Air Travel Consumer Report

A Product Of
THE OFFICE OF AVIATION CONSUMER PROTECTION

Issued: December 2023

Flight Delays[1]	October 2023
Mishandled Baggage, Wheelchairs, and Scooters [1]	October 2023
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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/passenger. 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

OCTOBER 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
Air Wisconsin Airlines	Horizon Air	Endeavor Air	CommuteAir
Envoy Air	SkyWest Airlines	Republic Airways	GoJet Airlines
PSA Airlines		SkyWest Airlines	Mesa Airlines
Piedmont 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

OCTOBER 2023

	AT ALL US AIRPORTS		
CARRIER[1]	**NUMBER OF AIRPORTS REPORTED**	**PERCENT OF ON-TIME ARRIVALS**	**RANK**
DELTA AIR LINES NETWORK	**206**	**90.7**	**1**
- DELTA AIR LINES	140	90.5	
- BRANDED CODESHARE PARTNERS	173	91.1	
UNITED AIRLINES NETWORK	**214**	**85.9**	**2**
- UNITED AIRLINES	115	87.0	
- BRANDED CODESHARE PARTNERS	193	84.4	
ALASKA AIRLINES NETWORK	**105**	**85.4**	**3**
- ALASKA AIRLINES	85	85.2	
- BRANDED CODESHARE PARTNERS	54	85.6	
AMERICAN AIRLINES NETWORK	**221**	**84.4**	**4**
- AMERICAN AIRLINES	127	82.7	
- BRANDED CODESHARE PARTNERS	202	86.3	
SOUTHWEST AIRLINES	**107**	**80.0**	**5**
SPIRIT AIRLINES	**63**	**79.7**	**6**
ALLEGIANT AIR	**121**	**79.1**	**7**
HAWAIIAN AIRLINES	**21**	**76.3**	**8**
JETBLUE AIRWAYS	**67**	**73.9**	**9**
FRONTIER AIRLINES	**77**	**73.9**	**10**
TOTAL AIRPORTS SERVED	**353**	**84.1**	

[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

OCTOBER 2023

CARRIER[1]	NUMBER OF AIRPORTS REPORTED	PERCENT OF ON-TIME ARRIVALS	RANK
	AT ALL US AIRPORTS		
REPUBLIC AIRWAYS	77	92.6	1
ENDEAVOR AIR	97	92.3	2
DELTA AIR LINES	140	90.5	3
UNITED AIRLINES	115	87.0	4
PSA AIRLINES	85	86.5	5
ALASKA AIRLINES	85	85.2	6
SKYWEST AIRLINES	240	85.1	7
AMERICAN AIRLINES	127	82.7	8
ENVOY AIR	123	82.5	9
SOUTHWEST AIRLINES	107	80.0	10
SPIRIT AIRLINES	63	79.7	11
ALLEGIANT AIR	121	79.1	12
HAWAIIAN AIRLINES	21	76.3	13
JETBLUE AIRWAYS	67	73.9	14
FRONTIER AIRLINES	77	73.9	15
TOTAL AIRPORTS SERVED	336	84.0	

[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

OCTOBER 2023

CARRIER[1]	Jan 23 %	Rank	Feb 23 %	Rank	Mar 23 %	Rank	Apr 23 %	Rank	May 23 %	Rank	Jun 23 %	Rank	Jul 23 %	Rank	Aug 23 %	Rank	Sep 23 %	Rank	Oct 23 %	Rank	Year-to-date (YTD) %	Rank
ALASKA AIRLINES NETWORK	77.6	2	76.9	5	78.1	2	80.7	2	83.9	2	79.4	1	81.2	2	80.6	3	82.9	3	85.4	3	80.8	2
- ALASKA AIRLINES	77.3		74.5		76.6		77.3		83.2		76.6		77.7		79.0		82.0		85.2		79.0	
- BRANDED CODESHARE PARTNERS	78.2		81.3		80.8		86.7		85.0		84.4		87.7		83.5		84.6		85.6		83.9	
ALLEGIANT AIR	70.4	8	76.2	6	64.2	8	72.1	6	78.4	6	70.6	5	65.2	7	72.1	7	77.6	7	79.1	7	72.1	7
AMERICAN AIRLINES NETWORK	77.4	4	79.4	3	76.5	4	77.0	3	82.8	3	71.7	4	70.0	4	77.3	5	80.3	5	84.4	4	77.6	3
- AMERICAN AIRLINES	75.7		76.6		72.2		72.9		78.5		68.3		66.8		73.3		78.6		82.7		74.5	
- BRANDED CODESHARE PARTNERS	79.3		82.7		81.5		81.9		88.0		75.8		73.8		82.1		82.1		86.3		81.3	
DELTA AIR LINES NETWORK	78.6	1	83.0	1	79.2	1	81.8	1	88.8	1	77.8	2	76.1	3	81.3	2	84.8	2	90.7	1	82.2	1
- DELTA AIR LINES	78.7		82.7		77.0		79.8		86.7		75.4		74.7		79.5		85.6		90.5		81.0	
- BRANDED CODESHARE PARTNERS	78.4		83.6		83.2		85.6		92.8		82.9		79.1		85.1		83.4		91.1		84.6	
FRONTIER AIRLINES	62.6	10	69.0	10	64.7	7	65.5	7	66.7	9	53.7	10	53.5	9	62.1	9	71.1	9	73.9	10	64.5	10
HAWAIIAN AIRLINES	76.8	5	73.5	8	59.5	10	56.6	10	61.3	10	77.4	3	82.5	1	82.1	1	88.4	1	76.3	8	73.5	6
JETBLUE AIRWAYS	72.7	7	71.9	9	65.7	6	65.3	8	75.1	7	60.8	8	49.5	10	61.6	10	60.5	10	73.9	9	65.8	9
SOUTHWEST AIRLINES	77.5	3	82.1	2	75.0	5	73.4	5	78.8	4	69.6	6	67.8	5	75.5	6	79.5	6	80.0	5	75.8	5
SPIRIT AIRLINES	69.2	9	74.9	7	64.0	9	60.7	9	73.8	8	58.8	9	60.8	8	65.6	8	74.8	8	79.7	6	68.3	8
UNITED AIRLINES NETWORK	74.3	6	78.1	4	76.9	3	76.2	4	78.7	5	69.3	7	67.5	6	80.3	4	80.9	4	85.9	2	76.8	4
- UNITED AIRLINES	76.1		78.6		76.9		75.3		78.0		65.1		64.9		79.2		81.4		87.0		76.3	
- BRANDED CODESHARE PARTNERS	72.0		77.5		76.9		77.4		79.6		74.9		70.9		81.9		80.3		84.4		77.6	
TOTAL	76.2		79.4		75.4		75.7		81.2		71.3		69.6		77.2		80.3		84.1		77.0	

[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)

OCTOBER 2023

	ARRIVAL AIRPORT*															
	ATL		AUS		BNA		BOS		BWI		CLT		DCA		DEN	
CARRIER	# 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	107	84.1	287	74.9	89	80.9	213	82.6	31	80.6	0	0.0	155	80.0	151	86.1
- ALASKA AIRLINES	107	84.1	240	75.4	89	80.9	213	82.6	31	80.6	0	0.0	155	80.0	151	86.1
- BRANDED CODESHARE PARTNERS	0	0.0	47	72.3	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
ALLEGIANT AIR	0	0.0	94	70.2	308	79.9	50	90.0	17	82.4	0	0.0	0	0.0	44	79.5
AMERICAN AIRLINES NETWORK	1015	82.4	2145	78.7	1518	83.7	2113	83.9	359	85.8	17835	87.2	7468	86.6	806	80.8
- AMERICAN AIRLINES	756	80.2	1335	78.1	784	81.8	1334	81.2	330	86.1	10410	85.6	2453	83.7	727	79.8
- BRANDED CODESHARE PARTNERS	259	88.8	810	79.8	734	85.8	779	88.4	29	82.8	7425	89.4	5015	87.9	79	89.9
DELTA AIR LINES NETWORK	21524	92.6	1126	85.7	1127	90.3	4000	89.9	589	88.5	962	91.2	1611	91.6	1047	88.3
- DELTA AIR LINES	18980	92.6	1047	86.1	716	91.6	2330	89.0	444	88.7	544	89.2	688	89.5	1047	88.3
- BRANDED CODESHARE PARTNERS	2544	92.6	79	81.0	411	88.1	1670	91.2	145	87.6	418	93.8	923	93.1	0	0.0
FRONTIER AIRLINES	1092	63.2	41	68.3	129	82.2	53	86.8	244	70.1	294	71.8	92	79.3	2171	77.1
HAWAIIAN AIRLINES	0	0.0	14	92.9	0	0.0	18	61.1	0	0.0	0	0.0	0	0.0	0	0.0
JETBLUE AIRWAYS	357	73.4	143	63.6	199	72.9	3809	74.6	62	87.1	86	82.6	788	76.4	148	74.3
SOUTHWEST AIRLINES	3305	84.7	3427	76.7	4549	83.2	607	74.6	6617	84.9	319	80.3	1355	81.7	8577	79.2
SPIRIT AIRLINES	1065	81.1	153	84.3	324	71.3	448	71.2	514	80.7	391	77.0	0	0.0	124	71.0
UNITED AIRLINES NETWORK	799	83.9	967	80.8	790	87.7	1158	88.3	347	88.2	543	85.3	848	90.0	13440	84.8
- UNITED AIRLINES	772	84.5	901	80.9	583	88.5	1145	88.3	346	88.4	388	86.1	538	89.2	8686	87.0
- BRANDED CODESHARE PARTNERS	27	66.7	66	78.8	207	85.5	13	84.6	1	0.0	155	83.2	310	91.3	4754	80.9
TOTAL	29,264	89.3	8,397	78.7	9,033	83.8	12,469	82.5	8,780	84.6	20,430	86.8	12,317	86.1	26,508	82.2

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

AIR TRAVEL CONSUMER REPORT

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

OCTOBER 2023

CARRIER	ARRIVAL AIRPORT*															
	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	217	74.7	31	74.2	327	84.4	62	90.3	168	86.3	89	80.9	372	80.1	656	80.6
- ALASKA AIRLINES	217	74.7	31	74.2	327	84.4	62	90.3	168	86.3	89	80.9	372	80.1	416	79.1
- BRANDED CODESHARE PARTNERS	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	240	83.3
ALLEGIANT AIR	0	0.0	0	0.0	61	98.4	239	61.9	36	88.9	0	0.0	0	0.0	698	70.6
AMERICAN AIRLINES NETWORK	22106	80.3	733	84.3	630	84.9	459	83.0	198	87.4	765	78.0	2148	87.9	1275	80.0
- AMERICAN AIRLINES	14117	80.7	476	83.2	550	84.5	459	83.0	61	82.0	580	76.6	1190	85.3	1275	80.0
- BRANDED CODESHARE PARTNERS	7989	79.5	257	86.4	80	87.5	0	0.0	137	89.8	185	82.7	958	91.1	0	0.0
DELTA AIR LINES NETWORK	1006	82.8	8071	91.7	784	89.3	955	88.5	520	90.6	684	86.1	5033	89.8	1475	85.7
- DELTA AIR LINES	1006	82.8	5071	91.9	576	87.8	955	88.5	298	93.3	684	86.1	2558	89.9	1406	87.3
- BRANDED CODESHARE PARTNERS	0	0.0	3000	91.5	208	93.3	0	0.0	222	86.9	0	0.0	2475	89.8	69	52.2
FRONTIER AIRLINES	727	65.9	275	66.5	0	0.0	126	61.1	0	0.0	148	77.7	0	0.0	1382	73.5
HAWAIIAN AIRLINES	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	31	71.0	117	70.9
JETBLUE AIRWAYS	31	51.6	184	74.5	450	81.6	1464	75.6	0	0.0	86	51.2	3329	71.0	298	68.5
SOUTHWEST AIRLINES	0	0.0	379	73.9	0	0.0	1316	80.2	162	79.6	467	77.1	0	0.0	7867	78.1
SPIRIT AIRLINES	904	70.6	1088	83.5	857	89.1	2111	80.8	0	0.0	638	77.4	0	0.0	2677	78.4
UNITED AIRLINES NETWORK	958	75.1	545	88.6	9654	90.4	558	87.6	5472	90.3	11027	85.3	0	0.0	1201	83.7
- UNITED AIRLINES	769	77.0	227	88.5	6184	89.9	558	87.6	3012	90.2	5892	87.7	0	0.0	1201	83.7
- BRANDED CODESHARE PARTNERS	189	67.2	318	88.7	3470	91.3	0	0.0	2460	90.4	5135	82.5	0	0.0	0	0.0
TOTAL	25,949	79.4	11,306	88.8	12,763	89.5	7,290	80.4	6,556	89.9	13,904	84.0	10,913	83.3	17,646	78.5

