



---

# ***Air Travel Consumer Report***

---

A Product Of The  
**OFFICE OF AVIATION ENFORCEMENT AND PROCEEDINGS**  
*Aviation Consumer Protection Division*  
Issued: April 2020



|  |   |
|--|---|
| <b>Flight Delays<sup>1</sup></b>   | February 2020   |
| <b>Mishandled Baggage, Wheelchairs,<br/>and Scooters<sup>1</sup></b>                             | February 2020   |
| <b>Oversales<sup>1</sup></b>   | 4 <sup>th</sup> Quarter 2019<br>January - December 2019 |
| <b>Consumer Complaints<sup>2</sup></b><br>(Includes Disability and<br>Discrimination Complaints) | February 2020   |
| <b>Airline Animal Incident Reports<sup>4</sup></b>   | February 2020   |
| <b>Customer Service Reports to<br/>the Dept. of Homeland Security<sup>3</sup></b>                | February 2020   |

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

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

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

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

| Section   | Page | Section  | Page |
|---|------|--|------|
| <i>Introduction</i>   | 3    | <i>Flight Delays (continued)</i>   |      |
| <i>Flight Delays</i>  |      |  |      |
| <b>Explanation</b>  | 4    | <b>Table 8</b>   | 31   |
| <b>Branded Codeshare Partners</b>                           | 5    | List of Regularly Scheduled Domestic Flights                                     |      |
| <b>Table 1</b>  | 6    | with Tarmac Delays Over 3 Hours, By Marketing/Operating Carrier                  |      |
| Overall Percentage of Reported Flight                       |      | <b>Table 8A</b>  |      |
| Operations Arriving On-Time, by Reporting Marketing Carrier |      | List of Regularly Scheduled International Flights with                           | 32   |
| <b>Table 1A</b>   | 7    | Tarmac Delays Over 4 Hours, By Marketing/Operating Carrier                       |      |
| Overall Percentage of Reported Flight                       |      | <b>Appendix</b>  | 33   |
| Operations Arriving On-Time, by Reporting Operating Carrier |      |  |      |
| <b>Table 1B</b>   | 8    | <i>Mishandled Baggage</i>  |      |
| Overall Percentage of Reported Flight                       |      | <b>Explanation</b>   | 34   |
| Operations Arriving On-Time, by Reporting Marketing         |      | <b>Ranking-</b> by Marketing Carrier (Monthly)                                   | 35   |
| Carrier, Rank by Month, and Year-to-Date (YTD)              |      | <b>Ranking-</b> by Operating Carrier (Monthly)                                   | 36   |
| <b>Table 2</b>  | 9    |  |      |
| Number of Reported Flight Arrivals and Percentage           |      | <i>Mishandled Wheelchairs and Scooters</i>                                       |      |
| Arriving On-Time, by Reporting Marketing Carrier            |      | <b>Explanation</b>   | 37   |
| and Airport   |      | <b>Ranking-</b> by Marketing Carrier (Monthly)                                   | 38   |
| <b>Table 2A</b>   | 13   | <b>Ranking-</b> by Operating Carrier (Monthly)                                   | 39   |
| Number of Reported Flight Arrivals and Percentage           |      |  |      |
| Arriving On-Time, by Reporting Operating Carrier            |      | <i>Oversales</i>   |      |
| and Airport   |      | <b>Explanation</b>   | 40   |
| <b>Table 3</b>  | 17   | <b>Ranking-</b> by Marketing Carrier (Quarterly)                                 | 41   |
| Percentage of Reporting Carriers' Flight                    |      | <b>Ranking-</b> by Marketing Carrier (YTD)                                       | 42   |
| Operations Arriving On-Time, by Airport and                 |      | <b>Ranking-</b> by Operating Carrier (Quarterly)                                 | 43   |
| Time of Day   |      | <b>Ranking-</b> by Operating Carrier (YTD)                                       | 44   |
| <b>Table 4</b>  | 19   |  |      |
| Percentage of Reporting Carriers' Flight                    |      | <i>Consumer Complaints</i>   |      |
| Operations Departing On-Time, by Airport and                |      | <b>Explanation</b>   | 45   |
| Time of Day   |      | <b>Complaint Tables 1-5</b>  | 46   |
| <b>Table 5</b>  | 21   | Summary, Complaint Categories, U.S. Airlines, Incident Date                      |      |
| On-Time Arrival and Departure                               |      | and Companies Other Than U.S. Airlines   |      |
| Percentage, by Airport by Reporting Operating Carrier       |      | <b>Table 6</b>   | 52   |
| <b>Table 6</b>  | 26   | List of U.S. Marketing Carriers (Non-Ranked, in Alphabetic Order).               |      |
| Overall Number and Percentage of                            |      | <b>Table 6A</b>  | 53   |
| Flight Cancellations, by Reporting                          |      | Rankings, U.S. Reporting Carriers  |      |
| Marketing Carrier   |      |  |      |
| <b>Table 6A</b>   | 27   | <b>Civil Rights Complaints by Air Travelers, Other than Disability (Monthly)</b> | 54   |
| Overall Number and Percentage of                            |      |  |      |
| Flight Cancellations, by Reporting                          |      | <b>Complaint Categories</b>  | 55   |
| Operating Carrier   |      |  |      |
| <b>Table 7</b>  | 28   | <b>Airline Reports to DOT of Incidents Involving the Loss, Injury,</b>           |      |
| Causes of the Delay by Reporting Marketing Carrier          |      | <b>Or Death of Animals during Air Transportation (Monthly)</b>                   | 56   |
| <b>Table 7A</b>   | 29   |  |      |
| Causes of the Delay by Reporting Operating Carrier          |      | <b>Customer Service Reports to the Department of Homeland Security</b>           | 57   |
| <b>Table 7B</b>   | 30   |  |      |
| Causes of the Delay by Reporting Operating Carrier, chart.  |      |  |      |

## **INTRODUCTION**

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

The report is divided into sections (Flight Delays, Mishandled Baggage Wheelchairs and Scooters, Oversales, Consumer Complaints, Customer Service Reports to the Transportation Security Administration, and Airline Reports of the Loss, Injury, or Death of Animals During Air Transportation). The sections that deal with flight delays, mishandled baggage, wheelchairs and scooters and oversales are based on data collected by the Department's Bureau of Transportation Statistics. The section that deals with consumer complaints is based on data compiled by the OAEP's Aviation Consumer Protection Division (ACPD). The section that deals with 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 required to be submitted by airlines to the ACPD. Each section of the report is preceded by a brief explanation of how to read and understand the information provided.

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

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

## FLIGHT DELAYS

This section provides information about airline on-time performance, flight delays, and cancellations. It is based on data filed by airlines each month with the Department of Transportation's Bureau of Transportation Statistics (Office of Airline Information), as described in 14 CFR Part 234 of DOT's regulations. It covers nonstop operated and marketed scheduled-service flights between points within the United States (including territories) by the sixteen (16) U.S. air carriers that have at least 0.5 percent of total domestic scheduled-service passenger revenues, and the one\* carrier that currently reports flight delay data voluntarily.

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

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

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

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

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

Tables 3 and 4 contain information by airport and time of day that a flight operated in 24-hour clock format. All times are local. A 10:50 departure from Atlanta is 10:50 Atlanta time; if that flight arrived in Dallas at 23:45, that is 11:45 pm 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**  
**FEBRUARY 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<br/>Codeshare Partners</b> | <b>Alaska Airlines Branded<br/>Codeshare Partners</b> | <b>Delta Air Lines Branded<br/>Codeshare Partners</b> | <b>Hawaiian Airlines<br/>Branded Codeshare<br/>Partners</b> | <b>United Airlines Branded<br/>Codeshare Partners</b> |
|---|---|---|---|---|
| Compass Airlines  | Horizon Air   | Compass Airlines                                      | Empire Airlines   | Air Wisconsin Airlines                                |
| Envoy Air   | SkyWest Airlines                                      | Endeavor Air  |   | Commutair   |
| Mesa Airlines   |   | GoJet Airlines  |   | ExpressJet Airlines                                   |
| Piedmont Airlines                                       |   | Republic Airways                                      |   | GoJet Airlines  |
| PSA Airlines  |   | SkyWest Airlines                                      |   | Mesa Airlines   |
| Republic Airways  |   |   |   | Republic Airways                                      |
| SkyWest Airlines  |   |   |   | SkyWest Airlines                                      |
|   |   |   |   | Trans States Airlines                                 |
|   |   |   |   |   |

## AIR TRAVEL CONSUMER REPORT

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

FEBRUARY 2020

| AT ALL US AIRPORTS               |                             |                             |
|----------------------------------|-----------------------------|-----------------------------|
| CARRIER*                         | NUMBER OF AIRPORTS REPORTED | PERCENT OF ON-TIME ARRIVALS |
| <b>HAWAIIAN AIRLINES NETWORK</b> | <b>22</b>                   | <b>89.6</b>                 |
| - HAWAIIAN AIRLINES              | 19                          | 90.7                        |
| - BRANDED CODESHARE PARTNERS     | 4                           | 79.1                        |
| <b>SOUTHWEST AIRLINES</b>        | <b>89</b>                   | <b>89.3</b>                 |
| <b>DELTA AIR LINES NETWORK</b>   | <b>223</b>                  | <b>86.0</b>                 |
| - DELTA AIR LINES                | 145                         | 86.8                        |
| - BRANDED CODESHARE PARTNERS     | 199                         | 84.9                        |
| <b>ALASKA AIRLINES NETWORK</b>   | <b>97</b>                   | <b>84.7</b>                 |
| - ALASKA AIRLINES                | 72                          | 84.2                        |
| - BRANDED CODESHARE PARTNERS     | 46                          | 85.4                        |
| <b>JETBLUE AIRWAYS</b>           | <b>64</b>                   | <b>83.4</b>                 |
| <b>SPIRIT AIRLINES</b>           | <b>52</b>                   | <b>82.8</b>                 |
| <b>UNITED AIRLINES NETWORK</b>   | <b>234</b>                  | <b>81.9</b>                 |
| - UNITED AIRLINES                | 100                         | 85.6                        |
| - BRANDED CODESHARE PARTNERS     | 221                         | 79.7                        |
| <b>FRONTIER AIRLINES</b>         | <b>92</b>                   | <b>80.8</b>                 |
| <b>AMERICAN AIRLINES NETWORK</b> | <b>236</b>                  | <b>80.3</b>                 |
| - AMERICAN AIRLINES              | 111                         | 83.2                        |
| - BRANDED CODESHARE PARTNERS     | 222                         | 78.0                        |
| <b>ALLEGiant AIR</b>             | <b>120</b>                  | <b>75.5</b>                 |
| <b>TOTAL AIRPORTS SERVED</b>     | <b>365</b>                  | <b>83.8</b>                 |

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

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

FEBRUARY 2020

| AT ALL US AIRPORTS           |                             |                             |      |
|------------------------------|-----------------------------|-----------------------------|------|
| CARRIER*                     | NUMBER OF AIRPORTS REPORTED | PERCENT OF ON-TIME ARRIVALS | RANK |
| HAWAIIAN AIRLINES            | 19                          | 90.7                        | 1    |
| SOUTHWEST AIRLINES           | 89                          | 89.3                        | 2    |
| DELTA AIR LINES              | 145                         | 86.8                        | 3    |
| UNITED AIRLINES              | 100                         | 85.6                        | 4    |
| EXPRESSJET AIRLINES          | 96                          | 84.5                        | 5    |
| ALASKA AIRLINES              | 72                          | 84.2                        | 6    |
| ENDEAVOR AIR                 | 103                         | 83.7                        | 7    |
| JETBLUE AIRWAYS              | 64                          | 83.4                        | 8    |
| AMERICAN AIRLINES            | 111                         | 83.2                        | 9    |
| MESA AIRLINES                | 118                         | 83.2                        | 10   |
| REPUBLIC AIRWAYS             | 97                          | 83.1                        | 11   |
| SKYWEST AIRLINES             | 254                         | 82.9                        | 12   |
| SPIRIT AIRLINES              | 52                          | 82.8                        | 13   |
| ENVOY AIR                    | 149                         | 80.8                        | 14   |
| FRONTIER AIRLINES            | 92                          | 80.8                        | 15   |
| ALLEGiant AIR                | 120                         | 75.5                        | 16   |
| PSA AIRLINES                 | 88                          | 67.8                        | 17   |
| <b>TOTAL AIRPORTS SERVED</b> | <b>350</b>                  | <b>84.2</b>                 |      |

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

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

## 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

FEBRUARY 2020

| CARRIER*                         | Jan 20      |           | Feb 20      |           | Year-to-date (YTD) |           |
|----------------------------------|-------------|-----------|-------------|-----------|--------------------|-----------|
|                                  | %           | Rank      | %           | Rank      | %                  | Rank      |
| <b>ALASKA AIRLINES NETWORK</b>   | <b>77.9</b> | <b>10</b> | <b>84.7</b> | <b>4</b>  | <b>81.2</b>        | <b>8</b>  |
| - ALASKA AIRLINES                | 77.6        |           | 84.2        |           | 80.8               |           |
| - BRANDED CODESHARE PARTNERS     | 78.3        |           | 85.4        |           | 81.7               |           |
| <b>ALLEGiant AIR</b>             | <b>78.8</b> | <b>9</b>  | <b>75.5</b> | <b>10</b> | <b>77.0</b>        | <b>10</b> |
| <b>AMERICAN AIRLINES NETWORK</b> | <b>81.6</b> | <b>8</b>  | <b>80.3</b> | <b>9</b>  | <b>81.0</b>        | <b>9</b>  |
| - AMERICAN AIRLINES              | 84.1        |           | 83.2        |           | 83.6               |           |
| - BRANDED CODESHARE PARTNERS     | 79.6        |           | 78.0        |           | 78.8               |           |
| <b>DELTA AIR LINES NETWORK</b>   | <b>88.2</b> | <b>2</b>  | <b>86.0</b> | <b>3</b>  | <b>87.1</b>        | <b>3</b>  |
| - DELTA AIR LINES                | 89.3        |           | 86.8        |           | 88.0               |           |
| - BRANDED CODESHARE PARTNERS     | 86.8        |           | 84.9        |           | 85.9               |           |
| <b>FRONTIER AIRLINES</b>         | <b>84.4</b> | <b>6</b>  | <b>80.8</b> | <b>8</b>  | <b>82.7</b>        | <b>6</b>  |
| <b>HAWAIIAN AIRLINES NETWORK</b> | <b>88.1</b> | <b>3</b>  | <b>89.6</b> | <b>1</b>  | <b>88.8</b>        | <b>2</b>  |
| - HAWAIIAN AIRLINES              | 89.9        |           | 90.7        |           | 90.3               |           |
| - BRANDED CODESHARE PARTNERS     | 70.6        |           | 79.1        |           | 74.7               |           |
| <b>JETBLUE AIRWAYS</b>           | <b>84.8</b> | <b>5</b>  | <b>83.4</b> | <b>5</b>  | <b>84.1</b>        | <b>5</b>  |
| <b>SOUTHWEST AIRLINES</b>        | <b>88.7</b> | <b>1</b>  | <b>89.3</b> | <b>2</b>  | <b>89.0</b>        | <b>1</b>  |
| <b>SPIRIT AIRLINES</b>           | <b>85.8</b> | <b>4</b>  | <b>82.8</b> | <b>6</b>  | <b>84.3</b>        | <b>4</b>  |
| <b>UNITED AIRLINES NETWORK</b>   | <b>82.8</b> | <b>7</b>  | <b>81.9</b> | <b>7</b>  | <b>82.4</b>        | <b>7</b>  |
| - UNITED AIRLINES                | 86.3        |           | 85.6        |           | 86.0               |           |
| - BRANDED CODESHARE PARTNERS     | 80.7        |           | 79.7        |           | 80.2               |           |
| <b>TOTAL</b>                     | <b>84.6</b> |           | <b>83.8</b> |           | <b>84.2</b>        |           |

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

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

\*\*On March 13, 2019, the Federal Aviation Administration ordered the immediate grounding of Boeing 737 MAX aircraft operated by U.S. airlines or in U.S. territory based on data arising out of the relevant accident investigations. American Airlines informed the Department that the grounding of the 737 MAX aircraft negatively impacted its on-time performance statistics during the March reporting period. Southwest Airlines informed the Department that the grounding of the 737 MAX aircraft negatively impacted its on-time performance statistics during the March, April, May, and June Reporting periods.



## 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)

FEBRUARY 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>   | 29            | 82.8        | 184           | 91.8        | 54           | 90.7        | 0             | 0.0         | 145           | 82.1        | 134           | 76.9        | 85            | 84.7        | 29            | 55.2        |
| - ALASKA AIRLINES                | 29            | 82.8        | 184           | 91.8        | 54           | 90.7        | 0             | 0.0         | 145           | 82.1        | 134           | 76.9        | 85            | 84.7        | 29            | 55.2        |
| - BRANDED CODESHARE PARTNERS     | 0             | 0.0         | 0             | 0.0         | 0            | 0.0         | 0             | 0.0         | 0             | 0.0         | 0             | 0.0         | 0             | 0.0         | 0             | 0.0         |
| <b>ALLEGiant AIR</b>             | 0             | 0.0         | 0             | 0.0         | 21           | 85.7        | 0             | 0.0         | 0             | 0.0         | 0             | 0.0         | 0             | 0.0         | 0             | 0.0         |
| <b>AMERICAN AIRLINES NETWORK</b> | 1200          | 78.9        | 2087          | 82.9        | 552          | 79.0        | 18717         | 75.1        | 6644          | 77.9        | 784           | 81.3        | 20424         | 82.7        | 901           | 81.4        |
| - AMERICAN AIRLINES              | 841           | 79.3        | 1921          | 82.8        | 323          | 74.9        | 8082          | 80.5        | 2117          | 83.0        | 717           | 81.5        | 11470         | 83.7        | 402           | 82.8        |
| - BRANDED CODESHARE PARTNERS     | 359           | 78.0        | 166           | 84.3        | 229          | 84.7        | 10635         | 71.0        | 4527          | 75.5        | 67            | 79.1        | 8954          | 81.3        | 499           | 80.2        |
| <b>DELTA AIR LINES NETWORK</b>   | 23660         | 84.4        | 3295          | 84.9        | 709          | 88.9        | 851           | 81.1        | 1444          | 85.5        | 899           | 84.9        | 977           | 81.9        | 10075         | 87.8        |
| - DELTA AIR LINES                | 18334         | 85.6        | 1431          | 84.1        | 484          | 89.5        | 623           | 82.3        | 736           | 87.5        | 899           | 84.9        | 889           | 82.7        | 4553          | 90.0        |
| - BRANDED CODESHARE PARTNERS     | 5326          | 80.1        | 1864          | 85.5        | 225          | 87.6        | 228           | 77.6        | 708           | 83.3        | 0             | 0.0         | 88            | 73.9        | 5522          | 86.1        |
| <b>FRONTIER AIRLINES</b>         | 356           | 77.2        | 54            | 92.6        | 34           | 73.5        | 133           | 78.2        | 87            | 83.9        | 1564          | 84.7        | 85            | 77.6        | 104           | 86.5        |
| <b>HAWAIIAN AIRLINES NETWORK</b> | 0             | 0.0         | 21            | 71.4        | 0            | 0.0         | 0             | 0.0         | 0             | 0.0         | 0             | 0.0         | 0             | 0.0         | 0             | 0.0         |
| - HAWAIIAN AIRLINES              | 0             | 0.0         | 21            | 71.4        | 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>           | 244           | 84.0        | 4289          | 84.5        | 120          | 85.0        | 128           | 81.3        | 820           | 83.3        | 80            | 86.3        | 41            | 80.5        | 73            | 82.2        |
| <b>SOUTHWEST AIRLINES</b>        | 2945          | 85.9        | 564           | 86.3        | 4888         | 89.7        | 229           | 83.4        | 1290          | 88.9        | 5117          | 87.3        | 0             | 0.0         | 358           | 89.7        |
| <b>SPIRIT AIRLINES</b>           | 737           | 83.3        | 368           | 83.2        | 692          | 84.7        | 116           | 59.5        | 0             | 0.0         | 328           | 85.4        | 563           | 80.5        | 890           | 83.7        |
| <b>UNITED AIRLINES NETWORK</b>   | 808           | 80.6        | 958           | 86.1        | 240          | 83.3        | 528           | 76.7        | 1009          | 84.7        | 12638         | 81.7        | 820           | 80.4        | 618           | 82.2        |
| - UNITED AIRLINES                | 324           | 79.6        | 940           | 86.1        | 238          | 83.2        | 43            | 72.1        | 277           | 86.3        | 5285          | 86.2        | 420           | 81.4        | 109           | 79.8        |
| - BRANDED CODESHARE PARTNERS     | 484           | 81.2        | 18            | 88.9        | 2            | 100.0       | 485           | 77.1        | 732           | 84.2        | 7353          | 78.4        | 400           | 79.3        | 509           | 82.7        |
| <b>TOTAL</b>                     | <b>29,979</b> | <b>84.1</b> | <b>11,820</b> | <b>84.6</b> | <b>7,310</b> | <b>88.0</b> | <b>20,702</b> | <b>75.5</b> | <b>11,439</b> | <b>81.2</b> | <b>21,544</b> | <b>83.4</b> | <b>22,995</b> | <b>82.5</b> | <b>13,048</b> | <b>86.8</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)

