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# ***Air Travel Consumer Report***

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

*Issued: July 2020*



<b>Flight Delays<sup>1</sup></b>	May 2020
<b>Mishandled Baggage, Wheelchairs, and Scooters<sup>1</sup></b>	May 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)	May 2020
<b>Airline Animal Incident Reports<sup>4</sup></b>	May 2020
<b>Customer Service Reports to the Dept. of Homeland Security<sup>3</sup></b>	May 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 Office of Aviation Consumer Protection. Website: <http://www.transportation.gov/airconsumer>

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

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

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## **INTRODUCTION**

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

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

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

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

## FLIGHT DELAYS

This section provides information about airline on-time performance, flight delays, and cancellations. It is based on data filed by airlines each month with the Department of Transportation's Bureau of Transportation Statistics (Office of Airline Information), as described in 14 CFR Part 234 of DOT's regulations. It covers nonstop operated and marketed scheduled-service flights between points within the United States (including territories) by the 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 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

MAY 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>
Envoy Air	Horizon Air	Endeavor Air	Empire Airlines	Air Wisconsin Airlines
Mesa Airlines	SkyWest Airlines	Republic Airways		Commutair
Piedmont Airlines		SkyWest Airlines		ExpressJet Airlines
PSA Airlines				GoJet Airlines
Republic Airways				Mesa Airlines
SkyWest Airlines				Republic Airways
				SkyWest Airlines

## AIR TRAVEL CONSUMER REPORT

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

MAY 2020

AT ALL US AIRPORTS		
CARRIER <sup>1</sup>	NUMBER OF AIRPORTS REPORTED	PERCENT OF ON-TIME ARRIVALS
<b>SPIRIT AIRLINES</b>	<b>47</b>	<b>96.8</b>
<b>HAWAIIAN AIRLINES NETWORK</b>	<b>10</b>	<b>96.0</b>
- HAWAIIAN AIRLINES	8	96.0
- BRANDED CODESHARE PARTNERS	3	96.0
<b>FRONTIER AIRLINES</b>	<b>89</b>	<b>93.9</b>
<b>AMERICAN AIRLINES NETWORK</b>	<b>226</b>	<b>93.3</b>
- AMERICAN AIRLINES	94	95.3
- BRANDED CODESHARE PARTNERS	202	91.9
<b>UNITED AIRLINES NETWORK</b>	<b>231</b>	<b>91.4</b>
- UNITED AIRLINES	78	93.6
- BRANDED CODESHARE PARTNERS	217	90.8
<b>SOUTHWEST AIRLINES</b>	<b>89</b>	<b>91.3</b>
<b>DELTA AIR LINES NETWORK</b>	<b>219</b>	<b>90.8</b>
- DELTA AIR LINES	102	94.9
- BRANDED CODESHARE PARTNERS	172	86.3
<b>ALASKA AIRLINES NETWORK</b>	<b>95</b>	<b>90.6</b>
- ALASKA AIRLINES	56	95.5
- BRANDED CODESHARE PARTNERS	49	87.1
<b>JETBLUE AIRWAYS</b>	<b>52</b>	<b>86.4</b>
<b>ALLEGiant AIR</b>	<b>126</b>	<b>37.4</b>
<b>TOTAL AIRPORTS SERVED</b>	<b>362</b>	<b>89.1</b>

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

MAY 2020

AT ALL US AIRPORTS			
CARRIER <sup>1</sup>	NUMBER OF AIRPORTS REPORTED	PERCENT OF ON-TIME ARRIVALS	RANK
SPIRIT AIRLINES	47	96.8	1
HAWAIIAN AIRLINES	8	96.0	2
ALASKA AIRLINES	56	95.5	3
AMERICAN AIRLINES	94	95.3	4
DELTA AIR LINES	102	94.9	5
FRONTIER AIRLINES	89	93.9	6
UNITED AIRLINES	78	93.6	7
REPUBLIC AIRWAYS	61	93.6	8
PSA AIRLINES	85	92.9	9
ENVOY AIR	131	91.5	10
SOUTHWEST AIRLINES	89	91.3	11
MESA AIRLINES	97	90.1	12
EXPRESSJET AIRLINES	60	89.5	13
SKYWEST AIRLINES	236	89.5	14
JETBLUE AIRWAYS	52	86.4	15
ENDEAVOR AIR	90	85.0	16
ALLEGiant AIR	126	37.4	17
<b>TOTAL AIRPORTS SERVED</b>	<b>350</b>	<b>89.1</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

MAY 2020

CARRIER <sup>1</sup>	Jan 20		Feb 20		Mar 20		Apr 20		May 20		Year-to-date (YTD)	
	%	Rank	%	Rank	%	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>77.3</b>	<b>2</b>	<b>90.6</b>	<b>8</b>	<b>80.7</b>	<b>4</b>
- ALASKA AIRLINES	77.6		84.2		74.1		73.7		95.5		79.1	
- BRANDED CODESHARE PARTNERS	78.3		85.4		83.6		80.5		87.1		82.7	
<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>10.4</b>	<b>10</b>	<b>37.4</b>	<b>10</b>	<b>55.0</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>54.8</b>	<b>7</b>	<b>93.3</b>	<b>4</b>	<b>76.0</b>	<b>9</b>
- AMERICAN AIRLINES	84.1		83.2		71.2		57.3		95.3		77.3	
- BRANDED CODESHARE PARTNERS	79.6		78.0		75.4		53.0		91.9		74.9	
<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>67.6</b>	<b>4</b>	<b>90.8</b>	<b>7</b>	<b>82.2</b>	<b>3</b>
- DELTA AIR LINES	89.3		86.8		71.0		67.6		94.9		81.4	
- BRANDED CODESHARE PARTNERS	86.8		84.9		83.5		67.6		86.3		83.3	
<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>49.6</b>	<b>8</b>	<b>93.9</b>	<b>3</b>	<b>76.8</b>	<b>8</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>80.9</b>	<b>1</b>	<b>96.0</b>	<b>2</b>	<b>86.5</b>	<b>1</b>
- HAWAIIAN AIRLINES	89.9		90.7		82.2		78.1		96.0		87.5	
- BRANDED CODESHARE PARTNERS	70.6		79.1		70.9		97.1		96.0		77.6	
<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>61.3</b>	<b>5</b>	<b>86.4</b>	<b>9</b>	<b>78.8</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>47.0</b>	<b>9</b>	<b>91.3</b>	<b>6</b>	<b>77.8</b>	<b>6</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>74.6</b>	<b>3</b>	<b>96.8</b>	<b>1</b>	<b>82.8</b>	<b>2</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>59.5</b>	<b>6</b>	<b>91.4</b>	<b>5</b>	<b>77.6</b>	<b>7</b>
- UNITED AIRLINES	86.3		85.6		69.1		48.4		93.6		77.2	
- BRANDED CODESHARE PARTNERS	80.7		79.7		73.8		66.0		90.8		77.8	
<b>TOTAL</b>	<b>84.6</b>		<b>83.8</b>		<b>74.7</b>		<b>55.7</b>		<b>89.1</b>		<b>78.1</b>	

1. All U.S. airlines with at least 0.5 percent of total domestic scheduled service passenger revenues plus any branded codeshare partners.
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 2. NUMBER OF REPORTED FLIGHT ARRIVALS AND PERCENTAGE ARRIVING ON-TIME BY REPORTING MARKETING CARRIER AND AIRPORT (30 LARGEST AIRPORTS)

MAY 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>	<b>25</b>	<b>96.0</b>	<b>34</b>	<b>94.1</b>	<b>31</b>	<b>100.0</b>	<b>0</b>	<b>0.0</b>	<b>40</b>	<b>92.5</b>	<b>48</b>	<b>95.8</b>	<b>63</b>	<b>95.2</b>	<b>22</b>	<b>90.9</b>
- ALASKA AIRLINES	25	96.0	34	94.1	31	100.0	0	0.0	40	92.5	48	95.8	63	95.2	22	90.9
- BRANDED CODESHARE PARTNERS	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
<b>ALLEGiant AIR</b>	<b>0</b>	<b>0.0</b>	<b>28</b>	<b>0.0</b>	<b>40</b>	<b>27.5</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>6</b>	<b>33.3</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>
<b>AMERICAN AIRLINES NETWORK</b>	<b>354</b>	<b>92.9</b>	<b>677</b>	<b>95.1</b>	<b>158</b>	<b>96.2</b>	<b>8692</b>	<b>95.3</b>	<b>898</b>	<b>95.8</b>	<b>206</b>	<b>94.7</b>	<b>10532</b>	<b>92.8</b>	<b>217</b>	<b>92.6</b>
- AMERICAN AIRLINES	192	91.1	546	95.8	135	96.3	3250	96.9	677	96.6	206	94.7	4714	94.9	122	93.4
- BRANDED CODESHARE PARTNERS	162	95.1	131	92.4	23	95.7	5442	94.4	221	93.2	0	0.0	5818	91.1	95	91.6
<b>DELTA AIR LINES NETWORK</b>	<b>6260</b>	<b>94.2</b>	<b>233</b>	<b>97.9</b>	<b>120</b>	<b>95.8</b>	<b>120</b>	<b>98.3</b>	<b>155</b>	<b>94.8</b>	<b>247</b>	<b>88.3</b>	<b>196</b>	<b>85.7</b>	<b>3249</b>	<b>88.9</b>
- DELTA AIR LINES	4604	97.2	177	98.3	120	95.8	120	98.3	155	94.8	247	88.3	196	85.7	1216	95.4
- BRANDED CODESHARE PARTNERS	1656	85.7	56	96.4	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	2033	84.9
<b>FRONTIER AIRLINES</b>	<b>63</b>	<b>98.4</b>	<b>7</b>	<b>71.4</b>	<b>7</b>	<b>100.0</b>	<b>2</b>	<b>100.0</b>	<b>35</b>	<b>88.6</b>	<b>743</b>	<b>94.1</b>	<b>27</b>	<b>96.3</b>	<b>8</b>	<b>87.5</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>0</b>	<b>0.0</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	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>	<b>26</b>	<b>92.3</b>	<b>633</b>	<b>91.2</b>	<b>0</b>	<b>0.0</b>	<b>18</b>	<b>83.3</b>	<b>56</b>	<b>85.7</b>	<b>24</b>	<b>100.0</b>	<b>8</b>	<b>37.5</b>	<b>18</b>	<b>77.8</b>
<b>SOUTHWEST AIRLINES</b>	<b>1407</b>	<b>92.2</b>	<b>305</b>	<b>90.5</b>	<b>2853</b>	<b>91.0</b>	<b>101</b>	<b>88.1</b>	<b>406</b>	<b>91.4</b>	<b>3171</b>	<b>93.3</b>	<b>0</b>	<b>0.0</b>	<b>194</b>	<b>92.3</b>
<b>SPIRIT AIRLINES</b>	<b>31</b>	<b>100.0</b>	<b>14</b>	<b>92.9</b>	<b>13</b>	<b>100.0</b>	<b>8</b>	<b>100.0</b>	<b>0</b>	<b>0.0</b>	<b>14</b>	<b>100.0</b>	<b>55</b>	<b>94.5</b>	<b>138</b>	<b>98.6</b>
<b>UNITED AIRLINES NETWORK</b>	<b>167</b>	<b>94.0</b>	<b>162</b>	<b>94.4</b>	<b>64</b>	<b>89.1</b>	<b>136</b>	<b>96.3</b>	<b>166</b>	<b>91.6</b>	<b>4140</b>	<b>91.1</b>	<b>225</b>	<b>94.7</b>	<b>117</b>	<b>94.9</b>
- UNITED AIRLINES	2	100.0	66	89.4	36	83.3	0	0.0	69	91.3	1253	94.3	64	87.5	2	100.0
- BRANDED CODESHARE PARTNERS	165	93.9	96	97.9	28	96.4	136	96.3	97	91.8	2887	89.8	161	97.5	115	94.8
<b>TOTAL</b>	<b>8,333</b>	<b>93.8</b>	<b>2,093</b>	<b>92.1</b>	<b>3,286</b>	<b>90.8</b>	<b>9,077</b>	<b>95.3</b>	<b>1,756</b>	<b>93.7</b>	<b>8,599</b>	<b>92.2</b>	<b>11,106</b>	<b>92.7</b>	<b>3,963</b>	<b>89.7</b>