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

AIR TRAVEL CONSUMER REPORT

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

OCTOBER 2023

	ARRIVAL AIRPORT*															
	LAX		LGA		MCO		MDW		MIA		MSP		ORD		PHL	
CARRIER	# 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	1307	81.7	0	0.0	186	86.6	0	0.0	31	77.4	89	87.6	284	83.5	62	72.6
- ALASKA AIRLINES	707	80.8	0	0.0	186	86.6	0	0.0	31	77.4	89	87.6	257	83.3	62	72.6
- BRANDED CODESHARE PARTNERS	600	82.8	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	27	85.2	0	0.0
ALLEGIANT AIR	93	68.8	0	0.0	0	0.0	44	81.8	0	0.0	35	74.3	0	0.0	0	0.0
AMERICAN AIRLINES NETWORK	3461	84.1	3310	88.6	1518	82.7	0	0.0	5334	84.9	575	83.0	9196	84.7	6485	88.8
- AMERICAN AIRLINES	2522	82.3	1524	84.1	1518	82.7	0	0.0	4325	85.7	358	81.0	3954	86.8	4089	86.2
- BRANDED CODESHARE PARTNERS	939	89.0	1786	92.4	0	0.0	0	0.0	1009	81.8	217	86.2	5242	83.2	2396	93.2
DELTA AIR LINES NETWORK	4155	88.4	6913	92.4	1696	90.0	289	90.3	847	85.7	8528	89.9	1202	85.9	623	94.1
- DELTA AIR LINES	3224	88.6	2299	91.2	1696	90.0	117	87.2	847	85.7	5922	90.6	999	86.4	545	93.9
- BRANDED CODESHARE PARTNERS	931	87.9	4614	93.1	0	0.0	172	92.4	0	0.0	2606	88.3	203	83.3	78	94.9
FRONTIER AIRLINES	0	0.0	124	68.5	1819	78.9	459	74.1	215	70.2	62	75.8	89	79.8	1093	73.3
HAWAIIAN AIRLINES	187	66.8	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
JETBLUE AIRWAYS	1072	75.2	1291	83.3	1411	75.8	0	0.0	184	76.6	59	55.9	96	61.5	77	79.2
SOUTHWEST AIRLINES	2576	74.1	1056	82.0	3732	83.1	6862	83.3	510	77.8	726	76.3	880	81.0	505	76.6
SPIRIT AIRLINES	1112	80.3	465	85.4	2500	78.6	0	0.0	604	79.1	121	86.8	729	75.2	451	78.9
UNITED AIRLINES NETWORK	3023	86.6	967	88.4	1074	84.5	0	0.0	431	84.9	592	85.6	13432	87.5	436	89.0
- UNITED AIRLINES	2308	86.4	694	90.9	1074	84.5	0	0.0	431	84.9	514	86.0	7937	88.9	374	88.5
- BRANDED CODESHARE PARTNERS	715	87.3	273	82.1	0	0.0	0	0.0	0	0.0	78	83.3	5495	85.5	62	91.9
TOTAL	16,986	82.8	14,126	89.2	13,936	81.9	7,654	83.0	8,156	83.5	10,787	88.0	25,908	85.7	9,732	86.1

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

AIR TRAVEL CONSUMER REPORT

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

OCTOBER 2023

	ARRIVAL AIRPORT*											
	PHX		SAN		SEA		SFO		SLC		TPA	
CARRIER	# 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	473	82.0	1484	85.8	9001	87.0	2043	81.0	173	85.0	89	84.3
- ALASKA AIRLINES	405	83.5	752	86.2	6762	87.0	945	84.3	111	81.1	89	84.3
- BRANDED CODESHARE PARTNERS	68	73.5	732	85.5	2239	86.7	1098	78.1	62	91.9	0	0.0
ALLEGIANT AIR	40	65.0	9	55.6	0	0.0	0	0.0	0	0.0	0	0.0
AMERICAN AIRLINES NETWORK	6476	85.7	755	80.1	656	80.8	1017	79.1	361	80.1	1128	80.4
- AMERICAN AIRLINES	4541	84.4	755	80.1	534	79.0	909	78.4	275	77.5	986	79.2
- BRANDED CODESHARE PARTNERS	1935	88.9	0	0.0	122	88.5	108	84.3	86	88.4	142	88.7
DELTA AIR LINES NETWORK	990	86.8	959	87.9	4205	90.8	1226	90.7	6770	92.7	1037	90.2
- DELTA AIR LINES	873	86.9	820	88.9	2848	90.6	1124	91.3	4496	92.1	1037	90.2
- BRANDED CODESHARE PARTNERS	117	85.5	139	82.0	1357	91.3	102	84.3	2274	93.8	0	0.0
FRONTIER AIRLINES	878	67.7	238	71.4	126	68.3	392	71.2	184	71.7	597	73.9
HAWAIIAN AIRLINES	31	61.3	62	71.0	62	71.0	68	42.6	0	0.0	0	0.0
JETBLUE AIRWAYS	85	58.8	183	62.3	118	66.9	471	72.4	178	73.6	442	73.8
SOUTHWEST AIRLINES	5633	78.3	3153	74.3	703	77.8	728	63.7	1045	78.4	2158	82.7
SPIRIT AIRLINES	171	72.5	186	80.6	83	86.7	0	0.0	123	80.5	530	81.3
UNITED AIRLINES NETWORK	871	82.3	1050	87.7	779	84.2	6077	86.3	612	82.7	627	88.7
- UNITED AIRLINES	748	84.4	954	87.8	770	84.7	4236	86.6	297	78.5	627	88.7
- BRANDED CODESHARE PARTNERS	123	69.9	96	86.5	9	44.4	1841	85.8	315	86.7	0	0.0
TOTAL	15,648	81.4	8,079	80.1	15,733	86.8	12,022	82.6	9,446	88.9	6,608	82.6

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

AIR TRAVEL CONSUMER REPORT

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

OCTOBER 2023

| | ARRIVAL AIRPORT* | | | | | | | | | | | | | | | | |
| | ATL | | AUS | | BNA | | BOS | | BWI | | CLT | | DCA | | DEN | |
CARRIER	# 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	107	84.1	240	75.4	89	80.9	213	82.6	31	80.6	0	0.0	155	80.0	151	86.1
ALLEGIANT AIR	0	0.0	94	70.2	308	79.9	50	90.0	17	82.4	0	0.0	0	0.0	44	79.5
AMERICAN AIRLINES	756	80.2	1335	78.1	784	81.8	1334	81.2	330	86.1	10410	85.6	2453	83.7	727	79.8
DELTA AIR LINES	18980	92.6	1047	86.1	716	91.6	2330	89.0	444	88.7	544	89.2	688	89.5	1047	88.3
ENDEAVOR AIR	1896	94.4	79	81.0	126	90.5	0	0.0	70	88.6	268	93.3	172	95.3	0	0.0
ENVOY AIR	54	88.9	724	80.2	260	82.3	178	83.7	29	82.8	425	86.8	396	89.9	0	0.0
FRONTIER AIRLINES	1092	63.2	41	68.3	129	82.2	53	86.8	244	70.1	294	71.8	92	79.3	2171	77.1
HAWAIIAN AIRLINES	0	0.0	14	92.9	0	0.0	18	61.1	0	0.0	0	0.0	0	0.0	0	0.0
JETBLUE AIRWAYS	357	73.4	143	63.6	199	72.9	3809	74.6	62	87.1	86	82.6	788	76.4	148	74.3
PSA AIRLINES	122	84.4	0	0.0	173	86.7	0	0.0	0	0.0	4098	87.0	3218	86.2	0	0.0
REPUBLIC AIRWAYS	119	95.0	4	100.0	337	95.5	2073	91.1	75	86.7	151	94.7	2251	92.0	0	0.0
SKYWEST AIRLINES	627	86.8	161	76.4	351	79.5	103	83.5	0	0.0	7	100.0	3	66.7	3869	82.4
SOUTHWEST AIRLINES	3305	84.7	3427	76.7	4549	83.2	607	74.6	6617	84.9	319	80.3	1355	81.7	8577	79.2
SPIRIT AIRLINES	1065	81.1	153	84.3	324	71.3	448	71.2	514	80.7	391	77.0	0	0.0	124	71.0
UNITED AIRLINES	772	84.5	901	80.9	583	88.5	1145	88.3	346	88.4	388	86.1	538	89.2	8686	87.0
TOTAL	**29,252**	**89.3**	**8,363**	**78.7**	**8,928**	**83.8**	**12,361**	**82.4**	**8,779**	**84.6**	**17,381**	**85.7**	**12,109**	**86.1**	**25,544**	**82.5**

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

AIR TRAVEL CONSUMER REPORT

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

OCTOBER 2023

	ARRIVAL AIRPORT*															
	DFW		DTW		EWR		FLL		IAD		IAH		JFK		LAS	
CARRIER	# 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	217	74.7	31	74.2	327	84.4	62	90.3	168	86.3	89	80.9	372	80.1	416	79.1
ALLEGIANT AIR	0	0.0	0	0.0	61	98.4	239	61.9	36	88.9	0	0.0	0	0.0	698	70.6
AMERICAN AIRLINES	14117	80.7	476	83.2	550	84.5	459	83.0	61	82.0	580	76.6	1190	85.3	1275	80.0
DELTA AIR LINES	1006	82.8	5071	91.9	576	87.8	955	88.5	298	93.3	684	86.1	2558	89.9	1406	87.3
ENDEAVOR AIR	0	0.0	1356	92.6	156	94.2	0	0.0	62	91.9	0	0.0	1558	91.3	0	0.0
ENVOY AIR	5074	80.5	0	0.0	59	86.4	0	0.0	25	84.0	144	81.9	0	0.0	0	0.0
FRONTIER AIRLINES	727	65.9	275	66.5	0	0.0	126	61.1	0	0.0	148	77.7	0	0.0	1382	73.5
HAWAIIAN AIRLINES	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	31	71.0	117	70.9
JETBLUE AIRWAYS	31	51.6	184	74.5	450	81.6	1464	75.6	0	0.0	86	51.2	3329	71.0	298	68.5
PSA AIRLINES	465	80.9	81	90.1	0	0.0	0	0.0	112	91.1	0	0.0	0	0.0	0	0.0
REPUBLIC AIRWAYS	0	0.0	316	94.9	2580	91.9	0	0.0	397	90.4	12	75.0	1455	91.0	0	0.0
SKYWEST AIRLINES	2476	76.8	1730	89.1	0	0.0	0	0.0	191	83.8	1192	84.3	420	83.3	161	67.7
SOUTHWEST AIRLINES	0	0.0	379	73.9	0	0.0	1316	80.2	162	79.6	467	77.1	0	0.0	7867	78.1
SPIRIT AIRLINES	904	70.6	1088	83.5	857	89.1	2111	80.8	0	0.0	638	77.4	0	0.0	2677	78.4
UNITED AIRLINES	769	77.0	227	88.5	6184	89.9	558	87.6	3012	90.2	5892	87.7	0	0.0	1201	83.7
TOTAL	25,786	79.4	11,214	88.8	11,800	89.5	7,290	80.4	4,524	89.5	9,932	84.8	10,913	83.3	17,498	78.5

