



Air Travel Consumer Report

A Product Of The
OFFICE OF AVIATION CONSUMER PROTECTION

Issued: August 2020



Flight Delays¹

June 2020
January - June 2020

**Mishandled Baggage, Wheelchairs,
and Scooters¹**

June 2020
January - June 2020

Oversales¹

2nd Quarter 2020
January - June 2020

Consumer Complaints²
(Includes Disability and
Discrimination Complaints)

June 2020
January - June 2020

Airline Animal Incident Reports⁴

June 2020
January - June 2020

**Customer Service Reports to
the Dept. of Homeland Security³**

June 2020

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

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

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

⁴ Data collected by the Office of Aviation Consumer Protection

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INTRODUCTION

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

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

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

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

FLIGHT DELAYS

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

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

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

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

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

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

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

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

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

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

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

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

AIR TRAVEL CONSUMER REPORT

BRANDED CODESHARE PARTNERS

JUNE 2020

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

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

AIR TRAVEL CONSUMER REPORT

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

JUNE 2020

AT ALL US AIRPORTS		
CARRIER ¹	NUMBER OF AIRPORTS REPORTED	PERCENT OF ON-TIME ARRIVALS
HAWAIIAN AIRLINES NETWORK	10	94.5
- HAWAIIAN AIRLINES	8	94.9
- BRANDED CODESHARE PARTNERS	3	92.0
SPIRIT AIRLINES	50	94.4
DELTA AIR LINES NETWORK	215	94.3
- DELTA AIR LINES	94	94.5
- BRANDED CODESHARE PARTNERS	171	94.0
SOUTHWEST AIRLINES	89	93.7
FRONTIER AIRLINES	91	93.5
AMERICAN AIRLINES NETWORK	231	92.3
- AMERICAN AIRLINES	71	93.2
- BRANDED CODESHARE PARTNERS	207	91.7
ALASKA AIRLINES NETWORK	96	92.1
- ALASKA AIRLINES	63	91.4
- BRANDED CODESHARE PARTNERS	49	92.6
UNITED AIRLINES NETWORK	227	91.5
- UNITED AIRLINES	46	93.6
- BRANDED CODESHARE PARTNERS	215	90.8
JETBLUE AIRWAYS	46	90.1
ALLEGiant AIR	122	86.3
TOTAL AIRPORTS SERVED	364	92.7

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

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

AIR TRAVEL CONSUMER REPORT

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

JUNE 2020

AT ALL US AIRPORTS			
CARRIER ¹	NUMBER OF AIRPORTS REPORTED	PERCENT OF ON-TIME ARRIVALS	RANK
REPUBLIC AIRWAYS	54	95.1	1
HAWAIIAN AIRLINES	8	94.9	2
DELTA AIR LINES	94	94.5	3
SPIRIT AIRLINES	50	94.4	4
ENDEAVOR AIR	103	94.1	5
SOUTHWEST AIRLINES	89	93.7	6
UNITED AIRLINES	46	93.6	7
FRONTIER AIRLINES	91	93.5	8
AMERICAN AIRLINES	71	93.2	9
SKYWEST AIRLINES	193	92.7	10
PSA AIRLINES	75	91.7	11
ALASKA AIRLINES	63	91.4	12
JETBLUE AIRWAYS	46	90.1	13
MESA AIRLINES	58	89.8	14
ENVOY AIR	129	89.6	15
EXPRESSJET AIRLINES	31	88.1	16
ALLEGiant AIR	122	86.3	17
TOTAL AIRPORTS SERVED	352	92.8	

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

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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

JUNE 2020

CARRIER ¹	Jan 20		Feb 20		Mar 20		Apr 20		May 20		Jun 20		Year-to-date (YTD)	
	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank
ALASKA AIRLINES NETWORK	77.9	10	84.7	4	78.0	3	77.3	2	90.6	8	92.1	7	81.9	4
- ALASKA AIRLINES	77.6		84.2		74.1		73.7		95.5		91.4		80.2	
- BRANDED CODESHARE PARTNERS	78.3		85.4		83.6		80.5		87.1		92.6		84.1	
ALLEGiant AIR	78.8	9	75.5	10	62.4	10	10.4	10	37.4	10	86.3	10	60.3	10
AMERICAN AIRLINES NETWORK	81.6	8	80.3	9	73.5	6	54.8	7	93.3	4	92.3	6	77.3	9
- AMERICAN AIRLINES	84.1		83.2		71.2		57.3		95.3		93.2		78.6	
- BRANDED CODESHARE PARTNERS	79.6		78.0		75.4		53.0		91.9		91.7		76.3	
DELTA AIR LINES NETWORK	88.2	2	86.0	3	76.4	5	67.6	4	90.8	7	94.3	3	83.1	3
- DELTA AIR LINES	89.3		86.8		71.0		67.6		94.9		94.5		82.3	
- BRANDED CODESHARE PARTNERS	86.8		84.9		83.5		67.6		86.3		94.0		84.0	
FRONTIER AIRLINES	84.4	6	80.8	8	67.8	9	49.6	8	93.9	3	93.5	5	78.5	7
HAWAIIAN AIRLINES NETWORK	88.1	3	89.6	1	81.1	2	80.9	1	96.0	2	94.5	1	87.0	1
- HAWAIIAN AIRLINES	89.9		90.7		82.2		78.1		96.0		94.9		88.0	
- BRANDED CODESHARE PARTNERS	70.6		79.1		70.9		97.1		96.0		92.0		79.0	
JETBLUE AIRWAYS	84.8	5	83.4	5	72.7	7	61.3	5	86.4	9	90.1	9	79.5	6
SOUTHWEST AIRLINES	88.7	1	89.3	2	77.1	4	47.0	9	91.3	6	93.7	4	79.7	5
SPIRIT AIRLINES	85.8	4	82.8	6	81.6	1	74.6	3	96.8	1	94.4	2	83.6	2
UNITED AIRLINES NETWORK	82.8	7	81.9	7	72.0	8	59.5	6	91.4	5	91.5	8	78.4	8
- UNITED AIRLINES	86.3		85.6		69.1		48.4		93.6		93.6		77.9	
- BRANDED CODESHARE PARTNERS	80.7		79.7		73.8		66.0		90.8		90.8		78.8	
TOTAL	84.6		83.8		74.7		55.7		89.1		92.7		79.4	

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

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

AIR TRAVEL CONSUMER REPORT

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

RANK	CARRIER ¹	JANUARY - JUNE 2020		JANUARY - JUNE 2019	
		FLIGHT OPERATIONS SCHEDULED	PERCENT OF ON-TIME ARRIVALS	FLIGHT OPERATIONS SCHEDULED	PERCENT OF ON-TIME ARRIVALS
1	HAWAIIAN AIRLINES NETWORK - HAWAIIAN AIRLINES - BRANDED CODESHARE PARTNERS	27,661 24,660 3,001	87.03 88.00 79.01	45,371 41,006 4,365	87.36 87.79 83.32
2	SPIRIT AIRLINES	65,918	83.62	98,733	79.03
3	DELTA AIR LINES NETWORK - DELTA AIR LINES - BRANDED CODESHARE PARTNERS	551,432 306,623 244,809	83.09 82.34 84.03	864,931 480,259 384,672	82.47 84.91 79.42
4	ALASKA AIRLINES NETWORK - ALASKA AIRLINES - BRANDED CODESHARE PARTNERS	145,080 78,863 66,217	81.95 80.16 84.08	214,980 128,604 86,376	80.76 79.92 82.01
5	SOUTHWEST AIRLINES	531,577	79.70	678,688	77.58
6	JETBLUE AIRWAYS	88,908	79.47	147,388	72.45
7	FRONTIER AIRLINES	47,134	78.49	61,091	72.10
8	UNITED AIRLINES NETWORK - UNITED AIRLINES - BRANDED CODESHARE PARTNERS	499,418 180,724 318,694	78.44 77.86 78.77	767,011 305,015 461,996	73.49 76.58 71.44
9	AMERICAN AIRLINES NETWORK - AMERICAN AIRLINES - BRANDED CODESHARE PARTNERS	735,559 320,328 415,231	77.34 78.64 76.34	1,035,993 466,624 569,369	75.65 74.44 76.65
10	ALLEGiant AIR	53,160	60.34	53,689	78.27
	TOTAL	2,745,847	79.40	3,967,875	77.41

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

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

AIR TRAVEL CONSUMER REPORT

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

RANK	CARRIER ¹	JANUARY - JUNE 2020		JANUARY - JUNE 2019	
		FLIGHT OPERATIONS SCHEDULED	PERCENT OF ON-TIME ARRIVALS	FLIGHT OPERATIONS SCHEDULED	PERCENT OF ON-TIME ARRIVALS
1	HAWAIIAN AIRLINES	24,660	88.00	41,006	87.79
2	ENDEAVOR AIR	93,548	83.89	124,866	78.94
3	SPIRIT AIRLINES	65,918	83.62	98,733	79.03
4	DELTA AIR LINES	306,623	82.34	480,259	84.91
5	REPUBLIC AIRWAYS	113,653	81.80	159,684	77.07
6	SKYWEST AIRLINES	304,032	81.75	407,635	77.05
7	EXPRESSJET AIRLINES	43,651	80.30	67,960	68.96
8	ALASKA AIRLINES	78,863	80.16	128,604	79.92
9	SOUTHWEST AIRLINES	531,577	79.70	678,688	77.58
10	JETBLUE AIRWAYS	88,908	79.47	147,388	72.45
11	AMERICAN AIRLINES	320,328	78.64	466,624	74.44
12	FRONTIER AIRLINES	47,134	78.49	61,091	72.10
13	ENVOY AIR	112,276	77.87	159,178	73.55
14	UNITED AIRLINES	180,724	77.86	305,015	76.58
15	MESA AIRLINES	73,930	77.30	111,390	75.34
16	PSA AIRLINES	108,589	72.10	142,528	78.16
17	ALLEGiant AIR	53,160	60.34	53,689	78.27
	TOTAL	2,547,574	79.54	3,634,338	77.59

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

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

AIR TRAVEL CONSUMER REPORT

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

JUNE 2020

ARRIVAL AIRPORT*																
CARRIER	ATL		BOS		BWI		CLT		DCA		DEN		DFW		DTW	
	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME
ALASKA AIRLINES NETWORK	30	96.7	53	94.3	30	96.7	0	0.0	57	94.7	72	93.1	70	90.0	30	96.7
- ALASKA AIRLINES	30	96.7	53	94.3	30	96.7	0	0.0	57	94.7	72	93.1	70	90.0	30	96.7
- BRANDED CODESHARE PARTNERS	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
ALLEGiant AIR	0	0.0	0	0.0	41	90.2	0	0.0	0	0.0	24	91.7	0	0.0	0	0.0
AMERICAN AIRLINES NETWORK	414	94.9	729	96.2	222	94.6	9241	94.0	1888	93.3	290	89.0	11336	89.6	313	91.7
- AMERICAN AIRLINES	224	93.3	579	95.9	200	94.0	3847	95.0	765	95.2	290	89.0	5648	91.0	200	92.0
- BRANDED CODESHARE PARTNERS	190	96.8	150	97.3	22	100.0	5394	93.4	1123	92.0	0	0.0	5688	88.2	113	91.2
DELTA AIR LINES NETWORK	7607	95.7	457	96.7	149	93.3	149	96.0	274	96.0	327	89.6	296	86.5	3739	94.9
- DELTA AIR LINES	5936	96.3	282	95.4	149	93.3	90	97.8	187	96.3	327	89.6	296	86.5	1432	95.0
- BRANDED CODESHARE PARTNERS	1671	93.6	175	98.9	0	0.0	59	93.2	87	95.4	0	0.0	0	0.0	2307	94.8
FRONTIER AIRLINES	128	93.8	24	100.0	23	91.3	21	66.7	57	94.7	1248	92.9	56	87.5	32	100.0
HAWAIIAN AIRLINES NETWORK	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
- HAWAIIAN AIRLINES	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
- BRANDED CODESHARE PARTNERS	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
JETBLUE AIRWAYS	61	96.7	1064	90.7	0	0.0	17	100.0	143	91.6	39	89.7	0	0.0	17	94.1
SOUTHWEST AIRLINES	1967	95.6	400	92.5	4039	91.2	107	84.1	760	96.6	4748	94.0	0	0.0	249	91.2
SPIRIT AIRLINES	277	97.8	54	100.0	151	94.7	20	95.0	0	0.0	42	100.0	252	93.7	280	97.1
UNITED AIRLINES NETWORK	222	91.9	195	92.8	60	88.3	150	90.7	195	94.4	3810	90.4	240	91.3	120	93.3
- UNITED AIRLINES	1	100.0	60	91.7	30	90.0	0	0.0	60	95.0	1263	93.4	60	88.3	0	0.0
- BRANDED CODESHARE PARTNERS	221	91.9	135	93.3	30	86.7	150	90.7	135	94.1	2547	88.9	180	92.2	120	93.3
TOTAL	10,706	95.6	2,976	93.6	4,715	91.6	9,705	93.9	3,374	94.3	10,600	92.3	12,250	89.6	4,780	94.6

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

AIR TRAVEL CONSUMER REPORT

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

JUNE 2020

ARRIVAL AIRPORT*																
CARRIER	EWR		FLL		HNL		IAD		IAH		JFK		LAS		LAX	
	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME
ALASKA AIRLINES NETWORK	66	100.0	30	100.0	60	91.7	30	96.7	30	90.0	76	94.7	256	90.6	696	95.5
- ALASKA AIRLINES	66	100.0	30	100.0	60	91.7	30	96.7	30	90.0	76	94.7	55	90.9	240	94.6
- BRANDED CODESHARE PARTNERS	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	201	90.5	456	96.1
ALLEGiant AIR	30	90.0	200	78.0	0	0.0	0	0.0	0	0.0	0	0.0	642	83.5	164	90.9
AMERICAN AIRLINES NETWORK	190	95.8	298	95.3	57	91.2	118	99.2	361	88.1	279	92.5	382	90.6	911	92.9
- AMERICAN AIRLINES	170	95.3	298	95.3	57	91.2	88	98.9	151	88.1	279	92.5	382	90.6	911	92.9
- BRANDED CODESHARE PARTNERS	20	100.0	0	0.0	0	0.0	30	100.0	210	88.1	0	0.0	0	0.0	0	0.0
DELTA AIR LINES NETWORK	150	95.3	236	94.5	60	91.7	180	97.2	227	89.9	611	95.9	329	95.1	1239	95.6
- DELTA AIR LINES	90	95.6	236	94.5	60	91.7	90	96.7	143	90.2	498	96.8	239	93.7	940	94.5
- BRANDED CODESHARE PARTNERS	60	95.0	0	0.0	0	0.0	90	97.8	84	89.3	113	92.0	90	98.9	299	99.0
FRONTIER AIRLINES	42	92.9	0	0.0	0	0.0	0	0.0	59	89.8	0	0.0	281	94.3	57	96.5
HAWAIIAN AIRLINES NETWORK	0	0.0	0	0.0	976	94.6	0	0.0	0	0.0	0	0.0	0	0.0	30	90.0
- HAWAIIAN AIRLINES	0	0.0	0	0.0	826	95.2	0	0.0	0	0.0	0	0.0	0	0.0	30	90.0
- BRANDED CODESHARE PARTNERS	0	0.0	0	0.0	150	91.3	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
JETBLUE AIRWAYS	246	92.3	465	91.6	0	0.0	0	0.0	0	0.0	921	91.6	109	95.4	221	94.6
SOUTHWEST AIRLINES	0	0.0	908	92.6	403	97.3	126	95.2	0	0.0	0	0.0	3371	95.4	1359	96.5
SPIRIT AIRLINES	95	94.7	521	94.6	0	0.0	0	0.0	135	92.6	0	0.0	331	92.1	183	94.0
UNITED AIRLINES NETWORK	1207	95.8	130	93.1	60	95.0	1932	91.3	3136	90.0	0	0.0	180	93.9	422	92.9
- UNITED AIRLINES	670	94.3	130	93.1	60	95.0	515	95.0	904	92.7	0	0.0	124	91.9	300	91.7
- BRANDED CODESHARE PARTNERS	537	97.6	0	0.0	0	0.0	1417	90.0	2232	88.9	0	0.0	56	98.2	122	95.9
TOTAL	2,026	95.3	2,788	92.3	1,616	94.9	2,386	92.4	3,948	89.9	1,887	93.3	5,881	93.3	5,282	94.9

* 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)

JUNE 2020

ARRIVAL AIRPORT*																
CARRIER	LGA		MCO		MDW		MIA		MSP		ORD		PDX		PHL	
	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME
ALASKA AIRLINES NETWORK	0	0.0	43	93.0	0	0.0	0	0.0	84	88.1	134	94.8	1343	91.4	30	96.7
- ALASKA AIRLINES	0	0.0	43	93.0	0	0.0	0	0.0	61	86.9	134	94.8	118	87.3	30	96.7
- BRANDED CODESHARE PARTNERS	0	0.0	0	0.0	0	0.0	0	0.0	23	91.3	0	0.0	1225	91.8	0	0.0
ALLEGiant AIR	0	0.0	0	0.0	40	95.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
AMERICAN AIRLINES NETWORK	702	95.4	571	94.2	0	0.0	2605	95.2	296	90.9	3485	94.7	140	92.9	2717	93.4
- AMERICAN AIRLINES	477	93.7	571	94.2	0	0.0	1869	95.1	204	89.7	1349	96.3	140	92.9	971	94.7
- BRANDED CODESHARE PARTNERS	225	99.1	0	0.0	0	0.0	736	95.4	92	93.5	2136	93.6	0	0.0	1746	92.7
DELTA AIR LINES NETWORK	630	95.6	244	96.3	0	0.0	176	94.3	2868	95.4	358	92.5	312	94.6	205	97.1
- DELTA AIR LINES	392	93.9	244	96.3	0	0.0	176	94.3	1249	94.5	255	89.4	222	95.0	113	97.3
- BRANDED CODESHARE PARTNERS	238	98.3	0	0.0	0	0.0	0	0.0	1619	96.0	103	100.0	90	93.3	92	96.7
FRONTIER AIRLINES	10	90.0	611	94.1	0	0.0	95	87.4	23	95.7	107	92.5	27	100.0	221	94.1
HAWAIIAN AIRLINES NETWORK	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
- HAWAIIAN AIRLINES	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
- BRANDED CODESHARE PARTNERS	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
JETBLUE AIRWAYS	0	0.0	457	89.7	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
SOUTHWEST AIRLINES	502	94.2	2195	92.5	4580	92.9	0	0.0	257	91.4	0	0.0	498	94.0	331	92.1
SPIRIT AIRLINES	72	93.1	519	95.0	0	0.0	0	0.0	11	100.0	319	92.2	19	100.0	105	89.5
UNITED AIRLINES NETWORK	120	90.0	192	93.8	0	0.0	68	94.1	87	90.8	4442	92.0	116	94.8	90	86.7
- UNITED AIRLINES	3	100.0	192	93.8	0	0.0	68	94.1	30	90.0	1009	94.3	53	88.7	0	0.0
- BRANDED CODESHARE PARTNERS	117	89.7	0	0.0	0	0.0	0	0.0	57	91.2	3433	91.3	63	100.0	90	86.7
TOTAL	2,036	94.7	4,832	93.1	4,620	93.0	2,944	94.9	3,626	94.5	8,845	93.1	2,455	92.7	3,699	93.3

