



Air Travel Consumer Report

A Product Of
THE OFFICE OF AVIATION CONSUMER PROTECTION

Issued: August 2021



Flight Delays¹

June 2021
January - June 2021

**Mishandled Baggage, Wheelchairs,
and Scooters¹**

June 2021
January - June 2021

Oversales¹

2nd Quarter 2021

Consumer Complaints²
(Includes Disability and
Discrimination Complaints)

June 2021
January - June 2021

Airline Animal Incident Reports⁴

June 2021

**Customer Service Reports to
the Dept. of Homeland Security³**

June 2021

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

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

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

⁴ Data collected by the Office of Aviation Consumer Protection.

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INTRODUCTION

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

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

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

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

FLIGHT DELAYS

This section provides information about airline on-time performance, flight delays, and cancellations. It is based on data filed by airlines each month with the Department of Transportation's Bureau of Transportation Statistics (Office of Airline Information), as described in 14 CFR Part 234 of DOT's regulations. It covers nonstop operated and marketed scheduled-service flights between points within the United States (including territories) by the seventeen (17) U.S. air carriers that have at least 0.5 percent of total domestic scheduled-service passenger revenues.

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

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

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

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

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

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

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

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

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

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

AIR TRAVEL CONSUMER REPORT

BRANDED CODESHARE PARTNERS

JUNE 2021

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

American Airlines Branded Codeshare Partners	Alaska Airlines Branded Codeshare Partners	Delta Air Lines Branded Codeshare Partners	Hawaiian Airlines Branded Codeshare Partners	United Airlines Branded Codeshare Partners
Envoy Air	Horizon Air	Endeavor Air	Empire Airlines ¹	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

¹Hawaiian Airlines suspended all "Ohana by Hawaiian" service on January 14th, 2021.

AIR TRAVEL CONSUMER REPORT

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

JUNE 2021

CARRIER	AT ALL US AIRPORTS		RANK
	NUMBER OF AIRPORTS REPORTED	PERCENT OF ON-TIME ARRIVALS	
HAWAIIAN AIRLINES	21	87.7	1
DELTA AIR LINES NETWORK	216	86.8	2
- DELTA AIR LINES	125	86.7	
- BRANDED CODESHARE PARTNERS	194	86.9	
ALASKA AIRLINES NETWORK	104	80.7	3
- ALASKA AIRLINES	78	77.5	
- BRANDED CODESHARE PARTNERS	55	84.1	
AMERICAN AIRLINES NETWORK	233	74.3	4
- AMERICAN AIRLINES	108	71.2	
- BRANDED CODESHARE PARTNERS	218	76.8	
SPIRIT AIRLINES	53	74.1	5
UNITED AIRLINES NETWORK	251	73.9	6
- UNITED AIRLINES	100	75.5	
- BRANDED CODESHARE PARTNERS	234	72.9	
FRONTIER AIRLINES	105	69.5	7
JETBLUE AIRWAYS	63	65.1	8
SOUTHWEST AIRLINES	104	62.4	9
ALLEGiant AIR	128	56.6	10
TOTAL AIRPORTS SERVED	373	74.6	

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

JUNE 2021

AT ALL US AIRPORTS			
CARRIER ¹	NUMBER OF AIRPORTS REPORTED	PERCENT OF ON-TIME ARRIVALS	RANK
ENDEAVOR AIR	115	88.5	1
HAWAIIAN AIRLINES	21	87.7	2
DELTA AIR LINES	125	86.7	3
HORIZON AIR	51	83.5	4
PSA AIRLINES	96	79.9	5
SKYWEST AIRLINES	231	79.7	6
REPUBLIC AIRWAYS	101	77.8	7
ALASKA AIRLINES	78	77.5	8
ENVOY AIR	145	77.4	9
UNITED AIRLINES	100	75.5	10
SPIRIT AIRLINES	53	74.1	11
AMERICAN AIRLINES	108	71.2	12
MESA AIRLINES	102	69.9	13
FRONTIER AIRLINES	105	69.5	14
JETBLUE AIRWAYS	63	65.1	15
SOUTHWEST AIRLINES	104	62.4	16
ALLEGiant AIR	128	56.6	17
TOTAL AIRPORTS SERVED	365	74.7	

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

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

AIR TRAVEL CONSUMER REPORT

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

JUNE 2021

CARRIER ¹	Jan 21		Feb 21		Mar 21		Apr 21		May 21		Jun 21		Year-to-date (YTD)	
	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank
ALASKA AIRLINES NETWORK	91.8	2	77.7	6	87.9	4	90.3	3	90.0	3	80.7	3	86.4	3
- ALASKA AIRLINES	91.8		75.8		86.2		88.2		89.6		77.5		84.8	
- BRANDED CODESHARE PARTNERS	91.7		79.4		89.7		92.5		90.5		84.1		88.1	
ALLEGiant AIR	80.5	9	75.6	9	82.1	10	79.4	9	78.4	10	56.6	10	74.3	10
AMERICAN AIRLINES NETWORK	86.4	8	77.6	7	88.6	2	88.7	5	84.9	5	74.3	4	83.2	5
- AMERICAN AIRLINES	88.9		80.7		89.4		88.2		84.0		71.2		82.8	
- BRANDED CODESHARE PARTNERS	84.8		75.6		88.1		89.1		85.6		76.8		83.5	
DELTA AIR LINES NETWORK	91.1	3	87.3	2	93.1	1	92.5	1	91.3	2	86.8	2	90.4	2
- DELTA AIR LINES	90.7		87.4		92.4		90.6		90.3		86.7		89.7	
- BRANDED CODESHARE PARTNERS	91.6		87.2		93.8		94.7		92.6		86.9		91.2	
FRONTIER AIRLINES	90.9	4	82.0	4	84.1	9	81.4	8	84.9	6	69.5	7	81.1	7
HAWAIIAN AIRLINES	94.5	1	95.0	1	88.2	3	91.4	2	93.0	1	87.7	1	91.2	1
- HAWAIIAN AIRLINES	94.7		95.0		88.2		91.4		93.0		87.7		91.2	
- BRANDED CODESHARE PARTNERS	89.3												89.3	
JETBLUE AIRWAYS	77.6	10	66.3	10	87.8	5	81.9	7	81.5	8	65.1	8	76.8	9
SOUTHWEST AIRLINES	90.9	5	81.0	5	86.1	7	88.1	6	81.3	9	62.4	9	80.5	8
SPIRIT AIRLINES	88.8	7	82.0	3	84.9	8	76.1	10	84.4	7	74.1	5	81.3	6
UNITED AIRLINES NETWORK	89.0	6	75.8	8	87.3	6	89.4	4	86.8	4	73.9	6	83.5	4
- UNITED AIRLINES	90.9		81.3		88.4		89.9		87.5		75.5		85.2	
- BRANDED CODESHARE PARTNERS	88.0		72.9		86.6		89.1		86.3		72.9		82.5	
TOTAL	89.0		80.1		88.5		88.7		86.2		74.6		84.2	

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

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

AIR TRAVEL CONSUMER REPORT

TABLE 1C. OVERALL PERCENTAGE OF REPORTED FLIGHT OPERATIONS ARRIVING ON-TIME: RANKING OF U.S. REPORTING MARKETING CARRIERS, AND YEAR-TO-DATE

RANK	CARRIER ¹	JANUARY - JUNE 2021		JANUARY - JUNE 2020	
		FLIGHT OPERATIONS SCHEDULED	PERCENT OF ON-TIME ARRIVALS	FLIGHT OPERATIONS SCHEDULED	PERCENT OF ON-TIME ARRIVALS
1	HAWAIIAN AIRLINES - HAWAIIAN AIRLINES - BRANDED CODESHARE PARTNERS	23,878 23,766 112	91.20 91.21 89.29	27,661 24,660 3,001	87.03 88.00 79.01
2	DELTA AIR LINES NETWORK - DELTA AIR LINES - BRANDED CODESHARE PARTNERS	625,289 330,330 294,959	90.37 89.67 91.16	551,432 306,623 244,809	83.09 82.34 84.03
3	ALASKA AIRLINES NETWORK - ALASKA AIRLINES - BRANDED CODESHARE PARTNERS	169,871 84,631 85,240	86.44 84.76 88.11	145,080 78,863 66,217	81.95 80.16 84.08
4	UNITED AIRLINES NETWORK - UNITED AIRLINES - BRANDED CODESHARE PARTNERS	471,190 169,690 301,500	83.47 85.19 82.50	499,418 180,724 318,694	78.44 77.86 78.77
5	AMERICAN AIRLINES NETWORK - AMERICAN AIRLINES - BRANDED CODESHARE PARTNERS	729,931 303,893 426,038	83.22 82.85 83.48	735,559 320,328 415,231	77.34 78.64 76.34
6	SPIRIT AIRLINES	84,121	81.30	65,918	83.62
7	FRONTIER AIRLINES	59,172	81.14	47,134	78.49
8	SOUTHWEST AIRLINES	460,685	80.52	531,577	79.70
9	JETBLUE AIRWAYS	83,841	76.78	88,908	79.47
10	ALLEGiant AIR	56,476	74.29	53,160	60.34
	TOTAL	2,764,454	84.22	2,745,847	79.40

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, AND YEAR-TO-DATE

RANK	CARRIER ¹	JANUARY - JUNE 2021	
		FLIGHT OPERATIONS SCHEDULED	PERCENT OF ON-TIME ARRIVALS
1	ENDEAVOR AIR	130,132	92.09
2	HAWAIIAN AIRLINES	23,766	91.21
3	DELTA AIR LINES	330,330	89.67
4	REPUBLIC AIRWAYS	154,525	87.23
5	HORIZON AIR	57,133	86.84
6	PSA AIRLINES	99,216	86.80
7	SKYWEST AIRLINES	341,496	85.96
8	UNITED AIRLINES	169,690	85.19
9	ALASKA AIRLINES	84,631	84.76
10	AMERICAN AIRLINES	303,893	82.85
11	SPIRIT AIRLINES	84,121	81.30
12	FRONTIER AIRLINES	59,172	81.14
13	ENVOY AIR	117,697	80.90
14	SOUTHWEST AIRLINES	460,685	80.52
15	MESA AIRLINES	73,873	79.42
16	JETBLUE AIRWAYS	83,841	76.78
17	ALLEGiant AIR	56,476	74.29
	TOTAL	2,630,677	84.29

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)

JUNE 2021

ARRIVAL AIRPORT*																
CARRIER	ATL		BOS		BWI		CLT		DCA		DEN		DFW		DTW	
	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME
ALASKA AIRLINES NETWORK	58	65.5	148	72.3	45	82.2	0	0.0	120	78.3	190	74.7	150	74.7	30	80.0
- ALASKA AIRLINES	58	65.5	148	72.3	45	82.2	0	0.0	120	78.3	190	74.7	150	74.7	30	80.0
- BRANDED CODESHARE PARTNERS	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
ALLEGiant AIR	0	0.0	56	71.4	48	41.7	0	0.0	0	0.0	43	60.5	0	0.0	0	0.0
AMERICAN AIRLINES NETWORK	1168	71.8	1725	76.5	432	68.1	18619	81.0	4927	78.4	963	67.7	23076	70.4	708	70.8
- AMERICAN AIRLINES	658	65.0	1305	74.1	342	62.9	8213	78.4	1620	74.3	961	67.7	13036	68.0	291	67.0
- BRANDED CODESHARE PARTNERS	510	80.6	420	84.0	90	87.8	10406	83.1	3307	80.5	2	50.0	10040	73.6	417	73.4
DELTA AIR LINES NETWORK	21671	90.0	2278	86.8	412	86.9	766	85.8	832	84.0	1027	79.3	847	78.9	9245	84.7
- DELTA AIR LINES	16086	90.1	1093	86.0	352	88.9	406	87.9	479	84.8	885	80.2	795	79.2	3895	83.8
- BRANDED CODESHARE PARTNERS	5585	89.9	1185	87.6	60	75.0	360	83.3	353	83.0	142	73.2	52	73.1	5350	85.3
FRONTIER AIRLINES	515	68.5	53	79.2	79	60.8	118	61.9	60	73.3	1980	75.6	226	75.7	90	68.9
HAWAIIAN AIRLINES	0	0.0	17	88.2	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
JETBLUE AIRWAYS	265	73.2	2359	70.8	0	0.0	44	84.1	281	71.9	100	65.0	78	84.6	67	88.1
SOUTHWEST AIRLINES	2699	68.5	448	63.2	4929	66.2	207	58.0	680	63.4	7111	61.3	0	0.0	316	48.1
SPIRIT AIRLINES	711	79.9	208	77.4	429	70.9	49	61.2	0	0.0	269	72.5	566	69.8	811	75.5
UNITED AIRLINES NETWORK	472	73.7	539	74.6	214	76.2	376	72.6	294	71.1	12938	75.6	684	71.9	409	71.1
- UNITED AIRLINES	206	73.3	470	73.6	120	71.7	2	50.0	30	73.3	5301	78.4	207	65.2	5	60.0
- BRANDED CODESHARE PARTNERS	266	74.1	69	81.2	94	81.9	374	72.7	264	70.8	7637	73.6	477	74.8	404	71.3
TOTAL	27,559	86.0	7,831	76.8	6,588	68.1	20,179	80.7	7,194	77.1	24,621	71.2	25,627	70.8	11,676	81.6

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

AIR TRAVEL CONSUMER REPORT

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

JUNE 2021

ARRIVAL AIRPORT*																
CARRIER	EWR		FLL		HNL		IAD		IAH		JFK		LAS		LAX	
	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME
ALASKA AIRLINES NETWORK	155	81.9	30	83.3	271	74.2	85	75.3	60	73.3	114	70.2	490	73.5	1897	81.5
- ALASKA AIRLINES	155	81.9	30	83.3	271	74.2	85	75.3	60	73.3	114	70.2	310	74.2	787	79.5
- BRANDED CODESHARE PARTNERS	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	180	72.2	1110	83.0
ALLEGiant AIR	62	85.5	328	45.1	0	0.0	0	0.0	0	0.0	0	0.0	830	60.2	269	68.0
AMERICAN AIRLINES NETWORK	605	61.8	711	72.3	328	79.9	205	77.1	825	61.5	931	71.3	1085	71.9	4081	75.8
- AMERICAN AIRLINES	597	61.6	711	72.3	328	79.9	4	100.0	647	61.1	931	71.3	1085	71.9	2765	73.9
- BRANDED CODESHARE PARTNERS	8	75.0	0	0.0	0	0.0	201	76.6	178	62.9	0	0.0	0	0.0	1316	79.9
DELTA AIR LINES NETWORK	562	82.2	995	81.0	251	79.3	442	78.7	644	80.1	3721	83.2	1250	87.2	3930	85.8
- DELTA AIR LINES	320	79.4	995	81.0	251	79.3	210	77.6	442	83.3	1715	81.6	1126	87.1	2462	84.5
- BRANDED CODESHARE PARTNERS	242	86.0	0	0.0	0	0.0	232	79.7	202	73.3	2006	84.5	124	87.9	1468	88.0
FRONTIER AIRLINES	212	55.7	0	0.0	0	0.0	13	84.6	113	79.6	0	0.0	1074	69.3	147	82.3
HAWAIIAN AIRLINES	0	0.0	0	0.0	2330	90.1	0	0.0	0	0.0	30	66.7	91	83.5	210	84.3
JETBLUE AIRWAYS	1213	51.6	1538	66.8	0	0.0	0	0.0	71	80.3	2749	63.2	369	62.1	863	71.0
SOUTHWEST AIRLINES	0	0.0	1450	68.6	892	76.8	168	50.6	575	61.0	0	0.0	5336	64.5	1783	63.3
SPIRIT AIRLINES	371	71.7	2154	69.8	0	0.0	0	0.0	567	68.6	0	0.0	1284	82.1	708	82.3
UNITED AIRLINES NETWORK	4967	74.5	640	73.6	452	79.9	4850	80.1	10472	71.5	84	82.1	864	74.0	2453	79.7
- UNITED AIRLINES	2907	74.6	640	73.6	452	79.9	1625	78.6	3760	74.5	84	82.1	752	73.4	1465	76.8
- BRANDED CODESHARE PARTNERS	2060	74.4	0	0.0	0	0.0	3225	80.9	6712	69.9	0	0.0	112	77.7	988	84.0
TOTAL	8,147	70.3	7,846	70.0	4,524	84.2	5,763	79.0	13,327	70.9	7,629	74.3	12,673	70.4	16,341	78.2

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

AIR TRAVEL CONSUMER REPORT

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

JUNE 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	108	59.3	0	0.0	0	0.0	94	77.7	274	78.8	2615	81.9	45	64.4
- ALASKA AIRLINES	0	0.0	108	59.3	0	0.0	0	0.0	64	73.4	246	79.7	1166	80.9	45	64.4
- BRANDED CODESHARE PARTNERS	0	0.0	0	0.0	0	0.0	0	0.0	30	86.7	28	71.4	1449	82.7	0	0.0
ALLEGiant AIR	0	0.0	0	0.0	40	75.0	0	0.0	0	0.0	0	0.0	48	68.8	0	0.0
AMERICAN AIRLINES NETWORK	1732	76.6	1499	66.6	0	0.0	5149	74.9	611	68.4	12586	75.5	407	67.6	7998	79.0
- AMERICAN AIRLINES	842	75.7	1465	66.6	0	0.0	3821	73.9	353	61.2	4509	76.4	323	64.7	2484	74.8
- BRANDED CODESHARE PARTNERS	890	77.4	34	67.6	0	0.0	1328	77.6	258	78.3	8077	74.9	84	78.6	5514	80.9
DELTA AIR LINES NETWORK	3626	84.7	1530	79.2	326	84.4	775	80.9	9352	89.0	1158	77.0	698	87.5	510	83.7
- DELTA AIR LINES	1197	85.0	1530	79.2	79	86.1	749	80.6	4181	89.5	422	77.3	413	88.6	342	84.2
- BRANDED CODESHARE PARTNERS	2429	84.5	0	0.0	247	83.8	26	88.5	5171	88.6	736	76.9	285	86.0	168	82.7
FRONTIER AIRLINES	90	63.3	1390	56.6	0	0.0	551	63.5	46	84.8	272	61.0	65	84.6	601	59.1
HAWAIIAN AIRLINES	0	0.0	13	61.5	0	0.0	0	0.0	0	0.0	0	0.0	62	82.3	0	0.0
JETBLUE AIRWAYS	207	67.1	1211	58.5	0	0.0	433	56.6	46	91.3	80	53.8	66	66.7	182	65.9
SOUTHWEST AIRLINES	530	60.9	3490	61.7	5882	62.0	652	60.9	486	53.7	655	46.9	651	56.5	390	53.6
SPIRIT AIRLINES	315	77.8	1811	68.8	0	0.0	0	0.0	147	77.6	571	63.9	60	86.7	309	63.1
UNITED AIRLINES NETWORK	378	72.2	872	70.5	0	0.0	460	72.4	343	72.9	11614	75.4	422	78.4	298	69.8
- UNITED AIRLINES	99	63.6	872	70.5	0	0.0	456	72.1	176	67.6	3963	78.9	420	78.3	77	66.2
- BRANDED CODESHARE PARTNERS	279	75.3	0	0.0	0	0.0	4	100.0	167	78.4	7651	73.6	2	100.0	221	71.0
TOTAL	6,878	79.0	11,924	65.3	6,248	63.3	8,020	72.4	11,125	85.6	27,210	74.4	5,094	77.8	10,333	76.1