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

AIR TRAVEL CONSUMER REPORT

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

OCTOBER 2023

	ARRIVAL AIRPORT*															
	LAX		LGA		MCO		MDW		MIA		MSP		ORD		PHL	
CARRIER	# 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	707	80.8	0	0.0	186	86.6	0	0.0	31	77.4	89	87.6	257	83.3	62	72.6
ALLEGIANT AIR	93	68.8	0	0.0	0	0.0	44	81.8	0	0.0	35	74.3	0	0.0	0	0.0
AMERICAN AIRLINES	2522	82.3	1524	84.1	1518	82.7	0	0.0	4325	85.7	358	81.0	3954	86.8	4089	86.2
DELTA AIR LINES	3224	88.6	2299	91.2	1696	90.0	117	87.2	847	85.7	5922	90.6	999	86.4	545	93.9
ENDEAVOR AIR	0	0.0	3137	92.5	0	0.0	0	0.0	0	0.0	587	92.7	0	0.0	0	0.0
ENVOY AIR	0	0.0	0	0.0	0	0.0	0	0.0	989	81.6	27	92.6	2066	83.3	0	0.0
FRONTIER AIRLINES	0	0.0	124	68.5	1819	78.9	459	74.1	215	70.2	62	75.8	89	79.8	1093	73.3
HAWAIIAN AIRLINES	187	66.8	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
JETBLUE AIRWAYS	1072	75.2	1291	83.3	1411	75.8	0	0.0	184	76.6	59	55.9	96	61.5	77	79.2
PSA AIRLINES	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	62	91.9	0	0.0	707	90.8
REPUBLIC AIRWAYS	0	0.0	3141	93.2	0	0.0	0	0.0	20	85.0	69	85.5	850	91.8	541	96.1
SKYWEST AIRLINES	3034	87.1	132	95.5	0	0.0	172	92.4	0	0.0	2022	87.0	4941	83.7	0	0.0
SOUTHWEST AIRLINES	2576	74.1	1056	82.0	3732	83.1	6862	83.3	510	77.8	726	76.3	880	81.0	505	76.6
SPIRIT AIRLINES	1112	80.3	465	85.4	2500	78.6	0	0.0	604	79.1	121	86.8	729	75.2	451	78.9
UNITED AIRLINES	2308	86.4	694	90.9	1074	84.5	0	0.0	431	84.9	514	86.0	7937	88.9	374	88.5
TOTAL	16,835	82.8	13,863	89.4	13,936	81.9	7,654	83.0	8,156	83.5	10,653	88.1	22,798	85.9	8,444	85.0

* 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)

OCTOBER 2023

	ARRIVAL AIRPORT*											
	PHX		**SAN**		**SEA**		**SFO**		**SLC**		**TPA**	
CARRIER	**# 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	405	83.5	752	86.2	6762	87.0	945	84.3	111	81.1	89	84.3
ALLEGIANT AIR	40	65.0	9	55.6	0	0.0	0	0.0	0	0.0	0	0.0
AMERICAN AIRLINES	4541	84.4	755	80.1	534	79.0	909	78.4	275	77.5	986	79.2
DELTA AIR LINES	873	86.9	820	88.9	2848	90.6	1124	91.3	4496	92.1	1037	90.2
ENDEAVOR AIR	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
ENVOY AIR	337	90.5	0	0.0	31	80.6	0	0.0	0	0.0	142	88.0
FRONTIER AIRLINES	878	67.7	238	71.4	126	68.3	392	71.2	184	71.7	597	73.9
HAWAIIAN AIRLINES	31	61.3	62	71.0	62	71.0	68	42.6	0	0.0	0	0.0
JETBLUE AIRWAYS	85	58.8	183	62.3	118	66.9	471	72.4	178	73.6	442	73.8
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	0	0.0
SKYWEST AIRLINES	1765	88.2	911	85.1	2272	88.7	2912	83.3	2708	92.8	0	0.0
SOUTHWEST AIRLINES	5633	78.3	3153	74.3	703	77.8	728	63.7	1045	78.4	2158	82.7
SPIRIT AIRLINES	171	72.5	186	80.6	83	86.7	0	0.0	123	80.5	530	81.3
UNITED AIRLINES	748	84.4	954	87.8	770	84.7	4236	86.6	297	78.5	627	88.7
TOTAL	15,507	81.5	8,023	80.0	14,309	86.7	11,785	82.7	9,417	88.9	6,608	82.5

* 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)

OCTOBER 2023

	ARRIVAL AIRPORT*															
SCHEDULED ARRIVAL TIME	ATL	AUS	BNA	BOS	BWI	CLT	DCA	DEN	DFW	DTW	EWR	FLL	IAD	IAH	JFK	LAS
0600-0659	92.2	75.0	94.1	75.2	89.5	90.8	95.4	90.6	90.9	88.9	86.1	85.7	96.9	89.9	88.0	95.3
0700-0759	93.1	90.8	95.9	87.6	93.3	89.0	92.2	91.5	86.2	92.9	93.0	85.5	93.5	84.8	87.8	91.6
0800-0859	91.8	88.6	95.7	90.5	92.5	91.9	90.4	86.9	78.7	92.8	94.8	93.4	87.5	89.5	87.7	88.2
0900-0959	94.7	86.7	92.5	90.7	93.8	90.2	89.0	87.2	80.5	94.3	95.7	89.3	94.7	85.5	95.7	87.1
1000-1059	92.2	89.7	89.7	91.6	91.7	89.3	93.5	85.0	84.9	90.9	94.7	91.1	88.6	88.6	93.6	84.3
1100-1159	93.2	85.1	92.1	85.5	93.3	92.3	92.9	86.6	87.8	94.5	92.8	88.1	94.3	88.2	94.4	85.2
1200-1259	94.0	80.6	91.1	86.8	90.5	91.0	91.1	87.2	88.0	91.2	94.1	87.9	94.0	91.3	87.1	82.1
1300-1359	92.0	82.5	87.7	86.1	91.8	86.2	87.8	86.0	85.0	91.3	94.7	89.5	90.0	86.3	89.0	79.0
1400-1459	91.6	78.5	85.2	86.0	84.7	87.2	87.1	83.8	87.4	90.2	91.1	81.4	86.8	84.6	83.9	77.8
1500-1559	90.0	78.7	82.2	81.5	86.5	85.8	86.4	80.3	80.9	89.1	90.3	83.4	87.1	87.4	87.1	72.3
1600-1659	91.2	73.6	79.5	82.0	84.1	85.1	86.5	82.8	81.7	84.6	87.3	70.1	85.7	80.6	82.8	73.8
1700-1759	89.0	69.5	79.9	78.7	79.0	82.2	85.8	75.3	70.2	88.2	89.5	76.2	91.3	79.1	79.7	68.9
1800-1859	86.1	73.4	73.3	77.1	76.5	82.7	81.7	76.7	71.7	85.5	84.6	75.7	85.7	77.9	80.3	74.0
1900-1959	84.7	71.8	79.4	83.1	77.2	78.3	76.6	79.2	69.0	86.9	83.9	71.2	88.4	81.4	81.4	73.2
2000-2059	84.8	71.8	71.1	77.6	79.6	75.4	79.2	70.6	67.5	86.1	82.8	60.2	87.2	83.8	81.0	73.8
2100-2159	83.7	71.4	75.8	80.7	70.8	79.3	76.9	74.0	72.1	87.1	86.0	79.0	89.0	79.7	70.1	75.6
2200-2259	82.1	78.0	82.5	77.0	80.7	81.7	85.1	77.4	73.9	80.5	89.9	72.2	85.2	79.9	74.3	70.8
2300-0559	79.7	78.4	75.9	75.2	77.9	83.7	79.3	78.1	79.6	83.2	86.8	76.5	89.7	84.9	74.2	72.1
TOTAL	89.3	78.7	83.8	82.4	84.6	85.7	86.1	82.5	79.4	88.8	89.5	80.4	89.5	84.8	83.3	78.5

* 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)

OCTOBER 2023

	ARRIVAL AIRPORT*														
SCHEDULED ARRIVAL TIME	LAX	LGA	MCO	MDW	MIA	MSP	ORD	PHL	PHX	SAN	SEA	SFO	SLC	TPA	TOTAL
0600-0659	90.5	90.5	81.0	95.5	90.5	86.0	90.5	86.2	94.1	0.0	85.8	90.1	91.5	74.1	89.3
0700-0759	90.7	95.1	92.1	95.8	94.7	94.1	88.4	95.1	92.4	86.2	94.3	92.8	93.4	95.5	91.3
0800-0859	86.6	95.6	91.9	94.9	87.5	93.1	90.4	92.4	88.8	86.2	92.3	89.8	95.5	95.3	90.3
0900-0959	85.6	94.2	89.0	94.8	90.5	88.1	90.5	91.3	89.2	81.3	93.9	79.8	90.6	91.5	89.0
1000-1059	82.2	92.0	88.9	90.9	90.2	89.4	91.8	90.1	87.7	85.8	88.4	79.6	92.5	90.9	88.7
1100-1159	85.2	91.0	88.6	91.5	88.8	91.5	93.4	90.4	86.4	81.2	85.9	83.2	84.0	89.2	89.3
1200-1259	86.0	91.5	86.9	91.6	90.2	90.1	88.9	90.4	84.3	81.9	87.0	81.9	90.0	86.9	88.3
1300-1359	85.5	89.5	86.3	85.6	85.4	90.4	87.3	85.2	84.8	80.4	86.8	85.0	88.0	84.5	86.9
1400-1459	84.8	88.0	85.0	83.7	89.0	87.0	87.8	87.2	81.1	79.6	87.9	82.5	90.7	88.4	86.1
1500-1559	85.1	89.0	84.7	80.1	84.9	86.0	86.1	87.6	77.3	82.2	90.6	80.7	91.1	84.0	84.3
1600-1659	83.9	86.9	83.0	78.3	79.5	86.6	86.5	86.2	75.2	80.0	89.1	81.0	89.0	80.9	83.5
1700-1759	81.9	89.8	78.2	81.5	75.8	86.7	84.8	83.3	77.0	75.8	86.0	85.6	79.5	80.2	80.7
1800-1859	77.8	86.9	79.6	75.1	73.6	84.7	75.7	79.3	77.9	74.3	86.3	82.7	89.6	79.6	78.8
1900-1959	81.2	83.5	74.4	75.1	77.4	88.8	75.8	78.5	75.6	80.3	85.5	78.0	86.0	73.0	78.9
2000-2059	80.8	88.0	74.9	76.1	71.2	85.8	85.8	80.9	74.2	76.5	85.5	79.7	88.1	74.4	79.5
2100-2159	78.8	87.5	73.7	66.8	81.3	81.5	81.9	77.3	75.7	75.3	80.4	84.8	84.2	77.2	78.7
2200-2259	77.5	83.4	72.5	72.7	76.0	84.0	85.7	76.4	66.7	77.7	80.8	78.3	85.4	73.7	78.4
2300-0559	77.1	86.9	75.0	70.7	78.5	81.3	85.4	77.6	69.5	80.2	84.5	80.5	73.7	77.2	78.8
TOTAL	82.8	89.4	81.9	83.0	83.5	88.1	85.9	85.0	81.5	80.0	86.7	82.7	88.9	82.5	84.3