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

## AIR TRAVEL CONSUMER REPORT

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

MAY 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>56</b>	<b>98.2</b>	<b>26</b>	<b>92.3</b>	<b>62</b>	<b>85.5</b>	<b>30</b>	<b>93.3</b>	<b>31</b>	<b>83.9</b>	<b>69</b>	<b>98.6</b>	<b>124</b>	<b>94.4</b>	<b>459</b>	<b>89.1</b>
- ALASKA AIRLINES	56	98.2	26	92.3	62	85.5	30	93.3	31	83.9	69	98.6	31	100.0	121	95.9
- BRANDED CODESHARE PARTNERS	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	93	92.5	338	86.7
<b>ALLEGiant AIR</b>	<b>56</b>	<b>8.9</b>	<b>314</b>	<b>19.4</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>773</b>	<b>19.3</b>	<b>95</b>	<b>48.4</b>
<b>AMERICAN AIRLINES NETWORK</b>	<b>71</b>	<b>94.4</b>	<b>232</b>	<b>95.7</b>	<b>31</b>	<b>93.5</b>	<b>95</b>	<b>97.9</b>	<b>294</b>	<b>86.7</b>	<b>87</b>	<b>94.3</b>	<b>258</b>	<b>95.7</b>	<b>776</b>	<b>97.4</b>
- AMERICAN AIRLINES	71	94.4	232	95.7	31	93.5	56	98.2	203	87.7	87	94.3	258	95.7	776	97.4
- BRANDED CODESHARE PARTNERS	0	0.0	0	0.0	0	0.0	39	97.4	91	84.6	0	0.0	0	0.0	0	0.0
<b>DELTA AIR LINES NETWORK</b>	<b>150</b>	<b>96.7</b>	<b>124</b>	<b>93.5</b>	<b>62</b>	<b>90.3</b>	<b>174</b>	<b>89.1</b>	<b>156</b>	<b>92.3</b>	<b>333</b>	<b>91.9</b>	<b>310</b>	<b>91.9</b>	<b>1065</b>	<b>93.3</b>
- DELTA AIR LINES	93	96.8	124	93.5	62	90.3	113	97.3	93	90.3	188	93.6	218	88.5	756	93.1
- BRANDED CODESHARE PARTNERS	57	96.5	0	0.0	0	0.0	61	73.8	63	95.2	145	89.7	92	100.0	309	93.9
<b>FRONTIER AIRLINES</b>	<b>26</b>	<b>96.2</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>27</b>	<b>88.9</b>	<b>0</b>	<b>0.0</b>	<b>176</b>	<b>93.8</b>	<b>26</b>	<b>96.2</b>
<b>HAWAIIAN AIRLINES NETWORK</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>765</b>	<b>94.9</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>31</b>	<b>93.5</b>
- HAWAIIAN AIRLINES	0	0.0	0	0.0	641	94.9	0	0.0	0	0.0	0	0.0	0	0.0	31	93.5
- BRANDED CODESHARE PARTNERS	0	0.0	0	0.0	124	95.2	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
<b>JETBLUE AIRWAYS</b>	<b>59</b>	<b>93.2</b>	<b>174</b>	<b>88.5</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>8</b>	<b>50.0</b>	<b>502</b>	<b>81.7</b>	<b>46</b>	<b>97.8</b>	<b>74</b>	<b>94.6</b>
<b>SOUTHWEST AIRLINES</b>	<b>0</b>	<b>0.0</b>	<b>774</b>	<b>90.3</b>	<b>312</b>	<b>93.3</b>	<b>64</b>	<b>89.1</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>2698</b>	<b>92.4</b>	<b>1063</b>	<b>92.0</b>
<b>SPIRIT AIRLINES</b>	<b>0</b>	<b>0.0</b>	<b>152</b>	<b>92.1</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>32</b>	<b>96.9</b>	<b>0</b>	<b>0.0</b>	<b>150</b>	<b>96.0</b>	<b>49</b>	<b>98.0</b>
<b>UNITED AIRLINES NETWORK</b>	<b>665</b>	<b>96.1</b>	<b>107</b>	<b>95.3</b>	<b>62</b>	<b>98.4</b>	<b>2050</b>	<b>92.8</b>	<b>3340</b>	<b>91.1</b>	<b>0</b>	<b>0.0</b>	<b>183</b>	<b>97.8</b>	<b>375</b>	<b>96.8</b>
- UNITED AIRLINES	525	95.6	107	95.3	62	98.4	555	93.2	910	93.4	0	0.0	127	97.6	319	96.6
- BRANDED CODESHARE PARTNERS	140	97.9	0	0.0	0	0.0	1495	92.6	2430	90.2	0	0.0	56	98.2	56	98.2
<b>TOTAL</b>	<b>1,083</b>	<b>91.5</b>	<b>1,903</b>	<b>79.8</b>	<b>1,294</b>	<b>94.0</b>	<b>2,413</b>	<b>92.6</b>	<b>3,888</b>	<b>90.7</b>	<b>991</b>	<b>87.4</b>	<b>4,718</b>	<b>81.1</b>	<b>4,013</b>	<b>92.6</b>

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

## AIR TRAVEL CONSUMER REPORT

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

MAY 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>31</b>	<b>87.1</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>70</b>	<b>82.9</b>	<b>53</b>	<b>96.2</b>	<b>708</b>	<b>86.7</b>	<b>26</b>	<b>100.0</b>
- ALASKA AIRLINES	0	0.0	31	87.1	0	0.0	0	0.0	62	83.9	53	96.2	119	97.5	26	100.0
- BRANDED CODESHARE PARTNERS	0	0.0	0	0.0	0	0.0	0	0.0	8	75.0	0	0.0	589	84.6	0	0.0
<b>ALLEGiant AIR</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>22</b>	<b>59.1</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>0</b>	<b>0.0</b>
<b>AMERICAN AIRLINES NETWORK</b>	<b>267</b>	<b>90.6</b>	<b>393</b>	<b>95.7</b>	<b>0</b>	<b>0.0</b>	<b>1319</b>	<b>93.3</b>	<b>210</b>	<b>91.9</b>	<b>3325</b>	<b>92.8</b>	<b>123</b>	<b>88.6</b>	<b>2762</b>	<b>95.4</b>
- AMERICAN AIRLINES	163	96.3	393	95.7	0	0.0	1213	95.8	151	90.1	1256	96.0	123	88.6	1072	96.5
- BRANDED CODESHARE PARTNERS	104	81.7	0	0.0	0	0.0	106	64.2	59	96.6	2069	90.9	0	0.0	1690	94.7
<b>DELTA AIR LINES NETWORK</b>	<b>195</b>	<b>97.4</b>	<b>161</b>	<b>96.9</b>	<b>14</b>	<b>78.6</b>	<b>99</b>	<b>92.9</b>	<b>2686</b>	<b>89.1</b>	<b>281</b>	<b>93.6</b>	<b>270</b>	<b>84.8</b>	<b>141</b>	<b>98.6</b>
- DELTA AIR LINES	195	97.4	161	96.9	14	78.6	99	92.9	1001	96.1	160	95.0	181	86.7	77	100.0
- BRANDED CODESHARE PARTNERS	0	0.0	0	0.0	0	0.0	0	0.0	1685	84.9	121	91.7	89	80.9	64	96.9
<b>FRONTIER AIRLINES</b>	<b>8</b>	<b>100.0</b>	<b>409</b>	<b>92.9</b>	<b>0</b>	<b>0.0</b>	<b>67</b>	<b>94.0</b>	<b>17</b>	<b>94.1</b>	<b>51</b>	<b>94.1</b>	<b>17</b>	<b>94.1</b>	<b>129</b>	<b>94.6</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>0</b>	<b>0.0</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	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>	<b>0</b>	<b>0.0</b>	<b>166</b>	<b>92.2</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>10</b>	<b>40.0</b>	<b>19</b>	<b>36.8</b>	<b>7</b>	<b>42.9</b>	<b>11</b>	<b>45.5</b>
<b>SOUTHWEST AIRLINES</b>	<b>102</b>	<b>61.8</b>	<b>1574</b>	<b>90.6</b>	<b>3285</b>	<b>93.0</b>	<b>0</b>	<b>0.0</b>	<b>199</b>	<b>86.4</b>	<b>0</b>	<b>0.0</b>	<b>422</b>	<b>91.7</b>	<b>272</b>	<b>88.6</b>
<b>SPIRIT AIRLINES</b>	<b>13</b>	<b>100.0</b>	<b>171</b>	<b>97.1</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>3</b>	<b>100.0</b>	<b>108</b>	<b>99.1</b>	<b>14</b>	<b>100.0</b>	<b>31</b>	<b>96.8</b>
<b>UNITED AIRLINES NETWORK</b>	<b>119</b>	<b>97.5</b>	<b>169</b>	<b>91.1</b>	<b>0</b>	<b>0.0</b>	<b>51</b>	<b>88.2</b>	<b>68</b>	<b>94.1</b>	<b>4764</b>	<b>89.6</b>	<b>112</b>	<b>89.3</b>	<b>91</b>	<b>98.9</b>
- UNITED AIRLINES	17	88.2	169	91.1	0	0.0	43	90.7	31	90.3	1016	92.3	26	69.2	7	100.0
- BRANDED CODESHARE PARTNERS	102	99.0	0	0.0	0	0.0	8	75.0	37	97.3	3748	88.9	86	95.3	84	98.8
<b>TOTAL</b>	<b>704</b>	<b>89.8</b>	<b>3,074</b>	<b>92.3</b>	<b>3,321</b>	<b>92.7</b>	<b>1,536</b>	<b>93.1</b>	<b>3,263</b>	<b>88.9</b>	<b>8,601</b>	<b>91.1</b>	<b>1,673</b>	<b>88.0</b>	<b>3,463</b>	<b>94.9</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)

MAY 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>168</b>	<b>93.5</b>	<b>401</b>	<b>83.8</b>	<b>3253</b>	<b>92.7</b>	<b>541</b>	<b>87.4</b>	<b>100</b>	<b>83.0</b>	<b>27</b>	<b>100.0</b>
- ALASKA AIRLINES	42	97.6	100	97.0	1433	96.9	75	98.7	0	0.0	27	100.0
- BRANDED CODESHARE PARTNERS	126	92.1	301	79.4	1820	89.3	466	85.6	100	83.0	0	0.0
<b>ALLEGiant AIR</b>	<b>0</b>	<b>0.0</b>	<b>17</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>1744</b>	<b>94.9</b>	<b>197</b>	<b>95.9</b>	<b>165</b>	<b>95.8</b>	<b>234</b>	<b>92.7</b>	<b>133</b>	<b>90.2</b>	<b>363</b>	<b>95.3</b>
- AMERICAN AIRLINES	1085	95.5	197	95.9	165	95.8	234	92.7	94	86.2	338	95.0
- BRANDED CODESHARE PARTNERS	659	93.9	0	0.0	0	0.0	0	0.0	39	100.0	25	100.0
<b>DELTA AIR LINES NETWORK</b>	<b>278</b>	<b>92.4</b>	<b>186</b>	<b>94.6</b>	<b>1351</b>	<b>91.5</b>	<b>341</b>	<b>91.2</b>	<b>2900</b>	<b>92.9</b>	<b>135</b>	<b>97.0</b>
- DELTA AIR LINES	217	92.6	186	94.6	806	94.3	341	91.2	1453	94.8	135	97.0
- BRANDED CODESHARE PARTNERS	61	91.8	0	0.0	545	87.3	0	0.0	1447	91.1	0	0.0
<b>FRONTIER AIRLINES</b>	<b>69</b>	<b>92.8</b>	<b>23</b>	<b>100.0</b>	<b>26</b>	<b>96.2</b>	<b>29</b>	<b>96.6</b>	<b>33</b>	<b>90.9</b>	<b>43</b>	<b>97.7</b>
<b>HAWAIIAN AIRLINES NETWORK</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>31</b>	<b>96.8</b>	<b>31</b>	<b>96.8</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>
- HAWAIIAN AIRLINES	0	0.0	0	0.0	31	96.8	31	96.8	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>13</b>	<b>100.0</b>	<b>17</b>	<b>100.0</b>	<b>23</b>	<b>82.6</b>	<b>55</b>	<b>92.7</b>	<b>23</b>	<b>91.3</b>	<b>29</b>	<b>93.1</b>
<b>SOUTHWEST AIRLINES</b>	<b>1964</b>	<b>91.9</b>	<b>1045</b>	<b>91.2</b>	<b>388</b>	<b>94.1</b>	<b>327</b>	<b>91.1</b>	<b>286</b>	<b>86.7</b>	<b>995</b>	<b>89.9</b>
<b>SPIRIT AIRLINES</b>	<b>8</b>	<b>100.0</b>	<b>14</b>	<b>100.0</b>	<b>13</b>	<b>100.0</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>14</b>	<b>92.9</b>
<b>UNITED AIRLINES NETWORK</b>	<b>155</b>	<b>96.8</b>	<b>206</b>	<b>96.6</b>	<b>121</b>	<b>95.0</b>	<b>1739</b>	<b>94.7</b>	<b>95</b>	<b>93.7</b>	<b>107</b>	<b>95.3</b>
- UNITED AIRLINES	99	96.0	150	95.3	65	92.3	585	95.0	0	0.0	107	95.3
BRANDED CODESHARE PARTNERS	56	98.2	56	100.0	56	98.2	1154	94.5	95	93.7	0	0.0
<b>TOTAL</b>	<b>4,399</b>	<b>93.4</b>	<b>2,106</b>	<b>90.6</b>	<b>5,371</b>	<b>92.6</b>	<b>3,297</b>	<b>92.6</b>	<b>3,570</b>	<b>92.0</b>	<b>1,713</b>	<b>92.4</b>

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

## AIR TRAVEL CONSUMER REPORT

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

MAY 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	25	96.0	34	94.1	31	100.0	0	0.0	40	92.5	48	95.8	63	95.2	22	90.9
ALLEGiant AIR	0	0.0	28	0.0	40	27.5	0	0.0	0	0.0	6	33.3	0	0.0	0	0.0
AMERICAN AIRLINES	192	91.1	546	95.8	135	96.3	3250	96.9	677	96.6	206	94.7	4714	94.9	122	93.4
DELTA AIR LINES	4604	97.2	177	98.3	120	95.8	120	98.3	155	94.8	247	88.3	196	85.7	1216	95.4
ENDEAVOR AIR	1528	85.4	20	95.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	1272	85.9
ENVOY AIR	18	94.4	0	0.0	21	95.2	0	0.0	2	0.0	0	0.0	3096	92.3	22	90.9
EXPRESSJET AIRLINES	5	100.0	0	0.0	0	0.0	2	100.0	0	0.0	21	66.7	1	100.0	0	0.0
FRONTIER AIRLINES	63	98.4	7	71.4	7	100.0	2	100.0	35	88.6	743	94.1	27	96.3	8	87.5
HAWAIIAN AIRLINES	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
JETBLUE AIRWAYS	26	92.3	633	91.2	0	0.0	18	83.3	56	85.7	24	100.0	8	37.5	18	77.8
MESA AIRLINES	87	94.3	0	0.0	0	0.0	86	96.5	56	92.9	0	0.0	1652	89.2	33	93.9
PSA AIRLINES	110	94.5	0	0.0	1	100.0	3744	94.0	16	75.0	0	0.0	156	85.3	10	70.0
REPUBLIC AIRWAYS	198	96.0	258	95.0	0	0.0	676	96.7	211	96.7	32	81.3	12	100.0	186	97.3
SKYWEST AIRLINES	37	70.3	0	0.0	28	96.4	34	94.1	28	85.7	2834	90.0	1082	90.3	674	81.3
SOUTHWEST AIRLINES	1407	92.2	305	90.5	2853	91.0	101	88.1	406	91.4	3171	93.3	0	0.0	194	92.3
SPIRIT AIRLINES	31	100.0	14	92.9	13	100.0	8	100.0	0	0.0	14	100.0	55	94.5	138	98.6
UNITED AIRLINES	2	100.0	66	89.4	36	83.3	0	0.0	69	91.3	1253	94.3	64	87.5	2	100.0
<b>TOTAL</b>	<b>8,333</b>	<b>93.8</b>	<b>2,088</b>	<b>92.1</b>	<b>3,285</b>	<b>90.8</b>	<b>8,041</b>	<b>95.4</b>	<b>1,751</b>	<b>93.8</b>	<b>8,599</b>	<b>92.2</b>	<b>11,126</b>	<b>92.5</b>	<b>3,917</b>	<b>89.7</b>

