



Air Travel Consumer Report

A Product Of

THE OFFICE OF AVIATION CONSUMER PROTECTION

Issued: September 2021



Flight Delays¹	July 2021
Mishandled Baggage, Wheelchairs, and Scooters¹	July 2021
Oversales¹	2nd Quarter 2021
Consumer Complaints² (Includes Disability and Discrimination Complaints)	July 2021
Airline Animal Incident Reports⁴	July 2021
Customer Service Reports to the Dept. of Homeland Security³	July 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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INTRODUCTION

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

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

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

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

FLIGHT DELAYS

This section provides information about airline on-time performance, flight delays, and cancellations. It is based on data filed by airlines each month with the Department of Transportation's Bureau of Transportation Statistics (Office of Airline Information), as described in 14 CFR Part 234 of DOT's regulations. It covers nonstop operated and marketed scheduled-service flights between points within the United States (including territories) by the 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

JULY 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	United Airlines Branded Codeshare Partners
Envoy Air	Horizon Air	Endeavor Air	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

JULY 2021

CARRIER ¹	AT ALL US AIRPORTS		RANK
	NUMBER OF AIRPORTS REPORTED	PERCENT OF ON-TIME ARRIVALS	
HAWAIIAN AIRLINES	21	88.2	1
DELTA AIR LINES NETWORK	216	84.9	2
- DELTA AIR LINES	127	84.9	
- BRANDED CODESHARE PARTNERS	194	84.8	
ALASKA AIRLINES NETWORK	104	83.2	3
- ALASKA AIRLINES	78	82.0	
- BRANDED CODESHARE PARTNERS	55	84.5	
AMERICAN AIRLINES NETWORK	233	74.3	4
- AMERICAN AIRLINES	107	73.3	
- BRANDED CODESHARE PARTNERS	214	75.2	
UNITED AIRLINES NETWORK	252	69.4	5
- UNITED AIRLINES	102	70.3	
- BRANDED CODESHARE PARTNERS	236	68.9	
SOUTHWEST AIRLINES	104	67.9	6
SPIRIT AIRLINES	53	64.3	7
FRONTIER AIRLINES	106	60.0	8
JETBLUE AIRWAYS	65	55.7	9
ALLEGiant AIR	128	51.9	10
TOTAL AIRPORTS SERVED	373	73.4	

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

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

AIR TRAVEL CONSUMER REPORT

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

JULY 2021

AT ALL US AIRPORTS			
CARRIER ¹	NUMBER OF AIRPORTS REPORTED	PERCENT OF ON-TIME ARRIVALS	RANK
HAWAIIAN AIRLINES	21	88.2	1
ENDEAVOR AIR	110	88.2	2
DELTA AIR LINES	127	84.9	3
HORIZON AIR	46	84.7	4
ALASKA AIRLINES	78	82.0	5
ENVOY AIR	139	79.1	6
PSA AIRLINES	95	77.1	7
SKYWEST AIRLINES	223	75.4	8
REPUBLIC AIRWAYS	93	73.7	9
AMERICAN AIRLINES	107	73.3	10
UNITED AIRLINES	102	70.3	11
SOUTHWEST AIRLINES	104	67.9	12
MESA AIRLINES	102	65.8	13
SPIRIT AIRLINES	53	64.3	14
FRONTIER AIRLINES	106	60.0	15
JETBLUE AIRWAYS	65	55.7	16
ALLEGiant AIR	128	51.9	17
TOTAL AIRPORTS SERVED	365	73.5	

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

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

AIR TRAVEL CONSUMER REPORT

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

JULY 2021

CARRIER ¹	Jan 21		Feb 21		Mar 21		Apr 21		May 21		Jun 21		Jul 21		Year-to-date (YTD)	
	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank
ALASKA AIRLINES NETWORK	91.8	2	77.7	6	87.9	4	90.3	3	90.0	3	80.7	3	83.2	3	85.9	3
- ALASKA AIRLINES	91.8		75.8		86.2		88.2		89.6		77.5		82.0		84.3	
- BRANDED CODESHARE PARTNERS	91.7		79.4		89.7		92.5		90.5		84.1		84.5		87.5	
ALLEGiant AIR	80.5	9	75.6	9	82.1	10	79.4	9	78.4	10	56.6	10	51.9	10	69.8	10
AMERICAN AIRLINES NETWORK	86.4	8	77.6	7	88.6	2	88.7	5	84.9	5	74.3	4	74.3	4	81.6	4
- AMERICAN AIRLINES	88.9		80.7		89.4		88.2		84.0		71.2		73.3		81.0	
- BRANDED CODESHARE PARTNERS	84.8		75.6		88.1		89.1		85.6		76.8		75.2		82.0	
DELTA AIR LINES NETWORK	91.1	3	87.3	2	93.1	1	92.5	1	91.3	2	86.8	2	84.9	2	89.4	2
- DELTA AIR LINES	90.7		87.4		92.4		90.6		90.3		86.7		84.9		88.8	
- BRANDED CODESHARE PARTNERS	91.6		87.2		93.8		94.7		92.6		86.9		84.8		90.1	
FRONTIER AIRLINES	90.9	4	82.0	4	84.1	9	81.4	8	84.9	6	69.5	7	60.0	8	77.2	8
HAWAIIAN AIRLINES	94.5	1	95.0	1	88.2	3	91.4	2	93.0	1	87.7	1	88.2	1	90.6	1
- HAWAIIAN AIRLINES	94.7		95.0		88.2		91.4		93.0		87.7		88.2		90.6	
- BRANDED CODESHARE PARTNERS	89.3														89.3	
JETBLUE AIRWAYS	77.6	10	66.3	10	87.8	5	81.9	7	81.5	8	65.1	8	55.7	9	72.7	9
SOUTHWEST AIRLINES	90.9	5	81.0	5	86.1	7	88.1	6	81.3	9	62.4	9	67.9	6	78.2	6
SPIRIT AIRLINES	88.8	7	82.0	3	84.9	8	76.1	10	84.4	7	74.1	5	64.3	7	78.2	7
UNITED AIRLINES NETWORK	89.0	6	75.8	8	87.3	6	89.4	4	86.8	4	73.9	6	69.4	5	80.7	5
- UNITED AIRLINES	90.9		81.3		88.4		89.9		87.5		75.5		70.3		82.2	
- BRANDED CODESHARE PARTNERS	88.0		72.9		86.6		89.1		86.3		72.9		68.9		79.9	
TOTAL	89.0		80.1		88.5		88.7		86.2		74.6		73.4		82.2	

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

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

AIR TRAVEL CONSUMER REPORT

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

JULY 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	62	85.5	147	83.0	62	87.1	0	0.0	141	78.0	209	69.9	155	74.8	31	83.9
- ALASKA AIRLINES	62	85.5	147	83.0	62	87.1	0	0.0	141	78.0	209	69.9	155	74.8	31	83.9
- 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	63	71.4	59	42.4	0	0.0	0	0.0	48	50.0	0	0.0	0	0.0
AMERICAN AIRLINES NETWORK	1262	67.5	1785	72.8	458	69.0	19104	81.4	5282	75.6	990	69.2	23668	72.7	730	70.1
- AMERICAN AIRLINES	704	60.1	1365	72.3	339	66.7	8508	80.1	1666	74.2	990	69.2	13455	72.6	297	66.0
- BRANDED CODESHARE PARTNERS	558	76.9	420	74.5	119	75.6	10596	82.5	3616	76.2	0	0.0	10213	72.8	433	73.0
DELTA AIR LINES NETWORK	22366	86.3	2448	83.7	426	87.3	794	84.1	857	81.3	1071	78.4	887	80.4	9524	85.8
- DELTA AIR LINES	17272	86.0	1198	82.6	364	87.6	428	85.5	510	85.3	916	80.2	825	80.5	4010	86.6
- BRANDED CODESHARE PARTNERS	5094	87.4	1250	84.6	62	85.5	366	82.5	347	75.5	155	67.7	62	79.0	5514	85.2
FRONTIER AIRLINES	593	58.7	39	76.9	79	39.2	129	61.2	62	80.6	2079	72.3	274	60.6	94	56.4
HAWAIIAN AIRLINES	0	0.0	23	78.3	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
JETBLUE AIRWAYS	236	65.3	2685	66.0	0	0.0	57	84.2	283	62.9	174	71.3	66	80.3	70	90.0
SOUTHWEST AIRLINES	2718	72.8	479	67.4	5157	72.7	215	63.3	704	68.6	7496	64.9	0	0.0	336	58.0
SPIRIT AIRLINES	850	65.9	294	56.5	505	60.8	54	37.0	0	0.0	235	67.7	668	67.1	911	67.4
UNITED AIRLINES NETWORK	537	64.8	840	65.7	233	63.5	425	64.7	383	77.5	14123	69.9	790	65.7	509	60.7
- UNITED AIRLINES	274	59.9	726	66.8	141	58.2	32	53.1	176	75.6	5906	73.6	276	62.3	31	61.3
- BRANDED CODESHARE PARTNERS	263	70.0	114	58.8	92	71.7	393	65.6	207	79.2	8217	67.2	514	67.5	478	60.7
TOTAL	28,624	82.4	8,803	72.4	6,979	71.7	20,778	80.8	7,712	75.3	26,425	68.9	26,508	72.5	12,205	81.5

* 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)

JULY 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	155	83.2	31	83.9	297	77.4	93	81.7	62	77.4	133	70.7	449	73.1	1922	81.2
- ALASKA AIRLINES	155	83.2	31	83.9	297	77.4	93	81.7	62	77.4	133	70.7	263	74.9	765	80.4
- BRANDED CODESHARE PARTNERS	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	186	70.4	1157	81.8
ALLEGiant AIR	82	84.1	374	41.4	0	0.0	0	0.0	0	0.0	0	0.0	910	53.0	314	56.1
AMERICAN AIRLINES NETWORK	619	54.0	721	74.5	341	80.1	208	73.1	834	61.9	990	71.9	1113	71.8	4307	77.2
- AMERICAN AIRLINES	614	54.1	721	74.5	341	80.1	0	0.0	664	63.0	990	71.9	1113	71.8	2904	78.1
- BRANDED CODESHARE PARTNERS	5	40.0	0	0.0	0	0.0	208	73.1	170	57.6	0	0.0	0	0.0	1403	75.3
DELTA AIR LINES NETWORK	586	75.9	964	77.9	239	81.2	476	74.2	676	76.6	3917	79.1	1267	84.8	4101	84.1
- DELTA AIR LINES	319	71.5	964	77.9	239	81.2	216	76.9	471	80.3	1791	79.1	1143	85.5	2572	86.6
- BRANDED CODESHARE PARTNERS	267	81.3	0	0.0	0	0.0	260	71.9	205	68.3	2126	79.1	124	78.2	1529	79.8
FRONTIER AIRLINES	243	41.2	0	0.0	0	0.0	14	57.1	116	56.9	0	0.0	1159	57.3	73	69.9
HAWAIIAN AIRLINES	0	0.0	0	0.0	2431	90.2	0	0.0	0	0.0	31	67.7	92	92.4	217	82.0
JETBLUE AIRWAYS	1298	32.8	1547	55.5	0	0.0	0	0.0	79	64.6	3042	52.2	387	47.3	1076	57.5
SOUTHWEST AIRLINES	0	0.0	1501	73.0	1054	76.9	172	62.2	620	61.3	0	0.0	5596	69.8	1936	70.7
SPIRIT AIRLINES	552	53.6	2253	54.9	0	0.0	0	0.0	611	60.9	0	0.0	1541	72.2	896	78.0
UNITED AIRLINES NETWORK	5862	60.7	708	65.3	527	75.0	6571	72.2	11988	70.2	122	61.5	970	64.5	2843	74.7
- UNITED AIRLINES	3498	62.0	678	64.2	527	75.0	1981	73.8	4746	71.1	122	61.5	882	65.2	1715	74.9
- BRANDED CODESHARE PARTNERS	2364	58.8	30	90.0	0	0.0	4590	71.6	7242	69.6	0	0.0	88	58.0	1128	74.5
TOTAL	9,397	57.0	8,099	63.3	4,889	83.8	7,534	72.2	14,986	69.2	8,235	67.8	13,484	68.7	17,685	76.6

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

AIR TRAVEL CONSUMER REPORT

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

JULY 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	112	79.5	0	0.0	0	0.0	102	93.1	325	84.9	2721	84.1	62	85.5
- ALASKA AIRLINES	0	0.0	112	79.5	0	0.0	0	0.0	71	91.5	263	86.3	1141	82.7	62	85.5
- BRANDED CODESHARE PARTNERS	0	0.0	0	0.0	0	0.0	0	0.0	31	96.8	62	79.0	1580	85.1	0	0.0
ALLEGiant AIR	0	0.0	0	0.0	45	55.6	0	0.0	0	0.0	0	0.0	64	68.8	0	0.0
AMERICAN AIRLINES NETWORK	1834	74.2	1550	68.4	0	0.0	5392	76.7	611	68.9	12964	80.3	415	67.0	8320	76.7
- AMERICAN AIRLINES	854	72.8	1510	68.1	0	0.0	3946	76.8	344	63.7	4730	80.5	328	64.9	2588	74.0
- BRANDED CODESHARE PARTNERS	980	75.3	40	80.0	0	0.0	1446	76.3	267	75.7	8234	80.2	87	74.7	5732	78.0
DELTA AIR LINES NETWORK	3864	81.1	1525	80.7	331	83.1	775	79.6	9943	89.3	1235	77.7	710	86.1	540	80.7
- DELTA AIR LINES	1423	81.4	1525	80.7	93	80.6	744	79.4	4427	89.6	521	78.9	445	86.3	349	81.9
- BRANDED CODESHARE PARTNERS	2441	80.9	0	0.0	238	84.0	31	83.9	5516	89.1	714	76.9	265	85.7	191	78.5
FRONTIER AIRLINES	92	48.9	1426	42.0	0	0.0	574	50.2	43	83.7	311	53.1	76	78.9	649	51.3
HAWAIIAN AIRLINES	0	0.0	13	53.8	0	0.0	0	0.0	0	0.0	0	0.0	62	90.3	0	0.0
JETBLUE AIRWAYS	351	64.4	1174	47.6	0	0.0	420	52.9	62	88.7	110	56.4	71	52.1	153	56.2
SOUTHWEST AIRLINES	549	66.5	3600	67.6	6181	71.7	692	61.0	506	60.5	713	51.3	697	62.1	395	61.0
SPIRIT AIRLINES	331	63.4	1994	62.0	0	0.0	0	0.0	156	76.9	597	57.5	80	77.5	344	54.7
UNITED AIRLINES NETWORK	514	69.8	1021	68.7	0	0.0	463	60.3	463	67.4	14479	77.4	621	76.0	388	67.0
- UNITED AIRLINES	208	67.8	1021	68.7	0	0.0	370	58.9	237	59.5	4929	77.7	621	76.0	203	65.5
- BRANDED CODESHARE PARTNERS	306	71.2	0	0.0	0	0.0	93	65.6	226	75.7	9550	77.3	0	0.0	185	68.6
TOTAL	7,535	75.6	12,415	63.8	6,557	72.2	8,316	71.7	11,886	86.0	30,734	77.4	5,517	78.7	10,851	73.6

