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# ***Air Travel Consumer Report***

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

***Issued: June 2023***



<b>Flight Delays<sup>1</sup></b>	April 2023
<b>Mishandled Baggage, Wheelchairs, and Scooters<sup>1</sup></b>	April 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)	April 2023
<b>Airline Animal Incident Reports<sup>4</sup></b>	April 2023
<b>Customer Service Reports to the Dept. of Homeland Security<sup>3</sup></b>	April 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 Aviation Consumer Protection. Website: <http://www.transportation.gov/airconsumer>

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

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

## TABLE OF CONTENTS

November 8, 2023: Addition of Consumer Complaints

Section	Page	Section	Page
<b><i>Flight Delays</i></b>		<b><i>Flight Delays (continued)</i></b>	
<b>Introduction</b>	3	<b>Table 8</b>	31
<b>Explanation</b>	4	List of Regularly Scheduled Domestic Flights with Tarmac Delays Over 3 Hours, By Marketing/Operating Carrier	
<b>Branded Codeshare Partners</b>	5	<b>Table 8A.</b>	
<b>Table 1</b>	6	List of Regularly Scheduled International Flights with Tarmac Delays Over 4 Hours, By Marketing/Operating Carrier	32
Overall Percentage of Reported Flight Operations Arriving On-Time, by Reporting Marketing Carrier		<b>Appendix</b>	33
<b>Table 1A.</b>	7	<b><i>Mishandled Baggage</i></b>	34
Overall Percentage of Reported Flight Operations Arriving On-Time, by Reporting Operating Carrier		<b>Ranking-</b> by Marketing Carrier (Monthly)	35
<b>Table 1B.</b>	8	<b>Ranking-</b> by Operating Carrier (Monthly)	36
Overall Percentage of Reported Flight Operations Arriving On-Time, by Reporting Marketing Carrier, Rank by Month, and Year-to-Date (YTD)		<b><i>Mishandled Wheelchairs and Scooters</i></b>	37
<b>Table 2</b>	9	<b>Ranking-</b> by Marketing Carrier (Monthly)	38
Number of Reported Flight Arrivals and Percentage Arriving On-Time, by Reporting Marketing Carrier and Airport		<b>Ranking-</b> by Operating Carrier (Monthly)	39
<b>Table 2A</b>	13	<b><i>Oversales</i></b>	
Number of Reported Flight Arrivals and Percentage Arriving On-Time, by Reporting Operating Carrier and Airport		<b>Explanation</b>	40
<b>Table 3</b>	17	<b>Ranking-</b> by Marketing Carrier (Quarterly)	41
Percentage of Reporting Carriers' Flight Operations Arriving On-Time, by Airport and Time of Day		<b>Ranking-</b> by Operating Carrier (Quarterly)	42
<b>Table 4</b>	19	<b><i>Consumer Complaints</i></b>	
Percentage of Reporting Carriers' Flight Operations Departing On- Time, by Airport and Time of Day		<b>Explanation</b>	43
<b>Table 5</b>	21	<b>Complaint Tables 1-5</b>	44
On-Time Arrival and Departure Percentage, by Airport by Reporting Operating Carrier		Summary, Complaint Categories, U.S. Airlines, Incident Date and Companies Other Than U.S. Airlines	
<b>Tables 6/6A.</b>	26	<b>Table 6</b>	50
Overall Number and Percentage of Flight Cancellations, by Reporting Marketing and Reporting Operating Carrier (Monthly)		List of U.S. Marketing Carriers (Non-Ranked, in Alphabetic Order).	
<b>Table 7</b>	28	<b>Table 6A</b>	51
Causes of the Delay by Reporting Marketing Carrier		Rankings, U.S. Reporting Carriers	
<b>Table 7A.</b>	29	<b>Civil Rights Complaints by Air Travelers, Other than Disability (Monthly)</b>	52
Causes of the Delay by Reporting Operating Carrier		<b>Complaint Categories</b>	53
<b>Table 7B,</b>	30	<b>Airline Reports to DOT of Incidents Involving the Loss, Injury, Or Death of Animals during Air Transportation (Monthly)</b>	54
Causes of the Delay by Reporting Operating Carrier, chart		<b>Customer Service Reports to the Department of Homeland Security</b>	55

## **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

APRIL 2023

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

American Airlines Branded Codeshare Partners	Alaska Airlines Branded Codeshare Partners	Delta Air Lines Branded Codeshare Partners	United Airlines Branded Codeshare Partners
Air Wisconsin Airlines	Horizon Air	Endeavor Air	Air Wisconsin Airlines
Envoy Air	SkyWest Airlines	Republic Airways	CommutAir
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

APRIL 2023

AT ALL US AIRPORTS			
CARRIER <sup>1</sup>	NUMBER OF AIRPORTS REPORTED	PERCENT OF ON-TIME ARRIVALS	RANK
<b>DELTA AIR LINES NETWORK</b>	<b>212</b>	<b>81.8</b>	<b>1</b>
- DELTA AIR LINES	147	79.8	
- BRANDED CODESHARE PARTNERS	172	85.6	
<b>ALASKA AIRLINES NETWORK</b>	<b>105</b>	<b>80.7</b>	<b>2</b>
- ALASKA AIRLINES	87	77.3	
- BRANDED CODESHARE PARTNERS	50	86.7	
<b>AMERICAN AIRLINES NETWORK</b>	<b>223</b>	<b>77.0</b>	<b>3</b>
- AMERICAN AIRLINES	122	72.9	
- BRANDED CODESHARE PARTNERS	208	81.9	
<b>UNITED AIRLINES NETWORK</b>	<b>218</b>	<b>76.2</b>	<b>4</b>
- UNITED AIRLINES	107	75.3	
- BRANDED CODESHARE PARTNERS	201	77.4	
<b>SOUTHWEST AIRLINES</b>	<b>107</b>	<b>73.4</b>	<b>5</b>
<b>ALLEGiant AIR</b>	<b>123</b>	<b>72.1</b>	<b>6</b>
<b>FRONTIER AIRLINES</b>	<b>79</b>	<b>65.5</b>	<b>7</b>
<b>JETBLUE AIRWAYS</b>	<b>64</b>	<b>65.3</b>	<b>8</b>
<b>SPIRIT AIRLINES</b>	<b>63</b>	<b>60.7</b>	<b>9</b>
<b>HAWAIIAN AIRLINES</b>	<b>21</b>	<b>56.6</b>	<b>10</b>
<b>TOTAL AIRPORTS SERVED</b>	<b>353</b>	<b>75.7</b>	

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

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

## AIR TRAVEL CONSUMER REPORT

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

APRIL 2023

AT ALL US AIRPORTS			
CARRIER <sup>1</sup>	NUMBER OF AIRPORTS REPORTED	PERCENT OF ON-TIME ARRIVALS	RANK
SKYWEST AIRLINES	237	84.4	1
ENDEAVOR AIR	91	84.3	2
REPUBLIC AIRWAYS	79	82.9	3
PSA AIRLINES	85	82.4	4
DELTA AIR LINES	147	79.8	5
ENVOY AIR	131	79.0	6
ALASKA AIRLINES	87	77.3	7
UNITED AIRLINES	107	75.3	8
SOUTHWEST AIRLINES	107	73.4	9
AMERICAN AIRLINES	122	72.9	10
ALLEGiant AIR	123	72.1	11
FRONTIER AIRLINES	79	65.5	12
JETBLUE AIRWAYS	64	65.3	13
SPIRIT AIRLINES	63	60.7	14
HAWAIIAN AIRLINES	21	56.6	15
<b>TOTAL AIRPORTS SERVED</b>	<b>340</b>	<b>75.6</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

APRIL 2023

CARRIER <sup>1</sup>	Jan 23		Feb 23		Mar 23		Apr 23		Year-to-date (YTD)	
	%	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>78.4</b>	<b>2</b>
- ALASKA AIRLINES	77.3		74.5		76.6		77.3		76.5	
- BRANDED CODESHARE PARTNERS	78.2		81.3		80.8		86.7		81.8	
<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>70.4</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>77.5</b>	<b>3</b>
- AMERICAN AIRLINES	75.7		76.6		72.2		72.9		74.3	
- BRANDED CODESHARE PARTNERS	79.3		82.7		81.5		81.9		81.3	
<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>80.6</b>	<b>1</b>
- DELTA AIR LINES	78.7		82.7		77.0		79.8		79.4	
- BRANDED CODESHARE PARTNERS	78.4		83.6		83.2		85.6		82.7	
<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>65.4</b>	<b>10</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>66.4</b>	<b>9</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>68.7</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>76.9</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>67.0</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>76.4</b>	<b>5</b>
- UNITED AIRLINES	76.1		78.6		76.9		75.3		76.7	
- BRANDED CODESHARE PARTNERS	72.0		77.5		76.9		77.4		76.0	
<b>TOTAL</b>	<b>76.2</b>		<b>79.4</b>		<b>75.4</b>		<b>75.7</b>		<b>76.6</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)

APRIL 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>	88	70.5	295	82.4	60	61.7	202	66.8	30	66.7	0	0.0	150	72.0	150	78.0
- ALASKA AIRLINES	88	70.5	235	83.0	60	61.7	202	66.8	30	66.7	0	0.0	150	72.0	150	78.0
- BRANDED CODESHARE PARTNERS	0	0.0	60	80.0	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	122	71.3	378	75.9	57	82.5	42	71.4	0	0.0	0	0.0	33	90.9
<b>AMERICAN AIRLINES NETWORK</b>	1060	69.8	2117	69.8	1416	74.0	2049	77.5	316	69.9	16150	77.8	7146	79.9	760	72.8
- AMERICAN AIRLINES	711	63.4	1307	66.9	685	67.3	1302	72.9	291	69.8	9837	75.6	2378	72.6	679	70.5
- BRANDED CODESHARE PARTNERS	349	82.8	810	74.3	731	80.3	747	85.5	25	72.0	6313	81.3	4768	83.6	81	91.4
<b>DELTA AIR LINES NETWORK</b>	20653	83.1	850	77.1	881	80.6	3807	80.1	608	81.1	796	83.2	1585	79.8	1057	79.7
- DELTA AIR LINES	18151	82.8	799	76.6	661	81.2	2108	76.5	443	79.5	427	84.5	668	75.7	1057	79.7
- BRANDED CODESHARE PARTNERS	2502	85.3	51	84.3	220	78.6	1699	84.5	165	85.5	369	81.6	917	82.8	0	0.0
<b>FRONTIER AIRLINES</b>	752	57.7	24	70.8	100	62.0	53	75.5	177	67.8	138	68.1	90	72.2	1704	71.9
<b>HAWAIIAN AIRLINES</b>	0	0.0	13	61.5	0	0.0	18	22.2	0	0.0	0	0.0	0	0.0	0	0.0
<b>JETBLUE AIRWAYS</b>	265	52.1	90	56.7	205	65.4	3993	74.6	80	73.8	51	78.4	810	73.2	94	63.8
<b>SOUTHWEST AIRLINES</b>	2813	75.8	3005	71.1	3820	75.8	483	64.8	5728	74.5	254	66.1	1283	73.0	7420	75.8
<b>SPIRIT AIRLINES</b>	1241	60.6	239	64.0	270	59.6	508	58.7	549	60.8	266	56.0	0	0.0	183	62.3
<b>UNITED AIRLINES NETWORK</b>	720	69.2	836	73.3	712	73.3	1037	76.3	265	77.4	445	73.7	980	75.1	12123	80.6
- UNITED AIRLINES	657	70.9	673	74.0	535	70.3	999	76.9	264	77.3	255	69.4	333	76.0	7088	79.8
- BRANDED CODESHARE PARTNERS	63	50.8	163	70.6	177	82.5	38	60.5	1	100.0	190	79.5	647	74.7	5035	81.7
<b>TOTAL</b>	<b>27,592</b>	<b>79.4</b>	<b>7,591</b>	<b>71.7</b>	<b>7,842</b>	<b>74.7</b>	<b>12,207</b>	<b>75.7</b>	<b>7,795</b>	<b>73.7</b>	<b>18,100</b>	<b>77.4</b>	<b>12,044</b>	<b>78.2</b>	<b>23,524</b>	<b>77.9</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)

APRIL 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>	171	81.3	30	80.0	299	66.6	96	52.1	163	67.5	58	62.1	360	78.1	592	70.1
- ALASKA AIRLINES	171	81.3	30	80.0	299	66.6	96	52.1	163	67.5	58	62.1	360	78.1	499	68.9
- BRANDED CODESHARE PARTNERS	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	93	76.3
<b>ALLEGiant AIR</b>	0	0.0	0	0.0	60	96.7	311	43.4	43	72.1	0	0.0	0	0.0	683	59.4
<b>AMERICAN AIRLINES NETWORK</b>	19902	76.7	683	77.5	710	60.8	515	58.4	171	68.4	649	66.9	2157	74.6	1051	65.2
- AMERICAN AIRLINES	12990	74.2	299	68.2	660	59.7	515	58.4	115	60.0	556	64.4	1162	70.4	1051	65.2
- BRANDED CODESHARE PARTNERS	6912	81.5	384	84.6	50	76.0	0	0.0	56	85.7	93	81.7	995	79.5	0	0.0
<b>DELTA AIR LINES NETWORK</b>	883	74.4	7747	85.2	772	74.9	1031	62.4	559	79.4	676	71.4	5022	72.2	1279	73.8
- DELTA AIR LINES	883	74.4	5101	83.7	504	74.2	1031	62.4	233	76.4	675	71.4	2359	66.3	1279	73.8
- BRANDED CODESHARE PARTNERS	0	0.0	2646	88.1	268	76.1	0	0.0	326	81.6	1	100.0	2663	77.5	0	0.0
<b>FRONTIER AIRLINES</b>	443	64.8	135	72.6	0	0.0	240	50.8	0	0.0	98	53.1	0	0.0	1299	57.5
<b>HAWAIIAN AIRLINES</b>	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	30	13.3	106	46.2
<b>JETBLUE AIRWAYS</b>	30	76.7	175	64.6	587	64.6	1631	55.4	0	0.0	63	68.3	4067	62.0	288	61.1
<b>SOUTHWEST AIRLINES</b>	0	0.0	311	71.4	0	0.0	1427	59.5	163	74.2	505	69.5	0	0.0	6909	68.8
<b>SPIRIT AIRLINES</b>	745	57.7	921	68.2	739	53.7	2062	52.8	0	0.0	657	61.8	0	0.0	2524	63.3
<b>UNITED AIRLINES NETWORK</b>	902	66.6	475	75.2	10016	72.5	759	63.0	5145	78.5	9893	72.8	0	0.0	1101	66.5
- UNITED AIRLINES	648	68.1	225	71.1	6267	71.5	759	63.0	2590	78.1	5267	74.7	0	0.0	1101	66.5
- BRANDED CODESHARE PARTNERS	254	63.0	250	78.8	3749	74.1	0	0.0	2555	78.9	4626	70.6	0	0.0	0	0.0
<b>TOTAL</b>	<b>23,076</b>	<b>75.4</b>	<b>10,477</b>	<b>81.8</b>	<b>13,183</b>	<b>70.6</b>	<b>8,072</b>	<b>56.6</b>	<b>6,244</b>	<b>77.9</b>	<b>12,599</b>	<b>71.5</b>	<b>11,636</b>	<b>69.1</b>	<b>15,832</b>	<b>66.4</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)