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

## AIR TRAVEL CONSUMER REPORT

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

MAY 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	56	98.2	26	92.3	62	85.5	30	93.3	31	83.9	69	98.6	31	100.0	121	95.9
ALLEGiant AIR	56	8.9	314	19.4	0	0.0	0	0.0	0	0.0	0	0.0	773	19.3	95	48.4
AMERICAN AIRLINES	71	94.4	232	95.7	31	93.5	56	98.2	203	87.7	87	94.3	258	95.7	776	97.4
DELTA AIR LINES	93	96.8	124	93.5	62	90.3	113	97.3	93	90.3	188	93.6	218	88.5	756	93.1
ENDEAVOR AIR	55	96.4	0	0.0	0	0.0	60	73.3	30	90.0	110	86.4	0	0.0	0	0.0
ENVOY AIR	0	0.0	0	0.0	0	0.0	0	0.0	23	87.0	0	0.0	0	0.0	0	0.0
EXPRESSJET AIRLINES	0	0.0	0	0.0	0	0.0	0	0.0	1057	88.9	0	0.0	0	0.0	0	0.0
FRONTIER AIRLINES	26	96.2	0	0.0	0	0.0	0	0.0	27	88.9	0	0.0	176	93.8	26	96.2
HAWAIIAN AIRLINES	0	0.0	0	0.0	641	94.9	0	0.0	0	0.0	0	0.0	0	0.0	31	93.5
JETBLUE AIRWAYS	59	93.2	174	88.5	0	0.0	0	0.0	8	50.0	502	81.7	46	97.8	74	94.6
MESA AIRLINES	0	0.0	0	0.0	0	0.0	586	95.2	1211	91.2	0	0.0	0	0.0	0	0.0
PSA AIRLINES	0	0.0	0	0.0	0	0.0	39	97.4	0	0.0	0	0.0	0	0.0	0	0.0
REPUBLIC AIRWAYS	140	97.9	0	0.0	0	0.0	153	94.8	73	89.0	35	100.0	0	0.0	0	0.0
SKYWEST AIRLINES	2	100.0	0	0.0	0	0.0	110	77.3	190	91.6	0	0.0	210	99.0	574	91.5
SOUTHWEST AIRLINES	0	0.0	774	90.3	312	93.3	64	89.1	0	0.0	0	0.0	2698	92.4	1063	92.0
SPIRIT AIRLINES	0	0.0	152	92.1	0	0.0	0	0.0	32	96.9	0	0.0	150	96.0	49	98.0
UNITED AIRLINES	525	95.6	107	95.3	62	98.4	555	93.2	910	93.4	0	0.0	127	97.6	319	96.6
<b>TOTAL</b>	<b>1,083</b>	<b>91.5</b>	<b>1,903</b>	<b>79.8</b>	<b>1,170</b>	<b>93.8</b>	<b>1,766</b>	<b>92.7</b>	<b>3,888</b>	<b>90.7</b>	<b>991</b>	<b>87.4</b>	<b>4,687</b>	<b>81.1</b>	<b>3,884</b>	<b>92.8</b>

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

## AIR TRAVEL CONSUMER REPORT

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

MAY 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	31	87.1	0	0.0	0	0.0	62	83.9	53	96.2	119	97.5	26	100.0
ALLEGiant AIR	0	0.0	0	0.0	22	59.1	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
AMERICAN AIRLINES	163	96.3	393	95.7	0	0.0	1213	95.8	151	90.1	1256	96.0	123	88.6	1072	96.5
DELTA AIR LINES	195	97.4	161	96.9	14	78.6	99	92.9	1001	96.1	160	95.0	181	86.7	77	100.0
ENDEAVOR AIR	0	0.0	0	0.0	0	0.0	0	0.0	848	85.1	56	83.9	0	0.0	62	96.8
ENVOY AIR	0	0.0	0	0.0	0	0.0	0	0.0	38	94.7	1564	90.9	0	0.0	0	0.0
EXPRESSJET AIRLINES	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	163	88.3	0	0.0	0	0.0
FRONTIER AIRLINES	8	100.0	409	92.9	0	0.0	67	94.0	17	94.1	51	94.1	17	94.1	129	94.6
HAWAIIAN AIRLINES	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
JETBLUE AIRWAYS	0	0.0	166	92.2	0	0.0	0	0.0	10	40.0	19	36.8	7	42.9	11	45.5
MESA AIRLINES	45	100.0	0	0.0	0	0.0	8	75.0	3	100.0	0	0.0	0	0.0	27	100.0
PSA AIRLINES	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	421	94.1
REPUBLIC AIRWAYS	161	87.6	0	0.0	0	0.0	106	64.2	25	96.0	856	93.6	0	0.0	519	96.7
SKYWEST AIRLINES	0	0.0	0	0.0	0	0.0	0	0.0	875	85.0	1938	89.4	331	88.2	2	100.0
SOUTHWEST AIRLINES	102	61.8	1574	90.6	3285	93.0	0	0.0	199	86.4	0	0.0	422	91.7	272	88.6
SPIRIT AIRLINES	13	100.0	171	97.1	0	0.0	0	0.0	3	100.0	108	99.1	14	100.0	31	96.8
UNITED AIRLINES	17	88.2	169	91.1	0	0.0	43	90.7	31	90.3	1016	92.3	26	69.2	7	100.0
<b>TOTAL</b>	<b>704</b>	<b>89.8</b>	<b>3,074</b>	<b>92.3</b>	<b>3,321</b>	<b>92.7</b>	<b>1,536</b>	<b>93.1</b>	<b>3,263</b>	<b>88.9</b>	<b>7,240</b>	<b>91.9</b>	<b>1,240</b>	<b>89.7</b>	<b>2,656</b>	<b>95.3</b>

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

## AIR TRAVEL CONSUMER REPORT

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

MAY 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	42	97.6	100	97.0	1433	96.9	75	98.7	0	0.0	27	100.0
ALLEGiant AIR	0	0.0	17	0.0	0	0.0	0	0.0	0	0.0	0	0.0
AMERICAN AIRLINES	1085	95.5	197	95.9	165	95.8	234	92.7	94	86.2	338	95.0
DELTA AIR LINES	217	92.6	186	94.6	806	94.3	341	91.2	1453	94.8	135	97.0
ENDEAVOR AIR	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
ENVOY AIR	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
EXPRESSJET AIRLINES	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
FRONTIER AIRLINES	69	92.8	23	100.0	26	96.2	29	96.6	33	90.9	43	97.7
HAWAIIAN AIRLINES	0	0.0	0	0.0	31	96.8	31	96.8	0	0.0	0	0.0
JETBLUE AIRWAYS	13	100.0	17	100.0	23	82.6	55	92.7	23	91.3	29	93.1
MESA AIRLINES	109	88.1	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
PSA AIRLINES	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
REPUBLIC AIRWAYS	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	25	100.0
SKYWEST AIRLINES	667	95.1	262	87.8	1058	91.9	1444	93.5	1667	91.1	0	0.0
SOUTHWEST AIRLINES	1964	91.9	1045	91.2	388	94.1	327	91.1	286	86.7	995	89.9
SPIRIT AIRLINES	8	100.0	14	100.0	13	100.0	0	0.0	0	0.0	14	92.9
UNITED AIRLINES	99	96.0	150	95.3	65	92.3	585	95.0	0	0.0	107	95.3
<b>TOTAL</b>	<b>4,273</b>	<b>93.4</b>	<b>2,011</b>	<b>91.6</b>	<b>4,008</b>	<b>94.6</b>	<b>3,121</b>	<b>93.4</b>	<b>3,556</b>	<b>92.1</b>	<b>1,713</b>	<b>92.4</b>

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



## AIR TRAVEL CONSUMER REPORT

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

MAY 2020

ARRIVAL AIRPORT*																
SCHEDULED ARRIVAL TIME	ATL	BOS	BWI	CLT	DCA	DEN	DFW	DTW	EWR	FLL	HNL	IAD	IAH	JFK	LAS	LAX
0600-0659	95.1	66.7	25.0	94.6	100.0	63.6	86.5	0.0	77.3	0.0	0.0	0.0	93.9	90.3	37.5	100.0
0700-0759	94.8	82.5	89.5	100.0	100.0	92.3	93.7	94.9	96.9	0.0	0.0	79.6	0.0	84.6	81.3	81.0
0800-0859	93.9	82.2	87.5	95.8	94.3	93.0	93.2	78.1	100.0	21.9	97.6	60.0	94.2	59.0	82.8	91.0
0900-0959	90.4	80.0	88.7	90.9	95.1	89.2	92.0	86.0	75.5	75.3	92.0	93.3	100.0	41.7	77.6	92.0
1000-1059	93.7	87.5	93.3	95.2	95.0	93.3	90.7	95.9	71.4	83.2	100.0	96.2	90.1	79.5	92.5	94.8
1100-1159	90.5	94.0	93.3	96.5	93.7	93.2	94.7	91.8	81.4	75.7	97.2	67.3	89.2	92.1	80.3	94.0
1200-1259	95.8	90.2	92.8	95.7	87.7	86.8	91.6	85.9	93.9	86.8	96.6	92.0	94.4	91.4	79.6	91.4
1300-1359	95.2	94.4	92.9	96.1	97.9	92.3	94.3	91.5	94.9	80.7	80.0	74.1	85.6	91.7	85.0	95.3
1400-1459	92.6	90.1	84.2	95.1	94.8	91.6	92.9	87.9	100.0	79.9	88.3	96.2	91.2	80.8	84.5	87.4
1500-1559	94.5	94.7	93.8	96.0	94.1	91.4	92.3	77.9	96.6	81.8	86.1	97.3	82.5	86.4	86.0	90.6
1600-1659	92.5	97.5	89.8	97.8	96.6	92.5	91.2	86.5	94.4	88.4	98.0	94.3	95.4	96.0	71.0	96.0
1700-1759	92.2	96.0	80.7	95.1	83.6	92.5	92.2	95.6	97.2	72.6	97.6	100.0	89.7	98.2	82.4	94.8
1800-1859	94.2	85.9	93.6	94.7	97.1	91.5	91.3	86.0	94.7	74.4	92.1	100.0	88.3	94.7	91.6	93.0
1900-1959	93.9	94.1	92.2	94.2	90.9	93.1	86.9	90.3	96.2	83.5	95.9	97.0	81.4	98.7	88.8	94.6
2000-2059	97.3	93.9	84.6	92.6	93.3	91.6	93.5	93.7	93.8	75.7	96.7	98.3	90.8	95.6	75.9	95.5
2100-2159	92.5	92.1	88.8	92.4	96.3	89.9	91.6	100.0	100.0	87.9	95.5	96.9	91.7	100.0	80.3	92.2
2200-2259	92.5	95.1	96.7	98.4	92.4	94.8	100.0	92.0	97.1	91.2	0.0	100.0	84.8	94.7	60.4	94.4
2300-0559	85.4	92.3	86.0	100.0	88.6	94.0	94.7	86.7	93.2	60.3	0.0	94.9	85.7	88.2	29.5	85.4
<b>TOTAL</b>	<b>93.8</b>	<b>92.1</b>	<b>90.8</b>	<b>95.4</b>	<b>93.8</b>	<b>92.2</b>	<b>92.5</b>	<b>89.7</b>	<b>91.5</b>	<b>79.8</b>	<b>93.8</b>	<b>92.7</b>	<b>90.7</b>	<b>87.4</b>	<b>81.1</b>	<b>92.8</b>

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

## AIR TRAVEL CONSUMER REPORT

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

MAY 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	0.0	75.0	100.0	0.0	92.9	0.0	90.9	66.7	0.0	97.6	0.0	0.0	0.0	89.4
0700-0759	0.0	33.3	62.1	90.4	84.2	91.3	93.5	100.0	86.1	33.3	100.0	93.0	93.4	83.3	90.9
0800-0859	0.0	55.3	93.4	100.0	96.4	91.8	97.6	91.7	94.9	93.2	90.9	92.9	96.7	38.5	92.8
0900-0959	33.3	91.0	96.3	92.0	92.8	92.4	100.0	95.0	94.6	91.1	96.7	95.5	97.7	89.4	91.6
1000-1059	95.3	95.3	93.0	100.0	93.2	92.9	87.1	78.9	94.7	92.6	96.6	88.2	89.3	95.5	92.9
1100-1159	98.4	94.9	85.3	96.3	90.7	94.5	90.5	95.5	94.4	91.4	96.7	91.8	81.0	92.2	92.1
1200-1259	95.4	96.2	93.1	95.7	100.0	94.5	90.1	90.7	96.9	93.4	98.0	92.0	87.1	94.9	92.6
1300-1359	94.5	91.3	94.5	98.0	92.5	83.0	86.6	97.1	94.8	82.0	95.4	88.3	92.7	94.0	92.6
1400-1459	88.4	85.8	91.8	95.6	77.0	89.2	90.3	97.1	93.1	84.7	96.6	88.2	87.3	89.8	89.7
1500-1559	92.9	94.1	94.3	95.1	50.0	92.5	85.3	92.9	90.8	94.5	94.2	93.9	85.4	92.9	91.7
1600-1659	83.6	94.1	91.2	91.7	91.9	92.1	88.2	96.9	94.1	84.6	95.5	93.6	95.9	94.9	92.6
1700-1759	89.7	93.8	95.3	87.8	88.5	94.1	84.4	96.5	92.1	89.2	81.9	96.3	78.7	91.9	91.7
1800-1859	66.7	92.9	95.2	93.5	92.8	74.5	88.7	98.0	94.2	91.2	88.0	96.0	93.7	88.4	91.8
1900-1959	90.0	89.1	93.6	86.4	87.6	93.1	83.6	96.7	90.4	97.7	93.7	97.8	93.4	95.3	92.1
2000-2059	0.0	92.9	87.0	90.0	94.1	88.9	92.7	91.8	91.3	96.1	94.7	91.8	93.2	96.9	92.3
2100-2159	82.4	90.2	81.0	94.8	84.9	91.9	93.4	96.5	90.9	94.5	94.1	89.0	88.1	92.4	91.3
2200-2259	87.1	93.9	92.5	91.0	81.3	90.1	77.8	90.7	95.2	83.3	88.2	97.1	92.8	93.6	91.8
2300-0559	12.5	94.9	86.1	90.3	87.5	93.5	83.3	92.5	95.8	70.0	95.7	92.9	71.4	71.4	83.5
<b>TOTAL</b>	<b>89.8</b>	<b>92.3</b>	<b>92.7</b>	<b>93.1</b>	<b>88.9</b>	<b>91.9</b>	<b>89.7</b>	<b>95.3</b>	<b>93.4</b>	<b>91.6</b>	<b>94.6</b>	<b>93.4</b>	<b>92.1</b>	<b>92.4</b>	<b>91.8</b>