FEBRUARY 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>279</b>    | <b>80.3</b> | <b>122</b>   | <b>86.1</b> | <b>253</b>   | <b>88.9</b> | <b>119</b>   | <b>87.4</b> | <b>56</b>     | <b>92.9</b> | <b>359</b>   | <b>83.3</b> | <b>712</b>    | <b>83.4</b> | <b>1958</b>   | <b>84.9</b> |
| - ALASKA AIRLINES                | 279           | 80.3        | 122          | 86.1        | 253          | 88.9        | 119          | 87.4        | 56            | 92.9        | 359          | 83.3        | 651           | 82.3        | 1379          | 83.5        |
| - BRANDED CODESHARE PARTNERS     | 0             | 0.0         | 0            | 0.0         | 0            | 0.0         | 0            | 0.0         | 0             | 0.0         | 0            | 0.0         | 61            | 95.1        | 579           | 88.4        |
| <b>ALLEGIAN AIR</b>              | <b>37</b>     | <b>78.4</b> | <b>298</b>   | <b>63.1</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>676</b>    | <b>83.7</b> | <b>78</b>     | <b>70.5</b> |
| <b>AMERICAN AIRLINES NETWORK</b> | <b>650</b>    | <b>74.5</b> | <b>638</b>   | <b>82.1</b> | <b>233</b>   | <b>93.1</b> | <b>307</b>   | <b>73.3</b> | <b>822</b>    | <b>80.7</b> | <b>1599</b>  | <b>87.2</b> | <b>1161</b>   | <b>84.8</b> | <b>5052</b>   | <b>87.6</b> |
| - AMERICAN AIRLINES              | 587           | 74.3        | 638          | 82.1        | 233          | 93.1        | 139          | 80.6        | 509           | 79.0        | 1217         | 87.3        | 1161          | 84.8        | 3259          | 87.0        |
| - BRANDED CODESHARE PARTNERS     | 63            | 76.2        | 0            | 0.0         | 0            | 0.0         | 168          | 67.3        | 313           | 83.4        | 382          | 86.6        | 0             | 0.0         | 1793          | 88.8        |
| <b>DELTA AIR LINES NETWORK</b>   | <b>850</b>    | <b>75.8</b> | <b>972</b>   | <b>83.8</b> | <b>227</b>   | <b>93.8</b> | <b>499</b>   | <b>85.8</b> | <b>745</b>    | <b>84.3</b> | <b>4563</b>  | <b>89.0</b> | <b>1525</b>   | <b>89.6</b> | <b>3680</b>   | <b>87.0</b> |
| - DELTA AIR LINES                | 411           | 78.1        | 972          | 83.8        | 227          | 93.8        | 228          | 86.8        | 489           | 85.3        | 2761         | 90.1        | 1065          | 89.4        | 2687          | 87.4        |
| - BRANDED CODESHARE PARTNERS     | 439           | 73.6        | 0            | 0.0         | 0            | 0.0         | 271          | 84.9        | 256           | 82.4        | 1802         | 87.3        | 460           | 90.0        | 993           | 86.1        |
| <b>FRONTIER AIRLINES</b>         | <b>261</b>    | <b>85.4</b> | <b>108</b>   | <b>77.8</b> | <b>0</b>     | <b>0.0</b>  | <b>21</b>    | <b>90.5</b> | <b>61</b>     | <b>83.6</b> | <b>0</b>     | <b>0.0</b>  | <b>1017</b>   | <b>81.1</b> | <b>99</b>     | <b>79.8</b> |
| <b>HAWAIIAN AIRLINES NETWORK</b> | <b>0</b>      | <b>0.0</b>  | <b>0</b>     | <b>0.0</b>  | <b>3009</b>  | <b>92.3</b> | <b>0</b>     | <b>0.0</b>  | <b>0</b>      | <b>0.0</b>  | <b>29</b>    | <b>37.9</b> | <b>90</b>     | <b>76.7</b> | <b>174</b>    | <b>60.9</b> |
| - HAWAIIAN AIRLINES              | 0             | 0.0         | 0            | 0.0         | 2658         | 94.0        | 0            | 0.0         | 0             | 0.0         | 29           | 37.9        | 90            | 76.7        | 174           | 60.9        |
| - BRANDED CODESHARE PARTNERS     | 0             | 0.0         | 0            | 0.0         | 351          | 78.9        | 0            | 0.0         | 0             | 0.0         | 0            | 0.0         | 0             | 0.0         | 0             | 0.0         |
| <b>JETBLUE AIRWAYS</b>           | <b>813</b>    | <b>73.6</b> | <b>2039</b>  | <b>84.5</b> | <b>0</b>     | <b>0.0</b>  | <b>0</b>     | <b>0.0</b>  | <b>58</b>     | <b>93.1</b> | <b>3214</b>  | <b>87.4</b> | <b>314</b>    | <b>87.6</b> | <b>533</b>    | <b>88.2</b> |
| <b>SOUTHWEST AIRLINES</b>        | <b>0</b>      | <b>0.0</b>  | <b>2074</b>  | <b>89.4</b> | <b>580</b>   | <b>93.4</b> | <b>136</b>   | <b>89.7</b> | <b>0</b>      | <b>0.0</b>  | <b>0</b>     | <b>0.0</b>  | <b>5388</b>   | <b>92.7</b> | <b>2952</b>   | <b>90.9</b> |
| <b>SPIRIT AIRLINES</b>           | <b>437</b>    | <b>81.7</b> | <b>1867</b>  | <b>82.2</b> | <b>0</b>     | <b>0.0</b>  | <b>0</b>     | <b>0.0</b>  | <b>517</b>    | <b>86.7</b> | <b>0</b>     | <b>0.0</b>  | <b>1431</b>   | <b>87.1</b> | <b>574</b>    | <b>84.3</b> |
| <b>UNITED AIRLINES NETWORK</b>   | <b>9227</b>   | <b>78.4</b> | <b>713</b>   | <b>82.5</b> | <b>362</b>   | <b>91.4</b> | <b>5953</b>  | <b>84.6</b> | <b>11992</b>  | <b>85.4</b> | <b>0</b>     | <b>0.0</b>  | <b>1079</b>   | <b>88.3</b> | <b>3644</b>   | <b>88.2</b> |
| - UNITED AIRLINES                | 4594          | 81.9        | 713          | 82.5        | 362          | 91.4        | 1886         | 88.7        | 4511          | 87.6        | 0            | 0.0         | 1074          | 88.3        | 1912          | 89.1        |
| - BRANDED CODESHARE PARTNERS     | 4633          | 74.9        | 0            | 0.0         | 0            | 0.0         | 4067         | 82.6        | 7481          | 84.1        | 0            | 0.0         | 5             | 100.0       | 1732          | 87.1        |
| <b>TOTAL</b>                     | <b>12,554</b> | <b>78.0</b> | <b>8,831</b> | <b>84.0</b> | <b>4,664</b> | <b>92.3</b> | <b>7,035</b> | <b>84.3</b> | <b>14,251</b> | <b>85.2</b> | <b>9,764</b> | <b>87.8</b> | <b>13,393</b> | <b>88.7</b> | <b>18,744</b> | <b>87.4</b> |

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

## AIR TRAVEL CONSUMER REPORT

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

FEBRUARY 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>   | 0        | 0.0       | 170      | 87.6      | 0        | 0.0       | 0        | 0.0       | 81       | 82.7      | 195      | 90.8      | 3697     | 87.2      | 29       | 96.6      |
| - ALASKA AIRLINES                | 0        | 0.0       | 170      | 87.6      | 0        | 0.0       | 0        | 0.0       | 52       | 73.1      | 195      | 90.8      | 1574     | 86.9      | 29       | 96.6      |
| - BRANDED CODESHARE PARTNERS     | 0        | 0.0       | 0        | 0.0       | 0        | 0.0       | 0        | 0.0       | 29       | 100.0     | 0        | 0.0       | 2123     | 87.4      | 0        | 0.0       |
| <b>ALLEGiant AIR</b>             | 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>AMERICAN AIRLINES NETWORK</b> | 4053     | 79.1      | 1484     | 81.6      | 0        | 0.0       | 6087     | 84.9      | 727      | 82.1      | 11879    | 80.8      | 297      | 86.9      | 8489     | 79.9      |
| - AMERICAN AIRLINES              | 1881     | 78.9      | 1484     | 81.6      | 0        | 0.0       | 4113     | 85.6      | 429      | 82.1      | 4391     | 83.2      | 214      | 85.5      | 3297     | 83.5      |
| - BRANDED CODESHARE PARTNERS     | 2172     | 79.2      | 0        | 0.0       | 0        | 0.0       | 1974     | 83.4      | 298      | 82.2      | 7488     | 79.4      | 83       | 90.4      | 5192     | 77.5      |
| <b>DELTA AIR LINES NETWORK</b>   | 6133     | 80.3      | 1568     | 85.2      | 391      | 87.5      | 756      | 82.8      | 9085     | 90.3      | 1533     | 81.0      | 678      | 92.9      | 802      | 84.2      |
| - DELTA AIR LINES                | 2186     | 80.9      | 1568     | 85.2      | 137      | 89.1      | 756      | 82.8      | 4708     | 89.9      | 1105     | 81.8      | 529      | 93.0      | 428      | 85.7      |
| - BRANDED CODESHARE PARTNERS     | 3947     | 80.0      | 0        | 0.0       | 254      | 86.6      | 0        | 0.0       | 4377     | 90.7      | 428      | 79.0      | 149      | 92.6      | 374      | 82.4      |
| <b>FRONTIER AIRLINES</b>         | 87       | 72.4      | 1360     | 77.3      | 0        | 0.0       | 335      | 82.1      | 104      | 67.3      | 213      | 79.8      | 38       | 84.2      | 447      | 81.9      |
| <b>HAWAIIAN AIRLINES NETWORK</b> | 0        | 0.0       | 0        | 0.0       | 0        | 0.0       | 0        | 0.0       | 0        | 0.0       | 0        | 0.0       | 58       | 74.1      | 0        | 0.0       |
| - HAWAIIAN AIRLINES              | 0        | 0.0       | 0        | 0.0       | 0        | 0.0       | 0        | 0.0       | 0        | 0.0       | 0        | 0.0       | 58       | 74.1      | 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>           | 433      | 80.4      | 1604     | 77.9      | 0        | 0.0       | 0        | 0.0       | 72       | 77.8      | 183      | 79.2      | 45       | 86.7      | 225      | 81.8      |
| <b>SOUTHWEST AIRLINES</b>        | 962      | 81.9      | 3453     | 87.1      | 5067     | 88.8      | 0        | 0.0       | 561      | 85.7      | 0        | 0.0       | 831      | 93.4      | 474      | 86.3      |
| <b>SPIRIT AIRLINES</b>           | 319      | 75.9      | 1647     | 77.5      | 0        | 0.0       | 0        | 0.0       | 303      | 85.8      | 711      | 81.3      | 53       | 90.6      | 369      | 83.7      |
| <b>UNITED AIRLINES NETWORK</b>   | 1009     | 78.9      | 1109     | 84.0      | 0        | 0.0       | 588      | 85.2      | 673      | 83.8      | 15128    | 81.1      | 487      | 86.9      | 353      | 84.4      |
| - UNITED AIRLINES                | 522      | 79.1      | 1104     | 84.0      | 0        | 0.0       | 582      | 85.1      | 256      | 84.0      | 5348     | 85.6      | 487      | 86.9      | 275      | 84.7      |
| - BRANDED CODESHARE PARTNERS     | 487      | 78.6      | 5        | 100.0     | 0        | 0.0       | 6        | 100.0     | 417      | 83.7      | 9780     | 78.7      | 0        | 0.0       | 78       | 83.3      |
| <b>TOTAL</b>                     | 12,996   | 79.8      | 12,395   | 82.4      | 5,458    | 88.8      | 7,766    | 84.6      | 11,606   | 88.8      | 29,842   | 81.0      | 6,184    | 88.5      | 11,188   | 80.9      |

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

## AIR TRAVEL CONSUMER REPORT

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

FEBRUARY 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>397</b>    | <b>91.2</b> | <b>1265</b>  | <b>90.3</b> | <b>8506</b>   | <b>82.3</b> | <b>2207</b>   | <b>83.2</b> | <b>351</b>   | <b>83.2</b> | <b>58</b>    | <b>89.7</b> |
| - ALASKA AIRLINES                | 339           | 91.4        | 629          | 87.6        | 5183          | 83.0        | 1584          | 81.4        | 148          | 73.6        | 58           | 89.7        |
| - BRANDED CODESHARE PARTNERS     | 58            | 89.7        | 636          | 92.9        | 3323          | 81.3        | 623           | 87.6        | 203          | 90.1        | 0            | 0.0         |
| <b>ALLEGiant AIR</b>             | <b>0</b>      | <b>0.0</b>  | <b>0</b>     | <b>0.0</b>  | <b>0</b>      | <b>0.0</b>  | <b>0</b>      | <b>0.0</b>  | <b>0</b>     | <b>0.0</b>  | <b>0</b>     | <b>0.0</b>  |
| <b>AMERICAN AIRLINES NETWORK</b> | <b>7283</b>   | <b>87.1</b> | <b>846</b>   | <b>86.8</b> | <b>542</b>    | <b>82.1</b> | <b>1135</b>   | <b>85.9</b> | <b>529</b>   | <b>81.3</b> | <b>976</b>   | <b>80.0</b> |
| - AMERICAN AIRLINES              | 4890          | 86.4        | 701          | 85.7        | 463           | 80.3        | 1035          | 85.8        | 357          | 81.0        | 974          | 80.1        |
| - BRANDED CODESHARE PARTNERS     | 2393          | 88.6        | 145          | 91.7        | 79            | 92.4        | 100           | 87.0        | 172          | 82.0        | 2            | 50.0        |
| <b>DELTA AIR LINES NETWORK</b>   | <b>934</b>    | <b>89.7</b> | <b>845</b>   | <b>89.1</b> | <b>3531</b>   | <b>87.3</b> | <b>1124</b>   | <b>87.7</b> | <b>6689</b>  | <b>89.1</b> | <b>1027</b>  | <b>85.3</b> |
| - DELTA AIR LINES                | 792           | 89.0        | 653          | 90.4        | 2349          | 88.2        | 1098          | 87.9        | 3773         | 88.0        | 947          | 85.4        |
| - BRANDED CODESHARE PARTNERS     | 142           | 93.7        | 192          | 84.9        | 1182          | 85.5        | 26            | 80.8        | 2916         | 90.5        | 80           | 83.8        |
| <b>FRONTIER AIRLINES</b>         | <b>401</b>    | <b>84.3</b> | <b>151</b>   | <b>76.8</b> | <b>29</b>     | <b>75.9</b> | <b>117</b>    | <b>83.8</b> | <b>129</b>   | <b>81.4</b> | <b>438</b>   | <b>80.1</b> |
| <b>HAWAIIAN AIRLINES NETWORK</b> | <b>29</b>     | <b>75.9</b> | <b>58</b>    | <b>69.0</b> | <b>71</b>     | <b>57.7</b> | <b>87</b>     | <b>60.9</b> | <b>0</b>     | <b>0.0</b>  | <b>0</b>     | <b>0.0</b>  |
| - HAWAIIAN AIRLINES              | 29            | 75.9        | 58           | 69.0        | 71            | 57.7        | 87            | 60.9        | 0            | 0.0         | 0            | 0.0         |
| - BRANDED CODESHARE PARTNERS     | 0             | 0.0         | 0            | 0.0         | 0             | 0.0         | 0             | 0.0         | 0            | 0.0         | 0            | 0.0         |
| <b>JETBLUE AIRWAYS</b>           | <b>87</b>     | <b>83.9</b> | <b>140</b>   | <b>88.6</b> | <b>163</b>    | <b>85.9</b> | <b>440</b>    | <b>91.6</b> | <b>223</b>   | <b>82.5</b> | <b>452</b>   | <b>80.8</b> |
| <b>SOUTHWEST AIRLINES</b>        | <b>4716</b>   | <b>91.6</b> | <b>3109</b>  | <b>92.3</b> | <b>696</b>    | <b>87.6</b> | <b>1122</b>   | <b>88.1</b> | <b>907</b>   | <b>88.6</b> | <b>2150</b>  | <b>85.8</b> |
| <b>SPIRIT AIRLINES</b>           | <b>116</b>    | <b>86.2</b> | <b>136</b>   | <b>84.6</b> | <b>83</b>     | <b>92.8</b> | <b>0</b>      | <b>0.0</b>  | <b>0</b>     | <b>0.0</b>  | <b>807</b>   | <b>82.0</b> |
| <b>UNITED AIRLINES NETWORK</b>   | <b>792</b>    | <b>87.0</b> | <b>934</b>   | <b>89.9</b> | <b>655</b>    | <b>87.0</b> | <b>6965</b>   | <b>85.3</b> | <b>693</b>   | <b>82.5</b> | <b>643</b>   | <b>83.5</b> |
| - UNITED AIRLINES                | 682           | 86.8        | 790          | 89.7        | 571           | 87.7        | 3992          | 88.4        | 289          | 84.8        | 640          | 83.4        |
| - BRANDED CODESHARE PARTNERS     | 110           | 88.2        | 144          | 91.0        | 84            | 82.1        | 2973          | 81.2        | 404          | 80.9        | 3            | 100.0       |
| <b>TOTAL</b>                     | <b>14,755</b> | <b>88.7</b> | <b>7,484</b> | <b>90.0</b> | <b>14,276</b> | <b>84.0</b> | <b>13,197</b> | <b>85.5</b> | <b>9,521</b> | <b>87.7</b> | <b>6,551</b> | <b>83.5</b> |

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

## AIR TRAVEL CONSUMER REPORT

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

FEBRUARY 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     | 29            | 82.8        | 184           | 91.8        | 54           | 90.7        | 0             | 0.0         | 145           | 82.1        | 134           | 76.9        | 85            | 84.7        | 29            | 55.2        |
| ALLEGIAN AIR        | 0             | 0.0         | 0             | 0.0         | 21           | 85.7        | 0             | 0.0         | 0             | 0.0         | 0             | 0.0         | 0             | 0.0         | 0             | 0.0         |
| AMERICAN AIRLINES   | 841           | 79.3        | 1921          | 82.8        | 323          | 74.9        | 8082          | 80.5        | 2117          | 83.0        | 717           | 81.5        | 11470         | 83.7        | 402           | 82.8        |
| DELTA AIR LINES     | 18334         | 85.6        | 1431          | 84.1        | 484          | 89.5        | 623           | 82.3        | 736           | 87.5        | 899           | 84.9        | 889           | 82.7        | 4553          | 90.0        |
| ENDEAVOR AIR        | 3365          | 82.1        | 224           | 87.1        | 225          | 87.6        | 171           | 77.2        | 169           | 83.4        | 0             | 0.0         | 88            | 73.9        | 1778          | 87.7        |
| ENVOY AIR           | 0             | 0.0         | 0             | 0.0         | 89           | 85.4        | 513           | 72.1        | 114           | 91.2        | 3             | 66.7        | 4490          | 81.8        | 58            | 84.5        |
| EXPRESSJET AIRLINES | 99            | 80.8        | 0             | 0.0         | 0            | 0.0         | 83            | 80.7        | 280           | 85.0        | 0             | 0.0         | 0             | 0.0         | 27            | 88.9        |
| FRONTIER AIRLINES   | 356           | 77.2        | 54            | 92.6        | 34           | 73.5        | 133           | 78.2        | 87            | 83.9        | 1564          | 84.7        | 85            | 77.6        | 104           | 86.5        |
| HAWAIIAN AIRLINES   | 0             | 0.0         | 21            | 71.4        | 0            | 0.0         | 0             | 0.0         | 0             | 0.0         | 0             | 0.0         | 0             | 0.0         | 0             | 0.0         |
| JETBLUE AIRWAYS     | 244           | 84.0        | 4289          | 84.5        | 120          | 85.0        | 128           | 81.3        | 820           | 83.3        | 80            | 86.3        | 41            | 80.5        | 73            | 82.2        |
| MESA AIRLINES       | 147           | 77.6        | 7             | 85.7        | 0            | 0.0         | 182           | 74.2        | 91            | 89.0        | 0             | 0.0         | 2948          | 81.5        | 161           | 85.7        |
| PSA AIRLINES        | 131           | 67.9        | 0             | 0.0         | 6            | 66.7        | 7386          | 70.4        | 2510          | 68.9        | 0             | 0.0         | 243           | 60.1        | 102           | 73.5        |
| REPUBLIC AIRWAYS    | 522           | 79.5        | 1660          | 85.5        | 2            | 100.0       | 988           | 77.7        | 2361          | 85.1        | 619           | 87.9        | 91            | 78.0        | 596           | 84.4        |
| SKYWEST AIRLINES    | 1894          | 77.6        | 20            | 85.0        | 47           | 83.0        | 89            | 79.8        | 17            | 82.4        | 4727          | 78.1        | 1582          | 82.6        | 3361          | 85.0        |
| SOUTHWEST AIRLINES  | 2945          | 85.9        | 564           | 86.3        | 4888         | 89.7        | 229           | 83.4        | 1290          | 88.9        | 5117          | 87.3        | 0             | 0.0         | 358           | 89.7        |
| SPIRIT AIRLINES     | 737           | 83.3        | 368           | 83.2        | 692          | 84.7        | 116           | 59.5        | 0             | 0.0         | 328           | 85.4        | 563           | 80.5        | 890           | 83.7        |
| UNITED AIRLINES     | 324           | 79.6        | 940           | 86.1        | 238          | 83.2        | 43            | 72.1        | 277           | 86.3        | 5285          | 86.2        | 420           | 81.4        | 109           | 79.8        |
| <b>TOTAL</b>        | <b>29,968</b> | <b>84.1</b> | <b>11,683</b> | <b>84.7</b> | <b>7,223</b> | <b>88.0</b> | <b>18,766</b> | <b>76.0</b> | <b>11,014</b> | <b>81.5</b> | <b>19,473</b> | <b>84.2</b> | <b>22,995</b> | <b>82.5</b> | <b>12,601</b> | <b>86.9</b> |

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

## AIR TRAVEL CONSUMER REPORT

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

FEBRUARY 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     | 279           | 80.3        | 122          | 86.1        | 253          | 88.9        | 119          | 87.4        | 56            | 92.9        | 359          | 83.3        | 651           | 82.3        | 1379          | 83.5        |
| ALLEGiant AIR       | 37            | 78.4        | 298          | 63.1        | 0            | 0.0         | 0            | 0.0         | 0             | 0.0         | 0            | 0.0         | 676           | 83.7        | 78            | 70.5        |
| AMERICAN AIRLINES   | 587           | 74.3        | 638          | 82.1        | 233          | 93.1        | 139          | 80.6        | 509           | 79.0        | 1217         | 87.3        | 1161          | 84.8        | 3259          | 87.0        |
| DELTA AIR LINES     | 411           | 78.1        | 972          | 83.8        | 227          | 93.8        | 228          | 86.8        | 489           | 85.3        | 2761         | 90.1        | 1065          | 89.4        | 2687          | 87.4        |
| ENDEAVOR AIR        | 155           | 74.8        | 0            | 0.0         | 0            | 0.0         | 90           | 88.9        | 45            | 75.6        | 1544         | 87.4        | 0             | 0.0         | 0             | 0.0         |
| ENVOY AIR           | 51            | 74.5        | 0            | 0.0         | 0            | 0.0         | 0            | 0.0         | 77            | 80.5        | 290          | 86.2        | 0             | 0.0         | 0             | 0.0         |
| EXPRESSJET AIRLINES | 1008          | 75.4        | 0            | 0.0         | 0            | 0.0         | 0            | 0.0         | 3194          | 87.2        | 0            | 0.0         | 0             | 0.0         | 0             | 0.0         |
| FRONTIER AIRLINES   | 261           | 85.4        | 108          | 77.8        | 0            | 0.0         | 21           | 90.5        | 61            | 83.6        | 0            | 0.0         | 1017          | 81.1        | 99            | 79.8        |
| HAWAIIAN AIRLINES   | 0             | 0.0         | 0            | 0.0         | 2658         | 94.0        | 0            | 0.0         | 0             | 0.0         | 29           | 37.9        | 90            | 76.7        | 174           | 60.9        |
| JETBLUE AIRWAYS     | 813           | 73.6        | 2039         | 84.5        | 0            | 0.0         | 0            | 0.0         | 58            | 93.1        | 3214         | 87.4        | 314           | 87.6        | 533           | 88.2        |
| MESA AIRLINES       | 0             | 0.0         | 0            | 0.0         | 0            | 0.0         | 1370         | 85.0        | 2779          | 83.1        | 0            | 0.0         | 0             | 0.0         | 0             | 0.0         |
| PSA AIRLINES        | 0             | 0.0         | 0            | 0.0         | 0            | 0.0         | 168          | 67.3        | 0             | 0.0         | 0            | 0.0         | 0             | 0.0         | 0             | 0.0         |
| REPUBLIC AIRWAYS    | 2013          | 78.4        | 0            | 0.0         | 0            | 0.0         | 253          | 86.6        | 685           | 84.5        | 350          | 87.4        | 0             | 0.0         | 0             | 0.0         |
| SKYWEST AIRLINES    | 104           | 80.8        | 0            | 0.0         | 0            | 0.0         | 424          | 80.7        | 1219          | 78.3        | 0            | 0.0         | 232           | 90.5        | 2996          | 86.6        |
| SOUTHWEST AIRLINES  | 0             | 0.0         | 2074         | 89.4        | 580          | 93.4        | 136          | 89.7        | 0             | 0.0         | 0            | 0.0         | 5388          | 92.7        | 2952          | 90.9        |
| SPIRIT AIRLINES     | 437           | 81.7        | 1867         | 82.2        | 0            | 0.0         | 0            | 0.0         | 517           | 86.7        | 0            | 0.0         | 1431          | 87.1        | 574           | 84.3        |
| UNITED AIRLINES     | 4594          | 81.9        | 713          | 82.5        | 362          | 91.4        | 1886         | 88.7        | 4511          | 87.6        | 0            | 0.0         | 1074          | 88.3        | 1912          | 89.1        |
| <b>TOTAL</b>        | <b>10,750</b> | <b>79.3</b> | <b>8,831</b> | <b>84.0</b> | <b>4,313</b> | <b>93.4</b> | <b>4,834</b> | <b>85.8</b> | <b>14,200</b> | <b>85.2</b> | <b>9,764</b> | <b>87.8</b> | <b>13,099</b> | <b>88.6</b> | <b>16,643</b> | <b>87.2</b> |

