Air Travel Consumer Report

A Product Of

THE OFFICE OF AVIATION CONSUMER PROTECTION

Issued: January 2023

Flight Delays[1]	November 2022
Mishandled Baggage, Wheelchairs, and Scooters [1]	November 2022
Oversales[1]	3rd Quarter 2022
Consumer Complaints[2] (Includes Disability and Discrimination Complaints)	November 2022
Airline Animal Incident Reports[4]	November 2022
Customer Service Reports to the Dept. of Homeland Security[3]	November 2022

TABLE OF CONTENTS

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/. 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 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 markets and flights can be searched at https://www.transtats.bts.gov/ONTIME/

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

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

AIR TRAVEL CONSUMER REPORT

BRANDED CODESHARE PARTNERS

NOVEMBER 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:

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

AIR TRAVEL CONSUMER REPORT

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

NOVEMBER 2022

AT ALL US AIRPORTS			
CARRIER[1]	NUMBER OF AIRPORTS REPORTED	PERCENT OF ON-TIME ARRIVALS	RANK
DELTA AIR LINES NETWORK	**207**	**84.2**	**1**
- DELTA AIR LINES	139	85.5	
- BRANDED CODESHARE PARTNERS	171	81.8	
UNITED AIRLINES NETWORK	**221**	**82.2**	**2**
- UNITED AIRLINES	114	83.9	
- BRANDED CODESHARE PARTNERS	202	80.3	
SOUTHWEST AIRLINES	**107**	**81.0**	**3**
AMERICAN AIRLINES NETWORK	**223**	**79.8**	**4**
- AMERICAN AIRLINES	121	77.9	
- BRANDED CODESHARE PARTNERS	202	82.0	
ALASKA AIRLINES NETWORK	**105**	**79.2**	**5**
- ALASKA AIRLINES	83	77.7	
- BRANDED CODESHARE PARTNERS	50	82.0	
SPIRIT AIRLINES	**60**	**73.4**	**6**
JETBLUE AIRWAYS	**61**	**68.9**	**7**
ALLEGIANT AIR	**124**	**67.5**	**8**
HAWAIIAN AIRLINES	**21**	**66.1**	**9**
FRONTIER AIRLINES	**85**	**64.6**	**10**
TOTAL AIRPORTS SERVED	**355**	**80.0**	

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

AIR TRAVEL CONSUMER REPORT

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

NOVEMBER 2022

AT ALL US AIRPORTS			
CARRIER[1]	NUMBER OF AIRPORTS REPORTED	PERCENT OF ON-TIME ARRIVALS	RANK
DELTA AIR LINES	139	85.5	1
PSA AIRLINES	88	84.2	2
UNITED AIRLINES	114	83.9	3
REPUBLIC AIRWAYS	78	83.0	4
SKYWEST AIRLINES	238	81.9	5
MESA AIRLINES	93	81.4	6
ENDEAVOR AIR	89	81.0	7
SOUTHWEST AIRLINES	107	81.0	8
HORIZON AIR	45	79.4	9
ENVOY AIR	138	78.8	10
AMERICAN AIRLINES	121	77.9	11
ALASKA AIRLINES	83	77.7	12
SPIRIT AIRLINES	60	73.4	13
JETBLUE AIRWAYS	61	68.9	14
ALLEGIANT AIR	124	67.5	15
HAWAIIAN AIRLINES	21	66.1	16
FRONTIER AIRLINES	85	64.6	17
TOTAL AIRPORTS SERVED	348	80.0	

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

AIR TRAVEL CONSUMER REPORT

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

NOVEMBER 2022

CARRIER[1]	Jan 22 %	Jan 22 Rank	Feb 22 %	Feb 22 Rank	Mar 22 %	Mar 22 Rank	Apr 22 %	Apr 22 Rank	May 22 %	May 22 Rank	Jun 22 %	Jun 22 Rank	Jul 22 %	Jul 22 Rank	Aug 22 %	Aug 22 Rank	Sep 22 %	Sep 22 Rank	Oct 22 %	Oct 22 Rank	Nov 22 %	Nov 22 Rank	Year-to-date (YTD) %	Year-to-date (YTD) Rank
ALASKA AIRLINES NETWORK	72.1	6	82.8	3	83.0	2	76.7	5	80.2	3	78.7	1	82.6	1	82.3	2	83.0	3	86.1	3	79.2	5	80.7	2
- ALASKA AIRLINES	70.7		81.1		81.5		72.8		78.4		78.9		81.2		80.8		82.5		84.6		77.7		79.2	
- 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		82.7	
ALLEGIANT AIR	65.5	9	65.1	9	57.2	10	59.3	7	66.0	9	59.0	10	60.9	10	66.5	9	72.0	8	72.9	7	67.5	8	64.0	10
AMERICAN AIRLINES NETWORK	78.0	2	73.6	6	81.0	4	79.7	4	77.4	4	70.6	7	72.7	6	74.0	5	82.1	5	83.5	4	79.8	4	77.4	5
- AMERICAN AIRLINES	81.6		71.9		80.7		77.6		76.6		64.2		68.0		70.4		78.8		81.6		77.9		75.3	
- 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		79.5	
DELTA AIR LINES NETWORK	79.4	1	82.8	2	81.4	3	81.9	1	80.7	2	78.4	2	80.0	3	82.9	1	88.5	1	88.0	1	84.2	1	82.5	1
- 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		82.9	
- 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		81.9	
FRONTIER AIRLINES	69.4	8	68.0	8	57.8	9	58.4	9	64.6	10	69.5	8	72.5	7	71.1	7	70.3	9	70.3	9	64.6	10	67.0	8
HAWAIIAN AIRLINES	77.9	3	87.1	1	84.6	1	80.8	3	86.0	1	77.2	3	80.7	2	73.5	6	82.8	4	58.2	10	66.1	9	77.5	4
JETBLUE AIRWAYS	61.2	10	61.8	10	65.6	8	53.3	10	69.4	7	61.3	9	67.4	9	65.9	10	68.8	10	72.7	8	68.9	7	65.2	9
SOUTHWEST AIRLINES	76.1	4	78.3	4	71.1	6	70.2	6	76.8	6	71.4	6	69.1	8	67.7	8	77.0	7	80.6	6	81.0	3	74.4	6
SPIRIT AIRLINES	74.1	5	71.2	7	68.5	7	58.5	8	68.8	8	75.3	5	78.8	4	81.6	3	78.1	6	81.1	5	73.4	6	73.8	7
UNITED AIRLINES NETWORK	71.2	7	76.3	5	79.0	5	80.9	2	77.4	5	76.6	4	78.4	5	78.0	4	85.8	2	87.1	2	82.2	2	79.4	3
- UNITED AIRLINES	74.3		80.0		79.0		80.0		76.3		75.0		76.8		78.2		86.5		87.3		83.9		79.8	
- 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		78.9	
TOTAL	75.3		76.6		77.2		76.0		77.2		73.5		74.9		75.6		82.1		83.4		80.0		77.4	

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

AIR TRAVEL CONSUMER REPORT

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

NOVEMBER 2022

	ARRIVAL AIRPORT*															
	ATL		BNA		BOS		BWI		CLT		DAL		DCA		DEN	
CARRIER	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME
ALASKA AIRLINES NETWORK	62	74.2	59	69.5	199	77.4	29	79.3	0	0.0	58	81.0	150	76.0	147	78.9
- ALASKA AIRLINES	62	74.2	59	69.5	199	77.4	29	79.3	0	0.0	58	81.0	150	76.0	147	78.9
- BRANDED CODESHARE PARTNERS	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
ALLEGIANT AIR	0	0.0	176	64.2	42	85.7	22	63.6	0	0.0	0	0.0	0	0.0	39	79.5
AMERICAN AIRLINES NETWORK	975	80.1	1363	80.8	2270	84.1	280	76.1	15281	84.4	0	0.0	7056	76.4	749	81.8
- AMERICAN AIRLINES	534	74.5	711	78.1	1594	82.3	242	76.0	9723	82.9	0	0.0	2642	74.1	632	79.6
- BRANDED CODESHARE PARTNERS	441	86.8	652	83.7	676	88.2	38	76.3	5558	87.0	0	0.0	4414	77.8	117	94.0
DELTA AIR LINES NETWORK	20007	87.9	1011	83.5	3657	87.1	591	85.4	819	86.4	134	89.6	1548	80.9	949	81.8
- DELTA AIR LINES	17779	88.4	748	85.2	1996	86.7	426	86.6	449	88.0	134	89.6	661	80.3	917	81.8
- BRANDED CODESHARE PARTNERS	2228	84.2	263	78.7	1661	87.5	165	82.4	370	84.6	0	0.0	887	81.3	32	81.3
FRONTIER AIRLINES	740	61.1	97	62.9	56	87.5	177	54.2	122	66.4	0	0.0	89	71.9	1778	69.7
HAWAIIAN AIRLINES	0	0.0	0	0.0	17	76.5	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
JETBLUE AIRWAYS	208	67.3	213	62.0	3798	74.9	78	76.9	55	83.6	0	0.0	826	66.8	146	75.3
SOUTHWEST AIRLINES	2668	82.7	3681	84.7	441	75.7	5173	83.5	259	79.5	5602	80.6	1305	76.2	7404	84.3
SPIRIT AIRLINES	1105	79.4	242	80.2	314	79.9	540	73.7	191	69.6	0	0.0	0	0.0	188	76.6
UNITED AIRLINES NETWORK	695	81.9	705	83.8	961	88.9	261	86.6	497	83.3	0	0.0	1052	81.5	11609	83.5
- UNITED AIRLINES	514	83.7	436	82.8	948	88.8	227	89.0	180	80.6	0	0.0	514	83.7	6569	86.6
- BRANDED CODESHARE PARTNERS	181	76.8	269	85.5	13	92.3	34	70.6	317	84.9	0	0.0	538	79.4	5040	79.4
TOTAL	26,460	85.6	7,547	82.1	11,755	81.9	7,151	81.9	17,224	84.1	5,794	80.8	12,026	76.7	23,009	82.4

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

AIR TRAVEL CONSUMER REPORT

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

NOVEMBER 2022

	ARRIVAL AIRPORT*															
	DFW		DTW		EWR		FLL		IAD		IAH		JFK		LAS	
CARRIER	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME
ALASKA AIRLINES NETWORK	156	73.7	29	69.0	298	67.1	82	64.6	101	76.2	58	70.7	352	83.2	593	79.3
- ALASKA AIRLINES	156	73.7	29	69.0	298	67.1	82	64.6	101	76.2	58	70.7	352	83.2	474	78.7
- BRANDED CODESHARE PARTNERS	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	119	81.5
ALLEGIANT AIR	0	0.0	0	0.0	63	88.9	203	59.6	32	68.8	0	0.0	0	0.0	675	60.7
AMERICAN AIRLINES NETWORK	18565	76.6	676	84.6	713	69.7	469	75.7	191	81.7	682	77.6	2144	81.9	1041	75.2
- AMERICAN AIRLINES	11784	77.1	290	82.4	713	69.7	469	75.7	122	77.0	453	75.1	1164	78.3	1041	75.2
- BRANDED CODESHARE PARTNERS	6781	75.7	386	86.3	0	0.0	0	0.0	69	89.9	229	82.5	980	86.2	0	0.0
DELTA AIR LINES NETWORK	834	80.0	7427	88.6	731	78.5	807	83.4	583	84.0	655	72.4	4732	81.4	1163	83.1
- DELTA AIR LINES	834	80.0	4723	88.6	431	81.0	807	83.4	228	93.9	655	72.4	2227	80.4	1163	83.1
- BRANDED CODESHARE PARTNERS	0	0.0	2704	88.5	300	75.0	0	0.0	355	77.7	0	0.0	2505	82.4	0	0.0
FRONTIER AIRLINES	315	64.4	126	62.7	0	0.0	221	64.3	0	0.0	103	55.3	0	0.0	1435	56.5
HAWAIIAN AIRLINES	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	30	43.3	110	75.5
JETBLUE AIRWAYS	59	64.4	175	70.3	736	69.3	1508	66.3	0	0.0	89	58.4	4065	70.1	266	68.4
SOUTHWEST AIRLINES	0	0.0	297	77.1	0	0.0	1254	76.6	170	76.5	531	82.3	0	0.0	6163	79.6
SPIRIT AIRLINES	769	75.9	829	77.9	774	68.9	1712	75.3	0	0.0	800	71.9	0	0.0	2329	72.6
UNITED AIRLINES NETWORK	727	81.3	555	81.4	8835	77.1	666	82.6	4972	87.3	9511	82.2	0	0.0	1004	83.9
- UNITED AIRLINES	639	82.2	163	81.0	5534	76.8	666	82.6	2522	87.6	5187	83.3	0	0.0	1004	83.9
- BRANDED CODESHARE PARTNERS	88	75.0	392	81.6	3301	77.6	0	0.0	2450	87.0	4324	80.9	0	0.0	0	0.0
TOTAL	21,425	76.6	10,114	86.0	12,150	75.6	6,922	74.3	6,049	86.2	12,429	80.3	11,323	77.4	14,779	75.4

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

AIR TRAVEL CONSUMER REPORT

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

NOVEMBER 2022

CARRIER	ARRIVAL AIRPORT*															
	LAX		LGA		MCO		MDW		MIA		MSP		ORD		PHL	
	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME
ALASKA AIRLINES NETWORK	1351	79.6	0	0.0	198	71.7	0	0.0	30	86.7	56	73.2	225	79.6	29	72.4
- ALASKA AIRLINES	776	75.5	0	0.0	198	71.7	0	0.0	30	86.7	56	73.2	210	79.0	29	72.4
- BRANDED CODESHARE PARTNERS	575	85.2	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	15	86.7	0	0.0
ALLEGIANT AIR	74	74.3	0	0.0	0	0.0	29	75.9	0	0.0	42	88.1	0	0.0	0	0.0
AMERICAN AIRLINES NETWORK	3316	80.7	3506	73.5	1526	73.9	0	0.0	5028	78.5	484	81.0	8374	80.3	5573	85.8
- AMERICAN AIRLINES	2525	77.9	1733	71.0	1526	73.9	0	0.0	3995	78.0	286	79.0	4175	81.8	2977	83.1
- BRANDED CODESHARE PARTNERS	791	89.6	1773	75.9	0	0.0	0	0.0	1033	80.3	198	83.8	4199	78.7	2596	88.8
DELTA AIR LINES NETWORK	3653	85.1	6638	74.6	1467	77.1	251	79.7	649	78.9	7627	83.6	1135	82.0	519	86.5
- DELTA AIR LINES	2850	84.0	2084	76.7	1467	77.1	91	85.7	649	78.9	4702	84.2	901	81.4	441	86.2
- BRANDED CODESHARE PARTNERS	803	88.9	4554	73.6	0	0.0	160	76.3	0	0.0	2925	82.5	234	84.6	78	88.5
FRONTIER AIRLINES	0	0.0	90	55.6	1642	59.9	356	65.2	254	64.2	34	70.6	19	73.7	732	60.0
HAWAIIAN AIRLINES	180	82.2	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
JETBLUE AIRWAYS	970	77.8	1412	64.9	1482	54.4	0	0.0	262	67.2	88	69.3	117	73.5	90	87.8
SOUTHWEST AIRLINES	2186	81.7	1034	72.1	2924	75.0	6060	82.4	565	76.5	459	77.6	789	83.4	354	79.9
SPIRIT AIRLINES	980	78.8	480	74.0	2274	62.6	0	0.0	687	76.0	128	78.1	696	77.2	455	79.6
UNITED AIRLINES NETWORK	2620	89.5	987	74.3	1088	78.8	0	0.0	453	76.8	438	84.2	12305	82.7	382	87.7
- UNITED AIRLINES	2030	88.5	558	75.6	1088	78.8	0	0.0	453	76.8	379	83.4	6073	86.1	258	86.8
- BRANDED CODESHARE PARTNERS	590	93.1	429	72.5	0	0.0	0	0.0	0	0.0	59	89.8	6232	79.4	124	89.5
TOTAL	15,330	83.0	14,147	73.0	12,601	68.7	6,696	81.4	7,928	77.3	9,356	82.9	23,660	81.6	8,134	83.0