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

## AIR TRAVEL CONSUMER REPORT

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

MAY 2020

DEPARTURE AIRPORT*																
SCHEDULED DEPARTURE TIME	ATL	BOS	BWI	CLT	DCA	DEN	DFW	DTW	EWR	FLL	HNL	IAD	IAH	JFK	LAS	LAX
0600-0659	95.7	96.7	77.8	97.8	98.3	89.7	96.8	91.4	96.4	55.6	94.5	96.8	100.0	72.4	42.7	92.4
0700-0759	95.3	91.7	89.9	91.4	97.6	93.8	92.3	97.3	0.0	88.3	92.9	98.8	98.6	85.2	87.5	94.6
0800-0859	95.2	91.7	84.8	100.0	93.8	90.4	92.6	92.7	99.0	84.7	100.0	82.8	93.8	96.1	82.3	90.0
0900-0959	94.0	89.7	93.2	94.5	95.7	90.8	93.2	70.7	76.2	66.3	95.1	96.9	93.2	80.2	86.3	94.4
1000-1059	90.1	94.3	89.3	93.3	94.4	87.4	92.4	80.6	81.2	84.2	98.4	0.0	88.7	100.0	67.7	89.6
1100-1159	91.8	75.8	88.2	95.2	96.1	92.7	89.7	94.9	81.1	84.3	96.6	90.3	87.2	93.8	88.8	96.2
1200-1259	81.3	81.9	92.4	87.5	96.8	95.4	94.3	82.9	81.6	77.9	100.0	85.6	81.4	96.2	84.2	91.1
1300-1359	90.4	94.4	92.1	93.7	93.9	92.7	93.7	92.2	96.5	92.4	95.6	78.4	95.7	100.0	87.2	93.3
1400-1459	92.7	94.3	84.5	91.8	100.0	88.2	93.9	93.9	96.3	78.3	93.0	80.0	88.2	91.7	78.6	92.8
1500-1559	94.5	87.5	81.3	98.3	92.1	94.3	90.0	89.0	90.5	84.7	89.7	97.2	87.9	83.3	82.0	94.6
1600-1659	93.4	93.3	88.3	90.6	93.9	93.6	90.1	90.8	90.2	83.2	98.0	96.4	87.8	94.6	78.6	94.6
1700-1759	91.3	93.9	88.0	89.5	94.4	94.7	89.8	95.2	56.0	79.6	97.3	93.3	92.3	84.5	71.4	94.5
1800-1859	86.1	80.0	74.3	94.7	91.2	94.5	91.5	97.0	91.5	66.7	100.0	90.3	100.0	92.2	84.1	93.6
1900-1959	92.2	86.9	80.3	92.8	95.1	90.7	91.5	78.9	100.0	70.1	92.5	90.0	90.6	96.3	86.3	90.0
2000-2059	94.6	83.3	87.8	94.7	100.0	89.4	93.0	93.5	100.0	76.1	95.2	0.0	92.7	91.1	69.2	87.1
2100-2159	96.9	90.0	45.8	91.7	100.0	60.0	85.0	96.5	100.0	22.7	77.4	0.0	100.0	0.0	9.1	87.5
2200-2259	28.6	100.0	25.0	96.0	60.0	84.2	95.1	0.0	0.0	0.0	100.0	0.0	0.0	0.0	66.7	83.7
2300-0559	100.0	93.0	100.0	0.0	100.0	68.2	87.3	66.7	88.9	100.0	89.3	33.3	93.3	0.0	69.0	85.6
TOTAL	92.7	91.5	86.8	93.5	95.3	92.6	92.1	89.9	88.9	80.1	94.7	92.3	91.5	88.3	80.2	92.3

\* 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)

MAY 2020

DEPARTURE AIRPORT*															
SCHEDULED DEPARTURE TIME	LGA	MCO	MDW	MIA	MSP	ORD	PDX	PHL	PHX	SAN	SEA	SFO	SLC	TPA	TOTAL
0600-0659	46.7	88.4	80.0	96.7	94.6	90.0	95.7	95.3	95.4	95.0	97.4	95.7	33.3	91.1	88.7
0700-0759	0.0	93.5	94.2	92.6	98.0	91.0	93.4	96.0	93.2	94.9	94.9	94.2	95.8	92.3	92.9
0800-0859	0.0	92.3	86.0	94.4	93.3	89.8	93.8	98.5	90.3	94.1	94.4	88.0	92.7	96.2	91.5
0900-0959	96.2	94.6	95.7	91.2	92.9	93.2	88.8	92.6	95.6	88.5	95.8	95.5	90.9	75.0	92.5
1000-1059	50.0	92.7	94.4	94.5	89.5	88.0	96.9	96.6	92.5	85.0	93.3	92.7	86.1	90.3	90.7
1100-1159	80.0	97.6	82.1	89.7	77.0	92.5	89.2	95.7	93.7	91.5	90.7	92.0	89.8	95.2	90.9
1200-1259	100.0	92.0	87.3	95.8	91.4	85.7	91.3	95.4	92.9	91.8	93.6	93.9	85.0	88.5	91.0
1300-1359	91.4	92.6	92.5	90.3	91.5	94.7	92.9	80.8	94.4	89.2	96.2	93.3	89.3	94.9	92.4
1400-1459	90.3	92.3	93.5	96.2	98.6	79.6	92.8	95.3	92.7	90.5	98.3	91.0	94.9	95.9	91.6
1500-1559	93.0	89.0	91.8	93.2	85.5	92.9	95.5	96.9	88.3	92.6	84.8	87.5	95.2	88.2	90.6
1600-1659	87.8	92.3	89.3	83.3	50.0	94.6	96.4	98.7	89.4	89.3	96.6	77.8	80.0	94.6	90.8
1700-1759	79.2	90.9	93.4	93.8	93.6	92.8	78.9	93.9	90.9	89.0	95.2	93.9	95.2	93.2	91.5
1800-1859	83.3	84.6	88.1	100.0	97.4	89.2	90.0	96.6	91.1	86.1	87.3	95.1	80.9	85.3	91.0
1900-1959	25.0	82.6	92.3	88.6	93.8	91.7	97.1	91.7	94.1	96.8	86.8	100.0	50.0	75.0	90.6
2000-2059	0.0	79.6	84.1	76.5	90.7	83.1	88.9	91.3	93.4	88.2	92.2	100.0	93.9	40.0	91.2
2100-2159	0.0	42.9	47.1	94.1	0.0	100.0	0.0	97.1	78.6	83.3	96.9	0.0	100.0	0.0	89.2
2200-2259	100.0	0.0	50.0	83.3	100.0	93.3	100.0	0.0	85.7	100.0	100.0	100.0	85.7	100.0	89.1
2300-0559	0.0	100.0	62.5	85.7	60.0	93.5	87.5	100.0	93.9	0.0	76.5	95.5	100.0	100.0	88.1
<b>TOTAL</b>	<b>86.5</b>	<b>91.4</b>	<b>91.2</b>	<b>91.0</b>	<b>89.3</b>	<b>91.7</b>	<b>92.4</b>	<b>95.8</b>	<b>92.3</b>	<b>91.1</b>	<b>93.0</b>	<b>93.2</b>	<b>92.0</b>	<b>92.2</b>	<b>91.2</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  
MAY 2020

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Aberdeen, SD (ABR)	72.1	74.4	43	43
Abilene, TX (ABI)	87.9	96.7	91	91
Adak Island, AK (ADK)	66.7	77.8	9	9
Akron, OH (CAK)	86.5	93.2	74	74
Albany, GA (ABY)	84.6	80.8	26	26
Albany, NY (ALB)	84.0	86.0	343	342
Albuquerque, NM (ABQ)	90.1	91.9	720	720
Alexandria, LA (AEX)	85.9	95.8	71	71
Allentown/Bethlehem/Easton, PA (ABE)	52.4	52.9	273	274
Alpena, MI (APN)	76.9	76.9	39	39
Amarillo, TX (AMA)	92.1	93.6	203	203
Anchorage, AK (ANC)	92.8	95.9	543	541
Appleton, WI (ATW)	63.2	66.9	133	133
Arcata/Eureka, CA (ACV)	89.8	96.6	59	59
Asheville, NC (AVL)	45.5	46.8	420	423
Ashland, WV (HTS)	58.0	58.0	50	50
Aspen, CO (ASE)	77.1	80.2	105	106
Atlanta, GA (ATL)	93.8	92.7	8333	8328
Atlantic City, NJ (ACY)	100.0	100.0	27	27
Augusta, GA (AGS)	90.0	86.7	120	120
Austin, TX (AUS)	89.4	89.2	1400	1405
Bakersfield, CA (BFL)	89.9	87.6	99	97
Baltimore, MD (BWI)	90.8	86.8	3285	3285
Bangor, ME (BGR)	82.0	79.0	100	100
Barrow, AK (BRW)	100.0	90.5	21	21
Baton Rouge, LA (BTR)	93.3	92.9	239	238
Beaumont/Port Arthur, TX (BPT)	93.8	96.9	32	32
Belleville, IL (BLV)	51.7	47.4	116	116
Bellingham, WA (BLI)	0.0	0.0	120	120
Bemidji, MN (BJI)	69.8	72.1	43	43
Bend/Redmond, OR (RDM)	83.5	82.3	182	181
Bethel, AK (BET)	100.0	81.0	21	21
Billings, MT (BIL)	90.0	90.0	170	170
Binghamton, NY (BGM)	54.8	61.3	31	31
Birmingham, AL (BHM)	89.6	92.7	422	425
Bismarck/Mandan, ND (BIS)	75.7	78.9	185	185
Bloomington/Normal, IL (BMI)	81.6	86.2	87	87
Boise, ID (BOI)	92.9	91.9	634	632
Boston, MA (BOS)	92.1	91.5	2088	2074
Bozeman, MT (BZN)	89.7	91.0	156	155
Brainerd, MN (BRD)	84.6	87.2	39	39

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Bristol/Johnson City/Kingsport, TN (TRI)	80.2	80.4	111	112
Brownsville, TX (BRO)	93.6	97.4	78	78
Brunswick, GA (BQK)	81.3	81.3	32	32
Buffalo, NY (BUF)	86.3	86.0	626	627
Burbank, CA (BUR)	91.5	91.0	715	715
Burlington, VT (BTV)	93.7	94.1	206	205
Butte, MT (BTM)	68.3	75.6	41	41
Cape Girardeau, MO (CGI)	58.7	60.9	46	46
Casper, WY (CPR)	91.6	88.1	83	84
Cedar Rapids/Iowa City, IA (CID)	78.1	80.8	251	250
Champaign/Urbana, IL (CMI)	92.3	90.9	78	77
Charleston, SC (CHS)	87.5	89.4	671	672
Charleston/Dunbar, WV (CRW)	94.8	95.9	97	98
Charlotte Amalie, VI (STT)	94.5	94.5	91	91
Charlotte, NC (CLT)	95.4	93.5	8041	8059
Charlottesville, VA (CHO)	92.0	91.1	88	90
Chattanooga, TN (CHA)	87.1	93.0	186	185
Chicago, IL (MDW)	92.7	91.2	3321	3317
Chicago, IL (ORD)	91.9	91.7	7240	7239
Christiansted, VI (STX)	94.4	94.4	36	36
Cincinnati, OH (CVG)	68.3	70.7	1113	1112
Clarksburg/Fairmont, WV (CKB)	85.2	86.9	61	61
Cleveland, OH (CLE)	86.9	89.2	822	822
Cody, WY (COD)	97.1	91.7	35	36
Cold Bay, AK (CDB)	80.0	60.0	10	10
College Station/Bryan, TX (CLL)	93.5	94.9	77	78
Colorado Springs, CO (COS)	91.8	95.0	194	199
Columbia, MO (COU)	85.9	90.8	85	87
Columbia, SC (CAE)	90.7	94.1	205	205
Columbus, GA (CSG)	83.9	83.9	31	31
Columbus, MS (GTR)	87.5	81.8	32	33
Columbus, OH (CMH)	93.0	93.2	1023	1025
Columbus, OH (LCK)	50.0	50.0	118	118
Concord, NC (USA)	27.1	27.1	144	144
Cordova, AK (CDV)	96.8	98.4	62	62
Corpus Christi, TX (CRP)	89.0	91.3	218	218
Dallas, TX (DAL)	90.8	89.2	2478	2478
Dallas/Fort Worth, TX (DFW)	92.5	92.1	11126	11154
Dayton, OH (DAY)	87.8	89.3	319	318
Daytona Beach, FL (DAB)	92.8	95.9	97	97
Deadhorse, AK (SCC)	84.8	87.9	33	33

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

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Decatur, IL (DEC)	83.8	84.2	37	38
Del Rio, TX (DRT)	90.3	90.3	31	31
Denver, CO (DEN)	92.2	92.6	8599	8571
Des Moines, IA (DSM)	83.0	83.6	495	493
Detroit, MI (DTW)	89.7	89.9	3917	3905
Devils Lake, ND (DVL)	78.4	73.0	37	37
Dickinson, ND (DIK)	96.3	96.3	27	27
Dillingham, AK (DLG)	100.0	50.0	6	6
Dodge City, KS (DDC)	78.4	81.1	37	37
Dothan, AL (DHN)	87.5	87.5	32	32
Dubuque, IA (DBQ)	95.2	90.0	21	20
Duluth, MN (DLH)	81.5	83.6	65	67
Durango, CO (DRO)	91.3	95.6	115	114
Eagle, CO (EGE)	81.6	83.7	49	49
Eau Claire, WI (EAU)	79.1	73.5	67	68
El Paso, TX (ELP)	87.4	91.6	413	415
Elko, NV (EKO)	90.9	90.9	22	22
Elmira/Corning, NY (ELM)	59.2	53.9	76	76
Erie, PA (ERI)	71.1	71.7	45	46
Escanaba, MI (ESC)	79.5	76.9	39	39
Eugene, OR (EUG)	84.3	87.3	229	228
Evansville, IN (EVV)	76.5	77.2	136	136
Everett, WA (PAE)	100.0	100.0	11	11
Fairbanks, AK (FAI)	96.0	94.4	124	124
Fargo, ND (FAR)	84.7	84.9	189	192
Fayetteville, AR (XNA)	82.7	85.4	342	343
Fayetteville, NC (FAY)	92.0	91.2	125	125
Flagstaff, AZ (FLG)	93.8	91.5	80	82
Flint, MI (FNT)	88.2	87.5	119	120
Fort Lauderdale, FL (FLL)	79.8	80.1	1903	1906
Fort Myers, FL (RSW)	89.3	90.6	903	900
Fort Smith, AR (FSM)	80.3	87.7	66	65
Fort Wayne, IN (FWA)	84.5	86.0	213	214
Fresno, CA (FAT)	82.0	81.3	367	369
Gainesville, FL (GNV)	90.1	90.1	152	152
Garden City, KS (GCK)	93.9	96.9	33	32
Gillette, WY (GCC)	93.0	86.4	43	44
Grand Forks, ND (GFK)	71.8	72.5	39	40
Grand Island, NE (GRI)	74.5	76.6	47	47
Grand Junction, CO (GJT)	86.5	88.1	126	126
Grand Rapids, MI (GRR)	74.1	75.5	502	503