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

## AIR TRAVEL CONSUMER REPORT

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

FEBRUARY 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         | 170           | 87.6        | 0            | 0.0         | 0            | 0.0         | 52            | 73.1        | 195           | 90.8        | 1574         | 86.9        | 29           | 96.6        |
| ALLEGiant AIR       | 0             | 0.0         | 0             | 0.0         | 0            | 0.0         | 0            | 0.0         | 0             | 0.0         | 0             | 0.0         | 0            | 0.0         | 0            | 0.0         |
| AMERICAN AIRLINES   | 1881          | 78.9        | 1484          | 81.6        | 0            | 0.0         | 4113         | 85.6        | 429           | 82.1        | 4391          | 83.2        | 214          | 85.5        | 3297         | 83.5        |
| DELTA AIR LINES     | 2186          | 80.9        | 1568          | 85.2        | 137          | 89.1        | 756          | 82.8        | 4708          | 89.9        | 1105          | 81.8        | 529          | 93.0        | 428          | 85.7        |
| ENDEAVOR AIR        | 1860          | 78.0        | 0             | 0.0         | 62           | 85.5        | 0            | 0.0         | 1033          | 90.2        | 255           | 76.1        | 0            | 0.0         | 113          | 77.9        |
| ENVOY AIR           | 614           | 76.9        | 0             | 0.0         | 0            | 0.0         | 916          | 76.6        | 76            | 73.7        | 5157          | 79.6        | 0            | 0.0         | 65           | 78.5        |
| EXPRESSJET AIRLINES | 155           | 81.9        | 0             | 0.0         | 0            | 0.0         | 0            | 0.0         | 29            | 82.8        | 1326          | 81.9        | 0            | 0.0         | 29           | 75.9        |
| FRONTIER AIRLINES   | 87            | 72.4        | 1360          | 77.3        | 0            | 0.0         | 335          | 82.1        | 104           | 67.3        | 213           | 79.8        | 38           | 84.2        | 447          | 81.9        |
| HAWAIIAN AIRLINES   | 0             | 0.0         | 0             | 0.0         | 0            | 0.0         | 0            | 0.0         | 0             | 0.0         | 0             | 0.0         | 58           | 74.1        | 0            | 0.0         |
| JETBLUE AIRWAYS     | 433           | 80.4        | 1604          | 77.9        | 0            | 0.0         | 0            | 0.0         | 72            | 77.8        | 183           | 79.2        | 45           | 86.7        | 225          | 81.8        |
| MESA AIRLINES       | 166           | 81.3        | 0             | 0.0         | 0            | 0.0         | 6            | 100.0       | 121           | 84.3        | 0             | 0.0         | 0            | 0.0         | 45           | 88.9        |
| PSA AIRLINES        | 92            | 67.4        | 0             | 0.0         | 0            | 0.0         | 0            | 0.0         | 0             | 0.0         | 0             | 0.0         | 0            | 0.0         | 1197         | 69.8        |
| REPUBLIC AIRWAYS    | 3056          | 81.4        | 5             | 100.0       | 0            | 0.0         | 1058         | 89.2        | 393           | 84.2        | 1117          | 81.9        | 0            | 0.0         | 1327         | 86.1        |
| SKYWEST AIRLINES    | 579           | 80.0        | 0             | 0.0         | 192          | 87.0        | 0            | 0.0         | 3438          | 90.7        | 4357          | 78.0        | 646          | 92.3        | 93           | 82.8        |
| SOUTHWEST AIRLINES  | 962           | 81.9        | 3453          | 87.1        | 5067         | 88.8        | 0            | 0.0         | 561           | 85.7        | 0             | 0.0         | 831          | 93.4        | 474          | 86.3        |
| SPIRIT AIRLINES     | 319           | 75.9        | 1647          | 77.5        | 0            | 0.0         | 0            | 0.0         | 303           | 85.8        | 711           | 81.3        | 53           | 90.6        | 369          | 83.7        |
| UNITED AIRLINES     | 522           | 79.1        | 1104          | 84.0        | 0            | 0.0         | 582          | 85.1        | 256           | 84.0        | 5348          | 85.6        | 487          | 86.9        | 275          | 84.7        |
| <b>TOTAL</b>        | <b>12,912</b> | <b>79.8</b> | <b>12,395</b> | <b>82.4</b> | <b>5,458</b> | <b>88.8</b> | <b>7,766</b> | <b>84.6</b> | <b>11,575</b> | <b>88.7</b> | <b>24,358</b> | <b>81.7</b> | <b>4,475</b> | <b>89.4</b> | <b>8,413</b> | <b>82.1</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)

FEBRUARY 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     | 339           | 91.4        | 629          | 87.6        | 5183          | 83.0        | 1584          | 81.4        | 148          | 73.6        | 58           | 89.7        |
| ALLEGIAN AIR        | 0             | 0.0         | 0            | 0.0         | 0             | 0.0         | 0             | 0.0         | 0            | 0.0         | 0            | 0.0         |
| AMERICAN AIRLINES   | 4890          | 86.4        | 701          | 85.7        | 463           | 80.3        | 1035          | 85.8        | 357          | 81.0        | 974          | 80.1        |
| DELTA AIR LINES     | 792           | 89.0        | 653          | 90.4        | 2349          | 88.2        | 1098          | 87.9        | 3773         | 88.0        | 947          | 85.4        |
| ENDEAVOR AIR        | 0             | 0.0         | 0            | 0.0         | 0             | 0.0         | 0             | 0.0         | 0            | 0.0         | 80           | 83.8        |
| 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         | 5            | 80.0        | 0            | 0.0         |
| FRONTIER AIRLINES   | 401           | 84.3        | 151          | 76.8        | 29            | 75.9        | 117           | 83.8        | 129          | 81.4        | 438          | 80.1        |
| HAWAIIAN AIRLINES   | 29            | 75.9        | 58           | 69.0        | 71            | 57.7        | 87            | 60.9        | 0            | 0.0         | 0            | 0.0         |
| JETBLUE AIRWAYS     | 87            | 83.9        | 140          | 88.6        | 163           | 85.9        | 440           | 91.6        | 223          | 82.5        | 452          | 80.8        |
| MESA AIRLINES       | 1514          | 87.3        | 0            | 0.0         | 0             | 0.0         | 0             | 0.0         | 21           | 81.0        | 3            | 100.0       |
| 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         | 16           | 81.3        | 2            | 50.0        |
| SKYWEST AIRLINES    | 991           | 90.6        | 603          | 93.9        | 1491          | 83.2        | 3480          | 82.0        | 3599         | 89.2        | 0            | 0.0         |
| SOUTHWEST AIRLINES  | 4716          | 91.6        | 3109         | 92.3        | 696           | 87.6        | 1122          | 88.1        | 907          | 88.6        | 2150         | 85.8        |
| SPIRIT AIRLINES     | 116           | 86.2        | 136          | 84.6        | 83            | 92.8        | 0             | 0.0         | 0            | 0.0         | 807          | 82.0        |
| UNITED AIRLINES     | 682           | 86.8        | 790          | 89.7        | 571           | 87.7        | 3992          | 88.4        | 289          | 84.8        | 640          | 83.4        |
| <b>TOTAL</b>        | <b>14,557</b> | <b>88.7</b> | <b>6,970</b> | <b>90.1</b> | <b>11,099</b> | <b>84.5</b> | <b>12,955</b> | <b>85.4</b> | <b>9,467</b> | <b>87.7</b> | <b>6,551</b> | <b>83.5</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)

FEBRUARY 2020

| ARRIVAL AIRPORT*       |             |             |             |             |             |             |             |             |             |             |             |             |             |             |             |             |
|------------------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|
| SCHEDULED ARRIVAL TIME | ATL         | BOS         | BWI         | CLT         | DCA         | DEN         | DFW         | DTW         | EWR         | FLL         | HNL         | IAD         | IAH         | JFK         | LAS         | LAX         |
| 0600-0659              | 90.0        | 90.2        | 94.1        | 86.5        | 78.7        | 87.5        | 90.9        | 90.7        | 86.3        | 86.4        | 100.0       | 94.4        | 92.3        | 84.3        | 93.8        | 85.4        |
| 0700-0759              | 89.1        | 91.1        | 92.6        | 87.1        | 85.9        | 89.9        | 87.5        | 92.2        | 90.8        | 91.9        | 98.5        | 89.3        | 87.0        | 89.2        | 94.3        | 93.4        |
| 0800-0859              | 83.0        | 91.6        | 91.9        | 82.4        | 84.4        | 84.3        | 82.2        | 94.9        | 89.8        | 90.9        | 97.6        | 82.9        | 83.2        | 93.9        | 95.0        | 91.0        |
| 0900-0959              | 83.4        | 91.3        | 89.9        | 81.0        | 83.5        | 87.2        | 80.7        | 94.6        | 90.5        | 88.6        | 97.4        | 91.9        | 82.5        | 91.4        | 95.0        | 90.1        |
| 1000-1059              | 85.0        | 90.0        | 92.0        | 77.4        | 83.9        | 85.6        | 86.1        | 89.6        | 92.0        | 89.2        | 93.0        | 81.6        | 86.0        | 94.5        | 90.1        | 88.0        |
| 1100-1159              | 86.3        | 91.9        | 90.5        | 79.4        | 86.7        | 88.0        | 86.9        | 90.0        | 88.0        | 85.7        | 95.4        | 89.3        | 86.8        | 88.8        | 89.9        | 90.0        |
| 1200-1259              | 85.8        | 88.0        | 90.4        | 78.8        | 84.4        | 84.6        | 87.7        | 88.1        | 87.6        | 90.8        | 93.8        | 92.0        | 82.7        | 91.1        | 90.0        | 89.2        |
| 1300-1359              | 86.7        | 87.9        | 88.8        | 74.3        | 81.6        | 84.4        | 83.5        | 89.2        | 81.3        | 88.2        | 92.6        | 77.8        | 86.4        | 89.3        | 86.5        | 86.8        |
| 1400-1459              | 85.6        | 86.8        | 90.5        | 73.9        | 79.8        | 85.0        | 85.4        | 88.2        | 76.1        | 89.9        | 90.7        | 88.6        | 86.8        | 89.2        | 87.5        | 86.8        |
| 1500-1559              | 83.6        | 85.8        | 90.1        | 73.0        | 81.7        | 83.1        | 83.7        | 86.0        | 75.6        | 82.8        | 90.2        | 85.1        | 87.9        | 87.8        | 87.9        | 91.4        |
| 1600-1659              | 85.8        | 87.6        | 83.9        | 71.3        | 80.3        | 83.6        | 81.9        | 85.1        | 70.9        | 81.6        | 90.3        | 82.9        | 88.4        | 88.4        | 90.1        | 86.2        |
| 1700-1759              | 84.2        | 82.1        | 87.4        | 70.8        | 82.7        | 79.1        | 77.5        | 84.3        | 68.7        | 80.3        | 93.4        | 83.3        | 84.4        | 84.3        | 88.2        | 87.4        |
| 1800-1859              | 86.4        | 76.2        | 86.8        | 73.0        | 78.9        | 81.8        | 77.0        | 84.7        | 68.8        | 81.1        | 93.3        | 86.4        | 84.0        | 84.7        | 89.5        | 81.7        |
| 1900-1959              | 81.0        | 73.8        | 86.0        | 69.2        | 76.5        | 78.8        | 78.0        | 82.6        | 69.2        | 79.9        | 93.2        | 79.8        | 80.8        | 83.9        | 84.6        | 86.5        |
| 2000-2059              | 77.1        | 74.7        | 86.5        | 69.4        | 79.7        | 80.7        | 78.7        | 81.0        | 70.9        | 75.0        | 92.2        | 86.5        | 84.7        | 86.2        | 87.3        | 84.2        |
| 2100-2159              | 82.0        | 80.8        | 82.7        | 72.7        | 76.3        | 83.2        | 81.1        | 83.7        | 69.7        | 85.6        | 97.3        | 83.7        | 85.9        | 87.4        | 86.1        | 85.6        |
| 2200-2259              | 80.7        | 81.3        | 86.8        | 84.5        | 80.1        | 83.8        | 81.1        | 80.2        | 73.1        | 77.2        | 92.6        | 80.1        | 82.1        | 82.2        | 86.0        | 82.3        |
| 2300-0559              | 83.2        | 85.0        | 82.3        | 82.4        | 83.6        | 84.4        | 83.3        | 83.0        | 84.0        | 79.3        | 92.7        | 88.5        | 82.6        | 86.9        | 82.0        | 84.2        |
| <b>TOTAL</b>           | <b>84.1</b> | <b>84.7</b> | <b>88.0</b> | <b>76.0</b> | <b>81.5</b> | <b>84.2</b> | <b>82.5</b> | <b>86.9</b> | <b>79.3</b> | <b>84.0</b> | <b>93.4</b> | <b>85.8</b> | <b>85.2</b> | <b>87.8</b> | <b>88.6</b> | <b>87.2</b> |

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

## AIR TRAVEL CONSUMER REPORT

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

FEBRUARY 2020

| ARRIVAL AIRPORT*             |             |             |             |             |             |             |             |             |             |             |             |             |             |             |             |
|------------------------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|
| SCHEDULED<br>ARRIVAL<br>TIME | LGA         | MCO         | MDW         | MIA         | MSP         | ORD         | PDX         | PHL         | PHX         | SAN         | SEA         | SFO         | SLC         | TPA         | TOTAL       |
| 0600-0659                    | 0.0         | 86.6        | 93.2        | 82.7        | 88.1        | 90.4        | 89.7        | 87.0        | 58.8        | 100.0       | 88.9        | 89.2        | 82.8        | 89.7        | 88.5        |
| 0700-0759                    | 89.1        | 90.7        | 93.9        | 91.2        | 91.4        | 86.6        | 0.0         | 86.3        | 89.6        | 95.9        | 82.2        | 90.5        | 92.9        | 93.0        | 89.9        |
| 0800-0859                    | 88.7        | 89.1        | 90.2        | 88.1        | 91.3        | 82.5        | 98.6        | 87.6        | 90.5        | 94.5        | 86.8        | 85.7        | 90.9        | 85.3        | 86.9        |
| 0900-0959                    | 90.8        | 89.1        | 93.7        | 89.1        | 89.9        | 82.1        | 93.1        | 85.9        | 92.1        | 95.9        | 86.7        | 86.5        | 91.3        | 86.8        | 87.3        |
| 1000-1059                    | 87.0        | 88.0        | 91.6        | 87.8        | 90.6        | 83.2        | 89.0        | 86.5        | 87.9        | 91.0        | 86.7        | 90.5        | 90.0        | 87.5        | 86.9        |
| 1100-1159                    | 83.8        | 83.9        | 93.5        | 86.2        | 90.2        | 83.2        | 93.4        | 86.9        | 91.1        | 90.8        | 87.8        | 84.4        | 82.8        | 85.8        | 87.3        |
| 1200-1259                    | 83.9        | 82.1        | 90.9        | 87.8        | 88.8        | 81.6        | 90.2        | 84.7        | 93.6        | 90.3        | 86.8        | 82.9        | 86.3        | 87.8        | 86.4        |
| 1300-1359                    | 79.5        | 83.4        | 89.5        | 87.0        | 92.6        | 85.3        | 93.0        | 88.3        | 92.0        | 90.6        | 87.0        | 82.4        | 88.6        | 86.9        | 85.5        |
| 1400-1459                    | 77.2        | 84.8        | 89.6        | 85.5        | 90.0        | 80.8        | 91.1        | 84.6        | 89.1        | 90.1        | 85.0        | 86.8        | 87.4        | 86.5        | 85.2        |
| 1500-1559                    | 77.8        | 85.1        | 88.8        | 86.9        | 85.9        | 79.0        | 88.0        | 83.2        | 89.1        | 91.2        | 83.3        | 87.5        | 86.9        | 83.0        | 84.1        |
| 1600-1659                    | 79.6        | 80.2        | 87.4        | 81.6        | 89.7        | 81.2        | 89.9        | 78.7        | 87.5        | 94.0        | 85.0        | 82.8        | 88.4        | 83.0        | 83.7        |
| 1700-1759                    | 74.6        | 82.3        | 86.9        | 82.8        | 88.8        | 80.5        | 85.6        | 73.4        | 88.4        | 89.5        | 82.5        | 85.2        | 89.3        | 82.1        | 81.7        |
| 1800-1859                    | 74.3        | 79.4        | 88.0        | 79.0        | 86.3        | 77.8        | 90.5        | 76.5        | 87.1        | 87.7        | 86.6        | 85.9        | 86.2        | 79.7        | 82.2        |
| 1900-1959                    | 74.8        | 80.1        | 84.8        | 81.3        | 86.4        | 74.6        | 87.2        | 75.2        | 86.0        | 88.0        | 84.8        | 88.6        | 86.3        | 83.7        | 80.4        |
| 2000-2059                    | 73.3        | 78.4        | 85.2        | 79.7        | 78.4        | 78.9        | 85.6        | 74.3        | 85.4        | 87.4        | 78.2        | 84.7        | 76.2        | 76.7        | 80.4        |
| 2100-2159                    | 73.3        | 78.8        | 80.4        | 80.4        | 88.6        | 79.7        | 88.6        | 77.9        | 85.7        | 85.2        | 76.9        | 82.2        | 87.5        | 79.0        | 81.4        |
| 2200-2259                    | 76.9        | 78.1        | 85.2        | 82.5        | 81.4        | 83.2        | 83.6        | 85.5        | 90.2        | 88.0        | 81.2        | 86.0        | 82.6        | 81.2        | 82.4        |
| 2300-0559                    | 72.9        | 77.6        | 88.1        | 81.5        | 84.6        | 87.6        | 87.6        | 84.4        | 85.0        | 89.2        | 87.6        | 84.2        | 84.4        | 81.4        | 83.6        |
| <b>TOTAL</b>                 | <b>79.8</b> | <b>82.4</b> | <b>88.8</b> | <b>84.6</b> | <b>88.7</b> | <b>81.7</b> | <b>89.4</b> | <b>82.1</b> | <b>88.7</b> | <b>90.1</b> | <b>84.5</b> | <b>85.4</b> | <b>87.7</b> | <b>83.5</b> | <b>84.4</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)

FEBRUARY 2020

| DEPARTURE AIRPORT*       |             |             |             |             |             |             |             |             |             |             |             |             |             |             |             |             |
|--------------------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|
| SCHEDULED DEPARTURE TIME | ATL         | BOS         | BWI         | CLT         | DCA         | DEN         | DFW         | DTW         | EWR         | FLL         | HNL         | IAD         | IAH         | JFK         | LAS         | LAX         |
| 0600-0659                | 93.7        | 93.9        | 94.4        | 93.3        | 94.2        | 93.9        | 91.0        | 94.7        | 92.9        | 95.5        | 98.7        | 95.8        | 93.6        | 94.6        | 96.4        | 93.4        |
| 0700-0759                | 93.9        | 89.8        | 92.9        | 89.2        | 90.0        | 91.6        | 92.8        | 91.1        | 91.7        | 91.5        | 96.1        | 92.0        | 92.0        | 92.1        | 95.1        | 93.0        |
| 0800-0859                | 89.2        | 88.6        | 90.2        | 88.4        | 85.1        | 90.0        | 89.2        | 91.1        | 89.2        | 90.5        | 96.8        | 91.6        | 90.0        | 92.5        | 92.3        | 91.3        |
| 0900-0959                | 84.0        | 90.0        | 86.5        | 83.7        | 84.2        | 82.4        | 86.3        | 90.9        | 88.7        | 86.3        | 97.1        | 86.6        | 88.4        | 92.1        | 92.8        | 85.3        |
| 1000-1059                | 83.9        | 89.4        | 86.5        | 71.4        | 83.3        | 83.4        | 87.1        | 88.2        | 85.4        | 84.2        | 97.8        | 90.6        | 88.2        | 87.9        | 92.5        | 86.7        |
| 1100-1159                | 82.2        | 88.6        | 86.0        | 74.7        | 83.9        | 84.3        | 81.3        | 80.7        | 88.7        | 81.9        | 95.9        | 77.8        | 87.0        | 94.2        | 87.9        | 86.2        |
| 1200-1259                | 85.6        | 86.4        | 86.3        | 74.0        | 81.9        | 80.2        | 85.2        | 85.8        | 86.8        | 82.6        | 92.1        | 86.6        | 88.5        | 89.6        | 86.0        | 84.2        |
| 1300-1359                | 84.0        | 88.1        | 83.5        | 75.2        | 80.2        | 83.6        | 80.6        | 84.2        | 81.7        | 83.4        | 92.4        | 89.5        | 79.8        | 89.5        | 84.6        | 86.0        |
| 1400-1459                | 83.7        | 84.9        | 86.0        | 71.4        | 81.3        | 80.5        | 82.2        | 84.5        | 81.1        | 83.3        | 89.9        | 76.7        | 86.7        | 85.9        | 82.2        | 84.8        |
| 1500-1559                | 83.1        | 83.1        | 83.6        | 72.2        | 80.5        | 80.7        | 80.6        | 84.5        | 78.7        | 83.2        | 91.2        | 75.0        | 84.7        | 87.4        | 83.8        | 84.8        |
| 1600-1659                | 82.4        | 81.2        | 82.4        | 70.3        | 80.4        | 80.7        | 80.7        | 79.5        | 72.2        | 75.3        | 85.4        | 92.0        | 85.9        | 87.9        | 87.5        | 88.8        |
| 1700-1759                | 82.8        | 83.6        | 78.1        | 71.5        | 76.9        | 82.5        | 79.6        | 81.5        | 72.7        | 75.8        | 91.6        | 84.5        | 82.7        | 83.2        | 86.9        | 85.3        |
| 1800-1859                | 80.7        | 81.7        | 82.4        | 70.9        | 77.1        | 73.0        | 78.5        | 79.6        | 74.0        | 78.1        | 94.7        | 81.9        | 85.2        | 85.8        | 87.5        | 83.7        |
| 1900-1959                | 83.0        | 74.2        | 77.0        | 67.7        | 76.5        | 79.2        | 75.7        | 81.4        | 67.4        | 81.0        | 89.5        | 79.5        | 86.1        | 84.4        | 85.5        | 82.3        |
| 2000-2059                | 80.6        | 73.9        | 78.3        | 72.7        | 77.7        | 79.6        | 79.9        | 81.3        | 70.2        | 76.5        | 92.7        | 100.0       | 83.1        | 88.4        | 81.3        | 86.1        |
| 2100-2159                | 80.7        | 75.8        | 77.4        | 69.8        | 73.5        | 82.6        | 80.4        | 80.3        | 70.9        | 75.7        | 90.9        | 100.0       | 87.5        | 85.1        | 85.8        | 86.5        |
| 2200-2259                | 85.2        | 76.7        | 79.7        | 74.3        | 70.1        | 82.4        | 83.6        | 80.8        | 76.9        | 79.1        | 89.2        | 88.7        | 92.9        | 80.9        | 83.2        | 88.4        |
| 2300-0559                | 85.1        | 95.9        | 93.7        | 94.6        | 95.1        | 85.9        | 91.4        | 92.3        | 96.5        | 84.0        | 94.5        | 90.0        | 91.7        | 92.4        | 87.7        | 90.1        |
| <b>TOTAL</b>             | <b>84.1</b> | <b>85.5</b> | <b>84.7</b> | <b>76.0</b> | <b>81.7</b> | <b>83.3</b> | <b>83.5</b> | <b>85.3</b> | <b>81.3</b> | <b>83.0</b> | <b>92.8</b> | <b>87.5</b> | <b>87.3</b> | <b>88.9</b> | <b>88.2</b> | <b>87.2</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)

