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# ***Air Travel Consumer Report***

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A Product Of

**THE OFFICE OF AVIATION CONSUMER PROTECTION**

***Issued: July 2022***



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

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

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

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

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

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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 via the Internet at:

<http://www.transportation.gov/airconsumer>

## FLIGHT DELAYS

This section provides information about airline on-time performance, flight delays, and cancellations. It is based on data filed by airlines each month with the Department of Transportation's Bureau of Transportation Statistics (Office of Airline Information), as described in 14 CFR Part 234 of DOT's regulations. It covers nonstop operated and marketed scheduled-service flights between points within the United States (including territories) by the seventeen (17) U.S. air carriers that have at least half of one percent of total domestic scheduled-service passenger revenues.

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

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

In fulfilling DOT's data reporting requirements, the reporting air carriers use automated and/or manual systems for collecting flight data. Those using an automated system rely on the Aircraft Communication Addressing and Reporting System (ACARS) or the Docking Guidance System (DGS). Based on the latest information available to DOT, of the 17 reporting air carriers, 14 carriers (Alaska, Allegiant, Delta, Endeavor, Envoy, Horizon, JetBlue, Republic, Hawaiian, Mesa, SkyWest, Spirit, Southwest, and United) use ACARS, one carrier (American) uses a combination of ACARS and DGS, and two carriers (Frontier and PSA) use a combination of ACARS and a manual system.

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

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

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

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

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

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

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

## AIR TRAVEL CONSUMER REPORT

## BRANDED CODESHARE PARTNERS

MAY 2022

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

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

## AIR TRAVEL CONSUMER REPORT

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

MAY 2022

AT ALL US AIRPORTS			
CARRIER <sup>1</sup>	NUMBER OF AIRPORTS REPORTED	PERCENT OF ON-TIME ARRIVALS	RANK
<b>HAWAIIAN AIRLINES</b>	<b>22</b>	<b>86.0</b>	<b>1</b>
<b>DELTA AIR LINES NETWORK</b>	<b>208</b>	<b>80.7</b>	<b>2</b>
- DELTA AIR LINES	130	80.3	
- BRANDED CODESHARE PARTNERS	181	81.3	
<b>ALASKA AIRLINES NETWORK</b>	<b>103</b>	<b>80.2</b>	<b>3</b>
- ALASKA AIRLINES	81	78.4	
- BRANDED CODESHARE PARTNERS	52	82.7	
<b>AMERICAN AIRLINES NETWORK</b>	<b>228</b>	<b>77.4</b>	<b>4</b>
- AMERICAN AIRLINES	106	76.6	
- BRANDED CODESHARE PARTNERS	212	78.1	
<b>UNITED AIRLINES NETWORK</b>	<b>236</b>	<b>77.4</b>	<b>5</b>
- UNITED AIRLINES	106	76.3	
- BRANDED CODESHARE PARTNERS	218	78.3	
<b>SOUTHWEST AIRLINES</b>	<b>107</b>	<b>76.8</b>	<b>6</b>
<b>JETBLUE AIRWAYS</b>	<b>67</b>	<b>69.4</b>	<b>7</b>
<b>SPIRIT AIRLINES</b>	<b>58</b>	<b>68.8</b>	<b>8</b>
<b>ALLEGiant AIR</b>	<b>130</b>	<b>66.0</b>	<b>9</b>
<b>FRONTIER AIRLINES</b>	<b>95</b>	<b>64.6</b>	<b>10</b>
<b>TOTAL AIRPORTS SERVED</b>	<b>370</b>	<b>77.2</b>	

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

MAY 2022

AT ALL US AIRPORTS			
CARRIER <sup>1</sup>	NUMBER OF AIRPORTS REPORTED	PERCENT OF ON-TIME ARRIVALS	RANK
HAWAIIAN AIRLINES	22	86.0	1
SKYWEST AIRLINES	243	83.6	2
HORIZON AIR	46	83.4	3
ENVOY AIR	139	81.5	4
ENDEAVOR AIR	98	81.0	5
DELTA AIR LINES	130	80.3	6
MESA AIRLINES	100	78.6	7
ALASKA AIRLINES	81	78.4	8
SOUTHWEST AIRLINES	107	76.8	9
AMERICAN AIRLINES	106	76.6	10
UNITED AIRLINES	106	76.3	11
PSA AIRLINES	92	76.3	12
JETBLUE AIRWAYS	67	69.4	13
SPIRIT AIRLINES	58	68.8	14
REPUBLIC AIRWAYS	77	68.8	15
ALLEGiant AIR	130	66.0	16
FRONTIER AIRLINES	95	64.6	17
<b>TOTAL AIRPORTS SERVED</b>	<b>364</b>	<b>77.1</b>	

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

MAY 2022

CARRIER <sup>1</sup>	Jan 22		Feb 22		Mar 22		Apr 22		May 22		Year-to-date (YTD)	
	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank
<b>ALASKA AIRLINES NETWORK</b>	<b>72.1</b>	<b>6</b>	<b>82.8</b>	<b>3</b>	<b>83.0</b>	<b>2</b>	<b>76.7</b>	<b>5</b>	<b>80.2</b>	<b>3</b>	<b>79.0</b>	<b>3</b>
- ALASKA AIRLINES	70.7		81.1		81.5		72.8		78.4		76.9	
- BRANDED CODESHARE PARTNERS	73.9		85.2		85.3		82.5		82.7		81.8	
<b>ALLEGiant AIR</b>	<b>65.5</b>	<b>9</b>	<b>65.1</b>	<b>9</b>	<b>57.2</b>	<b>10</b>	<b>59.3</b>	<b>7</b>	<b>66.0</b>	<b>9</b>	<b>62.2</b>	<b>9</b>
<b>AMERICAN AIRLINES NETWORK</b>	<b>78.0</b>	<b>2</b>	<b>73.6</b>	<b>6</b>	<b>81.0</b>	<b>4</b>	<b>79.7</b>	<b>4</b>	<b>77.4</b>	<b>4</b>	<b>78.0</b>	<b>4</b>
- AMERICAN AIRLINES	81.6		71.9		80.7		77.6		76.6		77.8	
- BRANDED CODESHARE PARTNERS	74.9		75.1		81.3		81.6		78.1		78.2	
<b>DELTA AIR LINES NETWORK</b>	<b>79.4</b>	<b>1</b>	<b>82.8</b>	<b>2</b>	<b>81.4</b>	<b>3</b>	<b>81.9</b>	<b>1</b>	<b>80.7</b>	<b>2</b>	<b>81.2</b>	<b>2</b>
- DELTA AIR LINES	82.4		85.2		81.1		81.0		80.3		81.9	
- BRANDED CODESHARE PARTNERS	75.3		79.4		82.0		83.3		81.3		80.3	
<b>FRONTIER AIRLINES</b>	<b>69.4</b>	<b>8</b>	<b>68.0</b>	<b>8</b>	<b>57.8</b>	<b>9</b>	<b>58.4</b>	<b>9</b>	<b>64.6</b>	<b>10</b>	<b>63.5</b>	<b>8</b>
<b>HAWAIIAN AIRLINES</b>	<b>77.9</b>	<b>3</b>	<b>87.1</b>	<b>1</b>	<b>84.6</b>	<b>1</b>	<b>80.8</b>	<b>3</b>	<b>86.0</b>	<b>1</b>	<b>83.2</b>	<b>1</b>
<b>JETBLUE AIRWAYS</b>	<b>61.2</b>	<b>10</b>	<b>61.8</b>	<b>10</b>	<b>65.6</b>	<b>8</b>	<b>53.3</b>	<b>10</b>	<b>69.4</b>	<b>7</b>	<b>62.2</b>	<b>10</b>
<b>SOUTHWEST AIRLINES</b>	<b>76.1</b>	<b>4</b>	<b>78.3</b>	<b>4</b>	<b>71.1</b>	<b>6</b>	<b>70.2</b>	<b>6</b>	<b>76.8</b>	<b>6</b>	<b>74.4</b>	<b>6</b>
<b>SPIRIT AIRLINES</b>	<b>74.1</b>	<b>5</b>	<b>71.2</b>	<b>7</b>	<b>68.5</b>	<b>7</b>	<b>58.5</b>	<b>8</b>	<b>68.8</b>	<b>8</b>	<b>68.1</b>	<b>7</b>
<b>UNITED AIRLINES NETWORK</b>	<b>71.2</b>	<b>7</b>	<b>76.3</b>	<b>5</b>	<b>79.0</b>	<b>5</b>	<b>80.9</b>	<b>2</b>	<b>77.4</b>	<b>5</b>	<b>77.0</b>	<b>5</b>
- UNITED AIRLINES	74.3		80.0		79.0		80.0		76.3		77.9	
- BRANDED CODESHARE PARTNERS	68.9		73.3		79.0		81.7		78.3		76.2	
<b>TOTAL</b>	<b>75.3</b>		<b>76.6</b>		<b>77.2</b>		<b>76.0</b>		<b>77.2</b>		<b>76.5</b>	

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)

MAY 2022

ARRIVAL AIRPORT*																
CARRIER	ATL		BNA		BOS		BWI		CLT		DAL		DCA		DEN	
	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME
<b>ALASKA AIRLINES NETWORK</b>	84	82.1	60	81.7	215	80.0	29	69.0	0	0.0	85	75.3	152	62.5	164	84.1
- ALASKA AIRLINES	84	82.1	60	81.7	215	80.0	29	69.0	0	0.0	83	75.9	152	62.5	164	84.1
- BRANDED CODESHARE PARTNERS	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	2	50.0	0	0.0	0	0.0
<b>ALLEGiant AIR</b>	0	0.0	222	55.4	67	55.2	36	61.1	0	0.0	0	0.0	0	0.0	36	75.0
<b>AMERICAN AIRLINES NETWORK</b>	1233	76.9	1408	77.1	2457	73.6	501	74.7	16054	79.9	0	0.0	7519	71.3	732	76.2
- AMERICAN AIRLINES	529	69.2	538	73.8	1888	73.3	268	74.6	8455	78.5	0	0.0	2212	71.8	671	75.0
- BRANDED CODESHARE PARTNERS	704	82.7	870	79.2	569	74.7	233	74.7	7599	81.4	0	0.0	5307	71.1	61	90.2
<b>DELTA AIR LINES NETWORK</b>	21432	83.6	917	77.9	3780	73.5	540	80.6	898	80.2	150	89.3	1591	69.6	1047	78.5
- DELTA AIR LINES	18297	83.4	488	84.2	1738	73.8	447	79.4	472	88.3	150	89.3	677	72.1	902	77.1
- BRANDED CODESHARE PARTNERS	3135	84.7	429	70.6	2042	73.2	93	86.0	426	71.1	0	0.0	914	67.7	145	87.6
<b>FRONTIER AIRLINES</b>	667	56.1	65	69.2	71	62.0	127	55.9	103	60.2	0	0.0	90	70.0	1776	68.9
<b>HAWAIIAN AIRLINES</b>	0	0.0	0	0.0	18	77.8	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
<b>JETBLUE AIRWAYS</b>	196	76.5	213	71.4	3742	68.6	0	0.0	73	83.6	0	0.0	890	71.6	155	81.9
<b>SOUTHWEST AIRLINES</b>	2694	78.7	3648	81.7	478	63.8	5244	72.2	209	68.4	5264	75.4	1295	71.5	6665	80.3
<b>SPIRIT AIRLINES</b>	816	73.7	167	63.5	367	65.4	534	62.9	120	54.2	0	0.0	0	0.0	147	79.6
<b>UNITED AIRLINES NETWORK</b>	746	72.4	783	74.6	1059	71.9	275	85.5	530	70.6	0	0.0	1120	71.4	12358	83.0
- UNITED AIRLINES	339	69.6	360	67.2	987	71.7	262	85.5	57	78.9	0	0.0	393	73.3	6886	82.7
- BRANDED CODESHARE PARTNERS	407	74.7	423	80.9	72	73.6	13	84.6	473	69.6	0	0.0	727	70.4	5472	83.4
<b>TOTAL</b>	<b>27,868</b>	<b>81.5</b>	<b>7,483</b>	<b>78.0</b>	<b>12,254</b>	<b>71.2</b>	<b>7,286</b>	<b>72.5</b>	<b>17,987</b>	<b>79.2</b>	<b>5,499</b>	<b>75.8</b>	<b>12,657</b>	<b>71.0</b>	<b>23,080</b>	<b>80.7</b>

