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# ***Air Travel Consumer Report***

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A Product Of The  
**OFFICE OF AVIATION ENFORCEMENT AND PROCEEDINGS**  
*Aviation Consumer Protection Division*

*Issued: May 2020*



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

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

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

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

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

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## **INTRODUCTION**

The *Air Travel Consumer Report* is a monthly product of the Department of Transportation's Office of Aviation Enforcement and Proceedings (OAEP). 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 OAEP's Aviation Consumer Protection Division (ACPD). 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 ACPD. 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/](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](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

MARCH 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:

<b>American Airlines Branded Codeshare Partners</b>	<b>Alaska Airlines Branded Codeshare Partners</b>	<b>Delta Air Lines Branded Codeshare Partners</b>	<b>Hawaiian Airlines Branded Codeshare Partners</b>	<b>United Airlines Branded Codeshare Partners</b>
Compass Airlines	Horizon Air	Compass Airlines	Empire Airlines	Air Wisconsin Airlines
Envoy Air	SkyWest Airlines	Endeavor Air		Commotair
Mesa Airlines		GoJet Airlines		ExpressJet Airlines
Piedmont Airlines		Republic Airways		GoJet Airlines
PSA Airlines		SkyWest Airlines		Mesa Airlines
Republic Airways				Republic Airways
SkyWest Airlines				SkyWest Airlines
				Trans States Airlines

## AIR TRAVEL CONSUMER REPORT

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

MARCH 2020

AT ALL US AIRPORTS		
CARRIER <sup>1</sup>	NUMBER OF AIRPORTS REPORTED	PERCENT OF ON-TIME ARRIVALS <sup>2</sup>
<b>SPIRIT AIRLINES</b>	<b>52</b>	<b>81.6</b>
<b>HAWAIIAN AIRLINES NETWORK</b>	<b>22</b>	<b>81.1</b>
- HAWAIIAN AIRLINES	19	82.2
- BRANDED CODESHARE PARTNERS	4	70.9
<b>ALASKA AIRLINES NETWORK</b>	<b>97</b>	<b>78.0</b>
- ALASKA AIRLINES	72	74.1
- BRANDED CODESHARE PARTNERS	48	83.6
<b>SOUTHWEST AIRLINES</b>	<b>89</b>	<b>77.1</b>
<b>DELTA AIR LINES NETWORK</b>	<b>223</b>	<b>76.4</b>
- DELTA AIR LINES	150	71.0
- BRANDED CODESHARE PARTNERS	202	83.5
<b>AMERICAN AIRLINES NETWORK</b>	<b>236</b>	<b>73.5</b>
- AMERICAN AIRLINES	110	71.2
- BRANDED CODESHARE PARTNERS	223	75.4
<b>JETBLUE AIRWAYS</b>	<b>64</b>	<b>72.7</b>
<b>UNITED AIRLINES NETWORK</b>	<b>237</b>	<b>72.0</b>
- UNITED AIRLINES	102	69.1
- BRANDED CODESHARE PARTNERS	222	73.8
<b>FRONTIER AIRLINES</b>	<b>95</b>	<b>67.8</b>
<b>ALLEGiant AIR</b>	<b>122</b>	<b>62.4</b>
<b>TOTAL AIRPORTS SERVED</b>	<b>366</b>	<b>74.7</b>

1. All U.S. airlines with at least 0.5 percent of total domestic scheduled-service passenger revenues.
2. 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.

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

## AIR TRAVEL CONSUMER REPORT

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

MARCH 2020

AT ALL US AIRPORTS			
CARRIER <sup>1</sup>	NUMBER OF AIRPORTS REPORTED	PERCENT OF ON-TIME ARRIVALS <sup>2</sup>	RANK
HAWAIIAN AIRLINES	19	82.2	1
SPIRIT AIRLINES	52	81.6	2
SKYWEST AIRLINES	257	80.7	3
ENDEAVOR AIR	114	80.5	4
REPUBLIC AIRWAYS	102	79.0	5
SOUTHWEST AIRLINES	89	77.1	6
ENVOY AIR	150	76.1	7
EXPRESSJET AIRLINES	103	75.6	8
ALASKA AIRLINES	72	74.1	9
PSA AIRLINES	90	72.7	10
JETBLUE AIRWAYS	64	72.7	11
AMERICAN AIRLINES	110	71.2	12
MESA AIRLINES	116	71.1	13
DELTA AIR LINES	150	71.0	14
UNITED AIRLINES	102	69.1	15
FRONTIER AIRLINES	95	67.8	16
ALLEGiant AIR	122	62.4	17
<b>TOTAL AIRPORTS SERVED</b>	<b>351</b>	<b>74.6</b>	

1. All U.S. airlines with at least 0.5 percent of total domestic scheduled-service passenger revenues.
2. 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.

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

## AIR TRAVEL CONSUMER REPORT

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

MARCH 2020

CARRIER <sup>1</sup>	Jan 20		Feb 20		Mar 20 <sup>2</sup>		Year-to-date (YTD) <sup>2</sup>	
	%	Rank	%	Rank	%	Rank	%	Rank
<b>ALASKA AIRLINES NETWORK</b>	<b>77.9</b>	<b>10</b>	<b>84.7</b>	<b>4</b>	<b>78.0</b>	<b>3</b>	<b>80.1</b>	<b>6</b>
- ALASKA AIRLINES	77.6		84.2		74.1		78.5	
- BRANDED CODESHARE PARTNERS	78.3		85.4		83.6		82.4	
<b>ALLEGiant AIR</b>	<b>78.8</b>	<b>9</b>	<b>75.5</b>	<b>10</b>	<b>62.4</b>	<b>10</b>	<b>71.0</b>	<b>10</b>
<b>AMERICAN AIRLINES NETWORK</b>	<b>81.6</b>	<b>8</b>	<b>80.3</b>	<b>9</b>	<b>73.5</b>	<b>6</b>	<b>78.4</b>	<b>8</b>
- AMERICAN AIRLINES	84.1		83.2		71.2		79.3	
- BRANDED CODESHARE PARTNERS	79.6		78.0		75.4		77.6	
<b>DELTA AIR LINES NETWORK</b>	<b>88.2</b>	<b>2</b>	<b>86.0</b>	<b>3</b>	<b>76.4</b>	<b>5</b>	<b>83.3</b>	<b>4</b>
- DELTA AIR LINES	89.3		86.8		71.0		82.0	
- BRANDED CODESHARE PARTNERS	86.8		84.9		83.5		85.1	
<b>FRONTIER AIRLINES</b>	<b>84.4</b>	<b>6</b>	<b>80.8</b>	<b>8</b>	<b>67.8</b>	<b>9</b>	<b>77.5</b>	<b>9</b>
<b>HAWAIIAN AIRLINES NETWORK</b>	<b>88.1</b>	<b>3</b>	<b>89.6</b>	<b>1</b>	<b>81.1</b>	<b>2</b>	<b>86.2</b>	<b>1</b>
- HAWAIIAN AIRLINES	89.9		90.7		82.2		87.6	
- BRANDED CODESHARE PARTNERS	70.6		79.1		70.9		73.4	
<b>JETBLUE AIRWAYS</b>	<b>84.8</b>	<b>5</b>	<b>83.4</b>	<b>5</b>	<b>72.7</b>	<b>7</b>	<b>80.1</b>	<b>5</b>
<b>SOUTHWEST AIRLINES</b>	<b>88.7</b>	<b>1</b>	<b>89.3</b>	<b>2</b>	<b>77.1</b>	<b>4</b>	<b>84.8</b>	<b>2</b>
<b>SPIRIT AIRLINES</b>	<b>85.8</b>	<b>4</b>	<b>82.8</b>	<b>6</b>	<b>81.6</b>	<b>1</b>	<b>83.3</b>	<b>3</b>
<b>UNITED AIRLINES NETWORK</b>	<b>82.8</b>	<b>7</b>	<b>81.9</b>	<b>7</b>	<b>72.0</b>	<b>8</b>	<b>78.7</b>	<b>7</b>
- UNITED AIRLINES	86.3		85.6		69.1		79.9	
- BRANDED CODESHARE PARTNERS	80.7		79.7		73.8		78.0	
<b>TOTAL</b>	<b>84.6</b>		<b>83.8</b>		<b>74.7</b>		<b>80.8</b>	

1. All U.S. airlines with at least 0.5 percent of total domestic scheduled service passenger revenues plus any branded codeshare partners.
2. 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.

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



## AIR TRAVEL CONSUMER REPORT

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

RANK	CARRIER <sup>1</sup>	JANUARY - MARCH 2020		JANUARY - MARCH 2019	
		FLIGHT OPERATIONS SCHEDULED	PERCENT OF ON-TIME ARRIVALS <sup>2</sup>	FLIGHT OPERATIONS SCHEDULED	PERCENT OF ON-TIME ARRIVALS
1	<b>HAWAIIAN AIRLINES NETWORK</b>	<b>22,530</b>	<b>86.22</b>	<b>21,850</b>	<b>85.37</b>
	- HAWAIIAN AIRLINES	20,317	87.62	19,689	85.70
	- BRANDED CODESHARE PARTNERS	2,213	73.38	2,161	82.37
2	<b>SOUTHWEST AIRLINES</b>	<b>328,040</b>	<b>84.79</b>	<b>330,225</b>	<b>78.68</b>
3	<b>SPIRIT AIRLINES</b>	<b>54,570</b>	<b>83.33</b>	<b>46,030</b>	<b>82.68</b>
4	<b>DELTA AIR LINES NETWORK</b>	<b>429,699</b>	<b>83.31</b>	<b>411,120</b>	<b>82.30</b>
	- DELTA AIR LINES	241,804	81.95	225,381	85.75
	- BRANDED CODESHARE PARTNERS	187,895	85.06	185,739	78.13
5	<b>JETBLUE AIRWAYS</b>	<b>73,893</b>	<b>80.14</b>	<b>72,768</b>	<b>71.14</b>
6	<b>ALASKA AIRLINES NETWORK</b>	<b>106,050</b>	<b>80.11</b>	<b>103,646</b>	<b>76.80</b>
	- ALASKA AIRLINES	62,005	78.51	61,466	76.89
	- BRANDED CODESHARE PARTNERS	44,045	82.36	42,180	76.66
7	<b>UNITED AIRLINES NETWORK</b>	<b>389,277</b>	<b>78.69</b>	<b>371,588</b>	<b>73.60</b>
	- UNITED AIRLINES	148,448	79.86	144,288	78.25
	- BRANDED CODESHARE PARTNERS	240,829	77.97	227,300	70.65
8	<b>AMERICAN AIRLINES NETWORK</b>	<b>515,851</b>	<b>78.37</b>	<b>501,073</b>	<b>77.42</b>
	- AMERICAN AIRLINES	229,008	79.28	228,103	78.07
	- BRANDED CODESHARE PARTNERS	286,843	77.65	272,970	76.88
9	<b>FRONTIER AIRLINES</b>	<b>36,781</b>	<b>77.50</b>	<b>28,242</b>	<b>75.57</b>
10	<b>ALLEGiant AIR</b>	<b>28,242</b>	<b>70.95</b>	<b>24,294</b>	<b>78.97</b>
	<b>TOTAL</b>	<b>1,984,933</b>	<b>80.83</b>	<b>1,910,836</b>	<b>77.88</b>

1. All U.S. airlines with at least 0.5 percent of total domestic scheduled service passenger revenues plus any branded codeshare partners.
2. 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 COVID19 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 1D. OVERALL PERCENTAGE OF REPORTED FLIGHT OPERATIONS ARRIVING ON-TIME: RANKING OF U.S. REPORTING OPERATING CARRIERS (YTD)

RANK	CARRIER <sup>1</sup>	JANUARY - MARCH 2020		JANUARY - MARCH 2019	
		FLIGHT OPERATIONS SCHEDULED	PERCENT OF ON-TIME ARRIVALS <sup>2</sup>	FLIGHT OPERATIONS SCHEDULED	PERCENT OF ON-TIME ARRIVALS
1	HAWAIIAN AIRLINES	20,317	87.62	19,689	85.70
2	SOUTHWEST AIRLINES	328,040	84.79	330,225	78.68
3	ENDEAVOR AIR	70,687	84.12	60,880	79.63
4	SPIRIT AIRLINES	54,570	83.33	46,030	82.68
5	REPUBLIC AIRWAYS	86,651	83.05	76,818	77.42
6	SKYWEST AIRLINES	212,369	82.07	194,934	74.34
7	DELTA AIR LINES	241,804	81.95	225,381	85.75
8	EXPRESSJET AIRLINES	34,380	80.86	37,584	71.48
9	JETBLUE AIRWAYS	73,893	80.14	72,768	71.14
10	UNITED AIRLINES	148,448	79.86	144,288	78.25
11	AMERICAN AIRLINES	229,008	79.28	228,103	78.07
12	ALASKA AIRLINES	62,005	78.51	61,466	76.89
13	ENVOY AIR	77,434	78.07	75,751	73.13
14	MESA AIRLINES	52,788	78.07	53,701	76.83
15	FRONTIER AIRLINES	36,781	77.50	28,242	75.57
16	PSA AIRLINES	72,426	72.75	69,080	79.45
17	ALLEGiant AIR	28,242	70.95	24,294	78.97
	<b>TOTAL</b>	<b>1,829,843</b>	<b>81.10</b>	<b>1,749,234</b>	<b>78.31</b>

1. All U.S. airlines with at least 0.5 percent of total domestic scheduled service passenger revenues plus any branded codeshare partners.
2. 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 COVID19 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)

MARCH 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
<b>ALASKA AIRLINES NETWORK</b>	44	84.1	216	79.6	70	82.9	0	0.0	155	76.1	136	69.1	93	63.4	31	71.0
- ALASKA AIRLINES	44	84.1	216	79.6	70	82.9	0	0.0	155	76.1	136	69.1	93	63.4	31	71.0
- BRANDED CODESHARE PARTNERS	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
<b>ALLEGiant AIR</b>	0	0.0	0	0.0	38	57.9	0	0.0	0	0.0	4	25.0	0	0.0	0	0.0
<b>AMERICAN AIRLINES NETWORK</b>	1359	74.4	2338	71.3	626	77.3	20164	74.9	7182	74.3	904	75.3	22858	70.8	1043	72.8
- AMERICAN AIRLINES	961	73.7	2161	71.1	373	74.8	8809	74.6	2288	73.4	813	75.6	12768	68.2	443	68.8
- BRANDED CODESHARE PARTNERS	398	76.1	177	73.4	253	81.0	11355	75.1	4894	74.8	91	72.5	10090	74.0	600	75.7
<b>DELTA AIR LINES NETWORK</b>	26773	73.0	3708	79.4	814	76.0	947	73.6	1497	76.0	1080	70.5	1129	67.5	11558	80.8
- DELTA AIR LINES	20669	70.5	1713	74.0	561	72.5	678	72.9	769	73.3	1080	70.5	1012	66.1	5286	73.9
- BRANDED CODESHARE PARTNERS	6104	81.5	1995	84.1	253	83.8	269	75.5	728	78.7	0	0.0	117	79.5	6272	86.6
<b>FRONTIER AIRLINES</b>	386	72.3	61	67.2	34	61.8	141	68.1	87	73.6	1700	70.6	94	64.9	110	63.6
<b>HAWAIIAN AIRLINES NETWORK</b>	0	0.0	21	61.9	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
- HAWAIIAN AIRLINES	0	0.0	21	61.9	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
<b>JETBLUE AIRWAYS</b>	297	72.4	4829	72.4	146	58.9	128	67.2	802	75.4	89	74.2	52	63.5	91	68.1
<b>SOUTHWEST AIRLINES</b>	3319	81.3	600	77.2	5725	81.9	292	78.8	1383	82.2	6153	76.5	0	0.0	424	83.3
<b>SPIRIT AIRLINES</b>	820	87.2	418	85.2	807	88.8	122	84.4	0	0.0	372	74.7	588	80.6	1028	82.9
<b>UNITED AIRLINES NETWORK</b>	894	71.5	1122	70.0	266	71.4	589	74.2	1118	71.3	14226	71.7	921	67.6	707	77.2
- UNITED AIRLINES	341	63.9	1106	70.5	266	71.4	33	54.5	298	61.1	5893	71.2	421	65.3	109	64.2
- BRANDED CODESHARE PARTNERS	553	76.1	16	31.3	0	0.0	556	75.4	820	75.0	8333	72.1	500	69.6	598	79.6
<b>TOTAL</b>	<b>33,892</b>	<b>74.2</b>	<b>13,313</b>	<b>74.6</b>	<b>8,526</b>	<b>80.8</b>	<b>22,383</b>	<b>74.8</b>	<b>12,224</b>	<b>75.2</b>	<b>24,664</b>	<b>72.9</b>	<b>25,735</b>	<b>70.7</b>	<b>14,992</b>	<b>80.0</b>

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

## AIR TRAVEL CONSUMER REPORT

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

MARCH 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
<b>ALASKA AIRLINES NETWORK</b>	<b>319</b>	<b>74.9</b>	<b>139</b>	<b>79.9</b>	<b>281</b>	<b>74.7</b>	<b>147</b>	<b>74.8</b>	<b>62</b>	<b>80.6</b>	<b>374</b>	<b>73.5</b>	<b>715</b>	<b>58.3</b>	<b>2118</b>	<b>78.7</b>
- ALASKA AIRLINES	319	74.9	139	79.9	281	74.7	147	74.8	62	80.6	374	73.5	630	59.7	1466	75.3
- BRANDED CODESHARE PARTNERS	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	85	48.2	652	86.3
<b>ALLEGiant AIR</b>	<b>45</b>	<b>62.2</b>	<b>381</b>	<b>60.1</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>804</b>	<b>40.7</b>	<b>105</b>	<b>50.5</b>
<b>AMERICAN AIRLINES NETWORK</b>	<b>714</b>	<b>66.8</b>	<b>684</b>	<b>75.9</b>	<b>244</b>	<b>72.5</b>	<b>340</b>	<b>66.2</b>	<b>943</b>	<b>73.4</b>	<b>1676</b>	<b>71.7</b>	<b>1236</b>	<b>59.1</b>	<b>5589</b>	<b>75.8</b>
- AMERICAN AIRLINES	656	66.6	684	75.9	244	72.5	181	73.5	620	69.7	1262	73.1	1236	59.1	3666	74.9
- BRANDED CODESHARE PARTNERS	58	69.0	0	0.0	0	0.0	159	57.9	323	80.5	414	67.1	0	0.0	1923	77.4
<b>DELTA AIR LINES NETWORK</b>	<b>953</b>	<b>68.0</b>	<b>1070</b>	<b>70.4</b>	<b>262</b>	<b>82.4</b>	<b>600</b>	<b>81.5</b>	<b>804</b>	<b>74.0</b>	<b>5207</b>	<b>77.6</b>	<b>1719</b>	<b>57.7</b>	<b>4032</b>	<b>73.8</b>
- DELTA AIR LINES	452	61.5	1067	70.3	262	82.4	264	71.2	528	70.1	3061	72.3	1248	56.1	3011	70.7
- BRANDED CODESHARE PARTNERS	501	73.9	3	100.0	0	0.0	336	89.6	276	81.5	2146	85.1	471	62.0	1021	82.9
<b>FRONTIER AIRLINES</b>	<b>301</b>	<b>71.4</b>	<b>118</b>	<b>73.7</b>	<b>0</b>	<b>0.0</b>	<b>27</b>	<b>66.7</b>	<b>68</b>	<b>63.2</b>	<b>0</b>	<b>0.0</b>	<b>1118</b>	<b>48.7</b>	<b>107</b>	<b>59.8</b>
<b>HAWAIIAN AIRLINES NETWORK</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>3128</b>	<b>83.4</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>29</b>	<b>58.6</b>	<b>92</b>	<b>70.7</b>	<b>176</b>	<b>71.6</b>
- HAWAIIAN AIRLINES	0	0.0	0	0.0	2748	85.2	0	0.0	0	0.0	29	58.6	92	70.7	176	71.6
- BRANDED CODESHARE PARTNERS	0	0.0	0	0.0	380	70.8	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
<b>JETBLUE AIRWAYS</b>	<b>870</b>	<b>69.2</b>	<b>2153</b>	<b>76.2</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>62</b>	<b>77.4</b>	<b>3540</b>	<b>74.8</b>	<b>335</b>	<b>55.8</b>	<b>568</b>	<b>71.0</b>
<b>SOUTHWEST AIRLINES</b>	<b>0</b>	<b>0.0</b>	<b>2340</b>	<b>83.9</b>	<b>621</b>	<b>85.5</b>	<b>163</b>	<b>82.2</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>6124</b>	<b>58.8</b>	<b>3269</b>	<b>73.5</b>
<b>SPIRIT AIRLINES</b>	<b>491</b>	<b>76.6</b>	<b>2017</b>	<b>85.9</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>572</b>	<b>83.9</b>	<b>0</b>	<b>0.0</b>	<b>1595</b>	<b>61.1</b>	<b>671</b>	<b>81.8</b>
<b>UNITED AIRLINES NETWORK</b>	<b>10413</b>	<b>67.3</b>	<b>847</b>	<b>73.7</b>	<b>462</b>	<b>81.8</b>	<b>6966</b>	<b>74.3</b>	<b>13427</b>	<b>73.1</b>	<b>0</b>	<b>0.0</b>	<b>1232</b>	<b>56.3</b>	<b>4068</b>	<b>71.2</b>
- UNITED AIRLINES	5327	65.5	847	73.7	462	81.8	2476	72.6	5128	70.0	0	0.0	1225	56.3	2246	68.6
- BRANDED CODESHARE PARTNERS	5086	69.2	0	0.0	0	0.0	4490	75.3	8299	75.0	0	0.0	7	57.1	1822	74.4
<b>TOTAL</b>	<b>14,106</b>	<b>68.0</b>	<b>9,749</b>	<b>78.6</b>	<b>4,998</b>	<b>82.5</b>	<b>8,243</b>	<b>74.6</b>	<b>15,938</b>	<b>73.6</b>	<b>10,826</b>	<b>75.6</b>	<b>14,970</b>	<b>57.0</b>	<b>20,703</b>	<b>74.2</b>

