



Air Travel Consumer Report

A Product Of
THE OFFICE OF AVIATION CONSUMER PROTECTION

Issued: September 2023



Flight Delays¹	July 2023
Mishandled Baggage, Wheelchairs, and Scooters¹	July 2023
Oversales¹	2 nd Quarter 2023
Consumer Complaints² (Includes Disability and Discrimination Complaints)	See page 44 for details
Airline Animal Incident Reports⁴	July 2023
Customer Service Reports to the Dept. of Homeland Security³	July 2023

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

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

³ Data provided by the Department of Homeland Security, Transportation Security Administration

⁴ Data collected by the Office of Aviation Consumer Protection.

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INTRODUCTION

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

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

The report normally is released by the end of the second week of each month. The report is available on-line at:
<https://www.transportation.gov/individuals/aviation-consumer-protection/air-travel-consumer-reports>

FLIGHT DELAYS

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

The reportable airports with respect to which data must be submitted to the Department are those large, medium, small, or non-hub airports as defined in 49 U.S.C. 47102. Airports can be accessed through the FAA at: https://www.faa.gov/airports/planning_capacity/passenger_allcargo_stats/passenger. 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.

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

JULY 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	CommutAir
Envoy Air	SkyWest Airlines	Republic Airways	GoJet Airlines
PSA Airlines		SkyWest Airlines	Mesa Airlines
Piedmont Airlines			Republic Airways
Republic Airways			SkyWest Airlines
SkyWest Airlines			

AIR TRAVEL CONSUMER REPORT

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

JULY 2023

CARRIER ¹	AT ALL US AIRPORTS		RANK
	NUMBER OF AIRPORTS REPORTED	PERCENT OF ON-TIME ARRIVALS	
HAWAIIAN AIRLINES	21	82.5	1
ALASKA AIRLINES NETWORK	106	81.2	2
- ALASKA AIRLINES	88	77.7	
- BRANDED CODESHARE PARTNERS	55	87.7	
DELTA AIR LINES NETWORK	209	76.1	3
- DELTA AIR LINES	140	74.7	
- BRANDED CODESHARE PARTNERS	171	79.1	
AMERICAN AIRLINES NETWORK	222	70.0	4
- AMERICAN AIRLINES	127	66.8	
- BRANDED CODESHARE PARTNERS	200	73.8	
SOUTHWEST AIRLINES	107	67.8	5
UNITED AIRLINES NETWORK	217	67.5	6
- UNITED AIRLINES	110	64.9	
- BRANDED CODESHARE PARTNERS	196	70.9	
ALLEGiant AIR	122	65.2	7
SPIRIT AIRLINES	63	60.8	8
FRONTIER AIRLINES	78	53.5	9
JETBLUE AIRWAYS	68	49.5	10
TOTAL AIRPORTS SERVED	352	69.6	

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

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

AIR TRAVEL CONSUMER REPORT

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

JULY 2023

AT ALL US AIRPORTS			
CARRIER ¹	NUMBER OF AIRPORTS REPORTED	PERCENT OF ON-TIME ARRIVALS	RANK
HAWAIIAN AIRLINES	21	82.5	1
SKYWEST AIRLINES	243	81.1	2
ENVOY AIR	125	78.1	3
ALASKA AIRLINES	88	77.7	4
DELTA AIR LINES	140	74.7	5
ENDEAVOR AIR	94	74.5	6
PSA AIRLINES	87	69.0	7
REPUBLIC AIRWAYS	77	68.3	8
SOUTHWEST AIRLINES	107	67.8	9
AMERICAN AIRLINES	127	66.8	10
ALLEGiant AIR	122	65.2	11
UNITED AIRLINES	110	64.9	12
SPIRIT AIRLINES	63	60.8	13
FRONTIER AIRLINES	78	53.5	14
JETBLUE AIRWAYS	68	49.5	15
TOTAL AIRPORTS SERVED	336	69.4	

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

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

AIR TRAVEL CONSUMER REPORT

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

JULY 2023

CARRIER ¹	Jan 23		Feb 23		Mar 23		Apr 23		May 23		Jun 23		Jul 23		Year-to-date (YTD)	
	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank
ALASKA AIRLINES NETWORK	77.6	2	76.9	5	78.1	2	80.7	2	83.9	2	79.4	1	81.2	2	79.8	2
- ALASKA AIRLINES	77.3		74.5		76.6		77.3		83.2		76.6		77.7		77.7	
- BRANDED CODESHARE PARTNERS	78.2		81.3		80.8		86.7		85.0		84.4		87.7		83.6	
ALLEGiant AIR	70.4	8	76.2	6	64.2	8	72.1	6	78.4	6	70.6	5	65.2	7	70.6	6
AMERICAN AIRLINES NETWORK	77.4	4	79.4	3	76.5	4	77.0	3	82.8	3	71.7	4	70.0	4	76.3	3
- AMERICAN AIRLINES	75.7		76.6		72.2		72.9		78.5		68.3		66.8		72.9	
- BRANDED CODESHARE PARTNERS	79.3		82.7		81.5		81.9		88.0		75.8		73.8		80.3	
DELTA AIR LINES NETWORK	78.6	1	83.0	1	79.2	1	81.8	1	88.8	1	77.8	2	76.1	3	80.7	1
- DELTA AIR LINES	78.7		82.7		77.0		79.8		86.7		75.4		74.7		79.2	
- BRANDED CODESHARE PARTNERS	78.4		83.6		83.2		85.6		92.8		82.9		79.1		83.7	
FRONTIER AIRLINES	62.6	10	69.0	10	64.7	7	65.5	7	66.7	9	53.7	10	53.5	9	62.1	10
HAWAIIAN AIRLINES	76.8	5	73.5	8	59.5	10	56.6	10	61.3	10	77.4	3	82.5	1	69.7	7
JETBLUE AIRWAYS	72.7	7	71.9	9	65.7	6	65.3	8	75.1	7	60.8	8	49.5	10	65.9	9
SOUTHWEST AIRLINES	77.5	3	82.1	2	75.0	5	73.4	5	78.8	4	69.6	6	67.8	5	74.7	4
SPIRIT AIRLINES	69.2	9	74.9	7	64.0	9	60.7	9	73.8	8	58.8	9	60.8	8	66.0	8
UNITED AIRLINES NETWORK	74.3	6	78.1	4	76.9	3	76.2	4	78.7	5	69.3	7	67.5	6	74.4	5
- UNITED AIRLINES	76.1		78.6		76.9		75.3		78.0		65.1		64.9		73.3	
- BRANDED CODESHARE PARTNERS	72.0		77.5		76.9		77.4		79.6		74.9		70.9		75.7	
TOTAL	76.2		79.4		75.4		75.7		81.2		71.3		69.6		75.4	

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

AIR TRAVEL CONSUMER REPORT

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

JULY 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 NETWORK	124	85.5	357	80.4	87	77.0	253	75.9	61	90.2	0	0.0	155	80.6	217	78.8
- ALASKA AIRLINES	124	85.5	277	83.0	87	77.0	253	75.9	61	90.2	0	0.0	155	80.6	217	78.8
- BRANDED CODESHARE PARTNERS	0	0.0	80	71.3	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
ALLEGiant AIR	0	0.0	162	71.6	345	61.2	68	86.8	14	85.7	0	0.0	0	0.0	63	60.3
AMERICAN AIRLINES NETWORK	1002	60.8	2085	71.4	1492	65.3	2215	60.9	370	60.8	17361	73.0	7226	68.5	776	55.7
- AMERICAN AIRLINES	762	57.7	1354	68.6	688	59.6	1465	59.0	333	60.4	10072	69.9	2422	66.1	723	54.4
- BRANDED CODESHARE PARTNERS	240	70.4	731	76.6	804	70.1	750	64.7	37	64.9	7289	77.3	4804	69.8	53	73.6
DELTA AIR LINES NETWORK	22509	79.5	1077	71.0	1001	72.5	3982	67.4	590	65.3	962	75.9	1433	69.2	1141	66.1
- DELTA AIR LINES	20084	78.8	1011	70.1	717	76.8	2323	65.7	461	65.5	575	80.9	694	66.9	1141	66.1
- BRANDED CODESHARE PARTNERS	2425	85.2	66	84.8	284	61.6	1659	69.6	129	64.3	387	68.5	739	71.4	0	0.0
FRONTIER AIRLINES	889	48.6	25	72.0	88	62.5	30	76.7	209	48.3	186	47.3	92	82.6	2058	56.2
HAWAIIAN AIRLINES	0	0.0	17	88.2	0	0.0	22	77.3	0	0.0	0	0.0	0	0.0	0	0.0
JETBLUE AIRWAYS	301	42.2	93	55.9	173	50.3	3580	50.5	62	51.6	57	70.2	717	52.6	217	40.6
SOUTHWEST AIRLINES	3232	68.9	3118	72.8	4177	71.9	590	55.9	6287	67.6	273	61.2	1389	68.1	8673	62.0
SPIRIT AIRLINES	1079	62.1	248	71.0	256	54.7	362	46.1	558	61.5	388	56.2	0	0.0	90	55.6
UNITED AIRLINES NETWORK	779	57.9	918	66.3	770	57.9	1137	61.4	319	71.8	547	54.1	803	64.8	13489	68.8
- UNITED AIRLINES	765	58.3	842	65.4	604	54.8	1128	61.6	313	71.9	400	52.8	427	72.1	8490	67.3
- BRANDED CODESHARE PARTNERS	14	35.7	76	76.3	166	69.3	9	33.3	6	66.7	147	57.8	376	56.4	4999	71.3
TOTAL	29,915	75.3	8,100	71.6	8,389	68.1	12,239	59.8	8,470	66.5	19,774	71.9	11,815	67.6	26,724	64.9

* 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)

JULY 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 NETWORK	216	75.0	62	77.4	336	65.8	31	80.6	248	76.6	88	72.7	369	62.1	529	80.3
- ALASKA AIRLINES	216	75.0	62	77.4	336	65.8	31	80.6	248	76.6	88	72.7	369	62.1	332	81.6
- BRANDED CODESHARE PARTNERS	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	197	78.2
ALLEGiant AIR	0	0.0	0	0.0	76	86.8	303	51.2	45	44.4	0	0.0	0	0.0	727	56.9
AMERICAN AIRLINES NETWORK	22556	75.1	712	66.4	644	51.6	456	64.0	225	66.7	798	67.5	2223	62.4	1192	62.5
- AMERICAN AIRLINES	14701	70.8	356	67.4	644	51.6	456	64.0	93	57.0	667	64.0	1202	61.1	1192	62.5
- BRANDED CODESHARE PARTNERS	7855	83.3	356	65.4	0	0.0	0	0.0	132	73.5	131	85.5	1021	64.0	0	0.0
DELTA AIR LINES NETWORK	927	67.6	8421	77.9	767	67.8	977	69.4	525	76.2	688	73.4	5070	67.0	1321	71.3
- DELTA AIR LINES	927	67.6	5477	76.3	566	68.4	977	69.4	268	72.0	688	73.4	2583	68.9	1321	71.3
- BRANDED CODESHARE PARTNERS	0	0.0	2944	80.9	201	66.2	0	0.0	257	80.5	0	0.0	2487	65.1	0	0.0
FRONTIER AIRLINES	628	52.2	181	66.9	0	0.0	186	51.6	0	0.0	135	54.1	0	0.0	1106	55.1
HAWAIIAN AIRLINES	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	31	58.1	120	67.5
JETBLUE AIRWAYS	31	45.2	173	50.3	522	51.0	1507	53.6	0	0.0	92	39.1	3494	42.4	279	42.3
SOUTHWEST AIRLINES	0	0.0	345	54.8	0	0.0	1424	63.9	164	70.1	538	73.0	0	0.0	7445	70.0
SPIRIT AIRLINES	885	57.1	753	67.2	801	59.8	1729	60.8	0	0.0	666	56.3	0	0.0	2097	68.7
UNITED AIRLINES NETWORK	937	62.2	487	62.0	9478	56.4	524	60.1	5384	71.5	10492	74.6	0	0.0	1166	64.1
- UNITED AIRLINES	766	62.5	173	61.8	6161	56.8	524	60.1	2790	69.9	6015	72.5	0	0.0	1135	63.5
- BRANDED CODESHARE PARTNERS	171	60.8	314	62.1	3317	55.7	0	0.0	2594	73.2	4477	77.5	0	0.0	31	83.9
TOTAL	26,180	73.2	11,134	74.4	12,624	57.3	7,137	60.7	6,591	71.7	13,497	72.7	11,187	58.2	15,982	67.1

