



Air Travel Consumer Report

A Product Of
THE OFFICE OF AVIATION CONSUMER PROTECTION

Issued: April 2023



Flight Delays¹	February 2023
Mishandled Baggage, Wheelchairs, and Scooters¹	February 2023
Oversales¹	4 th Quarter 2022
Consumer Complaints² (Includes Disability and Discrimination Complaints)	February 2023
Airline Animal Incident Reports⁴	February 2023
Customer Service Reports to the Dept. of Homeland Security³	February 2023

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 on-line at:
<https://www.transportation.gov/individuals/aviation-consumer-protection/air-travel-consumer-reports>

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 fifteen (15) U.S. air carriers that have at least half of one 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/. 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 15 reporting air carriers, 12 carriers (Alaska, Allegiant, Delta, Endeavor, Envoy, JetBlue, Republic, Hawaiian, SkyWest, Spirit, Southwest, and United) use ACARS, one carrier (American) uses a combination of ACARS, DGS and AFIS, and two carriers (Frontier and PSA) 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 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

FEBRUARY 2023

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

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

AIR TRAVEL CONSUMER REPORT

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

FEBRUARY 2023

AT ALL US AIRPORTS			
CARRIER ¹	NUMBER OF AIRPORTS REPORTED	PERCENT OF ON-TIME ARRIVALS	RANK
DELTA AIR LINES NETWORK	210	83.0	1
- DELTA AIR LINES	143	82.7	
- BRANDED CODESHARE PARTNERS	168	83.6	
SOUTHWEST AIRLINES	107	82.1	2
AMERICAN AIRLINES NETWORK	224	79.4	3
- AMERICAN AIRLINES	121	76.6	
- BRANDED CODESHARE PARTNERS	208	82.7	
UNITED AIRLINES NETWORK	217	78.1	4
- UNITED AIRLINES	110	78.6	
- BRANDED CODESHARE PARTNERS	201	77.5	
ALASKA AIRLINES NETWORK	106	76.9	5
- ALASKA AIRLINES	83	74.5	
- BRANDED CODESHARE PARTNERS	51	81.3	
ALLEGiant AIR	123	76.2	6
SPIRIT AIRLINES	61	74.9	7
HAWAIIAN AIRLINES	21	73.5	8
JETBLUE AIRWAYS	63	71.9	9
FRONTIER AIRLINES	79	69.0	10
TOTAL AIRPORTS SERVED	353	79.4	

¹ All U.S. airlines with at least half of one 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

FEBRUARY 2023

AT ALL US AIRPORTS			
CARRIER ¹	NUMBER OF AIRPORTS REPORTED	PERCENT OF ON-TIME ARRIVALS	RANK
PSA AIRLINES	84	87.9	1
ENDEAVOR AIR	96	84.7	2
REPUBLIC AIRWAYS	79	84.4	3
DELTA AIR LINES	143	82.7	4
SOUTHWEST AIRLINES	107	82.1	5
ENVOY AIR	132	81.4	6
SKYWEST AIRLINES	230	79.1	7
UNITED AIRLINES	110	78.6	8
AMERICAN AIRLINES	121	76.6	9
ALLEGiant AIR	123	76.2	10
SPIRIT AIRLINES	61	74.9	11
ALASKA AIRLINES	83	74.5	12
HAWAIIAN AIRLINES	21	73.5	13
JETBLUE AIRWAYS	63	71.9	14
FRONTIER AIRLINES	79	69.0	15
TOTAL AIRPORTS SERVED	339	79.5	

¹ All U.S. airlines with at least half of one 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

FEBRUARY 2023

CARRIER ¹	Jan 23		Feb 23		Year-to-date (YTD)	
	%	Rank	%	Rank	%	Rank
ALASKA AIRLINES NETWORK	77.6	2	76.9	5	77.3	4
- ALASKA AIRLINES	77.3		74.5		76.0	
- BRANDED CODESHARE PARTNERS	78.2		81.3		79.7	
ALLEGiant AIR	70.4	8	76.2	6	73.3	7
AMERICAN AIRLINES NETWORK	77.4	4	79.4	3	78.4	3
- AMERICAN AIRLINES	75.7		76.6		76.1	
- BRANDED CODESHARE PARTNERS	79.3		82.7		81.0	
DELTA AIR LINES NETWORK	78.6	1	83.0	1	80.7	1
- DELTA AIR LINES	78.7		82.7		80.6	
- BRANDED CODESHARE PARTNERS	78.4		83.6		80.9	
FRONTIER AIRLINES	62.6	10	69.0	10	65.7	10
HAWAIIAN AIRLINES	76.8	5	73.5	8	75.2	6
JETBLUE AIRWAYS	72.7	7	71.9	9	72.3	8
SOUTHWEST AIRLINES	77.5	3	82.1	2	79.7	2
SPIRIT AIRLINES	69.2	9	74.9	7	72.0	9
UNITED AIRLINES NETWORK	74.3	6	78.1	4	76.2	5
- UNITED AIRLINES	76.1		78.6		77.3	
- BRANDED CODESHARE PARTNERS	72.0		77.5		74.7	
TOTAL	76.2		79.4		77.7	

¹ All U.S. airlines with at least half of one percent of total domestic scheduled-service passenger revenues plus any branded codeshare partners.
Note: For simplicity, statistics are displayed to one decimal place. Actual ranking order is calculated to nine decimal places.

AIR TRAVEL CONSUMER REPORT

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

FEBRUARY 2023

ARRIVAL AIRPORT*

CARRIER	ATL		AUS		BNA		BOS		BWI		CLT		DCA		DEN	
	# 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	56	80.4	245	69.4	49	83.7	156	75.6	28	67.9	0	0.0	140	82.9	129	62.8
- ALASKA AIRLINES	56	80.4	217	68.2	49	83.7	156	75.6	28	67.9	0	0.0	140	82.9	129	62.8
- BRANDED CODESHARE PARTNERS	0	0.0	28	78.6	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
ALLEGiant AIR	0	0.0	64	62.5	352	70.5	19	94.7	12	100.0	0	0.0	0	0.0	16	87.5
AMERICAN AIRLINES NETWORK	999	80.4	1972	73.8	1317	81.6	1791	80.3	263	79.5	14150	85.3	6753	83.9	722	70.1
- AMERICAN AIRLINES	662	76.9	1198	73.2	544	75.9	1188	78.9	234	79.5	8714	83.2	2270	79.2	638	67.7
- BRANDED CODESHARE PARTNERS	337	87.2	774	74.7	773	85.6	603	83.3	29	79.3	5436	88.7	4483	86.2	84	88.1
DELTA AIR LINES NETWORK	17935	88.7	715	77.8	776	79.8	3330	80.6	505	86.9	749	88.1	1496	83.8	927	74.1
- DELTA AIR LINES	15315	88.7	671	77.0	585	79.0	1958	79.3	349	87.7	389	92.0	628	83.4	927	74.1
- BRANDED CODESHARE PARTNERS	2620	89.2	44	88.6	191	82.2	1372	82.4	156	85.3	360	83.9	868	84.0	0	0.0
FRONTIER AIRLINES	661	64.1	28	71.4	93	65.6	42	81.0	166	75.9	80	61.3	84	79.8	1580	71.0
HAWAIIAN AIRLINES	0	0.0	12	66.7	0	0.0	18	66.7	0	0.0	0	0.0	0	0.0	0	0.0
JETBLUE AIRWAYS	231	66.7	84	71.4	186	66.1	3655	71.7	80	68.8	51	80.4	814	74.1	138	69.6
SOUTHWEST AIRLINES	2485	87.2	2672	82.3	3423	87.2	372	82.3	4958	87.3	212	86.3	1200	86.6	6484	81.8
SPIRIT AIRLINES	1183	79.7	222	79.3	208	79.3	413	66.8	426	78.6	214	76.6	0	0.0	195	72.8
UNITED AIRLINES NETWORK	615	75.6	794	73.2	590	80.7	924	82.4	243	88.9	418	81.8	1001	77.4	11041	77.1
- UNITED AIRLINES	533	75.4	708	72.2	482	80.1	891	82.2	243	88.9	273	80.2	412	77.2	6606	78.8
- BRANDED CODESHARE PARTNERS	82	76.8	86	81.4	108	83.3	33	87.9	0	0.0	145	84.8	589	77.6	4435	74.6
TOTAL	24,165	86.6	6,808	77.3	6,994	82.8	10,720	77.1	6,681	85.9	15,874	85.1	11,488	82.8	21,232	77.6

* 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)

FEBRUARY 2023

ARRIVAL AIRPORT*

CARRIER	DFW		DTW		EWR		FLL		IAD		IAH		JFK		LAS	
	# 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	140	72.1	24	79.2	262	72.9	116	67.2	126	77.0	56	73.2	272	81.6	572	72.7
- ALASKA AIRLINES	140	72.1	24	79.2	262	72.9	116	67.2	126	77.0	56	73.2	272	81.6	465	73.8
- BRANDED CODESHARE PARTNERS	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	107	68.2
ALLEGiant AIR	0	0.0	0	0.0	36	97.2	239	70.3	40	85.0	0	0.0	0	0.0	610	66.4
AMERICAN AIRLINES NETWORK	18729	75.2	603	80.3	687	72.8	487	75.8	159	79.9	667	75.6	2003	83.8	921	65.5
- AMERICAN AIRLINES	12096	74.5	321	78.8	657	72.1	487	75.8	105	75.2	523	75.5	1101	77.8	921	65.5
- BRANDED CODESHARE PARTNERS	6633	76.4	282	81.9	30	86.7	0	0.0	54	88.9	144	75.7	902	91.1	0	0.0
DELTA AIR LINES NETWORK	771	75.0	6629	84.5	677	79.6	913	81.6	517	82.8	582	78.0	4577	79.8	1083	73.3
- DELTA AIR LINES	771	75.0	4139	84.7	428	84.1	913	81.6	187	84.0	582	78.0	2111	75.7	1083	73.3
- BRANDED CODESHARE PARTNERS	0	0.0	2490	84.1	249	71.9	0	0.0	330	82.1	0	0.0	2466	83.4	0	0.0
FRONTIER AIRLINES	346	62.1	129	61.2	0	0.0	224	69.2	0	0.0	92	58.7	0	0.0	1261	60.2
HAWAIIAN AIRLINES	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	28	35.7	108	68.5
JETBLUE AIRWAYS	56	55.4	164	59.8	630	75.2	1562	74.5	0	0.0	65	67.7	3690	73.6	239	62.3
SOUTHWEST AIRLINES	0	0.0	278	80.9	0	0.0	1296	82.7	124	89.5	500	82.2	0	0.0	6056	75.6
SPIRIT AIRLINES	655	72.1	971	75.8	658	69.6	1679	77.1	0	0.0	598	75.6	0	0.0	2257	70.0
UNITED AIRLINES NETWORK	687	76.0	427	79.2	9114	77.4	622	78.0	4581	83.7	9084	79.5	0	0.0	1002	72.3
- UNITED AIRLINES	585	75.6	230	77.4	5763	78.3	622	78.0	2171	84.0	5235	79.3	0	0.0	1001	72.2
- BRANDED CODESHARE PARTNERS	102	78.4	197	81.2	3351	76.0	0	0.0	2410	83.5	3849	79.9	0	0.0	1	100.0
TOTAL	21,384	74.8	9,225	82.2	12,064	76.7	7,138	77.5	5,547	83.5	11,644	78.9	10,570	78.3	14,109	71.4

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

AIR TRAVEL CONSUMER REPORT

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

FEBRUARY 2023

ARRIVAL AIRPORT*																
CARRIER	LAX		LGA		MCO		MDW		MIA		MSP		ORD		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	1321	76.8	0	0.0	196	76.5	0	0.0	28	71.4	49	75.5	185	79.5	28	71.4
- ALASKA AIRLINES	727	71.9	0	0.0	196	76.5	0	0.0	28	71.4	49	75.5	169	78.7	28	71.4
- BRANDED CODESHARE PARTNERS	594	82.8	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	16	87.5	0	0.0
ALLEGiant AIR	47	83.0	0	0.0	0	0.0	16	100.0	0	0.0	44	84.1	0	0.0	0	0.0
AMERICAN AIRLINES NETWORK	3024	73.0	3288	75.7	1389	77.0	0	0.0	5151	82.7	477	76.7	7974	80.6	5139	85.7
- AMERICAN AIRLINES	2254	71.7	1563	69.8	1389	77.0	0	0.0	3989	82.1	317	75.7	3950	80.8	2705	82.9
- BRANDED CODESHARE PARTNERS	770	76.8	1725	81.1	0	0.0	0	0.0	1162	84.9	160	78.8	4024	80.4	2434	88.8
DELTA AIR LINES NETWORK	3331	74.7	6430	77.0	1567	80.3	228	88.6	731	75.0	6909	82.4	1039	75.7	481	87.7
- DELTA AIR LINES	2573	72.9	2053	75.1	1567	80.3	78	85.9	731	75.0	4437	82.3	869	77.4	407	88.7
- BRANDED CODESHARE PARTNERS	758	80.9	4377	78.0	0	0.0	150	90.0	0	0.0	2472	82.6	170	67.1	74	82.4
FRONTIER AIRLINES	0	0.0	84	70.2	1601	69.8	291	71.1	249	78.3	50	74.0	73	84.9	628	65.1
HAWAIIAN AIRLINES	168	72.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
JETBLUE AIRWAYS	880	68.9	1356	73.4	1343	72.7	0	0.0	260	78.5	69	71.0	86	72.1	101	74.3
SOUTHWEST AIRLINES	1970	77.9	944	77.6	2971	85.5	5315	85.2	533	82.2	440	78.0	720	83.5	284	85.9
SPIRIT AIRLINES	914	69.8	439	74.7	2297	76.5	0	0.0	566	78.6	170	78.2	619	76.3	438	74.2
UNITED AIRLINES NETWORK	2371	77.6	948	71.3	1039	79.8	0	0.0	485	71.5	447	73.6	11429	78.9	339	81.7
- UNITED AIRLINES	1727	77.3	522	72.2	1039	79.8	0	0.0	485	71.5	377	75.6	5823	79.8	229	83.4
- BRANDED CODESHARE PARTNERS	644	78.4	426	70.2	0	0.0	0	0.0	0	0.0	70	62.9	5606	78.0	110	78.2
TOTAL	14,026	74.8	13,489	75.9	12,403	78.2	5,850	84.7	8,003	80.7	8,655	81.2	22,125	79.5	7,438	83.0