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

AIR TRAVEL CONSUMER REPORT

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

JULY 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	323	75.2	1662	83.6	9477	84.5	1574	85.6	367	80.1	62	88.7
- ALASKA AIRLINES	262	71.0	613	81.1	5785	83.0	375	84.0	119	79.0	62	88.7
- BRANDED CODESHARE PARTNERS	61	93.4	1049	85.0	3692	86.7	1199	86.1	248	80.6	0	0.0
ALLEGiant AIR	0	0.0	129	63.6	0	0.0	0	0.0	0	0.0	0	0.0
AMERICAN AIRLINES NETWORK	6760	77.8	760	72.9	780	73.8	1012	76.1	654	62.4	1052	66.8
- AMERICAN AIRLINES	4059	79.5	760	72.9	657	74.9	875	76.6	428	57.9	1011	67.2
- BRANDED CODESHARE PARTNERS	2701	75.3	0	0.0	123	68.3	137	73.0	226	70.8	41	58.5
DELTA AIR LINES NETWORK	977	78.7	650	88.3	4304	90.3	997	86.0	8394	86.1	982	78.5
- DELTA AIR LINES	822	81.4	624	89.1	2581	90.5	727	86.7	4440	85.7	959	78.6
- BRANDED CODESHARE PARTNERS	155	64.5	26	69.2	1723	90.0	270	84.1	3954	86.6	23	73.9
FRONTIER AIRLINES	405	66.2	129	79.1	72	83.3	165	80.0	196	73.5	363	52.6
HAWAIIAN AIRLINES	49	85.7	62	71.0	62	74.2	62	96.8	0	0.0	0	0.0
JETBLUE AIRWAYS	131	59.5	179	84.4	133	63.2	570	66.3	184	60.9	338	55.3
SOUTHWEST AIRLINES	4910	66.7	2141	72.0	978	71.8	547	65.1	1004	61.9	2007	68.5
SPIRIT AIRLINES	67	86.6	105	73.3	49	73.5	0	0.0	0	0.0	499	60.1
UNITED AIRLINES NETWORK	764	70.8	783	77.1	761	72.4	4529	78.6	712	68.7	626	70.9
- UNITED AIRLINES	609	69.1	721	76.7	731	71.7	2579	78.6	160	70.6	626	70.9
- BRANDED CODESHARE PARTNERS	155	77.4	62	82.3	30	90.0	1950	78.7	552	68.1	0	0.0
TOTAL	14,386	73.2	6,600	77.6	16,616	83.9	9,456	78.9	11,511	80.8	5,929	67.9

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

AIR TRAVEL CONSUMER REPORT

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

JULY 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	62	85.5	147	83.0	62	87.1	0	0.0	141	78.0	209	69.9	155	74.8	31	83.9
ALLEGiant AIR	0	0.0	63	71.4	59	42.4	0	0.0	0	0.0	48	50.0	0	0.0	0	0.0
AMERICAN AIRLINES	704	60.1	1365	72.3	339	66.7	8508	80.1	1666	74.2	990	69.2	13455	72.6	297	66.0
DELTA AIR LINES	17272	86.0	1198	82.6	364	87.6	428	85.5	510	85.3	916	80.2	825	80.5	4010	86.6
ENDEAVOR AIR	4526	88.6	84	90.5	62	85.5	144	86.8	57	86.0	0	0.0	0	0.0	3471	88.3
ENVOY AIR	93	76.3	22	95.5	0	0.0	414	81.6	287	77.7	0	0.0	5780	78.3	121	74.4
FRONTIER AIRLINES	593	58.7	39	76.9	79	39.2	129	61.2	62	80.6	2079	72.3	274	60.6	94	56.4
HAWAIIAN AIRLINES	0	0.0	23	78.3	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	236	65.3	2685	66.0	0	0.0	57	84.2	283	62.9	174	71.3	66	80.3	70	90.0
MESA AIRLINES	86	74.4	0	0.0	31	87.1	148	76.4	88	84.1	0	0.0	2607	59.8	92	72.8
PSA AIRLINES	120	81.7	0	0.0	34	94.1	6977	82.9	1557	76.9	0	0.0	123	75.6	73	83.6
REPUBLIC AIRWAYS	1006	75.1	1588	80.2	40	70.0	1355	80.9	2062	75.1	0	0.0	250	71.2	834	79.7
SKYWEST AIRLINES	84	75.0	0	0.0	106	65.1	186	69.4	0	0.0	7565	68.1	2029	72.6	1655	75.4
SOUTHWEST AIRLINES	2718	72.8	479	67.4	5157	72.7	215	63.3	704	68.6	7496	64.9	0	0.0	336	58.0
SPIRIT AIRLINES	850	65.9	294	56.5	505	60.8	54	37.0	0	0.0	235	67.7	668	67.1	911	67.4
UNITED AIRLINES	274	59.9	726	66.8	141	58.2	32	53.1	176	75.6	5906	73.6	276	62.3	31	61.3
TOTAL	28,624	82.4	8,713	72.4	6,979	71.7	18,647	80.8	7,593	75.3	25,618	69.3	26,508	72.5	12,026	81.8

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

AIR TRAVEL CONSUMER REPORT

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

JULY 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	155	83.2	31	83.9	297	77.4	93	81.7	62	77.4	133	70.7	263	74.9	765	80.4
ALLEGiant AIR	82	84.1	374	41.4	0	0.0	0	0.0	0	0.0	0	0.0	910	53.0	314	56.1
AMERICAN AIRLINES	614	54.1	721	74.5	341	80.1	0	0.0	664	63.0	990	71.9	1113	71.8	2904	78.1
DELTA AIR LINES	319	71.5	964	77.9	239	81.2	216	76.9	471	80.3	1791	79.1	1143	85.5	2572	86.6
ENDEAVOR AIR	240	81.3	0	0.0	0	0.0	62	67.7	0	0.0	1351	81.6	0	0.0	0	0.0
ENVOY AIR	0	0.0	0	0.0	0	0.0	62	75.8	45	60.0	0	0.0	0	0.0	0	0.0
FRONTIER AIRLINES	243	41.2	0	0.0	0	0.0	14	57.1	116	56.9	0	0.0	1159	57.3	73	69.9
HAWAIIAN AIRLINES	0	0.0	0	0.0	2431	90.2	0	0.0	0	0.0	31	67.7	92	92.4	217	82.0
HORIZON AIR	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	124	72.6	599	78.6
JETBLUE AIRWAYS	1298	32.8	1547	55.5	0	0.0	0	0.0	79	64.6	3042	52.2	387	47.3	1076	57.5
MESA AIRLINES	0	0.0	0	0.0	0	0.0	1005	70.2	3491	72.9	0	0.0	0	0.0	0	0.0
PSA AIRLINES	0	0.0	0	0.0	0	0.0	146	71.9	0	0.0	0	0.0	0	0.0	0	0.0
REPUBLIC AIRWAYS	1333	58.2	30	90.0	0	0.0	967	69.9	36	69.4	775	74.7	0	0.0	0	0.0
SKYWEST AIRLINES	16	87.5	0	0.0	0	0.0	431	78.2	1917	68.6	0	0.0	274	69.0	4618	77.8
SOUTHWEST AIRLINES	0	0.0	1501	73.0	1054	76.9	172	62.2	620	61.3	0	0.0	5596	69.8	1936	70.7
SPIRIT AIRLINES	552	53.6	2253	54.9	0	0.0	0	0.0	611	60.9	0	0.0	1541	72.2	896	78.0
UNITED AIRLINES	3498	62.0	678	64.2	527	75.0	1981	73.8	4746	71.1	122	61.5	882	65.2	1715	74.9
TOTAL	8,350	56.7	8,099	63.3	4,889	83.8	5,149	72.5	12,858	70.0	8,235	67.8	13,484	68.7	17,685	76.6

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

AIR TRAVEL CONSUMER REPORT

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

JULY 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	112	79.5	0	0.0	0	0.0	71	91.5	263	86.3	1141	82.7	62	85.5
ALLEGiant AIR	0	0.0	0	0.0	45	55.6	0	0.0	0	0.0	0	0.0	64	68.8	0	0.0
AMERICAN AIRLINES	854	72.8	1510	68.1	0	0.0	3946	76.8	344	63.7	4730	80.5	328	64.9	2588	74.0
DELTA AIR LINES	1423	81.4	1525	80.7	93	80.6	744	79.4	4427	89.6	521	78.9	445	86.3	349	81.9
ENDEAVOR AIR	988	85.2	0	0.0	184	87.5	0	0.0	2218	91.8	160	82.5	0	0.0	58	89.7
ENVOY AIR	0	0.0	0	0.0	0	0.0	1406	76.5	62	71.0	4072	84.8	0	0.0	0	0.0
FRONTIER AIRLINES	92	48.9	1426	42.0	0	0.0	574	50.2	43	83.7	311	53.1	76	78.9	649	51.3
HAWAIIAN AIRLINES	0	0.0	13	53.8	0	0.0	0	0.0	0	0.0	0	0.0	62	90.3	0	0.0
HORIZON AIR	0	0.0	0	0.0	0	0.0	0	0.0	31	96.8	31	74.2	1146	85.2	0	0.0
JETBLUE AIRWAYS	351	64.4	1174	47.6	0	0.0	420	52.9	62	88.7	110	56.4	71	52.1	153	56.2
MESA AIRLINES	161	64.0	0	0.0	0	0.0	93	65.6	124	76.6	0	0.0	0	0.0	31	67.7
PSA AIRLINES	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	2034	74.3
REPUBLIC AIRWAYS	2480	77.0	40	80.0	54	68.5	71	77.5	187	82.4	4335	76.1	0	0.0	1709	79.2
SKYWEST AIRLINES	67	77.6	0	0.0	0	0.0	0	0.0	3418	86.5	4584	76.2	786	84.0	154	76.0
SOUTHWEST AIRLINES	549	66.5	3600	67.6	6181	71.7	692	61.0	506	60.5	713	51.3	697	62.1	395	61.0
SPIRIT AIRLINES	331	63.4	1994	62.0	0	0.0	0	0.0	156	76.9	597	57.5	80	77.5	344	54.7
UNITED AIRLINES	208	67.8	1021	68.7	0	0.0	370	58.9	237	59.5	4929	77.7	621	76.0	203	65.5
TOTAL	7,504	75.6	12,415	63.8	6,557	72.1	8,316	71.7	11,886	86.0	25,356	77.3	5,517	78.7	8,729	72.1

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

AIR TRAVEL CONSUMER REPORT

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

JULY 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	262	71.0	613	81.1	5785	83.0	375	84.0	119	79.0	62	88.7
ALLEGiant AIR	0	0.0	129	63.6	0	0.0	0	0.0	0	0.0	0	0.0
AMERICAN AIRLINES	4059	79.5	760	72.9	657	74.9	875	76.6	428	57.9	1011	67.2
DELTA AIR LINES	822	81.4	624	89.1	2581	90.5	727	86.7	4440	85.7	959	78.6
ENDEAVOR AIR	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
ENVOY AIR	179	84.9	0	0.0	0	0.0	0	0.0	73	76.7	31	54.8
FRONTIER AIRLINES	405	66.2	129	79.1	72	83.3	165	80.0	196	73.5	363	52.6
HAWAIIAN AIRLINES	49	85.7	62	71.0	62	74.2	62	96.8	0	0.0	0	0.0
HORIZON AIR	61	93.4	540	84.4	2921	86.6	679	84.8	0	0.0	0	0.0
JETBLUE AIRWAYS	131	59.5	179	84.4	133	63.2	570	66.3	184	60.9	338	55.3
MESA AIRLINES	1082	72.6	0	0.0	0	0.0	0	0.0	86	69.8	0	0.0
PSA AIRLINES	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
REPUBLIC AIRWAYS	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	33	72.7
SKYWEST AIRLINES	1750	75.2	597	84.6	2647	88.2	2877	80.5	4821	83.9	0	0.0
SOUTHWEST AIRLINES	4910	66.7	2141	72.0	978	71.8	547	65.1	1004	61.9	2007	68.5
SPIRIT AIRLINES	67	86.6	105	73.3	49	73.5	0	0.0	0	0.0	499	60.1
UNITED AIRLINES	609	69.1	721	76.7	731	71.7	2579	78.6	160	70.6	626	70.9
TOTAL	14,386	73.2	6,600	77.6	16,616	83.9	9,456	78.9	11,511	80.8	5,929	67.9

