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# ***Air Travel Consumer Report***

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

**Issued: July 2023**



<b>Flight Delays<sup>1</sup></b>	May 2023
<b>Mishandled Baggage, Wheelchairs, and Scooters<sup>1</sup></b>	May 2023
<b>Oversales<sup>1</sup></b>	1 <sup>st</sup> Quarter 2023
<b>Consumer Complaints<sup>2</sup></b> (Includes Disability and Discrimination Complaints)	May 2023
<b>Airline Animal Incident Reports<sup>4</sup></b>	May 2023
<b>Customer Service Reports to the Dept. of Homeland Security<sup>3</sup></b>	May 2023

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

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

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

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

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## **INTRODUCTION**

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

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

The report normally is released by the end of the second week of each month. The report is available on-line at:

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

## FLIGHT DELAYS

This section provides information about airline on-time performance, flight delays, and cancellations. It is based on data filed by airlines each month with the Department of Transportation's Bureau of Transportation Statistics (Office of Airline Information), as described in 14 CFR Part 234 of DOT's regulations. It covers nonstop operated and marketed scheduled-service flights between points within the United States (including territories) by the fifteen (15) U.S. air carriers that have at least half of one percent of total domestic scheduled-service passenger revenues.

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

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

In fulfilling DOT's data reporting requirements, the reporting air carriers use automated and/or manual systems for collecting flight data. Those using an automated system rely on the Aircraft Communication Addressing and Reporting System (ACARS) or the Docking Guidance System (DGS). Based on the latest information available to DOT, of the 15 reporting air carriers, 12 carriers (Alaska, Allegiant, Delta, Endeavor, Envoy, JetBlue, Republic, Hawaiian, SkyWest, Spirit, Southwest, and United) use ACARS, one carrier (American) uses a combination of ACARS, DGS and AFIS, and two carriers (Frontier and PSA) use a combination of ACARS and a manual system.

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

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

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

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

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

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

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

## AIR TRAVEL CONSUMER REPORT

## BRANDED CODESHARE PARTNERS

MAY 2023

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

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

## AIR TRAVEL CONSUMER REPORT

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

MAY 2023

CARRIER <sup>1</sup>	AT ALL US AIRPORTS		RANK
	NUMBER OF AIRPORTS REPORTED	PERCENT OF ON-TIME ARRIVALS	
<b>DELTA AIR LINES NETWORK</b>	<b>211</b>	<b>88.8</b>	<b>1</b>
- DELTA AIR LINES	144	86.7	
- BRANDED CODESHARE PARTNERS	174	92.8	
<b>ALASKA AIRLINES NETWORK</b>	<b>105</b>	<b>83.9</b>	<b>2</b>
- ALASKA AIRLINES	88	83.2	
- BRANDED CODESHARE PARTNERS	51	85.0	
<b>AMERICAN AIRLINES NETWORK</b>	<b>221</b>	<b>82.8</b>	<b>3</b>
- AMERICAN AIRLINES	119	78.5	
- BRANDED CODESHARE PARTNERS	203	88.0	
<b>SOUTHWEST AIRLINES</b>	<b>107</b>	<b>78.8</b>	<b>4</b>
<b>UNITED AIRLINES NETWORK</b>	<b>216</b>	<b>78.7</b>	<b>5</b>
- UNITED AIRLINES	109	78.0	
- BRANDED CODESHARE PARTNERS	200	79.6	
<b>ALLEGiant AIR</b>	<b>125</b>	<b>78.4</b>	<b>6</b>
<b>JETBLUE AIRWAYS</b>	<b>68</b>	<b>75.1</b>	<b>7</b>
<b>SPIRIT AIRLINES</b>	<b>63</b>	<b>73.8</b>	<b>8</b>
<b>FRONTIER AIRLINES</b>	<b>79</b>	<b>66.7</b>	<b>9</b>
<b>HAWAIIAN AIRLINES</b>	<b>21</b>	<b>61.3</b>	<b>10</b>
<b>TOTAL AIRPORTS SERVED</b>	<b>354</b>	<b>81.2</b>	

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

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

## AIR TRAVEL CONSUMER REPORT

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

MAY 2023

AT ALL US AIRPORTS			
CARRIER <sup>1</sup>	NUMBER OF AIRPORTS REPORTED	PERCENT OF ON-TIME ARRIVALS	RANK
REPUBLIC AIRWAYS	81	92.5	1
ENDEAVOR AIR	88	92.0	2
PSA AIRLINES	85	87.7	3
DELTA AIR LINES	144	86.7	4
SKYWEST AIRLINES	236	86.2	5
ENVOY AIR	130	84.6	6
ALASKA AIRLINES	88	83.2	7
SOUTHWEST AIRLINES	107	78.8	8
AMERICAN AIRLINES	119	78.5	9
ALLEGiant AIR	125	78.4	10
UNITED AIRLINES	109	78.0	11
JETBLUE AIRWAYS	68	75.1	12
SPIRIT AIRLINES	63	73.8	13
FRONTIER AIRLINES	79	66.7	14
HAWAIIAN AIRLINES	21	61.3	15
<b>TOTAL AIRPORTS SERVED</b>	<b>342</b>	<b>81.3</b>	

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

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

## AIR TRAVEL CONSUMER REPORT

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

MAY 2023

CARRIER <sup>1</sup>	Jan 23		Feb 23		Mar 23		Apr 23		May 23		Year-to-date (YTD)	
	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank
<b>ALASKA AIRLINES NETWORK</b>	<b>77.6</b>	<b>2</b>	<b>76.9</b>	<b>5</b>	<b>78.1</b>	<b>2</b>	<b>80.7</b>	<b>2</b>	<b>83.9</b>	<b>2</b>	<b>79.6</b>	<b>2</b>
- ALASKA AIRLINES	77.3		74.5		76.6		77.3		83.2		77.9	
- BRANDED CODESHARE PARTNERS	78.2		81.3		80.8		86.7		85.0		82.5	
<b>ALLEGiant AIR</b>	<b>70.4</b>	<b>8</b>	<b>76.2</b>	<b>6</b>	<b>64.2</b>	<b>8</b>	<b>72.1</b>	<b>6</b>	<b>78.4</b>	<b>6</b>	<b>71.9</b>	<b>6</b>
<b>AMERICAN AIRLINES NETWORK</b>	<b>77.4</b>	<b>4</b>	<b>79.4</b>	<b>3</b>	<b>76.5</b>	<b>4</b>	<b>77.0</b>	<b>3</b>	<b>82.8</b>	<b>3</b>	<b>78.6</b>	<b>3</b>
- AMERICAN AIRLINES	75.7		76.6		72.2		72.9		78.5		75.2	
- BRANDED CODESHARE PARTNERS	79.3		82.7		81.5		81.9		88.0		82.7	
<b>DELTA AIR LINES NETWORK</b>	<b>78.6</b>	<b>1</b>	<b>83.0</b>	<b>1</b>	<b>79.2</b>	<b>1</b>	<b>81.8</b>	<b>1</b>	<b>88.8</b>	<b>1</b>	<b>82.3</b>	<b>1</b>
- DELTA AIR LINES	78.7		82.7		77.0		79.8		86.7		81.0	
- BRANDED CODESHARE PARTNERS	78.4		83.6		83.2		85.6		92.8		84.8	
<b>FRONTIER AIRLINES</b>	<b>62.6</b>	<b>10</b>	<b>69.0</b>	<b>10</b>	<b>64.7</b>	<b>7</b>	<b>65.5</b>	<b>7</b>	<b>66.7</b>	<b>9</b>	<b>65.7</b>	<b>9</b>
<b>HAWAIIAN AIRLINES</b>	<b>76.8</b>	<b>5</b>	<b>73.5</b>	<b>8</b>	<b>59.5</b>	<b>10</b>	<b>56.6</b>	<b>10</b>	<b>61.3</b>	<b>10</b>	<b>65.3</b>	<b>10</b>
<b>JETBLUE AIRWAYS</b>	<b>72.7</b>	<b>7</b>	<b>71.9</b>	<b>9</b>	<b>65.7</b>	<b>6</b>	<b>65.3</b>	<b>8</b>	<b>75.1</b>	<b>7</b>	<b>70.0</b>	<b>7</b>
<b>SOUTHWEST AIRLINES</b>	<b>77.5</b>	<b>3</b>	<b>82.1</b>	<b>2</b>	<b>75.0</b>	<b>5</b>	<b>73.4</b>	<b>5</b>	<b>78.8</b>	<b>4</b>	<b>77.3</b>	<b>4</b>
<b>SPIRIT AIRLINES</b>	<b>69.2</b>	<b>9</b>	<b>74.9</b>	<b>7</b>	<b>64.0</b>	<b>9</b>	<b>60.7</b>	<b>9</b>	<b>73.8</b>	<b>8</b>	<b>68.4</b>	<b>8</b>
<b>UNITED AIRLINES NETWORK</b>	<b>74.3</b>	<b>6</b>	<b>78.1</b>	<b>4</b>	<b>76.9</b>	<b>3</b>	<b>76.2</b>	<b>4</b>	<b>78.7</b>	<b>5</b>	<b>76.9</b>	<b>5</b>
- UNITED AIRLINES	76.1		78.6		76.9		75.3		78.0		77.0	
- BRANDED CODESHARE PARTNERS	72.0		77.5		76.9		77.4		79.6		76.7	
<b>TOTAL</b>	<b>76.2</b>		<b>79.4</b>		<b>75.4</b>		<b>75.7</b>		<b>81.2</b>		<b>77.6</b>	

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



## AIR TRAVEL CONSUMER REPORT

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

MAY 2023

ARRIVAL AIRPORT*																
CARRIER	ATL		AUS		BNA		BOS		BWI		CLT		DCA		DEN	
	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME
<b>ALASKA AIRLINES NETWORK</b>	107	68.2	314	74.8	62	53.2	230	69.1	31	77.4	0	0.0	155	82.6	165	75.2
- ALASKA AIRLINES	107	68.2	248	75.8	62	53.2	230	69.1	31	77.4	0	0.0	155	82.6	165	75.2
- BRANDED CODESHARE PARTNERS	0	0.0	66	71.2	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
<b>ALLEGiant AIR</b>	0	0.0	117	82.1	381	80.1	50	92.0	31	90.3	0	0.0	0	0.0	36	91.7
<b>AMERICAN AIRLINES NETWORK</b>	1067	79.2	2145	78.4	1483	80.7	2097	84.9	332	81.6	16441	84.7	7488	86.7	755	67.7
- AMERICAN AIRLINES	805	74.0	1344	77.3	734	72.1	1352	81.1	273	80.2	10225	82.2	2487	80.6	664	66.6
- BRANDED CODESHARE PARTNERS	262	95.0	801	80.1	749	89.2	745	91.7	59	88.1	6216	88.9	5001	89.7	91	75.8
<b>DELTA AIR LINES NETWORK</b>	21303	88.4	906	83.3	927	85.5	4041	89.6	637	86.7	836	91.6	1639	90.7	1107	80.1
- DELTA AIR LINES	19074	87.8	857	82.8	696	87.4	2296	86.8	466	83.9	440	89.3	697	85.4	1107	80.1
- BRANDED CODESHARE PARTNERS	2229	93.0	49	91.8	231	80.1	1745	93.2	171	94.2	396	94.2	942	94.7	0	0.0
<b>FRONTIER AIRLINES</b>	908	54.2	24	75.0	82	65.9	35	80.0	202	57.9	181	76.2	93	84.9	1826	68.7
<b>HAWAIIAN AIRLINES</b>	0	0.0	14	57.1	0	0.0	18	33.3	0	0.0	0	0.0	0	0.0	0	0.0
<b>JETBLUE AIRWAYS</b>	350	72.6	92	69.6	239	69.5	4136	76.2	84	77.4	56	85.7	825	78.2	168	82.1
<b>SOUTHWEST AIRLINES</b>	3014	79.9	3141	79.8	4016	81.6	534	71.0	6110	82.8	271	78.2	1335	79.9	8014	74.6
<b>SPIRIT AIRLINES</b>	1221	72.6	247	80.2	298	80.2	316	78.5	590	76.8	348	74.7	0	0.0	104	78.8
<b>UNITED AIRLINES NETWORK</b>	781	74.3	958	77.8	797	79.2	1115	79.4	300	77.0	489	71.2	909	82.3	12713	76.2
- UNITED AIRLINES	758	74.0	797	78.8	630	78.4	1077	79.0	300	77.0	364	66.5	378	81.5	7729	76.8
- BRANDED CODESHARE PARTNERS	23	82.6	161	72.7	167	82.0	38	89.5	0	0.0	125	84.8	531	82.9	4984	75.2
<b>TOTAL</b>	<b>28,751</b>	<b>84.7</b>	<b>7,958</b>	<b>79.2</b>	<b>8,285</b>	<b>80.8</b>	<b>12,572</b>	<b>82.0</b>	<b>8,317</b>	<b>81.8</b>	<b>18,622</b>	<b>84.3</b>	<b>12,444</b>	<b>85.5</b>	<b>24,888</b>	<b>75.1</b>

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

## AIR TRAVEL CONSUMER REPORT

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

MAY 2023

ARRIVAL AIRPORT*																
CARRIER	DFW		DTW		EWR		FLL		IAD		IAH		JFK		LAS	
	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME
<b>ALASKA AIRLINES NETWORK</b>	<b>188</b>	<b>68.6</b>	<b>45</b>	<b>71.1</b>	<b>317</b>	<b>83.3</b>	<b>47</b>	<b>76.6</b>	<b>186</b>	<b>80.6</b>	<b>62</b>	<b>51.6</b>	<b>372</b>	<b>71.8</b>	<b>580</b>	<b>72.2</b>
- ALASKA AIRLINES	188	68.6	45	71.1	317	83.3	47	76.6	186	80.6	62	51.6	372	71.8	472	71.4
- BRANDED CODESHARE PARTNERS	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	108	75.9
<b>ALLEGIANT AIR</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>51</b>	<b>90.2</b>	<b>256</b>	<b>69.5</b>	<b>42</b>	<b>78.6</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>662</b>	<b>52.0</b>
<b>AMERICAN AIRLINES NETWORK</b>	<b>20389</b>	<b>79.9</b>	<b>677</b>	<b>82.3</b>	<b>691</b>	<b>75.1</b>	<b>501</b>	<b>73.1</b>	<b>194</b>	<b>79.9</b>	<b>655</b>	<b>75.7</b>	<b>2235</b>	<b>83.7</b>	<b>1059</b>	<b>75.2</b>
- AMERICAN AIRLINES	13664	77.3	314	73.9	659	75.4	501	73.1	117	70.9	553	75.0	1204	80.3	1059	75.2
- BRANDED CODESHARE PARTNERS	6725	85.2	363	89.5	32	68.8	0	0.0	77	93.5	102	79.4	1031	87.7	0	0.0
<b>DELTA AIR LINES NETWORK</b>	<b>935</b>	<b>83.3</b>	<b>7945</b>	<b>90.5</b>	<b>769</b>	<b>86.2</b>	<b>1018</b>	<b>80.4</b>	<b>556</b>	<b>87.4</b>	<b>698</b>	<b>78.9</b>	<b>5247</b>	<b>86.0</b>	<b>1308</b>	<b>80.8</b>
- DELTA AIR LINES	935	83.3	5341	89.3	544	86.6	1018	80.4	241	85.9	698	78.9	2555	83.1	1308	80.8
- BRANDED CODESHARE PARTNERS	0	0.0	2604	93.2	225	85.3	0	0.0	315	88.6	0	0.0	2692	88.8	0	0.0
<b>FRONTIER AIRLINES</b>	<b>621</b>	<b>63.3</b>	<b>180</b>	<b>72.2</b>	<b>0</b>	<b>0.0</b>	<b>192</b>	<b>65.1</b>	<b>0</b>	<b>0.0</b>	<b>111</b>	<b>55.9</b>	<b>0</b>	<b>0.0</b>	<b>1161</b>	<b>60.3</b>
<b>HAWAIIAN AIRLINES</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>31</b>	<b>29.0</b>	<b>112</b>	<b>50.9</b>
<b>JETBLUE AIRWAYS</b>	<b>31</b>	<b>83.9</b>	<b>184</b>	<b>78.3</b>	<b>638</b>	<b>80.1</b>	<b>1526</b>	<b>71.0</b>	<b>0</b>	<b>0.0</b>	<b>85</b>	<b>80.0</b>	<b>3940</b>	<b>73.4</b>	<b>325</b>	<b>76.3</b>
<b>SOUTHWEST AIRLINES</b>	<b>0</b>	<b>0.0</b>	<b>328</b>	<b>72.0</b>	<b>0</b>	<b>0.0</b>	<b>1332</b>	<b>80.4</b>	<b>174</b>	<b>83.3</b>	<b>540</b>	<b>78.5</b>	<b>0</b>	<b>0.0</b>	<b>7403</b>	<b>72.5</b>
<b>SPIRIT AIRLINES</b>	<b>931</b>	<b>72.5</b>	<b>902</b>	<b>79.4</b>	<b>773</b>	<b>76.7</b>	<b>1825</b>	<b>75.1</b>	<b>0</b>	<b>0.0</b>	<b>689</b>	<b>69.1</b>	<b>0</b>	<b>0.0</b>	<b>2503</b>	<b>67.4</b>
<b>UNITED AIRLINES NETWORK</b>	<b>936</b>	<b>72.6</b>	<b>530</b>	<b>77.5</b>	<b>10171</b>	<b>80.6</b>	<b>721</b>	<b>75.5</b>	<b>5352</b>	<b>83.9</b>	<b>10569</b>	<b>72.8</b>	<b>0</b>	<b>0.0</b>	<b>1165</b>	<b>74.5</b>
- UNITED AIRLINES	813	72.9	188	69.1	6400	78.2	721	75.5	2764	80.2	5718	75.5	0	0.0	1161	74.5
- BRANDED CODESHARE PARTNERS	123	70.7	342	82.2	3771	84.8	0	0.0	2588	87.8	4851	69.5	0	0.0	4	75.0
<b>TOTAL</b>	<b>24,031</b>	<b>79.0</b>	<b>10,791</b>	<b>87.3</b>	<b>13,410</b>	<b>80.5</b>	<b>7,418</b>	<b>75.4</b>	<b>6,504</b>	<b>83.9</b>	<b>13,409</b>	<b>73.1</b>	<b>11,825</b>	<b>80.8</b>	<b>16,278</b>	<b>70.9</b>