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

AIR TRAVEL CONSUMER REPORT

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

JUNE 2020

ARRIVAL AIRPORT*												
CARRIER	PHX		SAN		SEA		SFO		SLC		TPA	
	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME
ALASKA AIRLINES NETWORK	223	92.4	573	93.7	5148	90.5	878	93.7	115	90.4	31	90.3
- ALASKA AIRLINES	111	92.8	77	90.9	2317	90.2	169	95.9	5	40.0	31	90.3
- BRANDED CODESHARE PARTNERS	112	92.0	496	94.2	2831	90.8	709	93.2	110	92.7	0	0.0
ALLEGiant AIR	0	0.0	74	95.9	0	0.0	0	0.0	0	0.0	0	0.0
AMERICAN AIRLINES NETWORK	2269	94.7	256	92.2	226	92.5	313	93.3	166	91.0	432	94.7
- AMERICAN AIRLINES	1447	93.8	256	92.2	226	92.5	313	93.3	122	91.8	402	94.3
- BRANDED CODESHARE PARTNERS	822	96.2	0	0.0	0	0.0	0	0.0	44	88.6	30	100.0
DELTA AIR LINES NETWORK	381	93.2	238	92.9	1680	93.7	388	94.8	3595	92.3	235	94.5
- DELTA AIR LINES	321	92.5	238	92.9	1009	94.3	359	96.1	1958	91.8	235	94.5
- BRANDED CODESHARE PARTNERS	60	96.7	0	0.0	671	92.8	29	79.3	1637	93.0	0	0.0
FRONTIER AIRLINES	103	93.2	52	96.2	41	100.0	55	96.4	56	96.4	84	92.9
HAWAIIAN AIRLINES NETWORK	0	0.0	0	0.0	30	86.7	30	86.7	0	0.0	0	0.0
- HAWAIIAN AIRLINES	0	0.0	0	0.0	30	86.7	30	86.7	0	0.0	0	0.0
- BRANDED CODESHARE PARTNERS	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
JETBLUE AIRWAYS	14	100.0	33	100.0	12	83.3	126	98.4	39	87.2	124	84.7
SOUTHWEST AIRLINES	2805	95.8	1305	97.0	515	95.7	628	95.9	430	94.4	1360	93.9
SPIRIT AIRLINES	15	93.3	16	100.0	27	85.2	0	0.0	0	0.0	99	94.9
UNITED AIRLINES NETWORK	150	91.3	209	93.3	146	95.9	1839	95.8	90	95.6	130	96.2
- UNITED AIRLINES	90	93.3	149	91.3	86	95.3	663	94.1	0	0.0	130	96.2
- BRANDED CODESHARE PARTNERS	60	88.3	60	98.3	60	96.7	1176	96.8	90	95.6	0	0.0
TOTAL	5,960	94.9	2,756	95.2	7,825	91.7	4,257	95.1	4,491	92.5	2,495	93.7

* 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)

JUNE 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	30	96.7	53	94.3	30	96.7	0	0.0	57	94.7	72	93.1	70	90.0	30	96.7
ALLEGiant AIR	0	0.0	0	0.0	41	90.2	0	0.0	0	0.0	24	91.7	0	0.0	0	0.0
AMERICAN AIRLINES	224	93.3	579	95.9	200	94.0	3847	95.0	765	95.2	290	89.0	5648	91.0	200	92.0
DELTA AIR LINES	5936	96.3	282	95.4	149	93.3	90	97.8	187	96.3	327	89.6	296	86.5	1432	95.0
ENDEAVOR AIR	1581	93.6	88	98.9	0	0.0	59	93.2	0	0.0	0	0.0	0	0.0	1886	94.7
ENVOY AIR	22	100.0	0	0.0	22	100.0	0	0.0	0	0.0	0	0.0	3643	87.8	22	95.5
EXPRESSJET AIRLINES	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
FRONTIER AIRLINES	128	93.8	24	100.0	23	91.3	21	66.7	57	94.7	1248	92.9	56	87.5	32	100.0
HAWAIIAN AIRLINES	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
JETBLUE AIRWAYS	61	96.7	1064	90.7	0	0.0	17	100.0	143	91.6	39	89.7	0	0.0	17	94.1
MESA AIRLINES	62	90.3	0	0.0	0	0.0	90	85.6	60	90.0	0	0.0	861	90.1	30	83.3
PSA AIRLINES	120	95.8	0	0.0	0	0.0	3702	93.1	484	87.6	0	0.0	158	82.9	27	88.9
REPUBLIC AIRWAYS	243	94.2	372	96.2	0	0.0	703	96.0	771	95.3	0	0.0	30	96.7	243	98.8
SKYWEST AIRLINES	54	90.7	0	0.0	30	86.7	30	96.7	30	100.0	2547	88.9	1176	89.1	290	91.7
SOUTHWEST AIRLINES	1967	95.6	400	92.5	4039	91.2	107	84.1	760	96.6	4748	94.0	0	0.0	249	91.2
SPIRIT AIRLINES	277	97.8	54	100.0	151	94.7	20	95.0	0	0.0	42	100.0	252	93.7	280	97.1
UNITED AIRLINES	1	100.0	60	91.7	30	90.0	0	0.0	60	95.0	1263	93.4	60	88.3	0	0.0
TOTAL	10,706	95.6	2,976	93.6	4,715	91.6	8,686	94.0	3,374	94.3	10,600	92.3	12,250	89.6	4,738	94.6

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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)

JUNE 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	66	100.0	30	100.0	60	91.7	30	96.7	30	90.0	76	94.7	55	90.9	240	94.6
ALLEGiant AIR	30	90.0	200	78.0	0	0.0	0	0.0	0	0.0	0	0.0	642	83.5	164	90.9
AMERICAN AIRLINES	170	95.3	298	95.3	57	91.2	88	98.9	151	88.1	279	92.5	382	90.6	911	92.9
DELTA AIR LINES	90	95.6	236	94.5	60	91.7	90	96.7	143	90.2	498	96.8	239	93.7	940	94.5
ENDEAVOR AIR	60	95.0	0	0.0	0	0.0	90	97.8	54	88.9	112	92.0	0	0.0	0	0.0
ENVOY AIR	20	100.0	0	0.0	0	0.0	0	0.0	103	86.4	0	0.0	0	0.0	0	0.0
EXPRESSJET AIRLINES	0	0.0	0	0.0	0	0.0	0	0.0	983	87.0	0	0.0	0	0.0	0	0.0
FRONTIER AIRLINES	42	92.9	0	0.0	0	0.0	0	0.0	59	89.8	0	0.0	281	94.3	57	96.5
HAWAIIAN AIRLINES	0	0.0	0	0.0	826	95.2	0	0.0	0	0.0	0	0.0	0	0.0	30	90.0
JETBLUE AIRWAYS	246	92.3	465	91.6	0	0.0	0	0.0	0	0.0	921	91.6	109	95.4	221	94.6
MESA AIRLINES	0	0.0	0	0.0	0	0.0	539	91.7	1129	90.2	0	0.0	0	0.0	0	0.0
PSA AIRLINES	0	0.0	0	0.0	0	0.0	30	100.0	0	0.0	0	0.0	0	0.0	0	0.0
REPUBLIC AIRWAYS	537	97.6	0	0.0	0	0.0	148	91.2	78	92.3	1	100.0	0	0.0	0	0.0
SKYWEST AIRLINES	0	0.0	0	0.0	0	0.0	108	92.6	179	90.5	0	0.0	186	98.4	705	97.4
SOUTHWEST AIRLINES	0	0.0	908	92.6	403	97.3	126	95.2	0	0.0	0	0.0	3371	95.4	1359	96.5
SPIRIT AIRLINES	95	94.7	521	94.6	0	0.0	0	0.0	135	92.6	0	0.0	331	92.1	183	94.0
UNITED AIRLINES	670	94.3	130	93.1	60	95.0	515	95.0	904	92.7	0	0.0	124	91.9	300	91.7
TOTAL	2,026	95.3	2,788	92.3	1,466	95.3	1,764	94.0	3,948	89.9	1,887	93.3	5,720	93.4	5,110	94.9

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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)

JUNE 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	43	93.0	0	0.0	0	0.0	61	86.9	134	94.8	118	87.3	30	96.7
ALLEGiant AIR	0	0.0	0	0.0	40	95.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
AMERICAN AIRLINES	477	93.7	571	94.2	0	0.0	1869	95.1	204	89.7	1349	96.3	140	92.9	971	94.7
DELTA AIR LINES	392	93.9	244	96.3	0	0.0	176	94.3	1249	94.5	255	89.4	222	95.0	113	97.3
ENDEAVOR AIR	61	100.0	0	0.0	0	0.0	0	0.0	955	95.6	43	100.0	0	0.0	92	96.7
ENVOY AIR	27	100.0	0	0.0	0	0.0	287	94.8	44	90.9	1643	93.6	0	0.0	0	0.0
EXPRESSJET AIRLINES	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	92	87.0	0	0.0	0	0.0
FRONTIER AIRLINES	10	90.0	611	94.1	0	0.0	95	87.4	23	95.7	107	92.5	27	100.0	221	94.1
HAWAIIAN AIRLINES	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
JETBLUE AIRWAYS	0	0.0	457	89.7	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
MESA AIRLINES	57	87.7	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	2	100.0
PSA AIRLINES	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	319	90.3
REPUBLIC AIRWAYS	435	97.5	0	0.0	0	0.0	449	95.8	48	95.8	835	92.8	0	0.0	718	94.2
SKYWEST AIRLINES	0	0.0	0	0.0	0	0.0	0	0.0	734	96.2	1888	92.6	430	95.6	0	0.0
SOUTHWEST AIRLINES	502	94.2	2195	92.5	4580	92.9	0	0.0	257	91.4	0	0.0	498	94.0	331	92.1
SPIRIT AIRLINES	72	93.1	519	95.0	0	0.0	0	0.0	11	100.0	319	92.2	19	100.0	105	89.5
UNITED AIRLINES	3	100.0	192	93.8	0	0.0	68	94.1	30	90.0	1009	94.3	53	88.7	0	0.0
TOTAL	2,036	94.7	4,832	93.1	4,620	93.0	2,944	94.9	3,616	94.5	7,674	93.6	1,507	94.0	2,902	93.8

* 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)

JUNE 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	111	92.8	77	90.9	2317	90.2	169	95.9	5	40.0	31	90.3
ALLEGiant AIR	0	0.0	74	95.9	0	0.0	0	0.0	0	0.0	0	0.0
AMERICAN AIRLINES	1447	93.8	256	92.2	226	92.5	313	93.3	122	91.8	402	94.3
DELTA AIR LINES	321	92.5	238	92.9	1009	94.3	359	96.1	1958	91.8	235	94.5
ENDEAVOR AIR	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
ENVOY AIR	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
EXPRESSJET AIRLINES	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
FRONTIER AIRLINES	103	93.2	52	96.2	41	100.0	55	96.4	56	96.4	84	92.9
HAWAIIAN AIRLINES	0	0.0	0	0.0	30	86.7	30	86.7	0	0.0	0	0.0
JETBLUE AIRWAYS	14	100.0	33	100.0	12	83.3	126	98.4	39	87.2	124	84.7
MESA AIRLINES	86	91.9	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
PSA AIRLINES	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
REPUBLIC AIRWAYS	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	30	100.0
SKYWEST AIRLINES	856	96.1	484	95.9	1412	92.9	1613	96.4	1881	93.0	0	0.0
SOUTHWEST AIRLINES	2805	95.8	1305	97.0	515	95.7	628	95.9	430	94.4	1360	93.9
SPIRIT AIRLINES	15	93.3	16	100.0	27	85.2	0	0.0	0	0.0	99	94.9
UNITED AIRLINES	90	93.3	149	91.3	86	95.3	663	94.1	0	0.0	130	96.2
TOTAL	5,848	95.0	2,684	95.5	5,675	92.3	3,956	95.6	4,491	92.5	2,495	93.7

* 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)

JUNE 2020

ARRIVAL AIRPORT*																
SCHEDULED ARRIVAL TIME	ATL	BOS	BWI	CLT	DCA	DEN	DFW	DTW	EWR	FLL	HNL	IAD	IAH	JFK	LAS	LAX
0600-0659	87.1	0.0	0.0	100.0	0.0	100.0	0.0	0.0	66.7	100.0	0.0	0.0	97.8	84.0	88.9	90.6
0700-0759	98.6	76.5	97.8	94.9	88.9	96.2	88.9	97.3	95.7	0.0	100.0	0.0	89.1	88.1	96.1	100.0
0800-0859	98.0	97.4	97.2	94.6	96.0	97.3	92.6	98.9	96.6	96.1	94.3	0.0	90.6	98.0	97.6	98.0
0900-0959	96.8	100.0	96.3	81.8	95.6	96.6	88.6	97.2	100.0	95.5	100.0	100.0	100.0	100.0	97.7	98.3
1000-1059	97.3	95.9	97.2	96.5	96.6	93.4	89.4	92.3	92.4	95.7	100.0	100.0	87.7	94.7	94.3	96.7
1100-1159	97.5	96.3	95.6	95.8	96.5	95.6	91.1	96.0	97.8	99.5	95.6	100.0	89.1	92.5	95.4	96.3
1200-1259	95.9	94.6	93.5	96.1	97.0	97.0	93.8	97.3	95.1	94.4	92.3	96.6	95.4	87.9	94.7	96.3
1300-1359	97.9	95.6	96.2	94.4	91.2	97.3	92.4	94.5	93.4	92.6	97.4	96.7	90.2	97.5	92.3	93.4
1400-1459	96.6	89.7	93.1	94.4	95.3	95.6	90.9	95.8	94.0	92.6	90.0	98.8	96.2	94.2	92.2	94.9
1500-1559	95.1	97.0	91.9	95.6	93.5	91.9	91.0	93.8	98.0	93.5	96.7	90.0	90.4	94.5	93.9	94.4
1600-1659	96.0	95.2	90.4	94.4	96.9	88.8	89.9	93.5	96.4	90.9	94.3	93.5	94.4	94.1	90.0	92.6
1700-1759	94.1	90.1	91.8	94.6	92.9	88.1	86.3	93.7	96.3	85.1	94.2	96.7	87.5	95.8	92.6	94.7
1800-1859	92.0	92.3	91.3	92.3	90.5	90.3	83.9	93.0	88.9	91.6	96.9	90.5	90.4	95.7	94.4	94.6
1900-1959	92.6	92.7	84.2	88.6	94.1	89.5	91.1	92.7	96.0	89.9	96.1	93.7	76.5	91.8	93.0	94.7
2000-2059	94.6	94.5	73.0	0.0	89.9	90.6	89.1	88.5	87.2	87.1	99.0	87.9	88.3	91.8	95.8	91.8
2100-2159	97.3	91.3	87.4	79.6	97.8	88.8	90.8	75.0	95.0	92.6	100.0	95.1	90.8	93.3	91.0	93.6
2200-2259	90.4	94.1	96.0	94.6	96.5	91.7	86.4	89.1	95.8	89.6	0.0	96.3	88.9	95.4	86.2	91.8
2300-0559	94.8	91.1	87.8	0.0	88.4	93.8	0.0	95.1	89.1	87.7	0.0	90.0	100.0	90.3	86.8	93.6
TOTAL	95.6	93.6	91.6	94.0	94.3	92.3	89.6	94.6	95.3	92.3	95.3	94.0	89.9	93.3	93.4	94.9

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

AIR TRAVEL CONSUMER REPORT

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

JUNE 2020

ARRIVAL AIRPORT*															
SCHEDULED ARRIVAL TIME	LGA	MCO	MDW	MIA	MSP	ORD	PDX	PHL	PHX	SAN	SEA	SFO	SLC	TPA	TOTAL
0600-0659	0.0	100.0	0.0	92.6	0.0	94.2	0.0	0.0	0.0	0.0	80.6	0.0	0.0	100.0	92.3
0700-0759	0.0	0.0	92.8	97.0	96.8	94.6	100.0	98.3	93.1	80.0	75.0	86.7	100.0	0.0	95.5
0800-0859	0.0	94.1	94.3	95.3	97.4	93.3	95.2	66.7	95.2	99.1	98.0	95.9	93.2	100.0	94.9
0900-0959	97.7	96.9	95.6	96.1	94.4	98.9	96.6	94.4	96.0	97.9	89.6	96.2	81.2	97.4	93.7
1000-1059	96.5	96.7	95.1	0.0	95.4	99.2	93.3	98.1	92.6	93.2	91.3	95.9	92.5	95.4	94.5
1100-1159	96.2	96.6	94.5	93.4	97.4	97.6	95.2	94.2	94.6	95.7	88.8	96.6	95.1	95.6	94.7
1200-1259	97.4	96.5	94.2	95.5	100.0	97.7	96.1	92.8	96.5	96.5	93.7	96.2	95.8	97.0	95.8
1300-1359	92.9	95.4	97.2	99.1	96.7	100.0	94.5	94.2	96.0	93.6	95.4	97.1	94.9	96.4	94.9
1400-1459	93.1	93.2	94.6	93.1	94.7	92.0	96.5	96.9	95.1	96.8	93.5	95.4	93.0	97.2	94.4
1500-1559	91.7	95.4	94.1	96.8	94.2	94.2	96.3	96.2	95.0	94.5	90.9	98.1	89.5	91.6	93.6
1600-1659	92.8	95.2	97.3	90.6	95.7	90.5	89.1	93.5	92.8	98.8	91.5	96.5	94.8	90.8	93.0
1700-1759	95.8	94.0	92.1	94.9	93.8	91.8	91.1	94.4	94.0	92.7	91.8	96.0	93.2	91.1	90.7
1800-1859	91.5	87.8	93.5	94.4	93.0	88.5	92.1	92.4	94.2	91.1	92.4	93.1	90.5	93.5	92.1
1900-1959	92.0	90.7	85.0	93.1	94.5	91.5	88.1	86.8	95.3	97.7	93.9	93.4	92.5	86.8	90.9
2000-2059	96.4	88.1	88.1	90.3	90.0	96.7	96.5	94.5	94.4	93.3	90.9	93.8	89.3	95.4	91.7
2100-2159	92.5	87.1	83.0	92.5	87.6	96.6	93.5	92.0	96.4	96.3	93.7	94.5	89.4	89.6	92.1
2200-2259	94.2	91.7	90.7	93.3	88.6	92.9	96.8	93.0	90.2	96.8	92.2	94.3	91.3	93.4	92.6
2300-0559	95.1	87.1	94.0	79.1	83.6	91.7	0.0	90.0	87.5	92.3	93.6	92.1	80.0	76.9	90.6
TOTAL	94.7	93.1	93.0	94.9	94.5	93.6	94.0	93.8	95.0	95.5	92.3	95.6	92.5	93.7	93.4

* 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)

JUNE 2020

DEPARTURE AIRPORT*																
SCHEDULED DEPARTURE TIME	ATL	BOS	BWI	CLT	DCA	DEN	DFW	DTW	EWR	FLL	HNL	IAD	IAH	JFK	LAS	LAX
0600-0659	93.9	97.4	97.5	100.0	96.6	97.5	90.6	96.4	91.6	92.7	89.2	100.0	96.9	93.2	93.0	97.9
0700-0759	98.2	95.2	95.9	96.1	95.8	96.3	89.1	95.9	93.5	97.1	100.0	98.6	95.1	95.9	95.4	96.8
0800-0859	97.2	94.9	93.8	100.0	96.0	94.1	94.1	97.4	93.7	97.1	98.6	100.0	85.4	95.2	95.1	95.0
0900-0959	95.8	94.2	92.3	94.5	94.8	93.2	96.7	93.2	97.5	95.8	93.2	98.2	88.3	94.4	93.4	96.2
1000-1059	96.7	99.4	93.1	93.2	96.7	95.6	93.0	94.0	97.0	93.9	100.0	0.0	88.7	100.0	96.2	96.1
1100-1159	96.1	96.0	89.5	96.6	96.8	94.7	90.1	97.5	96.2	96.6	92.2	96.7	92.9	94.0	92.4	95.2
1200-1259	95.6	97.4	91.9	95.0	95.8	92.2	93.0	94.8	94.4	93.6	97.8	98.3	88.0	96.2	93.5	96.5
1300-1359	91.4	96.8	89.4	95.7	94.5	94.3	90.1	92.6	93.5	90.8	97.3	100.0	100.0	94.5	92.7	94.4
1400-1459	95.9	94.2	90.3	94.1	92.3	92.4	91.8	91.2	97.6	96.4	84.8	100.0	94.9	95.2	88.3	95.7
1500-1559	93.7	93.0	80.8	93.1	95.3	91.1	92.6	95.7	87.4	92.0	91.1	92.4	84.8	94.2	90.4	95.0
1600-1659	90.5	93.2	84.3	90.5	94.4	87.8	91.0	93.1	97.8	91.3	93.4	100.0	92.9	94.7	89.8	95.0
1700-1759	94.0	92.0	89.2	90.9	92.1	88.5	89.9	93.4	94.0	91.3	96.6	88.8	95.4	92.8	89.0	93.9
1800-1859	93.1	93.1	75.7	90.5	91.1	89.8	90.6	97.0	93.0	82.0	97.6	90.9	100.0	94.3	90.3	97.5
1900-1959	91.9	95.2	73.0	88.9	86.4	90.5	90.0	93.8	93.3	82.4	92.5	96.7	93.1	97.3	91.5	93.8
2000-2059	92.5	100.0	59.0	92.6	0.0	85.9	0.0	96.7	100.0	93.2	92.2	0.0	0.0	93.8	87.4	97.5
2100-2159	97.6	75.0	0.0	0.0	0.0	80.0	85.7	93.3	0.0	69.2	96.6	0.0	100.0	0.0	80.0	100.0
2200-2259	0.0	100.0	0.0	0.0	100.0	89.8	0.0	0.0	0.0	0.0	88.9	0.0	100.0	0.0	90.6	93.5
2300-0559	0.0	95.2	0.0	0.0	0.0	91.8	93.3	0.0	100.0	0.0	83.3	0.0	90.0	100.0	91.5	92.5
TOTAL	94.7	95.1	84.3	93.4	94.3	92.1	91.7	95.1	94.2	92.8	93.7	91.8	91.2	94.8	92.2	95.6

