



Air Travel Consumer Report

A Product Of The
OFFICE OF AVIATION CONSUMER PROTECTION

Issued: October 2020



Flight Delays¹	August 2020
Mishandled Baggage, Wheelchairs, and Scooters¹	August 2020
Oversales¹	2 nd Quarter 2020 January – June 2020
Consumer Complaints² (Includes Disability and Discrimination Complaints)	August 2020
Airline Animal Incident Reports⁴	August 2020
Customer Service Reports to the Dept. of Homeland Security³	August 2020

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

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

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

⁴ Data collected by the Office of Aviation Consumer Protection

TABLE OF CONTENTS

Section	Page	Section	Page
Introduction	3		
Flight Delays			
Explanation	4	<i>Flight Delays (continued)</i>	
Branded Codeshare Partners	5	Table 8	31
Table 1	6	List of Regularly Scheduled Domestic Flights with Tarmac Delays Over 3 Hours, By Marketing/Operating Carrier	
Overall Percentage of Reported Flight Operations Arriving On-Time, by Reporting Marketing Carrier		Table 8A	
Table 1A		List of Regularly Scheduled International Flights with Tarmac Delays Over 4 Hours, By Marketing/Operating Carrier	32
Overall Percentage of Reported Flight Operations Arriving On-Time, by Reporting Operating Carrier	7	Appendix	33
Table 1B		Mishandled Baggage	
Overall Percentage of Reported Flight Operations Arriving On-Time, by Reporting Marketing Carrier	8	Explanation	34
Table 2	9	Ranking- by Marketing Carrier (Monthly)	35
Number of Reported Flight Arrivals and Percentage Arriving On-Time, by Reporting Marketing Carrier and Airport		Ranking- by Operating Carrier (Monthly)	36
Table 2A	13	Mishandled Wheelchairs and Scooters	
Number of Reported Flight Arrivals and Percentage Arriving On-Time, by Reporting Operating Carrier and Airport		Explanation	37
Table 3	17	Ranking- by Marketing Carrier (Monthly)	38
Percentage of Reporting Carriers' Flight Operations Arriving On-Time, by Airport and Time of Day		Ranking- by Operating Carrier (Monthly)	39
Table 4	19	Oversales	
Percentage of Reporting Carriers' Flight Operations Departing On-Time, by Airport and Time of Day		Explanation	40
Table 5	21	Ranking- by Marketing Carrier (Quarterly)	41
On-Time Arrival and Departure Percentage, by Airport by Reporting Operating Carrier		Ranking- by Operating Carrier (Quarterly)	42
Table 6	26	Ranking- by Marketing Carrier (YTD)	43
Overall Number and Percentage of Flight Cancellations, by Reporting Marketing Carrier		Ranking- by Operating Carrier (YTD)	44
Table 6A	27	Consumer Complaints	
Overall Number and Percentage of Flight Cancellations, by Reporting Operating Carrier		Explanation	45
Table 7	28	Complaint Tables 1-5	46
Causes of the Delay by Reporting Marketing Carrier		Summary, Complaint Categories, U.S. Airlines, Incident Date and Companies Other Than U.S. Airlines	
Table 7A	29	Table 6	54
Causes of the Delay by Reporting Operating Carrier		List of U.S. Marketing Carriers (Non-Ranked, in Alphabetic Order).	
Table 7B	30	Table 6A	55
Causes of the Delay by Reporting Operating Carrier, chart		Rankings, U.S. Reporting Carriers	
		Civil Rights Complaints by Air Travelers, Other than Disability (Monthly)	56
		Complaint Categories	57
		Airline Reports to DOT of Incidents Involving the Loss, Injury, Or Death of Animals during Air Transportation (Monthly)	58
		Customer Service Reports to the Department of Homeland Security	59

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 sixteen (16) U.S. air carriers that have at least 0.5 percent of total domestic scheduled-service passenger revenues, and the one* carrier that currently reports flight delay data voluntarily.

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

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

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

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

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

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

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

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

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

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

* Express Jet currently reports flight delay data voluntarily, as permitted by Part 234.

AIR TRAVEL CONSUMER REPORT
BRANDED CODESHARE PARTNERS
AUGUST 2020

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

American Airlines Branded Codeshare Partners	Alaska Airlines Branded Codeshare Partners	Delta Air Lines Branded Codeshare Partners	Hawaiian Airlines Branded Codeshare Partners	United Airlines Branded Codeshare Partners
Envoy Air	Horizon Air	Endeavor Air	Empire Airlines	Air Wisconsin Airlines
Mesa Airlines	SkyWest Airlines	Republic Airways		Commutair
Piedmont Airlines		SkyWest Airlines		ExpressJet Airlines
PSA Airlines				GoJet Airlines
Republic Airways				Mesa Airlines
SkyWest Airlines				Republic Airways
				SkyWest Airlines

AIR TRAVEL CONSUMER REPORT

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

AUGUST 2020

AT ALL US AIRPORTS		
CARRIER ¹	NUMBER OF AIRPORTS REPORTED	PERCENT OF ON-TIME ARRIVALS
SOUTHWEST AIRLINES	89	93.9
DELTA AIR LINES NETWORK	206	91.8
- DELTA AIR LINES	110	91.0
- BRANDED CODESHARE PARTNERS	169	92.8
SPIRIT AIRLINES	48	91.3
ALASKA AIRLINES NETWORK	98	91.1
- ALASKA AIRLINES	63	90.0
- BRANDED CODESHARE PARTNERS	48	91.9
UNITED AIRLINES NETWORK	224	90.3
- UNITED AIRLINES	78	91.9
- BRANDED CODESHARE PARTNERS	212	89.4
AMERICAN AIRLINES NETWORK	228	89.3
- AMERICAN AIRLINES	95	90.1
- BRANDED CODESHARE PARTNERS	207	88.6
HAWAIIAN AIRLINES NETWORK	13	88.7
- HAWAIIAN AIRLINES	11	87.6
- BRANDED CODESHARE PARTNERS	3	95.5
FRONTIER AIRLINES	91	87.8
JETBLUE AIRWAYS	52	87.4
ALLEGiant AIR	122	83.6
TOTAL AIRPORTS SERVED	367	91.0

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

NOTE: The Coronavirus Disease 2019 (COVID-19) public health emergency has resulted in significant changes in airline schedules and operations, which may have negatively impacted airlines' on-time performance statistics during this reporting period. On April 17, 2020, the Department issued a notice on [Reporting of Causes of Flight Delays and Cancellations Given The Unprecedented Impact of the COVID-19 Public Health Emergency on Air Travel](#). This notice stated that it would be acceptable for flight delays and cancellations that are directly related to government actions to mitigate the spread of COVID-19 in the United States to be coded in the "security" category for the purposes of categorizing causes of delays and cancellations.

AIR TRAVEL CONSUMER REPORT

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

AUGUST 2020

AT ALL US AIRPORTS			
CARRIER ¹	NUMBER OF AIRPORTS REPORTED	PERCENT OF ON-TIME ARRIVALS	RANK
SOUTHWEST AIRLINES	89	93.9	1
REPUBLIC AIRWAYS	67	92.3	2
SKYWEST AIRLINES	213	92.1	3
UNITED AIRLINES	78	91.9	4
ENDEAVOR AIR	91	91.6	5
SPIRIT AIRLINES	48	91.3	6
DELTA AIR LINES	110	91.0	7
AMERICAN AIRLINES	95	90.1	8
ALASKA AIRLINES	63	90.0	9
ENVOY AIR	129	89.6	10
EXPRESSJET AIRLINES	40	87.9	11
FRONTIER AIRLINES	91	87.8	12
MESA AIRLINES	85	87.7	13
HAWAIIAN AIRLINES	11	87.6	14
JETBLUE AIRWAYS	52	87.4	15
PSA AIRLINES	83	84.2	16
ALLEGiant AIR	122	83.6	17
TOTAL AIRPORTS SERVED	355	91.1	

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

NOTE: The Coronavirus Disease 2019 (COVID-19) public health emergency has resulted in significant changes in airline schedules and operations, which may have negatively impacted airlines' on-time performance statistics during this reporting period. On April 17, 2020, the Department issued a notice on [Reporting of Causes of Flight Delays and Cancellations Given The Unprecedented Impact of the COVID-19 Public Health Emergency on Air Travel](#). This notice stated that it would be acceptable for flight delays and cancellations that are directly related to government actions to mitigate the spread of COVID-19 in the United States to be coded in the "security" category for the purposes of categorizing causes of delays and cancellations.

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

AUGUST 2020

CARRIER ¹	Jan 20		Feb 20		Mar 20		Apr 20		May 20		Jun 20		Jul 20		Aug 20		Year-to-date (YTD)	
	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank
ALASKA AIRLINES NETWORK	77.9	10	84.7	4	78.0	3	77.3	2	90.6	8	92.1	7	92.5	2	91.1	4	84.2	4
- ALASKA AIRLINES	77.6		84.2		74.1		73.7		95.5		91.4		92.4		90.0		82.1	
- BRANDED CODESHARE PARTNERS	78.3		85.4		83.6		80.5		87.1		92.6		92.5		91.9		86.4	
ALLEGiant AIR	78.8	9	75.5	10	62.4	10	10.4	10	37.4	10	86.3	10	85.5	9	83.6	10	66.7	10
AMERICAN AIRLINES NETWORK	81.6	8	80.3	9	73.5	6	54.8	7	93.3	4	92.3	6	88.6	7	89.3	6	79.8	9
- AMERICAN AIRLINES	84.1		83.2		71.2		57.3		95.3		93.2		89.5		90.1		81.1	
- BRANDED CODESHARE PARTNERS	79.6		78.0		75.4		53.0		91.9		91.7		87.8		88.6		78.8	
DELTA AIR LINES NETWORK	88.2	2	86.0	3	76.4	5	67.6	4	90.8	7	94.3	3	90.4	4	91.8	2	84.9	3
- DELTA AIR LINES	89.3		86.8		71.0		67.6		94.9		94.5		89.2		91.0		84.0	
- BRANDED CODESHARE PARTNERS	86.8		84.9		83.5		67.6		86.3		94.0		91.8		92.8		85.9	
FRONTIER AIRLINES	84.4	6	80.8	8	67.8	9	49.6	8	93.9	3	93.5	5	87.0	8	87.8	8	80.6	8
HAWAIIAN AIRLINES NETWORK	88.1	3	89.6	1	81.1	2	80.9	1	96.0	2	94.5	1	91.7	3	88.7	7	87.6	1
- HAWAIIAN AIRLINES	89.9		90.7		82.2		78.1		96.0		94.9		91.4		87.6		88.3	
- BRANDED CODESHARE PARTNERS	70.6		79.1		70.9		97.1		96.0		92.0		93.4		95.5		82.4	
JETBLUE AIRWAYS	84.8	5	83.4	5	72.7	7	61.3	5	86.4	9	90.1	9	85.4	10	87.4	9	80.6	6
SOUTHWEST AIRLINES	88.7	1	89.3	2	77.1	4	47.0	9	91.3	6	93.7	4	94.5	1	93.9	1	83.2	5
SPIRIT AIRLINES	85.8	4	82.8	6	81.6	1	74.6	3	96.8	1	94.4	2	90.1	5	91.3	3	85.7	2
UNITED AIRLINES NETWORK	82.8	7	81.9	7	72.0	8	59.5	6	91.4	5	91.5	8	89.7	6	90.3	5	80.6	7
- UNITED AIRLINES	86.3		85.6		69.1		48.4		93.6		93.6		92.5		91.9		80.3	
- BRANDED CODESHARE PARTNERS	80.7		79.7		73.8		66.0		90.8		90.8		88.5		89.4		80.8	
TOTAL	84.6		83.8		74.7		55.7		89.1		92.7		90.5		91.0		81.9	

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

NOTE: The Coronavirus Disease 2019 (COVID-19) public health emergency has resulted in significant changes in airline schedules and operations, which may have negatively impacted airlines' on-time performance statistics during this reporting period. On April 17, 2020, the Department issued a notice on [Reporting of Causes of Flight Delays and Cancellations Given The Unprecedented Impact of the COVID-19 Public Health Emergency on Air Travel](#). This notice stated that it would be acceptable for flight delays and cancellations that are directly related to government actions to mitigate the spread of COVID-19 in the United States to be coded in the "security" category for the purposes of categorizing causes of delays and cancellations.

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)

AUGUST 2020

ARRIVAL AIRPORT*																
CARRIER	ATL		BOS		BWI		CLT		DCA		DEN		DFW		DTW	
	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME
ALASKA AIRLINES NETWORK	89	88.8	167	95.2	62	96.8	0	0.0	124	89.5	124	87.9	131	94.7	31	96.8
- ALASKA AIRLINES	89	88.8	167	95.2	62	96.8	0	0.0	124	89.5	124	87.9	131	94.7	31	96.8
- BRANDED CODESHARE PARTNERS	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
ALLEGiant AIR	0	0.0	0	0.0	39	82.1	0	0.0	0	0.0	15	100.0	0	0.0	0	0.0
AMERICAN AIRLINES NETWORK	619	87.4	1018	94.2	392	88.3	13587	87.2	2301	92.3	669	91.0	17596	87.1	532	89.5
- AMERICAN AIRLINES	485	88.5	949	93.9	273	87.2	5802	90.8	1020	92.5	638	91.1	9869	88.4	261	88.5
- BRANDED CODESHARE PARTNERS	134	83.6	69	98.6	119	90.8	7785	84.5	1281	92.0	31	90.3	7727	85.5	271	90.4
DELTA AIR LINES NETWORK	17095	91.0	1062	94.5	355	91.3	519	91.9	560	91.8	701	90.2	697	87.8	7464	93.0
- DELTA AIR LINES	12751	91.4	722	93.8	270	91.5	240	89.2	465	91.8	701	90.2	697	87.8	2498	93.2
- BRANDED CODESHARE PARTNERS	4344	89.8	340	96.2	85	90.6	279	94.3	95	91.6	0	0.0	0	0.0	4966	92.9
FRONTIER AIRLINES	212	88.2	21	85.7	29	96.6	28	75.0	45	88.9	2069	88.2	83	89.2	53	84.9
HAWAIIAN AIRLINES NETWORK	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
- HAWAIIAN AIRLINES	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
- BRANDED CODESHARE PARTNERS	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
JETBLUE AIRWAYS	123	87.8	1393	89.7	0	0.0	22	86.4	137	77.4	83	98.8	35	74.3	33	84.8
SOUTHWEST AIRLINES	2600	92.3	464	93.8	4986	91.7	191	92.1	908	92.2	6402	94.7	0	0.0	383	95.3
SPIRIT AIRLINES	546	89.7	282	91.5	395	88.1	66	87.9	0	0.0	229	96.9	517	92.8	499	92.2
UNITED AIRLINES NETWORK	508	85.0	487	94.7	214	92.5	298	79.5	398	89.9	7876	90.4	388	89.2	338	87.9
- UNITED AIRLINES	222	87.8	451	94.5	145	94.5	59	91.5	33	93.9	3517	91.2	264	90.5	0	0.0
- BRANDED CODESHARE PARTNERS	286	82.9	36	97.2	69	88.4	239	76.6	365	89.6	4359	89.8	124	86.3	338	87.9
TOTAL	21,792	90.8	4,894	92.8	6,472	91.3	14,711	87.2	4,473	91.4	18,168	91.8	19,447	87.4	9,333	92.6

* 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)

