



Air Travel Consumer Report

A PRODUCT OF THE OFFICE OF AVIATION CONSUMER PROTECTION

50TH ANNIVERSARY EDITION



Issued: March 2021

Flight Delays¹	January 2021
Mishandled Baggage, Wheelchairs, and Scooters¹	January 2021
Oversales¹	4 th Quarter 2020
Consumer Complaints² (Includes Disability and Discrimination Complaints)	January 2021
Airline Animal Incident Reports⁴	January 2021
Customer Service Reports to the Dept. of Homeland Security³	January 2021

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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AIR TRAVEL CONSUMER REPORT**MARCH 2021****50TH ANNIVERSARY EDITION**

This month marks the 50th anniversary of the U.S. Department of Transportation's Air Travel Consumer Report (ATCR). The ATCR, a monthly publication of airline operational data, was originally published by the Civil Aeronautics Board (predecessor to DOT) in March 1971. It is designed to inform consumers about the quality of the services that airlines provide.

Now in its 50th year, the ATCR has grown from a report containing only complaint data to a report that provides airline performance data to the public on a range of issues, including flight delays, cancellations, mishandled baggage, mishandled wheelchairs and scooters, oversales and consumer complaints. The ATCR's performance tables, particularly the rankings, are widely accepted as important indicators of the airlines' quality of service, and are frequently referred to in news reports, industry analyses, academic studies, and consumer commentaries and forums.

For half a century, the ATCR has shined statistical light on airlines' operations and it will continue to do so in the future.

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 seventeen (17) U.S. air carriers that have at least 0.5 percent of total domestic scheduled-service passenger revenues.

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, Horizon, JetBlue, PSA, Republic, Hawaiian, Mesa, SkyWest, Spirit, Southwest, and United) use ACARS, one carrier (American) uses a combination of ACARS and DGS, and two carriers (Allegiant, and Frontier) use a combination of ACARS and 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.

AIR TRAVEL CONSUMER REPORT

BRANDED CODESHARE PARTNERS

JANUARY 2021

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

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

AIR TRAVEL CONSUMER REPORT

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

JANUARY 2021

AT ALL US AIRPORTS			
CARRIER ¹	NUMBER OF AIRPORTS REPORTED	PERCENT OF ON-TIME ARRIVALS	RANK
HAWAIIAN AIRLINES NETWORK	20	94.5	1
- HAWAIIAN AIRLINES	18	94.7	
- BRANDED CODESHARE PARTNERS	3	89.3	
ALASKA AIRLINES NETWORK	101	91.8	2
- ALASKA AIRLINES	71	91.8	
- BRANDED CODESHARE PARTNERS	55	91.7	
DELTA AIR LINES NETWORK	202	91.1	3
- DELTA AIR LINES	100	90.7	
- BRANDED CODESHARE PARTNERS	185	91.6	
FRONTIER AIRLINES	93	90.9	4
SOUTHWEST AIRLINES	93	90.9	5
UNITED AIRLINES NETWORK	236	89.0	6
- UNITED AIRLINES	85	90.9	
- BRANDED CODESHARE PARTNERS	225	88.0	
SPIRIT AIRLINES	46	88.8	7
AMERICAN AIRLINES NETWORK	229	86.4	8
- AMERICAN AIRLINES	89	88.9	
- BRANDED CODESHARE PARTNERS	215	84.8	
ALLEGiant AIR	119	80.5	9
JETBLUE AIRWAYS	56	77.6	10
TOTAL AIRPORTS SERVED	366	89.0	

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

AIR TRAVEL CONSUMER REPORT

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

JANUARY 2021

AT ALL US AIRPORTS			
CARRIER ¹	NUMBER OF AIRPORTS REPORTED	PERCENT OF ON-TIME ARRIVALS	RANK
HAWAIIAN AIRLINES	18	94.7	1
ENDEAVOR AIR	117	92.7	2
ALASKA AIRLINES	71	91.8	3
HORIZON AIR	48	91.0	4
FRONTIER AIRLINES	93	90.9	5
UNITED AIRLINES	85	90.9	6
SOUTHWEST AIRLINES	93	90.9	7
DELTA AIR LINES	100	90.7	8
REPUBLIC AIRWAYS	87	90.2	9
AMERICAN AIRLINES	89	88.9	10
SPIRIT AIRLINES	46	88.8	11
SKYWEST AIRLINES	220	88.6	12
MESA AIRLINES	95	86.7	13
PSA AIRLINES	89	85.3	14
ENVOY AIR	141	83.0	15
ALLEGiant AIR	119	80.5	16
JETBLUE AIRWAYS	56	77.6	17
TOTAL AIRPORTS SERVED	357	89.2	

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

AIR TRAVEL CONSUMER REPORT

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

JANUARY 2021

CARRIER ¹	Jan 21		Year-to-date (YTD)	
	%	Rank	%	Rank
ALASKA AIRLINES NETWORK	91.8	2	91.8	2
- ALASKA AIRLINES	91.8		91.8	
- BRANDED CODESHARE PARTNERS	91.7		91.7	
ALLEGiant AIR	80.5	9	80.5	9
AMERICAN AIRLINES NETWORK	86.4	8	86.4	8
- AMERICAN AIRLINES	88.9		88.9	
- BRANDED CODESHARE PARTNERS	84.8		84.8	
DELTA AIR LINES NETWORK	91.1	3	91.1	3
- DELTA AIR LINES	90.7		90.7	
- BRANDED CODESHARE PARTNERS	91.6		91.6	
FRONTIER AIRLINES	90.9	4	90.9	4
HAWAIIAN AIRLINES NETWORK	94.5	1	94.5	1
- HAWAIIAN AIRLINES	94.7		94.7	
- BRANDED CODESHARE PARTNERS	89.3		89.3	
JETBLUE AIRWAYS	77.6	10	77.6	10
SOUTHWEST AIRLINES	90.9	5	90.9	5
SPIRIT AIRLINES	88.8	7	88.8	7
UNITED AIRLINES NETWORK	89.0	6	89.0	6
- UNITED AIRLINES	90.9		90.9	
- BRANDED CODESHARE PARTNERS	88.0		88.0	
TOTAL	89.0		89.0	

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

JANUARY 2021

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	31	87.1	43	83.7	31	87.1	0	0.0	76	93.4	111	96.4	110	86.4	16	93.8
- ALASKA AIRLINES	31	87.1	43	83.7	31	87.1	0	0.0	76	93.4	111	96.4	110	86.4	16	93.8
- 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	9	33.3	17	82.4	0	0.0	0	0.0	4	0.0	0	0.0	0	0.0
AMERICAN AIRLINES NETWORK	612	89.2	777	91.4	298	87.6	13827	88.0	1547	91.6	608	88.0	18033	79.6	416	88.2
- AMERICAN AIRLINES	371	89.2	610	92.0	229	88.6	5115	91.6	711	92.4	558	88.7	7790	83.7	175	89.1
- BRANDED CODESHARE PARTNERS	241	89.2	167	89.2	69	84.1	8712	85.9	836	90.9	50	80.0	10243	76.5	241	87.6
DELTA AIR LINES NETWORK	18488	92.1	1154	89.3	337	86.6	484	91.3	578	89.6	828	91.7	653	82.5	7418	91.0
- DELTA AIR LINES	12034	92.1	842	87.3	283	87.3	288	94.1	372	90.3	766	91.3	526	82.1	2925	91.0
- BRANDED CODESHARE PARTNERS	6454	92.1	312	94.9	54	83.3	196	87.2	206	88.3	62	96.8	127	84.3	4493	91.0
FRONTIER AIRLINES	169	92.3	15	100.0	35	88.6	49	91.8	62	87.1	1305	93.4	93	80.6	38	89.5
HAWAIIAN AIRLINES NETWORK	0	0.0	9	55.6	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
- HAWAIIAN AIRLINES	0	0.0	9	55.6	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	90	84.4	1195	78.4	0	0.0	11	100.0	192	78.1	42	85.7	29	82.8	23	91.3
SOUTHWEST AIRLINES	1933	90.9	255	87.5	3653	89.5	179	92.7	346	88.2	4841	92.5	0	0.0	239	83.3
SPIRIT AIRLINES	601	88.9	193	89.6	321	89.1	42	88.1	0	0.0	93	87.1	400	82.8	571	90.2
UNITED AIRLINES NETWORK	398	90.5	441	88.4	122	89.3	335	90.1	250	87.6	9316	91.0	430	81.2	329	86.3
- UNITED AIRLINES	129	92.2	370	88.9	69	88.4	64	84.4	60	86.7	3775	93.4	166	84.9	2	100.0
- BRANDED CODESHARE PARTNERS	269	89.6	71	85.9	53	90.6	271	91.5	190	87.9	5541	89.3	264	78.8	327	86.2
TOTAL	22,322	91.8	4,091	86.1	4,814	89.1	14,927	88.3	3,051	89.6	17,148	91.5	19,748	79.9	9,050	90.5

* 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)

JANUARY 2021

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	70	98.6	147	96.6	144	84.7	31	83.9	31	93.5	45	88.9	446	95.7	1463	93.1
- ALASKA AIRLINES	70	98.6	147	96.6	144	84.7	31	83.9	31	93.5	45	88.9	250	96.8	499	92.6
- BRANDED CODESHARE PARTNERS	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	196	94.4	964	93.4
ALLEGiant AIR	19	21.1	164	74.4	0	0.0	0	0.0	0	0.0	0	0.0	488	86.9	55	60.0
AMERICAN AIRLINES NETWORK	312	91.3	470	87.7	147	91.2	138	80.4	511	86.1	324	89.8	731	90.2	1506	90.9
- AMERICAN AIRLINES	277	91.3	470	87.7	147	91.2	58	84.5	249	83.1	324	89.8	731	90.2	1257	91.6
- BRANDED CODESHARE PARTNERS	35	91.4	0	0.0	0	0.0	80	77.5	262	88.9	0	0.0	0	0.0	249	87.6
DELTA AIR LINES NETWORK	432	90.7	1011	85.3	218	78.4	310	87.1	460	85.9	1824	90.2	971	91.7	3045	92.6
- DELTA AIR LINES	239	91.2	999	85.3	218	78.4	131	91.6	280	88.9	1331	89.6	853	91.1	1844	91.7
- BRANDED CODESHARE PARTNERS	193	90.2	12	83.3	0	0.0	179	83.8	180	81.1	493	91.9	118	95.8	1201	93.9
FRONTIER AIRLINES	42	97.6	0	0.0	0	0.0	7	100.0	87	98.9	0	0.0	512	92.4	58	94.8
HAWAIIAN AIRLINES NETWORK	0	0.0	0	0.0	1384	96.0	0	0.0	0	0.0	14	85.7	60	91.7	74	79.7
- HAWAIIAN AIRLINES	0	0.0	0	0.0	1328	96.3	0	0.0	0	0.0	14	85.7	60	91.7	74	79.7
- BRANDED CODESHARE PARTNERS	0	0.0	0	0.0	56	87.5	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
JETBLUE AIRWAYS	613	76.8	996	76.9	0	0.0	0	0.0	28	75.0	1055	76.2	98	72.4	405	90.6
SOUTHWEST AIRLINES	0	0.0	984	88.4	554	95.7	80	81.3	0	0.0	0	0.0	2982	94.6	1092	93.4
SPIRIT AIRLINES	328	90.5	1568	90.8	0	0.0	0	0.0	437	89.5	0	0.0	1052	91.9	492	80.9
UNITED AIRLINES NETWORK	3201	91.8	508	90.0	257	95.3	3896	89.5	7610	90.7	0	0.0	547	92.3	1755	91.5
- UNITED AIRLINES	1955	90.6	504	90.1	257	95.3	1190	88.2	2546	93.1	0	0.0	479	92.1	986	90.9
- BRANDED CODESHARE PARTNERS	1246	93.7	4	75.0	0	0.0	2706	90.1	5064	89.5	0	0.0	68	94.1	769	92.2
TOTAL	5,017	89.6	5,848	86.4	2,704	93.6	4,462	88.9	9,164	90.2	3,262	85.6	7,887	92.5	9,945	91.4

* 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)

JANUARY 2021

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	115	92.2	0	0.0	0	0.0	31	90.3	151	92.1	2212	90.8	31	87.1
- ALASKA AIRLINES	0	0.0	115	92.2	0	0.0	0	0.0	31	90.3	151	92.1	578	90.0	31	87.1
- BRANDED CODESHARE PARTNERS	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	1634	91.1	0	0.0
ALLEGiant AIR	0	0.0	0	0.0	18	72.2	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
AMERICAN AIRLINES NETWORK	664	88.9	878	87.9	0	0.0	3639	91.8	344	90.4	4845	84.9	189	86.2	4408	89.6
- AMERICAN AIRLINES	536	90.5	821	87.8	0	0.0	2447	91.4	212	90.1	1832	86.6	189	86.2	1271	90.2
- BRANDED CODESHARE PARTNERS	128	82.0	57	89.5	0	0.0	1192	92.4	132	90.9	3013	83.9	0	0.0	3137	89.3
DELTA AIR LINES NETWORK	1729	90.7	1384	89.2	93	86.0	639	90.5	7118	91.7	652	87.3	587	92.3	442	91.4
- DELTA AIR LINES	979	87.4	1356	89.6	0	0.0	639	90.5	2978	91.7	285	85.6	297	90.2	237	90.7
- BRANDED CODESHARE PARTNERS	750	95.1	28	67.9	93	86.0	0	0.0	4140	91.8	367	88.6	290	94.5	205	92.2
FRONTIER AIRLINES	57	91.2	834	86.0	0	0.0	189	85.7	25	92.0	134	87.3	29	96.6	215	88.8
HAWAIIAN AIRLINES NETWORK	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	59	88.1	0	0.0
- HAWAIIAN AIRLINES	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	59	88.1	0	0.0
- BRANDED CODESHARE PARTNERS	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
JETBLUE AIRWAYS	64	73.4	795	75.5	0	0.0	0	0.0	13	92.3	51	68.6	11	63.6	127	76.4
SOUTHWEST AIRLINES	317	89.9	2248	89.8	3791	88.1	297	91.9	272	90.1	0	0.0	387	92.8	307	87.9
SPIRIT AIRLINES	177	84.7	1179	88.6	0	0.0	0	0.0	104	85.6	394	81.7	38	97.4	222	88.3
UNITED AIRLINES NETWORK	382	89.0	651	91.7	0	0.0	369	87.5	285	89.8	7857	83.9	249	93.2	269	89.6
- UNITED AIRLINES	177	88.7	651	91.7	0	0.0	368	87.5	121	91.7	2437	85.5	249	93.2	91	90.1
- BRANDED CODESHARE PARTNERS	205	89.3	0	0.0	0	0.0	1	100.0	164	88.4	5420	83.2	0	0.0	178	89.3
TOTAL	3,390	89.5	8,084	87.7	3,902	88.0	5,133	91.1	8,192	91.5	14,084	84.4	3,761	91.1	6,021	89.3