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Great Falls, MT (GTF)	75.0	76.5	68	68
Green Bay, WI (GRB)	89.8	90.3	59	62
Greensboro/High Point, NC (GSO)	84.8	85.7	164	161
Greer, SC (GSP)	86.5	88.7	408	406
Guam, TT (GUM)	97.7	100.0	44	44
Gulfport/Biloxi, MS (GPT)	79.1	84.6	201	201
Gunnison, CO (GUC)	100.0	100.0	15	15
Hagerstown, MD (HGR)	71.4	64.3	14	14
Hancock/Houghton, MI (CMX)	93.5	91.9	62	62
Harlingen/San Benito, TX (HRL)	91.5	95.8	142	142
Harrisburg, PA (MDT)	59.7	62.4	139	141
Hartford, CT (BDL)	90.2	90.0	623	622
Hattiesburg/Laurel, MS (PIB)	60.0	55.6	45	45
Hayden, CO (HDN)	90.9	95.7	22	23
Hays, KS (HYS)	87.7	86.2	65	65
Helena, MT (HLN)	84.3	86.7	89	90
Hibbing, MN (HIB)	79.5	74.4	39	39
Hilo, HI (ITO)	95.9	94.4	197	197
Hilton Head, SC (HHH)	92.7	92.6	123	121
Hobbs, NM (HOB)	100.0	92.3	13	13
Honolulu, HI (HNL)	93.8	94.7	1170	1171
Houston, TX (HOU)	88.4	86.7	1765	1768
Houston, TX (IAH)	90.7	91.5	3888	3900
Huntsville, AL (HSV)	92.7	93.8	259	258
Idaho Falls, ID (IDA)	85.3	83.2	143	143
Indianapolis, IN (IND)	86.3	85.6	1182	1184
International Falls, MN (INL)	75.0	77.5	40	40
Iron Mountain/Kingsfd, MI (IMT)	93.0	93.0	57	57
Islip, NY (ISP)	72.5	70.0	80	80
Ithaca/Cortland, NY (ITH)	74.1	77.8	27	27
Jackson, WY (JAC)	89.8	94.1	118	118
Jackson/Vicksburg, MS (JAN)	90.7	91.7	216	217
Jacksonville, FL (JAX)	86.8	88.8	730	725
Jacksonville/Camp Lejeune, NC (OAJ)	83.9	84.7	124	124
Jamestown, ND (JMS)	79.4	83.8	68	68
Joplin, MO (JLN)	82.1	96.6	28	29
Juneau, AK (JNU)	95.7	95.2	186	186
Kahului, HI (OGG)	96.9	96.9	255	254
Kalamazoo, MI (AZO)	83.9	87.5	56	56
Kalispell, MT (FCA)	82.9	85.9	76	78
Kansas City, MO (MCI)	91.6	92.8	1435	1429

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

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Kearney, NE (EAR)	73.0	78.4	37	37
Ketchikan, AK (KTN)	96.8	98.4	62	62
Key West, FL (EYW)	86.3	87.3	168	165
Killeen, TX (GRK)	95.0	96.3	80	81
King Salmon, AK (AKN)	50.0	25.0	4	4
Knoxville, TN (TYS)	70.2	72.3	610	611
Kodiak, AK (ADQ)	95.2	81.0	21	21
Kona, HI (KOA)	95.9	95.1	246	246
Kotzebue, AK (OTZ)	95.2	100.0	21	21
La Crosse, WI (LSE)	95.3	100.0	43	43
Lafayette, LA (LFT)	87.3	89.8	158	157
Lake Charles, LA (LCH)	86.6	90.7	97	97
Lansing, MI (LAN)	75.0	82.3	60	62
Laramie, WY (LAR)	81.1	78.4	37	37
Laredo, TX (LRD)	85.7	83.3	84	84
Las Vegas, NV (LAS)	81.1	80.2	4687	4686
Latrobe, PA (LBE)	100.0	100.0	13	13
Lawton/Fort Sill, OK (LAW)	91.2	91.2	34	34
Lewisburg, WV (LWB)	75.0	70.0	40	40
Lewiston, ID (LWS)	95.5	100.0	22	22
Lexington, KY (LEX)	76.8	79.6	241	240
Liberal, KS (LBL)	75.7	72.2	37	36
Lihue, HI (LIH)	97.2	97.2	212	212
Lincoln, NE (LNK)	86.2	86.3	123	124
Little Rock, AR (LIT)	90.6	92.1	435	429
Long Beach, CA (LGB)	94.7	94.3	285	283
Longview, TX (GGG)	86.7	86.2	30	29
Los Angeles, CA (LAX)	92.8	92.3	3884	3881
Louisville, KY (SDF)	88.9	89.4	658	659
Lubbock, TX (LBB)	86.6	90.9	277	275
Lynchburg, VA (LYH)	89.5	87.9	57	58
Madison, WI (MSN)	90.1	93.3	252	252
Manchester, NH (MHT)	92.2	91.2	257	261
Manhattan/Ft. Riley, KS (MHK)	88.6	94.3	35	35
Marquette, MI (MQT)	93.0	95.3	43	43
Medford, OR (MFR)	87.2	89.4	188	188
Melbourne, FL (MLB)	94.6	94.6	92	92
Memphis, TN (MEM)	81.3	83.5	619	618
Meridian, MS (MEI)	56.8	61.4	44	44
Miami, FL (MIA)	93.1	91.0	1536	1530
Midland/Odessa, TX (MAF)	91.1	93.1	292	291

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Milwaukee, WI (MKE)	90.7	92.3	835	835
Minneapolis, MN (MSP)	88.9	89.3	3263	3255
Minot, ND (MOT)	66.0	66.3	103	104
Mission/McAllen/Edinburg, TX (MFE)	73.3	72.6	202	201
Missoula, MT (MSO)	85.0	84.4	147	147
Moab, UT (CNY)	83.8	80.9	68	68
Mobile, AL (BFM)	80.0	80.0	5	5
Mobile, AL (MOB)	90.0	95.4	130	130
Moline, IL (MLI)	74.6	76.8	126	125
Monroe, LA (MLU)	91.7	98.6	72	72
Monterey, CA (MRY)	85.8	84.0	106	106
Montgomery, AL (MGM)	80.6	85.1	67	67
Montrose/Delta, CO (MTJ)	87.9	89.8	107	108
Mosinee, WI (CWA)	94.1	96.1	51	51
Muskegon, MI (MKG)	86.5	83.8	37	37
Myrtle Beach, SC (MYR)	85.6	85.3	292	292
Nashville, TN (BNA)	88.1	88.9	2267	2266
New Bern/Morehead/Beaufort, NC (EWN)	91.7	88.4	96	95
New Haven, CT (HVN)	100.0	90.9	23	22
New Orleans, LA (MSY)	88.6	88.8	1119	1116
New York, NY (JFK)	87.4	88.3	991	985
New York, NY (LGA)	89.8	86.5	704	702
Newark, NJ (EWR)	91.5	88.9	1083	1085
Newburgh/Poughkeepsie, NY (SWF)	53.2	51.1	47	47
Newport News/Williamsburg, VA (PHF)	91.7	93.1	72	72
Niagara Falls, NY (IAG)	62.8	65.1	43	43
Nome, AK (OME)	100.0	100.0	21	21
Norfolk, VA (ORF)	84.7	85.1	483	483
North Bend/Coos Bay, OR (OTH)	95.0	100.0	20	20
North Platte, NE (LBF)	89.1	80.0	64	65
Oakland, CA (OAK)	89.3	88.9	1278	1283
Ogden, UT (OGD)	18.2	18.2	11	11
Ogdensburg, NY (OGS)	67.4	69.8	43	43
Oklahoma City, OK (OKC)	89.8	90.4	726	727
Omaha, NE (OMA)	90.4	91.3	806	804
Ontario, CA (ONT)	95.3	94.8	613	615
Orlando, FL (MCO)	92.3	91.4	3074	3082
Owensboro, KY (OWB)	45.5	45.5	11	11
Paducah, KY (PAH)	72.5	68.3	40	41
Palm Springs, CA (PSP)	90.6	88.9	309	307
Panama City, FL (ECP)	94.9	93.7	314	316

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

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Pasco/Kennewick/Richland, WA (PSC)	71.1	72.3	159	159
Pellston, MI (PLN)	59.6	61.7	47	47
Pensacola, FL (PNS)	90.5	91.1	380	380
Peoria, IL (PIA)	77.9	79.7	172	172
Petersburg, AK (PSG)	95.2	93.5	62	62
Philadelphia, PA (PHL)	95.3	95.8	2656	2655
Phoenix, AZ (AZA)	51.9	54.1	430	431
Phoenix, AZ (PHX)	93.4	92.3	4273	4283
Pierre, SD (PIR)	81.1	81.1	37	37
Pittsburgh, PA (PIT)	86.8	88.0	1102	1104
Plattsburgh, NY (PBG)	68.8	70.1	77	77
Pocatello, ID (PIH)	90.9	100.0	22	22
Portland, ME (PWM)	93.3	93.8	209	210
Portland, OR (PDX)	89.7	92.4	1240	1237
Portsmouth, NH (PSM)	66.7	71.4	21	21
Prescott, AZ (PRC)	93.5	100.0	31	31
Providence, RI (PVD)	90.5	91.1	325	326
Provo, UT (PVU)	26.6	24.1	79	79
Pueblo, CO (PUB)	85.7	79.7	63	64
Punta Gorda, FL (PGD)	58.7	62.7	414	415
Raleigh/Durham, NC (RDU)	94.3	93.4	1044	1044
Rapid City, SD (RAP)	79.3	81.3	242	241
Redding, CA (RDD)	100.0	100.0	31	31
Reno, NV (RNO)	88.2	90.4	603	605
Rhineland, WI (RHI)	65.1	72.1	43	43
Richmond, VA (RIC)	84.3	84.8	407	408
Riverton/Lander, WY (RIW)	95.8	95.7	24	23
Roanoke, VA (ROA)	63.3	62.9	60	62
Rochester, MN (RST)	82.1	80.7	56	57
Rochester, NY (ROC)	84.1	85.4	309	309
Rock Springs, WY (RKS)	97.7	95.5	43	44
Rockford, IL (RFD)	51.9	51.0	52	51
Roswell, NM (ROW)	94.3	94.3	35	35
Sacramento, CA (SMF)	92.4	93.6	1427	1427
Saginaw/Bay City/Midland, MI (MBS)	88.1	91.7	59	60
Saipan, TT (SPN)	100.0	100.0	13	13
Salina, KS (SLN)	81.1	78.4	37	37
Salt Lake City, UT (SLC)	92.1	92.0	3556	3561
San Angelo, TX (SJT)	95.4	94.2	87	86
San Antonio, TX (SAT)	88.3	92.1	1015	1012
San Diego, CA (SAN)	91.6	91.1	2011	2008

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
San Francisco, CA (SFO)	93.4	93.2	3121	3116
San Jose, CA (SJC)	90.1	90.6	1335	1335
San Juan, PR (SJU)	85.9	89.0	427	427
San Luis Obispo, CA (SBP)	91.4	92.5	198	200
Sanford, FL (SFB)	32.3	34.2	902	901
Santa Ana, CA (SNA)	92.7	93.3	780	779
Santa Barbara, CA (SBA)	93.4	91.8	183	183
Santa Fe, NM (SAF)	84.0	88.5	106	104
Santa Maria, CA (SMX)	46.7	46.7	15	15
Santa Rosa, CA (STS)	83.3	90.9	66	66
Sarasota/Bradenton, FL (SRQ)	77.2	78.7	368	367
Sault Ste. Marie, MI (CIU)	93.0	91.2	57	57
Savannah, GA (SAV)	75.8	76.9	525	527
Scottsbluff, NE (BFF)	83.1	84.8	65	66
Scranton/Wilkes-Barre, PA (AVP)	90.8	89.3	141	140
Seattle, WA (SEA)	94.6	93.0	4008	4008
Sheridan, WY (SHR)	78.3	82.6	23	23
Shreveport, LA (SHV)	81.1	83.3	264	263
Sioux City, IA (SUX)	92.9	96.3	28	27
Sioux Falls, SD (FSD)	78.2	76.6	293	290
Sitka, AK (SIT)	93.5	93.5	31	31
South Bend, IN (SBN)	83.9	81.3	224	224
Spokane, WA (GEG)	92.8	94.2	345	346
Springfield, IL (SPI)	91.4	87.2	93	94
Springfield, MO (SGF)	80.9	79.9	367	368
St. Cloud, MN (STC)	83.3	83.3	6	6
St. George, UT (SGU)	91.0	97.4	78	77
St. Louis, MO (STL)	92.7	92.9	1798	1800
St. Petersburg, FL (PIE)	54.6	53.5	721	721
State College, PA (SCE)	72.2	75.0	90	92
Staunton, VA (SHD)	78.4	83.8	37	37
Stillwater, OK (SWO)	90.6	96.9	32	32
Stockton, CA (SCK)	19.7	18.5	66	65
Sun Valley/Hailey/Ketchum, ID (SUN)	61.3	61.3	31	31
Syracuse, NY (SYR)	76.7	75.6	240	242
Tallahassee, FL (TLH)	91.1	89.4	180	179
Tampa, FL (TPA)	92.4	92.2	1713	1716
Texarkana, AR (TXK)	93.1	96.6	58	58
Toledo, OH (TOL)	76.6	74.5	47	47
Traverse City, MI (TVC)	81.4	82.6	140	138
Trenton, NJ (TTN)	93.1	92.9	29	28



