



Air Travel Consumer Report

A Product Of The
OFFICE OF AVIATION CONSUMER PROTECTION

Issued: June 2020



Flight Delays¹	April 2020
Mishandled Baggage, Wheelchairs, and Scooters¹	April 2020
Oversales¹	1 st Quarter 2020 January - March 2020
Consumer Complaints² (Includes Disability and Discrimination Complaints)	April 2020
Airline Animal Incident Reports⁴	April 2020
Customer Service Reports to the Dept. of Homeland Security³	April 2020

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

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

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

⁴ Data collected by the Office of Aviation Consumer Protection

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INTRODUCTION

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

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

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

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

FLIGHT DELAYS

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

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

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

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

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

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

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

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

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

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

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

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

AIR TRAVEL CONSUMER REPORT

BRANDED CODESHARE PARTNERS

APRIL 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		Commutair
Mesa Airlines		GoJet Airlines		ExpressJet Airlines
Piedmont Airlines		Republic Airways		GoJet Airlines
PSA Airlines		SkyWest Airlines		Mesa Airlines
Republic Airways				Republic Airways
SkyWest Airlines				SkyWest Airlines
				Trans States Airlines

AIR TRAVEL CONSUMER REPORT

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

APRIL 2020

AT ALL US AIRPORTS		
CARRIER ¹	NUMBER OF AIRPORTS REPORTED	PERCENT OF ON-TIME ARRIVALS
HAWAIIAN AIRLINES NETWORK	10	80.9
- HAWAIIAN AIRLINES	8	78.1
- BRANDED CODESHARE PARTNERS	3	97.1
ALASKA AIRLINES NETWORK	95	77.3
- ALASKA AIRLINES	71	73.7
- BRANDED CODESHARE PARTNERS	50	80.5
SPIRIT AIRLINES	52	74.6
DELTA AIR LINES NETWORK	216	67.6
- DELTA AIR LINES	123	67.6
- BRANDED CODESHARE PARTNERS	191	67.6
JETBLUE AIRWAYS	62	61.3
UNITED AIRLINES NETWORK	233	59.5
- UNITED AIRLINES	84	48.4
- BRANDED CODESHARE PARTNERS	210	66.0
AMERICAN AIRLINES NETWORK	230	54.8
- AMERICAN AIRLINES	101	57.3
- BRANDED CODESHARE PARTNERS	219	53.0
FRONTIER AIRLINES	96	49.6
SOUTHWEST AIRLINES	89	47.0
ALLEGiant AIR	119	10.4
TOTAL AIRPORTS SERVED	363	55.7

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

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

AIR TRAVEL CONSUMER REPORT

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

APRIL 2020

AT ALL US AIRPORTS			
CARRIER ¹	NUMBER OF AIRPORTS REPORTED	PERCENT OF ON-TIME ARRIVALS	RANK
HAWAIIAN AIRLINES	8	78.1	1
SPIRIT AIRLINES	52	74.6	2
ALASKA AIRLINES	71	73.7	3
EXPRESSJET AIRLINES	76	67.7	4
SKYWEST AIRLINES	244	67.6	5
DELTA AIR LINES	123	67.6	6
ENDEAVOR AIR	93	65.0	7
JETBLUE AIRWAYS	62	61.3	8
ENVOY AIR	141	58.7	9
AMERICAN AIRLINES	101	57.3	10
REPUBLIC AIRWAYS	75	57.2	11
MESA AIRLINES	97	56.2	12
FRONTIER AIRLINES	96	49.6	13
PSA AIRLINES	91	49.5	14
UNITED AIRLINES	84	48.4	15
SOUTHWEST AIRLINES	89	47.0	16
ALLEGiant AIR	119	10.4	17
TOTAL AIRPORTS SERVED	350	55.5	

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

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

AIR TRAVEL CONSUMER REPORT

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

APRIL 2020

CARRIER ¹	Jan 20		Feb 20		Mar 20		Apr 20		Year-to-date (YTD)	
	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank
ALASKA AIRLINES NETWORK	77.9	10	84.7	4	78.0	3	77.3	2	79.8	4
- ALASKA AIRLINES	77.6		84.2		74.1		73.7		78.1	
- BRANDED CODESHARE PARTNERS	78.3		85.4		83.6		80.5		82.1	
ALLEGiant AIR	78.8	9	75.5	10	62.4	10	10.4	10	60.0	10
AMERICAN AIRLINES NETWORK	81.6	8	80.3	9	73.5	6	54.8	7	74.4	9
- AMERICAN AIRLINES	84.1		83.2		71.2		57.3		75.8	
- BRANDED CODESHARE PARTNERS	79.6		78.0		75.4		53.0		73.3	
DELTA AIR LINES NETWORK	88.2	2	86.0	3	76.4	5	67.6	4	81.7	3
- DELTA AIR LINES	89.3		86.8		71.0		67.6		80.6	
- BRANDED CODESHARE PARTNERS	86.8		84.9		83.5		67.6		83.1	
FRONTIER AIRLINES	84.4	6	80.8	8	67.8	9	49.6	8	75.6	8
HAWAIIAN AIRLINES NETWORK	88.1	3	89.6	1	81.1	2	80.9	1	85.9	1
- HAWAIIAN AIRLINES	89.9		90.7		82.2		78.1		87.0	
- BRANDED CODESHARE PARTNERS	70.6		79.1		70.9		97.1		75.7	
JETBLUE AIRWAYS	84.8	5	83.4	5	72.7	7	61.3	5	78.5	5
SOUTHWEST AIRLINES	88.7	1	89.3	2	77.1	4	47.0	9	76.3	7
SPIRIT AIRLINES	85.8	4	82.8	6	81.6	1	74.6	3	82.5	2
UNITED AIRLINES NETWORK	82.8	7	81.9	7	72.0	8	59.5	6	76.6	6
- UNITED AIRLINES	86.3		85.6		69.1		48.4		76.5	
- BRANDED CODESHARE PARTNERS	80.7		79.7		73.8		66.0		76.6	
TOTAL	84.6		83.8		74.7		55.7		77.2	

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

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

AIR TRAVEL CONSUMER REPORT

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

APRIL 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	22	86.4	76	50.0	30	80.0	0	0.0	67	83.6	54	74.1	60	81.7	22	54.5
- ALASKA AIRLINES	22	86.4	76	50.0	30	80.0	0	0.0	67	83.6	54	74.1	60	81.7	22	54.5
- 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	28	0.0	0	0.0	0	0.0	1	0.0	0	0.0	0	0.0
AMERICAN AIRLINES NETWORK	764	53.0	1241	55.5	318	58.5	14119	54.5	3403	53.2	462	60.8	14668	55.8	542	51.3
- AMERICAN AIRLINES	475	55.2	989	56.0	209	56.0	5699	59.6	1145	58.2	443	63.4	7237	55.1	209	57.4
- BRANDED CODESHARE PARTNERS	289	49.5	252	53.6	109	63.3	8420	51.1	2258	50.7	19	0.0	7431	56.4	333	47.4
DELTA AIR LINES NETWORK	9095	69.9	596	60.6	166	69.3	213	56.8	319	56.7	361	63.4	296	57.1	5067	70.7
- DELTA AIR LINES	6792	68.9	373	70.5	163	69.9	193	62.7	246	67.5	361	63.4	284	58.5	1813	70.4
- BRANDED CODESHARE PARTNERS	2303	72.9	223	43.9	3	33.3	20	0.0	73	20.5	0	0.0	12	25.0	3254	70.9
FRONTIER AIRLINES	47	34.0	17	23.5	10	60.0	18	22.2	27	85.2	532	70.7	26	65.4	28	10.7
HAWAIIAN AIRLINES NETWORK	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
- HAWAIIAN AIRLINES	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
- BRANDED CODESHARE PARTNERS	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
JETBLUE AIRWAYS	67	56.7	1397	61.3	20	40.0	32	34.4	214	61.2	24	45.8	17	47.1	28	53.6
SOUTHWEST AIRLINES	2684	47.1	638	46.2	5017	48.0	244	48.4	1114	50.9	5322	44.9	0	0.0	332	54.8
SPIRIT AIRLINES	193	82.4	106	79.2	190	85.3	24	50.0	0	0.0	98	91.8	224	83.5	403	84.4
UNITED AIRLINES NETWORK	284	48.6	311	34.1	109	39.4	214	67.3	320	34.1	6632	62.2	287	55.7	267	62.2
- UNITED AIRLINES	110	36.4	311	34.1	109	39.4	0	0.0	247	39.7	2802	54.4	178	42.7	36	38.9
- BRANDED CODESHARE PARTNERS	174	56.3	0	0.0	0	0.0	214	67.3	73	15.1	3830	68.0	109	77.1	231	65.8
TOTAL	13,156	63.8	4,382	55.5	5,888	50.1	14,864	54.5	5,464	52.7	13,486	55.9	15,578	56.3	6,689	68.5

* 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)

APRIL 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	108	57.4	41	68.3	60	66.7	50	76.0	30	90.0	101	83.2	186	74.7	709	73.8
- ALASKA AIRLINES	108	57.4	41	68.3	60	66.7	50	76.0	30	90.0	101	83.2	94	61.7	334	69.8
- BRANDED CODESHARE PARTNERS	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	92	88.0	375	77.3
ALLEGiant AIR	32	0.0	204	8.8	0	0.0	0	0.0	0	0.0	0	0.0	420	0.7	47	2.1
AMERICAN AIRLINES NETWORK	276	38.4	378	48.7	54	44.4	201	40.8	522	53.1	440	31.8	594	62.0	1838	57.2
- AMERICAN AIRLINES	262	38.5	378	48.7	54	44.4	79	75.9	362	50.3	409	32.5	594	62.0	1487	65.0
- BRANDED CODESHARE PARTNERS	14	35.7	0	0.0	0	0.0	122	18.0	160	59.4	31	22.6	0	0.0	351	24.2
DELTA AIR LINES NETWORK	211	51.2	234	60.7	64	90.6	200	68.5	260	68.5	1006	46.8	438	72.1	1326	74.1
- DELTA AIR LINES	144	61.8	227	62.6	64	90.6	97	59.8	138	57.2	488	60.9	317	71.0	958	72.1
- BRANDED CODESHARE PARTNERS	67	28.4	7	0.0	0	0.0	103	76.7	122	81.1	518	33.6	121	75.2	368	79.1
FRONTIER AIRLINES	42	28.6	9	0.0	0	0.0	10	20.0	20	75.0	0	0.0	181	33.1	25	56.0
HAWAIIAN AIRLINES NETWORK	0	0.0	0	0.0	810	81.9	0	0.0	0	0.0	0	0.0	0	0.0	30	100.0
- HAWAIIAN AIRLINES	0	0.0	0	0.0	690	79.0	0	0.0	0	0.0	0	0.0	0	0.0	30	100.0
- BRANDED CODESHARE PARTNERS	0	0.0	0	0.0	120	98.3	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
JETBLUE AIRWAYS	247	74.9	568	65.1	0	0.0	0	0.0	28	75.0	1001	61.7	70	45.7	171	70.8
SOUTHWEST AIRLINES	0	0.0	1757	47.6	447	66.2	130	52.3	0	0.0	0	0.0	4882	42.9	2560	41.7
SPIRIT AIRLINES	106	0.0	583	76.7	0	0.0	0	0.0	212	86.8	0	0.0	458	77.9	213	89.2
UNITED AIRLINES NETWORK	1621	35.5	205	43.4	88	77.3	3094	64.5	4610	59.6	0	0.0	338	49.7	859	56.5
- UNITED AIRLINES	986	39.7	205	43.4	88	77.3	1164	59.3	1827	46.3	0	0.0	338	49.7	642	58.7
- BRANDED CODESHARE PARTNERS	635	29.1	0	0.0	0	0.0	1930	67.7	2783	68.3	0	0.0	0	0.0	217	49.8
TOTAL	2,643	39.7	3,979	53.2	1,523	75.4	3,685	63.0	5,682	60.7	2,548	51.5	7,567	46.7	7,778	57.4

* 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)

APRIL 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	55	63.6	0	0.0	0	0.0	59	76.3	81	74.1	1034	74.8	24	66.7
- ALASKA AIRLINES	0	0.0	55	63.6	0	0.0	0	0.0	49	87.8	81	74.1	354	65.0	24	66.7
- BRANDED CODESHARE PARTNERS	0	0.0	0	0.0	0	0.0	0	0.0	10	20.0	0	0.0	680	79.9	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	1205	30.7	987	57.1	0	0.0	3206	58.1	419	61.3	7264	56.8	177	70.6	6346	53.5
- AMERICAN AIRLINES	676	26.5	987	57.1	0	0.0	2393	59.9	278	63.3	2386	60.7	161	75.2	2059	55.6
- BRANDED CODESHARE PARTNERS	529	36.1	0	0.0	0	0.0	813	52.8	141	57.4	4878	54.9	16	25.0	4287	52.5
DELTA AIR LINES NETWORK	726	36.6	340	60.3	65	49.2	212	57.5	4422	68.6	406	69.0	346	72.8	232	61.6
- DELTA AIR LINES	419	56.3	340	60.3	60	53.3	212	57.5	1721	71.5	216	67.6	220	71.8	123	54.5
- BRANDED CODESHARE PARTNERS	307	9.8	0	0.0	5	0.0	0	0.0	2701	66.8	190	70.5	126	74.6	109	69.7
FRONTIER AIRLINES	14	35.7	400	58.5	0	0.0	75	32.0	23	60.9	39	51.3	19	63.2	123	46.3
HAWAIIAN AIRLINES NETWORK	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
- HAWAIIAN AIRLINES	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
- BRANDED CODESHARE PARTNERS	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
JETBLUE AIRWAYS	68	60.3	421	69.1	0	0.0	0	0.0	24	37.5	48	37.5	16	62.5	57	54.4
SOUTHWEST AIRLINES	886	32.8	3178	48.1	5314	51.8	0	0.0	488	53.5	0	0.0	859	44.5	627	54.4
SPIRIT AIRLINES	77	0.0	538	77.0	0	0.0	0	0.0	75	84.0	320	85.3	13	38.5	134	86.6
UNITED AIRLINES NETWORK	230	19.6	335	49.3	0	0.0	155	40.0	245	58.8	7334	61.0	161	56.5	148	55.4
- UNITED AIRLINES	204	19.1	335	49.3	0	0.0	155	40.0	90	38.9	2553	50.3	161	56.5	111	43.2
- BRANDED CODESHARE PARTNERS	26	23.1	0	0.0	0	0.0	0	0.0	155	70.3	4781	66.7	0	0.0	37	91.9
TOTAL	3,206	31.8	6,254	54.9	5,379	51.8	3,648	56.7	5,755	66.5	15,492	59.7	2,625	62.9	7,691	54.4