* 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)

OCTOBER 2023

SCHEDULED DEPARTURE TIME	DEPARTURE AIRPORT*															
	ATL	AUS	BNA	BOS	BWI	CLT	DCA	DEN	DFW	DTW	EWR	FLL	IAD	IAH	JFK	LAS
0600-0659	89.8	92.5	92.8	91.7	91.4	92.3	94.6	93.3	85.3	93.5	93.7	93.1	95.3	90.7	92.2	92.4
0700-0759	90.5	91.5	90.7	87.8	91.0	91.8	93.3	89.1	89.3	91.8	90.9	92.4	94.6	90.7	91.8	89.1
0800-0859	92.2	87.1	92.1	83.8	86.0	89.1	93.0	84.6	86.8	91.5	91.2	87.7	92.3	90.8	90.0	83.6
0900-0959	90.4	84.9	95.7	87.4	82.8	91.9	90.1	81.2	81.9	90.7	90.9	87.7	90.9	86.5	89.0	82.5
1000-1059	89.9	84.0	89.8	86.1	84.5	88.9	89.6	82.7	83.3	90.2	90.5	84.3	93.3	80.4	87.1	80.8
1100-1159	90.8	80.8	86.9	84.1	83.6	89.5	89.7	81.5	78.9	90.3	90.9	86.8	84.9	85.2	89.0	80.1
1200-1259	90.5	80.9	86.8	81.6	77.8	83.9	90.4	75.2	84.1	90.3	84.5	78.6	92.0	86.5	85.7	75.7
1300-1359	90.6	76.9	83.8	79.4	75.3	86.9	87.5	79.4	80.0	88.9	89.6	75.1	97.0	82.6	76.6	73.2
1400-1459	85.6	75.3	82.9	80.2	69.8	84.4	84.6	67.8	80.2	89.7	85.2	78.1	66.7	82.7	77.5	70.7
1500-1559	87.0	74.3	76.9	82.6	64.1	74.8	84.3	71.3	79.5	86.5	87.4	73.3	87.3	77.6	77.6	65.0
1600-1659	83.5	71.1	75.2	75.8	66.1	82.0	80.2	71.4	76.1	86.4	85.5	70.4	84.6	78.4	81.4	66.1
1700-1759	85.6	69.9	75.4	76.0	65.9	78.9	84.5	77.9	74.5	82.3	87.8	62.7	81.5	78.8	73.2	66.2
1800-1859	82.7	67.4	77.8	76.0	65.3	79.2	80.3	62.4	72.3	84.8	84.1	63.3	78.8	78.4	78.2	61.8
1900-1959	79.0	72.6	72.9	72.7	64.1	73.5	78.9	69.6	70.8	77.6	83.4	67.2	85.8	75.4	79.1	65.1
2000-2059	81.6	67.5	62.2	77.7	61.3	81.0	82.0	73.9	68.5	85.6	84.4	51.3	75.0	80.7	77.6	67.5
2100-2159	83.8	68.8	70.4	75.0	64.8	78.8	94.3	72.0	71.1	89.4	86.8	57.5	100.0	85.6	76.2	72.3
2200-2259	86.0	70.0	71.5	75.3	57.5	79.4	83.9	65.8	73.5	79.3	85.8	80.4	91.8	77.8	80.5	68.8
2300-0559	87.4	92.7	98.1	95.4	95.7	89.5	81.5	85.3	88.7	89.3	93.4	88.8	96.8	93.5	92.7	83.5
TOTAL	**87.1**	**78.8**	**83.2**	**82.3**	**74.7**	**84.5**	**87.0**	**77.6**	**78.9**	**88.4**	**88.1**	**76.0**	**88.8**	**83.4**	**83.0**	**75.8**

* 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)

OCTOBER 2023

	DEPARTURE AIRPORT*														
SCHEDULED DEPARTURE TIME	LAX	LGA	MCO	MDW	MIA	MSP	ORD	PHL	PHX	SAN	SEA	SFO	SLC	TPA	TOTAL
0600-0659	95.5	95.3	93.4	94.8	90.8	95.0	93.4	91.7	95.7	90.7	93.6	95.9	91.5	95.7	93.0
0700-0759	93.5	92.3	92.7	94.5	94.1	91.1	90.3	85.3	89.6	91.8	89.8	90.4	93.3	91.9	90.9
0800-0859	89.3	93.7	90.5	92.7	91.8	93.5	89.8	90.8	88.7	85.2	90.4	88.9	90.3	92.1	89.4
0900-0959	84.3	92.1	88.5	92.0	86.5	92.2	88.6	87.4	82.7	83.7	88.2	83.8	92.4	92.7	87.8
1000-1059	83.2	88.3	86.5	84.9	87.5	89.4	88.9	89.9	85.0	81.7	89.0	80.4	89.5	90.8	86.3
1100-1159	78.8	88.8	86.5	82.6	86.7	87.9	85.5	89.3	83.5	78.8	86.4	78.6	90.7	89.3	85.6
1200-1259	82.6	86.5	82.2	80.7	84.6	89.0	85.7	82.3	81.0	77.2	85.4	84.4	77.3	85.8	84.2
1300-1359	81.2	85.6	77.3	77.7	87.0	84.6	86.3	84.1	80.7	79.2	84.3	81.8	86.1	76.1	82.6
1400-1459	83.5	85.9	77.9	70.2	85.2	84.9	85.0	81.7	77.7	71.7	82.6	78.4	82.4	80.8	80.6
1500-1559	79.0	84.1	77.7	63.2	85.9	83.4	85.4	83.1	77.6	76.8	85.4	69.6	90.6	84.6	79.9
1600-1659	79.1	84.2	76.0	63.1	80.4	80.1	80.0	72.3	74.9	77.7	88.0	84.9	89.8	79.1	78.3
1700-1759	82.9	83.1	77.1	66.2	78.5	81.4	82.8	83.2	72.4	75.1	82.7	81.9	87.3	75.8	78.5
1800-1859	79.3	88.0	68.1	71.8	73.7	83.0	83.9	79.8	69.3	74.7	83.5	85.9	82.5	76.2	76.9
1900-1959	77.7	86.6	73.8	64.8	76.5	86.3	78.0	79.9	69.2	78.2	86.9	83.4	74.0	79.5	75.7
2000-2059	76.3	80.2	66.9	61.8	72.0	86.4	78.0	80.4	78.2	72.3	84.6	79.4	87.4	75.2	76.1
2100-2159	85.3	88.9	64.9	63.8	78.6	88.6	87.1	82.0	77.5	82.5	85.3	85.3	90.9	71.7	79.5
2200-2259	81.3	51.6	65.1	53.7	85.2	87.3	66.7	62.7	77.3	94.4	83.2	87.6	89.8	67.1	79.3
2300-0559	88.1	86.0	84.3	96.2	92.9	94.4	87.3	88.4	89.6	0.0	86.8	90.9	91.9	95.4	89.0
TOTAL	83.9	87.7	80.5	76.9	83.2	87.5	85.4	84.7	81.1	81.0	86.7	84.8	89.2	85.0	83.1

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

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

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS		CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP		ARR	DEP	ARR	DEP
Aberdeen, SD (ABR)	88.7	93.5	62	62	Brainerd, MN (BRD)	66.0	71.7	53	53
Abilene, TX (ABI)	81.8	83.8	143	142	Bristol/Johnson City/Kingsport, TN (TRI)	92.9	88.8	212	214
Adak Island, AK (ADK)	75.0	75.0	8	8	Brownsville, TX (BRO)	79.8	84.2	119	120
Aguadilla, PR (BQN)	73.0	70.0	215	213	Brunswick, GA (BQK)	83.9	80.6	62	62
Akron, OH (CAK)	81.2	90.8	293	293	Buffalo, NY (BUF)	81.6	85.1	1962	1962
Albany, GA (ABY)	95.2	93.5	62	62	Burbank, CA (BUR)	81.6	81.7	2522	2521
Albany, NY (ALB)	82.0	86.6	1060	1059	Burlington, VT (BTV)	88.2	89.2	712	712
Albuquerque, NM (ABQ)	80.4	80.0	2369	2370	Butte, MT (BTM)	98.2	100.0	57	57
Alexandria, LA (AEX)	85.6	84.3	153	153	Casper, WY (CPR)	82.3	85.5	62	62
Allentown/Bethlehem/Easton, PA (ABE)	85.3	90.7	407	408	Cedar City, UT (CDC)	88.7	90.6	53	53
Alpena, MI (APN)	83.0	83.0	53	53	Cedar Rapids/Iowa City, IA (CID)	83.4	86.1	657	656
Amarillo, TX (AMA)	81.1	87.8	412	411	Champaign/Urbana, IL (CMI)	78.6	88.9	117	117
Anchorage, AK (ANC)	85.7	87.7	1279	1280	Charleston, SC (CHS)	84.5	85.8	2176	2176
Appleton, WI (ATW)	78.9	85.7	440	440	Charleston/Dunbar, WV (CRW)	85.2	86.6	298	298
Arcata/Eureka, CA (ACV)	72.9	80.0	155	155	Charlotte Amalie, VI (STT)	85.6	79.7	236	236
Asheville, NC (AVL)	81.9	80.3	1164	1165	Charlotte, NC (CLT)	85.7	84.5	17381	17372
Ashland, WV (HTS)	73.5	64.7	34	34	Charlottesville, VA (CHO)	89.9	95.3	258	258
Aspen, CO (ASE)	75.2	73.2	327	328	Chattanooga, TN (CHA)	87.1	90.1	513	513
Atlanta, GA (ATL)	89.3	87.1	29252	29251	Cheyenne, WY (CYS)	89.7	82.8	58	58
Atlantic City, NJ (ACY)	80.7	81.5	275	275	Chicago, IL (MDW)	83.0	76.9	7654	7653
Augusta, GA (AGS)	89.9	88.4	276	276	Chicago, IL (ORD)	85.9	85.4	22798	22812
Austin, TX (AUS)	78.7	78.8	8363	8357	Christiansted, VI (STX)	86.8	86.8	53	53
Bakersfield, CA (BFL)	80.9	88.0	251	250	Cincinnati, OH (CVG)	85.6	87.8	3644	3643
Baltimore, MD (BWI)	84.6	74.7	8779	8784	Clarksburg/Fairmont, WV (CKB)	76.5	70.6	17	17
Bangor, ME (BGR)	90.7	90.9	451	452	Cleveland, OH (CLE)	84.7	86.1	3877	3877
Barrow, AK (BRW)	74.2	64.5	31	31	College Station/Bryan, TX (CLL)	82.4	90.1	91	91
Baton Rouge, LA (BTR)	83.0	83.5	401	400	Colorado Springs, CO (COS)	79.1	83.1	1043	1042
Beaumont/Port Arthur, TX (BPT)	85.5	83.9	62	62	Columbia, MO (COU)	82.8	90.2	122	122
Belleville, IL (BLV)	85.7	84.3	70	70	Columbia, SC (CAE)	87.7	90.3	527	527
Bellingham, WA (BLI)	84.6	86.2	246	246	Columbus, GA (CSG)	84.9	89.5	86	86
Bemidji, MN (BJI)	78.7	87.1	61	62	Columbus, MS (GTR)	96.8	96.8	62	62
Bend/Redmond, OR (RDM)	92.2	92.0	501	500	Columbus, OH (CMH)	85.0	88.8	3643	3642
Bethel, AK (BET)	90.3	69.4	62	62	Columbus, OH (LCK)	83.3	83.3	78	78
Billings, MT (BIL)	88.6	92.8	264	264	Concord, NC (USA)	70.1	71.6	67	67
Binghamton, NY (BGM)	91.4	93.1	58	58	Cordova, AK (CDV)	85.5	87.1	62	62
Birmingham, AL (BHM)	84.4	87.1	1516	1519	Corpus Christi, TX (CRP)	80.1	83.2	351	352
Bismarck/Mandan, ND (BIS)	84.0	84.6	337	337	Dallas, TX (DAL)	81.8	77.0	6591	6591
Bloomington/Normal, IL (BMI)	88.1	90.9	143	143	Dallas/Fort Worth, TX (DFW)	79.4	78.9	25786	25786
Boise, ID (BOI)	85.7	87.9	1919	1918	Dayton, OH (DAY)	87.1	89.7	641	642
Boston, MA (BOS)	82.4	82.3	12361	12369	Daytona Beach, FL (DAB)	91.5	95.3	211	211
Bozeman, MT (BZN)	82.6	84.9	689	690	Deadhorse, AK (SCC)	91.4	91.4	35	35