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

## AIR TRAVEL CONSUMER REPORT

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

MARCH 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
<b>ALASKA AIRLINES NETWORK</b>	<b>0</b>	<b>0.0</b>	<b>182</b>	<b>81.9</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>93</b>	<b>66.7</b>	<b>247</b>	<b>83.8</b>	<b>3931</b>	<b>79.2</b>	<b>44</b>	<b>79.5</b>
- ALASKA AIRLINES	0	0.0	182	81.9	0	0.0	0	0.0	62	67.7	247	83.8	1810	75.5	44	79.5
- BRANDED CODESHARE PARTNERS	0	0.0	0	0.0	0	0.0	0	0.0	31	64.5	0	0.0	2121	82.4	0	0.0
<b>ALLEGiant AIR</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>
<b>AMERICAN AIRLINES NETWORK</b>	<b>4377</b>	<b>69.8</b>	<b>1656</b>	<b>76.3</b>	<b>0</b>	<b>0.0</b>	<b>6447</b>	<b>77.1</b>	<b>835</b>	<b>74.9</b>	<b>13367</b>	<b>76.8</b>	<b>345</b>	<b>78.6</b>	<b>9601</b>	<b>75.6</b>
- AMERICAN AIRLINES	2042	64.8	1656	76.3	0	0.0	4299	76.0	520	72.5	5024	74.8	252	76.6	3617	70.9
- BRANDED CODESHARE PARTNERS	2335	74.1	0	0.0	0	0.0	2148	79.4	315	78.7	8343	78.0	93	83.9	5984	78.4
<b>DELTA AIR LINES NETWORK</b>	<b>6761</b>	<b>74.8</b>	<b>1811</b>	<b>73.4</b>	<b>465</b>	<b>68.0</b>	<b>833</b>	<b>73.0</b>	<b>10678</b>	<b>80.0</b>	<b>1671</b>	<b>72.4</b>	<b>767</b>	<b>78.1</b>	<b>884</b>	<b>74.5</b>
- DELTA AIR LINES	2496	69.1	1808	73.3	174	54.0	829	72.9	5633	73.6	1171	70.5	617	74.9	465	69.7
- BRANDED CODESHARE PARTNERS	4265	78.1	3	100.0	291	76.3	4	100.0	5045	87.1	500	76.6	150	91.3	419	80.0
<b>FRONTIER AIRLINES</b>	<b>93</b>	<b>65.6</b>	<b>1472</b>	<b>72.0</b>	<b>0</b>	<b>0.0</b>	<b>381</b>	<b>73.0</b>	<b>110</b>	<b>75.5</b>	<b>232</b>	<b>72.4</b>	<b>47</b>	<b>70.2</b>	<b>541</b>	<b>70.4</b>
<b>HAWAIIAN AIRLINES NETWORK</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>58</b>	<b>55.2</b>	<b>0</b>	<b>0.0</b>
- HAWAIIAN AIRLINES	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	58	55.2	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
<b>JETBLUE AIRWAYS</b>	<b>413</b>	<b>72.4</b>	<b>1657</b>	<b>73.2</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>88</b>	<b>70.5</b>	<b>203</b>	<b>75.9</b>	<b>57</b>	<b>73.7</b>	<b>258</b>	<b>69.8</b>
<b>SOUTHWEST AIRLINES</b>	<b>1058</b>	<b>70.8</b>	<b>3983</b>	<b>80.7</b>	<b>6369</b>	<b>63.6</b>	<b>0</b>	<b>0.0</b>	<b>629</b>	<b>79.5</b>	<b>0</b>	<b>0.0</b>	<b>998</b>	<b>79.9</b>	<b>612</b>	<b>80.2</b>
<b>SPIRIT AIRLINES</b>	<b>341</b>	<b>76.8</b>	<b>1833</b>	<b>82.8</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>358</b>	<b>84.6</b>	<b>822</b>	<b>87.1</b>	<b>62</b>	<b>53.2</b>	<b>450</b>	<b>85.3</b>
<b>UNITED AIRLINES NETWORK</b>	<b>1081</b>	<b>70.0</b>	<b>1323</b>	<b>75.1</b>	<b>0</b>	<b>0.0</b>	<b>680</b>	<b>72.2</b>	<b>772</b>	<b>75.3</b>	<b>17196</b>	<b>73.8</b>	<b>582</b>	<b>75.1</b>	<b>400</b>	<b>72.0</b>
- UNITED AIRLINES	561	65.8	1323	75.1	0	0.0	674	72.1	249	74.7	6276	71.1	578	74.9	281	68.0
- BRANDED CODESHARE PARTNERS	520	74.6	0	0.0	0	0.0	6	83.3	523	75.5	10920	75.4	4	100.0	119	81.5
<b>TOTAL</b>	<b>14,124</b>	<b>72.5</b>	<b>13,917</b>	<b>77.2</b>	<b>6,834</b>	<b>63.9</b>	<b>8,341</b>	<b>76.1</b>	<b>13,563</b>	<b>79.3</b>	<b>33,738</b>	<b>75.3</b>	<b>6,847</b>	<b>78.3</b>	<b>12,790</b>	<b>75.6</b>

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## AIR TRAVEL CONSUMER REPORT

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

MARCH 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
<b>ALASKA AIRLINES NETWORK</b>	<b>429</b>	<b>74.1</b>	<b>1449</b>	<b>84.2</b>	<b>8988</b>	<b>76.4</b>	<b>2384</b>	<b>77.2</b>	<b>363</b>	<b>79.3</b>	<b>61</b>	<b>77.0</b>
- ALASKA AIRLINES	368	72.6	678	75.8	5704	74.1	1693	73.2	134	71.6	61	77.0
- BRANDED CODESHARE PARTNERS	61	83.6	771	91.6	3284	80.4	691	87.0	229	83.8	0	0.0
<b>ALLEGiant AIR</b>	<b>0</b>	<b>0.0</b>	<b>14</b>	<b>42.9</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>
<b>AMERICAN AIRLINES NETWORK</b>	<b>8347</b>	<b>71.3</b>	<b>957</b>	<b>69.1</b>	<b>626</b>	<b>71.1</b>	<b>1247</b>	<b>70.9</b>	<b>621</b>	<b>68.8</b>	<b>1107</b>	<b>77.1</b>
- AMERICAN AIRLINES	5507	70.8	802	66.6	535	71.6	1124	70.3	431	66.6	1104	77.2
- BRANDED CODESHARE PARTNERS	2840	72.2	155	81.9	91	68.1	123	76.4	190	73.7	3	66.7
<b>DELTA AIR LINES NETWORK</b>	<b>1060</b>	<b>72.9</b>	<b>963</b>	<b>69.1</b>	<b>3959</b>	<b>76.8</b>	<b>1196</b>	<b>73.8</b>	<b>7638</b>	<b>77.5</b>	<b>1244</b>	<b>71.2</b>
- DELTA AIR LINES	918	71.8	758	68.9	2646	72.6	1147	73.1	4408	70.8	1146	70.3
- BRANDED CODESHARE PARTNERS	142	80.3	205	69.8	1313	85.3	49	89.8	3230	86.6	98	81.6
<b>FRONTIER AIRLINES</b>	<b>447</b>	<b>64.4</b>	<b>169</b>	<b>64.5</b>	<b>34</b>	<b>52.9</b>	<b>109</b>	<b>68.8</b>	<b>151</b>	<b>58.9</b>	<b>482</b>	<b>73.9</b>
<b>HAWAIIAN AIRLINES NETWORK</b>	<b>29</b>	<b>75.9</b>	<b>58</b>	<b>77.6</b>	<b>70</b>	<b>38.6</b>	<b>85</b>	<b>65.9</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>
- HAWAIIAN AIRLINES	29	75.9	58	77.6	70	38.6	85	65.9	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
<b>JETBLUE AIRWAYS</b>	<b>93</b>	<b>71.0</b>	<b>150</b>	<b>70.7</b>	<b>177</b>	<b>71.2</b>	<b>444</b>	<b>79.5</b>	<b>239</b>	<b>68.6</b>	<b>482</b>	<b>77.6</b>
<b>SOUTHWEST AIRLINES</b>	<b>5530</b>	<b>75.0</b>	<b>3452</b>	<b>73.6</b>	<b>787</b>	<b>76.4</b>	<b>1193</b>	<b>73.8</b>	<b>977</b>	<b>70.8</b>	<b>2802</b>	<b>81.3</b>
<b>SPIRIT AIRLINES</b>	<b>124</b>	<b>88.7</b>	<b>155</b>	<b>70.3</b>	<b>93</b>	<b>69.9</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>896</b>	<b>87.5</b>
<b>UNITED AIRLINES NETWORK</b>	<b>996</b>	<b>71.2</b>	<b>1040</b>	<b>70.0</b>	<b>795</b>	<b>68.7</b>	<b>7795</b>	<b>70.5</b>	<b>765</b>	<b>72.4</b>	<b>785</b>	<b>72.4</b>
- UNITED AIRLINES	871	70.8	890	70.0	714	69.0	4706	67.1	271	63.8	781	72.3
- BRANDED CODESHARE PARTNERS	125	73.6	150	70.0	81	65.4	3089	75.6	494	77.1	4	75.0
<b>TOTAL</b>	<b>17,055</b>	<b>72.6</b>	<b>8,407</b>	<b>73.6</b>	<b>15,529</b>	<b>75.6</b>	<b>14,453</b>	<b>72.4</b>	<b>10,754</b>	<b>75.6</b>	<b>7,859</b>	<b>78.2</b>

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

## AIR TRAVEL CONSUMER REPORT

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

MARCH 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	44	84.1	216	79.6	70	82.9	0	0.0	155	76.1	136	69.1	93	63.4	31	71.0
ALLEGiant AIR	0	0.0	0	0.0	38	57.9	0	0.0	0	0.0	4	25.0	0	0.0	0	0.0
AMERICAN AIRLINES	961	73.7	2161	71.1	373	74.8	8809	74.6	2288	73.4	813	75.6	12768	68.2	443	68.8
DELTA AIR LINES	20669	70.5	1713	74.0	561	72.5	678	72.9	769	73.3	1080	70.5	1012	66.1	5286	73.9
ENDEAVOR AIR	3990	79.9	266	84.2	253	83.8	213	73.2	222	76.1	0	0.0	104	77.9	2054	86.4
ENVOY AIR	0	0.0	0	0.0	121	77.7	544	69.5	120	81.7	4	75.0	5057	76.3	84	70.2
EXPRESSJET AIRLINES	96	82.3	0	0.0	0	0.0	98	79.6	350	78.6	0	0.0	15	73.3	26	96.2
FRONTIER AIRLINES	386	72.3	61	67.2	34	61.8	141	68.1	87	73.6	1700	70.6	94	64.9	110	63.6
HAWAIIAN AIRLINES	0	0.0	21	61.9	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
JETBLUE AIRWAYS	297	72.4	4829	72.4	146	58.9	128	67.2	802	75.4	89	74.2	52	63.5	91	68.1
MESA AIRLINES	168	76.2	7	28.6	0	0.0	215	69.3	108	71.3	0	0.0	3209	70.1	157	78.3
PSA AIRLINES	143	72.7	0	0.0	8	75.0	8075	75.1	2710	70.1	0	0.0	279	68.8	116	71.6
REPUBLIC AIRWAYS	584	76.2	1760	83.9	0	0.0	1129	73.0	2455	81.0	536	75.6	144	60.4	746	83.0
SKYWEST AIRLINES	2070	84.6	8	100.0	31	74.2	109	87.2	24	62.5	5401	73.1	1899	75.3	3889	85.7
SOUTHWEST AIRLINES	3319	81.3	600	77.2	5725	81.9	292	78.8	1383	82.2	6153	76.5	0	0.0	424	83.3
SPIRIT AIRLINES	820	87.2	418	85.2	807	88.8	122	84.4	0	0.0	372	74.7	588	80.6	1028	82.9
UNITED AIRLINES	341	63.9	1106	70.5	266	71.4	33	54.5	298	61.1	5893	71.2	421	65.3	109	64.2
<b>TOTAL</b>	<b>33,888</b>	<b>74.2</b>	<b>13,166</b>	<b>74.7</b>	<b>8,433</b>	<b>80.7</b>	<b>20,586</b>	<b>74.5</b>	<b>11,771</b>	<b>75.4</b>	<b>22,181</b>	<b>73.4</b>	<b>25,735</b>	<b>70.7</b>	<b>14,594</b>	<b>79.9</b>

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

## AIR TRAVEL CONSUMER REPORT

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

MARCH 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	319	74.9	139	79.9	281	74.7	147	74.8	62	80.6	374	73.5	630	59.7	1466	75.3
ALLEGiant AIR	45	62.2	381	60.1	0	0.0	0	0.0	0	0.0	0	0.0	804	40.7	105	50.5
AMERICAN AIRLINES	656	66.6	684	75.9	244	72.5	181	73.5	620	69.7	1262	73.1	1236	59.1	3666	74.9
DELTA AIR LINES	452	61.5	1067	70.3	262	82.4	264	71.2	528	70.1	3061	72.3	1248	56.1	3011	70.7
ENDEAVOR AIR	178	71.3	3	100.0	0	0.0	117	89.7	85	70.6	1942	85.0	0	0.0	0	0.0
ENVOY AIR	58	69.0	0	0.0	0	0.0	0	0.0	67	76.1	308	65.6	0	0.0	0	0.0
EXPRESSJET AIRLINES	838	69.8	0	0.0	0	0.0	0	0.0	3696	75.9	0	0.0	0	0.0	0	0.0
FRONTIER AIRLINES	301	71.4	118	73.7	0	0.0	27	66.7	68	63.2	0	0.0	1118	48.7	107	59.8
HAWAIIAN AIRLINES	0	0.0	0	0.0	2748	85.2	0	0.0	0	0.0	29	58.6	92	70.7	176	71.6
JETBLUE AIRWAYS	870	69.2	2153	76.2	0	0.0	0	0.0	62	77.4	3540	74.8	335	55.8	568	71.0
MESA AIRLINES	0	0.0	0	0.0	0	0.0	1573	74.0	2931	72.9	0	0.0	0	0.0	0	0.0
PSA AIRLINES	0	0.0	0	0.0	0	0.0	159	57.9	0	0.0	0	0.0	0	0.0	0	0.0
REPUBLIC AIRWAYS	2363	71.8	0	0.0	0	0.0	223	80.7	750	78.9	310	81.3	0	0.0	0	0.0
SKYWEST AIRLINES	134	79.1	0	0.0	0	0.0	479	86.0	1311	77.5	0	0.0	253	66.4	3211	79.3
SOUTHWEST AIRLINES	0	0.0	2340	83.9	621	85.5	163	82.2	0	0.0	0	0.0	6124	58.8	3269	73.5
SPIRIT AIRLINES	491	76.6	2017	85.9	0	0.0	0	0.0	572	83.9	0	0.0	1595	61.1	671	81.8
UNITED AIRLINES	5327	65.5	847	73.7	462	81.8	2476	72.6	5128	70.0	0	0.0	1225	56.3	2246	68.6
<b>TOTAL</b>	<b>12,032</b>	<b>68.3</b>	<b>9,749</b>	<b>78.6</b>	<b>4,618</b>	<b>83.4</b>	<b>5,809</b>	<b>74.6</b>	<b>15,880</b>	<b>73.5</b>	<b>10,826</b>	<b>75.6</b>	<b>14,660</b>	<b>57.0</b>	<b>18,496</b>	<b>73.9</b>

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



## AIR TRAVEL CONSUMER REPORT

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

MARCH 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	182	81.9	0	0.0	0	0.0	62	67.7	247	83.8	1810	75.5	44	79.5
ALLEGiant AIR	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
AMERICAN AIRLINES	2042	64.8	1656	76.3	0	0.0	4299	76.0	520	72.5	5024	74.8	252	76.6	3617	70.9
DELTA AIR LINES	2496	69.1	1808	73.3	174	54.0	829	72.9	5633	73.6	1171	70.5	617	74.9	465	69.7
ENDEAVOR AIR	2060	73.5	2	100.0	203	70.0	2	100.0	1455	83.2	328	74.4	0	0.0	166	69.9
ENVOY AIR	628	64.6	0	0.0	0	0.0	962	74.0	62	82.3	5852	78.1	0	0.0	118	66.9
EXPRESSJET AIRLINES	163	81.0	0	0.0	0	0.0	0	0.0	57	73.7	1537	75.8	0	0.0	29	82.8
FRONTIER AIRLINES	93	65.6	1472	72.0	0	0.0	381	73.0	110	75.5	232	72.4	47	70.2	541	70.4
HAWAIIAN AIRLINES	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	58	55.2	0	0.0
JETBLUE AIRWAYS	413	72.4	1657	73.2	0	0.0	0	0.0	88	70.5	203	75.9	57	73.7	258	69.8
MESA AIRLINES	135	65.2	0	0.0	0	0.0	6	83.3	154	72.1	0	0.0	0	0.0	70	87.1
PSA AIRLINES	115	69.6	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	1403	76.9
REPUBLIC AIRWAYS	3361	79.4	1	100.0	0	0.0	1188	83.8	467	77.7	1189	78.7	0	0.0	1341	80.9
SKYWEST AIRLINES	496	87.7	0	0.0	88	90.9	0	0.0	3688	88.4	4849	77.3	670	92.4	94	77.7
SOUTHWEST AIRLINES	1058	70.8	3983	80.7	6369	63.6	0	0.0	629	79.5	0	0.0	998	79.9	612	80.2
SPIRIT AIRLINES	341	76.8	1833	82.8	0	0.0	0	0.0	358	84.6	822	87.1	62	53.2	450	85.3
UNITED AIRLINES	561	65.8	1323	75.1	0	0.0	674	72.1	249	74.7	6276	71.1	578	74.9	281	68.0
<b>TOTAL</b>	<b>13,962</b>	<b>72.4</b>	<b>13,917</b>	<b>77.2</b>	<b>6,834</b>	<b>63.9</b>	<b>8,341</b>	<b>76.1</b>	<b>13,532</b>	<b>79.3</b>	<b>27,730</b>	<b>75.6</b>	<b>5,149</b>	<b>77.9</b>	<b>9,489</b>	<b>74.5</b>

