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# ***Air Travel Consumer Report***

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

***Issued: June 2021***



<b>Flight Delays<sup>1</sup></b>	April 2021
<b>Mishandled Baggage, Wheelchairs, and Scooters<sup>1</sup></b>	April 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)	April 2021
<b>Airline Animal Incident Reports<sup>4</sup></b>	April 2021
<b>Customer Service Reports to the Dept. of Homeland Security<sup>3</sup></b>	April 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**

APRIL 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 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

APRIL 2021

CARRIER <sup>1</sup>	AT ALL US AIRPORTS		RANK
	NUMBER OF AIRPORTS REPORTED	PERCENT OF ON-TIME ARRIVALS	
<b>DELTA AIR LINES NETWORK</b>	<b>205</b>	<b>92.5</b>	<b>1</b>
- DELTA AIR LINES	107	90.6	
- BRANDED CODESHARE PARTNERS	184	94.7	
<b>HAWAIIAN AIRLINES</b>	<b>21</b>	<b>91.4</b>	<b>2</b>
<b>ALASKA AIRLINES NETWORK</b>	<b>101</b>	<b>90.3</b>	<b>3</b>
- ALASKA AIRLINES	73	88.2	
- BRANDED CODESHARE PARTNERS	53	92.5	
<b>UNITED AIRLINES NETWORK</b>	<b>241</b>	<b>89.4</b>	<b>4</b>
- UNITED AIRLINES	89	89.9	
- BRANDED CODESHARE PARTNERS	226	89.1	
<b>AMERICAN AIRLINES NETWORK</b>	<b>230</b>	<b>88.7</b>	<b>5</b>
- AMERICAN AIRLINES	91	88.2	
- BRANDED CODESHARE PARTNERS	211	89.1	
<b>SOUTHWEST AIRLINES</b>	<b>100</b>	<b>88.1</b>	<b>6</b>
<b>JETBLUE AIRWAYS</b>	<b>56</b>	<b>81.9</b>	<b>7</b>
<b>FRONTIER AIRLINES</b>	<b>97</b>	<b>81.4</b>	<b>8</b>
<b>ALLEGiant AIR</b>	<b>126</b>	<b>79.4</b>	<b>9</b>
<b>SPIRIT AIRLINES</b>	<b>48</b>	<b>76.1</b>	<b>10</b>
<b>TOTAL AIRPORTS SERVED</b>	<b>368</b>	<b>88.7</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 1A. OVERALL PERCENTAGE OF REPORTED FLIGHT OPERATIONS ARRIVING ON-TIME BY REPORTING OPERATING CARRIER

APRIL 2021

AT ALL US AIRPORTS			
CARRIER <sup>1</sup>	NUMBER OF AIRPORTS REPORTED	PERCENT OF ON-TIME ARRIVALS	RANK
ENDEAVOR AIR	111	95.4	1
PSA AIRLINES	92	93.2	2
SKYWEST AIRLINES	223	91.6	3
HAWAIIAN AIRLINES	21	91.4	4
REPUBLIC AIRWAYS	88	91.4	5
HORIZON AIR	48	91.2	6
DELTA AIR LINES	107	90.6	7
UNITED AIRLINES	89	89.9	8
AMERICAN AIRLINES	91	88.2	9
ALASKA AIRLINES	73	88.2	10
SOUTHWEST AIRLINES	100	88.1	11
ENVOY AIR	138	86.1	12
MESA AIRLINES	81	85.1	13
JETBLUE AIRWAYS	56	81.9	14
FRONTIER AIRLINES	97	81.4	15
ALLEGiant AIR	126	79.4	16
SPIRIT AIRLINES	48	76.1	17
<b>TOTAL AIRPORTS SERVED</b>	<b>359</b>	<b>88.7</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

APRIL 2021

CARRIER <sup>1</sup>	Jan 21		Feb 21		Mar 21		Apr 21		Year-to-date (YTD)	
	%	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>87.2</b>	<b>3</b>
- ALASKA AIRLINES	91.8		75.8		86.2		88.2		85.6	
- BRANDED CODESHARE PARTNERS	91.7		79.4		89.7		92.5		88.6	
<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>79.6</b>	<b>9</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>85.9</b>	<b>5</b>
- AMERICAN AIRLINES	88.9		80.7		89.4		88.2		87.2	
- BRANDED CODESHARE PARTNERS	84.8		75.6		88.1		89.1		85.1	
<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>91.2</b>	<b>2</b>
- DELTA AIR LINES	90.7		87.4		92.4		90.6		90.4	
- BRANDED CODESHARE PARTNERS	91.6		87.2		93.8		94.7		92.1	
<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>84.1</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>92.1</b>	<b>1</b>
- HAWAIIAN AIRLINES	94.7		95.0		88.2		91.4		92.2	
- 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>79.5</b>	<b>10</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>86.8</b>	<b>4</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>82.6</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>85.7</b>	<b>6</b>
- UNITED AIRLINES	90.9		81.3		88.4		89.9		87.9	
- BRANDED CODESHARE PARTNERS	88.0		72.9		86.6		89.1		84.5	
<b>TOTAL</b>	<b>89.0</b>		<b>80.1</b>		<b>88.5</b>		<b>88.7</b>		<b>86.9</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)

APRIL 2021

ARRIVAL AIRPORT*																
CARRIER	ATL		BOS		BWI		CLT		DCA		DEN		DFW		DTW	
	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME
<b>ALASKA AIRLINES NETWORK</b>	<b>56</b>	<b>82.1</b>	<b>99</b>	<b>88.9</b>	<b>30</b>	<b>90.0</b>	<b>0</b>	<b>0.0</b>	<b>93</b>	<b>90.3</b>	<b>151</b>	<b>86.8</b>	<b>150</b>	<b>86.7</b>	<b>30</b>	<b>86.7</b>
- ALASKA AIRLINES	56	82.1	99	88.9	30	90.0	0	0.0	93	90.3	151	86.8	150	86.7	30	86.7
- BRANDED CODESHARE PARTNERS	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
<b>ALLEGiant AIR</b>	<b>0</b>	<b>0.0</b>	<b>45</b>	<b>86.7</b>	<b>37</b>	<b>86.5</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>26</b>	<b>84.6</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>
<b>AMERICAN AIRLINES NETWORK</b>	<b>897</b>	<b>89.4</b>	<b>1125</b>	<b>90.7</b>	<b>391</b>	<b>87.5</b>	<b>18444</b>	<b>93.2</b>	<b>3907</b>	<b>93.2</b>	<b>798</b>	<b>86.5</b>	<b>19647</b>	<b>81.9</b>	<b>541</b>	<b>88.5</b>
- AMERICAN AIRLINES	569	85.9	874	89.5	261	83.9	7138	92.9	1293	93.1	738	86.6	9023	83.2	245	86.9
- BRANDED CODESHARE PARTNERS	328	95.4	251	94.8	130	94.6	11306	93.4	2614	93.3	60	85.0	10624	80.7	296	89.9
<b>DELTA AIR LINES NETWORK</b>	<b>20684</b>	<b>93.2</b>	<b>1414</b>	<b>91.3</b>	<b>386</b>	<b>93.0</b>	<b>613</b>	<b>92.5</b>	<b>603</b>	<b>92.5</b>	<b>928</b>	<b>89.1</b>	<b>755</b>	<b>85.0</b>	<b>8169</b>	<b>93.1</b>
- DELTA AIR LINES	13380	92.2	956	89.9	301	92.4	329	91.2	456	91.9	821	88.8	732	84.6	3291	90.2
- BRANDED CODESHARE PARTNERS	7304	95.0	458	94.3	85	95.3	284	94.0	147	94.6	107	91.6	23	100.0	4878	95.0
<b>FRONTIER AIRLINES</b>	<b>324</b>	<b>83.3</b>	<b>73</b>	<b>87.7</b>	<b>76</b>	<b>76.3</b>	<b>79</b>	<b>87.3</b>	<b>60</b>	<b>85.0</b>	<b>1680</b>	<b>84.8</b>	<b>110</b>	<b>80.0</b>	<b>78</b>	<b>87.2</b>
<b>HAWAIIAN AIRLINES</b>	<b>0</b>	<b>0.0</b>	<b>8</b>	<b>100.0</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>
<b>JETBLUE AIRWAYS</b>	<b>178</b>	<b>87.6</b>	<b>2111</b>	<b>81.7</b>	<b>0</b>	<b>0.0</b>	<b>12</b>	<b>91.7</b>	<b>261</b>	<b>79.3</b>	<b>28</b>	<b>82.1</b>	<b>32</b>	<b>90.6</b>	<b>36</b>	<b>94.4</b>
<b>SOUTHWEST AIRLINES</b>	<b>2522</b>	<b>90.6</b>	<b>321</b>	<b>90.3</b>	<b>4417</b>	<b>89.0</b>	<b>196</b>	<b>87.8</b>	<b>692</b>	<b>90.8</b>	<b>5842</b>	<b>88.0</b>	<b>0</b>	<b>0.0</b>	<b>266</b>	<b>80.8</b>
<b>SPIRIT AIRLINES</b>	<b>679</b>	<b>78.4</b>	<b>233</b>	<b>75.5</b>	<b>404</b>	<b>71.8</b>	<b>57</b>	<b>71.9</b>	<b>0</b>	<b>0.0</b>	<b>158</b>	<b>74.1</b>	<b>477</b>	<b>73.8</b>	<b>762</b>	<b>74.1</b>
<b>UNITED AIRLINES NETWORK</b>	<b>407</b>	<b>89.4</b>	<b>434</b>	<b>86.9</b>	<b>191</b>	<b>92.7</b>	<b>358</b>	<b>91.1</b>	<b>259</b>	<b>96.9</b>	<b>10643</b>	<b>87.6</b>	<b>543</b>	<b>82.0</b>	<b>391</b>	<b>90.3</b>
- UNITED AIRLINES	111	89.2	335	86.3	82	89.0	30	90.0	60	96.7	4505	91.7	178	87.1	30	83.3
- BRANDED CODESHARE PARTNERS	296	89.5	99	88.9	109	95.4	328	91.2	199	97.0	6138	84.5	365	79.5	361	90.9
<b>TOTAL</b>	<b>25,747</b>	<b>92.2</b>	<b>5,863</b>	<b>86.6</b>	<b>5,932</b>	<b>87.9</b>	<b>19,759</b>	<b>93.0</b>	<b>5,875</b>	<b>92.3</b>	<b>20,254</b>	<b>87.4</b>	<b>21,714</b>	<b>81.8</b>	<b>10,273</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)

APRIL 2021

ARRIVAL AIRPORT*																
CARRIER	EWR		FLL		HNL		IAD		IAH		JFK		LAS		LAX	
	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME
<b>ALASKA AIRLINES NETWORK</b>	<b>115</b>	<b>92.2</b>	<b>85</b>	<b>88.2</b>	<b>239</b>	<b>88.7</b>	<b>57</b>	<b>98.2</b>	<b>54</b>	<b>96.3</b>	<b>114</b>	<b>91.2</b>	<b>537</b>	<b>90.3</b>	<b>1829</b>	<b>89.6</b>
- ALASKA AIRLINES	115	92.2	85	88.2	239	88.7	57	98.2	54	96.3	114	91.2	300	88.3	705	85.5
- BRANDED CODESHARE PARTNERS	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	237	92.8	1124	92.2
<b>ALLEGiant AIR</b>	<b>48</b>	<b>91.7</b>	<b>291</b>	<b>66.7</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>765</b>	<b>83.1</b>	<b>100</b>	<b>79.0</b>
<b>AMERICAN AIRLINES NETWORK</b>	<b>432</b>	<b>89.6</b>	<b>699</b>	<b>87.3</b>	<b>274</b>	<b>85.4</b>	<b>209</b>	<b>93.3</b>	<b>799</b>	<b>85.4</b>	<b>735</b>	<b>87.9</b>	<b>916</b>	<b>86.2</b>	<b>2316</b>	<b>89.7</b>
- AMERICAN AIRLINES	430	89.5	699	87.3	274	85.4	60	88.3	445	82.5	735	87.9	916	86.2	1848	89.0
BRANDED CODESHARE PARTNERS	2	100.0	0	0.0	0	0.0	149	95.3	354	89.0	0	0.0	0	0.0	468	92.5
<b>DELTA AIR LINES NETWORK</b>	<b>484</b>	<b>94.2</b>	<b>1167</b>	<b>83.7</b>	<b>228</b>	<b>92.5</b>	<b>314</b>	<b>93.3</b>	<b>606</b>	<b>88.3</b>	<b>2579</b>	<b>91.1</b>	<b>1155</b>	<b>90.9</b>	<b>3387</b>	<b>93.6</b>
- DELTA AIR LINES	295	93.9	1167	83.7	228	92.5	168	95.8	400	90.3	1577	89.3	1013	90.5	2133	92.1
- BRANDED CODESHARE PARTNERS	189	94.7	0	0.0	0	0.0	146	90.4	206	84.5	1002	93.9	142	93.7	1254	96.2
<b>FRONTIER AIRLINES</b>	<b>184</b>	<b>66.3</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>18</b>	<b>61.1</b>	<b>88</b>	<b>89.8</b>	<b>0</b>	<b>0.0</b>	<b>970</b>	<b>80.1</b>	<b>119</b>	<b>95.8</b>
<b>HAWAIIAN AIRLINES</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>1657</b>	<b>92.2</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>17</b>	<b>94.1</b>	<b>42</b>	<b>88.1</b>	<b>118</b>	<b>86.4</b>
<b>JETBLUE AIRWAYS</b>	<b>1000</b>	<b>75.6</b>	<b>1507</b>	<b>83.1</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>27</b>	<b>81.5</b>	<b>1861</b>	<b>83.6</b>	<b>186</b>	<b>85.5</b>	<b>600</b>	<b>90.2</b>
<b>SOUTHWEST AIRLINES</b>	<b>0</b>	<b>0.0</b>	<b>1370</b>	<b>86.9</b>	<b>750</b>	<b>92.1</b>	<b>150</b>	<b>90.0</b>	<b>285</b>	<b>81.4</b>	<b>0</b>	<b>0.0</b>	<b>4063</b>	<b>91.2</b>	<b>1295</b>	<b>88.8</b>
<b>SPIRIT AIRLINES</b>	<b>366</b>	<b>80.6</b>	<b>1965</b>	<b>76.8</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>520</b>	<b>74.6</b>	<b>0</b>	<b>0.0</b>	<b>1058</b>	<b>84.3</b>	<b>457</b>	<b>73.5</b>
<b>UNITED AIRLINES NETWORK</b>	<b>3970</b>	<b>88.7</b>	<b>589</b>	<b>87.3</b>	<b>284</b>	<b>83.8</b>	<b>4172</b>	<b>90.5</b>	<b>9204</b>	<b>88.9</b>	<b>44</b>	<b>86.4</b>	<b>719</b>	<b>91.5</b>	<b>1708</b>	<b>92.2</b>
- UNITED AIRLINES	2181	87.3	589	87.3	284	83.8	1335	91.1	3260	90.9	44	86.4	616	90.9	1004	90.5
- BRANDED CODESHARE PARTNERS	1789	90.4	0	0.0	0	0.0	2837	90.2	5944	87.7	0	0.0	103	95.1	704	94.6
<b>TOTAL</b>	<b>6,599</b>	<b>86.2</b>	<b>7,673</b>	<b>82.4</b>	<b>3,432</b>	<b>90.7</b>	<b>4,920</b>	<b>90.8</b>	<b>11,583</b>	<b>87.8</b>	<b>5,350</b>	<b>88.0</b>	<b>10,411</b>	<b>88.3</b>	<b>11,929</b>	<b>90.4</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)

