



Air Travel Consumer Report

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



Flight Delays¹	February 2020
Mishandled Baggage, Wheelchairs, and Scooters¹	February 2020
Oversales¹	4 th Quarter 2019 January - December 2019
Consumer Complaints² (Includes Disability and Discrimination Complaints)	February 2020
Airline Animal Incident Reports⁴	February 2020
Customer Service Reports to the Dept. of Homeland Security³	February 2020

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

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

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

⁴ Data collected by the Aviation Consumer Protection Division

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INTRODUCTION

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

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

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

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

FLIGHT DELAYS

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

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

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

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

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

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

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

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

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

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

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

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

AIR TRAVEL CONSUMER REPORT

BRANDED CODESHARE PARTNERS

FEBRUARY 2020

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

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
Compass Airlines	Horizon Air	Compass Airlines	Empire Airlines	Air Wisconsin Airlines
Envoy Air	SkyWest Airlines	Endeavor Air		Commotair
Mesa Airlines		GoJet Airlines		ExpressJet Airlines
Piedmont Airlines		Republic Airways		GoJet Airlines
PSA Airlines		SkyWest Airlines		Mesa Airlines
Republic Airways				Republic Airways
SkyWest Airlines				SkyWest Airlines
				Trans States Airlines

AIR TRAVEL CONSUMER REPORT

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

FEBRUARY 2020

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

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

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

AIR TRAVEL CONSUMER REPORT

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

FEBRUARY 2020

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

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

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

AIR TRAVEL CONSUMER REPORT

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

FEBRUARY 2020

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

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

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

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

AIR TRAVEL CONSUMER REPORT

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

FEBRUARY 2020

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

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

AIR TRAVEL CONSUMER REPORT

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

FEBRUARY 2020

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

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

AIR TRAVEL CONSUMER REPORT

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

FEBRUARY 2020

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

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

AIR TRAVEL CONSUMER REPORT

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

FEBRUARY 2020

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

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

AIR TRAVEL CONSUMER REPORT

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

FEBRUARY 2020

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

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

AIR TRAVEL CONSUMER REPORT

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

FEBRUARY 2020

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

* 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)

FEBRUARY 2020

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

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

AIR TRAVEL CONSUMER REPORT

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

FEBRUARY 2020

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

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

AIR TRAVEL CONSUMER REPORT

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

FEBRUARY 2020

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

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

AIR TRAVEL CONSUMER REPORT

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

FEBRUARY 2020

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

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

AIR TRAVEL CONSUMER REPORT

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

FEBRUARY 2020

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

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

AIR TRAVEL CONSUMER REPORT

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

FEBRUARY 2020

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

AIR TRAVEL CONSUMER REPORT

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

FEBRUARY 2020

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

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

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

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

AIR TRAVEL CONSUMER REPORT

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

FEBRUARY 2020

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

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

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

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

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TABLE 7. CAUSES OF DELAY, BY REPORTING MARKETING CARRIER

FEBRUARY 2020

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

* Causes of Delay:

