



Air Travel Consumer Report

A Product Of

THE OFFICE OF AVIATION CONSUMER PROTECTION

Issued: October 2021



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

AUGUST 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

AUGUST 2021

CARRIER ¹	AT ALL US AIRPORTS		RANK
	NUMBER OF AIRPORTS REPORTED	PERCENT OF ON-TIME ARRIVALS	
HAWAIIAN AIRLINES	21	90.5	1
DELTA AIR LINES NETWORK	216	85.7	2
- DELTA AIR LINES	126	86.0	
- BRANDED CODESHARE PARTNERS	195	85.3	
ALASKA AIRLINES NETWORK	104	81.0	3
- ALASKA AIRLINES	78	79.2	
- BRANDED CODESHARE PARTNERS	55	82.9	
AMERICAN AIRLINES NETWORK	234	74.4	4
- AMERICAN AIRLINES	111	72.4	
- BRANDED CODESHARE PARTNERS	218	76.1	
UNITED AIRLINES NETWORK	253	70.3	5
- UNITED AIRLINES	102	73.4	
- BRANDED CODESHARE PARTNERS	237	68.3	
FRONTIER AIRLINES	105	68.9	6
SOUTHWEST AIRLINES	105	67.6	7
JETBLUE AIRWAYS	66	66.0	8
ALLEGiant AIR	127	64.1	9
SPIRIT AIRLINES	53	61.1	10
TOTAL AIRPORTS SERVED	374	74.3	

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

AUGUST 2021

AT ALL US AIRPORTS			
CARRIER ¹	NUMBER OF AIRPORTS REPORTED	PERCENT OF ON-TIME ARRIVALS	RANK
HAWAIIAN AIRLINES	21	90.5	1
ENDEAVOR AIR	112	88.1	2
DELTA AIR LINES	126	86.0	3
HORIZON AIR	49	82.8	4
ALASKA AIRLINES	78	79.2	5
ENVOY AIR	145	77.7	6
PSA AIRLINES	96	77.2	7
SKYWEST AIRLINES	225	76.6	8
REPUBLIC AIRWAYS	90	73.7	9
UNITED AIRLINES	102	73.4	10
MESA AIRLINES	106	72.4	11
AMERICAN AIRLINES	111	72.4	12
FRONTIER AIRLINES	105	68.9	13
SOUTHWEST AIRLINES	105	67.6	14
JETBLUE AIRWAYS	66	66.0	15
ALLEGiant AIR	127	64.1	16
SPIRIT AIRLINES	53	61.1	17
TOTAL AIRPORTS SERVED	366	74.7	

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

AUGUST 2021

CARRIER ¹	Jan 21		Feb 21		Mar 21		Apr 21		May 21		Jun 21		Jul 21		Aug 21		Year-to-date (YTD)	
	%	Rank	%	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	81.0	3	85.2	3
- ALASKA AIRLINES	91.8		75.8		86.2		88.2		89.6		77.5		82.0		79.2		83.5	
- BRANDED CODESHARE PARTNERS	91.7		79.4		89.7		92.5		90.5		84.1		84.5		82.9		86.9	
ALLEGiant AIR	80.5	9	75.6	9	82.1	10	79.4	9	78.4	10	56.6	10	51.9	10	64.1	9	69.1	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	74.4	4	80.5	4
- AMERICAN AIRLINES	88.9		80.7		89.4		88.2		84.0		71.2		73.3		72.4		79.6	
- BRANDED CODESHARE PARTNERS	84.8		75.6		88.1		89.1		85.6		76.8		75.2		76.1		81.2	
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	85.7	2	88.9	2
- DELTA AIR LINES	90.7		87.4		92.4		90.6		90.3		86.7		84.9		86.0		88.4	
- BRANDED CODESHARE PARTNERS	91.6		87.2		93.8		94.7		92.6		86.9		84.8		85.3		89.5	
FRONTIER AIRLINES	90.9	4	82.0	4	84.1	9	81.4	8	84.9	6	69.5	7	60.0	8	68.9	6	75.9	7
HAWAIIAN AIRLINES	94.5	1	95.0	1	88.2	3	91.4	2	93.0	1	87.7	1	88.2	1	90.5	1	90.6	1
- HAWAIIAN AIRLINES	94.7		95.0		88.2		91.4		93.0		87.7		88.2		90.5		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	66.0	8	71.6	9
SOUTHWEST AIRLINES	90.9	5	81.0	5	86.1	7	88.1	6	81.3	9	62.4	9	67.9	6	67.6	7	76.5	6
SPIRIT AIRLINES	88.8	7	82.0	3	84.9	8	76.1	10	84.4	7	74.1	5	64.3	7	61.1	10	75.5	8
UNITED AIRLINES NETWORK	89.0	6	75.8	8	87.3	6	89.4	4	86.8	4	73.9	6	69.4	5	70.3	5	79.0	5
- UNITED AIRLINES	90.9		81.3		88.4		89.9		87.5		75.5		70.3		73.4		80.6	
- BRANDED CODESHARE PARTNERS	88.0		72.9		86.6		89.1		86.3		72.9		68.9		68.3		78.1	
TOTAL	89.0		80.1		88.5		88.7		86.2		74.6		73.4		74.3		81.0	

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)

AUGUST 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	71.0	157	68.8	62	77.4	0	0.0	149	77.9	208	71.6	155	66.5	31	87.1
- ALASKA AIRLINES	62	71.0	157	68.8	62	77.4	0	0.0	149	77.9	208	71.6	155	66.5	31	87.1
- 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	59	79.7	44	61.4	0	0.0	0	0.0	36	52.8	0	0.0	0	0.0
AMERICAN AIRLINES NETWORK	1272	72.6	1859	76.3	464	66.2	18881	80.4	5448	78.4	990	72.4	23369	71.8	777	72.8
- AMERICAN AIRLINES	686	68.4	1415	74.8	360	64.2	8623	78.7	1704	74.0	990	72.4	13504	70.3	315	69.8
- BRANDED CODESHARE PARTNERS	586	77.5	444	80.9	104	73.1	10258	81.7	3744	80.4	0	0.0	9865	73.9	462	74.9
DELTA AIR LINES NETWORK	21873	88.1	2518	84.8	454	85.5	798	81.8	879	84.9	1072	79.2	908	79.5	9405	85.7
- DELTA AIR LINES	17547	88.3	1249	84.2	403	86.8	430	88.1	550	84.9	917	80.5	846	80.0	4042	86.5
- BRANDED CODESHARE PARTNERS	4326	87.4	1269	85.4	51	74.5	368	74.5	329	84.8	155	71.6	62	72.6	5363	85.1
FRONTIER AIRLINES	595	66.6	39	64.1	79	50.6	128	68.0	62	75.8	2076	78.1	269	72.5	98	61.2
HAWAIIAN AIRLINES	0	0.0	22	95.5	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
JETBLUE AIRWAYS	231	78.8	2764	76.0	0	0.0	58	74.1	284	70.1	178	73.6	62	82.3	71	85.9
SOUTHWEST AIRLINES	2694	71.3	515	59.2	5279	68.8	219	56.6	705	67.5	7505	66.4	0	0.0	313	54.3
SPIRIT AIRLINES	839	62.2	324	58.0	541	59.1	52	36.5	0	0.0	249	68.3	648	64.7	926	64.1
UNITED AIRLINES NETWORK	571	68.1	899	69.7	265	63.0	427	60.2	421	69.8	14442	73.2	784	65.1	510	60.2
- UNITED AIRLINES	301	66.8	775	70.2	142	53.5	9	33.3	213	67.6	6146	76.7	284	59.5	26	73.1
- BRANDED CODESHARE PARTNERS	270	69.6	124	66.9	123	74.0	418	60.8	208	72.1	8296	70.5	500	68.2	484	59.5
TOTAL	28,137	84.1	9,156	76.2	7,188	68.5	20,563	79.5	7,948	77.4	26,756	71.8	26,195	71.7	12,131	81.2

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

AIR TRAVEL CONSUMER REPORT

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

AUGUST 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	159	78.6	31	83.9	292	87.3	87	71.3	61	80.3	150	74.0	498	82.1	1929	82.3
- ALASKA AIRLINES	159	78.6	31	83.9	292	87.3	87	71.3	61	80.3	150	74.0	312	81.4	780	81.8
- BRANDED CODESHARE PARTNERS	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	186	83.3	1149	82.7
ALLEGiant AIR	57	80.7	214	56.5	0	0.0	0	0.0	0	0.0	0	0.0	755	68.6	207	70.0
AMERICAN AIRLINES NETWORK	611	59.7	666	70.9	323	80.5	228	70.2	864	64.5	1035	74.8	1194	73.0	4329	80.6
- AMERICAN AIRLINES	607	59.8	666	70.9	323	80.5	53	75.5	665	63.8	1035	74.8	1194	73.0	2932	79.1
- BRANDED CODESHARE PARTNERS	4	50.0	0	0.0	0	0.0	175	68.6	199	66.8	0	0.0	0	0.0	1397	83.7
DELTA AIR LINES NETWORK	555	79.1	916	80.5	221	81.9	492	76.0	695	77.8	3719	83.1	1267	87.1	4145	84.0
- DELTA AIR LINES	306	78.1	916	80.5	221	81.9	217	77.0	486	83.7	1798	83.0	1143	87.5	2587	83.9
- BRANDED CODESHARE PARTNERS	249	80.3	0	0.0	0	0.0	275	75.3	209	64.1	1921	83.2	124	83.1	1558	84.0
FRONTIER AIRLINES	245	45.7	0	0.0	0	0.0	14	78.6	118	76.3	0	0.0	1243	67.5	14	92.9
HAWAIIAN AIRLINES	0	0.0	0	0.0	2586	92.1	0	0.0	0	0.0	31	71.0	104	93.3	217	86.6
JETBLUE AIRWAYS	1307	49.6	1555	66.8	0	0.0	0	0.0	80	70.0	3046	63.6	386	62.2	1099	70.2
SOUTHWEST AIRLINES	0	0.0	1490	70.3	1054	82.7	173	54.3	620	64.7	0	0.0	5743	72.6	1941	70.0
SPIRIT AIRLINES	610	55.2	2263	54.8	0	0.0	0	0.0	600	60.5	0	0.0	1555	67.8	970	69.7
UNITED AIRLINES NETWORK	5867	70.1	683	69.1	525	76.4	6733	70.4	12228	74.7	124	71.8	987	76.7	2963	78.4
- UNITED AIRLINES	3655	72.9	652	68.6	525	76.4	2086	73.4	4655	76.4	124	71.8	872	77.1	1828	76.8
- BRANDED CODESHARE PARTNERS	2212	65.5	31	80.6	0	0.0	4647	69.0	7573	73.7	0	0.0	115	73.9	1135	81.1
TOTAL	9,411	65.7	7,818	65.9	5,001	87.0	7,727	70.4	15,266	73.3	8,105	74.3	13,732	73.3	17,814	78.8

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

AIR TRAVEL CONSUMER REPORT

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

AUGUST 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	104	60.6	0	0.0	0	0.0	98	83.7	319	76.5	2766	79.3	62	87.1
- ALASKA AIRLINES	0	0.0	104	60.6	0	0.0	0	0.0	67	80.6	257	75.9	1269	77.3	62	87.1
- BRANDED CODESHARE PARTNERS	0	0.0	0	0.0	0	0.0	0	0.0	31	90.3	62	79.0	1497	81.0	0	0.0
ALLEGiant AIR	0	0.0	0	0.0	44	70.5	0	0.0	0	0.0	0	0.0	47	83.0	0	0.0
AMERICAN AIRLINES NETWORK	2098	77.6	1477	71.0	0	0.0	5001	74.9	633	69.4	12934	72.6	408	72.1	8165	78.5
- AMERICAN AIRLINES	948	75.3	1445	70.8	0	0.0	3631	73.6	384	63.5	4830	72.7	321	69.5	2512	74.5
- BRANDED CODESHARE PARTNERS	1150	79.5	32	81.3	0	0.0	1370	78.2	249	78.3	8104	72.5	87	81.6	5653	80.2
DELTA AIR LINES NETWORK	3767	84.1	1471	82.5	324	85.8	754	80.5	9681	85.9	1208	73.5	733	85.9	543	79.9
- DELTA AIR LINES	1526	83.9	1471	82.5	93	87.1	723	80.6	4494	88.1	605	72.7	471	87.5	354	85.3
- BRANDED CODESHARE PARTNERS	2241	84.2	0	0.0	231	85.3	31	77.4	5187	84.0	603	74.3	262	83.2	189	69.8
FRONTIER AIRLINES	93	63.4	1375	57.5	0	0.0	577	60.1	45	80.0	276	59.8	77	75.3	659	58.9
HAWAIIAN AIRLINES	0	0.0	11	63.6	0	0.0	0	0.0	0	0.0	0	0.0	62	91.9	0	0.0
JETBLUE AIRWAYS	355	67.3	1167	53.8	0	0.0	422	59.2	62	93.5	111	69.4	71	59.2	151	70.2
SOUTHWEST AIRLINES	513	62.6	3580	65.2	6212	69.2	690	63.2	507	59.4	713	52.2	693	63.5	410	62.2
SPIRIT AIRLINES	325	62.8	1971	58.6	0	0.0	0	0.0	169	68.6	594	49.0	73	71.2	383	53.3
UNITED AIRLINES NETWORK	556	68.5	1049	71.9	0	0.0	458	64.8	465	67.1	14758	70.4	642	78.3	429	66.9
- UNITED AIRLINES	304	66.4	1049	71.9	0	0.0	374	66.0	243	60.1	5129	75.0	642	78.3	181	61.9
- BRANDED CODESHARE PARTNERS	252	71.0	0	0.0	0	0.0	84	59.5	222	74.8	9629	68.0	0	0.0	248	70.6
TOTAL	7,707	77.9	12,205	65.5	6,580	70.0	7,902	71.9	11,660	82.8	30,913	70.6	5,572	77.3	10,802	75.3