APRIL 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>150</b>	<b>91.3</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>83</b>	<b>88.0</b>	<b>204</b>	<b>90.2</b>	<b>2458</b>	<b>91.2</b>	<b>30</b>	<b>96.7</b>
- ALASKA AIRLINES	0	0.0	150	91.3	0	0.0	0	0.0	56	91.1	204	90.2	908	88.1	30	96.7
- BRANDED CODESHARE PARTNERS	0	0.0	0	0.0	0	0.0	0	0.0	27	81.5	0	0.0	1550	93.0	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>77.8</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>5</b>	<b>100.0</b>	<b>0</b>	<b>0.0</b>
<b>AMERICAN AIRLINES NETWORK</b>	<b>1145</b>	<b>90.7</b>	<b>1111</b>	<b>87.0</b>	<b>0</b>	<b>0.0</b>	<b>4822</b>	<b>88.8</b>	<b>499</b>	<b>89.2</b>	<b>7217</b>	<b>92.0</b>	<b>235</b>	<b>94.5</b>	<b>5052</b>	<b>90.8</b>
- AMERICAN AIRLINES	856	89.3	1076	87.0	0	0.0	3666	88.2	368	88.3	2948	91.4	235	94.5	1491	89.1
- BRANDED CODESHARE PARTNERS	289	94.8	35	88.6	0	0.0	1156	90.8	131	91.6	4269	92.4	0	0.0	3561	91.5
<b>DELTA AIR LINES NETWORK</b>	<b>2674</b>	<b>88.9</b>	<b>1677</b>	<b>85.4</b>	<b>251</b>	<b>94.0</b>	<b>840</b>	<b>85.1</b>	<b>7781</b>	<b>94.8</b>	<b>775</b>	<b>93.8</b>	<b>604</b>	<b>94.4</b>	<b>456</b>	<b>93.0</b>
- DELTA AIR LINES	1125	86.0	1677	85.4	0	0.0	840	85.1	3500	92.6	327	92.7	313	92.0	274	92.0
- BRANDED CODESHARE PARTNERS	1549	91.0	0	0.0	251	94.0	0	0.0	4281	96.5	448	94.6	291	96.9	182	94.5
<b>FRONTIER AIRLINES</b>	<b>90</b>	<b>86.7</b>	<b>1404</b>	<b>73.6</b>	<b>0</b>	<b>0.0</b>	<b>498</b>	<b>82.1</b>	<b>64</b>	<b>85.9</b>	<b>216</b>	<b>80.6</b>	<b>50</b>	<b>92.0</b>	<b>467</b>	<b>76.7</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>60</b>	<b>70.0</b>	<b>0</b>	<b>0.0</b>
<b>JETBLUE AIRWAYS</b>	<b>145</b>	<b>77.2</b>	<b>1199</b>	<b>80.2</b>	<b>0</b>	<b>0.0</b>	<b>459</b>	<b>81.5</b>	<b>9</b>	<b>88.9</b>	<b>71</b>	<b>93.0</b>	<b>18</b>	<b>94.4</b>	<b>193</b>	<b>69.9</b>
<b>SOUTHWEST AIRLINES</b>	<b>503</b>	<b>87.5</b>	<b>3130</b>	<b>85.0</b>	<b>4629</b>	<b>90.3</b>	<b>540</b>	<b>85.0</b>	<b>362</b>	<b>86.5</b>	<b>480</b>	<b>90.2</b>	<b>471</b>	<b>89.6</b>	<b>279</b>	<b>78.1</b>
<b>SPIRIT AIRLINES</b>	<b>274</b>	<b>70.4</b>	<b>1585</b>	<b>71.0</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>204</b>	<b>72.5</b>	<b>510</b>	<b>73.9</b>	<b>63</b>	<b>90.5</b>	<b>318</b>	<b>73.6</b>
<b>UNITED AIRLINES NETWORK</b>	<b>328</b>	<b>93.6</b>	<b>735</b>	<b>85.2</b>	<b>0</b>	<b>0.0</b>	<b>435</b>	<b>86.2</b>	<b>285</b>	<b>90.2</b>	<b>9385</b>	<b>92.2</b>	<b>262</b>	<b>92.7</b>	<b>263</b>	<b>89.7</b>
- UNITED AIRLINES	100	89.0	735	85.2	0	0.0	435	86.2	170	87.6	2990	90.8	262	92.7	60	88.3
- BRANDED CODESHARE PARTNERS	228	95.6	0	0.0	0	0.0	0	0.0	115	93.9	6395	92.9	0	0.0	203	90.1
<b>TOTAL</b>	<b>5,159</b>	<b>88.1</b>	<b>11,000</b>	<b>81.4</b>	<b>4,925</b>	<b>90.4</b>	<b>7,594</b>	<b>87.1</b>	<b>9,287</b>	<b>93.4</b>	<b>18,858</b>	<b>91.5</b>	<b>4,226</b>	<b>91.5</b>	<b>7,058</b>	<b>88.2</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)

APRIL 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>451</b>	<b>92.0</b>	<b>1323</b>	<b>92.5</b>	<b>8515</b>	<b>90.6</b>	<b>1561</b>	<b>94.4</b>	<b>330</b>	<b>95.2</b>	<b>72</b>	<b>93.1</b>
- ALASKA AIRLINES	334	90.4	520	90.4	5402	89.6	476	93.5	30	93.3	72	93.1
- BRANDED CODESHARE PARTNERS	117	96.6	803	93.9	3113	92.4	1085	94.8	300	95.3	0	0.0
<b>ALLEGiant AIR</b>	<b>0</b>	<b>0.0</b>	<b>13</b>	<b>84.6</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>5849</b>	<b>93.3</b>	<b>534</b>	<b>85.2</b>	<b>426</b>	<b>89.9</b>	<b>712</b>	<b>86.7</b>	<b>503</b>	<b>90.7</b>	<b>935</b>	<b>87.3</b>
- AMERICAN AIRLINES	3232	92.6	534	85.2	426	89.9	627	85.0	247	88.3	749	87.9
- BRANDED CODESHARE PARTNERS	2617	94.1	0	0.0	0	0.0	85	98.8	256	93.0	186	84.9
<b>DELTA AIR LINES NETWORK</b>	<b>1061</b>	<b>88.2</b>	<b>502</b>	<b>89.4</b>	<b>3149</b>	<b>95.4</b>	<b>780</b>	<b>93.5</b>	<b>7104</b>	<b>94.5</b>	<b>1149</b>	<b>85.5</b>
- DELTA AIR LINES	902	87.4	502	89.4	1747	95.4	520	92.5	3867	93.4	1108	85.2
- BRANDED CODESHARE PARTNERS	159	93.1	0	0.0	1402	95.4	260	95.4	3237	95.8	41	92.7
<b>FRONTIER AIRLINES</b>	<b>384</b>	<b>89.1</b>	<b>146</b>	<b>93.8</b>	<b>42</b>	<b>92.9</b>	<b>123</b>	<b>91.1</b>	<b>114</b>	<b>90.4</b>	<b>318</b>	<b>81.8</b>
<b>HAWAIIAN AIRLINES</b>	<b>30</b>	<b>96.7</b>	<b>57</b>	<b>94.7</b>	<b>61</b>	<b>62.3</b>	<b>58</b>	<b>87.9</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>
<b>JETBLUE AIRWAYS</b>	<b>76</b>	<b>81.6</b>	<b>87</b>	<b>95.4</b>	<b>36</b>	<b>88.9</b>	<b>207</b>	<b>96.1</b>	<b>117</b>	<b>83.8</b>	<b>516</b>	<b>78.7</b>
<b>SOUTHWEST AIRLINES</b>	<b>4350</b>	<b>90.6</b>	<b>1342</b>	<b>89.9</b>	<b>448</b>	<b>89.1</b>	<b>399</b>	<b>91.0</b>	<b>687</b>	<b>84.7</b>	<b>1785</b>	<b>84.5</b>
<b>SPIRIT AIRLINES</b>	<b>83</b>	<b>81.9</b>	<b>29</b>	<b>86.2</b>	<b>58</b>	<b>89.7</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>635</b>	<b>73.2</b>
<b>UNITED AIRLINES NETWORK</b>	<b>641</b>	<b>93.6</b>	<b>512</b>	<b>91.4</b>	<b>380</b>	<b>91.3</b>	<b>2740</b>	<b>92.8</b>	<b>547</b>	<b>89.9</b>	<b>489</b>	<b>88.1</b>
- UNITED AIRLINES	537	93.3	430	91.2	315	91.1	1523	92.0	147	88.4	467	87.8
- BRANDED CODESHARE PARTNERS	104	95.2	82	92.7	65	92.3	1217	93.8	400	90.5	22	95.5
<b>TOTAL</b>	<b>12,925</b>	<b>91.7</b>	<b>4,545</b>	<b>90.5</b>	<b>13,115</b>	<b>91.6</b>	<b>6,580</b>	<b>92.5</b>	<b>9,402</b>	<b>93.2</b>	<b>5,899</b>	<b>83.7</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)

APRIL 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	56	82.1	99	88.9	30	90.0	0	0.0	93	90.3	151	86.8	150	86.7	30	86.7
ALLEGiant AIR	0	0.0	45	86.7	37	86.5	0	0.0	0	0.0	26	84.6	0	0.0	0	0.0
AMERICAN AIRLINES	569	85.9	874	89.5	261	83.9	7138	92.9	1293	93.1	738	86.6	9023	83.2	245	86.9
DELTA AIR LINES	13380	92.2	956	89.9	301	92.4	329	91.2	456	91.9	821	88.8	732	84.6	3291	90.2
ENDEAVOR AIR	5994	95.7	40	97.5	85	95.3	0	0.0	24	91.7	0	0.0	0	0.0	2732	96.0
ENVOY AIR	3	100.0	8	87.5	3	66.7	0	0.0	169	94.7	0	0.0	6782	82.0	32	87.5
FRONTIER AIRLINES	324	83.3	73	87.7	76	76.3	79	87.3	60	85.0	1680	84.8	110	80.0	78	87.2
HAWAIIAN AIRLINES	0	0.0	8	100.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
HORIZON AIR	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
JETBLUE AIRWAYS	178	87.6	2111	81.7	0	0.0	12	91.7	261	79.3	28	82.1	32	90.6	36	94.4
MESA AIRLINES	112	86.6	0	0.0	60	95.0	112	93.8	30	96.7	0	0.0	2215	75.5	57	89.5
PSA AIRLINES	136	93.4	0	0.0	56	96.4	7237	94.3	1210	94.5	0	0.0	0	0.0	152	88.8
REPUBLIC AIRWAYS	1634	92.2	739	94.0	89	94.4	1948	92.2	1462	92.6	0	0.0	96	87.5	1272	93.9
SKYWEST AIRLINES	49	89.8	21	81.0	0	0.0	174	93.7	43	97.7	5845	86.0	1919	81.8	1218	92.9
SOUTHWEST AIRLINES	2522	90.6	321	90.3	4417	89.0	196	87.8	692	90.8	5842	88.0	0	0.0	266	80.8
SPIRIT AIRLINES	679	78.4	233	75.5	404	71.8	57	71.9	0	0.0	158	74.1	477	73.8	762	74.1
UNITED AIRLINES	111	89.2	335	86.3	82	89.0	30	90.0	60	96.7	4505	91.7	178	87.1	30	83.3
<b>TOTAL</b>	<b>25,747</b>	<b>92.2</b>	<b>5,863</b>	<b>86.6</b>	<b>5,901</b>	<b>87.9</b>	<b>17,312</b>	<b>93.2</b>	<b>5,853</b>	<b>92.3</b>	<b>19,794</b>	<b>87.8</b>	<b>21,714</b>	<b>81.8</b>	<b>10,201</b>	<b>91.0</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)