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

AIR TRAVEL CONSUMER REPORT

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

JULY 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 NETWORK	1413	78.6	0	0.0	186	75.3	0	0.0	31	80.6	127	81.1	408	78.2	62	74.2
- ALASKA AIRLINES	849	73.6	0	0.0	186	75.3	0	0.0	31	80.6	106	77.4	346	77.2	62	74.2
- BRANDED CODESHARE PARTNERS	564	86.2	0	0.0	0	0.0	0	0.0	0	0.0	21	100.0	62	83.9	0	0.0
ALLEGiant AIR	226	69.5	0	0.0	0	0.0	54	66.7	0	0.0	27	74.1	0	0.0	0	0.0
AMERICAN AIRLINES NETWORK	3471	76.8	3288	66.8	1580	60.3	0	0.0	5724	69.7	619	66.4	9876	66.1	6996	69.4
- AMERICAN AIRLINES	2581	72.1	1473	61.3	1580	60.3	0	0.0	4602	68.7	338	68.3	4254	67.0	3888	67.1
- BRANDED CODESHARE PARTNERS	890	90.6	1815	71.2	0	0.0	0	0.0	1122	73.9	281	64.1	5622	65.4	3108	72.3
DELTA AIR LINES NETWORK	4276	80.4	6491	68.1	1760	61.1	280	67.5	881	60.3	9110	81.9	1186	63.4	628	69.3
- DELTA AIR LINES	3372	77.3	2075	65.7	1760	61.1	122	58.2	881	60.3	6449	79.8	998	64.8	560	68.6
- BRANDED CODESHARE PARTNERS	904	92.1	4416	69.3	0	0.0	158	74.7	0	0.0	2661	87.1	188	55.9	68	75.0
FRONTIER AIRLINES	0	0.0	105	42.9	1563	42.5	333	56.8	285	46.3	62	62.9	62	58.1	883	52.4
HAWAIIAN AIRLINES	194	70.1	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
JETBLUE AIRWAYS	1086	57.9	1309	54.5	1532	48.2	0	0.0	186	50.0	31	54.8	62	72.6	57	52.6
SOUTHWEST AIRLINES	2697	68.1	1058	61.3	3614	60.4	7271	65.6	495	59.6	682	59.5	804	65.3	401	53.6
SPIRIT AIRLINES	1111	60.8	429	61.5	2468	53.4	0	0.0	617	55.6	108	83.3	612	57.7	523	58.3
UNITED AIRLINES NETWORK	3186	76.0	956	55.4	1069	55.2	0	0.0	399	57.6	561	62.2	13035	68.9	429	61.8
- UNITED AIRLINES	2407	72.0	635	58.4	1069	55.2	0	0.0	399	57.6	484	61.2	7493	66.7	367	67.6
- BRANDED CODESHARE PARTNERS	779	88.4	321	49.5	0	0.0	0	0.0	0	0.0	77	68.8	5542	71.9	62	27.4
TOTAL	17,660	74.0	13,636	64.7	13,772	55.7	7,938	65.3	8,618	65.4	11,327	78.6	26,045	67.4	9,979	66.3

* 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)

JULY 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 NETWORK	404	79.0	1554	79.9	9858	80.7	2247	76.9	258	83.3	62	77.4
- ALASKA AIRLINES	324	74.7	800	75.1	7633	78.1	1135	71.2	98	80.6	62	77.4
- BRANDED CODESHARE PARTNERS	80	96.3	754	85.0	2225	89.4	1112	82.8	160	85.0	0	0.0
ALLEGiant AIR	36	61.1	99	60.6	0	0.0	0	0.0	0	0.0	0	0.0
AMERICAN AIRLINES NETWORK	5937	79.7	750	62.0	702	65.0	1015	65.0	397	60.2	1172	62.2
- AMERICAN AIRLINES	4391	76.2	750	62.0	614	60.9	901	61.5	318	55.3	1059	61.1
- BRANDED CODESHARE PARTNERS	1546	89.5	0	0.0	88	93.2	114	93.0	79	79.7	113	72.6
DELTA AIR LINES NETWORK	980	77.2	956	78.0	4378	82.6	1279	75.4	6920	85.2	1104	68.5
- DELTA AIR LINES	870	75.3	863	76.5	3201	79.0	1279	75.4	4697	81.0	1104	68.5
- BRANDED CODESHARE PARTNERS	110	92.7	93	92.5	1177	92.3	0	0.0	2223	94.1	0	0.0
FRONTIER AIRLINES	557	56.6	243	51.0	61	57.4	344	56.1	120	61.7	479	55.5
HAWAIIAN AIRLINES	31	35.5	62	69.4	62	79.0	64	65.6	0	0.0	0	0.0
JETBLUE AIRWAYS	62	33.9	150	64.7	181	64.6	446	54.9	217	43.3	492	50.4
SOUTHWEST AIRLINES	5234	72.4	3176	68.7	868	65.1	752	56.6	1015	66.9	2179	62.2
SPIRIT AIRLINES	123	48.8	148	73.0	64	79.7	0	0.0	143	60.8	339	65.2
UNITED AIRLINES NETWORK	820	67.7	1042	71.9	939	61.9	6309	75.4	576	70.8	617	63.0
- UNITED AIRLINES	638	64.4	946	70.4	939	61.9	4363	71.2	323	67.8	617	63.0
- BRANDED CODESHARE PARTNERS	182	79.1	96	86.5	0	0.0	1946	84.9	253	74.7	0	0.0
TOTAL	14,184	74.6	8,180	71.1	17,113	78.4	12,456	72.4	9,646	79.7	6,444	62.3

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

AIR TRAVEL CONSUMER REPORT

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

JULY 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	124	85.5	277	83.0	87	77.0	253	75.9	61	90.2	0	0.0	155	80.6	217	78.8
ALLEGiant AIR	0	0.0	162	71.6	345	61.2	68	86.8	14	85.7	0	0.0	0	0.0	63	60.3
AMERICAN AIRLINES	762	57.7	1354	68.6	688	59.6	1465	59.0	333	60.4	10072	69.9	2422	66.1	723	54.4
DELTA AIR LINES	20084	78.8	1011	70.1	717	76.8	2323	65.7	461	65.5	575	80.9	694	66.9	1141	66.1
ENDEAVOR AIR	1696	86.7	66	84.8	93	66.7	0	0.0	62	51.6	206	69.4	200	74.0	0	0.0
ENVOY AIR	37	59.5	652	78.5	267	73.8	172	63.4	37	64.9	427	79.2	291	73.5	0	0.0
FRONTIER AIRLINES	889	48.6	25	72.0	88	62.5	30	76.7	209	48.3	186	47.3	92	82.6	2058	56.2
HAWAIIAN AIRLINES	0	0.0	17	88.2	0	0.0	22	77.3	0	0.0	0	0.0	0	0.0	0	0.0
JETBLUE AIRWAYS	301	42.2	93	55.9	173	50.3	3580	50.5	62	51.6	57	70.2	717	52.6	217	40.6
PSA AIRLINES	91	71.4	0	0.0	290	66.6	0	0.0	0	0.0	4157	75.2	3137	67.7	0	0.0
REPUBLIC AIRWAYS	165	73.3	5	20.0	350	68.3	1992	69.0	67	76.1	232	63.4	1951	72.6	0	0.0
SKYWEST AIRLINES	690	81.4	188	69.1	187	65.2	150	58.0	2	100.0	8	87.5	95	74.7	4009	72.4
SOUTHWEST AIRLINES	3232	68.9	3118	72.8	4177	71.9	590	55.9	6287	67.6	273	61.2	1389	68.1	8673	62.0
SPIRIT AIRLINES	1079	62.1	248	71.0	256	54.7	362	46.1	558	61.5	388	56.2	0	0.0	90	55.6
UNITED AIRLINES	765	58.3	842	65.4	604	54.8	1128	61.6	313	71.9	400	52.8	427	72.1	8490	67.3
TOTAL	29,915	75.3	8,058	71.6	8,322	68.1	12,135	59.8	8,466	66.5	16,981	70.6	11,570	68.0	25,681	64.8

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

AIR TRAVEL CONSUMER REPORT

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

JULY 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	216	75.0	62	77.4	336	65.8	31	80.6	248	76.6	88	72.7	369	62.1	332	81.6
ALLEGiant AIR	0	0.0	0	0.0	76	86.8	303	51.2	45	44.4	0	0.0	0	0.0	727	56.9
AMERICAN AIRLINES	14701	70.8	356	67.4	644	51.6	456	64.0	93	57.0	667	64.0	1202	61.1	1192	62.5
DELTA AIR LINES	927	67.6	5477	76.3	566	68.4	977	69.4	268	72.0	688	73.4	2583	68.9	1321	71.3
ENDEAVOR AIR	0	0.0	1668	79.6	144	66.0	0	0.0	53	79.2	0	0.0	1549	65.7	0	0.0
ENVOY AIR	4866	85.1	0	0.0	0	0.0	0	0.0	23	78.3	57	89.5	0	0.0	0	0.0
FRONTIER AIRLINES	628	52.2	181	66.9	0	0.0	186	51.6	0	0.0	135	54.1	0	0.0	1106	55.1
HAWAIIAN AIRLINES	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	31	58.1	120	67.5
JETBLUE AIRWAYS	31	45.2	173	50.3	522	51.0	1507	53.6	0	0.0	92	39.1	3494	42.4	279	42.3
PSA AIRLINES	428	76.6	107	57.0	0	0.0	0	0.0	109	72.5	0	0.0	0	0.0	0	0.0
REPUBLIC AIRWAYS	0	0.0	229	59.4	2400	58.8	0	0.0	487	79.1	43	69.8	1604	65.1	0	0.0
SKYWEST AIRLINES	2561	81.2	1475	81.0	1	100.0	0	0.0	235	78.7	786	80.8	355	58.6	126	88.1
SOUTHWEST AIRLINES	0	0.0	345	54.8	0	0.0	1424	63.9	164	70.1	538	73.0	0	0.0	7445	70.0
SPIRIT AIRLINES	885	57.1	753	67.2	801	59.8	1729	60.8	0	0.0	666	56.3	0	0.0	2097	68.7
UNITED AIRLINES	766	62.5	173	61.8	6161	56.8	524	60.1	2790	69.9	6015	72.5	0	0.0	1135	63.5
TOTAL	26,009	73.3	10,999	74.5	11,651	58.0	7,137	60.7	4,515	71.5	9,775	71.1	11,187	58.2	15,880	67.1

* 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)

JULY 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	849	73.6	0	0.0	186	75.3	0	0.0	31	80.6	106	77.4	346	77.2	62	74.2
ALLEGiant AIR	226	69.5	0	0.0	0	0.0	54	66.7	0	0.0	27	74.1	0	0.0	0	0.0
AMERICAN AIRLINES	2581	72.1	1473	61.3	1580	60.3	0	0.0	4602	68.7	338	68.3	4254	67.0	3888	67.1
DELTA AIR LINES	3372	77.3	2075	65.7	1760	61.1	122	58.2	881	60.3	6449	79.8	998	64.8	560	68.6
ENDEAVOR AIR	0	0.0	2830	68.6	0	0.0	0	0.0	0	0.0	772	84.6	0	0.0	0	0.0
ENVOY AIR	0	0.0	0	0.0	0	0.0	0	0.0	1072	73.7	84	64.3	1966	68.7	0	0.0
FRONTIER AIRLINES	0	0.0	105	42.9	1563	42.5	333	56.8	285	46.3	62	62.9	62	58.1	883	52.4
HAWAIIAN AIRLINES	194	70.1	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
JETBLUE AIRWAYS	1086	57.9	1309	54.5	1532	48.2	0	0.0	186	50.0	31	54.8	62	72.6	57	52.6
PSA AIRLINES	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	32	59.4	0	0.0	840	69.2
REPUBLIC AIRWAYS	0	0.0	3301	70.7	0	0.0	0	0.0	50	78.0	78	71.8	1486	74.8	727	74.4
SKYWEST AIRLINES	2995	89.8	164	67.7	0	0.0	158	74.7	0	0.0	1890	88.1	4705	69.0	0	0.0
SOUTHWEST AIRLINES	2697	68.1	1058	61.3	3614	60.4	7271	65.6	495	59.6	682	59.5	804	65.3	401	53.6
SPIRIT AIRLINES	1111	60.8	429	61.5	2468	53.4	0	0.0	617	55.6	108	83.3	612	57.7	523	58.3
UNITED AIRLINES	2407	72.0	635	58.4	1069	55.2	0	0.0	399	57.6	484	61.2	7493	66.7	367	67.6
TOTAL	17,518	73.9	13,379	65.0	13,772	55.7	7,938	65.3	8,618	65.4	11,143	78.7	22,788	67.7	8,308	65.3