* 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)

APRIL 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	147	79.6	575	73.2	3421	78.3	741	79.1	118	77.1	24	70.8
- ALASKA AIRLINES	78	78.2	171	62.6	1793	73.8	263	66.9	8	50.0	24	70.8
- BRANDED CODESHARE PARTNERS	69	81.2	404	77.7	1628	83.4	478	85.8	110	79.1	0	0.0
ALLEGiant AIR	0	0.0	2	0.0	0	0.0	0	0.0	0	0.0	0	0.0
AMERICAN AIRLINES NETWORK	4026	59.5	500	53.2	306	70.9	587	55.5	277	67.9	684	55.1
- AMERICAN AIRLINES	2592	59.8	472	55.7	289	74.0	563	57.7	199	63.3	678	55.2
- BRANDED CODESHARE PARTNERS	1434	58.8	28	10.7	17	17.6	24	4.2	78	79.5	6	50.0
DELTA AIR LINES NETWORK	377	71.4	243	72.8	1697	75.3	399	72.4	3806	75.5	248	58.5
- DELTA AIR LINES	309	70.2	236	74.2	945	76.3	398	72.4	1992	72.0	241	59.8
- BRANDED CODESHARE PARTNERS	68	76.5	7	28.6	752	73.9	1	100.0	1814	79.4	7	14.3
FRONTIER AIRLINES	59	25.4	31	35.5	20	75.0	27	55.6	29	51.7	58	22.4
HAWAIIAN AIRLINES NETWORK	0	0.0	0	0.0	0	0.0	30	86.7	0	0.0	0	0.0
- HAWAIIAN AIRLINES	0	0.0	0	0.0	0	0.0	30	86.7	0	0.0	0	0.0
- BRANDED CODESHARE PARTNERS	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
JETBLUE AIRWAYS	22	54.5	48	54.2	38	65.8	100	65.0	59	54.2	130	66.2
SOUTHWEST AIRLINES	4377	48.0	2622	42.8	664	50.8	849	41.8	772	55.3	2265	50.3
SPIRIT AIRLINES	49	87.8	55	80.0	44	81.8	0	0.0	0	0.0	213	66.7
UNITED AIRLINES NETWORK	287	51.2	267	42.3	201	53.2	1949	61.2	189	81.0	203	45.3
- UNITED AIRLINES	268	52.6	260	43.5	194	54.1	1112	59.8	7	0.0	203	45.3
- BRANDED CODESHARE PARTNERS	19	31.6	7	0.0	7	28.6	837	63.0	182	84.1	0	0.0
TOTAL	9,344	54.6	4,343	50.2	6,391	73.4	4,682	61.0	5,250	72.0	3,825	52.6

* 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)

APRIL 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	22	86.4	76	50.0	30	80.0	0	0.0	67	83.6	54	74.1	60	81.7	22	54.5
ALLEGiant AIR	0	0.0	0	0.0	28	0.0	0	0.0	0	0.0	1	0.0	0	0.0	0	0.0
AMERICAN AIRLINES	475	55.2	989	56.0	209	56.0	5699	59.6	1145	58.2	443	63.4	7237	55.1	209	57.4
DELTA AIR LINES	6792	68.9	373	70.5	163	69.9	193	62.7	246	67.5	361	63.4	284	58.5	1813	70.4
ENDEAVOR AIR	1314	73.7	67	62.7	3	33.3	20	0.0	38	18.4	0	0.0	11	27.3	852	78.9
ENVOY AIR	0	0.0	0	0.0	38	76.3	0	0.0	33	36.4	1	0.0	3616	62.7	55	56.4
EXPRESSJET AIRLINES	56	67.9	0	0.0	0	0.0	30	76.7	0	0.0	195	64.1	4	50.0	19	15.8
FRONTIER AIRLINES	47	34.0	17	23.5	10	60.0	18	22.2	27	85.2	532	70.7	26	65.4	28	10.7
HAWAIIAN AIRLINES	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
JETBLUE AIRWAYS	67	56.7	1397	61.3	20	40.0	32	34.4	214	61.2	24	45.8	17	47.1	28	53.6
MESA AIRLINES	51	49.0	0	0.0	0	0.0	51	56.9	7	57.1	0	0.0	2150	50.4	55	67.3
PSA AIRLINES	106	44.3	0	0.0	11	18.2	6621	50.0	957	35.8	0	0.0	246	61.0	64	21.9
REPUBLIC AIRWAYS	289	59.5	266	46.2	0	0.0	673	55.4	1178	60.6	286	66.1	1	0.0	363	77.1
SKYWEST AIRLINES	950	70.4	0	0.0	6	0.0	60	88.3	0	0.0	3326	68.6	1524	50.4	2301	67.1
SOUTHWEST AIRLINES	2684	47.1	638	46.2	5017	48.0	244	48.4	1114	50.9	5322	44.9	0	0.0	332	54.8
SPIRIT AIRLINES	193	82.4	106	79.2	190	85.3	24	50.0	0	0.0	98	91.8	224	83.5	403	84.4
UNITED AIRLINES	110	36.4	311	34.1	109	39.4	0	0.0	247	39.7	2802	54.4	178	42.7	36	38.9
TOTAL	13,156	63.8	4,240	55.8	5,834	49.9	13,665	54.5	5,273	52.9	13,445	56.0	15,578	56.3	6,580	69.0

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

AIR TRAVEL CONSUMER REPORT

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

APRIL 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	108	57.4	41	68.3	60	66.7	50	76.0	30	90.0	101	83.2	94	61.7	334	69.8
ALLEGiant AIR	32	0.0	204	8.8	0	0.0	0	0.0	0	0.0	0	0.0	420	0.7	47	2.1
AMERICAN AIRLINES	262	38.5	378	48.7	54	44.4	79	75.9	362	50.3	409	32.5	594	62.0	1487	65.0
DELTA AIR LINES	144	61.8	227	62.6	64	90.6	97	59.8	138	57.2	488	60.9	317	71.0	958	72.1
ENDEAVOR AIR	7	0.0	7	0.0	0	0.0	13	0.0	3	33.3	438	34.2	0	0.0	0	0.0
ENVOY AIR	14	35.7	0	0.0	0	0.0	0	0.0	40	60.0	0	0.0	0	0.0	0	0.0
EXPRESSJET AIRLINES	73	41.1	0	0.0	0	0.0	0	0.0	1114	71.2	0	0.0	0	0.0	0	0.0
FRONTIER AIRLINES	42	28.6	9	0.0	0	0.0	10	20.0	20	75.0	0	0.0	181	33.1	25	56.0
HAWAIIAN AIRLINES	0	0.0	0	0.0	690	79.0	0	0.0	0	0.0	0	0.0	0	0.0	30	100.0
JETBLUE AIRWAYS	247	74.9	568	65.1	0	0.0	0	0.0	28	75.0	1001	61.7	70	45.7	171	70.8
MESA AIRLINES	0	0.0	0	0.0	0	0.0	697	60.1	1095	63.1	0	0.0	0	0.0	0	0.0
PSA AIRLINES	0	0.0	0	0.0	0	0.0	122	18.0	0	0.0	0	0.0	0	0.0	0	0.0
REPUBLIC AIRWAYS	325	28.0	0	0.0	0	0.0	224	79.5	369	65.0	103	26.2	0	0.0	0	0.0
SKYWEST AIRLINES	59	30.5	0	0.0	0	0.0	272	77.6	433	80.1	0	0.0	176	81.8	833	72.3
SOUTHWEST AIRLINES	0	0.0	1757	47.6	447	66.2	130	52.3	0	0.0	0	0.0	4882	42.9	2560	41.7
SPIRIT AIRLINES	106	0.0	583	76.7	0	0.0	0	0.0	212	86.8	0	0.0	458	77.9	213	89.2
UNITED AIRLINES	986	39.7	205	43.4	88	77.3	1164	59.3	1827	46.3	0	0.0	338	49.7	642	58.7
TOTAL	2,405	40.9	3,979	53.2	1,403	73.5	2,858	61.1	5,671	60.8	2,540	51.5	7,530	46.6	7,300	58.8

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

AIR TRAVEL CONSUMER REPORT

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

APRIL 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	55	63.6	0	0.0	0	0.0	49	87.8	81	74.1	354	65.0	24	66.7
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	676	26.5	987	57.1	0	0.0	2393	59.9	278	63.3	2386	60.7	161	75.2	2059	55.6
DELTA AIR LINES	419	56.3	340	60.3	60	53.3	212	57.5	1721	71.5	216	67.6	220	71.8	123	54.5
ENDEAVOR AIR	112	0.0	0	0.0	5	0.0	0	0.0	430	73.5	4	0.0	0	0.0	1	100.0
ENVOY AIR	0	0.0	0	0.0	0	0.0	94	0.0	30	70.0	3369	57.1	0	0.0	0	0.0
EXPRESSJET AIRLINES	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	948	65.3	0	0.0	0	0.0
FRONTIER AIRLINES	14	35.7	400	58.5	0	0.0	75	32.0	23	60.9	39	51.3	19	63.2	123	46.3
HAWAIIAN AIRLINES	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
JETBLUE AIRWAYS	68	60.3	421	69.1	0	0.0	0	0.0	24	37.5	48	37.5	16	62.5	57	54.4
MESA AIRLINES	26	23.1	0	0.0	0	0.0	0	0.0	41	75.6	0	0.0	0	0.0	37	91.9
PSA AIRLINES	22	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	1227	54.1
REPUBLIC AIRWAYS	699	31.6	0	0.0	0	0.0	719	59.7	182	58.8	542	67.7	0	0.0	978	56.7
SKYWEST AIRLINES	3	0.0	0	0.0	0	0.0	0	0.0	2314	65.6	3087	62.3	295	84.1	101	73.3
SOUTHWEST AIRLINES	886	32.8	3178	48.1	5314	51.8	0	0.0	488	53.5	0	0.0	859	44.5	627	54.4
SPIRIT AIRLINES	77	0.0	538	77.0	0	0.0	0	0.0	75	84.0	320	85.3	13	38.5	134	86.6
UNITED AIRLINES	204	19.1	335	49.3	0	0.0	155	40.0	90	38.9	2553	50.3	161	56.5	111	43.2
TOTAL	3,206	31.8	6,254	54.9	5,379	51.8	3,648	56.7	5,745	66.6	13,593	59.5	2,098	59.9	5,602	56.2

* 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)

APRIL 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	78	78.2	171	62.6	1793	73.8	263	66.9	8	50.0	24	70.8
ALLEGiant AIR	0	0.0	2	0.0	0	0.0	0	0.0	0	0.0	0	0.0
AMERICAN AIRLINES	2592	59.8	472	55.7	289	74.0	563	57.7	199	63.3	678	55.2
DELTA AIR LINES	309	70.2	236	74.2	945	76.3	398	72.4	1992	72.0	241	59.8
ENDEAVOR AIR	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	1	0.0
ENVOY AIR	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
EXPRESSJET AIRLINES	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
FRONTIER AIRLINES	59	25.4	31	35.5	20	75.0	27	55.6	29	51.7	58	22.4
HAWAIIAN AIRLINES	0	0.0	0	0.0	0	0.0	30	86.7	0	0.0	0	0.0
JETBLUE AIRWAYS	22	54.5	48	54.2	38	65.8	100	65.0	59	54.2	130	66.2
MESA AIRLINES	743	61.2	0	0.0	0	0.0	0	0.0	7	28.6	0	0.0
PSA AIRLINES	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
REPUBLIC AIRWAYS	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	12	33.3
SKYWEST AIRLINES	778	57.3	308	80.2	1169	80.3	1182	71.0	2156	80.5	0	0.0
SOUTHWEST AIRLINES	4377	48.0	2622	42.8	664	50.8	849	41.8	772	55.3	2265	50.3
SPIRIT AIRLINES	49	87.8	55	80.0	44	81.8	0	0.0	0	0.0	213	66.7
UNITED AIRLINES	268	52.6	260	43.5	194	54.1	1112	59.8	7	0.0	203	45.3
TOTAL	9,275	54.4	4,205	50.1	5,156	72.1	4,524	60.9	5,229	72.2	3,825	52.6

* 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)

APRIL 2020

ARRIVAL AIRPORT*																
SCHEDULED ARRIVAL TIME	ATL	BOS	BWI	CLT	DCA	DEN	DFW	DTW	EWR	FLL	HNL	IAD	IAH	JFK	LAS	LAX
0600-0659	67.3	77.1	13.3	67.5	47.9	19.4	57.6	86.7	0.0	26.1	0.0	0.0	0.0	52.9	31.9	34.8
0700-0759	60.1	46.3	36.3	50.6	49.1	36.0	67.8	74.7	41.8	41.7	24.0	64.8	85.7	44.0	28.6	41.6
0800-0859	68.0	64.8	21.6	68.9	43.0	64.3	65.0	66.1	38.1	40.2	46.4	6.5	69.3	71.1	34.7	54.2
0900-0959	58.6	17.9	44.9	59.8	57.4	53.6	70.1	67.4	35.2	44.4	89.1	32.0	37.3	27.7	41.8	46.4
1000-1059	69.8	51.8	41.4	60.2	51.2	55.2	47.1	65.8	27.7	50.0	22.6	46.4	66.7	53.2	51.6	62.4
1100-1159	47.1	56.4	50.8	42.1	49.2	53.9	50.8	69.8	48.2	45.8	61.7	56.4	70.9	44.5	49.6	57.0
1200-1259	66.6	49.2	57.2	37.2	52.6	65.5	49.5	57.4	25.7	53.5	83.7	54.8	57.5	46.8	52.3	65.7
1300-1359	71.8	57.1	46.4	50.1	46.8	54.3	54.7	67.5	29.3	44.7	50.0	0.0	56.6	47.9	49.4	66.9
1400-1459	66.5	53.4	51.6	47.8	57.8	49.9	51.5	68.4	57.9	56.8	71.0	70.8	60.7	39.0	43.9	69.2
1500-1559	56.5	49.0	50.8	58.6	44.2	55.3	56.4	66.5	39.8	55.0	82.0	59.8	46.6	62.0	48.4	55.4
1600-1659	61.8	54.8	50.4	65.3	51.8	61.0	55.5	66.4	42.0	59.7	89.4	63.5	70.2	60.0	50.3	52.1
1700-1759	61.8	50.3	55.1	59.3	51.8	67.1	52.7	58.5	40.5	63.8	80.0	64.0	62.5	54.9	46.7	45.2
1800-1859	64.6	62.1	52.0	55.0	48.7	47.9	56.3	58.8	55.7	49.8	70.0	58.3	54.4	31.4	52.5	55.1
1900-1959	61.2	59.4	66.2	52.4	49.1	53.8	46.3	72.4	49.4	59.7	84.4	64.0	59.5	70.1	49.4	74.5
2000-2059	68.3	58.0	55.6	40.1	57.8	60.9	62.1	76.6	36.8	57.0	84.5	58.8	69.7	35.0	48.5	60.8
2100-2159	52.0	68.6	56.8	37.3	68.9	44.9	50.4	78.0	35.8	68.5	45.0	77.8	40.2	64.6	53.9	66.6
2200-2259	56.7	60.0	57.9	63.8	50.7	61.9	61.8	77.1	57.1	68.8	0.0	80.0	81.3	58.1	44.7	57.8
2300-0559	52.4	58.1	51.4	61.6	64.6	43.2	61.8	74.2	18.8	53.4	0.0	46.5	67.5	44.7	38.9	60.4
TOTAL	63.8	55.8	49.9	54.5	52.9	56.0	56.3	69.0	40.9	53.2	73.5	61.1	60.8	51.5	46.6	58.8