APRIL 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	115	92.2	85	88.2	239	88.7	57	98.2	54	96.3	114	91.2	300	88.3	705	85.5
ALLEGiant AIR	48	91.7	291	66.7	0	0.0	0	0.0	0	0.0	0	0.0	765	83.1	100	79.0
AMERICAN AIRLINES	430	89.5	699	87.3	274	85.4	60	88.3	445	82.5	735	87.9	916	86.2	1848	89.0
DELTA AIR LINES	295	93.9	1167	83.7	228	92.5	168	95.8	400	90.3	1577	89.3	1013	90.5	2133	92.1
ENDEAVOR AIR	78	97.4	0	0.0	0	0.0	0	0.0	0	0.0	494	93.3	0	0.0	0	0.0
ENVOY AIR	0	0.0	0	0.0	0	0.0	0	0.0	62	87.1	0	0.0	0	0.0	0	0.0
FRONTIER AIRLINES	184	66.3	0	0.0	0	0.0	18	61.1	88	89.8	0	0.0	970	80.1	119	95.8
HAWAIIAN AIRLINES	0	0.0	0	0.0	1657	92.2	0	0.0	0	0.0	17	94.1	42	88.1	118	86.4
HORIZON AIR	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	90	88.9	368	85.9
JETBLUE AIRWAYS	1000	75.6	1507	83.1	0	0.0	0	0.0	27	81.5	1861	83.6	186	85.5	600	90.2
MESA AIRLINES	0	0.0	0	0.0	0	0.0	596	90.3	2685	91.0	0	0.0	0	0.0	0	0.0
PSA AIRLINES	0	0.0	0	0.0	0	0.0	149	95.3	0	0.0	0	0.0	0	0.0	0	0.0
REPUBLIC AIRWAYS	1281	90.3	0	0.0	0	0.0	384	89.6	146	85.6	508	94.5	0	0.0	0	0.0
SKYWEST AIRLINES	58	96.6	0	0.0	0	0.0	323	90.7	1858	88.9	0	0.0	392	94.6	3182	95.1
SOUTHWEST AIRLINES	0	0.0	1370	86.9	750	92.1	150	90.0	285	81.4	0	0.0	4063	91.2	1295	88.8
SPIRIT AIRLINES	366	80.6	1965	76.8	0	0.0	0	0.0	520	74.6	0	0.0	1058	84.3	457	73.5
UNITED AIRLINES	2181	87.3	589	87.3	284	83.8	1335	91.1	3260	90.9	44	86.4	616	90.9	1004	90.5
<b>TOTAL</b>	<b>6,036</b>	<b>85.8</b>	<b>7,673</b>	<b>82.4</b>	<b>3,432</b>	<b>90.7</b>	<b>3,240</b>	<b>91.0</b>	<b>9,830</b>	<b>88.9</b>	<b>5,350</b>	<b>88.0</b>	<b>10,411</b>	<b>88.3</b>	<b>11,929</b>	<b>90.4</b>

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

## AIR TRAVEL CONSUMER REPORT

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

APRIL 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	150	91.3	0	0.0	0	0.0	56	91.1	204	90.2	908	88.1	30	96.7
ALLEGiant AIR	0	0.0	0	0.0	45	77.8	0	0.0	0	0.0	0	0.0	5	100.0	0	0.0
AMERICAN AIRLINES	856	89.3	1076	87.0	0	0.0	3666	88.2	368	88.3	2948	91.4	235	94.5	1491	89.1
DELTA AIR LINES	1125	86.0	1677	85.4	0	0.0	840	85.1	3500	92.6	327	92.7	313	92.0	274	92.0
ENDEAVOR AIR	443	95.7	0	0.0	112	93.8	0	0.0	1588	96.8	0	0.0	0	0.0	45	100.0
ENVOY AIR	0	0.0	0	0.0	0	0.0	970	91.1	24	95.8	1621	93.2	0	0.0	0	0.0
FRONTIER AIRLINES	90	86.7	1404	73.6	0	0.0	498	82.1	64	85.9	216	80.6	50	92.0	467	76.7
HAWAIIAN AIRLINES	0	0.0	9	88.9	0	0.0	0	0.0	0	0.0	0	0.0	60	70.0	0	0.0
HORIZON AIR	0	0.0	0	0.0	0	0.0	0	0.0	27	81.5	0	0.0	1165	92.6	0	0.0
JETBLUE AIRWAYS	145	77.2	1199	80.2	0	0.0	459	81.5	9	88.9	71	93.0	18	94.4	193	69.9
MESA AIRLINES	89	95.5	0	0.0	0	0.0	0	0.0	31	90.3	0	0.0	0	0.0	60	90.0
PSA AIRLINES	0	0.0	0	0.0	0	0.0	0	0.0	25	80.0	0	0.0	0	0.0	669	90.4
REPUBLIC AIRWAYS	1453	90.6	35	88.6	139	94.2	186	88.7	89	93.3	2503	92.4	0	0.0	1624	90.9
SKYWEST AIRLINES	29	96.6	0	0.0	0	0.0	0	0.0	2770	96.4	3528	92.3	676	95.4	108	94.4
SOUTHWEST AIRLINES	503	87.5	3130	85.0	4629	90.3	540	85.0	362	86.5	480	90.2	471	89.6	279	78.1
SPIRIT AIRLINES	274	70.4	1585	71.0	0	0.0	0	0.0	204	72.5	510	73.9	63	90.5	318	73.6
UNITED AIRLINES	100	89.0	735	85.2	0	0.0	435	86.2	170	87.6	2990	90.8	262	92.7	60	88.3
<b>TOTAL</b>	<b>5,107</b>	<b>88.1</b>	<b>11,000</b>	<b>81.4</b>	<b>4,925</b>	<b>90.4</b>	<b>7,594</b>	<b>87.1</b>	<b>9,287</b>	<b>93.4</b>	<b>15,398</b>	<b>91.1</b>	<b>4,226</b>	<b>91.5</b>	<b>5,618</b>	<b>87.0</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)

APRIL 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	334	90.4	520	90.4	5402	89.6	476	93.5	30	93.3	72	93.1
ALLEGiant AIR	0	0.0	13	84.6	0	0.0	0	0.0	0	0.0	0	0.0
AMERICAN AIRLINES	3232	92.6	534	85.2	426	89.9	627	85.0	247	88.3	749	87.9
DELTA AIR LINES	902	87.4	502	89.4	1747	95.4	520	92.5	3867	93.4	1108	85.2
ENDEAVOR AIR	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	30	93.3
ENVOY AIR	261	95.0	0	0.0	0	0.0	0	0.0	0	0.0	57	87.7
FRONTIER AIRLINES	384	89.1	146	93.8	42	92.9	123	91.1	114	90.4	318	81.8
HAWAIIAN AIRLINES	30	96.7	57	94.7	61	62.3	58	87.9	0	0.0	0	0.0
HORIZON AIR	60	95.0	233	89.7	2787	92.1	85	84.7	37	94.6	0	0.0
JETBLUE AIRWAYS	76	81.6	87	95.4	36	88.9	207	96.1	117	83.8	516	78.7
MESA AIRLINES	965	92.6	0	0.0	0	0.0	0	0.0	0	0.0	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	50	90.0	162	85.8
SKYWEST AIRLINES	1711	94.9	652	95.2	1793	95.0	2562	94.8	4106	95.2	0	0.0
SOUTHWEST AIRLINES	4350	90.6	1342	89.9	448	89.1	399	91.0	687	84.7	1785	84.5
SPIRIT AIRLINES	83	81.9	29	86.2	58	89.7	0	0.0	0	0.0	635	73.2
UNITED AIRLINES	537	93.3	430	91.2	315	91.1	1523	92.0	147	88.4	467	87.8
<b>TOTAL</b>	<b>12,925</b>	<b>91.7</b>	<b>4,545</b>	<b>90.5</b>	<b>13,115</b>	<b>91.6</b>	<b>6,580</b>	<b>92.5</b>	<b>9,402</b>	<b>93.2</b>	<b>5,899</b>	<b>83.7</b>

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



## AIR TRAVEL CONSUMER REPORT

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

APRIL 2021

ARRIVAL AIRPORT*																
SCHEDULED ARRIVAL TIME	ATL	BOS	BWI	CLT	DCA	DEN	DFW	DTW	EWR	FLL	HNL	IAD	IAH	JFK	LAS	LAX
0600-0659	94.9	92.2	100.0	97.4	100.0	90.0	88.3	100.0	84.8	78.0	0.0	100.0	89.8	91.3	95.2	92.5
0700-0759	95.6	87.1	95.8	94.4	97.7	93.4	93.0	93.9	91.3	84.5	97.8	94.4	84.3	94.6	96.2	93.5
0800-0859	94.2	92.7	94.2	96.8	94.6	87.9	86.7	93.5	94.4	87.2	96.0	95.0	89.6	95.7	97.0	92.6
0900-0959	94.0	92.5	95.1	94.1	94.6	90.5	85.5	94.7	92.0	88.0	94.1	92.6	73.6	90.9	92.2	93.6
1000-1059	93.9	92.6	94.6	95.1	94.4	89.7	89.2	89.3	92.0	89.4	92.1	100.0	89.4	91.6	93.0	92.7
1100-1159	94.4	91.7	94.4	92.0	96.4	92.2	84.1	94.1	90.6	86.1	90.8	95.9	91.1	90.2	89.0	91.9
1200-1259	93.5	91.5	92.7	95.0	92.3	89.7	90.7	91.0	87.6	84.6	88.2	98.1	91.0	90.4	92.0	92.9
1300-1359	92.3	88.4	92.7	91.8	93.0	89.1	81.5	93.0	90.6	85.0	89.0	100.0	91.0	86.4	91.1	93.3
1400-1459	94.2	86.3	88.8	92.6	89.8	88.1	80.4	92.4	87.3	80.8	91.8	94.7	91.8	82.0	88.5	92.6
1500-1559	91.4	88.9	87.3	91.2	93.3	86.3	80.4	89.4	79.5	82.5	83.4	93.3	89.6	89.6	86.8	90.5
1600-1659	93.9	83.2	86.0	90.9	91.6	87.9	80.4	87.2	85.2	84.2	88.3	87.9	86.3	89.1	84.6	85.8
1700-1759	91.9	85.4	85.6	92.4	95.2	87.7	72.8	89.3	84.8	80.6	91.0	80.6	85.9	87.8	88.1	90.4
1800-1859	90.9	78.3	85.1	94.0	91.9	84.0	74.6	89.9	89.1	76.9	91.2	92.7	88.7	89.0	88.0	83.8
1900-1959	89.0	85.4	84.6	92.6	92.5	81.8	76.7	90.4	81.8	75.7	92.0	88.9	83.4	81.8	85.9	92.8
2000-2059	88.8	86.1	78.1	88.7	91.3	83.7	84.8	91.3	75.7	79.5	91.8	94.4	80.1	90.4	84.2	89.7
2100-2159	90.0	84.8	80.0	92.6	88.5	84.8	84.3	79.2	87.8	78.8	91.6	94.8	87.6	89.7	87.0	86.5
2200-2259	86.1	86.8	80.9	82.5	87.3	85.5	82.7	82.0	75.3	76.9	95.7	88.0	83.3	83.0	84.3	87.1
2300-0559	85.6	84.2	81.8	90.9	88.8	86.2	85.7	86.2	80.7	81.1	90.9	88.7	87.6	82.6	79.8	84.0
<b>TOTAL</b>	<b>92.2</b>	<b>86.6</b>	<b>87.9</b>	<b>93.2</b>	<b>92.3</b>	<b>87.8</b>	<b>81.8</b>	<b>91.0</b>	<b>85.8</b>	<b>82.4</b>	<b>90.7</b>	<b>91.0</b>	<b>88.9</b>	<b>88.0</b>	<b>88.3</b>	<b>90.4</b>

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

## AIR TRAVEL CONSUMER REPORT

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

APRIL 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	91.9	100.0	86.7	96.0	93.7	0.0	97.3	92.2	0.0	96.6	84.0	93.3	88.2	93.5
0700-0759	93.4	84.9	97.3	92.1	96.4	94.1	95.2	93.1	94.8	95.8	92.6	95.9	95.6	95.7	94.3
0800-0859	89.8	90.9	95.5	92.4	91.7	94.4	97.3	93.3	95.6	99.4	94.4	95.3	94.6	95.8	93.1
0900-0959	89.5	91.6	96.3	91.8	94.6	93.7	93.7	95.1	93.7	94.0	94.0	97.4	94.9	92.6	92.0
1000-1059	90.6	90.9	93.5	91.5	98.6	93.5	93.3	92.4	93.0	94.6	91.7	95.7	93.3	89.4	92.2
1100-1159	87.3	85.7	90.2	88.5	96.0	94.2	95.8	82.7	88.0	88.4	91.4	94.2	95.8	87.6	90.3
1200-1259	91.1	81.8	92.4	87.5	93.5	91.1	95.0	89.0	92.5	90.3	95.0	92.5	93.6	89.0	91.4
1300-1359	89.9	81.5	92.8	83.4	93.8	90.5	93.7	88.1	90.4	89.0	94.0	95.9	93.6	84.9	89.5
1400-1459	83.3	79.2	85.3	82.8	95.1	96.2	92.3	87.9	91.7	93.2	94.4	94.4	94.8	83.0	89.5
1500-1559	85.8	78.4	87.2	81.3	89.0	91.0	91.8	82.5	89.1	88.9	91.1	94.2	93.7	79.7	87.2
1600-1659	90.0	77.5	90.1	85.6	92.4	88.0	94.3	88.0	92.2	88.9	90.6	91.2	95.0	80.6	88.2
1700-1759	86.1	78.9	88.8	85.6	92.4	87.8	90.5	88.8	89.4	92.2	91.7	90.0	85.8	82.5	86.4
1800-1859	93.1	73.8	87.3	85.0	89.3	89.0	90.9	80.0	92.8	85.8	93.5	91.6	90.4	80.7	86.6
1900-1959	87.0	76.7	91.2	84.5	94.1	89.0	88.9	85.5	88.3	88.1	89.9	93.3	92.0	77.5	86.8
2000-2059	84.2	76.5	82.4	84.7	93.0	92.5	89.8	87.1	89.9	89.2	85.8	90.5	93.0	75.2	87.2
2100-2159	87.6	79.3	84.0	87.0	84.3	89.0	85.8	82.1	88.7	87.8	85.1	87.0	91.5	77.2	87.2
2200-2259	85.3	80.1	84.3	80.9	84.1	84.1	88.2	77.1	90.0	85.5	90.7	93.5	87.7	80.7	84.5
2300-0559	85.8	80.9	88.1	86.1	86.9	87.9	88.1	81.1	81.7	95.6	88.7	86.6	87.9	89.3	84.9
<b>TOTAL</b>	<b>88.1</b>	<b>81.4</b>	<b>90.4</b>	<b>87.1</b>	<b>93.4</b>	<b>91.1</b>	<b>91.5</b>	<b>87.0</b>	<b>91.7</b>	<b>90.5</b>	<b>91.6</b>	<b>92.5</b>	<b>93.2</b>	<b>83.7</b>	<b>89.1</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)