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

AIR TRAVEL CONSUMER REPORT

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

NOVEMBER 2022

	ARRIVAL AIRPORT*											
	PHX		SAN		SEA		SFO		SLC		TPA	
CARRIER	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME
ALASKA AIRLINES NETWORK	**443**	**83.1**	**1444**	**81.9**	**8094**	**78.3**	**2055**	**82.7**	**215**	**80.5**	**75**	**78.7**
- ALASKA AIRLINES	362	81.5	725	77.2	5816	79.5	1068	79.5	106	74.5	75	78.7
- BRANDED CODESHARE PARTNERS	81	90.1	719	86.5	2278	75.3	987	86.1	109	86.2	0	0.0
ALLEGIANT AIR	**26**	**50.0**	**32**	**59.4**	**0**	**0.0**	**0**	**0.0**	**0**	**0.0**	**0**	**0.0**
AMERICAN AIRLINES NETWORK	**6140**	**82.2**	**649**	**72.7**	**538**	**78.8**	**816**	**70.7**	**328**	**74.1**	**1083**	**77.3**
- AMERICAN AIRLINES	4104	81.9	649	72.7	452	77.2	753	69.1	268	70.9	974	77.2
- BRANDED CODESHARE PARTNERS	2036	83.0	0	0.0	86	87.2	63	90.5	60	88.3	109	78.0
DELTA AIR LINES NETWORK	**892**	**84.5**	**786**	**80.2**	**3798**	**84.9**	**1085**	**88.3**	**6288**	**87.4**	**972**	**82.7**
- DELTA AIR LINES	773	84.3	757	79.5	2603	86.2	1015	88.3	3921	87.0	972	82.7
- BRANDED CODESHARE PARTNERS	119	85.7	29	96.6	1195	81.9	70	88.6	2367	88.0	0	0.0
FRONTIER AIRLINES	**525**	**62.7**	**176**	**66.5**	**60**	**63.3**	**236**	**73.3**	**118**	**69.5**	**445**	**67.0**
HAWAIIAN AIRLINES	**30**	**66.7**	**60**	**60.0**	**63**	**54.0**	**60**	**60.0**	**0**	**0.0**	**0**	**0.0**
JETBLUE AIRWAYS	**98**	**57.1**	**156**	**80.8**	**64**	**67.2**	**426**	**82.9**	**141**	**73.8**	**472**	**65.5**
SOUTHWEST AIRLINES	**4872**	**83.4**	**3232**	**82.1**	**602**	**79.4**	**717**	**79.2**	**889**	**83.4**	**1761**	**76.0**
SPIRIT AIRLINES	**176**	**75.6**	**139**	**65.5**	**89**	**71.9**	**0**	**0.0**	**96**	**67.7**	**507**	**77.5**
UNITED AIRLINES NETWORK	**716**	**85.3**	**828**	**88.4**	**673**	**82.0**	**5040**	**88.2**	**465**	**89.2**	**657**	**79.3**
- UNITED AIRLINES	714	85.3	768	88.0	671	82.1	3632	88.8	82	85.4	657	79.3
- BRANDED CODESHARE PARTNERS	2	100.0	60	93.3	2	50.0	1408	86.5	383	90.1	0	0.0
TOTAL	**13,918**	**81.9**	**7,502**	**80.8**	**13,981**	**80.1**	**10,435**	**84.4**	**8,540**	**85.7**	**5,972**	**76.3**

* 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)

NOVEMBER 2022

	ARRIVAL AIRPORT*																
	ATL		BNA		BOS		BWI		CLT		DAL		DCA		DEN	
CARRIER	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME
ALASKA AIRLINES	62	74.2	59	69.5	199	77.4	29	79.3	0	0.0	58	81.0	150	76.0	147	78.9
ALLEGIANT AIR	0	0.0	176	64.2	42	85.7	22	63.6	0	0.0	0	0.0	0	0.0	39	79.5
AMERICAN AIRLINES	534	74.5	711	78.1	1594	82.3	242	76.0	9723	82.9	0	0.0	2642	74.1	632	79.6
DELTA AIR LINES	17779	88.4	748	85.2	1996	86.7	426	86.6	449	88.0	134	89.6	661	80.3	917	81.8
ENDEAVOR AIR	1143	89.7	220	79.5	19	89.5	88	73.9	274	82.5	0	0.0	157	82.2	0	0.0
ENVOY AIR	112	83.0	166	82.5	99	79.8	30	70.0	314	82.5	0	0.0	289	73.4	0	0.0
FRONTIER AIRLINES	740	61.1	97	62.9	56	87.5	177	54.2	122	66.4	0	0.0	89	71.9	1778	69.7
HAWAIIAN AIRLINES	0	0.0	0	0.0	17	76.5	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	208	67.3	213	62.0	3798	74.9	78	76.9	55	83.6	0	0.0	826	66.8	146	75.3
MESA AIRLINES	158	79.7	56	87.5	1	100.0	2	100.0	86	87.2	0	0.0	0	0.0	0	0.0
PSA AIRLINES	112	93.8	118	79.7	0	0.0	4	100.0	3435	88.1	0	0.0	2621	75.2	0	0.0
REPUBLIC AIRWAYS	312	86.5	327	86.9	1936	88.5	80	93.8	283	91.2	0	0.0	2433	82.6	0	0.0
SKYWEST AIRLINES	1013	76.7	269	81.8	170	85.9	33	66.7	56	58.9	0	0.0	56	80.4	4734	80.9
SOUTHWEST AIRLINES	2668	82.7	3681	84.7	441	75.7	5173	83.5	259	79.5	5602	80.6	1305	76.2	7404	84.3
SPIRIT AIRLINES	1105	79.4	242	80.2	314	79.9	540	73.7	191	69.6	0	0.0	0	0.0	188	76.6
UNITED AIRLINES	514	83.7	436	82.8	948	88.8	227	89.0	180	80.6	0	0.0	514	83.7	6569	86.6
TOTAL	26,460	85.6	7,519	82.1	11,630	81.9	7,151	81.9	15,427	83.9	5,794	80.8	11,743	76.7	22,554	82.7

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

AIR TRAVEL CONSUMER REPORT

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

NOVEMBER 2022

CARRIER	ARRIVAL AIRPORT*															
	DFW		DTW		EWR		FLL		IAD		IAH		JFK		LAS	
	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME
ALASKA AIRLINES	156	73.7	29	69.0	298	67.1	82	64.6	101	76.2	58	70.7	352	83.2	474	78.7
ALLEGIANT AIR	0	0.0	0	0.0	63	88.9	203	59.6	32	68.8	0	0.0	0	0.0	675	60.7
AMERICAN AIRLINES	11784	77.1	290	82.4	713	69.7	469	75.7	122	77.0	453	75.1	1164	78.3	1041	75.2
DELTA AIR LINES	834	80.0	4723	88.6	431	81.0	807	83.4	228	93.9	655	72.4	2227	80.4	1163	83.1
ENDEAVOR AIR	0	0.0	1276	89.7	130	70.0	0	0.0	32	81.3	0	0.0	1986	82.8	0	0.0
ENVOY AIR	2855	78.4	27	85.2	0	0.0	0	0.0	15	66.7	87	78.2	0	0.0	0	0.0
FRONTIER AIRLINES	315	64.4	126	62.7	0	0.0	221	64.3	0	0.0	103	55.3	0	0.0	1435	56.5
HAWAIIAN AIRLINES	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	30	43.3	110	75.5
HORIZON AIR	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	21	81.0
JETBLUE AIRWAYS	59	64.4	175	70.3	736	69.3	1508	66.3	0	0.0	89	58.4	4065	70.1	266	68.4
MESA AIRLINES	1494	74.6	38	94.7	0	0.0	0	0.0	1060	87.0	1328	82.9	0	0.0	0	0.0
PSA AIRLINES	0	0.0	160	90.6	0	0.0	0	0.0	54	96.3	0	0.0	0	0.0	0	0.0
REPUBLIC AIRWAYS	11	90.9	335	92.5	2501	79.2	0	0.0	344	89.2	53	71.7	1499	84.3	0	0.0
SKYWEST AIRLINES	2509	73.2	1526	84.7	114	76.3	0	0.0	206	75.2	1017	83.2	0	0.0	98	81.6
SOUTHWEST AIRLINES	0	0.0	297	77.1	0	0.0	1254	76.6	170	76.5	531	82.3	0	0.0	6163	79.6
SPIRIT AIRLINES	769	75.9	829	77.9	774	68.9	1712	75.3	0	0.0	800	71.9	0	0.0	2329	72.6
UNITED AIRLINES	639	82.2	163	81.0	5534	76.8	666	82.6	2522	87.6	5187	83.3	0	0.0	1004	83.9
TOTAL	21,425	76.6	9,994	86.1	11,294	75.8	6,922	74.3	4,886	86.3	10,361	80.6	11,323	77.4	14,779	75.4

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

AIR TRAVEL CONSUMER REPORT

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

NOVEMBER 2022

	ARRIVAL AIRPORT*															
	LAX		LGA		MCO		MDW		MIA		MSP		ORD		PHL	
CARRIER	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME
ALASKA AIRLINES	776	75.5	0	0.0	198	71.7	0	0.0	30	86.7	56	73.2	210	79.0	29	72.4
ALLEGIANT AIR	74	74.3	0	0.0	0	0.0	29	75.9	0	0.0	42	88.1	0	0.0	0	0.0
AMERICAN AIRLINES	2525	77.9	1733	71.0	1526	73.9	0	0.0	3995	78.0	286	79.0	4175	81.8	2977	83.1
DELTA AIR LINES	2850	84.0	2084	76.7	1467	77.1	91	85.7	649	78.9	4702	84.2	901	81.4	441	86.2
ENDEAVOR AIR	0	0.0	3204	73.5	0	0.0	0	0.0	0	0.0	584	88.9	75	77.3	0	0.0
ENVOY AIR	0	0.0	0	0.0	0	0.0	0	0.0	985	80.4	59	74.6	3316	78.4	0	0.0
FRONTIER AIRLINES	0	0.0	90	55.6	1642	59.9	356	65.2	254	64.2	34	70.6	19	73.7	732	60.0
HAWAIIAN AIRLINES	180	82.2	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
HORIZON AIR	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	15	86.7	0	0.0
JETBLUE AIRWAYS	970	77.8	1412	64.9	1482	54.4	0	0.0	262	67.2	88	69.3	117	73.5	90	87.8
MESA AIRLINES	0	0.0	290	70.3	0	0.0	0	0.0	0	0.0	41	85.4	0	0.0	32	90.6
PSA AIRLINES	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	60	81.7	0	0.0	1244	88.0
REPUBLIC AIRWAYS	0	0.0	3154	75.1	0	0.0	0	0.0	48	77.1	93	93.5	682	88.1	282	89.4
SKYWEST AIRLINES	2759	89.2	108	75.9	0	0.0	160	76.3	0	0.0	2345	81.0	3720	80.5	4	100.0
SOUTHWEST AIRLINES	2186	81.7	1034	72.1	2924	75.0	6060	82.4	565	76.5	459	77.6	789	83.4	354	79.9
SPIRIT AIRLINES	980	78.8	480	74.0	2274	62.6	0	0.0	687	76.0	128	78.1	696	77.2	455	79.6
UNITED AIRLINES	2030	88.5	558	75.6	1088	78.8	0	0.0	453	76.8	379	83.4	6073	86.1	258	86.8
TOTAL	15,330	83.0	14,147	73.0	12,601	68.7	6,696	81.4	7,928	77.3	9,356	82.9	20,788	82.3	6,898	81.8

* 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)

NOVEMBER 2022

	ARRIVAL AIRPORT*											
	PHX		SAN		SEA		SFO		SLC		TPA	
CARRIER	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME
ALASKA AIRLINES	362	81.5	725	77.2	5816	79.5	1068	79.5	106	74.5	75	78.7
ALLEGIANT AIR	26	50.0	32	59.4	0	0.0	0	0.0	0	0.0	0	0.0
AMERICAN AIRLINES	4104	81.9	649	72.7	452	77.2	753	69.1	268	70.9	974	77.2
DELTA AIR LINES	773	84.3	757	79.5	2603	86.2	1015	88.3	3921	87.0	972	82.7
ENDEAVOR AIR	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
ENVOY AIR	163	69.3	0	0.0	0	0.0	0	0.0	0	0.0	109	78.0
FRONTIER AIRLINES	525	62.7	176	66.5	60	63.3	236	73.3	118	69.5	445	67.0
HAWAIIAN AIRLINES	30	66.7	60	60.0	63	54.0	60	60.0	0	0.0	0	0.0
HORIZON AIR	78	91.0	21	95.2	1915	75.2	116	85.3	0	0.0	0	0.0
JETBLUE AIRWAYS	98	57.1	156	80.8	64	67.2	426	82.9	141	73.8	472	65.5
MESA AIRLINES	530	82.3	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	1467	84.9	787	87.2	1646	80.8	2412	86.6	2919	88.2	0	0.0
SOUTHWEST AIRLINES	4872	83.4	3232	82.1	602	79.4	717	79.2	889	83.4	1761	76.0
SPIRIT AIRLINES	176	75.6	139	65.5	89	71.9	0	0.0	96	67.7	507	77.5
UNITED AIRLINES	714	85.3	768	88.0	671	82.1	3632	88.8	82	85.4	657	79.3
TOTAL	**13,918**	**81.9**	**7,502**	**80.8**	**13,981**	**80.1**	**10,435**	**84.4**	**8,540**	**85.7**	**5,972**	**76.3**

* 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)