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

## AIR TRAVEL CONSUMER REPORT

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

MARCH 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	368	72.6	678	75.8	5704	74.1	1693	73.2	134	71.6	61	77.0
ALLEGIAN AIR	0	0.0	14	42.9	0	0.0	0	0.0	0	0.0	0	0.0
AMERICAN AIRLINES	5507	70.8	802	66.6	535	71.6	1124	70.3	431	66.6	1104	77.2
DELTA AIR LINES	918	71.8	758	68.9	2646	72.6	1147	73.1	4408	70.8	1146	70.3
ENDEAVOR AIR	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	98	81.6
ENVOY AIR	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
EXPRESSJET AIRLINES	0	0.0	0	0.0	0	0.0	0	0.0	7	28.6	0	0.0
FRONTIER AIRLINES	447	64.4	169	64.5	34	52.9	109	68.8	151	58.9	482	73.9
HAWAIIAN AIRLINES	29	75.9	58	77.6	70	38.6	85	65.9	0	0.0	0	0.0
JETBLUE AIRWAYS	93	71.0	150	70.7	177	71.2	444	79.5	239	68.6	482	77.6
MESA AIRLINES	1727	69.8	0	0.0	0	0.0	0	0.0	44	65.9	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	11	63.6	7	71.4
SKYWEST AIRLINES	1299	75.5	742	88.3	1540	85.4	3676	77.9	4013	85.4	0	0.0
SOUTHWEST AIRLINES	5530	75.0	3452	73.6	787	76.4	1193	73.8	977	70.8	2802	81.3
SPIRIT AIRLINES	124	88.7	155	70.3	93	69.9	0	0.0	0	0.0	896	87.5
UNITED AIRLINES	871	70.8	890	70.0	714	69.0	4706	67.1	271	63.8	781	72.3
<b>TOTAL</b>	<b>16,913</b>	<b>72.5</b>	<b>7,868</b>	<b>73.3</b>	<b>12,300</b>	<b>74.6</b>	<b>14,177</b>	<b>72.3</b>	<b>10,686</b>	<b>75.7</b>	<b>7,859</b>	<b>78.2</b>

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

## AIR TRAVEL CONSUMER REPORT

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

MARCH 2020

ARRIVAL AIRPORT*																
SCHEDULED ARRIVAL TIME	ATL	BOS	BWI	CLT	DCA	DEN	DFW	DTW	EWR	FLL	HNL	IAD	IAH	JFK	LAS	LAX
0600-0659	73.8	80.9	76.9	81.0	75.3	75.1	83.6	80.3	77.3	76.8	100.0	79.9	78.0	73.4	75.3	77.1
0700-0759	78.7	74.1	77.8	77.1	77.8	78.0	76.3	85.7	77.5	87.2	92.8	76.6	88.1	78.9	63.1	81.2
0800-0859	76.6	74.8	73.0	76.4	78.2	72.4	70.4	79.3	75.0	79.2	92.4	62.9	75.8	83.5	60.1	76.7
0900-0959	72.7	73.0	76.6	71.0	80.7	77.1	69.9	85.7	71.6	83.7	89.3	78.4	69.5	82.5	62.1	74.8
1000-1059	74.4	76.3	76.4	77.2	79.3	73.1	70.3	75.2	75.7	76.2	82.7	79.2	75.9	76.0	57.8	74.2
1100-1159	72.4	74.5	79.5	73.3	71.2	71.8	67.9	80.6	70.7	77.2	82.2	73.4	74.4	76.7	55.8	72.3
1200-1259	70.2	68.4	83.0	72.2	74.3	73.6	69.1	79.6	76.2	77.8	85.2	89.8	78.7	77.8	52.3	72.5
1300-1359	72.8	77.3	81.7	73.9	72.1	74.9	70.2	80.2	71.1	78.1	78.7	66.7	72.8	73.6	51.7	74.4
1400-1459	77.4	78.5	85.0	75.5	73.4	72.0	74.2	78.3	64.9	73.8	76.8	65.3	73.7	77.9	56.1	71.1
1500-1559	75.8	72.4	82.8	75.9	76.2	72.4	70.2	82.4	66.5	76.9	78.4	76.0	71.0	73.6	58.7	75.0
1600-1659	74.1	75.8	78.0	78.7	74.9	70.6	71.2	78.6	63.0	77.5	84.2	75.2	72.5	75.7	58.7	74.0
1700-1759	73.6	72.8	75.9	74.6	80.3	70.9	68.6	81.6	66.2	77.8	83.9	67.3	71.7	76.4	56.4	72.8
1800-1859	73.1	72.1	80.2	71.2	72.1	72.9	68.8	77.0	60.6	78.8	88.9	74.5	71.6	75.7	57.4	70.6
1900-1959	73.9	71.9	84.9	70.4	77.1	72.3	67.9	80.7	65.8	78.9	88.4	69.4	69.5	76.2	56.9	76.3
2000-2059	71.3	74.8	86.8	70.2	72.2	76.5	70.1	78.4	58.7	81.4	81.4	69.2	73.0	74.8	56.8	70.1
2100-2159	72.1	76.5	86.3	69.4	69.7	72.1	69.7	72.9	61.6	79.2	84.5	71.9	77.2	75.8	57.9	70.3
2200-2259	75.1	76.3	74.9	74.1	79.2	75.0	68.8	74.1	66.9	79.2	80.3	82.9	85.6	70.9	56.7	73.6
2300-0559	79.0	76.2	82.4	79.9	75.3	74.0	75.9	76.4	67.8	76.4	85.0	80.2	70.9	70.2	52.7	74.8
<b>TOTAL</b>	<b>74.2</b>	<b>74.7</b>	<b>80.7</b>	<b>74.5</b>	<b>75.4</b>	<b>73.4</b>	<b>70.7</b>	<b>79.9</b>	<b>68.3</b>	<b>78.6</b>	<b>83.4</b>	<b>74.6</b>	<b>73.5</b>	<b>75.6</b>	<b>57.0</b>	<b>73.9</b>

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

## AIR TRAVEL CONSUMER REPORT

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

MARCH 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	68.5	64.7	81.8	83.3	81.2	81.4	83.2	73.4	55.6	85.0	74.7	82.4	66.7	78.4
0700-0759	79.8	67.2	59.3	82.1	79.0	81.7	73.0	79.8	74.2	71.1	79.1	80.0	83.9	72.6	78.0
0800-0859	78.1	79.4	70.9	78.8	81.9	73.9	80.9	77.2	78.6	71.4	80.6	80.7	76.9	75.7	76.0
0900-0959	81.6	77.8	72.1	78.8	82.9	76.2	82.1	82.1	71.5	70.4	79.3	72.9	73.3	75.2	75.6
1000-1059	78.0	76.5	71.9	77.3	82.2	77.7	80.1	78.4	77.4	68.7	79.0	68.8	76.6	79.5	75.6
1100-1159	75.5	78.8	79.5	74.7	80.5	74.7	79.0	70.2	69.3	71.0	72.4	72.6	72.4	73.3	73.2
1200-1259	72.8	76.4	64.6	76.3	78.3	74.8	77.8	76.6	72.8	74.7	79.9	71.8	72.3	78.9	73.2
1300-1359	73.8	75.0	76.7	75.4	79.1	76.5	81.9	80.9	71.9	72.8	72.9	72.8	74.7	80.7	73.7
1400-1459	73.2	77.7	68.2	75.9	81.2	75.0	80.5	74.3	72.9	69.8	75.1	71.0	75.6	76.8	74.5
1500-1559	69.5	79.0	69.3	72.8	83.5	76.8	74.6	77.1	72.5	77.2	69.5	75.4	79.4	78.2	74.2
1600-1659	70.6	76.3	78.1	73.7	79.2	76.4	77.8	70.4	70.3	74.9	76.9	78.2	73.6	84.8	74.1
1700-1759	69.4	79.8	64.6	72.5	80.2	75.1	74.3	70.4	72.5	74.8	77.6	74.7	78.3	77.4	72.9
1800-1859	69.4	75.2	66.6	73.5	80.1	70.9	77.1	72.3	68.9	74.7	75.0	75.3	78.2	75.4	72.5
1900-1959	70.6	80.0	56.0	70.3	78.5	71.9	85.5	69.1	70.0	77.1	74.8	74.2	77.6	86.1	73.3
2000-2059	67.8	77.7	55.7	74.3	72.0	73.1	78.2	78.4	75.4	73.3	69.1	69.8	70.7	81.6	72.0
2100-2159	67.2	76.9	48.0	75.7	73.3	74.4	79.5	60.9	69.8	76.6	66.6	63.4	74.0	77.9	70.9
2200-2259	62.7	79.2	56.5	81.1	76.4	74.4	67.5	74.8	78.0	74.0	64.8	68.0	76.3	76.6	72.4
2300-0559	71.3	75.6	54.4	76.1	75.1	77.4	76.4	74.2	72.9	72.5	72.5	69.1	69.8	78.0	73.4
<b>TOTAL</b>	<b>72.4</b>	<b>77.2</b>	<b>63.9</b>	<b>76.1</b>	<b>79.3</b>	<b>75.6</b>	<b>77.9</b>	<b>74.5</b>	<b>72.5</b>	<b>73.3</b>	<b>74.6</b>	<b>72.3</b>	<b>75.7</b>	<b>78.2</b>	<b>74.0</b>

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

## AIR TRAVEL CONSUMER REPORT

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

MARCH 2020

DEPARTURE AIRPORT*																
SCHEDULED DEPARTURE TIME	ATL	BOS	BWI	CLT	DCA	DEN	DFW	DTW	EWR	FLL	HNL	IAD	IAH	JFK	LAS	LAX
0600-0659	73.6	76.6	78.2	75.6	76.9	76.4	73.1	81.4	71.1	80.0	92.5	80.4	80.7	78.5	68.2	75.4
0700-0759	70.9	76.3	83.7	71.9	74.9	75.4	77.3	79.9	73.6	82.3	86.2	83.2	73.8	74.8	67.2	77.6
0800-0859	72.2	75.6	79.5	75.5	75.0	74.6	73.3	78.2	77.7	80.8	87.2	76.9	73.2	74.5	65.5	76.7
0900-0959	72.4	80.5	75.7	74.0	70.8	67.2	70.3	79.1	72.3	79.1	87.8	73.2	73.9	81.7	64.4	72.7
1000-1059	73.2	70.8	74.5	67.3	77.6	72.0	75.3	78.1	67.8	79.4	85.8	71.3	69.5	72.6	62.7	74.8
1100-1159	73.3	74.4	76.9	76.0	77.4	71.2	69.7	81.0	71.5	73.2	83.6	77.4	70.6	77.1	59.6	73.3
1200-1259	74.8	71.6	76.9	77.4	73.5	73.4	71.8	77.5	69.4	77.0	74.4	73.7	73.1	75.7	57.5	71.0
1300-1359	72.1	74.7	76.4	77.5	77.2	71.6	64.5	81.0	67.3	77.1	75.5	72.8	71.1	75.2	53.6	74.9
1400-1459	69.7	73.2	79.9	73.4	76.3	71.3	73.3	75.9	72.9	77.2	79.2	60.7	72.7	73.5	55.2	72.8
1500-1559	75.5	76.6	79.7	68.8	72.9	69.7	69.2	76.9	68.1	72.2	78.3	73.7	70.0	70.8	57.8	71.9
1600-1659	71.1	72.7	81.1	72.3	74.2	72.4	69.2	76.3	67.4	77.8	85.7	79.2	70.8	75.7	56.4	73.3
1700-1759	72.1	77.3	72.7	69.8	74.6	72.5	67.3	79.1	62.8	77.8	85.5	72.4	71.2	74.1	60.5	77.2
1800-1859	71.8	73.6	75.6	70.9	77.8	74.4	73.5	75.0	70.1	76.8	79.5	67.2	73.5	73.8	59.8	73.8
1900-1959	76.1	72.7	79.1	72.5	76.0	72.3	66.4	74.9	64.6	74.6	87.6	74.0	76.6	78.2	60.0	79.3
2000-2059	76.6	69.8	79.8	76.9	74.5	76.2	73.0	82.9	67.2	82.6	85.7	61.5	73.3	79.1	58.4	74.5
2100-2159	78.5	70.5	81.4	78.5	77.7	76.5	71.0	82.4	62.7	78.6	84.1	66.7	81.5	75.2	53.0	77.5
2200-2259	78.0	70.9	85.0	77.2	74.0	75.0	73.1	78.0	74.2	81.3	80.2	76.4	78.9	77.9	62.3	76.6
2300-0559	72.3	79.1	77.0	70.9	80.2	76.8	77.4	78.4	75.9	79.2	91.1	75.9	78.1	75.9	65.4	79.1
TOTAL	73.9	74.6	78.6	74.1	75.4	72.9	72.1	78.9	69.4	78.2	82.9	74.7	73.8	75.8	60.8	75.3

\* 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)

MARCH 2020

DEPARTURE AIRPORT*															
SCHEDULED DEPARTURE TIME	LGA	MCO	MDW	MIA	MSP	ORD	PDX	PHL	PHX	SAN	SEA	SFO	SLC	TPA	TOTAL
0600-0659	73.1	77.9	61.9	75.8	75.9	75.5	76.6	75.7	73.7	73.0	76.3	80.9	80.2	81.7	75.7
0700-0759	75.6	79.1	62.7	79.7	79.4	75.1	81.1	75.0	69.2	78.5	76.3	72.4	77.0	79.5	75.6
0800-0859	75.0	76.3	62.5	76.0	82.1	75.2	77.1	73.6	74.3	72.4	74.1	74.4	75.9	80.5	75.2
0900-0959	77.4	76.3	64.3	73.3	78.8	75.8	75.0	74.4	76.3	76.6	73.7	70.9	77.0	76.7	73.8
1000-1059	75.4	76.7	67.3	77.6	78.3	74.2	80.8	77.4	74.0	70.3	71.8	70.8	68.6	74.2	73.8
1100-1159	78.2	75.5	71.1	71.6	80.8	78.1	79.8	78.0	75.9	67.3	73.8	71.7	78.3	79.1	74.5
1200-1259	74.9	78.4	73.5	74.7	78.5	75.6	78.2	74.0	77.0	75.4	77.9	74.1	76.0	75.2	74.0
1300-1359	75.1	74.6	62.5	72.0	77.5	73.8	81.5	70.9	75.3	76.2	77.1	73.9	73.4	75.5	73.1
1400-1459	73.3	73.5	71.6	75.1	79.3	73.6	82.7	77.8	70.7	75.1	74.5	71.6	70.9	79.5	73.1
1500-1559	71.7	73.9	68.6	75.5	78.4	73.9	81.0	74.1	72.1	78.5	73.4	68.7	78.4	73.9	73.2
1600-1659	72.4	76.3	64.9	73.2	78.5	76.8	73.3	73.2	69.9	76.4	70.9	75.6	71.6	78.3	72.8
1700-1759	71.6	74.2	64.2	71.3	78.5	74.2	76.1	75.9	69.4	74.9	78.4	75.8	75.1	76.4	73.2
1800-1859	71.2	73.7	59.6	71.0	80.0	75.1	74.0	72.9	72.7	73.7	74.1	74.9	79.7	76.7	73.0
1900-1959	74.4	74.4	54.0	76.2	81.0	72.5	81.1	68.0	74.5	80.5	73.4	77.6	68.5	75.6	74.0
2000-2059	74.7	77.7	49.1	76.8	78.0	79.5	81.8	75.9	74.4	78.8	78.2	81.3	79.7	80.5	76.1
2100-2159	75.1	76.5	53.1	78.4	69.6	73.7	79.5	79.0	77.9	79.2	69.5	73.3	76.4	81.2	75.1
2200-2259	67.9	80.0	37.2	74.7	76.9	80.8	83.2	78.4	80.8	87.5	73.5	72.7	82.8	76.9	76.0
2300-0559	71.0	75.4	51.1	76.1	78.1	78.2	75.0	79.0	78.4	0.0	76.6	76.8	72.4	83.3	75.5
<b>TOTAL</b>	<b>74.2</b>	<b>76.2</b>	<b>60.7</b>	<b>75.4</b>	<b>78.8</b>	<b>75.3</b>	<b>78.5</b>	<b>75.1</b>	<b>74.0</b>	<b>75.7</b>	<b>74.7</b>	<b>74.1</b>	<b>76.8</b>	<b>77.9</b>	<b>74.3</b>

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

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

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Aberdeen, SD (ABR)	93.5	90.3	62	62
Abilene, TX (ABI)	84.1	81.3	182	182
Adak Island, AK (ADK)	87.5	50.0	8	8
Aguadilla, PR (BQN)	61.5	63.8	174	174
Akron, OH (CAK)	74.8	79.3	496	497
Albany, GA (ABY)	82.9	86.6	82	82
Albany, NY (ALB)	74.7	75.4	1028	1027
Albuquerque, NM (ABQ)	74.2	76.9	2092	2091
Alexandria, LA (AEX)	77.8	79.3	270	270
Allentown/Bethlehem/Easton, PA (ABE)	69.0	71.2	410	410
Alpena, MI (APN)	84.9	84.6	53	52
Amarillo, TX (AMA)	73.0	77.7	430	431
Anchorage, AK (ANC)	76.1	82.2	1301	1303
Appleton, WI (ATW)	78.8	80.4	420	418
Arcata/Eureka, CA (ACV)	75.0	73.0	184	185
Asheville, NC (AVL)	68.6	69.9	854	855
Ashland, WV (HTS)	60.5	55.3	38	38
Aspen, CO (ASE)	58.3	60.2	917	922
Atlanta, GA (ATL)	74.2	73.9	33888	33889
Atlantic City, NJ (ACY)	82.6	84.4	327	327
Augusta, GA (AGS)	75.6	75.2	434	435
Austin, TX (AUS)	74.5	75.3	5873	5876
Bakersfield, CA (BFL)	70.5	81.1	244	244
Baltimore, MD (BWI)	80.7	78.6	8433	8441
Bangor, ME (BGR)	66.0	67.5	212	212
Barrow, AK (BRW)	66.1	74.2	62	62
Baton Rouge, LA (BTR)	74.1	76.6	645	646
Beaumont/Port Arthur, TX (BPT)	78.8	77.5	80	80
Belleville, IL (BLV)	65.0	61.8	123	123
Bellingham, WA (BLI)	54.1	56.8	148	148
Bemidji, MN (BJI)	96.8	96.8	62	62
Bend/Redmond, OR (RDM)	83.3	83.6	456	456
Bethel, AK (BET)	81.7	83.1	71	71
Billings, MT (BIL)	74.3	73.6	303	303
Binghamton, NY (BGM)	94.6	87.7	56	57
Birmingham, AL (BHM)	71.7	73.3	1701	1695
Bismarck/Mandan, ND (BIS)	74.8	74.3	333	335
Bloomington/Normal, IL (BMI)	75.6	75.9	271	270
Boise, ID (BOI)	81.9	83.9	1765	1767
Boston, MA (BOS)	74.7	74.6	13166	13165
Bozeman, MT (BZN)	73.7	75.8	811	811

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Brainerd, MN (BRD)	94.3	92.5	53	53
Bristol/Johnson City/Kingsport, TN (TRI)	77.8	77.0	270	270
Brownsville, TX (BRO)	76.5	78.4	217	218
Brunswick, GA (BQK)	87.6	88.8	89	89
Buffalo, NY (BUF)	76.2	76.7	1977	1976
Burbank, CA (BUR)	69.7	70.8	2801	2800
Burlington, VT (BTV)	76.3	75.8	676	678
Butte, MT (BTM)	93.1	89.7	58	58
Cape Girardeau, MO (CGI)	88.7	88.7	53	53
Casper, WY (CPR)	80.5	82.9	123	123
Cedar City, UT (CDC)	96.0	92.3	25	26
Cedar Rapids/Iowa City, IA (CID)	76.3	77.7	912	912
Champaign/Urbana, IL (CMI)	77.0	75.7	235	235
Charleston, SC (CHS)	72.9	73.5	2146	2148
Charleston/Dunbar, WV (CRW)	73.6	74.7	360	360
Charlotte Amalie, VI (STT)	75.7	72.9	460	458
Charlotte, NC (CLT)	74.5	74.1	20586	20581
Charlottesville, VA (CHO)	74.6	77.6	527	527
Chattanooga, TN (CHA)	75.6	76.7	688	687
Cheyenne, WY (CYS)	83.9	73.3	31	30
Chicago, IL (MDW)	63.9	60.7	6834	6831
Chicago, IL (ORD)	75.6	75.3	27730	27719
Christiansted, VI (STX)	80.5	81.6	87	87
Cincinnati, OH (CVG)	75.3	76.6	4186	4184
Clarksburg/Fairmont, WV (CKB)	80.6	87.5	72	72
Cleveland, OH (CLE)	77.6	78.2	4171	4167
College Station/Bryan, TX (CLL)	72.1	78.6	201	201
Colorado Springs, CO (COS)	72.5	74.0	788	788
Columbia, MO (COU)	76.8	78.7	203	202
Columbia, SC (CAE)	76.3	77.1	676	676
Columbus, GA (CSG)	86.0	81.0	100	100
Columbus, MS (GTR)	87.2	87.2	109	109
Columbus, OH (CMH)	77.2	78.5	3971	3968
Columbus, OH (LCK)	67.3	60.9	110	110
Concord, NC (USA)	53.5	54.3	129	129
Cordova, AK (CDV)	85.5	88.7	62	62
Corpus Christi, TX (CRP)	77.6	78.6	527	527
Dallas, TX (DAL)	78.3	77.4	6233	6234
Dallas/Fort Worth, TX (DFW)	70.7	72.1	25735	25743
Dayton, OH (DAY)	75.7	79.0	1106	1107
Daytona Beach, FL (DAB)	74.8	75.1	325	325