APRIL 2021

DEPARTURE AIRPORT*																
SCHEDULED DEPARTURE TIME	ATL	BOS	BWI	CLT	DCA	DEN	DFW	DTW	EWR	FLL	HNL	IAD	IAH	JFK	LAS	LAX
0600-0659	93.2	96.4	92.9	93.1	96.9	95.5	96.0	91.4	92.9	90.7	98.5	96.9	89.8	92.3	95.8	96.7
0700-0759	90.7	95.7	92.1	95.8	94.3	94.3	91.1	96.1	95.6	88.3	96.7	95.7	91.3	89.8	95.1	92.5
0800-0859	93.1	92.4	89.3	96.0	93.1	93.2	92.6	92.6	94.0	87.2	95.8	96.7	88.8	94.3	95.0	93.5
0900-0959	90.8	89.8	89.4	96.1	95.2	88.7	89.8	89.8	94.1	86.7	95.1	66.7	89.5	93.5	94.4	93.5
1000-1059	90.5	86.0	82.7	91.3	93.6	88.3	86.4	92.7	89.1	85.6	91.9	92.0	92.7	89.7	90.5	91.4
1100-1159	90.0	81.5	84.4	94.9	92.1	88.4	86.7	88.7	88.8	82.1	92.0	95.6	88.2	89.2	91.7	90.6
1200-1259	91.0	85.5	82.8	94.5	92.1	84.7	87.6	90.6	86.2	80.0	88.3	93.1	91.5	90.3	86.0	90.0
1300-1359	89.5	82.9	80.5	94.3	92.3	87.7	83.4	88.3	81.6	79.4	85.6	97.1	87.6	88.1	87.4	90.8
1400-1459	87.5	87.7	77.1	92.3	90.2	85.7	78.3	92.6	84.5	82.8	86.9	95.5	89.7	85.6	81.7	90.9
1500-1559	90.0	83.3	74.0	90.5	90.1	83.8	78.1	94.6	87.1	81.4	94.6	95.0	90.4	77.3	84.0	90.2
1600-1659	86.9	86.3	75.3	90.9	92.4	83.9	82.8	90.5	76.9	76.8	91.0	93.1	88.1	86.9	86.1	91.9
1700-1759	86.7	82.2	71.8	89.8	92.2	83.0	81.7	88.0	80.1	80.1	94.4	85.6	92.3	88.6	83.6	86.7
1800-1859	85.9	86.6	74.4	91.8	90.6	84.2	74.9	89.9	84.1	79.4	93.9	90.5	80.8	91.5	82.4	88.7
1900-1959	85.0	83.0	79.3	91.6	91.5	83.4	80.0	91.0	88.1	79.5	91.4	91.8	86.8	88.9	84.5	91.8
2000-2059	84.5	86.3	65.9	92.8	91.3	81.1	76.2	88.6	78.9	76.9	88.3	0.0	89.9	90.2	80.3	90.2
2100-2159	88.0	80.0	59.0	84.0	92.5	83.4	81.3	92.9	81.5	75.1	98.6	0.0	80.0	93.1	81.9	88.7
2200-2259	88.7	100.0	0.0	93.2	0.0	81.6	58.3	50.0	84.6	72.0	87.3	0.0	0.0	88.0	90.9	92.4
2300-0559	88.2	94.5	90.9	100.0	0.0	82.2	96.2	0.0	90.7	78.9	98.4	100.0	91.5	87.8	84.1	88.2
TOTAL	88.9	88.0	79.8	93.2	92.6	86.4	83.4	91.6	88.3	81.9	91.2	91.5	89.8	89.3	88.2	91.2

\* 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)

APRIL 2021

DEPARTURE AIRPORT*															
SCHEDULED DEPARTURE TIME	LGA	MCO	MDW	MIA	MSP	ORD	PDX	PHL	PHX	SAN	SEA	SFO	SLC	TPA	TOTAL
0600-0659	92.1	93.2	95.2	94.0	95.3	91.2	94.6	92.9	97.5	94.9	90.6	94.9	93.6	92.3	94.1
0700-0759	90.5	90.9	97.1	92.7	92.5	92.5	95.6	93.8	94.1	97.8	95.3	96.4	91.5	94.5	93.4
0800-0859	91.9	89.5	91.5	90.1	96.2	93.7	92.5	95.4	93.3	94.6	91.0	96.6	93.6	93.1	93.0
0900-0959	90.3	87.5	89.1	88.6	91.8	92.8	93.3	93.8	92.0	93.6	92.1	94.6	94.0	91.1	92.0
1000-1059	86.6	86.6	86.1	88.1	94.4	91.9	94.2	95.1	91.7	95.1	90.0	94.8	93.6	87.9	90.4
1100-1159	89.6	81.6	84.2	84.8	91.6	90.9	89.6	91.7	91.1	93.7	91.1	92.9	93.8	86.3	89.7
1200-1259	86.9	82.5	84.0	81.6	94.1	90.6	93.1	83.3	82.9	90.0	89.6	94.0	89.1	85.2	88.2
1300-1359	87.1	77.6	83.9	81.8	92.8	90.9	93.0	83.1	91.1	87.6	92.8	92.9	92.4	84.2	88.3
1400-1459	88.4	77.8	79.5	77.0	84.6	92.0	94.2	87.2	84.9	89.0	91.7	91.7	92.7	81.3	86.4
1500-1559	80.1	76.9	78.6	78.1	93.4	90.1	87.4	89.8	84.9	89.9	93.6	91.9	92.9	79.1	86.8
1600-1659	73.9	76.3	81.3	79.7	88.7	91.2	92.1	77.1	83.1	89.1	87.0	93.9	90.4	72.9	85.6
1700-1759	86.0	72.4	81.3	76.5	88.3	89.1	93.3	82.0	89.0	89.5	90.7	91.3	93.3	77.0	85.5
1800-1859	85.6	74.2	77.1	73.2	89.9	91.9	89.7	86.8	84.9	89.0	92.9	90.2	92.1	73.6	85.3
1900-1959	87.2	75.1	86.0	83.5	79.3	92.2	90.0	72.1	87.7	85.4	91.2	95.2	76.9	72.3	85.4
2000-2059	87.8	72.7	84.2	80.2	91.9	88.7	94.1	88.7	70.1	86.8	79.2	95.7	92.0	71.5	84.6
2100-2159	66.7	67.0	74.6	83.3	95.5	92.0	95.4	93.2	92.2	83.3	87.1	90.4	97.2	55.9	86.7
2200-2259	70.0	68.8	0.0	87.7	0.0	0.0	97.1	76.9	83.9	95.5	90.0	90.7	91.7	0.0	90.0
2300-0559	0.0	90.3	95.0	80.0	92.5	90.8	96.0	88.4	93.2	100.0	91.2	92.7	84.9	94.7	89.3
<b>TOTAL</b>	<b>87.2</b>	<b>81.0</b>	<b>84.5</b>	<b>83.5</b>	<b>93.0</b>	<b>91.6</b>	<b>93.0</b>	<b>90.0</b>	<b>89.4</b>	<b>92.1</b>	<b>91.1</b>	<b>93.5</b>	<b>92.9</b>	<b>82.6</b>	<b>88.6</b>

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

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

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Aberdeen, SD (ABR)	95.0	95.0	60	60
Abilene, TX (ABI)	84.6	86.2	188	189
Adak Island, AK (ADK)	87.5	75.0	8	8
Aguadilla, PR (BQN)	88.1	87.7	84	81
Akron, OH (CAK)	84.7	88.1	236	235
Alamosa, CO (ALS)	92.3	84.6	52	52
Albany, GA (ABY)	96.5	96.5	86	86
Albany, NY (ALB)	84.6	86.8	605	605
Albuquerque, NM (ABQ)	88.4	90.3	1231	1231
Alexandria, LA (AEX)	91.8	91.4	233	232
Allentown/Bethlehem/Easton, PA (ABE)	89.1	90.1	385	385
Alpena, MI (APN)	92.3	98.1	52	52
Amarillo, TX (AMA)	87.0	87.5	369	369
Anchorage, AK (ANC)	83.5	90.2	1299	1300
Appleton, WI (ATW)	91.5	93.0	426	426
Arcata/Eureka, CA (ACV)	92.3	94.9	78	78
Asheville, NC (AVL)	86.8	88.4	698	697
Ashland, WV (HTS)	96.2	92.3	26	26
Aspen, CO (ASE)	85.2	83.2	236	238
Atlanta, GA (ATL)	92.2	88.9	25747	25748
Atlantic City, NJ (ACY)	76.5	81.3	289	289
Augusta, GA (AGS)	92.2	91.0	320	323
Austin, TX (AUS)	86.7	89.3	3979	3973
Bakersfield, CA (BFL)	89.5	87.2	219	219
Baltimore, MD (BWI)	87.9	79.8	5901	5894
Bangor, ME (BGR)	90.2	89.0	173	173
Barrow, AK (BRW)	86.7	73.3	30	30
Baton Rouge, LA (BTR)	88.5	92.9	382	382
Beaumont/Port Arthur, TX (BPT)	85.4	82.0	89	89
Bellefonte, PA (BLF)	79.8	75.0	84	84
Bellingham, WA (BLI)	94.2	95.8	190	190
Bemidji, MN (BJI)	96.7	95.0	60	60
Bend/Redmond, OR (RDM)	93.2	94.0	651	651
Bethel, AK (BET)	88.3	66.7	60	60
Billings, MT (BIL)	90.7	94.0	418	418
Binghamton, NY (BGM)	96.7	96.7	30	30
Birmingham, AL (BHM)	87.7	91.0	1099	1099
Bismarck/Mandan, ND (BIS)	91.8	93.0	329	330
Bloomington/Normal, IL (BMI)	87.6	89.2	185	185
Boise, ID (BOI)	91.8	93.6	1791	1791
Boston, MA (BOS)	86.6	88.0	5863	5855

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Bozeman, MT (BZN)	89.9	92.9	633	634
Brainerd, MN (BRD)	98.1	88.5	52	52
Bristol/Johnson City/Kingsport, TN (TRI)	91.5	94.1	153	153
Brownsville, TX (BRO)	82.7	85.0	127	127
Brunswick, GA (BQK)	95.2	97.6	84	84
Buffalo, NY (BUF)	85.0	87.3	1027	1024
Burbank, CA (BUR)	92.1	93.2	993	993
Burlington, VT (BTV)	89.3	93.0	243	242
Butte, MT (BTM)	94.6	94.6	56	56
Cape Girardeau, MO (CGI)	92.3	92.3	52	52
Casper, WY (CPR)	88.7	86.0	150	150
Cedar City, UT (CDC)	92.3	96.2	52	52
Cedar Rapids/Iowa City, IA (CID)	90.8	90.3	498	497
Champaign/Urbana, IL (CMI)	88.7	92.2	115	115
Charleston, SC (CHS)	90.8	92.4	1835	1832
Charleston/Dunbar, WV (CRW)	92.4	93.2	251	251
Charlotte Amalie, VI (STT)	85.8	86.3	664	664
Charlotte, NC (CLT)	93.2	93.2	17312	17321
Charlottesville, VA (CHO)	94.7	95.6	114	114
Chattanooga, TN (CHA)	93.3	95.7	420	419
Cheyenne, WY (CYS)	92.9	80.0	14	15
Chicago, IL (MDW)	90.4	84.5	4925	4923
Chicago, IL (ORD)	91.1	91.6	15398	15399
Christiansted, VI (STX)	82.4	80.7	119	119
Cincinnati, OH (CVG)	86.0	88.5	2471	2472
Clarksburg/Fairmont, WV (CKB)	81.0	87.3	63	63
Cleveland, OH (CLE)	84.1	88.3	2351	2351
Cody, WY (COD)	73.3	71.7	60	60
Cold Bay, AK (CDB)	81.3	75.0	16	16
College Station/Bryan, TX (CLL)	82.2	83.2	107	107
Colorado Springs, CO (COS)	90.7	92.0	981	981
Columbia, MO (COU)	78.7	77.0	61	61
Columbia, SC (CAE)	90.4	93.9	376	378
Columbus, GA (CSG)	96.5	96.5	86	86
Columbus, MS (GTR)	95.2	96.4	84	84
Columbus, OH (CMH)	87.4	89.0	2270	2267
Columbus, OH (LCK)	72.7	72.7	88	88
Concord, NC (USA)	76.1	76.3	113	114
Cordova, AK (CDV)	78.3	80.0	60	60
Corpus Christi, TX (CRP)	86.4	86.7	286	286
Dallas, TX (DAL)	86.2	80.4	4421	4419