AUGUST 2020

ARRIVAL AIRPORT*																
CARRIER	EWR		FLL		HNL		IAD		IAH		JFK		LAS		LAX	
	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME
ALASKA AIRLINES NETWORK	85	84.7	31	96.8	94	92.6	62	87.1	31	96.8	110	90.9	403	92.8	902	95.1
- ALASKA AIRLINES	85	84.7	31	96.8	94	92.6	62	87.1	31	96.8	110	90.9	62	93.5	437	92.4
- BRANDED CODESHARE PARTNERS	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	341	92.7	465	97.6
ALLEGiant AIR	25	84.0	190	78.9	0	0.0	0	0.0	0	0.0	0	0.0	628	85.7	151	88.1
AMERICAN AIRLINES NETWORK	428	89.3	399	89.7	62	87.1	120	85.0	500	87.2	412	91.3	735	89.8	1385	92.1
- AMERICAN AIRLINES	379	88.7	399	89.7	62	87.1	31	93.5	348	84.5	412	91.3	735	89.8	1246	91.6
- BRANDED CODESHARE PARTNERS	49	93.9	0	0.0	0	0.0	89	82.0	152	93.4	0	0.0	0	0.0	139	96.4
DELTA AIR LINES NETWORK	431	89.3	430	88.8	106	73.6	440	91.4	449	89.5	1719	89.9	806	91.1	2459	93.9
- DELTA AIR LINES	276	89.1	430	88.8	106	73.6	192	88.5	263	89.0	1380	89.0	682	90.8	1598	92.2
- BRANDED CODESHARE PARTNERS	155	89.7	0	0.0	0	0.0	248	93.5	186	90.3	339	93.5	124	92.7	861	96.9
FRONTIER AIRLINES	110	87.3	0	0.0	0	0.0	0	0.0	86	91.9	0	0.0	549	88.7	105	95.2
HAWAIIAN AIRLINES NETWORK	0	0.0	0	0.0	1419	89.9	0	0.0	0	0.0	0	0.0	0	0.0	31	100.0
- HAWAIIAN AIRLINES	0	0.0	0	0.0	1206	88.9	0	0.0	0	0.0	0	0.0	0	0.0	31	100.0
- BRANDED CODESHARE PARTNERS	0	0.0	0	0.0	213	95.3	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
JETBLUE AIRWAYS	568	85.9	645	85.6	0	0.0	0	0.0	22	95.5	1199	86.7	148	91.2	334	91.0
SOUTHWEST AIRLINES	0	0.0	951	89.5	545	87.0	144	95.8	0	0.0	0	0.0	4781	96.0	2007	95.7
SPIRIT AIRLINES	430	90.2	1017	90.3	0	0.0	0	0.0	449	89.5	0	0.0	1018	91.5	672	94.5
UNITED AIRLINES NETWORK	3287	90.7	322	90.1	164	90.2	3773	89.2	6210	88.4	0	0.0	428	95.3	1514	93.3
- UNITED AIRLINES	1894	90.9	322	90.1	164	90.2	944	91.5	2214	90.2	0	0.0	316	94.9	898	94.0
- BRANDED CODESHARE PARTNERS	1393	90.5	0	0.0	0	0.0	2829	88.4	3996	87.4	0	0.0	112	96.4	616	92.4
TOTAL	5,364	89.7	3,985	88.6	2,390	88.5	4,539	89.4	7,747	88.6	3,440	89.0	9,496	93.3	9,560	93.9

* 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)

AUGUST 2020

ARRIVAL AIRPORT*																
CARRIER	LGA		MCO		MDW		MIA		MSP		ORD		PDX		PHL	
	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME
ALASKA AIRLINES NETWORK	0	0.0	93	92.5	0	0.0	0	0.0	62	95.2	206	94.7	2100	91.1	61	95.1
- ALASKA AIRLINES	0	0.0	93	92.5	0	0.0	0	0.0	62	95.2	206	94.7	326	91.1	61	95.1
- BRANDED CODESHARE PARTNERS	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	1774	91.1	0	0.0
ALLEGiant AIR	0	0.0	0	0.0	30	56.7	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
AMERICAN AIRLINES NETWORK	834	91.1	935	92.4	0	0.0	3000	92.9	497	85.7	7449	94.2	250	89.2	6099	90.3
- AMERICAN AIRLINES	729	90.9	935	92.4	0	0.0	2220	92.8	328	87.2	2837	93.6	250	89.2	2589	90.9
- BRANDED CODESHARE PARTNERS	105	92.4	0	0.0	0	0.0	780	93.1	169	82.8	4612	94.6	0	0.0	3510	89.9
DELTA AIR LINES NETWORK	1800	92.8	634	88.8	0	0.0	308	86.4	7264	93.5	783	87.7	724	95.6	444	89.6
- DELTA AIR LINES	900	90.7	634	88.8	0	0.0	308	86.4	3379	93.0	504	88.1	422	95.0	266	89.1
- BRANDED CODESHARE PARTNERS	900	95.0	0	0.0	0	0.0	0	0.0	3885	94.0	279	87.1	302	96.4	178	90.4
FRONTIER AIRLINES	15	66.7	585	87.4	0	0.0	58	75.9	62	87.1	183	94.0	57	89.5	290	88.6
HAWAIIAN AIRLINES NETWORK	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	31	93.5	0	0.0
- HAWAIIAN AIRLINES	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	31	93.5	0	0.0
- BRANDED CODESHARE PARTNERS	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
JETBLUE AIRWAYS	47	89.4	470	89.6	0	0.0	0	0.0	20	85.0	96	92.7	24	91.7	75	86.7
SOUTHWEST AIRLINES	533	92.1	2322	92.0	5495	93.8	0	0.0	404	93.1	0	0.0	704	96.0	455	90.8
SPIRIT AIRLINES	189	94.7	945	90.1	0	0.0	0	0.0	150	92.0	574	91.1	48	91.7	338	90.5
UNITED AIRLINES NETWORK	389	85.1	481	91.3	0	0.0	239	93.7	395	90.9	8994	92.0	235	94.5	306	89.9
- UNITED AIRLINES	291	86.9	481	91.3	0	0.0	235	94.0	88	94.3	2615	92.7	235	94.5	122	90.2
- BRANDED CODESHARE PARTNERS	98	79.6	0	0.0	0	0.0	4	75.0	307	89.9	6379	91.7	0	0.0	184	89.7
TOTAL	3,807	91.5	6,465	90.8	5,525	93.6	3,605	92.1	8,854	92.9	18,285	92.7	4,173	92.8	8,068	90.3

* 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)

AUGUST 2020

ARRIVAL AIRPORT*												
CARRIER	PHX		SAN		SEA		SFO		SLC		TPA	
	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME
ALASKA AIRLINES NETWORK	309	90.6	833	92.2	7468	92.4	1193	93.8	247	86.2	57	94.7
- ALASKA AIRLINES	124	93.5	245	92.2	3515	92.8	315	90.5	1	100.0	57	94.7
- BRANDED CODESHARE PARTNERS	185	88.6	588	92.2	3953	92.1	878	95.0	246	86.2	0	0.0
ALLEGiant AIR	0	0.0	50	86.0	0	0.0	0	0.0	0	0.0	0	0.0
AMERICAN AIRLINES NETWORK	3654	92.5	432	88.0	405	91.1	523	93.1	302	90.1	710	90.8
- AMERICAN AIRLINES	2485	91.1	432	88.0	382	90.6	470	92.8	232	87.9	682	90.6
- BRANDED CODESHARE PARTNERS	1169	95.5	0	0.0	23	100.0	53	96.2	70	97.1	28	96.4
DELTA AIR LINES NETWORK	610	93.4	484	92.1	3058	94.6	756	90.2	6719	92.2	472	87.7
- DELTA AIR LINES	494	92.9	484	92.1	1842	92.7	601	88.9	3494	91.0	472	87.7
- BRANDED CODESHARE PARTNERS	116	95.7	0	0.0	1216	97.4	155	95.5	3225	93.6	0	0.0
FRONTIER AIRLINES	163	83.4	89	88.8	80	91.3	56	92.9	98	85.7	116	90.5
HAWAIIAN AIRLINES NETWORK	0	0.0	31	100.0	31	80.6	31	93.5	0	0.0	0	0.0
- HAWAIIAN AIRLINES	0	0.0	31	100.0	31	80.6	31	93.5	0	0.0	0	0.0
- BRANDED CODESHARE PARTNERS	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
JETBLUE AIRWAYS	29	82.8	88	92.0	50	92.0	178	93.3	88	94.3	154	85.1
SOUTHWEST AIRLINES	4110	95.3	1868	95.8	684	95.9	691	97.5	665	95.5	1464	92.6
SPIRIT AIRLINES	31	96.8	169	96.4	50	96.0	0	0.0	0	0.0	358	88.8
UNITED AIRLINES NETWORK	285	92.6	443	94.4	519	90.4	3287	90.5	285	94.7	331	93.1
- UNITED AIRLINES	264	92.0	289	94.1	398	94.5	1649	93.2	54	92.6	331	93.1
- BRANDED CODESHARE PARTNERS	21	100.0	154	94.8	121	76.9	1638	87.8	231	95.2	0	0.0
TOTAL	9,191	93.6	4,487	93.6	12,345	93.0	6,715	92.1	8,404	92.3	3,662	90.9

* 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)

AUGUST 2020

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	89	88.8	167	95.2	62	96.8	0	0.0	124	89.5	124	87.9	131	94.7	31	96.8
ALLEGiant AIR	0	0.0	0	0.0	39	82.1	0	0.0	0	0.0	15	100.0	0	0.0	0	0.0
AMERICAN AIRLINES	485	88.5	949	93.9	273	87.2	5802	90.8	1020	92.5	638	91.1	9869	88.4	261	88.5
DELTA AIR LINES	12751	91.4	722	93.8	270	91.5	240	89.2	465	91.8	701	90.2	697	87.8	2498	93.2
ENDEAVOR AIR	4205	89.8	0	0.0	85	90.6	155	94.8	0	0.0	0	0.0	0	0.0	2481	93.6
ENVOY AIR	0	0.0	0	0.0	0	0.0	266	86.5	0	0.0	0	0.0	4746	83.8	27	92.6
EXPRESSJET AIRLINES	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
FRONTIER AIRLINES	212	88.2	21	85.7	29	96.6	28	75.0	45	88.9	2069	88.2	83	89.2	53	84.9
HAWAIIAN AIRLINES	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	123	87.8	1393	89.7	0	0.0	22	86.4	137	77.4	83	98.8	35	74.3	33	84.8
MESA AIRLINES	31	80.6	6	83.3	8	100.0	93	71.0	59	86.4	0	0.0	1789	88.2	92	79.3
PSA AIRLINES	59	78.0	0	0.0	62	85.5	5569	83.6	656	90.7	0	0.0	231	79.7	98	81.6
REPUBLIC AIRWAYS	345	89.9	439	96.8	0	0.0	1196	91.1	820	92.8	0	0.0	33	90.9	571	97.2
SKYWEST AIRLINES	124	78.2	0	0.0	118	91.5	59	66.1	62	88.7	4390	89.8	1052	90.1	2306	91.0
SOUTHWEST AIRLINES	2600	92.3	464	93.8	4986	91.7	191	92.1	908	92.2	6402	94.7	0	0.0	383	95.3
SPIRIT AIRLINES	546	89.7	282	91.5	395	88.1	66	87.9	0	0.0	229	96.9	517	92.8	499	92.2
UNITED AIRLINES	222	87.8	451	94.5	145	94.5	59	91.5	33	93.9	3517	91.2	264	90.5	0	0.0
TOTAL	21,792	90.8	4,894	92.8	6,472	91.3	13,746	87.6	4,329	91.4	18,168	91.8	19,447	87.4	9,333	92.6

* 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)

AUGUST 2020

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	85	84.7	31	96.8	94	92.6	62	87.1	31	96.8	110	90.9	62	93.5	437	92.4
ALLEGiant AIR	25	84.0	190	78.9	0	0.0	0	0.0	0	0.0	0	0.0	628	85.7	151	88.1
AMERICAN AIRLINES	379	88.7	399	89.7	62	87.1	31	93.5	348	84.5	412	91.3	735	89.8	1246	91.6
DELTA AIR LINES	276	89.1	430	88.8	106	73.6	192	88.5	263	89.0	1380	89.0	682	90.8	1598	92.2
ENDEAVOR AIR	155	89.7	0	0.0	0	0.0	248	93.5	0	0.0	247	91.5	0	0.0	0	0.0
ENVOY AIR	49	93.9	0	0.0	0	0.0	0	0.0	34	94.1	0	0.0	0	0.0	0	0.0
EXPRESSJET AIRLINES	0	0.0	0	0.0	0	0.0	0	0.0	1463	87.4	0	0.0	0	0.0	0	0.0
FRONTIER AIRLINES	110	87.3	0	0.0	0	0.0	0	0.0	86	91.9	0	0.0	549	88.7	105	95.2
HAWAIIAN AIRLINES	0	0.0	0	0.0	1206	88.9	0	0.0	0	0.0	0	0.0	0	0.0	31	100.0
JETBLUE AIRWAYS	568	85.9	645	85.6	0	0.0	0	0.0	22	95.5	1199	86.7	148	91.2	334	91.0
MESA AIRLINES	0	0.0	0	0.0	0	0.0	1042	87.1	1985	87.4	0	0.0	0	0.0	0	0.0
PSA AIRLINES	0	0.0	0	0.0	0	0.0	89	82.0	0	0.0	0	0.0	0	0.0	0	0.0
REPUBLIC AIRWAYS	1167	90.8	0	0.0	0	0.0	582	91.2	37	91.9	92	98.9	0	0.0	0	0.0
SKYWEST AIRLINES	0	0.0	0	0.0	0	0.0	160	87.5	815	89.0	0	0.0	360	95.6	1964	95.8
SOUTHWEST AIRLINES	0	0.0	951	89.5	545	87.0	144	95.8	0	0.0	0	0.0	4781	96.0	2007	95.7
SPIRIT AIRLINES	430	90.2	1017	90.3	0	0.0	0	0.0	449	89.5	0	0.0	1018	91.5	672	94.5
UNITED AIRLINES	1894	90.9	322	90.1	164	90.2	944	91.5	2214	90.2	0	0.0	316	94.9	898	94.0
TOTAL	5,138	89.8	3,985	88.6	2,177	87.9	3,494	89.8	7,747	88.6	3,440	89.0	9,279	93.4	9,443	93.9

* 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)

AUGUST 2020

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	93	92.5	0	0.0	0	0.0	62	95.2	206	94.7	326	91.1	61	95.1
ALLEGiant AIR	0	0.0	0	0.0	30	56.7	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
AMERICAN AIRLINES	729	90.9	935	92.4	0	0.0	2220	92.8	328	87.2	2837	93.6	250	89.2	2589	90.9
DELTA AIR LINES	900	90.7	634	88.8	0	0.0	308	86.4	3379	93.0	504	88.1	422	95.0	266	89.1
ENDEAVOR AIR	139	92.1	0	0.0	0	0.0	0	0.0	1879	93.2	93	88.2	0	0.0	178	90.4
ENVOY AIR	0	0.0	0	0.0	0	0.0	296	89.5	0	0.0	2935	94.7	0	0.0	0	0.0
EXPRESSJET AIRLINES	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	184	90.2	0	0.0	0	0.0
FRONTIER AIRLINES	15	66.7	585	87.4	0	0.0	58	75.9	62	87.1	183	94.0	57	89.5	290	88.6
HAWAIIAN AIRLINES	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	31	93.5	0	0.0
JETBLUE AIRWAYS	47	89.4	470	89.6	0	0.0	0	0.0	20	85.0	96	92.7	24	91.7	75	86.7
MESA AIRLINES	87	81.6	0	0.0	0	0.0	2	100.0	120	85.8	0	0.0	0	0.0	124	87.9
PSA AIRLINES	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	876	85.8
REPUBLIC AIRWAYS	867	95.2	0	0.0	0	0.0	486	95.1	263	85.6	2043	93.4	0	0.0	1244	92.5
SKYWEST AIRLINES	10	60.0	0	0.0	0	0.0	0	0.0	2099	94.7	3861	92.3	741	95.1	30	90.0
SOUTHWEST AIRLINES	533	92.1	2322	92.0	5495	93.8	0	0.0	404	93.1	0	0.0	704	96.0	455	90.8
SPIRIT AIRLINES	189	94.7	945	90.1	0	0.0	0	0.0	150	92.0	574	91.1	48	91.7	338	90.5
UNITED AIRLINES	291	86.9	481	91.3	0	0.0	235	94.0	88	94.3	2615	92.7	235	94.5	122	90.2
TOTAL	3,807	91.5	6,465	90.8	5,525	93.6	3,605	92.1	8,854	92.9	16,131	93.0	2,838	94.1	6,648	90.3

* 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)

AUGUST 2020

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	124	93.5	245	92.2	3515	92.8	315	90.5	1	100.0	57	94.7
ALLEGiant AIR	0	0.0	50	86.0	0	0.0	0	0.0	0	0.0	0	0.0
AMERICAN AIRLINES	2485	91.1	432	88.0	382	90.6	470	92.8	232	87.9	682	90.6
DELTA AIR LINES	494	92.9	484	92.1	1842	92.7	601	88.9	3494	91.0	472	87.7
ENDEAVOR AIR	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
ENVOY AIR	0	0.0	0	0.0	0	0.0	0	0.0	8	100.0	0	0.0
EXPRESSJET AIRLINES	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
FRONTIER AIRLINES	163	83.4	89	88.8	80	91.3	56	92.9	98	85.7	116	90.5
HAWAIIAN AIRLINES	0	0.0	31	100.0	31	80.6	31	93.5	0	0.0	0	0.0
JETBLUE AIRWAYS	29	82.8	88	92.0	50	92.0	178	93.3	88	94.3	154	85.1
MESA AIRLINES	254	95.7	0	0.0	0	0.0	0	0.0	6	100.0	0	0.0
PSA AIRLINES	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
REPUBLIC AIRWAYS	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	28	96.4
SKYWEST AIRLINES	1052	95.5	649	92.4	2072	95.5	2507	90.8	3697	93.3	0	0.0
SOUTHWEST AIRLINES	4110	95.3	1868	95.8	684	95.9	691	97.5	665	95.5	1464	92.6
SPIRIT AIRLINES	31	96.8	169	96.4	50	96.0	0	0.0	0	0.0	358	88.8
UNITED AIRLINES	264	92.0	289	94.1	398	94.5	1649	93.2	54	92.6	331	93.1
TOTAL	9,006	93.7	4,394	93.5	9,104	93.6	6,498	92.2	8,343	92.3	3,662	90.9