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

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

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

AIR TRAVEL CONSUMER REPORT
TABLE 7A. CAUSES OF DELAY, BY REPORTING OPERATING CARRIER
FEBRUARY 2020

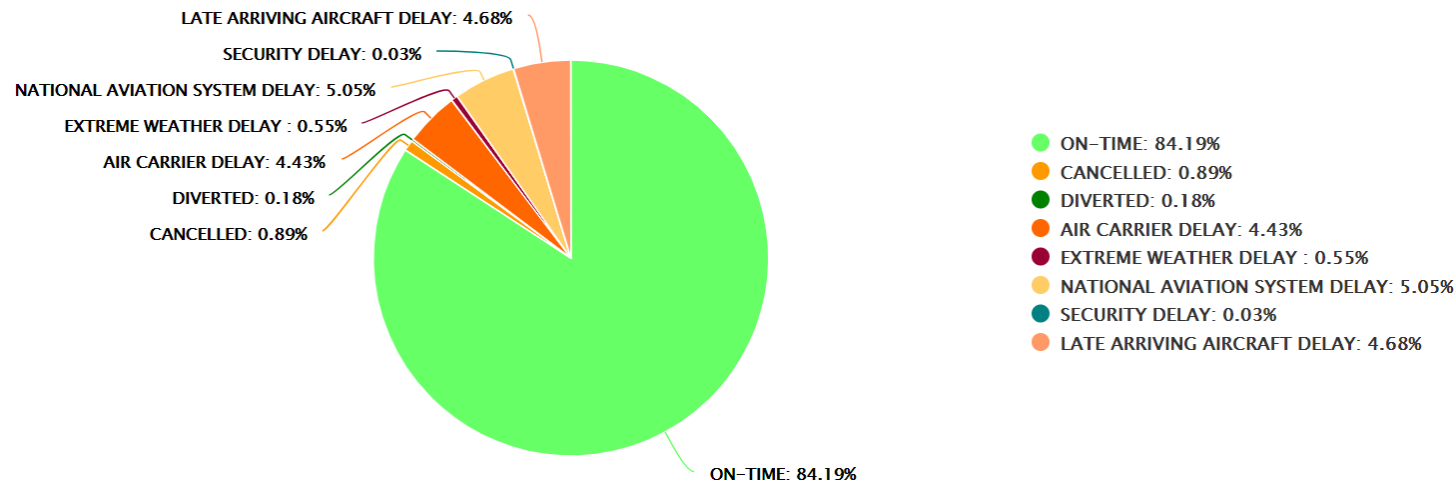
CARRIER	TOTAL RECORDS	ON TIME	% ON TIME	CANCELLED	% CANCELLED	DIVERTED	% DIVERTED	AIR CARRIER DELAY	% AIR CARRIER DELAY	EXTREME WEATHER DELAY	% EXTREME WEATHER DELAY	NATIONAL AVIATION SYSTEM DELAY	% NATIONAL AVIATION SYSTEM DELAY	SECURITY DELAY	% SECURITY DELAY	LATE ARRIVING AIRCRAFT DELAY	% LATE ARRIVING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

*** Causes of Delay:**

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

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

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



*** Causes of Delay:**

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

AIR TRAVEL CONSUMER REPORT

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

FEBRUARY 2020

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

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

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

AIR TRAVEL CONSUMER REPORT

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

FEBRUARY 2020

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

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

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

APPENDIX

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

30 Largest U.S. Airports

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

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

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

Reporting voluntarily

EV	ExpressJet Airlines
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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	Feb-20			Feb-19		
		NUMBER OF BAGS ENPLANED	NUMBER OF BAGS MISHANDLED	NUMBER OF BAGS MISHANDLED PER 1000 ENPLANED	NUMBER OF BAGS ENPLANED	NUMBER OF BAGS MISHANDLED	NUMBER OF BAGS MISHANDLED PER 1000 ENPLANED
1	ALLEGiant AIR	538,112	776	1.44	466,434	798	1.71
2	SOUTHWEST AIRLINES	8,423,996	27,252	3.24	8,382,096	42,578	5.08
3	FRONTIER AIRLINES	793,623	2,613	3.29	675,705	2,655	3.93
4	HAWAIIAN AIRLINES NETWORK	473,294	1,728	3.65	504,245	1,930	3.83
	- HAWAIIAN AIRLINES	459,232	1,636	3.56	493,371	1,777	3.60
	- BRANDED CODESHARE PARTNERS	14,062	92	6.54	10,874	153	14.07
5	JETBLUE AIRWAYS	1,200,689	4,543	3.78	1,025,635	5,383	5.25
6	DELTA AIR LINES NETWORK	7,930,479	38,066	4.80	7,014,256	36,648	5.22
	- DELTA AIR LINES	6,001,373	29,427	4.90	5,358,791	28,015	5.23
	- BRANDED CODESHARE PARTNERS	1,929,106	8,639	4.48	1,655,465	8,633	5.21
7	SPIRIT AIRLINES	1,020,362	4,900	4.80	866,616	3,851	4.44
8	ALASKA AIRLINES NETWORK	2,101,315	10,377	4.94	1,911,248	15,726	8.23
	- ALASKA AIRLINES	1,486,477	6,999	4.71	1,376,616	9,292	6.75
	- BRANDED CODESHARE PARTNERS	614,838	3,378	5.49	534,632	6,434	12.03
9	UNITED AIRLINES NETWORK	5,813,062	33,489	5.76	5,716,699	42,850	7.50
	- UNITED AIRLINES	3,392,703	19,138	5.64	3,275,953	24,282	7.41
	- BRANDED CODESHARE PARTNERS	2,420,359	14,351	5.93	2,440,746	18,568	7.61
10	AMERICAN AIRLINES NETWORK	9,058,335	65,027	7.18	8,622,136	68,200	7.91
	- AMERICAN AIRLINES	5,514,743	41,360	7.50	5,351,935	41,351	7.73
	- BRANDED CODESHARE PARTNERS	3,543,592	23,667	6.68	3,270,201	26,849	8.21
	TOTAL	37,353,267	188,771	5.05	35,185,070	220,619	6.27