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

AIR TRAVEL CONSUMER REPORT

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

JULY 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	324	74.7	800	75.1	7633	78.1	1135	71.2	98	80.6	62	77.4
ALLEGiant AIR	36	61.1	99	60.6	0	0.0	0	0.0	0	0.0	0	0.0
AMERICAN AIRLINES	4391	76.2	750	62.0	614	60.9	901	61.5	318	55.3	1059	61.1
DELTA AIR LINES	870	75.3	863	76.5	3201	79.0	1279	75.4	4697	81.0	1104	68.5
ENDEAVOR AIR	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
ENVOY AIR	367	90.2	0	0.0	0	0.0	0	0.0	1	0.0	77	76.6
FRONTIER AIRLINES	557	56.6	243	51.0	61	57.4	344	56.1	120	61.7	479	55.5
HAWAIIAN AIRLINES	31	35.5	62	69.4	62	79.0	64	65.6	0	0.0	0	0.0
JETBLUE AIRWAYS	62	33.9	150	64.7	181	64.6	446	54.9	217	43.3	492	50.4
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	36	63.9
SKYWEST AIRLINES	1399	89.8	892	86.1	2049	91.2	2911	85.8	2714	91.4	0	0.0
SOUTHWEST AIRLINES	5234	72.4	3176	68.7	868	65.1	752	56.6	1015	66.9	2179	62.2
SPIRIT AIRLINES	123	48.8	148	73.0	64	79.7	0	0.0	143	60.8	339	65.2
UNITED AIRLINES	638	64.4	946	70.4	939	61.9	4363	71.2	323	67.8	617	63.0
TOTAL	14,032	74.6	8,129	71.0	15,672	77.4	12,195	72.5	9,646	79.7	6,444	62.3

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

AIR TRAVEL CONSUMER REPORT

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

JULY 2023

ARRIVAL AIRPORT*																
SCHEDULED ARRIVAL TIME	ATL	AUS	BNA	BOS	BWI	CLT	DCA	DEN	DFW	DTW	EWR	FLL	IAD	IAH	JFK	LAS
0600-0659	80.7	90.8	90.7	65.1	82.6	80.8	86.1	86.1	85.5	73.8	65.3	78.9	63.6	82.8	73.9	93.4
0700-0759	87.3	96.6	93.4	75.6	91.0	77.6	79.5	87.7	85.1	85.6	76.4	61.0	82.0	92.2	65.4	87.2
0800-0859	85.8	90.2	87.4	79.6	87.3	85.4	78.5	83.1	83.7	90.8	78.2	84.4	91.3	86.8	67.2	89.6
0900-0959	88.0	83.6	89.0	80.4	87.0	79.9	80.5	82.9	80.7	87.7	81.6	79.8	77.4	78.1	81.1	87.0
1000-1059	86.5	84.6	82.9	80.6	90.6	80.5	85.4	78.5	81.8	83.2	81.0	84.2	82.6	80.4	84.4	80.1
1100-1159	86.4	85.3	82.0	78.9	85.9	89.0	85.7	83.3	81.4	84.0	80.6	78.6	84.1	80.9	82.6	76.0
1200-1259	88.7	81.9	80.1	76.8	82.3	84.4	79.7	79.7	81.6	87.7	76.4	67.3	89.8	71.5	73.0	72.9
1300-1359	85.2	80.6	75.8	72.0	75.3	76.7	74.2	76.0	79.0	84.4	71.0	76.9	80.6	81.6	68.2	69.6
1400-1459	82.5	72.9	72.3	65.6	70.5	75.6	66.9	74.7	77.8	77.0	65.5	64.8	80.8	81.8	64.0	66.7
1500-1559	79.0	75.5	60.4	56.9	70.0	73.3	65.5	60.5	75.2	76.3	55.5	61.2	69.9	79.6	67.6	61.9
1600-1659	73.7	72.5	59.0	54.3	61.6	66.7	64.5	56.0	68.3	71.6	50.6	53.5	64.4	73.8	59.4	59.6
1700-1759	74.4	64.5	57.4	50.0	59.2	66.5	61.3	42.6	68.3	70.8	44.7	59.7	62.9	63.6	47.5	57.9
1800-1859	69.0	56.5	57.8	46.0	53.0	53.3	55.4	44.9	66.1	66.3	38.4	41.4	57.8	55.6	44.4	54.6
1900-1959	63.1	64.8	56.5	48.7	45.0	54.3	50.6	43.8	61.8	65.2	39.8	37.6	63.9	58.3	39.2	58.4
2000-2059	61.8	54.8	46.8	40.4	46.3	44.7	59.9	36.2	57.4	68.1	31.9	38.7	68.8	55.3	42.7	53.5
2100-2159	57.0	53.4	55.0	45.0	43.2	52.6	48.6	42.3	62.5	54.5	31.6	39.8	58.5	51.0	38.0	58.9
2200-2259	46.0	58.9	53.7	43.2	43.7	47.1	56.9	41.1	51.1	62.0	44.1	45.6	70.4	58.3	34.0	48.2
2300-0559	52.9	58.9	55.1	51.8	49.3	62.8	60.7	51.1	59.2	59.0	51.3	47.4	68.7	50.6	47.4	52.0
TOTAL	75.3	71.6	68.1	59.8	66.5	70.6	68.0	64.8	73.3	74.5	58.0	60.7	71.5	71.1	58.2	67.1

* 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)

JULY 2023

ARRIVAL AIRPORT*															
SCHEDULED ARRIVAL TIME	LAX	LGA	MCO	MDW	MIA	MSP	ORD	PHL	PHX	SAN	SEA	SFO	SLC	TPA	TOTAL
0600-0659	94.7	84.0	38.8	84.5	62.7	85.6	75.0	80.4	95.0	75.0	89.5	89.1	87.2	68.5	82.1
0700-0759	88.6	84.4	83.6	89.9	87.6	88.8	75.7	85.6	89.8	92.6	94.0	88.8	94.4	86.3	84.5
0800-0859	87.1	85.5	81.4	86.6	83.4	89.4	79.6	84.7	88.8	87.7	88.8	91.0	92.1	89.5	85.2
0900-0959	85.8	84.9	80.2	81.1	82.8	89.2	75.6	82.5	86.2	81.2	88.7	73.9	83.0	87.2	82.6
1000-1059	83.6	83.9	79.6	83.1	79.6	85.5	73.9	86.7	87.0	79.8	81.9	73.6	88.0	84.1	82.1
1100-1159	81.6	80.1	77.6	83.8	80.0	87.3	78.0	83.8	85.7	80.1	78.0	74.1	80.4	77.1	81.6
1200-1259	79.3	75.2	72.6	80.2	76.7	87.3	79.4	80.6	85.4	80.7	84.3	75.3	85.4	70.7	80.0
1300-1359	81.2	73.3	65.9	71.7	73.0	87.0	74.8	78.5	81.8	76.1	80.0	79.1	82.0	70.4	77.3
1400-1459	77.9	72.1	58.3	71.6	65.9	84.7	68.7	72.5	82.0	72.3	83.7	82.3	85.8	70.4	73.8
1500-1559	79.6	63.1	55.9	60.1	65.2	80.4	63.1	71.3	75.7	66.4	80.0	76.7	81.7	64.1	70.1
1600-1659	73.1	58.5	49.9	60.4	61.5	70.4	67.9	65.9	68.2	71.0	85.1	77.3	80.6	60.5	65.1
1700-1759	72.9	50.5	43.6	55.7	54.5	76.6	63.7	54.4	67.5	70.3	72.1	81.2	68.7	52.2	62.0
1800-1859	64.3	50.1	42.6	64.9	42.6	76.6	51.9	38.2	67.1	64.3	77.3	64.1	69.9	47.1	56.5
1900-1959	69.3	46.5	31.7	51.7	48.7	75.2	53.1	49.4	62.6	64.3	75.6	69.5	74.5	46.2	56.7
2000-2059	64.6	49.5	35.5	44.0	43.4	63.7	49.6	42.7	54.4	61.4	65.5	63.4	81.2	39.9	53.9
2100-2159	67.9	45.5	34.4	41.4	51.5	56.5	45.9	46.2	57.1	57.5	61.0	65.2	69.6	53.1	53.5
2200-2259	57.2	41.4	36.8	35.5	48.9	56.3	51.9	43.2	46.1	56.8	60.3	52.8	63.5	44.2	49.6
2300-0559	54.7	56.6	43.6	48.1	54.2	57.3	64.3	46.9	56.2	58.2	71.0	55.7	46.7	49.5	54.3
TOTAL	73.9	65.0	55.7	65.3	65.4	78.7	67.7	65.3	74.6	71.0	77.4	72.5	79.7	62.3	69.0

* 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)

JULY 2023

DEPARTURE AIRPORT*																
SCHEDULED DEPARTURE TIME	ATL	AUS	BNA	BOS	BWI	CLT	DCA	DEN	DFW	DTW	EWR	FLL	IAD	IAH	JFK	LAS
0600-0659	86.0	91.5	85.5	81.7	86.0	85.3	88.7	88.0	78.2	88.1	78.9	82.8	72.0	86.1	81.7	89.2
0700-0759	84.7	87.9	82.4	76.3	79.6	83.2	87.5	82.1	84.9	81.3	75.9	82.1	80.6	84.8	79.9	86.2
0800-0859	84.7	87.6	83.8	71.8	78.3	69.1	84.8	75.1	85.7	85.4	72.2	81.1	85.5	85.2	75.6	81.5
0900-0959	81.5	81.7	86.0	73.1	75.8	84.1	79.9	76.2	79.6	81.9	75.2	71.0	84.6	81.6	71.2	79.8
1000-1059	80.5	78.9	84.1	74.3	72.0	66.5	81.9	73.3	79.7	84.2	67.8	70.6	84.9	75.0	69.2	78.3
1100-1159	78.6	75.2	76.2	72.0	74.4	81.0	80.6	72.1	67.3	79.4	63.1	72.5	82.6	74.7	76.0	63.5
1200-1259	75.5	75.1	73.2	69.0	66.9	75.6	69.8	68.9	74.0	79.4	62.0	55.8	76.9	70.5	71.2	64.4
1300-1359	76.1	72.4	68.0	63.7	56.6	73.4	69.5	66.0	62.0	79.4	62.4	56.0	80.5	57.1	61.2	56.2
1400-1459	70.8	71.8	65.6	61.6	41.8	60.6	64.8	54.1	68.2	72.7	44.8	54.7	72.0	65.7	58.8	50.9
1500-1559	66.6	65.2	63.1	56.6	36.8	59.4	56.2	54.3	58.8	66.8	39.7	48.8	76.9	71.5	54.7	52.0
1600-1659	62.3	64.9	49.0	49.1	45.3	59.0	55.1	44.6	66.5	62.9	36.9	42.6	54.9	65.5	55.9	50.5
1700-1759	62.1	68.9	50.7	51.1	44.7	50.7	57.4	45.0	57.2	59.2	37.6	40.9	47.2	57.2	48.1	49.6
1800-1859	56.9	60.0	47.2	43.5	39.8	55.2	48.8	30.0	63.6	55.7	35.1	38.0	40.2	55.0	44.2	48.3
1900-1959	52.8	57.0	50.1	41.8	32.2	44.8	55.0	38.3	57.4	54.2	27.8	32.8	55.5	51.0	40.2	48.3
2000-2059	55.6	52.2	49.8	42.0	26.2	54.1	48.8	32.6	51.6	56.8	29.1	29.1	52.9	55.2	36.5	47.7
2100-2159	54.0	52.3	39.9	39.2	30.6	42.4	65.3	38.5	65.1	70.0	22.6	30.7	0.0	50.4	38.0	50.2
2200-2259	53.0	56.3	42.9	39.1	22.0	45.0	61.1	24.6	67.0	55.7	16.6	37.8	55.9	61.5	36.2	54.6
2300-0559	49.9	92.6	93.2	85.1	87.2	81.4	61.9	71.2	72.9	66.9	81.5	87.0	76.3	88.6	72.8	69.9
TOTAL	68.5	73.7	67.8	63.6	54.7	65.2	68.8	58.8	69.0	72.9	52.9	56.1	67.3	68.0	60.2	63.9

