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# ***Air Travel Consumer Report***

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A Product Of The  
**OFFICE OF AVIATION CONSUMER PROTECTION**

***Issued: July 2021***



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

MAY 2021

CARRIER <sup>1</sup>	AT ALL US AIRPORTS		RANK
	NUMBER OF AIRPORTS REPORTED	PERCENT OF ON-TIME ARRIVALS	
<b>HAWAIIAN AIRLINES</b>	<b>21</b>	<b>93.0</b>	<b>1</b>
<b>DELTA AIR LINES NETWORK</b>	<b>214</b>	<b>91.3</b>	<b>2</b>
- DELTA AIR LINES	113	90.3	
- BRANDED CODESHARE PARTNERS	192	92.6	
<b>ALASKA AIRLINES NETWORK</b>	<b>102</b>	<b>90.0</b>	<b>3</b>
- ALASKA AIRLINES	78	89.6	
- BRANDED CODESHARE PARTNERS	54	90.5	
<b>UNITED AIRLINES NETWORK</b>	<b>243</b>	<b>86.8</b>	<b>4</b>
- UNITED AIRLINES	91	87.5	
- BRANDED CODESHARE PARTNERS	229	86.3	
<b>AMERICAN AIRLINES NETWORK</b>	<b>230</b>	<b>84.9</b>	<b>5</b>
- AMERICAN AIRLINES	95	84.0	
- BRANDED CODESHARE PARTNERS	213	85.6	
<b>FRONTIER AIRLINES</b>	<b>100</b>	<b>84.9</b>	<b>6</b>
<b>SPIRIT AIRLINES</b>	<b>51</b>	<b>84.4</b>	<b>7</b>
<b>JETBLUE AIRWAYS</b>	<b>57</b>	<b>81.5</b>	<b>8</b>
<b>SOUTHWEST AIRLINES</b>	<b>103</b>	<b>81.3</b>	<b>9</b>
<b>ALLEGiant AIR</b>	<b>125</b>	<b>78.4</b>	<b>10</b>
<b>TOTAL AIRPORTS SERVED</b>	<b>371</b>	<b>86.2</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

MAY 2021

AT ALL US AIRPORTS			
CARRIER <sup>1</sup>	NUMBER OF AIRPORTS REPORTED	PERCENT OF ON-TIME ARRIVALS	RANK
HAWAIIAN AIRLINES	21	93.0	1
ENDEAVOR AIR	117	92.6	2
REPUBLIC AIRWAYS	91	91.4	3
DELTA AIR LINES	113	90.3	4
HORIZON AIR	49	89.8	5
ALASKA AIRLINES	78	89.6	6
PSA AIRLINES	91	88.2	7
SKYWEST AIRLINES	230	88.1	8
UNITED AIRLINES	91	87.5	9
FRONTIER AIRLINES	100	84.9	10
SPIRIT AIRLINES	51	84.4	11
AMERICAN AIRLINES	95	84.0	12
ENVOY AIR	139	82.4	13
JETBLUE AIRWAYS	57	81.5	14
SOUTHWEST AIRLINES	103	81.3	15
MESA AIRLINES	87	78.5	16
ALLEGiant AIR	125	78.4	17
<b>TOTAL AIRPORTS SERVED</b>	<b>362</b>	<b>86.0</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

MAY 2021

CARRIER <sup>1</sup>	Jan 21		Feb 21		Mar 21		Apr 21		May 21		Year-to-date (YTD)	
	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank
<b>ALASKA AIRLINES NETWORK</b>	<b>91.8</b>	<b>2</b>	<b>77.7</b>	<b>6</b>	<b>87.9</b>	<b>4</b>	<b>90.3</b>	<b>3</b>	<b>90.0</b>	<b>3</b>	<b>87.8</b>	<b>3</b>
- ALASKA AIRLINES	91.8		75.8		86.2		88.2		89.6		86.6	
- BRANDED CODESHARE PARTNERS	91.7		79.4		89.7		92.5		90.5		89.0	
<b>ALLEGiant AIR</b>	<b>80.5</b>	<b>9</b>	<b>75.6</b>	<b>9</b>	<b>82.1</b>	<b>10</b>	<b>79.4</b>	<b>9</b>	<b>78.4</b>	<b>10</b>	<b>79.4</b>	<b>10</b>
<b>AMERICAN AIRLINES NETWORK</b>	<b>86.4</b>	<b>8</b>	<b>77.6</b>	<b>7</b>	<b>88.6</b>	<b>2</b>	<b>88.7</b>	<b>5</b>	<b>84.9</b>	<b>5</b>	<b>85.7</b>	<b>5</b>
- AMERICAN AIRLINES	88.9		80.7		89.4		88.2		84.0		86.4	
- BRANDED CODESHARE PARTNERS	84.8		75.6		88.1		89.1		85.6		85.2	
<b>DELTA AIR LINES NETWORK</b>	<b>91.1</b>	<b>3</b>	<b>87.3</b>	<b>2</b>	<b>93.1</b>	<b>1</b>	<b>92.5</b>	<b>1</b>	<b>91.3</b>	<b>2</b>	<b>91.2</b>	<b>2</b>
- DELTA AIR LINES	90.7		87.4		92.4		90.6		90.3		90.4	
- BRANDED CODESHARE PARTNERS	91.6		87.2		93.8		94.7		92.6		92.2	
<b>FRONTIER AIRLINES</b>	<b>90.9</b>	<b>4</b>	<b>82.0</b>	<b>4</b>	<b>84.1</b>	<b>9</b>	<b>81.4</b>	<b>8</b>	<b>84.9</b>	<b>6</b>	<b>84.3</b>	<b>7</b>
<b>HAWAIIAN AIRLINES</b>	<b>94.5</b>	<b>1</b>	<b>95.0</b>	<b>1</b>	<b>88.2</b>	<b>3</b>	<b>91.4</b>	<b>2</b>	<b>93.0</b>	<b>1</b>	<b>92.4</b>	<b>1</b>
- HAWAIIAN AIRLINES	94.7		95.0		88.2		91.4		93.0		92.4	
- 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>87.8</b>	<b>5</b>	<b>81.9</b>	<b>7</b>	<b>81.5</b>	<b>8</b>	<b>80.0</b>	<b>9</b>
<b>SOUTHWEST AIRLINES</b>	<b>90.9</b>	<b>5</b>	<b>81.0</b>	<b>5</b>	<b>86.1</b>	<b>7</b>	<b>88.1</b>	<b>6</b>	<b>81.3</b>	<b>9</b>	<b>85.4</b>	<b>6</b>
<b>SPIRIT AIRLINES</b>	<b>88.8</b>	<b>7</b>	<b>82.0</b>	<b>3</b>	<b>84.9</b>	<b>8</b>	<b>76.1</b>	<b>10</b>	<b>84.4</b>	<b>7</b>	<b>83.1</b>	<b>8</b>
<b>UNITED AIRLINES NETWORK</b>	<b>89.0</b>	<b>6</b>	<b>75.8</b>	<b>8</b>	<b>87.3</b>	<b>6</b>	<b>89.4</b>	<b>4</b>	<b>86.8</b>	<b>4</b>	<b>85.9</b>	<b>4</b>
- UNITED AIRLINES	90.9		81.3		88.4		89.9		87.5		87.8	
- BRANDED CODESHARE PARTNERS	88.0		72.9		86.6		89.1		86.3		84.9	
<b>TOTAL</b>	<b>89.0</b>		<b>80.1</b>		<b>88.5</b>		<b>88.7</b>		<b>86.2</b>		<b>86.7</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)

MAY 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>	57	82.5	115	81.7	31	93.5	0	0.0	105	88.6	167	83.2	155	78.1	31	93.5
- ALASKA AIRLINES	57	82.5	115	81.7	31	93.5	0	0.0	105	88.6	167	83.2	155	78.1	31	93.5
- 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>	0	0.0	49	87.8	39	66.7	0	0.0	0	0.0	29	75.9	0	0.0	0	0.0
<b>AMERICAN AIRLINES NETWORK</b>	1017	83.9	1261	90.2	420	83.6	19190	89.6	4316	90.9	934	78.5	22106	74.8	573	86.4
- AMERICAN AIRLINES	600	78.2	1022	88.9	322	79.8	7536	90.0	1381	91.0	898	78.7	10590	76.1	248	80.2
- BRANDED CODESHARE PARTNERS	417	92.1	239	95.4	98	95.9	11654	89.4	2935	90.9	36	72.2	11516	73.6	325	91.1
<b>DELTA AIR LINES NETWORK</b>	21599	91.1	1856	92.4	412	90.8	724	93.4	668	92.4	994	85.5	833	77.6	8609	92.8
- DELTA AIR LINES	14715	91.5	1070	90.9	351	90.0	351	92.6	490	90.6	897	84.5	833	77.6	3466	90.9
- BRANDED CODESHARE PARTNERS	6884	90.3	786	94.4	61	95.1	373	94.1	178	97.2	97	94.8	0	0.0	5143	94.0
<b>FRONTIER AIRLINES</b>	407	86.2	90	90.0	84	82.1	89	93.3	62	83.9	1928	82.0	135	77.0	91	85.7
<b>HAWAIIAN AIRLINES</b>	0	0.0	14	85.7	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
<b>JETBLUE AIRWAYS</b>	259	81.1	2184	85.2	0	0.0	21	100.0	316	84.8	64	96.9	75	76.0	69	92.8
<b>SOUTHWEST AIRLINES</b>	2645	85.2	347	81.3	4725	84.9	182	78.0	664	84.2	6379	75.7	0	0.0	297	71.7
<b>SPIRIT AIRLINES</b>	766	86.3	244	84.0	489	84.5	61	82.0	0	0.0	167	80.2	616	73.9	899	84.2
<b>UNITED AIRLINES NETWORK</b>	435	85.3	449	86.6	202	81.7	377	85.7	274	90.1	11242	82.0	569	75.4	404	89.4
- UNITED AIRLINES	109	81.7	382	85.1	88	80.7	31	83.9	36	97.2	4888	85.6	226	77.0	13	92.3
- BRANDED CODESHARE PARTNERS	326	86.5	67	95.5	114	82.5	346	85.8	238	89.1	6354	79.3	343	74.3	391	89.3
<b>TOTAL</b>	<b>27,185</b>	<b>89.9</b>	<b>6,609</b>	<b>88.0</b>	<b>6,402</b>	<b>84.9</b>	<b>20,644</b>	<b>89.6</b>	<b>6,405</b>	<b>89.9</b>	<b>21,904</b>	<b>80.2</b>	<b>24,489</b>	<b>74.9</b>	<b>10,973</b>	<b>91.0</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)

MAY 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>	117	94.9	49	87.8	255	91.0	68	91.2	59	76.3	114	91.2	539	91.8	1910	91.4
- ALASKA AIRLINES	117	94.9	49	87.8	255	91.0	68	91.2	59	76.3	114	91.2	315	93.0	748	92.2
- BRANDED CODESHARE PARTNERS	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	224	90.2	1162	90.9
<b>ALLEGiant AIR</b>	47	91.5	262	70.6	0	0.0	0	0.0	0	0.0	0	0.0	755	80.3	106	72.6
<b>AMERICAN AIRLINES NETWORK</b>	504	86.3	765	88.5	306	87.3	214	82.7	812	75.1	841	87.9	1124	82.7	3084	87.7
- AMERICAN AIRLINES	456	85.3	765	88.5	306	87.3	62	71.0	491	70.9	841	87.9	1124	82.7	2486	87.3
- BRANDED CODESHARE PARTNERS	48	95.8	0	0.0	0	0.0	152	87.5	321	81.6	0	0.0	0	0.0	598	89.1
<b>DELTA AIR LINES NETWORK</b>	496	93.3	1149	90.3	245	82.9	415	89.2	656	81.9	3286	91.5	1275	89.3	3804	88.1
- DELTA AIR LINES	371	92.2	1149	90.3	245	82.9	210	90.0	445	81.3	1831	91.2	1121	88.7	2437	85.4
- BRANDED CODESHARE PARTNERS	125	96.8	0	0.0	0	0.0	205	88.3	211	82.9	1455	91.8	154	93.5	1367	92.9
<b>FRONTIER AIRLINES</b>	167	72.5	0	0.0	0	0.0	13	92.3	106	83.0	0	0.0	1064	82.0	149	92.6
<b>HAWAIIAN AIRLINES</b>	0	0.0	0	0.0	1830	92.3	0	0.0	0	0.0	24	83.3	59	88.1	173	90.2
<b>JETBLUE AIRWAYS</b>	1206	75.6	1671	80.3	0	0.0	0	0.0	60	75.0	2319	81.7	344	80.5	794	86.1
<b>SOUTHWEST AIRLINES</b>	0	0.0	1446	85.5	775	91.5	163	82.8	465	74.8	0	0.0	4793	84.8	1445	80.8
<b>SPIRIT AIRLINES</b>	413	83.8	2259	82.5	0	0.0	0	0.0	581	77.1	0	0.0	1286	86.0	679	82.8
<b>UNITED AIRLINES NETWORK</b>	4333	90.4	612	88.4	382	87.4	4631	90.4	9491	83.3	80	97.5	746	90.3	1879	90.4
- UNITED AIRLINES	2553	89.9	612	88.4	382	87.4	1458	89.6	3359	85.0	80	97.5	658	89.8	1159	89.6
- BRANDED CODESHARE PARTNERS	1780	91.0	0	0.0	0	0.0	3173	90.8	6132	82.4	0	0.0	88	94.3	720	91.5
<b>TOTAL</b>	<b>7,283</b>	<b>87.1</b>	<b>8,213</b>	<b>84.3</b>	<b>3,793</b>	<b>90.6</b>	<b>5,504</b>	<b>89.8</b>	<b>12,230</b>	<b>82.0</b>	<b>6,664</b>	<b>87.7</b>	<b>11,985</b>	<b>85.2</b>	<b>14,023</b>	<b>87.6</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)