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

AIR TRAVEL CONSUMER REPORT

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

AUGUST 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	331	84.9	1661	84.4	9589	81.3	1618	84.4	368	69.8	62	79.0
- ALASKA AIRLINES	269	82.9	632	84.3	6018	80.1	422	85.1	136	64.0	62	79.0
- BRANDED CODESHARE PARTNERS	62	93.5	1029	84.5	3571	83.4	1196	84.2	232	73.3	0	0.0
ALLEGiant AIR	0	0.0	70	80.0	0	0.0	0	0.0	0	0.0	0	0.0
AMERICAN AIRLINES NETWORK	6954	81.3	740	70.0	759	68.5	982	77.9	669	67.3	1013	68.5
- AMERICAN AIRLINES	4226	79.4	740	70.0	641	66.5	839	77.1	448	62.7	993	69.1
- BRANDED CODESHARE PARTNERS	2728	84.1	0	0.0	118	79.7	143	82.5	221	76.5	20	40.0
DELTA AIR LINES NETWORK	951	82.4	678	86.4	4302	89.7	1062	87.1	8304	87.9	919	83.9
- DELTA AIR LINES	796	85.1	647	87.3	2579	87.7	796	87.6	4343	86.3	901	84.1
- BRANDED CODESHARE PARTNERS	155	69.0	31	67.7	1723	92.7	266	85.7	3961	89.6	18	72.2
FRONTIER AIRLINES	391	68.5	145	75.2	73	79.5	172	81.4	184	73.9	358	61.5
HAWAIIAN AIRLINES	39	97.4	64	81.3	62	67.7	62	93.5	0	0.0	0	0.0
JETBLUE AIRWAYS	132	62.1	182	88.5	134	72.4	595	76.0	186	66.7	364	61.3
SOUTHWEST AIRLINES	4860	69.7	2125	70.5	1001	66.1	559	62.6	1013	61.3	1976	67.9
SPIRIT AIRLINES	70	67.1	97	74.2	62	75.8	0	0.0	0	0.0	500	59.2
UNITED AIRLINES NETWORK	751	71.0	783	76.9	769	74.3	4703	78.0	713	70.1	609	70.8
- UNITED AIRLINES	583	67.4	721	77.3	742	74.3	2693	77.8	155	72.3	609	70.8
- BRANDED CODESHARE PARTNERS	168	83.3	62	72.6	27	74.1	2010	78.2	558	69.5	0	0.0
TOTAL	14,479	76.4	6,545	77.3	16,751	81.5	9,753	79.2	11,437	82.1	5,801	69.4

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

AIR TRAVEL CONSUMER REPORT

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

AUGUST 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	71.0	157	68.8	62	77.4	0	0.0	149	77.9	208	71.6	155	66.5	31	87.1
ALLEGiant AIR	0	0.0	59	79.7	44	61.4	0	0.0	0	0.0	36	52.8	0	0.0	0	0.0
AMERICAN AIRLINES	686	68.4	1415	74.8	360	64.2	8623	78.7	1704	74.0	990	72.4	13504	70.3	315	69.8
DELTA AIR LINES	17547	88.3	1249	84.2	403	86.8	430	88.1	550	84.9	917	80.5	846	80.0	4042	86.5
ENDEAVOR AIR	4109	88.1	78	89.7	51	74.5	128	84.4	49	85.7	0	0.0	0	0.0	3607	87.8
ENVOY AIR	106	84.9	11	81.8	0	0.0	414	85.3	265	82.3	0	0.0	5514	77.9	114	71.9
FRONTIER AIRLINES	595	66.6	39	64.1	79	50.6	128	68.0	62	75.8	2076	78.1	269	72.5	98	61.2
HAWAIIAN AIRLINES	0	0.0	22	95.5	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	231	78.8	2764	76.0	0	0.0	58	74.1	284	70.1	178	73.6	62	82.3	71	85.9
MESA AIRLINES	120	67.5	0	0.0	31	87.1	174	66.1	98	76.5	0	0.0	2414	67.8	92	63.0
PSA AIRLINES	116	82.8	0	0.0	16	93.8	6838	81.4	1665	78.0	0	0.0	268	71.6	79	84.8
REPUBLIC AIRWAYS	642	72.6	1654	82.9	97	74.2	1284	78.7	2125	82.4	0	0.0	203	68.0	870	77.0
SKYWEST AIRLINES	89	80.9	0	0.0	79	63.3	186	60.8	0	0.0	7525	72.5	2028	69.8	1453	74.8
SOUTHWEST AIRLINES	2694	71.3	515	59.2	5279	68.8	219	56.6	705	67.5	7505	66.4	0	0.0	313	54.3
SPIRIT AIRLINES	839	62.2	324	58.0	541	59.1	52	36.5	0	0.0	249	68.3	648	64.7	926	64.1
UNITED AIRLINES	301	66.8	775	70.2	142	53.5	9	33.3	213	67.6	6146	76.7	284	59.5	26	73.1
TOTAL	28,137	84.1	9,062	76.1	7,184	68.5	18,543	79.3	7,869	77.5	25,830	72.4	26,195	71.7	12,037	81.2

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

AIR TRAVEL CONSUMER REPORT

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

AUGUST 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	159	78.6	31	83.9	292	87.3	87	71.3	61	80.3	150	74.0	312	81.4	780	81.8
ALLEGiant AIR	57	80.7	214	56.5	0	0.0	0	0.0	0	0.0	0	0.0	755	68.6	207	70.0
AMERICAN AIRLINES	607	59.8	666	70.9	323	80.5	53	75.5	665	63.8	1035	74.8	1194	73.0	2932	79.1
DELTA AIR LINES	306	78.1	916	80.5	221	81.9	217	77.0	486	83.7	1798	83.0	1143	87.5	2587	83.9
ENDEAVOR AIR	145	86.2	0	0.0	0	0.0	62	83.9	0	0.0	1087	87.3	0	0.0	0	0.0
ENVOY AIR	2	100.0	0	0.0	0	0.0	32	81.3	40	62.5	0	0.0	0	0.0	0	0.0
FRONTIER AIRLINES	245	45.7	0	0.0	0	0.0	14	78.6	118	76.3	0	0.0	1243	67.5	14	92.9
HAWAIIAN AIRLINES	0	0.0	0	0.0	2586	92.1	0	0.0	0	0.0	31	71.0	104	93.3	217	86.6
HORIZON AIR	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	122	84.4	598	83.9
JETBLUE AIRWAYS	1307	49.6	1555	66.8	0	0.0	0	0.0	80	70.0	3046	63.6	386	62.2	1099	70.2
MESA AIRLINES	0	0.0	0	0.0	0	0.0	1083	72.8	3608	77.4	0	0.0	0	0.0	0	0.0
PSA AIRLINES	0	0.0	0	0.0	0	0.0	118	72.0	0	0.0	0	0.0	0	0.0	0	0.0
REPUBLIC AIRWAYS	1290	67.1	31	80.6	0	0.0	831	61.1	50	68.0	834	77.7	0	0.0	0	0.0
SKYWEST AIRLINES	104	72.1	0	0.0	0	0.0	443	74.7	1998	73.5	0	0.0	303	79.2	4641	82.9
SOUTHWEST AIRLINES	0	0.0	1490	70.3	1054	82.7	173	54.3	620	64.7	0	0.0	5743	72.6	1941	70.0
SPIRIT AIRLINES	610	55.2	2263	54.8	0	0.0	0	0.0	600	60.5	0	0.0	1555	67.8	970	69.7
UNITED AIRLINES	3655	72.9	652	68.6	525	76.4	2086	73.4	4655	76.4	124	71.8	872	77.1	1828	76.8
TOTAL	8,487	66.0	7,818	65.9	5,001	87.0	5,199	71.1	12,981	74.5	8,105	74.3	13,732	73.3	17,814	78.8

* 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)

AUGUST 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	104	60.6	0	0.0	0	0.0	67	80.6	257	75.9	1269	77.3	62	87.1
ALLEGiant AIR	0	0.0	0	0.0	44	70.5	0	0.0	0	0.0	0	0.0	47	83.0	0	0.0
AMERICAN AIRLINES	948	75.3	1445	70.8	0	0.0	3631	73.6	384	63.5	4830	72.7	321	69.5	2512	74.5
DELTA AIR LINES	1526	83.9	1471	82.5	93	87.1	723	80.6	4494	88.1	605	72.7	471	87.5	354	85.3
ENDEAVOR AIR	809	90.2	0	0.0	182	86.3	0	0.0	1977	88.1	163	82.2	0	0.0	29	72.4
ENVOY AIR	0	0.0	0	0.0	0	0.0	1350	78.7	75	66.7	4214	77.0	0	0.0	0	0.0
FRONTIER AIRLINES	93	63.4	1375	57.5	0	0.0	577	60.1	45	80.0	276	59.8	77	75.3	659	58.9
HAWAIIAN AIRLINES	0	0.0	11	63.6	0	0.0	0	0.0	0	0.0	0	0.0	62	91.9	0	0.0
HORIZON AIR	0	0.0	0	0.0	0	0.0	0	0.0	31	90.3	31	77.4	1036	81.8	0	0.0
JETBLUE AIRWAYS	355	67.3	1167	53.8	0	0.0	422	59.2	62	93.5	111	69.4	71	59.2	151	70.2
MESA AIRLINES	106	72.6	0	0.0	0	0.0	84	59.5	124	72.6	0	0.0	0	0.0	93	61.3
PSA AIRLINES	0	0.0	0	0.0	0	0.0	0	0.0	13	61.5	0	0.0	0	0.0	1992	78.0
REPUBLIC AIRWAYS	2604	80.1	32	81.3	49	81.6	51	64.7	171	88.3	4201	69.7	0	0.0	1789	79.5
SKYWEST AIRLINES	93	69.9	0	0.0	0	0.0	0	0.0	3298	81.1	4555	66.4	810	80.9	191	70.2
SOUTHWEST AIRLINES	513	62.6	3580	65.2	6212	69.2	690	63.2	507	59.4	713	52.2	693	63.5	410	62.2
SPIRIT AIRLINES	325	62.8	1971	58.6	0	0.0	0	0.0	169	68.6	594	49.0	73	71.2	383	53.3
UNITED AIRLINES	304	66.4	1049	71.9	0	0.0	374	66.0	243	60.1	5129	75.0	642	78.3	181	61.9
TOTAL	7,676	77.9	12,205	65.5	6,580	70.0	7,902	71.9	11,660	82.8	25,679	71.1	5,572	77.3	8,806	73.6

* 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)

AUGUST 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	269	82.9	632	84.3	6018	80.1	422	85.1	136	64.0	62	79.0
ALLEGiant AIR	0	0.0	70	80.0	0	0.0	0	0.0	0	0.0	0	0.0
AMERICAN AIRLINES	4226	79.4	740	70.0	641	66.5	839	77.1	448	62.7	993	69.1
DELTA AIR LINES	796	85.1	647	87.3	2579	87.7	796	87.6	4343	86.3	901	84.1
ENDEAVOR AIR	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
ENVOY AIR	272	87.5	0	0.0	0	0.0	0	0.0	69	75.4	16	37.5
FRONTIER AIRLINES	391	68.5	145	75.2	73	79.5	172	81.4	184	73.9	358	61.5
HAWAIIAN AIRLINES	39	97.4	64	81.3	62	67.7	62	93.5	0	0.0	0	0.0
HORIZON AIR	62	93.5	432	80.6	2961	83.4	576	81.6	30	53.3	0	0.0
JETBLUE AIRWAYS	132	62.1	182	88.5	134	72.4	595	76.0	186	66.7	364	61.3
MESA AIRLINES	1057	85.3	0	0.0	0	0.0	0	0.0	93	76.3	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	22	68.2
SKYWEST AIRLINES	1722	81.4	690	85.1	2478	89.6	3039	80.8	4780	86.6	0	0.0
SOUTHWEST AIRLINES	4860	69.7	2125	70.5	1001	66.1	559	62.6	1013	61.3	1976	67.9
SPIRIT AIRLINES	70	67.1	97	74.2	62	75.8	0	0.0	0	0.0	500	59.2
UNITED AIRLINES	583	67.4	721	77.3	742	74.3	2693	77.8	155	72.3	609	70.8
TOTAL	14,479	76.4	6,545	77.3	16,751	81.5	9,753	79.2	11,437	82.1	5,801	69.4