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

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Deadhorse, AK (SCC)	77.4	84.5	84	84
Decatur, IL (DEC)	85.1	87.0	47	46
Del Rio, TX (DRT)	83.9	72.6	62	62
Denver, CO (DEN)	73.4	72.9	22181	22154
Des Moines, IA (DSM)	79.2	79.8	1540	1542
Detroit, MI (DTW)	79.9	78.9	14594	14587
Devils Lake, ND (DVL)	86.8	86.8	53	53
Dodge City, KS (DDC)	77.4	73.6	53	53
Dothan, AL (DHN)	84.2	85.1	114	114
Dubuque, IA (DBQ)	75.0	79.5	88	88
Duluth, MN (DLH)	79.9	81.0	279	279
Durango, CO (DRO)	66.3	70.8	249	250
Eagle, CO (EGE)	57.6	59.2	384	385
Eau Claire, WI (EAU)	82.3	85.5	62	62
El Paso, TX (ELP)	74.7	78.9	1377	1378
Elko, NV (EKO)	84.5	86.2	58	58
Elmira/Corning, NY (ELM)	83.1	86.2	189	189
Erie, PA (ERI)	87.0	88.3	77	77
Escanaba, MI (ESC)	79.2	81.1	53	53
Eugene, OR (EUG)	78.9	80.9	592	593
Evansville, IN (EVV)	77.7	77.1	314	314
Everett, WA (PAE)	75.5	80.0	98	100
Fairbanks, AK (FAI)	76.8	86.2	354	354
Fargo, ND (FAR)	78.4	77.4	589	589
Fayetteville, AR (XNA)	75.2	78.0	1292	1294
Fayetteville, NC (FAY)	78.4	79.9	324	324
Flagstaff, AZ (FLG)	73.7	75.8	186	186
Flint, MI (FNT)	76.0	75.9	408	407
Fort Lauderdale, FL (FLL)	78.6	78.2	9749	9759
Fort Myers, FL (RSW)	78.8	79.5	5020	5023
Fort Smith, AR (FSM)	83.8	82.3	185	186
Fort Wayne, IN (FWA)	82.7	82.9	672	672
Fresno, CA (FAT)	78.2	77.7	964	965
Gainesville, FL (GNV)	75.7	77.2	482	482
Garden City, KS (GCK)	85.5	80.6	62	62
Gillette, WY (GCC)	73.1	70.5	78	78
Grand Forks, ND (GFK)	81.3	81.9	176	177
Grand Island, NE (GRI)	77.4	71.4	84	84
Grand Junction, CO (GJT)	71.4	73.8	385	385
Grand Rapids, MI (GRR)	75.0	77.2	1825	1827
Great Falls, MT (GTF)	82.4	81.3	187	187

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Green Bay, WI (GRB)	81.0	82.9	432	432
Greensboro/High Point, NC (GSO)	72.3	74.0	1147	1148
Greer, SC (GSP)	76.1	78.6	1307	1307
Guam, TT (GUM)	89.9	88.6	69	70
Gulfport/Biloxi, MS (GPT)	77.3	77.1	418	419
Gunnison, CO (GUC)	66.0	67.9	53	53
Hagerstown, MD (HGR)	33.3	33.3	12	12
Hancock/Houghton, MI (CMX)	79.0	90.3	62	62
Harlingen/San Benito, TX (HRL)	79.9	80.6	423	422
Harrisburg, PA (MDT)	73.3	71.5	566	565
Hartford, CT (BDL)	74.7	75.3	2442	2442
Hattiesburg/Laurel, MS (PIB)	86.2	82.8	58	58
Hayden, CO (HDN)	61.6	64.6	237	237
Hays, KS (HYS)	87.7	86.2	65	65
Helena, MT (HLN)	90.9	91.7	110	109
Hibbing, MN (HIB)	88.7	88.7	53	53
Hilo, HI (ITO)	86.7	88.5	611	611
Hilton Head, SC (HHH)	75.2	77.7	242	242
Hobbs, NM (HOB)	67.9	71.4	84	84
Honolulu, HI (HNL)	83.4	82.9	4618	4624
Houston, TX (HOU)	78.9	78.7	4888	4888
Houston, TX (IAH)	73.5	73.8	15880	15864
Huntsville, AL (HSV)	72.9	74.6	896	895
Idaho Falls, ID (IDA)	79.3	80.0	174	175
Indianapolis, IN (IND)	77.0	78.6	4460	4456
International Falls, MN (INL)	92.6	88.9	54	54
Iron Mountain/Kingsfd, MI (IMT)	93.1	91.4	58	58
Islip, NY (ISP)	79.8	83.5	515	515
Ithaca/Cortland, NY (ITH)	86.4	83.1	59	59
Jackson, WY (JAC)	61.7	59.8	436	440
Jackson/Vicksburg, MS (JAN)	70.1	72.4	719	718
Jacksonville, FL (JAX)	75.3	76.5	2583	2584
Jacksonville/Camp Lejeune, NC (OAJ)	76.4	79.7	276	276
Jamestown, ND (JMS)	85.7	85.7	84	84
Joplin, MO (JLN)	74.8	75.7	111	111
Juneau, AK (JNU)	80.2	86.4	359	360
Kahului, HI (OGG)	80.0	78.8	2415	2421
Kalamazoo, MI (AZO)	77.9	80.5	272	272
Kalispell, MT (FCA)	78.6	79.8	262	263
Kansas City, MO (MCI)	75.4	76.8	4684	4685
Kearney, NE (EAR)	83.1	83.1	89	89



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

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Ketchikan, AK (KTN)	83.1	80.2	183	182
Key West, FL (EYW)	75.1	74.1	751	752
Killeen, TX (GRK)	75.0	77.1	280	280
Knoxville, TN (TYS)	76.8	79.5	1455	1452
Kodiak, AK (ADQ)	88.9	94.4	54	54
Kona, HI (KOA)	81.5	81.9	1415	1414
Kotzebue, AK (OTZ)	62.9	62.9	62	62
La Crosse, WI (LSE)	83.3	85.5	186	186
Lafayette, LA (LFT)	74.3	79.0	405	405
Lake Charles, LA (LCH)	75.7	78.7	189	188
Lansing, MI (LAN)	79.9	77.4	279	279
Laramie, WY (LAR)	87.0	85.2	54	54
Laredo, TX (LRD)	73.7	75.1	205	205
Las Vegas, NV (LAS)	57.0	60.8	14660	14659
Latrobe, PA (LBE)	76.3	82.2	118	118
Lawton/Fort Sill, OK (LAW)	82.1	81.1	95	95
Lewisburg, WV (LWB)	76.6	83.0	47	47
Lewiston, ID (LWS)	81.1	83.8	74	74
Lexington, KY (LEX)	79.1	79.2	755	754
Liberal, KS (LBL)	73.6	73.6	53	53
Lihue, HI (LIH)	80.0	79.2	1300	1305
Lincoln, NE (LNK)	78.2	78.0	119	118
Little Rock, AR (LIT)	74.0	74.7	1196	1196
Long Beach, CA (LGB)	72.1	74.1	1442	1442
Longview, TX (GGG)	71.3	75.0	80	80
Los Angeles, CA (LAX)	73.9	75.3	18496	18484
Louisville, KY (SDF)	75.4	75.7	2065	2064
Lubbock, TX (LBB)	75.1	77.9	639	639
Lynchburg, VA (LYH)	68.2	70.2	132	131
Madison, WI (MSN)	75.0	77.4	1251	1252
Mammoth Lakes, CA (MMH)	33.3	31.1	90	90
Manchester, NH (MHT)	77.9	79.2	755	755
Manhattan/Ft. Riley, KS (MHK)	79.4	80.0	155	155
Marquette, MI (MQT)	83.5	79.8	109	109
Medford, OR (MFR)	80.8	79.5	478	477
Melbourne, FL (MLB)	71.2	71.9	278	278
Memphis, TN (MEM)	74.8	76.0	2145	2144
Meridian, MS (MEI)	80.6	79.0	62	62
Miami, FL (MIA)	76.1	75.4	8341	8351
Midland/Odessa, TX (MAF)	75.1	76.6	860	860
Milwaukee, WI (MKE)	78.7	80.5	2715	2717

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Minneapolis, MN (MSP)	79.3	78.8	13532	13537
Minot, ND (MOT)	84.9	83.2	232	232
Mission/McAllen/Edinburg, TX (MFE)	66.7	70.3	465	465
Missoula, MT (MSO)	76.7	75.3	232	231
Moab, UT (CNY)	74.5	74.5	51	51
Mobile, AL (BFM)	69.2	69.2	13	13
Mobile, AL (MOB)	76.5	77.6	443	442
Moline, IL (MLI)	74.8	78.9	413	413
Monroe, LA (MLU)	77.8	79.3	257	256
Monterey, CA (MRY)	72.2	74.5	381	381
Montgomery, AL (MGM)	73.9	73.9	353	353
Montrose/Delta, CO (MTJ)	61.3	60.7	271	272
Mosinee, WI (CWA)	79.7	79.7	231	231
Muskegon, MI (MKG)	84.9	86.8	53	53
Myrtle Beach, SC (MYR)	77.8	78.8	866	866
Nashville, TN (BNA)	76.6	76.9	7444	7442
New Bern/Morehead/Beaufort, NC (EWN)	73.9	73.9	203	203
New Haven, CT (HVN)	66.7	75.8	66	66
New Orleans, LA (MSY)	74.6	75.1	5251	5255
New York, NY (JFK)	75.6	75.8	10826	10822
New York, NY (LGA)	72.4	74.2	13962	13963
Newark, NJ (EWR)	68.3	69.4	12032	12021
Newburgh/Poughkeepsie, NY (SWF)	69.4	69.4	144	144
Newport News/Williamsburg, VA (PHF)	79.6	81.0	201	200
Niagara Falls, NY (IAG)	81.8	74.5	110	110
Nome, AK (OME)	64.5	66.1	62	62
Norfolk, VA (ORF)	75.0	76.1	1902	1905
North Bend/Coos Bay, OR (OTH)	60.9	60.9	23	23
North Platte, NE (LBF)	79.6	79.6	54	54
Oakland, CA (OAK)	74.9	74.7	4254	4250
Ogden, UT (OGD)	66.7	66.7	9	9
Ogdensburg, NY (OGS)	75.7	78.4	74	74
Oklahoma City, OK (OKC)	76.1	79.3	2016	2013
Omaha, NE (OMA)	77.1	78.5	2268	2265
Ontario, CA (ONT)	74.1	75.4	2000	2002
Orlando, FL (MCO)	77.2	76.2	13917	13931
Owensboro, KY (OWB)	55.6	66.7	9	9
Paducah, KY (PAH)	74.2	80.6	62	62
Pago Pago, TT (PPG)	75.0	50.0	8	8
Palm Springs, CA (PSP)	69.6	70.6	1537	1536
Panama City, FL (ECP)	77.8	78.4	627	626

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

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Pasco/Kennewick/Richland, WA (PSC)	84.2	88.9	335	334
Pellston, MI (PLN)	79.7	78.7	74	75
Pensacola, FL (PNS)	77.3	78.8	1042	1043
Peoria, IL (PIA)	79.5	82.4	468	467
Petersburg, AK (PSG)	82.3	82.3	62	62
Philadelphia, PA (PHL)	74.5	75.1	9489	9487
Phoenix, AZ (AZA)	62.6	69.9	763	765
Phoenix, AZ (PHX)	72.5	74.0	16913	16928
Pierre, SD (PIR)	82.8	81.0	58	58
Pittsburgh, PA (PIT)	77.6	78.1	4400	4401
Plattsburgh, NY (PBG)	74.8	73.5	155	155
Pocatello, ID (PIH)	86.0	84.9	93	93
Ponce, PR (PSE)	66.7	75.5	48	49
Portland, ME (PWM)	78.8	78.6	836	838
Portland, OR (PDX)	77.9	78.5	5149	5148
Portsmouth, NH (PSM)	91.9	92.1	37	38
Prescott, AZ (PRC)	87.6	89.9	89	89
Providence, RI (PVD)	76.1	77.1	1412	1412
Provo, UT (PVU)	67.6	64.8	71	71
Pueblo, CO (PUB)	73.6	77.4	53	53
Punta Gorda, FL (PGD)	70.6	76.5	854	855
Raleigh/Durham, NC (RDU)	75.9	75.9	5698	5699
Rapid City, SD (RAP)	70.1	70.3	345	344
Redding, CA (RDD)	82.3	84.7	124	124
Reno, NV (RNO)	74.0	74.5	1750	1752
Rhineland, WI (RHI)	80.6	77.4	62	62
Richmond, VA (RIC)	74.8	74.7	2147	2146
Riverton/Lander, WY (RIW)	72.4	70.1	87	87
Roanoke, VA (ROA)	76.1	76.2	238	239
Rochester, MN (RST)	79.6	80.7	274	274
Rochester, NY (ROC)	78.7	79.3	1069	1068
Rock Springs, WY (RKS)	82.3	93.5	62	62
Rockford, IL (RFD)	72.3	70.3	101	101
Roswell, NM (ROW)	91.9	88.3	111	111
Sacramento, CA (SMF)	76.9	78.1	4458	4462
Saginaw/Bay City/Midland, MI (MBS)	82.9	83.0	217	218
Saipan, TT (SPN)	86.8	86.8	38	38
Salina, KS (SLN)	84.8	83.1	66	65
Salt Lake City, UT (SLC)	75.7	76.8	10686	10689
San Angelo, TX (SJT)	73.5	74.1	147	147
San Antonio, TX (SAT)	74.3	76.3	3496	3495

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
San Diego, CA (SAN)	73.3	75.7	7868	7863
San Francisco, CA (SFO)	72.3	74.1	14177	14165
San Jose, CA (SJC)	76.1	76.7	5081	5083
San Juan, PR (SJU)	75.7	77.2	2660	2681
San Luis Obispo, CA (SBP)	77.1	81.4	515	515
Sanford, FL (SFB)	64.6	68.3	1184	1181
Santa Ana, CA (SNA)	71.5	71.6	3384	3381
Santa Barbara, CA (SBA)	74.7	78.4	742	744
Santa Fe, NM (SAF)	71.7	72.3	159	159
Santa Maria, CA (SMX)	46.2	46.2	13	13
Santa Rosa, CA (STS)	81.0	80.4	315	316
Sarasota/Bradenton, FL (SRQ)	71.5	71.7	1170	1173
Sault Ste. Marie, MI (CIU)	89.7	93.1	58	58
Savannah, GA (SAV)	73.0	75.3	1497	1495
Scottsbluff, NE (BFF)	70.4	83.3	54	54
Scranton/Wilkes-Barre, PA (AVP)	72.7	73.0	300	300
Seattle, WA (SEA)	74.6	74.7	12300	12289
Sheridan, WY (SHR)	82.8	81.0	58	58
Shreveport, LA (SHV)	79.1	79.6	573	573
Sioux City, IA (SUX)	74.2	76.4	89	89
Sioux Falls, SD (FSD)	73.1	74.0	655	655
Sitka, AK (SIT)	77.9	81.4	86	86
South Bend, IN (SBN)	81.1	84.7	620	620
Spokane, WA (GEG)	79.9	83.0	1187	1187
Springfield, IL (SPI)	77.2	78.6	145	145
Springfield, MO (SGF)	74.9	75.2	744	743
St. Cloud, MN (STC)	78.6	78.6	28	28
St. George, UT (SGU)	79.1	80.5	363	364
St. Louis, MO (STL)	76.6	77.7	5804	5804
St. Petersburg, FL (PIE)	68.0	72.0	866	864
State College, PA (SCE)	86.6	86.6	112	112
Staunton, VA (SHD)	89.2	82.8	93	93
Stillwater, OK (SWO)	77.4	77.4	62	62
Stockton, CA (SCK)	62.2	56.7	127	127
Sun Valley/Hailey/Ketchum, ID (SUN)	70.9	71.5	182	179
Syracuse, NY (SYR)	74.0	76.0	1055	1055
Tallahassee, FL (TLH)	76.7	80.0	576	575
Tampa, FL (TPA)	78.2	77.9	7859	7860
Texarkana, AR (TXK)	75.6	72.3	82	83
Toledo, OH (TOL)	72.4	76.0	145	146
Traverse City, MI (TVC)	89.3	88.9	317	316

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

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Trenton, NJ (TTN)	72.8	75.0	272	272
Tucson, AZ (TUS)	74.2	76.0	1875	1877
Tulsa, OK (TUL)	75.8	77.7	1339	1339
Twin Falls, ID (TWF)	80.9	81.4	89	97
Tyler, TX (TYR)	60.6	63.8	127	127
Valdosta, GA (VLD)	83.1	82.0	89	89
Valparaiso, FL (VPS)	67.6	68.6	680	679
Vernal, UT (VEL)	71.7	75.5	53	53
Waco, TX (ACT)	75.2	75.9	141	141
Washington, DC (DCA)	75.4	75.4	11771	11779
Washington, DC (IAD)	74.6	74.7	5809	5790
Waterloo, IA (ALO)	74.2	82.3	62	62
Watertown, SD (ATY)	75.8	80.6	62	62
West Palm Beach/Palm Beach, FL (PBI)	72.9	73.3	3055	3058
White Plains, NY (HPN)	72.0	73.0	1047	1047
Wichita Falls, TX (SPS)	71.6	72.7	88	88
Wichita, KS (ICT)	71.9	71.5	862	863
Williston, ND (XWA)	91.7	88.9	72	72
Wilmington, NC (ILM)	73.2	76.1	585	587
Worcester, MA (ORH)	76.7	71.7	120	120
Wrangell, AK (WRG)	75.8	87.1	62	62
Yakutat, AK (YAK)	82.3	88.7	62	62
Yuma, AZ (YUM)	70.4	76.3	186	186

## AIR TRAVEL CONSUMER REPORT

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

MARCH 2020

CARRIER <sup>1</sup>	AT ALL US AIRPORTS				
	NUMBER OF AIRPORTS REPORTED	FLIGHT OPERATIONS SCHEDULED	FLIGHT OPERATIONS CANCELLED <sup>2</sup>	PERCENT OF OPERATIONS CANCELLED <sup>2</sup>	RANK
<b>SPIRIT AIRLINES</b>	<b>52</b>	<b>19729</b>	<b>1458</b>	<b>7.4</b>	<b>1</b>
<b>HAWAIIAN AIRLINES NETWORK</b>	<b>22</b>	<b>7532</b>	<b>764</b>	<b>10.1</b>	<b>2</b>
- HAWAIIAN AIRLINES	19	6773	618	9.1	
- BRANDED CODESHARE PARTNERS	4	759	146	19.2	
<b>ALASKA AIRLINES NETWORK</b>	<b>97</b>	<b>36232</b>	<b>4236</b>	<b>11.7</b>	<b>3</b>
- ALASKA AIRLINES	72	21380	2951	13.8	
- BRANDED CODESHARE PARTNERS	48	14852	1285	8.7	
<b>AMERICAN AIRLINES NETWORK</b>	<b>236</b>	<b>180502</b>	<b>29058</b>	<b>16.1</b>	<b>4</b>
- AMERICAN AIRLINES	110	80330	15282	19.0	
- BRANDED CODESHARE PARTNERS	223	100172	13776	13.8	
<b>SOUTHWEST AIRLINES</b>	<b>89</b>	<b>116689</b>	<b>19871</b>	<b>17.0</b>	<b>5</b>
<b>DELTA AIR LINES NETWORK</b>	<b>223</b>	<b>152194</b>	<b>26057</b>	<b>17.1</b>	<b>6</b>
- DELTA AIR LINES	150	86291	19657	22.8	
- BRANDED CODESHARE PARTNERS	202	65903	6400	9.7	
<b>JETBLUE AIRWAYS</b>	<b>64</b>	<b>25657</b>	<b>4419</b>	<b>17.2</b>	<b>7</b>
<b>UNITED AIRLINES NETWORK</b>	<b>237</b>	<b>138220</b>	<b>26749</b>	<b>19.4</b>	<b>8</b>
- UNITED AIRLINES	102	53803	12355	23.0	
- BRANDED CODESHARE PARTNERS	222	84417	14394	17.1	
<b>FRONTIER AIRLINES</b>	<b>95</b>	<b>12765</b>	<b>2766</b>	<b>21.7</b>	<b>9</b>
<b>ALLEGiant AIR</b>	<b>122</b>	<b>11754</b>	<b>2898</b>	<b>24.7</b>	<b>10</b>
<b>TOTAL AIRPORTS SERVED</b>	<b>366</b>	<b>701,274</b>	<b>118,276</b>	<b>16.9</b>	

1. All U.S. airlines with at least 0.5 percent of total domestic scheduled service passenger revenues plus any branded codeshare partners.
2. 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.