* 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)

AUGUST 2020

ARRIVAL AIRPORT*																
SCHEDULED ARRIVAL TIME	ATL	BOS	BWI	CLT	DCA	DEN	DFW	DTW	EWR	FLL	HNL	IAD	IAH	JFK	LAS	LAX
0600-0659	96.6	100.0	96.8	95.5	0.0	92.1	93.5	94.8	82.1	100.0	0.0	0.0	90.3	96.7	95.5	96.2
0700-0759	94.8	86.4	99.2	97.4	91.3	98.6	89.0	94.4	95.2	80.0	60.9	0.0	0.0	99.3	97.4	96.8
0800-0859	94.9	93.8	93.8	92.9	92.9	95.4	90.6	96.0	94.9	94.3	89.7	0.0	88.8	98.1	95.5	95.1
0900-0959	95.8	96.5	95.7	94.1	91.7	94.4	85.6	92.8	95.8	91.7	70.5	91.8	94.1	94.3	95.5	93.9
1000-1059	91.8	93.8	92.8	90.4	90.7	93.6	90.5	94.7	93.9	93.7	93.1	87.1	89.5	84.0	95.8	95.2
1100-1159	95.2	97.8	90.3	93.3	94.1	94.6	88.4	92.3	91.5	92.3	98.6	81.8	92.7	90.5	95.6	95.2
1200-1259	95.3	96.6	96.9	90.8	94.4	94.7	92.5	92.6	92.2	92.8	86.0	100.0	87.4	92.2	95.7	96.4
1300-1359	95.1	93.4	94.1	86.7	92.6	94.2	87.7	93.5	92.4	89.4	85.6	94.4	89.8	90.5	93.5	94.6
1400-1459	92.8	94.9	89.5	84.4	95.7	94.9	92.1	92.4	91.1	89.0	93.5	94.4	91.6	88.8	94.1	95.9
1500-1559	90.2	89.8	95.4	85.6	91.4	93.1	89.3	92.5	91.3	93.9	78.2	91.9	89.0	90.3	91.4	93.4
1600-1659	87.9	93.6	91.2	86.3	92.6	88.5	90.2	90.6	88.4	87.8	87.9	87.3	87.3	85.8	92.0	94.3
1700-1759	88.4	92.5	87.2	83.2	90.4	87.2	82.3	90.9	90.5	84.1	87.4	98.2	88.9	88.7	92.0	94.8
1800-1859	87.0	91.2	87.2	82.2	88.4	85.9	85.0	92.5	89.2	86.6	91.7	90.9	87.2	92.0	92.1	91.5
1900-1959	82.9	89.8	86.1	79.2	86.6	88.3	86.3	92.4	89.0	84.0	81.5	87.3	85.0	90.2	90.5	94.4
2000-2059	87.2	90.8	87.3	91.1	91.4	90.0	86.4	87.4	83.8	81.0	96.3	0.0	88.8	85.4	90.8	91.6
2100-2159	87.4	92.7	88.9	90.6	89.6	88.3	88.0	93.1	81.9	87.3	82.0	94.8	85.0	83.9	90.2	89.5
2200-2259	90.5	90.0	90.4	90.4	89.0	91.7	91.5	90.1	87.1	87.3	0.0	94.6	90.0	88.7	93.6	89.9
2300-0559	93.1	92.1	90.9	94.1	86.0	91.2	93.9	94.4	87.9	83.2	0.0	85.8	88.1	75.6	87.1	90.6
TOTAL	90.8	92.8	91.3	87.6	91.4	91.8	87.4	92.6	89.8	88.6	87.9	89.8	88.6	89.0	93.4	93.9

* 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)

AUGUST 2020

ARRIVAL AIRPORT*															
SCHEDULED ARRIVAL TIME	LGA	MCO	MDW	MIA	MSP	ORD	PDX	PHL	PHX	SAN	SEA	SFO	SLC	TPA	TOTAL
0600-0659	0.0	95.7	95.5	95.2	96.8	94.7	0.0	95.2	90.9	0.0	97.6	0.0	100.0	96.5	94.8
0700-0759	100.0	100.0	96.7	95.5	93.8	95.3	95.6	96.2	95.9	90.5	97.6	95.6	95.6	100.0	94.6
0800-0859	97.6	97.6	96.7	97.6	95.1	93.5	100.0	91.6	95.7	95.5	96.7	97.8	89.0	96.6	93.7
0900-0959	94.7	97.6	98.0	95.6	94.1	95.0	95.1	90.9	96.4	96.8	97.3	88.9	96.8	96.2	92.8
1000-1059	96.4	95.9	95.9	91.9	94.3	95.0	94.0	92.8	94.1	96.5	94.6	96.5	92.2	93.3	93.2
1100-1159	96.1	94.6	97.5	91.1	92.8	92.8	96.7	92.4	96.3	95.1	93.6	97.2	92.9	93.0	93.1
1200-1259	95.5	94.0	94.7	92.5	91.9	95.5	96.3	95.0	94.2	93.9	95.2	95.4	96.7	94.0	94.2
1300-1359	92.7	92.8	96.2	93.5	94.1	95.5	94.8	94.2	96.2	91.3	97.6	92.2	93.6	92.5	92.2
1400-1459	86.9	92.3	95.9	92.0	93.6	97.2	95.9	92.2	96.0	95.9	94.1	94.9	94.5	89.2	93.2
1500-1559	91.2	85.7	94.9	80.5	93.6	93.8	98.4	93.5	93.9	94.3	88.6	97.5	92.5	91.6	90.7
1600-1659	90.4	86.4	92.4	87.4	94.3	89.5	94.5	89.6	91.8	96.8	94.0	94.6	94.2	90.2	90.3
1700-1759	90.0	91.1	89.5	94.7	94.7	89.8	89.3	84.6	93.6	89.4	93.1	89.9	90.9	87.1	88.1
1800-1859	89.3	86.8	92.4	89.1	93.4	89.0	90.1	87.2	93.5	91.8	95.0	92.8	87.8	90.5	88.7
1900-1959	87.4	84.8	88.8	95.5	89.0	90.4	91.0	85.9	90.5	91.4	90.2	89.3	91.2	91.9	87.9
2000-2059	87.8	87.0	90.4	86.5	92.8	89.0	91.8	85.3	86.1	91.3	88.0	91.2	86.5	85.7	88.5
2100-2159	85.9	87.6	83.1	92.6	86.0	89.9	95.8	91.0	89.1	94.4	91.4	90.7	87.7	89.1	88.8
2200-2259	89.0	89.8	91.5	86.4	89.3	89.6	92.7	90.0	92.8	91.7	93.2	90.4	91.4	87.2	90.6
2300-0559	92.0	90.4	92.5	82.8	88.6	92.9	90.7	90.7	95.8	93.0	94.2	95.9	89.6	86.8	90.5
TOTAL	91.5	90.8	93.6	92.1	92.9	93.0	94.1	90.3	93.7	93.5	93.6	92.2	92.3	90.9	91.3

* 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)

AUGUST 2020

DEPARTURE AIRPORT*																
SCHEDULED DEPARTURE TIME	ATL	BOS	BWI	CLT	DCA	DEN	DFW	DTW	EWR	FLL	HNL	IAD	IAH	JFK	LAS	LAX
0600-0659	93.6	97.8	96.8	92.3	96.2	95.5	98.5	94.7	95.4	88.1	91.7	95.9	95.2	95.3	93.3	95.9
0700-0759	95.1	95.3	96.1	94.2	96.6	95.4	94.8	92.6	94.5	96.7	75.7	98.6	93.4	95.7	95.8	94.3
0800-0859	95.2	97.1	94.8	97.6	94.5	94.8	93.6	90.5	93.2	95.0	89.6	95.8	92.3	92.0	93.0	95.3
0900-0959	96.0	94.3	93.0	92.5	91.4	94.9	92.8	92.8	89.4	94.7	96.3	0.0	92.8	93.1	95.0	94.3
1000-1059	94.3	94.5	93.6	92.6	91.4	94.5	92.7	92.8	91.2	94.7	73.9	94.7	90.0	94.7	93.6	94.9
1100-1159	94.6	95.7	92.4	93.5	95.2	94.4	92.7	90.5	92.7	93.8	87.8	93.9	88.9	95.7	91.9	94.1
1200-1259	94.8	96.8	91.1	94.3	94.6	93.4	92.1	92.3	90.6	90.6	96.0	93.5	97.8	92.3	92.3	93.8
1300-1359	92.9	92.8	91.6	90.4	93.5	92.3	93.2	94.2	91.0	86.6	70.7	90.0	86.4	86.6	91.4	93.3
1400-1459	91.9	93.9	89.0	86.0	93.2	93.6	91.2	90.5	90.2	86.6	90.5	94.1	88.4	92.1	90.8	93.4
1500-1559	91.2	92.1	86.9	90.0	93.9	90.7	92.4	89.9	89.0	88.4	94.6	89.0	90.9	87.6	89.7	95.2
1600-1659	89.5	91.8	85.9	90.4	92.2	91.6	90.9	90.5	90.4	92.1	93.4	88.6	86.9	91.5	89.9	92.9
1700-1759	87.5	87.1	85.5	86.2	88.8	86.3	91.7	85.7	89.2	86.1	78.4	86.1	91.1	95.0	90.0	94.4
1800-1859	87.9	93.3	84.8	85.3	91.1	88.3	86.6	90.1	89.1	87.9	97.0	89.3	86.2	92.3	92.2	91.9
1900-1959	85.4	89.4	85.6	80.7	88.0	89.5	86.2	93.4	90.2	83.8	47.6	0.0	87.4	88.2	92.1	94.1
2000-2059	86.3	90.5	87.1	88.8	70.6	91.7	87.6	94.9	0.0	88.6	75.9	0.0	89.1	87.1	89.9	95.0
2100-2159	86.5	91.7	89.4	77.3	100.0	91.7	88.4	95.1	80.6	81.6	92.5	0.0	100.0	0.0	93.4	95.9
2200-2259	86.3	100.0	0.0	0.0	0.0	90.8	60.0	0.0	100.0	62.5	98.3	0.0	71.4	0.0	88.9	92.8
2300-0559	0.0	88.5	0.0	0.0	100.0	93.6	95.7	0.0	0.0	75.0	96.8	0.0	94.2	0.0	95.0	91.5
TOTAL	91.1	94.0	90.3	89.6	92.8	92.2	91.1	92.0	91.2	90.6	89.0	91.1	89.8	92.3	92.4	94.1

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

AIR TRAVEL CONSUMER REPORT

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

AUGUST 2020

DEPARTURE AIRPORT*															
SCHEDULED DEPARTURE TIME	LGA	MCO	MDW	MIA	MSP	ORD	PDX	PHL	PHX	SAN	SEA	SFO	SLC	TPA	TOTAL
0600-0659	93.6	96.1	97.0	98.9	97.5	97.4	97.3	97.5	97.7	97.4	93.6	92.7	96.3	98.6	95.8
0700-0759	94.5	98.0	92.9	94.7	97.2	94.5	99.2	94.6	95.1	97.2	92.0	94.1	94.4	97.2	94.9
0800-0859	94.3	97.5	95.7	95.6	94.2	94.3	95.6	95.7	95.1	96.2	96.3	92.1	94.6	98.3	94.5
0900-0959	94.4	96.6	96.0	92.1	92.8	94.1	98.0	89.9	94.9	98.0	96.1	96.4	91.0	94.5	94.1
1000-1059	94.3	96.5	96.8	96.8	95.0	95.8	96.3	92.3	95.0	96.3	93.3	92.2	91.6	93.9	93.7
1100-1159	96.1	94.6	94.7	93.8	95.1	93.8	93.5	93.8	94.4	97.0	95.5	91.9	95.7	91.4	94.0
1200-1259	95.5	93.4	91.8	95.4	93.2	93.4	93.5	94.8	95.7	95.4	91.7	93.9	94.1	87.3	93.2
1300-1359	91.4	91.8	90.7	93.7	94.0	95.0	93.5	96.5	92.6	95.0	94.1	93.5	94.0	94.4	92.6
1400-1459	92.6	84.9	91.1	94.2	92.9	94.4	96.2	91.6	94.8	91.7	96.1	92.3	95.5	83.8	91.2
1500-1559	83.9	82.5	93.3	89.1	94.8	94.0	89.3	91.2	95.5	94.9	95.1	90.9	92.1	88.7	91.5
1600-1659	90.6	78.3	84.0	94.3	96.8	92.7	93.3	92.4	92.4	93.1	95.0	91.3	91.9	81.2	90.1
1700-1759	88.9	80.0	89.1	89.8	93.3	90.5	96.4	86.4	93.2	96.5	91.6	93.2	92.2	83.6	89.2
1800-1859	94.3	79.6	88.7	96.8	95.2	92.7	91.7	87.3	91.4	90.5	93.8	93.0	90.4	88.9	89.4
1900-1959	91.5	83.5	89.4	92.6	94.2	91.0	93.3	88.4	94.3	94.3	94.7	94.5	100.0	89.3	88.9
2000-2059	85.7	85.9	85.7	90.2	91.7	92.8	94.4	96.0	85.3	95.8	95.4	96.7	90.6	90.0	89.8
2100-2159	0.0	95.3	91.6	96.5	91.2	100.0	96.7	100.0	86.9	96.6	94.0	94.7	89.7	90.2	90.7
2200-2259	0.0	0.0	0.0	92.4	0.0	0.0	95.0	0.0	97.2	94.1	96.3	94.6	90.9	0.0	89.7
2300-0559	0.0	84.6	100.0	94.1	97.0	92.6	97.8	90.3	96.4	0.0	95.5	95.5	97.9	0.0	94.5
TOTAL	92.6	89.7	92.0	93.7	94.1	93.8	95.1	92.2	94.2	95.7	94.4	93.1	93.0	90.4	92.2

* 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
AUGUST 2020

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Aberdeen, SD (ABR)	95.2	90.3	62	62
Abilene, TX (ABI)	89.5	91.9	124	124
Adak Island, AK (ADK)	44.4	66.7	9	9
Akron, OH (CAK)	87.2	90.0	180	180
Albany, GA (ABY)	90.3	91.8	62	61
Albany, NY (ALB)	91.8	93.4	608	607
Albuquerque, NM (ABQ)	93.1	94.1	1313	1311
Alexandria, LA (AEX)	82.3	82.2	181	180
Allentown/Bethlehem/Easton, PA (ABE)	84.6	85.8	247	246
Alpena, MI (APN)	96.2	98.1	52	53
Amarillo, TX (AMA)	91.2	91.4	341	339
Anchorage, AK (ANC)	80.4	93.2	1284	1284
Appleton, WI (ATW)	94.7	95.0	341	342
Arcata/Eureka, CA (ACV)	93.5	89.2	93	93
Asheville, NC (AVL)	84.4	87.5	488	488
Ashland, WV (HTS)	91.5	84.7	59	59
Aspen, CO (ASE)	86.5	88.6	281	281
Atlanta, GA (ATL)	90.8	91.1	21792	21820
Atlantic City, NJ (ACY)	89.7	90.2	136	133
Augusta, GA (AGS)	88.9	89.2	333	333
Austin, TX (AUS)	92.1	92.8	2981	2978
Bakersfield, CA (BFL)	91.6	94.6	167	167
Baltimore, MD (BWI)	91.3	90.3	6472	6466
Bangor, ME (BGR)	90.8	93.4	273	272
Barrow, AK (BRW)	77.4	77.4	31	31
Baton Rouge, LA (BTR)	89.3	92.1	355	355
Beaumont/Port Arthur, TX (BPT)	83.9	90.3	31	31
Belleville, IL (BLV)	79.7	79.5	123	122
Bellingham, WA (BLI)	83.1	88.7	71	71
Bemidji, MN (BJI)	93.5	95.2	62	62
Bend/Redmond, OR (RDM)	93.3	95.8	358	357
Bethel, AK (BET)	87.1	58.1	31	31
Billings, MT (BIL)	92.8	94.6	349	349
Binghamton, NY (BGM)	96.8	93.5	31	31
Birmingham, AL (BHM)	88.6	92.1	925	923
Bismarck/Mandan, ND (BIS)	92.8	95.2	249	248
Bloomington/Normal, IL (BMI)	88.2	89.6	144	144
Boise, ID (BOI)	94.1	95.1	1213	1212
Boston, MA (BOS)	92.8	94.0	4894	4892
Bozeman, MT (BZN)	95.7	95.9	554	555
Brainerd, MN (BRD)	90.6	96.2	53	53