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

AIR TRAVEL CONSUMER REPORT

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

JANUARY 2021

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	384	96.9	982	92.6	6796	90.8	1195	93.2	337	93.2	62	98.4
- ALASKA AIRLINES	272	97.4	344	93.0	3806	91.5	295	95.3	27	96.3	62	98.4
- BRANDED CODESHARE PARTNERS	112	95.5	638	92.3	2990	90.1	900	92.6	310	92.9	0	0.0
ALLEGiant AIR	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
AMERICAN AIRLINES NETWORK	5015	89.8	402	90.3	330	92.7	468	87.0	405	84.0	760	88.9
- AMERICAN AIRLINES	2540	91.4	402	90.3	330	92.7	411	86.6	223	87.9	552	87.3
- BRANDED CODESHARE PARTNERS	2475	88.2	0	0.0	0	0.0	57	89.5	182	79.1	208	93.3
DELTA AIR LINES NETWORK	957	89.3	459	92.2	2797	93.9	754	92.7	6628	91.9	1078	87.6
- DELTA AIR LINES	817	88.5	459	92.2	1572	93.4	503	90.5	3392	92.0	1053	87.7
- BRANDED CODESHARE PARTNERS	140	94.3	0	0.0	1225	94.6	251	97.2	3236	91.8	25	80.0
FRONTIER AIRLINES	175	93.7	80	98.8	25	100.0	45	95.6	118	99.2	132	90.9
HAWAIIAN AIRLINES NETWORK	23	82.6	54	72.2	62	74.2	54	87.0	0	0.0	0	0.0
- HAWAIIAN AIRLINES	23	82.6	54	72.2	62	74.2	54	87.0	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
JETBLUE AIRWAYS	48	70.8	53	94.3	20	95.0	121	88.4	65	81.5	305	74.4
SOUTHWEST AIRLINES	3279	92.2	1018	91.7	351	91.5	357	92.7	532	86.8	1471	88.0
SPIRIT AIRLINES	64	93.8	41	97.6	36	94.4	0	0.0	0	0.0	440	86.8
UNITED AIRLINES NETWORK	507	93.3	447	94.0	256	96.1	2869	91.4	444	92.8	437	88.8
- UNITED AIRLINES	398	92.7	385	94.0	248	96.0	1551	92.2	120	91.7	392	88.8
- BRANDED CODESHARE PARTNERS	109	95.4	62	93.5	8	100.0	1318	90.5	324	93.2	45	88.9
TOTAL	10,452	90.9	3,536	92.1	10,673	91.8	5,863	91.6	8,529	91.3	4,685	87.4

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

AIR TRAVEL CONSUMER REPORT

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

JANUARY 2021

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	31	87.1	43	83.7	31	87.1	0	0.0	76	93.4	111	96.4	110	86.4	16	93.8
ALLEGiant AIR	0	0.0	9	33.3	17	82.4	0	0.0	0	0.0	4	0.0	0	0.0	0	0.0
AMERICAN AIRLINES	371	89.2	610	92.0	229	88.6	5115	91.6	711	92.4	558	88.7	7790	83.7	175	89.1
DELTA AIR LINES	12034	92.1	842	87.3	283	87.3	288	94.1	372	90.3	766	91.3	526	82.1	2925	91.0
ENDEAVOR AIR	5358	92.6	21	90.5	54	83.3	54	100.0	19	89.5	0	0.0	53	83.0	2276	92.9
ENVOY AIR	8	87.5	0	0.0	39	84.6	0	0.0	9	77.8	0	0.0	6516	77.7	17	82.4
FRONTIER AIRLINES	169	92.3	15	100.0	35	88.6	49	91.8	62	87.1	1305	93.4	93	80.6	38	89.5
HAWAIIAN AIRLINES	0	0.0	9	55.6	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
HORIZON 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
JETBLUE AIRWAYS	90	84.4	1195	78.4	0	0.0	11	100.0	192	78.1	42	85.7	29	82.8	23	91.3
MESA AIRLINES	75	90.7	7	100.0	34	94.1	62	88.7	89	89.9	0	0.0	1985	73.6	93	87.1
PSA AIRLINES	67	95.5	0	0.0	15	86.7	5494	85.3	24	87.5	0	0.0	29	69.0	142	89.4
REPUBLIC AIRWAYS	1386	89.4	515	92.2	19	84.2	1693	89.8	695	90.4	0	0.0	98	75.5	1451	92.4
SKYWEST AIRLINES	70	88.6	7	71.4	15	80.0	162	87.0	69	79.7	5653	89.3	1953	76.3	1004	83.0
SOUTHWEST AIRLINES	1933	90.9	255	87.5	3653	89.5	179	92.7	346	88.2	4841	92.5	0	0.0	239	83.3
SPIRIT AIRLINES	601	88.9	193	89.6	321	89.1	42	88.1	0	0.0	93	87.1	400	82.8	571	90.2
UNITED AIRLINES	129	92.2	370	88.9	69	88.4	64	84.4	60	86.7	3775	93.4	166	84.9	2	100.0
TOTAL	22,322	91.8	4,091	86.1	4,814	89.1	13,213	88.7	2,724	89.3	17,148	91.5	19,748	79.9	8,972	90.5

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

AIR TRAVEL CONSUMER REPORT

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

JANUARY 2021

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	70	98.6	147	96.6	144	84.7	31	83.9	31	93.5	45	88.9	250	96.8	499	92.6
ALLEGiant AIR	19	21.1	164	74.4	0	0.0	0	0.0	0	0.0	0	0.0	488	86.9	55	60.0
AMERICAN AIRLINES	277	91.3	470	87.7	147	91.2	58	84.5	249	83.1	324	89.8	731	90.2	1257	91.6
DELTA AIR LINES	239	91.2	999	85.3	218	78.4	131	91.6	280	88.9	1331	89.6	853	91.1	1844	91.7
ENDEAVOR AIR	111	89.2	12	83.3	0	0.0	73	95.9	0	0.0	177	91.0	0	0.0	0	0.0
ENVOY AIR	3	33.3	0	0.0	0	0.0	0	0.0	50	80.0	0	0.0	0	0.0	0	0.0
FRONTIER AIRLINES	42	97.6	0	0.0	0	0.0	7	100.0	87	98.9	0	0.0	512	92.4	58	94.8
HAWAIIAN AIRLINES	0	0.0	0	0.0	1328	96.3	0	0.0	0	0.0	14	85.7	60	91.7	74	79.7
HORIZON AIR	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	119	95.8	561	92.7
JETBLUE AIRWAYS	613	76.8	996	76.9	0	0.0	0	0.0	28	75.0	1055	76.2	98	72.4	405	90.6
MESA AIRLINES	0	0.0	0	0.0	0	0.0	711	92.8	2357	93.3	0	0.0	0	0.0	0	0.0
PSA AIRLINES	1	100.0	0	0.0	0	0.0	80	77.5	1	100.0	0	0.0	0	0.0	0	0.0
REPUBLIC AIRWAYS	853	94.4	0	0.0	0	0.0	529	88.7	101	91.1	316	92.4	0	0.0	0	0.0
SKYWEST AIRLINES	0	0.0	4	75.0	0	0.0	220	80.0	1247	89.0	0	0.0	263	94.3	2622	92.9
SOUTHWEST AIRLINES	0	0.0	984	88.4	554	95.7	80	81.3	0	0.0	0	0.0	2982	94.6	1092	93.4
SPIRIT AIRLINES	328	90.5	1568	90.8	0	0.0	0	0.0	437	89.5	0	0.0	1052	91.9	492	80.9
UNITED AIRLINES	1955	90.6	504	90.1	257	95.3	1190	88.2	2546	93.1	0	0.0	479	92.1	986	90.9
TOTAL	4,511	89.3	5,848	86.4	2,648	93.7	3,110	88.6	7,414	91.6	3,262	85.6	7,887	92.5	9,945	91.4

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

AIR TRAVEL CONSUMER REPORT

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

JANUARY 2021

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	115	92.2	0	0.0	0	0.0	31	90.3	151	92.1	578	90.0	31	87.1
ALLEGiant AIR	0	0.0	0	0.0	18	72.2	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
AMERICAN AIRLINES	536	90.5	821	87.8	0	0.0	2447	91.4	212	90.1	1832	86.6	189	86.2	1271	90.2
DELTA AIR LINES	979	87.4	1356	89.6	0	0.0	639	90.5	2978	91.7	285	85.6	297	90.2	237	90.7
ENDEAVOR AIR	233	97.0	28	67.9	0	0.0	0	0.0	1673	93.0	10	90.0	0	0.0	96	90.6
ENVOY AIR	0	0.0	0	0.0	0	0.0	169	91.1	112	91.1	2064	85.4	0	0.0	0	0.0
FRONTIER AIRLINES	57	91.2	834	86.0	0	0.0	189	85.7	25	92.0	134	87.3	29	96.6	215	88.8
HAWAIIAN AIRLINES	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	59	88.1	0	0.0
HORIZON AIR	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	1094	89.8	0	0.0
JETBLUE AIRWAYS	64	73.4	795	75.5	0	0.0	0	0.0	13	92.3	51	68.6	11	63.6	127	76.4
MESA AIRLINES	93	94.6	0	0.0	0	0.0	0	0.0	62	91.9	0	0.0	0	0.0	62	93.5
PSA AIRLINES	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	779	84.9
REPUBLIC AIRWAYS	730	91.0	57	89.5	93	86.0	1024	92.7	84	85.7	2029	85.9	0	0.0	1351	92.2
SKYWEST AIRLINES	0	0.0	0	0.0	0	0.0	0	0.0	2505	90.9	2497	80.5	830	94.0	2	50.0
SOUTHWEST AIRLINES	317	89.9	2248	89.8	3791	88.1	297	91.9	272	90.1	0	0.0	387	92.8	307	87.9
SPIRIT AIRLINES	177	84.7	1179	88.6	0	0.0	0	0.0	104	85.6	394	81.7	38	97.4	222	88.3
UNITED AIRLINES	177	88.7	651	91.7	0	0.0	368	87.5	121	91.7	2437	85.5	249	93.2	91	90.1
TOTAL	3,363	89.5	8,084	87.7	3,902	88.0	5,133	91.1	8,192	91.5	11,884	84.6	3,761	91.1	4,791	89.3

* 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)

JANUARY 2021

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	272	97.4	344	93.0	3806	91.5	295	95.3	27	96.3	62	98.4
ALLEGiant AIR	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
AMERICAN AIRLINES	2540	91.4	402	90.3	330	92.7	411	86.6	223	87.9	552	87.3
DELTA AIR LINES	817	88.5	459	92.2	1572	93.4	503	90.5	3392	92.0	1053	87.7
ENDEAVOR AIR	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	17	88.2
ENVOY AIR	71	98.6	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
FRONTIER AIRLINES	175	93.7	80	98.8	25	100.0	45	95.6	118	99.2	132	90.9
HAWAIIAN AIRLINES	23	82.6	54	72.2	62	74.2	54	87.0	0	0.0	0	0.0
HORIZON AIR	78	96.2	159	91.2	2505	90.1	192	89.1	62	93.5	0	0.0
JETBLUE AIRWAYS	48	70.8	53	94.3	20	95.0	121	88.4	65	81.5	305	74.4
MESA AIRLINES	766	90.3	4	100.0	0	0.0	0	0.0	27	66.7	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	9	100.0	253	91.7
SKYWEST AIRLINES	1921	88.0	537	92.7	1718	93.4	2334	92.1	3954	91.6	8	87.5
SOUTHWEST AIRLINES	3279	92.2	1018	91.7	351	91.5	357	92.7	532	86.8	1471	88.0
SPIRIT AIRLINES	64	93.8	41	97.6	36	94.4	0	0.0	0	0.0	440	86.8
UNITED AIRLINES	398	92.7	385	94.0	248	96.0	1551	92.2	120	91.7	392	88.8
TOTAL	10,452	90.9	3,536	92.1	10,673	91.8	5,863	91.6	8,529	91.3	4,685	87.4

* 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)