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

## AIR TRAVEL CONSUMER REPORT

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

MAY 2022

ARRIVAL AIRPORT*																
CARRIER	DFW		DTW		EWR		FLL		IAD		IAH		JFK		LAS	
	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME
<b>ALASKA AIRLINES NETWORK</b>	<b>156</b>	<b>78.8</b>	<b>39</b>	<b>82.1</b>	<b>329</b>	<b>52.9</b>	<b>46</b>	<b>78.3</b>	<b>118</b>	<b>68.6</b>	<b>58</b>	<b>91.4</b>	<b>371</b>	<b>76.3</b>	<b>613</b>	<b>80.6</b>
- ALASKA AIRLINES	156	78.8	39	82.1	329	52.9	46	78.3	118	68.6	58	91.4	371	76.3	437	81.9
- BRANDED CODESHARE PARTNERS	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	176	77.3
<b>ALLEGiant AIR</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>55</b>	<b>70.9</b>	<b>272</b>	<b>51.5</b>	<b>36</b>	<b>69.4</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>761</b>	<b>59.0</b>
<b>AMERICAN AIRLINES NETWORK</b>	<b>20753</b>	<b>78.8</b>	<b>762</b>	<b>71.3</b>	<b>780</b>	<b>55.9</b>	<b>440</b>	<b>76.8</b>	<b>206</b>	<b>73.3</b>	<b>824</b>	<b>75.7</b>	<b>2612</b>	<b>70.8</b>	<b>1040</b>	<b>75.7</b>
- AMERICAN AIRLINES	11902	80.2	273	72.5	776	55.7	440	76.8	161	69.6	580	73.6	1395	73.0	1036	75.6
- BRANDED CODESHARE PARTNERS	8851	77.0	489	70.6	4	100.0	0	0.0	45	86.7	244	80.7	1217	68.2	4	100.0
<b>DELTA AIR LINES NETWORK</b>	<b>973</b>	<b>78.7</b>	<b>8630</b>	<b>84.1</b>	<b>766</b>	<b>63.3</b>	<b>1003</b>	<b>72.1</b>	<b>479</b>	<b>73.9</b>	<b>656</b>	<b>80.5</b>	<b>4730</b>	<b>71.9</b>	<b>1326</b>	<b>75.6</b>
- DELTA AIR LINES	973	78.7	4942	82.2	444	61.0	1003	72.1	203	76.4	568	80.1	2147	69.9	1202	75.9
- BRANDED CODESHARE PARTNERS	0	0.0	3688	86.6	322	66.5	0	0.0	276	72.1	88	83.0	2583	73.5	124	72.6
<b>FRONTIER AIRLINES</b>	<b>351</b>	<b>70.4</b>	<b>63</b>	<b>71.4</b>	<b>0</b>	<b>0.0</b>	<b>215</b>	<b>67.4</b>	<b>0</b>	<b>0.0</b>	<b>71</b>	<b>80.3</b>	<b>0</b>	<b>0.0</b>	<b>1196</b>	<b>61.2</b>
<b>HAWAIIAN AIRLINES</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>31</b>	<b>71.0</b>	<b>113</b>	<b>90.3</b>
<b>JETBLUE AIRWAYS</b>	<b>62</b>	<b>93.5</b>	<b>117</b>	<b>70.1</b>	<b>694</b>	<b>54.9</b>	<b>1684</b>	<b>73.0</b>	<b>0</b>	<b>0.0</b>	<b>62</b>	<b>74.2</b>	<b>3913</b>	<b>66.6</b>	<b>307</b>	<b>75.2</b>
<b>SOUTHWEST AIRLINES</b>	<b>0</b>	<b>0.0</b>	<b>306</b>	<b>60.5</b>	<b>0</b>	<b>0.0</b>	<b>1294</b>	<b>72.9</b>	<b>178</b>	<b>71.9</b>	<b>530</b>	<b>84.5</b>	<b>0</b>	<b>0.0</b>	<b>6212</b>	<b>76.7</b>
<b>SPIRIT AIRLINES</b>	<b>632</b>	<b>68.4</b>	<b>720</b>	<b>71.1</b>	<b>632</b>	<b>53.0</b>	<b>1895</b>	<b>68.4</b>	<b>0</b>	<b>0.0</b>	<b>608</b>	<b>71.4</b>	<b>0</b>	<b>0.0</b>	<b>1879</b>	<b>66.5</b>
<b>UNITED AIRLINES NETWORK</b>	<b>788</b>	<b>76.5</b>	<b>604</b>	<b>71.4</b>	<b>10586</b>	<b>54.4</b>	<b>735</b>	<b>70.3</b>	<b>5582</b>	<b>75.4</b>	<b>10397</b>	<b>85.1</b>	<b>123</b>	<b>78.0</b>	<b>1028</b>	<b>78.5</b>
- UNITED AIRLINES	662	75.1	54	77.8	5826	55.2	735	70.3	2519	76.5	4952	83.5	123	78.0	1002	78.1
- BRANDED CODESHARE PARTNERS	126	84.1	550	70.7	4760	53.4	0	0.0	3063	74.4	5445	86.6	0	0.0	26	92.3
<b>TOTAL</b>	<b>23,715</b>	<b>78.4</b>	<b>11,241</b>	<b>80.8</b>	<b>13,842</b>	<b>55.0</b>	<b>7,584</b>	<b>70.8</b>	<b>6,599</b>	<b>75.0</b>	<b>13,206</b>	<b>83.6</b>	<b>11,780</b>	<b>70.1</b>	<b>14,475</b>	<b>73.4</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)

MAY 2022

ARRIVAL AIRPORT*																
CARRIER	LAX		LGA		MCO		MDW		MIA		MSP		ORD		PHL	
	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME
<b>ALASKA AIRLINES NETWORK</b>	<b>1671</b>	<b>75.4</b>	<b>0</b>	<b>0.0</b>	<b>184</b>	<b>78.3</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>82</b>	<b>75.6</b>	<b>306</b>	<b>75.5</b>	<b>62</b>	<b>87.1</b>
- ALASKA AIRLINES	824	75.7	0	0.0	184	78.3	0	0.0	0	0.0	82	75.6	277	76.5	62	87.1
- BRANDED CODESHARE PARTNERS	847	75.1	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	29	65.5	0	0.0
<b>ALLEGiant AIR</b>	<b>118</b>	<b>69.5</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>45</b>	<b>80.0</b>	<b>0</b>	<b>0.0</b>	<b>38</b>	<b>81.6</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>
<b>AMERICAN AIRLINES NETWORK</b>	<b>3468</b>	<b>83.6</b>	<b>4088</b>	<b>69.5</b>	<b>1473</b>	<b>74.7</b>	<b>0</b>	<b>0.0</b>	<b>6816</b>	<b>77.4</b>	<b>543</b>	<b>75.7</b>	<b>9610</b>	<b>82.0</b>	<b>6586</b>	<b>78.7</b>
- AMERICAN AIRLINES	2506	81.6	1930	66.1	1473	74.7	0	0.0	4921	76.5	246	76.4	4103	79.1	2688	77.0
- BRANDED CODESHARE PARTNERS	962	88.6	2158	72.6	0	0.0	0	0.0	1895	79.9	297	75.1	5507	84.1	3898	79.8
<b>DELTA AIR LINES NETWORK</b>	<b>4009</b>	<b>81.3</b>	<b>6856</b>	<b>72.3</b>	<b>1634</b>	<b>76.1</b>	<b>274</b>	<b>72.6</b>	<b>758</b>	<b>73.7</b>	<b>8607</b>	<b>82.2</b>	<b>1127</b>	<b>79.9</b>	<b>514</b>	<b>75.5</b>
- DELTA AIR LINES	2582	79.0	2191	71.4	1634	76.1	93	66.7	758	73.7	4700	81.5	827	82.1	362	75.4
- BRANDED CODESHARE PARTNERS	1427	85.4	4665	72.8	0	0.0	181	75.7	0	0.0	3907	83.0	300	74.0	152	75.7
<b>FRONTIER AIRLINES</b>	<b>0</b>	<b>0.0</b>	<b>92</b>	<b>55.4</b>	<b>1366</b>	<b>58.4</b>	<b>237</b>	<b>71.3</b>	<b>279</b>	<b>56.6</b>	<b>32</b>	<b>78.1</b>	<b>62</b>	<b>54.8</b>	<b>700</b>	<b>55.6</b>
<b>HAWAIIAN AIRLINES</b>	<b>186</b>	<b>86.6</b>	<b>0</b>	<b>0.0</b>	<b>13</b>	<b>69.2</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>993</b>	<b>73.1</b>	<b>1157</b>	<b>62.1</b>	<b>1453</b>	<b>67.4</b>	<b>0</b>	<b>0.0</b>	<b>333</b>	<b>75.4</b>	<b>90</b>	<b>66.7</b>	<b>117</b>	<b>83.8</b>	<b>143</b>	<b>76.2</b>
<b>SOUTHWEST AIRLINES</b>	<b>2498</b>	<b>78.7</b>	<b>1055</b>	<b>64.7</b>	<b>3063</b>	<b>72.7</b>	<b>5556</b>	<b>77.2</b>	<b>578</b>	<b>64.7</b>	<b>383</b>	<b>66.1</b>	<b>817</b>	<b>72.5</b>	<b>357</b>	<b>69.7</b>
<b>SPIRIT AIRLINES</b>	<b>909</b>	<b>68.3</b>	<b>414</b>	<b>64.7</b>	<b>2087</b>	<b>65.1</b>	<b>0</b>	<b>0.0</b>	<b>602</b>	<b>71.9</b>	<b>77</b>	<b>68.8</b>	<b>598</b>	<b>71.6</b>	<b>537</b>	<b>65.2</b>
<b>UNITED AIRLINES NETWORK</b>	<b>2953</b>	<b>85.5</b>	<b>1088</b>	<b>68.4</b>	<b>1154</b>	<b>74.2</b>	<b>0</b>	<b>0.0</b>	<b>516</b>	<b>66.7</b>	<b>513</b>	<b>76.2</b>	<b>12620</b>	<b>85.0</b>	<b>417</b>	<b>65.7</b>
- UNITED AIRLINES	2054	83.0	577	70.2	1154	74.2	0	0.0	506	66.6	351	73.5	5691	84.0	315	77.5
- BRANDED CODESHARE PARTNERS	899	91.2	511	66.3	0	0.0	0	0.0	10	70.0	162	82.1	6929	85.9	102	29.4
<b>TOTAL</b>	<b>16,805</b>	<b>80.3</b>	<b>14,750</b>	<b>69.6</b>	<b>12,427</b>	<b>70.1</b>	<b>6,112</b>	<b>76.8</b>	<b>9,882</b>	<b>74.9</b>	<b>10,365</b>	<b>80.6</b>	<b>25,257</b>	<b>82.7</b>	<b>9,316</b>	<b>75.1</b>