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

AIR TRAVEL CONSUMER REPORT

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

JULY 2021

ARRIVAL AIRPORT*																
SCHEDULED ARRIVAL TIME	ATL	BOS	BWI	CLT	DCA	DEN	DFW	DTW	EWR	FLL	HNL	IAD	IAH	JFK	LAS	LAX
0600-0659	85.2	81.0	77.8	87.5	0.0	89.2	82.1	74.0	70.9	57.4	99.1	0.0	87.3	78.9	90.3	85.4
0700-0759	91.0	86.4	93.4	86.5	90.9	90.6	85.0	91.3	61.5	69.8	87.4	59.4	86.7	75.6	89.9	90.1
0800-0859	91.4	86.1	92.3	89.7	86.8	86.9	79.8	92.6	73.5	76.2	97.6	90.5	86.6	75.9	92.8	87.7
0900-0959	90.9	88.8	90.0	84.0	87.8	87.7	81.7	89.5	73.3	80.7	96.7	83.5	75.2	82.1	85.1	87.9
1000-1059	90.4	85.8	88.4	90.0	86.8	83.4	84.1	89.8	74.2	89.6	88.5	78.9	83.5	84.8	84.3	86.4
1100-1159	92.1	82.3	86.6	89.5	87.7	82.5	78.3	87.0	80.4	75.4	86.0	81.4	81.8	78.8	85.8	81.0
1200-1259	91.8	80.0	84.6	88.9	87.5	80.9	83.3	87.9	80.4	73.2	84.0	89.7	78.1	71.0	74.9	80.9
1300-1359	89.2	82.1	83.0	87.0	79.9	75.9	73.7	85.6	78.7	75.4	83.9	87.8	77.3	81.9	71.6	80.3
1400-1459	88.9	83.0	80.6	88.8	77.1	74.0	78.9	86.6	62.1	68.4	71.9	67.7	65.9	72.8	70.2	75.7
1500-1559	82.7	76.6	68.2	81.1	79.0	68.1	72.1	84.0	62.9	70.6	78.8	74.7	69.5	76.8	67.7	74.4
1600-1659	82.1	73.7	73.1	80.4	72.9	57.4	76.1	76.8	58.5	54.2	80.9	63.0	63.7	67.4	58.3	77.3
1700-1759	78.1	72.9	66.8	77.0	67.2	50.0	65.2	77.5	52.6	63.7	86.1	53.6	60.7	64.1	60.1	72.1
1800-1859	75.9	66.4	60.1	70.0	68.1	48.1	65.3	80.8	34.3	56.2	87.9	69.7	52.6	59.4	61.3	70.9
1900-1959	72.7	63.7	54.3	69.1	63.9	45.0	60.8	77.9	38.7	53.8	83.5	80.4	52.1	54.3	55.9	73.0
2000-2059	69.7	62.3	58.1	68.6	61.9	45.5	62.2	75.0	39.6	45.2	80.5	65.2	61.7	64.1	60.8	69.3
2100-2159	73.3	59.6	55.2	68.4	60.3	52.4	59.6	70.1	43.9	50.5	75.5	67.5	56.1	60.6	53.1	66.6
2200-2259	57.9	59.5	45.0	67.5	61.1	60.8	68.6	67.3	43.4	45.4	77.4	73.5	63.7	57.1	60.1	66.8
2300-0559	57.8	60.2	51.9	64.0	61.9	59.1	65.5	64.1	46.6	49.3	90.3	67.0	61.5	54.4	46.8	62.3
TOTAL	82.4	72.4	71.7	80.8	75.3	69.3	72.5	81.8	56.7	63.3	83.8	72.5	70.0	67.8	68.7	76.6

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

AIR TRAVEL CONSUMER REPORT

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

JULY 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	63.4	92.8	71.2	91.2	85.4	100.0	75.0	90.7	0.0	93.3	82.2	92.6	91.7	84.8
0700-0759	89.2	78.9	87.9	85.7	93.9	84.6	89.5	86.8	87.5	93.7	92.7	87.8	91.1	91.7	87.5
0800-0859	88.8	87.0	81.6	90.0	92.2	87.4	93.9	85.9	88.5	89.3	91.7	93.7	92.3	89.9	88.3
0900-0959	88.9	84.9	91.5	84.7	92.9	84.6	88.6	86.7	87.3	87.7	89.4	87.1	87.8	89.5	86.3
1000-1059	85.9	78.9	89.0	82.4	86.2	88.7	88.7	78.1	84.8	88.5	84.6	89.4	90.2	78.9	85.8
1100-1159	85.4	75.4	86.4	85.9	92.6	86.6	83.7	81.6	79.5	86.3	84.1	83.2	82.6	76.9	83.6
1200-1259	91.2	71.6	86.5	74.8	92.0	83.0	90.5	82.7	82.9	90.1	90.0	78.5	83.8	79.3	83.5
1300-1359	87.6	71.2	76.0	76.1	81.1	84.1	83.2	78.2	78.9	78.4	86.7	86.7	85.4	78.2	80.9
1400-1459	77.4	66.0	82.5	71.3	88.7	79.9	77.8	77.7	76.8	81.9	89.1	83.7	82.6	73.3	79.0
1500-1559	73.7	68.6	75.2	68.0	81.0	73.5	83.7	66.4	63.2	74.0	85.6	78.3	76.8	71.6	75.1
1600-1659	74.4	68.1	71.4	73.1	82.3	74.5	74.4	79.1	71.1	77.6	86.4	78.6	80.9	73.0	72.1
1700-1759	68.2	65.5	68.0	66.4	85.4	71.7	76.9	66.7	65.5	74.2	82.8	71.7	73.7	64.4	69.3
1800-1859	69.5	54.2	51.2	65.2	86.4	66.7	72.8	63.6	61.5	71.0	82.4	77.1	68.8	58.4	64.3
1900-1959	62.1	54.1	61.2	57.2	80.3	66.3	72.6	58.9	57.4	67.2	77.8	72.3	75.5	56.9	64.6
2000-2059	62.5	48.3	54.6	60.0	83.2	67.5	77.1	57.1	46.8	71.8	78.3	73.1	75.6	52.9	64.3
2100-2159	65.2	46.4	38.6	62.4	71.9	69.2	63.7	50.4	61.8	65.8	72.7	66.1	73.0	52.0	63.2
2200-2259	59.9	53.8	62.9	49.7	64.0	64.1	67.6	61.0	52.8	58.1	76.3	68.0	64.9	53.5	60.5
2300-0559	62.5	43.4	44.5	53.2	67.6	67.0	70.9	54.0	61.0	78.2	75.4	71.7	58.5	51.0	58.6
TOTAL	75.6	63.8	72.1	71.7	86.0	77.3	78.7	72.1	73.2	77.6	83.9	78.9	80.8	67.9	74.9

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

AIR TRAVEL CONSUMER REPORT

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

JULY 2021

DEPARTURE AIRPORT*																
SCHEDULED DEPARTURE TIME	ATL	BOS	BWI	CLT	DCA	DEN	DFW	DTW	EWR	FLL	HNL	IAD	IAH	JFK	LAS	LAX
0600-0659	89.4	90.3	89.4	90.6	93.7	89.8	86.7	87.6	73.5	86.4	98.5	89.3	88.6	86.3	85.5	89.4
0700-0759	87.5	88.4	88.4	90.0	90.1	84.6	80.4	88.3	82.0	83.2	84.8	92.9	90.7	87.0	80.6	86.7
0800-0859	90.4	86.9	77.0	86.2	88.3	85.0	82.2	89.3	73.7	75.3	90.9	90.3	81.4	81.1	80.3	83.7
0900-0959	85.4	84.0	74.1	88.3	89.2	80.0	78.8	86.1	66.7	74.4	91.6	0.0	86.2	76.4	80.9	79.7
1000-1059	85.6	84.9	72.5	82.4	84.7	75.8	74.0	89.6	65.7	79.1	95.7	83.6	83.4	72.8	75.8	78.5
1100-1159	85.7	79.5	74.3	85.6	83.8	74.0	69.4	84.5	66.0	74.9	86.7	87.0	78.5	75.9	75.5	74.6
1200-1259	85.1	80.9	69.8	91.4	86.7	67.5	70.2	83.4	69.9	63.4	81.7	85.7	80.2	71.2	74.1	75.3
1300-1359	86.0	76.5	70.6	84.6	82.3	70.6	60.2	86.4	67.8	59.5	81.1	86.0	68.3	68.5	62.6	74.7
1400-1459	81.5	70.5	51.9	79.0	76.3	54.7	62.1	80.2	63.5	59.6	77.4	80.6	74.9	66.5	60.2	74.4
1500-1559	76.9	71.2	53.3	76.1	68.5	53.6	56.7	80.8	49.5	59.1	62.7	69.4	65.2	61.9	53.7	67.0
1600-1659	73.3	66.7	51.5	72.9	65.7	56.4	60.9	80.4	49.2	52.2	85.1	57.7	62.8	59.6	47.1	65.2
1700-1759	72.6	69.9	55.3	63.1	64.3	47.3	59.4	68.2	53.8	43.5	81.0	59.5	66.9	54.2	41.1	68.4
1800-1859	64.8	67.8	48.6	66.2	65.3	43.1	56.0	74.1	40.5	47.1	88.6	68.9	57.2	49.1	30.7	70.7
1900-1959	57.3	64.1	39.2	53.4	63.1	37.5	52.0	67.7	32.0	53.6	83.0	73.9	41.5	49.1	40.3	71.5
2000-2059	61.1	59.5	27.8	65.6	57.3	37.7	51.4	80.8	28.7	42.9	81.2	60.0	53.9	49.5	41.7	67.2
2100-2159	64.4	55.9	26.7	64.0	52.2	38.0	60.1	81.8	31.9	35.4	89.2	0.0	53.6	47.3	38.9	63.5
2200-2259	69.1	50.0	42.4	69.4	60.8	48.3	51.1	81.9	11.7	19.0	87.6	62.5	52.6	46.3	52.3	69.7
2300-0559	68.5	90.0	78.7	71.5	90.2	67.9	79.3	90.3	73.6	62.8	92.5	90.7	86.3	66.1	59.5	69.7
TOTAL	77.1	77.4	60.3	77.2	76.3	61.9	65.0	83.6	59.0	60.9	83.6	73.5	70.3	66.7	62.5	74.7

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

AIR TRAVEL CONSUMER REPORT

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

JULY 2021

DEPARTURE AIRPORT*															
SCHEDULED DEPARTURE TIME	LGA	MCO	MDW	MIA	MSP	ORD	PDX	PHL	PHX	SAN	SEA	SFO	SLC	TPA	TOTAL
0600-0659	88.1	86.6	92.3	90.9	89.7	85.0	94.7	88.2	90.7	92.8	92.5	93.1	90.4	87.0	88.9
0700-0759	90.2	83.9	72.2	86.3	92.3	86.7	91.6	83.7	90.7	92.7	91.5	91.0	88.8	85.7	86.9
0800-0859	84.4	80.6	65.8	84.0	92.8	81.7	92.8	88.9	79.7	88.6	86.0	87.3	89.5	83.2	84.3
0900-0959	85.1	82.1	72.3	85.1	90.2	82.1	85.8	84.6	80.2	85.5	87.6	87.8	86.5	87.6	83.0
1000-1059	83.2	79.0	78.2	82.0	91.1	82.5	81.6	84.1	75.8	83.2	82.9	86.5	86.7	81.2	81.1
1100-1159	82.4	74.4	72.2	75.0	87.5	80.7	84.1	83.3	76.4	88.3	84.2	85.6	84.3	77.3	79.8
1200-1259	83.0	70.2	61.1	72.1	89.2	73.9	81.6	76.4	63.2	78.8	78.1	84.7	73.1	76.2	76.5
1300-1359	85.1	60.2	58.2	71.1	86.4	76.0	89.9	75.8	72.2	84.9	82.3	79.6	83.1	70.3	75.6
1400-1459	76.5	53.0	49.9	64.0	75.3	78.1	75.2	74.9	64.7	76.5	83.4	81.9	75.7	68.9	71.0
1500-1559	66.6	52.8	46.0	61.6	84.9	70.3	84.3	75.7	65.9	70.5	86.1	79.6	77.2	62.3	67.7
1600-1659	64.6	48.2	45.5	56.1	79.9	71.5	75.1	73.3	54.8	63.5	81.3	78.0	73.7	59.1	65.4
1700-1759	65.4	47.8	47.2	54.0	81.2	65.2	79.6	68.6	57.0	72.4	82.1	66.9	74.0	61.1	62.4
1800-1859	66.2	49.0	36.1	50.0	77.6	72.9	71.4	66.0	50.3	63.8	83.9	80.3	67.4	62.0	61.0
1900-1959	62.6	40.9	30.8	62.2	83.4	63.3	69.3	65.4	52.0	68.7	81.2	80.2	45.5	46.9	56.1
2000-2059	57.3	33.4	25.9	56.6	79.9	63.8	76.1	53.8	41.7	64.8	72.0	71.8	77.4	54.0	57.3
2100-2159	69.5	32.2	23.6	54.1	86.7	69.0	75.8	58.9	18.6	67.5	78.6	72.6	84.5	46.4	58.5
2200-2259	35.5	31.2	37.5	57.9	82.2	66.7	66.3	14.3	63.6	78.3	77.8	80.5	78.3	59.2	64.4
2300-0559	0.0	64.2	92.4	90.6	90.1	84.2	80.4	71.8	80.7	96.4	84.5	81.3	72.7	90.3	75.0
TOTAL	76.3	62.2	54.3	68.0	86.4	75.0	82.8	75.5	68.3	79.6	83.9	82.9	80.6	71.3	72.4

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

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

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Aberdeen, SD (ABR)	95.2	85.5	62	62
Abilene, TX (ABI)	81.7	84.5	252	252
Adak Island, AK (ADK)	88.9	55.6	9	9
Aguadilla, PR (BQN)	38.7	36.6	217	216
Akron, OH (CAK)	66.0	79.1	206	206
Alamosa, CO (ALS)	71.7	83.0	53	53
Albany, GA (ABY)	88.2	89.2	93	93
Albany, NY (ALB)	67.8	73.4	836	837
Albuquerque, NM (ABQ)	62.6	74.5	1708	1708
Alexandria, LA (AEX)	81.0	87.0	216	216
Allentown/Bethlehem/Easton, PA (ABE)	72.0	77.0	479	479
Alpena, MI (APN)	75.5	73.6	53	53
Amarillo, TX (AMA)	56.2	68.3	436	436
Anchorage, AK (ANC)	82.8	85.7	2302	2302
Appleton, WI (ATW)	77.5	80.7	488	488
Arcata/Eureka, CA (ACV)	76.3	84.9	186	186
Asheville, NC (AVL)	64.5	66.3	802	802
Ashland, WV (HTS)	60.2	56.1	98	98
Aspen, CO (ASE)	58.8	68.8	702	703
Atlanta, GA (ATL)	82.4	77.1	28624	28630
Atlantic City, NJ (ACY)	66.8	72.0	304	304
Augusta, GA (AGS)	85.0	87.4	326	326
Austin, TX (AUS)	71.4	74.6	6014	6012
Bakersfield, CA (BFL)	72.9	78.0	214	214
Baltimore, MD (BWI)	71.7	60.3	6979	6978
Bangor, ME (BGR)	69.4	71.7	595	594
Barrow, AK (BRW)	80.6	74.2	31	31
Baton Rouge, LA (BTR)	76.3	83.4	397	397
Beaumont/Port Arthur, TX (BPT)	81.5	77.2	92	92
Belleville, IL (BLV)	56.7	48.3	203	205
Bellingham, WA (BLI)	77.9	83.5	267	267
Bemidji, MN (BJI)	96.9	93.8	64	64
Bend/Redmond, OR (RDM)	81.3	82.6	782	782
Bethel, AK (BET)	77.4	64.5	62	62
Billings, MT (BIL)	79.5	84.3	594	593
Binghamton, NY (BGM)	93.5	93.5	31	31
Birmingham, AL (BHM)	65.2	75.6	1306	1308
Bismarck/Mandan, ND (BIS)	71.6	81.7	394	394
Bloomington/Normal, IL (BMI)	71.5	79.1	253	253
Boise, ID (BOI)	79.5	85.6	2570	2570
Boston, MA (BOS)	72.4	77.4	8713	8711