* 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)

JUNE 2021

ARRIVAL AIRPORT*												
CARRIER	PHX		SAN		SEA		SFO		SLC		TPA	
	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME
ALASKA AIRLINES NETWORK	342	82.5	1598	82.9	9246	81.5	1530	82.0	342	78.1	60	80.0
- ALASKA AIRLINES	282	80.5	645	79.4	5709	78.0	364	78.0	102	60.8	60	80.0
- BRANDED CODESHARE PARTNERS	60	91.7	953	85.3	3537	87.1	1166	83.2	240	85.4	0	0.0
ALLEGiant AIR	0	0.0	104	62.5	0	0.0	0	0.0	0	0.0	0	0.0
AMERICAN AIRLINES NETWORK	6643	80.6	739	66.8	728	68.0	979	72.1	627	67.5	1028	68.1
- AMERICAN AIRLINES	3962	80.0	739	66.8	612	66.5	846	71.5	408	62.5	976	68.1
- BRANDED CODESHARE PARTNERS	2681	81.4	0	0.0	116	75.9	133	75.9	219	76.7	52	67.3
DELTA AIR LINES NETWORK	962	86.7	554	88.6	4082	89.2	882	88.1	7998	88.9	1026	80.8
- DELTA AIR LINES	812	86.8	554	88.6	2403	89.6	576	87.8	4260	88.4	996	81.3
- BRANDED CODESHARE PARTNERS	150	86.0	0	0.0	1679	88.7	306	88.6	3738	89.5	30	63.3
FRONTIER AIRLINES	400	76.3	128	84.4	65	80.0	152	81.6	179	77.7	348	69.3
HAWAIIAN AIRLINES	47	89.4	60	71.7	60	78.3	60	81.7	0	0.0	0	0.0
JETBLUE AIRWAYS	143	71.3	159	84.3	101	75.2	444	72.5	167	65.9	377	66.3
SOUTHWEST AIRLINES	4670	66.1	1993	65.0	890	63.0	516	61.0	926	51.5	1917	63.9
SPIRIT AIRLINES	35	77.1	76	78.9	49	87.8	0	0.0	0	0.0	470	76.6
UNITED AIRLINES NETWORK	711	76.4	657	76.3	560	73.0	3657	79.8	644	74.4	533	75.0
- UNITED AIRLINES	591	75.0	597	76.2	505	74.5	2036	79.7	171	75.4	533	75.0
- BRANDED CODESHARE PARTNERS	120	83.3	60	76.7	55	60.0	1621	80.1	473	74.0	0	0.0
TOTAL	13,953	75.8	6,068	74.4	15,781	81.5	8,220	78.7	10,883	82.8	5,759	70.4

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

AIR TRAVEL CONSUMER REPORT

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

JUNE 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	58	65.5	148	72.3	45	82.2	0	0.0	120	78.3	190	74.7	150	74.7	30	80.0
ALLEGiant AIR	0	0.0	56	71.4	48	41.7	0	0.0	0	0.0	43	60.5	0	0.0	0	0.0
AMERICAN AIRLINES	658	65.0	1305	74.1	342	62.9	8213	78.4	1620	74.3	961	67.7	13036	68.0	291	67.0
DELTA AIR LINES	16086	90.1	1093	86.0	352	88.9	406	87.9	479	84.8	885	80.2	795	79.2	3895	83.8
ENDEAVOR AIR	4899	90.9	158	92.4	60	75.0	112	93.8	60	90.0	0	0.0	0	0.0	3325	86.5
ENVOY AIR	86	77.9	20	90.0	0	0.0	373	82.8	281	79.4	0	0.0	5633	78.2	114	64.9
FRONTIER AIRLINES	515	68.5	53	79.2	79	60.8	118	61.9	60	73.3	1980	75.6	226	75.7	90	68.9
HAWAIIAN AIRLINES	0	0.0	17	88.2	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	265	73.2	2359	70.8	0	0.0	44	84.1	281	71.9	100	65.0	78	84.6	67	88.1
MESA AIRLINES	138	70.3	3	100.0	47	85.1	92	80.4	89	71.9	0	0.0	2630	65.2	60	75.0
PSA AIRLINES	91	85.7	0	0.0	30	96.7	6885	82.8	1344	81.7	0	0.0	120	75.8	52	76.9
REPUBLIC AIRWAYS	1129	77.9	1410	85.8	61	86.9	1403	83.9	2034	79.3	0	0.0	151	74.2	1194	79.7
SKYWEST AIRLINES	29	86.2	0	0.0	30	80.0	232	76.7	3	100.0	7056	76.0	2035	71.6	1344	83.0
SOUTHWEST AIRLINES	2699	68.5	448	63.2	4929	66.2	207	58.0	680	63.4	7111	61.3	0	0.0	316	48.1
SPIRIT AIRLINES	711	79.9	208	77.4	429	70.9	49	61.2	0	0.0	269	72.5	566	69.8	811	75.5
UNITED AIRLINES	206	73.3	470	73.6	120	71.7	2	50.0	30	73.3	5301	78.4	207	65.2	5	60.0
TOTAL	27,570	85.9	7,748	76.8	6,572	68.2	18,136	80.5	7,081	77.1	23,896	71.8	25,627	70.8	11,594	81.7

* 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)

JUNE 2021

ARRIVAL AIRPORT*																
CARRIER	EWR		FLL		HNL		IAD		IAH		JFK		LAS		LAX	
	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME
ALASKA AIRLINES	155	81.9	30	83.3	271	74.2	85	75.3	60	73.3	114	70.2	310	74.2	787	79.5
ALLEGiant AIR	62	85.5	328	45.1	0	0.0	0	0.0	0	0.0	0	0.0	830	60.2	269	68.0
AMERICAN AIRLINES	597	61.6	711	72.3	328	79.9	4	100.0	647	61.1	931	71.3	1085	71.9	2765	73.9
DELTA AIR LINES	320	79.4	995	81.0	251	79.3	210	77.6	442	83.3	1715	81.6	1126	87.1	2462	84.5
ENDEAVOR AIR	108	81.5	0	0.0	0	0.0	56	83.9	0	0.0	1225	87.2	0	0.0	0	0.0
ENVOY AIR	0	0.0	0	0.0	0	0.0	56	83.9	46	60.9	0	0.0	0	0.0	0	0.0
FRONTIER AIRLINES	212	55.7	0	0.0	0	0.0	13	84.6	113	79.6	0	0.0	1074	69.3	147	82.3
HAWAIIAN AIRLINES	0	0.0	0	0.0	2330	90.1	0	0.0	0	0.0	30	66.7	91	83.5	210	84.3
HORIZON AIR	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	104	69.2	485	75.9
JETBLUE AIRWAYS	1213	51.6	1538	66.8	0	0.0	0	0.0	71	80.3	2749	63.2	369	62.1	863	71.0
MESA AIRLINES	0	0.0	0	0.0	0	0.0	613	81.9	3093	74.9	0	0.0	0	0.0	0	0.0
PSA AIRLINES	0	0.0	0	0.0	0	0.0	145	73.8	0	0.0	0	0.0	0	0.0	0	0.0
REPUBLIC AIRWAYS	1119	79.6	0	0.0	0	0.0	488	78.1	40	80.0	781	80.4	0	0.0	0	0.0
SKYWEST AIRLINES	78	91.0	0	0.0	0	0.0	355	81.7	1953	71.6	0	0.0	312	81.4	4397	84.8
SOUTHWEST AIRLINES	0	0.0	1450	68.6	892	76.8	168	50.6	575	61.0	0	0.0	5336	64.5	1783	63.3
SPIRIT AIRLINES	371	71.7	2154	69.8	0	0.0	0	0.0	567	68.6	0	0.0	1284	82.1	708	82.3
UNITED AIRLINES	2907	74.6	640	73.6	452	79.9	1625	78.6	3760	74.5	84	82.1	752	73.4	1465	76.8
TOTAL	7,142	70.5	7,846	70.0	4,524	84.2	3,818	78.0	11,367	72.7	7,629	74.3	12,673	70.4	16,341	78.2

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

AIR TRAVEL CONSUMER REPORT

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

JUNE 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	108	59.3	0	0.0	0	0.0	64	73.4	246	79.7	1166	80.9	45	64.4
ALLEGiant AIR	0	0.0	0	0.0	40	75.0	0	0.0	0	0.0	0	0.0	48	68.8	0	0.0
AMERICAN AIRLINES	842	75.7	1465	66.6	0	0.0	3821	73.9	353	61.2	4509	76.4	323	64.7	2484	74.8
DELTA AIR LINES	1197	85.0	1530	79.2	79	86.1	749	80.6	4181	89.5	422	77.3	413	88.6	342	84.2
ENDEAVOR AIR	990	89.4	0	0.0	176	84.7	0	0.0	2072	89.0	90	86.7	0	0.0	48	93.8
ENVOY AIR	0	0.0	0	0.0	0	0.0	1296	77.3	88	70.5	3986	76.8	0	0.0	0	0.0
FRONTIER AIRLINES	90	63.3	1390	56.6	0	0.0	551	63.5	46	84.8	272	61.0	65	84.6	601	59.1
HAWAIIAN AIRLINES	0	0.0	13	61.5	0	0.0	0	0.0	0	0.0	0	0.0	62	82.3	0	0.0
HORIZON AIR	0	0.0	0	0.0	0	0.0	0	0.0	30	86.7	14	71.4	1093	81.6	0	0.0
JETBLUE AIRWAYS	207	67.1	1211	58.5	0	0.0	433	56.6	46	91.3	80	53.8	66	66.7	182	65.9
MESA AIRLINES	90	74.4	0	0.0	0	0.0	0	0.0	30	76.7	0	0.0	0	0.0	89	71.9
PSA AIRLINES	0	0.0	0	0.0	0	0.0	0	0.0	3	100.0	0	0.0	0	0.0	1912	80.5
REPUBLIC AIRWAYS	2406	79.6	34	67.6	71	80.3	62	88.7	225	80.4	4250	73.3	0	0.0	1795	81.6
SKYWEST AIRLINES	52	69.2	0	0.0	0	0.0	0	0.0	3178	88.1	4193	73.6	727	85.1	100	81.0
SOUTHWEST AIRLINES	530	60.9	3490	61.7	5882	62.0	652	60.9	486	53.7	655	46.9	651	56.5	390	53.6
SPIRIT AIRLINES	315	77.8	1811	68.8	0	0.0	0	0.0	147	77.6	571	63.9	60	86.7	309	63.1
UNITED AIRLINES	99	63.6	872	70.5	0	0.0	456	72.1	176	67.6	3963	78.9	420	78.3	77	66.2
TOTAL	6,818	79.0	11,924	65.3	6,248	63.3	8,020	72.4	11,125	85.6	23,251	74.5	5,094	77.8	8,374	75.2

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

AIR TRAVEL CONSUMER REPORT

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

JUNE 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	282	80.5	645	79.4	5709	78.0	364	78.0	102	60.8	60	80.0
ALLEGiant AIR	0	0.0	104	62.5	0	0.0	0	0.0	0	0.0	0	0.0
AMERICAN AIRLINES	3962	80.0	739	66.8	612	66.5	846	71.5	408	62.5	976	68.1
DELTA AIR LINES	812	86.8	554	88.6	2403	89.6	576	87.8	4260	88.4	996	81.3
ENDEAVOR AIR	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	4	50.0
ENVOY AIR	186	87.6	0	0.0	0	0.0	0	0.0	70	80.0	32	59.4
FRONTIER AIRLINES	400	76.3	128	84.4	65	80.0	152	81.6	179	77.7	348	69.3
HAWAIIAN AIRLINES	47	89.4	60	71.7	60	78.3	60	81.7	0	0.0	0	0.0
HORIZON AIR	60	91.7	315	80.6	2943	87.2	438	82.2	1	0.0	0	0.0
JETBLUE AIRWAYS	143	71.3	159	84.3	101	75.2	444	72.5	167	65.9	377	66.3
MESA AIRLINES	1051	78.1	0	0.0	0	0.0	0	0.0	28	60.7	0	0.0
PSA AIRLINES	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
REPUBLIC AIRWAYS	0	0.0	0	0.0	0	0.0	0	0.0	8	87.5	46	71.7
SKYWEST AIRLINES	1714	83.3	698	86.7	2444	86.9	2788	81.8	4563	87.4	0	0.0
SOUTHWEST AIRLINES	4670	66.1	1993	65.0	890	63.0	516	61.0	926	51.5	1917	63.9
SPIRIT AIRLINES	35	77.1	76	78.9	49	87.8	0	0.0	0	0.0	470	76.6
UNITED AIRLINES	591	75.0	597	76.2	505	74.5	2036	79.7	171	75.4	533	75.0
TOTAL	13,953	75.8	6,068	74.4	15,781	81.5	8,220	78.7	10,883	82.8	5,759	70.4

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

AIR TRAVEL CONSUMER REPORT

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

JUNE 2021

ARRIVAL AIRPORT*																
SCHEDULED ARRIVAL TIME	ATL	BOS	BWI	CLT	DCA	DEN	DFW	DTW	EWR	FLL	HNL	IAD	IAH	JFK	LAS	LAX
0600-0659	88.8	85.5	81.8	85.8	0.0	86.4	80.4	85.4	68.4	59.2	96.0	0.0	84.1	80.5	90.5	86.0
0700-0759	93.4	92.3	92.1	86.1	92.3	91.2	82.6	90.9	73.6	88.2	95.5	87.3	88.6	79.0	88.0	90.9
0800-0859	91.9	89.3	90.4	89.1	89.9	87.8	81.1	93.3	86.1	90.4	97.5	89.8	83.1	83.1	89.2	86.9
0900-0959	92.8	88.2	86.4	81.4	87.7	88.4	79.3	86.2	87.8	85.1	97.6	88.3	79.5	89.1	84.9	88.1
1000-1059	90.2	86.7	88.9	88.5	90.5	84.5	82.1	83.5	87.8	86.1	88.6	86.6	82.3	90.2	83.0	88.7
1100-1159	92.2	87.7	83.3	81.5	87.5	78.3	76.7	92.3	87.5	80.2	87.6	86.3	84.8	84.9	83.9	82.8
1200-1259	93.1	88.8	86.3	90.0	85.9	81.1	79.6	86.3	82.2	82.5	86.0	80.3	86.4	83.7	76.8	83.7
1300-1359	89.3	86.9	83.6	84.2	83.8	75.2	72.9	90.1	87.4	83.3	85.7	87.2	79.2	82.2	73.2	80.3
1400-1459	91.3	84.8	73.1	89.0	81.9	73.4	72.9	87.0	77.7	73.0	74.8	100.0	75.4	79.2	70.7	79.6
1500-1559	86.8	82.0	68.4	83.0	80.8	69.1	70.7	82.4	78.0	78.2	83.0	78.4	75.1	83.5	64.6	76.4
1600-1659	82.1	76.2	68.4	77.8	73.6	65.7	71.3	74.6	64.2	59.9	80.5	72.2	66.4	73.3	63.4	73.1
1700-1759	78.9	77.7	54.0	72.4	70.9	57.9	63.3	78.1	70.5	60.1	82.5	77.8	62.1	62.2	55.6	74.7
1800-1859	78.8	67.3	54.0	71.1	71.3	56.3	65.8	79.9	48.2	64.1	84.2	62.5	59.3	73.0	62.8	75.7
1900-1959	82.2	67.3	47.8	71.1	68.0	55.7	58.0	76.6	56.8	57.2	83.9	74.1	56.8	64.7	59.5	76.6
2000-2059	79.4	69.6	47.6	67.3	66.9	49.6	64.7	73.4	59.4	54.8	77.7	72.7	62.6	69.1	64.8	69.2
2100-2159	81.0	67.7	52.3	71.7	64.7	53.3	59.0	67.9	56.2	56.8	72.2	67.5	59.6	65.7	58.3	68.9
2200-2259	73.0	64.4	42.9	74.0	57.2	59.5	66.3	68.3	54.0	51.8	59.5	71.4	58.8	66.1	62.0	67.0
2300-0559	63.7	62.8	52.2	65.5	58.1	56.9	70.2	66.9	61.6	55.2	74.2	63.8	65.1	62.7	57.9	67.1
TOTAL	85.9	76.8	68.2	80.5	77.1	71.8	70.8	81.7	70.5	70.0	84.2	78.0	72.7	74.3	70.4	78.2

* 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)

JUNE 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	77.0	88.6	76.1	91.5	82.3	93.3	72.3	89.2	62.5	89.6	83.6	92.1	81.6	85.0
0700-0759	90.7	76.9	81.2	84.8	94.4	84.4	87.0	90.9	87.5	89.7	88.2	90.1	92.4	93.6	88.0
0800-0859	93.4	90.6	76.0	88.6	91.9	82.5	92.9	91.0	90.2	86.8	86.0	95.8	91.3	89.2	88.1
0900-0959	91.9	85.2	86.2	86.0	92.3	83.6	88.0	89.5	85.5	80.8	87.2	85.8	86.4	85.1	86.3
1000-1059	91.3	83.4	89.0	87.0	87.4	86.6	86.2	93.3	83.6	82.9	81.2	90.6	89.2	87.1	86.1
1100-1159	88.0	81.7	80.5	85.3	91.7	86.0	82.8	84.7	83.2	85.5	80.8	83.0	78.7	88.1	84.0
1200-1259	87.6	77.6	77.0	77.8	91.5	82.7	86.9	83.9	84.5	83.8	88.8	84.6	86.8	83.1	84.5
1300-1359	90.3	76.8	62.8	79.7	86.6	83.3	81.8	90.0	78.9	73.8	83.3	82.9	84.8	84.7	81.5
1400-1459	83.9	70.0	65.6	72.3	89.6	73.8	84.1	84.3	76.6	78.0	87.5	84.7	81.7	79.7	80.1
1500-1559	76.0	65.8	61.3	69.5	77.7	71.9	80.6	68.4	68.0	66.9	87.4	88.2	74.2	79.5	76.5
1600-1659	73.6	59.5	65.6	72.3	83.3	70.1	76.9	72.5	75.9	75.5	82.6	74.8	83.4	68.8	72.5
1700-1759	65.3	59.5	57.0	63.6	82.9	67.2	80.7	69.0	67.7	71.7	78.0	68.0	74.0	68.9	68.8
1800-1859	74.8	52.9	49.8	59.9	78.0	61.3	75.3	64.3	68.9	71.0	80.9	71.5	73.0	55.6	66.4
1900-1959	70.9	50.5	49.8	46.9	84.1	61.0	70.1	63.8	61.7	61.8	73.9	70.8	83.8	55.9	66.6
2000-2059	64.9	50.1	41.8	61.5	82.4	65.8	76.0	59.4	54.0	69.7	77.4	75.1	82.8	53.6	66.8
2100-2159	68.4	48.3	33.5	60.4	69.7	66.7	67.1	49.5	62.6	66.4	73.2	73.2	77.6	55.6	65.6
2200-2259	62.2	50.6	47.8	58.6	65.7	68.6	62.5	57.4	59.8	59.2	72.2	67.6	71.9	57.4	62.6
2300-0559	66.1	50.4	41.5	59.9	63.5	67.5	67.8	57.4	59.6	71.6	74.1	69.3	61.2	52.7	61.6
TOTAL	79.0	65.3	63.3	72.4	85.6	74.5	77.8	75.2	75.8	74.4	81.5	78.7	82.8	70.4	76.1