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

## AIR TRAVEL CONSUMER REPORT

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

MAY 2022

ARRIVAL AIRPORT*												
CARRIER	PHX		SAN		SEA		SFO		SLC		TPA	
	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME
<b>ALASKA AIRLINES NETWORK</b>	<b>434</b>	<b>89.2</b>	<b>1654</b>	<b>81.9</b>	<b>8758</b>	<b>80.3</b>	<b>2156</b>	<b>75.6</b>	<b>316</b>	<b>77.2</b>	<b>59</b>	<b>76.3</b>
- ALASKA AIRLINES	343	90.1	733	80.2	5842	77.8	1100	68.7	78	71.8	59	76.3
- BRANDED CODESHARE PARTNERS	91	85.7	921	83.3	2916	85.3	1056	82.8	238	79.0	0	0.0
<b>ALLEGiant AIR</b>	<b>26</b>	<b>88.5</b>	<b>48</b>	<b>62.5</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>
<b>AMERICAN AIRLINES NETWORK</b>	<b>5698</b>	<b>86.4</b>	<b>585</b>	<b>76.4</b>	<b>534</b>	<b>72.3</b>	<b>845</b>	<b>74.6</b>	<b>367</b>	<b>76.3</b>	<b>1260</b>	<b>75.5</b>
- AMERICAN AIRLINES	3971	86.7	585	76.4	442	69.2	725	71.2	275	74.5	1087	73.2
- BRANDED CODESHARE PARTNERS	1727	85.6	0	0.0	92	87.0	120	95.0	92	81.5	173	89.6
<b>DELTA AIR LINES NETWORK</b>	<b>959</b>	<b>80.7</b>	<b>749</b>	<b>80.0</b>	<b>3744</b>	<b>86.4</b>	<b>1058</b>	<b>77.5</b>	<b>6867</b>	<b>87.2</b>	<b>1103</b>	<b>73.0</b>
- DELTA AIR LINES	818	81.4	691	81.0	2397	82.8	767	76.9	4156	83.4	1103	73.0
- BRANDED CODESHARE PARTNERS	141	76.6	58	67.2	1347	92.9	291	79.0	2711	93.0	0	0.0
<b>FRONTIER AIRLINES</b>	<b>397</b>	<b>68.8</b>	<b>160</b>	<b>70.6</b>	<b>40</b>	<b>72.5</b>	<b>221</b>	<b>67.9</b>	<b>99</b>	<b>72.7</b>	<b>363</b>	<b>60.1</b>
<b>HAWAIIAN AIRLINES</b>	<b>31</b>	<b>93.5</b>	<b>62</b>	<b>80.6</b>	<b>62</b>	<b>62.9</b>	<b>79</b>	<b>65.8</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>
<b>JETBLUE AIRWAYS</b>	<b>84</b>	<b>67.9</b>	<b>151</b>	<b>84.1</b>	<b>90</b>	<b>66.7</b>	<b>466</b>	<b>80.9</b>	<b>155</b>	<b>78.7</b>	<b>426</b>	<b>73.9</b>
<b>SOUTHWEST AIRLINES</b>	<b>4951</b>	<b>79.8</b>	<b>2705</b>	<b>81.1</b>	<b>828</b>	<b>75.1</b>	<b>762</b>	<b>75.3</b>	<b>882</b>	<b>79.7</b>	<b>1855</b>	<b>72.4</b>
<b>SPIRIT AIRLINES</b>	<b>49</b>	<b>73.5</b>	<b>132</b>	<b>72.7</b>	<b>64</b>	<b>71.9</b>	<b>0</b>	<b>0.0</b>	<b>24</b>	<b>87.5</b>	<b>417</b>	<b>77.0</b>
<b>UNITED AIRLINES NETWORK</b>	<b>843</b>	<b>82.3</b>	<b>873</b>	<b>81.4</b>	<b>647</b>	<b>78.5</b>	<b>5507</b>	<b>85.5</b>	<b>600</b>	<b>79.5</b>	<b>703</b>	<b>76.7</b>
- UNITED AIRLINES	748	81.8	783	80.3	608	77.8	3595	83.3	177	65.5	703	76.7
- BRANDED CODESHARE PARTNERS	95	86.3	90	91.1	39	89.7	1912	89.7	423	85.3	0	0.0
<b>TOTAL</b>	<b>13,472</b>	<b>82.7</b>	<b>7,119</b>	<b>80.4</b>	<b>14,767</b>	<b>81.0</b>	<b>11,094</b>	<b>80.6</b>	<b>9,310</b>	<b>84.9</b>	<b>6,186</b>	<b>73.3</b>

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

## AIR TRAVEL CONSUMER REPORT

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

MAY 2022

ARRIVAL AIRPORT*																
CARRIER	ATL		BNA		BOS		BWI		CLT		DAL		DCA		DEN	
	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME
ALASKA AIRLINES	84	82.1	60	81.7	215	80.0	29	69.0	0	0.0	83	75.9	152	62.5	164	84.1
ALLEGiant AIR	0	0.0	222	55.4	67	55.2	36	61.1	0	0.0	0	0.0	0	0.0	36	75.0
AMERICAN AIRLINES	529	69.2	538	73.8	1888	73.3	268	74.6	8455	78.5	0	0.0	2212	71.8	671	75.0
DELTA AIR LINES	18297	83.4	488	84.2	1738	73.8	447	79.4	472	88.3	150	89.3	677	72.1	902	77.1
ENDEAVOR AIR	3042	84.9	172	73.3	322	77.6	93	86.0	238	72.3	0	0.0	205	73.7	0	0.0
ENVOY AIR	170	82.9	264	80.7	150	79.3	27	88.9	318	78.6	0	0.0	289	74.7	0	0.0
FRONTIER AIRLINES	667	56.1	65	69.2	71	62.0	127	55.9	103	60.2	0	0.0	90	70.0	1776	68.9
HAWAIIAN AIRLINES	0	0.0	0	0.0	18	77.8	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
HORIZON AIR	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
JETBLUE AIRWAYS	196	76.5	213	71.4	3742	68.6	0	0.0	73	83.6	0	0.0	890	71.6	155	81.9
MESA AIRLINES	118	77.1	24	83.3	5	80.0	13	84.6	111	71.2	0	0.0	90	66.7	0	0.0
PSA AIRLINES	106	90.6	251	79.7	0	0.0	20	65.0	5268	81.2	0	0.0	2766	70.4	0	0.0
REPUBLIC AIRWAYS	581	76.9	449	74.2	2069	72.3	128	71.1	769	71.0	0	0.0	3011	70.2	0	0.0
SKYWEST AIRLINES	229	79.5	558	78.7	2	100.0	58	79.3	133	82.0	2	50.0	91	76.9	4982	84.2
SOUTHWEST AIRLINES	2694	78.7	3648	81.7	478	63.8	5244	72.2	209	68.4	5264	75.4	1295	71.5	6665	80.3
SPIRIT AIRLINES	816	73.7	167	63.5	367	65.4	534	62.9	120	54.2	0	0.0	0	0.0	147	79.6
UNITED AIRLINES	339	69.6	360	67.2	987	71.7	262	85.5	57	78.9	0	0.0	393	73.3	6886	82.7
<b>TOTAL</b>	<b>27,868</b>	<b>81.5</b>	<b>7,479</b>	<b>78.0</b>	<b>12,119</b>	<b>71.1</b>	<b>7,286</b>	<b>72.5</b>	<b>16,326</b>	<b>78.8</b>	<b>5,499</b>	<b>75.8</b>	<b>12,161</b>	<b>71.1</b>	<b>22,384</b>	<b>80.8</b>

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

## AIR TRAVEL CONSUMER REPORT

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

MAY 2022

ARRIVAL AIRPORT*																
CARRIER	DFW		DTW		EWR		FLL		IAD		IAH		JFK		LAS	
	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME
ALASKA AIRLINES	156	78.8	39	82.1	329	52.9	46	78.3	118	68.6	58	91.4	371	76.3	437	81.9
ALLEGiant AIR	0	0.0	0	0.0	55	70.9	272	51.5	36	69.4	0	0.0	0	0.0	761	59.0
AMERICAN AIRLINES	11902	80.2	273	72.5	776	55.7	440	76.8	161	69.6	580	73.6	1395	73.0	1036	75.6
DELTA AIR LINES	973	78.7	4942	82.2	444	61.0	1003	72.1	203	76.4	568	80.1	2147	69.9	1202	75.9
ENDEAVOR AIR	0	0.0	1236	89.5	157	70.1	0	0.0	0	0.0	0	0.0	1773	77.0	0	0.0
ENVOY AIR	3688	79.9	70	70.0	0	0.0	0	0.0	0	0.0	66	74.2	0	0.0	0	0.0
FRONTIER AIRLINES	351	70.4	63	71.4	0	0.0	215	67.4	0	0.0	71	80.3	0	0.0	1196	61.2
HAWAIIAN AIRLINES	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	31	71.0	113	90.3
HORIZON AIR	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	77	83.1
JETBLUE AIRWAYS	62	93.5	117	70.1	694	54.9	1684	73.0	0	0.0	62	74.2	3913	66.6	307	75.2
MESA AIRLINES	1844	76.5	25	88.0	0	0.0	0	0.0	642	78.0	2240	86.5	0	0.0	0	0.0
PSA AIRLINES	8	87.5	156	67.3	0	0.0	0	0.0	43	88.4	0	0.0	0	0.0	0	0.0
REPUBLIC AIRWAYS	4	100.0	470	70.0	3156	53.6	0	0.0	514	72.2	112	85.7	2027	67.3	0	0.0
SKYWEST AIRLINES	3433	74.5	2640	84.2	91	74.7	0	0.0	338	78.4	1662	86.0	0	0.0	253	75.1
SOUTHWEST AIRLINES	0	0.0	306	60.5	0	0.0	1294	72.9	178	71.9	530	84.5	0	0.0	6212	76.7
SPIRIT AIRLINES	632	68.4	720	71.1	632	53.0	1895	68.4	0	0.0	608	71.4	0	0.0	1879	66.5
UNITED AIRLINES	662	75.1	54	77.8	5826	55.2	735	70.3	2519	76.5	4952	83.5	123	78.0	1002	78.1
<b>TOTAL</b>	<b>23,715</b>	<b>78.4</b>	<b>11,111</b>	<b>80.9</b>	<b>12,160</b>	<b>55.3</b>	<b>7,584</b>	<b>70.8</b>	<b>4,752</b>	<b>75.8</b>	<b>11,509</b>	<b>83.1</b>	<b>11,780</b>	<b>70.1</b>	<b>14,475</b>	<b>73.4</b>

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

## AIR TRAVEL CONSUMER REPORT

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

MAY 2022

ARRIVAL AIRPORT*																
CARRIER	LAX		LGA		MCO		MDW		MIA		MSP		ORD		PHL	
	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME
ALASKA AIRLINES	824	75.7	0	0.0	184	78.3	0	0.0	0	0.0	82	75.6	277	76.5	62	87.1
ALLEGiant AIR	118	69.5	0	0.0	0	0.0	45	80.0	0	0.0	38	81.6	0	0.0	0	0.0
AMERICAN AIRLINES	2506	81.6	1930	66.1	1473	74.7	0	0.0	4921	76.5	246	76.4	4103	79.1	2688	77.0
DELTA AIR LINES	2582	79.0	2191	71.4	1634	76.1	93	66.7	758	73.7	4700	81.5	827	82.1	362	75.4
ENDEAVOR AIR	0	0.0	2963	75.1	0	0.0	0	0.0	0	0.0	713	86.1	62	74.2	0	0.0
ENVOY AIR	0	0.0	0	0.0	0	0.0	0	0.0	1879	80.2	112	73.2	3697	85.7	0	0.0
FRONTIER AIRLINES	0	0.0	92	55.4	1366	58.4	237	71.3	279	56.6	32	78.1	62	54.8	700	55.6
HAWAIIAN AIRLINES	186	86.6	0	0.0	13	69.2	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
HORIZON AIR	110	84.5	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	29	65.5	0	0.0
JETBLUE AIRWAYS	993	73.1	1157	62.1	1453	67.4	0	0.0	333	75.4	90	66.7	117	83.8	143	76.2
MESA AIRLINES	0	0.0	206	71.4	0	0.0	0	0.0	10	70.0	53	90.6	8	87.5	0	0.0
PSA AIRLINES	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	62	80.6	0	0.0	1643	78.8
REPUBLIC AIRWAYS	0	0.0	3870	71.0	0	0.0	0	0.0	16	50.0	190	76.3	1382	80.8	921	72.7
SKYWEST AIRLINES	4025	85.3	123	70.7	0	0.0	181	75.7	0	0.0	3236	82.2	4665	84.0	82	78.0
SOUTHWEST AIRLINES	2498	78.7	1055	64.7	3063	72.7	5556	77.2	578	64.7	383	66.1	817	72.5	357	69.7
SPIRIT AIRLINES	909	68.3	414	64.7	2087	65.1	0	0.0	602	71.9	77	68.8	598	71.6	537	65.2
UNITED AIRLINES	2054	83.0	577	70.2	1154	74.2	0	0.0	506	66.6	351	73.5	5691	84.0	315	77.5
<b>TOTAL</b>	<b>16,805</b>	<b>80.3</b>	<b>14,578</b>	<b>69.8</b>	<b>12,427</b>	<b>70.1</b>	<b>6,112</b>	<b>76.8</b>	<b>9,882</b>	<b>74.9</b>	<b>10,365</b>	<b>80.6</b>	<b>22,335</b>	<b>82.1</b>	<b>7,810</b>	<b>73.8</b>