NOVEMBER 2022

	ARRIVAL AIRPORT*															
SCHEDULED ARRIVAL TIME	ATL	BNA	BOS	BWI	CLT	DAL	DCA	DEN	DFW	DTW	EWR	FLL	IAD	IAH	JFK	LAS
0600-0659	86.0	96.1	75.5	87.3	91.1	97.0	83.2	89.6	74.6	88.3	87.0	64.4	78.9	90.2	83.8	94.6
0700-0759	89.3	94.0	89.7	92.4	88.3	95.2	86.0	90.0	86.3	90.5	90.2	69.0	92.0	87.7	82.3	89.6
0800-0859	86.8	94.0	85.6	92.3	84.2	94.5	82.7	84.5	82.9	91.6	89.2	87.4	94.5	85.5	83.3	90.7
0900-0959	89.2	90.4	91.8	92.2	88.8	86.1	76.8	85.6	78.3	91.6	92.7	81.3	95.0	83.7	86.1	87.1
1000-1059	89.0	84.1	89.0	88.1	85.2	90.0	87.1	85.1	78.1	91.4	93.4	84.1	100.0	88.8	85.2	82.1
1100-1159	91.5	86.2	86.7	89.4	89.0	88.1	82.7	85.9	81.4	90.2	92.6	80.9	92.8	83.0	82.7	79.3
1200-1259	88.4	89.0	87.2	88.6	89.2	86.5	80.0	87.3	78.6	89.1	87.0	78.5	83.1	73.1	84.9	75.8
1300-1359	86.9	87.5	87.5	90.3	87.0	87.7	76.3	85.8	78.8	89.4	87.5	76.5	87.9	86.0	85.2	80.1
1400-1459	87.4	85.5	86.1	83.7	88.2	86.8	77.2	84.8	80.3	91.0	77.9	79.0	91.3	76.3	82.4	71.4
1500-1559	87.3	79.7	82.4	80.6	84.9	77.7	76.8	81.0	76.8	86.8	72.0	70.3	84.1	78.8	81.8	73.5
1600-1659	86.5	78.6	82.7	85.2	82.1	80.7	75.5	82.0	76.9	82.2	65.4	75.1	85.4	74.3	77.5	69.5
1700-1759	85.6	76.8	79.3	83.0	81.1	76.8	70.3	77.9	69.3	78.1	66.8	67.5	79.4	76.7	78.6	69.4
1800-1859	83.8	76.3	73.8	76.7	79.9	72.9	74.6	78.1	74.4	90.0	55.1	70.7	82.0	76.0	65.3	71.7
1900-1959	81.3	78.0	79.3	71.7	79.6	76.1	69.8	81.6	66.9	84.7	52.4	71.0	60.6	74.6	71.8	69.7
2000-2059	81.5	74.4	77.3	70.6	79.6	72.9	70.1	72.3	79.1	84.1	57.3	67.5	85.3	78.2	69.0	71.2
2100-2159	82.3	76.0	74.3	68.2	78.1	65.7	70.0	78.3	72.6	81.0	70.2	66.9	83.0	68.0	65.3	70.6
2200-2259	77.5	75.7	74.5	72.7	70.7	67.1	74.4	78.1	79.1	77.0	73.0	72.0	71.9	74.6	70.4	66.4
2300-0559	75.4	70.9	76.0	75.2	85.4	61.0	76.7	74.8	74.2	76.3	80.1	67.0	84.3	76.5	70.3	64.5
TOTAL	**85.6**	**82.1**	**81.9**	**81.9**	**83.9**	**80.8**	**76.7**	**82.7**	**76.6**	**86.1**	**75.8**	**74.3**	**86.3**	**80.6**	**77.4**	**75.4**

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

AIR TRAVEL CONSUMER REPORT

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

NOVEMBER 2022

	ARRIVAL AIRPORT*														
SCHEDULED ARRIVAL TIME	LAX	LGA	MCO	MDW	MIA	MSP	ORD	PHL	PHX	SAN	SEA	SFO	SLC	TPA	TOTAL
0600-0659	88.8	94.4	68.4	93.2	86.3	74.4	87.6	86.9	95.4	100.0	79.7	92.2	85.7	72.3	86.0
0700-0759	91.9	87.5	74.5	93.1	80.8	88.9	83.5	85.5	93.7	93.9	78.5	92.7	87.4	89.0	87.9
0800-0859	85.7	90.1	79.2	90.4	83.6	88.7	83.8	82.2	91.9	88.8	83.7	90.6	89.6	86.9	86.5
0900-0959	86.4	86.8	81.9	91.8	83.3	86.0	88.6	89.8	85.4	90.8	82.8	84.9	90.4	84.1	85.7
1000-1059	86.6	83.2	82.4	87.8	82.5	87.3	88.9	85.8	86.9	87.3	81.7	84.1	91.3	86.8	86.0
1100-1159	84.4	81.8	75.8	83.0	80.1	81.7	86.6	92.0	84.1	84.3	82.3	86.9	83.0	83.8	84.9
1200-1259	87.0	80.2	77.9	89.1	78.8	83.2	83.5	86.8	86.4	81.8	85.1	87.1	86.0	82.0	84.4
1300-1359	83.4	75.5	75.5	85.5	76.1	83.3	81.8	89.9	82.5	80.0	83.5	86.3	85.3	81.2	83.2
1400-1459	87.7	70.1	71.4	81.6	81.4	80.6	83.1	84.4	80.3	82.6	81.6	87.4	84.4	82.9	81.9
1500-1559	85.4	70.2	69.5	82.0	82.0	82.8	81.5	79.9	82.4	81.9	81.3	83.0	84.7	78.7	80.2
1600-1659	81.7	67.0	64.9	77.8	78.9	80.9	79.9	77.2	81.9	79.7	78.4	86.0	86.4	80.4	78.9
1700-1759	83.7	65.5	65.5	77.3	75.7	83.1	79.3	82.7	80.1	77.8	77.5	88.1	84.0	71.5	76.9
1800-1859	82.9	63.2	66.0	68.6	69.0	79.0	76.7	84.3	79.2	75.5	82.6	83.9	87.6	70.0	75.6
1900-1959	82.3	61.4	63.5	74.5	65.0	81.1	77.9	71.7	77.0	82.2	76.7	83.2	86.5	73.4	74.6
2000-2059	80.3	60.4	61.7	76.9	70.2	82.7	79.9	77.7	74.3	73.6	76.5	82.1	85.4	64.8	75.0
2100-2159	78.6	61.0	57.0	71.7	72.8	77.0	74.6	78.8	72.0	75.3	73.4	82.1	82.2	70.9	73.7
2200-2259	74.3	70.6	57.7	74.9	75.5	77.9	86.2	73.8	79.2	68.3	75.3	77.0	81.5	69.2	73.4
2300-0559	73.4	71.6	62.5	73.0	70.1	82.8	84.4	70.1	72.6	78.5	79.9	75.8	69.2	68.3	73.8
TOTAL	**83.0**	**73.0**	**68.7**	**81.4**	**77.3**	**82.9**	**82.3**	**81.8**	**81.9**	**80.8**	**80.1**	**84.4**	**85.7**	**76.3**	**80.3**

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

AIR TRAVEL CONSUMER REPORT

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

NOVEMBER 2022

	DEPARTURE AIRPORT*															
SCHEDULED DEPARTURE TIME	ATL	BNA	BOS	BWI	CLT	DAL	DCA	DEN	DFW	DTW	EWR	FLL	IAD	IAH	JFK	LAS
0600-0659	86.2	93.7	92.2	90.7	92.1	94.0	91.9	92.2	86.9	89.9	91.6	89.3	92.2	87.2	89.8	90.6
0700-0759	89.2	91.4	91.1	80.6	92.8	90.2	92.2	82.1	89.4	90.2	91.6	90.7	93.2	91.5	90.3	88.8
0800-0859	88.1	91.6	89.1	87.8	92.7	89.1	88.2	84.6	87.1	89.5	86.1	82.7	92.8	89.7	87.2	84.7
0900-0959	86.9	89.5	84.2	85.0	88.3	85.6	82.1	78.9	85.0	89.8	88.2	80.1	92.7	84.3	85.9	83.9
1000-1059	86.2	87.5	84.2	84.0	86.3	69.5	82.6	77.6	81.7	89.5	87.0	74.8	97.7	82.7	85.7	81.1
1100-1159	85.5	81.6	84.4	78.2	85.7	78.5	82.3	79.8	77.9	89.9	87.9	73.8	95.5	80.8	84.8	75.8
1200-1259	86.0	84.9	84.3	84.9	85.3	76.2	80.0	72.2	81.0	86.9	84.7	75.2	91.2	84.9	82.2	72.2
1300-1359	81.9	84.2	82.9	80.6	88.0	68.2	76.2	78.0	71.2	86.1	87.9	68.8	85.3	77.4	77.9	68.5
1400-1459	83.5	80.5	79.7	67.5	83.1	71.7	78.4	67.9	71.9	85.5	79.1	65.5	77.0	76.8	81.8	70.7
1500-1559	84.2	73.6	76.6	65.2	80.9	70.2	75.8	72.7	69.2	82.3	74.0	71.1	82.3	72.6	76.5	64.2
1600-1659	81.9	76.5	75.9	72.1	82.4	65.0	71.2	66.1	71.9	82.1	73.6	65.3	75.0	71.3	78.5	68.6
1700-1759	82.1	71.4	78.9	74.8	74.9	65.0	72.4	77.5	72.8	74.9	67.4	63.8	84.7	71.5	71.5	64.1
1800-1859	81.6	70.9	72.2	67.9	78.4	71.4	68.8	65.3	68.9	74.3	66.9	61.4	82.9	75.8	70.5	56.2
1900-1959	77.5	70.6	69.5	61.9	72.8	62.6	73.7	70.3	72.4	86.5	64.0	64.4	73.9	72.9	70.9	68.2
2000-2059	80.8	69.5	72.9	51.8	78.5	64.7	74.8	73.1	69.0	87.5	65.9	64.6	88.9	70.9	73.0	64.2
2100-2159	80.5	66.3	73.2	46.7	81.9	58.7	81.7	63.9	76.9	85.8	66.9	70.2	0.0	74.8	66.4	61.5
2200-2259	85.1	63.5	76.3	58.8	77.4	51.9	77.2	64.4	77.7	89.9	50.0	58.7	85.0	89.5	73.5	70.8
2300-0559	80.0	93.8	90.9	78.8	86.8	0.0	89.1	79.9	81.0	94.1	86.4	90.0	100.0	89.8	80.0	77.2
TOTAL	84.0	81.9	82.0	74.0	83.1	73.7	79.8	75.6	77.1	86.2	78.9	73.2	87.9	79.6	79.5	74.3

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

AIR TRAVEL CONSUMER REPORT

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

NOVEMBER 2022

	DEPARTURE AIRPORT*														
SCHEDULED DEPARTURE TIME	**LAX**	**LGA**	**MCO**	**MDW**	**MIA**	**MSP**	**ORD**	**PHL**	**PHX**	**SAN**	**SEA**	**SFO**	**SLC**	**TPA**	**TOTAL**
0600-0659	93.1	93.0	82.8	90.4	90.4	91.9	89.9	91.1	94.9	95.6	91.9	94.7	94.2	92.8	91.3
0700-0759	92.1	90.6	86.1	89.2	92.1	89.8	91.0	88.1	92.8	91.2	87.0	92.3	93.7	89.7	89.8
0800-0859	88.8	88.6	77.9	88.6	87.1	88.8	83.9	90.7	90.9	88.5	85.1	90.7	88.0	87.9	87.6
0900-0959	85.5	89.1	73.6	87.3	82.9	87.7	85.3	84.6	87.6	85.1	82.7	86.0	91.2	85.6	85.1
1000-1059	84.2	85.3	73.1	79.4	82.9	86.6	82.6	89.4	85.1	86.5	77.3	82.6	90.5	81.5	83.3
1100-1159	82.9	84.5	75.7	76.8	77.2	85.2	81.6	84.9	83.1	85.5	78.5	82.9	87.4	82.8	82.2
1200-1259	84.6	81.8	72.9	70.3	79.5	84.1	83.0	87.0	79.8	82.1	79.3	82.9	76.1	82.9	81.6
1300-1359	81.1	78.3	66.8	70.1	73.9	77.6	80.3	83.5	80.6	82.7	81.6	86.6	87.6	76.9	79.1
1400-1459	84.4	69.5	65.1	68.7	77.2	78.7	77.1	84.3	78.5	80.1	82.7	80.5	79.2	70.8	76.9
1500-1559	83.3	70.9	61.5	65.0	77.0	81.9	77.9	80.8	73.3	81.5	76.8	80.2	83.5	79.0	75.9
1600-1659	83.2	71.0	58.9	63.9	76.9	79.2	75.7	78.4	77.8	78.4	83.8	86.2	82.4	68.8	75.4
1700-1759	80.8	63.4	59.2	59.1	75.2	73.7	76.7	82.0	80.5	79.6	81.4	84.4	84.2	71.0	74.7
1800-1859	80.7	65.8	58.7	51.4	73.2	81.5	77.6	82.4	69.5	72.5	76.7	84.1	83.3	74.0	72.9
1900-1959	84.5	64.3	53.9	46.5	71.6	78.6	79.2	80.4	75.3	79.5	82.6	83.8	76.8	71.2	72.5
2000-2059	83.3	66.0	54.5	55.7	72.2	78.3	76.9	66.8	70.6	80.3	76.4	87.7	80.0	65.3	72.6
2100-2159	81.5	65.7	53.6	58.8	72.9	85.5	79.9	73.8	77.9	78.5	78.0	81.6	89.2	69.3	73.7
2200-2259	88.5	56.8	46.3	55.9	67.7	89.7	83.3	30.8	69.6	87.6	81.4	86.3	91.7	58.0	76.9
2300-0559	85.8	93.3	72.8	90.7	91.0	93.8	89.0	93.3	86.7	96.4	86.4	82.5	87.5	96.2	85.0
TOTAL	**85.2**	**77.2**	**67.5**	**71.2**	**78.1**	**83.9**	**81.4**	**84.6**	**81.0**	**84.4**	**81.8**	**85.8**	**86.5**	**80.0**	**80.0**