APRIL 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>1401</b>	<b>80.9</b>	<b>0</b>	<b>0.0</b>	<b>212</b>	<b>69.8</b>	<b>0</b>	<b>0.0</b>	<b>30</b>	<b>63.3</b>	<b>60</b>	<b>73.3</b>	<b>312</b>	<b>68.9</b>	<b>60</b>	<b>70.0</b>
- ALASKA AIRLINES	758	77.0	0	0.0	212	69.8	0	0.0	30	63.3	60	73.3	278	68.3	60	70.0
- BRANDED CODESHARE PARTNERS	643	85.5	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	34	73.5	0	0.0
<b>ALLEGiant AIR</b>	<b>108</b>	<b>77.8</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>34</b>	<b>79.4</b>	<b>0</b>	<b>0.0</b>	<b>60</b>	<b>81.7</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>
<b>AMERICAN AIRLINES NETWORK</b>	<b>3161</b>	<b>80.0</b>	<b>3431</b>	<b>77.4</b>	<b>1498</b>	<b>71.1</b>	<b>0</b>	<b>0.0</b>	<b>5336</b>	<b>73.0</b>	<b>536</b>	<b>77.4</b>	<b>8659</b>	<b>76.5</b>	<b>5997</b>	<b>80.2</b>
- AMERICAN AIRLINES	2406	76.2	1635	69.4	1498	71.1	0	0.0	4228	73.2	338	74.0	4146	76.1	2958	74.8
- BRANDED CODESHARE PARTNERS	755	92.1	1796	84.6	0	0.0	0	0.0	1108	72.0	198	83.3	4513	76.9	3039	85.5
<b>DELTA AIR LINES NETWORK</b>	<b>3881</b>	<b>82.9</b>	<b>6800</b>	<b>80.5</b>	<b>1775</b>	<b>72.5</b>	<b>268</b>	<b>77.6</b>	<b>846</b>	<b>63.6</b>	<b>8000</b>	<b>84.0</b>	<b>1172</b>	<b>77.2</b>	<b>531</b>	<b>84.4</b>
- DELTA AIR LINES	3027	79.6	2093	73.4	1775	72.5	96	75.0	846	63.6	5365	82.9	988	77.0	451	82.9
- BRANDED CODESHARE PARTNERS	854	94.5	4707	83.6	0	0.0	172	79.1	0	0.0	2635	86.3	184	78.3	80	92.5
<b>FRONTIER AIRLINES</b>	<b>0</b>	<b>0.0</b>	<b>90</b>	<b>65.6</b>	<b>1658</b>	<b>64.4</b>	<b>327</b>	<b>66.7</b>	<b>273</b>	<b>54.2</b>	<b>66</b>	<b>87.9</b>	<b>71</b>	<b>83.1</b>	<b>830</b>	<b>54.6</b>
<b>HAWAIIAN AIRLINES</b>	<b>179</b>	<b>62.0</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>
<b>JETBLUE AIRWAYS</b>	<b>997</b>	<b>68.3</b>	<b>1414</b>	<b>68.8</b>	<b>1562</b>	<b>57.0</b>	<b>0</b>	<b>0.0</b>	<b>300</b>	<b>60.7</b>	<b>30</b>	<b>66.7</b>	<b>60</b>	<b>68.3</b>	<b>101</b>	<b>84.2</b>
<b>SOUTHWEST AIRLINES</b>	<b>2388</b>	<b>73.9</b>	<b>986</b>	<b>69.6</b>	<b>3677</b>	<b>70.0</b>	<b>6201</b>	<b>74.6</b>	<b>554</b>	<b>62.5</b>	<b>575</b>	<b>74.8</b>	<b>795</b>	<b>65.4</b>	<b>297</b>	<b>68.4</b>
<b>SPIRIT AIRLINES</b>	<b>989</b>	<b>68.5</b>	<b>448</b>	<b>64.7</b>	<b>2569</b>	<b>58.9</b>	<b>0</b>	<b>0.0</b>	<b>599</b>	<b>52.9</b>	<b>143</b>	<b>75.5</b>	<b>664</b>	<b>57.7</b>	<b>527</b>	<b>57.9</b>
<b>UNITED AIRLINES NETWORK</b>	<b>2604</b>	<b>83.1</b>	<b>1010</b>	<b>70.7</b>	<b>1132</b>	<b>71.8</b>	<b>0</b>	<b>0.0</b>	<b>532</b>	<b>63.7</b>	<b>495</b>	<b>73.1</b>	<b>12510</b>	<b>79.6</b>	<b>376</b>	<b>76.9</b>
- UNITED AIRLINES	1926	80.6	533	71.9	1132	71.8	0	0.0	532	63.7	445	73.5	6548	79.0	286	81.1
- BRANDED CODESHARE PARTNERS	678	90.0	477	69.4	0	0.0	0	0.0	0	0.0	50	70.0	5962	80.2	90	63.3
<b>TOTAL</b>	<b>15,708</b>	<b>78.7</b>	<b>14,179</b>	<b>76.5</b>	<b>14,083</b>	<b>66.4</b>	<b>6,830</b>	<b>74.4</b>	<b>8,470</b>	<b>68.3</b>	<b>9,965</b>	<b>82.4</b>	<b>24,243</b>	<b>77.1</b>	<b>8,719</b>	<b>76.1</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)

APRIL 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>480</b>	<b>76.5</b>	<b>1433</b>	<b>77.8</b>	<b>8254</b>	<b>82.1</b>	<b>2276</b>	<b>77.6</b>	<b>219</b>	<b>86.8</b>	<b>65</b>	<b>73.8</b>
- ALASKA AIRLINES	432	76.2	765	72.8	5921	78.7	1106	75.0	89	85.4	65	73.8
- BRANDED CODESHARE PARTNERS	48	79.2	668	83.5	2333	90.7	1170	80.1	130	87.7	0	0.0
<b>ALLEGiant AIR</b>	<b>26</b>	<b>69.2</b>	<b>35</b>	<b>82.9</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>6402</b>	<b>83.1</b>	<b>666</b>	<b>66.5</b>	<b>495</b>	<b>72.1</b>	<b>815</b>	<b>69.4</b>	<b>349</b>	<b>70.2</b>	<b>1196</b>	<b>71.8</b>
- AMERICAN AIRLINES	4536	80.6	666	66.5	435	69.4	757	68.3	274	65.7	1103	70.5
- BRANDED CODESHARE PARTNERS	1866	89.1	0	0.0	60	91.7	58	84.5	75	86.7	93	87.1
<b>DELTA AIR LINES NETWORK</b>	<b>1023</b>	<b>81.9</b>	<b>850</b>	<b>82.1</b>	<b>3858</b>	<b>87.0</b>	<b>1154</b>	<b>82.1</b>	<b>6289</b>	<b>87.1</b>	<b>1141</b>	<b>76.3</b>
- DELTA AIR LINES	903	80.3	760	80.8	2581	83.5	1053	81.1	4171	83.4	1141	76.3
- BRANDED CODESHARE PARTNERS	120	94.2	90	93.3	1277	94.0	101	93.1	2118	94.3	0	0.0
<b>FRONTIER AIRLINES</b>	<b>700</b>	<b>66.6</b>	<b>198</b>	<b>75.8</b>	<b>80</b>	<b>65.0</b>	<b>240</b>	<b>70.4</b>	<b>120</b>	<b>68.3</b>	<b>551</b>	<b>67.5</b>
<b>HAWAIIAN AIRLINES</b>	<b>30</b>	<b>33.3</b>	<b>60</b>	<b>56.7</b>	<b>66</b>	<b>42.4</b>	<b>60</b>	<b>50.0</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>
<b>JETBLUE AIRWAYS</b>	<b>89</b>	<b>64.0</b>	<b>175</b>	<b>76.6</b>	<b>62</b>	<b>88.7</b>	<b>391</b>	<b>73.9</b>	<b>186</b>	<b>60.2</b>	<b>536</b>	<b>64.9</b>
<b>SOUTHWEST AIRLINES</b>	<b>5114</b>	<b>76.8</b>	<b>2921</b>	<b>76.6</b>	<b>620</b>	<b>74.0</b>	<b>729</b>	<b>68.7</b>	<b>952</b>	<b>74.9</b>	<b>2205</b>	<b>70.7</b>
<b>SPIRIT AIRLINES</b>	<b>182</b>	<b>60.4</b>	<b>166</b>	<b>60.2</b>	<b>116</b>	<b>70.7</b>	<b>0</b>	<b>0.0</b>	<b>120</b>	<b>59.2</b>	<b>613</b>	<b>63.1</b>
<b>UNITED AIRLINES NETWORK</b>	<b>980</b>	<b>80.1</b>	<b>880</b>	<b>77.5</b>	<b>670</b>	<b>78.1</b>	<b>5407</b>	<b>80.8</b>	<b>557</b>	<b>77.9</b>	<b>772</b>	<b>76.8</b>
- UNITED AIRLINES	824	81.1	795	76.4	665	77.9	3774	79.3	121	64.5	772	76.8
- BRANDED CODESHARE PARTNERS	156	75.0	85	88.2	5	100.0	1633	84.3	436	81.7	0	0.0
<b>TOTAL</b>	<b>15,026</b>	<b>79.2</b>	<b>7,384</b>	<b>76.1</b>	<b>14,221</b>	<b>82.2</b>	<b>11,072</b>	<b>78.0</b>	<b>8,792</b>	<b>83.3</b>	<b>7,079</b>	<b>71.2</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)

APRIL 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	88	70.5	235	83.0	60	61.7	202	66.8	30	66.7	0	0.0	150	72.0	150	78.0
ALLEGiant AIR	0	0.0	122	71.3	378	75.9	57	82.5	42	71.4	0	0.0	0	0.0	33	90.9
AMERICAN AIRLINES	711	63.4	1307	66.9	685	67.3	1302	72.9	291	69.8	9837	75.6	2378	72.6	679	70.5
DELTA AIR LINES	18151	82.8	799	76.6	661	81.2	2108	76.5	443	79.5	427	84.5	668	75.7	1057	79.7
ENDEAVOR AIR	1390	89.8	51	84.3	16	81.3	0	0.0	88	80.7	109	75.2	167	82.0	0	0.0
ENVOY AIR	3	100.0	790	74.2	191	78.0	135	81.5	25	72.0	353	78.5	224	81.3	0	0.0
FRONTIER AIRLINES	752	57.7	24	70.8	100	62.0	53	75.5	177	67.8	138	68.1	90	72.2	1704	71.9
HAWAIIAN AIRLINES	0	0.0	13	61.5	0	0.0	18	22.2	0	0.0	0	0.0	0	0.0	0	0.0
JETBLUE AIRWAYS	265	52.1	90	56.7	205	65.4	3993	74.6	80	73.8	51	78.4	810	73.2	94	63.8
PSA AIRLINES	67	70.1	0	0.0	220	81.4	0	0.0	0	0.0	3632	83.2	2813	82.3	0	0.0
REPUBLIC AIRWAYS	304	85.5	14	57.1	411	84.7	1995	86.3	69	92.8	342	81.9	2659	84.9	0	0.0
SKYWEST AIRLINES	1101	79.4	75	90.7	230	76.5	216	70.8	9	77.8	8	100.0	114	77.2	4325	82.4
SOUTHWEST AIRLINES	2813	75.8	3005	71.1	3820	75.8	483	64.8	5728	74.5	254	66.1	1283	73.0	7420	75.8
SPIRIT AIRLINES	1241	60.6	239	64.0	270	59.6	508	58.7	549	60.8	266	56.0	0	0.0	183	62.3
UNITED AIRLINES	657	70.9	673	74.0	535	70.3	999	76.9	264	77.3	255	69.4	333	76.0	7088	79.8
<b>TOTAL</b>	<b>27,543</b>	<b>79.5</b>	<b>7,437</b>	<b>71.8</b>	<b>7,782</b>	<b>74.7</b>	<b>12,069</b>	<b>75.6</b>	<b>7,795</b>	<b>73.7</b>	<b>15,672</b>	<b>77.2</b>	<b>11,689</b>	<b>78.4</b>	<b>22,733</b>	<b>77.9</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)

APRIL 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	171	81.3	30	80.0	299	66.6	96	52.1	163	67.5	58	62.1	360	78.1	499	68.9
ALLEGiant AIR	0	0.0	0	0.0	60	96.7	311	43.4	43	72.1	0	0.0	0	0.0	683	59.4
AMERICAN AIRLINES	12990	74.2	299	68.2	660	59.7	515	58.4	115	60.0	556	64.4	1162	70.4	1051	65.2
DELTA AIR LINES	883	74.4	5101	83.7	504	74.2	1031	62.4	233	76.4	675	71.4	2359	66.3	1279	73.8
ENDEAVOR AIR	0	0.0	1248	90.1	160	78.1	0	0.0	66	86.4	1	100.0	1766	78.3	0	0.0
ENVOY AIR	4173	81.9	28	85.7	4	75.0	0	0.0	0	0.0	8	87.5	0	0.0	0	0.0
FRONTIER AIRLINES	443	64.8	135	72.6	0	0.0	240	50.8	0	0.0	98	53.1	0	0.0	1299	57.5
HAWAIIAN AIRLINES	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	30	13.3	106	46.2
JETBLUE AIRWAYS	30	76.7	175	64.6	587	64.6	1631	55.4	0	0.0	63	68.3	4067	62.0	288	61.1
PSA AIRLINES	507	81.7	139	87.1	0	0.0	0	0.0	56	85.7	0	0.0	0	0.0	0	0.0
REPUBLIC AIRWAYS	10	40.0	419	90.9	2656	75.6	0	0.0	227	83.7	56	78.6	1473	79.6	0	0.0
SKYWEST AIRLINES	2256	80.7	1355	84.4	84	75.0	0	0.0	273	80.6	809	76.0	419	71.8	63	84.1
SOUTHWEST AIRLINES	0	0.0	311	71.4	0	0.0	1427	59.5	163	74.2	505	69.5	0	0.0	6909	68.8
SPIRIT AIRLINES	745	57.7	921	68.2	739	53.7	2062	52.8	0	0.0	657	61.8	0	0.0	2524	63.3
UNITED AIRLINES	648	68.1	225	71.1	6267	71.5	759	63.0	2590	78.1	5267	74.7	0	0.0	1101	66.5
<b>TOTAL</b>	<b>22,856</b>	<b>75.5</b>	<b>10,386</b>	<b>82.0</b>	<b>12,020</b>	<b>70.6</b>	<b>8,072</b>	<b>56.6</b>	<b>3,929</b>	<b>77.6</b>	<b>8,753</b>	<b>72.3</b>	<b>11,636</b>	<b>69.1</b>	<b>15,802</b>	<b>66.4</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)