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

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

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

RANK	CARRIER	Feb-20			Feb-19		
		NUMBER OF BAGS ENPLANED	NUMBER OF BAGS MISHANDLED	NUMBER OF BAGS MISHANDLED PER 1000 ENPLANED	NUMBER OF BAGS ENPLANED	NUMBER OF BAGS MISHANDLED	NUMBER OF BAGS MISHANDLED PER 1000 ENPLANED
1	ALLEGiant AIR	538,112	776	1.44	466,434	798	1.71
2	SOUTHWEST AIRLINES	8,423,996	27,252	3.24	8,382,096	42,578	5.08
3	FRONTIER AIRLINES	793,623	2,613	3.29	675,705	2,655	3.93
4	HAWAIIAN AIRLINES	459,232	1,636	3.56	493,371	1,777	3.60
5	JETBLUE AIRWAYS	1,200,689	4,543	3.78	1,025,635	5,383	5.25
6	EXPRESSJET AIRLINES	363,875	1,500	4.12	385,273	1,949	5.06
7	ENDEAVOR AIR	835,436	3,849	4.61	675,432	3,302	4.89
8	ALASKA AIRLINES	1,486,477	6,999	4.71	1,376,616	9,292	6.75
9	SPIRIT AIRLINES	1,020,362	4,900	4.80	866,616	3,851	4.44
10	DELTA AIR LINES	6,001,373	29,427	4.90	5,358,791	28,015	5.23
11	MESA AIRLINES	747,962	4,146	5.54	744,493	5,662	7.61
12	UNITED AIRLINES	3,392,703	19,138	5.64	3,275,953	24,282	7.41
13	SKYWEST AIRLINES	2,447,918	14,681	6.00	2,191,696	16,728	7.63
14	REPUBLIC AIRWAYS	678,806	4,347	6.40	628,947	4,686	7.45
15	PSA AIRLINES	1,034,545	6,880	6.65	995,679	6,856	6.89
16	ENVOY AIR	823,194	5,722	6.95	771,747	6,976	9.04
17	AMERICAN AIRLINES	5,514,743	41,360	7.50	5,351,935	41,351	7.73
	TOTAL	35,763,046	179,769	5.03	33,666,419	206,141	6.12

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

MISHANDLED WHEELCHAIRS AND SCOOTERS

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

AIR TRAVEL CONSUMER REPORT

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

RANK	CARRIER*	February 2020			February 2019		
		NUMBER OF WHEELCHAIRS AND SCOOTERS ENPLANED	NUMBER OF WHEELCHAIRS AND SCOOTERS MISHANDLED	PERCENT OF WHEELCHAIRS AND SCOOTERS MISHANDLED	NUMBER OF WHEELCHAIRS AND SCOOTERS ENPLANED	NUMBER OF WHEELCHAIRS AND SCOOTERS MISHANDLED	PERCENT OF WHEELCHAIRS AND SCOOTERS MISHANDLED
1	ALLEGiant AIR	1,247	2	0.16	1,205	12	1.00
2	DELTA AIR LINES NETWORK	13,443	99	0.74	11,617	84	0.72
	- DELTA AIR LINES	10,513	77	0.73	8,969	77	0.86
	- BRANDED CODESHARE PARTNERS	2,930	22	0.75	2,648	7	0.26
3	JETBLUE AIRWAYS	2,473	24	0.97	1,270	36	2.83
4	UNITED AIRLINES NETWORK	7,456	103	1.38	6,737	74	1.10
	- UNITED AIRLINES	4,848	64	1.32	5,500	50	0.91
	- BRANDED CODESHARE PARTNERS	2,608	39	1.50	1,237	24	1.94
5	HAWAIIAN AIRLINES NETWORK	469	7	1.49	395	5	1.27
	- HAWAIIAN AIRLINES	429	7	1.63	395	5	1.27
	- BRANDED CODESHARE PARTNERS	40	0	0.00	0	0	0.00
6	ALASKA AIRLINES NETWORK	2,145	33	1.54	1,522	32	2.10
	- ALASKA AIRLINES	1,762	28	1.59	1,323	22	1.66
	- BRANDED CODESHARE PARTNERS	383	5	1.31	199	10	5.03
7	SOUTHWEST AIRLINES	9,932	155	1.56	6,151	138	2.24
8	FRONTIER AIRLINES	2,152	38	1.77	1,009	22	2.18
9	AMERICAN AIRLINES NETWORK	9,477	175	1.85	3,091	162	5.24
	- AMERICAN AIRLINES	7,088	125	1.76	2,572	113	4.39
	- BRANDED CODESHARE PARTNERS	2,389	50	2.09	519	49	9.44
10	SPIRIT AIRLINES	1,456	42	2.88	1,831	35	1.91
	TOTAL	50,250	678	1.35	34,828	600	1.72