* 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)

JUNE 2021

DEPARTURE AIRPORT*																
SCHEDULED DEPARTURE TIME	ATL	BOS	BWI	CLT	DCA	DEN	DFW	DTW	EWR	FLL	HNL	IAD	IAH	JFK	LAS	LAX
0600-0659	86.3	93.2	88.9	92.3	90.3	83.2	86.2	90.2	83.5	91.2	97.9	89.4	85.8	92.4	86.6	89.7
0700-0759	90.8	89.3	85.1	90.5	92.0	83.0	77.5	89.6	89.8	87.2	90.7	94.0	89.4	89.0	81.2	86.9
0800-0859	91.7	88.8	76.7	89.1	90.0	85.1	79.9	89.6	87.3	83.9	91.5	90.0	80.5	85.5	77.4	86.2
0900-0959	87.8	87.7	76.8	89.0	85.4	81.8	75.8	86.6	89.4	80.7	94.4	100.0	84.1	83.1	75.3	80.6
1000-1059	86.0	88.0	68.2	83.8	88.9	79.5	72.0	86.6	80.1	78.6	97.1	90.8	80.4	80.9	75.8	81.5
1100-1159	87.1	76.7	69.8	87.0	85.1	76.9	71.3	83.7	85.8	82.9	90.8	90.8	73.0	83.7	74.7	80.1
1200-1259	87.3	82.0	75.0	86.4	80.7	62.0	70.2	86.6	78.6	68.6	82.9	80.0	78.6	81.8	73.5	78.7
1300-1359	85.5	79.4	66.4	84.5	81.8	71.4	63.4	84.1	78.3	75.6	85.0	84.2	67.0	75.3	56.5	76.3
1400-1459	83.8	76.1	44.1	79.4	80.5	56.7	62.1	84.9	80.5	67.3	77.9	89.3	71.5	75.6	62.1	76.9
1500-1559	80.0	75.2	53.6	78.6	76.4	60.8	54.5	77.4	65.6	63.1	67.7	73.4	70.8	72.4	54.5	70.2
1600-1659	77.3	70.1	48.5	76.4	71.7	61.3	62.8	78.8	61.2	62.9	84.6	70.0	70.8	71.9	47.4	73.0
1700-1759	74.3	70.6	53.8	65.8	72.9	52.2	56.0	72.0	62.0	48.9	84.3	68.4	69.7	63.4	48.5	69.3
1800-1859	68.8	69.9	39.6	65.4	64.0	49.9	56.7	74.3	64.8	54.9	86.9	74.5	63.4	62.3	39.0	71.6
1900-1959	66.7	70.5	28.2	56.1	73.2	47.8	53.6	69.7	53.5	56.6	80.1	72.3	55.6	61.7	44.2	75.4
2000-2059	76.8	65.0	32.3	69.4	58.7	49.0	47.6	80.7	42.7	53.7	82.8	66.7	64.5	63.6	39.1	72.2
2100-2159	73.7	68.7	16.5	66.4	74.2	45.3	58.1	79.6	18.9	40.7	89.7	0.0	50.0	65.3	39.5	69.8
2200-2259	81.9	0.0	31.4	74.0	65.3	56.7	54.8	82.6	18.2	38.9	81.5	0.0	56.9	60.2	59.0	72.4
2300-0559	80.3	91.8	80.9	77.5	72.4	71.8	87.7	85.4	78.3	56.6	87.1	88.6	88.9	83.5	68.1	72.3
TOTAL	81.5	80.3	56.5	78.8	79.4	65.7	64.5	83.2	74.3	67.5	85.4	81.1	73.1	75.9	64.1	77.5

* 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)

JUNE 2021

DEPARTURE AIRPORT*															
SCHEDULED DEPARTURE TIME	LGA	MCO	MDW	MIA	MSP	ORD	PDX	PHL	PHX	SAN	SEA	SFO	SLC	TPA	TOTAL
0600-0659	85.3	90.0	87.3	86.0	94.1	85.0	92.4	88.5	91.6	90.4	88.6	90.9	89.4	89.2	88.8
0700-0759	91.6	87.9	70.6	85.0	91.4	87.3	90.4	81.5	88.2	93.0	88.5	90.5	92.6	89.4	87.3
0800-0859	89.4	87.3	62.6	85.6	93.0	81.1	84.7	90.7	81.9	86.6	83.0	90.7	89.2	88.1	85.4
0900-0959	90.1	83.7	62.3	81.2	92.3	79.8	86.0	88.3	83.1	84.8	83.9	92.7	88.0	82.7	83.9
1000-1059	88.1	80.0	69.2	86.4	91.3	81.0	87.0	87.8	77.0	80.0	80.3	85.6	85.5	77.2	81.9
1100-1159	88.1	78.5	58.2	72.8	88.3	80.8	84.3	87.6	76.0	79.6	80.0	84.3	85.7	79.0	81.1
1200-1259	85.6	77.2	54.4	73.4	88.8	72.8	73.4	79.0	62.8	78.0	71.9	83.9	71.2	79.8	76.8
1300-1359	82.4	65.1	44.7	73.0	87.1	71.9	80.8	80.6	69.5	77.0	78.4	81.5	82.8	80.3	75.0
1400-1459	80.6	61.1	32.2	63.3	82.1	74.6	74.2	82.5	60.3	73.5	83.3	82.7	76.1	75.8	72.2
1500-1559	74.2	56.6	34.1	64.2	84.1	66.1	84.7	81.0	66.1	67.1	81.4	73.2	76.2	67.4	69.7
1600-1659	68.5	45.5	45.4	62.2	77.8	64.6	77.1	80.9	60.0	61.2	75.7	81.4	76.9	62.1	67.9
1700-1759	64.8	46.8	49.8	60.1	79.5	62.3	78.8	66.1	58.7	66.9	78.9	66.5	79.8	52.8	64.3
1800-1859	66.7	50.2	30.7	48.5	79.1	70.5	78.9	68.8	56.2	61.3	75.0	78.6	72.6	58.0	63.6
1900-1959	69.7	44.3	22.7	59.6	79.0	61.1	72.2	73.0	59.3	71.6	78.2	78.9	34.4	49.4	60.1
2000-2059	72.7	40.9	17.8	52.0	80.7	62.0	64.4	61.9	48.1	57.7	74.3	69.0	83.4	49.6	61.3
2100-2159	69.2	38.4	21.6	59.1	84.1	65.2	65.5	66.7	29.7	78.7	71.7	72.4	87.3	27.7	61.2
2200-2259	46.7	42.5	12.5	60.5	83.0	63.6	66.0	16.7	65.5	76.8	78.6	79.2	83.6	55.4	70.3
2300-0559	0.0	78.4	87.4	73.2	88.1	80.9	87.6	71.8	78.6	100.0	80.8	80.6	74.3	90.0	77.3
TOTAL	79.9	66.2	47.3	68.5	86.0	72.8	81.8	79.6	70.1	77.3	80.0	83.2	82.4	71.8	74.1

* 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
JUNE 2021

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Aberdeen, SD (ABR)	93.3	88.3	60	60
Abilene, TX (ABI)	80.0	81.6	250	250
Adak Island, AK (ADK)	100.0	88.9	9	9
Aguadilla, PR (BQN)	58.9	64.4	180	180
Akron, OH (CAK)	78.7	85.1	207	208
Alamosa, CO (ALS)	72.5	88.2	51	51
Albany, GA (ABY)	90.0	92.2	90	90
Albany, NY (ALB)	67.8	75.5	740	738
Albuquerque, NM (ABQ)	66.1	75.3	1562	1559
Alexandria, LA (AEX)	83.1	88.1	236	236
Allentown/Bethlehem/Easton, PA (ABE)	69.9	81.0	478	478
Alpena, MI (APN)	86.3	82.4	51	51
Amarillo, TX (AMA)	58.5	66.4	431	431
Anchorage, AK (ANC)	78.2	83.8	2105	2106
Appleton, WI (ATW)	76.5	83.7	472	472
Arcata/Eureka, CA (ACV)	85.4	93.1	144	144
Asheville, NC (AVL)	66.9	70.7	829	828
Ashland, WV (HTS)	57.7	49.5	97	97
Aspen, CO (ASE)	71.3	76.0	659	653
Atlanta, GA (ATL)	85.9	81.5	27570	27580
Atlantic City, NJ (ACY)	74.1	79.0	305	305
Augusta, GA (AGS)	88.6	85.1	316	316
Austin, TX (AUS)	71.8	73.0	5478	5473
Bakersfield, CA (BFL)	66.2	78.6	210	210
Baltimore, MD (BWI)	68.2	56.5	6572	6580
Bangor, ME (BGR)	78.3	80.0	497	494
Barrow, AK (BRW)	73.3	56.7	30	30
Baton Rouge, LA (BTR)	81.3	82.5	401	401
Beaumont/Port Arthur, TX (BPT)	75.6	76.7	90	90
Belleville, IL (BLV)	58.7	51.1	189	190
Bellingham, WA (BLI)	87.4	90.7	214	214
Bemidji, MN (BJI)	91.8	95.1	61	61
Bend/Redmond, OR (RDM)	81.4	79.5	722	722
Bethel, AK (BET)	81.7	73.3	60	60
Billings, MT (BIL)	81.1	86.6	529	529
Binghamton, NY (BGM)	86.7	83.3	30	30
Birmingham, AL (BHM)	64.4	71.1	1252	1250
Bismarck/Mandan, ND (BIS)	77.5	83.1	373	372
Bloomington/Normal, IL (BMI)	77.2	86.4	215	214
Boise, ID (BOI)	78.8	83.8	2261	2258
Boston, MA (BOS)	76.8	80.3	7748	7744

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Bozeman, MT (BZN)	78.5	79.8	1349	1348
Brainerd, MN (BRD)	91.5	89.8	59	59
Branson, MO (BKG)	85.7	85.7	14	14
Bristol/Johnson City/Kingsport, TN (TRI)	81.1	80.7	244	244
Brownsville, TX (BRO)	87.9	79.3	91	92
Brunswick, GA (BQK)	93.3	94.4	90	90
Buffalo, NY (BUF)	66.6	77.3	1331	1329
Burbank, CA (BUR)	68.6	74.6	1515	1513
Burlington, VT (BTV)	81.0	84.8	504	501
Butte, MT (BTM)	96.7	98.3	60	60
Cape Girardeau, MO (CGI)	72.5	78.4	51	51
Casper, WY (CPR)	75.3	77.5	178	178
Cedar City, UT (CDC)	86.3	94.1	51	51
Cedar Rapids/Iowa City, IA (CID)	74.6	73.7	812	810
Champaign/Urbana, IL (CMI)	76.2	81.8	143	143
Charleston, SC (CHS)	72.1	76.5	2358	2356
Charleston/Dunbar, WV (CRW)	80.7	80.3	269	269
Charlotte Amalie, VI (STT)	83.0	80.7	693	693
Charlotte, NC (CLT)	80.5	78.8	18136	18133
Charlottesville, VA (CHO)	88.2	91.0	144	144
Chattanooga, TN (CHA)	77.9	83.5	530	526
Chicago, IL (MDW)	63.3	47.3	6248	6250
Chicago, IL (ORD)	74.5	72.8	23251	23259
Christiansted, VI (STX)	72.6	78.6	146	145
Cincinnati, OH (CVG)	67.8	72.2	2946	2942
Clarksburg/Fairmont, WV (CKB)	68.8	75.0	96	96
Cleveland, OH (CLE)	70.3	77.4	2971	2965
Cody, WY (COD)	70.2	73.4	94	94
Cold Bay, AK (CDB)	94.4	88.9	18	18
College Station/Bryan, TX (CLL)	84.7	84.7	144	144
Colorado Springs, CO (COS)	64.5	74.5	1097	1097
Columbia, MO (COU)	56.2	61.4	146	145
Columbia, SC (CAE)	77.2	82.9	457	455
Columbus, GA (CSG)	88.9	81.1	90	90
Columbus, MS (GTR)	95.3	95.3	86	86
Columbus, OH (CMH)	71.0	77.9	2743	2746
Columbus, OH (LCK)	62.3	54.2	167	168
Concord, NC (USA)	59.2	53.5	142	142
Cordova, AK (CDV)	80.0	83.3	60	60
Corpus Christi, TX (CRP)	73.5	77.5	324	324
Dallas, TX (DAL)	57.7	46.5	5383	5386

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

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Dallas/Fort Worth, TX (DFW)	70.8	64.5	25627	25626
Dayton, OH (DAY)	81.7	88.4	682	682
Daytona Beach, FL (DAB)	82.0	82.4	295	296
Deadhorse, AK (SCC)	88.6	94.3	35	35
Decatur, IL (DEC)	80.4	84.3	51	51
Del Rio, TX (DRT)	88.3	88.3	60	60
Denver, CO (DEN)	71.8	65.7	23896	23906
Des Moines, IA (DSM)	75.1	78.6	1307	1303
Detroit, MI (DTW)	81.7	83.2	11594	11606
Devils Lake, ND (DVL)	76.5	74.5	51	51
Dillingham, AK (DLG)	83.3	81.7	60	60
Dodge City, KS (DDC)	72.5	84.3	51	51
Dothan, AL (DHN)	91.1	94.4	90	90
Dubuque, IA (DBQ)	77.6	86.2	58	58
Duluth, MN (DLH)	88.5	91.7	156	157
Durango, CO (DRO)	82.0	83.5	427	425
Eagle, CO (EGE)	74.1	74.4	220	219
Eau Claire, WI (EAU)	66.7	83.3	60	60
El Paso, TX (ELP)	63.3	72.9	1214	1212
Elko, NV (EKO)	87.5	92.9	56	56
Elmira/Corning, NY (ELM)	77.8	81.5	81	81
Erie, PA (ERI)	75.0	88.3	60	60
Escanaba, MI (ESC)	88.1	88.1	59	59
Eugene, OR (EUG)	82.6	78.2	728	728
Evansville, IN (EVV)	80.2	80.5	227	226
Everett, WA (PAE)	82.3	87.2	181	180
Fairbanks, AK (FAI)	80.3	83.2	593	590
Fargo, ND (FAR)	76.5	77.6	524	523
Fayetteville, AR (XNA)	78.5	82.4	637	638
Fayetteville, NC (FAY)	81.8	83.7	319	319
Flagstaff, AZ (FLG)	73.0	79.1	211	211
Flint, MI (FNT)	67.4	65.3	239	239
Fort Dodge, IA (FOD)	78.4	80.4	51	51
Fort Lauderdale, FL (FLL)	70.0	67.5	7846	7849
Fort Myers, FL (RSW)	73.1	76.8	3128	3135
Fort Smith, AR (FSM)	74.2	72.5	120	120
Fort Wayne, IN (FWA)	74.9	74.9	513	513
Fresno, CA (FAT)	76.9	79.4	1176	1175
Gainesville, FL (GNV)	81.6	81.3	353	353
Garden City, KS (GCK)	90.0	83.3	60	60
Gillette, WY (GCC)	80.2	87.2	86	86

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Grand Forks, ND (GFK)	80.6	84.7	98	98
Grand Island, NE (GRI)	75.0	81.6	76	76
Grand Junction, CO (GJT)	80.9	84.4	470	469
Grand Rapids, MI (GRR)	69.5	80.3	1339	1340
Great Falls, MT (GTF)	85.5	90.0	290	290
Green Bay, WI (GRB)	79.1	88.2	416	417
Greensboro/High Point, NC (GSO)	79.3	83.7	792	789
Greer, SC (GSP)	73.2	80.1	939	941
Guam, TT (GUM)	87.0	84.8	46	46
Gulfport/Biloxi, MS (GPT)	83.0	80.9	277	277
Gunnison, CO (GUC)	50.0	75.0	8	8
Gustavus, AK (GST)	83.3	83.3	30	30
Hagerstown, MD (HGR)	82.1	82.1	28	28
Hancock/Houghton, MI (CMX)	65.0	85.0	60	60
Harlingen/San Benito, TX (HRL)	60.8	69.9	268	269
Harrisburg, PA (MDT)	76.1	78.1	477	475
Hartford, CT (BDL)	68.2	77.1	1762	1761
Hattiesburg/Laurel, MS (PIB)	70.6	80.4	51	51
Hayden, CO (HDN)	77.8	79.4	126	126
Hays, KS (HYS)	70.6	92.2	51	51
Helena, MT (HLN)	90.8	89.7	87	87
Hibbing, MN (HIB)	87.3	92.7	55	55
Hilo, HI (ITO)	86.1	93.8	468	466
Hilton Head, SC (HHH)	76.1	74.4	523	524
Hobbs, NM (HOB)	79.3	93.1	29	29
Honolulu, HI (HNL)	84.2	85.4	4524	4527
Houston, TX (HOU)	66.5	52.8	4376	4376
Houston, TX (IAH)	72.7	73.1	11367	11370
Huntsville, AL (HSV)	77.2	82.0	645	643
Hyannis, MA (HYA)	92.9	92.9	14	14
Idaho Falls, ID (IDA)	81.8	84.8	363	363
Indianapolis, IN (IND)	70.1	77.7	3321	3321
International Falls, MN (INL)	93.2	93.2	59	59
Iron Mountain/Kingsford, MI (IMT)	85.0	88.3	60	60
Islip, NY (ISP)	62.4	68.4	354	354
Ithaca/Cortland, NY (ITH)	96.7	83.3	30	30
Jackson, WY (JAC)	81.0	81.0	865	863
Jackson/Vicksburg, MS (JAN)	77.9	83.8	711	710
Jacksonville, FL (JAX)	69.6	74.4	2184	2183
Jacksonville/Camp Lejeune, NC (OAJ)	85.8	90.5	211	211
Jamestown, ND (JMS)	77.8	80.2	81	81