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

AIR TRAVEL CONSUMER REPORT

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

FEBRUARY 2023

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	497	75.7	1304	76.6	7320	78.2	2086	73.0	231	74.0	88	77.3
- ALASKA AIRLINES	455	76.0	644	73.0	5235	76.3	976	69.9	84	71.4	88	77.3
- BRANDED CODESHARE PARTNERS	42	71.4	660	80.2	2085	83.0	1110	75.7	147	75.5	0	0.0
ALLEGiant AIR	28	67.9	16	56.3	0	0.0	0	0.0	0	0.0	0	0.0
AMERICAN AIRLINES NETWORK	6440	73.0	622	68.2	466	77.0	801	70.8	419	64.9	1116	79.7
- AMERICAN AIRLINES	4338	73.4	622	68.2	408	74.8	751	69.9	305	64.6	1005	78.4
- BRANDED CODESHARE PARTNERS	2102	72.2	0	0.0	58	93.1	50	84.0	114	65.8	111	91.0
DELTA AIR LINES NETWORK	955	76.2	670	75.2	3365	86.2	958	78.5	5643	82.8	921	83.4
- DELTA AIR LINES	839	75.7	642	74.9	2339	84.3	919	78.1	3824	80.0	921	83.4
- BRANDED CODESHARE PARTNERS	116	80.2	28	82.1	1026	90.6	39	87.2	1819	88.6	0	0.0
FRONTIER AIRLINES	591	58.9	152	64.5	64	82.8	179	67.0	112	54.5	495	77.8
HAWAIIAN AIRLINES	28	71.4	56	42.9	56	41.1	56	48.2	0	0.0	0	0.0
JETBLUE AIRWAYS	70	55.7	138	64.5	56	67.9	385	69.9	179	63.1	433	74.8
SOUTHWEST AIRLINES	4711	80.0	2552	78.1	532	83.1	608	78.1	946	75.3	1707	84.3
SPIRIT AIRLINES	206	70.9	156	64.1	105	70.5	0	0.0	102	56.9	541	80.0
UNITED AIRLINES NETWORK	773	75.8	704	76.1	537	81.6	4841	78.6	561	71.1	708	81.2
- UNITED AIRLINES	760	75.5	627	75.8	536	81.5	3323	79.2	260	65.8	708	81.2
- BRANDED CODESHARE PARTNERS	13	92.3	77	79.2	1	100.0	1518	77.4	301	75.7	0	0.0
TOTAL	14,299	75.1	6,370	75.0	12,501	80.4	9,914	76.0	8,193	78.8	6,009	81.2

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

AIR TRAVEL CONSUMER REPORT

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

FEBRUARY 2023

ARRIVAL AIRPORT*																
CARRIER	ATL		AUS		BNA		BOS		BWI		CLT		DCA		DEN	
	# 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	56	80.4	217	68.2	49	83.7	156	75.6	28	67.9	0	0.0	140	82.9	129	62.8
ALLEGiant AIR	0	0.0	64	62.5	352	70.5	19	94.7	12	100.0	0	0.0	0	0.0	16	87.5
AMERICAN AIRLINES	662	76.9	1198	73.2	544	75.9	1188	78.9	234	79.5	8714	83.2	2270	79.2	638	67.7
DELTA AIR LINES	15315	88.7	671	77.0	585	79.0	1958	79.3	349	87.7	389	92.0	628	83.4	927	74.1
ENDEAVOR AIR	1574	91.3	44	88.6	53	86.8	0	0.0	56	91.1	212	84.4	156	85.9	0	0.0
ENVOY AIR	34	82.4	714	75.1	221	77.8	126	80.2	29	79.3	346	82.9	228	84.2	0	0.0
FRONTIER AIRLINES	661	64.1	28	71.4	93	65.6	42	81.0	166	75.9	80	61.3	84	79.8	1580	71.0
HAWAIIAN AIRLINES	0	0.0	12	66.7	0	0.0	18	66.7	0	0.0	0	0.0	0	0.0	0	0.0
JETBLUE AIRWAYS	231	66.7	84	71.4	186	66.1	3655	71.7	80	68.8	51	80.4	814	74.1	138	69.6
PSA AIRLINES	97	83.5	0	0.0	302	88.7	0	0.0	0	0.0	3540	90.5	2559	83.0	0	0.0
REPUBLIC AIRWAYS	240	89.2	12	83.3	318	86.8	1547	85.0	100	82.0	215	80.5	2502	89.1	0	0.0
SKYWEST AIRLINES	1048	86.1	119	75.6	155	81.9	210	71.0	0	0.0	0	0.0	94	75.5	3938	76.1
SOUTHWEST AIRLINES	2485	87.2	2672	82.3	3423	87.2	372	82.3	4958	87.3	212	86.3	1200	86.6	6484	81.8
SPIRIT AIRLINES	1183	79.7	222	79.3	208	79.3	413	66.8	426	78.6	214	76.6	0	0.0	195	72.8
UNITED AIRLINES	533	75.4	708	72.2	482	80.1	891	82.2	243	88.9	273	80.2	412	77.2	6606	78.8
TOTAL	24,119	86.6	6,765	77.3	6,971	82.8	10,595	77.1	6,681	85.9	14,246	85.0	11,087	83.1	20,651	77.9

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

AIR TRAVEL CONSUMER REPORT

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

FEBRUARY 2023

ARRIVAL AIRPORT*																
CARRIER	DFW		DTW		EWR		FLL		IAD		IAH		JFK		LAS	
	# 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	140	72.1	24	79.2	262	72.9	116	67.2	126	77.0	56	73.2	272	81.6	465	73.8
ALLEGiant AIR	0	0.0	0	0.0	36	97.2	239	70.3	40	85.0	0	0.0	0	0.0	610	66.4
AMERICAN AIRLINES	12096	74.5	321	78.8	657	72.1	487	75.8	105	75.2	523	75.5	1101	77.8	921	65.5
DELTA AIR LINES	771	75.0	4139	84.7	428	84.1	913	81.6	187	84.0	582	78.0	2111	75.7	1083	73.3
ENDEAVOR AIR	0	0.0	1091	87.9	127	78.0	0	0.0	23	91.3	0	0.0	1604	84.6	0	0.0
ENVOY AIR	3155	81.8	2	100.0	30	86.7	0	0.0	0	0.0	8	75.0	0	0.0	0	0.0
FRONTIER AIRLINES	346	62.1	129	61.2	0	0.0	224	69.2	0	0.0	92	58.7	0	0.0	1261	60.2
HAWAIIAN AIRLINES	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	28	35.7	108	68.5
JETBLUE AIRWAYS	56	55.4	164	59.8	630	75.2	1562	74.5	0	0.0	65	67.7	3690	73.6	239	62.3
PSA AIRLINES	0	0.0	114	81.6	0	0.0	0	0.0	54	88.9	0	0.0	0	0.0	0	0.0
REPUBLIC AIRWAYS	11	81.8	412	87.6	2323	79.3	0	0.0	418	85.6	52	80.8	1403	89.3	0	0.0
SKYWEST AIRLINES	2085	73.1	1265	79.1	74	66.2	0	0.0	253	84.2	937	78.4	361	74.2	105	68.6
SOUTHWEST AIRLINES	0	0.0	278	80.9	0	0.0	1296	82.7	124	89.5	500	82.2	0	0.0	6056	75.6
SPIRIT AIRLINES	655	72.1	971	75.8	658	69.6	1679	77.1	0	0.0	598	75.6	0	0.0	2257	70.0
UNITED AIRLINES	585	75.6	230	77.4	5763	78.3	622	78.0	2171	84.0	5235	79.3	0	0.0	1001	72.2
TOTAL	19,900	75.2	9,140	82.2	10,988	77.5	7,138	77.5	3,501	84.0	8,648	78.4	10,570	78.3	14,106	71.4

* 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)

FEBRUARY 2023

ARRIVAL AIRPORT*																
CARRIER	LAX		LGA		MCO		MDW		MIA		MSP		ORD		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	727	71.9	0	0.0	196	76.5	0	0.0	28	71.4	49	75.5	169	78.7	28	71.4
ALLEGiant AIR	47	83.0	0	0.0	0	0.0	16	100.0	0	0.0	44	84.1	0	0.0	0	0.0
AMERICAN AIRLINES	2254	71.7	1563	69.8	1389	77.0	0	0.0	3989	82.1	317	75.7	3950	80.8	2705	82.9
DELTA AIR LINES	2573	72.9	2053	75.1	1567	80.3	78	85.9	731	75.0	4437	82.3	869	77.4	407	88.7
ENDEAVOR AIR	0	0.0	2303	77.6	0	0.0	150	90.0	0	0.0	550	86.4	0	0.0	0	0.0
ENVOY AIR	0	0.0	0	0.0	0	0.0	0	0.0	1082	84.7	3	66.7	2737	80.1	0	0.0
FRONTIER AIRLINES	0	0.0	84	70.2	1601	69.8	291	71.1	249	78.3	50	74.0	73	84.9	628	65.1
HAWAIIAN AIRLINES	168	72.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
JETBLUE AIRWAYS	880	68.9	1356	73.4	1343	72.7	0	0.0	260	78.5	69	71.0	86	72.1	101	74.3
PSA AIRLINES	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	74	74.3	0	0.0	984	90.7
REPUBLIC AIRWAYS	0	0.0	3830	79.6	0	0.0	0	0.0	80	87.5	129	72.9	1139	86.4	254	90.6
SKYWEST AIRLINES	2701	79.5	106	67.0	0	0.0	0	0.0	0	0.0	1927	81.6	3136	75.8	0	0.0
SOUTHWEST AIRLINES	1970	77.9	944	77.6	2971	85.5	5315	85.2	533	82.2	440	78.0	720	83.5	284	85.9
SPIRIT AIRLINES	914	69.8	439	74.7	2297	76.5	0	0.0	566	78.6	170	78.2	619	76.3	438	74.2
UNITED AIRLINES	1727	77.3	522	72.2	1039	79.8	0	0.0	485	71.5	377	75.6	5823	79.8	229	83.4
TOTAL	13,961	74.7	13,200	76.0	12,403	78.2	5,850	84.7	8,003	80.7	8,636	81.2	19,321	79.7	6,058	82.4

* 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)

FEBRUARY 2023

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	455	76.0	644	73.0	5235	76.3	976	69.9	84	71.4	88	77.3
ALLEGiant AIR	28	67.9	16	56.3	0	0.0	0	0.0	0	0.0	0	0.0
AMERICAN AIRLINES	4338	73.4	622	68.2	408	74.8	751	69.9	305	64.6	1005	78.4
DELTA AIR LINES	839	75.7	642	74.9	2339	84.3	919	78.1	3824	80.0	921	83.4
ENDEAVOR AIR	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
ENVOY AIR	366	66.7	0	0.0	0	0.0	0	0.0	0	0.0	103	91.3
FRONTIER AIRLINES	591	58.9	152	64.5	64	82.8	179	67.0	112	54.5	495	77.8
HAWAIIAN AIRLINES	28	71.4	56	42.9	56	41.1	56	48.2	0	0.0	0	0.0
JETBLUE AIRWAYS	70	55.7	138	64.5	56	67.9	385	69.9	179	63.1	433	74.8
PSA AIRLINES	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
REPUBLIC AIRWAYS	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	8	87.5
SKYWEST AIRLINES	1305	76.7	722	80.2	1693	87.1	2506	76.7	2327	85.7	0	0.0
SOUTHWEST AIRLINES	4711	80.0	2552	78.1	532	83.1	608	78.1	946	75.3	1707	84.3
SPIRIT AIRLINES	206	70.9	156	64.1	105	70.5	0	0.0	102	56.9	541	80.0
UNITED AIRLINES	760	75.5	627	75.8	536	81.5	3323	79.2	260	65.8	708	81.2
TOTAL	13,697	75.4	6,327	74.9	11,024	79.9	9,703	76.0	8,139	78.9	6,009	81.2

* 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)

FEBRUARY 2023

ARRIVAL AIRPORT*																
SCHEDULED ARRIVAL TIME	ATL	AUS	BNA	BOS	BWI	CLT	DCA	DEN	DFW	DTW	EWR	FLL	IAD	IAH	JFK	LAS
0600-0659	87.4	0.0	96.1	79.8	87.7	84.3	85.2	84.5	79.7	82.7	73.6	70.7	93.3	85.3	78.7	89.7
0700-0759	91.9	86.3	91.2	84.9	93.0	89.6	91.5	89.1	79.4	87.0	86.1	72.8	82.9	82.9	81.6	85.2
0800-0859	90.1	82.7	91.4	79.8	89.9	88.5	85.1	84.0	78.5	89.3	89.2	90.6	0.0	81.1	80.4	88.7
0900-0959	87.6	85.6	86.2	82.2	92.9	87.5	84.4	86.6	74.5	88.6	90.3	83.9	90.5	82.5	87.7	87.3
1000-1059	89.4	83.2	88.3	83.8	93.6	85.0	85.3	78.1	78.9	81.5	91.6	91.7	93.4	83.7	91.3	81.8
1100-1159	89.7	84.8	84.9	83.7	91.1	90.5	91.0	77.6	76.3	89.1	89.5	81.8	91.3	85.5	87.8	75.7
1200-1259	89.9	81.3	88.3	81.9	94.5	90.1	87.6	82.4	80.2	87.7	87.4	80.6	81.8	88.5	82.4	69.8
1300-1359	88.7	80.8	82.7	78.9	92.1	88.0	86.5	82.9	78.4	85.7	85.6	84.4	89.5	85.6	85.3	71.3
1400-1459	88.4	81.8	83.1	82.0	84.9	85.4	81.2	80.6	76.3	83.2	81.8	80.9	88.1	84.7	83.4	68.3
1500-1559	87.0	82.1	87.5	78.0	86.1	85.8	82.2	80.1	75.4	79.3	75.7	78.9	85.3	78.3	80.5	64.3
1600-1659	88.5	75.6	77.1	78.4	87.0	81.1	80.4	75.4	75.5	78.8	73.2	71.6	80.9	75.4	79.5	64.2
1700-1759	85.8	74.1	78.6	75.7	80.2	83.3	84.6	69.9	69.5	81.9	69.9	72.2	79.4	73.4	75.0	61.1
1800-1859	85.6	73.6	78.4	72.9	82.9	83.8	80.7	71.4	74.8	77.4	67.4	73.6	74.5	68.2	64.0	62.7
1900-1959	82.4	71.2	79.7	73.4	78.8	80.2	75.6	74.7	70.6	80.9	64.6	68.9	85.7	72.8	76.8	64.8
2000-2059	83.2	73.6	80.1	72.9	77.3	75.3	78.5	73.1	73.9	78.1	61.9	72.3	82.6	77.2	70.1	69.4
2100-2159	82.5	76.6	79.0	71.2	79.3	80.7	78.6	73.6	76.3	72.6	67.0	72.6	81.0	76.6	72.2	67.1
2200-2259	76.5	60.9	79.7	71.2	78.2	90.9	81.1	67.7	68.2	82.8	76.7	66.3	77.0	71.9	71.7	68.5
2300-0559	74.9	71.3	74.5	70.0	80.1	79.8	77.4	70.1	72.3	74.2	77.4	71.3	85.2	76.0	72.1	64.5
TOTAL	86.6	77.3	82.8	77.1	85.9	85.0	83.1	77.9	75.2	82.2	77.5	77.5	84.0	78.4	78.3	71.4