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

AIR TRAVEL CONSUMER REPORT

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

AUGUST 2021

ARRIVAL AIRPORT*																
SCHEDULED ARRIVAL TIME	ATL	BOS	BWI	CLT	DCA	DEN	DFW	DTW	EWR	FLL	HNL	IAD	IAH	JFK	LAS	LAX
0600-0659	89.7	87.6	76.1	86.9	0.0	88.0	78.2	76.3	81.1	65.0	99.0	0.0	85.8	86.6	93.8	91.6
0700-0759	91.9	89.3	90.0	87.9	88.7	89.6	84.2	88.9	71.6	77.0	96.6	90.3	82.4	79.7	88.5	90.1
0800-0859	90.3	91.6	83.7	89.1	90.1	85.9	87.1	89.7	75.2	76.9	98.3	90.3	89.2	84.5	88.6	86.6
0900-0959	91.4	88.0	90.6	85.5	90.5	87.0	80.0	86.7	82.2	77.4	95.0	83.0	83.5	86.9	85.9	89.0
1000-1059	89.0	82.2	86.5	88.5	86.0	80.8	82.4	83.5	78.0	85.3	92.8	88.6	85.6	84.9	84.7	85.3
1100-1159	90.9	84.0	80.6	87.8	90.4	82.8	77.2	88.2	79.5	73.8	91.6	81.7	86.4	80.1	84.4	82.2
1200-1259	91.8	82.7	80.0	88.8	86.9	79.2	76.5	84.7	77.7	77.4	87.1	86.4	82.2	80.0	77.7	82.3
1300-1359	88.8	81.8	82.5	86.3	84.3	77.8	72.4	83.2	78.5	75.9	84.4	85.2	82.2	82.0	78.2	81.6
1400-1459	87.0	83.3	74.7	87.3	82.0	75.0	71.9	83.8	72.8	76.7	77.5	69.0	70.3	80.1	73.9	78.7
1500-1559	84.8	82.1	75.3	80.5	80.2	68.3	69.6	84.9	77.7	69.6	82.9	79.9	73.6	83.0	71.6	79.3
1600-1659	80.3	77.1	67.6	75.2	71.2	64.3	67.7	80.3	68.8	69.0	87.5	65.1	67.8	74.1	71.0	77.8
1700-1759	79.8	70.8	61.0	75.3	66.7	58.6	62.3	80.3	62.7	63.5	83.5	69.4	61.7	67.9	64.3	74.3
1800-1859	76.8	75.0	56.6	69.8	69.4	58.4	66.0	77.5	47.4	57.9	87.8	65.8	59.9	66.1	67.0	75.4
1900-1959	80.0	69.5	48.2	66.6	68.3	53.5	63.4	80.0	56.3	58.0	88.9	64.7	58.5	71.2	67.0	75.2
2000-2059	76.8	70.9	47.1	63.5	67.8	57.1	66.7	75.9	49.0	45.4	81.5	65.8	61.1	72.5	64.7	73.6
2100-2159	76.3	65.4	50.3	62.3	69.2	63.0	62.9	71.9	52.4	50.7	78.8	58.3	64.4	66.8	60.8	71.0
2200-2259	58.6	69.6	49.5	63.1	58.7	59.5	65.3	62.9	52.0	48.0	76.3	72.9	64.3	65.8	62.8	67.6
2300-0559	64.3	65.2	54.4	59.8	60.1	67.7	68.1	62.8	59.4	57.5	96.8	60.9	72.1	64.1	60.4	66.5
TOTAL	84.1	76.1	68.5	79.3	77.5	72.4	71.7	81.2	66.0	65.9	87.0	71.1	74.5	74.3	73.3	78.8

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

AIR TRAVEL CONSUMER REPORT

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

AUGUST 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	74.6	92.2	72.6	85.4	80.7	93.8	76.2	86.0	0.0	94.0	90.5	91.4	87.5	85.2
0700-0759	88.3	87.9	85.6	87.7	89.1	80.3	91.8	89.6	89.8	90.5	90.6	89.7	94.4	85.7	87.4
0800-0859	90.2	82.5	81.8	91.1	88.1	81.4	92.4	81.8	88.9	89.5	92.2	92.6	92.6	89.3	87.7
0900-0959	90.9	83.6	88.9	78.4	91.2	82.0	83.6	82.8	86.5	86.3	89.5	89.0	89.2	88.4	85.6
1000-1059	85.2	78.9	89.0	79.6	82.2	82.1	82.7	80.5	86.4	86.9	79.1	86.9	90.4	81.7	84.2
1100-1159	88.9	78.6	85.9	73.9	91.1	80.3	84.5	79.2	80.5	86.7	83.0	76.6	77.2	84.3	83.0
1200-1259	86.3	73.2	84.6	74.8	86.7	77.8	90.0	81.8	84.2	82.9	87.4	73.6	86.8	77.7	82.6
1300-1359	84.0	75.5	75.4	77.0	82.7	76.4	83.1	79.3	82.7	79.9	85.2	82.6	81.6	75.3	80.7
1400-1459	79.3	65.8	77.8	76.3	85.8	76.4	79.7	81.4	79.5	82.7	87.2	82.9	83.3	74.5	79.5
1500-1559	79.0	65.0	73.1	75.8	80.6	70.7	81.3	74.5	68.9	73.2	81.6	81.8	79.3	72.7	76.6
1600-1659	77.4	64.4	75.2	79.8	79.3	70.5	75.5	77.3	76.8	82.4	84.7	77.8	83.5	65.8	73.3
1700-1759	65.9	61.1	64.4	68.8	82.4	65.4	77.4	70.8	68.6	70.7	77.3	73.1	71.7	68.8	69.5
1800-1859	75.9	56.8	55.5	65.0	83.7	57.6	71.1	55.7	69.4	70.5	78.6	76.3	65.8	55.9	66.3
1900-1959	67.3	54.6	50.0	58.7	76.5	54.8	73.2	60.8	64.2	59.4	74.1	72.6	78.4	54.5	66.7
2000-2059	67.7	48.6	47.3	64.1	77.2	53.0	78.4	60.4	52.9	76.1	75.7	72.8	78.4	51.2	65.6
2100-2159	69.1	52.9	47.6	60.0	66.9	61.9	62.9	57.0	67.9	75.7	70.1	72.6	77.5	59.9	65.8
2200-2259	65.0	56.3	50.0	66.2	64.3	55.6	66.4	59.9	53.5	57.1	74.4	71.6	66.8	63.7	62.4
2300-0559	69.5	52.3	46.4	56.4	68.2	66.5	66.5	59.2	62.3	70.1	74.6	76.8	60.3	59.2	63.3
TOTAL	77.9	65.5	70.0	71.9	82.8	71.1	77.3	73.6	76.4	77.3	81.5	79.2	82.1	69.4	75.7

* 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)

AUGUST 2021

DEPARTURE AIRPORT*																
SCHEDULED DEPARTURE TIME	ATL	BOS	BWI	CLT	DCA	DEN	DFW	DTW	EWR	FLL	HNL	IAD	IAH	JFK	LAS	LAX
0600-0659	86.7	90.0	85.1	92.0	90.4	88.6	85.1	83.1	80.1	86.6	97.5	88.7	79.7	89.2	88.4	86.4
0700-0759	88.1	87.4	81.9	89.7	89.9	85.2	78.5	86.8	86.7	82.6	96.0	96.6	89.1	86.2	85.7	86.8
0800-0859	91.3	85.9	70.2	89.7	88.9	84.7	82.4	87.4	81.5	77.1	92.6	93.5	79.2	81.4	79.5	84.4
0900-0959	86.7	86.3	67.5	87.5	88.4	80.8	77.4	83.6	68.9	79.5	96.7	100.0	87.4	80.8	79.1	81.6
1000-1059	87.2	84.9	67.9	83.3	86.0	76.4	75.3	87.0	68.8	79.8	96.2	84.3	86.5	84.6	78.3	81.8
1100-1159	89.0	79.2	61.7	84.3	83.5	74.8	72.7	74.5	70.6	75.8	90.1	84.5	80.0	77.8	78.0	75.5
1200-1259	87.5	83.9	59.7	86.4	82.9	67.1	71.5	86.4	69.2	72.8	86.3	82.4	84.1	76.6	72.4	78.0
1300-1359	83.3	79.8	60.9	82.5	82.5	72.5	63.2	80.8	68.1	69.3	90.1	83.1	80.4	77.9	66.4	75.0
1400-1459	84.2	78.9	45.9	78.5	83.1	58.5	63.9	76.7	69.3	68.2	79.6	64.5	73.5	73.1	62.6	74.6
1500-1559	79.2	81.0	49.5	75.0	79.1	62.7	57.6	79.0	53.7	66.9	76.6	75.4	65.7	65.8	57.9	70.0
1600-1659	76.1	69.9	47.7	73.9	65.6	61.5	63.0	81.1	60.4	58.7	89.8	71.8	64.5	63.2	55.2	70.9
1700-1759	71.2	72.6	49.3	69.4	65.3	54.4	59.5	72.2	60.5	56.8	84.9	57.3	63.9	59.7	56.4	69.0
1800-1859	70.8	69.3	40.7	67.2	62.1	52.0	58.9	77.1	53.7	51.4	92.1	65.6	61.2	66.1	51.8	72.5
1900-1959	65.2	73.7	31.9	57.0	69.1	53.2	57.5	64.6	41.8	53.4	90.5	69.8	56.0	57.4	51.0	75.5
2000-2059	73.2	67.0	24.8	63.1	70.3	48.4	58.0	82.7	42.3	42.4	92.8	68.8	61.6	53.0	55.1	72.4
2100-2159	71.6	73.2	21.5	63.8	53.7	51.5	65.9	81.6	45.1	36.1	91.9	0.0	56.7	64.1	48.2	66.7
2200-2259	75.5	57.1	19.6	62.0	71.3	57.8	62.6	85.3	21.1	33.0	91.0	56.6	56.6	73.3	55.4	71.4
2300-0559	65.6	90.8	84.2	70.1	77.0	74.1	77.5	74.5	59.2	80.0	93.2	88.1	77.4	82.7	66.0	74.3
TOTAL	80.5	80.3	54.0	76.5	78.7	66.9	67.5	82.8	65.2	64.9	89.4	71.6	72.9	72.6	67.8	76.9

* 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)

AUGUST 2021

DEPARTURE AIRPORT*															
SCHEDULED DEPARTURE TIME	LGA	MCO	MDW	MIA	MSP	ORD	PDX	PHL	PHX	SAN	SEA	SFO	SLC	TPA	TOTAL
0600-0659	83.9	86.3	89.8	85.5	84.7	82.7	89.2	84.0	93.5	91.9	91.6	92.8	92.3	88.0	87.6
0700-0759	89.9	85.4	67.2	82.1	87.3	81.7	87.8	85.6	87.5	92.0	89.7	92.9	87.8	89.7	86.4
0800-0859	85.3	84.9	59.1	86.7	84.4	78.1	82.8	88.4	83.2	86.5	84.7	88.5	91.4	89.0	84.3
0900-0959	89.6	81.5	64.2	82.9	85.4	78.7	79.6	82.4	81.1	85.3	85.9	88.7	89.1	82.8	82.8
1000-1059	83.3	78.5	73.1	76.8	88.5	77.6	82.7	81.5	79.3	83.1	81.3	87.2	81.8	83.6	81.4
1100-1159	84.9	74.0	69.2	74.9	85.3	77.1	76.9	83.5	78.9	80.0	79.3	83.4	86.0	81.1	79.4
1200-1259	84.2	72.9	64.7	72.3	88.1	70.8	75.5	71.3	63.8	78.4	74.7	75.5	72.8	86.5	77.5
1300-1359	80.1	64.6	54.0	71.6	84.9	74.6	86.1	78.6	76.1	82.4	80.2	79.1	83.8	72.5	75.9
1400-1459	79.3	60.1	41.5	71.0	78.2	72.7	78.8	77.4	64.5	73.1	78.5	81.2	72.7	71.7	71.7
1500-1559	72.5	56.4	44.8	69.2	81.6	67.6	80.1	76.3	70.1	76.4	79.6	81.5	77.9	64.2	70.1
1600-1659	67.6	54.8	45.1	65.4	75.5	71.1	78.0	80.6	61.2	67.0	77.4	79.3	74.7	57.6	67.9
1700-1759	67.6	49.9	48.6	69.2	69.1	62.0	83.5	70.4	63.1	76.6	78.2	69.2	79.4	54.5	64.8
1800-1859	68.5	48.2	33.7	52.0	76.7	62.9	73.6	69.4	59.6	62.3	77.5	79.3	63.7	60.8	63.2
1900-1959	69.9	46.2	29.8	65.1	82.5	53.8	71.0	70.5	63.2	65.7	78.5	81.9	46.2	47.7	60.5
2000-2059	68.7	41.1	23.5	54.6	78.5	51.7	67.4	56.1	52.4	66.6	68.4	79.0	80.7	53.2	60.7
2100-2159	69.1	30.7	26.8	64.1	82.7	58.0	78.6	60.4	26.4	73.9	75.7	76.0	87.5	47.0	61.5
2200-2259	71.0	40.0	20.0	48.8	80.1	0.0	64.3	37.5	64.5	83.3	73.9	83.3	82.8	75.6	68.1
2300-0559	0.0	67.3	92.4	88.7	90.2	81.1	84.4	73.8	76.0	0.0	80.6	83.3	77.7	88.2	76.5
TOTAL	78.8	64.9	51.6	71.0	83.1	69.7	80.3	76.7	72.3	79.5	80.5	83.3	82.5	73.3	73.7