FEBRUARY 2020

| DEPARTURE AIRPORT*       |      |      |      |      |       |      |      |      |      |      |      |      |      |       |       |
|--------------------------|------|------|------|------|-------|------|------|------|------|------|------|------|------|-------|-------|
| SCHEDULED DEPARTURE TIME | LGA  | MCO  | MDW  | MIA  | MSP   | ORD  | PDX  | PHL  | PHX  | SAN  | SEA  | SFO  | SLC  | TPA   | TOTAL |
| 0600-0659                | 95.3 | 94.9 | 91.5 | 92.8 | 92.6  | 92.7 | 96.5 | 94.8 | 95.7 | 97.3 | 94.6 | 95.9 | 92.9 | 95.4  | 94.3  |
| 0700-0759                | 94.5 | 92.9 | 91.7 | 92.5 | 91.5  | 89.7 | 94.0 | 91.4 | 93.5 | 92.8 | 89.8 | 94.3 | 92.0 | 92.3  | 91.9  |
| 0800-0859                | 91.2 | 92.4 | 90.4 | 91.9 | 89.4  | 87.8 | 90.3 | 89.7 | 94.6 | 92.0 | 84.2 | 86.3 | 89.3 | 92.7  | 89.9  |
| 0900-0959                | 89.6 | 87.6 | 83.9 | 91.4 | 89.3  | 82.3 | 88.2 | 85.4 | 90.6 | 93.6 | 84.6 | 83.0 | 88.9 | 87.7  | 86.7  |
| 1000-1059                | 86.7 | 86.6 | 86.2 | 85.7 | 88.6  | 80.6 | 90.4 | 87.4 | 86.1 | 91.8 | 80.4 | 83.7 | 84.2 | 83.1  | 85.6  |
| 1100-1159                | 88.0 | 85.8 | 86.5 | 84.7 | 87.0  | 83.2 | 90.6 | 86.3 | 86.8 | 89.2 | 81.4 | 84.4 | 88.8 | 84.8  | 84.9  |
| 1200-1259                | 85.6 | 81.1 | 86.8 | 87.4 | 85.0  | 81.0 | 91.2 | 85.3 | 87.9 | 90.4 | 84.8 | 78.8 | 81.6 | 84.1  | 84.8  |
| 1300-1359                | 82.0 | 77.1 | 76.9 | 83.2 | 85.8  | 77.7 | 86.0 | 79.7 | 87.3 | 86.9 | 84.1 | 80.2 | 83.7 | 84.3  | 82.8  |
| 1400-1459                | 80.1 | 79.3 | 78.6 | 82.8 | 88.6  | 79.5 | 87.9 | 80.6 | 87.6 | 86.4 | 85.4 | 81.8 | 82.2 | 84.8  | 82.5  |
| 1500-1559                | 75.2 | 78.7 | 75.3 | 84.3 | 84.1  | 78.2 | 88.8 | 80.3 | 87.2 | 88.9 | 82.1 | 83.1 | 85.2 | 79.3  | 82.1  |
| 1600-1659                | 80.0 | 82.0 | 82.8 | 80.2 | 82.5  | 78.5 | 86.8 | 77.8 | 86.8 | 89.8 | 87.5 | 83.0 | 82.2 | 80.0  | 81.3  |
| 1700-1759                | 78.2 | 75.2 | 78.7 | 80.7 | 85.3  | 78.7 | 82.0 | 80.6 | 85.3 | 93.7 | 87.0 | 81.5 | 87.7 | 77.6  | 81.6  |
| 1800-1859                | 73.9 | 76.9 | 79.7 | 83.8 | 84.4  | 79.6 | 88.4 | 77.8 | 88.9 | 88.2 | 85.0 | 83.9 | 86.2 | 78.3  | 80.5  |
| 1900-1959                | 74.1 | 75.8 | 76.7 | 82.8 | 85.5  | 78.5 | 91.1 | 71.1 | 82.7 | 86.1 | 82.2 | 87.9 | 80.0 | 78.0  | 80.0  |
| 2000-2059                | 73.9 | 79.1 | 76.1 | 81.6 | 85.0  | 74.8 | 92.0 | 80.5 | 83.8 | 87.4 | 83.4 | 85.0 | 87.1 | 79.4  | 80.1  |
| 2100-2159                | 74.0 | 75.8 | 72.0 | 85.1 | 100.0 | 77.6 | 87.6 | 82.4 | 85.1 | 91.0 | 75.8 | 84.9 | 81.7 | 77.6  | 80.7  |
| 2200-2259                | 77.8 | 75.4 | 73.8 | 80.8 | 87.3  | 82.0 | 90.1 | 66.7 | 83.9 | 86.5 | 85.9 | 86.0 | 89.6 | 74.6  | 82.1  |
| 2300-0559                | 81.5 | 81.1 | 91.7 | 83.8 | 93.6  | 94.4 | 95.5 | 91.2 | 91.4 | 0.0  | 90.4 | 91.6 | 88.7 | 100.0 | 90.2  |
| TOTAL                    | 83.1 | 82.7 | 81.9 | 85.5 | 87.0  | 81.4 | 90.2 | 83.8 | 88.1 | 90.5 | 84.7 | 85.1 | 87.3 | 84.4  | 84.5  |

\* 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**  
**FEBRUARY 2020**

| CITY (AIRPORT)                       | PERCENT ON-TIME |      | REPORTED OPERATIONS |       |
|--------------------------------------|-----------------|------|---------------------|-------|
|                                      | ARR             | DEP  | ARR                 | DEP   |
| Aberdeen, SD (ABR)                   | 93.1            | 91.4 | 58                  | 58    |
| Abilene, TX (ABI)                    | 84.2            | 89.9 | 158                 | 158   |
| Adak Island, AK (ADK)                | 77.8            | 66.7 | 9                   | 9     |
| Aguadilla, PR (BQN)                  | 75.5            | 80.4 | 184                 | 184   |
| Akron, OH (CAK)                      | 66.1            | 80.2 | 460                 | 460   |
| Albany, GA (ABY)                     | 86.3            | 85.0 | 80                  | 80    |
| Albany, NY (ALB)                     | 83.2            | 85.7 | 897                 | 897   |
| Albuquerque, NM (ABQ)                | 86.6            | 88.1 | 1775                | 1773  |
| Alexandria, LA (AEX)                 | 84.8            | 85.2 | 257                 | 257   |
| Allentown/Bethlehem/Easton, PA (ABE) | 77.3            | 81.5 | 379                 | 379   |
| Alpena, MI (APN)                     | 81.6            | 84.0 | 49                  | 50    |
| Amarillo, TX (AMA)                   | 83.1            | 88.5 | 384                 | 383   |
| Anchorage, AK (ANC)                  | 82.7            | 90.9 | 1210                | 1210  |
| Appleton, WI (ATW)                   | 86.9            | 88.0 | 350                 | 350   |
| Arcata/Eureka, CA (ACV)              | 79.2            | 81.6 | 173                 | 174   |
| Asheville, NC (AVL)                  | 71.4            | 75.9 | 721                 | 721   |
| Ashland, WV (HTS)                    | 84.0            | 68.0 | 25                  | 25    |
| Aspen, CO (ASE)                      | 67.0            | 64.3 | 883                 | 883   |
| Atlanta, GA (ATL)                    | 84.1            | 84.1 | 29968               | 29964 |
| Atlantic City, NJ (ACY)              | 84.0            | 86.5 | 288                 | 288   |
| Augusta, GA (AGS)                    | 80.1            | 76.8 | 341                 | 341   |
| Austin, TX (AUS)                     | 86.3            | 88.4 | 5032                | 5034  |
| Bakersfield, CA (BFL)                | 83.5            | 88.7 | 230                 | 230   |
| Baltimore, MD (BWI)                  | 88.0            | 84.7 | 7223                | 7220  |
| Bangor, ME (BGR)                     | 73.1            | 74.3 | 186                 | 187   |
| Barrow, AK (BRW)                     | 84.5            | 87.9 | 58                  | 58    |
| Baton Rouge, LA (BTR)                | 82.1            | 85.4 | 581                 | 581   |
| Beaumont/Port Arthur, TX (BPT)       | 87.8            | 89.2 | 74                  | 74    |
| Belleville, IL (BLV)                 | 82.6            | 81.2 | 69                  | 69    |
| Bellingham, WA (BLI)                 | 84.2            | 89.0 | 101                 | 100   |
| Bemidji, MN (BJI)                    | 96.6            | 93.1 | 58                  | 58    |
| Bend/Redmond, OR (RDM)               | 84.7            | 86.9 | 412                 | 412   |
| Bethel, AK (BET)                     | 81.8            | 84.8 | 66                  | 66    |
| Billings, MT (BIL)                   | 85.2            | 88.7 | 284                 | 284   |
| Binghamton, NY (BGM)                 | 67.9            | 64.2 | 53                  | 53    |
| Birmingham, AL (BHM)                 | 80.1            | 83.0 | 1454                | 1455  |
| Bismarck/Mandan, ND (BIS)            | 78.9            | 81.7 | 351                 | 350   |
| Bloomington/Normal, IL (BMI)         | 82.0            | 84.1 | 245                 | 246   |
| Boise, ID (BOI)                      | 87.8            | 89.3 | 1535                | 1535  |
| Boston, MA (BOS)                     | 84.7            | 85.5 | 11683               | 11686 |
| Bozeman, MT (BZN)                    | 83.2            | 85.2 | 761                 | 759   |

| CITY (AIRPORT)                           | PERCENT ON-TIME |       | REPORTED OPERATIONS |       |
|--|-----------------|-------|---------------------|-------|
|  | ARR             | DEP   | ARR                 | DEP   |
| Brainerd, MN (BRD)                       | 98.0            | 100.0 | 49                  | 49    |
| Bristol/Johnson City/Kingsport, TN (TRI) | 82.9            | 78.4  | 263                 | 264   |
| Brownsville, TX (BRO)                    | 86.8            | 97.4  | 190                 | 189   |
| Brunswick, GA (BQK)                      | 74.1            | 82.7  | 81                  | 81    |
| Buffalo, NY (BUF)                        | 84.2            | 83.6  | 1738                | 1736  |
| Burbank, CA (BUR)                        | 89.4            | 89.0  | 2562                | 2563  |
| Burlington, VT (BTV)                     | 79.7            | 81.1  | 651                 | 650   |
| Butte, MT (BTM)                          | 92.5            | 94.3  | 53                  | 53    |
| Cape Girardeau, MO (CGI)                 | 75.5            | 75.5  | 49                  | 49    |
| Casper, WY (CPR)                         | 85.2            | 86.8  | 122                 | 121   |
| Cedar City, UT (CDC)                     | 95.9            | 98.0  | 49                  | 49    |
| Cedar Rapids/Iowa City, IA (CID)         | 80.5            | 81.6  | 759                 | 757   |
| Champaign/Urbana, IL (CMI)               | 76.5            | 80.0  | 221                 | 220   |
| Charleston, SC (CHS)                     | 81.7            | 85.7  | 1673                | 1671  |
| Charleston/Dunbar, WV (CRW)              | 71.1            | 72.2  | 363                 | 363   |
| Charlotte Amalie, VI (STT)               | 85.7            | 82.4  | 426                 | 426   |
| Charlotte, NC (CLT)                      | 76.0            | 76.0  | 18766               | 18765 |
| Charlottesville, VA (CHO)                | 77.0            | 78.7  | 535                 | 534   |
| Chattanooga, TN (CHA)                    | 76.1            | 79.6  | 614                 | 614   |
| Cheyenne, WY (CYS)                       | 75.9            | 72.4  | 29                  | 29    |
| Chicago, IL (MDW)                        | 88.8            | 81.9  | 5458                | 5459  |
| Chicago, IL (ORD)                        | 81.7            | 81.4  | 24358               | 24346 |
| Christiansted, VI (STX)                  | 81.0            | 79.8  | 84                  | 84    |
| Cincinnati, OH (CVG)                     | 81.1            | 83.6  | 3553                | 3555  |
| Clarksburg/Fairmont, WV (CKB)            | 83.3            | 84.8  | 66                  | 66    |
| Cleveland, OH (CLE)                      | 83.9            | 85.4  | 3532                | 3533  |
| College Station/Bryan, TX (CLL)          | 88.2            | 88.8  | 170                 | 170   |
| Colorado Springs, CO (COS)               | 77.3            | 82.3  | 723                 | 724   |
| Columbia, MO (COU)                       | 88.2            | 84.0  | 169                 | 169   |
| Columbia, SC (CAE)                       | 79.2            | 81.5  | 600                 | 600   |
| Columbus, GA (CSG)                       | 83.8            | 81.3  | 80                  | 80    |
| Columbus, MS (GTR)                       | 72.6            | 70.8  | 106                 | 106   |
| Columbus, OH (CMH)                       | 84.9            | 87.2  | 3431                | 3432  |
| Columbus, OH (LCK)                       | 76.7            | 73.3  | 60                  | 60    |
| Concord, NC (USA)                        | 73.6            | 76.6  | 106                 | 107   |
| Cordova, AK (CDV)                        | 77.6            | 89.7  | 58                  | 58    |
| Corpus Christi, TX (CRP)                 | 85.2            | 89.5  | 486                 | 485   |
| Dallas, TX (DAL)                         | 88.6            | 86.0  | 5697                | 5696  |
| Dallas/Fort Worth, TX (DFW)              | 82.5            | 83.5  | 22995               | 22992 |
| Dayton, OH (DAY)                         | 76.2            | 83.2  | 975                 | 976   |
| Daytona Beach, FL (DAB)                  | 80.7            | 83.8  | 290                 | 290   |

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

| CITY (AIRPORT)            | PERCENT ON-TIME |      | REPORTED OPERATIONS |       |
|---------------------------|-----------------|------|---------------------|-------|
|                           | ARR             | DEP  | ARR                 | DEP   |
| Deadhorse, AK (SCC)       | 93.6            | 93.6 | 78                  | 78    |
| Del Rio, TX (DRT)         | 87.5            | 91.1 | 56                  | 56    |
| Denver, CO (DEN)          | 84.2            | 83.3 | 19473               | 19478 |
| Des Moines, IA (DSM)      | 84.2            | 86.6 | 1346                | 1348  |
| Detroit, MI (DTW)         | 86.9            | 85.3 | 12601               | 12603 |
| Devils Lake, ND (DVL)     | 85.7            | 89.8 | 49                  | 49    |
| Dodge City, KS (DDC)      | 79.3            | 85.7 | 29                  | 28    |
| Dothan, AL (DHN)          | 71.6            | 72.5 | 109                 | 109   |
| Dubuque, IA (DBQ)         | 73.2            | 85.4 | 82                  | 82    |
| Duluth, MN (DLH)          | 84.6            | 85.4 | 247                 | 247   |
| Durango, CO (DRO)         | 78.8            | 85.3 | 259                 | 259   |
| Eagle, CO (EGE)           | 77.2            | 78.3 | 429                 | 429   |
| Eau Claire, WI (EAU)      | 79.3            | 79.3 | 58                  | 58    |
| El Paso, TX (ELP)         | 87.6            | 89.6 | 1253                | 1253  |
| Elko, NV (EKO)            | 86.8            | 90.6 | 53                  | 53    |
| Elmira/Corning, NY (ELM)  | 83.1            | 88.2 | 178                 | 178   |
| Erie, PA (ERI)            | 79.7            | 83.8 | 74                  | 74    |
| Escanaba, MI (ESC)        | 83.7            | 85.7 | 49                  | 49    |
| Eugene, OR (EUG)          | 82.3            | 85.6 | 530                 | 529   |
| Evansville, IN (EVV)      | 84.7            | 82.2 | 275                 | 275   |
| Everett, WA (PAE)         | 68.1            | 84.4 | 160                 | 160   |
| Fairbanks, AK (FAI)       | 88.2            | 92.7 | 331                 | 331   |
| Fargo, ND (FAR)           | 83.3            | 81.4 | 564                 | 565   |
| Fayetteville, AR (XNA)    | 82.6            | 86.2 | 1125                | 1125  |
| Fayetteville, NC (FAY)    | 77.8            | 77.8 | 315                 | 316   |
| Flagstaff, AZ (FLG)       | 93.5            | 95.3 | 170                 | 170   |
| Flint, MI (FNT)           | 79.0            | 81.1 | 328                 | 328   |
| Fort Lauderdale, FL (FLL) | 84.0            | 83.0 | 8831                | 8833  |
| Fort Myers, FL (RSW)      | 81.9            | 82.9 | 4100                | 4099  |
| Fort Smith, AR (FSM)      | 83.1            | 88.4 | 172                 | 172   |
| Fort Wayne, IN (FWA)      | 74.2            | 80.4 | 570                 | 570   |
| Fresno, CA (FAT)          | 88.9            | 87.4 | 922                 | 922   |
| Gainesville, FL (GNV)     | 74.3            | 76.2 | 432                 | 432   |
| Garden City, KS (GCK)     | 83.9            | 87.5 | 56                  | 56    |
| Gillette, WY (GCC)        | 67.2            | 72.4 | 58                  | 58    |
| Grand Forks, ND (GFK)     | 88.8            | 83.9 | 161                 | 161   |
| Grand Island, NE (GRI)    | 90.7            | 84.0 | 75                  | 75    |
| Grand Junction, CO (GJT)  | 90.8            | 90.9 | 315                 | 317   |
| Grand Rapids, MI (GRR)    | 77.6            | 82.5 | 1606                | 1605  |
| Great Falls, MT (GTF)     | 81.4            | 89.2 | 156                 | 157   |
| Green Bay, WI (GRB)       | 80.2            | 84.3 | 363                 | 363   |

| CITY (AIRPORT)                      | PERCENT ON-TIME |      | REPORTED OPERATIONS |       |
|-------------------------------------|-----------------|------|---------------------|-------|
|                                     | ARR             | DEP  | ARR                 | DEP   |
| Greensboro/High Point, NC (GSO)     | 77.2            | 80.2 | 1075                | 1076  |
| Greer, SC (GSP)                     | 77.6            | 81.3 | 1217                | 1217  |
| Guam, TT (GUM)                      | 88.7            | 94.4 | 71                  | 71    |
| Gulfport/Biloxi, MS (GPT)           | 79.7            | 83.7 | 399                 | 399   |
| Gunnison, CO (GUC)                  | 85.2            | 82.0 | 61                  | 61    |
| Hagerstown, MD (HGR)                | 70.0            | 50.0 | 10                  | 10    |
| Hancock/Houghton, MI (CMX)          | 72.4            | 75.9 | 58                  | 58    |
| Harlingen/San Benito, TX (HRL)      | 87.3            | 87.6 | 403                 | 403   |
| Harrisburg, PA (MDT)                | 83.9            | 86.1 | 477                 | 476   |
| Hartford, CT (BDL)                  | 84.5            | 86.5 | 2243                | 2246  |
| Hattiesburg/Laurel, MS (PIB)        | 84.9            | 83.0 | 53                  | 53    |
| Hayden, CO (HDN)                    | 80.3            | 76.2 | 244                 | 244   |
| Hays, KS (HYS)                      | 74.2            | 81.4 | 97                  | 97    |
| Helena, MT (HLN)                    | 90.8            | 91.9 | 98                  | 99    |
| Hibbing, MN (HIB)                   | 93.9            | 91.8 | 49                  | 49    |
| Hilo, HI (ITO)                      | 95.6            | 95.7 | 562                 | 562   |
| Hilton Head, SC (HHH)               | 70.1            | 74.1 | 174                 | 174   |
| Hobbs, NM (HOB)                     | 75.3            | 77.9 | 77                  | 77    |
| Honolulu, HI (HNL)                  | 93.4            | 92.8 | 4313                | 4313  |
| Houston, TX (HOU)                   | 87.1            | 84.0 | 4485                | 4484  |
| Houston, TX (IAH)                   | 85.2            | 87.3 | 14200               | 14220 |
| Huntsville, AL (HSV)                | 81.1            | 84.6 | 761                 | 762   |
| Idaho Falls, ID (IDA)               | 80.0            | 82.7 | 180                 | 179   |
| Indianapolis, IN (IND)              | 82.2            | 86.1 | 3734                | 3738  |
| International Falls, MN (INL)       | 87.8            | 85.7 | 49                  | 49    |
| Iron Mountain/Kingsfd, MI (IMT)     | 84.9            | 88.7 | 53                  | 53    |
| Islip, NY (ISP)                     | 86.8            | 89.0 | 453                 | 453   |
| Ithaca/Cortland, NY (ITH)           | 84.5            | 77.6 | 58                  | 58    |
| Jackson, WY (JAC)                   | 80.0            | 73.8 | 446                 | 443   |
| Jackson/Vicksburg, MS (JAN)         | 81.3            | 86.3 | 672                 | 672   |
| Jacksonville, FL (JAX)              | 81.8            | 85.7 | 2199                | 2199  |
| Jacksonville/Camp Lejeune, NC (OAJ) | 69.2            | 73.3 | 240                 | 240   |
| Jamestown, ND (JMS)                 | 84.6            | 87.2 | 78                  | 78    |
| Joplin, MO (JLN)                    | 80.2            | 88.1 | 101                 | 101   |
| Juneau, AK (JNU)                    | 79.5            | 85.2 | 337                 | 337   |
| Kahului, HI (OGG)                   | 93.8            | 89.4 | 2227                | 2226  |
| Kalamazoo, MI (AZO)                 | 75.5            | 81.2 | 237                 | 239   |
| Kalispell, MT (FCA)                 | 81.3            | 87.3 | 251                 | 251   |
| Kansas City, MO (MCI)               | 86.0            | 87.8 | 4015                | 4017  |
| Kearney, NE (EAR)                   | 78.0            | 82.9 | 82                  | 82    |
| Ketchikan, AK (KTN)                 | 82.8            | 83.9 | 174                 | 174   |

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

| CITY (AIRPORT)                | PERCENT ON-TIME |      | REPORTED OPERATIONS |       |
|-------------------------------|-----------------|------|---------------------|-------|
|                               | ARR             | DEP  | ARR                 | DEP   |
| Key West, FL (EYW)            | 81.9            | 78.7 | 695                 | 695   |
| Killeen, TX (GRK)             | 87.2            | 90.7 | 257                 | 257   |
| Knoxville, TN (TYS)           | 76.3            | 83.7 | 1260                | 1261  |
| Kodiak, AK (ADQ)              | 81.6            | 89.8 | 49                  | 49    |
| Kona, HI (KOA)                | 93.1            | 93.3 | 1281                | 1281  |
| Kotzebue, AK (OTZ)            | 87.9            | 89.7 | 58                  | 58    |
| La Crosse, WI (LSE)           | 83.5            | 86.5 | 170                 | 170   |
| Lafayette, LA (LFT)           | 82.8            | 87.7 | 373                 | 373   |
| Lake Charles, LA (LCH)        | 83.9            | 88.7 | 168                 | 168   |
| Lansing, MI (LAN)             | 76.2            | 79.4 | 248                 | 248   |
| Laramie, WY (LAR)             | 87.8            | 89.8 | 49                  | 49    |
| Laredo, TX (LRD)              | 87.4            | 90.5 | 190                 | 190   |
| Las Vegas, NV (LAS)           | 88.6            | 88.2 | 13099               | 13101 |
| Latrobe, PA (LBE)             | 87.2            | 87.2 | 86                  | 86    |
| Lawton/Fort Sill, OK (LAW)    | 84.2            | 85.1 | 101                 | 101   |
| Lewisburg, WV (LWB)           | 79.3            | 72.4 | 29                  | 29    |
| Lewiston, ID (LWS)            | 86.2            | 86.2 | 58                  | 58    |
| Lexington, KY (LEX)           | 84.9            | 85.0 | 647                 | 647   |
| Liberal, KS (LBL)             | 69.4            | 72.0 | 49                  | 50    |
| Lihue, HI (LIH)               | 93.2            | 92.6 | 1186                | 1186  |
| Lincoln, NE (LNK)             | 87.7            | 88.7 | 122                 | 124   |
| Little Rock, AR (LIT)         | 82.1            | 85.0 | 1041                | 1041  |
| Long Beach, CA (LGB)          | 85.8            | 89.0 | 1348                | 1348  |
| Longview, TX (GGG)            | 85.5            | 90.8 | 76                  | 76    |
| Los Angeles, CA (LAX)         | 87.2            | 87.2 | 16643               | 16636 |
| Louisville, KY (SDF)          | 83.2            | 84.9 | 1790                | 1790  |
| Lubbock, TX (LBB)             | 84.8            | 91.5 | 585                 | 585   |
| Lynchburg, VA (LYH)           | 64.4            | 77.0 | 87                  | 87    |
| Madison, WI (MSN)             | 81.4            | 84.8 | 1063                | 1062  |
| Mammoth Lakes, CA (MMH)       | 60.9            | 55.2 | 87                  | 87    |
| Manchester, NH (MHT)          | 81.3            | 85.4 | 626                 | 625   |
| Manhattan/Ft. Riley, KS (MHK) | 87.2            | 92.2 | 141                 | 141   |
| Marquette, MI (MQT)           | 83.9            | 82.8 | 87                  | 87    |
| Medford, OR (MFR)             | 86.5            | 88.0 | 400                 | 400   |
| Melbourne, FL (MLB)           | 76.6            | 82.9 | 252                 | 252   |
| Memphis, TN (MEM)             | 82.6            | 85.7 | 1870                | 1871  |
| Meridian, MS (MEI)            | 77.6            | 82.8 | 58                  | 58    |
| Miami, FL (MIA)               | 84.6            | 85.5 | 7766                | 7774  |
| Midland/Odessa, TX (MAF)      | 80.6            | 83.9 | 764                 | 763   |
| Milwaukee, WI (MKE)           | 83.7            | 87.0 | 2307                | 2307  |
| Minneapolis, MN (MSP)         | 88.7            | 87.0 | 11575               | 11564 |

| CITY (AIRPORT)                       | PERCENT ON-TIME |      | REPORTED OPERATIONS |       |
|--------------------------------------|-----------------|------|---------------------|-------|
|                                      | ARR             | DEP  | ARR                 | DEP   |
| Minot, ND (MOT)                      | 84.8            | 86.8 | 204                 | 204   |
| Mission/McAllen/Edinburg, TX (MFE)   | 84.3            | 89.0 | 427                 | 427   |
| Missoula, MT (MSO)                   | 81.4            | 84.1 | 226                 | 227   |
| Moab, UT (CNY)                       | 72.4            | 79.3 | 29                  | 29    |
| Mobile, AL (BFM)                     | 66.7            | 66.7 | 12                  | 12    |
| Mobile, AL (MOB)                     | 79.7            | 80.7 | 409                 | 409   |
| Moline, IL (MLI)                     | 82.9            | 87.8 | 385                 | 386   |
| Monroe, LA (MLU)                     | 80.9            | 84.7 | 236                 | 236   |
| Monterey, CA (MRY)                   | 86.4            | 87.2 | 337                 | 337   |
| Montgomery, AL (MGM)                 | 77.4            | 81.3 | 283                 | 283   |
| Montrose/Delta, CO (MTJ)             | 81.9            | 80.1 | 282                 | 281   |
| Mosinee, WI (CWA)                    | 79.5            | 82.7 | 185                 | 185   |
| Muskegon, MI (MKG)                   | 73.5            | 71.4 | 49                  | 49    |
| Myrtle Beach, SC (MYR)               | 76.9            | 80.4 | 592                 | 591   |
| Nashville, TN (BNA)                  | 85.8            | 85.3 | 6348                | 6351  |
| New Bern/Morehead/Beaufort, NC (EWN) | 65.6            | 75.3 | 186                 | 186   |
| New Haven, CT (HVN)                  | 82.5            | 86.0 | 57                  | 57    |
| New Orleans, LA (MSY)                | 81.8            | 79.7 | 4726                | 4723  |
| New York, NY (JFK)                   | 87.8            | 88.9 | 9764                | 9771  |
| New York, NY (LGA)                   | 79.8            | 83.1 | 12912               | 12912 |
| Newark, NJ (EWR)                     | 79.3            | 81.3 | 10750               | 10745 |
| Newburgh/Poughkeepsie, NY (SWF)      | 84.5            | 83.6 | 110                 | 110   |
| Newport News/Williamsburg, VA (PHF)  | 75.4            | 79.9 | 134                 | 134   |
| Niagara Falls, NY (IAG)              | 80.2            | 64.0 | 86                  | 86    |
| Nome, AK (OME)                       | 93.1            | 94.8 | 58                  | 58    |
| Norfolk, VA (ORF)                    | 81.4            | 83.8 | 1753                | 1751  |
| North Bend/Coos Bay, OR (OTH)        | 70.0            | 60.0 | 20                  | 20    |
| North Platte, NE (LBF)               | 73.5            | 75.5 | 49                  | 49    |
| Oakland, CA (OAK)                    | 90.3            | 89.0 | 3800                | 3803  |
| Ogden, UT (OGD)                      | 100.0           | 87.5 | 8                   | 8     |
| Ogdensburg, NY (OGS)                 | 64.2            | 68.7 | 67                  | 67    |
| Oklahoma City, OK (OKC)              | 82.4            | 86.1 | 1721                | 1722  |
| Omaha, NE (OMA)                      | 83.7            | 87.1 | 2005                | 2007  |
| Ontario, CA (ONT)                    | 86.9            | 86.9 | 1851                | 1850  |
| Orlando, FL (MCO)                    | 82.4            | 82.7 | 12395               | 12393 |
| Owensboro, KY (OWB)                  | 87.5            | 87.5 | 8                   | 8     |
| Paducah, KY (PAH)                    | 77.6            | 82.8 | 58                  | 58    |
| Pago Pago, TT (PPG)                  | 75.0            | 75.0 | 8                   | 8     |
| Palm Springs, CA (PSP)               | 85.1            | 85.5 | 1253                | 1251  |
| Panama City, FL (ECP)                | 80.6            | 85.5 | 449                 | 449   |
| Pasco/Kennewick/Richland, WA (PSC)   | 85.4            | 87.8 | 302                 | 303   |