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

## AIR TRAVEL CONSUMER REPORT

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

MAY 2022

ARRIVAL AIRPORT*												
CARRIER	PHX		SAN		SEA		SFO		SLC		TPA	
	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME
ALASKA AIRLINES	343	90.1	733	80.2	5842	77.8	1100	68.7	78	71.8	59	76.3
ALLEGiant AIR	26	88.5	48	62.5	0	0.0	0	0.0	0	0.0	0	0.0
AMERICAN AIRLINES	3971	86.7	585	76.4	442	69.2	725	71.2	275	74.5	1087	73.2
DELTA AIR LINES	818	81.4	691	81.0	2397	82.8	767	76.9	4156	83.4	1103	73.0
ENDEAVOR AIR	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
ENVOY AIR	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	173	89.6
FRONTIER AIRLINES	397	68.8	160	70.6	40	72.5	221	67.9	99	72.7	363	60.1
HAWAIIAN AIRLINES	31	93.5	62	80.6	62	62.9	79	65.8	0	0.0	0	0.0
HORIZON AIR	80	83.8	59	86.4	2531	85.2	126	91.3	0	0.0	0	0.0
JETBLUE AIRWAYS	84	67.9	151	84.1	90	66.7	466	80.9	155	78.7	426	73.9
MESA AIRLINES	889	82.6	0	0.0	0	0.0	0	0.0	72	80.6	0	0.0
PSA AIRLINES	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
REPUBLIC AIRWAYS	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
SKYWEST AIRLINES	1085	87.2	1010	82.9	1863	91.1	3253	86.6	3392	91.0	0	0.0
SOUTHWEST AIRLINES	4951	79.8	2705	81.1	828	75.1	762	75.3	882	79.7	1855	72.4
SPIRIT AIRLINES	49	73.5	132	72.7	64	71.9	0	0.0	24	87.5	417	77.0
UNITED AIRLINES	748	81.8	783	80.3	608	77.8	3595	83.3	177	65.5	703	76.7
<b>TOTAL</b>	<b>13,472</b>	<b>82.7</b>	<b>7,119</b>	<b>80.4</b>	<b>14,767</b>	<b>81.0</b>	<b>11,094</b>	<b>80.6</b>	<b>9,310</b>	<b>84.9</b>	<b>6,186</b>	<b>73.3</b>

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



## AIR TRAVEL CONSUMER REPORT

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

MAY 2022

ARRIVAL AIRPORT*																
SCHEDULED ARRIVAL TIME	ATL	BNA	BOS	BWI	CLT	DAL	DCA	DEN	DFW	DTW	EWR	FLL	IAD	IAH	JFK	LAS
0600-0659	82.6	100.0	76.0	91.9	84.8	96.3	89.2	90.1	91.4	85.5	74.0	73.6	81.0	87.9	75.5	93.1
0700-0759	87.7	96.2	80.7	92.3	87.2	94.6	83.9	91.9	84.8	90.8	75.0	78.8	89.4	95.1	77.2	90.6
0800-0859	87.2	94.5	82.1	90.9	87.6	95.0	86.8	90.7	89.3	87.2	77.2	86.2	92.6	88.5	81.0	86.2
0900-0959	89.1	90.1	81.2	88.8	89.8	92.6	74.1	90.4	84.5	89.6	78.1	85.6	73.3	81.6	79.6	82.9
1000-1059	88.4	84.9	84.8	94.0	86.2	93.5	83.6	87.4	84.6	84.1	82.2	85.4	84.6	88.0	87.7	83.1
1100-1159	87.6	89.8	80.9	89.7	87.1	86.8	79.1	87.3	84.8	87.9	80.9	81.7	83.0	87.5	80.2	83.6
1200-1259	85.9	84.3	85.4	84.3	89.0	81.3	76.6	88.8	82.7	84.4	79.4	75.5	85.4	92.6	78.6	79.4
1300-1359	86.0	80.5	81.7	81.3	83.6	85.1	72.8	87.0	81.9	83.0	74.0	72.1	85.3	87.8	75.3	79.0
1400-1459	84.6	75.8	74.1	77.5	82.6	83.3	70.2	80.8	78.2	84.0	60.6	75.5	77.1	84.0	68.3	73.5
1500-1559	82.7	79.9	71.7	68.0	78.3	79.6	74.8	74.4	78.7	82.3	45.9	70.1	83.0	85.2	75.6	71.9
1600-1659	80.3	75.6	71.8	74.6	74.3	73.3	63.3	78.4	78.5	80.1	43.4	67.8	69.2	81.4	69.4	67.0
1700-1759	79.2	66.0	66.0	74.8	72.7	70.2	67.5	74.7	73.3	79.7	34.2	65.4	72.2	81.9	67.9	66.2
1800-1859	77.1	69.8	57.2	57.9	69.7	62.0	66.0	75.1	73.4	73.2	31.0	61.6	67.2	81.1	56.8	66.7
1900-1959	74.2	69.8	58.5	65.5	65.9	63.4	62.7	71.4	67.4	76.4	32.1	58.0	62.1	73.5	64.5	66.2
2000-2059	73.4	71.4	60.6	50.7	58.7	58.6	61.1	70.1	71.1	77.9	26.0	57.1	69.4	75.6	63.8	67.0
2100-2159	72.4	65.8	60.8	45.0	64.1	57.8	62.9	69.9	68.3	70.2	27.2	57.0	66.1	68.8	58.7	63.7
2200-2259	68.9	65.7	61.6	58.2	62.1	57.5	62.6	68.2	67.2	66.2	42.0	62.4	71.3	73.4	55.8	63.9
2300-0559	68.1	65.7	64.7	54.7	72.0	57.0	66.5	66.2	71.5	64.6	59.8	61.7	71.5	73.4	68.1	58.1
TOTAL	81.5	78.0	71.1	72.5	78.8	75.8	71.1	80.8	78.4	80.9	55.3	70.8	75.8	83.1	70.1	73.4

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

## AIR TRAVEL CONSUMER REPORT

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

MAY 2022

ARRIVAL AIRPORT*															
SCHEDULED ARRIVAL TIME	LAX	LGA	MCO	MDW	MIA	MSP	ORD	PHL	PHX	SAN	SEA	SFO	SLC	TPA	TOTAL
0600-0659	90.7	93.2	72.7	94.7	76.2	86.0	88.8	81.2	92.8	0.0	91.7	93.7	89.8	65.4	86.7
0700-0759	90.4	86.4	85.5	95.1	89.5	87.3	89.1	84.2	93.3	94.0	91.5	91.8	93.5	96.0	87.9
0800-0859	89.6	85.2	88.8	89.1	90.2	87.4	86.5	86.9	93.0	87.1	87.2	90.1	94.9	93.7	88.1
0900-0959	87.2	84.2	84.8	90.5	86.1	87.6	83.5	84.3	88.6	87.6	86.2	87.7	89.7	89.2	85.8
1000-1059	86.4	82.0	87.0	84.5	85.1	85.7	89.2	87.7	91.4	88.3	82.9	82.4	87.8	83.6	86.1
1100-1159	83.1	80.4	80.0	94.1	83.3	88.2	89.5	82.3	87.8	82.9	82.0	79.9	87.6	82.2	84.6
1200-1259	84.7	80.8	78.6	88.4	81.5	86.1	88.4	79.7	86.9	85.5	84.9	83.7	87.7	80.1	84.3
1300-1359	82.9	75.0	80.6	90.6	74.2	81.6	87.6	79.8	84.6	85.7	85.4	82.7	87.1	84.9	82.2
1400-1459	82.9	69.6	75.6	87.4	80.7	85.0	83.5	80.9	83.3	84.3	83.4	81.6	87.7	82.8	79.3
1500-1559	83.3	68.1	75.5	76.1	79.6	78.8	79.0	68.3	82.7	82.7	79.2	84.9	83.7	76.8	77.4
1600-1659	77.8	65.8	73.6	63.6	65.9	76.3	81.0	77.7	81.4	72.8	78.6	78.4	86.1	78.1	73.9
1700-1759	79.6	62.8	61.2	70.5	69.8	74.3	78.0	68.8	80.0	74.8	81.1	86.7	71.4	74.7	72.4
1800-1859	78.9	55.2	59.8	72.8	64.0	76.4	72.8	64.6	72.9	79.3	78.4	75.8	72.2	67.8	69.5
1900-1959	74.4	53.5	61.6	63.0	67.6	78.6	75.5	59.9	77.6	75.5	75.2	74.0	83.5	68.2	68.7
2000-2059	73.2	56.4	55.0	62.4	63.3	69.0	78.4	68.0	71.0	73.6	76.2	70.6	81.5	52.4	66.6
2100-2159	75.6	57.4	55.1	63.1	65.2	68.2	68.6	58.3	67.7	76.7	71.2	75.4	79.1	66.3	65.2
2200-2259	70.9	62.9	60.4	53.7	57.2	56.0	62.1	64.2	67.0	66.8	73.1	77.1	71.8	57.6	64.2
2300-0559	65.9	62.2	57.9	58.9	62.1	69.5	78.3	59.7	69.5	74.5	78.0	65.2	68.2	58.0	65.2
<b>TOTAL</b>	<b>80.3</b>	<b>69.8</b>	<b>70.1</b>	<b>76.8</b>	<b>74.9</b>	<b>80.6</b>	<b>82.1</b>	<b>73.8</b>	<b>82.7</b>	<b>80.4</b>	<b>81.0</b>	<b>80.6</b>	<b>84.9</b>	<b>73.3</b>	<b>76.9</b>

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

## AIR TRAVEL CONSUMER REPORT

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

MAY 2022

DEPARTURE AIRPORT*																
SCHEDULED DEPARTURE TIME	ATL	BNA	BOS	BWI	CLT	DAL	DCA	DEN	DFW	DTW	EWR	FLL	IAD	IAH	JFK	LAS
0600-0659	88.7	92.1	89.4	91.0	87.0	93.4	88.2	84.2	86.0	88.5	82.7	91.3	87.7	90.7	84.8	93.5
0700-0759	80.8	87.7	88.6	82.1	88.0	91.1	87.7	86.0	86.9	85.4	83.1	87.7	87.1	89.8	81.5	86.2
0800-0859	86.0	85.2	81.1	81.4	90.2	88.8	86.4	83.9	89.5	87.9	69.9	86.0	85.7	88.9	81.8	82.9
0900-0959	84.0	90.8	81.6	66.7	89.6	89.1	80.2	84.5	85.5	83.0	75.5	82.7	88.9	82.2	82.4	78.5
1000-1059	82.7	83.4	74.6	76.2	87.8	83.3	79.7	81.3	81.8	81.7	72.7	83.1	84.2	81.4	77.1	76.4
1100-1159	84.4	79.9	79.8	77.2	85.1	84.4	76.7	82.7	81.6	79.1	74.4	79.1	81.7	81.0	80.9	76.7
1200-1259	82.0	83.2	78.9	78.8	85.2	66.2	73.9	75.4	78.8	82.3	73.9	75.1	82.1	79.9	76.5	77.1
1300-1359	81.5	75.6	82.7	62.3	81.4	65.6	69.8	78.2	68.4	83.4	70.9	69.4	85.7	84.8	76.1	71.1
1400-1459	80.2	68.9	71.3	55.3	73.5	64.2	67.2	63.1	74.6	76.8	61.9	62.0	50.0	78.4	69.7	66.7
1500-1559	78.7	62.8	64.2	48.3	71.1	72.5	68.1	66.5	65.3	81.9	55.3	59.5	72.0	73.2	62.5	65.3
1600-1659	73.6	68.0	66.0	52.3	72.2	62.2	58.8	61.1	73.0	78.0	40.0	60.7	80.6	73.8	62.1	64.9
1700-1759	71.7	64.5	64.2	52.1	64.3	55.5	60.9	68.8	73.2	73.3	41.2	59.5	62.7	72.3	62.0	53.3
1800-1859	74.3	69.1	61.6	58.5	67.0	53.7	57.7	63.6	69.6	72.0	35.8	59.6	72.6	76.2	61.3	60.1
1900-1959	69.6	67.1	54.7	40.5	63.2	44.1	57.5	64.4	68.2	73.0	33.4	59.3	65.9	74.7	57.3	58.6
2000-2059	68.9	58.1	58.4	42.5	65.0	50.2	64.7	63.0	69.2	69.9	28.5	54.4	58.8	70.8	62.2	57.4
2100-2159	71.8	60.7	60.1	20.9	64.2	41.4	60.9	55.6	72.7	78.5	25.1	56.2	40.0	75.8	57.4	57.2
2200-2259	71.3	60.2	47.1	28.9	62.6	41.7	65.7	51.3	76.0	80.6	11.2	50.6	65.6	69.4	61.7	63.6
2300-0559	77.5	94.0	88.8	87.8	89.0	0.0	84.5	82.1	81.8	79.7	78.8	89.9	93.8	91.7	80.0	74.9
<b>TOTAL</b>	<b>78.1</b>	<b>76.9</b>	<b>74.1</b>	<b>61.6</b>	<b>76.2</b>	<b>69.2</b>	<b>72.1</b>	<b>73.5</b>	<b>76.4</b>	<b>80.5</b>	<b>57.7</b>	<b>69.9</b>	<b>74.9</b>	<b>79.5</b>	<b>71.0</b>	<b>71.7</b>