* 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
NOVEMBER 2022

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS		CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP		ARR	DEP	ARR	DEP
Aberdeen, SD (ABR)	72.9	84.7	59	59	Brainerd, MN (BRD)	76.3	85.0	80	80
Abilene, TX (ABI)	87.2	87.2	148	148	Bristol/Johnson City/Kingsport, TN (TRI)	83.5	85.0	206	206
Adak Island, AK (ADK)	77.8	44.4	9	9	Brownsville, TX (BRO)	83.1	76.4	89	89
Aguadilla, PR (BQN)	55.8	58.9	215	214	Brunswick, GA (BQK)	94.9	96.6	59	59
Akron, OH (CAK)	84.0	85.1	181	181	Buffalo, NY (BUF)	73.2	75.8	1706	1705
Albany, GA (ABY)	97.7	98.8	86	86	Burbank, CA (BUR)	81.1	82.1	2523	2526
Albany, NY (ALB)	80.0	84.8	970	970	Burlington, VT (BTV)	83.8	87.1	696	695
Albuquerque, NM (ABQ)	80.1	83.6	1735	1737	Butte, MT (BTM)	70.4	94.4	54	54
Alexandria, LA (AEX)	85.8	85.8	148	148	Casper, WY (CPR)	85.2	79.3	169	169
Allentown/Bethlehem/Easton, PA (ABE)	80.7	87.9	306	306	Cedar City, UT (CDC)	90.0	90.0	50	50
Alpena, MI (APN)	86.0	84.0	50	50	Cedar Rapids/Iowa City, IA (CID)	83.2	84.9	576	577
Amarillo, TX (AMA)	78.8	85.3	382	381	Champaign/Urbana, IL (CMI)	85.6	92.4	118	118
Anchorage, AK (ANC)	70.6	82.3	1372	1372	Charleston, SC (CHS)	79.2	82.1	1784	1783
Appleton, WI (ATW)	71.9	81.3	359	358	Charleston/Dunbar, WV (CRW)	83.2	83.6	280	280
Arcata/Eureka, CA (ACV)	81.5	84.9	119	119	Charlotte Amalie, VI (STT)	80.1	75.1	361	361
Asheville, NC (AVL)	83.2	84.0	810	810	Charlotte, NC (CLT)	83.9	83.1	15427	15428
Ashland, WV (HTS)	61.9	42.9	21	21	Charlottesville, VA (CHO)	82.7	84.7	208	209
Aspen, CO (ASE)	70.9	78.3	227	226	Chattanooga, TN (CHA)	88.6	87.6	395	396
Atlanta, GA (ATL)	85.6	84.0	26460	26470	Cheyenne, WY (CYS)	91.7	93.3	60	60
Atlantic City, NJ (ACY)	80.5	87.2	241	242	Chicago, IL (MDW)	81.4	71.2	6696	6694
Augusta, GA (AGS)	78.3	80.9	304	303	Chicago, IL (ORD)	82.3	81.4	20788	20802
Austin, TX (AUS)	76.8	76.5	7392	7394	Christiansted, VI (STX)	82.6	75.7	69	70
Bakersfield, CA (BFL)	75.1	78.5	209	209	Cincinnati, OH (CVG)	79.7	83.9	3013	3015
Baltimore, MD (BWI)	81.9	74.0	7151	7152	Clarksburg/Fairmont, WV (CKB)	67.1	65.8	76	76
Bangor, ME (BGR)	85.4	85.6	301	299	Cleveland, OH (CLE)	81.7	84.5	3151	3149
Barrow, AK (BRW)	55.2	41.4	29	29	Cody, WY (COD)	62.1	66.1	58	59
Baton Rouge, LA (BTR)	84.5	82.8	303	302	College Station/Bryan, TX (CLL)	80.6	83.9	93	93
Beaumont/Port Arthur, TX (BPT)	83.1	84.7	59	59	Colorado Springs, CO (COS)	78.8	83.4	912	915
Belleville, IL (BLV)	70.3	65.6	64	64	Columbia, MO (COU)	79.4	68.3	126	126
Bellingham, WA (BLI)	77.6	78.6	290	290	Columbia, SC (CAE)	83.4	91.1	415	416
Bemidji, MN (BJI)	89.8	91.5	59	59	Columbus, GA (CSG)	84.5	83.6	110	110
Bend/Redmond, OR (RDM)	82.2	86.9	614	613	Columbus, MS (GTR)	95.1	95.1	81	81
Bethel, AK (BET)	74.1	60.3	58	58	Columbus, OH (CMH)	79.9	82.6	3218	3216
Billings, MT (BIL)	77.2	80.2	342	343	Columbus, OH (LCK)	72.7	65.5	55	55
Binghamton, NY (BGM)	86.7	93.3	30	30	Concord, NC (USA)	58.3	50.0	60	60
Birmingham, AL (BHM)	80.7	82.7	1103	1103	Cordova, AK (CDV)	89.7	89.7	58	58
Bismarck/Mandan, ND (BIS)	72.9	71.6	292	292	Corpus Christi, TX (CRP)	79.8	86.2	302	304
Bloomington/Normal, IL (BMI)	74.8	83.2	214	214	Dallas, TX (DAL)	80.8	73.7	5794	5793
Boise, ID (BOI)	82.1	86.1	2106	2107	Dallas/Fort Worth, TX (DFW)	76.6	77.1	21425	21433
Boston, MA (BOS)	81.9	82.0	11630	11638	Dayton, OH (DAY)	84.5	85.5	524	525
Bozeman, MT (BZN)	83.1	85.4	649	649	Daytona Beach, FL (DAB)	78.5	82.6	195	195

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

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS		CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP		ARR	DEP	ARR	DEP
Deadhorse, AK (SCC)	88.6	91.4	35	35	Grand Rapids, MI (GRR)	76.1	81.7	1387	1384
Decatur, IL (DEC)	78.9	81.1	90	90	Great Falls, MT (GTF)	83.6	87.6	177	177
Del Rio, TX (DRT)	88.1	83.3	59	60	Green Bay, WI (GRB)	79.9	87.9	364	364
Denver, CO (DEN)	82.7	75.6	22554	22549	Greensboro/High Point, NC (GSO)	84.0	88.6	795	796
Des Moines, IA (DSM)	81.4	87.0	1118	1118	Greenville, NC (PGV)	100.0	100.0	1	1
Detroit, MI (DTW)	86.1	86.2	9994	9991	Greer, SC (GSP)	81.0	85.5	975	975
Devils Lake, ND (DVL)	74.5	74.5	55	55	Guam, TT (GUM)	93.3	96.7	60	60
Dickinson, ND (DIK)	74.0	70.0	50	50	Gulfport/Biloxi, MS (GPT)	88.8	89.7	224	224
Dillingham, AK (DLG)	79.3	89.7	29	29	Gunnison, CO (GUC)	83.3	90.0	30	30
Dodge City, KS (DDC)	84.3	74.5	51	51	Hagerstown, MD (HGR)	66.7	41.7	12	12
Dothan, AL (DHN)	88.1	89.8	59	59	Hancock/Houghton, MI (CMX)	78.3	83.3	60	60
Duluth, MN (DLH)	78.1	87.4	96	95	Harlingen/San Benito, TX (HRL)	75.0	81.3	288	288
Durango, CO (DRO)	76.4	78.3	267	267	Harrisburg, PA (MDT)	82.9	87.6	420	419
Eagle, CO (EGE)	87.1	84.2	101	101	Hartford, CT (BDL)	78.7	82.6	1897	1899
Eau Claire, WI (EAU)	79.3	86.7	29	30	Hattiesburg/Laurel, MS (PIB)	88.0	79.6	50	49
El Paso, TX (ELP)	79.6	83.1	1548	1547	Hayden, CO (HDN)	82.0	87.6	89	89
Elko, NV (EKO)	80.0	80.0	30	30	Hays, KS (HYS)	81.7	78.3	60	60
Elmira/Corning, NY (ELM)	84.8	84.8	79	79	Helena, MT (HLN)	90.7	89.8	118	118
Escanaba, MI (ESC)	67.3	85.7	49	49	Hibbing, MN (HIB)	85.3	88.2	68	68
Eugene, OR (EUG)	79.2	81.0	731	731	Hilo, HI (ITO)	73.8	78.7	538	540
Evansville, IN (EVV)	86.4	88.1	118	118	Hilton Head, SC (HHH)	88.2	89.7	144	145
Everett, WA (PAE)	78.9	89.4	227	227	Honolulu, HI (HNL)	71.6	77.1	4646	4647
Fairbanks, AK (FAI)	78.3	87.5	336	337	Houston, TX (HOU)	79.7	75.9	4309	4308
Fargo, ND (FAR)	73.2	75.7	530	530	Houston, TX (IAH)	80.6	79.6	10361	10361
Fayetteville, AR (XNA)	77.4	82.4	841	839	Huntsville, AL (HSV)	82.8	83.6	628	627
Fayetteville, NC (FAY)	89.0	83.6	146	146	Idaho Falls, ID (IDA)	79.3	83.0	348	348
Flagstaff, AZ (FLG)	81.5	79.6	146	147	Indianapolis, IN (IND)	81.0	85.4	3367	3369
Flint, MI (FNT)	53.1	68.7	147	147	International Falls, MN (INL)	79.6	81.6	49	49
Florence, SC (FLO)	100.0	100.0	4	5	Iron Mountain/Kingsfd, MI (IMT)	83.1	86.4	59	59
Fort Dodge, IA (FOD)	93.5	90.3	31	31	Islip, NY (ISP)	70.1	78.6	341	341
Fort Lauderdale, FL (FLL)	74.3	73.2	6922	6921	Ithaca/Cortland, NY (ITH)	93.5	93.5	31	31
Fort Myers, FL (RSW)	79.0	82.4	2813	2800	Jackson, WY (JAC)	75.3	79.8	198	198
Fort Smith, AR (FSM)	80.0	76.5	115	115	Jackson/Vicksburg, MS (JAN)	84.9	84.6	635	635
Fort Wayne, IN (FWA)	75.6	77.6	344	344	Jacksonville, FL (JAX)	79.0	81.6	2300	2298
Fresno, CA (FAT)	82.7	84.5	768	768	Jacksonville/Camp Lejeune, NC (OAJ)	77.3	88.1	66	67
Gainesville, FL (GNV)	88.3	85.6	291	291	Jamestown, ND (JMS)	72.7	72.7	55	55
Garden City, KS (GCK)	87.9	86.2	58	58	Johnstown, PA (JST)	70.0	68.3	60	60
Gillette, WY (GCC)	84.3	92.2	51	51	Joplin, MO (JLN)	84.0	86.0	50	50
Grand Forks, ND (GFK)	80.8	81.7	104	104	Juneau, AK (JNU)	78.0	82.7	336	336
Grand Island, NE (GRI)	81.3	68.0	75	75	Kahului, HI (OGG)	75.5	75.4	2474	2474
Grand Junction, CO (GJT)	81.5	83.4	302	302	Kalamazoo, MI (AZO)	82.4	79.8	119	119

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

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS		CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP		ARR	DEP	ARR	DEP
Kalispell, MT (FCA)	79.6	85.8	275	275	Milwaukee, WI (MKE)	81.0	83.5	2061	2064
Kansas City, MO (MCI)	80.0	82.1	3757	3760	Minneapolis, MN (MSP)	82.9	83.9	9356	9361
Ketchikan, AK (KTN)	72.4	73.6	174	174	Minot, ND (MOT)	77.2	72.8	162	162
Key West, FL (EYW)	80.7	74.3	601	600	Mission/McAllen/Edinburg, TX (MFE)	76.1	80.8	276	276
Killeen, TX (GRK)	75.3	80.0	150	150	Missoula, MT (MSO)	79.6	80.0	329	330
King Salmon, AK (AKN)	75.9	79.3	29	29	Moab, UT (CNY)	92.6	87.0	54	54
Knoxville, TN (TYS)	80.5	88.0	999	999	Mobile, AL (MOB)	84.5	84.9	245	245
Kodiak, AK (ADQ)	75.4	71.9	57	57	Moline, IL (MLI)	78.7	81.3	272	272
Kona, HI (KOA)	77.8	79.8	1266	1261	Monroe, LA (MLU)	86.9	84.5	168	168
Kotzebue, AK (OTZ)	70.7	81.0	58	58	Monterey, CA (MRY)	82.5	86.9	359	360
La Crosse, WI (LSE)	85.4	84.3	89	89	Montgomery, AL (MGM)	85.3	86.3	197	197
Lafayette, LA (LFT)	77.9	74.4	258	258	Montrose/Delta, CO (MTJ)	83.3	82.5	120	120
Lake Charles, LA (LCH)	73.0	73.0	89	89	Mosinee, WI (CWA)	82.4	88.5	148	148
Lansing, MI (LAN)	81.0	84.4	147	147	Myrtle Beach, SC (MYR)	84.6	86.2	992	997
Laramie, WY (LAR)	70.6	54.9	51	51	Nashville, TN (BNA)	82.1	81.9	7519	7519
Laredo, TX (LRD)	68.0	72.2	97	97	New Orleans, LA (MSY)	77.9	79.3	4043	4047
Las Vegas, NV (LAS)	75.4	74.3	14779	14780	New York, NY (JFK)	77.4	79.5	11323	11333
Latrobe, PA (LBE)	68.6	72.5	51	51	New York, NY (LGA)	73.0	77.2	14147	14145
Lawton/Fort Sill, OK (LAW)	76.4	77.5	89	89	Newark, NJ (EWR)	75.8	78.9	11294	11287
Lewiston, ID (LWS)	75.0	75.0	60	60	Newburgh/Poughkeepsie, NY (SWF)	67.9	64.3	56	56
Lexington, KY (LEX)	85.6	89.7	647	648	Newport News/Williamsburg, VA (PHF)	100.0	100.0	4	4
Liberal, KS (LBL)	72.5	78.4	51	51	Niagara Falls, NY (IAG)	80.0	56.7	30	30
Lihue, HI (LIH)	77.6	80.7	1260	1260	Nome, AK (OME)	79.3	86.2	58	58
Lincoln, NE (LNK)	77.8	80.6	36	36	Norfolk, VA (ORF)	80.4	84.4	1599	1599
Little Rock, AR (LIT)	81.2	83.3	947	946	North Bend/Coos Bay, OR (OTH)	88.2	82.4	17	17
Long Beach, CA (LGB)	83.1	82.5	1329	1328	North Platte, NE (LBF)	84.0	92.0	50	50
Longview, TX (GGG)	91.4	93.2	58	59	Oakland, CA (OAK)	81.8	79.7	3961	3963
Los Angeles, CA (LAX)	83.0	85.2	15330	15328	Oklahoma City, OK (OKC)	77.0	84.4	1691	1690
Louisville, KY (SDF)	82.7	87.6	1790	1787	Omaha, NE (OMA)	78.9	84.1	1760	1758
Lubbock, TX (LBB)	81.3	84.5	464	464	Ontario, CA (ONT)	77.8	80.3	1965	1965
Madison, WI (MSN)	82.7	85.1	880	883	Orlando, FL (MCO)	68.7	67.5	12601	12572
Manchester, NH (MHT)	79.6	84.2	500	500	Owensboro, KY (OWB)	62.5	75.0	8	8
Manhattan/Ft. Riley, KS (MHK)	82.1	81.4	145	145	Paducah, KY (PAH)	78.3	83.3	60	60
Marquette, MI (MQT)	85.0	86.7	60	60	Pago Pago, TT (PPG)	75.0	87.5	8	8
Mason City, IA (MCW)	77.4	77.4	31	31	Palm Springs, CA (PSP)	81.5	83.5	1326	1325
Medford, OR (MFR)	85.7	86.2	579	579	Panama City, FL (ECP)	85.3	87.2	428	429
Melbourne, FL (MLB)	86.3	85.8	211	211	Pasco/Kennewick/Richland, WA (PSC)	77.7	84.6	448	447
Memphis, TN (MEM)	77.9	80.6	1668	1669	Pellston, MI (PLN)	84.0	86.0	50	50
Meridian, MS (MEI)	82.0	84.0	50	50	Pensacola, FL (PNS)	76.7	83.5	808	807
Miami, FL (MIA)	77.3	78.1	7928	7926	Peoria, IL (PIA)	75.8	75.8	244	244
Midland/Odessa, TX (MAF)	79.9	82.3	745	745	Petersburg, AK (PSG)	75.9	79.3	58	58