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

| CITY (AIRPORT)                     | PERCENT ON-TIME |      | REPORTED OPERATIONS |       |
|------------------------------------|-----------------|------|---------------------|-------|
|                                    | ARR             | DEP  | ARR                 | DEP   |
| Pellston, MI (PLN)                 | 82.9            | 79.7 | 70                  | 69    |
| Pensacola, FL (PNS)                | 75.1            | 77.7 | 891                 | 891   |
| Peoria, IL (PIA)                   | 80.4            | 81.0 | 378                 | 379   |
| Petersburg, AK (PSG)               | 70.7            | 77.6 | 58                  | 58    |
| Philadelphia, PA (PHL)             | 82.1            | 83.8 | 8413                | 8413  |
| Phoenix, AZ (AZA)                  | 74.5            | 79.0 | 556                 | 556   |
| Phoenix, AZ (PHX)                  | 88.7            | 88.1 | 14557               | 14554 |
| Pierre, SD (PIR)                   | 67.9            | 77.4 | 53                  | 53    |
| Pittsburgh, PA (PIT)               | 83.6            | 86.7 | 3886                | 3887  |
| Plattsburgh, NY (PBG)              | 76.7            | 74.4 | 133                 | 133   |
| Pocatello, ID (PIH)                | 96.6            | 94.3 | 87                  | 87    |
| Ponce, PR (PSE)                    | 76.4            | 85.5 | 55                  | 55    |
| Portland, ME (PWM)                 | 82.2            | 84.3 | 809                 | 811   |
| Portland, OR (PDX)                 | 89.4            | 90.2 | 4475                | 4478  |
| Portsmouth, NH (PSM)               | 88.4            | 88.4 | 43                  | 43    |
| Prescott, AZ (PRC)                 | 86.2            | 91.4 | 58                  | 58    |
| Providence, RI (PVD)               | 83.4            | 85.3 | 1328                | 1327  |
| Provo, UT (PVU)                    | 85.2            | 86.9 | 61                  | 61    |
| Pueblo, CO (PUB)                   | 66.0            | 81.6 | 50                  | 49    |
| Punta Gorda, FL (PGD)              | 76.0            | 86.3 | 657                 | 657   |
| Raleigh/Durham, NC (RDU)           | 84.0            | 84.5 | 4961                | 4958  |
| Rapid City, SD (RAP)               | 81.6            | 84.9 | 305                 | 305   |
| Redding, CA (RDD)                  | 84.2            | 84.2 | 114                 | 114   |
| Reno, NV (RNO)                     | 89.7            | 90.9 | 1577                | 1578  |
| Rhineland, WI (RHI)                | 91.4            | 89.7 | 58                  | 58    |
| Richmond, VA (RIC)                 | 84.5            | 85.1 | 1902                | 1902  |
| Riverton/Lander, WY (RIW)          | 54.1            | 51.4 | 74                  | 74    |
| Roanoke, VA (ROA)                  | 84.8            | 83.1 | 243                 | 243   |
| Rochester, MN (RST)                | 84.9            | 84.9 | 239                 | 239   |
| Rochester, NY (ROC)                | 83.4            | 83.9 | 1027                | 1028  |
| Rock Springs, WY (RKS)             | 67.9            | 83.0 | 53                  | 53    |
| Rockford, IL (RFD)                 | 89.4            | 77.3 | 66                  | 66    |
| Roswell, NM (ROW)                  | 89.5            | 94.3 | 105                 | 105   |
| Sacramento, CA (SMF)               | 89.7            | 90.6 | 4030                | 4027  |
| Saginaw/Bay City/Midland, MI (MBS) | 78.5            | 85.1 | 214                 | 215   |
| Saipan, TT (SPN)                   | 88.1            | 92.9 | 42                  | 42    |
| Salina, KS (SLN)                   | 73.6            | 82.2 | 72                  | 73    |
| Salt Lake City, UT (SLC)           | 87.7            | 87.3 | 9467                | 9448  |
| San Angelo, TX (SJT)               | 77.6            | 81.3 | 134                 | 134   |
| San Antonio, TX (SAT)              | 84.5            | 88.2 | 2985                | 2986  |
| San Diego, CA (SAN)                | 90.1            | 90.5 | 6970                | 6972  |

| CITY (AIRPORT)                      | PERCENT ON-TIME |      | REPORTED OPERATIONS |       |
|-------------------------------------|-----------------|------|---------------------|-------|
|                                     | ARR             | DEP  | ARR                 | DEP   |
| San Francisco, CA (SFO)             | 85.4            | 85.1 | 12955               | 12945 |
| San Jose, CA (SJC)                  | 91.8            | 92.0 | 4633                | 4637  |
| San Juan, PR (SJU)                  | 85.6            | 86.1 | 2359                | 2352  |
| San Luis Obispo, CA (SBP)           | 83.3            | 84.4 | 496                 | 495   |
| Sanford, FL (SFB)                   | 70.5            | 78.8 | 892                 | 891   |
| Santa Ana, CA (SNA)                 | 90.7            | 89.1 | 3050                | 3052  |
| Santa Barbara, CA (SBA)             | 87.1            | 89.6 | 661                 | 661   |
| Santa Fe, NM (SAF)                  | 85.3            | 85.3 | 136                 | 136   |
| Santa Maria, CA (SMX)               | 78.6            | 78.6 | 14                  | 14    |
| Santa Rosa, CA (STS)                | 89.2            | 91.4 | 279                 | 279   |
| Sarasota/Bradenton, FL (SRQ)        | 76.8            | 79.7 | 998                 | 997   |
| Sault Ste. Marie, MI (CIU)          | 83.0            | 81.1 | 53                  | 53    |
| Savannah, GA (SAV)                  | 78.1            | 81.6 | 1188                | 1188  |
| Scottsbluff, NE (BFF)               | 75.5            | 85.7 | 49                  | 49    |
| Scranton/Wilkes-Barre, PA (AVP)     | 75.7            | 79.7 | 255                 | 256   |
| Seattle, WA (SEA)                   | 84.5            | 84.7 | 11099               | 11098 |
| Sheridan, WY (SHR)                  | 75.5            | 73.6 | 53                  | 53    |
| Shreveport, LA (SHV)                | 81.0            | 83.4 | 520                 | 519   |
| Sioux City, IA (SUX)                | 80.0            | 86.7 | 90                  | 90    |
| Sioux Falls, SD (FSD)               | 85.0            | 82.4 | 574                 | 574   |
| Sitka, AK (SIT)                     | 71.6            | 82.7 | 81                  | 81    |
| South Bend, IN (SBN)                | 81.3            | 83.7 | 539                 | 539   |
| Spokane, WA (GEG)                   | 86.6            | 90.3 | 1100                | 1099  |
| Springfield, IL (SPI)               | 80.9            | 77.9 | 131                 | 131   |
| Springfield, MO (SGF)               | 81.5            | 84.5 | 639                 | 639   |
| St. Cloud, MN (STC)                 | 78.3            | 78.3 | 23                  | 23    |
| St. George, UT (SGU)                | 83.8            | 88.2 | 297                 | 297   |
| St. Louis, MO (STL)                 | 86.7            | 84.6 | 5242                | 5241  |
| St. Petersburg, FL (PIE)            | 70.8            | 80.8 | 647                 | 647   |
| State College, PA (SCE)             | 81.0            | 82.9 | 105                 | 105   |
| Staunton, VA (SHD)                  | 77.0            | 80.5 | 87                  | 87    |
| Stillwater, OK (SWO)                | 91.1            | 91.1 | 56                  | 56    |
| Stockton, CA (SCK)                  | 86.0            | 85.0 | 107                 | 107   |
| Sun Valley/Hailey/Ketchum, ID (SUN) | 89.3            | 80.2 | 177                 | 177   |
| Syracuse, NY (SYR)                  | 79.2            | 80.9 | 1007                | 1007  |
| Tallahassee, FL (TLH)               | 79.9            | 79.7 | 536                 | 536   |
| Tampa, FL (TPA)                     | 83.5            | 84.4 | 6551                | 6552  |
| Texarkana, AR (TXK)                 | 81.9            | 88.0 | 83                  | 83    |
| Toledo, OH (TOL)                    | 76.9            | 82.1 | 117                 | 117   |
| Traverse City, MI (TVC)             | 82.2            | 85.1 | 281                 | 282   |
| Trenton, NJ (TTN)                   | 78.8            | 80.8 | 260                 | 260   |



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

| CITY (AIRPORT)                       | PERCENT ON-TIME |      | REPORTED OPERATIONS |       |
|--------------------------------------|-----------------|------|---------------------|-------|
|                                      | ARR             | DEP  | ARR                 | DEP   |
| Tucson, AZ (TUS)                     | 85.5            | 87.9 | 1625                | 1624  |
| Tulsa, OK (TUL)                      | 84.0            | 89.2 | 1232                | 1232  |
| Twin Falls, ID (TWF)                 | 89.0            | 87.8 | 82                  | 98    |
| Tyler, TX (TYR)                      | 77.1            | 83.6 | 140                 | 140   |
| Valdosta, GA (VLD)                   | 75.0            | 82.5 | 80                  | 80    |
| Valparaiso, FL (VPS)                 | 74.3            | 77.2 | 499                 | 499   |
| Vernal, UT (VEL)                     | 75.5            | 79.6 | 49                  | 49    |
| Waco, TX (ACT)                       | 78.9            | 85.2 | 128                 | 128   |
| Washington, DC (DCA)                 | 81.5            | 81.7 | 11014               | 11014 |
| Washington, DC (IAD)                 | 85.8            | 87.5 | 4834                | 4845  |
| Waterloo, IA (ALO)                   | 78.6            | 83.9 | 56                  | 56    |
| Watertown, SD (ATY)                  | 72.4            | 75.9 | 58                  | 58    |
| West Palm Beach/Palm Beach, FL (PBI) | 81.6            | 82.3 | 2682                | 2679  |
| White Plains, NY (HPN)               | 75.6            | 77.0 | 944                 | 941   |
| Wichita Falls, TX (SPS)              | 77.8            | 86.4 | 81                  | 81    |
| Wichita, KS (ICT)                    | 84.0            | 88.8 | 768                 | 768   |
| Williston, ND (XWA)                  | 89.8            | 91.5 | 59                  | 59    |
| Wilmington, NC (ILM)                 | 75.6            | 79.7 | 542                 | 542   |
| Worcester, MA (ORH)                  | 75.5            | 78.2 | 110                 | 110   |
| Wrangell, AK (WRG)                   | 74.1            | 81.0 | 58                  | 58    |
| Yakutat, AK (YAK)                    | 69.0            | 79.3 | 58                  | 58    |
| Yuma, AZ (YUM)                       | 89.5            | 91.3 | 172                 | 172   |

## AIR TRAVEL CONSUMER REPORT

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

FEBRUARY 2020

| CARRIER*                         | AT ALL US AIRPORTS          |                             |                             |                                 |           |
|----------------------------------|-----------------------------|-----------------------------|-----------------------------|---------------------------------|-----------|
|                                  | NUMBER OF AIRPORTS REPORTED | FLIGHT OPERATIONS SCHEDULED | FLIGHT OPERATIONS CANCELLED | PERCENT OF OPERATIONS CANCELLED | RANK      |
| <b>JETBLUE AIRWAYS</b>           | <b>64</b>                   | <b>23527</b>                | <b>28</b>                   | <b>0.1</b>                      | <b>1</b>  |
| <b>DELTA AIR LINES NETWORK</b>   | <b>223</b>                  | <b>133856</b>               | <b>230</b>                  | <b>0.2</b>                      | <b>2</b>  |
| - DELTA AIR LINES                | 145                         | 75446                       | 18                          | 0.0                             |           |
| - BRANDED CODESHARE PARTNERS     | 199                         | 58410                       | 212                         | 0.4                             |           |
| <b>ALLEGiant AIR</b>             | <b>120</b>                  | <b>8714</b>                 | <b>24</b>                   | <b>0.3</b>                      | <b>3</b>  |
| <b>SPIRIT AIRLINES</b>           | <b>52</b>                   | <b>17364</b>                | <b>59</b>                   | <b>0.3</b>                      | <b>4</b>  |
| <b>ALASKA AIRLINES NETWORK</b>   | <b>97</b>                   | <b>33621</b>                | <b>291</b>                  | <b>0.9</b>                      | <b>5</b>  |
| - ALASKA AIRLINES                | 72                          | 19515                       | 176                         | 0.9                             |           |
| - BRANDED CODESHARE PARTNERS     | 46                          | 14106                       | 115                         | 0.8                             |           |
| <b>FRONTIER AIRLINES</b>         | <b>92</b>                   | <b>11549</b>                | <b>107</b>                  | <b>0.9</b>                      | <b>6</b>  |
| <b>UNITED AIRLINES NETWORK</b>   | <b>234</b>                  | <b>122751</b>               | <b>1231</b>                 | <b>1.0</b>                      | <b>7</b>  |
| - UNITED AIRLINES                | 100                         | 46244                       | 94                          | 0.2                             |           |
| - BRANDED CODESHARE PARTNERS     | 221                         | 76507                       | 1137                        | 1.5                             |           |
| <b>HAWAIIAN AIRLINES NETWORK</b> | <b>22</b>                   | <b>7211</b>                 | <b>76</b>                   | <b>1.1</b>                      | <b>8</b>  |
| - HAWAIIAN AIRLINES              | 19                          | 6509                        | 32                          | 0.5                             |           |
| - BRANDED CODESHARE PARTNERS     | 4                           | 702                         | 44                          | 6.3                             |           |
| <b>SOUTHWEST AIRLINES</b>        | <b>89</b>                   | <b>101581</b>               | <b>1109</b>                 | <b>1.1</b>                      | <b>9</b>  |
| <b>AMERICAN AIRLINES NETWORK</b> | <b>236</b>                  | <b>162929</b>               | <b>2940</b>                 | <b>1.8</b>                      | <b>10</b> |
| - AMERICAN AIRLINES              | 111                         | 72402                       | 725                         | 1.0                             |           |
| - BRANDED CODESHARE PARTNERS     | 222                         | 90527                       | 2215                        | 2.4                             |           |
| <b>TOTAL AIRPORTS SERVED</b>     | <b>365</b>                  | <b>623,103</b>              | <b>6,095</b>                | <b>1.0</b>                      |           |

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

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

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

FEBRUARY 2020

| CARRIER*              | AT ALL US AIRPORTS          |                             |                             |                                 |      |
|-----------------------|-----------------------------|-----------------------------|-----------------------------|---------------------------------|------|
|                       | NUMBER OF AIRPORTS REPORTED | FLIGHT OPERATIONS SCHEDULED | FLIGHT OPERATIONS CANCELLED | PERCENT OF OPERATIONS CANCELLED | RANK |
| DELTA AIR LINES       | 145                         | 75446                       | 18                          | 0.0                             | 1    |
| JETBLUE AIRWAYS       | 64                          | 23527                       | 28                          | 0.1                             | 2    |
| UNITED AIRLINES       | 100                         | 46244                       | 94                          | 0.2                             | 3    |
| ALLEGiant AIR         | 120                         | 8714                        | 24                          | 0.3                             | 4    |
| SPIRIT AIRLINES       | 52                          | 17364                       | 59                          | 0.3                             | 5    |
| ENDEAVOR AIR          | 103                         | 21623                       | 81                          | 0.4                             | 6    |
| HAWAIIAN AIRLINES     | 19                          | 6509                        | 32                          | 0.5                             | 7    |
| MESA AIRLINES         | 118                         | 16679                       | 89                          | 0.5                             | 8    |
| REPUBLIC AIRWAYS      | 97                          | 27560                       | 188                         | 0.7                             | 9    |
| EXPRESSJET AIRLINES   | 96                          | 11404                       | 78                          | 0.7                             | 10   |
| ALASKA AIRLINES       | 72                          | 19515                       | 176                         | 0.9                             | 11   |
| FRONTIER AIRLINES     | 92                          | 11549                       | 107                         | 0.9                             | 12   |
| AMERICAN AIRLINES     | 111                         | 72402                       | 725                         | 1.0                             | 13   |
| SOUTHWEST AIRLINES    | 89                          | 101581                      | 1109                        | 1.1                             | 14   |
| SKYWEST AIRLINES      | 254                         | 67056                       | 831                         | 1.2                             | 15   |
| ENVOY AIR             | 149                         | 24193                       | 445                         | 1.8                             | 16   |
| PSA AIRLINES          | 88                          | 22902                       | 1051                        | 4.6                             | 17   |
| TOTAL AIRPORTS SERVED | 350                         | 574,268                     | 5,135                       | 0.9                             |      |

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

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

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

FEBRUARY 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>33621</b>   | <b>28491</b>   | <b>84.74</b> | <b>291</b>   | <b>0.87</b> | <b>68</b>    | <b>0.20</b> | <b>1398</b>       | <b>4.16</b>         | <b>89</b>             | <b>0.26</b>             | <b>1966</b>                    | <b>5.85</b>                      | <b>13</b>      | <b>0.04</b>      | <b>1306</b>                  | <b>3.88</b>                    |
| - ALASKA AIRLINES                | 19515          | 16439          | 84.24        | 176          | 0.90        | 38           | 0.19        | 736               | 3.77                | 40                    | 0.20                    | 1215                           | 6.23                             | 10             | 0.05             | 860                          | 4.41                           |
| - BRANDED CODESHARE PARTNERS     | 14106          | 12052          | 85.44        | 115          | 0.82        | 30           | 0.21        | 662               | 4.69                | 49                    | 0.35                    | 751                            | 5.32                             | 3              | 0.02             | 445                          | 3.15                           |
| <b>ALLEGiant AIR</b>             | <b>8714</b>    | <b>6577</b>    | <b>75.48</b> | <b>24</b>    | <b>0.28</b> | <b>24</b>    | <b>0.28</b> | <b>479</b>        | <b>5.50</b>         | <b>117</b>            | <b>1.34</b>             | <b>651</b>                     | <b>7.47</b>                      | <b>13</b>      | <b>0.15</b>      | <b>828</b>                   | <b>9.50</b>                    |
| <b>AMERICAN AIRLINES NETWORK</b> | <b>162929</b>  | <b>130844</b>  | <b>80.31</b> | <b>2940</b>  | <b>1.80</b> | <b>373</b>   | <b>0.23</b> | <b>7709</b>       | <b>4.73</b>         | <b>902</b>            | <b>0.55</b>             | <b>9045</b>                    | <b>5.55</b>                      | <b>46</b>      | <b>0.03</b>      | <b>11070</b>                 | <b>6.79</b>                    |
| - AMERICAN AIRLINES              | 72402          | 60230          | 83.19        | 725          | 1.00        | 100          | 0.14        | 3688              | 5.09                | 220                   | 0.30                    | 3676                           | 5.08                             | 26             | 0.04             | 3737                         | 5.16                           |
| - BRANDED CODESHARE PARTNERS     | 90527          | 70614          | 78.00        | 2215         | 2.45        | 273          | 0.30        | 4021              | 4.44                | 682                   | 0.75                    | 5369                           | 5.93                             | 20             | 0.02             | 7333                         | 8.10                           |
| <b>DELTA AIR LINES NETWORK</b>   | <b>133856</b>  | <b>115055</b>  | <b>85.95</b> | <b>230</b>   | <b>0.17</b> | <b>237</b>   | <b>0.18</b> | <b>5591</b>       | <b>4.18</b>         | <b>1432</b>           | <b>1.07</b>             | <b>6116</b>                    | <b>4.57</b>                      | <b>10</b>      | <b>0.01</b>      | <b>5184</b>                  | <b>3.87</b>                    |
| - DELTA AIR LINES                | 75446          | 65460          | 86.76        | 18           | 0.02        | 90           | 0.12        | 2663              | 3.53                | 384                   | 0.51                    | 3653                           | 4.84                             | 4              | 0.01             | 3174                         | 4.21                           |
| - BRANDED CODESHARE PARTNERS     | 58410          | 49595          | 84.91        | 212          | 0.36        | 147          | 0.25        | 2929              | 5.01                | 1048                  | 1.79                    | 2463                           | 4.22                             | 6              | 0.01             | 2010                         | 3.44                           |
| <b>FRONTIER AIRLINES</b>         | <b>11549</b>   | <b>9333</b>    | <b>80.81</b> | <b>107</b>   | <b>0.93</b> | <b>5</b>     | <b>0.04</b> | <b>562</b>        | <b>4.87</b>         | <b>18</b>             | <b>0.16</b>             | <b>810</b>                     | <b>7.01</b>                      | <b>0</b>       | <b>0.00</b>      | <b>714</b>                   | <b>6.18</b>                    |
| <b>HAWAIIAN AIRLINES NETWORK</b> | <b>7211</b>    | <b>6460</b>    | <b>89.59</b> | <b>76</b>    | <b>1.05</b> | <b>6</b>     | <b>0.08</b> | <b>437</b>        | <b>6.06</b>         | <b>21</b>             | <b>0.29</b>             | <b>22</b>                      | <b>0.31</b>                      | <b>7</b>       | <b>0.10</b>      | <b>182</b>                   | <b>2.52</b>                    |
| - HAWAIIAN AIRLINES              | 6509           | 5905           | 90.72        | 32           | 0.49        | 2            | 0.03        | 415               | 6.38                | 19                    | 0.29                    | 9                              | 0.14                             | 7              | 0.11             | 120                          | 1.84                           |
| - BRANDED CODESHARE PARTNERS     | 702            | 555            | 79.06        | 44           | 6.27        | 4            | 0.57        | 22                | 3.13                | 2                     | 0.28                    | 12                             | 1.71                             | 0              | 0.00             | 63                           | 8.97                           |
| <b>JETBLUE AIRWAYS</b>           | <b>23527</b>   | <b>19621</b>   | <b>83.40</b> | <b>28</b>    | <b>0.12</b> | <b>52</b>    | <b>0.22</b> | <b>1293</b>       | <b>5.50</b>         | <b>33</b>             | <b>0.14</b>             | <b>1317</b>                    | <b>5.60</b>                      | <b>5</b>       | <b>0.02</b>      | <b>1178</b>                  | <b>5.01</b>                    |
| <b>SOUTHWEST AIRLINES</b>        | <b>101581</b>  | <b>90747</b>   | <b>89.33</b> | <b>1109</b>  | <b>1.09</b> | <b>112</b>   | <b>0.11</b> | <b>3282</b>       | <b>3.23</b>         | <b>80</b>             | <b>0.08</b>             | <b>2374</b>                    | <b>2.34</b>                      | <b>35</b>      | <b>0.03</b>      | <b>3843</b>                  | <b>3.78</b>                    |
| <b>SPIRIT AIRLINES</b>           | <b>17364</b>   | <b>14375</b>   | <b>82.79</b> | <b>59</b>    | <b>0.34</b> | <b>26</b>    | <b>0.15</b> | <b>696</b>        | <b>4.01</b>         | <b>41</b>             | <b>0.24</b>             | <b>1487</b>                    | <b>8.56</b>                      | <b>26</b>      | <b>0.15</b>      | <b>654</b>                   | <b>3.77</b>                    |
| <b>UNITED AIRLINES NETWORK</b>   | <b>122751</b>  | <b>100579</b>  | <b>81.94</b> | <b>1231</b>  | <b>1.00</b> | <b>279</b>   | <b>0.23</b> | <b>6076</b>       | <b>4.95</b>         | <b>668</b>            | <b>0.54</b>             | <b>8343</b>                    | <b>6.80</b>                      | <b>5</b>       | <b>0.00</b>      | <b>5569</b>                  | <b>4.54</b>                    |
| - UNITED AIRLINES                | 46244          | 39590          | 85.61        | 94           | 0.20        | 77           | 0.17        | 1390              | 3.01                | 113                   | 0.24                    | 2743                           | 5.93                             | 0              | 0.00             | 2238                         | 4.84                           |
| - BRANDED CODESHARE PARTNERS     | 76507          | 60989          | 79.72        | 1137         | 1.49        | 202          | 0.26        | 4686              | 6.12                | 555                   | 0.73                    | 5601                           | 7.32                             | 5              | 0.01             | 3332                         | 4.36                           |
| <b>TOTAL</b>                     | <b>623,103</b> | <b>522,082</b> | <b>83.79</b> | <b>6,095</b> | <b>0.98</b> | <b>1,182</b> | <b>0.19</b> | <b>27,522</b>     | <b>4.42</b>         | <b>3,402</b>          | <b>0.55</b>             | <b>32,131</b>                  | <b>5.16</b>                      | <b>160</b>     | <b>0.03</b>      | <b>30,528</b>                | <b>4.90</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**  
**FEBRUARY 2020**