* 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)

APRIL 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	41.2	46.2	61.7	71.4	75.7	13.3	61.1	36.3	50.0	88.9	14.3	50.0	0.0	56.5
0700-0759	28.3	27.8	35.5	64.2	68.2	67.8	58.3	63.3	50.2	26.8	82.2	65.2	73.2	45.9	56.8
0800-0859	30.0	34.2	29.2	52.7	70.8	61.8	57.0	53.5	59.7	40.7	62.9	52.8	77.0	24.3	59.8
0900-0959	25.1	47.2	59.9	61.0	62.1	68.3	48.5	61.0	57.5	47.2	78.7	58.5	68.6	43.7	57.9
1000-1059	40.9	51.3	47.8	48.4	70.1	62.4	58.8	59.1	53.6	50.9	79.8	52.5	70.7	47.1	58.8
1100-1159	41.2	54.3	37.6	49.2	74.7	55.2	58.0	49.0	50.2	40.0	63.7	51.7	51.8	41.2	53.1
1200-1259	49.5	57.6	60.4	49.0	62.3	55.3	55.2	53.9	56.1	52.1	48.5	59.5	64.0	58.0	56.2
1300-1359	35.3	62.2	57.3	44.6	66.8	62.7	67.5	61.3	51.0	51.5	73.9	54.3	72.5	59.3	56.7
1400-1459	23.5	59.4	50.7	52.0	68.4	59.8	69.0	59.0	62.6	58.9	77.8	63.5	78.0	37.9	60.2
1500-1559	44.6	55.2	47.1	47.0	51.5	55.2	37.0	60.7	48.3	44.8	79.6	62.1	78.7	52.8	54.8
1600-1659	38.5	62.3	56.0	58.1	64.1	54.4	63.1	51.2	52.1	33.7	67.3	66.3	76.9	66.7	59.4
1700-1759	37.3	62.2	62.0	64.6	69.2	52.4	61.5	57.8	58.7	49.0	75.5	49.0	70.6	57.6	56.7
1800-1859	24.6	47.8	56.0	66.1	59.4	51.8	73.2	66.7	57.6	62.2	62.3	68.1	75.0	50.0	55.7
1900-1959	22.7	56.9	63.4	72.7	71.0	53.8	41.6	54.0	53.3	63.0	76.7	73.1	64.0	59.8	58.5
2000-2059	28.4	65.3	55.5	45.9	83.7	57.8	64.2	50.1	48.2	64.1	63.3	74.6	74.6	65.8	58.1
2100-2159	20.9	64.6	58.2	52.7	56.3	66.5	74.1	44.6	61.7	53.1	74.6	60.3	66.7	61.1	55.5
2200-2259	14.6	56.3	53.3	61.9	64.6	63.2	63.1	49.3	57.3	43.1	56.4	66.4	77.4	59.3	58.2
2300-0559	19.4	52.4	46.7	71.6	63.7	64.0	56.7	57.9	49.8	58.5	72.1	55.7	67.9	51.9	54.6
TOTAL	31.8	54.9	51.8	56.7	66.6	59.5	59.9	56.2	54.4	50.1	72.1	60.9	72.2	52.6	57.2

* 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)

APRIL 2020

DEPARTURE AIRPORT*																
SCHEDULED DEPARTURE TIME	ATL	BOS	BWI	CLT	DCA	DEN	DFW	DTW	EWR	FLL	HNL	IAD	IAH	JFK	LAS	LAX
0600-0659	49.2	52.8	37.9	47.4	53.9	44.3	38.3	52.7	19.1	33.6	78.8	66.2	54.9	28.3	36.4	59.1
0700-0759	45.0	49.1	39.6	35.3	51.2	46.9	48.8	62.4	7.8	61.7	66.1	53.1	74.7	59.7	50.0	55.8
0800-0859	61.3	57.2	51.9	44.2	54.5	45.0	43.7	69.1	31.8	58.1	59.7	64.5	55.6	52.9	43.6	63.3
0900-0959	70.0	57.8	57.1	46.6	39.3	55.7	50.1	66.3	45.7	49.0	65.4	62.9	59.0	60.2	47.1	59.4
1000-1059	61.3	56.9	53.9	50.0	49.6	52.3	57.7	65.0	35.2	58.2	95.0	42.9	55.7	47.6	37.4	46.4
1100-1159	65.1	62.5	50.8	56.1	51.9	59.2	64.2	73.9	39.9	56.5	76.3	72.5	46.5	52.4	56.4	63.5
1200-1259	52.3	47.0	57.1	43.5	49.8	58.8	52.6	65.4	56.8	57.5	72.0	58.0	54.5	34.5	51.1	56.4
1300-1359	59.5	68.8	53.4	58.7	52.6	60.1	51.0	72.6	35.4	49.8	55.0	41.7	66.0	56.3	63.9	59.2
1400-1459	52.3	54.6	51.2	54.8	55.9	58.7	54.3	53.0	46.8	43.1	88.9	51.7	55.2	51.9	36.3	56.4
1500-1559	66.4	43.4	46.2	45.4	49.1	44.3	48.9	63.9	56.5	54.5	68.6	22.6	63.6	40.3	44.8	60.9
1600-1659	50.0	52.6	52.7	52.0	53.1	59.1	48.9	71.0	56.1	59.9	55.3	69.2	52.3	51.2	40.9	64.5
1700-1759	70.3	70.1	45.3	35.9	57.1	52.3	56.0	75.5	35.9	59.2	84.4	64.2	55.0	67.1	53.7	54.9
1800-1859	55.1	38.9	58.9	57.5	50.4	59.0	71.7	68.4	50.0	52.3	93.2	56.5	36.2	53.3	45.4	64.9
1900-1959	76.7	56.1	44.8	69.3	60.5	66.4	67.0	69.8	38.9	52.9	43.9	40.9	77.1	30.1	43.0	61.8
2000-2059	63.3	59.8	48.7	71.9	56.8	62.3	63.2	80.4	28.1	58.5	78.1	0.0	70.0	57.6	38.8	61.5
2100-2159	80.9	60.5	46.1	45.8	56.5	36.3	63.0	83.8	0.0	37.4	48.3	0.0	84.2	9.7	48.2	56.5
2200-2259	37.5	55.6	39.2	65.6	53.0	43.5	65.6	71.4	0.0	53.8	70.0	0.0	0.0	0.0	53.0	55.6
2300-0559	63.4	49.0	66.7	37.5	66.7	44.4	73.8	56.7	20.8	23.9	38.9	46.3	47.7	0.0	46.5	57.6
TOTAL	65.0	55.3	49.4	54.2	52.8	56.0	56.5	69.7	39.6	52.6	73.0	60.6	61.3	50.2	47.0	59.3

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

AIR TRAVEL CONSUMER REPORT

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

APRIL 2020

DEPARTURE AIRPORT*															
SCHEDULED DEPARTURE TIME	LGA	MCO	MDW	MIA	MSP	ORD	PDX	PHL	PHX	SAN	SEA	SFO	SLC	TPA	TOTAL
0600-0659	25.2	38.9	41.8	48.3	55.0	61.5	64.3	55.7	49.1	52.7	70.8	64.5	52.8	49.2	47.9
0700-0759	18.5	53.3	53.2	51.3	59.3	52.2	47.3	64.4	44.6	55.7	61.2	53.8	77.6	41.2	49.7
0800-0859	28.6	60.3	44.8	51.7	75.7	45.6	57.5	51.7	54.6	48.6	75.9	69.6	71.8	52.7	56.1
0900-0959	30.2	49.5	47.5	56.2	56.8	54.3	46.1	51.7	53.1	49.6	67.6	57.4	77.3	38.7	55.3
1000-1059	23.0	55.4	43.1	62.4	50.0	64.3	60.2	53.1	54.1	46.0	74.9	65.4	54.9	57.0	55.9
1100-1159	41.8	62.7	50.9	55.1	70.9	57.0	63.3	54.7	48.5	48.2	82.3	52.8	77.6	47.4	60.9
1200-1259	37.9	57.1	54.8	66.5	67.7	54.1	58.6	55.7	63.4	43.7	74.1	51.7	80.6	50.8	56.6
1300-1359	37.8	59.6	64.6	43.1	57.6	49.0	58.1	55.1	57.6	61.3	57.7	56.9	57.6	57.1	57.1
1400-1459	34.4	54.1	55.6	46.7	73.1	54.8	77.7	59.8	52.2	54.3	78.3	64.6	66.4	61.5	55.3
1500-1559	33.0	55.0	55.4	44.4	56.3	57.0	35.7	52.8	57.6	56.2	55.8	57.5	62.8	46.7	55.1
1600-1659	39.7	57.5	57.8	46.2	50.0	57.2	53.1	47.5	46.7	51.4	86.6	66.4	43.3	57.9	54.3
1700-1759	44.8	58.4	53.9	39.0	73.4	67.7	66.2	59.8	49.7	55.4	80.4	59.1	78.3	58.8	61.1
1800-1859	26.4	47.7	60.2	48.0	81.8	66.5	75.2	56.3	66.9	49.0	79.3	56.7	68.5	62.1	60.5
1900-1959	31.0	57.3	58.5	61.3	76.6	68.6	73.1	69.6	54.4	57.9	71.8	60.2	76.7	50.0	64.1
2000-2059	31.5	53.0	39.6	68.9	75.9	63.2	48.5	56.7	67.4	62.3	75.9	54.1	82.3	55.3	65.3
2100-2159	27.5	55.5	48.7	62.9	77.8	65.9	39.5	63.8	58.2	47.5	79.2	54.3	68.8	52.0	59.3
2200-2259	35.0	40.9	45.4	51.9	0.0	67.0	78.8	40.0	50.5	39.8	60.7	58.3	34.5	62.5	55.1
2300-0559	0.0	39.1	33.7	54.2	47.5	39.7	50.4	54.2	51.2	0.0	54.4	76.3	69.4	53.2	51.3
TOTAL	32.2	54.1	51.1	55.2	67.5	58.9	58.9	56.0	55.0	52.0	72.7	60.8	74.1	52.5	57.3

* 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
APRIL 2020

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Aberdeen, SD (ABR)	85.0	90.0	60	60
Abilene, TX (ABI)	73.0	71.9	141	135
Adak Island, AK (ADK)	100.0	100.0	9	9
Aguadilla, PR (BQN)	0.0	0.0	11	9
Akron, OH (CAK)	64.9	64.0	171	175
Albany, GA (ABY)	70.2	73.7	57	57
Albany, NY (ALB)	40.4	39.9	654	656
Albuquerque, NM (ABQ)	52.6	52.4	1343	1344
Alexandria, LA (AEX)	78.8	82.5	137	137
Allentown/Bethlehem/Easton, PA (ABE)	48.0	45.5	277	277
Alpena, MI (APN)	88.5	86.5	52	52
Amarillo, TX (AMA)	45.0	42.8	280	278
Anchorage, AK (ANC)	85.9	89.1	524	521
Appleton, WI (ATW)	52.4	56.3	225	222
Arcata/Eureka, CA (ACV)	50.0	48.1	54	54
Asheville, NC (AVL)	38.2	37.0	387	387
Ashland, WV (HTS)	10.0	10.0	20	20
Aspen, CO (ASE)	55.8	58.7	120	121
Atlanta, GA (ATL)	63.8	65.0	13156	13055
Atlantic City, NJ (ACY)	52.6	61.5	116	96
Augusta, GA (AGS)	66.5	63.9	227	227
Austin, TX (AUS)	49.9	51.6	3030	3042
Bakersfield, CA (BFL)	63.6	68.4	132	133
Baltimore, MD (BWI)	49.9	49.4	5834	5851
Bangor, ME (BGR)	35.6	33.3	118	117
Barrow, AK (BRW)	86.4	86.4	22	22
Baton Rouge, LA (BTR)	55.2	58.7	261	259
Beaumont/Port Arthur, TX (BPT)	80.0	85.1	50	47
Belleville, IL (BLV)	4.9	4.9	61	61
Bemidji, MN (BJI)	88.3	90.0	60	60
Bend/Redmond, OR (RDM)	70.1	69.5	221	223
Bethel, AK (BET)	81.0	76.2	21	21
Billings, MT (BIL)	60.6	61.4	165	166
Binghamton, NY (BGM)	80.6	90.3	31	31
Birmingham, AL (BHM)	53.5	54.0	876	878
Bismarck/Mandan, ND (BIS)	57.4	57.7	197	196
Bloomington/Normal, IL (BMI)	52.4	55.8	105	104
Boise, ID (BOI)	67.2	67.1	878	885
Boston, MA (BOS)	55.8	55.3	4240	4231
Bozeman, MT (BZN)	63.7	63.4	223	227
Brainerd, MN (BRD)	86.5	90.4	52	52