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Branson, MO (BKG)	100.0	91.7	12	12
Bristol/Johnson City/Kingsport, TN (TRI)	91.1	88.8	169	169
Brownsville, TX (BRO)	93.2	92.1	177	177
Brunswick, GA (BQK)	90.3	93.5	62	62
Buffalo, NY (BUF)	93.8	95.5	906	905
Burbank, CA (BUR)	94.4	95.4	1221	1220
Burlington, VT (BTV)	89.9	90.6	278	278
Butte, MT (BTM)	89.5	98.2	57	57
Cape Girardeau, MO (CGI)	90.6	90.6	53	53
Casper, WY (CPR)	89.5	94.4	124	124
Cedar City, UT (CDC)	88.7	98.1	53	53
Cedar Rapids/Iowa City, IA (CID)	88.0	89.8	533	530
Champaign/Urbana, IL (CMI)	92.4	95.8	119	119
Charleston, SC (CHS)	89.7	91.3	1343	1346
Charleston/Dunbar, WV (CRW)	84.1	90.1	182	181
Charlotte Amalie, VI (STT)	88.2	86.2	348	348
Charlotte, NC (CLT)	87.6	89.6	13746	13753
Charlottesville, VA (CHO)	86.5	89.1	192	192
Chattanooga, TN (CHA)	90.1	91.4	405	405
Chicago, IL (MDW)	93.6	92.0	5525	5520
Chicago, IL (ORD)	93.0	93.8	16131	16142
Christiansted, VI (STX)	89.5	87.7	57	57
Cincinnati, OH (CVG)	89.3	91.0	2117	2119
Clarksburg/Fairmont, WV (CKB)	87.7	81.5	65	65
Cleveland, OH (CLE)	90.1	92.8	2372	2371
Cody, WY (COD)	88.7	91.8	97	97
Cold Bay, AK (CDB)	77.8	66.7	18	18
College Station/Bryan, TX (CLL)	90.7	93.5	107	107
Colorado Springs, CO (COS)	88.4	90.3	474	474
Columbia, MO (COU)	92.2	95.6	90	91
Columbia, SC (CAE)	87.3	89.4	379	379
Columbus, GA (CSG)	94.6	91.4	93	93
Columbus, MS (GTR)	87.1	91.9	62	62
Columbus, OH (CMH)	92.0	93.6	2334	2332
Columbus, OH (LCK)	88.8	86.0	107	107
Concord, NC (USA)	83.7	88.4	86	86
Cordova, AK (CDV)	91.9	90.3	62	62
Corpus Christi, TX (CRP)	91.4	92.1	302	302
Dallas, TX (DAL)	94.0	93.3	4470	4464
Dallas/Fort Worth, TX (DFW)	87.4	91.1	19447	19440
Dayton, OH (DAY)	88.7	91.9	604	603

AIR TRAVEL CONSUMER REPORT
TABLE 5. ON-TIME ARRIVAL AND DEPARTURE PERCENTAGE BY AIRPORT BY REPORTING OPERATING CARRIER
AUGUST 2020

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Daytona Beach, FL (DAB)	84.7	89.3	215	215
Deadhorse, AK (SCC)	79.2	79.2	48	48
Decatur, IL (DEC)	90.6	98.1	53	53
Del Rio, TX (DRT)	90.3	96.8	31	31
Denver, CO (DEN)	91.8	92.2	18168	18205
Des Moines, IA (DSM)	90.7	91.7	1003	1003
Detroit, MI (DTW)	92.6	92.0	9333	9336
Devils Lake, ND (DVL)	81.1	84.9	53	53
Dickinson, ND (DIK)	84.6	96.2	26	26
Dillingham, AK (DLG)	83.9	87.1	31	31
Dodge City, KS (DDC)	98.1	98.1	52	53
Dothan, AL (DHN)	80.6	85.2	62	61
Dubuque, IA (DBQ)	93.9	98.0	49	49
Duluth, MN (DLH)	93.6	94.7	94	94
Durango, CO (DRO)	91.3	93.7	206	206
Eagle, CO (EGE)	83.6	83.6	67	67
Eau Claire, WI (EAU)	83.9	88.7	62	62
El Paso, TX (ELP)	93.3	94.8	919	916
Elko, NV (EKO)	91.4	96.5	58	57
Elmira/Corning, NY (ELM)	92.5	92.5	80	80
Escanaba, MI (ESC)	90.6	90.6	53	53
Eugene, OR (EUG)	96.9	96.6	356	356
Evansville, IN (EVV)	88.3	90.0	222	221
Everett, WA (PAE)	100.0	96.8	31	31
Fairbanks, AK (FAI)	88.1	93.4	244	244
Fargo, ND (FAR)	88.7	93.1	423	422
Fayetteville, AR (XNA)	86.4	90.1	647	646
Fayetteville, NC (FAY)	85.8	90.4	240	240
Flagstaff, AZ (FLG)	90.0	93.0	130	129
Flint, MI (FNT)	80.1	86.5	156	156
Fort Lauderdale, FL (FLL)	88.6	90.6	3985	3990
Fort Myers, FL (RSW)	90.1	91.2	1599	1601
Fort Smith, AR (FSM)	90.6	91.8	85	85
Fort Wayne, IN (FWA)	86.7	89.9	465	464
Fresno, CA (FAT)	92.9	92.9	564	564
Gainesville, FL (GNV)	83.3	89.3	215	215
Garden City, KS (GCK)	91.9	91.9	62	62
Gillette, WY (GCC)	93.8	97.9	48	48
Grand Forks, ND (GFK)	92.1	96.0	101	101
Grand Island, NE (GRI)	94.0	92.5	67	67
Grand Junction, CO (GJT)	89.9	97.4	268	267

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Grand Rapids, MI (GRR)	89.2	92.6	1130	1129
Great Falls, MT (GTF)	95.1	95.1	203	203
Green Bay, WI (GRB)	90.1	93.8	354	353
Greensboro/High Point, NC (GSO)	86.0	90.1	579	578
Greer, SC (GSP)	88.6	92.8	726	727
Guam, TT (GUM)	88.9	100.0	45	45
Gulfport/Biloxi, MS (GPT)	83.9	89.4	292	292
Gunnison, CO (GUC)	96.3	98.1	54	54
Gustavus, AK (GST)	75.0	79.2	24	24
Hagerstown, MD (HGR)	80.0	76.0	25	25
Hancock/Houghton, MI (CMX)	90.3	88.7	62	62
Harlingen/San Benito, TX (HRL)	90.8	90.4	240	239
Harrisburg, PA (MDT)	88.7	88.6	309	308
Hartford, CT (BDL)	89.6	93.8	1286	1285
Hattiesburg/Laurel, MS (PIB)	81.1	90.6	53	53
Hayden, CO (HDN)	91.9	98.4	62	62
Hays, KS (HYS)	92.9	94.0	84	84
Helena, MT (HLN)	91.8	94.8	97	97
Hibbing, MN (HIB)	98.1	94.3	53	53
Hilo, HI (ITO)	85.7	87.1	350	349
Hilton Head, SC (HHH)	91.5	90.2	213	214
Hobbs, NM (HOB)	92.3	92.3	13	13
Honolulu, HI (HNL)	87.9	89.0	2177	2175
Houston, TX (HOU)	92.4	90.2	3856	3851
Houston, TX (IAH)	88.6	89.8	7747	7750
Huntsville, AL (HSV)	89.5	92.3	427	427
Hyannis, MA (HYA)	83.3	83.3	18	18
Idaho Falls, ID (IDA)	94.7	96.8	187	187
Indianapolis, IN (IND)	90.9	93.4	2378	2379
International Falls, MN (INL)	92.6	94.4	54	54
Iron Mountain/Kingsfd, MI (IMT)	91.2	86.0	57	57
Islip, NY (ISP)	88.4	91.7	215	216
Ithaca/Cortland, NY (ITH)	90.3	93.5	31	31
Jackson, WY (JAC)	92.8	93.0	497	497
Jackson/Vicksburg, MS (JAN)	85.9	90.2	377	377
Jacksonville, FL (JAX)	87.2	89.8	1380	1384
Jacksonville/Camp Lejeune, NC (OAJ)	86.3	90.0	240	239
Jamestown, ND (JMS)	85.7	84.5	84	84
Joplin, MO (JLN)	91.1	93.7	79	79
Juneau, AK (JNU)	82.5	87.7	332	333
Kahului, HI (OGG)	84.2	86.2	659	658

AIR TRAVEL CONSUMER REPORT
TABLE 5. ON-TIME ARRIVAL AND DEPARTURE PERCENTAGE BY AIRPORT BY REPORTING OPERATING CARRIER
AUGUST 2020

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Kalamazoo, MI (AZO)	93.0	95.8	142	142
Kalispell, MT (FCA)	94.5	94.5	528	526
Kansas City, MO (MCI)	91.6	94.3	2609	2601
Kearney, NE (EAR)	90.6	94.3	53	53
Ketchikan, AK (KTN)	91.6	93.5	154	155
Key West, FL (EYW)	93.2	92.9	323	323
Killeen, TX (GRK)	91.8	95.6	182	181
King Salmon, AK (AKN)	87.5	83.3	48	48
Knoxville, TN (TYS)	89.8	92.7	872	871
Kodiak, AK (ADQ)	87.8	81.6	49	49
Kona, HI (KOA)	86.8	88.2	468	468
Kotzebue, AK (OTZ)	100.0	81.0	21	21
La Crosse, WI (LSE)	95.0	94.9	119	118
Lafayette, LA (LFT)	87.2	87.8	296	296
Lake Charles, LA (LCH)	75.8	77.9	149	149
Lansing, MI (LAN)	95.2	97.6	124	125
Laramie, WY (LAR)	81.1	84.9	53	53
Laredo, TX (LRD)	91.1	94.3	123	123
Las Vegas, NV (LAS)	93.4	92.4	9279	9276
Latrobe, PA (LBE)	88.9	93.1	72	72
Lawton/Fort Sill, OK (LAW)	96.8	96.8	62	62
Lewisburg, WV (LWB)	94.2	91.4	69	70
Lewiston, ID (LWS)	90.9	96.6	88	88
Lexington, KY (LEX)	88.4	91.2	509	509
Liberal, KS (LBL)	88.7	94.3	53	53
Lihue, HI (LIH)	84.1	86.3	370	371
Lincoln, NE (LNK)	81.3	90.6	64	64
Little Rock, AR (LIT)	87.5	90.3	679	678
Long Beach, CA (LGB)	95.1	96.6	468	467
Longview, TX (GGG)	80.6	87.1	31	31
Los Angeles, CA (LAX)	93.9	94.1	9443	9445
Louisville, KY (SDF)	91.3	94.0	1381	1378
Lubbock, TX (LBB)	91.4	92.0	385	386
Lynchburg, VA (LYH)	75.8	82.3	62	62
Madison, WI (MSN)	88.8	93.3	731	730
Manchester, NH (MHT)	90.7	92.4	397	397
Manhattan/Ft. Riley, KS (MHK)	96.3	96.3	54	54
Marquette, MI (MQT)	93.3	92.4	119	119
Martha's Vineyard, MA (MVY)	88.6	89.5	114	114
Medford, OR (MFR)	94.3	93.4	348	348
Melbourne, FL (MLB)	84.9	90.6	139	139

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Memphis, TN (MEM)	89.2	92.5	1283	1279
Meridian, MS (MEI)	92.5	88.7	53	53
Miami, FL (MIA)	92.1	93.7	3605	3607
Midland/Odessa, TX (MAF)	92.2	93.7	475	475
Milwaukee, WI (MKE)	91.2	93.7	1568	1565
Minneapolis, MN (MSP)	92.9	94.1	8854	8858
Minot, ND (MOT)	94.1	96.5	202	201
Mission/McAllen/Edinburg, TX (MFE)	90.2	92.1	266	266
Missoula, MT (MSO)	92.6	94.4	407	408
Moab, UT (CNY)	89.9	87.0	69	69
Mobile, AL (MOB)	91.5	91.5	305	305
Moline, IL (MLI)	88.3	93.1	291	290
Monroe, LA (MLU)	84.4	87.5	192	192
Monterey, CA (MRY)	82.1	83.6	201	201
Montgomery, AL (MGM)	90.4	92.2	230	230
Montrose/Delta, CO (MTJ)	94.6	94.6	129	129
Mosinee, WI (CWA)	91.0	91.6	155	154
Muskegon, MI (MKG)	96.8	88.7	62	62
Myrtle Beach, SC (MYR)	87.3	89.1	1099	1098
Nantucket, MA (ACK)	91.6	90.3	155	155
Nashville, TN (BNA)	92.5	92.5	5351	5346
New Bern/Morehead/Beaufort, NC (EWN)	90.1	90.1	91	91
New Haven, CT (HVN)	93.5	96.8	31	31
New Orleans, LA (MSY)	88.8	90.1	2314	2320
New York, NY (JFK)	89.0	92.3	3440	3437
New York, NY (LGA)	91.5	92.6	3807	3810
Newark, NJ (EWR)	89.8	91.2	5138	5140
Newburgh/Poughkeepsie, NY (SWF)	88.2	91.2	34	34
Newport News/Williamsburg, VA (PHF)	88.0	88.0	108	108
Niagara Falls, NY (IAG)	64.7	61.8	34	34
Nome, AK (OME)	100.0	81.0	21	21
Norfolk, VA (ORF)	86.9	88.4	1141	1145
North Bend/Coos Bay, OR (OTH)	97.5	100.0	40	40
North Platte, NE (LBF)	90.5	89.3	84	84
Oakland, CA (OAK)	95.8	95.2	2325	2322
Ogden, UT (OGD)	88.9	88.9	9	9
Ogdensburg, NY (OGS)	89.1	87.3	55	55
Oklahoma City, OK (OKC)	91.1	94.5	1335	1335
Omaha, NE (OMA)	92.6	96.0	1434	1435
Ontario, CA (ONT)	94.0	95.6	1218	1215
Orlando, FL (MCO)	90.8	89.7	6465	6470

AIR TRAVEL CONSUMER REPORT
TABLE 5. ON-TIME ARRIVAL AND DEPARTURE PERCENTAGE BY AIRPORT BY REPORTING OPERATING CARRIER
 AUGUST 2020

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Owensboro, KY (OWB)	71.4	71.4	7	7
Paducah, KY (PAH)	93.5	90.3	62	62
Palm Springs, CA (PSP)	90.7	94.9	409	409
Panama City, FL (ECP)	88.9	91.2	828	828
Pasco/Kennewick/Richland, WA (PSC)	95.1	96.7	304	302
Pellston, MI (PLN)	91.6	91.5	107	106
Pensacola, FL (PNS)	85.9	91.2	986	986
Peoria, IL (PIA)	91.0	89.9	278	277
Petersburg, AK (PSG)	79.0	90.3	62	62
Philadelphia, PA (PHL)	90.3	92.2	6648	6646
Phoenix, AZ (AZA)	87.1	90.3	403	404
Phoenix, AZ (PHX)	93.7	94.2	9006	9002
Pierre, SD (PIR)	90.6	90.6	53	53
Pittsburgh, PA (PIT)	91.5	93.9	2263	2264
Plattsburgh, NY (PBG)	80.3	85.5	76	76
Pocatello, ID (PIH)	94.3	97.7	88	88
Portland, ME (PWM)	90.9	94.2	651	652
Portland, OR (PDX)	94.1	95.1	2838	2836
Portsmouth, NH (PSM)	100.0	87.0	23	23
Prescott, AZ (PRC)	95.2	83.9	62	62
Providence, RI (PVD)	90.4	90.0	644	643
Provo, UT (PVU)	91.1	87.5	56	56
Pueblo, CO (PUB)	88.1	86.9	84	84
Punta Gorda, FL (PGD)	79.4	87.4	373	373
Raleigh/Durham, NC (RDU)	92.9	94.4	2448	2447
Rapid City, SD (RAP)	92.1	91.9	457	457
Redding, CA (RDD)	55.6	57.4	54	54
Reno, NV (RNO)	93.3	94.1	1054	1050
Rhineland, WI (RHI)	90.3	100.0	62	62
Richmond, VA (RIC)	88.0	90.0	807	806
Riverton/Lander, WY (RIW)	96.8	93.5	31	31
Roanoke, VA (ROA)	90.4	93.3	104	105
Rochester, MN (RST)	95.1	95.8	142	142
Rochester, NY (ROC)	93.3	94.9	525	526
Rock Springs, WY (RKS)	94.0	100.0	50	49
Rockford, IL (RFD)	79.7	72.9	59	59
Roswell, NM (ROW)	94.4	92.6	54	54
Sacramento, CA (SMF)	94.3	95.1	2567	2571
Saginaw/Bay City/Midland, MI (MBS)	90.2	89.5	153	153
Saipan, TT (SPN)	100.0	100.0	14	14
Salina, KS (SLN)	94.3	96.2	53	53