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

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

AIR TRAVEL CONSUMER REPORT

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

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

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

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

OVERSALES

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

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

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

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



AIR TRAVEL CONSUMER REPORT

PASSENGERS DENIED BOARDING BY REPORTING MARKETING U.S. AIRLINES

RANK	CARRIER*	OCTOBER - DECEMBER 2019			
		DENIED BOARDINGS (DB'S)		ENPLANED PASSENGERS	INVOLUNTARY DB's PER 10,000 PASSENGERS
		VOLUNTARY	INVOLUNTARY		
1	DELTA AIR LINES NETWORK	47,037	0	46,654,452	0.00
	- DELTA AIR LINES	26,246	0	36,796,401	0.00
	- BRANDED CODESHARE PARTNERS	20,791	0	9,858,051	0.00
1	HAWAIIAN AIRLINES NETWORK	113	0	2,725,238	0.00
	- HAWAIIAN AIRLINES	101	0	2,674,636	0.00
	- BRANDED CODESHARE PARTNERS	12	0	50,602	0.00
3	ALLEGiant AIR	347	2	3,613,426	0.01
4	UNITED AIRLINES NETWORK	13,514	27	36,739,818	0.01
	- UNITED AIR LINES	5,668	13	25,141,731	0.01
	- BRANDED CODESHARE PARTNERS	7,846	14	11,598,087	0.01
5	JETBLUE AIRWAYS	637	16	9,504,092	0.02
6	SOUTHWEST AIRLINES	4,339	269	40,839,000	0.07
7	ALASKA AIRLINES NETWORK	4,053	162	11,384,249	0.14
	- ALASKA AIRLINES	3,147	108	8,547,197	0.13
	- BRANDED CODESHARE PARTNERS	906	54	2,837,052	0.19
8	SPIRIT AIRLINES	5,575	121	8,276,219	0.15
9	FRONTIER AIRLINES	821	249	5,764,965	0.43
10	AMERICAN AIRLINES NETWORK	24,920	2,649	50,242,753	0.53
	- AMERICAN AIRLINES	15,503	1,071	35,416,937	0.30
	- BRANDED CODESHARE PARTNERS	9,417	1,578	14,825,816	1.06
	TOTAL	101,356	3,495	215,744,212	0.16

OCTOBER - DECEMBER 2018			
DENIED BOARDINGS (DB'S)		ENPLANED PASSENGERS	INVOLUNTARY DB's PER 10,000 PASSENGERS
VOLUNTARY	INVOLUNTARY		
33,646	3	44,353,043	0.00
22,605	0	34,570,464	0.00
11,041	3	9,782,579	0.00
340	6	2,730,714	0.02
326	6	2,680,823	0.02
14	0	49,891	0.00
46	66	3,263,797	0.20
15,821	37	36,493,288	0.01
7,556	23	25,234,539	0.01
8,265	14	11,258,749	0.01
487	13	9,351,646	0.01
4,688	411	41,306,125	0.10
2,857	160	10,825,736	0.15
2,226	105	8,260,367	0.13
631	55	2,565,369	0.21
5,417	43	6,897,416	0.06
895	257	4,932,227	0.52
31,729	2,914	46,922,077	0.62
20,168	1,573	33,312,446	0.47
11,561	1,341	13,609,631	0.99
95,926	3,910	207,076,069	0.19

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

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

AIR TRAVEL CONSUMER REPORT
PASSENGERS DENIED BOARDING BY REPORTING MARKETING U.S. AIRLINES (YTD)