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

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Johnstown, PA (JST)	78.4	78.4	51	51
Joplin, MO (JLN)	65.6	60.7	90	89
Juneau, AK (JNU)	82.6	84.0	420	420
Kahului, HI (OGG)	80.0	78.4	2624	2619
Kalamazoo, MI (AZO)	86.0	89.3	150	150
Kalispell, MT (FCA)	83.6	85.1	779	774
Kansas City, MO (MCI)	70.7	78.5	3546	3547
Kearney, NE (EAR)	77.3	85.2	88	88
Ketchikan, AK (KTN)	78.1	81.3	224	224
Key West, FL (EYW)	68.3	54.4	1044	1046
Killeen, TX (GRK)	69.6	75.3	283	283
King Salmon, AK (AKN)	79.7	73.4	64	64
Knoxville, TN (TYS)	75.9	83.8	1105	1102
Kodiak, AK (ADQ)	77.8	84.4	90	90
Kona, HI (KOA)	83.0	88.6	1393	1391
Kotzebue, AK (OTZ)	95.0	96.7	60	60
La Crosse, WI (LSE)	83.0	87.9	206	206
Lafayette, LA (LFT)	77.1	85.5	323	324
Lake Charles, LA (LCH)	84.4	85.6	90	90
Lansing, MI (LAN)	75.4	84.1	232	232
Laramie, WY (LAR)	74.5	92.2	51	51
Laredo, TX (LRD)	80.0	83.7	130	129
Las Vegas, NV (LAS)	70.4	64.1	12673	12672
Latrobe, PA (LBE)	78.2	79.8	119	119
Lawton/Fort Sill, OK (LAW)	79.2	81.7	120	120
Lewisburg, WV (LWB)	83.6	83.8	67	68
Lewiston, ID (LWS)	94.3	92.0	88	88
Lexington, KY (LEX)	76.1	77.6	590	590
Liberal, KS (LBL)	76.5	76.5	51	51
Lihue, HI (LIH)	84.8	90.4	1174	1171
Lincoln, NE (LNK)	76.2	74.8	122	123
Little Rock, AR (LIT)	68.5	69.7	994	993
Long Beach, CA (LGB)	74.3	74.9	993	993
Longview, TX (GGG)	80.2	79.1	86	86
Los Angeles, CA (LAX)	78.2	77.5	16341	16354
Louisville, KY (SDF)	70.3	76.1	1803	1800
Lubbock, TX (LBB)	62.4	69.9	489	488
Madison, WI (MSN)	79.6	83.7	857	857
Manchester, NH (MHT)	63.5	74.4	446	446
Manhattan/Ft. Riley, KS (MHK)	73.6	75.7	148	148
Marquette, MI (MQT)	80.7	86.2	145	145

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Martha's Vineyard, MA (MVY)	83.2	81.7	197	197
Mason City, IA (MCW)	90.2	84.3	51	51
Medford, OR (MFR)	77.2	82.5	762	761
Melbourne, FL (MLB)	88.3	91.6	214	215
Memphis, TN (MEM)	68.7	72.8	1767	1767
Meridian, MS (MEI)	72.5	70.6	51	51
Miami, FL (MIA)	72.4	68.5	8020	8020
Midland/Odessa, TX (MAF)	61.7	70.8	677	677
Milwaukee, WI (MKE)	69.5	80.0	1930	1929
Minneapolis, MN (MSP)	85.6	86.0	11125	11129
Minot, ND (MOT)	82.0	86.2	261	261
Mission/McAllen/Edinburg, TX (MFE)	56.6	70.2	403	403
Missoula, MT (MSO)	77.9	78.4	736	736
Moab, UT (CNY)	90.0	86.3	80	80
Mobile, AL (MOB)	78.2	83.7	376	375
Moline, IL (MLI)	73.2	76.6	366	367
Monroe, LA (MLU)	83.1	84.1	207	208
Monterey, CA (MRY)	68.4	75.8	285	285
Montgomery, AL (MGM)	73.0	76.2	304	303
Montrose/Delta, CO (MTJ)	73.7	73.7	247	247
Mosinee, WI (CWA)	79.1	86.0	258	258
Muskegon, MI (MKG)	77.1	80.7	83	83
Myrtle Beach, SC (MYR)	74.0	72.8	2175	2169
Nantucket, MA (ACK)	83.7	82.3	295	294
Nashville, TN (BNA)	70.7	69.8	6870	6871
New Bern/Morehead/Beaufort, NC (EWN)	80.3	83.1	142	142
New Haven, CT (HVN)	78.6	92.6	28	27
New Orleans, LA (MSY)	68.6	72.1	3466	3472
New York, NY (JFK)	74.3	75.9	7629	7638
New York, NY (LGA)	79.0	79.9	6818	6823
Newark, NJ (EWR)	70.5	74.3	7142	7137
Newburgh/Poughkeepsie, NY (SWF)	56.1	70.2	57	57
Newport News/Williamsburg, VA (PHF)	75.9	75.5	112	110
Niagara Falls, NY (IAG)	71.4	60.7	28	28
Nome, AK (OME)	86.7	93.3	60	60
Norfolk, VA (ORF)	69.9	77.4	1591	1588
North Bend/Coos Bay, OR (OTH)	92.1	92.1	38	38
North Platte, NE (LBF)	64.7	72.5	51	51
Oakland, CA (OAK)	70.9	72.3	3107	3107
Ogden, UT (OGD)	62.5	50.0	8	8
Ogdensburg, NY (OGS)	72.0	78.0	50	50

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

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Oklahoma City, OK (OKC)	67.1	73.9	1742	1738
Omaha, NE (OMA)	69.5	76.9	1892	1891
Ontario, CA (ONT)	68.4	74.8	1741	1740
Orlando, FL (MCO)	65.3	66.2	11924	11938
Owensboro, KY (OWB)	76.9	69.2	13	13
Paducah, KY (PAH)	58.3	80.0	60	60
Palm Springs, CA (PSP)	74.2	81.1	805	805
Panama City, FL (ECP)	65.7	68.1	1128	1130
Pasco/Kennewick/Richland, WA (PSC)	86.2	87.2	571	571
Pellston, MI (PLN)	86.1	91.7	108	108
Pensacola, FL (PNS)	70.4	73.7	1379	1379
Peoria, IL (PIA)	69.2	71.9	338	338
Petersburg, AK (PSG)	86.7	95.0	60	60
Philadelphia, PA (PHL)	75.2	79.6	8374	8373
Phoenix, AZ (AZA)	64.2	72.6	509	508
Phoenix, AZ (PHX)	75.8	70.1	13953	13955
Pierre, SD (PIR)	68.6	86.3	51	51
Pittsburgh, PA (PIT)	72.1	80.0	3002	3005
Plattsburgh, NY (PBG)	65.4	72.0	26	25
Pocatello, ID (PIH)	91.1	88.9	90	90
Ponce, PR (PSE)	92.3	84.6	26	26
Portland, ME (PWM)	75.7	79.8	1143	1140
Portland, OR (PDX)	77.8	81.8	5094	5096
Portsmouth, NH (PSM)	50.0	38.9	36	36
Prescott, AZ (PRC)	71.6	79.5	88	88
Providence, RI (PVD)	67.1	71.3	953	955
Provo, UT (PVU)	74.7	78.4	87	88
Pueblo, CO (PUB)	78.4	92.2	51	51
Pullman, WA (PUW)	83.3	82.2	90	90
Punta Gorda, FL (PGD)	49.2	66.1	482	478
Raleigh/Durham, NC (RDU)	74.3	78.1	3954	3951
Rapid City, SD (RAP)	74.8	82.1	723	722
Redding, CA (RDD)	84.4	87.4	128	127
Reno, NV (RNO)	72.0	75.8	2038	2036
Rhineland, WI (RHI)	92.2	91.1	90	90
Richmond, VA (RIC)	76.6	78.7	1372	1371
Riverton/Lander, WY (RIW)	72.2	77.8	54	54
Roanoke, VA (ROA)	82.5	85.1	114	114
Rochester, MN (RST)	81.0	83.3	300	300
Rochester, NY (ROC)	72.5	82.3	727	728
Rock Springs, WY (RKS)	74.1	82.8	58	58

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Rockford, IL (RFD)	68.7	62.7	67	67
Roswell, NM (ROW)	75.4	78.1	114	114
Sacramento, CA (SMF)	71.7	71.9	3961	3956
Saginaw/Bay City/Midland, MI (MBS)	91.7	91.7	120	120
Saipan, TT (SPN)	93.8	81.3	16	16
Salina, KS (SLN)	69.5	84.7	59	59
Salt Lake City, UT (SLC)	82.8	82.4	10883	10888
San Angelo, TX (SJT)	83.5	83.5	230	230
San Antonio, TX (SAT)	66.8	76.0	2559	2558
San Diego, CA (SAN)	74.4	77.3	6068	6068
San Francisco, CA (SFO)	78.7	83.2	8220	8227
San Jose, CA (SJC)	73.8	76.9	3361	3362
San Juan, PR (SJU)	67.3	70.6	2935	2934
San Luis Obispo, CA (SBP)	75.9	82.6	357	357
Sanford, FL (SFB)	51.4	62.5	1058	1062
Santa Ana, CA (SNA)	72.2	72.1	3203	3202
Santa Barbara, CA (SBA)	77.3	84.3	647	648
Santa Fe, NM (SAF)	72.1	80.3	122	122
Santa Maria, CA (SMX)	71.1	73.7	38	38
Santa Rosa, CA (STS)	86.4	85.5	332	331
Sarasota/Bradenton, FL (SRQ)	70.5	72.8	1449	1450
Sault Ste. Marie, MI (CIU)	85.0	85.0	60	60
Savannah, GA (SAV)	72.4	74.3	1850	1845
Scottsbluff, NE (BFF)	72.5	82.4	51	51
Scranton/Wilkes-Barre, PA (AVP)	71.3	79.9	174	174
Seattle, WA (SEA)	81.5	80.0	15781	15784
Sheridan, WY (SHR)	74.4	81.4	86	86
Shreveport, LA (SHV)	81.9	81.9	432	431
Sioux City, IA (SUX)	76.5	71.6	81	81
Sioux Falls, SD (FSD)	76.2	79.3	706	704
Sitka, AK (SIT)	77.3	88.0	150	150
South Bend, IN (SBN)	78.1	82.5	470	469
Spokane, WA (GEG)	78.5	83.8	1896	1896
Springfield, IL (SPI)	78.3	78.3	69	69
Springfield, MO (SGF)	78.0	76.3	704	705
St. Cloud, MN (STC)	38.5	38.5	13	13
St. George, UT (SGU)	84.8	88.0	374	375
St. Louis, MO (STL)	72.6	69.8	4449	4452
St. Petersburg, FL (PIE)	48.5	62.1	781	780
State College, PA (SCE)	80.6	83.6	62	61
Staunton, VA (SHD)	72.4	82.8	58	58

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

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Stillwater, OK (SWO)	77.6	81.0	58	58
Stockton, CA (SCK)	72.7	65.2	66	66
Sun Valley/Hailey/Ketchum, ID (SUN)	94.7	93.2	190	190
Syracuse, NY (SYR)	72.7	81.9	747	746
Tallahassee, FL (TLH)	79.4	83.4	485	483
Tampa, FL (TPA)	70.4	71.8	5759	5761
Texarkana, AR (TXK)	87.8	83.3	90	90
Toledo, OH (TOL)	78.0	70.0	50	50
Traverse City, MI (TVC)	78.1	79.8	659	660
Trenton, NJ (TTN)	60.1	63.3	168	169
Tucson, AZ (TUS)	71.1	79.7	1268	1267
Tulsa, OK (TUL)	65.6	73.8	1126	1124
Twin Falls, ID (TWF)	90.8	88.3	120	120
Tyler, TX (TYR)	84.8	81.3	112	112
Valdosta, GA (VLD)	77.5	85.0	120	120
Valparaiso, FL (VPS)	61.0	62.0	1499	1496
Vernal, UT (VEL)	76.5	74.5	51	51
Victoria, TX (VCT)	78.4	88.2	51	51
Waco, TX (ACT)	87.2	85.8	141	141
Walla Walla, WA (ALW)	88.2	89.5	76	76
Washington, DC (DCA)	77.1	79.4	7081	7076
Washington, DC (IAD)	78.0	81.1	3818	3824
Waterloo, IA (ALO)	86.2	84.5	58	58
Watertown, SD (ATY)	84.3	74.5	51	51
Wenatchee, WA (EAT)	91.9	93.2	74	74
West Palm Beach/Palm Beach, FL (PBI)	74.8	76.3	1605	1609
West Yellowstone, MT (WYS)	86.8	86.0	121	121
White Plains, NY (HPN)	72.7	72.7	510	512
Wichita Falls, TX (SPS)	81.7	82.5	120	120
Wichita, KS (ICT)	68.3	73.3	851	849
Williston, ND (XWA)	74.4	75.6	86	86
Wilmington, DE (ILG)	75.0	58.3	12	12
Wilmington, NC (ILM)	83.0	84.3	616	616
Wrangell, AK (WRG)	86.7	93.3	60	60
Yakima, WA (YKM)	76.7	90.0	60	60
Yakutat, AK (YAK)	78.3	78.3	60	60
Yuma, AZ (YUM)	80.1	86.2	151	152

AIR TRAVEL CONSUMER REPORT

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

JUNE 2021

CARRIER ¹	AT ALL US AIRPORTS				
	NUMBER OF AIRPORTS REPORTED	FLIGHT OPERATIONS SCHEDULED	FLIGHT OPERATIONS CANCELLED	PERCENT OF OPERATIONS CANCELLED	RANK
HAWAIIAN AIRLINES	21	5980	2	0.0	1
DELTA AIR LINES NETWORK	216	122641	154	0.1	2
- DELTA AIR LINES	125	65882	12	0.0	
- BRANDED CODESHARE PARTNERS	194	56759	142	0.3	
JETBLUE AIRWAYS	63	18369	113	0.6	3
SPIRIT AIRLINES	53	16608	105	0.6	4
UNITED AIRLINES NETWORK	251	96109	908	0.9	5
- UNITED AIRLINES	100	35760	66	0.2	
- BRANDED CODESHARE PARTNERS	234	60349	842	1.4	
ALASKA AIRLINES NETWORK	104	32845	478	1.5	6
- ALASKA AIRLINES	78	16971	247	1.5	
- BRANDED CODESHARE PARTNERS	55	15874	231	1.5	
FRONTIER AIRLINES	105	12590	201	1.6	7
ALLEGiant AIR	128	12568	278	2.2	8
AMERICAN AIRLINES NETWORK	233	157537	3707	2.4	9
- AMERICAN AIRLINES	108	70426	2400	3.4	
- BRANDED CODESHARE PARTNERS	218	87111	1307	1.5	
SOUTHWEST AIRLINES	104	98532	3250	3.3	10
TOTAL AIRPORTS SERVED	373	573,779	9,196	1.6	

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

JUNE 2021

CARRIER ¹	AT ALL US AIRPORTS				
	NUMBER OF AIRPORTS REPORTED	FLIGHT OPERATIONS SCHEDULED	FLIGHT OPERATIONS CANCELLED	PERCENT OF OPERATIONS CANCELLED	RANK
DELTA AIR LINES	125	65882	12	0.0	1
HAWAIIAN AIRLINES	21	5980	2	0.0	2
ENDEAVOR AIR	115	25214	38	0.2	3
UNITED AIRLINES	100	35760	66	0.2	4
JETBLUE AIRWAYS	63	18369	113	0.6	5
SPIRIT AIRLINES	53	16608	105	0.6	6
PSA AIRLINES	96	20396	146	0.7	7
SKYWEST AIRLINES	231	67511	505	0.7	8
ALASKA AIRLINES	78	16971	247	1.5	9
ENVOY AIR	145	23506	352	1.5	10
FRONTIER AIRLINES	105	12590	201	1.6	11
REPUBLIC AIRWAYS	101	30952	614	2.0	12
HORIZON AIR	51	10607	212	2.0	13
MESA AIRLINES	102	14252	309	2.2	14
ALLEGiant AIR	128	12568	278	2.2	15
SOUTHWEST AIRLINES	104	98532	3250	3.3	16
AMERICAN AIRLINES	108	70426	2400	3.4	17
TOTAL AIRPORTS SERVED	365	546,124	8,850	1.6	

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

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

AIR TRAVEL CONSUMER REPORT

TABLE 6B. OVERALL NUMBER AND PERCENTAGE OF FLIGHT CANCELLATIONS: RANKING OF U.S. REPORTING MARKETING CARRIERS, AND YEAR-TO-DATE

RANK	CARRIER ¹	JANUARY - JUNE 2021			JANUARY - JUNE 2020		
		FLIGHT OPERATIONS SCHEDULED	FLIGHT OPERATIONS CANCELLED	PERCENT OF OPERATIONS CANCELLED	FLIGHT OPERATIONS SCHEDULED	FLIGHT OPERATIONS CANCELLED	PERCENT OF OPERATIONS CANCELLED
1	HAWAIIAN AIRLINES	23,878	26	0.11	27,661	1,239	4.48
	- HAWAIIAN AIRLINES	23,766	26	0.11	24,660	958	3.88
	- BRANDED CODESHARE PARTNERS	112	0	0.00	3,001	281	9.36
2	DELTA AIR LINES NETWORK	625,289	2,880	0.46	551,432	42,181	7.65
	- DELTA AIR LINES	330,330	1,476	0.45	306,623	26,643	8.69
	- BRANDED CODESHARE PARTNERS	294,959	1,404	0.48	244,809	15,538	6.35
3	SPIRIT AIRLINES	84,121	861	1.02	65,918	2,735	4.15
4	JETBLUE AIRWAYS	83,841	872	1.04	88,908	7,181	8.08
5	FRONTIER AIRLINES	59,172	750	1.27	47,134	4,332	9.19
6	ALASKA AIRLINES NETWORK	169,871	2,856	1.68	145,080	8,704	6.00
	- ALASKA AIRLINES	84,631	1,407	1.66	78,863	4,984	6.32
	- BRANDED CODESHARE PARTNERS	85,240	1,449	1.70	66,217	3,720	5.62
7	AMERICAN AIRLINES NETWORK	729,931	14,744	2.02	735,559	78,904	10.73
	- AMERICAN AIRLINES	303,893	6,037	1.99	320,328	33,295	10.39
	- BRANDED CODESHARE PARTNERS	426,038	8,707	2.04	415,231	45,609	10.98
8	UNITED AIRLINES NETWORK	471,190	9,827	2.09	499,418	49,567	9.92
	- UNITED AIRLINES	169,690	2,160	1.27	180,724	21,764	12.04
	- BRANDED CODESHARE PARTNERS	301,500	7,667	2.54	318,694	27,803	8.72
9	ALLEGiant AIR	56,476	1,254	2.22	53,160	13,606	25.59
10	SOUTHWEST AIRLINES	460,685	10,297	2.24	531,577	74,477	14.01
	TOTAL	2,764,454	44,367	1.60	2,745,847	282,926	10.30