APRIL 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	758	77.0	0	0.0	212	69.8	0	0.0	30	63.3	60	73.3	278	68.3	60	70.0
ALLEGiant AIR	108	77.8	0	0.0	0	0.0	34	79.4	0	0.0	60	81.7	0	0.0	0	0.0
AMERICAN AIRLINES	2406	76.2	1635	69.4	1498	71.1	0	0.0	4228	73.2	338	74.0	4146	76.1	2958	74.8
DELTA AIR LINES	3027	79.6	2093	73.4	1775	72.5	96	75.0	846	63.6	5365	82.9	988	77.0	451	82.9
ENDEAVOR AIR	0	0.0	2584	83.0	0	0.0	52	63.5	0	0.0	547	85.4	0	0.0	0	0.0
ENVOY AIR	0	0.0	0	0.0	0	0.0	0	0.0	1092	71.7	58	81.0	1968	78.2	0	0.0
FRONTIER AIRLINES	0	0.0	90	65.6	1658	64.4	327	66.7	273	54.2	66	87.9	71	83.1	830	54.6
HAWAIIAN AIRLINES	179	62.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
JETBLUE AIRWAYS	997	68.3	1414	68.8	1562	57.0	0	0.0	300	60.7	30	66.7	60	68.3	101	84.2
PSA AIRLINES	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	7	85.7	0	0.0	1146	85.4
REPUBLIC AIRWAYS	0	0.0	3998	84.5	0	0.0	0	0.0	16	93.8	138	84.1	1761	83.5	591	86.6
SKYWEST AIRLINES	2888	90.9	38	76.3	0	0.0	120	85.8	0	0.0	2098	86.4	3906	78.3	0	0.0
SOUTHWEST AIRLINES	2388	73.9	986	69.6	3677	70.0	6201	74.6	554	62.5	575	74.8	795	65.4	297	68.4
SPIRIT AIRLINES	989	68.5	448	64.7	2569	58.9	0	0.0	599	52.9	143	75.5	664	57.7	527	57.9
UNITED AIRLINES	1926	80.6	533	71.9	1132	71.8	0	0.0	532	63.7	445	73.5	6548	79.0	286	81.1
<b>TOTAL</b>	<b>15,666</b>	<b>78.7</b>	<b>13,819</b>	<b>76.8</b>	<b>14,083</b>	<b>66.4</b>	<b>6,830</b>	<b>74.4</b>	<b>8,470</b>	<b>68.3</b>	<b>9,930</b>	<b>82.4</b>	<b>21,185</b>	<b>77.2</b>	<b>7,247</b>	<b>74.5</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)

APRIL 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	432	76.2	765	72.8	5921	78.7	1106	75.0	89	85.4	65	73.8
ALLEGiant AIR	26	69.2	35	82.9	0	0.0	0	0.0	0	0.0	0	0.0
AMERICAN AIRLINES	4536	80.6	666	66.5	435	69.4	757	68.3	274	65.7	1103	70.5
DELTA AIR LINES	903	80.3	760	80.8	2581	83.5	1053	81.1	4171	83.4	1141	76.3
ENDEAVOR AIR	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
ENVOY AIR	445	88.5	0	0.0	0	0.0	0	0.0	0	0.0	92	87.0
FRONTIER AIRLINES	700	66.6	198	75.8	80	65.0	240	70.4	120	68.3	551	67.5
HAWAIIAN AIRLINES	30	33.3	60	56.7	66	42.4	60	50.0	0	0.0	0	0.0
JETBLUE AIRWAYS	89	64.0	175	76.6	62	88.7	391	73.9	186	60.2	536	64.9
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	1	100.0
SKYWEST AIRLINES	1644	89.7	778	85.1	2272	92.5	2799	83.0	2756	91.8	0	0.0
SOUTHWEST AIRLINES	5114	76.8	2921	76.6	620	74.0	729	68.7	952	74.9	2205	70.7
SPIRIT AIRLINES	182	60.4	166	60.2	116	70.7	0	0.0	120	59.2	613	63.1
UNITED AIRLINES	824	81.1	795	76.4	665	77.9	3774	79.3	121	64.5	772	76.8
<b>TOTAL</b>	<b>14,925</b>	<b>79.3</b>	<b>7,319</b>	<b>76.1</b>	<b>12,818</b>	<b>81.2</b>	<b>10,909</b>	<b>78.0</b>	<b>8,789</b>	<b>83.3</b>	<b>7,079</b>	<b>71.2</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)

APRIL 2023

ARRIVAL AIRPORT*																
SCHEDULED ARRIVAL TIME	ATL	AUS	BNA	BOS	BWI	CLT	DCA	DEN	DFW	DTW	EWR	FLL	IAD	IAH	JFK	LAS
0600-0659	85.7	100.0	95.8	78.1	82.2	88.2	91.3	90.1	79.7	89.6	71.9	62.0	86.0	82.1	77.5	94.8
0700-0759	88.2	93.0	94.6	87.0	92.2	83.5	90.1	90.7	86.3	92.4	83.5	68.1	85.3	87.3	80.1	91.2
0800-0859	86.5	83.4	91.4	84.1	90.5	86.4	84.4	86.3	78.4	91.1	85.4	80.2	87.7	80.9	79.7	88.3
0900-0959	84.4	84.0	87.8	87.4	91.1	81.6	84.2	87.5	82.0	92.2	84.0	77.0	100.0	77.1	84.2	81.0
1000-1059	84.1	81.6	83.8	85.8	87.3	80.7	89.4	84.9	84.9	86.0	84.8	73.3	85.1	82.2	84.3	74.9
1100-1159	84.3	80.8	82.5	83.7	86.9	82.8	86.3	86.5	85.7	89.0	85.6	69.2	87.7	84.4	87.0	73.4
1200-1259	84.6	76.3	84.4	86.5	82.9	82.1	87.0	87.6	85.3	84.8	86.1	63.7	72.2	76.2	79.0	64.7
1300-1359	82.4	82.9	79.4	83.8	80.7	81.2	82.9	79.8	79.5	87.3	79.4	54.3	75.4	79.4	76.8	63.1
1400-1459	82.7	74.8	76.3	79.5	76.4	83.6	80.9	80.2	79.6	81.9	75.2	60.9	85.7	80.7	68.5	59.6
1500-1559	77.8	71.7	72.8	74.4	72.4	77.4	80.0	73.8	75.0	81.2	66.6	55.0	84.7	78.4	75.4	56.2
1600-1659	80.1	70.1	71.6	74.9	70.6	72.1	74.2	75.1	68.0	82.0	68.5	54.4	72.7	66.4	64.1	55.4
1700-1759	76.3	59.3	64.6	70.9	64.7	74.8	74.4	70.9	68.5	74.2	64.9	53.7	78.4	68.3	64.3	57.1
1800-1859	76.8	68.3	66.4	69.1	67.2	71.5	74.5	68.5	69.5	81.2	55.2	49.0	59.0	60.8	61.8	55.6
1900-1959	73.4	59.5	62.4	65.4	63.4	67.2	68.8	68.3	66.7	81.0	55.7	47.3	67.4	56.1	62.2	57.6
2000-2059	75.2	60.4	65.3	68.1	55.3	62.3	65.6	63.5	67.0	77.1	55.1	44.4	78.2	63.5	59.4	65.1
2100-2159	72.5	61.0	63.5	68.7	60.4	68.1	65.9	62.8	64.5	69.7	57.9	35.2	70.4	63.1	50.1	58.7
2200-2259	60.6	67.5	68.7	70.1	49.4	67.9	70.8	67.1	57.0	72.5	52.0	37.8	65.3	53.4	54.3	62.6
2300-0559	62.5	62.0	60.0	66.0	61.2	71.9	71.0	67.2	65.7	67.4	66.6	48.0	74.8	63.1	54.5	59.5
<b>TOTAL</b>	<b>79.5</b>	<b>71.8</b>	<b>74.7</b>	<b>75.6</b>	<b>73.7</b>	<b>77.2</b>	<b>78.4</b>	<b>77.9</b>	<b>75.5</b>	<b>82.0</b>	<b>70.6</b>	<b>56.6</b>	<b>77.6</b>	<b>72.3</b>	<b>69.1</b>	<b>66.4</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)

APRIL 2023

ARRIVAL AIRPORT*															
SCHEDULED ARRIVAL TIME	LAX	LGA	MCO	MDW	MIA	MSP	ORD	PHL	PHX	SAN	SEA	SFO	SLC	TPA	TOTAL
0600-0659	84.4	93.0	67.9	91.9	75.0	79.6	84.5	81.9	93.0	0.0	86.1	100.0	84.7	74.2	85.1
0700-0759	92.2	88.2	78.9	90.3	88.4	86.0	82.8	85.3	91.4	88.9	85.3	93.6	93.1	87.6	87.6
0800-0859	87.0	87.0	87.2	86.8	83.8	89.3	80.9	88.8	86.7	86.4	88.9	91.7	90.5	90.4	85.8
0900-0959	85.8	86.7	82.5	86.0	86.3	86.1	85.7	86.2	86.2	90.3	85.4	73.2	91.2	88.1	84.4
1000-1059	82.5	85.0	80.3	84.0	80.8	85.4	86.3	81.9	82.0	82.0	85.8	77.9	88.4	85.0	83.3
1100-1159	80.6	84.7	79.9	82.8	79.6	85.1	85.1	88.9	85.3	80.6	83.8	79.8	80.7	81.6	83.3
1200-1259	80.6	83.8	76.8	84.2	75.7	87.4	81.3	85.4	83.1	78.0	84.7	81.8	85.2	78.8	81.8
1300-1359	83.5	78.5	77.5	76.4	67.4	84.6	77.6	81.2	83.3	79.6	85.8	84.8	85.2	80.3	79.7
1400-1459	80.9	77.3	72.0	78.2	70.5	83.9	77.3	82.4	80.0	79.3	85.9	82.3	86.6	77.6	77.9
1500-1559	85.6	75.5	66.1	75.4	68.5	82.2	78.5	77.0	81.0	73.6	83.5	81.8	83.4	76.5	75.6
1600-1659	79.4	76.5	64.2	74.1	66.2	81.3	79.5	72.7	76.0	79.1	80.3	81.8	80.9	69.8	73.4
1700-1759	84.3	73.7	62.5	69.2	52.5	81.0	76.9	75.9	79.5	73.5	80.7	80.7	74.2	68.6	71.9
1800-1859	75.4	70.4	58.7	66.2	53.4	80.3	65.7	60.9	74.4	76.3	82.3	82.1	83.9	64.8	68.3
1900-1959	78.6	69.5	54.2	64.7	53.8	82.9	63.5	61.0	72.2	71.9	80.0	80.2	78.8	61.8	67.9
2000-2059	72.9	69.3	54.4	61.4	49.8	79.9	72.2	57.9	69.0	69.4	77.1	74.9	84.5	57.8	67.6
2100-2159	69.6	68.0	52.5	57.6	51.4	72.6	65.8	57.5	68.4	63.7	66.6	68.5	77.2	56.8	64.1
2200-2259	65.6	61.6	50.4	61.2	52.9	72.3	70.9	55.1	67.1	64.1	74.3	67.1	76.7	58.2	63.0
2300-0559	65.3	63.2	55.7	60.6	62.0	70.2	72.0	59.0	62.1	70.1	76.5	70.3	54.5	60.4	63.5
<b>TOTAL</b>	<b>78.7</b>	<b>76.8</b>	<b>66.4</b>	<b>74.4</b>	<b>68.3</b>	<b>82.4</b>	<b>77.2</b>	<b>74.5</b>	<b>79.3</b>	<b>76.1</b>	<b>81.2</b>	<b>78.0</b>	<b>83.3</b>	<b>71.2</b>	<b>75.4</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)

APRIL 2023

DEPARTURE AIRPORT*																
SCHEDULED DEPARTURE TIME	ATL	AUS	BNA	BOS	BWI	CLT	DCA	DEN	DFW	DTW	EWR	FLL	IAD	IAH	JFK	LAS
0600-0659	86.8	89.9	89.9	91.3	91.4	93.8	88.4	92.4	88.0	87.3	88.0	83.7	87.4	82.7	88.2	91.6
0700-0759	81.0	88.0	89.7	90.5	88.4	89.1	91.3	85.7	83.9	88.4	83.6	74.1	89.2	84.5	86.9	88.3
0800-0859	81.4	83.3	89.9	87.1	78.2	83.9	88.1	86.5	88.1	84.6	80.3	71.4	88.8	78.6	81.3	86.6
0900-0959	81.3	75.7	83.1	84.6	76.7	88.8	87.0	81.0	82.9	79.4	84.4	70.1	86.2	76.3	80.3	81.8
1000-1059	79.7	77.8	82.7	75.2	76.1	77.2	85.3	82.4	82.0	85.5	76.9	70.1	80.0	71.7	74.8	76.0
1100-1159	80.4	75.6	75.8	77.7	80.7	83.5	83.9	78.1	78.9	86.2	76.3	60.3	80.8	78.3	81.7	71.8
1200-1259	79.0	70.9	77.7	80.8	72.4	75.6	76.9	77.9	80.1	83.6	76.5	59.9	85.0	78.7	82.9	63.7
1300-1359	78.5	68.9	79.6	76.6	65.3	78.3	82.0	77.3	72.9	83.8	77.2	54.3	83.5	65.2	74.2	56.8
1400-1459	74.9	72.7	75.7	76.5	59.0	76.4	77.2	66.0	72.7	81.7	66.2	44.7	66.7	72.7	71.5	55.8
1500-1559	74.1	65.2	69.8	71.4	52.3	74.0	76.8	63.6	65.3	78.7	66.2	45.4	88.0	75.0	64.8	52.3
1600-1659	69.7	59.6	63.7	70.0	54.8	70.2	72.2	65.0	67.7	73.3	62.4	46.8	87.2	70.0	75.2	53.8
1700-1759	70.0	59.0	66.9	67.4	53.1	65.8	72.2	69.1	63.1	76.3	59.4	40.6	69.3	70.8	63.5	50.8
1800-1859	65.7	59.7	57.0	68.6	40.9	70.6	66.6	56.4	62.3	73.8	56.1	47.8	78.8	64.5	63.4	52.6
1900-1959	65.2	60.0	60.2	61.7	39.7	59.5	70.2	66.5	63.3	70.9	52.5	36.6	53.8	54.0	58.6	56.3
2000-2059	64.8	54.0	44.9	60.3	45.3	68.6	74.0	62.4	61.1	74.6	51.7	32.2	61.5	58.0	54.1	53.8
2100-2159	71.4	55.7	56.1	63.4	32.1	72.3	74.5	63.6	69.1	82.2	42.7	36.3	0.0	54.8	51.4	57.5
2200-2259	71.5	48.0	59.0	70.0	35.1	68.2	81.1	54.5	67.2	81.5	44.8	21.3	69.8	68.5	61.4	57.4
2300-0559	66.8	93.8	94.3	90.9	90.1	90.4	87.8	83.6	78.8	86.1	87.5	85.5	90.9	90.8	80.6	77.9
TOTAL	74.8	71.7	75.2	76.8	62.8	76.2	79.9	73.4	73.1	81.2	68.6	54.4	80.0	71.4	71.8	67.4