* 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
AUGUST 2021

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Aberdeen, SD (ABR)	88.7	82.3	62	62
Abilene, TX (ABI)	83.6	86.7	256	256
Adak Island, AK (ADK)	75.0	25.0	8	8
Aguadilla, PR (BQN)	50.9	53.0	216	217
Akron, OH (CAK)	71.6	82.7	208	208
Alamosa, CO (ALS)	83.0	92.5	53	53
Albany, GA (ABY)	91.4	91.4	93	93
Albany, NY (ALB)	71.9	77.1	882	882
Albuquerque, NM (ABQ)	70.1	78.8	1708	1706
Alexandria, LA (AEX)	84.0	84.0	206	206
Allentown/Bethlehem/Easton, PA (ABE)	77.1	83.0	437	436
Alpena, MI (APN)	69.8	75.5	53	53
Amarillo, TX (AMA)	66.6	74.0	449	450
Anchorage, AK (ANC)	74.8	83.5	2261	2261
Appleton, WI (ATW)	80.8	83.9	490	490
Arcata/Eureka, CA (ACV)	73.1	85.5	201	200
Asheville, NC (AVL)	70.8	73.7	790	787
Ashland, WV (HTS)	64.7	64.7	51	51
Aspen, CO (ASE)	59.9	69.9	654	655
Atlanta, GA (ATL)	84.1	80.5	28137	28121
Atlantic City, NJ (ACY)	59.9	68.7	329	329
Augusta, GA (AGS)	84.0	86.1	337	338
Austin, TX (AUS)	72.3	74.4	6116	6119
Bakersfield, CA (BFL)	77.8	80.1	216	216
Baltimore, MD (BWI)	68.5	54.0	7184	7184
Bangor, ME (BGR)	74.0	74.9	566	566
Barrow, AK (BRW)	77.4	80.6	31	31
Baton Rouge, LA (BTR)	75.0	77.2	400	399
Beaumont/Port Arthur, TX (BPT)	79.6	84.9	93	93
Belleville, IL (BLV)	67.7	64.1	130	131
Bellingham, WA (BLI)	80.3	80.2	223	222
Bemidji, MN (BJI)	81.0	82.5	63	63
Bend/Redmond, OR (RDM)	81.6	81.5	768	768
Bethel, AK (BET)	88.7	72.6	62	62
Billings, MT (BIL)	80.2	87.1	622	622
Binghamton, NY (BGM)	96.8	90.3	31	31
Birmingham, AL (BHM)	66.7	75.2	1297	1296
Bismarck/Mandan, ND (BIS)	75.5	82.7	376	376
Bloomington/Normal, IL (BMI)	76.6	82.1	252	252
Boise, ID (BOI)	79.2	84.6	2566	2568
Boston, MA (BOS)	76.1	80.3	9062	9061

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Bozeman, MT (BZN)	76.9	80.4	1486	1487
Brainerd, MN (BRD)	90.6	92.5	53	53
Branson, MO (BKG)	88.2	82.4	17	17
Bristol/Johnson City/Kingsport, TN (TRI)	82.5	83.7	240	239
Brownsville, TX (BRO)	74.7	81.1	170	169
Brunswick, GA (BQK)	87.1	89.2	93	93
Buffalo, NY (BUF)	69.1	77.0	1358	1357
Burbank, CA (BUR)	73.8	77.2	1973	1973
Burlington, VT (BTV)	74.8	81.8	611	611
Butte, MT (BTM)	93.5	96.8	62	62
Cape Girardeau, MO (CGI)	71.7	69.8	53	53
Casper, WY (CPR)	79.8	82.7	208	208
Cedar City, UT (CDC)	84.9	94.3	53	53
Cedar Rapids/Iowa City, IA (CID)	76.4	75.2	817	819
Champaign/Urbana, IL (CMI)	71.6	79.7	148	148
Charleston, SC (CHS)	70.7	74.6	2506	2509
Charleston/Dunbar, WV (CRW)	74.4	75.7	246	247
Charlotte Amalie, VI (STT)	77.0	77.2	588	589
Charlotte, NC (CLT)	79.3	76.5	18543	18538
Charlottesville, VA (CHO)	86.0	90.1	171	171
Chattanooga, TN (CHA)	81.6	86.2	463	465
Chicago, IL (MDW)	70.0	51.6	6580	6583
Chicago, IL (ORD)	71.1	69.7	25679	25679
Christiansted, VI (STX)	81.1	83.7	122	123
Cincinnati, OH (CVG)	73.0	80.7	2995	2993
Clarksburg/Fairmont, WV (CKB)	51.8	69.4	85	85
Cleveland, OH (CLE)	68.0	73.8	3218	3216
Cody, WY (COD)	75.5	72.7	98	99
Cold Bay, AK (CDB)	50.0	50.0	8	8
College Station/Bryan, TX (CLL)	87.7	89.7	146	146
Colorado Springs, CO (COS)	67.6	75.9	1159	1160
Columbia, MO (COU)	53.1	61.3	143	142
Columbia, SC (CAE)	78.3	83.7	465	467
Columbus, GA (CSG)	84.2	84.7	139	137
Columbus, MS (GTR)	88.8	89.9	89	89
Columbus, OH (CMH)	70.0	77.9	2867	2866
Columbus, OH (LCK)	64.2	55.8	120	120
Concord, NC (USA)	76.8	63.0	99	100
Cordova, AK (CDV)	64.5	67.7	62	62
Corpus Christi, TX (CRP)	75.3	80.5	312	313
Dallas, TX (DAL)	65.1	53.7	5635	5636

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

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Dallas/Fort Worth, TX (DFW)	71.7	67.5	26195	26208
Dayton, OH (DAY)	76.4	86.2	696	696
Daytona Beach, FL (DAB)	76.5	82.3	277	277
Deadhorse, AK (SCC)	97.1	97.1	35	35
Decatur, IL (DEC)	67.9	79.2	53	53
Del Rio, TX (DRT)	87.1	85.5	62	62
Denver, CO (DEN)	72.4	66.9	25830	25830
Des Moines, IA (DSM)	74.0	81.4	1367	1368
Detroit, MI (DTW)	81.2	82.8	12037	12034
Devils Lake, ND (DVL)	66.0	79.2	53	53
Dillingham, AK (DLG)	88.7	91.9	62	62
Dodge City, KS (DDC)	83.0	83.0	53	53
Dothan, AL (DHN)	89.2	88.2	93	93
Dubuque, IA (DBQ)	78.9	89.5	57	57
Duluth, MN (DLH)	80.2	85.7	217	217
Durango, CO (DRO)	74.0	84.0	419	419
Eagle, CO (EGE)	73.2	77.7	205	206
Eau Claire, WI (EAU)	64.5	72.6	62	62
El Paso, TX (ELP)	67.8	75.5	1230	1229
Elko, NV (EKO)	91.4	93.1	58	58
Elmira/Corning, NY (ELM)	79.2	83.2	101	101
Erie, PA (ERI)	75.8	87.1	62	62
Escanaba, MI (ESC)	74.2	69.4	62	62
Eugene, OR (EUG)	80.9	83.8	808	808
Evansville, IN (EVV)	80.1	85.0	201	200
Everett, WA (PAE)	78.0	86.6	186	186
Fairbanks, AK (FAI)	78.7	80.9	559	560
Fargo, ND (FAR)	70.8	77.9	552	552
Fayetteville, AR (XNA)	77.7	83.0	744	742
Fayetteville, NC (FAY)	79.7	82.5	296	297
Flagstaff, AZ (FLG)	77.3	77.7	229	229
Flint, MI (FNT)	65.0	70.4	226	226
Fort Dodge, IA (FOD)	58.5	73.6	53	53
Fort Lauderdale, FL (FLL)	65.9	64.9	7818	7814
Fort Myers, FL (RSW)	72.3	74.9	2905	2909
Fort Smith, AR (FSM)	58.0	69.5	81	82
Fort Wayne, IN (FWA)	72.1	73.4	531	531
Fresno, CA (FAT)	76.4	80.7	1256	1257
Gainesville, FL (GNV)	81.6	86.1	337	337
Garden City, KS (GCK)	82.3	83.9	62	62
Gillette, WY (GCC)	72.6	71.4	84	84

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Grand Forks, ND (GFK)	72.5	83.3	102	102
Grand Island, NE (GRI)	81.3	78.8	80	80
Grand Junction, CO (GJT)	80.0	81.4	521	521
Grand Rapids, MI (GRR)	70.4	77.4	1408	1410
Great Falls, MT (GTF)	84.6	88.9	332	332
Green Bay, WI (GRB)	80.4	86.0	413	413
Greensboro/High Point, NC (GSO)	74.1	79.4	779	781
Greer, SC (GSP)	76.8	81.9	1081	1080
Guam, TT (GUM)	83.9	88.7	62	62
Gulfport/Biloxi, MS (GPT)	73.3	73.7	285	285
Gunnison, CO (GUC)	80.6	86.9	62	61
Gustavus, AK (GST)	87.5	87.5	16	16
Hagerstown, MD (HGR)	84.0	76.0	25	25
Hancock/Houghton, MI (CMX)	59.7	69.4	62	62
Harlingen/San Benito, TX (HRL)	73.0	76.7	289	288
Harrisburg, PA (MDT)	77.8	82.7	474	474
Hartford, CT (BDL)	63.2	68.0	1979	1979
Hattiesburg/Laurel, MS (PIB)	69.8	81.1	53	53
Hayden, CO (HDN)	66.2	76.7	133	133
Hays, KS (HYS)	58.5	73.6	53	53
Helena, MT (HLN)	87.7	92.9	155	155
Hibbing, MN (HIB)	83.0	84.9	53	53
Hilo, HI (ITO)	86.6	92.1	507	506
Hilton Head, SC (HHH)	77.8	75.5	468	469
Hobbs, NM (HOB)	71.0	77.4	31	31
Honolulu, HI (HNL)	87.0	89.4	5001	5001
Houston, TX (HOU)	69.7	58.3	4530	4530
Houston, TX (IAH)	74.5	72.9	12981	12982
Huntsville, AL (HSV)	78.4	83.4	677	680
Hyannis, MA (HYA)	74.2	67.7	31	31
Idaho Falls, ID (IDA)	77.1	85.8	450	450
Indianapolis, IN (IND)	72.4	81.5	3479	3477
International Falls, MN (INL)	61.1	57.4	54	54
Iron Mountain/Kingsford, MI (IMT)	83.9	80.6	62	62
Islip, NY (ISP)	63.9	68.5	407	406
Ithaca/Cortland, NY (ITH)	83.9	77.4	31	31
Jackson, WY (JAC)	77.9	76.0	864	867
Jackson/Vicksburg, MS (JAN)	76.7	79.9	752	752
Jacksonville, FL (JAX)	71.6	78.6	2282	2281
Jacksonville/Camp Lejeune, NC (OAJ)	81.6	88.9	217	217
Jamestown, ND (JMS)	76.2	81.0	84	84

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

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Johnstown, PA (JST)	66.1	80.6	62	62
Joplin, MO (JLN)	76.7	76.4	90	89
Juneau, AK (JNU)	83.5	84.7	419	419
Kahului, HI (OGG)	82.2	83.0	2854	2855
Kalamazoo, MI (AZO)	83.6	88.8	152	152
Kalispell, MT (FCA)	78.3	79.4	857	860
Kansas City, MO (MCI)	70.9	77.6	3797	3796
Kearney, NE (EAR)	72.0	83.9	93	93
Ketchikan, AK (KTN)	77.0	81.5	248	248
Key West, FL (EYW)	67.1	58.4	869	871
Killeen, TX (GRK)	80.9	85.2	256	257
King Salmon, AK (AKN)	92.5	76.1	67	67
Knoxville, TN (TYS)	75.7	84.8	1020	1021
Kodiak, AK (ADQ)	83.1	84.3	89	89
Kona, HI (KOA)	88.9	91.0	1492	1492
Kotzebue, AK (OTZ)	98.4	93.5	62	62
La Crosse, WI (LSE)	79.7	84.0	212	212
Lafayette, LA (LFT)	74.5	76.9	286	286
Lake Charles, LA (LCH)	76.3	75.3	93	93
Lansing, MI (LAN)	80.2	85.1	242	242
Laramie, WY (LAR)	79.2	86.8	53	53
Laredo, TX (LRD)	79.0	82.7	138	139
Las Vegas, NV (LAS)	73.3	67.8	13732	13723
Latrobe, PA (LBE)	64.0	64.3	111	112
Lawton/Fort Sill, OK (LAW)	79.0	79.0	124	124
Lewisburg, WV (LWB)	66.2	74.6	71	71
Lewiston, ID (LWS)	83.9	92.5	93	93
Lexington, KY (LEX)	83.2	84.7	463	465
Liberal, KS (LBL)	79.2	73.6	53	53
Lihue, HI (LIH)	89.9	92.4	1370	1370
Lincoln, NE (LNK)	67.7	72.3	93	94
Little Rock, AR (LIT)	75.2	80.3	915	915
Long Beach, CA (LGB)	77.3	76.3	1039	1039
Longview, TX (GGG)	87.7	84.1	81	82
Los Angeles, CA (LAX)	78.8	76.9	17814	17816
Louisville, KY (SDF)	69.7	76.2	1907	1906
Lubbock, TX (LBB)	69.8	77.7	563	564
Madison, WI (MSN)	76.5	80.9	863	863
Manchester, NH (MHT)	66.3	73.6	496	496
Manhattan/Ft. Riley, KS (MHK)	71.6	75.5	155	155
Marquette, MI (MQT)	74.7	78.7	150	150