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

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS		CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP		ARR	DEP	ARR	DEP
Philadelphia, PA (PHL)	81.8	84.6	6898	6899	Sanford, FL (SFB)	60.1	68.0	666	666
Phoenix, AZ (AZA)	59.5	73.0	452	452	Santa Ana, CA (SNA)	81.2	78.8	4010	4008
Phoenix, AZ (PHX)	81.9	81.0	13918	13893	Santa Barbara, CA (SBA)	83.3	85.3	599	599
Pittsburgh, PA (PIT)	80.2	85.7	3284	3284	Santa Fe, NM (SAF)	81.1	82.4	148	148
Plattsburgh, NY (PBG)	65.4	46.2	26	26	Santa Maria, CA (SMX)	72.7	63.6	11	11
Pocatello, ID (PIH)	90.0	96.7	30	30	Santa Rosa, CA (STS)	82.9	86.7	310	309
Ponce, PR (PSE)	46.7	60.0	60	60	Sarasota/Bradenton, FL (SRQ)	76.2	79.7	1284	1284
Portland, ME (PWM)	80.8	87.7	822	823	Sault Ste. Marie, MI (CIU)	86.4	91.5	59	59
Portland, OR (PDX)	81.2	87.0	4754	4754	Savannah, GA (SAV)	81.2	83.7	1322	1322
Portsmouth, NH (PSM)	85.0	65.0	20	20	Scottsbluff, NE (BFF)	70.0	92.0	50	50
Prescott, AZ (PRC)	88.3	91.7	60	60	Scranton/Wilkes-Barre, PA (AVP)	79.1	88.5	148	148
Providence, RI (PVD)	79.2	81.7	1354	1355	Seattle, WA (SEA)	80.1	81.8	13981	13984
Provo, UT (PVU)	41.6	70.4	125	125	Sheridan, WY (SHR)	86.3	94.1	51	51
Pueblo, CO (PUB)	83.3	83.3	30	30	Shreveport, LA (SHV)	79.2	78.5	289	289
Pullman, WA (PUW)	84.4	68.0	122	122	Sioux City, IA (SUX)	88.3	91.7	60	60
Punta Gorda, FL (PGD)	64.8	76.7	395	395	Sioux Falls, SD (FSD)	79.7	80.5	553	553
Raleigh/Durham, NC (RDU)	78.9	80.8	4441	4437	Sitka, AK (SIT)	64.4	74.7	87	87
Rapid City, SD (RAP)	79.5	82.0	317	317	South Bend, IN (SBN)	78.8	80.2	490	491
Redding, CA (RDD)	84.6	87.3	117	118	Spokane, WA (GEG)	77.7	80.7	1575	1579
Reno, NV (RNO)	80.0	83.6	1607	1608	Springfield, IL (SPI)	79.7	73.0	74	74
Rhinelander, WI (RHI)	76.3	83.1	59	59	Springfield, MO (SGF)	82.7	84.6	520	520
Richmond, VA (RIC)	80.9	82.6	1545	1548	St. Cloud, MN (STC)	75.0	62.5	8	8
Riverton/Lander, WY (RIW)	96.7	93.3	30	30	St. George, UT (SGU)	78.9	88.1	228	227
Roanoke, VA (ROA)	80.9	80.8	194	193	St. Louis, MO (STL)	82.0	79.7	4793	4796
Rochester, MN (RST)	82.9	83.8	117	117	St. Petersburg, FL (PIE)	68.2	73.9	529	529
Rochester, NY (ROC)	79.5	83.3	1065	1067	State College, PA (SCE)	80.0	83.3	30	30
Rock Springs, WY (RKS)	86.7	96.7	30	30	Stillwater, OK (SWO)	89.8	89.8	59	59
Rockford, IL (RFD)	89.7	75.9	58	58	Stockton, CA (SCK)	57.4	57.4	47	47
Roswell, NM (ROW)	86.7	74.4	90	90	Sun Valley/Hailey/Ketchum, ID (SUN)	83.7	86.7	98	98
Sacramento, CA (SMF)	82.2	83.0	4658	4661	Syracuse, NY (SYR)	79.6	84.0	1137	1137
Saginaw/Bay City/Midland, MI (MBS)	95.0	88.3	60	60	Tallahassee, FL (TLH)	85.3	90.0	409	409
Saipan, TT (SPN)	96.7	100.0	30	30	Tampa, FL (TPA)	76.3	80.0	5972	5972
Salina, KS (SLN)	76.7	78.3	60	60	Texarkana, AR (TXK)	83.1	84.3	89	89
Salt Lake City, UT (SLC)	85.7	86.5	8540	8535	Toledo, OH (TOL)	84.2	76.3	38	38
San Angelo, TX (SJT)	82.0	79.8	89	89	Traverse City, MI (TVC)	79.1	77.3	211	211
San Antonio, TX (SAT)	76.2	82.8	2966	2967	Trenton, NJ (TTN)	64.1	68.0	153	153
San Diego, CA (SAN)	80.8	84.4	7502	7499	Tucson, AZ (TUS)	84.2	87.0	1384	1381
San Francisco, CA (SFO)	84.4	85.8	10435	10441	Tulsa, OK (TUL)	80.0	86.4	1318	1319
San Jose, CA (SJC)	83.5	83.1	4684	4685	Twin Falls, ID (TWF)	87.3	100.0	55	55
San Juan, PR (SJU)	72.6	73.2	2454	2455	Tyler, TX (TYR)	87.6	85.4	89	89
San Luis Obispo, CA (SBP)	79.7	78.9	369	369	Valdosta, GA (VLD)	90.9	85.2	88	88

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

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Valparaiso, FL (VPS)	80.5	84.5	522	523
Vernal, UT (VEL)	80.0	86.7	30	30
Victoria, TX (VCT)	92.0	88.0	50	50
Waco, TX (ACT)	79.7	78.8	118	118
Walla Walla, WA (ALW)	86.2	86.2	29	29
Washington, DC (DCA)	76.7	79.8	11743	11741
Washington, DC (IAD)	86.3	87.9	4886	4889
Waterloo, IA (ALO)	86.2	91.4	58	58
Wenatchee, WA (EAT)	61.5	53.8	26	26
West Palm Beach/Palm Beach, FL (PBI)	68.0	71.1	2228	2225
White Plains, NY (HPN)	76.1	82.9	1122	1122
Wichita Falls, TX (SPS)	85.2	82.3	61	62
Wichita, KS (ICT)	77.7	84.7	752	753
Williston, ND (XWA)	76.3	81.6	114	114
Wilmington, NC (ILM)	81.0	84.5	557	556
Worcester, MA (ORH)	65.7	75.7	140	140
Wrangell, AK (WRG)	75.9	79.3	58	58
Yakima, WA (YKM)	75.9	75.9	29	29
Yakutat, AK (YAK)	84.5	87.9	58	58
Yuma, AZ (YUM)	92.6	89.3	121	122

AIR TRAVEL CONSUMER REPORT

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

NOVEMBER 2022

CARRIER[1]	AT ALL US AIRPORTS			
	NUMBER OF AIRPORTS REPORTED	FLIGHT OPERATIONS SCHEDULED	FLIGHT OPERATIONS CANCELLED	PERCENT OF OPERATIONS CANCELLED
HAWAIIAN AIRLINES	21	6177	49	0.8
SOUTHWEST AIRLINES	107	111176	982	0.9
DELTA AIR LINES NETWORK	207	117430	1055	0.9
- DELTA AIR LINES	139	75867	483	0.6
- BRANDED CODESHARE PARTNERS	171	41563	572	1.4
UNITED AIRLINES NETWORK	221	100766	1029	1.0
- UNITED AIRLINES	114	53741	360	0.7
- BRANDED CODESHARE PARTNERS	202	47025	669	1.4
AMERICAN AIRLINES NETWORK	223	136301	1600	1.2
- AMERICAN AIRLINES	121	73904	801	1.1
- BRANDED CODESHARE PARTNERS	202	62397	799	1.3
ALASKA AIRLINES NETWORK	105	29479	403	1.4
- ALASKA AIRLINES	83	18861	323	1.7
- BRANDED CODESHARE PARTNERS	50	10618	80	0.8
ALLEGIANT AIR	124	8122	123	1.5
JETBLUE AIRWAYS	61	23462	445	1.9
SPIRIT AIRLINES	60	20935	403	1.9
FRONTIER AIRLINES	85	13659	351	2.6
TOTAL AIRPORTS SERVED	355	567,507	6,440	1.1

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

AIR TRAVEL CONSUMER REPORT

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

NOVEMBER 2022

CARRIER[1]	AT ALL US AIRPORTS				
	NUMBER OF AIRPORTS REPORTED	FLIGHT OPERATIONS SCHEDULED	FLIGHT OPERATIONS CANCELLED	PERCENT OF OPERATIONS CANCELLED	RANK
DELTA AIR LINES	139	75867	483	0.6	1
UNITED AIRLINES	114	53741	360	0.7	2
HAWAIIAN AIRLINES	21	6177	49	0.8	3
SOUTHWEST AIRLINES	107	111176	982	0.9	4
MESA AIRLINES	93	8608	89	1.0	5
PSA AIRLINES	88	14467	155	1.1	6
AMERICAN AIRLINES	121	73904	801	1.1	7
HORIZON AIR	45	5478	61	1.1	8
SKYWEST AIRLINES	238	55716	646	1.2	9
ALLEGIANT AIR	124	8122	123	1.5	10
REPUBLIC AIRWAYS	78	22021	346	1.6	11
ENDEAVOR AIR	89	16791	270	1.6	12
ALASKA AIRLINES	83	18861	323	1.7	13
ENVOY AIR	138	17425	302	1.7	14
JETBLUE AIRWAYS	61	23462	445	1.9	15
SPIRIT AIRLINES	60	20935	403	1.9	16
FRONTIER AIRLINES	85	13659	351	2.6	17
TOTAL AIRPORTS SERVED	348	546,410	6,189	1.1	

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

AIR TRAVEL CONSUMER REPORT

TABLE 7. CAUSES OF DELAY, BY REPORTING MARKETING CARRIER

NOVEMBER 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 NETWORK	**29479**	**23356**	**79.23**	**403**	**1.37**	**71**	**0.24**	**1569**	**5.32**	**215**	**0.73**	**2092**	**7.10**	**27**	**0.09**	**1746**	**5.92**
- ALASKA AIRLINES	18861	14646	77.65	323	1.71	54	0.29	926	4.91	138	0.73	1674	8.88	22	0.12	1078	5.72
- BRANDED CODESHARE PARTNERS	10618	8710	82.03	80	0.75	17	0.16	644	6.07	77	0.73	417	3.93	5	0.05	668	6.29
ALLEGIANT AIR	**8122**	**5479**	**67.46**	**123**	**1.51**	**24**	**0.30**	**602**	**7.41**	**89**	**1.10**	**743**	**9.15**	**15**	**0.18**	**1047**	**12.89**
AMERICAN AIRLINES NETWORK	**136301**	**108722**	**79.77**	**1600**	**1.17**	**340**	**0.25**	**8176**	**6.00**	**986**	**0.72**	**7220**	**5.30**	**86**	**0.06**	**9171**	**6.73**
- AMERICAN AIRLINES	73904	57574	77.90	801	1.08	150	0.20	4850	6.56	352	0.48	4211	5.70	50	0.07	5916	8.00
- BRANDED CODESHARE PARTNERS	62397	51148	81.97	799	1.28	190	0.30	3326	5.33	634	1.02	3009	4.82	36	0.06	3255	5.22
DELTA AIR LINES NETWORK	**117430**	**98842**	**84.17**	**1055**	**0.90**	**214**	**0.18**	**7168**	**6.10**	**1097**	**0.93**	**5536**	**4.71**	**29**	**0.02**	**3489**	**2.97**
- DELTA AIR LINES	75867	64842	85.47	483	0.64	115	0.15	4078	5.38	220	0.29	3617	4.77	13	0.02	2499	3.29
- BRANDED CODESHARE PARTNERS	41563	34000	81.80	572	1.38	99	0.24	3089	7.43	877	2.11	1919	4.62	16	0.04	991	2.38
FRONTIER AIRLINES	**13659**	**8824**	**64.60**	**351**	**2.57**	**16**	**0.12**	**1532**	**11.22**	**44**	**0.32**	**1247**	**9.13**	**0**	**0.00**	**1645**	**12.04**
HAWAIIAN AIRLINES	**6177**	**4081**	**66.07**	**49**	**0.79**	**8**	**0.13**	**977**	**15.82**	**9**	**0.15**	**160**	**2.59**	**3**	**0.05**	**889**	**14.39**
JETBLUE AIRWAYS	**23462**	**16156**	**68.86**	**445**	**1.90**	**61**	**0.26**	**2751**	**11.73**	**51**	**0.22**	**1853**	**7.90**	**14**	**0.06**	**2130**	**9.08**
SOUTHWEST AIRLINES	**111176**	**90090**	**81.03**	**982**	**0.88**	**144**	**0.13**	**7441**	**6.69**	**111**	**0.10**	**3607**	**3.24**	**69**	**0.06**	**8733**	**7.86**
SPIRIT AIRLINES	**20935**	**15376**	**73.45**	**403**	**1.93**	**25**	**0.12**	**1575**	**7.52**	**63**	**0.30**	**2218**	**10.59**	**44**	**0.21**	**1230**	**5.88**
UNITED AIRLINES NETWORK	**100766**	**82844**	**82.21**	**1029**	**1.02**	**181**	**0.18**	**6511**	**6.46**	**526**	**0.52**	**4535**	**4.50**	**6**	**0.01**	**5135**	**5.10**
- UNITED AIRLINES	53741	45087	83.90	360	0.67	61	0.11	2678	4.98	153	0.28	2760	5.14	2	0.00	2640	4.91
- BRANDED CODESHARE PARTNERS	47025	37757	80.29	669	1.42	120	0.26	3832	8.15	372	0.79	1775	3.77	4	0.01	2495	5.31
TOTAL	**567,507**	**453,770**	**79.96**	**6,440**	**1.13**	**1,084**	**0.19**	**38,302**	**6.75**	**3,191**	**0.56**	**29,211**	**5.15**	**294**	**0.05**	**35,215**	**6.21**

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

Note: Individual causes of delay numbers may not add to totals, because of rounding.
* All U.S. airlines with at least half of one percent of total domestic scheduled-service passenger revenues plus any branded codeshare partners.