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Bristol/Johnson City/Kingsport, TN (TRI)	72.2	68.7	162	163
Brownsville, TX (BRO)	71.4	74.4	84	82
Brunswick, GA (BQK)	70.7	70.7	41	41
Buffalo, NY (BUF)	45.9	44.0	1143	1143
Burbank, CA (BUR)	44.5	45.4	1620	1624
Burlington, VT (BTV)	46.9	44.1	320	320
Butte, MT (BTM)	89.3	91.1	56	56
Cape Girardeau, MO (CGI)	94.1	94.2	51	52
Casper, WY (CPR)	62.9	64.8	89	88
Cedar Rapids/Iowa City, IA (CID)	42.4	43.5	370	372
Champaign/Urbana, IL (CMI)	52.6	55.6	154	151
Charleston, SC (CHS)	47.9	45.9	1065	1065
Charleston/Dunbar, WV (CRW)	49.0	46.0	200	200
Charlotte Amalie, VI (STT)	73.3	70.5	105	105
Charlotte, NC (CLT)	54.5	54.2	13665	13676
Charlottesville, VA (CHO)	67.5	61.3	191	194
Chattanooga, TN (CHA)	61.4	60.7	277	280
Cheyenne, WY (CYS)	50.0	71.4	6	7
Chicago, IL (MDW)	51.8	51.1	5379	5384
Chicago, IL (ORD)	59.5	58.9	13593	13613
Christiansted, VI (STX)	88.2	82.9	34	35
Cincinnati, OH (CVG)	56.5	55.1	1666	1669
Clarksburg/Fairmont, WV (CKB)	76.3	74.6	59	59
Cleveland, OH (CLE)	55.4	55.2	1570	1577
Cody, WY (COD)	80.0	79.3	30	29
College Station/Bryan, TX (CLL)	54.2	55.9	118	118
Colorado Springs, CO (COS)	69.6	71.8	424	425
Columbia, MO (COU)	54.8	52.2	157	159
Columbia, SC (CAE)	59.3	58.2	334	335
Columbus, GA (CSG)	65.5	72.7	55	55
Columbus, MS (GTR)	81.7	83.3	60	60
Columbus, OH (CMH)	55.1	55.6	1971	1969
Columbus, OH (LCK)	8.1	11.3	62	62
Concord, NC (USA)	2.7	2.7	75	75
Cordova, AK (CDV)	95.0	96.7	60	60
Corpus Christi, TX (CRP)	46.8	48.2	284	284
Dallas, TX (DAL)	44.9	46.0	4836	4838
Dallas/Fort Worth, TX (DFW)	56.3	56.5	15578	15573
Dayton, OH (DAY)	62.3	61.8	547	547
Daytona Beach, FL (DAB)	59.3	56.6	182	182
Deadhorse, AK (SCC)	83.8	83.8	37	37

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

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Decatur, IL (DEC)	94.2	94.2	52	52
Del Rio, TX (DRT)	75.9	74.1	54	54
Denver, CO (DEN)	56.0	56.0	13445	13460
Des Moines, IA (DSM)	55.1	55.4	885	890
Detroit, MI (DTW)	69.0	69.7	6580	6530
Devils Lake, ND (DVL)	92.3	86.5	52	52
Dickinson, ND (DIK)	86.7	79.3	30	29
Dodge City, KS (DDC)	94.2	96.2	52	52
Dothan, AL (DHN)	65.0	66.7	60	60
Dubuque, IA (DBQ)	78.3	80.4	46	46
Duluth, MN (DLH)	56.0	58.3	175	175
Durango, CO (DRO)	53.1	50.3	175	173
Eagle, CO (EGE)	70.0	70.0	30	30
Eau Claire, WI (EAU)	95.0	93.3	60	60
El Paso, TX (ELP)	50.8	50.2	890	890
Elko, NV (EKO)	90.0	87.1	30	31
Elmira/Corning, NY (ELM)	57.1	58.8	84	85
Erie, PA (ERI)	86.9	85.2	61	61
Escanaba, MI (ESC)	71.2	69.2	52	52
Eugene, OR (EUG)	70.0	67.4	237	236
Evansville, IN (EVV)	60.3	62.8	184	183
Everett, WA (PAE)	83.3	83.3	30	30
Fairbanks, AK (FAI)	81.9	91.5	116	117
Fargo, ND (FAR)	47.6	48.1	370	366
Fayetteville, AR (XNA)	53.3	55.4	597	597
Fayetteville, NC (FAY)	56.7	56.2	194	194
Flagstaff, AZ (FLG)	51.4	50.7	138	138
Flint, MI (FNT)	64.4	65.3	239	239
Fort Lauderdale, FL (FLL)	53.2	52.6	3979	3985
Fort Myers, FL (RSW)	58.6	58.7	1938	1957
Fort Smith, AR (FSM)	45.2	51.7	115	116
Fort Wayne, IN (FWA)	65.5	62.0	368	371
Fresno, CA (FAT)	69.6	71.1	425	426
Gainesville, FL (GNV)	58.7	58.0	225	226
Garden City, KS (GCK)	69.4	69.4	49	49
Gillette, WY (GCC)	66.7	66.7	30	30
Grand Forks, ND (GFK)	44.8	46.7	105	105
Grand Island, NE (GRI)	66.1	64.5	62	62
Grand Junction, CO (GJT)	55.6	58.0	223	224
Grand Rapids, MI (GRR)	52.6	52.3	880	886
Great Falls, MT (GTF)	79.0	76.5	100	102

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Green Bay, WI (GRB)	45.9	48.1	233	233
Greensboro/High Point, NC (GSO)	50.5	50.8	382	380
Greer, SC (GSP)	53.4	52.1	699	702
Guam, TT (GUM)	87.5	90.6	32	32
Gulfport/Biloxi, MS (GPT)	72.4	74.1	243	243
Gunnison, CO (GUC)	56.7	63.3	30	30
Hagerstown, MD (HGR)	25.0	25.0	8	8
Hancock/Houghton, MI (CMX)	90.0	88.3	60	60
Harlingen/San Benito, TX (HRL)	64.7	63.9	215	216
Harrisburg, PA (MDT)	42.0	41.7	343	345
Hartford, CT (BDL)	56.3	57.1	1206	1213
Hattiesburg/Laurel, MS (PIB)	76.9	76.9	52	52
Hayden, CO (HDN)	81.1	83.3	37	36
Hays, KS (HYS)	92.3	98.1	52	52
Helena, MT (HLN)	61.2	61.6	98	99
Hibbing, MN (HIB)	84.6	86.5	52	52
Hilo, HI (ITO)	71.7	71.3	237	240
Hilton Head, SC (HHH)	64.7	63.7	156	157
Hobbs, NM (HOB)	80.0	96.0	25	25
Honolulu, HI (HNL)	73.5	73.0	1403	1401
Houston, TX (HOU)	47.5	47.2	3946	3947
Houston, TX (IAH)	60.8	61.3	5671	5643
Huntsville, AL (HSV)	51.8	51.3	454	456
Idaho Falls, ID (IDA)	70.9	72.9	141	140
Indianapolis, IN (IND)	50.1	49.8	2259	2264
International Falls, MN (INL)	82.4	90.2	51	51
Iron Mountain/Kingsfd, MI (IMT)	82.1	87.5	56	56
Islip, NY (ISP)	29.1	29.5	330	329
Ithaca/Cortland, NY (ITH)	36.4	37.5	55	56
Jackson, WY (JAC)	74.0	72.2	96	97
Jackson/Vicksburg, MS (JAN)	50.0	51.1	348	348
Jacksonville, FL (JAX)	54.0	53.9	1261	1265
Jacksonville/Camp Lejeune, NC (OAJ)	61.4	62.7	166	166
Jamestown, ND (JMS)	93.9	91.5	82	82
Joplin, MO (JLN)	58.5	59.4	65	64
Juneau, AK (JNU)	91.4	93.6	185	187
Kahului, HI (OGG)	56.6	56.8	449	451
Kalamazoo, MI (AZO)	70.5	70.3	146	145
Kalispell, MT (FCA)	58.1	59.6	105	104
Kansas City, MO (MCI)	49.0	49.6	2737	2749
Kearney, NE (EAR)	96.2	96.2	52	52

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

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Ketchikan, AK (KTN)	95.0	93.4	60	61
Key West, FL (EYW)	57.9	56.2	378	377
Killeen, TX (GRK)	56.9	56.9	181	181
Knoxville, TN (TYS)	55.9	55.2	782	788
Kodiak, AK (ADQ)	87.0	82.6	23	23
Kona, HI (KOA)	60.9	62.2	335	333
Kotzebue, AK (OTZ)	81.8	86.4	22	22
La Crosse, WI (LSE)	83.5	81.3	91	91
Lafayette, LA (LFT)	54.8	58.9	208	209
Lake Charles, LA (LCH)	59.1	62.6	110	107
Lansing, MI (LAN)	57.7	56.3	175	176
Laramie, WY (LAR)	71.2	82.7	52	52
Laredo, TX (LRD)	68.2	69.2	107	107
Las Vegas, NV (LAS)	46.6	47.0	7530	7545
Latrobe, PA (LBE)	69.0	75.0	29	28
Lawton/Fort Sill, OK (LAW)	34.9	34.9	86	86
Lewisburg, WV (LWB)	94.1	94.1	51	51
Lewiston, ID (LWS)	83.3	90.3	30	31
Lexington, KY (LEX)	59.3	61.2	371	369
Liberal, KS (LBL)	96.2	96.2	52	52
Lihue, HI (LIH)	67.0	65.4	303	309
Lincoln, NE (LNK)	49.0	48.6	147	144
Little Rock, AR (LIT)	56.5	57.8	703	701
Long Beach, CA (LGB)	51.2	50.9	504	505
Longview, TX (GGG)	64.6	65.3	48	49
Los Angeles, CA (LAX)	58.8	59.3	7300	7275
Louisville, KY (SDF)	49.0	48.8	1183	1186
Lubbock, TX (LBB)	44.7	46.5	423	426
Lynchburg, VA (LYH)	53.8	45.3	65	64
Madison, WI (MSN)	56.3	57.0	567	568
Manchester, NH (MHT)	61.8	60.8	539	538
Manhattan/Ft. Riley, KS (MHK)	52.6	53.8	78	78
Marquette, MI (MQT)	88.3	90.2	60	61
Medford, OR (MFR)	65.2	69.2	247	247
Melbourne, FL (MLB)	64.8	64.2	162	162
Memphis, TN (MEM)	52.5	54.3	1057	1058
Meridian, MS (MEI)	92.5	86.8	53	53
Miami, FL (MIA)	56.7	55.2	3648	3644
Midland/Odessa, TX (MAF)	50.6	50.8	474	474
Milwaukee, WI (MKE)	55.7	55.3	1680	1681
Minneapolis, MN (MSP)	66.6	67.5	5745	5721

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Minot, ND (MOT)	56.9	54.3	137	138
Mission/McAllen/Edinburg, TX (MFE)	46.7	47.4	227	230
Missoula, MT (MSO)	60.1	62.4	163	165
Moab, UT (CNY)	86.3	96.1	51	51
Mobile, AL (BFM)	0.0	0.0	3	4
Mobile, AL (MOB)	65.7	66.5	216	215
Moline, IL (MLI)	55.9	53.0	279	279
Monroe, LA (MLU)	60.8	61.4	153	153
Monterey, CA (MRY)	56.5	57.6	200	198
Montgomery, AL (MGM)	56.4	56.0	165	166
Montrose/Delta, CO (MTJ)	41.7	40.7	60	59
Mosinee, WI (CWA)	62.7	63.4	110	112
Muskegon, MI (MKG)	98.1	98.1	52	52
Myrtle Beach, SC (MYR)	41.1	40.8	470	471
Nashville, TN (BNA)	47.8	48.3	4320	4325
New Bern/Morehead/Beaufort, NC (EWN)	52.1	51.5	165	165
New Haven, CT (HVN)	76.2	74.4	42	43
New Orleans, LA (MSY)	44.0	44.8	2815	2821
New York, NY (JFK)	51.5	50.2	2540	2551
New York, NY (LGA)	31.8	32.2	3206	3204
Newark, NJ (EWR)	40.9	39.6	2405	2386
Newburgh/Poughkeepsie, NY (SWF)	42.2	42.2	64	64
Newport News/Williamsburg, VA (PHF)	65.0	66.9	123	124
Niagara Falls, NY (IAG)	4.9	4.8	41	42
Nome, AK (OME)	90.9	86.4	22	22
Norfolk, VA (ORF)	57.8	56.1	951	952
North Bend/Coos Bay, OR (OTH)	60.0	56.7	30	30
North Platte, NE (LBF)	88.5	86.5	52	52
Oakland, CA (OAK)	44.1	44.7	2704	2707
Ogden, UT (OGD)	0.0	0.0	2	2
Ogdensburg, NY (OGS)	76.7	71.7	60	60
Oklahoma City, OK (OKC)	57.9	58.0	1274	1281
Omaha, NE (OMA)	53.8	53.5	1260	1258
Ontario, CA (ONT)	50.4	51.4	1194	1198
Orlando, FL (MCO)	54.9	54.1	6254	6252
Owensboro, KY (OWB)	0.0	0.0	5	5
Paducah, KY (PAH)	76.7	78.3	60	60
Pago Pago, TT (PPG)	0.0	0.0	1	1
Palm Springs, CA (PSP)	64.5	63.0	479	484
Panama City, FL (ECP)	64.5	62.8	467	470
Pasco/Kennewick/Richland, WA (PSC)	63.1	61.4	195	197