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Salt Lake City, UT (SLC)	92.3	93.0	8343	8348
San Angelo, TX (SJT)	87.5	88.6	88	88
San Antonio, TX (SAT)	91.7	93.8	1915	1907
San Diego, CA (SAN)	93.5	95.7	4394	4392
San Francisco, CA (SFO)	92.2	93.1	6498	6493
San Jose, CA (SJC)	95.1	95.9	2292	2294
San Juan, PR (SJU)	85.9	89.3	1676	1681
San Luis Obispo, CA (SBP)	91.1	91.7	302	303
Sanford, FL (SFB)	80.2	83.7	701	701
Santa Ana, CA (SNA)	95.1	95.5	1860	1859
Santa Barbara, CA (SBA)	91.2	96.7	239	239
Santa Fe, NM (SAF)	90.7	91.7	108	108
Santa Maria, CA (SMX)	100.0	100.0	15	15
Santa Rosa, CA (STS)	91.3	88.8	115	116
Sarasota/Bradenton, FL (SRQ)	86.2	90.0	538	538
Sault Ste. Marie, MI (CIU)	89.5	93.0	57	57
Savannah, GA (SAV)	88.9	91.7	937	935
Scottsbluff, NE (BFF)	90.9	94.4	55	54
Scranton/Wilkes-Barre, PA (AVP)	75.8	78.6	99	98
Seattle, WA (SEA)	93.6	94.4	9104	9101
Sheridan, WY (SHR)	95.8	93.8	48	48
Shreveport, LA (SHV)	88.0	89.0	401	401
Sioux City, IA (SUX)	91.5	93.1	71	72
Sioux Falls, SD (FSD)	92.8	93.7	415	415
Sitka, AK (SIT)	89.3	89.4	122	123
South Bend, IN (SBN)	89.8	89.3	412	410
Spokane, WA (GEG)	94.8	97.1	1062	1059
Springfield, IL (SPI)	95.3	94.4	127	126
Springfield, MO (SGF)	90.5	92.5	603	603
St. Cloud, MN (STC)	60.0	60.0	5	5
St. George, UT (SGU)	93.3	96.2	210	210
St. Louis, MO (STL)	93.8	93.9	4461	4457
St. Petersburg, FL (PIE)	79.1	82.6	617	615
State College, PA (SCE)	92.3	94.8	78	77
Staunton, VA (SHD)	88.5	90.6	52	53
Stillwater, OK (SWO)	96.8	96.8	31	31
Stockton, CA (SCK)	94.6	89.2	37	37
Sun Valley/Hailey/Ketchum, ID (SUN)	93.6	96.0	125	124
Syracuse, NY (SYR)	89.4	90.7	442	443
Tallahassee, FL (TLH)	89.8	91.5	285	284
Tampa, FL (TPA)	90.9	90.4	3662	3671

AIR TRAVEL CONSUMER REPORT
TABLE 5. ON-TIME ARRIVAL AND DEPARTURE PERCENTAGE BY AIRPORT BY REPORTING OPERATING CARRIER
 AUGUST 2020

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Texarkana, AR (TXK)	83.9	90.3	62	62
Toledo, OH (TOL)	86.8	88.7	106	106
Traverse City, MI (TVC)	91.9	94.1	545	544
Trenton, NJ (TTN)	82.1	90.0	39	40
Tucson, AZ (TUS)	91.0	94.1	824	825
Tulsa, OK (TUL)	91.3	94.0	1047	1047
Twin Falls, ID (TWF)	95.5	97.7	88	88
Tyler, TX (TYR)	98.4	96.8	62	62
Valdosta, GA (VLD)	91.9	96.8	62	62
Valparaiso, FL (VPS)	88.6	90.5	904	905
Vernal, UT (VEL)	92.3	88.7	52	53
Waco, TX (ACT)	89.2	92.5	93	93
Washington, DC (DCA)	91.4	92.8	4329	4331
Washington, DC (IAD)	89.8	91.1	3494	3495
Waterloo, IA (ALO)	93.5	93.5	31	31
Watertown, SD (ATY)	88.7	90.6	53	53
West Palm Beach/Palm Beach, FL (PBI)	85.8	89.3	789	787
West Yellowstone, MT (WYS)	92.9	96.4	56	56
Wichita Falls, TX (SPS)	87.1	100.0	31	31
Wichita, KS (ICT)	89.5	92.9	588	588
Williamsport, PA (IPT)	89.3	92.6	28	27
Williston, ND (XWA)	87.1	93.5	31	31
Wilmington, NC (ILM)	88.7	87.9	379	379
Worcester, MA (ORH)	83.9	93.5	31	31
Wrangell, AK (WRG)	82.3	93.5	62	62
Yakutat, AK (YAK)	87.1	88.7	62	62
Yuma, AZ (YUM)	85.5	96.8	62	62

AIR TRAVEL CONSUMER REPORT

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

AUGUST 2020

CARRIER ¹	AT ALL US AIRPORTS				
	NUMBER OF AIRPORTS REPORTED	FLIGHT OPERATIONS SCHEDULED	FLIGHT OPERATIONS CANCELLED	PERCENT OF OPERATIONS CANCELLED	RANK
DELTA AIR LINES NETWORK	206	87235	309	0.4	1
- DELTA AIR LINES	110	47458	114	0.2	
- BRANDED CODESHARE PARTNERS	169	39777	195	0.5	
SPIRIT AIRLINES	48	11578	63	0.5	2
AMERICAN AIRLINES NETWORK	228	100805	559	0.6	3
- AMERICAN AIRLINES	95	46807	198	0.4	
- BRANDED CODESHARE PARTNERS	207	53998	361	0.7	
FRONTIER AIRLINES	91	7112	44	0.6	4
ALASKA AIRLINES NETWORK	98	23260	209	0.9	5
- ALASKA AIRLINES	63	9611	45	0.5	
- BRANDED CODESHARE PARTNERS	48	13649	164	1.2	
SOUTHWEST AIRLINES	89	84843	1052	1.2	6
UNITED AIRLINES NETWORK	224	64203	1338	2.1	7
- UNITED AIRLINES	78	21628	288	1.3	
- BRANDED CODESHARE PARTNERS	212	42575	1050	2.5	
JETBLUE AIRWAYS	52	7870	230	2.9	8
ALLEGiant AIR	122	8619	257	3.0	9
HAWAIIAN AIRLINES NETWORK	13	2945	266	9.0	10
- HAWAIIAN AIRLINES	11	2520	260	10.3	
- BRANDED CODESHARE PARTNERS	3	425	6	1.4	
TOTAL AIRPORTS SERVED	367	398,470	4,327	1.1	

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

NOTE: The Coronavirus Disease 2019 (COVID-19) public health emergency has resulted in significant changes in airline schedules and operations, which may have negatively impacted airlines' cancellation statistics during this reporting period. On April 17, 2020, the Department issued a notice on [Reporting of Causes of Flight Delays and Cancellations Given The Unprecedented Impact of the COVID-19 Public Health Emergency on Air Travel](#). This notice stated that it would be acceptable for flight delays and cancellations that are directly related to government actions to mitigate the spread of COVID-19 in the United States to be coded in the "security" category for the purposes of categorizing causes of delays and cancellations.

For a complete list of flights by number canceled 5% or more of the time, go to <https://www.transtats.bts.gov/ONTIME/5PctCancels.aspx>

AIR TRAVEL CONSUMER REPORT

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

AUGUST 2020

CARRIER ¹	AT ALL US AIRPORTS				
	NUMBER OF AIRPORTS REPORTED	FLIGHT OPERATIONS SCHEDULED	FLIGHT OPERATIONS CANCELLED	PERCENT OF OPERATIONS CANCELLED	RANK
DELTA AIR LINES	110	47458	114	0.2	1
AMERICAN AIRLINES	95	46807	198	0.4	2
ALASKA AIRLINES	63	9611	45	0.5	3
SKYWEST AIRLINES	213	49605	269	0.5	4
SPIRIT AIRLINES	48	11578	63	0.5	5
ENVOY AIR	129	16483	95	0.6	6
FRONTIER AIRLINES	91	7112	44	0.6	7
PSA AIRLINES	83	14671	117	0.8	8
ENDEAVOR AIR	91	17899	169	0.9	9
SOUTHWEST AIRLINES	89	84843	1052	1.2	10
UNITED AIRLINES	78	21628	288	1.3	11
REPUBLIC AIRWAYS	67	16743	227	1.4	12
JETBLUE AIRWAYS	52	7870	230	2.9	13
MESA AIRLINES	85	9972	296	3.0	14
ALLEGiant AIR	122	8619	257	3.0	15
EXPRESSJET AIRLINES	40	3296	197	6.0	16
HAWAIIAN AIRLINES	11	2520	260	10.3	17
TOTAL AIRPORTS SERVED	355	376,715	3,921	1.0	

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

NOTE: The Coronavirus Disease 2019 (COVID-19) public health emergency has resulted in significant changes in airline schedules and operations, which may have negatively impacted airlines' on-time performance statistics during this reporting period. On April 17, 2020, the Department issued a notice on [Reporting of Causes of Flight Delays and Cancellations Given The Unprecedented Impact of the COVID-19 Public Health Emergency on Air Travel](#). This notice stated that it would be acceptable for flight delays and cancellations that are directly related to government actions to mitigate the spread of COVID-19 in the United States to be coded in the "security" category for the purposes of categorizing causes of delays and cancellations.

AIR TRAVEL CONSUMER REPORT

TABLE 7. CAUSES OF DELAY, BY REPORTING MARKETING CARRIER

AUGUST 2020

CARRIER	TOTAL RECORDS	ON TIME	% ON TIME	CANCELLED	% CANCELLED	DIVERTED	% DIVERTED	AIR CARRIER DELAY	% AIR CARRIER DELAY	EXTREME WEATHER DELAY	% EXTREME WEATHER DELAY	NATIONAL AVIATION SYSTEM DELAY	% NATIONAL AVIATION SYSTEM DELAY	SECURITY DELAY	% SECURITY DELAY	LATE ARRIVING AIRCRAFT DELAY	% LATE ARRIVING AIRCRAFT DELAY
ALASKA AIRLINES NETWORK	23260	21197	91.13	209	0.90	28	0.12	676	2.91	46	0.20	646	2.78	21	0.09	438	1.88
- ALASKA AIRLINES	9611	8649	89.99	45	0.47	16	0.17	248	2.58	31	0.32	443	4.61	20	0.21	160	1.66
- BRANDED CODESHARE PARTNERS	13649	12548	91.93	164	1.20	12	0.09	428	3.14	15	0.11	203	1.49	1	0.01	278	2.04
ALLEGiant AIR	8619	7205	83.59	257	2.98	38	0.44	332	3.85	199	2.31	183	2.12	2	0.02	403	4.68
AMERICAN AIRLINES NETWORK	100805	90041	89.32	559	0.55	270	0.27	3055	3.03	898	0.89	3913	3.88	65	0.06	2004	1.99
- AMERICAN AIRLINES	46807	42177	90.11	198	0.42	143	0.31	1606	3.43	333	0.71	1667	3.56	48	0.10	635	1.36
- BRANDED CODESHARE PARTNERS	53998	47864	88.64	361	0.67	127	0.24	1449	2.68	565	1.05	2247	4.16	17	0.03	1369	2.54
DELTA AIR LINES NETWORK	87235	80117	91.84	309	0.35	179	0.21	3092	3.54	572	0.66	2006	2.30	29	0.03	931	1.07
- DELTA AIR LINES	47458	43191	91.01	114	0.24	122	0.26	1565	3.30	246	0.52	1577	3.32	26	0.05	615	1.30
- BRANDED CODESHARE PARTNERS	39777	36926	92.83	195	0.49	57	0.14	1527	3.84	325	0.82	429	1.08	2	0.01	316	0.79
FRONTIER AIRLINES	7112	6247	87.84	44	0.62	9	0.13	313	4.40	20	0.28	247	3.47	0	0.00	231	3.25
HAWAIIAN AIRLINES NETWORK	2945	2613	88.73	266	9.03	1	0.03	49	1.66	0	0.00	1	0.03	1	0.03	15	0.51
- HAWAIIAN AIRLINES	2520	2207	87.58	260	10.32	1	0.04	45	1.79	0	0.00	0	0.00	1	0.04	6	0.24
- BRANDED CODESHARE PARTNERS	425	406	95.53	6	1.41	0	0.00	3	0.71	0	0.00	1	0.24	0	0.00	8	1.88
JETBLUE AIRWAYS	7870	6881	87.43	230	2.92	31	0.39	264	3.35	56	0.71	269	3.42	3	0.04	136	1.73
SOUTHWEST AIRLINES	84843	79672	93.91	1052	1.24	128	0.15	1570	1.85	278	0.33	960	1.13	13	0.02	1169	1.38
SPIRIT AIRLINES	11578	10565	91.25	63	0.54	35	0.30	244	2.11	125	1.08	396	3.42	8	0.07	142	1.23
UNITED AIRLINES NETWORK	64203	57953	90.27	1338	2.08	139	0.22	2255	3.51	446	0.69	1440	2.24	5	0.01	626	0.98
- UNITED AIRLINES	21628	19872	91.88	288	1.33	47	0.22	484	2.24	148	0.68	543	2.51	1	0.00	245	1.13
- BRANDED CODESHARE PARTNERS	42575	38081	89.44	1050	2.47	92	0.22	1771	4.16	298	0.70	897	2.11	4	0.01	382	0.90
TOTAL	398,740	362,491	90.97	4,327	1.09	858	0.22	11,849	2.97	2,641	0.66	10,062	2.53	145	0.04	6,095	1.53

*** Causes of Delay:**

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

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

***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

AUGUST 2020

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	9611	8649	89.99	45	0.47	16	0.17	248	2.58	31	0.32	443	4.61	20	0.21	160	1.66
ALLEGIAN AIR	8619	7205	83.59	257	2.98	38	0.44	332	3.85	199	2.31	183	2.12	2	0.02	403	4.68
AMERICAN AIRLINES	46807	42177	90.11	198	0.42	143	0.31	1606	3.43	333	0.71	1667	3.56	48	0.10	635	1.36
DELTA AIR LINES	47458	43191	91.01	114	0.24	122	0.26	1565	3.30	246	0.52	1577	3.32	26	0.05	615	1.30
ENDEAVOR AIR	17899	16401	91.63	169	0.94	27	0.15	493	2.75	111	0.62	385	2.15	2	0.01	311	1.74
ENVOY AIR	16483	14775	89.64	95	0.58	29	0.18	361	2.19	134	0.81	792	4.80	5	0.03	292	1.77
EXPRESSJET AIRLINES	3296	2898	87.92	197	5.98	8	0.24	55	1.67	8	0.24	111	3.37	0	0.00	19	0.58
FRONTIER AIRLINES	7112	6247	87.84	44	0.62	9	0.13	313	4.40	20	0.28	247	3.47	0	0.00	231	3.25
HAWAIIAN AIRLINES	2520	2207	87.58	260	10.32	1	0.04	45	1.79	0	0.00	0	0.00	1	0.04	6	0.24
JETBLUE AIRWAYS	7870	6881	87.43	230	2.92	31	0.39	264	3.35	56	0.71	269	3.42	3	0.04	136	1.73
MESA AIRLINES	9972	8749	87.74	296	2.97	19	0.19	271	2.72	96	0.96	405	4.06	1	0.01	135	1.35
PSA AIRLINES	14671	12355	84.21	117	0.80	49	0.33	471	3.21	252	1.72	816	5.56	7	0.05	604	4.12
REPUBLIC AIRWAYS	16743	15461	92.34	227	1.36	32	0.19	279	1.67	99	0.59	512	3.06	2	0.01	132	0.79
SKYWEST AIRLINES	49605	45696	92.12	269	0.54	91	0.18	2641	5.32	375	0.76	75	0.15	4	0.01	454	0.92
SOUTHWEST AIRLINES	84843	79672	93.91	1052	1.24	128	0.15	1570	1.85	278	0.33	960	1.13	13	0.02	1169	1.38
SPIRIT AIRLINES	11578	10565	91.25	63	0.54	35	0.30	244	2.11	125	1.08	396	3.42	8	0.07	142	1.23
UNITED AIRLINES	21628	19872	91.88	288	1.33	47	0.22	484	2.24	148	0.68	543	2.51	1	0.00	245	1.13
TOTAL	376,715	343,001	91.05	3,921	1.04	825	0.22	11,242	2.98	2,511	0.67	9,382	2.49	143	0.04	5,689	1.51