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Bozeman, MT (BZN)	74.7	75.0	1521	1520
Brainerd, MN (BRD)	91.8	85.2	61	61
Branson, MO (BKG)	77.8	44.4	18	18
Bristol/Johnson City/Kingsport, TN (TRI)	82.7	81.9	249	249
Brownsville, TX (BRO)	75.2	75.0	125	124
Brunswick, GA (BQK)	87.1	93.5	93	93
Buffalo, NY (BUF)	65.3	75.8	1359	1362
Burbank, CA (BUR)	73.1	78.7	1834	1834
Burlington, VT (BTV)	71.6	79.1	669	669
Butte, MT (BTM)	87.1	88.7	62	62
Cape Girardeau, MO (CGI)	73.1	90.4	52	52
Casper, WY (CPR)	63.6	70.8	217	216
Cedar City, UT (CDC)	73.6	88.7	53	53
Cedar Rapids/Iowa City, IA (CID)	75.5	73.4	860	862
Champaign/Urbana, IL (CMI)	85.2	91.9	149	149
Charleston, SC (CHS)	68.5	73.2	2596	2595
Charleston/Dunbar, WV (CRW)	77.7	85.4	260	260
Charlotte Amalie, VI (STT)	74.4	71.5	720	720
Charlotte, NC (CLT)	80.8	77.2	18647	18645
Charlottesville, VA (CHO)	88.3	87.6	145	145
Chattanooga, TN (CHA)	77.8	83.1	508	510
Chicago, IL (MDW)	72.1	54.3	6557	6558
Chicago, IL (ORD)	77.3	75.0	25356	25349
Christiansted, VI (STX)	71.0	80.0	155	155
Cincinnati, OH (CVG)	68.3	75.6	3100	3094
Clarksburg/Fairmont, WV (CKB)	68.9	75.5	106	106
Cleveland, OH (CLE)	66.6	75.2	3241	3241
Cody, WY (COD)	59.4	73.0	138	137
Cold Bay, AK (CDB)	66.7	77.8	18	18
College Station/Bryan, TX (CLL)	81.8	79.1	148	148
Colorado Springs, CO (COS)	62.7	72.3	1175	1175
Columbia, MO (COU)	60.5	69.1	152	152
Columbia, SC (CAE)	76.6	82.5	458	458
Columbus, GA (CSG)	71.0	68.8	93	93
Columbus, MS (GTR)	94.3	89.7	87	87
Columbus, OH (CMH)	69.3	77.1	2884	2882
Columbus, OH (LCK)	54.3	49.7	175	175
Concord, NC (USA)	58.6	49.3	152	152
Cordova, AK (CDV)	93.5	85.5	62	62
Corpus Christi, TX (CRP)	72.3	80.0	365	365
Dallas, TX (DAL)	64.8	52.2	5642	5641

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

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Dallas/Fort Worth, TX (DFW)	72.5	65.0	26508	26507
Dayton, OH (DAY)	75.6	84.7	729	730
Daytona Beach, FL (DAB)	74.7	82.7	312	312
Deadhorse, AK (SCC)	88.9	88.9	36	36
Decatur, IL (DEC)	71.7	84.9	53	53
Del Rio, TX (DRT)	77.4	88.7	62	62
Denver, CO (DEN)	69.3	61.9	25618	25629
Des Moines, IA (DSM)	73.8	81.3	1409	1410
Detroit, MI (DTW)	81.8	83.6	12026	12050
Devils Lake, ND (DVL)	73.6	67.9	53	53
Dillingham, AK (DLG)	91.9	82.3	62	62
Dodge City, KS (DDC)	60.4	83.0	53	53
Dothan, AL (DHN)	80.6	90.3	93	93
Dubuque, IA (DBQ)	54.8	96.8	31	31
Duluth, MN (DLH)	83.7	87.9	208	207
Durango, CO (DRO)	70.0	78.7	456	456
Eagle, CO (EGE)	69.7	68.9	238	238
Eau Claire, WI (EAU)	77.4	82.3	62	62
El Paso, TX (ELP)	59.7	74.0	1243	1244
Elko, NV (EKO)	80.7	87.7	57	57
Elmira/Corning, NY (ELM)	81.7	86.0	93	93
Erie, PA (ERI)	83.9	93.5	62	62
Escanaba, MI (ESC)	85.5	75.8	62	62
Eugene, OR (EUG)	77.6	78.7	814	815
Evansville, IN (EVV)	81.3	85.2	209	210
Everett, WA (PAE)	72.4	84.9	185	185
Fairbanks, AK (FAI)	88.7	88.7	603	604
Fargo, ND (FAR)	71.4	78.3	567	566
Fayetteville, AR (XNA)	76.6	81.4	721	721
Fayetteville, NC (FAY)	82.6	87.5	328	328
Flagstaff, AZ (FLG)	67.0	75.9	212	212
Flint, MI (FNT)	69.1	66.8	223	223
Fort Dodge, IA (FOD)	79.2	90.6	53	53
Fort Lauderdale, FL (FLL)	63.3	60.9	8099	8100
Fort Myers, FL (RSW)	69.9	74.7	3063	3066
Fort Smith, AR (FSM)	75.6	81.3	123	123
Fort Wayne, IN (FWA)	74.5	76.4	568	568
Fresno, CA (FAT)	73.5	78.4	1262	1262
Gainesville, FL (GNV)	78.7	78.5	362	362
Garden City, KS (GCK)	79.0	85.5	62	62
Gillette, WY (GCC)	65.6	72.0	93	93

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Grand Forks, ND (GFK)	79.4	78.4	102	102
Grand Island, NE (GRI)	70.0	72.5	80	80
Grand Junction, CO (GJT)	71.5	82.0	494	494
Grand Rapids, MI (GRR)	70.6	81.9	1502	1501
Great Falls, MT (GTF)	78.1	85.3	333	333
Green Bay, WI (GRB)	81.0	90.5	411	410
Greensboro/High Point, NC (GSO)	74.9	79.2	836	836
Greer, SC (GSP)	72.6	79.4	1042	1041
Guam, TT (GUM)	58.5	96.2	53	53
Gulfport/Biloxi, MS (GPT)	81.9	77.2	281	281
Gunnison, CO (GUC)	83.9	67.7	31	31
Gustavus, AK (GST)	96.8	96.8	31	31
Hagerstown, MD (HGR)	74.2	58.1	31	31
Hancock/Houghton, MI (CMX)	72.6	82.3	62	62
Harlingen/San Benito, TX (HRL)	68.8	77.0	282	283
Harrisburg, PA (MDT)	73.8	79.2	516	515
Hartford, CT (BDL)	63.1	72.4	1960	1961
Hattiesburg/Laurel, MS (PIB)	66.0	79.2	53	53
Hayden, CO (HDN)	67.7	74.4	133	133
Hays, KS (HYS)	60.4	79.2	53	53
Helena, MT (HLN)	84.5	90.3	155	154
Hibbing, MN (HIB)	87.7	89.5	57	57
Hilo, HI (ITO)	85.3	90.2	477	478
Hilton Head, SC (HHH)	71.4	67.2	548	548
Hobbs, NM (HOB)	64.5	90.3	31	31
Honolulu, HI (HNL)	83.8	83.6	4889	4888
Houston, TX (HOU)	68.1	56.6	4520	4521
Houston, TX (IAH)	70.0	70.3	12858	12867
Huntsville, AL (HSV)	76.9	78.4	663	661
Hyannis, MA (HYA)	48.4	45.2	31	31
Idaho Falls, ID (IDA)	71.0	78.5	466	466
Indianapolis, IN (IND)	70.7	80.5	3592	3586
International Falls, MN (INL)	90.3	88.7	62	62
Iron Mountain/Kingsford, MI (IMT)	90.3	87.1	62	62
Islip, NY (ISP)	58.6	61.5	391	392
Ithaca/Cortland, NY (ITH)	90.3	83.9	31	31
Jackson, WY (JAC)	75.4	77.2	939	937
Jackson/Vicksburg, MS (JAN)	79.3	81.2	729	729
Jacksonville, FL (JAX)	67.4	71.9	2298	2300
Jacksonville/Camp Lejeune, NC (OAJ)	80.3	84.2	203	203
Jamestown, ND (JMS)	65.5	75.0	84	84

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

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Johnstown, PA (JST)	83.9	87.1	62	62
Joplin, MO (JLN)	67.7	80.3	65	66
Juneau, AK (JNU)	90.1	89.4	434	434
Kahului, HI (OGG)	79.7	79.2	2873	2873
Kalamazoo, MI (AZO)	85.4	92.9	198	198
Kalispell, MT (FCA)	73.8	78.1	890	889
Kansas City, MO (MCI)	70.7	80.0	3770	3769
Kearney, NE (EAR)	69.9	77.4	93	93
Ketchikan, AK (KTN)	87.1	85.9	248	248
Key West, FL (EYW)	60.7	50.8	1014	1014
Killeen, TX (GRK)	61.9	71.4	294	294
King Salmon, AK (AKN)	93.0	49.3	71	71
Knoxville, TN (TYS)	69.6	80.9	1131	1128
Kodiak, AK (ADQ)	86.0	87.1	93	93
Kona, HI (KOA)	83.0	85.6	1480	1480
Kotzebue, AK (OTZ)	93.5	88.7	62	62
La Crosse, WI (LSE)	77.7	83.3	215	215
Lafayette, LA (LFT)	76.7	78.7	300	300
Lake Charles, LA (LCH)	84.6	89.0	91	91
Lansing, MI (LAN)	73.0	82.2	241	241
Laramie, WY (LAR)	67.9	90.6	53	53
Laredo, TX (LRD)	80.3	87.1	132	132
Las Vegas, NV (LAS)	68.7	62.5	13484	13481
Latrobe, PA (LBE)	74.5	82.1	141	140
Lawton/Fort Sill, OK (LAW)	80.5	83.7	123	123
Lewisburg, WV (LWB)	73.2	73.2	71	71
Lewiston, ID (LWS)	84.9	87.1	93	93
Lexington, KY (LEX)	77.5	78.8	663	664
Liberal, KS (LBL)	66.0	64.2	53	53
Lihue, HI (LIH)	87.6	90.7	1285	1285
Lincoln, NE (LNK)	77.6	69.4	125	124
Little Rock, AR (LIT)	70.7	74.7	961	964
Long Beach, CA (LGB)	75.6	74.8	1044	1044
Longview, TX (GGG)	78.7	80.9	89	89
Los Angeles, CA (LAX)	76.6	74.7	17685	17684
Louisville, KY (SDF)	69.0	76.1	1941	1941
Lubbock, TX (LBB)	62.1	73.3	551	551
Madison, WI (MSN)	78.4	81.9	829	830
Manchester, NH (MHT)	65.7	74.8	461	461
Manhattan/Ft. Riley, KS (MHK)	81.2	90.9	154	154
Marquette, MI (MQT)	83.4	86.1	151	151

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Martha's Vineyard, MA (MVY)	60.9	52.7	281	281
Mason City, IA (MCW)	83.0	90.6	53	53
Medford, OR (MFR)	77.0	88.0	782	783
Melbourne, FL (MLB)	78.7	85.5	221	221
Memphis, TN (MEM)	67.3	73.4	1767	1769
Meridian, MS (MEI)	60.4	75.5	53	53
Miami, FL (MIA)	71.7	68.0	8316	8315
Midland/Odessa, TX (MAF)	59.4	66.8	684	684
Milwaukee, WI (MKE)	71.7	80.7	2121	2122
Minneapolis, MN (MSP)	86.0	86.4	11886	11880
Minot, ND (MOT)	79.3	85.5	275	275
Mission/McAllen/Edinburg, TX (MFE)	53.3	68.0	409	410
Missoula, MT (MSO)	74.6	69.2	786	786
Moab, UT (CNY)	70.0	64.3	70	70
Mobile, AL (MOB)	74.9	83.1	378	379
Moline, IL (MLI)	71.4	77.6	336	335
Monroe, LA (MLU)	82.9	88.4	181	181
Monterey, CA (MRY)	65.4	81.2	324	324
Montgomery, AL (MGM)	71.7	76.9	315	316
Montrose/Delta, CO (MTJ)	72.9	76.7	288	288
Mosinee, WI (CWA)	88.0	88.0	274	274
Muskegon, MI (MKG)	75.3	79.6	93	93
Myrtle Beach, SC (MYR)	71.0	68.8	2571	2578
Nantucket, MA (ACK)	63.8	59.0	436	437
Nashville, TN (BNA)	68.8	69.1	7351	7349
New Bern/Morehead/Beaufort, NC (EWN)	77.2	77.9	145	145
New Haven, CT (HVN)	85.2	96.3	27	27
New Orleans, LA (MSY)	66.1	70.2	3612	3612
New York, NY (JFK)	67.8	66.7	8235	8231
New York, NY (LGA)	75.6	76.3	7504	7500
Newark, NJ (EWR)	56.7	59.0	8350	8357
Newburgh/Poughkeepsie, NY (SWF)	53.4	58.9	73	73
Newport News/Williamsburg, VA (PHF)	68.9	80.3	122	122
Niagara Falls, NY (IAG)	72.1	58.1	43	43
Nome, AK (OME)	95.2	98.4	62	62
Norfolk, VA (ORF)	70.6	76.5	1768	1770
North Bend/Coos Bay, OR (OTH)	76.9	71.8	39	39
North Platte, NE (LBF)	58.5	77.4	53	53
Oakland, CA (OAK)	75.2	75.7	3292	3290
Ogden, UT (OGD)	77.8	44.4	9	9
Ogdensburg, NY (OGS)	57.4	79.6	54	54