* 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)

FEBRUARY 2023

ARRIVAL AIRPORT*															
SCHEDULED ARRIVAL TIME	LAX	LGA	MCO	MDW	MIA	MSP	ORD	PHL	PHX	SAN	SEA	SFO	SLC	TPA	TOTAL
0600-0659	76.1	84.5	69.0	91.2	90.8	83.0	80.6	90.2	0.0	0.0	70.3	78.3	66.7	83.5	81.7
0700-0759	88.0	89.0	83.6	85.1	88.8	89.1	79.8	88.2	83.9	93.3	81.9	85.0	89.3	89.6	85.8
0800-0859	83.6	88.5	87.7	86.9	87.7	81.3	78.2	84.2	87.3	91.5	89.1	87.7	85.9	91.2	85.8
0900-0959	80.7	84.1	86.9	91.8	86.3	85.1	85.8	89.8	79.3	86.3	86.0	73.6	85.3	90.6	84.1
1000-1059	78.5	83.8	83.8	90.9	80.5	82.5	81.6	84.5	78.5	82.2	83.8	77.4	86.3	88.1	83.9
1100-1159	74.7	84.6	84.3	91.5	85.4	82.5	86.9	90.8	82.0	76.8	84.5	76.9	72.8	87.8	83.7
1200-1259	76.4	84.8	82.0	92.3	80.9	87.6	83.9	87.4	79.5	75.9	83.3	79.4	82.6	83.9	83.4
1300-1359	72.3	78.4	80.6	84.7	82.0	82.6	79.4	90.8	75.2	78.6	81.8	83.8	78.4	85.1	82.0
1400-1459	75.7	74.9	81.6	89.1	77.8	81.8	82.6	84.7	74.5	71.8	79.2	82.6	79.4	84.4	80.6
1500-1559	74.3	74.6	80.7	86.3	80.3	81.9	82.0	81.0	74.9	71.4	81.4	76.2	78.7	82.3	79.2
1600-1659	72.9	71.4	77.0	86.5	77.4	82.0	80.8	84.9	71.4	74.5	82.5	72.3	76.7	78.9	77.7
1700-1759	71.7	70.5	79.8	78.1	80.9	81.3	82.8	84.7	74.2	67.9	81.5	79.6	77.7	79.7	76.6
1800-1859	73.4	66.0	72.0	82.1	74.7	79.5	69.8	85.8	76.7	73.7	82.6	75.4	69.2	76.9	74.5
1900-1959	74.8	65.7	77.4	76.0	81.2	76.9	76.2	73.7	69.5	72.7	77.8	75.2	81.2	77.8	74.6
2000-2059	72.5	67.2	74.1	81.5	72.1	75.8	76.5	72.3	69.1	70.1	75.2	75.8	79.1	77.2	74.5
2100-2159	67.9	69.1	72.5	75.8	79.0	73.7	73.0	76.5	72.7	71.1	72.7	71.8	69.8	79.7	74.7
2200-2259	70.0	65.7	74.1	82.2	77.1	72.7	80.0	69.7	71.2	63.0	77.3	62.9	70.0	71.4	72.2
2300-0559	65.2	72.3	69.7	81.5	76.4	77.2	80.7	72.9	63.5	67.9	70.6	72.6	59.9	74.0	72.5
TOTAL	74.7	76.0	78.2	84.7	80.7	81.2	79.7	82.4	75.4	74.9	79.9	76.0	78.9	81.2	79.2

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

AIR TRAVEL CONSUMER REPORT

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

FEBRUARY 2023

DEPARTURE AIRPORT*																
SCHEDULED DEPARTURE TIME	ATL	AUS	BNA	BOS	BWI	CLT	DCA	DEN	DFW	DTW	EWR	FLL	IAD	IAH	JFK	LAS
0600-0659	87.5	86.7	90.2	84.4	92.0	91.0	93.2	86.8	81.1	88.4	91.7	91.5	89.8	93.2	88.3	91.8
0700-0759	89.7	88.0	88.0	82.5	91.1	92.4	93.8	84.1	82.4	89.4	87.9	88.4	90.7	90.2	90.0	89.2
0800-0859	89.5	77.2	88.1	77.7	86.3	91.2	90.2	81.4	80.6	86.2	82.3	88.8	91.4	88.3	84.3	84.7
0900-0959	89.2	78.0	92.4	78.2	83.4	92.9	90.5	77.1	78.5	85.3	85.4	83.3	90.2	80.9	83.4	82.2
1000-1059	86.5	86.3	82.8	77.5	86.1	87.1	85.8	75.9	76.3	83.6	82.8	83.6	89.3	81.0	80.5	83.0
1100-1159	86.2	80.5	82.4	79.6	82.8	85.5	89.6	72.6	73.8	83.4	84.1	82.7	90.4	81.5	85.5	75.8
1200-1259	83.8	82.9	82.4	84.1	90.3	80.8	84.5	68.6	75.7	82.9	81.3	75.3	91.6	84.9	81.4	71.3
1300-1359	85.3	77.6	84.5	80.2	84.4	85.5	86.6	69.9	72.3	82.0	82.7	74.1	89.2	76.9	74.8	65.4
1400-1459	83.5	74.6	84.8	78.7	78.9	85.9	80.0	63.6	70.9	81.1	76.2	73.2	86.6	79.4	80.5	62.4
1500-1559	84.8	80.4	78.7	77.3	75.2	73.6	80.4	65.9	66.7	78.5	72.7	70.5	83.5	77.7	75.7	60.8
1600-1659	81.0	75.4	82.7	74.1	74.9	82.3	79.7	72.1	71.6	74.7	73.8	67.3	91.9	77.7	78.9	59.9
1700-1759	83.6	74.1	75.2	69.4	81.9	76.2	81.0	70.9	70.9	75.5	72.0	65.8	81.0	73.5	72.2	56.4
1800-1859	76.3	68.1	72.1	69.3	62.6	79.4	80.9	61.2	67.3	65.5	66.1	66.4	86.9	73.5	74.1	56.3
1900-1959	82.1	74.8	77.0	71.2	70.2	80.6	82.6	66.6	66.2	70.6	63.8	59.6	67.0	65.3	67.3	58.5
2000-2059	78.8	72.8	75.9	66.1	60.7	83.0	83.6	70.1	68.1	75.4	67.7	64.1	84.2	69.5	70.3	63.0
2100-2159	79.3	75.1	79.7	69.8	62.1	68.5	85.7	63.7	74.4	81.7	64.9	66.0	0.0	75.8	68.8	56.4
2200-2259	84.4	77.3	75.0	67.0	67.2	81.7	85.3	66.5	77.6	77.5	56.9	80.4	80.6	66.7	72.1	63.4
2300-0559	78.6	87.1	90.7	84.4	93.1	94.9	90.5	78.8	79.1	83.3	89.0	88.5	0.0	91.2	75.4	77.8
TOTAL	84.3	78.9	82.6	76.9	78.9	84.4	85.6	72.1	73.6	80.9	77.1	75.3	86.9	79.1	78.1	71.5

* 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)

FEBRUARY 2023

DEPARTURE AIRPORT*															
SCHEDULED DEPARTURE TIME	LAX	LGA	MCO	MDW	MIA	MSP	ORD	PHL	PHX	SAN	SEA	SFO	SLC	TPA	TOTAL
0600-0659	90.2	90.9	93.3	91.0	91.6	85.0	90.2	91.3	90.7	93.4	82.8	93.6	86.0	92.4	90.0
0700-0759	87.5	89.6	89.5	89.1	90.0	85.3	86.2	91.6	89.1	92.1	81.9	87.9	83.0	90.3	87.9
0800-0859	85.8	86.6	88.6	83.0	92.6	81.8	83.3	94.6	87.8	89.2	82.7	89.2	82.1	91.3	85.7
0900-0959	81.8	86.6	85.3	85.5	83.2	82.1	79.3	91.4	84.2	84.9	82.6	85.3	78.9	88.4	83.8
1000-1059	78.9	81.8	83.5	80.8	84.7	84.8	81.1	89.4	81.4	82.4	82.4	77.2	85.3	87.4	82.1
1100-1159	75.5	82.1	78.4	83.4	85.1	81.5	79.5	83.7	79.2	78.6	79.3	75.4	82.2	84.2	80.5
1200-1259	74.1	84.0	76.0	87.1	75.1	83.5	82.9	92.2	77.2	71.2	83.4	75.5	68.5	84.6	80.0
1300-1359	75.7	83.1	71.1	79.3	75.3	81.0	82.1	85.5	76.4	76.3	80.5	77.0	69.7	82.9	78.3
1400-1459	71.3	77.1	74.7	72.8	73.3	79.7	78.6	91.9	76.4	70.2	86.4	76.7	67.3	79.7	76.6
1500-1559	70.9	75.3	74.8	74.1	75.5	78.3	75.4	86.7	72.0	72.5	82.2	75.2	76.5	81.5	75.4
1600-1659	73.4	73.8	71.3	74.5	68.5	77.1	77.3	81.7	73.2	71.0	81.7	77.6	74.2	76.0	75.1
1700-1759	70.5	71.1	70.6	76.9	71.9	69.8	79.6	84.9	73.1	78.7	80.5	72.8	72.8	71.2	73.9
1800-1859	67.6	69.0	73.0	69.5	72.3	81.3	76.6	85.0	71.3	73.0	78.9	78.2	63.1	82.8	72.5
1900-1959	75.3	66.9	67.0	68.2	69.6	74.6	75.6	76.5	67.9	78.0	79.1	80.2	63.4	75.5	71.6
2000-2059	71.2	68.4	67.5	66.8	70.9	76.4	74.4	65.4	71.8	66.8	71.5	80.6	81.0	86.8	72.6
2100-2159	72.4	67.6	67.0	73.5	66.6	75.8	77.9	66.4	71.7	72.4	74.9	80.8	81.8	79.1	72.3
2200-2259	82.0	58.0	62.7	68.5	79.0	75.9	84.8	83.3	74.1	84.6	74.9	78.0	76.4	69.4	77.5
2300-0559	80.9	91.7	83.6	94.4	92.1	84.6	84.8	94.0	80.6	0.0	84.3	78.1	75.3	89.4	82.3
TOTAL	78.0	78.7	77.6	79.1	77.2	80.4	79.9	86.7	77.6	79.6	80.8	80.4	77.3	84.0	78.9

* 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
FEBRUARY 2023

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Aberdeen, SD (ABR)	87.3	87.3	55	55
Abilene, TX (ABI)	77.2	73.8	79	80
Adak Island, AK (ADK)	100.0	87.5	8	8
Aguadilla, PR (BQN)	69.6	67.0	194	194
Akron, OH (CAK)	86.0	91.9	235	234
Albany, GA (ABY)	94.1	86.8	68	68
Albany, NY (ALB)	81.8	84.5	875	875
Albuquerque, NM (ABQ)	77.0	80.0	1559	1559
Alexandria, LA (AEX)	82.9	80.7	140	140
Allentown/Bethlehem/Easton, PA (ABE)	85.1	86.1	289	288
Alpena, MI (APN)	68.8	62.5	48	48
Amarillo, TX (AMA)	78.6	84.4	379	378
Anchorage, AK (ANC)	66.9	80.1	1152	1152
Appleton, WI (ATW)	68.2	80.2	358	358
Arcata/Eureka, CA (ACV)	76.5	78.7	136	136
Asheville, NC (AVL)	89.8	90.7	666	665
Ashland, WV (HTS)	88.2	82.4	17	17
Aspen, CO (ASE)	53.7	56.8	853	852
Atlanta, GA (ATL)	86.6	84.3	24119	24126
Atlantic City, NJ (ACY)	83.9	88.0	217	217
Augusta, GA (AGS)	87.3	86.1	324	323
Austin, TX (AUS)	77.3	78.9	6765	6763
Bakersfield, CA (BFL)	73.1	80.0	186	185
Baltimore, MD (BWI)	85.9	78.9	6681	6681
Bangor, ME (BGR)	80.5	83.6	298	298
Barrow, AK (BRW)	72.4	62.1	29	29
Baton Rouge, LA (BTR)	88.4	85.3	259	259
Beaumont/Port Arthur, TX (BPT)	82.1	85.7	56	56
Bellefonte, PA (BLF)	83.3	74.1	54	54
Bellingham, WA (BLI)	79.5	88.4	146	146
Bemidji, MN (BJI)	80.0	78.2	55	55
Bend/Redmond, OR (RDM)	82.8	88.0	435	432
Bethel, AK (BET)	69.6	58.9	56	56
Billings, MT (BIL)	84.0	86.0	287	286
Binghamton, NY (BGM)	75.0	80.8	52	52
Birmingham, AL (BHM)	83.2	84.2	1063	1061
Bishop, CA (BIH)	68.0	66.0	50	50
Bismarck/Mandan, ND (BIS)	80.6	77.3	279	278
Bloomington/Normal, IL (BMI)	83.5	73.8	121	122
Boise, ID (BOI)	83.8	87.9	1631	1633
Boston, MA (BOS)	77.1	76.9	10595	10594