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

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Dallas/Fort Worth, TX (DFW)	81.8	83.4	21714	21731
Dayton, OH (DAY)	91.5	94.0	516	515
Daytona Beach, FL (DAB)	87.9	89.8	314	314
Deadhorse, AK (SCC)	88.6	88.6	44	44
Decatur, IL (DEC)	90.4	94.2	52	52
Del Rio, TX (DRT)	93.3	90.0	60	60
Denver, CO (DEN)	87.8	86.4	19794	19796
Des Moines, IA (DSM)	90.7	91.6	978	978
Detroit, MI (DTW)	91.0	91.6	10201	10193
Devils Lake, ND (DVL)	94.2	96.2	52	52
Dillingham, AK (DLG)	76.7	50.0	30	30
Dodge City, KS (DDC)	84.6	94.2	52	52
Dothan, AL (DHN)	96.5	96.5	86	86
Dubuque, IA (DBQ)	96.1	94.1	51	51
Duluth, MN (DLH)	91.9	94.6	149	149
Durango, CO (DRO)	88.6	87.3	299	299
Eagle, CO (EGE)	89.9	93.8	129	129
Eau Claire, WI (EAU)	93.3	90.0	60	60
El Paso, TX (ELP)	81.3	86.9	988	988
Elko, NV (EKO)	100.0	96.4	56	56
Elmira/Corning, NY (ELM)	94.0	94.0	84	84
Escanaba, MI (ESC)	86.5	88.5	52	52
Eugene, OR (EUG)	91.3	93.3	653	652
Evansville, IN (EVV)	92.6	90.1	202	202
Everett, WA (PAE)	89.5	92.9	210	210
Fairbanks, AK (FAI)	83.1	89.5	307	306
Fargo, ND (FAR)	87.8	91.8	474	474
Fayetteville, AR (XNA)	86.9	90.6	548	545
Fayetteville, NC (FAY)	92.4	91.1	316	316
Flagstaff, AZ (FLG)	88.6	85.8	176	176
Flint, MI (FNT)	84.0	86.1	281	280
Fort Dodge, IA (FOD)	96.2	98.1	52	52
Fort Lauderdale, FL (FLL)	82.4	81.9	7673	7685
Fort Myers, FL (RSW)	82.3	82.2	4372	4373
Fort Smith, AR (FSM)	89.1	88.2	110	110
Fort Wayne, IN (FWA)	88.3	84.4	428	429
Fresno, CA (FAT)	92.9	91.8	858	857
Gainesville, FL (GNV)	91.5	90.8	294	294
Garden City, KS (GCK)	91.7	88.3	60	60
Gillette, WY (GCC)	87.9	97.0	33	33
Grand Forks, ND (GFK)	96.3	95.4	108	108

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Grand Island, NE (GRI)	87.2	88.5	78	78
Grand Junction, CO (GJT)	89.1	92.0	376	376
Grand Rapids, MI (GRR)	87.1	90.7	1236	1237
Great Falls, MT (GTF)	90.2	89.4	255	255
Green Bay, WI (GRB)	91.5	98.3	355	355
Greensboro/High Point, NC (GSO)	84.1	93.9	527	527
Greer, SC (GSP)	90.0	93.1	962	959
Guam, TT (GUM)	89.6	93.8	48	48
Gulfport/Biloxi, MS (GPT)	89.0	89.4	292	292
Gunnison, CO (GUC)	83.3	83.3	6	6
Hagerstown, MD (HGR)	90.0	80.0	10	10
Hancock/Houghton, MI (CMX)	88.7	88.7	62	62
Harlingen/San Benito, TX (HRL)	82.3	85.3	198	197
Harrisburg, PA (MDT)	88.9	91.0	386	387
Hartford, CT (BDL)	83.7	88.5	1591	1588
Hattiesburg/Laurel, MS (PIB)	90.4	90.4	52	52
Hayden, CO (HDN)	88.2	93.7	127	127
Hays, KS (HYS)	88.5	96.2	52	52
Helena, MT (HLN)	93.3	95.0	120	120
Hibbing, MN (HIB)	98.1	98.1	52	52
Hilo, HI (ITO)	96.4	95.9	391	391
Hilton Head, SC (HHH)	93.1	90.0	331	331
Hobbs, NM (HOB)	94.1	100.0	17	17
Honolulu, HI (HNL)	90.7	91.2	3432	3431
Houston, TX (HOU)	87.1	77.1	3878	3882
Houston, TX (IAH)	88.9	89.8	9830	9823
Huntsville, AL (HSV)	92.8	92.4	556	555
Idaho Falls, ID (IDA)	93.6	93.2	234	234
Indianapolis, IN (IND)	85.2	88.8	2620	2621
International Falls, MN (INL)	94.2	98.1	52	52
Iron Mountain/Kingsfd, MI (IMT)	96.7	98.3	60	60
Islip, NY (ISP)	77.9	80.5	303	303
Ithaca/Cortland, NY (ITH)	96.7	96.7	30	30
Jackson, WY (JAC)	92.1	92.9	253	253
Jackson/Vicksburg, MS (JAN)	91.7	94.0	448	448
Jacksonville, FL (JAX)	88.5	90.0	1874	1874
Jacksonville/Camp Lejeune, NC (OAJ)	95.7	96.0	326	327
Jamestown, ND (JMS)	93.9	95.1	82	82
Johnstown, PA (JST)	92.3	92.3	52	52
Joplin, MO (JLN)	84.7	89.8	59	59
Juneau, AK (JNU)	82.3	85.7	294	294

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

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Kahului, HI (OGG)	88.6	85.7	1899	1900
Kalamazoo, MI (AZO)	95.7	97.8	139	139
Kalispell, MT (FCA)	92.3	95.0	300	301
Kansas City, MO (MCI)	86.9	91.1	2639	2638
Kearney, NE (EAR)	83.3	93.3	60	60
Ketchikan, AK (KTN)	79.6	91.2	147	147
Key West, FL (EYW)	78.9	72.1	1049	1049
Killeen, TX (GRK)	81.9	87.5	248	248
King Salmon, AK (AKN)	66.7	73.3	30	30
Knoxville, TN (TYS)	87.8	91.5	891	890
Kodiak, AK (ADQ)	88.3	90.9	77	77
Kona, HI (KOA)	89.4	89.3	1026	1026
Kotzebue, AK (OTZ)	86.7	73.3	30	30
La Crosse, WI (LSE)	99.4	97.5	159	159
Lafayette, LA (LFT)	84.2	91.4	291	290
Lake Charles, LA (LCH)	85.6	86.7	90	90
Lansing, MI (LAN)	94.4	92.9	198	198
Laramie, WY (LAR)	84.6	82.7	52	52
Laredo, TX (LRD)	83.3	88.9	90	90
Las Vegas, NV (LAS)	88.3	88.2	10411	10402
Latrobe, PA (LBE)	73.6	83.3	91	90
Lawton/Fort Sill, OK (LAW)	84.0	85.2	81	81
Lewisburg, WV (LWB)	92.3	94.1	52	51
Lewiston, ID (LWS)	91.0	93.6	78	78
Lexington, KY (LEX)	86.5	89.0	444	444
Liberal, KS (LBL)	88.5	90.4	52	52
Lihue, HI (LIH)	94.9	96.8	627	625
Lincoln, NE (LNK)	86.5	94.2	52	52
Little Rock, AR (LIT)	87.1	89.8	861	859
Long Beach, CA (LGB)	92.2	92.6	993	993
Longview, TX (GGG)	85.7	94.8	77	77
Los Angeles, CA (LAX)	90.4	91.2	11929	11949
Louisville, KY (SDF)	87.1	90.1	1275	1273
Lubbock, TX (LBB)	83.1	87.3	433	433
Madison, WI (MSN)	89.1	94.3	669	669
Manchester, NH (MHT)	89.0	91.0	346	345
Manhattan/Ft. Riley, KS (MHK)	88.8	88.8	80	80
Marquette, MI (MQT)	87.2	83.7	86	86
Mason City, IA (MCW)	92.3	94.2	52	52
Medford, OR (MFR)	92.2	92.2	688	688
Melbourne, FL (MLB)	91.8	91.8	232	232

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Memphis, TN (MEM)	87.8	89.7	1536	1539
Meridian, MS (MEI)	90.4	82.7	52	52
Miami, FL (MIA)	87.1	83.5	7594	7595
Midland/Odessa, TX (MAF)	83.8	88.2	593	594
Milwaukee, WI (MKE)	88.8	91.3	1792	1795
Minneapolis, MN (MSP)	93.4	93.0	9287	9292
Minot, ND (MOT)	92.6	92.6	258	258
Mission/McAllen/Edinburg, TX (MFE)	81.5	87.9	297	297
Missoula, MT (MSO)	91.6	93.2	474	474
Moab, UT (CNY)	86.5	88.5	52	52
Mobile, AL (MOB)	89.4	92.0	226	226
Moline, IL (MLI)	86.3	93.0	315	314
Monroe, LA (MLU)	90.0	93.2	220	220
Monterey, CA (MRY)	85.8	93.4	274	274
Montgomery, AL (MGM)	91.3	88.6	230	229
Montrose/Delta, CO (MTJ)	89.9	91.3	138	138
Mosinee, WI (CWA)	99.3	93.5	139	139
Muskegon, MI (MKG)	94.4	90.7	54	54
Myrtle Beach, SC (MYR)	91.5	90.9	1053	1052
Nashville, TN (BNA)	90.2	89.2	5469	5465
New Bern/Morehead/Beaufort, NC (EWN)	93.9	95.9	148	147
New Haven, CT (HVN)	72.7	72.7	22	22
New Orleans, LA (MSY)	85.2	85.7	2946	2943
New York, NY (JFK)	88.0	89.3	5350	5353
New York, NY (LGA)	88.1	87.2	5107	5111
Newark, NJ (EWR)	85.8	88.3	6036	6037
Newburgh/Poughkeepsie, NY (SWF)	83.3	79.2	24	24
Newport News/Williamsburg, VA (PHF)	90.0	90.3	30	31
Niagara Falls, NY (IAG)	82.2	71.1	45	45
Nome, AK (OME)	80.0	80.0	30	30
Norfolk, VA (ORF)	90.2	92.2	1342	1341
North Bend/Coos Bay, OR (OTH)	96.7	96.7	30	30
North Platte, NE (LBF)	90.4	80.8	52	52
Oakland, CA (OAK)	90.8	89.2	2574	2573
Ogden, UT (OGD)	88.9	77.8	9	9
Ogdensburg, NY (OGS)	90.4	88.5	52	52
Oklahoma City, OK (OKC)	88.1	91.1	1417	1416
Omaha, NE (OMA)	90.1	93.0	1506	1508
Ontario, CA (ONT)	88.9	90.4	1483	1483
Orlando, FL (MCO)	81.4	81.0	11000	10993
Owensboro, KY (OWB)	88.9	88.9	9	9

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

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Paducah, KY (PAH)	91.7	95.0	60	60
Palm Springs, CA (PSP)	91.1	92.7	1269	1271
Panama City, FL (ECP)	86.6	86.1	870	870
Pasco/Kennewick/Richland, WA (PSC)	95.0	93.5	496	496
Pellston, MI (PLN)	91.2	91.2	57	57
Pensacola, FL (PNS)	86.1	86.8	1003	1003
Peoria, IL (PIA)	84.7	89.2	249	249
Petersburg, AK (PSG)	80.0	81.7	60	60
Philadelphia, PA (PHL)	87.0	90.0	5618	5622
Phoenix, AZ (AZA)	83.6	86.4	506	506
Phoenix, AZ (PHX)	91.7	89.4	12925	12925
Pierre, SD (PIR)	88.5	96.2	52	52
Pittsburgh, PA (PIT)	87.5	91.0	2126	2135
Plattsburgh, NY (PBG)	91.7	91.8	48	49
Pocatello, ID (PIH)	93.0	94.2	86	86
Ponce, PR (PSE)	94.4	94.4	18	18
Portland, ME (PWM)	89.8	91.1	654	651
Portland, OR (PDX)	91.5	93.0	4226	4226
Portsmouth, NH (PSM)	84.1	79.5	44	44
Prescott, AZ (PRC)	85.0	93.3	60	60
Providence, RI (PVD)	88.0	88.2	917	916
Provo, UT (PVU)	88.6	90.9	88	88
Pueblo, CO (PUB)	90.4	92.3	52	52
Pullman, WA (PUW)	91.7	95.0	60	60
Punta Gorda, FL (PGD)	72.9	81.9	520	519
Raleigh/Durham, NC (RDU)	90.7	92.5	3253	3252
Rapid City, SD (RAP)	88.2	87.9	346	346
Redding, CA (RDD)	85.1	93.5	47	46
Reno, NV (RNO)	91.0	92.7	1589	1588
Rhineland, WI (RHI)	95.0	100.0	60	60
Richmond, VA (RIC)	87.0	88.2	998	996
Riverton/Lander, WY (RIW)	90.9	93.9	33	33
Roanoke, VA (ROA)	92.2	93.2	103	103
Rochester, MN (RST)	91.6	95.6	227	227
Rochester, NY (ROC)	88.8	92.3	563	560
Rock Springs, WY (RKS)	86.7	93.3	30	30
Rockford, IL (RFD)	78.9	73.7	57	57
Roswell, NM (ROW)	92.1	90.9	89	88
Sacramento, CA (SMF)	92.0	92.1	2944	2942
Saginaw/Bay City/Midland, MI (MBS)	97.3	96.4	110	110
Saipan, TT (SPN)	100.0	94.4	18	18

