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# ***Air Travel Consumer Report***

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A Product Of  
**THE OFFICE OF AVIATION CONSUMER PROTECTION**

***Issued: February 2023***



<b>Flight Delays<sup>1</sup></b>	December 2022
<b>Mishandled Baggage, Wheelchairs, and Scooters<sup>1</sup></b>	December 2022 January - December 2022
<b>Oversales<sup>1</sup></b>	4 <sup>th</sup> Quarter 2022 January - December 2022
<b>Consumer Complaints<sup>2</sup></b> (Includes Disability and Discrimination Complaints)	December 2022 January - December 2022
<b>Airline Animal Incident Reports<sup>4</sup></b>	December 2022 January - December 2022
<b>Customer Service Reports to the Dept. of Homeland Security<sup>3</sup></b>	December 2022

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

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

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

<sup>4</sup> Data collected by the Office of Aviation Consumer Protection.

**TABLE OF CONTENTS**

<b>Section</b>	<b>Page</b>	<b>Section</b>	<b>Page</b>
<b>Flight Delays</b>		<b>Flight Delays (continued)</b>	
<b>Introduction</b>	3	<b>Table 8</b>	35
<b>Explanation</b>	4	List of Regularly Scheduled Domestic Flights with Tarmac Delays Over 3 Hours, By Marketing/Operating Carrier	
<b>Branded Codeshare Partners</b>	5	<b>Table 8A.</b>	
<b>Table 1</b>	6	List of Regularly Scheduled International Flights with Tarmac Delays Over 4 Hours, By Marketing/Operating Carrier	38
Overall Percentage of Reported Flight Operations Arriving On-Time, by Reporting Marketing Carrier		<b>Appendix</b>	39
<b>Table 1A.</b>	7	<b>Mishandled Baggage</b>	40
Overall Percentage of Reported Flight Operations Arriving On-Time, by Reporting Operating Carrier		<b>Ranking-</b> by Marketing Carrier (Monthly)	41
<b>Table 1B.</b>	8	<b>Ranking-</b> by Marketing Carrier (YTD)	42
Overall Percentage of Reported Flight Operations Arriving On-Time, by Reporting Marketing Carrier, Rank by Month, and Year-to-Date (YTD)		<b>Ranking-</b> by Operating Carrier (Monthly)	43
<b>Table 1C.</b>	9	<b>Ranking-</b> by Operating Carrier (YTD)	44
Overall Percentage of Reported Flight Operations Arriving On-Time, by Reporting Marketing Carrier,		<b>Mishandled Wheelchairs and Scooters</b>	45
<b>Table 1D.</b>	10	<b>Ranking-</b> by Marketing Carrier (Monthly)	46
Overall Percentage of Reported Flight Operations Arriving On-Time, by Reporting Operating Carrier, Rank by Year-to-Date (YTD)		<b>Ranking-</b> by Marketing Carrier (YTD)	47
<b>Table 2</b>	11	<b>Ranking-</b> by Operating Carrier (Monthly)	48
Number of Reported Flight Arrivals and Percentage Arriving On-Time, by Reporting Marketing Carrier and Airport		<b>Ranking-</b> by Operating Carrier (YTD)	49
<b>Table 2A</b>	15	<b>Oversales</b>	
Number of Reported Flight Arrivals and Percentage Arriving On-Time, by Reporting Operating Carrier and Airport		<b>Explanation</b>	50
<b>Table 3</b>	19	<b>Ranking-</b> by Marketing Carrier (Quarterly)	51
Percentage of Reporting Carriers' Flight Operations Arriving On-Time, by Airport and Time of Day		<b>Ranking-</b> by Marketing Carrier (YTD)	52
<b>Table 4</b>	21	<b>Ranking-</b> by Operating Carrier (Quarterly)	53
Percentage of Reporting Carriers' Flight Operations Departing On-Time, by Airport and Time of Day		<b>Ranking-</b> by Operating Carrier (YTD)	54
<b>Table 5</b>	23	<b>Consumer Complaints</b>	
On-Time Arrival and Departure		<b>Explanation</b>	55
Percentage, by Airport by Reporting Operating Carrier		<b>Complaint Tables 1-5</b>	56
<b>Tables 6/6A./6B./6C.</b>	28	Summary, Complaint Categories, U.S. Airlines, Incident Date and Companies Other Than U.S. Airlines	
Overall Number and Percentage of Flight Cancellations, by Reporting Marketing and Reporting Operating Carrier (Monthly/YTD)		<b>Table 6</b>	63
<b>Table 7</b>	32	List of U.S. Marketing Carriers (Non-Ranked, in Alphabetic Order).	
Causes of the Delay by Reporting Marketing Carrier		<b>Table 6A.</b>	64
<b>Table 7A.</b>	33	Rankings, U.S. Operating Carriers	
Causes of the Delay by Reporting Operating Carrier		<b>Tables 1-4 (YTD)</b>	65
<b>Table 7B,</b>	34	Summary, Complaint Categories, U.S. Airlines by complaint category, Companies Other Than U.S. Airlines by complaint category.	
Causes of the Delay by Reporting Operating Carrier, chart		<b>Table 5 (YTD)</b>	72
		List of U.S. Marketing Carriers (Non-Ranked, in Alphabetic Order).	
		<b>Table 5A. (YTD)</b>	73
		Rankings, U.S. Operating Carriers	
		<b>Civil Rights Complaints by Air Travelers, Other than Disability (Monthly)</b>	74
		<b>Civil Rights Complaints by Air Travelers, Other than Disability (YTD)</b>	75
		<b>Complaint Categories</b>	76
		<b>Airline Reports to DOT of Incidents Involving the Loss, Injury, Or Death of Animals during Air Transportation (Monthly)(YTD)</b>	77
		<b>Customer Service Reports to the Department of Homeland Security</b>	79

## **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 seventeen (17) 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/](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 17 reporting air carriers, 14 carriers (Alaska, Delta, Endeavor, Envoy, Horizon, JetBlue, PSA, Republic, Hawaiian, Mesa, SkyWest, Spirit, Southwest, and United) use ACARS, one carrier (American) uses a combination of ACARS and DGS, and two carriers (Allegiant, and Frontier) use a combination of ACARS and a manual system.

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

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

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

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

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

Airline Service Quality Performance data from the most recent six months is available for free download at: <https://www.bts.gov/topics/airlines-and-airports/airline-information-download>. Additional summary data for airports and airlines can be found at BTS' Flight Delays at-a-Glance at: <https://www.bts.gov/browse-statistical-products-and-data/bts-publications/airline-service-quality-performance-234-time>. Cause of delay data for airports and airlines can be found at: [http://www.transtats.bts.gov/OT\\_Delay/OT\\_DelayCause1.asp](http://www.transtats.bts.gov/OT_Delay/OT_DelayCause1.asp).

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

## AIR TRAVEL CONSUMER REPORT

## BRANDED CODESHARE PARTNERS

DECEMBER 2022

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

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

## AIR TRAVEL CONSUMER REPORT

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

DECEMBER 2022

AT ALL US AIRPORTS			
CARRIER <sup>1</sup>	NUMBER OF AIRPORTS REPORTED	PERCENT OF ON-TIME ARRIVALS	RANK
<b>DELTA AIR LINES NETWORK</b>	<b>209</b>	<b>77.5</b>	<b>1</b>
- DELTA AIR LINES	143	78.0	
- BRANDED CODESHARE PARTNERS	175	76.7	
<b>AMERICAN AIRLINES NETWORK</b>	<b>225</b>	<b>73.7</b>	<b>2</b>
- AMERICAN AIRLINES	119	71.1	
- BRANDED CODESHARE PARTNERS	208	77.0	
<b>UNITED AIRLINES NETWORK</b>	<b>220</b>	<b>71.8</b>	<b>3</b>
- UNITED AIRLINES	109	71.0	
- BRANDED CODESHARE PARTNERS	200	72.7	
<b>SPIRIT AIRLINES</b>	<b>61</b>	<b>65.0</b>	<b>4</b>
<b>SOUTHWEST AIRLINES</b>	<b>107</b>	<b>60.7</b>	<b>5</b>
<b>ALASKA AIRLINES NETWORK</b>	<b>106</b>	<b>60.5</b>	<b>6</b>
- ALASKA AIRLINES	84	57.1	
- BRANDED CODESHARE PARTNERS	51	67.2	
<b>JETBLUE AIRWAYS</b>	<b>62</b>	<b>59.1</b>	<b>7</b>
<b>HAWAIIAN AIRLINES</b>	<b>21</b>	<b>58.1</b>	<b>8</b>
<b>ALLEGiant AIR</b>	<b>124</b>	<b>57.2</b>	<b>9</b>
<b>FRONTIER AIRLINES</b>	<b>80</b>	<b>56.6</b>	<b>10</b>
<b>TOTAL AIRPORTS SERVED</b>	<b>355</b>	<b>69.0</b>	

<sup>1</sup> 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

DECEMBER 2022

AT ALL US AIRPORTS			
CARRIER <sup>1</sup>	NUMBER OF AIRPORTS REPORTED	PERCENT OF ON-TIME ARRIVALS	RANK
PSA AIRLINES	86	82.9	1
REPUBLIC AIRWAYS	76	79.9	2
ENDEAVOR AIR	102	78.6	3
DELTA AIR LINES	143	78.0	4
MESA AIRLINES	89	73.9	5
SKYWEST AIRLINES	227	72.0	6
ENVOY AIR	130	71.2	7
AMERICAN AIRLINES	119	71.1	8
UNITED AIRLINES	109	71.0	9
SPIRIT AIRLINES	61	65.0	10
HORIZON AIR	45	61.8	11
SOUTHWEST AIRLINES	107	60.7	12
JETBLUE AIRWAYS	62	59.1	13
HAWAIIAN AIRLINES	21	58.1	14
ALLEGiant AIR	124	57.2	15
ALASKA AIRLINES	84	57.1	16
FRONTIER AIRLINES	80	56.6	17
<b>TOTAL AIRPORTS SERVED</b>	<b>346</b>	<b>68.7</b>	

<sup>1</sup> 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

DECEMBER 2022

CARRIER <sup>1</sup>	Jan 22		Feb 22		Mar 22		Apr 22		May 22		Jun 22		Jul 22		Aug 22		Sep 22		Oct 22		Nov 22		Dec 22		Year-to-date (YTD)	
	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank
<b>ALASKA AIRLINES NETWORK</b>	<b>72.1</b>	<b>6</b>	<b>82.8</b>	<b>3</b>	<b>83.0</b>	<b>2</b>	<b>76.7</b>	<b>5</b>	<b>80.2</b>	<b>3</b>	<b>78.7</b>	<b>1</b>	<b>82.6</b>	<b>1</b>	<b>82.3</b>	<b>2</b>	<b>83.0</b>	<b>3</b>	<b>86.1</b>	<b>3</b>	<b>79.2</b>	<b>5</b>	<b>60.5</b>	<b>6</b>	<b>79.1</b>	<b>2</b>
- ALASKA AIRLINES	70.7		81.1		81.5		72.8		78.4		78.9		81.2		80.8		82.5		84.6		77.7		57.1		77.3	
- BRANDED CODESHARE PARTNERS	73.9		85.2		85.3		82.5		82.7		78.4		84.5		84.5		83.7		88.8		82.0		67.2		81.7	
<b>ALLEGiant AIR</b>	<b>65.5</b>	<b>9</b>	<b>65.1</b>	<b>9</b>	<b>57.2</b>	<b>10</b>	<b>59.3</b>	<b>7</b>	<b>66.0</b>	<b>9</b>	<b>59.0</b>	<b>10</b>	<b>60.9</b>	<b>10</b>	<b>66.5</b>	<b>9</b>	<b>72.0</b>	<b>8</b>	<b>72.9</b>	<b>7</b>	<b>67.5</b>	<b>8</b>	<b>57.2</b>	<b>9</b>	<b>63.4</b>	<b>10</b>
<b>AMERICAN AIRLINES NETWORK</b>	<b>78.0</b>	<b>2</b>	<b>73.6</b>	<b>6</b>	<b>81.0</b>	<b>4</b>	<b>79.7</b>	<b>4</b>	<b>77.4</b>	<b>4</b>	<b>70.6</b>	<b>7</b>	<b>72.7</b>	<b>6</b>	<b>74.0</b>	<b>5</b>	<b>82.1</b>	<b>5</b>	<b>83.5</b>	<b>4</b>	<b>79.8</b>	<b>4</b>	<b>73.7</b>	<b>2</b>	<b>77.1</b>	<b>4</b>
- AMERICAN AIRLINES	81.6		71.9		80.7		77.6		76.6		64.2		68.0		70.4		78.8		81.6		77.9		71.1		74.9	
- BRANDED CODESHARE PARTNERS	74.9		75.1		81.3		81.6		78.1		76.8		77.3		77.8		85.5		85.7		82.0		77.0		79.3	
<b>DELTA AIR LINES NETWORK</b>	<b>79.4</b>	<b>1</b>	<b>82.8</b>	<b>2</b>	<b>81.4</b>	<b>3</b>	<b>81.9</b>	<b>1</b>	<b>80.7</b>	<b>2</b>	<b>78.4</b>	<b>2</b>	<b>80.0</b>	<b>3</b>	<b>82.9</b>	<b>1</b>	<b>88.5</b>	<b>1</b>	<b>88.0</b>	<b>1</b>	<b>84.2</b>	<b>1</b>	<b>77.5</b>	<b>1</b>	<b>82.1</b>	<b>1</b>
- DELTA AIR LINES	82.4		85.2		81.1		81.0		80.3		77.1		79.6		83.3		89.0		88.5		85.5		78.0		82.5	
- BRANDED CODESHARE PARTNERS	75.3		79.4		82.0		83.3		81.3		80.4		80.5		82.3		87.7		87.1		81.8		76.7		81.5	
<b>FRONTIER AIRLINES</b>	<b>69.4</b>	<b>8</b>	<b>68.0</b>	<b>8</b>	<b>57.8</b>	<b>9</b>	<b>58.4</b>	<b>9</b>	<b>64.6</b>	<b>10</b>	<b>69.5</b>	<b>8</b>	<b>72.5</b>	<b>7</b>	<b>71.1</b>	<b>7</b>	<b>70.3</b>	<b>9</b>	<b>70.3</b>	<b>9</b>	<b>64.6</b>	<b>10</b>	<b>56.6</b>	<b>10</b>	<b>66.1</b>	<b>8</b>
<b>HAWAIIAN AIRLINES</b>	<b>77.9</b>	<b>3</b>	<b>87.1</b>	<b>1</b>	<b>84.6</b>	<b>1</b>	<b>80.8</b>	<b>3</b>	<b>86.0</b>	<b>1</b>	<b>77.2</b>	<b>3</b>	<b>80.7</b>	<b>2</b>	<b>73.5</b>	<b>6</b>	<b>82.8</b>	<b>4</b>	<b>58.2</b>	<b>10</b>	<b>66.1</b>	<b>9</b>	<b>58.1</b>	<b>8</b>	<b>75.8</b>	<b>5</b>
<b>JETBLUE AIRWAYS</b>	<b>61.2</b>	<b>10</b>	<b>61.8</b>	<b>10</b>	<b>65.6</b>	<b>8</b>	<b>53.3</b>	<b>10</b>	<b>69.4</b>	<b>7</b>	<b>61.3</b>	<b>9</b>	<b>67.4</b>	<b>9</b>	<b>65.9</b>	<b>10</b>	<b>68.8</b>	<b>10</b>	<b>72.7</b>	<b>8</b>	<b>68.9</b>	<b>7</b>	<b>59.1</b>	<b>7</b>	<b>64.6</b>	<b>9</b>
<b>SOUTHWEST AIRLINES</b>	<b>76.1</b>	<b>4</b>	<b>78.3</b>	<b>4</b>	<b>71.1</b>	<b>6</b>	<b>70.2</b>	<b>6</b>	<b>76.8</b>	<b>6</b>	<b>71.4</b>	<b>6</b>	<b>69.1</b>	<b>8</b>	<b>67.7</b>	<b>8</b>	<b>77.0</b>	<b>7</b>	<b>80.6</b>	<b>6</b>	<b>81.0</b>	<b>3</b>	<b>60.7</b>	<b>5</b>	<b>73.2</b>	<b>6</b>
<b>SPIRIT AIRLINES</b>	<b>74.1</b>	<b>5</b>	<b>71.2</b>	<b>7</b>	<b>68.5</b>	<b>7</b>	<b>58.5</b>	<b>8</b>	<b>68.8</b>	<b>8</b>	<b>75.3</b>	<b>5</b>	<b>78.8</b>	<b>4</b>	<b>81.6</b>	<b>3</b>	<b>78.1</b>	<b>6</b>	<b>81.1</b>	<b>5</b>	<b>73.4</b>	<b>6</b>	<b>65.0</b>	<b>4</b>	<b>73.0</b>	<b>7</b>
<b>UNITED AIRLINES NETWORK</b>	<b>71.2</b>	<b>7</b>	<b>76.3</b>	<b>5</b>	<b>79.0</b>	<b>5</b>	<b>80.9</b>	<b>2</b>	<b>77.4</b>	<b>5</b>	<b>76.6</b>	<b>4</b>	<b>78.4</b>	<b>5</b>	<b>78.0</b>	<b>4</b>	<b>85.8</b>	<b>2</b>	<b>87.1</b>	<b>2</b>	<b>82.2</b>	<b>2</b>	<b>71.8</b>	<b>3</b>	<b>78.7</b>	<b>3</b>
- UNITED AIRLINES	74.3		80.0		79.0		80.0		76.3		75.0		76.8		78.2		86.5		87.3		83.9		71.0		79.0	
- BRANDED CODESHARE PARTNERS	68.9		73.3		79.0		81.7		78.3		78.0		80.0		77.8		85.0		87.0		80.3		72.7		78.5	
<b>TOTAL</b>	<b>75.3</b>		<b>76.6</b>		<b>77.2</b>		<b>76.0</b>		<b>77.2</b>		<b>73.5</b>		<b>74.9</b>		<b>75.6</b>		<b>82.1</b>		<b>83.4</b>		<b>80.0</b>		<b>69.0</b>		<b>76.7</b>	

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

RANK	CARRIER <sup>1</sup>	JANUARY - DECEMBER 2022		JANUARY - DECEMBER 2021	
		FLIGHT OPERATIONS SCHEDULED	PERCENT OF ON-TIME ARRIVALS	FLIGHT OPERATIONS SCHEDULED	PERCENT OF ON-TIME ARRIVALS
1	<b>DELTA AIR LINES NETWORK</b>	<b>1,448,920</b>	<b>82.14</b>	<b>1,357,322</b>	<b>88.22</b>
	- DELTA AIR LINES	893,172	82.53	747,998	87.85
	- BRANDED CODESHARE PARTNERS	555,748	81.51	609,324	88.67
2	<b>ALASKA AIRLINES NETWORK</b>	<b>382,544</b>	<b>79.06</b>	<b>359,458</b>	<b>83.17</b>
	- ALASKA AIRLINES	228,384	77.28	188,955	81.22
	- BRANDED CODESHARE PARTNERS	154,160	81.70	170,503	85.32
3	<b>UNITED AIRLINES NETWORK</b>	<b>1,263,956</b>	<b>78.74</b>	<b>1,148,340</b>	<b>79.81</b>
	- UNITED AIRLINES	626,473	79.01	446,837	81.34
	- BRANDED CODESHARE PARTNERS	637,483	78.47	701,503	78.83
4	<b>AMERICAN AIRLINES NETWORK</b>	<b>1,759,257</b>	<b>77.15</b>	<b>1,674,371</b>	<b>81.58</b>
	- AMERICAN AIRLINES	874,145	74.94	736,399	80.53
	- BRANDED CODESHARE PARTNERS	885,112	79.33	937,972	82.40
5	<b>HAWAIIAN AIRLINES</b>	<b>73,865</b>	<b>75.77</b>	<b>60,654</b>	<b>90.14</b>
	- HAWAIIAN AIRLINES	73,865	75.77	60,542	90.15
	- BRANDED CODESHARE PARTNERS	-	-	112	89.29
6	<b>SOUTHWEST AIRLINES</b>	<b>1,307,149</b>	<b>73.18</b>	<b>1,064,640</b>	<b>75.78</b>
7	<b>SPIRIT AIRLINES</b>	<b>232,400</b>	<b>72.96</b>	<b>191,361</b>	<b>76.74</b>
8	<b>FRONTIER AIRLINES</b>	<b>155,482</b>	<b>66.10</b>	<b>137,142</b>	<b>76.64</b>
9	<b>JETBLUE AIRWAYS</b>	<b>273,058</b>	<b>64.63</b>	<b>202,702</b>	<b>72.31</b>
10	<b>ALLEGiant AIR</b>	<b>116,877</b>	<b>63.39</b>	<b>115,881</b>	<b>68.26</b>
	<b>TOTAL</b>	<b>7,013,508</b>	<b>76.72</b>	<b>6,311,871</b>	<b>81.08</b>

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

RANK	CARRIER <sup>1</sup>	JANUARY - DECEMBER 2022		JANUARY - DECEMBER 2021	
		FLIGHT OPERATIONS SCHEDULED	PERCENT OF ON-TIME ARRIVALS	FLIGHT OPERATIONS SCHEDULED	PERCENT OF ON-TIME ARRIVALS
1	DELTA AIR LINES	893,172	82.53	747,998	87.85
2	HORIZON AIR	88,791	81.79	111,628	85.26
3	SKYWEST AIRLINES	733,576	81.61	753,417	82.45
4	ENVOY AIR	248,059	80.65	255,710	82.32
5	ENDEAVOR AIR	231,941	80.53	266,702	90.98
6	UNITED AIRLINES	626,473	79.01	446,837	81.34
7	PSA AIRLINES	214,450	77.96	222,611	84.52
8	MESA AIRLINES	114,779	77.43	159,809	77.14
9	ALASKA AIRLINES	228,384	77.28	188,955	81.22
10	REPUBLIC AIRWAYS	316,524	76.42	333,063	84.35
11	HAWAIIAN AIRLINES	73,865	75.77	60,542	90.15
12	AMERICAN AIRLINES	874,145	74.94	736,399	80.53
13	SOUTHWEST AIRLINES	1,307,149	73.18	1,064,640	75.78
14	SPIRIT AIRLINES	232,400	72.96	191,361	76.74
15	FRONTIER AIRLINES	155,482	66.10	137,142	76.64
16	JETBLUE AIRWAYS	273,058	64.63	202,702	72.31
17	ALLEGiant AIR	116,877	63.39	115,881	68.26
	<b>TOTAL</b>	<b>6,729,125</b>	<b>76.61</b>	<b>5,995,397</b>	<b>81.19</b>

<sup>1</sup> 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 2. NUMBER OF REPORTED FLIGHT ARRIVALS AND PERCENTAGE ARRIVING ON-TIME BY REPORTING MARKETING CARRIER AND AIRPORT (30 LARGEST AIRPORTS)

DECEMBER 2022

ARRIVAL AIRPORT*																
CARRIER	ATL		BNA		BOS		BWI		CLT		DAL		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
<b>ALASKA AIRLINES NETWORK</b>	<b>72</b>	<b>47.2</b>	<b>58</b>	<b>60.3</b>	<b>187</b>	<b>56.7</b>	<b>31</b>	<b>58.1</b>	<b>0</b>	<b>0.0</b>	<b>58</b>	<b>48.3</b>	<b>155</b>	<b>58.7</b>	<b>158</b>	<b>48.7</b>
- ALASKA AIRLINES	72	47.2	58	60.3	187	56.7	31	58.1	0	0.0	58	48.3	155	58.7	158	48.7
- BRANDED CODESHARE PARTNERS	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
<b>ALLEGiant AIR</b>	<b>0</b>	<b>0.0</b>	<b>222</b>	<b>53.6</b>	<b>48</b>	<b>68.8</b>	<b>25</b>	<b>72.0</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>34</b>	<b>58.8</b>
<b>AMERICAN AIRLINES NETWORK</b>	<b>927</b>	<b>71.1</b>	<b>1395</b>	<b>71.0</b>	<b>2098</b>	<b>75.4</b>	<b>287</b>	<b>67.9</b>	<b>15560</b>	<b>79.9</b>	<b>0</b>	<b>0.0</b>	<b>7089</b>	<b>76.7</b>	<b>772</b>	<b>67.9</b>
- AMERICAN AIRLINES	523	62.7	664	64.8	1453	73.6	252	65.9	10008	76.4	0	0.0	2634	72.9	672	65.6
- BRANDED CODESHARE PARTNERS	404	81.9	731	76.6	645	79.5	35	82.9	5552	86.1	0	0.0	4455	78.9	100	83.0
<b>DELTA AIR LINES NETWORK</b>	<b>20110</b>	<b>82.5</b>	<b>918</b>	<b>78.6</b>	<b>3200</b>	<b>79.1</b>	<b>558</b>	<b>79.4</b>	<b>760</b>	<b>80.4</b>	<b>107</b>	<b>89.7</b>	<b>1428</b>	<b>78.3</b>	<b>982</b>	<b>66.4</b>
- DELTA AIR LINES	17605	82.7	693	78.8	1814	78.4	428	77.3	443	79.5	107	89.7	664	75.9	982	66.4
- BRANDED CODESHARE PARTNERS	2505	81.0	225	78.2	1386	80.0	130	86.2	317	81.7	0	0.0	764	80.4	0	0.0
<b>FRONTIER AIRLINES</b>	<b>750</b>	<b>47.2</b>	<b>95</b>	<b>61.1</b>	<b>60</b>	<b>91.7</b>	<b>184</b>	<b>58.2</b>	<b>124</b>	<b>55.6</b>	<b>0</b>	<b>0.0</b>	<b>92</b>	<b>66.3</b>	<b>1779</b>	<b>59.2</b>
<b>HAWAIIAN AIRLINES</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>17</b>	<b>64.7</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>
<b>JETBLUE AIRWAYS</b>	<b>201</b>	<b>52.7</b>	<b>214</b>	<b>59.8</b>	<b>3736</b>	<b>62.0</b>	<b>70</b>	<b>74.3</b>	<b>57</b>	<b>75.4</b>	<b>0</b>	<b>0.0</b>	<b>807</b>	<b>62.9</b>	<b>146</b>	<b>49.3</b>
<b>SOUTHWEST AIRLINES</b>	<b>2757</b>	<b>63.3</b>	<b>3842</b>	<b>64.4</b>	<b>480</b>	<b>56.5</b>	<b>5525</b>	<b>64.8</b>	<b>264</b>	<b>58.3</b>	<b>5796</b>	<b>63.9</b>	<b>1337</b>	<b>61.8</b>	<b>7798</b>	<b>60.9</b>
<b>SPIRIT AIRLINES</b>	<b>1199</b>	<b>69.0</b>	<b>239</b>	<b>69.5</b>	<b>316</b>	<b>72.5</b>	<b>571</b>	<b>67.1</b>	<b>209</b>	<b>65.1</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>216</b>	<b>64.8</b>
<b>UNITED AIRLINES NETWORK</b>	<b>643</b>	<b>70.5</b>	<b>675</b>	<b>77.2</b>	<b>945</b>	<b>71.9</b>	<b>252</b>	<b>73.0</b>	<b>420</b>	<b>71.0</b>	<b>0</b>	<b>0.0</b>	<b>943</b>	<b>77.0</b>	<b>12031</b>	<b>70.6</b>
- UNITED AIRLINES	490	69.0	432	74.8	920	71.7	236	72.9	287	66.2	0	0.0	403	75.4	7148	72.9
- BRANDED CODESHARE PARTNERS	153	75.2	243	81.5	25	76.0	16	75.0	133	81.2	0	0.0	540	78.1	4883	67.2
<b>TOTAL</b>	<b>26,659</b>	<b>77.9</b>	<b>7,658</b>	<b>68.1</b>	<b>11,087</b>	<b>70.5</b>	<b>7,503</b>	<b>66.4</b>	<b>17,394</b>	<b>79.0</b>	<b>5,961</b>	<b>64.2</b>	<b>11,851</b>	<b>74.0</b>	<b>23,916</b>	<b>66.0</b>