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

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Tucson, AZ (TUS)	93.4	91.4	534	535
Tulsa, OK (TUL)	89.1	90.1	486	486
Twin Falls, ID (TWF)	95.5	100.0	22	22
Tyler, TX (TYR)	89.1	95.2	64	63
Valdosta, GA (VLD)	83.9	83.9	31	31
Valparaiso, FL (VPS)	64.3	66.9	479	478
Vernal, UT (VEL)	78.4	80.6	37	36
Waco, TX (ACT)	95.2	92.2	63	64
Washington, DC (DCA)	93.8	95.3	1751	1752
Washington, DC (IAD)	92.7	92.3	1766	1767
Waterloo, IA (ALO)	92.6	96.2	27	26
Watertown, SD (ATY)	89.2	88.9	37	36
West Palm Beach/Palm Beach, FL (PBI)	83.1	83.3	427	425
West Yellowstone, MT (WYS)	92.0	88.0	25	25
Wichita Falls, TX (SPS)	96.7	95.1	61	61
Wichita, KS (ICT)	83.0	84.6	359	356
Williston, ND (XWA)	80.6	80.6	62	62
Wilmington, NC (ILM)	89.7	92.7	194	193
Worcester, MA (ORH)	76.9	74.4	39	39
Wrangell, AK (WRG)	95.2	96.8	62	62
Yakutat, AK (YAK)	93.5	96.8	62	62
Yuma, AZ (YUM)	92.6	97.0	68	67

## AIR TRAVEL CONSUMER REPORT

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

MAY 2020

CARRIER <sup>1</sup>	AT ALL US AIRPORTS			
	NUMBER OF AIRPORTS REPORTED	FLIGHT OPERATIONS SCHEDULED	FLIGHT OPERATIONS CANCELLED	PERCENT OF OPERATIONS CANCELLED
<b>SPIRIT AIRLINES</b>	<b>47</b>	<b>1410</b>	<b>0</b>	<b>0.0</b>
<b>FRONTIER AIRLINES</b>	<b>89</b>	<b>2863</b>	<b>5</b>	<b>0.2</b>
<b>HAWAIIAN AIRLINES NETWORK</b>	<b>10</b>	<b>1531</b>	<b>4</b>	<b>0.3</b>
- HAWAIIAN AIRLINES	8	1283	2	0.2
- BRANDED CODESHARE PARTNERS	3	248	2	0.8
<b>AMERICAN AIRLINES NETWORK</b>	<b>226</b>	<b>54099</b>	<b>604</b>	<b>1.1</b>
- AMERICAN AIRLINES	94	21904	21	0.1
- BRANDED CODESHARE PARTNERS	202	32195	583	1.8
<b>UNITED AIRLINES NETWORK</b>	<b>231</b>	<b>31703</b>	<b>1311</b>	<b>4.1</b>
- UNITED AIRLINES	78	7166	151	2.1
- BRANDED CODESHARE PARTNERS	217	24537	1160	4.7
<b>DELTA AIR LINES NETWORK</b>	<b>219</b>	<b>32473</b>	<b>1649</b>	<b>5.1</b>
- DELTA AIR LINES	102	16952	23	0.1
- BRANDED CODESHARE PARTNERS	172	15521	1626	10.5
<b>ALASKA AIRLINES NETWORK</b>	<b>95</b>	<b>10581</b>	<b>613</b>	<b>5.8</b>
- ALASKA AIRLINES	56	4391	39	0.9
- BRANDED CODESHARE PARTNERS	49	6190	574	9.3
<b>SOUTHWEST AIRLINES</b>	<b>89</b>	<b>45347</b>	<b>2697</b>	<b>5.9</b>
<b>JETBLUE AIRWAYS</b>	<b>52</b>	<b>2762</b>	<b>212</b>	<b>7.7</b>
<b>ALLEGiant AIR</b>	<b>126</b>	<b>9643</b>	<b>5166</b>	<b>53.6</b>
<b>TOTAL AIRPORTS SERVED</b>	<b>362</b>	<b>192,412</b>	<b>12,261</b>	<b>6.4</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

MAY 2020

CARRIER <sup>1</sup>	AT ALL US AIRPORTS				
	NUMBER OF AIRPORTS REPORTED	FLIGHT OPERATIONS SCHEDULED	FLIGHT OPERATIONS CANCELLED	PERCENT OF OPERATIONS CANCELLED	RANK
SPIRIT AIRLINES	47	1410	0	0.0	1
AMERICAN AIRLINES	94	21904	21	0.1	2
DELTA AIR LINES	102	16952	23	0.1	3
HAWAIIAN AIRLINES	8	1283	2	0.2	4
FRONTIER AIRLINES	89	2863	5	0.2	5
ALASKA AIRLINES	56	4391	39	0.9	6
ENVOY AIR	131	9369	124	1.3	7
PSA AIRLINES	85	8678	135	1.6	8
UNITED AIRLINES	78	7166	151	2.1	9
REPUBLIC AIRWAYS	61	5977	191	3.2	10
MESA AIRLINES	97	6945	262	3.8	11
EXPRESSJET AIRLINES	60	2464	103	4.2	12
SOUTHWEST AIRLINES	89	45347	2697	5.9	13
SKYWEST AIRLINES	236	26040	1622	6.2	14
JETBLUE AIRWAYS	52	2762	212	7.7	15
ENDEAVOR AIR	90	7423	860	11.6	16
ALLEGiant AIR	126	9643	5166	53.6	17
<b>TOTAL AIRPORTS SERVED</b>	<b>350</b>	<b>180,617</b>	<b>11,613</b>	<b>6.4</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' 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 7. CAUSES OF DELAY, BY REPORTING MARKETING CARRIER

MAY 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>10581</b>	<b>9588</b>	<b>90.62</b>	<b>613</b>	<b>5.79</b>	<b>10</b>	<b>0.09</b>	<b>170</b>	<b>1.61</b>	<b>23</b>	<b>0.22</b>	<b>99</b>	<b>0.94</b>	<b>12</b>	<b>0.11</b>	<b>66</b>	<b>0.62</b>
- ALASKA AIRLINES	4391	4195	95.54	39	0.89	7	0.16	68	1.55	7	0.16	44	1.00	12	0.27	19	0.43
- BRANDED CODESHARE PARTNERS	6190	5393	87.12	574	9.27	3	0.05	102	1.65	16	0.26	55	0.89	0	0.00	47	0.76
<b>ALLEGiant AIR</b>	<b>9643</b>	<b>3610</b>	<b>37.44</b>	<b>5166</b>	<b>53.57</b>	<b>139</b>	<b>1.44</b>	<b>204</b>	<b>2.12</b>	<b>42</b>	<b>0.44</b>	<b>249</b>	<b>2.58</b>	<b>2</b>	<b>0.02</b>	<b>231</b>	<b>2.40</b>
<b>AMERICAN AIRLINES NETWORK</b>	<b>54099</b>	<b>50463</b>	<b>93.28</b>	<b>604</b>	<b>1.12</b>	<b>78</b>	<b>0.14</b>	<b>1341</b>	<b>2.48</b>	<b>189</b>	<b>0.35</b>	<b>801</b>	<b>1.48</b>	<b>17</b>	<b>0.03</b>	<b>606</b>	<b>1.12</b>
- AMERICAN AIRLINES	21904	20866	95.26	21	0.10	30	0.14	545	2.49	65	0.30	228	1.04	8	0.04	141	0.64
- BRANDED CODESHARE PARTNERS	32195	29597	91.93	583	1.81	48	0.15	796	2.47	124	0.39	574	1.78	8	0.02	465	1.44
<b>DELTA AIR LINES NETWORK</b>	<b>32473</b>	<b>29478</b>	<b>90.78</b>	<b>1649</b>	<b>5.08</b>	<b>24</b>	<b>0.07</b>	<b>739</b>	<b>2.28</b>	<b>43</b>	<b>0.13</b>	<b>406</b>	<b>1.25</b>	<b>2</b>	<b>0.01</b>	<b>131</b>	<b>0.40</b>
- DELTA AIR LINES	16952	16079	94.85	23	0.14	14	0.08	450	2.65	20	0.12	299	1.76	0	0.00	67	0.40
- BRANDED CODESHARE PARTNERS	15521	13399	86.33	1626	10.48	10	0.06	290	1.87	23	0.15	108	0.70	2	0.01	64	0.41
<b>FRONTIER AIRLINES</b>	<b>2863</b>	<b>2689</b>	<b>93.92</b>	<b>5</b>	<b>0.17</b>	<b>3</b>	<b>0.10</b>	<b>77</b>	<b>2.69</b>	<b>7</b>	<b>0.24</b>	<b>48</b>	<b>1.68</b>	<b>0</b>	<b>0.00</b>	<b>34</b>	<b>1.19</b>
<b>HAWAIIAN AIRLINES NETWORK</b>	<b>1531</b>	<b>1470</b>	<b>96.02</b>	<b>4</b>	<b>0.26</b>	<b>1</b>	<b>0.07</b>	<b>45</b>	<b>2.94</b>	<b>0</b>	<b>0.00</b>	<b>0</b>	<b>0.00</b>	<b>0</b>	<b>0.00</b>	<b>11</b>	<b>0.72</b>
- HAWAIIAN AIRLINES	1283	1232	96.02	2	0.16	1	0.08	40	3.12	0	0.00	0	0.00	0	0.00	8	0.62
- BRANDED CODESHARE PARTNERS	248	238	95.97	2	0.81	0	0.00	5	2.02	0	0.00	0	0.00	0	0.00	3	1.21
<b>JETBLUE AIRWAYS</b>	<b>2762</b>	<b>2386</b>	<b>86.39</b>	<b>212</b>	<b>7.68</b>	<b>5</b>	<b>0.18</b>	<b>73</b>	<b>2.64</b>	<b>9</b>	<b>0.33</b>	<b>58</b>	<b>2.10</b>	<b>0</b>	<b>0.00</b>	<b>19</b>	<b>0.69</b>
<b>SOUTHWEST AIRLINES</b>	<b>45347</b>	<b>41406</b>	<b>91.31</b>	<b>2697</b>	<b>5.95</b>	<b>48</b>	<b>0.11</b>	<b>594</b>	<b>1.31</b>	<b>64</b>	<b>0.14</b>	<b>264</b>	<b>0.58</b>	<b>8</b>	<b>0.02</b>	<b>266</b>	<b>0.59</b>
<b>SPIRIT AIRLINES</b>	<b>1410</b>	<b>1365</b>	<b>96.81</b>	<b>0</b>	<b>0.00</b>	<b>2</b>	<b>0.14</b>	<b>23</b>	<b>1.63</b>	<b>2</b>	<b>0.14</b>	<b>14</b>	<b>0.99</b>	<b>0</b>	<b>0.00</b>	<b>5</b>	<b>0.35</b>
<b>UNITED AIRLINES NETWORK</b>	<b>31703</b>	<b>28984</b>	<b>91.42</b>	<b>1311</b>	<b>4.14</b>	<b>63</b>	<b>0.20</b>	<b>653</b>	<b>2.06</b>	<b>77</b>	<b>0.24</b>	<b>470</b>	<b>1.48</b>	<b>0</b>	<b>0.00</b>	<b>144</b>	<b>0.45</b>
- UNITED AIRLINES	7166	6709	93.62	151	2.11	14	0.20	163	2.27	17	0.24	76	1.06	0	0.00	37	0.52
- BRANDED CODESHARE PARTNERS	24537	22275	90.78	1160	4.73	49	0.20	491	2.00	61	0.25	394	1.61	0	0.00	108	0.44
<b>TOTAL</b>	<b>192,412</b>	<b>171,439</b>	<b>89.10</b>	<b>12,261</b>	<b>6.37</b>	<b>373</b>	<b>0.19</b>	<b>3,919</b>	<b>2.04</b>	<b>456</b>	<b>0.24</b>	<b>2,410</b>	<b>1.25</b>	<b>41</b>	<b>0.02</b>	<b>1,513</b>	<b>0.79</b>