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

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

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

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

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

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

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

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

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

AIR TRAVEL CONSUMER REPORT

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

RANK	AIRLINE*	JANUARY - DECEMBER 2019			
		DENIED BOARDINGS (DB'S)		ENPLANED PASSENGERS	INVOLUNTARY DB's PER 10,000 PASSENGERS
		VOLUNTARY	INVOLUNTARY		
1	ENDEAVOR AIR	25,666	0	14,512,535	0.00
1	HAWAIIAN AIRLINES	246	0	10,861,548	0.00
3	DELTA AIR LINES	111,984	4	148,598,491	0.00
4	EXPRESSJET AIRLINES	5,340	3	5,612,854	0.01
5	UNITED AIRLINES	35,028	65	101,781,698	0.01
6	JETBLUE AIRWAYS	2,784	54	38,177,205	0.01
7	SPIRIT AIR LINES	22,641	380	32,267,945	0.12
8	ALASKA AIRLINES	11,563	513	34,758,957	0.15
9	SOUTHWEST AIRLINES	31,509	3,108	161,202,016	0.19
10	SKYWEST AIRLINES	52,709	765	39,576,519	0.19
11	REPUBLIC AIRWAYS	18,944	581	17,312,533	0.34
12	FRONTIER AIRLINES	3,139	831	21,752,607	0.38
13	ALLEGiant AIR	541	637	15,121,937	0.42
14	AMERICAN AIRLINES	111,160	7,983	140,895,239	0.57
15	MESA AIRLINES	9,989	989	14,005,526	0.71
16	PSA AIRLINES	13,140	1,552	14,944,610	1.04
17	ENVOY AIR	13,959	2,132	14,454,239	1.47
TOTAL		470,342	19,597	825,836,459	0.24

JANUARY - DECEMBER 2018			
DENIED BOARDINGS (DB'S)		ENPLANED PASSENGERS	INVOLUNTARY DB's PER 10,000 PASSENGERS
VOLUNTARY	INVOLUNTARY		
16,907	7	13,291,396	0.01
1,105	13	10,963,660	0.01
81,706	22	138,786,700	0.00
7,979	40	8,773,854	0.05
35,724	93	99,595,563	0.01
2,500	36	37,997,354	0.01
21,464	1,529	27,468,604	0.56
8,721	743	32,302,771	0.23
21,622	2,423	161,516,687	0.15
28,470	549	36,071,823	0.15
15,718	196	18,109,139	0.11
4,625	1,219	19,423,432	0.63
403	202	13,829,801	0.15
61,274	2,614	133,844,068	0.20
8,763	209	13,384,310	0.16
9,332	309	13,522,038	0.23
14,653	734	13,051,610	0.56
340,966	10,938	791,932,810	0.14

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

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

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

CONSUMER COMPLAINTS

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

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

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

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

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

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

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

AIR TRAVEL CONSUMER REPORT

CONSUMER COMPLAINTS
SUMMARY

TABLE 1

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

AIR TRAVEL CONSUMER REPORT

COMPLAINT CATEGORIES*

Table 2

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

* A DETAILED EXPLANATION OF THE COMPLAINT CATEGORIES IS ATTACHED.

** INCLUDES FIGURES FOR SUB-CATEGORIES.

AIR TRAVEL CONSUMER REPORT

Table 3

COMPLAINTS AGAINST U.S. AIRLINES BY COMPLAINT CATEGORIES*
FEBRUARY 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	4	0	2	3	1	4	1	2	0	0	0	0	17
ALLEGIAN AIR	2	0	3	1	0	2	1	6	0	0	0	0	15
AMERICAN AIRLINES	45	6	9	9	14	21	29	19	0	1	0	127	280
DELTA AIR LINES	14	1	7	4	2	11	11	5	0	0	0	1	56
ENVOY AIR	6	0	0	0	0	0	1	0	0	0	0	0	7
FRONTIER AIRLINES	11	1	8	3	4	5	5	3	0	0	0	1	41
HAWAIIAN AIRLINES	2	1	1	0	0	0	1	1	0	1	0	0	7
JETBLUE AIRWAYS	5	0	2	3	1	4	5	3	0	2	0	3	28
MESA AIRLINES	5	0	0	0	0	0	1	0	0	0	0	0	6
PSA AIRLINES	6	1	0	0	0	1	2	0	0	0	0	0	10
SKYWEST AIRLINES	9	0	0	0	0	2	1	0	0	0	0	0	12
SOUTHWEST AIRLINES	3	0	1	0	2	5	5	4	0	0	0	0	20
SPIRIT AIRLINES	17	6	5	11	4	7	9	3	0	0	0	2	64
SUN COUNTRY AIRLINES	2	0	1	0	0	1	2	1	0	0	0	1	8
UNITED AIRLINES	14	2	14	13	6	22	23	11	0	0	0	3	108
Other U.S. Airlines	11	0	1	0	7	0	6	1	0	0	0	4	30
TOTAL FEBRUARY 2020	156	18	54	47	41	85	103	59	0	4	0	142	709
% of TOTAL COMPLAINTS	22.0	2.5	7.6	6.6	5.8	12.0	14.5	8.3	0	0.6	0	20.0	
TOTAL FEBRUARY 2019	225	15	77	40	35	73	76	50	2	9	0	16	618
% of TOTAL COMPLAINTS	36.4	2.4	12.5	6.5	5.7	11.8	12.3	8.1	0.3	1.5	0	2.6	