* 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)

JUNE 2020

DEPARTURE AIRPORT*															
SCHEDULED DEPARTURE TIME	LGA	MCO	MDW	MIA	MSP	ORD	PDX	PHL	PHX	SAN	SEA	SFO	SLC	TPA	TOTAL
0600-0659	96.0	96.2	94.5	96.7	93.6	94.4	97.9	93.9	96.3	94.2	95.3	95.8	100.0	96.4	95.4
0700-0759	94.8	98.3	94.2	93.9	97.3	93.0	98.3	96.9	97.6	98.6	95.9	96.0	94.5	97.3	96.2
0800-0859	94.2	96.6	93.8	96.7	96.6	95.0	97.7	98.2	97.9	98.9	93.1	94.5	96.6	98.8	95.7
0900-0959	92.1	95.0	92.1	94.4	97.4	94.1	94.9	95.8	95.2	97.9	93.9	95.4	92.1	100.0	93.8
1000-1059	96.2	94.1	92.4	95.0	97.5	95.5	100.0	94.8	95.7	94.6	91.8	96.3	89.1	98.1	94.7
1100-1159	94.8	93.4	93.2	97.1	92.9	98.2	93.7	95.8	95.5	95.0	92.3	94.7	91.6	93.9	94.1
1200-1259	96.9	95.8	88.7	94.1	97.9	97.5	93.7	94.4	92.8	94.7	91.3	95.0	96.4	95.8	93.9
1300-1359	92.1	96.1	89.4	92.9	96.9	96.0	94.7	98.9	95.2	96.5	88.4	97.6	94.0	96.8	93.9
1400-1459	97.3	94.4	91.8	95.5	94.9	91.3	91.7	89.4	93.3	95.2	95.2	98.5	92.5	95.1	93.6
1500-1559	95.3	92.1	84.5	94.1	94.7	95.7	94.8	98.2	92.9	96.3	93.0	93.0	92.7	95.1	92.2
1600-1659	89.7	91.2	92.7	75.0	87.5	89.8	91.4	95.4	90.3	96.0	93.4	95.7	87.5	94.0	91.0
1700-1759	93.5	92.4	93.6	93.2	92.2	89.3	92.9	92.4	88.1	94.9	89.0	96.2	90.7	90.3	91.1
1800-1859	91.2	85.0	83.4	100.0	92.2	90.5	87.7	95.2	89.8	96.2	90.8	96.8	90.5	86.9	90.8
1900-1959	100.0	81.7	83.3	91.5	94.2	90.5	96.8	95.5	92.8	95.3	93.3	93.1	100.0	87.7	90.3
2000-2059	100.0	78.6	75.3	93.2	96.3	82.4	95.5	90.5	94.5	94.7	94.8	100.0	97.0	88.2	89.9
2100-2159	100.0	50.0	0.0	74.2	0.0	87.5	100.0	0.0	0.0	100.0	94.7	100.0	88.9	0.0	94.5
2200-2259	0.0	0.0	0.0	0.0	66.7	0.0	0.0	0.0	0.0	100.0	93.5	0.0	88.9	0.0	92.5
2300-0559	0.0	90.0	71.4	0.0	92.3	98.5	100.0	0.0	96.1	0.0	78.9	95.2	83.3	0.0	93.3
TOTAL	94.6	92.9	88.7	93.8	95.3	92.9	94.9	95.4	93.8	96.2	92.4	95.8	93.1	94.9	93.1

* 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
JUNE 2020

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Aberdeen, SD (ABR)	96.8	100.0	31	30
Abilene, TX (ABI)	95.6	95.6	90	90
Adak Island, AK (ADK)	50.0	75.0	8	8
Akron, OH (CAK)	86.7	93.3	60	60
Albany, GA (ABY)	89.7	90.0	29	30
Albany, NY (ALB)	89.4	92.7	483	481
Albuquerque, NM (ABQ)	93.5	93.5	865	864
Alexandria, LA (AEX)	86.1	93.2	72	73
Allentown/Bethlehem/Easton, PA (ABE)	86.4	91.5	214	213
Alpena, MI (APN)	87.1	90.0	31	30
Amarillo, TX (AMA)	87.9	93.1	173	173
Anchorage, AK (ANC)	89.7	93.1	940	939
Appleton, WI (ATW)	91.7	92.4	133	132
Arcata/Eureka, CA (ACV)	94.3	92.5	53	53
Asheville, NC (AVL)	89.6	91.2	365	362
Ashland, WV (HTS)	80.6	79.1	67	67
Aspen, CO (ASE)	90.7	89.8	108	108
Atlanta, GA (ATL)	95.6	94.7	10706	10715
Atlantic City, NJ (ACY)	92.4	97.8	92	92
Augusta, GA (AGS)	96.7	95.7	92	93
Austin, TX (AUS)	92.0	93.4	1777	1778
Bakersfield, CA (BFL)	92.5	100.0	93	94
Baltimore, MD (BWI)	91.6	84.3	4715	4714
Bangor, ME (BGR)	93.7	92.8	111	111
Barrow, AK (BRW)	81.8	77.3	22	22
Baton Rouge, LA (BTR)	95.0	95.5	201	201
Beaumont/Port Arthur, TX (BPT)	86.7	93.3	30	30
Bellefonte, PA (BFB)	90.2	81.1	122	122
Bellingham, WA (BLI)	88.4	94.2	69	69
Bemidji, MN (BJI)	96.7	96.7	30	30
Bend/Redmond, OR (RDM)	93.4	94.4	212	213
Bethel, AK (BET)	96.7	66.7	30	30
Billings, MT (BIL)	90.9	95.5	176	177
Binghamton, NY (BGM)	76.7	70.0	30	30
Birmingham, AL (BHM)	89.7	92.6	505	503
Bismarck/Mandan, ND (BIS)	91.5	96.4	165	165
Bloomington/Normal, IL (BMI)	90.1	93.4	91	91
Boise, ID (BOI)	92.2	95.2	808	809
Boston, MA (BOS)	93.6	95.1	2976	2975
Bozeman, MT (BZN)	93.0	93.0	215	215
Brainerd, MN (BRD)	96.7	100.0	30	30

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Branson, MO (BKG)	88.9	77.8	9	9
Bristol/Johnson City/Kingsport, TN (TRI)	88.0	86.3	50	51
Brownsville, TX (BRO)	89.0	93.9	82	82
Brunswick, GA (BQK)	93.3	96.7	30	30
Buffalo, NY (BUF)	89.2	95.4	623	625
Burbank, CA (BUR)	94.4	95.7	954	953
Burlington, VT (BTV)	93.1	97.1	175	175
Butte, MT (BTM)	86.7	100.0	30	30
Cape Girardeau, MO (CGI)	96.9	96.8	32	31
Casper, WY (CPR)	90.1	93.8	81	81
Cedar Rapids/Iowa City, IA (CID)	93.9	94.7	245	244
Champaign/Urbana, IL (CMI)	83.0	96.3	53	54
Charleston, SC (CHS)	92.0	93.4	811	807
Charleston/Dunbar, WV (CRW)	95.7	91.5	93	94
Charlotte Amalie, VI (STT)	93.3	94.0	134	134
Charlotte, NC (CLT)	94.0	93.4	8686	8704
Charlottesville, VA (CHO)	88.9	92.2	90	90
Chattanooga, TN (CHA)	89.0	93.3	210	210
Chicago, IL (MDW)	93.0	88.7	4620	4625
Chicago, IL (ORD)	93.6	92.9	7674	7671
Christiansted, VI (STX)	97.3	91.9	37	37
Cincinnati, OH (CVG)	89.3	94.1	1216	1212
Clarksburg/Fairmont, WV (CKB)	94.0	92.5	67	67
Cleveland, OH (CLE)	91.9	94.6	1203	1196
Cody, WY (COD)	83.3	88.9	36	36
Cold Bay, AK (CDB)	81.3	43.8	16	16
College Station/Bryan, TX (CLL)	87.0	95.7	46	46
Colorado Springs, CO (COS)	91.8	91.3	195	195
Columbia, MO (COU)	90.1	90.1	71	71
Columbia, SC (CAE)	93.9	95.1	264	263
Columbus, GA (CSG)	89.7	90.0	29	30
Columbus, MS (GTR)	93.3	100.0	30	30
Columbus, OH (CMH)	91.0	94.4	1279	1277
Columbus, OH (LCK)	75.2	71.7	121	120
Concord, NC (USA)	89.8	91.8	98	98
Cordova, AK (CDV)	91.7	91.7	60	60
Corpus Christi, TX (CRP)	90.9	92.0	175	175
Dallas, TX (DAL)	93.2	90.2	3312	3319
Dallas/Fort Worth, TX (DFW)	89.6	91.7	12250	12288
Dayton, OH (DAY)	92.2	92.5	308	308
Daytona Beach, FL (DAB)	92.6	98.9	94	93

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

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Deadhorse, AK (SCC)	88.6	91.4	35	35
Decatur, IL (DEC)	100.0	96.7	30	30
Del Rio, TX (DRT)	93.3	86.7	30	30
Denver, CO (DEN)	92.3	92.1	10600	10605
Des Moines, IA (DSM)	92.8	94.1	557	556
Detroit, MI (DTW)	94.6	95.1	4738	4746
Devils Lake, ND (DVL)	93.3	93.5	30	31
Dickinson, ND (DIK)	76.9	92.3	26	26
Dillingham, AK (DLG)	92.0	84.0	25	25
Dodge City, KS (DDC)	90.0	100.0	30	30
Dothan, AL (DHN)	93.1	100.0	29	30
Dubuque, IA (DBQ)	72.7	95.5	22	22
Duluth, MN (DLH)	92.5	92.5	53	53
Durango, CO (DRO)	94.4	94.5	108	109
Eagle, CO (EGE)	84.5	75.9	58	58
Eau Claire, WI (EAU)	84.8	87.5	33	32
El Paso, TX (ELP)	92.2	92.4	501	499
Elko, NV (EKO)	90.5	100.0	21	21
Elmira/Corning, NY (ELM)	91.1	96.2	79	79
Erie, PA (ERI)	90.2	94.1	51	51
Escanaba, MI (ESC)	93.3	96.7	30	30
Eugene, OR (EUG)	93.2	95.6	294	293
Evansville, IN (EVV)	93.7	94.5	126	127
Fairbanks, AK (FAI)	93.7	97.1	174	174
Fargo, ND (FAR)	96.2	95.6	182	182
Fayetteville, AR (XNA)	91.2	91.5	352	351
Fayetteville, NC (FAY)	90.0	93.6	140	140
Flagstaff, AZ (FLG)	94.8	96.1	77	76
Flint, MI (FNT)	82.9	87.0	123	123
Fort Lauderdale, FL (FLL)	92.3	92.8	2788	2779
Fort Myers, FL (RSW)	91.9	92.3	1302	1301
Fort Smith, AR (FSM)	95.0	98.3	60	60
Fort Wayne, IN (FWA)	89.9	92.0	237	238
Fresno, CA (FAT)	93.1	94.1	375	374
Gainesville, FL (GNV)	93.3	95.3	150	150
Garden City, KS (GCK)	96.7	96.7	30	30
Gillette, WY (GCC)	90.5	88.1	42	42
Grand Forks, ND (GFK)	92.3	97.4	39	38
Grand Island, NE (GRI)	89.4	93.6	47	47
Grand Junction, CO (GJT)	88.1	93.1	143	144
Grand Rapids, MI (GRR)	90.1	94.6	523	523

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Great Falls, MT (GTF)	87.5	87.5	64	64
Green Bay, WI (GRB)	96.1	93.4	77	76
Greensboro/High Point, NC (GSO)	90.0	94.1	240	238
Greer, SC (GSP)	92.7	94.4	426	425
Guam, TT (GUM)	95.3	95.3	43	43
Gulfport/Biloxi, MS (GPT)	90.3	92.1	165	164
Gunnison, CO (GUC)	92.3	84.6	13	13
Gustavus, AK (GST)	85.2	88.9	27	27
Hagerstown, MD (HGR)	96.0	96.0	25	25
Hancock/Houghton, MI (CMX)	87.9	93.9	33	33
Harlingen/San Benito, TX (HRL)	94.4	95.1	142	142
Harrisburg, PA (MDT)	96.6	96.6	118	118
Hartford, CT (BDL)	90.8	95.2	814	810
Hattiesburg/Laurel, MS (PIB)	100.0	93.3	30	30
Hayden, CO (HDN)	66.7	86.7	30	30
Hays, KS (HYS)	93.3	95.0	60	60
Helena, MT (HLN)	95.7	95.7	47	47
Hibbing, MN (HIB)	96.7	100.0	30	30
Hilo, HI (ITO)	98.1	98.1	261	260
Hilton Head, SC (HHH)	86.7	89.1	120	119
Hobbs, NM (HOB)	92.3	84.6	13	13
Honolulu, HI (HNL)	95.3	93.7	1466	1469
Houston, TX (HOU)	93.0	90.1	2413	2420
Houston, TX (IAH)	89.9	91.2	3948	3940
Huntsville, AL (HSV)	93.8	95.4	259	259
Idaho Falls, ID (IDA)	91.1	94.5	146	146
Indianapolis, IN (IND)	91.3	93.5	1483	1482
International Falls, MN (INL)	97.0	97.0	33	33
Iron Mountain/Kingsford, MI (IMT)	94.6	94.6	56	56
Islip, NY (ISP)	84.7	93.8	163	161
Ithaca/Cortland, NY (ITH)	83.3	83.3	30	30
Jackson, WY (JAC)	92.3	93.3	181	180
Jackson/Vicksburg, MS (JAN)	94.3	95.6	227	227
Jacksonville, FL (JAX)	90.5	92.3	899	899
Jacksonville/Camp Lejeune, NC (OAJ)	95.0	96.7	120	120
Jamestown, ND (JMS)	97.0	97.0	33	33
Joplin, MO (JLN)	76.7	96.7	30	30
Juneau, AK (JNU)	88.0	91.0	291	288
Kahului, HI (OGG)	90.6	91.3	382	381
Kalamazoo, MI (AZO)	82.7	90.4	52	52
Kalispell, MT (FCA)	93.0	94.7	171	170

AIR TRAVEL CONSUMER REPORT
TABLE 5. ON-TIME ARRIVAL AND DEPARTURE PERCENTAGE BY AIRPORT BY REPORTING OPERATING CARRIER
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CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Kansas City, MO (MCI)	93.6	95.3	1715	1707
Kearney, NE (EAR)	83.3	96.7	30	30
Ketchikan, AK (KTN)	95.6	92.0	113	112
Key West, FL (EYW)	95.5	95.5	268	266
Killeen, TX (GRK)	87.7	93.2	73	73
King Salmon, AK (AKN)	90.5	90.5	63	63
Knoxville, TN (TYS)	90.0	93.9	562	561
Kodiak, AK (ADQ)	93.3	93.3	30	30
Kona, HI (KOA)	95.1	95.4	305	304
Kotzebue, AK (OTZ)	86.4	81.8	22	22
La Crosse, WI (LSE)	97.7	97.7	43	43
Lafayette, LA (LFT)	94.9	91.3	138	138
Lake Charles, LA (LCH)	85.9	93.6	78	78
Lansing, MI (LAN)	90.4	92.3	52	52
Laramie, WY (LAR)	83.3	96.7	30	30
Laredo, TX (LRD)	91.4	91.4	81	81
Las Vegas, NV (LAS)	93.4	92.2	5720	5716
Latrobe, PA (LBE)	96.0	92.0	25	25
Lawton/Fort Sill, OK (LAW)	83.3	93.3	30	30
Lewisburg, WV (LWB)	93.3	100.0	30	30
Lewiston, ID (LWS)	73.3	93.3	30	30
Lexington, KY (LEX)	90.3	89.9	257	257
Liberal, KS (LBL)	90.0	90.0	30	30
Lihue, HI (LIH)	98.2	98.2	283	282
Lincoln, NE (LNK)	88.9	89.8	108	108
Little Rock, AR (LIT)	91.0	95.1	412	412
Long Beach, CA (LGB)	95.7	95.7	391	392
Longview, TX (GGG)	93.3	93.3	30	30
Los Angeles, CA (LAX)	94.9	95.6	5110	5109
Louisville, KY (SDF)	90.4	93.7	708	709
Lubbock, TX (LBB)	91.8	93.5	245	246
Lynchburg, VA (LYH)	91.7	95.0	60	60
Madison, WI (MSN)	90.6	95.2	267	269
Manchester, NH (MHT)	91.0	95.8	310	310
Manhattan/Ft. Riley, KS (MHK)	90.0	96.7	30	30
Marquette, MI (MQT)	86.0	90.7	43	43
Martha's Vineyard, MA (MVY)	100.0	100.0	17	17
Medford, OR (MFR)	95.4	96.1	260	259
Melbourne, FL (MLB)	96.8	93.7	62	63
Memphis, TN (MEM)	89.7	90.0	726	721
Meridian, MS (MEI)	96.6	96.7	29	30

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Miami, FL (MIA)	94.9	93.8	2944	2980
Midland/Odessa, TX (MAF)	93.4	95.7	305	305
Milwaukee, WI (MKE)	94.0	94.9	991	989
Minneapolis, MN (MSP)	94.5	95.3	3616	3629
Minot, ND (MOT)	91.8	94.9	98	98
Mission/McAllen/Edinburg, TX (MFE)	88.6	87.9	149	149
Missoula, MT (MSO)	88.2	90.2	153	153
Moab, UT (CNY)	91.2	88.2	34	34
Mobile, AL (MOB)	90.7	96.3	107	108
Moline, IL (MLI)	84.4	88.7	141	141
Monroe, LA (MLU)	89.6	91.0	77	78
Monterey, CA (MRY)	92.5	93.4	106	106
Montgomery, AL (MGM)	91.7	93.3	60	60
Montrose/Delta, CO (MTJ)	91.8	91.8	98	97
Mosinee, WI (CWA)	86.5	96.2	52	52
Muskegon, MI (MKG)	96.7	93.3	30	30
Myrtle Beach, SC (MYR)	92.7	92.6	573	571
Nantucket, MA (ACK)	88.2	88.2	17	17
Nashville, TN (BNA)	93.3	93.3	3212	3203
New Bern/Morehead/Beaufort, NC (EWN)	89.8	94.4	88	90
New Haven, CT (HVN)	100.0	95.2	21	21
New Orleans, LA (MSY)	90.3	91.1	1430	1420
New York, NY (JFK)	93.3	94.8	1887	1895
New York, NY (LGA)	94.7	94.6	2036	2010
Newark, NJ (EWR)	95.3	94.2	2026	2019
Newburgh/Poughkeepsie, NY (SWF)	84.4	81.3	32	32
Newport News/Williamsburg, VA (PHF)	86.7	85.0	60	60
Niagara Falls, NY (IAG)	77.5	75.0	40	40
Nome, AK (OME)	90.9	95.5	22	22
Norfolk, VA (ORF)	91.9	93.3	641	639
North Bend/Coos Bay, OR (OTH)	92.0	92.0	25	25
North Platte, NE (LBF)	91.7	86.7	60	60
Oakland, CA (OAK)	94.3	94.0	1801	1802
Ogden, UT (OGD)	100.0	87.5	8	8
Ogdensburg, NY (OGS)	93.9	97.0	33	33
Oklahoma City, OK (OKC)	90.1	93.2	827	829
Omaha, NE (OMA)	93.5	96.2	912	913
Ontario, CA (ONT)	95.7	95.8	952	948
Orlando, FL (MCO)	93.1	92.9	4832	4840
Owensboro, KY (OWB)	88.9	88.9	9	9
Paducah, KY (PAH)	83.9	93.3	31	30