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Martha's Vineyard, MA (MVY)	74.4	66.2	266	266
Mason City, IA (MCW)	60.4	75.5	53	53
Medford, OR (MFR)	80.4	87.7	746	746
Melbourne, FL (MLB)	84.2	85.2	203	203
Memphis, TN (MEM)	70.3	77.4	1752	1753
Meridian, MS (MEI)	67.5	80.0	40	40
Miami, FL (MIA)	71.9	71.0	7902	7899
Midland/Odessa, TX (MAF)	70.7	78.2	707	708
Milwaukee, WI (MKE)	70.4	76.9	2095	2093
Minneapolis, MN (MSP)	82.8	83.1	11660	11649
Minot, ND (MOT)	82.4	91.7	239	240
Mission/McAllen/Edinburg, TX (MFE)	64.5	73.9	403	403
Missoula, MT (MSO)	82.2	82.8	743	744
Moab, UT (CNY)	83.3	82.1	78	78
Mobile, AL (MOB)	73.1	80.5	390	389
Moline, IL (MLI)	74.2	82.7	372	371
Monroe, LA (MLU)	86.4	89.1	184	184
Monterey, CA (MRY)	74.7	83.0	359	358
Montgomery, AL (MGM)	79.0	83.2	329	327
Montrose/Delta, CO (MTJ)	76.3	75.6	270	270
Mosinee, WI (CWA)	78.0	79.5	254	254
Muskegon, MI (MKG)	72.2	65.8	79	79
Myrtle Beach, SC (MYR)	67.0	65.5	2298	2298
Nantucket, MA (ACK)	74.2	69.4	396	396
Nashville, TN (BNA)	71.8	70.5	7396	7395
New Bern/Morehead/Beaufort, NC (EWN)	75.9	78.0	141	141
New Haven, CT (HVN)	70.8	84.0	24	25
New Orleans, LA (MSY)	61.8	65.6	3541	3545
New York, NY (JFK)	74.3	72.6	8105	8103
New York, NY (LGA)	77.9	78.8	7676	7669
Newark, NJ (EWR)	66.0	65.2	8487	8490
Newburgh/Poughkeepsie, NY (SWF)	74.6	71.7	59	60
Newport News/Williamsburg, VA (PHF)	71.6	82.9	81	82
Niagara Falls, NY (IAG)	84.8	72.7	33	33
Nome, AK (OME)	90.3	95.2	62	62
Norfolk, VA (ORF)	69.4	76.4	1687	1689
North Bend/Coos Bay, OR (OTH)	62.5	80.0	40	40
North Platte, NE (LBF)	64.2	79.2	53	53
Oakland, CA (OAK)	76.4	77.0	3350	3350
Ogden, UT (OGD)	100.0	77.8	9	9
Ogdensburg, NY (OGS)	64.2	81.1	53	53

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TABLE 5. ON-TIME ARRIVAL AND DEPARTURE PERCENTAGE BY AIRPORT BY REPORTING OPERATING CARRIER
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CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Oklahoma City, OK (OKC)	69.5	79.1	1906	1907
Omaha, NE (OMA)	71.6	79.5	1932	1934
Ontario, CA (ONT)	72.0	77.1	1908	1909
Orlando, FL (MCO)	65.5	64.9	12205	12204
Owensboro, KY (OWB)	80.0	80.0	5	5
Paducah, KY (PAH)	71.0	88.7	62	62
Palm Springs, CA (PSP)	80.4	84.8	822	822
Panama City, FL (ECP)	68.5	71.0	1072	1073
Pasco/Kennewick/Richland, WA (PSC)	82.1	86.8	585	585
Pellston, MI (PLN)	85.5	85.5	124	124
Pensacola, FL (PNS)	67.4	73.9	1400	1399
Peoria, IL (PIA)	71.7	75.5	293	294
Petersburg, AK (PSG)	90.3	93.5	62	62
Philadelphia, PA (PHL)	73.6	76.7	8806	8809
Phoenix, AZ (AZA)	61.2	76.2	420	420
Phoenix, AZ (PHX)	76.4	72.3	14479	14481
Pierre, SD (PIR)	71.7	84.9	53	53
Pittsburgh, PA (PIT)	68.3	76.0	3163	3162
Plattsburgh, NY (PBG)	64.1	76.9	78	78
Pocatello, ID (PIH)	84.9	88.2	93	93
Ponce, PR (PSE)	93.5	83.9	31	31
Portland, ME (PWM)	74.2	74.1	1280	1283
Portland, OR (PDX)	77.3	80.3	5572	5572
Portsmouth, NH (PSM)	66.7	63.0	27	27
Prescott, AZ (PRC)	76.2	73.8	84	84
Providence, RI (PVD)	67.7	67.6	1061	1059
Provo, UT (PVU)	70.7	69.3	75	75
Pueblo, CO (PUB)	81.1	94.3	53	53
Pullman, WA (PUW)	79.6	84.5	103	103
Punta Gorda, FL (PGD)	60.9	77.3	363	362
Raleigh/Durham, NC (RDU)	73.8	79.8	4193	4197
Rapid City, SD (RAP)	72.9	78.3	807	807
Redding, CA (RDD)	82.6	87.7	155	155
Reno, NV (RNO)	68.4	72.1	2219	2219
Rhineland, WI (RHI)	82.0	82.8	128	128
Richmond, VA (RIC)	73.4	79.4	1472	1473
Riverton/Lander, WY (RIW)	72.6	79.0	62	62
Roanoke, VA (ROA)	79.9	82.7	134	133
Rochester, MN (RST)	77.9	80.8	280	281
Rochester, NY (ROC)	75.9	84.4	821	820
Rock Springs, WY (RKS)	77.4	75.8	62	62

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Rockford, IL (RFD)	67.3	64.2	52	53
Roswell, NM (ROW)	69.0	75.2	113	113
Sacramento, CA (SMF)	75.6	77.4	4349	4349
Saginaw/Bay City/Midland, MI (MBS)	92.7	93.5	124	124
Saipan, TT (SPN)	93.5	96.8	31	31
Salina, KS (SLN)	71.0	87.1	62	62
Salt Lake City, UT (SLC)	82.1	82.5	11437	11434
San Angelo, TX (SJT)	79.1	82.9	234	234
San Antonio, TX (SAT)	69.8	77.7	2681	2679
San Diego, CA (SAN)	77.3	79.5	6545	6542
San Francisco, CA (SFO)	79.2	83.3	9753	9751
San Jose, CA (SJC)	78.0	81.5	3657	3658
San Juan, PR (SJU)	65.7	69.4	2890	2895
San Luis Obispo, CA (SBP)	83.4	84.1	295	295
Sanford, FL (SFB)	59.0	68.7	754	750
Santa Ana, CA (SNA)	76.4	75.3	3660	3657
Santa Barbara, CA (SBA)	74.3	78.9	720	720
Santa Fe, NM (SAF)	74.4	80.0	156	155
Santa Maria, CA (SMX)	70.6	64.7	34	34
Santa Rosa, CA (STS)	84.5	86.9	374	373
Sarasota/Bradenton, FL (SRQ)	69.5	74.4	1362	1364
Sault Ste. Marie, MI (CIU)	93.5	95.2	62	62
Savannah, GA (SAV)	69.6	75.8	1844	1846
Scottsbluff, NE (BFF)	69.8	88.7	53	53
Scranton/Wilkes-Barre, PA (AVP)	72.0	82.9	175	175
Seattle, WA (SEA)	81.5	80.5	16751	16749
Sheridan, WY (SHR)	81.4	81.4	86	86
Shreveport, LA (SHV)	81.4	84.8	488	488
Sioux City, IA (SUX)	70.2	66.7	84	84
Sioux Falls, SD (FSD)	72.6	73.1	687	687
Sitka, AK (SIT)	76.6	81.9	171	171
South Bend, IN (SBN)	72.9	82.1	520	519
Spokane, WA (GEG)	77.3	82.4	2004	2003
Springfield, IL (SPI)	82.9	81.4	70	70
Springfield, MO (SGF)	77.3	79.4	669	669
St. Cloud, MN (STC)	55.6	55.6	9	9
St. George, UT (SGU)	80.6	84.5	341	341
St. Louis, MO (STL)	73.0	72.4	4729	4727
St. Petersburg, FL (PIE)	59.5	70.5	571	572
State College, PA (SCE)	87.9	84.8	66	66
Staunton, VA (SHD)	59.7	77.4	62	62

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

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Stillwater, OK (SWO)	87.3	87.5	55	56
Stockton, CA (SCK)	70.0	68.0	50	50
Sun Valley/Hailey/Ketchum, ID (SUN)	87.9	93.5	248	248
Syracuse, NY (SYR)	72.1	82.3	910	908
Tallahassee, FL (TLH)	76.5	83.2	480	481
Tampa, FL (TPA)	69.4	73.3	5801	5802
Texarkana, AR (TXK)	89.2	82.8	93	93
Toledo, OH (TOL)	80.9	74.5	47	47
Traverse City, MI (TVC)	75.7	72.5	617	619
Trenton, NJ (TTN)	69.8	71.4	182	182
Tucson, AZ (TUS)	70.3	79.6	1349	1350
Tulsa, OK (TUL)	69.1	79.4	1196	1198
Twin Falls, ID (TWF)	84.7	86.3	124	124
Tyler, TX (TYR)	85.8	85.0	113	113
Valdosta, GA (VLD)	93.5	91.4	93	93
Valparaiso, FL (VPS)	65.9	67.9	1331	1330
Vernal, UT (VEL)	79.2	84.9	53	53
Victoria, TX (VCT)	92.5	90.6	53	53
Waco, TX (ACT)	84.5	85.8	148	148
Walla Walla, WA (ALW)	80.6	85.5	62	62
Washington, DC (DCA)	77.5	78.7	7869	7869
Washington, DC (IAD)	71.1	71.6	5199	5202
Waterloo, IA (ALO)	83.1	79.7	59	59
Watertown, SD (ATY)	71.7	69.8	53	53
Wenatchee, WA (EAT)	80.8	88.5	78	78
West Palm Beach/Palm Beach, FL (PBI)	69.9	74.3	1566	1566
West Yellowstone, MT (WYS)	91.8	86.4	110	110
White Plains, NY (HPN)	73.1	73.8	558	558
Wichita Falls, TX (SPS)	86.8	82.6	114	115
Wichita, KS (ICT)	70.3	76.2	804	803
Williston, ND (XWA)	68.5	80.6	124	124
Wilmington, DE (ILG)	91.7	66.7	12	12
Wilmington, NC (ILM)	79.5	81.5	585	585
Worcester, MA (ORH)	84.6	100.0	13	12
Wrangell, AK (WRG)	90.3	95.2	62	62
Yakima, WA (YKM)	80.6	87.1	62	62
Yakutat, AK (YAK)	69.4	64.5	62	62
Yuma, AZ (YUM)	80.3	84.9	152	152

AIR TRAVEL CONSUMER REPORT

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

AUGUST 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 NETWORK	216	124983	360	0.3	1
- DELTA AIR LINES	126	70653	113	0.2	
- BRANDED CODESHARE PARTNERS	195	54330	247	0.5	
HAWAIIAN AIRLINES	21	6518	53	0.8	2
ALASKA AIRLINES NETWORK	104	34394	334	1.0	3
- ALASKA AIRLINES	78	17890	120	0.7	
- BRANDED CODESHARE PARTNERS	55	16504	214	1.3	
JETBLUE AIRWAYS	66	20271	425	2.1	4
FRONTIER AIRLINES	105	13398	322	2.4	5
UNITED AIRLINES NETWORK	253	116280	3623	3.1	6
- UNITED AIRLINES	102	44765	628	1.4	
- BRANDED CODESHARE PARTNERS	237	71515	2995	4.2	
SOUTHWEST AIRLINES	105	104524	3595	3.4	7
AMERICAN AIRLINES NETWORK	234	162110	6529	4.0	8
- AMERICAN AIRLINES	111	73455	3551	4.8	
- BRANDED CODESHARE PARTNERS	218	88655	2978	3.4	
ALLEGiant AIR	127	9920	570	5.7	9
SPIRIT AIRLINES	53	19096	2923	15.3	10
TOTAL AIRPORTS SERVED	374	611,494	18,734	3.1	

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

AUGUST 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	126	70653	113	0.2	1
ENDEAVOR AIR	112	23060	66	0.3	2
ALASKA AIRLINES	78	17890	120	0.7	3
HAWAIIAN AIRLINES	21	6518	53	0.8	4
HORIZON AIR	49	11127	131	1.2	5
UNITED AIRLINES	102	44765	628	1.4	6
SKYWEST AIRLINES	225	71616	1462	2.0	7
JETBLUE AIRWAYS	66	20271	425	2.1	8
FRONTIER AIRLINES	105	13398	322	2.4	9
PSA AIRLINES	96	21381	538	2.5	10
MESA AIRLINES	106	15619	464	3.0	11
SOUTHWEST AIRLINES	105	104524	3595	3.4	12
ENVOY AIR	145	24055	875	3.6	13
REPUBLIC AIRWAYS	90	31831	1356	4.3	14
AMERICAN AIRLINES	111	73455	3551	4.8	15
ALLEGiant AIR	127	9920	570	5.7	16
SPIRIT AIRLINES	53	19096	2923	15.3	17
TOTAL AIRPORTS SERVED	366	579,179	17,192	3.0	

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.

