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# ***Air Travel Consumer Report***

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A Product Of

**THE OFFICE OF AVIATION CONSUMER PROTECTION**

**Issued: November 2021**



**Flight Delays<sup>1</sup>**

September 2021  
January - September 2021

**Mishandled Baggage, Wheelchairs,  
and Scooters<sup>1</sup>**

September 2021  
January - September 2021

**Oversales<sup>1</sup>**

3<sup>rd</sup>. Quarter 2021

**Consumer Complaints<sup>2</sup>**  
(Includes Disability and  
Discrimination Complaints)

September 2021  
January - September 2021

**Airline Animal Incident Reports<sup>4</sup>**

September 2021

**Customer Service Reports to  
the Dept. of Homeland Security<sup>3</sup>**

September 2021

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

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

<sup>3</sup> Data provided by the Department of Homeland Security, Transportation Security Administration

<sup>4</sup> 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/](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](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

SEPTEMBER 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:

<b>American Airlines Branded Codeshare Partners</b>	<b>Alaska Airlines Branded Codeshare Partners</b>	<b>Delta Air Lines Branded Codeshare Partners</b>	<b>United Airlines Branded Codeshare Partners</b>
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

SEPTEMBER 2021

CARRIER <sup>1</sup>	AT ALL US AIRPORTS		RANK
	NUMBER OF AIRPORTS REPORTED	PERCENT OF ON-TIME ARRIVALS	
<b>HAWAIIAN AIRLINES</b>	<b>22</b>	<b>94.0</b>	<b>1</b>
<b>DELTA AIR LINES NETWORK</b>	<b>216</b>	<b>90.2</b>	<b>2</b>
- DELTA AIR LINES	128	89.6	
- BRANDED CODESHARE PARTNERS	194	91.0	
<b>AMERICAN AIRLINES NETWORK</b>	<b>234</b>	<b>86.2</b>	<b>3</b>
- AMERICAN AIRLINES	112	85.1	
- BRANDED CODESHARE PARTNERS	217	87.0	
<b>ALASKA AIRLINES NETWORK</b>	<b>102</b>	<b>86.1</b>	<b>4</b>
- ALASKA AIRLINES	77	85.0	
- BRANDED CODESHARE PARTNERS	55	87.5	
<b>UNITED AIRLINES NETWORK</b>	<b>253</b>	<b>82.5</b>	<b>5</b>
- UNITED AIRLINES	108	84.6	
- BRANDED CODESHARE PARTNERS	237	81.0	
<b>SPIRIT AIRLINES</b>	<b>53</b>	<b>81.3</b>	<b>6</b>
<b>FRONTIER AIRLINES</b>	<b>106</b>	<b>80.6</b>	<b>7</b>
<b>SOUTHWEST AIRLINES</b>	<b>105</b>	<b>80.2</b>	<b>8</b>
<b>JETBLUE AIRWAYS</b>	<b>66</b>	<b>74.3</b>	<b>9</b>
<b>ALLEGiant AIR</b>	<b>121</b>	<b>73.7</b>	<b>10</b>
<b>TOTAL AIRPORTS SERVED</b>	<b>373</b>	<b>84.5</b>	

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

SEPTEMBER 2021

AT ALL US AIRPORTS			
CARRIER <sup>1</sup>	NUMBER OF AIRPORTS REPORTED	PERCENT OF ON-TIME ARRIVALS	RANK
HAWAIIAN AIRLINES	22	94.0	1
ENDEAVOR AIR	118	92.7	2
DELTA AIR LINES	128	89.6	3
ENVOY AIR	145	88.6	4
HORIZON AIR	50	87.5	5
SKYWEST AIRLINES	235	87.0	6
REPUBLIC AIRWAYS	98	86.6	7
PSA AIRLINES	96	86.6	8
AMERICAN AIRLINES	112	85.1	9
ALASKA AIRLINES	77	85.0	10
UNITED AIRLINES	108	84.6	11
MESA AIRLINES	103	84.3	12
SPIRIT AIRLINES	53	81.3	13
FRONTIER AIRLINES	106	80.6	14
SOUTHWEST AIRLINES	105	80.2	15
JETBLUE AIRWAYS	66	74.3	16
ALLEGiant AIR	121	73.7	17
TOTAL AIRPORTS SERVED	366	84.9	

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

SEPTEMBER 2021

CARRIER <sup>1</sup>	Jan 21		Feb 21		Mar 21		Apr 21		May 21		Jun 21		Jul 21		Aug 21		Sep 21		Year-to-date (YTD)	
	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank
<b>ALASKA AIRLINES NETWORK</b>	<b>91.8</b>	<b>2</b>	<b>77.7</b>	<b>6</b>	<b>87.9</b>	<b>4</b>	<b>90.3</b>	<b>3</b>	<b>90.0</b>	<b>3</b>	<b>80.7</b>	<b>3</b>	<b>83.2</b>	<b>3</b>	<b>81.0</b>	<b>3</b>	<b>86.1</b>	<b>4</b>	<b>85.3</b>	<b>3</b>
- ALASKA AIRLINES	91.8		75.8		86.2		88.2		89.6		77.5		82.0		79.2		85.0		83.7	
- BRANDED CODESHARE PARTNERS	91.7		79.4		89.7		92.5		90.5		84.1		84.5		82.9		87.5		86.9	
<b>ALLEGiant AIR</b>	<b>80.5</b>	<b>9</b>	<b>75.6</b>	<b>9</b>	<b>82.1</b>	<b>10</b>	<b>79.4</b>	<b>9</b>	<b>78.4</b>	<b>10</b>	<b>56.6</b>	<b>10</b>	<b>51.9</b>	<b>10</b>	<b>64.1</b>	<b>9</b>	<b>73.7</b>	<b>10</b>	<b>69.5</b>	<b>10</b>
<b>AMERICAN AIRLINES NETWORK</b>	<b>86.4</b>	<b>8</b>	<b>77.6</b>	<b>7</b>	<b>88.6</b>	<b>2</b>	<b>88.7</b>	<b>5</b>	<b>84.9</b>	<b>5</b>	<b>74.3</b>	<b>4</b>	<b>74.3</b>	<b>4</b>	<b>74.4</b>	<b>4</b>	<b>86.2</b>	<b>3</b>	<b>81.2</b>	<b>4</b>
- AMERICAN AIRLINES	88.9		80.7		89.4		88.2		84.0		71.2		73.3		72.4		85.1		80.3	
- BRANDED CODESHARE PARTNERS	84.8		75.6		88.1		89.1		85.6		76.8		75.2		76.1		87.0		81.9	
<b>DELTA AIR LINES NETWORK</b>	<b>91.1</b>	<b>3</b>	<b>87.3</b>	<b>2</b>	<b>93.1</b>	<b>1</b>	<b>92.5</b>	<b>1</b>	<b>91.3</b>	<b>2</b>	<b>86.8</b>	<b>2</b>	<b>84.9</b>	<b>2</b>	<b>85.7</b>	<b>2</b>	<b>90.2</b>	<b>2</b>	<b>89.1</b>	<b>2</b>
- DELTA AIR LINES	90.7		87.4		92.4		90.6		90.3		86.7		84.9		86.0		89.6		88.6	
- BRANDED CODESHARE PARTNERS	91.6		87.2		93.8		94.7		92.6		86.9		84.8		85.3		91.0		89.7	
<b>FRONTIER AIRLINES</b>	<b>90.9</b>	<b>4</b>	<b>82.0</b>	<b>4</b>	<b>84.1</b>	<b>9</b>	<b>81.4</b>	<b>8</b>	<b>84.9</b>	<b>6</b>	<b>69.5</b>	<b>7</b>	<b>60.0</b>	<b>8</b>	<b>68.9</b>	<b>6</b>	<b>80.6</b>	<b>7</b>	<b>76.5</b>	<b>7</b>
<b>HAWAIIAN AIRLINES</b>	<b>94.5</b>	<b>1</b>	<b>95.0</b>	<b>1</b>	<b>88.2</b>	<b>3</b>	<b>91.4</b>	<b>2</b>	<b>93.0</b>	<b>1</b>	<b>87.7</b>	<b>1</b>	<b>88.2</b>	<b>1</b>	<b>90.5</b>	<b>1</b>	<b>94.0</b>	<b>1</b>	<b>91.1</b>	<b>1</b>
- HAWAIIAN AIRLINES	94.7		95.0		88.2		91.4		93.0		87.7		88.2		90.5		94.0		91.1	
- BRANDED CODESHARE PARTNERS	89.3																		89.3	
<b>JETBLUE AIRWAYS</b>	<b>77.6</b>	<b>10</b>	<b>66.3</b>	<b>10</b>	<b>87.8</b>	<b>5</b>	<b>81.9</b>	<b>7</b>	<b>81.5</b>	<b>8</b>	<b>65.1</b>	<b>8</b>	<b>55.7</b>	<b>9</b>	<b>66.0</b>	<b>8</b>	<b>74.3</b>	<b>9</b>	<b>72.0</b>	<b>9</b>
<b>SOUTHWEST AIRLINES</b>	<b>90.9</b>	<b>5</b>	<b>81.0</b>	<b>5</b>	<b>86.1</b>	<b>7</b>	<b>88.1</b>	<b>6</b>	<b>81.3</b>	<b>9</b>	<b>62.4</b>	<b>9</b>	<b>67.9</b>	<b>6</b>	<b>67.6</b>	<b>7</b>	<b>80.2</b>	<b>8</b>	<b>77.0</b>	<b>6</b>
<b>SPIRIT AIRLINES</b>	<b>88.8</b>	<b>7</b>	<b>82.0</b>	<b>3</b>	<b>84.9</b>	<b>8</b>	<b>76.1</b>	<b>10</b>	<b>84.4</b>	<b>7</b>	<b>74.1</b>	<b>5</b>	<b>64.3</b>	<b>7</b>	<b>61.1</b>	<b>10</b>	<b>81.3</b>	<b>6</b>	<b>76.2</b>	<b>8</b>
<b>UNITED AIRLINES NETWORK</b>	<b>89.0</b>	<b>6</b>	<b>75.8</b>	<b>8</b>	<b>87.3</b>	<b>6</b>	<b>89.4</b>	<b>4</b>	<b>86.8</b>	<b>4</b>	<b>73.9</b>	<b>6</b>	<b>69.4</b>	<b>5</b>	<b>70.3</b>	<b>5</b>	<b>82.5</b>	<b>5</b>	<b>79.5</b>	<b>5</b>
- UNITED AIRLINES	90.9		81.3		88.4		89.9		87.5		75.5		70.3		73.4		84.6		81.2	
- BRANDED CODESHARE PARTNERS	88.0		72.9		86.6		89.1		86.3		72.9		68.9		68.3		81.0		78.4	
<b>TOTAL</b>	<b>89.0</b>		<b>80.1</b>		<b>88.5</b>		<b>88.7</b>		<b>86.2</b>		<b>74.6</b>		<b>73.4</b>		<b>74.3</b>		<b>84.5</b>		<b>81.5</b>	

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 1C. OVERALL PERCENTAGE OF REPORTED FLIGHT OPERATIONS ARRIVING ON-TIME: RANKING OF U.S. REPORTING MARKETING CARRIERS (YTD)

RANK	CARRIER <sup>1</sup>	JANUARY- SEPTEMBER 2021		JANUARY- SEPTEMBER 2020	
		FLIGHT OPERATIONS SCHEDULED	PERCENT OF ON-TIME ARRIVALS	FLIGHT OPERATIONS SCHEDULED	PERCENT OF ON-TIME ARRIVALS
1	<b>HAWAIIAN AIRLINES</b>	<b>42,843</b>	<b>91.06</b>	<b>35,726</b>	<b>88.03</b>
	- HAWAIIAN AIRLINES	42,731	91.07	-	-
	- BRANDED CODESHARE PARTNERS	112	89.29	4,164	83.26
2	<b>DELTA AIR LINES NETWORK</b>	<b>996,800</b>	<b>89.06</b>	<b>789,470</b>	<b>85.94</b>
	- DELTA AIR LINES	538,582	88.56	435,673	85.17
	- BRANDED CODESHARE PARTNERS	458,218	89.65	353,797	86.89
3	<b>ALASKA AIRLINES NETWORK</b>	<b>270,223</b>	<b>85.30</b>	<b>210,287</b>	<b>84.90</b>
	- ALASKA AIRLINES	137,329	83.71	105,778	83.11
	- BRANDED CODESHARE PARTNERS	132,894	86.95	104,509	86.71
4	<b>AMERICAN AIRLINES NETWORK</b>	<b>1,203,587</b>	<b>81.19</b>	<b>1,026,695</b>	<b>80.75</b>
	- AMERICAN AIRLINES	517,889	80.30	452,186	81.94
	- BRANDED CODESHARE PARTNERS	685,698	81.86	574,509	79.81
5	<b>UNITED AIRLINES NETWORK</b>	<b>812,199</b>	<b>79.47</b>	<b>675,539</b>	<b>81.73</b>
	- UNITED AIRLINES	302,327	81.22	234,578	81.29
	- BRANDED CODESHARE PARTNERS	509,872	78.44	440,961	81.97
6	<b>SOUTHWEST AIRLINES</b>	<b>766,603</b>	<b>77.00</b>	<b>762,595</b>	<b>84.14</b>
7	<b>FRONTIER AIRLINES</b>	<b>98,192</b>	<b>76.51</b>	<b>68,513</b>	<b>81.86</b>
8	<b>SPIRIT AIRLINES</b>	<b>139,077</b>	<b>76.20</b>	<b>100,949</b>	<b>86.16</b>
9	<b>JETBLUE AIRWAYS</b>	<b>142,813</b>	<b>71.95</b>	<b>113,651</b>	<b>81.33</b>
10	<b>ALLEGiant AIR</b>	<b>87,230</b>	<b>69.46</b>	<b>77,045</b>	<b>67.93</b>
	<b>TOTAL</b>	<b>4,559,567</b>	<b>81.47</b>	<b>3,860,470</b>	<b>82.87</b>

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 1D. OVERALL PERCENTAGE OF REPORTED FLIGHT OPERATIONS ARRIVING ON-TIME: RANKING OF U.S. REPORTING OPERATING CARRIERS (YTD)

RANK	CARRIER <sup>1</sup>	JANUARY- SEPTEMBER 2021		JANUARY- SEPTEMBER 2020	
		FLIGHT OPERATIONS SCHEDULED	PERCENT OF ON-TIME ARRIVALS	FLIGHT OPERATIONS SCHEDULED	PERCENT OF ON-TIME ARRIVALS
1	ENDEAVOR AIR	200,195	91.21	146,668	87.37
2	HAWAIIAN AIRLINES	42,731	91.07	31,562	88.66
3	DELTA AIR LINES	538,582	88.56	435,673	85.17
4	HORIZON AIR	88,860	86.12		
5	PSA AIRLINES	161,484	84.22	150,570	76.23
6	ALASKA AIRLINES	137,329	83.71	105,778	83.11
7	REPUBLIC AIRWAYS	248,836	83.66	162,623	85.22
8	SKYWEST AIRLINES	552,211	83.49	440,271	84.76
9	UNITED AIRLINES	302,327	81.22	234,578	81.29
10	ENVOY AIR	187,763	81.16	161,998	81.06
11	AMERICAN AIRLINES	517,889	80.30	452,186	81.94
12	MESA AIRLINES	119,043	77.26	103,729	80.32
13	SOUTHWEST AIRLINES	766,603	77.00	762,595	84.14
14	FRONTIER AIRLINES	98,192	76.51	68,513	81.86
15	SPIRIT AIRLINES	139,077	76.20	100,949	86.16
16	JETBLUE AIRWAYS	142,813	71.95	113,651	81.33
17	ALLEGiant AIR	87,230	69.46	77,045	67.93
	TOTAL	4,331,165	81.63	3,548,389	83.05

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

SEPTEMBER 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
<b>ALASKA AIRLINES NETWORK</b>	<b>60</b>	<b>71.7</b>	<b>164</b>	<b>83.5</b>	<b>37</b>	<b>78.4</b>	<b>0</b>	<b>0.0</b>	<b>148</b>	<b>88.5</b>	<b>162</b>	<b>74.7</b>	<b>150</b>	<b>86.0</b>	<b>34</b>	<b>73.5</b>
- ALASKA AIRLINES	60	71.7	164	83.5	37	78.4	0	0.0	148	88.5	162	74.7	150	86.0	34	73.5
- BRANDED CODESHARE PARTNERS	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
<b>ALLEGiant AIR</b>	<b>0</b>	<b>0.0</b>	<b>51</b>	<b>92.2</b>	<b>27</b>	<b>92.6</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>37</b>	<b>91.9</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>
<b>AMERICAN AIRLINES NETWORK</b>	<b>1182</b>	<b>86.6</b>	<b>1741</b>	<b>85.9</b>	<b>411</b>	<b>83.5</b>	<b>17125</b>	<b>89.4</b>	<b>5245</b>	<b>89.2</b>	<b>902</b>	<b>83.3</b>	<b>21246</b>	<b>85.9</b>	<b>789</b>	<b>88.0</b>
- AMERICAN AIRLINES	626	83.9	1298	85.1	322	80.7	8239	88.5	1579	86.9	902	83.3	12284	85.6	299	89.0
- BRANDED CODESHARE PARTNERS	556	89.7	443	88.0	89	93.3	8886	90.4	3666	90.2	0	0.0	8962	86.4	490	87.3
<b>DELTA AIR LINES NETWORK</b>	<b>20661</b>	<b>92.1</b>	<b>2744</b>	<b>89.9</b>	<b>457</b>	<b>92.6</b>	<b>783</b>	<b>91.1</b>	<b>969</b>	<b>90.7</b>	<b>1005</b>	<b>84.4</b>	<b>896</b>	<b>87.1</b>	<b>9007</b>	<b>91.5</b>
- DELTA AIR LINES	16606	91.8	1208	89.3	439	92.7	506	92.5	571	92.5	855	84.6	873	87.1	3969	91.3
- BRANDED CODESHARE PARTNERS	4055	93.0	1536	90.4	18	88.9	277	88.4	398	88.2	150	83.3	23	87.0	5038	91.6
<b>FRONTIER AIRLINES</b>	<b>606</b>	<b>78.7</b>	<b>26</b>	<b>88.5</b>	<b>70</b>	<b>77.1</b>	<b>111</b>	<b>86.5</b>	<b>83</b>	<b>88.0</b>	<b>1855</b>	<b>85.5</b>	<b>264</b>	<b>83.0</b>	<b>85</b>	<b>80.0</b>
<b>HAWAIIAN AIRLINES</b>	<b>0</b>	<b>0.0</b>	<b>18</b>	<b>88.9</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>
<b>JETBLUE AIRWAYS</b>	<b>203</b>	<b>73.9</b>	<b>2670</b>	<b>80.8</b>	<b>0</b>	<b>0.0</b>	<b>56</b>	<b>87.5</b>	<b>282</b>	<b>81.2</b>	<b>166</b>	<b>86.1</b>	<b>77</b>	<b>87.0</b>	<b>67</b>	<b>83.6</b>
<b>SOUTHWEST AIRLINES</b>	<b>2619</b>	<b>84.0</b>	<b>444</b>	<b>76.1</b>	<b>4958</b>	<b>82.5</b>	<b>233</b>	<b>79.0</b>	<b>710</b>	<b>82.5</b>	<b>6866</b>	<b>80.3</b>	<b>0</b>	<b>0.0</b>	<b>276</b>	<b>75.7</b>
<b>SPIRIT AIRLINES</b>	<b>766</b>	<b>84.2</b>	<b>264</b>	<b>78.4</b>	<b>493</b>	<b>84.6</b>	<b>75</b>	<b>70.7</b>	<b>0</b>	<b>0.0</b>	<b>239</b>	<b>87.0</b>	<b>558</b>	<b>85.1</b>	<b>714</b>	<b>86.3</b>
<b>UNITED AIRLINES NETWORK</b>	<b>561</b>	<b>85.7</b>	<b>868</b>	<b>82.4</b>	<b>278</b>	<b>80.9</b>	<b>436</b>	<b>77.1</b>	<b>491</b>	<b>83.5</b>	<b>13786</b>	<b>84.1</b>	<b>777</b>	<b>82.2</b>	<b>550</b>	<b>78.2</b>
- UNITED AIRLINES	280	83.2	792	83.1	204	83.8	16	81.3	279	87.1	6056	85.4	428	82.2	78	75.6
- BRANDED CODESHARE PARTNERS	281	88.3	76	75.0	74	73.0	420	76.9	212	78.8	7730	83.0	349	82.2	472	78.6
<b>TOTAL</b>	<b>26,658</b>	<b>90.2</b>	<b>8,990</b>	<b>84.6</b>	<b>6,731</b>	<b>83.3</b>	<b>18,819</b>	<b>89.0</b>	<b>7,928</b>	<b>88.1</b>	<b>25,018</b>	<b>83.1</b>	<b>23,968</b>	<b>85.8</b>	<b>11,522</b>	<b>89.7</b>

\* 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)