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

## AIR TRAVEL CONSUMER REPORT

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

MAY 2022

DEPARTURE AIRPORT*															
SCHEDULED DEPARTURE TIME	LAX	LGA	MCO	MDW	MIA	MSP	ORD	PHL	PHX	SAN	SEA	SFO	SLC	TPA	TOTAL
0600-0659	91.5	85.8	87.6	92.7	87.5	90.0	91.0	85.3	95.3	95.3	86.5	92.1	92.6	91.3	89.2
0700-0759	90.1	85.9	88.2	90.3	84.7	87.0	89.5	85.2	91.2	90.7	87.6	88.6	93.4	87.6	87.2
0800-0859	87.4	83.6	83.9	85.0	89.7	86.1	87.1	87.7	88.8	87.7	86.9	86.8	89.5	86.0	86.0
0900-0959	85.4	81.5	78.0	81.8	85.5	86.3	84.3	85.7	82.8	85.2	85.2	85.6	89.1	88.0	83.6
1000-1059	81.6	80.0	76.5	76.3	87.4	83.9	85.0	85.3	85.0	87.8	83.6	82.9	84.6	85.4	81.8
1100-1159	81.5	76.0	77.8	79.6	76.1	85.0	82.5	79.7	81.6	86.1	79.3	80.5	86.6	74.3	81.1
1200-1259	77.0	76.7	74.6	84.9	79.1	82.7	79.0	80.4	80.9	80.1	78.6	77.2	85.3	78.0	78.8
1300-1359	77.9	73.8	71.3	67.4	77.7	78.2	83.7	78.1	77.0	79.8	81.3	79.7	82.8	79.0	77.2
1400-1459	75.2	69.9	67.0	61.8	71.9	77.5	79.9	79.6	72.4	80.5	84.3	77.9	77.5	72.4	73.0
1500-1559	73.0	63.6	68.8	55.9	73.1	78.9	73.9	77.2	76.2	82.4	81.7	77.0	82.2	69.2	70.9
1600-1659	78.8	61.9	66.6	41.4	71.2	73.4	71.2	73.7	74.9	80.0	72.1	81.1	83.6	65.1	69.1
1700-1759	65.9	56.2	65.0	45.0	64.1	72.5	75.4	67.2	67.5	80.6	79.9	73.4	79.2	68.8	66.3
1800-1859	77.5	61.1	55.3	49.6	58.6	76.1	72.6	69.4	71.2	72.8	80.6	85.4	56.5	58.5	67.2
1900-1959	78.4	57.1	55.0	49.4	62.4	72.8	71.7	70.1	59.8	71.6	80.2	79.8	73.3	65.2	64.3
2000-2059	76.7	53.0	48.7	37.8	64.7	76.4	74.8	50.0	74.7	75.2	77.1	76.9	83.6	58.7	63.9
2100-2159	74.0	57.7	45.0	30.7	60.3	72.4	79.0	65.8	53.2	71.2	70.4	75.9	90.0	45.6	63.0
2200-2259	75.7	55.2	45.1	27.5	66.0	77.0	80.0	47.4	60.5	85.1	77.4	77.7	85.0	66.1	66.3
2300-0559	82.0	90.9	77.3	95.5	91.9	89.9	80.4	79.5	88.7	85.7	82.5	78.5	79.3	94.3	82.7
<b>TOTAL</b>	<b>80.5</b>	<b>70.7</b>	<b>70.3</b>	<b>64.9</b>	<b>73.3</b>	<b>80.3</b>	<b>80.2</b>	<b>78.4</b>	<b>78.9</b>	<b>83.4</b>	<b>81.4</b>	<b>81.6</b>	<b>84.6</b>	<b>76.3</b>	<b>75.5</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**  
MAY 2022

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Aberdeen, SD (ABR)	77.4	83.9	62	62
Abilene, TX (ABI)	78.3	80.0	180	180
Adak Island, AK (ADK)	87.5	75.0	8	8
Aguadilla, PR (BQN)	67.7	67.2	260	259
Akron, OH (CAK)	69.8	81.2	169	170
Alamosa, CO (ALS)	82.7	84.6	52	52
Albany, GA (ABY)	82.4	87.9	91	91
Albany, NY (ALB)	71.0	76.2	1056	1055
Albuquerque, NM (ABQ)	78.0	81.5	1777	1775
Alexandria, LA (AEX)	85.8	83.2	233	232
Allentown/Bethlehem/Easton, PA (ABE)	75.8	86.1	409	409
Alpena, MI (APN)	92.5	92.5	53	53
Amarillo, TX (AMA)	75.8	77.6	434	434
Anchorage, AK (ANC)	79.2	85.4	1792	1788
Appleton, WI (ATW)	77.1	85.7	428	428
Arcata/Eureka, CA (ACV)	83.3	86.3	174	175
Asheville, NC (AVL)	71.6	75.5	789	787
Ashland, WV (HTS)	69.7	60.6	33	33
Aspen, CO (ASE)	61.7	64.2	120	120
Atlanta, GA (ATL)	81.5	78.1	27868	27864
Atlantic City, NJ (ACY)	74.2	79.6	283	284
Augusta, GA (AGS)	86.2	84.1	334	334
Austin, TX (AUS)	78.9	78.2	7863	7867
Bakersfield, CA (BFL)	80.6	81.2	217	218
Baltimore, MD (BWI)	72.5	61.6	7286	7286
Bangor, ME (BGR)	67.8	78.2	475	476
Barrow, AK (BRW)	80.6	67.7	31	31
Baton Rouge, LA (BTR)	84.1	82.7	389	388
Beaumont/Port Arthur, TX (BPT)	85.9	81.3	64	64
Bellefonte, PA (BLF)	74.8	63.6	107	107
Bellingham, WA (BLI)	85.0	90.8	327	327
Bemidji, MN (BJI)	79.0	83.9	62	62
Bend/Redmond, OR (RDM)	84.7	88.5	707	707
Bethel, AK (BET)	90.2	78.7	61	61
Billings, MT (BIL)	79.6	86.1	294	294
Binghamton, NY (BGM)	93.5	96.8	31	31
Birmingham, AL (BHM)	72.6	76.1	1274	1274
Bismarck/Mandan, ND (BIS)	79.5	83.5	303	303
Bloomington/Normal, IL (BMI)	81.5	85.5	227	227
Boise, ID (BOI)	83.2	86.6	2117	2118
Boston, MA (BOS)	71.1	74.1	12119	12116

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Bozeman, MT (BZN)	80.0	84.7	700	700
Brainerd, MN (BRD)	79.2	84.9	53	53
Branson, MO (BKG)	66.7	77.8	9	9
Bristol/Johnson City/Kingsport, TN (TRI)	79.7	80.0	301	300
Brownsville, TX (BRO)	78.2	79.0	124	124
Brunswick, GA (BQK)	83.7	85.9	92	92
Buffalo, NY (BUF)	71.8	77.4	1722	1723
Burbank, CA (BUR)	81.0	82.6	2750	2751
Burlington, VT (BTV)	75.5	81.5	644	644
Butte, MT (BTM)	86.8	94.3	53	53
Cape Girardeau, MO (CGI)	77.4	80.6	62	62
Casper, WY (CPR)	87.6	87.6	97	97
Cedar City, UT (CDC)	86.8	90.6	53	53
Cedar Rapids/Iowa City, IA (CID)	83.3	82.3	665	665
Champaign/Urbana, IL (CMI)	81.5	83.9	124	124
Charleston, SC (CHS)	72.8	73.2	2346	2348
Charleston/Dunbar, WV (CRW)	79.5	80.9	278	278
Charlotte Amalie, VI (STT)	80.1	77.6	492	492
Charlotte, NC (CLT)	78.8	76.2	16326	16319
Charlottesville, VA (CHO)	80.7	77.8	296	297
Chattanooga, TN (CHA)	81.0	82.6	517	516
Cheyenne, WY (CYS)	89.5	89.5	57	57
Chicago, IL (MDW)	76.8	64.9	6112	6114
Chicago, IL (ORD)	82.1	80.2	22335	22346
Christiansted, VI (STX)	78.1	87.6	105	105
Cincinnati, OH (CVG)	72.2	78.5	3042	3042
Clarksburg/Fairmont, WV (CKB)	79.6	79.6	113	113
Cleveland, OH (CLE)	72.6	77.1	3410	3412
Cody, WY (COD)	75.8	67.7	124	124
College Station/Bryan, TX (CLL)	89.2	85.0	120	120
Colorado Springs, CO (COS)	77.8	82.0	1025	1024
Columbia, MO (COU)	75.8	80.4	153	153
Columbia, SC (CAE)	76.7	85.1	497	495
Columbus, GA (CSG)	81.9	85.7	182	182
Columbus, MS (GTR)	90.0	90.0	90	90
Columbus, OH (CMH)	72.5	77.4	3342	3343
Columbus, OH (LCK)	65.4	62.9	104	105
Concord, NC (USA)	66.2	62.2	74	74
Cordova, AK (CDV)	85.0	81.7	60	60
Corpus Christi, TX (CRP)	82.3	86.7	385	384
Dallas, TX (DAL)	75.8	69.2	5499	5499

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

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Dallas/Fort Worth, TX (DFW)	78.4	76.4	23715	23701
Dayton, OH (DAY)	75.3	82.5	566	567
Daytona Beach, FL (DAB)	84.4	84.0	243	243
Deadhorse, AK (SCC)	75.6	82.9	41	41
Decatur, IL (DEC)	88.0	89.8	108	108
Del Rio, TX (DRT)	90.3	96.8	62	62
Denver, CO (DEN)	80.8	73.5	22384	22389
Des Moines, IA (DSM)	78.1	87.4	1210	1210
Detroit, MI (DTW)	80.9	80.5	11111	11116
Devils Lake, ND (DVL)	82.7	83.0	52	53
Dickinson, ND (DIK)	100.0	100.0	1	2
Dillingham, AK (DLG)	80.6	87.1	31	31
Dodge City, KS (DDC)	84.9	84.9	53	53
Dothan, AL (DHN)	74.7	85.7	91	91
Dubuque, IA (DBQ)	88.7	93.5	62	62
Duluth, MN (DLH)	82.9	86.7	181	181
Durango, CO (DRO)	80.7	83.9	254	254
Eagle, CO (EGE)	83.9	86.3	124	124
Eau Claire, WI (EAU)	77.4	84.9	53	53
El Paso, TX (ELP)	80.2	84.5	1461	1460
Elko, NV (EKO)	93.5	90.3	31	31
Elmira/Corning, NY (ELM)	93.7	91.3	79	80
Escanaba, MI (ESC)	85.5	77.4	62	62
Eugene, OR (EUG)	81.3	84.2	753	754
Evansville, IN (EVV)	87.9	86.8	190	190
Everett, WA (PAE)	79.8	86.0	392	393
Fairbanks, AK (FAI)	75.1	79.6	438	437
Fargo, ND (FAR)	76.3	81.4	490	490
Fayetteville, AR (XNA)	79.8	79.8	951	950
Fayetteville, NC (FAY)	81.3	87.0	208	208
Flagstaff, AZ (FLG)	88.6	85.2	149	149
Flint, MI (FNT)	71.5	82.1	302	301
Fort Dodge, IA (FOD)	94.8	94.8	58	58
Fort Lauderdale, FL (FLL)	70.8	69.9	7584	7581
Fort Leonard Wood, MO (TBN)	90.7	90.7	54	54
Fort Myers, FL (RSW)	74.1	74.5	2884	2888
Fort Smith, AR (FSM)	74.8	69.7	119	119
Fort Wayne, IN (FWA)	73.8	78.1	454	453
Fresno, CA (FAT)	84.0	86.8	909	907
Gainesville, FL (GNV)	83.2	80.9	328	329
Garden City, KS (GCK)	77.4	79.0	62	62