MAY 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>116</b>	<b>95.7</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>90</b>	<b>94.4</b>	<b>227</b>	<b>94.3</b>	<b>2533</b>	<b>89.3</b>	<b>31</b>	<b>83.9</b>
- ALASKA AIRLINES	0	0.0	116	95.7	0	0.0	0	0.0	59	94.9	227	94.3	1016	86.8	31	83.9
- BRANDED CODESHARE PARTNERS	0	0.0	0	0.0	0	0.0	0	0.0	31	93.5	0	0.0	1517	91.0	0	0.0
<b>ALLEGiant AIR</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>45</b>	<b>80.0</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>29</b>	<b>93.1</b>	<b>0</b>	<b>0.0</b>
<b>AMERICAN AIRLINES NETWORK</b>	<b>1251</b>	<b>87.4</b>	<b>1332</b>	<b>83.7</b>	<b>0</b>	<b>0.0</b>	<b>5188</b>	<b>87.9</b>	<b>576</b>	<b>82.1</b>	<b>9719</b>	<b>91.2</b>	<b>341</b>	<b>81.2</b>	<b>5807</b>	<b>91.0</b>
- AMERICAN AIRLINES	870	87.1	1300	84.0	0	0.0	4186	86.6	429	78.8	3658	90.4	294	81.0	1837	87.4
- BRANDED CODESHARE PARTNERS	381	87.9	32	71.9	0	0.0	1002	93.5	147	91.8	6061	91.7	47	83.0	3970	92.6
<b>DELTA AIR LINES NETWORK</b>	<b>3082</b>	<b>93.1</b>	<b>1707</b>	<b>89.7</b>	<b>335</b>	<b>89.6</b>	<b>824</b>	<b>91.3</b>	<b>8282</b>	<b>94.0</b>	<b>922</b>	<b>90.5</b>	<b>667</b>	<b>89.7</b>	<b>476</b>	<b>93.3</b>
- DELTA AIR LINES	1226	92.5	1707	89.7	0	0.0	824	91.3	3755	93.4	411	85.9	364	89.3	326	92.0
- BRANDED CODESHARE PARTNERS	1856	93.4	0	0.0	335	89.6	0	0.0	4527	94.5	511	94.1	303	90.1	150	96.0
<b>FRONTIER AIRLINES</b>	<b>93</b>	<b>88.2</b>	<b>1460</b>	<b>82.5</b>	<b>0</b>	<b>0.0</b>	<b>554</b>	<b>84.7</b>	<b>47</b>	<b>78.7</b>	<b>206</b>	<b>87.4</b>	<b>53</b>	<b>86.8</b>	<b>575</b>	<b>85.2</b>
<b>HAWAIIAN AIRLINES</b>	<b>0</b>	<b>0.0</b>	<b>9</b>	<b>88.9</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>62</b>	<b>91.9</b>	<b>0</b>	<b>0.0</b>
<b>JETBLUE AIRWAYS</b>	<b>178</b>	<b>84.8</b>	<b>1231</b>	<b>82.9</b>	<b>0</b>	<b>0.0</b>	<b>482</b>	<b>82.0</b>	<b>17</b>	<b>94.1</b>	<b>82</b>	<b>75.6</b>	<b>41</b>	<b>82.9</b>	<b>195</b>	<b>83.1</b>
<b>SOUTHWEST AIRLINES</b>	<b>496</b>	<b>83.1</b>	<b>3322</b>	<b>83.6</b>	<b>5026</b>	<b>86.5</b>	<b>581</b>	<b>83.5</b>	<b>383</b>	<b>79.4</b>	<b>496</b>	<b>80.6</b>	<b>519</b>	<b>77.6</b>	<b>314</b>	<b>77.1</b>
<b>SPIRIT AIRLINES</b>	<b>322</b>	<b>88.5</b>	<b>1907</b>	<b>85.0</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>177</b>	<b>91.0</b>	<b>596</b>	<b>81.0</b>	<b>65</b>	<b>87.7</b>	<b>323</b>	<b>80.5</b>
<b>UNITED AIRLINES NETWORK</b>	<b>354</b>	<b>90.1</b>	<b>781</b>	<b>88.2</b>	<b>0</b>	<b>0.0</b>	<b>461</b>	<b>86.6</b>	<b>290</b>	<b>88.3</b>	<b>10453</b>	<b>91.9</b>	<b>330</b>	<b>88.8</b>	<b>275</b>	<b>87.3</b>
- UNITED AIRLINES	120	85.0	781	88.2	0	0.0	443	86.2	179	85.5	3454	91.2	311	88.1	63	81.0
- BRANDED CODESHARE PARTNERS	234	92.7	0	0.0	0	0.0	18	94.4	111	92.8	6999	92.3	19	100.0	212	89.2
<b>TOTAL</b>	<b>5,776</b>	<b>90.2</b>	<b>11,865</b>	<b>84.9</b>	<b>5,406</b>	<b>86.6</b>	<b>8,090</b>	<b>87.3</b>	<b>9,862</b>	<b>92.4</b>	<b>22,701</b>	<b>91.0</b>	<b>4,640</b>	<b>87.4</b>	<b>7,996</b>	<b>89.4</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)

MAY 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>419</b>	<b>91.9</b>	<b>1453</b>	<b>91.8</b>	<b>8992</b>	<b>90.3</b>	<b>1533</b>	<b>89.6</b>	<b>341</b>	<b>92.7</b>	<b>67</b>	<b>92.5</b>
- ALASKA AIRLINES	319	90.9	574	91.8	5602	90.5	376	91.5	55	89.1	67	92.5
- BRANDED CODESHARE PARTNERS	100	95.0	879	91.8	3390	90.0	1157	88.9	286	93.4	0	0.0
<b>ALLEGiant AIR</b>	<b>0</b>	<b>0.0</b>	<b>25</b>	<b>80.0</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>6522</b>	<b>91.3</b>	<b>663</b>	<b>82.1</b>	<b>514</b>	<b>82.9</b>	<b>764</b>	<b>82.9</b>	<b>577</b>	<b>83.2</b>	<b>1032</b>	<b>88.1</b>
- AMERICAN AIRLINES	3886	90.9	663	82.1	462	81.8	680	81.9	403	78.9	793	86.3
- BRANDED CODESHARE PARTNERS	2636	91.8	0	0.0	52	92.3	84	90.5	174	93.1	239	94.1
<b>DELTA AIR LINES NETWORK</b>	<b>1073</b>	<b>87.6</b>	<b>550</b>	<b>91.1</b>	<b>3649</b>	<b>92.4</b>	<b>842</b>	<b>90.7</b>	<b>7766</b>	<b>92.5</b>	<b>1134</b>	<b>93.0</b>
- DELTA AIR LINES	915	87.4	550	91.1	2097	91.5	553	90.6	4212	91.4	1103	93.0
- BRANDED CODESHARE PARTNERS	158	88.6	0	0.0	1552	93.6	289	91.0	3554	94.0	31	93.5
<b>FRONTIER AIRLINES</b>	<b>428</b>	<b>89.5</b>	<b>152</b>	<b>96.1</b>	<b>50</b>	<b>88.0</b>	<b>133</b>	<b>87.2</b>	<b>157</b>	<b>89.8</b>	<b>324</b>	<b>87.3</b>
<b>HAWAIIAN AIRLINES</b>	<b>38</b>	<b>97.4</b>	<b>62</b>	<b>88.7</b>	<b>62</b>	<b>87.1</b>	<b>62</b>	<b>88.7</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>
<b>JETBLUE AIRWAYS</b>	<b>139</b>	<b>77.0</b>	<b>132</b>	<b>93.2</b>	<b>77</b>	<b>84.4</b>	<b>354</b>	<b>87.3</b>	<b>141</b>	<b>83.7</b>	<b>474</b>	<b>85.0</b>
<b>SOUTHWEST AIRLINES</b>	<b>4597</b>	<b>84.9</b>	<b>1580</b>	<b>83.9</b>	<b>554</b>	<b>80.1</b>	<b>464</b>	<b>83.4</b>	<b>750</b>	<b>78.0</b>	<b>1840</b>	<b>84.9</b>
<b>SPIRIT AIRLINES</b>	<b>53</b>	<b>90.6</b>	<b>62</b>	<b>88.7</b>	<b>61</b>	<b>90.2</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>585</b>	<b>86.0</b>
<b>UNITED AIRLINES NETWORK</b>	<b>677</b>	<b>92.0</b>	<b>558</b>	<b>91.6</b>	<b>452</b>	<b>87.4</b>	<b>2880</b>	<b>86.3</b>	<b>572</b>	<b>88.8</b>	<b>520</b>	<b>89.8</b>
- UNITED AIRLINES	565	92.0	477	90.6	406	86.9	1610	86.0	144	87.5	517	89.7
- BRANDED CODESHARE PARTNERS	112	92.0	81	97.5	46	91.3	1270	86.7	428	89.3	3	100.0
<b>TOTAL</b>	<b>13,946</b>	<b>88.7</b>	<b>5,237</b>	<b>88.1</b>	<b>14,411</b>	<b>90.0</b>	<b>7,032</b>	<b>87.1</b>	<b>10,304</b>	<b>90.6</b>	<b>5,976</b>	<b>87.8</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)

MAY 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	57	82.5	115	81.7	31	93.5	0	0.0	105	88.6	167	83.2	155	78.1	31	93.5
ALLEGiant AIR	0	0.0	49	87.8	39	66.7	0	0.0	0	0.0	29	75.9	0	0.0	0	0.0
AMERICAN AIRLINES	600	78.2	1022	88.9	322	79.8	7536	90.0	1381	91.0	898	78.7	10590	76.1	248	80.2
DELTA AIR LINES	14715	91.5	1070	90.9	351	90.0	351	92.6	490	90.6	897	84.5	833	77.6	3466	90.9
ENDEAVOR AIR	5699	91.0	128	93.8	59	94.9	76	98.7	25	96.0	0	0.0	0	0.0	2988	94.9
ENVOY AIR	6	83.3	2	100.0	0	0.0	0	0.0	161	90.7	0	0.0	7063	75.9	29	96.6
FRONTIER AIRLINES	407	86.2	90	90.0	84	82.1	89	93.3	62	83.9	1928	82.0	135	77.0	91	85.7
HAWAIIAN AIRLINES	0	0.0	14	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	259	81.1	2184	85.2	0	0.0	21	100.0	316	84.8	64	96.9	75	76.0	69	92.8
MESA AIRLINES	119	86.6	0	0.0	62	79.0	120	80.0	83	79.5	0	0.0	2456	67.0	65	86.2
PSA AIRLINES	122	92.6	0	0.0	36	100.0	7661	89.3	1615	90.0	0	0.0	198	77.3	144	88.9
REPUBLIC AIRWAYS	1624	88.3	962	94.5	82	89.0	2064	90.0	1378	92.7	0	0.0	95	85.3	1316	94.7
SKYWEST AIRLINES	57	77.2	3	100.0	25	92.0	181	93.4	33	97.0	5979	80.9	2047	72.9	1249	89.7
SOUTHWEST AIRLINES	2645	85.2	347	81.3	4725	84.9	182	78.0	664	84.2	6379	75.7	0	0.0	297	71.7
SPIRIT AIRLINES	766	86.3	244	84.0	489	84.5	61	82.0	0	0.0	167	80.2	616	73.9	899	84.2
UNITED AIRLINES	109	81.7	382	85.1	88	80.7	31	83.9	36	97.2	4888	85.6	226	77.0	13	92.3
<b>TOTAL</b>	<b>27,185</b>	<b>89.9</b>	<b>6,612</b>	<b>88.0</b>	<b>6,393</b>	<b>84.9</b>	<b>18,373</b>	<b>89.6</b>	<b>6,349</b>	<b>89.9</b>	<b>21,396</b>	<b>80.6</b>	<b>24,489</b>	<b>74.9</b>	<b>10,905</b>	<b>91.0</b>

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## 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)

MAY 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	117	94.9	49	87.8	255	91.0	68	91.2	59	76.3	114	91.2	315	93.0	748	92.2
ALLEGiant AIR	47	91.5	262	70.6	0	0.0	0	0.0	0	0.0	0	0.0	755	80.3	106	72.6
AMERICAN AIRLINES	456	85.3	765	88.5	306	87.3	62	71.0	491	70.9	841	87.9	1124	82.7	2486	87.3
DELTA AIR LINES	371	92.2	1149	90.3	245	82.9	210	90.0	445	81.3	1831	91.2	1121	88.7	2437	85.4
ENDEAVOR AIR	59	98.3	0	0.0	0	0.0	50	92.0	0	0.0	837	92.5	0	0.0	0	0.0
ENVOY AIR	0	0.0	0	0.0	0	0.0	0	0.0	82	78.0	0	0.0	0	0.0	0	0.0
FRONTIER AIRLINES	167	72.5	0	0.0	0	0.0	13	92.3	106	83.0	0	0.0	1064	82.0	149	92.6
HAWAIIAN AIRLINES	0	0.0	0	0.0	1830	92.3	0	0.0	0	0.0	24	83.3	59	88.1	173	90.2
HORIZON AIR	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	93	87.1	396	85.4
JETBLUE AIRWAYS	1206	75.6	1671	80.3	0	0.0	0	0.0	60	75.0	2319	81.7	344	80.5	794	86.1
MESA AIRLINES	0	0.0	0	0.0	0	0.0	599	88.8	2808	86.3	0	0.0	0	0.0	0	0.0
PSA AIRLINES	0	0.0	0	0.0	0	0.0	152	87.5	0	0.0	0	0.0	0	0.0	0	0.0
REPUBLIC AIRWAYS	1231	92.4	0	0.0	0	0.0	577	89.3	118	84.7	625	89.9	0	0.0	0	0.0
SKYWEST AIRLINES	34	97.1	0	0.0	0	0.0	270	90.7	1860	80.5	0	0.0	373	93.3	3451	92.1
SOUTHWEST AIRLINES	0	0.0	1446	85.5	775	91.5	163	82.8	465	74.8	0	0.0	4793	84.8	1445	80.8
SPIRIT AIRLINES	413	83.8	2259	82.5	0	0.0	0	0.0	581	77.1	0	0.0	1286	86.0	679	82.8
UNITED AIRLINES	2553	89.9	612	88.4	382	87.4	1458	89.6	3359	85.0	80	97.5	658	89.8	1159	89.6
<b>TOTAL</b>	<b>6,654</b>	<b>87.0</b>	<b>8,213</b>	<b>84.3</b>	<b>3,793</b>	<b>90.6</b>	<b>3,622</b>	<b>88.9</b>	<b>10,434</b>	<b>82.7</b>	<b>6,671</b>	<b>87.6</b>	<b>11,985</b>	<b>85.2</b>	<b>14,023</b>	<b>87.6</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)

MAY 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	116	95.7	0	0.0	0	0.0	59	94.9	227	94.3	1016	86.8	31	83.9
ALLEGiant AIR	0	0.0	0	0.0	45	80.0	0	0.0	0	0.0	0	0.0	29	93.1	0	0.0
AMERICAN AIRLINES	870	87.1	1300	84.0	0	0.0	4186	86.6	429	78.8	3658	90.4	294	81.0	1837	87.4
DELTA AIR LINES	1226	92.5	1707	89.7	0	0.0	824	91.3	3755	93.4	411	85.9	364	89.3	326	92.0
ENDEAVOR AIR	723	95.3	0	0.0	180	94.4	0	0.0	1730	94.5	76	97.4	0	0.0	6	100.0
ENVOY AIR	0	0.0	0	0.0	0	0.0	977	93.8	55	89.1	2277	92.6	0	0.0	0	0.0
FRONTIER AIRLINES	93	88.2	1460	82.5	0	0.0	554	84.7	47	78.7	206	87.4	53	86.8	575	85.2
HAWAIIAN AIRLINES	0	0.0	9	88.9	0	0.0	0	0.0	0	0.0	0	0.0	62	91.9	0	0.0
HORIZON AIR	0	0.0	0	0.0	0	0.0	0	0.0	31	93.5	0	0.0	1148	89.8	0	0.0
JETBLUE AIRWAYS	178	84.8	1231	82.9	0	0.0	482	82.0	17	94.1	82	75.6	41	82.9	195	83.1
MESA AIRLINES	93	89.2	0	0.0	0	0.0	0	0.0	31	96.8	0	0.0	0	0.0	61	82.0
PSA AIRLINES	0	0.0	0	0.0	0	0.0	0	0.0	28	96.4	0	0.0	0	0.0	945	90.6
REPUBLIC AIRWAYS	1593	91.3	32	71.9	155	83.9	43	88.4	112	90.2	3557	92.5	0	0.0	1736	94.1
SKYWEST AIRLINES	4	100.0	0	0.0	0	0.0	0	0.0	2829	94.5	3842	90.8	738	92.3	135	94.1
SOUTHWEST AIRLINES	496	83.1	3322	83.6	5026	86.5	581	83.5	383	79.4	496	80.6	519	77.6	314	77.1
SPIRIT AIRLINES	322	88.5	1907	85.0	0	0.0	0	0.0	177	91.0	596	81.0	65	87.7	323	80.5
UNITED AIRLINES	120	85.0	781	88.2	0	0.0	443	86.2	179	85.5	3454	91.2	311	88.1	63	81.0
<b>TOTAL</b>	<b>5,718</b>	<b>90.2</b>	<b>11,865</b>	<b>84.9</b>	<b>5,406</b>	<b>86.6</b>	<b>8,090</b>	<b>87.3</b>	<b>9,862</b>	<b>92.4</b>	<b>18,882</b>	<b>90.6</b>	<b>4,640</b>	<b>87.4</b>	<b>6,547</b>	<b>88.7</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)