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

## AIR TRAVEL CONSUMER REPORT

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

DECEMBER 2022

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
<b>ALASKA AIRLINES NETWORK</b>	<b>153</b>	<b>54.2</b>	<b>31</b>	<b>58.1</b>	<b>291</b>	<b>51.2</b>	<b>148</b>	<b>55.4</b>	<b>88</b>	<b>71.6</b>	<b>54</b>	<b>59.3</b>	<b>366</b>	<b>63.4</b>	<b>569</b>	<b>62.4</b>
- ALASKA AIRLINES	153	54.2	31	58.1	291	51.2	148	55.4	88	71.6	54	59.3	366	63.4	518	62.0
- BRANDED CODESHARE PARTNERS	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	51	66.7
<b>ALLEGIANT AIR</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>73</b>	<b>80.8</b>	<b>296</b>	<b>37.2</b>	<b>36</b>	<b>77.8</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>860</b>	<b>45.1</b>
<b>AMERICAN AIRLINES NETWORK</b>	<b>19081</b>	<b>70.5</b>	<b>707</b>	<b>77.7</b>	<b>688</b>	<b>63.5</b>	<b>527</b>	<b>67.0</b>	<b>192</b>	<b>72.9</b>	<b>642</b>	<b>70.7</b>	<b>2041</b>	<b>75.0</b>	<b>1046</b>	<b>65.5</b>
- AMERICAN AIRLINES	12352	70.7	316	73.4	671	63.5	527	67.0	133	66.2	451	68.5	1152	72.3	1046	65.5
- BRANDED CODESHARE PARTNERS	6729	70.2	391	81.1	17	64.7	0	0.0	59	88.1	191	75.9	889	78.4	0	0.0
<b>DELTA AIR LINES NETWORK</b>	<b>831</b>	<b>76.1</b>	<b>7209</b>	<b>81.7</b>	<b>619</b>	<b>71.7</b>	<b>957</b>	<b>75.9</b>	<b>561</b>	<b>74.9</b>	<b>643</b>	<b>72.5</b>	<b>4612</b>	<b>73.6</b>	<b>1201</b>	<b>72.3</b>
- DELTA AIR LINES	831	76.1	4641	83.1	412	74.3	957	75.9	230	76.1	643	72.5	2237	71.3	1201	72.3
- BRANDED CODESHARE PARTNERS	0	0.0	2568	79.3	207	66.7	0	0.0	331	74.0	0	0.0	2375	75.7	0	0.0
<b>FRONTIER AIRLINES</b>	<b>326</b>	<b>60.4</b>	<b>127</b>	<b>64.6</b>	<b>0</b>	<b>0.0</b>	<b>236</b>	<b>51.3</b>	<b>0</b>	<b>0.0</b>	<b>101</b>	<b>54.5</b>	<b>0</b>	<b>0.0</b>	<b>1492</b>	<b>51.9</b>
<b>HAWAIIAN AIRLINES</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>31</b>	<b>54.8</b>	<b>114</b>	<b>71.9</b>
<b>JETBLUE AIRWAYS</b>	<b>62</b>	<b>48.4</b>	<b>150</b>	<b>54.7</b>	<b>741</b>	<b>62.1</b>	<b>1745</b>	<b>61.0</b>	<b>0</b>	<b>0.0</b>	<b>85</b>	<b>64.7</b>	<b>3917</b>	<b>56.3</b>	<b>274</b>	<b>51.5</b>
<b>SOUTHWEST AIRLINES</b>	<b>0</b>	<b>0.0</b>	<b>292</b>	<b>58.6</b>	<b>0</b>	<b>0.0</b>	<b>1363</b>	<b>58.2</b>	<b>172</b>	<b>59.3</b>	<b>571</b>	<b>59.4</b>	<b>0</b>	<b>0.0</b>	<b>6346</b>	<b>59.8</b>
<b>SPIRIT AIRLINES</b>	<b>753</b>	<b>64.1</b>	<b>864</b>	<b>69.0</b>	<b>738</b>	<b>59.6</b>	<b>1728</b>	<b>65.3</b>	<b>0</b>	<b>0.0</b>	<b>776</b>	<b>61.6</b>	<b>0</b>	<b>0.0</b>	<b>2339</b>	<b>63.7</b>
<b>UNITED AIRLINES NETWORK</b>	<b>730</b>	<b>69.9</b>	<b>530</b>	<b>70.2</b>	<b>9111</b>	<b>65.2</b>	<b>762</b>	<b>68.6</b>	<b>4927</b>	<b>77.2</b>	<b>9522</b>	<b>77.3</b>	<b>0</b>	<b>0.0</b>	<b>1021</b>	<b>71.3</b>
- UNITED AIRLINES	615	70.4	247	68.0	6305	62.6	762	68.6	2700	76.0	5478	75.8	0	0.0	1018	71.2
- BRANDED CODESHARE PARTNERS	115	67.0	283	72.1	2806	71.0	0	0.0	2227	78.7	4044	79.4	0	0.0	3	100.0
<b>TOTAL</b>	<b>21,936</b>	<b>70.2</b>	<b>9,910</b>	<b>78.3</b>	<b>12,261</b>	<b>64.7</b>	<b>7,762</b>	<b>63.2</b>	<b>5,976</b>	<b>76.3</b>	<b>12,394</b>	<b>74.6</b>	<b>10,967</b>	<b>67.3</b>	<b>15,262</b>	<b>61.0</b>

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

## AIR TRAVEL CONSUMER REPORT

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

DECEMBER 2022

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
<b>ALASKA AIRLINES NETWORK</b>	<b>1380</b>	<b>64.9</b>	<b>0</b>	<b>0.0</b>	<b>218</b>	<b>55.0</b>	<b>0</b>	<b>0.0</b>	<b>31</b>	<b>58.1</b>	<b>49</b>	<b>51.0</b>	<b>227</b>	<b>55.5</b>	<b>31</b>	<b>38.7</b>
- ALASKA AIRLINES	933	58.4	0	0.0	218	55.0	0	0.0	31	58.1	49	51.0	207	56.5	31	38.7
- BRANDED CODESHARE PARTNERS	447	78.3	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	20	45.0	0	0.0
<b>ALLEGiant AIR</b>	<b>83</b>	<b>68.7</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>32</b>	<b>68.8</b>	<b>0</b>	<b>0.0</b>	<b>50</b>	<b>70.0</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>
<b>AMERICAN AIRLINES NETWORK</b>	<b>3291</b>	<b>73.6</b>	<b>3454</b>	<b>71.8</b>	<b>1510</b>	<b>68.1</b>	<b>0</b>	<b>0.0</b>	<b>5302</b>	<b>76.3</b>	<b>532</b>	<b>73.1</b>	<b>8815</b>	<b>74.1</b>	<b>5344</b>	<b>79.5</b>
- AMERICAN AIRLINES	2512	71.8	1745	66.9	1510	68.1	0	0.0	4160	76.3	314	70.7	4148	79.1	3018	77.4
- BRANDED CODESHARE PARTNERS	779	79.5	1709	76.8	0	0.0	0	0.0	1142	76.5	218	76.6	4667	69.7	2326	82.1
<b>DELTA AIR LINES NETWORK</b>	<b>3673</b>	<b>76.2</b>	<b>6130</b>	<b>74.5</b>	<b>1698</b>	<b>71.6</b>	<b>245</b>	<b>78.4</b>	<b>778</b>	<b>74.2</b>	<b>7525</b>	<b>75.1</b>	<b>1047</b>	<b>68.3</b>	<b>509</b>	<b>79.8</b>
- DELTA AIR LINES	2886	74.6	2043	73.1	1698	71.6	93	76.3	775	74.1	4642	77.0	830	67.6	427	78.7
- BRANDED CODESHARE PARTNERS	787	82.0	4087	75.2	0	0.0	152	79.6	3	100.0	2883	72.1	217	71.0	82	85.4
<b>FRONTIER AIRLINES</b>	<b>0</b>	<b>0.0</b>	<b>90</b>	<b>57.8</b>	<b>1720</b>	<b>56.2</b>	<b>378</b>	<b>59.5</b>	<b>261</b>	<b>46.0</b>	<b>32</b>	<b>56.3</b>	<b>79</b>	<b>59.5</b>	<b>724</b>	<b>46.7</b>
<b>HAWAIIAN AIRLINES</b>	<b>200</b>	<b>70.0</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>
<b>JETBLUE AIRWAYS</b>	<b>983</b>	<b>55.8</b>	<b>1308</b>	<b>64.9</b>	<b>1592</b>	<b>51.7</b>	<b>0</b>	<b>0.0</b>	<b>279</b>	<b>62.7</b>	<b>85</b>	<b>55.3</b>	<b>108</b>	<b>60.2</b>	<b>93</b>	<b>68.8</b>
<b>SOUTHWEST AIRLINES</b>	<b>2225</b>	<b>58.8</b>	<b>1057</b>	<b>58.5</b>	<b>3291</b>	<b>60.9</b>	<b>6274</b>	<b>61.6</b>	<b>568</b>	<b>55.1</b>	<b>494</b>	<b>52.4</b>	<b>800</b>	<b>63.3</b>	<b>382</b>	<b>61.0</b>
<b>SPIRIT AIRLINES</b>	<b>982</b>	<b>64.3</b>	<b>496</b>	<b>70.6</b>	<b>2369</b>	<b>59.6</b>	<b>0</b>	<b>0.0</b>	<b>712</b>	<b>72.3</b>	<b>147</b>	<b>77.6</b>	<b>682</b>	<b>65.2</b>	<b>487</b>	<b>69.6</b>
<b>UNITED AIRLINES NETWORK</b>	<b>2759</b>	<b>74.1</b>	<b>936</b>	<b>69.0</b>	<b>1156</b>	<b>69.9</b>	<b>0</b>	<b>0.0</b>	<b>549</b>	<b>63.9</b>	<b>427</b>	<b>72.6</b>	<b>12358</b>	<b>75.5</b>	<b>316</b>	<b>70.9</b>
- UNITED AIRLINES	2066	72.9	522	71.8	1156	69.9	0	0.0	549	63.9	380	69.5	6621	76.4	256	69.5
- BRANDED CODESHARE PARTNERS	693	77.6	414	65.5	0	0.0	0	0.0	0	0.0	47	97.9	5737	74.5	60	76.7
<b>TOTAL</b>	<b>15,576</b>	<b>69.6</b>	<b>13,471</b>	<b>71.0</b>	<b>13,554</b>	<b>61.8</b>	<b>6,929</b>	<b>62.1</b>	<b>8,480</b>	<b>72.1</b>	<b>9,341</b>	<b>73.3</b>	<b>24,116</b>	<b>73.7</b>	<b>7,886</b>	<b>74.3</b>

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

## AIR TRAVEL CONSUMER REPORT

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

DECEMBER 2022

ARRIVAL AIRPORT*												
CARRIER	PHX		SAN		SEA		SFO		SLC		TPA	
	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME
<b>ALASKA AIRLINES NETWORK</b>	<b>498</b>	<b>62.7</b>	<b>1445</b>	<b>64.6</b>	<b>8118</b>	<b>57.4</b>	<b>2223</b>	<b>64.1</b>	<b>197</b>	<b>67.5</b>	<b>117</b>	<b>59.8</b>
- ALASKA AIRLINES	437	60.4	741	54.4	6036	57.3	1206	59.0	98	56.1	117	59.8
- BRANDED CODESHARE PARTNERS	61	78.7	704	75.3	2082	57.9	1017	70.2	99	78.8	0	0.0
<b>ALLEGiant AIR</b>	<b>37</b>	<b>48.6</b>	<b>32</b>	<b>56.3</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>
<b>AMERICAN AIRLINES NETWORK</b>	<b>6096</b>	<b>74.6</b>	<b>669</b>	<b>58.4</b>	<b>541</b>	<b>69.7</b>	<b>815</b>	<b>62.7</b>	<b>382</b>	<b>61.8</b>	<b>1153</b>	<b>68.8</b>
- AMERICAN AIRLINES	4281	76.0	669	58.4	487	67.1	755	60.5	321	61.1	1043	68.6
- BRANDED CODESHARE PARTNERS	1815	71.2	0	0.0	54	92.6	60	90.0	61	65.6	110	70.0
<b>DELTA AIR LINES NETWORK</b>	<b>1005</b>	<b>73.3</b>	<b>771</b>	<b>72.0</b>	<b>3657</b>	<b>72.4</b>	<b>1056</b>	<b>72.2</b>	<b>6286</b>	<b>78.7</b>	<b>1100</b>	<b>80.1</b>
- DELTA AIR LINES	884	71.0	740	71.9	2584	73.0	946	72.4	4128	77.0	1100	80.1
- BRANDED CODESHARE PARTNERS	121	90.1	31	74.2	1073	70.8	110	70.0	2158	81.9	0	0.0
<b>FRONTIER AIRLINES</b>	<b>571</b>	<b>58.1</b>	<b>183</b>	<b>63.9</b>	<b>62</b>	<b>61.3</b>	<b>235</b>	<b>62.1</b>	<b>124</b>	<b>57.3</b>	<b>460</b>	<b>54.1</b>
<b>HAWAIIAN AIRLINES</b>	<b>31</b>	<b>74.2</b>	<b>62</b>	<b>48.4</b>	<b>69</b>	<b>37.7</b>	<b>62</b>	<b>59.7</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>
<b>JETBLUE AIRWAYS</b>	<b>104</b>	<b>40.4</b>	<b>155</b>	<b>63.2</b>	<b>61</b>	<b>50.8</b>	<b>433</b>	<b>60.7</b>	<b>168</b>	<b>61.9</b>	<b>476</b>	<b>58.4</b>
<b>SOUTHWEST AIRLINES</b>	<b>5124</b>	<b>61.9</b>	<b>3260</b>	<b>59.7</b>	<b>653</b>	<b>60.0</b>	<b>729</b>	<b>55.0</b>	<b>968</b>	<b>56.2</b>	<b>2002</b>	<b>56.2</b>
<b>SPIRIT AIRLINES</b>	<b>201</b>	<b>64.2</b>	<b>141</b>	<b>66.0</b>	<b>93</b>	<b>55.9</b>	<b>0</b>	<b>0.0</b>	<b>93</b>	<b>59.1</b>	<b>550</b>	<b>69.5</b>
<b>UNITED AIRLINES NETWORK</b>	<b>846</b>	<b>72.9</b>	<b>796</b>	<b>74.6</b>	<b>665</b>	<b>64.8</b>	<b>5031</b>	<b>72.1</b>	<b>556</b>	<b>70.9</b>	<b>754</b>	<b>68.2</b>
- UNITED AIRLINES	846	72.9	733	73.7	648	65.4	3648	73.5	202	67.3	754	68.2
- BRANDED CODESHARE PARTNERS	0	0.0	63	85.7	17	41.2	1383	68.3	354	72.9	0	0.0
<b>TOTAL</b>	<b>14,513</b>	<b>68.4</b>	<b>7,514</b>	<b>63.6</b>	<b>13,919</b>	<b>62.2</b>	<b>10,584</b>	<b>67.8</b>	<b>8,774</b>	<b>73.9</b>	<b>6,612</b>	<b>64.9</b>

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

## AIR TRAVEL CONSUMER REPORT

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

DECEMBER 2022

ARRIVAL AIRPORT*																
CARRIER	ATL		BNA		BOS		BWI		CLT		DAL		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	72	47.2	58	60.3	187	56.7	31	58.1	0	0.0	58	48.3	155	58.7	158	48.7
ALLEGiant AIR	0	0.0	222	53.6	48	68.8	25	72.0	0	0.0	0	0.0	0	0.0	34	58.8
AMERICAN AIRLINES	523	62.7	664	64.8	1453	73.6	252	65.9	10008	76.4	0	0.0	2634	72.9	672	65.6
DELTA AIR LINES	17605	82.7	693	78.8	1814	78.4	428	77.3	443	79.5	107	89.7	664	75.9	982	66.4
ENDEAVOR AIR	1691	84.3	175	80.6	0	0.0	61	83.6	216	81.5	0	0.0	129	79.1	0	0.0
ENVOY AIR	121	74.4	233	70.4	150	63.3	33	81.8	423	80.4	0	0.0	372	69.6	0	0.0
FRONTIER AIRLINES	750	47.2	95	61.1	60	91.7	184	58.2	124	55.6	0	0.0	92	66.3	1779	59.2
HAWAIIAN AIRLINES	0	0.0	0	0.0	17	64.7	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
HORIZON AIR	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
JETBLUE AIRWAYS	201	52.7	214	59.8	3736	62.0	70	74.3	57	75.4	0	0.0	807	62.9	146	49.3
MESA AIRLINES	128	75.8	33	84.8	3	66.7	14	78.6	75	82.7	0	0.0	25	72.0	0	0.0
PSA AIRLINES	107	85.0	195	81.0	0	0.0	2	100.0	3247	86.7	0	0.0	2682	77.8	0	0.0
REPUBLIC AIRWAYS	199	83.4	275	83.3	1593	82.1	71	87.3	151	83.4	0	0.0	2195	83.0	0	0.0
SKYWEST AIRLINES	816	74.3	257	72.0	188	70.2	0	0.0	0	0.0	0	0.0	56	83.9	4307	66.8
SOUTHWEST AIRLINES	2757	63.3	3842	64.4	480	56.5	5525	64.8	264	58.3	5796	63.9	1337	61.8	7798	60.9
SPIRIT AIRLINES	1199	69.0	239	69.5	316	72.5	571	67.1	209	65.1	0	0.0	0	0.0	216	64.8
UNITED AIRLINES	490	69.0	432	74.8	920	71.7	236	72.9	287	66.2	0	0.0	403	75.4	7148	72.9
<b>TOTAL</b>	<b>26,659</b>	<b>77.9</b>	<b>7,627</b>	<b>68.0</b>	<b>10,965</b>	<b>70.3</b>	<b>7,503</b>	<b>66.4</b>	<b>15,504</b>	<b>78.1</b>	<b>5,961</b>	<b>64.2</b>	<b>11,551</b>	<b>74.0</b>	<b>23,240</b>	<b>65.8</b>

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

## AIR TRAVEL CONSUMER REPORT

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

DECEMBER 2022

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	153	54.2	31	58.1	291	51.2	148	55.4	88	71.6	54	59.3	366	63.4	518	62.0
ALLEGiant AIR	0	0.0	0	0.0	73	80.8	296	37.2	36	77.8	0	0.0	0	0.0	860	45.1
AMERICAN AIRLINES	12352	70.7	316	73.4	671	63.5	527	67.0	133	66.2	451	68.5	1152	72.3	1046	65.5
DELTA AIR LINES	831	76.1	4641	83.1	412	74.3	957	75.9	230	76.1	643	72.5	2237	71.3	1201	72.3
ENDEAVOR AIR	0	0.0	1448	81.4	74	68.9	0	0.0	37	86.5	0	0.0	1847	76.2	0	0.0
ENVOY AIR	2633	73.5	92	77.2	17	64.7	0	0.0	14	78.6	77	70.1	0	0.0	0	0.0
FRONTIER AIRLINES	326	60.4	127	64.6	0	0.0	236	51.3	0	0.0	101	54.5	0	0.0	1492	51.9
HAWAIIAN AIRLINES	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	31	54.8	114	71.9
HORIZON AIR	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	11	54.5
JETBLUE AIRWAYS	62	48.4	150	54.7	741	62.1	1745	61.0	0	0.0	85	64.7	3917	56.3	274	51.5
MESA AIRLINES	1455	69.6	64	76.6	0	0.0	0	0.0	961	80.3	1179	81.2	0	0.0	0	0.0
PSA AIRLINES	31	61.3	158	83.5	0	0.0	0	0.0	45	91.1	0	0.0	0	0.0	0	0.0
REPUBLIC AIRWAYS	7	85.7	296	81.8	1988	71.8	0	0.0	310	81.3	47	76.6	1417	76.8	0	0.0
SKYWEST AIRLINES	2718	67.3	1130	74.8	106	63.2	0	0.0	181	67.4	1104	75.5	0	0.0	43	72.1
SOUTHWEST AIRLINES	0	0.0	292	58.6	0	0.0	1363	58.2	172	59.3	571	59.4	0	0.0	6346	59.8
SPIRIT AIRLINES	753	64.1	864	69.0	738	59.6	1728	65.3	0	0.0	776	61.6	0	0.0	2339	63.7
UNITED AIRLINES	615	70.4	247	68.0	6305	62.6	762	68.6	2700	76.0	5478	75.8	0	0.0	1018	71.2
<b>TOTAL</b>	<b>21,936</b>	<b>70.2</b>	<b>9,856</b>	<b>78.3</b>	<b>11,416</b>	<b>64.4</b>	<b>7,762</b>	<b>63.2</b>	<b>4,907</b>	<b>76.2</b>	<b>10,566</b>	<b>73.5</b>	<b>10,967</b>	<b>67.3</b>	<b>15,262</b>	<b>61.0</b>

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



## AIR TRAVEL CONSUMER REPORT

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

DECEMBER 2022

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	933	58.4	0	0.0	218	55.0	0	0.0	31	58.1	49	51.0	207	56.5	31	38.7
ALLEGiant AIR	83	68.7	0	0.0	0	0.0	32	68.8	0	0.0	50	70.0	0	0.0	0	0.0
AMERICAN AIRLINES	2512	71.8	1745	66.9	1510	68.1	0	0.0	4160	76.3	314	70.7	4148	79.1	3018	77.4
DELTA AIR LINES	2886	74.6	2043	73.1	1698	71.6	93	76.3	775	74.1	4642	77.0	830	67.6	427	78.7
ENDEAVOR AIR	0	0.0	2603	75.0	0	0.0	60	71.7	3	100.0	719	78.2	70	81.4	15	73.3
ENVOY AIR	0	0.0	0	0.0	0	0.0	0	0.0	1091	76.6	84	63.1	3905	69.0	0	0.0
FRONTIER AIRLINES	0	0.0	90	57.8	1720	56.2	378	59.5	261	46.0	32	56.3	79	59.5	724	46.7
HAWAIIAN AIRLINES	200	70.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
HORIZON AIR	2	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	20	45.0	0	0.0
JETBLUE AIRWAYS	983	55.8	1308	64.9	1592	51.7	0	0.0	279	62.7	85	55.3	108	60.2	93	68.8
MESA AIRLINES	0	0.0	286	63.3	0	0.0	0	0.0	0	0.0	36	100.0	0	0.0	3	66.7
PSA AIRLINES	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	57	78.9	0	0.0	1150	82.0
REPUBLIC AIRWAYS	0	0.0	3215	76.2	0	0.0	0	0.0	51	74.5	88	89.8	925	81.2	356	84.6
SKYWEST AIRLINES	2704	79.6	92	70.7	0	0.0	92	84.8	0	0.0	2164	70.1	2436	74.3	15	73.3
SOUTHWEST AIRLINES	2225	58.8	1057	58.5	3291	60.9	6274	61.6	568	55.1	494	52.4	800	63.3	382	61.0
SPIRIT AIRLINES	982	64.3	496	70.6	2369	59.6	0	0.0	712	72.3	147	77.6	682	65.2	487	69.6
UNITED AIRLINES	2066	72.9	522	71.8	1156	69.9	0	0.0	549	63.9	380	69.5	6621	76.4	256	69.5
<b>TOTAL</b>	<b>15,576</b>	<b>69.6</b>	<b>13,457</b>	<b>71.0</b>	<b>13,554</b>	<b>61.8</b>	<b>6,929</b>	<b>62.1</b>	<b>8,480</b>	<b>72.1</b>	<b>9,341</b>	<b>73.3</b>	<b>20,831</b>	<b>74.0</b>	<b>6,957</b>	<b>73.4</b>