SEPTEMBER 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
<b>ALASKA AIRLINES NETWORK</b>	<b>171</b>	<b>86.0</b>	<b>30</b>	<b>93.3</b>	<b>275</b>	<b>90.5</b>	<b>82</b>	<b>76.8</b>	<b>37</b>	<b>89.2</b>	<b>163</b>	<b>76.7</b>	<b>483</b>	<b>81.4</b>	<b>1854</b>	<b>84.1</b>
- ALASKA AIRLINES	171	86.0	30	93.3	275	90.5	82	76.8	37	89.2	163	76.7	309	81.2	768	81.4
- BRANDED CODESHARE PARTNERS	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	174	81.6	1086	86.0
<b>ALLEGiant AIR</b>	<b>43</b>	<b>93.0</b>	<b>151</b>	<b>68.9</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>705</b>	<b>64.0</b>	<b>79</b>	<b>74.7</b>
<b>AMERICAN AIRLINES NETWORK</b>	<b>518</b>	<b>75.7</b>	<b>554</b>	<b>81.6</b>	<b>219</b>	<b>92.2</b>	<b>248</b>	<b>84.3</b>	<b>803</b>	<b>78.0</b>	<b>1046</b>	<b>80.7</b>	<b>1186</b>	<b>82.0</b>	<b>3850</b>	<b>89.5</b>
- AMERICAN AIRLINES	514	75.5	554	81.6	219	92.2	131	79.4	563	79.9	1046	80.7	1186	82.0	2632	88.9
BRANDED CODESHARE PARTNERS	4	100.0	0	0.0	0	0.0	117	89.7	240	73.3	0	0.0	0	0.0	1218	90.6
<b>DELTA AIR LINES NETWORK</b>	<b>529</b>	<b>80.5</b>	<b>779</b>	<b>86.9</b>	<b>197</b>	<b>84.3</b>	<b>480</b>	<b>87.9</b>	<b>698</b>	<b>82.8</b>	<b>3399</b>	<b>85.6</b>	<b>1192</b>	<b>88.8</b>	<b>3880</b>	<b>89.4</b>
- DELTA AIR LINES	314	75.8	779	86.9	197	84.3	220	90.9	496	82.9	1656	84.8	1072	89.9	2406	89.3
- BRANDED CODESHARE PARTNERS	215	87.4	0	0.0	0	0.0	260	85.4	202	82.7	1743	86.2	120	79.2	1474	89.6
<b>FRONTIER AIRLINES</b>	<b>184</b>	<b>63.6</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>12</b>	<b>91.7</b>	<b>100</b>	<b>81.0</b>	<b>0</b>	<b>0.0</b>	<b>1534</b>	<b>75.2</b>	<b>13</b>	<b>92.3</b>
<b>HAWAIIAN AIRLINES</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>2489</b>	<b>96.3</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>26</b>	<b>73.1</b>	<b>108</b>	<b>85.2</b>	<b>186</b>	<b>81.2</b>
<b>JETBLUE AIRWAYS</b>	<b>1142</b>	<b>57.3</b>	<b>1387</b>	<b>75.1</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>76</b>	<b>77.6</b>	<b>2787</b>	<b>71.7</b>	<b>334</b>	<b>79.3</b>	<b>913</b>	<b>77.8</b>
<b>SOUTHWEST AIRLINES</b>	<b>0</b>	<b>0.0</b>	<b>1236</b>	<b>80.4</b>	<b>923</b>	<b>90.2</b>	<b>160</b>	<b>76.9</b>	<b>526</b>	<b>71.9</b>	<b>0</b>	<b>0.0</b>	<b>5434</b>	<b>82.0</b>	<b>1954</b>	<b>81.8</b>
<b>SPIRIT AIRLINES</b>	<b>550</b>	<b>72.9</b>	<b>2055</b>	<b>73.0</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>569</b>	<b>80.8</b>	<b>0</b>	<b>0.0</b>	<b>1699</b>	<b>83.4</b>	<b>918</b>	<b>86.1</b>
<b>UNITED AIRLINES NETWORK</b>	<b>5787</b>	<b>75.5</b>	<b>583</b>	<b>79.9</b>	<b>445</b>	<b>80.0</b>	<b>6424</b>	<b>83.7</b>	<b>11628</b>	<b>83.2</b>	<b>120</b>	<b>79.2</b>	<b>974</b>	<b>85.4</b>	<b>2782</b>	<b>87.3</b>
- UNITED AIRLINES	3585	77.7	553	79.0	445	80.0	2107	86.5	4450	85.7	120	79.2	890	85.4	1783	86.5
- BRANDED CODESHARE PARTNERS	2202	72.0	30	96.7	0	0.0	4317	82.3	7178	81.6	0	0.0	84	85.7	999	88.8
<b>TOTAL</b>	<b>8,924</b>	<b>73.4</b>	<b>6,775</b>	<b>77.7</b>	<b>4,548</b>	<b>92.4</b>	<b>7,406</b>	<b>83.7</b>	<b>14,437</b>	<b>82.3</b>	<b>7,541</b>	<b>79.4</b>	<b>13,649</b>	<b>81.3</b>	<b>16,429</b>	<b>86.6</b>

\* 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)

SEPTEMBER 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	107	81.3	0	0.0	0	0.0	90	84.4	293	90.8	2505	88.0	37	86.5
- ALASKA AIRLINES	0	0.0	107	81.3	0	0.0	0	0.0	60	85.0	242	91.7	1478	87.2	37	86.5
- BRANDED CODESHARE PARTNERS	0	0.0	0	0.0	0	0.0	0	0.0	30	83.3	51	86.3	1027	89.2	0	0.0
ALLEGiant AIR	0	0.0	0	0.0	38	68.4	0	0.0	0	0.0	0	0.0	13	76.9	0	0.0
AMERICAN AIRLINES NETWORK	2292	86.3	1244	85.0	0	0.0	4476	84.7	628	84.2	11570	88.1	365	84.7	7378	85.5
- AMERICAN AIRLINES	1007	84.7	1236	85.0	0	0.0	3210	83.9	397	81.6	4395	88.0	300	84.3	2279	84.2
- BRANDED CODESHARE PARTNERS	1285	87.6	8	75.0	0	0.0	1266	86.8	231	88.7	7175	88.2	65	86.2	5099	86.1
DELTA AIR LINES NETWORK	3850	87.8	1366	86.9	311	92.0	676	84.3	9187	90.9	1229	84.0	709	88.0	580	85.7
- DELTA AIR LINES	1568	86.5	1366	86.9	83	84.3	646	84.1	4343	90.7	697	82.5	434	88.9	353	84.7
- BRANDED CODESHARE PARTNERS	2282	88.6	0	0.0	228	94.7	30	90.0	4844	91.1	532	85.9	275	86.5	227	87.2
FRONTIER AIRLINES	72	77.8	1223	80.0	0	0.0	343	79.0	48	85.4	236	75.4	81	77.8	538	79.0
HAWAIIAN AIRLINES	0	0.0	9	55.6	0	0.0	0	0.0	0	0.0	0	0.0	60	85.0	0	0.0
JETBLUE AIRWAYS	328	76.8	1117	70.6	0	0.0	350	66.9	50	94.0	106	84.9	59	83.1	142	76.8
SOUTHWEST AIRLINES	601	77.4	2922	81.2	5671	83.6	646	73.8	444	79.1	699	72.0	640	80.8	328	73.5
SPIRIT AIRLINES	303	81.5	1671	82.0	0	0.0	0	0.0	140	85.7	554	74.9	61	82.0	356	72.8
UNITED AIRLINES NETWORK	574	80.0	879	83.7	0	0.0	363	76.6	470	87.7	14060	84.7	615	87.0	420	81.9
- UNITED AIRLINES	471	80.7	879	83.7	0	0.0	303	73.9	238	83.6	5356	88.5	615	87.0	266	80.1
- BRANDED CODESHARE PARTNERS	103	76.7	0	0.0	0	0.0	60	90.0	232	91.8	8704	82.3	0	0.0	154	85.1
TOTAL	8,020	85.2	10,538	81.4	6,020	84.0	6,854	82.0	11,057	89.8	28,747	85.5	5,108	86.4	9,779	84.0

\* 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)

SEPTEMBER 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
<b>ALASKA AIRLINES NETWORK</b>	<b>387</b>	<b>85.3</b>	<b>1528</b>	<b>88.5</b>	<b>8892</b>	<b>86.6</b>	<b>1582</b>	<b>87.0</b>	<b>319</b>	<b>78.4</b>	<b>60</b>	<b>96.7</b>
- ALASKA AIRLINES	314	85.0	589	86.9	5911	86.0	468	86.8	119	75.6	60	96.7
- BRANDED CODESHARE PARTNERS	73	86.3	939	89.6	2981	87.8	1114	87.1	200	80.0	0	0.0
<b>ALLEGiant AIR</b>	<b>0</b>	<b>0.0</b>	<b>9</b>	<b>66.7</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>
<b>AMERICAN AIRLINES NETWORK</b>	<b>6644</b>	<b>88.9</b>	<b>662</b>	<b>87.5</b>	<b>631</b>	<b>83.4</b>	<b>842</b>	<b>86.3</b>	<b>623</b>	<b>83.3</b>	<b>898</b>	<b>85.5</b>
- AMERICAN AIRLINES	4035	89.3	662	87.5	540	81.1	725	85.4	440	82.7	894	85.5
- BRANDED CODESHARE PARTNERS	2609	88.2	0	0.0	91	96.7	117	92.3	183	84.7	4	100.0
<b>DELTA AIR LINES NETWORK</b>	<b>911</b>	<b>87.4</b>	<b>653</b>	<b>92.0</b>	<b>3974</b>	<b>90.2</b>	<b>1085</b>	<b>92.4</b>	<b>7802</b>	<b>91.6</b>	<b>860</b>	<b>86.3</b>
- DELTA AIR LINES	763	89.1	623	92.6	2445	89.0	810	92.0	4256	90.3	854	86.3
- BRANDED CODESHARE PARTNERS	148	78.4	30	80.0	1529	92.3	275	93.5	3546	93.1	6	83.3
<b>FRONTIER AIRLINES</b>	<b>401</b>	<b>76.1</b>	<b>169</b>	<b>85.8</b>	<b>65</b>	<b>78.5</b>	<b>180</b>	<b>86.7</b>	<b>159</b>	<b>79.9</b>	<b>331</b>	<b>79.2</b>
<b>HAWAIIAN AIRLINES</b>	<b>30</b>	<b>83.3</b>	<b>60</b>	<b>75.0</b>	<b>60</b>	<b>76.7</b>	<b>60</b>	<b>90.0</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>
<b>JETBLUE AIRWAYS</b>	<b>127</b>	<b>74.8</b>	<b>169</b>	<b>88.8</b>	<b>101</b>	<b>72.3</b>	<b>489</b>	<b>80.6</b>	<b>179</b>	<b>78.2</b>	<b>372</b>	<b>75.3</b>
<b>SOUTHWEST AIRLINES</b>	<b>4723</b>	<b>82.3</b>	<b>2160</b>	<b>83.4</b>	<b>950</b>	<b>82.6</b>	<b>600</b>	<b>82.3</b>	<b>943</b>	<b>79.5</b>	<b>1674</b>	<b>80.5</b>
<b>SPIRIT AIRLINES</b>	<b>65</b>	<b>89.2</b>	<b>93</b>	<b>78.5</b>	<b>62</b>	<b>87.1</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>417</b>	<b>81.8</b>
<b>UNITED AIRLINES NETWORK</b>	<b>720</b>	<b>89.2</b>	<b>771</b>	<b>90.1</b>	<b>758</b>	<b>83.2</b>	<b>4903</b>	<b>87.6</b>	<b>646</b>	<b>83.3</b>	<b>523</b>	<b>85.9</b>
- UNITED AIRLINES	598	88.1	711	89.7	729	83.7	2898	89.3	155	83.2	523	85.9
- BRANDED CODESHARE PARTNERS	122	94.3	60	95.0	29	72.4	2005	85.1	491	83.3	0	0.0
<b>TOTAL</b>	<b>14,008</b>	<b>86.0</b>	<b>6,274</b>	<b>86.9</b>	<b>15,493</b>	<b>86.8</b>	<b>9,741</b>	<b>87.2</b>	<b>10,671</b>	<b>88.7</b>	<b>5,135</b>	<b>82.7</b>

\* 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)

SEPTEMBER 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	60	71.7	164	83.5	37	78.4	0	0.0	148	88.5	162	74.7	150	86.0	34	73.5
ALLEGiant AIR	0	0.0	51	92.2	27	92.6	0	0.0	0	0.0	37	91.9	0	0.0	0	0.0
AMERICAN AIRLINES	626	83.9	1298	85.1	322	80.7	8239	88.5	1579	86.9	902	83.3	12284	85.6	299	89.0
DELTA AIR LINES	16606	91.8	1208	89.3	439	92.7	506	92.5	571	92.5	855	84.6	873	87.1	3969	91.3
ENDEAVOR AIR	3883	93.4	80	93.8	18	88.9	53	92.5	46	82.6	0	0.0	0	0.0	3340	92.8
ENVOY AIR	99	86.9	16	87.5	3	100.0	383	91.6	219	91.8	0	0.0	4841	88.2	109	89.0
FRONTIER AIRLINES	606	78.7	26	88.5	70	77.1	111	86.5	83	88.0	1855	85.5	264	83.0	85	80.0
HAWAIIAN AIRLINES	0	0.0	18	88.9	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	203	73.9	2670	80.8	0	0.0	56	87.5	282	81.2	166	86.1	77	87.0	67	83.6
MESA AIRLINES	133	85.7	0	0.0	13	92.3	184	82.6	91	87.9	0	0.0	2008	82.5	110	86.4
PSA AIRLINES	91	92.3	0	0.0	0	0.0	6244	90.1	1519	87.9	0	0.0	389	83.3	101	87.1
REPUBLIC AIRWAYS	621	88.1	1863	89.6	79	89.9	1019	89.3	2336	91.4	0	0.0	56	83.9	638	91.2
SKYWEST AIRLINES	65	92.3	0	0.0	59	78.0	105	85.7	0	0.0	6964	84.6	2040	85.6	1547	86.3
SOUTHWEST AIRLINES	2619	84.0	444	76.1	4958	82.5	233	79.0	710	82.5	6866	80.3	0	0.0	276	75.7
SPIRIT AIRLINES	766	84.2	264	78.4	493	84.6	75	70.7	0	0.0	239	87.0	558	85.1	714	86.3
UNITED AIRLINES	280	83.2	792	83.1	204	83.8	16	81.3	279	87.1	6056	85.4	428	82.2	78	75.6
TOTAL	26,658	90.2	8,894	84.6	6,722	83.3	17,224	89.0	7,863	88.4	24,102	83.6	23,968	85.8	11,367	89.9

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

## AIR TRAVEL CONSUMER REPORT

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

SEPTEMBER 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	171	86.0	30	93.3	275	90.5	82	76.8	37	89.2	163	76.7	309	81.2	768	81.4
ALLEGiant AIR	43	93.0	151	68.9	0	0.0	0	0.0	0	0.0	0	0.0	705	64.0	79	74.7
AMERICAN AIRLINES	514	75.5	554	81.6	219	92.2	131	79.4	563	79.9	1046	80.7	1186	82.0	2632	88.9
DELTA AIR LINES	314	75.8	779	86.9	197	84.3	220	90.9	496	82.9	1656	84.8	1072	89.9	2406	89.3
ENDEAVOR AIR	137	88.3	0	0.0	0	0.0	60	85.0	0	0.0	1067	89.0	0	0.0	0	0.0
ENVOY AIR	4	100.0	0	0.0	0	0.0	0	0.0	39	61.5	0	0.0	0	0.0	0	0.0
FRONTIER AIRLINES	184	63.6	0	0.0	0	0.0	12	91.7	100	81.0	0	0.0	1534	75.2	13	92.3
HAWAIIAN AIRLINES	0	0.0	0	0.0	2489	96.3	0	0.0	0	0.0	26	73.1	108	85.2	186	81.2
HORIZON AIR	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	91	79.1	295	84.4
JETBLUE AIRWAYS	1142	57.3	1387	75.1	0	0.0	0	0.0	76	77.6	2787	71.7	334	79.3	913	77.8
MESA AIRLINES	0	0.0	0	0.0	0	0.0	871	86.1	3280	86.1	0	0.0	0	0.0	0	0.0
PSA AIRLINES	0	0.0	0	0.0	0	0.0	106	92.5	0	0.0	0	0.0	0	0.0	0	0.0
REPUBLIC AIRWAYS	1110	76.6	30	96.7	0	0.0	854	84.1	61	60.7	676	81.7	0	0.0	0	0.0
SKYWEST AIRLINES	78	85.9	0	0.0	0	0.0	422	84.4	1928	83.6	0	0.0	287	82.6	4482	89.2
SOUTHWEST AIRLINES	0	0.0	1236	80.4	923	90.2	160	76.9	526	71.9	0	0.0	5434	82.0	1954	81.8
SPIRIT AIRLINES	550	72.9	2055	73.0	0	0.0	0	0.0	569	80.8	0	0.0	1699	83.4	918	86.1
UNITED AIRLINES	3585	77.7	553	79.0	445	80.0	2107	86.5	4450	85.7	120	79.2	890	85.4	1783	86.5
TOTAL	7,832	74.2	6,775	77.7	4,548	92.4	5,025	85.5	12,125	84.0	7,541	79.4	13,649	81.3	16,429	86.6

\* 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)

SEPTEMBER 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	107	81.3	0	0.0	0	0.0	60	85.0	242	91.7	1478	87.2	37	86.5
ALLEGiant AIR	0	0.0	0	0.0	38	68.4	0	0.0	0	0.0	0	0.0	13	76.9	0	0.0
AMERICAN AIRLINES	1007	84.7	1236	85.0	0	0.0	3210	83.9	397	81.6	4395	88.0	300	84.3	2279	84.2
DELTA AIR LINES	1568	86.5	1366	86.9	83	84.3	646	84.1	4343	90.7	697	82.5	434	88.9	353	84.7
ENDEAVOR AIR	915	91.3	0	0.0	176	94.3	18	88.9	1783	92.9	81	95.1	0	0.0	9	88.9
ENVOY AIR	0	0.0	0	0.0	0	0.0	1258	86.9	60	95.0	3696	89.6	0	0.0	0	0.0
FRONTIER AIRLINES	72	77.8	1223	80.0	0	0.0	343	79.0	48	85.4	236	75.4	81	77.8	538	79.0
HAWAIIAN AIRLINES	0	0.0	9	55.6	0	0.0	0	0.0	0	0.0	0	0.0	60	85.0	0	0.0
HORIZON AIR	0	0.0	0	0.0	0	0.0	0	0.0	30	83.3	30	86.7	623	89.9	0	0.0
JETBLUE AIRWAYS	328	76.8	1117	70.6	0	0.0	350	66.9	50	94.0	106	84.9	59	83.1	142	76.8
MESA AIRLINES	51	76.5	0	0.0	0	0.0	14	85.7	94	92.6	0	0.0	0	0.0	27	74.1
PSA AIRLINES	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	1741	84.8
REPUBLIC AIRWAYS	2676	87.2	8	75.0	52	92.3	66	89.4	223	87.0	3679	87.6	0	0.0	1685	87.4
SKYWEST AIRLINES	21	61.9	0	0.0	0	0.0	0	0.0	3147	90.2	4207	85.3	744	87.4	173	85.0
SOUTHWEST AIRLINES	601	77.4	2922	81.2	5671	83.6	646	73.8	444	79.1	699	72.0	640	80.8	328	73.5
SPIRIT AIRLINES	303	81.5	1671	82.0	0	0.0	0	0.0	140	85.7	554	74.9	61	82.0	356	72.8
UNITED AIRLINES	471	80.7	879	83.7	0	0.0	303	73.9	238	83.6	5356	88.5	615	87.0	266	80.1
TOTAL	8,013	85.2	10,538	81.4	6,020	83.9	6,854	82.0	11,057	89.8	23,978	86.8	5,108	86.4	7,934	83.5

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

## AIR TRAVEL CONSUMER REPORT

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

SEPTEMBER 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	314	85.0	589	86.9	5911	86.0	468	86.8	119	75.6	60	96.7
ALLEGiant AIR	0	0.0	9	66.7	0	0.0	0	0.0	0	0.0	0	0.0
AMERICAN AIRLINES	4035	89.3	662	87.5	540	81.1	725	85.4	440	82.7	894	85.5
DELTA AIR LINES	763	89.1	623	92.6	2445	89.0	810	92.0	4256	90.3	854	86.3
ENDEAVOR AIR	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	1	100.0
ENVOY AIR	291	91.8	0	0.0	0	0.0	0	0.0	37	91.9	1	100.0
FRONTIER AIRLINES	401	76.1	169	85.8	65	78.5	180	86.7	159	79.9	331	79.2
HAWAIIAN AIRLINES	30	83.3	60	75.0	60	76.7	60	90.0	0	0.0	0	0.0
HORIZON AIR	73	86.3	319	88.1	2760	87.6	351	87.2	36	75.0	0	0.0
JETBLUE AIRWAYS	127	74.8	169	88.8	101	72.3	489	80.6	179	78.2	372	75.3
MESA AIRLINES	1000	87.7	0	0.0	0	0.0	0	0.0	43	79.1	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	23	78.3	8	87.5
SKYWEST AIRLINES	1588	87.3	710	90.3	1870	92.0	3160	86.6	4281	91.4	0	0.0
SOUTHWEST AIRLINES	4723	82.3	2160	83.4	950	82.6	600	82.3	943	79.5	1674	80.5
SPIRIT AIRLINES	65	89.2	93	78.5	62	87.1	0	0.0	0	0.0	417	81.8
UNITED AIRLINES	598	88.1	711	89.7	729	83.7	2898	89.3	155	83.2	523	85.9
TOTAL	14,008	86.0	6,274	86.9	15,493	86.8	9,741	87.2	10,671	88.7	5,135	82.7

\* 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)

SEPTEMBER 2021

ARRIVAL AIRPORT*																
SCHEDULED ARRIVAL TIME	ATL	BOS	BWI	CLT	DCA	DEN	DFW	DTW	EWR	FLL	HNL	IAD	IAH	JFK	LAS	LAX
0600-0659	89.5	86.0	90.9	92.9	0.0	92.9	92.6	87.8	90.8	77.8	99.0	0.0	90.0	87.9	91.4	89.2
0700-0759	93.9	92.2	94.5	91.3	94.4	92.4	93.1	93.0	68.3	75.3	97.7	90.0	85.7	83.9	95.8	94.3
0800-0859	91.8	91.2	94.8	91.0	94.9	92.2	89.8	92.2	79.9	88.7	97.8	89.2	89.8	86.8	94.4	91.9
0900-0959	94.0	90.8	92.5	91.2	92.7	92.3	89.7	92.2	87.7	84.2	96.4	88.5	83.0	89.0	91.4	90.7
1000-1059	92.7	88.6	92.5	93.3	91.7	88.5	90.0	95.9	84.2	88.1	93.9	94.0	88.9	86.3	90.3	92.6
1100-1159	93.9	88.5	91.2	91.6	92.1	92.6	87.4	92.1	86.8	87.7	94.4	88.0	90.4	85.0	88.2	91.2
1200-1259	94.1	88.6	90.5	91.8	91.0	89.6	90.7	90.6	85.2	84.8	91.8	88.9	86.0	80.3	83.8	88.4
1300-1359	91.9	88.4	91.6	91.7	90.4	85.0	86.8	93.8	79.9	87.5	90.6	90.0	84.1	87.0	79.5	89.4
1400-1459	91.3	87.8	86.8	93.6	89.1	86.2	88.0	91.4	73.0	83.6	89.5	91.7	77.3	84.8	72.9	88.6
1500-1559	90.6	85.9	86.4	89.6	87.3	84.7	85.9	92.0	77.8	79.5	89.8	86.0	83.6	85.1	76.3	83.0
1600-1659	88.5	83.9	82.9	86.2	86.3	75.7	86.4	87.7	76.8	77.0	92.4	81.9	76.0	79.6	74.5	84.4
1700-1759	89.9	81.7	79.1	86.5	88.5	75.3	79.3	88.4	69.9	78.6	95.6	82.7	81.2	76.7	77.2	82.7
1800-1859	89.2	82.3	81.6	84.0	82.8	75.3	82.5	88.9	61.5	72.0	93.1	87.6	79.5	73.1	80.8	82.4
1900-1959	88.2	84.5	77.0	83.9	85.7	73.3	79.9	89.5	65.2	68.7	95.5	87.6	79.3	73.6	77.5	80.6
2000-2059	85.3	82.6	69.9	84.4	83.9	72.2	81.7	88.3	64.9	59.0	90.4	81.8	79.1	76.9	78.8	84.0
2100-2159	87.1	79.4	63.9	83.0	86.1	77.6	81.1	79.3	67.6	61.5	81.9	85.3	75.3	73.9	75.3	82.6
2200-2259	76.2	80.6	76.5	79.0	83.0	77.1	80.4	77.9	63.7	71.4	80.0	84.3	82.6	74.3	73.9	80.1
2300-0559	77.8	77.7	70.0	87.6	82.8	78.8	85.1	85.9	73.4	74.4	90.6	86.0	82.4	69.3	75.2	82.4
TOTAL	90.2	84.6	83.3	89.0	88.4	83.6	85.8	89.9	74.2	77.7	92.4	85.5	84.0	79.4	81.3	86.6