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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)	86.3	87.7	73	73
Pensacola, FL (PNS)	68.2	68.1	614	615
Peoria, IL (PIA)	56.9	58.1	281	279
Petersburg, AK (PSG)	91.7	93.3	60	60
Philadelphia, PA (PHL)	56.2	56.0	5602	5599
Phoenix, AZ (AZA)	22.7	24.8	331	331
Phoenix, AZ (PHX)	54.4	55.0	9275	9275
Pierre, SD (PIR)	94.2	96.2	52	52
Pittsburgh, PA (PIT)	53.5	53.4	2064	2073
Plattsburgh, NY (PBG)	52.6	49.5	95	95
Pocatello, ID (PIH)	96.7	100.0	30	30
Ponce, PR (PSE)	0.0	0.0	7	6
Portland, ME (PWM)	52.3	50.4	390	391
Portland, OR (PDX)	59.9	58.9	2098	2104
Portsmouth, NH (PSM)	15.4	15.4	39	39
Prescott, AZ (PRC)	90.0	87.5	40	40
Providence, RI (PVD)	51.4	52.0	911	909
Provo, UT (PVU)	28.2	28.2	39	39
Pueblo, CO (PUB)	86.5	92.3	52	52
Punta Gorda, FL (PGD)	22.7	26.7	453	453
Raleigh/Durham, NC (RDU)	52.8	52.2	2199	2207
Rapid City, SD (RAP)	61.4	62.7	220	220
Redding, CA (RDD)	76.7	77.4	30	31
Reno, NV (RNO)	49.8	47.6	912	910
Rhineland, WI (RHI)	78.3	88.3	60	60
Richmond, VA (RIC)	50.3	48.5	779	788
Riverton/Lander, WY (RIW)	53.3	53.3	30	30
Roanoke, VA (ROA)	57.0	52.6	114	114
Rochester, MN (RST)	48.2	49.7	166	163
Rochester, NY (ROC)	47.0	48.0	632	638
Rock Springs, WY (RKS)	66.7	63.3	30	30
Rockford, IL (RFD)	12.8	12.8	47	47
Roswell, NM (ROW)	41.4	40.2	87	87
Sacramento, CA (SMF)	51.9	52.3	2748	2748
Saginaw/Bay City/Midland, MI (MBS)	68.6	70.6	102	102
Saipan, TT (SPN)	50.0	50.0	2	2
Salina, KS (SLN)	90.4	96.2	52	52
Salt Lake City, UT (SLC)	72.2	74.1	5229	5195
San Angelo, TX (SJT)	46.0	48.0	100	100
San Antonio, TX (SAT)	49.2	51.2	2042	2052
San Diego, CA (SAN)	50.1	52.0	4205	4218

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
San Francisco, CA (SFO)	60.9	60.8	4524	4517
San Jose, CA (SJC)	44.8	44.9	2882	2881
San Juan, PR (SJU)	63.0	62.8	871	876
San Luis Obispo, CA (SBP)	70.8	67.8	284	286
Sanford, FL (SFB)	4.8	5.6	643	643
Santa Ana, CA (SNA)	46.2	46.6	1572	1572
Santa Barbara, CA (SBA)	57.4	57.7	256	260
Santa Fe, NM (SAF)	56.4	52.5	101	101
Santa Maria, CA (SMX)	0.0	0.0	5	5
Santa Rosa, CA (STS)	62.8	66.2	129	130
Sarasota/Bradenton, FL (SRQ)	49.6	48.7	556	556
Sault Ste. Marie, MI (CIU)	80.4	80.4	56	56
Savannah, GA (SAV)	46.7	44.1	799	803
Scottsbluff, NE (BFF)	94.2	96.2	52	52
Scranton/Wilkes-Barre, PA (AVP)	57.8	56.9	187	188
Seattle, WA (SEA)	72.1	72.7	5156	5141
Sheridan, WY (SHR)	76.7	63.3	30	30
Shreveport, LA (SHV)	60.1	64.5	316	318
Sioux City, IA (SUX)	58.8	58.2	68	67
Sioux Falls, SD (FSD)	44.9	44.1	383	381
Sitka, AK (SIT)	96.6	86.7	29	30
South Bend, IN (SBN)	56.3	57.3	341	342
Spokane, WA (GEG)	64.0	62.3	692	693
Springfield, IL (SPI)	72.5	69.6	102	102
Springfield, MO (SGF)	53.8	57.0	431	426
St. Cloud, MN (STC)	31.3	31.3	16	16
St. George, UT (SGU)	83.5	83.7	133	135
St. Louis, MO (STL)	51.7	51.5	3774	3780
St. Petersburg, FL (PIE)	13.7	14.9	498	498
State College, PA (SCE)	42.9	41.9	119	117
Staunton, VA (SHD)	86.5	84.6	52	52
Stillwater, OK (SWO)	68.6	72.9	51	48
Stockton, CA (SCK)	9.4	15.2	32	33
Sun Valley/Hailey/Ketchum, ID (SUN)	90.0	90.3	30	31
Syracuse, NY (SYR)	43.0	42.5	533	529
Tallahassee, FL (TLH)	54.9	54.0	277	278
Tampa, FL (TPA)	52.6	52.5	3825	3843
Texarkana, AR (TXK)	74.5	82.4	55	51
Toledo, OH (TOL)	47.8	46.7	90	90
Traverse City, MI (TVC)	50.0	50.5	190	192
Trenton, NJ (TTN)	31.3	34.4	32	32

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

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Tucson, AZ (TUS)	63.7	61.1	885	889
Tulsa, OK (TUL)	50.5	50.8	825	826
Twin Falls, ID (TWF)	93.3	96.7	30	30
Tyler, TX (TYR)	60.0	63.4	85	82
Valdosta, GA (VLD)	68.9	75.4	61	61
Valparaiso, FL (VPS)	49.8	49.1	422	424
Vernal, UT (VEL)	82.7	88.5	52	52
Waco, TX (ACT)	38.2	39.1	110	110
Washington, DC (DCA)	52.9	52.8	5273	5261
Washington, DC (IAD)	61.1	60.6	2858	2864
Waterloo, IA (ALO)	55.0	52.5	40	40
Watertown, SD (ATY)	90.4	88.5	52	52
West Palm Beach/Palm Beach, FL (PBI)	53.7	53.7	1065	1071
White Plains, NY (HPN)	39.5	36.7	243	248
Wichita Falls, TX (SPS)	69.1	73.7	81	76
Wichita, KS (ICT)	53.9	56.4	529	525
Williston, ND (XWA)	79.1	79.1	67	67
Wilmington, NC (ILM)	44.2	45.0	360	360
Worcester, MA (ORH)	63.5	62.7	52	51
Wrangell, AK (WRG)	90.0	91.7	60	60
Yakutat, AK (YAK)	90.0	90.0	60	60
Yuma, AZ (YUM)	58.4	54.4	89	90

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

APRIL 2020

CARRIER ¹	AT ALL US AIRPORTS				
	NUMBER OF AIRPORTS REPORTED	FLIGHT OPERATIONS SCHEDULED	FLIGHT OPERATIONS CANCELLED	PERCENT OF OPERATIONS CANCELLED	RANK
HAWAIIAN AIRLINES NETWORK	10	1648	290	17.6	1
- HAWAIIAN AIRLINES	8	1408	288	20.5	
- BRANDED CODESHARE PARTNERS	3	240	2	0.8	
SPIRIT AIRLINES	52	5543	1099	19.8	2
ALASKA AIRLINES NETWORK	95	12473	2533	20.3	3
- ALASKA AIRLINES	71	5964	1426	23.9	
- BRANDED CODESHARE PARTNERS	50	6509	1107	17.0	
DELTA AIR LINES NETWORK	216	50314	13597	27.0	4
- DELTA AIR LINES	123	26002	6894	26.5	
- BRANDED CODESHARE PARTNERS	191	24312	6703	27.6	
JETBLUE AIRWAYS	62	6886	2464	35.8	5
UNITED AIRLINES NETWORK	233	47847	17987	37.6	6
- UNITED AIRLINES	84	17820	8862	49.7	
- BRANDED CODESHARE PARTNERS	210	30027	9125	30.4	
AMERICAN AIRLINES NETWORK	230	103173	43569	42.2	7
- AMERICAN AIRLINES	101	42362	16574	39.1	
- BRANDED CODESHARE PARTNERS	219	60811	26995	44.4	
FRONTIER AIRLINES	96	2736	1304	47.7	8
SOUTHWEST AIRLINES	89	94362	48707	51.6	9
ALLEGiant AIR	119	6256	5298	84.7	10
TOTAL AIRPORTS SERVED	363	331,238	136,848	41.3	

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

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

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

APRIL 2020

CARRIER ¹	AT ALL US AIRPORTS				
	NUMBER OF AIRPORTS REPORTED	FLIGHT OPERATIONS SCHEDULED	FLIGHT OPERATIONS CANCELLED	PERCENT OF OPERATIONS CANCELLED	RANK
SPIRIT AIRLINES	52	5543	1099	19.8	1
HAWAIIAN AIRLINES	8	1408	288	20.5	2
ALASKA AIRLINES	71	5964	1426	23.9	3
DELTA AIR LINES	123	26002	6894	26.5	4
SKYWEST AIRLINES	244	39382	11116	28.2	5
EXPRESSJET AIRLINES	76	4656	1334	28.7	6
ENDEAVOR AIR	93	6283	1916	30.5	7
JETBLUE AIRWAYS	62	6886	2464	35.8	8
ENVOY AIR	141	14310	5563	38.9	9
AMERICAN AIRLINES	101	42362	16574	39.1	10
MESA AIRLINES	97	9157	3691	40.3	11
REPUBLIC AIRWAYS	75	12100	4885	40.4	12
FRONTIER AIRLINES	96	2736	1304	47.7	13
PSA AIRLINES	91	18155	8657	47.7	14
UNITED AIRLINES	84	17820	8862	49.7	15
SOUTHWEST AIRLINES	89	94362	48707	51.6	16
ALLEGiant AIR	119	6256	5298	84.7	17
TOTAL AIRPORTS SERVED	350	313,382	130,078	41.5	

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

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

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TABLE 7. CAUSES OF DELAY, BY REPORTING MARKETING CARRIER

APRIL 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	12473	9636	77.25	2533	20.31	10	0.08	160	1.28	8	0.06	80	0.64	6	0.05	40	0.32
- ALASKA AIRLINES	5964	4397	73.73	1426	23.91	6	0.10	61	1.02	7	0.12	39	0.65	3	0.05	25	0.42
- BRANDED CODESHARE PARTNERS	6509	5239	80.49	1107	17.01	4	0.06	99	1.52	1	0.02	41	0.63	3	0.05	15	0.23
ALLEGiant AIR	6256	650	10.39	5298	84.69	129	2.06	27	0.43	2	0.03	93	1.49	1	0.02	56	0.90
AMERICAN AIRLINES NETWORK	103173	56501	54.76	43569	42.23	65	0.06	1614	1.56	130	0.13	731	0.71	10	0.01	552	0.54
- AMERICAN AIRLINES	42362	24276	57.31	16574	39.12	25	0.06	851	2.01	45	0.11	352	0.83	3	0.01	236	0.56
- BRANDED CODESHARE PARTNERS	60811	32225	52.99	26995	44.39	40	0.07	763	1.25	85	0.14	379	0.62	7	0.01	317	0.52
DELTA AIR LINES NETWORK	50314	34000	67.58	13597	27.02	35	0.07	1254	2.49	69	0.14	1063	2.11	3	0.01	293	0.58
- DELTA AIR LINES	26002	17569	67.57	6894	26.51	16	0.06	744	2.86	17	0.07	663	2.55	2	0.01	98	0.38
- BRANDED CODESHARE PARTNERS	24312	16431	67.58	6703	27.57	19	0.08	510	2.10	53	0.22	400	1.65	1	0.00	195	0.80
FRONTIER AIRLINES	2736	1358	49.63	1304	47.66	0	0.00	31	1.13	2	0.07	25	0.91	0	0.00	16	0.58
HAWAIIAN AIRLINES NETWORK	1648	1333	80.89	290	17.60	1	0.06	17	1.03	0	0.00	1	0.06	0	0.00	6	0.36
- HAWAIIAN AIRLINES	1408	1100	78.13	288	20.45	0	0.00	15	1.07	0	0.00	0	0.00	0	0.00	5	0.36
- BRANDED CODESHARE PARTNERS	240	233	97.08	2	0.83	1	0.42	2	0.83	0	0.00	1	0.42	0	0.00	1	0.42
JETBLUE AIRWAYS	6886	4222	61.31	2464	35.78	4	0.06	125	1.82	1	0.01	36	0.52	1	0.01	33	0.48
SOUTHWEST AIRLINES	94362	44315	46.96	48707	51.62	34	0.04	581	0.62	22	0.02	504	0.53	9	0.01	190	0.20
SPIRIT AIRLINES	5543	4133	74.56	1099	19.83	4	0.07	175	3.16	6	0.11	49	0.88	1	0.02	75	1.35
UNITED AIRLINES NETWORK	47847	28450	59.46	17987	37.59	33	0.07	780	1.63	78	0.16	352	0.74	0	0.00	167	0.35
- UNITED AIRLINES	17820	8631	48.43	8862	49.73	3	0.02	195	1.09	13	0.07	72	0.40	0	0.00	44	0.25
- BRANDED CODESHARE PARTNERS	30027	19819	66.00	9125	30.39	30	0.10	585	1.95	66	0.22	280	0.93	0	0.00	123	0.41
TOTAL	331,238	184,598	55.73	136,848	41.31	315	0.10	4,764	1.44	319	0.10	2,935	0.89	31	0.01	1,427	0.43