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

## AIR TRAVEL CONSUMER REPORT

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

MAY 2023

ARRIVAL AIRPORT*																
CARRIER	LAX		LGA		MCO		MDW		MIA		MSP		ORD		PHL	
	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME
<b>ALASKA AIRLINES NETWORK</b>	<b>1454</b>	<b>82.7</b>	<b>0</b>	<b>0.0</b>	<b>186</b>	<b>71.0</b>	<b>0</b>	<b>0.0</b>	<b>33</b>	<b>66.7</b>	<b>74</b>	<b>75.7</b>	<b>341</b>	<b>72.7</b>	<b>62</b>	<b>77.4</b>
- ALASKA AIRLINES	813	84.0	0	0.0	186	71.0	0	0.0	33	66.7	74	75.7	284	73.2	62	77.4
- BRANDED CODESHARE PARTNERS	641	81.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	57	70.2	0	0.0
<b>ALLEGiant AIR</b>	<b>118</b>	<b>73.7</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>36</b>	<b>94.4</b>	<b>0</b>	<b>0.0</b>	<b>33</b>	<b>87.9</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>
<b>AMERICAN AIRLINES NETWORK</b>	<b>3325</b>	<b>84.2</b>	<b>3527</b>	<b>88.0</b>	<b>1514</b>	<b>73.9</b>	<b>0</b>	<b>0.0</b>	<b>5524</b>	<b>81.1</b>	<b>556</b>	<b>84.5</b>	<b>8644</b>	<b>84.1</b>	<b>6107</b>	<b>86.5</b>
- AMERICAN AIRLINES	2524	82.0	1612	81.0	1514	73.9	0	0.0	4466	81.1	319	80.3	4121	82.8	3060	81.9
- BRANDED CODESHARE PARTNERS	801	91.3	1915	93.8	0	0.0	0	0.0	1058	81.0	237	90.3	4523	85.3	3047	91.0
<b>DELTA AIR LINES NETWORK</b>	<b>4028</b>	<b>86.6</b>	<b>7281</b>	<b>91.3</b>	<b>1737</b>	<b>81.2</b>	<b>295</b>	<b>91.2</b>	<b>877</b>	<b>78.2</b>	<b>8216</b>	<b>91.2</b>	<b>1254</b>	<b>84.0</b>	<b>542</b>	<b>90.6</b>
- DELTA AIR LINES	3150	84.7	2209	87.0	1737	81.2	119	85.7	877	78.2	5580	89.6	1069	83.4	463	90.1
- BRANDED CODESHARE PARTNERS	878	93.5	5072	93.2	0	0.0	176	94.9	0	0.0	2636	94.7	185	87.0	79	93.7
<b>FRONTIER AIRLINES</b>	<b>0</b>	<b>0.0</b>	<b>114</b>	<b>72.8</b>	<b>1536</b>	<b>66.3</b>	<b>315</b>	<b>72.1</b>	<b>256</b>	<b>66.0</b>	<b>59</b>	<b>64.4</b>	<b>63</b>	<b>77.8</b>	<b>855</b>	<b>68.8</b>
<b>HAWAIIAN AIRLINES</b>	<b>186</b>	<b>68.8</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>
<b>JETBLUE AIRWAYS</b>	<b>1117</b>	<b>76.2</b>	<b>1419</b>	<b>80.6</b>	<b>1565</b>	<b>71.5</b>	<b>0</b>	<b>0.0</b>	<b>283</b>	<b>72.4</b>	<b>56</b>	<b>87.5</b>	<b>89</b>	<b>84.3</b>	<b>102</b>	<b>76.5</b>
<b>SOUTHWEST AIRLINES</b>	<b>2714</b>	<b>77.9</b>	<b>1043</b>	<b>76.1</b>	<b>3654</b>	<b>78.4</b>	<b>6688</b>	<b>82.8</b>	<b>530</b>	<b>76.6</b>	<b>633</b>	<b>76.5</b>	<b>818</b>	<b>69.1</b>	<b>313</b>	<b>78.0</b>
<b>SPIRIT AIRLINES</b>	<b>1131</b>	<b>76.7</b>	<b>461</b>	<b>82.6</b>	<b>2640</b>	<b>71.8</b>	<b>0</b>	<b>0.0</b>	<b>619</b>	<b>74.0</b>	<b>124</b>	<b>82.3</b>	<b>709</b>	<b>68.1</b>	<b>531</b>	<b>73.3</b>
<b>UNITED AIRLINES NETWORK</b>	<b>2771</b>	<b>83.8</b>	<b>987</b>	<b>79.0</b>	<b>1149</b>	<b>78.4</b>	<b>0</b>	<b>0.0</b>	<b>528</b>	<b>69.5</b>	<b>539</b>	<b>77.2</b>	<b>13142</b>	<b>85.9</b>	<b>408</b>	<b>81.9</b>
- UNITED AIRLINES	2057	81.7	575	78.6	1149	78.4	0	0.0	528	69.5	475	76.4	7504	83.9	343	83.4
- BRANDED CODESHARE PARTNERS	714	89.8	412	79.6	0	0.0	0	0.0	0	0.0	64	82.8	5638	88.5	65	73.8
<b>TOTAL</b>	<b>16,844</b>	<b>82.3</b>	<b>14,832</b>	<b>87.2</b>	<b>13,981</b>	<b>74.8</b>	<b>7,334</b>	<b>82.7</b>	<b>8,650</b>	<b>78.5</b>	<b>10,290</b>	<b>88.8</b>	<b>25,060</b>	<b>83.9</b>	<b>8,920</b>	<b>83.6</b>

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

## AIR TRAVEL CONSUMER REPORT

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

MAY 2023

ARRIVAL AIRPORT*												
CARRIER	PHX		SAN		SEA		SFO		SLC		TPA	
	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME
<b>ALASKA AIRLINES NETWORK</b>	<b>452</b>	<b>76.3</b>	<b>1490</b>	<b>81.9</b>	<b>8859</b>	<b>87.7</b>	<b>2462</b>	<b>74.5</b>	<b>215</b>	<b>85.1</b>	<b>62</b>	<b>74.2</b>
- ALASKA AIRLINES	380	75.0	735	81.9	6434	86.8	1206	78.1	93	90.3	62	74.2
- BRANDED CODESHARE PARTNERS	72	83.3	755	81.9	2425	90.4	1256	71.0	122	81.1	0	0.0
<b>ALLEGiant AIR</b>	<b>27</b>	<b>77.8</b>	<b>40</b>	<b>82.5</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>
<b>AMERICAN AIRLINES NETWORK</b>	<b>6089</b>	<b>84.8</b>	<b>682</b>	<b>72.1</b>	<b>516</b>	<b>81.8</b>	<b>930</b>	<b>75.3</b>	<b>335</b>	<b>74.6</b>	<b>1205</b>	<b>75.8</b>
- AMERICAN AIRLINES	4557	83.0	682	72.1	454	80.2	860	75.2	272	71.3	1112	74.7
- BRANDED CODESHARE PARTNERS	1532	90.0	0	0.0	62	93.5	70	75.7	63	88.9	93	88.2
<b>DELTA AIR LINES NETWORK</b>	<b>1016</b>	<b>88.7</b>	<b>879</b>	<b>89.6</b>	<b>4073</b>	<b>90.0</b>	<b>1215</b>	<b>85.5</b>	<b>6477</b>	<b>92.2</b>	<b>1127</b>	<b>83.6</b>
- DELTA AIR LINES	893	88.2	786	89.1	2830	88.4	1125	85.3	4299	90.4	1127	83.6
- BRANDED CODESHARE PARTNERS	123	91.9	93	94.6	1243	93.8	90	87.8	2178	95.8	0	0.0
<b>FRONTIER AIRLINES</b>	<b>575</b>	<b>70.1</b>	<b>215</b>	<b>64.7</b>	<b>77</b>	<b>68.8</b>	<b>283</b>	<b>64.0</b>	<b>125</b>	<b>58.4</b>	<b>514</b>	<b>69.6</b>
<b>HAWAIIAN AIRLINES</b>	<b>31</b>	<b>38.7</b>	<b>62</b>	<b>61.3</b>	<b>62</b>	<b>40.3</b>	<b>62</b>	<b>50.0</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>
<b>JETBLUE AIRWAYS</b>	<b>66</b>	<b>75.8</b>	<b>182</b>	<b>86.3</b>	<b>116</b>	<b>85.3</b>	<b>467</b>	<b>86.9</b>	<b>196</b>	<b>76.0</b>	<b>496</b>	<b>73.0</b>
<b>SOUTHWEST AIRLINES</b>	<b>5312</b>	<b>80.3</b>	<b>3178</b>	<b>78.9</b>	<b>708</b>	<b>81.5</b>	<b>808</b>	<b>62.6</b>	<b>992</b>	<b>79.0</b>	<b>2132</b>	<b>79.6</b>
<b>SPIRIT AIRLINES</b>	<b>129</b>	<b>69.8</b>	<b>130</b>	<b>71.5</b>	<b>96</b>	<b>78.1</b>	<b>0</b>	<b>0.0</b>	<b>124</b>	<b>74.2</b>	<b>401</b>	<b>76.6</b>
<b>UNITED AIRLINES NETWORK</b>	<b>1019</b>	<b>81.6</b>	<b>981</b>	<b>82.2</b>	<b>749</b>	<b>80.6</b>	<b>5929</b>	<b>79.1</b>	<b>574</b>	<b>74.6</b>	<b>696</b>	<b>76.6</b>
- UNITED AIRLINES	848	84.1	878	81.0	748	80.6	3962	80.0	167	73.1	696	76.6
- BRANDED CODESHARE PARTNERS	171	69.6	103	92.2	1	100.0	1967	77.2	407	75.2	0	0.0
<b>TOTAL</b>	<b>14,716</b>	<b>82.1</b>	<b>7,839</b>	<b>80.0</b>	<b>15,256</b>	<b>87.1</b>	<b>12,156</b>	<b>77.2</b>	<b>9,038</b>	<b>87.8</b>	<b>6,633</b>	<b>77.8</b>

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

## AIR TRAVEL CONSUMER REPORT

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

MAY 2023

ARRIVAL AIRPORT*																
CARRIER	ATL		AUS		BNA		BOS		BWI		CLT		DCA		DEN	
	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME
ALASKA AIRLINES	107	68.2	248	75.8	62	53.2	230	69.1	31	77.4	0	0.0	155	82.6	165	75.2
ALLEGiant AIR	0	0.0	117	82.1	381	80.1	50	92.0	31	90.3	0	0.0	0	0.0	36	91.7
AMERICAN AIRLINES	805	74.0	1344	77.3	734	72.1	1352	81.1	273	80.2	10225	82.2	2487	80.6	664	66.6
DELTA AIR LINES	19074	87.8	857	82.8	696	87.4	2296	86.8	466	83.9	440	89.3	697	85.4	1107	80.1
ENDEAVOR AIR	1239	95.6	49	91.8	40	80.0	0	0.0	93	94.6	176	92.6	174	89.1	0	0.0
ENVOY AIR	0	0.0	788	79.9	206	86.4	147	85.0	32	87.5	375	82.4	234	83.8	0	0.0
FRONTIER AIRLINES	908	54.2	24	75.0	82	65.9	35	80.0	202	57.9	181	76.2	93	84.9	1826	68.7
HAWAIIAN AIRLINES	0	0.0	14	57.1	0	0.0	18	33.3	0	0.0	0	0.0	0	0.0	0	0.0
JETBLUE AIRWAYS	350	72.6	92	69.6	239	69.5	4136	76.2	84	77.4	56	85.7	825	78.2	168	82.1
PSA AIRLINES	51	92.2	0	0.0	193	89.1	0	0.0	27	88.9	3428	89.1	3062	88.5	0	0.0
REPUBLIC AIRWAYS	254	94.5	7	85.7	434	89.6	2018	94.2	58	98.3	242	95.5	2655	94.0	0	0.0
SKYWEST AIRLINES	960	89.7	154	79.9	239	82.4	227	83.7	20	80.0	35	85.7	109	85.3	4175	76.8
SOUTHWEST AIRLINES	3014	79.9	3141	79.8	4016	81.6	534	71.0	6110	82.8	271	78.2	1335	79.9	8014	74.6
SPIRIT AIRLINES	1221	72.6	247	80.2	298	80.2	316	78.5	590	76.8	348	74.7	0	0.0	104	78.8
UNITED AIRLINES	758	74.0	797	78.8	630	78.4	1077	79.0	300	77.0	364	66.5	378	81.5	7729	76.8
<b>TOTAL</b>	<b>28,741</b>	<b>84.7</b>	<b>7,879</b>	<b>79.4</b>	<b>8,250</b>	<b>80.9</b>	<b>12,436</b>	<b>81.8</b>	<b>8,317</b>	<b>81.8</b>	<b>16,141</b>	<b>83.5</b>	<b>12,204</b>	<b>85.8</b>	<b>23,988</b>	<b>75.4</b>

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

## AIR TRAVEL CONSUMER REPORT

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

MAY 2023

ARRIVAL AIRPORT*																
CARRIER	DFW		DTW		EWR		FLL		IAD		IAH		JFK		LAS	
	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME
ALASKA AIRLINES	188	68.6	45	71.1	317	83.3	47	76.6	186	80.6	62	51.6	372	71.8	472	71.4
ALLEGiant AIR	0	0.0	0	0.0	51	90.2	256	69.5	42	78.6	0	0.0	0	0.0	662	52.0
AMERICAN AIRLINES	13664	77.3	314	73.9	659	75.4	501	73.1	117	70.9	553	75.0	1204	80.3	1059	75.2
DELTA AIR LINES	935	83.3	5341	89.3	544	86.6	1018	80.4	241	85.9	698	78.9	2555	83.1	1308	80.8
ENDEAVOR AIR	0	0.0	1192	93.4	136	82.4	0	0.0	73	87.7	0	0.0	1755	89.3	0	0.0
ENVOY AIR	3679	86.6	30	83.3	25	68.0	0	0.0	22	90.9	23	56.5	0	0.0	0	0.0
FRONTIER AIRLINES	621	63.3	180	72.2	0	0.0	192	65.1	0	0.0	111	55.9	0	0.0	1161	60.3
HAWAIIAN AIRLINES	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	31	29.0	112	50.9
JETBLUE AIRWAYS	31	83.9	184	78.3	638	80.1	1526	71.0	0	0.0	85	80.0	3940	73.4	325	76.3
PSA AIRLINES	600	80.7	97	85.6	0	0.0	0	0.0	55	94.5	0	0.0	0	0.0	0	0.0
REPUBLIC AIRWAYS	5	100.0	432	93.3	2786	86.8	0	0.0	286	92.3	48	85.4	1516	89.5	0	0.0
SKYWEST AIRLINES	2459	84.4	1445	92.2	42	88.1	0	0.0	272	89.3	868	80.1	452	81.9	30	90.0
SOUTHWEST AIRLINES	0	0.0	328	72.0	0	0.0	1332	80.4	174	83.3	540	78.5	0	0.0	7403	72.5
SPIRIT AIRLINES	931	72.5	902	79.4	773	76.7	1825	75.1	0	0.0	689	69.1	0	0.0	2503	67.4
UNITED AIRLINES	813	72.9	188	69.1	6400	78.2	721	75.5	2764	80.2	5718	75.5	0	0.0	1161	74.5
<b>TOTAL</b>	<b>23,926</b>	<b>79.0</b>	<b>10,678</b>	<b>87.5</b>	<b>12,371</b>	<b>80.6</b>	<b>7,418</b>	<b>75.4</b>	<b>4,232</b>	<b>82.2</b>	<b>9,395</b>	<b>75.5</b>	<b>11,825</b>	<b>80.8</b>	<b>16,196</b>	<b>70.9</b>