* 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)

JULY 2023

DEPARTURE AIRPORT*															
SCHEDULED DEPARTURE TIME	LAX	LGA	MCO	MDW	MIA	MSP	ORD	PHL	PHX	SAN	SEA	SFO	SLC	TPA	TOTAL
0600-0659	88.9	85.5	87.3	92.4	88.6	89.2	81.6	75.7	90.8	91.1	88.6	92.4	92.5	89.8	86.2
0700-0759	86.8	84.8	86.2	73.8	83.5	86.9	81.1	80.0	88.3	86.6	86.9	89.4	88.2	85.8	83.6
0800-0859	82.1	79.3	81.6	75.2	85.8	86.9	80.0	83.8	87.2	86.4	82.5	85.1	89.3	83.3	82.3
0900-0959	81.4	81.9	76.4	78.4	79.4	84.0	73.9	81.2	83.4	77.9	84.0	80.7	87.1	77.7	79.5
1000-1059	79.1	80.7	70.1	67.2	75.3	84.8	73.0	80.4	79.9	76.0	77.9	66.3	84.1	79.2	77.0
1100-1159	76.1	80.1	67.4	76.0	67.3	83.5	71.1	74.1	73.8	76.0	77.7	69.9	83.1	73.0	74.7
1200-1259	74.2	71.6	62.1	63.4	69.7	81.2	66.6	71.6	73.0	75.5	73.9	68.8	71.9	70.8	71.6
1300-1359	73.5	63.6	53.4	55.3	69.1	81.9	67.7	70.4	72.5	74.3	75.4	68.7	75.6	61.4	67.7
1400-1459	72.6	63.5	48.7	42.7	59.5	73.8	67.5	67.1	68.0	69.2	75.8	67.9	65.8	56.8	63.0
1500-1559	71.1	62.7	40.4	42.5	47.9	77.5	63.7	64.7	68.2	70.2	76.6	64.9	80.5	51.7	61.0
1600-1659	68.3	57.0	36.5	42.8	57.6	69.0	60.7	61.3	65.7	61.5	71.7	77.3	71.0	53.7	58.3
1700-1759	74.0	49.6	33.4	38.7	51.4	51.9	58.9	55.6	56.6	62.1	75.7	78.1	66.6	51.7	54.2
1800-1859	71.1	45.3	30.4	40.6	42.3	67.9	58.9	43.6	58.8	68.9	66.2	76.4	66.9	46.8	53.1
1900-1959	66.6	48.5	30.4	47.4	47.8	71.3	50.8	44.8	60.7	64.0	74.2	77.0	66.4	38.7	49.7
2000-2059	68.3	44.6	24.0	28.5	44.3	71.0	49.3	47.5	59.2	64.9	75.7	75.1	78.7	44.6	49.6
2100-2159	65.0	46.3	22.2	20.2	47.1	65.6	48.3	48.9	53.7	63.7	67.0	68.9	76.6	43.0	51.2
2200-2259	69.5	37.2	25.3	25.0	59.7	63.3	32.4	26.7	47.5	73.4	68.3	73.4	72.4	41.3	52.4
2300-0559	72.4	96.0	68.2	91.7	81.8	79.9	81.5	85.7	83.3	0.0	68.3	67.9	71.3	89.0	73.9
TOTAL	75.5	66.1	54.2	54.8	61.5	77.3	66.4	65.9	72.4	74.6	76.4	74.8	77.6	66.1	66.7

* 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
 JULY 2023

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Aberdeen, SD (ABR)	91.9	95.2	62	62
Abilene, TX (ABI)	85.7	82.4	119	119
Adak Island, AK (ADK)	88.9	77.8	9	9
Aguadilla, PR (BQN)	40.5	44.6	304	303
Akron, OH (CAK)	64.9	70.6	313	313
Albany, GA (ABY)	85.5	95.2	62	62
Albany, NY (ALB)	61.3	66.7	1026	1025
Albuquerque, NM (ABQ)	70.3	73.8	2043	2044
Alexandria, LA (AEX)	78.1	82.6	155	155
Allentown/Bethlehem/Easton, PA (ABE)	65.6	77.7	422	422
Amarillo, TX (AMA)	72.9	79.5	517	517
Anchorage, AK (ANC)	78.6	79.6	2106	2103
Appleton, WI (ATW)	68.3	82.5	451	451
Arcata/Eureka, CA (ACV)	81.4	81.4	145	145
Asheville, NC (AVL)	61.7	61.7	1119	1119
Ashland, WV (HTS)	70.3	63.5	74	74
Aspen, CO (ASE)	71.6	73.0	626	625
Atlanta, GA (ATL)	75.3	68.5	29915	29919
Atlantic City, NJ (ACY)	73.2	81.2	213	213
Augusta, GA (AGS)	80.5	76.5	267	268
Austin, TX (AUS)	71.6	73.7	8058	8059
Bakersfield, CA (BFL)	81.9	85.7	238	238
Baltimore, MD (BWI)	66.5	54.7	8466	8471
Bangor, ME (BGR)	66.1	66.5	525	525
Barrow, AK (BRW)	64.5	54.8	31	31
Baton Rouge, LA (BTR)	78.6	84.9	411	410
Beaumont/Port Arthur, TX (BPT)	91.9	90.3	62	62
Bellefonte, PA (BFB)	72.9	69.2	133	133
Bellingham, WA (BLI)	67.5	74.2	240	240
Bemidji, MN (BJI)	88.0	84.3	50	51
Bend/Redmond, OR (RDM)	83.6	86.9	511	511
Bethel, AK (BET)	79.0	74.2	62	62
Billings, MT (BIL)	66.9	80.6	350	350
Binghamton, NY (BGM)	56.4	80.0	55	55
Birmingham, AL (BHM)	65.3	72.9	1378	1378
Bishop, CA (BIH)	90.3	90.3	31	31
Bismarck/Mandan, ND (BIS)	78.6	78.6	308	308
Bloomington/Normal, IL (BMI)	87.2	86.0	164	164
Boise, ID (BOI)	77.4	84.0	1823	1823
Boston, MA (BOS)	59.8	63.6	12135	12133
Bozeman, MT (BZN)	68.8	72.7	969	970

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Brainerd, MN (BRD)	90.6	92.5	53	53
Bristol/Johnson City/Kingsport, TN (TRI)	81.0	81.7	200	202
Brownsville, TX (BRO)	86.6	87.2	142	141
Brunswick, GA (BQK)	90.3	83.9	62	62
Buffalo, NY (BUF)	58.8	62.3	1791	1789
Burbank, CA (BUR)	77.4	78.9	2571	2570
Burlington, VT (BTV)	66.2	70.0	724	724
Butte, MT (BTM)	91.4	96.6	58	58
Casper, WY (CPR)	63.1	70.5	122	122
Cedar City, UT (CDC)	96.2	96.2	53	53
Cedar Rapids/Iowa City, IA (CID)	74.6	82.9	665	666
Champaign/Urbana, IL (CMI)	75.8	83.1	124	124
Charleston, SC (CHS)	64.0	69.1	2285	2284
Charleston/Dunbar, WV (CRW)	71.2	74.2	330	330
Charlotte Amalie, VI (STT)	75.2	71.2	416	416
Charlotte, NC (CLT)	70.6	65.2	16981	16976
Charlottesville, VA (CHO)	71.9	76.5	285	285
Chattanooga, TN (CHA)	73.7	81.3	540	541
Chicago, IL (MDW)	65.3	54.8	7938	7942
Chicago, IL (ORD)	67.7	66.4	22788	22796
Christiansted, VI (STX)	57.8	67.6	102	102
Cincinnati, OH (CVG)	63.0	67.8	3584	3583
Clarksburg/Fairmont, WV (CKB)	90.6	78.1	32	32
Cleveland, OH (CLE)	64.0	67.9	3685	3686
College Station/Bryan, TX (CLL)	84.8	88.0	92	92
Colorado Springs, CO (COS)	65.1	71.3	1055	1054
Columbia, MO (COU)	78.3	83.3	115	114
Columbia, SC (CAE)	72.6	76.9	580	579
Columbus, GA (CSG)	79.3	86.6	82	82
Columbus, MS (GTR)	80.6	82.3	62	62
Columbus, OH (CMH)	65.8	74.0	3746	3745
Columbus, OH (LCK)	72.0	67.1	143	143
Concord, NC (USA)	61.9	55.6	63	63
Cordova, AK (CDV)	85.5	88.7	62	62
Corpus Christi, TX (CRP)	85.1	89.0	383	383
Dallas, TX (DAL)	71.2	67.8	6506	6506
Dallas/Fort Worth, TX (DFW)	73.3	69.0	26009	26010
Dayton, OH (DAY)	72.8	79.7	683	684
Daytona Beach, FL (DAB)	71.0	72.7	238	238
Deadhorse, AK (SCC)	76.5	82.4	34	34
Decatur, IL (DEC)	72.6	72.6	84	84

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

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Denver, CO (DEN)	64.8	58.8	25681	25684
Des Moines, IA (DSM)	63.2	73.8	1290	1290
Detroit, MI (DTW)	74.5	72.9	10999	10999
Devils Lake, ND (DVL)	82.8	72.4	58	58
Dickinson, ND (DIK)	51.7	74.1	58	58
Dillingham, AK (DLG)	85.3	76.5	34	34
Dodge City, KS (DDC)	77.4	66.0	53	53
Dothan, AL (DHN)	90.3	90.3	62	62
Duluth, MN (DLH)	76.8	80.8	203	203
Durango, CO (DRO)	77.6	78.0	295	295
Eagle, CO (EGE)	79.4	81.3	155	155
El Paso, TX (ELP)	74.6	79.0	1470	1470
Elko, NV (EKO)	100.0	100.0	31	31
Elmira/Corning, NY (ELM)	80.0	77.6	85	85
Escanaba, MI (ESC)	88.9	94.4	54	54
Eugene, OR (EUG)	76.9	77.6	693	693
Evansville, IN (EVV)	79.4	81.1	180	180
Fairbanks, AK (FAI)	85.0	87.3	346	346
Fargo, ND (FAR)	76.1	82.0	510	510
Fayetteville, AR (XNA)	75.0	78.0	1048	1048
Fayetteville, NC (FAY)	72.7	77.9	154	154
Flagstaff, AZ (FLG)	86.4	89.8	88	88
Flint, MI (FNT)	74.1	84.3	185	185
Fort Dodge, IA (FOD)	66.0	67.9	53	53
Fort Lauderdale, FL (FLL)	60.7	56.1	7137	7137
Fort Myers, FL (RSW)	62.2	67.8	2270	2270
Fort Smith, AR (FSM)	86.6	89.3	112	112
Fort Wayne, IN (FWA)	74.3	76.4	381	382
Fresno, CA (FAT)	74.1	81.3	1056	1056
Gainesville, FL (GNV)	81.2	87.9	207	207
Garden City, KS (GCK)	80.6	87.1	62	62
Gillette, WY (GCC)	85.2	88.9	54	54
Grand Forks, ND (GFK)	87.3	87.3	102	102
Grand Island, NE (GRI)	75.0	75.0	80	80
Grand Junction, CO (GJT)	78.1	79.6	260	260
Grand Rapids, MI (GRR)	65.1	75.7	1451	1451
Great Falls, MT (GTF)	83.2	87.2	226	226
Green Bay, WI (GRB)	76.9	84.0	325	325
Greensboro/High Point, NC (GSO)	71.2	79.5	940	940
Greer, SC (GSP)	67.3	77.9	1164	1164
Guam, TT (GUM)	81.7	80.3	71	71