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

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Oklahoma City, OK (OKC)	64.9	77.6	1891	1889
Omaha, NE (OMA)	71.0	79.6	1948	1949
Ontario, CA (ONT)	69.5	76.0	1826	1825
Orlando, FL (MCO)	63.8	62.2	12415	12420
Owensboro, KY (OWB)	16.7	16.7	12	12
Paducah, KY (PAH)	71.0	90.3	62	62
Palm Springs, CA (PSP)	76.9	83.9	845	845
Panama City, FL (ECP)	69.7	74.1	1207	1206
Pasco/Kennewick/Richland, WA (PSC)	84.5	86.1	595	595
Pellston, MI (PLN)	76.7	80.6	146	124
Pensacola, FL (PNS)	70.9	76.3	1517	1516
Peoria, IL (PIA)	65.1	72.4	292	294
Petersburg, AK (PSG)	88.7	93.5	62	62
Philadelphia, PA (PHL)	72.1	75.5	8729	8730
Phoenix, AZ (AZA)	45.8	60.9	557	557
Phoenix, AZ (PHX)	73.2	68.3	14386	14387
Pierre, SD (PIR)	52.8	64.2	53	53
Pittsburgh, PA (PIT)	68.5	77.4	3217	3216
Plattsburgh, NY (PBG)	60.0	63.8	105	105
Pocatello, ID (PIH)	81.5	88.0	92	92
Ponce, PR (PSE)	90.3	80.6	31	31
Portland, ME (PWM)	69.0	72.0	1269	1266
Portland, OR (PDX)	78.7	82.8	5517	5513
Portsmouth, NH (PSM)	68.3	63.4	41	41
Prescott, AZ (PRC)	57.8	66.3	83	83
Providence, RI (PVD)	67.1	72.0	1012	1014
Provo, UT (PVU)	60.6	61.7	94	94
Pueblo, CO (PUB)	75.5	83.0	53	53
Pullman, WA (PUW)	79.6	86.0	93	93
Punta Gorda, FL (PGD)	51.3	67.7	534	532
Raleigh/Durham, NC (RDU)	71.4	76.8	4189	4189
Rapid City, SD (RAP)	74.0	78.0	838	838
Redding, CA (RDD)	79.4	92.2	155	154
Reno, NV (RNO)	67.9	72.2	2257	2257
Rhineland, WI (RHI)	83.7	82.9	129	129
Richmond, VA (RIC)	71.5	76.7	1473	1473
Riverton/Lander, WY (RIW)	64.5	72.6	62	62
Roanoke, VA (ROA)	80.3	87.2	117	117
Rochester, MN (RST)	84.0	88.3	324	324
Rochester, NY (ROC)	73.8	82.4	783	783
Rock Springs, WY (RKS)	58.1	58.1	62	62

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Rockford, IL (RFD)	67.6	60.3	68	68
Roswell, NM (ROW)	72.0	76.3	118	118
Sacramento, CA (SMF)	76.7	77.1	4246	4247
Saginaw/Bay City/Midland, MI (MBS)	85.4	90.2	123	123
Saipan, TT (SPN)	100.0	90.9	22	22
Salina, KS (SLN)	58.1	77.4	62	62
Salt Lake City, UT (SLC)	80.8	80.6	11511	11513
San Angelo, TX (SJT)	81.9	84.1	226	226
San Antonio, TX (SAT)	67.7	77.9	2627	2630
San Diego, CA (SAN)	77.6	79.6	6600	6601
San Francisco, CA (SFO)	78.9	82.9	9456	9457
San Jose, CA (SJC)	77.3	81.0	3554	3552
San Juan, PR (SJU)	61.8	62.9	3041	3042
San Luis Obispo, CA (SBP)	81.9	81.4	304	306
Sanford, FL (SFB)	47.0	59.6	1165	1162
Santa Ana, CA (SNA)	77.2	76.7	3604	3606
Santa Barbara, CA (SBA)	75.8	80.0	711	711
Santa Fe, NM (SAF)	61.2	74.4	129	129
Santa Maria, CA (SMX)	45.0	50.0	40	40
Santa Rosa, CA (STS)	86.3	88.6	343	343
Sarasota/Bradenton, FL (SRQ)	69.4	73.1	1528	1527
Sault Ste. Marie, MI (CIU)	93.5	91.9	62	62
Savannah, GA (SAV)	68.3	69.6	2052	2052
Scottsbluff, NE (BFF)	67.9	84.9	53	53
Scranton/Wilkes-Barre, PA (AVP)	76.4	82.0	178	178
Seattle, WA (SEA)	83.9	83.9	16616	16617
Sheridan, WY (SHR)	72.0	76.3	93	93
Shreveport, LA (SHV)	77.9	78.4	467	467
Sioux City, IA (SUX)	68.7	80.7	83	83
Sioux Falls, SD (FSD)	69.7	73.6	735	736
Sitka, AK (SIT)	87.0	88.1	185	185
South Bend, IN (SBN)	72.4	79.8	490	491
Spokane, WA (GEG)	79.8	85.5	1998	1999
Springfield, IL (SPI)	87.3	81.7	71	71
Springfield, MO (SGF)	72.2	71.3	727	727
St. Cloud, MN (STC)	42.9	35.7	14	14
St. George, UT (SGU)	70.9	76.8	388	388
St. Louis, MO (STL)	75.2	73.1	4684	4683
St. Petersburg, FL (PIE)	47.5	60.7	861	860
State College, PA (SCE)	86.2	89.2	65	65
Staunton, VA (SHD)	77.4	96.8	62	62

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

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Stillwater, OK (SWO)	83.9	90.3	62	62
Stockton, CA (SCK)	60.6	48.5	66	66
Sun Valley/Hailey/Ketchum, ID (SUN)	82.3	87.4	248	247
Syracuse, NY (SYR)	67.5	78.0	853	854
Tallahassee, FL (TLH)	73.9	82.4	471	471
Tampa, FL (TPA)	67.9	71.3	5929	5925
Texarkana, AR (TXK)	86.8	83.5	91	91
Toledo, OH (TOL)	78.2	76.4	55	55
Traverse City, MI (TVC)	71.2	70.5	746	745
Trenton, NJ (TTN)	56.1	58.9	180	180
Tucson, AZ (TUS)	67.7	78.0	1310	1310
Tulsa, OK (TUL)	63.2	76.3	1231	1229
Twin Falls, ID (TWF)	76.6	83.1	124	124
Tyler, TX (TYR)	84.2	84.2	114	114
Valdosta, GA (VLD)	83.8	84.8	99	99
Valparaiso, FL (VPS)	63.4	68.5	1622	1620
Vernal, UT (VEL)	58.5	67.9	53	53
Victoria, TX (VCT)	79.2	84.9	53	53
Waco, TX (ACT)	81.5	82.9	146	146
Walla Walla, WA (ALW)	80.6	83.9	62	62
Washington, DC (DCA)	75.3	76.3	7593	7593
Washington, DC (IAD)	72.5	73.5	5149	5147
Waterloo, IA (ALO)	91.8	90.2	61	61
Watertown, SD (ATY)	73.6	71.7	53	53
Wenatchee, WA (EAT)	89.2	89.2	93	93
West Palm Beach/Palm Beach, FL (PBI)	69.3	74.0	1623	1622
West Yellowstone, MT (WYS)	84.6	80.5	123	123
White Plains, NY (HPN)	66.5	71.7	513	513
Wichita Falls, TX (SPS)	79.7	78.0	123	123
Wichita, KS (ICT)	68.1	76.3	789	789
Williston, ND (XWA)	58.1	70.7	124	123
Wilmington, DE (ILG)	50.0	50.0	12	12
Wilmington, NC (ILM)	79.3	82.7	642	642
Wrangell, AK (WRG)	88.7	90.3	62	62
Yakima, WA (YKM)	82.3	91.9	62	62
Yakutat, AK (YAK)	88.7	93.5	62	62
Yuma, AZ (YUM)	76.2	84.8	151	151

AIR TRAVEL CONSUMER REPORT

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

JULY 2021

CARRIER ¹	AT ALL US AIRPORTS				
	NUMBER OF AIRPORTS REPORTED	FLIGHT OPERATIONS SCHEDULED	FLIGHT OPERATIONS CANCELLED	PERCENT OF OPERATIONS CANCELLED	RANK
HAWAIIAN AIRLINES	21	6214	13	0.2	1
DELTA AIR LINES NETWORK	216	127674	406	0.3	2
- DELTA AIR LINES	127	70002	63	0.1	
- BRANDED CODESHARE PARTNERS	194	57672	343	0.6	
ALASKA AIRLINES NETWORK	104	34194	273	0.8	3
- ALASKA AIRLINES	78	17370	119	0.7	
- BRANDED CODESHARE PARTNERS	55	16824	154	0.9	
SOUTHWEST AIRLINES	104	103956	1725	1.7	4
AMERICAN AIRLINES NETWORK	233	162954	2755	1.7	5
- AMERICAN AIRLINES	107	72965	1223	1.7	
- BRANDED CODESHARE PARTNERS	214	89989	1532	1.7	
SPIRIT AIRLINES	53	18993	333	1.8	6
UNITED AIRLINES NETWORK	252	113995	2891	2.5	7
- UNITED AIRLINES	102	43445	586	1.3	
- BRANDED CODESHARE PARTNERS	236	70550	2305	3.3	
JETBLUE AIRWAYS	65	20126	516	2.6	8
FRONTIER AIRLINES	106	13467	463	3.4	9
ALLEGiant AIR	128	14130	820	5.8	10
TOTAL AIRPORTS SERVED	373	615,703	10,195	1.7	

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

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

AIR TRAVEL CONSUMER REPORT

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

JULY 2021

CARRIER ¹	AT ALL US AIRPORTS				
	NUMBER OF AIRPORTS REPORTED	FLIGHT OPERATIONS SCHEDULED	FLIGHT OPERATIONS CANCELLED	PERCENT OF OPERATIONS CANCELLED	RANK
DELTA AIR LINES	127	70002	63	0.1	1
HAWAIIAN AIRLINES	21	6214	13	0.2	2
ENDEAVOR AIR	110	25057	112	0.4	3
ALASKA AIRLINES	78	17370	119	0.7	4
ENVOY AIR	139	24276	217	0.9	5
SKYWEST AIRLINES	223	72133	765	1.1	6
HORIZON AIR	46	11400	125	1.1	7
UNITED AIRLINES	102	43445	586	1.3	8
SOUTHWEST AIRLINES	104	103956	1725	1.7	9
AMERICAN AIRLINES	107	72965	1223	1.7	10
PSA AIRLINES	95	21269	368	1.7	11
SPIRIT AIRLINES	53	18993	333	1.8	12
JETBLUE AIRWAYS	65	20126	516	2.6	13
MESA AIRLINES	102	15755	409	2.6	14
FRONTIER AIRLINES	106	13467	463	3.4	15
REPUBLIC AIRWAYS	93	32700	1285	3.9	16
ALLEGiant AIR	128	14130	820	5.8	17
TOTAL AIRPORTS SERVED	365	583,258	9,142	1.6	

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

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

AIR TRAVEL CONSUMER REPORT

TABLE 7. CAUSES OF DELAY, BY REPORTING MARKETING CARRIER

JULY 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	34194	28466	83.25	273	0.80	58	0.17	1825	5.34	94	0.27	1485	4.34	59	0.17	1934	5.66
- ALASKA AIRLINES	17370	14246	82.01	119	0.69	37	0.21	918	5.28	60	0.35	1085	6.25	48	0.28	858	4.94
- BRANDED CODESHARE PARTNERS	16824	14220	84.52	154	0.92	21	0.12	907	5.39	34	0.20	400	2.38	12	0.07	1076	6.40
ALLEGiant AIR	14130	7334	51.90	820	5.80	32	0.23	1428	10.11	356	2.52	1292	9.14	46	0.33	2822	19.97
AMERICAN AIRLINES NETWORK	162954	121084	74.31	2755	1.69	668	0.41	11898	7.30	1919	1.18	8364	5.13	136	0.08	16130	9.90
- AMERICAN AIRLINES	72965	53447	73.25	1223	1.68	360	0.49	6561	8.99	956	1.31	3798	5.21	97	0.13	6523	8.94
- BRANDED CODESHARE PARTNERS	89989	67637	75.16	1532	1.70	308	0.34	5337	5.93	963	1.07	4566	5.07	38	0.04	9607	10.68
DELTA AIR LINES NETWORK	127674	108343	84.86	406	0.32	410	0.32	9273	7.26	1697	1.33	3957	3.10	86	0.07	3502	2.74
- DELTA AIR LINES	70002	59419	84.88	63	0.09	247	0.35	4646	6.64	503	0.72	2629	3.76	50	0.07	2446	3.49
- BRANDED CODESHARE PARTNERS	57672	48924	84.83	343	0.59	163	0.28	4627	8.02	1194	2.07	1328	2.30	37	0.06	1056	1.83
FRONTIER AIRLINES	13467	8084	60.03	463	3.44	34	0.25	1539	11.43	158	1.17	1563	11.61	0	0.00	1627	12.08
HAWAIIAN AIRLINES	6214	5480	88.19	13	0.21	3	0.05	453	7.29	6	0.10	5	0.08	7	0.11	247	3.97
JETBLUE AIRWAYS	20126	11204	55.67	516	2.56	169	0.84	3684	18.30	241	1.20	1516	7.53	55	0.27	2741	13.62
SOUTHWEST AIRLINES	103956	70544	67.86	1725	1.66	380	0.37	11738	11.29	597	0.57	4952	4.76	92	0.09	13928	13.40
SPIRIT AIRLINES	18993	12205	64.26	333	1.75	83	0.44	1819	9.58	320	1.68	2294	12.08	96	0.51	1844	9.71
UNITED AIRLINES NETWORK	113995	79137	69.42	2891	2.54	522	0.46	11244	9.86	2092	1.84	8419	7.39	48	0.04	9642	8.46
- UNITED AIRLINES	43445	30541	70.30	586	1.35	189	0.44	3401	7.83	672	1.55	4219	9.71	21	0.05	3815	8.78
- BRANDED CODESHARE PARTNERS	70550	48596	68.88	2305	3.27	333	0.47	7843	11.12	1420	2.01	4200	5.95	27	0.04	5826	8.26
TOTAL	615,703	451,881	73.39	10,195	1.66	2,359	0.38	54,901	8.92	7,480	1.21	33,847	5.50	624	0.10	54,417	8.84

* Causes of Delay:

