



Air Travel Consumer Report

A Product Of The
OFFICE OF AVIATION CONSUMER PROTECTION

Issued: September 2020



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

JULY 2020

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

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

AIR TRAVEL CONSUMER REPORT

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

JULY 2020

AT ALL US AIRPORTS		
CARRIER ¹	NUMBER OF AIRPORTS REPORTED	PERCENT OF ON-TIME ARRIVALS
SOUTHWEST AIRLINES	89	94.5
ALASKA AIRLINES NETWORK	96	92.5
- ALASKA AIRLINES	64	92.4
- BRANDED CODESHARE PARTNERS	48	92.5
HAWAIIAN AIRLINES NETWORK	13	91.7
- HAWAIIAN AIRLINES	11	91.4
- BRANDED CODESHARE PARTNERS	3	93.4
DELTA AIR LINES NETWORK	216	90.4
- DELTA AIR LINES	109	89.2
- BRANDED CODESHARE PARTNERS	182	91.8
SPIRIT AIRLINES	48	90.1
UNITED AIRLINES NETWORK	232	89.7
- UNITED AIRLINES	61	92.5
- BRANDED CODESHARE PARTNERS	221	88.5
AMERICAN AIRLINES NETWORK	228	88.6
- AMERICAN AIRLINES	96	89.5
- BRANDED CODESHARE PARTNERS	209	87.8
FRONTIER AIRLINES	92	87.0
ALLEGiant AIR	122	85.5
JETBLUE AIRWAYS	52	85.4
TOTAL AIRPORTS SERVED	368	90.5

1. All U.S. airlines with at least 0.5 percent of total domestic scheduled service passenger revenues plus any branded codeshare partners.
2. The Coronavirus Disease 2019 (COVID-19) public health emergency has resulted in significant changes in airline schedules and operations, which may have negatively impacted airlines' on-time performance statistics during this reporting period. On April 17, 2020, the Department issued a notice on [Reporting of Causes of Flight Delays and Cancellations Given The Unprecedented Impact of the COVID-19 Public Health Emergency on Air Travel](#). This notice stated that it would be acceptable for flight delays and cancellations that are directly related to government actions to mitigate the spread of COVID-19 in the United States to be coded in the "security" category for the purposes of categorizing causes of delays and cancellations.

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

AIR TRAVEL CONSUMER REPORT

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

JULY 2020

AT ALL US AIRPORTS			
CARRIER ¹	NUMBER OF AIRPORTS REPORTED	PERCENT OF ON-TIME ARRIVALS	RANK
SOUTHWEST AIRLINES	89	94.5	1
UNITED AIRLINES	61	92.5	2
ALASKA AIRLINES	64	92.4	3
ENDEAVOR AIR	109	92.2	4
REPUBLIC AIRWAYS	67	91.6	5
HAWAIIAN AIRLINES	11	91.4	6
SPIRIT AIRLINES	48	90.1	7
EXPRESSJET AIRLINES	36	90.1	8
SKYWEST AIRLINES	210	90.0	9
AMERICAN AIRLINES	96	89.5	10
DELTA AIR LINES	109	89.2	11
FRONTIER AIRLINES	92	87.0	12
ENVOY AIR	151	86.9	13
PSA AIRLINES	88	85.9	14
MESA AIRLINES	82	85.6	15
ALLEGiant AIR	122	85.5	16
JETBLUE AIRWAYS	52	85.4	17
TOTAL AIRPORTS SERVED	356	90.5	

1. All U.S. airlines with at least 0.5 percent of total domestic scheduled service passenger revenues.
2. The Coronavirus Disease 2019 (COVID-19) public health emergency has resulted in significant changes in airline schedules and operations, which may have negatively impacted airlines' on-time performance statistics during this reporting period. On April 17, 2020, the Department issued a notice on [Reporting of Causes of Flight Delays and Cancellations Given The Unprecedented Impact of the COVID-19 Public Health Emergency on Air Travel](#). This notice stated that it would be acceptable for flight delays and cancellations that are directly related to government actions to mitigate the spread of COVID-19 in the United States to be coded in the "security" category for the purposes of categorizing causes of delays and cancellations.

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

AIR TRAVEL CONSUMER REPORT

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

JULY 2020

CARRIER ¹	Jan 20		Feb 20		Mar 20		Apr 20		May 20		Jun 20		Jul 20		Year-to-date (YTD)	
	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank
ALASKA AIRLINES NETWORK	77.9	10	84.7	4	78.0	3	77.3	2	90.6	8	92.1	7	92.5	2	83.2	4
- ALASKA AIRLINES	77.6		84.2		74.1		73.7		95.5		91.4		92.4		81.2	
- BRANDED CODESHARE PARTNERS	78.3		85.4		83.6		80.5		87.1		92.6		92.5		85.4	
ALLEGiant AIR	78.8	9	75.5	10	62.4	10	10.4	10	37.4	10	86.3	10	85.5	9	64.4	10
AMERICAN AIRLINES NETWORK	81.6	8	80.3	9	73.5	6	54.8	7	93.3	4	92.3	6	88.6	7	78.7	9
- AMERICAN AIRLINES	84.1		83.2		71.2		57.3		95.3		93.2		89.5		80.0	
- BRANDED CODESHARE PARTNERS	79.6		78.0		75.4		53.0		91.9		91.7		87.8		77.7	
DELTA AIR LINES NETWORK	88.2	2	86.0	3	76.4	5	67.6	4	90.8	7	94.3	3	90.4	4	83.9	3
- DELTA AIR LINES	89.3		86.8		71.0		67.6		94.9		94.5		89.2		83.1	
- BRANDED CODESHARE PARTNERS	86.8		84.9		83.5		67.6		86.3		94.0		91.8		84.9	
FRONTIER AIRLINES	84.4	6	80.8	8	67.8	9	49.6	8	93.9	3	93.5	5	87.0	8	79.7	7
HAWAIIAN AIRLINES NETWORK	88.1	3	89.6	1	81.1	2	80.9	1	96.0	2	94.5	1	91.7	3	87.5	1
- HAWAIIAN AIRLINES	89.9		90.7		82.2		78.1		96.0		94.9		91.4		88.4	
- BRANDED CODESHARE PARTNERS	70.6		79.1		70.9		97.1		96.0		92.0		93.4		80.8	
JETBLUE AIRWAYS	84.8	5	83.4	5	72.7	7	61.3	5	86.4	9	90.1	9	85.4	10	80.1	6
SOUTHWEST AIRLINES	88.7	1	89.3	2	77.1	4	47.0	9	91.3	6	93.7	4	94.5	1	81.7	5
SPIRIT AIRLINES	85.8	4	82.8	6	81.6	1	74.6	3	96.8	1	94.4	2	90.1	5	84.9	2
UNITED AIRLINES NETWORK	82.8	7	81.9	7	72.0	8	59.5	6	91.4	5	91.5	8	89.7	6	79.5	8
- UNITED AIRLINES	86.3		85.6		69.1		48.4		93.6		93.6		92.5		79.0	
- BRANDED CODESHARE PARTNERS	80.7		79.7		73.8		66.0		90.8		90.8		88.5		79.8	
TOTAL	84.6		83.8		74.7		55.7		89.1		92.7		90.5		80.7	

1. All U.S. airlines with at least 0.5 percent of total domestic scheduled service passenger revenues plus any branded codeshare partners.
2. The Coronavirus Disease 2019 (COVID-19) public health emergency has resulted in significant changes in airline schedules and operations, which may have negatively impacted airlines' on-time performance statistics during this reporting period. On April 17, 2020, the Department issued a notice on [Reporting of Causes of Flight Delays and Cancellations Given The Unprecedented Impact of the COVID-19 Public Health Emergency on Air Travel](#). This notice stated that it would be acceptable for flight delays and cancellations that are directly related to government actions to mitigate the spread of COVID-19 in the United States to be coded in the "security" category for the purposes of categorizing causes of delays and cancellations.

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

AIR TRAVEL CONSUMER REPORT

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

JULY 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	40	85.0	59	100.0	31	100.0	0	0.0	62	80.6	93	91.4	91	94.5	30	93.3
- ALASKA AIRLINES	40	85.0	59	100.0	31	100.0	0	0.0	62	80.6	93	91.4	91	94.5	30	93.3
- 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	45	82.2	0	0.0	0	0.0	27	100.0	0	0.0	0	0.0
AMERICAN AIRLINES NETWORK	600	89.3	1064	90.2	398	87.7	12554	89.6	2916	89.2	600	87.2	16937	85.8	511	87.3
- AMERICAN AIRLINES	456	87.7	961	90.2	251	86.9	5407	90.6	1270	88.1	575	87.1	9342	88.3	271	85.2
- BRANDED CODESHARE PARTNERS	144	94.4	103	90.3	147	89.1	7147	88.8	1646	90.0	25	88.0	7595	82.8	240	89.6
DELTA AIR LINES NETWORK	13664	90.5	808	90.6	214	91.1	365	90.4	413	91.0	537	88.5	540	82.8	6023	91.9
- DELTA AIR LINES	10238	89.9	593	88.9	185	91.4	151	87.4	303	89.8	537	88.5	489	84.0	2133	90.6
- BRANDED CODESHARE PARTNERS	3426	92.2	215	95.3	29	89.7	214	92.5	110	94.5	0	0.0	51	70.6	3890	92.5
FRONTIER AIRLINES	245	91.4	59	83.1	37	75.7	60	90.0	46	95.7	1842	89.0	93	86.0	52	82.7
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	132	88.6	2093	87.8	0	0.0	31	93.5	223	81.6	93	87.1	52	90.4	33	84.8
SOUTHWEST AIRLINES	2431	92.9	436	94.7	4924	93.8	115	92.2	904	94.8	6112	94.4	0	0.0	308	91.9
SPIRIT AIRLINES	735	87.8	426	91.3	782	85.9	92	84.8	0	0.0	288	90.3	697	90.4	871	89.9
UNITED AIRLINES NETWORK	410	87.8	402	92.3	163	94.5	250	87.6	309	91.3	5786	87.5	353	90.4	262	88.9
- UNITED AIRLINES	143	93.0	288	93.8	83	94.0	0	0.0	61	95.1	2213	92.8	104	91.3	0	0.0
- BRANDED CODESHARE PARTNERS	267	85.0	114	88.6	80	95.0	250	87.6	248	90.3	3573	84.3	249	90.0	262	88.9
TOTAL	18,257	90.6	5,347	90.0	6,594	92.3	13,467	89.6	4,873	90.1	15,378	90.5	18,763	86.1	8,090	91.2

* 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)

JULY 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	91	93.4	31	93.5	62	91.9	35	88.6	31	93.5	61	96.7	281	91.5	814	94.1
- ALASKA AIRLINES	91	93.4	31	93.5	62	91.9	35	88.6	31	93.5	61	96.7	65	92.3	316	94.6
- BRANDED CODESHARE PARTNERS	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	216	91.2	498	93.8
ALLEGiant AIR	30	96.7	224	76.3	0	0.0	0	0.0	0	0.0	0	0.0	668	87.4	186	87.6
AMERICAN AIRLINES NETWORK	380	91.3	363	90.6	108	96.3	162	86.4	496	84.9	516	90.3	672	91.1	1546	91.9
- AMERICAN AIRLINES	337	90.8	363	90.6	108	96.3	85	83.5	356	82.3	516	90.3	672	91.1	1393	92.2
- BRANDED CODESHARE PARTNERS	43	95.3	0	0.0	0	0.0	77	89.6	140	91.4	0	0.0	0	0.0	153	89.5
DELTA AIR LINES NETWORK	375	87.5	438	87.2	84	76.2	244	91.4	382	81.9	1064	88.3	627	93.0	1847	94.7
- DELTA AIR LINES	206	87.4	438	87.2	84	76.2	122	88.5	207	81.2	971	87.4	504	92.1	1292	93.5
- BRANDED CODESHARE PARTNERS	169	87.6	0	0.0	0	0.0	122	94.3	175	82.9	93	97.8	123	96.7	555	97.7
FRONTIER AIRLINES	129	85.3	0	0.0	0	0.0	0	0.0	80	91.3	0	0.0	485	90.9	130	87.7
HAWAIIAN AIRLINES NETWORK	0	0.0	0	0.0	1596	91.9	0	0.0	0	0.0	0	0.0	0	0.0	31	83.9
- HAWAIIAN AIRLINES	0	0.0	0	0.0	1383	91.8	0	0.0	0	0.0	0	0.0	0	0.0	31	83.9
- BRANDED CODESHARE PARTNERS	0	0.0	0	0.0	213	92.5	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
JETBLUE AIRWAYS	497	77.5	814	86.6	0	0.0	0	0.0	36	100.0	1702	84.9	169	88.8	432	88.4
SOUTHWEST AIRLINES	0	0.0	1154	95.4	527	88.0	124	95.2	0	0.0	0	0.0	4342	96.0	1964	97.2
SPIRIT AIRLINES	548	88.9	1452	88.7	0	0.0	0	0.0	580	87.6	0	0.0	1199	93.0	770	93.8
UNITED AIRLINES NETWORK	2955	90.4	255	91.8	104	90.4	3282	87.6	5043	88.1	0	0.0	385	95.3	1072	94.8
- UNITED AIRLINES	1649	89.7	255	91.8	104	90.4	702	92.3	1538	91.4	0	0.0	324	94.4	653	94.0
- BRANDED CODESHARE PARTNERS	1306	91.3	0	0.0	0	0.0	2580	86.3	3505	86.7	0	0.0	61	100.0	419	95.9
TOTAL	5,005	88.8	4,731	89.6	2,481	90.6	3,847	88.0	6,648	87.6	3,343	87.0	8,828	93.8	8,792	94.1

* 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)