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, AND YEAR-TO-DATE

RANK	CARRIER ¹	JANUARY - JUNE 2021			JANUARY - JUNE 2020		
		FLIGHT OPERATIONS SCHEDULED	FLIGHT OPERATIONS CANCELLED	PERCENT OF OPERATIONS CANCELLED	FLIGHT OPERATIONS SCHEDULED	FLIGHT OPERATIONS CANCELLED	PERCENT OF OPERATIONS CANCELLED
1	HAWAIIAN AIRLINES	23,766	26	0.11	24,660	958	3.88
2	DELTA AIR LINES	330,330	1,476	0.45	306,623	26,643	8.69
3	ENDEAVOR AIR	130,132	598	0.46	93,548	6,514	6.96
4	PSA AIRLINES	99,216	1,007	1.01	108,589	13,711	12.63
5	SPIRIT AIRLINES	84,121	861	1.02	65,918	2,735	4.15
6	JETBLUE AIRWAYS	83,841	872	1.04	88,908	7,181	8.08
7	FRONTIER AIRLINES	59,172	750	1.27	47,134	4,332	9.19
8	UNITED AIRLINES	169,690	2,160	1.27	180,724	21,764	12.04
9	REPUBLIC AIRWAYS	154,525	2,207	1.43	113,653	9,716	8.55
10	SKYWEST AIRLINES	341,496	5,045	1.48	304,032	23,099	7.60
11	ALASKA AIRLINES	84,631	1,407	1.66	78,863	4,984	6.32
12	AMERICAN AIRLINES	303,893	6,037	1.99	320,328	33,295	10.39
13	ALLEGiant AIR	56,476	1,254	2.22	53,160	13,606	25.59
14	SOUTHWEST AIRLINES	460,685	10,297	2.24	531,577	74,477	14.01
15	HORIZON AIR	57,133	1,286	2.25	-	-	-
16	ENVOY AIR	117,697	3,746	3.18	112,276	10,624	9.46
17	MESA AIRLINES	73,873	2,440	3.30	73,930	7,353	9.95
	TOTAL	2,630,677	41,469	1.58	2,503,923	260,992	10.42

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

JUNE 2021

CARRIER	TOTAL RECORDS	ON TIME	% ON TIME	CANCELLED	% CANCELLED	DIVERTED	% DIVERTED	AIR CARRIER DELAY	% AIR CARRIER DELAY	EXTREME WEATHER DELAY	% EXTREME WEATHER DELAY	NATIONAL AVIATION SYSTEM DELAY	% NATIONAL AVIATION SYSTEM DELAY	SECURITY DELAY	% SECURITY DELAY	LATE ARRIVING AIRCRAFT DELAY	% LATE ARRIVING AIRCRAFT DELAY
ALASKA AIRLINES NETWORK	32845	26507	80.70	478	1.46	48	0.15	1921	5.85	108	0.33	1721	5.24	42	0.13	2019	6.15
- ALASKA AIRLINES	16971	13158	77.53	247	1.46	28	0.16	1068	6.29	64	0.38	1318	7.77	40	0.24	1048	6.18
- BRANDED CODESHARE PARTNERS	15874	13349	84.09	231	1.46	20	0.13	853	5.37	44	0.28	403	2.54	2	0.01	971	6.12
ALLEGiant AIR	12568	7109	56.56	278	2.21	33	0.26	1182	9.40	271	2.16	1189	9.46	89	0.71	2417	19.23
AMERICAN AIRLINES NETWORK	157537	117079	74.32	3707	2.35	537	0.34	11089	7.04	2244	1.42	8291	5.26	152	0.10	14437	9.16
- AMERICAN AIRLINES	70426	50173	71.24	2400	3.41	262	0.37	6574	9.33	956	1.36	3908	5.55	100	0.14	6054	8.60
- BRANDED CODESHARE PARTNERS	87111	66906	76.81	1307	1.50	275	0.32	4515	5.18	1289	1.48	4383	5.03	53	0.06	8383	9.62
DELTA AIR LINES NETWORK	122641	106493	86.83	154	0.13	302	0.25	7657	6.24	1249	1.02	3609	2.94	46	0.04	3132	2.55
- DELTA AIR LINES	65882	57147	86.74	12	0.02	162	0.25	3769	5.72	348	0.53	2447	3.71	24	0.04	1972	2.99
- BRANDED CODESHARE PARTNERS	56759	49346	86.94	142	0.25	140	0.25	3888	6.85	900	1.59	1162	2.05	21	0.04	1160	2.04
FRONTIER AIRLINES	12590	8746	69.47	201	1.60	26	0.21	1067	8.47	134	1.06	1245	9.89	0	0.00	1171	9.30
HAWAIIAN AIRLINES	5980	5245	87.71	2	0.03	4	0.07	480	8.03	2	0.03	7	0.12	5	0.08	234	3.91
JETBLUE AIRWAYS	18369	11967	65.15	113	0.62	109	0.59	2780	15.13	220	1.20	1289	7.02	55	0.30	1836	10.00
SOUTHWEST AIRLINES	98532	61531	62.45	3250	3.30	346	0.35	12852	13.04	519	0.53	4790	4.86	98	0.10	15147	15.37
SPIRIT AIRLINES	16608	12307	74.10	105	0.63	68	0.41	962	5.79	268	1.61	1835	11.05	62	0.37	1001	6.03
UNITED AIRLINES NETWORK	96109	71001	73.88	908	0.94	440	0.46	8447	8.79	2258	2.35	7017	7.30	17	0.02	6020	6.26
- UNITED AIRLINES	35760	27010	75.53	66	0.18	150	0.42	2402	6.72	723	2.02	3181	8.90	3	0.01	2225	6.22
- BRANDED CODESHARE PARTNERS	60349	43991	72.89	842	1.40	290	0.48	6046	10.02	1535	2.54	3836	6.36	14	0.02	3795	6.29
TOTAL	573,779	427,985	74.59	9,196	1.60	1,913	0.33	48,437	8.44	7,274	1.27	30,994	5.40	566	0.10	47,414	8.26

* 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

JUNE 2021

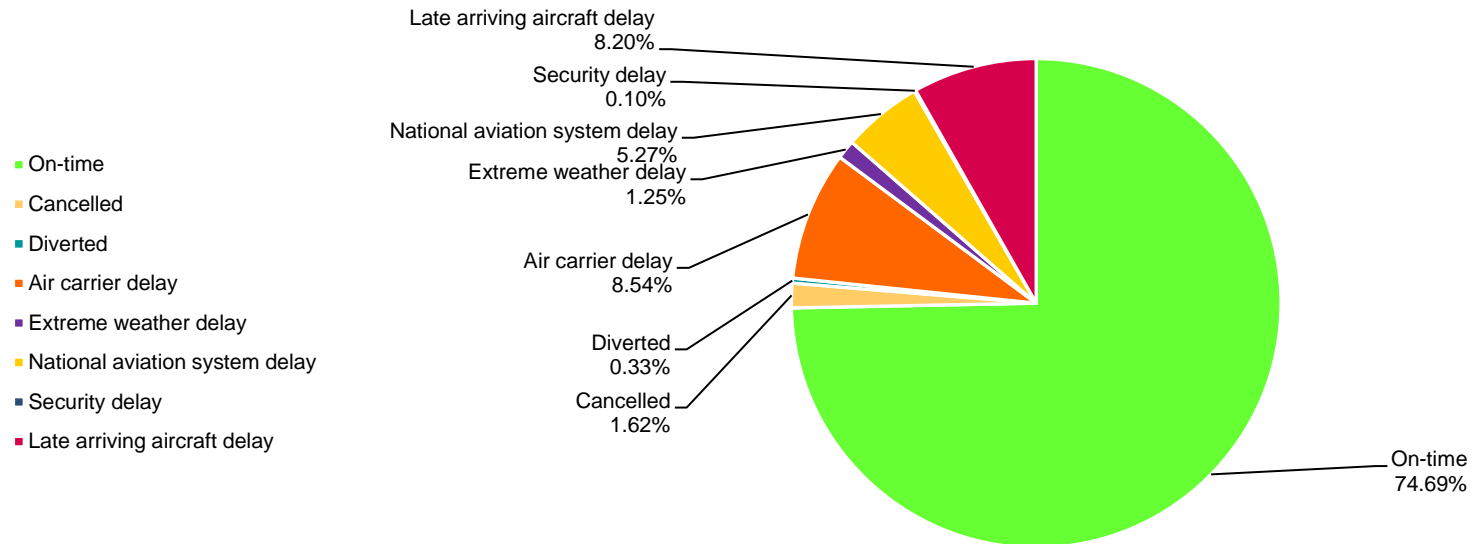
CARRIER	TOTAL RECORDS	ON TIME	% ON TIME	CANCELLED	% CANCELLED	DIVERTED	% DIVERTED	AIR CARRIER DELAY	% AIR CARRIER DELAY	EXTREME WEATHER DELAY	% EXTREME WEATHER DELAY	NATIONAL AVIATION SYSTEM DELAY	% NATIONAL AVIATION SYSTEM DELAY	SECURITY DELAY	% SECURITY DELAY	LATE ARRIVING AIRCRAFT DELAY	% LATE ARRIVING AIRCRAFT DELAY
ALASKA AIRLINES	16971	13158	77.53	247	1.46	28	0.16	1068	6.29	64	0.38	1318	7.77	40	0.24	1048	6.18
ALLEGIAN AIR	12568	7109	56.56	278	2.21	33	0.26	1182	9.40	271	2.16	1189	9.46	89	0.71	2417	19.23
AMERICAN AIRLINES	70426	50173	71.24	2400	3.41	262	0.37	6574	9.33	956	1.36	3908	5.55	100	0.14	6054	8.60
DELTA AIR LINES	65882	57147	86.74	12	0.02	162	0.25	3769	5.72	348	0.53	2447	3.71	24	0.04	1972	2.99
ENDEAVOR AIR	25214	22312	88.49	38	0.15	58	0.23	1023	4.06	182	0.72	715	2.84	3	0.01	882	3.50
ENVOY AIR	23506	18185	77.36	352	1.50	84	0.36	1154	4.91	463	1.97	1358	5.78	11	0.05	1899	8.08
FRONTIER AIRLINES	12590	8746	69.47	201	1.60	26	0.21	1067	8.47	134	1.06	1245	9.89	0	0.00	1171	9.30
HAWAIIAN AIRLINES	5980	5245	87.71	2	0.03	4	0.07	480	8.03	2	0.03	7	0.12	5	0.08	234	3.91
HORIZON AIR	10607	8860	83.53	212	2.00	12	0.11	535	5.04	31	0.29	386	3.64	2	0.02	568	5.35
JETBLUE AIRWAYS	18369	11967	65.15	113	0.62	109	0.59	2780	15.13	220	1.20	1289	7.02	55	0.30	1836	10.00
MESA AIRLINES	14252	9963	69.91	309	2.17	65	0.46	1021	7.16	436	3.06	1255	8.81	11	0.08	1193	8.37
PSA AIRLINES	20396	16294	79.89	146	0.72	47	0.23	1053	5.16	316	1.55	1190	5.83	17	0.08	1332	6.53
REPUBLIC AIRWAYS	30952	24086	77.82	614	1.98	105	0.34	1910	6.17	311	1.00	1994	6.44	16	0.05	1916	6.19
SKYWEST AIRLINES	67511	53810	79.71	505	0.75	247	0.37	6833	10.12	1559	2.31	657	0.97	29	0.04	3871	5.73
SOUTHWEST AIRLINES	98532	61531	62.45	3250	3.30	346	0.35	12852	13.04	519	0.53	4790	4.86	98	0.10	15147	15.37
SPIRIT AIRLINES	16608	12307	74.10	105	0.63	68	0.41	962	5.79	268	1.61	1835	11.05	62	0.37	1001	6.03
UNITED AIRLINES	35760	27010	75.53	66	0.18	150	0.42	2402	6.72	723	2.02	3181	8.90	3	0.01	2225	6.22
TOTAL	546,124	407,903	74.69	8,850	1.62	1,806	0.33	46,664	8.54	6,805	1.25	28,765	5.27	565	0.10	44,766	8.20

* 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.

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

JUNE 2021

MARKETING CARRIER	OPERATING CARRIER	FLIGHT NUMBER	ORIGIN AIRPORT	DESTINATION AIRPORT	DATE OF FLIGHT	LOCATION OF LONGEST TARMAC DELAY	LENGTH OF TARMAC DELAY
UNITED	REPUBLIC	3469	HHH	ORD	6/12/2021	Origin Airport	3:54
AMERICAN	REPUBLIC	4980	LGA	ORD	6/8/2021	Origin Airport	3:53
AMERICAN	REPUBLIC	4733	LGA	PIT	6/8/2021	Origin Airport	3:49
AMERICAN	SKYWEST	3298	DFW	LRD	6/7/2021	Origin Airport	3:32
UNITED	UNITED	687	EWR	IAH	6/9/2021	Origin Airport	3:24
UNITED	UNITED	1862	EWR	ATL	6/9/2021	Origin Airport	3:14
UNITED	UNITED	687	EWR	IAH	6/2/2021	Destination Airport	3:13
AMERICAN	PIEDMONT	6062	PHL	CVG	6/8/2021	Origin Airport	3:12
AMERICAN	REPUBLIC	4502	PHL	CMH	6/3/2021	Origin Airport	3:10
UNITED	MESA	6036	DTW	IAH	6/2/2021	Destination Airport	3:07
UNITED	MESA	6256	RNO	IAH	6/2/2021	Destination Airport	3:05

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

JUNE 2021

MARKETING CARRIER	OPERATING CARRIER	FLIGHT NUMBER	ORIGIN AIRPORT	DESTINATION AIRPORT	DATE OF FLIGHT	LOCATION OF LONGEST TARMAC DELAY	LENGTH OF TARMAC DELAY
SOUTHWEST	SOUTHWEST	1018	CUN	DEN	6/25/2021	Diversion Airport (COS)	4:44

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

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

APPENDIX

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

30 Largest U.S. Airports

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

Air Carriers Required to Report

Data to DOT and to CRS Vendors*

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

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

MISHANDLED BAGGAGE

. The baggage statistics in this section were filed with DOT's Bureau of Transportation Statistics (Office of Airline Information) by U.S. airlines that have at least one-half percent (.005) of total domestic scheduled-service passenger revenues. See 14 CFR 234.3 and 234.6. For the 12 months ending June 30, 2020, 17 air carriers reached this reporting threshold. They are: Alaska Airlines, Allegiant Air, American Airlines, Delta Air Lines, Endeavor Air, Envoy Air, Frontier Airlines, Hawaiian Airlines, Horizon Air, JetBlue Airways, Mesa Airlines, PSA Airlines, Republic Airways, SkyWest Airlines, Southwest Airlines, Spirit Airlines, and United Airlines.

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

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

AIR TRAVEL CONSUMER REPORT

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

RANK	CARRIER*	June 2021			June 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	682,287	1,613	2.36	341,588	560	1.64
2	HAWAIIAN AIRLINES	498,676	1,185	2.38	73,758	130	1.76
3	FRONTIER AIRLINES	881,885	2,895	3.28	263,488	819	3.11
4	DELTA AIR LINES NETWORK	7,900,611	32,603	4.13	1,289,556	3,195	2.48
	- DELTA AIR LINES	5,739,080	23,756	4.14	942,175	2,371	2.52
	- BRANDED CODESHARE PARTNERS	2,161,531	8,847	4.09	347,381	824	2.37
5	SPIRIT AIRLINES	1,059,451	4,773	4.51	235,933	608	2.58
6	UNITED AIRLINES NETWORK	5,130,467	23,495	4.58	1,018,395	2,790	2.74
	- UNITED AIRLINES	3,091,333	13,604	4.40	438,386	1,281	2.92
	- BRANDED CODESHARE PARTNERS	2,039,134	9,891	4.85	580,009	1,509	2.60
7	SOUTHWEST AIRLINES	9,997,521	52,573	5.26	3,767,403	7,774	2.06
8	JETBLUE AIRWAYS	1,225,101	6,489	5.30	187,602	614	3.27
9	ALASKA AIRLINES NETWORK	2,373,192	17,992	7.58	676,530	1,958	2.89
	- ALASKA AIRLINES	1,659,096	13,716	8.27	430,227	1,083	2.52
	- BRANDED CODESHARE PARTNERS	714,096	4,276	5.99	246,303	875	3.55
10	AMERICAN AIRLINES NETWORK	9,726,052	98,405	10.12	3,049,753	12,694	4.16
	- AMERICAN AIRLINES	5,887,114	65,472	11.12	1,740,264	7,719	4.44
	- BRANDED CODESHARE PARTNERS	3,838,938	32,933	8.58	1,309,489	4,975	3.80
TOTAL		39,475,243	242,023	6.13	10,904,006	31,142	2.86

* 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, AND YEAR-TO-DATE

RANK	CARRIER*	JANUARY - JUNE 2021			JANUARY - JUNE 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	2,423,802	3,768	1.55	1,900,041	3,084	1.62
2	HAWAIIAN AIRLINES NETWORK	1,750,535	3,606	2.06	1,451,128	5,511	3.80
	- HAWAIIAN AIRLINES	1,748,605	3,605	2.06	1,407,906	5,178	3.68
	- BRANDED CODESHARE PARTNERS	1,930	1	0.52	43,222	333	7.70
3	FRONTIER AIRLINES	3,816,936	9,641	2.53	2,587,227	9,756	3.77
4	DELTA AIR LINES NETWORK	30,177,035	96,623	3.20	23,137,074	100,221	4.33
	- DELTA AIR LINES	21,152,372	69,376	3.28	17,324,220	75,907	4.38
	- BRANDED CODESHARE PARTNERS	9,024,663	27,247	3.02	5,812,854	24,314	4.18
5	SOUTHWEST AIRLINES	42,313,026	138,568	3.27	28,604,060	90,592	3.17
6	SPIRIT AIRLINES	5,104,018	18,319	3.59	3,106,911	14,791	4.76
7	UNITED AIRLINES NETWORK	22,421,894	86,215	3.85	17,355,463	93,981	5.42
	- UNITED AIRLINES	13,190,106	50,754	3.85	9,954,000	53,781	5.40
	- BRANDED CODESHARE PARTNERS	9,231,788	35,461	3.84	7,401,463	40,200	5.43
8	JETBLUE AIRWAYS	4,631,496	20,080	4.34	3,475,690	13,456	3.87
9	ALASKA AIRLINES NETWORK	9,520,389	46,044	4.84	6,801,047	35,368	5.20
	- ALASKA AIRLINES	6,421,801	33,179	5.17	4,798,785	23,894	4.98
	- BRANDED CODESHARE PARTNERS	3,098,588	12,865	4.15	2,002,262	11,474	5.73
10	AMERICAN AIRLINES NETWORK	40,764,021	286,847	7.04	29,556,258	194,440	6.58
	- AMERICAN AIRLINES	23,392,634	177,248	7.58	17,688,351	122,517	6.93
	- BRANDED CODESHARE PARTNERS	17,371,387	109,599	6.31	11,867,907	71,923	6.06
TOTAL		162,923,152	709,711	4.36	117,974,899	561,200	4.76