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

## AIR TRAVEL CONSUMER REPORT

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

MAY 2023

ARRIVAL AIRPORT*																
CARRIER	LAX		LGA		MCO		MDW		MIA		MSP		ORD		PHL	
	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME
ALASKA AIRLINES	813	84.0	0	0.0	186	71.0	0	0.0	33	66.7	74	75.7	284	73.2	62	77.4
ALLEGiant AIR	118	73.7	0	0.0	0	0.0	36	94.4	0	0.0	33	87.9	0	0.0	0	0.0
AMERICAN AIRLINES	2524	82.0	1612	81.0	1514	73.9	0	0.0	4466	81.1	319	80.3	4121	82.8	3060	81.9
DELTA AIR LINES	3150	84.7	2209	87.0	1737	81.2	119	85.7	877	78.2	5580	89.6	1069	83.4	463	90.1
ENDEAVOR AIR	0	0.0	2975	92.4	0	0.0	0	0.0	0	0.0	613	93.6	0	0.0	0	0.0
ENVOY AIR	0	0.0	0	0.0	0	0.0	0	0.0	1058	81.0	101	87.1	2200	84.9	0	0.0
FRONTIER AIRLINES	0	0.0	114	72.8	1536	66.3	315	72.1	256	66.0	59	64.4	63	77.8	855	68.8
HAWAIIAN AIRLINES	186	68.8	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
JETBLUE AIRWAYS	1117	76.2	1419	80.6	1565	71.5	0	0.0	283	72.4	56	87.5	89	84.3	102	76.5
PSA AIRLINES	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	4	100.0	0	0.0	1027	89.6
REPUBLIC AIRWAYS	0	0.0	4024	94.1	0	0.0	0	0.0	0	0.0	148	90.5	1213	91.7	501	94.4
SKYWEST AIRLINES	2924	89.8	82	90.2	0	0.0	176	94.9	0	0.0	2024	95.0	3871	88.1	0	0.0
SOUTHWEST AIRLINES	2714	77.9	1043	76.1	3654	78.4	6688	82.8	530	76.6	633	76.5	818	69.1	313	78.0
SPIRIT AIRLINES	1131	76.7	461	82.6	2640	71.8	0	0.0	619	74.0	124	82.3	709	68.1	531	73.3
UNITED AIRLINES	2057	81.7	575	78.6	1149	78.4	0	0.0	528	69.5	475	76.4	7504	83.9	343	83.4
<b>TOTAL</b>	<b>16,734</b>	<b>82.3</b>	<b>14,514</b>	<b>87.4</b>	<b>13,981</b>	<b>74.8</b>	<b>7,334</b>	<b>82.7</b>	<b>8,650</b>	<b>78.5</b>	<b>10,243</b>	<b>88.8</b>	<b>21,941</b>	<b>83.7</b>	<b>7,257</b>	<b>82.0</b>

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

## AIR TRAVEL CONSUMER REPORT

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

MAY 2023

ARRIVAL AIRPORT*												
CARRIER	PHX		SAN		SEA		SFO		SLC		TPA	
	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME
ALASKA AIRLINES	380	75.0	735	81.9	6434	86.8	1206	78.1	93	90.3	62	74.2
ALLEGiant AIR	27	77.8	40	82.5	0	0.0	0	0.0	0	0.0	0	0.0
AMERICAN AIRLINES	4557	83.0	682	72.1	454	80.2	860	75.2	272	71.3	1112	74.7
DELTA AIR LINES	893	88.2	786	89.1	2830	88.4	1125	85.3	4299	90.4	1127	83.6
ENDEAVOR AIR	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
ENVOY AIR	450	90.4	0	0.0	0	0.0	0	0.0	27	96.3	93	88.2
FRONTIER AIRLINES	575	70.1	215	64.7	77	68.8	283	64.0	125	58.4	514	69.6
HAWAIIAN AIRLINES	31	38.7	62	61.3	62	40.3	62	50.0	0	0.0	0	0.0
JETBLUE AIRWAYS	66	75.8	182	86.3	116	85.3	467	86.9	196	76.0	496	73.0
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	1352	89.3	870	83.8	2255	92.8	3109	75.3	2717	92.3	0	0.0
SOUTHWEST AIRLINES	5312	80.3	3178	78.9	708	81.5	808	62.6	992	79.0	2132	79.6
SPIRIT AIRLINES	129	69.8	130	71.5	96	78.1	0	0.0	124	74.2	401	76.6
UNITED AIRLINES	848	84.1	878	81.0	748	80.6	3962	80.0	167	73.1	696	76.6
<b>TOTAL</b>	<b>14,620</b>	<b>82.2</b>	<b>7,758</b>	<b>79.9</b>	<b>13,780</b>	<b>86.9</b>	<b>11,882</b>	<b>77.3</b>	<b>9,012</b>	<b>87.9</b>	<b>6,633</b>	<b>77.8</b>

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



## AIR TRAVEL CONSUMER REPORT

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

MAY 2023

ARRIVAL AIRPORT*																
SCHEDULED ARRIVAL TIME	ATL	AUS	BNA	BOS	BWI	CLT	DCA	DEN	DFW	DTW	EWR	FLL	IAD	IAH	JFK	LAS
0600-0659	89.0	94.4	98.4	72.4	90.7	90.5	93.2	93.6	75.0	91.9	80.3	78.9	85.2	87.7	86.7	95.6
0700-0759	90.5	93.7	95.4	87.2	94.2	88.0	95.4	93.9	89.8	93.1	90.1	79.9	91.6	85.7	84.7	92.1
0800-0859	90.3	93.0	94.2	88.9	92.8	91.4	92.8	89.0	91.6	95.1	90.6	86.0	89.6	85.2	85.2	93.2
0900-0959	91.8	91.1	91.8	91.1	95.0	81.7	87.3	90.0	85.4	96.1	91.8	88.5	66.7	89.1	90.1	90.9
1000-1059	91.3	87.9	90.3	92.8	93.4	89.1	91.8	87.9	85.8	91.2	93.7	91.1	94.4	84.7	93.5	89.0
1100-1159	91.4	88.0	92.2	90.0	91.2	88.7	91.7	89.6	88.3	93.4	92.3	88.5	88.6	84.9	89.5	80.3
1200-1259	90.4	86.8	93.0	86.3	94.4	91.6	91.5	89.2	87.6	92.8	89.5	85.6	91.9	85.2	87.1	74.9
1300-1359	88.6	87.6	89.1	89.9	90.0	87.9	88.5	85.4	87.1	93.6	86.3	81.4	93.8	83.4	84.1	65.4
1400-1459	88.3	82.1	85.0	85.5	88.5	89.5	88.8	80.1	85.4	90.4	86.7	73.6	94.7	84.0	81.1	64.8
1500-1559	84.0	80.3	77.2	84.9	82.9	84.1	89.5	70.4	80.7	90.2	81.8	73.0	82.7	78.6	86.8	60.6
1600-1659	85.4	78.6	75.4	83.6	79.7	79.3	80.5	65.6	72.9	83.5	81.4	75.2	82.8	66.0	74.0	56.8
1700-1759	84.5	73.3	74.1	78.8	78.3	82.0	87.2	55.5	72.7	84.9	76.7	73.3	75.3	69.1	81.6	59.6
1800-1859	81.2	73.7	71.2	77.8	77.5	80.0	81.1	55.0	67.9	85.1	72.5	69.9	76.1	58.6	76.2	53.2
1900-1959	78.3	65.3	70.2	73.7	74.7	74.1	83.6	57.4	67.7	88.1	72.4	68.2	67.1	59.7	78.5	65.4
2000-2059	79.0	69.2	68.2	77.4	68.2	73.3	75.4	60.7	70.0	80.3	61.2	62.0	76.1	62.9	78.5	59.9
2100-2159	76.1	70.6	72.2	76.9	63.9	75.4	76.0	58.1	67.9	78.3	64.2	59.7	71.8	78.3	69.8	63.4
2200-2259	65.8	73.3	65.3	78.3	66.2	65.3	82.1	62.5	65.2	74.1	74.5	66.2	66.9	68.3	69.3	67.5
2300-0559	69.5	70.3	69.7	71.9	65.9	71.9	74.3	66.2	67.4	74.3	75.2	64.4	83.3	73.3	71.7	62.6
<b>TOTAL</b>	<b>84.7</b>	<b>79.4</b>	<b>80.9</b>	<b>81.8</b>	<b>81.8</b>	<b>83.5</b>	<b>85.8</b>	<b>75.4</b>	<b>79.0</b>	<b>87.5</b>	<b>80.6</b>	<b>75.4</b>	<b>82.2</b>	<b>75.5</b>	<b>80.8</b>	<b>70.9</b>

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

## AIR TRAVEL CONSUMER REPORT

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

MAY 2023

ARRIVAL AIRPORT*															
SCHEDULED ARRIVAL TIME	LAX	LGA	MCO	MDW	MIA	MSP	ORD	PHL	PHX	SAN	SEA	SFO	SLC	TPA	TOTAL
0600-0659	92.9	94.0	69.9	96.9	82.7	92.9	88.8	84.7	93.5	0.0	91.2	98.3	97.5	77.2	89.4
0700-0759	93.7	92.5	85.9	96.6	86.9	94.9	90.7	89.9	93.2	97.6	93.8	91.7	97.7	91.2	91.5
0800-0859	91.4	93.8	89.8	96.1	91.9	95.3	88.2	89.7	90.7	94.6	92.8	90.5	94.6	97.3	90.8
0900-0959	89.8	93.3	85.8	92.6	91.7	93.3	91.4	89.5	91.5	89.8	92.0	63.4	95.2	90.5	88.5
1000-1059	89.3	91.6	90.2	92.6	87.6	91.1	89.9	92.4	92.5	90.6	92.7	73.9	94.6	91.0	89.9
1100-1159	87.2	91.3	88.4	94.2	89.1	93.4	91.6	88.6	90.1	88.4	92.5	76.3	91.9	89.7	89.3
1200-1259	84.4	91.0	87.1	91.2	85.5	91.8	88.8	89.2	89.9	81.0	92.3	70.6	92.4	88.7	87.8
1300-1359	86.6	90.7	83.7	91.9	78.4	92.2	88.1	86.1	85.7	83.2	91.8	88.0	84.7	88.8	86.9
1400-1459	82.8	88.4	82.2	86.9	79.5	92.4	84.9	86.3	81.2	81.3	91.0	80.9	94.4	88.2	84.5
1500-1559	87.6	90.4	76.2	84.8	72.5	91.3	83.7	84.7	81.0	75.5	88.6	81.4	85.3	83.2	81.9
1600-1659	80.1	88.7	72.3	80.5	77.3	90.6	83.1	83.6	74.4	79.2	86.4	83.1	86.3	72.0	78.1
1700-1759	83.3	86.1	71.0	77.2	72.7	86.0	76.8	83.0	78.9	71.5	86.9	81.2	78.6	72.3	77.0
1800-1859	75.7	83.3	68.4	75.1	68.6	84.7	71.3	76.1	70.5	75.4	83.7	81.0	84.9	64.5	72.8
1900-1959	76.2	81.7	63.1	75.0	67.1	87.3	71.2	75.0	75.9	75.9	81.8	82.5	80.7	69.8	73.5
2000-2059	77.8	82.6	66.3	69.3	63.6	87.5	82.7	73.0	68.7	69.7	79.1	75.5	88.8	61.9	73.4
2100-2159	75.8	83.2	61.6	65.2	69.3	73.6	77.0	73.3	75.7	71.8	76.9	71.6	79.4	70.9	71.5
2200-2259	70.9	75.4	59.3	70.3	66.8	75.0	73.0	68.3	69.7	69.6	83.4	72.5	81.1	65.4	70.7
2300-0559	72.5	76.6	64.3	66.1	71.8	68.9	76.2	68.0	69.4	76.5	79.1	79.5	56.8	64.1	70.4
<b>TOTAL</b>	<b>82.3</b>	<b>87.4</b>	<b>74.8</b>	<b>82.7</b>	<b>78.5</b>	<b>88.8</b>	<b>83.7</b>	<b>82.0</b>	<b>82.2</b>	<b>79.9</b>	<b>86.9</b>	<b>77.3</b>	<b>87.9</b>	<b>77.8</b>	<b>81.2</b>

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

## AIR TRAVEL CONSUMER REPORT

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

MAY 2023

DEPARTURE AIRPORT*																
SCHEDULED DEPARTURE TIME	ATL	AUS	BNA	BOS	BWI	CLT	DCA	DEN	DFW	DTW	EWR	FLL	IAD	IAH	JFK	LAS
0600-0659	87.8	92.9	90.9	93.2	93.4	95.3	93.4	91.4	81.5	93.4	91.1	89.8	88.5	93.1	92.0	92.0
0700-0759	87.4	90.4	91.5	87.9	90.6	90.5	92.4	87.8	87.3	92.9	87.8	88.3	89.3	88.5	89.3	89.8
0800-0859	89.3	85.8	88.1	85.2	87.5	86.3	92.9	88.2	89.1	91.7	85.7	89.1	93.3	85.3	88.8	85.7
0900-0959	86.5	87.1	91.2	87.3	82.8	92.4	89.8	84.1	84.5	90.2	88.3	82.0	92.4	80.1	85.9	85.6
1000-1059	86.3	87.8	87.6	81.5	87.6	85.2	88.1	83.9	85.2	93.3	87.0	81.7	86.5	83.5	83.3	82.7
1100-1159	85.4	86.2	83.4	86.3	87.6	86.6	88.3	82.7	80.3	89.4	86.6	80.3	90.5	78.7	88.3	80.3
1200-1259	83.8	81.8	88.9	88.4	81.3	82.6	88.9	76.6	84.1	89.9	87.1	82.8	88.5	78.2	86.1	71.7
1300-1359	84.8	79.0	86.7	80.3	83.0	86.1	86.6	75.7	76.1	89.2	84.3	74.0	92.0	70.1	80.5	63.3
1400-1459	79.8	78.8	85.8	82.7	67.6	82.7	87.2	69.8	77.8	90.0	77.7	67.0	87.3	71.3	79.8	59.7
1500-1559	79.5	71.1	72.1	80.3	64.9	77.7	84.4	61.9	70.2	85.8	74.4	65.9	91.1	72.1	73.4	54.5
1600-1659	72.6	73.4	72.6	73.0	65.8	78.7	79.8	60.4	72.6	85.2	71.6	63.0	85.2	70.6	78.9	54.9
1700-1759	76.5	68.3	70.4	78.2	66.5	74.5	77.0	56.4	65.9	82.1	68.7	67.7	74.0	67.8	71.2	50.5
1800-1859	72.3	68.3	66.7	73.8	60.0	75.0	79.5	39.3	62.9	82.8	67.3	69.3	82.2	57.9	75.8	51.0
1900-1959	73.1	67.0	68.8	71.3	60.1	71.1	80.1	49.6	63.5	81.1	67.0	61.9	67.5	54.1	73.8	56.8
2000-2059	72.1	62.2	51.9	67.3	56.6	74.2	84.9	50.2	62.1	85.2	64.3	58.0	71.8	58.1	72.4	53.9
2100-2159	72.7	64.9	70.2	73.2	51.2	71.8	91.8	56.6	71.1	86.1	49.1	60.6	80.0	54.7	71.3	59.5
2200-2259	75.5	71.8	61.1	81.9	46.0	73.7	86.5	40.1	68.5	80.4	51.0	65.2	77.8	65.4	80.6	62.6
2300-0559	75.0	94.2	92.6	93.5	89.1	89.1	88.2	85.5	76.7	90.6	88.4	88.0	100.0	88.3	83.1	80.8
TOTAL	80.2	79.5	80.8	81.8	73.8	81.6	86.4	69.9	75.5	88.4	77.4	74.1	84.7	71.9	80.8	70.2