JULY 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	62	96.8	0	0.0	0	0.0	62	93.5	213	89.7	1792	93.1	33	93.9
- ALASKA AIRLINES	0	0.0	62	96.8	0	0.0	0	0.0	62	93.5	213	89.7	253	93.7	33	93.9
- BRANDED CODESHARE PARTNERS	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	1539	93.0	0	0.0
ALLEGiant AIR	0	0.0	0	0.0	45	82.2	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
AMERICAN AIRLINES NETWORK	1319	89.6	901	91.0	0	0.0	4086	91.9	449	88.2	7700	91.8	226	86.3	5611	89.3
- AMERICAN AIRLINES	846	88.4	901	91.0	0	0.0	2991	91.6	306	87.9	2825	92.4	226	86.3	2176	90.7
- BRANDED CODESHARE PARTNERS	473	91.8	0	0.0	0	0.0	1095	92.4	143	88.8	4875	91.4	0	0.0	3435	88.4
DELTA AIR LINES NETWORK	1692	89.6	577	86.7	0	0.0	304	87.8	5501	92.7	522	85.8	543	90.2	347	89.0
- DELTA AIR LINES	857	85.4	577	86.7	0	0.0	304	87.8	2482	93.3	373	84.2	352	88.1	177	85.3
- BRANDED CODESHARE PARTNERS	835	93.9	0	0.0	0	0.0	0	0.0	3019	92.3	149	89.9	191	94.2	170	92.9
FRONTIER AIRLINES	45	80.0	802	84.4	0	0.0	192	84.9	33	84.8	217	87.1	46	87.0	346	81.2
HAWAIIAN AIRLINES NETWORK	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	31	67.7	0	0.0
- HAWAIIAN AIRLINES	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	31	67.7	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	648	81.9	0	0.0	0	0.0	30	93.3	56	92.9	28	85.7	62	91.9
SOUTHWEST AIRLINES	637	92.6	2730	93.0	5550	94.6	0	0.0	345	92.8	0	0.0	663	97.0	447	92.8
SPIRIT AIRLINES	236	93.2	1389	88.8	0	0.0	0	0.0	208	90.9	674	91.7	61	98.4	397	88.7
UNITED AIRLINES NETWORK	268	87.3	411	91.2	0	0.0	206	89.3	315	90.8	6918	91.7	172	95.3	235	85.5
- UNITED AIRLINES	163	92.0	411	91.2	0	0.0	154	91.6	55	96.4	1779	93.2	162	95.1	70	88.6
- BRANDED CODESHARE PARTNERS	105	80.0	0	0.0	0	0.0	52	82.7	260	89.6	5139	91.2	10	100.0	165	84.2
TOTAL	4,197	90.0	7,520	89.5	5,595	94.5	4,788	91.2	6,943	92.3	16,300	91.5	3,562	92.8	7,478	89.0

* 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)

JULY 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	248	95.6	683	93.9	6189	93.4	1127	93.3	204	84.8	31	93.5
- ALASKA AIRLINES	156	96.2	125	97.6	2692	94.1	153	94.1	1	100.0	31	93.5
- BRANDED CODESHARE PARTNERS	92	94.6	558	93.0	3497	92.9	974	93.2	203	84.7	0	0.0
ALLEGiant AIR	0	0.0	81	92.6	0	0.0	0	0.0	0	0.0	0	0.0
AMERICAN AIRLINES NETWORK	3514	91.9	442	90.0	391	84.4	591	90.9	286	88.1	656	89.9
- AMERICAN AIRLINES	2427	91.5	442	90.0	374	84.2	548	91.2	227	89.4	629	89.8
- BRANDED CODESHARE PARTNERS	1087	92.8	0	0.0	17	88.2	43	86.0	59	83.1	27	92.6
DELTA AIR LINES NETWORK	550	89.6	396	87.6	2410	93.4	623	89.9	5706	88.7	452	89.6
- DELTA AIR LINES	458	87.8	396	87.6	1537	91.0	562	89.7	2952	87.3	452	89.6
- BRANDED CODESHARE PARTNERS	92	98.9	0	0.0	873	97.6	61	91.8	2754	90.3	0	0.0
FRONTIER AIRLINES	184	87.0	89	92.1	70	90.0	78	92.3	88	88.6	164	89.0
HAWAIIAN AIRLINES NETWORK	0	0.0	17	70.6	31	80.6	31	90.3	0	0.0	0	0.0
- HAWAIIAN AIRLINES	0	0.0	17	70.6	31	80.6	31	90.3	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	20	100.0	106	86.8	62	96.8	265	89.8	114	90.4	225	92.9
SOUTHWEST AIRLINES	3834	96.2	1806	96.2	639	95.1	782	96.3	687	93.2	1693	93.3
SPIRIT AIRLINES	30	90.0	183	96.2	62	96.8	0	0.0	0	0.0	545	87.3
UNITED AIRLINES NETWORK	243	94.7	372	92.7	367	95.1	2857	94.3	275	91.3	259	88.4
- UNITED AIRLINES	181	93.9	232	94.8	304	94.7	1242	95.7	0	0.0	259	88.4
- BRANDED CODESHARE PARTNERS	62	96.8	140	89.3	63	96.8	1615	93.1	275	91.3	0	0.0
TOTAL	8,623	93.7	4,175	93.6	10,221	93.2	6,354	93.4	7,360	89.1	4,025	91.0

* 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)

JULY 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	40	85.0	59	100.0	31	100.0	0	0.0	62	80.6	93	91.4	91	94.5	30	93.3
ALLEGiant AIR	0	0.0	0	0.0	45	82.2	0	0.0	0	0.0	27	100.0	0	0.0	0	0.0
AMERICAN AIRLINES	456	87.7	961	90.2	251	86.9	5407	90.6	1270	88.1	575	87.1	9342	88.3	271	85.2
DELTA AIR LINES	10238	89.9	593	88.9	185	91.4	151	87.4	303	89.8	537	88.5	489	84.0	2133	90.6
ENDEAVOR AIR	3306	92.3	3	100.0	29	89.7	96	92.7	3	100.0	0	0.0	0	0.0	3098	93.2
ENVOY AIR	4	100.0	0	0.0	4	100.0	190	88.9	92	88.0	0	0.0	4875	81.4	25	96.0
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	245	91.4	59	83.1	37	75.7	60	90.0	46	95.7	1842	89.0	93	86.0	52	82.7
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	132	88.6	2093	87.8	0	0.0	31	93.5	223	81.6	93	87.1	52	90.4	33	84.8
MESA AIRLINES	36	80.6	0	0.0	26	96.2	116	86.2	10	100.0	0	0.0	1579	83.6	80	85.0
PSA AIRLINES	69	92.8	0	0.0	85	89.4	5116	88.2	751	86.0	0	0.0	219	82.2	83	90.4
REPUBLIC AIRWAYS	338	89.6	417	92.1	0	0.0	1095	91.4	953	93.4	0	0.0	88	90.9	612	90.8
SKYWEST AIRLINES	84	82.1	12	100.0	101	91.1	5	100.0	81	90.1	3598	84.3	1134	88.0	484	88.6
SOUTHWEST AIRLINES	2431	92.9	436	94.7	4924	93.8	115	92.2	904	94.8	6112	94.4	0	0.0	308	91.9
SPIRIT AIRLINES	735	87.8	426	91.3	782	85.9	92	84.8	0	0.0	288	90.3	697	90.4	871	89.9
UNITED AIRLINES	143	93.0	288	93.8	83	94.0	0	0.0	61	95.1	2213	92.8	104	91.3	0	0.0
TOTAL	18,257	90.6	5,347	90.0	6,583	92.3	12,474	89.6	4,759	90.0	15,378	90.5	18,763	86.1	8,080	91.2

* 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)

JULY 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	91	93.4	31	93.5	62	91.9	35	88.6	31	93.5	61	96.7	65	92.3	316	94.6
ALLEGiant AIR	30	96.7	224	76.3	0	0.0	0	0.0	0	0.0	0	0.0	668	87.4	186	87.6
AMERICAN AIRLINES	337	90.8	363	90.6	108	96.3	85	83.5	356	82.3	516	90.3	672	91.1	1393	92.2
DELTA AIR LINES	206	87.4	438	87.2	84	76.2	122	88.5	207	81.2	971	87.4	504	92.1	1292	93.5
ENDEAVOR AIR	139	90.6	0	0.0	0	0.0	122	94.3	83	81.9	3	100.0	0	0.0	0	0.0
ENVOY AIR	43	95.3	0	0.0	0	0.0	0	0.0	58	87.9	0	0.0	0	0.0	0	0.0
EXPRESSJET AIRLINES	0	0.0	0	0.0	0	0.0	0	0.0	1282	88.5	0	0.0	0	0.0	0	0.0
FRONTIER AIRLINES	129	85.3	0	0.0	0	0.0	0	0.0	80	91.3	0	0.0	485	90.9	130	87.7
HAWAIIAN AIRLINES	0	0.0	0	0.0	1383	91.8	0	0.0	0	0.0	0	0.0	0	0.0	31	83.9
JETBLUE AIRWAYS	497	77.5	814	86.6	0	0.0	0	0.0	36	100.0	1702	84.9	169	88.8	432	88.4
MESA AIRLINES	0	0.0	0	0.0	0	0.0	1051	83.7	1786	85.9	0	0.0	0	0.0	0	0.0
PSA AIRLINES	0	0.0	0	0.0	0	0.0	77	89.6	0	0.0	0	0.0	0	0.0	0	0.0
REPUBLIC AIRWAYS	1306	91.3	0	0.0	0	0.0	484	90.9	23	95.7	90	97.8	0	0.0	0	0.0
SKYWEST AIRLINES	30	73.3	0	0.0	0	0.0	151	87.4	588	84.9	0	0.0	338	94.4	1533	95.2
SOUTHWEST AIRLINES	0	0.0	1154	95.4	527	88.0	124	95.2	0	0.0	0	0.0	4342	96.0	1964	97.2
SPIRIT AIRLINES	548	88.9	1452	88.7	0	0.0	0	0.0	580	87.6	0	0.0	1199	93.0	770	93.8
UNITED AIRLINES	1649	89.7	255	91.8	104	90.4	702	92.3	1538	91.4	0	0.0	324	94.4	653	94.0
TOTAL	5,005	88.8	4,731	89.6	2,268	90.5	2,953	88.5	6,648	87.6	3,343	87.0	8,766	93.8	8,700	94.0

* 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)

JULY 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	62	96.8	0	0.0	0	0.0	62	93.5	213	89.7	253	93.7	33	93.9
ALLEGiant AIR	0	0.0	0	0.0	45	82.2	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
AMERICAN AIRLINES	846	88.4	901	91.0	0	0.0	2991	91.6	306	87.9	2825	92.4	226	86.3	2176	90.7
DELTA AIR LINES	857	85.4	577	86.7	0	0.0	304	87.8	2482	93.3	373	84.2	352	88.1	177	85.3
ENDEAVOR AIR	163	91.4	0	0.0	0	0.0	0	0.0	1557	92.4	44	93.2	0	0.0	155	92.9
ENVOY AIR	62	83.9	0	0.0	0	0.0	427	89.7	8	87.5	3287	91.8	0	0.0	0	0.0
EXPRESSJET AIRLINES	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	144	90.3	0	0.0	0	0.0
FRONTIER AIRLINES	45	80.0	802	84.4	0	0.0	192	84.9	33	84.8	217	87.1	46	87.0	346	81.2
HAWAIIAN AIRLINES	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	31	67.7	0	0.0
JETBLUE AIRWAYS	0	0.0	648	81.9	0	0.0	0	0.0	30	93.3	56	92.9	28	85.7	62	91.9
MESA AIRLINES	82	80.5	0	0.0	0	0.0	26	84.6	75	81.3	0	0.0	0	0.0	104	85.6
PSA AIRLINES	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	872	85.1
REPUBLIC AIRWAYS	1092	93.8	0	0.0	0	0.0	694	93.7	233	91.0	1686	91.5	0	0.0	1225	92.1
SKYWEST AIRLINES	14	78.6	0	0.0	0	0.0	0	0.0	1549	92.3	3335	90.0	753	93.5	43	79.1
SOUTHWEST AIRLINES	637	92.6	2730	93.0	5550	94.6	0	0.0	345	92.8	0	0.0	663	97.0	447	92.8
SPIRIT AIRLINES	236	93.2	1389	88.8	0	0.0	0	0.0	208	90.9	674	91.7	61	98.4	397	88.7
UNITED AIRLINES	163	92.0	411	91.2	0	0.0	154	91.6	55	96.4	1779	93.2	162	95.1	70	88.6
TOTAL	4,197	90.0	7,520	89.5	5,595	94.5	4,788	91.2	6,943	92.3	14,633	91.3	2,575	92.7	6,107	89.4

* 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)

JULY 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	156	96.2	125	97.6	2692	94.1	153	94.1	1	100.0	31	93.5
ALLEGiant AIR	0	0.0	81	92.6	0	0.0	0	0.0	0	0.0	0	0.0
AMERICAN AIRLINES	2427	91.5	442	90.0	374	84.2	548	91.2	227	89.4	629	89.8
DELTA AIR LINES	458	87.8	396	87.6	1537	91.0	562	89.7	2952	87.3	452	89.6
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	184	87.0	89	92.1	70	90.0	78	92.3	88	88.6	164	89.0
HAWAIIAN AIRLINES	0	0.0	17	70.6	31	80.6	31	90.3	0	0.0	0	0.0
JETBLUE AIRWAYS	20	100.0	106	86.8	62	96.8	265	89.8	114	90.4	225	92.9
MESA AIRLINES	281	92.9	0	0.0	0	0.0	0	0.0	26	96.2	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	27	92.6
SKYWEST AIRLINES	960	93.6	666	92.3	1709	95.1	2474	93.1	3265	89.8	0	0.0
SOUTHWEST AIRLINES	3834	96.2	1806	96.2	639	95.1	782	96.3	687	93.2	1693	93.3
SPIRIT AIRLINES	30	90.0	183	96.2	62	96.8	0	0.0	0	0.0	545	87.3
UNITED AIRLINES	181	93.9	232	94.8	304	94.7	1242	95.7	0	0.0	259	88.4
TOTAL	8,531	93.7	4,143	93.6	7,480	93.3	6,135	93.4	7,360	89.1	4,025	91.0

* 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)