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

## AIR TRAVEL CONSUMER REPORT

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

SEPTEMBER 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	89.5	96.2	87.2	94.1	94.4	0.0	87.7	89.2	0.0	94.8	92.8	94.7	96.7	91.4
0700-0759	91.8	89.3	96.2	91.5	96.0	91.3	94.8	91.9	95.1	92.6	94.3	90.1	95.1	88.9	92.5
0800-0859	89.9	86.8	91.4	94.5	93.4	93.4	93.4	87.6	91.9	94.4	94.1	94.1	94.2	96.1	91.8
0900-0959	92.1	89.9	92.1	90.5	94.8	92.2	89.8	90.9	90.6	92.0	91.9	90.8	90.8	91.2	91.1
1000-1059	91.7	88.5	95.0	86.5	92.5	93.5	91.5	90.6	91.8	93.1	82.3	94.1	92.6	86.8	90.5
1100-1159	92.9	87.7	89.6	86.8	92.7	89.5	92.2	90.7	87.7	89.8	88.0	85.0	86.5	89.1	89.9
1200-1259	90.2	83.2	91.3	86.6	93.7	91.0	88.4	88.7	89.8	92.8	90.4	85.0	92.6	84.8	89.6
1300-1359	88.0	86.4	87.4	84.2	92.0	89.0	86.0	82.6	88.9	92.0	87.7	85.9	87.9	86.9	87.9
1400-1459	85.5	86.3	88.2	79.5	90.9	87.8	91.4	87.4	87.3	87.3	90.2	91.3	89.4	89.1	87.5
1500-1559	86.1	81.8	83.2	69.2	81.8	87.2	89.6	77.5	81.4	83.9	88.3	88.7	88.3	85.5	85.7
1600-1659	87.5	84.3	83.5	82.3	87.6	87.3	87.7	80.9	84.1	87.1	89.9	87.9	89.9	84.8	84.1
1700-1759	78.1	85.9	76.8	75.5	86.5	84.0	82.3	78.5	82.1	79.9	86.6	85.0	85.0	73.8	81.8
1800-1859	84.0	76.0	79.4	77.0	88.5	81.1	85.4	83.6	82.5	84.4	83.2	83.9	79.5	81.1	81.2
1900-1959	81.7	72.3	77.0	77.4	87.5	75.3	84.2	76.3	78.6	78.0	82.0	82.5	86.9	81.5	81.0
2000-2059	79.2	71.0	77.3	76.4	86.0	77.0	82.4	78.0	73.6	83.4	80.8	87.3	86.3	75.3	79.7
2100-2159	79.2	75.3	72.7	79.0	82.0	80.7	80.1	76.0	78.9	85.7	79.4	84.9	85.0	79.3	80.4
2200-2259	78.3	74.7	70.4	77.4	80.0	76.4	83.1	76.2	79.5	81.3	83.5	85.0	80.3	72.0	77.7
2300-0559	74.0	73.2	62.8	74.0	82.9	82.2	81.2	75.6	79.2	87.0	88.1	86.3	75.4	74.0	78.5
TOTAL	85.2	81.4	83.9	82.0	89.8	86.8	86.4	83.5	86.0	86.9	86.8	87.2	88.7	82.7	85.6

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

## AIR TRAVEL CONSUMER REPORT

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

SEPTEMBER 2021

DEPARTURE AIRPORT*																
SCHEDULED DEPARTURE TIME	ATL	BOS	BWI	CLT	DCA	DEN	DFW	DTW	EWR	FLL	HNL	IAD	IAH	JFK	LAS	LAX
0600-0659	89.2	93.7	93.5	95.6	94.7	93.0	90.8	92.1	86.9	90.1	95.0	94.9	89.1	89.6	91.1	94.1
0700-0759	91.3	92.0	90.6	91.7	94.2	90.8	88.8	91.4	86.2	93.0	96.9	94.9	89.8	85.0	88.7	92.5
0800-0859	92.1	93.0	84.1	91.8	92.2	91.7	90.9	92.7	83.8	89.7	95.1	98.4	90.4	86.0	88.4	91.6
0900-0959	90.3	89.6	83.3	91.0	94.4	86.7	89.4	86.5	82.7	88.5	98.2	86.8	88.0	82.4	87.0	87.9
1000-1059	90.0	88.6	81.1	91.9	90.6	82.4	84.0	92.3	80.5	83.8	95.3	89.5	89.2	81.4	86.8	89.1
1100-1159	91.4	87.4	80.0	90.3	88.8	81.6	81.9	92.5	81.7	85.1	91.5	93.9	87.6	85.4	82.0	88.0
1200-1259	88.4	87.8	81.8	94.1	90.5	81.5	85.6	91.6	75.8	84.9	93.7	88.3	86.5	79.0	80.3	86.1
1300-1359	89.4	84.4	72.5	87.7	90.9	81.9	79.9	89.0	79.6	81.4	95.2	94.6	82.6	76.7	72.2	85.5
1400-1459	86.3	88.7	64.4	89.1	86.1	72.6	79.9	90.6	74.6	82.3	89.7	89.7	81.0	79.1	69.7	84.2
1500-1559	86.6	86.8	66.9	86.6	84.1	76.3	79.2	91.4	64.3	74.2	93.7	91.2	81.4	78.2	67.6	80.4
1600-1659	83.5	79.2	67.2	87.2	80.0	73.0	81.4	87.9	69.6	64.6	93.6	82.6	78.8	73.9	65.0	80.8
1700-1759	84.3	80.7	71.2	85.7	84.7	67.2	78.8	84.1	74.2	63.3	96.3	81.5	82.1	81.7	64.2	77.8
1800-1859	83.0	81.8	61.0	82.3	84.7	66.7	78.1	84.5	67.2	60.7	95.3	87.7	78.4	75.1	64.6	80.0
1900-1959	80.6	83.2	60.1	81.7	84.5	67.7	74.0	82.4	60.4	60.8	92.2	86.6	75.6	72.3	69.9	79.5
2000-2059	80.4	83.8	47.9	84.4	83.8	65.1	80.1	86.6	56.6	61.3	94.7	89.7	82.7	70.1	72.2	79.0
2100-2159	82.6	75.4	51.6	84.8	97.8	71.0	80.9	89.1	74.2	57.6	96.2	66.7	90.9	81.3	70.2	78.4
2200-2259	87.5	100.0	36.0	81.2	88.3	75.5	79.1	88.5	52.4	51.3	93.5	85.5	75.9	72.3	77.3	84.2
2300-0559	84.8	90.3	91.0	77.8	89.2	80.9	90.5	94.0	78.6	86.7	99.0	100.0	84.9	85.0	81.0	85.8
TOTAL	87.0	87.0	72.6	87.6	88.4	77.9	82.4	89.9	75.6	75.8	94.3	87.9	83.4	80.0	77.6	85.6

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

## AIR TRAVEL CONSUMER REPORT

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

SEPTEMBER 2021

DEPARTURE AIRPORT*															
SCHEDULED DEPARTURE TIME	LGA	MCO	MDW	MIA	MSP	ORD	PDX	PHL	PHX	SAN	SEA	SFO	SLC	TPA	TOTAL
0600-0659	92.9	92.8	93.4	91.5	95.8	92.2	94.3	93.6	95.8	96.6	93.7	94.9	96.1	95.6	93.1
0700-0759	92.7	92.7	92.0	91.5	95.1	91.8	92.2	91.2	92.7	93.0	92.3	93.8	88.6	93.3	91.5
0800-0859	89.5	91.1	89.9	90.5	95.1	91.7	93.3	91.1	91.4	89.8	89.2	90.6	93.6	92.4	90.9
0900-0959	91.0	88.1	88.9	91.7	95.4	91.6	89.3	85.6	89.8	92.5	88.5	90.7	92.9	93.2	89.5
1000-1059	84.0	87.0	86.4	90.2	91.4	90.7	90.9	91.6	84.0	89.4	86.3	90.1	89.8	84.6	87.7
1100-1159	90.6	82.7	81.5	83.8	92.5	92.0	88.6	91.3	85.0	90.4	84.3	90.7	91.9	82.5	87.3
1200-1259	90.3	84.7	75.7	88.3	92.2	88.5	87.3	89.9	79.3	83.8	76.7	86.9	86.8	88.1	86.2
1300-1359	88.8	74.5	73.7	81.2	89.4	87.0	89.7	84.9	83.1	86.0	84.0	85.0	87.4	86.7	84.1
1400-1459	85.5	82.9	65.1	74.4	83.8	82.6	82.3	80.4	77.9	84.4	85.6	86.0	79.1	83.9	81.5
1500-1559	82.9	78.6	65.0	71.9	88.1	82.2	91.7	89.6	80.6	81.3	87.9	90.2	86.7	84.1	82.1
1600-1659	81.7	73.0	68.8	64.8	83.2	84.6	88.8	83.1	76.7	78.9	83.5	87.0	81.1	81.9	79.6
1700-1759	78.9	74.1	68.2	74.7	82.8	82.5	88.6	77.8	73.5	78.8	87.6	82.3	87.8	84.6	79.1
1800-1859	77.4	71.3	62.0	70.2	88.5	79.7	85.6	79.4	72.0	78.1	87.1	85.0	91.1	76.9	77.4
1900-1959	80.5	68.7	59.9	77.2	88.8	77.3	87.2	80.3	77.3	82.3	86.0	85.3	75.0	75.3	76.4
2000-2059	81.2	60.6	61.0	75.9	92.1	76.5	82.8	78.1	70.4	80.5	82.1	84.6	89.0	80.8	77.2
2100-2159	86.4	58.8	57.6	81.6	91.8	81.8	88.5	78.2	60.7	81.5	82.8	86.5	95.0	68.7	79.0
2200-2259	77.8	62.6	60.0	63.2	92.3	0.0	82.1	72.0	81.9	92.4	84.3	90.0	91.4	62.5	84.3
2300-0559	75.0	84.6	84.4	86.5	94.0	91.8	90.3	91.4	87.1	0.0	90.2	88.1	86.7	96.9	86.7
TOTAL	86.2	80.2	74.5	81.7	91.0	85.6	89.4	86.0	82.6	87.0	86.6	88.4	89.5	86.0	84.2

\* 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**  
**SEPTEMBER 2021**

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Aberdeen, SD (ABR)	90.0	81.7	60	60
Abilene, TX (ABI)	91.0	91.4	222	222
Adak Island, AK (ADK)	77.8	77.8	9	9
Aguadilla, PR (BQN)	78.1	78.8	192	193
Akron, OH (CAK)	87.1	92.5	186	186
Alamosa, CO (ALS)	94.2	98.1	52	52
Albany, GA (ABY)	87.8	92.2	90	90
Albany, NY (ALB)	83.5	84.5	825	826
Albuquerque, NM (ABQ)	81.5	84.5	1650	1648
Alexandria, LA (AEX)	91.1	92.9	168	169
Allentown/Bethlehem/Easton, PA (ABE)	84.7	87.1	294	294
Alpena, MI (APN)	92.3	94.2	52	52
Amarillo, TX (AMA)	80.3	83.1	432	431
Anchorage, AK (ANC)	81.8	87.4	1789	1791
Appleton, WI (ATW)	85.3	87.7	457	457
Arcata/Eureka, CA (ACV)	80.4	82.8	209	209
Asheville, NC (AVL)	83.8	88.0	630	631
Ashland, WV (HTS)	75.9	75.9	29	29
Aspen, CO (ASE)	73.5	78.8	441	443
Atlanta, GA (ATL)	90.2	87.0	26658	26663
Atlantic City, NJ (ACY)	86.1	88.4	251	251
Augusta, GA (AGS)	92.4	89.9	367	366
Austin, TX (AUS)	83.1	85.4	6087	6085
Bakersfield, CA (BFL)	87.8	90.0	230	229
Baltimore, MD (BWI)	83.3	72.6	6722	6719
Bangor, ME (BGR)	85.7	84.2	503	505
Barrow, AK (BRW)	86.7	83.3	30	30
Baton Rouge, LA (BTR)	88.9	88.1	386	387
Beaumont/Port Arthur, TX (BPT)	82.4	88.2	85	85
Belleville, IL (BLV)	74.4	70.7	82	82
Bellingham, WA (BLI)	89.1	89.6	192	193
Bemidji, MN (BJI)	95.0	93.3	60	60
Bend/Redmond, OR (RDM)	84.3	89.1	720	718
Bethel, AK (BET)	95.0	88.3	60	60
Billings, MT (BIL)	87.4	91.6	501	502
Binghamton, NY (BGM)	100.0	96.7	30	30
Birmingham, AL (BHM)	81.4	85.0	1260	1259
Bismarck/Mandan, ND (BIS)	86.9	90.2	366	366
Bloomington/Normal, IL (BMI)	84.3	87.8	229	229
Boise, ID (BOI)	86.4	89.9	2324	2323
Boston, MA (BOS)	84.6	87.0	8894	8901

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Bozeman, MT (BZN)	86.8	87.9	1062	1065
Brainerd, MN (BRD)	96.2	92.3	52	52
Branson, MO (BKG)	71.4	78.6	14	14
Bristol/Johnson City/Kingsport, TN (TRI)	90.3	90.3	248	248
Brownsville, TX (BRO)	89.5	94.4	124	126
Brunswick, GA (BQK)	92.2	92.2	90	90
Buffalo, NY (BUF)	80.6	88.3	1364	1363
Burbank, CA (BUR)	82.7	84.1	2244	2243
Burlington, VT (BTV)	85.3	90.1	578	578
Butte, MT (BTM)	94.7	96.5	57	57
Cape Girardeau, MO (CGI)	88.5	94.2	52	52
Casper, WY (CPR)	86.9	88.6	176	176
Cedar City, UT (CDC)	98.1	96.2	52	52
Cedar Rapids/Iowa City, IA (CID)	84.6	84.5	772	772
Champaign/Urbana, IL (CMI)	91.5	93.2	117	117
Charleston, SC (CHS)	80.6	84.2	2131	2134
Charleston/Dunbar, WV (CRW)	88.9	91.1	226	225
Charlotte Amalie, VI (STT)	85.8	87.3	324	323
Charlotte, NC (CLT)	89.0	87.6	17224	17227
Charlottesville, VA (CHO)	90.1	91.0	202	201
Chattanooga, TN (CHA)	88.8	90.3	464	462
Chicago, IL (MDW)	83.9	74.5	6020	6021
Chicago, IL (ORD)	86.8	85.6	23978	23980
Christiansted, VI (STX)	90.9	89.6	77	77
Cincinnati, OH (CVG)	82.5	85.7	2928	2921
Clarksburg/Fairmont, WV (CKB)	75.0	76.5	68	68
Cleveland, OH (CLE)	83.7	88.4	3097	3094
Cody, WY (COD)	94.4	84.9	72	73
College Station/Bryan, TX (CLL)	94.7	93.2	132	132
Colorado Springs, CO (COS)	79.5	84.4	1130	1129
Columbia, MO (COU)	72.4	85.0	127	127
Columbia, SC (CAE)	86.4	90.0	529	528
Columbus, GA (CSG)	91.7	92.8	180	180
Columbus, MS (GTR)	95.0	91.3	80	80
Columbus, OH (CMH)	85.1	88.0	2706	2708
Columbus, OH (LCK)	82.6	79.7	69	69
Concord, NC (USA)	76.5	70.6	68	68
Cordova, AK (CDV)	78.3	58.3	60	60
Corpus Christi, TX (CRP)	82.1	87.9	341	339
Dallas, TX (DAL)	71.5	62.2	5388	5386
Dallas/Fort Worth, TX (DFW)	85.8	82.4	23968	23947

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

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Dayton, OH (DAY)	86.8	91.3	658	658
Daytona Beach, FL (DAB)	84.5	88.8	206	206
Deadhorse, AK (SCC)	77.8	86.1	36	36
Decatur, IL (DEC)	92.3	98.1	52	52
Del Rio, TX (DRT)	95.0	90.0	60	60
Denver, CO (DEN)	83.6	77.9	24102	24091
Des Moines, IA (DSM)	84.6	89.2	1276	1273
Detroit, MI (DTW)	89.9	89.9	11367	11381
Devils Lake, ND (DVL)	84.5	81.0	58	58
Dickinson, ND (DIK)	100.0	87.5	16	16
Dillingham, AK (DLG)	91.9	78.4	37	37
Dodge City, KS (DDC)	86.5	86.5	52	52
Dothan, AL (DHN)	94.4	96.7	90	90
Dubuque, IA (DBQ)	88.1	93.2	59	59
Duluth, MN (DLH)	93.3	93.3	164	165
Durango, CO (DRO)	81.8	84.6	369	370
Eagle, CO (EGE)	85.0	89.0	127	127
Eau Claire, WI (EAU)	88.3	86.7	60	60
El Paso, TX (ELP)	78.5	82.9	1307	1306
Elko, NV (EKO)	96.4	94.6	56	56
Elmira/Corning, NY (ELM)	88.6	89.8	88	88
Erie, PA (ERI)	91.7	91.7	60	60
Escanaba, MI (ESC)	88.3	83.3	60	60
Eugene, OR (EUG)	86.8	83.8	882	884
Evansville, IN (EVV)	92.5	92.5	187	187
Everett, WA (PAE)	86.2	87.6	210	210
Fairbanks, AK (FAI)	88.1	89.8	470	470
Fargo, ND (FAR)	85.7	87.3	503	503
Fayetteville, AR (XNA)	88.7	90.7	838	841
Fayetteville, NC (FAY)	89.9	89.8	267	266
Flagstaff, AZ (FLG)	86.9	92.5	214	214
Flint, MI (FNT)	84.0	81.5	194	195
Fort Dodge, IA (FOD)	82.7	90.4	52	52
Fort Lauderdale, FL (FLL)	77.7	75.8	6775	6784
Fort Myers, FL (RSW)	83.3	85.8	2298	2296
Fort Smith, AR (FSM)	87.4	89.5	87	86
Fort Wayne, IN (FWA)	88.5	90.0	520	521
Fresno, CA (FAT)	87.2	86.5	1147	1147
Gainesville, FL (GNV)	90.8	90.8	295	295
Garden City, KS (GCK)	91.5	91.5	59	59
Gillette, WY (GCC)	92.4	92.4	79	79

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Grand Forks, ND (GFK)	91.5	86.3	117	117
Grand Island, NE (GRI)	87.0	83.1	77	77
Grand Junction, CO (GJT)	86.5	91.1	481	481
Grand Rapids, MI (GRR)	81.7	86.6	1192	1194
Great Falls, MT (GTF)	91.5	88.9	305	305
Green Bay, WI (GRB)	90.0	93.4	361	362
Greensboro/High Point, NC (GSO)	83.4	88.2	758	756
Greer, SC (GSP)	86.2	89.6	1004	1005
Guam, TT (GUM)	86.7	91.7	60	60
Gulfport/Biloxi, MS (GPT)	90.2	93.5	276	276
Gunnison, CO (GUC)	97.6	92.9	42	42
Hagerstown, MD (HGR)	80.0	80.0	10	10
Hancock/Houghton, MI (CMX)	80.0	86.7	60	60
Harlingen/San Benito, TX (HRL)	87.7	87.7	293	292
Harrisburg, PA (MDT)	87.3	90.2	410	410
Hartford, CT (BDL)	80.4	86.6	1931	1927
Hattiesburg/Laurel, MS (PIB)	78.8	94.2	52	52
Hayden, CO (HDN)	85.0	85.0	120	120
Hays, KS (HYS)	78.8	82.7	52	52
Helena, MT (HLN)	89.7	94.8	155	155
Hibbing, MN (HIB)	90.4	94.2	52	52
Hilo, HI (ITO)	95.2	96.9	480	480
Hilton Head, SC (HHH)	88.1	85.3	327	327
Hobbs, NM (HOB)	88.4	93.0	43	43
Honolulu, HI (HNL)	92.4	94.3	4548	4550
Houston, TX (HOU)	76.1	66.7	4315	4316
Houston, TX (IAH)	84.0	83.4	12125	12117
Huntsville, AL (HSV)	88.5	91.2	646	646
Hyannis, MA (HYA)	80.0	73.3	30	30
Idaho Falls, ID (IDA)	83.9	86.7	392	392
Indianapolis, IN (IND)	84.0	89.1	3165	3160
International Falls, MN (INL)	80.8	80.8	52	52
Iron Mountain/Kingsford, MI (IMT)	86.7	90.0	60	60
Islip, NY (ISP)	80.1	83.1	361	362
Ithaca/Cortland, NY (ITH)	90.0	90.0	30	30
Jackson, WY (JAC)	86.5	87.3	579	581
Jackson/Vicksburg, MS (JAN)	88.1	90.8	741	741
Jacksonville, FL (JAX)	82.8	85.9	2116	2117
Jacksonville/Camp Lejeune, NC (OAJ)	87.4	87.9	206	206
Jamestown, ND (JMS)	83.0	85.2	88	88
Johnstown, PA (JST)	85.0	91.7	60	60