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

AIR TRAVEL CONSUMER REPORT

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

RANK	CARRIER*	June 2021			June 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	682,287	1,613	2.36	341,588	560	1.64
2	HAWAIIAN AIRLINES	498,676	1,185	2.38	69,754	129	1.85
3	FRONTIER AIRLINES	881,885	2,895	3.28	263,488	819	3.11
4	DELTA AIR LINES	5,739,080	23,756	4.14	942,175	2,371	2.52
5	UNITED AIRLINES	3,091,333	13,604	4.40	438,386	1,281	2.92
6	ENDEAVOR AIR	1,068,916	4,757	4.45	206,031	435	2.11
7	SPIRIT AIRLINES	1,059,451	4,773	4.51	235,933	608	2.58
8	SKYWEST AIRLINES	2,517,017	12,643	5.02	653,371	2,123	3.25
9	SOUTHWEST AIRLINES	9,997,521	52,573	5.26	3,767,403	7,774	2.06
10	JETBLUE AIRWAYS	1,225,101	6,489	5.30	187,602	614	3.27
11	PSA AIRLINES	1,106,467	6,651	6.01	435,090	1,013	2.33
12	HORIZON AIR	525,276	3,363	6.40	-	-	-
13	REPUBLIC AIRWAYS	1,034,241	7,210	6.97	210,985	727	3.45
14	ALASKA AIRLINES	1,659,096	13,716	8.27	430,227	1,083	2.52
15	MESA AIRLINES	644,354	5,784	8.98	188,324	710	3.77
16	AMERICAN AIRLINES	5,887,114	65,472	11.12	1,740,264	7,719	4.44
17	ENVOY AIR	886,680	10,472	11.81	362,364	1,848	5.10
	TOTAL	38,504,495	236,956	6.15	10,472,985	29,814	2.85

* 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, AND YEAR-TO-DATE

RANK	CARRIER*	JANUARY - JUNE 2021			JANUARY - JUNE 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	2,423,802	3,768	1.55	1,900,041	3,084	1.62
2	HAWAIIAN AIRLINES	1,748,605	3,605	2.06	1,407,906	5,178	3.68
3	FRONTIER AIRLINES	3,816,936	9,641	2.53	2,587,227	9,756	3.77
4	ENDEAVOR AIR	4,562,807	13,727	3.01	2,585,133	11,155	4.32
5	SOUTHWEST AIRLINES	42,313,026	138,568	3.27	28,604,060	90,592	3.17
6	DELTA AIR LINES	21,152,372	69,376	3.28	17,324,220	75,907	4.38
7	SPIRIT AIRLINES	5,104,018	18,319	3.59	3,106,911	14,791	4.76
8	UNITED AIRLINES	13,190,106	50,754	3.85	9,954,000	53,781	5.40
9	SKYWEST AIRLINES	10,823,609	44,132	4.08	7,200,289	40,609	5.64
10	HORIZON AIR	2,344,668	9,938	4.24	-	-	-
11	JETBLUE AIRWAYS	4,631,496	20,080	4.34	3,475,690	13,456	3.87
12	PSA AIRLINES	5,025,474	23,055	4.59	3,597,027	19,233	5.35
13	REPUBLIC AIRWAYS	4,746,972	23,919	5.04	2,112,616	12,542	5.94
14	ALASKA AIRLINES	6,421,801	33,179	5.17	4,798,785	23,894	4.98
15	MESA AIRLINES	2,988,525	17,785	5.95	2,391,365	12,966	5.42
16	AMERICAN AIRLINES	23,392,634	177,248	7.58	17,688,351	122,517	6.93
17	ENVOY AIR	4,052,045	35,790	8.83	2,865,922	19,392	6.77
	TOTAL	158,738,896	692,884	4.36	111,599,543	528,853	4.74

* 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*	June 2021			June 2020		
		NUMBER OF WHEELCHAIRS AND SCOOTERS ENPLANED	NUMBER OF WHEELCHAIRS AND SCOOTERS MISHANDLED	PERCENT OF WHEELCHAIRS AND SCOOTERS MISHANDLED	NUMBER OF WHEELCHAIRS AND SCOOTERS ENPLANED	NUMBER OF WHEELCHAIRS AND SCOOTERS MISHANDLED	PERCENT OF WHEELCHAIRS AND SCOOTERS MISHANDLED
1	DELTA AIR LINES NETWORK	16,366	92	0.56	2,389	12	0.50
	- DELTA AIR LINES	11,462	74	0.65	1,836	10	0.54
	- BRANDED CODESHARE PARTNERS	4,904	18	0.37	553	2	0.36
2	ALLEGiant AIR	481	4	0.83	650	2	0.31
3	ALASKA AIRLINES NETWORK	2,708	26	0.96	442	6	1.36
	- ALASKA AIRLINES	1,794	22	1.23	321	5	1.56
	- BRANDED CODESHARE PARTNERS	914	4	0.44	121	1	0.83
4	UNITED AIRLINES NETWORK	9,873	100	1.01	1,324	11	0.83
	- UNITED AIRLINES	6,178	74	1.20	594	7	1.18
	- BRANDED CODESHARE PARTNERS	3,695	26	0.70	730	4	0.55
5	HAWAIIAN AIRLINES	472	7	1.48	101	2	1.98
6	FRONTIER AIRLINES	2,072	32	1.54	415	2	0.48
7	SOUTHWEST AIRLINES	11,119	184	1.65	2,932	38	1.30
8	AMERICAN AIRLINES NETWORK	11,278	208	1.84	2,926	53	1.81
	- AMERICAN AIRLINES	8,011	144	1.80	1,967	37	1.88
	- BRANDED CODESHARE PARTNERS	3,267	64	1.96	959	16	1.67
9	JETBLUE AIRWAYS	1,871	56	2.99	435	1	0.23
10	SPIRIT AIRLINES	703	32	4.55	254	7	2.76
	TOTAL	56,943	741	1.30	11,868	134	1.13

* 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 MARKETING CARRIERS, AND YEAR-TO-DATE

RANK	CARRIER*	JANUARY - JUNE 2021			JANUARY - JUNE 2020		
		NUMBER OF WHEELCHAIRS AND SCOOTERS ENPLANED	NUMBER OF WHEELCHAIRS AND SCOOTERS MISHANDLED	PERCENT OF WHEELCHAIRS AND SCOOTERS MISHANDLED	NUMBER OF WHEELCHAIRS AND SCOOTERS ENPLANED	NUMBER OF WHEELCHAIRS AND SCOOTERS MISHANDLED	PERCENT OF WHEELCHAIRS AND SCOOTERS MISHANDLED
1	DELTA AIR LINES NETWORK	55,599	335	0.60	41,122	289	0.70
	- DELTA AIR LINES	37,833	274	0.72	32,262	235	0.73
	- BRANDED CODESHARE PARTNERS	17,766	61	0.34	8,860	54	0.61
2	UNITED AIRLINES NETWORK	36,699	315	0.86	22,950	329	1.43
	- UNITED AIRLINES	22,143	206	0.93	14,516	207	1.43
	- BRANDED CODESHARE PARTNERS	14,556	109	0.75	8,434	122	1.45
3	HAWAIIAN AIRLINES NETWORK	1,817	19	1.05	1,574	22	1.40
	- HAWAIIAN AIRLINES	1,808	19	1.05	1,394	22	1.58
	- BRANDED CODESHARE PARTNERS	9	0	0.00	180	0	0.00
4	ALLEGiant AIR	1,561	17	1.09	4,567	12	0.26
5	ALASKA AIRLINES NETWORK	9,690	129	1.33	6,383	91	1.43
	- ALASKA AIRLINES	6,598	98	1.49	5,092	73	1.43
	- BRANDED CODESHARE PARTNERS	3,092	31	1.00	1,291	18	1.39
6	FRONTIER AIRLINES	8,574	124	1.45	6,843	104	1.52
7	SOUTHWEST AIRLINES	40,226	585	1.45	30,466	482	1.58
8	AMERICAN AIRLINES NETWORK	40,289	644	1.60	30,654	566	1.85
	- AMERICAN AIRLINES	27,305	429	1.57	22,320	397	1.78
	- BRANDED CODESHARE PARTNERS	12,984	215	1.66	8,334	169	2.03
9	JETBLUE AIRWAYS	7,587	179	2.36	7,401	76	1.03
10	SPIRIT AIRLINES	3,422	131	3.83	4,286	117	2.73
	TOTAL	205,464	2,478	1.21	156,246	2,088	1.34

* 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*	June 2021			June 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	832	2	0.24	-	-	-
2	ENDEAVOR AIR	1,888	8	0.42	268	0	0.00
3	SKYWEST AIRLINES	4,631	29	0.63	767	5	0.65
4	DELTA AIR LINES	11,462	74	0.65	1,836	10	0.54
5	ALLEGiant AIR	481	4	0.83	650	2	0.31
6	MESA AIRLINES	884	9	1.02	202	4	1.98
7	REPUBLIC AIRWAYS	1,612	19	1.18	248	1	0.40
8	UNITED AIRLINES	6,178	74	1.20	594	7	1.18
9	ALASKA AIRLINES	1,794	22	1.23	321	5	1.56
10	HAWAIIAN AIRLINES	472	7	1.48	87	2	2.30
11	FRONTIER AIRLINES	2,072	32	1.54	415	2	0.48
12	SOUTHWEST AIRLINES	11,119	184	1.65	2,932	38	1.30
13	AMERICAN AIRLINES	8,011	144	1.80	1,967	37	1.88
14	ENVOY AIR	910	17	1.87	316	5	1.58
15	PSA AIRLINES	823	20	2.43	264	4	1.52
16	JETBLUE AIRWAYS	1,871	56	2.99	435	1	0.23
17	SPIRIT AIRLINES	703	32	4.55	254	7	2.76
	TOTAL	55,743	733	1.31	11,556	130	1.12

* 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, AND YEAR-TO-DATE

RANK	CARRIER*	JANUARY - JUNE 2021			JANUARY - JUNE 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	8,447	23	0.27	3,524	16	0.45
2	HORIZON AIR	2,832	20	0.71	-	-	-
3	DELTA AIR LINES	37,833	274	0.72	32,262	235	0.73
4	SKYWEST AIRLINES	15,952	129	0.81	9,092	112	1.23
5	MESA AIRLINES	4,096	38	0.93	2,417	44	1.82
6	UNITED AIRLINES	22,143	206	0.93	14,516	207	1.43
7	HAWAIIAN AIRLINES	1,808	19	1.05	1,394	22	1.58
8	REPUBLIC AIRWAYS	6,221	67	1.08	2,740	30	1.09
9	ALLEGiant AIR	1,561	17	1.09	4,567	12	0.26
10	FRONTIER AIRLINES	8,574	124	1.45	6,843	104	1.52
11	SOUTHWEST AIRLINES	40,226	585	1.45	30,466	482	1.58
12	ALASKA AIRLINES	6,598	98	1.49	5,092	73	1.43
13	ENVOY AIR	3,535	54	1.53	2,137	44	2.06
14	AMERICAN AIRLINES	27,305	429	1.57	22,320	397	1.78
15	PSA AIRLINES	3,243	57	1.76	1,952	35	1.79
16	JETBLUE AIRWAYS	7,587	179	2.36	7,401	76	1.03
17	SPIRIT AIRLINES	3,422	131	3.83	4,286	117	2.73
	TOTAL	201,383	2,450	1.22	151,009	2,006	1.33

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

OVERSALES

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

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

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

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

AIR TRAVEL CONSUMER REPORT

PASSENGERS DENIED BOARDING BY REPORTING MARKETING U.S. AIRLINES

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

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

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

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

AIR TRAVEL CONSUMER REPORT

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

JANUARY - JUNE 2021					
RANK	CARRIER*	DENIED BOARDINGS (DB'S)		ENPLANED PASSENGERS	INVOLUNTARY DB's PER 10,000 PASSENGERS
		VOLUNTARY	INVOLUNTARY		
1	DELTA AIR LINES NETWORK	9,347	0	49,497,092	0.00
	- DELTA AIR LINES	4,617	0	37,061,591	0.00
	- BRANDED CODESHARE PARTNERS	4,730	0	12,435,501	0.00
2	ALLEGiant AIR	206	0	6,022,163	0.00
3	HAWAIIAN AIRLINES NETWORK	13	0	2,447,008	0.00
	- HAWAIIAN AIRLINES	13	0	2,445,506	0.00
	- BRANDED CODESHARE PARTNERS	0	0	1,502	0.00
4	UNITED AIRLINES NETWORK	6,670	20	36,201,115	0.01
	- UNITED AIRLINES	1,932	5	23,343,074	0.00
	- BRANDED CODESHARE PARTNERS	4,738	15	12,858,041	0.01
5	JETBLUE AIRWAYS	544	19	10,869,063	0.02
6	ALASKA AIRLINES NETWORK	2,313	130	13,173,676	0.10
	- ALASKA AIRLINES	1,032	35	8,918,593	0.04
	- BRANDED CODESHARE PARTNERS	1,281	95	4,255,083	0.22
7	SPIRIT AIRLINES	4,811	193	13,199,951	0.15
8	AMERICAN AIRLINES NETWORK	16,168	1,072	64,308,110	0.17
	- AMERICAN AIRLINES	6,645	488	43,033,796	0.11
	- BRANDED CODESHARE PARTNERS	9,523	584	21,274,314	0.27
9	SOUTHWEST AIRLINES	10,447	1,506	50,381,050	0.30
10	FRONTIER AIRLINES	1,512	557	10,269,352	0.54
	TOTAL	52,031	3,497	256,368,580	0.14

JANUARY - JUNE 2020			
DENIED BOARDINGS (DB'S)		ENPLANED PASSENGERS	INVOLUNTARY DB's PER 10,000 PASSENGERS
VOLUNTARY	INVOLUNTARY		
29,922	5	39,474,818	0.00
17,945	0	30,826,880	0.00
11,977	5	8,647,938	0.01
287	0	4,493,682	0.00
169	1	2,409,621	0.00
155	1	2,361,987	0.00
14	0	47,634	0.00
9,289	11	30,123,653	0.00
2,850	7	19,745,358	0.00
6,439	4	10,378,295	0.00
279	2	7,887,693	0.00
2,100	120	10,178,413	0.12
1,558	30	7,337,262	0.04
542	90	2,841,151	0.32
3,665	66	8,067,144	0.08
13,847	1,721	47,304,199	0.36
6,774	550	32,810,909	0.17
7,073	1,171	14,493,290	0.81
3,463	222	36,597,997	0.06
651	141	5,375,800	0.26
63,672	2,289	191,913,020	0.12

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

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

AIR TRAVEL CONSUMER REPORT

PASSENGERS DENIED BOARDING BY REPORTING OPERATING U.S. AIRLINES

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

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

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

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

AIR TRAVEL CONSUMER REPORT

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

JANUARY - JUNE 2021					
RANK	AIRLINE*	DENIED BOARDINGS (DB'S)		ENPLANED PASSENGERS	INVOLUNTARY DB's PER 10,000 PASSENGERS
		VOLUNTARY	INVOLUNTARY		
1	DELTA AIR LINES	4,617	0	37,061,591	0.00
2	ALLEGiant AIR	206	0	6,022,163	0.00
3	ENDEAVOR AIR	1,566	0	5,458,533	0.00
4	HAWAIIAN AIRLINES	13	0	2,445,506	0.00
5	UNITED AIRLINES	1,932	5	23,343,074	0.00
6	JETBLUE AIRWAYS	544	19	10,869,063	0.02
7	ALASKA AIRLINES	1,032	35	8,918,593	0.04
8	SKYWEST AIRLINES	5,887	112	14,371,545	0.08
9	MESA AIRLINES	1,167	46	4,119,278	0.11
10	AMERICAN AIRLINES	6,645	488	43,033,796	0.11
11	SPIRIT AIRLINES	4,811	193	13,199,951	0.15
12	REPUBLIC AIRWAYS	3,621	142	8,332,167	0.17
13	PSA AIRLINES	1,941	123	5,343,465	0.23
14	HORIZON AIR	832	72	2,841,401	0.25
15	ENVOY AIR	2,271	147	5,581,470	0.26
16	SOUTHWEST AIRLINES	10,447	1,506	50,381,050	0.30
17	FRONTIER AIRLINES	1,512	557	10,269,352	0.54
	TOTAL	49,044	3,445	251,591,998	0.14

JANUARY - JUNE 2020			
DENIED BOARDINGS (DB'S)		ENPLANED PASSENGERS	INVOLUNTARY DB's PER 10,000 PASSENGERS
VOLUNTARY	INVOLUNTARY		
17,945	0	30,826,880	0.00
287	0	4,493,682	0.00
4,052	0	3,368,326	0.00
155	1	2,361,987	0.00
2,850	7	19,745,358	0.00
279	2	7,887,693	0.00
1,558	30	7,337,262	0.04
10,455	247	9,998,117	0.25
1,057	30	3,218,265	0.09
6,774	550	32,810,909	0.17
3,665	66	8,067,144	0.08
1,182	106	3,690,541	0.29
1,517	243	3,891,696	0.62
-	-	-	-
2,085	307	3,710,496	0.83
3,463	222	36,597,997	0.06
651	141	5,375,800	0.26
57,975	1,952	183,382,153	0.11

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

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

CONSUMER COMPLAINTS

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

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

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

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

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

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

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

AIR TRAVEL CONSUMER REPORT

TABLE 1

CONSUMER COMPLAINTS
SUMMARY

	JUNE 2021				JUNE 2020			
	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS
U.S. AIRLINES	1,677	18	1	289	5,359	34	0	406
FOREIGN AIRLINES	1,738	2	0	93	8,123	8	1	243
TRAVEL AGENTS	758	0	0	40	2,457	2	0	86
TOUR OPERATORS	3	0	0	0	16	0	0	1
MISCELLANEOUS	0	7	0	142	6	6	0	83
INDUSTRY TOTALS	4,176	27	1	564	15,961	50	1	819

AIR TRAVEL CONSUMER REPORT

Table 2

COMPLAINT CATEGORY	COMPLAINT CATEGORIES*					
	JUNE 2021			JUNE 2020		
	RANKING	COMPLAINTS**	SUB-CATEGORY	RANKING	COMPLAINTS**	SUB-CATEGORY
REFUNDS	1	2,318		1	14,888	
FLIGHT PROBLEMS	2	507		5	80	
CANCELLATION			200			59
DELAY			153			3
MISCONNECTION			72			6
FARES	3	423		2	413	
RESERVATIONS/TICKETING/BOARDING	4	404		3	329	
CUSTOMER SERVICE	5	168		4	136	
BAGGAGE	6	143		6	58	
DISABILITY	7	139		7	28	
OTHER	8	36		8	16	
FREQUENT FLYER			12			10
OVERSALES	9	25		9	5	
DISCRIMINATION	10	12		9	5	
ADVERTISING	11	1		11	3	
ANIMALS	12	0		12	0	
COMPLAINT TOTAL		4,176			15,961	