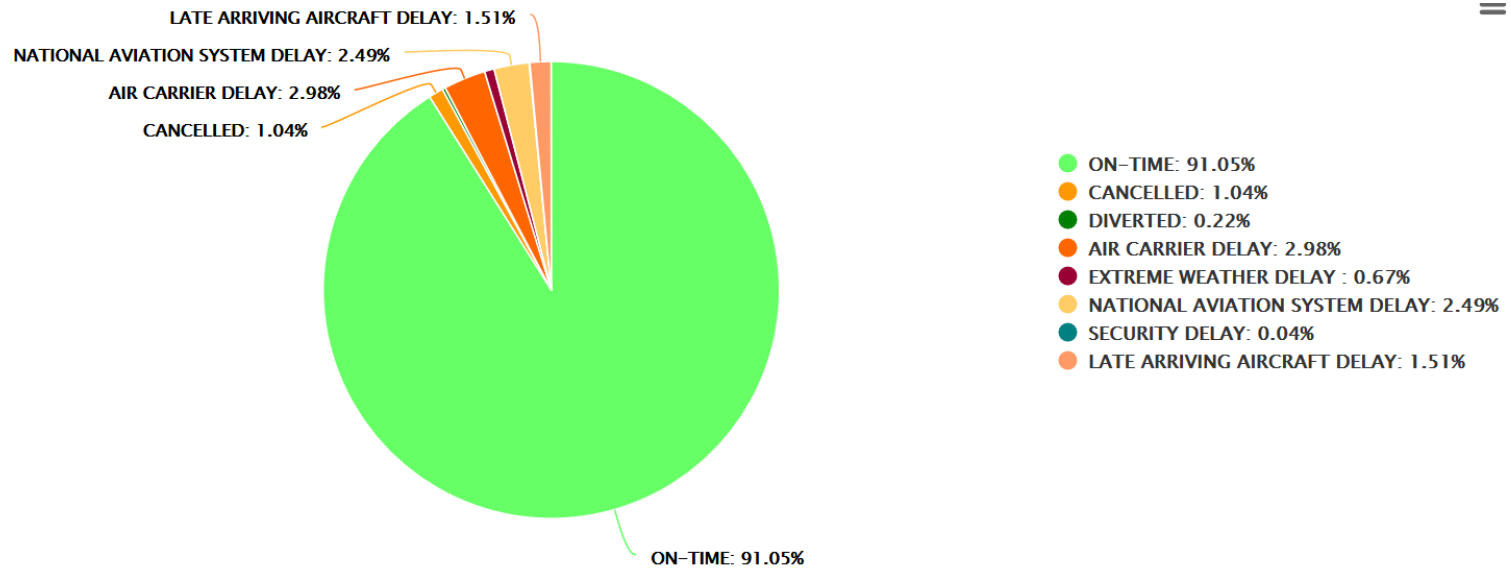
* Causes of Delay:

- 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
 AUGUST 2020

Table7B



*** 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

AUGUST 2020

MARKETING CARRIER	OPERATING CARRIER	FLIGHT NUMBER	ORIGIN AIRPORT	DESTINATION AIRPORT	DATE OF FLIGHT	LOCATION OF LONGEST TARMAC DELAY	LENGTH OF TARMAC DELAY
AMERICAN	AMERICAN	2308	SMF	DFW	8/16/2020	Diversion Airport (SAT)	6:03
AMERICAN	AMERICAN	1599	SNA	DFW	8/16/2020	Diversion Airport (SAT)	5:13
AMERICAN	AMERICAN	1401	LAS	DFW	8/16/2020	Diversion Airport (SAT)	4:57
AMERICAN	AMERICAN	2344	LAX	DFW	8/16/2020	Diversion Airport (SAT)	4:32
AMERICAN	AMERICAN	2708	JAC	DFW	8/16/2020	Diversion Airport (SAT)	4:21
AMERICAN	AMERICAN	244	FLL	DFW	8/16/2020	Diversion Airport (SAT)	3:17

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

AUGUST 2020

MARKETING CARRIER	OPERATING CARRIER	FLIGHT NUMBER	ORIGIN AIRPORT	DESTINATION AIRPORT	DATE OF FLIGHT	LOCATION OF LONGEST TARMAC DELAY	LENGTH OF TARMAC DELAY
AMERICAN	AMERICAN	393	MEX	DFW	8/16/2020	Diversion Airport (SAT)	5:01
AMERICAN	ENVOY	4199	QRO	DFW	8/16/2020	Diversion Airport (SAT)	4:13

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

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

APPENDIX

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

30 Largest U.S. Airports

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

Air Carriers Required to Report

Data to DOT and to CRS Vendors*

AS	Alaska Airlines
G4	Allegiant Air
AA	American Airlines
DL	Delta Air Lines
9E	Endeavor Air
MQ	Envoy Air
F9	Frontier Airlines
HA	Hawaiian Airlines
B6	JetBlue Airways
YV	Mesa Airlines
OH	PSA Airlines
YX	Republic Airways
OO	SkyWest Airlines
WN	Southwest Airlines
NK	Spirit Airlines
UA	United Airlines

Voluntary Reporting

EV	ExpressJet Airlines
----	---------------------

* Based on the Bureau of Transportation Statistics' Technical Reporting Directive #33, issued December 13, 2019, effective January 1, 2020: <https://www.bts.gov/topics/airlines-and-airports/number-33-time-reporting-carriers-effective-jan-1-2020>

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, 2019, 16 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, JetBlue Airways, Mesa Airlines, PSA Airlines, Republic Airways, SkyWest Airlines, Southwest Airlines, Spirit Airlines, and United Airlines. ExpressJet Airlines reports voluntarily.

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*	AUGUST 2020			AUGUST 2019		
		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	238,672	324	1.36	541,180	1,028	1.90
2	HAWAIIAN AIRLINES NETWORK	75,154	138	1.84	582,184	2,203	3.78
	- HAWAIIAN AIRLINES	72,109	138	1.91	567,585	1,967	3.47
	- BRANDED CODESHARE PARTNERS	3,045	0	0.00	14,599	236	16.17
3	SOUTHWEST AIRLINES	4,237,358	8,541	2.02	10,247,315	42,474	4.14
4	ALASKA AIRLINES NETWORK	978,427	2,338	2.39	2,776,688	14,734	5.31
	- ALASKA AIRLINES	601,204	1,348	2.24	2,107,244	11,301	5.36
	- BRANDED CODESHARE PARTNERS	377,223	990	2.62	669,444	3,433	5.13
5	DELTA AIR LINES NETWORK	2,713,843	7,047	2.60	9,664,062	45,682	4.73
	- DELTA AIR LINES	1,899,116	5,117	2.69	7,316,663	35,311	4.83
	- BRANDED CODESHARE PARTNERS	814,727	1,930	2.37	2,347,399	10,371	4.42
6	UNITED AIRLINES NETWORK	2,091,739	6,937	3.32	7,136,343	49,886	6.99
	- UNITED AIRLINES	1,144,848	3,860	3.37	4,370,508	30,430	6.96
	- BRANDED CODESHARE PARTNERS	946,891	3,077	3.25	2,765,835	19,456	7.03
7	FRONTIER AIRLINES	367,830	1,238	3.37	1,184,876	4,764	4.02
8	SPIRIT AIRLINES	542,187	1,894	3.49	1,095,920	6,051	5.52
9	JETBLUE AIRWAYS	237,269	907	3.82	1,160,726	7,342	6.33
10	AMERICAN AIRLINES NETWORK	4,265,756	18,077	4.24	10,425,389	97,526	9.35
	- AMERICAN AIRLINES	2,488,000	11,939	4.80	6,285,032	60,805	9.67
	- BRANDED CODESHARE PARTNERS	1,777,756	6,138	3.45	4,140,357	36,721	8.87
TOTAL		15,748,235	47,441	3.01	44,814,683	271,690	6.06

* 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*	AUGUST 2020			AUGUST 2019		
		NUMBER OF BAGS ENPLANED	NUMBER OF BAGS MISHANDLED	NUMBER OF BAGS MISHANDLED PER 1000 ENPLANED	NUMBER OF BAGS ENPLANED	NUMBER OF BAGS MISHANDLED	NUMBER OF BAGS MISHANDLED PER 1000 ENPLANED
1	ALLEGIAN AIR	238,672	324	1.36	541,180	1,028	1.90
2	HAWAIIAN AIRLINES	72,109	138	1.91	567,585	1,967	3.47
3	SOUTHWEST AIRLINES	4,237,358	8,541	2.02	10,247,315	42,474	4.14
4	ALASKA AIRLINES	601,204	1,348	2.24	2,107,244	11,301	5.36
5	ENDEAVOR AIR	419,078	1,007	2.40	978,282	4,664	4.77
6	EXPRESSJET AIRLINES	68,324	184	2.69	351,936	2,224	6.32
7	DELTA AIR LINES	1,899,116	5,117	2.69	7,316,663	35,311	4.83
8	MESA AIRLINES	319,839	898	2.81	853,747	7,367	8.63
9	SKYWEST AIRLINES	1,179,858	3,440	2.92	2,838,848	15,699	5.53
10	PSA AIRLINES	595,660	1,869	3.14	1,177,017	9,701	8.24
11	FRONTIER AIRLINES	367,830	1,238	3.37	1,184,876	4,764	4.02
12	UNITED AIRLINES	1,144,848	3,860	3.37	4,370,508	30,430	6.96
13	SPIRIT AIRLINES	542,187	1,894	3.49	1,095,920	6,051	5.52
14	JETBLUE AIRWAYS	237,269	907	3.82	1,160,726	7,342	6.33
15	ENVOY AIR	476,911	1,831	3.84	1,046,026	10,143	9.70
16	REPUBLIC AIRWAYS	315,084	1,330	4.22	830,806	8,056	9.70
17	AMERICAN AIRLINES	2,488,000	11,939	4.80	6,285,032	60,805	9.67
	TOTAL	15,203,347	45,865	3.02	42,953,711	259,327	6.04

* 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*	AUGUST 2020			AUGUST 2019		
		NUMBER OF WHEELCHAIRS AND SCOOTERS ENPLANED	NUMBER OF WHEELCHAIRS AND SCOOTERS MISHANDLED	PERCENT OF WHEELCHAIRS AND SCOOTERS MISHANDLED	NUMBER OF WHEELCHAIRS AND SCOOTERS ENPLANED	NUMBER OF WHEELCHAIRS AND SCOOTERS MISHANDLED	PERCENT OF WHEELCHAIRS AND SCOOTERS MISHANDLED
1	HAWAIIAN AIRLINES NETWORK	68	0	0.00	476	6	1.26
	- HAWAIIAN AIRLINES	65	0	0.00	436	6	1.38
	- BRANDED CODESHARE PARTNERS	3	0	0.00	40	0	0.00
2	DELTA AIR LINES NETWORK	4,660	17	0.36	17,938	154	0.86
	- DELTA AIR LINES	3,086	9	0.29	13,723	127	0.93
	- BRANDED CODESHARE PARTNERS	1,574	8	0.51	4,215	27	0.64
3	UNITED AIRLINES NETWORK	2,449	25	1.02	10,710	185	1.73
	- UNITED AIRLINES	1,403	17	1.21	7,445	139	1.87
	- BRANDED CODESHARE PARTNERS	1,046	8	0.76	3,265	46	1.41
4	ALLEGiant AIR	162	2	1.23	1,408	1	0.07
5	SPIRIT AIRLINES	479	6	1.25	2,120	48	2.26
6	SOUTHWEST AIRLINES	2,978	44	1.48	12,046	223	1.85
7	JETBLUE AIRWAYS	497	8	1.61	2,798	47	1.68
8	ALASKA AIRLINES NETWORK	613	10	1.63	2,876	10	0.35
	- ALASKA AIRLINES	432	7	1.62	2,430	8	0.33
	- BRANDED CODESHARE PARTNERS	181	3	1.66	446	2	0.45
9	AMERICAN AIRLINES NETWORK	3,771	69	1.83	10,304	274	2.66
	- AMERICAN AIRLINES	2,569	47	1.83	7,668	200	2.61
	- BRANDED CODESHARE PARTNERS	1,202	22	1.83	2,636	74	2.81
10	FRONTIER AIRLINES	620	14	2.26	2,115	47	2.22
	TOTAL	16,297	195	1.20	62,791	995	1.58

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

** In November 2020, the Department updated this table to reflect revised data submitted by Allegiant Air for the number of wheelchairs and scooters enplaned.

AIR TRAVEL CONSUMER REPORT

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

RANK	CARRIER*	AUGUST 2020			AUGUST 2019		
		NUMBER OF WHEELCHAIRS AND SCOOTERS ENPLANED	NUMBER OF WHEELCHAIRS AND SCOOTERS MISHANDLED	PERCENT OF WHEELCHAIRS AND SCOOTERS MISHANDLED	NUMBER OF WHEELCHAIRS AND SCOOTERS ENPLANED	NUMBER OF WHEELCHAIRS AND SCOOTERS MISHANDLED	PERCENT OF WHEELCHAIRS AND SCOOTERS MISHANDLED
1	HAWAIIAN AIRLINES	65	0	0.00	436	6	1.38
2	DELTA AIR LINES	3,086	9	0.29	13,723	127	0.93
3	ENDEAVOR AIR	865	5	0.58	1,544	15	0.97
4	REPUBLIC AIRWAYS	340	3	0.88	1,114	19	1.71
5	ENVOY AIR	354	4	1.13	732	19	2.60
6	UNITED AIRLINES	1,403	17	1.21	7,445	139	1.87
7	MESA AIRLINES	247	3	1.21	772	19	2.46
8	ALLEGiant AIR	162	2	1.23	1,408	1	0.07
9	SPIRIT AIRLINES	479	6	1.25	2,120	48	2.26
10	SOUTHWEST AIRLINES	2,978	44	1.48	12,046	223	1.85
11	JETBLUE AIRWAYS	497	8	1.61	2,798	47	1.68
12	ALASKA AIRLINES	432	7	1.62	2,430	8	0.33
13	AMERICAN AIRLINES	2,569	47	1.83	7,668	200	2.61
14	PSA AIRLINES	381	8	2.10	622	20	3.22
15	FRONTIER AIRLINES	620	14	2.26	2,115	47	2.22
16	EXPRESSJET AIRLINES	63	2	3.17	348	3	0.86
17	SKYWEST AIRLINES	826	38	4.60	3,934	39	0.99
	TOTAL	15,367	217	1.41	61,255	980	1.60

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

** In November 2020, the Department updated this table to reflect revised data submitted by Allegiant Air for the number of wheelchairs and scooters enplaned.