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

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS		CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP		ARR	DEP	ARR	DEP
Decatur, IL (DEC)	86.9	84.5	84	84	Guam, TT (GUM)	95.2	93.5	62	62
Denver, CO (DEN)	82.5	77.6	25544	25543	Gulfport/Biloxi, MS (GPT)	89.8	93.6	264	264
Des Moines, IA (DSM)	81.9	84.2	1286	1287	Gunnison, CO (GUC)	83.9	90.3	31	31
Detroit, MI (DTW)	88.8	88.4	11214	11213	Hagerstown, MD (HGR)	88.9	55.6	9	9
Devils Lake, ND (DVL)	77.2	84.2	57	57	Hancock/Houghton, MI (CMX)	66.1	80.6	62	62
Dickinson, ND (DIK)	75.5	84.9	53	53	Harlingen/San Benito, TX (HRL)	84.3	89.0	318	318
Dodge City, KS (DDC)	90.6	88.7	53	53	Harrisburg, PA (MDT)	91.5	91.0	519	521
Dothan, AL (DHN)	96.8	93.5	63	62	Hartford, CT (BDL)	84.1	87.6	1823	1826
Duluth, MN (DLH)	82.5	88.9	171	171	Hattiesburg/Laurel, MS (PIB)	81.1	90.6	53	53
Durango, CO (DRO)	85.3	86.9	306	306	Hayden, CO (HDN)	86.0	89.2	93	93
Eagle, CO (EGE)	79.6	82.8	93	93	Hays, KS (HYS)	75.8	80.6	62	62
El Paso, TX (ELP)	78.1	82.4	1531	1531	Helena, MT (HLN)	82.3	87.9	124	124
Elko, NV (EKO)	100.0	100.0	31	31	Hibbing, MN (HIB)	92.5	92.5	53	53
Elmira/Corning, NY (ELM)	91.1	86.1	79	79	Hilo, HI (ITO)	86.8	90.5	620	619
Escanaba, MI (ESC)	92.7	92.9	55	56	Hilton Head, SC (HHH)	91.8	88.0	158	158
Eugene, OR (EUG)	83.8	85.5	650	650	Honolulu, HI (HNL)	80.3	83.7	5270	5274
Evansville, IN (EVV)	85.6	84.0	188	188	Houston, TX (HOU)	80.2	78.4	5160	5159
Everett, WA (PAE)	96.8	93.5	31	31	Houston, TX (IAH)	84.8	83.4	9932	9918
Fairbanks, AK (FAI)	90.2	91.0	245	245	Huntsville, AL (HSV)	84.7	86.6	687	688
Fargo, ND (FAR)	83.0	87.0	507	508	Idaho Falls, ID (IDA)	84.3	83.2	286	286
Fayetteville, AR (XNA)	84.5	87.9	1030	1029	Indianapolis, IN (IND)	84.7	87.4	4148	4146
Fayetteville, NC (FAY)	88.7	92.8	97	97	International Falls, MN (INL)	92.5	96.2	53	53
Flagstaff, AZ (FLG)	83.2	83.8	167	167	Iron Mountain/Kingsfd, MI (IMT)	91.9	90.3	62	62
Flint, MI (FNT)	80.0	89.4	180	180	Islip, NY (ISP)	88.4	87.2	406	405
Fort Dodge, IA (FOD)	86.8	90.6	53	53	Ithaca/Cortland, NY (ITH)	92.6	95.7	68	69
Fort Lauderdale, FL (FLL)	80.4	76.0	7290	7290	Jackson, WY (JAC)	84.1	85.3	277	278
Fort Myers, FL (RSW)	83.5	86.3	2387	2383	Jackson/Vicksburg, MS (JAN)	87.5	87.2	614	615
Fort Smith, AR (FSM)	85.7	86.8	91	91	Jacksonville, FL (JAX)	84.0	86.4	2421	2421
Fort Wayne, IN (FWA)	82.7	83.5	375	376	Jacksonville/Camp Lejeune, NC (OAJ)	91.7	87.7	121	122
Fresno, CA (FAT)	81.6	85.5	1017	1017	Jamestown, ND (JMS)	84.2	89.5	57	57
Gainesville, FL (GNV)	89.3	86.3	262	263	Johnstown, PA (JST)	74.2	74.2	62	62
Garden City, KS (GCK)	82.3	79.0	62	62	Joplin, MO (JLN)	90.6	88.7	53	53
Gillette, WY (GCC)	75.9	81.1	54	53	Juneau, AK (JNU)	86.8	88.7	372	372
Grand Forks, ND (GFK)	90.0	86.4	110	110	Kahului, HI (OGG)	84.2	83.6	2205	2207
Grand Island, NE (GRI)	78.8	78.8	80	80	Kalamazoo, MI (AZO)	87.5	88.6	88	88
Grand Junction, CO (GJT)	86.8	90.1	273	273	Kalispell, MT (FCA)	93.6	93.1	202	202
Grand Rapids, MI (GRR)	83.6	89.6	1430	1430	Kansas City, MO (MCI)	80.5	82.8	4323	4323
Great Falls, MT (GTF)	89.9	90.3	227	227	Ketchikan, AK (KTN)	80.1	84.9	186	186
Green Bay, WI (GRB)	86.7	90.3	339	339	Key West, FL (EYW)	87.9	86.3	445	445
Greensboro/High Point, NC (GSO)	90.2	91.7	1026	1026	Killeen, TX (GRK)	86.0	85.3	150	150
Greer, SC (GSP)	87.3	90.7	1227	1228	Knoxville, TN (TYS)	82.3	88.7	1350	1349

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

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS		CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP		ARR	DEP	ARR	DEP
Kodiak, AK (ADQ)	75.8	82.3	62	62	Mobile, AL (MOB)	88.7	89.8	265	265
Kona, HI (KOA)	82.4	85.6	1456	1456	Moline, IL (MLI)	85.8	90.8	260	260
Kotzebue, AK (OTZ)	74.2	80.6	31	31	Monroe, LA (MLU)	88.1	86.8	151	151
La Crosse, WI (LSE)	100.0	88.9	8	9	Monterey, CA (MRY)	83.3	84.1	372	372
Lafayette, LA (LFT)	87.2	87.3	282	283	Montgomery, AL (MGM)	91.7	85.9	205	205
Lake Charles, LA (LCH)	84.6	85.7	91	91	Montrose/Delta, CO (MTJ)	84.7	83.1	124	124
Lansing, MI (LAN)	88.7	86.1	115	115	Mosinee, WI (CWA)	85.5	90.3	62	62
Laramie, WY (LAR)	84.9	88.7	53	53	Myrtle Beach, SC (MYR)	88.7	90.3	1198	1198
Laredo, TX (LRD)	77.5	78.3	129	129	Nantucket, MA (ACK)	71.0	77.0	100	100
Las Vegas, NV (LAS)	78.5	75.8	17498	17503	Nashville, TN (BNA)	83.8	83.2	8928	8923
Latrobe, PA (LBE)	85.5	82.3	62	62	New Orleans, LA (MSY)	82.0	83.0	4367	4366
Lawton/Fort Sill, OK (LAW)	80.0	80.0	90	90	New York, NY (JFK)	83.3	83.0	10913	10920
Lewiston, ID (LWS)	90.7	85.9	86	85	New York, NY (LGA)	89.4	87.7	13863	13861
Lexington, KY (LEX)	81.8	84.5	743	742	Newark, NJ (EWR)	89.5	88.1	11800	11805
Liberal, KS (LBL)	88.7	90.6	53	53	Newburgh/Poughkeepsie, NY (SWF)	81.5	77.8	27	27
Lihue, HI (LIH)	81.5	85.4	1330	1330	Niagara Falls, NY (IAG)	86.4	59.1	22	22
Lincoln, NE (LNK)	80.4	85.9	92	92	Nome, AK (OME)	77.4	77.4	31	31
Little Rock, AR (LIT)	78.8	83.6	1034	1036	Norfolk, VA (ORF)	86.1	88.0	1980	1981
Long Beach, CA (LGB)	79.6	77.8	1502	1501	North Bend/Coos Bay, OR (OTH)	67.7	80.6	31	31
Longview, TX (GGG)	82.3	91.9	62	62	North Platte, NE (LBF)	77.4	86.8	53	53
Los Angeles, CA (LAX)	82.8	83.9	16835	16823	Oakland, CA (OAK)	82.1	79.8	3856	3858
Louisville, KY (SDF)	85.5	87.6	2144	2144	Oklahoma City, OK (OKC)	78.4	85.7	1905	1906
Lubbock, TX (LBB)	74.1	80.1	537	537	Omaha, NE (OMA)	80.9	86.0	2036	2037
Madison, WI (MSN)	85.7	88.4	1019	1022	Ontario, CA (ONT)	80.1	84.8	2216	2215
Manchester, NH (MHT)	84.6	87.7	596	595	Orlando, FL (MCO)	81.9	80.5	13936	13927
Manhattan/Ft. Riley, KS (MHK)	83.1	79.8	89	89	Pago Pago, TT (PPG)	55.6	77.8	9	9
Marquette, MI (MQT)	90.3	93.5	31	31	Palm Springs, CA (PSP)	84.5	87.2	1069	1068
Martha's Vineyard, MA (MVY)	78.7	83.0	47	47	Panama City, FL (ECP)	86.2	87.4	549	547
Mason City, IA (MCW)	94.3	88.7	53	53	Pasco/Kennewick/Richland, WA (PSC)	89.1	89.3	504	504
Medford, OR (MFR)	89.4	90.1	414	414	Pellston, MI (PLN)	84.6	83.0	52	53
Melbourne, FL (MLB)	91.8	95.5	220	220	Pensacola, FL (PNS)	81.6	83.5	982	982
Memphis, TN (MEM)	84.9	87.9	2130	2131	Peoria, IL (PIA)	82.3	85.3	299	299
Meridian, MS (MEI)	86.8	92.5	53	53	Petersburg, AK (PSG)	82.3	85.5	62	62
Miami, FL (MIA)	83.5	83.2	8156	8159	Philadelphia, PA (PHL)	85.0	84.7	8444	8449
Midland/Odessa, TX (MAF)	83.4	85.9	787	787	Phoenix, AZ (AZA)	77.8	80.9	514	514
Milwaukee, WI (MKE)	82.8	87.3	2489	2489	Phoenix, AZ (PHX)	81.5	81.1	15507	15503
Minneapolis, MN (MSP)	88.1	87.5	10653	10650	Pittsburgh, PA (PIT)	86.4	88.7	3751	3748
Minot, ND (MOT)	84.2	83.7	196	196	Plattsburgh, NY (PBG)	88.0	76.0	25	25
Mission/McAllen/Edinburg, TX (MFE)	80.9	80.9	299	299	Pocatello, ID (PIH)	98.4	96.8	62	62
Missoula, MT (MSO)	88.4	89.5	276	276	Ponce, PR (PSE)	74.4	77.8	82	81
Moab, UT (CNY)	79.5	91.0	78	78	Portland, ME (PWM)	86.5	87.0	1079	1082