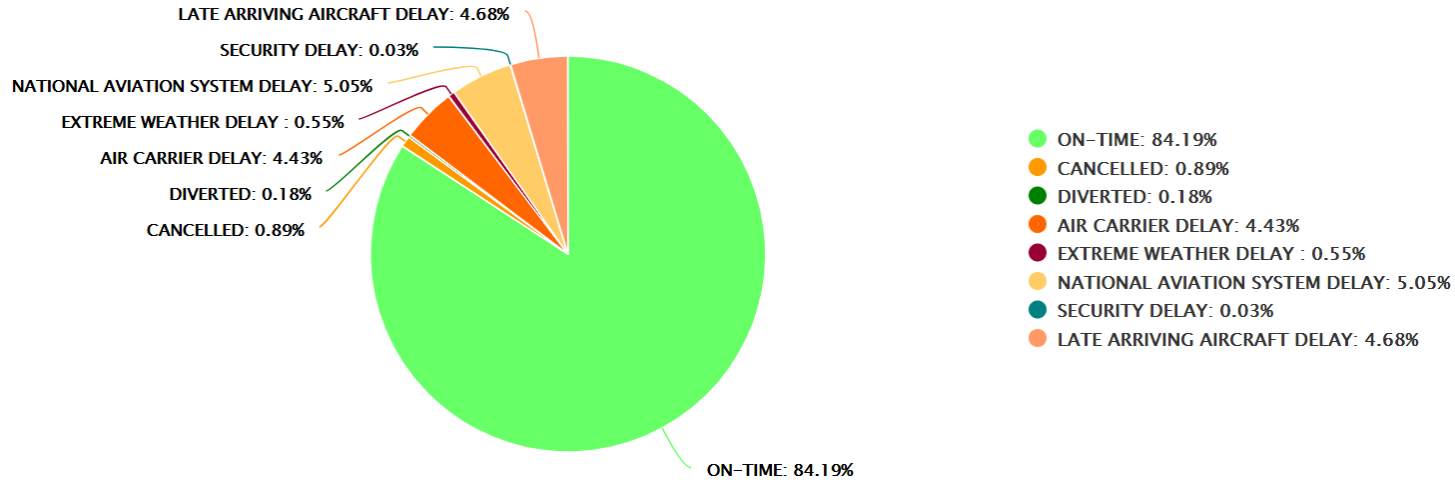
| CARRIER             | TOTAL RECORDS  | ON TIME        | % ON TIME    | CANCELLED    | % CANCELLED | DIVERTED     | % DIVERTED  | AIR CARRIER DELAY | % AIR CARRIER DELAY | EXTREME WEATHER DELAY | % EXTREME WEATHER DELAY | NATIONAL AVIATION SYSTEM DELAY | % NATIONAL AVIATION SYSTEM DELAY | SECURITY DELAY | % SECURITY DELAY | LATE ARRIVING AIRCRAFT DELAY | % LATE ARRIVING AIRCRAFT DELAY |
|---------------------|----------------|----------------|--------------|--------------|-------------|--------------|-------------|-------------------|---------------------|-----------------------|-------------------------|--------------------------------|----------------------------------|----------------|------------------|------------------------------|--------------------------------|
| ALASKA AIRLINES     | 19515          | 16439          | 84.24        | 176          | 0.90        | 38           | 0.19        | 736               | 3.77                | 40                    | 0.20                    | 1215                           | 6.23                             | 10             | 0.05             | 860                          | 4.41                           |
| ALLEGIAN AIR        | 8714           | 6577           | 75.48        | 24           | 0.28        | 24           | 0.28        | 479               | 5.50                | 117                   | 1.34                    | 651                            | 7.47                             | 13             | 0.15             | 828                          | 9.50                           |
| AMERICAN AIRLINES   | 72402          | 60230          | 83.19        | 725          | 1.00        | 100          | 0.14        | 3688              | 5.09                | 220                   | 0.30                    | 3676                           | 5.08                             | 26             | 0.04             | 3737                         | 5.16                           |
| DELTA AIR LINES     | 75446          | 65460          | 86.76        | 18           | 0.02        | 90           | 0.12        | 2663              | 3.53                | 384                   | 0.51                    | 3653                           | 4.84                             | 4              | 0.01             | 3174                         | 4.21                           |
| ENDEAVOR AIR        | 21623          | 18090          | 83.66        | 81           | 0.37        | 44           | 0.20        | 791               | 3.66                | 129                   | 0.60                    | 1020                           | 4.72                             | 1              | 0.00             | 1467                         | 6.78                           |
| ENVOY AIR           | 24193          | 19557          | 80.84        | 445          | 1.84        | 41           | 0.17        | 815               | 3.37                | 189                   | 0.78                    | 1597                           | 6.60                             | 5              | 0.02             | 1543                         | 6.38                           |
| EXPRESSJET AIRLINES | 11404          | 9637           | 84.51        | 78           | 0.68        | 19           | 0.17        | 320               | 2.81                | 33                    | 0.29                    | 900                            | 7.89                             | 0              | 0.00             | 417                          | 3.66                           |
| FRONTIER AIRLINES   | 11549          | 9333           | 80.81        | 107          | 0.93        | 5            | 0.04        | 562               | 4.87                | 18                    | 0.16                    | 810                            | 7.01                             | 0              | 0.00             | 714                          | 6.18                           |
| HAWAIIAN AIRLINES   | 6509           | 5905           | 90.72        | 32           | 0.49        | 2            | 0.03        | 415               | 6.38                | 19                    | 0.29                    | 9                              | 0.14                             | 7              | 0.11             | 120                          | 1.84                           |
| JETBLUE AIRWAYS     | 23527          | 19621          | 83.40        | 28           | 0.12        | 52           | 0.22        | 1293              | 5.50                | 33                    | 0.14                    | 1317                           | 5.60                             | 5              | 0.02             | 1178                         | 5.01                           |
| MESA AIRLINES       | 16679          | 13869          | 83.15        | 89           | 0.53        | 40           | 0.24        | 1106              | 6.63                | 76                    | 0.46                    | 735                            | 4.41                             | 2              | 0.01             | 762                          | 4.57                           |
| PSA AIRLINES        | 22902          | 15526          | 67.79        | 1051         | 4.59        | 94           | 0.41        | 1385              | 6.05                | 175                   | 0.76                    | 1465                           | 6.40                             | 7              | 0.03             | 3199                         | 13.97                          |
| REPUBLIC AIRWAYS    | 27560          | 22896          | 83.08        | 188          | 0.68        | 72           | 0.26        | 810               | 2.94                | 87                    | 0.32                    | 1818                           | 6.60                             | 2              | 0.01             | 1686                         | 6.12                           |
| SKYWEST AIRLINES    | 67056          | 55608          | 82.93        | 831          | 1.24        | 221          | 0.33        | 5024              | 7.49                | 1383                  | 2.06                    | 3533                           | 5.27                             | 9              | 0.01             | 448                          | 0.67                           |
| SOUTHWEST AIRLINES  | 101581         | 90747          | 89.33        | 1109         | 1.09        | 112          | 0.11        | 3282              | 3.23                | 80                    | 0.08                    | 2374                           | 2.34                             | 35             | 0.03             | 3843                         | 3.78                           |
| SPIRIT AIRLINES     | 17364          | 14375          | 82.79        | 59           | 0.34        | 26           | 0.15        | 696               | 4.01                | 41                    | 0.24                    | 1487                           | 8.56                             | 26             | 0.15             | 654                          | 3.77                           |
| UNITED AIRLINES     | 46244          | 39590          | 85.61        | 94           | 0.20        | 77           | 0.17        | 1390              | 3.01                | 113                   | 0.24                    | 2743                           | 5.93                             | 0              | 0.00             | 2238                         | 4.84                           |
| <b>TOTAL</b>        | <b>574,268</b> | <b>483,460</b> | <b>84.19</b> | <b>5,135</b> | <b>0.89</b> | <b>1,057</b> | <b>0.18</b> | <b>25,454</b>     | <b>4.43</b>         | <b>3,139</b>          | <b>0.55</b>             | <b>29,002</b>                  | <b>5.05</b>                      | <b>153</b>     | <b>0.03</b>      | <b>26,867</b>                | <b>4.68</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 CARRIER**  
**FEBRUARY 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

FEBRUARY 2020

| MARKETING CARRIER | OPERATING CARRIER | FLIGHT NUMBER | ORIGIN AIRPORT | DESTINATION AIRPORT | DATE OF FLIGHT | LOCATION OF LONGEST TARMAC DELAY | MINUTES OF TARMAC DELAY |
|-------------------|-------------------|---------------|----------------|---------------------|----------------|----------------------------------|-------------------------|
| DELTA             | DELTA             | 2586          | MSP            | PHX                 | 2/9/2020       | Origin Airport                   | 3:02                    |

**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

FEBRUARY 2020

| MARKETING CARRIER | OPERATING CARRIER | FLIGHT NUMBER | ORIGIN AIRPORT | DESTINATION AIRPORT | DATE OF FLIGHT | LOCATION OF LONGEST TARMAC DELAY | MINUTES OF TARMAC DELAY |
|-------------------|-------------------|---------------|----------------|---------------------|----------------|----------------------------------|-------------------------|
| UNITED            | UNITED            | 105           | DEL            | SFO                 | 2/7/2020       | Diversion Airport (OAK)          | 4:38                    |
| UNITED            | UNITED            | 955           | TLV            | SFO                 | 2/7/2020       | Diversion Airport (SMF)          | 4:38                    |

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

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



## APPENDIX

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

### 30 Largest U.S. Airports

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

### Air Carriers Required to Report Data to DOT and to CRS Vendors\*

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

### Reporting voluntarily

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

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

## **MISHANDLED BAGGAGE**

The baggage statistics in this section were filed with DOT's Bureau of Transportation Statistics (Office of Airline Information) by U.S. airlines that have at least one-half percent (.005) of total domestic scheduled-service passenger revenues. See 14 CFR 234.3 and 234.6. For the 12 months ending June 30, 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                      | Feb-20                  |                           |   | Feb-19                  |                           |   |
|------|------------------------------|-------------------------|---------------------------|---|-------------------------|---------------------------|---|
|      |                              | 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                | 538,112                 | 776                       | 1.44  | 466,434                 | 798                       | 1.71  |
| 2    | SOUTHWEST AIRLINES           | 8,423,996               | 27,252                    | 3.24  | 8,382,096               | 42,578                    | 5.08  |
| 3    | FRONTIER AIRLINES            | 793,623                 | 2,613                     | 3.29  | 675,705                 | 2,655                     | 3.93  |
| 4    | HAWAIIAN AIRLINES NETWORK    | 473,294                 | 1,728                     | 3.65  | 504,245                 | 1,930                     | 3.83  |
|      | - HAWAIIAN AIRLINES          | 459,232                 | 1,636                     | 3.56  | 493,371                 | 1,777                     | 3.60  |
|      | - BRANDED CODESHARE PARTNERS | 14,062                  | 92                        | 6.54  | 10,874                  | 153                       | 14.07                                       |
| 5    | JETBLUE AIRWAYS              | 1,200,689               | 4,543                     | 3.78  | 1,025,635               | 5,383                     | 5.25  |
| 6    | DELTA AIR LINES NETWORK      | 7,930,479               | 38,066                    | 4.80  | 7,014,256               | 36,648                    | 5.22  |
|      | - DELTA AIR LINES            | 6,001,373               | 29,427                    | 4.90  | 5,358,791               | 28,015                    | 5.23  |
|      | - BRANDED CODESHARE PARTNERS | 1,929,106               | 8,639                     | 4.48  | 1,655,465               | 8,633                     | 5.21  |
| 7    | SPIRIT AIRLINES              | 1,020,362               | 4,900                     | 4.80  | 866,616                 | 3,851                     | 4.44  |
| 8    | ALASKA AIRLINES NETWORK      | 2,101,315               | 10,377                    | 4.94  | 1,911,248               | 15,726                    | 8.23  |
|      | - ALASKA AIRLINES            | 1,486,477               | 6,999                     | 4.71  | 1,376,616               | 9,292                     | 6.75  |
|      | - BRANDED CODESHARE PARTNERS | 614,838                 | 3,378                     | 5.49  | 534,632                 | 6,434                     | 12.03                                       |
| 9    | UNITED AIRLINES NETWORK      | 5,813,062               | 33,489                    | 5.76  | 5,716,699               | 42,850                    | 7.50  |
|      | - UNITED AIRLINES            | 3,392,703               | 19,138                    | 5.64  | 3,275,953               | 24,282                    | 7.41  |
|      | - BRANDED CODESHARE PARTNERS | 2,420,359               | 14,351                    | 5.93  | 2,440,746               | 18,568                    | 7.61  |
| 10   | AMERICAN AIRLINES NETWORK    | 9,058,335               | 65,027                    | 7.18  | 8,622,136               | 68,200                    | 7.91  |
|      | - AMERICAN AIRLINES          | 5,514,743               | 41,360                    | 7.50  | 5,351,935               | 41,351                    | 7.73  |
|      | - BRANDED CODESHARE PARTNERS | 3,543,592               | 23,667                    | 6.68  | 3,270,201               | 26,849                    | 8.21  |
|      | <b>TOTAL</b>                 | <b>37,353,267</b>       | <b>188,771</b>            | <b>5.05</b>                                 | <b>35,185,070</b>       | <b>220,619</b>            | <b>6.27</b>                                 |

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

(-) Data is not available for 2018. Comparison of 2020 and 2019 will appear in 2020 January-data ATCR.

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

| RANK | CARRIER             | Feb-20                  |                           |   | Feb-19                  |                           |   |
|------|---------------------|-------------------------|---------------------------|---|-------------------------|---------------------------|---|
|      |                     | 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       | 538,112                 | 776                       | 1.44  | 466,434                 | 798                       | 1.71  |
| 2    | SOUTHWEST AIRLINES  | 8,423,996               | 27,252                    | 3.24  | 8,382,096               | 42,578                    | 5.08  |
| 3    | FRONTIER AIRLINES   | 793,623                 | 2,613                     | 3.29  | 675,705                 | 2,655                     | 3.93  |
| 4    | HAWAIIAN AIRLINES   | 459,232                 | 1,636                     | 3.56  | 493,371                 | 1,777                     | 3.60  |
| 5    | JETBLUE AIRWAYS     | 1,200,689               | 4,543                     | 3.78  | 1,025,635               | 5,383                     | 5.25  |
| 6    | EXPRESSJET AIRLINES | 363,875                 | 1,500                     | 4.12  | 385,273                 | 1,949                     | 5.06  |
| 7    | ENDEAVOR AIR        | 835,436                 | 3,849                     | 4.61  | 675,432                 | 3,302                     | 4.89  |
| 8    | ALASKA AIRLINES     | 1,486,477               | 6,999                     | 4.71  | 1,376,616               | 9,292                     | 6.75  |
| 9    | SPIRIT AIRLINES     | 1,020,362               | 4,900                     | 4.80  | 866,616                 | 3,851                     | 4.44  |
| 10   | DELTA AIR LINES     | 6,001,373               | 29,427                    | 4.90  | 5,358,791               | 28,015                    | 5.23  |
| 11   | MESA AIRLINES       | 747,962                 | 4,146                     | 5.54  | 744,493                 | 5,662                     | 7.61  |
| 12   | UNITED AIRLINES     | 3,392,703               | 19,138                    | 5.64  | 3,275,953               | 24,282                    | 7.41  |
| 13   | SKYWEST AIRLINES    | 2,447,918               | 14,681                    | 6.00  | 2,191,696               | 16,728                    | 7.63  |
| 14   | REPUBLIC AIRWAYS    | 678,806                 | 4,347                     | 6.40  | 628,947                 | 4,686                     | 7.45  |
| 15   | PSA AIRLINES        | 1,034,545               | 6,880                     | 6.65  | 995,679                 | 6,856                     | 6.89  |
| 16   | ENVOY AIR           | 823,194                 | 5,722                     | 6.95  | 771,747                 | 6,976                     | 9.04  |
| 17   | AMERICAN AIRLINES   | 5,514,743               | 41,360                    | 7.50  | 5,351,935               | 41,351                    | 7.73  |
|      | <b>TOTAL</b>        | <b>35,763,046</b>       | <b>179,769</b>            | <b>5.03</b>                                 | <b>33,666,419</b>       | <b>206,141</b>            | <b>6.12</b>                                 |

\* All U.S. airlines with at least 0.5 percent of total domestic scheduled-service passenger revenues.  
(-) Data is not available for 2018. Comparison of 2020 and 2019 will appear in 2020 January-data ATCR.

## **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*                         | February 2020                               |   |  | February 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>ALLEGiant AIR</b>             | <b>1,247</b>                                | <b>2</b>                                      | <b>0.16</b>                                    | <b>1,205</b>                                | <b>12</b>                                     | <b>1.00</b>                                    |
| 2    | <b>DELTA AIR LINES NETWORK</b>   | <b>13,443</b>                               | <b>99</b>                                     | <b>0.74</b>                                    | <b>11,617</b>                               | <b>84</b>                                     | <b>0.72</b>                                    |
|      | - DELTA AIR LINES                | 10,513                                      | 77  | 0.73   | 8,969                                       | 77  | 0.86   |
|      | - BRANDED CODESHARE PARTNERS     | 2,930                                       | 22  | 0.75   | 2,648                                       | 7   | 0.26   |
| 3    | <b>JETBLUE AIRWAYS</b>           | <b>2,473</b>                                | <b>24</b>                                     | <b>0.97</b>                                    | <b>1,270</b>                                | <b>36</b>                                     | <b>2.83</b>                                    |
| 4    | <b>UNITED AIRLINES NETWORK</b>   | <b>7,456</b>                                | <b>103</b>                                    | <b>1.38</b>                                    | <b>6,737</b>                                | <b>74</b>                                     | <b>1.10</b>                                    |
|      | - UNITED AIRLINES                | 4,848                                       | 64  | 1.32   | 5,500                                       | 50  | 0.91   |
|      | - BRANDED CODESHARE PARTNERS     | 2,608                                       | 39  | 1.50   | 1,237                                       | 24  | 1.94   |
| 5    | <b>HAWAIIAN AIRLINES NETWORK</b> | <b>469</b>                                  | <b>7</b>                                      | <b>1.49</b>                                    | <b>395</b>                                  | <b>5</b>                                      | <b>1.27</b>                                    |
|      | - HAWAIIAN AIRLINES              | 429   | 7   | 1.63   | 395   | 5   | 1.27   |
|      | - BRANDED CODESHARE PARTNERS     | 40  | 0   | 0.00   | 0   | 0   | 0.00   |
| 6    | <b>ALASKA AIRLINES NETWORK</b>   | <b>2,145</b>                                | <b>33</b>                                     | <b>1.54</b>                                    | <b>1,522</b>                                | <b>32</b>                                     | <b>2.10</b>                                    |
|      | - ALASKA AIRLINES                | 1,762                                       | 28  | 1.59   | 1,323                                       | 22  | 1.66   |
|      | - BRANDED CODESHARE PARTNERS     | 383   | 5   | 1.31   | 199   | 10  | 5.03   |
| 7    | <b>SOUTHWEST AIRLINES</b>        | <b>9,932</b>                                | <b>155</b>                                    | <b>1.56</b>                                    | <b>6,151</b>                                | <b>138</b>                                    | <b>2.24</b>                                    |
| 8    | <b>FRONTIER AIRLINES</b>         | <b>2,152</b>                                | <b>38</b>                                     | <b>1.77</b>                                    | <b>1,009</b>                                | <b>22</b>                                     | <b>2.18</b>                                    |
| 9    | <b>AMERICAN AIRLINES NETWORK</b> | <b>9,477</b>                                | <b>175</b>                                    | <b>1.85</b>                                    | <b>3,091</b>                                | <b>162</b>                                    | <b>5.24</b>                                    |
|      | - AMERICAN AIRLINES              | 7,088                                       | 125   | 1.76   | 2,572                                       | 113   | 4.39   |
|      | - BRANDED CODESHARE PARTNERS     | 2,389                                       | 50  | 2.09   | 519   | 49  | 9.44   |
| 10   | <b>SPIRIT AIRLINES</b>           | <b>1,456</b>                                | <b>42</b>                                     | <b>2.88</b>                                    | <b>1,831</b>                                | <b>35</b>                                     | <b>1.91</b>                                    |
|      | <b>TOTAL</b>                     | <b>50,250</b>                               | <b>678</b>                                    | <b>1.35</b>                                    | <b>34,828</b>                               | <b>600</b>                                    | <b>1.72</b>                                    |

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

(-) Data is not available for 2018. Comparison of 2020 and 2019 will appear in 2020 January-data ATCR.