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Salina, KS (SLN)	90.4	98.1	52	52
Salt Lake City, UT (SLC)	93.2	92.9	9402	9398
San Angelo, TX (SJT)	88.1	88.7	160	159
San Antonio, TX (SAT)	85.8	90.0	2100	2097
San Diego, CA (SAN)	90.5	92.1	4545	4540
San Francisco, CA (SFO)	92.5	93.5	6580	6585
San Jose, CA (SJC)	91.5	92.8	2613	2612
San Juan, PR (SJU)	84.9	87.1	2451	2455
San Luis Obispo, CA (SBP)	93.7	95.3	318	318
Sanford, FL (SFB)	76.8	79.7	845	844
Santa Ana, CA (SNA)	91.8	91.8	2638	2637
Santa Barbara, CA (SBA)	92.8	94.5	472	470
Santa Fe, NM (SAF)	80.9	84.3	89	89
Santa Maria, CA (SMX)	96.2	92.3	26	26
Santa Rosa, CA (STS)	94.0	93.6	266	266
Sarasota/Bradenton, FL (SRQ)	85.3	84.5	1470	1470
Sault Ste. Marie, MI (CIU)	95.0	95.0	60	60
Savannah, GA (SAV)	90.9	87.8	1400	1401
Scottsbluff, NE (BFF)	92.3	94.2	52	52
Scranton/Wilkes-Barre, PA (AVP)	85.1	95.1	121	122
Seattle, WA (SEA)	91.6	91.1	13115	13129
Sheridan, WY (SHR)	87.1	96.8	31	31
Shreveport, LA (SHV)	90.9	91.2	364	364
Sioux City, IA (SUX)	93.0	89.4	86	85
Sioux Falls, SD (FSD)	89.5	90.9	582	583
Sitka, AK (SIT)	90.0	93.3	30	30
South Bend, IN (SBN)	88.0	89.2	409	409
Spokane, WA (GEG)	90.6	92.7	1491	1490
Springfield, IL (SPI)	84.7	80.6	72	72
Springfield, MO (SGF)	89.9	89.9	514	514
St. Cloud, MN (STC)	85.7	78.6	14	14
St. George, UT (SGU)	91.7	92.0	326	325
St. Louis, MO (STL)	90.4	89.0	3303	3303
St. Petersburg, FL (PIE)	76.3	80.7	657	658
State College, PA (SCE)	92.3	92.3	39	39
Staunton, VA (SHD)	90.4	92.3	52	52
Stillwater, OK (SWO)	90.0	100.0	30	30
Stockton, CA (SCK)	75.9	75.9	58	58
Sun Valley/Hailey/Ketchum, ID (SUN)	92.9	96.0	99	99
Syracuse, NY (SYR)	86.1	87.9	526	528
Tallahassee, FL (TLH)	85.5	88.3	428	427



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

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Tampa, FL (TPA)	83.7	82.6	5899	5897
Texarkana, AR (TXK)	88.8	92.1	89	89
Toledo, OH (TOL)	77.5	80.0	40	40
Traverse City, MI (TVC)	86.5	88.1	185	185
Trenton, NJ (TTN)	70.6	72.2	109	108
Tucson, AZ (TUS)	87.8	92.1	1256	1256
Tulsa, OK (TUL)	87.5	90.0	989	989
Twin Falls, ID (TWF)	89.5	91.9	86	86
Tyler, TX (TYR)	87.4	91.0	111	111
Valdosta, GA (VLD)	93.1	97.4	116	116
Valparaiso, FL (VPS)	84.1	86.9	862	863
Vernal, UT (VEL)	94.2	90.4	52	52
Victoria, TX (VCT)	82.7	84.6	52	52
Waco, TX (ACT)	88.0	89.5	133	133
Walla Walla, WA (ALW)	93.3	95.0	60	60
Washington, DC (DCA)	92.3	92.6	5853	5856
Washington, DC (IAD)	91.0	91.5	3240	3236
Waterloo, IA (ALO)	100.0	96.7	30	30
Watertown, SD (ATY)	90.4	88.5	52	52
Wenatchee, WA (EAT)	96.7	95.0	60	60
West Palm Beach/Palm Beach, FL (PBI)	85.0	85.8	2153	2154
White Plains, NY (HPN)	83.5	83.9	533	533
Wichita Falls, TX (SPS)	81.1	84.9	106	106
Wichita, KS (ICT)	87.7	90.9	705	705
Williston, ND (XWA)	86.7	91.7	60	60
Wilmington, DE (ILG)	92.9	78.6	14	14
Wilmington, NC (ILM)	92.7	93.5	464	464
Wrangell, AK (WRG)	76.7	86.7	60	60
Yakima, WA (YKM)	98.3	98.3	60	60
Yakutat, AK (YAK)	78.3	75.0	60	60
Yuma, AZ (YUM)	83.8	90.9	197	197

## AIR TRAVEL CONSUMER REPORT

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

APRIL 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>HAWAIIAN AIRLINES</b>	<b>21</b>	<b>4032</b>	<b>4</b>	<b>0.1</b>	<b>1</b>
<b>UNITED AIRLINES NETWORK</b>	<b>241</b>	<b>77880</b>	<b>237</b>	<b>0.3</b>	<b>2</b>
- UNITED AIRLINES	89	27787	47	0.2	
- BRANDED CODESHARE PARTNERS	226	50093	190	0.4	
<b>DELTA AIR LINES NETWORK</b>	<b>205</b>	<b>106021</b>	<b>361</b>	<b>0.3</b>	<b>3</b>
- DELTA AIR LINES	107	55500	347	0.6	
- BRANDED CODESHARE PARTNERS	184	50521	14	0.0	
<b>AMERICAN AIRLINES NETWORK</b>	<b>230</b>	<b>125976</b>	<b>645</b>	<b>0.5</b>	<b>4</b>
- AMERICAN AIRLINES	91	52305	336	0.6	
- BRANDED CODESHARE PARTNERS	211	73671	309	0.4	
<b>SOUTHWEST AIRLINES</b>	<b>100</b>	<b>80253</b>	<b>491</b>	<b>0.6</b>	<b>5</b>
<b>ALASKA AIRLINES NETWORK</b>	<b>101</b>	<b>29659</b>	<b>232</b>	<b>0.8</b>	<b>6</b>
- ALASKA AIRLINES	73	15127	131	0.9	
- BRANDED CODESHARE PARTNERS	53	14532	101	0.7	
<b>JETBLUE AIRWAYS</b>	<b>56</b>	<b>15243</b>	<b>120</b>	<b>0.8</b>	<b>7</b>
<b>FRONTIER AIRLINES</b>	<b>97</b>	<b>10910</b>	<b>93</b>	<b>0.9</b>	<b>8</b>
<b>ALLEGiant AIR</b>	<b>126</b>	<b>9475</b>	<b>146</b>	<b>1.5</b>	<b>9</b>
<b>SPIRIT AIRLINES</b>	<b>48</b>	<b>14487</b>	<b>232</b>	<b>1.6</b>	<b>10</b>
<b>TOTAL AIRPORTS SERVED</b>	<b>368</b>	<b>473,936</b>	<b>2,561</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

APRIL 2021

CARRIER <sup>1</sup>	AT ALL US AIRPORTS				
	NUMBER OF AIRPORTS REPORTED	FLIGHT OPERATIONS SCHEDULED	FLIGHT OPERATIONS CANCELLED	PERCENT OF OPERATIONS CANCELLED	RANK
ENDEAVOR AIR	111	22560	0	0.0	1
PSA AIRLINES	92	18090	8	0.0	2
HAWAIIAN AIRLINES	21	4032	4	0.1	3
UNITED AIRLINES	89	27787	47	0.2	4
SKYWEST AIRLINES	223	56649	127	0.2	5
REPUBLIC AIRWAYS	88	26509	95	0.4	6
SOUTHWEST AIRLINES	100	80253	491	0.6	7
DELTA AIR LINES	107	55500	347	0.6	8
AMERICAN AIRLINES	91	52305	336	0.6	9
ENVOY AIR	138	19605	127	0.6	10
MESA AIRLINES	81	12530	89	0.7	11
JETBLUE AIRWAYS	56	15243	120	0.8	12
FRONTIER AIRLINES	97	10910	93	0.9	13
ALASKA AIRLINES	73	15127	131	0.9	14
HORIZON AIR	48	9575	100	1.0	15
ALLEGiant AIR	126	9475	146	1.5	16
SPIRIT AIRLINES	48	14487	232	1.6	17
<b>TOTAL AIRPORTS SERVED</b>	<b>359</b>	<b>450,637</b>	<b>2,493</b>	<b>0.6</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.

## IR TRAVEL CONSUMER REPORT

TABLE 7. CAUSES OF DELAY, BY REPORTING MARKETING CARRIER

APRIL 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>29659</b>	<b>26781</b>	<b>90.30</b>	<b>232</b>	<b>0.78</b>	<b>36</b>	<b>0.12</b>	<b>1008</b>	<b>3.40</b>	<b>24</b>	<b>0.08</b>	<b>854</b>	<b>2.88</b>	<b>27</b>	<b>0.09</b>	<b>697</b>	<b>2.35</b>
- ALASKA AIRLINES	15127	13336	88.16	131	0.87	24	0.16	550	3.64	15	0.10	637	4.21	23	0.15	412	2.72
- BRANDED CODESHARE PARTNERS	14532	13445	92.52	101	0.70	12	0.08	458	3.15	9	0.06	217	1.49	5	0.03	285	1.96
<b>ALLEGiant AIR</b>	<b>9475</b>	<b>7524</b>	<b>79.41</b>	<b>146</b>	<b>1.54</b>	<b>11</b>	<b>0.12</b>	<b>512</b>	<b>5.40</b>	<b>91</b>	<b>0.96</b>	<b>461</b>	<b>4.87</b>	<b>12</b>	<b>0.13</b>	<b>718</b>	<b>7.58</b>
<b>AMERICAN AIRLINES NETWORK</b>	<b>125976</b>	<b>111797</b>	<b>88.74</b>	<b>645</b>	<b>0.51</b>	<b>226</b>	<b>0.18</b>	<b>4606</b>	<b>3.66</b>	<b>576</b>	<b>0.46</b>	<b>4440</b>	<b>3.52</b>	<b>119</b>	<b>0.09</b>	<b>3566</b>	<b>2.83</b>
- AMERICAN AIRLINES	52305	46125	88.18	336	0.64	75	0.14	2187	4.18	197	0.38	1990	3.80	65	0.12	1330	2.54
- BRANDED CODESHARE PARTNERS	73671	65672	89.14	309	0.42	151	0.20	2420	3.28	379	0.51	2450	3.33	55	0.07	2236	3.04
<b>DELTA AIR LINES NETWORK</b>	<b>106021</b>	<b>98107</b>	<b>92.54</b>	<b>361</b>	<b>0.34</b>	<b>133</b>	<b>0.13</b>	<b>3841</b>	<b>3.62</b>	<b>388</b>	<b>0.37</b>	<b>1905</b>	<b>1.80</b>	<b>38</b>	<b>0.04</b>	<b>1249</b>	<b>1.18</b>
- DELTA AIR LINES	55500	50277	90.59	347	0.63	81	0.15	2171	3.91	178	0.32	1461	2.63	33	0.06	953	1.72
- BRANDED CODESHARE PARTNERS	50521	47830	94.67	14	0.03	52	0.10	1670	3.31	210	0.42	444	0.88	5	0.01	296	0.59
<b>FRONTIER AIRLINES</b>	<b>10910</b>	<b>8883</b>	<b>81.42</b>	<b>93</b>	<b>0.85</b>	<b>16</b>	<b>0.15</b>	<b>599</b>	<b>5.49</b>	<b>45</b>	<b>0.41</b>	<b>771</b>	<b>7.07</b>	<b>0</b>	<b>0.00</b>	<b>503</b>	<b>4.61</b>
<b>HAWAIIAN AIRLINES</b>	<b>4032</b>	<b>3686</b>	<b>91.42</b>	<b>4</b>	<b>0.10</b>	<b>2</b>	<b>0.05</b>	<b>257</b>	<b>6.37</b>	<b>2</b>	<b>0.05</b>	<b>5</b>	<b>0.12</b>	<b>4</b>	<b>0.10</b>	<b>72</b>	<b>1.79</b>
<b>JETBLUE AIRWAYS</b>	<b>15243</b>	<b>12489</b>	<b>81.93</b>	<b>120</b>	<b>0.79</b>	<b>39</b>	<b>0.26</b>	<b>1163</b>	<b>7.63</b>	<b>85</b>	<b>0.56</b>	<b>626</b>	<b>4.11</b>	<b>43</b>	<b>0.28</b>	<b>678</b>	<b>4.45</b>
<b>SOUTHWEST AIRLINES</b>	<b>80253</b>	<b>70671</b>	<b>88.06</b>	<b>491</b>	<b>0.61</b>	<b>106</b>	<b>0.13</b>	<b>3418</b>	<b>4.26</b>	<b>183</b>	<b>0.23</b>	<b>2175</b>	<b>2.71</b>	<b>51</b>	<b>0.06</b>	<b>3158</b>	<b>3.94</b>
<b>SPIRIT AIRLINES</b>	<b>14487</b>	<b>11019</b>	<b>76.06</b>	<b>232</b>	<b>1.60</b>	<b>34</b>	<b>0.23</b>	<b>790</b>	<b>5.45</b>	<b>118</b>	<b>0.81</b>	<b>1355</b>	<b>9.35</b>	<b>119</b>	<b>0.82</b>	<b>821</b>	<b>5.67</b>
<b>UNITED AIRLINES NETWORK</b>	<b>77880</b>	<b>69609</b>	<b>89.38</b>	<b>237</b>	<b>0.30</b>	<b>163</b>	<b>0.21</b>	<b>3363</b>	<b>4.32</b>	<b>438</b>	<b>0.56</b>	<b>2501</b>	<b>3.21</b>	<b>9</b>	<b>0.01</b>	<b>1561</b>	<b>2.00</b>
- UNITED AIRLINES	27787	24989	89.93	47	0.17	39	0.14	837	3.01	117	0.42	1144	4.12	1	0.00	613	2.21
- BRANDED CODESHARE PARTNERS	50093	44620	89.07	190	0.38	124	0.25	2526	5.04	320	0.64	1357	2.71	8	0.02	948	1.89
<b>TOTAL</b>	<b>473,936</b>	<b>420,566</b>	<b>88.74</b>	<b>2,561</b>	<b>0.54</b>	<b>766</b>	<b>0.16</b>	<b>19,557</b>	<b>4.13</b>	<b>1,950</b>	<b>0.41</b>	<b>15,093</b>	<b>3.18</b>	<b>422</b>	<b>0.09</b>	<b>13,021</b>	<b>2.75</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