JULY 2020

ARRIVAL AIRPORT*																
SCHEDULED ARRIVAL TIME	ATL	BOS	BWI	CLT	DCA	DEN	DFW	DTW	EWR	FLL	HNL	IAD	IAH	JFK	LAS	LAX
0600-0659	94.0	94.2	0.0	90.5	0.0	93.1	92.0	94.9	84.9	93.4	0.0	0.0	95.5	94.6	0.0	92.0
0700-0759	93.6	91.8	98.4	97.0	94.2	98.6	92.3	95.7	93.5	100.0	90.3	0.0	90.0	91.3	95.1	98.1
0800-0859	96.5	94.0	95.5	95.4	93.6	93.1	91.8	94.4	98.7	92.1	92.5	0.0	90.0	94.7	95.6	97.0
0900-0959	95.6	93.8	98.3	95.2	94.2	95.2	87.8	94.0	95.1	95.1	92.3	92.0	97.4	93.9	96.1	95.1
1000-1059	95.0	92.2	97.0	93.9	94.5	93.0	91.8	94.1	91.3	94.3	85.4	100.0	92.6	86.2	96.5	96.4
1100-1159	92.4	94.1	97.2	97.0	94.9	95.3	88.3	95.7	95.4	94.5	89.8	92.6	90.3	85.1	95.6	96.7
1200-1259	95.4	93.7	94.9	93.0	91.5	95.2	93.3	91.2	87.2	94.4	90.2	97.2	87.6	90.3	94.5	95.9
1300-1359	95.1	91.1	96.1	92.8	90.7	94.6	86.9	94.5	91.7	93.3	87.2	93.1	87.5	86.3	94.7	95.4
1400-1459	92.9	90.6	93.3	94.3	88.8	91.5	90.4	89.8	90.7	93.8	94.1	93.1	89.8	89.8	94.7	94.3
1500-1559	90.1	88.7	91.1	91.9	89.9	89.1	84.8	91.6	88.6	85.3	89.4	91.7	82.5	91.6	94.3	94.0
1600-1659	87.4	86.6	95.3	84.8	86.6	83.8	87.7	93.7	88.0	89.1	88.1	84.8	87.3	89.7	92.9	93.5
1700-1759	85.4	90.5	86.0	81.5	91.3	83.0	75.9	90.7	86.2	87.5	89.2	100.0	77.3	85.6	89.5	93.5
1800-1859	85.9	88.6	88.9	77.4	84.7	87.8	84.0	87.9	82.4	82.8	94.9	96.2	87.7	85.3	92.0	92.3
1900-1959	83.3	89.8	88.3	76.9	85.2	89.9	87.3	88.5	89.1	88.4	87.5	86.7	81.0	85.3	94.5	94.0
2000-2059	84.9	86.4	83.8	89.7	87.0	90.5	85.7	84.0	86.1	82.6	90.7	100.0	85.1	85.0	92.5	90.3
2100-2159	84.7	89.1	87.0	87.9	86.1	89.0	86.2	82.4	81.7	89.9	95.6	93.3	81.9	88.0	93.6	89.2
2200-2259	88.9	87.7	90.7	85.0	90.7	89.4	88.3	88.8	87.0	90.3	0.0	88.6	87.0	81.3	88.7	89.7
2300-0559	90.7	88.8	82.6	92.6	89.3	91.6	86.4	87.8	85.9	82.7	0.0	85.0	90.9	80.3	87.9	90.9
TOTAL	90.6	90.0	92.3	89.6	90.0	90.5	86.1	91.2	88.8	89.6	90.5	88.5	87.6	87.0	93.8	94.0

* 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)

JULY 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	91.3	100.0	90.8	98.3	98.4	93.5	89.7	0.0	100.0	89.9	0.0	0.0	86.7	92.6
0700-0759	100.0	75.0	96.3	94.8	90.2	91.7	97.7	98.4	96.5	97.1	100.0	96.8	94.4	0.0	94.0
0800-0859	98.6	96.2	96.2	95.5	93.8	92.7	94.3	91.4	93.1	97.5	95.5	98.0	92.4	96.7	94.1
0900-0959	95.1	96.7	96.9	93.4	92.6	90.6	94.6	91.9	94.5	96.2	94.1	93.1	84.8	95.1	92.8
1000-1059	91.1	94.8	95.9	94.8	91.5	93.5	94.6	92.4	92.2	96.3	93.9	93.0	86.4	96.3	93.6
1100-1159	95.4	95.3	95.2	94.1	95.2	96.7	93.9	92.1	97.3	95.4	94.2	96.2	91.2	96.4	93.7
1200-1259	91.2	86.8	94.7	88.8	94.4	93.3	94.2	88.0	96.3	96.7	93.5	95.3	92.6	93.0	93.4
1300-1359	94.3	88.8	96.1	92.8	94.4	91.1	94.2	92.2	97.3	92.1	96.5	95.2	92.4	91.7	92.0
1400-1459	93.1	91.9	93.3	90.2	89.3	91.1	98.5	89.7	95.0	93.3	93.1	92.7	88.8	91.6	92.0
1500-1559	86.9	87.0	94.7	92.5	92.6	94.7	97.9	91.9	92.5	92.3	91.1	94.7	82.4	93.3	90.1
1600-1659	89.8	87.8	95.2	89.3	94.1	91.7	91.8	87.0	92.4	89.0	96.7	93.5	90.9	89.9	89.1
1700-1759	88.6	85.0	92.5	89.4	93.5	90.3	89.4	86.8	91.3	90.7	93.9	95.4	82.5	86.1	86.2
1800-1859	85.5	88.3	95.7	87.4	92.2	87.5	89.6	91.5	92.7	92.7	92.7	88.2	85.5	83.5	87.8
1900-1959	87.5	88.5	94.5	86.4	90.5	90.7	91.2	86.5	92.8	91.2	91.5	92.3	87.7	91.0	88.0
2000-2059	87.4	85.4	85.9	89.7	88.4	89.5	89.9	87.8	93.4	91.4	90.7	87.7	84.8	90.2	87.7
2100-2159	87.0	87.0	91.8	90.2	86.5	88.1	92.4	86.2	90.7	93.9	89.4	92.4	87.0	88.8	88.7
2200-2259	87.5	89.3	89.7	83.3	72.9	91.0	85.1	89.2	93.5	88.0	93.8	86.9	89.6	86.4	88.6
2300-0559	85.3	87.0	94.3	90.2	95.5	89.1	95.2	88.3	91.4	94.6	90.4	88.1	86.7	90.0	88.4
TOTAL	90.0	89.5	94.5	91.2	92.3	91.3	92.7	89.4	93.7	93.6	93.3	93.4	89.1	91.0	90.7

* 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)

JULY 2020

DEPARTURE AIRPORT*																
SCHEDULED DEPARTURE TIME	ATL	BOS	BWI	CLT	DCA	DEN	DFW	DTW	EWR	FLL	HNL	IAD	IAH	JFK	LAS	LAX
0600-0659	93.5	96.8	98.0	96.9	96.6	93.5	94.5	96.9	93.2	97.9	91.3	95.4	95.1	96.2	94.8	95.3
0700-0759	95.6	94.6	94.8	96.6	96.6	96.2	94.4	97.6	95.1	97.6	91.9	98.2	92.1	94.2	94.7	96.6
0800-0859	94.4	95.5	96.2	90.7	94.1	96.0	94.7	94.3	93.2	95.3	87.6	100.0	92.5	91.8	94.5	92.1
0900-0959	95.9	91.9	94.2	95.7	92.0	93.0	92.9	96.1	95.8	97.2	91.4	100.0	94.8	93.1	92.6	93.3
1000-1059	94.4	93.7	93.2	87.5	94.0	94.3	92.4	95.1	91.6	92.4	92.5	93.5	93.4	87.5	94.4	94.4
1100-1159	94.1	91.5	95.8	95.3	93.3	95.1	93.0	96.4	91.1	95.3	88.2	93.9	93.6	91.1	94.5	94.5
1200-1259	93.9	91.4	94.0	94.9	92.5	93.7	90.2	90.2	92.2	91.9	87.7	100.0	85.7	83.7	93.0	94.1
1300-1359	92.8	92.8	94.2	92.7	94.0	93.6	88.8	89.6	88.6	94.2	93.6	92.0	85.2	88.3	92.4	94.2
1400-1459	93.5	93.3	91.9	92.9	92.2	92.0	89.2	91.1	85.3	91.0	87.8	96.7	91.8	77.6	90.4	94.0
1500-1559	91.6	93.6	84.9	92.8	87.7	85.3	88.3	89.3	85.4	86.4	91.0	93.4	90.4	75.9	90.0	92.1
1600-1659	85.3	92.0	88.3	89.4	93.2	87.7	88.5	91.7	83.2	87.1	92.8	91.3	85.5	88.4	90.6	95.2
1700-1759	86.3	85.4	88.0	79.9	87.1	85.1	87.8	92.4	84.8	88.3	89.7	79.1	88.6	89.1	92.1	94.5
1800-1859	87.3	88.6	85.0	79.0	89.8	84.5	83.3	89.3	81.7	84.7	91.4	81.6	72.9	89.5	89.1	90.9
1900-1959	81.8	89.3	85.8	75.9	83.0	91.1	85.4	89.5	90.4	83.8	89.7	80.0	92.1	85.1	90.1	96.1
2000-2059	85.1	86.9	81.5	83.3	81.4	91.9	89.1	92.1	0.0	80.2	76.2	0.0	92.5	59.3	93.6	95.9
2100-2159	86.3	95.5	85.2	85.7	0.0	100.0	91.5	90.2	73.3	77.7	92.0	0.0	83.9	0.0	92.8	100.0
2200-2259	79.4	82.8	0.0	0.0	80.0	86.9	60.0	0.0	82.4	83.9	96.6	0.0	0.0	0.0	93.8	91.8
2300-0559	0.0	87.0	0.0	0.0	91.7	90.6	92.9	0.0	0.0	83.9	93.5	0.0	97.4	83.3	93.3	92.4
TOTAL	90.9	92.5	90.6	89.6	91.6	91.6	89.5	92.5	89.1	90.4	89.9	87.7	92.1	88.2	92.6	94.0

* 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)

JULY 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	91.2	98.3	98.8	94.5	93.5	95.3	92.7	95.8	97.9	92.4	94.8	96.1	97.2	94.9
0700-0759	93.9	96.0	96.9	91.7	87.9	93.3	91.8	95.8	97.4	96.3	95.5	95.0	93.1	95.3	95.3
0800-0859	93.5	97.3	93.0	92.0	92.5	93.3	93.3	93.8	94.8	92.9	91.2	91.7	89.3	97.3	93.7
0900-0959	92.1	94.3	94.8	90.6	92.7	92.3	93.9	91.3	95.2	95.0	92.4	95.1	84.5	97.7	93.4
1000-1059	93.6	92.6	95.3	96.0	94.2	89.9	95.5	92.0	93.9	96.5	92.5	92.8	91.4	94.4	93.2
1100-1159	91.9	94.8	87.0	95.5	96.5	92.5	95.5	91.6	95.9	94.9	94.2	94.4	88.8	97.2	94.0
1200-1259	92.2	89.6	91.8	91.3	95.0	93.4	90.8	93.4	95.7	94.7	91.1	90.1	91.3	94.4	91.9
1300-1359	94.6	87.6	89.1	94.6	93.6	91.4	97.1	90.2	94.7	97.0	91.9	95.5	88.7	90.0	92.2
1400-1459	94.1	85.8	89.7	94.8	93.0	90.6	96.9	89.6	93.6	90.5	94.3	90.9	94.2	91.0	91.3
1500-1559	91.3	82.3	88.7	89.5	92.9	89.9	100.0	89.8	93.4	93.0	93.4	98.5	89.1	93.8	89.4
1600-1659	88.8	81.0	91.5	92.6	94.9	91.6	93.4	90.7	90.9	89.7	93.5	90.6	88.7	92.5	89.6
1700-1759	88.0	85.7	89.2	90.9	93.7	92.0	93.5	89.4	91.3	93.8	92.2	94.4	91.1	90.4	88.3
1800-1859	91.0	81.4	88.3	86.7	91.8	89.5	89.0	88.4	90.9	92.8	90.9	94.9	84.3	86.3	86.8
1900-1959	88.3	78.6	91.7	92.6	93.9	89.3	82.4	89.6	96.4	95.9	92.1	92.1	81.0	81.7	88.6
2000-2059	89.6	82.5	93.7	92.1	93.7	92.3	97.3	92.0	100.0	92.1	96.6	0.0	91.6	88.9	88.8
2100-2159	0.0	74.2	0.0	93.1	0.0	93.8	100.0	100.0	0.0	50.0	92.0	95.7	88.8	90.4	88.9
2200-2259	0.0	0.0	0.0	96.0	100.0	0.0	85.7	0.0	92.0	95.2	94.2	92.5	100.0	0.0	91.0
2300-0559	57.1	94.5	0.0	88.0	89.3	91.2	97.7	96.0	94.6	100.0	95.9	87.9	86.7	0.0	92.2
TOTAL	92.2	88.4	91.9	92.7	93.5	91.3	94.3	91.0	94.0	94.6	92.9	93.3	89.5	93.1	91.4

* 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
JULY 2020

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Aberdeen, SD (ABR)	92.1	90.5	63	63
Abilene, TX (ABI)	87.7	95.4	130	130
Adak Island, AK (ADK)	22.2	44.4	9	9
Aguadilla, PR (BQN)	0.0	0.0	2	2
Akron, OH (CAK)	84.8	86.7	165	165
Albany, GA (ABY)	100.0	96.8	31	31
Albany, NY (ALB)	85.8	91.4	604	604
Albuquerque, NM (ABQ)	91.8	94.3	1130	1132
Alexandria, LA (AEX)	84.5	90.3	155	154
Allentown/Bethlehem/Easton, PA (ABE)	83.8	87.2	234	235
Alpena, MI (APN)	92.6	92.6	54	54
Amarillo, TX (AMA)	90.4	92.8	249	249
Anchorage, AK (ANC)	85.3	94.7	1175	1175
Appleton, WI (ATW)	92.1	95.1	267	266
Arcata/Eureka, CA (ACV)	92.0	96.6	87	87
Asheville, NC (AVL)	83.2	90.6	506	508
Ashland, WV (HTS)	88.8	85.2	80	81
Aspen, CO (ASE)	88.3	95.2	231	229
Atlanta, GA (ATL)	90.6	90.9	18257	18326
Atlantic City, NJ (ACY)	90.3	95.6	226	227
Augusta, GA (AGS)	90.7	90.1	246	243
Austin, TX (AUS)	91.8	93.5	3004	2997
Bakersfield, CA (BFL)	92.6	95.0	162	160
Baltimore, MD (BWI)	92.3	90.6	6583	6593
Bangor, ME (BGR)	82.9	89.8	187	186
Barrow, AK (BRW)	100.0	96.8	31	31
Baton Rouge, LA (BTR)	91.3	96.0	299	297
Beaumont/Port Arthur, TX (BPT)	81.5	90.7	54	54
Belleville, IL (BLV)	87.2	82.3	164	164
Bellingham, WA (BLI)	89.9	97.1	69	69
Bemidji, MN (BJI)	92.1	96.8	63	63
Bend/Redmond, OR (RDM)	95.6	97.6	296	295
Bethel, AK (BET)	93.5	45.2	31	31
Billings, MT (BIL)	91.1	93.1	336	333
Binghamton, NY (BGM)	93.5	93.5	31	31
Birmingham, AL (BHM)	89.3	92.3	812	808
Bismarck/Mandan, ND (BIS)	92.5	90.7	214	214
Bloomington/Normal, IL (BMI)	87.3	89.2	166	167
Boise, ID (BOI)	91.7	94.9	1024	1019
Boston, MA (BOS)	90.0	92.5	5347	5341
Bozeman, MT (BZN)	90.5	93.0	485	483