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Bozeman, MT (BZN)	78.1	79.1	808	807
Brainerd, MN (BRD)	81.3	85.4	48	48
Bristol/Johnson City/Kingsport, TN (TRI)	93.5	95.5	246	247
Brownsville, TX (BRO)	86.6	92.7	82	82
Brunswick, GA (BQK)	91.1	87.5	56	56
Buffalo, NY (BUF)	75.9	80.6	1477	1476
Burbank, CA (BUR)	79.8	81.0	2152	2150
Burlington, VT (BTV)	78.8	81.4	542	543
Butte, MT (BTM)	90.2	94.1	51	51
Casper, WY (CPR)	76.4	79.3	140	140
Cedar City, UT (CDC)	76.6	76.6	47	47
Cedar Rapids/Iowa City, IA (CID)	75.1	78.8	510	510
Champaign/Urbana, IL (CMI)	91.0	88.3	111	111
Charleston, SC (CHS)	81.1	84.1	1579	1579
Charleston/Dunbar, WV (CRW)	85.3	89.9	258	258
Charlotte Amalie, VI (STT)	82.2	80.2	449	449
Charlotte, NC (CLT)	85.0	84.4	14246	14234
Charlottesville, VA (CHO)	85.7	84.7	196	196
Chattanooga, TN (CHA)	84.4	86.1	461	462
Cheyenne, WY (CYS)	87.1	87.1	31	31
Chicago, IL (MDW)	84.7	79.1	5850	5850
Chicago, IL (ORD)	79.7	79.9	19321	19329
Christiansted, VI (STX)	78.0	75.0	100	100
Cincinnati, OH (CVG)	82.2	85.7	2737	2735
Clarksburg/Fairmont, WV (CKB)	75.0	75.0	12	12
Cleveland, OH (CLE)	80.9	82.9	2862	2861
College Station/Bryan, TX (CLL)	72.2	78.5	79	79
Colorado Springs, CO (COS)	77.6	82.1	774	773
Columbia, MO (COU)	85.2	87.9	108	107
Columbia, SC (CAE)	85.4	90.8	412	413
Columbus, GA (CSG)	91.8	95.1	61	61
Columbus, MS (GTR)	88.2	90.8	76	76
Columbus, OH (CMH)	82.4	86.1	2950	2951
Columbus, OH (LCK)	89.8	69.4	49	49
Concord, NC (USA)	81.7	80.0	60	60
Cordova, AK (CDV)	64.3	80.4	56	56
Corpus Christi, TX (CRP)	88.0	90.2	225	224
Dallas, TX (DAL)	82.3	77.7	5444	5444
Dallas/Fort Worth, TX (DFW)	75.2	73.6	19900	19910
Dayton, OH (DAY)	87.6	89.4	452	452
Daytona Beach, FL (DAB)	87.9	89.7	232	232

AIR TRAVEL CONSUMER REPORT
TABLE 5. ON-TIME ARRIVAL AND DEPARTURE PERCENTAGE BY AIRPORT BY REPORTING OPERATING CARRIER
FEBRUARY 2023

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Deadhorse, AK (SCC)	87.5	93.8	32	32
Decatur, IL (DEC)	69.7	75.0	76	76
Del Rio, TX (DRT)	80.4	85.7	56	56
Denver, CO (DEN)	77.9	72.1	20651	20653
Des Moines, IA (DSM)	80.2	84.4	1049	1049
Detroit, MI (DTW)	82.2	80.9	9140	9141
Devils Lake, ND (DVL)	71.2	69.2	52	52
Dickinson, ND (DIK)	77.1	81.3	48	48
Dodge City, KS (DDC)	77.1	77.1	48	48
Dothan, AL (DHN)	92.9	94.6	56	56
Duluth, MN (DLH)	85.7	83.3	126	126
Durango, CO (DRO)	78.8	77.8	260	261
Eagle, CO (EGE)	74.7	72.5	483	483
El Paso, TX (ELP)	79.6	83.0	1226	1227
Elko, NV (EKO)	89.7	93.1	29	29
Elmira/Corning, NY (ELM)	88.8	87.6	89	89
Erie, PA (ERI)	78.9	83.8	38	37
Escanaba, MI (ESC)	80.4	76.8	56	56
Eugene, OR (EUG)	83.3	82.5	491	492
Evansville, IN (EVV)	94.1	89.7	118	117
Everett, WA (PAE)	86.0	92.0	100	100
Fairbanks, AK (FAI)	66.8	78.4	208	208
Fargo, ND (FAR)	77.4	80.4	530	530
Fayetteville, AR (XNA)	81.9	84.9	777	777
Fayetteville, NC (FAY)	87.1	81.2	85	85
Flagstaff, AZ (FLG)	72.5	73.2	138	138
Flint, MI (FNT)	73.8	79.1	202	201
Fort Dodge, IA (FOD)	79.2	87.5	48	48
Fort Lauderdale, FL (FLL)	77.5	75.3	7138	7133
Fort Myers, FL (RSW)	81.3	84.0	3050	3046
Fort Smith, AR (FSM)	85.9	87.2	78	78
Fort Wayne, IN (FWA)	80.4	82.6	317	317
Fresno, CA (FAT)	76.5	80.2	710	711
Gainesville, FL (GNV)	93.2	88.3	205	205
Garden City, KS (GCK)	83.9	78.6	56	56
Gillette, WY (GCC)	83.3	89.6	48	48
Grand Forks, ND (GFK)	84.9	74.5	106	106
Grand Island, NE (GRI)	83.3	73.6	72	72
Grand Junction, CO (GJT)	80.0	82.8	215	215
Grand Rapids, MI (GRR)	78.2	81.0	1263	1261
Great Falls, MT (GTf)	86.0	88.8	179	178

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Green Bay, WI (GRB)	84.2	83.8	272	271
Greensboro/High Point, NC (GSO)	83.5	89.1	795	797
Greenville, NC (PGV)	82.1	85.7	28	28
Greer, SC (GSP)	84.8	88.5	900	901
Guam, TT (GUM)	94.6	94.6	56	56
Gulfport/Biloxi, MS (GPT)	92.3	93.9	196	196
Gunnison, CO (GUC)	73.7	69.5	95	95
Hagerstown, MD (HGR)	81.3	62.5	16	16
Hancock/Houghton, MI (CMX)	69.6	69.6	56	56
Harlingen/San Benito, TX (HRL)	85.1	88.2	288	288
Harrisburg, PA (MDT)	80.1	84.9	377	377
Hartford, CT (BDL)	81.1	81.4	1768	1767
Hattiesburg/Laurel, MS (PIB)	68.8	70.8	48	48
Hayden, CO (HDN)	75.5	72.8	400	400
Hays, KS (HYS)	82.1	91.1	56	56
Helena, MT (HLN)	95.2	96.4	84	84
Hibbing, MN (HIB)	91.2	88.2	68	68
Hilo, HI (ITO)	74.4	80.7	489	488
Hilton Head, SC (HHH)	82.1	76.8	56	56
Honolulu, HI (HNL)	78.9	80.5	4573	4573
Houston, TX (HOU)	83.3	81.4	3864	3863
Houston, TX (IAH)	78.4	79.1	8648	8653
Huntsville, AL (HSV)	85.5	86.1	559	560
Idaho Falls, ID (IDA)	81.7	82.1	218	218
Indianapolis, IN (IND)	83.0	85.6	3190	3187
International Falls, MN (INL)	85.4	83.3	48	48
Iron Mountain/Kingsfd, MI (IMT)	76.8	80.4	56	56
Islip, NY (ISP)	83.1	84.0	362	362
Ithaca/Cortland, NY (ITH)	80.4	78.6	56	56
Jackson, WY (JAC)	72.8	67.6	519	518
Jackson/Vicksburg, MS (JAN)	92.6	95.0	540	539
Jacksonville, FL (JAX)	81.5	84.2	2060	2060
Jacksonville/Camp Lejeune, NC (OAJ)	91.1	91.1	56	56
Jamestown, ND (JMS)	78.8	82.7	52	52
Johnstown, PA (JST)	91.1	94.6	56	56
Joplin, MO (JLN)	81.3	81.3	48	48
Juneau, AK (JNU)	75.0	81.3	316	316
Kahului, HI (OGG)	78.1	75.4	2339	2339
Kalamazoo, MI (AZO)	88.3	86.7	60	60
Kalispell, MT (FCA)	72.5	78.4	218	218
Kansas City, MO (MCI)	79.8	81.3	3374	3372

AIR TRAVEL CONSUMER REPORT
TABLE 5. ON-TIME ARRIVAL AND DEPARTURE PERCENTAGE BY AIRPORT BY REPORTING OPERATING CARRIER
FEBRUARY 2023

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Ketchikan, AK (KTN)	75.6	83.3	168	168
Key West, FL (EYW)	83.4	79.4	633	631
Killeen, TX (GRK)	81.8	78.2	110	110
Knoxville, TN (TYS)	81.7	86.5	898	897
Kodiak, AK (ADQ)	75.0	85.4	48	48
Kona, HI (KOA)	81.9	83.1	1294	1294
Kotzebue, AK (OTZ)	62.5	73.2	56	56
La Crosse, WI (LSE)	90.2	91.2	102	102
Lafayette, LA (LFT)	88.1	88.1	176	176
Lake Charles, LA (LCH)	83.3	84.5	84	84
Lansing, MI (LAN)	88.1	84.4	135	135
Laramie, WY (LAR)	81.3	83.3	48	48
Laredo, TX (LRD)	82.6	82.6	86	86
Las Vegas, NV (LAS)	71.4	71.5	14106	14116
Latrobe, PA (LBE)	75.0	78.6	28	28
Lawton/Fort Sill, OK (LAW)	86.9	87.7	107	106
Lewiston, ID (LWS)	87.5	82.1	56	56
Lexington, KY (LEX)	89.8	85.8	551	551
Liberal, KS (LBL)	75.0	77.1	48	48
Lihue, HI (LIH)	82.9	84.3	1200	1200
Lincoln, NE (LNK)	68.4	86.5	38	37
Little Rock, AR (LIT)	80.5	83.7	817	816
Long Beach, CA (LGB)	80.4	80.3	1172	1172
Longview, TX (GGG)	85.7	83.9	56	56
Los Angeles, CA (LAX)	74.7	78.0	13961	13973
Louisville, KY (SDF)	83.2	87.0	1542	1541
Lubbock, TX (LBB)	75.1	77.6	361	361
Madison, WI (MSN)	81.7	85.2	688	689
Manchester, NH (MHT)	82.1	84.2	429	430
Manhattan/Ft. Riley, KS (MHK)	88.2	93.4	136	136
Marquette, MI (MQT)	83.9	82.1	56	56
Mason City, IA (MCW)	72.9	81.3	48	48
Medford, OR (MFR)	86.7	91.9	332	332
Melbourne, FL (MLB)	84.8	88.1	210	210
Memphis, TN (MEM)	77.9	80.8	1630	1629
Meridian, MS (MEI)	75.0	72.4	76	76
Miami, FL (MIA)	80.7	77.2	8003	8001
Midland/Odessa, TX (MAF)	82.2	86.5	585	586
Milwaukee, WI (MKE)	76.7	79.3	1857	1857
Minneapolis, MN (MSP)	81.2	80.4	8636	8637
Minot, ND (MOT)	84.2	78.5	120	121

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Mission/McAllen/Edinburg, TX (MFE)	72.5	81.7	218	218
Missoula, MT (MSO)	83.8	80.0	235	235
Moab, UT (CNY)	71.4	71.4	28	28
Mobile, AL (MOB)	83.7	85.8	190	190
Moline, IL (MLI)	86.6	88.5	261	261
Monroe, LA (MLU)	85.7	81.4	140	140
Monterey, CA (MRY)	74.3	78.7	268	268
Montgomery, AL (MGM)	85.6	85.7	146	147
Montrose/Delta, CO (MTJ)	71.8	73.8	355	355
Mosinee, WI (CWA)	88.1	76.7	59	60
Myrtle Beach, SC (MYR)	83.2	87.7	780	778
Nashville, TN (BNA)	82.8	82.6	6971	6971
New Bern/Morehead/Beaufort, NC (EWN)	100.0	100.0	26	26
New Orleans, LA (MSY)	80.6	81.8	3958	3960
New York, NY (JFK)	78.3	78.1	10570	10567
New York, NY (LGA)	76.0	78.7	13200	13203
Newark, NJ (EWR)	77.5	77.1	10988	10991
Newburgh/Poughkeepsie, NY (SWF)	77.4	71.7	53	53
Niagara Falls, NY (IAG)	81.1	62.2	37	37
Nome, AK (OME)	66.1	67.9	56	56
Norfolk, VA (ORF)	83.8	86.8	1355	1354
North Bend/Coos Bay, OR (OTH)	75.0	75.0	16	16
North Platte, NE (LBF)	77.6	78.9	76	76
Oakland, CA (OAK)	78.4	76.5	3365	3364
Oklahoma City, OK (OKC)	78.0	84.3	1515	1515
Omaha, NE (OMA)	78.5	81.6	1626	1626
Ontario, CA (ONT)	75.7	79.3	1721	1721
Orlando, FL (MCO)	78.2	77.6	12403	12400
Owensboro, KY (OWB)	75.0	50.0	8	8
Pago Pago, TT (PPG)	62.5	75.0	8	8
Palm Springs, CA (PSP)	77.1	82.9	1498	1497
Panama City, FL (ECP)	85.6	85.8	326	325
Pasco/Kennewick/Richland, WA (PSC)	83.8	89.8	334	333
Pellston, MI (PLN)	62.5	64.6	48	48
Pensacola, FL (PNS)	82.1	87.2	756	756
Peoria, IL (PIA)	87.4	86.5	215	215
Petersburg, AK (PSG)	78.6	75.0	56	56
Philadelphia, PA (PHL)	82.4	86.7	6058	6062
Phoenix, AZ (AZA)	66.1	75.9	478	478
Phoenix, AZ (PHX)	75.4	77.6	13697	13700
Pittsburgh, PA (PIT)	84.3	88.4	3105	3103

AIR TRAVEL CONSUMER REPORT
TABLE 5. ON-TIME ARRIVAL AND DEPARTURE PERCENTAGE BY AIRPORT BY REPORTING OPERATING CARRIER
FEBRUARY 2023

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Plattsburgh, NY (PBG)	78.8	65.4	52	52
Pocatello, ID (PIH)	89.3	96.4	28	28
Ponce, PR (PSE)	66.7	81.2	69	69
Portland, ME (PWM)	86.2	86.4	661	660
Portland, OR (PDX)	75.8	79.8	4265	4263
Portsmouth, NH (PSM)	80.0	73.3	30	30
Prescott, AZ (PRC)	83.9	75.0	56	56
Providence, RI (PVD)	83.4	84.1	1164	1164
Provo, UT (PVU)	46.8	70.3	158	158
Punta Gorda, FL (PGD)	79.0	83.6	561	561
Raleigh/Durham, NC (RDU)	81.7	85.2	4064	4062
Rapid City, SD (RAP)	76.7	75.9	257	257
Redding, CA (RDD)	82.9	90.4	82	83
Reno, NV (RNO)	72.8	73.9	1467	1467
Rhineland, WI (RHI)	83.9	80.4	56	56
Richmond, VA (RIC)	78.1	84.3	1373	1372
Riverton/Lander, WY (RIW)	75.0	92.9	28	28
Roanoke, VA (ROA)	87.0	87.1	193	194
Rochester, MN (RST)	88.5	87.8	130	131
Rochester, NY (ROC)	80.3	81.4	1064	1064
Rock Springs, WY (RKS)	82.1	92.9	28	28
Rockford, IL (RFD)	78.7	70.5	61	61
Roswell, NM (ROW)	84.5	89.3	84	84
Sacramento, CA (SMF)	79.7	83.0	3846	3844
Saginaw/Bay City/Midland, MI (MBS)	77.3	83.8	75	74
Saipan, TT (SPN)	92.9	100.0	28	28
Salina, KS (SLN)	83.9	80.4	56	56
Salt Lake City, UT (SLC)	78.9	77.3	8139	8138
San Angelo, TX (SJT)	79.0	83.8	105	105
San Antonio, TX (SAT)	78.7	82.6	2686	2682
San Diego, CA (SAN)	74.9	79.6	6327	6328
San Francisco, CA (SFO)	76.0	80.4	9703	9713
San Jose, CA (SJC)	80.9	82.0	3905	3908
San Juan, PR (SJU)	77.1	81.2	2338	2335
San Luis Obispo, CA (SBP)	71.2	73.0	347	348
Sanford, FL (SFB)	73.3	77.1	729	729
Santa Ana, CA (SNA)	78.5	77.4	3358	3358
Santa Barbara, CA (SBA)	77.3	81.8	528	528
Santa Fe, NM (SAF)	73.9	81.2	138	138
Santa Maria, CA (SMX)	75.0	75.0	8	8
Santa Rosa, CA (STS)	77.9	84.5	213	213