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

## AIR TRAVEL CONSUMER REPORT

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

DECEMBER 2022

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	437	60.4	741	54.4	6036	57.3	1206	59.0	98	56.1	117	59.8
ALLEGiant AIR	37	48.6	32	56.3	0	0.0	0	0.0	0	0.0	0	0.0
AMERICAN AIRLINES	4281	76.0	669	58.4	487	67.1	755	60.5	321	61.1	1043	68.6
DELTA AIR LINES	884	71.0	740	71.9	2584	73.0	946	72.4	4128	77.0	1100	80.1
ENDEAVOR AIR	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
ENVOY AIR	179	60.3	0	0.0	0	0.0	0	0.0	1	100.0	110	70.0
FRONTIER AIRLINES	571	58.1	183	63.9	62	61.3	235	62.1	124	57.3	460	54.1
HAWAIIAN AIRLINES	31	74.2	62	48.4	69	37.7	62	59.7	0	0.0	0	0.0
HORIZON AIR	17	82.4	18	61.1	1827	57.3	182	60.4	0	0.0	0	0.0
JETBLUE AIRWAYS	104	40.4	155	63.2	61	50.8	433	60.7	168	61.9	476	58.4
MESA AIRLINES	521	63.7	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
PSA AIRLINES	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
REPUBLIC AIRWAYS	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
SKYWEST AIRLINES	1280	77.8	780	76.4	1399	69.8	2388	70.4	2671	80.2	0	0.0
SOUTHWEST AIRLINES	5124	61.9	3260	59.7	653	60.0	729	55.0	968	56.2	2002	56.2
SPIRIT AIRLINES	201	64.2	141	66.0	93	55.9	0	0.0	93	59.1	550	69.5
UNITED AIRLINES	846	72.9	733	73.7	648	65.4	3648	73.5	202	67.3	754	68.2
<b>TOTAL</b>	<b>14,513</b>	<b>68.4</b>	<b>7,514</b>	<b>63.6</b>	<b>13,919</b>	<b>62.2</b>	<b>10,584</b>	<b>67.8</b>	<b>8,774</b>	<b>73.9</b>	<b>6,612</b>	<b>64.9</b>

\* 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)

DECEMBER 2022

ARRIVAL AIRPORT*																
SCHEDULED ARRIVAL TIME	ATL	BNA	BOS	BWI	CLT	DAL	DCA	DEN	DFW	DTW	EWR	FLL	IAD	IAH	JFK	LAS
0600-0659	76.2	56.8	72.0	62.4	86.8	67.5	76.9	74.9	67.4	89.5	71.2	57.6	64.6	73.6	75.8	77.8
0700-0759	83.4	78.4	77.4	76.7	79.0	78.2	85.3	79.9	80.1	84.3	77.7	69.7	81.4	81.7	71.4	77.9
0800-0859	80.8	77.6	71.5	76.3	82.9	77.0	76.3	71.1	77.1	80.4	77.6	74.1	90.3	78.5	70.9	76.4
0900-0959	82.8	77.0	82.4	78.7	76.1	72.0	77.1	74.8	73.6	82.8	84.0	77.6	76.5	73.4	78.3	78.7
1000-1059	82.9	71.9	79.9	78.5	80.9	72.5	81.8	71.1	78.0	82.9	79.9	73.2	83.3	82.5	85.8	76.6
1100-1159	85.4	77.6	76.0	72.0	82.5	71.8	81.7	68.9	74.6	78.3	84.0	65.0	81.2	72.9	78.6	66.2
1200-1259	80.4	75.1	77.3	78.9	84.5	67.1	81.8	70.6	75.4	81.9	82.7	63.9	80.0	74.4	74.2	63.3
1300-1359	80.1	73.0	77.5	71.8	83.2	66.9	75.8	64.5	77.2	82.2	80.5	67.4	73.4	78.7	71.8	58.9
1400-1459	80.5	67.8	77.0	71.5	79.7	68.6	73.3	68.1	72.9	82.1	69.4	63.5	78.4	73.7	73.0	54.7
1500-1559	80.3	66.3	75.3	66.0	79.7	60.6	76.3	64.0	68.5	80.4	65.2	69.8	80.2	76.5	76.2	57.8
1600-1659	79.0	67.8	73.5	73.1	70.4	64.7	70.5	64.9	69.0	73.5	55.6	62.3	73.8	68.3	67.8	56.9
1700-1759	78.3	66.9	68.6	55.0	76.2	63.8	70.1	62.7	63.4	75.2	54.8	64.2	81.5	70.6	65.3	52.6
1800-1859	77.1	69.8	63.1	71.7	72.4	60.5	67.0	60.6	69.1	79.0	48.6	55.5	68.6	68.8	51.3	57.0
1900-1959	71.8	59.6	61.7	53.0	77.0	55.1	69.6	63.0	59.7	78.7	42.3	55.8	58.3	68.6	61.0	57.3
2000-2059	75.1	57.0	67.8	61.9	73.2	59.2	66.7	55.9	65.1	75.8	43.8	54.7	75.1	72.4	64.5	56.4
2100-2159	70.6	55.8	57.4	49.1	70.2	52.8	67.2	46.8	61.0	78.1	44.7	59.0	71.5	53.0	52.1	55.2
2200-2259	62.9	61.4	63.4	55.3	60.5	54.2	67.9	55.7	69.8	70.0	54.6	56.0	68.1	63.6	57.1	52.9
2300-0559	64.1	57.4	58.9	55.6	71.4	47.7	65.1	53.4	63.7	65.5	65.7	53.4	74.2	63.6	58.4	46.7
<b>TOTAL</b>	<b>77.9</b>	<b>68.0</b>	<b>70.3</b>	<b>66.4</b>	<b>78.1</b>	<b>64.2</b>	<b>74.0</b>	<b>65.8</b>	<b>70.2</b>	<b>78.3</b>	<b>64.4</b>	<b>63.2</b>	<b>76.2</b>	<b>73.5</b>	<b>67.3</b>	<b>61.0</b>

\* 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)

DECEMBER 2022

ARRIVAL AIRPORT*															
SCHEDULED ARRIVAL TIME	LAX	LGA	MCO	MDW	MIA	MSP	ORD	PHL	PHX	SAN	SEA	SFO	SLC	TPA	TOTAL
0600-0659	78.2	82.0	61.8	62.9	75.4	65.1	76.3	88.2	75.3	0.0	57.4	93.2	78.0	69.9	71.7
0700-0759	82.9	84.3	62.9	78.0	81.9	78.1	76.3	80.8	79.2	74.9	61.6	83.7	82.2	75.7	79.1
0800-0859	76.6	83.1	75.4	73.4	83.6	79.8	78.9	78.8	80.9	80.6	68.9	82.2	82.0	72.0	77.6
0900-0959	76.5	81.9	78.8	79.2	84.0	78.0	82.9	83.7	75.6	72.0	64.2	68.4	75.3	82.2	77.5
1000-1059	74.2	78.6	77.1	77.6	78.3	80.2	81.8	80.9	75.0	73.1	68.0	72.1	79.1	77.1	76.9
1100-1159	74.8	78.0	67.3	74.4	75.5	75.4	80.8	75.3	76.1	70.0	65.3	68.6	77.8	71.6	75.1
1200-1259	71.4	78.3	67.4	66.2	72.1	70.3	73.7	79.0	70.5	64.7	67.2	70.5	74.5	67.9	73.9
1300-1359	72.1	70.4	68.6	63.4	68.6	75.6	77.9	73.8	71.0	65.9	65.8	73.1	74.8	52.7	73.5
1400-1459	68.9	70.4	63.8	65.7	76.0	76.2	73.6	79.4	68.7	60.3	62.7	72.9	73.3	70.2	71.2
1500-1559	72.2	69.8	64.9	63.8	80.0	79.4	73.5	64.7	70.8	65.4	71.9	63.7	75.4	64.0	71.3
1600-1659	68.9	67.4	63.2	57.7	73.4	72.0	72.0	62.6	65.0	59.1	61.6	68.5	72.9	67.5	68.1
1700-1759	71.5	65.0	57.8	61.4	67.2	71.7	68.1	76.2	67.3	53.1	64.0	68.0	67.8	61.2	66.8
1800-1859	70.0	63.2	59.9	56.7	63.4	68.6	66.1	71.3	64.8	60.4	65.7	69.6	68.3	62.8	65.3
1900-1959	68.4	62.9	56.2	53.2	63.9	69.7	69.3	66.2	62.8	67.8	59.3	65.0	72.7	62.3	64.0
2000-2059	66.5	57.8	52.0	57.6	61.9	74.3	72.8	69.2	60.7	59.7	55.2	67.6	71.6	54.4	63.8
2100-2159	65.0	62.0	53.8	47.1	66.8	68.7	69.3	62.9	58.5	52.4	50.6	63.8	72.1	56.6	61.0
2200-2259	55.7	67.9	50.5	51.3	59.1	66.3	65.3	54.7	61.9	51.4	58.3	56.7	69.7	64.3	59.5
2300-0559	53.5	66.2	50.9	47.2	60.8	57.9	73.1	62.1	52.7	57.4	57.8	58.4	46.7	56.7	58.4
<b>TOTAL</b>	<b>69.6</b>	<b>71.0</b>	<b>61.8</b>	<b>62.1</b>	<b>72.1</b>	<b>73.3</b>	<b>74.0</b>	<b>73.4</b>	<b>68.4</b>	<b>63.6</b>	<b>62.2</b>	<b>67.8</b>	<b>73.9</b>	<b>64.9</b>	<b>69.6</b>

\* 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)

DECEMBER 2022

DEPARTURE AIRPORT*																
SCHEDULED DEPARTURE TIME	ATL	BNA	BOS	BWI	CLT	DAL	DCA	DEN	DFW	DTW	EWR	FLL	IAD	IAH	JFK	LAS
0600-0659	80.4	79.3	84.7	79.4	85.7	80.2	87.0	75.6	84.8	84.2	85.2	84.7	86.1	82.7	85.5	82.4
0700-0759	78.5	75.8	80.5	57.9	87.6	78.8	85.0	71.1	84.4	87.2	80.0	78.7	79.5	81.7	76.7	76.3
0800-0859	79.1	72.8	77.3	72.9	84.1	70.2	84.5	68.2	81.4	81.4	78.8	76.6	85.2	84.8	77.0	74.2
0900-0959	77.7	70.7	76.2	64.7	85.6	63.2	79.7	64.1	74.4	77.1	74.7	68.9	80.7	74.8	71.2	71.9
1000-1059	76.0	74.9	75.4	66.3	78.9	58.4	79.4	64.7	75.0	80.5	69.8	64.9	85.4	73.6	70.0	69.4
1100-1159	77.6	62.5	71.2	65.9	76.3	62.0	80.2	61.1	67.0	75.4	73.4	64.2	82.8	74.2	80.5	70.3
1200-1259	80.4	74.0	73.9	65.7	70.4	58.6	77.0	54.0	72.5	78.4	76.7	56.9	79.5	72.3	78.5	61.7
1300-1359	75.5	69.9	69.3	64.6	77.1	55.9	78.8	58.5	64.1	73.8	74.3	61.4	68.9	64.6	71.4	55.6
1400-1459	72.8	66.3	71.7	42.9	74.8	54.6	74.6	47.7	66.2	79.4	60.7	61.1	72.0	71.5	70.0	50.1
1500-1559	74.9	61.0	63.4	51.0	66.1	57.4	71.8	53.4	61.2	76.4	63.9	57.9	76.8	64.0	67.0	52.5
1600-1659	74.0	66.2	64.6	51.1	72.3	50.9	66.8	51.1	65.0	76.5	60.4	62.6	68.6	71.3	66.3	53.5
1700-1759	69.9	56.9	66.1	63.1	66.8	52.5	69.7	57.3	62.8	63.8	53.9	57.5	67.0	66.2	58.9	51.7
1800-1859	67.1	63.2	57.3	42.3	67.2	54.1	63.6	45.7	60.9	66.0	52.3	53.6	74.8	67.0	59.0	45.5
1900-1959	69.1	64.5	59.2	53.2	62.7	45.3	68.5	50.9	62.5	71.0	54.1	48.8	66.9	60.8	52.0	51.3
2000-2059	68.3	51.8	52.8	39.5	73.4	47.9	74.7	52.2	55.2	75.6	42.2	51.9	65.4	60.7	53.2	43.9
2100-2159	70.2	49.7	51.2	44.3	63.6	48.2	75.0	44.0	67.8	77.9	44.2	54.1	0.0	67.8	57.7	46.8
2200-2259	70.5	31.3	55.0	37.6	69.5	34.1	75.5	27.0	54.1	87.5	27.5	52.2	67.5	55.9	59.2	60.9
2300-0559	70.8	73.4	82.4	49.0	80.0	0.0	87.1	61.7	82.2	78.7	82.6	74.7	63.9	83.3	54.6	68.4
<b>TOTAL</b>	<b>74.1</b>	<b>67.1</b>	<b>70.7</b>	<b>58.3</b>	<b>74.6</b>	<b>58.5</b>	<b>76.7</b>	<b>57.4</b>	<b>68.7</b>	<b>77.5</b>	<b>65.2</b>	<b>63.3</b>	<b>75.9</b>	<b>71.2</b>	<b>68.0</b>	<b>62.2</b>

\* 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)

DECEMBER 2022

DEPARTURE AIRPORT*															
SCHEDULED DEPARTURE TIME	LAX	LGA	MCO	MDW	MIA	MSP	ORD	PHL	PHX	SAN	SEA	SFO	SLC	TPA	TOTAL
0600-0659	83.5	87.0	81.9	80.0	86.7	85.7	83.2	85.1	87.5	85.2	75.8	85.6	80.2	86.3	83.2
0700-0759	84.5	85.4	82.4	56.1	88.2	78.2	81.8	81.9	81.6	80.6	69.5	82.7	80.3	85.7	79.1
0800-0859	81.9	85.5	76.5	65.9	87.7	76.5	77.7	83.9	75.0	77.2	61.7	80.2	82.2	79.9	78.4
0900-0959	81.0	81.4	70.3	69.0	79.3	80.5	76.5	74.7	78.5	76.2	60.3	72.3	81.0	72.0	74.8
1000-1059	73.7	78.8	71.1	65.4	77.1	72.1	72.3	83.4	73.4	73.7	54.6	62.0	77.6	77.2	72.5
1100-1159	70.6	75.1	72.2	63.0	77.0	78.6	68.9	78.6	70.5	67.4	60.5	66.2	74.7	69.2	70.6
1200-1259	69.6	76.0	62.5	51.0	71.9	74.1	71.3	65.8	69.3	68.0	55.5	62.6	63.1	64.9	69.7
1300-1359	70.6	76.7	60.0	53.6	66.5	71.2	70.1	72.0	65.6	62.2	67.0	67.1	74.6	60.0	67.7
1400-1459	70.1	67.8	57.6	48.0	66.9	72.4	71.6	77.9	63.6	63.0	65.1	69.5	67.1	62.1	66.0
1500-1559	69.0	67.8	55.5	53.2	72.9	71.6	66.3	77.6	62.0	60.8	59.3	60.0	70.4	62.7	64.9
1600-1659	72.5	65.7	56.8	49.3	72.9	73.4	64.2	69.8	65.3	60.0	63.6	67.8	65.1	59.9	65.0
1700-1759	65.1	61.8	55.4	49.7	69.9	63.5	64.8	59.4	60.3	58.5	57.5	67.2	68.8	60.9	61.9
1800-1859	67.0	62.5	52.2	42.1	65.5	62.3	65.5	73.7	60.4	53.9	66.0	70.2	63.6	61.0	61.1
1900-1959	71.9	59.7	51.4	42.4	67.1	65.5	69.0	69.6	55.3	65.0	64.4	66.9	54.1	60.7	60.4
2000-2059	65.2	61.1	47.0	38.7	61.5	62.5	62.4	57.3	51.1	61.2	49.8	75.3	72.7	69.6	59.2
2100-2159	70.5	60.5	41.4	36.0	70.8	66.3	68.4	71.2	67.0	53.1	55.9	60.3	78.8	45.9	61.1
2200-2259	74.6	57.3	38.3	34.2	68.2	68.8	71.4	6.7	51.3	76.2	59.8	65.1	75.1	44.7	62.0
2300-0559	73.8	87.5	68.0	65.6	83.3	75.3	78.3	77.1	75.7	100.0	62.2	65.0	72.7	77.7	71.1
<b>TOTAL</b>	<b>74.0</b>	<b>72.9</b>	<b>62.6</b>	<b>53.2</b>	<b>73.2</b>	<b>72.0</b>	<b>71.5</b>	<b>76.1</b>	<b>68.1</b>	<b>69.0</b>	<b>61.7</b>	<b>69.7</b>	<b>73.8</b>	<b>69.1</b>	<b>68.6</b>

\* 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**  
**DECEMBER 2022**

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Aberdeen, SD (ABR)	67.4	67.4	46	46
Abilene, TX (ABI)	78.5	71.6	93	95
Adak Island, AK (ADK)	55.6	55.6	9	9
Aguadilla, PR (BQN)	51.3	55.5	273	272
Akron, OH (CAK)	82.0	81.6	178	179
Albany, GA (ABY)	95.7	92.8	69	69
Albany, NY (ALB)	69.7	75.4	988	989
Albuquerque, NM (ABQ)	65.0	70.3	1748	1749
Alexandria, LA (AEX)	70.2	70.2	151	151
Allentown/Bethlehem/Easton, PA (ABE)	72.7	83.2	311	310
Alpena, MI (APN)	59.6	57.7	52	52
Amarillo, TX (AMA)	64.1	71.3	398	397
Anchorage, AK (ANC)	51.0	61.0	1503	1501
Appleton, WI (ATW)	62.5	69.3	387	387
Arcata/Eureka, CA (ACV)	71.1	76.0	121	121
Asheville, NC (AVL)	74.0	78.5	796	796
Ashland, WV (HTS)	66.7	50.0	30	30
Aspen, CO (ASE)	38.5	42.7	733	728
Atlanta, GA (ATL)	77.9	74.1	26659	26654
Atlantic City, NJ (ACY)	66.3	71.1	240	239
Augusta, GA (AGS)	76.7	78.4	283	283
Austin, TX (AUS)	66.1	66.4	7466	7469
Bakersfield, CA (BFL)	55.2	65.7	210	210
Baltimore, MD (BWI)	66.4	58.3	7503	7499
Bangor, ME (BGR)	80.9	83.2	320	321
Barrow, AK (BRW)	36.7	20.0	30	30
Baton Rouge, LA (BTR)	76.5	79.4	345	345
Beaumont/Port Arthur, TX (BPT)	71.0	75.8	62	62
Belleville, IL (BLV)	65.5	53.6	84	84
Bellingham, WA (BLI)	65.3	63.0	277	276
Bemidji, MN (BJI)	67.3	62.3	52	53
Bend/Redmond, OR (RDM)	65.1	68.0	559	559
Bethel, AK (BET)	51.0	31.4	51	51
Billings, MT (BIL)	66.1	70.9	351	351
Binghamton, NY (BGM)	86.7	83.3	30	30
Birmingham, AL (BHM)	71.0	73.1	1053	1054
Bishop, CA (BIH)	61.8	64.7	34	34
Bismarck/Mandan, ND (BIS)	59.9	54.7	322	322
Bloomington/Normal, IL (BMI)	78.2	77.7	220	220
Boise, ID (BOI)	63.9	71.7	2083	2085
Boston, MA (BOS)	70.3	70.7	10965	10960

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Bozeman, MT (BZN)	60.4	64.0	820	817
Brainerd, MN (BRD)	78.3	73.9	46	46
Bristol/Johnson City/Kingsport, TN (TRI)	83.8	82.6	234	235
Brownsville, TX (BRO)	79.3	79.3	87	87
Brunswick, GA (BQK)	76.7	85.0	60	60
Buffalo, NY (BUF)	60.2	63.4	1682	1683
Burbank, CA (BUR)	63.8	63.7	2396	2393
Burlington, VT (BTV)	71.1	76.3	633	636
Butte, MT (BTM)	89.1	94.5	55	55
Casper, WY (CPR)	73.3	73.3	176	176
Cedar City, UT (CDC)	86.5	88.5	52	52
Cedar Rapids/Iowa City, IA (CID)	68.1	69.8	570	569
Champaign/Urbana, IL (CMI)	78.6	79.3	140	140
Charleston, SC (CHS)	70.0	72.8	1786	1786
Charleston/Dunbar, WV (CRW)	84.8	83.3	244	245
Charlotte Amalie, VI (STT)	77.0	75.7	478	477
Charlotte, NC (CLT)	78.1	74.6	15504	15506
Charlottesville, VA (CHO)	88.2	84.5	212	213
Chattanooga, TN (CHA)	78.5	74.4	331	332
Cheyenne, WY (CYS)	72.9	81.4	59	59
Chicago, IL (MDW)	62.1	53.2	6929	6930
Chicago, IL (ORD)	74.0	71.5	20831	20837
Christiansted, VI (STX)	62.5	70.8	96	96
Cincinnati, OH (CVG)	69.4	73.6	2976	2976
Clarksburg/Fairmont, WV (CKB)	60.0	60.0	20	20
Cleveland, OH (CLE)	70.8	74.1	3056	3059
College Station/Bryan, TX (CLL)	83.1	84.3	89	89
Colorado Springs, CO (COS)	66.1	71.1	933	933
Columbia, MO (COU)	73.1	66.4	134	134
Columbia, SC (CAE)	79.5	84.6	405	408
Columbus, GA (CSG)	75.5	73.5	102	102
Columbus, MS (GTR)	89.7	93.1	87	87
Columbus, OH (CMH)	69.8	71.8	3245	3244
Columbus, OH (LCK)	64.6	64.6	65	65
Concord, NC (USA)	64.6	57.3	82	82
Cordova, AK (CDV)	63.3	63.3	60	60
Corpus Christi, TX (CRP)	71.7	78.1	293	292
Dallas, TX (DAL)	64.2	58.5	5961	5964
Dallas/Fort Worth, TX (DFW)	70.2	68.7	21936	21938
Dayton, OH (DAY)	81.5	83.4	596	596
Daytona Beach, FL (DAB)	77.8	80.0	225	225

AIR TRAVEL CONSUMER REPORT  
**TABLE 5. ON-TIME ARRIVAL AND DEPARTURE PERCENTAGE BY AIRPORT BY REPORTING OPERATING CARRIER**  
 DECEMBER 2022

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Deadhorse, AK (SCC)	72.2	72.2	36	36
Decatur, IL (DEC)	65.5	69.0	84	84
Del Rio, TX (DRT)	64.4	59.3	59	59
Denver, CO (DEN)	65.8	57.4	23240	23234
Des Moines, IA (DSM)	68.2	70.4	1190	1191
Detroit, MI (DTW)	78.3	77.5	9856	9846
Devils Lake, ND (DVL)	50.9	52.7	55	55
Dickinson, ND (DIK)	60.4	50.9	53	53
Dillingham, AK (DLG)	46.7	53.3	30	30
Dodge City, KS (DDC)	69.2	69.2	52	52
Dothan, AL (DHN)	86.7	83.3	60	60
Duluth, MN (DLH)	69.9	77.2	123	123
Durango, CO (DRO)	64.6	67.1	240	240
Eagle, CO (EGE)	60.3	58.5	390	390
El Paso, TX (ELP)	64.4	71.0	1530	1532
Elko, NV (EKO)	74.2	80.6	31	31
Elmira/Corning, NY (ELM)	78.4	81.1	74	74
Escanaba, MI (ESC)	69.5	67.8	59	59
Eugene, OR (EUG)	64.7	71.7	675	676
Evansville, IN (EVV)	75.0	75.8	132	132
Everett, WA (PAE)	69.9	73.9	282	283
Fairbanks, AK (FAI)	50.9	56.4	383	383
Fargo, ND (FAR)	63.5	56.0	606	607
Fayetteville, AR (XNA)	72.2	78.0	844	845
Fayetteville, NC (FAY)	89.3	86.1	121	122
Flagstaff, AZ (FLG)	81.5	83.7	135	135
Flint, MI (FNT)	52.0	69.3	200	199
Fort Dodge, IA (FOD)	69.2	67.3	52	52
Fort Lauderdale, FL (FLL)	63.2	63.3	7762	7752
Fort Myers, FL (RSW)	66.8	71.4	3044	3037
Fort Smith, AR (FSM)	69.7	66.3	89	89
Fort Wayne, IN (FWA)	65.3	60.2	352	352
Fresno, CA (FAT)	64.4	72.6	801	802
Gainesville, FL (GNV)	79.2	77.6	236	237
Garden City, KS (GCK)	71.0	69.4	62	62
Gillette, WY (GCC)	78.4	76.5	51	51
Grand Forks, ND (GFK)	65.2	70.5	112	112
Grand Island, NE (GRI)	67.0	52.3	88	88
Grand Junction, CO (GJT)	64.3	73.9	283	283
Grand Rapids, MI (GRR)	63.9	70.1	1366	1369
Great Falls, MT (GTF)	70.9	70.4	199	199