JANUARY 2021

ARRIVAL AIRPORT*																
SCHEDULED ARRIVAL TIME	ATL	BOS	BWI	CLT	DCA	DEN	DFW	DTW	EWR	FLL	HNL	IAD	IAH	JFK	LAS	LAX
0600-0659	94.7	70.6	60.0	100.0	0.0	87.8	90.4	84.8	92.3	85.0	88.0	77.8	0.0	89.7	92.6	92.5
0700-0759	93.3	91.2	94.9	93.8	92.9	93.8	89.2	88.5	87.5	87.1	92.9	86.4	93.3	90.3	94.3	91.5
0800-0859	93.0	96.3	93.1	92.2	96.0	89.2	84.4	93.3	93.8	94.0	98.6	0.0	93.0	96.0	96.9	93.5
0900-0959	94.3	93.3	89.9	90.7	87.1	90.7	76.5	92.0	88.4	87.9	98.9	90.4	94.1	92.1	94.1	94.0
1000-1059	94.4	91.1	92.0	89.6	91.4	89.4	86.8	92.4	89.9	85.7	100.0	75.0	85.5	92.5	93.6	91.8
1100-1159	94.6	87.0	93.0	92.8	87.5	92.8	80.2	92.7	91.0	89.4	95.1	93.1	87.7	90.5	90.1	92.8
1200-1259	92.5	83.8	92.1	90.1	89.5	93.0	87.2	86.4	90.6	88.3	94.0	77.8	95.4	90.1	93.8	92.8
1300-1359	93.2	90.0	90.1	90.2	85.1	93.1	81.5	92.9	89.3	89.4	95.4	96.2	92.6	83.6	92.7	94.3
1400-1459	92.3	86.9	91.8	85.3	91.0	93.3	85.8	91.1	93.8	89.0	95.7	88.2	88.0	86.6	91.7	91.0
1500-1559	89.1	87.3	93.5	88.8	92.9	92.8	79.5	90.4	90.2	88.3	87.1	88.4	92.7	87.6	92.9	91.2
1600-1659	90.5	85.7	88.9	86.5	89.7	92.7	79.2	88.5	94.3	87.1	89.2	88.0	90.7	86.6	93.9	90.8
1700-1759	90.7	89.3	84.5	85.0	89.2	93.6	66.1	91.4	90.8	86.3	98.5	96.4	88.3	85.9	93.8	92.9
1800-1859	89.1	84.8	88.0	84.8	88.0	91.7	79.8	92.3	83.7	85.3	95.8	93.5	92.1	84.7	92.5	91.1
1900-1959	90.2	81.9	82.9	85.7	87.9	88.5	76.9	88.6	86.1	82.0	90.5	93.0	91.4	76.3	91.8	90.4
2000-2059	88.8	79.2	84.0	86.5	88.8	90.4	82.2	90.7	87.5	84.4	91.7	82.4	83.9	86.3	93.6	92.6
2100-2159	89.9	85.3	81.7	86.4	89.7	88.8	91.0	90.4	85.1	82.9	90.9	80.9	88.7	74.6	89.2	88.0
2200-2259	86.7	90.0	83.9	88.6	82.8	93.5	91.9	84.7	80.7	80.0	76.3	87.5	84.7	85.4	90.2	77.9
2300-0559	91.9	77.8	86.3	95.7	84.5	95.2	88.3	86.6	85.4	83.5	0.0	85.4	91.1	79.2	87.3	87.3
TOTAL	91.8	86.1	89.1	88.7	89.3	91.5	79.9	90.5	89.3	86.4	93.7	88.6	91.6	85.6	92.5	91.4

* 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)

JANUARY 2021

ARRIVAL AIRPORT*															
SCHEDULED ARRIVAL TIME	LGA	MCO	MDW	MIA	MSP	ORD	PDX	PHL	PHX	SAN	SEA	SFO	SLC	TPA	TOTAL
0600-0659	0.0	97.9	80.0	90.6	75.0	87.8	98.4	100.0	0.0	0.0	90.1	96.0	71.4	100.0	90.5
0700-0759	50.0	87.5	92.9	94.4	89.7	85.9	86.0	90.1	84.6	100.0	92.9	93.8	90.6	100.0	90.2
0800-0859	96.1	93.3	87.0	96.0	91.4	84.6	91.3	87.0	91.7	88.6	90.5	92.6	92.1	94.4	91.6
0900-0959	94.2	91.1	89.1	94.0	92.2	89.2	92.9	97.8	93.2	92.6	93.9	91.5	93.1	89.3	89.4
1000-1059	95.1	90.7	93.2	92.8	87.0	91.3	94.5	93.5	93.6	93.4	90.2	94.6	91.0	92.2	91.3
1100-1159	81.3	91.2	91.0	93.0	89.8	84.1	92.5	92.9	91.8	92.9	92.4	91.6	85.1	90.6	89.4
1200-1259	90.5	90.8	88.2	87.2	93.4	82.9	89.1	89.2	89.7	93.0	92.7	94.4	91.7	92.0	90.4
1300-1359	88.5	90.5	88.3	89.9	91.5	86.1	96.1	84.2	89.1	94.1	92.2	91.9	93.9	90.4	89.7
1400-1459	88.2	90.1	92.8	92.4	91.9	80.8	91.8	90.8	93.1	96.8	94.6	92.1	90.7	86.8	91.1
1500-1559	90.6	87.6	89.7	92.7	93.9	88.4	91.7	92.4	93.0	90.9	92.9	88.9	92.0	91.0	88.5
1600-1659	91.9	86.0	88.2	90.4	92.9	82.3	92.1	90.7	93.7	92.8	90.3	90.4	91.3	88.1	89.2
1700-1759	90.3	82.1	85.7	89.8	93.0	82.9	93.9	90.2	91.0	91.7	93.6	91.3	93.1	81.2	87.5
1800-1859	89.7	83.7	87.7	81.6	92.0	79.5	92.7	90.2	89.9	90.1	93.1	92.1	90.2	86.0	88.6
1900-1959	89.0	80.6	87.0	90.2	90.7	85.7	86.7	88.3	86.8	92.4	90.9	92.9	93.5	80.8	86.7
2000-2059	86.2	84.1	77.9	91.0	90.4	87.9	92.1	86.0	90.4	89.3	93.3	90.7	92.2	84.8	89.2
2100-2159	86.6	87.7	84.9	86.0	83.5	84.3	87.5	86.9	91.1	91.8	87.2	88.7	88.0	82.8	87.5
2200-2259	84.9	84.3	75.6	77.6	89.7	84.8	91.9	91.3	94.0	88.9	91.4	88.8	85.4	84.8	86.8
2300-0559	83.7	89.7	81.0	83.1	92.2	89.4	83.8	84.7	90.3	95.5	90.3	88.7	95.9	88.8	87.6
TOTAL	89.5	87.7	88.0	91.1	91.5	84.6	91.1	89.3	90.9	92.1	91.8	91.6	91.3	87.4	89.2

* 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)

JANUARY 2021

DEPARTURE AIRPORT*																
SCHEDULED DEPARTURE TIME	ATL	BOS	BWI	CLT	DCA	DEN	DFW	DTW	EWR	FLL	HNL	IAD	IAH	JFK	LAS	LAX
0600-0659	92.2	95.5	93.5	92.9	95.6	96.3	95.2	93.9	93.9	96.8	100.0	93.5	97.0	90.5	96.2	95.1
0700-0759	93.9	94.4	94.4	94.3	96.2	97.2	93.9	90.1	97.0	95.3	97.5	95.6	96.0	93.7	94.4	94.8
0800-0859	95.3	94.1	91.0	94.8	96.6	95.5	93.0	94.0	94.9	93.2	95.6	95.2	92.6	93.5	96.2	93.7
0900-0959	94.8	92.1	92.8	94.8	96.6	92.9	92.0	93.0	89.4	93.1	96.8	0.0	92.5	93.5	88.9	93.1
1000-1059	92.9	91.7	91.1	92.1	94.6	92.2	86.1	93.2	93.1	89.9	97.4	88.8	93.7	90.8	92.3	91.4
1100-1159	93.5	91.7	90.3	91.7	90.2	93.0	87.9	88.2	88.1	91.0	94.7	88.8	76.7	89.9	94.1	91.1
1200-1259	92.2	88.5	85.6	93.5	91.6	89.9	87.2	92.2	86.8	90.2	96.8	84.5	90.6	92.5	89.4	90.4
1300-1359	92.3	90.7	85.5	89.2	89.2	89.3	82.4	94.2	92.5	92.6	95.1	87.2	95.5	91.1	91.2	92.2
1400-1459	90.5	87.7	86.4	87.0	89.7	92.3	85.2	90.7	86.5	88.9	93.4	100.0	93.3	84.5	91.9	91.1
1500-1559	90.6	82.8	82.3	87.2	88.1	87.7	84.0	92.4	90.2	85.7	94.9	87.6	91.4	84.8	93.2	90.5
1600-1659	86.6	89.5	87.2	89.6	89.1	90.6	86.6	90.4	84.3	83.2	98.0	89.9	88.2	92.0	91.3	93.5
1700-1759	88.4	86.0	79.4	86.9	89.9	90.7	84.1	84.0	87.8	82.2	95.5	85.4	89.5	85.0	95.4	93.9
1800-1859	87.7	89.4	74.0	88.0	90.7	90.4	74.2	81.6	91.3	82.1	94.7	89.3	86.4	87.1	91.5	90.0
1900-1959	88.4	84.2	72.4	0.0	90.5	89.6	71.5	91.5	85.1	78.3	95.8	86.7	91.7	85.1	93.7	93.5
2000-2059	91.8	100.0	70.4	90.1	88.9	91.6	84.7	90.5	75.0	81.5	100.0	100.0	92.7	81.7	82.9	89.4
2100-2159	90.8	100.0	63.0	93.5	89.7	64.3	84.5	93.6	0.0	81.0	93.6	0.0	93.8	83.9	76.9	93.4
2200-2259	92.4	0.0	0.0	90.9	0.0	95.5	100.0	100.0	40.0	61.5	93.3	0.0	50.0	100.0	87.4	93.1
2300-0559	96.3	96.3	0.0	0.0	0.0	94.8	98.0	66.7	94.0	88.2	96.7	100.0	96.7	100.0	92.5	94.3
TOTAL	91.6	90.7	85.1	90.5	92.3	91.5	86.0	91.9	90.9	88.2	95.5	88.6	92.1	89.7	92.7	92.6

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

AIR TRAVEL CONSUMER REPORT

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

JANUARY 2021

DEPARTURE AIRPORT*															
SCHEDULED DEPARTURE TIME	LGA	MCO	MDW	MIA	MSP	ORD	PDX	PHL	PHX	SAN	SEA	SFO	SLC	TPA	TOTAL
0600-0659	94.7	95.0	92.9	97.3	95.6	93.7	96.2	96.1	95.0	97.2	95.9	96.0	93.3	95.2	95.2
0700-0759	92.8	94.8	88.4	92.6	88.9	92.3	95.8	95.8	95.9	95.9	94.4	94.7	88.7	92.7	94.3
0800-0859	93.6	95.4	85.4	91.0	92.7	87.3	93.4	93.9	95.0	95.4	94.4	94.9	92.1	96.0	93.3
0900-0959	95.2	95.6	86.1	92.0	96.6	88.3	96.2	95.7	93.5	93.1	93.2	94.5	92.7	95.1	93.1
1000-1059	91.8	92.8	85.6	92.7	93.0	89.1	98.8	94.7	93.4	94.6	94.4	93.8	90.9	92.4	91.5
1100-1159	91.7	90.9	85.1	94.6	91.6	91.9	92.5	93.4	92.8	94.5	93.5	92.1	90.5	92.3	91.9
1200-1259	91.3	92.3	84.2	93.8	94.8	89.8	92.9	95.4	93.1	91.0	93.4	95.5	80.5	90.5	90.7
1300-1359	87.4	88.6	83.8	84.3	92.1	82.2	94.5	92.0	88.7	94.7	93.5	92.5	89.8	89.9	89.7
1400-1459	86.2	90.9	75.9	88.1	90.4	86.4	94.0	88.9	90.0	93.9	93.2	96.0	87.2	90.5	89.3
1500-1559	86.2	86.8	85.4	87.0	92.4	82.4	93.9	89.1	91.6	99.2	92.6	92.8	90.6	81.9	89.4
1600-1659	85.6	83.0	82.9	88.1	93.2	86.9	93.7	90.5	92.3	90.4	92.7	91.7	89.7	84.1	88.4
1700-1759	88.0	84.4	82.4	92.0	92.7	87.1	94.7	91.3	94.9	97.3	95.1	95.6	90.3	83.1	88.4
1800-1859	92.2	84.0	76.0	91.1	94.2	85.2	95.3	91.1	92.8	92.5	94.3	93.4	91.1	76.4	87.9
1900-1959	89.9	83.4	80.3	85.6	93.3	81.7	90.6	61.5	88.4	95.9	94.6	90.9	80.6	83.1	87.5
2000-2059	80.0	75.5	81.1	87.3	90.9	67.9	95.8	91.5	91.3	66.7	93.3	93.2	91.9	79.3	88.2
2100-2159	80.0	80.0	66.7	92.8	92.0	76.7	95.1	88.5	82.1	90.0	95.6	92.7	94.0	84.4	91.1
2200-2259	100.0	84.6	0.0	100.0	66.7	0.0	94.5	0.0	71.4	98.0	94.4	92.6	90.5	0.0	92.0
2300-0559	100.0	92.6	81.0	100.0	90.9	91.7	95.7	91.4	94.4	0.0	94.8	90.9	89.7	0.0	93.8
TOTAL	91.0	89.4	83.4	91.1	92.9	86.5	94.8	92.4	92.2	94.8	94.0	93.7	90.5	88.4	90.6