AIR TRAVEL CONSUMER REPORT
TABLE 5. ON-TIME ARRIVAL AND DEPARTURE PERCENTAGE BY AIRPORT BY REPORTING OPERATING CARRIER
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CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Palm Springs, CA (PSP)	92.2	92.7	344	344
Panama City, FL (ECP)	89.7	91.5	494	492
Pasco/Kennewick/Richland, WA (PSC)	90.7	91.9	161	161
Pellston, MI (PLN)	93.9	97.0	33	33
Pensacola, FL (PNS)	88.8	92.5	552	550
Peoria, IL (PIA)	88.5	91.2	157	159
Petersburg, AK (PSG)	91.7	95.0	60	60
Philadelphia, PA (PHL)	93.8	95.4	2902	2906
Phoenix, AZ (AZA)	83.3	85.4	384	383
Phoenix, AZ (PHX)	95.0	93.8	5848	5847
Pierre, SD (PIR)	90.0	90.0	30	30
Pittsburgh, PA (PIT)	92.8	95.2	1321	1318
Plattsburgh, NY (PBG)	82.8	87.5	64	64
Pocatello, ID (PIH)	85.7	100.0	21	21
Portland, ME (PWM)	92.8	98.1	265	265
Portland, OR (PDX)	94.0	94.9	1507	1506
Portsmouth, NH (PSM)	92.0	92.0	25	25
Prescott, AZ (PRC)	97.1	91.2	35	34
Providence, RI (PVD)	93.0	95.1	446	447
Provo, UT (PVU)	81.4	79.1	43	43
Pueblo, CO (PUB)	93.3	91.7	60	60
Punta Gorda, FL (PGD)	76.8	86.0	379	379
Raleigh/Durham, NC (RDU)	94.3	95.1	1304	1300
Rapid City, SD (RAP)	89.2	94.4	251	250
Redding, CA (RDD)	100.0	100.0	30	30
Reno, NV (RNO)	93.3	93.8	596	596
Rhineland, WI (RHI)	100.0	100.0	32	31
Richmond, VA (RIC)	93.3	94.1	549	546
Riverton/Lander, WY (RIW)	85.7	85.7	21	21
Roanoke, VA (ROA)	98.0	92.2	51	51
Rochester, MN (RST)	86.5	88.5	52	52
Rochester, NY (ROC)	91.4	92.3	339	339
Rock Springs, WY (RKS)	90.5	85.7	42	42
Rockford, IL (RFD)	88.5	87.1	61	62
Roswell, NM (ROW)	83.3	90.0	30	30
Sacramento, CA (SMF)	95.8	95.6	1924	1919
Saginaw/Bay City/Midland, MI (MBS)	93.3	93.4	60	61
Saipan, TT (SPN)	100.0	92.3	13	13
Salina, KS (SLN)	86.7	96.7	30	30
Salt Lake City, UT (SLC)	92.5	93.1	4491	4491
San Angelo, TX (SJT)	87.3	93.7	63	63

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
San Antonio, TX (SAT)	89.7	94.2	1175	1174
San Diego, CA (SAN)	95.5	96.2	2684	2678
San Francisco, CA (SFO)	95.6	95.8	3956	3954
San Jose, CA (SJC)	96.1	96.6	1841	1838
San Juan, PR (SJU)	85.1	89.7	929	930
San Luis Obispo, CA (SBP)	93.4	97.0	167	167
Sanford, FL (SFB)	83.9	85.5	757	758
Santa Ana, CA (SNA)	94.0	95.4	1176	1175
Santa Barbara, CA (SBA)	92.2	92.7	193	193
Santa Fe, NM (SAF)	94.2	93.3	104	105
Santa Maria, CA (SMX)	75.0	75.0	8	8
Santa Rosa, CA (STS)	98.1	98.1	105	105
Sarasota/Bradenton, FL (SRQ)	92.1	92.7	328	329
Sault Ste. Marie, MI (CIU)	96.4	92.9	56	56
Savannah, GA (SAV)	88.4	93.5	542	542
Scottsbluff, NE (BFF)	91.7	90.0	60	60
Scranton/Wilkes-Barre, PA (AVP)	88.8	90.4	134	135
Seattle, WA (SEA)	92.3	92.4	5675	5688
Sheridan, WY (SHR)	85.7	90.5	21	21
Shreveport, LA (SHV)	94.3	89.9	227	227
Sioux City, IA (SUX)	95.5	95.5	22	22
Sioux Falls, SD (FSD)	90.8	93.8	273	274
Sitka, AK (SIT)	88.0	87.8	83	82
South Bend, IN (SBN)	91.5	92.1	213	214
Spokane, WA (GEG)	92.3	93.5	573	573
Springfield, IL (SPI)	91.5	94.4	71	71
Springfield, MO (SGF)	92.4	93.8	342	341
St. Cloud, MN (STC)	71.4	71.4	7	7
St. George, UT (SGU)	92.0	94.0	100	100
St. Louis, MO (STL)	94.8	93.9	2613	2610
St. Petersburg, FL (PIE)	91.2	92.8	594	595
State College, PA (SCE)	81.7	84.5	71	71
Staunton, VA (SHD)	83.3	96.7	30	30
Stillwater, OK (SWO)	80.0	96.7	30	30
Stockton, CA (SCK)	77.8	66.7	36	36
Sun Valley/Hailey/Ketchum, ID (SUN)	76.7	88.4	43	43
Syracuse, NY (SYR)	90.5	91.9	284	285
Tallahassee, FL (TLH)	93.6	91.0	234	233
Tampa, FL (TPA)	93.7	94.9	2495	2490
Texarkana, AR (TXK)	90.9	93.9	33	33
Toledo, OH (TOL)	95.7	85.1	47	47

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TABLE 5. ON-TIME ARRIVAL AND DEPARTURE PERCENTAGE BY AIRPORT BY REPORTING OPERATING CARRIER
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CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Traverse City, MI (TVC)	89.4	95.1	142	142
Trenton, NJ (TTN)	82.1	82.1	39	39
Tucson, AZ (TUS)	94.4	94.4	664	662
Tulsa, OK (TUL)	91.1	95.1	549	547
Twin Falls, ID (TWF)	85.7	100.0	21	21
Tyler, TX (TYR)	76.7	96.7	60	60
Valdosta, GA (VLD)	76.7	80.0	30	30
Valparaiso, FL (VPS)	90.2	93.3	571	571
Vernal, UT (VEL)	86.7	96.7	30	30
Waco, TX (ACT)	90.9	93.9	33	33
Washington, DC (DCA)	94.3	94.3	3374	3377
Washington, DC (IAD)	94.0	91.8	1764	1764
Waterloo, IA (ALO)	100.0	92.6	27	27
Watertown, SD (ATY)	93.3	93.3	30	30
West Palm Beach/Palm Beach, FL (PBI)	94.4	94.1	630	627
West Yellowstone, MT (WYS)	86.7	93.3	30	30
Wichita Falls, TX (SPS)	93.9	90.9	33	33
Wichita, KS (ICT)	90.7	95.4	418	416
Williston, ND (XWA)	89.6	91.7	48	48
Wilmington, NC (ILM)	95.6	92.2	180	180
Worcester, MA (ORH)	75.0	78.4	36	37
Wrangell, AK (WRG)	93.3	93.3	60	60
Yakutat, AK (YAK)	90.0	90.0	60	60
Yuma, AZ (YUM)	93.3	97.8	89	89

AIR TRAVEL CONSUMER REPORT

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

JUNE 2020

CARRIER ¹	AT ALL US AIRPORTS				
	NUMBER OF AIRPORTS REPORTED	FLIGHT OPERATIONS SCHEDULED	FLIGHT OPERATIONS CANCELLED	PERCENT OF OPERATIONS CANCELLED	RANK
SPIRIT AIRLINES	50	4395	0	0.0	1
AMERICAN AIRLINES NETWORK	231	62436	48	0.1	2
- AMERICAN AIRLINES	71	27054	8	0.0	
- BRANDED CODESHARE PARTNERS	207	35382	40	0.1	
FRONTIER AIRLINES	91	4754	5	0.1	3
UNITED AIRLINES NETWORK	227	30591	62	0.2	4
- UNITED AIRLINES	46	7290	5	0.1	
- BRANDED CODESHARE PARTNERS	215	23301	57	0.2	
HAWAIIAN AIRLINES NETWORK	10	1952	5	0.3	5
- HAWAIIAN AIRLINES	8	1652	1	0.1	
- BRANDED CODESHARE PARTNERS	3	300	4	1.3	
SOUTHWEST AIRLINES	89	63828	172	0.3	6
DELTA AIR LINES NETWORK	215	38946	250	0.6	7
- DELTA AIR LINES	94	21865	10	0.0	
- BRANDED CODESHARE PARTNERS	171	17081	240	1.4	
JETBLUE AIRWAYS	46	5367	40	0.7	8
ALLEGiant AIR	122	9019	134	1.5	9
ALASKA AIRLINES NETWORK	96	15976	314	2.0	10
- ALASKA AIRLINES	63	6503	120	1.8	
- BRANDED CODESHARE PARTNERS	49	9473	194	2.0	
TOTAL AIRPORTS SERVED	364	237,264	1,030	0.4	

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

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

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

AIR TRAVEL CONSUMER REPORT

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

JUNE 2020

CARRIER ¹	AT ALL US AIRPORTS				
	NUMBER OF AIRPORTS REPORTED	FLIGHT OPERATIONS SCHEDULED	FLIGHT OPERATIONS CANCELLED	PERCENT OF OPERATIONS CANCELLED	RANK
SPIRIT AIRLINES	50	4395	0	0.0	1
ENVOY AIR	129	11163	2	0.0	2
AMERICAN AIRLINES	71	27054	8	0.0	3
DELTA AIR LINES	94	21865	10	0.0	4
HAWAIIAN AIRLINES	8	1652	1	0.1	5
REPUBLIC AIRWAYS	54	8925	6	0.1	6
UNITED AIRLINES	46	7290	5	0.1	7
MESA AIRLINES	58	5040	5	0.1	8
FRONTIER AIRLINES	91	4754	5	0.1	9
PSA AIRLINES	75	9330	21	0.2	10
SOUTHWEST AIRLINES	89	63828	172	0.3	11
EXPRESSJET AIRLINES	31	2151	8	0.4	12
SKYWEST AIRLINES	193	26241	133	0.5	13
JETBLUE AIRWAYS	46	5367	40	0.7	14
ALLEGiant AIR	122	9019	134	1.5	15
ENDEAVOR AIR	103	9155	143	1.6	16
ALASKA AIRLINES	63	6503	120	1.8	17
TOTAL AIRPORTS SERVED	352	223,732	813	0.4	

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

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

AIR TRAVEL CONSUMER REPORT

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

RANK	CARRIER ¹	JANUARY - JUNE 2020			JANUARY - JUNE 2019		
		FLIGHT OPERATIONS SCHEDULED	FLIGHT OPERATIONS CANCELLED	PERCENT OF OPERATIONS CANCELLED	FLIGHT OPERATIONS SCHEDULED	FLIGHT OPERATIONS CANCELLED	PERCENT OF OPERATIONS CANCELLED
1	SPIRIT AIRLINES	65,918	2,735	4.15	98,733	1,546	1.57
2	HAWAIIAN AIRLINES NETWORK	27,661	1,239	4.48	45,371	143	0.32
	- HAWAIIAN AIRLINES	24,660	958	3.88	41,006	62	0.15
	- BRANDED CODESHARE PARTNERS	3,001	281	9.36	4,365	81	1.86
3	ALASKA AIRLINES NETWORK	145,080	8,704	6.00	214,980	3,943	1.83
	- ALASKA AIRLINES	78,863	4,984	6.32	128,604	2,056	1.60
	- BRANDED CODESHARE PARTNERS	66,217	3,720	5.62	86,376	1,887	2.18
4	DELTA AIR LINES NETWORK	551,432	42,181	7.65	864,931	6,601	0.76
	- DELTA AIR LINES	306,623	26,643	8.69	480,259	771	0.16
	- BRANDED CODESHARE PARTNERS	244,809	15,538	6.35	384,672	5,830	1.52
5	JETBLUE AIRWAYS	88,908	7,181	8.08	147,388	2,314	1.57
6	FRONTIER AIRLINES	47,134	4,332	9.19	61,091	1,061	1.74
7	UNITED AIRLINES NETWORK	499,418	49,567	9.92	767,011	22,350	2.91
	- UNITED AIRLINES	180,724	21,764	12.04	305,015	2,798	0.92
	- BRANDED CODESHARE PARTNERS	318,694	27,803	8.72	461,996	19,552	4.23
8	AMERICAN AIRLINES NETWORK	735,559	78,904	10.73	1,035,993	32,787	3.16
	- AMERICAN AIRLINES	320,328	33,295	10.39	466,624	13,167	2.82
	- BRANDED CODESHARE PARTNERS	415,231	45,609	10.98	569,369	19,620	3.45
9	SOUTHWEST AIRLINES	531,577	74,477	14.01	678,688	24,944	3.68
10	ALLEGiant AIR	53,160	13,606	25.59	53,689	314	0.58
	TOTAL	2,745,847	282,926	10.30	3,967,875	96,003	2.42

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

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

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

AIR TRAVEL CONSUMER REPORT

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

RANK	CARRIER ¹	JANUARY - JUNE 2020			JANUARY - JUNE 2019		
		FLIGHT OPERATIONS SCHEDULED	FLIGHT OPERATIONS CANCELLED	PERCENT OF OPERATIONS CANCELLED	FLIGHT OPERATIONS SCHEDULED	FLIGHT OPERATIONS CANCELLED	PERCENT OF OPERATIONS CANCELLED
1	HAWAIIAN AIRLINES	24,660	958	3.88	41,006	62	0.15
2	SPIRIT AIRLINES	65,918	2,735	4.15	98,733	1,546	1.57
3	ALASKA AIRLINES	78,863	4,984	6.32	128,604	2,056	1.60
4	ENDEAVOR AIR	93,548	6,514	6.96	124,866	2,321	1.86
5	SKYWEST AIRLINES	304,032	23,099	7.60	407,635	10,782	2.65
6	JETBLUE AIRWAYS	88,908	7,181	8.08	147,388	2,314	1.57
7	REPUBLIC AIRWAYS	113,653	9,716	8.55	159,684	4,362	2.73
8	EXPRESSJET AIRLINES	43,651	3,762	8.62	67,960	3,924	5.77
9	DELTA AIR LINES	306,623	26,643	8.69	480,259	771	0.16
10	FRONTIER AIRLINES	47,134	4,332	9.19	61,091	1,061	1.74
11	ENVOY AIR	112,276	10,624	9.46	159,178	7,104	4.46
12	MESA AIRLINES	73,930	7,353	9.95	111,390	3,993	3.58
13	AMERICAN AIRLINES	320,328	33,295	10.39	466,624	13,167	2.82
14	UNITED AIRLINES	180,724	21,764	12.04	305,015	2,798	0.92
15	PSA AIRLINES	108,589	13,711	12.63	142,528	3,753	2.63
16	SOUTHWEST AIRLINES	531,577	74,477	14.01	678,688	24,944	3.68
17	ALLEGiant AIR	53,160	13,606	25.59	53,689	314	0.58
TOTAL		2,547,574	264,754	10.39	3,634,338	85,272	2.35

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

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

AIR TRAVEL CONSUMER REPORT
TABLE 7. CAUSES OF DELAY, BY REPORTING MARKETING CARRIER

JUNE 2020

CARRIER	TOTAL RECORDS	ON TIME	% ON TIME	CANCELLED	% CANCELLED	DIVERTED	% DIVERTED	AIR CARRIER DELAY	% AIR CARRIER DELAY	EXTREME WEATHER DELAY	% EXTREME WEATHER DELAY	NATIONAL AVIATION SYSTEM DELAY	% NATIONAL AVIATION SYSTEM DELAY	SECURITY DELAY	% SECURITY DELAY	LATE ARRIVING AIRCRAFT DELAY	% LATE ARRIVING AIRCRAFT DELAY
ALASKA AIRLINES NETWORK	15976	14714	92.10	314	1.97	16	0.10	452	2.83	18	0.11	262	1.64	26	0.16	174	1.09
- ALASKA AIRLINES	6503	5945	91.42	120	1.85	6	0.09	183	2.81	12	0.18	152	2.34	25	0.38	60	0.92
- BRANDED CODESHARE PARTNERS	9473	8769	92.57	194	2.05	10	0.11	270	2.85	6	0.06	110	1.16	1	0.01	114	1.20
ALLEGiant AIR	9019	7780	86.26	134	1.49	12	0.13	356	3.95	86	0.95	223	2.47	6	0.07	422	4.68
AMERICAN AIRLINES NETWORK	62436	57643	92.32	48	0.08	136	0.22	1959	3.14	387	0.62	1463	2.34	15	0.02	785	1.26
- AMERICAN AIRLINES	27054	25203	93.16	8	0.03	56	0.21	882	3.26	143	0.53	509	1.88	8	0.03	244	0.90
- BRANDED CODESHARE PARTNERS	35382	32440	91.69	40	0.11	80	0.23	1077	3.04	244	0.69	954	2.70	6	0.02	541	1.53
DELTA AIR LINES NETWORK	38946	36716	94.27	250	0.64	47	0.12	1048	2.69	122	0.31	563	1.45	8	0.02	193	0.50
- DELTA AIR LINES	21865	20661	94.49	10	0.05	29	0.13	545	2.49	32	0.15	437	2.00	7	0.03	143	0.65
- BRANDED CODESHARE PARTNERS	17081	16055	93.99	240	1.41	18	0.11	502	2.94	90	0.53	126	0.74	1	0.01	49	0.29
FRONTIER AIRLINES	4754	4443	93.46	5	0.11	4	0.08	105	2.21	12	0.25	136	2.86	0	0.00	48	1.01
HAWAIIAN AIRLINES NETWORK	1952	1844	94.47	5	0.26	3	0.15	63	3.23	0	0.00	3	0.15	3	0.15	31	1.59
- HAWAIIAN AIRLINES	1652	1568	94.92	1	0.06	0	0.00	54	3.27	0	0.00	0	0.00	3	0.18	26	1.57
- BRANDED CODESHARE PARTNERS	300	276	92.00	4	1.33	3	1.00	10	3.33	0	0.00	3	1.00	0	0.00	5	1.67
JETBLUE AIRWAYS	5367	4835	90.09	40	0.75	17	0.32	207	3.86	18	0.34	166	3.09	0	0.00	84	1.57
SOUTHWEST AIRLINES	63828	59813	93.71	172	0.27	82	0.13	1493	2.34	240	0.38	862	1.35	11	0.02	1154	1.81
SPIRIT AIRLINES	4395	4150	94.43	0	0.00	13	0.30	121	2.75	17	0.39	59	1.34	0	0.00	34	0.77
UNITED AIRLINES NETWORK	30591	27978	91.46	62	0.20	43	0.14	1159	3.79	352	1.15	834	2.73	2	0.01	162	0.53
- UNITED AIRLINES	7290	6822	93.58	5	0.07	7	0.10	197	2.70	71	0.97	145	1.99	0	0.00	43	0.59
- BRANDED CODESHARE PARTNERS	23301	21156	90.79	57	0.24	36	0.15	962	4.13	281	1.21	688	2.95	2	0.01	119	0.51
TOTAL	237,264	219,916	92.69	1,030	0.43	373	0.16	6,965	2.94	1,252	0.53	4,570	1.93	71	0.03	3,086	1.30