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Green Bay, WI (GRB)	80.1	81.6	337	337
Greensboro/High Point, NC (GSO)	78.7	81.9	780	779
Greenville, NC (PGV)	85.7	85.7	14	14
Greer, SC (GSP)	77.6	81.5	978	979
Guam, TT (GUM)	93.5	91.9	62	62
Gulfport/Biloxi, MS (GPT)	80.1	83.9	211	211
Gunnison, CO (GUC)	57.6	54.1	85	85
Hagerstown, MD (HGR)	90.0	80.0	20	20
Hancock/Houghton, MI (CMX)	66.1	71.2	59	59
Harlingen/San Benito, TX (HRL)	63.6	64.8	316	315
Harrisburg, PA (MDT)	73.4	74.8	451	452
Hartford, CT (BDL)	67.7	71.4	1937	1935
Hattiesburg/Laurel, MS (PIB)	90.4	90.4	52	52
Hayden, CO (HDN)	58.4	59.9	274	274
Hays, KS (HYS)	61.3	62.9	62	62
Helena, MT (HLN)	76.0	80.2	121	121
Hibbing, MN (HIB)	61.3	83.9	31	31
Hilo, HI (ITO)	59.0	65.0	585	585
Hilton Head, SC (HHH)	73.3	80.0	90	90
Honolulu, HI (HNL)	57.9	66.8	5092	5081
Houston, TX (HOU)	64.3	60.1	4557	4556
Houston, TX (IAH)	73.5	71.2	10566	10580
Huntsville, AL (HSV)	80.3	82.9	644	644
Idaho Falls, ID (IDA)	65.1	68.0	350	350
Indianapolis, IN (IND)	69.8	74.0	3456	3456
International Falls, MN (INL)	51.6	54.8	31	31
Iron Mountain/Kingsfd, MI (IMT)	69.5	66.1	59	59
Islip, NY (ISP)	58.2	61.4	373	373
Ithaca/Cortland, NY (ITH)	83.9	83.9	31	31
Jackson, WY (JAC)	60.6	59.1	439	438
Jackson/Vicksburg, MS (JAN)	74.6	76.0	626	626
Jacksonville, FL (JAX)	71.6	76.0	2459	2459
Jacksonville/Camp Lejeune, NC (OAJ)	78.9	82.9	76	76
Jamestown, ND (JMS)	60.0	50.9	55	55
Johnstown, PA (JST)	66.1	70.7	59	58
Joplin, MO (JLN)	68.6	64.7	51	51
Juneau, AK (JNU)	64.1	74.1	340	340
Kahului, HI (OGG)	60.3	61.2	2750	2753
Kalamazoo, MI (AZO)	77.0	82.0	122	122
Kalispell, MT (FCA)	58.4	58.9	315	314
Kansas City, MO (MCI)	67.4	70.4	3784	3785



**AIR TRAVEL CONSUMER REPORT**  
**TABLE 5. ON-TIME ARRIVAL AND DEPARTURE PERCENTAGE BY AIRPORT BY REPORTING OPERATING CARRIER**  
**DECEMBER 2022**

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Ketchikan, AK (KTN)	69.2	72.0	182	182
Key West, FL (EYW)	74.1	69.6	723	721
Killeen, TX (GRK)	70.6	69.9	136	136
King Salmon, AK (AKN)	60.0	76.7	30	30
Knoxville, TN (TYS)	68.5	77.7	975	972
Kodiak, AK (ADQ)	59.6	64.6	47	48
Kona, HI (KOA)	64.7	66.0	1394	1394
Kotzebue, AK (OTZ)	46.7	53.3	60	60
La Crosse, WI (LSE)	72.5	79.1	91	91
Lafayette, LA (LFT)	74.2	77.2	236	237
Lake Charles, LA (LCH)	76.7	83.3	90	90
Lansing, MI (LAN)	81.1	80.5	148	149
Laramie, WY (LAR)	72.5	75.0	51	52
Laredo, TX (LRD)	76.5	72.5	102	102
Las Vegas, NV (LAS)	61.0	62.2	15262	15258
Latrobe, PA (LBE)	60.0	71.4	35	35
Lawton/Fort Sill, OK (LAW)	72.7	75.0	88	88
Lewiston, ID (LWS)	72.6	75.8	62	62
Lexington, KY (LEX)	78.8	81.7	543	541
Liberal, KS (LBL)	69.2	71.2	52	52
Lihue, HI (LIH)	66.0	68.9	1358	1356
Lincoln, NE (LNK)	100.0	100.0	2	3
Little Rock, AR (LIT)	68.9	72.5	943	943
Long Beach, CA (LGB)	63.3	65.6	1350	1350
Longview, TX (GGG)	78.0	84.7	59	59
Los Angeles, CA (LAX)	69.6	74.0	15576	15577
Louisville, KY (SDF)	71.2	76.4	1754	1755
Lubbock, TX (LBB)	66.7	71.1	442	443
Madison, WI (MSN)	69.9	77.3	820	819
Manchester, NH (MHT)	65.5	73.5	525	525
Manhattan/Ft. Riley, KS (MHK)	71.3	78.7	150	150
Marquette, MI (MQT)	70.9	72.4	86	87
Mason City, IA (MCW)	71.2	71.2	52	52
Medford, OR (MFR)	68.5	76.3	536	535
Melbourne, FL (MLB)	84.0	84.5	231	232
Memphis, TN (MEM)	70.8	72.2	1775	1775
Meridian, MS (MEI)	91.6	91.6	83	83
Miami, FL (MIA)	72.1	73.2	8480	8469
Midland/Odessa, TX (MAF)	67.1	71.8	656	657
Milwaukee, WI (MKE)	67.0	71.3	2064	2065
Minneapolis, MN (MSP)	73.3	72.0	9341	9331

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Minot, ND (MOT)	53.1	52.0	179	179
Mission/McAllen/Edinburg, TX (MFE)	68.5	79.1	289	292
Missoula, MT (MSO)	63.2	61.9	342	341
Moab, UT (CNY)	77.4	74.2	31	31
Mobile, AL (MOB)	77.5	76.3	227	228
Moline, IL (MLI)	80.6	79.4	278	277
Monroe, LA (MLU)	82.8	78.8	151	151
Monterey, CA (MRY)	69.3	70.3	303	303
Montgomery, AL (MGM)	75.0	75.0	188	188
Montrose/Delta, CO (MTJ)	59.1	62.1	301	301
Mosinee, WI (CWA)	72.7	77.5	150	151
Myrtle Beach, SC (MYR)	73.9	79.5	828	828
Nashville, TN (BNA)	68.0	67.1	7627	7636
New Orleans, LA (MSY)	68.3	67.2	4077	4080
New York, NY (JFK)	67.3	68.0	10967	10974
New York, NY (LGA)	71.0	72.9	13457	13456
Newark, NJ (EWR)	64.4	65.2	11416	11425
Newburgh/Poughkeepsie, NY (SWF)	61.5	55.8	52	52
Newport News/Williamsburg, VA (PHF)	100.0	100.0	1	1
Niagara Falls, NY (IAG)	60.5	52.6	38	38
Nome, AK (OME)	45.0	58.3	60	60
Norfolk, VA (ORF)	73.5	75.3	1605	1606
North Bend/Coos Bay, OR (OTH)	82.4	76.5	17	17
North Platte, NE (LBF)	64.6	64.6	82	82
Oakland, CA (OAK)	63.0	60.2	4048	4047
Oklahoma City, OK (OKC)	67.7	74.3	1751	1752
Omaha, NE (OMA)	64.4	69.8	1811	1813
Ontario, CA (ONT)	62.0	67.7	1942	1942
Orlando, FL (MCO)	61.8	62.6	13554	13553
Owensboro, KY (OWB)	44.4	44.4	9	9
Paducah, KY (PAH)	100.0	100.0	5	5
Pago Pago, TT (PPG)	58.3	66.7	12	12
Palm Springs, CA (PSP)	66.6	70.8	1486	1484
Panama City, FL (ECP)	76.6	78.9	427	427
Pasco/Kennewick/Richland, WA (PSC)	57.3	69.0	471	474
Pellston, MI (PLN)	57.7	60.4	52	53
Pensacola, FL (PNS)	65.8	71.2	770	771
Peoria, IL (PIA)	75.5	72.6	277	277
Petersburg, AK (PSG)	66.7	71.7	60	60
Philadelphia, PA (PHL)	73.4	76.1	6957	6958
Phoenix, AZ (AZA)	42.6	53.6	603	603

**AIR TRAVEL CONSUMER REPORT**  
**TABLE 5. ON-TIME ARRIVAL AND DEPARTURE PERCENTAGE BY AIRPORT BY REPORTING OPERATING CARRIER**  
**DECEMBER 2022**

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Phoenix, AZ (PHX)	68.4	68.1	14513	14514
Pittsburgh, PA (PIT)	71.4	75.8	3397	3395
Plattsburgh, NY (PBG)	74.5	63.8	47	47
Pocatello, ID (PIH)	83.9	90.3	31	31
Ponce, PR (PSE)	58.0	70.3	112	111
Portland, ME (PWM)	70.4	72.1	741	741
Portland, OR (PDX)	65.4	69.6	4943	4944
Portsmouth, NH (PSM)	76.9	65.4	26	26
Prescott, AZ (PRC)	68.4	66.7	57	57
Providence, RI (PVD)	72.1	76.4	1282	1282
Provo, UT (PVU)	21.2	62.2	156	156
Pueblo, CO (PUB)	67.7	67.7	31	31
Pullman, WA (PUW)	60.7	38.3	107	107
Punta Gorda, FL (PGD)	53.5	65.8	593	593
Raleigh/Durham, NC (RDU)	71.7	74.2	4337	4337
Rapid City, SD (RAP)	64.2	65.8	332	333
Redding, CA (RDD)	78.8	79.0	118	119
Reno, NV (RNO)	61.8	66.6	1642	1643
Rhineland, WI (RHI)	67.4	71.7	46	46
Richmond, VA (RIC)	72.7	74.2	1456	1456
Riverton/Lander, WY (RIW)	77.4	83.9	31	31
Roanoke, VA (ROA)	83.7	79.2	190	192
Rochester, MN (RST)	69.9	70.7	123	123
Rochester, NY (ROC)	69.1	74.1	1049	1050
Rock Springs, WY (RKS)	67.7	90.3	31	31
Rockford, IL (RFD)	77.3	62.7	75	75
Roswell, NM (ROW)	74.2	72.0	93	93
Sacramento, CA (SMF)	62.7	64.6	4530	4526
Saginaw/Bay City/Midland, MI (MBS)	87.1	88.7	62	62
Saipan, TT (SPN)	90.3	93.5	31	31
Salina, KS (SLN)	66.1	64.5	62	62
Salt Lake City, UT (SLC)	73.9	73.8	8774	8774
San Angelo, TX (SJT)	82.0	83.1	89	89
San Antonio, TX (SAT)	65.7	71.7	3096	3094
San Diego, CA (SAN)	63.6	69.0	7514	7514
San Francisco, CA (SFO)	67.8	69.7	10584	10576
San Jose, CA (SJC)	66.4	67.3	4557	4558
San Juan, PR (SJU)	63.1	66.5	2872	2863
San Luis Obispo, CA (SBP)	64.6	68.8	404	404
Sanford, FL (SFB)	56.4	65.6	845	844
Santa Ana, CA (SNA)	65.1	65.0	4093	4094

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Santa Barbara, CA (SBA)	60.3	64.9	579	579
Santa Fe, NM (SAF)	72.5	77.9	131	131
Santa Maria, CA (SMX)	54.5	72.7	11	11
Santa Rosa, CA (STS)	72.2	74.3	248	249
Sarasota/Bradenton, FL (SRQ)	61.2	68.4	1516	1516
Sault Ste. Marie, MI (CIU)	73.1	69.2	52	52
Savannah, GA (SAV)	71.8	74.9	1289	1287
Scottsbluff, NE (BFF)	68.6	66.7	51	51
Scranton/Wilkes-Barre, PA (AVP)	70.1	80.0	134	135
Seattle, WA (SEA)	62.2	61.7	13919	13923
Sheridan, WY (SHR)	77.8	77.8	54	54
Shreveport, LA (SHV)	76.6	77.9	290	290
Sioux City, IA (SUX)	72.9	76.3	59	59
Sioux Falls, SD (FSD)	67.6	65.6	581	581
Sitka, AK (SIT)	57.6	66.3	92	92
South Bend, IN (SBN)	75.0	77.0	452	453
Spokane, WA (GEG)	60.9	63.0	1562	1559
Springfield, IL (SPI)	76.2	61.4	84	83
Springfield, MO (SGF)	74.5	78.5	552	554
St. Cloud, MN (STC)	76.9	69.2	13	13
St. George, UT (SGU)	80.8	85.6	193	194
St. Louis, MO (STL)	67.5	64.6	4818	4820
St. Petersburg, FL (PIE)	61.5	70.3	680	681
State College, PA (SCE)	64.5	71.0	31	31
Stillwater, OK (SWO)	79.0	79.0	62	62
Stockton, CA (SCK)	59.3	42.6	54	54
Sun Valley/Hailey/Ketchum, ID (SUN)	70.7	64.7	191	190
Syracuse, NY (SYR)	70.3	73.0	1102	1102
Tallahassee, FL (TLH)	85.5	87.3	407	408
Tampa, FL (TPA)	64.9	69.1	6612	6610
Texarkana, AR (TXK)	87.8	90.0	90	90
Toledo, OH (TOL)	80.0	60.0	45	45
Traverse City, MI (TVC)	69.9	74.3	229	230
Trenton, NJ (TTN)	45.2	46.7	135	135
Tucson, AZ (TUS)	71.7	78.3	1451	1451
Tulsa, OK (TUL)	69.5	74.7	1294	1295
Twin Falls, ID (TWF)	87.5	91.1	56	56
Tyler, TX (TYR)	71.6	76.1	88	88
Valdosta, GA (VLD)	86.8	89.5	76	76
Valparaiso, FL (VPS)	70.1	75.0	521	521
Vernal, UT (VEL)	51.6	59.4	31	32

**AIR TRAVEL CONSUMER REPORT**  
**TABLE 5. ON-TIME ARRIVAL AND DEPARTURE PERCENTAGE BY AIRPORT BY REPORTING OPERATING CARRIER**  
**DECEMBER 2022**

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Victoria, TX (VCT)	77.4	84.4	31	32
Waco, TX (ACT)	71.3	76.5	115	115
Walla Walla, WA (ALW)	71.0	64.5	31	31
Washington, DC (DCA)	74.0	76.7	11551	11558
Washington, DC (IAD)	76.2	75.9	4907	4910
Waterloo, IA (ALO)	80.3	78.7	61	61
Wenatchee, WA (EAT)	48.4	35.5	31	31
West Palm Beach/Palm Beach, FL (PBI)	63.4	69.1	2516	2514
White Plains, NY (HPN)	70.4	73.7	1066	1068
Wichita Falls, TX (SPS)	71.2	67.8	59	59
Wichita, KS (ICT)	66.5	72.3	734	734
Williston, ND (XWA)	62.3	63.2	106	106
Wilmington, NC (ILM)	78.5	80.5	568	569
Worcester, MA (ORH)	65.0	67.8	143	143
Wrangell, AK (WRG)	71.7	76.7	60	60
Yakima, WA (YKM)	67.7	48.4	31	31
Yakutat, AK (YAK)	65.0	71.7	60	60
Yuma, AZ (YUM)	77.3	81.5	119	119

## AIR TRAVEL CONSUMER REPORT

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

DECEMBER 2022

CARRIER <sup>1</sup>	AT ALL US AIRPORTS				
	NUMBER OF AIRPORTS REPORTED	FLIGHT OPERATIONS SCHEDULED	FLIGHT OPERATIONS CANCELLED	PERCENT OF OPERATIONS CANCELLED	RANK
<b>AMERICAN AIRLINES NETWORK</b>	<b>225</b>	<b>138398</b>	<b>2534</b>	<b>1.8</b>	<b>1</b>
- AMERICAN AIRLINES	119	76149	1174	1.5	
- BRANDED CODESHARE PARTNERS	208	62249	1360	2.2	
<b>JETBLUE AIRWAYS</b>	<b>62</b>	<b>23881</b>	<b>465</b>	<b>1.9</b>	<b>2</b>
<b>DELTA AIR LINES NETWORK</b>	<b>209</b>	<b>114831</b>	<b>3299</b>	<b>2.9</b>	<b>3</b>
- DELTA AIR LINES	143	75771	1851	2.4	
- BRANDED CODESHARE PARTNERS	175	39060	1448	3.7	
<b>UNITED AIRLINES NETWORK</b>	<b>220</b>	<b>102387</b>	<b>3128</b>	<b>3.1</b>	<b>4</b>
- UNITED AIRLINES	109	58417	1420	2.4	
- BRANDED CODESHARE PARTNERS	200	43970	1708	3.9	
<b>HAWAIIAN AIRLINES</b>	<b>21</b>	<b>6642</b>	<b>231</b>	<b>3.5</b>	<b>5</b>
<b>SPIRIT AIRLINES</b>	<b>61</b>	<b>21236</b>	<b>994</b>	<b>4.7</b>	<b>6</b>
<b>FRONTIER AIRLINES</b>	<b>80</b>	<b>13895</b>	<b>665</b>	<b>4.8</b>	<b>7</b>
<b>ALLEGiant AIR</b>	<b>124</b>	<b>10421</b>	<b>550</b>	<b>5.3</b>	<b>8</b>
<b>ALASKA AIRLINES NETWORK</b>	<b>106</b>	<b>30401</b>	<b>2321</b>	<b>7.6</b>	<b>9</b>
- ALASKA AIRLINES	84	20079	1735	8.6	
- BRANDED CODESHARE PARTNERS	51	10322	586	5.7	
<b>SOUTHWEST AIRLINES</b>	<b>107</b>	<b>116229</b>	<b>17000</b>	<b>14.6</b>	<b>10</b>
<b>TOTAL AIRPORTS SERVED</b>	<b>355</b>	<b>578,321</b>	<b>31,187</b>	<b>5.4</b>	

<sup>1</sup> 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

DECEMBER 2022

CARRIER <sup>1</sup>	AT ALL US AIRPORTS				
	NUMBER OF AIRPORTS REPORTED	FLIGHT OPERATIONS SCHEDULED	FLIGHT OPERATIONS CANCELLED	PERCENT OF OPERATIONS CANCELLED	RANK
AMERICAN AIRLINES	119	76149	1174	1.5	1
PSA AIRLINES	86	14156	226	1.6	2
MESA AIRLINES	89	7995	141	1.8	3
JETBLUE AIRWAYS	62	23881	465	1.9	4
UNITED AIRLINES	109	58417	1420	2.4	5
DELTA AIR LINES	143	75771	1851	2.4	6
ENVOY AIR	130	18808	473	2.5	7
REPUBLIC AIRWAYS	76	20773	612	2.9	8
HAWAIIAN AIRLINES	21	6642	231	3.5	9
ENDEAVOR AIR	102	16660	592	3.6	10
SKYWEST AIRLINES	227	50430	2028	4.0	11
SPIRIT AIRLINES	61	21236	994	4.7	12
FRONTIER AIRLINES	80	13895	665	4.8	13
ALLEGiant AIR	124	10421	550	5.3	14
HORIZON AIR	45	5553	425	7.7	15
ALASKA AIRLINES	84	20079	1735	8.6	16
SOUTHWEST AIRLINES	107	116229	17000	14.6	17
<b>TOTAL AIRPORTS SERVED</b>	<b>346</b>	<b>557,095</b>	<b>30,582</b>	<b>5.5</b>	

<sup>1</sup> 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 6B. OVERALL NUMBER AND PERCENTAGE OF FLIGHT CANCELLATIONS: RANKING OF U.S. REPORTING MARKETING CARRIERS (YTD)

RANK	CARRIER <sup>1</sup>	JANUARY - DECEMBER 2022			JANUARY - DECEMBER 2021		
		FLIGHT OPERATIONS SCHEDULED	FLIGHT OPERATIONS CANCELLED	PERCENT OF OPERATIONS CANCELLED	FLIGHT OPERATIONS SCHEDULED	FLIGHT OPERATIONS CANCELLED	PERCENT OF OPERATIONS CANCELLED
1	<b>HAWAIIAN AIRLINES</b>	73,865	680	0.92	60,654	264	0.44
	- HAWAIIAN AIRLINES	73,865	680	0.92	60,542	264	0.44
	- BRANDED CODESHARE PARTNERS	-	-	-	112	0	0.00
2	<b>DELTA AIR LINES NETWORK</b>	1,448,920	29,035	2.00	1,357,322	7,866	0.58
	- DELTA AIR LINES	893,172	14,317	1.60	747,998	3,631	0.49
	- BRANDED CODESHARE PARTNERS	555,748	14,718	2.65	609,324	4,235	0.70
3	<b>ALASKA AIRLINES NETWORK</b>	382,544	8,274	2.16	359,458	6,010	1.67
	- ALASKA AIRLINES	228,384	6,218	2.72	188,955	3,217	1.70
	- BRANDED CODESHARE PARTNERS	154,160	2,056	1.33	170,503	2,793	1.64
4	<b>UNITED AIRLINES NETWORK</b>	1,263,956	34,221	2.71	1,148,340	25,203	2.19
	- UNITED AIRLINES	626,473	11,886	1.90	446,837	6,107	1.37
	- BRANDED CODESHARE PARTNERS	637,483	22,335	3.50	701,503	19,096	2.72
5	<b>AMERICAN AIRLINES NETWORK</b>	1,759,257	49,416	2.81	1,674,371	33,452	2.00
	- AMERICAN AIRLINES	874,145	25,894	2.96	736,399	16,478	2.24
	- BRANDED CODESHARE PARTNERS	885,112	23,522	2.66	937,972	16,974	1.81
6	<b>FRONTIER AIRLINES</b>	155,482	4,455	2.87	137,142	1,929	1.41
7	<b>SPIRIT AIRLINES</b>	232,400	6,973	3.00	191,361	5,661	2.96
8	<b>SOUTHWEST AIRLINES</b>	1,307,149	42,655	3.26	1,064,640	23,505	2.21
9	<b>ALLEGiant AIR</b>	116,877	4,110	3.52	115,881	3,829	3.30
10	<b>JETBLUE AIRWAYS</b>	273,058	10,219	3.74	202,702	3,299	1.63
	<b>TOTAL</b>	7,013,508	190,038	2.71	6,311,871	111,018	1.76

<sup>1</sup> 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 6C. OVERALL NUMBER AND PERCENTAGE OF FLIGHT CANCELLATIONS: RANKING OF U.S. REPORTING OPERATING CARRIERS (YTD)

RANK	CARRIER <sup>1</sup>	JANUARY - DECEMBER 2022			JANUARY - DECEMBER 2021		
		FLIGHT OPERATIONS SCHEDULED	FLIGHT OPERATIONS CANCELLED	PERCENT OF OPERATIONS CANCELLED	FLIGHT OPERATIONS SCHEDULED	FLIGHT OPERATIONS CANCELLED	PERCENT OF OPERATIONS CANCELLED
1	HAWAIIAN AIRLINES	73,865	680	0.92	60,542	264	0.44
2	DELTA AIR LINES	893,172	14,317	1.60	747,998	3,631	0.49
3	HORIZON AIR	88,791	1,512	1.70	111,628	2,096	1.88
4	SKYWEST AIRLINES	733,576	13,331	1.82	753,417	13,412	1.78
5	UNITED AIRLINES	626,473	11,886	1.90	446,837	6,107	1.37
6	ENVOY AIR	248,059	5,550	2.24	255,710	5,700	2.23
7	ALASKA AIRLINES	228,384	6,218	2.72	188,955	3,217	1.70
8	FRONTIER AIRLINES	155,482	4,455	2.87	137,142	1,929	1.41
9	AMERICAN AIRLINES	874,145	25,894	2.96	736,399	16,478	2.24
10	SPIRIT AIRLINES	232,400	6,973	3.00	191,361	5,661	2.96
11	PSA AIRLINES	214,450	6,612	3.08	222,611	2,278	1.02
12	SOUTHWEST AIRLINES	1,307,149	42,655	3.26	1,064,640	23,505	2.21
13	MESA AIRLINES	114,779	3,810	3.32	159,809	4,818	3.01
14	ALLEGiant AIR	116,877	4,110	3.52	115,881	3,829	3.30
15	ENDEAVOR AIR	231,941	8,202	3.54	266,702	986	0.37
16	JETBLUE AIRWAYS	273,058	10,219	3.74	202,702	3,299	1.63
17	REPUBLIC AIRWAYS	316,524	14,862	4.70	333,063	5,850	1.76
	<b>TOTAL</b>	<b>6,729,125</b>	<b>181,286</b>	<b>2.69</b>	<b>5,995,397</b>	<b>103,060</b>	<b>1.72</b>