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Gulfport/Biloxi, MS (GPT)	78.4	86.7	278	278
Gunnison, CO (GUC)	77.4	83.9	62	62
Gustavus, AK (GST)	96.8	87.1	31	31
Hagerstown, MD (HGR)	59.3	48.1	27	27
Hancock/Houghton, MI (CMX)	50.0	64.5	62	62
Harlingen/San Benito, TX (HRL)	77.9	82.9	299	299
Harrisburg, PA (MDT)	71.2	78.4	569	569
Hartford, CT (BDL)	62.8	69.1	1776	1775
Hattiesburg/Laurel, MS (PIB)	84.9	88.7	53	53
Hayden, CO (HDN)	77.4	73.9	133	134
Hays, KS (HYS)	71.0	75.8	62	62
Helena, MT (HLN)	85.2	86.5	155	155
Hibbing, MN (HIB)	94.4	96.4	54	55
Hilo, HI (ITO)	88.7	94.2	656	656
Hilton Head, SC (HHH)	77.7	66.0	256	256
Honolulu, HI (HNL)	81.3	82.7	5427	5424
Houston, TX (HOU)	73.1	70.9	4837	4839
Houston, TX (IAH)	71.1	68.0	9775	9775
Huntsville, AL (HSV)	70.9	75.8	711	711
Hyannis, MA (HYA)	59.7	48.4	62	62
Idaho Falls, ID (IDA)	83.9	81.1	254	254
Indianapolis, IN (IND)	64.5	73.2	4047	4046
International Falls, MN (INL)	92.6	85.2	54	54
Iron Mountain/Kingsfd, MI (IMT)	80.6	80.3	62	61
Islip, NY (ISP)	52.6	56.0	378	377
Ithaca/Cortland, NY (ITH)	56.5	72.6	62	62
Jackson, WY (JAC)	70.7	75.4	605	606
Jackson/Vicksburg, MS (JAN)	76.4	83.0	609	610
Jacksonville, FL (JAX)	60.3	68.0	2468	2466
Jacksonville/Camp Lejeune, NC (OAJ)	71.9	77.3	128	128
Jamestown, ND (JMS)	81.0	82.8	58	58
Johnstown, PA (JST)	56.5	66.1	62	62
Joplin, MO (JLN)	77.8	72.2	54	54
Juneau, AK (JNU)	84.0	89.6	520	520
Kahului, HI (OGG)	85.0	83.5	2787	2786
Kalamazoo, MI (AZO)	91.9	93.5	62	62
Kalispell, MT (FCA)	72.3	80.1	488	487
Kansas City, MO (MCI)	64.9	71.2	4484	4485
Ketchikan, AK (KTN)	84.9	83.9	279	279
Key West, FL (EYW)	83.1	78.5	479	479
Killeen, TX (GRK)	80.1	80.8	151	151

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

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
King Salmon, AK (AKN)	87.0	59.3	54	54
Knoxville, TN (TYS)	67.1	76.6	1354	1353
Kodiak, AK (ADQ)	75.0	76.3	80	80
Kona, HI (KOA)	83.2	86.6	1534	1534
Kotzebue, AK (OTZ)	77.4	87.1	31	31
Lafayette, LA (LFT)	78.9	82.5	284	285
Lake Charles, LA (LCH)	80.0	82.4	85	85
Lansing, MI (LAN)	76.9	75.8	91	91
Laramie, WY (LAR)	67.9	71.7	53	53
Laredo, TX (LRD)	86.1	91.0	122	122
Las Vegas, NV (LAS)	67.1	63.9	15880	15879
Latrobe, PA (LBE)	71.0	66.1	62	62
Lawton/Fort Sill, OK (LAW)	78.3	87.0	92	92
Lewiston, ID (LWS)	87.1	80.6	62	62
Lexington, KY (LEX)	73.4	80.1	711	712
Liberal, KS (LBL)	84.9	81.1	53	53
Lihue, HI (LIH)	81.2	87.0	1426	1427
Lincoln, NE (LNK)	62.4	78.5	93	93
Little Rock, AR (LIT)	69.5	77.4	1096	1095
Long Beach, CA (LGB)	77.6	77.0	1421	1420
Longview, TX (GGG)	82.3	80.6	62	62
Los Angeles, CA (LAX)	73.9	75.5	17518	17523
Louisville, KY (SDF)	67.6	76.1	2158	2159
Lubbock, TX (LBB)	74.4	81.7	519	519
Madison, WI (MSN)	69.1	78.4	904	903
Manchester, NH (MHT)	62.6	70.8	593	592
Marquette, MI (MQT)	61.2	77.6	85	85
Martha's Vineyard, MA (MVY)	66.4	57.5	339	339
Mason City, IA (MCW)	69.8	67.9	53	53
Medford, OR (MFR)	78.3	84.8	401	401
Melbourne, FL (MLB)	72.0	81.3	225	225
Memphis, TN (MEM)	60.7	70.2	2031	2031
Meridian, MS (MEI)	66.0	69.8	53	53
Miami, FL (MIA)	65.4	61.5	8618	8623
Midland/Odessa, TX (MAF)	80.4	85.2	772	772
Milwaukee, WI (MKE)	65.1	76.6	2291	2291
Minneapolis, MN (MSP)	78.7	77.3	11143	11138
Minot, ND (MOT)	78.9	88.6	185	185
Mission/McAllen/Edinburg, TX (MFE)	70.1	73.6	264	265
Missoula, MT (MSO)	73.9	77.0	506	505
Moab, UT (CNY)	87.0	87.0	54	54

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Mobile, AL (MOB)	85.8	88.4	225	225
Moline, IL (MLI)	75.2	85.4	274	274
Monroe, LA (MLU)	87.4	90.4	167	167
Monterey, CA (MRJ)	77.6	83.5	375	375
Montgomery, AL (MGM)	74.8	71.8	206	206
Montrose/Delta, CO (MTJ)	72.8	67.3	217	217
Mosinee, WI (CWA)	83.6	83.6	67	67
Myrtle Beach, SC (MYR)	72.0	74.3	1764	1765
Nantucket, MA (ACK)	64.4	60.1	436	436
Nashville, TN (BNA)	68.1	67.8	8322	8322
New Bern/Morehead/Beaufort, NC (EWN)	40.0	40.0	5	5
New Orleans, LA (MSY)	64.4	68.2	4053	4052
New York, NY (JFK)	58.2	60.2	11187	11188
New York, NY (LGA)	65.0	66.1	13379	13377
Newark, NJ (EWR)	58.0	52.9	11651	11646
Newburgh/Poughkeepsie, NY (SWF)	76.1	67.4	46	46
Niagara Falls, NY (IAG)	88.9	74.1	27	27
Nome, AK (OME)	74.3	80.0	35	35
Norfolk, VA (ORF)	64.5	68.8	2032	2034
North Bend/Coos Bay, OR (OTH)	87.5	87.5	40	40
North Platte, NE (LBF)	57.4	77.8	54	54
Oakland, CA (OAK)	73.7	73.1	4054	4053
Oklahoma City, OK (OKC)	67.0	75.8	1913	1912
Omaha, NE (OMA)	69.6	74.7	1932	1933
Ontario, CA (ONT)	71.6	77.5	2140	2138
Orlando, FL (MCO)	55.7	54.2	13772	13770
Pago Pago, TT (PPG)	84.6	92.3	13	13
Palm Springs, CA (PSP)	80.4	82.3	679	679
Panama City, FL (ECP)	67.0	74.3	804	804
Pasco/Kennewick/Richland, WA (PSC)	83.1	90.7	516	516
Pellston, MI (PLN)	87.1	80.0	85	85
Pensacola, FL (PNS)	66.3	72.2	1134	1134
Peoria, IL (PIA)	71.3	77.4	314	314
Petersburg, AK (PSG)	83.9	85.5	62	62
Philadelphia, PA (PHL)	65.3	65.9	8308	8309
Phoenix, AZ (AZA)	74.4	83.4	434	434
Phoenix, AZ (PHX)	74.6	72.4	14032	14037
Pittsburgh, PA (PIT)	65.2	73.3	3613	3612
Plattsburgh, NY (PBG)	67.5	57.5	40	40
Pocatello, ID (PIH)	93.5	96.8	31	31
Ponce, PR (PSE)	34.3	51.4	105	105

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

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Portland, ME (PWM)	66.6	67.6	1214	1213
Portland, OR (PDX)	74.0	79.1	5198	5195
Portsmouth, NH (PSM)	55.6	58.3	36	36
Prescott, AZ (PRC)	71.0	75.8	62	62
Providence, RI (PVD)	60.3	64.4	1206	1207
Provo, UT (PVU)	50.6	79.4	180	180
Punta Gorda, FL (PGD)	66.1	75.3	502	502
Raleigh/Durham, NC (RDU)	63.1	67.2	5366	5366
Rapid City, SD (RAP)	78.3	80.4	383	383
Redding, CA (RDD)	85.4	84.7	144	144
Reno, NV (RNO)	71.9	75.3	1834	1831
Rhineland, WI (RHI)	90.3	88.7	62	62
Richmond, VA (RIC)	63.6	71.0	1658	1658
Riverton/Lander, WY (RIW)	74.4	89.7	39	39
Roanoke, VA (ROA)	73.0	77.4	252	252
Rochester, MN (RST)	80.6	93.5	62	62
Rochester, NY (ROC)	59.9	67.4	1076	1075
Rock Springs, WY (RKS)	74.4	87.2	39	39
Rockford, IL (RFD)	66.0	64.2	53	53
Roswell, NM (ROW)	79.0	79.0	62	62
Sacramento, CA (SMF)	71.8	75.9	4567	4565
Saginaw/Bay City/Midland, MI (MBS)	72.0	78.0	118	118
Saipan, TT (SPN)	95.0	92.5	40	40
Salina, KS (SLN)	77.4	72.6	62	62
Salt Lake City, UT (SLC)	79.7	77.6	9646	9648
San Angelo, TX (SJT)	83.7	87.0	92	92
San Antonio, TX (SAT)	69.6	77.9	3480	3481
San Diego, CA (SAN)	71.0	74.6	8129	8128
San Francisco, CA (SFO)	72.5	74.8	12195	12201
San Jose, CA (SJC)	76.5	79.1	4575	4575
San Juan, PR (SJU)	51.2	59.6	3225	3227
San Luis Obispo, CA (SBP)	81.3	86.4	433	433
Sanford, FL (SFB)	61.2	66.8	916	916
Santa Ana, CA (SNA)	76.9	75.9	3900	3900
Santa Barbara, CA (SBA)	75.5	79.2	617	616
Santa Fe, NM (SAF)	84.4	79.9	154	154
Santa Maria, CA (SMX)	55.6	44.4	9	9
Santa Rosa, CA (STS)	87.3	88.4	275	275
Sarasota/Bradenton, FL (SRQ)	66.7	71.9	1129	1130
Sault Ste. Marie, MI (CIU)	88.7	91.8	62	61
Savannah, GA (SAV)	63.3	66.5	1653	1653