\* 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)

APRIL 2023

DEPARTURE AIRPORT*															
SCHEDULED DEPARTURE TIME	LAX	LGA	MCO	MDW	MIA	MSP	ORD	PHL	PHX	SAN	SEA	SFO	SLC	TPA	TOTAL
0600-0659	89.9	90.8	91.4	93.0	87.7	86.7	87.6	88.0	94.7	93.2	88.6	92.7	90.9	91.4	89.9
0700-0759	89.0	87.4	90.2	78.5	86.7	84.1	86.6	82.4	89.2	88.3	87.9	92.6	92.1	87.7	86.7
0800-0859	89.2	87.8	82.8	80.5	85.4	87.2	84.8	89.6	85.3	86.1	83.6	90.6	87.0	87.6	85.3
0900-0959	85.0	84.9	77.9	78.0	84.0	85.4	82.6	87.1	83.2	78.7	82.6	84.9	89.0	85.7	82.7
1000-1059	80.7	82.7	75.9	74.3	79.3	87.4	83.5	86.5	82.6	83.2	80.1	76.3	83.3	84.6	80.6
1100-1159	78.4	82.2	73.7	74.5	71.7	82.5	82.4	79.7	77.7	79.2	81.5	79.8	85.7	83.2	79.3
1200-1259	74.2	81.4	72.4	67.3	74.6	85.2	79.0	83.7	80.0	73.5	81.8	80.5	75.3	75.6	77.5
1300-1359	77.4	79.8	64.9	70.8	71.8	81.0	77.4	81.0	77.8	75.4	78.8	77.6	77.4	69.6	75.1
1400-1459	78.3	74.7	63.3	64.4	59.7	82.3	74.9	86.2	72.2	78.4	81.6	76.2	78.2	74.3	72.1
1500-1559	76.9	72.2	58.9	60.6	68.1	79.8	68.0	75.7	69.0	71.3	80.9	81.5	80.4	72.0	69.7
1600-1659	78.4	71.4	54.3	55.3	63.0	81.7	75.8	75.0	74.1	71.7	81.5	81.3	77.5	66.1	68.9
1700-1759	74.9	70.1	53.4	61.7	60.1	68.2	70.5	68.9	71.6	73.5	79.2	82.5	77.0	63.9	66.7
1800-1859	72.6	69.8	58.8	52.5	53.3	75.8	75.2	75.8	67.3	76.7	75.8	79.9	72.3	68.2	66.4
1900-1959	81.6	70.1	49.3	50.8	50.3	80.5	69.1	59.3	71.0	73.9	80.1	81.6	52.6	63.1	63.0
2000-2059	75.4	72.4	41.7	52.1	52.6	80.2	66.4	67.3	72.7	71.8	74.9	81.4	75.5	59.3	62.6
2100-2159	71.5	71.1	40.4	44.5	53.2	81.0	75.6	57.9	65.8	62.2	78.5	81.5	85.3	63.9	64.7
2200-2259	71.2	54.9	46.2	41.6	58.6	79.7	52.1	0.0	65.4	79.9	74.9	74.8	80.5	51.2	65.1
2300-0559	81.4	89.5	76.9	94.6	91.1	85.3	80.3	84.2	86.5	0.0	83.3	77.1	77.7	92.7	83.1
<b>TOTAL</b>	<b>80.2</b>	<b>78.3</b>	<b>66.7</b>	<b>66.6</b>	<b>67.0</b>	<b>82.2</b>	<b>77.4</b>	<b>79.4</b>	<b>78.0</b>	<b>79.0</b>	<b>81.5</b>	<b>81.6</b>	<b>81.8</b>	<b>76.5</b>	<b>74.7</b>

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

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

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Aberdeen, SD (ABR)	86.7	83.3	60	60
Abilene, TX (ABI)	85.2	83.0	88	88
Adak Island, AK (ADK)	66.7	66.7	9	9
Aguadilla, PR (BQN)	52.9	62.9	204	205
Akron, OH (CAK)	79.6	84.8	270	270
Albany, GA (ABY)	89.4	91.8	85	85
Albany, NY (ALB)	76.3	84.0	1052	1053
Albuquerque, NM (ABQ)	76.1	80.1	1869	1864
Alexandria, LA (AEX)	81.9	85.2	149	149
Allentown/Bethlehem/Easton, PA (ABE)	78.3	88.0	350	350
Alpena, MI (APN)	88.2	88.2	51	51
Amarillo, TX (AMA)	73.6	79.0	439	438
Anchorage, AK (ANC)	77.4	85.3	1269	1267
Appleton, WI (ATW)	76.9	83.8	338	339
Arcata/Eureka, CA (ACV)	86.7	95.8	120	120
Asheville, NC (AVL)	76.1	77.8	777	778
Ashland, WV (HTS)	88.2	70.6	17	17
Aspen, CO (ASE)	68.2	64.9	280	285
Atlanta, GA (ATL)	79.5	74.8	27543	27535
Atlantic City, NJ (ACY)	56.2	60.8	292	291
Augusta, GA (AGS)	72.3	74.4	441	442
Austin, TX (AUS)	71.8	71.7	7437	7438
Bakersfield, CA (BFL)	82.9	80.5	210	210
Baltimore, MD (BWI)	73.7	62.8	7795	7795
Bangor, ME (BGR)	82.3	87.5	345	344
Barrow, AK (BRW)	87.1	90.3	31	31
Baton Rouge, LA (BTR)	82.4	83.9	341	341
Beaumont/Port Arthur, TX (BPT)	81.4	84.7	59	59
Belleville, IL (BLV)	84.2	77.9	95	95
Bellingham, WA (BLI)	84.8	87.5	257	257
Bemidji, MN (BJI)	85.0	95.0	60	60
Bend/Redmond, OR (RDM)	86.1	91.4	510	510
Bethel, AK (BET)	81.7	71.7	60	60
Billings, MT (BIL)	83.3	85.8	282	281
Binghamton, NY (BGM)	81.8	90.9	55	55
Birmingham, AL (BHM)	76.4	82.1	1288	1287
Bishop, CA (BIH)	100.0	100.0	4	4
Bismarck/Mandan, ND (BIS)	86.0	85.3	293	292
Bloomington/Normal, IL (BMI)	86.6	85.1	149	148
Boise, ID (BOI)	82.5	86.5	1770	1772
Boston, MA (BOS)	75.6	76.8	12069	12069

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Bozeman, MT (BZN)	78.3	80.7	637	638
Brainerd, MN (BRD)	82.4	90.2	51	51
Bristol/Johnson City/Kingsport, TN (TRI)	83.4	83.9	211	211
Brownsville, TX (BRO)	71.2	78.4	111	111
Brunswick, GA (BQK)	88.3	91.7	60	60
Buffalo, NY (BUF)	73.4	80.0	1737	1736
Burbank, CA (BUR)	77.8	79.7	2435	2434
Burlington, VT (BTV)	80.0	86.3	650	651
Butte, MT (BTM)	87.5	92.9	56	56
Casper, WY (CPR)	81.3	84.7	150	150
Cedar City, UT (CDC)	88.2	96.1	51	51
Cedar Rapids/Iowa City, IA (CID)	75.8	80.4	541	541
Champaign/Urbana, IL (CMI)	87.5	92.5	120	120
Charleston, SC (CHS)	72.9	75.1	2175	2172
Charleston/Dunbar, WV (CRW)	79.9	79.6	279	279
Charlotte Amalie, VI (STT)	78.6	74.1	429	428
Charlotte, NC (CLT)	77.2	76.2	15672	15674
Charlottesville, VA (CHO)	84.7	86.4	235	235
Chattanooga, TN (CHA)	80.3	82.5	416	416
Cheyenne, WY (CYS)	100.0	85.7	6	7
Chicago, IL (MDW)	74.4	66.6	6830	6829
Chicago, IL (ORD)	77.2	77.4	21185	21185
Christiansted, VI (STX)	72.4	80.0	105	105
Cincinnati, OH (CVG)	77.1	82.3	3318	3319
Clarksburg/Fairmont, WV (CKB)	88.2	88.2	17	17
Cleveland, OH (CLE)	75.3	79.8	3273	3273
Cody, WY (COD)	69.2	69.2	13	13
College Station/Bryan, TX (CLL)	86.2	83.9	87	87
Colorado Springs, CO (COS)	73.7	80.5	916	914
Columbia, MO (COU)	90.5	86.4	147	147
Columbia, SC (CAE)	80.3	83.3	456	456
Columbus, GA (CSG)	87.0	84.4	77	77
Columbus, MS (GTR)	86.7	93.4	60	61
Columbus, OH (CMH)	75.1	81.5	3358	3360
Columbus, OH (LCK)	70.1	62.1	87	87
Concord, NC (USA)	75.8	71.0	62	62
Cordova, AK (CDV)	76.7	86.7	60	60
Corpus Christi, TX (CRP)	79.3	83.6	304	304
Dallas, TX (DAL)	74.0	71.1	5921	5922
Dallas/Fort Worth, TX (DFW)	75.5	73.1	22856	22870
Dayton, OH (DAY)	82.2	85.6	488	487

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

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Daytona Beach, FL (DAB)	76.2	78.2	298	298
Deadhorse, AK (SCC)	87.9	90.9	33	33
Decatur, IL (DEC)	81.5	80.2	81	81
Del Rio, TX (DRT)	83.3	83.3	6	6
Denver, CO (DEN)	77.9	73.4	22733	22735
Des Moines, IA (DSM)	75.8	83.8	1174	1173
Detroit, MI (DTW)	82.0	81.2	10386	10389
Devils Lake, ND (DVL)	89.3	87.5	56	56
Dickinson, ND (DIK)	90.2	92.2	51	51
Dodge City, KS (DDC)	90.2	88.2	51	51
Dothan, AL (DHN)	91.7	90.0	60	60
Duluth, MN (DLH)	77.3	81.3	150	150
Durango, CO (DRO)	86.4	90.1	302	302
Eagle, CO (EGE)	81.9	79.4	155	155
El Paso, TX (ELP)	77.7	80.5	1433	1429
Elko, NV (EKO)	83.3	93.3	30	30
Elmira/Corning, NY (ELM)	87.4	81.1	95	95
Erie, PA (ERI)	76.7	81.7	60	60
Escanaba, MI (ESC)	88.3	85.0	60	60
Eugene, OR (EUG)	85.0	87.0	599	598
Evansville, IN (EVV)	90.3	90.3	155	155
Everett, WA (PAE)	81.4	77.3	97	97
Fairbanks, AK (FAI)	79.7	87.0	222	223
Fargo, ND (FAR)	80.8	81.7	557	557
Fayetteville, AR (XNA)	80.9	83.7	908	910
Fayetteville, NC (FAY)	82.2	77.8	90	90
Flagstaff, AZ (FLG)	88.5	91.3	148	149
Flint, MI (FNT)	76.2	78.9	227	227
Fort Dodge, IA (FOD)	90.2	88.2	51	51
Fort Lauderdale, FL (FLL)	56.6	54.4	8072	8071
Fort Myers, FL (RSW)	73.9	77.0	3128	3132
Fort Smith, AR (FSM)	88.8	89.9	89	89
Fort Wayne, IN (FWA)	78.3	79.5	336	336
Fresno, CA (FAT)	79.6	83.0	882	882
Gainesville, FL (GNV)	82.0	86.0	228	229
Garden City, KS (GCK)	86.4	86.4	59	59
Gillette, WY (GCC)	84.6	92.3	52	52
Grand Forks, ND (GFK)	76.8	79.5	112	112
Grand Island, NE (GRI)	80.8	76.9	78	78
Grand Junction, CO (GJT)	82.7	81.1	254	254
Grand Rapids, MI (GRR)	75.3	81.6	1339	1339

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Great Falls, MT (GTF)	88.3	92.8	222	222
Green Bay, WI (GRB)	82.5	88.9	280	280
Greensboro/High Point, NC (GSO)	78.1	83.3	868	868
Greenville, NC (PGV)	86.7	83.3	30	30
Greer, SC (GSP)	78.3	86.0	1092	1093
Guam, TT (GUM)	95.0	81.7	60	60
Gulfport/Biloxi, MS (GPT)	84.4	88.2	212	212
Gunnison, CO (GUC)	85.3	91.2	34	34
Hagerstown, MD (HGR)	100.0	100.0	17	17
Hancock/Houghton, MI (CMX)	68.3	76.7	60	60
Harlingen/San Benito, TX (HRL)	79.0	84.0	338	338
Harrisburg, PA (MDT)	78.8	80.8	433	433
Hartford, CT (BDL)	72.6	78.5	1958	1957
Hattiesburg/Laurel, MS (PIB)	90.2	90.2	51	51
Hayden, CO (HDN)	81.3	85.4	123	123
Hays, KS (HYS)	93.3	91.7	60	60
Helena, MT (HLN)	92.2	97.1	103	103
Hibbing, MN (HIB)	85.1	83.8	74	74
Hilo, HI (ITO)	65.2	71.8	603	603
Hilton Head, SC (HHH)	87.0	84.0	162	162
Honolulu, HI (HNL)	63.2	70.6	5011	5012
Houston, TX (HOU)	75.2	72.6	4385	4387
Houston, TX (IAH)	72.3	71.4	8753	8753
Huntsville, AL (HSV)	84.3	87.0	675	675
Idaho Falls, ID (IDA)	82.7	83.0	271	271
Indianapolis, IN (IND)	74.4	82.1	3667	3665
International Falls, MN (INL)	80.8	86.5	52	52
Iron Mountain/Kingsford, MI (IMT)	85.0	83.3	60	60
Islip, NY (ISP)	66.3	71.7	365	364
Ithaca/Cortland, NY (ITH)	73.3	86.7	60	60
Jackson, WY (JAC)	81.6	82.8	239	239
Jackson/Vicksburg, MS (JAN)	79.6	86.1	628	627
Jacksonville, FL (JAX)	69.7	74.0	2388	2388
Jacksonville/Camp Lejeune, NC (OAJ)	90.8	83.9	87	87
Jamestown, ND (JMS)	87.5	89.3	56	56
Johnstown, PA (JST)	85.0	78.3	60	60
Joplin, MO (JLN)	92.3	84.6	52	52
Juneau, AK (JNU)	76.8	80.0	340	340
Kahului, HI (OGG)	73.3	68.7	2612	2611
Kalamazoo, MI (AZO)	93.3	91.7	60	60
Kalispell, MT (FCA)	87.0	90.7	215	215