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Gillette, WY (GCC)	86.8	88.7	53	53
Grand Forks, ND (GFK)	84.3	79.9	134	134
Grand Island, NE (GRI)	74.7	78.5	79	79
Grand Junction, CO (GJT)	84.6	85.6	306	306
Grand Rapids, MI (GRR)	73.0	81.4	1280	1281
Great Falls, MT (GTF)	86.1	87.6	201	201
Green Bay, WI (GRB)	82.0	88.6	334	334
Greensboro/High Point, NC (GSO)	76.0	79.8	830	832
Greer, SC (GSP)	77.6	83.3	1175	1175
Guam, TT (GUM)	91.9	82.3	62	62
Gulfport/Biloxi, MS (GPT)	80.8	83.4	265	265
Gunnison, CO (GUC)	74.2	83.9	62	62
Gustavus, AK (GST)	100.0	100.0	12	12
Hagerstown, MD (HGR)	70.0	50.0	20	20
Hancock/Houghton, MI (CMX)	79.2	84.9	53	53
Harlingen/San Benito, TX (HRL)	81.8	81.0	379	378
Harrisburg, PA (MDT)	82.4	79.0	448	448
Hartford, CT (BDL)	71.8	76.7	2019	2024
Hattiesburg/Laurel, MS (PIB)	84.2	80.7	57	57
Hayden, CO (HDN)	83.9	88.7	124	124
Hays, KS (HYS)	82.3	83.9	62	62
Helena, MT (HLN)	91.2	93.2	102	103
Hibbing, MN (HIB)	87.0	92.6	54	54
Hilo, HI (ITO)	88.9	89.3	514	513
Hilton Head, SC (HHH)	74.9	71.2	215	215
Hobbs, NM (HOB)	80.0	84.4	45	45
Honolulu, HI (HNL)	85.3	84.2	4617	4621
Houston, TX (HOU)	80.0	73.8	4153	4154
Houston, TX (IAH)	83.1	79.5	11509	11509
Huntsville, AL (HSV)	73.7	79.2	710	710
Hyannis, MA (HYA)	66.7	66.7	6	6
Idaho Falls, ID (IDA)	81.4	84.7	451	451
Indianapolis, IN (IND)	72.5	81.5	3614	3612
International Falls, MN (INL)	80.4	86.3	51	51
Iron Mountain/Kingsfd, MI (IMT)	87.1	80.6	62	62
Islip, NY (ISP)	67.1	71.3	414	414
Ithaca/Cortland, NY (ITH)	94.3	86.1	35	36
Jackson/Vicksburg, MS (JAN)	78.0	84.6	677	677
Jacksonville, FL (JAX)	71.6	74.7	2601	2601
Jacksonville/Camp Lejeune, NC (OAJ)	81.0	82.1	168	168
Jamestown, ND (JMS)	79.3	77.2	58	57

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

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Johnstown, PA (JST)	87.1	83.9	62	62
Joplin, MO (JLN)	81.5	85.5	54	55
Juneau, AK (JNU)	85.0	88.9	413	413
Kahului, HI (OGG)	86.6	83.2	2452	2452
Kalamazoo, MI (AZO)	83.7	92.8	153	153
Kalispell, MT (FCA)	79.4	87.0	315	315
Kansas City, MO (MCI)	76.6	80.5	3771	3771
Kearney, NE (EAR)	72.7	85.5	55	55
Ketchikan, AK (KTN)	86.9	89.0	191	191
Key West, FL (EYW)	79.7	76.6	743	743
Killeen, TX (GRK)	77.0	75.8	178	178
King Salmon, AK (AKN)	86.7	80.0	30	30
Knoxville, TN (TYS)	74.9	85.2	1193	1192
Kodiak, AK (ADQ)	89.9	92.8	69	69
Kona, HI (KOA)	85.4	86.8	1393	1394
Kotzebue, AK (OTZ)	88.7	91.9	62	62
La Crosse, WI (LSE)	81.5	84.7	124	124
Lafayette, LA (LFT)	77.1	77.1	350	349
Lake Charles, LA (LCH)	81.7	78.5	93	93
Lansing, MI (LAN)	88.3	90.5	179	179
Laramie, WY (LAR)	83.0	94.3	53	53
Laredo, TX (LRD)	82.9	83.6	152	152
Las Vegas, NV (LAS)	73.4	71.7	14475	14477
Latrobe, PA (LBE)	74.0	83.3	77	78
Lawton/Fort Sill, OK (LAW)	79.7	78.9	123	123
Lewisburg, WV (LWB)	90.3	91.9	62	62
Lewiston, ID (LWS)	90.8	99.0	98	98
Lexington, KY (LEX)	82.3	83.1	638	638
Liberal, KS (LBL)	83.0	86.8	53	53
Lihue, HI (LIH)	85.3	88.6	1290	1289
Lincoln, NE (LNK)	70.0	100.0	10	10
Little Rock, AR (LIT)	77.2	79.0	949	947
Long Beach, CA (LGB)	83.6	77.7	1320	1320
Longview, TX (GGG)	85.7	85.7	91	91
Los Angeles, CA (LAX)	80.3	80.5	16805	16805
Louisville, KY (SDF)	73.5	77.9	1908	1909
Lubbock, TX (LBB)	76.9	82.4	506	507
Lynchburg, VA (LYH)	80.6	83.3	36	36
Madison, WI (MSN)	78.9	82.7	931	930
Manchester, NH (MHT)	66.4	74.9	521	521
Manhattan/Ft. Riley, KS (MHK)	83.9	87.1	155	155

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Marquette, MI (MQT)	85.9	90.2	92	92
Martha's Vineyard, MA (MVY)	66.7	66.7	27	27
Mason City, IA (MCW)	87.9	91.4	58	58
Medford, OR (MFR)	83.1	87.1	698	698
Melbourne, FL (MLB)	80.2	83.2	207	208
Memphis, TN (MEM)	74.7	76.5	1912	1912
Meridian, MS (MEI)	78.4	79.5	88	88
Miami, FL (MIA)	74.9	73.3	9882	9894
Midland/Odessa, TX (MAF)	77.2	81.5	756	757
Milwaukee, WI (MKE)	75.5	84.3	2130	2131
Minneapolis, MN (MSP)	80.6	80.3	10365	10373
Minot, ND (MOT)	80.6	82.2	201	202
Mission/McAllen/Edinburg, TX (MFE)	73.2	78.5	317	317
Missoula, MT (MSO)	82.5	84.9	325	325
Moab, UT (CNY)	86.7	85.0	60	60
Mobile, AL (MOB)	79.5	79.5	376	375
Moline, IL (MLI)	84.2	88.3	368	368
Monroe, LA (MLU)	79.7	83.6	177	177
Monterey, CA (MRY)	80.4	84.7	332	333
Montgomery, AL (MGM)	74.7	78.1	265	265
Montrose/Delta, CO (MTJ)	83.9	87.1	155	155
Mosinee, WI (CWA)	88.3	93.5	154	154
Muskegon, MI (MKG)	87.8	89.8	49	49
Myrtle Beach, SC (MYR)	76.7	79.7	1647	1647
Nantucket, MA (ACK)	72.3	72.3	65	65
Nashville, TN (BNA)	78.0	76.9	7479	7478
New Bern/Morehead/Beaufort, NC (EWN)	73.7	89.5	95	95
New Orleans, LA (MSY)	76.8	76.3	4152	4157
New York, NY (JFK)	70.1	71.0	11780	11777
New York, NY (LGA)	69.8	70.7	14578	14577
Newark, NJ (EWR)	55.3	57.7	12160	12158
Newburgh/Poughkeepsie, NY (SWF)	71.0	62.9	69	70
Newport News/Williamsburg, VA (PHF)	79.7	83.3	79	78
Niagara Falls, NY (IAG)	78.9	52.6	38	38
Nome, AK (OME)	90.3	91.9	62	62
Norfolk, VA (ORF)	67.9	76.8	2028	2027
North Bend/Coos Bay, OR (OTH)	78.4	67.6	37	37
North Platte, NE (LBF)	90.0	98.0	50	50
Oakland, CA (OAK)	81.2	79.0	3988	3988
Ogdensburg, NY (OGS)	85.1	85.1	47	47
Oklahoma City, OK (OKC)	77.3	82.3	1706	1705

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

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Omaha, NE (OMA)	79.2	83.8	1870	1873
Ontario, CA (ONT)	81.3	83.1	2093	2093
Orlando, FL (MCO)	70.1	70.3	12427	12421
Owensboro, KY (OWB)	88.9	88.9	9	9
Paducah, KY (PAH)	81.7	79.6	93	93
Pago Pago, TT (PPG)	0.0	33.3	3	3
Palm Springs, CA (PSP)	83.3	85.5	1160	1162
Panama City, FL (ECP)	77.5	76.3	670	670
Pasco/Kennewick/Richland, WA (PSC)	86.9	90.6	498	498
Pellston, MI (PLN)	86.8	94.3	53	53
Pensacola, FL (PNS)	74.8	78.0	1070	1070
Peoria, IL (PIA)	79.4	82.8	267	268
Petersburg, AK (PSG)	86.9	85.2	61	61
Philadelphia, PA (PHL)	73.8	78.4	7810	7798
Phoenix, AZ (AZA)	70.1	80.7	422	419
Phoenix, AZ (PHX)	82.7	78.9	13472	13470
Pittsburgh, PA (PIT)	74.6	80.6	3560	3561
Plattsburgh, NY (PBG)	72.3	78.5	65	65
Pocatello, ID (PIH)	93.5	93.5	31	31
Ponce, PR (PSE)	51.6	60.2	93	93
Portland, ME (PWM)	59.0	64.2	874	875
Portland, OR (PDX)	79.3	83.5	5207	5212
Portsmouth, NH (PSM)	61.5	53.8	26	26
Prescott, AZ (PRC)	85.5	82.3	62	62
Providence, RI (PVD)	70.3	75.2	1239	1240
Provo, UT (PVU)	81.7	78.7	93	94
Pueblo, CO (PUB)	89.1	85.5	55	55
Pullman, WA (PUW)	89.4	88.5	113	113
Punta Gorda, FL (PGD)	49.8	61.6	452	453
Raleigh/Durham, NC (RDU)	71.6	75.4	4774	4776
Rapid City, SD (RAP)	78.1	82.7	269	271
Redding, CA (RDD)	85.2	89.6	155	154
Reno, NV (RNO)	81.4	87.2	1572	1573
Rhineland, WI (RHI)	80.6	80.6	62	62
Richmond, VA (RIC)	73.6	78.7	1650	1652
Riverton/Lander, WY (RIW)	71.4	85.7	35	35
Roanoke, VA (ROA)	81.9	75.8	149	149
Rochester, MN (RST)	85.8	87.7	155	155
Rochester, NY (ROC)	72.9	80.0	1105	1104
Rock Springs, WY (RKS)	87.1	93.5	31	31
Rockford, IL (RFD)	71.2	57.7	52	52