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TABLE 7. CAUSES OF DELAY, BY REPORTING MARKETING CARRIER

AUGUST 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	34394	27843	80.95	334	0.97	48	0.14	2064	6.00	97	0.28	1768	5.14	55	0.16	2185	6.35
- ALASKA AIRLINES	17890	14160	79.15	120	0.67	29	0.16	1126	6.29	60	0.34	1335	7.46	43	0.24	1017	5.68
- BRANDED CODESHARE PARTNERS	16504	13683	82.91	214	1.30	19	0.12	938	5.68	38	0.23	432	2.62	12	0.07	1168	7.08
ALLEGiant AIR	9920	6362	64.13	570	5.75	23	0.23	765	7.71	205	2.07	718	7.24	12	0.12	1265	12.75
AMERICAN AIRLINES NETWORK	162110	120658	74.43	6529	4.03	730	0.45	10868	6.70	2111	1.30	8230	5.08	130	0.08	12854	7.93
- AMERICAN AIRLINES	73455	53157	72.37	3551	4.83	390	0.53	6377	8.68	980	1.33	3522	4.79	85	0.12	5394	7.34
- BRANDED CODESHARE PARTNERS	88655	67501	76.14	2978	3.36	340	0.38	4491	5.07	1131	1.28	4708	5.31	45	0.05	7461	8.42
DELTA AIR LINES NETWORK	124983	107127	85.71	360	0.29	309	0.25	8401	6.72	1710	1.37	3961	3.17	40	0.03	3075	2.46
- DELTA AIR LINES	70653	60794	86.05	113	0.16	180	0.25	4288	6.07	472	0.67	2601	3.68	28	0.04	2177	3.08
- BRANDED CODESHARE PARTNERS	54330	46333	85.28	247	0.45	129	0.24	4114	7.57	1238	2.28	1361	2.51	12	0.02	897	1.65
FRONTIER AIRLINES	13398	9233	68.91	322	2.40	29	0.22	1254	9.36	114	0.85	1230	9.18	0	0.00	1215	9.07
HAWAIIAN AIRLINES	6518	5897	90.47	53	0.81	2	0.03	360	5.52	1	0.02	12	0.18	7	0.11	187	2.87
JETBLUE AIRWAYS	20271	13384	66.03	425	2.10	111	0.55	2913	14.37	180	0.89	1320	6.51	47	0.23	1891	9.33
SOUTHWEST AIRLINES	104524	70673	67.61	3595	3.44	413	0.40	11665	11.16	590	0.56	4235	4.05	75	0.07	13278	12.70
SPIRIT AIRLINES	19096	11670	61.11	2923	15.31	47	0.25	1431	7.49	219	1.15	1637	8.57	81	0.42	1089	5.70
UNITED AIRLINES NETWORK	116280	81703	70.26	3623	3.12	462	0.40	10886	9.36	1832	1.58	8086	6.95	7	0.01	9681	8.33
- UNITED AIRLINES	44765	32843	73.37	628	1.40	159	0.36	3225	7.20	604	1.35	3793	8.47	0	0.00	3514	7.85
- BRANDED CODESHARE PARTNERS	71515	48860	68.32	2995	4.19	303	0.42	7661	10.71	1228	1.72	4293	6.00	7	0.01	6167	8.62
TOTAL	611,494	454,550	74.33	18,734	3.06	2,174	0.36	50,607	8.28	7,058	1.15	31,197	5.10	453	0.07	46,721	7.64

* 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

AUGUST 2021

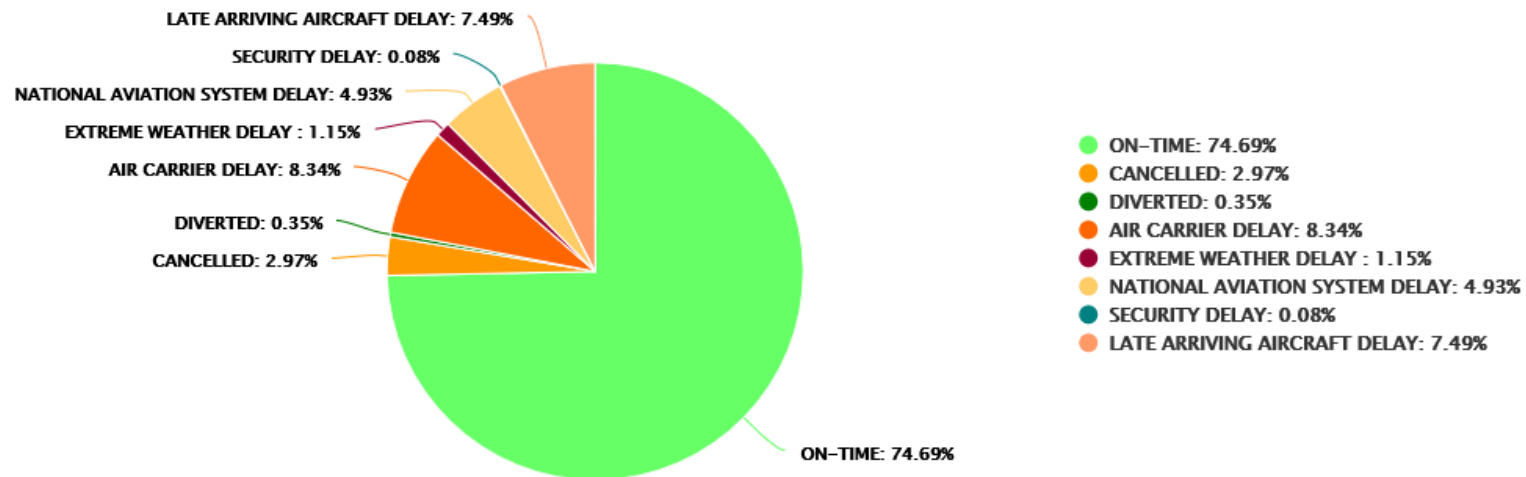
CARRIER	TOTAL RECORDS	ON TIME	% ON TIME	CANCELLED	% CANCELLED	DIVERTED	% DIVERTED	AIR CARRIER DELAY	% AIR CARRIER DELAY	EXTREME WEATHER DELAY	% EXTREME WEATHER DELAY	NATIONAL AVIATION SYSTEM DELAY	% NATIONAL AVIATION SYSTEM DELAY	SECURITY DELAY	% SECURITY DELAY	LATE ARRIVING AIRCRAFT DELAY	% LATE ARRIVING AIRCRAFT DELAY
ALASKA AIRLINES	17890	14160	79.15	120	0.67	29	0.16	1126	6.29	60	0.34	1335	7.46	43	0.24	1017	5.68
ALLEGIAN AIR	9920	6362	64.13	570	5.75	23	0.23	765	7.71	205	2.07	718	7.24	12	0.12	1265	12.75
AMERICAN AIRLINES	73455	53157	72.37	3551	4.83	390	0.53	6377	8.68	980	1.33	3522	4.79	85	0.12	5394	7.34
DELTA AIR LINES	70653	60794	86.05	113	0.16	180	0.25	4288	6.07	472	0.67	2601	3.68	28	0.04	2177	3.08
ENDEAVOR AIR	23060	20324	88.14	66	0.29	60	0.26	866	3.76	192	0.83	836	3.63	2	0.01	713	3.09
ENVOY AIR	24055	18688	77.69	875	3.64	97	0.40	1041	4.33	407	1.69	1431	5.95	11	0.05	1505	6.26
FRONTIER AIRLINES	13398	9233	68.91	322	2.40	29	0.22	1254	9.36	114	0.85	1230	9.18	0	0.00	1215	9.07
HAWAIIAN AIRLINES	6518	5897	90.47	53	0.81	2	0.03	360	5.52	1	0.02	12	0.18	7	0.11	187	2.87
HORIZON AIR	11127	9212	82.79	131	1.18	9	0.08	611	5.49	24	0.22	412	3.70	7	0.06	721	6.48
JETBLUE AIRWAYS	20271	13384	66.03	425	2.10	111	0.55	2913	14.37	180	0.89	1320	6.51	47	0.23	1891	9.33
MESA AIRLINES	15619	11306	72.39	464	2.97	68	0.44	1159	7.42	451	2.89	893	5.72	3	0.02	1274	8.16
PSA AIRLINES	21381	16508	77.21	538	2.52	75	0.35	1068	5.00	300	1.40	1273	5.95	20	0.09	1599	7.48
REPUBLIC AIRWAYS	31831	23474	73.75	1356	4.26	117	0.37	2125	6.68	307	0.96	2458	7.72	15	0.05	1979	6.22
SKYWEST AIRLINES	71616	54875	76.62	1462	2.04	231	0.32	8051	11.24	1567	2.19	856	1.20	16	0.02	4558	6.36
SOUTHWEST AIRLINES	104524	70673	67.61	3595	3.44	413	0.40	11665	11.16	590	0.56	4235	4.05	75	0.07	13278	12.70
SPIRIT AIRLINES	19096	11670	61.11	2923	15.31	47	0.25	1431	7.49	219	1.15	1637	8.57	81	0.42	1089	5.70
UNITED AIRLINES	44765	32843	73.37	628	1.40	159	0.36	3225	7.20	604	1.35	3793	8.47	0	0.00	3514	7.85
TOTAL	579,179	432,560	74.69	17,192	2.97	2,040	0.35	48,324	8.34	6,673	1.15	28,563	4.93	451	0.08	43,377	7.49

* 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
AUGUST 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

AUGUST 2021

MARKETING CARRIER	OPERATING CARRIER	FLIGHT NUMBER	ORIGIN AIRPORT	DESTINATION AIRPORT	DATE OF FLIGHT	LOCATION OF LONGEST TARMAC DELAY	LENGTH OF TARMAC DELAY
AMERICAN	AMERICAN	2719	RIC	DFW	8/17/2021	Diversion Airport (IAH)	4:36
AMERICAN	AMERICAN	579	LAX	DFW	8/17/2021	Diversion Airport (IAH)	4:35
AMERICAN	AMERICAN	396	PHX	IAH	8/17/2021	Destination Airport	4:11
AMERICAN	AMERICAN	2393	FAT	DFW	8/1/2021	Destination Airport	4:06
AMERICAN	ENVOY	3984	DCA	CMH	8/13/2021	Origin Airport	4:01
AMERICAN	REPUBLIC	4599	ILM	ORD	8/25/2021	Destination Airport	3:48
UNITED	GOJET	4455	ORD	PIT	8/12/2021	Destination Airport	3:40
AMERICAN	MESA	5813	PHX	IAH	8/17/2021	Destination Airport	3:38
AMERICAN	AMERICAN	1152	CLT	IAH	8/17/2021	Destination Airport	3:33
UNITED	AIR WISCONSIN	3820	IAD	MHT	8/25/2021	Origin Airport	3:31
ALASKA	SKYWEST	3483	LAX	DAL	8/17/2021	Diversion Airport (IAH)	3:26
UNITED	SKYWEST	5174	IAD	OGS	8/25/2021	Origin Airport	3:25
AMERICAN	SKYWEST	3100	ROW	DFW	8/17/2021	Diversion Airport (IAH)	3:24
AMERICAN	AMERICAN	541	LGA	DFW	8/1/2021	Destination Airport	3:21
DELTA	ENDEAVOR	5029	LGA	ORF	8/27/2021	Origin Airport	3:21
AMERICAN	AMERICAN	1826	ORF	DFW	8/17/2021	Diversion Airport (IAH)	3:20
AMERICAN	AMERICAN	1736	MSN	DFW	8/1/2021	Destination Airport	3:17
AMERICAN	AMERICAN	766	EYW	DFW	8/1/2021	Destination Airport	3:16
DELTA	DELTA	507	LGA	ATL	8/27/2021	Origin Airport	3:16
AMERICAN	AMERICAN	1146	LAX	DFW	8/1/2021	Destination Airport	3:12
AMERICAN	SKYWEST	3019	SGU	DFW	8/1/2021	Diversion Airport (OKC)	3:12
ALLEGiant	ALLEGiant	874	RIC	PIE	8/13/2021	Destination Airport	3:09
AMERICAN	AMERICAN	2346	ORD	DFW	8/1/2021	Destination Airport	3:09
AMERICAN	AMERICAN	942	ABQ	DFW	8/1/2021	Destination Airport	3:08
AMERICAN	AMERICAN	1608	PHL	DFW	8/1/2021	Destination Airport	3:07
AMERICAN	ENVOY	4279	PWM	ORD	8/25/2021	Destination Airport	3:07
AMERICAN	AMERICAN	626	DFW	PHX	8/1/2021	Origin Airport	3:06
AMERICAN	AMERICAN	2638	ORF	DFW	8/1/2021	Destination Airport	3:04
AMERICAN	AMERICAN	682	MIA	DFW	8/1/2021	Destination Airport	3:04
AMERICAN	SKYWEST	3156	MKE	ORD	8/25/2021	Destination Airport	3:04
AMERICAN	ENVOY	3516	ROC	ORD	8/25/2021	Destination Airport	3:03
DELTA	REPUBLIC	5817	LGA	CLT	8/27/2021	Origin Airport	3:03
AMERICAN	AMERICAN	2319	MYR	DFW	8/1/2021	Destination Airport	3:02
UNITED	MESA	6140	IAH	PIT	8/12/2021	Destination Airport	3:02
AMERICAN	PIEDMONT	6147	MDT	ORD	8/25/2021	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 8. LIST OF DOMESTIC FLIGHTS WITH TARMAC DELAYS OVER 3 HOURS BY MARKETING/OPERATING CARRIER