MAY 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	319	90.9	574	91.8	5602	90.5	376	91.5	55	89.1	67	92.5
ALLEGIAN AIR	0	0.0	25	80.0	0	0.0	0	0.0	0	0.0	0	0.0
AMERICAN AIRLINES	3886	90.9	663	82.1	462	81.8	680	81.9	403	78.9	793	86.3
DELTA AIR LINES	915	87.4	550	91.1	2097	91.5	553	90.6	4212	91.4	1103	93.0
ENDEAVOR AIR	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	31	93.5
ENVOY AIR	279	92.5	0	0.0	0	0.0	0	0.0	25	100.0	58	94.8
FRONTIER AIRLINES	428	89.5	152	96.1	50	88.0	133	87.2	157	89.8	324	87.3
HAWAIIAN AIRLINES	38	97.4	62	88.7	62	87.1	62	88.7	0	0.0	0	0.0
HORIZON AIR	61	93.4	209	89.0	3004	90.2	155	80.0	19	94.7	0	0.0
JETBLUE AIRWAYS	139	77.0	132	93.2	77	84.4	354	87.3	141	83.7	474	85.0
MESA AIRLINES	869	89.8	0	0.0	0	0.0	0	0.0	4	100.0	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	18	100.0	184	94.0
SKYWEST AIRLINES	1797	92.6	751	93.2	2036	92.4	2645	88.7	4376	93.4	0	0.0
SOUTHWEST AIRLINES	4597	84.9	1580	83.9	554	80.1	464	83.4	750	78.0	1840	84.9
SPIRIT AIRLINES	53	90.6	62	88.7	61	90.2	0	0.0	0	0.0	585	86.0
UNITED AIRLINES	565	92.0	477	90.6	406	86.9	1610	86.0	144	87.5	517	89.7
<b>TOTAL</b>	<b>13,946</b>	<b>88.7</b>	<b>5,237</b>	<b>88.1</b>	<b>14,411</b>	<b>90.0</b>	<b>7,032</b>	<b>87.1</b>	<b>10,304</b>	<b>90.6</b>	<b>5,976</b>	<b>87.8</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)

MAY 2021

ARRIVAL AIRPORT*																
SCHEDULED ARRIVAL TIME	ATL	BOS	BWI	CLT	DCA	DEN	DFW	DTW	EWR	FLL	HNL	IAD	IAH	JFK	LAS	LAX
0600-0659	91.7	91.0	90.0	92.4	0.0	91.5	86.8	94.4	87.5	84.6	0.0	0.0	89.1	88.9	96.2	93.1
0700-0759	94.1	95.0	97.5	89.8	94.2	94.9	89.2	94.0	95.0	91.0	96.4	96.9	93.2	91.3	95.2	93.7
0800-0859	93.9	94.0	93.2	93.7	92.8	90.8	85.8	96.1	94.0	90.0	98.0	97.6	89.8	93.3	95.3	89.1
0900-0959	94.5	91.0	94.4	92.0	94.0	91.8	82.0	93.9	93.6	90.5	94.1	92.4	86.6	91.4	91.9	93.1
1000-1059	94.0	89.7	94.8	94.0	94.3	88.8	88.6	91.1	91.4	93.1	94.2	100.0	86.0	91.0	90.1	90.6
1100-1159	93.1	91.6	98.3	93.0	94.2	90.2	76.6	94.9	92.2	94.5	95.1	93.6	87.7	89.3	89.2	91.1
1200-1259	94.5	95.1	91.3	93.9	93.4	85.3	77.0	90.9	94.9	88.9	91.1	96.1	86.7	88.0	86.9	91.7
1300-1359	90.7	93.4	91.9	91.2	90.2	83.9	73.7	92.2	93.1	89.1	89.4	89.7	84.2	91.1	87.0	91.3
1400-1459	90.6	90.2	88.0	92.0	90.3	78.0	80.0	92.2	90.8	90.7	85.1	89.3	80.7	85.5	86.0	86.7
1500-1559	87.0	92.8	88.0	86.7	94.1	76.2	73.9	92.4	86.3	89.6	86.2	92.6	81.5	92.7	82.2	89.1
1600-1659	90.1	87.8	83.9	88.6	89.8	73.8	74.5	88.7	84.8	82.5	86.6	86.4	75.7	83.2	81.4	87.9
1700-1759	88.0	90.5	84.8	83.5	89.9	70.2	65.9	90.1	86.1	80.1	93.2	88.7	72.9	87.7	80.6	86.9
1800-1859	88.2	87.1	80.2	85.9	87.5	68.9	66.8	88.6	83.6	81.9	84.6	79.8	78.5	85.8	83.0	86.9
1900-1959	87.6	85.3	72.2	86.3	90.8	68.3	65.9	88.9	84.5	81.5	87.9	89.3	72.4	86.6	84.4	82.9
2000-2059	85.5	90.3	72.6	78.6	87.4	67.4	69.8	91.8	79.5	74.6	87.6	78.8	81.0	85.3	80.1	84.8
2100-2159	84.7	83.4	73.0	89.5	82.2	74.5	70.2	82.4	86.4	76.0	88.7	91.8	74.7	85.2	81.3	82.1
2200-2259	81.6	82.6	75.3	84.5	84.5	77.3	72.7	79.5	72.9	76.0	93.0	80.9	74.7	86.9	82.4	80.0
2300-0559	80.5	79.4	76.1	88.9	78.5	78.7	82.2	83.5	81.6	75.8	95.8	78.3	79.8	83.2	77.7	80.2
<b>TOTAL</b>	<b>89.9</b>	<b>88.0</b>	<b>84.9</b>	<b>89.6</b>	<b>89.9</b>	<b>80.6</b>	<b>74.9</b>	<b>91.0</b>	<b>87.0</b>	<b>84.3</b>	<b>90.6</b>	<b>88.9</b>	<b>82.7</b>	<b>87.6</b>	<b>85.2</b>	<b>87.6</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)

MAY 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	90.2	92.9	89.0	91.8	91.3	66.7	90.5	95.5	58.3	95.0	87.1	75.0	95.7	91.8
0700-0759	94.5	92.5	96.1	92.6	95.2	92.2	95.8	92.3	93.7	97.7	90.7	95.8	96.2	95.7	93.3
0800-0859	96.1	95.3	92.4	91.5	94.4	92.2	95.4	90.8	92.6	96.9	94.8	96.9	92.5	96.1	92.7
0900-0959	94.0	94.5	94.0	90.5	94.7	93.7	94.1	93.3	93.0	94.0	93.7	92.3	91.1	93.9	91.4
1000-1059	95.3	91.8	89.9	88.5	97.1	97.0	88.9	95.2	92.0	92.4	88.8	91.3	91.8	93.1	91.4
1100-1159	92.9	90.8	95.6	90.8	94.6	92.2	93.2	87.4	90.0	89.3	92.0	92.3	92.1	92.2	89.4
1200-1259	94.4	88.8	94.3	89.5	94.2	94.2	91.3	93.6	92.4	93.3	93.7	89.7	95.3	92.2	91.3
1300-1359	93.4	88.7	90.2	87.2	89.5	93.9	92.9	92.0	88.7	91.4	94.3	92.1	91.5	91.1	88.1
1400-1459	86.9	85.2	85.8	83.6	94.0	93.4	94.5	89.0	89.8	90.5	92.6	90.4	89.8	90.9	88.6
1500-1559	92.4	85.9	86.1	87.3	90.5	89.9	82.4	84.8	87.6	83.4	88.1	86.9	90.2	88.1	85.1
1600-1659	93.0	80.4	86.8	87.1	90.6	89.5	89.8	90.5	90.3	87.3	87.7	88.6	92.0	87.5	85.9
1700-1759	86.6	82.1	86.6	84.1	91.8	86.6	85.7	87.6	81.9	86.0	89.9	73.9	80.4	85.4	81.9
1800-1859	91.9	81.1	81.1	84.1	92.4	87.5	82.7	86.2	85.3	82.3	90.9	79.3	91.2	85.3	82.6
1900-1959	87.9	79.0	81.2	82.6	93.9	84.9	84.2	88.1	84.1	81.1	86.4	84.7	87.8	82.1	82.4
2000-2059	82.5	78.6	78.9	83.3	89.8	92.9	84.8	90.0	84.4	87.5	84.8	89.6	92.6	80.1	83.9
2100-2159	89.0	79.5	68.0	85.9	81.7	87.2	81.5	82.4	76.8	78.4	85.9	82.3	87.3	86.4	82.2
2200-2259	80.9	77.9	77.6	81.0	68.5	82.0	83.6	81.3	79.6	83.0	88.1	89.5	84.4	82.0	81.1
2300-0559	82.4	81.3	71.9	84.0	84.5	87.3	81.8	79.9	86.4	89.7	87.5	83.0	79.9	79.8	81.2
<b>TOTAL</b>	<b>90.2</b>	<b>84.9</b>	<b>86.6</b>	<b>87.3</b>	<b>92.4</b>	<b>90.6</b>	<b>87.4</b>	<b>88.7</b>	<b>88.7</b>	<b>88.1</b>	<b>90.0</b>	<b>87.1</b>	<b>90.6</b>	<b>87.8</b>	<b>86.8</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)

MAY 2021

DEPARTURE AIRPORT*																
SCHEDULED DEPARTURE TIME	ATL	BOS	BWI	CLT	DCA	DEN	DFW	DTW	EWR	FLL	HNL	IAD	IAH	JFK	LAS	LAX
0600-0659	91.0	93.7	92.1	91.3	95.0	94.6	93.3	94.5	93.2	94.3	96.8	96.0	93.4	89.7	94.7	95.3
0700-0759	90.7	94.3	93.2	93.2	94.5	92.5	91.9	94.9	95.7	90.4	97.3	91.9	92.0	90.5	93.9	92.6
0800-0859	93.6	96.1	87.5	95.6	93.0	92.2	91.2	93.9	90.7	87.1	96.2	94.8	85.8	92.7	91.3	90.4
0900-0959	90.5	93.2	86.7	94.0	92.9	89.3	87.5	93.0	90.6	86.5	98.0	100.0	91.8	87.5	86.4	87.0
1000-1059	88.4	93.2	83.3	91.9	91.0	88.4	84.0	93.3	90.2	89.9	96.8	91.6	88.7	87.0	84.4	87.2
1100-1159	86.8	87.6	84.4	93.9	92.5	83.3	83.1	89.9	92.7	89.7	93.2	93.3	85.5	92.0	83.3	86.1
1200-1259	89.6	88.1	86.3	90.7	94.4	80.1	78.5	91.1	89.7	86.9	91.0	95.2	86.0	87.4	80.0	86.1
1300-1359	87.7	90.5	83.1	89.4	93.2	81.7	72.1	86.5	91.5	82.5	89.1	91.5	78.7	84.0	76.1	84.6
1400-1459	85.0	88.5	72.1	91.4	88.9	74.8	74.4	90.7	90.5	88.4	89.2	100.0	83.3	85.7	71.5	83.8
1500-1559	83.5	88.0	68.4	85.7	89.6	74.4	70.4	91.4	86.6	86.1	96.1	86.5	74.4	84.3	79.7	82.4
1600-1659	80.8	81.3	75.2	84.9	90.1	73.3	74.6	87.1	80.2	79.4	84.0	90.7	79.1	91.4	72.4	87.2
1700-1759	84.4	86.9	65.0	85.0	84.4	69.7	72.5	85.6	80.8	71.1	96.1	86.4	81.0	81.5	77.6	82.5
1800-1859	81.6	91.2	58.0	83.9	88.9	69.7	65.8	81.0	84.1	70.7	93.0	87.6	67.1	85.4	74.0	87.0
1900-1959	78.1	88.8	61.4	85.8	85.9	65.2	65.0	91.0	85.5	76.6	91.6	82.4	79.5	84.0	72.4	84.8
2000-2059	76.9	85.1	54.3	88.5	86.5	62.0	65.9	90.6	76.1	71.3	87.1	0.0	83.4	87.9	70.9	82.4
2100-2159	80.3	97.1	41.4	84.1	84.7	51.0	70.1	93.7	68.1	56.4	96.7	0.0	88.9	85.5	69.6	81.6
2200-2259	86.7	0.0	45.2	90.8	0.0	81.0	69.4	0.0	0.0	56.5	89.5	0.0	85.2	71.0	90.1	83.0
2300-0559	86.7	92.3	90.2	100.0	0.0	86.8	85.8	0.0	91.8	71.0	97.0	93.1	94.2	86.3	85.4	84.4
<b>TOTAL</b>	<b>85.6</b>	<b>90.3</b>	<b>73.9</b>	<b>89.6</b>	<b>90.3</b>	<b>78.5</b>	<b>76.1</b>	<b>91.4</b>	<b>88.4</b>	<b>80.7</b>	<b>92.2</b>	<b>89.9</b>	<b>84.6</b>	<b>87.4</b>	<b>82.1</b>	<b>86.5</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)

MAY 2021

DEPARTURE AIRPORT*															
SCHEDULED DEPARTURE TIME	LGA	MCO	MDW	MIA	MSP	ORD	PDX	PHL	PHX	SAN	SEA	SFO	SLC	TPA	TOTAL
0600-0659	93.2	91.6	96.9	88.8	95.6	93.0	96.4	91.9	95.7	96.5	93.8	96.0	93.6	95.1	93.9
0700-0759	94.0	91.0	93.7	89.4	97.4	93.0	95.1	89.8	95.0	95.4	93.0	97.1	94.1	96.1	93.2
0800-0859	93.6	91.4	88.9	88.4	94.5	92.8	92.2	94.8	89.8	95.0	91.1	95.1	95.0	94.9	92.2
0900-0959	91.1	88.5	86.3	90.0	92.6	92.8	91.6	93.8	89.5	89.3	92.9	94.7	92.8	92.5	90.8
1000-1059	89.4	89.1	82.1	87.5	93.6	91.6	94.4	91.6	88.0	94.4	88.7	94.0	90.4	92.5	89.4
1100-1159	91.5	90.4	81.8	90.6	94.0	93.6	89.2	92.7	86.7	88.4	89.0	89.9	90.1	88.5	88.5
1200-1259	91.3	85.8	86.5	88.1	93.2	87.0	89.9	87.6	80.3	82.7	90.3	86.8	87.5	88.0	86.0
1300-1359	92.7	81.4	81.1	82.7	94.0	92.1	89.6	86.1	85.5	88.6	90.5	92.0	88.6	84.9	85.9
1400-1459	91.1	78.6	76.5	77.9	88.2	92.9	88.2	91.2	78.6	85.3	91.8	87.5	85.0	88.7	84.3
1500-1559	86.8	77.3	69.2	80.7	91.3	90.4	89.8	89.1	82.7	87.8	90.0	81.9	89.8	85.5	84.0
1600-1659	85.6	73.3	69.0	80.0	89.1	79.6	85.4	87.1	78.3	81.4	94.1	89.8	85.1	81.6	80.9
1700-1759	84.0	72.8	74.7	76.0	87.3	85.3	87.4	84.9	79.4	85.0	88.7	82.3	87.0	79.6	80.2
1800-1859	87.8	77.1	64.3	71.6	91.5	90.4	89.2	91.1	78.3	80.8	87.1	83.0	82.2	83.2	80.4
1900-1959	88.3	69.4	69.2	83.0	89.7	87.4	86.0	83.6	80.9	84.0	91.4	88.7	76.0	79.3	78.8
2000-2059	88.4	66.9	65.0	81.0	93.0	91.0	85.5	91.7	65.3	75.4	82.5	89.4	90.3	81.4	79.9
2100-2159	78.8	75.7	57.1	83.4	94.0	90.1	96.0	91.7	63.3	81.5	88.3	87.0	91.3	54.0	79.7
2200-2259	74.2	67.6	50.0	86.0	96.3	0.0	88.9	68.0	71.8	91.6	90.8	86.7	89.8	82.8	84.9
2300-0559	0.0	88.6	96.5	89.5	94.3	92.0	91.2	85.9	91.3	96.0	91.5	90.2	88.1	97.0	88.5
TOTAL	89.9	82.1	77.3	83.6	92.9	90.9	91.1	90.9	84.3	88.8	90.5	90.4	89.9	87.3	85.7