* 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
JANUARY 2021

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Aberdeen, SD (ABR)	85.5	95.2	62	62
Abilene, TX (ABI)	84.8	83.6	165	165
Adak Island, AK (ADK)	33.3	33.3	9	9
Akron, OH (CAK)	85.5	91.3	138	138
Alamosa, CO (ALS)	90.6	86.8	53	53
Albany, GA (ABY)	88.5	95.4	87	87
Albany, NY (ALB)	89.7	93.3	416	415
Albuquerque, NM (ABQ)	92.6	95.0	942	942
Alexandria, LA (AEX)	91.0	86.8	212	212
Allentown/Bethlehem/Easton, PA (ABE)	90.8	90.8	251	251
Alpena, MI (APN)	88.5	90.4	52	52
Amarillo, TX (AMA)	89.8	85.9	256	256
Anchorage, AK (ANC)	90.8	92.7	1105	1104
Appleton, WI (ATW)	86.1	88.6	316	317
Arcata/Eureka, CA (ACV)	91.4	94.9	81	79
Asheville, NC (AVL)	86.7	86.7	459	459
Ashland, WV (HTS)	84.2	68.4	19	19
Aspen, CO (ASE)	81.7	84.1	613	616
Atlanta, GA (ATL)	91.8	91.6	22322	22313
Atlantic City, NJ (ACY)	86.7	89.3	150	150
Augusta, GA (AGS)	92.4	93.2	277	278
Austin, TX (AUS)	88.4	91.2	2520	2523
Bakersfield, CA (BFL)	91.0	86.9	177	176
Baltimore, MD (BWI)	89.1	85.1	4814	4814
Bangor, ME (BGR)	85.2	88.7	61	62
Barrow, AK (BRW)	93.3	83.3	30	30
Baton Rouge, LA (BTR)	85.6	88.2	333	331
Beaumont/Port Arthur, TX (BPT)	91.5	91.3	47	46
Belleville, IL (BLV)	73.7	72.4	57	58
Bellingham, WA (BLI)	85.1	80.2	101	101
Bemidji, MN (BJI)	80.6	88.7	62	62
Bend/Redmond, OR (RDM)	90.2	90.6	512	513
Bethel, AK (BET)	93.3	71.1	45	45
Billings, MT (BIL)	87.4	90.3	372	373
Binghamton, NY (BGM)	87.1	90.3	31	31
Birmingham, AL (BHM)	89.2	90.9	863	865
Bismarck/Mandan, ND (BIS)	87.3	87.0	307	307
Bloomington/Normal, IL (BMI)	87.0	82.4	193	193
Boise, ID (BOI)	91.6	93.2	1799	1794
Boston, MA (BOS)	86.1	90.7	4091	4095
Bozeman, MT (BZN)	85.5	86.8	820	818

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Brainerd, MN (BRD)	88.5	94.2	52	52
Bristol/Johnson City/Kingsport, TN (TRI)	93.0	88.6	158	158
Brownsville, TX (BRO)	89.2	90.2	102	102
Brunswick, GA (BQK)	93.7	89.9	79	79
Buffalo, NY (BUF)	87.0	91.7	684	684
Burbank, CA (BUR)	94.0	95.2	813	811
Burlington, VT (BTV)	91.8	88.9	170	171
Butte, MT (BTM)	83.9	87.5	56	56
Cape Girardeau, MO (CGI)	77.4	88.7	53	53
Casper, WY (CPR)	93.0	96.1	129	129
Cedar City, UT (CDC)	96.2	96.2	52	52
Cedar Rapids/Iowa City, IA (CID)	81.7	84.0	480	481
Champaign/Urbana, IL (CMI)	78.8	83.5	85	85
Charleston, SC (CHS)	88.2	91.2	1121	1121
Charleston/Dunbar, WV (CRW)	87.3	87.3	189	189
Charlotte Amalie, VI (STT)	91.5	90.7	482	482
Charlotte, NC (CLT)	88.7	90.5	13213	13207
Charlottesville, VA (CHO)	90.9	87.3	110	110
Chattanooga, TN (CHA)	96.0	96.1	352	355
Cheyenne, WY (CYS)	87.1	90.3	31	31
Chicago, IL (MDW)	88.0	83.4	3902	3903
Chicago, IL (ORD)	84.6	86.5	11884	11891
Christiansted, VI (STX)	93.2	92.4	132	132
Cincinnati, OH (CVG)	90.2	91.3	2073	2071
Clarksburg/Fairmont, WV (CKB)	83.6	83.6	61	61
Cleveland, OH (CLE)	90.0	93.1	2032	2030
Cody, WY (COD)	90.2	87.8	41	41
Cold Bay, AK (CDB)	44.4	61.1	18	18
College Station/Bryan, TX (CLL)	86.3	88.9	73	72
Colorado Springs, CO (COS)	88.4	86.8	534	536
Columbia, MO (COU)	82.8	74.1	58	58
Columbia, SC (CAE)	92.4	91.2	329	328
Columbus, GA (CSG)	94.4	94.4	90	89
Columbus, MS (GTR)	97.7	91.9	87	86
Columbus, OH (CMH)	89.7	92.6	1739	1738
Columbus, OH (LCK)	75.0	77.1	48	48
Concord, NC (USA)	86.2	86.2	65	65
Cordova, AK (CDV)	83.3	91.7	60	60
Corpus Christi, TX (CRP)	89.0	88.6	318	315
Dallas, TX (DAL)	92.4	90.8	3312	3313
Dallas/Fort Worth, TX (DFW)	79.9	86.0	19748	19775

AIR TRAVEL CONSUMER REPORT
TABLE 5. ON-TIME ARRIVAL AND DEPARTURE PERCENTAGE BY AIRPORT BY REPORTING OPERATING CARRIER
JANUARY 2021

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Dayton, OH (DAY)	91.3	91.3	439	439
Daytona Beach, FL (DAB)	89.5	88.6	306	307
Deadhorse, AK (SCC)	95.7	97.8	46	46
Decatur, IL (DEC)	71.7	64.2	53	53
Del Rio, TX (DRT)	92.6	84.6	27	26
Denver, CO (DEN)	91.5	91.5	17148	17160
Des Moines, IA (DSM)	88.0	89.7	852	853
Detroit, MI (DTW)	90.5	91.9	8972	8967
Devils Lake, ND (DVL)	86.8	83.0	53	53
Dickinson, ND (DIK)	91.2	94.1	34	34
Dillingham, AK (DLG)	80.0	50.0	30	30
Dodge City, KS (DDC)	96.2	98.1	53	53
Dothan, AL (DHN)	93.4	93.3	91	90
Dubuque, IA (DBQ)	77.8	96.2	27	26
Duluth, MN (DLH)	86.7	87.9	150	149
Durango, CO (DRO)	90.1	87.6	283	282
Eagle, CO (EGE)	85.4	84.8	492	492
Eau Claire, WI (EAU)	74.2	79.0	62	62
El Paso, TX (ELP)	89.6	91.7	759	758
Elko, NV (EKO)	91.1	91.1	56	56
Elmira/Corning, NY (ELM)	88.9	90.3	72	72
Erie, PA (ERI)	87.9	85.3	33	34
Escanaba, MI (ESC)	82.7	96.2	52	52
Eugene, OR (EUG)	87.5	92.9	520	523
Evansville, IN (EVV)	94.6	94.6	184	184
Everett, WA (PAE)	90.8	92.4	184	185
Fairbanks, AK (FAI)	90.7	92.3	248	247
Fargo, ND (FAR)	87.4	88.8	429	429
Fayetteville, AR (XNA)	87.9	90.1	527	526
Fayetteville, NC (FAY)	88.0	87.6	250	251
Flagstaff, AZ (FLG)	78.3	79.9	175	174
Flint, MI (FNT)	86.3	83.9	175	174
Fort Lauderdale, FL (FLL)	86.4	88.2	5848	5867
Fort Myers, FL (RSW)	84.9	86.8	3220	3228
Fort Smith, AR (FSM)	91.3	83.5	104	103
Fort Wayne, IN (FWA)	86.5	86.5	362	363
Fresno, CA (FAT)	91.7	87.6	647	646
Gainesville, FL (GNV)	90.8	94.4	251	251
Garden City, KS (GCK)	91.9	82.3	62	62
Gillette, WY (GCC)	94.0	98.0	50	50
Grand Forks, ND (GFK)	91.5	94.3	106	106

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Grand Island, NE (GRI)	94.9	85.9	79	78
Grand Junction, CO (GJT)	91.8	93.4	364	364
Grand Rapids, MI (GRR)	88.5	90.7	1007	1007
Great Falls, MT (GTF)	92.4	92.4	224	224
Green Bay, WI (GRB)	88.8	93.2	294	294
Greensboro/High Point, NC (GSO)	86.3	90.4	408	408
Greer, SC (GSP)	85.4	88.5	699	698
Guam, TT (GUM)	95.5	93.2	44	44
Gulfport/Biloxi, MS (GPT)	92.9	90.6	255	255
Gunnison, CO (GUC)	87.8	87.6	98	97
Hagerstown, MD (HGR)	80.0	80.0	10	10
Hancock/Houghton, MI (CMX)	83.9	83.9	62	62
Harlingen/San Benito, TX (HRL)	84.3	87.3	134	134
Harrisburg, PA (MDT)	86.3	90.6	278	278
Hartford, CT (BDL)	85.2	90.8	1062	1063
Hattiesburg/Laurel, MS (PIB)	90.6	90.6	53	53
Hayden, CO (HDN)	91.3	90.8	402	401
Hays, KS (HYS)	96.3	96.2	54	53
Helena, MT (HLN)	89.8	89.8	127	127
Hibbing, MN (HIB)	84.6	90.4	52	52
Hilo, HI (ITO)	97.4	99.0	303	303
Hilton Head, SC (HHH)	86.8	92.5	159	159
Hobbs, NM (HOB)	100.0	88.9	18	18
Honolulu, HI (HNL)	93.7	95.5	2648	2644
Houston, TX (HOU)	90.7	87.0	3259	3259
Houston, TX (IAH)	91.6	92.1	7414	7432
Huntsville, AL (HSV)	89.7	90.9	416	416
Idaho Falls, ID (IDA)	93.2	93.3	207	209
Indianapolis, IN (IND)	87.8	91.2	1927	1929
International Falls, MN (INL)	92.3	96.2	52	52
Iron Mountain/Kingsford, MI (IMT)	95.1	96.7	61	61
Islip, NY (ISP)	87.4	88.7	222	221
Ithaca/Cortland, NY (ITH)	71.0	90.3	31	31
Jackson, WY (JAC)	84.7	85.0	561	560
Jackson/Vicksburg, MS (JAN)	94.2	92.9	311	311
Jacksonville, FL (JAX)	87.1	90.4	1308	1306
Jacksonville/Camp Lejeune, NC (OAJ)	87.2	86.3	235	234
Jamestown, ND (JMS)	83.3	81.0	84	84
Johnstown, PA (JST)	77.4	81.1	53	53
Joplin, MO (JLN)	79.0	80.6	62	62
Juneau, AK (JNU)	88.9	90.6	244	244

AIR TRAVEL CONSUMER REPORT
TABLE 5. ON-TIME ARRIVAL AND DEPARTURE PERCENTAGE BY AIRPORT BY REPORTING OPERATING CARRIER
JANUARY 2021

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Kahului, HI (OGG)	94.2	93.8	1506	1506
Kalamazoo, MI (AZO)	90.2	91.0	122	122
Kalispell, MT (FCA)	90.2	92.3	336	337
Kansas City, MO (MCI)	88.4	91.9	2138	2137
Kearney, NE (EAR)	75.4	86.9	61	61
Ketchikan, AK (KTN)	86.9	88.5	122	122
Key West, FL (EYW)	88.6	87.6	798	800
Killeen, TX (GRK)	83.2	82.1	197	196
King Salmon, AK (AKN)	93.3	86.7	30	30
Knoxville, TN (TYS)	86.5	91.9	702	700
Kodiak, AK (ADQ)	95.3	95.3	43	43
Kona, HI (KOA)	95.5	96.7	828	827
Kotzebue, AK (OTZ)	86.7	90.0	30	30
La Crosse, WI (LSE)	82.3	88.4	147	147
Lafayette, LA (LFT)	93.9	92.0	213	212
Lake Charles, LA (LCH)	92.9	88.0	84	83
Lansing, MI (LAN)	88.6	91.1	123	123
Laramie, WY (LAR)	90.6	88.7	53	53
Laredo, TX (LRD)	89.2	84.1	83	82
Las Vegas, NV (LAS)	92.5	92.7	7887	7887
Latrobe, PA (LBE)	86.2	90.0	29	30
Lawton/Fort Sill, OK (LAW)	69.2	70.8	65	65
Lewisburg, WV (LWB)	74.2	77.4	31	31
Lewiston, ID (LWS)	94.8	96.1	77	77
Lexington, KY (LEX)	90.3	91.0	401	402
Liberal, KS (LBL)	92.5	96.2	53	53
Lihue, HI (LIH)	95.1	95.1	287	287
Lincoln, NE (LNK)	81.1	85.1	74	74
Little Rock, AR (LIT)	90.9	90.2	724	724
Long Beach, CA (LGB)	94.6	94.8	661	660
Longview, TX (GGG)	84.9	88.9	73	72
Los Angeles, CA (LAX)	91.4	92.6	9945	9956
Louisville, KY (SDF)	86.8	89.5	962	960
Lubbock, TX (LBB)	83.0	82.7	342	342
Madison, WI (MSN)	88.1	90.0	580	581
Manchester, NH (MHT)	83.8	91.4	314	314
Manhattan/Ft. Riley, KS (MHK)	88.7	90.3	62	62
Marquette, MI (MQT)	75.8	80.2	91	91
Medford, OR (MFR)	90.4	92.1	530	530
Melbourne, FL (MLB)	85.9	89.4	198	198
Memphis, TN (MEM)	88.7	93.2	1258	1256