AUGUST 2021

MARKETING CARRIER	OPERATING CARRIER	FLIGHT NUMBER	ORIGIN AIRPORT	DESTINATION AIRPORT	DATE OF FLIGHT	LOCATION OF LONGEST TARMAC DELAY	LENGTH OF TARMAC DELAY
UNITED	AIR WISCONSIN	3886	IAD	ILM	8/25/2021	Origin Airport	3:01
UNITED	REPUBLIC	3479	EWR	RIC	8/27/2021	Origin 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

AUGUST 2021

MARKETING CARRIER	OPERATING CARRIER	FLIGHT NUMBER	ORIGIN AIRPORT	DESTINATION AIRPORT	DATE OF FLIGHT	LOCATION OF LONGEST TARMAC DELAY	LENGTH OF TARMAC DELAY
VOLARIS	VOLARIS	5892	GDL	DFW	8/17/2021	Diversion Airport (IAH)	6:33
QATAR	QATAR	729	DOH	DFW	8/17/2021	Diversion Airport (MEM)	5:21
UNITED	UNITED	766	SJD	ORD	8/24/2021	Diversion Airport (IND)	4:03
AMERICAN	AMERICAN	1263	BJX	DFW	8/17/2021	Diversion Airport (GRK)	4:01

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 0.05% 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*	August 2021			August 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	456,123	768	1.68	238,672	324	1.36
2	HAWAIIAN AIRLINES	465,717	1,099	2.36	75,154	138	1.84
3	FRONTIER AIRLINES	833,935	2,985	3.58	367,830	1,238	3.37
4	SOUTHWEST AIRLINES	9,559,172	41,766	4.37	4,237,358	8,541	2.02
5	DELTA AIR LINES NETWORK	8,092,366	38,852	4.80	2,713,843	7,047	2.60
	- DELTA AIR LINES	5,987,491	29,274	4.89	1,899,116	5,117	2.69
	- BRANDED CODESHARE PARTNERS	2,104,875	9,578	4.55	814,727	1,930	2.37
6	UNITED AIRLINES NETWORK	5,818,252	31,475	5.41	2,091,739	6,937	3.32
	- UNITED AIRLINES	3,572,244	17,616	4.93	1,144,848	3,860	3.37
	- BRANDED CODESHARE PARTNERS	2,246,008	13,859	6.17	946,891	3,077	3.25
7	JETBLUE AIRWAYS	1,517,805	9,040	5.96	237,269	907	3.82
8	SPIRIT AIRLINES	789,643	4,789	6.06	542,187	1,894	3.49
9	ALASKA AIRLINES NETWORK	2,412,191	17,470	7.24	978,427	2,338	2.39
	- ALASKA AIRLINES	1,724,802	13,570	7.87	601,204	1,348	2.24
	- BRANDED CODESHARE PARTNERS	687,389	3,900	5.67	377,223	990	2.62
10	AMERICAN AIRLINES NETWORK	9,036,205	96,785	10.71	4,265,756	18,077	4.24
	- AMERICAN AIRLINES	5,404,288	61,705	11.42	2,488,000	11,939	4.80
	- BRANDED CODESHARE PARTNERS	3,631,917	35,080	9.66	1,777,756	6,138	3.45
TOTAL		38,981,409	245,029	6.29	15,748,235	47,441	3.01

* 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*	August 2021			August 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	456,123	768	1.68	238,672	324	1.36
2	HAWAIIAN AIRLINES	465,717	1,099	2.36	72,109	138	1.91
3	FRONTIER AIRLINES	833,935	2,985	3.58	367,830	1,238	3.37
4	SOUTHWEST AIRLINES	9,559,172	41,766	4.37	4,237,358	8,541	2.02
5	DELTA AIR LINES	5,987,491	29,274	4.89	1,899,116	5,117	2.69
6	UNITED AIRLINES	3,572,244	17,616	4.93	1,144,848	3,860	3.37
7	ENDEAVOR AIR	1,002,108	5,369	5.36	419,078	1,007	2.40
8	SKYWEST AIRLINES	2,540,793	13,945	5.49	1,179,858	3,440	2.92
9	HORIZON AIR	516,426	3,005	5.82	-	-	-
10	JETBLUE AIRWAYS	1,517,805	9,040	5.96	237,269	907	3.82
11	SPIRIT AIRLINES	789,643	4,789	6.06	542,187	1,894	3.49
12	PSA AIRLINES	1,083,569	7,386	6.82	595,660	1,869	3.14
13	REPUBLIC AIRWAYS	1,033,593	7,766	7.51	315,084	1,330	4.22
14	ALASKA AIRLINES	1,724,802	13,570	7.87	601,204	1,348	2.24
15	MESA AIRLINES	611,540	5,943	9.72	319,839	898	2.81
16	AMERICAN AIRLINES	5,404,288	61,705	11.42	2,488,000	11,939	4.80
17	ENVOY AIR	821,444	11,561	14.07	476,911	1,831	3.84
	TOTAL	37,920,693	237,587	6.27	15,135,023	45,681	3.02

* 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*	August 2021			August 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	16,471	97	0.59	4,660	17	0.36
	- DELTA AIR LINES	12,082	72	0.60	3,086	9	0.29
	- BRANDED CODESHARE PARTNERS	4,389	25	0.57	1,574	8	0.51
2	UNITED AIRLINES NETWORK	10,946	106	0.97	2,449	25	1.02
	- UNITED AIRLINES	7,006	73	1.04	1,403	17	1.21
	- BRANDED CODESHARE PARTNERS	3,940	33	0.84	1,046	8	0.76
3	ALASKA AIRLINES NETWORK	2,990	32	1.07	613	10	1.63
	- ALASKA AIRLINES	1,937	28	1.45	432	7	1.62
	- BRANDED CODESHARE PARTNERS	1,053	4	0.38	181	3	1.66
4	FRONTIER AIRLINES	1,984	29	1.46	620	14	2.26
5	SOUTHWEST AIRLINES	11,737	189	1.61	2,978	44	1.48
6	ALLEGiant AIR	282	5	1.77	162	2	1.23
7	AMERICAN AIRLINES NETWORK	10,096	219	2.17	3,771	69	1.83
	- AMERICAN AIRLINES	7,170	169	2.36	2,569	47	1.83
	- BRANDED CODESHARE PARTNERS	2,926	50	1.71	1,202	22	1.83
8	HAWAIIAN AIRLINES	449	13	2.90	68	0	0.00
9	JETBLUE AIRWAYS	2,083	93	4.46	497	8	1.61
10	SPIRIT AIRLINES	431	28	6.50	479	6	1.25
	TOTAL	57,469	811	1.41	16,297	195	1.20

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

AIR TRAVEL CONSUMER REPORT

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

RANK	CARRIER*	August 2021			August 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	998	2	0.20	-	-	-
2	ENDEAVOR AIR	1,671	8	0.48	865	5	0.58
3	MESA AIRLINES	862	5	0.58	247	3	1.21
4	DELTA AIR LINES	12,082	72	0.60	3,086	9	0.29
5	SKYWEST AIRLINES	4,359	39	0.89	826	38	4.60
6	UNITED AIRLINES	7,006	73	1.04	1,403	17	1.21
7	REPUBLIC AIRWAYS	1,592	20	1.26	340	3	0.88
8	ENVOY AIR	780	11	1.41	354	4	1.13
9	ALASKA AIRLINES	1,937	28	1.45	432	7	1.62
10	FRONTIER AIRLINES	1,984	29	1.46	620	14	2.26
11	SOUTHWEST AIRLINES	11,737	189	1.61	2,978	44	1.48
12	ALLEGiant AIR	282	5	1.77	162	2	1.23
13	PSA AIRLINES	735	17	2.31	381	8	2.10
14	AMERICAN AIRLINES	7,170	169	2.36	2,569	47	1.83
15	HAWAIIAN AIRLINES	449	13	2.90	65	0	0.00
16	JETBLUE AIRWAYS	2,083	93	4.46	497	8	1.61
17	SPIRIT AIRLINES	431	28	6.50	479	6	1.25
	TOTAL	56,158	801	1.43	15,304	215	1.40

* 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

	AUGUST 2021				AUGUST 2020			
	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS
U.S. AIRLINES	3,932	30	3	445	2,137	29	0	265
FOREIGN AIRLINES	2,072	5	0	89	4,227	4	0	201
TRAVEL AGENTS	662	1	0	33	1,291	0	0	53
TOUR OPERATORS	0	0	0	0	5	0	0	0
MISCELLANEOUS	0	5	0	161	8	6	0	68
INDUSTRY TOTALS	6,666	41	3	728	7,668	39	0	587

AIR TRAVEL CONSUMER REPORT

Table 2

COMPLAINT CATEGORY	COMPLAINT CATEGORIES*					
	AUGUST 2021			AUGUST 2020		
	RANKING	COMPLAINTS**	SUB-CATEGORY	RANKING	COMPLAINTS**	SUB-CATEGORY
REFUNDS	1	3,061		1	6,988	
FLIGHT PROBLEMS	2	1,896		4	96	
CANCELLATION			1,458			44
DELAY			253			20
MISCONNECTION			86			9
RESERVATIONS/TICKETING/BOARDING	3	512		3	120	
FARES	4	423		2	212	
BAGGAGE	5	294		7	53	
CUSTOMER SERVICE	6	238		5	93	
DISABILITY	7	161		6	68	
OVERSALES	8	36		9	8	
OTHER	9	30		8	24	
FREQUENT FLYER			12			12
DISCRIMINATION	10	10		11	1	
ADVERTISING	11	5		10	5	
ANIMALS	12	0		12	0	
COMPLAINT TOTAL		6,666			7,668	

* 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*
AUGUST 2021

U.S. AIRLINES** ALPHABETICAL	FLIGHT PROBLEMS	OVER- SALES	RES/TKT/ BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DIS- ABILITY	ADVERT- ISING	DISCRIM- INATION	ANIMALS	OTHER	TOTAL
ALASKA AIRLINES	5	1	5	2	12	6	7	3	0	1	0	2	44
ALLEGiant AIR	23	1	10	6	36	7	8	20	0	0	0	0	111
AMERICAN AIRLINES	227	6	33	40	144	39	33	25	1	3	0	3	554
BREEZE AIRWAYS	1	0	0	0	4	1	1	0	0	0	0	0	7
DELTA AIR LINES	25	2	21	10	24	13	15	13	0	0	0	1	124
ENDEAVOR AIR	2	0	0	0	2	4	2	0	0	0	0	0	10
ENVOY AIR	9	1	4	1	4	2	4	3	0	0	0	0	28
FRONTIER AIRLINES	67	4	7	8	39	15	11	3	0	0	0	1	155
HAWAIIAN AIRLINES	1	0	2	2	12	0	2	0	0	0	0	0	19
JETBLUE AIRWAYS	108	3	30	25	58	15	24	28	0	0	0	5	296
MESA AIRLINES	6	0	2	1	2	1	2	1	0	0	0	0	15
PIEDMONT AIRLINES	2	0	1	0	0	2	0	0	0	0	0	0	5
PSA AIRLINES	20	2	3	0	7	4	1	3	0	0	0	0	40
REPUBLIC AIRWAYS	18	0	1	1	9	1	3	0	0	0	0	0	33
SKYWEST AIRLINES	23	0	2	3	11	1	9	5	0	0	0	0	54
SOUTHWEST AIRLINES	57	2	2	15	22	10	24	16	0	2	0	0	150
SPIRIT AIRLINES	1,088	1	57	46	568	32	22	10	0	0	0	2	1,826
SUN COUNTRY AIRLINES	1	0	1	2	6	5	2	0	0	0	0	0	17
UNITED AIRLINES	97	3	44	47	149	18	34	17	0	3	0	4	416
Other U.S. Airlines	1	1	0	6	11	1	2	0	0	0	0	6	28
TOTAL AUGUST 2021	1,781	27	225	215	1,120	177	206	147	1	9	0	24	3,932
% of TOTAL COMPLAINTS	45.3	0.7	5.7	5.5	28.5	4.5	5.2	3.7	0.0	0.2	0	0.6	
TOTAL AUGUST 2020	68	3	38	121	1,722	22	78	67	4	1	0	13	2,137
% of TOTAL COMPLAINTS	3.2	0.1	1.8	5.7	80.6	1.0	3.6	3.1	0.2	0.0	0	0.6	