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

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Joplin, MO (JLN)	86.0	84.9	93	93
Juneau, AK (JNU)	83.7	88.1	368	369
Kahului, HI (OGG)	89.4	92.1	2520	2521
Kalamazoo, MI (AZO)	91.9	96.3	160	160
Kalispell, MT (FCA)	91.7	90.8	564	567
Kansas City, MO (MCI)	84.6	88.4	3543	3546
Kearney, NE (EAR)	87.8	91.1	90	90
Ketchikan, AK (KTN)	85.0	86.7	226	226
Key West, FL (EYW)	84.6	80.1	571	572
Killeen, TX (GRK)	89.7	88.8	242	241
King Salmon, AK (AKN)	91.4	74.3	35	35
Knoxville, TN (TYS)	85.7	90.1	991	988
Kodiak, AK (ADQ)	79.5	77.3	88	88
Kona, HI (KOA)	90.2	94.3	1362	1362
Kotzebue, AK (OTZ)	85.0	85.0	60	60
La Crosse, WI (LSE)	88.0	91.6	191	191
Lafayette, LA (LFT)	85.8	87.3	268	268
Lake Charles, LA (LCH)	91.8	87.1	85	85
Lansing, MI (LAN)	91.6	92.6	203	204
Laramie, WY (LAR)	92.3	94.2	52	52
Laredo, TX (LRD)	92.4	92.4	144	144
Las Vegas, NV (LAS)	81.3	77.6	13649	13651
Latrobe, PA (LBE)	93.4	96.1	76	76
Lawton/Fort Sill, OK (LAW)	90.7	87.3	118	118
Lewisburg, WV (LWB)	80.9	80.9	68	68
Lewiston, ID (LWS)	96.2	91.1	78	79
Lexington, KY (LEX)	87.1	90.2	542	542
Liberal, KS (LBL)	88.5	88.5	52	52
Lihue, HI (LIH)	93.3	96.0	1274	1274
Lincoln, NE (LNK)	92.2	91.1	90	90
Little Rock, AR (LIT)	86.9	89.1	869	868
Long Beach, CA (LGB)	88.1	87.1	1009	1008
Longview, TX (GGG)	92.7	91.4	82	81
Los Angeles, CA (LAX)	86.6	85.6	16429	16434
Louisville, KY (SDF)	85.1	87.5	1822	1822
Lubbock, TX (LBB)	84.8	88.4	475	475
Madison, WI (MSN)	85.5	86.5	948	945
Manchester, NH (MHT)	81.0	86.7	442	443
Manhattan/Ft. Riley, KS (MHK)	84.8	92.4	145	145
Marquette, MI (MQT)	87.0	89.0	146	146
Martha's Vineyard, MA (MVY)	76.4	75.0	148	148

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Mason City, IA (MCW)	88.5	90.4	52	52
Medford, OR (MFR)	84.9	90.2	684	686
Melbourne, FL (MLB)	92.8	92.8	180	180
Memphis, TN (MEM)	82.2	88.0	1676	1677
Meridian, MS (MEI)	86.5	86.5	52	52
Miami, FL (MIA)	82.0	81.7	6854	6860
Midland/Odessa, TX (MAF)	85.1	86.8	700	699
Milwaukee, WI (MKE)	82.9	88.8	2074	2076
Minneapolis, MN (MSP)	89.8	91.0	11057	11059
Minot, ND (MOT)	90.2	95.1	204	203
Mission/McAllen/Edinburg, TX (MFE)	77.2	85.4	377	376
Missoula, MT (MSO)	84.7	85.9	596	596
Moab, UT (CNY)	93.8	85.2	81	81
Mobile, AL (MOB)	89.4	89.4	302	303
Moline, IL (MLI)	87.3	90.7	355	355
Monroe, LA (MLU)	94.6	94.6	168	168
Monterey, CA (MRY)	83.7	89.0	362	362
Montgomery, AL (MGM)	85.5	91.5	318	318
Montrose/Delta, CO (MTJ)	86.6	85.6	202	202
Mosinee, WI (CWA)	92.8	93.2	235	235
Muskegon, MI (MKG)	98.3	95.0	60	60
Myrtle Beach, SC (MYR)	86.0	86.5	1598	1601
Nantucket, MA (ACK)	77.5	72.5	218	218
Nashville, TN (BNA)	83.9	83.4	7014	7013
New Bern/Morehead/Beaufort, NC (EWN)	82.9	88.6	123	123
New Haven, CT (HVN)	85.7	95.2	21	21
New Orleans, LA (MSY)	52.9	51.9	2544	2533
New York, NY (JFK)	79.4	80.0	7541	7544
New York, NY (LGA)	85.2	86.2	8013	8021
Newark, NJ (EWR)	74.2	75.6	7832	7834
Newburgh/Poughkeepsie, NY (SWF)	87.5	83.3	24	24
Newport News/Williamsburg, VA (PHF)	96.7	96.7	60	60
Niagara Falls, NY (IAG)	75.0	68.8	16	16
Nome, AK (OME)	76.7	90.0	60	60
Norfolk, VA (ORF)	82.9	88.3	1576	1573
North Bend/Coos Bay, OR (OTH)	82.1	76.9	39	39
North Platte, NE (LBF)	78.8	82.7	52	52
Oakland, CA (OAK)	84.6	81.8	3348	3349
Ogden, UT (OGD)	75.0	75.0	8	8
Ogdensburg, NY (OGS)	60.8	86.3	51	51
Oklahoma City, OK (OKC)	83.2	87.8	1793	1793

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

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Omaha, NE (OMA)	83.7	87.4	1871	1869
Ontario, CA (ONT)	85.0	86.3	1937	1933
Orlando, FL (MCO)	81.4	80.2	10538	10547
Owensboro, KY (OWB)	88.9	88.9	9	9
Paducah, KY (PAH)	88.3	88.3	60	60
Pago Pago, TT (PPG)	50.0	0.0	2	2
Palm Springs, CA (PSP)	87.1	90.3	850	849
Panama City, FL (ECP)	83.8	86.3	718	717
Pasco/Kennewick/Richland, WA (PSC)	88.6	92.0	511	512
Pellston, MI (PLN)	89.2	92.5	93	93
Pensacola, FL (PNS)	84.1	89.1	1091	1094
Peoria, IL (PIA)	85.4	83.5	254	255
Petersburg, AK (PSG)	83.3	83.3	60	60
Philadelphia, PA (PHL)	83.5	86.0	7934	7939
Phoenix, AZ (AZA)	67.7	75.1	353	353
Phoenix, AZ (PHX)	86.0	82.6	14008	14003
Pierre, SD (PIR)	90.4	90.4	52	52
Pittsburgh, PA (PIT)	84.1	89.3	3052	3049
Plattsburgh, NY (PBG)	76.2	85.7	63	63
Pocatello, ID (PIH)	96.6	98.9	87	87
Ponce, PR (PSE)	100.0	93.3	30	30
Portland, ME (PWM)	82.1	81.3	1070	1072
Portland, OR (PDX)	86.4	89.4	5108	5103
Portsmouth, NH (PSM)	94.1	88.2	17	17
Prescott, AZ (PRC)	87.5	90.9	88	88
Providence, RI (PVD)	78.1	85.1	981	981
Provo, UT (PVU)	79.3	79.3	58	58
Pueblo, CO (PUB)	82.7	94.2	52	52
Pullman, WA (PUW)	94.6	94.6	112	112
Punta Gorda, FL (PGD)	73.8	84.3	267	267
Raleigh/Durham, NC (RDU)	83.8	87.7	4008	4007
Rapid City, SD (RAP)	82.2	87.6	652	652
Redding, CA (RDD)	87.9	91.9	149	149
Reno, NV (RNO)	84.2	85.5	1978	1978
Rhineland, WI (RHI)	96.9	93.9	98	98
Richmond, VA (RIC)	83.8	88.0	1451	1447
Riverton/Lander, WY (RIW)	81.7	81.7	60	60
Roanoke, VA (ROA)	93.5	89.4	123	123
Rochester, MN (RST)	89.1	93.4	229	228
Rochester, NY (ROC)	83.6	87.4	831	831
Rock Springs, WY (RKS)	86.7	86.7	60	60

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Rockford, IL (RFD)	74.4	65.1	43	43
Roswell, NM (ROW)	86.6	89.3	112	112
Sacramento, CA (SMF)	85.7	85.5	4166	4169
Saginaw/Bay City/Midland, MI (MBS)	94.2	92.5	120	120
Saipan, TT (SPN)	90.0	93.3	30	30
Salina, KS (SLN)	85.0	90.0	60	60
Salt Lake City, UT (SLC)	88.7	89.5	10671	10665
San Angelo, TX (SJT)	94.5	91.8	219	219
San Antonio, TX (SAT)	81.6	87.1	2615	2614
San Diego, CA (SAN)	86.9	87.0	6274	6269
San Francisco, CA (SFO)	87.2	88.4	9741	9744
San Jose, CA (SJC)	85.9	88.5	3893	3891
San Juan, PR (SJU)	76.4	80.7	2207	2216
San Luis Obispo, CA (SBP)	87.1	89.9	286	286
Sanford, FL (SFB)	78.9	81.5	465	465
Santa Ana, CA (SNA)	86.2	85.3	3578	3578
Santa Barbara, CA (SBA)	83.9	82.4	675	675
Santa Fe, NM (SAF)	84.4	83.9	192	192
Santa Maria, CA (SMX)	72.0	68.0	25	25
Santa Rosa, CA (STS)	88.9	94.3	405	404
Sarasota/Bradenton, FL (SRQ)	84.5	85.9	1015	1014
Sault Ste. Marie, MI (CIU)	98.3	96.7	60	60
Savannah, GA (SAV)	84.8	84.6	1543	1544
Scottsbluff, NE (BFF)	86.5	96.2	52	52
Scranton/Wilkes-Barre, PA (AVP)	88.8	92.8	152	152
Seattle, WA (SEA)	86.8	86.6	15493	15489
Sheridan, WY (SHR)	92.3	93.6	78	78
Shreveport, LA (SHV)	90.4	92.2	387	387
Sioux City, IA (SUX)	85.4	82.9	82	82
Sioux Falls, SD (FSD)	85.4	86.8	643	643
Sitka, AK (SIT)	87.0	86.4	131	132
South Bend, IN (SBN)	85.4	89.3	514	514
Spokane, WA (GEG)	88.1	91.1	1804	1805
Springfield, IL (SPI)	91.3	81.2	69	69
Springfield, MO (SGF)	86.8	86.2	604	603
St. Cloud, MN (STC)	100.0	100.0	9	9
St. George, UT (SGU)	86.8	89.8	364	364
St. Louis, MO (STL)	86.0	85.1	4511	4513
St. Petersburg, FL (PIE)	72.7	78.5	377	376
State College, PA (SCE)	95.5	97.0	66	66
Staunton, VA (SHD)	80.0	86.7	60	60

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

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Stillwater, OK (SWO)	91.1	94.5	56	55
Stockton, CA (SCK)	71.7	68.5	53	54
Sun Valley/Hailey/Ketchum, ID (SUN)	92.8	94.8	153	154
Syracuse, NY (SYR)	86.0	88.2	880	881
Tallahassee, FL (TLH)	87.1	90.2	448	448
Tampa, FL (TPA)	82.7	86.0	5135	5131
Texarkana, AR (TXK)	92.9	92.9	85	85
Toledo, OH (TOL)	81.4	79.1	43	43
Traverse City, MI (TVC)	85.4	87.8	492	493
Trenton, NJ (TTN)	87.2	85.5	172	172
Tucson, AZ (TUS)	84.9	88.9	1295	1295
Tulsa, OK (TUL)	82.3	87.9	1169	1169
Twin Falls, ID (TWF)	96.6	97.4	117	117
Tyler, TX (TYR)	89.2	90.3	93	93
Valdosta, GA (VLD)	93.3	93.3	90	90
Valparaiso, FL (VPS)	82.4	83.5	932	936
Vernal, UT (VEL)	80.8	88.5	52	52
Victoria, TX (VCT)	82.7	88.5	52	52
Waco, TX (ACT)	95.8	95.0	119	119
Walla Walla, WA (ALW)	90.4	86.3	73	73
Washington, DC (DCA)	88.4	88.4	7863	7862
Washington, DC (IAD)	85.5	87.9	5025	5022
Waterloo, IA (ALO)	96.2	88.5	52	52
Watertown, SD (ATY)	94.2	92.3	52	52
Wenatchee, WA (EAT)	91.6	89.2	83	83
West Palm Beach/Palm Beach, FL (PBI)	78.5	84.1	1425	1424
West Yellowstone, MT (WYS)	91.0	85.9	78	78
White Plains, NY (HPN)	83.4	81.1	567	567
Wichita Falls, TX (SPS)	91.3	91.3	92	92
Wichita, KS (ICT)	80.8	85.7	687	687
Williston, ND (XWA)	86.7	90.8	120	120
Wilmington, DE (ILG)	75.0	62.5	8	8
Wilmington, NC (ILM)	89.9	90.5	496	496
Worcester, MA (ORH)	80.0	76.7	30	30
Wrangell, AK (WRG)	80.0	85.0	60	60
Yakima, WA (YKM)	92.8	91.6	83	83
Yakutat, AK (YAK)	81.7	63.3	60	60
Yuma, AZ (YUM)	84.6	94.4	143	143

## AIR TRAVEL CONSUMER REPORT

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

SEPTEMBER 2021

CARRIER <sup>1</sup>	AT ALL US AIRPORTS				
	NUMBER OF AIRPORTS REPORTED	FLIGHT OPERATIONS SCHEDULED	FLIGHT OPERATIONS CANCELLED	PERCENT OF OPERATIONS CANCELLED	RANK
<b>DELTA AIR LINES NETWORK</b>	<b>216</b>	<b>118854</b>	<b>537</b>	<b>0.5</b>	<b>1</b>
- DELTA AIR LINES	128	67597	295	0.4	
- BRANDED CODESHARE PARTNERS	194	51257	242	0.5	
<b>HAWAIIAN AIRLINES</b>	<b>22</b>	<b>6233</b>	<b>36</b>	<b>0.6</b>	<b>2</b>
<b>ALASKA AIRLINES NETWORK</b>	<b>102</b>	<b>31764</b>	<b>187</b>	<b>0.6</b>	<b>3</b>
- ALASKA AIRLINES	77	17438	127	0.7	
- BRANDED CODESHARE PARTNERS	55	14326	60	0.4	
<b>FRONTIER AIRLINES</b>	<b>106</b>	<b>12155</b>	<b>79</b>	<b>0.6</b>	<b>4</b>
<b>ALLEGiant AIR</b>	<b>121</b>	<b>6704</b>	<b>50</b>	<b>0.7</b>	<b>5</b>
<b>AMERICAN AIRLINES NETWORK</b>	<b>234</b>	<b>148592</b>	<b>1535</b>	<b>1.0</b>	<b>6</b>
- AMERICAN AIRLINES	112	67576	759	1.1	
- BRANDED CODESHARE PARTNERS	217	81016	776	1.0	
<b>SPIRIT AIRLINES</b>	<b>53</b>	<b>16867</b>	<b>316</b>	<b>1.9</b>	<b>7</b>
<b>UNITED AIRLINES NETWORK</b>	<b>253</b>	<b>110734</b>	<b>2223</b>	<b>2.0</b>	<b>8</b>
- UNITED AIRLINES	108	44427	633	1.4	
- BRANDED CODESHARE PARTNERS	237	66307	1590	2.4	
<b>SOUTHWEST AIRLINES</b>	<b>105</b>	<b>97438</b>	<b>2326</b>	<b>2.4</b>	<b>9</b>
<b>JETBLUE AIRWAYS</b>	<b>66</b>	<b>18575</b>	<b>487</b>	<b>2.6</b>	<b>10</b>
<b>TOTAL AIRPORTS SERVED</b>	<b>373</b>	<b>567,916</b>	<b>7,776</b>	<b>1.4</b>	

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

SEPTEMBER 2021

CARRIER <sup>1</sup>	AT ALL US AIRPORTS				
	NUMBER OF AIRPORTS REPORTED	FLIGHT OPERATIONS SCHEDULED	FLIGHT OPERATIONS CANCELLED	PERCENT OF OPERATIONS CANCELLED	RANK
ENDEAVOR AIR	118	21946	80	0.4	1
DELTA AIR LINES	128	67597	295	0.4	2
SKYWEST AIRLINES	235	66966	297	0.4	3
HORIZON AIR	50	9200	42	0.5	4
HAWAIIAN AIRLINES	22	6233	36	0.6	5
ENVOY AIR	145	21735	141	0.6	6
FRONTIER AIRLINES	106	12155	79	0.6	7
ALASKA AIRLINES	77	17438	127	0.7	8
ALLEGiant AIR	121	6704	50	0.7	9
PSA AIRLINES	96	19618	202	1.0	10
AMERICAN AIRLINES	112	67576	759	1.1	11
MESA AIRLINES	103	13796	160	1.2	12
UNITED AIRLINES	108	44427	633	1.4	13
SPIRIT AIRLINES	53	16867	316	1.9	14
REPUBLIC AIRWAYS	98	29780	710	2.4	15
SOUTHWEST AIRLINES	105	97438	2326	2.4	16
JETBLUE AIRWAYS	66	18575	487	2.6	17
TOTAL AIRPORTS SERVED	366	538,051	6,740	1.3	

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 6B. OVERALL NUMBER AND PERCENTAGE OF FLIGHT CANCELLATIONS: RANKING OF U.S. REPORTING MARKETING CARRIERS (YTD)

RANK	CARRIER <sup>1</sup>	JANUARY- SEPTEMBER 2021			JANUARY- SEPTEMBER 2020		
		FLIGHT OPERATIONS SCHEDULED	FLIGHT OPERATIONS CANCELLED	PERCENT OF OPERATIONS CANCELLED	FLIGHT OPERATIONS SCHEDULED	FLIGHT OPERATIONS CANCELLED	PERCENT OF OPERATIONS CANCELLED
1	<b>HAWAIIAN AIRLINES</b>	<b>42,843</b>	<b>128</b>	<b>0.30</b>	<b>35,726</b>	<b>1,652</b>	<b>4.62</b>
	- HAWAIIAN AIRLINES	42,731	128	0.30	-	-	-
	- BRANDED CODESHARE PARTNERS	112	0	0.00	4,164	312	7.49
2	<b>DELTA AIR LINES NETWORK</b>	<b>996,800</b>	<b>4,183</b>	<b>0.42</b>	<b>789,470</b>	<b>43,233</b>	<b>5.48</b>
	- DELTA AIR LINES	538,582	1,947	0.36	435,673	27,312	6.27
	- BRANDED CODESHARE PARTNERS	458,218	2,236	0.49	353,797	15,921	4.50
3	<b>ALASKA AIRLINES NETWORK</b>	<b>270,223</b>	<b>3,650</b>	<b>1.35</b>	<b>210,287</b>	<b>9,756</b>	<b>4.64</b>
	- ALASKA AIRLINES	137,329	1,773	1.29	105,778	5,154	4.87
	- BRANDED CODESHARE PARTNERS	132,894	1,877	1.41	104,509	4,602	4.40
4	<b>JETBLUE AIRWAYS</b>	<b>142,813</b>	<b>2,300</b>	<b>1.61</b>	<b>113,651</b>	<b>7,758</b>	<b>6.83</b>
5	<b>FRONTIER AIRLINES</b>	<b>98,192</b>	<b>1,614</b>	<b>1.64</b>	<b>68,513</b>	<b>4,622</b>	<b>6.75</b>
6	<b>AMERICAN AIRLINES NETWORK</b>	<b>1,203,587</b>	<b>25,563</b>	<b>2.12</b>	<b>1,026,695</b>	<b>80,573</b>	<b>7.85</b>
	- AMERICAN AIRLINES	517,889	11,570	2.23	452,186	33,969	7.51
	- BRANDED CODESHARE PARTNERS	685,698	13,993	2.04	574,509	46,604	8.11
7	<b>UNITED AIRLINES NETWORK</b>	<b>812,199</b>	<b>18,564</b>	<b>2.29</b>	<b>675,539</b>	<b>51,731</b>	<b>7.66</b>
	- UNITED AIRLINES	302,327	4,007	1.33	234,578	22,164	9.45
	- BRANDED CODESHARE PARTNERS	509,872	14,557	2.86	440,961	29,567	6.71
8	<b>SOUTHWEST AIRLINES</b>	<b>766,603</b>	<b>17,943</b>	<b>2.34</b>	<b>762,595</b>	<b>76,544</b>	<b>10.04</b>
9	<b>ALLEGiant AIR</b>	<b>87,230</b>	<b>2,694</b>	<b>3.09</b>	<b>77,045</b>	<b>14,027</b>	<b>18.21</b>
10	<b>SPIRIT AIRLINES</b>	<b>139,077</b>	<b>4,433</b>	<b>3.19</b>	<b>100,949</b>	<b>2,806</b>	<b>2.78</b>
	<b>TOTAL</b>	<b>4,559,567</b>	<b>81,072</b>	<b>1.78</b>	<b>3,860,470</b>	<b>292,702</b>	<b>7.58</b>

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 6C. OVERALL NUMBER AND PERCENTAGE OF FLIGHT CANCELLATIONS: RANKING OF U.S. REPORTING OPERATING CARRIERS (YTD)

RANK	CARRIER <sup>1</sup>	JANUARY - SEPTEMBER 2021			JANUARY - SEPTEMBER 2020		
		FLIGHT OPERATIONS SCHEDULED	FLIGHT OPERATIONS CANCELLED	PERCENT OF OPERATIONS CANCELLED	FLIGHT OPERATIONS SCHEDULED	FLIGHT OPERATIONS CANCELLED	PERCENT OF OPERATIONS CANCELLED
1	HAWAIIAN AIRLINES	42,731	128	0.30	31,562	1,340	4.25
2	DELTA AIR LINES	538,582	1,947	0.36	435,673	27,312	6.27
3	ENDEAVOR AIR	200,195	856	0.43	146,668	6,746	4.60
4	ALASKA AIRLINES	137,329	1,773	1.29	105,778	5,154	4.87
5	PSA AIRLINES	161,484	2,115	1.31	150,570	13,985	9.29
6	UNITED AIRLINES	302,327	4,007	1.33	234,578	22,164	9.45
7	SKYWEST AIRLINES	552,211	7,569	1.37	440,271	23,941	5.44
8	JETBLUE AIRWAYS	142,813	2,300	1.61	113,651	7,758	6.83
9	FRONTIER AIRLINES	98,192	1,614	1.64	68,513	4,622	6.75
10	HORIZON AIR	88,860	1,584	1.78	-	-	-
11	REPUBLIC AIRWAYS	248,836	5,558	2.23	162,623	10,130	6.23
12	AMERICAN AIRLINES	517,889	11,570	2.23	452,186	33,969	7.51
13	SOUTHWEST AIRLINES	766,603	17,943	2.34	762,595	76,544	10.04
14	ENVOY AIR	187,763	4,979	2.65	161,998	10,892	6.72
15	MESA AIRLINES	119,043	3,473	2.92	103,729	7,868	7.59
16	ALLEGiant AIR	87,230	2,694	3.09	77,045	14,027	18.21
17	SPIRIT AIRLINES	139,077	4,433	3.19	100,949	2,806	2.78
	TOTAL	4,331,165	74,543	1.72	3,548,389	269,258	7.59