* 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*
JUNE 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	6	0	6	3	11	0	8	6	0	1	0	1	42
ALLEGiant AIR	12	0	8	5	9	5	0	23	0	0	0	1	63
AMERICAN AIRLINES	135	6	40	39	101	33	29	31	0	2	0	5	421
BOUTIQUE AIR	4	0	0	0	1	0	0	0	0	0	0	0	5
DELTA AIR LINES	17	0	18	10	22	9	16	11	0	1	0	2	106
ENDEAVOR AIR	2	0	0	0	2	1	0	1	0	0	0	1	7
ENVOY AIR	6	0	1	0	7	0	3	1	0	1	0	0	19
FRONTIER AIRLINES	17	3	16	11	18	8	8	2	0	1	0	0	84
HAWAIIAN AIRLINES	1	0	4	4	8	1	1	1	0	0	0	0	20
HORIZON AIRLINES	3	0	0	2	2	0	0	0	0	0	0	0	7
JETBLUE AIRWAYS	51	1	22	24	43	16	28	17	0	0	0	3	205
MESA AIRLINES	6	0	0	0	1	1	2	1	0	0	0	0	11
PIEDMONT AIRLINES	5	0	0	1	0	0	2	1	0	0	0	0	9
PSA AIRLINES	11	2	2	0	5	1	2	2	0	0	0	0	25
REPUBLIC AIRWAYS	8	0	3	1	5	1	1	1	0	1	0	0	21
SILVER AIRWAYS	1	0	1	0	4	0	0	0	0	0	0	0	6
SKYWEST AIRLINES	9	0	6	2	5	0	2	1	0	0	0	0	25
SOUTHWEST AIRLINES	58	4	9	17	30	8	6	15	0	3	0	0	150
SPIRIT AIRLINES	31	1	16	23	28	9	8	5	0	0	0	2	123
SUN COUNTRY AIRLINES	0	0	0	5	5	2	1	0	0	0	0	0	13
UNITED AIRLINES	51	2	29	52	123	12	21	8	0	1	0	4	303
OTHER U.S. AIRLINES	0	0	1	0	2	0	0	2	0	0	0	7	12
TOTAL JUNE 2021	434	19	182	199	432	107	138	129	0	11	0	26	1,677
% of TOTAL COMPLAINTS	25.9	1.1	10.9	11.9	25.8	6.4	8.2	7.7	0	0.7	0	1.6	
TOTAL JUNE 2020	45	3	156	290	4,667	28	122	28	3	5	0	12	5,359
% of TOTAL COMPLAINTS	0.8	0.1	2.9	5.4	87.1	0.5	2.3	0.5	0.1	0.1	0	0.2	

* 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 JUN	INCI- DENTS IN JUN	PERCENT	INCI- DENTS IN MAY	PERCENT	INCI- DENTS IN ALL PRIOR MONTHS	PERCENT	UN- KNOWN INCI- DENT DATE	PERCENT
ALASKA AIRLINES	42	16	38.1	4	9.5	17	40.5	5	11.9
ALLEGIAN AIR	63	48	76.2	8	12.7	6	9.5	1	1.6
AMERICAN AIRLINES	421	246	58.4	36	8.6	94	22.3	45	10.7
BOUTIQUE AIR	5	4	80.0	0	0.0	1	20.0	0	0.0
DELTA AIR LINES	106	44	41.5	18	17.0	32	30.2	12	11.3
ENDEAVOR AIR	7	3	42.9	1	14.3	3	42.9	0	0.0
ENVOY AIR	19	11	57.9	2	10.5	6	31.6	0	0.0
FRONTIER AIRLINES	84	48	57.1	11	13.1	16	19.0	9	10.7
HAWAIIAN AIRLINES	20	4	20.0	3	15.0	10	50.0	3	15.0
HORIZON AIRLINES	7	1	14.3	1	14.3	5	71.4	0	0.0
JETBLUE AIRWAYS	205	113	55.1	15	7.3	57	27.8	20	9.8
MESA AIRLINES	11	9	81.8	2	18.2	0	0.0	0	0.0
PIEDMONT AIRLINES	9	7	77.8	0	0.0	1	11.1	1	11.1
PSA AIRLINES	25	19	76.0	3	12.0	3	12.0	0	0.0
REPUBLIC AIRWAYS	21	17	81.0	1	4.8	3	14.3	0	0.0
SILVER AIRWAYS	6	1	16.7	0	0.0	5	83.3	0	0.0
SKYWEST AIRLINES	25	16	64.0	2	8.0	5	20.0	2	8.0
SOUTHWEST AIRLINES	150	95	63.3	10	6.7	26	17.3	19	12.7
SPIRIT AIRLINES	123	72	58.5	14	11.4	30	24.4	7	5.7
SUN COUNTRY AIRLINES	13	3	23.1	0	0.0	7	53.8	3	23.1
UNITED AIRLINES	303	91	30.0	35	11.6	139	45.9	38	12.5
Other U.S. Airlines	5	1	20.0	1	20.0	3	60.0	0	0.0
Totals	1,677	869	51.8	167	10.0	476	28.4	165	9.8
Previous Year's Totals	5,359	1,029	19.2	683	12.7	3,111	58.1	536	10.0

* 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**
JUNE 2021

	FLIGHT PROBLEMS	OVER- SALES	RES/TKT/ BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DIS- ABILITY	ADVERT- ISING	DISCRIM- INATION	ANIMALS	OTHER	TOTAL
<u>FOREIGN AIRLINES</u>													
AER LINGUS	0	0	2	1	13	0	0	0	0	0	0	0	16
AEROFLOT	0	0	2	1	5	1	0	0	0	0	0	0	9
AEROMEXICO	1	0	6	7	47	3	2	0	0	0	0	0	66
AIR CANADA	2	0	1	2	25	0	0	0	0	0	0	1	31
AIR EUROPA	0	0	1	0	12	0	0	0	0	0	0	0	13
AIR FRANCE	2	0	5	2	14	3	3	0	0	0	0	0	29
AIR INDIA	1	0	2	13	199	0	0	0	0	0	0	0	215
AIR TAHITI NUI	0	0	1	0	7	0	0	0	0	0	0	0	8
ALITALIA AIRLINES	2	0	1	4	21	1	0	0	0	0	0	0	29
ANA ALL NIPPON AIRWAYS	0	0	2	0	4	0	0	0	0	0	0	0	6
AVIANCA	2	0	9	7	59	0	4	1	0	0	0	0	82
AZUL BRAZILIAN AIRLINES	3	0	2	1	2	0	0	0	0	0	0	0	8
BRITISH AIRWAYS	5	0	5	3	38	0	0	0	0	0	0	0	51
BRUSSELS AIRLINES	0	0	2	1	2	0	0	0	0	0	0	0	5
CARIBBEAN AIRLINES	0	0	0	0	20	0	0	1	0	0	0	0	21
CATHAY PACIFIC AIRWAYS	0	0	0	0	6	1	0	1	0	0	0	0	8
CONDOR	2	0	1	1	1	0	1	0	0	0	0	0	6
COPA	1	2	0	5	19	0	0	0	0	0	0	0	27
EASY JET	0	0	0	1	4	0	0	0	0	0	0	0	5
EGYPTAIR	0	0	0	0	4	1	0	0	0	0	0	0	5
EL AL ISRAEL	1	0	2	1	21	0	1	0	0	0	0	0	26
EMIRATES AIRLINES	2	0	5	0	15	0	0	0	0	0	0	0	22
ETHIOPIAN AIRLINES	0	0	0	1	6	2	0	0	0	0	0	0	9
ETIHAD AIRWAYS	1	1	0	0	12	0	0	0	0	0	0	0	14
EVA AIRWAYS	0	0	0	0	6	0	0	0	0	0	0	0	6
FIJI AIRWAYS	0	0	0	0	25	0	0	0	0	0	0	0	25
FINNAIR OY	0	0	0	0	8	0	0	0	0	0	0	0	8
FRENCH BEE	2	0	0	0	5	0	0	0	0	0	0	0	7
IBERIA AIRLINES	1	0	5	7	28	1	0	0	0	0	0	1	43
ICELANDAIR	1	0	1	0	6	0	0	0	0	0	0	0	8
INTERJET	0	0	1	2	41	0	0	0	0	0	0	0	44
JAPAN AIR LINES	0	0	0	1	5	0	0	0	0	0	0	0	6
KLM	0	0	2	0	12	1	0	0	0	0	0	1	16
LATAM	0	0	2	5	19	1	0	0	0	0	0	0	27
LEVEL	0	0	0	0	5	0	0	0	0	0	0	0	5
LOT POLISH AIRLINES	0	0	3	0	9	2	0	0	0	0	0	0	14
LUFTHANSA	14	0	15	9	41	3	1	2	0	0	0	1	86
NORWEGIAN AIR SHUTTLE	0	0	0	5	56	0	0	0	0	0	0	1	62

AIR TRAVEL CONSUMER REPORT

Table 5 (cont'd)

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

	FLIGHT PROBLEMS	OVER- SALES	RES/TKT/ BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DIS- ABILITY	ADVERT- ISING	DISCRIM- INATION	ANIMALS	OTHER	TOTAL
PHILIPPINE AIRLINES	0	0	4	4	37	1	0	0	0	0	0	0	46
QANTAS AIRWAYS	0	0	0	0	6	0	0	0	0	0	0	0	6
QATAR AIRWAYS	5	0	25	5	31	3	3	1	0	0	0	0	73
ROYAL AIR MAROC	3	0	3	0	25	1	1	0	0	0	0	0	33
ROYAL JORDANIAN AIRLINES	2	0	3	0	4	1	0	0	0	1	0	0	11
RYANAIR	0	0	0	1	4	1	0	0	0	0	0	0	6
SAS	0	0	0	1	7	0	1	0	0	0	0	0	9
SINGAPORE AIRLINES	1	0	0	0	4	0	0	0	0	0	0	1	6
SOUTH AFRICAN AIRWAYS	0	0	0	1	9	0	0	0	0	0	0	0	10
SWISS AIR	0	1	1	1	5	0	0	0	0	0	0	0	8
TAP	0	0	10	15	179	2	1	0	1	0	0	0	208
TURKISH AIRLINES	3	0	10	9	33	2	2	0	0	0	0	0	59
VIRGIN ATLANTIC AIRWAYS	1	0	2	0	7	0	0	0	0	0	0	0	10
VIRGIN AUSTRALIA	0	0	1	0	3	1	0	0	0	0	0	0	5
VOLARIS AIRLINES	2	2	10	12	24	2	3	2	0	0	0	1	58
VUELING AIRLINES	0	0	0	1	3	1	0	0	0	0	0	0	5
WEST JET	1	0	0	0	29	0	0	0	0	0	0	1	31
OTHER FOREIGN AIRLINES	2	0	13	11	56	0	2	2	0	0	0	0	86
TOTALS	63	6	160	141	1,288	35	25	10	1	1	0	8	1,738
<u>TRAVEL AGENTS</u>													
ASAPTICKETS.COM	1	0	4	4	34	0	0	0	0	0	0	0	43
CHASE TRAVEL	2	0	1	1	17	0	0	0	0	0	0	0	21
CHEAPOAIR.COM	1	0	4	6	29	1	0	0	0	0	0	0	41
EDREAMS.COM	0	0	0	1	5	0	0	0	0	0	0	0	6
EXPEDIA.COM	0	0	7	21	105	0	2	0	0	0	0	0	135
FAREBOOM.COM	0	0	0	1	4	0	0	0	0	0	0	0	5
GOTOGATE	0	0	1	1	22	0	0	0	0	0	0	0	24
HOPPER.COM	0	0	0	1	6	0	0	0	0	0	0	0	7
INDIAN EAGLE	0	0	0	0	7	0	0	0	0	0	0	0	7
JUSTFLY.COM	1	0	7	8	30	0	0	0	0	0	0	0	46
KAYAK	0	0	0	1	7	0	0	0	0	0	0	0	8
KIWI.COM	2	0	6	7	120	0	0	0	0	0	0	0	135
MYTRIP.COM	0	0	0	2	3	0	0	0	0	0	0	0	5
ORBITZ.COM	0	0	1	3	27	0	0	0	0	0	0	2	33
OVAGO	0	0	0	1	8	0	0	0	0	0	0	0	9
PRICELINE.COM	0	0	0	2	15	0	0	0	0	0	0	0	17
SMARTFARES.COM	0	0	1	0	5	0	0	0	0	0	0	0	6
TRAVELOCITY.COM	0	0	11	8	20	0	0	0	0	0	0	0	39
VAYAMA	1	0	3	0	26	0	0	0	0	0	0	0	30

AIR TRAVEL CONSUMER REPORT

Table 5 (cont'd)

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

	FLIGHT PROBLEMS	OVER- SALES	RES/TKT/ BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DIS- ABILITY	ADVERT- ISING	DISCRIM- INATION	ANIMALS	OTHER	TOTAL
OTHER TRAVEL AGENTS	2	0	15	14	107	0	3	0	0	0	0	0	141
TOTALS	10	0	61	82	597	1	5	0	0	0	0	2	758
<u>TOUR OPERATORS</u>													
OTHER TOUR OPERATORS	0	0	1	1	1	0	0	0	0	0	0	0	3
TOTALS	0	0	1	1	1	0	0	0	0	0	0	0	3
<u>MISCELLANEOUS</u>													
OTHER MISCELLANEOUS	0	0	0	0	0	0	0	0	0	0	0	0	0
TOTALS	0	0	0	0	0	0	0	0	0	0	0	0	0

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

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

AIR TRAVEL CONSUMER REPORT

TABLE 6

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

JUNE 2021		JUNE 2020	
AIRLINE	COMPLAINTS	COMPLAINTS	
ALASKA AIRLINES NETWORK	49	145	
- ALASKA AIRLINES	42	136	
- BRANDED CODESHARE PARTNERS	7	9	
ALLEGiant AIR	63	66	
AMERICAN AIRLINES NETWORK	508	723	
- AMERICAN AIRLINES	421	719	
- BRANDED CODESHARE PARTNERS	87	4	
DELTA AIR LINES NETWORK	129	814	
- DELTA AIR LINES	106	765	
- BRANDED CODESHARE PARTNERS	23	49	
FRONTIER AIRLINES	84	1,209	
HAWAIIAN AIRLINES NETWORK	20	298	
JETBLUE AIRWAYS	205	174	
SOUTHWEST AIRLINES	150	184	
SPIRIT AIRLINES	123	139	
UNITED AIRLINES NETWORK	303	1,536	
- UNITED AIRLINES	303	1,536	
- BRANDED CODESHARE PARTNERS	0	0	
TOTAL	1,634	5,288	

* 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	JUNE 2021			JUNE 2020		
		COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS	COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS
1	ENDEAVOR AIR	7	1,323,572	0.53	26	245,309	10.60
2	SKYWEST AIRLINES	25	3,443,520	0.73	19	916,657	2.07
3	DELTA AIR LINES	106	10,349,530	1.02	765	1,602,797	47.73
4	HORIZON AIRLINES	7	629,321	1.11	-	-	-
5	MESA AIRLINES	11	955,436	1.15	0	263,874	0.00
6	REPUBLIC AIRWAYS	21	1,761,070	1.19	11	374,653	2.94
7	SOUTHWEST AIRLINES	150	12,281,574	1.22	184	4,637,817	3.97
8	ENVOY AIR	19	1,339,217	1.42	0	501,551	0.00
9	ALASKA AIRLINES	42	2,399,363	1.75	136	540,938	25.14
10	PSA AIRLINES	25	1,215,099	2.06	2	470,749	0.42
11	HAWAIIAN AIRLINES	20	725,763	2.76	298	105,930	281.32
12	AMERICAN AIRLINES	421	11,916,098	3.53	719	3,096,249	23.22
13	ALLEGiant AIR	63	1,646,091	3.83	66	877,062	7.53
14	FRONTIER AIRLINES	84	2,011,222	4.18	1,209	564,668	214.11
15	SPIRIT AIRLINES	123	2,923,752	4.21	139	609,433	22.81
16	UNITED AIRLINES	303	6,437,079	4.71	1,536	758,917	202.39
17	JETBLUE AIRWAYS	205	3,071,278	6.67	174	392,352	44.35
TOTAL		1,632	64,428,985	2.53	5,284	15,958,956	33.11

* 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 - JUNE 2021				JANUARY - JUNE 2020			
	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS
U.S. AIRLINES	6,817	129	4	1,227	25,340	272	2	1,840
FOREIGN AIRLINES	11,221	21	1	560	31,578	35	2	1,086
TRAVEL AGENTS	4,246	1	0	220	8,355	3	0	273
TOUR OPERATORS	15	0	0	1	50	0	0	3
MISCELLANEOUS	0	104	0	632	47	124	0	459
INDUSTRY TOTALS	22,299	255	5	2,640	65,370	434	4	3,661

AIR TRAVEL CONSUMER REPORT

Table 2 (YTD)

COMPLAINT CATEGORIES*						
COMPLAINT CATEGORY	JANUARY - JUNE 2021			JANUARY - JUNE 2020		
	RANKING	COMPLAINTS**	SUB-CATEGORY	RANKING	COMPLAINTS**	SUB-CATEGORY
REFUNDS	1	15,809		1	56,360	
FARES	2	1,775		2	1,967	
RESERVATIONS/TICKETING/BOARDING	3	1,458		3	3,638	
FLIGHT PROBLEMS	4	1,251		4	1,015	
CANCELLATION			498			517
DELAY			362			245
MISCONNECTION			172			125
CUSTOMER SERVICE	5	754		5	903	
BAGGAGE	6	513		6	710	
DISABILITY	7	464		7	238	
OTHER	8	120		8	410	
FREQUENT FLYER			63			323
OVERSALES	9	81		9	87	
DISCRIMINATION	10	58		10	30	
ADVERTISING	11	15		11	11	
ANIMALS	12	1		12	1	
COMPLAINT TOTAL		22,299			65,370	

* 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 - JUNE 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	14	1	12	20	110	5	32	14	0	1	0	2	211
ALLEGIAN AIR	36	0	18	18	31	10	10	63	0	1	0	2	189
AMERICAN AIRLINES	261	14	133	147	607	67	145	87	2	10	0	17	1,490
BOUTIQUE AIR	4	1	1	0	3	1	0	0	0	0	0	0	10
DELTA AIR LINES	61	1	65	34	182	47	47	48	0	2	1	6	494
EASTERN	3	0	1	3	11	4	0	0	0	0	0	0	22
ENDEAVOR AIR	7	0	3	1	14	3	5	2	0	0	0	1	36
ENVOY AIR	18	1	7	3	30	5	8	6	0	1	0	1	80
FRONTIER AIRLINES	56	9	37	69	177	25	38	7	1	2	0	2	423
HAWAIIAN AIRLINES	3	0	15	25	62	1	8	1	0	0	0	0	115
HORIZON AIRLINES	6	0	0	2	8	0	0	1	0	0	0	0	17
JETBLUE AIRWAYS	110	3	71	86	214	26	96	47	1	3	0	8	665
MESA AIRLINES	13	0	0	0	3	1	3	1	0	1	0	0	22
PIEDMONT AIRLINES	8	0	2	1	2	0	3	2	0	0	0	1	19
PSA AIRLINES	17	2	6	1	25	5	6	6	0	1	0	0	69
REPUBLIC AIRWAYS	18	3	7	3	29	3	10	4	0	1	0	0	78
SILVER AIRWAYS	2	0	1	3	21	2	2	1	0	0	0	0	32
SKYWEST AIRLINES	30	2	8	4	25	5	8	7	0	3	0	1	93
SOUTHWEST AIRLINES	85	5	31	104	150	29	57	60	2	11	0	2	536
SPIRIT AIRLINES	114	4	62	90	270	39	56	18	0	1	0	11	665
SUN COUNTRY AIRLINES	0	0	3	21	28	2	2	1	0	0	0	0	57
UNITED AIRLINES	164	13	119	182	765	49	95	40	0	6	0	15	1,448
OTHER U.S. AIRLINES	3	0	3	1	12	1	3	5	0	0	0	18	46
TOTAL JAN - JUNE 2021	1,033	59	605	818	2,779	330	634	421	6	44	1	87	6,817
% of TOTAL COMPLAINTS	15.2	0.9	8.9	12.0	40.8	4.8	9.3	6.2	0.1	0.6	0.0	1.3	
TOTAL JAN - JUNE 2020	621	61	585	930	21,615	330	616	196	6	23	0	357	25,340
% of TOTAL COMPLAINTS	2.5	0.2	2.3	3.7	85.3	1.3	2.4	0.8	0.0	0.1	0	1.4	