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Brainerd, MN (BRD)	91.2	92.9	57	56
Branson, MO (BKG)	85.7	73.3	14	15
Bristol/Johnson City/Kingsport, TN (TRI)	89.6	94.0	135	133
Brownsville, TX (BRO)	87.9	93.9	149	148
Brunswick, GA (BQK)	95.1	98.3	61	60
Buffalo, NY (BUF)	91.3	94.1	933	930
Burbank, CA (BUR)	95.1	96.3	1258	1256
Burlington, VT (BTV)	86.9	92.3	352	351
Butte, MT (BTM)	75.9	91.4	58	58
Cape Girardeau, MO (CGI)	76.0	86.0	50	50
Casper, WY (CPR)	89.2	91.4	93	93
Cedar City, UT (CDC)	85.7	95.0	21	20
Cedar Rapids/Iowa City, IA (CID)	91.3	94.1	424	423
Champaign/Urbana, IL (CMI)	85.2	92.2	142	141
Charleston, SC (CHS)	89.3	93.6	1323	1319
Charleston/Dunbar, WV (CRW)	84.8	92.9	184	182
Charlotte Amalie, VI (STT)	86.3	87.5	320	320
Charlotte, NC (CLT)	89.6	89.6	12474	12492
Charlottesville, VA (CHO)	85.2	89.4	189	188
Chattanooga, TN (CHA)	86.8	89.9	317	316
Chicago, IL (MDW)	94.5	91.9	5595	5602
Chicago, IL (ORD)	91.3	91.3	14633	14675
Christiansted, VI (STX)	92.9	89.3	56	56
Cincinnati, OH (CVG)	87.0	90.4	2017	2015
Clarksburg/Fairmont, WV (CKB)	80.6	69.4	72	72
Cleveland, OH (CLE)	90.0	92.5	2171	2169
Cody, WY (COD)	87.2	90.9	78	77
Cold Bay, AK (CDB)	38.9	33.3	18	18
College Station/Bryan, TX (CLL)	87.4	91.9	87	86
Colorado Springs, CO (COS)	87.0	89.8	376	373
Columbia, MO (COU)	92.9	92.2	156	153
Columbia, SC (CAE)	86.6	90.3	352	350
Columbus, GA (CSG)	91.8	96.7	61	60
Columbus, MS (GTR)	90.2	96.7	61	60
Columbus, OH (CMH)	91.1	93.1	2132	2129
Columbus, OH (LCK)	83.6	78.1	146	146
Concord, NC (USA)	86.7	87.8	90	90
Cordova, AK (CDV)	95.2	96.8	62	62
Corpus Christi, TX (CRP)	85.4	92.1	280	279
Dallas, TX (DAL)	94.8	93.7	4085	4092
Dallas/Fort Worth, TX (DFW)	86.1	89.5	18763	18785

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

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Dayton, OH (DAY)	85.5	91.7	461	460
Daytona Beach, FL (DAB)	87.1	90.8	163	163
Deadhorse, AK (SCC)	94.6	97.3	37	37
Decatur, IL (DEC)	74.0	77.6	50	49
Del Rio, TX (DRT)	88.9	92.7	54	55
Denver, CO (DEN)	90.5	91.6	15378	15418
Des Moines, IA (DSM)	90.8	93.7	906	900
Detroit, MI (DTW)	91.2	92.5	8080	8099
Devils Lake, ND (DVL)	84.0	93.9	50	49
Dickinson, ND (DIK)	89.3	100.0	28	28
Dillingham, AK (DLG)	96.8	87.1	31	31
Dodge City, KS (DDC)	82.0	96.0	50	50
Dothan, AL (DHN)	87.1	93.5	31	31
Dubuque, IA (DBQ)	86.0	95.3	43	43
Duluth, MN (DLH)	97.7	95.4	88	87
Durango, CO (DRO)	87.2	95.7	164	163
Eagle, CO (EGE)	90.3	82.3	62	62
Eau Claire, WI (EAU)	93.0	94.7	57	57
El Paso, TX (ELP)	91.1	93.7	637	636
Elko, NV (EKO)	87.1	93.5	31	31
Elmira/Corning, NY (ELM)	92.0	92.9	113	113
Erie, PA (ERI)	80.0	80.0	10	10
Escanaba, MI (ESC)	87.0	84.9	54	53
Eugene, OR (EUG)	88.5	96.0	321	321
Evansville, IN (EVV)	89.2	93.3	194	193
Fairbanks, AK (FAI)	94.7	95.7	187	186
Fargo, ND (FAR)	91.4	92.4	304	302
Fayetteville, AR (XNA)	88.2	91.2	593	593
Fayetteville, NC (FAY)	85.3	86.2	204	203
Flagstaff, AZ (FLG)	94.8	91.4	116	116
Flint, MI (FNT)	79.6	88.8	152	152
Fort Lauderdale, FL (FLL)	89.6	90.4	4731	4741
Fort Myers, FL (RSW)	90.7	91.4	1837	1829
Fort Smith, AR (FSM)	78.8	90.0	80	80
Fort Wayne, IN (FWA)	89.7	92.7	370	368
Fresno, CA (FAT)	89.1	89.8	525	522
Gainesville, FL (GNV)	87.0	92.6	177	176
Garden City, KS (GCK)	91.9	91.8	62	61
Gillette, WY (GCC)	97.1	97.0	34	33
Grand Forks, ND (GFK)	94.0	91.7	84	84
Grand Island, NE (GRI)	85.5	92.6	69	68

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Grand Junction, CO (GJT)	86.7	93.3	225	223
Grand Rapids, MI (GRR)	86.8	90.8	969	965
Great Falls, MT (GTF)	85.3	90.8	163	163
Green Bay, WI (GRB)	94.2	97.3	226	224
Greensboro/High Point, NC (GSO)	86.5	90.8	557	554
Greer, SC (GSP)	86.4	88.5	612	608
Guam, TT (GUM)	90.9	88.6	44	44
Gulfport/Biloxi, MS (GPT)	87.2	91.8	257	256
Gunnison, CO (GUC)	88.9	92.5	54	53
Gustavus, AK (GST)	87.1	90.3	31	31
Hagerstown, MD (HGR)	88.5	88.5	26	26
Hancock/Houghton, MI (CMX)	87.7	100.0	57	57
Harlingen/San Benito, TX (HRL)	87.1	87.6	202	201
Harrisburg, PA (MDT)	89.0	93.2	327	323
Hartford, CT (BDL)	88.0	94.0	1230	1224
Hattiesburg/Laurel, MS (PIB)	87.0	84.9	54	53
Hayden, CO (HDN)	96.5	83.9	57	56
Hays, KS (HYS)	88.9	88.9	81	81
Helena, MT (HLN)	88.1	96.6	59	58
Hibbing, MN (HIB)	94.5	96.3	55	54
Hilo, HI (ITO)	87.5	91.7	385	387
Hilton Head, SC (HHH)	83.8	91.6	179	178
Hobbs, NM (HOB)	92.9	92.9	14	14
Honolulu, HI (HNL)	90.5	89.9	2268	2269
Houston, TX (HOU)	92.6	91.5	3429	3434
Houston, TX (IAH)	87.6	92.1	6648	6686
Huntsville, AL (HSV)	88.8	92.9	393	392
Idaho Falls, ID (IDA)	95.0	93.2	161	161
Indianapolis, IN (IND)	89.0	92.5	2396	2385
International Falls, MN (INL)	96.2	98.1	53	53
Iron Mountain/Kingsford, MI (IMT)	91.5	93.2	59	59
Islip, NY (ISP)	84.7	93.1	215	216
Ithaca/Cortland, NY (ITH)	83.9	87.1	31	31
Jackson, WY (JAC)	90.9	94.7	440	437
Jackson/Vicksburg, MS (JAN)	87.6	92.9	338	338
Jacksonville, FL (JAX)	90.4	91.9	1369	1366
Jacksonville/Camp Lejeune, NC (OAJ)	83.7	88.2	196	195
Jamestown, ND (JMS)	88.0	89.3	75	75
Joplin, MO (JLN)	93.8	90.1	81	81
Juneau, AK (JNU)	92.3	97.1	311	311
Kahului, HI (OGG)	91.1	92.4	706	706

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

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Kalamazoo, MI (AZO)	94.0	94.7	133	133
Kalispell, MT (FCA)	88.3	92.0	426	423
Kansas City, MO (MCI)	91.4	94.0	2487	2485
Kearney, NE (EAR)	90.0	94.0	50	50
Ketchikan, AK (KTN)	94.8	95.5	155	155
Key West, FL (EYW)	95.6	93.9	344	346
Killeen, TX (GRK)	89.6	94.8	154	153
King Salmon, AK (AKN)	84.4	68.9	45	45
Knoxville, TN (TYS)	84.7	91.5	785	777
Kodiak, AK (ADQ)	95.0	90.0	40	40
Kona, HI (KOA)	91.9	93.3	519	519
Kotzebue, AK (OTZ)	91.3	82.6	23	23
La Crosse, WI (LSE)	87.4	95.2	103	104
Lafayette, LA (LFT)	87.3	92.3	275	274
Lake Charles, LA (LCH)	90.1	93.9	131	131
Lansing, MI (LAN)	88.0	93.3	92	90
Laramie, WY (LAR)	96.0	100.0	50	50
Laredo, TX (LRD)	90.3	87.8	124	123
Las Vegas, NV (LAS)	93.8	92.6	8766	8767
Latrobe, PA (LBE)	87.2	94.7	94	94
Lawton/Fort Sill, OK (LAW)	83.9	85.7	56	56
Lewisburg, WV (LWB)	80.7	85.7	57	56
Lewiston, ID (LWS)	86.9	93.3	61	60
Lexington, KY (LEX)	87.6	91.7	411	408
Liberal, KS (LBL)	84.0	96.0	50	50
Lihue, HI (LIH)	90.8	93.3	400	400
Lincoln, NE (LNK)	89.8	92.9	98	98
Little Rock, AR (LIT)	89.4	94.1	606	606
Long Beach, CA (LGB)	96.1	96.9	542	543
Longview, TX (GGG)	79.6	81.5	54	54
Los Angeles, CA (LAX)	94.0	94.0	8700	8701
Louisville, KY (SDF)	89.2	92.7	1143	1139
Lubbock, TX (LBB)	92.3	95.4	324	324
Lynchburg, VA (LYH)	85.5	91.9	62	62
Madison, WI (MSN)	90.5	93.4	517	513
Manchester, NH (MHT)	90.6	95.5	403	401
Manhattan/Ft. Riley, KS (MHK)	88.0	96.4	83	83
Marquette, MI (MQT)	88.6	92.0	114	113
Martha's Vineyard, MA (MVY)	95.7	94.8	115	115
Medford, OR (MFR)	94.3	95.9	315	315
Melbourne, FL (MLB)	89.8	96.0	127	125

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Memphis, TN (MEM)	88.8	91.0	1088	1081
Meridian, MS (MEI)	85.2	90.6	54	53
Miami, FL (MIA)	91.2	92.7	4788	4774
Midland/Odessa, TX (MAF)	90.8	91.2	466	466
Milwaukee, WI (MKE)	90.6	94.4	1369	1366
Minneapolis, MN (MSP)	92.3	93.5	6943	6959
Minot, ND (MOT)	90.9	89.4	143	142
Mission/McAllen/Edinburg, TX (MFE)	88.3	91.7	265	264
Missoula, MT (MSO)	87.9	91.8	356	355
Moab, UT (CNY)	92.0	89.3	75	75
Mobile, AL (MOB)	89.3	92.7	233	232
Moline, IL (MLI)	88.8	92.4	304	303
Monroe, LA (MLU)	91.0	94.8	155	154
Monterey, CA (MRY)	92.8	95.2	166	166
Montgomery, AL (MGM)	85.0	93.7	160	158
Montrose/Delta, CO (MTJ)	92.5	91.7	133	133
Mosinee, WI (CWA)	94.6	94.6	92	93
Muskegon, MI (MKG)	87.7	87.7	57	57
Myrtle Beach, SC (MYR)	90.8	91.3	1271	1271
Nantucket, MA (ACK)	86.1	86.8	151	151
Nashville, TN (BNA)	91.6	92.9	5004	4998
New Bern/Morehead/Beaufort, NC (EWN)	79.5	87.2	78	78
New Haven, CT (HVN)	86.8	88.7	53	53
New Orleans, LA (MSY)	90.0	93.0	2259	2252
New York, NY (JFK)	87.0	88.2	3343	3348
New York, NY (LGA)	90.0	92.2	4197	4190
Newark, NJ (EWR)	88.8	89.1	5005	5010
Newburgh/Poughkeepsie, NY (SWF)	82.5	85.0	40	40
Newport News/Williamsburg, VA (PHF)	83.3	87.5	96	96
Niagara Falls, NY (IAG)	82.6	76.1	46	46
Nome, AK (OME)	95.7	91.3	23	23
Norfolk, VA (ORF)	85.3	89.5	1069	1061
North Bend/Coos Bay, OR (OTH)	86.8	97.4	38	38
North Platte, NE (LBF)	88.9	85.2	81	81
Oakland, CA (OAK)	95.8	94.8	2551	2551
Ogden, UT (OGD)	100.0	88.9	9	9
Ogdensburg, NY (OGS)	87.5	87.7	56	57
Oklahoma City, OK (OKC)	90.9	93.8	1226	1225
Omaha, NE (OMA)	92.1	94.6	1276	1273
Ontario, CA (ONT)	94.7	95.9	1257	1257
Orlando, FL (MCO)	89.5	88.4	7520	7513