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Sarasota/Bradenton, FL (SRQ)	82.1	84.0	1371	1370
Sault Ste. Marie, MI (CIU)	69.6	67.9	56	56
Savannah, GA (SAV)	82.6	86.8	1179	1178
Scottsbluff, NE (BFF)	75.0	85.4	48	48
Scranton/Wilkes-Barre, PA (AVP)	84.2	86.6	165	164
Seattle, WA (SEA)	79.9	80.8	11024	11028
Sheridan, WY (SHR)	81.3	83.3	48	48
Shreveport, LA (SHV)	85.4	82.0	239	239
Sioux City, IA (SUX)	76.8	85.7	56	56
Sioux Falls, SD (FSD)	74.7	75.7	573	573
Sitka, AK (SIT)	72.6	86.9	84	84
South Bend, IN (SBN)	83.5	81.8	400	400
Spokane, WA (GEG)	77.3	82.8	1138	1138
Springfield, IL (SPI)	82.5	71.0	63	62
Springfield, MO (SGF)	81.2	83.1	473	473
St. Cloud, MN (STC)	100.0	100.0	20	20
St. George, UT (SGU)	82.0	86.3	161	161
St. Louis, MO (STL)	83.2	81.9	4294	4292
St. Petersburg, FL (PIE)	83.0	84.9	582	582
State College, PA (SCE)	83.3	88.0	108	108
Stillwater, OK (SWO)	80.4	82.1	56	56
Stockton, CA (SCK)	52.4	52.4	42	42
Sun Valley/Hailey/Ketchum, ID (SUN)	80.2	80.1	182	181
Syracuse, NY (SYR)	78.4	79.6	1016	1016
Tallahassee, FL (TLH)	88.8	90.2	365	367
Tampa, FL (TPA)	81.2	84.0	6009	6010
Texarkana, AR (TXK)	74.7	74.7	79	79
Toledo, OH (TOL)	85.7	77.1	35	35
Traverse City, MI (TVC)	84.5	81.4	226	226
Trenton, NJ (TTN)	74.8	76.2	143	143
Tucson, AZ (TUS)	75.2	84.7	1330	1331
Tulsa, OK (TUL)	79.8	83.6	1186	1183
Twin Falls, ID (TWF)	89.3	96.4	28	28
Tyler, TX (TYR)	77.2	79.7	79	79
Valdosta, GA (VLD)	83.8	89.7	68	68
Valparaiso, FL (VPS)	82.5	81.7	496	496
Vernal, UT (VEL)	79.2	79.2	48	48
Victoria, TX (VCT)	83.3	85.4	48	48
Waco, TX (ACT)	74.1	71.6	81	81
Washington, DC (DCA)	83.1	85.6	11087	11082
Washington, DC (IAD)	84.0	86.9	3501	3505

AIR TRAVEL CONSUMER REPORT
TABLE 5. ON-TIME ARRIVAL AND DEPARTURE PERCENTAGE BY AIRPORT BY REPORTING OPERATING CARRIER
FEBRUARY 2023

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Waterloo, IA (ALO)	82.9	85.7	35	35
West Palm Beach/Palm Beach, FL (PBI)	74.2	77.2	2395	2394
White Plains, NY (HPN)	75.2	77.5	1058	1059
Wichita Falls, TX (SPS)	71.4	75.0	56	56
Wichita, KS (ICT)	80.7	87.5	649	649
Williston, ND (XWA)	74.0	81.3	123	123
Wilmington, NC (ILM)	82.2	85.3	484	482
Worcester, MA (ORH)	76.5	76.5	136	136
Wrangell, AK (WRG)	75.0	78.6	56	56
Yakutat, AK (YAK)	66.1	75.0	56	56
Yuma, AZ (YUM)	80.9	78.7	136	136

AIR TRAVEL CONSUMER REPORT

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

FEBRUARY 2023

CARRIER ¹	AT ALL US AIRPORTS				
	NUMBER OF AIRPORTS REPORTED	FLIGHT OPERATIONS SCHEDULED	FLIGHT OPERATIONS CANCELLED	PERCENT OF OPERATIONS CANCELLED	RANK
ALLEGiant AIR	123	8508	58	0.7	1
HAWAIIAN AIRLINES	21	5997	46	0.8	2
SPIRIT AIRLINES	61	20192	272	1.3	3
FRONTIER AIRLINES	79	12524	185	1.5	4
UNITED AIRLINES NETWORK	217	97288	1446	1.5	5
- UNITED AIRLINES	110	53408	398	0.7	
- BRANDED CODESHARE PARTNERS	201	43880	1048	2.4	
JETBLUE AIRWAYS	63	22186	372	1.7	6
DELTA AIR LINES NETWORK	210	107674	1907	1.8	7
- DELTA AIR LINES	143	69152	968	1.4	
- BRANDED CODESHARE PARTNERS	168	38522	939	2.4	
AMERICAN AIRLINES NETWORK	224	132358	2500	1.9	8
- AMERICAN AIRLINES	121	71289	1447	2.0	
- BRANDED CODESHARE PARTNERS	208	61069	1053	1.7	
SOUTHWEST AIRLINES	107	101455	2143	2.1	9
ALASKA AIRLINES NETWORK	106	28047	757	2.7	10
- ALASKA AIRLINES	83	17913	573	3.2	
- BRANDED CODESHARE PARTNERS	51	10134	184	1.8	
TOTAL AIRPORTS SERVED	353	536,229	9,686	1.8	

¹ All U.S. airlines with at least half of one 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

FEBRUARY 2023

CARRIER ¹	AT ALL US AIRPORTS				
	NUMBER OF AIRPORTS REPORTED	FLIGHT OPERATIONS SCHEDULED	FLIGHT OPERATIONS CANCELLED	PERCENT OF OPERATIONS CANCELLED	RANK
PSA AIRLINES	84	14050	47	0.3	1
ALLEGIAN AIR	123	8508	58	0.7	2
UNITED AIRLINES	110	53408	398	0.7	3
HAWAIIAN AIRLINES	21	5997	46	0.8	4
SPIRIT AIRLINES	61	20192	272	1.3	5
DELTA AIR LINES	143	69152	968	1.4	6
FRONTIER AIRLINES	79	12524	185	1.5	7
REPUBLIC AIRWAYS	79	23728	388	1.6	8
JETBLUE AIRWAYS	63	22186	372	1.7	9
AMERICAN AIRLINES	121	71289	1447	2.0	10
SOUTHWEST AIRLINES	107	101455	2143	2.1	11
ENVOY AIR	132	17228	415	2.4	12
ENDEAVOR AIR	96	14633	356	2.4	13
SKYWEST AIRLINES	230	50486	1351	2.7	14
ALASKA AIRLINES	83	17913	573	3.2	15
TOTAL AIRPORTS SERVED	339	502,749	9,019	1.8	

¹ All U.S. airlines with at least half of one percent of total domestic scheduled-service passenger revenue

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

FEBRUARY 2023

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	28047	21574	76.92	757	2.70	105	0.37	1660	5.92	205	0.73	1754	6.25	29	0.10	1962	7.00
- ALASKA AIRLINES	17913	13340	74.47	573	3.20	89	0.50	1036	5.78	135	0.75	1495	8.35	23	0.13	1222	6.82
- BRANDED CODESHARE PARTNERS	10134	8234	81.25	184	1.82	16	0.16	624	6.16	70	0.69	260	2.57	6	0.06	741	7.31
ALLEGIAN AIR	8508	6485	76.22	58	0.68	22	0.26	495	5.82	102	1.20	613	7.20	11	0.13	721	8.47
AMERICAN AIRLINES NETWORK	132358	105129	79.43	2500	1.89	280	0.21	7532	5.69	940	0.71	6506	4.92	80	0.06	9391	7.10
- AMERICAN AIRLINES	71289	54608	76.60	1447	2.03	110	0.15	4643	6.51	418	0.59	3955	5.55	42	0.06	6066	8.51
- BRANDED CODESHARE PARTNERS	61069	50521	82.73	1053	1.72	170	0.28	2889	4.73	522	0.85	2551	4.18	39	0.06	3325	5.44
DELTA AIR LINES NETWORK	107674	89409	83.04	1907	1.77	176	0.16	6806	6.32	1130	1.05	4357	4.05	18	0.02	3870	3.59
- DELTA AIR LINES	69152	57217	82.74	968	1.40	121	0.17	4390	6.35	342	0.49	3085	4.46	13	0.02	3016	4.36
- BRANDED CODESHARE PARTNERS	38522	32192	83.57	939	2.44	55	0.14	2416	6.27	789	2.05	1272	3.30	5	0.01	854	2.22
FRONTIER AIRLINES	12524	8639	68.98	185	1.48	10	0.08	1205	9.62	40	0.32	1116	8.91	0	0.00	1329	10.61
HAWAIIAN AIRLINES	5997	4406	73.47	46	0.77	7	0.12	878	14.64	62	1.03	57	0.95	3	0.05	538	8.97
JETBLUE AIRWAYS	22186	15958	71.93	372	1.68	87	0.39	2183	9.84	112	0.50	1570	7.08	12	0.05	1892	8.53
SOUTHWEST AIRLINES	101455	83333	82.14	2143	2.11	149	0.15	5261	5.19	130	0.13	3499	3.45	38	0.04	6903	6.80
SPIRIT AIRLINES	20192	15129	74.93	272	1.35	25	0.12	1399	6.93	108	0.53	1988	9.85	50	0.25	1221	6.05
UNITED AIRLINES NETWORK	97288	75969	78.09	1446	1.49	197	0.20	7423	7.63	551	0.57	5745	5.91	9	0.01	5949	6.11
- UNITED AIRLINES	53408	41966	78.58	398	0.75	84	0.16	3616	6.77	206	0.39	3903	7.31	1	0.00	3234	6.06
- BRANDED CODESHARE PARTNERS	43880	34003	77.49	1048	2.39	113	0.26	3807	8.68	345	0.79	1842	4.20	8	0.02	2714	6.19
TOTAL	536,229	426,031	79.45	9,686	1.81	1,058	0.20	34,842	6.50	3,381	0.63	27,205	5.07	250	0.05	33,775	6.30

*** 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 half of one 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

FEBRUARY 2023

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	17913	13340	74.47	573	3.20	89	0.50	1036	5.78	135	0.75	1495	8.35	23	0.13	1222	6.82
ALLEGIAN AIR	8508	6485	76.22	58	0.68	22	0.26	495	5.82	102	1.20	613	7.20	11	0.13	721	8.47
AMERICAN AIRLINES	71289	54608	76.60	1447	2.03	110	0.15	4643	6.51	418	0.59	3955	5.55	42	0.06	6066	8.51
DELTA AIR LINES	69152	57217	82.74	968	1.40	121	0.17	4390	6.35	342	0.49	3085	4.46	13	0.02	3016	4.36
ENDEAVOR AIR	14633	12387	84.65	356	2.43	14	0.10	508	3.47	76	0.52	711	4.86	0	0.00	581	3.97
ENVOY AIR	17228	14023	81.40	415	2.41	43	0.25	714	4.14	162	0.94	939	5.45	13	0.08	919	5.33
FRONTIER AIRLINES	12524	8639	68.98	185	1.48	10	0.08	1205	9.62	40	0.32	1116	8.91	0	0.00	1329	10.61
HAWAIIAN AIRLINES	5997	4406	73.47	46	0.77	7	0.12	878	14.64	62	1.03	57	0.95	3	0.05	538	8.97
JETBLUE AIRWAYS	22186	15958	71.93	372	1.68	87	0.39	2183	9.84	112	0.50	1570	7.08	12	0.05	1892	8.53
PSA AIRLINES	14050	12349	87.89	47	0.33	32	0.23	469	3.34	37	0.26	560	3.99	8	0.06	549	3.91
REPUBLIC AIRWAYS	23728	20021	84.38	388	1.64	35	0.15	689	2.90	108	0.46	1552	6.54	2	0.01	933	3.93
SKYWEST AIRLINES	50486	39917	79.07	1351	2.68	155	0.31	5521	10.94	1150	2.28	244	0.48	29	0.06	2119	4.20
SOUTHWEST AIRLINES	101455	83333	82.14	2143	2.11	149	0.15	5261	5.19	130	0.13	3499	3.45	38	0.04	6903	6.80
SPIRIT AIRLINES	20192	15129	74.93	272	1.35	25	0.12	1399	6.93	108	0.53	1988	9.85	50	0.25	1221	6.05
UNITED AIRLINES	53408	41966	78.58	398	0.75	84	0.16	3616	6.77	206	0.39	3903	7.31	1	0.00	3234	6.06
TOTAL	502,749	399,778	79.52	9,019	1.79	983	0.20	33,008	6.57	3,188	0.63	25,286	5.03	245	0.05	31,242	6.21

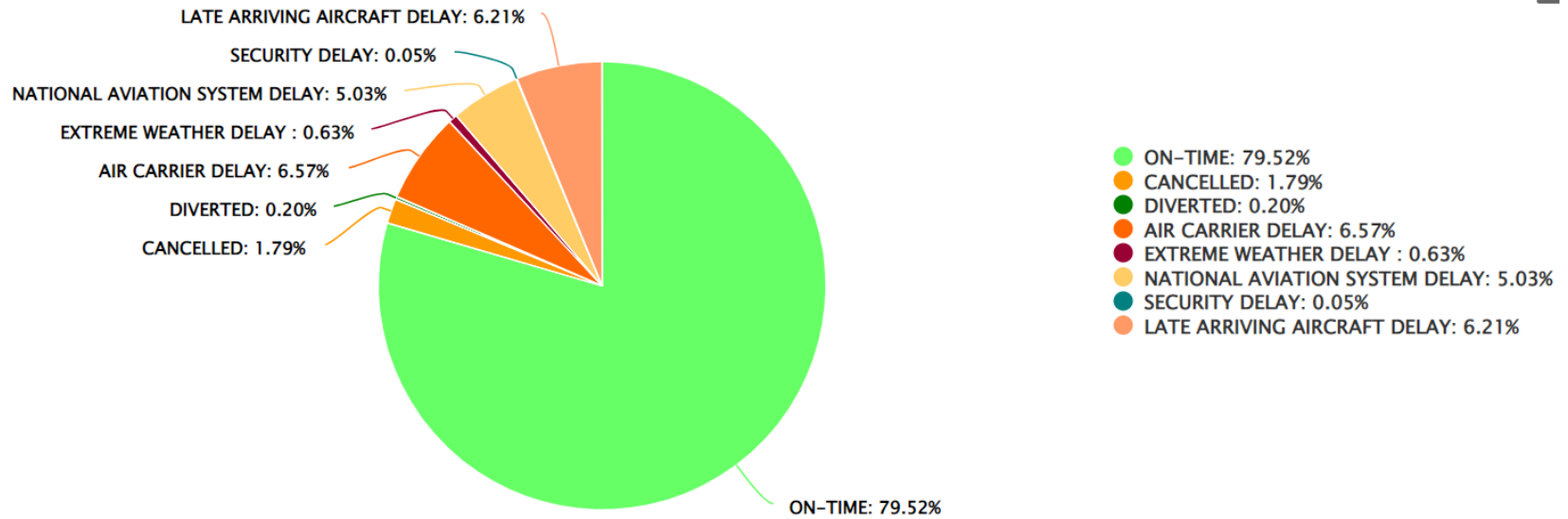
*** Causes of Delay:**

- **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 half of one percent of total domestic scheduled-service passenger revenues plus any branded codeshare partners.