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

## AIR TRAVEL CONSUMER REPORT

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

MAY 2023

DEPARTURE AIRPORT*															
SCHEDULED DEPARTURE TIME	LAX	LGA	MCO	MDW	MIA	MSP	ORD	PHL	PHX	SAN	SEA	SFO	SLC	TPA	TOTAL
0600-0659	94.3	93.7	90.7	95.9	89.7	95.8	90.7	90.6	93.1	95.1	92.3	94.4	93.7	93.0	92.1
0700-0759	90.1	92.4	91.9	91.9	89.1	91.9	90.7	88.8	88.9	91.8	88.9	91.9	91.3	89.4	89.9
0800-0859	88.1	91.5	85.7	92.0	90.8	90.1	88.1	91.8	87.5	85.7	87.5	91.2	90.7	88.1	89.0
0900-0959	85.8	91.5	84.5	91.2	89.6	92.8	87.7	88.6	87.2	87.7	88.3	83.2	91.6	90.5	87.3
1000-1059	86.7	90.9	80.2	84.6	86.6	95.2	86.9	88.7	88.5	84.9	80.9	68.8	92.3	88.9	85.8
1100-1159	83.0	89.3	80.8	84.6	84.8	90.5	84.1	80.8	86.5	88.6	89.6	77.2	92.5	88.9	85.2
1200-1259	81.0	89.0	82.2	80.9	86.1	91.1	83.9	80.5	83.3	81.2	83.2	74.7	89.1	84.9	83.5
1300-1359	79.8	86.9	76.7	74.9	77.0	86.7	80.6	83.3	82.0	77.7	83.4	75.7	87.6	80.4	80.2
1400-1459	77.5	85.8	74.8	78.8	67.2	88.8	80.3	82.5	74.1	76.6	85.5	78.4	78.0	83.2	78.4
1500-1559	77.3	84.6	71.1	71.4	72.3	86.0	76.6	83.9	70.0	75.3	86.0	76.4	86.8	80.3	75.7
1600-1659	80.4	83.2	62.6	62.9	70.6	86.9	81.6	72.7	74.5	76.4	81.6	82.5	78.1	70.7	73.9
1700-1759	78.6	80.9	64.6	67.8	69.6	80.1	76.2	81.6	70.0	77.4	84.5	77.8	81.9	61.7	71.1
1800-1859	74.2	81.0	60.3	64.0	66.0	84.3	75.8	80.2	66.8	75.3	80.0	80.7	72.8	66.1	70.3
1900-1959	78.6	81.1	58.6	60.1	69.3	85.1	75.8	69.6	61.8	75.7	83.0	77.6	62.0	63.4	68.6
2000-2059	74.6	81.8	55.1	60.0	64.4	84.8	74.6	79.8	75.3	74.2	75.7	73.7	74.8	72.2	68.5
2100-2159	76.1	86.1	50.9	53.0	69.9	88.7	86.0	66.2	63.5	72.6	79.6	84.4	89.1	68.3	71.4
2200-2259	82.4	74.5	45.9	50.4	71.4	85.7	64.6	0.0	75.4	87.8	83.2	75.7	88.1	64.6	70.9
2300-0559	84.2	93.3	80.9	95.8	89.3	90.2	90.8	93.7	89.9	0.0	89.7	82.3	87.2	95.6	86.4
<b>TOTAL</b>	<b>82.6</b>	<b>86.9</b>	<b>73.7</b>	<b>75.7</b>	<b>76.6</b>	<b>89.0</b>	<b>82.4</b>	<b>84.1</b>	<b>79.9</b>	<b>82.5</b>	<b>85.5</b>	<b>80.6</b>	<b>87.0</b>	<b>81.0</b>	<b>79.7</b>

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

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**TABLE 5. ON-TIME ARRIVAL AND DEPARTURE PERCENTAGE BY AIRPORT BY REPORTING OPERATING CARRIER**  
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CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Aberdeen, SD (ABR)	93.5	96.8	62	62
Abilene, TX (ABI)	82.8	84.9	93	93
Adak Island, AK (ADK)	88.9	88.9	9	9
Aguadilla, PR (BQN)	59.0	57.6	251	250
Akron, OH (CAK)	85.6	88.9	298	298
Albany, GA (ABY)	93.5	96.8	62	62
Albany, NY (ALB)	84.0	90.0	1029	1030
Albuquerque, NM (ABQ)	80.1	81.0	2038	2039
Alexandria, LA (AEX)	88.7	86.7	150	150
Allentown/Bethlehem/Easton, PA (ABE)	85.5	89.7	351	351
Alpena, MI (APN)	83.3	83.3	12	12
Amarillo, TX (AMA)	73.5	76.5	445	446
Anchorage, AK (ANC)	84.1	89.0	1519	1516
Appleton, WI (ATW)	79.2	90.0	371	370
Arcata/Eureka, CA (ACV)	77.5	80.3	142	142
Asheville, NC (AVL)	82.2	86.2	821	820
Ashland, WV (HTS)	76.9	61.5	26	26
Aspen, CO (ASE)	74.4	79.0	125	124
Atlanta, GA (ATL)	84.7	80.2	28741	28740
Atlantic City, NJ (ACY)	77.3	86.0	229	229
Augusta, GA (AGS)	89.8	90.3	266	267
Austin, TX (AUS)	79.4	79.5	7879	7877
Bakersfield, CA (BFL)	80.3	83.2	238	238
Baltimore, MD (BWI)	81.8	73.8	8317	8316
Bangor, ME (BGR)	86.5	94.5	400	400
Barrow, AK (BRW)	87.1	83.9	31	31
Baton Rouge, LA (BTR)	87.9	87.9	306	307
Beaumont/Port Arthur, TX (BPT)	91.9	88.7	62	62
Belleville, IL (BLV)	86.0	78.5	93	93
Bellingham, WA (BLI)	86.3	85.8	233	233
Bemidji, MN (BJI)	95.2	95.2	62	62
Bend/Redmond, OR (RDM)	84.1	89.7	553	553
Bethel, AK (BET)	87.1	75.8	62	62
Billings, MT (BIL)	81.5	86.7	292	293
Binghamton, NY (BGM)	93.1	89.7	58	58
Birmingham, AL (BHM)	80.6	83.0	1291	1293
Bismarck/Mandan, ND (BIS)	86.9	87.3	274	275
Bloomington/Normal, IL (BMI)	90.3	92.9	154	154
Boise, ID (BOI)	83.2	87.7	1749	1749
Boston, MA (BOS)	81.8	81.8	12436	12428
Bozeman, MT (BZN)	83.0	83.3	666	666

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Brainerd, MN (BRD)	92.5	94.3	53	53
Bristol/Johnson City/Kingsport, TN (TRI)	91.2	92.7	217	218
Brownsville, TX (BRO)	83.5	86.8	121	121
Brunswick, GA (BQK)	91.9	88.7	62	62
Buffalo, NY (BUF)	82.1	87.7	1716	1719
Burbank, CA (BUR)	81.5	82.7	2547	2546
Burlington, VT (BTV)	85.3	91.5	681	680
Butte, MT (BTM)	87.7	87.7	57	57
Casper, WY (CPR)	85.0	85.1	100	101
Cedar City, UT (CDC)	92.5	92.5	53	53
Cedar Rapids/Iowa City, IA (CID)	82.8	86.9	535	535
Champaign/Urbana, IL (CMI)	89.5	87.9	124	124
Charleston, SC (CHS)	81.0	83.4	2237	2240
Charleston/Dunbar, WV (CRW)	90.9	90.2	275	275
Charlotte Amalie, VI (STT)	80.7	68.1	348	348
Charlotte, NC (CLT)	83.5	81.6	16141	16121
Charlottesville, VA (CHO)	95.2	93.6	249	249
Chattanooga, TN (CHA)	86.9	84.8	449	448
Chicago, IL (MDW)	82.7	75.7	7334	7336
Chicago, IL (ORD)	83.7	82.4	21941	21932
Christiansted, VI (STX)	86.1	86.1	101	101
Cincinnati, OH (CVG)	82.7	85.3	3373	3371
Clarksburg/Fairmont, WV (CKB)	82.4	76.5	17	17
Cleveland, OH (CLE)	81.9	84.7	3424	3426
College Station/Bryan, TX (CLL)	86.8	83.5	91	91
Colorado Springs, CO (COS)	73.1	80.2	940	941
Columbia, MO (COU)	89.3	84.6	149	149
Columbia, SC (CAE)	83.7	87.9	460	462
Columbus, GA (CSG)	94.9	94.9	78	78
Columbus, MS (GTR)	96.8	98.4	62	62
Columbus, OH (CMH)	82.3	86.1	3489	3488
Columbus, OH (LCK)	86.1	81.0	79	79
Concord, NC (USA)	82.0	78.7	61	61
Cordova, AK (CDV)	80.6	82.3	62	62
Corpus Christi, TX (CRP)	85.3	87.0	300	300
Dallas, TX (DAL)	80.6	75.6	6174	6176
Dallas/Fort Worth, TX (DFW)	79.0	75.5	23926	23900
Dayton, OH (DAY)	86.7	90.9	550	549
Daytona Beach, FL (DAB)	83.8	85.6	277	277
Deadhorse, AK (SCC)	88.9	88.9	36	36
Decatur, IL (DEC)	84.5	88.1	84	84

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CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Denver, CO (DEN)	75.4	69.9	23988	23997
Des Moines, IA (DSM)	77.9	85.4	1220	1220
Detroit, MI (DTW)	87.5	88.4	10678	10680
Devils Lake, ND (DVL)	96.5	89.5	57	57
Dickinson, ND (DIK)	67.9	79.2	53	53
Dillingham, AK (DLG)	100.0	100.0	14	14
Dodge City, KS (DDC)	83.0	81.1	53	53
Dothan, AL (DHN)	95.2	93.5	62	62
Duluth, MN (DLH)	93.0	95.0	100	101
Durango, CO (DRO)	84.8	88.2	296	296
Eagle, CO (EGE)	75.5	81.3	139	139
El Paso, TX (ELP)	78.5	82.2	1505	1506
Elko, NV (EKO)	96.8	96.8	31	31
Elmira/Corning, NY (ELM)	95.2	94.0	83	83
Erie, PA (ERI)	83.9	93.5	62	62
Escanaba, MI (ESC)	96.8	91.9	62	62
Eugene, OR (EUG)	87.9	89.4	621	621
Evansville, IN (EVV)	90.6	93.5	170	170
Everett, WA (PAE)	84.5	78.0	58	59
Fairbanks, AK (FAI)	87.1	93.3	210	210
Fargo, ND (FAR)	85.6	89.3	533	533
Fayetteville, AR (XNA)	83.9	86.0	982	980
Fayetteville, NC (FAY)	86.7	90.8	120	119
Flagstaff, AZ (FLG)	91.3	92.6	149	148
Flint, MI (FNT)	81.1	89.6	201	201
Fort Dodge, IA (FOD)	90.6	94.3	53	53
Fort Lauderdale, FL (FLL)	75.4	74.1	7418	7426
Fort Myers, FL (RSW)	83.0	83.7	2636	2639
Fort Smith, AR (FSM)	87.1	91.4	93	93
Fort Wayne, IN (FWA)	91.3	87.4	309	309
Fresno, CA (FAT)	78.5	81.7	920	920
Gainesville, FL (GNV)	83.0	85.9	206	206
Garden City, KS (GCK)	80.6	79.0	62	62
Gillette, WY (GCC)	71.7	73.6	53	53
Grand Forks, ND (GFK)	92.5	89.7	107	107
Grand Island, NE (GRI)	83.3	78.2	78	78
Grand Junction, CO (GJT)	81.4	83.3	311	311
Grand Rapids, MI (GRR)	82.1	90.3	1347	1347
Great Falls, MT (GTF)	86.2	86.7	225	225
Green Bay, WI (GRB)	92.7	91.9	372	372
Greensboro/High Point, NC (GSO)	88.1	90.9	889	890

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Greenville, NC (PGV)	75.0	75.0	4	4
Greer, SC (GSP)	84.0	88.6	1169	1168
Guam, TT (GUM)	62.9	72.6	62	62
Gulfport/Biloxi, MS (GPT)	86.5	89.4	245	245
Gunnison, CO (GUC)	90.3	83.9	31	31
Hagerstown, MD (HGR)	94.7	78.9	19	19
Hancock/Houghton, MI (CMX)	82.9	82.9	41	41
Harlingen/San Benito, TX (HRL)	85.1	86.1	295	295
Harrisburg, PA (MDT)	84.1	88.8	464	464
Hartford, CT (BDL)	78.0	82.6	1858	1862
Hattiesburg/Laurel, MS (PIB)	90.6	86.8	53	53
Hayden, CO (HDN)	72.0	89.2	93	93
Hays, KS (HYS)	93.5	87.1	62	62
Helena, MT (HLN)	96.4	97.3	110	110
Hibbing, MN (HIB)	94.4	97.2	71	72
Hilo, HI (ITO)	70.6	76.2	622	622
Hilton Head, SC (HHH)	87.6	83.1	225	225
Honolulu, HI (HNL)	69.6	72.9	5167	5166
Houston, TX (HOU)	79.8	77.2	4593	4595
Houston, TX (IAH)	75.5	71.9	9395	9395
Huntsville, AL (HSV)	85.0	85.0	639	641
Hyannis, MA (HYA)	92.9	78.6	14	14
Idaho Falls, ID (IDA)	90.4	88.0	282	283
Indianapolis, IN (IND)	82.6	87.1	3769	3768
International Falls, MN (INL)	94.2	94.2	52	52
Iron Mountain/Kingsfd, MI (IMT)	95.2	93.5	62	62
Islip, NY (ISP)	70.8	80.1	377	376
Ithaca/Cortland, NY (ITH)	83.9	91.9	62	62
Jackson, WY (JAC)	85.4	83.3	239	239
Jackson/Vicksburg, MS (JAN)	82.4	85.2	649	649
Jacksonville, FL (JAX)	78.2	81.8	2484	2484
Jacksonville/Camp Lejeune, NC (OAJ)	91.4	89.7	116	116
Jamestown, ND (JMS)	94.7	96.5	57	57
Johnstown, PA (JST)	90.3	96.8	62	62
Joplin, MO (JLN)	86.5	90.4	52	52
Juneau, AK (JNU)	89.2	91.8	380	378
Kahului, HI (OGG)	78.8	73.3	2641	2641
Kalamazoo, MI (AZO)	96.8	96.8	62	62
Kalispell, MT (FCA)	85.3	87.5	224	224
Kansas City, MO (MCI)	80.3	82.9	4066	4065
Ketchikan, AK (KTN)	92.0	94.0	200	200

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CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Key West, FL (EYW)	86.6	82.9	537	539
Killeen, TX (GRK)	89.7	88.4	146	147
King Salmon, AK (AKN)	74.2	80.6	31	31
Knoxville, TN (TYS)	78.8	85.0	1168	1168
Kodiak, AK (ADQ)	85.9	93.6	78	78
Kona, HI (KOA)	77.9	80.6	1456	1457
Kotzebue, AK (OTZ)	91.9	93.5	62	62
La Crosse, WI (LSE)	100.0	100.0	31	31
Lafayette, LA (LFT)	89.0	89.9	236	237
Lake Charles, LA (LCH)	82.8	82.8	93	93
Lansing, MI (LAN)	94.6	97.8	93	93
Laramie, WY (LAR)	79.2	81.1	53	53
Laredo, TX (LRD)	80.8	81.8	99	99
Las Vegas, NV (LAS)	70.9	70.2	16196	16205
Latrobe, PA (LBE)	82.8	84.5	58	58
Lawton/Fort Sill, OK (LAW)	82.4	83.5	91	91
Lewiston, ID (LWS)	95.2	83.9	62	62
Lexington, KY (LEX)	87.3	90.7	675	675
Liberal, KS (LBL)	81.1	86.8	53	53
Lihue, HI (LIH)	75.6	76.5	1365	1365
Lincoln, NE (LNK)	90.3	90.3	62	62
Little Rock, AR (LIT)	82.8	85.6	1005	1005
Long Beach, CA (LGB)	83.1	80.8	1331	1331
Longview, TX (GGG)	75.8	86.9	62	61
Los Angeles, CA (LAX)	82.3	82.6	16734	16736
Louisville, KY (SDF)	82.8	82.7	2216	2216
Lubbock, TX (LBB)	76.4	83.0	453	453
Madison, WI (MSN)	81.7	86.9	845	845
Manchester, NH (MHT)	77.7	82.5	543	544
Manhattan/Ft. Riley, KS (MHK)	94.1	100.0	17	19
Marquette, MI (MQT)	86.5	88.9	37	36
Martha's Vineyard, MA (MVY)	94.1	94.1	51	51
Mason City, IA (MCW)	90.6	86.8	53	53
Medford, OR (MFR)	90.0	91.5	410	411
Melbourne, FL (MLB)	89.7	91.5	234	234
Memphis, TN (MEM)	80.4	82.9	1960	1961
Meridian, MS (MEI)	73.6	84.9	53	53
Miami, FL (MIA)	78.5	76.6	8650	8649
Midland/Odessa, TX (MAF)	77.3	79.7	652	651
Milwaukee, WI (MKE)	79.3	87.3	2046	2045
Minneapolis, MN (MSP)	88.8	89.0	10243	10244

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Minot, ND (MOT)	95.5	89.5	133	133
Mission/McAllen/Edinburg, TX (MFE)	70.8	82.0	267	266
Missoula, MT (MSO)	85.7	86.7	294	294
Moab, UT (CNY)	88.6	86.1	79	79
Mobile, AL (MOB)	80.7	85.1	202	202
Moline, IL (MLI)	81.7	91.6	262	262
Monroe, LA (MLU)	90.3	90.3	155	155
Monterey, CA (MRY)	76.2	80.1	332	331
Montgomery, AL (MGM)	84.1	84.1	208	208
Montrose/Delta, CO (MTJ)	81.5	87.1	124	124
Mosinee, WI (CWA)	90.2	90.3	123	124
Myrtle Beach, SC (MYR)	85.7	89.8	1412	1415
Nantucket, MA (ACK)	87.0	89.0	100	100
Nashville, TN (BNA)	80.9	80.8	8250	8253
New Bern/Morehead/Beaufort, NC (EWN)	83.9	84.4	31	32
New Orleans, LA (MSY)	76.4	77.6	4509	4509
New York, NY (JFK)	80.8	80.8	11825	11822
New York, NY (LGA)	87.4	86.9	14514	14517
Newark, NJ (EWR)	80.6	77.4	12371	12371
Newburgh/Poughkeepsie, NY (SWF)	87.9	84.8	33	33
Niagara Falls, NY (IAG)	95.5	72.7	22	22
Nome, AK (OME)	87.1	90.3	62	62
Norfolk, VA (ORF)	78.3	79.6	1801	1800
North Bend/Coos Bay, OR (OTH)	89.7	94.9	39	39
North Platte, NE (LBF)	67.3	84.6	52	52
Oakland, CA (OAK)	82.0	80.8	4049	4049
Oklahoma City, OK (OKC)	78.2	82.5	1735	1735
Omaha, NE (OMA)	79.5	85.3	1935	1936
Ontario, CA (ONT)	76.5	81.9	2045	2044
Orlando, FL (MCO)	74.8	73.7	13981	13983
Owensboro, KY (OWB)	77.8	77.8	9	9
Pago Pago, TT (PPG)	91.7	75.0	12	12
Palm Springs, CA (PSP)	78.7	82.8	1119	1123
Panama City, FL (ECP)	77.6	81.7	616	616
Pasco/Kennewick/Richland, WA (PSC)	86.9	88.7	459	459
Pellston, MI (PLN)	81.0	82.8	58	58
Pensacola, FL (PNS)	78.2	80.6	1013	1012
Peoria, IL (PIA)	88.4	87.3	268	268
Petersburg, AK (PSG)	96.8	96.8	62	62
Philadelphia, PA (PHL)	82.0	84.1	7257	7251
Phoenix, AZ (AZA)	83.2	87.0	399	399