<sup>1</sup> 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

DECEMBER 2022

CARRIER	TOTAL RECORDS	ON TIME	% ON TIME	CANCELLED	% CANCELLED	DIVERTED	% DIVERTED	AIR CARRIER DELAY	% AIR CARRIER DELAY	EXTREME WEATHER DELAY	% EXTREME WEATHER DELAY	NATIONAL AVIATION SYSTEM DELAY	% NATIONAL AVIATION SYSTEM DELAY	SECURITY DELAY	% SECURITY DELAY	LATE ARRIVING AIRCRAFT DELAY	% LATE ARRIVING AIRCRAFT DELAY
<b>ALASKA AIRLINES NETWORK</b>	<b>30401</b>	<b>18405</b>	<b>60.54</b>	<b>2321</b>	<b>7.63</b>	<b>173</b>	<b>0.57</b>	<b>2541</b>	<b>8.36</b>	<b>564</b>	<b>1.86</b>	<b>2881</b>	<b>9.48</b>	<b>57</b>	<b>0.19</b>	<b>3460</b>	<b>11.38</b>
- ALASKA AIRLINES	20079	11464	57.09	1735	8.64	125	0.62	1708	8.51	291	1.45	2369	11.80	51	0.25	2336	11.63
- BRANDED CODESHARE PARTNERS	10322	6941	67.24	586	5.68	48	0.47	833	8.07	273	2.64	512	4.96	6	0.06	1124	10.89
<b>ALLEGiant AIR</b>	<b>10421</b>	<b>5963</b>	<b>57.22</b>	<b>550</b>	<b>5.28</b>	<b>50</b>	<b>0.48</b>	<b>898</b>	<b>8.62</b>	<b>207</b>	<b>1.99</b>	<b>1146</b>	<b>11.00</b>	<b>10</b>	<b>0.10</b>	<b>1598</b>	<b>15.33</b>
<b>AMERICAN AIRLINES NETWORK</b>	<b>138398</b>	<b>102057</b>	<b>73.74</b>	<b>2534</b>	<b>1.83</b>	<b>363</b>	<b>0.26</b>	<b>10373</b>	<b>7.50</b>	<b>2025</b>	<b>1.46</b>	<b>8191</b>	<b>5.92</b>	<b>109</b>	<b>0.08</b>	<b>12747</b>	<b>9.21</b>
- AMERICAN AIRLINES	76149	54111	71.06	1174	1.54	174	0.23	6378	8.38	824	1.08	4806	6.31	67	0.09	8614	11.31
- BRANDED CODESHARE PARTNERS	62249	47946	77.02	1360	2.18	189	0.30	3995	6.42	1200	1.93	3385	5.44	42	0.07	4133	6.64
<b>DELTA AIR LINES NETWORK</b>	<b>114831</b>	<b>89046</b>	<b>77.55</b>	<b>3299</b>	<b>2.87</b>	<b>215</b>	<b>0.19</b>	<b>9680</b>	<b>8.43</b>	<b>1999</b>	<b>1.74</b>	<b>5522</b>	<b>4.81</b>	<b>22</b>	<b>0.02</b>	<b>5047</b>	<b>4.40</b>
- DELTA AIR LINES	75771	59104	78.00	1851	2.44	128	0.17	6099	8.05	674	0.89	3882	5.12	13	0.02	4021	5.31
- BRANDED CODESHARE PARTNERS	39060	29942	76.66	1448	3.71	87	0.22	3581	9.17	1325	3.39	1640	4.20	10	0.03	1026	2.63
<b>FRONTIER AIRLINES</b>	<b>13895</b>	<b>7858</b>	<b>56.55</b>	<b>665</b>	<b>4.79</b>	<b>26</b>	<b>0.19</b>	<b>1818</b>	<b>13.08</b>	<b>114</b>	<b>0.82</b>	<b>1439</b>	<b>10.36</b>	<b>0</b>	<b>0.00</b>	<b>1975</b>	<b>14.21</b>
<b>HAWAIIAN AIRLINES</b>	<b>6642</b>	<b>3862</b>	<b>58.15</b>	<b>231</b>	<b>3.48</b>	<b>19</b>	<b>0.29</b>	<b>1092</b>	<b>16.44</b>	<b>154</b>	<b>2.32</b>	<b>156</b>	<b>2.35</b>	<b>7</b>	<b>0.11</b>	<b>1122</b>	<b>16.89</b>
<b>JETBLUE AIRWAYS</b>	<b>23881</b>	<b>14125</b>	<b>59.15</b>	<b>465</b>	<b>1.95</b>	<b>61</b>	<b>0.26</b>	<b>3770</b>	<b>15.79</b>	<b>74</b>	<b>0.31</b>	<b>2376</b>	<b>9.95</b>	<b>23</b>	<b>0.10</b>	<b>2987</b>	<b>12.51</b>
<b>SOUTHWEST AIRLINES</b>	<b>116229</b>	<b>70580</b>	<b>60.72</b>	<b>17000</b>	<b>14.63</b>	<b>170</b>	<b>0.15</b>	<b>10995</b>	<b>9.46</b>	<b>257</b>	<b>0.22</b>	<b>4600</b>	<b>3.96</b>	<b>77</b>	<b>0.07</b>	<b>12550</b>	<b>10.80</b>
<b>SPIRIT AIRLINES</b>	<b>21236</b>	<b>13795</b>	<b>64.96</b>	<b>994</b>	<b>4.68</b>	<b>11</b>	<b>0.05</b>	<b>2161</b>	<b>10.18</b>	<b>176</b>	<b>0.83</b>	<b>2434</b>	<b>11.46</b>	<b>62</b>	<b>0.29</b>	<b>1603</b>	<b>7.55</b>
<b>UNITED AIRLINES NETWORK</b>	<b>102387</b>	<b>73482</b>	<b>71.77</b>	<b>3128</b>	<b>3.06</b>	<b>278</b>	<b>0.27</b>	<b>9974</b>	<b>9.74</b>	<b>984</b>	<b>0.96</b>	<b>5866</b>	<b>5.73</b>	<b>17</b>	<b>0.02</b>	<b>8659</b>	<b>8.46</b>
- UNITED AIRLINES	58417	41499	71.04	1420	2.43	117	0.20	5667	9.70	363	0.62	3858	6.60	3	0.01	5491	9.40
- BRANDED CODESHARE PARTNERS	43970	31983	72.74	1708	3.88	161	0.37	4307	9.80	620	1.41	2009	4.57	14	0.03	3168	7.20
<b>TOTAL</b>	<b>578,321</b>	<b>399,173</b>	<b>69.02</b>	<b>31,187</b>	<b>5.39</b>	<b>1,366</b>	<b>0.24</b>	<b>53,301</b>	<b>9.22</b>	<b>6,553</b>	<b>1.13</b>	<b>34,611</b>	<b>5.98</b>	<b>383</b>	<b>0.07</b>	<b>51,747</b>	<b>8.95</b>

**\* Causes of Delay:**

- **Air Carrier Delay:** The cause of the cancellation or delay was due to circumstances within the airline's control (e.g. maintenance or crew problems, etc.).
  - **Extreme Weather Delay:** Significant meteorological conditions (actual or forecasted) that, in the judgment of the carrier, delays or prevents the operation of a flight.
  - **National Aviation System Delay:** Delays and cancellations attributable to the national aviation system refer to a broad set of conditions -- non-extreme weather conditions, airport operations, heavy traffic volume, air traffic control, etc.
  - **Security Delay:** Delays caused by evacuation of terminal or concourse, re-boarding of aircraft because of security breach, inoperative screening equipment and long lines more than 29 minutes at screening areas.
  - **Late Arriving Aircraft Delay:** Previous flight with same aircraft arrived late which caused the present flight to depart late.
- A "cancelled" flight is a flight that was not operated but was in the carrier's computer reservation system within 7 days of the scheduled departure. A "diverted" flight is a flight which is operated from the scheduled origin point to a point other than the scheduled destination point in the carrier's published schedule.

*Note:* Individual causes of delay numbers may not add to totals, because of rounding.

\* All U.S. airlines with at least 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

DECEMBER 2022

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	20079	11464	57.09	1735	8.64	125	0.62	1708	8.51	291	1.45	2369	11.80	51	0.25	2336	11.63
ALLEGIAN AIR	10421	5963	57.22	550	5.28	50	0.48	898	8.62	207	1.99	1146	11.00	10	0.10	1598	15.33
AMERICAN AIRLINES	76149	54111	71.06	1174	1.54	174	0.23	6378	8.38	824	1.08	4806	6.31	67	0.09	8614	11.31
DELTA AIR LINES	75771	59104	78.00	1851	2.44	128	0.17	6099	8.05	674	0.89	3882	5.12	13	0.02	4021	5.31
ENDEAVOR AIR	16660	13094	78.60	592	3.55	32	0.19	844	5.07	141	0.85	1096	6.58	3	0.02	858	5.15
ENVOY AIR	18808	13395	71.22	473	2.51	39	0.21	1076	5.72	495	2.63	1525	8.11	9	0.05	1796	9.55
FRONTIER AIRLINES	13895	7858	56.55	665	4.79	26	0.19	1818	13.08	114	0.82	1439	10.36	0	0.00	1975	14.21
HAWAIIAN AIRLINES	6642	3862	58.15	231	3.48	19	0.29	1092	16.44	154	2.32	156	2.35	7	0.11	1122	16.89
HORIZON AIR	5553	3429	61.75	425	7.65	23	0.41	433	7.80	211	3.80	451	8.12	3	0.05	579	10.43
JETBLUE AIRWAYS	23881	14125	59.15	465	1.95	61	0.26	3770	15.79	74	0.31	2376	9.95	23	0.10	2987	12.51
MESA AIRLINES	7995	5907	73.88	141	1.76	32	0.40	665	8.32	144	1.80	451	5.64	3	0.04	652	8.16
PSA AIRLINES	14156	11737	82.91	226	1.60	26	0.18	627	4.43	111	0.78	726	5.13	15	0.11	688	4.86
REPUBLIC AIRWAYS	20773	16601	79.92	612	2.95	43	0.21	832	4.01	154	0.74	1660	7.99	4	0.02	866	4.17
SKYWEST AIRLINES	50430	36285	71.95	2028	4.02	221	0.44	6916	13.71	1970	3.91	349	0.69	34	0.07	2627	5.21
SOUTHWEST AIRLINES	116229	70580	60.72	17000	14.63	170	0.15	10995	9.46	257	0.22	4600	3.96	77	0.07	12550	10.80
SPIRIT AIRLINES	21236	13795	64.96	994	4.68	11	0.05	2161	10.18	176	0.83	2434	11.46	62	0.29	1603	7.55
UNITED AIRLINES	58417	41499	71.04	1420	2.43	117	0.20	5667	9.70	363	0.62	3858	6.60	3	0.01	5491	9.40
<b>TOTAL</b>	<b>557,095</b>	<b>382,809</b>	<b>68.72</b>	<b>30,582</b>	<b>5.49</b>	<b>1,297</b>	<b>0.23</b>	<b>51,978</b>	<b>9.33</b>	<b>6,361</b>	<b>1.14</b>	<b>33,324</b>	<b>5.98</b>	<b>383</b>	<b>0.07</b>	<b>50,361</b>	<b>9.04</b>

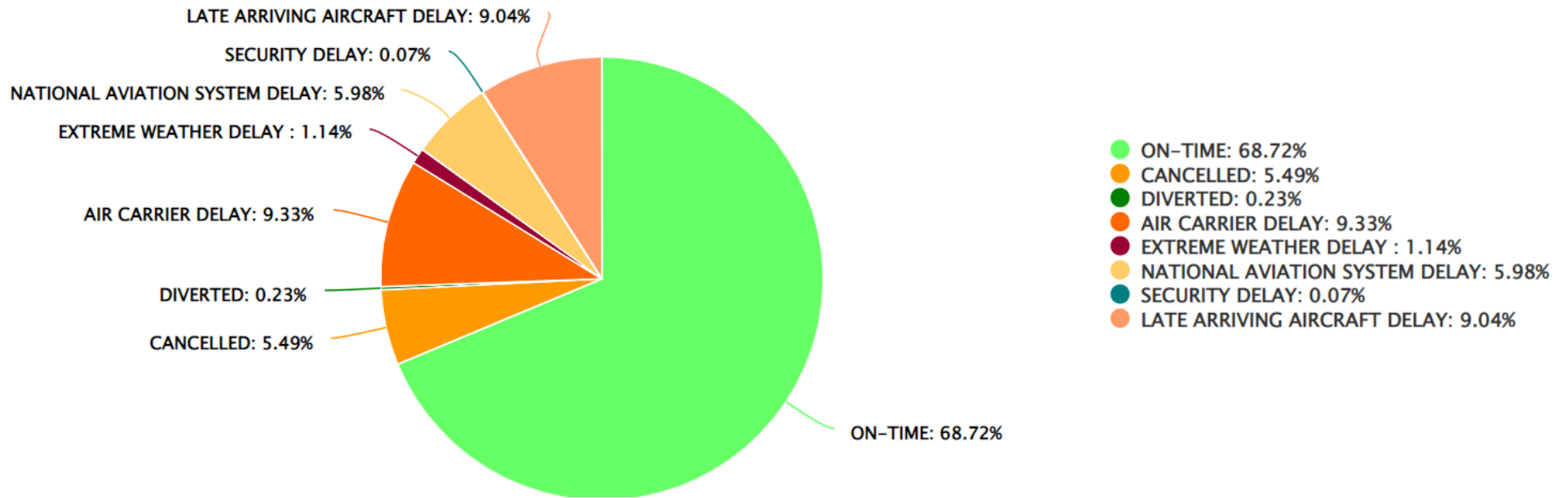
## \* Causes of Delay:

- Air Carrier Delay: The cause of the cancellation or delay was due to circumstances within the airline's control (e.g. maintenance or crew problems, etc.).
- Extreme Weather Delay: Significant meteorological conditions (actual or forecasted) that, in the judgment of the carrier, delays or prevents the operation of a flight.
- National Aviation System Delay: Delays and cancellations attributable to the national aviation system refer to a broad set of conditions -- non-extreme weather conditions, airport operations, heavy traffic volume, air traffic control, etc.
- Security Delay: Delays caused by evacuation of terminal or concourse, re-boarding of aircraft because of security breach, inoperative screening equipment and long lines more than 29 minutes at screening areas.
- Late Arriving Aircraft Delay: Previous flight with same aircraft arrived late which caused the present flight to depart late. A "cancelled" flight is a flight that was not operated but was in the carrier's computer reservation system within 7 days of the scheduled departure. A "diverted" flight is a flight which is operated from the scheduled origin point to a point other than the scheduled destination point in the carrier's published schedule.

**Note:** Individual causes of delay numbers may not add to totals, because of rounding.

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

AIR TRAVEL CONSUMER REPORT  
 TABLE 7B. OVERALL CAUSES OF DELAY BY REPORTING OPERATING CARRIER  
 DECEMBER 2022



**\* 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

DECEMBER 2022

MARKETING CARRIER	OPERATING CARRIER	FLIGHT NUMBER	ORIGIN AIRPORT	DESTINATION AIRPORT	DATE OF FLIGHT	LOCATION OF LONGEST TARMAC DELAY	LENGTH OF TARMAC DELAY
DELTA	SKYWEST	3528	BOS	ORD	12/11/2022	Origin Airport	5:16
SOUTHWEST	SOUTHWEST	1522	DEN	PHL	12/21/2022	Origin Airport	4:47
SOUTHWEST	SOUTHWEST	1527	DEN	IND	12/21/2022	Origin Airport	4:39
DELTA	REPUBLIC	5758	CLE	BOS	12/11/2022	Destination Airport	4:23
UNITED	UNITED	2332	MCO	EWR	12/23/2022	Destination Airport	4:02
SOUTHWEST	SOUTHWEST	500	DEN	SFO	12/21/2022	Origin Airport	4:00
DELTA	REPUBLIC	5727	DCA	BOS	12/11/2022	Destination Airport	3:55
UNITED	UNITED	2637	MFR	DEN	12/22/2022	Destination Airport	3:53
DELTA	DELTA	1478	PBI	BOS	12/11/2022	Destination Airport	3:49
UNITED	UNITED	2410	FAT	DEN	12/22/2022	Destination Airport	3:49
DELTA	REPUBLIC	5672	LGA	BOS	12/11/2022	Destination Airport	3:47
UNITED	UNITED	2115	DEN	RNO	12/21/2022	Origin Airport	3:44
UNITED	UNITED	450	MIA	EWR	12/23/2022	Destination Airport	3:43
UNITED	UNITED	669	IAH	EWR	12/23/2022	Destination Airport	3:42
UNITED	UNITED	1770	SFO	CMH	12/22/2022	Destination Airport	3:40
UNITED	UNITED	1092	RSW	EWR	12/25/2022	Destination Airport	3:38
UNITED	UNITED	393	BWI	DEN	12/22/2022	Destination Airport	3:37
DELTA	DELTA	832	MSP	BOS	12/11/2022	Destination Airport	3:36
UNITED	UNITED	2333	SAN	EWR	12/23/2022	Destination Airport	3:36
UNITED	UNITED	1631	MKE	EWR	12/25/2022	Destination Airport	3:35
UNITED	UNITED	270	DEN	EWR	12/23/2022	Destination Airport	3:32
UNITED	UNITED	367	DEN	BOI	12/21/2022	Origin Airport	3:32
DELTA	REPUBLIC	5813	DCA	BOS	12/11/2022	Destination Airport	3:30
DELTA	DELTA	2974	ORD	BOS	12/11/2022	Destination Airport	3:29
DELTA	DELTA	2990	ATL	BOS	12/11/2022	Destination Airport	3:27
UNITED	UNITED	2613	DEN	EWR	12/23/2022	Destination Airport	3:26
UNITED	UNITED	1486	DEN	FAT	12/21/2022	Origin Airport	3:24
UNITED	UNITED	1081	LAS	DEN	12/22/2022	Destination Airport	3:22
AMERICAN	AMERICAN	2071	DSM	PHX	12/22/2022	Origin Airport	3:21
UNITED	UNITED	2489	ORD	DEN	12/22/2022	Destination Airport	3:20
UNITED	UNITED	450	MIA	EWR	12/25/2022	Destination Airport	3:20
UNITED	UNITED	505	SFO	IAH	12/31/2022	Diversion Airport (DFW)	3:20
UNITED	UNITED	1697	ATL	EWR	12/25/2022	Destination Airport	3:19
ALASKA	ALASKA	412	SEA	PIT	12/20/2022	Origin Airport	3:18
UNITED	UNITED	1253	BIL	DEN	12/22/2022	Destination Airport	3:18

## AIR TRAVEL CONSUMER REPORT

TABLE 8. LIST OF DOMESTIC FLIGHTS WITH TARMAC DELAYS OVER 3 HOURS BY MARKETING/OPERATING CARRIER (cont'd)

DECEMBER 2022

MARKETING CARRIER	OPERATING CARRIER	FLIGHT NUMBER	ORIGIN AIRPORT	DESTINATION AIRPORT	DATE OF FLIGHT	LOCATION OF LONGEST TARMAC DELAY	LENGTH OF TARMAC DELAY
UNITED	UNITED	1697	ATL	EWR	12/23/2022	Destination Airport	3:18
UNITED	UNITED	1925	LAX	DEN	12/22/2022	Destination Airport	3:18
SOUTHWEST	SOUTHWEST	734	DEN	MCO	12/21/2022	Origin Airport	3:17
ALASKA	ALASKA	594	FAI	SEA	12/2/2022	Origin Airport	3:16
DELTA	REPUBLIC	5772	PIT	BOS	12/11/2022	Destination Airport	3:16
UNITED	UNITED	1485	ABQ	DEN	12/22/2022	Destination Airport	3:16
UNITED	UNITED	778	DEN	BZN	12/21/2022	Origin Airport	3:15
UNITED	SKYWEST	4737	FAR	DEN	12/25/2022	Origin Airport	3:14
UNITED	UNITED	1345	MIA	EWR	12/23/2022	Destination Airport	3:14
UNITED	UNITED	1757	PIT	DEN	12/22/2022	Destination Airport	3:14
UNITED	UNITED	259	DEN	MCO	12/22/2022	Origin Airport	3:14
UNITED	UNITED	2106	IAH	EWR	12/23/2022	Destination Airport	3:13
DELTA	DELTA	2258	DTW	BOS	12/11/2022	Destination Airport	3:12
AMERICAN	MESA	5888	FAR	PHX	12/25/2022	Origin Airport	3:11
UNITED	UNITED	416	DEN	MSO	12/21/2022	Origin Airport	3:11
UNITED	UNITED	1829	EWR	LAX	12/11/2022	Origin Airport	3:09
DELTA	DELTA	300	JFK	SFO	12/11/2022	Diversion Airport (OAK)	3:08
UNITED	REPUBLIC	3545	EWR	CMH	12/25/2022	Destination Airport	3:08
DELTA	DELTA	711	ATL	DEN	12/28/2022	Destination Airport	3:07
UNITED	UNITED	2146	LAX	DEN	12/22/2022	Destination Airport	3:07
UNITED	UNITED	2295	PHX	EWR	12/25/2022	Destination Airport	3:07
UNITED	UNITED	599	TPA	EWR	12/25/2022	Destination Airport	3:07
UNITED	UNITED	1368	DEN	LAX	12/22/2022	Origin Airport	3:06
UNITED	UNITED	2332	MCO	EWR	12/25/2022	Destination Airport	3:06
UNITED	UNITED	1898	DEN	ORD	12/22/2022	Origin Airport	3:06
UNITED	UNITED	2417	IAH	EWR	12/23/2022	Destination Airport	3:06
UNITED	UNITED	492	SNA	DEN	12/22/2022	Destination Airport	3:06
ALLEGiant	ALLEGiant	472	DSM	LAS	12/21/2022	Origin Airport	3:05
AMERICAN	ENVOY	3325	MSP	ORD	12/21/2022	Origin Airport	3:05
HAWAIIAN	HAWAIIAN	25	PDX	HNL	12/23/2022	Origin Airport	3:05
SOUTHWEST	SOUTHWEST	605	DEN	MSY	12/21/2022	Origin Airport	3:05

## AIR TRAVEL CONSUMER REPORT

TABLE 8. LIST OF DOMESTIC FLIGHTS WITH TARMAC DELAYS OVER 3 HOURS BY MARKETING/OPERATING CARRIER (cont'd)

DECEMBER 2022

MARKETING CARRIER	OPERATING CARRIER	FLIGHT NUMBER	ORIGIN AIRPORT	DESTINATION AIRPORT	DATE OF FLIGHT	LOCATION OF LONGEST TARMAC DELAY	LENGTH OF TARMAC DELAY
UNITED	UNITED	254	BOS	EWR	12/24/2022	Destination Airport	3:05
UNITED	UNITED	265	ORD	EWR	12/23/2022	Destination Airport	3:05
UNITED	UNITED	1229	TPA	EWR	12/23/2022	Destination Airport	3:04
UNITED	UNITED	1343	EWR	SFO	12/11/2022	Origin Airport	3:04
UNITED	UNITED	1646	SYR	DEN	12/22/2022	Destination Airport	3:04
UNITED	UNITED	1810	SEA	DEN	12/22/2022	Destination Airport	3:04
ALLEGiant	ALLEGiant	332	BNA	JAX	12/22/2022	Origin Airport	3:03
DELTA	REPUBLIC	5766	LGA	BOS	12/11/2022	Destination Airport	3:03
UNITED	UNITED	2199	PDX	DEN	12/22/2022	Destination Airport	3:03
AMERICAN	AMERICAN	2200	SEA	MIA	12/23/2022	Origin Airport	3:01
FRONTIER	FRONTIER	615	MIA	DEN	12/21/2022	Destination Airport	3:01
UNITED	UNITED	1765	MEM	DEN	12/22/2022	Destination Airport	3:01
UNITED	UNITED	479	CVG	DEN	12/22/2022	Destination Airport	3:01

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

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

## AIR TRAVEL CONSUMER REPORT

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

DECEMBER 2022

MARKETING CARRIER	OPERATING CARRIER	FLIGHT NUMBER	ORIGIN AIRPORT	DESTINATION AIRPORT	DATE OF FLIGHT	LOCATION OF LONGEST TARMAC TIME	LENGTH OF TARMAC DELAY
SINGAPORE AIRLINES	SINGAPORE AIRLINES	23	JFK	SIN	12/23/2022	Origin Airport	6:19
ALL NIPPON AIRWAYS	ALL NIPPON AIRWAYS	12	NRT	ORD	12/14/2022	Diversion Airport (ANC)	5:10
ALL NIPPON AIRWAYS	ALL NIPPON AIRWAYS	12D	NRT	ORD	12/15/2022	Diversion Airport (ANC)	4:09

**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
Balt/Wash: Thurgood Marshall	BWI
Boston: Logan International	BOS
Charlotte: Douglas	CLT
Chicago: Midway	MDW
Chicago: O'Hare	ORD
Dallas-Fort Worth: International	DFW
Dallas: Love Field	DAL
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
QX	Horizon Airlines
B6	JetBlue Airways
YV	Mesa Airlines
OH	PSA Airlines
YX	Republic Airways
OO	SkyWest Airlines
WN	Southwest Airlines
NK	Spirit Airlines
UA	United Airlines

\* Based on the Bureau of Transportation Statistics' Technical Reporting Directive #36, issued December 9, 2021, effective January 1, 2022: <https://www.bts.gov/topics/airlines-and-airports/number-36-reporting-air-carriers-calendar-year-2022>

## **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 September 30, 2021, 17 air carriers reached this reporting threshold. They are Alaska Airlines, Allegiant Air, American Airlines, Delta Air Lines, Endeavor Air, Envoy Air, Frontier Airlines, Hawaiian Airlines, Horizon, JetBlue Airways, Mesa Airlines, PSA Airlines, Republic Airways, SkyWest Airlines, Southwest Airlines, Spirit Airlines, and United Airlines.