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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
Owensboro, KY (OWB)	66.7	77.8	9	9
Paducah, KY (PAH)	94.7	94.7	57	57
Palm Springs, CA (PSP)	92.0	92.2	336	335
Panama City, FL (ECP)	87.8	89.4	786	783
Pasco/Kennewick/Richland, WA (PSC)	92.4	94.7	264	263
Pellston, MI (PLN)	89.8	83.8	108	105
Pensacola, FL (PNS)	87.6	92.4	896	893
Peoria, IL (PIA)	85.7	89.3	273	272
Petersburg, AK (PSG)	98.4	95.2	62	62
Philadelphia, PA (PHL)	89.4	91.0	6107	6121
Phoenix, AZ (AZA)	82.7	86.7	452	452
Phoenix, AZ (PHX)	93.7	94.0	8531	8547
Pierre, SD (PIR)	90.0	92.0	50	50
Pittsburgh, PA (PIT)	90.5	94.3	2220	2217
Plattsburgh, NY (PBG)	77.4	90.5	84	84
Pocatello, ID (PIH)	87.7	94.7	57	57
Ponce, PR (PSE)	0.0	0.0	1	1
Portland, ME (PWM)	91.0	94.1	602	597
Portland, OR (PDX)	92.7	94.3	2575	2573
Portsmouth, NH (PSM)	72.4	72.4	29	29
Prescott, AZ (PRC)	91.9	95.2	62	62
Providence, RI (PVD)	90.7	92.5	626	626
Provo, UT (PVU)	84.5	82.8	58	58
Pueblo, CO (PUB)	90.1	87.7	81	81
Punta Gorda, FL (PGD)	84.8	88.7	462	462
Raleigh/Durham, NC (RDU)	90.2	91.9	2153	2145
Rapid City, SD (RAP)	90.4	91.2	363	362
Redding, CA (RDD)	96.5	94.7	57	57
Reno, NV (RNO)	93.0	94.2	818	817
Rhineland, WI (RHI)	84.1	93.5	63	62
Richmond, VA (RIC)	89.7	92.9	808	805
Riverton/Lander, WY (RIW)	90.0	93.3	30	30
Roanoke, VA (ROA)	91.6	96.2	107	105
Rochester, MN (RST)	94.9	97.0	99	99
Rochester, NY (ROC)	90.8	93.7	524	521
Rock Springs, WY (RKS)	91.7	90.0	60	60
Rockford, IL (RFD)	93.4	88.2	76	76
Roswell, NM (ROW)	87.5	95.8	48	48
Sacramento, CA (SMF)	94.6	95.8	2597	2593
Saginaw/Bay City/Midland, MI (MBS)	91.0	92.5	122	120
Saipan, TT (SPN)	84.6	84.6	13	13

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Salina, KS (SLN)	84.0	94.0	50	50
Salt Lake City, UT (SLC)	89.1	89.5	7360	7366
San Angelo, TX (SJT)	83.3	90.5	84	84
San Antonio, TX (SAT)	87.3	89.7	1546	1543
San Diego, CA (SAN)	93.6	94.6	4143	4135
San Francisco, CA (SFO)	93.4	93.3	6135	6146
San Jose, CA (SJC)	95.0	96.1	2612	2611
San Juan, PR (SJU)	83.6	85.1	1922	1912
San Luis Obispo, CA (SBP)	92.3	91.5	260	258
Sanford, FL (SFB)	82.0	82.7	867	866
Santa Ana, CA (SNA)	93.3	94.7	1841	1832
Santa Barbara, CA (SBA)	91.0	96.3	245	242
Santa Fe, NM (SAF)	91.1	92.9	112	112
Santa Maria, CA (SMX)	93.3	93.3	15	15
Santa Rosa, CA (STS)	90.4	91.9	136	136
Sarasota/Bradenton, FL (SRQ)	88.0	89.6	490	489
Sault Ste. Marie, MI (CIU)	89.8	86.2	59	58
Savannah, GA (SAV)	85.2	89.3	865	866
Scottsbluff, NE (BFF)	87.7	88.9	81	81
Scranton/Wilkes-Barre, PA (AVP)	87.0	90.5	115	116
Seattle, WA (SEA)	93.3	92.9	7480	7482
Sheridan, WY (SHR)	93.3	93.3	30	30
Shreveport, LA (SHV)	88.1	92.7	354	354
Sioux City, IA (SUX)	89.0	91.2	91	91
Sioux Falls, SD (FSD)	90.1	91.6	404	405
Sitka, AK (SIT)	91.4	94.6	93	93
South Bend, IN (SBN)	89.1	93.5	293	292
Spokane, WA (GEG)	92.3	95.3	857	854
Springfield, IL (SPI)	96.9	90.6	96	96
Springfield, MO (SGF)	88.5	92.9	546	547
St. Cloud, MN (STC)	87.5	87.5	8	8
St. George, UT (SGU)	87.2	95.3	148	148
St. Louis, MO (STL)	93.2	93.0	4155	4146
St. Petersburg, FL (PIE)	86.8	88.6	713	712
State College, PA (SCE)	91.9	91.9	99	99
Staunton, VA (SHD)	92.0	98.0	50	50
Stillwater, OK (SWO)	87.0	85.5	54	55
Stockton, CA (SCK)	95.6	93.3	45	45
Sun Valley/Hailey/Ketchum, ID (SUN)	94.5	96.7	91	91
Syracuse, NY (SYR)	90.7	93.6	407	404
Tallahassee, FL (TLH)	89.0	91.1	291	292

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TABLE 5. ON-TIME ARRIVAL AND DEPARTURE PERCENTAGE BY AIRPORT BY REPORTING OPERATING CARRIER
JULY 2020

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Tampa, FL (TPA)	91.0	93.1	4025	4015
Texarkana, AR (TXK)	89.3	96.4	56	56
Toledo, OH (TOL)	83.9	93.2	118	117
Traverse City, MI (TVC)	90.6	93.3	417	416
Trenton, NJ (TTN)	80.6	80.6	72	72
Tucson, AZ (TUS)	91.4	94.0	886	887
Tulsa, OK (TUL)	87.5	92.2	835	832
Twin Falls, ID (TWF)	87.7	96.5	57	57
Tyler, TX (TYR)	87.1	95.2	62	62
Valdosta, GA (VLD)	93.4	96.7	61	60
Valparaiso, FL (VPS)	87.5	88.9	858	854
Vernal, UT (VEL)	94.0	94.0	50	50
Waco, TX (ACT)	86.4	90.0	81	80
Washington, DC (DCA)	90.0	91.6	4759	4763
Washington, DC (IAD)	88.5	87.7	2953	2959
Waterloo, IA (ALO)	85.7	94.6	56	56
Watertown, SD (ATY)	87.8	90.0	49	50
West Palm Beach/Palm Beach, FL (PBI)	87.7	90.0	924	924
West Yellowstone, MT (WYS)	80.3	85.2	61	61
White Plains, NY (HPN)	91.0	93.3	89	89
Wichita Falls, TX (SPS)	85.2	96.3	54	54
Wichita, KS (ICT)	91.1	93.2	473	473
Williston, ND (XWA)	85.7	97.1	35	35
Wilmington, NC (ILM)	88.7	91.0	380	378
Worcester, MA (ORH)	100.0	96.8	31	31
Wrangell, AK (WRG)	95.2	96.8	62	62
Yakutat, AK (YAK)	96.8	95.2	62	62
Yuma, AZ (YUM)	88.2	92.8	68	69

AIR TRAVEL CONSUMER REPORT

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

JULY 2020

CARRIER ¹	AT ALL US AIRPORTS				
	NUMBER OF AIRPORTS REPORTED	FLIGHT OPERATIONS SCHEDULED	FLIGHT OPERATIONS CANCELLED	PERCENT OF OPERATIONS CANCELLED	RANK
SPIRIT AIRLINES	48	15993	8	0.1	1
AMERICAN AIRLINES NETWORK	228	100841	572	0.6	2
- AMERICAN AIRLINES	96	46161	307	0.7	
- BRANDED CODESHARE PARTNERS	209	54680	265	0.5	
SOUTHWEST AIRLINES	89	82736	572	0.7	3
UNITED AIRLINES NETWORK	232	51663	365	0.7	4
- UNITED AIRLINES	61	14973	59	0.4	
- BRANDED CODESHARE PARTNERS	221	36690	306	0.8	
DELTA AIR LINES NETWORK	216	68278	512	0.7	5
- DELTA AIR LINES	109	37269	479	1.3	
- BRANDED CODESHARE PARTNERS	182	31009	33	0.1	
ALASKA AIRLINES NETWORK	96	19675	151	0.8	6
- ALASKA AIRLINES	64	7661	64	0.8	
- BRANDED CODESHARE PARTNERS	48	12014	87	0.7	
ALLEGiant AIR	122	10349	84	0.8	7
JETBLUE AIRWAYS	52	10495	289	2.8	8
FRONTIER AIRLINES	92	7533	238	3.2	9
HAWAIIAN AIRLINES NETWORK	13	3296	135	4.1	10
- HAWAIIAN AIRLINES	11	2870	119	4.1	
- BRANDED CODESHARE PARTNERS	3	426	16	3.8	
TOTAL AIRPORTS SERVED	368	370,859	2,926	0.8	

1. All U.S. airlines with at least 0.5 percent of total domestic scheduled service passenger revenues plus any branded codeshare partners.
2. The Coronavirus Disease 2019 (COVID-19) public health emergency has resulted in significant changes in airline schedules and operations, which may have negatively impacted airlines' cancellation statistics during this reporting period. On April 17, 2020, the Department issued a notice on [Reporting of Causes of Flight Delays and Cancellations Given The Unprecedented Impact of the COVID-19 Public Health Emergency on Air Travel](#). This notice stated that it would be acceptable for flight delays and cancellations that are directly related to government actions to mitigate the spread of COVID-19 in the United States to be coded in the "security" category for the purposes of categorizing causes of delays and cancellations.

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

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

JULY 2020

CARRIER ¹	AT ALL US AIRPORTS				
	NUMBER OF AIRPORTS REPORTED	FLIGHT OPERATIONS SCHEDULED	FLIGHT OPERATIONS CANCELLED	PERCENT OF OPERATIONS CANCELLED	RANK
SPIRIT AIRLINES	48	15993	8	0.1	1
ENDEAVOR AIR	109	16292	17	0.1	2
PSA AIRLINES	88	13932	33	0.2	3
ENVOY AIR	151	17852	68	0.4	4
UNITED AIRLINES	61	14973	59	0.4	5
SKYWEST AIRLINES	210	39954	180	0.5	6
AMERICAN AIRLINES	96	46161	307	0.7	7
SOUTHWEST AIRLINES	89	82736	572	0.7	8
EXPRESSJET AIRLINES	36	2852	22	0.8	9
ALLEGiant AIR	122	10349	84	0.8	10
ALASKA AIRLINES	64	7661	64	0.8	11
REPUBLIC AIRWAYS	67	16849	172	1.0	12
MESA AIRLINES	82	9117	102	1.1	13
DELTA AIR LINES	109	37269	479	1.3	14
JETBLUE AIRWAYS	52	10495	289	2.8	15
FRONTIER AIRLINES	92	7533	238	3.2	16
HAWAIIAN AIRLINES	11	2870	119	4.1	17
TOTAL AIRPORTS SERVED	356	352,888	2,813	0.8	

1. All U.S. airlines with at least 0.5 percent of total domestic scheduled service passenger revenues.
2. The Coronavirus Disease 2019 (COVID-19) public health emergency has resulted in significant changes in airline schedules and operations, which may have negatively impacted airlines' cancellation statistics during this reporting period. On April 17, 2020, the Department issued a notice on [Reporting of Causes of Flight Delays and Cancellations Given The Unprecedented Impact of the COVID-19 Public Health Emergency on Air Travel](#). This notice stated that it would be acceptable for flight delays and cancellations that are directly related to government actions to mitigate the spread of COVID-19 in the United States to be coded in the "security" category for the purposes of categorizing causes of delays and cancellations.

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

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TABLE 7. CAUSES OF DELAY, BY REPORTING MARKETING CARRIER

JULY 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	19675	18195	92.48	151	0.77	15	0.08	567	2.88	28	0.14	363	1.84	29	0.15	328	1.67
- ALASKA AIRLINES	7661	7080	92.42	64	0.84	7	0.09	174	2.27	14	0.18	208	2.72	29	0.38	85	1.11
- BRANDED CODESHARE PARTNERS	12014	11115	92.52	87	0.72	8	0.07	392	3.26	14	0.12	156	1.30	0	0.00	242	2.01
ALLEGiant AIR	10349	8847	85.49	84	0.81	32	0.31	438	4.23	158	1.53	207	2.00	8	0.08	575	5.56
AMERICAN AIRLINES NETWORK	100841	89328	88.58	572	0.57	282	0.28	3388	3.36	935	0.93	3819	3.79	45	0.04	2472	2.45
- AMERICAN AIRLINES	46161	41312	89.50	307	0.67	137	0.30	1654	3.58	367	0.80	1544	3.34	25	0.05	814	1.76
- BRANDED CODESHARE PARTNERS	54680	48016	87.81	265	0.48	145	0.27	1734	3.17	568	1.04	2275	4.16	19	0.03	1658	3.03
DELTA AIR LINES NETWORK	68278	61692	90.35	512	0.75	194	0.28	2885	4.23	413	0.60	1881	2.75	29	0.04	672	0.98
- DELTA AIR LINES	37269	33241	89.19	479	1.29	146	0.39	1460	3.92	135	0.36	1311	3.52	16	0.04	481	1.29
- BRANDED CODESHARE PARTNERS	31009	28451	91.75	33	0.11	48	0.15	1426	4.60	278	0.90	570	1.84	13	0.04	191	0.62
FRONTIER AIRLINES	7533	6553	86.99	238	3.16	9	0.12	240	3.19	31	0.41	301	4.00	0	0.00	161	2.14
HAWAIIAN AIRLINES NETWORK	3296	3022	91.69	135	4.10	0	0.00	105	3.19	0	0.00	1	0.03	0	0.00	33	1.00
- HAWAIIAN AIRLINES	2870	2624	91.43	119	4.15	0	0.00	100	3.48	0	0.00	0	0.00	0	0.00	26	0.91
- BRANDED CODESHARE PARTNERS	426	398	93.43	16	3.76	0	0.00	5	1.17	0	0.00	1	0.23	0	0.00	7	1.64
JETBLUE AIRWAYS	10495	8959	85.36	289	2.75	40	0.38	502	4.78	67	0.64	342	3.26	5	0.05	291	2.77
SOUTHWEST AIRLINES	82736	78201	94.52	572	0.69	107	0.13	1384	1.67	282	0.34	1038	1.25	13	0.02	1140	1.38
SPIRIT AIRLINES	15993	14415	90.13	8	0.05	46	0.29	504	3.15	192	1.20	431	2.69	24	0.15	373	2.33
UNITED AIRLINES NETWORK	51663	46340	89.70	365	0.71	132	0.26	2387	4.62	456	0.88	1473	2.85	12	0.02	497	0.96
- UNITED AIRLINES	14973	13854	92.53	59	0.39	41	0.27	393	2.62	127	0.85	335	2.24	0	0.00	164	1.10
- BRANDED CODESHARE PARTNERS	36690	32486	88.54	306	0.83	91	0.25	1995	5.44	329	0.90	1138	3.10	12	0.03	333	0.91
TOTAL	370,859	335,552	90.48	2,926	0.79	857	0.23	12,401	3.34	2,562	0.69	9,856	2.66	164	0.04	6,542	1.76