AIR TRAVEL CONSUMER REPORT
TABLE 7B. OVERALL CAUSES OF DELAY BY REPORTING OPERATING CARRIER
FEBRUARY 2023



*** 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

FEBRUARY 2023

MARKETING CARRIER	OPERATING CARRIER	FLIGHT NUMBER	ORIGIN AIRPORT	DESTINATION AIRPORT	DATE OF FLIGHT	LOCATION OF LONGEST TARMAC DELAY	LENGTH OF TARMAC DELAY
ALASKA	ALASKA	95	SEA	JNU	2/13/2023	Origin Airport	3:30
JETBLUE	JETBLUE	2183	JFK	MCO	2/27/2023	Origin Airport	3:29
JETBLUE	JETBLUE	234	JFK	BTB	2/27/2023	Origin Airport	3:25
DELTA	DELTA	381	SLC	JFK	2/27/2023	Destination Airport	3:15
ALASKA	ALASKA	860	OGG	SEA	2/13/2023	Destination Airport	3:13
JETBLUE	JETBLUE	486	JFK	ROC	2/27/2023	Origin Airport	3:13
JETBLUE	JETBLUE	1277	JFK	JAX	2/27/2023	Origin Airport	3:11
JETBLUE	JETBLUE	2583	JFK	MCO	2/27/2023	Origin Airport	3:06
JETBLUE	JETBLUE	2	JFK	BUF	2/27/2023	Origin Airport	3:05
SPIRIT	SPIRIT	1588	LAS	PDX	2/22/2023	Destination Airport	3:05
SPIRIT	SPIRIT	1721	LAS	PDX	2/22/2023	Destination Airport	3:05
JETBLUE	JETBLUE	918	JFK	BOS	2/27/2023	Origin Airport	3:04

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

FEBRUARY 2023

MARKETING CARRIER	OPERATING CARRIER	FLIGHT NUMBER	ORIGIN AIRPORT	DESTINATION AIRPORT	DATE OF FLIGHT	LOCATION OF LONGEST TARMAC TIME	LENGTH OF TARMAC DELAY
DELTA	DELTA	168	JFK	BCN	2/27/2023	Origin Airport	4:54
DELTA	DELTA	172	JFK	MPX	2/27/2023	Origin Airport	4:08
DELTA	DELTA	48	JFK	AMS	2/27/2023	Origin Airport	4:06
DELTA	DELTA	52	JFK	ZRH	2/27/2023	Origin Airport	4:03

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 half of one percent 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
Austin: Austin–Bergstrom Intl.	AUS
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
Houston: George Bush	IAH
Las Vegas: McCarran International	LAS
Los Angeles: International	LAX
Miami: International	MIA
Minneapolis-St. Paul: International	MSP
Nashville: International	BNA
Newark: Liberty International	EWR
New York: JFK International	JFK
New York: LaGuardia	LGA
Orlando: International	MCO
Philadelphia: International	PHL
Phoenix: Sky Harbor International	PHX
Salt Lake City: International	SLC
San Diego: Lindbergh Field	SAN
San Francisco: International	SFO
Seattle-Tacoma: International	SEA
Tampa: Tampa International	TPA
Washington: Dulles	IAD
Washington: Reagan National	DCA

Air Carriers Required to Report

Data to DOT and to CRS Vendors*

AS	Alaska Airlines
G4	Allegiant Air
AA	American Airlines
DL	Delta Air Lines
9E	Endeavor Air
MQ	Envoy Air
F9	Frontier Airlines
HA	Hawaiian Airlines
B6	JetBlue Airways
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 #37, issued November 2, 2022, effective January 1, 2023: <https://www.bts.gov/explore-topics-and-geography/modes/aviation/number-37-technical-reporting-directive-reporting-air>

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 half of one percent of total domestic scheduled-service passenger revenues. See 14 CFR 234.3 and 234.6. For the 12 months ending June 30, 2022, 15 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, JetBlue Airways, 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 100 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 ¹	February 2023			February 2022		
		NUMBER OF BAGS ENPLANED	NUMBER OF BAGS MISHANDLED	NUMBER OF BAGS MISHANDLED PER 100 ENPLANED	NUMBER OF BAGS ENPLANED	NUMBER OF BAGS MISHANDLED	NUMBER OF BAGS MISHANDLED PER 100 ENPLANED
1	ALLEGiant AIR	486,370	822	0.17	436,756	606	0.14
2	HAWAIIAN AIRLINES	457,788	1,968	0.43	400,026	974	0.24
3	SOUTHWEST AIRLINES	8,709,271	39,122	0.45	7,984,936	28,960	0.36
4	FRONTIER AIRLINES	724,642	3,316	0.46	664,478	2,145	0.32
5	DELTA AIR LINES NETWORK	6,881,723	33,231	0.48	6,654,069	37,488	0.56
	- DELTA AIR LINES	5,595,720	27,273	0.49	5,253,141	29,670	0.56
	- BRANDED CODESHARE PARTNERS	1,286,003	5,958	0.46	1,400,928	7,818	0.56
6	JETBLUE AIRWAYS	1,150,327	6,378	0.55	1,080,681	7,580	0.70
7	SPIRIT AIRLINES	971,441	5,613	0.58	871,533	3,765	0.43
8	ALASKA AIRLINES NETWORK	1,842,156	11,364	0.62	1,778,465	10,792	0.61
	- ALASKA AIRLINES	1,454,374	8,829	0.61	1,289,318	7,926	0.61
	- BRANDED CODESHARE PARTNERS	387,782	2,535	0.65	489,147	2,866	0.59
9	AMERICAN AIRLINES NETWORK	7,494,365	60,337	0.81	7,143,182	65,279	0.91
	- AMERICAN AIRLINES	5,119,446	44,504	0.87	4,410,475	43,221	0.98
	- BRANDED CODESHARE PARTNERS	2,374,919	15,833	0.67	2,732,707	22,058	0.81
10	UNITED AIRLINES NETWORK	5,609,087	46,529	0.83	4,982,980	34,035	0.68
	- UNITED AIRLINES	4,119,634	33,846	0.82	3,310,813	22,016	0.67
	- BRANDED CODESHARE PARTNERS	1,489,453	12,683	0.85	1,672,167	12,019	0.72
TOTAL		34,327,170	208,680	0.61	31,997,106	191,624	0.60

¹ All U.S. airlines with at least half of one 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 ¹	February 2023			February 2022		
		NUMBER OF BAGS ENPLANED	NUMBER OF BAGS MISHANDLED	NUMBER OF BAGS MISHANDLED PER 100 ENPLANED	NUMBER OF BAGS ENPLANED	NUMBER OF BAGS MISHANDLED	NUMBER OF BAGS MISHANDLED PER 100 ENPLANED
1	ALLEGiant AIR	486,370	822	0.17	436,756	606	0.14
2	HAWAIIAN AIRLINES	457,788	1,968	0.43	400,026	974	0.24
3	ENDEAVOR AIR	535,092	2,333	0.44	627,876	3,513	0.56
4	SOUTHWEST AIRLINES	8,709,271	39,122	0.45	7,984,936	28,960	0.36
5	FRONTIER AIRLINES	724,642	3,316	0.46	664,478	2,145	0.32
6	DELTA AIR LINES	5,595,720	27,273	0.49	5,253,141	29,670	0.56
7	PSA AIRLINES	720,248	3,857	0.54	901,273	5,696	0.63
8	JETBLUE AIRWAYS	1,150,327	6,378	0.55	1,080,681	7,580	0.70
9	SPIRIT AIRLINES	971,441	5,613	0.58	871,533	3,765	0.43
10	ALASKA AIRLINES	1,454,374	8,829	0.61	1,289,318	7,926	0.61
11	SKYWEST AIRLINES	1,928,120	13,990	0.73	2,094,664	14,529	0.69
12	REPUBLIC AIRWAYS	524,191	3,855	0.74	508,450	4,600	0.90
13	ENVOY AIR	579,789	4,314	0.74	658,908	6,413	0.97
14	UNITED AIRLINES	4,119,634	33,846	0.82	3,310,813	22,016	0.67
15	AMERICAN AIRLINES	5,119,446	44,504	0.87	4,410,475	43,221	0.98
	TOTAL	33,076,453	200,020	0.60	30,493,328	181,614	0.60

¹ All U.S. airlines with at least half of one 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	February 2023			February 2022		
		NUMBER OF WHEELCHAIRS AND SCOOTERS ENPLANED	NUMBER OF WHEELCHAIRS AND SCOOTERS MISHANDLED	NUMBER OF WHEELCHAIRS AND SCOOTERS MISHANDLED PER 100 ENPLANED	NUMBER OF WHEELCHAIRS AND SCOOTERS ENPLANED	NUMBER OF WHEELCHAIRS AND SCOOTERS MISHANDLED	NUMBER OF WHEELCHAIRS AND SCOOTERS MISHANDLED PER 100 ENPLANED
1	ALLEGiant AIR	1,563	1	0.06	1,766	4	0.23
2	DELTA AIR LINES NETWORK	11,804	74	0.63	10,035	86	0.86
	- DELTA AIR LINES	9,948	63	0.63	8,292	69	0.83
	- BRANDED CODESHARE PARTNERS	1,856	11	0.59	1,743	17	0.98
3	HAWAIIAN AIRLINES	526	6	1.14	538	9	1.67
4	UNITED AIRLINES NETWORK	8,223	117	1.42	6,792	84	1.24
	- UNITED AIRLINES	6,591	94	1.43	4,841	71	1.47
	- BRANDED CODESHARE PARTNERS	1,632	23	1.41	1,951	13	0.67
5	JETBLUE AIRWAYS ²	1,876	27	1.44	1,274	69	5.42
6	ALASKA AIRLINES NETWORK	1,844	28	1.52	1,898	24	1.26
	- ALASKA AIRLINES	1,667	24	1.44	1,370	22	1.61
	- BRANDED CODESHARE PARTNERS	177	4	2.26	528	2	0.38
7	SOUTHWEST AIRLINES	12,016	186	1.55	9,248	118	1.28
8	FRONTIER AIRLINES	2,301	38	1.65	1,470	33	2.24
9	AMERICAN AIRLINES NETWORK	8,648	169	1.95	6,709	121	1.80
	- AMERICAN AIRLINES	6,736	135	2.00	4,888	95	1.94
	- BRANDED CODESHARE PARTNERS	1,912	34	1.78	1,821	26	1.43
10	SPIRIT AIRLINES	964	50	5.19	630	30	4.76
	TOTAL	49,765	696	1.40	40,360	578	1.43

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

² On September 11, 2023, JetBlue submitted revised wheelchair and scooter mishandling data to the Department for January 2023- April 2023. This table reflects the changes to February 2023 data.

AIR TRAVEL CONSUMER REPORT

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

RANK	CARRIER ¹	February 2023			February 2022		
		NUMBER OF WHEELCHAIRS AND SCOOTERS ENPLANED	NUMBER OF WHEELCHAIRS AND SCOOTERS MISHANDLED	PERCENT OF WHEELCHAIRS AND SCOOTERS MISHANDLED PER 100 ENPLANED	NUMBER OF WHEELCHAIRS AND SCOOTERS ENPLANED	NUMBER OF WHEELCHAIRS AND SCOOTERS MISHANDLED	PERCENT OF WHEELCHAIRS AND SCOOTERS MISHANDLED PER 100 ENPLANED
1	ALLEGiant AIR	1,563	1	0.06	1,766	4	0.23
2	ENDEAVOR AIR	685	2	0.29	625	10	1.60
3	DELTA AIR LINES	9,948	63	0.63	8,292	69	0.83
4	ENVOY AIR	612	6	0.98	527	13	2.47
5	HAWAIIAN AIRLINES	526	6	1.14	538	9	1.67
6	SKYWEST AIRLINES	2,113	27	1.28	2,211	16	0.72
7	UNITED AIRLINES	6,591	94	1.43	4,841	71	1.47
8	JETBLUE AIRWAYS ²	1,876	27	1.44	1,274	69	5.42
9	ALASKA AIRLINES	1,667	24	1.44	1,370	22	1.61
10	SOUTHWEST AIRLINES	12,016	186	1.55	9,248	118	1.28
11	REPUBLIC AIRWAYS	696	11	1.58	605	3	0.50
12	FRONTIER AIRLINES	2,301	38	1.65	1,470	33	2.24
13	PSA AIRLINES	416	7	1.68	485	7	1.44
14	AMERICAN AIRLINES	6,736	135	2.00	4,888	95	1.94
15	SPIRIT AIRLINES	964	50	5.19	630	30	4.76
	TOTAL	48,710	677	1.39	38,770	569	1.47

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

² On September 11, 2023, JetBlue submitted revised wheelchair and scooter mishandling data to the Department for January 2023- April 2023. This table reflects the changes to February 2023 data.