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*	APRIL - JUNE 2020				APRIL - JUNE 2019			
		DENIED BOARDINGS (DB'S)		ENPLANED PASSENGERS	INVOLUNTARY DB'S PER 10,000 PASSENGERS	DENIED BOARDINGS (DB'S)		ENPLANED PASSENGERS	INVOLUNTARY DB'S PER 10,000 PASSENGERS
		VOLUNTARY	INVOLUNTARY			VOLUNTARY	INVOLUNTARY		
1	ALLEGiant AIR	15	0	1,296,542	0.00	25	123	4,198,976	0.29
2	DELTA AIR LINES NETWORK	2,081	0	3,838,133	0.00	58,823	0	49,845,801	0.00
	- DELTA AIR LINES	1,546	0	2,956,649	0.00	32,820	0	39,153,662	0.00
	- BRANDED CODESHARE PARTNERS	535	0	881,484	0.00	26,003	0	10,692,139	0.00
3	HAWAIIAN AIRLINES NETWORK	37	0	182,199	0.00	43	0	2,799,594	0.00
	- HAWAIIAN AIRLINES	30	0	176,278	0.00	39	0	2,742,590	0.00
	- BRANDED CODESHARE PARTNERS	7	0	5,921	0.00	4	0	57,004	0.00
4	JETBLUE AIRWAYS	29	0	583,894	0.00	641	7	9,851,842	0.01
5	UNITED AIRLINES NETWORK	53	0	2,705,563	0.00	22,806	31	38,564,100	0.01
	- UNITED AIRLINES	8	0	1,333,318	0.00	11,394	28	27,015,815	0.01
	- BRANDED CODESHARE PARTNERS	45	0	1,372,245	0.00	11,412	3	11,548,285	0.00
6	SPIRIT AIRLINES	80	2	871,869	0.02	5,642	149	8,335,320	0.18
7	SOUTHWEST AIRLINES	1,108	110	7,058,890	0.16	12,368	931	42,176,361	0.22
8	AMERICAN AIRLINES NETWORK	1,448	209	8,256,400	0.25	58,065	5,227	51,293,980	1.02
	- AMERICAN AIRLINES	647	85	5,369,982	0.16	41,562	3,298	36,110,590	0.91
	- BRANDED CODESHARE PARTNERS	801	124	2,886,418	0.43	16,503	1,929	15,183,390	1.27
9	ALASKA AIRLINES NETWORK	156	45	1,556,952	0.29	4,235	277	11,785,184	0.24
	- ALASKA AIRLINES	43	0	916,543	0.00	3,188	155	9,035,684	0.17
	- BRANDED CODESHARE PARTNERS	113	45	640,409	0.70	1,047	122	2,749,500	0.44
10	FRONTIER AIRLINES	170	45	690,113	0.65	838	184	5,128,189	0.36
	TOTAL	5,177	411	27,040,555	0.15	163,486	6,929	223,979,347	0.31

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

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

AIR TRAVEL CONSUMER REPORT

PASSENGERS DENIED BOARDING BY REPORTING OPERATING U.S. AIRLINES

RANK	AIRLINE*	APRIL - JUNE 2020			
		DENIED BOARDINGS (DB'S)		ENPLANED PASSENGERS	INVOLUNTARY DB'S PER 10,000 PASSENGERS
		VOLUNTARY	INVOLUNTARY		
1	DELTA AIR LINES	1,546	0	2,956,649	0.00
2	UNITED AIRLINES	8	0	1,333,318	0.00
3	ALLEGiant AIR	15	0	1,296,542	0.00
4	ALASKA AIRLINES	43	0	916,543	0.00
5	JETBLUE AIRWAYS	29	0	583,894	0.00
6	ENDEAVOR AIR	277	0	404,077	0.00
7	HAWAIIAN AIRLINES	30	0	176,278	0.00
8	EXPRESSJET AIRLINES	5	0	115,481	0.00
9	SPIRIT AIR LINES	80	2	871,869	0.02
10	SOUTHWEST AIRLINES	1,108	110	7,058,890	0.16
11	AMERICAN AIRLINES	647	85	5,369,982	0.16
12	SKYWEST AIRLINES	464	36	1,642,807	0.22
13	MESA AIRLINES	95	12	536,745	0.22
14	ENVOY AIR	190	26	847,305	0.31
15	REPUBLIC AIRWAYS	81	21	592,187	0.35
16	PSA AIRLINES	226	39	852,181	0.46
17	FRONTIER AIRLINES	170	45	690,113	0.65
	TOTAL	5,014	376	26,244,861	0.14

APRIL - JUNE 2019			
DENIED BOARDINGS (DB'S)		ENPLANED PASSENGERS	INVOLUNTARY DB'S PER 10,000 PASSENGERS
VOLUNTARY	INVOLUNTARY		
32,820	0	39,153,662	0.00
11,394	28	27,015,815	0.01
25	123	4,198,976	0.29
3,188	155	9,035,684	0.17
641	7	9,851,842	0.01
8,011	0	3,767,698	0.00
39	0	2,742,590	0.00
1,522	1	1,257,349	0.01
5,642	149	8,335,320	0.18
12,368	931	42,176,361	0.22
41,562	3,298	36,110,590	0.91
17,228	213	10,320,910	0.21
2,836	314	3,589,375	0.87
4,439	537	3,751,462	1.43
6,321	162	5,010,539	0.32
4,264	487	3,905,385	1.25
838	184	5,128,189	0.36
153,138	6,589	215,351,747	0.31

Note: For simplicity, statistics are displayed to two decimal places. Actual ranking order is based on our computer carrying out the number of decimal places to nine.
 * All U.S. airlines with at least 0.5 percent of total domestic scheduled-service passenger revenues.

AIR TRAVEL CONSUMER REPORT
PASSENGERS DENIED BOARDING BY REPORTING MARKETING U.S. AIRLINES - YEAR TO DATE

RANK	CARRIER*	JANUARY - JUNE 2020			
		DENIED BOARDINGS (DB'S)		ENPLANED PASSENGERS	INVOLUNTARY DB'S PER 10,000 PASSENGERS
		VOLUNTARY	INVOLUNTARY		
1	ALLEGiant AIR	287	0	4,493,682	0.00
2	DELTA AIR LINES NETWORK	29,922	5	39,474,818	0.00
	- DELTA AIR LINES	17,945	0	30,826,880	0.00
	- BRANDED CODESHARE PARTNERS	11,977	5	8,647,938	0.01
3	JETBLUE AIRWAYS	279	2	7,887,693	0.00
4	UNITED AIRLINES NETWORK	9,289	11	30,123,653	0.00
	- UNITED AIRLINES	2,850	7	19,745,358	0.00
	- BRANDED CODESHARE PARTNERS	6,439	4	10,378,295	0.00
5	HAWAIIAN AIRLINES NETWORK	169	1	2,409,621	0.00
	- HAWAIIAN AIRLINES	155	1	2,361,987	0.00
	- BRANDED CODESHARE PARTNERS	14	0	47,634	0.00
6	SOUTHWEST AIRLINES	3,463	222	36,597,997	0.06
7	SPIRIT AIRLINES	3,665	66	8,067,144	0.08
8	ALASKA AIRLINES NETWORK	2,100	120	10,178,413	0.12
	- ALASKA AIRLINES	1,558	30	7,337,262	0.04
	- BRANDED CODESHARE PARTNERS	542	90	2,841,151	0.32
9	FRONTIER AIRLINES	651	141	5,375,800	0.26
10	AMERICAN AIRLINES NETWORK	13,847	1,721	47,304,199	0.36
	- AMERICAN AIRLINES	6,774	550	32,810,909	0.17
	- BRANDED CODESHARE PARTNERS	7,073	1,171	14,493,290	0.81
	TOTAL	63,672	2,289	191,913,020	0.12

JANUARY - JUNE 2019			
DENIED BOARDINGS (DB'S)		ENPLANED PASSENGERS	INVOLUNTARY DB'S PER 10,000 PASSENGERS
VOLUNTARY	INVOLUNTARY		
59	633	7,672,366	0.83
95,995	3	91,349,196	0.00
61,096	1	71,751,593	0.00
34,899	2	19,597,603	0.00
1,362	30	18,913,095	0.02
43,370	55	71,494,657	0.01
20,250	45	49,676,219	0.01
23,120	10	21,818,438	0.00
121	0	5,467,822	0.00
111	0	5,358,042	0.00
10	0	109,780	0.00
22,364	2,525	79,585,502	0.32
12,410	195	15,600,793	0.12
7,547	551	21,900,107	0.25
5,686	313	16,648,311	0.19
1,861	238	5,251,796	0.45
1,425	352	10,256,378	0.34
101,341	8,760	97,472,245	0.90
69,924	5,022	69,194,478	0.73
31,417	3,738	28,277,767	1.32
285,994	13,104	419,712,161	0.31

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

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

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

RANK	AIRLINE*	JANUARY - JUNE 2020			
		DENIED BOARDINGS (DB'S)		ENPLANED PASSENGERS	INVOLUNTARY DB'S PER 10,000 PASSENGERS
		VOLUNTARY	INVOLUNTARY		
1	DELTA AIR LINES	17,945	0	30,826,880	0.00
2	ALLEGIAN AIR	287	0	4,493,682	0.00
3	ENDEAVOR AIR	4,052	0	3,368,326	0.00
4	EXPRESSJET AIRLINES	674	0	1,354,926	0.00
5	JETBLUE AIRWAYS	279	2	7,887,693	0.00
6	UNITED AIRLINES	2,850	7	19,745,358	0.00
7	HAWAIIAN AIRLINES	155	1	2,361,987	0.00
8	ALASKA AIRLINES	1,558	30	7,337,262	0.04
9	SOUTHWEST AIRLINES	3,463	222	36,597,997	0.06
10	SPIRIT AIR LINES	3,665	66	8,067,144	0.08
11	MESA AIRLINES	1,057	30	3,218,265	0.09
12	AMERICAN AIRLINES	6,774	550	32,810,909	0.17
13	SKYWEST AIRLINES	10,455	247	9,998,117	0.25
14	FRONTIER AIRLINES	651	141	5,375,800	0.26
15	REPUBLIC AIRWAYS	1,182	106	3,690,541	0.29
16	PSA AIRLINES	1,517	243	3,891,696	0.62
17	ENVOY AIR	2,085	307	3,710,496	0.83
	TOTAL	58,649	1,952	184,737,079	0.11

JANUARY - JUNE 2019			
DENIED BOARDINGS (DB'S)		ENPLANED PASSENGERS	INVOLUNTARY DB'S PER 10,000 PASSENGERS
VOLUNTARY	INVOLUNTARY		
61,096	1	71,751,593	0.00
59	633	7,672,366	0.83
12,443	0	6,881,251	0.00
2,992	2	2,712,192	0.01
1,362	30	18,913,095	0.02
20,250	45	49,676,219	0.01
111	0	5,358,042	0.00
5,686	313	16,648,311	0.19
22,364	2,525	79,585,502	0.32
12,410	195	15,600,793	0.12
6,700	799	6,877,896	1.16
69,924	5,022	69,194,478	0.73
24,391	446	19,018,840	0.23
1,425	352	10,256,378	0.34
10,034	242	9,193,806	0.26
7,430	754	7,318,015	1.03
8,246	1,027	6,889,175	1.49
266,923	12,386	403,547,952	0.31

Note: For simplicity, statistics are displayed to two decimal places. Actual ranking order is based on our computer carrying out the number of decimal places to nine.
 * All U.S. airlines with at least 0.5 percent of total domestic scheduled-service passenger revenues.

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

	AUGUST 2020				AUGUST 2019			
	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS
U.S. AIRLINES	2,133	29	0	262	1,096	30	1	140
FOREIGN AIRLINES	4,220	4	0	197	547	6	0	85
TRAVEL AGENTS	1,279	0	0	53	47	1	0	5
TOUR OPERATORS	5	0	0	0	0	0	0	0
MISCELLANEOUS	20	6	0	65	23	22	0	42
INDUSTRY TOTALS	7,657	39	0	577	1,713	59	1	272

AIR TRAVEL CONSUMER REPORT

Table 2

COMPLAINT CATEGORY	COMPLAINT CATEGORIES*			COMPLAINT CATEGORIES*		
	AUGUST 2020			AUGUST 2019		
	RANKING	COMPLAINTS**	SUB-CATEGORY	RANKING	COMPLAINTS**	SUB-CATEGORY
REFUNDS	1	6,976		5	147	
FARES	2	212		7	94	
RESERVATIONS/TICKETING/BOARDING	3	120		4	164	
FLIGHT PROBLEMS	4	97		1	634	
CANCELLATION			44			260
DELAY			21			211
MISCONNECTION			9			93
CUSTOMER SERVICE	5	93		3	175	
DISABILITY	6	67		6	109	
BAGGAGE	7	54		2	301	
OTHER	8	24		8	46	
FREQUENT FLYER			12			13
OVERSALES	9	8		9	29	
ADVERTISING	10	5		11	4	
DISCRIMINATION	11	1		10	10	
ANIMALS	12	0		12	0	
COMPLAINT TOTAL		7,657			1,713	

* 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*

AUGUST 2020

U.S. AIRLINES** ALPHABETICAL	FLIGHT PROBLEMS	OVER- SALES	RES/TKT/ BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DIS- ABILITY	ADVERT- ISING	DISCRIM- INATION	ANIMALS	OTHER	TOTAL
ALASKA AIRLINES	0	0	4	1	50	0	0	6	1	0	0	1	63
ALLEGIAN AIR	2	0	0	0	18	1	2	4	0	0	0	1	28
AMERICAN AIRLINES	29	1	8	16	332	6	19	12	0	0	0	4	427
DELTA AIR LINES	1	1	2	3	194	3	1	3	0	0	0	0	208
ENDEAVOR AIR	1	0	0	0	7	0	0	0	0	0	0	0	8
ENVOY AIR	1	0	0	1	1	0	1	0	0	1	0	0	5
FRONTIER AIRLINES	5	1	6	67	316	2	8	6	0	0	0	1	412
HAWAIIAN AIRLINES	0	0	0	0	64	0	0	0	0	0	0	0	64
HORIZON AIRLINES	1	0	0	0	5	0	1	1	0	0	0	0	8
JETBLUE AIRWAYS	7	0	1	2	72	1	4	4	0	0	0	1	92
SILVER AIRWAYS	0	0	0	0	8	0	0	0	0	0	0	0	8
SKYWEST AIRLINES	1	0	0	0	12	0	0	1	0	0	0	0	14
SOUTHWEST AIRLINES	0	0	1	3	60	3	3	13	0	0	0	0	83
SPIRIT AIRLINES	2	0	6	7	75	1	14	6	3	0	0	2	116
SUN COUNTRY AIRLINES	0	0	0	1	12	1	1	0	0	0	0	0	15
UNITED AIRLINES	15	0	10	20	483	4	23	10	0	0	0	2	567
Other U.S. Airlines	3	0	0	0	9	0	2	0	0	0	0	1	15
TOTAL AUGUST 2020	68	3	38	121	1,718	22	79	66	4	1	0	13	2,133
% of TOTAL COMPLAINTS	3.2	0.1	1.8	5.7	80.5	1.0	3.7	3.1	0.2	0.0	0	0.6	
TOTAL AUGUST 2019	521	15	87	52	63	123	115	87	2	10	0	21	1,096
% of TOTAL COMPLAINTS	47.5	1.4	7.9	4.7	5.7	11.2	10.5	7.9	0.2	0.9	0	1.9	

* 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 AUG	INCI- DENTS IN AUG	PERCENT	INCI- DENTS IN JUL	PERCENT	INCI- DENTS IN ALL PRIOR MONTHS	PERCENT	UN- KNOWN INCI- DENT DATE	PERCENT
ALASKA AIRLINES	63	12	19.0	4	6.3	44	69.8	3	4.8
ALLEGiant AIR	28	11	39.3	4	14.3	12	42.9	1	3.6
AMERICAN AIRLINES	427	114	26.7	34	8.0	233	54.6	46	10.8
DELTA AIR LINES	208	30	14.4	21	10.1	130	62.5	27	13.0
ENDEAVOR AIR	8	2	25.0	0	0.0	3	37.5	3	37.5
ENVOY AIR	5	4	80.0	0	0.0	1	20.0	0	0.0
FRONTIER AIRLINES	412	55	13.3	31	7.5	277	67.2	49	11.9
HAWAIIAN AIRLINES	64	10	15.6	3	4.7	47	73.4	4	6.3
HORIZON AIRLINES	8	3	37.5	0	0.0	5	62.5	0	0.0
JETBLUE AIRWAYS	92	17	18.5	3	3.3	61	66.3	11	12.0
SILVER AIRWAYS	8	1	12.5	0	0.0	5	62.5	2	25.0
SKYWEST AIRLINES	14	2	14.3	3	21.4	9	64.3	0	0.0
SOUTHWEST AIRLINES	83	18	21.7	4	4.8	46	55.4	15	18.1
SPIRIT AIRLINES	116	35	30.2	4	3.4	57	49.1	20	17.2
SUN COUNTRY AIRLINES	15	4	26.7	2	13.3	9	60.0	0	0.0
UNITED AIRLINES	567	91	16.0	40	7.1	366	64.6	70	12.3
Other U.S. Airlines	15	5	33.3	2	13.3	7	46.7	1	6.7
Totals	2,133	414	19.4	155	7.3	1,312	61.5	252	11.8
Previous Year's Totals	1,096	571	52.1	238	21.7	201	18.3	86	7.8