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Roswell, NM (ROW)	87.1	86.0	93	93
Sacramento, CA (SMF)	80.2	81.7	4703	4703
Saginaw/Bay City/Midland, MI (MBS)	84.6	85.7	91	91
Saipan, TT (SPN)	87.1	83.9	31	31
Salina, KS (SLN)	80.6	78.5	93	93
Salt Lake City, UT (SLC)	84.9	84.6	9310	9311
San Angelo, TX (SJT)	81.7	80.4	153	153
San Antonio, TX (SAT)	81.2	84.2	2926	2926
San Diego, CA (SAN)	80.4	83.4	7119	7116
San Francisco, CA (SFO)	80.6	81.6	11094	11089
San Jose, CA (SJC)	79.2	80.5	4512	4508
San Juan, PR (SJU)	67.4	72.7	2749	2748
San Luis Obispo, CA (SBP)	87.3	85.1	402	402
Sanford, FL (SFB)	68.6	77.9	758	756
Santa Ana, CA (SNA)	80.6	78.4	4053	4051
Santa Barbara, CA (SBA)	82.2	83.2	651	653
Santa Fe, NM (SAF)	75.8	80.2	161	162
Santa Maria, CA (SMX)	40.0	40.0	10	10
Santa Rosa, CA (STS)	78.1	85.9	361	361
Sarasota/Bradenton, FL (SRQ)	70.7	73.1	1289	1288
Sault Ste. Marie, MI (CIU)	74.2	80.6	62	62
Savannah, GA (SAV)	70.9	70.7	1692	1693
Scottsbluff, NE (BFF)	84.7	88.2	85	85
Scranton/Wilkes-Barre, PA (AVP)	79.3	81.7	188	186
Seattle, WA (SEA)	81.0	81.4	14767	14759
Sheridan, WY (SHR)	90.6	92.5	53	53
Shreveport, LA (SHV)	85.9	79.8	327	327
Sioux City, IA (SUX)	79.2	81.1	53	53
Sioux Falls, SD (FSD)	78.4	84.2	645	645
Sitka, AK (SIT)	77.4	89.5	115	114
South Bend, IN (SBN)	79.7	82.6	454	455
Spokane, WA (GEG)	80.4	85.7	1698	1697
Springfield, IL (SPI)	79.4	69.8	107	106
Springfield, MO (SGF)	78.3	77.3	544	543
St. Cloud, MN (STC)	100.0	100.0	1	1
St. George, UT (SGU)	86.8	87.2	235	235
St. Louis, MO (STL)	77.2	75.2	5100	5103
St. Petersburg, FL (PIE)	66.7	75.8	684	683
State College, PA (SCE)	69.3	73.3	101	101
Staunton, VA (SHD)	85.5	91.9	62	62
Stillwater, OK (SWO)	75.8	80.6	62	62



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

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Stockton, CA (SCK)	65.2	51.1	46	47
Sun Valley/Hailey/Ketchum, ID (SUN)	91.9	91.7	37	36
Syracuse, NY (SYR)	71.9	77.9	1125	1126
Tallahassee, FL (TLH)	79.1	77.8	446	446
Tampa, FL (TPA)	73.3	76.3	6186	6189
Texarkana, AR (TXK)	90.3	86.0	93	93
Toledo, OH (TOL)	80.0	66.7	65	66
Traverse City, MI (TVC)	84.3	87.7	254	253
Trenton, NJ (TTN)	66.8	73.5	220	219
Tucson, AZ (TUS)	80.6	84.9	1335	1335
Tulsa, OK (TUL)	76.9	81.7	1281	1280
Twin Falls, ID (TWF)	96.9	83.9	32	31
Tyler, TX (TYR)	89.7	87.6	97	97
Valdosta, GA (VLD)	83.5	81.3	91	91
Valparaiso, FL (VPS)	75.1	75.7	849	848
Vernal, UT (VEL)	83.0	94.3	53	53
Victoria, TX (VCT)	84.9	82.7	53	52
Waco, TX (ACT)	85.2	81.2	149	149
Walla Walla, WA (ALW)	88.7	90.3	62	62
Washington, DC (DCA)	71.1	72.1	12161	12158
Washington, DC (IAD)	75.8	74.9	4752	4759
Waterloo, IA (ALO)	85.2	85.2	61	61
Wenatchee, WA (EAT)	83.9	90.3	62	62
West Palm Beach/Palm Beach, FL (PBI)	70.0	69.9	2096	2095
West Yellowstone, MT (WYS)	85.2	88.9	27	27
White Plains, NY (HPN)	75.8	78.3	1005	1003
Wichita Falls, TX (SPS)	82.1	82.1	95	95
Wichita, KS (ICT)	79.3	79.7	739	738
Williston, ND (XWA)	76.5	82.6	115	115
Wilmington, DE (ILG)	75.0	75.0	8	8
Wilmington, NC (ILM)	75.1	78.4	718	717
Worcester, MA (ORH)	75.5	80.8	151	151
Wrangell, AK (WRG)	82.0	88.5	61	61
Yakima, WA (YKM)	85.5	83.9	62	62
Yakutat, AK (YAK)	81.7	86.7	60	60
Yuma, AZ (YUM)	86.3	88.5	131	131

## AIR TRAVEL CONSUMER REPORT

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

MAY 2022

CARRIER <sup>1</sup>	AT ALL US AIRPORTS				
	NUMBER OF AIRPORTS REPORTED	FLIGHT OPERATIONS SCHEDULED	FLIGHT OPERATIONS CANCELLED	PERCENT OF OPERATIONS CANCELLED	RANK
HAWAIIAN AIRLINES	22	6292	4	0.1	1
SOUTHWEST AIRLINES	107	108027	809	0.7	2
FRONTIER AIRLINES	95	12678	179	1.4	3
ALLEGiant AIR	130	9867	179	1.8	4
AMERICAN AIRLINES NETWORK	228	151756	3052	2.0	5
- AMERICAN AIRLINES	106	71652	1154	1.6	
- BRANDED CODESHARE PARTNERS	212	80104	1898	2.4	
SPIRIT AIRLINES	58	19089	413	2.2	6
ALASKA AIRLINES NETWORK	103	33700	746	2.2	7
- ALASKA AIRLINES	81	19554	661	3.4	
- BRANDED CODESHARE PARTNERS	52	14146	85	0.6	
JETBLUE AIRWAYS	67	23602	539	2.3	8
UNITED AIRLINES NETWORK	236	111224	2674	2.4	9
- UNITED AIRLINES	106	53646	1005	1.9	
- BRANDED CODESHARE PARTNERS	218	57578	1669	2.9	
DELTA AIR LINES NETWORK	208	126715	3398	2.7	10
- DELTA AIR LINES	130	76300	2227	2.9	
- BRANDED CODESHARE PARTNERS	181	50415	1171	2.3	
<b>TOTAL AIRPORTS SERVED</b>	<b>370</b>	<b>602,950</b>	<b>11,993</b>	<b>2.0</b>	

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

MAY 2022

CARRIER <sup>1</sup>	AT ALL US AIRPORTS				
	NUMBER OF AIRPORTS REPORTED	FLIGHT OPERATIONS SCHEDULED	FLIGHT OPERATIONS CANCELLED	PERCENT OF OPERATIONS CANCELLED	RANK
HAWAIIAN AIRLINES	22	6292	4	0.1	1
SOUTHWEST AIRLINES	107	108027	809	0.7	2
SKYWEST AIRLINES	243	66677	523	0.8	3
HORIZON AIR	46	8278	68	0.8	4
ENVOY AIR	139	21351	222	1.0	5
FRONTIER AIRLINES	95	12678	179	1.4	6
AMERICAN AIRLINES	106	71652	1154	1.6	7
ALLEGiant AIR	130	9867	179	1.8	8
UNITED AIRLINES	106	53646	1005	1.9	9
SPIRIT AIRLINES	58	19089	413	2.2	10
MESA AIRLINES	100	11037	242	2.2	11
JETBLUE AIRWAYS	67	23602	539	2.3	12
DELTA AIR LINES	130	76300	2227	2.9	13
PSA AIRLINES	92	19301	582	3.0	14
ENDEAVOR AIR	98	20379	624	3.1	15
ALASKA AIRLINES	81	19554	661	3.4	16
REPUBLIC AIRWAYS	77	31089	1954	6.3	17
<b>TOTAL AIRPORTS SERVED</b>	<b>364</b>	<b>578,819</b>	<b>11,385</b>	<b>2.0</b>	

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 7. CAUSES OF DELAY, BY REPORTING MARKETING CARRIER

MAY 2022

CARRIER	TOTAL RECORDS	ON TIME	% ON TIME	CANCELLED	% CANCELLED	DIVERTED	% DIVERTED	AIR CARRIER DELAY	% AIR CARRIER DELAY	EXTREME WEATHER DELAY	% EXTREME WEATHER DELAY	NATIONAL AVIATION SYSTEM DELAY	% NATIONAL AVIATION SYSTEM DELAY	SECURITY DELAY	% SECURITY DELAY	LATE ARRIVING AIRCRAFT DELAY	% LATE ARRIVING AIRCRAFT DELAY
<b>ALASKA AIRLINES NETWORK</b>	<b>33700</b>	<b>27039</b>	<b>80.23</b>	<b>746</b>	<b>2.21</b>	<b>56</b>	<b>0.17</b>	<b>2028</b>	<b>6.02</b>	<b>66</b>	<b>0.20</b>	<b>1645</b>	<b>4.88</b>	<b>31</b>	<b>0.09</b>	<b>2089</b>	<b>6.20</b>
- ALASKA AIRLINES	19554	15337	78.43	661	3.38	39	0.20	1152	5.89	52	0.27	1331	6.81	30	0.15	952	4.87
- BRANDED CODESHARE PARTNERS	14146	11702	82.72	85	0.60	17	0.12	876	6.19	14	0.10	314	2.22	1	0.01	1137	8.04
<b>ALLEGIAN AIR</b>	<b>9867</b>	<b>6510</b>	<b>65.98</b>	<b>179</b>	<b>1.81</b>	<b>22</b>	<b>0.22</b>	<b>827</b>	<b>8.38</b>	<b>134</b>	<b>1.36</b>	<b>834</b>	<b>8.45</b>	<b>15</b>	<b>0.15</b>	<b>1346</b>	<b>13.64</b>
<b>AMERICAN AIRLINES NETWORK</b>	<b>151756</b>	<b>117424</b>	<b>77.38</b>	<b>3052</b>	<b>2.01</b>	<b>463</b>	<b>0.31</b>	<b>9676</b>	<b>6.38</b>	<b>1794</b>	<b>1.18</b>	<b>8055</b>	<b>5.31</b>	<b>64</b>	<b>0.04</b>	<b>11228</b>	<b>7.40</b>
- AMERICAN AIRLINES	71652	54893	76.61	1154	1.61	215	0.30	5016	7.00	785	1.10	4151	5.79	34	0.05	5403	7.54
- BRANDED CODESHARE PARTNERS	80104	62531	78.06	1898	2.37	248	0.31	4660	5.82	1009	1.26	3904	4.87	30	0.04	5825	7.27
<b>DELTA AIR LINES NETWORK</b>	<b>126715</b>	<b>102296</b>	<b>80.73</b>	<b>3398</b>	<b>2.68</b>	<b>281</b>	<b>0.22</b>	<b>10013</b>	<b>7.90</b>	<b>1103</b>	<b>0.87</b>	<b>4681</b>	<b>3.69</b>	<b>30</b>	<b>0.02</b>	<b>4912</b>	<b>3.88</b>
- DELTA AIR LINES	76300	61301	80.34	2227	2.92	182	0.24	6026	7.90	342	0.45	2973	3.90	6	0.01	3242	4.25
- BRANDED CODESHARE PARTNERS	50415	40995	81.32	1171	2.32	99	0.20	3987	7.91	761	1.51	1708	3.39	24	0.05	1670	3.31
<b>FRONTIER AIRLINES</b>	<b>12678</b>	<b>8191</b>	<b>64.61</b>	<b>179</b>	<b>1.41</b>	<b>22</b>	<b>0.17</b>	<b>1327</b>	<b>10.47</b>	<b>61</b>	<b>0.48</b>	<b>1456</b>	<b>11.48</b>	<b>0</b>	<b>0.00</b>	<b>1442</b>	<b>11.37</b>
<b>HAWAIIAN AIRLINES</b>	<b>6292</b>	<b>5410</b>	<b>85.98</b>	<b>4</b>	<b>0.06</b>	<b>5</b>	<b>0.08</b>	<b>542</b>	<b>8.61</b>	<b>11</b>	<b>0.17</b>	<b>3</b>	<b>0.05</b>	<b>6</b>	<b>0.10</b>	<b>311</b>	<b>4.94</b>
<b>JETBLUE AIRWAYS</b>	<b>23602</b>	<b>16378</b>	<b>69.39</b>	<b>539</b>	<b>2.28</b>	<b>113</b>	<b>0.48</b>	<b>2798</b>	<b>11.85</b>	<b>179</b>	<b>0.76</b>	<b>1669</b>	<b>7.07</b>	<b>24</b>	<b>0.10</b>	<b>1902</b>	<b>8.06</b>
<b>SOUTHWEST AIRLINES</b>	<b>108027</b>	<b>82992</b>	<b>76.83</b>	<b>809</b>	<b>0.75</b>	<b>226</b>	<b>0.21</b>	<b>9094</b>	<b>8.42</b>	<b>295</b>	<b>0.27</b>	<b>4101</b>	<b>3.80</b>	<b>91</b>	<b>0.08</b>	<b>10418</b>	<b>9.64</b>
<b>SPIRIT AIRLINES</b>	<b>19089</b>	<b>13139</b>	<b>68.83</b>	<b>413</b>	<b>2.16</b>	<b>41</b>	<b>0.21</b>	<b>1606</b>	<b>8.41</b>	<b>228</b>	<b>1.19</b>	<b>2359</b>	<b>12.36</b>	<b>62</b>	<b>0.32</b>	<b>1241</b>	<b>6.50</b>
<b>UNITED AIRLINES NETWORK</b>	<b>111224</b>	<b>86047</b>	<b>77.36</b>	<b>2674</b>	<b>2.40</b>	<b>352</b>	<b>0.32</b>	<b>8546</b>	<b>7.68</b>	<b>788</b>	<b>0.71</b>	<b>6266</b>	<b>5.63</b>	<b>7</b>	<b>0.01</b>	<b>6544</b>	<b>5.88</b>
- UNITED AIRLINES	53646	40947	76.33	1005	1.87	175	0.33	3664	6.83	289	0.54	3724	6.94	0	0.00	3841	7.16
- BRANDED CODESHARE PARTNERS	57578	45100	78.33	1669	2.90	177	0.31	4882	8.48	499	0.87	2542	4.41	7	0.01	2702	4.69
<b>TOTAL</b>	<b>602,950</b>	<b>465,426</b>	<b>77.19</b>	<b>11,993</b>	<b>1.99</b>	<b>1,581</b>	<b>0.26</b>	<b>46,457</b>	<b>7.70</b>	<b>4,659</b>	<b>0.77</b>	<b>31,069</b>	<b>5.15</b>	<b>330</b>	<b>0.05</b>	<b>41,435</b>	<b>6.87</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.