*** 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

APRIL 2020

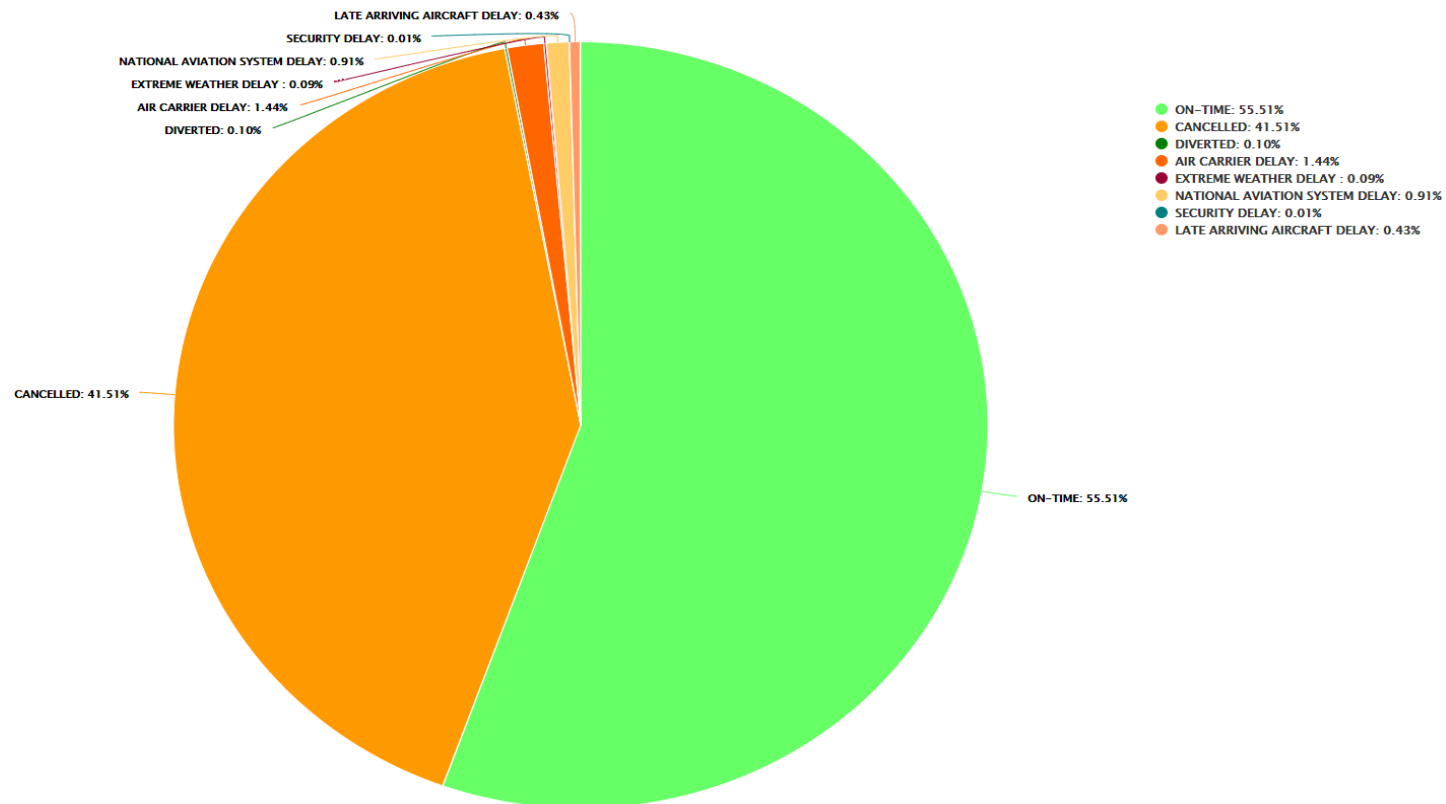
CARRIER	TOTAL RECORDS	ON TIME	% ON TIME	CANCELLED	% CANCELLED	DIVERTED	% DIVERTED	AIR CARRIER DELAY	% AIR CARRIER DELAY	EXTREME WEATHER DELAY	% EXTREME WEATHER DELAY	NATIONAL AVIATION SYSTEM DELAY	% NATIONAL AVIATION SYSTEM DELAY	SECURITY DELAY	% SECURITY DELAY	LATE ARRIVING AIRCRAFT DELAY	% LATE ARRIVING AIRCRAFT DELAY
ALASKA AIRLINES	5964	4397	73.73	1426	23.91	6	0.10	61	1.02	7	0.12	39	0.65	3	0.05	25	0.42
ALLEGIAN AIR	6256	650	10.39	5298	84.69	129	2.06	27	0.43	2	0.03	93	1.49	1	0.02	56	0.90
AMERICAN AIRLINES	42362	24276	57.31	16574	39.12	25	0.06	851	2.01	45	0.11	352	0.83	3	0.01	236	0.56
DELTA AIR LINES	26002	17569	67.57	6894	26.51	16	0.06	744	2.86	17	0.07	663	2.55	2	0.01	98	0.38
ENDEAVOR AIR	6283	4083	64.98	1916	30.49	3	0.05	140	2.23	5	0.08	109	1.73	0	0.00	26	0.41
ENVOY AIR	14310	8399	58.69	5563	38.87	8	0.06	112	0.78	26	0.18	140	0.98	2	0.01	59	0.41
EXPRESSJET AIRLINES	4656	3153	67.72	1334	28.65	5	0.11	61	1.31	17	0.37	74	1.59	0	0.00	12	0.26
FRONTIER AIRLINES	2736	1358	49.63	1304	47.66	0	0.00	31	1.13	2	0.07	25	0.91	0	0.00	16	0.58
HAWAIIAN AIRLINES	1408	1100	78.13	288	20.45	0	0.00	15	1.07	0	0.00	0	0.00	0	0.00	5	0.36
JETBLUE AIRWAYS	6886	4222	61.31	2464	35.78	4	0.06	125	1.82	1	0.01	36	0.52	1	0.01	33	0.48
MESA AIRLINES	9157	5150	56.24	3691	40.31	6	0.07	162	1.77	12	0.13	93	1.02	1	0.01	42	0.46
PSA AIRLINES	18155	8984	49.48	8657	47.68	10	0.06	282	1.55	29	0.16	93	0.51	3	0.02	96	0.53
REPUBLIC AIRWAYS	12100	6927	57.25	4885	40.37	7	0.06	160	1.32	15	0.12	50	0.41	0	0.00	56	0.46
SKYWEST AIRLINES	39382	26621	67.60	11116	28.23	38	0.10	775	1.97	75	0.19	465	1.18	2	0.01	290	0.74
SOUTHWEST AIRLINES	94362	44315	46.96	48707	51.62	34	0.04	581	0.62	22	0.02	504	0.53	9	0.01	190	0.20
SPIRIT AIRLINES	5543	4133	74.56	1099	19.83	4	0.07	175	3.16	6	0.11	49	0.88	1	0.02	75	1.35
UNITED AIRLINES	17820	8631	48.43	8862	49.73	3	0.02	195	1.09	13	0.07	72	0.40	0	0.00	44	0.25
TOTAL	313,382	173,968	55.51	130,078	41.51	298	0.10	4,498	1.44	295	0.09	2,860	0.91	28	0.01	1,358	0.43

* Causes of Delay:

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

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

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

APRIL 2020

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

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

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

AIR TRAVEL CONSUMER REPORT

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

APRIL 2020

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

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

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

APPENDIX

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

30 Largest U.S. Airports

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

Air Carriers Required to Report

Data to DOT and to CRS Vendors*

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

Voluntary Reporting

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

MISHANDLED BAGGAGE

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

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

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

AIR TRAVEL CONSUMER REPORT

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

RANK	CARRIER*	April 2020			April 2019		
		NUMBER OF BAGS ENPLANED	NUMBER OF BAGS MISHANDLED	NUMBER OF BAGS MISHANDLED PER 1000 ENPLANED	NUMBER OF BAGS ENPLANED	NUMBER OF BAGS MISHANDLED	NUMBER OF BAGS MISHANDLED PER 1000 ENPLANED
1	ALLEGiant AIR	11,823	25	2.11	580,910	925	1.59
2	SOUTHWEST AIRLINES	443,638	1,150	2.59	9,957,896	43,986	4.42
3	HAWAIIAN AIRLINES NETWORK	15,411	40	2.60	554,073	1,918	3.46
	- HAWAIIAN AIRLINES	14,848	40	2.69	538,897	1,829	3.39
	- BRANDED CODESHARE PARTNERS	563	0	0.00	15,176	89	5.86
4	DELTA AIR LINES NETWORK	408,962	1,430	3.50	8,524,251	36,925	4.33
	- DELTA AIR LINES	298,593	1,043	3.49	6,443,577	29,249	4.54
	- BRANDED CODESHARE PARTNERS	110,369	387	3.51	2,080,674	7,676	3.69
5	UNITED AIRLINES NETWORK	232,532	817	3.51	6,437,026	37,740	5.86
	- UNITED AIRLINES	133,540	587	4.40	3,881,946	23,088	5.95
	- BRANDED CODESHARE PARTNERS	98,992	230	2.32	2,555,080	14,652	5.73
6	ALASKA AIRLINES NETWORK	151,400	682	4.50	2,288,857	9,810	4.29
	- ALASKA AIRLINES	101,314	465	4.59	1,688,200	7,069	4.19
	- BRANDED CODESHARE PARTNERS	50,086	217	4.33	600,657	2,741	4.56
7	SPIRIT AIRLINES	43,082	225	5.22	1,058,136	4,222	3.99
8	AMERICAN AIRLINES NETWORK	657,158	3,792	5.77	9,584,839	82,855	8.64
	- AMERICAN AIRLINES	383,894	2,587	6.74	5,810,400	51,429	8.85
	- BRANDED CODESHARE PARTNERS	273,264	1,205	4.41	3,774,439	31,426	8.33
9	JETBLUE AIRWAYS	46,321	298	6.43	1,187,249	6,640	5.59
10	FRONTIER AIRLINES	16,138	119	7.37	724,466	2,678	3.70
	TOTAL	2,026,465	8,578	4.23	40,897,703	227,699	5.57

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

AIR TRAVEL CONSUMER REPORT

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

RANK	CARRIER*	April 2020			April 2019		
		NUMBER OF BAGS ENPLANED	NUMBER OF BAGS MISHANDLED	NUMBER OF BAGS MISHANDLED PER 1000 ENPLANED	NUMBER OF BAGS ENPLANED	NUMBER OF BAGS MISHANDLED	NUMBER OF BAGS MISHANDLED PER 1000 ENPLANED
1	EXPRESSJET AIRLINES	19,057	31	1.63	354,681	1,941	5.47
2	ALLEGiant AIR	11,823	25	2.11	580,910	925	1.59
3	SOUTHWEST AIRLINES	443,638	1,150	2.59	9,957,896	43,986	4.42
4	HAWAIIAN AIRLINES	14,848	40	2.69	538,897	1,829	3.39
5	ENDEAVOR AIR	31,112	94	3.02	866,141	3,502	4.04
6	MESA AIRLINES	51,826	164	3.16	796,385	6,031	7.57
7	PSA AIRLINES	96,764	334	3.45	1,133,404	9,170	8.09
8	DELTA AIR LINES	298,593	1,043	3.49	6,443,577	29,249	4.54
9	SKYWEST AIRLINES	159,489	607	3.81	2,488,182	11,907	4.79
10	UNITED AIRLINES	133,540	587	4.40	3,881,946	23,088	5.95
11	ALASKA AIRLINES	101,314	465	4.59	1,688,200	7,069	4.19
12	ENVOY AIR	67,302	324	4.81	884,814	7,972	9.01
13	SPIRIT AIRLINES	43,082	225	5.22	1,058,136	4,222	3.99
14	REPUBLIC AIRWAYS	31,629	187	5.91	744,850	5,807	7.80
15	JETBLUE AIRWAYS	46,321	298	6.43	1,187,249	6,640	5.59
16	AMERICAN AIRLINES	383,894	2,587	6.74	5,810,400	51,429	8.85
17	FRONTIER AIRLINES	16,138	119	7.37	724,466	2,678	3.70
	TOTAL	1,950,370	8,280	4.25	39,140,134	217,445	5.56

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

MISHANDLED WHEELCHAIRS AND SCOOTERS

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

AIR TRAVEL CONSUMER REPORT

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

RANK	CARRIER*	April 2020			April 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	FRONTIER AIRLINES	221	0	0.00	1,644	17	1.03
2	JETBLUE AIRWAYS	127	0	0.00	1,969	22	1.12
3	ALLEGiant AIR	50	0	0.00	1,473	8	0.54
4	HAWAIIAN AIRLINES NETWORK	39	0	0.00	502	12	2.39
	- HAWAIIAN AIRLINES	29	0	0.00	419	10	2.39
	- BRANDED CODESHARE PARTNERS	10	0	0.00	83	2	2.41
5	UNITED AIRLINES NETWORK	343	2	0.58	9,810	165	1.68
	- UNITED AIRLINES	218	2	0.92	6,700	118	1.76
	- BRANDED CODESHARE PARTNERS	125	0	0.00	3,110	47	1.51
6	DELTA AIR LINES NETWORK	831	6	0.72	21,216	119	0.56
	- DELTA AIR LINES	662	5	0.76	12,446	102	0.82
	- BRANDED CODESHARE PARTNERS	169	1	0.59	8,770	17	0.19
7	SOUTHWEST AIRLINES	464	5	1.08	9,716	163	1.68
8	AMERICAN AIRLINES NETWORK	686	15	2.19	4,426	188	4.25
	- AMERICAN AIRLINES	489	12	2.45	3,643	138	3.79
	- BRANDED CODESHARE PARTNERS	197	3	1.52	783	50	6.39
9	ALASKA AIRLINES NETWORK	112	3	2.68	2,114	11	0.52
	- ALASKA AIRLINES	87	3	3.45	1,814	10	0.55
	- BRANDED CODESHARE PARTNERS	25	0	0.00	300	1	0.33
10	SPIRIT AIRLINES	54	2	3.70	1,767	32	1.81
	TOTAL	2,927	33	1.13	54,637	737	1.35

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

AIR TRAVEL CONSUMER REPORT

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

RANK	CARRIER*	April 2020			April 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	FRONTIER AIRLINES	221	0	0.00	1,644	17	1.03
2	JETBLUE AIRWAYS	127	0	0.00	1,969	22	1.12
3	ALLEGiant AIR	50	0	0.00	1,473	8	0.54
4	REPUBLIC AIRWAYS	34	0	0.00	769	14	1.82
5	ENDEAVOR AIR	30	0	0.00	4,390	8	0.18
6	HAWAIIAN AIRLINES	29	0	0.00	419	10	2.39
7	EXPRESSJET AIRLINES	14	0	0.00	327	5	1.53
8	SKYWEST AIRLINES	218	1	0.46	5,431	28	0.52
9	DELTA AIR LINES	662	5	0.76	12,446	102	0.82
10	UNITED AIRLINES	218	2	0.92	6,700	118	1.76
11	SOUTHWEST AIRLINES	464	5	1.08	9,716	163	1.68
12	ENVOY AIR	60	1	1.67	210	17	8.10
13	MESA AIRLINES	56	1	1.79	535	14	2.62
14	PSA AIRLINES	42	1	2.38	149	9	6.04
15	AMERICAN AIRLINES	489	12	2.45	3,643	138	3.79
16	ALASKA AIRLINES	87	3	3.45	1,814	10	0.55
17	SPIRIT AIRLINES	54	2	3.70	1,767	32	1.81
	TOTAL	2,855	33	1.16	53,402	715	1.34