\* 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**  
**MAY 2021**

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Aberdeen, SD (ABR)	98.4	95.2	62	62
Abilene, TX (ABI)	80.6	83.8	211	210
Adak Island, AK (ADK)	55.6	66.7	9	9
Aguadilla, PR (BQN)	73.3	70.9	172	172
Akron, OH (CAK)	84.5	85.7	251	251
Alamosa, CO (ALS)	88.7	96.2	53	53
Albany, GA (ABY)	91.3	94.6	92	92
Albany, NY (ALB)	85.7	87.5	649	650
Albuquerque, NM (ABQ)	81.2	82.6	1301	1300
Alexandria, LA (AEX)	86.0	89.7	242	242
Allentown/Bethlehem/Easton, PA (ABE)	90.4	91.6	439	438
Alpena, MI (APN)	90.6	90.6	53	53
Amarillo, TX (AMA)	66.4	74.1	414	413
Anchorage, AK (ANC)	86.2	92.2	1693	1689
Appleton, WI (ATW)	91.4	92.5	440	440
Arcata/Eureka, CA (ACV)	92.9	89.4	85	85
Asheville, NC (AVL)	83.7	84.1	799	797
Ashland, WV (HTS)	70.6	58.8	34	34
Aspen, CO (ASE)	80.1	87.0	146	146
Atlanta, GA (ATL)	89.9	85.6	27185	27189
Atlantic City, NJ (ACY)	87.4	89.5	350	351
Augusta, GA (AGS)	85.4	85.4	349	349
Austin, TX (AUS)	81.3	82.8	4624	4622
Bakersfield, CA (BFL)	85.7	90.9	230	230
Baltimore, MD (BWI)	84.9	73.9	6393	6396
Bangor, ME (BGR)	89.5	90.9	276	275
Barrow, AK (BRW)	87.1	74.2	31	31
Baton Rouge, LA (BTR)	81.9	83.6	421	421
Beaumont/Port Arthur, TX (BPT)	83.9	76.3	93	93
Belleville, IL (BLV)	83.2	76.8	95	95
Bellingham, WA (BLI)	92.0	93.1	175	175
Bemidji, MN (BJI)	96.8	98.4	62	62
Bend/Redmond, OR (RDM)	90.8	92.4	683	683
Bethel, AK (BET)	95.2	69.4	62	62
Billings, MT (BIL)	87.1	90.6	481	480
Binghamton, NY (BGM)	100.0	96.8	31	31
Birmingham, AL (BHM)	80.6	84.0	1210	1210
Bismarck/Mandan, ND (BIS)	86.9	85.7	335	335
Bloomington/Normal, IL (BMI)	83.7	91.4	221	221
Boise, ID (BOI)	90.1	92.8	1930	1930
Boston, MA (BOS)	88.0	90.3	6612	6623

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Bozeman, MT (BZN)	89.4	90.5	803	801
Brainerd, MN (BRD)	100.0	100.0	53	53
Branson, MO (BKG)	75.0	50.0	8	8
Bristol/Johnson City/Kingsport, TN (TRI)	84.4	87.5	160	160
Brownsville, TX (BRO)	75.9	82.9	141	140
Brunswick, GA (BQK)	90.2	89.1	92	92
Buffalo, NY (BUF)	82.8	89.2	1182	1181
Burbank, CA (BUR)	86.4	87.2	1111	1110
Burlington, VT (BTV)	93.4	93.4	304	301
Butte, MT (BTM)	94.7	98.2	57	57
Cape Girardeau, MO (CGI)	96.2	94.3	53	53
Casper, WY (CPR)	90.3	84.5	155	155
Cedar City, UT (CDC)	98.1	98.1	53	53
Cedar Rapids/Iowa City, IA (CID)	84.9	88.6	578	578
Champaign/Urbana, IL (CMI)	84.0	93.3	119	119
Charleston, SC (CHS)	84.3	87.1	2132	2131
Charleston/Dunbar, WV (CRW)	87.8	89.0	263	263
Charlotte Amalie, VI (STT)	91.2	88.7	692	692
Charlotte, NC (CLT)	89.6	89.6	18373	18378
Charlottesville, VA (CHO)	87.3	94.1	118	118
Chattanooga, TN (CHA)	90.1	88.1	453	455
Chicago, IL (MDW)	86.6	77.3	5406	5408
Chicago, IL (ORD)	90.6	90.9	18882	18890
Christiansted, VI (STX)	89.2	85.4	102	103
Cincinnati, OH (CVG)	85.9	87.0	2658	2659
Clarksburg/Fairmont, WV (CKB)	88.1	79.4	67	68
Cleveland, OH (CLE)	83.7	86.9	2588	2588
Cody, WY (COD)	85.2	87.5	88	88
Cold Bay, AK (CDB)	66.7	61.1	18	18
College Station/Bryan, TX (CLL)	82.9	80.3	117	117
Colorado Springs, CO (COS)	81.6	86.0	1051	1050
Columbia, MO (COU)	74.8	75.7	103	103
Columbia, SC (CAE)	89.5	93.0	440	440
Columbus, GA (CSG)	90.2	93.5	92	92
Columbus, MS (GTR)	95.4	90.8	87	87
Columbus, OH (CMH)	87.7	88.8	2487	2484
Columbus, OH (LCK)	78.0	76.9	91	91
Concord, NC (USA)	73.0	71.2	111	111
Cordova, AK (CDV)	95.2	95.2	62	62
Corpus Christi, TX (CRP)	75.5	81.4	306	306
Dallas, TX (DAL)	70.4	62.0	4893	4889

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CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Dallas/Fort Worth, TX (DFW)	74.9	76.1	24489	24498
Dayton, OH (DAY)	86.2	89.7	601	600
Daytona Beach, FL (DAB)	86.3	90.3	329	329
Deadhorse, AK (SCC)	97.4	97.4	39	39
Decatur, IL (DEC)	92.5	96.2	53	53
Del Rio, TX (DRT)	83.9	87.1	62	62
Denver, CO (DEN)	80.6	78.5	21396	21399
Des Moines, IA (DSM)	86.4	88.7	1103	1102
Detroit, MI (DTW)	91.0	91.4	10905	10909
Devils Lake, ND (DVL)	79.2	86.8	53	53
Dillingham, AK (DLG)	94.0	92.0	50	50
Dodge City, KS (DDC)	83.0	86.8	53	53
Dothan, AL (DHN)	94.6	93.5	92	92
Dubuque, IA (DBQ)	90.9	100.0	33	33
Duluth, MN (DLH)	89.7	96.1	204	203
Durango, CO (DRO)	85.5	85.8	339	339
Eagle, CO (EGE)	86.0	81.7	93	93
Eau Claire, WI (EAU)	95.2	91.9	62	62
El Paso, TX (ELP)	75.4	78.8	1064	1064
Elko, NV (EKO)	91.2	100.0	57	57
Elmira/Corning, NY (ELM)	86.5	89.2	74	74
Erie, PA (ERI)	80.8	84.3	52	51
Escanaba, MI (ESC)	86.8	86.8	53	53
Eugene, OR (EUG)	89.6	91.5	685	685
Evansville, IN (EVV)	89.3	91.1	225	225
Everett, WA (PAE)	82.8	86.8	204	205
Fairbanks, AK (FAI)	83.5	93.4	454	453
Fargo, ND (FAR)	88.3	86.9	443	443
Fayetteville, AR (XNA)	81.5	87.8	632	632
Fayetteville, NC (FAY)	89.7	91.3	300	300
Flagstaff, AZ (FLG)	86.5	85.9	185	185
Flint, MI (FNT)	83.2	87.6	250	250
Fort Dodge, IA (FOD)	98.1	96.2	53	53
Fort Lauderdale, FL (FLL)	84.3	80.7	8213	8218
Fort Myers, FL (RSW)	88.3	89.6	3780	3781
Fort Smith, AR (FSM)	81.1	78.7	122	122
Fort Wayne, IN (FWA)	88.7	87.4	423	422
Fresno, CA (FAT)	86.4	89.9	1071	1070
Gainesville, FL (GNV)	86.2	88.9	297	297
Garden City, KS (GCK)	79.0	82.3	62	62
Gillette, WY (GCC)	90.2	90.2	51	51

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Grand Forks, ND (GFK)	91.2	90.2	102	102
Grand Island, NE (GRI)	80.0	82.5	80	80
Grand Junction, CO (GJT)	89.0	86.7	362	362
Grand Rapids, MI (GRR)	88.5	91.1	1271	1269
Great Falls, MT (GTF)	92.7	92.7	261	261
Green Bay, WI (GRB)	92.7	95.0	381	380
Greensboro/High Point, NC (GSO)	85.3	88.6	558	559
Greer, SC (GSP)	85.0	89.1	1022	1024
Guam, TT (GUM)	93.1	93.3	58	60
Gulfport/Biloxi, MS (GPT)	79.1	84.6	311	311
Gustavus, AK (GST)	91.7	91.7	12	12
Hagerstown, MD (HGR)	90.9	63.6	11	11
Hancock/Houghton, MI (CMX)	98.4	96.8	62	62
Harlingen/San Benito, TX (HRL)	65.6	74.1	244	243
Harrisburg, PA (MDT)	87.3	87.7	424	424
Hartford, CT (BDL)	83.7	89.8	1655	1658
Hattiesburg/Laurel, MS (PIB)	86.8	90.6	53	53
Hayden, CO (HDN)	82.9	81.1	111	111
Hays, KS (HYS)	75.5	86.8	53	53
Helena, MT (HLN)	88.3	90.1	120	121
Hibbing, MN (HIB)	100.0	96.2	53	53
Hilo, HI (ITO)	94.7	95.9	414	414
Hilton Head, SC (HHH)	86.6	82.3	403	402
Hobbs, NM (HOB)	77.3	95.5	22	22
Honolulu, HI (HNL)	90.6	92.2	3793	3788
Houston, TX (HOU)	79.2	68.3	4059	4058
Houston, TX (IAH)	82.7	84.6	10434	10436
Huntsville, AL (HSV)	81.3	85.9	604	604
Idaho Falls, ID (IDA)	90.6	93.1	245	245
Indianapolis, IN (IND)	86.1	90.0	2948	2944
International Falls, MN (INL)	94.3	92.5	53	53
Iron Mountain/Kingsfd, MI (IMT)	93.5	96.8	62	62
Islip, NY (ISP)	75.3	75.2	340	339
Ithaca/Cortland, NY (ITH)	96.8	96.8	31	31
Jackson, WY (JAC)	84.4	89.9	371	367
Jackson/Vicksburg, MS (JAN)	80.8	83.8	501	501
Jacksonville, FL (JAX)	85.1	88.2	2094	2093
Jacksonville/Camp Lejeune, NC (OAJ)	90.8	90.8	292	292
Jamestown, ND (JMS)	82.1	84.5	84	84
Johnstown, PA (JST)	96.2	98.1	53	53
Joplin, MO (JLN)	80.0	71.0	30	31

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CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Juneau, AK (JNU)	87.4	90.8	350	349
Kahului, HI (OGG)	89.4	87.5	2049	2049
Kalamazoo, MI (AZO)	91.1	91.8	146	146
Kalispell, MT (FCA)	90.8	91.7	360	360
Kansas City, MO (MCI)	83.7	86.9	3022	3018
Kearney, NE (EAR)	88.7	98.4	62	62
Ketchikan, AK (KTN)	88.3	91.2	171	171
Key West, FL (EYW)	85.0	80.2	1045	1046
Killeen, TX (GRK)	79.9	81.0	284	284
King Salmon, AK (AKN)	86.0	84.0	50	50
Knoxville, TN (TYS)	82.5	87.2	979	979
Kodiak, AK (ADQ)	90.6	92.9	85	84
Kona, HI (KOA)	90.5	91.1	1149	1148
Kotzebue, AK (OTZ)	93.0	93.0	43	43
La Crosse, WI (LSE)	95.0	92.7	179	179
Lafayette, LA (LFT)	77.5	82.7	324	324
Lake Charles, LA (LCH)	78.5	79.6	93	93
Lansing, MI (LAN)	93.2	93.2	207	207
Laramie, WY (LAR)	77.4	90.6	53	53
Laredo, TX (LRD)	81.2	78.8	165	165
Las Vegas, NV (LAS)	85.2	82.1	11985	11993
Latrobe, PA (LBE)	93.3	94.2	120	121
Lawton/Fort Sill, OK (LAW)	75.2	77.9	113	113
Lewisburg, WV (LWB)	86.8	94.1	68	68
Lewiston, ID (LWS)	93.8	98.8	80	80
Lexington, KY (LEX)	87.7	87.3	487	487
Liberal, KS (LBL)	79.2	79.2	53	53
Lihue, HI (LIH)	95.5	95.3	786	786
Lincoln, NE (LNK)	91.5	94.4	71	71
Little Rock, AR (LIT)	78.3	81.6	922	922
Long Beach, CA (LGB)	87.4	86.5	1023	1023
Longview, TX (GGG)	77.9	70.9	86	86
Los Angeles, CA (LAX)	87.6	86.5	14023	14026
Louisville, KY (SDF)	84.4	87.4	1376	1375
Lubbock, TX (LBB)	71.7	77.3	484	484
Madison, WI (MSN)	88.5	90.2	723	722
Manchester, NH (MHT)	82.5	89.3	354	355
Manhattan/Ft. Riley, KS (MHK)	80.2	85.2	116	115
Marquette, MI (MQT)	92.7	92.7	137	137
Martha's Vineyard, MA (MVY)	89.3	87.5	56	56
Mason City, IA (MCW)	94.3	90.6	53	53