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Scottsbluff, NE (BFF)	79.6	94.4	54	54
Scranton/Wilkes-Barre, PA (AVP)	64.2	72.1	165	165
Seattle, WA (SEA)	77.4	76.4	15672	15666
Sheridan, WY (SHR)	81.5	98.1	54	54
Shreveport, LA (SHV)	75.6	79.1	349	349
Sioux City, IA (SUX)	66.1	75.8	62	62
Sioux Falls, SD (FSD)	68.9	78.1	537	538
Sitka, AK (SIT)	80.1	92.5	186	186
South Bend, IN (SBN)	76.0	77.8	501	501
Spokane, WA (GEG)	71.8	78.1	1444	1443
Springfield, IL (SPI)	88.9	77.8	9	9
Springfield, MO (SGF)	73.2	77.1	668	669
St. George, UT (SGU)	76.4	85.4	178	178
St. Louis, MO (STL)	69.4	65.5	5496	5495
St. Petersburg, FL (PIE)	62.3	71.4	823	823
State College, PA (SCE)	67.7	73.1	93	93
Stillwater, OK (SWO)	90.3	87.1	62	62
Stockton, CA (SCK)	53.1	53.1	49	49
Sun Valley/Hailey/Ketchum, ID (SUN)	88.2	86.1	187	187
Syracuse, NY (SYR)	60.7	69.0	1156	1156
Tallahassee, FL (TLH)	76.9	87.4	381	381
Tampa, FL (TPA)	62.3	66.1	6444	6441
Texarkana, AR (TXK)	80.4	77.2	92	92
Toledo, OH (TOL)	66.7	63.0	27	27
Traverse City, MI (TVC)	75.7	72.5	617	618
Trenton, NJ (TTN)	44.7	58.7	188	189
Tucson, AZ (TUS)	74.1	81.2	1262	1261
Tulsa, OK (TUL)	72.2	82.4	1491	1490
Twin Falls, ID (TWF)	96.8	100.0	31	31
Tyler, TX (TYR)	82.6	81.5	92	92
Valdosta, GA (VLD)	82.3	93.5	62	62
Valparaiso, FL (VPS)	68.8	73.2	1098	1099
Vernal, UT (VEL)	64.2	71.7	53	53
Victoria, TX (VCT)	88.7	88.7	53	53
Waco, TX (ACT)	78.3	72.8	92	92
Walla Walla, WA (ALW)	93.5	90.3	31	31
Washington, DC (DCA)	68.0	68.8	11570	11566
Washington, DC (IAD)	71.5	67.3	4515	4517
West Palm Beach/Palm Beach, FL (PBI)	57.8	62.2	1835	1835
West Yellowstone, MT (WYS)	90.6	95.3	64	64
White Plains, NY (HPN)	61.4	68.2	968	970

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

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Wichita Falls, TX (SPS)	85.5	90.3	62	62
Wichita, KS (ICT)	70.3	80.6	697	697
Williston, ND (XWA)	84.5	83.8	142	142
Wilmington, NC (ILM)	70.8	75.6	784	783
Worcester, MA (ORH)	73.1	55.8	119	120
Wrangell, AK (WRG)	80.6	82.3	62	62
Yakutat, AK (YAK)	88.7	88.7	62	62
Yuma, AZ (YUM)	84.2	87.7	146	146

AIR TRAVEL CONSUMER REPORT

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

JULY 2023

CARRIER ¹	AT ALL US AIRPORTS				
	NUMBER OF AIRPORTS REPORTED	FLIGHT OPERATIONS SCHEDULED	FLIGHT OPERATIONS CANCELLED	PERCENT OF OPERATIONS CANCELLED	RANK
ALASKA AIRLINES NETWORK	106	35080	125	0.4	1
- ALASKA AIRLINES	88	22743	112	0.5	
- BRANDED CODESHARE PARTNERS	55	12337	13	0.1	
HAWAIIAN AIRLINES	21	7085	55	0.8	2
ALLEGiant AIR	122	12181	105	0.9	3
SOUTHWEST AIRLINES	107	126469	1191	0.9	4
AMERICAN AIRLINES NETWORK	222	155350	3375	2.2	5
- AMERICAN AIRLINES	127	83013	1346	1.6	
- BRANDED CODESHARE PARTNERS	200	72337	2029	2.8	
SPIRIT AIRLINES	63	21187	467	2.2	6
DELTA AIR LINES NETWORK	209	131502	3260	2.5	7
- DELTA AIR LINES	140	89751	1353	1.5	
- BRANDED CODESHARE PARTNERS	171	41751	1907	4.6	
UNITED AIRLINES NETWORK	217	112477	5061	4.5	8
- UNITED AIRLINES	110	65002	2437	3.7	
- BRANDED CODESHARE PARTNERS	196	47475	2624	5.5	
FRONTIER AIRLINES	78	14811	672	4.5	9
JETBLUE AIRWAYS	68	22853	1564	6.8	10
TOTAL AIRPORTS SERVED	352	638,995	15,875	2.5	

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

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

AIR TRAVEL CONSUMER REPORT

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

JULY 2023

CARRIER ¹	AT ALL US AIRPORTS				
	NUMBER OF AIRPORTS REPORTED	FLIGHT OPERATIONS SCHEDULED	FLIGHT OPERATIONS CANCELLED	PERCENT OF OPERATIONS CANCELLED	RANK
ALASKA AIRLINES	88	22743	112	0.5	1
ENVOY AIR	125	19526	141	0.7	2
HAWAIIAN AIRLINES	21	7085	55	0.8	3
ALLEGiant AIR	122	12181	105	0.9	4
SOUTHWEST AIRLINES	107	126469	1191	0.9	5
SKYWEST AIRLINES	243	57287	848	1.5	6
DELTA AIR LINES	140	89751	1353	1.5	7
AMERICAN AIRLINES	127	83013	1346	1.6	8
SPIRIT AIRLINES	63	21187	467	2.2	9
PSA AIRLINES	87	16940	570	3.4	10
UNITED AIRLINES	110	65002	2437	3.7	11
FRONTIER AIRLINES	78	14811	672	4.5	12
ENDEAVOR AIR	94	17633	1124	6.4	13
JETBLUE AIRWAYS	68	22853	1564	6.8	14
REPUBLIC AIRWAYS	77	25385	2621	10.3	15
TOTAL AIRPORTS SERVED	336	601,866	14,606	2.4	

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

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

AIR TRAVEL CONSUMER REPORT

TABLE 7. CAUSES OF DELAY, BY REPORTING MARKETING CARRIER

JULY 2023

CARRIER	TOTAL RECORDS	ON TIME	% ON TIME	CANCELLED	% CANCELLED	DIVERTED	% DIVERTED	AIR CARRIER DELAY	% AIR CARRIER DELAY	EXTREME WEATHER DELAY	% EXTREME WEATHER DELAY	NATIONAL AVIATION SYSTEM DELAY	% NATIONAL AVIATION SYSTEM DELAY	SECURITY DELAY	% SECURITY DELAY	LATE ARRIVING AIRCRAFT DELAY	% LATE ARRIVING AIRCRAFT DELAY
ALASKA AIRLINES NETWORK	35080	28485	81.20	125	0.36	71	0.20	1875	5.34	171	0.49	1724	4.91	37	0.11	2594	7.39
- ALASKA AIRLINES	22743	17671	77.70	112	0.49	60	0.26	1290	5.67	143	0.63	1493	6.56	36	0.16	1938	8.52
- BRANDED CODESHARE PARTNERS	12337	10814	87.66	13	0.11	11	0.09	585	4.74	28	0.23	230	1.86	1	0.01	655	5.31
ALLEGiant AIR	12181	7938	65.17	105	0.86	51	0.42	876	7.19	349	2.87	1208	9.92	16	0.13	1638	13.45
AMERICAN AIRLINES NETWORK	155350	108815	70.05	3375	2.17	538	0.35	11399	7.34	2489	1.60	10490	6.75	100	0.06	18143	11.68
- AMERICAN AIRLINES	83013	55422	66.76	1346	1.62	290	0.35	7696	9.27	1309	1.58	5647	6.80	62	0.07	11240	13.54
- BRANDED CODESHARE PARTNERS	72337	53393	73.81	2029	2.80	248	0.34	3704	5.12	1180	1.63	4843	6.70	37	0.05	6903	9.54
DELTA AIR LINES NETWORK	131502	100093	76.12	3260	2.48	451	0.34	11460	8.71	1562	1.19	6459	4.91	17	0.01	8200	6.24
- DELTA AIR LINES	89751	67076	74.74	1353	1.51	332	0.37	8680	9.67	820	0.91	4677	5.21	14	0.02	6799	7.58
- BRANDED CODESHARE PARTNERS	41751	33017	79.08	1907	4.57	119	0.29	2780	6.66	742	1.78	1782	4.27	3	0.01	1401	3.36
FRONTIER AIRLINES	14811	7921	53.48	672	4.54	37	0.25	1801	12.16	163	1.10	1371	9.26	0	0.00	2846	19.22
HAWAIIAN AIRLINES	7085	5846	82.51	55	0.78	8	0.11	749	10.57	4	0.06	20	0.28	9	0.13	394	5.56
JETBLUE AIRWAYS	22853	11314	49.51	1564	6.84	181	0.79	3451	15.10	295	1.29	2408	10.54	22	0.10	3617	15.83
SOUTHWEST AIRLINES	126469	85790	67.83	1191	0.94	438	0.35	10774	8.52	866	0.68	7057	5.58	90	0.07	20263	16.02
SPIRIT AIRLINES	21187	12881	60.80	467	2.20	70	0.33	2006	9.47	493	2.33	3383	15.97	93	0.44	1793	8.46
UNITED AIRLINES NETWORK	112477	75890	67.47	5061	4.50	495	0.44	12163	10.81	1604	1.43	7021	6.24	4	0.00	10239	9.10
- UNITED AIRLINES	65002	42214	64.94	2437	3.75	294	0.45	7188	11.06	915	1.41	5018	7.72	0	0.00	6936	10.67
- BRANDED CODESHARE PARTNERS	47475	33676	70.93	2624	5.53	201	0.42	4974	10.48	689	1.45	2003	4.22	4	0.01	3303	6.96
TOTAL	638,995	444,973	69.64	15,875	2.48	2,340	0.37	56,555	8.85	7,996	1.25	41,142	6.44	387	0.06	69,727	10.91

* 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.

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

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

AIR TRAVEL CONSUMER REPORT

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

JULY 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	22743	17671	77.70	112	0.49	60	0.26	1290	5.67	143	0.63	1493	6.56	36	0.16	1938	8.52
ALLEGIAN AIR	12181	7938	65.17	105	0.86	51	0.42	876	7.19	349	2.87	1208	9.92	16	0.13	1638	13.45
AMERICAN AIRLINES	83013	55422	66.76	1346	1.62	290	0.35	7696	9.27	1309	1.58	5647	6.80	62	0.07	11240	13.54
DELTA AIR LINES	89751	67076	74.74	1353	1.51	332	0.37	8680	9.67	820	0.91	4677	5.21	14	0.02	6799	7.58
ENDEAVOR AIR	17633	13128	74.45	1124	6.37	52	0.29	904	5.13	202	1.15	1069	6.06	1	0.01	1152	6.53
ENVOY AIR	19526	15246	78.08	141	0.72	37	0.19	919	4.71	296	1.52	1200	6.15	10	0.05	1678	8.59
FRONTIER AIRLINES	14811	7921	53.48	672	4.54	37	0.25	1801	12.16	163	1.10	1371	9.26	0	0.00	2846	19.22
HAWAIIAN AIRLINES	7085	5846	82.51	55	0.78	8	0.11	749	10.57	4	0.06	20	0.28	9	0.13	394	5.56
JETBLUE AIRWAYS	22853	11314	49.51	1564	6.84	181	0.79	3451	15.10	295	1.29	2408	10.54	22	0.10	3617	15.83
PSA AIRLINES	16940	11697	69.05	570	3.36	61	0.36	1145	6.76	293	1.73	1229	7.26	18	0.11	1927	11.38
REPUBLIC AIRWAYS	25385	17348	68.34	2621	10.32	114	0.45	1203	4.74	375	1.48	2295	9.04	6	0.02	1423	5.61
SKYWEST AIRLINES	57287	46486	81.15	848	1.48	177	0.31	5342	9.32	911	1.59	889	1.55	9	0.02	2625	4.58
SOUTHWEST AIRLINES	126469	85790	67.83	1191	0.94	438	0.35	10774	8.52	866	0.68	7057	5.58	90	0.07	20263	16.02
SPIRIT AIRLINES	21187	12881	60.80	467	2.20	70	0.33	2006	9.47	493	2.33	3383	15.97	93	0.44	1793	8.46
UNITED AIRLINES	65002	42214	64.94	2437	3.75	294	0.45	7188	11.06	915	1.41	5018	7.72	0	0.00	6936	10.67
TOTAL	601,866	417,978	69.45	14,606	2.43	2,202	0.37	54,025	8.98	7,436	1.24	38,966	6.47	385	0.06	66,269	11.01