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

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Kansas City, MO (MCI)	74.9	78.4	3861	3859
Ketchikan, AK (KTN)	80.6	83.3	180	180
Key West, FL (EYW)	77.4	72.1	709	709
Killeen, TX (GRK)	83.3	82.5	120	120
King Salmon, AK (AKN)	92.3	92.3	13	13
Knoxville, TN (TYS)	77.6	85.1	1050	1050
Kodiak, AK (ADQ)	86.7	90.0	60	60
Kona, HI (KOA)	75.1	76.6	1416	1416
Kotzebue, AK (OTZ)	96.7	96.7	60	60
La Crosse, WI (LSE)	87.2	90.0	39	40
Lafayette, LA (LFT)	80.7	81.4	259	258
Lake Charles, LA (LCH)	76.4	74.2	89	89
Lansing, MI (LAN)	92.6	89.6	95	96
Laramie, WY (LAR)	68.6	82.4	51	51
Laredo, TX (LRD)	77.3	76.3	97	97
Las Vegas, NV (LAS)	66.4	67.4	15802	15802
Latrobe, PA (LBE)	50.0	53.3	30	30
Lawton/Fort Sill, OK (LAW)	85.4	86.4	82	81
Lewiston, ID (LWS)	90.0	88.3	60	60
Lexington, KY (LEX)	80.1	83.1	662	663
Liberal, KS (LBL)	84.3	90.2	51	51
Lihue, HI (LIH)	71.6	72.3	1335	1335
Lincoln, NE (LNK)	70.7	86.2	58	58
Little Rock, AR (LIT)	74.8	79.7	959	959
Long Beach, CA (LGB)	77.7	77.9	1278	1278
Longview, TX (GGG)	91.5	84.7	59	59
Los Angeles, CA (LAX)	78.7	80.2	15666	15660
Louisville, KY (SDF)	78.0	83.1	1896	1895
Lubbock, TX (LBB)	78.6	86.4	426	425
Madison, WI (MSN)	78.4	84.7	796	795
Manchester, NH (MHT)	75.8	80.3	545	544
Manhattan/Ft. Riley, KS (MHK)	81.7	89.4	142	142
Marquette, MI (MQT)	75.0	86.7	60	60
Mason City, IA (MCW)	92.2	92.2	51	51
Medford, OR (MFR)	86.4	89.8	383	383
Melbourne, FL (MLB)	86.7	83.3	233	233
Memphis, TN (MEM)	74.1	80.4	1818	1818
Meridian, MS (MEI)	76.5	80.4	51	51
Miami, FL (MIA)	68.3	67.0	8470	8478
Midland/Odessa, TX (MAF)	79.8	85.3	540	539
Milwaukee, WI (MKE)	75.9	81.5	2035	2035

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Minneapolis, MN (MSP)	82.4	82.2	9930	9930
Minot, ND (MOT)	87.9	82.1	140	140
Mission/McAllen/Edinburg, TX (MFE)	70.9	73.5	227	226
Missoula, MT (MSO)	82.9	86.0	257	257
Moab, UT (CNY)	92.3	92.3	52	52
Mobile, AL (MOB)	73.7	76.6	205	205
Moline, IL (MLI)	78.8	82.7	288	289
Monroe, LA (MLU)	87.9	87.2	149	149
Monterey, CA (MRY)	85.6	87.1	278	278
Montgomery, AL (MGM)	78.7	75.6	197	197
Montrose/Delta, CO (MTJ)	84.3	88.2	153	153
Mosinee, WI (CWA)	89.9	89.9	119	119
Myrtle Beach, SC (MYR)	71.7	77.0	1315	1313
Nashville, TN (BNA)	74.7	75.2	7782	7780
New Bern/Morehead/Beaufort, NC (EWN)	69.6	95.5	23	22
New Orleans, LA (MSY)	71.6	73.7	4328	4321
New York, NY (JFK)	69.1	71.8	11636	11638
New York, NY (LGA)	76.8	78.3	13819	13816
Newark, NJ (EWR)	70.6	68.6	12020	12022
Newburgh/Poughkeepsie, NY (SWF)	71.4	64.3	56	56
Niagara Falls, NY (IAG)	87.0	79.6	54	54
Nome, AK (OME)	86.7	90.0	60	60
Norfolk, VA (ORF)	76.2	78.4	1690	1691
North Bend/Coos Bay, OR (OTH)	87.0	78.3	23	23
North Platte, NE (LBF)	84.9	94.2	53	52
Oakland, CA (OAK)	76.3	76.2	3694	3695
Oklahoma City, OK (OKC)	75.0	82.9	1741	1740
Omaha, NE (OMA)	75.6	81.7	1832	1831
Ontario, CA (ONT)	75.7	80.6	1938	1937
Orlando, FL (MCO)	66.4	66.7	14083	14085
Owensboro, KY (OWB)	100.0	87.5	8	8
Pago Pago, TT (PPG)	37.5	25.0	8	8
Palm Springs, CA (PSP)	81.5	84.3	1577	1578
Panama City, FL (ECP)	71.9	75.1	631	631
Pasco/Kennewick/Richland, WA (PSC)	83.7	90.0	461	460
Pellston, MI (PLN)	90.2	88.2	51	51
Pensacola, FL (PNS)	70.9	74.9	975	975
Peoria, IL (PIA)	78.7	82.9	287	287
Petersburg, AK (PSG)	73.3	81.7	60	60
Philadelphia, PA (PHL)	74.5	79.4	7247	7254
Phoenix, AZ (AZA)	78.8	79.4	486	486

**AIR TRAVEL CONSUMER REPORT**  
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**APRIL 2023**

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Phoenix, AZ (PHX)	79.3	78.0	14925	14928
Pittsburgh, PA (PIT)	76.9	83.6	3501	3504
Plattsburgh, NY (PBG)	85.2	75.9	54	54
Pocatello, ID (PIH)	93.3	100.0	30	30
Ponce, PR (PSE)	30.2	50.0	86	84
Portland, ME (PWM)	79.2	83.7	790	789
Portland, OR (PDX)	78.3	83.2	4749	4747
Portsmouth, NH (PSM)	88.6	79.5	44	44
Prescott, AZ (PRC)	91.2	86.0	57	57
Providence, RI (PVD)	73.6	80.0	1336	1335
Provo, UT (PVU)	55.9	84.2	177	177
Punta Gorda, FL (PGD)	66.2	70.7	621	621
Raleigh/Durham, NC (RDU)	73.3	78.3	4688	4683
Rapid City, SD (RAP)	81.2	83.4	313	313
Redding, CA (RDD)	89.3	92.4	131	131
Reno, NV (RNO)	76.4	76.9	1500	1500
Rhineland, WI (RHI)	83.3	90.0	60	60
Richmond, VA (RIC)	74.3	78.4	1552	1553
Riverton/Lander, WY (RIW)	86.7	96.7	30	30
Roanoke, VA (ROA)	79.3	79.7	256	256
Rochester, MN (RST)	80.0	83.4	145	145
Rochester, NY (ROC)	78.1	81.9	1071	1071
Rock Springs, WY (RKS)	83.3	96.7	30	30
Rockford, IL (RFD)	80.0	74.3	70	70
Roswell, NM (ROW)	88.9	91.1	90	90
Sacramento, CA (SMF)	76.1	80.0	4267	4264
Saginaw/Bay City/Midland, MI (MBS)	82.2	81.1	90	90
Saipan, TT (SPN)	96.7	100.0	30	30
Salina, KS (SLN)	86.7	88.3	60	60
Salt Lake City, UT (SLC)	83.3	81.8	8789	8791
San Angelo, TX (SJT)	87.9	82.4	91	91
San Antonio, TX (SAT)	72.6	76.2	3105	3102
San Diego, CA (SAN)	76.1	79.0	7319	7319
San Francisco, CA (SFO)	78.0	81.6	10909	10908
San Jose, CA (SJC)	80.5	80.4	4137	4138
San Juan, PR (SJU)	66.2	73.1	2481	2487
San Luis Obispo, CA (SBP)	79.0	81.8	352	352
Sanford, FL (SFB)	72.4	75.8	815	815
Santa Ana, CA (SNA)	78.4	77.8	3631	3630
Santa Barbara, CA (SBA)	71.0	72.6	583	583
Santa Fe, NM (SAF)	87.6	88.8	169	169

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Santa Maria, CA (SMX)	66.7	55.6	9	9
Santa Rosa, CA (STS)	82.8	84.0	268	268
Sarasota/Bradenton, FL (SRQ)	72.1	74.9	1569	1571
Sault Ste. Marie, MI (CIU)	86.7	85.0	60	60
Savannah, GA (SAV)	72.6	76.5	1598	1597
Scottsbluff, NE (BFF)	82.7	92.3	52	52
Scranton/Wilkes-Barre, PA (AVP)	80.8	82.0	240	239
Seattle, WA (SEA)	81.2	81.5	12818	12820
Sheridan, WY (SHR)	90.4	96.2	52	52
Shreveport, LA (SHV)	78.7	74.6	348	347
Sioux City, IA (SUX)	81.7	81.7	60	60
Sioux Falls, SD (FSD)	78.9	85.9	596	596
Sitka, AK (SIT)	73.3	77.8	90	90
South Bend, IN (SBN)	81.4	81.9	458	458
Spokane, WA (GEG)	80.6	86.5	1277	1278
Springfield, IL (SPI)	77.3	73.3	75	75
Springfield, MO (SGF)	80.8	82.7	548	548
St. Cloud, MN (STC)	90.5	76.2	21	21
St. George, UT (SGU)	88.3	88.7	230	231
St. Louis, MO (STL)	76.6	73.8	4946	4946
St. Petersburg, FL (PIE)	78.9	83.7	683	683
State College, PA (SCE)	83.9	88.8	143	143
Stillwater, OK (SWO)	86.4	88.1	59	59
Stockton, CA (SCK)	58.5	51.2	41	41
Sun Valley/Hailey/Ketchum, ID (SUN)	90.0	92.2	90	90
Syracuse, NY (SYR)	78.0	81.1	1043	1043
Tallahassee, FL (TLH)	77.0	83.5	369	369
Tampa, FL (TPA)	71.2	76.5	7079	7077
Texarkana, AR (TXK)	87.5	80.7	88	88
Toledo, OH (TOL)	75.0	63.5	52	52
Traverse City, MI (TVC)	82.9	85.3	217	218
Trenton, NJ (TTN)	73.0	69.4	196	196
Tucson, AZ (TUS)	79.6	86.2	1445	1446
Tulsa, OK (TUL)	78.5	86.4	1264	1264
Twin Falls, ID (TWF)	96.7	96.7	30	30
Tyler, TX (TYR)	81.8	77.3	88	88
Valdosta, GA (VLD)	85.1	90.8	87	87
Valparaiso, FL (VPS)	71.9	77.7	793	793
Vernal, UT (VEL)	88.2	86.3	51	51
Victoria, TX (VCT)	78.4	84.3	51	51
Waco, TX (ACT)	88.6	80.7	88	88



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

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Washington, DC (DCA)	78.4	79.9	11689	11688
Washington, DC (IAD)	77.6	80.0	3929	3928
West Palm Beach/Palm Beach, FL (PBI)	61.5	67.0	2738	2739
White Plains, NY (HPN)	72.6	77.5	1140	1140
Wichita Falls, TX (SPS)	84.7	79.7	59	59
Wichita, KS (ICT)	77.0	83.3	703	702
Williston, ND (XWA)	85.0	84.9	140	139
Wilmington, NC (ILM)	78.4	81.6	564	565
Worcester, MA (ORH)	66.9	69.7	145	145
Wrangell, AK (WRG)	78.3	85.0	60	60
Yakutat, AK (YAK)	83.3	80.0	60	60
Yuma, AZ (YUM)	85.8	80.0	120	120

## AIR TRAVEL CONSUMER REPORT

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

APRIL 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>ALASKA AIRLINES NETWORK</b>	<b>105</b>	<b>31019</b>	<b>282</b>	<b>0.9</b>	<b>1</b>
- ALASKA AIRLINES	87	19573	220	1.1	
- BRANDED CODESHARE PARTNERS	50	11446	62	0.5	
<b>SOUTHWEST AIRLINES</b>	<b>107</b>	<b>115946</b>	<b>1249</b>	<b>1.1</b>	<b>2</b>
<b>ALLEGiant AIR</b>	<b>123</b>	<b>10492</b>	<b>139</b>	<b>1.3</b>	<b>3</b>
<b>FRONTIER AIRLINES</b>	<b>79</b>	<b>13772</b>	<b>214</b>	<b>1.6</b>	<b>4</b>
<b>AMERICAN AIRLINES NETWORK</b>	<b>223</b>	<b>143141</b>	<b>2278</b>	<b>1.6</b>	<b>5</b>
- AMERICAN AIRLINES	122	77039	1235	1.6	
- BRANDED CODESHARE PARTNERS	208	66102	1043	1.6	
<b>HAWAIIAN AIRLINES</b>	<b>21</b>	<b>6668</b>	<b>111</b>	<b>1.7</b>	<b>6</b>
<b>DELTA AIR LINES NETWORK</b>	<b>212</b>	<b>122188</b>	<b>2133</b>	<b>1.7</b>	<b>7</b>
- DELTA AIR LINES	147	80230	1837	2.3	
- BRANDED CODESHARE PARTNERS	172	41958	296	0.7	
<b>UNITED AIRLINES NETWORK</b>	<b>218</b>	<b>106414</b>	<b>2397</b>	<b>2.3</b>	<b>8</b>
- UNITED AIRLINES	107	57791	953	1.6	
- BRANDED CODESHARE PARTNERS	201	48623	1444	3.0	
<b>JETBLUE AIRWAYS</b>	<b>64</b>	<b>24285</b>	<b>705</b>	<b>2.9</b>	<b>9</b>
<b>SPIRIT AIRLINES</b>	<b>63</b>	<b>22751</b>	<b>815</b>	<b>3.6</b>	<b>10</b>
<b>TOTAL AIRPORTS SERVED</b>	<b>353</b>	<b>596,676</b>	<b>10,323</b>	<b>1.7</b>	