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

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

## AIR TRAVEL CONSUMER REPORT

TABLE 7. CAUSES OF DELAY, BY REPORTING MARKETING CARRIER

SEPTEMBER 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
<b>ALASKA AIRLINES NETWORK</b>	<b>31764</b>	<b>27361</b>	<b>86.14</b>	<b>187</b>	<b>0.59</b>	<b>40</b>	<b>0.13</b>	<b>1379</b>	<b>4.34</b>	<b>46</b>	<b>0.14</b>	<b>1282</b>	<b>4.04</b>	<b>38</b>	<b>0.12</b>	<b>1431</b>	<b>4.51</b>
- ALASKA AIRLINES	17438	14821	84.99	127	0.73	22	0.13	743	4.26	32	0.18	969	5.56	31	0.18	694	3.98
- BRANDED CODESHARE PARTNERS	14326	12540	87.53	60	0.42	18	0.13	636	4.44	14	0.10	313	2.18	7	0.05	737	5.14
<b>ALLEGiant AIR</b>	<b>6704</b>	<b>4942</b>	<b>73.72</b>	<b>50</b>	<b>0.75</b>	<b>12</b>	<b>0.18</b>	<b>516</b>	<b>7.70</b>	<b>88</b>	<b>1.31</b>	<b>385</b>	<b>5.74</b>	<b>8</b>	<b>0.12</b>	<b>703</b>	<b>10.49</b>
<b>AMERICAN AIRLINES NETWORK</b>	<b>148592</b>	<b>128019</b>	<b>86.15</b>	<b>1535</b>	<b>1.03</b>	<b>276</b>	<b>0.19</b>	<b>6335</b>	<b>4.26</b>	<b>771</b>	<b>0.52</b>	<b>4954</b>	<b>3.33</b>	<b>84</b>	<b>0.06</b>	<b>6618</b>	<b>4.45</b>
- AMERICAN AIRLINES	67576	57495	85.08	759	1.12	132	0.20	3557	5.26	333	0.49	2251	3.33	56	0.08	2993	4.43
- BRANDED CODESHARE PARTNERS	81016	70524	87.05	776	0.96	144	0.18	2778	3.43	439	0.54	2703	3.34	28	0.03	3625	4.47
<b>DELTA AIR LINES NETWORK</b>	<b>118854</b>	<b>107224</b>	<b>90.21</b>	<b>537</b>	<b>0.45</b>	<b>147</b>	<b>0.12</b>	<b>5677</b>	<b>4.78</b>	<b>725</b>	<b>0.61</b>	<b>2649</b>	<b>2.23</b>	<b>46</b>	<b>0.04</b>	<b>1849</b>	<b>1.56</b>
- DELTA AIR LINES	67597	60559	89.59	295	0.44	97	0.14	3195	4.73	151	0.22	1872	2.77	31	0.05	1397	2.07
- BRANDED CODESHARE PARTNERS	51257	46665	91.04	242	0.47	50	0.10	2482	4.84	573	1.12	777	1.52	15	0.03	452	0.88
<b>FRONTIER AIRLINES</b>	<b>12155</b>	<b>9799</b>	<b>80.62</b>	<b>79</b>	<b>0.65</b>	<b>16</b>	<b>0.13</b>	<b>762</b>	<b>6.27</b>	<b>41</b>	<b>0.34</b>	<b>773</b>	<b>6.36</b>	<b>0</b>	<b>0.00</b>	<b>685</b>	<b>5.64</b>
<b>HAWAIIAN AIRLINES</b>	<b>6233</b>	<b>5860</b>	<b>94.02</b>	<b>36</b>	<b>0.58</b>	<b>3</b>	<b>0.05</b>	<b>279</b>	<b>4.48</b>	<b>1</b>	<b>0.02</b>	<b>3</b>	<b>0.05</b>	<b>0</b>	<b>0.00</b>	<b>50</b>	<b>0.80</b>
<b>JETBLUE AIRWAYS</b>	<b>18575</b>	<b>13796</b>	<b>74.27</b>	<b>487</b>	<b>2.62</b>	<b>66</b>	<b>0.36</b>	<b>1895</b>	<b>10.20</b>	<b>98</b>	<b>0.53</b>	<b>1092</b>	<b>5.88</b>	<b>23</b>	<b>0.12</b>	<b>1118</b>	<b>6.02</b>
<b>SOUTHWEST AIRLINES</b>	<b>97438</b>	<b>78140</b>	<b>80.19</b>	<b>2326</b>	<b>2.39</b>	<b>151</b>	<b>0.15</b>	<b>6730</b>	<b>6.91</b>	<b>223</b>	<b>0.23</b>	<b>3177</b>	<b>3.26</b>	<b>49</b>	<b>0.05</b>	<b>6642</b>	<b>6.82</b>
<b>SPIRIT AIRLINES</b>	<b>16867</b>	<b>13714</b>	<b>81.31</b>	<b>316</b>	<b>1.87</b>	<b>24</b>	<b>0.14</b>	<b>836</b>	<b>4.96</b>	<b>125</b>	<b>0.74</b>	<b>1183</b>	<b>7.01</b>	<b>77</b>	<b>0.46</b>	<b>592</b>	<b>3.51</b>
<b>UNITED AIRLINES NETWORK</b>	<b>110734</b>	<b>91317</b>	<b>82.47</b>	<b>2223</b>	<b>2.01</b>	<b>249</b>	<b>0.22</b>	<b>7052</b>	<b>6.37</b>	<b>677</b>	<b>0.61</b>	<b>4066</b>	<b>3.67</b>	<b>9</b>	<b>0.01</b>	<b>5140</b>	<b>4.64</b>
- UNITED AIRLINES	44427	37604	84.64	633	1.42	109	0.25	1981	4.46	233	0.52	2069	4.66	1	0.00	1798	4.05
- BRANDED CODESHARE PARTNERS	66307	53713	81.01	1590	2.40	140	0.21	5071	7.65	444	0.67	1998	3.01	8	0.01	3342	5.04
<b>TOTAL</b>	<b>567,916</b>	<b>480,172</b>	<b>84.55</b>	<b>7,776</b>	<b>1.37</b>	<b>984</b>	<b>0.17</b>	<b>31,462</b>	<b>5.54</b>	<b>2,795</b>	<b>0.49</b>	<b>19,565</b>	<b>3.45</b>	<b>334</b>	<b>0.06</b>	<b>24,827</b>	<b>4.37</b>

## \* 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

SEPTEMBER 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	17438	14821	84.99	127	0.73	22	0.13	743	4.26	32	0.18	969	5.56	31	0.18	694	3.98
ALLEGIAN AIR	6704	4942	73.72	50	0.75	12	0.18	516	7.70	88	1.31	385	5.74	8	0.12	703	10.49
AMERICAN AIRLINES	67576	57495	85.08	759	1.12	132	0.20	3557	5.26	333	0.49	2251	3.33	56	0.08	2993	4.43
DELTA AIR LINES	67597	60559	89.59	295	0.44	97	0.14	3195	4.73	151	0.22	1872	2.77	31	0.05	1397	2.07
ENDEAVOR AIR	21946	20339	92.68	80	0.36	16	0.07	611	2.78	78	0.36	471	2.15	4	0.02	347	1.58
ENVOY AIR	21735	19268	88.65	141	0.65	37	0.17	619	2.85	138	0.63	864	3.98	3	0.01	666	3.06
FRONTIER AIRLINES	12155	9799	80.62	79	0.65	16	0.13	762	6.27	41	0.34	773	6.36	0	0.00	685	5.64
HAWAIIAN AIRLINES	6233	5860	94.02	36	0.58	3	0.05	279	4.48	1	0.02	3	0.05	0	0.00	50	0.80
HORIZON AIR	9200	8051	87.51	42	0.46	11	0.12	384	4.17	9	0.10	290	3.15	6	0.07	406	4.41
JETBLUE AIRWAYS	18575	13796	74.27	487	2.62	66	0.36	1895	10.20	98	0.53	1092	5.88	23	0.12	1118	6.02
MESA AIRLINES	13796	11625	84.26	160	1.16	23	0.17	713	5.17	190	1.38	470	3.41	2	0.01	613	4.44
PSA AIRLINES	19618	16985	86.58	202	1.03	38	0.19	683	3.48	114	0.58	786	4.01	20	0.10	790	4.03
REPUBLIC AIRWAYS	29780	25788	86.60	710	2.38	49	0.16	1067	3.58	110	0.37	1138	3.82	2	0.01	915	3.07
SKYWEST AIRLINES	66966	58228	86.95	297	0.44	128	0.19	5098	7.61	677	1.01	347	0.52	20	0.03	2171	3.24
SOUTHWEST AIRLINES	97438	78140	80.19	2326	2.39	151	0.15	6730	6.91	223	0.23	3177	3.26	49	0.05	6642	6.82
SPIRIT AIRLINES	16867	13714	81.31	316	1.87	24	0.14	836	4.96	125	0.74	1183	7.01	77	0.46	592	3.51
UNITED AIRLINES	44427	37604	84.64	633	1.42	109	0.25	1981	4.46	233	0.52	2069	4.66	1	0.00	1798	4.05
TOTAL	538,051	457,014	84.94	6,740	1.25	934	0.17	29,669	5.51	2,640	0.49	18,141	3.37	333	0.06	22,579	4.20

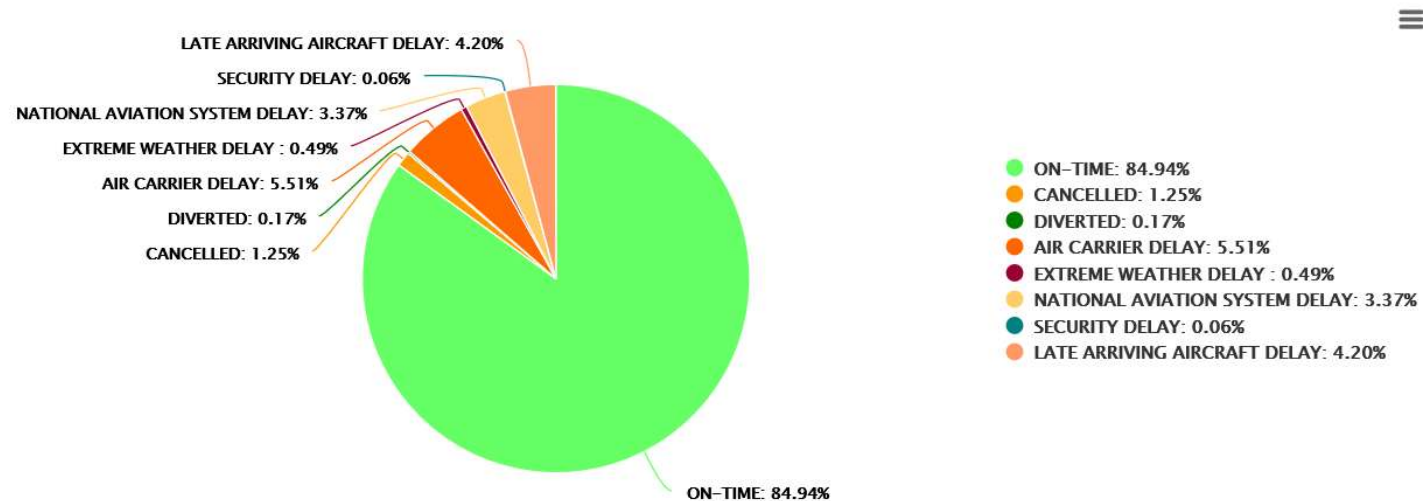
## \* Causes of Delay:

- 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.

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

SEPTEMBER 2021

MARKETING CARRIER	OPERATING CARRIER	FLIGHT NUMBER	ORIGIN AIRPORT	DESTINATION AIRPORT	DATE OF FLIGHT	LOCATION OF LONGEST TARMAC DELAY	LENGTH OF TARMAC DELAY
JETBLUE	JETBLUE	1629	EWB	RDU	9/1/2021	Origin Airport	4:30
UNITED	UNITED	247	EWB	TPA	9/1/2021	Origin Airport	4:26
AMERICAN	PIEDMONT	6074	PHL	TYS	9/23/2021	Origin Airport	3:43
AMERICAN	PSA	5046	DCA	LAN	9/16/2021	Origin Airport	3:36
ALASKA	ALASKA	393	JFK	SEA	9/1/2021	Origin Airport	3:32
JETBLUE	JETBLUE	2695	EWB	MIA	9/1/2021	Origin Airport	3:29
JETBLUE	JETBLUE	494	MCO	EWB	9/1/2021	Destination Airport	3:28
FRONTIER	FRONTIER	265	DFW	DEN	9/3/2021	Diversion Airport (COS)	3:18
DELTA	DELTA	353	JFK	LAX	9/1/2021	Origin Airport	3:15
JETBLUE	JETBLUE	1472	FLL	LGA	9/1/2021	Diversion Airport (SYR)	3:13
AMERICAN	PSA	5455	PHL	JAX	9/23/2021	Origin Airport	3:10
UNITED	UNITED	1590	EWB	IAH	9/23/2021	Origin Airport	3:09
AMERICAN	PSA	5573	PHL	PNS	9/23/2021	Origin Airport	3:06
ALASKA	ALASKA	547	JFK	PDX	9/1/2021	Origin Airport	3:03
JETBLUE	JETBLUE	5	EWB	FLL	9/23/2021	Origin Airport	3:03
SOUTHWEST	SOUTHWEST	5693	PHX	SNA	9/9/2021	Destination Airport	3:01
FRONTIER	FRONTIER	772	LAS	DEN	9/3/2021	Diversion Airport (COS)	3:00

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

SEPTEMBER 2021

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

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

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

## **APPENDIX**

NOTE: The Department of Transportation has screened the reporting carriers' data for completeness and verified all arithmetic data elements computed by the carriers (e.g., length of delay). Individual flight operation records with incorrect calculations, erroneous city-pairs, or missing data elements were rejected and excluded from the data base; such rejected records accounted for less than 0.05% 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	EWB
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*	September 2021			September 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	294,000	503	1.71	173,456	233	1.34
2	HAWAIIAN AIRLINES	351,773	695	1.98	53,150	92	1.73
3	SOUTHWEST AIRLINES	8,030,883	26,044	3.24	3,913,595	8,187	2.09
4	FRONTIER AIRLINES	624,193	2,220	3.56	357,108	871	2.44
5	UNITED AIRLINES NETWORK	5,084,440	19,495	3.83	2,243,102	6,525	2.91
	- UNITED AIRLINES	3,056,648	11,801	3.86	1,103,539	3,371	3.05
	- BRANDED CODESHARE PARTNERS	2,027,792	7,694	3.79	1,139,563	3,154	2.77
6	SPIRIT AIRLINES	742,257	3,481	4.69	399,498	1,107	2.77
7	JETBLUE AIRWAYS	1,045,452	5,011	4.79	191,716	749	3.91
8	ALASKA AIRLINES NETWORK	1,904,140	9,395	4.93	900,728	2,194	2.44
	- ALASKA AIRLINES	1,365,129	7,207	5.28	563,798	1,324	2.35
	- BRANDED CODESHARE PARTNERS	539,011	2,188	4.06	336,930	870	2.58
9	DELTA AIR LINES NETWORK	6,969,300	36,409	5.22	2,736,811	6,321	2.31
	- DELTA AIR LINES	5,118,009	29,245	5.71	1,912,077	4,624	2.42
	- BRANDED CODESHARE PARTNERS	1,851,291	7,164	3.87	824,734	1,697	2.06
10	AMERICAN AIRLINES NETWORK	7,944,458	44,351	5.58	4,552,009	19,134	4.20
	- AMERICAN AIRLINES	4,689,623	29,035	6.19	2,634,247	12,106	4.60
	- BRANDED CODESHARE PARTNERS	3,254,835	15,316	4.71	1,917,762	7,028	3.66
TOTAL		32,990,896	147,604	4.47	15,521,173	45,413	2.93

\* 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 MARKETING CARRIERS (YTD)

RANK	CARRIER*	JANUARY - SEPTEMBER 2021			JANUARY - SEPTEMBER 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	3,940,444	6,553	1.66	2,680,963	4,209	1.57
2	HAWAIIAN AIRLINES NETWORK	3,105,938	6,769	2.18	1,688,108	5,973	3.54
	- HAWAIIAN AIRLINES	3,104,008	6,768	2.18	1,633,461	5,627	3.44
	- BRANDED CODESHARE PARTNERS	1,930	1	0.52	54,647	346	6.33
3	FRONTIER AIRLINES	6,215,014	17,925	2.88	3,714,050	13,075	3.52
4	SOUTHWEST AIRLINES	70,799,936	254,900	3.60	40,985,187	115,829	2.83
5	DELTA AIR LINES NETWORK	53,894,907	208,711	3.87	30,701,409	119,507	3.89
	- DELTA AIR LINES	38,649,275	155,498	4.02	22,607,417	89,852	3.97
	- BRANDED CODESHARE PARTNERS	15,245,632	53,213	3.49	8,093,992	29,655	3.66
6	SPIRIT AIRLINES	7,855,565	33,122	4.22	4,778,155	20,649	4.32
7	UNITED AIRLINES NETWORK	39,493,997	170,890	4.33	23,310,804	112,570	4.83
	- UNITED AIRLINES	23,636,574	100,027	4.23	13,002,810	63,580	4.89
	- BRANDED CODESHARE PARTNERS	15,857,423	70,863	4.47	10,307,994	48,990	4.75
8	JETBLUE AIRWAYS	8,693,575	42,504	4.89	4,173,955	16,161	3.87
9	ALASKA AIRLINES NETWORK	16,409,562	87,321	5.32	9,548,454	42,414	4.44
	- ALASKA AIRLINES	11,312,744	64,413	5.69	6,492,335	27,848	4.29
	- BRANDED CODESHARE PARTNERS	5,096,818	22,908	4.49	3,056,119	14,566	4.77
10	AMERICAN AIRLINES NETWORK	68,002,086	530,419	7.80	42,667,052	252,209	5.91
	- AMERICAN AIRLINES	39,736,430	335,901	8.45	25,288,017	160,005	6.33
	- BRANDED CODESHARE PARTNERS	28,265,656	194,518	6.88	17,379,035	92,204	5.31
TOTAL		278,411,024	1,359,114	4.88	164,248,137	702,596	4.28

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



## AIR TRAVEL CONSUMER REPORT

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

RANK	CARRIER*	September 2021			September 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	294,000	503	1.71	173,456	233	1.34
2	HAWAIIAN AIRLINES	351,773	695	1.98	51,447	91	1.77
3	SOUTHWEST AIRLINES	8,030,883	26,044	3.24	3,913,595	8,187	2.09
4	FRONTIER AIRLINES	624,193	2,220	3.56	357,108	871	2.44
5	SKYWEST AIRLINES	2,319,523	8,302	3.58	1,214,506	3,413	2.81
6	PSA AIRLINES	989,040	3,800	3.84	620,655	1,754	2.83
7	UNITED AIRLINES	3,056,648	11,801	3.86	1,103,539	3,371	3.05
8	HORIZON AIR	401,584	1,686	4.20	-	-	-
9	ENDEAVOR AIR	908,229	4,221	4.65	469,635	877	1.87
10	MESA AIRLINES	536,475	2,495	4.65	433,031	1,472	3.40
11	SPIRIT AIRLINES	742,257	3,481	4.69	399,498	1,107	2.77
12	REPUBLIC AIRWAYS	841,667	3,997	4.75	375,159	1,434	3.82
13	JETBLUE AIRWAYS	1,045,452	5,011	4.79	191,716	749	3.91
14	ALASKA AIRLINES	1,365,129	7,207	5.28	563,798	1,324	2.35
15	DELTA AIR LINES	5,118,009	29,245	5.71	1,912,077	4,624	2.42
16	ENVOY AIR	739,437	4,369	5.91	484,820	2,238	4.62
17	AMERICAN AIRLINES	4,689,623	29,035	6.19	2,634,247	12,106	4.60
	TOTAL	32,053,922	144,112	4.50	14,898,287	43,851	2.94

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

## AIR TRAVEL CONSUMER REPORT

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

RANK	CARRIER*	JANUARY - SEPTEMBER 2021			JANUARY - SEPTEMBER 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	3,940,444	6,553	1.66	2,680,963	4,209	1.57
2	HAWAIIAN AIRLINES	3,104,008	6,768	2.18	1,633,461	5,627	3.44
3	FRONTIER AIRLINES	6,215,014	17,925	2.88	3,714,050	13,075	3.52
4	SOUTHWEST AIRLINES	70,799,936	254,900	3.60	40,985,187	115,829	2.83
5	ENDEAVOR AIR	7,569,855	28,405	3.75	3,858,439	14,072	3.65
6	DELTA AIR LINES	38,649,275	155,498	4.02	22,607,417	89,852	3.97
7	SPIRIT AIRLINES	7,855,565	33,122	4.22	4,778,155	20,649	4.32
8	UNITED AIRLINES	23,636,574	100,027	4.23	13,002,810	63,580	4.89
9	SKYWEST AIRLINES	18,422,460	80,368	4.36	10,588,433	50,481	4.77
10	HORIZON AIR	3,831,665	17,515	4.57	-	-	-
11	JETBLUE AIRWAYS	8,693,575	42,504	4.89	4,173,955	16,161	3.87
12	PSA AIRLINES	8,244,283	42,011	5.10	5,402,804	24,866	4.60
13	REPUBLIC AIRWAYS	7,734,543	43,706	5.65	3,118,059	16,692	5.35
14	ALASKA AIRLINES	11,312,744	64,413	5.69	6,492,335	27,848	4.29
15	MESA AIRLINES	4,829,959	32,737	6.78	3,440,017	16,372	4.76
16	AMERICAN AIRLINES	39,736,430	335,901	8.45	25,288,017	160,005	6.33
17	ENVOY AIR	6,537,223	62,381	9.54	4,345,621	25,775	5.93
	TOTAL	271,113,553	1,324,734	4.89	156,109,723	665,093	4.26