The tables in this section provide the rate of mishandled bags per 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 <sup>1</sup>	December 2022			December 2021		
		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	ALLEGIAN AIR	621,829	1,065	0.17	551,886	1,328	0.24
2	FRONTIER AIRLINES	869,833	4,171	0.48	904,497	3,757	0.42
3	HAWAIIAN AIRLINES	537,326	3,752	0.70	487,342	1,819	0.37
4	SPIRIT AIRLINES	1,117,766	8,061	0.72	1,099,048	6,454	0.59
5	DELTA AIR LINES NETWORK	8,223,874	63,039	0.77	7,947,106	59,840	0.75
	- DELTA AIR LINES	6,671,282	53,004	0.79	6,080,122	46,825	0.77
	- BRANDED CODESHARE PARTNERS	1,552,592	10,035	0.65	1,866,984	13,015	0.70
6	JETBLUE AIRWAYS	1,455,908	11,453	0.79	1,389,585	7,830	0.56
7	UNITED AIRLINES NETWORK	6,554,256	74,495	1.14	6,208,947	44,023	0.71
	- UNITED AIRLINES	4,944,843	54,736	1.11	4,068,097	27,911	0.69
	- BRANDED CODESHARE PARTNERS	1,609,413	19,759	1.23	2,140,850	16,112	0.75
8	SOUTHWEST AIRLINES	9,788,381	117,145	1.20	10,136,991	43,655	0.43
9	AMERICAN AIRLINES NETWORK	8,989,875	124,124	1.38	9,610,658	75,987	0.79
	- AMERICAN AIRLINES	6,277,263	96,161	1.53	5,951,621	49,535	0.83
	- BRANDED CODESHARE PARTNERS	2,712,612	27,963	1.03	3,659,037	26,452	0.72
10	ALASKA AIRLINES NETWORK	2,278,041	31,751	1.39	2,179,018	23,955	1.10
	- ALASKA AIRLINES	1,829,296	26,549	1.45	1,599,379	18,567	1.16
	- BRANDED CODESHARE PARTNERS	448,745	5,202	1.16	579,639	5,388	0.93
<b>TOTAL</b>		<b>40,437,089</b>	<b>439,056</b>	<b>1.09</b>	<b>40,515,078</b>	<b>268,648</b>	<b>0.66</b>

<sup>1</sup> 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 MARKETING CARRIERS (YTD)

RANK	CARRIER <sup>1</sup>	JANUARY - DECEMBER 2022			JANUARY - DECEMBER 2021		
		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	6,621,329	10,295	0.16	5,394,430	9,395	0.17
2	HAWAIIAN AIRLINES	6,192,423	23,435	0.38	4,431,963	10,368	0.23
	- HAWAIIAN AIRLINES - BRANDED CODESHARE PARTNERS	6,192,423 -	23,435 -	0.38 -	4,430,033 1,930	10,367 1	0.23 0.05
3	FRONTIER AIRLINES	9,852,249	41,499	0.42	8,585,154	26,472	0.31
4	SPIRIT AIRLINES	12,976,167	64,831	0.50	10,758,796	47,174	0.44
5	DELTA AIR LINES NETWORK	95,002,043	505,932	0.53	77,077,688	348,027	0.45
	- DELTA AIR LINES	74,402,459	410,361	0.55	56,222,344	266,374	0.47
	- BRANDED CODESHARE PARTNERS	20,599,584	95,571	0.46	20,855,344	81,653	0.39
6	SOUTHWEST AIRLINES	121,394,275	655,053	0.54	99,093,003	369,595	0.37
7	UNITED AIRLINES NETWORK	70,768,183	467,084	0.66	56,958,823	257,362	0.45
	- UNITED AIRLINES	49,459,806	320,596	0.65	34,748,763	154,068	0.44
	- BRANDED CODESHARE PARTNERS	21,308,377	146,488	0.69	22,210,060	103,294	0.47
8	JETBLUE AIRWAYS	15,350,805	104,132	0.68	12,490,721	60,282	0.48
9	ALASKA AIRLINES NETWORK	27,287,135	196,003	0.72	22,542,633	134,720	0.60
	- ALASKA AIRLINES	20,738,655	156,561	0.75	15,803,787	101,663	0.64
	- BRANDED CODESHARE PARTNERS	6,548,480	39,442	0.60	6,738,846	33,057	0.49
10	AMERICAN AIRLINES NETWORK	104,679,672	919,211	0.88	95,635,965	729,841	0.76
	- AMERICAN AIRLINES	67,091,578	633,843	0.94	56,543,588	466,678	0.83
	- BRANDED CODESHARE PARTNERS	37,588,094	285,368	0.76	39,092,377	263,163	0.67
<b>TOTAL</b>		<b>470,124,281</b>	<b>2,987,475</b>	<b>0.64</b>	<b>392,969,176</b>	<b>1,993,236</b>	<b>0.51</b>

<sup>1</sup> 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 <sup>1</sup>	December 2022			December 2021		
		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	621,829	1,065	0.17	551,886	1,328	0.24
2	FRONTIER AIRLINES	869,833	4,171	0.48	904,497	3,757	0.42
3	HAWAIIAN AIRLINES	537,326	3,752	0.70	487,342	1,819	0.37
4	ENDEAVOR AIR	705,766	5,029	0.71	889,081	5,825	0.66
5	SPIRIT AIRLINES	1,117,766	8,061	0.72	1,099,048	6,454	0.59
6	JETBLUE AIRWAYS	1,455,908	11,453	0.79	1,389,585	7,830	0.56
7	DELTA AIR LINES	6,671,282	53,004	0.79	6,080,122	46,825	0.77
8	PSA AIRLINES	778,921	6,440	0.83	1,104,912	6,415	0.58
9	SKYWEST AIRLINES	2,095,389	20,091	0.96	2,628,326	20,698	0.79
10	REPUBLIC AIRWAYS	616,001	6,464	1.05	790,775	6,399	0.81
11	MESA AIRLINES	379,892	4,168	1.10	571,055	3,937	0.69
12	UNITED AIRLINES	4,944,843	54,736	1.11	4,068,097	27,911	0.69
13	ENVOY AIR	713,562	8,437	1.18	870,546	7,228	0.83
14	SOUTHWEST AIRLINES	9,788,381	117,145	1.20	10,136,991	43,655	0.43
15	HORIZON AIR	268,220	3,846	1.43	393,079	4,144	1.05
16	ALASKA AIRLINES	1,829,296	26,549	1.45	1,599,379	18,567	1.16
17	AMERICAN AIRLINES	6,277,263	96,161	1.53	5,951,621	49,535	0.83
	<b>TOTAL</b>	<b>39,671,478</b>	<b>430,572</b>	<b>1.09</b>	<b>39,516,342</b>	<b>262,327</b>	<b>0.66</b>

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

## AIR TRAVEL CONSUMER REPORT

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

RANK	CARRIER <sup>1</sup>	JANUARY - DECEMBER 2022			JANUARY - DECEMBER 2021		
		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	6,621,329	10,295	0.16	5,394,430	9,395	0.17
2	HAWAIIAN AIRLINES	6,192,423	23,435	0.38	4,430,033	10,367	0.23
3	FRONTIER AIRLINES	9,852,249	41,499	0.42	8,585,154	26,472	0.31
4	ENDEAVOR AIR	9,030,888	45,049	0.50	10,301,235	42,814	0.42
5	SPIRIT AIRLINES	12,976,167	64,831	0.50	10,758,796	47,174	0.44
6	SOUTHWEST AIRLINES	121,394,275	655,053	0.54	99,093,003	369,595	0.37
7	DELTA AIR LINES	74,402,459	410,361	0.55	56,222,344	266,374	0.47
8	SKYWEST AIRLINES	28,805,305	160,894	0.56	26,026,193	121,430	0.47
9	HORIZON AIR	4,371,724	27,846	0.64	4,977,537	25,136	0.51
10	UNITED AIRLINES	49,459,806	320,596	0.65	34,748,763	154,068	0.44
11	JETBLUE AIRWAYS	15,350,805	104,132	0.68	12,490,721	60,282	0.48
12	PSA AIRLINES	11,270,720	76,508	0.68	11,518,021	58,651	0.51
13	MESA AIRLINES	5,136,738	35,424	0.69	6,606,243	43,214	0.65
14	ALASKA AIRLINES	20,738,655	156,561	0.75	15,803,787	101,663	0.64
15	ENVOY AIR	9,199,711	76,205	0.83	9,051,406	81,476	0.90
16	REPUBLIC AIRWAYS	8,644,672	74,734	0.86	10,112,268	59,304	0.59
17	AMERICAN AIRLINES	67,091,578	633,843	0.94	56,543,588	466,678	0.83
	<b>TOTAL</b>	<b>460,539,504</b>	<b>2,917,266</b>	<b>0.63</b>	<b>382,663,522</b>	<b>1,944,093</b>	<b>0.51</b>

<sup>1</sup> 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 <sup>1</sup>	December 2022			December 2021		
		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	1,931	5	0.26	1,678	7	0.42
2	DELTA AIR LINES NETWORK	16,550	110	0.66	14,611	129	0.88
	- DELTA AIR LINES	13,991	94	0.67	11,741	114	0.97
	- BRANDED CODESHARE PARTNERS	2,559	16	0.63	2,870	15	0.52
3	UNITED AIRLINES NETWORK	10,710	133	1.24	12,974	109	0.84
	- UNITED AIRLINES	8,585	113	1.32	9,159	82	0.90
	- BRANDED CODESHARE PARTNERS	2,125	20	0.94	3,815	27	0.71
4	FRONTIER AIRLINES	2,177	36	1.65	1,945	24	1.23
5	SOUTHWEST AIRLINES	13,977	255	1.82	11,706	188	1.61
6	ALASKA AIRLINES NETWORK	2,052	38	1.85	2,728	29	1.06
	- ALASKA AIRLINES	1,774	30	1.69	1,793	24	1.34
	- BRANDED CODESHARE PARTNERS	278	8	2.88	935	5	0.53
7	AMERICAN AIRLINES NETWORK	10,849	225	2.07	10,349	199	1.92
	- AMERICAN AIRLINES	8,628	175	2.03	7,511	140	1.86
	- BRANDED CODESHARE PARTNERS	2,221	50	2.25	2,838	59	2.08
8	HAWAIIAN AIRLINES	540	12	2.22	535	13	2.43
9	JETBLUE AIRWAYS	2,586	144	5.57	2,040	109	5.34
10	SPIRIT AIRLINES	714	50	7.00	619	27	4.36
	<b>TOTAL</b>	<b>62,086</b>	<b>1,008</b>	<b>1.62</b>	<b>59,185</b>	<b>834</b>	<b>1.41</b>

<sup>1</sup> 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 MARKETING CARRIERS (YTD)

RANK	CARRIER <sup>1</sup>	JANUARY - DECEMBER 2022			JANUARY - DECEMBER 2021		
		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	<b>ALLEGiant AIR</b>	<b>17,275</b>	<b>68</b>	<b>0.39</b>	<b>8,104</b>	<b>46</b>	<b>0.57</b>
2	<b>DELTA AIR LINES NETWORK</b>	<b>195,176</b>	<b>1,542</b>	<b>0.79</b>	<b>150,555</b>	<b>987</b>	<b>0.66</b>
	- DELTA AIR LINES	159,173	1,301	0.82	110,138	821	0.75
	- BRANDED CODESHARE PARTNERS	36,003	241	0.67	40,417	166	0.41
3	<b>UNITED AIRLINES NETWORK</b>	<b>131,456</b>	<b>1,463</b>	<b>1.11</b>	<b>103,032</b>	<b>948</b>	<b>0.92</b>
	- UNITED AIRLINES	98,039	1,149	1.17	66,072	671	1.02
	- BRANDED CODESHARE PARTNERS	33,417	314	0.94	36,960	277	0.75
4	<b>ALASKA AIRLINES NETWORK</b>	<b>31,369</b>	<b>492</b>	<b>1.57</b>	<b>25,972</b>	<b>293</b>	<b>1.13</b>
	- ALASKA AIRLINES	25,659	408	1.59	17,374	235	1.35
	- BRANDED CODESHARE PARTNERS	5,710	84	1.47	8,598	58	0.67
5	<b>HAWAIIAN AIRLINES</b>	<b>7,444</b>	<b>117</b>	<b>1.57</b>	<b>4,842</b>	<b>89</b>	<b>1.84</b>
	- HAWAIIAN AIRLINES	7,444	117	1.57	4,833	89	1.84
	- BRANDED CODESHARE PARTNERS	-	-	-	9	0	0.00
6	<b>SOUTHWEST AIRLINES</b>	<b>171,501</b>	<b>2,786</b>	<b>1.62</b>	<b>111,782</b>	<b>1,691</b>	<b>1.51</b>
7	<b>FRONTIER AIRLINES</b>	<b>24,328</b>	<b>416</b>	<b>1.71</b>	<b>20,217</b>	<b>285</b>	<b>1.41</b>
8	<b>AMERICAN AIRLINES NETWORK</b>	<b>126,080</b>	<b>2,532</b>	<b>2.01</b>	<b>102,843</b>	<b>1,880</b>	<b>1.83</b>
	- AMERICAN AIRLINES	94,450	1,885	2.00	72,433	1,305	1.80
	- BRANDED CODESHARE PARTNERS	31,630	647	2.05	30,410	575	1.89
9	<b>JETBLUE AIRWAYS</b>	<b>28,140</b>	<b>1,465</b>	<b>5.21</b>	<b>19,504</b>	<b>683</b>	<b>3.50</b>
10	<b>SPIRIT AIRLINES</b>	<b>8,813</b>	<b>508</b>	<b>5.76</b>	<b>7,118</b>	<b>337</b>	<b>4.73</b>
	<b>TOTAL</b>	<b>741,582</b>	<b>11,389</b>	<b>1.54</b>	<b>553,969</b>	<b>7,239</b>	<b>1.31</b>

<sup>1</sup> 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 <sup>1</sup>	December 2022			December 2021		
		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	1,931	5	0.26	1,678	7	0.42
2	DELTA AIR LINES	13,991	94	0.67	11,741	114	0.97
3	ENDEAVOR AIR	969	9	0.93	1,308	6	0.46
4	SKYWEST AIRLINES	2,796	27	0.97	3,882	24	0.62
5	REPUBLIC AIRWAYS	761	10	1.31	984	14	1.42
6	UNITED AIRLINES	8,585	113	1.32	9,159	82	0.90
7	ENVOY AIR	739	10	1.35	862	31	3.60
8	FRONTIER AIRLINES	2,177	36	1.65	1,945	24	1.23
9	ALASKA AIRLINES	1,774	30	1.69	1,793	24	1.34
10	HORIZON AIR	226	4	1.77	875	4	0.46
11	SOUTHWEST AIRLINES	13,977	255	1.82	11,706	188	1.61
12	AMERICAN AIRLINES	8,628	175	2.03	7,511	140	1.86
13	MESA AIRLINES	423	9	2.13	720	8	1.11
14	HAWAIIAN AIRLINES	540	12	2.22	535	13	2.43
15	PSA AIRLINES	498	13	2.61	710	9	1.27
16	JETBLUE AIRWAYS	2,586	144	5.57	2,040	109	5.34
17	SPIRIT AIRLINES	714	50	7.00	619	27	4.36
	<b>TOTAL</b>	<b>61,315</b>	<b>996</b>	<b>1.62</b>	<b>58,068</b>	<b>824</b>	<b>1.42</b>

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



## AIR TRAVEL CONSUMER REPORT

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

RANK	CARRIER <sup>1</sup>	JANUARY - DECEMBER 2022			JANUARY - DECEMBER 2021		
		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	17,275	68	0.39	8,104	46	0.57
2	ENDEAVOR AIR	13,556	95	0.70	18,305	65	0.36
3	DELTA AIR LINES	159,173	1,301	0.82	110,138	821	0.75
4	HORIZON AIR	5,128	46	0.90	7,960	36	0.45
5	SKYWEST AIRLINES	41,682	412	0.99	39,657	316	0.80
6	UNITED AIRLINES	98,039	1,149	1.17	66,072	671	1.02
7	REPUBLIC AIRWAYS	12,611	166	1.32	14,218	164	1.15
8	MESA AIRLINES	6,454	89	1.38	9,095	85	0.93
9	HAWAIIAN AIRLINES	7,444	117	1.57	4,833	89	1.84
10	ALASKA AIRLINES	25,659	408	1.59	17,374	235	1.35
11	SOUTHWEST AIRLINES	171,501	2,786	1.62	111,782	1,691	1.51
12	FRONTIER AIRLINES	24,328	416	1.71	20,217	285	1.41
13	ENVOY AIR	9,481	179	1.89	8,375	177	2.11
14	AMERICAN AIRLINES	94,450	1,885	2.00	72,433	1,305	1.80
15	PSA AIRLINES	7,527	187	2.48	7,465	142	1.90
16	JETBLUE AIRWAYS	28,140	1,465	5.21	19,504	683	3.50
17	SPIRIT AIRLINES	8,813	508	5.76	7,118	337	4.73
	<b>TOTAL</b>	<b>731,261</b>	<b>11,277</b>	<b>1.54</b>	<b>542,650</b>	<b>7,148</b>	<b>1.32</b>

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

<sup>1</sup> 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 MARKETING U.S. AIRLINES (YTD)

JANUARY - DECEMBER 2022						JANUARY - DECEMBER 2021			
RANK	CARRIER <sup>1</sup>	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	ALLEGiant AIR	1,564	0	16,796,544	0.00	1,156	0	13,625,848	0.00
2	DELTA AIR LINES NETWORK	100,827	2	160,982,148	0.00	51,486	2	127,172,296	0.00
	- DELTA AIR LINES	64,942	0	131,792,631	0.00	27,417	0	97,887,032	0.00
	- BRANDED CODESHARE PARTNERS	35,885	2	29,189,517	0.00	24,069	2	29,285,264	0.00
3	HAWAIIAN AIRLINES NETWORK	753	4	9,811,352	0.00	31	0	6,487,066	0.00
	- HAWAIIAN AIRLINES	753	4	9,811,352	0.00	31	0	6,485,564	0.00
	- BRANDED CODESHARE PARTNERS	-	-	-	-	0	0	1,502	0.00
4	UNITED AIRLINES NETWORK	32,100	212	130,570,061	0.02	21,434	89	97,259,221	0.01
	- UNITED AIRLINES	16,682	136	99,302,329	0.01	7,405	27	65,305,262	0.00
	- BRANDED CODESHARE PARTNERS	15,418	76	31,267,732	0.02	14,029	62	31,953,959	0.02
5	JETBLUE AIRWAYS	5,222	209	34,981,753	0.06	2,309	59	26,421,052	0.02
6	ALASKA AIRLINES NETWORK	13,770	537	40,257,610	0.13	7,497	334	31,785,326	0.11
	- ALASKA AIRLINES	10,220	334	30,670,714	0.11	4,477	118	22,346,992	0.05
	- BRANDED CODESHARE PARTNERS	3,550	203	9,586,896	0.21	3,020	216	9,438,334	0.23
7	SPIRIT AIRLINES	14,727	1,324	36,096,463	0.37	8,433	374	29,158,299	0.13
8	AMERICAN AIRLINES NETWORK	50,415	8,506	183,151,135	0.46	44,423	3,989	156,314,750	0.26
	- AMERICAN AIRLINES	28,421	5,211	135,675,687	0.38	21,440	2,139	107,654,791	0.20
	- BRANDED CODESHARE PARTNERS	21,994	3,295	47,475,448	0.69	22,983	1,850	48,659,959	0.38
9	SOUTHWEST AIRLINES	62,972	8,751	155,674,042	0.56	30,338	4,017	122,436,514	0.33
10	FRONTIER AIRLINES	9,731	6,081	22,820,700	2.66	4,685	2,063	21,780,718	0.95
	<b>TOTAL</b>	<b>292,081</b>	<b>25,626</b>	<b>791,141,808</b>	<b>0.32</b>	<b>171,792</b>	<b>10,927</b>	<b>632,441,090</b>	<b>0.17</b>

<sup>1</sup> 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 <sup>1</sup>	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
	<b>TOTAL</b>	<b>60,916</b>	<b>5,984</b>	<b>201,099,184</b>	<b>0.30</b>

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
<b>58,266</b>	<b>4,212</b>	<b>184,169,378</b>	<b>0.23</b>

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

## AIR TRAVEL CONSUMER REPORT

## PASSENGERS DENIED BOARDING BY REPORTING OPERATING U.S. AIRLINES (YTD)

JANUARY - DECEMBER 2022					
RANK	CARRIER <sup>1</sup>	DENIED BOARDINGS (DB'S)		ENPLANED PASSENGERS	INVOLUNTARY DB'S PER 10,000 PASSENGERS
		VOLUNTARY	INVOLUNTARY		
1	DELTA AIR LINES	64,942	0	131,792,631	0.00
2	ALLEGIAN AIR	1,564	0	16,796,544	0.00
3	ENDEAVOR AIR	12,864	0	11,995,835	0.00
4	HAWAIIAN AIRLINES	753	4	9,811,352	0.00
5	UNITED AIRLINES	16,682	136	99,302,329	0.01
6	JETBLUE AIRWAYS	5,222	209	34,981,753	0.06
7	ALASKA AIRLINES	10,220	334	30,670,714	0.11
8	SKYWEST AIRLINES	30,451	492	38,484,750	0.13
9	HORIZON AIR	1,973	99	5,424,597	0.18
10	MESA AIRLINES	2,107	137	7,384,078	0.19
11	SPIRIT AIRLINES	14,727	1,324	36,096,463	0.37
12	AMERICAN AIRLINES	28,421	5,211	135,675,687	0.38
13	REPUBLIC AIRWAYS	10,209	676	17,136,082	0.39
14	PSA AIRLINES	4,758	651	12,115,337	0.54
15	SOUTHWEST AIRLINES	62,972	8,751	155,674,042	0.56
16	ENVOY AIR	6,894	908	13,529,927	0.67
17	FRONTIER AIRLINES	9,731	6,081	22,820,700	2.66
	<b>TOTAL</b>	<b>284,490</b>	<b>25,013</b>	<b>779,692,821</b>	<b>0.32</b>

JANUARY - DECEMBER 2021			
DENIED BOARDINGS (DB'S)		ENPLANED PASSENGERS	INVOLUNTARY DB'S PER 10,000 PASSENGERS
VOLUNTARY	INVOLUNTARY		
27,417	0	97,887,032	0.00
1,156	0	13,625,848	0.00
7,936	0	12,781,374	0.00
31	0	6,485,564	0.00
7,405	27	65,305,262	0.00
2,309	59	26,421,052	0.02
4,477	118	22,346,992	0.05
22,225	309	35,078,158	0.09
1,849	160	6,171,662	0.26
2,767	119	9,441,821	0.13
8,433	374	29,158,299	0.13
21,440	2,139	107,654,791	0.20
11,088	421	18,522,364	0.23
5,387	454	12,379,401	0.37
30,338	4,017	122,436,514	0.33
5,373	388	12,857,963	0.30
4,685	2,063	21,780,718	0.95
<b>164,316</b>	<b>10,648</b>	<b>620,334,815</b>	<b>0.17</b>

<sup>1</sup> 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 in writing, by telephone, via e-mail, or in person. 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 also 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 - Table 6 (Table 5 in YTD reports) ranks the largest U.S. airlines (those that each account for one percent of total domestic scheduled-service passenger revenues, plus any other carrier that voluntarily reports flight delay and mishandled baggage data to DOT) according to the rate of complaints per 100,000 passengers. This ranking takes into account airline size when identifying the carriers against whom the most complaints have been filed.

## AIR TRAVEL CONSUMER REPORT

TABLE 1

## CONSUMER COMPLAINTS SUMMARY

	DECEMBER 2022				DECEMBER 2021			
	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS
U.S. AIRLINES	13,912	48	4	589	2,134	23	1	251
FOREIGN AIRLINES	2,542	15	0	124	1,546	0	0	90
TRAVEL AGENTS	415	2	0	35	572	0	0	32
TOUR OPERATORS	7	0	0	0	1	0	0	0
MISCELLANEOUS	0	26	0	99	0	5	1	118
<b>INDUSTRY TOTALS</b>	<b>16,876</b>	<b>91</b>	<b>4</b>	<b>847</b>	<b>4,253</b>	<b>28</b>	<b>2</b>	<b>491</b>



## AIR TRAVEL CONSUMER REPORT

Table 2

COMPLAINT CATEGORY	COMPLAINT CATEGORIES*			COMPLAINT CATEGORIES*		
	RANKING	COMPLAINTS**	SUB-CATEGORY	RANKING	COMPLAINTS**	SUB-CATEGORY
FLIGHT PROBLEMS	1	8,857		2	597	
CANCELLATION			7,543			292
DELAY			791			190
MISCONNECTION			332			56
REFUNDS	2	2,453		1	1,914	
BAGGAGE	3	2,323		5	364	
RESERVATIONS/TICKETING/BOARDING	4	1,698		3	466	
FARES	5	657		4	398	
CUSTOMER SERVICE	6	412		6	220	
DISABILITY	7	218		7	183	
OVERSALES	8	149		8	64	
OTHER	9	84		9	37	
FREQUENT FLYER			42			16
ADVERTISING	10	15		10	5	
DISCRIMINATION	11	10		10	5	
ANIMALS	12	0		12	0	
<b>COMPLAINT TOTAL</b>		<b>16,876</b>			<b>4,253</b>	

\* 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\***  
**DECEMBER 2022**

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	118	5	25	5	34	38	14	3	0	0	0	0	242
ALLEGiant AIR	49	2	15	10	26	21	2	10	0	0	0	0	135
AMERICAN AIRLINES	311	12	75	94	204	192	45	39	0	2	0	7	981
AVELO AIRLINES	9	0	3	4	5	3	1	0	0	0	0	0	25
BREEZE AIRWAYS	15	0	3	3	3	3	1	0	0	0	0	0	28
DELTA AIR LINES	261	12	34	13	64	68	55	17	2	0	0	6	532
ENDEAVOR AIR	22	1	5	3	7	10	7	3	0	0	0	1	59
ENVOY AIR	21	0	7	2	7	7	2	1	0	0	0	0	47
FRONTIER AIRLINES	326	21	123	131	161	94	33	13	2	1	0	7	912
HAWAIIAN AIRLINES	24	1	3	5	17	8	6	0	0	0	0	0	64
HORIZON AIRLINES	9	0	1	1	3	0	0	0	0	0	0	0	14
JETBLUE AIRWAYS	146	4	17	50	51	45	22	20	2	1	0	3	361
MESA AIRLINES	4	1	1	0	2	4	1	1	0	0	0	2	16
OTHER US COMMUTERS & AIR TAXIS	3	0	1	0	2	1	1	0	0	0	0	0	8
PIEDMONT AIRLINES	5	2	2	0	5	2	1	0	0	0	0	0	17
PSA AIRLINES	24	0	2	2	4	3	3	0	0	0	0	0	38
REPUBLIC AIRWAYS	19	0	6	1	7	9	2	1	0	0	0	1	46
SILVER AIRWAYS	6	1	3	0	2	3	0	0	0	0	0	0	15
SKYWEST AIRLINES	40	2	7	3	18	15	5	6	0	0	0	0	96
SOUTHWEST AIRLINES	6,250	24	862	21	619	881	36	31	0	1	0	4	8,729
SPIRIT AIRLINES	330	8	57	42	89	54	24	16	0	1	0	3	624
SUN COUNTRY AIRLINES	6	0	3	4	1	3	5	0	0	0	0	1	23
UNITED AIRLINES	344	8	55	30	140	206	54	23	1	1	0	15	877
OTHER U.S. AIRLINES	6	1	0	1	10	1	0	0	0	0	0	4	23
<b>TOTAL DECEMBER 2022</b>	<b>8,348</b>	<b>105</b>	<b>1,310</b>	<b>425</b>	<b>1,481</b>	<b>1,671</b>	<b>320</b>	<b>184</b>	<b>7</b>	<b>7</b>	<b>0</b>	<b>54</b>	<b>13,912</b>
<b>% of TOTAL COMPLAINTS</b>	<b>60.0</b>	<b>0.8</b>	<b>9.4</b>	<b>3.1</b>	<b>10.6</b>	<b>12.0</b>	<b>2.3</b>	<b>1.3</b>	<b>0.1</b>	<b>0.1</b>	<b>0</b>	<b>0.4</b>	
<b>TOTAL DECEMBER 2021</b>	<b>491</b>	<b>50</b>	<b>203</b>	<b>201</b>	<b>619</b>	<b>190</b>	<b>183</b>	<b>165</b>	<b>3</b>	<b>5</b>	<b>0</b>	<b>24</b>	<b>2,134</b>
<b>% of TOTAL COMPLAINTS</b>	<b>23.0</b>	<b>2.3</b>	<b>9.5</b>	<b>9.4</b>	<b>29.0</b>	<b>8.9</b>	<b>8.6</b>	<b>7.7</b>	<b>0.1</b>	<b>0.2</b>	<b>0</b>	<b>1.1</b>	