AIR TRAVEL CONSUMER REPORT

TABLE 7A. CAUSES OF DELAY, BY REPORTING OPERATING CARRIER

NOVEMBER 2022

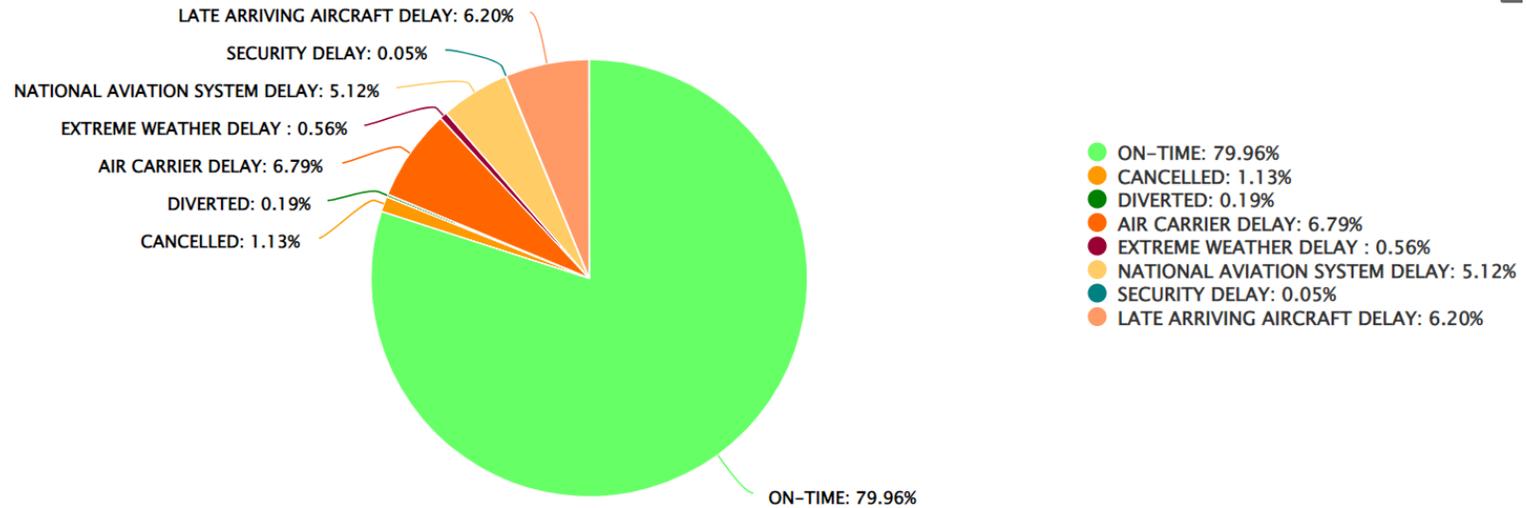| CARRIER	TOTAL RECORDS	ON TIME	% ON TIME	CANCELLED	% CANCELLED	DIVERTED	% DIVERTED	AIR CARRIER DELAY	% AIR CARRIER DELAY	EXTREME WEATHER DELAY	% EXTREME WEATHER DELAY	NATIONAL AVIATION SYSTEM DELAY	% NATIONAL AVIATION SYSTEM DELAY	SECURITY DELAY	% SECURITY DELAY	LATE ARRIVING AIRCRAFT DELAY	% LATE ARRIVING AIRCRAFT DELAY
ALASKA AIRLINES	18861	14646	77.65	323	1.71	54	0.29	926	4.91	138	0.73	1674	8.88	22	0.12	1078	5.72
ALLEGIANT AIR	8122	5479	67.46	123	1.51	24	0.30	602	7.41	89	1.10	743	9.15	15	0.18	1047	12.89
AMERICAN AIRLINES	73904	57574	77.90	801	1.08	150	0.20	4850	6.56	352	0.48	4211	5.70	50	0.07	5916	8.00
DELTA AIR LINES	75867	64842	85.47	483	0.64	115	0.15	4078	5.38	220	0.29	3617	4.77	13	0.02	2499	3.29
ENDEAVOR AIR	16791	13608	81.04	270	1.61	53	0.32	609	3.63	86	0.51	1370	8.16	1	0.01	794	4.73
ENVOY AIR	17425	13726	78.77	302	1.73	39	0.22	799	4.59	262	1.50	1173	6.73	9	0.05	1116	6.40
FRONTIER AIRLINES	13659	8824	64.60	351	2.57	16	0.12	1532	11.22	44	0.32	1247	9.13	0	0.00	1645	12.04
HAWAIIAN AIRLINES	6177	4081	66.07	49	0.79	8	0.13	977	15.82	9	0.15	160	2.59	3	0.05	889	14.39
HORIZON AIR	5478	4352	79.45	61	1.11	12	0.22	267	4.87	66	1.20	383	6.99	1	0.02	336	6.13
JETBLUE AIRWAYS	23462	16156	68.86	445	1.90	61	0.26	2751	11.73	51	0.22	1853	7.90	14	0.06	2130	9.08
MESA AIRLINES	8608	7003	81.35	89	1.03	21	0.24	484	5.62	82	0.95	459	5.33	2	0.02	467	5.43
PSA AIRLINES	14467	12181	84.20	155	1.07	44	0.30	575	3.97	51	0.35	729	5.04	9	0.06	724	5.00
REPUBLIC AIRWAYS	22021	18286	83.04	346	1.57	47	0.21	694	3.15	95	0.43	1600	7.27	7	0.03	946	4.30
SKYWEST AIRLINES	55716	45610	81.86	646	1.16	148	0.27	6237	11.19	1190	2.14	182	0.33	28	0.05	1675	3.01
SOUTHWEST AIRLINES	111176	90090	81.03	982	0.88	144	0.13	7441	6.69	111	0.10	3607	3.24	69	0.06	8733	7.86
SPIRIT AIRLINES	20935	15376	73.45	403	1.93	25	0.12	1575	7.52	63	0.30	2218	10.59	44	0.21	1230	5.88
UNITED AIRLINES	53741	45087	83.90	360	0.67	61	0.11	2678	4.98	153	0.28	2760	5.14	2	0.00	2640	4.91
TOTAL	546,410	436,921	79.96	6,189	1.13	1,022	0.19	37,076	6.79	3,062	0.56	27,987	5.12	289	0.05	33,864	6.20

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

Note: Individual causes of delay numbers may not add to totals, because of rounding.
* All U.S. airlines with at least half of one percent of total domestic scheduled-service passenger revenues.

30

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

NOVEMBER 2022

MARKETING CARRIER	OPERATING CARRIER	FLIGHT NUMBER	ORIGIN AIRPORT	DESTINATION AIRPORT	DATE OF FLIGHT	LOCATION OF LONGEST TARMAC DELAY	LENGTH OF TARMAC DELAY
DELTA	DELTA	2145	MSP	PHX	11/29/2022	Origin Airport	3:34
ALASKA	ALASKA	16	SEA	MCO	11/29/2022	Origin Airport	3:19
JETBLUE	JETBLUE	932	IAH	BOS	11/11/2022	Origin Airport	3:18
DELTA	DELTA	718	MSP	LAS	11/29/2022	Origin Airport	3:13
DELTA	SKYWEST	4118	MSP	PIT	11/29/2022	Origin Airport	3:07
ALASKA	ALASKA	174	SEA	HNL	11/29/2022	Origin Airport	3:01
DELTA	DELTA	1509	DTW	MSP	11/29/2022	Destination Airport	3:01
DELTA	DELTA	401	MSP	MSO	11/29/2022	Origin Airport	3:01

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

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

AIR TRAVEL CONSUMER REPORT

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

NOVEMBER 2022

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

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

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

APPENDIX

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

30 Largest U.S. Airports

Atlanta: Hartsfield-Jackson	ATL
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[1]	November 2022			November 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**	**458,917**	**698**	**0.15**	**455,238**	**637**	**0.14**
2	**DELTA AIR LINES NETWORK**	**7,684,479**	**29,771**	**0.39**	**7,550,557**	**36,922**	**0.49**
	- DELTA AIR LINES	6,155,313	24,837	0.40	5,787,005	30,084	0.52
	- BRANDED CODESHARE PARTNERS	1,529,166	4,934	0.32	1,763,552	6,838	0.39
3	**HAWAIIAN AIRLINES**	**500,866**	**2,028**	**0.40**	**432,781**	**898**	**0.21**
4	**SOUTHWEST AIRLINES**	**10,332,640**	**42,601**	**0.41**	**9,233,993**	**29,795**	**0.32**
5	**FRONTIER AIRLINES**	**790,984**	**3,532**	**0.45**	**738,192**	**2,399**	**0.33**
6	**SPIRIT AIRLINES**	**1,062,511**	**4,996**	**0.47**	**969,297**	**4,082**	**0.42**
7	**UNITED AIRLINES NETWORK**	**5,793,084**	**31,374**	**0.54**	**5,543,661**	**19,753**	**0.36**
	- UNITED AIRLINES	4,157,058	22,279	0.54	3,497,261	12,483	0.36
	- BRANDED CODESHARE PARTNERS	1,636,026	9,095	0.56	2,046,400	7,270	0.36
8	**JETBLUE AIRWAYS**	**1,242,499**	**7,239**	**0.58**	**1,218,128**	**5,335**	**0.44**
9	**ALASKA AIRLINES NETWORK**	**2,094,899**	**13,085**	**0.62**	**2,005,523**	**12,687**	**0.63**
	- ALASKA AIRLINES	1,671,620	10,654	0.64	1,461,467	10,001	0.68
	- BRANDED CODESHARE PARTNERS	423,279	2,431	0.57	544,056	2,686	0.49
10	**AMERICAN AIRLINES NETWORK**	**8,212,715**	**58,026**	**0.71**	**8,932,750**	**57,882**	**0.65**
	- AMERICAN AIRLINES	5,586,082	42,549	0.76	5,437,696	38,207	0.70
	- BRANDED CODESHARE PARTNERS	2,626,633	15,477	0.59	3,495,054	19,675	0.56
	TOTAL	**38,173,594**	**193,350**	**0.51**	**37,080,120**	**170,390**	**0.46**

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

AIR TRAVEL CONSUMER REPORT

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

RANK	CARRIER[1]	November 2022			November 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	458,917	698	0.15	455,238	637	0.14
2	ENDEAVOR AIR	655,373	2,205	0.34	834,449	3,724	0.45
3	DELTA AIR LINES	6,155,313	24,837	0.40	5,787,005	30,084	0.52
4	HAWAIIAN AIRLINES	500,866	2,028	0.40	432,781	898	0.21
5	SOUTHWEST AIRLINES	10,332,640	42,601	0.41	9,233,993	29,795	0.32
6	FRONTIER AIRLINES	790,984	3,532	0.45	738,192	2,399	0.33
7	SKYWEST AIRLINES	2,174,762	9,818	0.45	2,493,686	9,173	0.37
8	SPIRIT AIRLINES	1,062,511	4,996	0.47	969,297	4,082	0.42
9	PSA AIRLINES	773,849	3,873	0.50	1,037,979	4,822	0.46
10	UNITED AIRLINES	4,157,058	22,279	0.54	3,497,261	12,483	0.36
11	JETBLUE AIRWAYS	1,242,499	7,239	0.58	1,218,128	5,335	0.44
12	REPUBLIC AIRWAYS	581,310	3,399	0.58	712,002	4,473	0.63
13	MESA AIRLINES	391,311	2,326	0.59	585,704	2,864	0.49
14	HORIZON AIR	256,087	1,554	0.61	384,196	2,000	0.52
15	ALASKA AIRLINES	1,671,620	10,654	0.64	1,461,467	10,001	0.68
16	ENVOY AIR	639,529	4,193	0.66	813,781	5,466	0.67
17	AMERICAN AIRLINES	5,586,082	42,549	0.76	5,437,696	38,207	0.70
	TOTAL	37,430,711	188,781	0.50	36,092,855	166,443	0.46

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

MISHANDLED WHEELCHAIRS AND SCOOTERS

The Department revised 14 CFR 234 to require airlines classified as "reporting carriers" to report mishandled wheelchair and scooter data in aircraft cargo compartments. Pursuant to the FAA Reauthorization Act of 2018, this requirement applies to operations on and after December 4, 2018. For flights on January 1, 2019, and after, airlines must also report this data for their branded codeshare partners.

AIR TRAVEL CONSUMER REPORT

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

RANK	CARRIER[1]	November 2022			November 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	991	4	0.40	1,336	4	0.30
2	DELTA AIR LINES NETWORK	17,031	96	0.56	16,613	139	0.84
	- DELTA AIR LINES	14,131	89	0.63	12,912	125	0.97
	- BRANDED CODESHARE PARTNERS	2,900	7	0.24	3,701	14	0.38
3	UNITED AIRLINES NETWORK	10,799	119	1.10	9,914	92	0.93
	- UNITED AIRLINES	8,452	98	1.16	6,735	64	0.95
	- BRANDED CODESHARE PARTNERS	2,347	21	0.89	3,179	28	0.88
4	ALASKA AIRLINES NETWORK	2,198	32	1.46	2,665	26	0.98
	- ALASKA AIRLINES	1,853	25	1.35	1,770	23	1.30
	- BRANDED CODESHARE PARTNERS	345	7	2.03	895	3	0.34
5	HAWAIIAN AIRLINES	600	9	1.50	602	16	2.66
6	FRONTIER AIRLINES	2,197	34	1.55	1,915	25	1.31
7	SOUTHWEST AIRLINES	15,555	251	1.61	12,091	178	1.47
8	AMERICAN AIRLINES NETWORK	10,836	204	1.88	10,348	226	2.18
	- AMERICAN AIRLINES	8,447	155	1.83	7,670	159	2.07
	- BRANDED CODESHARE PARTNERS	2,389	49	2.05	2,678	67	2.50
9	JETBLUE AIRWAYS	2,633	140	5.32	2,040	91	4.46
10	SPIRIT AIRLINES	710	52	7.32	753	58	7.70
	TOTAL	63,550	941	1.48	58,277	855	1.47