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

## AIR TRAVEL CONSUMER REPORT

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

APRIL 2023

CARRIER <sup>1</sup>	AT ALL US AIRPORTS				
	NUMBER OF AIRPORTS REPORTED	FLIGHT OPERATIONS SCHEDULED	FLIGHT OPERATIONS CANCELLED	PERCENT OF OPERATIONS CANCELLED	RANK
ENDEAVOR AIR	91	15572	113	0.7	1
PSA AIRLINES	85	16033	150	0.9	2
SOUTHWEST AIRLINES	107	115946	1249	1.1	3
ALASKA AIRLINES	87	19573	220	1.1	4
ALLEGiant AIR	123	10492	139	1.3	5
SKYWEST AIRLINES	237	56048	811	1.4	6
FRONTIER AIRLINES	79	13772	214	1.6	7
AMERICAN AIRLINES	122	77039	1235	1.6	8
UNITED AIRLINES	107	57791	953	1.6	9
HAWAIIAN AIRLINES	21	6668	111	1.7	10
ENVOY AIR	131	18137	348	1.9	11
DELTA AIR LINES	147	80230	1837	2.3	12
REPUBLIC AIRWAYS	79	27104	689	2.5	13
JETBLUE AIRWAYS	64	24285	705	2.9	14
SPIRIT AIRLINES	63	22751	815	3.6	15
<b>TOTAL AIRPORTS SERVED</b>	<b>340</b>	<b>561,441</b>	<b>9,589</b>	<b>1.7</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

APRIL 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>31019</b>	<b>25046</b>	<b>80.74</b>	<b>282</b>	<b>0.91</b>	<b>58</b>	<b>0.19</b>	<b>1627</b>	<b>5.25</b>	<b>139</b>	<b>0.45</b>	<b>1894</b>	<b>6.11</b>	<b>35</b>	<b>0.11</b>	<b>1938</b>	<b>6.25</b>
- ALASKA AIRLINES	19573	15125	77.27	220	1.12	47	0.24	1021	5.22	102	0.52	1695	8.66	32	0.16	1332	6.81
- BRANDED CODESHARE PARTNERS	11446	9921	86.68	62	0.54	11	0.10	607	5.30	37	0.32	199	1.74	3	0.03	607	5.30
<b>ALLEGiant AIR</b>	<b>10492</b>	<b>7560</b>	<b>72.05</b>	<b>139</b>	<b>1.32</b>	<b>39</b>	<b>0.37</b>	<b>711</b>	<b>6.78</b>	<b>141</b>	<b>1.34</b>	<b>811</b>	<b>7.73</b>	<b>17</b>	<b>0.16</b>	<b>1073</b>	<b>10.23</b>
<b>AMERICAN AIRLINES NETWORK</b>	<b>143141</b>	<b>110289</b>	<b>77.05</b>	<b>2278</b>	<b>1.59</b>	<b>448</b>	<b>0.31</b>	<b>8481</b>	<b>5.92</b>	<b>1487</b>	<b>1.04</b>	<b>8145</b>	<b>5.69</b>	<b>84</b>	<b>0.06</b>	<b>11929</b>	<b>8.33</b>
- AMERICAN AIRLINES	77039	56178	72.92	1235	1.60	241	0.31	5544	7.20	731	0.95	5030	6.53	45	0.06	8034	10.43
- BRANDED CODESHARE PARTNERS	66102	54111	81.86	1043	1.58	207	0.31	2937	4.44	755	1.14	3114	4.71	39	0.06	3896	5.89
<b>DELTA AIR LINES NETWORK</b>	<b>122188</b>	<b>99916</b>	<b>81.77</b>	<b>2133</b>	<b>1.75</b>	<b>248</b>	<b>0.20</b>	<b>8514</b>	<b>6.97</b>	<b>932</b>	<b>0.76</b>	<b>5064</b>	<b>4.14</b>	<b>30</b>	<b>0.02</b>	<b>5351</b>	<b>4.38</b>
- DELTA AIR LINES	80230	63990	79.76	1837	2.29	155	0.19	5975	7.45	297	0.37	3828	4.77	17	0.02	4131	5.15
- BRANDED CODESHARE PARTNERS	41958	35926	85.62	296	0.71	93	0.22	2540	6.05	635	1.51	1236	2.95	13	0.03	1220	2.91
<b>FRONTIER AIRLINES</b>	<b>13772</b>	<b>9025</b>	<b>65.53</b>	<b>214</b>	<b>1.55</b>	<b>33</b>	<b>0.24</b>	<b>1233</b>	<b>8.95</b>	<b>83</b>	<b>0.60</b>	<b>1255</b>	<b>9.11</b>	<b>0</b>	<b>0.00</b>	<b>1929</b>	<b>14.01</b>
<b>HAWAIIAN AIRLINES</b>	<b>6668</b>	<b>3777</b>	<b>56.64</b>	<b>111</b>	<b>1.66</b>	<b>7</b>	<b>0.10</b>	<b>1121</b>	<b>16.81</b>	<b>9</b>	<b>0.13</b>	<b>424</b>	<b>6.36</b>	<b>7</b>	<b>0.10</b>	<b>1211</b>	<b>18.16</b>
<b>JETBLUE AIRWAYS</b>	<b>24285</b>	<b>15851</b>	<b>65.27</b>	<b>705</b>	<b>2.90</b>	<b>107</b>	<b>0.44</b>	<b>2881</b>	<b>11.86</b>	<b>124</b>	<b>0.51</b>	<b>2065</b>	<b>8.50</b>	<b>24</b>	<b>0.10</b>	<b>2528</b>	<b>10.41</b>
<b>SOUTHWEST AIRLINES</b>	<b>115946</b>	<b>85135</b>	<b>73.43</b>	<b>1249</b>	<b>1.08</b>	<b>284</b>	<b>0.24</b>	<b>8364</b>	<b>7.21</b>	<b>380</b>	<b>0.33</b>	<b>5804</b>	<b>5.01</b>	<b>88</b>	<b>0.08</b>	<b>14643</b>	<b>12.63</b>
<b>SPIRIT AIRLINES</b>	<b>22751</b>	<b>13808</b>	<b>60.69</b>	<b>815</b>	<b>3.58</b>	<b>49</b>	<b>0.22</b>	<b>2212</b>	<b>9.72</b>	<b>234</b>	<b>1.03</b>	<b>3540</b>	<b>15.56</b>	<b>106</b>	<b>0.47</b>	<b>1986</b>	<b>8.73</b>
<b>UNITED AIRLINES NETWORK</b>	<b>106414</b>	<b>81116</b>	<b>76.23</b>	<b>2397</b>	<b>2.25</b>	<b>456</b>	<b>0.43</b>	<b>8771</b>	<b>8.24</b>	<b>777</b>	<b>0.73</b>	<b>6027</b>	<b>5.66</b>	<b>6</b>	<b>0.01</b>	<b>6864</b>	<b>6.45</b>
- UNITED AIRLINES	57791	43493	75.26	953	1.65	267	0.46	4501	7.79	376	0.65	4006	6.93	1	0.00	4194	7.26
- BRANDED CODESHARE PARTNERS	48623	37623	77.38	1444	2.97	189	0.39	4270	8.78	401	0.82	2021	4.16	5	0.01	2670	5.49
<b>TOTAL</b>	<b>596,676</b>	<b>451,523</b>	<b>75.67</b>	<b>10,323</b>	<b>1.73</b>	<b>1,729</b>	<b>0.29</b>	<b>43,916</b>	<b>7.36</b>	<b>4,306</b>	<b>0.72</b>	<b>35,030</b>	<b>5.87</b>	<b>396</b>	<b>0.07</b>	<b>49,453</b>	<b>8.29</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

APRIL 2023

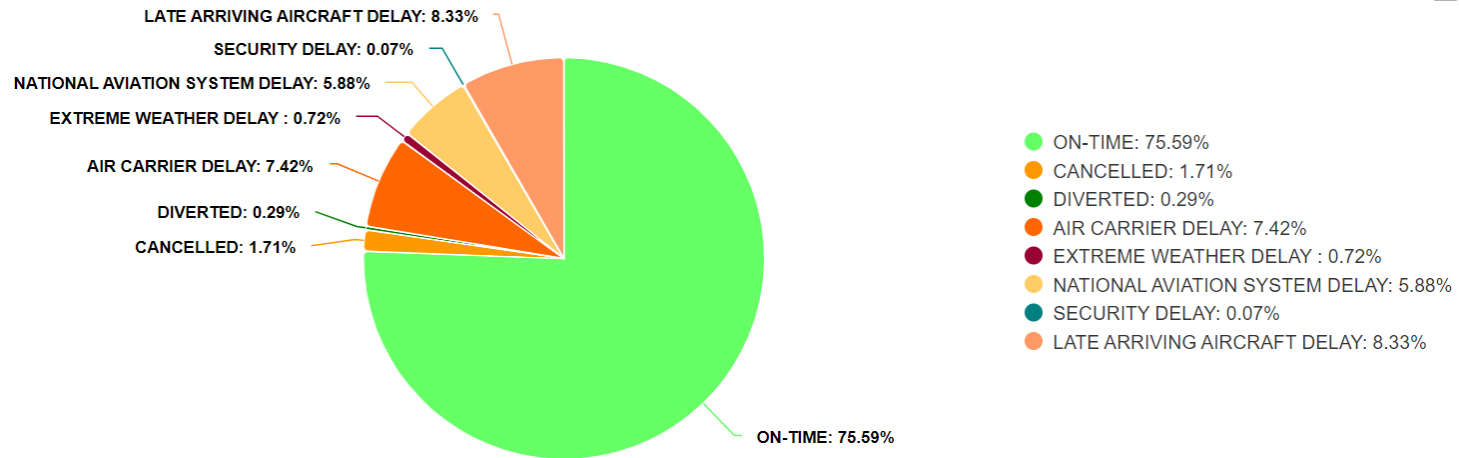
CARRIER	TOTAL RECORDS	ON TIME	% ON TIME	CANCELLED	% CANCELLED	DIVERTED	% DIVERTED	AIR CARRIER DELAY	% AIR CARRIER DELAY	EXTREME WEATHER DELAY	% EXTREME WEATHER DELAY	NATIONAL AVIATION SYSTEM DELAY	% NATIONAL AVIATION SYSTEM DELAY	SECURITY DELAY	% SECURITY DELAY	LATE ARRIVING AIRCRAFT DELAY	% LATE ARRIVING AIRCRAFT DELAY
ALASKA AIRLINES	19573	15125	77.27	220	1.12	47	0.24	1021	5.22	102	0.52	1695	8.66	32	0.16	1332	6.81
ALLEGIAN AIR	10492	7560	72.05	139	1.32	39	0.37	711	6.78	141	1.34	811	7.73	17	0.16	1073	10.23
AMERICAN AIRLINES	77039	56178	72.92	1235	1.60	241	0.31	5544	7.20	731	0.95	5030	6.53	45	0.06	8034	10.43
DELTA AIR LINES	80230	63990	79.76	1837	2.29	155	0.19	5975	7.45	297	0.37	3828	4.77	17	0.02	4131	5.15
ENDEAVOR AIR	15572	13124	84.28	113	0.73	37	0.24	591	3.80	73	0.47	799	5.13	3	0.02	832	5.34
ENVOY AIR	18137	14321	78.96	348	1.92	56	0.31	785	4.33	282	1.55	1096	6.04	13	0.07	1236	6.81
FRONTIER AIRLINES	13772	9025	65.53	214	1.55	33	0.24	1233	8.95	83	0.60	1255	9.11	0	0.00	1929	14.01
HAWAIIAN AIRLINES	6668	3777	56.64	111	1.66	7	0.10	1121	16.81	9	0.13	424	6.36	7	0.10	1211	18.16
JETBLUE AIRWAYS	24285	15851	65.27	705	2.90	107	0.44	2881	11.86	124	0.51	2065	8.50	24	0.10	2528	10.41
PSA AIRLINES	16033	13214	82.42	150	0.94	40	0.25	651	4.06	109	0.68	884	5.51	14	0.09	970	6.05
REPUBLIC AIRWAYS	27104	22466	82.89	689	2.54	85	0.31	933	3.44	146	0.54	1507	5.56	6	0.02	1272	4.69
SKYWEST AIRLINES	56048	47300	84.39	811	1.45	156	0.28	5162	9.21	955	1.70	249	0.44	18	0.03	1397	2.49
SOUTHWEST AIRLINES	115946	85135	73.43	1249	1.08	284	0.24	8364	7.21	380	0.33	5804	5.01	88	0.08	14643	12.63
SPIRIT AIRLINES	22751	13808	60.69	815	3.58	49	0.22	2212	9.72	234	1.03	3540	15.56	106	0.47	1986	8.73
UNITED AIRLINES	57791	43493	75.26	953	1.65	267	0.46	4501	7.79	376	0.65	4006	6.93	1	0.00	4194	7.26
<b>TOTAL</b>	<b>561,441</b>	<b>424,367</b>	<b>75.59</b>	<b>9,589</b>	<b>1.71</b>	<b>1,603</b>	<b>0.29</b>	<b>41,686</b>	<b>7.42</b>	<b>4,043</b>	<b>0.72</b>	<b>32,995</b>	<b>5.88</b>	<b>391</b>	<b>0.07</b>	<b>46,768</b>	<b>8.33</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.