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Meridian, MS (MEI)	92.5	88.7	53	53
Miami, FL (MIA)	91.1	91.1	5133	5128
Midland/Odessa, TX (MAF)	86.1	87.3	545	544
Milwaukee, WI (MKE)	86.8	89.2	1329	1328
Minneapolis, MN (MSP)	91.5	92.9	8192	8187
Minot, ND (MOT)	88.3	83.3	197	198
Mission/McAllen/Edinburg, TX (MFE)	86.0	87.6	243	242
Missoula, MT (MSO)	88.5	89.1	312	313
Moab, UT (CNY)	93.5	93.5	31	31
Mobile, AL (MOB)	90.2	91.8	194	195
Moline, IL (MLI)	81.4	85.0	215	214
Monroe, LA (MLU)	90.7	89.8	205	205
Monterey, CA (MRY)	92.5	92.5	187	187
Montgomery, AL (MGM)	91.7	86.1	180	180
Montrose/Delta, CO (MTJ)	94.3	91.4	407	405
Mosinee, WI (CWA)	87.3	86.4	110	110
Muskegon, MI (MKG)	76.0	76.0	50	50
Myrtle Beach, SC (MYR)	88.3	93.0	411	412
Nantucket, MA (ACK)	100.0	100.0	2	2
Nashville, TN (BNA)	90.2	89.7	4065	4067
New Bern/Morehead/Beaufort, NC (EWN)	91.3	85.0	80	80
New Haven, CT (HVN)	96.3	100.0	27	27
New Orleans, LA (MSY)	89.8	92.4	2104	2103
New York, NY (JFK)	85.6	89.7	3262	3260
New York, NY (LGA)	89.5	91.0	3363	3358
Newark, NJ (EWR)	89.3	90.9	4511	4498
Newburgh/Poughkeepsie, NY (SWF)	94.4	88.9	18	18
Newport News/Williamsburg, VA (PHF)	84.2	92.1	38	38
Niagara Falls, NY (IAG)	62.5	62.5	16	16
Nome, AK (OME)	100.0	100.0	30	30
Norfolk, VA (ORF)	87.9	91.4	1080	1078
North Bend/Coos Bay, OR (OTH)	81.3	86.7	16	15
North Platte, NE (LBF)	88.7	94.3	53	53
Oakland, CA (OAK)	93.0	94.2	2123	2121
Ogden, UT (OGD)	62.5	62.5	8	8
Ogdensburg, NY (OGS)	81.1	73.6	53	53
Oklahoma City, OK (OKC)	89.2	90.0	1237	1235
Omaha, NE (OMA)	86.8	89.5	1273	1272
Ontario, CA (ONT)	92.8	93.9	1226	1228
Orlando, FL (MCO)	87.7	89.4	8084	8088
Owensboro, KY (OWB)	100.0	100.0	8	8

AIR TRAVEL CONSUMER REPORT
TABLE 5. ON-TIME ARRIVAL AND DEPARTURE PERCENTAGE BY AIRPORT BY REPORTING OPERATING CARRIER
JANUARY 2021

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Paducah, KY (PAH)	82.3	85.5	62	62
Palm Springs, CA (PSP)	91.0	91.2	1361	1357
Panama City, FL (ECP)	87.8	89.1	485	485
Pasco/Kennewick/Richland, WA (PSC)	88.5	92.8	358	359
Pellston, MI (PLN)	90.4	90.4	52	52
Pensacola, FL (PNS)	88.0	90.0	681	681
Peoria, IL (PIA)	77.3	78.3	203	203
Petersburg, AK (PSG)	86.7	90.0	60	60
Philadelphia, PA (PHL)	89.3	92.4	4791	4773
Phoenix, AZ (AZA)	79.6	84.8	397	396
Phoenix, AZ (PHX)	90.9	92.2	10452	10447
Pierre, SD (PIR)	87.0	88.7	54	53
Pittsburgh, PA (PIT)	90.2	93.3	1708	1705
Plattsburgh, NY (PBG)	83.3	77.3	66	66
Pocatello, ID (PIH)	92.1	94.4	89	89
Portland, ME (PWM)	90.0	94.4	411	410
Portland, OR (PDX)	91.1	94.8	3761	3762
Portsmouth, NH (PSM)	81.3	81.3	16	16
Prescott, AZ (PRC)	88.7	85.5	62	62
Providence, RI (PVD)	86.6	89.4	454	454
Provo, UT (PVU)	66.7	81.0	42	42
Pueblo, CO (PUB)	92.5	90.6	53	53
Pullman, WA (PUW)	95.2	93.5	62	62
Punta Gorda, FL (PGD)	74.8	84.9	416	418
Raleigh/Durham, NC (RDU)	90.2	91.5	2241	2239
Rapid City, SD (RAP)	92.8	90.7	332	332
Redding, CA (RDD)	89.7	86.2	29	29
Reno, NV (RNO)	91.4	92.3	1260	1258
Rhineland, WI (RHI)	83.9	91.9	62	62
Richmond, VA (RIC)	86.7	90.1	798	798
Riverton/Lander, WY (RIW)	94.1	100.0	34	34
Roanoke, VA (ROA)	88.8	87.8	98	98
Rochester, MN (RST)	84.9	88.8	232	232
Rochester, NY (ROC)	89.9	93.2	355	355
Rock Springs, WY (RKS)	87.9	87.9	33	33
Rockford, IL (RFD)	89.1	87.3	55	55
Roswell, NM (ROW)	82.0	78.7	61	61
Sacramento, CA (SMF)	93.0	93.8	2608	2606
Saginaw/Bay City/Midland, MI (MBS)	91.3	92.4	92	92
Saipan, TT (SPN)	92.3	84.6	13	13
Salina, KS (SLN)	88.7	86.8	53	53

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Salt Lake City, UT (SLC)	91.3	90.5	8529	8520
San Angelo, TX (SJT)	87.4	80.0	135	135
San Antonio, TX (SAT)	89.2	92.4	1581	1581
San Diego, CA (SAN)	92.1	94.8	3536	3538
San Francisco, CA (SFO)	91.6	93.7	5863	5859
San Jose, CA (SJC)	94.6	95.2	2189	2190
San Juan, PR (SJU)	85.7	87.2	1910	1905
San Luis Obispo, CA (SBP)	96.2	94.2	291	293
Sanford, FL (SFB)	82.8	88.7	534	532
Santa Ana, CA (SNA)	91.9	93.7	2104	2107
Santa Barbara, CA (SBA)	92.0	94.5	348	346
Santa Fe, NM (SAF)	88.5	91.0	122	122
Santa Maria, CA (SMX)	95.0	95.0	20	20
Santa Rosa, CA (STS)	88.3	87.7	154	155
Sarasota/Bradenton, FL (SRQ)	84.8	86.3	927	927
Sault Ste. Marie, MI (CIU)	91.8	88.5	61	61
Savannah, GA (SAV)	87.7	88.8	751	753
Scottsbluff, NE (BFF)	92.5	86.8	53	53
Scranton/Wilkes-Barre, PA (AVP)	85.6	88.3	111	111
Seattle, WA (SEA)	91.8	94.0	10673	10689
Sheridan, WY (SHR)	88.2	94.1	34	34
Shreveport, LA (SHV)	87.9	91.4	339	339
Sioux City, IA (SUX)	92.6	83.3	54	54
Sioux Falls, SD (FSD)	83.8	86.2	500	500
Sitka, AK (SIT)	80.6	93.5	31	31
South Bend, IN (SBN)	84.1	83.4	409	409
Spokane, WA (GEG)	92.3	93.9	1410	1409
Springfield, IL (SPI)	82.8	74.6	64	63
Springfield, MO (SGF)	88.4	86.3	519	519
St. Cloud, MN (STC)	85.7	85.7	14	14
St. George, UT (SGU)	89.8	96.0	246	247
St. Louis, MO (STL)	91.3	89.4	2793	2789
St. Petersburg, FL (PIE)	83.6	89.8	458	460
State College, PA (SCE)	81.3	85.4	48	48
Staunton, VA (SHD)	79.6	81.1	54	53
Stillwater, OK (SWO)	85.3	94.1	34	34
Stockton, CA (SCK)	89.3	85.7	28	28
Sun Valley/Hailey/Ketchum, ID (SUN)	77.3	77.8	225	225
Syracuse, NY (SYR)	85.6	88.5	376	373
Tallahassee, FL (TLH)	88.2	88.2	338	340
Tampa, FL (TPA)	87.4	88.4	4685	4694

AIR TRAVEL CONSUMER REPORT
TABLE 5. ON-TIME ARRIVAL AND DEPARTURE PERCENTAGE BY AIRPORT BY REPORTING OPERATING CARRIER
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CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Texarkana, AR (TXK)	86.8	84.4	91	90
Toledo, OH (TOL)	75.9	82.8	29	29
Traverse City, MI (TVC)	87.0	88.0	184	183
Trenton, NJ (TTN)	80.5	85.1	87	87
Tucson, AZ (TUS)	91.1	92.2	1090	1090
Tulsa, OK (TUL)	89.2	92.5	772	771
Twin Falls, ID (TWF)	89.9	81.4	89	102
Tyler, TX (TYR)	77.6	77.6	134	134
Valdosta, GA (VLD)	86.2	90.8	87	87
Valparaiso, FL (VPS)	87.9	89.5	513	513
Vernal, UT (VEL)	83.0	84.9	53	53
Victoria, TX (VCT)	96.2	90.6	53	53
Waco, TX (ACT)	89.6	82.3	96	96
Walla Walla, WA (ALW)	95.2	90.3	62	62
Washington, DC (DCA)	89.3	92.3	2724	2720
Washington, DC (IAD)	88.6	88.6	3110	3109
Waterloo, IA (ALO)	83.9	93.5	31	31
Watertown, SD (ATY)	84.9	84.9	53	53
Wenatchee, WA (EAT)	85.5	85.5	62	62
West Palm Beach/Palm Beach, FL (PBI)	86.9	88.4	1611	1612
White Plains, NY (HPN)	75.5	81.7	233	230
Wichita Falls, TX (SPS)	88.4	88.3	95	94
Wichita, KS (ICT)	89.2	89.4	558	555
Williston, ND (XWA)	92.9	89.3	56	56
Wilmington, NC (ILM)	88.4	90.8	346	346
Wrangell, AK (WRG)	85.0	91.7	60	60
Yakima, WA (YKM)	91.9	91.9	62	62
Yakutat, AK (YAK)	83.3	88.3	60	60
Yuma, AZ (YUM)	91.0	87.6	145	145

AIR TRAVEL CONSUMER REPORT

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

JANUARY 2021

CARRIER ¹	AT ALL US AIRPORTS			
	NUMBER OF AIRPORTS REPORTED	FLIGHT OPERATIONS SCHEDULED	FLIGHT OPERATIONS CANCELLED	PERCENT OF OPERATIONS CANCELLED
DELTA AIR LINES NETWORK	202	92599	170	0.2
- DELTA AIR LINES	100	48239	92	0.2
- BRANDED CODESHARE PARTNERS	185	44360	78	0.2
HAWAIIAN AIRLINES NETWORK	20	3311	7	0.2
- HAWAIIAN AIRLINES	18	3199	7	0.2
- BRANDED CODESHARE PARTNERS	3	112	0	0.0
FRONTIER AIRLINES	93	6264	21	0.3
ALASKA AIRLINES NETWORK	101	23947	205	0.9
- ALASKA AIRLINES	71	10628	75	0.7
- BRANDED CODESHARE PARTNERS	55	13319	130	1.0
SPIRIT AIRLINES	46	11202	99	0.9
SOUTHWEST AIRLINES	93	61307	677	1.1
JETBLUE AIRWAYS	56	8937	99	1.1
AMERICAN AIRLINES NETWORK	229	97830	1395	1.4
- AMERICAN AIRLINES	89	38226	258	0.7
- BRANDED CODESHARE PARTNERS	215	59604	1137	1.9
UNITED AIRLINES NETWORK	236	68160	1205	1.8
- UNITED AIRLINES	85	23960	162	0.7
- BRANDED CODESHARE PARTNERS	225	44200	1043	2.4
ALLEGiant AIR	119	5827	277	4.8
TOTAL AIRPORTS SERVED	366	379,384	4,155	1.1

1. 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 6A. OVERALL NUMBER AND PERCENTAGE OF FLIGHT CANCELLATIONS BY REPORTING OPERATING CARRIER

JANUARY 2021

CARRIER ¹	AT ALL US AIRPORTS				
	NUMBER OF AIRPORTS REPORTED	FLIGHT OPERATIONS SCHEDULED	FLIGHT OPERATIONS CANCELLED	PERCENT OF OPERATIONS CANCELLED	RANK
ENDEAVOR AIR	117	19501	23	0.1	1
DELTA AIR LINES	100	48239	92	0.2	2
HAWAIIAN AIRLINES	18	3199	7	0.2	3
FRONTIER AIRLINES	93	6264	21	0.3	4
AMERICAN AIRLINES	89	38226	258	0.7	5
UNITED AIRLINES	85	23960	162	0.7	6
ALASKA AIRLINES	71	10628	75	0.7	7
SPIRIT AIRLINES	46	11202	99	0.9	8
SOUTHWEST AIRLINES	93	61307	677	1.1	9
JETBLUE AIRWAYS	56	8937	99	1.1	10
SKYWEST AIRLINES	220	52000	588	1.1	11
REPUBLIC AIRWAYS	87	21720	271	1.2	12
HORIZON AIR	48	8906	122	1.4	13
MESA AIRLINES	95	11232	172	1.5	14
ENVOY AIR	141	17665	331	1.9	15
PSA AIRLINES	89	12615	373	3.0	16
ALLEGiant AIR	119	5827	277	4.8	17
TOTAL AIRPORTS SERVED	357	361,428	3,647	1.0	