Note: 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

MARCH 2020

CARRIER <sup>1</sup>	AT ALL US AIRPORTS				
	NUMBER OF AIRPORTS REPORTED	FLIGHT OPERATIONS SCHEDULED	FLIGHT OPERATIONS CANCELLED <sup>2</sup>	PERCENT OF OPERATIONS CANCELLED <sup>2</sup>	RANK
SPIRIT AIRLINES	52	19729	1458	7.4	1
HAWAIIAN AIRLINES	19	6773	618	9.1	2
SKYWEST AIRLINES	257	74153	7936	10.7	3
ENDEAVOR AIR	114	25996	3438	13.2	4
ENVOY AIR	150	27041	3656	13.5	5
ALASKA AIRLINES	72	21380	2951	13.8	6
REPUBLIC AIRWAYS	102	29968	4194	14.0	7
PSA AIRLINES	90	25215	3585	14.2	8
MESA AIRLINES	116	18273	3011	16.5	9
EXPRESSJET AIRLINES	103	12412	2092	16.9	10
SOUTHWEST AIRLINES	89	116689	19871	17.0	11
JETBLUE AIRWAYS	64	25657	4419	17.2	12
AMERICAN AIRLINES	110	80330	15282	19.0	13
FRONTIER AIRLINES	95	12765	2766	21.7	14
DELTA AIR LINES	150	86291	19657	22.8	15
UNITED AIRLINES	102	53803	12355	23.0	16
ALLEGiant AIR	122	11754	2898	24.7	17
<b>TOTAL AIRPORTS SERVED</b>	<b>351</b>	<b>648,229</b>	<b>110,187</b>	<b>17.0</b>	

1. All U.S. airlines with at least 0.5 percent of total domestic scheduled service passenger revenues plus any branded codeshare partners.
2. 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.

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

RANK	CARRIER <sup>1</sup>	JANUARY - MARCH 2020			JANUARY - MARCH 2019		
		FLIGHT OPERATIONS SCHEDULED	FLIGHT OPERATIONS CANCELLED <sup>2</sup>	PERCENT OF OPERATIONS CANCELLED <sup>2</sup>	FLIGHT OPERATIONS SCHEDULED	FLIGHT OPERATIONS CANCELLED	PERCENT OF OPERATIONS CANCELLED
1	<b>SPIRIT AIRLINES</b>	<b>54,570</b>	<b>1,636</b>	<b>3.00</b>	<b>46,030</b>	<b>526</b>	<b>1.14</b>
2	<b>HAWAIIAN AIRLINES NETWORK</b>	<b>22,530</b>	<b>940</b>	<b>4.17</b>	<b>21,850</b>	<b>87</b>	<b>0.40</b>
	- HAWAIIAN AIRLINES	20,317	667	3.28	19,689	28	0.14
	- BRANDED CODESHARE PARTNERS	2,213	273	12.34	2,161	59	2.73
3	<b>ALASKA AIRLINES NETWORK</b>	<b>106,050</b>	<b>5,244</b>	<b>4.94</b>	<b>103,646</b>	<b>3,050</b>	<b>2.94</b>
	- ALASKA AIRLINES	62,005	3,399	5.48	61,466	1,570	2.55
	- BRANDED CODESHARE PARTNERS	44,045	1,845	4.19	42,180	1,480	3.51
4	<b>JETBLUE AIRWAYS</b>	<b>73,893</b>	<b>4,465</b>	<b>6.04</b>	<b>72,768</b>	<b>1,750</b>	<b>2.40</b>
5	<b>DELTA AIR LINES NETWORK</b>	<b>429,699</b>	<b>26,685</b>	<b>6.21</b>	<b>411,120</b>	<b>4,118</b>	<b>1.00</b>
	- DELTA AIR LINES	241,804	19,716	8.15	225,381	458	0.20
	- BRANDED CODESHARE PARTNERS	187,895	6,969	3.71	185,739	3,660	1.97
6	<b>AMERICAN AIRLINES NETWORK</b>	<b>515,851</b>	<b>34,683</b>	<b>6.72</b>	<b>501,073</b>	<b>14,140</b>	<b>2.82</b>
	- AMERICAN AIRLINES	229,008	16,692	7.29	228,103	4,090	1.79
	- BRANDED CODESHARE PARTNERS	286,843	17,991	6.27	272,970	10,050	3.68
7	<b>SOUTHWEST AIRLINES</b>	<b>328,040</b>	<b>22,901</b>	<b>6.98</b>	<b>330,225</b>	<b>13,821</b>	<b>4.19</b>
8	<b>UNITED AIRLINES NETWORK</b>	<b>389,277</b>	<b>30,207</b>	<b>7.76</b>	<b>371,588</b>	<b>13,349</b>	<b>3.59</b>
	- UNITED AIRLINES	148,448	12,746	8.59	144,288	1,551	1.07
	- BRANDED CODESHARE PARTNERS	240,829	17,461	7.25	227,300	11,798	5.19
9	<b>FRONTIER AIRLINES</b>	<b>36,781</b>	<b>3,018</b>	<b>8.21</b>	<b>28,242</b>	<b>440</b>	<b>1.56</b>
10	<b>ALLEGiant AIR</b>	<b>28,242</b>	<b>3,008</b>	<b>10.65</b>	<b>24,294</b>	<b>183</b>	<b>0.75</b>
	<b>TOTAL</b>	<b>1,984,933</b>	<b>132,787</b>	<b>6.69</b>	<b>1,910,836</b>	<b>51,464</b>	<b>2.69</b>

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

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

RANK	CARRIER <sup>1</sup>	JANUARY - MARCH 2020			JANUARY - MARCH 2019		
		FLIGHT OPERATIONS SCHEDULED	FLIGHT OPERATIONS CANCELLED <sup>2</sup>	PERCENT OF OPERATIONS CANCELLED <sup>2</sup>	FLIGHT OPERATIONS SCHEDULED	FLIGHT OPERATIONS CANCELLED	PERCENT OF OPERATIONS CANCELLED
1	SPIRIT AIRLINES	54,570	1,636	3.00	46,030	526	1.14
2	HAWAIIAN AIRLINES	20,317	667	3.28	19,689	28	0.14
3	SKYWEST AIRLINES	212,369	10,228	4.82	194,934	7,229	3.71
4	ENDEAVOR AIR	70,687	3,595	5.09	60,880	1,159	1.90
5	REPUBLIC AIRWAYS	86,651	4,634	5.35	76,818	2,432	3.17
6	ALASKA AIRLINES	62,005	3,399	5.48	61,466	1,570	2.55
7	JETBLUE AIRWAYS	73,893	4,465	6.04	72,768	1,750	2.40
8	ENVOY AIR	77,434	4,935	6.37	75,751	3,735	4.93
9	MESA AIRLINES	52,788	3,395	6.43	53,701	1,472	2.74
10	EXPRESSJET AIRLINES	34,380	2,317	6.74	37,584	1,923	5.12
11	PSA AIRLINES	72,426	4,898	6.76	69,080	2,178	3.15
12	SOUTHWEST AIRLINES	328,040	22,901	6.98	330,225	13,821	4.19
13	AMERICAN AIRLINES	229,008	16,692	7.29	228,103	4,090	1.79
14	DELTA AIR LINES	241,804	19,716	8.15	225,381	458	0.20
15	FRONTIER AIRLINES	36,781	3,018	8.21	28,242	440	1.56
16	UNITED AIRLINES	148,448	12,746	8.59	144,288	1,551	1.07
17	ALLEGIAN AIR	28,242	3,008	10.65	24,294	183	0.75
	TOTAL	1,829,843	122,250	6.68	1,749,234	44,545	2.55

1. All U.S. airlines with at least 0.5 percent of total domestic scheduled service passenger revenues plus any branded codeshare partners.
2. 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.

## AIR TRAVEL CONSUMER REPORT

TABLE 7. CAUSES OF DELAY, BY REPORTING MARKETING CARRIER

MARCH 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
<b>ALASKA AIRLINES NETWORK</b>	<b>36232</b>	<b>28267</b>	<b>78.02</b>	<b>4236</b>	<b>11.69</b>	<b>50</b>	<b>0.14</b>	<b>1045</b>	<b>2.88</b>	<b>62</b>	<b>0.17</b>	<b>1499</b>	<b>4.14</b>	<b>11</b>	<b>0.03</b>	<b>1062</b>	<b>2.93</b>
- ALASKA AIRLINES	21380	15850	74.13	2951	13.80	38	0.18	673	3.15	41	0.19	1088	5.09	10	0.05	728	3.41
- BRANDED CODESHARE PARTNERS	14852	12417	83.60	1285	8.65	12	0.08	371	2.50	21	0.14	411	2.77	1	0.01	334	2.25
<b>ALLEGiant AIR</b>	<b>11754</b>	<b>7336</b>	<b>62.41</b>	<b>2898</b>	<b>24.66</b>	<b>14</b>	<b>0.12</b>	<b>369</b>	<b>3.14</b>	<b>41</b>	<b>0.35</b>	<b>521</b>	<b>4.43</b>	<b>8</b>	<b>0.07</b>	<b>567</b>	<b>4.82</b>
<b>AMERICAN AIRLINES NETWORK</b>	<b>180502</b>	<b>132750</b>	<b>73.54</b>	<b>29058</b>	<b>16.10</b>	<b>254</b>	<b>0.14</b>	<b>5133</b>	<b>2.84</b>	<b>467</b>	<b>0.26</b>	<b>6424</b>	<b>3.56</b>	<b>30</b>	<b>0.02</b>	<b>6387</b>	<b>3.54</b>
- AMERICAN AIRLINES	80330	57193	71.20	15282	19.02	95	0.12	2514	3.13	135	0.17	2823	3.51	17	0.02	2271	2.83
- BRANDED CODESHARE PARTNERS	100172	75557	75.43	13776	13.75	159	0.16	2618	2.61	332	0.33	3600	3.59	13	0.01	4116	4.11
<b>DELTA AIR LINES NETWORK</b>	<b>152194</b>	<b>116249</b>	<b>76.38</b>	<b>26057</b>	<b>17.12</b>	<b>180</b>	<b>0.12</b>	<b>3671</b>	<b>2.41</b>	<b>277</b>	<b>0.18</b>	<b>3152</b>	<b>2.07</b>	<b>14</b>	<b>0.01</b>	<b>2594</b>	<b>1.70</b>
- DELTA AIR LINES	86291	61232	70.96	19657	22.78	95	0.11	2126	2.46	77	0.09	1967	2.28	5	0.01	1133	1.31
- BRANDED CODESHARE PARTNERS	65903	55017	83.48	6400	9.72	85	0.13	1545	2.34	200	0.30	1185	1.80	9	0.01	1462	2.22
<b>FRONTIER AIRLINES</b>	<b>12765</b>	<b>8655</b>	<b>67.80</b>	<b>2766</b>	<b>21.67</b>	<b>7</b>	<b>0.05</b>	<b>389</b>	<b>3.05</b>	<b>8</b>	<b>0.06</b>	<b>553</b>	<b>4.33</b>	<b>0</b>	<b>0.00</b>	<b>388</b>	<b>3.04</b>
<b>HAWAIIAN AIRLINES NETWORK</b>	<b>7532</b>	<b>6107</b>	<b>81.08</b>	<b>764</b>	<b>10.14</b>	<b>27</b>	<b>0.36</b>	<b>363</b>	<b>4.82</b>	<b>28</b>	<b>0.37</b>	<b>10</b>	<b>0.13</b>	<b>1</b>	<b>0.01</b>	<b>231</b>	<b>3.07</b>
- HAWAIIAN AIRLINES	6773	5569	82.22	618	9.12	22	0.32	349	5.15	26	0.38	6	0.09	1	0.01	182	2.69
- BRANDED CODESHARE PARTNERS	759	538	70.88	146	19.24	5	0.66	14	1.84	2	0.26	5	0.66	0	0.00	49	6.46
<b>JETBLUE AIRWAYS</b>	<b>25657</b>	<b>18648</b>	<b>72.68</b>	<b>4419</b>	<b>17.22</b>	<b>32</b>	<b>0.12</b>	<b>1032</b>	<b>4.02</b>	<b>15</b>	<b>0.06</b>	<b>869</b>	<b>3.39</b>	<b>7</b>	<b>0.03</b>	<b>635</b>	<b>2.47</b>
<b>SOUTHWEST AIRLINES</b>	<b>116689</b>	<b>89999</b>	<b>77.13</b>	<b>19871</b>	<b>17.03</b>	<b>105</b>	<b>0.09</b>	<b>2203</b>	<b>1.89</b>	<b>47</b>	<b>0.04</b>	<b>2416</b>	<b>2.07</b>	<b>16</b>	<b>0.01</b>	<b>2032</b>	<b>1.74</b>
<b>SPIRIT AIRLINES</b>	<b>19729</b>	<b>16098</b>	<b>81.60</b>	<b>1458</b>	<b>7.39</b>	<b>20</b>	<b>0.10</b>	<b>630</b>	<b>3.19</b>	<b>29</b>	<b>0.15</b>	<b>978</b>	<b>4.96</b>	<b>10</b>	<b>0.05</b>	<b>507</b>	<b>2.57</b>
<b>UNITED AIRLINES NETWORK</b>	<b>138220</b>	<b>99458</b>	<b>71.96</b>	<b>26749</b>	<b>19.35</b>	<b>185</b>	<b>0.13</b>	<b>3472</b>	<b>2.51</b>	<b>215</b>	<b>0.16</b>	<b>4639</b>	<b>3.36</b>	<b>4</b>	<b>0.00</b>	<b>3498</b>	<b>2.53</b>
- UNITED AIRLINES	53803	37181	69.11	12355	22.96	46	0.09	1061	1.97	53	0.10	1761	3.27	0	0.00	1346	2.50
- BRANDED CODESHARE PARTNERS	84417	62277	73.77	14394	17.05	139	0.16	2411	2.86	162	0.19	2878	3.41	4	0.00	2152	2.55
<b>TOTAL</b>	<b>701,274</b>	<b>523,567</b>	<b>74.66</b>	<b>118,276</b>	<b>16.87</b>	<b>874</b>	<b>0.12</b>	<b>18,305</b>	<b>2.61</b>	<b>1,188</b>	<b>0.17</b>	<b>21,060</b>	<b>3.00</b>	<b>101</b>	<b>0.01</b>	<b>17,902</b>	<b>2.55</b>

## \* Causes of Delay:

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

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



## AIR TRAVEL CONSUMER REPORT

TABLE 7A. CAUSES OF DELAY, BY REPORTING OPERATING CARRIER

MARCH 2020

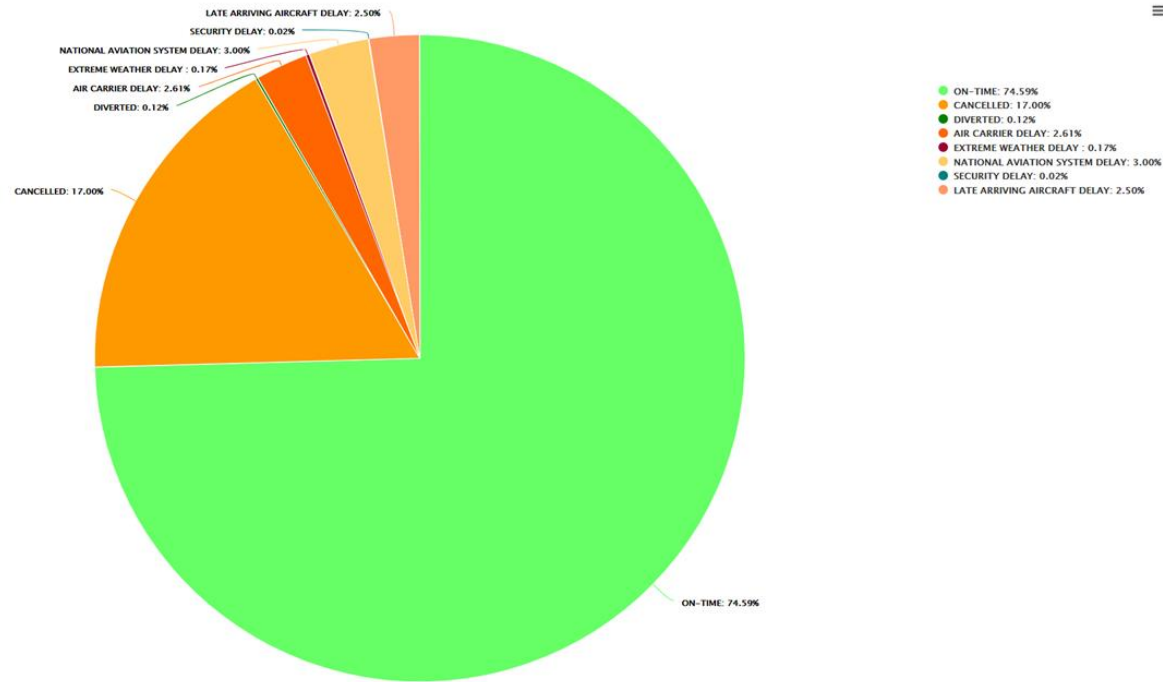
CARRIER	TOTAL RECORDS	ON TIME	% ON TIME	CANCELLED	% CANCELLED	DIVERTED	% DIVERTED	AIR CARRIER DELAY	% AIR CARRIER DELAY	EXTREME WEATHER DELAY	% EXTREME WEATHER DELAY	NATIONAL AVIATION SYSTEM DELAY	% NATIONAL AVIATION SYSTEM DELAY	SECURITY DELAY	% SECURITY DELAY	LATE ARRIVING AIRCRAFT DELAY	% LATE ARRIVING AIRCRAFT DELAY
ALASKA AIRLINES	21380	15850	74.13	2951	13.80	38	0.18	673	3.15	41	0.19	1088	5.09	10	0.05	728	3.41
ALLEGIAN AIR	11754	7336	62.41	2898	24.66	14	0.12	369	3.14	41	0.35	521	4.43	8	0.07	567	4.82
AMERICAN AIRLINES	80330	57193	71.20	15282	19.02	95	0.12	2514	3.13	135	0.17	2823	3.51	17	0.02	2271	2.83
DELTA AIR LINES	86291	61232	70.96	19657	22.78	95	0.11	2126	2.46	77	0.09	1967	2.28	5	0.01	1133	1.31
ENDEAVOR AIR	25996	20931	80.52	3438	13.23	21	0.08	552	2.12	40	0.15	461	1.77	1	0.00	551	2.12
ENVOY AIR	27041	20590	76.14	3656	13.52	34	0.13	623	2.30	131	0.48	1142	4.22	2	0.01	863	3.19
EXPRESSJET AIRLINES	12412	9386	75.62	2092	16.85	22	0.18	201	1.62	17	0.14	488	3.93	0	0.00	205	1.65
FRONTIER AIRLINES	12765	8655	67.80	2766	21.67	7	0.05	389	3.05	8	0.06	553	4.33	0	0.00	388	3.04
HAWAIIAN AIRLINES	6773	5569	82.22	618	9.12	22	0.32	349	5.15	26	0.38	6	0.09	1	0.01	182	2.69
JETBLUE AIRWAYS	25657	18648	72.68	4419	17.22	32	0.12	1032	4.02	15	0.06	869	3.39	7	0.03	635	2.47
MESA AIRLINES	18273	12987	71.07	3011	16.48	28	0.15	734	4.02	78	0.43	769	4.21	2	0.01	664	3.63
PSA AIRLINES	25215	18333	72.71	3585	14.22	36	0.14	891	3.53	43	0.17	891	3.53	5	0.02	1430	5.67
REPUBLIC AIRWAYS	29968	23668	78.98	4194	13.99	28	0.09	532	1.78	28	0.09	985	3.29	2	0.01	532	1.78
SKYWEST AIRLINES	74153	59869	80.74	7936	10.70	154	0.21	2032	2.74	284	0.38	1718	2.32	14	0.02	2145	2.89
SOUTHWEST AIRLINES	116689	89999	77.13	19871	17.03	105	0.09	2203	1.89	47	0.04	2416	2.07	16	0.01	2032	1.74
SPIRIT AIRLINES	19729	16098	81.60	1458	7.39	20	0.10	630	3.19	29	0.15	978	4.96	10	0.05	507	2.57
UNITED AIRLINES	53803	37181	69.11	12355	22.96	46	0.09	1061	1.97	53	0.10	1761	3.27	0	0.00	1346	2.50
<b>TOTAL</b>	<b>648,229</b>	<b>483,525</b>	<b>74.59</b>	<b>110,187</b>	<b>17.00</b>	<b>797</b>	<b>0.12</b>	<b>16,910</b>	<b>2.61</b>	<b>1,093</b>	<b>0.17</b>	<b>19,437</b>	<b>3.00</b>	<b>100</b>	<b>0.02</b>	<b>16,180</b>	<b>2.50</b>

## \* Causes of Delay:

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

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

**AIR TRAVEL CONSUMER REPORT**  
**TABLE 7B. OVERALL CAUSES OF DELAY BY REPORTING OPERATING CARRIER**  
**MARCH 2020**



**\* Causes of Delay:**

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

## AIR TRAVEL CONSUMER REPORT

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

MARCH 2020

MARKETING CARRIER	OPERATING CARRIER	FLIGHT NUMBER	ORIGIN AIRPORT	DESTINATION AIRPORT	DATE OF FLIGHT	LOCATION OF LONGEST TARMAC DELAY	MINUTES OF TARMAC DELAY
AMERICAN	ENVOY	3542	DFW	JLN	3/1/2020	Destination Airport	3:14

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

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

## AIR TRAVEL CONSUMER REPORT

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

MARCH 2020

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

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

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

## APPENDIX

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

### 30 Largest U.S. Airports

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

### Air Carriers Required to Report

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

AS	Alaska Airlines
G4	Allegiant Air
AA	American Airlines
DL	Delta Air Lines
9E	Endeavor Air
MQ	Envoy Air
EV	ExpressJet Airlines
F9	Frontier Airlines
HA	Hawaiian Airlines
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
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\* 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, 2018, 17 air carriers reached this reporting threshold. They are: Alaska Airlines, Allegiant Air, American Airlines, Delta Air Lines, Endeavor Air, Envoy Air, ExpressJet Airlines, Frontier Airlines, Hawaiian Airlines, JetBlue Airways, Mesa Airlines, PSA Airlines, Republic Airways, SkyWest Airlines, Southwest Airlines, Spirit Airlines, and United Airlines.