*** 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

JULY 2020

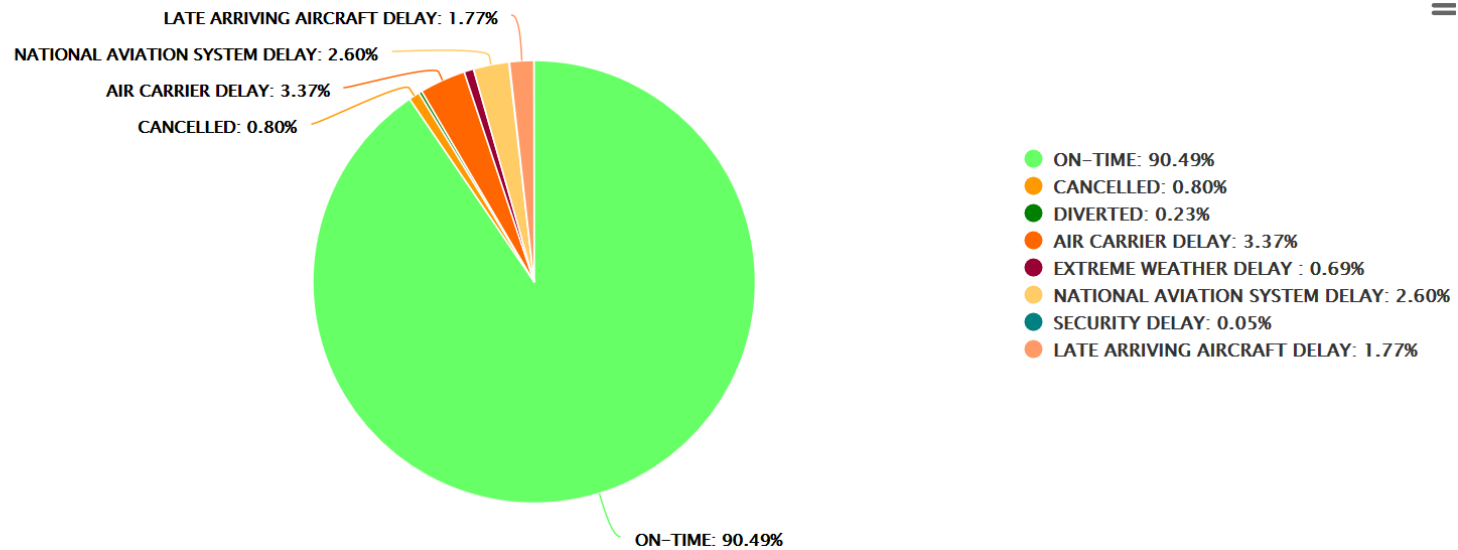
CARRIER	TOTAL RECORDS	ON TIME	% ON TIME	CANCELLED	% CANCELLED	DIVERTED	% DIVERTED	AIR CARRIER DELAY	% AIR CARRIER DELAY	EXTREME WEATHER DELAY	% EXTREME WEATHER DELAY	NATIONAL AVIATION SYSTEM DELAY	% NATIONAL AVIATION SYSTEM DELAY	SECURITY DELAY	% SECURITY DELAY	LATE ARRIVING AIRCRAFT DELAY	% LATE ARRIVING AIRCRAFT DELAY
ALASKA AIRLINES	7661	7080	92.42	64	0.84	7	0.09	174	2.27	14	0.18	208	2.72	29	0.38	85	1.11
ALLEGIAN AIR	10349	8847	85.49	84	0.81	32	0.31	438	4.23	158	1.53	207	2.00	8	0.08	575	5.56
AMERICAN AIRLINES	46161	41312	89.50	307	0.67	137	0.30	1654	3.58	367	0.80	1544	3.34	25	0.05	814	1.76
DELTA AIR LINES	37269	33241	89.19	479	1.29	146	0.39	1460	3.92	135	0.36	1311	3.52	16	0.04	481	1.29
ENDEAVOR AIR	16292	15014	92.16	17	0.10	28	0.17	474	2.91	82	0.50	493	3.03	5	0.03	179	1.10
ENVOY AIR	17852	15506	86.86	68	0.38	30	0.17	506	2.83	146	0.82	1082	6.06	3	0.02	511	2.86
EXPRESSJET AIRLINES	2852	2570	90.11	22	0.77	3	0.11	53	1.86	5	0.18	169	5.93	0	0.00	30	1.05
FRONTIER AIRLINES	7533	6553	86.99	238	3.16	9	0.12	240	3.19	31	0.41	301	4.00	0	0.00	161	2.14
HAWAIIAN AIRLINES	2870	2624	91.43	119	4.15	0	0.00	100	3.48	0	0.00	0	0.00	0	0.00	26	0.91
JETBLUE AIRWAYS	10495	8959	85.36	289	2.75	40	0.38	502	4.78	67	0.64	342	3.26	5	0.05	291	2.77
MESA AIRLINES	9117	7800	85.55	102	1.12	13	0.14	436	4.78	110	1.21	498	5.46	7	0.08	150	1.65
PSA AIRLINES	13932	11961	85.85	33	0.24	56	0.40	516	3.70	226	1.62	612	4.39	10	0.07	518	3.72
REPUBLIC AIRWAYS	16849	15437	91.62	172	1.02	42	0.25	333	1.98	147	0.87	507	3.01	8	0.05	203	1.20
SKYWEST AIRLINES	39954	35969	90.03	180	0.45	82	0.21	2723	6.82	342	0.86	108	0.27	10	0.03	540	1.35
SOUTHWEST AIRLINES	82736	78201	94.52	572	0.69	107	0.13	1384	1.67	282	0.34	1038	1.25	13	0.02	1140	1.38
SPIRIT AIRLINES	15993	14415	90.13	8	0.05	46	0.29	504	3.15	192	1.20	431	2.69	24	0.15	373	2.33
UNITED AIRLINES	14973	13854	92.53	59	0.39	41	0.27	393	2.62	127	0.85	335	2.24	0	0.00	164	1.10
TOTAL	352,888	319,343	90.49	2,813	0.80	819	0.23	11,891	3.37	2,432	0.69	9,187	2.60	163	0.05	6,241	1.77

* 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
JULY 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

JULY 2020

MARKETING CARRIER	OPERATING CARRIER	FLIGHT NUMBER	ORIGIN AIRPORT	DESTINATION AIRPORT	DATE OF FLIGHT	LOCATION OF LONGEST TARMAC DELAY	LENGTH OF TARMAC DELAY
AMERICAN	PIEDMONT	4912	MOB	CLT	7/21/2020	Destination Airport	4:51
AMERICAN	ENVOY	3862	CHO	CLT	7/21/2020	Destination Airport	4:40
AMERICAN	PSA	5075	SYR	CLT	7/21/2020	Destination Airport	4:36
AMERICAN	AMERICAN	413	BWI	CLT	7/21/2020	Destination Airport	4:34
AMERICAN	PIEDMONT	4871	EVV	CLT	7/21/2020	Destination Airport	4:32
AMERICAN	PSA	5357	XNA	CLT	7/21/2020	Destination Airport	4:28
AMERICAN	PIEDMONT	4811	TRI	CLT	7/21/2020	Destination Airport	4:25
AMERICAN	PSA	5257	PVD	CLT	7/21/2020	Destination Airport	4:21
AMERICAN	PSA	5582	SHV	CLT	7/21/2020	Destination Airport	4:19
AMERICAN	REPUBLIC	4303	CMH	CLT	7/21/2020	Destination Airport	4:17
AMERICAN	ENVOY	3472	GSO	CLT	7/21/2020	Destination Airport	4:11
AMERICAN	PIEDMONT	4911	HTS	CLT	7/21/2020	Destination Airport	4:09
AMERICAN	REPUBLIC	4622	MEM	CLT	7/21/2020	Destination Airport	4:07
AMERICAN	PSA	5319	AVL	CLT	7/21/2020	Destination Airport	4:06
AMERICAN	AMERICAN	1933	MSP	CLT	7/21/2020	Destination Airport	4:04
AMERICAN	PSA	5139	CRW	CLT	7/21/2020	Destination Airport	4:04
AMERICAN	PSA	5221	LYH	CLT	7/21/2020	Destination Airport	4:03
AMERICAN	PSA	5633	PIT	CLT	7/21/2020	Destination Airport	4:03
AMERICAN	AMERICAN	2013	SAT	CLT	7/21/2020	Destination Airport	4:02
AMERICAN	PSA	5490	LIT	CLT	7/21/2020	Destination Airport	4:02
AMERICAN	AMERICAN	508	RDU	CLT	7/21/2020	Destination Airport	4:01
AMERICAN	AMERICAN	771	STL	CLT	7/21/2020	Destination Airport	4:01
AMERICAN	PSA	5436	BHM	CLT	7/21/2020	Destination Airport	4:01
AMERICAN	PSA	5033	CVG	CLT	7/21/2020	Destination Airport	4:00
AMERICAN	PSA	5161	OAJ	CLT	7/21/2020	Destination Airport	3:59
AMERICAN	AMERICAN	288	DCA	CLT	7/21/2020	Destination Airport	3:52
AMERICAN	AMERICAN	1665	LAS	CLT	7/21/2020	Destination Airport	3:51
AMERICAN	AMERICAN	1925	LAX	CLT	7/21/2020	Destination Airport	3:50
AMERICAN	AMERICAN	569	RSW	CLT	7/21/2020	Destination Airport	3:49
AMERICAN	PSA	5239	ECP	CLT	7/21/2020	Destination Airport	3:49
AMERICAN	AMERICAN	2317	GRR	CLT	7/21/2020	Destination Airport	3:47
AMERICAN	AMERICAN	1877	FLL	CLT	7/21/2020	Destination Airport	3:45
AMERICAN	AMERICAN	1698	MIA	CLT	7/21/2020	Destination Airport	3:39
AMERICAN	AMERICAN	1862	LGA	CLT	7/21/2020	Destination Airport	3:38
AMERICAN	AMERICAN	560	SEA	CLT	7/21/2020	Destination Airport	3:37

AIR TRAVEL CONSUMER REPORT

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

JULY 2020

MARKETING CARRIER	OPERATING CARRIER	FLIGHT NUMBER	ORIGIN AIRPORT	DESTINATION AIRPORT	DATE OF FLIGHT	LOCATION OF LONGEST TARMAC DELAY	LENGTH OF TARMAC DELAY
AMERICAN	PSA	5155	CLE	CLT	7/21/2020	Destination Airport	3:37
AMERICAN	AMERICAN	815	ORD	CLT	7/21/2020	Destination Airport	3:18
UNITED	UNITED	226	ORD	TPA	7/22/2020	Diversion Airport (TLH)	3:16
UNITED	UNITED	1648	EWR	IAD	7/6/2020	Origin Airport	3:09

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

JULY 2020

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

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

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

APPENDIX

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

30 Largest U.S. Airports

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

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

AS	Alaska Airlines
G4	Allegiant Air
AA	American Airlines
DL	Delta Air Lines
9E	Endeavor Air
MQ	Envoy Air
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*	JULY 2020			JULY 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	368,794	568	1.54	808,594	1,614	2.00
2	SOUTHWEST AIRLINES	4,230,174	8,509	2.01	11,443,404	53,660	4.69
3	HAWAIIAN AIRLINES NETWORK	108,676	232	2.13	618,019	2,751	4.45
	- HAWAIIAN AIRLINES	101,999	220	2.16	601,288	2,513	4.18
	- BRANDED CODESHARE PARTNERS	6,677	12	1.80	16,731	238	14.23
4	DELTA AIR LINES NETWORK	2,113,681	5,918	2.80	10,049,935	52,388	5.21
	- DELTA AIR LINES	1,472,004	4,204	2.86	7,728,303	41,390	5.36
	- BRANDED CODESHARE PARTNERS	641,677	1,714	2.67	2,321,632	10,998	4.74
5	ALASKA AIRLINES NETWORK	868,252	2,514	2.90	2,862,127	12,294	4.30
	- ALASKA AIRLINES	528,548	1,282	2.43	2,170,020	9,382	4.32
	- BRANDED CODESHARE PARTNERS	339,704	1,232	3.63	692,107	2,912	4.21
6	FRONTIER AIRLINES	401,885	1,210	3.01	1,167,391	4,563	3.91
7	UNITED AIRLINES NETWORK	1,620,500	5,127	3.16	7,771,841	58,469	7.52
	- UNITED AIRLINES	800,423	2,568	3.21	4,823,435	35,542	7.37
	- BRANDED CODESHARE PARTNERS	820,077	2,559	3.12	2,948,406	22,927	7.78
8	JETBLUE AIRWAYS	269,280	1,049	3.90	1,237,415	7,871	6.36
9	SPIRIT AIRLINES	729,559	2,857	3.92	1,212,719	6,708	5.53
10	AMERICAN AIRLINES NETWORK	4,293,029	20,558	4.79	10,789,747	103,092	9.55
	- AMERICAN AIRLINES	2,477,419	13,443	5.43	6,594,066	64,014	9.71
	- BRANDED CODESHARE PARTNERS	1,815,610	7,115	3.92	4,195,681	39,078	9.31
TOTAL		15,003,830	48,542	3.24	47,961,192	303,410	6.33

* 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*	JULY 2020			JULY 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	368,794	568	1.54	808,594	1,614	2.00
2	SOUTHWEST AIRLINES	4,230,174	8,509	2.01	11,443,404	53,660	4.69
3	HAWAIIAN AIRLINES	101,999	220	2.16	601,288	2,513	4.18
4	ALASKA AIRLINES	528,548	1,282	2.43	2,170,020	9,382	4.32
5	EXPRESSJET AIRLINES	62,082	153	2.46	375,179	2,417	6.44
6	ENDEAVOR AIR	384,593	1,033	2.69	964,925	4,925	5.10
7	DELTA AIR LINES	1,472,004	4,204	2.86	7,728,303	41,390	5.36
8	FRONTIER AIRLINES	401,885	1,210	3.01	1,167,391	4,563	3.91
9	SKYWEST AIRLINES	993,780	3,019	3.04	2,920,563	17,743	6.08
10	UNITED AIRLINES	800,423	2,568	3.21	4,823,435	35,542	7.37
11	PSA AIRLINES	589,462	2,010	3.41	1,181,178	9,814	8.31
12	MESA AIRLINES	295,782	1,036	3.50	926,652	8,067	8.71
13	JETBLUE AIRWAYS	269,280	1,049	3.90	1,237,415	7,871	6.36
14	SPIRIT AIRLINES	729,559	2,857	3.92	1,212,719	6,708	5.53
15	REPUBLIC AIRWAYS	315,200	1,386	4.40	837,115	8,321	9.94
16	ENVOY AIR	517,968	2,314	4.47	1,049,463	10,611	10.11
17	AMERICAN AIRLINES	2,477,419	13,443	5.43	6,594,066	64,014	9.71
	TOTAL	14,538,952	46,861	3.22	46,041,710	289,155	6.28