*** 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

JUNE 2020

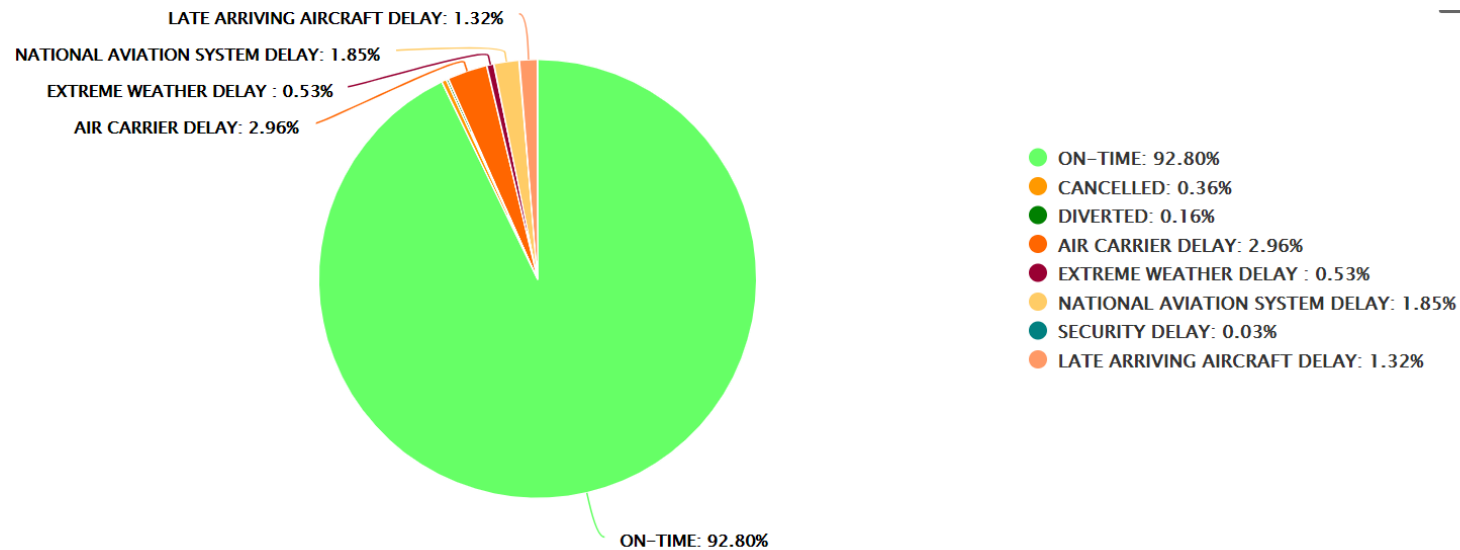
CARRIER	TOTAL RECORDS	ON TIME	% ON TIME	CANCELLED	% CANCELLED	DIVERTED	% DIVERTED	AIR CARRIER DELAY	% AIR CARRIER DELAY	EXTREME WEATHER DELAY	% EXTREME WEATHER DELAY	NATIONAL AVIATION SYSTEM DELAY	% NATIONAL AVIATION SYSTEM DELAY	SECURITY DELAY	% SECURITY DELAY	LATE ARRIVING AIRCRAFT DELAY	% LATE ARRIVING AIRCRAFT DELAY
ALASKA AIRLINES	6503	5945	91.42	120	1.85	6	0.09	183	2.81	12	0.18	152	2.34	25	0.38	60	0.92
ALLEGiant AIR	9019	7780	86.26	134	1.49	12	0.13	356	3.95	86	0.95	223	2.47	6	0.07	422	4.68
AMERICAN AIRLINES	27054	25203	93.16	8	0.03	56	0.21	882	3.26	143	0.53	509	1.88	8	0.03	244	0.90
DELTA AIR LINES	21865	20661	94.49	10	0.05	29	0.13	545	2.49	32	0.15	437	2.00	7	0.03	143	0.65
ENDEAVOR AIR	9155	8617	94.12	143	1.56	7	0.08	214	2.34	11	0.12	114	1.25	1	0.01	47	0.51
ENVOY AIR	11163	10004	89.62	2	0.02	17	0.15	332	2.97	78	0.70	527	4.72	2	0.02	201	1.80
EXPRESSJET AIRLINES	2151	1896	88.15	8	0.37	5	0.23	38	1.77	28	1.30	151	7.02	0	0.00	24	1.12
FRONTIER AIRLINES	4754	4443	93.46	5	0.11	4	0.08	105	2.21	12	0.25	136	2.86	0	0.00	48	1.01
HAWAIIAN AIRLINES	1652	1568	94.92	1	0.06	0	0.00	54	3.27	0	0.00	0	0.00	3	0.18	26	1.57
JETBLUE AIRWAYS	5367	4835	90.09	40	0.75	17	0.32	207	3.86	18	0.34	166	3.09	0	0.00	84	1.57
MESA AIRLINES	5040	4527	89.82	5	0.10	7	0.14	190	3.77	70	1.39	203	4.03	3	0.06	36	0.71
PSA AIRLINES	9330	8552	91.66	21	0.23	27	0.29	310	3.32	67	0.72	186	1.99	3	0.03	164	1.76
REPUBLIC AIRWAYS	8925	8484	95.06	6	0.07	8	0.09	132	1.48	47	0.53	184	2.06	0	0.00	62	0.69
SKYWEST AIRLINES	26241	24320	92.68	133	0.51	53	0.20	1257	4.79	242	0.92	78	0.30	0	0.00	158	0.60
SOUTHWEST AIRLINES	63828	59813	93.71	172	0.27	82	0.13	1493	2.34	240	0.38	862	1.35	11	0.02	1154	1.81
SPIRIT AIRLINES	4395	4150	94.43	0	0.00	13	0.30	121	2.75	17	0.39	59	1.34	0	0.00	34	0.77
UNITED AIRLINES	7290	6822	93.58	5	0.07	7	0.10	197	2.70	71	0.97	145	1.99	0	0.00	43	0.59
TOTAL	223,732	207,620	92.80	813	0.36	350	0.16	6,619	2.96	1,175	0.53	4,134	1.85	70	0.03	2,951	1.32

* Causes of Delay:

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

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

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

JUNE 2020

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

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

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

AIR TRAVEL CONSUMER REPORT

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

JUNE 2020

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

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

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

APPENDIX

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

30 Largest U.S. Airports

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

Air Carriers Required to Report

Data to DOT and to CRS Vendors*

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

Voluntary Reporting

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

MISHANDLED BAGGAGE

The baggage statistics in this section were filed with DOT's Bureau of Transportation Statistics (Office of Airline Information) by U.S. airlines that have at least one-half percent (.005) of total domestic scheduled-service passenger revenues. See 14 CFR 234.3 and 234.6. For the 12 months ending June 30, 2018, 17 air carriers reached this reporting threshold. They are: Alaska Airlines, Allegiant Air, American Airlines, Delta Air Lines, Endeavor Air, Envoy Air, ExpressJet Airlines, Frontier Airlines, Hawaiian Airlines, JetBlue Airways, Mesa Airlines, PSA Airlines, Republic Airways, SkyWest Airlines, Southwest Airlines, Spirit Airlines, and United Airlines.

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

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

AIR TRAVEL CONSUMER REPORT

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

RANK	CARRIER	Jun-20			Jun-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	341,588	560	1.64	748,653	1,479	1.98
2	HAWAIIAN AIRLINES NETWORK	73,758	130	1.76	573,052	3,570	6.23
	- HAWAIIAN AIRLINES	69,754	129	1.85	556,526	3,384	6.08
	- BRANDED CODESHARE PARTNERS	4,004	1	0.25	16,526	186	11.26
3	SOUTHWEST AIRLINES	3,767,403	7,774	2.06	10,955,788	55,354	5.05
4	DELTA AIR LINES NETWORK	1,289,556	3,195	2.48	9,676,163	50,602	5.23
	- DELTA AIR LINES	942,175	2,371	2.52	7,386,180	40,009	5.42
	- BRANDED CODESHARE PARTNERS	347,381	824	2.37	2,289,983	10,593	4.63
5	SPIRIT AIRLINES	235,933	608	2.58	1,125,415	6,235	5.54
6	UNITED AIRLINES NETWORK	1,018,395	2,790	2.74	7,190,485	63,008	8.76
	- UNITED AIRLINES	438,386	1,281	2.92	4,454,759	37,362	8.39
	- BRANDED CODESHARE PARTNERS	580,009	1,509	2.60	2,735,726	25,646	9.37
7	ALASKA AIRLINES NETWORK	676,530	1,958	2.89	2,706,874	13,697	5.06
	- ALASKA AIRLINES	430,227	1,083	2.52	2,037,623	10,206	5.01
	- BRANDED CODESHARE PARTNERS	246,303	875	3.55	669,251	3,491	5.22
8	FRONTIER AIRLINES	263,488	819	3.11	1,067,257	4,725	4.43
9	JETBLUE AIRWAYS	187,602	614	3.27	1,129,792	6,684	5.92
10	AMERICAN AIRLINES NETWORK	3,049,753	12,694	4.16	10,607,934	118,306	11.15
	- AMERICAN AIRLINES	1,740,264	7,719	4.44	6,434,082	72,725	11.30
	- BRANDED CODESHARE PARTNERS	1,309,489	4,975	3.80	4,173,852	45,581	10.92
	TOTAL	10,904,006	31,142	2.86	45,781,413	323,660	7.07

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

AIR TRAVEL CONSUMER REPORT

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

RANK	CARRIER	JANUARY - JUNE 2020			JANUARY - JUNE 2019		
		NUMBER OF BAGS ENPLANED	NUMBER OF BAGS MISHANDLED	NUMBER OF BAGS MISHANDLED PER 1000 ENPLANED	NUMBER OF BAGS ENPLANED	NUMBER OF BAGS MISHANDLED	NUMBER OF BAGS MISHANDLED PER 1000 ENPLANED
1	ALLEGiant AIR	1,900,041	3,084	1.62	3,519,417	6,088	1.73
2	SOUTHWEST AIRLINES	28,604,060	90,592	3.17	60,215,106	284,404	4.72
3	FRONTIER AIRLINES	2,587,227	9,756	3.77	5,047,630	20,793	4.12
4	HAWAIIAN AIRLINES NETWORK	1,451,128	5,511	3.80	3,355,162	14,905	4.44
	- HAWAIIAN AIRLINES	1,407,906	5,178	3.68	3,269,370	14,055	4.30
	- BRANDED CODESHARE PARTNERS	43,222	333	7.70	85,792	850	9.91
5	JETBLUE AIRWAYS	3,475,690	13,456	3.87	6,820,868	37,541	5.50
6	DELTA AIR LINES NETWORK	23,137,074	100,221	4.33	51,201,722	245,017	4.79
	- DELTA AIR LINES	17,324,220	75,907	4.38	38,918,798	191,122	4.91
	- BRANDED CODESHARE PARTNERS	5,812,854	24,314	4.18	12,282,924	53,895	4.39
7	SPIRIT AIRLINES	3,106,911	14,791	4.76	6,251,460	29,024	4.64
8	ALASKA AIRLINES NETWORK	6,801,047	35,368	5.20	14,034,259	74,530	5.31
	- ALASKA AIRLINES	4,798,785	23,894	4.98	10,307,225	50,200	4.87
	- BRANDED CODESHARE PARTNERS	2,002,262	11,474	5.73	3,727,034	24,330	6.53
9	UNITED AIRLINES NETWORK	17,355,463	93,981	5.42	39,285,024	281,665	7.17
	- UNITED AIRLINES	9,954,000	53,781	5.40	23,649,591	164,365	6.95
	- BRANDED CODESHARE PARTNERS	7,401,463	40,200	5.43	15,635,433	117,300	7.50
10	AMERICAN AIRLINES NETWORK	29,556,258	194,440	6.58	59,075,676	528,630	8.95
	- AMERICAN AIRLINES	17,688,351	122,517	6.93	36,191,795	322,467	8.91
	- BRANDED CODESHARE PARTNERS	11,867,907	71,923	6.06	22,883,881	206,163	9.01
	TOTAL	117,974,899	561,200	4.76	248,806,324	1,522,597	6.12

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

AIR TRAVEL CONSUMER REPORT

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

RANK	CARRIER	Jun-20			Jun-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	341,588	560	1.64	748,653	1,479	1.98
2	HAWAIIAN AIRLINES	69,754	129	1.85	556,526	3,384	6.08
3	SOUTHWEST AIRLINES	3,767,403	7,774	2.06	10,955,788	55,354	5.05
4	ENDEAVOR AIR	206,031	435	2.11	948,428	4,794	5.05
5	EXPRESSJET AIRLINES	55,118	121	2.20	320,439	2,560	7.99
6	PSA AIRLINES	435,090	1,013	2.33	1,197,148	10,223	8.54
7	DELTA AIR LINES	942,175	2,371	2.52	7,386,180	40,009	5.42
8	ALASKA AIRLINES	430,227	1,083	2.52	2,037,623	10,206	5.01
9	SPIRIT AIRLINES	235,933	608	2.58	1,125,415	6,235	5.54
10	UNITED AIRLINES	438,386	1,281	2.92	4,454,759	37,362	8.39
11	FRONTIER AIRLINES	263,488	819	3.11	1,067,257	4,725	4.43
12	SKYWEST AIRLINES	653,371	2,123	3.25	2,980,501	21,972	7.37
13	JETBLUE AIRWAYS	187,602	614	3.27	1,129,792	6,684	5.92
14	REPUBLIC AIRWAYS	210,985	727	3.45	824,880	8,116	9.84
15	MESA AIRLINES	188,324	710	3.77	883,867	11,895	13.46
16	AMERICAN AIRLINES	1,740,264	7,719	4.44	6,434,082	72,725	11.30
17	ENVOY AIR	362,364	1,848	5.10	1,019,602	13,677	13.41
	TOTAL	10,528,103	29,935	2.84	44,070,940	311,400	7.07

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

AIR TRAVEL CONSUMER REPORT

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

RANK	CARRIER	JANUARY - JUNE 2020			JANUARY - JUNE 2019		
		NUMBER OF BAGS ENPLANED	NUMBER OF BAGS MISHANDLED	NUMBER OF BAGS MISHANDLED PER 1000 ENPLANED	NUMBER OF BAGS ENPLANED	NUMBER OF BAGS MISHANDLED	NUMBER OF BAGS MISHANDLED PER 1000 ENPLANED
1	ALLEGiant AIR	1,900,041	3,084	1.62	3,519,417	6,088	1.73
2	SOUTHWEST AIRLINES	28,604,060	90,592	3.17	60,215,106	284,404	4.72
3	HAWAIIAN AIRLINES	1,407,906	5,178	3.68	3,269,370	14,055	4.30
4	FRONTIER AIRLINES	2,587,227	9,756	3.77	5,047,630	20,793	4.12
5	JETBLUE AIRWAYS	3,475,690	13,456	3.87	6,820,868	37,541	5.50
6	EXPRESSJET AIRLINES	1,022,274	4,397	4.30	2,202,313	13,379	6.08
7	ENDEAVOR AIR	2,585,133	11,155	4.32	5,078,011	23,152	4.56
8	DELTA AIR LINES	17,324,220	75,907	4.38	38,918,798	191,122	4.91
9	SPIRIT AIRLINES	3,106,911	14,791	4.76	6,251,460	29,024	4.64
10	ALASKA AIRLINES	4,798,785	23,894	4.98	10,307,225	50,200	4.87
11	PSA AIRLINES	3,597,027	19,233	5.35	6,722,866	50,621	7.53
12	UNITED AIRLINES	9,954,000	53,781	5.40	23,649,591	164,365	6.95
13	MESA AIRLINES	2,391,365	12,966	5.42	4,995,205	47,319	9.47
14	SKYWEST AIRLINES	7,200,289	40,609	5.64	14,481,675	99,056	6.84
15	REPUBLIC AIRWAYS	2,112,616	12,542	5.94	4,424,851	35,067	7.93
16	ENVOY AIR	2,865,922	19,392	6.77	5,478,082	56,730	10.36
17	AMERICAN AIRLINES	17,688,351	122,517	6.93	36,191,795	322,467	8.91
	TOTAL	112,621,817	533,250	4.73	237,574,263	1,445,383	6.08

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

MISHANDLED WHEELCHAIRS AND SCOOTERS

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

AIR TRAVEL CONSUMER REPORT

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

RANK	CARRIER*	JUNE 2020			JUNE 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	JETBLUE AIRWAYS	435	1	0.23	2,986	37	1.24
2	ALLEGIAN AIR	650	2	0.31	1,941	10	0.52
3	FRONTIER AIRLINES	415	2	0.48	1,697	40	2.36
4	DELTA AIR LINES NETWORK	2,389	12	0.50	21,260	190	0.89
	- DELTA AIR LINES	1,836	10	0.54	13,943	160	1.15
	- BRANDED CODESHARE PARTNERS	553	2	0.36	7,317	30	0.41
5	UNITED AIRLINES NETWORK	1,324	11	0.83	11,749	176	1.50
	- UNITED AIRLINES	594	7	1.18	8,258	120	1.45
	- BRANDED CODESHARE PARTNERS	730	4	0.55	3,491	56	1.60
6	SOUTHWEST AIRLINES	2,932	38	1.30	12,668	189	1.49
7	ALASKA AIRLINES NETWORK	442	6	1.36	2,526	19	0.75
	- ALASKA AIRLINES	321	5	1.56	2,112	14	0.66
	- BRANDED CODESHARE PARTNERS	121	1	0.83	414	5	1.21
8	AMERICAN AIRLINES NETWORK	2,926	53	1.81	8,585	292	3.40
	- AMERICAN AIRLINES	1,967	37	1.88	6,284	200	3.18
	- BRANDED CODESHARE PARTNERS	959	16	1.67	2,301	92	4.00
9	HAWAIIAN AIRLINES NETWORK	101	2	1.98	481	3	0.62
	- HAWAIIAN AIRLINES	87	2	2.30	395	3	0.76
	- BRANDED CODESHARE PARTNERS	14	0	0.00	86	0	0.00
10	SPIRIT AIRLINES	254	7	2.76	2,267	60	2.65
	TOTAL	11,868	134	1.13	66,160	1,016	1.54

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

AIR TRAVEL CONSUMER REPORT

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

RANK	CARRIER*	JANUARY - JUNE 2020			JANUARY - JUNE 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	4,567	12	0.26	8,669	63	0.73
2	DELTA AIR LINES NETWORK	41,122	289	0.70	101,294	771	0.76
	- DELTA AIR LINES	32,262	235	0.73	71,718	662	0.92
	- BRANDED CODESHARE PARTNERS	8,860	54	0.61	29,576	109	0.37
3	JETBLUE AIRWAYS	7,401	76	1.03	12,259	214	1.75
4	HAWAIIAN AIRLINES NETWORK	1,574	22	1.40	3,025	46	1.52
	- HAWAIIAN AIRLINES	1,394	22	1.58	2,791	44	1.58
	- BRANDED CODESHARE PARTNERS	180	0	0.00	234	2	0.85
5	ALASKA AIRLINES NETWORK	6,383	91	1.43	11,997	110	0.92
	- ALASKA AIRLINES	5,092	73	1.43	10,168	86	0.85
	- BRANDED CODESHARE PARTNERS	1,291	18	1.39	1,829	24	1.31
6	UNITED AIRLINES NETWORK	22,950	329	1.43	54,524	836	1.53
	- UNITED AIRLINES	14,516	207	1.43	39,896	584	1.46
	- BRANDED CODESHARE PARTNERS	8,434	122	1.45	14,628	252	1.72
7	FRONTIER AIRLINES	6,843	104	1.52	8,511	178	2.09
8	SOUTHWEST AIRLINES	30,466	482	1.58	54,355	1,072	1.97
9	AMERICAN AIRLINES NETWORK	30,654	566	1.85	28,373	1,223	4.31
	- AMERICAN AIRLINES	22,320	397	1.78	22,449	897	4.00
	- BRANDED CODESHARE PARTNERS	8,334	169	2.03	5,924	326	5.50
10	SPIRIT AIRLINES	4,286	117	2.73	11,480	264	2.30
	TOTAL	156,246	2,088	1.34	294,487	4,777	1.62