* 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 FEB	INCI- DENTS IN FEB	PERCENT	INCI- DENTS IN JAN	PERCENT	INCI- DENTS IN ALL PRIOR MONTHS	PERCENT	UN- KNOWN INCI- DENT DATE	PERCENT
ALASKA AIRLINES	17	7	41.2	3	17.6	6	35.3	1	5.9
ALLEGiant AIR	15	6	40.0	1	6.7	4	26.7	4	26.7
AMERICAN AIRLINES	280	81	28.9	25	8.9	55	19.6	119	42.5
DELTA AIR LINES	56	28	50.0	11	19.6	14	25.0	3	5.4
ENVOY AIR	7	4	57.1	2	28.6	1	14.3	0	0.0
FRONTIER AIRLINES	41	23	56.1	6	14.6	9	22.0	3	7.3
HAWAIIAN AIRLINES	7	3	42.9	1	14.3	3	42.9	0	0.0
JETBLUE AIRWAYS	28	13	46.4	6	21.4	7	25.0	2	7.1
MESA AIRLINES	6	2	33.3	3	50.0	1	16.7	0	0.0
PSA AIRLINES	10	6	60.0	3	30.0	0	0.0	1	10.0
SKYWEST AIRLINES	12	6	50.0	5	41.7	1	8.3	0	0.0
SOUTHWEST AIRLINES	20	8	40.0	5	25.0	5	25.0	2	10.0
SPIRIT AIRLINES	64	35	54.7	11	17.2	15	23.4	3	4.7
SUN COUNTRY AIRLINES	8	5	62.5	2	25.0	0	0.0	1	12.5
UNITED AIRLINES	108	38	35.2	24	22.2	38	35.2	8	7.4
Other U.S. Airlines	30	16	53.3	4	13.3	9	30.0	1	3.3
Totals	709	281	39.6	112	15.8	168	23.7	148	20.9
Previous Year's Totals	618	321	51.9	101	16.3	139	22.5	57	9.2

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

AIR TRAVEL CONSUMER REPORT

Table 5

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

FEBRUARY 2020

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

AIR TRAVEL CONSUMER REPORT

Table 5 (cont'd)

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

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

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

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

AIR TRAVEL CONSUMER REPORT

TABLE 6

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

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

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

AIR TRAVEL CONSUMER REPORT

TABLE 6A

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

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

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

AIR TRAVEL CONSUMER REPORT

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

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

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

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

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

COMPLAINT CATEGORIES

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

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

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

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

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

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

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

Disability: Civil rights complaints by air travelers with disabilities.

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

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

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

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



AIR TRAVEL CONSUMER REPORT

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

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

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

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

Carrier	Death	Injury	Loss
<u>American Airlines</u>	1	0	0
<u>Delta Air Lines</u>	1	0	0
Totals:	2	0	0

AIR TRAVEL CONSUMER REPORT

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

The Transportation Security Administration (TSA) screened approximately 60 million airline passengers and their 48 million checked bags in the month of December as part of its efforts to secure the homeland. Since its formation, TSA has maintained a strong focus on customer service and began collecting customer service data voluntarily to improve security operations. TSA values all input and encourages passengers to contact the agency if they believe that the level of service provided does not meet their expectations ^b. Below is a summary of contacts with TSA either by e-mail, or telephone for the month of February.

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

Courtesy ^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
643	0.00107%	22	0.00004%	97	0.00016%	439	0.00073%

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 February.

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