* 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*	JULY 2020			JULY 2019		
		NUMBER OF WHEELCHAIRS AND SCOOTERS ENPLANED	NUMBER OF WHEELCHAIRS AND SCOOTERS MISHANDLED	PERCENT OF WHEELCHAIRS AND SCOOTERS MISHANDLED	NUMBER OF WHEELCHAIRS AND SCOOTERS ENPLANED	NUMBER OF WHEELCHAIRS AND SCOOTERS MISHANDLED	PERCENT OF WHEELCHAIRS AND SCOOTERS MISHANDLED
1	HAWAIIAN AIRLINES NETWORK	157	0	0.00	390	9	2.31
	- HAWAIIAN AIRLINES	139	0	0.00	363	9	2.48
	- BRANDED CODESHARE PARTNERS	18	0	0.00	27	0	0.00
2	ALLEGiant AIR	587	2	0.34	2,010	11	0.55
3	DELTA AIR LINES NETWORK	4,084	15	0.37	19,381	150	0.77
	- DELTA AIR LINES	2,575	11	0.43	15,088	117	0.78
	- BRANDED CODESHARE PARTNERS	1,509	4	0.27	4,293	33	0.77
4	FRONTIER AIRLINES	552	5	0.91	2,028	48	2.37
5	SOUTHWEST AIRLINES	2,927	31	1.06	12,435	258	2.07
6	UNITED AIRLINES NETWORK	2,002	22	1.10	11,823	187	1.58
	- UNITED AIRLINES	1,033	18	1.74	8,178	133	1.63
	- BRANDED CODESHARE PARTNERS	969	4	0.41	3,645	54	1.48
7	JETBLUE AIRWAYS	565	7	1.24	3,097	54	1.74
8	ALASKA AIRLINES NETWORK	573	9	1.57	2,486	21	0.84
	- ALASKA AIRLINES	426	7	1.64	2,115	18	0.85
	- BRANDED CODESHARE PARTNERS	147	2	1.36	371	3	0.81
9	AMERICAN AIRLINES NETWORK	4,093	75	1.83	10,857	349	3.21
	- AMERICAN AIRLINES	2,767	54	1.95	8,037	254	3.16
	- BRANDED CODESHARE PARTNERS	1,326	21	1.58	2,820	95	3.37
10	SPIRIT AIRLINES	645	23	3.57	2,233	56	2.51
	TOTAL	16,185	189	1.17	66,740	1,143	1.71

* 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*	July 2020			July 2019		
		NUMBER OF WHEELCHAIRS AND SCOOTERS ENPLANED	NUMBER OF WHEELCHAIRS AND SCOOTERS MISHANDLED	PERCENT OF WHEELCHAIRS AND SCOOTERS MISHANDLED	NUMBER OF WHEELCHAIRS AND SCOOTERS ENPLANED	NUMBER OF WHEELCHAIRS AND SCOOTERS MISHANDLED	PERCENT OF WHEELCHAIRS AND SCOOTERS MISHANDLED
1	HAWAIIAN AIRLINES	139	0	0.00	363	9	2.48
1	EXPRESSJET AIRLINES	68	0	0.00	399	5	1.25
3	ENDEAVOR AIR	1,017	3	0.29	1,492	14	0.94
4	ALLEGiant AIR	587	2	0.34	2,010	11	0.55
5	DELTA AIR LINES	2,575	11	0.43	15,088	117	0.78
6	SKYWEST AIRLINES	1,167	8	0.69	4,119	37	0.90
7	FRONTIER AIRLINES	552	5	0.91	2,028	48	2.37
8	SOUTHWEST AIRLINES	2,927	31	1.06	12,435	258	2.07
9	PSA AIRLINES	365	4	1.10	620	26	4.19
10	MESA AIRLINES	255	3	1.18	997	24	2.41
11	JETBLUE AIRWAYS	565	7	1.24	3,097	54	1.74
12	REPUBLIC AIRWAYS	363	5	1.38	1,271	28	2.20
13	ALASKA AIRLINES	426	7	1.64	2,115	18	0.85
14	ENVOY AIR	410	7	1.71	697	13	1.87
15	UNITED AIRLINES	1,033	18	1.74	8,178	133	1.63
16	AMERICAN AIRLINES	2,767	54	1.95	8,037	254	3.16
17	SPIRIT AIRLINES	645	23	3.57	2,233	56	2.51
	TOTAL	15,861	188	1.19	65,179	1,105	1.70

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

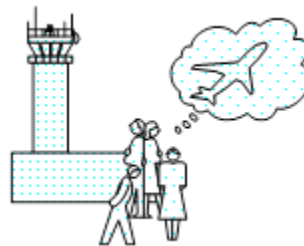
OVERSALES

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

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

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

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



AIR TRAVEL CONSUMER REPORT

PASSENGERS DENIED BOARDING BY REPORTING MARKETING U.S. AIRLINES

RANK	CARRIER*	APRIL - JUNE 2020			
		DENIED BOARDINGS (DB'S)		ENPLANED PASSENGERS	INVOLUNTARY DB's PER 10,000 PASSENGERS
		VOLUNTARY	INVOLUNTARY		
1	ALLEGiant AIR	15	0	1,296,542	0.00
2	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
3	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
4	JETBLUE AIRWAYS	29	0	583,894	0.00
5	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
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		
25	123	4,198,976	0.29
58,823	0	49,845,801	0.00
32,820	0	39,153,662	0.00
26,003	0	10,692,139	0.00
43	0	2,799,594	0.00
39	0	2,742,590	0.00
4	0	57,004	0.00
641	7	9,851,842	0.01
22,806	31	38,564,100	0.01
11,394	28	27,015,815	0.01
11,412	3	11,548,285	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 OPERATING U.S. AIRLINES

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

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

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

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

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

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

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

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

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

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

RANK	AIRLINE*	JANUARY - JUNE 2020			
		DENIED BOARDINGS (DB'S)		ENPLANED PASSENGERS	INVOLUNTARY DB's PER 10,000 PASSENGERS
		VOLUNTARY	INVOLUNTARY		
1	DELTA AIR LINES	17,945	0	30,826,880	0.00
2	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

	JULY 2020				JULY 2019			
	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS
U.S. AIRLINES	3,468	19	0	376	1,275	25	1	182
FOREIGN AIRLINES	5,859	1	0	276	525	3	0	73
TRAVEL AGENTS	1,765	0	0	76	55	2	0	9
TOUR OPERATORS	9	0	0	0	0	0	0	0
MISCELLANEOUS	16	4	0	89	19	6	0	91
INDUSTRY TOTALS	11,117	24	0	817	1,874	36	1	355

AIR TRAVEL CONSUMER REPORT

Table 2

COMPLAINT CATEGORY	COMPLAINT CATEGORIES*					
	JULY 2020			JULY 2019		
	RANKING	COMPLAINTS**	SUB-CATEGORY	RANKING	COMPLAINTS**	SUB-CATEGORY
REFUNDS	1	10,257		4	187	
FARES	2	367		6	119	
RESERVATIONS/TICKETING/BOARDING	3	162		3	197	
CUSTOMER SERVICE	4	112		5	173	
FLIGHT PROBLEMS	5	84		1	702	
CANCELLATION			54			298
DELAY			12			218
MISCONNECTION			5			103
DISABILITY	6	48		7	104	
BAGGAGE	7	48		2	282	
OTHER	8	22		9	43	
FREQUENT FLYER			15			14
OVERSALES	9	10		8	47	
DISCRIMINATION	10	5		10	12	
ADVERTISING	11	2		11	8	
ANIMALS	12	0		12	0	
COMPLAINT TOTAL		11,117			1,874	

* 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*
JULY 2020

U.S. AIRLINES** ALPHABETICAL	FLIGHT PROBLEMS	OVER- SALES	RES/TKT/ BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DIS- ABILITY	ADVERT- ISING	DISCRIM- INATION	ANIMALS	OTHER	TOTAL
ALASKA AIRLINES	1	0	2	1	69	0	5	4	0	0	0	0	82
ALLEGiant AIR	3	0	1	2	30	0	3	2	1	0	0	0	42
AMERICAN AIRLINES	20	1	18	16	504	4	36	8	0	1	0	7	615
DELTA AIR LINES	1	1	6	7	412	5	0	3	0	0	0	1	436
ENDEAVOR AIR	0	0	0	1	11	0	0	0	0	0	0	0	12
FRONTIER AIRLINES	10	1	12	175	576	4	14	2	0	0	0	1	795
HAWAIIAN AIRLINES	0	0	0	3	114	0	0	0	0	0	0	0	117
JETBLUE AIRWAYS	2	0	1	3	110	0	2	2	0	0	0	0	120
REPUBLIC AIRWAYS	1	0	0	0	4	0	0	1	0	0	0	0	6
SILVER AIRWAYS	0	0	0	0	9	0	0	0	0	0	0	0	9
SKYWEST AIRLINES	0	0	0	0	11	0	0	2	0	0	0	1	14
SOUTHWEST AIRLINES	3	0	0	14	121	1	7	9	0	0	0	0	155
SPIRIT AIRLINES	1	1	8	12	126	2	19	2	0	1	0	3	175
SUN COUNTRY AIRLINES	0	0	0	1	22	0	3	0	0	0	0	0	26
UNITED AIRLINES	8	3	9	17	798	2	8	4	0	1	0	0	850
Other U.S. Airlines	1	0	1	1	7	1	1	0	0	0	0	2	14
TOTAL JULY 2020	51	7	58	253	2,924	19	98	39	1	3	0	15	3,468
% of TOTAL COMPLAINTS	1.5	0.2	1.7	7.3	84.3	0.5	2.8	1.1	0.0	0.1	0	0.4	
TOTAL JULY 2019	596	29	105	54	89	150	124	89	5	11	0	23	1,275
% of TOTAL COMPLAINTS	46.7	2.3	8.2	4.2	7.0	11.8	9.7	7.0	0.4	0.9	0	1.8	

* 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 JUL	INCI- DENTS IN JUL	PERCENT	INCI- DENTS IN JUN	PERCENT	INCI- DENTS IN ALL PRIOR MONTHS	PERCENT	UN- KNOWN INCI- DENT DATE	PERCENT
ALASKA AIRLINES	82	16	19.5	5	6.1	51	62.2	10	12.2
ALLEGiant AIR	42	15	35.7	1	2.4	24	57.1	2	4.8
AMERICAN AIRLINES	615	136	22.1	63	10.2	344	55.9	72	11.7
DELTA AIR LINES	436	97	22.2	79	18.1	216	49.5	44	10.1
ENDEAVOR AIR	12	1	8.3	3	25.0	7	58.3	1	8.3
FRONTIER AIRLINES	795	154	19.4	41	5.2	505	63.5	95	11.9
HAWAIIAN AIRLINES	117	27	23.1	15	12.8	67	57.3	8	6.8
JETBLUE AIRWAYS	120	20	16.7	5	4.2	81	67.5	14	11.7
REPUBLIC AIRWAYS	6	1	16.7	1	16.7	2	33.3	2	33.3
SILVER AIRWAYS	9	2	22.2	4	44.4	3	33.3	0	0.0
SKYWEST AIRLINES	14	4	28.6	0	0.0	9	64.3	1	7.1
SOUTHWEST AIRLINES	155	35	22.6	11	7.1	88	56.8	21	13.5
SPIRIT AIRLINES	175	55	31.4	7	4.0	87	49.7	26	14.9
SUN COUNTRY AIRLINES	26	5	19.2	2	7.7	17	65.4	2	7.7
UNITED AIRLINES	850	128	15.1	89	10.5	562	66.1	71	8.4
Other U.S. Airlines	14	4	28.6	4	28.6	5	35.7	1	7.1
Totals	3,468	700	20.2	330	9.5	2,068	59.6	370	10.7
Previous Year's Totals	1,275	699	54.8	332	26.0	183	14.4	61	4.8

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

AIR TRAVEL CONSUMER REPORT

Table 5

COMPANIES OTHER THAN U.S. AIRLINES* BY COMPLAINT CATEGORY**
JULY 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	2	15	0	0	0	0	0	0	0	18
AER LINGUS	0	0	1	1	84	0	0	0	0	0	0	0	86
AEROFLOT	0	0	0	2	118	0	0	1	0	0	0	0	121
AEROMEXICO	0	0	1	4	112	0	0	0	0	0	0	0	117
AIR ASIA	0	0	0	0	10	0	0	0	0	0	0	0	10
AIR CANADA	2	0	2	4	652	0	0	1	0	0	0	1	662
AIR EUROPA	0	0	0	0	48	0	0	0	0	0	0	0	48
AIR FRANCE	0	2	3	4	93	0	2	0	0	0	0	0	104
AIR INDIA	0	0	4	4	114	1	0	0	1	0	0	0	124
AIR ITALY	0	0	0	0	5	0	0	0	0	0	0	0	5
AIR NEW ZEALAND	0	0	1	2	20	0	0	0	0	0	0	0	23
AIR SERBIA	0	0	0	1	11	0	0	0	0	0	0	0	12
AIR TAHITI NUI	0	0	0	0	28	0	0	0	0	0	0	0	28
AIR TRANSAT	0	0	0	0	11	0	0	0	0	0	0	0	11
ALITALIA AIRLINES	0	0	0	0	105	0	0	0	0	0	0	0	105
ANA ALL NIPPON AIRWAYS	0	0	1	0	7	0	0	0	0	0	0	1	9
ASIANA AIRLINES	0	0	0	1	14	0	0	0	0	0	0	0	15
AUSTRIAN AIRLINES	0	0	1	0	33	0	0	0	0	0	0	0	34
AVIANCA	1	0	1	3	137	0	0	0	0	0	0	0	142
AZUL BRAZILIAN AIRLINES	0	0	0	0	5	0	0	0	0	0	0	0	5
BAHAMASAIR HOLDINGS	0	0	0	0	5	0	0	0	0	0	0	0	5
BRITISH AIRWAYS	0	0	0	0	110	0	1	0	0	0	0	0	111
BRUSSELS AIRLINES	0	0	0	0	10	1	0	0	0	0	0	0	11
CARIBBEAN AIRLINES	0	0	0	0	19	0	0	0	0	0	0	0	19
CATHAY PACIFIC AIRWAYS	0	0	0	0	5	0	0	1	0	0	0	0	6
CHINA AIRLINES	0	0	0	0	6	0	0	0	0	0	0	0	6
CHINA EASTERN AIRLINES	0	0	0	1	5	0	0	0	0	0	0	0	6
CHINA SOUTHERN AIRLINES	1	0	0	0	5	1	0	0	0	0	0	0	7
CONDOR	0	0	0	0	44	0	0	0	0	0	0	0	44
COPA	2	0	0	0	43	0	0	0	0	0	0	0	45
CORSAIR	0	0	0	0	8	0	0	0	0	0	0	0	8
EASY JET	0	0	0	0	6	0	0	0	0	0	0	0	6
EGYPTAIR	0	0	0	0	8	0	0	0	0	1	0	0	9
EL AL ISRAEL	16	0	4	1	733	1	0	0	0	1	0	0	756
EMIRATES AIRLINES	0	0	2	0	53	0	0	0	0	0	0	0	55
ETHIOPIAN AIRLINES	0	0	3	0	30	3	0	0	0	0	0	0	36
ETIHAD AIRWAYS	0	1	0	0	32	1	1	0	0	0	0	1	36
EVA AIRWAYS	0	0	0	1	12	1	0	0	0	0	0	0	14