\* 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*	September 2021			September 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	ALLEGiant AIR	940	5	0.53	164	1	0.61
2	DELTA AIR LINES NETWORK	14,780	87	0.59	4,927	34	0.69
	- DELTA AIR LINES	11,147	72	0.65	3,547	27	0.76
	- BRANDED CODESHARE PARTNERS	3,633	15	0.41	1,380	7	0.51
3	ALASKA AIRLINES NETWORK	2,475	19	0.77	622	8	1.29
	- ALASKA AIRLINES	1,616	17	1.05	442	5	1.13
	- BRANDED CODESHARE PARTNERS	859	2	0.23	180	3	1.67
4	UNITED AIRLINES NETWORK	9,955	93	0.93	3,239	34	1.05
	- UNITED AIRLINES	6,434	70	1.09	1,683	21	1.25
	- BRANDED CODESHARE PARTNERS	3,521	23	0.65	1,556	13	0.84
5	FRONTIER AIRLINES	1,750	22	1.26	772	11	1.42
6	SOUTHWEST AIRLINES	11,280	167	1.48	3,373	45	1.33
7	AMERICAN AIRLINES NETWORK	9,578	160	1.67	4,597	76	1.65
	- AMERICAN AIRLINES	6,888	103	1.50	3,189	47	1.47
	- BRANDED CODESHARE PARTNERS	2,690	57	2.12	1,408	29	2.06
8	HAWAIIAN AIRLINES	368	7	1.90	67	2	2.99
9	JETBLUE AIRWAYS	1,605	56	3.49	509	11	2.16
10	SPIRIT AIRLINES	516	29	5.62	299	18	6.02
	TOTAL	53,247	645	1.21	18,569	240	1.29

\* 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 MARKETING CARRIERS (YTD)

RANK	CARRIER*	JANUARY - SEPTEMBER 2021			JANUARY - SEPTEMBER 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	<b>DELTA AIR LINES NETWORK</b>	<b>102,687</b>	<b>618</b>	<b>0.60</b>	<b>54,793</b>	<b>355</b>	<b>0.65</b>
	- DELTA AIR LINES	72,774	500	0.69	41,470	282	0.68
	- BRANDED CODESHARE PARTNERS	29,913	118	0.39	13,323	73	0.55
2	<b>UNITED AIRLINES NETWORK</b>	<b>68,954</b>	<b>646</b>	<b>0.94</b>	<b>30,640</b>	<b>410</b>	<b>1.34</b>
	- UNITED AIRLINES	42,891	445	1.04	18,635	263	1.41
	- BRANDED CODESHARE PARTNERS	26,063	201	0.77	12,005	147	1.22
3	<b>ALLEGiant AIR</b>	<b>3,181</b>	<b>31</b>	<b>0.97</b>	<b>5,480</b>	<b>17</b>	<b>0.31</b>
4	<b>ALASKA AIRLINES NETWORK</b>	<b>17,955</b>	<b>207</b>	<b>1.15</b>	<b>8,191</b>	<b>118</b>	<b>1.44</b>
	- ALASKA AIRLINES	11,982	165	1.38	6,392	92	1.44
	- BRANDED CODESHARE PARTNERS	5,973	42	0.70	1,799	26	1.45
5	<b>FRONTIER AIRLINES</b>	<b>14,337</b>	<b>211</b>	<b>1.47</b>	<b>8,787</b>	<b>134</b>	<b>1.52</b>
6	<b>SOUTHWEST AIRLINES</b>	<b>75,124</b>	<b>1,134</b>	<b>1.51</b>	<b>39,744</b>	<b>602</b>	<b>1.51</b>
7	<b>HAWAIIAN AIRLINES NETWORK</b>	<b>3,183</b>	<b>50</b>	<b>1.57</b>	<b>1,866</b>	<b>24</b>	<b>1.29</b>
	- HAWAIIAN AIRLINES	3,174	50	1.58	1,660	24	1.45
	- BRANDED CODESHARE PARTNERS	9	0	0.00	206	0	0.00
8	<b>AMERICAN AIRLINES NETWORK</b>	<b>71,123</b>	<b>1,239</b>	<b>1.74</b>	<b>43,115</b>	<b>786</b>	<b>1.82</b>
	- AMERICAN AIRLINES	49,331	862	1.75	30,845	545	1.77
	- BRANDED CODESHARE PARTNERS	21,792	377	1.73	12,270	241	1.96
9	<b>JETBLUE AIRWAYS</b>	<b>13,302</b>	<b>405</b>	<b>3.04</b>	<b>8,972</b>	<b>102</b>	<b>1.14</b>
10	<b>SPIRIT AIRLINES</b>	<b>5,054</b>	<b>227</b>	<b>4.49</b>	<b>5,709</b>	<b>164</b>	<b>2.87</b>
	<b>TOTAL</b>	<b>374,900</b>	<b>4,768</b>	<b>1.27</b>	<b>207,297</b>	<b>2,712</b>	<b>1.31</b>

\* 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*	September 2021			September 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	799	1	0.13	-	-	-
2	ALLEGiant AIR	940	5	0.53	164	1	0.61
3	ENDEAVOR AIR	1,469	9	0.61	649	4	0.62
4	DELTA AIR LINES	11,147	72	0.65	3,547	27	0.76
5	SKYWEST AIRLINES	3,739	25	0.67	1,671	12	0.72
6	MESA AIRLINES	841	7	0.83	459	1	0.22
7	ALASKA AIRLINES	1,616	17	1.05	442	5	1.13
8	UNITED AIRLINES	6,434	70	1.09	1,683	21	1.25
9	FRONTIER AIRLINES	1,750	22	1.26	772	11	1.42
10	REPUBLIC AIRWAYS	1,345	17	1.26	455	11	2.42
11	SOUTHWEST AIRLINES	11,280	167	1.48	3,373	45	1.33
12	AMERICAN AIRLINES	6,888	103	1.50	3,189	47	1.47
13	PSA AIRLINES	656	12	1.83	381	9	2.36
14	HAWAIIAN AIRLINES	368	7	1.90	62	2	3.23
15	ENVOY AIR	736	19	2.58	396	7	1.77
16	JETBLUE AIRWAYS	1,605	56	3.49	509	11	2.16
17	SPIRIT AIRLINES	516	29	5.62	299	18	6.02
	TOTAL	52,129	638	1.22	18,051	232	1.29

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

## AIR TRAVEL CONSUMER REPORT

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

RANK	CARRIER	JANUARY - SEPTEMBER 2021			JANUARY - SEPTEMBER 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	ENDEAVOR AIR	13,311	52	0.39	6,055	28	0.46
2	HORIZON AIR	5,539	28	0.51	-	-	-
3	DELTA AIR LINES	72,774	500	0.69	41,470	282	0.68
4	SKYWEST AIRLINES	28,281	223	0.79	12,756	170	1.33
5	MESA AIRLINES	6,723	63	0.94	3,378	51	1.51
6	ALLEGiant AIR	3,181	31	0.97	5,480	17	0.31
7	UNITED AIRLINES	42,891	445	1.04	18,635	263	1.41
8	REPUBLIC AIRWAYS	10,726	119	1.11	3,898	49	1.26
9	ALASKA AIRLINES	11,982	165	1.38	6,392	92	1.44
10	FRONTIER AIRLINES	14,337	211	1.47	8,787	134	1.52
11	SOUTHWEST AIRLINES	75,124	1,134	1.51	39,744	602	1.51
12	HAWAIIAN AIRLINES	3,174	50	1.58	1,660	24	1.45
13	ENVOY AIR	5,892	96	1.63	3,297	62	1.88
14	AMERICAN AIRLINES	49,331	862	1.75	30,845	545	1.77
15	PSA AIRLINES	5,391	100	1.85	3,079	56	1.82
16	JETBLUE AIRWAYS	13,302	405	3.04	8,972	102	1.14
17	SPIRIT AIRLINES	5,054	227	4.49	5,709	164	2.87
	TOTAL	367,013	4,711	1.28	200,157	2,641	1.32

\* 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*	JULY- SEPTEMBER 2021			
		DENIED BOARDINGS (DB'S)		ENPLANED PASSENGERS	INVOLUNTARY DB's PER 10,000 PASSENGERS
		VOLUNTARY	INVOLUNTARY		
1	<b>DELTA AIR LINES NETWORK</b>	<b>22,407</b>	<b>0</b>	<b>39,626,855</b>	<b>0.00</b>
	- DELTA AIR LINES	12,292	0	30,691,987	0.00
	- BRANDED CODESHARE PARTNERS	10,115	0	8,934,868	0.00
2	<b>ALLEGiant AIR</b>	<b>519</b>	<b>0</b>	<b>3,872,651</b>	<b>0.00</b>
3	<b>HAWAIIAN AIRLINES</b>	<b>2</b>	<b>0</b>	<b>2,047,990</b>	<b>0.00</b>
4	<b>UNITED AIRLINES NETWORK</b>	<b>7,787</b>	<b>30</b>	<b>29,885,554</b>	<b>0.01</b>
	- UNITED AIRLINES	2,864	6	20,131,527	0.00
	- BRANDED CODESHARE PARTNERS	4,923	24	9,754,027	0.02
5	<b>JETBLUE AIRWAYS</b>	<b>901</b>	<b>24</b>	<b>7,813,396</b>	<b>0.03</b>
6	<b>ALASKA AIRLINES NETWORK</b>	<b>1,811</b>	<b>95</b>	<b>9,736,257</b>	<b>0.10</b>
	- ALASKA AIRLINES	1,059	32	6,891,202	0.05
	- BRANDED CODESHARE PARTNERS	752	63	2,845,055	0.22
7	<b>SPIRIT AIRLINES</b>	<b>1,766</b>	<b>84</b>	<b>7,797,518</b>	<b>0.11</b>
8	<b>AMERICAN AIRLINES NETWORK</b>	<b>12,294</b>	<b>988</b>	<b>45,475,620</b>	<b>0.22</b>
	- AMERICAN AIRLINES	6,008	480	31,669,647	0.15
	- BRANDED CODESHARE PARTNERS	6,286	508	13,805,973	0.37
9	<b>SOUTHWEST AIRLINES</b>	<b>10,242</b>	<b>1,207</b>	<b>36,276,768</b>	<b>0.33</b>
10	<b>FRONTIER AIRLINES</b>	<b>1,489</b>	<b>619</b>	<b>5,776,460</b>	<b>1.07</b>
	<b>TOTAL</b>	<b>59,218</b>	<b>3,047</b>	<b>188,309,069</b>	<b>0.16</b>

JULY- SEPTEMBER 2020			
DENIED BOARDINGS (DB'S)		ENPLANED PASSENGERS	INVOLUNTARY DB's PER 10,000 PASSENGERS
VOLUNTARY	INVOLUNTARY		
<b>1,138</b>	<b>0</b>	<b>12,402,784</b>	<b>0.00</b>
634	0	9,298,752	0.00
504	0	3,104,032	0.00
<b>11</b>	<b>0</b>	<b>2,036,795</b>	<b>0.00</b>
<b>14</b>	<b>0</b>	<b>331,107</b>	<b>0.00</b>
<b>514</b>	<b>8</b>	<b>9,351,826</b>	<b>0.01</b>
76	8	5,211,611	0.02
438	0	4,140,215	0.00
<b>9</b>	<b>0</b>	<b>1,433,931</b>	<b>0.00</b>
<b>0</b>	<b>4</b>	<b>3,639,888</b>	<b>0.01</b>
0	0	2,110,763	0.00
0	4	1,529,125	0.03
<b>227</b>	<b>0</b>	<b>4,483,592</b>	<b>0.00</b>
<b>5,218</b>	<b>993</b>	<b>20,514,255</b>	<b>0.48</b>
2,899	638	13,703,995	0.47
2,319	355	6,810,260	0.52
<b>937</b>	<b>148</b>	<b>15,080,946</b>	<b>0.10</b>
<b>256</b>	<b>64</b>	<b>2,508,125</b>	<b>0.26</b>
<b>8,324</b>	<b>1,217</b>	<b>71,783,249</b>	<b>0.17</b>

\* 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 two decimal places. Actual ranking order is based on our computer carrying out the number of decimal places to nine.

## AIR TRAVEL CONSUMER REPORT

## PASSENGERS DENIED BOARDING BY REPORTING MARKETING U.S. AIRLINES, AND YEAR-TO-DATE

JANUARY- SEPTEMBER 2021					JANUARY- SEPTEMBER 2020				
RANK	CARRIER*	DENIED BOARDINGS (DB'S)		ENPLANED PASSENGERS	INVOLUNTARY DB's PER 10,000 PASSENGERS	DENIED BOARDINGS (DB'S)		ENPLANED PASSENGERS	INVOLUNTARY DB's PER 10,000 PASSENGERS
		VOLUNTARY	INVOLUNTARY			VOLUNTARY	INVOLUNTARY		
1	DELTA AIR LINES NETWORK	31,754	0	89,123,947	0.00	31,060	5	51,877,602	0.00
	- DELTA AIR LINES	16,909	0	67,753,578	0.00	18,579	0	40,125,632	0.00
	- BRANDED CODESHARE PARTNERS	14,845	0	21,370,369	0.00	12,481	5	11,751,970	0.00
2	ALLEGiant AIR	725	0	9,894,814	0.00	298	0	6,530,477	0.00
3	HAWAIIAN AIRLINES NETWORK	15	0	4,494,998	0.00	183	1	2,740,728	0.00
	- HAWAIIAN AIRLINES	15	0	4,493,496	0.00	169	1	2,682,228	0.00
	- BRANDED CODESHARE PARTNERS	0	0	1,502	0.00	14	0	58,500	0.00
4	UNITED AIRLINES NETWORK	14,457	50	66,086,669	0.01	9,803	19	39,475,479	0.00
	- UNITED AIRLINES	4,796	11	43,474,601	0.00	2,926	15	24,956,969	0.01
	- BRANDED CODESHARE PARTNERS	9,661	39	22,612,068	0.02	6,877	4	14,518,510	0.00
5	JETBLUE AIRWAYS	1,445	43	18,682,459	0.02	288	2	9,321,624	0.00
6	ALASKA AIRLINES NETWORK	4,124	225	22,909,933	0.10	2,100	124	13,818,301	0.09
	- ALASKA AIRLINES	2,091	67	15,809,795	0.04	1,558	30	9,448,025	0.03
	- BRANDED CODESHARE PARTNERS	2,033	158	7,100,138	0.22	542	94	4,370,276	0.22
7	SPIRIT AIRLINES	6,580	280	20,997,469	0.13	3,899	69	12,550,736	0.05
8	AMERICAN AIRLINES NETWORK	28,462	2,060	109,783,730	0.19	19,065	2,714	67,818,454	0.40
	- AMERICAN AIRLINES	12,653	968	74,703,443	0.13	9,673	1,188	46,514,904	0.26
	- BRANDED CODESHARE PARTNERS	15,809	1,092	35,080,287	0.31	9,392	1,526	21,303,550	0.72
9	SOUTHWEST AIRLINES	20,689	2,713	86,657,818	0.31	4,400	370	51,678,943	0.07
10	FRONTIER AIRLINES	3,001	1,176	16,045,812	0.73	907	205	7,883,925	0.26
	TOTAL	111,252	6,547	444,677,649	0.15	72,003	3,509	263,696,269	0.13

\* 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 two decimal places. Actual ranking order is based on our computer carrying out the number of decimal places to nine.

## AIR TRAVEL CONSUMER REPORT

## PASSENGERS DENIED BOARDING BY REPORTING OPERATING U.S. AIRLINES

RANK	CARRIER*	JULY- SEPTEMBER 2021			
		DENIED BOARDINGS (DB'S)		ENPLANED PASSENGERS	INVOLUNTARY DB's PER 10,000 PASSENGERS
		VOLUNTARY	INVOLUNTARY		
1	DELTA AIR LINES	12,292	0	30,691,987	0.00
2	ALLEGiant AIR	519	0	3,872,651	0.00
3	ENDEAVOR AIR	3,642	0	3,824,655	0.00
4	HAWAIIAN AIRLINES	2	0	2,047,990	0.00
5	UNITED AIRLINES	2,864	6	20,131,527	0.00
6	JETBLUE AIRWAYS	901	24	7,813,396	0.03
7	SKYWEST AIRLINES	6,743	37	10,489,689	0.04
8	ALASKA AIRLINES	1,059	32	6,891,202	0.05
9	MESA AIRLINES	873	26	2,721,574	0.10
10	SPIRIT AIRLINES	1,766	84	7,797,518	0.11
11	AMERICAN AIRLINES	6,008	480	31,669,647	0.15
12	ENVOY AIR	1,150	76	3,628,897	0.21
13	HORIZON AIR	459	50	1,899,889	0.26
14	REPUBLIC AIRWAYS	5,164	178	5,525,714	0.32
15	SOUTHWEST AIRLINES	10,242	1,207	36,276,768	0.33
16	PSA AIRLINES	1,830	169	3,513,875	0.48
17	FRONTIER AIRLINES	1,489	619	5,776,460	1.07
TOTAL		57,003	2,988	184,573,439	0.16

JULY- SEPTEMBER 2020			
DENIED BOARDINGS (DB'S)		ENPLANED PASSENGERS	INVOLUNTARY DB's PER 10,000 PASSENGERS
VOLUNTARY	INVOLUNTARY		
634	0	9,298,752	0.00
11	0	2,036,795	0.00
77	0	1,550,894	0.00
14	0	320,241	0.00
76	8	5,211,611	0.02
9	0	1,433,931	0.00
1,069	33	4,650,686	0.07
0	0	2,110,763	0.00
226	12	1,390,249	0.09
227	0	4,483,592	0.00
2,899	638	13,703,995	0.47
747	132	1,994,013	0.66
-	-	-	-
303	62	1,865,200	0.33
937	148	15,080,946	0.10
625	73	1,961,845	0.37
256	64	2,508,125	0.26
8,110	1,170	69,601,638	0.17

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

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.

**AIR TRAVEL CONSUMER REPORT  
PASSENGERS DENIED BOARDING BY REPORTING OPERATING U.S. AIRLINES, AND YEAR-TO-DATE**

JANUARY - SEPTEMBER 2021					
RANK	AIRLINE	DENIED BOARDINGS (DB'S)		ENPLANED PASSENGERS	INVOLUNTARY DB's PER 10,000 PASSENGERS
		VOLUNTARY	INVOLUNTARY		
1	DELTA AIR LINES	16,909	0	67,753,578	0.00
2	ALLEGiant AIR	725	0	9,894,814	0.00
3	ENDEAVOR AIR	5,208	0	9,283,188	0.00
4	HAWAIIAN AIRLINES	15	0	4,493,496	0.00
5	UNITED AIRLINES	4,796	11	43,474,601	0.00
6	JETBLUE AIRWAYS	1,445	43	18,682,459	0.02
7	ALASKA AIRLINES	2,091	67	15,809,795	0.04
8	SKYWEST AIRLINES	12,630	149	24,861,234	0.06
9	MESA AIRLINES	2,040	72	6,840,852	0.11
10	AMERICAN AIRLINES	12,653	968	74,703,443	0.13
11	SPIRIT AIRLINES	6,580	280	20,997,469	0.13
12	REPUBLIC AIRWAYS	8,785	320	13,857,881	0.23
13	ENVOY AIR	3,421	223	9,210,367	0.24
14	HORIZON AIR	1,291	122	4,741,290	0.26
15	SOUTHWEST AIRLINES	20,689	2,713	86,657,818	0.31
16	PSA AIRLINES	3,771	292	8,857,340	0.33
17	FRONTIER AIRLINES	3,001	1,176	16,045,812	0.73
TOTAL		106,050	6,436	436,165,437	0.15

JANUARY - SEPTEMBER 2020			
DENIED BOARDINGS (DB'S)		ENPLANED PASSENGERS	INVOLUNTARY DB's PER 10,000 PASSENGERS
VOLUNTARY	INVOLUNTARY		
18,579	0	40,125,632	0.00
298	0	6,530,477	0.00
4,129	0	4,919,220	0.00
169	1	2,682,228	0.00
2,926	15	24,956,969	0.01
288	2	9,321,624	0.00
1,558	30	9,448,025	0.03
11,524	280	14,648,803	0.19
1,283	42	4,608,514	0.09
9,673	1,188	46,514,904	0.26
3,899	69	12,550,736	0.05
1,485	168	5,555,741	0.30
2,832	439	5,704,509	0.77
-	-	-	-
4,400	370	51,678,943	0.07
2,142	316	5,853,541	0.54
907	205	7,883,925	0.26
66,092	3,125	252,983,791	0.12

\* 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

	SEPTEMBER 2021				SEPTEMBER 2020			
	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS
U.S. AIRLINES	1,856	19	0	272	1,676	14	1	218
FOREIGN AIRLINES	1,779	1	0	72	3,134	1	0	169
TRAVEL AGENTS	633	0	0	28	944	0	0	38
TOUR OPERATORS	3	0	0	1	8	0	0	0
MISCELLANEOUS	0	2	0	118	5	5	0	38
INDUSTRY TOTALS	4,271	22	0	491	5,767	20	1	463

## AIR TRAVEL CONSUMER REPORT

Table 2

COMPLAINT CATEGORY	COMPLAINT CATEGORIES*					
	RANKING	COMPLAINTS**	SUB-CATEGORY	RANKING	COMPLAINTS**	SUB-CATEGORY
REFUNDS	1	2,490		1	5,120	
FLIGHT PROBLEMS	2	467		5	75	
CANCELLATION			228			31
DELAY			126			19
MISCONNECTION			59			11
FARES	3	413		2	243	
RESERVATIONS/TICKETING/BOARDING	4	328		3	116	
BAGGAGE	5	198		6	49	
CUSTOMER SERVICE	6	183		4	86	
DISABILITY	7	134		7	46	
OTHER	8	29		8	21	
FREQUENT FLYER			10			16
OVERSALES	9	16		9	5	
DISCRIMINATION	10	10		10	4	
ADVERTISING	11	3		11	2	
ANIMALS	12	0		12	0	
COMPLAINT TOTAL		4,271			5,767	