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

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

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

RANK	CARRIER*	March 2020			March 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	409,214	734	1.79	713,247	1,098	1.54
2	SOUTHWEST AIRLINES	5,196,074	15,817	3.04	10,873,266	46,007	4.23
3	JETBLUE AIRWAYS	700,797	2,736	3.90	1,244,196	6,337	5.09
4	HAWAIIAN AIRLINES NETWORK	315,424	1,242	3.94	571,734	2,412	4.22
	- HAWAIIAN AIRLINES	306,151	1,156	3.78	556,725	2,285	4.10
	- BRANDED CODESHARE PARTNERS	9,273	86	9.27	15,009	127	8.46
5	DELTA AIR LINES NETWORK	4,526,275	18,516	4.09	9,321,706	40,909	4.39
	- DELTA AIR LINES	3,349,085	14,191	4.24	7,108,447	31,780	4.47
	- BRANDED CODESHARE PARTNERS	1,177,190	4,325	3.67	2,213,259	9,129	4.12
6	FRONTIER AIRLINES	523,600	2,153	4.11	839,189	3,042	3.62
7	UNITED AIRLINES NETWORK	3,494,921	16,438	4.70	7,052,106	48,064	6.82
	- UNITED AIRLINES	2,043,044	9,683	4.74	4,266,408	28,301	6.63
	- BRANDED CODESHARE PARTNERS	1,451,877	6,755	4.65	2,785,698	19,763	7.09
8	SPIRIT AIRLINES	735,669	3,534	4.80	1,147,909	4,592	4.00
9	ALASKA AIRLINES NETWORK	1,233,423	6,321	5.12	2,399,403	12,116	5.05
	- ALASKA AIRLINES	909,626	4,949	5.44	1,747,286	8,096	4.63
	- BRANDED CODESHARE PARTNERS	323,797	1,372	4.24	652,117	4,020	6.16
10	AMERICAN AIRLINES NETWORK	5,332,363	31,500	5.91	10,525,760	78,278	7.44
	- AMERICAN AIRLINES	3,143,756	20,254	6.44	6,491,804	47,915	7.38
	- BRANDED CODESHARE PARTNERS	2,188,607	11,246	5.14	4,033,956	30,363	7.53
<b>TOTAL</b>		<b>22,467,760</b>	<b>98,991</b>	<b>4.41</b>	<b>44,688,516</b>	<b>242,855</b>	<b>5.43</b>

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

## AIR TRAVEL CONSUMER REPORT

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

RANK	CARRIER*	JANUARY - MARCH 2020			JANUARY - MARCH 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	1,423,706	2,315	1.63	1,618,639	2,749	1.70
2	SOUTHWEST AIRLINES	22,918,504	79,187	3.46	28,666,814	134,755	4.70
3	FRONTIER AIRLINES	2,205,778	8,399	3.81	2,231,908	8,940	4.01
4	JETBLUE AIRWAYS	3,174,075	12,285	3.87	3,377,942	17,914	5.30
5	HAWAIIAN AIRLINES NETWORK	1,324,152	5,273	3.98	1,642,753	7,272	4.43
	- HAWAIIAN AIRLINES	1,286,878	4,943	3.84	1,605,498	6,825	4.25
	- BRANDED CODESHARE PARTNERS	37,274	330	8.85	37,255	447	12.00
6	DELTA AIR LINES NETWORK	20,733,404	93,836	4.53	23,802,098	113,208	4.76
	- DELTA AIR LINES	15,563,640	71,175	4.57	18,117,161	86,590	4.78
	- BRANDED CODESHARE PARTNERS	5,169,764	22,661	4.38	5,684,937	26,618	4.68
7	SPIRIT AIRLINES	2,781,763	13,845	4.98	2,949,944	12,785	4.33
8	ALASKA AIRLINES NETWORK	5,623,965	31,799	5.65	6,505,904	40,751	6.26
	- ALASKA AIRLINES	4,043,067	21,798	5.39	4,693,918	25,305	5.39
	- BRANDED CODESHARE PARTNERS	1,580,898	10,001	6.33	1,811,986	15,446	8.52
9	UNITED AIRLINES NETWORK	15,501,422	88,414	5.70	18,823,159	137,030	7.28
	- UNITED AIRLINES	9,108,645	51,040	5.60	11,128,081	77,786	6.99
	- BRANDED CODESHARE PARTNERS	6,392,777	37,374	5.85	7,695,078	59,244	7.70
10	AMERICAN AIRLINES NETWORK	24,118,278	171,502	7.11	28,302,259	219,218	7.75
	- AMERICAN AIRLINES	14,624,647	108,212	7.40	17,573,511	134,224	7.64
	- BRANDED CODESHARE PARTNERS	9,493,631	63,290	6.67	10,728,748	84,994	7.92
<b>TOTAL</b>		<b>99,805,047</b>	<b>506,855</b>	<b>5.08</b>	<b>117,921,420</b>	<b>694,622</b>	<b>5.89</b>

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



## AIR TRAVEL CONSUMER REPORT

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

RANK	CARRIER*	March 2020			March 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	409,214	734	1.79	713,247	1,098	1.54
2	SOUTHWEST AIRLINES	5,196,074	15,817	3.04	10,873,266	46,007	4.23
3	EXPRESSJET AIRLINES	217,185	752	3.46	433,750	2,370	5.46
4	HAWAIIAN AIRLINES	306,151	1,156	3.78	556,725	2,285	4.10
5	JETBLUE AIRWAYS	700,797	2,736	3.90	1,244,196	6,337	5.09
6	PSA AIRLINES	641,153	2,505	3.91	1,170,299	7,500	6.41
7	ENDEAVOR AIR	507,675	2,084	4.11	925,025	3,809	4.12
8	FRONTIER AIRLINES	523,600	2,153	4.11	839,189	3,042	3.62
9	DELTA AIR LINES	3,349,085	14,191	4.24	7,108,447	31,780	4.47
10	UNITED AIRLINES	2,043,044	9,683	4.74	4,266,408	28,301	6.63
11	SPIRIT AIRLINES	735,669	3,534	4.80	1,147,909	4,592	4.00
12	MESA AIRLINES	454,996	2,188	4.81	883,068	6,517	7.38
13	REPUBLIC AIRWAYS	383,385	1,978	5.16	780,288	4,575	5.86
14	ALASKA AIRLINES	909,626	4,949	5.44	1,747,286	8,096	4.63
15	ENVOY AIR	528,927	2,951	5.58	954,249	7,834	8.21
16	AMERICAN AIRLINES	3,143,756	20,254	6.44	6,491,804	47,915	7.38
17	SKYWEST AIRLINES	1,017,592	6,796	6.68	2,698,712	17,399	6.45
	<b>TOTAL</b>	<b>21,067,929</b>	<b>94,461</b>	<b>4.48</b>	<b>42,833,868</b>	<b>229,457</b>	<b>5.36</b>

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

## AIR TRAVEL CONSUMER REPORT

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

RANK	CARRIER*	JANUARY - MARCH 2020			JANUARY - MARCH 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	1,423,706	2,315	1.63	1,618,639	2,749	1.70
2	SOUTHWEST AIRLINES	22,918,504	79,187	3.46	28,666,814	134,755	4.70
3	FRONTIER AIRLINES	2,205,778	8,399	3.81	2,231,908	8,940	4.01
4	HAWAIIAN AIRLINES	1,286,878	4,943	3.84	1,605,498	6,825	4.25
5	JETBLUE AIRWAYS	3,174,075	12,285	3.87	3,377,942	17,914	5.30
6	EXPRESSJET AIRLINES	914,924	4,132	4.52	1,227,617	7,006	5.71
7	DELTA AIR LINES	15,563,640	71,175	4.57	18,117,161	86,590	4.78
8	ENDEAVOR AIR	2,244,711	10,386	4.63	2,341,774	10,616	4.53
9	SPIRIT AIRLINES	2,781,763	13,845	4.98	2,949,944	12,785	4.33
10	ALASKA AIRLINES	4,043,067	21,798	5.39	4,693,918	25,305	5.39
11	UNITED AIRLINES	9,108,645	51,040	5.60	11,128,081	77,786	6.99
12	MESA AIRLINES	1,982,608	11,553	5.83	2,435,544	18,518	7.60
13	SKYWEST AIRLINES	6,021,625	36,867	6.12	7,183,276	50,206	6.99
14	PSA AIRLINES	2,792,821	17,226	6.17	3,176,232	21,063	6.63
15	REPUBLIC AIRWAYS	1,778,537	11,319	6.36	2,039,761	14,607	7.16
16	ENVOY AIR	2,245,247	16,468	7.33	2,540,634	21,931	8.63
17	AMERICAN AIRLINES	14,624,647	108,212	7.40	17,573,511	134,224	7.64
	<b>TOTAL</b>	<b>95,111,176</b>	<b>481,150</b>	<b>5.06</b>	<b>112,908,254</b>	<b>651,820</b>	<b>5.77</b>

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

## **MISHANDLED WHEELCHAIRS AND SCOOTERS**

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

## AIR TRAVEL CONSUMER REPORT

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

RANK	CARRIER*	March 2020			March 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	ALLEGiant AIR	834	3	0.36	1,496	17	1.14
2	DELTA AIR LINES NETWORK	10,004	58	0.58	15,494	132	0.85
	- DELTA AIR LINES	7,687	52	0.68	11,800	112	0.95
	- BRANDED CODESHARE PARTNERS	2,317	6	0.26	3,694	20	0.54
3	JETBLUE AIRWAYS	1,357	18	1.33	1,504	43	2.86
4	SOUTHWEST AIRLINES	5,647	75	1.33	8,322	176	2.11
5	FRONTIER AIRLINES	1,540	23	1.49	1,526	31	2.03
6	ALASKA AIRLINES NETWORK	1,210	19	1.57	1,344	3	0.22
	- ALASKA AIRLINES	950	14	1.47	1,161	2	0.17
	- BRANDED CODESHARE PARTNERS	260	5	1.92	183	1	0.55
7	UNITED AIRLINES NETWORK	4,958	83	1.67	7,798	152	1.95
	- UNITED AIRLINES	3,156	39	1.24	5,371	100	1.86
	- BRANDED CODESHARE PARTNERS	1,802	44	2.44	2,427	52	2.14
8	AMERICAN AIRLINES NETWORK	5,889	108	1.83	4,206	169	4.02
	- AMERICAN AIRLINES	4,213	80	1.90	3,422	133	3.89
	- BRANDED CODESHARE PARTNERS	1,676	28	1.67	784	36	4.59
9	HAWAIIAN AIRLINES NETWORK	327	8	2.45	472	8	1.69
	- HAWAIIAN AIRLINES	308	8	2.60	468	8	1.71
	- BRANDED CODESHARE PARTNERS	19	0	0.00	4	0	0.00
10	SPIRIT AIRLINES	926	23	2.48	1,889	48	2.54
	<b>TOTAL</b>	<b>32,692</b>	<b>418</b>	<b>1.28</b>	<b>44,051</b>	<b>779</b>	<b>1.77</b>

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

## AIR TRAVEL CONSUMER REPORT

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

RANK	CARRIER*	JANUARY - MARCH 2020			JANUARY - MARCH 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	ALLEGiant AIR	3,407	9	0.26	3,564	40	1.12
2	DELTA AIR LINES NETWORK	36,414	267	0.73	39,781	323	0.81
	- DELTA AIR LINES	28,602	218	0.76	31,008	280	0.90
	- BRANDED CODESHARE PARTNERS	7,812	49	0.63	8,773	43	0.49
3	JETBLUE AIRWAYS	6,693	73	1.09	3,987	109	2.73
4	ALASKA AIRLINES NETWORK	5,574	76	1.36	4,498	58	1.29
	- ALASKA AIRLINES	4,526	62	1.37	3,781	44	1.16
	- BRANDED CODESHARE PARTNERS	1,048	14	1.34	717	14	1.95
5	HAWAIIAN AIRLINES NETWORK	1,357	20	1.47	1,440	23	1.60
	- HAWAIIAN AIRLINES	1,222	20	1.64	1,436	23	1.60
	- BRANDED CODESHARE PARTNERS	135	0	0.00	4	0	0.00
6	UNITED AIRLINES NETWORK	20,505	309	1.51	21,380	327	1.53
	- UNITED AIRLINES	13,333	194	1.46	17,031	219	1.29
	- BRANDED CODESHARE PARTNERS	7,172	115	1.60	4,349	108	2.48
7	SOUTHWEST AIRLINES	25,698	424	1.65	18,825	492	2.61
8	FRONTIER AIRLINES	6,010	101	1.68	3,307	78	2.36
9	AMERICAN AIRLINES NETWORK	25,266	471	1.86	10,132	498	4.92
	- AMERICAN AIRLINES	18,685	331	1.77	8,265	376	4.55
	- BRANDED CODESHARE PARTNERS	6,581	140	2.13	1,867	122	6.53
10	SPIRIT AIRLINES	3,907	108	2.76	5,080	125	2.46
	<b>TOTAL</b>	<b>134,831</b>	<b>1,858</b>	<b>1.38</b>	<b>111,994</b>	<b>2,073</b>	<b>1.85</b>

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

## AIR TRAVEL CONSUMER REPORT

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

RANK	CARRIER*	March 2020			March 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	ENDEAVOR AIR	981	2	0.20	1,615	6	0.37
2	ALLEGiant AIR	834	3	0.36	1,496	17	1.14
3	EXPRESSJET AIRLINES	275	1	0.36	319	4	1.25
4	PSA AIRLINES	344	2	0.58	161	8	4.97
5	DELTA AIR LINES	7,687	52	0.68	11,800	112	0.95
6	REPUBLIC AIRWAYS	571	5	0.88	657	7	1.07
7	UNITED AIRLINES	3,156	39	1.24	5,371	100	1.86
8	JETBLUE AIRWAYS	1,357	18	1.33	1,504	43	2.86
9	SOUTHWEST AIRLINES	5,647	75	1.33	8,322	176	2.11
10	ENVOY AIR	447	6	1.34	197	10	5.08
11	ALASKA AIRLINES	950	14	1.47	1,161	2	0.17
12	FRONTIER AIRLINES	1,540	23	1.49	1,526	31	2.03
13	SKYWEST AIRLINES	2,077	35	1.69	2,878	51	1.77
14	AMERICAN AIRLINES	4,213	80	1.90	3,422	133	3.89
15	SPIRIT AIRLINES	926	23	2.48	1,889	48	2.54
16	HAWAIIAN AIRLINES	308	8	2.60	468	8	1.71
17	MESA AIRLINES	510	14	2.75	395	7	1.77
	<b>TOTAL</b>	<b>31,823</b>	<b>400</b>	<b>1.26</b>	<b>43,181</b>	<b>763</b>	<b>1.77</b>

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

## AIR TRAVEL CONSUMER REPORT

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

RANK	CARRIER*	JANUARY - MARCH 2020			JANUARY - MARCH 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	ALLEGiant AIR	3,407	9	0.26	3,564	40	1.12
2	ENDEAVOR AIR	3,079	15	0.49	3,311	13	0.39
3	DELTA AIR LINES	28,602	218	0.76	31,008	280	0.90
4	JETBLUE AIRWAYS	6,693	73	1.09	3,987	109	2.73
5	EXPRESSJET AIRLINES	998	11	1.10	659	21	3.19
6	REPUBLIC AIRWAYS	2,368	28	1.18	1,279	27	2.11
7	ALASKA AIRLINES	4,526	62	1.37	3,781	44	1.16
8	SKYWEST AIRLINES	7,660	105	1.37	6,807	93	1.37
9	UNITED AIRLINES	13,333	194	1.46	17,031	219	1.29
10	HAWAIIAN AIRLINES	1,222	20	1.64	1,436	23	1.60
11	SOUTHWEST AIRLINES	25,698	424	1.65	18,825	492	2.61
12	FRONTIER AIRLINES	6,010	101	1.68	3,307	78	2.36
13	AMERICAN AIRLINES	18,685	331	1.77	8,265	376	4.55
14	PSA AIRLINES	1,464	26	1.78	392	29	7.40
15	MESA AIRLINES	1,975	37	1.87	779	20	2.57
16	ENVOY AIR	1,603	34	2.12	487	36	7.39
17	SPIRIT AIRLINES	3,907	108	2.76	5,080	125	2.46
	<b>TOTAL</b>	<b>131,230</b>	<b>1,796</b>	<b>1.37</b>	<b>109,998</b>	<b>2,025</b>	<b>1.84</b>

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

## OVERSALES

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

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

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

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





## AIR TRAVEL CONSUMER REPORT

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

RANK	CARRIER*	JANUARY - MARCH 2020				JANUARY - MARCH 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	272	0	3,197,140	0.00	34	510	3,473,390	1.47
2	DELTA AIR LINES NETWORK	27,841	5	35,636,685	0.00	37,172	3	41,503,395	0.00
	- DELTA AIR LINES	16,399	0	27,870,231	0.00	28,276	1	32,597,931	0.00
	- BRANDED CODESHARE PARTNERS	11,442	5	7,766,454	0.01	8,896	2	8,905,464	0.00
3	JETBLUE AIRWAYS	250	2	7,303,799	0.00	721	23	9,061,253	0.03
4	UNITED AIRLINES NETWORK	9,236	11	27,418,090	0.00	20,564	24	32,930,557	0.01
	- UNITED AIRLINES	2,842	7	18,412,040	0.00	8,856	17	22,660,404	0.01
	- BRANDED CODESHARE PARTNERS	6,394	4	9,006,050	0.00	11,708	7	10,270,153	0.01
5	HAWAIIAN AIRLINES NETWORK	132	1	2,227,422	0.00	78	0	2,668,228	0.00
	- HAWAIIAN AIRLINES	125	1	2,185,709	0.00	72	0	2,615,452	0.00
	- BRANDED CODESHARE PARTNERS	7	0	41,713	0.00	6	0	52,776	0.00
6	SOUTHWEST AIRLINES	2,355	112	29,539,107	0.04	9,996	1,594	37,409,141	0.43
7	ALASKA AIRLINES NETWORK	1,944	75	8,621,461	0.09	3,312	274	10,114,923	0.27
	- ALASKA AIRLINES	1,515	30	6,420,719	0.05	2,498	158	7,612,627	0.21
	- BRANDED CODESHARE PARTNERS	429	45	2,200,742	0.20	814	116	2,502,296	0.46
8	SPIRIT AIRLINES	3,585	64	7,195,275	0.09	6,768	46	7,265,473	0.06
9	FRONTIER AIRLINES	481	96	4,685,687	0.20	587	168	5,128,189	0.33
10	AMERICAN AIRLINES NETWORK	12,399	1,512	39,047,799	0.39	43,276	3,533	46,178,265	0.77
	- AMERICAN AIRLINES	6,127	465	27,440,927	0.17	28,362	1,724	33,083,888	0.52
	- BRANDED CODESHARE PARTNERS	6,272	1,047	11,606,872	0.90	14,914	1,809	13,094,377	1.38
	<b>TOTAL</b>	<b>58,495</b>	<b>1,878</b>	<b>164,872,465</b>	<b>0.11</b>	<b>122,508</b>	<b>6,175</b>	<b>195,732,814</b>	<b>0.32</b>