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CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Phoenix, AZ (PHX)	82.2	79.9	14620	14621
Pittsburgh, PA (PIT)	83.3	88.0	3638	3636
Plattsburgh, NY (PBG)	92.9	82.1	28	28
Pocatello, ID (PIH)	100.0	93.5	31	31
Ponce, PR (PSE)	57.1	73.1	105	104
Portland, ME (PWM)	85.1	91.5	838	838
Portland, OR (PDX)	84.6	87.6	5050	5046
Portsmouth, NH (PSM)	90.0	90.0	30	30
Prescott, AZ (PRC)	74.2	75.8	62	62
Providence, RI (PVD)	80.2	86.9	1285	1285
Provo, UT (PVU)	56.5	81.9	177	177
Punta Gorda, FL (PGD)	83.3	87.6	442	442
Raleigh/Durham, NC (RDU)	81.2	83.2	5095	5097
Rapid City, SD (RAP)	77.8	86.2	325	325
Redding, CA (RDD)	81.2	86.2	138	138
Reno, NV (RNO)	82.9	80.7	1560	1561
Rhineland, WI (RHI)	96.8	96.8	62	62
Richmond, VA (RIC)	79.4	84.2	1667	1666
Riverton/Lander, WY (RIW)	84.6	87.2	39	39
Roanoke, VA (ROA)	87.5	88.3	264	264
Rochester, MN (RST)	81.3	89.1	128	128
Rochester, NY (ROC)	85.0	91.4	1149	1149
Rock Springs, WY (RKS)	74.4	97.4	39	39
Rockford, IL (RFD)	87.3	67.3	55	55
Roswell, NM (ROW)	89.2	90.9	65	66
Sacramento, CA (SMF)	81.6	83.1	4570	4571
Saginaw/Bay City/Midland, MI (MBS)	87.5	88.3	120	120
Saipan, TT (SPN)	77.4	74.2	31	31
Salina, KS (SLN)	87.1	90.3	62	62
Salt Lake City, UT (SLC)	87.9	87.0	9012	9010
San Angelo, TX (SJT)	78.5	88.2	93	93
San Antonio, TX (SAT)	78.7	82.4	3371	3370
San Diego, CA (SAN)	79.9	82.5	7758	7765
San Francisco, CA (SFO)	77.3	80.6	11882	11880
San Jose, CA (SJC)	84.8	85.5	4505	4504
San Juan, PR (SJU)	71.2	74.7	2958	2952
San Luis Obispo, CA (SBP)	77.7	81.0	363	363
Sanford, FL (SFB)	78.6	81.7	706	706
Santa Ana, CA (SNA)	82.0	80.3	3852	3851
Santa Barbara, CA (SBA)	79.6	83.4	597	597
Santa Fe, NM (SAF)	89.6	87.0	154	154

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Santa Maria, CA (SMX)	75.0	62.5	8	8
Santa Rosa, CA (STS)	88.1	91.1	302	302
Sarasota/Bradenton, FL (SRQ)	82.9	83.8	1266	1266
Sault Ste. Marie, MI (CIU)	88.7	80.6	62	62
Savannah, GA (SAV)	81.5	81.3	1637	1640
Scottsbluff, NE (BFF)	86.8	94.3	53	53
Scranton/Wilkes-Barre, PA (AVP)	87.8	88.7	131	133
Seattle, WA (SEA)	86.9	85.5	13780	13784
Sheridan, WY (SHR)	79.2	94.3	53	53
Shreveport, LA (SHV)	86.2	83.1	325	326
Sioux City, IA (SUX)	85.5	93.5	62	62
Sioux Falls, SD (FSD)	83.0	86.5	571	572
Sitka, AK (SIT)	90.7	90.7	107	107
South Bend, IN (SBN)	84.3	86.3	432	432
Spokane, WA (GEG)	85.6	87.3	1421	1421
Springfield, IL (SPI)	87.7	83.6	73	73
Springfield, MO (SGF)	82.7	81.9	678	678
St. Cloud, MN (STC)	100.0	100.0	7	7
St. George, UT (SGU)	93.2	91.1	235	235
St. Louis, MO (STL)	80.6	79.4	5199	5195
St. Petersburg, FL (PIE)	81.7	87.4	635	635
State College, PA (SCE)	89.5	90.3	124	124
Stillwater, OK (SWO)	82.3	93.5	62	62
Stockton, CA (SCK)	52.5	35.0	40	40
Sun Valley/Hailey/Ketchum, ID (SUN)	95.7	92.5	93	93
Syracuse, NY (SYR)	79.7	87.2	1112	1110
Tallahassee, FL (TLH)	82.8	87.6	354	354
Tampa, FL (TPA)	77.8	81.0	6633	6642
Texarkana, AR (TXK)	84.6	84.6	91	91
Toledo, OH (TOL)	83.3	73.3	30	30
Traverse City, MI (TVC)	85.6	88.9	306	306
Trenton, NJ (TTN)	65.9	73.6	182	182
Tucson, AZ (TUS)	80.0	81.3	1394	1396
Tulsa, OK (TUL)	80.8	85.9	1316	1315
Twin Falls, ID (TWF)	93.5	100.0	31	31
Tyler, TX (TYR)	81.3	86.8	91	91
Valdosta, GA (VLD)	96.8	91.9	62	62
Valparaiso, FL (VPS)	80.8	82.9	837	837
Vernal, UT (VEL)	88.7	94.3	53	53
Victoria, TX (VCT)	83.0	90.6	53	53
Waco, TX (ACT)	85.7	84.6	91	91



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

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Walla Walla, WA (ALW)	100.0	100.0	14	14
Washington, DC (DCA)	85.8	86.4	12204	12202
Washington, DC (IAD)	82.2	84.7	4232	4233
West Palm Beach/Palm Beach, FL (PBI)	81.3	81.9	2262	2267
West Yellowstone, MT (WYS)	93.1	93.1	29	29
White Plains, NY (HPN)	82.2	87.7	1153	1152
Wichita Falls, TX (SPS)	91.9	86.9	62	61
Wichita, KS (ICT)	77.8	83.4	726	727
Williston, ND (XWA)	89.4	87.9	141	141
Wilmington, NC (ILM)	89.6	91.6	598	597
Worcester, MA (ORH)	80.1	86.1	151	151
Wrangell, AK (WRG)	95.2	96.8	62	62
Yakutat, AK (YAK)	79.0	82.3	62	62
Yuma, AZ (YUM)	96.0	93.5	124	124

## AIR TRAVEL CONSUMER REPORT

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

MAY 2023

CARRIER <sup>1</sup>	AT ALL US AIRPORTS				
	NUMBER OF AIRPORTS REPORTED	FLIGHT OPERATIONS SCHEDULED	FLIGHT OPERATIONS CANCELLED	PERCENT OF OPERATIONS CANCELLED	RANK
<b>ALLEGiant AIR</b>	125	9422	15	0.2	1
<b>ALASKA AIRLINES NETWORK</b>	105	32852	100	0.3	2
- ALASKA AIRLINES	88	20641	79	0.4	
- BRANDED CODESHARE PARTNERS	51	12211	21	0.2	
<b>DELTA AIR LINES NETWORK</b>	211	126708	447	0.4	3
- DELTA AIR LINES	144	84459	417	0.5	
- BRANDED CODESHARE PARTNERS	174	42249	30	0.1	
<b>AMERICAN AIRLINES NETWORK</b>	221	145530	584	0.4	4
- AMERICAN AIRLINES	119	79782	401	0.5	
- BRANDED CODESHARE PARTNERS	203	65748	183	0.3	
<b>SOUTHWEST AIRLINES</b>	107	122521	623	0.5	5
<b>JETBLUE AIRWAYS</b>	68	24639	185	0.8	6
<b>SPIRIT AIRLINES</b>	63	22506	172	0.8	7
<b>UNITED AIRLINES NETWORK</b>	216	111436	1347	1.2	8
- UNITED AIRLINES	109	62340	510	0.8	
- BRANDED CODESHARE PARTNERS	200	49096	837	1.7	
<b>FRONTIER AIRLINES</b>	79	14122	181	1.3	9
<b>HAWAIIAN AIRLINES</b>	21	6894	179	2.6	10
<b>TOTAL AIRPORTS SERVED</b>	354	616,630	3,833	0.6	

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

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

## AIR TRAVEL CONSUMER REPORT

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

MAY 2023

CARRIER <sup>1</sup>	AT ALL US AIRPORTS				
	NUMBER OF AIRPORTS REPORTED	FLIGHT OPERATIONS SCHEDULED	FLIGHT OPERATIONS CANCELLED	PERCENT OF OPERATIONS CANCELLED	RANK
REPUBLIC AIRWAYS	81	26540	22	0.1	1
ENDEAVOR AIR	88	16005	16	0.1	2
ALLEGIANT AIR	125	9422	15	0.2	3
ENVOY AIR	130	17641	48	0.3	4
PSA AIRLINES	85	16049	49	0.3	5
ALASKA AIRLINES	88	20641	79	0.4	6
DELTA AIR LINES	144	84459	417	0.5	7
AMERICAN AIRLINES	119	79782	401	0.5	8
SOUTHWEST AIRLINES	107	122521	623	0.5	9
SKYWEST AIRLINES	236	56397	413	0.7	10
JETBLUE AIRWAYS	68	24639	185	0.8	11
SPIRIT AIRLINES	63	22506	172	0.8	12
UNITED AIRLINES	109	62340	510	0.8	13
FRONTIER AIRLINES	79	14122	181	1.3	14
HAWAIIAN AIRLINES	21	6894	179	2.6	15
<b>TOTAL AIRPORTS SERVED</b>	<b>342</b>	<b>579,958</b>	<b>3,310</b>	<b>0.6</b>	

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

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

## AIR TRAVEL CONSUMER REPORT

TABLE 7. CAUSES OF DELAY, BY REPORTING MARKETING CARRIER

MAY 2023

CARRIER	TOTAL RECORDS	ON TIME	% ON TIME	CANCELLED	% CANCELLED	DIVERTED	% DIVERTED	AIR CARRIER DELAY	% AIR CARRIER DELAY	EXTREME WEATHER DELAY	% EXTREME WEATHER DELAY	NATIONAL AVIATION SYSTEM DELAY	% NATIONAL AVIATION SYSTEM DELAY	SECURITY DELAY	% SECURITY DELAY	LATE ARRIVING AIRCRAFT DELAY	% LATE ARRIVING AIRCRAFT DELAY
<b>ALASKA AIRLINES NETWORK</b>	<b>32852</b>	<b>27549</b>	<b>83.86</b>	<b>100</b>	<b>0.30</b>	<b>44</b>	<b>0.13</b>	<b>1529</b>	<b>4.65</b>	<b>93</b>	<b>0.28</b>	<b>1717</b>	<b>5.23</b>	<b>43</b>	<b>0.13</b>	<b>1777</b>	<b>5.41</b>
- ALASKA AIRLINES	20641	17169	83.18	79	0.38	30	0.15	883	4.28	69	0.33	1393	6.75	37	0.18	981	4.75
- BRANDED CODESHARE PARTNERS	12211	10380	85.01	21	0.17	14	0.11	646	5.29	24	0.20	324	2.65	6	0.05	796	6.52
<b>ALLEGiant AIR</b>	<b>9422</b>	<b>7391</b>	<b>78.44</b>	<b>15</b>	<b>0.16</b>	<b>25</b>	<b>0.27</b>	<b>524</b>	<b>5.56</b>	<b>106</b>	<b>1.13</b>	<b>630</b>	<b>6.69</b>	<b>10</b>	<b>0.11</b>	<b>721</b>	<b>7.65</b>
<b>AMERICAN AIRLINES NETWORK</b>	<b>145530</b>	<b>120531</b>	<b>82.82</b>	<b>584</b>	<b>0.40</b>	<b>345</b>	<b>0.24</b>	<b>8318</b>	<b>5.72</b>	<b>982</b>	<b>0.67</b>	<b>5567</b>	<b>3.83</b>	<b>106</b>	<b>0.07</b>	<b>9096</b>	<b>6.25</b>
- AMERICAN AIRLINES	79782	62656	78.53	401	0.50	223	0.28	5726	7.18	574	0.72	3444	4.32	73	0.09	6684	8.38
- BRANDED CODESHARE PARTNERS	65748	57875	88.03	183	0.28	122	0.19	2593	3.94	408	0.62	2123	3.23	33	0.05	2411	3.67
<b>DELTA AIR LINES NETWORK</b>	<b>126708</b>	<b>112455</b>	<b>88.75</b>	<b>447</b>	<b>0.35</b>	<b>138</b>	<b>0.11</b>	<b>6782</b>	<b>5.35</b>	<b>474</b>	<b>0.37</b>	<b>3010</b>	<b>2.38</b>	<b>20</b>	<b>0.02</b>	<b>3383</b>	<b>2.67</b>
- DELTA AIR LINES	84459	73255	86.73	417	0.49	95	0.11	5051	5.98	222	0.26	2472	2.93	17	0.02	2930	3.47
- BRANDED CODESHARE PARTNERS	42249	39200	92.78	30	0.07	43	0.10	1732	4.10	252	0.60	538	1.27	2	0.00	453	1.07
<b>FRONTIER AIRLINES</b>	<b>14122</b>	<b>9413</b>	<b>66.65</b>	<b>181</b>	<b>1.28</b>	<b>21</b>	<b>0.15</b>	<b>1338</b>	<b>9.47</b>	<b>82</b>	<b>0.58</b>	<b>1059</b>	<b>7.50</b>	<b>0</b>	<b>0.00</b>	<b>2028</b>	<b>14.36</b>
<b>HAWAIIAN AIRLINES</b>	<b>6894</b>	<b>4228</b>	<b>61.33</b>	<b>179</b>	<b>2.60</b>	<b>3</b>	<b>0.04</b>	<b>1051</b>	<b>15.25</b>	<b>4</b>	<b>0.06</b>	<b>294</b>	<b>4.26</b>	<b>18</b>	<b>0.26</b>	<b>1117</b>	<b>16.20</b>
<b>JETBLUE AIRWAYS</b>	<b>24639</b>	<b>18500</b>	<b>75.08</b>	<b>185</b>	<b>0.75</b>	<b>69</b>	<b>0.28</b>	<b>2610</b>	<b>10.59</b>	<b>105</b>	<b>0.43</b>	<b>1148</b>	<b>4.66</b>	<b>15</b>	<b>0.06</b>	<b>2007</b>	<b>8.15</b>
<b>SOUTHWEST AIRLINES</b>	<b>122521</b>	<b>96588</b>	<b>78.83</b>	<b>623</b>	<b>0.51</b>	<b>252</b>	<b>0.21</b>	<b>7477</b>	<b>6.10</b>	<b>355</b>	<b>0.29</b>	<b>5023</b>	<b>4.10</b>	<b>53</b>	<b>0.04</b>	<b>12150</b>	<b>9.92</b>
<b>SPIRIT AIRLINES</b>	<b>22506</b>	<b>16620</b>	<b>73.85</b>	<b>172</b>	<b>0.76</b>	<b>55</b>	<b>0.24</b>	<b>1596</b>	<b>7.09</b>	<b>202</b>	<b>0.90</b>	<b>2479</b>	<b>11.01</b>	<b>83</b>	<b>0.37</b>	<b>1299</b>	<b>5.77</b>
<b>UNITED AIRLINES NETWORK</b>	<b>111436</b>	<b>87703</b>	<b>78.70</b>	<b>1347</b>	<b>1.21</b>	<b>380</b>	<b>0.34</b>	<b>8499</b>	<b>7.63</b>	<b>943</b>	<b>0.85</b>	<b>5634</b>	<b>5.06</b>	<b>3</b>	<b>0.00</b>	<b>6928</b>	<b>6.22</b>
- UNITED AIRLINES	62340	48627	78.00	510	0.82	214	0.34	4398	7.05	495	0.79	3872	6.21	0	0.00	4224	6.78
- BRANDED CODESHARE PARTNERS	49096	39076	79.59	837	1.70	166	0.34	4102	8.36	448	0.91	1762	3.59	3	0.01	2703	5.51
<b>TOTAL</b>	<b>616,630</b>	<b>500,978</b>	<b>81.24</b>	<b>3,833</b>	<b>0.62</b>	<b>1,332</b>	<b>0.22</b>	<b>39,724</b>	<b>6.44</b>	<b>3,344</b>	<b>0.54</b>	<b>26,562</b>	<b>4.31</b>	<b>351</b>	<b>0.06</b>	<b>40,506</b>	<b>6.57</b>