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

AIR TRAVEL CONSUMER REPORT

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

RANK	CARRIER[1]	November 2022			November 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	ENDEAVOR AIR	1,066	2	0.19	1,845	3	0.16
2	ALLEGIANT AIR	991	4	0.40	1,336	4	0.30
3	DELTA AIR LINES	14,131	89	0.63	12,912	125	0.97
4	SKYWEST AIRLINES	3,207	25	0.78	3,576	30	0.84
5	MESA AIRLINES	493	4	0.81	748	10	1.34
6	HORIZON AIR	279	3	1.08	812	2	0.25
7	REPUBLIC AIRWAYS	871	10	1.15	1,066	18	1.69
8	UNITED AIRLINES	8,452	98	1.16	6,735	64	0.95
9	ALASKA AIRLINES	1,853	25	1.35	1,770	23	1.30
10	HAWAIIAN AIRLINES	600	9	1.50	602	16	2.66
11	FRONTIER AIRLINES	2,197	34	1.55	1,915	25	1.31
12	SOUTHWEST AIRLINES	15,555	251	1.61	12,091	178	1.47
13	ENVOY AIR	733	13	1.77	771	22	2.85
14	AMERICAN AIRLINES	8,447	155	1.83	7,670	159	2.07
15	PSA AIRLINES	569	17	2.99	586	18	3.07
16	JETBLUE AIRWAYS	2,633	140	5.32	2,040	91	4.46
17	SPIRIT AIRLINES	710	52	7.32	753	58	7.70
	TOTAL	62,787	931	1.48	57,228	846	1.48

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

OVERSALES

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

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

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

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

AIR TRAVEL CONSUMER REPORT

PASSENGERS DENIED BOARDING BY REPORTING MARKETING U.S. AIRLINES

RANK	AIRLINE	JULY- SEPTEMBER 2022 DENIED BOARDINGS (DB'S)		ENPLANED PASSENGERS	INVOLUNTARY DB's PER 10,000 PASSENGERS	JULY- SEPTEMBER 2021 DENIED BOARDINGS (DB'S)		ENPLANED PASSENGERS	INVOLUNTARY DB's PER 10,000 PASSENGERS
		VOLUNTARY	INVOLUNTARY			VOLUNTARY	INVOLUNTARY		
1	DELTA AIR LINES NETWORK	19,325	0	42,750,878	0.00	22,407	0	39,626,855	0.00
	- DELTA AIR LINES	11,309	0	34,955,144	0.00	12,292	0	30,691,987	0.00
	- BRANDED CODESHARE PARTNERS	8,016	0	7,795,734	0.00	10,115	0	8,934,868	0.00
2	ALLEGIANT AIR	397	0	4,359,417	0.00	519	0	3,872,651	0.00
3	UNITED AIRLINES NETWORK	7,129	48	34,486,047	0.01	7,787	30	29,885,554	0.01
	- UNITED AIR LINES	3,699	32	26,468,456	0.01	2,864	6	20,131,527	0.00
	- BRANDED CODESHARE PARTNERS	3,430	16	8,017,591	0.02	4,923	24	9,754,027	0.02
4	HAWAIIAN AIRLINES[2]	165	4	2,676,204	0.01	2	0	2,047,990	0.00
5	JETBLUE AIRWAYS	1,034	74	9,162,718	0.08	901	24	7,813,396	0.03
6	ALASKA AIRLINES NETWORK	3,298	100	11,220,795	0.09	1,811	95	9,736,257	0.10
	- ALASKA AIRLINES	2,246	58	8,496,497	0.07	1,059	32	6,891,202	0.05
	- BRANDED CODESHARE PARTNERS	1,052	42	2,724,298	0.15	752	63	2,845,055	0.22
7	SPIRIT AIRLINES	3,325	151	9,303,548	0.16	1,766	84	7,797,518	0.11
8	AMERICAN AIRLINES NETWORK	9,294	1,336	47,933,126	0.28	12,294	988	45,475,620	0.22
	- AMERICAN AIRLINES	4,923	792	35,737,960	0.22	6,008	480	31,669,647	0.15
	- BRANDED CODESHARE PARTNERS	4,371	544	12,195,166	0.45	6,286	508	13,805,973	0.37
9	SOUTHWEST AIRLINES	17,493	1,898	42,796,965	0.44	10,242	1,207	36,276,768	0.33
10	FRONTIER AIRLINES	1,015	1,019	6,430,306	1.58	1,489	619	5,776,460	1.07
	TOTAL	62,475	4,630	211,120,004	0.22	59,218	3,047	188,309,069	0.16

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

[2] On January 26, 2023, Hawaiian Airlines submitted revised 3rd quarter 2022 oversales data to the Department, this table reflects those changes.

AIR TRAVEL CONSUMER REPORT

PASSENGERS DENIED BOARDING BY REPORTING OPERATING U.S. AIRLINES

		JULY- SEPTEMBER 2022				JULY- SEPTEMBER 2021			
RANK	AIRLINE	DENIED BOARDINGS (DB'S)		ENPLANED PASSENGERS	INVOLUNTARY DB's PER 10,000 PASSENGERS	DENIED BOARDINGS (DB'S)		ENPLANED PASSENGERS	INVOLUNTARY DB's PER 10,000 PASSENGERS
		VOLUNTARY	INVOLUNTARY			VOLUNTARY	INVOLUNTARY		
1	DELTA AIR LINES	11,309	0	34,955,144	0.00	12,292	0	30,691,987	0.00
2	ALLEGIANT AIR	397	0	4,359,417	0.00	519	0	3,872,651	0.00
3	ENDEAVOR AIR	2,952	0	3,144,201	0.00	3,642	0	3,824,655	0.00
4	UNITED AIR LINES	3,699	32	26,468,456	0.01	2,864	6	20,131,527	0.00
5	HAWAIIAN AIRLINES	165	4	2,676,204	0.01	2	0	2,047,990	0.00
6	SKYWEST AIRLINES	7,152	63	10,271,412	0.06	6,743	37	10,489,689	0.04
7	ALASKA AIRLINES	2,246	58	8,496,497	0.07	1,059	32	6,891,202	0.05
8	JETBLUE AIRWAYS	1,034	74	9,162,718	0.08	901	24	7,813,396	0.03
9	HORIZON AIR	514	18	1,510,133	0.12	459	50	1,899,889	0.26
10	SPIRIT AIR LINES	3,325	151	9,303,548	0.16	1,766	84	7,797,518	0.11
11	MESA AIRLINES	404	30	1,758,251	0.17	873	26	2,721,574	0.10
12	AMERICAN AIRLINES	4,923	792	35,737,960	0.22	6,008	480	31,669,647	0.15
13	REPUBLIC AIRLINES	2,168	139	4,534,165	0.31	5,164	178	5,525,714	0.32
14	ENVOY AIR	1,368	126	3,512,891	0.36	1,150	76	3,628,897	0.21
15	PSA AIRLINES	1,032	129	3,077,040	0.42	1,830	169	3,513,875	0.48
16	SOUTHWEST AIRLINES	17,493	1,898	42,796,965	0.44	10,242	1,207	36,276,768	0.33
17	FRONTIER AIRLINES	1,015	1,019	6,430,306	1.58	1,489	619	5,776,460	1.07
	TOTAL	61,196	4,533	208,195,308	0.22	57,003	2,988	184,573,439	0.16

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

[2] On January 26, 2023, Hawaiian Airlines submitted revised 3rd quarter 2022 oversales data to the Department, this table reflects those changes.

CONSUMER COMPLAINTS

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

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

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

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

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

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

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

AIR TRAVEL CONSUMER REPORT

TABLE 1

CONSUMER COMPLAINTS

SUMMARY

	NOVEMBER 2022				NOVEMBER 2021			
	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS
U.S. AIRLINES	3,698	27	4	454	1,505	24	1	178
FOREIGN AIRLINES	2,413	1	1	116	1,494	2	0	72
TRAVEL AGENTS	502	1	0	43	546	1	0	25
TOUR OPERATORS	3	0	0	1	3	0	0	1
MISCELLANEOUS	0	13	0	100	0	7	0	112
INDUSTRY TOTALS	6,616	42	5	714	3,548	34	1	388

AIR TRAVEL CONSUMER REPORT

Table 2

COMPLAINT CATEGORIES*

COMPLAINT CATEGORY	NOVEMBER 2022			NOVEMBER 2021		
	RANKING	COMPLAINTS**	SUB-CATEGORY	RANKING	COMPLAINTS**	SUB-CATEGORY
REFUNDS	1	2,018		1	1,717	
FLIGHT PROBLEMS	2	1,743		2	554	
CANCELLATION			843			318
DELAY			508			131
MISCONNECTION			243			41
BAGGAGE	3	852		5	205	
FARES	4	733		4	273	
RESERVATIONS/TICKETING/BOARDING	5	624		3	398	
CUSTOMER SERVICE	6	281		6	178	
DISABILITY	7	166		7	146	
OVERSALES	8	115		8	29	
OTHER	9	58		9	24	
FREQUENT FLYER			28			7
ADVERTISING	10	15		11	7	
DISCRIMINATION	11	11		10	17	
ANIMALS	12	0		12	0	
COMPLAINT TOTAL		6,616			3,548	

AIR TRAVEL CONSUMER REPORT

Table 3

COMPLAINTS AGAINST U.S. AIRLINES BY COMPLAINT CATEGORIES*

NOVEMBER 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	17	0	3	8	17	12	8	6	1	0	0	0	72
ALLEGIANT AIR	34	0	3	7	19	10	4	9	0	1	0	1	88
AMERICAN AIRLINES	264	17	35	108	146	64	40	18	1	2	0	9	704
AVELO AIRLINES	10	0	0	0	4	1	0	0	0	0	0	0	15
BREEZE AIRWAYS	15	2	2	2	4	2	0	3	0	0	0	0	30
DELTA AIR LINES	127	8	30	17	56	39	21	13	1	1	0	7	320
EASTERN	1	0	2	0	2	0	0	0	0	0	0	0	5
ENDEAVOR AIR	23	2	0	1	10	0	1	1	0	0	0	0	38
ENVOY AIR	21	2	3	3	7	3	1	1	0	0	0	1	42
FRONTIER AIRLINES	262	22	104	174	236	78	38	14	1	3	0	5	937
HAWAIIAN AIRLINES	9	0	3	5	10	3	3	0	0	0	0	0	33
HORIZON AIRLINES	0	0	0	1	1	1	1	1	0	0	0	0	5
JETBLUE AIRWAYS	100	1	19	42	44	28	24	17	0	1	0	2	278
MESA AIRLINES	6	0	3	1	2	0	3	1	0	0	0	0	16
OTHER US COMMUTERS & AIR TAXIS	3	0	1	2	1	1	0	1	0	0	0	0	9
PIEDMONT AIRLINES	3	3	0	0	2	0	0	0	0	0	0	0	8
PSA AIRLINES	13	1	1	0	2	2	3	1	0	1	0	0	24
REPUBLIC AIRWAYS	14	0	2	6	6	3	5	0	0	0	0	0	36
SILVER AIRWAYS	4	1	0	0	1	2	0	0	0	0	0	0	8
SKYWEST AIRLINES	21	0	4	4	10	5	3	1	0	0	0	1	49
SOUTHWEST AIRLINES	54	1	6	10	26	25	10	16	1	0	0	1	150
SPIRIT AIRLINES	90	7	43	40	71	21	17	12	1	0	0	2	304
SUN COUNTRY AIRLINES	6	0	1	5	4	5	2	1	0	0	0	0	24
UNITED AIRLINES	191	6	29	44	107	64	28	15	1	1	0	4	490
OTHER U.S. AIRLINES	1	0	1	0	4	3	0	0	0	0	0	4	13
TOTAL NOVEMBER 2022	1,289	73	295	480	792	372	212	131	7	10	0	37	3,698
% of TOTAL COMPLAINTS	34.9	2.0	8.0	13.0	21.4	10.1	5.7	3.5	0.2	0.3	0	1.0	
TOTAL NOVEMBER 2021	410	22	131	142	391	108	136	127	5	15	0	18	1,505
% of TOTAL COMPLAINTS	27.2	1.5	8.7	9.4	26.0	7.2	9.0	8.4	0.3	1.0	0	1.2	

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

** AIRLINES ARE LISTED INDIVIDUALY 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 NOV	INCI-DENTS IN NOV	PERCENT	INCI-DENTS IN OCT	PERCENT	INCI-DENTS IN ALL PRIOR MONTHS	PERCENT	UN-KNOWN INCI-DENT DATE	PERCENT
ALASKA AIRLINES	72	24	33.3	9	12.5	28	38.9	11	15.3
ALLEGIANT AIR	88	41	46.6	5	5.7	33	37.5	9	10.2
AMERICAN AIRLINES	704	215	30.5	129	18.3	287	40.8	73	10.4
AVELO AIRLINES	15	9	60.0	1	6.7	5	33.3	0	0.0
BREEZE AIRWAYS	30	21	70.0	8	26.7	1	3.3	0	0.0
DELTA AIR LINES	320	96	30.0	38	11.9	168	52.5	18	5.6
ENDEAVOR AIR	38	9	23.7	4	10.5	24	63.2	1	2.6
ENVOY AIR	42	20	47.6	6	14.3	13	31.0	3	7.1
FRONTIER AIRLINES	937	395	42.2	120	12.8	337	36.0	85	9.1
HAWAIIAN AIRLINES	33	12	36.4	9	27.3	11	33.3	1	3.0
HORIZON AIRLINES	5	3	60.0	1	20.0	1	20.0	0	0.0
JETBLUE AIRWAYS	278	104	37.4	38	13.7	114	41.0	22	7.9
MESA AIRLINES	16	8	50.0	1	6.3	5	31.3	2	12.5
OTHER US COMMUTERS & AIR TAXIS	9	5	55.6	0	0.0	2	22.2	2	22.2
PIEDMONT AIRLINES	8	2	25.0	3	37.5	2	25.0	1	12.5
PSA AIRLINES	24	12	50.0	3	12.5	9	37.5	0	0.0
REPUBLIC AIRWAYS	36	13	36.1	4	11.1	17	47.2	2	5.6
SILVER AIRWAYS	8	2	25.0	1	12.5	5	62.5	0	0.0
SKYWEST AIRLINES	49	19	38.8	7	14.3	22	44.9	1	2.0
SOUTHWEST AIRLINES	150	68	45.3	23	15.3	52	34.7	7	4.7
SPIRIT AIRLINES	304	143	47.0	44	14.5	102	33.6	15	4.9
SUN COUNTRY AIRLINES	24	10	41.7	2	8.3	11	45.8	1	4.2
UNITED AIRLINES	490	169	34.5	52	10.6	225	45.9	44	9.0
OTHER U.S. AIRLINES	13	3	23.1	1	7.7	9	69.2	0	0.0
Totals	3,698	1,403	37.9	509	13.8	1,488	40.2	298	8.1
Previous Year's Totals	1,505	529	35.1	334	22.2	491	32.6	151	10.0