AIR TRAVEL CONSUMER REPORT

Table 5 (Cont'd)

COMPANIES OTHER THAN U.S. AIRLINES* BY COMPLAINT CATEGORY**													
JULY 2020													
	FLIGHT PROBLEMS	OVER- SALES	RES/TKT/ BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DIS- ABILITY	ADVERT- ISING	DISCRIM- INATION	ANIMALS	OTHER	TOTAL
FIJI AIRWAYS	0	0	1	0	26	0	0	0	0	0	0	0	27
FINNAIR OY	0	0	0	0	29	0	0	0	0	0	0	0	29
FRENCH BEE	0	0	0	0	13	0	0	0	0	0	0	0	13
GOL AIRLINES	0	0	0	1	4	0	0	0	0	0	0	0	5
IBERIA AIRLINES	0	0	0	2	132	0	0	1	0	0	0	0	135
ICELANDAIR	0	0	0	1	126	0	0	0	0	0	0	0	127
INTERJET	0	0	0	0	101	0	0	0	0	0	0	0	101
JAPAN AIR LINES COMPANY	0	0	0	0	11	0	0	0	0	0	0	0	11
JETSTAR AIRWAYS	0	0	0	0	5	0	0	0	0	0	0	0	5
KENYA AIRWAYS	0	0	0	0	21	0	0	0	0	0	0	0	21
KLM	0	0	1	1	78	1	0	0	0	0	0	0	81
KOREAN AIR LINES	0	0	0	0	12	0	0	0	0	0	0	0	12
LA COMPAGNIE	0	0	0	0	9	0	0	0	0	0	0	0	9
LATAM	1	0	3	0	81	0	0	0	0	0	0	0	85
LEVEL	0	0	0	0	19	0	0	0	0	0	0	0	19
LOT POLISH AIRLINES	2	0	1	0	73	0	0	0	0	0	0	0	76
LUFTHANSA	1	0	2	4	300	4	0	1	0	0	0	0	312
NORWEGIAN AIR SHUTTLE	0	0	1	0	108	0	0	0	0	0	0	0	109
PHILIPPINE AIRLINES	0	0	1	1	44	0	0	0	0	0	0	0	46
QANTAS AIRWAYS	0	0	0	1	13	0	0	0	0	0	0	0	14
QATAR AIRWAYS	1	0	3	3	35	2	1	0	0	0	0	0	45
ROYAL AIR MAROC	1	0	1	6	87	2	1	0	0	0	0	0	98
ROYAL JORDANIAN AIRLINES	0	0	0	0	21	0	0	0	0	0	0	0	21
RYANAIR	0	0	1	1	11	0	0	0	0	0	0	0	13
SAS	0	0	0	1	87	0	0	0	0	0	0	0	88
SATA INTERNACIONAL	0	0	0	0	17	0	0	0	0	0	0	0	17
SAUDI ARABIAN AIRLINES	0	0	0	0	6	2	0	0	0	0	0	0	8
SINGAPORE AIRLINES	0	0	0	1	24	0	0	0	0	0	0	0	25
SOUTH AFRICAN AIRWAYS	0	0	0	0	37	1	0	0	0	0	0	0	38
SWISS AIR	0	0	2	0	81	1	0	1	0	0	0	0	85
SWOOP	0	0	0	0	12	0	0	0	0	0	0	0	12
TAP	1	0	6	0	611	3	1	0	0	0	0	0	622
TURKISH AIRLINES	2	0	5	2	89	2	1	0	0	0	0	0	101
UKRAINE INTERNATIONAL AIRLINES	0	0	0	0	14	0	0	0	0	0	0	0	14
VIRGIN ATLANTIC AIRWAYS	0	0	0	0	111	0	0	0	0	0	0	0	111
VIRGIN AUSTRALIA	0	0	0	0	24	0	0	0	0	0	0	0	24
VIVAAEROBUS	0	0	3	1	3	0	1	1	0	0	0	0	9
VOLARIS AIRLINES	0	0	15	12	176	1	2	1	0	0	0	1	208
VUELING AIRLINES	0	0	0	0	21	0	0	0	0	0	0	0	21
WEST JET	0	0	0	0	120	0	0	0	0	0	0	0	120

AIR TRAVEL CONSUMER REPORT

Table 5 (Cont'd)

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

	FLIGHT PROBLEMS	OVER- SALES	RES/TKT/ BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DIS- ABILITY	ADVERT- ISING	DISCRIM- INATION	ANIMALS	OTHER	TOTAL
OTHER FOREIGN AIRLINES	0	0	3	0	78	1	0	1	0	0	0	0	83
TOTALS	31	3	74	69	5,626	29	11	9	1	2	0	4	5,859

TRAVEL AGENTS

AMERICAN EXPRESS TRAVEL OFFICE	0	0	0	0	14	0	0	0	0	0	0	0	14
ASAPTICKETS.COM	0	0	2	1	71	0	0	0	0	0	0	0	74
CHASE TRAVEL	0	0	1	2	71	0	0	0	0	0	0	0	74
CHEAP TICKETS	0	0	0	0	11	0	0	0	0	0	0	0	11
CHEAPFAREGURU.COM	0	0	0	0	5	0	0	0	0	0	0	0	5
CHEAPOAIR.COM	0	0	6	8	163	0	0	0	0	0	0	0	177
EDREAMS.COM	0	0	0	0	9	0	0	0	0	0	0	0	9
EXPEDIA.COM	0	0	5	3	385	0	1	0	0	0	0	0	394
EXPLORETRIP.COM	0	0	0	0	8	0	0	0	0	0	0	0	8
FAREBOOM.COM	0	0	0	0	9	0	0	0	0	0	0	0	9
FARESCAN.COM	0	0	0	1	12	0	0	0	0	0	0	0	13
FLIGHT NETWORK	0	0	0	0	11	0	0	0	0	0	0	0	11
FLIGHTGURU	0	0	0	0	5	0	0	0	0	0	0	0	5
FLIGHTHUB	0	0	0	0	10	0	0	0	0	0	0	0	10
FLYUS.COM	0	0	0	0	8	0	0	0	0	0	0	0	8
GOTOGATE	0	0	2	0	38	0	0	0	0	0	0	0	40
HOP2	0	0	0	2	15	0	0	0	0	0	0	0	17
HOPPER.COM	0	0	1	0	36	0	0	0	0	0	0	0	37
JUSTAIRTICKET.COM	0	0	0	0	5	0	0	0	0	0	0	0	5
JUSTFLY.COM	0	0	2	6	94	0	0	0	0	0	0	0	102
KISSANDFLY	0	0	1	1	8	0	0	0	0	0	0	0	10
KIWI.COM	0	0	1	2	24	0	0	0	0	0	0	0	27
MYTRIP.COM	0	0	0	0	9	0	0	0	0	0	0	0	9
ONETRAVEL	0	0	0	1	13	0	0	0	0	0	0	0	14
ORBITZ.COM	0	0	0	0	100	0	0	0	0	0	0	0	100
OVAGO	0	0	2	8	86	0	1	0	0	0	0	0	97
PRICELINE.COM	0	0	2	1	54	0	0	0	0	0	0	0	57
SKYBOOKER	0	0	0	2	9	0	0	0	0	0	0	0	11
SKYLUX TRAVEL	0	0	0	0	19	0	0	0	0	0	0	0	19
SMARTFARES.COM	1	0	0	0	10	0	0	0	0	0	0	0	11
STUDENTUNIVERSE	0	0	0	0	8	0	0	0	0	0	0	0	8
TRAVELER HELP DESK	0	0	0	0	7	0	0	0	0	0	0	0	7
TRAVELGENIO	0	0	0	0	13	0	0	0	0	0	0	0	13
TRAVELMERRY	0	0	0	0	5	0	0	0	0	0	0	0	5

AIR TRAVEL CONSUMER REPORT

Table 5 (Cont'd)

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

	FLIGHT PROBLEMS	OVER- SALES	RES/TKT/ BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DIS- ABILITY	ADVERT- ISING	DISCRIM- INATION	ANIMALS	OTHER	TOTAL
TRAVELOCITY.COM	0	0	1	0	63	0	0	0	0	0	0	0	64
TRIP.COM	0	0	0	0	11	0	0	0	0	0	0	0	11
TRIPMASTERS	0	0	0	0	9	0	0	0	0	0	0	0	9
VAYAMA	0	0	3	0	89	0	0	0	0	0	0	0	92
WOWFARE	0	0	0	0	6	0	0	0	0	0	0	0	6
OTHER TRAVEL AGENTS	0	0	1	7	164	0	0	0	0	0	0	0	172
TOTALS	1	0	30	45	1,687	0	2	0	0	0	0	0	1,765
<u>TOUR OPERATORS</u>													
OTHER TOUR OPERATORS	0	0	0	0	9	0	0	0	0	0	0	0	9
TOTALS	0	0	0	0	9	0	0	0	0	0	0	0	9
<u>MISCELLAENOUS</u>													
Other Miscellaneous	1	0	0	0	11	0	1	0	0	0	0	3	16
TOTALS	1	0	0	0	11	0	1	0	0	0	0	3	16

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

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

TABLE 6

AIR TRAVEL CONSUMER REPORT

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

JULY 2020		JULY 2019	
AIRLINE	COMPLAINTS	COMPLAINTS	
ALASKA AIRLINES NETWORK	88	18	
- ALASKA AIRLINES	82	17	
- BRANDED CODESHARE PARTNERS	6	1	
ALLEGiant AIR	42	23	
AMERICAN AIRLINES NETWORK	619	428	
- AMERICAN AIRLINES	615	358	
- BRANDED CODESHARE PARTNERS	4	70	
DELTA AIR LINES NETWORK	457	118	
- DELTA AIR LINES	436	100	
- BRANDED CODESHARE PARTNERS	21	18	
FRONTIER AIRLINES	795	69	
HAWAIIAN AIRLINES NETWORK	117	8	
- HAWAIIAN AIRLINES	117	8	
- BRANDED CODESHARE PARTNERS	0	0	
JETBLUE AIRWAYS	120	58	
SOUTHWEST AIRLINES	155	44	
SPIRIT AIRLINES	175	117	
UNITED AIRLINES NETWORK	850	293	
- UNITED AIRLINES	850	239	
- BRANDED CODESHARE PARTNERS	0	54	
TOTAL	3,418	TOTAL	1,176

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

TABLE 6A

AIR TRAVEL CONSUMER REPORT

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

RANK	AIRLINE	JULY 2020			JULY 2019		
		COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS	COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS
1	MESA AIRLINES	0	371,540	0.00	19	1,390,314	1.37
2	EXPRESSJET AIRLINES	0	71,861	0.00	9	534,029	1.69
3	ENVOY AIR	2	715,536	0.28	34	1,403,675	2.42
4	PSA AIRLINES	2	650,196	0.31	10	1,323,117	0.76
5	SKYWEST AIRLINES	14	1,360,492	1.03	23	3,919,980	0.59
6	REPUBLIC AIRWAYS	6	574,830	1.04	13	1,667,473	0.78
7	ENDEAVOR AIR	12	468,215	2.56	7	1,379,482	0.51
8	SOUTHWEST AIRLINES	155	5,119,621	3.03	44	14,683,808	0.30
9	ALLEGiant AIR	42	899,935	4.67	23	1,762,534	1.30
10	SPIRIT AIRLINES	175	1,922,485	9.10	117	3,218,163	3.64
11	ALASKA AIRLINES	82	671,892	12.20	17	3,416,143	0.50
12	AMERICAN AIRLINES	615	4,633,511	13.27	358	14,361,485	2.49
13	JETBLUE AIRWAYS	120	766,180	15.66	58	3,969,124	1.46
14	DELTA AIR LINES	436	2,575,876	16.93	100	15,627,773	0.64
15	UNITED AIRLINES	850	1,397,476	60.82	239	11,269,942	2.12
16	HAWAIIAN AIRLINES	117	167,667	69.78	8	1,057,379	0.76
17	FRONTIER AIRLINES	795	818,833	97.09	69	2,106,656	3.28
TOTAL		3,423	23,186,146	14.76	1,148	83,091,077	1.38

* 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 July 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			1				
EGYPT AIR			1				
EL AL ISRAEL			1				
SPIRIT AIRLINES	1						
UNITED AIRLINES					1		
TOTAL	1		3		1		

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

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

COMPLAINT CATEGORIES

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

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

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

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

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

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

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

Disability: Civil rights complaints by air travelers with disabilities.

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

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

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

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

AIR TRAVEL CONSUMER REPORT

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

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

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

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

Carrier	Death	Injury	Loss
N O N E			

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

The Transportation Security Administration (TSA) screened approximately 7 million airline passengers and their 6 million checked bags in the month of July 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 July.

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
242	0.00116%	13	0.00006%	5	0.00002%	165	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 July.

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