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Medford, OR (MFR)	89.5	93.8	697	698
Melbourne, FL (MLB)	91.7	90.0	240	240
Memphis, TN (MEM)	82.0	83.2	1657	1657
Meridian, MS (MEI)	88.7	81.1	53	53
Miami, FL (MIA)	87.3	83.6	8090	8095
Midland/Odessa, TX (MAF)	74.7	77.9	647	646
Milwaukee, WI (MKE)	84.3	89.6	1855	1855
Minneapolis, MN (MSP)	92.4	92.9	9862	9870
Minot, ND (MOT)	90.9	89.2	231	231
Mission/McAllen/Edinburg, TX (MFE)	72.0	78.7	372	371
Missoula, MT (MSO)	89.9	89.0	555	555
Moab, UT (CNY)	89.6	85.7	77	77
Mobile, AL (MOB)	86.3	87.0	284	284
Moline, IL (MLI)	83.4	89.3	356	356
Monroe, LA (MLU)	84.3	83.8	235	235
Monterey, CA (MRY)	85.6	89.6	278	278
Montgomery, AL (MGM)	83.1	85.2	236	236
Montrose/Delta, CO (MTJ)	82.8	87.9	116	116
Mosinee, WI (CWA)	95.6	94.6	204	204
Muskegon, MI (MKG)	90.6	94.3	53	53
Myrtle Beach, SC (MYR)	90.2	88.5	1564	1562
Nantucket, MA (ACK)	82.9	81.9	105	105
Nashville, TN (BNA)	85.1	82.9	6299	6296
New Bern/Morehead/Beaufort, NC (EWN)	89.7	91.0	155	156
New Haven, CT (HVN)	95.7	91.3	23	23
New Orleans, LA (MSY)	81.4	82.7	3327	3320
New York, NY (JFK)	87.6	87.4	6671	6664
New York, NY (LGA)	90.2	89.9	5718	5724
Newark, NJ (EWR)	87.0	88.4	6654	6650
Newburgh/Poughkeepsie, NY (SWF)	74.2	80.6	31	31
Newport News/Williamsburg, VA (PHF)	80.0	60.0	5	5
Niagara Falls, NY (IAG)	74.1	66.7	27	27
Nome, AK (OME)	100.0	100.0	43	43
Norfolk, VA (ORF)	86.7	88.4	1425	1425
North Bend/Coos Bay, OR (OTH)	90.3	90.3	31	31
North Platte, NE (LBF)	79.2	86.8	53	53
Oakland, CA (OAK)	85.0	82.2	2868	2867
Ogden, UT (OGD)	77.8	66.7	9	9
Ogdensburg, NY (OGS)	88.9	92.6	54	54
Oklahoma City, OK (OKC)	80.6	86.1	1576	1575
Omaha, NE (OMA)	84.2	88.9	1783	1781

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CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Ontario, CA (ONT)	84.2	85.8	1616	1616
Orlando, FL (MCO)	84.9	82.1	11865	11867
Owensboro, KY (OWB)	70.0	70.0	10	10
Paducah, KY (PAH)	93.5	91.9	62	62
Palm Springs, CA (PSP)	88.1	91.8	997	1003
Panama City, FL (ECP)	82.4	81.6	1006	1006
Pasco/Kennewick/Richland, WA (PSC)	91.9	92.9	540	539
Pellston, MI (PLN)	95.2	95.2	62	62
Pensacola, FL (PNS)	83.8	87.6	1176	1176
Peoria, IL (PIA)	80.5	83.9	262	261
Petersburg, AK (PSG)	90.3	80.6	62	62
Philadelphia, PA (PHL)	88.7	90.9	6547	6551
Phoenix, AZ (AZA)	74.9	83.5	423	423
Phoenix, AZ (PHX)	88.7	84.3	13946	13957
Pierre, SD (PIR)	88.7	88.7	53	53
Pittsburgh, PA (PIT)	87.3	91.1	2475	2470
Pocatello, ID (PIH)	95.5	100.0	88	88
Ponce, PR (PSE)	95.5	100.0	22	22
Portland, ME (PWM)	89.0	91.4	706	706
Portland, OR (PDX)	87.4	91.1	4640	4637
Portsmouth, NH (PSM)	73.9	73.9	23	23
Prescott, AZ (PRC)	85.5	88.7	62	62
Providence, RI (PVD)	81.2	87.4	947	945
Provo, UT (PVU)	85.6	80.0	90	90
Pueblo, CO (PUB)	88.7	84.9	53	53
Pullman, WA (PUW)	94.6	97.3	74	74
Punta Gorda, FL (PGD)	76.9	85.8	373	373
Raleigh/Durham, NC (RDU)	88.1	89.8	3648	3647
Rapid City, SD (RAP)	82.6	85.6	489	486
Redding, CA (RDD)	86.8	88.7	53	53
Reno, NV (RNO)	85.2	88.7	1769	1768
Rhineland, WI (RHI)	98.4	100.0	62	62
Richmond, VA (RIC)	87.5	88.4	1143	1144
Riverton/Lander, WY (RIW)	89.5	92.1	38	38
Roanoke, VA (ROA)	90.6	91.6	106	107
Rochester, MN (RST)	94.5	94.5	290	289
Rochester, NY (ROC)	89.0	91.3	665	663
Rock Springs, WY (RKS)	76.3	89.5	38	38
Rockford, IL (RFD)	72.9	72.9	48	48
Roswell, NM (ROW)	81.7	89.2	93	93
Sacramento, CA (SMF)	86.5	86.6	3300	3300

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Saginaw/Bay City/Midland, MI (MBS)	99.2	98.3	118	118
Saipan, TT (SPN)	88.9	88.9	18	18
Salina, KS (SLN)	84.9	79.2	53	53
Salt Lake City, UT (SLC)	90.6	89.9	10304	10307
San Angelo, TX (SJT)	81.7	81.7	230	230
San Antonio, TX (SAT)	78.8	82.6	2383	2382
San Diego, CA (SAN)	88.1	88.8	5237	5237
San Francisco, CA (SFO)	87.1	90.4	7032	7022
San Jose, CA (SJC)	87.6	89.7	2764	2765
San Juan, PR (SJU)	83.1	85.1	2896	2890
San Luis Obispo, CA (SBP)	85.0	88.1	327	327
Sanford, FL (SFB)	74.8	81.6	757	755
Santa Ana, CA (SNA)	85.9	87.2	2743	2741
Santa Barbara, CA (SBA)	87.1	91.2	605	603
Santa Fe, NM (SAF)	73.6	79.2	106	106
Santa Maria, CA (SMX)	84.8	81.8	33	33
Santa Rosa, CA (STS)	91.0	89.2	279	279
Sarasota/Bradenton, FL (SRQ)	87.4	87.6	1373	1374
Sault Ste. Marie, MI (CIU)	98.4	91.9	62	62
Savannah, GA (SAV)	86.9	87.1	1632	1631
Scottsbluff, NE (BFF)	98.1	98.1	53	53
Scranton/Wilkes-Barre, PA (AVP)	86.6	91.9	149	149
Seattle, WA (SEA)	90.0	90.5	14411	14413
Sheridan, WY (SHR)	84.3	82.4	51	51
Shreveport, LA (SHV)	81.5	81.8	379	379
Sioux City, IA (SUX)	89.3	85.7	84	84
Sioux Falls, SD (FSD)	83.8	85.5	637	636
Sitka, AK (SIT)	90.1	91.4	71	70
South Bend, IN (SBN)	88.4	89.1	422	421
Spokane, WA (GEG)	87.4	91.0	1677	1675
Springfield, IL (SPI)	78.9	85.9	71	71
Springfield, MO (SGF)	83.3	85.8	628	628
St. Cloud, MN (STC)	100.0	0.0	1	1
St. George, UT (SGU)	89.8	91.9	383	383
St. Louis, MO (STL)	85.6	84.0	3663	3659
St. Petersburg, FL (PIE)	76.7	81.7	580	579
State College, PA (SCE)	95.0	92.5	40	40
Staunton, VA (SHD)	96.3	92.6	54	54
Stillwater, OK (SWO)	77.4	93.5	31	31
Stockton, CA (SCK)	88.5	78.7	61	61
Sun Valley/Hailey/Ketchum, ID (SUN)	95.4	93.5	108	108



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

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Syracuse, NY (SYR)	88.5	88.6	697	694
Tallahassee, FL (TLH)	85.9	86.8	447	447
Tampa, FL (TPA)	87.8	87.3	5976	5984
Texarkana, AR (TXK)	77.5	78.7	89	89
Toledo, OH (TOL)	85.2	81.5	27	27
Traverse City, MI (TVC)	92.6	92.3	405	401
Trenton, NJ (TTN)	83.3	88.9	126	126
Tucson, AZ (TUS)	83.6	87.0	1242	1242
Tulsa, OK (TUL)	76.9	81.6	1102	1102
Twin Falls, ID (TWF)	94.4	96.3	108	108
Tyler, TX (TYR)	79.7	80.5	118	118
Valdosta, GA (VLD)	92.4	90.7	118	118
Valparaiso, FL (VPS)	80.5	84.6	1188	1188
Vernal, UT (VEL)	90.6	84.9	53	53
Victoria, TX (VCT)	88.7	88.7	53	53
Waco, TX (ACT)	76.9	81.3	160	160
Walla Walla, WA (ALW)	90.5	91.9	74	74
Washington, DC (DCA)	89.9	90.3	6349	6349
Washington, DC (IAD)	88.9	89.9	3622	3624
Waterloo, IA (ALO)	90.3	83.9	31	31
Watertown, SD (ATY)	90.6	92.5	53	53
Wenatchee, WA (EAT)	100.0	93.5	62	62
West Palm Beach/Palm Beach, FL (PBI)	87.9	87.5	1861	1867
West Yellowstone, MT (WYS)	90.6	87.5	32	32
White Plains, NY (HPN)	82.5	80.2	503	504
Wichita Falls, TX (SPS)	74.4	76.1	117	117
Wichita, KS (ICT)	82.5	82.7	794	794
Williston, ND (XWA)	72.6	77.4	62	62
Wilmington, DE (ILG)	83.3	83.3	12	12
Wilmington, NC (ILM)	90.0	89.6	528	528
Wrangell, AK (WRG)	82.3	88.7	62	62
Yakima, WA (YKM)	91.9	93.5	62	62
Yakutat, AK (YAK)	93.5	96.8	62	62
Yuma, AZ (YUM)	89.1	92.4	184	184

## AIR TRAVEL CONSUMER REPORT

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

MAY 2021

CARRIER <sup>1</sup>	AT ALL US AIRPORTS				
	NUMBER OF AIRPORTS REPORTED	FLIGHT OPERATIONS SCHEDULED	FLIGHT OPERATIONS CANCELLED	PERCENT OF OPERATIONS CANCELLED	RANK
<b>DELTA AIR LINES NETWORK</b>	<b>214</b>	<b>115034</b>	<b>24</b>	<b>0.0</b>	<b>1</b>
- DELTA AIR LINES	113	61115	7	0.0	
- BRANDED CODESHARE PARTNERS	192	53919	17	0.0	
<b>HAWAIIAN AIRLINES</b>	<b>21</b>	<b>4580</b>	<b>2</b>	<b>0.0</b>	<b>2</b>
<b>FRONTIER AIRLINES</b>	<b>100</b>	<b>11940</b>	<b>12</b>	<b>0.1</b>	<b>3</b>
<b>SPIRIT AIRLINES</b>	<b>51</b>	<b>17032</b>	<b>20</b>	<b>0.1</b>	<b>4</b>
<b>JETBLUE AIRWAYS</b>	<b>57</b>	<b>17565</b>	<b>43</b>	<b>0.2</b>	<b>5</b>
<b>ALLEGiant AIR</b>	<b>125</b>	<b>8920</b>	<b>23</b>	<b>0.3</b>	<b>6</b>
<b>SOUTHWEST AIRLINES</b>	<b>103</b>	<b>87286</b>	<b>257</b>	<b>0.3</b>	<b>7</b>
<b>UNITED AIRLINES NETWORK</b>	<b>243</b>	<b>83918</b>	<b>248</b>	<b>0.3</b>	<b>8</b>
- UNITED AIRLINES	91	30957	64	0.2	
- BRANDED CODESHARE PARTNERS	229	52961	184	0.3	
<b>ALASKA AIRLINES NETWORK</b>	<b>102</b>	<b>31376</b>	<b>122</b>	<b>0.4</b>	<b>9</b>
- ALASKA AIRLINES	78	15999	36	0.2	
- BRANDED CODESHARE PARTNERS	54	15377	86	0.6	
<b>AMERICAN AIRLINES NETWORK</b>	<b>230</b>	<b>142408</b>	<b>1599</b>	<b>1.1</b>	<b>10</b>
- AMERICAN AIRLINES	95	61032	607	1.0	
- BRANDED CODESHARE PARTNERS	213	81376	992	1.2	
<b>TOTAL AIRPORTS SERVED</b>	<b>371</b>	<b>520,059</b>	<b>2,350</b>	<b>0.5</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

MAY 2021

CARRIER <sup>1</sup>	AT ALL US AIRPORTS				
	NUMBER OF AIRPORTS REPORTED	FLIGHT OPERATIONS SCHEDULED	FLIGHT OPERATIONS CANCELLED	PERCENT OF OPERATIONS CANCELLED	RANK
DELTA AIR LINES	113	61115	7	0.0	1
HAWAIIAN AIRLINES	21	4580	2	0.0	2
ENDEAVOR AIR	117	24103	13	0.1	3
FRONTIER AIRLINES	100	11940	12	0.1	4
SPIRIT AIRLINES	51	17032	20	0.1	5
UNITED AIRLINES	91	30957	64	0.2	6
ALASKA AIRLINES	78	15999	36	0.2	7
REPUBLIC AIRWAYS	91	29189	70	0.2	8
JETBLUE AIRWAYS	57	17565	43	0.2	9
ALLEGiant AIR	125	8920	23	0.3	10
SOUTHWEST AIRLINES	103	87286	257	0.3	11
SKYWEST AIRLINES	230	60400	237	0.4	12
PSA AIRLINES	91	20681	105	0.5	13
HORIZON AIR	49	10137	86	0.8	14
AMERICAN AIRLINES	95	61032	607	1.0	15
MESA AIRLINES	87	13095	229	1.7	16
ENVOY AIR	139	21513	472	2.2	17
TOTAL AIRPORTS SERVED	362	495,544	2,283	0.5	