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 - MARCH 2020			
		DENIED BOARDINGS (DB'S)		ENPLANED PASSENGERS	INVOLUNTARY DB's PER 10,000 PASSENGERS
		VOLUNTARY	INVOLUNTARY		
1	DELTA AIR LINES	16,399	0	27,870,231	0.00
2	ALLEGiant AIR	272	0	3,197,140	0.00
3	ENDEAVOR AIR	3,775	0	2,964,249	0.00
4	EXPRESSJET AIRLINES	669	0	1,239,445	0.00
5	JETBLUE AIRWAYS	250	2	7,303,799	0.00
6	UNITED AIRLINES	2,842	7	18,412,040	0.00
7	HAWAIIAN AIRLINES	125	1	2,185,709	0.00
8	SOUTHWEST AIRLINES	2,355	112	29,539,107	0.04
9	ALASKA AIRLINES	1,515	30	6,420,719	0.05
10	MESA AIRLINES	962	18	2,681,520	0.07
11	SPIRIT AIR LINES	3,585	64	7,195,275	0.09
12	AMERICAN AIRLINES	6,127	465	27,440,927	0.17
13	FRONTIER AIRLINES	481	96	4,685,687	0.20
14	SKYWEST AIRLINES	9,991	211	8,355,310	0.25
15	REPUBLIC AIRWAYS	1,101	85	3,098,354	0.27
16	PSA AIRLINES	1,291	204	3,039,515	0.67
17	ENVOY AIR	1,895	281	2,863,191	0.98
	<b>TOTAL</b>	<b>53,635</b>	<b>1,576</b>	<b>158,492,218</b>	<b>0.10</b>

JANUARY - MARCH 2019			
DENIED BOARDINGS (DB'S)		ENPLANED PASSENGERS	INVOLUNTARY DB's PER 10,000 PASSENGERS
VOLUNTARY	INVOLUNTARY		
28,276	1	32,597,931	0.00
34	510	3,473,390	1.47
4,432	0	3,113,553	0.00
1,470	1	1,454,843	0.01
721	23	9,061,253	0.03
8,856	17	22,660,404	0.01
72	0	2,615,452	0.00
9,996	1,594	37,409,141	0.43
2,498	158	7,612,627	0.21
3,864	485	3,288,521	1.47
6,768	46	7,265,473	0.06
28,362	1,724	33,083,888	0.52
587	168	5,128,189	0.33
7,163	233	8,697,930	0.27
3,713	80	4,183,267	0.19
3,166	267	3,412,630	0.78
3,807	490	3,137,713	1.56
<b>113,785</b>	<b>5,797</b>	<b>188,196,205</b>	<b>0.31</b>

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

	MARCH 2020				MARCH 2019			
	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS
U.S. AIRLINES	2,093	99	0	255	681	27	1	99
FOREIGN AIRLINES	2,663	15	0	191	407	3	0	115
TRAVEL AGENTS	284	1	0	25	35	3	0	12
TOUR OPERATORS	1	0	0	0	1	0	0	0
MISCELLANEOUS	23	16	0	80	8	97	0	95
<b>INDUSTRY TOTALS</b>	<b>5,064</b>	<b>131</b>	<b>0</b>	<b>551</b>	<b>1,132</b>	<b>130</b>	<b>1</b>	<b>321</b>

## AIR TRAVEL CONSUMER REPORT

Table 2

COMPLAINT CATEGORY	COMPLAINT CATEGORIES*					
	MARCH 2020			MARCH 2019		
	RANKING	COMPLAINTS**	SUB-CATEGORY	RANKING	COMPLAINTS**	SUB-CATEGORY
REFUNDS	1	2,741		2	165	
RESERVATIONS/TICKETING/BOARDING	2	1,069		4	162	
FARES	3	475		6	75	
CUSTOMER SERVICE	4	275		5	114	
FLIGHT PROBLEMS	5	226		1	339	
CANCELLATION			118			142
DELAY			55			111
MISCONNECTION			20			52
BAGGAGE	6	123		3	164	
OTHER	7	101		9	23	
FREQUENT FLYER			80			13
DISABILITY	8	34		7	58	
OVERSALES	9	11		8	25	
DISCRIMINATION	10	6		10	6	
ADVERTISING	11	3		11	1	
ANIMALS	12	0		12	0	
<b>COMPLAINT TOTAL</b>		<b>5,064</b>			<b>1,132</b>	

\* A DETAILED EXPLANATION OF THE COMPLAINT CATEGORIES IS ATTACHED.

\*\* INCLUDES FIGURES FOR SUB-CATEGORIES

## AIR TRAVEL CONSUMER REPORT

Table 3

**COMPLAINTS AGAINST U.S. AIRLINES BY COMPLAINT CATEGORIES\***  
**MARCH 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	1	0	2	4	18	3	8	1	0	0	0	0	37
ALLEGiant AIR	3	0	20	8	37	0	5	2	0	0	0	1	76
AMERICAN AIRLINES	16	3	16	52	138	11	25	6	0	0	0	70	337
DELTA AIR LINES	12	1	5	16	71	13	20	5	1	0	0	1	145
FRONTIER AIRLINES	5	1	20	11	94	4	7	2	0	1	0	1	146
HAWAIIAN AIRLINES	1	0	6	6	20	0	2	0	0	0	0	0	35
JETBLUE AIRWAYS	10	0	6	11	105	3	10	4	0	0	0	0	149
PSA AIRLINES	4	0	1	0	0	0	0	0	0	0	0	0	5
SOUTHWEST AIRLINES	6	0	2	25	119	5	8	2	0	0	0	1	168
SPIRIT AIRLINES	10	2	13	12	80	2	11	1	0	1	0	0	132
SUN COUNTRY AIRLINES	1	0	0	0	12	2	0	0	0	0	0	1	16
UNITED AIRLINES	39	0	20	52	640	15	35	4	0	0	0	6	811
Other U.S. Airlines	7	2	0	2	11	3	3	1	0	1	0	6	36
<b>TOTAL MARCH 2020</b>	<b>115</b>	<b>9</b>	<b>111</b>	<b>199</b>	<b>1,345</b>	<b>61</b>	<b>134</b>	<b>28</b>	<b>1</b>	<b>3</b>	<b>0</b>	<b>87</b>	<b>2,093</b>
<b>% of TOTAL COMPLAINTS</b>	<b>5.5</b>	<b>0.4</b>	<b>5.3</b>	<b>9.5</b>	<b>64.3</b>	<b>2.9</b>	<b>6.4</b>	<b>1.3</b>	<b>0.0</b>	<b>0.1</b>	<b>0</b>	<b>4.2</b>	
<b>TOTAL MARCH 2019</b>	<b>250</b>	<b>18</b>	<b>83</b>	<b>40</b>	<b>83</b>	<b>63</b>	<b>79</b>	<b>48</b>	<b>1</b>	<b>6</b>	<b>0</b>	<b>10</b>	<b>681</b>
<b>% of TOTAL COMPLAINTS</b>	<b>36.7</b>	<b>2.6</b>	<b>12.2</b>	<b>5.9</b>	<b>12.2</b>	<b>9.3</b>	<b>11.6</b>	<b>7.0</b>	<b>0.1</b>	<b>0.9</b>	<b>0</b>	<b>1.5</b>	

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

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

## AIR TRAVEL CONSUMER REPORT

Table 4

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

U.S. AIRLINES ALPHABETICAL	COMPS RECD IN MAR	INCI- DENTS IN MAR	PERCENT	INCI- DENTS IN FEB	PERCENT	INCI- DENTS IN ALL PRIOR MONTHS	PERCENT	UN- KNOWN INCI- DENT DATE	PERCENT
ALASKA AIRLINES	37	16	43.2	2	5.4	19	51.4	0	0.0
ALLEGiant AIR	76	29	38.2	5	6.6	37	48.7	5	6.6
AMERICAN AIRLINES	337	123	36.5	27	8.0	107	31.8	80	23.7
DELTA AIR LINES	145	46	31.7	14	9.7	77	53.1	8	5.5
FRONTIER AIRLINES	146	65	44.5	6	4.1	67	45.9	8	5.5
HAWAIIAN AIRLINES	35	15	42.9	2	5.7	17	48.6	1	2.9
JETBLUE AIRWAYS	149	43	28.9	9	6.0	93	62.4	4	2.7
PSA AIRLINES	5	4	80.0	1	20.0	0	0.0	0	0.0
SOUTHWEST AIRLINES	168	67	39.9	10	6.0	78	46.4	13	7.7
SPIRIT AIRLINES	132	54	40.9	7	5.3	69	52.3	2	1.5
SUN COUNTRY AIRLINES	16	3	18.8	4	25.0	8	50.0	1	6.3
UNITED AIRLINES	811	306	37.7	21	2.6	436	53.8	48	5.9
Other U.S. Airlines	30	15	50.0	5	16.7	8	26.7	2	6.7
<b>Totals</b>	2,093	786	37.6	113	5.4	1,022	48.8	172	8.2
<b>Previous Year's Totals</b>	681	346	50.8	111	16.3	142	20.9	82	12.0

\* 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\*\***  
**MARCH 2020**

	FLIGHT PROBLEMS	OVER- SALES	RES/TKT/ BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DIS- ABILITY	ADVERT- ISING	DISCRIM- INATION	ANIMALS	OTHER	TOTAL
<b><u>FOREIGN AIRLINES</u></b>													
AER LINGUS	2	0	0	6	14	0	0	0	0	0	0	0	22
AEROFLOT	1	0	3	0	2	2	1	0	0	0	0	0	9
AEROMEXICO	0	0	14	3	23	2	2	0	0	0	0	0	44
AIR CANADA	5	1	10	4	52	0	1	0	0	1	0	0	74
AIR CHINA	0	0	0	1	2	3	0	0	0	0	0	0	6
AIR EUROPA	1	0	4	0	5	0	0	0	0	0	0	0	10
AIR FRANCE	9	0	10	6	47	1	2	0	0	1	0	0	76
AIR INDIA	0	0	1	3	10	1	3	0	0	0	0	0	18
AIR NEW ZEALAND	2	0	0	1	7	0	0	0	0	0	0	0	10
AIR TAHITI NUI	0	0	0	1	4	0	0	0	0	0	0	0	5
ALITALIA AIRLINES	2	0	6	1	22	0	2	0	0	0	0	0	33
ASIANA AIRLINES	0	0	0	1	8	1	0	0	0	0	0	0	10
AVIANCA	0	0	4	3	16	2	1	0	0	0	0	1	27
BRITISH AIRWAYS	2	0	2	5	39	5	4	0	0	0	0	0	57
CATHAY PACIFIC AIRWAYS	1	0	3	2	6	1	0	0	0	0	0	0	13
CHINA AIRLINES	0	0	2	1	2	0	0	0	0	0	0	0	5
CONDOR	1	0	4	0	5	0	1	0	0	0	0	0	11
COPA	1	0	5	1	18	0	0	0	0	0	0	0	25
EASY JET	1	0	1	0	4	0	0	0	0	0	0	0	6
EL AL ISRAEL	1	0	3	2	34	0	0	0	0	0	0	0	40
EMIRATES AIRLINES	2	0	11	9	57	0	1	0	0	0	0	0	80
ETHIOPIAN AIRLINES	3	0	0	1	5	1	0	0	0	0	0	0	10
ETIHAD AIRWAYS	1	0	5	4	18	1	2	0	0	0	0	1	32
EVA AIRWAYS	0	0	2	2	3	0	0	0	0	0	0	0	7
FIJI AIRWAYS	1	0	2	0	3	0	0	0	0	0	0	0	6
FRENCH BEE	0	0	2	0	3	0	0	0	0	0	0	0	5
IBERIA AIRLINES	0	0	5	4	27	2	3	1	0	0	0	0	42
ICELANDAIR	1	0	9	9	32	0	0	0	0	0	0	0	51
INTERJET	3	0	15	2	31	4	3	0	0	0	0	0	58
KLM	1	0	1	3	22	0	1	0	0	0	0	0	28
KOREAN AIR LINES	3	0	1	2	10	0	0	0	0	0	0	0	16
KUWAIT AIRWAYS	2	0	0	0	3	0	0	0	0	0	0	0	5
LATAM	5	0	16	10	23	0	4	0	0	0	0	0	58
LEVEL	0	0	1	0	3	2	0	0	0	0	0	0	6
LOT POLISH AIRLINES	2	0	0	2	6	1	0	0	0	0	0	0	11
LUFTHANSA	4	0	8	7	39	2	2	0	0	0	0	1	63
NORWEGIAN AIR SHUTTLE	4	0	10	24	86	0	2	0	0	0	0	0	126
PHILIPPINE AIRLINES	6	0	20	9	27	0	3	0	1	0	0	0	66



## AIR TRAVEL CONSUMER REPORT

Table 5 (Cont'd.)

## COMPANIES OTHER THAN U.S. AIRLINES\* BY COMPLAINT CATEGORY\*\* /MARCH 2020

	FLIGHT PROBLEMS	OVER-SALES	RES/TKT/BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DIS-ABILITY	ADVERT-ISING	DISCRIM-INATION	ANIMALS	OTHER	TOTAL
QANTAS AIRWAYS	0	0	0	0	5	2	0	0	0	0	0	0	7
QATAR AIRWAYS	0	0	3	4	19	1	1	2	0	0	0	0	30
ROYAL AIR MAROC	1	0	2	0	11	4	0	0	0	0	0	0	18
SAS	0	0	0	1	3	1	0	0	0	0	0	0	5
SAUDI ARABIAN AIRLINES	1	0	1	1	1	1	0	0	0	0	0	0	5
SINGAPORE AIRLINES	1	0	4	3	24	0	1	0	0	0	0	0	33
SOUTH AFRICAN AIRWAYS	0	0	1	1	5	0	0	0	0	0	0	0	7
SWISS AIR	2	0	3	2	12	1	1	1	0	0	0	0	22
TAP	11	0	2	3	64	1	2	0	0	0	0	0	83
TURKISH AIRLINES	2	0	7	4	24	7	1	0	0	1	0	0	46
VIRGIN ATLANTIC AIRWAYS	1	0	0	0	5	0	0	1	0	0	0	1	8
VIVAAEROBUS	0	0	4	2	4	1	0	0	0	0	0	0	11
VOLARIS AIRLINES	14	0	643	85	296	0	69	1	0	0	0	0	1,108
WEST JET	1	0	3	0	9	1	1	0	0	0	0	0	15
OTHER FOREIGN AIRLINES	5	1	14	4	54	10	5	0	0	0	0	1	94
<b>TOTALS</b>	<b>106</b>	<b>2</b>	<b>867</b>	<b>239</b>	<b>1,254</b>	<b>61</b>	<b>119</b>	<b>6</b>	<b>1</b>	<b>3</b>	<b>0</b>	<b>5</b>	<b>2,663</b>
<b><u>TRAVEL AGENTS</u></b>													
ASAPTICKETS.COM	0	0	4	3	4	0	3	0	0	0	0	0	14
CHEAPOAIR.COM	1	0	28	6	20	0	7	0	0	0	0	0	62
EXPEDIA.COM	1	0	13	1	29	0	2	0	0	0	0	0	46
JUSTFLY.COM	1	0	6	12	13	0	0	0	0	0	0	0	32
KIWI.COM	1	0	2	1	4	0	0	0	0	0	0	0	8
ORBITZ.COM	0	0	5	0	8	0	1	0	0	0	0	0	14
OVAGO	0	0	0	0	6	0	0	0	0	0	0	0	6
PRICELINE.COM	0	0	2	0	7	0	1	0	0	0	0	0	10
TRAVELOCITY.COM	0	0	4	0	3	0	1	0	0	0	0	0	8
VAYAMA	0	0	9	1	8	0	3	0	0	0	0	0	21
OTHER TRAVEL AGENTS	0	0	15	11	33	0	2	0	1	0	0	1	63
<b>TOTALS</b>	<b>4</b>	<b>0</b>	<b>88</b>	<b>35</b>	<b>135</b>	<b>0</b>	<b>20</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>284</b>
<b><u>TOUR OPERATORS</u></b>													
OTHER TOUR OPERATORS	0	0	0	0	1	0	0	0	0	0	0	0	1
<b>TOTALS</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1</b>
<b><u>MISCELLAENOUS</u></b>													
Other Miscellaneous	1	0	3	2	6	1	2	0	0	0	0	8	23
<b>TOTALS</b>	<b>1</b>	<b>0</b>	<b>3</b>	<b>2</b>	<b>6</b>	<b>1</b>	<b>2</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>8</b>	<b>23</b>

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

## AIR TRAVEL CONSUMER REPORT

TABLE 6

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

	MARCH 2020	MARCH 2019
<b>AIRLINE</b>	<b>COMPLAINTS</b>	<b>COMPLAINTS</b>
<b>ALASKA AIRLINES NETWORK</b>	<b>41</b>	<b>18</b>
- ALASKA AIRLINES	37	16
- BRANDED CODESHARE PARTNERS	4	2
<b>ALLEGIAN AIR</b>	<b>76</b>	<b>10</b>
<b>AMERICAN AIRLINES NETWORK</b>	<b>348</b>	<b>236</b>
- AMERICAN AIRLINES	337	196
- BRANDED CODESHARE PARTNERS	11	40
<b>DELTA AIR LINES NETWORK</b>	<b>148</b>	<b>52</b>
- DELTA AIR LINES	145	44
- BRANDED CODESHARE PARTNERS	3	8
<b>FRONTIER AIRLINES</b>	<b>146</b>	<b>38</b>
<b>HAWAIIAN AIRLINES NETWORK</b>	<b>35</b>	<b>7</b>
- HAWAIIAN AIRLINES	35	7
- BRANDED CODESHARE PARTNERS	0	0
<b>JETBLUE AIRWAYS</b>	<b>149</b>	<b>27</b>
<b>SOUTHWEST AIRLINES</b>	<b>168</b>	<b>55</b>
<b>SPIRIT AIRLINES</b>	<b>132</b>	<b>52</b>
<b>UNITED AIRLINES NETWORK</b>	<b>815</b>	<b>114</b>
- UNITED AIRLINES	811	97
- BRANDED CODESHARE PARTNERS	4	17
<b>TOTAL</b>	<b>2,058</b>	<b>609</b>

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

## AIR TRAVEL CONSUMER REPORT

TABLE 6A

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

RANK	AIRLINE	MARCH 2020			MARCH 2019		
		COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS	COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS
1	MESA AIRLINES	1	663,009	0.15	5	1,304,723	0.38
2	SKYWEST AIRLINES	4	1,921,241	0.21	14	3,557,029	0.39
3	REPUBLIC AIRWAYS	2	819,750	0.24	5	1,619,438	0.31
4	ENVOY AIR	2	699,361	0.29	9	1,248,402	0.72
5	EXPRESSJET AIRLINES	1	306,378	0.33	3	561,903	0.53
6	ENDEAVOR AIR	4	676,474	0.59	1	1,292,725	0.08
7	PSA AIRLINES	5	690,566	0.72	11	1,296,980	0.85
8	DELTA AIR LINES	145	6,485,159	2.24	44	13,984,963	0.31
9	SOUTHWEST AIRLINES	168	6,418,211	2.62	55	14,441,320	0.38
10	ALASKA AIRLINES	37	1,397,642	2.65	16	2,952,297	0.54
11	AMERICAN AIRLINES	337	6,546,233	5.15	196	13,406,350	1.46
12	HAWAIIAN AIRLINES	35	532,287	6.58	7	973,523	0.72
13	SPIRIT AIRLINES	132	1,958,771	6.74	52	2,995,478	1.74
14	JETBLUE AIRWAYS	149	1,813,379	8.22	27	3,791,828	0.71
15	ALLEGiant AIR	76	904,422	8.40	10	1,508,864	0.66
16	FRONTIER AIRLINES	146	1,157,181	12.62	38	1,736,974	2.19
17	UNITED AIRLINES	811	4,533,957	17.89	96	9,972,583	0.96
<b>TOTAL</b>		2,055	37,524,021	5.48	589	76,645,380	0.77

\* 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, plus other carriers that report flight delay and mishandled baggage data voluntarily.