## AIR TRAVEL CONSUMER REPORT

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

| RANK | CARRIER*            | February 2020                               |   |  | February 2019                               |   |  |
|------|---------------------|---|---|--|---|---|--|
|      |                     | NUMBER OF WHEELCHAIRS AND SCOOTERS ENPLANED | NUMBER OF WHEELCHAIRS AND SCOOTERS MISHANDLED | PERCENT OF WHEELCHAIRS AND SCOOTERS MISHANDLED | NUMBER OF WHEELCHAIRS AND SCOOTERS ENPLANED | NUMBER OF WHEELCHAIRS AND SCOOTERS MISHANDLED | PERCENT OF WHEELCHAIRS AND SCOOTERS MISHANDLED |
| 1    | ALLEGiant AIR       | 1,247                                       | 2   | 0.16   | 1,205                                       | 12  | 1.00   |
| 2    | ENDEAVOR AIR        | 1,137                                       | 5   | 0.44   | 836   | 4   | 0.48   |
| 3    | DELTA AIR LINES     | 10,513                                      | 77  | 0.73   | 8,969                                       | 77  | 0.86   |
| 4    | JETBLUE AIRWAYS     | 2,473                                       | 24  | 0.97   | 1,270                                       | 36  | 2.83   |
| 5    | SKYWEST AIRLINES    | 2,892                                       | 32  | 1.11   | 2,124                                       | 24  | 1.13   |
| 6    | UNITED AIRLINES     | 4,848                                       | 64  | 1.32   | 5,500                                       | 50  | 0.91   |
| 7    | ENVOY AIR           | 518   | 8   | 1.54   | 141   | 11  | 7.80   |
| 8    | SOUTHWEST AIRLINES  | 9,932                                       | 155   | 1.56   | 6,151                                       | 138   | 2.24   |
| 9    | ALASKA AIRLINES     | 1,762                                       | 28  | 1.59   | 1,323                                       | 22  | 1.66   |
| 10   | HAWAIIAN AIRLINES   | 429   | 7   | 1.63   | 395   | 5   | 1.27   |
| 11   | AMERICAN AIRLINES   | 7,088                                       | 125   | 1.76   | 2,572                                       | 113   | 4.39   |
| 12   | FRONTIER AIRLINES   | 2,152                                       | 38  | 1.77   | 1,009                                       | 22  | 2.18   |
| 13   | EXPRESSJET AIRLINES | 385   | 7   | 1.82   | 228   | 8   | 3.51   |
| 14   | REPUBLIC AIRWAYS    | 864   | 16  | 1.85   | 354   | 8   | 2.26   |
| 15   | MESA AIRLINES       | 720   | 14  | 1.94   | 225   | 5   | 2.22   |
| 16   | PSA AIRLINES        | 548   | 11  | 2.01   | 110   | 14  | 12.73  |
| 17   | SPIRIT AIRLINES     | 1,456                                       | 42  | 2.88   | 1,831                                       | 35  | 1.91   |
|      | <b>TOTAL</b>        | <b>48,964</b>                               | <b>655</b>                                    | <b>1.34</b>                                    | <b>34,243</b>                               | <b>584</b>                                    | <b>1.71</b>                                    |

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

(-) Data is not available for 2018. Comparison of 2020 and 2019 will appear in 2020 January-data ATCR.

## 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*                         | OCTOBER - DECEMBER 2019 |              |                     |  | OCTOBER - DECEMBER 2018 |              |                     |  |
|------|----------------------------------|-------------------------|--------------|---------------------|--|-------------------------|--------------|---------------------|--|
|      |                                  | DENIED BOARDINGS (DB'S) |              | ENPLANED PASSENGERS | INVOLUNTARY DB'S PER 10,000 PASSENGERS | DENIED BOARDINGS (DB'S) |              | ENPLANED PASSENGERS | INVOLUNTARY DB'S PER 10,000 PASSENGERS |
|      |                                  | VOLUNTARY               | INVOLUNTARY  |                     |  | VOLUNTARY               | INVOLUNTARY  |                     |  |
| 1    | <b>DELTA AIR LINES NETWORK</b>   | <b>47,037</b>           | <b>0</b>     | <b>46,654,452</b>   | <b>0.00</b>                            | <b>33,646</b>           | <b>3</b>     | <b>44,353,043</b>   | <b>0.00</b>                            |
|      | - DELTA AIR LINES                | 26,246                  | 0            | 36,796,401          | 0.00                                   | 22,605                  | 0            | 34,570,464          | 0.00                                   |
|      | - BRANDED CODESHARE PARTNERS     | 20,791                  | 0            | 9,858,051           | 0.00                                   | 11,041                  | 3            | 9,782,579           | 0.00                                   |
| 1    | <b>HAWAIIAN AIRLINES NETWORK</b> | <b>113</b>              | <b>0</b>     | <b>2,725,238</b>    | <b>0.00</b>                            | <b>340</b>              | <b>6</b>     | <b>2,730,714</b>    | <b>0.02</b>                            |
|      | - HAWAIIAN AIRLINES              | 101                     | 0            | 2,674,636           | 0.00                                   | 326                     | 6            | 2,680,823           | 0.02                                   |
|      | - BRANDED CODESHARE PARTNERS     | 12                      | 0            | 50,602              | 0.00                                   | 14                      | 0            | 49,891              | 0.00                                   |
| 3    | <b>ALLEGiant AIR</b>             | <b>347</b>              | <b>2</b>     | <b>3,613,426</b>    | <b>0.01</b>                            | <b>46</b>               | <b>66</b>    | <b>3,263,797</b>    | <b>0.20</b>                            |
| 4    | <b>UNITED AIRLINES NETWORK</b>   | <b>13,514</b>           | <b>27</b>    | <b>36,739,818</b>   | <b>0.01</b>                            | <b>15,821</b>           | <b>37</b>    | <b>36,493,288</b>   | <b>0.01</b>                            |
|      | - UNITED AIR LINES               | 5,668                   | 13           | 25,141,731          | 0.01                                   | 7,556                   | 23           | 25,234,539          | 0.01                                   |
|      | - BRANDED CODESHARE PARTNERS     | 7,846                   | 14           | 11,598,087          | 0.01                                   | 8,265                   | 14           | 11,258,749          | 0.01                                   |
| 5    | <b>JETBLUE AIRWAYS</b>           | <b>637</b>              | <b>16</b>    | <b>9,504,092</b>    | <b>0.02</b>                            | <b>487</b>              | <b>13</b>    | <b>9,351,646</b>    | <b>0.01</b>                            |
| 6    | <b>SOUTHWEST AIRLINES</b>        | <b>4,339</b>            | <b>269</b>   | <b>40,839,000</b>   | <b>0.07</b>                            | <b>4,688</b>            | <b>411</b>   | <b>41,306,125</b>   | <b>0.10</b>                            |
| 7    | <b>ALASKA AIRLINES NETWORK</b>   | <b>4,053</b>            | <b>162</b>   | <b>11,384,249</b>   | <b>0.14</b>                            | <b>2,857</b>            | <b>160</b>   | <b>10,825,736</b>   | <b>0.15</b>                            |
|      | - ALASKA AIRLINES                | 3,147                   | 108          | 8,547,197           | 0.13                                   | 2,226                   | 105          | 8,260,367           | 0.13                                   |
|      | - BRANDED CODESHARE PARTNERS     | 906                     | 54           | 2,837,052           | 0.19                                   | 631                     | 55           | 2,565,369           | 0.21                                   |
| 8    | <b>SPIRIT AIRLINES</b>           | <b>5,575</b>            | <b>121</b>   | <b>8,276,219</b>    | <b>0.15</b>                            | <b>5,417</b>            | <b>43</b>    | <b>6,897,416</b>    | <b>0.06</b>                            |
| 9    | <b>FRONTIER AIRLINES</b>         | <b>821</b>              | <b>249</b>   | <b>5,764,965</b>    | <b>0.43</b>                            | <b>895</b>              | <b>257</b>   | <b>4,932,227</b>    | <b>0.52</b>                            |
| 10   | <b>AMERICAN AIRLINES NETWORK</b> | <b>24,920</b>           | <b>2,649</b> | <b>50,242,753</b>   | <b>0.53</b>                            | <b>31,729</b>           | <b>2,914</b> | <b>46,922,077</b>   | <b>0.62</b>                            |
|      | - AMERICAN AIRLINES              | 15,503                  | 1,071        | 35,416,937          | 0.30                                   | 20,168                  | 1,573        | 33,312,446          | 0.47                                   |
|      | - BRANDED CODESHARE PARTNERS     | 9,417                   | 1,578        | 14,825,816          | 1.06                                   | 11,561                  | 1,341        | 13,609,631          | 0.99                                   |
|      | <b>TOTAL</b>                     | <b>101,356</b>          | <b>3,495</b> | <b>215,744,212</b>  | <b>0.16</b>                            | <b>95,926</b>           | <b>3,910</b> | <b>207,076,069</b>  | <b>0.19</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 MARKETING U.S. AIRLINES (YTD)**

| JANUARY - DECEMBER 2019 |                                  |                         |               |                     | JANUARY - DECEMBER 2018                |                         |               |                     |  |
|-------------------------|----------------------------------|-------------------------|---------------|---------------------|--|-------------------------|---------------|---------------------|--|
| RANK                    | AIRLINE*                         | DENIED BOARDINGS (DB'S) |               | ENPLANED PASSENGERS | INVOLUNTARY DB'S PER 10,000 PASSENGERS | DENIED BOARDINGS (DB'S) |               | ENPLANED PASSENGERS | INVOLUNTARY DB'S PER 10,000 PASSENGERS |
|                         |                                  | VOLUNTARY               | INVOLUNTARY   |                     |  | VOLUNTARY               | INVOLUNTARY   |                     |  |
| 1                       | <b>HAWAIIAN AIRLINES NETWORK</b> | 271                     | 0             | 11,077,699          | 0.00                                   | 1,149                   | 13            | 11,170,094          | 0.01                                   |
|                         | - HAWAIIAN AIRLINES              | 246                     | 0             | 10,861,548          | 0.00                                   | 1,105                   | 13            | 10,963,660          | 0.01                                   |
|                         | - BRANDED CODESHARE PARTNERS     | 25                      | 0             | 216,151             | 0.00                                   | 44                      | 0             | 206,434             | 0.00                                   |
| 2                       | <b>DELTA AIR LINES NETWORK</b>   | 189,440                 | 6             | 188,705,507         | 0.00                                   | 126,719                 | 40            | 177,650,178         | 0.00                                   |
|                         | - DELTA AIR LINES                | 111,984                 | 4             | 148,598,491         | 0.00                                   | 81,706                  | 22            | 138,786,700         | 0.00                                   |
|                         | - BRANDED CODESHARE PARTNERS     | 77,456                  | 2             | 40,107,016          | 0.00                                   | 45,013                  | 18            | 38,863,478          | 0.00                                   |
| 3                       | <b>UNITED AIRLINES NETWORK</b>   | 77,586                  | 97            | 146,973,098         | 0.01                                   | 71,467                  | 148           | 143,593,456         | 0.01                                   |
|                         | - UNITED AIRLINES                | 35,028                  | 65            | 101,781,698         | 0.01                                   | 35,724                  | 93            | 99,595,563          | 0.01                                   |
|                         | - BRANDED CODESHARE PARTNERS     | 42,558                  | 32            | 45,191,400          | 0.01                                   | 35,743                  | 55            | 43,997,893          | 0.01                                   |
| 4                       | <b>JETBLUE AIRWAYS</b>           | 2,784                   | 54            | 38,177,205          | 0.01                                   | 2,500                   | 36            | 37,997,354          | 0.01                                   |
| 5                       | <b>SPIRIT AIRLINES</b>           | 22,641                  | 380           | 32,267,945          | 0.12                                   | 21,464                  | 1,529         | 27,468,604          | 0.56                                   |
| 6                       | <b>ALASKA AIRLINES NETWORK</b>   | 15,030                  | 865           | 45,674,792          | 0.19                                   | 11,648                  | 1,440         | 42,092,330          | 0.34                                   |
|                         | - ALASKA AIRLINES                | 11,563                  | 513           | 34,758,957          | 0.15                                   | 8,721                   | 743           | 32,302,771          | 0.23                                   |
|                         | - BRANDED CODESHARE PARTNERS     | 3,467                   | 352           | 10,915,835          | 0.32                                   | 2,927                   | 697           | 9,789,559           | 0.71                                   |
| 7                       | <b>SOUTHWEST AIRLINES</b>        | 31,509                  | 3,108         | 161,202,016         | 0.19                                   | 21,622                  | 2,423         | 161,516,687         | 0.15                                   |
| 8                       | <b>FRONTIER AIRLINES</b>         | 3,139                   | 831           | 21,752,607          | 0.38                                   | 4,625                   | 1,219         | 19,423,432          | 0.63                                   |
| 9                       | <b>ALLEGiant AIR</b>             | 541                     | 637           | 15,121,937          | 0.42                                   | 403                     | 202           | 13,829,801          | 0.15                                   |
| 10                      | <b>AMERICAN AIRLINES NETWORK</b> | 163,628                 | 14,890        | 199,113,396         | 0.75                                   | 108,176                 | 4,785         | 188,200,185         | 0.25                                   |
|                         | - AMERICAN AIRLINES              | 111,160                 | 7,983         | 140,895,239         | 0.57                                   | 61,274                  | 2,614         | 133,844,068         | 0.20                                   |
|                         | - BRANDED CODESHARE PARTNERS     | 52,468                  | 6,907         | 58,218,157          | 1.19                                   | 46,902                  | 2,171         | 54,356,117          | 0.40                                   |
|                         | <b>TOTAL</b>                     | <b>506,569</b>          | <b>20,868</b> | <b>860,066,202</b>  | <b>0.24</b>                            | <b>369,773</b>          | <b>11,835</b> | <b>822,942,121</b>  | <b>0.14</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.

\*\*On March 13, 2019, the Federal Aviation Administration ordered the immediate grounding of Boeing 737 MAX aircraft operated by U.S. airlines or in U.S. territory based on data arising out of the relevant accident investigations. American Airlines and Southwest Airlines separately informed the Department that the grounding of the 737 MAX aircraft has negatively impacted their involuntary denied boarding statistics during the April-June 2019 reporting periods.

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

| RANK | AIRLINE*            | OCTOBER - DECEMBER 2019 |              |                     |  |
|------|---------------------|-------------------------|--------------|---------------------|--|
|      |                     | DENIED BOARDINGS (DB'S) |              | ENPLANED PASSENGERS | INVOLUNTARY DB's PER 10,000 PASSENGERS |
|      |                     | VOLUNTARY               | INVOLUNTARY  |                     |  |
| 1    | ENDEAVOR AIR        | 6,772                   | 0            | 3,780,820           | 0.00                                   |
| 1    | DELTA AIR LINES     | 26,246                  | 0            | 36,796,401          | 0.00                                   |
| 1    | HAWAIIAN AIRLINES   | 101                     | 0            | 2,674,636           | 0.00                                   |
| 4    | UNITED AIR LINES    | 5,668                   | 13           | 25,141,731          | 0.01                                   |
| 5    | ALLEGiant AIR       | 347                     | 2            | 3,613,426           | 0.01                                   |
| 6    | EXPRESSJET AIRLINES | 990                     | 1            | 1,467,237           | 0.01                                   |
| 7    | JETBLUE AIRWAYS     | 637                     | 16           | 9,504,092           | 0.02                                   |
| 8    | SOUTHWEST AIRLINES  | 4,339                   | 269          | 40,839,000          | 0.07                                   |
| 9    | SKYWEST AIRLINES    | 13,524                  | 116          | 10,085,483          | 0.12                                   |
| 10   | ALASKA AIRLINES     | 3,147                   | 108          | 8,547,197           | 0.13                                   |
| 11   | SPIRIT AIR LINES    | 5,575                   | 121          | 8,276,219           | 0.15                                   |
| 12   | MESA AIRLINES       | 1,428                   | 102          | 3,528,613           | 0.29                                   |
| 13   | AMERICAN AIRLINES   | 15,503                  | 1,071        | 35,416,937          | 0.30                                   |
| 14   | REPUBLIC AIRWAYS    | 3,532                   | 120          | 3,218,312           | 0.37                                   |
| 15   | FRONTIER AIRLINES   | 821                     | 249          | 5,764,965           | 0.43                                   |
| 16   | PSA AIRLINES        | 2,683                   | 459          | 3,816,412           | 1.20                                   |
| 17   | ENVOY AIR           | 2,427                   | 544          | 3,703,185           | 1.47                                   |
|      | <b>TOTAL</b>        | <b>93,740</b>           | <b>3,191</b> | <b>206,174,666</b>  | <b>0.15</b>                            |

| OCTOBER - DECEMBER 2018 |              |                     |  |
|-------------------------|--------------|---------------------|--|
| DENIED BOARDINGS (DB'S) |              | ENPLANED PASSENGERS | INVOLUNTARY DB's PER 10,000 PASSENGERS |
| VOLUNTARY               | INVOLUNTARY  |                     |  |
| 4,559                   | 2            | 3,446,544           | 0.01                                   |
| 22,605                  | 0            | 34,570,464          | 0.00                                   |
| 326                     | 6            | 2,680,823           | 0.02                                   |
| 7,556                   | 23           | 25,234,539          | 0.01                                   |
| 46                      | 66           | 3,263,797           | 0.20                                   |
| 1,658                   | 22           | 1,835,755           | 0.12                                   |
| 487                     | 13           | 9,351,646           | 0.01                                   |
| 4,688                   | 411          | 41,306,125          | 0.10                                   |
| 5,977                   | 160          | 9,210,026           | 0.17                                   |
| 2,226                   | 105          | 8,260,367           | 0.13                                   |
| 5,417                   | 43           | 6,897,416           | 0.06                                   |
| 2,047                   | 101          | 3,536,496           | 0.29                                   |
| 20,168                  | 1,573        | 33,312,446          | 0.47                                   |
| 4,275                   | 103          | 4,548,762           | 0.23                                   |
| 895                     | 257          | 4,932,227           | 0.52                                   |
| 2,356                   | 213          | 3,421,745           | 0.62                                   |
| 3,104                   | 453          | 3,303,994           | 1.37                                   |
| <b>88,390</b>           | <b>3,551</b> | <b>199,113,172</b>  | <b>0.18</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.

## AIR TRAVEL CONSUMER REPORT

## PASSENGERS DENIED BOARDING BY REPORTING OPERATING U.S. AIRLINES (YTD)

| RANK | AIRLINE*            | JANUARY - DECEMBER 2019 |               |                     |  | JANUARY - DECEMBER 2018 |               |                     |  |
|------|---------------------|-------------------------|---------------|---------------------|--|-------------------------|---------------|---------------------|--|
|      |                     | 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    | ENDEAVOR AIR        | 25,666                  | 0             | 14,512,535          | 0.00                                   | 16,907                  | 7             | 13,291,396          | 0.01                                   |
| 1    | HAWAIIAN AIRLINES   | 246                     | 0             | 10,861,548          | 0.00                                   | 1,105                   | 13            | 10,963,660          | 0.01                                   |
| 3    | DELTA AIR LINES     | 111,984                 | 4             | 148,598,491         | 0.00                                   | 81,706                  | 22            | 138,786,700         | 0.00                                   |
| 4    | EXPRESSJET AIRLINES | 5,340                   | 3             | 5,612,854           | 0.01                                   | 7,979                   | 40            | 8,773,854           | 0.05                                   |
| 5    | UNITED AIRLINES     | 35,028                  | 65            | 101,781,698         | 0.01                                   | 35,724                  | 93            | 99,595,563          | 0.01                                   |
| 6    | JETBLUE AIRWAYS     | 2,784                   | 54            | 38,177,205          | 0.01                                   | 2,500                   | 36            | 37,997,354          | 0.01                                   |
| 7    | SPIRIT AIR LINES    | 22,641                  | 380           | 32,267,945          | 0.12                                   | 21,464                  | 1,529         | 27,468,604          | 0.56                                   |
| 8    | ALASKA AIRLINES     | 11,563                  | 513           | 34,758,957          | 0.15                                   | 8,721                   | 743           | 32,302,771          | 0.23                                   |
| 9    | SOUTHWEST AIRLINES  | 31,509                  | 3,108         | 161,202,016         | 0.19                                   | 21,622                  | 2,423         | 161,516,687         | 0.15                                   |
| 10   | SKYWEST AIRLINES    | 52,709                  | 765           | 39,576,519          | 0.19                                   | 28,470                  | 549           | 36,071,823          | 0.15                                   |
| 11   | REPUBLIC AIRWAYS    | 18,944                  | 581           | 17,312,533          | 0.34                                   | 15,718                  | 196           | 18,109,139          | 0.11                                   |
| 12   | FRONTIER AIRLINES   | 3,139                   | 831           | 21,752,607          | 0.38                                   | 4,625                   | 1,219         | 19,423,432          | 0.63                                   |
| 13   | ALLEGiant AIR       | 541                     | 637           | 15,121,937          | 0.42                                   | 403                     | 202           | 13,829,801          | 0.15                                   |
| 14   | AMERICAN AIRLINES   | 111,160                 | 7,983         | 140,895,239         | 0.57                                   | 61,274                  | 2,614         | 133,844,068         | 0.20                                   |
| 15   | MESA AIRLINES       | 9,989                   | 989           | 14,005,526          | 0.71                                   | 8,763                   | 209           | 13,384,310          | 0.16                                   |
| 16   | PSA AIRLINES        | 13,140                  | 1,552         | 14,944,610          | 1.04                                   | 9,332                   | 309           | 13,522,038          | 0.23                                   |
| 17   | ENVOY AIR           | 13,959                  | 2,132         | 14,454,239          | 1.47                                   | 14,653                  | 734           | 13,051,610          | 0.56                                   |
|      | <b>TOTAL</b>        | <b>470,342</b>          | <b>19,597</b> | <b>825,836,459</b>  | <b>0.24</b>                            | <b>340,966</b>          | <b>10,938</b> | <b>791,932,810</b>  | <b>0.14</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.

\*\*On March 13, 2019, the Federal Aviation Administration ordered the immediate grounding of Boeing 737 MAX aircraft operated by U.S. airlines or in U.S. territory based on data arising out of the relevant accident investigations. American Airlines and Southwest Airlines separately informed the Department that the grounding of the 737 MAX aircraft has negatively impacted their involuntary denied boarding statistics during the April-June 2019 reporting periods.

## **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

CONSUMER COMPLAINTS  
SUMMARY

TABLE 1

|                        | FEBRUARY 2020 |           |             |               | FEBRUARY 2019 |           |             |               |
|------------------------|---------------|-----------|-------------|---------------|---------------|-----------|-------------|---------------|
|                        | COMPLAINTS    | OPINIONS  | COMPLIMENTS | INFO REQUESTS | COMPLAINTS    | OPINIONS  | COMPLIMENTS | INFO REQUESTS |
| U.S. AIRLINES          | 709           | 19        | 0           | 105           | 618           | 37        | 2           | 104           |
| FOREIGN AIRLINES       | 420           | 2         | 0           | 44            | 418           | 2         | 0           | 62            |
| TRAVEL AGENTS          | 41            | 0         | 0           | 6             | 23            | 2         | 0           | 13            |
| TOUR OPERATORS         | 0             | 0         | 0           | 0             | 0             | 0         | 0           | 0             |
| MISCELLANEOUS          | 17            | 32        | 0           | 75            | 9             | 5         | 0           | 93            |
| <b>INDUSTRY TOTALS</b> | <b>1,187</b>  | <b>53</b> | <b>0</b>    | <b>230</b>    | <b>1,068</b>  | <b>46</b> | <b>2</b>    | <b>272</b>    |

## AIR TRAVEL CONSUMER REPORT

## COMPLAINT CATEGORIES\*

| COMPLAINT CATEGORY              | FEBRUARY 2020 |              |              | FEBRUARY 2019 |              |              |
|---------------------------------|---------------|--------------|--------------|---------------|--------------|--------------|
|                                 | RANKING       | COMPLAINTS** | SUB-CATEGORY | RANKING       | COMPLAINTS** | SUB-CATEGORY |
| REFUNDS                         | 1             | 211          |              | 6             | 97           |              |
| FLIGHT PROBLEMS                 | 2             | 210          |              | 1             | 294          |              |
| DELAY                           |               |              | 77           |               |              | 112          |
| CANCELLATION                    |               |              | 73           |               |              | 114          |
| MISCONNECTION                   |               |              | 37           |               |              | 42           |
| BAGGAGE                         | 3             | 174          |              | 2             | 178          |              |
| OTHER                           | 4             | 153          |              | 9             | 24           |              |
| FREQUENT FLYER                  |               |              | 135          |               |              | 10           |
| CUSTOMER SERVICE                | 5             | 140          |              | 4             | 118          |              |
| RESERVATIONS/TICKETING/BOARDING | 6             | 115          |              | 3             | 155          |              |
| FARES                           | 7             | 84           |              | 5             | 98           |              |
| DISABILITY                      | 8             | 72           |              | 7             | 60           |              |
| OVERSALES                       | 9             | 21           |              | 8             | 28           |              |
| DISCRIMINATION                  | 10            | 6            |              | 10            | 12           |              |
| ADVERTISING                     | 11            | 1            |              | 11            | 4            |              |
| ANIMALS                         | 12            | 0            |              | 12            | 0            |              |
| COMPLAINT TOTAL                 |               | 1,187        |              |               | 1,068        |              |

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

\*\* INCLUDES FIGURES FOR SUB-CATEGORIES.