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 half of one 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 ¹	OCTOBER - DECEMBER 2022				OCTOBER - DECEMBER 2021			
		DENIED BOARDINGS (DB'S)		ENPLANED PASSENGERS	INVOLUNTARY DB's PER 10,000 PASSENGERS	DENIED BOARDINGS (DB'S)		ENPLANED PASSENGERS	INVOLUNTARY DB's PER 10,000 PASSENGERS
		VOLUNTARY	INVOLUNTARY			VOLUNTARY	INVOLUNTARY		
1	DELTA AIR LINES NETWORK	24,625	0	40,855,264	0.00	19,732	2	38,048,349	0.00
	- DELTA AIR LINES	17,286	0	33,956,868	0.00	10,508	0	30,133,454	0.00
	- BRANDED CODESHARE PARTNERS	7,339	0	6,898,396	0.00	9,224	2	7,914,895	0.00
2	ALLEGiant AIR	340	0	3,962,466	0.00	431	0	3,731,034	0.00
3	HAWAIIAN AIRLINES	136	0	2,574,909	0.00	16	0	1,992,068	0.00
4	UNITED AIRLINES NETWORK	7,334	52	34,685,269	0.01	6,977	39	31,172,552	0.01
	- UNITED AIRLINES	4,444	43	27,328,071	0.02	2,609	16	21,830,661	0.01
	- BRANDED CODESHARE PARTNERS	2,890	9	7,357,198	0.01	4,368	23	9,341,891	0.02
5	JETBLUE AIRWAYS	1,353	21	9,433,636	0.02	864	16	7,738,593	0.02
6	ALASKA AIRLINES NETWORK	3,045	143	10,029,105	0.14	3,373	109	8,875,393	0.12
	- ALASKA AIRLINES	2,339	99	7,961,225	0.12	2,386	51	6,537,197	0.08
	- BRANDED CODESHARE PARTNERS	706	44	2,067,880	0.21	987	58	2,338,196	0.25
7	SPIRIT AIRLINES	2,605	401	9,699,040	0.41	1,853	94	8,160,830	0.12
8	AMERICAN AIRLINES NETWORK	8,683	2,175	46,824,994	0.46	15,961	1,929	46,531,020	0.41
	- AMERICAN AIRLINES	5,050	1,453	36,078,541	0.40	8,787	1,171	32,951,348	0.36
	- BRANDED CODESHARE PARTNERS	3,633	722	10,746,453	0.67	7,174	758	13,579,672	0.56
9	SOUTHWEST AIRLINES	11,878	2,489	40,246,079	0.62	9,649	1,304	35,778,696	0.36
10	FRONTIER AIRLINES	2,730	911	5,530,412	1.65	1,684	887	5,734,906	1.55
	TOTAL	62,729	6,192	203,841,174	0.30	60,540	4,380	187,763,441	0.23

¹ All U.S. airlines with at least half of one 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	CARRIER ¹	OCTOBER - DECEMBER 2022			
		DENIED BOARDINGS (DB'S)		ENPLANED PASSENGERS	INVOLUNTARY DB'S PER 10,000 PASSENGERS
		VOLUNTARY	INVOLUNTARY		
1	DELTA AIR LINES	17,286	0	33,956,868	0.00
2	ALLEGiant AIR	340	0	3,962,466	0.00
3	ENDEAVOR AIR	2,605	0	2,867,278	0.00
4	HAWAIIAN AIRLINES	136	0	2,574,909	0.00
5	UNITED AIRLINES	4,444	43	27,328,071	0.02
6	JETBLUE AIRWAYS	1,353	21	9,433,636	0.02
7	MESA AIRLINES	360	9	1,680,691	0.05
8	ALASKA AIRLINES	2,339	99	7,961,225	0.12
9	SKYWEST AIRLINES	6,032	139	9,047,326	0.15
10	HORIZON AIR	349	23	1,059,660	0.22
11	REPUBLIC AIRWAYS	1,554	112	3,822,376	0.29
12	AMERICAN AIRLINES	5,050	1,453	36,078,541	0.40
13	SPIRIT AIRLINES	2,605	401	9,699,040	0.41
14	PSA AIRLINES	688	110	2,635,875	0.42
15	ENVOY AIR	1,167	174	3,214,731	0.54
16	SOUTHWEST AIRLINES	11,878	2,489	40,246,079	0.62
17	FRONTIER AIRLINES	2,730	911	5,530,412	1.65
	TOTAL	60,916	5,984	201,099,184	0.30

OCTOBER - DECEMBER 2021			
DENIED BOARDINGS (DB'S)		ENPLANED PASSENGERS	INVOLUNTARY DB'S PER 10,000 PASSENGERS
VOLUNTARY	INVOLUNTARY		
10,508	0	30,133,454	0.00
431	0	3,731,034	0.00
2,728	0	3,498,186	0.00
16	0	1,992,068	0.00
2,609	16	21,830,661	0.01
864	16	7,738,593	0.02
727	47	2,600,969	0.18
2,386	51	6,537,197	0.08
9,595	160	10,216,924	0.16
558	38	1,430,372	0.27
2,303	101	4,664,483	0.22
8,787	1,171	32,951,348	0.36
1,853	94	8,160,830	0.12
1,616	162	3,522,061	0.46
1,952	165	3,647,596	0.45
9,649	1,304	35,778,696	0.36
1,684	887	5,734,906	1.55
58,266	4,212	184,169,378	0.23

¹ All U.S. airlines with at least half of one 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

	FEBRUARY 2023				FEBRUARY 2022			
	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS
U.S. AIRLINES	4,405	74	0	338	1,889	16	1	225
FOREIGN AIRLINES	1,928	5	0	86	1,301	1	0	64
TRAVEL AGENTS	310	1	0	30	540	1	0	27
TOUR OPERATORS	1	0	0	1	5	0	0	0
MISCELLANEOUS	0	8	1	66	0	10	0	118
INDUSTRY TOTALS	6,644	88	1	521	3,735	28	1	434

AIR TRAVEL CONSUMER REPORT

Table 2

COMPLAINT CATEGORY	COMPLAINT CATEGORIES*					
	FEBRUARY 2023			FEBRUARY 2022		
	RANKING	COMPLAINTS**	SUB-CATEGORY	RANKING	COMPLAINTS**	SUB-CATEGORY
FLIGHT PROBLEMS	1	2,115		2	568	
CANCELLATION			1,278			295
DELAY			438			150
MISCONNECTION			269			57
REFUNDS	2	1,449		1	1,691	
BAGGAGE	3	1,071		5	338	
FARES	4	612		3	407	
RESERVATIONS/TICKETING/BOARDING	5	590		4	398	
CUSTOMER SERVICE	6	346		6	135	
DISABILITY	7	188		7	116	
OVERSALES	8	170		8	54	
OTHER	9	78		9	18	
FREQUENT FLYER			57			11
DISCRIMINATION	10	20		11	3	
ADVERTISING	11	5		10	7	
ANIMALS	12	0		12	0	
COMPLAINT TOTAL		6,644			3,735	

* 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*
FEBRUARY 2023

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	37	4	10	4	8	20	8	5	0	1	0	1	98
ALLEGiant AIR	24	0	12	7	5	19	6	11	0	0	0	0	84
AMERICAN AIRLINES	246	12	46	98	90	87	43	27	1	8	0	14	672
AVELO AIRLINES	5	1	1	3	3	1	1	1	0	0	0	0	16
BREEZE AIRWAYS	15	0	2	1	3	1	0	1	0	0	0	0	23
CONTOUR AIRLINES	5	0	0	0	4	0	0	0	0	0	0	0	9
DELTA AIR LINES	138	10	19	16	30	43	31	18	0	4	0	5	314
ENDEAVOR AIR	15	0	5	1	1	6	2	1	0	0	0	1	32
ENVOY AIR	19	2	3	0	11	3	0	5	0	0	0	0	43
FRONTIER AIRLINES	179	54	94	121	144	70	37	13	1	4	0	7	724
HAWAIIAN AIRLINES	8	0	0	12	13	7	3	1	0	0	0	1	45
JETBLUE AIRWAYS	128	4	14	27	41	29	11	23	0	1	0	1	279
MESA AIRLINES	4	0	2	0	2	1	0	1	0	0	0	0	10
MOKULELE AIRLINES	3	0	0	0	1	1	0	0	0	0	0	0	5
PIEDMONT AIRLINES	7	1	0	2	4	3	0	0	0	0	0	0	17
PSA AIRLINES	11	0	4	0	5	2	1	2	0	0	0	0	25
REPUBLIC AIRWAYS	9	0	1	2	3	3	2	2	0	1	0	0	23
SILVER AIRWAYS	14	0	3	0	2	1	0	0	0	0	0	0	20
SKYWEST AIRLINES	21	8	7	2	8	7	2	2	0	0	0	0	57
SOUTHWEST AIRLINES	540	3	31	16	103	96	29	15	1	0	0	9	843
SPIRIT AIRLINES	151	18	39	41	73	58	28	14	0	1	0	3	426
SUN COUNTRY AIRLINES	5	0	0	3	1	4	7	1	0	0	0	0	21
UNITED AIRLINES	197	12	42	34	127	102	59	18	0	0	0	13	604
OTHER U.S. AIRLINES	11	1	0	0	1	2	0	0	0	0	0	0	15
TOTAL FEBRUARY 2023	1,792	130	335	390	683	566	270	161	3	20	0	55	4,405
% of TOTAL COMPLAINTS	40.7	3.0	7.6	8.9	15.5	12.8	6.1	3.7	0.1	0.5	0	1.2	
TOTAL FEBRUARY 2022	489	49	181	210	533	194	112	102	5	3	0	11	1,889
% of TOTAL COMPLAINTS	25.9	2.6	9.6	11.1	28.2	10.3	5.9	5.4	0.3	0.2	0	0.6	

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

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

AIR TRAVEL CONSUMER REPORT

Table 4

COMPLAINTS AGAINST U.S. AIRLINES BY INCIDENT DATE*

U.S. AIRLINES ALPHABETICAL	COMPS	INCI-	PERCENT	INCI-	PERCENT	INCI-	PERCENT	UN-	PERCENT
	RECD IN FEB	DENTS IN FEB		DENTS IN JAN		DENTS IN ALL PRIOR MONTHS		KNOWN INCI- DENT DATE	
ALASKA AIRLINES	98	48	49.0	5	5.1	30	30.6	15	15.3
ALLEGiant AIR	84	31	36.9	12	14.3	26	31.0	15	17.9
AMERICAN AIRLINES	672	270	40.2	97	14.4	216	32.1	89	13.2
AVELO AIRLINES	16	6	37.5	0	0.0	8	50.0	2	12.5
BREEZE AIRWAYS	23	14	60.9	2	8.7	4	17.4	3	13.0
CONTOUR AIRLINES	9	5	55.6	3	33.3	1	11.1	0	0.0
DELTA AIR LINES	314	127	40.4	59	18.8	95	30.3	33	10.5
ENDEAVOR AIR	32	8	25.0	6	18.8	15	46.9	3	9.4
ENVOY AIR	43	22	51.2	9	20.9	10	23.3	2	4.7
FRONTIER AIRLINES	724	324	44.8	112	15.5	191	26.4	97	13.4
HAWAIIAN AIRLINES	45	7	15.6	4	8.9	24	53.3	10	22.2
JETBLUE AIRWAYS	279	122	43.7	39	14.0	95	34.1	23	8.2
MESA AIRLINES	10	5	50.0	2	20.0	1	10.0	2	20.0
MOKULELE AIRLINES	5	2	40.0	2	40.0	0	0.0	1	20.0
PIEDMONT AIRLINES	17	9	52.9	5	29.4	2	11.8	1	5.9
PSA AIRLINES	25	11	44.0	1	4.0	11	44.0	2	8.0
REPUBLIC AIRWAYS	23	8	34.8	2	8.7	10	43.5	3	13.0
SILVER AIRWAYS	20	10	50.0	5	25.0	2	10.0	3	15.0
SKYWEST AIRLINES	57	17	29.8	15	26.3	22	38.6	3	5.3
SOUTHWEST AIRLINES	843	83	9.8	46	5.5	600	71.2	114	13.5
SPIRIT AIRLINES	426	180	42.3	66	15.5	135	31.7	45	10.6
SUN COUNTRY AIRLINES	21	14	66.7	1	4.8	4	19.0	2	9.5
UNITED AIRLINES	604	169	28.0	94	15.6	248	41.1	93	15.4
OTHER U.S. AIRLINES	15	5	33.3	4	26.7	3	20.0	3	20.0
Totals	4,405	1,497	34.0	591	13.4	1,753	39.8	564	12.8
Previous Year's Totals	1,889	732	38.8	265	14.0	689	36.5	203	10.7