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

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

## AIR TRAVEL CONSUMER REPORT

TABLE 7. CAUSES OF DELAY, BY REPORTING MARKETING CARRIER

MAY 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>31376</b>	<b>28246</b>	<b>90.02</b>	<b>122</b>	<b>0.39</b>	<b>42</b>	<b>0.13</b>	<b>1090</b>	<b>3.47</b>	<b>47</b>	<b>0.15</b>	<b>943</b>	<b>3.01</b>	<b>26</b>	<b>0.08</b>	<b>861</b>	<b>2.74</b>
- ALASKA AIRLINES	15999	14333	89.59	36	0.23	22	0.14	520	3.25	24	0.15	671	4.19	25	0.16	368	2.30
- BRANDED CODESHARE PARTNERS	15377	13913	90.48	86	0.56	20	0.13	569	3.70	23	0.15	271	1.76	1	0.01	493	3.21
<b>ALLEGiant AIR</b>	<b>8920</b>	<b>6991</b>	<b>78.37</b>	<b>23</b>	<b>0.26</b>	<b>9</b>	<b>0.10</b>	<b>623</b>	<b>6.98</b>	<b>54</b>	<b>0.61</b>	<b>411</b>	<b>4.61</b>	<b>13</b>	<b>0.15</b>	<b>796</b>	<b>8.92</b>
<b>AMERICAN AIRLINES NETWORK</b>	<b>142408</b>	<b>120931</b>	<b>84.92</b>	<b>1599</b>	<b>1.12</b>	<b>499</b>	<b>0.35</b>	<b>6189</b>	<b>4.35</b>	<b>1370</b>	<b>0.96</b>	<b>5683</b>	<b>3.99</b>	<b>100</b>	<b>0.07</b>	<b>6037</b>	<b>4.24</b>
- AMERICAN AIRLINES	61032	51253	83.98	607	0.99	263	0.43	3197	5.24	519	0.85	2610	4.28	60	0.10	2524	4.14
- BRANDED CODESHARE PARTNERS	81376	69678	85.62	992	1.22	236	0.29	2992	3.68	851	1.05	3073	3.78	40	0.05	3514	4.32
<b>DELTA AIR LINES NETWORK</b>	<b>115034</b>	<b>105061</b>	<b>91.33</b>	<b>24</b>	<b>0.02</b>	<b>162</b>	<b>0.14</b>	<b>4955</b>	<b>4.31</b>	<b>677</b>	<b>0.59</b>	<b>2326</b>	<b>2.02</b>	<b>58</b>	<b>0.05</b>	<b>1772</b>	<b>1.54</b>
- DELTA AIR LINES	61115	55158	90.25	7	0.01	100	0.16	2711	4.44	244	0.40	1730	2.83	35	0.06	1131	1.85
- BRANDED CODESHARE PARTNERS	53919	49903	92.55	17	0.03	62	0.11	2244	4.16	433	0.80	596	1.11	23	0.04	641	1.19
<b>FRONTIER AIRLINES</b>	<b>11940</b>	<b>10139</b>	<b>84.92</b>	<b>12</b>	<b>0.10</b>	<b>11</b>	<b>0.09</b>	<b>529</b>	<b>4.43</b>	<b>32</b>	<b>0.27</b>	<b>757</b>	<b>6.34</b>	<b>0</b>	<b>0.00</b>	<b>460</b>	<b>3.85</b>
<b>HAWAIIAN AIRLINES</b>	<b>4580</b>	<b>4260</b>	<b>93.01</b>	<b>2</b>	<b>0.04</b>	<b>3</b>	<b>0.07</b>	<b>244</b>	<b>5.33</b>	<b>2</b>	<b>0.04</b>	<b>1</b>	<b>0.02</b>	<b>2</b>	<b>0.04</b>	<b>66</b>	<b>1.44</b>
<b>JETBLUE AIRWAYS</b>	<b>17565</b>	<b>14311</b>	<b>81.47</b>	<b>43</b>	<b>0.24</b>	<b>52</b>	<b>0.30</b>	<b>1520</b>	<b>8.65</b>	<b>81</b>	<b>0.46</b>	<b>776</b>	<b>4.42</b>	<b>70</b>	<b>0.40</b>	<b>712</b>	<b>4.05</b>
<b>SOUTHWEST AIRLINES</b>	<b>87286</b>	<b>70932</b>	<b>81.26</b>	<b>257</b>	<b>0.29</b>	<b>215</b>	<b>0.25</b>	<b>6201</b>	<b>7.10</b>	<b>231</b>	<b>0.26</b>	<b>2919</b>	<b>3.34</b>	<b>50</b>	<b>0.06</b>	<b>6481</b>	<b>7.43</b>
<b>SPIRIT AIRLINES</b>	<b>17032</b>	<b>14370</b>	<b>84.37</b>	<b>20</b>	<b>0.12</b>	<b>44</b>	<b>0.26</b>	<b>663</b>	<b>3.89</b>	<b>135</b>	<b>0.79</b>	<b>1076</b>	<b>6.32</b>	<b>71</b>	<b>0.42</b>	<b>653</b>	<b>3.83</b>
<b>UNITED AIRLINES NETWORK</b>	<b>83918</b>	<b>72810</b>	<b>86.76</b>	<b>248</b>	<b>0.30</b>	<b>282</b>	<b>0.34</b>	<b>4432</b>	<b>5.28</b>	<b>894</b>	<b>1.07</b>	<b>3202</b>	<b>3.82</b>	<b>5</b>	<b>0.01</b>	<b>2045</b>	<b>2.44</b>
- UNITED AIRLINES	30957	27080	87.48	64	0.21	91	0.29	1180	3.81	246	0.79	1454	4.70	0	0.00	842	2.72
- BRANDED CODESHARE PARTNERS	52961	45730	86.35	184	0.35	191	0.36	3252	6.14	647	1.22	1749	3.30	5	0.01	1203	2.27
<b>TOTAL</b>	<b>520,059</b>	<b>448,051</b>	<b>86.15</b>	<b>2,350</b>	<b>0.45</b>	<b>1,319</b>	<b>0.25</b>	<b>26,446</b>	<b>5.09</b>	<b>3,522</b>	<b>0.68</b>	<b>18,094</b>	<b>3.48</b>	<b>395</b>	<b>0.08</b>	<b>19,883</b>	<b>3.82</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

MAY 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	15999	14333	89.59	36	0.23	22	0.14	520	3.25	24	0.15	671	4.19	25	0.16	368	2.30
ALLEGIAN AIR	8920	6991	78.37	23	0.26	9	0.10	623	6.98	54	0.61	411	4.61	13	0.15	796	8.92
AMERICAN AIRLINES	61032	51253	83.98	607	0.99	263	0.43	3197	5.24	519	0.85	2610	4.28	60	0.10	2524	4.14
DELTA AIR LINES	61115	55158	90.25	7	0.01	100	0.16	2711	4.44	244	0.40	1730	2.83	35	0.06	1131	1.85
ENDEAVOR AIR	24103	22311	92.57	13	0.05	22	0.09	685	2.84	94	0.39	411	1.71	6	0.02	561	2.33
ENVOY AIR	21513	17726	82.40	472	2.19	78	0.36	622	2.89	378	1.76	1291	6.00	16	0.07	930	4.32
FRONTIER AIRLINES	11940	10139	84.92	12	0.10	11	0.09	529	4.43	32	0.27	757	6.34	0	0.00	460	3.85
HAWAIIAN AIRLINES	4580	4260	93.01	2	0.04	3	0.07	244	5.33	2	0.04	1	0.02	2	0.04	66	1.44
HORIZON AIR	10137	9103	89.80	86	0.85	17	0.17	364	3.59	15	0.15	252	2.49	1	0.01	298	2.94
JETBLUE AIRWAYS	17565	14311	81.47	43	0.24	52	0.30	1520	8.65	81	0.46	776	4.42	70	0.40	712	4.05
MESA AIRLINES	13095	10279	78.50	229	1.75	66	0.50	636	4.86	273	2.08	929	7.09	7	0.05	676	5.16
PSA AIRLINES	20681	18242	88.21	105	0.51	42	0.20	702	3.39	136	0.66	700	3.38	9	0.04	745	3.60
REPUBLIC AIRWAYS	29189	26690	91.44	70	0.24	54	0.19	994	3.41	67	0.23	769	2.63	6	0.02	538	1.84
SKYWEST AIRLINES	60400	53213	88.10	237	0.39	175	0.29	4290	7.10	825	1.37	341	0.56	23	0.04	1296	2.15
SOUTHWEST AIRLINES	87286	70932	81.26	257	0.29	215	0.25	6201	7.10	231	0.26	2919	3.34	50	0.06	6481	7.43
SPIRIT AIRLINES	17032	14370	84.37	20	0.12	44	0.26	663	3.89	135	0.79	1076	6.32	71	0.42	653	3.83
UNITED AIRLINES	30957	27080	87.48	64	0.21	91	0.29	1180	3.81	246	0.79	1454	4.70	0	0.00	842	2.72
<b>TOTAL</b>	<b>495,544</b>	<b>426,391</b>	<b>86.05</b>	<b>2,283</b>	<b>0.46</b>	<b>1,264</b>	<b>0.26</b>	<b>25,683</b>	<b>5.18</b>	<b>3,355</b>	<b>0.68</b>	<b>17,098</b>	<b>3.45</b>	<b>393</b>	<b>0.08</b>	<b>19,077</b>	<b>3.85</b>

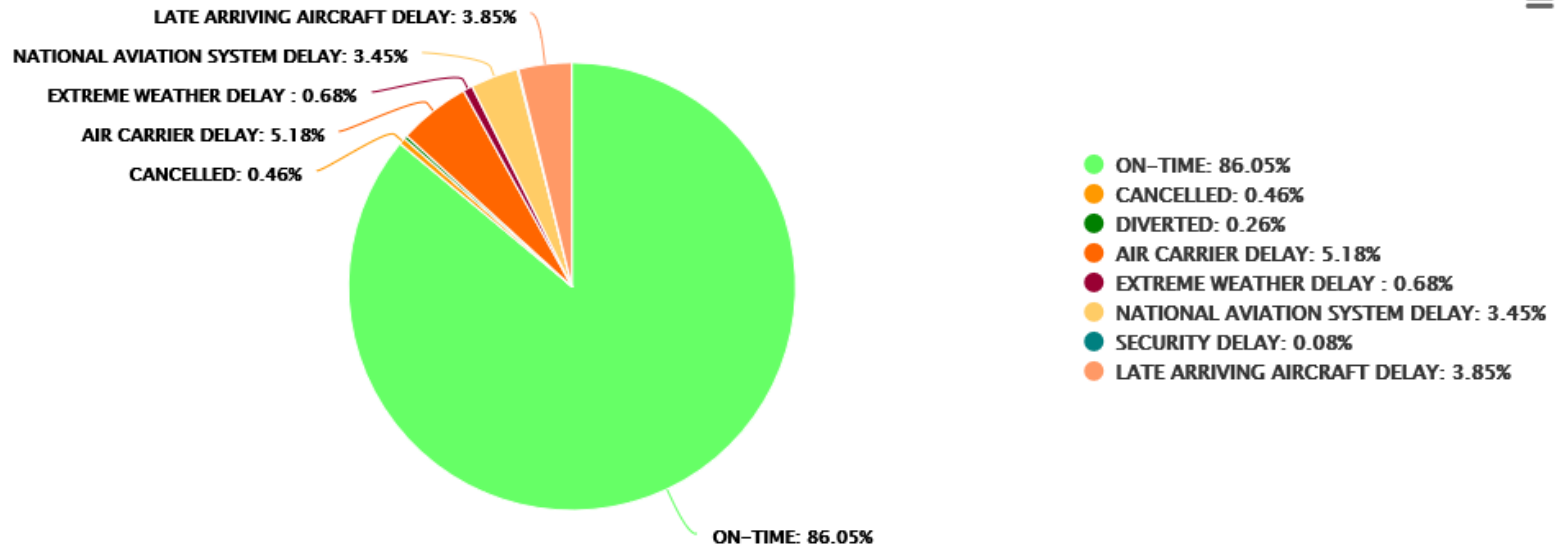
## \* Causes of Delay:

- 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

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

MAY 2021

MARKETING CARRIER	OPERATING CARRIER	FLIGHT NUMBER	ORIGIN AIRPORT	DESTINATION AIRPORT	DATE OF FLIGHT	LOCATION OF LONGEST TARMAC DELAY	LENGTH OF TARMAC DELAY
UNITED	SKYWEST	5131	PIB	IAH	5/24/2021	Destination Airport	3:34