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

AIR TRAVEL CONSUMER REPORT

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

RANK	CARRIER*	JUNE 2020			JUNE 2019		
		NUMBER OF WHEELCHAIRS AND SCOOTERS ENPLANED	NUMBER OF WHEELCHAIRS AND SCOOTERS MISHANDLED	PERCENT OF WHEELCHAIRS AND SCOOTERS MISHANDLED	NUMBER OF WHEELCHAIRS AND SCOOTERS ENPLANED	NUMBER OF WHEELCHAIRS AND SCOOTERS MISHANDLED	PERCENT OF WHEELCHAIRS AND SCOOTERS MISHANDLED
1	ENDEAVOR AIR	268	0	0.00	2,994	12	0.40
2	JETBLUE AIRWAYS	435	1	0.23	2,986	37	1.24
3	ALLEGiant AIR	650	2	0.31	1,941	10	0.52
4	REPUBLIC AIRWAYS	248	1	0.40	1,110	26	2.34
5	FRONTIER AIRLINES	415	2	0.48	1,697	40	2.36
6	DELTA AIR LINES	1,836	10	0.54	13,943	160	1.15
7	SKYWEST AIRLINES	767	5	0.65	5,721	60	1.05
8	UNITED AIRLINES	594	7	1.18	8,258	120	1.45
9	SOUTHWEST AIRLINES	2,932	38	1.30	12,668	189	1.49
10	PSA AIRLINES	264	4	1.52	504	11	2.18
10	EXPRESSJET AIRLINES	66	1	1.52	323	2	0.62
12	ALASKA AIRLINES	321	5	1.56	2,112	14	0.66
13	ENVOY AIR	316	5	1.58	587	27	4.60
14	AMERICAN AIRLINES	1,967	37	1.88	6,284	200	3.18
15	MESA AIRLINES	202	4	1.98	834	26	3.12
16	HAWAIIAN AIRLINES	87	2	2.30	395	3	0.76
17	SPIRIT AIRLINES	254	7	2.76	2,267	60	2.65
	TOTAL	11,622	131	1.13	64,624	997	1.54

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

AIR TRAVEL CONSUMER REPORT

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

RANK	CARRIER*	JANUARY - JUNE 2020			JANUARY - JUNE 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	4,567	12	0.26	8,669	63	0.73
2	ENDEAVOR AIR	3,524	16	0.45	12,244	43	0.35
3	DELTA AIR LINES	32,262	235	0.73	71,718	662	0.92
4	JETBLUE AIRWAYS	7,401	76	1.03	12,259	214	1.75
5	REPUBLIC AIRWAYS	2,740	30	1.09	4,148	86	2.07
6	EXPRESSJET AIRLINES	1,113	13	1.17	1,620	33	2.04
7	SKYWEST AIRLINES	9,092	112	1.23	22,325	200	0.90
8	UNITED AIRLINES	14,516	207	1.43	39,896	584	1.46
9	ALASKA AIRLINES	5,092	73	1.43	10,168	86	0.85
10	FRONTIER AIRLINES	6,843	104	1.52	8,511	178	2.09
11	HAWAIIAN AIRLINES	1,394	22	1.58	2,791	44	1.58
12	SOUTHWEST AIRLINES	30,466	482	1.58	54,355	1,072	1.97
13	AMERICAN AIRLINES	22,320	397	1.78	22,449	897	4.00
14	PSA AIRLINES	1,952	35	1.79	1,213	68	5.61
15	MESA AIRLINES	2,417	44	1.82	2,857	73	2.56
16	ENVOY AIR	2,137	44	2.06	1,528	98	6.41
17	SPIRIT AIRLINES	4,286	117	2.73	11,480	264	2.30
	TOTAL	152,122	2,019	1.33	288,231	4,665	1.62

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

OVERSALES

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

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

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

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



AIR TRAVEL CONSUMER REPORT

PASSENGERS DENIED BOARDING BY REPORTING MARKETING U.S. AIRLINES (QUARTERLY)

RANK	CARRIER*	APRIL - JUNE 2020			
		DENIED BOARDINGS (DB'S)		ENPLANED PASSENGERS	INVOLUNTARY DB's PER 10,000 PASSENGERS
		VOLUNTARY	INVOLUNTARY		
1	DELTA AIR LINES NETWORK	2,081	0	3,838,133	0.00
	- DELTA AIR LINES	1,546	0	2,956,649	0.00
	- BRANDED CODESHARE PARTNERS	535	0	881,484	0.00
2	UNITED AIRLINES NETWORK	53	0	2,705,563	0.00
	- UNITED AIRLINES	8	0	1,333,318	0.00
	- BRANDED CODESHARE PARTNERS	45	0	1,372,245	0.00
3	ALLEGiant AIR	15	0	1,296,542	0.00
4	JETBLUE AIRWAYS	29	0	583,894	0.00
5	HAWAIIAN AIRLINES NETWORK	37	0	182,199	0.00
	- HAWAIIAN AIRLINES	30	0	176,278	0.00
	- BRANDED CODESHARE PARTNERS	7	0	5,921	0.00
6	SPIRIT AIRLINES	80	2	871,869	0.02
7	SOUTHWEST AIRLINES	1,108	110	7,058,890	0.16
8	AMERICAN AIRLINES NETWORK	1,448	209	8,256,400	0.25
	- AMERICAN AIRLINES	647	85	5,369,982	0.16
	- BRANDED CODESHARE PARTNERS	801	124	2,886,418	0.43
9	ALASKA AIRLINES NETWORK	156	45	1,556,952	0.29
	- ALASKA AIRLINES	43	0	916,543	0.00
	- BRANDED CODESHARE PARTNERS	113	45	640,409	0.70
10	FRONTIER AIRLINES	170	45	690,113	0.65
	TOTAL	5,177	411	27,040,555	0.15

APRIL - JUNE 2019			
DENIED BOARDINGS (DB'S)		ENPLANED PASSENGERS	INVOLUNTARY DB's PER 10,000 PASSENGERS
VOLUNTARY	INVOLUNTARY		
58,823	0	49,845,801	0.00
32,820	0	39,153,662	0.00
26,003	0	10,692,139	0.00
22,806	31	38,564,100	0.01
11,394	28	27,015,815	0.01
11,412	3	11,548,285	0.00
25	123	4,198,976	0.29
641	7	9,851,842	0.01
43	0	2,799,594	0.00
39	0	2,742,590	0.00
4	0	57,004	0.00
5,642	149	8,335,320	0.18
12,368	931	42,176,361	0.22
58,065	5,227	51,293,980	1.02
41,562	3,298	36,110,590	0.91
16,503	1,929	15,183,390	1.27
4,235	277	11,785,184	0.24
3,188	155	9,035,684	0.17
1,047	122	2,749,500	0.44
838	184	5,128,189	0.36
163,486	6,929	223,979,347	0.31

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

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

AIR TRAVEL CONSUMER REPORT

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

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

JANUARY - JUNE 2019			
DENIED BOARDINGS (DB'S)		ENPLANED PASSENGERS	INVOLUNTARY DB's PER 10,000 PASSENGERS
VOLUNTARY	INVOLUNTARY		
59	633	7,672,366	0.83
95,995	3	91,349,196	0
61,096	1	71,751,593	0
34,899	2	19,597,603	0
1,362	30	18,913,095	0.02
43,370	55	71,494,657	0.01
20,250	45	49,676,219	0.01
23,120	10	21,818,438	0
121	0	5,467,822	0
111	0	5,358,042	0
10	0	109,780	0
22,364	2,525	79,585,502	0.32
12,410	195	15,600,793	0.12
7,547	551	21,900,107	0.25
5,686	313	16,648,311	0.19
1,861	238	5,251,796	0.45
1,425	352	10,256,378	0.34
101,341	8,760	97,472,245	0.9
69,924	5,022	69,194,478	0.73
31,417	3,738	28,277,767	1.32
285,994	13,104	419,712,161	0.31

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

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

AIR TRAVEL CONSUMER REPORT

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

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

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

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

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

AIR TRAVEL CONSUMER REPORT

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

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

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

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

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

CONSUMER COMPLAINTS

This section summarizes aviation consumer complaints filed with the Department via internet, in writing or by telephone. DOT has not determined the validity of the complaints. The report does not include safety complaints (which are handled by the Federal Aviation Administration) or security complaints (which are handled by the Transportation Security Administration). An explanation of each section of the report appears below:

Summary - Table 1 gives the total number of complaints, and breaks down complaints by industry groups (U.S. airlines, tour operators, etc.). As with most other sections of the report, figures for the current month are compared to the same month in the previous year.

Complaint Categories - Table 2 ranks the categories of complaints (baggage, refunds, etc.). A detailed explanation of each category appears at the end of the report.

U.S. Airlines - Table 3 shows the number of complaints against individual U.S. airlines, listed alphabetically and broken down by complaint category.

Incident Date - Table 4 shows the number of complaints against individual U.S. airlines, listed alphabetically and broken down by the percentage of complaints where the incident occurred in the most recent month versus previous periods (Incident Date data is not included in YTD section).

Companies Other Than U.S. Airlines - Table 5 (Table 4 in YTD reports) provides the same information as above for foreign airlines, and for tour operators, travel agents, etc.

Airline Rankings - Tables 6A (Table 5A in YTD reports) ranks the largest U.S. marketing and reporting airlines (those that each account for 0.5 percent of total domestic scheduled-service passenger revenues per the rate of complaints per 100,000 passengers. The system-wide enplanements (domestic and international scheduled and charter revenue passenger counts) are derived from the Form 41 Schedule T-100 traffic reports that carriers, under certification, are required to submit to BTS within 30 days following the end of each reporting month (14 CFR Part 241). System wide enplanements used for the complaint ranking ratios exclude military charters and non-revenue passengers.

AIR TRAVEL CONSUMER REPORT

TABLE 1

CONSUMER COMPLAINTS
SUMMARY

	JUNE 2020				JUNE 2019			
	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS
U.S. AIRLINES	5,354	34	0	401	1,114	29	1	184
FOREIGN AIRLINES	8,100	8	1	238	433	5	0	64
TRAVEL AGENTS	2,437	2	0	83	31	0	0	21
TOUR OPERATORS	16	0	0	1	0	0	0	1
MISCELLANEOUS	39	6	0	76	10	10	0	70
INDUSTRY TOTALS	15,946	50	1	799	1,588	44	1	340

AIR TRAVEL CONSUMER REPORT

Table 2

COMPLAINT CATEGORY	COMPLAINT CATEGORIES*					
	JUNE 2020			JUNE 2019		
	RANKING	COMPLAINTS**	SUB-CATEGORY	RANKING	COMPLAINTS**	SUB-CATEGORY
REFUNDS	1	14,875		4	161	
FARES	2	413		6	81	
RESERVATIONS/TICKETING/BOARDING	3	328		3	181	
CUSTOMER SERVICE	4	136		4	161	
FLIGHT PROBLEMS	5	79		1	598	
CANCELLATION			58			251
MISCONNECTION			6			76
DELAY			3			212
BAGGAGE	6	58		2	257	
DISABILITY	7	28		7	71	
OTHER	8	16		9	29	
FREQUENT FLYER			10			17
OVERSALES	9	5		8	37	
DISCRIMINATION	9	5		10	10	
ADVERTISING	11	3		11	2	
ANIMALS	12	0		12	0	
COMPLAINT TOTAL		15,946			1,588	

* A DETAILED EXPLANATION OF THE COMPLAINT CATEGORIES IS ATTACHED.

** INCLUDES FIGURES FOR SUB-CATEGORIES.

AIR TRAVEL CONSUMER REPORT

Table 3

COMPLAINTS AGAINST U.S. AIRLINES BY COMPLAINT CATEGORIES*
JUNE 2020

U.S. AIRLINES** ALPHABETICAL	FLIGHT PROBLEMS	OVER- SALES	RES/TKT/ BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DIS- ABILITY	ADVERT- ISING	DISCRIM- INATION	ANIMALS	OTHER	TOTAL
ALASKA AIRLINES	3	0	0	5	123	1	3	0	0	0	0	1	136
ALLEGiant AIR	1	0	2	3	53	0	6	1	0	0	0	0	66
AMERICAN AIRLINES	8	1	14	18	607	6	45	7	1	2	0	8	717
DELTA AIR LINES	13	0	36	12	692	3	6	2	1	0	0	0	765
ENDEAVOR AIR	0	1	1	1	22	1	0	0	0	0	0	0	26
FRONTIER AIRLINES	2	0	76	209	897	4	19	2	0	0	0	0	1,209
HAWAIIAN AIRLINES	0	0	1	8	286	0	2	0	0	1	0	0	298
HORIZON AIRLINES	0	0	1	0	6	0	0	0	0	0	0	0	7
JETBLUE AIRWAYS	5	0	3	3	154	1	5	3	0	0	0	0	174
REPUBLIC AIRWAYS	0	0	0	0	11	0	0	0	0	0	0	0	11
SILVER AIRWAYS	0	0	1	1	16	0	0	0	0	1	0	0	19
SKYWEST AIRLINES	0	0	1	0	15	0	3	0	0	0	0	0	19
SOUTHWEST AIRLINES	1	0	0	5	168	2	5	3	0	0	0	0	184
SPIRIT AIRLINES	3	0	5	7	110	2	7	3	1	1	0	0	139
SUN COUNTRY AIRLINES	0	0	0	0	30	0	3	0	0	0	0	0	33
UNITED AIRLINES	8	1	15	16	1,467	6	16	7	0	0	0	0	1,536
Other U.S. Airlines	0	0	0	2	6	2	2	0	0	0	0	3	15
TOTAL JUNE 2020	44	3	156	290	4,663	28	122	28	3	5	0	12	5,354
% of TOTAL COMPLAINTS	0.8	0.1	2.9	5.4	87.1	0.5	2.3	0.5	0.1	0.1	0	0.2	
TOTAL JUNE 2019	521	26	98	35	88	131	117	64	1	10	0	23	1,114
% of TOTAL COMPLAINTS	46.8	2.3	8.8	3.1	7.9	11.8	10.5	5.7	0.1	0.9	0	2.1	

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

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

AIR TRAVEL CONSUMER REPORT

Table 4

COMPLAINTS AGAINST U.S. AIRLINES BY INCIDENT DATE*

U.S. AIRLINES ALPHABETICAL	COMPS RECD IN JUN	INCI- DENTS IN JUN	PERCENT	INCI- DENTS IN MAY	PERCENT	INCI- DENTS IN ALL PRIOR MONTHS	PERCENT	UN- KNOWN INCI- DENT DATE	PERCENT
ALASKA AIRLINES	136	13	9.6	24	17.6	81	59.6	18	13.2
ALLEGiant AIR	66	14	21.2	5	7.6	38	57.6	9	13.6
AMERICAN AIRLINES	717	146	20.4	76	10.6	413	57.6	82	11.4
DELTA AIR LINES	765	207	27.1	115	15.0	389	50.8	54	7.1
ENDEAVOR AIR	26	8	30.8	6	23.1	8	30.8	4	15.4
FRONTIER AIRLINES	1209	145	12.0	90	7.4	798	66.0	176	14.6
HAWAIIAN AIRLINES	298	103	34.6	31	10.4	147	49.3	17	5.7
HORIZON AIRLINES	7	1	14.3	1	14.3	5	71.4	0	0.0
JETBLUE AIRWAYS	174	31	17.8	16	9.2	110	63.2	17	9.8
REPUBLIC AIRWAYS	11	3	27.3	2	18.2	6	54.5	0	0.0
SILVER AIRWAYS	19	6	31.6	4	21.1	8	42.1	1	5.3
SKYWEST AIRLINES	19	5	26.3	3	15.8	11	57.9	0	0.0
SOUTHWEST AIRLINES	184	29	15.8	24	13.0	110	59.8	21	11.4
SPIRIT AIRLINES	139	20	14.4	10	7.2	96	69.1	13	9.4
SUN COUNTRY AIRLINES	33	7	21.2	2	6.1	21	63.6	3	9.1
UNITED AIRLINES	1536	283	18.4	274	17.8	863	56.2	116	7.6
Other U.S. Airlines	15	7	46.7	1	6.7	7	46.7	0	0.0
Totals	5,354	1,028	19.2	684	12.8	3,111	58.1	531	9.9
Previous Year's Totals	1,114	682	61.2	203	18.2	160	14.4	69	6.2

* 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.'

Table 5

AIR TRAVEL CONSUMER REPORT
COMPANIES OTHER THAN U.S. AIRLINES* BY COMPLAINT CATEGORY**
JUNE 2020

	FLIGHT PROBLEMS	OVER- SALES	RES/TKT/ BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DIS- ABILITY	ADVERT- ISING	DISCRIM- INATION	ANIMALS	OTHER	TOTAL
<u>FOREIGN AIRLINES</u>													
AEGEAN AIRLINES	0	0	1	0	12	0	0	0	0	0	0	0	13
AER LINGUS	1	0	1	3	129	1	0	0	0	0	0	0	135
AEROFLOT	0	0	0	0	62	0	0	0	0	0	0	0	62
AEROLINEAS ARGENTINAS	0	0	0	0	7	0	0	0	0	0	0	0	7
AEROMEXICO	1	0	5	4	261	0	1	0	0	0	0	0	272
AIR ASIA	0	0	0	0	11	0	0	0	0	0	0	0	11
AIR CANADA	0	0	8	6	1,028	0	1	0	0	0	0	0	1,043
AIR CHINA	0	0	1	1	4	1	0	0	0	0	0	0	7
AIR EUROPA	0	0	0	0	47	0	0	0	0	0	0	0	47
AIR FRANCE	2	1	0	0	153	6	0	0	0	0	0	0	162
AIR INDIA	0	0	3	2	90	1	0	0	0	0	0	0	96
AIR ITALY	0	0	0	0	13	0	0	0	0	0	0	0	13
AIR NEW ZEALAND	0	0	0	1	34	0	0	0	0	0	0	0	35
AIR SERBIA	0	0	0	0	13	0	0	0	0	0	0	0	13
AIR TAHITI NUI	0	0	0	0	39	0	0	0	0	0	0	0	39
AIR TRANSAT	0	0	0	0	34	0	0	0	0	0	0	0	34
ALITALIA AIRLINES	1	0	1	0	93	0	1	0	0	0	0	0	96
ANA ALL NIPPON AIRLINES	0	0	0	0	24	0	0	0	0	0	0	0	24
ASIANA AIRLINES	0	0	3	0	31	0	0	0	0	0	0	0	34
AUSTRIAN AIRLINES	0	0	1	0	47	0	0	0	0	0	0	0	48
AVIANCA	4	1	2	1	191	0	0	0	0	0	0	1	200
AZUL BRAZILIAN AIRLINES	0	0	0	0	7	1	0	0	0	0	0	0	8
BAHAMASAIR HOLDINGS	0	0	0	0	6	0	0	0	0	0	0	0	6
BRITISH AIRWAYS	0	0	2	3	159	0	0	0	0	0	0	1	165
BRUSSELS AIRLINES	0	0	0	0	19	0	1	0	0	0	0	0	20
CARIBBEAN AIRLINES	0	0	0	0	16	0	0	0	0	0	0	0	16
CATHAY PACIFIC AIRWAYS	0	0	0	3	13	0	0	0	0	0	0	0	16
CHINA AIRLINES	2	0	0	0	10	0	0	0	0	0	0	0	12
CHINA EASTERN AIRLINES	0	0	0	0	7	0	0	0	0	0	0	0	7
CHINA SOUTHERN AIRLINES	1	0	0	0	7	0	0	0	0	0	0	0	8
CONDOR	1	0	3	0	89	0	0	0	0	0	0	0	93
COPA COMPANIA PANAMENA DE AVIACION	0	0	1	0	79	0	0	0	0	0	0	0	80
CORSAIR	0	0	0	0	19	0	0	0	0	0	0	0	19
EASY JET	0	0	0	0	11	0	0	0	0	0	0	0	11
EGYPTAIR	0	0	0	1	23	1	0	0	0	0	0	0	25
EL AL ISRAEL	6	0	4	0	515	0	1	0	0	0	0	0	526
EMIRATES AIRLINES	0	0	1	2	59	1	0	0	0	0	0	0	63
ETHIOPIAN AIRLINES	0	0	1	0	45	1	0	0	0	0	0	0	47
ETIHAD AIRWAYS	0	0	0	1	28	2	0	0	0	0	0	0	31