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

AIR TRAVEL CONSUMER REPORT

Table 5

COMPANIES OTHER THAN U.S. AIRLINES* BY COMPLAINT CATEGORY** AUGUST 2020

	FLIGHT PROBLEMS	OVER-SALES	RES/TKT/BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DIS-ABILITY	ADVERT-ISING	DISCRIM-INATION	ANIMALS	OTHER	TOTAL
<u>FOREIGN AIRLINES</u>													
AEGEAN AIRLINES	0	1	0	0	7	0	0	0	0	0	0	0	8
AER LINGUS	1	0	1	0	47	0	0	0	0	0	0	0	49
AEROFLOT	0	0	1	0	77	0	0	0	0	0	0	0	78
AEROMEXICO	1	0	1	5	94	0	0	0	0	0	0	0	101
AIR ASIA	0	0	0	0	12	0	0	0	0	0	0	0	12
AIR CANADA	0	0	6	1	487	0	0	0	0	0	0	0	494
AIR CHINA	0	0	1	0	6	1	0	0	0	0	0	0	8
AIR EUROPA	0	0	0	0	22	0	1	0	0	0	0	0	23
AIR FRANCE	1	0	2	1	62	5	0	0	0	0	0	0	71
AIR INDIA	1	0	1	2	94	0	0	1	0	0	0	0	99
AIR NEW ZEALAND	0	0	0	0	16	0	0	0	0	0	0	0	16
AIR SERBIA	0	0	1	0	5	0	0	0	0	0	0	0	6
AIR TAHITI NUI	0	0	0	0	28	0	0	0	0	0	0	0	28
AIR TRANSAT	0	0	0	0	14	0	0	0	0	0	0	0	14
ALITALIA AIRLINES	0	0	3	0	56	0	0	0	0	0	0	0	59
ANA ALL NIPPON AIRWAYS	0	0	0	1	10	0	1	0	0	0	0	0	12
ASIANA AIRLINES	0	0	0	1	9	0	0	0	0	0	0	0	10
AUSTRIAN AIRLINES	0	0	2	0	16	0	0	0	0	0	0	0	18
AVIANCA	0	0	2	0	112	0	0	0	0	0	0	1	115
BRITISH AIRWAYS	0	0	1	4	69	0	1	0	0	0	0	1	76
BRUSSELS AIRLINES	0	0	1	0	11	1	0	0	0	0	0	0	13
CARIBBEAN AIRLINES	0	0	0	0	25	0	0	0	0	0	0	0	25
CATHAY PACIFIC AIRWAYS	0	0	0	0	6	0	0	0	0	0	0	0	6
CHINA AIRLINES	0	0	1	1	4	0	0	0	0	0	0	0	6
CONDOR	0	0	0	0	14	0	0	0	0	0	0	0	14
COPA	0	0	0	2	30	0	0	0	0	0	0	0	32
CORSAIR	0	0	0	0	8	0	0	0	0	0	0	0	8
EASY JET	0	0	2	0	6	0	0	0	0	0	0	0	8
EGYPTAIR	1	0	0	0	13	1	0	0	0	0	0	0	15
EL AL ISRAEL	14	0	2	2	246	2	1	0	0	0	0	0	267
EMIRATES AIRLINES	1	0	2	1	26	0	1	0	0	0	0	0	31
ETHIOPIAN AIRLINES	1	0	1	0	15	3	0	0	0	0	0	1	21
ETIHAD AIRWAYS	0	0	1	2	17	0	0	0	0	0	0	0	20
EVA AIRWAYS	1	0	0	0	11	0	0	0	0	0	0	0	12
FIJI AIRWAYS	0	0	0	0	32	0	0	0	0	0	0	0	32
FINNAIR OY	0	0	0	0	16	0	0	0	0	0	0	0	16
FRENCH BEE	0	0	0	0	7	0	0	0	0	0	0	0	7
IBERIA AIRLINES	0	0	1	2	79	1	0	0	0	0	0	0	83

AIR TRAVEL CONSUMER REPORT

Table 5 (Cont'd)

COMPANIES OTHER THAN U.S. AIRLINES* BY COMPLAINT CATEGORY**
AUGUST 2020

	FLIGHT PROBLEMS	OVER- SALES	RES/TKT/ BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DIS- ABILITY	ADVERT- ISING	DISCRIM- INATION	ANIMALS	OTHER	TOTAL
ICELANDAIR	0	0	0	1	129	0	1	0	0	0	0	0	131
INTERJET	0	1	1	1	74	0	0	0	0	0	0	0	77
JAPAN AIR LINES COMPANY	0	0	0	0	6	0	0	0	0	0	0	0	6
KENYA AIRWAYS	1	0	1	0	18	0	0	0	0	0	0	0	20
KLM	0	0	2	0	62	0	0	0	0	0	0	0	64
LA COMPAGNIE	0	0	0	0	9	0	0	0	0	0	0	0	9
LATAM	1	0	1	1	71	0	0	0	0	0	0	1	75
LEVEL	0	0	0	0	18	0	0	0	0	0	0	0	18
LOT POLISH AIRLINES	0	0	0	0	33	0	0	0	0	0	0	0	33
LUFTHANSA	0	1	1	7	163	1	1	0	0	0	0	0	174
NORWEGIAN AIR SHUTTLE	0	0	0	0	95	0	0	0	0	0	0	0	95
PHILIPPINE AIRLINES	0	0	0	0	81	0	0	0	0	0	0	0	81
PORTER AIRLINES	0	0	0	0	9	0	0	0	0	0	0	0	9
QANTAS AIRWAYS	0	0	1	0	6	0	0	0	0	0	0	0	7
QATAR AIRWAYS	0	0	3	1	23	0	1	0	0	0	0	0	28
ROYAL AIR MAROC	0	0	1	0	55	6	0	0	0	0	0	0	62
ROYAL JORDANIAN AIRLINES	0	0	0	0	17	0	0	0	0	0	0	0	17
RYANAIR	0	0	0	0	7	0	0	0	0	0	0	0	7
SAS	0	0	0	1	79	0	0	0	0	0	0	0	80
SATA INTERNACIONAL	0	0	0	0	11	0	0	0	0	0	0	0	11
SINGAPORE AIRLINES	1	0	0	0	20	1	0	0	0	0	0	0	22
SOUTH AFRICAN AIRWAYS	0	0	0	0	42	0	0	0	0	0	0	0	42
SUNWING AIRLINES	0	0	0	0	12	0	0	0	0	0	0	0	12
SWISS AIR	0	1	1	1	33	0	0	0	0	0	0	0	36
SWOOP	0	0	0	0	45	0	0	0	0	0	0	0	45
TAP	1	0	3	6	561	2	0	0	0	0	0	0	573
TURKISH AIRLINES	1	0	6	3	71	3	1	0	0	0	0	2	87
UKRAINE INTERNATIONAL AIRLINES	0	0	0	0	14	0	0	0	0	0	0	0	14
VIETNAM AIRLINES	0	0	0	0	5	0	0	0	0	0	0	0	5
VIRGIN ATLANTIC AIRWAYS	0	0	0	0	89	0	0	0	0	0	0	0	89
VIRGIN AUSTRALIA	0	0	0	0	16	1	0	0	0	0	0	0	17
VIVAAEROBUS	0	0	0	3	5	0	0	0	0	0	0	0	8
VOLARIS AIRLINES	0	1	6	8	96	1	3	0	0	0	0	0	115
VUELING AIRLINES	0	0	0	0	8	0	0	0	0	0	0	0	8
WEST JET	0	0	0	2	142	0	0	0	0	0	0	0	144
OTHER FOREIGN AIRLINES	0	0	1	0	82	2	1	0	0	0	0	0	86
TOTALS	27	5	61	60	4,016	31	13	1	0	0	0	6	4,220

AIR TRAVEL CONSUMER REPORT

Table 5 (Cont'd)

COMPANIES OTHER THAN U.S. AIRLINES* BY COMPLAINT CATEGORY**
AUGUST 2020

TRAVEL AGENTS	FLIGHT PROBLEMS	OVER-SALES	RES/TKT/BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DIS-ABILITY	ADVERT-ISING	DISCRIM-INATION	ANIMALS	OTHER	TOTAL
AIRFAREEXPERTS.COM	0	0	0	0	5	0	0	0	0	0	0	0	5
AMERICAN EXPRESS TRAVEL OFFICE	0	0	0	0	7	0	0	0	0	0	0	0	7
ASAPTICKETS.COM	0	0	2	5	55	0	0	0	0	0	0	0	62
CAPITAL ONE TRAVEL	0	0	0	0	6	0	0	0	0	0	0	0	6
CHASE TRAVEL	0	0	0	1	44	0	0	0	0	0	0	0	45
CHEAP TICKETS	0	0	0	0	10	0	0	0	0	0	0	0	10
CHEAPOAIR.COM	0	0	2	1	110	0	0	0	0	0	0	0	113
EDREAMS.COM	0	0	1	0	5	0	0	0	0	0	0	0	6
EXPEDIA.COM	0	0	3	6	239	0	0	0	0	0	0	0	248
FAREBOOM.COM	0	0	0	0	13	0	0	0	0	0	0	0	13
FARESCAN.COM	0	0	0	0	6	0	0	0	0	0	0	0	6
FLIGHT NETWORK	0	0	0	1	13	0	0	0	0	0	0	0	14
FLIGHTHUB	0	0	0	0	10	0	0	0	0	0	0	0	10
FLYUS.COM	0	0	0	0	6	0	0	0	0	0	0	0	6
GATE 1 TRAVEL	0	0	0	0	15	0	0	0	0	0	0	0	15
GOTOGATE	0	0	1	3	39	0	0	0	0	0	0	0	43
HOP2	0	0	0	1	9	0	0	0	0	0	0	0	10
HOPPER.COM	0	0	4	0	30	0	0	0	0	0	0	0	34
JUSTFLY.COM	0	0	1	2	71	0	0	0	0	0	0	0	74
KISSANDFLY	0	0	0	0	7	0	0	0	0	0	0	0	7
KIWI.COM	0	0	0	0	28	0	0	0	0	0	0	0	28
MANGO TOURS	0	0	0	0	9	0	0	0	0	0	0	0	9
MYFLIGHTSEARCH.COM	0	0	0	0	5	0	0	0	0	0	0	0	5
MYTRIP.COM	0	0	0	0	8	0	0	0	0	0	0	0	8
ONETRAVEL	0	0	1	0	11	0	0	0	0	0	0	0	12
ORBITZ.COM	0	0	1	0	66	0	0	0	0	0	0	0	67
OVAGO	0	0	0	2	43	0	0	0	0	0	0	0	45
PRICELINE.COM	0	0	0	1	50	0	0	0	0	0	0	0	51
SMARTFARES.COM	0	0	0	1	11	0	0	0	0	0	0	0	12
SOUTHWEST VACATIONS	0	0	0	0	18	0	0	0	0	0	0	0	18
STUDENTUNIVERSE	0	0	0	0	5	0	0	0	0	0	0	0	5
TRAVELGENIO	0	0	2	1	4	0	0	0	0	0	0	0	7
TRAVELOCITY.COM	0	0	0	1	34	0	0	0	0	0	0	0	35
TRIP.COM	0	0	0	0	6	0	0	0	0	0	0	0	6
UNITED VACATIONS	0	0	0	1	5	0	0	0	0	0	0	0	6
VAYAMA	0	0	2	1	89	0	0	0	0	0	0	0	92
WOWFARE	0	0	0	0	7	0	0	0	0	0	0	0	7
OTHER TRAVEL AGENTS	0	0	1	3	126	0	0	0	1	0	0	1	132
TOTALS	0	0	21	31	1,225	0	0	0	1	0	0	1	1,279

AIR TRAVEL CONSUMER REPORT

Table 5 (Cont'd)

COMPANIES OTHER THAN U.S. AIRLINES* BY COMPLAINT CATEGORY
AUGUST 2020**

	FLIGHT PROBLEMS	OVER- SALES	RES/TKT/ BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DIS- ABILITY	ADVERT- ISING	DISCRIM- INATION	ANIMALS	OTHER	TOTAL
<u>TOUR OPERATORS</u>													
OTHER TOUR OPERATORS	0	0	0	0	5	0	0	0	0	0	0	0	5
TOTALS	0	0	0	0	5	0	0	0	0	0	0	0	5
<u>MISCELLAENOUS</u>													
Other Miscellaneous	2	0	0	0	12	1	1	0	0	0	0	4	20
TOTALS	2	0	0	0	12	1	1	0	0	0	0	4	20

* 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

AIR TRAVEL CONSUMER REPORT/ CONSUMER COMPLAINTS: LIST OF LARGE U.S. MARKETING CARRIERS* (NON-RANKED, IN ALPHABETIC ORDER).

AUGUST 2020		AUGUST 2019	
AIRLINE	COMPLAINTS		COMPLAINTS
ALASKA AIRLINES NETWORK	74		16
- ALASKA AIRLINES	63		12
- BRANDED CODESHARE PARTNERS	11		4
ALLEGiant AIR	28		23
AMERICAN AIRLINES NETWORK	435		356
- AMERICAN AIRLINES	427		292
- BRANDED CODESHARE PARTNERS	8		64
DELTA AIR LINES NETWORK	225		120
- DELTA AIR LINES	208		94
- BRANDED CODESHARE PARTNERS	17		26
FRONTIER AIRLINES	412		68
HAWAIIAN AIRLINES NETWORK	64		7
- HAWAIIAN AIRLINES	64		7
- BRANDED CODESHARE PARTNERS	0		0
JETBLUE AIRWAYS	92		50
SOUTHWEST AIRLINES	83		42
SPIRIT AIRLINES	116		130
UNITED AIRLINES NETWORK	567		242
- UNITED AIRLINES	567		206
- BRANDED CODESHARE PARTNERS	0		36
TOTAL	2,096	TOTAL	1,054

* 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: LARGE U.S. OPERATING CARRIERS*

RANK	AIRLINE	AUGUST 2020			AUGUST 2019		
		COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS	COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS
1	MESA AIRLINES	0	451,825	0.00	17	1,296,176	1.31
2	EXPRESSJET AIRLINES	0	80,115	0.00	9	515,300	1.75
3	PSA AIRLINES	2	646,907	0.31	14	1,310,898	1.07
4	REPUBLIC AIRWAYS	3	574,882	0.52	17	1,676,400	1.01
5	ENVOY AIR	5	653,784	0.76	18	1,392,185	1.29
6	SKYWEST AIRLINES	14	1,610,076	0.87	21	3,889,910	0.54
7	ENDEAVOR AIR	8	511,062	1.57	11	1,410,167	0.78
8	SOUTHWEST AIRLINES	83	5,113,245	1.62	42	13,817,523	0.30
9	ALLEGiant AIR	28	643,162	4.35	23	1,266,694	1.82
10	DELTA AIR LINES	208	3,428,190	6.07	94	15,356,577	0.61
11	SPIRIT AIRLINES	116	1,536,475	7.55	130	3,103,645	4.19
12	ALASKA AIRLINES	63	739,254	8.52	12	3,354,616	0.36
13	AMERICAN AIRLINES	427	4,687,254	9.11	292	13,935,700	2.10
14	JETBLUE AIRWAYS	92	717,144	12.83	50	3,910,097	1.28
15	UNITED AIRLINES	567	2,102,508	26.97	206	10,751,708	1.92
16	FRONTIER AIRLINES	412	838,128	49.16	68	2,066,244	3.29
17	HAWAIIAN AIRLINES	64	93,788	68.24	7	1,043,787	0.67
TOTAL		2,092	24,427,799	8.56	1,031	80,097,627	1.29

* 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 August 2020

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

	Race	Ancestry/ Ethnicity	National Origin	Color	Religion	Sex	Other
ENVOY	1						
TOTAL	1						

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

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

COMPLAINT CATEGORIES

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

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

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

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

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

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

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

Disability: Civil rights complaints by air travelers with disabilities.

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

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

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

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

AIR TRAVEL CONSUMER REPORT

August 2020 Airline Reports to DOT of Incidents Involving the Loss, Injury or Death of Animals During Air Transportation

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

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

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

Carrier	Death	Injury	Loss
N O N E			

**Customer Service Reports to the U.S. Department of Homeland Security for the Month of August 2020
as provided by the Transportation Security Administration ^a**

The Transportation Security Administration (TSA) screened approximately 22 million airline passengers and their 18 million checked bags in the month of August as part of its efforts to secure the homeland. Since its formation, TSA has maintained a strong focus on customer service and began collecting customer service data voluntarily to improve security operations. TSA values all input and encourages passengers to contact the agency if they believe that the level of service provided does not meet their expectations ^b. Below is a summary of contacts with TSA either by e-mail, or telephone for the month of August.

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

Courtesy ^c		Screening Procedures		Processing Time		Personal Property	
Number of Complaints	Percentage of Flying Public ^c	Number of Complaints	Percentage of Flying Public	Number of Complaints	Percentage of Flying Public	Number of Complaints	Percentage of Flying Public
246	0.00113%	18	0.00008%	5	0.00002%	187	0.00086%

NOTES

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

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

^c The percentage is based on the number of reports divided by the number of passengers or number of bags screened by TSA in the month of July.

As of February 2007, TSA calculates the number of checked bags screened. In the past, TSA used data provided by the Air Transport Association to calculate the number of checked bags screened.