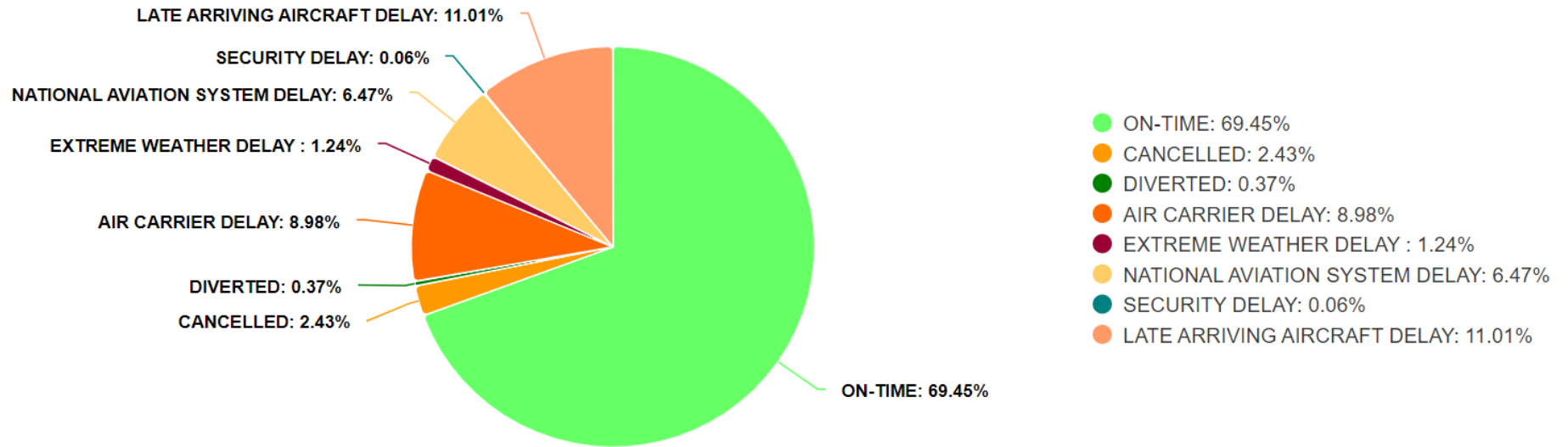
*** Causes of Delay:**

- **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.

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

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

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

JULY 2023

MARKETING CARRIER	OPERATING CARRIER	FLIGHT NUMBER	ORIGIN AIRPORT	DESTINATION AIRPORT	DATE OF FLIGHT	LOCATION OF LONGEST TARMAC DELAY	LENGTH OF TARMAC DELAY
UNITED	UNITED	1209	EWR	SFO	7/14/2023	Origin Airport	5:45
UNITED	UNITED	1326	EWR	LAX	7/14/2023	Origin Airport	5:12
UNITED	UNITED	1190	EWR	LAX	7/14/2023	Origin Airport	5:11
JETBLUE	JETBLUE	152	RSW	HPN	7/25/2023	Diversion Airport (BWI)	4:25
UNITED	UNITED	2102	LAS	ORD	7/27/2023	Diversion Airport (IND)	4:25
UNITED	UNITED	745	FLL	DEN	7/8/2023	Origin Airport	4:09
DELTA	ENDEAVOR	5068	LGA	BHM	7/28/2023	Origin Airport	3:58
DELTA	ENDEAVOR	5435	LGA	DSM	7/28/2023	Origin Airport	3:58
DELTA	DELTA	1146	LGA	MSP	7/28/2023	Origin Airport	3:57
ALASKA	ALASKA	410	SEA	ORD	7/5/2023	Destination Airport	3:56
AMERICAN	REPUBLIC	4328	LGA	TUL	7/28/2023	Origin Airport	3:56
DELTA	REPUBLIC	5772	LGA	OMA	7/28/2023	Origin Airport	3:56
ALASKA	ALASKA	325	ORD	PDX	7/5/2023	Origin Airport	3:55
ALASKA	ALASKA	332	SFO	ORD	7/5/2023	Destination Airport	3:53
AMERICAN	REPUBLIC	4462	LGA	CMH	7/28/2023	Origin Airport	3:45
ALASKA	ALASKA	352	SEA	ORD	7/5/2023	Destination Airport	3:41
JETBLUE	JETBLUE	1603	JFK	SJU	7/16/2023	Origin Airport	3:34
DELTA	ENDEAVOR	5352	JFK	CHS	7/16/2023	Origin Airport	3:30
DELTA	ENDEAVOR	5395	LGA	SAV	7/28/2023	Origin Airport	3:30
DELTA	REPUBLIC	5674	JFK	CMH	7/16/2023	Origin Airport	3:30
AMERICAN	REPUBLIC	4463	LGA	DTW	7/28/2023	Origin Airport	3:28
AMERICAN	REPUBLIC	4476	LGA	IND	7/28/2023	Origin Airport	3:27
UNITED	UNITED	2402	LGA	DEN	7/28/2023	Origin Airport	3:27
UNITED	UNITED	2295	EWR	MIA	7/4/2023	Origin Airport	3:26
ALASKA	HORIZON AIR	2584	BOI	ORD	7/5/2023	Destination Airport	3:24
AMERICAN	AMERICAN	2900	LGA	STL	7/28/2023	Origin Airport	3:24
ALLEGiant	ALLEGiant	392	CHS	CVG	7/23/2023	Origin Airport	3:21
FRONTIER	FRONTIER	2442	FLL	CLE	7/8/2023	Origin Airport	3:21
DELTA	ENDEAVOR	5344	LGA	MCI	7/28/2023	Origin Airport	3:19
AMERICAN	REPUBLIC	4506	CAE	LGA	7/28/2023	Destination Airport	3:18
AMERICAN	REPUBLIC	4620	ORF	LGA	7/28/2023	Destination Airport	3:17
UNITED	UNITED	456	EWR	CHS	7/9/2023	Origin Airport	3:17
AMERICAN	REPUBLIC	4523	MSP	LGA	7/28/2023	Destination Airport	3:16
AMERICAN	AMERICAN	2566	LGA	ORD	7/28/2023	Origin Airport	3:14
AMERICAN	PIEDMONT	5951	PHL	GSO	7/5/2023	Origin Airport	3:14

AIR TRAVEL CONSUMER REPORT

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

JULY 2023

MARKETING CARRIER	OPERATING CARRIER	FLIGHT NUMBER	ORIGIN AIRPORT	DESTINATION AIRPORT	DATE OF FLIGHT	LOCATION OF LONGEST TARMAC DELAY	LENGTH OF TARMAC DELAY
JETBLUE	JETBLUE	2614	LGA	ATL	7/14/2023	Origin Airport	3:13
UNITED	UNITED	2085	EWR	LAS	7/14/2023	Origin Airport	3:12
DELTA	DELTA	1930	JFK	STT	7/16/2023	Origin Airport	3:10
DELTA	ENDEAVOR	5377	MSP	CVG	7/27/2023	Destination Airport	3:10
JETBLUE	JETBLUE	2423	DCA	MCO	7/9/2023	Origin Airport	3:10
AMERICAN	REPUBLIC	4274	JFK	PIT	7/3/2023	Origin Airport	3:09
DELTA	DELTA	2471	RSW	CVG	7/27/2023	Destination Airport	3:09
DELTA	ENDEAVOR	5182	JFK	DTW	7/3/2023	Origin Airport	3:09
DELTA	REPUBLIC	5786	LGA	DCA	7/28/2023	Origin Airport	3:09
DELTA	DELTA	2248	ATL	CVG	7/27/2023	Destination Airport	3:08
DELTA	ENDEAVOR	5088	JFK	IAD	7/16/2023	Origin Airport	3:08
AMERICAN	AMERICAN	562	ORD	LGA	7/28/2023	Destination Airport	3:08
DELTA	ENDEAVOR	5137	JFK	MCI	7/3/2023	Origin Airport	3:07
FRONTIER	FRONTIER	1354	ATL	MDW	7/10/2023	Origin Airport	3:07
DELTA	ENDEAVOR	5359	JFK	BTW	7/13/2023	Origin Airport	3:06
UNITED	MESA	6073	IAD	LGA	7/28/2023	Destination Airport	3:06
AMERICAN	AMERICAN	2344	LGA	BNA	7/28/2023	Origin Airport	3:05
AMERICAN	ENVOY	4028	BOS	CVG	7/21/2023	Origin Airport	3:05
AMERICAN	REPUBLIC	4791	CMH	LGA	7/28/2023	Destination Airport	3:05
JETBLUE	JETBLUE	1861	LGA	RSW	7/25/2023	Origin Airport	3:05
SOUTHWEST	SOUTHWEST	209	LGA	BNA	7/7/2023	Origin Airport	3:05
AMERICAN	AMERICAN	482	PHL	PHX	7/28/2023	Origin Airport	3:04
UNITED	UNITED	1815	EWR	CLE	7/9/2023	Origin Airport	3:04
JETBLUE	JETBLUE	263	JFK	SEA	7/29/2023	Origin Airport	3:03
UNITED	SKYWEST	5677	ORD	DCA	7/7/2023	Origin Airport	3:03
DELTA	ENDEAVOR	4914	LGA	CLE	7/25/2023	Origin Airport	3:02
DELTA	ENDEAVOR	5304	JFK	BWI	7/25/2023	Origin Airport	3:02
SOUTHWEST	SOUTHWEST	2577	PHL	MDW	7/28/2023	Origin Airport	3:01

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

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

AIR TRAVEL CONSUMER REPORT

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

JULY 2023

MARKETING CARRIER	OPERATING CARRIER	FLIGHT NUMBER	ORIGIN AIRPORT	DESTINATION AIRPORT	DATE OF FLIGHT	LOCATION OF LONGEST TARMAC TIME	LENGTH OF TARMAC DELAY
DELTA	DELTA	621	JFK	CUN	7/16/2023	Origin Airport	5:25
AVIANCA	AVIANCA	43	JFK	MDE	7/16/2023	Origin Airport	5:07
COPA	COPA	803	JFK	PTY	7/16/2023	Origin Airport	4:14

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

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

APPENDIX

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

30 Largest U.S. Airports

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

Air Carriers Required to Report

Data to DOT and to CRS Vendors*

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

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

MISHANDLED BAGGAGE

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

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

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

AIR TRAVEL CONSUMER REPORT

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

RANK	CARRIER ¹	July 2023			July 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	771,159	1,232	0.16	778,753	1,291	0.17
2	SPIRIT AIRLINES	1,087,629	5,975	0.55	1,197,843	6,376	0.53
3	HAWAIIAN AIRLINES	576,875	3,280	0.57	593,323	1,686	0.28
4	SOUTHWEST AIRLINES	12,358,738	71,038	0.57	11,708,474	69,403	0.59
5	FRONTIER AIRLINES	827,418	4,871	0.59	867,131	3,780	0.44
6	DELTA AIR LINES NETWORK	9,243,174	55,295	0.60	8,262,372	39,776	0.48
	- DELTA AIR LINES	7,568,734	47,469	0.63	6,429,119	32,194	0.50
	- BRANDED CODESHARE PARTNERS	1,674,440	7,826	0.47	1,833,253	7,582	0.41
7	JETBLUE AIRWAYS	1,378,990	8,749	0.63	1,370,268	9,483	0.69
8	ALASKA AIRLINES NETWORK	2,825,479	20,178	0.71	2,693,480	16,241	0.60
	- ALASKA AIRLINES	2,305,820	17,533	0.76	2,049,788	13,075	0.64
	- BRANDED CODESHARE PARTNERS	519,659	2,645	0.51	643,692	3,166	0.49
9	AMERICAN AIRLINES NETWORK	9,549,637	97,180	1.02	9,451,728	89,468	0.95
	- AMERICAN AIRLINES	6,527,702	71,215	1.09	6,049,441	60,276	1.00
	- BRANDED CODESHARE PARTNERS	3,021,935	25,965	0.86	3,402,287	29,192	0.86
10	UNITED AIRLINES NETWORK	6,719,954	71,820	1.07	6,151,688	38,078	0.62
	- UNITED AIRLINES	5,158,539	55,447	1.07	4,375,410	26,493	0.61
	- BRANDED CODESHARE PARTNERS	1,561,415	16,373	1.05	1,776,278	11,585	0.65
	TOTAL	45,339,053	339,618	0.75	43,075,060	275,582	0.64