Table 5 (cont'd)

AIR TRAVEL CONSUMER REPORT
COMPANIES OTHER THAN U.S. AIRLINES* BY COMPLAINT CATEGORY**
JUNE 2020

	FLIGHT PROBLEMS	OVER- SALES	RES/TKT/ BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DIS- ABILITY	ADVERT- ISING	DISCRIM- INATION	ANIMALS	OTHER	TOTAL
EUROWINGS	0	0	0	0	8	0	0	0	0	0	0	0	8
EVA AIRWAYS	0	0	0	0	19	0	0	0	0	0	0	0	19
FIJI AIRWAYS	0	0	0	0	25	0	0	0	0	0	0	0	25
FINNAIR	0	0	0	1	27	0	0	0	0	0	0	0	28
FRENCH BEE	0	0	0	0	38	0	0	0	0	0	0	0	38
IBERIA AIRLINES	0	0	5	3	144	0	1	0	0	0	0	0	153
ICELANDAIR	0	0	0	5	241	0	0	0	0	0	0	0	246
INTERJET	1	0	1	1	208	0	0	0	0	0	0	0	211
JAPAN AIR LINES	0	0	0	1	10	0	0	0	0	0	0	0	11
KENYA AIRWAYS	0	0	0	0	39	0	0	0	0	0	0	0	39
KLM	0	0	2	2	188	2	1	0	0	0	0	0	195
KOREAN AIR LINES	0	0	0	2	18	0	1	0	0	0	0	0	21
LA COMPAGNIE	0	0	0	0	18	0	0	0	0	0	0	0	18
LATAM	1	0	3	2	102	2	0	0	0	0	0	0	110
LEVEL	0	0	0	0	36	0	0	0	0	0	0	0	36
LOT POLISH AIRLINES	2	0	2	0	90	0	0	0	0	0	0	0	94
LUFTHANSA	0	0	8	4	450	1	0	0	0	0	0	0	463
MALAYSIA AIRLINES	0	0	0	0	5	0	0	0	0	0	0	0	5
NORWEGIAN AIR SHUTTLE	1	0	1	2	182	0	0	0	0	0	0	1	187
PHILIPPINE AIRLINES	1	0	7	5	41	1	0	0	0	0	0	0	55
PORTER AIRLINES	0	0	0	0	5	0	0	0	0	0	0	0	5
QANTAS AIRWAYS	0	0	2	1	13	0	0	0	0	0	0	0	16
QATAR AIRWAYS	0	0	5	0	61	0	0	0	0	0	0	0	66
ROYAL AIR MAROC	1	0	0	1	97	1	0	0	0	0	0	0	100
ROYAL JORDANIAN AIRLINES	0	0	1	0	45	0	0	0	0	0	0	0	46
RYANAIR	0	0	0	0	11	0	0	0	0	0	0	0	11
SAS	0	0	1	0	115	0	0	0	0	0	0	0	116
SATA INTERNACIONAL	0	0	0	0	38	0	0	0	0	0	0	0	38
SINGAPORE AIRLINES	0	0	1	0	41	0	0	0	0	0	0	0	42
SOUTH AFRICAN AIRWAYS	0	0	3	0	36	0	0	0	0	0	0	0	39
SUNWING AIRLINES	0	0	0	0	8	0	0	0	0	0	0	0	8
SWISS AIR	1	0	0	2	102	0	0	0	0	0	0	0	105
SWOOP	0	0	0	0	78	0	0	0	0	0	0	0	78
TAME	0	0	0	0	6	0	0	0	0	0	0	0	6
TAP	1	0	15	7	906	1	1	0	0	0	0	0	931
TURKISH AIRLINES	1	0	6	1	140	1	1	0	0	0	0	0	150
UKRAINE INTERNATIONAL AIRLINES	0	0	0	0	10	2	0	0	0	0	0	0	12
VIRGIN ATLANTIC AIRWAYS	1	0	4	1	190	1	0	0	0	0	0	0	197
VIRGIN AUSTRALIA	0	0	0	1	33	0	0	0	0	0	0	0	34
VIVA AIR	0	0	0	0	6	0	0	0	0	0	0	0	6

Table 5 (cont'd)

AIR TRAVEL CONSUMER REPORT
COMPANIES OTHER THAN U.S. AIRLINES* BY COMPLAINT CATEGORY**
JUNE 2020

	FLIGHT PROBLEMS	OVER- SALES	RES/TKT/ BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DIS- ABILITY	ADVERT- ISING	DISCRIM- INATION	ANIMALS	OTHER	TOTAL
VIVAAEROBUS	0	0	0	0	10	0	1	0	0	0	0	0	11
VOLARIS AIRLINES	3	0	23	9	256	1	0	0	0	0	0	0	292
VUELING AIRLINES	0	0	1	0	18	0	0	0	0	0	0	0	19
WEST JET	0	0	0	0	196	0	0	0	0	0	0	0	196
OTHER FOREIGN AIRLINES	0	0	3	0	66	0	1	0	0	0	0	0	70
TOTALS	33	2	132	79	7,811	28	12	0	0	0	0	3	8,100
<u>TRAVEL AGENTS</u>													
AIRTKT.COM	0	0	1	0	10	0	0	0	0	0	0	0	11
AMERICAN EXPRESS TRAVEL OFFICE	0	0	0	0	27	0	0	0	0	0	0	0	27
ASAPTICKETS.COM	0	0	0	2	62	0	0	0	0	0	0	0	64
CHASE TRAVEL	0	0	2	1	102	0	0	0	0	0	0	0	105
CHEAP TICKETS	0	0	0	1	20	0	0	0	0	0	0	0	21
CHEAPCARIBBEAN.COM	0	0	0	0	6	0	0	0	0	0	0	0	6
CHEAPOAIR.COM	0	0	7	10	206	0	1	0	0	0	0	0	224
COSTCO TRAVEL	0	0	0	0	9	0	0	0	0	0	0	0	9
EDREAMS.COM	0	0	0	0	12	0	0	0	0	0	0	0	12
EXPEDIA.COM	0	0	3	3	580	0	0	0	0	0	0	0	587
EXPLORETRIP.COM	0	0	0	0	10	0	0	0	0	0	0	0	10
FAREBOOM.COM	0	0	0	0	21	0	0	0	0	0	0	0	21
FARESCAN.COM	0	0	0	1	23	0	0	0	0	0	0	0	24
FLIGHT NETWORK	0	0	0	0	29	0	0	0	0	0	0	0	29
FLIGHTGURU	0	0	0	0	7	0	0	0	0	0	0	0	7
FLIGHTHUB	0	0	0	0	21	0	0	0	0	0	0	0	21
FLYUS.COM	0	0	0	0	9	0	0	0	0	0	0	0	9
GATE 1 TRAVEL	0	0	0	0	9	0	0	0	0	0	0	0	9
GOTOGATE	0	0	0	0	46	0	0	0	0	0	0	0	46
HOP2	0	0	0	1	22	0	0	0	0	0	0	0	23
HOPPER.COM	0	0	3	0	41	0	0	0	0	0	0	0	44
HOTWIRE.COM	0	0	0	0	7	0	0	0	0	0	0	0	7
JUSTFLY.COM	0	0	5	1	128	0	0	0	0	0	0	0	134
KISSANDFLY	0	0	0	0	5	0	0	0	0	0	0	0	5
KIWI.COM	0	0	1	1	50	0	0	0	0	0	0	0	52
MYTRIP.COM	0	0	0	0	8	0	0	0	0	0	0	0	8
ONETRAVEL	0	0	0	1	13	0	0	0	0	0	0	0	14
ORBITZ.COM	0	0	2	1	157	0	0	0	0	0	0	0	160
OVAGO	0	0	2	12	99	0	0	0	0	0	0	0	113
PRICELINE.COM	0	0	0	1	81	0	0	0	0	0	0	0	82

Table 5 (cont'd)

AIR TRAVEL CONSUMER REPORT
COMPANIES OTHER THAN U.S. AIRLINES* BY COMPLAINT CATEGORY**
JUNE 2020

	FLIGHT PROBLEMS	OVER- SALES	RES/TKT/ BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DIS- ABILITY	ADVERT- ISING	DISCRIM- INATION	ANIMALS	OTHER	TOTAL
SKYBOOKER	0	0	0	1	7	0	0	0	0	0	0	0	8
SMARTFARES.COM	0	0	0	0	18	0	0	0	0	0	0	0	18
STUDENTUNIVERSE	0	0	0	0	18	0	0	0	0	0	0	0	18
TRAVEL2BE	0	0	0	0	7	0	0	0	0	0	0	0	7
TRAVELGENIO	0	0	0	0	17	0	0	0	0	0	0	0	17
TRAVELOCITY.COM	0	0	0	1	107	0	0	0	0	0	0	0	108
TRIP.COM	1	0	0	0	16	0	0	0	0	0	0	0	17
TRIPMASTERS	0	0	0	0	14	0	0	0	0	0	0	0	14
VAYAMA	0	0	10	2	122	0	0	0	0	0	0	0	134
WOWFARE	0	0	0	0	12	0	0	0	0	0	0	0	12
OTHER TRAVEL AGENTS	0	0	3	4	193	0	0	0	0	0	0	0	200
TOTALS	1	0	39	44	2,351	0	1	0	0	0	0	0	2,437
<u>TOUR OPERATORS</u>													
DELTA DREAM VACATIONS	0	0	0	0	7	0	0	0	0	0	0	0	7
FUN JET INCORPORATED	0	0	0	0	6	0	0	0	0	0	0	0	6
OTHER TOUR OPERATORS	0	0	0	0	3	0	0	0	0	0	0	0	3
TOTALS	0	0	0	0	16	0	0	0	0	0	0	0	16
<u>MISCELLANEOUS</u>													
OTHER TRAVEL INSURANCE	0	0	0	0	7	0	0	0	0	0	0	1	8
Other Miscellaneous	1	0	1	0	26	2	1	0	0	0	0	0	31
TOTALS	1	0	1	0	33	2	1	0	0	0	0	1	39

* 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).

JUNE 2020		JUNE 2019
AIRLINE	COMPLAINTS	COMPLAINTS
ALASKA AIRLINES NETWORK	145	16
- ALASKA AIRLINES	136	12
- BRANDED CODESHARE PARTNERS	9	4
ALLEGiant AIR	66	24
AMERICAN AIRLINES NETWORK	721	367
- AMERICAN AIRLINES	717	315
- BRANDED CODESHARE PARTNERS	4	52
DELTA AIR LINES NETWORK	814	107
- DELTA AIR LINES	765	90
- BRANDED CODESHARE PARTNERS	49	17
FRONTIER AIRLINES	1,209	72
HAWAIIAN AIRLINES NETWORK	298	6
- HAWAIIAN AIRLINES	298	6
- BRANDED CODESHARE PARTNERS	0	0
JETBLUE AIRWAYS	174	41
SOUTHWEST AIRLINES	184	58
SPIRIT AIRLINES	139	102
UNITED AIRLINES NETWORK	1,536	234
- UNITED AIRLINES	1,536	197
- BRANDED CODESHARE PARTNERS	0	37
TOTAL	5,286	1,027

* 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	JUNE 2020			JUNE 2019		
		COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS	COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS
1	ENVOY AIR	0	501,551	0.00	21	1,342,974	1.56
2	MESA AIRLINES	0	263,874	0.00	14	1,330,497	1.05
3	EXPRESSJET AIRLINES	0	62,342	0.00	2	463,091	0.43
4	PSA AIRLINES	2	470,749	0.42	9	1,332,591	0.68
5	SKYWEST AIRLINES	19	916,657	2.07	24	3,833,452	0.63
6	REPUBLIC AIRWAYS	11	374,653	2.94	7	1,702,294	0.41
7	SOUTHWEST AIRLINES	184	4,637,817	3.97	58	14,412,735	0.40
8	ALLEGiant AIR	66	877,062	7.53	24	1,617,960	1.48
9	ENDEAVOR AIR	26	245,309	10.60	9	1,369,399	0.66
10	SPIRIT AIRLINES	139	609,433	22.81	102	3,019,855	3.38
11	AMERICAN AIRLINES	717	3,096,249	23.16	315	13,842,520	2.28
12	ALASKA AIRLINES	136	540,938	25.14	12	3,235,957	0.37
13	JETBLUE AIRWAYS	174	392,352	44.35	41	3,684,403	1.11
14	DELTA AIR LINES	765	1,602,797	47.73	90	15,093,152	0.60
15	UNITED AIRLINES	1,536	758,917	202.39	197	10,877,280	1.81
16	FRONTIER AIRLINES	1,209	564,668	214.11	72	2,011,777	3.58
17	HAWAIIAN AIRLINES	298	105,930	281.32	6	985,638	0.61
TOTAL		5,282	16,021,298	32.97	1,003	80,155,575	1.25

* 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

TABLE 1 (YTD)

CONSUMER COMPLAINTS
SUMMARY

	JANUARY - JUNE 2020				JANUARY - JUNE 2019			
	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS
U.S. AIRLINES	25,311	270	2	1,827	4,493	186	5	681
FOREIGN AIRLINES	31,519	35	2	1,068	2,403	19	1	453
TRAVEL AGENTS	8,279	3	0	257	202	8	0	71
TOUR OPERATORS	50	0	0	3	1	0	0	2
MISCELLANEOUS	173	124	0	428	68	145	0	418
INDUSTRY TOTALS	65,332	432	4	3,583	7,167	358	6	1,625

AIR TRAVEL CONSUMER REPORT

Table 2 (YTD)

COMPLAINT CATEGORIES*						
COMPLAINT CATEGORY	JANUARY - JUNE 2020			JANUARY - JUNE 2019		
	RANKING	COMPLAINTS**	SUB-CATEGORY	RANKING	COMPLAINTS**	SUB-CATEGORY
REFUNDS	1	56,326		1	750	
RESERVATIONS/TICKETING/BOARDING	2	3,639		2	911	
FARES	3	1,967		3	483	
FLIGHT PROBLEMS	4	1,013		4	2,293	
CANCELLATION			516			937
DELAY			245			788
MISCONNECTION			125			328
CUSTOMER SERVICE	5	901		5	713	
BAGGAGE	6	710		6	1,187	
OTHER	7	410		7	172	
FREQUENT FLYER			323			78
DISABILITY	8	237		8	395	
OVERSALES	9	87		9	194	
DISCRIMINATION	10	30		10	49	
ADVERTISING	11	11		11	18	
ANIMALS	12	1		12	2	
COMPLAINT TOTAL		65,332			7,167	

* A DETAILED EXPLANATION OF THE COMPLAINT CATEGORIES IS ATTACHED.

** INCLUDES FIGURES FOR SUB-CATEGORIES.

AIR TRAVEL CONSUMER REPORT

Table 3 (YTD)

COMPLAINTS AGAINST U.S. AIRLINES BY COMPLAINT CATEGORIES*
JANUARY - JUNE 2020

U.S. AIRLINES** ALPHABETICAL	FLIGHT PROBLEMS	OVER- SALES	RES/TKT/ BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DIS- ABILITY	ADVERT- ISING	DISCRIM- INATION	ANIMALS	OTHER	TOTAL
ALASKA AIRLINES	14	1	10	21	708	17	14	6	0	0	0	3	794
ALLEGiant AIR	15	0	38	17	323	3	25	15	0	0	0	1	437
AMERICAN AIRLINES	136	20	87	155	2,971	76	174	53	1	4	0	289	3,966
DELTA AIR LINES	70	3	104	67	2,444	43	66	25	2	1	0	5	2,830
EASTERN	0	0	0	3	4	3	2	0	0	0	0	0	12
ENDEAVOR AIR	4	1	2	1	60	2	2	0	0	0	0	0	72
ENVOY AIR	16	1	3	0	0	0	4	0	0	0	0	0	24
FRONTIER AIRLINES	41	2	139	325	2,735	29	49	8	1	3	0	4	3,336
HAWAIIAN AIRLINES	6	1	22	22	901	0	7	4	0	2	0	1	966
HORIZON AIRLINES	1	0	1	0	28	0	2	2	0	0	0	0	34
JETBLUE AIRWAYS	32	1	23	26	1,010	18	33	16	0	2	0	6	1,167
MESA AIRLINES	9	0	0	0	1	0	1	0	0	0	0	0	11
PSA AIRLINES	15	2	1	0	0	1	6	1	0	1	0	0	27
REPUBLIC AIRWAYS	3	0	0	1	38	0	1	1	0	1	0	0	45
SILVER AIRWAYS	7	3	3	2	82	0	1	0	0	1	0	0	99
SKYWEST AIRLINES	23	0	3	1	66	2	4	0	0	1	0	0	100
SOUTHWEST AIRLINES	16	0	10	63	1,118	22	29	16	0	1	0	3	1,278
SPIRIT AIRLINES	60	13	44	53	758	28	52	13	1	3	0	4	1,029
SUN COUNTRY AIRLINES	6	0	2	6	228	8	7	1	0	0	0	2	260
UNITED AIRLINES	124	11	93	165	8,067	75	133	34	1	2	0	16	8,721
VIAAIR	1	0	0	0	17	0	0	0	0	0	0	0	18
Other U.S. Airlines	21	2	0	2	28	3	6	0	0	0	0	23	85
TOTAL JAN - JUNE 2020	620	61	585	930	21,587	330	618	195	6	22	0	357	25,311
% of TOTAL COMPLAINTS	2.4	0.2	2.3	3.7	85.3	1.3	2.4	0.8	0.0	0.1	0	1.4	
TOTAL JAN - JUNE 2019	1,851	117	453	233	328	530	493	337	8	44	1	98	4,493
% of TOTAL COMPLAINTS	41.2	2.6	10.1	5.2	7.3	11.8	11.0	7.5	0.2	1.0	0.0	2.2	

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

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

Table 4 (YTD)(cont'd)

AIR TRAVEL CONSUMER REPORT
COMPLAINTS AGAINST COMPANIES OTHER THAN U.S. AIRLINES BY COMPLAINT CATEGORY / JANUARY - JUNE 2020**