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

OVERSALES

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

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

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

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



AIR TRAVEL CONSUMER REPORT

PASSENGERS DENIED BOARDING BY REPORTING MARKETING U.S. AIRLINES

RANK	CARRIER*	JANUARY - MARCH 2020			
		DENIED BOARDINGS (DB'S)		ENPLANED PASSENGERS	INVOLUNTARY DB's PER 10,000 PASSENGERS
		VOLUNTARY	INVOLUNTARY		
1	ALLEGiant AIR	272	0	3,197,140	0.00
2	DELTA AIR LINES NETWORK - DELTA AIR LINES - BRANDED CODESHARE PARTNERS	27,841 16,399 11,442	5 0 5	35,636,685 27,870,231 7,766,454	0.00 0.00 0.01
3	JETBLUE AIRWAYS	250	2	7,303,799	0.00
4	UNITED AIRLINES NETWORK - UNITED AIR LINES - BRANDED CODESHARE PARTNERS	9,236 2,842 6,394	11 7 4	27,418,090 18,412,040 9,006,050	0.00 0.00 0.00
5	HAWAIIAN AIRLINES NETWORK - HAWAIIAN AIRLINES - BRANDED CODESHARE PARTNERS	132 125 7	1 1 0	2,227,422 2,185,709 41,713	0.00 0.00 0.00
6	SOUTHWEST AIRLINES	2,355	112	29,539,107	0.04
7	ALASKA AIRLINES NETWORK - ALASKA AIRLINES - BRANDED CODESHARE PARTNERS	1,944 1,515 429	75 30 45	8,621,461 6,420,719 2,200,742	0.09 0.05 0.20
8	SPIRIT AIRLINES	3,585	64	7,195,275	0.09
9	FRONTIER AIRLINES	481	96	4,685,687	0.20
10	AMERICAN AIRLINES NETWORK - AMERICAN AIRLINES - BRANDED CODESHARE PARTNERS	12,399 6,127 6,272	1,512 465 1,047	39,047,799 27,440,927 11,606,872	0.39 0.17 0.90
	TOTAL	58,495	1,878	164,872,465	0.11

JANUARY - MARCH 2019			
DENIED BOARDINGS (DB'S)		ENPLANED PASSENGERS	INVOLUNTARY DB's PER 10,000 PASSENGERS
VOLUNTARY	INVOLUNTARY		
34	510	3,473,390	1.47
37,172 28,276 8,896	3 1 2	41,503,395 32,597,931 8,905,464	0.00 0.00 0.00
721	23	9,061,253	0.03
20,564 8,856 11,708	24 17 7	32,930,557 22,660,404 10,270,153	0.01 0.01 0.01
78 72 6	0 0 0	2,668,228 2,615,452 52,776	0.00 0.00 0.00
9,996	1,594	37,409,141	0.43
3,312 2,498 814	274 158 116	10,114,923 7,612,627 2,502,296	0.27 0.21 0.46
6,768	46	7,265,473	0.06
587	168	5,128,189	0.33
43,276 28,362 14,914	3,533 1,724 1,809	46,178,265 33,083,888 13,094,377	0.77 0.52 1.38
122,508	6,175	195,732,814	0.32

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

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

AIR TRAVEL CONSUMER REPORT

PASSENGERS DENIED BOARDING BY REPORTING OPERATING U.S. AIRLINES

RANK	AIRLINE*	JANUARY - MARCH 2020			
		DENIED BOARDINGS (DB'S)		ENPLANED PASSENGERS	INVOLUNTARY DB's PER 10,000 PASSENGERS
		VOLUNTARY	INVOLUNTARY		
1	DELTA AIR LINES	16,399	0	27,870,231	0.00
2	ALLEGiant AIR	272	0	3,197,140	0.00
3	ENDEAVOR AIR	3,775	0	2,964,249	0.00
4	EXPRESSJET AIRLINES	669	0	1,239,445	0.00
5	JETBLUE AIRWAYS	250	2	7,303,799	0.00
6	UNITED AIR LINES	2,842	7	18,412,040	0.00
7	HAWAIIAN AIRLINES	125	1	2,185,709	0.00
8	SOUTHWEST AIRLINES	2,355	112	29,539,107	0.04
9	ALASKA AIRLINES	1,515	30	6,420,719	0.05
10	MESA AIRLINES	962	18	2,681,520	0.07
11	SPIRIT AIR LINES	3,585	64	7,195,275	0.09
12	AMERICAN AIRLINES	6,127	465	27,440,927	0.17
13	FRONTIER AIRLINES	481	96	4,685,687	0.20
14	SKYWEST AIRLINES	9,991	211	8,355,310	0.25
15	REPUBLIC AIRWAYS	1,101	85	3,098,354	0.27
16	PSA AIRLINES	1,291	204	3,039,515	0.67
17	ENVOY AIR	1,895	281	2,863,191	0.98
TOTAL		53,635	1,576	158,492,218	0.10

JANUARY - MARCH 2019			
DENIED BOARDINGS (DB'S)		ENPLANED PASSENGERS	INVOLUNTARY DB's PER 10,000 PASSENGERS
VOLUNTARY	INVOLUNTARY		
28,276	1	32,597,931	0.00
34	510	3,473,390	1.47
4,432	0	3,113,553	0.00
1,470	1	1,454,843	0.01
721	23	9,061,253	0.03
8,856	17	22,660,404	0.01
72	0	2,615,452	0.00
9,996	1,594	37,409,141	0.43
2,498	158	7,612,627	0.21
3,864	485	3,288,521	1.47
6,768	46	7,265,473	0.06
28,362	1,724	33,083,888	0.52
587	168	5,128,189	0.33
7,163	233	8,697,930	0.27
3,713	80	4,183,267	0.19
3,166	267	3,412,630	0.78
3,807	490	3,137,713	1.56
113,785	5,797	188,196,205	0.31

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

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

CONSUMER COMPLAINTS

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

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

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

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

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

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

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

AIR TRAVEL CONSUMER REPORT

TABLE 1

CONSUMER COMPLAINTS
SUMMARY

	APRIL 2020				APRIL 2019			
	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS
U.S. AIRLINES	8,146	25	1	490	765	48	0	167
FOREIGN AIRLINES	9,374	3	0	265	404	5	0	100
TRAVEL AGENTS	2,304	0	0	37	33	2	0	9
TOUR OPERATORS	19	0	0	1	0	0	0	0
MISCELLANEOUS	13	1	0	3	4	5	0	20
INDUSTRY TOTALS	19,856	29	1	796	1,206	60	0	296

AIR TRAVEL CONSUMER REPORT

Table 2

COMPLAINT CATEGORIES*						
COMPLAINT CATEGORY	APRIL 2020			APRIL 2019		
	RANKING	COMPLAINTS**	SUB-CATEGORY	RANKING	COMPLAINTS**	SUB-CATEGORY
REFUNDS	1	17,387		5	98	
RESERVATIONS/TICKETING/BOARDING	2	1,619		3	168	
FARES	3	565		6	91	
FLIGHT PROBLEMS	4	112		1	375	
CANCELLATION			91			158
DELAY			7			132
MISCONNECTION			7			51
BAGGAGE	5	59		2	197	
CUSTOMER SERVICE	6	55		4	109	
OTHER	7	35		9	33	
FREQUENT FLYER			25			10
DISABILITY	8	15		7	81	
OVERSALES	9	6		8	44	
DISCRIMINATION	10	2		10	5	
ADVERTISING	11	1		11	4	
ANIMALS	12	0		12	1	
COMPLAINT TOTAL		19,856			1,206	

* 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*
APRIL 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	2	0	6	3	295	0	0	1	0	0	0	2	309
ALLEGiant AIR	1	0	7	3	149	0	0	0	0	0	0	0	160
AMERICAN AIRLINES	9	1	18	37	1,173	3	5	3	0	0	0	19	1,268
DELTA AIR LINES	1	0	15	22	732	4	6	0	0	0	0	0	780
ENDEAVOR AIR	0	0	0	0	6	0	0	0	0	0	0	0	6
FRONTIER AIRLINES	2	0	16	38	850	3	3	0	1	0	0	0	913
HAWAIIAN AIRLINES	0	0	11	6	197	0	1	0	0	0	0	0	215
HORIZON AIRLINES	0	0	0	0	8	0	0	0	0	0	0	0	8
JETBLUE AIRWAYS	2	0	9	6	452	1	4	1	0	0	0	0	475
REPUBLIC AIRWAYS	0	0	0	0	9	0	0	0	0	0	0	0	9
SILVER AIRWAYS	1	0	1	1	38	0	0	0	0	0	0	0	41
SKYWEST AIRLINES	1	0	1	0	20	0	0	0	0	1	0	0	23
SOUTHWEST AIRLINES	1	0	4	20	521	1	3	1	0	0	0	0	551
SPIRIT AIRLINES	3	0	12	8	365	2	3	3	0	1	0	0	397
SUN COUNTRY AIRLINES	0	0	0	3	118	3	1	0	0	0	0	0	125
UNITED AIRLINES	16	2	18	41	2,727	4	10	1	0	0	0	3	2,822
Other U.S. Airlines	4	1	0	1	30	0	4	0	0	0	0	4	44
TOTAL APRIL 2020	43	4	118	189	7,690	21	40	10	1	2	0	28	8,146
% of TOTAL COMPLAINTS	0.5	0.0	1.4	2.3	94.4	0.3	0.5	0.1	0.0	0.0	0	0.3	
TOTAL APRIL 2019	311	29	88	47	31	83	76	71	1	5	0	23	765
% of TOTAL COMPLAINTS	40.7	3.8	11.5	6.1	4.1	10.8	9.9	9.3	0.1	0.7	0	3.0	

* 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 APR	INCI- DENTS IN APR	PERCENT	INCI- DENTS IN MAR	PERCENT	INCI- DENTS IN ALL PRIOR MONTHS	PERCENT	UN- KNOWN INCI- DENT DATE	PERCENT
ALASKA AIRLINES	309	134	43.4	67	21.7	85	27.5	23	7.4
ALLEGiant AIR	160	68	42.5	31	19.4	54	33.8	7	4.4
AMERICAN AIRLINES	1268	545	43.0	299	23.6	317	25.0	107	8.4
DELTA AIR LINES	780	337	43.2	146	18.7	243	31.2	54	6.9
ENDEAVOR AIR	6	2	33.3	2	33.3	2	33.3	0	0.0
FRONTIER AIRLINES	913	361	39.5	243	26.6	263	28.8	46	5.0
HAWAIIAN AIRLINES	215	88	40.9	35	16.3	79	36.7	13	6.0
HORIZON AIRLINES	8	3	37.5	1	12.5	3	37.5	1	12.5
JETBLUE AIRWAYS	475	244	51.4	76	16.0	130	27.4	25	5.3
OTHER	21	5	23.8	8	38.1	5	23.8	3	14.3
REPUBLIC AIRWAYS	9	5	55.6	1	11.1	3	33.3	0	0.0
SILVER AIRWAYS	41	23	56.1	9	22.0	6	14.6	3	7.3
SKYWEST AIRLINES	23	11	47.8	3	13.0	8	34.8	1	4.3
SOUTHWEST AIRLINES	551	248	45.0	90	16.3	184	33.4	29	5.3
SPIRIT AIRLINES	397	187	47.1	116	29.2	75	18.9	19	4.8
SUN COUNTRY AIRLINES	125	49	39.2	39	31.2	34	27.2	3	2.4
UNITED AIRLINES	2822	1319	46.7	586	20.8	774	27.4	143	5.1
Other U.S. Airlines	23	5	21.7	3	13.0	13	56.5	2	8.7
Totals	8,146	3,634	44.6	1,755	21.5	2,278	28.0	479	5.9
Previous Year's Totals	765	436	57.0	160	20.9	120	15.7	49	6.4

* 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**
APRIL 2020

	FLIGHT PROBLEMS	OVER- SALES	RES/TKT/ BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DIS- ABILITY	ADVERT- ISING	DISCRIM- INATION	ANIMALS	OTHER	TOTAL
<u>FOREIGN AIRLINES</u>													
AEGEAN AIRLINES	0	0	1	0	14	0	0	0	0	0	0	0	15
AER LINGUS	2	0	2	4	81	0	0	0	0	0	0	0	89
AEROFLOT	1	0	1	0	21	2	0	0	0	0	0	0	25
AEROLINEAS ARGENTINAS	0	0	0	0	6	0	0	0	0	0	0	0	6
AEROMEXICO	0	0	8	4	329	1	1	0	0	0	0	0	343
AIR ASIA	0	0	2	0	20	0	0	0	0	0	0	0	22
AIR CANADA	6	0	11	60	969	2	0	0	0	0	0	1	1,049
AIR CHINA	0	0	0	0	10	1	0	0	0	0	0	0	11
AIR EUROPA	0	0	1	0	17	0	0	0	0	0	0	0	18
AIR FRANCE	5	0	7	13	217	0	0	0	0	0	0	0	242
AIR INDIA	1	0	2	5	59	0	0	0	0	0	0	0	67
AIR NEW ZEALAND	0	0	0	0	108	0	0	0	0	0	0	0	108
AIR TAHITI NUI	0	0	0	1	70	0	0	0	0	0	0	0	71
AIR TRANSAT	0	0	0	0	37	0	0	0	0	0	0	0	37
ALITALIA AIRLINES	0	0	1	0	27	0	0	0	0	0	0	0	28
ANA ALL NIPPON AIRLINES	1	0	4	0	12	1	0	0	0	0	0	0	18
ASIANA AIRLINES	0	0	0	0	11	0	0	0	0	0	0	0	11
AUSTRIAN AIRLINES	0	0	1	0	17	0	0	0	0	0	0	0	18
AVIANCA	0	0	12	7	189	0	1	0	0	0	0	0	209
AZUL BRAZILIAN AIRLINES	1	0	0	0	11	1	0	0	0	0	0	0	13
BAHAMASAIR HOLDINGS	0	0	2	1	5	0	0	0	0	0	0	0	8
BRITISH AIRWAYS	1	0	15	10	311	0	0	0	0	0	0	1	338
BRUSSELS AIRLINES	0	0	0	0	17	0	0	0	0	0	0	0	17
CABO VERDE AIRLINES	2	0	0	1	2	0	0	0	0	0	0	0	5
CARIBBEAN AIRLINES	0	0	0	1	20	0	0	0	0	0	0	0	21
CATHAY PACIFIC AIRWAYS	0	0	0	2	19	0	0	0	0	0	0	0	21
CHINA AIRLINES	0	0	0	4	11	0	0	0	0	0	0	0	15
CHINA EASTERN AIRLINES	0	0	0	0	7	0	0	0	0	0	0	0	7
CONDOR	0	0	3	0	40	0	0	0	0	0	0	0	43
COPA	4	0	4	2	164	0	0	1	0	0	0	0	175
CORSAIR	0	0	0	0	17	0	0	0	0	0	0	0	17
EASY JET	0	0	0	0	11	0	0	0	0	0	0	0	11
EGYPTAIR	0	0	1	0	10	0	0	0	0	0	0	0	11
EL AL ISRAEL	2	1	24	0	147	1	0	0	0	0	0	0	175
EMIRATES AIRLINES	2	0	4	7	183	1	0	0	0	0	0	0	197
ETHIOPIAN AIRLINES	0	0	4	3	42	4	1	0	0	0	0	1	55
ETIHAD AIRWAYS	0	0	1	2	47	0	0	0	0	0	0	0	50
EUROWINGS	0	0	0	0	14	0	0	0	0	0	0	1	15

AIR TRAVEL CONSUMER REPORT

Table 5 (Cont'd.)