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

AIR TRAVEL CONSUMER REPORT

TABLE 7. CAUSES OF DELAY, BY REPORTING MARKETING CARRIER

JANUARY 2021

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	23947	21974	91.76	205	0.86	54	0.23	650	2.71	67	0.28	625	2.61	18	0.08	354	1.48
- ALASKA AIRLINES	10628	9758	91.81	75	0.71	22	0.21	224	2.11	16	0.15	418	3.93	14	0.13	101	0.95
- BRANDED CODESHARE PARTNERS	13319	12216	91.72	130	0.98	32	0.24	426	3.20	51	0.38	207	1.55	4	0.03	253	1.90
ALLEGiant AIR	5827	4691	80.50	277	4.75	24	0.41	190	3.26	88	1.51	290	4.98	7	0.12	261	4.48
AMERICAN AIRLINES NETWORK	97830	84550	86.43	1395	1.43	190	0.19	3394	3.47	690	0.71	4943	5.05	52	0.05	2615	2.67
- AMERICAN AIRLINES	38226	33979	88.89	258	0.67	62	0.16	1340	3.51	192	0.50	1697	4.44	25	0.07	672	1.76
- BRANDED CODESHARE PARTNERS	59604	50571	84.84	1137	1.91	128	0.21	2054	3.45	497	0.83	3246	5.45	27	0.05	1943	3.26
DELTA AIR LINES NETWORK	92599	84373	91.12	170	0.18	133	0.14	3487	3.77	517	0.56	2726	2.94	22	0.02	1172	1.27
- DELTA AIR LINES	48239	43753	90.70	92	0.19	47	0.10	1517	3.14	61	0.13	1982	4.11	11	0.02	775	1.61
- BRANDED CODESHARE PARTNERS	44360	40620	91.57	78	0.18	86	0.19	1969	4.44	455	1.03	743	1.67	11	0.02	397	0.89
FRONTIER AIRLINES	6264	5697	90.95	21	0.34	4	0.06	166	2.65	10	0.16	270	4.31	0	0.00	96	1.53
HAWAIIAN AIRLINES NETWORK	3311	3130	94.53	7	0.21	1	0.03	145	4.38	6	0.18	2	0.06	1	0.03	20	0.60
- HAWAIIAN AIRLINES	3199	3030	94.72	7	0.22	1	0.03	140	4.38	6	0.19	1	0.03	1	0.03	13	0.41
- BRANDED CODESHARE PARTNERS	112	100	89.29	0	0.00	0	0.00	5	4.46	0	0.00	1	0.89	0	0.00	7	6.25
JETBLUE AIRWAYS	8937	6932	77.57	99	1.11	11	0.12	693	7.75	14	0.16	857	9.59	16	0.18	316	3.54
SOUTHWEST AIRLINES	61307	55704	90.86	677	1.10	43	0.07	1923	3.14	45	0.07	1474	2.40	17	0.03	1424	2.32
SPIRIT AIRLINES	11202	9950	88.82	99	0.88	14	0.12	236	2.11	25	0.22	673	6.01	21	0.19	184	1.64
UNITED AIRLINES NETWORK	68160	60659	89.00	1205	1.77	146	0.21	2706	3.97	346	0.51	2072	3.04	5	0.01	1020	1.50
- UNITED AIRLINES	23960	21774	90.88	162	0.68	36	0.15	690	2.88	64	0.27	860	3.59	0	0.00	374	1.56
- BRANDED CODESHARE PARTNERS	44200	38885	87.98	1043	2.36	110	0.25	2016	4.56	282	0.64	1213	2.74	5	0.01	646	1.46
TOTAL	379,384	337,660	89.00	4,155	1.10	620	0.16	13,590	3.58	1,806	0.48	13,933	3.67	159	0.04	7,462	1.97

* 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

JANUARY 2021

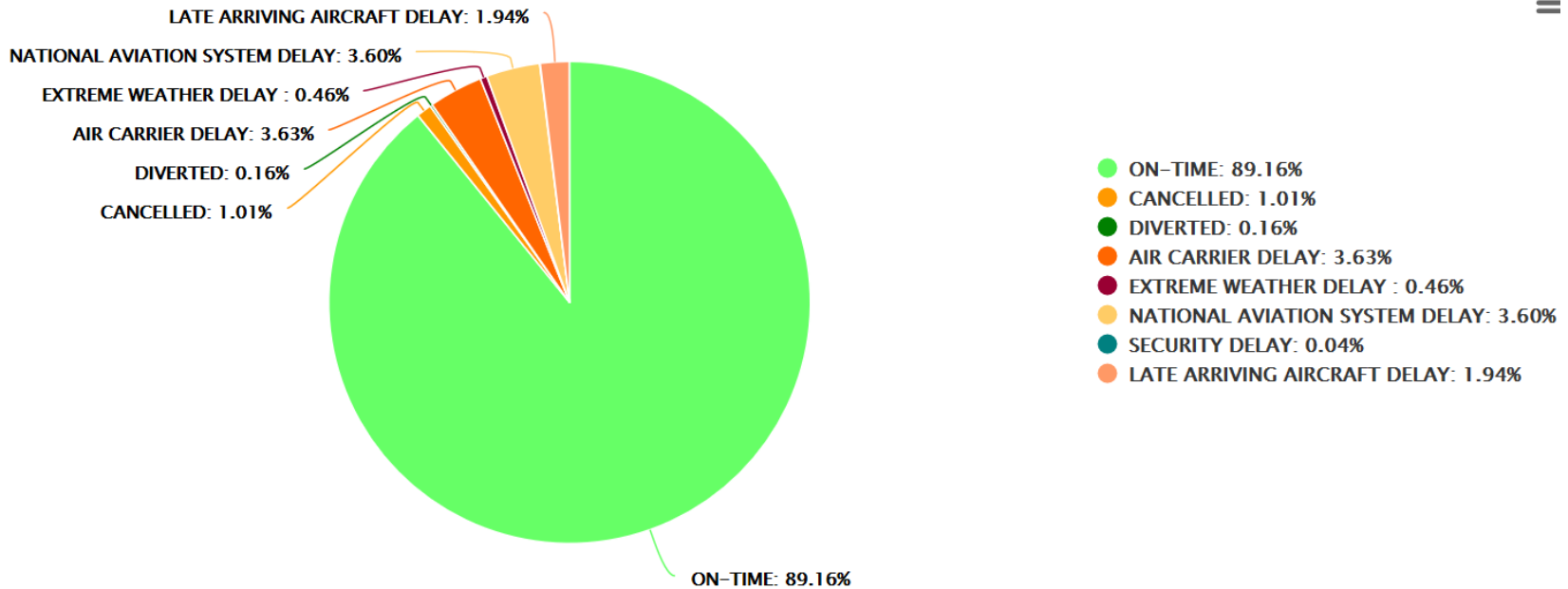
CARRIER	TOTAL RECORDS	ON TIME	% ON TIME	CANCELLED	% CANCELLED	DIVERTED	% DIVERTED	AIR CARRIER DELAY	% AIR CARRIER DELAY	EXTREME WEATHER DELAY	% EXTREME WEATHER DELAY	NATIONAL AVIATION SYSTEM DELAY	% NATIONAL AVIATION SYSTEM DELAY	SECURITY DELAY	% SECURITY DELAY	LATE ARRIVING AIRCRAFT DELAY	% LATE ARRIVING AIRCRAFT DELAY
ALASKA AIRLINES	10628	9758	91.81	75	0.71	22	0.21	224	2.11	16	0.15	418	3.93	14	0.13	101	0.95
ALLEGiant AIR	5827	4691	80.50	277	4.75	24	0.41	190	3.26	88	1.51	290	4.98	7	0.12	261	4.48
AMERICAN AIRLINES	38226	33979	88.89	258	0.67	62	0.16	1340	3.51	192	0.50	1697	4.44	25	0.07	672	1.76
DELTA AIR LINES	48239	43753	90.70	92	0.19	47	0.10	1517	3.14	61	0.13	1982	4.11	11	0.02	775	1.61
ENDEAVOR AIR	19501	18069	92.66	23	0.12	25	0.13	447	2.29	76	0.39	521	2.67	1	0.01	340	1.74
ENVOY AIR	17665	14656	82.97	331	1.87	44	0.25	422	2.39	208	1.18	1487	8.42	9	0.05	508	2.88
FRONTIER AIRLINES	6264	5697	90.95	21	0.34	4	0.06	166	2.65	10	0.16	270	4.31	0	0.00	96	1.53
HAWAIIAN AIRLINES	3199	3030	94.72	7	0.22	1	0.03	140	4.38	6	0.19	1	0.03	1	0.03	13	0.41
HORIZON AIR	8906	8107	91.03	122	1.37	19	0.21	238	2.67	37	0.42	202	2.27	4	0.04	177	1.99
JETBLUE AIRWAYS	8937	6932	77.57	99	1.11	11	0.12	693	7.75	14	0.16	857	9.59	16	0.18	316	3.54
MESA AIRLINES	11232	9742	86.73	172	1.53	16	0.14	345	3.07	103	0.92	582	5.18	3	0.03	269	2.39
PSA AIRLINES	12615	10762	85.31	373	2.96	16	0.13	463	3.67	38	0.30	605	4.80	6	0.05	353	2.80
REPUBLIC AIRWAYS	21720	19582	90.16	271	1.25	28	0.13	579	2.67	58	0.27	843	3.88	10	0.05	348	1.60
SKYWEST AIRLINES	52000	46057	88.57	588	1.13	165	0.32	3490	6.71	636	1.22	244	0.47	13	0.03	807	1.55
SOUTHWEST AIRLINES	61307	55704	90.86	677	1.10	43	0.07	1923	3.14	45	0.07	1474	2.40	17	0.03	1424	2.32
SPIRIT AIRLINES	11202	9950	88.82	99	0.88	14	0.12	236	2.11	25	0.22	673	6.01	21	0.19	184	1.64
UNITED AIRLINES	23960	21774	90.88	162	0.68	36	0.15	690	2.88	64	0.27	860	3.59	0	0.00	374	1.56
TOTAL	361,428	322,243	89.16	3,647	1.01	577	0.16	13,104	3.63	1,676	0.46	13,006	3.60	157	0.04	7,018	1.94

* 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
JANUARY 2021



*** 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

JANUARY 2021

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

JANUARY 2021

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

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

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

APPENDIX

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

30 Largest U.S. Airports

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

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

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

* Based on the Bureau of Transportation Statistics' Technical Reporting Directive #34, issued October 15, 2020, effective January 1, 2021: <https://www.bts.gov/topics/airlines-and-airports/number-34-time-reporting-carriers-effective-jan-1-2021>

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, 2020, 17 air carriers reached this reporting threshold. They are: Alaska Airlines, Allegiant Air, American Airlines, Delta Air Lines, Endeavor Air, Envoy Air, Frontier Airlines, Hawaiian Airlines, Horizon Air, 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*	JANUARY 2021			JANUARY 2020		
		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	219,836	250	1.14	476,380	805	1.69
2	HAWAIIAN AIRLINES NETWORK	144,958	234	1.61	535,434	2,303	4.30
	- HAWAIIAN AIRLINES	143,028	233	1.63	521,495	2,151	4.12
	- BRANDED CODESHARE PARTNERS	1,930	1	0.52	13,939	152	10.90
3	FRONTIER AIRLINES	351,049	752	2.14	888,555	3,633	4.09
4	SOUTHWEST AIRLINES	4,485,751	11,677	2.60	9,298,434	36,118	3.88
5	DELTA AIR LINES NETWORK	3,208,134	9,002	2.81	8,276,650	37,254	4.50
	- DELTA AIR LINES	2,189,179	6,163	2.82	6,213,182	27,557	4.44
	- BRANDED CODESHARE PARTNERS	1,018,955	2,839	2.79	2,063,468	9,697	4.70
6	ALASKA AIRLINES NETWORK	920,133	2,848	3.10	2,289,227	15,101	6.60
	- ALASKA AIRLINES	579,734	1,742	3.00	1,646,964	9,850	5.98
	- BRANDED CODESHARE PARTNERS	340,399	1,106	3.25	642,263	5,251	8.18
7	JETBLUE AIRWAYS	440,014	1,427	3.24	1,272,589	5,006	3.93
8	SPIRIT AIRLINES	543,639	1,826	3.36	1,025,732	5,411	5.28
9	UNITED AIRLINES NETWORK	2,655,774	9,884	3.72	6,193,439	38,487	6.21
	- UNITED AIRLINES	1,550,535	5,350	3.45	3,672,898	22,219	6.05
	- BRANDED CODESHARE PARTNERS	1,105,239	4,534	4.10	2,520,541	16,268	6.45
10	AMERICAN AIRLINES NETWORK	4,413,387	30,258	6.86	9,727,580	74,975	7.71
	- AMERICAN AIRLINES	2,418,468	15,874	6.56	5,966,148	46,598	7.81
	- BRANDED CODESHARE PARTNERS	1,994,919	14,384	7.21	3,761,432	28,377	7.54
TOTAL		17,382,675	68,158	3.92	39,984,020	219,093	5.48

* 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*	JANUARY 2021			JANUARY 2020		
		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	219,836	250	1.14	476,380	805	1.69
2	HAWAIIAN AIRLINES	143,028	233	1.63	521,495	2,151	4.12
3	FRONTIER AIRLINES	351,049	752	2.14	888,555	3,633	4.09
4	SOUTHWEST AIRLINES	4,485,751	11,677	2.60	9,298,434	36,118	3.88
5	ENDEAVOR AIR	528,346	1,388	2.63	901,600	4,453	4.94
6	DELTA AIR LINES	2,189,179	6,163	2.82	6,213,182	27,557	4.44
7	ALASKA AIRLINES	579,734	1,742	3.00	1,646,964	9,850	5.98
8	HORIZON AIR	264,760	831	3.14	-	-	-
9	JETBLUE AIRWAYS	440,014	1,427	3.24	1,272,589	5,006	3.93
10	SPIRIT AIRLINES	543,639	1,826	3.36	1,025,732	5,411	5.28
11	UNITED AIRLINES	1,550,535	5,350	3.45	3,672,898	22,219	6.05
12	SKYWEST AIRLINES	1,267,272	5,084	4.01	2,556,115	15,390	6.02
13	PSA AIRLINES	532,907	2,809	5.27	1,117,123	7,841	7.02
14	REPUBLIC AIRWAYS	534,213	2,850	5.33	716,346	4,994	6.97
15	MESA AIRLINES	378,730	2,392	6.32	779,650	5,219	6.69
16	AMERICAN AIRLINES	2,418,468	15,874	6.56	5,966,148	46,598	7.81
17	ENVOY AIR	522,099	5,193	9.95	893,126	7,795	8.73
	TOTAL	16,949,560	65,841	3.88	37,946,337	205,040	5.40