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

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS		CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP		ARR	DEP	ARR	DEP
Portland, OR (PDX)	85.5	88.6	5196	5197	Scranton/Wilkes-Barre, PA (AVP)	84.8	88.7	204	204
Portsmouth, NH (PSM)	86.4	77.3	22	22	Seattle, WA (SEA)	86.7	86.7	14309	14313
Prescott, AZ (PRC)	87.1	87.1	62	62	Sheridan, WY (SHR)	75.5	81.1	53	53
Providence, RI (PVD)	85.8	86.0	1194	1196	Shreveport, LA (SHV)	82.0	80.2	333	333
Provo, UT (PVU)	58.0	80.3	193	193	Sioux City, IA (SUX)	87.1	87.1	62	62
Punta Gorda, FL (PGD)	81.6	86.6	456	456	Sioux Falls, SD (FSD)	79.3	83.0	589	589
Raleigh/Durham, NC (RDU)	84.2	85.7	5544	5547	Sitka, AK (SIT)	83.9	83.9	93	93
Rapid City, SD (RAP)	81.6	85.1	369	370	South Bend, IN (SBN)	84.7	87.1	574	574
Redding, CA (RDD)	88.0	91.5	142	142	Spokane, WA (GEG)	84.8	89.7	1510	1510
Reno, NV (RNO)	83.9	86.3	1725	1725	Springfield, IL (SPI)	100.0	75.0	8	8
Rhinelander, WI (RHI)	86.9	88.7	61	62	Springfield, MO (SGF)	82.1	81.9	698	698
Richmond, VA (RIC)	85.1	85.9	1628	1627	St. Cloud, MN (STC)	100.0	100.0	8	8
Riverton/Lander, WY (RIW)	84.6	89.7	39	39	St. George, UT (SGU)	87.9	89.9	297	297
Roanoke, VA (ROA)	87.8	90.3	238	238	St. Louis, MO (STL)	83.6	81.8	5702	5703
Rochester, MN (RST)	81.6	90.1	141	141	St. Petersburg, FL (PIE)	84.0	85.3	649	648
Rochester, NY (ROC)	89.2	88.7	1134	1136	State College, PA (SCE)	66.7	72.0	93	93
Rock Springs, WY (RKS)	82.1	92.3	39	39	Stillwater, OK (SWO)	85.5	87.1	62	62
Rockford, IL (RFD)	88.9	82.5	63	63	Stockton, CA (SCK)	75.5	66.0	53	53
Roswell, NM (ROW)	82.3	85.5	62	62	Sun Valley/Hailey/Ketchum, ID (SUN)	91.7	96.3	109	109
Sacramento, CA (SMF)	80.7	82.0	4606	4604	Syracuse, NY (SYR)	84.5	86.3	1150	1149
Saginaw/Bay City/Midland, MI (MBS)	90.1	90.6	181	181	Tallahassee, FL (TLH)	86.4	85.8	485	485
Saipan, TT (SPN)	96.8	96.8	31	31	Tampa, FL (TPA)	82.5	85.0	6608	6607
Salina, KS (SLN)	79.0	82.3	62	62	Texarkana, AR (TXK)	82.8	83.9	93	93
Salt Lake City, UT (SLC)	88.9	89.2	9417	9414	Toledo, OH (TOL)	100.0	84.8	33	33
San Angelo, TX (SJT)	82.4	81.3	91	91	Traverse City, MI (TVC)	87.1	91.3	232	231
San Antonio, TX (SAT)	79.1	83.8	3669	3669	Trenton, NJ (TTN)	77.0	84.8	204	204
San Diego, CA (SAN)	80.0	81.0	8023	8026	Tucson, AZ (TUS)	83.9	84.6	1463	1463
San Francisco, CA (SFO)	82.7	84.8	11785	11784	Tulsa, OK (TUL)	80.1	85.5	1482	1486
San Jose, CA (SJC)	83.2	84.0	4366	4365	Twin Falls, ID (TWF)	95.2	96.8	62	62
San Juan, PR (SJU)	78.7	77.3	2291	2290	Tyler, TX (TYR)	78.9	80.0	90	90
San Luis Obispo, CA (SBP)	85.2	87.2	466	467	Valdosta, GA (VLD)	98.4	98.4	62	62
Sanford, FL (SFB)	76.1	81.7	777	777	Valparaiso, FL (VPS)	87.6	87.9	800	800
Santa Ana, CA (SNA)	84.8	82.9	3851	3847	Vernal, UT (VEL)	88.7	86.8	53	53
Santa Barbara, CA (SBA)	81.6	83.3	670	671	Victoria, TX (VCT)	92.6	92.6	54	54
Santa Fe, NM (SAF)	80.1	74.3	191	191	Waco, TX (ACT)	83.3	86.7	90	90
Santa Maria, CA (SMX)	44.4	44.4	9	9	Walla Walla, WA (ALW)	88.7	87.1	62	62
Santa Rosa, CA (STS)	86.2	86.1	333	332	Washington, DC (DCA)	86.1	87.0	12109	12110
Sarasota/Bradenton, FL (SRQ)	83.8	87.2	1231	1230	Washington, DC (IAD)	89.5	88.8	4524	4527
Sault Ste. Marie, MI (CIU)	85.5	85.5	62	62	West Palm Beach/Palm Beach, FL (PBI)	83.9	85.7	2007	2005
Savannah, GA (SAV)	85.7	86.3	1524	1522	West Yellowstone, MT (WYS)	95.2	100.0	21	21
Scottsbluff, NE (BFF)	81.1	84.9	53	53	White Plains, NY (HPN)	81.9	86.9	1089	1087

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

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Wichita Falls, TX (SPS)	80.3	83.6	61	61
Wichita, KS (ICT)	82.0	87.6	763	764
Williston, ND (XWA)	71.6	69.0	155	155
Wilmington, NC (ILM)	90.3	91.6	658	658
Worcester, MA (ORH)	84.3	83.0	102	100
Wrangell, AK (WRG)	80.6	80.6	62	62
Yakutat, AK (YAK)	90.3	88.7	62	62
Yuma, AZ (YUM)	86.3	91.3	139	138

AIR TRAVEL CONSUMER REPORT

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

OCTOBER 2023

CARRIER[1]	AT ALL US AIRPORTS				
	NUMBER OF AIRPORTS REPORTED	FLIGHT OPERATIONS SCHEDULED	FLIGHT OPERATIONS CANCELLED	PERCENT OF OPERATIONS CANCELLED	RANK
DELTA AIR LINES NETWORK	206	128532	61	0.0	1
- DELTA AIR LINES	140	85367	57	0.1	
- BRANDED CODESHARE PARTNERS	173	43165	4	0.0	
JETBLUE AIRWAYS	67	22066	35	0.2	2
ALLEGIANT AIR	121	9643	16	0.2	3
SOUTHWEST AIRLINES	107	128588	287	0.2	4
ALASKA AIRLINES NETWORK	105	32331	73	0.2	5
- ALASKA AIRLINES	85	20306	48	0.2	
- BRANDED CODESHARE PARTNERS	54	12025	25	0.2	
UNITED AIRLINES NETWORK	214	113864	351	0.3	6
- UNITED AIRLINES	115	65896	133	0.2	
- BRANDED CODESHARE PARTNERS	193	47968	218	0.5	
AMERICAN AIRLINES NETWORK	221	153035	765	0.5	7
- AMERICAN AIRLINES	127	81344	434	0.5	
- BRANDED CODESHARE PARTNERS	202	71691	331	0.5	
FRONTIER AIRLINES	77	17270	124	0.7	8
SPIRIT AIRLINES	63	23294	362	1.6	9
HAWAIIAN AIRLINES	21	6915	115	1.7	10
TOTAL AIRPORTS SERVED	353	635,538	2,189	0.3	

[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

OCTOBER 2023

CARRIER[1]	AT ALL US AIRPORTS				
	NUMBER OF AIRPORTS REPORTED	FLIGHT OPERATIONS SCHEDULED	FLIGHT OPERATIONS CANCELLED	PERCENT OF OPERATIONS CANCELLED	RANK
ENDEAVOR AIR	97	17796	0	0.0	1
REPUBLIC AIRWAYS	77	23589	0	0.0	1
DELTA AIR LINES	140	85367	57	0.1	3
JETBLUE AIRWAYS	67	22066	35	0.2	4
ALLEGIANT AIR	121	9643	16	0.2	5
PSA AIRLINES	85	16777	32	0.2	6
UNITED AIRLINES	115	65896	133	0.2	7
SOUTHWEST AIRLINES	107	128588	287	0.2	8
ALASKA AIRLINES	85	20306	48	0.2	9
SKYWEST AIRLINES	240	59863	306	0.5	10
AMERICAN AIRLINES	127	81344	434	0.5	11
FRONTIER AIRLINES	77	17270	124	0.7	12
ENVOY AIR	123	20254	191	0.9	13
SPIRIT AIRLINES	63	23294	362	1.6	14
HAWAIIAN AIRLINES	21	6915	115	1.7	15
TOTAL AIRPORTS SERVED	**336**	**598,968**	**2,140**	**0.4**	

[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

OCTOBER 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	**32331**	**27602**	**85.37**	**73**	**0.23**	**63**	**0.19**	**1405**	**4.35**	**123**	**0.38**	**1523**	**4.71**	**33**	**0.10**	**1508**	**4.66**
- ALASKA AIRLINES	20306	17304	85.22	48	0.24	48	0.24	788	3.88	47	0.23	1155	5.69	26	0.13	889	4.38
- BRANDED CODESHARE PARTNERS	12025	10298	85.64	25	0.21	15	0.12	618	5.14	76	0.63	368	3.06	7	0.06	619	5.15
ALLEGIANT AIR	**9643**	**7627**	**79.09**	**16**	**0.17**	**27**	**0.28**	**589**	**6.11**	**69**	**0.72**	**563**	**5.84**	**9**	**0.09**	**743**	**7.71**
AMERICAN AIRLINES NETWORK	**153035**	**129100**	**84.36**	**765**	**0.50**	**258**	**0.17**	**7812**	**5.10**	**694**	**0.45**	**6015**	**3.93**	**90**	**0.06**	**8301**	**5.42**
- AMERICAN AIRLINES	81344	67250	82.67	434	0.53	139	0.17	4524	5.56	298	0.37	3391	4.17	53	0.07	5254	6.46
- BRANDED CODESHARE PARTNERS	71691	61850	86.27	331	0.46	119	0.17	3287	4.58	396	0.55	2624	3.66	37	0.05	3047	4.25
DELTA AIR LINES NETWORK	**128532**	**116622**	**90.73**	**61**	**0.05**	**124**	**0.10**	**6001**	**4.67**	**535**	**0.42**	**2669**	**2.08**	**24**	**0.02**	**2496**	**1.94**
- DELTA AIR LINES	85367	77281	90.53	57	0.07	79	0.09	3781	4.43	116	0.14	2117	2.48	17	0.02	1919	2.25
- BRANDED CODESHARE PARTNERS	43165	39341	91.14	4	0.01	45	0.10	2219	5.14	419	0.97	552	1.28	7	0.02	578	1.34
FRONTIER AIRLINES	**17270**	**12760**	**73.89**	**124**	**0.72**	**24**	**0.14**	**1217**	**7.05**	**43**	**0.25**	**961**	**5.56**	**0**	**0.00**	**2142**	**12.40**
HAWAIIAN AIRLINES	**6915**	**5275**	**76.28**	**115**	**1.66**	**4**	**0.06**	**738**	**10.67**	**50**	**0.72**	**92**	**1.33**	**14**	**0.20**	**627**	**9.07**
JETBLUE AIRWAYS	**22066**	**16310**	**73.91**	**35**	**0.16**	**59**	**0.27**	**2432**	**11.02**	**30**	**0.14**	**1199**	**5.43**	**11**	**0.05**	**1990**	**9.02**
SOUTHWEST AIRLINES	**128588**	**102873**	**80.00**	**287**	**0.22**	**132**	**0.10**	**7877**	**6.13**	**128**	**0.10**	**4723**	**3.67**	**83**	**0.06**	**12485**	**9.71**
SPIRIT AIRLINES	**23294**	**18554**	**79.65**	**362**	**1.55**	**23**	**0.10**	**1432**	**6.15**	**61**	**0.26**	**1618**	**6.95**	**68**	**0.29**	**1177**	**5.05**
UNITED AIRLINES NETWORK	**113864**	**97774**	**85.87**	**351**	**0.31**	**161**	**0.14**	**6298**	**5.53**	**389**	**0.34**	**3815**	**3.35**	**7**	**0.01**	**5069**	**4.45**
- UNITED AIRLINES	65896	57311	86.97	133	0.20	68	0.10	2800	4.25	122	0.19	2782	4.22	2	0.00	2677	4.06
- BRANDED CODESHARE PARTNERS	47968	40463	84.35	218	0.45	93	0.19	3498	7.29	267	0.56	1033	2.15	5	0.01	2392	4.99
TOTAL	**635,538**	**534,497**	**84.10**	**2,189**	**0.34**	**875**	**0.14**	**35,801**	**5.63**	**2,122**	**0.33**	**23,178**	**3.65**	**339**	**0.05**	**36,537**	**5.75**

* 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.