	FLIGHT PROBLEMS	OVER- SALES	RES/TKT/ BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DIS- ABILITY	ADVERT- ISING	DISCRIM- INATION	ANIMALS	OTHER	TOTAL
<u>FOREIGN AIRLINES</u>													
AEGEAN AIRLINES	1	0	3	1	39	1	0	0	0	0	0	0	45
AER LINGUS	7	0	7	13	370	5	0	0	0	0	0	0	402
AEROFLOT	4	0	6	0	145	4	2	0	0	1	0	0	162
AEROLINEAS ARGENTINAS	0	0	2	0	21	1	0	0	0	0	0	0	24
AEROMEXICO	5	2	37	22	1,016	8	6	2	0	0	0	0	1,098
AIR ASIA	1	0	6	0	48	2	0	1	0	0	0	0	58
AIR CANADA	25	2	52	80	3,762	7	13	4	1	1	0	2	3,949
AIR CHINA	2	0	5	2	33	9	0	0	0	0	0	0	51
AIR EUROPA	1	0	5	0	113	0	0	0	0	0	0	0	119
AIR FRANCE	32	1	26	26	664	15	6	3	0	1	0	0	774
AIR INDIA	3	0	10	14	254	7	5	1	0	0	0	1	295
AIR ITALY	1	0	0	0	19	1	0	0	0	0	0	0	21
AIR NEW ZEALAND	3	0	0	3	208	0	0	0	0	1	0	0	215
AIR SERBIA	1	0	0	1	34	2	1	0	0	1	0	0	40
AIR TAHITI NUI	0	0	1	2	199	2	0	0	0	0	0	0	204
AIR TRANSAT	0	0	0	0	98	0	0	0	0	0	0	0	98
ALITALIA AIRLINES	5	1	10	2	209	4	4	0	0	0	0	0	235
ANA ALL NIPPON AIRLINES	1	0	8	3	73	3	1	0	0	0	0	2	91
ASIANA AIRLINES	0	0	4	1	84	2	0	1	0	0	0	0	92
AUSTRIAN AIRLINES	0	0	3	0	98	2	1	1	0	0	0	0	105
AVIANCA	6	2	25	11	714	13	3	0	0	0	0	2	776
AZUL BRAZILIAN AIRLINES	2	0	0	0	28	3	0	0	0	0	0	0	33
BAHAMASAIR	0	0	2	1	14	1	0	0	0	0	0	0	18
BRITISH AIRWAYS	8	0	24	25	802	15	9	1	0	1	0	2	887
BRUSSELS AIRLINES	0	0	0	1	51	2	1	0	0	0	0	0	55
CABO VERDE AIRLINES	14	0	1	1	10	1	0	0	0	0	0	0	27
CARIBBEAN AIRLINES	2	0	1	1	57	0	1	1	0	0	0	0	63
CATHAY PACIFIC AIRWAYS	2	0	5	11	76	4	0	0	0	0	0	0	98
CHINA AIRLINES	2	0	2	7	27	2	0	0	0	0	0	0	40
CHINA EASTERN AIRLINES	2	0	0	0	33	1	2	0	0	0	0	0	38
CHINA SOUTHERN AIRLINES	3	1	3	1	18	2	0	0	0	0	0	0	28
CONDOR	2	0	15	1	268	5	1	0	0	0	0	0	292
COPA	8	0	18	9	442	3	0	1	0	0	0	0	481
CORSAIR	0	0	1	0	71	0	1	0	0	0	0	0	73
EASY JET	1	0	2	0	44	0	0	0	0	0	0	0	47
EGYPTAIR	1	0	4	3	47	5	0	0	0	0	0	0	60
EL AL ISRAEL	9	1	36	2	902	3	1	0	0	0	0	0	954
EMIRATES AIRLINES	9	0	18	22	388	12	6	1	0	0	0	3	459
ETHIOPIAN AIRLINES	3	0	13	5	159	19	4	0	0	0	0	1	204
ETIHAD AIRWAYS	3	0	11	13	149	3	2	0	0	0	0	1	182

AIR TRAVEL CONSUMER REPORT

Table 4 (YTD)(cont'd)

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

	FLIGHT PROBLEMS	OVER- SALES	RES/TKT/ BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DIS- ABILITY	ADVERT- ISING	DISCRIM- INATION	ANIMALS	OTHER	TOTAL
EUROWINGS	0	0	0	1	40	2	0	0	0	0	0	1	44
EVA AIRWAYS	2	0	5	4	93	0	3	0	0	0	0	0	107
FIJI AIRWAYS	1	0	6	3	129	1	1	0	0	0	0	0	141
FINNAIR	2	0	0	2	91	3	0	0	0	0	0	0	98
FRENCH BEE	0	0	2	0	151	0	0	0	0	0	0	0	153
GOL AIRLINES	1	0	2	0	9	0	1	0	0	0	0	0	13
HAINAN	0	0	1	1	14	0	1	0	0	0	0	0	17
IBERIA AIRLINES	3	1	26	13	620	10	8	2	0	0	0	0	683
ICELANDAIR	2	0	14	20	516	1	2	1	0	0	0	0	556
INTERJET	12	0	39	9	703	12	7	1	0	0	0	0	783
JAPAN AIR LINES	0	0	2	2	48	1	1	1	0	0	0	0	55
JETSTAR AIRWAYS	0	0	0	0	18	0	0	0	0	0	0	0	18
KENYA AIRWAYS	0	0	0	1	119	3	1	0	0	0	0	1	125
KLM	2	0	11	12	667	4	3	0	0	0	0	0	699
KOREAN AIR LINES	3	0	5	7	94	2	2	0	0	0	0	0	113
KUWAIT AIRWAYS	2	0	1	1	12	7	2	1	0	0	0	0	26
LA COMPAGNIE	0	0	2	0	54	0	0	0	0	0	0	0	56
LATAM	10	0	30	20	396	10	6	1	0	0	0	0	473
LEVEL	2	1	8	0	141	3	1	0	0	0	0	0	156
LOT POLISH AIRLINES	10	0	4	6	201	7	0	0	0	0	0	0	228
LUFTHANSA	14	0	43	29	1,318	16	12	3	0	0	1	1	1,437
MALAYSIA AIRLINES	0	1	1	0	12	0	0	0	0	0	0	0	14
NORWEGIAN AIR SHUTTLE	12	1	39	34	914	4	3	3	0	0	0	1	1,011
OLYMPIC AIRWAYS	0	0	0	0	11	0	0	0	0	0	0	0	11
PHILIPPINE AIRLINES	8	0	31	19	158	3	4	1	1	0	0	0	225
PORTER AIRLINES	0	0	1	1	42	0	0	0	0	0	0	0	44
QANTAS AIRWAYS	1	0	5	3	74	3	4	0	0	0	0	0	90
QATAR AIRWAYS	3	1	20	14	251	9	2	3	0	0	0	2	305
ROYAL AIR MAROC	6	0	17	1	356	22	1	0	0	0	0	0	403
ROYAL JORDANIAN AIRLINES	0	1	2	0	148	4	1	0	0	0	0	0	156
RYANAIR	1	0	2	2	40	0	0	0	0	0	0	0	45
SAS	1	0	3	6	303	3	0	0	0	0	0	1	317
SATA INTERNACIONAL	3	0	0	0	175	0	0	0	0	0	0	0	178
SAUDI ARABIAN AIRLINES	2	0	6	1	15	4	0	0	0	0	0	0	28
SINGAPORE AIRLINES	2	0	7	13	221	0	1	0	0	0	0	0	244
SOUTH AFRICAN AIRWAYS	2	1	10	2	171	2	0	1	0	0	0	1	190
SUNWING AIRLINES	0	0	0	0	21	0	0	0	0	0	0	0	21
SWISS AIR	4	0	6	7	261	4	1	2	0	0	0	0	285
SWOOP	0	0	3	1	148	0	0	0	0	0	0	0	152
TAME	1	0	1	1	11	1	0	0	0	0	0	0	15

AIR TRAVEL CONSUMER REPORT

Table 4 (YTD)(cont'd)

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

	FLIGHT PROBLEMS	OVER- SALES	RES/TKT/ BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DIS- ABILITY	ADVERT- ISING	DISCRIM- INATION	ANIMALS	OTHER	TOTAL
TAP	27	0	49	15	2,489	6	4	0	0	0	0	0	2,590
THAI AIRWAYS	0	0	1	0	11	0	0	0	0	0	0	0	12
TURKISH AIRLINES	6	1	28	12	480	24	9	0	0	2	0	1	563
UKRAINE INTERNATIONAL AIRLINES	2	1	3	1	54	6	0	0	0	0	0	0	67
VIRGIN ATLANTIC AIRWAYS	3	0	9	4	417	1	0	2	0	0	0	1	437
VIRGIN AUSTRALIA	0	0	4	3	100	2	0	0	0	0	0	1	110
VIVA AIR	1	0	0	0	39	0	0	0	0	0	0	0	40
VIVAAEROBUS	0	0	16	4	64	6	2	0	0	0	0	0	92
VOLARIS AIRLINES	45	6	1,917	213	1,644	9	80	2	0	0	0	0	3,916
VUELING AIRLINES	0	0	5	0	59	3	0	0	0	0	0	0	67
WEST JET	4	0	3	0	768	1	3	1	0	0	0	0	780
XIAMEN AIRLINES	0	0	2	0	15	0	0	0	0	0	0	0	17
OTHER FOREIGN AIRLINES	7	0	12	0	184	9	7	0	0	0	0	1	220
TOTALS	376	25	2,770	772	26,877	377	243	42	2	8	1	26	31,519

TRAVEL AGENTS

AIRFAREEXPERTS.COM	0	0	0	0	13	0	0	0	0	0	0	0	13
AIRTKT.COM	0	0	3	1	20	0	1	0	0	0	0	0	25
AMERICAN EXPRESS TRAVEL OFFICE	0	0	0	2	98	0	0	0	0	0	0	0	100
ASAPTICKETS.COM	0	0	6	9	188	0	3	0	0	0	0	0	206
AVANTI DESTINATIONS	0	0	0	1	9	0	0	0	0	0	0	0	10
BOOKIT.COM	0	0	0	0	13	0	0	0	0	0	0	0	13
CAPITAL ONE TRAVEL	0	0	0	0	20	0	0	0	0	0	0	0	20
CHASE TRAVEL	0	0	3	1	372	0	1	0	0	0	0	0	377
CHEAP TICKETS	0	0	5	1	55	0	0	0	1	0	0	0	62
CHEAPCARIBBEAN.COM	0	0	1	0	18	0	0	0	0	0	0	0	19
CHEAPFAREGURU.COM	0	0	1	2	14	0	0	0	0	0	0	0	17
CHEAPOAIR.COM	1	0	60	39	733	0	10	0	0	0	0	0	843
COSTCO TRAVEL	0	0	0	5	34	0	0	0	0	0	0	0	39
EDREAMS.COM	0	0	1	1	30	0	0	0	0	0	0	0	32
EXPEDIA.COM	1	0	45	25	1,925	0	3	0	0	0	0	0	2,000
EXPLORETRIP.COM	0	0	2	0	41	0	0	0	0	0	0	0	43
FAREBOOM.COM	0	0	1	1	47	0	0	0	0	0	0	0	49
FARESCAN.COM	0	0	1	5	64	0	0	0	1	0	0	0	71
FLIGHT NETWORK	0	0	2	0	79	0	0	0	0	0	0	0	81
FLIGHTGURU	0	0	0	0	13	0	0	0	0	0	0	0	13
FLIGHTHUB	0	0	1	2	60	0	0	0	0	0	0	0	63
FLYUS.COM	0	0	1	1	31	0	0	0	0	0	0	0	33
GATE 1 TRAVEL	0	0	0	1	39	0	0	0	0	0	0	0	40
GOTOGATE	0	0	0	0	112	0	0	0	0	0	0	0	112

AIR TRAVEL CONSUMER REPORT

Table 4 (YTD)(cont'd)

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

	FLIGHT PROBLEMS	OVER- SALES	RES/TKT/ BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DIS- ABILITY	ADVERT- ISING	DISCRIM- INATION	ANIMALS	OTHER	TOTAL
HOP2	0	0	1	6	48	0	0	0	0	0	0	0	55
HOPPER.COM	0	0	8	0	124	0	0	0	0	0	0	0	132
HOTWIRE.COM	0	0	2	0	26	0	0	0	0	0	0	0	28
JUSTAIRTICKET.COM	0	0	0	2	14	0	0	0	0	0	0	0	16
JUSTFLY.COM	2	0	25	42	575	0	0	0	0	0	0	0	644
KISSANDFLY	0	0	1	1	12	0	0	0	0	0	0	0	14
KIWI.COM	1	0	6	6	135	0	0	0	0	0	0	0	148
MYFLIGHTSEARCH.COM	1	0	3	2	11	0	0	0	0	0	0	0	17
MYTRIP.COM	0	0	1	0	25	0	0	0	0	0	0	0	26
ONETRAVEL	0	0	1	6	44	0	0	0	0	0	0	0	51
ORBITZ.COM	1	0	14	2	554	0	2	0	0	0	0	0	573
OVAGO	0	0	8	54	336	0	0	0	0	0	0	0	398
PRICELINE.COM	1	0	3	4	261	0	1	0	0	0	0	1	271
SKYBOOKER	0	0	0	3	25	0	0	0	0	0	0	0	28
SKYLUX TRAVEL	0	0	1	0	17	0	0	0	0	0	0	0	18
SMARTFARES.COM	0	0	1	1	48	0	1	0	0	0	0	0	51
STA TRAVEL	0	0	1	1	9	0	0	0	0	0	0	0	11
STUDENTUNIVERSE	0	0	1	0	58	0	0	0	0	0	0	0	59
TRAVEL2BE	0	0	0	0	13	0	0	0	0	0	0	0	13
TRAVELER HELP DESK	0	0	2	0	13	0	0	0	0	0	0	0	15
TRAVELGENIO	0	0	3	0	30	0	0	0	0	0	0	0	33
TRAVELMERRY	0	0	0	1	13	0	0	0	0	0	0	0	14
TRAVELOCITY.COM	0	0	10	3	380	0	2	0	0	0	0	0	395
TRAVELPOD	0	0	0	1	9	0	0	0	0	0	0	0	10
TRIP.COM	1	0	0	1	41	0	0	0	0	0	0	0	43
TRIPMASTERS	0	0	0	0	53	0	0	0	0	0	0	0	53
VAYAMA	0	0	43	5	334	0	4	0	0	0	0	0	386
WOWFARE	0	0	0	0	31	0	0	0	0	0	0	0	31
OTHER TRAVEL AGENTS	1	0	11	23	426	0	2	0	1	0	0	1	465
TOTALS	10	0	279	261	7,693	0	30	0	3	0	0	2	8,279

AIR TRAVEL CONSUMER REPORT

Table 4 (YTD)(cont'd)

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

	FLIGHT PROBLEMS	OVER- SALES	RES/TKT/ BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DIS- ABILITY	ADVERT- ISING	DISCRIM- INATION	ANIMALS	OTHER	TOTAL
<u>TOUR OPERATORS</u>													
DELTA DREAM VACATIONS	0	0	0	0	20	0	0	0	0	0	0	0	20
FUN JET INCORPORATED	0	0	0	0	16	0	0	0	0	0	0	0	16
OTHER TOUR OPERATORS	0	0	0	1	13	0	0	0	0	0	0	0	14
TOTALS	0	0	0	1	49	0	0	0	0	0	0	0	50
<u>MISCELLANEOUS</u>													
FAA	2	0	0	0	0	0	4	0	0	0	0	6	12
OTHER TOUR OPERATORS	0	0	1	2	18	0	0	0	0	0	0	2	23
OTHER TRAVEL INSURANCE	1	0	0	0	27	0	0	0	0	0	0	1	29
OTHER MISCELLANEOUS	4	1	4	1	74	3	6	0	0	0	0	16	109
TOTALS	7	1	5	3	119	3	10	0	0	0	0	25	173

AIR TRAVEL CONSUMER REPORT

TABLE 5 (YTD)

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

	JANUARY - JUNE 2020	JANUARY - JUNE 2019
AIRLINE	COMPLAINTS	COMPLAINTS
ALASKA AIRLINES NETWORK	851	104
- ALASKA AIRLINES	794	93
- BRANDED CODESHARE PARTNERS	57	11
ALLEGiant AIR	437	116
AMERICAN AIRLINES NETWORK	4,035	1,507
- AMERICAN AIRLINES	3,966	1,297
- BRANDED CODESHARE PARTNERS	69	210
DELTA AIR LINES NETWORK	2,992	428
- DELTA AIR LINES	2,830	371
- BRANDED CODESHARE PARTNERS	162	57
FRONTIER AIRLINES	3,336	253
HAWAIIAN AIRLINES NETWORK	966	51
- HAWAIIAN AIRLINES	966	51
- BRANDED CODESHARE PARTNERS	0	0
JETBLUE AIRWAYS	1,167	170
SOUTHWEST AIRLINES	1,278	316
SPIRIT AIRLINES	1,029	404
UNITED AIRLINES NETWORK	8,754	850
- UNITED AIRLINES	8,721	715
- BRANDED CODESHARE PARTNERS	33	135
TOTAL	24,845	4,199

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

TABLE 5A (YTD)

AIR TRAVEL CONSUMER REPORT

CONSUMER COMPLAINTS: RANKINGS
U.S. AIRLINES*

RANK	AIRLINE	JANUARY - JUNE 2020			JANUARY - JUNE 2019		
		COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS	COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS
1	EXPRESSJET AIRLINES	4	1,442,103	0.28	14	2,905,418	0.48
2	MESA AIRLINES	11	3,492,325	0.31	51	7,401,097	0.69
3	ENVOY AIR	24	3,847,004	0.62	71	7,172,369	0.99
4	PSA AIRLINES	27	3,937,688	0.69	38	7,383,615	0.51
5	SKYWEST AIRLINES	100	10,222,967	0.98	85	20,338,987	0.42
6	REPUBLIC AIRWAYS	45	4,374,055	1.03	28	9,118,363	0.31
7	ENDEAVOR AIR	72	3,476,432	2.07	26	7,175,781	0.36
8	SOUTHWEST AIRLINES	1,278	36,770,676	3.48	316	80,395,529	0.39
9	DELTA AIR LINES	2,830	33,544,140	8.44	371	78,719,836	0.47
10	ALLEGiant AIR	437	4,873,938	8.97	116	7,672,366	1.51
11	ALASKA AIRLINES	794	7,579,953	10.47	93	17,070,152	0.54
12	AMERICAN AIRLINES	3,966	35,812,872	11.07	1,297	76,553,342	1.69
13	SPIRIT AIRLINES	1,029	8,441,447	12.19	404	16,407,062	2.46
14	JETBLUE AIRWAYS	1,167	8,782,048	13.29	170	21,248,711	0.80
15	UNITED AIRLINES	8,721	22,629,642	38.54	715	56,707,929	1.26
16	HAWAIIAN AIRLINES	966	2,496,052	38.70	51	5,669,170	0.90
17	FRONTIER AIRLINES	3,336	5,819,474	57.32	253	10,517,790	2.41
TOTAL		24,807	197,542,816	12.56	4,099	432,457,517	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 June 2020

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

	Race	Ancestry/ Ethnicity	National Origin	Color	Religion	Sex	Other
AMERICAN AIRLINES	2						
HAWAIIAN AIRLINES							1
SILVER AIRWAYS	1						
SPIRIT AIRLINES	1						
TOTAL	4						1

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

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

AIR TRAVEL CONSUMER REPORT

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

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

	Race	Ancestry/ Ethnicity	National Origin	Color	Religion	Sex	Other
AEROFLOT	1						
AIR CANADA	1						
AIR FRANCE			1				
AIR NEW ZEALAND			1				
AIR SERBIA					1		
AMERICAN AIRLINES	2	1	1				
BRITISH AIRWAYS							1
DELTA AIR LINES	1						
FRONTIER AIRLINES	2				1		
HAWAIIAN AIRLINES	1						1
JETBLUE AIRWAYS	2						
PSA AIRLINES	1						
REPUBLIC AIRLINES	1						
SILVER AIRWAYS	1						
SKYWEST	1						
SOUTHWEST AIRLINES					1		
SPIRIT AIRLINES	3						
TURKISH AIRLINES	2						
UNITED AIRLINES	2						
TOTAL	21	1	3		3		2

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

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

COMPLAINT CATEGORIES

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

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

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

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

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

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

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

Disability: Civil rights complaints by air travelers with disabilities.

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

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

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

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

AIR TRAVEL CONSUMER REPORT

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

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

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

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

Carrier	Death	Injury	Loss
NONE			

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

The Transportation Security Administration (TSA) screened approximately 15 million airline passengers and their 12 million checked bags in the month of June as part of its efforts to secure the homeland. Since its formation, TSA has maintained a strong focus on customer service and began collecting customer service data voluntarily to improve security operations. TSA values all input and encourages passengers to contact the agency if they believe that the level of service provided does not meet their expectations ^b. Below is a summary of contacts with TSA either by e-mail, or telephone for the month of June.

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

Courtesy ^c		Screening Procedures		Processing Time		Personal Property	
Number of Complaints	Percentage of Flying Public ^c	Number of Complaints	Percentage of Flying Public	Number of Complaints	Percentage of Flying Public	Number of Complaints	Percentage of Flying Public
127	0.00088%	6	0.00004%	2	0.00001%	115	0.00079%

NOTES

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

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

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

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.