\* 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\*  
SEPTEMBER 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	1	0	1	5	11	6	4	1	0	1	0	0	30
ALLEGiant AIR	7	0	1	5	21	0	4	7	0	0	0	0	45
AMERICAN AIRLINES	64	2	21	47	145	13	36	16	0	3	0	7	354
DELTA AIR LINES	24	2	16	14	38	9	11	18	0	0	0	2	134
EASTERN	7	0	0	0	1	1	0	0	0	0	0	0	9
ENDEAVOR AIR	6	0	3	0	4	0	0	0	0	0	0	0	13
ENVOY AIR	6	1	2	3	3	2	2	3	0	0	0	0	22
FRONTIER AIRLINES	33	0	6	16	30	13	9	2	1	0	0	1	111
HAWAIIAN AIRLINES	2	0	0	8	19	0	1	0	0	0	0	1	31
JETBLUE AIRWAYS	55	0	18	23	51	18	21	24	0	1	0	1	212
MESA AIRLINES	1	0	0	0	2	0	2	1	0	0	0	0	6
PIEDMONT AIRLINES	2	1	0	1	2	0	1	0	0	0	0	0	7
PSA AIRLINES	5	0	3	3	7	1	2	0	0	0	0	0	21
REPUBLIC AIRWAYS	7	1	0	1	13	1	2	1	0	1	0	0	27
SILVER AIRWAYS	1	0	0	0	2	1	0	1	0	0	0	0	5
SKYWEST AIRLINES	3	1	7	2	4	3	6	4	0	0	0	0	30
SOUTHWEST AIRLINES	28	0	6	28	51	4	10	12	0	1	0	0	140
SPIRIT AIRLINES	53	0	17	23	104	10	13	4	0	0	0	2	226
SUN COUNTRY AIRLINES	1	0	2	3	3	1	1	0	0	0	0	0	11
UNITED AIRLINES	74	0	37	54	183	14	29	11	1	2	0	3	408
Other U.S. Airlines	2	0	2	1	2	1	0	0	0	0	0	6	14
<b>TOTAL SEPTEMBER 2021</b>	<b>382</b>	<b>8</b>	<b>142</b>	<b>237</b>	<b>696</b>	<b>98</b>	<b>154</b>	<b>105</b>	<b>2</b>	<b>9</b>	<b>0</b>	<b>23</b>	<b>1,856</b>
<b>% of TOTAL COMPLAINTS</b>	<b>20.6</b>	<b>0.4</b>	<b>7.7</b>	<b>12.8</b>	<b>37.5</b>	<b>5.3</b>	<b>8.3</b>	<b>5.7</b>	<b>0.1</b>	<b>0.5</b>	<b>0</b>	<b>1.2</b>	
<b>TOTAL SEPTEMBER 2020</b>	<b>48</b>	<b>2</b>	<b>51</b>	<b>155</b>	<b>1,257</b>	<b>23</b>	<b>73</b>	<b>45</b>	<b>2</b>	<b>3</b>	<b>0</b>	<b>17</b>	<b>1,676</b>
<b>% of TOTAL COMPLAINTS</b>	<b>2.9</b>	<b>0.1</b>	<b>3.0</b>	<b>9.2</b>	<b>75.0</b>	<b>1.4</b>	<b>4.4</b>	<b>2.7</b>	<b>0.1</b>	<b>0.2</b>	<b>0</b>	<b>1.0</b>	

\* 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 SEP	INCI- DENTS IN SEP	PERCENT	INCI- DENTS IN AUG	PERCENT	INCI- DENTS IN ALL PRIOR MONTHS	PERCENT	UN- KNOWN INCI- DENT DATE	PERCENT
ALASKA AIRLINES	30	6	20.0	2	6.7	20	66.7	2	6.7
ALLEGIAN AIR	45	3	6.7	12	26.7	27	60.0	3	6.7
AMERICAN AIRLINES	355	94	26.5	53	14.9	162	45.6	46	13.0
DELTA AIR LINES	134	40	29.9	23	17.2	60	44.8	11	8.2
EASTERN	9	7	77.8	0	0.0	2	22.2	0	0.0
ENDEAVOR AIR	13	4	30.8	2	15.4	7	53.8	0	0.0
ENVOY AIR	21	7	33.3	5	23.8	9	42.9	0	0.0
FRONTIER AIRLINES	111	31	27.9	24	21.6	48	43.2	8	7.2
HAWAIIAN AIRLINES	31	3	9.7	3	9.7	19	61.3	6	19.4
JETBLUE AIRWAYS	212	82	38.7	36	17.0	76	35.8	18	8.5
MESA AIRLINES	6	4	66.7	0	0.0	2	33.3	0	0.0
PIEDMONT AIRLINES	7	3	42.9	1	14.3	2	28.6	1	14.3
PSA AIRLINES	21	7	33.3	5	23.8	8	38.1	1	4.8
REPUBLIC AIRWAYS	27	6	22.2	4	14.8	13	48.1	4	14.8
SILVER AIRWAYS	5	1	20.0	0	0.0	3	60.0	1	20.0
SKYWEST AIRLINES	30	16	53.3	3	10.0	9	30.0	2	6.7
SOUTHWEST AIRLINES	140	39	27.9	14	10.0	66	47.1	21	15.0
SPIRIT AIRLINES	226	55	24.3	88	38.9	69	30.5	14	6.2
SUN COUNTRY AIRLINES	11	1	9.1	3	27.3	7	63.6	0	0.0
UNITED AIRLINES	408	105	25.7	63	15.4	193	47.3	47	11.5
Other U.S. Airlines	14	3	37.5	2	12.5	8	37.5	1	12.5
<b>Totals</b>	<b>1,856</b>	<b>517</b>	<b>27.9</b>	<b>343</b>	<b>18.5</b>	<b>810</b>	<b>43.6</b>	<b>186</b>	<b>10.0</b>
<b>Previous Year's Totals</b>	<b>1,676</b>	<b>272</b>	<b>16.2</b>	<b>101</b>	<b>6.0</b>	<b>1,077</b>	<b>64.3</b>	<b>226</b>	<b>13.5</b>

\* 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\*\***  
**SEPTEMBER 2021**

	FLIGHT PROBLEMS	OVER- SALES	RES/TKT/ BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DIS- ABILITY	ADVERT- ISING	DISCRIM- INATION	ANIMALS	OTHER	TOTAL
<b><u>FOREIGN AIRLINES</u></b>													
AER LINGUS	1	0	2	2	18	0	1	0	0	0	0	0	24
AEROFLOT	0	0	1	0	8	0	0	0	0	0	0	0	9
AEROLINEAS ARGENTINAS	0	0	0	0	4	0	1	0	0	0	0	0	5
AEROMEXICO	4	3	4	1	34	3	0	0	0	0	0	0	49
AIR CANADA	8	0	9	5	35	5	3	0	0	0	0	0	65
AIR EUROPA	1	0	1	0	10	0	1	0	0	0	0	0	13
AIR FRANCE	1	0	6	3	18	9	1	3	0	0	0	0	41
AIR INDIA	2	0	14	6	320	4	0	0	0	0	0	1	347
ALITALIA AIRLINES	0	0	2	3	16	0	0	0	0	0	0	0	21
AUSTRIAN AIRLINES	1	0	1	2	1	1	0	1	0	0	0	0	7
AVIANCA	1	0	3	3	27	2	1	0	0	0	0	0	37
BRITISH AIRWAYS	3	0	5	11	54	2	1	1	0	0	0	0	77
CARIBBEAN AIRLINES	0	0	0	2	13	0	0	0	0	0	0	0	15
CONDOR	0	0	0	2	5	0	0	0	0	0	0	0	7
COPA	0	0	3	4	21	1	0	1	0	0	0	0	30
EGYPTAIR	0	0	1	1	8	5	0	0	0	0	0	0	15
EL AL ISRAEL	1	0	0	0	12	0	0	1	0	0	0	0	14
EMIRATES AIRLINES	1	0	3	3	11	1	0	2	0	0	0	1	22
ETHIOPIAN AIRLINES	0	0	3	1	5	4	1	0	0	0	0	0	14
ETIHAD AIRWAYS	3	0	2	0	7	0	0	0	0	0	0	0	12
EVA AIRWAYS	2	0	1	0	6	0	0	0	0	0	0	0	9
FIJI AIRWAYS	0	0	1	1	36	0	0	0	0	0	0	0	38
FRENCH BEE	1	1	0	0	3	0	1	0	0	0	0	0	6
IBERIA AIRLINES	3	0	8	7	43	4	0	1	0	0	0	0	66
ICELANDAIR	0	0	1	3	13	0	1	0	0	0	0	0	18
INTERJET	0	0	0	0	14	0	0	0	0	0	0	0	14
KLM	3	0	1	1	4	6	0	2	0	0	0	1	18
LATAM	0	0	2	2	13	0	0	1	0	0	0	0	18
LEVEL	1	0	0	0	7	0	0	0	0	0	0	0	8
LOT POLISH AIRLINES	2	0	0	1	9	0	0	0	0	0	0	0	12
LUFTHANSA	8	0	18	12	49	11	6	2	0	1	0	0	107
NORWEGIAN AIR SHUTTLE	3	0	0	5	37	0	0	0	0	0	0	0	45
PHILIPPINE AIRLINES	0	0	1	1	16	0	0	0	0	0	0	0	18
QATAR AIRWAYS	3	0	10	5	21	4	0	1	0	0	0	0	44
ROYAL AIR MAROC	1	0	2	0	23	2	1	0	0	0	0	0	29
ROYAL JORDANIAN AIRLINES	0	0	3	0	5	2	0	0	0	0	0	0	10
SAS	1	0	3	1	17	0	0	1	0	0	0	0	23
SINGAPORE AIRLINES	1	0	0	0	6	0	0	1	0	0	0	0	8

## AIR TRAVEL CONSUMER REPORT

Table 5 (cont'd)

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

	FLIGHT PROBLEMS	OVER- SALES	RES/TKT/ BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DIS- ABILITY	ADVERT- ISING	DISCRIM- INATION	ANIMALS	OTHER	TOTAL
SOUTH AFRICAN AIRWAYS	1	0	0	2	26	0	0	0	0	0	0	0	29
SWISS AIR	1	1	2	0	5	3	0	2	0	0	0	0	14
TAP	5	0	10	12	129	5	1	0	0	0	0	0	162
TURKISH AIRLINES	4	0	13	11	30	9	2	1	0	0	0	1	71
VIRGIN ATLANTIC AIRWAYS	4	0	1	2	8	2	1	0	0	0	0	0	18
VIRGIN AUSTRALIA	0	0	0	0	5	0	0	0	0	0	0	0	5
VIVAAEROBUS	0	0	0	0	4	1	0	0	0	1	0	0	6
VOLARIS AIRLINES	1	0	5	7	13	5	2	2	0	0	0	0	35
VUELING AIRLINES	1	0	0	0	3	1	0	0	0	0	0	0	5
WEST JET	0	1	0	2	16	0	0	0	0	0	0	0	19
OTHER FOREIGN AIRLINES	5	2	8	8	60	8	2	6	0	0	0	1	100
<b>TOTALS</b>	<b>78</b>	<b>8</b>	<b>150</b>	<b>132</b>	<b>1,248</b>	<b>100</b>	<b>27</b>	<b>29</b>	<b>0</b>	<b>2</b>	<b>0</b>	<b>5</b>	<b>1,779</b>
<b><u>TRAVEL AGENTS</u></b>													
ASAPTICKETS.COM	0	0	0	2	23	0	0	0	0	0	0	0	25
CHASE TRAVEL	0	0	0	2	10	0	0	0	0	0	0	0	12
CHEAPOAIR.COM	0	0	2	2	27	0	0	0	0	0	0	0	31
EDREAMS.COM	0	0	2	1	9	0	0	0	0	0	0	0	12
EXPEDIA.COM	2	0	7	12	125	0	1	0	0	0	0	0	147
FLIGHT NETWORK	0	0	0	0	6	0	0	0	0	0	0	0	6
FLIGHTHUB	0	0	0	0	5	0	0	0	0	0	0	0	5
GOTOGATE	0	0	2	1	21	0	0	0	0	0	0	0	24
INDIAN EAGLE	0	0	0	0	13	0	0	0	0	0	0	0	13
JUSTFLY.COM	1	0	7	3	29	0	0	0	0	0	0	0	40
KAYAK	0	0	1	0	5	0	0	0	0	0	0	0	6
KIWI.COM	0	0	0	4	68	0	0	0	0	0	0	0	72
ORBITZ.COM	1	0	2	3	20	0	0	0	0	0	0	0	26
PRICELINE.COM	2	0	3	1	24	0	0	0	0	0	0	0	30
SMARTFARES.COM	0	0	0	2	4	0	0	0	0	0	0	0	6
SOUTHWEST VACATIONS	0	0	0	0	5	0	0	0	0	0	0	0	5
TRAVELOCITY.COM	0	0	1	2	18	0	0	0	0	0	0	0	21
VAYAMA	0	0	0	0	19	0	0	0	0	0	0	0	19
OTHER TRAVEL AGENTS	1	0	9	9	112	0	1	0	1	0	0	0	133
<b>TOTALS</b>	<b>7</b>	<b>0</b>	<b>36</b>	<b>44</b>	<b>543</b>	<b>0</b>	<b>2</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>633</b>

# **AIR TRAVEL CONSUMER REPORT**

Table 5 (cont'd)

## **COMPANIES OTHER THAN U.S. AIRLINES\* BY COMPLAINT CATEGORY\*\* SEPTEMBER 2021**

	FLIGHT PROBLEMS	OVER- SALES	RES/TKT/ BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DIS- ABILITY	ADVERT- ISING	DISCRIM- INATION	ANIMALS	OTHER	TOTAL
<b><u>TOUR OPERATORS</u></b>													
OTHER TOUR OPERATORS	0	0	0	0	3	0	0	0	0	0	0	0	3
TOTALS	0	0	0	0	3	0	0	0	0	0	0	0	3
<b><u>MISCELLANEOUS</u></b>													
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).

SEPTEMBER 2021		SEPTEMBER 2020
AIRLINE	COMPLAINTS	COMPLAINTS
<b>ALASKA AIRLINES NETWORK</b>	<b>35</b>	<b>55</b>
- ALASKA AIRLINES	30	49
- BRANDED CODESHARE PARTNERS	5	6
<b>ALLEGiant AIR</b>	<b>45</b>	<b>16</b>
<b>AMERICAN AIRLINES NETWORK</b>	<b>443</b>	<b>285</b>
- AMERICAN AIRLINES	354	275
- BRANDED CODESHARE PARTNERS	88	10
<b>DELTA AIR LINES NETWORK</b>	<b>168</b>	<b>150</b>
- DELTA AIR LINES	134	145
- BRANDED CODESHARE PARTNERS	34	5
<b>FRONTIER AIRLINES</b>	<b>111</b>	<b>478</b>
<b>HAWAIIAN AIRLINES</b>	<b>31</b>	<b>39</b>
<b>JETBLUE AIRWAYS</b>	<b>212</b>	<b>56</b>
<b>SOUTHWEST AIRLINES</b>	<b>140</b>	<b>77</b>
<b>SPIRIT AIRLINES</b>	<b>226</b>	<b>128</b>
<b>UNITED AIRLINES NETWORK</b>	<b>408</b>	<b>366</b>
- UNITED AIRLINES	408	366
- BRANDED CODESHARE PARTNERS	0	0
<b>TOTAL</b>	<b>1,818</b>	<b>1,650</b>

\* 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	SEPTEMBER 2021			SEPTEMBER 2020		
		COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS	COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS
1	HORIZON AIRLINES	2	507,566	0.39	-	-	-
2	MESA AIRLINES	6	862,759	0.70	1	611,175	0.16
3	SKYWEST AIRLINES	30	3,286,657	0.91	9	1,696,302	0.53
4	ENDEAVOR AIR	13	1,197,764	1.09	2	578,823	0.35
5	SOUTHWEST AIRLINES	140	10,870,809	1.29	77	4,833,341	1.59
6	DELTA AIR LINES	134	9,791,660	1.37	145	3,571,119	4.06
7	ALASKA AIRLINES	30	2,059,777	1.46	49	744,612	6.58
8	REPUBLIC AIRWAYS	27	1,596,797	1.69	1	690,610	0.14
9	ENVOY AIR	22	1,146,181	1.92	1	673,959	0.15
10	PSA AIRLINES	21	1,093,324	1.92	5	668,551	0.75
11	AMERICAN AIRLINES	354	10,004,909	3.54	275	4,896,138	5.62
12	ALLEGiant AIR	45	835,409	5.39	16	489,062	3.27
13	HAWAIIAN AIRLINES	31	536,394	5.78	39	59,955	65.05
14	UNITED AIRLINES	408	6,797,668	6.00	366	2,141,468	17.09
15	FRONTIER AIRLINES	111	1,676,861	6.62	478	862,395	55.43
16	JETBLUE AIRWAYS	212	2,490,889	8.51	56	676,552	8.28
17	SPIRIT AIRLINES	226	2,471,465	9.14	128	1,150,073	11.13
TOTAL		1,812	57,226,889	3.17	1,648	24,344,135	6.77

\* All U.S. airlines with at least 0.5 percent of total domestic scheduled - service passenger revenues, as determined by DOT's Bureau of Transportation Statistics, plus other carriers that report flight delay and mishandled baggage data voluntarily.

## AIR TRAVEL CONSUMER REPORT

TABLE 1 (YTD)

CONSUMER COMPLAINTS  
SUMMARY

	JANUARY - SEPTEMBER 2021				JANUARY - SEPTEMBER 2020			
	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS
U.S. AIRLINES	14,934	208	7	2,235	32,630	333	3	2,704
FOREIGN AIRLINES	17,097	23	2	838	44,789	41	2	1,754
TRAVEL AGENTS	6,266	2	0	322	12,368	3	0	448
TOUR OPERATORS	21	0	0	2	72	0	0	3
MISCELLANEOUS	0	118	1	1,071	66	139	0	658
INDUSTRY TOTALS	38,318	351	10	4,468	89,925	516	5	5,567

## AIR TRAVEL CONSUMER REPORT

Table 2 (YTD)

COMPLAINT CATEGORY	COMPLAINT CATEGORIES*					
	JANUARY - SEPTEMBER 2021			JANUARY - SEPTEMBER 2020		
	RANKING	COMPLAINTS**	SUB-CATEGORY	RANKING	COMPLAINTS**	SUB-CATEGORY
REFUNDS	1	23,918		1	78,725	
FLIGHT PROBLEMS	2	4,489		2	1,269	
CANCELLATION			2,570			646
DELAY			1,037			296
MISCONNECTION			408			149
FARES	3	3,073		3	2,788	
RESERVATIONS/TICKETING/BOARDING	4	2,831		4	4,038	
CUSTOMER SERVICE	5	1,377		5	1,194	
BAGGAGE	6	1,232		6	860	
DISABILITY	7	908		7	403	
OTHER	8	191		8	476	
FREQUENT FLYER			87			366
OVERSALES	9	174		9	110	
DISCRIMINATION	10	97		10	41	
ADVERTISING	11	27		11	20	
ANIMALS	12	1		12	1	
COMPLAINT TOTAL		38,318			89,925	

\* A DETAILED EXPLANATION OF THE COMPLAINT CATEGORIES IS ATTACHED.

\*\* INCLUDES FIGURES FOR SUB-CATEGORIES.