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

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

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

AIR TRAVEL CONSUMER REPORT

TABLE 7A. CAUSES OF DELAY, BY REPORTING OPERATING CARRIER

JULY 2021

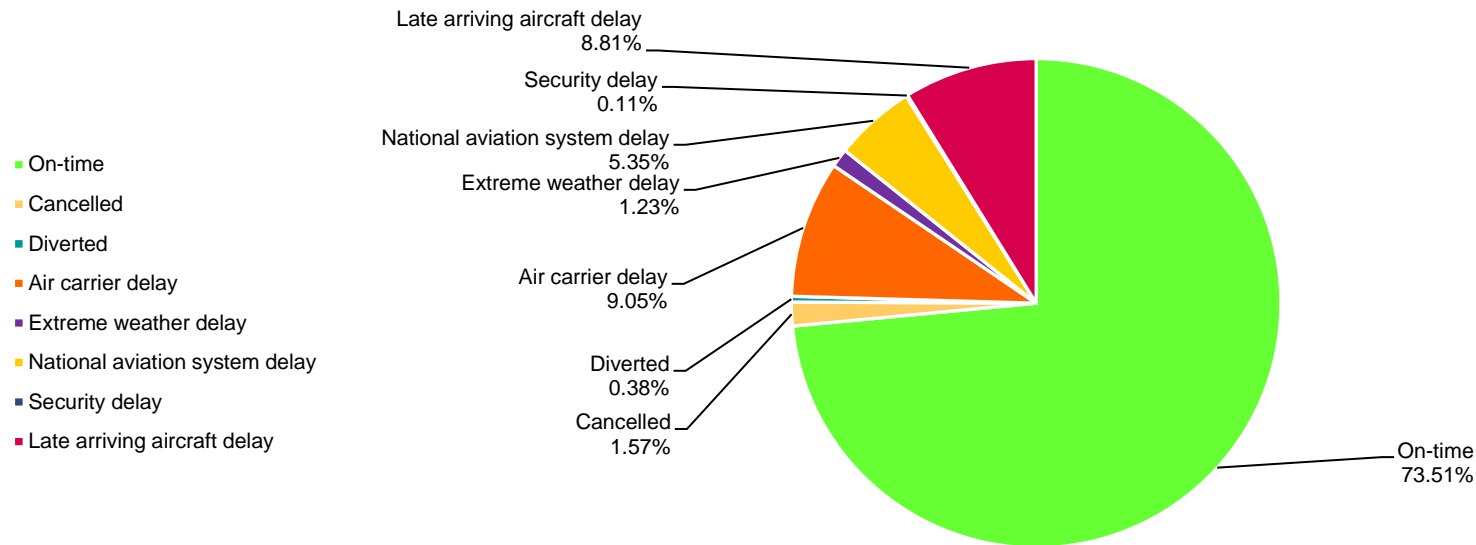
CARRIER	TOTAL RECORDS	ON TIME	% ON TIME	CANCELLED	% CANCELLED	DIVERTED	% DIVERTED	AIR CARRIER DELAY	% AIR CARRIER DELAY	EXTREME WEATHER DELAY	% EXTREME WEATHER DELAY	NATIONAL AVIATION SYSTEM DELAY	% NATIONAL AVIATION SYSTEM DELAY	SECURITY DELAY	% SECURITY DELAY	LATE ARRIVING AIRCRAFT DELAY	% LATE ARRIVING AIRCRAFT DELAY
ALASKA AIRLINES	17370	14246	82.01	119	0.69	37	0.21	918	5.28	60	0.35	1085	6.25	48	0.28	858	4.94
ALLEGIAN AIR	14130	7334	51.90	820	5.80	32	0.23	1428	10.11	356	2.52	1292	9.14	46	0.33	2822	19.97
AMERICAN AIRLINES	72965	53447	73.25	1223	1.68	360	0.49	6561	8.99	956	1.31	3798	5.21	97	0.13	6523	8.94
DELTA AIR LINES	70002	59419	84.88	63	0.09	247	0.35	4646	6.64	503	0.72	2629	3.76	50	0.07	2446	3.49
ENDEAVOR AIR	25057	22089	88.16	112	0.45	81	0.32	979	3.91	182	0.73	827	3.30	4	0.02	784	3.13
ENVOY AIR	24276	19214	79.15	217	0.89	63	0.26	1393	5.74	283	1.17	1231	5.07	7	0.03	1868	7.69
FRONTIER AIRLINES	13467	8084	60.03	463	3.44	34	0.25	1539	11.43	158	1.17	1563	11.61	0	0.00	1627	12.08
HAWAIIAN AIRLINES	6214	5480	88.19	13	0.21	3	0.05	453	7.29	6	0.10	5	0.08	7	0.11	247	3.97
HORIZON AIR	11400	9652	84.67	125	1.10	10	0.09	560	4.91	23	0.20	388	3.40	7	0.06	635	5.57
JETBLUE AIRWAYS	20126	11204	55.67	516	2.56	169	0.84	3684	18.30	241	1.20	1516	7.53	55	0.27	2741	13.62
MESA AIRLINES	15755	10374	65.85	409	2.60	67	0.43	1340	8.51	543	3.45	1102	6.99	4	0.03	1917	12.17
PSA AIRLINES	21269	16395	77.08	368	1.73	73	0.34	1203	5.66	290	1.36	1243	5.84	10	0.05	1686	7.93
REPUBLIC AIRWAYS	32700	24115	73.75	1285	3.93	133	0.41	2248	6.87	295	0.90	2331	7.13	24	0.07	2268	6.94
SKYWEST AIRLINES	72133	54415	75.44	765	1.06	274	0.38	8898	12.34	1662	2.30	711	0.99	48	0.07	5360	7.43
SOUTHWEST AIRLINES	103956	70544	67.86	1725	1.66	380	0.37	11738	11.29	597	0.57	4952	4.76	92	0.09	13928	13.40
SPIRIT AIRLINES	18993	12205	64.26	333	1.75	83	0.44	1819	9.58	320	1.68	2294	12.08	96	0.51	1844	9.71
UNITED AIRLINES	43445	30541	70.30	586	1.35	189	0.44	3401	7.83	672	1.55	4219	9.71	21	0.05	3815	8.78
TOTAL	583,258	428,758	73.51	9,142	1.57	2,235	0.38	52,808	9.05	7,147	1.23	31,186	5.35	614	0.11	51,368	8.81

* Causes of Delay:

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

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

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

JULY 2021

MARKETING CARRIER	OPERATING CARRIER	FLIGHT NUMBER	ORIGIN AIRPORT	DESTINATION AIRPORT	DATE OF FLIGHT	LOCATION OF LONGEST TARMAC DELAY	LENGTH OF TARMAC DELAY
DELTA	DELTA	921	ATL	SEA	7/11/2021	Origin Airport	6:12
UNITED	UNITED	1768	IAH	EWR	7/17/2021	Diversion Airport (PHL)	5:14
DELTA	DELTA	2212	LGA	ORD	7/8/2021	Origin Airport	4:30
JETBLUE	JETBLUE	2884	MCO	JFK	7/6/2021	Diversion Airport (ACY)	4:04
DELTA	REPUBLIC	5674	LGA	IND	7/8/2021	Origin Airport	4:03
UNITED	UNITED	1765	MCO	EWR	7/6/2021	Destination Airport	3:48
DELTA	ENDEAVOR	4974	LGA	CLE	7/8/2021	Origin Airport	3:45
JETBLUE	JETBLUE	944	BZN	JFK	7/6/2021	Diversion Airport (ACY)	3:44
UNITED	UNITED	1156	IAD	EWR	7/6/2021	Destination Airport	3:38
UNITED	UNITED	1574	ORD	EWR	7/6/2021	Destination Airport	3:36
DELTA	ENDEAVOR	4988	LGA	STL	7/8/2021	Origin Airport	3:34
UNITED	UNITED	2163	SAN	EWR	7/6/2021	Destination Airport	3:34
UNITED	UNITED	749	DEN	EWR	7/6/2021	Destination Airport	3:29
UNITED	GOJET	4576	ACK	EWR	7/6/2021	Destination Airport	3:24
UNITED	UNITED	1756	IAH	EWR	7/6/2021	Destination Airport	3:23
UNITED	UNITED	1784	STT	EWR	7/6/2021	Destination Airport	3:23
UNITED	UNITED	700	LAS	EWR	7/6/2021	Destination Airport	3:23
AMERICAN	AMERICAN	2731	JFK	CLT	7/6/2021	Origin Airport	3:17
DELTA	ENDEAVOR	5093	LGA	CVG	7/8/2021	Origin Airport	3:17
UNITED	UNITED	1274	MIA	EWR	7/6/2021	Destination Airport	3:17
UNITED	UNITED	1927	FLL	EWR	7/6/2021	Destination Airport	3:15
UNITED	UNITED	1555	LGA	IAH	7/8/2021	Origin Airport	3:13
UNITED	UNITED	2639	MIA	EWR	7/17/2021	Diversion Airport (ORF)	3:13
UNITED	REPUBLIC	3405	CHS	EWR	7/6/2021	Destination Airport	3:12
DELTA	DELTA	1308	JFK	SEA	7/8/2021	Origin Airport	3:11
AMERICAN	AMERICAN	1636	DFW	PNS	7/2/2021	Origin Airport	3:10
SOUTHWEST	SOUTHWEST	671	TPA	DEN	7/1/2021	Diversion Airport (COS)	3:08
AMERICAN	AMERICAN	2547	PHX	MCO	7/12/2021	Destination Airport	3:07
AMERICAN	REPUBLIC	4589	ORD	MEM	7/9/2021	Destination Airport	3:05
DELTA	DELTA	1859	JFK	SJU	7/6/2021	Origin Airport	3:04
DELTA	DELTA	728	JFK	SLC	7/17/2021	Origin Airport	3:04
UNITED	UNITED	1670	AUS	EWR	7/6/2021	Destination Airport	3:04
AMERICAN	AMERICAN	668	CLT	MCO	7/12/2021	Destination Airport	3:03
JETBLUE	JETBLUE	324	LAX	JFK	7/6/2021	Diversion Airport (ACY)	3:03
AMERICAN	AMERICAN	1717	CLT	MCO	7/12/2021	Destination Airport	3:02

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

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

AIR TRAVEL CONSUMER REPORT

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

JULY 2021

MARKETING CARRIER	OPERATING CARRIER	FLIGHT NUMBER	ORIGIN AIRPORT	DESTINATION AIRPORT	DATE OF FLIGHT	LOCATION OF LONGEST TARMAC DELAY	LENGTH OF TARMAC DELAY
UNITED	UNITED	495	BOS	EWR	7/6/2021	Destination Airport	3:02
AMERICAN	AMERICAN	429	DFW	DCA	7/2/2021	Origin Airport	3:01
DELTA	REPUBLIC	5781	JFK	PIT	7/8/2021	Origin Airport	3:01
UNITED	AIR WISCONSIN	3894	LGA	IAD	7/8/2021	Origin Airport	3:01
AMERICAN	AMERICAN	2525	ORD	MCO	7/22/2021	Destination Airport	3:01

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

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

AIR TRAVEL CONSUMER REPORT

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

JULY 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
EV	ExpressJet Airlines
F9	Frontier Airlines
HA	Hawaiian Airlines
QX	Horizon Air
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*	July 2021			July 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	766,519	1,514	1.98	368,794	568	1.54
2	HAWAIIAN AIRLINES	537,913	1,369	2.55	108,676	232	2.13
3	FRONTIER AIRLINES	939,950	3,079	3.28	401,885	1,210	3.01
4	DELTA AIR LINES NETWORK	8,656,206	36,827	4.25	2,113,681	5,918	2.80
	- DELTA AIR LINES	6,391,403	27,603	4.32	1,472,004	4,204	2.86
	- BRANDED CODESHARE PARTNERS	2,264,803	9,224	4.07	641,677	1,714	2.67
5	SOUTHWEST AIRLINES	10,896,855	48,522	4.45	4,230,174	8,509	2.01
6	SPIRIT AIRLINES	1,219,647	6,533	5.36	729,559	2,857	3.92
7	UNITED AIRLINES NETWORK	6,169,411	33,705	5.46	1,620,500	5,127	3.16
	- UNITED AIRLINES	3,817,576	19,856	5.20	800,423	2,568	3.21
	- BRANDED CODESHARE PARTNERS	2,351,835	13,849	5.89	820,077	2,559	3.12
8	JETBLUE AIRWAYS	1,498,822	8,373	5.59	269,280	1,049	3.90
9	ALASKA AIRLINES NETWORK	2,572,842	14,412	5.60	868,252	2,514	2.90
	- ALASKA AIRLINES	1,801,012	10,457	5.81	528,548	1,282	2.43
	- BRANDED CODESHARE PARTNERS	771,830	3,955	5.12	339,704	1,232	3.63
10	AMERICAN AIRLINES NETWORK	10,257,402	102,436	9.99	4,293,029	20,558	4.79
	- AMERICAN AIRLINES	6,249,885	67,913	10.87	2,477,419	13,443	5.43
	- BRANDED CODESHARE PARTNERS	4,007,517	34,523	8.61	1,815,610	7,115	3.92
TOTAL		43,515,567	256,770	5.90	15,003,830	48,542	3.24

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

AIR TRAVEL CONSUMER REPORT

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

RANK	CARRIER*	July 2021			July 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	766,519	1,514	1.98	368,794	568	1.54
2	HAWAIIAN AIRLINES	537,913	1,369	2.55	101,999	220	2.16
3	FRONTIER AIRLINES	939,950	3,079	3.28	401,885	1,210	3.01
4	DELTA AIR LINES	6,391,403	27,603	4.32	1,472,004	4,204	2.86
5	SOUTHWEST AIRLINES	10,896,855	48,522	4.45	4,230,174	8,509	2.01
6	ENDEAVOR AIR	1,096,711	5,088	4.64	384,593	1,033	2.69
7	HORIZON AIR	568,987	2,886	5.07	-	-	-
8	SKYWEST AIRLINES	2,738,535	13,989	5.11	993,780	3,019	3.04
9	UNITED AIRLINES	3,817,576	19,856	5.20	800,423	2,568	3.21
10	SPIRIT AIRLINES	1,219,647	6,533	5.36	729,559	2,857	3.92
11	JETBLUE AIRWAYS	1,498,822	8,373	5.59	269,280	1,049	3.90
12	ALASKA AIRLINES	1,801,012	10,457	5.81	528,548	1,282	2.43
13	PSA AIRLINES	1,146,200	7,770	6.78	589,462	2,010	3.41
14	REPUBLIC AIRWAYS	1,112,311	8,024	7.21	315,200	1,386	4.40
15	MESA AIRLINES	693,419	6,514	9.39	295,782	1,036	3.50
16	AMERICAN AIRLINES	6,249,885	67,913	10.87	2,477,419	13,443	5.43
17	ENVOY AIR	924,297	10,661	11.53	517,968	2,314	4.47
	TOTAL	42,400,042	250,151	5.90	14,476,870	46,708	3.23