*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

MAY 2021

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

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

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



## APPENDIX

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

### 30 Largest U.S. Airports

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

### Air Carriers Required to Report

#### Data to DOT and to CRS Vendors\*

AS	Alaska Airlines
G4	Allegiant Air
AA	American Airlines
DL	Delta Air Lines
9E	Endeavor Air
MQ	Envoy Air
EV	ExpressJet Airlines
F9	Frontier Airlines
HA	Hawaiian Airlines
QX	Horizon Air
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*	May 2021			May 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	412,573	553	1.34	122,924	184	1.50
2	HAWAIIAN AIRLINES	406,980	754	1.85	37,807	68	1.80
3	FRONTIER AIRLINES	783,393	1,972	2.52	101,823	419	4.12
4	SOUTHWEST AIRLINES	8,934,350	25,357	2.84	1,474,515	2,481	1.68
5	UNITED AIRLINES NETWORK	4,412,464	13,022	2.95	603,114	1,960	3.25
	- UNITED AIRLINES	2,604,071	7,703	2.96	273,429	873	3.19
	- BRANDED CODESHARE PARTNERS	1,808,393	5,319	2.94	329,685	1,087	3.30
6	DELTA AIR LINES NETWORK	7,029,058	22,683	3.23	705,152	1,760	2.50
	- DELTA AIR LINES	4,922,117	16,130	3.28	519,812	1,318	2.54
	- BRANDED CODESHARE PARTNERS	2,106,941	6,553	3.11	185,340	442	2.38
7	SPIRIT AIRLINES	1,078,918	3,936	3.65	46,133	113	2.45
8	ALASKA AIRLINES NETWORK	1,986,368	7,619	3.84	349,152	929	2.66
	- ALASKA AIRLINES	1,359,069	5,484	4.04	224,177	548	2.44
	- BRANDED CODESHARE PARTNERS	627,299	2,135	3.40	124,975	381	3.05
9	JETBLUE AIRWAYS	1,016,007	4,537	4.47	67,692	259	3.83
10	AMERICAN AIRLINES NETWORK	8,613,466	51,638	6.00	1,731,069	6,452	3.73
	- AMERICAN AIRLINES	4,976,442	32,041	6.44	939,546	3,999	4.26
	- BRANDED CODESHARE PARTNERS	3,637,024	19,597	5.39	791,523	2,453	3.10
	<b>TOTAL</b>	<b>34,673,577</b>	<b>132,071</b>	<b>3.81</b>	<b>5,239,381</b>	<b>14,625</b>	<b>2.79</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*	May 2021			May 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	412,573	553	1.34	122,924	184	1.50
2	HAWAIIAN AIRLINES	406,980	754	1.85	36,426	66	1.81
3	FRONTIER AIRLINES	783,393	1,972	2.52	101,823	419	4.12
4	SOUTHWEST AIRLINES	8,934,350	25,357	2.84	1,474,515	2,481	1.68
5	UNITED AIRLINES	2,604,071	7,703	2.96	273,429	873	3.19
6	ENDEAVOR AIR	1,067,168	3,377	3.16	103,279	240	2.32
7	DELTA AIR LINES	4,922,117	16,130	3.28	519,812	1,318	2.54
8	SKYWEST AIRLINES	2,211,526	7,372	3.33	365,804	1,012	2.77
9	HORIZON AIR	468,791	1,628	3.47	-	-	-
10	SPIRIT AIRLINES	1,078,918	3,936	3.65	46,133	113	2.45
11	PSA AIRLINES	1,121,085	4,418	3.94	272,352	660	2.42
12	ALASKA AIRLINES	1,359,069	5,484	4.04	224,177	548	2.44
13	REPUBLIC AIRWAYS	1,051,355	4,507	4.29	91,465	309	3.38
14	JETBLUE AIRWAYS	1,016,007	4,537	4.47	67,692	259	3.83
15	MESA AIRLINES	583,321	2,876	4.93	168,607	539	3.20
16	AMERICAN AIRLINES	4,976,442	32,041	6.44	939,546	3,999	4.26
17	ENVOY AIR	800,250	6,331	7.91	191,009	752	3.94
	<b>TOTAL</b>	<b>33,797,416</b>	<b>128,976</b>	<b>3.82</b>	<b>4,998,993</b>	<b>13,772</b>	<b>2.76</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*	May 2021			May 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	<b>UNITED AIRLINES NETWORK</b>	<b>8,112</b>	<b>49</b>	<b>0.60</b>	<b>778</b>	<b>7</b>	<b>0.90</b>
	- UNITED AIRLINES	4,917	29	0.59	371	4	1.08
	- BRANDED CODESHARE PARTNERS	3,195	20	0.63	407	3	0.74
2	<b>DELTA AIR LINES NETWORK</b>	<b>14,812</b>	<b>98</b>	<b>0.66</b>	<b>1,488</b>	<b>4</b>	<b>0.27</b>
	- DELTA AIR LINES	10,110	85	0.84	1,162	2	0.17
	- BRANDED CODESHARE PARTNERS	4,702	13	0.28	326	2	0.61
3	<b>ALLEGiant AIR</b>	<b>253</b>	<b>2</b>	<b>0.79</b>	<b>460</b>	<b>1</b>	<b>0.22</b>
4	<b>HAWAIIAN AIRLINES</b>	<b>445</b>	<b>6</b>	<b>1.35</b>	<b>77</b>	<b>0</b>	<b>0.00</b>
5	<b>ALASKA AIRLINES NETWORK</b>	<b>2,302</b>	<b>33</b>	<b>1.43</b>	<b>255</b>	<b>6</b>	<b>2.35</b>
	- ALASKA AIRLINES	1,526	27	1.77	158	3	1.90
	- BRANDED CODESHARE PARTNERS	776	6	0.77	97	3	3.09
6	<b>AMERICAN AIRLINES NETWORK</b>	<b>9,716</b>	<b>141</b>	<b>1.45</b>	<b>1,776</b>	<b>27</b>	<b>1.52</b>
	- AMERICAN AIRLINES	6,637	93	1.40	1,179	17	1.44
	- BRANDED CODESHARE PARTNERS	3,079	48	1.56	597	10	1.68
7	<b>SOUTHWEST AIRLINES</b>	<b>10,940</b>	<b>160</b>	<b>1.46</b>	<b>1,372</b>	<b>15</b>	<b>1.09</b>
8	<b>FRONTIER AIRLINES</b>	<b>2,021</b>	<b>32</b>	<b>1.58</b>	<b>197</b>	<b>1</b>	<b>0.51</b>
9	<b>JETBLUE AIRWAYS</b>	<b>1,723</b>	<b>50</b>	<b>2.90</b>	<b>146</b>	<b>2</b>	<b>1.37</b>
10	<b>SPIRIT AIRLINES</b>	<b>807</b>	<b>30</b>	<b>3.72</b>	<b>71</b>	<b>0</b>	<b>0.00</b>
	<b>TOTAL</b>	<b>51,131</b>	<b>601</b>	<b>1.18</b>	<b>6,620</b>	<b>63</b>	<b>0.95</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*	May 2021			May 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	2,158	4	0.19	147	1	0.68
2	HORIZON AIR	720	3	0.42	-	-	-
3	UNITED AIRLINES	4,917	29	0.59	371	4	1.08
4	MESA AIRLINES	1,244	8	0.64	184	2	1.09
5	SKYWEST AIRLINES	3,946	30	0.76	447	1	0.22
6	ALLEGiant AIR	253	2	0.79	460	1	0.22
7	DELTA AIR LINES	10,110	85	0.84	1,162	2	0.17
8	PSA AIRLINES	844	8	0.95	182	4	2.20
9	REPUBLIC AIRWAYS	1,506	16	1.06	90	1	1.11
10	HAWAIIAN AIRLINES	445	6	1.35	56	0	0.00
11	AMERICAN AIRLINES	6,637	93	1.40	1,179	17	1.44
12	SOUTHWEST AIRLINES	10,940	160	1.46	1,372	15	1.09
13	FRONTIER AIRLINES	2,021	32	1.58	197	1	0.51
14	ALASKA AIRLINES	1,526	27	1.77	158	3	1.90
15	ENVOY AIR	763	14	1.83	158	4	2.53
16	JETBLUE AIRWAYS	1,723	50	2.90	146	2	1.37
17	SPIRIT AIRLINES	807	30	3.72	71	0	0.00
	<b>TOTAL</b>	<b>50,560</b>	<b>597</b>	<b>1.18</b>	<b>6,380</b>	<b>58</b>	<b>0.91</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*	JANUARY - MARCH 2021				JANUARY - MARCH 2020			
		DENIED BOARDINGS (DB'S)		ENPLANED PASSENGERS	INVOLUNTARY DB'S PER 10,000 PASSENGERS	DENIED BOARDINGS (DB'S)		ENPLANED PASSENGERS	INVOLUNTARY DB'S PER 10,000 PASSENGERS
		VOLUNTARY	INVOLUNTARY			VOLUNTARY	INVOLUNTARY		
1	<b>DELTA AIR LINES NETWORK</b>	<b>2,892</b>	<b>0</b>	<b>17,278,004</b>	<b>0.00</b>	<b>27,841</b>	<b>5</b>	<b>35,636,685</b>	<b>0.00</b>
	- DELTA AIR LINES	1,386	0	12,861,197	0.00	16,399	0	27,870,231	0.00
	- BRANDED CODESHARE PARTNERS	1,506	0	4,416,807	0.00	11,442	5	7,766,454	0.01
2	<b>UNITED AIRLINES NETWORK</b>	<b>1,906</b>	<b>0</b>	<b>13,767,731</b>	<b>0.00</b>	<b>9,236</b>	<b>11</b>	<b>27,418,090</b>	<b>0.00</b>
	- UNITED AIRLINES	591	0	8,723,919	0.00	2,842	7	18,412,040	0.00
	- BRANDED CODESHARE PARTNERS	1,315	0	5,043,812	0.00	6,394	4	9,006,050	0.00
3	<b>ALLEGiant AIR</b>	<b>3</b>	<b>0</b>	<b>2,322,946</b>	<b>0.00</b>	<b>272</b>	<b>0</b>	<b>3,197,140</b>	<b>0.00</b>
4	<b>HAWAIIAN AIRLINES NETWORK</b>	<b>3</b>	<b>0</b>	<b>203,239</b>	<b>0.00</b>	<b>132</b>	<b>1</b>	<b>2,227,422</b>	<b>0.00</b>
	- HAWAIIAN AIRLINES	3	0	201,737	0.00	125	1	2,185,709	0.00
	- BRANDED CODESHARE PARTNERS	0	0	1,502	0.00	7	0	41,713	0.00
5	<b>ALASKA AIRLINES NETWORK</b>	<b>269</b>	<b>20</b>	<b>4,611,884</b>	<b>0.04</b>	<b>1,944</b>	<b>75</b>	<b>8,621,461</b>	<b>0.09</b>
	- ALASKA AIRLINES	117	2	3,007,066	0.00	1,515	30	6,420,719	0.05
	- BRANDED CODESHARE PARTNERS	152	18	1,604,818	0.11	429	45	2,200,742	0.20
6	<b>JETBLUE AIRWAYS</b>	<b>81</b>	<b>16</b>	<b>3,875,067</b>	<b>0.04</b>	<b>250</b>	<b>2</b>	<b>7,303,799</b>	<b>0.00</b>
7	<b>AMERICAN AIRLINES NETWORK</b>	<b>4,807</b>	<b>184</b>	<b>22,754,303</b>	<b>0.08</b>	<b>12,399</b>	<b>1,512</b>	<b>39,047,799</b>	<b>0.39</b>
	- AMERICAN AIRLINES	1,453	80	14,719,488	0.05	6,127	465	27,440,927	0.17
	- BRANDED CODESHARE PARTNERS	3,354	104	8,034,815	0.13	6,272	1,047	11,606,872	0.90
8	<b>SOUTHWEST AIRLINES</b>	<b>1,439</b>	<b>192</b>	<b>17,781,836</b>	<b>0.11</b>	<b>2,355</b>	<b>112</b>	<b>29,539,107</b>	<b>0.04</b>
9	<b>SPIRIT AIRLINES</b>	<b>1,680</b>	<b>108</b>	<b>5,236,309</b>	<b>0.21</b>	<b>3,585</b>	<b>64</b>	<b>7,195,275</b>	<b>0.09</b>
10	<b>FRONTIER AIRLINES</b>	<b>626</b>	<b>223</b>	<b>4,812,979</b>	<b>0.46</b>	<b>481</b>	<b>96</b>	<b>4,685,687</b>	<b>0.20</b>
	<b>TOTAL</b>	<b>13,706</b>	<b>743</b>	<b>92,644,298</b>	<b>0.08</b>	<b>58,495</b>	<b>1,878</b>	<b>164,872,465</b>	<b>0.11</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*	JANUARY - MARCH 2021			
		DENIED BOARDINGS (DB'S)		ENPLANED PASSENGERS	INVOLUNTARY DB'S PER 10,000 PASSENGERS
		VOLUNTARY	INVOLUNTARY		
1	DELTA AIR LINES	1,386	0	12,861,197	0.00
2	UNITED AIRLINES	591	0	8,723,919	0.00
3	ALLEGiant AIR	3	0	2,322,946	0.00
4	ENDEAVOR AIR	385	0	1,940,986	0.00
5	HAWAIIAN AIRLINES	3	0	201,737	0.00
6	ALASKA AIRLINES	117	2	3,007,066	0.01
7	MESA AIRLINES	359	6	1,625,143	0.04
8	JETBLUE AIRWAYS	81	16	3,875,067	0.04
9	PSA AIRLINES	599	8	1,922,953	0.04
10	SKYWEST AIRLINES	2,295	26	5,427,962	0.05
11	AMERICAN AIRLINES	1,453	80	14,719,488	0.05
12	REPUBLIC AIRWAYS	766	31	3,171,190	0.10
13	SOUTHWEST AIRLINES	1,439	192	17,781,836	0.11
14	HORIZON AIR	126	15	1,111,080	0.14
15	ENVOY AIR	849	32	2,172,455	0.15
16	SPIRIT AIR LINES	1,680	108	5,236,309	0.21
17	FRONTIER AIRLINES	626	223	4,812,979	0.46
<b>TOTAL</b>		<b>12,758</b>	<b>739</b>	<b>90,914,313</b>	<b>0.08</b>

JANUARY - MARCH 2020			
DENIED BOARDINGS (DB'S)		ENPLANED PASSENGERS	INVOLUNTARY DB'S PER 10,000 PASSENGERS
VOLUNTARY	INVOLUNTARY		
16,399	0	27,870,231	0.00
2,842	7	18,412,040	0.00
272	0	3,197,140	0.00
3,775	0	2,964,249	0.00
125	1	2,185,709	0.00
1,515	30	6,420,719	0.05
962	18	2,681,520	0.07
250	2	7,303,799	0.00
1,291	204	3,039,515	0.67
9,991	211	8,355,310	0.25
6,127	465	27,440,927	0.17
1,101	85	3,098,354	0.27
2,355	112	29,539,107	0.04
-	-	-	-
1,895	281	2,863,191	0.98
3,585	64	7,195,275	0.09
481	96	4,685,687	0.20
<b>52,966</b>	<b>1,576</b>	<b>157,252,773</b>	<b>0.10</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

	MAY 2021				MAY 2020			
	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS
U.S. AIRLINES	1,216	26	0	247	8,279	24	1	494
FOREIGN AIRLINES	1,637	1	0	103	10,440	5	1	282
TRAVEL AGENTS	683	0	0	32	3,176	1	0	97
TOUR OPERATORS	3	0	0	0	14	0	0	1
MISCELLANEOUS	0	19	0	123	42	10	0	57
<b>INDUSTRY TOTALS</b>	<b>3,539</b>	<b>46</b>	<b>0</b>	<b>505</b>	<b>21,951</b>	<b>40</b>	<b>2</b>	<b>931</b>

## AIR TRAVEL CONSUMER REPORT

Table 2

COMPLAINT CATEGORY	COMPLAINT CATEGORIES*					
	MAY 2021			MAY 2020		
	RANKING	COMPLAINTS**	SUB-CATEGORY	RANKING	COMPLAINTS**	SUB-CATEGORY
REFUNDS	1	2,273		1	20,951	
FARES	2	362		2	343	
RESERVATIONS/TICKETING/BOARDING	3	325		3	341	
FLIGHT PROBLEMS	4	192		5	100	
CANCELLATION			64			71
DELAY			57			12
MISCONNECTION			27			7
CUSTOMER SERVICE	5	140		4	108	
DISABILITY	6	108		8	19	
BAGGAGE	7	90		6	56	
OVERSALES	8	17		9	2	
OTHER	9	15		7	31	
FREQUENT FLYER			10			24
DISCRIMINATION	10	13		0	0	
ADVERTISING	11	3		0	0	
ANIMALS	12	1		0	0	
<b>COMPLAINT TOTAL</b>		<b>3,539</b>			<b>21,951</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\*

U.S. AIRLINES** ALPHABETICAL	MAY 2021												TOTAL
	FLIGHT PROBLEMS	OVER- SALES	RES/TKT/ BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DIS- ABILITY	ADVERT- ISING	DISCRIM- INATION	ANIMALS	OTHER	
ALASKA AIRLINES	1	1	2	2	21	2	2	1	0	0	0	0	32
ALLEGiant AIR	3	0	5	5	2	2	2	18	0	0	0	0	37
AMERICAN AIRLINES	30	3	30	20	92	10	22	19	0	2	0	3	231
DELTA AIR LINES	16	0	26	4	28	9	7	12	0	0	1	0	103
ENDEAVOR AIR	4	0	1	0	1	1	1	0	0	0	0	0	8
ENVOY AIR	3	0	2	2	4	3	2	2	0	0	0	0	18
FRONTIER AIRLINES	6	1	3	10	18	6	6	0	0	1	0	1	52
HAWAIIAN AIRLINES	1	0	8	9	10	0	5	0	0	0	0	0	33
JETBLUE AIRWAYS	17	1	19	20	32	4	23	15	0	0	0	1	132
MESA AIRLINES	3	0	0	0	2	0	0	0	0	0	0	0	5
PSA AIRLINES	3	0	2	1	3	1	2	3	0	0	0	0	15
REPUBLIC AIRWAYS	1	2	1	0	9	0	2	2	0	0	0	0	17
SKYWEST AIRLINES	4	2	1	1	3	1	0	2	0	0	0	0	14
SOUTHWEST AIRLINES	6	1	7	29	21	4	12	13	1	3	0	0	97
SPIRIT AIRLINES	29	0	14	10	37	9	10	4	0	1	0	1	115
SUN COUNTRY AIRLINES	0	0	2	12	5	0	0	0	0	0	0	0	19
UNITED AIRLINES	31	1	32	38	122	9	18	9	0	1	0	2	263
Other U.S. Airlines	3	1	2	2	6	4	2	2	0	0	0	3	25
<b>TOTAL MAY 2021</b>	<b>161</b>	<b>13</b>	<b>157</b>	<b>165</b>	<b>416</b>	<b>65</b>	<b>116</b>	<b>102</b>	<b>1</b>	<b>8</b>	<b>1</b>	<b>11</b>	<b>1,216</b>
<b>% of TOTAL COMPLAINTS</b>	<b>13.2</b>	<b>1.1</b>	<b>12.9</b>	<b>13.6</b>	<b>34.2</b>	<b>5.3</b>	<b>9.5</b>	<b>8.4</b>	<b>0.1</b>	<b>0.7</b>	<b>0.1</b>	<b>0.9</b>	
<b>TOTAL MAY 2020</b>	<b>56</b>	<b>1</b>	<b>77</b>	<b>168</b>	<b>7,815</b>	<b>28</b>	<b>93</b>	<b>16</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>25</b>	<b>8,279</b>
<b>% of TOTAL COMPLAINTS</b>	<b>0.7</b>	<b>0.0</b>	<b>0.9</b>	<b>2.0</b>	<b>94.4</b>	<b>0.3</b>	<b>1.1</b>	<b>0.2</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0.3</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 RECD IN MAY	INCI- DENTS IN MAY	PERCENT	INCI- DENTS IN APR	PERCENT	INCI- DENTS IN ALL PRIOR MONTHS	PERCENT	UN- KNOWN INCI- DENT DATE	PERCENT
ALASKA AIRLINES	32	5	15.6	0	0.0	25	78.1	2	6.3
ALLEGiant AIR	37	17	45.9	5	13.5	13	35.1	2	5.4
AMERICAN AIRLINES	231	86	37.2	29	12.6	83	35.9	33	14.3
DELTA AIR LINES	103	30	29.1	10	9.7	56	54.4	7	6.8
ENDEAVOR AIR	8	7	87.5	1	12.5	0	0.0	0	0.0
ENVOY AIR	18	8	44.4	1	5.6	6	33.3	3	16.7
FRONTIER AIRLINES	52	22	42.3	10	19.2	16	30.8	4	7.7
HAWAIIAN AIRLINES	33	7	21.2	2	6.1	17	51.5	7	21.2
JETBLUE AIRWAYS	132	57	43.2	11	8.3	43	32.6	21	15.9
MESA AIRLINES	5	4	80.0	0	0.0	1	20.0	0	0.0
PSA AIRLINES	15	11	73.3	1	6.7	3	20.0	0	0.0
REPUBLIC AIRWAYS	17	7	41.2	2	11.8	5	29.4	3	17.6
SKYWEST AIRLINES	14	9	64.3	1	7.1	3	21.4	1	7.1
SOUTHWEST AIRLINES	97	28	28.9	7	7.2	40	41.2	22	22.7
SPIRIT AIRLINES	115	48	41.7	17	14.8	39	33.9	11	9.6
SUN COUNTRY AIRLINES	19	3	15.8	0	0.0	10	52.6	6	31.6
UNITED AIRLINES	263	77	29.3	24	9.1	130	49.4	32	12.2
OTHER U.S. AIRLINES	25	10	40.0	3	12.0	11	44.0	1	4.0
<b>Totals</b>	1,216	436	35.9	124	10.2	501	41.2	155	12.7
<b>Previous Year's Totals</b>	8,279	2,103	25.4	2,071	25.0	3,521	42.5	584	7.1