APRIL 2021

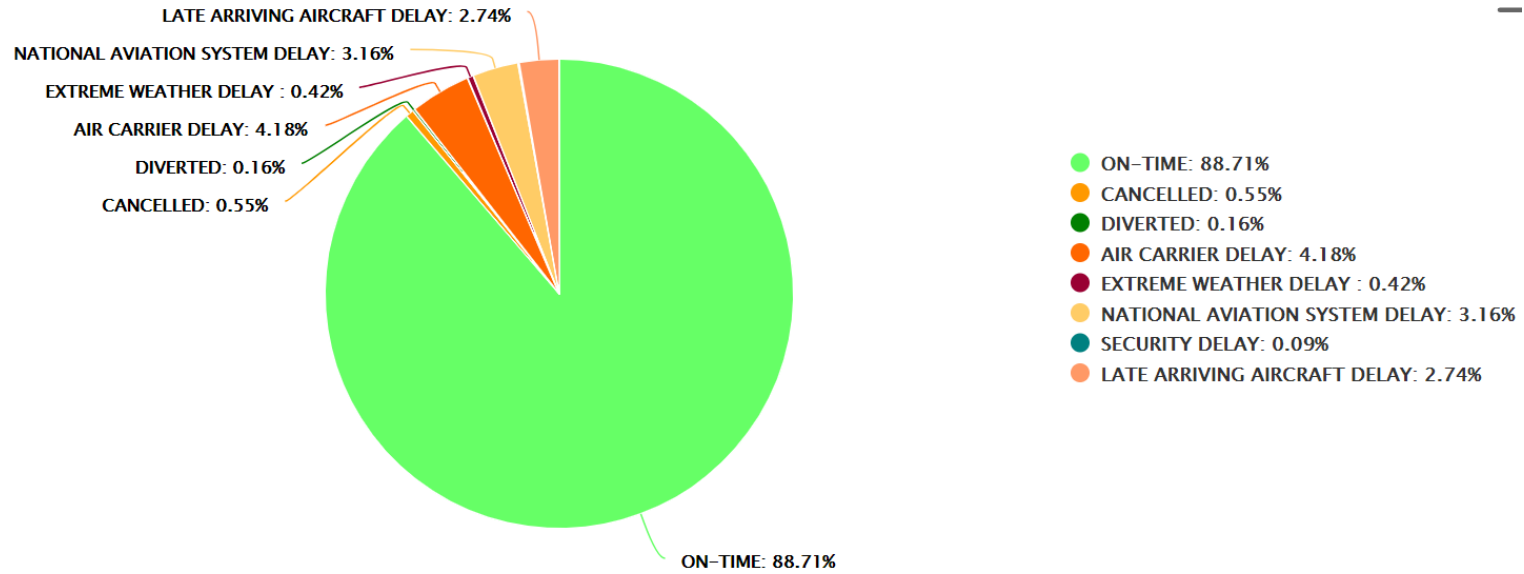
CARRIER	TOTAL RECORDS	ON TIME	% ON TIME	CANCELLED	% CANCELLED	DIVERTED	% DIVERTED	AIR CARRIER DELAY	% AIR CARRIER DELAY	EXTREME WEATHER DELAY	% EXTREME WEATHER DELAY	NATIONAL AVIATION SYSTEM DELAY	% NATIONAL AVIATION SYSTEM DELAY	SECURITY DELAY	% SECURITY DELAY	LATE ARRIVING AIRCRAFT DELAY	% LATE ARRIVING AIRCRAFT DELAY
ALASKA AIRLINES	15127	13336	88.16	131	0.87	24	0.16	550	3.64	15	0.10	637	4.21	23	0.15	412	2.72
ALLEGiant AIR	9475	7524	79.41	146	1.54	11	0.12	512	5.40	91	0.96	461	4.87	12	0.13	718	7.58
AMERICAN AIRLINES	52305	46125	88.18	336	0.64	75	0.14	2187	4.18	197	0.38	1990	3.80	65	0.12	1330	2.54
DELTA AIR LINES	55500	50277	90.59	347	0.63	81	0.15	2171	3.91	178	0.32	1461	2.63	33	0.06	953	1.72
ENDEAVOR AIR	22560	21511	95.35	0	0.00	21	0.09	489	2.17	57	0.25	259	1.15	2	0.01	222	0.98
ENVOY AIR	19605	16881	86.11	127	0.65	58	0.30	506	2.58	200	1.02	1069	5.45	9	0.05	755	3.85
FRONTIER AIRLINES	10910	8883	81.42	93	0.85	16	0.15	599	5.49	45	0.41	771	7.07	0	0.00	503	4.61
HAWAIIAN AIRLINES	4032	3686	91.42	4	0.10	2	0.05	257	6.37	2	0.05	5	0.12	4	0.10	72	1.79
HORIZON AIR	9575	8735	91.23	100	1.04	9	0.09	295	3.08	6	0.06	213	2.22	3	0.03	214	2.23
JETBLUE AIRWAYS	15243	12489	81.93	120	0.79	39	0.26	1163	7.63	85	0.56	626	4.11	43	0.28	678	4.45
MESA AIRLINES	12530	10659	85.07	89	0.71	25	0.20	471	3.76	77	0.61	684	5.46	6	0.05	519	4.14
PSA AIRLINES	18090	16851	93.15	8	0.04	10	0.06	447	2.47	27	0.15	469	2.59	18	0.10	260	1.44
REPUBLIC AIRWAYS	26509	24226	91.39	95	0.36	40	0.15	883	3.33	51	0.19	747	2.82	11	0.04	455	1.72
SKYWEST AIRLINES	56649	51881	91.58	127	0.22	129	0.23	3251	5.74	430	0.76	162	0.29	20	0.04	649	1.15
SOUTHWEST AIRLINES	80253	70671	88.06	491	0.61	106	0.13	3418	4.26	183	0.23	2175	2.71	51	0.06	3158	3.94
SPIRIT AIRLINES	14487	11019	76.06	232	1.60	34	0.23	790	5.45	118	0.81	1355	9.35	119	0.82	821	5.67
UNITED AIRLINES	27787	24989	89.93	47	0.17	39	0.14	837	3.01	117	0.42	1144	4.12	1	0.00	613	2.21
<b>TOTAL</b>	<b>450,637</b>	<b>399,743</b>	<b>88.71</b>	<b>2,493</b>	<b>0.55</b>	<b>719</b>	<b>0.16</b>	<b>18,825</b>	<b>4.18</b>	<b>1,879</b>	<b>0.42</b>	<b>14,228</b>	<b>3.16</b>	<b>418</b>	<b>0.09</b>	<b>12,331</b>	<b>2.74</b>

**\* Causes of Delay:**

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

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

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

APRIL 2021

LENGTH OF TARMAC DELAY	OPERATING CARRIER	FLIGHT NUMBER	ORIGIN AIRPORT	DESTINATION AIRPORT	DATE OF FLIGHT	LOCATION OF LONGEST TARMAC DELAY	LENGTH OF TARMAC DELAY
JETBLUE AIRWAYS	JETBLUE AIRWAYS	2557	BOS	PBI	4/16/2021	Origin Airport	3:39
SPIRIT	SPIRIT	2354	SJU	FLL	4/1/2021	Destination Airport	3:06

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

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

## AIR TRAVEL CONSUMER REPORT

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

APRIL 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*	April 2021			April 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	410,753	494	1.20	11,823	25	2.11
2	HAWAIIAN AIRLINES	308,470	622	2.02	15,411	40	2.60
3	FRONTIER AIRLINES	758,734	1,586	2.09	16,138	119	7.37
4	SOUTHWEST AIRLINES	7,694,543	18,229	2.37	443,638	1,150	2.59
5	DELTA AIR LINES NETWORK	4,577,385	11,805	2.58	408,962	1,430	3.50
	- DELTA AIR LINES	3,125,407	8,642	2.77	298,593	1,043	3.49
	- BRANDED CODESHARE PARTNERS	1,451,978	3,163	2.18	110,369	387	3.51
6	UNITED AIRLINES NETWORK	3,913,967	10,830	2.77	232,532	817	3.51
	- UNITED AIRLINES	2,278,276	6,632	2.91	133,540	587	4.40
	- BRANDED CODESHARE PARTNERS	1,635,691	4,198	2.57	98,992	230	2.32
7	ALASKA AIRLINES NETWORK	1,740,806	6,027	3.46	151,400	682	4.50
	- ALASKA AIRLINES	1,192,090	4,392	3.68	101,314	465	4.59
	- BRANDED CODESHARE PARTNERS	548,716	1,635	2.98	50,086	217	4.33
8	JETBLUE AIRWAYS	928,725	3,404	3.67	46,321	298	6.43
9	SPIRIT AIRLINES	988,574	3,763	3.81	43,082	225	5.22
10	AMERICAN AIRLINES NETWORK	7,399,519	36,949	4.99	657,158	3,792	5.77
	- AMERICAN AIRLINES	4,220,246	22,859	5.42	383,894	2,587	6.74
	- BRANDED CODESHARE PARTNERS	3,179,273	14,090	4.43	273,264	1,205	4.41
<b>TOTAL</b>		<b>28,721,476</b>	<b>93,709</b>	<b>3.26</b>	<b>2,026,465</b>	<b>8,578</b>	<b>4.23</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*	April 2021			April 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	410,753	494	1.20	11,823	25	2.11
2	ENDEAVOR AIR	749,783	1,482	1.98	31,112	94	3.02
3	HAWAIIAN AIRLINES	308,470	622	2.02	14,848	40	2.69
4	FRONTIER AIRLINES	758,734	1,586	2.09	16,138	119	7.37
5	SOUTHWEST AIRLINES	7,694,543	18,229	2.37	443,638	1,150	2.59
6	DELTA AIR LINES	3,125,407	8,642	2.77	298,593	1,043	3.49
7	SKYWEST AIRLINES	1,817,119	5,132	2.82	159,489	607	3.81
8	HORIZON AIR	412,586	1,176	2.85	-	-	-
9	UNITED AIRLINES	2,278,276	6,632	2.91	133,540	587	4.40
10	PSA AIRLINES	941,876	3,215	3.41	96,764	334	3.45
11	JETBLUE AIRWAYS	928,725	3,404	3.67	46,321	298	6.43
12	ALASKA AIRLINES	1,192,090	4,392	3.68	101,314	465	4.59
13	SPIRIT AIRLINES	988,574	3,763	3.81	43,082	225	5.22
14	MESA AIRLINES	545,551	2,154	3.95	51,826	164	3.16
15	REPUBLIC AIRWAYS	845,709	3,465	4.10	31,629	187	5.91
16	AMERICAN AIRLINES	4,220,246	22,859	5.42	383,894	2,587	6.74
17	ENVOY AIR	714,758	4,300	6.02	67,302	324	4.81
	<b>TOTAL</b>	<b>27,933,200</b>	<b>91,547</b>	<b>3.28</b>	<b>1,931,313</b>	<b>8,249</b>	<b>4.27</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*	April 2021			April 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>DELTA AIR LINES NETWORK</b>	<b>8,874</b>	<b>42</b>	<b>0.47</b>	<b>831</b>	<b>6</b>	<b>0.72</b>
	- DELTA AIR LINES	5,971	35	0.59	662	5	0.76
	- BRANDED CODESHARE PARTNERS	2,903	7	0.24	169	1	0.59
2	<b>UNITED AIRLINES NETWORK</b>	<b>7,270</b>	<b>56</b>	<b>0.77</b>	<b>343</b>	<b>2</b>	<b>0.58</b>
	- UNITED AIRLINES	4,326	35	0.81	218	2	0.92
	- BRANDED CODESHARE PARTNERS	2,944	21	0.71	125	0	0.00
3	<b>FRONTIER AIRLINES</b>	<b>1,649</b>	<b>16</b>	<b>0.97</b>	<b>221</b>	<b>0</b>	<b>0.00</b>
4	<b>HAWAIIAN AIRLINES</b>	<b>287</b>	<b>3</b>	<b>1.05</b>	<b>39</b>	<b>0</b>	<b>0.00</b>
5	<b>JETBLUE AIRWAYS</b>	<b>1,655</b>	<b>20</b>	<b>1.21</b>	<b>127</b>	<b>0</b>	<b>0.00</b>
6	<b>SOUTHWEST AIRLINES</b>	<b>7,640</b>	<b>108</b>	<b>1.41</b>	<b>464</b>	<b>5</b>	<b>1.08</b>
7	<b>AMERICAN AIRLINES NETWORK</b>	<b>7,363</b>	<b>108</b>	<b>1.47</b>	<b>686</b>	<b>15</b>	<b>2.19</b>
	- AMERICAN AIRLINES	4,926	71	1.44	489	12	2.45
	- BRANDED CODESHARE PARTNERS	2,437	37	1.52	197	3	1.52
8	<b>ALASKA AIRLINES NETWORK</b>	<b>1,919</b>	<b>32</b>	<b>1.67</b>	<b>112</b>	<b>3</b>	<b>2.68</b>
	- ALASKA AIRLINES	1,353	25	1.85	87	3	3.45
	- BRANDED CODESHARE PARTNERS	566	7	1.24	25	0	0.00
9	<b>ALLEGiant AIR</b>	<b>282</b>	<b>5</b>	<b>1.77</b>	<b>50</b>	<b>0</b>	<b>0.00</b>
10	<b>SPIRIT AIRLINES</b>	<b>696</b>	<b>34</b>	<b>4.89</b>	<b>54</b>	<b>2</b>	<b>3.70</b>
	<b>TOTAL</b>	<b>37,635</b>	<b>424</b>	<b>1.13</b>	<b>2,927</b>	<b>33</b>	<b>1.13</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	April 2021			April 2020		
		NUMBER OF WHEELCHAIRS AND SCOOTERS ENPLANED	NUMBER OF WHEELCHAIRS AND SCOOTERS MISHANDLED	PERCENT OF WHEELCHAIRS AND SCOOTERS MISHANDLED	NUMBER OF WHEELCHAIRS AND SCOOTERS ENPLANED	NUMBER OF WHEELCHAIRS AND SCOOTERS MISHANDLED	PERCENT OF WHEELCHAIRS AND SCOOTERS MISHANDLED
1	ENDEAVOR AIR	1,332	2	0.15	30	0	0.00
2	DELTA AIR LINES	5,971	35	0.59	662	5	0.76
3	ENVOY AIR	709	5	0.71	60	1	1.67
4	SKYWEST AIRLINES	2,911	21	0.72	218	1	0.46
5	UNITED AIRLINES	4,326	35	0.81	218	2	0.92
6	HORIZON AIR	518	5	0.97	-	-	-
7	FRONTIER AIRLINES	1,649	16	0.97	221	0	0.00
8	REPUBLIC AIRWAYS	1,132	11	0.97	34	0	0.00
9	MESA AIRLINES	767	8	1.04	56	1	1.79
10	HAWAIIAN AIRLINES	287	3	1.05	29	0	0.00
11	JETBLUE AIRWAYS	1,655	20	1.21	127	0	0.00
12	SOUTHWEST AIRLINES	7,640	108	1.41	464	5	1.08
13	AMERICAN AIRLINES	4,926	71	1.44	489	12	2.45
14	ALLEGiant AIR	282	5	1.77	50	0	0.00
15	ALASKA AIRLINES	1,353	25	1.85	87	3	3.45
16	PSA AIRLINES	605	14	2.31	42	1	2.38
17	SPIRIT AIRLINES	696	34	4.89	54	2	3.70
	<b>TOTAL</b>	<b>36,759</b>	<b>418</b>	<b>1.14</b>	<b>2,841</b>	<b>33</b>	<b>1.16</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