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

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

## AIR TRAVEL CONSUMER REPORT

Table 4

## COMPLAINTS AGAINST U.S. AIRLINES BY INCIDENT DATE\*

U.S. AIRLINES ALPHABETICAL	COMPS RECD IN DEC	INCI- DENTS IN DEC	PERCENT	INCI- DENTS IN NOV	PERCENT	INCI- DENTS IN ALL PRIOR MONTHS	PERCENT	UN- KNOWN INCI- DENT DATE	PERCENT
ALASKA AIRLINES	242	180	74.4	17	7.0	16	6.6	29	12.0
ALLEGiant AIR	135	80	59.3	16	11.9	26	19.3	13	9.6
AMERICAN AIRLINES	981	472	48.1	114	11.6	255	26.0	140	14.3
AVELO AIRLINES	25	15	60.0	6	24.0	2	8.0	2	8.0
BREEZE AIRWAYS	28	15	53.6	7	25.0	4	14.3	2	7.1
DELTA AIR LINES	532	305	57.3	26	4.9	127	23.9	74	13.9
ENDEAVOR AIR	59	21	35.6	2	3.4	23	39.0	13	22.0
ENVOY AIR	47	29	61.7	3	6.4	9	19.1	6	12.8
FRONTIER AIRLINES	912	491	53.8	122	13.4	192	21.1	107	11.7
HAWAIIAN AIRLINES	64	29	45.3	5	7.8	21	32.8	9	14.1
HORIZON AIRLINES	14	13	92.9	0	0.0	1	7.1	0	0.0
JETBLUE AIRWAYS	361	210	58.2	36	10.0	87	24.1	28	7.8
MESA AIRLINES	16	9	56.3	3	18.8	2	12.5	2	12.5
OTHER US COMMUTERS & AIR TAXIS	8	7	87.5	1	12.5	0	0.0	0	0.0
PIEDMONT AIRLINES	17	6	35.3	2	11.8	5	29.4	4	23.5
PSA AIRLINES	38	22	57.9	6	15.8	5	13.2	5	13.2
REPUBLIC AIRWAYS	46	27	58.7	3	6.5	10	21.7	6	13.0
SILVER AIRWAYS	15	8	53.3	3	20.0	3	20.0	1	6.7
SKYWEST AIRLINES	96	47	49.0	17	17.7	19	19.8	13	13.5
SOUTHWEST AIRLINES	8729	7432	85.1	24	0.3	179	2.1	1094	12.5
SPIRIT AIRLINES	624	438	70.2	39	6.3	87	13.9	60	9.6
SUN COUNTRY AIRLINES	23	15	65.2	3	13.0	3	13.0	2	8.7
UNITED AIRLINES	877	518	59.1	68	7.8	185	21.1	106	12.1
Other U.S. Airlines	23	8	34.8	1	4.3	13	56.5	1	4.3
<b>Totals</b>	<b>13,912</b>	<b>10,397</b>	<b>74.7</b>	<b>524</b>	<b>3.8</b>	<b>1,274</b>	<b>9.2</b>	<b>1,717</b>	<b>12.3</b>
<b>Previous Year's Totals</b>	<b>2,134</b>	<b>1,053</b>	<b>49.3</b>	<b>238</b>	<b>11.2</b>	<b>677</b>	<b>31.7</b>	<b>166</b>	<b>7.8</b>

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

## AIR TRAVEL CONSUMER REPORT

Table 5

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

DECEMBER 2022

	FLIGHT PROBLEMS	OVER- SALES	RES/TKT/ BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DIS- ABILITY	ADVERT- ISING	DISCRIM- INATION	ANIMALS	OTHER	TOTAL
<b><u>FOREIGN AIRLINES</u></b>													
AER LINGUS	7	2	5	4	14	12	0	1	0	0	0	0	45
AEROMEXICO	7	4	9	11	44	9	1	2	0	1	0	0	88
AIR CANADA	63	4	17	4	34	37	6	1	0	1	0	0	167
AIR EUROPA	1	0	1	1	1	1	0	0	0	0	0	0	5
AIR FRANCE	19	0	13	5	26	73	7	5	0	0	0	1	149
AIR INDIA	7	0	9	7	46	7	7	1	0	0	0	2	86
AIR SENEGAL	4	0	1	0	0	1	0	0	0	0	0	0	6
AIR TRANSAT	1	0	1	1	2	1	0	1	0	0	0	0	7
ANA ALL NIPPON AIRWAYS	2	0	0	0	0	1	1	0	0	0	0	1	5
ASIANA AIRLINES	1	0	1	0	2	1	1	1	0	0	0	0	7
AUSTRIAN AIRLINES	1	0	0	0	3	10	0	0	0	0	0	0	14
AVIANCA	11	1	8	11	32	3	5	2	0	0	0	3	76
BRITISH AIRWAYS	35	3	17	15	39	47	3	0	1	0	0	6	166
BRUSSELS AIRLINES	5	0	1	0	2	4	0	0	0	0	0	0	12
CATHAY PACIFIC AIRWAYS	3	0	2	0	0	2	1	0	0	0	0	0	8
CONDOR	2	0	3	1	1	3	2	2	1	0	0	0	15
COPA COMPANIA PANAMENA DE AVIACION	6	1	5	5	12	10	2	1	0	0	0	0	42
EGYPTAIR	7	0	2	0	1	5	0	0	0	0	0	0	15
EL AL ISRAEL	1	0	1	0	1	1	2	0	0	0	0	0	6
EMIRATES AIRLINES	4	0	4	2	12	15	6	2	0	0	0	5	50
ETHIOPIAN AIRLINES	3	0	2	3	4	16	0	1	0	0	0	1	30
ETIHAD AIRWAYS	9	1	4	3	8	4	1	0	0	0	0	0	30
EUROWINGS	1	0	0	1	2	1	0	0	0	0	0	0	5
EVA AIRWAYS	2	0	2	0	1	2	0	0	0	0	0	0	7
FIJI AIRWAYS	0	0	1	0	7	1	0	0	0	0	0	0	9
FINNAIR OY	3	0	0	1	2	6	0	2	0	0	0	0	14
FRENCH BEE	0	0	2	1	5	1	0	0	0	0	0	0	9
IBERIA AIRLINES	6	0	3	7	14	22	0	2	0	0	0	0	54
ICELANDAIR	7	0	5	6	7	6	1	0	0	0	0	0	32
ITA AIRWAYS	3	0	2	0	5	6	0	0	0	0	0	0	16
JAPAN AIR LINES COMPANY	2	0	0	2	5	3	3	0	0	0	0	0	15
KENYA AIRWAYS	2	0	1	1	8	2	0	0	0	0	0	0	14
KLM	14	0	13	6	11	16	3	0	0	0	0	1	64
KOREAN AIR LINES	2	0	3	0	3	6	0	0	0	0	0	0	14
KUWAIT AIRWAYS	1	0	2	1	1	9	0	0	0	0	0	0	14
LATAM	3	0	5	6	11	5	1	0	1	0	0	0	32
LOT POLISH AIRLINES	2	0	1	1	1	7	3	0	0	0	0	0	15
LUFTHANSA	51	4	36	23	61	131	7	1	1	0	0	3	318

## AIR TRAVEL CONSUMER REPORT

Table 5 (Cont'd)

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

DECEMBER 2022

	FLIGHT PROBLEMS	OVER-SALES	RES/TKT/BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DIS-ABILITY	ADVERT-ISING	DISCRIM-INATION	ANIMALS	OTHER	TOTAL
NORSE ATLANTIC AIRWAYS	1	0	0	0	4	0	0	0	0	0	0	0	5
NORWEGIAN AIR SHUTTLE	1	0	0	5	13	0	0	0	0	0	0	0	19
PAKISTAN INTERNATIONAL AIRLINES	0	0	6	0	1	1	0	0	0	0	0	0	8
PHILIPPINE AIRLINES	10	0	2	2	9	5	1	1	0	0	0	0	30
PLAY AIRLINES	3	0	1	1	2	1	0	0	0	0	0	0	8
PORTER AIRLINES	1	0	0	0	3	1	0	0	0	0	0	0	5
QANTAS AIRWAYS	2	0	1	3	4	3	2	0	0	0	0	0	15
QATAR AIRWAYS	18	3	28	6	34	18	3	0	1	1	0	1	113
ROYAL AIR MAROC	4	0	1	0	11	10	1	0	0	0	0	0	27
SAS	4	1	0	1	7	1	1	0	0	0	0	0	15
SAUDI ARABIAN AIRLINES	0	0	4	0	6	2	0	0	0	0	0	1	13
SINGAPORE AIRLINES	5	0	6	2	14	10	1	0	1	0	0	1	40
SOUTH AFRICAN AIRWAYS	0	0	0	1	7	0	0	0	0	0	0	0	8
SWISS AIR	5	1	5	4	8	12	0	0	0	0	0	0	35
TAP	29	1	10	6	46	22	0	1	0	0	0	1	116
TURKISH AIRLINES	19	7	26	7	23	25	6	1	0	0	0	1	115
VIRGIN ATLANTIC AIRWAYS	5	0	1	1	8	4	4	2	0	0	0	1	26
VIVAAEROBUS	9	3	6	0	9	6	1	0	0	0	0	0	34
VOLARIS AIRLINES	33	4	13	16	28	7	2	1	0	0	0	0	104
WEST JET	10	0	2	1	2	10	2	1	0	0	0	0	28
ZIPAIR	0	0	3	0	3	1	0	0	0	0	0	0	7
OTHER FOREIGN AIRLINES	25	4	16	5	33	23	2	2	0	0	0	0	110
<b>TOTALS</b>	<b>482</b>	<b>44</b>	<b>313</b>	<b>190</b>	<b>703</b>	<b>649</b>	<b>89</b>	<b>34</b>	<b>6</b>	<b>3</b>	<b>0</b>	<b>29</b>	<b>2,542</b>
<b><u>TRAVEL AGENTS</u></b>													
ASAPTICKETS.COM	0	0	6	0	8	0	0	0	0	0	0	0	14
BOOKING.COM	2	0	1	0	12	0	0	0	0	0	0	0	15
BUDGETAIR.COM	1	0	1	2	2	0	0	0	0	0	0	0	6
CHASE TRAVEL	0	0	2	3	6	0	1	0	0	0	0	1	13
CHEAPOAIR.COM	1	0	2	4	14	0	0	0	0	0	0	0	21
EDREAMS.COM	0	0	0	0	9	0	0	0	0	0	0	0	9
EXPEDIA.COM	4	0	7	9	51	0	1	0	0	0	0	0	72
FLIGHT NETWORK	1	0	1	0	5	0	0	0	0	0	0	0	7
GOTOGATE	1	0	4	0	12	0	0	0	0	0	0	0	17
JUSTFLY.COM	0	0	3	2	9	0	0	0	0	0	0	0	14
KIWI.COM	1	0	6	0	37	0	0	0	0	0	0	0	44
MYTRIP.COM	0	0	4	0	3	0	0	0	0	0	0	0	7
ORBITZ.COM	2	0	6	2	8	0	0	0	1	0	0	0	19

## AIR TRAVEL CONSUMER REPORT

Table 5 (Cont'd)

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

DECEMBER 2022

	FLIGHT PROBLEMS	OVER-SALES	RES/TKT/BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DIS-ABILITY	ADVERT-ISING	DISCRIM-INATION	ANIMALS	OTHER	TOTAL
OVAGO	1	0	2	0	2	0	0	0	0	0	0	0	5
PRICELINE.COM	2	0	6	4	9	0	0	0	0	0	0	0	21
SMARTFARES.COM	0	0	3	1	2	0	0	0	0	0	0	0	6
SOUTHWEST VACATIONS	7	0	1	0	3	1	0	0	0	0	0	0	12
TRAVELGENIO	0	0	1	0	4	0	0	0	0	0	0	0	5
TRAVELOCITY.COM	0	0	0	2	8	0	0	0	0	0	0	0	10
TRIP.COM	1	0	0	2	2	1	0	0	0	0	0	0	6
OTHER TRAVEL AGENTS	3	0	18	10	58	1	1	0	1	0	0	0	92
<b>TOTALS</b>	<b>27</b>	<b>0</b>	<b>74</b>	<b>41</b>	<b>264</b>	<b>3</b>	<b>3</b>	<b>0</b>	<b>2</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>415</b>
<b><u>TOUR OPERATORS</u></b>													
OTHER TOUR OPERATORS	0	0	1	1	5	0	0	0	0	0	0	0	7
<b>TOTALS</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>1</b>	<b>5</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>7</b>
<b><u>MISCELLAENOUS</u></b>													
OTHER MISCELLANEOUS	0	0	0	0	0	0	0	0	0	0	0	0	0
<b>TOTALS</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>

\* COMPANIES ARE LISTED INDIVIDUALLY IF DOT RECEIVED 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).

DECEMBER 2022		DECEMBER 2021	
AIRLINE	COMPLAINTS		COMPLAINTS
<b>ALASKA AIRLINES NETWORK</b>	<b>262</b>		<b>89</b>
- ALASKA AIRLINES	242		81
- BRANDED CODESHARE PARTNERS	20		8
<b>ALLEGiant AIRLINES</b>	<b>135</b>		<b>65</b>
<b>AMERICAN AIRLINES NETWORK</b>	<b>1,152</b>		<b>488</b>
- AMERICAN AIRLINES	981		406
- BRANDED CODESHARE PARTNERS	171		82
<b>DELTA NETWORK</b>	<b>668</b>		<b>234</b>
- DELTA AIR LINES	532		194
- BRANDED CODESHARE PARTNERS	136		40
<b>FRONTIER AIRLINES</b>	<b>912</b>		<b>156</b>
<b>HAWAIIAN AIRLINES</b>	<b>64</b>		<b>17</b>
<b>JETBLUE AIRWAYS</b>	<b>361</b>		<b>205</b>
<b>SOUTHWEST AIRLINES</b>	<b>8,729</b>		<b>113</b>
<b>SPIRIT AIRLINES</b>	<b>624</b>		<b>293</b>
<b>UNITED AIRLINES NETWORK</b>	<b>877</b>		<b>368</b>
- UNITED AIRLINES	877		368
- BRANDED CODESHARE PARTNERS	0		0
<b>TOTAL</b>	<b>13,784</b>		<b>2028</b>

\* All U.S. airlines with at least 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	DECEMBER 2022			DECEMBER 2021		
		COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS	COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS
1	MESA AIRLINES	16	564,321	2.84	8	848,610	0.94
2	SKYWEST AIRLINES	96	2,789,773	3.44	44	3,405,345	1.29
3	HORIZON AIRLINES	14	340,669	4.11	4	463,075	0.86
4	ENVOY AIR	47	1,096,378	4.29	17	1,263,213	1.35
5	DELTA AIR LINES	532	12,099,108	4.40	194	10,411,764	1.86
6	REPUBLIC AIRWAYS	46	1,023,146	4.50	22	1,394,445	1.58
7	PSA AIRLINES	38	820,203	4.63	22	1,160,815	1.90
8	ENDEAVOR AIR	59	946,466	6.23	10	1,109,664	0.90
9	HAWAIIAN AIRLINES	64	920,141	6.96	17	736,297	2.31
10	AMERICAN AIRLINES	981	13,384,309	7.33	406	12,157,097	3.34
11	UNITED AIRLINES	877	10,545,492	8.32	368	8,356,841	4.40
12	ALASKA AIRLINES	242	2,738,884	8.84	81	2,327,684	3.48
13	ALLEGiant AIR	135	1,464,231	9.22	65	1,333,416	4.87
14	JETBLUE AIRWAYS	361	3,630,420	9.94	205	3,029,403	6.77
15	SPIRIT AIRLINES	624	3,440,976	18.13	293	3,002,407	9.76
16	FRONTIER AIRLINES	912	2,273,591	40.11	156	2,055,503	7.59
17	SOUTHWEST AIRLINES	8,729	11,947,242	73.06	113	11,866,899	0.95
	<b>TOTAL</b>	13,773	70,025,350	19.67	2,025	64,922,478	3.12

\* All U.S. airlines with at least half of 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

TABLE 1 (YTD)

CONSUMER COMPLAINTS  
SUMMARY

	JANUARY - DECEMBER 2022				JANUARY - DECEMBER 2021			
	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS
U.S. AIRLINES	47,591	573	19	4,375	20,365	282	9	2,907
FOREIGN AIRLINES	24,180	85	5	1,476	21,665	27	3	1,084
TRAVEL AGENTS	5,852	16	0	460	7,931	3	0	404
TOUR OPERATORS	33	1	0	3	30	0	0	3
MISCELLANEOUS	0	334	0	1,237	0	133	2	1,397
<b>INDUSTRY TOTALS</b>	<b>77,656</b>	<b>1,009</b>	<b>24</b>	<b>7,551</b>	<b>49,991</b>	<b>445</b>	<b>14</b>	<b>5,795</b>

## AIR TRAVEL CONSUMER REPORT

Table 2 (YTD)

COMPLAINT CATEGORY	COMPLAINT CATEGORIES*					
	JANUARY - DECEMBER 2022			JANUARY - DECEMBER 2021		
	RANKING	COMPLAINTS**	SUB-CATEGORY	RANKING	COMPLAINTS**	SUB-CATEGORY
FLIGHT PROBLEMS	1	24,647		1	6,316	
Cancellation			16,434			3,621
Delay			4,593			1,471
Misconnection			2,232			569
REFUNDS	2	19,983		2	29,523	
BAGGAGE	3	12,007		3	1,996	
RESERVATIONS/TICKETING/BOARDING	4	7,744		4	4,032	
FARES	5	6,030		5	4,077	
CUSTOMER SERVICE	6	2,912		6	1,903	
DISABILITY	7	2,095		7	1,397	
OVERSALES	8	1,336		8	286	
OTHER	9	599		9	281	
Frequent Flyer			310			125
DISCRIMINATION	10	178		10	134	
ADVERTISING	11	125		11	45	
ANIMALS	12	0		12	1	
<b>COMPLAINT TOTAL</b>		<b>77,656</b>			<b>49,991</b>	

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

\*\* INCLUDES FIGURES FOR SUB-CATEGORIES.

## AIR TRAVEL CONSUMER REPORT

Table 3 (YTD)

**COMPLAINTS AGAINST U.S. AIRLINES BY COMPLAINT CATEGORIES\***  
**JANUARY - DECEMBER 2022**

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	300	16	77	72	163	143	70	62	3	5	0	5	916
ALLEGIAN AIR	420	15	131	91	317	119	47	177	0	1	0	6	1,324
AMERICAN AIRLINES	3,017	198	577	893	1,604	1,033	438	293	9	27	0	76	8,165
AVELO AIRLINES	38	0	10	9	21	17	11	6	0	0	0	0	112
BOUTIQUE AIR	11	0	2	2	6	2	1	0	0	0	0	0	24
BREEZE AIRWAYS	75	3	11	10	38	25	8	8	1	0	0	0	179
CAPE AIR	11	3	0	1	5	6	1	0	0	0	0	0	27
DELTA AIR LINES	1,482	96	289	257	603	492	298	194	11	20	0	39	3,781
EASTERN	18	0	3	0	34	1	0	0	0	0	0	0	56
ELITE AIRWAYS	1	0	1	2	6	0	0	0	0	0	0	0	10
ENDEAVOR AIR	215	9	20	19	90	39	31	7	1	0	0	2	433
ENVOY AIR	151	25	36	27	64	62	24	19	0	0	0	1	409
FRONTIER AIRLINES	1,896	200	494	627	1,008	582	201	101	9	8	0	32	5,158
HAWAIIAN AIRLINES	82	3	32	47	110	35	26	15	1	0	0	7	358
HORIZON AIRLINES	22	0	5	2	9	14	2	5	0	1	0	1	61
JETBLUE AIRWAYS	1,506	30	252	339	580	356	215	232	8	9	0	25	3,552
MESA AIRLINES	69	4	8	6	19	13	11	4	0	0	0	2	136
MOKULELE AIRLINES	5	0	2	0	1	0	0	2	0	0	0	0	10
OTHER US COMMUTERS & AIR TAXIS	22	0	8	6	15	6	8	5	0	0	0	64	134
PIEDMONT AIRLINES	44	15	7	5	16	15	6	6	0	2	0	0	116
PSA AIRLINES	218	16	23	14	39	29	20	16	0	2	0	2	379
REPUBLIC AIRWAYS	246	14	33	39	105	66	26	12	0	1	0	3	545
SILVER AIRWAYS	37	11	9	3	35	33	4	4	0	1	0	0	137
SKYWEST AIRLINES	224	17	40	19	98	80	39	22	1	1	0	5	546
SOUTHWEST AIRLINES	7,087	55	952	137	895	1,075	154	197	11	14	0	18	10,595
SPIRIT AIRLINES	1,521	111	352	392	810	380	172	108	5	7	0	23	3,881
SUN COUNTRY AIRLINES	84	1	20	26	41	48	29	7	1	1	0	2	260
UNITED AIRLINES	2,211	126	513	485	1,112	1,119	376	191	13	18	0	73	6,237
OTHER U.S. AIRLINES	10	4	6	3	20	7	0	0	0	0	0	0	50
<b>TOTAL JAN - DECEMBER 2022</b>	<b>21,023</b>	<b>972</b>	<b>3,913</b>	<b>3,533</b>	<b>7,864</b>	<b>5,797</b>	<b>2,218</b>	<b>1,693</b>	<b>74</b>	<b>118</b>	<b>0</b>	<b>386</b>	<b>47,591</b>
<b>% of TOTAL COMPLAINTS</b>	<b>44.2</b>	<b>2.0</b>	<b>8.2</b>	<b>7.4</b>	<b>16.5</b>	<b>12.2</b>	<b>4.7</b>	<b>3.6</b>	<b>0.2</b>	<b>0.2</b>	<b>0</b>	<b>0.8</b>	
<b>TOTAL JAN - DECEMBER 2021</b>	<b>5,491</b>	<b>210</b>	<b>1,683</b>	<b>1,994</b>	<b>6,644</b>	<b>1,179</b>	<b>1,588</b>	<b>1,230</b>	<b>23</b>	<b>112</b>	<b>1</b>	<b>210</b>	<b>20,365</b>
<b>% of TOTAL COMPLAINTS</b>	<b>27.0</b>	<b>1.0</b>	<b>8.3</b>	<b>9.8</b>	<b>32.6</b>	<b>5.8</b>	<b>7.8</b>	<b>6.0</b>	<b>0.1</b>	<b>0.5</b>	<b>0.0</b>	<b>1.0</b>	

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

\*\* AIRLINES ARE LISTED INDIVIDUALLY IF DOT RECEIVED TEN (10) OR MORE COMPLAINTS AGAINST THEM DURING THE REPORTING PERIOD. COMPLAINTS AGAINST U.S. AIRLINES ACCOUNTING FOR FEWER COMPLAINTS THAN THAT ARE INCLUDED UNDER 'OTHER U.S. AIRLINES.'