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

AIR TRAVEL CONSUMER REPORT

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

RANK	CARRIER ¹	July 2023			July 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	771,159	1,232	0.16	778,753	1,291	0.17
2	ENDEAVOR AIR	762,876	3,894	0.51	791,485	3,586	0.45
3	SPIRIT AIRLINES	1,087,629	5,975	0.55	1,197,843	6,376	0.53
4	HAWAIIAN AIRLINES	576,875	3,280	0.57	593,323	1,686	0.28
5	SOUTHWEST AIRLINES	12,358,738	71,038	0.57	11,708,474	69,403	0.59
6	FRONTIER AIRLINES	827,418	4,871	0.59	867,131	3,780	0.44
7	DELTA AIR LINES	7,568,734	47,469	0.63	6,429,119	32,194	0.50
8	JETBLUE AIRWAYS	1,378,990	8,749	0.63	1,370,268	9,483	0.69
9	SKYWEST AIRLINES	2,279,478	14,831	0.65	2,545,314	13,206	0.52
10	ALASKA AIRLINES	2,305,820	17,533	0.76	2,049,788	13,075	0.64
11	PSA AIRLINES	903,136	7,943	0.88	1,031,410	9,318	0.90
12	REPUBLIC AIRWAYS	732,910	6,952	0.95	771,720	6,927	0.90
13	ENVOY AIR	714,250	7,034	0.98	843,685	6,950	0.82
14	UNITED AIRLINES	5,158,539	55,447	1.07	4,375,410	26,493	0.61
15	AMERICAN AIRLINES	6,527,702	71,215	1.09	6,049,441	60,276	1.00
	TOTAL	43,954,254	327,463	0.75	41,403,164	264,044	0.64

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

MISHANDLED WHEELCHAIRS AND SCOOTERS

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

AIR TRAVEL CONSUMER REPORT

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

RANK	CARRIER ¹	July 2023			July 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	PERCENT OF WHEELCHAIRS AND SCOOTERS MISHANDLED PER 100 ENPLANED
1	ALLEGiant AIR	3,206	2	0.06	1,693	12	0.71
2	DELTA AIR LINES NETWORK	19,544	167	0.85	18,543	162	0.87
	- DELTA AIR LINES	16,231	145	0.89	15,049	130	0.86
	- BRANDED CODESHARE PARTNERS	3,313	22	0.66	3,494	32	0.92
3	UNITED AIRLINES NETWORK	14,950	161	1.08	12,412	132	1.06
	- UNITED AIRLINES	12,110	132	1.09	9,381	104	1.11
	- BRANDED CODESHARE PARTNERS	2,840	29	1.02	3,031	28	0.92
4	HAWAIIAN AIRLINES	1,153	15	1.30	654	4	0.61
5	ALASKA AIRLINES NETWORK	3,081	49	1.59	2,869	43	1.50
	- ALASKA AIRLINES	2,764	37	1.34	2,427	37	1.52
	- BRANDED CODESHARE PARTNERS	317	12	3.79	442	6	1.36
6	SOUTHWEST AIRLINES	20,143	350	1.74	15,634	299	1.91
7	JETBLUE AIRWAYS	2,618	46	1.76	2,582	155	6.00
8	AMERICAN AIRLINES NETWORK	13,691	253	1.85	12,095	240	1.98
	- AMERICAN AIRLINES	10,552	185	1.75	9,027	180	1.99
	- BRANDED CODESHARE PARTNERS	3,139	68	2.17	3,068	60	1.96
9	FRONTIER AIRLINES	2,282	46	2.02	2,094	24	1.15
10	SPIRIT AIRLINES	868	48	5.53	781	60	7.68
	TOTAL	81,536	1,137	1.39	69,357	1,131	1.63

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

AIR TRAVEL CONSUMER REPORT

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

RANK	CARRIER ¹	July 2023			July 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	PERCENT OF WHEELCHAIRS AND SCOOTERS MISHANDLED PER 100 ENPLANED
1	ALLEGiant AIR	3,206	2	0.06	1,693	12	0.71
2	ENDEAVOR AIR	1,372	12	0.87	1,306	12	0.92
3	DELTA AIR LINES	16,231	145	0.89	15,049	130	0.86
4	SKYWEST AIRLINES	3,626	39	1.08	4,064	40	0.98
5	UNITED AIRLINES	12,110	132	1.09	9,381	104	1.11
6	PSA AIRLINES	755	9	1.19	707	22	3.11
7	REPUBLIC AIRWAYS	1,199	15	1.25	1,194	13	1.09
8	HAWAIIAN AIRLINES	1,153	15	1.30	654	4	0.61
9	ALASKA AIRLINES	2,764	37	1.34	2,427	37	1.52
10	SOUTHWEST AIRLINES	20,143	350	1.74	15,634	299	1.91
11	AMERICAN AIRLINES	10,552	185	1.75	9,027	180	1.99
12	JETBLUE AIRWAYS	2,618	46	1.76	2,582	155	6.00
13	FRONTIER AIRLINES	2,282	46	2.02	2,094	24	1.15
14	ENVOY AIR	1,046	27	2.58	885	14	1.58
15	SPIRIT AIRLINES	868	48	5.53	781	60	7.68
	TOTAL	79,925	1,108	1.39	67,478	1,106	1.64

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

OVERSALES

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

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

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

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



AIR TRAVEL CONSUMER REPORT

PASSENGERS DENIED BOARDING BY REPORTING MARKETING U.S. AIRLINES

RANK	CARRIER ¹	APRIL - JUNE 2023				APRIL - JUNE 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	ALLEGiant AIR	232	0	4,755,981	0.00	569	0	4,740,399	0.00
2	HAWAIIAN AIRLINES	388	0	2,699,202	0.00	142	0	2,544,050	0.00
3	DELTA AIR LINES NETWORK	46,386	3	46,241,383	0.00	33,188	2	42,812,576	0.00
	- DELTA AIR LINES	31,897	0	38,743,168	0.00	20,769	0	34,567,515	0.00
	- BRANDED CODESHARE PARTNERS	14,489	3	7,498,215	0.00	12,419	2	8,245,061	0.00
4	UNITED AIRLINES NETWORK	10,373	152	37,360,178	0.04	10,116	70	34,366,983	0.02
	- UNITED AIRLINES	6,783	124	29,731,537	0.04	5,338	48	25,841,326	0.02
	- BRANDED CODESHARE PARTNERS	3,590	28	7,628,641	0.04	4,778	22	8,525,657	0.03
5	JETBLUE AIRWAYS	2,247	92	9,889,180	0.09	1,591	60	9,225,268	0.07
6	ALASKA AIRLINES NETWORK	3,654	112	11,213,450	0.10	4,340	187	10,662,708	0.18
	- ALASKA AIRLINES	2,703	66	8,861,417	0.07	3,381	128	8,008,924	0.16
	- BRANDED CODESHARE PARTNERS	951	46	2,352,033	0.20	959	59	2,653,784	0.22
7	SOUTHWEST AIRLINES	11,177	1,042	44,358,517	0.23	16,763	2,054	40,899,679	0.50
8	SPIRIT AIRLINES	3,427	354	10,517,818	0.34	4,274	375	9,089,707	0.41
9	AMERICAN AIRLINES NETWORK	11,797	2,964	49,721,128	0.60	17,278	3,025	48,836,601	0.62
	- AMERICAN AIRLINES	7,331	1,969	38,418,738	0.51	10,117	1,929	35,279,034	0.55
	- BRANDED CODESHARE PARTNERS	4,466	995	11,302,390	0.88	7,161	1,096	13,557,567	0.81
10	FRONTIER AIRLINES	4,736	3,340	7,236,472	4.62	2,989	1,698	5,773,073	2.94
	TOTAL	94,417	8,059	223,993,309	0.36	91,250	7,471	208,951,044	0.36

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

AIR TRAVEL CONSUMER REPORT

PASSENGERS DENIED BOARDING BY REPORTING OPERATING U.S. AIRLINES

RANK	AIRLINE ¹	APRIL - JUNE 2023			
		DENIED BOARDINGS (DB'S)		ENPLANED PASSENGERS	INVOLUNTARY DB'S PER 10,000 PASSENGERS
		VOLUNTARY	INVOLUNTARY		
1	DELTA AIR LINES	31,897	0	38,743,168	0.00
2	ALLEGiant AIR	232	0	4,755,981	0.00
3	ENDEAVOR AIR	4,996	0	3,078,135	0.00
4	HAWAIIAN AIRLINES	388	0	2,699,202	0.00
5	UNITED AIRLINES	6,783	124	29,731,537	0.04
6	ALASKA AIRLINES	2,703	66	8,861,417	0.07
7	JETBLUE AIRWAYS	2,247	92	9,889,180	0.09
8	SKYWEST AIRLINES	8,860	114	9,391,826	0.12
9	SOUTHWEST AIRLINES	11,177	1,042	44,358,517	0.23
10	SPIRIT AIRLINES	3,427	354	10,517,818	0.34
11	REPUBLIC AIRWAYS	4,126	233	4,631,542	0.50
12	AMERICAN AIRLINES	7,331	1,969	38,418,738	0.51
13	ENVOY AIR	1,145	203	3,328,318	0.61
14	PSA AIRLINES	1,366	202	2,945,457	0.69
15	FRONTIER AIRLINES	4,736	3,340	7,236,472	4.62
	TOTAL	91,414	7,739	218,587,308	0.35

APRIL - JUNE 2022			
DENIED BOARDINGS (DB'S)		ENPLANED PASSENGERS	INVOLUNTARY DB'S PER 10,000 PASSENGERS
VOLUNTARY	INVOLUNTARY		
20,769	0	34,567,515	0.00
569	0	4,740,399	0.00
4,270	0	3,319,430	0.00
142	0	2,544,050	0.00
5,338	48	25,841,326	0.02
3,381	128	8,008,924	0.16
1,591	60	9,225,268	0.07
9,651	135	10,697,997	0.13
16,763	2,054	40,899,679	0.50
4,274	375	9,089,707	0.41
4,225	264	5,213,279	0.51
10,117	1,929	35,279,034	0.55
2,308	339	3,630,262	0.93
1,767	249	3,446,256	0.72
2,989	1,698	5,773,073	2.94
88,154	7,279	202,276,199	0.36

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

CONSUMER COMPLAINTS

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

AIR TRAVEL CONSUMER REPORT

July 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
Hawaiian Airlines	1	0	0
Totals:	1	0	0



U.S. Department of Homeland Security, Transportation Security Administration Customer Service Report for July 2023 ^a

The Transportation Security Administration (TSA) screened approximately 77.8 million passengers at screening checkpoints and 42.3 million checked bags at baggage screening locations in July 2023.

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

In July 2023, TSA received 14,449 complaints (i.e. a description of a negative experience) from the general public via phone or email (or 18.6 complaints per 100,000 passengers ^c). Below is a more detailed breakdown:

Courtesy		Screening of Personal Property		Screening of Passengers		Wait Times (Checkpoint)	
Number of Complaints	Complaints per 100,000 Passengers ^c	Number of Complaints	Complaints per 100,000 Passengers ^c	Number of Complaints	Complaints per 100,000 Passengers ^c	Number of Complaints	Complaints per 100,000 Passengers ^c
951	1.3	565	0.8	12,000	15.5	137	0.2

Civil Rights		Other TSA-related		Non-TSA related, Airline		Non-TSA related, All Others	
Number of Complaints	Complaints per 100,000 Passengers ^c	Number of Complaints	Complaints per 100,000 Passengers ^c	Number of Complaints	Complaints per 100,000 Passengers ^c	Number of Complaints	Complaints per 100,000 Passengers ^c
453	0.6	116	0.2	66	0.1	161	0.3

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
306 ^d	217	0.0005

REFERENCES

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

DEFINITIONS

<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 & 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>