	APRIL 2021				APRIL 2020			
	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS
U.S. AIRLINES	1,136	21	3	201	8,137	20	1	458
FOREIGN AIRLINES	1,684	2	0	87	9,389	3	0	274
TRAVEL AGENTS	641	0	0	39	2,329	0	0	43
TOUR OPERATORS	1	0	0	0	19	0	0	1
MISCELLANEOUS	0	14	0	74	26	6	0	41
<b>INDUSTRY TOTALS</b>	<b>3,462</b>	<b>37</b>	<b>3</b>	<b>401</b>	<b>19,900</b>	<b>29</b>	<b>1</b>	<b>817</b>

## AIR TRAVEL CONSUMER REPORT

Table 2

COMPLAINT CATEGORY	COMPLAINT CATEGORIES*					
	APRIL 2021			APRIL 2020		
	RANKING	COMPLAINTS**	SUB-CATEGORY	RANKING	COMPLAINTS**	SUB-CATEGORY
REFUNDS	1	2,351		1	17,429	
FARES	2	294		3	564	
RESERVATIONS/TICKETING/BOARDING	3	237		2	1,617	
FLIGHT PROBLEMS	4	212		4	112	
CANCELLATION			79			91
DELAY			61			7
MISCONNECTION			34			7
CUSTOMER SERVICE	5	149		5	59	
DISABILITY	6	99		8	15	
BAGGAGE	7	73		5	59	
OTHER	8	19		7	36	
FREQUENT FLYER			13			25
OVERSALES	9	15		9	6	
DISCRIMINATION	10	10		10	2	
ADVERTISING	11	3		11	1	
ANIMALS	12	0		12	0	
COMPLAINT TOTAL		3,462			19,900	

\* 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	APRIL 2021												TOTAL
	FLIGHT PROBLEMS	OVER- SALES	RES/TKT/ BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DIS- ABILITY	ADVERT- ISING	DISCRIM- INATION	ANIMALS	OTHER	
ALASKA AIRLINES	3	0	3	2	9	1	4	4	0	0	0	0	26
ALLEGiant AIR	6	0	3	3	7	2	3	10	0	0	0	1	35
AMERICAN AIRLINES	47	2	27	31	83	7	42	21	0	4	0	5	269
DELTA AIR LINES	12	1	10	9	33	10	10	11	0	0	0	1	97
EASTERN	0	0	0	1	2	2	0	0	0	0	0	0	5
ENVOY AIR	2	1	0	0	4	0	1	2	0	0	0	0	10
FRONTIER AIRLINES	17	2	8	11	22	2	8	1	0	0	0	0	71
HAWAIIAN AIRLINES	0	0	0	4	14	0	1	0	0	0	0	0	19
JETBLUE AIRWAYS	29	0	12	14	37	1	20	5	1	1	0	2	122
PSA AIRLINES	2	0	2	0	4	1	0	1	0	0	0	0	10
REPUBLIC AIRWAYS	5	1	2	1	7	1	1	0	0	0	0	0	18
SKYWEST AIRLINES	6	0	0	1	4	0	0	2	0	0	0	0	13
SOUTHWEST AIRLINES	6	0	5	20	21	3	10	14	1	2	0	0	82
SPIRIT AIRLINES	25	0	15	12	44	3	9	6	0	0	0	3	117
SUN COUNTRY AIRLINES	0	0	0	1	9	0	0	1	0	0	0	0	11
UNITED AIRLINES	22	4	20	36	97	7	14	8	0	2	0	2	212
Other U.S. Airlines	1	0	1	1	8	0	2	3	0	0	0	3	19
<b>TOTAL APRIL 2021</b>	<b>183</b>	<b>11</b>	<b>108</b>	<b>147</b>	<b>405</b>	<b>40</b>	<b>125</b>	<b>89</b>	<b>2</b>	<b>9</b>	<b>0</b>	<b>17</b>	<b>1,136</b>
<b>% of TOTAL COMPLAINTS</b>	<b>16.1</b>	<b>1.0</b>	<b>9.5</b>	<b>12.9</b>	<b>35.7</b>	<b>3.5</b>	<b>11.0</b>	<b>7.8</b>	<b>0.2</b>	<b>0.8</b>	<b>0</b>	<b>1.5</b>	
<b>TOTAL APRIL 2020</b>	<b>43</b>	<b>3</b>	<b>118</b>	<b>189</b>	<b>7,683</b>	<b>21</b>	<b>39</b>	<b>10</b>	<b>1</b>	<b>2</b>	<b>0</b>	<b>28</b>	<b>8,137</b>
<b>% of TOTAL COMPLAINTS</b>	<b>0.5</b>	<b>0.0</b>	<b>1.5</b>	<b>2.3</b>	<b>94.4</b>	<b>0.3</b>	<b>0.5</b>	<b>0.1</b>	<b>0.0</b>	<b>0.0</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 APR	INCI- DENTS IN APR	PERCENT	INCI- DENTS IN MAR	PERCENT	INCI- DENTS IN ALL PRIOR MONTHS	PERCENT	UN- KNOWN INCI- DENT DATE	PERCENT
ALASKA AIRLINES	26	8	30.8	0	0.0	14	53.8	4	15.4
ALLEGiant AIR	35	16	45.7	6	17.1	11	31.4	2	5.7
AMERICAN AIRLINES	269	105	39.0	25	9.3	113	42.0	26	9.7
DELTA AIR LINES	97	24	24.7	8	8.2	55	56.7	10	10.3
EASTERN	5	1	20.0	0	0.0	4	80.0	0	0.0
ENVOY AIR	10	5	50.0	0	0.0	5	50.0	0	0.0
FRONTIER AIRLINES	71	39	54.9	3	4.2	24	33.8	5	7.0
HAWAIIAN AIRLINES	19	2	10.5	1	5.3	13	68.4	3	15.8
JETBLUE AIRWAYS	122	62	50.8	4	3.3	41	33.6	15	12.3
PSA AIRLINES	10	4	40.0	2	20.0	4	40.0	0	0.0
REPUBLIC AIRWAYS	18	8	44.4	2	11.1	7	38.9	1	5.6
SKYWEST AIRLINES	13	4	30.8	2	15.4	5	38.5	2	15.4
SOUTHWEST AIRLINES	82	22	26.8	7	8.5	38	46.3	15	18.3
SPIRIT AIRLINES	117	62	53.0	7	6.0	39	33.3	9	7.7
UNITED AIRLINES	212	49	23.1	15	7.1	121	57.1	27	12.7
Other U.S. Airlines	19	6	31.6	0	0.0	8	42.1	5	26.3
<b>Totals</b>	<b>1,136</b>	<b>417</b>	<b>36.7</b>	<b>82</b>	<b>7.2</b>	<b>512</b>	<b>45.1</b>	<b>125</b>	<b>11.0</b>
<b>Previous Year's Totals</b>	<b>8,137</b>	<b>3,631</b>	<b>44.6</b>	<b>1,748</b>	<b>21.5</b>	<b>2,277</b>	<b>28.0</b>	<b>481</b>	<b>5.9</b>

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







**AIR TRAVEL CONSUMER REPORT**

Table 5 (cont'd)

**COMPANIES OTHER THAN U.S. AIRLINES\* BY COMPLAINT CATEGORY\*\*  
APRIL 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	1	0	0	0	0	0	0	0	1
<b>TOTALS</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1</b>
<b><u>MISCELLANEOUS</u></b>													
Other Miscellaneous	0	0	0	0	0	0	0	0	0	0	0	0	0
<b>TOTALS</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>

\* 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).**

APRIL 2021		APRIL 2020	
AIRLINE	COMPLAINTS	COMPLAINTS	COMPLAINTS
<b>ALASKA AIRLINES NETWORK</b>	<b>31</b>	<b>326</b>	
- ALASKA AIRLINES	26	309	
- BRANDED CODESHARE PARTNERS	5	17	
<b>ALLEGiant AIR</b>	<b>35</b>	<b>161</b>	
<b>AMERICAN AIRLINES NETWORK</b>	<b>315</b>	<b>1,273</b>	
- AMERICAN AIRLINES	269	1,271	
- BRANDED CODESHARE PARTNERS	46	2	
<b>DELTA AIR LINES NETWORK</b>	<b>104</b>	<b>808</b>	
- DELTA AIR LINES	97	781	
- BRANDED CODESHARE PARTNERS	7	27	
<b>FRONTIER AIRLINES</b>	<b>71</b>	<b>913</b>	
<b>HAWAIIAN AIRLINES NETWORK</b>	<b>19</b>	<b>215</b>	
- HAWAIIAN AIRLINES	19	215	
<b>JETBLUE AIRWAYS</b>	<b>122</b>	<b>475</b>	
<b>SOUTHWEST AIRLINES</b>	<b>82</b>	<b>551</b>	
<b>SPIRIT AIRLINES</b>	<b>117</b>	<b>397</b>	
<b>UNITED AIRLINES NETWORK</b>	<b>212</b>	<b>2,827</b>	
- UNITED AIRLINES	212	2,825	
- BRANDED CODESHARE PARTNERS	0	2	
<b>TOTAL</b>	<b>1,108</b>	<b>7,946</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	APRIL 2021			APRIL 2020		
		COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS	COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS
1	MESA AIRLINES	1	806,346	0.12	0	75,864	0.00
2	HORIZON AIRLINES	1	487,969	0.20	-	-	-
3	ENDEAVOR AIR	3	903,664	0.33	6	38,289	15.67
4	SKYWEST AIRLINES	13	2,514,981	0.52	23	226,427	10.16
5	SOUTHWEST AIRLINES	82	9,482,089	0.86	551	515,728	106.84
6	ENVOY AIR	10	1,041,261	0.96	1	85,611	1.17
7	PSA AIRLINES	10	1,009,581	0.99	2	87,792	2.28
8	REPUBLIC AIRWAYS	18	1,421,139	1.27	9	58,278	15.44
9	ALASKA AIRLINES	26	1,765,947	1.47	309	110,561	279.48
10	DELTA AIR LINES	97	6,010,219	1.61	781	490,892	159.10
11	AMERICAN AIRLINES	269	8,559,744	3.14	1,271	658,217	193.10
12	ALLEGiant AIR	35	1,026,930	3.41	161	39,224	410.46
13	FRONTIER AIRLINES	71	1,719,240	4.13	913	42,880	2129.20
14	HAWAIIAN AIRLINES	19	437,753	4.34	215	21,158	1016.16
15	UNITED AIRLINES	212	4,589,476	4.62	2,825	227,350	1242.58
16	SPIRIT AIRLINES	117	2,515,593	4.65	397	135,464	293.07
17	JETBLUE AIRWAYS	122	2,232,326	5.47	475	87,559	542.49
	<b>TOTAL</b>	1,106	46,524,258	2.38	7,939	2,901,294	273.64

\* 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 April 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
AMERICAN AIRLINES	4						
JETBLUE AIRWAYS				1			
SOUTHWEST AIRLINES	2						
SWISS AIR	1						
UNITED AIRLINES	1	1					
<b>TOTAL</b>	<b>8</b>	<b>1</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.

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**April 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>
Totals:	0	0	0

## AIR TRAVEL CONSUMER REPORT

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

The Transportation Security Administration (TSA) screened approximately 41 million airline passengers and their 33 million checked bags in the month of April 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 April.

**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
433	0.00106%	54	0.00013%	40	0.00010%	201	0.00049%

**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 April.

As of marchry 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.