## AIR TRAVEL CONSUMER REPORT

TABLE 1 (YTD)

CONSUMER COMPLAINTS  
SUMMARY

	JANUARY - MARCH 2020				JANUARY - MARCH 2019			
	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS
U.S. AIRLINES	3,545	192	0	476	1,804	88	3	255
FOREIGN AIRLINES	3,602	19	0	283	1,161	8	1	201
TRAVEL AGENTS	360	1	0	42	85	5	0	30
TOUR OPERATORS	1	0	0	0	1	0	0	0
MISCELLANEOUS	49	101	0	253	26	112	0	212
<b>INDUSTRY TOTALS</b>	<b>7,557</b>	<b>313</b>	<b>0</b>	<b>1,054</b>	<b>3,077</b>	<b>213</b>	<b>4</b>	<b>698</b>

## AIR TRAVEL CONSUMER REPORT

Table 2 (YTD)

COMPLAINT CATEGORY	COMPLAINT CATEGORIES*			COMPLAINT CATEGORIES*		
	JANUARY - MARCH 2020			JANUARY - MARCH 2019		
	RANKING	COMPLAINTS**	SUB-CATEGORY	RANKING	COMPLAINTS**	SUB-CATEGORY
REFUNDS	1	3,090		1	321	
RESERVATIONS/TICKETING/BOARDING	2	1,352		2	416	
FLIGHT PROBLEMS	3	723		3	900	
CANCELLATION			297			359
DELAY			223			310
MISCONNECTION			105			138
FARES	4	645		4	226	
CUSTOMER SERVICE	5	603		5	329	
BAGGAGE	6	537		6	543	
OTHER	7	326		7	65	
FREQUENT FLYER			264			30
DISABILITY	8	176		8	167	
OVERSALES	9	74		9	75	
DISCRIMINATION	10	23		10	25	
ADVERTISING	11	7		11	9	
ANIMALS	12	1		12	1	
<b>COMPLAINT TOTAL</b>		<b>7,557</b>			<b>3,077</b>	

\* A DETAILED EXPLANATION OF THE COMPLAINT CATEGORIES IS ATTACHED.

\*\* INCLUDES FIGURES FOR SUB-CATEGORIES.

## AIR TRAVEL CONSUMER REPORT

Table 3 (YTD)

**COMPLAINTS AGAINST U.S. AIRLINES BY COMPLAINT CATEGORIES\***  
**JANUARY - MARCH 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	8	1	4	9	19	13	11	5	0	0	0	0	70
ALLEGiant AIR	10	0	25	10	38	2	7	13	0	0	0	1	106
AMERICAN AIRLINES	106	18	45	69	163	60	91	37	0	2	0	243	834
DELTA AIR LINES	47	3	16	21	73	35	51	21	1	1	0	5	274
ENVOY AIR	15	1	3	0	0	0	4	0	0	0	0	0	23
FRONTIER AIRLINES	32	2	36	18	102	18	18	6	0	3	0	2	237
HAWAIIAN AIRLINES	4	1	7	6	20	0	3	4	0	1	0	0	46
JETBLUE AIRWAYS	22	1	11	15	108	15	22	12	0	2	0	6	214
MESA AIRLINES	9	0	0	0	0	0	1	0	0	0	0	0	10
PSA AIRLINES	14	2	1	0	0	1	3	1	0	1	0	0	23
SILVER AIRWAYS	6	3	0	0	6	0	1	0	0	0	0	0	16
SKYWEST AIRLINES	21	0	0	1	1	2	1	0	0	0	0	0	26
SOUTHWEST AIRLINES	13	0	6	26	123	18	19	12	0	1	0	3	221
SPIRIT AIRLINES	50	13	26	33	90	20	36	5	0	1	0	3	277
SUN COUNTRY AIRLINES	5	0	2	1	16	5	2	1	0	0	0	2	34
UNITED AIRLINES	88	7	51	72	653	60	85	22	1	2	0	11	1,052
VIAAIR	1	0	0	0	9	0	0	0	0	0	0	0	10
Other U.S. Airlines	27	2	1	2	8	4	9	3	0	1	0	15	72
<b>TOTAL JAN - MARCH 2020</b>	<b>478</b>	<b>54</b>	<b>234</b>	<b>283</b>	<b>1,429</b>	<b>253</b>	<b>364</b>	<b>142</b>	<b>2</b>	<b>15</b>	<b>0</b>	<b>291</b>	<b>3,545</b>
<b>% of TOTAL COMPLAINTS</b>	<b>13.5</b>	<b>1.5</b>	<b>6.6</b>	<b>8.0</b>	<b>40.3</b>	<b>7.1</b>	<b>10.3</b>	<b>4.0</b>	<b>0.1</b>	<b>0.4</b>	<b>0</b>	<b>8.2</b>	
<b>TOTAL JAN - MARCH 2019</b>	<b>671</b>	<b>42</b>	<b>207</b>	<b>107</b>	<b>137</b>	<b>218</b>	<b>220</b>	<b>142</b>	<b>4</b>	<b>21</b>	<b>1</b>	<b>34</b>	<b>1,804</b>
<b>% of TOTAL COMPLAINTS</b>	<b>37.2</b>	<b>2.3</b>	<b>11.5</b>	<b>5.9</b>	<b>7.6</b>	<b>12.1</b>	<b>12.2</b>	<b>7.9</b>	<b>0.2</b>	<b>1.2</b>	<b>0.1</b>	<b>1.9</b>	

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

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

## AIR TRAVEL CONSUMER REPORT

Table 4 (YTD)

## COMPLAINTS AGAINST COMPANIES OTHER THAN U.S. AIRLINES BY COMPLAINT CATEGORY\*\* / JANUARY - MARCH 2020

	FLIGHT PROBLEMS	OVER-SALES	RES/TKT/BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DIS-ABILITY	ADVERT-ISING	DISCRIM-INATION	ANIMALS	OTHER	TOTAL
<b><u>FOREIGN AIRLINES</u></b>													
AER LINGUS	4	0	0	6	14	4	0	0	0	0	0	0	28
AEROFLOT	3	0	4	0	5	2	2	0	0	1	0	0	17
AEROMEXICO	3	2	20	6	24	6	4	2	0	0	0	0	67
AIR CANADA	16	2	30	9	57	4	10	3	1	1	0	0	133
AIR CHINA	2	0	3	1	4	6	0	0	0	0	0	0	16
AIR EUROPA	1	0	4	0	5	0	0	0	0	0	0	0	10
AIR FRANCE	24	0	17	12	50	9	5	3	0	1	0	0	121
AIR INDIA	2	0	2	5	13	5	6	1	0	0	0	1	35
AIR NEW ZEALAND	3	0	0	2	8	0	0	0	0	1	0	0	14
ALITALIA AIRLINES	3	1	8	1	26	4	3	0	0	0	0	0	46
ANA ALL NIPPON AIRLINES	0	0	2	2	3	2	1	0	0	0	0	1	11
ASIANA AIRLINES	0	0	1	1	13	2	0	0	0	0	0	0	17
AVIANCA	2	1	9	3	21	11	2	0	0	0	0	1	50
BRITISH AIRWAYS	5	0	4	7	45	15	8	1	0	1	0	0	86
CABO VERDE AIRLINES	11	0	1	0	3	1	0	0	0	0	0	0	16
CATHAY PACIFIC AIRWAYS	2	0	3	5	22	4	0	0	0	0	0	0	36
CHINA AIRLINES	0	0	2	3	3	2	0	0	0	0	0	0	10
CHINA EASTERN AIRLINES	2	0	0	0	6	1	1	0	0	0	0	0	10
CONDOR	1	0	4	0	6	4	1	0	0	0	0	0	16
COPA	3	0	9	5	21	3	0	0	0	0	0	0	41
EGYPTAIR	1	0	2	1	2	4	0	0	0	0	0	0	10
EL AL ISRAEL	1	0	3	2	34	2	0	0	0	0	0	0	42
EMIRATES AIRLINES	6	0	13	11	61	10	6	1	0	0	0	3	111
ETHIOPIAN AIRLINES	3	0	5	2	6	11	3	0	0	0	0	0	30
ETIHAD AIRWAYS	1	0	9	6	18	1	2	0	0	0	0	1	38
EVA AIRWAYS	2	0	4	2	5	0	3	0	0	0	0	0	16
FIJI AIRWAYS	1	0	2	0	5	1	1	0	0	0	0	0	10
IBERIA AIRLINES	0	1	8	4	30	9	6	1	0	0	0	0	59
ICELANDAIR	2	0	10	10	33	1	1	1	0	0	0	0	58
INTERJET	7	0	19	4	46	11	5	0	0	0	0	0	92
KLM	2	0	4	4	24	2	2	0	0	0	0	0	38
KOREAN AIR LINES	3	0	2	4	24	2	1	0	0	0	0	0	36
KUWAIT AIRWAYS	2	0	1	0	3	7	2	1	0	0	0	0	16
LATAM	5	0	23	16	32	6	5	1	0	0	0	0	88
LEVEL	2	1	2	0	5	3	1	0	0	0	0	0	14
LOT POLISH AIRLINES	8	0	0	3	6	6	0	0	0	0	0	0	23
LUFTHANSA	9	0	18	9	50	7	11	2	0	0	1	1	108
NORWEGIAN AIR SHUTTLE	10	1	14	29	95	2	3	3	0	0	0	0	157
PHILIPPINE AIRLINES	6	0	22	9	33	2	4	1	1	0	0	0	78
QANTAS AIRWAYS	1	0	2	1	10	3	4	0	0	0	0	0	21

## AIR TRAVEL CONSUMER REPORT

## COMPLAINTS AGAINST COMPANIES OTHER THAN U.S. AIRLINES BY COMPLAINT CATEGORY\*\* / JANUARY - MARCH 2020

Table 4 (YTD)(Cont'd)

	FLIGHT PROBLEMS	OVER- SALES	RES/TKT/ BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DIS- ABILITY	ADVERT- ISING	DISCRIM- INATION	ANIMALS	OTHER	TOTAL
QATAR AIRWAYS	2	0	5	6	23	7	1	3	0	0	0	0	47
ROYAL AIR MAROC	3	0	5	0	13	13	1	0	0	0	0	0	35
SAUDI ARABIAN AIRLINES	2	0	4	1	2	4	0	0	0	0	0	0	13
SINGAPORE AIRLINES	1	0	6	6	28	0	1	0	0	0	0	0	42
SOUTH AFRICAN AIRWAYS	1	1	3	2	6	2	0	0	0	0	0	0	15
SWISS AIR	3	0	5	2	13	3	1	2	0	0	0	0	29
TAP	17	0	3	4	67	4	3	0	0	0	0	0	98
TURKISH AIRLINES	3	1	14	7	37	20	8	0	0	2	0	1	93
UKRAINE INTERNATIONAL AIRLINES	1	0	2	1	4	3	0	0	0	0	0	0	11
VIVAAEROBUS	0	0	7	3	6	4	1	0	0	0	0	0	21
VOLARIS AIRLINES	17	6	646	87	300	4	74	1	0	0	0	0	1,135
WEST JET	3	0	3	0	9	1	3	1	0	0	0	0	20
OTHER FOREIGN AIRLINES	20	3	29	10	91	42	12	6	0	1	0	4	218
<b>TOTALS</b>	<b>232</b>	<b>20</b>	<b>1,018</b>	<b>314</b>	<b>1,470</b>	<b>282</b>	<b>208</b>	<b>34</b>	<b>2</b>	<b>8</b>	<b>1</b>	<b>13</b>	<b>3,602</b>
<b><u>TRAVEL AGENTS</u></b>													
ASAPTICKETS.COM	0	0	4	3	4	0	3	0	0	0	0	0	14
CHEAPOAIR.COM	1	0	28	9	24	0	9	0	0	0	0	0	71
EXPEDIA.COM	1	0	15	2	33	0	2	0	0	0	0	0	53
JUSTFLY.COM	1	0	7	14	18	0	0	0	0	0	0	0	40
KIWI.COM	1	0	3	1	12	0	0	0	0	0	0	0	17
ORBITZ.COM	0	0	5	0	9	0	1	0	0	0	0	0	15
PRICELINE.COM	0	0	2	2	10	0	1	0	0	0	0	1	16
TRAVELOCITY.COM	0	0	4	0	4	0	2	0	0	0	0	0	10
VAYAMA	0	0	10	1	17	0	4	0	0	0	0	0	32
OTHER TRAVEL AGENTS	2	0	19	14	49	0	4	0	3	0	0	1	92
<b>TOTALS</b>	<b>6</b>	<b>0</b>	<b>97</b>	<b>46</b>	<b>180</b>	<b>0</b>	<b>26</b>	<b>0</b>	<b>3</b>	<b>0</b>	<b>0</b>	<b>2</b>	<b>360</b>
<b><u>TOUR OPERATORS</u></b>													
OTHER TOUR OPERATORS	0	0	0	0	1	0	0	0	0	0	0	0	1
<b>TOTALS</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1</b>
<b><u>MISCELLAENOUS</u></b>													
Other Miscellaneous	7	0	3	2	10	2	5	0	0	0	0	20	49
<b>TOTALS</b>	<b>7</b>	<b>0</b>	<b>3</b>	<b>2</b>	<b>10</b>	<b>2</b>	<b>5</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>20</b>	<b>49</b>

\* COMPANIES ARE LISTED INDIVIDUALLY IF DOT RECEIVED TEN (10) 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 5 (YTD)

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

AIRLINE	JANUARY - MARCH 2020	JANUARY - MARCH 2019
	COMPLAINTS	COMPLAINTS
<b>ALASKA AIRLINES NETWORK</b>	<b>80</b>	<b>57</b>
- ALASKA AIRLINES	70	53
- BRANDED CODESHARE PARTNERS	10	4
<b>ALLEGiant AIRLINES</b>	<b>106</b>	<b>50</b>
<b>AMERICAN AIRLINES NETWORK</b>	<b>897</b>	<b>604</b>
- AMERICAN AIRLINES	834	506
- BRANDED CODESHARE PARTNERS	63	98
<b>DELTA NETWORK</b>	<b>287</b>	<b>166</b>
- DELTA AIR LINES	274	145
- BRANDED CODESHARE PARTNERS	13	21
<b>FRONTIER AIRLINES</b>	<b>237</b>	<b>113</b>
<b>HAWAIIAN AIRLINES NETWORK</b>	<b>46</b>	<b>27</b>
- HAWAIIAN AIRLINES	46	27
- BRANDED CODESHARE PARTNERS	0	0
<b>JETBLUE AIRWAYS</b>	<b>214</b>	<b>70</b>
<b>SOUTHWEST AIRLINES</b>	<b>221</b>	<b>144</b>
<b>SPIRIT AIRLINES</b>	<b>277</b>	<b>125</b>
<b>UNITED AIRLINES NETWORK</b>	<b>1084</b>	<b>332</b>
- UNITED AIRLINES	1053	272
- BRANDED CODESHARE PARTNERS	31	60
<b>TOTAL</b>	<b>3,449</b>	<b>1,688</b>

\* All U.S. airlines with at least 0.5 percent of total domestic scheduled - service passenger revenues, as determined by DOT's Bureau of Transportation Statistics.

TABLE 5A (YTD)

**AIR TRAVEL CONSUMER REPORT**  
**CONSUMER COMPLAINTS: RANKINGS**  
**U.S. AIRLINES\***

RANK	AIRLINE	JANUARY - MARCH 2020			JANUARY - MARCH 2019		
		COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS	COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS
1	REPUBLIC AIRWAYS	7	3,780,262	0.19	12	4,199,421	0.29
2	EXPRESSJET AIRLINES	3	1,320,456	0.23	9	1,552,678	0.58
3	ENDEAVOR AIR	9	3,070,917	0.29	7	3,240,135	0.22
4	SKYWEST AIRLINES	26	8,554,617	0.30	44	9,307,984	0.47
5	MESA AIRLINES	10	2,910,614	0.34	19	3,555,243	0.53
6	SOUTHWEST AIRLINES	221	29,780,939	0.74	144	37,821,130	0.38
7	PSA AIRLINES	23	3,080,680	0.75	17	3,443,924	0.49
8	ENVOY AIR	23	2,981,978	0.77	30	3,272,975	0.92
9	DELTA AIR LINES	274	30,577,655	0.90	145	35,822,800	0.40
10	ALASKA AIRLINES	70	6,675,014	1.05	53	7,863,804	0.67
11	HAWAIIAN AIRLINES	46	2,319,774	1.98	27	2,768,417	0.98
12	JETBLUE AIRWAYS	214	8,164,973	2.62	70	10,188,011	0.69
13	AMERICAN AIRLINES	834	30,352,767	2.75	506	36,545,970	1.38
14	ALLEGiant AIR	106	3,197,140	3.32	50	3,473,390	1.44
15	SPIRIT AIRLINES	277	7,554,781	3.67	125	7,647,003	1.63
16	FRONTIER AIRLINES	237	4,959,502	4.78	113	4,862,134	2.32
17	UNITED AIRLINES	1,052	21,191,352	4.96	272	25,935,538	1.05
	<b>TOTAL</b>	3,432	170,473,421	2.01	1,643	201,500,557	0.82

**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, 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

**Civil Rights Complaints by Air Travelers (Other Than Disability) for March 2020**

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

Air Carrier	Race	Ancestry/ Ethnicity	National Origin	Color	Religion	Sex	Other
AIR CANADA	1						
AIR FRANCE			1				
FRONTIER AIRLINES	1						
REPUBLIC AIRWAYS	1						
SPIRIT AIRLINES	1						
TURKISH AIRLINES	1						
<b>TOTAL</b>	<b>5</b>		<b>1</b>				

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

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

## AIR TRAVEL CONSUMER REPORT

**Civil Rights Complaints by Air Travelers (Other Than Disability) for January - March 2020**

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

Air Carrier	Race	Ancestry/ Ethnicity	National Origin	Color	Religion	Sex	Other
AEROFLOT	1						
AIR CANADA	1						
AIR FRANCE			1				
AIR NEW ZEALAND			1				
AIR SERBIA					1		
AMERICAN AIRLINES		1	1				
BRITISH AIRWAYS							1
DELTA AIR LINES	1						
FRONTIER AIRLINES	2				1		
HAWAIIAN AIRLINES	1						
JETBLUE AIRWAYS	2						
PSA AIRLINES	1						
REPUBLIC AIRLINES	1						
SOUTHWEST AIRLINES					1		
SPIRIT AIRLINES	1						
TURKISH AIRLINES	2						
UNITED AIRLINES	2						
<b>TOTAL</b>	<b>15</b>	<b>1</b>	<b>3</b>		<b>3</b>		<b>1</b>

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

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

## **COMPLAINT CATEGORIES**

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

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

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

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

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

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

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

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

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

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

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

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

## AIR TRAVEL CONSUMER REPORT

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

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

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

<b>Carrier</b>	<b>Death</b>	<b>Injury</b>	<b>Loss</b>
<a href="#">Delta Air Lines</a>	1	0	0
Totals:	1	0	0

**Customer Service Reports to the U.S. Department of Homeland Security for the Month of March 2020  
as provided by the Transportation Security Administration <sup>a</sup>**

The Transportation Security Administration (TSA) screened approximately 35 million airline passengers and their 28 million checked bags in the month of March as part of its efforts to secure the homeland. Since its formation, TSA has maintained a strong focus on customer service and began collecting customer service data voluntarily to improve security operations. TSA values all input and encourages passengers to contact the agency if they believe that the level of service provided does not meet their expectations <sup>b</sup>. Below is a summary of contacts with TSA either by e-mail, or telephone for the month of March.

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

Courtesy <sup>c</sup>		Screening Procedures		Processing Time		Personal Property	
Number of Complaints	Percentage of Flying Public <sup>c</sup>	Number of Complaints	Percentage of Flying Public	Number of Complaints	Percentage of Flying Public	Number of Complaints	Percentage of Flying Public
424	0.00121%	13	0.00004%	30	0.00009%	290	0.00083%

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

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

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

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