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

	FLIGHT PROBLEMS	OVER- SALES	RES/TKT/ BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DIS- ABILITY	ADVERT- ISING	DISCRIM- INATION	ANIMALS	OTHER	TOTAL
EVA AIRWAYS	0	0	0	1	35	0	0	0	0	0	0	0	36
FIJI AIRWAYS	0	0	3	2	63	0	0	0	0	0	0	0	68
FINNAIR	1	0	0	1	25	0	0	0	0	0	0	0	27
FRENCH BEE	0	0	0	0	45	0	0	0	0	0	0	0	45
IBERIA AIRLINES	2	0	11	3	229	0	0	1	0	0	0	0	246
ICELANDAIR	0	0	3	3	65	0	1	0	0	0	0	0	72
INTERJET	4	0	16	3	222	1	2	1	0	0	0	0	249
JAPAN AIR LINES	0	0	1	0	17	0	0	0	0	0	0	0	18
JETSTAR AIRWAYS	0	0	0	0	6	0	0	0	0	0	0	0	6
KENYA AIRWAYS	0	0	0	0	31	1	0	0	0	0	0	0	32
KLM	0	0	3	4	198	0	0	0	0	0	0	0	205
KOREAN AIR LINES	0	0	1	0	17	0	0	0	0	0	0	0	18
LA COMPAGNIE	0	0	1	0	9	0	0	0	0	0	0	0	10
LATAM	1	0	3	1	100	0	1	0	0	0	0	0	106
LEVEL	0	0	4	0	44	0	0	0	0	0	0	0	48
LOT POLISH AIRLINES	0	0	0	0	28	0	0	0	0	0	0	0	28
LUFTHANSA	1	0	5	10	259	4	1	0	0	0	0	0	280
NORWEGIAN AIR SHUTTLE	1	0	17	1	272	2	0	0	0	0	0	0	293
PHILIPPINE AIRLINES	1	0	1	2	33	0	0	0	0	0	0	0	37
PORTER AIRLINES	0	0	1	0	16	0	0	0	0	0	0	0	17
QANTAS AIRWAYS	0	0	1	1	28	0	0	0	0	0	0	0	30
QATAR AIRWAYS	0	0	3	1	69	0	1	0	0	0	0	0	74
ROYAL AIR MAROC	1	0	7	0	82	5	0	0	0	0	0	0	95
ROYAL JORDANIAN AIRLINES	0	0	0	0	42	0	0	0	0	0	0	0	42
RYANAIR	1	0	2	0	10	0	0	0	0	0	0	0	13
SAS	0	0	2	2	74	0	0	0	0	0	0	1	79
SATA INTERNACIONAL	0	0	0	0	52	0	0	0	0	0	0	0	52
SAUDI ARABIAN AIRLINES	0	0	2	0	9	0	0	0	0	0	0	0	11
SINGAPORE AIRLINES	0	0	0	5	89	0	0	0	0	0	0	0	94
SOUTH AFRICAN AIRWAYS	1	0	4	0	63	0	0	1	0	0	0	0	69
SWISS AIR	0	0	1	1	52	1	0	0	0	0	0	0	55
SWOOP	0	0	1	0	37	0	0	0	0	0	0	0	38
TAME	0	0	1	1	3	1	0	0	0	0	0	0	6
TAP	4	0	16	1	614	0	0	0	0	0	0	0	635
THAI AIRWAYS	0	0	0	0	6	0	0	0	0	0	0	0	6

AIR TRAVEL CONSUMER REPORT

Table 5 (Cont'd.)

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

	FLIGHT PROBLEMS	OVER- SALES	RES/TKT/ BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DIS- ABILITY	ADVERT- ISING	DISCRIM- INATION	ANIMALS	OTHER	TOTAL
TURKISH AIRLINES	1	0	5	1	149	3	0	0	0	0	0	0	159
UKRAINE INTERNATIONAL AIRLINES	0	1	0	0	15	1	0	0	0	0	0	0	17
VIRGIN ATLANTIC AIRWAYS	0	0	3	1	68	0	0	0	0	0	0	0	72
VIRGIN AUSTRALIA	0	0	2	2	36	0	0	0	0	0	0	0	40
VIVA AIR	0	0	0	0	16	0	0	0	0	0	0	0	16
VIVAAEROBUS	0	0	7	1	30	2	0	0	0	0	0	0	40
VOLARIS AIRLINES	20	0	1,173	85	700	2	4	1	0	0	0	0	1,985
VUELING AIRLINES	0	0	1	0	16	0	0	0	0	0	0	0	17
WEST JET	0	0	0	0	217	0	0	0	0	0	0	0	217
XIAMEN AIRLINES	0	0	0	0	7	0	0	0	0	0	0	0	7
OTHER FOREIGN AIRLINES	1	0	3	0	78	1	0	0	0	0	0	0	83
TOTALS	68	2	1,415	260	7,568	38	13	5	0	0	0	5	9,374
<u>TRAVEL AGENTS</u>													
AIRTKT.COM	0	0	1	0	4	0	0	0	0	0	0	0	5
AMERICAN EXPRESS TRAVEL OFFICE	0	0	0	0	26	0	0	0	0	0	0	0	26
ASAPTICKETS.COM	0	0	0	0	40	0	0	0	0	0	0	0	40
CAPITAL ONE TRAVEL	0	0	0	0	6	0	0	0	0	0	0	0	6
CHASE TRAVEL	0	0	0	0	100	0	1	0	0	0	0	0	101
CHEAP TICKETS	0	0	4	0	17	0	0	0	0	0	0	0	21
CHEAPOAIR.COM	0	0	16	13	229	0	0	0	0	0	0	0	258
COSTCO TRAVEL	0	0	0	1	9	0	0	0	0	0	0	0	10
EXPEDIA.COM	0	0	22	11	532	0	0	0	0	0	0	0	565
EXPLORETRIP.COM	0	0	0	0	12	0	0	0	0	0	0	0	12
FAREBOOM.COM	0	0	0	1	7	0	0	0	0	0	0	0	8
FARESCAN.COM	0	0	0	2	12	0	0	0	0	0	0	0	14
FLIGHT NETWORK	0	0	0	0	15	0	0	0	0	0	0	0	15
FLIGHTHUB	0	0	0	1	17	0	0	0	0	0	0	0	18
FLYUS.COM	0	0	1	1	5	0	0	0	0	0	0	0	7
GATE 1 TRAVEL	0	0	0	0	14	0	0	0	0	0	0	0	14
GOTOGATE	0	0	0	0	20	0	0	0	0	0	0	0	20
HOP2	0	0	0	3	10	0	0	0	0	0	0	0	13
HOPPER.COM	0	0	1	0	27	0	0	0	0	0	0	0	28
HOTWIRE.COM	0	0	0	0	9	0	0	0	0	0	0	0	9
JUSTAIRTICKET.COM	0	0	0	2	4	0	0	0	0	0	0	0	6
JUSTFLY.COM	0	0	7	19	229	0	0	0	0	0	0	0	255
KIWI.COM	0	0	1	4	33	0	0	0	0	0	0	0	38
MYFLIGHTSEARCH.COM	0	0	1	0	4	0	0	0	0	0	0	0	5
MYTRIP.COM	0	0	0	0	7	0	0	0	0	0	0	0	7
ONETRavel	0	0	0	4	11	0	0	0	0	0	0	0	15

AIR TRAVEL CONSUMER REPORT

Table 5 (Cont'd.)

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

	FLIGHT PROBLEMS	OVER- SALES	RES/TKT/ BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DIS- ABILITY	ADVERT- ISING	DISCRIM- INATION	ANIMALS	OTHER	TOTAL
ORBITZ.COM	0	0	7	1	143	0	1	0	0	0	0	0	152
OVAGO	0	0	4	35	130	0	0	0	0	0	0	0	169
PRICELINE.COM	1	0	1	1	64	0	0	0	0	0	0	0	67
SMARTFARES.COM	0	0	0	0	9	0	0	0	0	0	0	0	9
STUDENTUNIVERSE	0	0	0	0	8	0	0	0	0	0	0	0	8
TRAVELGENIO	0	0	3	0	6	0	0	0	0	0	0	0	9
TRAVELOCITY.COM	0	0	2	1	119	0	0	0	0	0	0	0	122
TRIP.COM	0	0	0	1	8	0	0	0	0	0	0	0	9
TRIPMASTERS	0	0	0	0	14	0	0	0	0	0	0	0	14
VAYAMA	0	0	9	2	58	0	0	0	0	0	0	0	69
OTHER TRAVEL AGENTS	0	0	6	12	142	0	0	0	0	0	0	0	160
TOTALS	1	0	86	115	2,100	0	2	0	0	0	0	0	2,304
<u>TOUR OPERATORS</u>													
DELTA DREAM VACATIONS	0	0	0	0	8	0	0	0	0	0	0	0	8
FUN JET INCORPORATED	0	0	0	0	7	0	0	0	0	0	0	0	7
OTHER TOUR OPERATORS	0	0	0	0	4	0	0	0	0	0	0	0	4
TOTALS	0	0	0	0	19	0	0	0	0	0	0	0	19
<u>MISCELLANEOUS</u>													
OTHER TOUR OPERATORS	0	0	0	1	10	0	0	0	0	0	0	1	12
Other Miscellaneous	0	0	0	0	0	0	0	0	0	0	0	1	1
TOTALS	0	0	0	1	10	0	0	0	0	0	0	2	13

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

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

TABLE 6

AIR TRAVEL CONSUMER REPORT

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

APRIL 2020		APRIL 2019
AIRLINE	COMPLAINTS	COMPLAINTS
ALASKA AIRLINES NETWORK	326	18
- ALASKA AIRLINES	309	17
- BRANDED CODESHARE PARTNERS	17	1
ALLEGiant AIR	160	22
AMERICAN AIRLINES NETWORK	1,270	265
- AMERICAN AIRLINES	1,268	236
- BRANDED CODESHARE PARTNERS	2	29
DELTA AIR LINES NETWORK	807	72
- DELTA AIR LINES	780	61
- BRANDED CODESHARE PARTNERS	27	11
FRONTIER AIRLINES	913	34
HAWAIIAN AIRLINES NETWORK	215	7
- HAWAIIAN AIRLINES	215	7
- BRANDED CODESHARE PARTNERS	0	0
JETBLUE AIRWAYS	475	29
SOUTHWEST AIRLINES	551	61
SPIRIT AIRLINES	397	95
UNITED AIRLINES NETWORK	2,824	130
- UNITED AIRLINES	2,822	114
- BRANDED CODESHARE PARTNERS	2	16
TOTAL	7,938	733

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

TABLE 6A

AIR TRAVEL CONSUMER REPORT

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

RANK	AIRLINE	APRIL 2020			APRIL 2019		
		COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS	COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS
1	MESA AIRLINES	0	75,864	0.00	5	1,213,092	0.41
2	ENVOY AIR	1	85,611	1.17	12	1,203,634	1.00
3	PSA AIRLINES	2	87,792	2.28	6	1,259,510	0.48
4	EXPRESSJET AIRLINES	1	22,804	4.39	1	468,670	0.21
5	SKYWEST AIRLINES	23	226,427	10.16	8	3,471,882	0.23
6	REPUBLIC AIRWAYS	9	58,278	15.44	6	1,593,218	0.38
7	ENDEAVOR AIR	6	38,289	15.67	9	1,239,171	0.73
8	SOUTHWEST AIRLINES	551	515,728	106.84	61	13,739,868	0.44
9	DELTA AIR LINES	780	490,892	158.89	61	13,415,603	0.45
10	AMERICAN AIRLINES	1,268	658,217	192.64	236	12,553,976	1.88
11	ALASKA AIRLINES	309	110,561	279.48	17	2,894,680	0.59
12	SPIRIT AIRLINES	397	135,464	293.07	95	2,740,724	3.47
13	ALLEGiant AIR	160	39,224	407.91	22	1,290,043	1.71
14	JETBLUE AIRWAYS	475	87,559	542.49	29	3,674,780	0.79
15	HAWAIIAN AIRLINES	215	21,158	1016.16	7	927,964	0.75
16	UNITED AIRLINES	2,822	227,350	1241.26	114	9,674,663	1.18
17	FRONTIER AIRLINES	913	42,880	2129.20	34	1,674,524	2.03
TOTAL		7,932	2,924,098	271.26	723	73,036,002	0.99

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

AIR TRAVEL CONSUMER REPORT

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

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

Air Carrier	Race	Ancestry/ Ethnicity	National Origin	Color	Religion	Sex	Other
SKYWEST	1						
SPIRIT	1						
TOTAL	2						

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

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

COMPLAINT CATEGORIES

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

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

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

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

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

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

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

Disability: Civil rights complaints by air travelers with disabilities.

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

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

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

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

AIR TRAVEL CONSUMER REPORT

April 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
American Airlines	0	1	0
Totals:	0	1	0

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

The Transportation Security Administration (TSA) screened approximately 3 million airline passengers and their 3 million checked bags in the month of April 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 April.

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
0	0.00000%	3	0.00009%	3	0.00009%	23	0.00070%

^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 April.

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.