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

MISHANDLED WHEELCHAIRS AND SCOOTERS

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

AIR TRAVEL CONSUMER REPORT

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

RANK	CARRIER*	July 2021			July 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	DELTA AIR LINES NETWORK	15,837	99	0.63	4,084	15	0.37
	- DELTA AIR LINES	11,712	82	0.70	2,575	11	0.43
	- BRANDED CODESHARE PARTNERS	4,125	17	0.41	1,509	4	0.27
2	ALASKA AIRLINES NETWORK	2,800	27	0.96	573	9	1.57
	- ALASKA AIRLINES	1,831	22	1.20	426	7	1.64
	- BRANDED CODESHARE PARTNERS	969	5	0.52	147	2	1.36
3	ALLEGiant AIR	398	4	1.01	587	2	0.34
4	UNITED AIRLINES NETWORK	11,354	132	1.16	2,002	22	1.10
	- UNITED AIRLINES	7,308	96	1.31	1,033	18	1.74
	- BRANDED CODESHARE PARTNERS	4,046	36	0.89	969	4	0.41
5	SOUTHWEST AIRLINES	11,881	193	1.62	2,927	31	1.06
6	FRONTIER AIRLINES	2,029	36	1.77	552	5	0.91
7	AMERICAN AIRLINES NETWORK	11,160	216	1.94	4,093	75	1.83
	- AMERICAN AIRLINES	7,968	161	2.02	2,767	54	1.95
	- BRANDED CODESHARE PARTNERS	3,192	55	1.72	1,326	21	1.58
8	HAWAIIAN AIRLINES	549	11	2.00	157	0	0.00
9	JETBLUE AIRWAYS	2,027	77	3.80	565	7	1.24
10	SPIRIT AIRLINES	685	39	5.69	645	23	3.57
	TOTAL	58,720	834	1.42	16,185	189	1.17

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

AIR TRAVEL CONSUMER REPORT

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

RANK	CARRIER*	July 2021			July 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	HORIZON AIR	910	5	0.55	-	-	-
2	ENDEAVOR AIR	1,724	12	0.70	1,017	3	0.29
3	DELTA AIR LINES	11,712	82	0.70	2,575	11	0.43
4	SKYWEST AIRLINES	4,231	30	0.71	1,167	8	0.69
5	REPUBLIC AIRWAYS	1,568	15	0.96	363	5	1.38
6	ALLEGiant AIR	398	4	1.01	587	2	0.34
7	ALASKA AIRLINES	1,831	22	1.20	426	7	1.64
8	UNITED AIRLINES	7,308	96	1.31	1,033	18	1.74
9	MESA AIRLINES	924	13	1.41	255	3	1.18
10	ENVOY AIR	841	12	1.43	410	7	1.71
11	SOUTHWEST AIRLINES	11,881	193	1.62	2,927	31	1.06
12	FRONTIER AIRLINES	2,029	36	1.77	552	5	0.91
13	PSA AIRLINES	757	14	1.85	365	4	1.10
14	HAWAIIAN AIRLINES	549	11	2.00	139	0	0.00
15	AMERICAN AIRLINES	7,968	161	2.02	2,767	54	1.95
16	JETBLUE AIRWAYS	2,027	77	3.80	565	7	1.24
17	SPIRIT AIRLINES	685	39	5.69	645	23	3.57
	TOTAL	57,343	822	1.43	15,793	188	1.19

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

OVERSALES

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

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

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

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

AIR TRAVEL CONSUMER REPORT

PASSENGERS DENIED BOARDING BY REPORTING MARKETING U.S. AIRLINES

RANK	CARRIER*	APRIL - JUNE 2021			
		DENIED BOARDINGS (DB'S)		ENPLANED PASSENGERS	INVOLUNTARY DB's PER 10,000 PASSENGERS
		VOLUNTARY	INVOLUNTARY		
1	DELTA AIR LINES NETWORK	6,455	0	32,219,088	0.00
	- DELTA AIR LINES	3,231	0	24,200,394	0.00
	- BRANDED CODESHARE PARTNERS	3,224	0	8,018,694	0.00
2	ALLEGiant AIR	203	0	3,699,217	0.00
3	HAWAIIAN AIRLINES	10	0	1,717,710	0.00
4	JETBLUE AIRWAYS	463	3	6,993,996	0.00
5	UNITED AIRLINES NETWORK	4,764	20	22,433,384	0.01
	- UNITED AIRLINES	1,341	5	14,619,155	0.00
	- BRANDED CODESHARE PARTNERS	3,423	15	7,814,229	0.02
6	SPIRIT AIRLINES	3,131	85	7,963,642	0.11
7	ALASKA AIRLINES NETWORK	2,044	110	8,561,792	0.13
	- ALASKA AIRLINES	915	33	5,911,527	0.06
	- BRANDED CODESHARE PARTNERS	1,129	77	2,650,265	0.29
8	AMERICAN AIRLINES NETWORK	11,361	888	41,553,807	0.21
	- AMERICAN AIRLINES	5,192	408	28,314,308	0.14
	- BRANDED CODESHARE PARTNERS	6,169	480	13,239,499	0.36
9	SOUTHWEST AIRLINES	9,008	1,314	32,534,837	0.40
10	FRONTIER AIRLINES	886	334	5,456,373	0.61
	TOTAL	38,325	2,754	163,133,846	0.17

APRIL - JUNE 2020			
DENIED BOARDINGS (DB'S)		ENPLANED PASSENGERS	INVOLUNTARY DB's PER 10,000 PASSENGERS
VOLUNTARY	INVOLUNTARY		
2,081	0	3,838,133	0.00
1,546	0	2,956,649	0.00
535	0	881,484	0.00
15	0	1,296,542	0.00
37	0	182,199	0.00
29	0	583,894	0.00
53	0	2,705,563	0.00
8	0	1,333,318	0.00
45	0	1,372,245	0.00
80	2	871,869	0.02
156	45	1,556,952	0.29
43	0	916,543	0.00
113	45	640,409	0.70
1,448	209	8,256,400	0.25
647	85	5,369,982	0.16
801	124	2,886,418	0.43
1,108	110	7,058,890	0.16
170	45	690,113	0.65
5,177	411	27,040,555	0.15

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

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

AIR TRAVEL CONSUMER REPORT

PASSENGERS DENIED BOARDING BY REPORTING OPERATING U.S. AIRLINES

RANK	AIRLINE*	APRIL - JUNE 2021			
		DENIED BOARDINGS (DB'S)		ENPLANED PASSENGERS	INVOLUNTARY DB's PER 10,000 PASSENGERS
		VOLUNTARY	INVOLUNTARY		
1	DELTA AIR LINES	3,231	0	24,200,394	0.00
2	ALLEGiant AIR	203	0	3,699,217	0.00
3	ENDEAVOR AIR	1,181	0	3,517,547	0.00
4	HAWAIIAN AIRLINES	10	0	1,717,710	0.00
5	UNITED AIRLINES	1,341	5	14,619,155	0.00
6	JETBLUE AIRWAYS	463	3	6,993,996	0.00
7	ALASKA AIRLINES	915	33	5,911,527	0.06
8	SKYWEST AIRLINES	3,592	86	8,943,583	0.10
9	SPIRIT AIR LINES	3,131	85	7,963,642	0.11
10	AMERICAN AIRLINES	5,192	408	28,314,308	0.14
11	MESA AIRLINES	808	40	2,494,135	0.16
12	REPUBLIC AIRWAYS	2,855	111	5,160,977	0.22
13	HORIZON AIR	706	57	1,730,321	0.33
14	PSA AIRLINES	1,342	115	3,420,512	0.34
15	ENVOY AIR	1,422	115	3,409,015	0.34
16	SOUTHWEST AIRLINES	9,008	1,314	32,534,837	0.40
17	FRONTIER AIRLINES	886	334	5,456,373	0.61
TOTAL		36,286	2,706	160,087,249	0.17

APRIL - JUNE 2020			
DENIED BOARDINGS (DB'S)		ENPLANED PASSENGERS	INVOLUNTARY DB's PER 10,000 PASSENGERS
VOLUNTARY	INVOLUNTARY		
1,546	0	2,956,649	0.00
15	0	1,296,542	0.00
277	0	404,077	0.00
30	0	176,278	0.00
8	0	1,333,318	0.00
29	0	583,894	0.00
43	0	916,543	0.00
464	36	1,642,807	0.22
80	2	871,869	0.02
647	85	5,369,982	0.16
95	12	536,745	0.22
81	21	592,187	0.35
-	-	-	-
226	39	852,181	0.46
190	26	847,305	0.31
1,108	110	7,058,890	0.16
170	45	690,113	0.65
5,009	376	26,129,380	0.14

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

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

CONSUMER COMPLAINTS

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

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

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

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

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

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

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

AIR TRAVEL CONSUMER REPORT

TABLE 1

CONSUMER COMPLAINTS
SUMMARY

	JULY 2021				JULY 2020			
	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS
U.S. AIRLINES	2,325	30	0	290	3,474	18	0	378
FOREIGN AIRLINES	2,014	1	1	112	5,858	1	0	288
TRAVEL AGENTS	716	0	0	36	1,777	0	0	78
TOUR OPERATORS	3	0	0	0	9	0	0	0
MISCELLANEOUS	0	7	1	160	7	4	0	91
INDUSTRY TOTALS	5,058	38	2	598	11,125	23	0	835

AIR TRAVEL CONSUMER REPORT

Table 2

COMPLAINT CATEGORY	COMPLAINT CATEGORIES*					
	JULY 2021			JULY 2020		
	RANKING	COMPLAINTS**	SUB-CATEGORY	RANKING	COMPLAINTS**	SUB-CATEGORY
REFUNDS	1	2,543		1	10,261	
FLIGHT PROBLEMS	2	875		5	84	
CANCELLATION			385			54
DELAY			297			12
MISCONNECTION			91			5
RESERVATIONS/TICKETING/BOARDING	3	533		3	163	
FARES	4	462		2	367	
BAGGAGE	5	227		7	48	
CUSTOMER SERVICE	6	203		4	112	
DISABILITY	7	140		6	50	
OVERSALES	8	41		9	10	
DISCRIMINATION	9	18		10	6	
OTHER	10	12		8	22	
FREQUENT FLYER			2			15
ADVERTISING	11	4		11	2	
ANIMALS	12	0		12	0	
COMPLAINT TOTAL		5,058			11,125	

* 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*

U.S. AIRLINES** ALPHABETICAL	JULY 2021												TOTAL
	FLIGHT PROBLEMS	OVER- SALES	RES/TKT/ BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DIS- ABILITY	ADVERT- ISING	DISCRIM- INATION	ANIMALS	OTHER	
ALASKA AIRLINES	10	0	3	5	13	4	7	2	0	0	0	0	44
ALLEGiant AIR	29	2	17	7	30	12	8	23	0	1	0	0	129
AMERICAN AIRLINES	175	6	45	57	111	39	29	27	0	4	0	0	493
DELTA AIR LINES	32	1	34	10	43	15	23	12	0	2	0	1	173
ENDEAVOR AIR	8	0	2	2	1	1	3	0	0	0	0	0	17
ENVOY AIR	15	1	7	0	4	1	1	1	0	0	0	0	30
FRONTIER AIRLINES	61	6	8	12	35	19	11	4	0	3	0	2	161
HAWAIIAN AIRLINES	1	0	3	4	8	0	3	1	0	0	0	0	20
HORIZON AIRLINES	2	0	0	0	2	0	1	0	0	0	0	0	5
JETBLUE AIRWAYS	151	4	41	21	29	12	24	22	0	0	0	0	304
MESA AIRLINES	15	0	0	0	2	0	0	0	0	1	0	0	18
PSA AIRLINES	14	1	4	2	5	3	4	1	0	1	0	0	35
REPUBLIC AIRWAYS	14	1	5	1	9	4	2	0	0	0	0	0	36
SILVER AIRWAYS	3	0	2	2	4	1	0	0	0	0	0	0	12
SKYWEST AIRLINES	16	1	5	1	7	1	4	0	0	0	0	0	35
SOUTHWEST AIRLINES	73	1	6	19	20	6	18	15	2	3	0	1	164
SPIRIT AIRLINES	74	7	21	20	44	27	12	8	0	1	0	1	215
SUN COUNTRY AIRLINES	4	0	0	6	5	4	0	0	0	0	0	0	19
UNITED AIRLINES	91	2	39	48	158	16	25	12	2	1	0	2	396
Other U.S. Airlines	11	0	0	0	4	0	0	0	0	0	0	4	19
TOTAL JULY 2021	799	33	242	217	534	165	175	128	4	18	0	10	2,325
% of TOTAL COMPLAINTS	34.4	1.4	10.4	9.3	23.0	7.1	7.5	5.5	0.2	0.8	0	0.4	
TOTAL JULY 2020	51	7	58	253	2,927	19	98	41	1	4	0	15	3,474
% of TOTAL COMPLAINTS	1.5	0.2	1.7	7.3	84.3	0.5	2.8	1.2	0.0	0.1	0	0.4	