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

APRIL 2023

MARKETING CARRIER	OPERATING CARRIER	FLIGHT NUMBER	ORIGIN AIRPORT	DESTINATION AIRPORT	DATE OF FLIGHT	LOCATION OF LONGEST TARMAC DELAY	LENGTH OF TARMAC DELAY
UNITED	COMMUTEAIR	4854	IAH	CRP	4/5/2023	Origin Airport	4:30
FRONTIER	FRONTIER	810	FLL	TTN	4/12/2023	Origin Airport	4:22
UNITED	UNITED	2028	PHX	DEN	4/8/2023	Diversion Airport (COS)	3:54
UNITED	UNITED	504	PBI	EWR	4/16/2023	Origin Airport	3:51
AMERICAN	ENVOY	3721	PIA	DFW	4/20/2023	Diversion Airport (ABI)	3:48
AMERICAN	ENVOY	3480	FSM	DFW	4/20/2023	Diversion Airport (ABI)	3:45
UNITED	COMMUTEAIR	4861	IAH	CRP	4/5/2023	Origin Airport	3:27
DELTA	DELTA	1514	JFK	PBI	4/15/2023	Origin Airport	3:18
UNITED	UNITED	555	EWR	AUS	4/15/2023	Origin Airport	3:16
UNITED	UNITED	1774	ORD	EWR	4/15/2023	Destination Airport	3:14
UNITED	UNITED	522	EWR	MSY	4/15/2023	Origin Airport	3:10
DELTA	DELTA	1426	JFK	SFO	4/22/2023	Origin Airport	3:09
UNITED	UNITED	624	SNA	DEN	4/8/2023	Diversion Airport (COS)	3:09
AMERICAN	AMERICAN	2966	PHX	DFW	4/20/2023	Diversion Airport (ABI)	3:08
DELTA	DELTA	1200	JFK	MSP	4/15/2023	Origin Airport	3:08
DELTA	DELTA	2993	FLL	DTW	4/16/2023	Origin Airport	3:05
JETBLUE	JETBLUE	2061	LGA	RSW	4/15/2023	Origin Airport	3:03
UNITED	UNITED	2605	ORD	DEN	4/8/2023	Diversion Airport (COS)	3:03

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

APRIL 2023

MARKETING CARRIER	OPERATING CARRIER	FLIGHT NUMBER	ORIGIN AIRPORT	DESTINATION AIRPORT	DATE OF FLIGHT	LOCATION OF LONGEST TARMAC DELAY	LENGTH OF TARMAC DELAY
AMERICAN	AMERICAN	1436	LIR	DFW	4/20/2023	Diversion Airport (ABI)	5:08
UNITED	UNITED	988	FRA	IAD	4/22/2023	Diversion Airport (PHL)	4:41
UNITED	UNITED	149	EWR	GRU	4/22/2023	Origin Airport	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>	April 2023			April 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	599,676	847	0.14	612,702	880	0.14
2	SOUTHWEST AIRLINES	10,557,963	46,009	0.44	9,920,894	44,443	0.45
3	FRONTIER AIRLINES	822,548	3,773	0.46	853,032	2,845	0.33
4	DELTA AIR LINES NETWORK	8,005,240	36,990	0.46	8,368,845	45,020	0.54
	- DELTA AIR LINES	6,439,291	31,139	0.48	6,472,519	36,725	0.57
	- BRANDED CODESHARE PARTNERS	1,565,949	5,851	0.37	1,896,326	8,295	0.44
5	ALASKA AIRLINES NETWORK	2,200,367	10,333	0.47	2,234,615	15,813	0.71
	- ALASKA AIRLINES	1,767,851	8,633	0.49	1,674,850	12,764	0.76
	- BRANDED CODESHARE PARTNERS	432,516	1,700	0.39	559,765	3,049	0.54
6	JETBLUE AIRWAYS	1,384,682	6,830	0.49	1,490,933	9,822	0.66
7	HAWAIIAN AIRLINES	493,241	2,503	0.51	506,671	1,341	0.26
8	SPIRIT AIRLINES	1,153,831	6,896	0.60	1,103,653	4,881	0.44
9	UNITED AIRLINES NETWORK	6,044,955	41,010	0.68	5,860,908	29,695	0.51
	- UNITED AIRLINES	4,396,113	29,944	0.68	4,017,946	19,882	0.49
	- BRANDED CODESHARE PARTNERS	1,648,842	11,066	0.67	1,842,962	9,813	0.53
10	AMERICAN AIRLINES NETWORK	8,567,401	64,604	0.75	9,049,061	64,983	0.72
	- AMERICAN AIRLINES	5,874,396	47,282	0.80	5,507,673	42,813	0.78
	- BRANDED CODESHARE PARTNERS	2,693,005	17,322	0.64	3,541,388	22,170	0.63
<b>TOTAL</b>		<b>39,829,904</b>	<b>219,795</b>	<b>0.55</b>	<b>40,001,314</b>	<b>219,723</b>	<b>0.55</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>	April 2023			April 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	599,676	847	0.14	612,702	880	0.14
2	ENDEAVOR AIR	654,860	2,638	0.40	859,045	3,990	0.46
3	SOUTHWEST AIRLINES	10,557,963	46,009	0.44	9,920,894	44,443	0.45
4	FRONTIER AIRLINES	822,548	3,773	0.46	853,032	2,845	0.33
5	SKYWEST AIRLINES	2,149,537	9,968	0.46	2,516,918	11,183	0.44
6	DELTA AIR LINES	6,439,291	31,139	0.48	6,472,519	36,725	0.57
7	ALASKA AIRLINES	1,767,851	8,633	0.49	1,674,850	12,764	0.76
8	JETBLUE AIRWAYS	1,384,682	6,830	0.49	1,490,933	9,822	0.66
9	HAWAIIAN AIRLINES	493,241	2,503	0.51	506,671	1,341	0.26
10	SPIRIT AIRLINES	1,153,831	6,896	0.60	1,103,653	4,881	0.44
11	PSA AIRLINES	866,572	5,273	0.61	1,073,985	5,991	0.56
12	UNITED AIRLINES	4,396,113	29,944	0.68	4,017,946	19,882	0.49
13	REPUBLIC AIRWAYS	755,328	5,167	0.68	891,222	6,672	0.75
14	ENVOY AIR	646,691	4,682	0.72	834,010	5,883	0.71
15	AMERICAN AIRLINES	5,874,396	47,282	0.80	5,507,673	42,813	0.78
	<b>TOTAL</b>	<b>38,562,580</b>	<b>211,584</b>	<b>0.55</b>	<b>38,336,053</b>	<b>210,115</b>	<b>0.55</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>	April 2023			April 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	ALLEGIAN AIR	1,110	0	0.00	1,448	2	0.14
2	DELTA AIR LINES NETWORK	15,981	107	0.67	16,210	145	0.89
	- DELTA AIR LINES	13,274	93	0.70	12,893	125	0.97
	- BRANDED CODESHARE PARTNERS	2,707	14	0.52	3,317	20	0.60
3	JETBLUE AIRWAYS <sup>2</sup>	2,586	27	1.04	2,651	106	4.00
4	UNITED AIRLINES NETWORK	12,426	143	1.15	10,866	108	0.99
	- UNITED AIRLINES	9,561	121	1.27	7,738	79	1.02
	- BRANDED CODESHARE PARTNERS	2,865	22	0.77	3,128	29	0.93
5	SOUTHWEST AIRLINES	16,776	261	1.56	13,403	207	1.54
6	AMERICAN AIRLINES NETWORK	11,630	206	1.77	10,737	216	2.01
	- AMERICAN AIRLINES	8,977	150	1.67	7,688	164	2.13
	- BRANDED CODESHARE PARTNERS	2,653	56	2.11	3,049	52	1.71
7	FRONTIER AIRLINES	2,251	43	1.91	1,936	42	2.17
8	ALASKA AIRLINES NETWORK	2,356	51	2.16	2,828	26	0.92
	- ALASKA AIRLINES	2,176	46	2.11	2,363	19	0.80
	- BRANDED CODESHARE PARTNERS	180	5	2.78	465	7	1.51
9	HAWAIIAN AIRLINES	759	19	2.50	634	9	1.42
10	SPIRIT AIRLINES	895	46	5.14	762	35	4.59
	<b>TOTAL</b>	<b>66,770</b>	<b>903</b>	<b>1.35</b>	<b>61,475</b>	<b>896</b>	<b>1.46</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.

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

## AIR TRAVEL CONSUMER REPORT

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

RANK	CARRIER <sup>1</sup>	April 2023			April 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	1,110	0	0.00	1,448	2	0.14
2	ENDEAVOR AIR	925	4	0.43	1,440	8	0.56
3	DELTA AIR LINES	13,274	93	0.70	12,893	125	0.97
4	SKYWEST AIRLINES	3,355	26	0.77	3,553	39	1.10
5	JETBLUE AIRWAYS <sup>2</sup>	2,586	27	1.04	2,651	106	4.00
6	ENVOY AIR	879	11	1.25	920	13	1.41
7	UNITED AIRLINES	9,561	121	1.27	7,738	79	1.02
8	SOUTHWEST AIRLINES	16,776	261	1.56	13,403	207	1.54
9	AMERICAN AIRLINES	8,977	150	1.67	7,688	164	2.13
10	REPUBLIC AIRWAYS	1,125	19	1.69	1,374	14	1.02
11	FRONTIER AIRLINES	2,251	43	1.91	1,936	42	2.17
12	ALASKA AIRLINES	2,176	46	2.11	2,363	19	0.80
13	HAWAIIAN AIRLINES	759	19	2.50	634	9	1.42
14	PSA AIRLINES	637	19	2.98	716	15	2.09
15	SPIRIT AIRLINES	895	46	5.14	762	35	4.59
	<b>TOTAL</b>	<b>65,286</b>	<b>885</b>	<b>1.36</b>	<b>59,519</b>	<b>877</b>	<b>1.47</b>

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

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

## **OVERSALES**

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

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

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

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



## AIR TRAVEL CONSUMER REPORT

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

RANK	CARRIER <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

	APRIL 2023				APRIL 2022			
	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS
U.S. AIRLINES	4,710	37	0	350	3,173	45	0	285
FOREIGN AIRLINES	1,713	6	1	97	1,411	2	1	102
TRAVEL AGENTS	285	1	0	31	500	1	0	31
TOUR OPERATORS	4	0	0	0	0	0	0	0
MISCELLANEOUS	0	13	0	79	0	34	0	110
<b>INDUSTRY TOTALS</b>	<b>6,712</b>	<b>57</b>	<b>1</b>	<b>557</b>	<b>5,084</b>	<b>82</b>	<b>1</b>	<b>528</b>

## AIR TRAVEL CONSUMER REPORT

Table 2

COMPLAINT CATEGORY	COMPLAINT CATEGORIES*			COMPLAINT CATEGORIES*		
	APRIL 2023			APRIL 2022		
	RANKING	COMPLAINTS**	SUB-CATEGORY	RANKING	COMPLAINTS**	SUB-CATEGORY
FLIGHT PROBLEMS	1	2,456		2	1,549	
CANCELLATION			1,225			1,069
DELAY			765			303
MISCONNECTION			320			91
REFUNDS	2	1,197		1	1,645	
BAGGAGE	3	890		4	450	
FARES	4	630		5	409	
RESERVATIONS/TICKETING/BOARDING	5	606		3	500	
CUSTOMER SERVICE	6	372		6	196	
OVERSALES	7	276		8	114	
DISABILITY	8	214		7	163	
OTHER	9	50		9	41	
FREQUENT FLYER			26			32
ADVERTISING	10	13		10	9	
DISCRIMINATION	11	8		11	8	
ANIMALS	12	0		12	0	
<b>COMPLAINT TOTAL</b>		<b>6,712</b>			<b>5,084</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\***  
**APRIL 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	17	0	4	6	4	6	5	7	0	0	0	1	50
ALLEGiant AIR	47	0	7	3	11	19	6	6	0	0	0	1	100
AMERICAN AIRLINES	383	31	44	58	92	73	55	35	1	0	0	3	775
AVELO AIRLINES	17	0	1	1	4	4	1	0	0	0	0	0	28
BREEZE AIRWAYS	18	1	3	2	5	5	3	0	0	0	0	0	37
CONTOUR AIRLINES	6	0	0	0	1	0	0	0	0	0	0	0	7
DELTA AIR LINES	248	19	31	19	33	58	37	31	0	1	0	5	482
ENDEAVOR AIR	16	3	0	0	3	2	0	1	0	0	0	2	27
ENVOY AIR	21	1	2	1	3	9	1	4	0	0	0	0	42
FRONTIER AIRLINES	254	95	83	143	157	97	57	13	2	3	0	4	908
HAWAIIAN AIRLINES	16	1	8	10	7	4	3	4	0	0	0	0	53
JETBLUE AIRWAYS	183	4	21	38	31	31	22	17	3	1	0	2	353
PIEDMONT AIRLINES	7	2	1	0	0	1	0	0	0	0	0	0	11
PSA AIRLINES	14	2	1	1	4	4	4	0	0	0	0	0	30
REPUBLIC AIRWAYS	13	3	3	1	3	4	3	2	0	0	0	2	34
SILVER AIRWAYS	15	0	5	1	4	5	0	0	0	0	0	0	30
SKYWEST AIRLINES	17	3	4	0	4	5	2	1	0	0	0	0	36
SOUTHERN AIRWAYS EXPRESS	3	1	0	0	2	0	0	0	0	0	0	0	6
SOUTHWEST AIRLINES	197	4	15	8	44	35	27	14	0	0	0	4	348
SPIRIT AIRLINES	299	31	49	54	84	66	25	18	2	1	0	3	632
SUN COUNTRY AIRLINES	19	1	1	0	4	3	2	2	0	0	0	0	32
UNITED AIRLINES	304	20	49	47	80	103	39	19	1	1	0	4	667
OTHER U.S. AIRLINES	10	0	1	3	5	2	0	1	0	0	0	0	22
<b>TOTAL APRIL 2023</b>	<b>2,124</b>	<b>222</b>	<b>333</b>	<b>396</b>	<b>585</b>	<b>536</b>	<b>292</b>	<b>175</b>	<b>9</b>	<b>7</b>	<b>0</b>	<b>31</b>	<b>4,710</b>
<b>% of TOTAL COMPLAINTS</b>	<b>45.1</b>	<b>4.7</b>	<b>7.1</b>	<b>8.4</b>	<b>12.4</b>	<b>11.4</b>	<b>6.2</b>	<b>3.7</b>	<b>0.2</b>	<b>0.1</b>	<b>0</b>	<b>0.7</b>	
<b>TOTAL APRIL 2022</b>	<b>1,421</b>	<b>96</b>	<b>237</b>	<b>217</b>	<b>598</b>	<b>270</b>	<b>159</b>	<b>136</b>	<b>6</b>	<b>8</b>	<b>0</b>	<b>25</b>	<b>3,173</b>
<b>% of TOTAL COMPLAINTS</b>	<b>44.8</b>	<b>3.0</b>	<b>7.5</b>	<b>6.8</b>	<b>18.8</b>	<b>8.5</b>	<b>5.0</b>	<b>4.3</b>	<b>0.2</b>	<b>0.3</b>	<b>0</b>	<b>0.8</b>	