**\* Causes of Delay:**

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

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

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

## AIR TRAVEL CONSUMER REPORT

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

MAY 2023

CARRIER	TOTAL RECORDS	ON TIME	% ON TIME	CANCELLED	% CANCELLED	DIVERTED	% DIVERTED	AIR CARRIER DELAY	% AIR CARRIER DELAY	EXTREME WEATHER DELAY	% EXTREME WEATHER DELAY	NATIONAL AVIATION SYSTEM DELAY	% NATIONAL AVIATION SYSTEM DELAY	SECURITY DELAY	% SECURITY DELAY	LATE ARRIVING AIRCRAFT DELAY	% LATE ARRIVING AIRCRAFT DELAY
ALASKA AIRLINES	20641	17169	83.18	79	0.38	30	0.15	883	4.28	69	0.33	1393	6.75	37	0.18	981	4.75
ALLEGiant AIR	9422	7391	78.44	15	0.16	25	0.27	524	5.56	106	1.13	630	6.69	10	0.11	721	7.65
AMERICAN AIRLINES	79782	62656	78.53	401	0.50	223	0.28	5726	7.18	574	0.72	3444	4.32	73	0.09	6684	8.38
DELTA AIR LINES	84459	73255	86.73	417	0.49	95	0.11	5051	5.98	222	0.26	2472	2.93	17	0.02	2930	3.47
ENDEAVOR AIR	16005	14731	92.04	16	0.10	13	0.08	486	3.04	40	0.25	366	2.29	1	0.01	352	2.20
ENVOY AIR	17641	14926	84.61	48	0.27	31	0.18	741	4.20	181	1.03	852	4.83	14	0.08	848	4.81
FRONTIER AIRLINES	14122	9413	66.65	181	1.28	21	0.15	1338	9.47	82	0.58	1059	7.50	0	0.00	2028	14.36
HAWAIIAN AIRLINES	6894	4228	61.33	179	2.60	3	0.04	1051	15.25	4	0.06	294	4.26	18	0.26	1117	16.20
JETBLUE AIRWAYS	24639	18500	75.08	185	0.75	69	0.28	2610	10.59	105	0.43	1148	4.66	15	0.06	2007	8.15
PSA AIRLINES	16049	14075	87.70	49	0.31	29	0.18	553	3.45	53	0.33	618	3.85	8	0.05	663	4.13
REPUBLIC AIRWAYS	26540	24537	92.45	22	0.08	29	0.11	624	2.35	24	0.09	850	3.20	4	0.02	449	1.69
SKYWEST AIRLINES	56397	48595	86.17	413	0.73	129	0.23	4516	8.01	580	1.03	501	0.89	12	0.02	1651	2.93
SOUTHWEST AIRLINES	122521	96588	78.83	623	0.51	252	0.21	7477	6.10	355	0.29	5023	4.10	53	0.04	12150	9.92
SPIRIT AIRLINES	22506	16620	73.85	172	0.76	55	0.24	1596	7.09	202	0.90	2479	11.01	83	0.37	1299	5.77
UNITED AIRLINES	62340	48627	78.00	510	0.82	214	0.34	4398	7.05	495	0.79	3872	6.21	0	0.00	4224	6.78
<b>TOTAL</b>	<b>579,958</b>	<b>471,311</b>	<b>81.27</b>	<b>3,310</b>	<b>0.57</b>	<b>1,218</b>	<b>0.21</b>	<b>37,573</b>	<b>6.48</b>	<b>3,092</b>	<b>0.53</b>	<b>25,002</b>	<b>4.31</b>	<b>346</b>	<b>0.06</b>	<b>38,106</b>	<b>6.57</b>

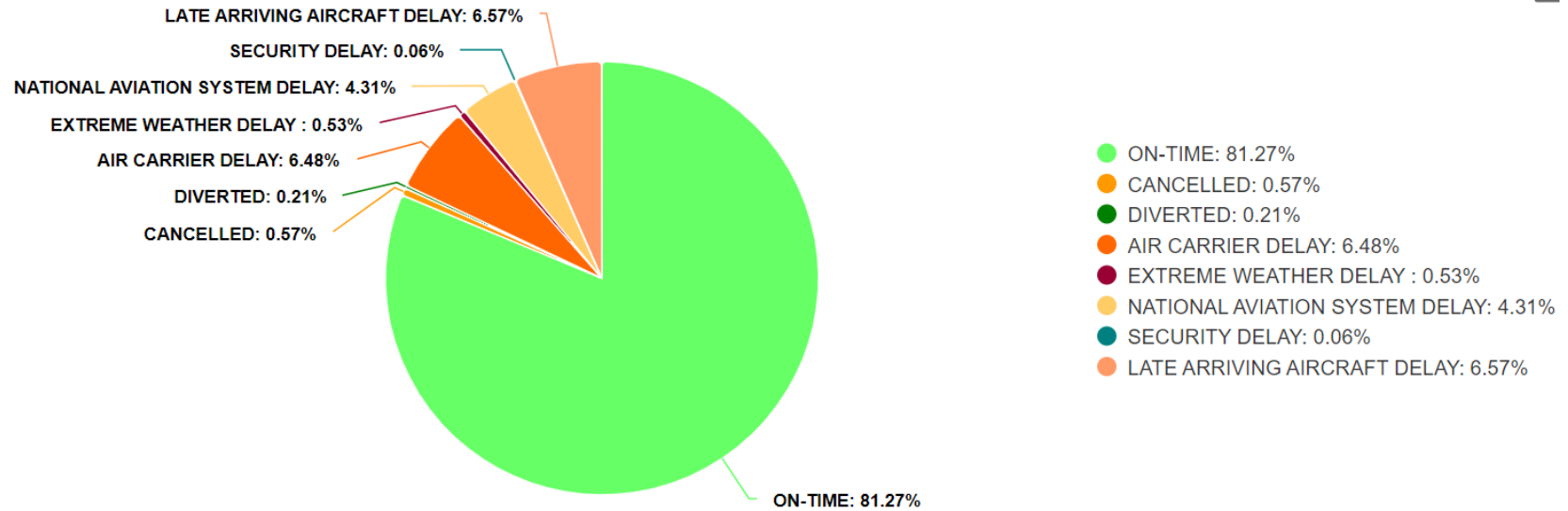
## \* Causes of Delay:

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

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

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

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



**\* Causes of Delay:**

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

## AIR TRAVEL CONSUMER REPORT

TABLE 8. LIST OF DOMESTIC FLIGHTS WITH TARMAC DELAYS OVER 3 HOURS BY MARKETING/OPERATING CARRIER

MAY 2023

MARKETING CARRIER	OPERATING CARRIER	FLIGHT NUMBER	ORIGIN AIRPORT	DESTINATION AIRPORT	DATE OF FLIGHT	LOCATION OF LONGEST TARMAC DELAY	LENGTH OF TARMAC DELAY
UNITED	MESA	6059	OKC	IAH	5/14/2023	Diversion Airport (LFT)	3:46
UNITED	COMMUTEAIR	4841	TYS	IAH	5/14/2023	Diversion Airport (LFT)	3:05
AMERICAN	AMERICAN	2224	DFW	PDX	5/6/2023	Origin Airport	3:02

*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

MAY 2023

MARKETING CARRIER	OPERATING CARRIER	FLIGHT NUMBER	ORIGIN AIRPORT	DESTINATION AIRPORT	DATE OF FLIGHT	LOCATION OF LONGEST TARMAC DELAY	LENGTH OF TARMAC DELAY
UNITED	MESA	6284	SLP	IAH	5/14/2023	Diversion Airport (BTR)	4:45
UNITED	MESA	6158	TAM	IAH	5/14/2023	Diversion Airport (LFT)	4:05

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

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



## APPENDIX

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

### 30 Largest U.S. Airports

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

### Air Carriers Required to Report Data to DOT and to CRS Vendors\*

AS	Alaska Airlines
G4	Allegiant Air
AA	American Airlines
DL	Delta Air Lines
9E	Endeavor Air
MQ	Envoy Air
F9	Frontier Airlines
HA	Hawaiian Airlines
B6	JetBlue Airways
OH	PSA Airlines
YX	Republic Airways
OO	SkyWest Airlines
WN	Southwest Airlines
NK	Spirit Airlines
UA	United Airlines

\*Based on the Bureau of Transportation Statistics' Technical Reporting Directive #37, issued November 2, 2022, effective January 1, 2023: <https://www.bts.gov/explore-topics-and-geography/modes/aviation/number-37-technical-reporting-directive-reporting-air>

## **MISHANDLED BAGGAGE**

The baggage statistics in this section were filed with DOT's Bureau of Transportation Statistics (Office of Airline Information) by U.S. airlines that have at least half of one percent of total domestic scheduled-service passenger revenues. See 14 CFR 234.3 and 234.6. For the 12 months ending June 30, 2022, 15 air carriers reached this reporting threshold. They are Alaska Airlines, Allegiant Air, American Airlines, Delta Air Lines, Endeavor Air, Envoy Air, Frontier Airlines, Hawaiian Airlines, JetBlue Airways, PSA Airlines, Republic Airways, SkyWest Airlines, Southwest Airlines, Spirit Airlines, and United Airlines.

The tables in this section provide the rate of mishandled bags per 100 bags enplaned. The number of mishandled bags displayed in these tables represents the number of check bags that are lost, damaged, delayed, and pilfered, as reported by or on behalf of the passenger, that were in the airline's custody for its reportable domestic nonstop scheduled passenger flights. The number of bags enplaned displayed in these tables represent the total number of checked bags enplaned, including wheelchairs and scooters that were placed into the aircraft cargo compartment for any reportable domestic nonstop scheduled passenger flight. The number of mishandled bags and the number of enplaned bags for all airlines, except one airline, will not include bags of passengers traveling on itineraries with domestic segments and international segments unless the bag is a "valet bag," meaning the passenger dropped the bag off at the end of the loading bridge or on the tarmac and returned to the passenger on the loading bridge or on the tarmac following the flight.

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

**AIR TRAVEL CONSUMER REPORT**  
**MISHANDLED BAGGAGE: RANKING OF U.S. REPORTING MARKETING CARRIERS (MONTHLY)**

RANK	CARRIER <sup>1</sup>	May 2023			May 2022		
		NUMBER OF BAGS ENPLANED	NUMBER OF BAGS MISHANDLED	NUMBER OF BAGS MISHANDLED PER 100 ENPLANED	NUMBER OF BAGS ENPLANED	NUMBER OF BAGS MISHANDLED	NUMBER OF BAGS MISHANDLED PER 100 ENPLANED
1	ALLEGiant AIR	538,250	759	0.14	573,850	888	0.15
2	SOUTHWEST AIRLINES	11,400,425	44,783	0.39	10,734,541	41,232	0.38
3	DELTA AIR LINES NETWORK	8,581,311	34,574	0.40	8,637,100	44,972	0.52
	- DELTA AIR LINES	6,937,077	29,488	0.43	6,629,699	35,696	0.54
	- BRANDED CODESHARE PARTNERS	1,644,234	5,086	0.31	2,007,401	9,276	0.46
4	JETBLUE AIRWAYS	1,378,707	5,870	0.43	1,377,936	9,219	0.67
5	ALASKA AIRLINES NETWORK	2,416,164	10,921	0.45	2,450,186	14,673	0.60
	- ALASKA AIRLINES	1,954,222	9,265	0.47	1,828,727	11,648	0.64
	- BRANDED CODESHARE PARTNERS	461,942	1,656	0.36	621,459	3,025	0.49
6	SPIRIT AIRLINES	1,168,894	5,716	0.49	1,200,956	6,305	0.53
7	FRONTIER AIRLINES	767,833	3,863	0.50	843,825	3,208	0.38
8	HAWAIIAN AIRLINES	521,938	3,041	0.58	557,668	1,501	0.27
9	UNITED AIRLINES NETWORK	6,384,797	40,506	0.63	6,268,081	39,771	0.63
	- UNITED AIRLINES	4,718,103	29,674	0.63	4,320,540	26,988	0.62
	- BRANDED CODESHARE PARTNERS	1,666,694	10,832	0.65	1,947,541	12,783	0.66
10	AMERICAN AIRLINES NETWORK	9,015,011	64,787	0.72	9,614,636	76,059	0.79
	- AMERICAN AIRLINES	6,220,106	48,714	0.78	5,955,670	50,375	0.85
	- BRANDED CODESHARE PARTNERS	2,794,905	16,073	0.58	3,658,966	25,684	0.70
<b>TOTAL</b>		<b>42,173,330</b>	<b>214,820</b>	<b>0.51</b>	<b>42,258,779</b>	<b>237,828</b>	<b>0.56</b>

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

## AIR TRAVEL CONSUMER REPORT

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

RANK	CARRIER <sup>1</sup>	May 2023			May 2022		
		NUMBER OF BAGS ENPLANED	NUMBER OF BAGS MISHANDLED	NUMBER OF BAGS MISHANDLED PER 100 ENPLANED	NUMBER OF BAGS ENPLANED	NUMBER OF BAGS MISHANDLED	NUMBER OF BAGS MISHANDLED PER 100 ENPLANED
1	ALLEGiant AIR	538,250	759	0.14	573,850	888	0.15
2	ENDEAVOR AIR	698,477	2,297	0.33	868,652	4,274	0.49
3	SOUTHWEST AIRLINES	11,400,425	44,783	0.39	10,734,541	41,232	0.38
4	DELTA AIR LINES	6,937,077	29,488	0.43	6,629,699	35,696	0.54
5	JETBLUE AIRWAYS	1,378,707	5,870	0.43	1,377,936	9,219	0.67
6	SKYWEST AIRLINES	2,185,976	9,443	0.43	2,720,335	13,031	0.48
7	ALASKA AIRLINES	1,954,222	9,265	0.47	1,828,727	11,648	0.64
8	SPIRIT AIRLINES	1,168,894	5,716	0.49	1,200,956	6,305	0.53
9	FRONTIER AIRLINES	767,833	3,863	0.50	843,825	3,208	0.38
10	PSA AIRLINES	886,113	4,698	0.53	1,081,257	7,112	0.66
11	HAWAIIAN AIRLINES	521,938	3,041	0.58	557,668	1,501	0.27
12	UNITED AIRLINES	4,718,103	29,674	0.63	4,320,540	26,988	0.62
13	ENVOY AIR	652,323	4,360	0.67	841,378	6,283	0.75
14	REPUBLIC AIRWAYS	918,546	7,060	0.77	941,879	8,794	0.93
15	AMERICAN AIRLINES	6,220,106	48,714	0.78	5,955,670	50,375	0.85
	<b>TOTAL</b>	<b>40,946,990</b>	<b>209,031</b>	<b>0.51</b>	<b>40,476,913</b>	<b>226,554</b>	<b>0.56</b>

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

## **MISHANDLED WHEELCHAIRS AND SCOOTERS**

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

## AIR TRAVEL CONSUMER REPORT

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

RANK	CARRIER <sup>1</sup>	May 2023			May 2022		
		NUMBER OF WHEELCHAIRS AND SCOOTERS ENPLANED	NUMBER OF WHEELCHAIRS AND SCOOTERS MISHANDLED	NUMBER OF WHEELCHAIRS AND SCOOTERS MISHANDLED PER 100 ENPLANED	NUMBER OF WHEELCHAIRS AND SCOOTERS ENPLANED	NUMBER OF WHEELCHAIRS AND SCOOTERS MISHANDLED	NUMBER OF WHEELCHAIRS AND SCOOTERS MISHANDLED PER 100 ENPLANED
1	ALLEGiant AIR	1,652	1	0.06	1,660	3	0.18
2	DELTA AIR LINES NETWORK	19,225	111	0.58	19,045	167	0.88
	- DELTA AIR LINES	16,005	92	0.57	15,049	142	0.94
	- BRANDED CODESHARE PARTNERS	3,220	19	0.59	3,996	25	0.63
3	HAWAIIAN AIRLINES	1,216	14	1.15	756	14	1.85
4	UNITED AIRLINES NETWORK	14,322	168	1.17	12,782	124	0.97
	- UNITED AIRLINES	11,336	135	1.19	9,324	88	0.94
	- BRANDED CODESHARE PARTNERS	2,986	33	1.11	3,458	36	1.04
5	ALASKA AIRLINES NETWORK	2,944	40	1.36	3,225	50	1.55
	- ALASKA AIRLINES	2,680	37	1.38	2,660	41	1.54
	- BRANDED CODESHARE PARTNERS	264	3	1.14	565	9	1.59
6	SOUTHWEST AIRLINES	20,074	291	1.45	16,727	261	1.56
7	AMERICAN AIRLINES NETWORK	13,653	220	1.61	12,024	271	2.25
	- AMERICAN AIRLINES	10,662	163	1.53	8,828	186	2.11
	- BRANDED CODESHARE PARTNERS	2,991	57	1.91	3,196	85	2.66
8	JETBLUE AIRWAYS	3,054	57	1.87	3,002	140	4.66
9	FRONTIER AIRLINES	2,582	49	1.90	2,238	43	1.92
10	SPIRIT AIRLINES	1,003	60	5.98	873	37	4.24
	TOTAL	79,725	1,011	1.27	72,332	1,110	1.53