  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 7A. CAUSES OF DELAY, BY REPORTING OPERATING CARRIER

OCTOBER 2023

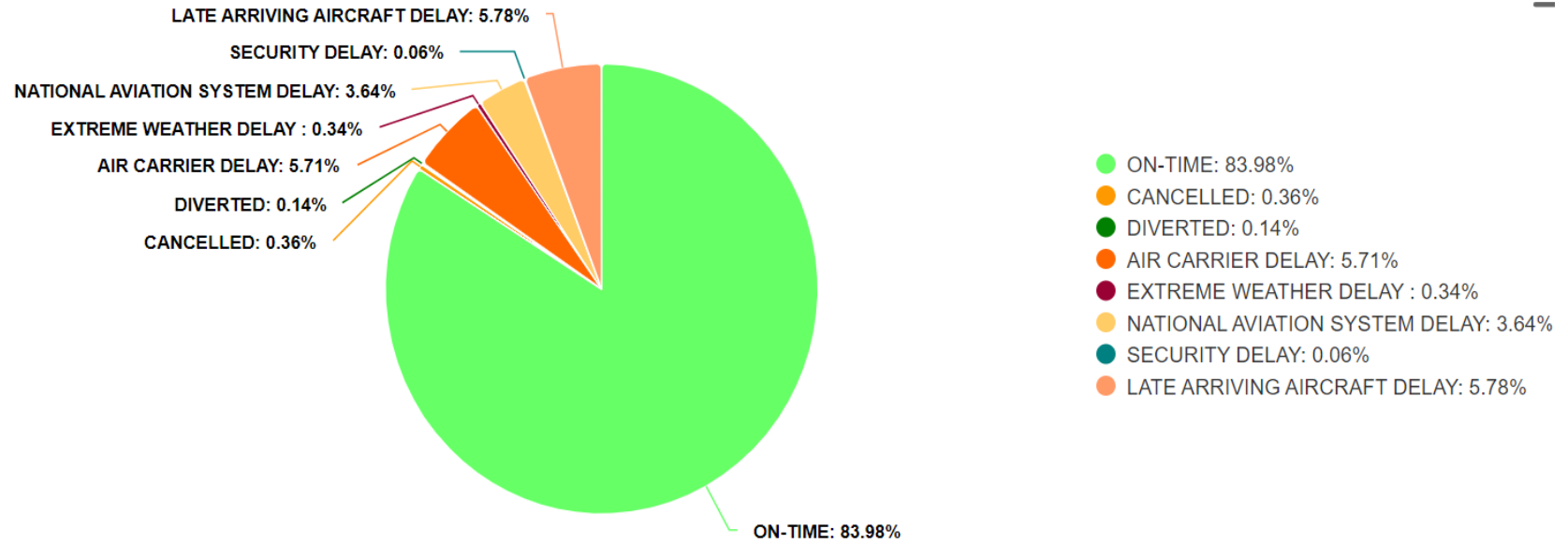| CARRIER	TOTAL RECORDS	ON TIME	% ON TIME	CANCELLED	% CANCELLED	DIVERTED	% DIVERTED	AIR CARRIER DELAY	% AIR CARRIER DELAY	EXTREME WEATHER DELAY	% EXTREME WEATHER DELAY	NATIONAL AVIATION SYSTEM DELAY	% NATIONAL AVIATION SYSTEM DELAY	SECURITY DELAY	% SECURITY DELAY	LATE ARRIVING AIRCRAFT DELAY	% LATE ARRIVING AIRCRAFT DELAY
ALASKA AIRLINES	20306	17304	85.22	48	0.24	48	0.24	788	3.88	47	0.23	1155	5.69	26	0.13	889	4.38
ALLEGIANT AIR	9643	7627	79.09	16	0.17	27	0.28	589	6.11	69	0.72	563	5.84	9	0.09	743	7.71
AMERICAN AIRLINES	81344	67250	82.67	434	0.53	139	0.17	4524	5.56	298	0.37	3391	4.17	53	0.07	5254	6.46
DELTA AIR LINES	85367	77281	90.53	57	0.07	79	0.09	3781	4.43	116	0.14	2117	2.48	17	0.02	1919	2.25
ENDEAVOR AIR	17796	16434	92.35	0	0.00	19	0.11	515	2.89	53	0.30	342	1.92	0	0.00	433	2.43
ENVOY AIR	20254	16717	82.54	191	0.94	28	0.14	827	4.08	130	0.64	1190	5.88	11	0.05	1159	5.72
FRONTIER AIRLINES	17270	12760	73.89	124	0.72	24	0.14	1217	7.05	43	0.25	961	5.56	0	0.00	2142	12.40
HAWAIIAN AIRLINES	6915	5275	76.28	115	1.66	4	0.06	738	10.67	50	0.72	92	1.33	14	0.20	627	9.07
JETBLUE AIRWAYS	22066	16310	73.91	35	0.16	59	0.27	2432	11.02	30	0.14	1199	5.43	11	0.05	1990	9.02
PSA AIRLINES	16777	14517	86.53	32	0.19	33	0.20	679	4.05	36	0.21	633	3.77	11	0.07	836	4.98
REPUBLIC AIRWAYS	23589	21843	92.60	0	0.00	28	0.12	498	2.11	21	0.09	709	3.01	3	0.01	488	2.07
SKYWEST AIRLINES	59863	50962	85.13	306	0.51	114	0.19	5487	9.17	814	1.36	341	0.57	26	0.04	1813	3.03
SOUTHWEST AIRLINES	128588	102873	80.00	287	0.22	132	0.10	7877	6.13	128	0.10	4723	3.67	83	0.06	12485	9.71
SPIRIT AIRLINES	23294	18554	79.65	362	1.55	23	0.10	1432	6.15	61	0.26	1618	6.95	68	0.29	1177	5.05
UNITED AIRLINES	65896	57311	86.97	133	0.20	68	0.10	2800	4.25	122	0.19	2782	4.22	2	0.00	2677	4.06
TOTAL	**598,968**	**503,018**	**83.98**	**2,140**	**0.36**	**825**	**0.14**	**34,185**	**5.71**	**2,018**	**0.34**	**21,817**	**3.64**	**334**	**0.06**	**34,630**	**5.78**

* 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.

  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 7B. OVERALL CAUSES OF DELAY BY REPORTING OPERATING CARRIER
OCTOBER 2023

LATE ARRIVING AIRCRAFT DELAY: 5.78%
SECURITY DELAY: 0.06%
NATIONAL AVIATION SYSTEM DELAY: 3.64%
EXTREME WEATHER DELAY : 0.34%
AIR CARRIER DELAY: 5.71%
DIVERTED: 0.14%
CANCELLED: 0.36%

ON-TIME: 83.98%

- ON-TIME: 83.98%
- CANCELLED: 0.36%
- DIVERTED: 0.14%
- AIR CARRIER DELAY: 5.71%
- EXTREME WEATHER DELAY : 0.34%
- NATIONAL AVIATION SYSTEM DELAY: 3.64%
- SECURITY DELAY: 0.06%
- LATE ARRIVING AIRCRAFT DELAY: 5.78%

* 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

OCTOBER 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	585	DFW	SEA	10/25/2023	Origin Airport	3:30
DELTA	DELTA	1209	DFW	MSP	10/25/2023	Origin Airport	3:30
ALASKA	ALASKA	342	SEA	DFW	10/4/2023	Diversion Airport (SAT)	3:21
ALASKA	ALASKA	19	JFK	PDX	10/7/2023	Origin Airport	3:10
AMERICAN	PSA	5507	CLT	ORF	10/17/2023	Origin Airport	3:05
FRONTIER	FRONTIER	1552	DFW	ATL	10/25/2023	Origin Airport	3:01

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

* See airports and codes **on the BTS website.**

AIR TRAVEL CONSUMER REPORT

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

OCTOBER 2023

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

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

* * **See** airports and codes **on the BTS website.**

APPENDIX

NOTE: The Department of Transportation has screened the reporting carriers' data for completeness and verified all arithmetic data elements computed by the carriers (e.g., length of delay). Individual flight operation records with incorrect calculations, erroneous city-pairs, or missing data elements were rejected and excluded from the data base; such rejected records accounted for less than 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	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]	October 2023			October 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	256,414	764	0.30	481,542	637	0.13
2	DELTA AIR LINES NETWORK	8,393,430	28,309	0.34	7,968,521	27,811	0.35
	- DELTA AIR LINES	6,739,042	23,989	0.36	6,266,399	22,679	0.36
	- BRANDED CODESHARE PARTNERS	1,654,388	4,320	0.26	1,702,122	5,132	0.30
3	SOUTHWEST AIRLINES	11,219,801	44,913	0.40	10,802,779	46,708	0.43
4	SPIRIT AIRLINES	1,086,599	4,422	0.41	1,088,342	4,904	0.45
5	JETBLUE AIRWAYS	1,137,740	4,878	0.43	1,197,125	7,917	0.66
6	UNITED AIRLINES NETWORK	6,314,576	30,000	0.48	6,341,520	30,678	0.48
	- UNITED AIRLINES	4,727,037	22,208	0.47	4,523,915	21,551	0.48
	- BRANDED CODESHARE PARTNERS	1,587,539	7,792	0.49	1,817,605	9,127	0.50
7	HAWAIIAN AIRLINES	515,754	2,537	0.49	555,705	3,508	0.63
8	ALASKA AIRLINES NETWORK	2,181,598	10,838	0.50	2,230,912	11,511	0.52
	- ALASKA AIRLINES	1,726,069	8,861	0.51	1,775,054	9,616	0.54
	- BRANDED CODESHARE PARTNERS	455,529	1,977	0.43	455,858	1,895	0.42
9	AMERICAN AIRLINES NETWORK	9,135,878	51,006	0.56	9,023,189	59,973	0.66
	- AMERICAN AIRLINES	6,053,743	35,859	0.59	5,956,060	41,741	0.70
	- BRANDED CODESHARE PARTNERS	3,082,135	15,147	0.49	3,067,129	18,232	0.59
10	FRONTIER AIRLINES	777,481	4513	0.58	805,317	3,952	0.49
	TOTAL	41,019,271	182,180	0.44	40,494,952	197,599	0.49