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

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

## AIR TRAVEL CONSUMER REPORT

Table 4

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

U.S. AIRLINES ALPHABETICAL	COMPS RECD IN APR	INCI- DENTS IN APR	PERCENT	INCI- DENTS IN MAR	PERCENT	INCI- DENTS IN ALL PRIOR MONTHS	PERCENT	UN- KNOWN INCI- DENT DATE	PERCENT
ALASKA AIRLINES	50	29	58.0	3	6.0	11	22.0	7	14.0
ALLEGiant AIR	100	62	62.0	13	13.0	13	13.0	12	12.0
AMERICAN AIRLINES	775	385	49.7	145	18.7	181	23.4	64	8.3
AVELO AIRLINES	28	18	64.3	2	7.1	7	25.0	1	3.6
BREEZE AIRWAYS	37	21	56.8	3	8.1	9	24.3	4	10.8
CONTOUR AIRLINES	7	5	71.4	2	28.6	0	0.0	0	0.0
DELTA AIR LINES	482	253	52.5	117	24.3	82	17.0	30	6.2
ENDEAVOR AIR	27	14	51.9	2	7.4	7	25.9	4	14.8
ENVOY AIR	42	23	54.8	8	19.0	6	14.3	5	11.9
FRONTIER AIRLINES	908	474	52.2	154	17.0	192	21.1	88	9.7
HAWAIIAN AIRLINES	53	16	30.2	5	9.4	26	49.1	6	11.3
JETBLUE AIRWAYS	353	197	55.8	66	18.7	63	17.8	27	7.6
PIEDMONT AIRLINES	11	8	72.7	0	0.0	3	27.3	0	0.0
PSA AIRLINES	30	14	46.7	8	26.7	5	16.7	3	10.0
REPUBLIC AIRWAYS	34	19	55.9	3	8.8	8	23.5	4	11.8
SILVER AIRWAYS	30	18	60.0	5	16.7	6	20.0	1	3.3
SKYWEST AIRLINES	36	21	58.3	8	22.2	5	13.9	2	5.6
SOUTHERN AIRWAYS EXPRESS	6	3	50.0	2	33.3	1	16.7	0	0.0
SOUTHWEST AIRLINES	348	139	39.9	29	8.3	145	41.7	35	10.1
SPIRIT AIRLINES	632	374	59.2	86	13.6	113	17.9	59	9.3
SUN COUNTRY AIRLINES	32	18	56.3	8	25.0	3	9.4	3	9.4
UNITED AIRLINES	667	364	54.6	96	14.4	146	21.9	61	9.1
OTHER U.S. AIRLINES	22	12	54.5	2	9.1	6	27.3	2	9.1
<b>Totals</b>	<b>4,710</b>	<b>2,487</b>	<b>52.8</b>	<b>767</b>	<b>16.3</b>	<b>1,038</b>	<b>22.0</b>	<b>418</b>	<b>8.9</b>
<b>Previous Year's Totals</b>	<b>3,173</b>	<b>1,814</b>	<b>57.2</b>	<b>468</b>	<b>14.7</b>	<b>669</b>	<b>21.1</b>	<b>222</b>	<b>7.0</b>

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

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

Table 5

	FLIGHT PROBLEMS	OVER- SALES	RES/TKT/ BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DIS- ABILITY	ADVERT- ISING	DISCRIM- INATION	ANIMALS	OTHER	TOTAL
<b>FOREIGN AIRLINES</b>													
AEGEAN AIRLINES	0	0	0	0	4	4	0	0	0	0	0	0	8
AER LINGUS	4	0	3	3	6	3	0	1	0	0	0	0	20
AEROMEXICO	17	2	7	6	33	8	1	0	0	0	0	0	74
AIR ASIA	0	0	1	1	3	1	0	0	0	0	0	0	6
AIR CANADA	21	5	11	8	16	26	2	1	1	0	0	0	91
AIR FRANCE	20	1	14	7	24	21	3	4	0	0	0	3	97
AIR INDIA	9	1	0	6	19	12	3	1	0	0	0	1	52
AIR TRANSAT	5	0	0	0	0	0	0	0	0	0	0	0	5
ALITALIA AIRLINES	0	0	0	0	4	1	0	0	0	0	0	0	5
ANA ALL NIPPON AIRWAYS	5	0	2	10	5	1	2	1	0	0	0	0	26
AUSTRIAN AIRLINES	2	0	0	1	1	3	2	1	0	0	0	0	10
AVIANCA	5	1	7	13	18	1	8	0	0	0	0	2	55
BRITISH AIRWAYS	24	4	22	18	30	18	5	1	0	0	0	1	123
CATHAY PACIFIC AIRWAYS	2	0	3	0	2	2	1	0	0	0	0	1	11
CONDOR	0	1	0	0	2	5	0	0	0	0	0	0	8
COPA COMPANIA PANAMENA DE AVIACION	2	7	6	3	8	7	2	0	0	0	0	1	36
EGYPTAIR	5	0	3	0	1	9	0	0	0	0	0	0	18
EMIRATES AIRLINES	2	0	3	5	7	10	3	2	0	0	0	0	32
ETHIOPIAN AIRLINES	0	0	4	5	2	9	1	0	0	0	0	1	22
ETIHAD AIRWAYS	8	0	3	1	15	6	1	1	0	0	0	1	36
EVA AIRWAYS	3	0	3	0	4	5	0	1	0	0	0	0	16
FIJI AIRWAYS	1	0	0	0	11	0	1	0	0	0	0	0	13
FINNAIR OY	1	0	1	0	2	2	0	0	0	0	0	0	6
FLAIR AIRLINES	2	0	1	0	5	0	0	0	0	0	0	0	8
IBERIA AIRLINES	7	5	1	8	10	12	1	1	0	0	0	0	45
ICELANDAIR	4	0	2	1	3	1	0	0	0	0	0	0	11
ITA AIRWAYS	1	1	2	0	4	3	1	0	0	0	0	0	12
JAPAN AIR LINES COMPANY	2	0	4	1	3	0	1	0	0	0	0	0	11
KLM	6	3	6	2	10	9	1	1	0	0	0	0	38
KOREAN AIR LINES	5	0	2	2	2	3	0	0	0	0	0	0	14
KUWAIT AIRWAYS	0	0	0	1	2	2	0	0	0	0	0	0	5
LATAM	5	3	3	7	10	8	3	0	0	0	0	3	42
LUFTHANSA	36	0	19	13	33	31	6	5	0	1	0	1	145
NORSE ATLANTIC AIRWAYS	2	0	1	2	1	3	0	0	0	0	0	0	9
PHILIPPINE AIRLINES	8	0	1	1	6	3	2	1	0	0	0	0	22
QANTAS AIRWAYS	2	1	1	0	3	5	0	0	0	0	0	1	13
QATAR AIRWAYS	13	3	20	8	19	17	8	7	1	0	0	2	98
ROYAL AIR MAROC	0	2	0	0	5	5	0	0	0	0	0	0	12
SAS	1	0	0	2	3	4	1	0	0	0	0	0	11
SATA INTERNACIONAL	2	0	0	0	1	3	0	0	0	0	0	0	6
SAUDI ARABIAN AIRLINES	3	0	2	0	2	3	0	0	0	0	0	0	10



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
SINGAPORE AIRLINES	3	0	5	4	2	6	1	2	0	0	0	0	23
SWISS AIR	2	1	4	0	5	10	0	0	0	0	0	0	22
SWOOP	4	0	1	0	1	0	0	0	0	0	0	0	6
TAP	8	0	1	4	28	12	2	1	0	0	0	1	57
TURKISH AIRLINES	17	2	15	8	16	13	4	2	1	0	0	0	78
VIRGIN ATLANTIC AIRWAYS	3	0	6	2	2	2	1	2	0	0	0	0	18
VIVAAEROBUS	7	1	3	1	2	9	0	0	0	0	0	0	23
VOLARIS AIRLINES	14	7	10	10	18	6	2	1	0	0	0	0	68
VUELING AIRLINES	2	0	0	0	1	2	0	0	0	0	0	0	5
WEST JET	3	0	1	4	3	5	0	0	0	0	0	0	16
ZIPAIR	2	0	2	0	4	0	0	0	0	0	0	0	8
OTHER FOREIGN AIRLINES	15	1	13	14	32	22	8	2	0	0	0	0	107
<b>TOTALS</b>	<b>315</b>	<b>52</b>	<b>219</b>	<b>182</b>	<b>453</b>	<b>353</b>	<b>77</b>	<b>39</b>	<b>3</b>	<b>1</b>	<b>0</b>	<b>19</b>	<b>1,713</b>
<b><u>TRAVEL AGENTS</u></b>													
ASAPTICKETS.COM	1	0	2	3	1	0	0	0	0	0	0	0	7
BOOKING.COM	0	0	1	0	11	0	0	0	0	0	0	0	12
CHASE TRAVEL	0	0	2	0	7	0	0	0	0	0	0	0	9
CHEAPOAIR.COM	0	0	5	2	12	0	0	0	0	0	0	0	19
EDREAMS.COM	0	0	1	1	7	0	0	0	0	0	0	0	9
EXPEDIA.COM	2	1	7	10	13	0	0	0	0	0	0	0	33
GOTOGATE	2	0	1	2	8	0	0	0	0	0	0	0	13
HOPPER.COM	0	0	2	2	2	0	0	0	0	0	0	0	6
JUSTFLY.COM	0	1	3	5	11	0	0	0	1	0	0	0	21
KIWI.COM	3	0	3	3	12	0	0	0	0	0	0	0	21
ORBIZ.COM	1	0	2	4	3	1	0	0	0	0	0	0	11
PRICELINE.COM	2	0	4	2	11	0	0	0	0	0	0	0	19
TRAVELOCITY.COM	0	0	4	2	4	0	0	0	0	0	0	0	10
TRIP.COM	1	0	1	2	3	0	0	0	0	0	0	0	7
OTHER TRAVEL AGENTS	4	0	16	13	52	0	3	0	0	0	0	0	88
<b>TOTALS</b>	<b>16</b>	<b>2</b>	<b>54</b>	<b>51</b>	<b>157</b>	<b>1</b>	<b>3</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>285</b>
<b><u>TOUR OPERATORS</u></b>													
OTHER TOUR OPERATORS	1	0	0	1	2	0	0	0	0	0	0	0	4
<b>TOTALS</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>2</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>4</b>
<b><u>MISCELLANEOUS</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)

APRIL 2023		APRIL 2022	
AIRLINE	COMPLAINTS		COMPLAINTS
<b>ALASKA AIRLINES NETWORK</b>	<b>53</b>		<b>70</b>
- ALASKA AIRLINES	50		68
- BRANDED CODESHARE PARTNERS	3		2
<b>ALLEGiant AIRLINES</b>	<b>100</b>		<b>110</b>
<b>AMERICAN AIRLINES NETWORK</b>	<b>901</b>		<b>599</b>
- AMERICAN AIRLINES	775		491
- BRANDED CODESHARE PARTNERS	126		108
<b>DELTA NETWORK</b>	<b>540</b>		<b>253</b>
- DELTA AIR LINES	482		214
- BRANDED CODESHARE PARTNERS	58		39
<b>FRONTIER AIRLINES</b>	<b>908</b>		<b>383</b>
<b>HAWAIIAN AIRLINES</b>	<b>53</b>		<b>23</b>
<b>JETBLUE AIRWAYS</b>	<b>353</b>		<b>481</b>
<b>SOUTHWEST AIRLINES</b>	<b>348</b>		<b>227</b>
<b>SPIRIT AIRLINES</b>	<b>632</b>		<b>637</b>
<b>UNITED AIRLINES NETWORK</b>	<b>667</b>		<b>327</b>
- UNITED AIRLINES	667		327
- BRANDED CODESHARE PARTNERS	0		0
<b>TOTAL</b>	<b>4,555</b>		<b>3110</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	APRIL 2023			APRIL 2022		
		COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS	COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS
1	SKYWEST AIRLINES	36	3,217,368	1.12	38	3,534,572	1.08
2	ALASKA AIRLINES	50	2,909,837	1.72	68	2,721,538	2.50
3	REPUBLIC AIRWAYS	34	1,625,761	2.09	36	1,697,954	2.12
4	SOUTHWEST AIRLINES	348	14,256,873	2.44	227	12,996,950	1.75
5	ENDEAVOR AIR	27	995,165	2.71	18	1,137,465	1.58
6	PSA AIRLINES	30	960,200	3.12	18	1,163,241	1.55
7	DELTA AIR LINES	482	13,156,875	3.66	214	12,071,401	1.77
8	ENVOY AIR	42	1,120,800	3.75	29	1,265,188	2.29
9	AMERICAN AIRLINES	775	13,603,784	5.70	491	12,391,551	3.96
10	HAWAIIAN AIRLINES	53	896,761	5.91	23	802,858	2.86
11	UNITED AIRLINES	667	10,727,397	6.22	327	9,184,633	3.56
12	ALLEGiant AIR	100	1,534,236	6.52	110	1,531,942	7.18
13	JETBLUE AIRWAYS	353	3,768,322	9.37	481	3,487,370	13.79
14	SPIRIT AIRLINES	632	3,705,961	17.05	637	3,004,456	21.20
15	FRONTIER AIRLINES	908	2,416,118	37.58	383	2,033,513	18.83
	<b>TOTAL</b>	4,537	74,895,458	6.06	3,100	69,024,632	4.49

\* 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 April 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
DELTA				1			
FRONTIER	2		1				
JETBLUE			1				
LUFTHANSA			1				
SPIRIT	1						
UNITED			1				
<b>TOTALS</b>	<b>3</b>		<b>4</b>	<b>1</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**

**April 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
NONE			



# U.S. Department of Homeland Security, Transportation Security Administration

## Customer Service Report for April 2023 <sup>a</sup>

The Transportation Security Administration (TSA) screened approximately 68.4 million passengers at screening checkpoints and 40.8 million checked bags at baggage screening locations in April 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 April 2023, TSA received 14,549 complaints (i.e. a description of a negative experience) from the general public via phone or email (or 21.3 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>
878	1.3	540	0.8	12,371	18.2	128	0.2

Civil Rights		Other TSA-related		Non-TSA related, Airline		Non-TSA related, All Others	
Number of Complaints	Complaints per 100,000 Passengers <sup>c</sup>	Number of Complaints	Complaints per 100,000 Passengers <sup>c</sup>	Number of Complaints	Complaints per 100,000 Passengers <sup>c</sup>	Number of Complaints	Complaints per 100,000 Passengers <sup>c</sup>
380	0.6	83	0.2	34	0.1	135	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
250 <sup>d</sup>	238	0.0006

**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>