* 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, 2020, 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*	JANUARY 2021			JANUARY 2020		
		NUMBER OF WHEELCHAIRS AND SCOOTERS ENPLANED	NUMBER OF WHEELCHAIRS AND SCOOTERS MISHANDLED	PERCENT OF WHEELCHAIRS AND SCOOTERS MISHANDLED	NUMBER OF WHEELCHAIRS AND SCOOTERS ENPLANED	NUMBER OF WHEELCHAIRS AND SCOOTERS MISHANDLED	PERCENT OF WHEELCHAIRS AND SCOOTERS MISHANDLED
1	HAWAIIAN AIRLINES NETWORK	182	0	0.00	561	5	0.89
	- HAWAIIAN AIRLINES	173	0	0.00	485	5	1.03
	- BRANDED CODESHARE PARTNERS	9	0	0.00	76	0	0.00
2	ALLEGIANT AIR	219	1	0.46	1,326	4	0.30
3	FRONTIER AIRLINES	686	5	0.73	2,318	40	1.73
4	DELTA AIR LINES NETWORK	4,107	30	0.73	12,967	110	0.85
	- DELTA AIR LINES	2,798	23	0.82	10,402	89	0.86
	- BRANDED CODESHARE PARTNERS	1,309	7	0.53	2,565	21	0.82
5	UNITED AIRLINES NETWORK	3,200	28	0.88	8,091	123	1.52
	- UNITED AIRLINES	1,813	21	1.16	5,329	91	1.71
	- BRANDED CODESHARE PARTNERS	1,387	7	0.50	2,762	32	1.16
6	SOUTHWEST AIRLINES	2,721	37	1.36	10,119	194	1.92
7	ALASKA AIRLINES NETWORK	741	13	1.75	2,219	24	1.08
	- ALASKA AIRLINES	468	8	1.71	1,814	20	1.10
	- BRANDED CODESHARE PARTNERS	273	5	1.83	405	4	0.99
8	AMERICAN AIRLINES NETWORK	3,381	61	1.80	9,900	188	1.90
	- AMERICAN AIRLINES	2,189	46	2.10	7,384	126	1.71
	- BRANDED CODESHARE PARTNERS	1,192	15	1.26	2,516	62	2.46
9	JETBLUE AIRWAYS	641	12	1.87	2,863	31	1.08
10	SPIRIT AIRLINES	317	9	2.84	1,525	43	2.82
	TOTAL	16,195	196	1.21	51,889	762	1.47

* 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*	JANUARY 2021			JANUARY 2020		
		NUMBER OF WHEELCHAIRS AND SCOOTERS ENPLANED	NUMBER OF WHEELCHAIRS AND SCOOTERS MISHANDLED	PERCENT OF WHEELCHAIRS AND SCOOTERS MISHANDLED	NUMBER OF WHEELCHAIRS AND SCOOTERS ENPLANED	NUMBER OF WHEELCHAIRS AND SCOOTERS MISHANDLED	PERCENT OF WHEELCHAIRS AND SCOOTERS MISHANDLED
1	HAWAIIAN AIRLINES	173	0	0.00	485	5	1.03
2	ALLEGiant AIR	219	1	0.46	1,326	4	0.30
3	REPUBLIC AIRWAYS	537	3	0.56	933	7	0.75
4	ENDEAVOR AIR	699	4	0.57	961	8	0.83
5	SKYWEST AIRLINES	1,326	9	0.68	2,691	38	1.41
6	FRONTIER AIRLINES	686	5	0.73	2,318	40	1.73
7	MESA AIRLINES	369	3	0.81	745	9	1.21
8	DELTA AIR LINES	2,798	23	0.82	10,402	89	0.86
9	ENVOY AIR	307	3	0.98	638	20	3.13
10	UNITED AIRLINES	1,813	21	1.16	5,329	91	1.71
11	SOUTHWEST AIRLINES	2,721	37	1.36	10,119	194	1.92
12	PSA AIRLINES	274	4	1.46	572	13	2.27
13	ALASKA AIRLINES	468	8	1.71	1,814	20	1.10
14	JETBLUE AIRWAYS	641	12	1.87	2,863	31	1.08
15	HORIZON AIR	259	5	1.93	-	-	-
16	AMERICAN AIRLINES	2,189	46	2.10	7,384	126	1.71
17	SPIRIT AIRLINES	317	9	2.84	1,525	43	2.82
	TOTAL	15,796	193	1.22	50,105	738	1.47

* 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*	OCTOBER - DECEMBER 2020			
		DENIED BOARDINGS (DB'S)		ENPLANED PASSENGERS	INVOLUNTARY DB's PER 10,000 PASSENGERS
		VOLUNTARY	INVOLUNTARY		
1	DELTA AIR LINES NETWORK	1,199	0	15,206,962	0.00
	- DELTA AIR LINES	570	0	11,484,571	0.00
	- BRANDED CODESHARE PARTNERS	629	0	3,722,391	0.00
2	JETBLUE AIRWAYS	62	0	2,560,789	0.00
3	ALLEGiant AIR	6	0	2,180,397	0.00
4	HAWAIIAN AIRLINES NETWORK	8	0	477,358	0.00
	- HAWAIIAN AIRLINES	8	0	469,717	0.00
	- BRANDED CODESHARE PARTNERS	0	0	7,641	0.00
5	ALASKA AIRLINES NETWORK	7	1	3,606,481	0.00
	- ALASKA AIRLINES	0	0	2,247,354	0.00
	- BRANDED CODESHARE PARTNERS	7	1	1,359,127	0.01
6	UNITED AIRLINES NETWORK	767	5	14,096,177	0.00
	- UNITED AIR LINES	289	5	8,860,807	0.01
	- BRANDED CODESHARE PARTNERS	478	0	5,235,370	0.00
7	SOUTHWEST AIRLINES	487	28	16,011,098	0.02
8	AMERICAN AIRLINES NETWORK	1,986	106	22,451,466	0.05
	- AMERICAN AIRLINES	591	28	14,695,523	0.02
	- BRANDED CODESHARE PARTNERS	1,395	78	7,755,943	0.10
9	FRONTIER AIRLINES	167	51	2,619,595	0.19
10	SPIRIT AIRLINES	685	99	5,010,558	0.20
	TOTAL	5,374	290	84,220,881	0.03

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

* 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*	OCTOBER - DECEMBER 2020			
		DENIED BOARDINGS (DB'S)		ENPLANED PASSENGERS	INVOLUNTARY DB's PER 10,000 PASSENGERS
		VOLUNTARY	INVOLUNTARY		
1	DELTA AIR LINES	570	0	11,484,571	0.00
2	JETBLUE AIRWAYS	62	0	2,560,789	0.00
3	ALASKA AIRLINES	0	0	2,247,354	0.00
4	ALLEGiant AIR	6	0	2,180,397	0.00
5	ENDEAVOR AIR	233	0	2,013,531	0.00
6	HAWAIIAN AIRLINES	8	0	469,717	0.00
7	REPUBLIC AIRWAYS	217	21	2,613,252	0.01
8	UNITED AIRLINES	289	5	8,860,807	0.01
9	SKYWEST AIRLINES	720	5	5,122,330	0.01
10	MESA AIRLINES	170	3	1,769,553	0.02
11	SOUTHWEST AIRLINES	487	28	16,011,098	0.02
12	AMERICAN AIRLINES	591	28	14,695,523	0.02
13	PSA AIRLINES	360	19	2,083,641	0.09
14	ENVOY AIR	408	30	2,164,410	0.14
15	FRONTIER AIRLINES	167	51	2,619,595	0.19
16	SPIRIT AIRLINES	685	99	5,010,558	0.20
TOTAL		4,973	289	81,907,126	0.04

OCTOBER - DECEMBER 2019			
DENIED BOARDINGS (DB'S)		ENPLANED PASSENGERS	INVOLUNTARY DB's PER 10,000 PASSENGERS
VOLUNTARY	INVOLUNTARY		
26,246	0	36,796,401	0.00
637	16	9,504,092	0.02
3,147	108	8,547,197	0.13
347	2	3,613,426	0.01
6,772	0	3,780,820	0.00
101	0	2,674,636	0.00
3,532	120	3,218,312	0.37
5,668	13	25,141,731	0.01
13,524	116	10,085,483	0.12
1,428	102	3,528,613	0.29
4,339	269	40,839,000	0.07
15,503	1,071	35,416,937	0.30
2,683	459	3,816,412	1.20
2,427	544	3,703,185	1.47
821	249	5,764,965	0.43
5,575	121	8,276,219	0.15
92,750	3,190	204,707,429	0.16

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

	JANUARY 2021				JANUARY 2020			
	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS
U.S. AIRLINES	924	18	0	160	746	75	0	116
FOREIGN AIRLINES	2,273	5	0	104	520	2	0	48
TRAVEL AGENTS	745	0	0	36	36	0	0	11
TOUR OPERATORS	1	0	0	0	0	0	0	0
MISCELLANEOUS	23	22	0	99	10	52	0	100
INDUSTRY TOTALS	3,966	45	0	399	1,312	129	0	275

AIR TRAVEL CONSUMER REPORT

Table 2

COMPLAINT CATEGORIES*						
COMPLAINT CATEGORY	JANUARY 2021			JANUARY 2020		
	RANKING	COMPLAINTS**	SUB-CATEGORY	RANKING	COMPLAINTS**	SUB-CATEGORY
REFUNDS	1	3,291		5	143	
FARES	2	198		6	86	
RESERVATIONS/TICKETING/BOARDING	3	156		4	168	
FLIGHT PROBLEMS	4	102		1	287	
CANCELLATION			47			106
DELAY			25			91
MISCONNECTION			13			48
CUSTOMER SERVICE	5	79		3	189	
BAGGAGE	6	75		2	240	
DISABILITY	7	36		8	70	
OTHER	8	14		7	72	
FREQUENT FLYER			10			49
DISCRIMINATION	9	6		10	11	
OVERSALES	10	5		9	42	
ADVERTISING	11	4		11	3	
ANIMALS	12	0		12	1	
COMPLAINT TOTAL		3,966			1,312	

* 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*
JANUARY 2021

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	0	3	35	2	2	2	0	0	0	0	46
ALLEGiant AIR	3	0	0	0	4	0	0	2	0	0	0	0	9
AMERICAN AIRLINES	12	0	8	9	113	3	11	7	1	2	0	1	167
DELTA AIR LINES	4	0	3	4	36	8	5	3	0	1	0	1	65
EASTERN	3	0	1	0	1	0	0	0	0	0	0	0	5
ENVOY AIR	1	0	1	1	3	1	0	1	0	0	0	0	8
FRONTIER AIRLINES	5	1	3	21	43	2	5	0	0	0	0	0	80
HAWAIIAN AIRLINES	0	0	2	2	8	0	1	0	0	0	0	0	13
JETBLUE AIRWAYS	3	0	4	7	36	1	6	4	0	1	0	0	62
PSA AIRLINES	1	0	0	0	6	0	1	0	0	0	0	0	8
REPUBLIC AIRWAYS	3	0	0	0	4	0	1	0	0	0	0	0	8
SILVER AIRWAYS	0	0	0	0	5	0	1	1	0	0	0	0	7
SKYWEST AIRLINES	5	0	0	0	2	0	0	0	0	0	0	1	8
SOUTHWEST AIRLINES	3	0	3	18	30	7	7	7	0	1	0	0	76
SPIRIT AIRLINES	9	0	4	17	76	4	7	0	0	0	0	2	119
SUN COUNTRY AIRLINES	0	0	1	0	3	0	1	0	0	0	0	0	5
UNITED AIRLINES	15	1	14	19	146	8	16	6	0	0	0	2	227
OTHER U.S. AIRLINES	2	0	0	0	6	0	1	0	0	0	0	2	11
TOTAL JANUARY 2021	71	2	44	101	557	36	65	33	1	5	0	9	924
% of TOTAL COMPLAINTS	7.7	0.2	4.8	10.9	60.3	3.9	7.0	3.6	0.1	0.5	0	1.0	
TOTAL JANUARY 2020	207	27	69	37	46	107	127	55	1	8	0	62	746
% of TOTAL COMPLAINTS	27.7	3.6	9.2	5.0	6.2	14.3	17.0	7.4	0.1	1.1	0	8.3	

* 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 JAN	INCI- DENTS IN JAN	PERCENT	INCI- DENTS IN DEC	PERCENT	INCI- DENTS IN ALL PRIOR MONTHS	PERCENT	UN- KNOWN INCI- DENT DATE	PERCENT
ALASKA AIRLINES	46	7	15.2	2	4.3	32	69.6	5	10.9
ALLEGiant AIR	9	6	66.7	0	0.0	2	22.2	1	11.1
AMERICAN AIRLINES	167	40	24.0	26	15.6	78	46.7	23	13.8
DELTA AIR LINES	65	13	20.0	9	13.8	33	50.8	10	15.4
EASTERN	5	4	80.0	0	0.0	1	20.0	0	0.0
ENVOY AIR	8	1	12.5	3	37.5	2	25.0	2	25.0
FRONTIER AIRLINES	80	19	23.8	2	2.5	50	62.5	9	11.3
HAWAIIAN AIRLINES	13	3	23.1	0	0.0	7	53.8	3	23.1
JETBLUE AIRWAYS	62	15	24.2	7	11.3	29	46.8	11	17.7
PSA AIRLINES	8	3	37.5	1	12.5	3	37.5	1	12.5
REPUBLIC AIRWAYS	8	6	75.0	1	12.5	1	12.5	0	0.0
SKYWEST AIRLINES	8	2	25.0	3	37.5	3	37.5	0	0.0
SOUTHWEST AIRLINES	76	19	25.0	12	15.8	27	35.5	18	23.7
SPIRIT AIRLINES	119	25	21.0	9	7.6	68	57.1	17	14.3
SUN COUNTRY AIRLINES	5	2	40.0	0	0.0	2	40.0	1	20.0
UNITED AIRLINES	227	42	18.5	21	9.3	140	61.7	24	10.6
OTHER U.S. AIRLINES	11	3	27.3	1	9.1	5	45.5	2	18.2
Totals	924	210	22.7	97	10.5	490	53.0	127	13.7
Previous Year's Totals	746	316	42.4	193	25.9	165	22.1	72	9.7