[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]	October 2023			October 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	ENDEAVOR AIR	767,229	2,132	0.28	733,645	2,351	0.32
2	ALLEGIANT AIR	256,414	764	0.30	481,542	637	0.13
3	DELTA AIR LINES	6,739,042	23,989	0.36	6,266,399	22,679	0.36
4	SKYWEST AIRLINES	2,271,651	8,695	0.38	2,434,949	9,953	0.41
5	SOUTHWEST AIRLINES	11,219,801	44,913	0.40	10,802,779	46,708	0.43
6	REPUBLIC AIRWAYS	681,722	2,745	0.40	742,781	6,371	0.86
7	SPIRIT AIRLINES	1,086,599	4,422	0.41	1,088,342	4,904	0.45
8	JETBLUE AIRWAYS	1,137,740	4,878	0.43	1,197,125	7,917	0.66
9	PSA AIRLINES	952,547	4,461	0.47	901,110	4,341	0.48
10	UNITED AIRLINES	4,727,037	22,208	0.47	4,523,915	21,551	0.48
11	HAWAIIAN AIRLINES	515,754	2,537	0.49	555,705	3,508	0.63
12	ALASKA AIRLINES	1,726,069	8,861	0.51	1,775,054	9,616	0.54
13	ENVOY AIR	748,505	4,288	0.57	757,023	4,997	0.66
14	FRONTIER AIRLINES	777,481	4,513	0.58	805,317	3,952	0.49
15	AMERICAN AIRLINES	6,053,743	35,859	0.59	5,956,060	41,741	0.70
	TOTAL	39,661,334	175,265	0.44	39,021,746	191,226	0.49

[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[1]	October 2023			October 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	**DELTA AIR LINES NETWORK**	**15,498**	**98**	**0.63**	**18,454**	**122**	**0.66**
	- DELTA AIR LINES	12,538	89	0.71	15,178	103	0.68
	- BRANDED CODESHARE PARTNERS	2,960	9	0.30	3,276	19	0.58
2	**HAWAIIAN AIRLINES**	**1,434**	**10**	**0.70**	**651**	**12**	**1.84**
3	**ALLEGIANT AIR**	**2,381**	**21**	**0.88**	**1,433**	**4**	**0.28**
4	**UNITED AIRLINES NETWORK**	**14,565**	**141**	**0.97**	**12,496**	**137**	**1.10**
	- UNITED AIRLINES	11,596	116	1.00	9,528	108	1.13
	- BRANDED CODESHARE PARTNERS	2,969	25	0.84	2,968	29	0.98
5	**JETBLUE AIRWAYS**	**2,550**	**34**	**1.33**	**2,676**	**45**	**1.68**
6	**ALASKA AIRLINES NETWORK**	**3,040**	**47**	**1.55**	**2,920**	**47**	**1.61**
	- ALASKA AIRLINES	2,650	40	1.51	2,503	38	1.52
	- BRANDED CODESHARE PARTNERS	390	7	1.79	417	9	2.16
7	**AMERICAN AIRLINES NETWORK**	**13,617**	**220**	**1.62**	**12,492**	**238**	**1.91**
	- AMERICAN AIRLINES	10,359	175	1.69	9,504	176	1.85
	- BRANDED CODESHARE PARTNERS	3,258	45	1.38	2,988	62	2.07
8	**SOUTHWEST AIRLINES**	**20,612**	**359**	**1.74**	**17,716**	**312**	**1.76**
9	**FRONTIER AIRLINES**	**2,578**	**47**	**1.82**	**2,454**	**39**	**1.59**
10	**SPIRIT AIRLINES**	**1,136**	**53**	**4.67**	**793**	**40**	**5.04**
	TOTAL	**77,411**	**1,030**	**1.33**	**72,085**	**996**	**1.38**

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

RANK	CARRIER[1]	October 2023			October 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	ENDEAVOR AIR	1,178	4	0.34	1,170	9	0.77
2	SKYWEST AIRLINES	3,572	24	0.67	3,890	42	1.08
3	HAWAIIAN AIRLINES	1,434	10	0.70	651	12	1.84
4	DELTA AIR LINES	12,538	89	0.71	15,178	103	0.68
5	ALLEGIANT AIR	2,381	21	0.88	1,433	4	0.28
6	REPUBLIC AIRWAYS	1,246	12	0.96	1,161	18	1.55
7	UNITED AIRLINES	11,596	116	1.00	9,528	108	1.13
8	JETBLUE AIRWAYS	2,550	34	1.33	2,676	45	1.68
9	ENVOY AIR	1,067	15	1.41	925	12	1.30
10	ALASKA AIRLINES	2,650	40	1.51	2,503	38	1.52
11	AMERICAN AIRLINES	10,359	175	1.69	9,504	176	1.85
12	SOUTHWEST AIRLINES	20,612	359	1.74	17,716	312	1.76
13	FRONTIER AIRLINES	2,578	47	1.82	2,454	39	1.59
14	PSA AIRLINES	759	14	1.84	713	20	2.81
15	SPIRIT AIRLINES	1,136	53	4.67	793	40	5.04
	TOTAL	75,656	1,013	1.34	70,295	978	1.39

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

OVERSALES

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

The report includes U.S. airlines that have at least 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]	JULY- SEPTEMBER 2023				JULY- SEPTEMBER 2022			
		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	46,737	0	47,189,358	0.00	19,325	0	42,750,878	0.00
	- DELTA AIR LINES	30,786	0	39,698,928	0.00	11,309	0	34,955,144	0.00
	- BRANDED CODESHARE PARTNERS	15,951	0	7,490,430	0.00	8,016	0	7,795,734	0.00
2	ALLEGIANT AIR	452	0	4,292,031	0.00	397	0	4,359,417	0.00
3	HAWAIIAN AIRLINES	120	3	2,269,475	0.01	165	4	2,676,204	0.01
4	UNITED AIRLINES NETWORK	10,148	116	39,175,009	0.03	7,129	48	34,486,047	0.01
	- UNITED AIRLINES	6,725	74	31,582,061	0.02	3,699	32	26,468,456	0.01
	- BRANDED CODESHARE PARTNERS	3,423	42	7,592,948	0.06	3,430	16	8,017,591	0.02
5	ALASKA AIRLINES NETWORK	3,271	95	11,921,659	0.08	3,298	100	11,220,795	0.09
	- ALASKA AIRLINES	1,952	40	9,446,675	0.04	2,246	58	8,496,497	0.07
	- BRANDED CODESHARE PARTNERS	1,319	55	2,474,984	0.22	1,052	42	2,724,298	0.15
6	JETBLUE AIRWAYS	2,353	152	9,316,848	0.16	1,034	74	9,162,718	0.08
7	SOUTHWEST AIRLINES	10,664	781	44,239,337	0.18	17,493	1,898	42,796,965	0.44
8	SPIRIT AIRLINES	2,253	234	10,092,940	0.23	3,325	151	9,303,548	0.16
9	AMERICAN AIRLINES NETWORK	11,797	3,081	49,738,298	0.62	9,294	1,336	47,933,126	0.28
	- AMERICAN AIRLINES	7,157	1,973	37,931,785	0.52	4,923	792	35,737,960	0.22
	- BRANDED CODESHARE PARTNERS	4,640	1,108	11,806,513	0.94	4,371	544	12,195,166	0.45
10	FRONTIER AIRLINES	2,110	3,508	7,148,319	4.91	1,015	1,019	6,430,306	1.58
	TOTAL	89,905	7,970	225,383,274	0.35	62,475	4,630	211,120,004	0.22

[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]	JULY- SEPTEMBER 2023				JULY- SEPTEMBER 2022			
		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	30,786	0	39,698,928	0.00	11,309	0	34,955,144	0.00
2	ALLEGIANT AIR	452	0	4,292,031	0.00	397	0	4,359,417	0.00
3	ENDEAVOR AIR	5,996	0	3,285,548	0.00	2,952	0	3,144,201	0.00
4	HAWAIIAN AIRLINES	120	3	2,269,475	0.01	165	4	2,676,204	0.01
5	UNITED AIRLINES	6,725	74	31,582,061	0.02	3,699	32	26,468,456	0.01
6	ALASKA AIRLINES	1,952	40	9,446,675	0.04	2,246	58	8,496,497	0.07
7	SKYWEST AIRLINES	9,583	132	9,656,222	0.14	7,152	63	10,271,412	0.06
8	JETBLUE AIRWAYS	2,353	152	9,316,848	0.16	1,034	74	9,162,718	0.08
9	SOUTHWEST AIRLINES	10,664	781	44,239,337	0.18	17,493	1,898	42,796,965	0.44
10	SPIRIT AIRLINES	2,253	234	10,092,940	0.23	3,325	151	9,303,548	0.16
11	ENVOY AIR	859	145	3,658,213	0.40	1,368	126	3,512,891	0.36
12	AMERICAN AIRLINES	7,157	1,973	37,931,785	0.52	4,923	792	35,737,960	0.22
13	REPUBLIC AIRWAYS	4,232	301	4,270,457	0.70	2,168	139	4,534,165	0.31
14	PSA AIRLINES	1,558	282	2,923,437	0.96	1,032	129	3,077,040	0.42
15	FRONTIER AIRLINES	2,110	3,508	7,148,319	4.91	1,015	1,019	6,430,306	1.58
	TOTAL	86,800	7,625	219,812,276	0.35	60,278	4,485	204,926,924	0.22

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

CONSUMER COMPLAINTS

The Department continues to receive a high volume of air travel service complaints against airlines and ticket agents and its Office of Aviation Consumer Protection is processing them. The release of consumer complaint data in the ATCR has been delayed primarily because of the time needed to review and process these consumer complaints. The Department is examining how best to review and process the consumer complaints received to avoid reporting delays as it is increasingly clear that consumer complaints are not returning to pre-pandemic levels.

AIR TRAVEL CONSUMER REPORT

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

An airline is required to submit a report for any month in which it experienced such a loss, injury, or death during air transportation. DOT publishes these reports monthly and 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	0
Hawaiian Airlines	1	0	0
Totals:	**2**	**0**	**0**

U.S. Department of Homeland Security, Transportation Security Administration
Customer Experience Report for October 2023 [a]

The Transportation Security Administration (TSA) screened approximately 73.8 million passengers at screening checkpoints and 40.0 million checked bags at baggage screening locations in October 2023.

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 October 2023, TSA received 16,141 complaints (i.e. a description of a negative experience) from the general public via phone or email (or 21.9 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]
909	1.3	556	0.8	13,972	19.0	152	0.3

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]
274	0.4	119	0.2	25	0.1	134	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 Only
324 [d]	297	0.0008

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 phone (tel: 866-289-9673) or e-mail (tailored web forms at https://www.tsa.gov/contact/contact-forms). 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

Courtesy:	Screening of Personal Property:	Screening of Passengers:	Wait Times (Checkpoint):
Includes complaints about unprofessional or discourteous treatment by the TSA screening workforce, TSA screening management, or TSA Contact Center personnel.	Includes complaints about mishandling of passenger property (damaged and/ or missing items/ locks/ baggage) in both the checkpoint and checked baggage screening settings.	Includes complaints about screening to include Advanced Imaging Technology, Identification, Patdowns, Prohibited & Permitted Items, and TSA PreCheck, but excludes Property.	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.).
Civil Rights:	Other TSA-related:	Non-TSA related, Airline:	Non-TSA related, All Others:
Includes complaints about alleged discrimination or harassment based on race, color, national origin, sex, religion, age, disability, genetic information, sexual orientation and parental status.	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.	Includes complaints about Non-TSA related matters, specifically Airline-related, such as baggage requirements, lost baggage, policy/ regulations, and wheelchair assistance.	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.