## \* Causes of Delay:

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

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

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

## AIR TRAVEL CONSUMER REPORT

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

MAY 2020

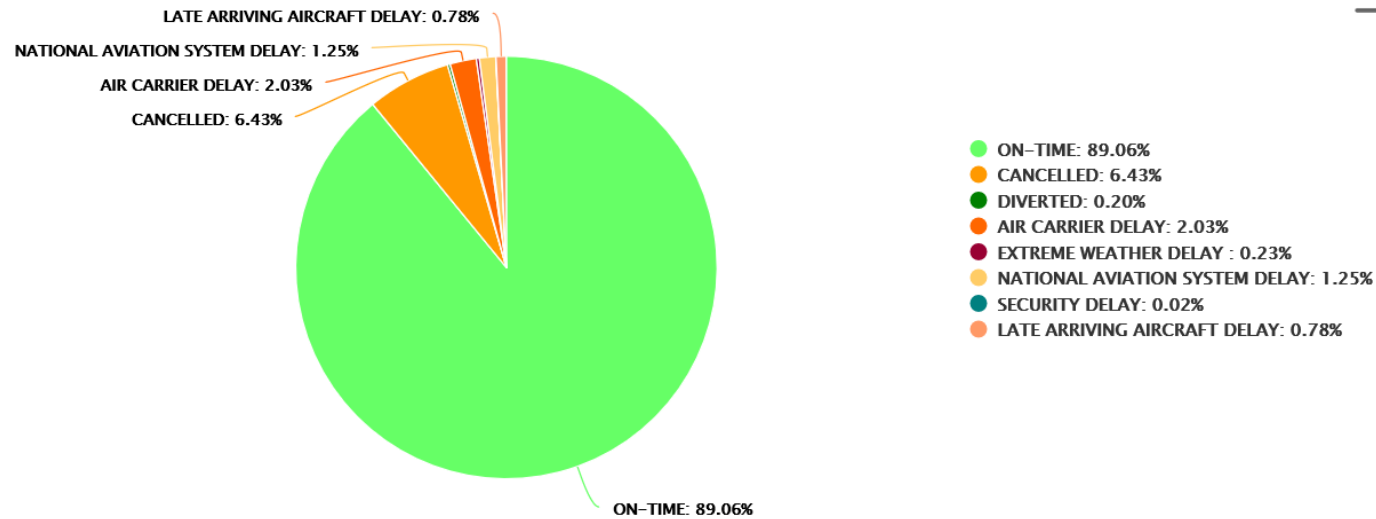
CARRIER	TOTAL RECORDS	ON TIME	% ON TIME	CANCELLED	% CANCELLED	DIVERTED	% DIVERTED	AIR CARRIER DELAY	% AIR CARRIER DELAY	EXTREME WEATHER DELAY	% EXTREME WEATHER DELAY	NATIONAL AVIATION SYSTEM DELAY	% NATIONAL AVIATION SYSTEM DELAY	SECURITY DELAY	% SECURITY DELAY	LATE ARRIVING AIRCRAFT DELAY	% LATE ARRIVING AIRCRAFT DELAY
ALASKA AIRLINES	4391	4195	95.54	39	0.89	7	0.16	68	1.55	7	0.16	44	1.00	12	0.27	19	0.43
ALLEGiant AIR	9643	3610	37.44	5166	53.57	139	1.44	204	2.12	42	0.44	249	2.58	2	0.02	231	2.40
AMERICAN AIRLINES	21904	20866	95.26	21	0.10	30	0.14	545	2.49	65	0.30	228	1.04	8	0.04	141	0.64
DELTA AIR LINES	16952	16079	94.85	23	0.14	14	0.08	450	2.65	20	0.12	299	1.76	0	0.00	67	0.40
ENDEAVOR AIR	7423	6312	85.03	860	11.59	1	0.01	150	2.02	8	0.11	64	0.86	2	0.03	27	0.36
ENVOY AIR	9369	8572	91.49	124	1.32	9	0.10	200	2.13	45	0.48	270	2.88	3	0.03	145	1.55
EXPRESSJET AIRLINES	2464	2206	89.53	103	4.18	14	0.57	35	1.42	14	0.57	79	3.21	0	0.00	13	0.53
FRONTIER AIRLINES	2863	2689	93.92	5	0.17	3	0.10	77	2.69	7	0.24	48	1.68	0	0.00	34	1.19
HAWAIIAN AIRLINES	1283	1232	96.02	2	0.16	1	0.08	40	3.12	0	0.00	0	0.00	0	0.00	8	0.62
JETBLUE AIRWAYS	2762	2386	86.39	212	7.68	5	0.18	73	2.64	9	0.33	58	2.10	0	0.00	19	0.69
MESA AIRLINES	6945	6260	90.14	262	3.77	19	0.27	196	2.82	27	0.39	120	1.73	1	0.01	61	0.88
PSA AIRLINES	8678	8063	92.91	135	1.56	15	0.17	235	2.71	43	0.50	81	0.93	2	0.02	103	1.19
REPUBLIC AIRWAYS	5977	5594	93.59	191	3.20	4	0.07	80	1.34	10	0.17	54	0.90	0	0.00	44	0.74
SKYWEST AIRLINES	26040	23309	89.51	1622	6.23	32	0.12	535	2.05	40	0.15	305	1.17	2	0.01	195	0.75
SOUTHWEST AIRLINES	45347	41406	91.31	2697	5.95	48	0.11	594	1.31	64	0.14	264	0.58	8	0.02	266	0.59
SPIRIT AIRLINES	1410	1365	96.81	0	0.00	2	0.14	23	1.63	2	0.14	14	0.99	0	0.00	5	0.35
UNITED AIRLINES	7166	6709	93.62	151	2.11	14	0.20	163	2.27	17	0.24	76	1.06	0	0.00	37	0.52
<b>TOTAL</b>	<b>180,617</b>	<b>160,853</b>	<b>89.06</b>	<b>11,613</b>	<b>6.43</b>	<b>357</b>	<b>0.20</b>	<b>3,666</b>	<b>2.03</b>	<b>419</b>	<b>0.23</b>	<b>2,253</b>	<b>1.25</b>	<b>41</b>	<b>0.02</b>	<b>1,416</b>	<b>0.78</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**  
**MAY 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

MAY 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 3 hours on any domestic flight based on reports from all carriers operating domestic flights within the U.S. (Part 234 and 244).

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

## AIR TRAVEL CONSUMER REPORT

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

MAY 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*	May 2020			May 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	<b>ALLEGiant AIR</b>	<b>122,924</b>	<b>184</b>	<b>1.50</b>	<b>571,215</b>	<b>935</b>	<b>1.64</b>
2	<b>SOUTHWEST AIRLINES</b>	<b>1,474,515</b>	<b>2,481</b>	<b>1.68</b>	<b>10,634,608</b>	<b>50,309</b>	<b>4.73</b>
3	<b>HAWAIIAN AIRLINES NETWORK</b>	<b>37,807</b>	<b>68</b>	<b>1.80</b>	<b>585,284</b>	<b>2,145</b>	<b>3.66</b>
	- HAWAIIAN AIRLINES	36,426	66	1.81	568,449	2,017	3.55
	- BRANDED CODESHARE PARTNERS	1,381	2	1.45	16,835	128	7.60
4	<b>SPIRIT AIRLINES</b>	<b>46,133</b>	<b>113</b>	<b>2.45</b>	<b>1,117,965</b>	<b>5,782</b>	<b>5.17</b>
5	<b>DELTA AIR LINES NETWORK</b>	<b>705,152</b>	<b>1,760</b>	<b>2.50</b>	<b>9,199,210</b>	<b>44,282</b>	<b>4.81</b>
	- DELTA AIR LINES	519,812	1,318	2.54	6,971,880	35,274	5.06
	- BRANDED CODESHARE PARTNERS	185,340	442	2.38	2,227,330	9,008	4.04
6	<b>ALASKA AIRLINES NETWORK</b>	<b>349,152</b>	<b>929</b>	<b>2.66</b>	<b>2,532,624</b>	<b>10,272</b>	<b>4.06</b>
	- ALASKA AIRLINES	224,177	548	2.44	1,887,484	7,620	4.04
	- BRANDED CODESHARE PARTNERS	124,975	381	3.05	645,140	2,652	4.11
7	<b>UNITED AIRLINES NETWORK</b>	<b>603,114</b>	<b>1,960</b>	<b>3.25</b>	<b>6,834,354</b>	<b>43,887</b>	<b>6.42</b>
	- UNITED AIRLINES	273,429	873	3.19	4,184,805	26,129	6.24
	- BRANDED CODESHARE PARTNERS	329,685	1,087	3.30	2,649,549	17,758	6.70
8	<b>AMERICAN AIRLINES NETWORK</b>	<b>1,731,069</b>	<b>6,452</b>	<b>3.73</b>	<b>10,580,644</b>	<b>108,251</b>	<b>10.23</b>
	- AMERICAN AIRLINES	939,546	3,999	4.26	6,373,802	64,089	10.06
	- BRANDED CODESHARE PARTNERS	791,523	2,453	3.10	4,206,842	44,162	10.50
9	<b>JETBLUE AIRWAYS</b>	<b>67,692</b>	<b>259</b>	<b>3.83</b>	<b>1,125,885</b>	<b>6,303</b>	<b>5.60</b>
10	<b>FRONTIER AIRLINES</b>	<b>101,823</b>	<b>419</b>	<b>4.12</b>	<b>1,023,999</b>	<b>4,450</b>	<b>4.35</b>
	<b>TOTAL</b>	<b>5,239,381</b>	<b>14,625</b>	<b>2.79</b>	<b>44,205,788</b>	<b>276,616</b>	<b>6.26</b>

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

## AIR TRAVEL CONSUMER REPORT

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

RANK	CARRIER*	May 2020			May 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	122,924	184	1.50	571,215	935	1.64
2	SOUTHWEST AIRLINES	1,474,515	2,481	1.68	10,634,608	50,309	4.73
3	HAWAIIAN AIRLINES	36,426	66	1.81	568,449	2,017	3.55
4	ENDEAVOR AIR	103,279	240	2.32	921,668	4,240	4.60
5	PSA AIRLINES	272,352	660	2.42	1,216,082	10,165	8.36
6	ALASKA AIRLINES	224,177	548	2.44	1,887,484	7,620	4.04
7	SPIRIT AIRLINES	46,133	113	2.45	1,117,965	5,782	5.17
8	DELTA AIR LINES	519,812	1,318	2.54	6,971,880	35,274	5.06
9	SKYWEST AIRLINES	365,804	1,012	2.77	1,829,716	14,971	8.18
10	UNITED AIRLINES	273,429	873	3.19	4,184,805	26,129	6.24
11	MESA AIRLINES	168,607	539	3.20	879,409	10,875	12.37
12	REPUBLIC AIRWAYS	91,465	309	3.38	815,360	6,537	8.02
13	EXPRESSJET AIRLINES	33,175	113	3.41	299,576	1,872	6.25
14	JETBLUE AIRWAYS	67,692	259	3.83	1,125,885	6,303	5.60
15	ENVOY AIR	191,009	752	3.94	1,033,032	13,150	12.73
16	FRONTIER AIRLINES	101,823	419	4.12	1,023,999	4,450	4.35
17	AMERICAN AIRLINES	939,546	3,999	4.26	6,373,802	64,089	10.06
	<b>TOTAL</b>	<b>5,032,168</b>	<b>13,885</b>	<b>2.76</b>	<b>41,454,935</b>	<b>264,718</b>	<b>6.39</b>

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

## **MISHANDLED WHEELCHAIRS AND SCOOTERS**

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

## AIR TRAVEL CONSUMER REPORT

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

RANK	CARRIER*	May 2020			May 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	<b>HAWAIIAN AIRLINES NETWORK</b>	<b>77</b>	<b>0</b>	<b>0.00</b>	<b>602</b>	<b>8</b>	<b>1.33</b>
	- HAWAIIAN AIRLINES	56	0	0.00	541	8	1.48
	- BRANDED CODESHARE PARTNERS	21	0	0.00	61	0	0.00
2	<b>SPIRIT AIRLINES</b>	<b>71</b>	<b>0</b>	<b>0.00</b>	<b>2,366</b>	<b>47</b>	<b>1.99</b>
3	<b>ALLEGiant AIR</b>	<b>460</b>	<b>1</b>	<b>0.22</b>	<b>1,691</b>	<b>5</b>	<b>0.30</b>
4	<b>DELTA AIR LINES NETWORK</b>	<b>1,488</b>	<b>4</b>	<b>0.27</b>	<b>19,037</b>	<b>139</b>	<b>0.73</b>
	- DELTA AIR LINES	1,162	2	0.17	14,321	120	0.84
	- BRANDED CODESHARE PARTNERS	326	2	0.61	4,716	19	0.40
5	<b>FRONTIER AIRLINES</b>	<b>197</b>	<b>1</b>	<b>0.51</b>	<b>1,863</b>	<b>43</b>	<b>2.31</b>
6	<b>UNITED AIRLINES NETWORK</b>	<b>778</b>	<b>7</b>	<b>0.90</b>	<b>11,585</b>	<b>168</b>	<b>1.45</b>
	- UNITED AIRLINES	371	4	1.08	7,907	127	1.61
	- BRANDED CODESHARE PARTNERS	407	3	0.74	3,678	41	1.11
7	<b>SOUTHWEST AIRLINES</b>	<b>1,372</b>	<b>15</b>	<b>1.09</b>	<b>13,146</b>	<b>228</b>	<b>1.73</b>
8	<b>JETBLUE AIRWAYS</b>	<b>146</b>	<b>2</b>	<b>1.37</b>	<b>3,317</b>	<b>46</b>	<b>1.39</b>
9	<b>AMERICAN AIRLINES NETWORK</b>	<b>1,776</b>	<b>27</b>	<b>1.52</b>	<b>5,230</b>	<b>245</b>	<b>4.68</b>
	- AMERICAN AIRLINES	1,179	17	1.44	4,257	183	4.30
	- BRANDED CODESHARE PARTNERS	597	10	1.68	973	62	6.37
10	<b>ALASKA AIRLINES NETWORK</b>	<b>255</b>	<b>6</b>	<b>2.35</b>	<b>2,859</b>	<b>22</b>	<b>0.77</b>
	- ALASKA AIRLINES	158	3	1.90	2,461	18	0.73
	- BRANDED CODESHARE PARTNERS	97	3	3.09	398	4	1.01
<b>TOTAL</b>		<b>6,620</b>	<b>63</b>	<b>0.95</b>	<b>61,696</b>	<b>951</b>	<b>1.54</b>

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

## AIR TRAVEL CONSUMER REPORT

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

RANK	CARRIER*	May 2020			May 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	SPIRIT AIRLINES	71	0	0.00	2,366	47	1.99
2	HAWAIIAN AIRLINES	56	0	0.00	541	8	1.48
3	DELTA AIR LINES	1,162	2	0.17	14,321	120	0.84
4	ALLEGiant AIR	460	1	0.22	1,691	5	0.30
5	SKYWEST AIRLINES	447	1	0.22	4,366	19	0.44
6	FRONTIER AIRLINES	197	1	0.51	1,863	43	2.31
7	ENDEAVOR AIR	147	1	0.68	1,549	10	0.65
8	UNITED AIRLINES	371	4	1.08	7,907	127	1.61
9	MESA AIRLINES	184	2	1.09	709	13	1.83
10	SOUTHWEST AIRLINES	1,372	15	1.09	13,146	228	1.73
11	REPUBLIC AIRWAYS	90	1	1.11	990	19	1.92
12	JETBLUE AIRWAYS	146	2	1.37	3,317	46	1.39
13	AMERICAN AIRLINES	1,179	17	1.44	4,257	183	4.30
14	ALASKA AIRLINES	158	3	1.90	2,461	18	0.73
15	PSA AIRLINES	182	4	2.20	168	19	11.31
16	ENVOY AIR	158	4	2.53	244	18	7.38
17	EXPRESSJET AIRLINES	35	1	2.86	311	5	1.61
	<b>TOTAL</b>	<b>6,415</b>	<b>59</b>	<b>0.92</b>	<b>60,207</b>	<b>928</b>	<b>1.54</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

	MAY 2020				MAY 2019			
	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS
U.S. AIRLINES	8,276	24	1	492	816	31	1	118
FOREIGN AIRLINES	10,415	5	1	277	405	1	0	88
TRAVEL AGENTS	3,152	1	0	90	53	1	0	11
TOUR OPERATORS	14	0	0	1	0	0	0	1
MISCELLANEOUS	57	10	0	59	22	8	0	73
<b>INDUSTRY TOTALS</b>	<b>21,914</b>	<b>40</b>	<b>2</b>	<b>919</b>	<b>1,296</b>	<b>41</b>	<b>1</b>	<b>291</b>