## AIR TRAVEL CONSUMER REPORT

## COMPLAINTS AGAINST COMPANIES OTHER THAN U.S. AIRLINES BY COMPLAINT CATEGORY\*\* / JANUARY - DECEMBER 2022

Table 4 (YTD)

	FLIGHT PROBLEMS	OVER-SALES	RES/TKT/BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DIS-ABILITY	ADVERT-ISING	DISCRIM-INATION	ANIMALS	OTHER	TOTAL
<b>FOREIGN AIRLINES</b>													
AEGEAN AIRLINES	7	0	3	3	13	58	1	0	0	0	0	0	85
AER LINGUS	60	4	35	28	99	284	15	9	0	0	0	2	536
AEROFLOT	4	0	7	5	46	1	0	0	0	0	0	1	64
AEROLINEAS ARGENTINAS	1	0	1	6	11	1	0	0	0	0	0	0	20
AEROMEXICO	119	18	87	81	440	84	25	15	2	1	0	11	883
AIR ASIA	1	0	4	1	19	0	0	0	0	0	0	0	25
AIR CANADA	540	35	178	62	283	504	42	25	2	4	0	7	1,682
AIR CANADA JAZZ	8	0	1	0	1	5	0	1	0	0	0	0	16
AIR CHINA	0	0	1	1	10	0	0	0	0	0	0	0	12
AIR EUROPA	2	1	3	3	31	10	1	2	0	0	0	0	53
AIR FRANCE	156	17	119	72	230	850	33	23	3	2	0	12	1,517
AIR INDIA	55	8	71	46	658	93	37	11	0	0	0	8	987
AIR NEW ZEALAND	2	0	1	4	17	1	1	1	1	0	0	1	29
AIR SENEGAL	6	1	3	1	4	12	0	0	0	0	0	0	27
AIR SERBIA	1	0	2	0	8	14	0	0	0	0	0	0	25
AIR TAHITI NUI	0	0	4	3	9	3	0	0	0	0	0	0	19
AIR TRANSAT	1	0	7	5	14	8	4	1	0	0	0	0	40
ALITALIA AIRLINES	1	0	3	6	55	9	2	0	0	0	0	1	77
ANA ALL NIPPON AIRWAYS	15	0	18	2	23	6	5	3	0	0	0	3	75
ASIANA AIRLINES	5	0	15	2	20	8	2	1	0	0	0	0	53
AUSTRIAN AIRLINES	11	1	9	10	26	108	2	1	0	0	0	1	169
AVIANCA	69	20	121	87	337	33	25	12	1	0	0	15	720
AZERBAIJAN AIRLINES	0	0	0	1	22	0	0	0	0	0	0	0	23
AZUL BRAZILIAN AIRLINES	2	1	7	7	11	6	0	1	0	0	0	0	35
BRITISH AIRWAYS	189	17	139	121	336	270	27	21	5	1	0	28	1,154
BRUSSELS AIRLINES	11	0	13	3	14	34	3	1	0	0	0	0	79
CARIBBEAN AIRLINES	5	0	5	3	63	5	2	0	0	0	0	0	83
CATHAY PACIFIC AIRWAYS	10	0	8	12	29	5	3	1	0	0	0	4	72
CHINA AIRLINES	3	1	2	2	9	3	0	0	0	0	0	0	20
CHINA EASTERN AIRLINES	3	0	1	1	7	0	0	0	0	0	0	0	12
CONDOR	51	5	19	16	34	42	6	6	1	0	0	0	180
COPA COMPANIA PANAMENA DE AVIACION	58	16	86	41	251	74	12	3	0	0	0	2	543
EASY JET	1	1	2	1	8	8	0	0	0	0	0	0	21
EGYPTAIR	20	0	18	5	40	61	9	2	0	0	0	2	157
EL AL ISRAEL	22	3	15	10	51	19	8	3	0	1	0	1	133
EMIRATES AIRLINES	43	2	62	26	103	86	20	19	0	0	0	9	370
ETHIOPIAN AIRLINES	11	5	32	20	46	85	7	4	0	0	0	3	213
ETIHAD AIRWAYS	46	11	38	26	94	74	8	7	1	1	0	4	310

**AIR TRAVEL CONSUMER REPORT  
COMPLAINTS AGAINST U.S. AIRLINES BY COMPLAINT CATEGORIES\* JANUARY - DECEMBER 2022**

Table 4 (YTD)(Cont'd)

	FLIGHT PROBLEMS	OVER- SALES	RES/TKT/ BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DIS- ABILITY	ADVERT- ISING	DISCRIM- INATION	ANIMALS	OTHER	TOTAL
EUROWINGS	12	0	3	1	4	31	1	2	0	0	0	0	54
EVA AIRWAYS	8	1	7	2	25	6	1	1	0	0	0	0	51
FIJI AIRWAYS	10	0	7	2	206	18	1	0	1	0	0	0	245
FINNAIR OY	16	1	17	11	47	40	2	7	0	1	0	0	142
FLAIR AIRLINES	16	4	6	2	8	7	2	0	0	0	0	0	45
FRENCH BEE	8	1	5	5	26	12	4	0	0	0	0	0	61
GOL AIRLINES	6	0	6	1	12	6	0	3	0	0	0	0	34
GULF AIR	4	1	2	0	8	3	0	0	0	0	0	0	18
IBERIA AIRLINES	55	7	56	84	217	192	9	6	2	0	0	5	633
ICELANDAIR	22	2	31	24	75	38	4	4	1	0	0	0	201
INTERJET	2	0	1	1	55	0	0	0	0	0	0	0	59
ITA AIRWAYS	13	3	14	10	25	59	6	2	1	0	0	2	135
JAPAN AIR LINES COMPANY	21	0	38	20	63	9	7	0	1	0	0	0	159
JETSTAR AIRWAYS	0	0	0	0	9	0	1	0	0	0	0	0	10
KENYA AIRWAYS	6	0	11	7	24	13	1	1	0	0	0	0	63
KLM	121	14	77	38	117	248	16	14	0	1	0	9	655
KOREAN AIR LINES	10	0	17	6	16	14	0	2	0	0	0	4	69
KUWAIT AIRWAYS	5	0	18	2	10	32	6	2	0	0	0	0	75
LA COMPAGNIE	1	0	0	0	13	0	1	0	0	0	0	0	15
LATAM	26	3	42	37	190	41	9	3	1	0	0	3	355
LEVEL	7	0	2	6	12	1	1	0	0	0	0	0	29
LOT POLISH AIRLINES	21	2	16	6	48	52	9	6	1	0	0	0	161
LUFTHANSA	353	30	340	188	553	936	61	49	2	40	0	17	2,569
MALAYSIA AIRLINES	4	0	3	1	10	3	0	0	0	0	0	0	21
NORSE ATLANTIC AIRWAYS	3	0	1	1	8	12	1	3	0	0	0	0	29
NORWEGIAN AIR SHUTTLE	21	1	1	37	199	6	0	0	0	0	0	0	265
PAKISTAN INTERNATIONAL AIRLINES	5	0	12	0	2	4	0	0	0	0	0	0	23
PHILIPPINE AIRLINES	32	2	35	18	150	21	6	2	0	1	0	0	267
PLAY AIRLINES	5	0	7	2	5	11	0	0	0	0	0	0	30
PORTER AIRLINES	5	0	6	3	8	3	0	1	0	0	0	0	26
QANTAS AIRWAYS	16	0	22	13	55	25	6	2	0	0	0	4	143
QATAR AIRWAYS	115	19	183	80	297	264	48	27	2	2	0	10	1,047
ROYAL AIR MAROC	27	3	24	11	228	52	7	0	0	1	0	0	353
ROYAL JORDANIAN AIRLINES	10	4	15	2	28	45	2	1	0	0	0	0	107
RYANAIR	7	0	10	1	10	7	0	0	0	0	0	0	35
SAS	61	1	16	5	88	42	2	5	0	0	0	0	220
SATA INTERNACIONAL	0	0	7	5	15	12	1	0	0	0	0	0	40
SAUDI ARABIAN AIRLINES	10	0	20	2	29	33	3	4	0	1	0	1	103
SINGAPORE AIRLINES	23	2	40	17	106	70	6	6	2	0	0	7	279
SOUTH AFRICAN AIRWAYS	0	0	1	5	54	1	0	0	0	0	0	0	61
SRILANKAN AIRLINES	3	0	3	1	11	2	0	0	0	0	0	0	20

**AIR TRAVEL CONSUMER REPORT**  
**COMPLAINTS AGAINST U.S. AIRLINES BY COMPLAINT CATEGORIES\* JANUARY - DECEMBER 2022**

Table 4 (YTD)(Cont'd)

	FLIGHT PROBLEMS	OVER-SALES	RES/TKT/BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DIS-ABILITY	ADVERT-ISING	DISCRIM-INATION	ANIMALS	OTHER	TOTAL
SWISS AIR	29	6	44	28	77	147	8	8	1	0	0	1	349
SWOOP	22	0	3	2	20	1	1	0	0	0	0	0	49
TAP	139	11	85	77	653	230	18	11	0	0	0	3	1,227
THAI AIRWAYS INTERNATIONAL	2	0	4	2	12	4	0	0	0	0	0	0	24
TRANSAVIA	4	0	4	0	1	5	1	0	0	0	0	0	15
TURKISH AIRLINES	149	22	247	105	299	217	39	20	1	1	0	9	1,109
UKRAINE INTERNATIONAL AIRLINES	0	1	1	1	14	0	0	0	0	0	0	0	17
VIETNAM AIRLINES	2	1	5	1	10	0	0	0	0	0	0	0	19
VIRGIN ATLANTIC AIRWAYS	40	4	35	17	63	86	12	8	0	1	0	8	274
VIRGIN AUSTRALIA	0	0	2	6	34	0	0	0	0	0	0	0	42
VISTARA	1	0	1	2	4	11	0	0	0	0	0	0	19
VIVA AIR	3	0	5	1	15	5	0	1	0	0	0	0	30
VIVAAEROBUS	66	17	41	17	127	40	11	2	2	0	0	0	323
VOLARIS AIRLINES	111	20	104	99	165	56	17	13	5	0	0	4	594
VUELING AIRLINES	6	0	7	2	21	28	0	0	0	0	0	0	64
WEST JET	61	1	16	10	84	50	7	8	0	0	0	0	237
WIZZ AIR	9	0	2	0	4	1	0	0	0	0	0	0	16
ZIPAIR	0	0	22	2	14	2	0	0	0	0	0	0	40
OTHER FOREIGN AIRLINES	46	1	34	11	121	80	4	5	0	1	0	3	306
<b>TOTALS</b>	<b>3,319</b>	<b>352</b>	<b>2,924</b>	<b>1,763</b>	<b>8,276</b>	<b>6,198</b>	<b>642</b>	<b>402</b>	<b>39</b>	<b>60</b>	<b>0</b>	<b>205</b>	<b>24,180</b>
<b><u>TRAVEL AGENTS</u></b>													
AIRFAREEXPERTS.COM	0	0	3	1	10	0	1	0	0	0	0	0	15
AMERICAN EXPRESS TRAVEL OFFICE	4	0	8	13	29	0	1	0	0	0	0	1	56
ASAPTICKETS.COM	6	1	42	15	140	1	3	0	0	0	0	1	209
BOOKING.COM	6	0	10	7	49	0	1	0	0	0	0	0	73
BRAVOFLY	1	0	6	1	22	0	0	0	0	0	0	0	30
BUDGETAIR.COM	5	0	9	5	38	0	2	0	0	0	0	0	59
CAPITAL ONE TRAVEL	1	0	6	7	16	0	0	0	0	0	0	0	30
CHASE TRAVEL	15	1	26	31	109	0	2	0	0	0	0	1	185
CHEAP TICKETS	1	0	6	7	24	0	0	0	0	0	0	0	38
CHEAPOAIR.COM	27	0	58	49	195	1	2	0	1	0	0	0	333
EDREAMS.COM	7	0	37	10	160	0	1	0	0	0	0	1	216
ESKY.COM	1	0	0	3	12	0	0	0	0	0	0	0	16
EXPEDIA.COM	67	4	127	174	718	1	6	0	1	0	0	0	1,098
FAREBOOM.COM	2	0	2	4	11	0	0	0	0	0	0	0	19
FARESCAN.COM	0	0	0	3	11	0	0	0	0	0	0	0	14
FLIGHT NETWORK	6	0	5	6	56	0	0	0	0	0	0	0	73
FLIGHTHUB	3	0	7	4	24	0	0	0	0	0	0	0	38
FLYUS.COM	1	0	5	3	12	0	0	0	0	0	0	0	21
GOTOGATE	13	0	59	21	254	0	3	0	0	0	0	0	350

## AIR TRAVEL CONSUMER REPORT

Table 4 (YTD)(Cont'd)

## COMPLAINTS AGAINST U.S. AIRLINES BY COMPLAINT CATEGORIES\* JANUARY - DECEMBER 2022

	FLIGHT PROBLEMS	OVER-SALES	RES/TKT/BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DIS-ABILITY	ADVERT-ISING	DISCRIM-INATION	ANIMALS	OTHER	TOTAL
HOP2	1	0	2	5	14	0	0	0	0	0	0	0	22
HOPPER.COM	0	0	11	12	26	0	0	0	0	0	0	0	49
HOTWIRE.COM	1	0	2	3	10	0	0	0	0	0	0	0	16
INDIAN EAGLE	1	0	8	4	21	0	0	0	0	0	0	0	34
JUSTFLY.COM	12	0	81	46	234	1	2	0	0	0	0	1	377
KAYAK	0	0	8	6	30	1	0	0	1	0	0	0	46
KISSANDFLY	0	0	3	3	16	0	0	0	0	0	0	0	22
KIWI.COM	15	0	78	23	403	1	1	0	0	0	0	0	521
LASTMINUTEFAREDEAL	0	0	0	3	10	0	0	0	0	0	0	0	13
MYFLIGHTSEARCH.COM	0	0	1	0	16	0	0	0	0	0	0	0	17
MYTRIP.COM	3	0	10	4	46	0	1	0	1	0	0	0	65
ONETRAVEL	2	0	8	1	19	0	0	0	0	0	0	0	30
OOJO.COM	2	0	5	0	12	0	1	0	0	0	0	0	20
ORBITZ.COM	12	2	38	41	141	0	1	0	1	0	0	0	236
OVAGO	6	0	9	8	32	0	0	0	0	0	0	0	55
PRICELINE.COM	21	2	53	45	197	0	3	0	2	0	0	1	324
SKYBOOKER	0	0	1	2	13	0	0	0	0	0	0	0	16
SKYLUX TRAVEL	0	0	2	1	9	0	0	0	0	0	0	0	12
SMARTFARES.COM	4	0	11	4	46	0	1	0	1	0	0	0	67
SOUTHWEST VACATIONS	9	0	3	2	26	1	4	0	0	0	0	0	45
TRAVELER HELP DESK	1	0	1	2	11	0	0	0	0	0	0	0	15
TRAVELGENIO	3	0	10	3	34	0	0	0	0	0	0	0	50
TRAVELOCITY.COM	7	0	27	39	140	0	2	0	0	0	0	0	215
TRIP.COM	7	0	12	6	43	1	1	0	0	0	0	0	70
UNITED VACATIONS	1	0	1	3	8	1	0	0	0	0	0	0	14
VAYAMA	1	0	0	0	41	0	0	0	0	0	0	0	42
WOWFARE	2	1	1	1	5	0	0	0	0	0	0	0	10
OTHER TRAVEL AGENTS	27	0	101	100	326	3	13	0	4	0	0	2	576
<b>TOTALS</b>	<b>304</b>	<b>11</b>	<b>903</b>	<b>731</b>	<b>3,819</b>	<b>12</b>	<b>52</b>	<b>0</b>	<b>12</b>	<b>0</b>	<b>0</b>	<b>8</b>	<b>5,852</b>
<b>TOUR OPERATORS</b>													
DELTA DREAM VACATIONS	0	0	0	0	0	0	0	0	0	0	0	0	0
OTHER TOUR OPERATORS	1	1	4	1	15	0	0	0	0	0	0	0	22
<b>TOTALS</b>	<b>1</b>	<b>1</b>	<b>4</b>	<b>3</b>	<b>24</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>33</b>
<b>MISCELLANEOUS</b>													
OTHER MISCELLANEOUS	0	0	0	0	0	0	0	0	0	0	0	0	0
<b>TOTALS</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>

\* COMPANIES ARE LISTED INDIVIDUALLY IF DOT RECEIVED TEN (10) OR MORE COMPLAINTS AGAINST THEM DURING THE REPORTING PERIOD. COMPLAINTS AGAINST COMPANIES ACCOUNTING FOR FEWER COMPLAINTS THAN THAT ARE INCLUDED UNDER 'OTHER FOREIGN AIRLINES,' 'OTHER TOUR OPERATORS,' ETC.\*\* A DETAILED EXPLANATION OF THE COMPLAINT CATEGORIES FOLLOWS THIS SECTION.

## AIR TRAVEL CONSUMER REPORT

TABLE 5 (YTD)

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

	JANUARY - DECEMBER 2022	JANUARY - DECEMBER 2021
<b>AIRLINE</b>	<b>COMPLAINTS</b>	<b>COMPLAINTS</b>
<b>ALASKA AIRLINES NETWORK</b>	<b>1,021</b>	<b>566</b>
- ALASKA AIRLINES	916	491
- BRANDED CODESHARE PARTNERS	105	75
<b>ALLEGiant AIRLINES</b>	<b>1,324</b>	<b>640</b>
<b>AMERICAN AIRLINES NETWORK</b>	<b>9,826</b>	<b>4,915</b>
- AMERICAN AIRLINES	8,165	4,016
- BRANDED CODESHARE PARTNERS	1,661	899
<b>DELTA NETWORK</b>	<b>4,616</b>	<b>1,594</b>
- DELTA AIR LINES	3,781	1,329
- BRANDED CODESHARE PARTNERS	835	265
<b>FRONTIER AIRLINES</b>	<b>5,158</b>	<b>1,196</b>
<b>HAWAIIAN AIRLINES</b>	<b>358</b>	<b>241</b>
<b>JETBLUE AIRWAYS</b>	<b>3,552</b>	<b>1,929</b>
<b>SOUTHWEST AIRLINES</b>	<b>10,595</b>	<b>1,678</b>
<b>SPIRIT AIRLINES</b>	<b>3,881</b>	<b>3,522</b>
<b>UNITED AIRLINES NETWORK</b>	<b>6,237</b>	<b>3,582</b>
- UNITED AIRLINES	6,237	3,582
- BRANDED CODESHARE PARTNERS	0	0
<b>TOTAL</b>	<b>46,568</b>	<b>19,865</b>

\* All U.S. airlines with at least 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.



TABLE 5A (YTD)

**AIR TRAVEL CONSUMER REPORT**  
**CONSUMER COMPLAINTS: RANKINGS**  
**U.S. AIRLINES\***

RANK	AIRLINE	JANUARY - DECEMBER 2022			JANUARY - DECEMBER 2021		
		COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS	COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS
1	HORIZON AIRLINES	61	5,607,115	1.09	36	5,980,274	0.6
2	SKYWEST AIRLINES	546	39,943,498	1.37	328	35,506,382	0.92
3	MESA AIRLINES	136	7,820,267	1.74	79	9,966,038	0.79
4	DELTA AIR LINES	3,781	141,909,310	2.66	1,329	103,146,208	1.29
5	ALASKA AIRLINES	916	31,794,617	2.88	491	23,267,630	2.11
6	ENVOY AIR	409	14,027,768	2.92	214	13,379,075	1.6
7	PSA AIRLINES	379	12,176,449	3.11	235	12,435,016	1.89
8	REPUBLIC AIRWAYS	545	16,135,043	3.38	217	17,701,767	1.23
9	ENDEAVOR AIR	433	12,304,250	3.52	101	12,880,515	0.78
10	HAWAIIAN AIRLINES	358	9,998,405	3.58	241	6,526,641	3.69
11	AMERICAN AIRLINES	8,165	150,863,485	5.41	4,016	116,193,515	3.46
12	UNITED AIRLINES	6,237	112,669,741	5.54	3,582	72,587,666	4.93
13	SOUTHWEST AIRLINES	10,595	157,007,703	6.75	1,678	123,280,362	1.36
14	ALLEGIAN AIR	1,324	16,869,105	7.85	640	13,734,567	4.66
15	JETBLUE AIRWAYS	3,552	39,630,506	8.96	1,929	30,243,364	6.38
16	SPIRIT AIRLINES	3,881	38,407,504	10.1	3,522	30,770,259	11.45
17	FRONTIER AIRLINES	5,158	25,463,655	20.26	1,196	20,654,583	5.79
	<b>TOTAL</b>	<b>46,476</b>	<b>832,628,421</b>	<b>5.58</b>	<b>19,834</b>	<b>648,253,862</b>	<b>3.06</b>

\* All U.S. airlines with at least half of 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. The carriers that are ranked in this table are the same carriers that are ranked in the "Flight Delays," "Mishandled Baggage," and "Oversales" sections of this report.

**AIR TRAVEL CONSUMER REPORT**  
**CIVIL RIGHTS COMPLAINTS BY AIR TRAVELERS (OTHER THAN DISABILITY) FOR DECEMBER 2022**

This table includes complaints to the U.S. Department of Transportation's Office of Aviation Consumer Protection 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.

<b>Airline</b>	<b>Race</b>	<b>Ancestry/ Ethnicity</b>	<b>National Origin</b>	<b>Color</b>	<b>Religion</b>	<b>Sex</b>	<b>Other</b>
AEROMEXICO	1						
AIR CANADA	1						
AMERICAN AIRLINES	2						
FRONTIER	1						
JETBLUE						1	
QATAR			1				
SOUTHWEST						1	
SPIRIT	1						
UNITED						1	
<b>TOTAL</b>	<b>6</b>		<b>1</b>			<b>3</b>	

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

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

## AIR TRAVEL CONSUMER REPORT

## CIVIL RIGHTS COMPLAINTS BY AIR TRAVELERS (OTHER THAN DISABILITY) FOR JANUARY - DECEMBER 2022

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

Airline	Race	Ancestry/ Ethnicity	National Origin	Color	Religion	Sex	Other
AEROMEXICO	1						
AIR CANADA	1		1	1		1	
AIR FRANCE			1		1		
ALASKA AIRLINES	5						
ALLEGiant AIR	1						
AMERICAN AIRLINES	18		4	1	3		1
BRITISH AIRWAYS			1				
DELTA AIR LINES	11		4	2	1	1	1
EL AL ISRAEL	1						
ETIHAD AIRWAYS	1						
FINNAIR OY				1			
FRONTIER AIRLINES	4		3		1		
HORIZON AIRLINES	1						
JETBLUE AIRWAYS	6			1	1	1	
KLM	1						
LUFTHANSA					40		
PHILIPPINE AIRLINES						1	
PIEDMONT AIRLINES	1				1		
PSA	2						
QATAR AIRWAYS	1		1				
REPUBLIC AIRWAYS					1		
ROYAL AIR MAROC	1						
SAUDI ARABIAN AIRLINES	1						
SILVER AIRWAYS				1			
SKYWEST AIRLINES	1						
SOUTHWEST	8			4	1	1	
SPIRIT AIRLINES	5	1					1
SUNCOUNTRY AIRLINES		1					
TUI			1				
TURKISH AIRLINES			1				
UNITED AIRLINES	11	2	1	2		2	
VIRGIN ATLANTIC AIRWAYS					1		
<b>Total</b>	<b>82</b>	<b>4</b>	<b>18</b>	<b>13</b>	<b>51</b>	<b>7</b>	<b>3</b>

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

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

## 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**

**December 2022 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
NONE			

## AIR TRAVEL CONSUMER REPORT

### January - December 2022 Airline Reports to DOT of Incidents Involving the Loss, Injury or Death of Animals During Air Transportation

The monthly reports on the previous page are required only during a month in which a carrier has a reportable incident. In addition, U.S. carriers that operate at least one aircraft that has a designed seating capacity of 60 or more seats, are required to report the total number of reportable animal incidents for the entire calendar year and the total number of animals transported in the calendar year. This report must be filed with DOT within 15 days after the end of that year. This annual report is required even if a carrier had no reportable incidents during the year. Click the carrier's name to see the redacted version of the actual incident reports filed by these airlines.

Carrier*	Death	Injury	Loss	Total Transported	Incidents per 10,000 animals transported
Alaska Airlines	0	0	0	69,873	0.00
SkyWest Airlines	0	0	0	29,081	0.00
Avelo Airlines	0	0	0	8,832	0.00
Delta Air Lines	0	0	0	5,493	0.00
Horizon Air	0	0	0	5,387	0.00
Republic Airlines	0	0	0	155	0.00
PSA Airlines	0	0	0	128	0.00
Eastern Airlines	0	0	0	114	0.00
Endeavor Air	0	0	0	102	0.00
<a href="#">American Airlines</a>	1	0	0	63,277	0.16
<a href="#">Hawaiian Airlines</a>	6	1	1	5,781	13.84
<b>TOTAL</b>	<b>7</b>	<b>1</b>	<b>1</b>	<b>188,223</b>	<b>0.48</b>

The following air carriers do not transport animals:					
Allegiant	0	0	0	0	0.00
Breeze Airways	0	0	0	0	0.00
CommutAir	0	0	0	0	0.00
Envoy Air	0	0	0	0	0.00
Frontier Airlines	0	0	0	0	0.00
JetBlue Airways	0	0	0	0	0.00
Mesa Airlines	0	0	0	0	0.00
Silver Airways	0	0	0	0	0.00
Southwest Airlines	0	0	0	0	0.00
Spirit	0	0	0	0	0.00
Sun Country Airlines	0	0	0	0	0.00
United Airlines	0	0	0	0	0.00



## U.S. Department of Homeland Security, Transportation Security Administration Customer Service Report for December 2022 <sup>a</sup>

The Transportation Security Administration (TSA) screened approximately 64.3 million passengers at screening checkpoints and 45.9 million checked bags at baggage screening locations in December 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 <sup>b</sup>.

In December 2022, TSA received 14,532 complaints (i.e. a description of a negative experience) from the general public via phone or email (or 22.7 complaints per 100,000 passengers <sup>c</sup>). 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 <sup>c</sup>	Number of Complaints	Complaints per 100,000 Passengers <sup>c</sup>	Number of Complaints	Complaints per 100,000 Passengers <sup>c</sup>	Number of Complaints	Complaints per 100,000 Passengers <sup>c</sup>
755	1.2	502	0.8	12,647	19.7	90	0.2

Civil Rights		Other TSA-related		Non-TSA related, Airline		Non-TSA related, All Others	
Number of Complaints	Complaints per 100,000 Passengers <sup>c</sup>	Number of Complaints	Complaints per 100,000 Passengers <sup>c</sup>	Number of Complaints	Complaints per 100,000 Passengers <sup>c</sup>	Number of Complaints	Complaints per 100,000 Passengers <sup>c</sup>
260	0.5	110	0.2	57	0.1	111	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
208 <sup>d</sup>	167	0.0004



## U.S. Department of Homeland Security, Transportation Security Administration Customer Service Report for October 2022 <sup>a</sup>

### REFERENCES

- <sup>a</sup> Under Section 421(a) of Vision 100--Century of Aviation Reauthorization Act, Public Law 108-176 (December 12, 2003), 49 U.S.C. 329(e), the U.S. Department of Homeland Security, Transportation Security Administration, has provided this customer service report on passenger and baggage screening complaints and incidents to the U.S. Department of Transportation.
- <sup>b</sup> The TSA Contact Center can be reached via e-mail, [TSA-ContactCenter@tsa.dhs.gov](mailto: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.
- <sup>c</sup> 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.
- <sup>d</sup> 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 &amp; 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>