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

## AIR TRAVEL CONSUMER REPORT

Table 5

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

	FLIGHT PROBLEMS	OVER-SALES	RES/TKT/BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DIS-ABILITY	ADVERT-ISING	DISCRIM-INATION	ANIMALS	OTHER	TOTAL
<b><u>FOREIGN AIRLINES</u></b>													
AER LINGUS	0	0	0	4	11	0	0	0	0	0	0	0	15
AEROFLOT	0	0	2	0	9	0	1	0	0	0	0	0	12
AEROMEXICO	1	0	6	9	40	1	1	0	0	1	0	0	59
AIR CANADA	3	0	1	1	32	1	0	0	1	0	0	0	39
AIR EUROPA	0	0	0	0	12	0	0	0	0	0	0	0	12
AIR FRANCE	2	0	3	2	11	5	0	0	0	0	0	0	23
AIR INDIA	1	0	6	14	154	1	1	0	0	0	0	0	177
AIR TAHITI NUI	0	0	1	0	5	0	0	0	0	0	0	0	6
ALITALIA AIRLINES	0	0	0	4	21	0	0	0	0	0	0	0	25
ANA ALL NIPPON AIRWAYS	0	0	0	2	4	0	0	0	0	0	0	0	6
AUSTRIAN AIRLINES	0	0	1	0	3	1	0	0	0	0	0	0	5
AVIANCA	2	0	8	8	68	1	2	1	0	0	0	0	90
BRITISH AIRWAYS	1	0	10	4	29	0	0	0	0	0	0	0	44
BRUSSELS AIRLINES	1	0	0	0	4	0	0	0	0	0	0	0	5
CARIBBEAN AIRLINES	0	0	0	0	14	0	0	0	0	0	0	0	14
CONDOR	0	0	0	2	3	0	0	0	0	0	0	0	5
COPA	0	0	5	1	27	1	1	0	0	0	0	0	35
EGYPTAIR	0	0	0	2	10	1	0	0	0	0	0	0	13
EL AL ISRAEL	1	0	1	0	62	0	0	0	0	0	0	0	64
EMIRATES AIRLINES	1	0	1	0	9	0	0	0	0	1	0	0	12
ETHIOPIAN AIRLINES	0	0	0	1	12	3	1	0	0	0	0	0	17
ETIHAD AIRWAYS	0	0	2	0	5	0	0	0	0	0	0	0	7
EVA AIRWAYS	0	0	0	1	4	0	0	0	0	0	0	0	5
FIJI AIRWAYS	0	0	0	0	18	0	0	0	0	0	0	0	18
FINNAIR OY	0	0	0	0	5	0	0	0	0	0	0	0	5
FRENCH BEE	0	0	0	0	7	0	0	0	0	0	0	0	7
IBERIA AIRLINES	1	0	1	0	36	0	0	0	0	0	0	1	39
ICELANDAIR	0	0	0	2	7	0	1	0	0	0	0	0	10
INTERJET	0	0	0	2	53	0	0	0	0	0	0	0	55
JAPAN AIR LINES COMPANY	0	0	0	1	9	0	0	0	0	0	0	0	10
KENYA AIRWAYS	0	0	0	0	6	0	0	0	0	0	0	0	6
KLM	2	0	1	0	13	2	0	0	0	0	0	0	18
LA COMPAGNIE	0	0	0	0	5	0	0	0	0	0	0	0	5
LATAM	0	0	1	1	14	0	1	0	0	2	0	1	20
LEVEL	0	0	0	0	5	0	0	0	0	0	0	0	5
LUFTHANSA	3	0	15	7	48	1	1	0	0	0	0	0	75
NORWEGIAN AIR SHUTTLE	0	0	0	4	62	0	0	0	0	0	0	2	68
PHILIPPINE AIRLINES	0	0	0	3	43	0	0	0	0	0	0	0	46
QATAR AIRWAYS	0	1	18	5	28	1	2	0	0	1	0	0	56



## AIR TRAVEL CONSUMER REPORT

Table 5 (cont'd)

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

	FLIGHT PROBLEMS	OVER- SALES	RES/TKT/ BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DIS- ABILITY	ADVERT- ISING	DISCRIM- INATION	ANIMALS	OTHER	TOTAL
ROYAL AIR MAROC	0	0	2	0	12	0	0	0	0	0	0	0	14
ROYAL JORDANIAN AIRLINES	0	0	2	0	3	0	0	0	0	0	0	0	5
SAS	1	0	1	3	6	0	0	0	0	0	0	0	11
SOUTH AFRICAN AIRWAYS	0	0	0	1	12	1	0	0	0	0	0	0	14
SWISS AIR	0	0	2	0	7	0	0	0	0	0	0	0	9
TAP	1	0	2	6	196	1	0	0	0	0	0	0	206
TURKISH AIRLINES	3	0	14	7	27	1	5	3	0	0	0	0	60
UKRAINE INTERNATIONAL AIRLINES	0	0	1	0	5	0	0	0	0	0	0	0	6
VIRGIN ATLANTIC AIRWAYS	0	0	2	1	10	0	0	0	0	0	0	0	13
VIVAAEROBUS	1	0	1	0	4	1	0	0	0	0	0	0	7
VOLARIS AIRLINES	0	2	4	15	20	1	2	0	0	0	0	0	44
WEST JET	0	0	0	0	24	0	0	0	0	0	0	0	24
OTHER FOREIGN AIRLINES	2	0	5	8	73	1	0	2	0	0	0	0	91
<b>TOTALS</b>	<b>27</b>	<b>3</b>	<b>119</b>	<b>121</b>	<b>1,307</b>	<b>25</b>	<b>19</b>	<b>6</b>	<b>1</b>	<b>5</b>	<b>0</b>	<b>4</b>	<b>1,637</b>
<b>TRAVEL AGENTS</b>													
ASAPTICKETS.COM	0	0	3	7	24	0	0	0	0	0	0	0	34
CHASE TRAVEL	0	0	1	3	16	0	0	0	0	0	0	0	20
CHEAP TICKETS	0	0	0	1	5	0	0	0	0	0	0	0	6
CHEAPOAIR.COM	0	0	0	9	31	0	0	0	0	0	0	0	40
EDREAMS.COM	0	0	4	0	11	0	0	0	0	0	0	0	15
EXPEDIA.COM	2	1	13	20	87	0	2	0	0	0	0	0	125
FAREBOOM.COM	0	0	0	0	6	0	0	0	0	0	0	0	6
FLIGHT NETWORK	0	0	1	0	7	0	0	0	0	0	0	0	8
FLIGHTHUB	0	0	0	1	4	0	0	0	0	0	0	0	5
GOTOGATE	0	0	0	0	23	0	0	0	0	0	0	0	23
HOPPER.COM	0	0	1	0	4	0	0	0	0	0	0	0	5
INDIAN EAGLE	0	0	0	2	5	0	0	0	0	0	0	0	7
JUSTFLY.COM	0	0	2	6	28	0	0	0	0	0	0	0	36
KIWI.COM	0	0	6	0	73	0	0	0	1	0	0	0	80
MYTRIP.COM	0	0	1	1	6	0	0	0	0	0	0	0	8
ORBITZ.COM	0	0	2	4	26	0	1	0	0	0	0	0	33
OVAGO	0	0	0	1	8	0	0	0	0	0	0	0	9
PRICELINE.COM	0	0	1	5	13	0	0	0	0	0	0	0	19
SKYLUX TRAVEL	0	0	0	0	5	0	0	0	0	0	0	0	5
SMARTFARES.COM	0	0	0	1	5	0	0	0	0	0	0	0	6
TRAVELOCITY.COM	1	0	6	7	30	0	1	0	0	0	0	0	45
TRIP.COM	0	0	0	1	4	0	0	0	0	0	0	0	5
VAYAMA	0	0	0	1	26	0	0	0	0	0	0	0	27
OTHER TRAVEL AGENTS	1	0	8	6	100	0	1	0	0	0	0	0	116
<b>TOTALS</b>	<b>4</b>	<b>1</b>	<b>49</b>	<b>76</b>	<b>547</b>	<b>0</b>	<b>5</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>683</b>

**AIR TRAVEL CONSUMER REPORT**

**Table 5 (cont'd)**

**COMPANIES OTHER THAN U.S. AIRLINES\* BY COMPLAINT CATEGORY\*\*  
MAY 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	3	0	0	0	0	0	0	0	3
TOTALS	0	0	0	0	3	0	0	0	0	0	0	0	3
<b><u>MISCELLANEOUS</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.

## AIR TRAVEL CONSUMER REPORT

TABLE 6

CONSUMER COMPLAINTS: LIST OF U.S. REPORTING MARKETING CARRIERS* (NON-RANKED, IN ALPHABETIC ORDER).		
MAY 2021		MAY 2020
AIRLINE	COMPLAINTS	COMPLAINTS
<b>ALASKA AIRLINES NETWORK</b>	<b>36</b>	<b>300</b>
- ALASKA AIRLINES	32	279
- BRANDED CODESHARE PARTNERS	4	21
<b>ALLEGiant AIR</b>	<b>37</b>	<b>104</b>
<b>AMERICAN AIRLINES NETWORK</b>	<b>294</b>	<b>1,145</b>
- AMERICAN AIRLINES	231	1,145
- BRANDED CODESHARE PARTNERS	63	0
<b>DELTA AIR LINES NETWORK</b>	<b>115</b>	<b>1,083</b>
- DELTA AIR LINES	103	1,010
- BRANDED CODESHARE PARTNERS	12	73
<b>FRONTIER AIRLINES</b>	<b>52</b>	<b>977</b>
<b>HAWAIIAN AIRLINES NETWORK</b>	<b>33</b>	<b>407</b>
- HAWAIIAN AIRLINES	33	407
<b>JETBLUE AIRWAYS</b>	<b>132</b>	<b>304</b>
<b>SOUTHWEST AIRLINES</b>	<b>97</b>	<b>323</b>
<b>SPIRIT AIRLINES</b>	<b>115</b>	<b>216</b>
<b>UNITED AIRLINES NETWORK</b>	<b>263</b>	<b>3,308</b>
- UNITED AIRLINES	263	3,308
- BRANDED CODESHARE PARTNERS	0	0
<b>TOTAL</b>	<b>1,174</b>	<b>8,167</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	MAY 2021			MAY 2020		
		COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS	COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS
1	HORIZON AIRLINES	2	553,182	0.36	-	-	-
2	SKYWEST AIRLINES	14	3,035,420	0.46	32	525,266	6.09
3	MESA AIRLINES	5	866,854	0.58	1	241,973	0.41
4	ENDEAVOR AIR	8	1,299,775	0.62	31	121,917	25.43
5	SOUTHWEST AIRLINES	97	11,023,420	0.88	323	1,836,192	17.59
6	REPUBLIC AIRWAYS	17	1,710,457	0.99	18	160,862	11.19
7	DELTA AIR LINES	103	9,022,072	1.14	1,010	872,796	115.72
8	PSA AIRLINES	15	1,202,551	1.25	0	298,467	0.00
9	ENVOY AIR	18	1,168,277	1.54	0	277,864	0.00
10	ALASKA AIRLINES	32	1,985,274	1.61	279	253,440	110.09
11	AMERICAN AIRLINES	231	10,110,199	2.28	1,145	1,705,639	67.13
12	FRONTIER AIRLINES	52	1,863,948	2.79	977	252,424	387.05
13	ALLEGiant AIR	37	1,056,566	3.50	104	760,512	13.67
14	SPIRIT AIRLINES	115	2,921,324	3.94	216	141,769	152.36
15	JETBLUE AIRWAYS	132	2,671,232	4.94	304	137,164	221.63
16	UNITED AIRLINES	263	5,206,366	5.05	3,308	452,023	731.82
17	HAWAIIAN AIRLINES	33	562,830	5.86	407	49,190	827.40
	<b>TOTAL</b>	1,174	56,259,747	2.09	8,155	8,087,498	100.83

\* 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 May 2021

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

Airline	Race	Ancestry/ Ethnicity	National Origin	Color	Religion	Sex	Other
AEROMEXICO	1						
AMERICAN	1			1			
EMIRATES	1						
FRONTIER		1					
LATAM			2				
QATAR			1				
SOUTHWEST	3						
SPIRIT	1						
UNITED	1						
<b>TOTAL</b>	<b>8</b>	<b>1</b>	<b>3</b>	<b>1</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

**May 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.

<b>Carrier</b>	<b>Death</b>	<b>Injury</b>	<b>Loss</b>
<a href="#">Alaska Airlines</a>	2	0	0
<a href="#">American Airlines</a>	1	0	0
<a href="#">Hawaiian Airlines</a>	0	1	0
<b>Totals:</b>	<b>3</b>	<b>1</b>	<b>0</b>

## AIR TRAVEL CONSUMER REPORT

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

The Transportation Security Administration (TSA) screened approximately 49 million airline passengers and their 40 million checked bags in the month of May 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 May.

**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
597	0.00122%	67	0.00014%	48	0.00010%	261	0.00053%

**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 May.

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.