## AIR TRAVEL CONSUMER REPORT

Table 2

COMPLAINT CATEGORY	COMPLAINT CATEGORIES*			COMPLAINT CATEGORIES*		
	MAY 2020			MAY 2019		
	RANKING	COMPLAINTS**	SUB-CATEGORY	RANKING	COMPLAINTS**	SUB-CATEGORY
REFUNDS	1	20,915		3	170	
FARES	2	344		6	85	
RESERVATIONS/TICKETING/BOARDING	3	341		4	146	
CUSTOMER SERVICE	4	107		5	114	
FLIGHT PROBLEMS	5	100		1	420	
CANCELLATION			71			169
DELAY			12			134
MISCONNECTION			7			63
BAGGAGE	6	56		2	190	
OTHER	7	31		8	45	
FREQUENT FLYER			24			21
DISABILITY	8	18		7	76	
OVERSALES	9	2		9	38	
ADVERTISING	10	0		11	3	
ANIMALS	11	0		0	0	
DISCRIMINATION	12	0		10	9	
<b>COMPLAINT TOTAL</b>		<b>21,914</b>			<b>1,296</b>	

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

\*\* INCLUDES FIGURES FOR SUB-CATEGORIES

## AIR TRAVEL CONSUMER REPORT

COMPLAINTS AGAINST U.S. AIRLINES BY COMPLAINT CATEGORIES\*  
MAY 2020

Table 3

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	0	4	271	3	0	0	0	0	0	0	279
ALLEGiant AIR	3	0	4	1	82	1	12	1	0	0	0	0	104
AMERICAN AIRLINES	13	0	10	31	1,024	7	33	6	0	0	0	19	1,143
DELTA AIR LINES	9	0	37	12	945	1	3	2	0	0	0	0	1,009
EASTERN	0	0	0	1	3	1	1	0	0	0	0	0	6
ENDEAVOR AIR	0	0	0	0	31	0	0	0	0	0	0	0	31
FRONTIER AIRLINES	5	0	11	60	887	4	9	0	0	0	0	2	978
HAWAIIAN AIRLINES	2	0	3	2	398	0	1	0	0	0	0	1	407
HORIZON AIRLINES	0	0	0	0	14	0	1	0	0	0	0	0	15
JETBLUE AIRWAYS	3	0	0	2	296	1	2	0	0	0	0	0	304
REPUBLIC AIRWAYS	0	0	0	0	18	0	0	0	0	0	0	0	18
SILVER AIRWAYS	0	0	1	0	22	0	0	0	0	0	0	0	23
SKYWEST AIRLINES	1	0	1	0	30	0	0	0	0	0	0	0	32
SOUTHWEST AIRLINES	1	0	0	12	307	1	2	0	0	0	0	0	323
SPIRIT AIRLINES	4	0	1	5	193	4	6	2	0	0	0	1	216
SUN COUNTRY AIRLINES	1	0	0	2	64	0	1	0	0	0	0	0	68
UNITED AIRLINES	13	1	9	36	3,215	5	22	4	0	0	0	2	3,307
Other U.S. Airlines	0	0	0	1	12	0	0	0	0	0	0	0	13
<b>TOTAL MAY 2020</b>	<b>56</b>	<b>1</b>	<b>77</b>	<b>169</b>	<b>7,812</b>	<b>28</b>	<b>93</b>	<b>15</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>25</b>	<b>8,276</b>
<b>% of TOTAL COMPLAINTS</b>	<b>0.7</b>	<b>0.0</b>	<b>0.9</b>	<b>2.0</b>	<b>94.4</b>	<b>0.3</b>	<b>1.1</b>	<b>0.2</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0.3</b>	
<b>TOTAL MAY 2019</b>	<b>350</b>	<b>20</b>	<b>60</b>	<b>44</b>	<b>72</b>	<b>98</b>	<b>81</b>	<b>60</b>	<b>2</b>	<b>8</b>	<b>0</b>	<b>21</b>	<b>816</b>
<b>% of TOTAL COMPLAINTS</b>	<b>42.9</b>	<b>2.5</b>	<b>7.4</b>	<b>5.4</b>	<b>8.8</b>	<b>12.0</b>	<b>9.9</b>	<b>7.4</b>	<b>0.2</b>	<b>1.0</b>	<b>0</b>	<b>2.6</b>	

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

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

## AIR TRAVEL CONSUMER REPORT

Table 4

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

U.S. AIRLINES ALPHABETICAL	COMPS	INCI-	PERCENT	INCI-	PERCENT	INCI-	PERCENT	UN-	PERCENT
	RECD IN MAY	DENTS IN MAY		DENTS IN APR		DENTS IN ALL PRIOR MONTHS		KNOWN INCI- DENT DATE	
ALASKA AIRLINES	279	67	24.0	84	30.1	101	36.2	27	9.7
ALLEGiant AIR	104	28	26.9	24	23.1	49	47.1	3	2.9
AMERICAN AIRLINES	1143	262	22.9	307	26.9	465	40.7	109	9.5
DELTA AIR LINES	1009	258	25.6	234	23.2	434	43.0	83	8.2
EASTERN	6	2	33.3	2	33.3	1	16.7	1	16.7
ENDEAVOR AIR	31	11	35.5	7	22.6	12	38.7	1	3.2
FRONTIER AIRLINES	978	163	16.7	226	23.1	501	51.2	88	9.0
HAWAIIAN AIRLINES	407	168	41.3	43	10.6	183	45.0	13	3.2
HORIZON AIRLINES	15	7	46.7	4	26.7	3	20.0	1	6.7
JETBLUE AIRWAYS	304	69	22.7	94	30.9	115	37.8	26	8.6
REPUBLIC AIRWAYS	18	6	33.3	4	22.2	8	44.4	0	0.0
SILVER AIRWAYS	23	5	21.7	7	30.4	8	34.8	3	13.0
SKYWEST AIRLINES	32	11	34.4	8	25.0	11	34.4	2	6.3
SOUTHWEST AIRLINES	323	69	21.4	104	32.2	116	35.9	34	10.5
SPIRIT AIRLINES	216	31	14.4	74	34.3	94	43.5	17	7.9
SUN COUNTRY AIRLINES	68	18	26.5	13	19.1	32	47.1	5	7.4
UNITED AIRLINES	3307	925	28.0	834	25.2	1382	41.8	166	5.0
Other U.S. Airlines	13	3	23.1	1	7.7	7	53.8	2	15.4
<b>Totals</b>	<b>8,276</b>	<b>2,103</b>	<b>25.4</b>	<b>2,070</b>	<b>25.0</b>	<b>3,522</b>	<b>42.6</b>	<b>581</b>	<b>7.0</b>
<b>Previous Year's Totals</b>	<b>816</b>	<b>481</b>	<b>58.9</b>	<b>163</b>	<b>20.0</b>	<b>117</b>	<b>14.3</b>	<b>55</b>	<b>6.7</b>

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









## AIR TRAVEL CONSUMER REPORT

Table 5 (Cont'd.)

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

	FLIGHT PROBLEMS	OVER-SALES	RES/TKT/BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DISABILITY	ADVERTISING	DISCRIMINATION	ANIMALS	OTHER	TOTAL
JUSTFLY.COM	1	0	6	8	198	0	0	0	0	0	0	0	213
KIWI.COM	0	0	1	0	40	0	0	0	0	0	0	0	41
MYTRIP.COM	0	0	0	0	10	0	0	0	0	0	0	0	10
ONETRAVEL	0	0	0	1	17	0	0	0	0	0	0	0	18
ORBITZ.COM	1	0	0	0	245	0	0	0	0	0	0	0	246
OVAGO	0	0	1	7	99	0	0	0	0	0	0	0	107
PRICELINE.COM	0	0	0	0	105	0	0	0	0	0	0	0	105
SKYBOOKER	0	0	0	1	12	0	0	0	0	0	0	0	13
SKYLUX TRAVEL	0	0	1	0	9	0	0	0	0	0	0	0	10
SMARTFARES.COM	0	0	0	0	19	0	0	0	0	0	0	0	19
STUDENTUNIVERSE	0	0	0	0	31	0	0	0	0	0	0	0	31
TRAVELER HELP DESK	0	0	0	0	5	0	0	0	0	0	0	0	5
TRAVELGENIO	0	0	0	0	5	0	0	0	0	0	0	0	5
TRAVELMERRY	0	0	0	1	7	0	0	0	0	0	0	0	8
TRAVELOCITY.COM	0	0	4	1	149	0	0	0	0	0	0	0	154
TRIP.COM	0	0	0	0	13	0	0	0	0	0	0	0	13
TRIPMASTERS	0	0	0	0	24	0	0	0	0	0	0	0	24
VAYAMA	0	0	14	0	135	0	0	0	0	0	0	0	149
WOWFARE	0	0	0	0	14	0	0	0	0	0	0	0	14
OTHER TRAVEL AGENTS	0	0	3	7	192	0	0	0	0	0	0	0	202
<b>TOTALS</b>	<b>2</b>	<b>0</b>	<b>57</b>	<b>55</b>	<b>3,037</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>3,152</b>
<b><u>TOUR OPERATORS</u></b>													
DELTA DREAM VACATIONS	0	0	0	0	5	0	0	0	0	0	0	0	5
OTHER TOUR OPERATORS	0	0	0	1	8	0	0	0	0	0	0	0	9
<b>TOTALS</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>13</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>14</b>
<b><u>MISCELLANEOUS</u></b>													
OTHER TOUR OPERATORS	0	0	0	0	6	0	0	0	0	0	0	0	6
OTHER TRAVEL INSURANCE	0	0	0	0	19	0	0	0	0	0	0	0	19
OTHER MISCELLANEOUS	0	0	1	0	26	0	4	0	0	0	0	1	32
<b>TOTALS</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>51</b>	<b>0</b>	<b>4</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>57</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.

TABLE 6

## AIR TRAVEL CONSUMER REPORT

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

	MAY 2020	MAY 2019
<b>AIRLINE</b>	<b>COMPLAINTS</b>	<b>COMPLAINTS</b>
<b>ALASKA AIRLINES NETWORK</b>	<b>300</b>	<b>13</b>
- ALASKA AIRLINES	279	11
- BRANDED CODESHARE PARTNERS	21	2
<b>ALLEGiant AIR</b>	<b>104</b>	<b>20</b>
<b>AMERICAN AIRLINES NETWORK</b>	<b>1,143</b>	<b>271</b>
- AMERICAN AIRLINES	1,143	240
- BRANDED CODESHARE PARTNERS	0	31
<b>DELTA AIR LINES NETWORK</b>	<b>1,082</b>	<b>83</b>
- DELTA AIR LINES	1,009	75
- BRANDED CODESHARE PARTNERS	73	8
<b>FRONTIER AIRLINES</b>	<b>978</b>	<b>34</b>
<b>HAWAIIAN AIRLINES NETWORK</b>	<b>407</b>	<b>11</b>
- HAWAIIAN AIRLINES	407	11
- BRANDED CODESHARE PARTNERS	0	0
<b>JETBLUE AIRWAYS</b>	<b>304</b>	<b>30</b>
<b>SOUTHWEST AIRLINES</b>	<b>323</b>	<b>53</b>
<b>SPIRIT AIRLINES</b>	<b>216</b>	<b>82</b>
<b>UNITED AIRLINES NETWORK</b>	<b>3,307</b>	<b>154</b>
- UNITED AIRLINES	3,307	132
- BRANDED CODESHARE PARTNERS	0	22
<b>TOTAL</b>	<b>8,164</b>	<b>751</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.

TABLE 6A

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

RANK	AIRLINE	MAY 2020			MAY 2019		
		COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS	COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS
1	PSA AIRLINES	0	298,467	0.00	6	1,347,590	0.45
2	ENVOY AIR	0	277,864	0.00	8	1,352,786	0.59
3	EXPRESSJET AIRLINES	0	36,501	0.00	2	420,979	0.48
4	MESA AIRLINES	1	241,973	0.41	13	1,302,265	1.00
5	SKYWEST AIRLINES	32	525,266	6.09	9	3,725,669	0.24
6	REPUBLIC AIRWAYS	18	160,862	11.19	3	1,623,430	0.18
7	ALLEGiant AIR	104	760,512	13.67	20	1,290,973	1.55
8	SOUTHWEST AIRLINES	323	1,836,192	17.59	53	14,421,796	0.37
9	ENDEAVOR AIR	31	121,917	25.43	1	1,327,076	0.08
10	AMERICAN AIRLINES	1,143	1,705,639	67.01	240	13,610,876	1.76
11	ALASKA AIRLINES	279	253,440	110.09	11	3,075,711	0.36
12	DELTA AIR LINES	1,009	872,796	115.61	75	14,388,281	0.52
13	SPIRIT AIRLINES	216	141,769	152.36	82	2,999,480	2.73
14	JETBLUE AIRWAYS	304	137,164	221.63	30	3,701,517	0.81
15	FRONTIER AIRLINES	978	252,424	387.44	34	1,969,355	1.73
16	UNITED AIRLINES	3,307	452,023	731.60	132	10,220,448	1.29
17	HAWAIIAN AIRLINES	407	49,190	827.40	11	987,151	1.11
	<b>TOTAL</b>	8,152	8,123,999	100.34	730	77,765,383	0.94

\* 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 May 2020**

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

Air Carrier	Race	Ancestry/ Ethnicity	National Origin	Color	Religion	Sex	Other
<b>NONE</b>							

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

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

## **COMPLAINT CATEGORIES**

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

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

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

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

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

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

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

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

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

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

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

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

## AIR TRAVEL CONSUMER REPORT

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

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

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

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

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



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

The Transportation Security Administration (TSA) screened approximately 7 million airline passengers and their 6 million checked bags in the month of May as part of its efforts to secure the homeland. Since its formation, TSA has maintained a strong focus on customer service and began collecting customer service data voluntarily to improve security operations. TSA values all input and encourages passengers to contact the agency if they believe that the level of service provided does not meet their expectations <sup>b</sup>. Below is a summary of contacts with TSA either by e-mail, or telephone for the month of May.

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

Courtesy <sup>c</sup>		Screening Procedures		Processing Time		Personal Property	
Number of Complaints	Percentage of Flying Public <sup>c</sup>	Number of Complaints	Percentage of Flying Public	Number of Complaints	Percentage of Flying Public	Number of Complaints	Percentage of Flying Public
32	0.00045%	0	0.00000%	1	0.00001%	10	0.00014%

**NOTES**

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

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

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

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