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

## AIR TRAVEL CONSUMER REPORT

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

RANK	CARRIER <sup>1</sup>	May 2023			May 2022		
		NUMBER OF WHEELCHAIRS AND SCOOTERS ENPLANED	NUMBER OF WHEELCHAIRS AND SCOOTERS MISHANDLED	NUMBER OF WHEELCHAIRS AND SCOOTERS MISHANDLED PER 100 ENPLANED	NUMBER OF WHEELCHAIRS AND SCOOTERS ENPLANED	NUMBER OF WHEELCHAIRS AND SCOOTERS MISHANDLED	NUMBER OF WHEELCHAIRS AND SCOOTERS MISHANDLED PER 100 ENPLANED
1	ALLEGiant AIR	1,652	1	0.06	1,660	3	0.18
2	DELTA AIR LINES	16,005	92	0.57	15,049	142	0.94
3	ENDEAVOR AIR	1,195	8	0.67	1,599	5	0.31
4	SKYWEST AIRLINES	3,533	34	0.96	4,325	45	1.04
5	REPUBLIC AIRWAYS	1,515	15	0.99	1,425	23	1.61
6	HAWAIIAN AIRLINES	1,216	14	1.15	756	14	1.85
7	UNITED AIRLINES	11,336	135	1.19	9,324	88	0.94
8	ALASKA AIRLINES	2,680	37	1.38	2,660	41	1.54
9	SOUTHWEST AIRLINES	20,074	291	1.45	16,727	261	1.56
10	AMERICAN AIRLINES	10,662	163	1.53	8,828	186	2.11
11	JETBLUE AIRWAYS	3,054	57	1.87	3,002	140	4.66
12	FRONTIER AIRLINES	2,582	49	1.90	2,238	43	1.92
13	ENVOY AIR	960	20	2.08	905	23	2.54
14	PSA AIRLINES	724	19	2.62	737	26	3.53
15	SPIRIT AIRLINES	1,003	60	5.98	873	37	4.24
	<b>TOTAL</b>	<b>78,191</b>	<b>995</b>	<b>1.27</b>	<b>70,108</b>	<b>1,077</b>	<b>1.54</b>

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

## **OVERSALES**

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

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

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

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



## AIR TRAVEL CONSUMER REPORT

## PASSENGERS DENIED BOARDING BY REPORTING MARKETING U.S. AIRLINES

RANK	CARRIER <sup>1</sup>	JANUARY - MARCH 2023				JANUARY - MARCH 2022			
		DENIED BOARDINGS (DB'S)		ENPLANED PASSENGERS	INVOLUNTARY DB'S PER 10,000 PASSENGERS	DENIED BOARDINGS (DB'S)		ENPLANED PASSENGERS	INVOLUNTARY DB'S PER 10,000 PASSENGERS
		VOLUNTARY	INVOLUNTARY			VOLUNTARY	INVOLUNTARY		
1	<b>DELTA AIR LINES NETWORK</b>	<b>29,893</b>	<b>0</b>	<b>39,151,735</b>	<b>0.00</b>	<b>23,689</b>	<b>0</b>	<b>34,563,430</b>	<b>0.00</b>
	- DELTA AIR LINES	23,011	0	32,743,613	0.00	15,578	0	28,313,104	0.00
	- BRANDED CODESHARE PARTNERS	6,882	0	6,408,122	0.00	8,111	0	6,250,326	0.00
2	<b>ALLEGiant AIR</b>	<b>238</b>	<b>0</b>	<b>4,148,453</b>	<b>0.00</b>	<b>258</b>	<b>0</b>	<b>3,734,262</b>	<b>0.00</b>
3	<b>HAWAIIAN AIRLINES</b>	<b>170</b>	<b>0</b>	<b>2,510,671</b>	<b>0.00</b>	<b>310</b>	<b>0</b>	<b>2,016,189</b>	<b>0.00</b>
4	<b>UNITED AIRLINES NETWORK</b>	<b>7,115</b>	<b>32</b>	<b>33,210,649</b>	<b>0.01</b>	<b>7,521</b>	<b>42</b>	<b>27,031,762</b>	<b>0.02</b>
	- UNITED AIRLINES	3,527	22	26,324,325	0.01	3,201	13	19,664,476	0.01
	- BRANDED CODESHARE PARTNERS	3,588	10	6,886,324	0.01	4,320	29	7,367,286	0.04
5	<b>JETBLUE AIRWAYS</b>	<b>1,510</b>	<b>22</b>	<b>8,987,671</b>	<b>0.02</b>	<b>1,244</b>	<b>54</b>	<b>7,160,131</b>	<b>0.08</b>
6	<b>ALASKA AIRLINES NETWORK</b>	<b>3,013</b>	<b>66</b>	<b>9,470,652</b>	<b>0.07</b>	<b>3,087</b>	<b>107</b>	<b>8,345,002</b>	<b>0.13</b>
	- ALASKA AIRLINES	2,405	42	7,454,536	0.06	2,254	49	6,204,068	0.08
	- BRANDED CODESHARE PARTNERS	608	24	2,016,116	0.12	833	58	2,140,934	0.27
7	<b>SOUTHWEST AIRLINES</b>	<b>8,511</b>	<b>610</b>	<b>37,302,820</b>	<b>0.16</b>	<b>16,838</b>	<b>2,310</b>	<b>31,731,319</b>	<b>0.73</b>
8	<b>SPIRIT AIRLINES</b>	<b>4,127</b>	<b>444</b>	<b>9,946,303</b>	<b>0.45</b>	<b>4,523</b>	<b>397</b>	<b>8,004,168</b>	<b>0.50</b>
9	<b>AMERICAN AIRLINES NETWORK</b>	<b>8,853</b>	<b>2,069</b>	<b>43,942,694</b>	<b>0.47</b>	<b>15,160</b>	<b>1,970</b>	<b>39,556,414</b>	<b>0.50</b>
	- AMERICAN AIRLINES	4,864	1,123	34,034,902	0.33	8,331	1,037	28,580,152	0.36
	- BRANDED CODESHARE PARTNERS	3,989	946	9,907,792	0.95	6,829	933	10,976,262	0.85
10	<b>FRONTIER AIRLINES</b>	<b>3,395</b>	<b>2,442</b>	<b>6,547,477</b>	<b>3.73</b>	<b>2,997</b>	<b>2,453</b>	<b>5,086,909</b>	<b>4.82</b>
	<b>TOTAL</b>	<b>66,825</b>	<b>5,685</b>	<b>195,219,125</b>	<b>0.29</b>	<b>75,627</b>	<b>7,333</b>	<b>167,229,586</b>	<b>0.44</b>

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

## AIR TRAVEL CONSUMER REPORT

## PASSENGERS DENIED BOARDING BY REPORTING OPERATING U.S. AIRLINES

RANK	AIRLINE <sup>1</sup>	JANUARY - MARCH 2023			
		DENIED BOARDINGS (DB'S)		ENPLANED PASSENGERS	INVOLUNTARY DB'S PER 10,000 PASSENGERS
		VOLUNTARY	INVOLUNTARY		
1	DELTA AIR LINES	23,011	0	32,743,613	0.00
2	ALLEGiant AIR	238	0	4,148,453	0.00
3	ENDEAVOR AIR	2,531	0	2,609,939	0.00
4	HAWAIIAN AIRLINES	170	0	2,510,671	0.00
5	UNITED AIRLINES	3,527	22	26,324,325	0.01
6	JETBLUE AIRWAYS	1,510	22	8,987,671	0.02
7	ALASKA AIRLINES	2,405	42	7,454,536	0.06
8	SOUTHWEST AIRLINES	8,511	610	37,302,820	0.16
9	REPUBLIC AIRWAYS	1,163	72	3,847,158	0.19
10	SKYWEST AIRLINES	5,965	306	10,226,034	0.30
11	AMERICAN AIRLINES	4,864	1,123	34,034,902	0.33
12	PSA AIRLINES	714	108	2,539,614	0.43
13	SPIRIT AIRLINES	4,127	444	9,946,303	0.45
14	ENVOY AIR	1,079	138	3,053,130	0.45
15	FRONTIER AIRLINES	3,395	2,442	6,547,477	3.73
	<b>TOTAL</b>	<b>63,210</b>	<b>5,329</b>	<b>192,276,646</b>	<b>0.28</b>

JANUARY - MARCH 2022			
DENIED BOARDINGS (DB'S)		ENPLANED PASSENGERS	INVOLUNTARY DB'S PER 10,000 PASSENGERS
VOLUNTARY	INVOLUNTARY		
15,578	0	28,313,104	0.00
258	0	3,734,262	0.00
3,037	0	2,664,926	0.00
310	0	2,016,189	0.00
3,201	13	19,664,476	0.01
1,244	54	7,160,131	0.08
2,254	49	6,204,068	0.08
16,838	2,310	31,731,319	0.73
2,262	161	3,566,262	0.45
7,616	155	8,468,015	0.18
8,331	1,037	28,580,152	0.36
1,271	163	2,956,166	0.55
4,523	397	8,004,168	0.50
2,051	269	3,172,043	0.85
2,997	2,453	5,086,909	4.82
<b>71,771</b>	<b>7,061</b>	<b>161,322,190</b>	<b>0.44</b>

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

## **CONSUMER COMPLAINTS**

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

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

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

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

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

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

**Airline Rankings** - Table 6 (Table 5 in YTD reports) ranks the largest U.S. airlines (those that each account for one percent of total domestic scheduled-service passenger revenues, plus any other carrier that voluntarily reports flight delay and mishandled baggage data to DOT) according to the rate of complaints per 100,000 passengers. This ranking takes into account airline size when identifying the carriers against whom the most complaints have been filed.

## AIR TRAVEL CONSUMER REPORT

TABLE 1

CONSUMER COMPLAINTS  
SUMMARY

	MAY 2023				MAY 2022			
	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS
U.S. AIRLINES	4,425	46	0	364	2,411	34	2	260
FOREIGN AIRLINES	1,738	9	0	94	1,474	9	1	120
TRAVEL AGENTS	299	2	0	24	460	0	0	37
TOUR OPERATORS	3	0	0	0	2	0	0	0
MISCELLANEOUS	0	9	0	52	0	90	0	84
<b>INDUSTRY TOTALS</b>	<b>6,465</b>	<b>66</b>	<b>0</b>	<b>534</b>	<b>4,347</b>	<b>133</b>	<b>3</b>	<b>501</b>

## AIR TRAVEL CONSUMER REPORT

Table 2

COMPLAINT CATEGORY	COMPLAINT CATEGORIES*					
	MAY 2023			MAY 2022		
	RANKING	COMPLAINTS**	SUB-CATEGORY	RANKING	COMPLAINTS**	SUB-CATEGORY
FLIGHT PROBLEMS	1	2,138		2	1,034	
CANCELLATION			980			571
DELAY			735			257
MISCONNECTION			283			133
REFUNDS	2	1,252		1	1,330	
BAGGAGE	3	934		4	516	
FARES	4	682		5	370	
RESERVATIONS/TICKETING/BOARDING	5	559		3	546	
CUSTOMER SERVICE	6	372		6	173	
DISABILITY	7	221		7	156	
OVERSALES	8	195		8	115	
OTHER	9	73		10	44	
FREQUENT FLYER			43			22
DISCRIMINATION	10	27		9	52	
ADVERTISING	11	12		11	11	
ANIMALS	12	0		12	0	
<b>COMPLAINT TOTAL</b>		<b>6,465</b>			<b>4,347</b>	

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

\*\* INCLUDES FIGURES FOR SUB-CATEGORIES.

## AIR TRAVEL CONSUMER REPORT

Table 3

**COMPLAINTS AGAINST U.S. AIRLINES BY COMPLAINT CATEGORIES\***  
**MAY 2023**

U.S. AIRLINES** ALPHABETICAL	FLIGHT PROBLEMS	OVER- SALES	RES/TKT/ BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DIS- ABILITY	ADVERT- ISING	DISCRIM- INATION	ANIMALS	OTHER	TOTAL
ALASKA AIRLINES	18	2	5	2	4	8	11	2	0	1	0	1	54
ALLEGiant AIR	32	0	5	4	16	13	6	8	0	0	0	0	84
AMERICAN AIRLINES	356	28	51	62	100	71	58	38	2	3	0	6	775
AVELO AIRLINES	5	3	0	4	2	5	1	0	0	0	0	0	20
BREEZE AIRWAYS	20	0	0	2	4	10	3	0	0	0	0	0	39
DELTA AIR LINES	170	10	30	17	31	53	40	17	0	3	0	4	375
ENDEAVOR AIR	10	0	3	1	3	7	0	2	0	0	0	0	26
ENVOY AIR	21	5	2	3	8	7	1	3	0	0	0	2	52
FRONTIER AIRLINES	260	62	79	144	118	98	54	18	8	2	0	11	854
HAWAIIAN AIRLINES	39	1	4	6	30	11	6	1	0	0	0	1	99
JETBLUE AIRWAYS	163	2	19	31	37	36	27	24	0	2	0	4	345
MOKULELE AIRLINES	4	0	0	0	0	1	0	0	0	0	0	0	5
PIEDMONT AIRLINES	1	3	4	0	1	1	0	1	0	0	0	0	11
PSA AIRLINES	17	1	6	0	5	6	1	4	0	0	0	0	40
REPUBLIC AIRWAYS	8	1	2	2	1	3	3	3	0	0	0	0	23
SILVER AIRWAYS	25	1	5	1	12	3	0	0	0	0	0	0	47
SKYWEST AIRLINES	23	3	3	3	7	8	4	3	0	0	0	1	55
SOUTHERN AIRWAYS EXPRESS	7	0	0	0	1	0	0	0	0	0	0	0	8
SOUTHWEST AIRLINES	139	8	15	18	24	40	12	17	0	3	0	3	279
SPIRIT AIRLINES	213	17	36	54	80	52	20	15	1	3	0	4	495
SUN COUNTRY AIRLINES	6	0	1	0	4	4	2	0	0	0	0	0	17
UNITED AIRLINES	305	12	41	66	101	99	46	23	0	4	0	8	705
OTHER U.S. AIRLINES	9	0	2	0	2	1	1	1	0	0	0	1	17
<b>TOTAL MAY 2023</b>	<b>1,851</b>	<b>159</b>	<b>313</b>	<b>420</b>	<b>591</b>	<b>537</b>	<b>296</b>	<b>180</b>	<b>11</b>	<b>21</b>	<b>0</b>	<b>46</b>	<b>4,425</b>
<b>% of TOTAL COMPLAINTS</b>	<b>41.8</b>	<b>3.6</b>	<b>7.1</b>	<b>9.5</b>	<b>13.4</b>	<b>12.1</b>	<b>6.7</b>	<b>4.1</b>	<b>0.2</b>	<b>0.5</b>	<b>0</b>	<b>1.0</b>	
<b>TOTAL MAY 2022</b>	<b>873</b>	<b>90</b>	<b>240</b>	<b>189</b>	<b>439</b>	<b>271</b>	<b>136</b>	<b>128</b>	<b>7</b>	<b>10</b>	<b>0</b>	<b>28</b>	<b>2,411</b>
<b>% of TOTAL COMPLAINTS</b>	<b>36.2</b>	<b>3.7</b>	<b>10.0</b>	<b>7.8</b>	<b>18.2</b>	<b>11.2</b>	<b>5.6</b>	<b>5.3</b>	<b>0.3</b>	<b>0.4</b>	<b>0</b>	<b>1.2</b>	