* 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**
JANUARY 2021

	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>													
AER LINGUS	0	0	0	2	21	1	0	0	0	0	0	0	24
AEROFLOT	0	0	1	0	10	0	0	0	0	0	0	0	11
AEROMEXICO	1	0	1	2	60	1	1	1	0	0	0	0	67
AIR ASIA	0	0	0	0	8	0	0	0	0	0	0	0	8
AIR CANADA	1	0	4	0	170	0	0	0	0	0	0	0	175
AIR EUROPA	0	0	0	0	9	0	0	0	0	0	0	0	9
AIR FRANCE	1	0	5	2	23	2	0	0	0	0	0	0	33
AIR INDIA	0	0	4	1	85	1	0	0	0	0	0	0	91
AIR NEW ZEALAND	0	0	0	0	8	0	0	0	0	0	0	0	8
AIR TAHITI NUI	0	0	0	1	9	0	0	0	0	0	0	0	10
ALITALIA AIRLINES	1	0	1	0	9	1	0	0	0	0	0	0	12
ANA ALL NIPPON AIRWAYS	0	0	0	0	5	0	0	0	0	0	0	0	5
AUSTRIAN AIRLINES	0	0	0	1	8	0	0	0	0	0	0	0	9
AVIANCA	1	0	8	8	168	0	0	0	0	0	0	0	185
AZUL BRAZILIAN AIRLINES	0	0	0	0	5	0	0	0	0	0	0	0	5
BRITISH AIRWAYS	0	0	4	4	49	0	1	0	0	1	0	0	59
BRUSSELS AIRLINES	0	0	1	0	5	0	0	0	0	0	0	0	6
CARIBBEAN AIRLINES	0	0	0	0	12	0	0	0	0	0	0	0	12
COPA	0	1	2	5	42	1	0	0	0	0	0	0	51
EGYPTAIR	1	0	1	0	12	2	0	0	0	0	0	0	16
EL AL ISRAEL	1	0	1	1	69	1	0	0	0	0	0	0	73
EMIRATES AIRLINES	0	0	1	0	5	1	0	0	0	0	0	0	7
ETHIOPIAN AIRLINES	1	0	2	1	6	2	0	0	0	0	0	0	12
ETIHAD AIRWAYS	0	0	0	0	8	0	0	0	0	0	0	1	9
EVA AIRWAYS	0	0	0	0	5	0	0	0	0	0	0	0	5
FIJI AIRWAYS	0	0	1	0	29	0	0	0	0	0	0	0	30
FINNAIR OY	0	0	1	0	5	0	0	0	0	0	0	0	6
FRENCH BEE	0	0	0	0	6	0	0	0	0	0	0	0	6
IBERIA AIRLINES	1	0	1	3	25	5	1	0	0	0	0	0	36
ICELANDAIR	0	1	0	0	15	0	0	0	0	0	0	0	16
INTERJET	0	0	8	1	137	0	0	0	0	0	0	0	146
JAPAN AIR LINES	0	0	1	0	7	0	0	0	0	0	0	0	8
KENYA AIRWAYS	0	0	0	1	6	0	0	0	0	0	0	0	7
KLM	2	0	1	0	12	1	1	1	0	0	0	0	18
LA COMPAGNIE	0	0	0	0	8	0	0	0	0	0	0	0	8
LATAM	4	0	3	2	28	2	0	0	0	0	0	0	39
LEVEL	0	0	0	0	5	0	0	0	0	0	0	0	5
LOT POLISH AIRLINES	0	0	0	0	10	0	0	0	0	0	0	0	10

AIR TRAVEL CONSUMER REPORT

Table 5 (cont'd)

COMPANIES OTHER THAN U.S. AIRLINES* BY COMPLAINT CATEGORY** JANUARY 2021

	FLIGHT PROBLEMS	OVER- SALES	RES/TKT/ BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DIS- ABILITY	ADVERT- ISING	DISCRIM- INATION	ANIMALS	OTHER	TOTAL
<u>FOREIGN AIRLINES (cont'd)</u>													
LUFTHANSA	0	0	3	4	55	4	0	0	0	0	0	2	68
NORWEGIAN AIR SHUTTLE	1	0	0	7	93	0	1	0	0	0	0	0	102
PHILIPPINE AIRLINES	0	0	1	2	103	1	0	0	0	0	0	0	107
QATAR AIRWAYS	2	0	8	0	18	0	2	0	0	0	0	0	30
ROYAL AIR MAROC	1	0	0	0	32	0	0	0	0	0	0	0	33
ROYAL JORDANIAN AIRLINES	0	0	1	0	20	1	0	0	0	0	0	0	22
RYANAIR	0	0	0	0	7	0	0	0	0	0	0	0	7
SAS	0	0	0	0	14	0	0	0	0	0	0	0	14
SATA INTERNACIONAL	0	0	1	1	4	0	0	0	0	0	0	0	6
SINGAPORE AIRLINES	0	0	1	0	4	0	0	0	0	0	0	0	5
SOUTH AFRICAN AIRWAYS	0	0	0	0	16	0	0	0	0	0	0	0	16
SWISS AIR	0	0	0	0	12	1	0	0	1	0	0	0	14
TAP	1	0	4	3	315	0	1	0	0	0	0	1	325
TURKISH AIRLINES	3	0	15	4	35	6	3	1	0	0	0	1	68
UKRAINE INTERNATIONAL AIRLINES	1	0	0	0	6	0	0	0	0	0	0	0	7
VIRGIN ATLANTIC AIRWAYS	1	0	1	0	10	0	0	0	0	0	0	0	12
VIRGIN AUSTRALIA	0	0	0	0	8	0	0	0	0	0	0	0	8
VIVAAEROBUS	0	0	0	1	7	1	0	0	0	0	0	0	9
VOLARIS AIRLINES	1	1	3	21	64	2	1	0	1	0	0	0	94
WEST JET	0	0	0	0	16	0	0	0	0	0	0	0	16
OTHER FOREIGN AIRLINES	2	0	1	1	69	0	0	0	0	0	0	0	73
TOTALS	28	3	91	79	2,012	37	12	3	2	1	0	5	2,273
<u>TRAVEL AGENTS</u>													
ASAPTICKETS.COM	0	0	0	0	26	0	0	0	0	0	0	0	26
CHASE TRAVEL	0	0	0	0	17	0	0	0	0	0	0	0	17
CHEAPOAIR.COM	0	0	1	4	46	0	1	0	0	0	0	0	52
EDREAMS.COM	0	0	0	0	7	0	0	0	0	0	0	0	7
EXPEDIA.COM	1	0	1	6	110	0	1	0	0	0	0	0	119
FLIGHT NETWORK	0	0	1	0	13	0	0	0	0	0	0	0	14
FLIGHTHUB	0	0	0	0	5	0	0	0	0	0	0	0	5
FLYUS.COM	0	0	1	0	4	0	0	0	0	0	0	0	5
GOTOGATE	0	0	1	0	20	0	0	0	0	0	0	0	21
HOPPER.COM	0	0	1	0	18	0	0	0	0	0	0	0	19
JUSTFLY.COM	0	0	3	2	52	0	0	0	0	0	0	0	57
KISSANDFLY	0	0	0	0	5	0	0	0	0	0	0	0	5
KIWI.COM	0	0	3	0	116	0	0	0	0	0	0	0	119
MANGO TOURS	0	0	0	0	8	0	0	0	0	0	0	0	8
MYTRIP.COM	0	0	0	0	7	0	0	0	0	0	0	0	7

AIR TRAVEL CONSUMER REPORT

Table 5 (cont'd)

COMPANIES OTHER THAN U.S. AIRLINES* BY COMPLAINT CATEGORY** JANUARY 2021

<u>TRAVEL AGENTS</u>	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	0	0	30	0	0	0	0	0	0	0	30
OVAGO	0	0	2	2	12	0	0	0	0	0	0	0	16
PRICELINE.COM	0	0	1	0	22	0	0	0	0	0	0	0	23
TRAVELOCITY.COM	1	0	1	1	22	0	0	0	0	0	0	0	25
TRIP.COM	0	0	0	0	5	0	0	0	0	0	0	0	5
VAYAMA	0	0	0	0	39	0	0	0	0	0	0	0	39
WOWFARE	0	0	0	0	6	0	0	0	0	0	0	0	6
OTHER TRAVEL AGENTS	0	0	4	3	112	1	0	0	0	0	0	0	120
TOTALS	2	0	20	18	702	1	2	0	0	0	0	0	745
<u>TOUR OPERATORS</u>													
OTHER TOUR OPERATORS	0	0	0	0	1	0	0	0	0	0	0	0	1
TOTALS	0	0	0	0	1	0	0	0	0	0	0	0	1
<u>MISCELLANEOUS</u>													
OTHER MISCELLANEOUS	1	0	1	0	19	1	0	0	1	0	0	0	23
TOTALS	1	0	1	0	19	1	0	0	1	0	0	0	23

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

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

AIR TRAVEL CONSUMER REPORT

TABLE 6

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

JANUARY 2021		JANUARY 2020
AIRLINE	COMPLAINTS	COMPLAINTS
ALASKA AIRLINES NETWORK	50	19
- ALASKA AIRLINES	46	16
- BRANDED CODESHARE PARTNERS	4	3
ALLEGiant AIR	9	15
AMERICAN AIRLINES NETWORK	190	243
- AMERICAN AIRLINES	167	217
- BRANDED CODESHARE PARTNERS	23	26
DELTA AIR LINES NETWORK	75	79
- DELTA AIR LINES	65	74
- BRANDED CODESHARE PARTNERS	10	5
FRONTIER AIRLINES	80	50
HAWAIIAN AIRLINES NETWORK	13	4
- HAWAIIAN AIRLINES	13	4
- BRANDED CODESHARE PARTNERS	0	0
JETBLUE AIRWAYS	62	37
SOUTHWEST AIRLINES	76	34
SPIRIT AIRLINES	119	81
UNITED AIRLINES NETWORK	227	146
- UNITED AIRLINES	227	134
- BRANDED CODESHARE PARTNERS	0	12
TOTAL	901	708

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

AIR TRAVEL CONSUMER REPORT

TABLE 6A

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

RANK	AIRLINE	JANUARY 2021			JANUARY 2020		
		COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS	COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS
1	MESA AIRLINES	0	540,459	0.00	3	1,148,120	0.26
2	ENDEAVOR AIR	2	593,563	0.34	2	1,218,455	0.16
3	SKYWEST AIRLINES	8	1,567,475	0.51	10	3,355,623	0.30
4	HORIZON AIRLINES	2	288,856	0.69	-	-	-
5	REPUBLIC AIRWAYS	8	873,886	0.92	4	1,450,775	0.28
6	ENVOY AIR	8	692,459	1.16	14	1,156,695	1.21
7	PSA AIRLINES	8	534,933	1.50	8	1,225,088	0.65
8	SOUTHWEST AIRLINES	76	4,784,363	1.59	34	11,878,890	0.29
9	DELTA AIR LINES	65	4,034,557	1.61	74	12,346,211	0.60
10	ALLEGiant AIR	9	555,974	1.62	15	1,077,257	1.39
11	AMERICAN AIRLINES	167	4,636,886	3.60	217	12,209,035	1.78
12	JETBLUE AIRWAYS	62	1,268,691	4.89	37	3,228,305	1.15
13	ALASKA AIRLINES	46	782,025	5.88	16	2,712,022	0.59
14	HAWAIIAN AIRLINES	13	189,171	6.87	4	946,904	0.42
15	SPIRIT AIRLINES	119	1,593,795	7.47	81	2,783,550	2.91
16	UNITED AIRLINES	227	2,904,190	7.82	134	8,704,225	1.54
17	FRONTIER AIRLINES	80	812,671	9.84	50	1,965,063	2.54
TOTAL		900	26,653,954	3.38	703	67,406,218	1.04

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

AIR TRAVEL CONSUMER REPORT

Civil Rights Complaints by Air Travelers (Other Than Disability) for January 2021

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

	Race	Ancestry/ Ethnicity	National Origin	Color	Religion	Sex	Other
AMERICAN AIRLINES	2						
BRITISH AIRWAYS	1						
DELTA AIR LINES	1						
JETBLUE AIRWAYS						1	
SOUTHWEST AIRLINES	1						
TOTAL	5					1	

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

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

COMPLAINT CATEGORIES

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

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

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

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

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

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

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

Disability: Civil rights complaints by air travelers with disabilities.

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

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

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

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

AIR TRAVEL CONSUMER REPORT

January 2021 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
Hawaiian Airlines	0	1	0
Totals:	0	2	0

**Customer Service Reports to the U.S. Department of Homeland Security for the Month of January 2021
as provided by the Transportation Security Administration ^a**

The Transportation Security Administration (TSA) screened approximately 24 million airline passengers and their 20 million checked bags in the month of January 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 January.

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
435	0.00181%	30	0.00013%	7	0.00003%	104	0.00043%

NOTES

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

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

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

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.