* 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 - JUNE 2021

	FLIGHT PROBLEMS	OVER- SALES	RES/TKT/ BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DIS- ABILITY	ADVERT- ISING	DISCRIM- INATION	ANIMALS	OTHER	TOTAL
<u>FOREIGN AIRLINES</u>													
AEGEAN AIRLINES	1	0	0	0	17	1	0	0	0	0	0	0	19
AER LINGUS	0	0	3	13	80	1	0	1	0	0	0	0	98
AEROFLOT	0	0	7	1	57	3	1	0	0	0	0	0	69
AEROLINEAS ARGENTINAS	0	0	1	0	22	0	0	0	0	0	0	0	23
AEROMEXICO	6	1	23	27	288	10	5	3	0	2	0	0	365
AIR ASIA	0	0	1	1	35	0	1	0	0	0	0	0	38
AIR CANADA	8	1	14	11	664	2	1	0	1	0	0	2	704
AIR CHINA	0	0	1	2	12	0	0	1	0	0	0	0	16
AIR EUROPA	0	0	1	0	60	1	0	0	0	0	0	0	62
AIR FRANCE	8	0	22	13	113	19	6	2	1	0	0	2	186
AIR INDIA	6	0	31	34	758	4	4	1	0	0	0	4	842
AIR NEW ZEALAND	0	0	1	1	17	0	0	0	0	0	0	0	19
AIR TAHITI NUI	0	0	2	2	41	0	0	1	0	0	0	0	46
AIR TRANSAT	0	0	0	0	18	0	0	0	0	0	0	0	18
ALITALIA AIRLINES	3	0	2	12	91	2	1	0	0	0	0	0	111
ANA ALL NIPPON AIRWAYS	0	0	2	3	29	0	0	0	0	0	0	0	34
ASIANA AIRLINES	0	0	3	0	14	1	0	0	0	0	0	1	19
AUSTRIAN AIRLINES	0	0	4	1	22	1	0	0	0	0	0	0	28
AVIANCA	7	2	50	40	626	3	13	2	0	0	0	1	744
AZERBAIJAN AIRLINES	0	0	0	0	11	0	0	0	0	0	0	0	11
AZUL BRAZILIAN AIRLINES	3	0	2	2	21	0	0	1	0	0	0	0	29
BRITISH AIRWAYS	7	0	28	17	209	3	1	1	0	1	0	2	269
BRUSSELS AIRLINES	1	0	4	1	22	1	0	0	0	0	0	0	29
CARIBBEAN AIRLINES	1	0	0	3	77	0	0	1	0	0	0	0	82
CATHAY PACIFIC AIRWAYS	0	0	1	0	20	1	0	1	0	0	0	0	23
CHINA EASTERN AIRLINES	0	0	0	0	14	0	0	0	0	0	0	0	14
CONDOR	3	0	1	3	14	0	1	0	0	0	0	0	22
COPA	3	5	12	16	188	3	2	1	0	0	0	0	230
EASY JET	0	0	0	3	18	0	0	0	0	0	0	0	21
EGYPTAIR	2	0	2	2	63	4	1	0	0	0	0	0	74
EL AL ISRAEL	3	1	8	3	363	4	1	0	0	0	0	0	383
EMIRATES AIRLINES	6	0	10	0	52	3	1	1	0	1	0	0	74
ETHIOPIAN AIRLINES	3	0	3	8	39	13	2	0	0	0	0	0	68
ETIHAD AIRWAYS	2	1	5	3	43	0	0	0	0	0	0	1	55
EVA AIRWAYS	1	0	1	1	28	0	0	0	0	0	0	0	31
FIJI AIRWAYS	0	0	1	0	167	0	0	0	0	0	0	0	168
FINNAIR OY	2	0	1	1	28	0	0	0	0	0	0	0	32
FRENCH BEE	2	0	0	0	26	0	0	0	0	0	0	0	28

AIR TRAVEL CONSUMER REPORT

Table 4 (YTD) cont'd

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

	FLIGHT PROBLEMS	OVER- SALES	RES/TKT/ BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DIS- ABILITY	ADVERT- ISING	DISCRIM- INATION	ANIMALS	OTHER	TOTAL
GOL AIRLINES	1	0	5	2	8	0	0	0	0	0	0	0	16
IBERIA AIRLINES	4	0	14	15	201	7	2	0	0	0	0	3	246
ICELANDAIR	2	1	2	2	57	0	1	0	0	0	0	0	65
INTERJET	0	0	20	11	459	0	0	0	0	0	0	0	490
JAPAN AIR LINES COMPANY	0	0	2	5	37	0	1	0	0	0	0	0	45
KENYA AIRWAYS	0	0	2	1	23	0	0	0	0	0	0	0	26
KLM	7	0	8	3	66	8	1	2	0	0	0	1	96
KOREAN AIR LINES	0	0	3	2	15	1	0	0	0	0	0	0	21
LA COMPAGNIE	1	0	0	0	23	0	0	0	0	0	0	0	24
LATAM	6	0	11	19	126	4	3	2	0	2	0	1	174
LEVEL	0	0	0	0	31	0	0	0	0	0	0	0	31
LOT POLISH AIRLINES	0	0	9	2	38	2	0	0	1	0	0	0	52
LUFTHANSA	20	0	45	26	263	18	5	6	0	1	0	3	387
NORWEGIAN AIR SHUTTLE	1	0	0	23	393	0	3	0	0	0	0	4	424
PHILIPPINE AIRLINES	1	0	8	14	397	3	0	0	0	0	0	0	423
QANTAS AIRWAYS	0	0	0	1	20	0	0	0	0	0	0	0	21
QATAR AIRWAYS	13	1	87	16	125	7	11	3	0	4	0	0	267
ROYAL AIR MAROC	4	0	6	3	116	1	1	0	0	0	0	0	131
ROYAL JORDANIAN AIRLINES	2	0	9	1	50	3	0	0	0	1	0	0	66
RYANAIR	0	0	1	2	29	1	0	0	0	0	0	0	33
SAS	3	0	3	6	67	0	1	0	0	0	0	0	80
SATA INTERNACIONAL	0	0	2	2	23	0	0	0	0	0	0	0	27
SINGAPORE AIRLINES	3	0	2	2	15	0	0	0	0	0	0	1	23
SOUTH AFRICAN AIRWAYS	0	0	0	2	77	1	0	0	0	0	0	0	80
SWISS AIR	0	1	5	6	50	2	0	0	1	1	0	0	66
SWOOP	0	0	1	1	12	1	0	0	0	0	0	0	15
TAP	5	0	30	99	1,389	3	2	0	1	0	0	1	1,530
TURKISH AIRLINES	14	0	63	37	197	21	15	6	0	1	0	2	356
UKRAINE INTERNATIONAL AIRLINES	3	0	2	1	27	0	0	0	0	0	0	0	33
VIRGIN ATLANTIC AIRWAYS	2	0	7	1	61	1	0	0	0	0	0	0	72
VIRGIN AUSTRALIA	0	0	1	2	33	1	0	0	0	0	0	0	37
VIVA AIR	1	0	1	1	8	0	0	1	0	0	0	0	12
VIVAAEROBUS	1	0	1	3	19	3	0	0	0	0	0	0	27
VOLARIS AIRLINES	9	6	35	92	208	9	15	3	1	0	0	1	379
VUELING AIRLINES	0	0	0	3	16	1	0	0	0	0	0	0	20
WEST JET	2	0	0	3	133	0	0	0	0	0	0	1	139
OTHER FOREIGN AIRLINES	4	0	9	9	174	2	2	3	0	0	0	0	203
TOTALS	187	20	641	642	9,353	180	104	43	6	14	0	31	11,221

AIR TRAVEL CONSUMER REPORT

Table 4 (YTD)(Cont'd)

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

	FLIGHT PROBLEMS	OVER- SALES	RES/TKT/ BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DIS- ABILITY	ADVERT- ISING	DISCRIM- INATION	ANIMALS	OTHER	TOTAL
<u>TRAVEL AGENTS</u>													
AIRTKT.COM	0	0	2	3	7	0	0	0	0	0	0	0	12
AMERICAN EXPRESS TRAVEL OFFICE	0	0	1	0	15	0	1	0	0	0	0	0	17
ASAPTICKETS.COM	2	0	10	18	171	0	0	0	0	0	0	0	201
CAPITAL ONE TRAVEL	0	0	1	0	10	0	0	0	0	0	0	0	11
CHASE TRAVEL	2	0	4	6	90	0	0	0	0	0	0	0	102
CHEAP TICKETS	0	0	2	4	21	0	0	0	0	0	0	0	27
CHEAPCARIBBEAN.COM	0	0	0	3	9	0	0	0	0	0	0	0	12
CHEAPFAREGURU.COM	0	0	2	2	9	0	0	0	0	0	0	0	13
CHEAPOAIR.COM	1	0	8	38	214	1	1	0	0	0	0	0	263
EDREAMS.COM	0	0	5	2	43	0	1	0	1	0	0	0	52
EXPEDIA.COM	6	2	36	75	637	0	5	0	0	0	0	0	761
EXPLORETRIP.COM	0	0	0	2	18	0	0	0	0	0	0	0	20
FAREBOOM.COM	0	0	1	3	17	0	0	0	0	0	0	0	21
FARESCAN.COM	0	0	1	1	14	0	0	0	0	0	0	0	16
FLIGHT NETWORK	0	0	4	2	45	0	0	0	0	0	0	0	51
FLIGHTHUB	0	0	1	3	24	0	0	0	0	0	0	0	28
FLYUS.COM	0	0	6	0	19	0	0	0	0	0	0	0	25
GATE 1 TRAVEL	0	0	0	0	28	0	0	0	0	0	0	0	28
GOTOGATE	1	0	2	3	152	0	0	0	0	0	0	0	158
HOP2	0	0	0	1	13	0	0	0	0	0	0	0	14
HOPPER.COM	0	0	5	3	63	0	0	0	0	0	0	0	71
INDIAN EAGLE	0	0	0	2	36	0	0	0	0	0	0	0	38
JUSTFLY.COM	4	0	23	21	204	0	0	0	0	0	0	0	252
KAYAK	0	0	2	3	11	0	0	0	0	0	0	0	16
KISSANDFLY	1	0	0	0	23	0	0	0	0	0	0	0	24
KIWI.COM	4	0	22	12	569	0	0	0	1	0	0	0	608
MANGO TOURS	0	0	0	0	17	0	1	0	0	0	0	0	18
MYTRIP.COM	0	0	1	4	40	0	0	0	0	0	0	0	45
ONETRAVEL	0	0	1	2	13	0	0	0	0	0	0	0	16
ORBITZ.COM	0	0	3	18	157	0	1	0	0	0	0	2	181
OVAGO	0	0	4	6	52	0	0	0	0	0	0	0	62
PRICELINE.COM	0	0	5	11	101	0	0	0	0	0	0	0	117
SKYBOOKER	0	0	1	0	14	0	0	0	0	0	0	0	15
SKYLUX TRAVEL	0	0	0	0	10	0	0	0	0	0	0	0	10
SMARTFARES.COM	1	0	1	2	25	0	0	0	0	0	0	0	29
TRAVELER HELP DESK	0	0	0	1	9	0	0	0	0	0	0	0	10
TRAVELGENIO	0	0	0	0	16	0	0	0	0	0	0	0	16
TRAVELOCITY.COM	2	0	26	29	133	0	1	0	0	0	0	0	191

AIR TRAVEL CONSUMER REPORT

Table 4 (YTD)(Cont'd)

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

	FLIGHT PROBLEMS	OVER- SALES	RES/TKT/ BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DIS- ABILITY	ADVERT- ISING	DISCRIM- INATION	ANIMALS	OTHER	TOTAL
TRIP.COM	0	0	0	1	16	0	0	0	0	0	0	0	17
VAYAMA	1	0	4	5	208	0	1	0	0	0	0	0	219
WOWFARE	0	0	1	0	16	0	0	0	0	0	0	0	17
OTHER TRAVEL AGENTS	6	0	26	27	377	2	3	0	1	0	0	0	442
TOTALS	31	2	211	313	3,666	3	15	0	3	0	0	2	4,246
TOUR OPERATORS													
OTHER TOUR OPERATORS	0	0	1	2	11	0	1	0	0	0	0	0	15
TOTALS	0	0	1	2	11	0	1	0	0	0	0	0	15
MISCELLANEOUS													
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 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 - JUNE 2021		JANUARY - JUNE 2020
AIRLINE	COMPLAINTS	COMPLAINTS
ALASKA AIRLINES NETWORK	244	145
- ALASKA AIRLINES	211	136
- BRANDED CODESHARE PARTNERS	33	9
ALLEGiant AIRLINES	189	66
AMERICAN AIRLINES NETWORK	1779	723
- AMERICAN AIRLINES	1490	719
- BRANDED CODESHARE PARTNERS	289	4
DELTA NETWORK	576	814
- DELTA AIR LINES	494	765
- BRANDED CODESHARE PARTNERS	82	49
FRONTIER AIRLINES	423	1209
HAWAIIAN AIRLINES NETWORK	115	298
- HAWAIIAN AIRLINES	115	298
- BRANDED CODESHARE PARTNERS	0	0
JETBLUE AIRWAYS	665	174
SOUTHWEST AIRLINES	536	184
SPIRIT AIRLINES	665	139
UNITED AIRLINES NETWORK	1448	1536
- UNITED AIRLINES	1448	1536
- BRANDED CODESHARE PARTNERS	0	0
TOTAL	6,640	5,288

* 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 - JUNE 2021			JANUARY - JUNE 2020		
		COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS	COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS
1	MESA AIRLINES	22	4,364,967	0.50	11	3,492,325	0.31
2	HORIZON AIRLINES	17	2,718,688	0.63	-	-	-
3	SKYWEST AIRLINES	93	14,458,147	0.64	100	10,222,967	0.98
4	ENDEAVOR AIR	36	5,471,987	0.66	72	3,476,432	2.07
5	REPUBLIC AIRWAYS	78	7,949,451	0.98	45	4,374,055	1.03
6	SOUTHWEST AIRLINES	536	50,716,403	1.06	1,279	36,770,676	3.48
7	DELTA AIR LINES	494	38,999,195	1.27	2,832	33,544,140	8.44
8	PSA AIRLINES	69	5,354,401	1.29	27	3,937,688	0.69
9	ENVOY AIR	80	5,794,944	1.38	24	3,847,004	0.62
10	ALASKA AIRLINES	211	9,301,775	2.27	794	7,579,953	10.47
11	ALLEGiant AIR	189	6,086,278	3.11	437	4,873,938	8.97
12	AMERICAN AIRLINES	1,490	46,626,578	3.20	3,970	35,812,872	11.09
13	HAWAIIAN AIRLINES	115	2,461,350	4.67	966	2,496,052	38.7
14	FRONTIER AIRLINES	423	8,846,639	4.78	3,335	5,819,474	57.31
15	SPIRIT AIRLINES	665	13,828,108	4.81	1,030	8,441,447	12.2
16	JETBLUE AIRWAYS	665	12,447,618	5.34	1,167	8,782,048	13.29
17	UNITED AIRLINES	1,448	25,919,086	5.59	8,726	22,629,642	38.56
	TOTAL	6,631	261,345,615	2.54	24,815	196,100,713	12.65

* 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 June 2021

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

Airline	Race	Ancestry/ Ethnicity	National Origin	Color	Religion	Sex	Other
ALASKA AIRLINES	1						
AMERICAN AIRLINES	1				1		
DELTA AIRLINES	1						
ENVOY AIR	1						
FRONTIER AIRLINES	1						
REPUBLIC AIRWAYS						1	
ROYAL JORDANIAN			1				
SOUTHWEST AIRLINES	1		1			1	
UNITED AIRLINES			1				
TOTAL	6		3		1	2	

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

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

Civil Rights Complaints by Air Travelers (Other Than Disability) for January - June 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	1						
ALLEGiant				1			
AMERICAN AIRLINES	8			1	1		
BRITISH AIRWAYS	1						
DELTA AIR LINES	2						
EMIRATES	1						
ENVOY AIR	1						
FRONTIER AIRLINES	1	1					
JETBLUE AIRWAYS	1			1		1	
LATAM			2				
LUFTHANSA						1	
MESA AIRLINES	1						
PSA AIRLINES	1						
QATAR AIRWAYS	2		1			1	
REPUBLIC AIRWAYS						1	
ROYAL JORDANIAN			1				
SKYWEST AIRLINES	3						
SOUTHWEST AIRLINES	8		1		1	1	
SPIRIT AIRLINES	1						
SWISS AIR	1						
TURKISH AIRLINES					1		
UNITED AIRLINES	3	1	1				1
TOTAL	37	2	7	3	3	5	1

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

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

June 2021 Airline Reports to DOT of Incidents Involving the Loss, Injury or Death of Animals

During Air Transportation

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

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

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

Carrier	Death	Injury	Loss
American Airlines *		1	
Totals:	0	1	0

* American Airlines reported the incident on this table to The Office of Aviation Consumer Protection on January 12, 2022.

AIR TRAVEL CONSUMER REPORT

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

The Transportation Security Administration (TSA) screened approximately 56 million airline passengers and their 45 million checked bags in the month of June as part of its efforts to secure the homeland. Since its formation, TSA has maintained a strong focus on customer service and began collecting customer service data voluntarily to improve security operations. TSA values all input and encourages passengers to contact the agency if they believe that the level of service provided does not meet their expectations ^b. Below is a summary of contacts with TSA either by e-mail, or telephone for the month of June.

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

Courtesy ^c		Screening Procedures		Processing Time		Personal Property	
Number of Complaints	Percentage of Flying Public ^c	Number of Complaints	Percentage of Flying Public	Number of Complaints	Percentage of Flying Public	Number of Complaints	Percentage of Flying Public
754	0.00135%	58	0.00010%	60	0.00011%	332	0.00059%

NOTES

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

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

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

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.