Table 2

## AIR TRAVEL CONSUMER REPORT

Table 3

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

| U.S. AIRLINES**<br>ALPHABETICAL | FLIGHT<br>PROBLEMS | OVER-<br>SALES | RES/TKT/<br>BOARDING | FARES      | REFUNDS    | BAGGAGE     | CUSTOMER<br>SERVICE | DIS-<br>ABILITY | ADVERT-<br>ISING | DISCRIM-<br>INATION | ANIMALS  | OTHER       | TOTAL      |
|---------------------------------|--------------------|----------------|----------------------|------------|------------|-------------|---------------------|-----------------|------------------|---------------------|----------|-------------|------------|
| ALASKA AIRLINES                 | 4                  | 0              | 2                    | 3          | 1          | 4           | 1                   | 2               | 0                | 0                   | 0        | 0           | 17         |
| ALLEGiant AIR                   | 2                  | 0              | 3                    | 1          | 0          | 2           | 1                   | 6               | 0                | 0                   | 0        | 0           | 15         |
| AMERICAN AIRLINES               | 45                 | 6              | 9                    | 9          | 14         | 21          | 29                  | 19              | 0                | 1                   | 0        | 127         | 280        |
| DELTA AIR LINES                 | 14                 | 1              | 7                    | 4          | 2          | 11          | 11                  | 5               | 0                | 0                   | 0        | 1           | 56         |
| ENVOY AIR                       | 6                  | 0              | 0                    | 0          | 0          | 0           | 1                   | 0               | 0                | 0                   | 0        | 0           | 7          |
| FRONTIER AIRLINES               | 11                 | 1              | 8                    | 3          | 4          | 5           | 5                   | 3               | 0                | 0                   | 0        | 1           | 41         |
| HAWAIIAN AIRLINES               | 2                  | 1              | 1                    | 0          | 0          | 0           | 1                   | 1               | 0                | 1                   | 0        | 0           | 7          |
| JETBLUE AIRWAYS                 | 5                  | 0              | 2                    | 3          | 1          | 4           | 5                   | 3               | 0                | 2                   | 0        | 3           | 28         |
| MESA AIRLINES                   | 5                  | 0              | 0                    | 0          | 0          | 0           | 1                   | 0               | 0                | 0                   | 0        | 0           | 6          |
| PSA AIRLINES                    | 6                  | 1              | 0                    | 0          | 0          | 1           | 2                   | 0               | 0                | 0                   | 0        | 0           | 10         |
| SKYWEST AIRLINES                | 9                  | 0              | 0                    | 0          | 0          | 2           | 1                   | 0               | 0                | 0                   | 0        | 0           | 12         |
| SOUTHWEST AIRLINES              | 3                  | 0              | 1                    | 0          | 2          | 5           | 5                   | 4               | 0                | 0                   | 0        | 0           | 20         |
| SPIRIT AIRLINES                 | 17                 | 6              | 5                    | 11         | 4          | 7           | 9                   | 3               | 0                | 0                   | 0        | 2           | 64         |
| SUN COUNTRY AIRLINES            | 2                  | 0              | 1                    | 0          | 0          | 1           | 2                   | 1               | 0                | 0                   | 0        | 1           | 8          |
| UNITED AIRLINES                 | 14                 | 2              | 14                   | 13         | 6          | 22          | 23                  | 11              | 0                | 0                   | 0        | 3           | 108        |
| Other U.S. Airlines             | 11                 | 0              | 1                    | 0          | 7          | 0           | 6                   | 1               | 0                | 0                   | 0        | 4           | 30         |
| <b>TOTAL FEBRUARY 2020</b>      | <b>156</b>         | <b>18</b>      | <b>54</b>            | <b>47</b>  | <b>41</b>  | <b>85</b>   | <b>103</b>          | <b>59</b>       | <b>0</b>         | <b>4</b>            | <b>0</b> | <b>142</b>  | <b>709</b> |
| <b>% of TOTAL COMPLAINTS</b>    | <b>22.0</b>        | <b>2.5</b>     | <b>7.6</b>           | <b>6.6</b> | <b>5.8</b> | <b>12.0</b> | <b>14.5</b>         | <b>8.3</b>      | <b>0</b>         | <b>0.6</b>          | <b>0</b> | <b>20.0</b> |            |
| <b>TOTAL FEBRUARY 2019</b>      | <b>225</b>         | <b>15</b>      | <b>77</b>            | <b>40</b>  | <b>35</b>  | <b>73</b>   | <b>76</b>           | <b>50</b>       | <b>2</b>         | <b>9</b>            | <b>0</b> | <b>16</b>   | <b>618</b> |
| <b>% of TOTAL COMPLAINTS</b>    | <b>36.4</b>        | <b>2.4</b>     | <b>12.5</b>          | <b>6.5</b> | <b>5.7</b> | <b>11.8</b> | <b>12.3</b>         | <b>8.1</b>      | <b>0.3</b>       | <b>1.5</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<br>ALPHABETICAL | COMPS<br>RECD<br>IN<br>FEB | INCI-<br>DENTS<br>IN<br>FEB | PERCENT | INCI-<br>DENTS<br>IN<br>JAN | PERCENT | INCI-<br>DENTS<br>IN ALL<br>PRIOR<br>MONTHS | PERCENT | UN-<br>KNOWN<br>INCI-<br>DENT<br>DATE | PERCENT |
|-------------------------------|----------------------------|-----------------------------|---------|-----------------------------|---------|---|---------|---------------------------------------|---------|
| ALASKA AIRLINES               | 17                         | 7                           | 41.2    | 3                           | 17.6    | 6   | 35.3    | 1                                     | 5.9     |
| ALLEGiant AIR                 | 15                         | 6                           | 40.0    | 1                           | 6.7     | 4   | 26.7    | 4                                     | 26.7    |
| AMERICAN AIRLINES             | 280                        | 81                          | 28.9    | 25                          | 8.9     | 55  | 19.6    | 119                                   | 42.5    |
| DELTA AIR LINES               | 56                         | 28                          | 50.0    | 11                          | 19.6    | 14  | 25.0    | 3                                     | 5.4     |
| ENVOY AIR                     | 7                          | 4                           | 57.1    | 2                           | 28.6    | 1   | 14.3    | 0                                     | 0.0     |
| FRONTIER AIRLINES             | 41                         | 23                          | 56.1    | 6                           | 14.6    | 9   | 22.0    | 3                                     | 7.3     |
| HAWAIIAN AIRLINES             | 7                          | 3                           | 42.9    | 1                           | 14.3    | 3   | 42.9    | 0                                     | 0.0     |
| JETBLUE AIRWAYS               | 28                         | 13                          | 46.4    | 6                           | 21.4    | 7   | 25.0    | 2                                     | 7.1     |
| MESA AIRLINES                 | 6                          | 2                           | 33.3    | 3                           | 50.0    | 1   | 16.7    | 0                                     | 0.0     |
| PSA AIRLINES                  | 10                         | 6                           | 60.0    | 3                           | 30.0    | 0   | 0.0     | 1                                     | 10.0    |
| SKYWEST AIRLINES              | 12                         | 6                           | 50.0    | 5                           | 41.7    | 1   | 8.3     | 0                                     | 0.0     |
| SOUTHWEST AIRLINES            | 20                         | 8                           | 40.0    | 5                           | 25.0    | 5   | 25.0    | 2                                     | 10.0    |
| SPIRIT AIRLINES               | 64                         | 35                          | 54.7    | 11                          | 17.2    | 15  | 23.4    | 3                                     | 4.7     |
| SUN COUNTRY AIRLINES          | 8                          | 5                           | 62.5    | 2                           | 25.0    | 0   | 0.0     | 1                                     | 12.5    |
| UNITED AIRLINES               | 108                        | 38                          | 35.2    | 24                          | 22.2    | 38  | 35.2    | 8                                     | 7.4     |
| Other U.S. Airlines           | 30                         | 16                          | 53.3    | 4                           | 13.3    | 9   | 30.0    | 1                                     | 3.3     |
| <b>Totals</b>                 | 709                        | 281                         | 39.6    | 112                         | 15.8    | 168   | 23.7    | 148                                   | 20.9    |
| <b>Previous Year's Totals</b> | 618                        | 321                         | 51.9    | 101                         | 16.3    | 139   | 22.5    | 57                                    | 9.2     |

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

## AIR TRAVEL CONSUMER REPORT

Table 5

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

FEBRUARY 2020

|                         | FLIGHT<br>PROBLEMS | OVER-<br>SALES | RES/TKT/<br>BOARDING | FARES     | REFUNDS    | BAGGAGE   | CUSTOMER<br>SERVICE | DIS-<br>ABILITY | ADVERT-<br>ISING | DISCRIM-<br>INATION | ANIMALS  | OTHER    | TOTAL      |
|-------------------------|--------------------|----------------|----------------------|-----------|------------|-----------|---------------------|-----------------|------------------|---------------------|----------|----------|------------|
| <b>FOREIGN AIRLINES</b> |                    |                |                      |           |            |           |                     |                 |                  |                     |          |          |            |
| AEROMEXICO              | 1                  | 0              | 0                    | 0         | 0          | 2         | 1                   | 2               | 0                | 0                   | 0        | 0        | 6          |
| AIR CANADA              | 5                  | 0              | 5                    | 0         | 3          | 2         | 2                   | 1               | 0                | 0                   | 0        | 0        | 18         |
| AIR FRANCE              | 7                  | 0              | 3                    | 4         | 2          | 5         | 1                   | 1               | 0                | 0                   | 0        | 0        | 23         |
| AIR INDIA               | 2                  | 0              | 0                    | 1         | 0          | 1         | 1                   | 0               | 0                | 0                   | 0        | 0        | 5          |
| ALITALIA AIRLINES       | 0                  | 0              | 1                    | 0         | 4          | 2         | 0                   | 0               | 0                | 0                   | 0        | 0        | 7          |
| ANA ALL NIPPON AIRLINES | 0                  | 0              | 1                    | 0         | 2          | 1         | 1                   | 0               | 0                | 0                   | 0        | 0        | 5          |
| ASIANA AIRLINES         | 0                  | 0              | 1                    | 0         | 5          | 0         | 0                   | 0               | 0                | 0                   | 0        | 0        | 6          |
| AVIANCA                 | 1                  | 1              | 2                    | 0         | 3          | 5         | 0                   | 0               | 0                | 0                   | 0        | 0        | 12         |
| BRITISH AIRWAYS         | 2                  | 0              | 1                    | 2         | 5          | 2         | 1                   | 1               | 0                | 1                   | 0        | 0        | 15         |
| CATHAY PACIFIC AIRWAYS  | 1                  | 0              | 0                    | 3         | 13         | 1         | 0                   | 0               | 0                | 0                   | 0        | 0        | 18         |
| COPA                    | 1                  | 0              | 1                    | 1         | 3          | 2         | 0                   | 0               | 0                | 0                   | 0        | 0        | 8          |
| EMIRATES AIRLINES       | 1                  | 0              | 1                    | 1         | 3          | 5         | 1                   | 0               | 0                | 0                   | 0        | 0        | 12         |
| ETHIOPIAN AIRLINES      | 0                  | 0              | 0                    | 0         | 1          | 6         | 2                   | 0               | 0                | 0                   | 0        | 0        | 9          |
| IBERIA AIRLINES         | 0                  | 0              | 1                    | 0         | 2          | 4         | 2                   | 0               | 0                | 0                   | 0        | 0        | 9          |
| INTERJET                | 2                  | 0              | 1                    | 0         | 7          | 2         | 0                   | 0               | 0                | 0                   | 0        | 0        | 12         |
| KLM                     | 0                  | 0              | 1                    | 0         | 2          | 2         | 0                   | 0               | 0                | 0                   | 0        | 0        | 5          |
| KOREAN AIR LINES        | 0                  | 0              | 1                    | 2         | 13         | 1         | 0                   | 0               | 0                | 0                   | 0        | 0        | 17         |
| KUWAIT AIRWAYS          | 0                  | 0              | 0                    | 0         | 0          | 5         | 1                   | 0               | 0                | 0                   | 0        | 0        | 6          |
| LATAM                   | 0                  | 0              | 4                    | 3         | 2          | 3         | 0                   | 1               | 0                | 0                   | 0        | 0        | 13         |
| LUFTHANSA               | 0                  | 0              | 2                    | 1         | 9          | 1         | 3                   | 1               | 0                | 0                   | 0        | 0        | 17         |
| NORWEGIAN AIR SHUTTLE   | 5                  | 0              | 3                    | 2         | 5          | 2         | 0                   | 2               | 0                | 0                   | 0        | 0        | 19         |
| PHILIPPINE AIRLINES     | 0                  | 0              | 1                    | 0         | 5          | 2         | 1                   | 1               | 0                | 0                   | 0        | 0        | 10         |
| QANTAS AIRWAYS          | 0                  | 0              | 1                    | 0         | 2          | 0         | 3                   | 0               | 0                | 0                   | 0        | 0        | 6          |
| QATAR AIRWAYS           | 1                  | 0              | 1                    | 1         | 2          | 0         | 0                   | 0               | 0                | 0                   | 0        | 0        | 5          |
| ROYAL AIR MAROC         | 0                  | 0              | 2                    | 0         | 0          | 3         | 1                   | 0               | 0                | 0                   | 0        | 0        | 6          |
| SINGAPORE AIRLINES      | 0                  | 0              | 2                    | 1         | 4          | 0         | 0                   | 0               | 0                | 0                   | 0        | 0        | 7          |
| TAP                     | 3                  | 0              | 0                    | 1         | 2          | 1         | 0                   | 0               | 0                | 0                   | 0        | 0        | 7          |
| TURKISH AIRLINES        | 0                  | 1              | 3                    | 1         | 5          | 3         | 3                   | 0               | 0                | 0                   | 0        | 1        | 17         |
| VOLARIS AIRLINES        | 0                  | 1              | 3                    | 0         | 3          | 0         | 3                   | 0               | 0                | 0                   | 0        | 0        | 10         |
| OTHER FOREIGN AIRLINES  | 19                 | 0              | 14                   | 8         | 34         | 25        | 6                   | 3               | 0                | 1                   | 0        | 0        | 110        |
| <b>TOTALS</b>           | <b>51</b>          | <b>3</b>       | <b>56</b>            | <b>32</b> | <b>141</b> | <b>88</b> | <b>33</b>           | <b>13</b>       | <b>0</b>         | <b>2</b>            | <b>0</b> | <b>1</b> | <b>420</b> |

## AIR TRAVEL CONSUMER REPORT

Table 5 (cont'd)

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

|                              | FLIGHT<br>PROBLEMS | OVER-<br>SALES | RES/TKT/<br>BOARDING | FARES    | REFUNDS   | BAGGAGE  | CUSTOMER<br>SERVICE | DIS-<br>ABILITY | ADVERT-<br>ISING | DISCRIM-<br>INATION | ANIMALS  | OTHER    | TOTAL     |
|------------------------------|--------------------|----------------|----------------------|----------|-----------|----------|---------------------|-----------------|------------------|---------------------|----------|----------|-----------|
| <b><u>TRAVEL AGENTS</u></b>  |                    |                |                      |          |           |          |                     |                 |                  |                     |          |          |           |
| CHEAPOAIR.COM                | 0                  | 0              | 0                    | 2        | 3         | 0        | 0                   | 0               | 0                | 0                   | 0        | 0        | 5         |
| EXPEDIA.COM                  | 0                  | 0              | 2                    | 1        | 3         | 0        | 0                   | 0               | 0                | 0                   | 0        | 0        | 6         |
| KIWI.COM                     | 0                  | 0              | 0                    | 0        | 5         | 0        | 0                   | 0               | 0                | 0                   | 0        | 0        | 5         |
| VAYAMA                       | 0                  | 0              | 1                    | 0        | 5         | 0        | 0                   | 0               | 0                | 0                   | 0        | 0        | 6         |
| OTHER TRAVEL AGENTS          | 1                  | 0              | 2                    | 2        | 11        | 0        | 1                   | 0               | 1                | 0                   | 0        | 1        | 19        |
| <b>TOTALS</b>                | <b>1</b>           | <b>0</b>       | <b>5</b>             | <b>5</b> | <b>27</b> | <b>0</b> | <b>1</b>            | <b>0</b>        | <b>1</b>         | <b>0</b>            | <b>0</b> | <b>1</b> | <b>41</b> |
| <b><u>TOUR OPERATORS</u></b> |                    |                |                      |          |           |          |                     |                 |                  |                     |          |          |           |
| OTHER TOUR OPERATORS         | 0                  | 0              | 0                    | 0        | 0         | 0        | 0                   | 0               | 0                | 0                   | 0        | 0        | 0         |
| <b>TOTALS</b>                | <b>0</b>           | <b>0</b>       | <b>0</b>             | <b>0</b> | <b>0</b>  | <b>0</b> | <b>0</b>            | <b>0</b>        | <b>0</b>         | <b>0</b>            | <b>0</b> | <b>0</b> | <b>0</b>  |
| <b><u>MISCELLANEOUS</u></b>  |                    |                |                      |          |           |          |                     |                 |                  |                     |          |          |           |
| OTHER MISCELLANEOUS          | 2                  | 0              | 0                    | 0        | 2         | 1        | 3                   | 0               | 0                | 0                   | 0        | 9        | 17        |
| <b>TOTALS</b>                | <b>2</b>           | <b>0</b>       | <b>0</b>             | <b>0</b> | <b>2</b>  | <b>1</b> | <b>3</b>            | <b>0</b>        | <b>0</b>         | <b>0</b>            | <b>0</b> | <b>9</b> | <b>17</b> |

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

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

## AIR TRAVEL CONSUMER REPORT

TABLE 6

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

| FEBRUARY 2020                    |            | FEBRUARY 2019 |  |
|----------------------------------|------------|---------------|--|
| AIRLINE                          | COMPLAINTS | COMPLAINTS    |  |
| <b>ALASKA AIRLINES NETWORK</b>   | 20         | 23            |  |
| - ALASKA AIRLINES                | 17         | 21            |  |
| - BRANDED CODESHARE PARTNERS     | 3          | 2             |  |
| <b>ALLEGiant AIR</b>             | 15         | 26            |  |
| <b>AMERICAN AIRLINES NETWORK</b> | 306        | 179           |  |
| - AMERICAN AIRLINES              | 280        | 150           |  |
| - BRANDED CODESHARE PARTNERS     | 26         | 29            |  |
| <b>DELTA AIR LINES NETWORK</b>   | 61         | 63            |  |
| - DELTA AIR LINES                | 56         | 55            |  |
| - BRANDED CODESHARE PARTNERS     | 5          | 8             |  |
| <b>FRONTIER AIRLINES</b>         | 41         | 37            |  |
| <b>HAWAIIAN AIRLINES NETWORK</b> | 7          | 10            |  |
| - HAWAIIAN AIRLINES              | 7          | 10            |  |
| - BRANDED CODESHARE PARTNERS     | 0          | 0             |  |
| <b>JETBLUE AIRWAYS</b>           | 28         | 22            |  |
| <b>SOUTHWEST AIRLINES</b>        | 20         | 58            |  |
| <b>SPIRIT AIRLINES</b>           | 64         | 49            |  |
| <b>UNITED AIRLINES NETWORK</b>   | 123        | 125           |  |
| - UNITED AIRLINES                | 108        | 102           |  |
| - BRANDED CODESHARE PARTNERS     | 15         | 23            |  |
| <b>TOTAL</b>                     | <b>685</b> | <b>592</b>    |  |

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

## AIR TRAVEL CONSUMER REPORT

TABLE 6A

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

| RANK | AIRLINE             | FEBRUARY 2020 |                         |                                     | FEBRUARY 2019 |                         |                                     |
|------|---------------------|---------------|-------------------------|-------------------------------------|---------------|-------------------------|-------------------------------------|
|      |                     | COMPLAINTS    | SYSTEMWIDE ENPLANEMENTS | COMPLAINTS PER 100,000 ENPLANEMENTS | COMPLAINTS    | SYSTEMWIDE ENPLANEMENTS | COMPLAINTS PER 100,000 ENPLANEMENTS |
| 1    | REPUBLIC AIRWAYS    | 1             | 1,509,737               | 0.07                                | 3             | 1,282,945               | 0.23                                |
| 2    | SOUTHWEST AIRLINES  | 20            | 11,483,838              | 0.17                                | 58            | 11,384,835              | 0.51                                |
| 3    | EXPRESSJET AIRLINES | 1             | 529,011                 | 0.19                                | 1             | 469,401                 | 0.21                                |
| 4    | ENDEAVOR AIR        | 3             | 1,175,988               | 0.26                                | 4             | 946,233                 | 0.42                                |
| 5    | SKYWEST AIRLINES    | 12            | 3,277,753               | 0.37                                | 17            | 2,808,156               | 0.61                                |
| 6    | DELTA AIR LINES     | 56            | 11,746,285              | 0.48                                | 55            | 10,611,083              | 0.52                                |
| 7    | MESA AIRLINES       | 6             | 1,099,485               | 0.55                                | 6             | 1,076,277               | 0.56                                |
| 8    | ENVOY AIR           | 7             | 1,125,922               | 0.62                                | 13            | 1,004,960               | 1.29                                |
| 9    | ALASKA AIRLINES     | 17            | 2,565,350               | 0.66                                | 21            | 2,369,743               | 0.89                                |
| 10   | HAWAIIAN AIRLINES   | 7             | 840,583                 | 0.83                                | 10            | 854,122                 | 1.17                                |
| 11   | PSA AIRLINES        | 10            | 1,165,026               | 0.86                                | 3             | 1,059,245               | 0.28                                |
| 12   | JETBLUE AIRWAYS     | 28            | 3,123,289               | 0.90                                | 22            | 3,129,927               | 0.70                                |
| 13   | ALLEGiant AIR       | 15            | 1,215,461               | 1.23                                | 26            | 1,027,215               | 2.53                                |
| 14   | UNITED AIRLINES     | 108           | 7,953,170               | 1.36                                | 102           | 7,699,334               | 1.32                                |
| 15   | FRONTIER AIRLINES   | 41            | 1,837,258               | 2.23                                | 37            | 1,498,614               | 2.47                                |
| 16   | SPIRIT AIRLINES     | 64            | 2,812,460               | 2.28                                | 49            | 2,272,700               | 2.16                                |
| 17   | AMERICAN AIRLINES   | 280           | 11,597,499              | 2.41                                | 150           | 11,268,288              | 1.33                                |
|      | <b>TOTAL</b>        | 676           | 65,058,115              | 1.04                                | 577           | 60,763,078              | 0.95                                |

\* All U.S. airlines with at least one percent of total domestic scheduled - service passenger revenues, as determined by DOT's Bureau of Transportation Statistics, plus other carriers that report flight delay and mishandled baggage data voluntarily.

## AIR TRAVEL CONSUMER REPORT

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

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

|                   | Race | Ancestry/<br>Ethnicity | National<br>Origin | Color | Religion | Sex | Other |
|-------------------|------|------------------------|--------------------|-------|----------|-----|-------|
| AEROFLOT          | 1    |                        |                    |       |          |     |       |
| AMERICAN AIRLINES |      | 1                      |                    |       |          |     |       |
| BRITISH AIRWAYS   |      |                        |                    |       |          |     | 1     |
| HAWAIIAN AIRLINES | 1    |                        |                    |       |          |     |       |
| JETBLUE AIRWAYS   | 2    |                        |                    |       |          |     |       |
| TOTAL             | 4    | 1                      |                    |       |          |     | 1     |

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

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

## **COMPLAINT CATEGORIES**

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

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

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

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

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

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

**Customer Service:** Rude or unhelpful employees, inadequate meals or cabin service, treatment of delayed passengers.

**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

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

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

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

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

| <b>Carrier</b>                    | <b>Death</b> | <b>Injury</b> | <b>Loss</b> |
|-----------------------------------|--------------|---------------|-------------|
| <a href="#">American Airlines</a> | 1            | 0             | 0           |
| <a href="#">Delta Air Lines</a>   | 1            | 0             | 0           |
| <b>Totals:</b>                    | 2            | 0             | 0           |



## AIR TRAVEL CONSUMER REPORT

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

The Transportation Security Administration (TSA) screened approximately 60 million airline passengers and their 48 million checked bags in the month of December 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 February.

**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 |
| 643                   | 0.00107%                                 | 22                   | 0.00004%                    | 97                   | 0.00016%                    | 439                  | 0.00073%                    |

## 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 February.

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.