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

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

Table 4

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

U.S. AIRLINES ALPHABETICAL	COMPS RECD IN MAY	INCI- DENTS IN MAY	PERCENT	INCI- DENTS IN APR	PERCENT	INCI- DENTS IN ALL PRIOR MONTHS	PERCENT	UN- KNOWN INCI- DENT DATE	PERCENT
ALASKA AIRLINES	54	29	53.7	5	9.3	12	22.2	8	14.8
ALLEGIAN AIR	84	37	44.0	23	27.4	18	21.4	6	7.1
AMERICAN AIRLINES	775	377	48.6	153	19.7	186	24.0	59	7.6
AVELO AIRLINES	20	1	5.0	8	40.0	9	45.0	2	10.0
BREEZE AIRWAYS	39	22	56.4	9	23.1	3	7.7	5	12.8
DELTA AIR LINES	375	143	38.1	100	26.7	110	29.3	22	5.9
ENDEAVOR AIR	26	6	23.1	8	30.8	8	30.8	4	15.4
ENVOY AIR	52	26	50.0	6	11.5	14	26.9	6	11.5
FRONTIER AIRLINES	854	431	50.5	158	18.5	161	18.9	104	12.2
HAWAIIAN AIRLINES	99	55	55.6	15	15.2	18	18.2	11	11.1
JETBLUE AIRWAYS	345	165	47.8	84	24.3	73	21.2	23	6.7
MOKULELE AIRLINES	5	3	60.0	0	0.0	2	40.0	0	0.0
PIEDMONT AIRLINES	11	7	63.6	2	18.2	2	18.2	0	0.0
PSA AIRLINES	40	17	42.5	16	40.0	5	12.5	2	5.0
REPUBLIC AIRWAYS	23	7	30.4	12	52.2	4	17.4	0	0.0
SILVER AIRWAYS	47	22	46.8	9	19.1	14	29.8	2	4.3
SKYWEST AIRLINES	55	31	56.4	5	9.1	16	29.1	3	5.5
SOUTHERN AIRWAYS EXPRESS	8	7	87.5	0	0.0	0	0.0	1	12.5
SOUTHWEST AIRLINES	279	130	46.6	50	17.9	83	29.7	16	5.7
SPIRIT AIRLINES	495	231	46.7	119	24.0	105	21.2	40	8.1
SUN COUNTRY AIRLINES	17	13	76.5	2	11.8	2	11.8	0	0.0
UNITED AIRLINES	705	321	45.5	147	20.9	181	25.7	56	7.9
OTHER U.S. AIRLINES	17	8	47.1	1	5.9	6	35.3	2	11.8
Totals	4,425	2,089	47.2	932	21.1	1,032	23.3	372	8.4
Previous Year's Totals	2,411	1,156	47.9	447	18.5	646	26.8	162	6.7

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

AIR TRAVEL CONSUMER REPORT

Table 5

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

	FLIGHT PROBLEMS	OVER-SALES	RES/TKT/BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DIS-ABILITY	ADVERT-ISING	DISCRIM-INATION	ANIMALS	OTHER	TOTAL
<b><u>FOREIGN AIRLINES</u></b>													
AER LINGUS	6	0	0	4	8	7	1	2	0	0	0	2	30
AEROMEXICO	19	2	6	4	33	9	5	2	0	0	0	0	80
AIR ASIA	0	0	1	0	5	1	0	0	0	0	0	0	7
AIR CANADA	27	3	9	5	10	22	4	2	0	0	0	2	84
AIR EUROPA	2	0	1	1	2	0	1	0	0	0	0	0	7
AIR FRANCE	8	1	7	11	12	43	2	1	0	0	0	0	85
AIR INDIA	4	1	1	3	18	9	2	0	0	0	0	1	39
AIR NEW ZEALAND	1	0	0	0	3	3	1	0	0	0	0	0	8
ANA ALL NIPPON AIRWAYS	4	0	4	25	15	0	2	0	0	0	0	0	50
ASIANA AIRLINES	0	0	2	1	1	5	0	0	0	0	0	0	9
AUSTRIAN AIRLINES	0	0	1	0	3	2	1	0	0	0	0	0	7
AVIANCA	4	3	5	3	20	8	3	3	0	0	0	1	50
BRITISH AIRWAYS	16	1	10	17	33	19	5	2	0	0	0	4	107
BRUSSELS AIRLINES	0	0	2	0	0	3	0	0	0	0	0	0	5
CARIBBEAN AIRLINES	0	0	1	0	2	3	0	0	0	0	0	0	6
CATHAY PACIFIC AIRWAYS	0	0	2	4	6	1	0	1	0	1	0	0	15
CHINA AIRLINES	4	0	0	0	1	0	0	0	0	0	0	0	5
CONDOR	3	0	3	3	1	6	2	0	0	0	0	0	18
COPA COMPANIA PANAMENA DE AVIACION	2	0	1	1	9	5	1	1	0	0	0	0	20
EGYPTAIR	7	0	0	2	2	8	1	1	0	0	0	1	22
EL AL ISRAEL	2	0	1	1	1	2	0	1	0	1	0	0	9
EMIRATES AIRLINES	0	0	4	2	5	7	0	1	0	0	0	2	21
ETHIOPIAN AIRLINES	0	2	2	2	4	12	0	1	0	0	0	0	23
ETIHAD AIRWAYS	4	0	1	2	13	4	1	1	0	0	0	2	28
EVA AIRWAYS	0	0	2	1	1	3	1	0	0	0	0	1	9
FIJI AIRWAYS	1	0	3	3	4	3	0	0	0	0	0	0	14
FINNAIR OY	2	0	0	1	0	1	0	1	0	0	0	0	5
FLAIR AIRLINES	4	0	1	2	2	3	0	0	0	0	0	0	12
FRENCH BEE	1	0	2	0	3	0	1	0	0	0	0	0	7
GOL AIRLINES	0	0	1	1	1	0	0	2	0	0	0	0	5
IBERIA AIRLINES	4	2	3	6	11	10	3	2	0	0	0	0	41
ICELANDAIR	3	1	2	5	3	4	1	0	0	0	0	0	19
ITA AIRWAYS	2	2	3	1	0	2	1	0	0	1	0	0	12
JAPAN AIR LINES COMPANY	1	0	1	2	5	2	0	0	0	0	0	0	11
KLM	10	1	5	4	8	10	2	0	0	0	0	0	40
KOREAN AIR LINES	1	0	2	2	1	2	0	1	0	0	0	0	9
LATAM	2	1	1	4	5	9	0	2	0	0	0	1	25
LOT POLISH AIRLINES	0	1	2	2	3	0	0	0	0	0	0	0	8
LUFTHANSA	28	3	19	20	47	45	8	3	0	0	0	2	175
NORSE ATLANTIC AIRWAYS	1	0	1	0	2	1	1	0	0	0	0	0	6



## AIR TRAVEL CONSUMER REPORT/ COMPANIES OTHER THAN U.S. AIRLINES\* BY COMPLAINT CATEGORY\*\*/ MAY 2023

Table 5 (cont'd)

	FLIGHT PROBLEMS	OVER-SALES	RES/TKT/BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DIS-ABILITY	ADVERT-ISING	DISCRIM-INATION	ANIMALS	OTHER	TOTAL
PHILIPPINE AIRLINES	3	0	1	3	12	3	1	0	0	0	0	1	24
QANTAS AIRWAYS	0	0	0	2	3	0	0	0	0	0	0	0	5
QATAR AIRWAYS	14	2	17	12	25	17	5	2	0	0	0	3	97
ROYAL AIR MAROC	3	0	1	1	4	2	2	2	0	0	0	0	15
SAS	3	1	3	2	4	6	2	1	0	1	0	0	23
SAUDI ARABIAN AIRLINES	0	0	2	3	4	3	0	1	0	0	0	0	13
SINGAPORE AIRLINES	3	1	2	5	14	5	2	0	0	0	0	0	32
SWISS AIR	2	1	2	7	5	9	2	0	0	0	0	0	28
TAP	10	0	2	3	29	13	0	2	0	0	0	0	59
TURKISH AIRLINES	15	2	20	16	15	21	5	0	0	0	0	2	96
VIRGIN ATLANTIC AIRWAYS	2	0	3	4	7	4	0	0	0	0	0	0	20
VIVAEROBUS	0	0	7	0	5	7	0	0	0	0	0	0	19
VOLARIS AIRLINES	12	2	8	5	23	10	2	1	1	0	0	1	65
WEST JET	8	0	1	0	1	2	1	0	0	0	0	0	13
OTHER FOREIGN AIRLINES	17	0	9	9	36	21	2	1	0	1	0	0	96
<b>TOTALS</b>	<b>265</b>	<b>33</b>	<b>190</b>	<b>217</b>	<b>490</b>	<b>397</b>	<b>74</b>	<b>40</b>	<b>1</b>	<b>5</b>	<b>0</b>	<b>26</b>	<b>1,738</b>
<b><u>TRAVEL AGENTS</u></b>													
ASAPTICKETS.COM	0	0	4	0	6	0	0	0	0	0	0	0	10
BOOKING.COM	1	0	2	1	8	0	0	0	0	0	0	1	13
BUDGETAIR.COM	1	0	1	0	5	0	1	0	0	0	0	0	8
CHASE TRAVEL	1	0	0	3	5	0	0	0	0	0	0	0	9
CHEAPOAIR.COM	0	0	1	2	5	0	0	1	0	0	0	0	9
EXPEDIA.COM	10	0	13	9	28	0	1	0	0	0	0	0	61
GOTOGATE	1	0	1	2	6	0	0	0	0	0	0	0	10
HOPPER.COM	0	1	0	2	5	0	0	0	0	0	0	0	8
JUSTFLY.COM	0	0	4	3	12	0	0	0	0	0	0	0	19
KIWI.COM	2	0	0	3	16	0	0	0	0	0	0	0	21
MYTRIP.COM	1	0	0	0	6	0	0	0	0	0	0	0	7
PRICELINE.COM	0	0	8	3	12	0	0	0	0	0	0	0	23
TRAVELOCITY.COM	0	0	1	4	9	0	0	0	0	0	0	0	14
TRIP.COM	0	0	2	2	1	0	0	0	0	0	0	0	5
OTHER TRAVEL AGENTS	5	2	19	11	44	0	0	0	0	1	0	0	82
<b>TOTALS</b>	<b>22</b>	<b>3</b>	<b>56</b>	<b>45</b>	<b>168</b>	<b>0</b>	<b>2</b>	<b>1</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>1</b>	<b>299</b>
<b><u>TOUR OPERATORS</u></b>													
OTHER TOUR OPERATORS	0	0	0	0	3	0	0	0	0	0	0	0	3
<b>TOTALS</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>3</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>3</b>
<b><u>MISCELLAENOUS</u></b>													
OTHER MISCELLANEOUS	0	0	0	0	0	0	0	0	0	0	0	0	0
<b>TOTALS</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>

\* COMPANIES ARE LISTED INDIVIDUALLY IF DOT RECEIVED FIVE (5) OR MORE COMPLAINTS AGAINST THEM DURING THE REPORTING PERIOD. COMPLAINTS AGAINST COMPANIES ACCOUNTING FOR FEWER COMPLAINTS THAN THAT ARE INCLUDED UNDER 'OTHER FOREIGN AIRLINES,' 'OTHER TOUR OPERATORS,' ETC.\*\* A DETAILED EXPLANATION OF THE COMPLAINT CATEGORIES FOLLOWS THIS SECTION.

## AIR TRAVEL CONSUMER REPORT

TABLE 6

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

MAY 2023		MAY 2022	
AIRLINE	COMPLAINTS		COMPLAINTS
<b>ALASKA AIRLINES NETWORK</b>	<b>64</b>		<b>74</b>
- ALASKA AIRLINES	54		68
- BRANDED CODESHARE PARTNERS	10		6
<b>ALLEGiant AIRLINES</b>	<b>84</b>		<b>75</b>
<b>AMERICAN AIRLINES NETWORK</b>	<b>923</b>		<b>574</b>
- AMERICAN AIRLINES	775		436
- BRANDED CODESHARE PARTNERS	148		138
<b>DELTA NETWORK</b>	<b>429</b>		<b>280</b>
- DELTA AIR LINES	375		242
- BRANDED CODESHARE PARTNERS	54		38
<b>FRONTIER AIRLINES</b>	<b>854</b>		<b>302</b>
<b>HAWAIIAN AIRLINES</b>	<b>99</b>		<b>13</b>
<b>JETBLUE AIRWAYS</b>	<b>345</b>		<b>244</b>
<b>SOUTHWEST AIRLINES</b>	<b>279</b>		<b>110</b>
<b>SPIRIT AIRLINES</b>	<b>495</b>		<b>269</b>
<b>UNITED AIRLINES NETWORK</b>	<b>705</b>		<b>399</b>
- UNITED AIRLINES	705		399
- BRANDED CODESHARE PARTNERS	0		0
<b>TOTAL</b>	<b>4,277</b>		<b>2,340</b>

\* 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	MAY 2023			MAY 2022		
		COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS	COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS
1	REPUBLIC AIRWAYS	23	1,674,695	1.37	39	1,758,851	2.22
2	SKYWEST AIRLINES	55	3,316,294	1.66	26	3,797,585	0.68
3	ALASKA AIRLINES	54	3,058,279	1.77	68	2,793,737	2.43
4	SOUTHWEST AIRLINES	279	15,140,514	1.84	110	13,929,486	0.79
5	ENDEAVOR AIR	26	1,082,283	2.40	17	1,163,357	1.46
6	DELTA AIR LINES	375	14,249,313	2.63	242	12,449,413	1.94
7	PSA AIRLINES	40	985,433	4.06	51	1,157,985	4.40
8	ENVOY AIR	52	1,146,979	4.53	34	1,277,901	2.66
9	AMERICAN AIRLINES	775	14,214,569	5.45	436	13,215,940	3.30
10	ALLEGiant AIR	84	1,426,301	5.89	75	1,471,666	5.10
11	UNITED AIRLINES	705	11,554,116	6.10	399	9,868,611	4.04
12	JETBLUE AIRWAYS	345	3,813,727	9.05	244	3,497,904	6.98
13	HAWAIIAN AIRLINES	99	927,794	10.67	13	852,453	1.53
14	SPIRIT AIRLINES	495	3,805,308	13.01	269	3,367,259	7.99
15	FRONTIER AIRLINES	854	2,550,925	33.48	302	2,185,421	13.82
	<b>TOTAL</b>	4,261	78,946,530	5.40	2,325	72,787,569	3.19

\* 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.

## AIR TRAVEL CONSUMER REPORT

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

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

AIRLINE	RACE	ANCESTRY/ ETHNICITY	NATIONAL ORIGIN	COLOR	RELIGION	SEX	OTHER
ALASKA				1			
AMERICAN	3						
CATHAY PACIFIC	1						
DELTA	1				1	1	
EL AL ISRAEL			1				
FRONTIER			1		1		
ITA AIRWAYS	1						
JETBLUE	1		1				
SAS	1						
SMARTFARES.COM					1		
SOUTHWEST	1			1		1	
SPIRIT				2		1	
UNITED	1		1	1		1	
ZIPAIR				1			
<b>TOTALS</b>	<b>10</b>		<b>4</b>	<b>6</b>	<b>3</b>	<b>4</b>	

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

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

## COMPLAINT CATEGORIES

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

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

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

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

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

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

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

**Disability:** Civil rights complaints by air travelers with disabilities.

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

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

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

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

**AIR TRAVEL CONSUMER REPORT**

**May 2023 Airline Reports to DOT of Incidents Involving the Loss, Injury or Death of Animals During Air Transportation**

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

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

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

Carrier	Death	Injury	Loss
<b>NONE</b>			



## U.S. Department of Homeland Security, Transportation Security Administration Customer Service Report for May 2023 <sup>a</sup>

The Transportation Security Administration (TSA) screened approximately 72.7 million passengers at screening checkpoints and 42.3 million checked bags at baggage screening locations in May 2023.

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

In May 2023, TSA received 15,166 complaints (i.e. a description of a negative experience) from the general public via phone or email (or 20.9 complaints per 100,000 passengers <sup>c</sup>). Below is a more detailed breakdown:

Courtesy		Screening of Personal Property		Screening of Passengers		Wait Times (Checkpoint)	
Number of Complaints	Complaints per 100,000 Passengers <sup>c</sup>	Number of Complaints	Complaints per 100,000 Passengers <sup>c</sup>	Number of Complaints	Complaints per 100,000 Passengers <sup>c</sup>	Number of Complaints	Complaints per 100,000 Passengers <sup>c</sup>
952	1.4	641	0.9	12,706	17.6	148	0.3

Civil Rights		Other TSA-related		Non-TSA related, Airline		Non-TSA related, All Others	
Number of Complaints	Complaints per 100,000 Passengers <sup>c</sup>	Number of Complaints	Complaints per 100,000 Passengers <sup>c</sup>	Number of Complaints	Complaints per 100,000 Passengers <sup>c</sup>	Number of Complaints	Complaints per 100,000 Passengers <sup>c</sup>
397	0.6	135	0.2	46	0.1	141	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
377 <sup>d</sup>	327	0.0008

**REFERENCES**

- <sup>a</sup> Under Section 421(a) of Vision 100--Century of Aviation Reauthorization Act, Public Law 108-176 (December 12, 2003), 49 U.S.C. 329(e), the U.S. Department of Homeland Security, Transportation Security Administration, has provided this customer service report on passenger and baggage screening complaints and incidents to the U.S. Department of Transportation.
- <sup>b</sup> The TSA Contact Center can be reached via e-mail, [TSA-ContactCenter@tsa.dhs.gov](mailto:TSA-ContactCenter@tsa.dhs.gov), or telephone, (866) 289-9673. TSA Contact Center representatives are available from 8:00AM to 11:00PM EST, Monday through Friday, and Weekends and Holidays, 9:00AM to 8:00PM.
- <sup>c</sup> The complaints per 100,000 passengers' metric is calculated as follows: # of Complaints divided by # of Airline Passenger multiplied by 100,000 (e.g. 300 complaints / 20,000,000 passengers \* 100,000 equals 1.50). In this example, TSA experienced 1.5 complaints for every 100,000 passengers that TSA screened.
- <sup>d</sup> TSA records the number of passengers screened at checkpoints rather than the number of bags or items screened at TSA checkpoints. Therefore, this table does not present the rate of claims regarding loss or damage to property compared to the total number of items screened at checkpoints.

**DEFINITIONS**

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