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

AIR TRAVEL CONSUMER REPORT

Table 5

COMPANIES OTHER THAN U.S. AIRLINES* BY COMPLAINT CATEGORY**
FEBRUARY 2023

	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	4	1	2	0	10	3	1	0	0	0	0	0	21
AEROMEXICO	12	1	8	7	49	10	3	1	0	0	0	1	92
AIR ASIA	0	0	0	0	6	1	0	0	0	0	0	0	7
AIR CANADA	35	4	12	3	23	35	4	0	0	0	0	1	117
AIR CANADA JAZZ	4	0	0	0	0	1	0	0	0	0	0	0	5
AIR FRANCE	11	2	9	10	13	57	3	2	0	0	0	2	109
AIR INDIA	15	0	4	5	27	10	1	0	0	0	0	3	65
AIR NEW ZEALAND	3	0	0	0	4	0	0	0	0	0	0	0	7
AIR TAHITI NUI	1	0	0	1	1	1	1	0	0	0	0	0	5
ALITALIA AIRLINES	0	0	0	1	3	1	0	0	0	0	0	0	5
ANA ALL NIPPON AIRWAYS	1	0	3	0	4	0	0	0	0	0	0	0	8
ASIANA AIRLINES	0	0	0	1	2	4	0	0	0	0	0	0	7
AUSTRIAN AIRLINES	2	0	0	0	0	4	0	0	0	0	0	0	6
AVIANCA	6	3	7	12	25	2	4	2	0	0	0	0	61
BRITISH AIRWAYS	14	3	3	11	31	22	4	0	1	0	0	2	91
CATHAY PACIFIC AIRWAYS	4	0	3	0	5	5	1	0	0	0	0	0	18
CHINA AIRLINES	1	0	0	1	1	1	1	0	0	0	0	0	5
CONDOR	4	0	2	2	1	0	0	0	0	0	0	0	9
COPA COMPANIA PANAMENA DE AVIACION	3	2	6	5	9	6	3	0	0	0	0	0	34
EGYPTAIR	2	0	2	0	5	5	3	3	0	0	0	1	21
EL AL ISRAEL	1	1	1	0	5	1	1	1	0	0	0	0	11
EMIRATES AIRLINES	3	1	2	4	9	8	2	0	0	0	0	3	32
ETHIOPIAN AIRLINES	1	0	0	0	0	17	0	0	0	0	0	0	18
ETIHAD AIRWAYS	3	0	6	3	8	6	0	1	0	0	0	0	27
EVA AIRWAYS	4	0	5	1	3	5	1	0	0	0	0	0	19
FIJI AIRWAYS	0	0	1	2	12	1	0	0	0	0	0	1	17
FINNAIR OY	0	0	0	0	2	3	0	0	0	0	0	0	5
FLAIR AIRLINES	1	0	0	1	0	3	0	0	0	0	0	0	5
IBERIA AIRLINES	2	2	3	8	17	17	1	0	0	0	0	1	51
ICELANDAIR	4	0	2	1	5	4	1	2	0	0	0	0	19
ITA AIRWAYS	1	1	1	3	4	3	0	0	0	0	0	0	13
JAPAN AIR LINES COMPANY	1	0	3	1	2	2	0	0	0	0	0	0	9
JETSTAR AIRWAYS	3	0	1	0	1	2	0	0	0	0	0	0	7
KENYA AIRWAYS	1	0	1	0	3	1	1	0	0	0	0	0	7
KLM	14	1	6	3	10	18	3	1	0	0	0	0	56
KOREAN AIR LINES	2	0	1	1	1	4	0	0	0	0	0	0	9
KUWAIT AIRWAYS	1	0	1	2	1	3	0	0	0	0	0	0	8
LATAM	12	2	4	6	12	6	0	0	0	0	0	0	42
LOT POLISH AIRLINES	3	0	0	3	1	5	0	0	0	0	0	0	12

AIR TRAVEL CONSUMER REPORT

Table 5 (Cont'd)

COMPANIES OTHER THAN U.S. AIRLINES* BY COMPLAINT CATEGORY**													
FEBRUARY 2023													
	FLIGHT PROBLEMS	OVER- SALES	RES/TKT/ BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DIS- ABILITY	ADVERT- ISING	DISCRIM- INATION	ANIMALS	OTHER	TOTAL
LUFTHANSA	37	3	17	12	42	55	7	1	0	0	0	2	176
NORSE ATLANTIC AIRWAYS	2	0	0	0	1	3	1	0	0	0	0	0	7
NORWEGIAN AIR SHUTTLE	1	0	1	1	4	0	0	0	0	0	0	1	8
PHILIPPINE AIRLINES	3	0	1	3	12	4	3	3	0	0	0	0	29
QANTAS AIRWAYS	0	0	1	1	5	2	0	0	0	0	0	0	9
QATAR AIRWAYS	9	2	13	10	21	30	1	3	0	0	0	3	92
ROYAL AIR MAROC	4	0	0	0	11	7	1	0	0	0	0	0	23
ROYAL JORDANIAN AIRLINES	0	1	2	1	0	1	0	0	0	0	0	0	5
SAS	2	0	1	1	4	4	2	0	0	0	0	0	14
SAUDI ARABIAN AIRLINES	0	0	1	0	0	4	2	0	0	0	0	0	7
SINGAPORE AIRLINES	7	1	7	3	13	11	1	0	0	0	0	0	43
SOUTH AFRICAN AIRWAYS	0	0	0	0	5	0	0	0	0	0	0	0	5
SUNWING AIRLINES	2	0	0	1	0	1	1	0	0	0	0	0	5
SWISS AIR	4	0	2	5	3	4	2	1	0	0	0	0	21
TAP	4	0	5	10	43	16	3	0	0	0	0	0	81
TURKISH AIRLINES	7	0	16	7	20	18	3	2	0	0	0	1	74
VIRGIN ATLANTIC AIRWAYS	4	0	0	0	4	11	3	2	0	0	0	0	24
VIVAAEROBUS	10	2	4	0	11	9	1	0	0	0	0	0	37
VOLARIS AIRLINES	11	4	14	21	17	10	1	0	0	0	0	0	78
WEST JET	7	1	3	1	6	7	0	0	0	0	0	0	25
OTHER FOREIGN AIRLINES	19	1	11	8	29	31	3	2	0	0	0	1	105
TOTALS	312	39	198	183	566	505	74	27	1	0	0	23	1,928
<u>TRAVEL AGENTS</u>													
ASAPTICKETS.COM	0	0	3	2	5	0	0	0	0	0	0	0	10
BOOKING.COM	0	1	3	1	6	0	0	0	0	0	0	0	11
CHEAPOAIR.COM	0	0	4	4	14	0	0	0	0	0	0	0	22
EDREAMS.COM	0	0	1	0	3	0	1	0	0	0	0	0	5
EXPEDIA.COM	3	0	7	3	36	0	1	0	0	0	0	0	50
GOTOGATE	1	0	1	0	11	0	0	0	0	0	0	0	13
HOPPER.COM	1	0	0	2	3	0	0	0	0	0	0	0	6
JUSTFLY.COM	0	0	3	3	9	0	0	0	0	0	0	0	15
KIWI.COM	0	0	4	3	29	0	0	0	0	0	0	0	36
ORBITZ.COM	0	0	1	1	5	0	0	0	0	0	0	0	7
PRICELINE.COM	1	0	9	4	10	0	0	0	1	0	0	0	25
SOUTHWEST VACATIONS	1	0	0	0	4	0	0	0	0	0	0	0	5
TRAVELGENIO	0	0	2	0	3	0	0	0	0	0	0	0	5
TRAVELOCITY.COM	0	0	3	1	11	0	0	0	0	0	0	0	15
OTHER TRAVEL AGENTS	4	0	16	15	50	0	0	0	0	0	0	0	85
TOTALS	11	1	57	39	199	0	2	0	1	0	0	0	310

AIR TRAVEL CONSUMER REPORT

Table 5 (Cont'd)

COMPANIES OTHER THAN U.S. AIRLINES* BY COMPLAINT CATEGORY**
FEBRUARY 2023

	FLIGHT PROBLEMS	OVER- SALES	RES/TKT/ BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DIS- ABILITY	ADVERT- ISING	DISCRIM- INATION	ANIMALS	OTHER	TOTAL
<u>TOUR OPERATORS</u>													
OTHER TOUR OPERATORS	0	0	0	0	1	0	0	0	0	0	0	0	1
TOTALS	0	0	0	0	1	0	0	0	0	0	0	0	1
<u>MISCELLAENOUS</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).

FEBRUARY 2023		FEBRUARY 2022	
AIRLINE	COMPLAINTS		COMPLAINTS
ALASKA AIRLINES NETWORK	111		33
- ALASKA AIRLINES	98		30
- BRANDED CODESHARE PARTNERS	13		3
ALLEGiant AIRLINES	84		83
AMERICAN AIRLINES NETWORK	799		615
- AMERICAN AIRLINES	672		513
- BRANDED CODESHARE PARTNERS	127		102
DELTA NETWORK	383		173
- DELTA AIR LINES	314		146
- BRANDED CODESHARE PARTNERS	69		27
FRONTIER AIRLINES	724		170
HAWAIIAN AIRLINES	45		20
JETBLUE AIRWAYS	279		175
SOUTHWEST AIRLINES	843		94
SPIRIT AIRLINES	426		197
UNITED AIRLINES NETWORK	604		279
- UNITED AIRLINES	604		279
- BRANDED CODESHARE PARTNERS	0		0
TOTAL	4,298		1,839

* All U.S. airlines with at least one half of one 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	FEBRUARY 2023			FEBRUARY 2022		
		COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS	COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS
1	SKYWEST AIRLINES	57	2,694,087	2.12	33	2,709,612	1.22
2	REPUBLIC AIRWAYS	23	945,509	2.43	35	933,404	3.75
3	DELTA AIR LINES	314	10,652,860	2.95	146	9,150,224	1.60
4	PSA AIRLINES	25	791,995	3.16	19	969,965	1.96
5	ENDEAVOR AIR	32	793,049	4.04	10	812,846	1.23
6	ALASKA AIRLINES	98	2,392,755	4.10	30	2,031,887	1.48
7	ENVOY AIR	43	975,870	4.41	25	995,171	2.51
8	AMERICAN AIRLINES	672	11,800,140	5.69	513	9,517,311	5.39
9	HAWAIIAN AIRLINES	45	784,788	5.73	20	613,577	3.26
10	ALLEGiant AIR	84	1,255,815	6.69	83	1,110,141	7.48
11	UNITED AIRLINES	604	9,029,851	6.69	279	6,710,284	4.16
12	SOUTHWEST AIRLINES	843	11,533,146	7.31	94	9,969,693	0.94
13	JETBLUE AIRWAYS	279	3,093,840	9.02	175	2,547,494	6.87
14	SPIRIT AIRLINES	426	3,263,873	13.05	197	2,579,414	7.64
15	FRONTIER AIRLINES	724	2,113,158	34.26	170	1,671,908	10.17
	TOTAL	4,269	62,120,736	6.87	1,829	52,322,931	3.50

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

AIR TRAVEL CONSUMER REPORT

Civil Rights Complaints by Air Travelers (Other Than Disability) for February 2023

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

AIRLINE	RACE	ANCESTRY/ ETHNICITY	NATIONAL ORIGIN	COLOR	RELIGION	SEX	OTHER
ALASKA			1				
AMERICAN	2		2	3		1	
DELTA			2			2	
FRONTIER	4						
JETBLUE						1	
REPUBLIC	1						
SPIRIT	1						
TOTALS	8		5	3		4	

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

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

COMPLAINT CATEGORIES

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

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

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

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

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

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

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

Disability: Civil rights complaints by air travelers with disabilities.

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

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

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

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



AIR TRAVEL CONSUMER REPORT

February 2023 Airline Reports to DOT of Incidents Involving the Loss, Injury or Death of Animals

During Air Transportation

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

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

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

Carrier	Death	Injury	Loss
Alaska Airlines	1	0	1
American Airlines	2	0	0
Totals:	3	0	1



U.S. Department of Homeland Security, Transportation Security Administration Customer Service Report for February 2023 ^a

Transportation Security Administration (TSA) screened approximately 62.0 million passengers at screening checkpoints and 36.7 million checked bags at baggage screening locations in April 2022.

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 customer feedback and encourages passengers to contact the agency if the level of service provided to them does not meet their expectations ^b.

In April 2022, TSA received 15,120 complaints (i.e. a description of a negative experience) from the general public via phone or email (or 24.5 complaints per 100,000 passengers ^c). Below is a more detailed breakdown:

Courtesy		Screening of Personal Property		Screening of Passengers		Wait Times (Checkpoint)	
Number of Complaints	Complaints per 100,000 Passengers ^c	Number of Complaints	Complaints per 100,000 Passengers ^c	Number of Complaints	Complaints per 100,000 Passengers ^c	Number of Complaints	Complaints per 100,000 Passengers ^c
726	1.3	464	0.9	11,543	20.4	100	0.2

Civil Rights		Other TSA-related		Non-TSA related, Airline		Non-TSA related, All Others	
Number of Complaints	Complaints per 100,000 Passengers ^c	Number of Complaints	Complaints per 100,000 Passengers ^c	Number of Complaints	Complaints per 100,000 Passengers ^c	Number of Complaints	Complaints per 100,000 Passengers ^c
199	0.4	85	0.2	29	0.1	103	0.2

In addition, TSA processes claims concerning loss or damage to passenger property. Claims allegedly resulting from an incident that occurred at a passenger screening checkpoint are handled exclusively by TSA. Checked baggage is primarily handled by the airlines. TSA screens most checked baggage using automated screening technology. TSA physically searches only a small percentage of checked baggage. Consequently, the data below for checked baggage includes claims for which TSA and/ or the airlines may be liable.

Number of Claims Received Regarding Loss or Damage to Property		
Checkpoint (TSA)	Checked Baggage (TSA and/ or Airline)	Claims per 100 Checked Bags
190 ^d	146	0.0005

REFERENCES

- ^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, Transportation Security Administration, 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@tsa.dhs.gov, or telephone, (866) 289-9673. TSA Contact Center representatives are available from 8:00AM to 11:00PM EST, Monday through Friday, and Weekends and Holidays, 9:00AM to 8:00PM.
- ^c The complaints per 100,000 passengers' metric is calculated as follows: # of Complaints divided by # of Airline Passenger multiplied by 100,000 (e.g. 300 complaints / 20,000,000 passengers * 100,000 equals 1.50). In this example, TSA experienced 1.5 complaints for every 100,000 passengers that TSA screened.
- ^d TSA records the number of passengers screened at checkpoints rather than the number of bags or items screened at TSA checkpoints. Therefore, this table does not present the rate of claims regarding loss or damage to property compared to the total number of items screened at checkpoints.

DEFINITIONS

<p><u>Courtesy:</u></p> <p>Includes complaints about unprofessional or discourteous treatment by the TSA screening workforce, TSA screening management, or TSA Contact Center personnel.</p>	<p><u>Screening of Personal Property:</u></p> <p>Includes complaints about mishandling of passenger property (damaged and/ or missing items/ locks/ baggage) in both the checkpoint and checked baggage screening settings.</p>	<p><u>Screening of Passengers:</u></p> <p>Includes complaints about screening to include Advanced Imaging Technology, Identification, Patdowns, Prohibited & Permitted Items, and TSA PreCheck, but excludes Property.</p>	<p><u>Wait Times (Checkpoint):</u></p> <p>Includes complaints about excessive wait times and/ or lengthy lines in general or due to routine lane closures at specific time periods (early morning, late night, etc.).</p>
<p><u>Civil Rights:</u></p> <p>Includes complaints about alleged discrimination or harassment based on race, color, national origin, sex, religion, age, disability, genetic information, sexual orientation and parental status.</p>	<p><u>Other TSA-related:</u></p> <p>Includes complaints about TSA-related matters that are not passenger screening-related, such as Cargo, DHS TRIP, FAMS, FOIA, General Aviation, HAZMAT Endorsement, HR, and TWIC.</p>	<p><u>Non-TSA related, Airline:</u></p> <p>Includes complaints about Non-TSA related matters, specifically Airline-related, such as baggage requirements, lost baggage, policy/ regulations, and wheelchair assistance.</p>	<p><u>Non-TSA related, All Others:</u></p> <p>Includes complaints about Non-TSA related matters, specifically not Airline-related, such as CBP, Department of State, FAA, Others (e.g. CDC is a recent example), or no referral.</p>