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

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

AIR TRAVEL CONSUMER REPORT

Table 4

COMPLAINTS AGAINST U.S. AIRLINES BY INCIDENT DATE*

U.S. AIRLINES ALPHABETICAL	COMPS RECD IN JUL	INCI- DENTS IN JUL	PERCENT	INCI- DENTS IN JUN	PERCENT	INCI- DENTS IN ALL PRIOR MONTHS	PERCENT	UN- KNOWN INCI- DENT DATE	PERCENT
ALASKA AIRLINES	44	18	40.9	3	6.8	20	45.5	3	6.8
ALLEGIAN AIR	129	94	72.9	16	12.4	16	12.4	3	2.3
AMERICAN AIRLINES	493	257	52.1	90	18.3	105	21.3	41	8.3
DELTA AIR LINES	173	74	42.8	25	14.5	67	38.7	7	4.0
ENDEAVOR AIR	17	11	64.7	2	11.8	3	17.6	1	5.9
ENVOY AIR	30	18	60.0	3	10.0	5	16.7	4	13.3
FRONTIER AIRLINES	161	100	62.1	35	21.7	23	14.3	3	1.9
HAWAIIAN AIRLINES	20	4	20.0	1	5.0	12	60.0	3	15.0
HORIZON AIRLINES	5	3	60.0	1	20.0	0	0.0	1	20.0
JETBLUE AIRWAYS	304	205	67.4	34	11.2	43	14.1	22	7.2
MESA AIRLINES	18	10	55.6	5	27.8	3	16.7	0	0.0
PSA AIRLINES	35	24	68.6	5	14.3	3	8.6	3	8.6
REPUBLIC AIRWAYS	36	19	52.8	7	19.4	10	27.8	0	0.0
SILVER AIRWAYS	12	1	8.3	2	16.7	7	58.3	2	16.7
SKYWEST AIRLINES	35	24	68.6	4	11.4	5	14.3	2	5.7
SOUTHWEST AIRLINES	164	73	44.5	41	25.0	32	19.5	18	11.0
SPIRIT AIRLINES	215	121	56.3	27	12.6	48	22.3	19	8.8
SUN COUNTRY AIRLINES	19	11	57.9	0	0.0	5	26.3	3	15.8
UNITED AIRLINES	396	160	40.4	47	11.9	134	33.8	55	13.9
Other U.S. Airlines	19	9	47.4	0	0.0	7	36.8	3	15.8
Totals	2,325	1,236	53.2	348	15.0	548	23.6	193	8.3
Previous Year's Totals	3,474	701	20.2	331	9.5	2,070	59.6	372	10.7

* 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** /JULY 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	1	0	0	0	16	0	0	0	0	0	0	0	17
AEROFLOT	0	0	2	0	6	0	0	0	0	0	0	0	8
AEROMEXICO	5	2	8	6	32	2	1	0	0	0	0	0	56
AIR CANADA	7	0	16	11	42	1	1	0	0	0	0	0	78
AIR EUROPA	0	0	3	0	8	1	0	0	0	0	0	0	12
AIR FRANCE	2	0	6	3	20	11	1	3	0	0	0	0	46
AIR INDIA	3	0	18	41	394	2	2	0	0	0	0	0	460
AIR TAHITI NUI	0	0	0	0	7	0	0	0	0	0	0	0	7
ALITALIA AIRLINES	1	0	5	4	15	0	0	0	0	0	0	0	25
AUSTRIAN AIRLINES	0	0	2	0	4	1	0	0	0	0	0	0	7
AVIANCA	1	0	13	6	37	0	1	1	0	0	0	1	60
BRITISH AIRWAYS	3	0	8	3	42	2	0	0	0	0	0	0	58
BRUSSELS AIRLINES	0	0	1	1	2	1	0	0	0	0	0	0	5
CARIBBEAN AIRLINES	1	0	0	1	22	1	0	0	0	0	0	0	25
CONDOR	1	0	0	0	4	0	0	0	0	0	0	0	5
COPA	1	0	4	2	31	1	0	1	0	0	0	0	40
EGYPTAIR	0	0	5	1	5	0	2	0	0	0	0	0	13
EL AL ISRAEL	1	0	1	1	13	0	0	0	0	0	0	0	16
EMIRATES AIRLINES	2	1	3	1	20	2	0	1	0	1	0	0	31
ETHIOPIAN AIRLINES	2	2	3	1	4	0	0	0	0	0	0	0	12
ETIHAD AIRWAYS	1	1	1	0	13	0	1	1	0	0	0	0	18
EVA AIRWAYS	0	0	1	2	5	0	0	0	0	0	0	0	8
FIJI AIRWAYS	0	0	0	0	45	0	0	0	0	0	0	0	45
FINNAIR OY	1	0	1	1	5	0	0	0	0	0	0	0	8
FRENCH BEE	1	0	0	0	9	0	0	0	0	0	0	0	10
IBERIA AIRLINES	0	0	16	6	27	1	0	0	0	0	0	0	50
ICELANDAIR	0	0	4	4	15	0	0	0	0	0	0	0	23
INTERJET	0	0	1	3	37	0	0	0	0	0	0	0	41
KLM	1	0	5	1	15	1	0	0	0	0	0	0	23
KOREAN AIR LINES	0	0	1	0	3	0	0	1	0	0	0	0	5
LATAM	0	0	2	3	20	1	0	1	0	0	0	0	27
LOT POLISH AIRLINES	0	0	3	2	9	0	1	0	0	0	0	0	15
LUFTHANSA	4	0	17	4	47	11	3	0	0	0	0	0	86
NORWEGIAN AIR SHUTTLE	1	0	1	1	45	0	0	0	0	0	0	0	48
PHILIPPINE AIRLINES	0	0	1	5	25	0	0	2	0	0	0	0	33
QATAR AIRWAYS	9	0	20	8	27	5	4	0	0	0	0	0	73
ROYAL AIR MAROC	1	0	4	1	26	0	1	0	0	0	0	0	33
ROYAL JORDANIAN AIRLINES	0	0	1	2	5	0	0	0	0	0	0	0	8

AIR TRAVEL CONSUMER REPORT

Table 5 (cont'd)

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

	FLIGHT PROBLEMS	OVER- SALES	RES/TKT/ BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DIS- ABILITY	ADVERT- ISING	DISCRIM- INATION	ANIMALS	OTHER	TOTAL
SAS	0	0	1	4	17	0	0	0	0	0	0	0	22
SAUDI ARABIAN AIRLINES	0	0	1	0	3	1	0	0	0	0	0	0	5
SOUTH AFRICAN AIRWAYS	0	0	0	0	12	0	0	0	0	0	0	0	12
SWISS AIR	1	0	4	2	5	0	0	0	0	0	0	0	12
TAP	3	0	14	9	162	5	1	0	0	0	0	0	194
TURKISH AIRLINES	0	0	12	7	21	3	2	0	0	0	0	0	45
VIRGIN ATLANTIC AIRWAYS	0	0	2	1	9	0	0	0	0	0	0	0	12
VIVAAEROBUS	2	1	1	0	3	2	0	0	0	0	0	0	9
VOLARIS AIRLINES	0	1	10	9	16	1	3	0	0	0	0	0	40
VUELING AIRLINES	1	0	0	0	10	0	0	0	0	0	0	0	11
WEST JET	0	0	3	2	20	0	0	0	0	0	0	0	25
OTHER FOREIGN AIRLINES	6	0	5	5	69	6	0	1	0	0	0	0	92
TOTALS	63	8	230	164	1,448	62	24	12	0	1	0	1	2,014
<u>TRAVEL AGENTS</u>													
AMERICAN EXPRESS	0	0	0	2	3	0	0	0	0	0	0	0	5
ASAPTICKETS.COM	0	0	4	5	21	0	0	0	0	0	0	0	30
CHASE TRAVEL	1	0	0	1	8	0	0	0	0	0	0	0	10
CHEAPFAREGURU.COM	0	0	0	1	4	0	0	0	0	0	0	0	5
CHEAPOAIR.COM	0	0	3	6	26	0	0	0	0	0	0	0	35
EDREAMS.COM	0	0	2	1	9	0	1	0	0	0	0	0	13
EXPEDIA.COM	3	0	9	32	125	0	2	0	0	0	0	0	171
FAREBOOM.COM	0	0	0	1	6	0	0	0	0	0	0	0	7
FARESCAN.COM	1	0	0	1	4	0	0	0	0	0	0	0	6
FLIGHT NETWORK	0	0	2	1	8	0	0	0	0	0	0	0	11
FLIGHTHUB	0	0	1	0	5	0	0	0	0	0	0	0	6
FLYUS.COM	0	0	2	0	6	0	0	0	0	0	0	0	8
GOTOGATE	0	0	1	0	14	0	0	0	0	0	0	0	15
HOPPER.COM	0	0	0	1	5	0	0	0	0	0	0	0	6
INDIAN EAGLE	0	0	0	0	17	0	0	0	0	0	0	0	17
JUSTFLY.COM	0	0	5	4	29	0	1	0	0	0	0	0	39
KAYAK	0	0	1	0	5	0	0	0	0	0	0	0	6
KIWI.COM	1	0	7	5	87	0	0	0	0	0	0	0	100
MYTRIP.COM	0	0	1	0	5	0	0	0	0	0	0	0	6
ORBITZ.COM	2	0	3	4	31	0	0	0	0	0	0	0	40
OVAGO	0	0	1	1	5	0	0	0	0	0	0	0	7
PRICELINE.COM	0	0	3	1	17	0	0	0	0	0	0	0	21
SKYLUX TRAVEL	0	0	0	0	5	0	0	0	0	0	0	0	5
SMARTFARES.COM	0	0	1	0	6	0	0	0	0	0	0	0	7
TRAVELOCITY.COM	1	0	6	2	22	0	0	0	0	0	0	0	31

AIR TRAVEL CONSUMER REPORT

Table 5 (cont'd)

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

	FLIGHT PROBLEMS	OVER- SALES	RES/TKT/ BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DIS- ABILITY	ADVERT- ISING	DISCRIM- INATION	ANIMALS	OTHER	TOTAL
VAYAMA	0	0	0	0	17	0	0	0	0	0	0	0	17
OTHER TRAVEL AGENTS	4	0	7	12	69	0	0	0	0	0	0	0	92
TOTALS	13	0	59	81	559	0	4	0	0	0	0	0	716
<u>TOUR OPERATORS</u>													
OTHER TOUR OPERATORS	0	0	2	0	1	0	0	0	0	0	0	0	3
TOTALS	0	0	2	0	1	0	0	0	0	0	0	0	3
<u>MISCELLANEOUS</u>													
OTHER MISCELLANEOUS	0	0	0	0	0	0	0	0	0	0	0	0	0
TOTALS	0	0	0	0	0	0	0	0	0	0	0	0	0

* 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).

JULY 2021		JULY 2020	
AIRLINE	COMPLAINTS		COMPLAINTS
ALASKA AIRLINES NETWORK	52		88
- ALASKA AIRLINES	44		82
- BRANDED CODESHARE PARTNERS	8		6
ALLEGiant AIRLINES	129		42
AMERICAN AIRLINES NETWORK	621		619
- AMERICAN AIRLINES	493		615
- BRANDED CODESHARE PARTNERS	128		4
DELTA NETWORK	213		458
- DELTA AIR LINES	173		437
- BRANDED CODESHARE PARTNERS	40		21
FRONTIER AIRLINES	161		797
HAWAIIAN AIRLINES NETWORK	20		117
JETBLUE AIRWAYS	304		120
SOUTHWEST AIRLINES	164		155
SPIRIT AIRLINES	215		175
UNITED AIRLINES NETWORK	397		851
- UNITED AIRLINES	396		851
- BRANDED CODESHARE PARTNERS	1		0
TOTAL	2,276		3,422

* 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	JULY 2021			JULY 2020		
		COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS	COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS
1	HORIZON AIRLINES	5	698,204	0.72	-	-	-
2	SKYWEST AIRLINES	35	3,763,766	0.93	14	1,360,492	1.03
3	SOUTHWEST AIRLINES	164	13,537,432	1.21	12	468,215	2.56
4	ENDEAVOR AIR	17	1,388,058	1.22	155	5,119,621	3.03
5	DELTA AIR LINES	173	11,509,084	1.50	437	2,575,876	16.97
6	ALASKA AIRLINES	44	2,565,235	1.72	82	671,892	12.20
7	MESA AIRLINES	18	1,046,499	1.72	0	371,540	0.00
8	REPUBLIC AIRWAYS	36	1,900,402	1.89	6	574,830	1.04
9	ENVOY AIR	30	1,416,854	2.12	2	715,536	0.28
10	HAWAIIAN AIRLINES	20	808,334	2.47	117	167,667	69.78
11	PSA AIRLINES	35	1,263,731	2.77	2	650,196	0.31
12	AMERICAN AIRLINES	493	12,871,803	3.83	615	4,633,511	13.27
13	UNITED AIRLINES	396	8,054,760	4.92	851	1,397,476	60.90
14	SPIRIT AIRLINES	215	3,392,535	6.34	175	1,922,485	9.10
15	ALLEGiant AIR	129	1,868,259	6.90	42	899,935	4.67
16	FRONTIER AIRLINES	161	2,200,706	7.32	797	818,833	97.33
17	JETBLUE AIRWAYS	304	3,429,798	8.86	120	766,180	15.66
TOTAL		2,275	71,715,460	3.17	3,427	23,114,285	14.83

* 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, plus other carriers that report flight delay and mishandled baggage data voluntarily.

AIR TRAVEL CONSUMER REPORT

Civil Rights Complaints by Air Travelers (Other Than Disability) for July 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.

Airline	Race	Ancestry/ Ethnicity	National Origin	Color	Religion	Sex	Other
Allegiant					1		
American	1	2			1		
Delta	1		1				
Emirates			1				
Frontier	3						
Mesa	1						
PSA			1				
Southwest	1				1	1	
Spirit	1						
United	1						
TOTALS	9	2	3		3	1	

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

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

COMPLAINT CATEGORIES

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

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

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

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

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

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

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

Disability: Civil rights complaints by air travelers with disabilities.

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

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

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

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

AIR TRAVEL CONSUMER REPORT

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

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

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

Carrier	Death	Injury	Loss
Alaska Airlines	0	2	0
Hawaiian Airlines	1	0	0
TOTAL	1	2	0

AIR TRAVEL CONSUMER REPORT

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

The Transportation Security Administration (TSA) screened approximately 62 million airline passengers and their 50 million checked bags in the month of July as part of its efforts to secure the homeland. Since its formation, TSA has maintained a strong focus on customer service and began collecting customer service data voluntarily to improve security operations. TSA values all input and encourages passengers to contact the agency if they believe that the level of service provided does not meet their expectations ^b. Below is a summary of contacts with TSA either by e-mail, or telephone for the month of July.

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

Courtesy ^c		Screening Procedures		Processing Time		Personal Property	
Number of Complaints	Percentage of Flying Public ^c	Number of Complaints	Percentage of Flying Public	Number of Complaints	Percentage of Flying Public	Number of Complaints	Percentage of Flying Public
764	0.00123%	35	0.00006%	45	0.00007%	261	0.00042%

NOTES

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

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

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

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