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

AIR TRAVEL CONSUMER REPORT

Table 5

COMPANIES OTHER THAN U.S. AIRLINES* BY COMPLAINT CATEGORY** NOVEMBER 2022

	FLIGHT PROBLEMS	OVER-SALES	RES/TKT/ BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DIS-ABILITY	ADVERT-ISING	DISCRIM-INATION	ANIMALS	OTHER	TOTAL
FOREIGN AIRLINES													
AEGEAN AIRLINES	1	0	0	0	3	6	0	0	0	0	0	0	10
AER LINGUS	12	0	6	2	13	11	5	1	0	0	0	0	50
AEROFLOT	0	0	0	0	5	0	0	0	0	0	0	0	5
AEROMEXICO	13	0	5	10	86	6	1	2	0	0	0	2	125
AIR CANADA	44	4	14	8	19	23	4	3	0	1	0	2	122
AIR EUROPA	0	0	0	1	2	2	0	0	0	0	0	0	5
AIR FRANCE	15	2	11	10	18	66	2	2	0	0	0	1	127
AIR INDIA	9	2	7	5	80	5	3	0	0	0	0	0	111
ALITALIA AIRLINES	0	0	0	0	6	1	0	0	0	0	0	0	7
ANA ALL NIPPON AIRWAYS	1	0	1	2	1	0	0	0	0	0	0	0	5
AUSTRIAN AIRLINES	1	0	0	3	1	2	0	0	0	0	0	0	7
AVIANCA	8	4	10	6	41	2	4	1	0	0	0	0	76
BRITISH AIRWAYS	34	3	15	16	45	26	1	5	0	0	0	0	145
BRUSSELS AIRLINES	1	0	3	0	1	1	1	0	0	0	0	0	7
CARIBBEAN AIRLINES	2	0	0	1	4	1	0	0	0	0	0	0	8
CATHAY PACIFIC AIRWAYS	1	0	1	7	3	0	1	0	0	0	0	0	13
CONDOR	3	0	1	1	3	2	0	0	0	0	0	0	10
COPA COMPANIA PANAMENA DE AVIACION	3	0	8	4	20	6	2	0	0	0	0	0	43
EASY JET	1	0	1	0	2	1	0	0	0	0	0	0	5
EGYPTAIR	2	0	3	0	4	5	1	0	0	0	0	0	15
EL AL ISRAEL	2	0	1	1	4	3	1	0	0	0	0	0	12
EMIRATES AIRLINES	5	0	5	1	7	5	0	2	0	0	0	0	25
ETHIOPIAN AIRLINES	2	3	5	2	4	8	1	0	0	0	0	0	25
ETIHAD AIRWAYS	11	1	3	2	9	9	0	0	1	0	0	3	39
EVA AIRWAYS	2	0	3	2	0	0	0	0	0	0	0	0	7
FIJI AIRWAYS	1	0	1	0	11	7	0	0	0	0	0	0	20
FINNAIR OY	1	0	1	0	3	2	0	0	0	0	0	0	7
GOL AIRLINES	2	0	1	0	2	0	0	0	0	0	0	0	5
IBERIA AIRLINES	11	2	5	4	31	23	2	0	0	0	0	3	81
ICELANDAIR	2	0	0	1	8	1	0	2	0	0	0	0	14
INTERJET	0	0	0	1	9	0	0	0	0	0	0	0	10
ITA AIRWAYS	2	0	4	2	1	4	2	0	1	0	0	0	16
JAPAN AIR LINES COMPANY	3	0	3	2	6	0	1	0	0	0	0	0	15
KLM	30	2	9	6	18	26	0	1	0	0	0	0	92
KOREAN AIR LINES	1	0	2	0	3	1	0	0	0	0	0	0	7
KUWAIT AIRWAYS	1	0	2	1	0	1	2	0	0	0	0	0	7
LATAM	2	0	5	2	19	2	2	0	0	0	0	0	32
LOT POLISH AIRLINES	2	1	2	0	2	3	0	0	1	0	0	0	11
LUFTHANSA	54	4	27	20	70	72	3	4	0	0	0	2	256

AIR TRAVEL CONSUMER REPORT

Table 5 (cont'd)

COMPANIES OTHER THAN U.S. AIRLINES* BY COMPLAINT CATEGORY**
NOVEMBER 2022

	FLIGHT PROBLEMS	OVER-SALES	RES/TKT/ BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DIS-ABILITY	ADVERT-ISING	DISCRIM-INATION	ANIMALS	OTHER	TOTAL
NORWEGIAN AIR SHUTTLE	2	0	0	4	26	0	0	0	0	0	0	0	32
PAKISTAN INTERNATIONAL AIRLINES	2	0	2	0	1	0	0	0	0	0	0	0	5
PHILIPPINE AIRLINES	6	0	5	3	8	2	0	0	0	0	0	0	24
QANTAS AIRWAYS	2	0	2	1	7	2	1	0	0	0	0	0	15
QATAR AIRWAYS	9	3	14	5	33	18	4	3	0	0	0	3	92
ROYAL AIR MAROC	2	0	1	0	13	4	1	0	0	0	0	0	21
ROYAL JORDANIAN AIRLINES	0	0	0	0	5	6	0	0	0	0	0	0	11
RYANAIR	1	0	1	1	1	1	0	0	0	0	0	0	5
SAS	9	0	3	0	13	4	0	0	0	0	0	0	29
SAUDI ARABIAN AIRLINES	1	0	2	1	2	2	0	0	0	0	0	0	8
SINGAPORE AIRLINES	4	1	0	1	8	7	1	0	0	0	0	0	22
SOUTH AFRICAN AIRWAYS	0	0	0	0	6	0	0	0	0	0	0	0	6
SWISS AIR	6	2	5	6	8	9	2	0	0	0	0	1	39
TAP	28	1	5	7	89	29	3	0	0	0	0	0	162
TURKISH AIRLINES	17	2	16	9	26	21	3	2	1	0	0	1	98
VIRGIN ATLANTIC AIRWAYS	6	1	8	3	3	1	1	1	0	0	0	2	26
VIRGIN AUSTRALIA	0	0	0	0	6	0	0	0	0	0	0	0	6
VIVAAEROBUS	6	2	1	3	13	5	3	1	0	0	0	0	34
VOLARIS AIRLINES	9	1	13	9	13	14	3	1	1	0	0	0	64
VUELING AIRLINES	1	0	0	1	4	3	0	0	0	0	0	0	9
WEST JET	9	0	1	2	2	1	0	2	0	0	0	0	17
ZIPAIR	0	0	3	0	2	0	0	0	0	0	0	0	5
OTHER FOREIGN AIRLINES	22	1	16	8	36	17	3	2	0	0	0	1	106
TOTALS	427	42	263	187	889	479	64	35	5	1	0	21	2,413
TRAVEL AGENTS													
AMERICAN EXPRESS TRAVEL OFFICE	2	0	3	1	3	0	0	0	0	0	0	0	9
ASAPTICKETS.COM	1	0	2	0	10	0	0	0	0	0	0	0	13
BOOKING.COM	0	0	2	0	11	0	0	0	0	0	0	0	13
BRAVOFLY	0	0	1	1	3	0	0	0	0	0	0	0	5
CHASE TRAVEL	0	0	2	1	8	0	1	0	0	0	0	0	12
CHEAP TICKETS	0	0	0	1	4	0	0	0	0	0	0	0	5
CHEAPOAIR.COM	4	0	3	2	21	0	0	0	0	0	0	0	30
EDREAMS.COM	1	0	2	1	8	0	0	0	0	0	0	0	12
EXPEDIA.COM	5	0	11	18	74	0	1	0	1	0	0	0	110
GOTOGATE	1	0	2	2	14	0	0	0	0	0	0	0	19
HOPPER.COM	0	0	3	0	3	0	0	0	0	0	0	0	6
JUSTFLY.COM	2	0	3	2	20	1	0	0	0	0	0	0	28

AIR TRAVEL CONSUMER REPORT

Table 5 (cont'd)

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

NOVEMBER 2022

	FLIGHT PROBLEMS	OVER-SALES	RES/TKT/ BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DIS-ABILITY	ADVERT-ISING	DISCRIM-INATION	ANIMALS	OTHER	TOTAL
KIWI.COM	1	0	2	4	38	0	1	0	0	0	0	0	46
MYFLIGHTSEARCH.COM	0	0	0	0	5	0	0	0	0	0	0	0	5
MYTRIP.COM	0	0	0	0	6	0	0	0	0	0	0	0	6
ORBITZ.COM	0	0	3	4	7	0	0	0	0	0	0	0	14
OVAGO	1	0	0	1	4	0	0	0	0	0	0	0	6
PRICELINE.COM	2	0	4	9	17	0	0	0	0	0	0	0	32
TRAVELOCITY.COM	0	0	1	2	15	0	0	0	0	0	0	0	18
TRIP.COM	1	0	2	1	2	0	0	0	0	0	0	0	6
OTHER TRAVEL AGENTS	6	0	19	15	63	0	2	0	2	0	0	0	107
TOTALS	27	0	65	65	336	1	5	0	3	0	0	0	502
TOUR OPERATORS													
OTHER TOUR OPERATORS	0	0	1	1	1	0	0	0	0	0	0	0	3
TOTALS	0	0	1	1	1	0	0	0	0	0	0	0	3
MISCELLANEOUS													
OTHER MISCELLANEOUS	0	0	0	0	0	0	0	0	0	0	0	0	0
TOTALS	0	0	0	0	0	0	0	0	0	0	0	0	0

* COMPANIES ARE LISTED INDIVIDUALLY IF DOT RECEIVED 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).

NOVEMBER 2022		NOVEMBER 2021
AIRLINE	**COMPLAINTS**	**COMPLAINTS**
ALASKA AIRLINES NETWORK	83	54
- ALASKA AIRLINES	*72*	*46*
- BRANDED CODESHARE PARTNERS	*11*	*8*
ALLEGIANT AIRLINES	88	44
AMERICAN AIRLINES NETWORK	835	474
- AMERICAN AIRLINES	*704*	*392*
- BRANDED CODESHARE PARTNERS	*131*	*82*
DELTA NETWORK	395	124
- DELTA AIR LINES	*320*	*98*
- BRANDED CODESHARE PARTNERS	*75*	*26*
FRONTIER AIRLINES	937	99
HAWAIIAN AIRLINES	33	22
JETBLUE AIRWAYS	278	108
SOUTHWEST AIRLINES	150	140
SPIRIT AIRLINES	304	120
UNITED AIRLINES NETWORK	490	281
- UNITED AIRLINES	*490*	*281*
- BRANDED CODESHARE PARTNERS	*0*	*0*
TOTAL	**3,593**	**1,466**

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

AIR TRAVEL CONSUMER REPORT

TABLE 6A

AIR TRAVEL CONSUMER REPORT/ CONSUMER COMPLAINTS: LARGE U.S. OPERATING CARRIERS*

RANK	AIRLINE	NOVEMBER 2022			NOVEMBER 2021		
		COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS	COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS
1	SOUTHWEST AIRLINES	150	13,793,474	**1.09**	140	12,041,658	**1.16**
2	HORIZON AIRLINES	5	367,446	**1.36**	5	486,885	**1.03**
3	SKYWEST AIRLINES	49	3,141,356	**1.56**	39	3,559,169	**1.10**
4	MESA AIRLINES	16	613,205	**2.61**	3	916,492	**0.33**
5	DELTA AIR LINES	320	11,989,444	**2.67**	98	10,669,736	**0.92**
6	ALASKA AIRLINES	72	2,682,944	**2.68**	46	2,304,087	**2.00**
7	PSA AIRLINES	24	848,571	**2.83**	29	1,139,819	**2.54**
8	REPUBLIC AIRWAYS	36	1,059,617	**3.40**	13	1,397,462	**0.93**
9	HAWAIIAN AIRLINES	33	839,154	**3.93**	22	658,586	**3.34**
10	ENDEAVOR AIR	38	959,330	**3.96**	3	1,105,468	**0.27**
11	ENVOY AIR	42	1,030,606	**4.08**	19	1,238,107	**1.53**
12	UNITED AIRLINES	490	9,740,611	**5.03**	281	7,936,527	**3.54**
13	AMERICAN AIRLINES	704	12,836,349	**5.48**	392	11,793,884	**3.32**
14	ALLEGIANT AIR	88	1,226,788	**7.17**	44	1,217,683	**3.61**
15	JETBLUE AIRWAYS	278	3,452,403	**8.05**	108	2,805,479	**3.85**
16	SPIRIT AIRLINES	304	3,382,659	**8.99**	120	2,922,232	**4.11**
17	FRONTIER AIRLINES	937	2,224,269	**42.13**	99	1,882,496	**5.26**
	TOTAL	3,586	70,188,226	**5.11**	1,461	64,075,770	**2.28**

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

AIR TRAVEL CONSUMER REPORT

Civil Rights Complaints by Air Travelers (Other Than Disability) for November 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
AIR CANADA			1				
ALLEGIANT	1						
AMERICAN	1		1				
DELTA				1			
FRONTIER	1		2				
JETBLUE					1		
PSA	1						
UNITED	1						
TOTAL	**5**		**4**	**1**	**1**		

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

November 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
American Airlines	1	0	0
Totals:	**1**	**0**	**0**

U.S. Department of Homeland Security, Transportation Security Administration
Customer Service Report for November 2022 [a]

The Transportation Security Administration (TSA) screened approximately 63.4 million passengers at screening checkpoints and 38.2 million checked bags at baggage screening locations in November 2022.

Since its formation, TSA has maintained a strong focus on customer service and began collecting customer service data voluntarily to improve security operations. TSA values customer feedback and encourages passengers to contact the agency if the level of service provided to them does not meet their expectations [b].

In November 2022, TSA received 14,934 complaints (i.e. a description of a negative experience) from the general public via phone or email (or 23.6 complaints per 100,000 passengers [c]). Below is a more detailed breakdown:

Courtesy		Screening of Personal Property		Screening of Passengers		Wait Times (Checkpoint)	
Number of Complaints	Complaints per 100,000 Passengers [c]	Number of Complaints	Complaints per 100,000 Passengers [c]	Number of Complaints	Complaints per 100,000 Passengers [c]	Number of Complaints	Complaints per 100,000 Passengers [c]
805	1.3	548	0.9	12,946	20.5	107	0.2

Civil Rights		Other TSA-related		Non-TSA related, Airline		Non-TSA related, All Others	
Number of Complaints	Complaints per 100,000 Passengers [c]	Number of Complaints	Complaints per 100,000 Passengers [c]	Number of Complaints	Complaints per 100,000 Passengers [c]	Number of Complaints	Complaints per 100,000 Passengers [c]
291	0.5	101	0.2	47	0.1	89	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
243 [d]	180	0.0005

**U.S. Department of Homeland Security, Transportation Security Administration
Customer Service Report for November 2022** [a]

REFERENCES

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

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

[c] The complaints per 100,000 passengers' metric is calculated as follows: # of Complaints divided by # of Airline Passenger multiplied by 100,000 (e.g. 300 complaints / 20,000,000 passengers * 100,000 equals 1.50). In this example, TSA experienced 1.5 complaints for every 100,000 passengers that TSA screened.

[d] TSA records the number of passengers screened at checkpoints rather than the number of bags or items screened at TSA checkpoints. Therefore, this table does not present the rate of claims regarding loss or damage to property compared to the total number of items screened at checkpoints.

DEFINITIONS

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