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

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

AIR TRAVEL CONSUMER REPORT

Table 4

COMPLAINTS AGAINST U.S. AIRLINES BY INCIDENT DATE*

U.S. AIRLINES ALPHABETICAL	COMPS RECD IN AUG	INCI- DENTS IN AUG	PERCENT	INCI- DENTS IN JUL	PERCENT	INCI- DENTS IN ALL PRIOR MONTHS	PERCENT	UN- KNOWN INCI- DENT DATE	PERCENT
ALASKA AIRLINES	44	17	38.6	9	20.5	15	34.1	3	6.8
ALLEGiant AIR	111	51	45.9	29	26.1	23	20.7	8	7.2
AMERICAN AIRLINES	554	291	52.5	90	16.2	139	25.1	34	6.1
BREEZE AIRWAYS	7	5	71.4	0	0.0	2	28.6	0	0.0
DELTA AIR LINES	124	57	46.0	20	16.1	40	32.3	7	5.6
ENDEAVOR AIR	10	5	50.0	1	10.0	4	40.0	0	0.0
ENVOY AIR	28	19	67.9	8	28.6	1	3.6	0	0.0
FRONTIER AIRLINES	155	77	49.7	41	26.5	23	14.8	14	9.0
JETBLUE AIRWAYS	296	120	40.5	72	24.3	83	28.0	21	7.1
MESA AIRLINES	15	9	60.0	5	33.3	0	0.0	1	6.7
PIEDMONT AIRLINES	5	3	60.0	2	40.0	0	0.0	0	0.0
PSA AIRLINES	40	20	50.0	11	27.5	4	10.0	5	12.5
REPUBLIC AIRWAYS	33	20	60.6	1	3.0	9	27.3	3	9.1
SKYWEST AIRLINES	54	34	63.0	7	13.0	9	16.7	4	7.4
SOUTHWEST AIRLINES	150	73	48.7	21	14.0	40	26.7	16	10.7
SPIRIT AIRLINES	1826	1498	82.0	169	9.3	102	5.6	57	3.1
SUN COUNTRY AIRLINES	17	9	52.9	1	5.9	6	35.3	1	5.9
UNITED AIRLINES	416	140	33.7	92	22.1	132	31.7	52	12.5
HAWAIIAN AIRLINES	19	0	0.0	2	10.5	16	84.2	1	5.3
Other U.S. Airlines	22	8	36.4	4	18.2	6	27.3	4	18.2
Totals	3,932	2,456	62.5	585	14.9	660	16.8	231	5.9
Previous Year's Totals	2,137	417	19.5	155	7.3	1,314	61.5	251	11.7

* 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**
AUGUST 2021

	FLIGHT PROBLEMS	OVER- SALES	RES/TKT/ BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DIS- ABILITY	ADVERT- ISING	DISCRIM- INATION	ANIMALS	OTHER	TOTAL
<u>FOREIGN AIRLINES</u>													
AER LINGUS	0	0	5	4	9	0	0	0	0	0	0	0	18
AEROFLOT	1	0	1	1	5	0	1	0	0	0	0	0	9
AEROMEXICO	3	1	5	5	32	5	0	0	0	0	0	0	51
AIR CANADA	15	2	20	3	50	16	1	2	0	0	0	0	109
AIR EUROPA	0	0	1	0	7	1	0	0	0	0	0	0	9
AIR FRANCE	3	0	7	4	20	5	4	1	0	0	0	2	46
AIR INDIA	2	1	22	41	514	4	1	0	0	0	0	0	585
ALITALIA AIRLINES	1	0	3	2	22	0	0	0	0	0	0	0	28
ANA	0	0	0	1	4	0	0	0	0	0	0	0	5
AUSTRIAN AIRLINES	2	0	0	1	2	3	0	0	0	0	0	0	8
AVIANCA	2	1	9	5	35	2	1	0	0	0	0	0	55
BRITISH AIRWAYS	6	0	7	10	40	1	1	0	0	0	0	0	65
CARIBBEAN AIRLINES	0	0	0	1	7	0	0	0	0	0	0	0	8
CATHAY PACIFIC AIRWAYS	0	0	3	1	4	0	0	0	0	0	0	1	9
CONDOR	1	0	2	0	2	1	1	0	0	0	0	0	7
COPA	3	0	4	2	31	1	0	0	0	0	0	0	41
EGYPTAIR	1	0	2	2	9	1	0	0	0	0	0	0	15
EL AL ISRAEL	1	0	1	0	5	0	0	0	0	0	0	0	7
EMIRATES AIRLINES	4	0	3	1	19	0	2	0	0	0	0	0	29
ETHIOPIAN AIRLINES	0	0	4	1	3	7	0	0	0	0	0	1	16
ETIHAD AIRWAYS	5	0	3	3	17	0	0	0	0	1	0	0	29
EVA AIRWAYS	0	0	0	1	7	0	0	0	0	0	0	0	8
FIJI AIRWAYS	0	0	0	1	32	0	0	0	0	0	0	0	33
FINNAIR	2	0	1	0	6	0	0	0	0	0	0	0	9
FRENCH BEE	2	0	0	0	2	0	0	0	1	0	0	0	5
IBERIA AIRLINES	1	0	8	2	34	4	0	0	0	0	0	0	49
ICELANDAIR	1	0	2	2	12	0	0	2	0	0	0	0	19
INTERJET	0	0	2	2	12	0	0	0	0	0	0	0	16
KENYA AIRWAYS	0	0	0	0	5	0	0	0	0	0	0	0	5
KLM	3	0	3	0	6	3	0	0	0	0	0	0	15
LATAM	1	1	3	1	28	1	0	0	0	0	0	0	35
LOT POLISH AIRLINES	0	0	5	0	5	0	2	0	0	0	0	0	12
LUFTHANSA	14	0	23	4	42	22	4	1	0	0	0	1	111
NORWEGIAN AIR SHUTTLE	1	0	1	8	29	0	0	0	0	0	0	0	39
PHILIPPINE AIRLINES	0	0	1	4	7	1	0	0	0	0	0	0	13
QANTAS AIRWAYS	1	0	0	0	4	0	0	0	0	0	0	0	5
QATAR AIRWAYS	5	2	19	3	27	6	4	1	0	0	0	0	67
ROYAL AIR MAROC	3	0	3	1	23	1	0	0	1	0	0	0	32
ROYAL JORDANIAN AIRLINES	1	0	1	1	1	1	0	0	0	0	0	0	5

AIR TRAVEL CONSUMER REPORT

Table 5, continued.

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

	FLIGHT PROBLEMS	OVER- SALES	RES/TKT/ BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DIS- ABILITY	ADVERT- ISING	DISCRIM- INATION	ANIMALS	OTHER	TOTAL
SAS	1	0	2	1	5	0	0	0	0	0	0	0	9
SOUTH AFRICAN AIRWAYS	0	0	1	0	4	0	0	0	0	0	0	0	5
SWISS AIR	1	0	2	2	9	2	1	0	0	0	0	0	17
TAP	4	0	9	5	160	6	1	2	0	0	0	0	187
TURKISH AIRLINES	2	0	17	2	20	5	1	1	0	0	0	0	48
UKRAINE INTERNATIONAL AIRLINES	0	0	0	0	7	0	0	0	0	0	0	0	7
VIRGIN ATLANTIC AIRWAYS	2	0	2	0	5	1	0	0	0	0	0	0	10
VIRGIN AUSTRALIA	0	0	0	1	4	0	0	0	0	0	0	0	5
VIVAAEROBUS	1	0	2	1	3	2	1	0	0	0	0	0	10
VOLARIS AIRLINES	3	0	7	9	14	4	2	2	0	0	0	0	41
WEST JET	1	0	1	3	15	0	0	1	0	0	0	0	21
OTHER FOREIGN AIRLINES	3	1	11	2	54	11	2	1	0	0	0	0	85
TOTALS	103	9	228	144	1,419	117	30	14	2	1	0	5	2,072
<u>TRAVEL AGENTS</u>													
AMERICAN EXPRESS	0	0	1	1	6	0	0	0	0	0	0	0	8
ASAPTICKETS.COM	1	0	1	5	15	0	0	0	0	0	0	0	22
CHASE TRAVEL	0	0	0	2	12	0	0	0	0	0	0	0	14
CHEAPOAIR.COM	2	0	6	3	33	0	0	0	1	0	0	0	45
EDREAMS.COM	0	0	2	0	17	0	0	0	0	0	0	0	19
EXPEDIA.COM	2	0	11	11	95	0	1	0	0	0	0	0	120
EXPLORETRIP.COM	0	0	1	0	4	0	0	0	0	0	0	0	5
FAREBOOM.COM	0	0	0	0	7	0	0	0	0	0	0	0	7
FLIGHT NETWORK	0	0	2	0	7	0	0	0	0	0	0	0	9
FLYUS.COM	0	0	0	1	4	0	0	0	0	0	0	0	5
GOTOGATE	0	0	3	2	17	0	0	0	0	0	0	0	22
HOP2	0	0	0	0	5	0	0	0	0	0	0	0	5
HOPPER.COM	0	0	1	3	1	0	0	0	0	0	0	0	5
INDIAN EAGLE	0	0	2	3	18	0	0	0	0	0	0	0	23
JUSTFLY.COM	1	0	3	2	24	0	0	0	0	0	0	0	30
KIWI.COM	0	0	9	5	85	0	0	0	0	0	0	0	99
MYTRIP.COM	0	0	1	0	7	0	0	0	0	0	0	0	8
ORBITZ.COM	0	0	2	5	23	0	0	0	0	0	0	0	30
OVAGO	0	0	1	0	4	0	0	0	0	0	0	0	5
PRICELINE.COM	2	0	3	3	20	0	1	0	0	0	0	0	29
TRAVELOCITY.COM	0	0	1	6	26	0	0	0	0	0	0	0	33
UNITED VACATIONS	1	0	0	1	3	0	0	0	0	0	0	1	6
VAYAMA	0	0	1	0	9	0	0	0	0	0	0	0	10
OTHER TRAVEL AGENTS	3	0	8	11	80	0	0	0	1	0	0	0	103
TOTALS	12	0	59	64	522	0	2	0	2	0	0	1	662

AIR TRAVEL CONSUMER REPORT

Table 5, continued.

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

	FLIGHT PROBLEMS	OVER- SALES	RES/TKT/ BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DIS- ABILITY	ADVERT- ISING	DISCRIM- INATION	ANIMALS	OTHER	TOTAL
<u>TOUR OPERATORS</u>													
OTHER TOUR OPERATORS	0	0	0	0	0	0	0	0	0	0	0	0	0
TOTALS	0	0	0	0	0	0	0	0	0	0	0	0	0
<u>MISCELLANEOUS</u>													
OTHER MISCELLANEOUS	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).

AUGUST 2021		AUGUST 2020
AIRLINE	COMPLAINTS	COMPLAINTS
ALASKA AIRLINES NETWORK	52	75
- ALASKA AIRLINES	44	64
- BRANDED CODESHARE PARTNERS	8	11
ALLEGiant AIR	111	28
AMERICAN AIRLINES NETWORK	707	436
- AMERICAN AIRLINES	554	428
- BRANDED CODESHARE PARTNERS	153	8
DELTA AIR LINES NETWORK	149	225
- DELTA AIR LINES	124	208
- BRANDED CODESHARE PARTNERS	25	17
FRONTIER AIRLINES	155	413
HAWAIIAN AIRLINES NETWORK	19	64
- HAWAIIAN AIRLINES	19	64
- BRANDED CODESHARE PARTNERS	0	0
JETBLUE AIRWAYS	296	92
SOUTHWEST AIRLINES	150	83
SPIRIT AIRLINES	1,826	116
UNITED AIRLINES NETWORK	416	567
- UNITED AIRLINES	416	567
- BRANDED CODESHARE PARTNERS	0	0
TOTAL	3,881	2,099

* 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	AUGUST 2021			AUGUST 2020		
		COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS	COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS
1	HORIZON AIRLINES	2	643,048	0.31	-	-	-
2	ENDEAVOR AIR	10	1,269,955	0.79	8	511,062	1.57
3	DELTA AIR LINES	124	11,103,511	1.12	208	3,428,190	6.07
4	SOUTHWEST AIRLINES	150	12,131,333	1.24	83	5,113,245	1.62
5	SKYWEST AIRLINES	54	3,512,726	1.54	14	1,610,076	0.87
6	MESA AIRLINES	15	946,701	1.58	0	451,825	0.00
7	ALASKA AIRLINES	44	2,440,487	1.80	64	739,254	8.66
8	REPUBLIC AIRWAYS	33	1,775,871	1.86	3	574,882	0.52
9	ENVOY AIR	28	1,238,104	2.26	5	653,784	0.76
10	HAWAIIAN AIRLINES	19	714,821	2.66	64	93,788	68.24
11	PSA AIRLINES	40	1,178,504	3.39	2	646,907	0.31
12	AMERICAN AIRLINES	554	11,198,310	4.95	428	4,687,254	9.13
13	UNITED AIRLINES	416	7,700,181	5.40	567	2,102,508	26.97
14	FRONTIER AIRLINES	155	2,044,675	7.58	413	838,128	49.28
15	JETBLUE AIRWAYS	296	3,220,008	9.19	92	717,144	12.83
16	ALLEGiant AIR	111	1,193,822	9.30	28	643,162	4.35
17	SPIRIT AIRLINES	1,826	2,431,793	75.09	116	1,536,475	7.55
TOTAL		3,877	64,743,850	5.99	2,095	24,347,684	8.60

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

AIR TRAVEL CONSUMER REPORT

Civil Rights Complaints by Air Travelers (Other Than Disability) for August 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
Alaska	1						
American	2	1					
Etihad							1
Southwest	2						
United	3						
TOTALS	8	1					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

August 2021

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

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

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

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

Carrier	Death	Injury	Loss
Alaska Airlines	0	4	0
Totals:	0	4	0

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

The Transportation Security Administration (TSA) screened approximately 56 million airline passengers and their 45 million checked bags in the month of August 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 August.

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
788	0.00141%	45	0.00008%	51	0.00009%	318	0.00057%

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 August.

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.