## AIR TRAVEL CONSUMER REPORT

Table 3 (YTD)

**COMPLAINTS AGAINST U.S. AIRLINES BY COMPLAINT CATEGORIES\***  
**JANUARY - SEPTEMBER 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	30	2	21	32	146	21	50	20	0	2	0	5	329
ALLEGiant AIR	95	3	46	36	118	29	30	113	0	2	0	2	474
AMERICAN AIRLINES	727	28	232	291	1,007	158	242	156	3	21	0	27	2,892
BOUTIQUE AIR	8	1	1	0	5	1	0	0	0	0	0	0	16
BREEZE AIRWAYS	3	0	1	0	4	1	1	0	0	0	0	0	10
DELTA AIR LINES	142	6	136	68	288	84	96	91	0	4	1	10	926
EASTERN	12	0	1	3	17	6	0	0	0	0	0	0	39
ENDEAVOR AIR	23	0	8	3	21	8	11	2	0	0	0	1	77
ENVOY AIR	48	4	20	7	41	10	15	13	0	1	0	1	160
FRONTIER AIRLINES	217	19	58	105	281	72	69	17	2	5	0	6	851
HAWAIIAN AIRLINES	7	0	20	39	101	1	14	2	0	0	0	1	185
HORIZON AIRLINES	8	0	0	2	12	1	2	1	0	0	0	0	26
JETBLUE AIRWAYS	424	10	160	155	353	71	165	121	1	4	0	14	1,478
MESA AIRLINES	35	0	2	1	9	2	7	3	0	2	0	0	61
PIEDMONT AIRLINES	14	1	3	2	4	2	4	2	0	0	0	1	33
PSA AIRLINES	56	5	16	6	44	13	13	10	0	2	0	0	165
REPUBLIC AIRWAYS	57	5	13	6	60	9	17	5	0	2	0	0	174
SILVER AIRWAYS	6	0	3	6	30	4	2	2	0	0	0	0	53
SKYWEST AIRLINES	72	4	22	10	47	10	27	16	0	3	0	1	212
SOUTHWEST AIRLINES	243	8	45	166	243	49	109	103	4	17	0	3	990
SPIRIT AIRLINES	1,328	12	157	179	986	108	102	41	0	2	0	16	2,931
SUN COUNTRY AIRLINES	6	0	6	32	42	12	5	1	0	0	0	0	104
UNITED AIRLINES	426	18	239	331	1,255	97	183	80	3	12	0	23	2,668
Other U.S. Airlines	7	1	4	7	17	1	4	5	0	0	0	35	80
<b>TOTAL JAN - SEPTEMBER 2021</b>	<b>3,994</b>	<b>127</b>	<b>1,214</b>	<b>1,487</b>	<b>5,131</b>	<b>770</b>	<b>1,168</b>	<b>804</b>	<b>13</b>	<b>79</b>	<b>1</b>	<b>146</b>	<b>14,934</b>
<b>% of TOTAL COMPLAINTS</b>	<b>26.7</b>	<b>0.9</b>	<b>8.1</b>	<b>10.0</b>	<b>34.4</b>	<b>5.2</b>	<b>7.8</b>	<b>5.4</b>	<b>0.1</b>	<b>0.5</b>	<b>0.0</b>	<b>1.0</b>	
<b>TOTAL JAN - SEPTEMBER 2020</b>	<b>788</b>	<b>73</b>	<b>732</b>	<b>1,459</b>	<b>27,523</b>	<b>394</b>	<b>865</b>	<b>350</b>	<b>13</b>	<b>31</b>	<b>0</b>	<b>402</b>	<b>32,630</b>
<b>% of TOTAL COMPLAINTS</b>	<b>2.4</b>	<b>0.2</b>	<b>2.2</b>	<b>4.5</b>	<b>84.3</b>	<b>1.2</b>	<b>2.7</b>	<b>1.1</b>	<b>0.0</b>	<b>0.1</b>	<b>0</b>	<b>1.2</b>	

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

\*\* AIRLINES ARE LISTED INDIVIDUALLY IF DOT RECEIVED TEN (10) 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 (YTD)

## COMPLAINTS AGAINST COMPANIES OTHER THAN U.S. AIRLINES BY COMPLAINT CATEGORY\*\* / JANUARY - SEPTEMBER 2021

	FLIGHT PROBLEMS	OVER- SALES	RES/TKT/ BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DIS- ABILITY	ADVERT- ISING	DISCRIM- INATION	ANIMALS	OTHER	TOTAL
<b><u>FOREIGN AIRLINES</u></b>													
AEGEAN AIRLINES	2	0	1	0	25	3	0	0	0	0	0	0	31
AER LINGUS	2	0	10	19	123	1	1	1	0	0	0	0	157
AEROFLOT	1	0	11	2	76	3	2	0	0	0	0	0	95
AEROLINEAS ARGENTINAS	1	1	1	0	29	0	1	0	0	0	0	0	33
AEROMEXICO	18	7	40	39	386	20	6	3	0	2	0	0	521
AIR ASIA	0	0	1	1	41	0	1	0	0	0	0	0	44
AIR CANADA	38	3	59	30	792	24	6	2	1	0	0	2	957
AIR CHINA	0	0	1	2	16	1	0	1	0	0	0	0	21
AIR EUROPA	1	0	6	0	85	3	1	0	0	0	0	0	96
AIR FRANCE	14	0	41	23	171	44	12	9	1	0	0	4	319
AIR INDIA	13	1	85	122	1,986	14	7	2	0	0	0	5	2,235
AIR NEW ZEALAND	0	0	1	2	21	0	0	0	0	0	0	0	24
AIR SERBIA	1	0	2	0	8	0	2	1	0	0	0	0	14
AIR TAHITI NUI	0	0	2	3	52	0	0	1	0	0	0	0	58
AIR TRANSAT	0	0	1	0	18	0	0	0	0	0	0	0	19
ALITALIA AIRLINES	5	0	12	21	144	2	1	0	0	0	0	0	185
ANA ALL NIPPON AIRWAYS	0	0	2	5	37	1	0	0	0	0	0	0	45
ASIANA AIRLINES	1	0	5	1	19	2	0	0	0	0	0	1	29
AUSTRIAN AIRLINES	3	0	7	4	29	6	0	1	0	0	0	0	50
AVIANCA	11	3	75	54	725	7	16	3	0	0	0	2	896
AZERBAIJAN AIRLINES	0	0	0	0	14	0	0	0	0	0	0	0	14
AZUL BRAZILIAN AIRLINES	4	0	3	3	26	0	0	1	0	0	0	0	37
BRITISH AIRWAYS	19	0	48	41	345	8	3	2	0	1	0	2	469
BRUSSELS AIRLINES	1	0	7	2	25	4	0	0	0	0	0	0	39
CARIBBEAN AIRLINES	2	0	0	7	119	1	0	1	0	0	0	0	130
CATHAY PACIFIC AIRWAYS	0	0	4	1	24	1	0	2	0	0	0	1	33
CHINA EASTERN AIRLINES	0	0	0	1	16	0	0	0	0	0	0	0	17
CHINA SOUTHERN AIRLINES	0	0	1	2	8	0	0	1	0	0	0	0	12
CONDOR	5	0	3	5	25	1	2	0	0	0	0	0	41
COPA	7	5	23	24	271	6	2	3	0	0	0	0	341
EASY JET	0	0	0	3	24	0	0	0	0	0	0	0	27
EGYPTAIR	3	0	10	6	85	10	3	0	0	0	0	0	117
EL AL ISRAEL	6	1	10	4	394	4	1	2	0	0	0	0	422
EMIRATES AIRLINES	13	1	19	5	102	6	3	5	0	2	0	1	157
ETHIOPIAN AIRLINES	5	2	13	11	51	24	3	0	0	0	0	1	110
ETIHAD AIRWAYS	11	2	11	6	81	0	1	2	0	1	0	1	116
EVA AIRWAYS	3	0	3	4	47	0	0	0	0	0	0	0	57
FIJI AIRWAYS	0	0	2	2	279	0	0	0	0	0	0	0	283

## AIR TRAVEL CONSUMER REPORT

Table 4 (YTD) cont'd

## COMPLAINTS AGAINST COMPANIES OTHER THAN U.S. AIRLINES BY COMPLAINT CATEGORY\*\* / JANUARY - SEPTEMBER 2021

	FLIGHT PROBLEMS	OVER- SALES	RES/TKT/ BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DIS- ABILITY	ADVERT- ISING	DISCRIM- INATION	ANIMALS	OTHER	TOTAL
FINNAIR	6	0	4	3	39	0	0	1	0	0	0	0	53
FRENCH BEE	6	1	0	0	40	0	1	0	1	0	0	0	49
GOL AIRLINES	1	0	6	2	14	0	0	0	0	0	0	0	23
IBERIA AIRLINES	8	0	46	30	306	16	2	1	0	0	0	3	412
ICELANDAIR	3	1	9	11	97	0	2	2	0	0	0	0	125
INTERJET	0	0	23	16	522	0	0	0	0	0	0	0	561
JAPAN AIR LINES COMPANY	0	0	3	6	44	0	1	1	0	0	0	0	55
KENYA AIRWAYS	0	1	2	1	29	1	1	1	0	0	0	0	36
KLM	14	0	17	5	91	18	1	4	0	0	0	2	152
KOREAN AIR LINES	0	0	4	2	21	2	0	1	0	0	0	0	30
LA COMPAGNIE	1	0	0	0	27	1	0	0	0	0	0	0	29
LATAM	7	1	18	25	187	6	3	4	0	2	0	1	254
LEVEL	1	0	1	0	42	0	0	1	0	0	0	0	45
LOT POLISH AIRLINES	2	0	17	5	61	2	3	0	1	0	0	0	91
LUFTHANSA	46	0	103	46	401	62	18	10	0	2	0	4	692
NORWEGIAN AIR SHUTTLE	6	0	2	37	503	0	3	0	0	0	0	4	555
PHILIPPINE AIRLINES	1	0	11	24	446	4	0	2	0	0	0	0	488
QANTAS AIRWAYS	1	0	0	2	29	0	0	0	0	0	0	0	32
QATAR AIRWAYS	30	3	136	32	200	22	19	5	0	4	0	0	451
ROYAL AIR MAROC	9	0	15	5	188	4	3	0	1	0	0	0	225
ROYAL JORDANIAN AIRLINES	3	0	14	4	61	6	0	0	0	1	0	0	89
RYANAIR	0	0	2	2	34	2	0	0	0	0	0	0	40
SAS	5	0	9	12	106	0	1	1	0	0	0	0	134
SATA INTERNACIONAL	0	0	2	2	28	1	0	0	0	0	0	0	33
SAUDI ARABIAN AIRLINES	0	0	4	0	13	1	1	0	0	0	0	0	19
SINGAPORE AIRLINES	4	0	2	2	25	0	0	1	0	0	0	1	35
SOUTH AFRICAN AIRWAYS	1	0	1	4	119	1	0	0	0	0	0	0	126
SRILANKAN AIRLINES	0	0	1	0	9	0	0	0	0	0	0	0	10
SWISS AIR	3	2	13	10	69	7	1	2	1	1	0	0	109
SWOOP	0	0	1	1	12	1	0	0	0	0	0	0	15
TAP	17	0	63	125	1,840	19	5	2	1	0	0	1	2,073
TURKISH AIRLINES	20	0	105	57	268	38	20	8	0	1	0	3	520
UKRAINE INTERNATIONAL AIRLINES	3	0	2	2	38	0	0	0	0	0	0	0	45
VIRGIN ATLANTIC AIRWAYS	8	0	12	4	83	4	1	0	0	0	0	0	112
VIRGIN AUSTRALIA	0	0	1	3	45	1	0	0	0	0	0	0	50
VIVA AIR	2	0	1	2	10	1	0	2	0	0	0	0	18
VIVAAEROBUS	4	1	4	4	29	8	1	0	0	1	0	0	52
VOLARIS AIRLINES	13	7	57	117	251	19	22	7	1	0	0	1	495

## AIR TRAVEL CONSUMER REPORT

Table 4 (YTD)(Cont'd)

## COMPLAINTS AGAINST COMPANIES OTHER THAN U.S. AIRLINES BY COMPLAINT CATEGORY\*\* / JANUARY - SEPTEMBER 2021

	FLIGHT PROBLEMS	OVER- SALES	RES/TKT/ BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DIS- ABILITY	ADVERT- ISING	DISCRIM- INATION	ANIMALS	OTHER	TOTAL
VUELING AIRLINES	2	0	0	4	31	2	0	0	0	0	0	0	39
WEST JET	3	1	4	10	184	0	0	1	0	0	0	1	204
OTHER FOREIGN AIRLINES	11	1	14	10	212	14	3	4	0	0	0	1	270
<b>TOTALS</b>	<b>431</b>	<b>45</b>	<b>1,249</b>	<b>1,082</b>	<b>13,473</b>	<b>459</b>	<b>186</b>	<b>104</b>	<b>8</b>	<b>18</b>	<b>0</b>	<b>42</b>	<b>17,097</b>
<b><u>TRAVEL AGENTS</u></b>													
AIRTKT.COM	0	0	2	5	14	0	0	0	0	0	0	0	21
AMERICAN EXPRESS	0	0	3	3	27	0	1	0	0	0	0	0	34
ASAPTICKETS.COM	3	0	15	30	231	0	0	0	0	0	0	0	279
CAPITAL ONE TRAVEL	0	0	1	0	15	0	0	0	1	0	0	0	17
CHASE TRAVEL	3	0	4	11	120	0	0	0	0	0	0	0	138
CHEAP TICKETS	0	0	5	4	28	0	0	0	0	0	0	0	37
CHEAPCARIBBEAN.COM	0	0	0	4	13	0	0	0	0	0	0	0	17
CHEAPFAREGURU.COM	0	0	2	3	14	0	0	0	0	0	0	0	19
CHEAPOAIR.COM	3	0	19	49	300	1	1	0	1	0	0	0	374
COSTCO TRAVEL	0	0	0	0	12	0	0	0	0	0	0	0	12
EDREAMS.COM	0	0	11	4	78	0	2	0	1	0	0	0	96
EXPEDIA.COM	13	2	63	130	983	0	9	0	0	0	0	0	1,200
EXPLORETRIP.COM	1	0	1	2	24	0	0	0	0	0	0	0	28
FAREBOOM.COM	1	0	3	4	32	0	0	0	0	0	0	0	40
FARESCAN.COM	1	0	1	2	22	0	0	0	0	0	0	0	26
FLIGHT NETWORK	0	0	8	3	66	0	0	0	0	0	0	0	77
FLIGHTGURU	0	0	0	0	10	0	0	0	1	0	0	0	11
FLIGHTHUB	0	0	3	3	34	0	0	0	0	0	0	0	40
FLYUS.COM	0	0	8	1	32	0	0	0	0	0	0	0	41
GATE 1 TRAVEL	0	0	0	0	33	0	1	0	0	0	0	0	34
GOTOGATE	1	0	8	6	205	0	0	0	0	0	0	0	220
HOP2	0	0	0	1	22	0	0	0	0	0	0	0	23
HOPPER.COM	0	0	6	7	73	0	0	0	0	0	0	0	86
HOTWIRE.COM	1	0	0	1	11	0	0	0	0	0	0	0	13
INDIAN EAGLE	0	0	2	5	84	0	0	0	0	0	0	0	91
JUSTFLY.COM	6	0	38	30	286	0	1	0	0	0	0	0	361
KAYAK	0	0	6	3	23	0	0	0	0	0	0	0	32
KISSANDFLY	1	0	0	1	31	0	0	0	0	0	0	0	33
KIWI.COM	5	0	38	26	809	0	0	0	1	0	0	0	879
MANGO TOURS	0	0	0	0	17	0	1	0	0	0	0	0	18
MYTRIP.COM	0	0	3	4	53	0	0	0	0	0	0	0	60
ONETRAVEL	0	0	1	3	20	0	0	0	0	0	0	0	24
ORBITZ.COM	3	0	10	30	231	0	1	0	0	0	0	2	277

## AIR TRAVEL CONSUMER REPORT

Table 4 (YTD)(Cont'd)

## COMPLAINTS AGAINST COMPANIES OTHER THAN U.S. AIRLINES BY COMPLAINT CATEGORY\*\*/JANUARY - SEPTEMBER 2021

	FLIGHT PROBLEMS	OVER- SALES	RES/TKT/ BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DIS- ABILITY	ADVERT- ISING	DISCRIM- INATION	ANIMALS	OTHER	TOTAL
OVAGO	0	0	6	7	65	0	0	0	0	0	0	0	78
PRICELINE.COM	4	0	14	16	163	0	1	0	0	0	0	0	198
SKYBOOKER	0	0	1	0	20	0	0	0	0	0	0	0	21
SKYLUX TRAVEL	0	0	0	0	19	0	0	0	0	0	0	0	19
SMARTFARES.COM	1	0	2	4	39	0	0	0	0	0	0	0	46
SOUTHWEST VACATIONS	2	0	0	1	13	1	0	0	0	0	0	0	17
STUDENTUNIVERSE	0	0	0	1	9	0	0	0	0	0	0	0	10
TRAVEL2BE	0	0	1	1	8	0	0	0	0	0	0	0	10
TRAVELER HELP DESK	0	0	0	2	17	0	0	0	0	0	0	0	19
TRAVELGENIO	0	0	0	0	22	0	0	0	0	0	0	0	22
TRAVELOCITY.COM	3	0	34	39	199	0	1	0	0	0	0	0	276
TRIP.COM	0	0	0	3	21	0	0	0	0	0	0	0	24
UNITED VACATIONS	1	0	1	2	13	0	0	0	0	0	0	1	18
VAYAMA	1	0	5	5	253	0	1	0	0	0	0	0	265
WOWFARE	0	0	1	0	20	0	0	0	0	0	0	0	21
OTHER TRAVEL AGENTS	10	0	39	46	465	1	2	0	1	0	0	0	564
<b>TOTALS</b>	<b>64</b>	<b>2</b>	<b>365</b>	<b>502</b>	<b>5,299</b>	<b>3</b>	<b>22</b>	<b>0</b>	<b>6</b>	<b>0</b>	<b>0</b>	<b>3</b>	<b>6,266</b>
<b><u>TOUR OPERATORS</u></b>													
OTHER TOUR OPERATORS	0	0	1	2	11	0	1	0	0	0	0	0	15
<b>TOTALS</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>2</b>	<b>11</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>15</b>
<b><u>MISCELLANEOUS</u></b>													
OTHER MISCELLANEOUS	0	0	0	0	0	0	0	0	0	0	0	0	0
<b>TOTALS</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>

\* COMPANIES ARE LISTED INDIVIDUALLY IF DOT RECEIVED TEN (10) 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 5 (YTD)

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

JANUARY - SEPTEMBER 2021		JANUARY - SEPTEMBER 2020
AIRLINE	COMPLAINTS	COMPLAINTS
<b>ALASKA AIRLINES NETWORK</b>	<b>383</b>	<b>1,070</b>
- ALASKA AIRLINES	329	990
- BRANDED CODESHARE PARTNERS	54	80
<b>ALLEGiant AIRLINES</b>	<b>474</b>	<b>523</b>
<b>AMERICAN AIRLINES NETWORK</b>	<b>3,550</b>	<b>5,379</b>
- AMERICAN AIRLINES	2,892	5,288
- BRANDED CODESHARE PARTNERS	658	91
<b>DELTA NETWORK</b>	<b>1,107</b>	<b>3,828</b>
- DELTA AIR LINES	926	3,623
- BRANDED CODESHARE PARTNERS	181	205
<b>FRONTIER AIRLINES</b>	<b>851</b>	<b>5,023</b>
<b>HAWAIIAN AIRLINES</b>	<b>185</b>	<b>1,186</b>
<b>JETBLUE AIRWAYS</b>	<b>1,478</b>	<b>1,435</b>
<b>SOUTHWEST AIRLINES</b>	<b>990</b>	<b>1,595</b>
<b>SPIRIT AIRLINES</b>	<b>2,931</b>	<b>1,449</b>
<b>UNITED AIRLINES NETWORK</b>	<b>2,669</b>	<b>10,543</b>
- UNITED AIRLINES	2,668	10,510
- BRANDED CODESHARE PARTNERS	1	33
<b>TOTAL</b>	<b>14,618</b>	<b>32,031</b>

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

TABLE 5A (YTD)

## AIR TRAVEL CONSUMER REPORT

CONSUMER COMPLAINTS: RANKINGS  
U.S. AIRLINES\*

RANK	AIRLINE	JANUARY - SEPTEMBER 2021			JANUARY - SEPTEMBER 2020		
		COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS	COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS
1	HORIZON AIRLINES	26	4,567,506	0.57	-	-	-
2	ENDEAVOR AIR	77	9,327,764	0.83	94	5,034,532	1.87
3	MESA AIRLINES	61	7,220,926	0.84	12	4,926,865	0.24
4	SKYWEST AIRLINES	212	25,021,296	0.85	137	14,889,837	0.92
5	SOUTHWEST AIRLINES	990	87,255,977	1.13	1,595	51,836,883	3.08
6	DELTA AIR LINES	926	71,403,450	1.30	3,623	43,119,325	8.40
7	REPUBLIC AIRWAYS	174	13,222,521	1.32	55	6,214,377	0.89
8	ENVOY AIR	160	9,596,083	1.67	32	5,890,283	0.54
9	PSA AIRLINES	165	8,889,960	1.86	36	5,903,342	0.61
10	ALASKA AIRLINES	329	16,367,274	2.01	990	9,735,711	10.17
11	AMERICAN AIRLINES	2,892	80,701,600	3.58	5,288	50,029,775	10.57
12	HAWAIIAN AIRLINES	185	4,520,899	4.09	1,186	2,817,462	42.09
13	ALLEGiant AIR	474	9,983,768	4.75	523	6,906,097	7.57
14	UNITED AIRLINES	2,668	48,471,695	5.50	10,510	28,271,094	37.18
15	FRONTIER AIRLINES	851	14,768,881	5.76	5,023	8,338,830	60.24
16	JETBLUE AIRWAYS	1,478	21,588,313	6.85	1,435	10,941,924	13.11
17	SPIRIT AIRLINES	2,931	22,123,901	13.25	1,449	13,050,480	11.10
	<b>TOTAL</b>	14,599	455,031,814	3.21	31,988	267,906,817	11.94

\* All U.S. airlines with at least 0.5 percent of total domestic scheduled-service passenger revenues, as determined by DOT's Bureau of Transportation Statistics, plus other carriers that report flight delay and mishandled baggage data voluntarily. The carriers that are ranked in this table are the same carriers that are ranked in the "Flight Delays," "Mishandled Baggage," and "Oversales" sections of this report.

## AIR TRAVEL CONSUMER REPORT

### Civil Rights Complaints by Air Travelers (Other Than Disability) for September 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
AMERICAN AIRLINES	2				1		
JETBLUE				1			
LUFTHANSA			1				
REPUBLIC	1						
SOUTHWEST							1
UNITED	2						
VIVA AEROBUS	1						
<b>TOTAL</b>	<b>6</b>		<b>1</b>	<b>1</b>	<b>1</b>		<b>1</b>

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.**



**Civil Rights Complaints by Air Travelers (Other Than Disability) for January - September 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
AEROMEXICO	1		1				
ALASKA AIRLINES	2						
ALLEGiant AIR				1	1		
AMERICAN AIRLINES	14	3		1	3		
BRITISH AIRWAYS	1						
DELTA AIR LINES	3		1				
EMIRATES AIRLINES	1		1				
ENVOY AIR	1						
ETIHAD AIRWAYS							1
FRONTIER AIRLINES	4	1					
JETBLUE AIRWAYS	1			2		1	
LATAM			2				
LUFTHANSA			1			1	
MESA AIRLINES	2						
PSA AIRLINES	1		1				
QATAR AIRWAYS	2		1			1	
REPUBLIC AIRWAYS	1					1	
ROYAL JORDANIAN			1				
SKYWEST AIRLINES	3						
SOUTHWEST AIRLINES	11		1		2	2	1
SPIRIT AIRLINES	2						
SWISS AIR	1						
TURKISH AIRLINES					1		
UNITED AIRLINES	9	1	1				1
VIVA AEROBUS	1						
Grand Total	61	5	11	4	7	6	3

## 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

## September 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
<a href="#">Alaska Airlines</a>	1	0	0
Totals:	0	0	0

## AIR TRAVEL CONSUMER REPORT

**Customer Service Reports to the U.S. Department of Homeland Security for the Month of September 2021  
as provided by the Transportation Security Administration <sup>a</sup>**

The Transportation Security Administration (TSA) screened approximately 50 million airline passengers and their 40 million checked bags in the month of September 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<sup>b</sup>. Below is a summary of contacts with TSA either by e-mail, or telephone for the month of September.

**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 <sup>c</sup>		Screening Procedures		Processing Time		Personal Property	
Number of Complaints	Percentage of Flying Public <sup>c</sup>	Number of Complaints	Percentage of Flying Public	Number of Complaints	Percentage of Flying Public	Number of Complaints	Percentage of Flying Public
611	0.00122%	53	0.00011%	48	0.00010%	216	0.00043%

**NOTES**

<sup>a</sup> 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.

<sup>b</sup> The TSA Contact Center can be reached via e-mail, [TSA-ContactCenter@dhs.gov](mailto: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.

<sup>c</sup> 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 September.

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.