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

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

## AIR TRAVEL CONSUMER REPORT

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

MAY 2022

CARRIER	TOTAL RECORDS	ON TIME	% ON TIME	CANCELLED	% CANCELLED	DIVERTED	% DIVERTED	AIR CARRIER DELAY	% AIR CARRIER DELAY	EXTREME WEATHER DELAY	% EXTREME WEATHER DELAY	NATIONAL AVIATION SYSTEM DELAY	% NATIONAL AVIATION SYSTEM DELAY	SECURITY DELAY	% SECURITY DELAY	LATE ARRIVING AIRCRAFT DELAY	% LATE ARRIVING AIRCRAFT DELAY
ALASKA AIRLINES	19554	15337	78.43	661	3.38	39	0.20	1152	5.89	52	0.27	1331	6.81	30	0.15	952	4.87
ALLEGIAN AIR	9867	6510	65.98	179	1.81	22	0.22	827	8.38	134	1.36	834	8.45	15	0.15	1346	13.64
AMERICAN AIRLINES	71652	54893	76.61	1154	1.61	215	0.30	5016	7.00	785	1.10	4151	5.79	34	0.05	5403	7.54
DELTA AIR LINES	76300	61301	80.34	2227	2.92	182	0.24	6026	7.90	342	0.45	2973	3.90	6	0.01	3242	4.25
ENDEAVOR AIR	20379	16516	81.04	624	3.06	35	0.17	1011	4.96	112	0.55	1124	5.52	1	0.00	956	4.69
ENVOY AIR	21351	17403	81.51	222	1.04	63	0.30	1029	4.82	299	1.40	1206	5.65	9	0.04	1120	5.25
FRONTIER AIRLINES	12678	8191	64.61	179	1.41	22	0.17	1327	10.47	61	0.48	1456	11.48	0	0.00	1442	11.37
HAWAIIAN AIRLINES	6292	5410	85.98	4	0.06	5	0.08	542	8.61	11	0.17	3	0.05	6	0.10	311	4.94
HORIZON AIR	8278	6905	83.41	68	0.82	13	0.16	457	5.52	9	0.11	285	3.44	0	0.00	541	6.54
JETBLUE AIRWAYS	23602	16378	69.39	539	2.28	113	0.48	2798	11.85	179	0.76	1669	7.07	24	0.10	1902	8.06
MESA AIRLINES	11037	8673	78.58	242	2.19	20	0.18	867	7.86	124	1.12	429	3.89	6	0.05	677	6.13
PSA AIRLINES	19301	14724	76.29	582	3.02	63	0.33	1023	5.30	314	1.63	1036	5.37	9	0.05	1549	8.03
REPUBLIC AIRWAYS	31089	21392	68.81	1954	6.29	98	0.32	1986	6.39	221	0.71	2658	8.55	6	0.02	2775	8.93
SKYWEST AIRLINES	66677	55746	83.61	523	0.78	147	0.22	6768	10.15	946	1.42	145	0.22	30	0.04	2372	3.56
SOUTHWEST AIRLINES	108027	82992	76.83	809	0.75	226	0.21	9094	8.42	295	0.27	4101	3.80	91	0.08	10418	9.64
SPIRIT AIRLINES	19089	13139	68.83	413	2.16	41	0.21	1606	8.41	228	1.19	2359	12.36	62	0.32	1241	6.50
UNITED AIRLINES	53646	40947	76.33	1005	1.87	175	0.33	3664	6.83	289	0.54	3724	6.94	0	0.00	3841	7.16
<b>TOTAL</b>	<b>578,819</b>	<b>446,457</b>	<b>77.13</b>	<b>11,385</b>	<b>1.97</b>	<b>1,479</b>	<b>0.26</b>	<b>45,192</b>	<b>7.81</b>	<b>4,402</b>	<b>0.76</b>	<b>29,485</b>	<b>5.09</b>	<b>329</b>	<b>0.06</b>	<b>40,090</b>	<b>6.93</b>

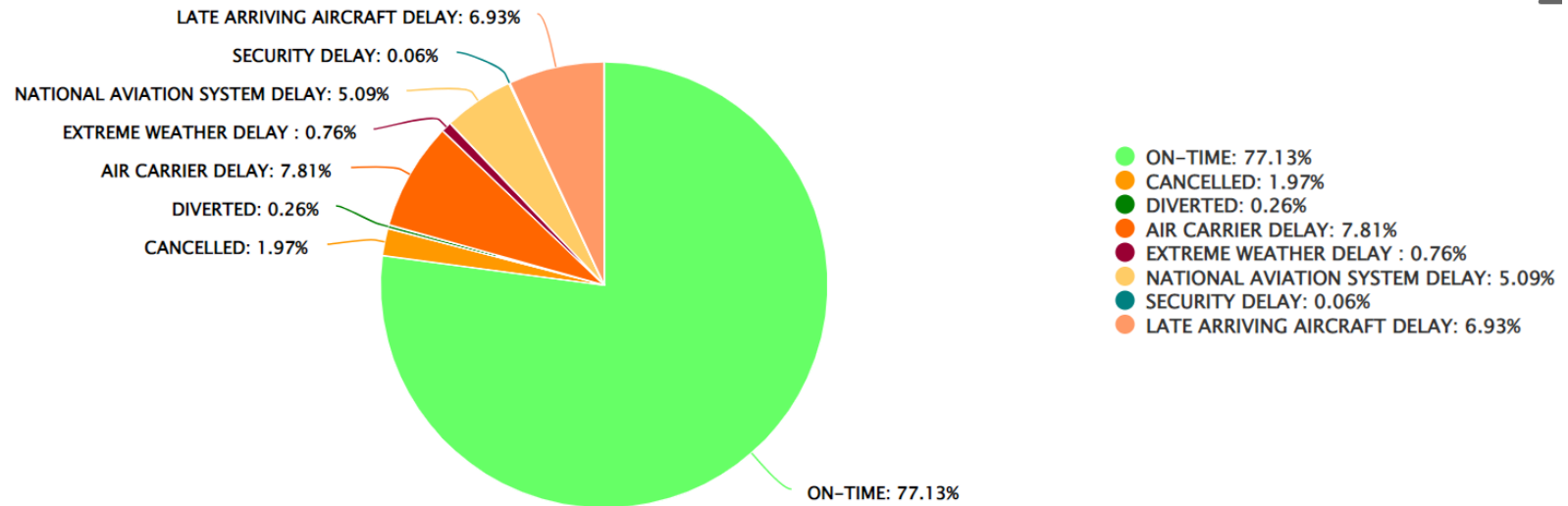
**\* Causes of Delay:**

- **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.

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

*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**  
**MAY 2022**



**\* Causes of Delay:**

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

**AIR TRAVEL CONSUMER REPORT**  
**TABLE 8. LIST OF DOMESTIC FLIGHTS WITH TARMAC DELAYS OVER 3 HOURS BY MARKETING/OPERATING CARRIER**  
**MAY 2022**

MARKETING CARRIER	OPERATING CARRIER	FLIGHT NUMBER	ORIGIN AIRPORT	DESTINATION AIRPORT	DATE OF FLIGHT	LOCATION OF LONGEST TARMAC DELAY	LENGTH OF TARMAC DELAY
AMERICAN	PSA	5316	DTW	DCA	5/22/2022	Destination Airport	4:50
AMERICAN	PSA	5657	PVD	DCA	5/22/2022	Destination Airport	4:36
UNITED	REPUBLIC	3482	EWR	CLT	5/16/2022	Origin Airport	4:30
AMERICAN	PSA	5210	BHM	DCA	5/22/2022	Destination Airport	4:11
AMERICAN	PSA	5172	ALB	DCA	5/22/2022	Destination Airport	4:06
UNITED	REPUBLIC	3658	EWR	GSP	5/16/2022	Origin Airport	4:05
DELTA	REPUBLIC	5810	JFK	IAD	5/20/2022	Origin Airport	4:03
UNITED	UNITED	1730	EWR	DEN	5/16/2022	Origin Airport	4:03
UNITED	UNITED	1612	EWR	ORD	5/16/2022	Origin Airport	4:02
DELTA	DELTA	2684	LGA	MCO	5/20/2022	Origin Airport	3:55
UNITED	UNITED	2297	EWR	LAS	5/16/2022	Origin Airport	3:53
UNITED	REPUBLIC	3439	EWR	EYW	5/16/2022	Origin Airport	3:51
UNITED	REPUBLIC	3438	EWR	MYR	5/16/2022	Origin Airport	3:48
FRONTIER	FRONTIER	2662	FLL	BUF	5/20/2022	Origin Airport	3:46
AMERICAN	PSA	5551	JAX	DCA	5/22/2022	Destination Airport	3:42
JETBLUE	JETBLUE	1479	DCA	FLL	5/20/2022	Diversion Airport (MIA)	3:40
UNITED	UNITED	687	EWR	IAH	5/16/2022	Origin Airport	3:39
UNITED	UNITED	1167	FLL	EWR	5/20/2022	Origin Airport	3:33
UNITED	UNITED	1073	FLL	IAH	5/20/2022	Origin Airport	3:32
DELTA	ENDEAVOR	5164	LGA	GSO	5/20/2022	Origin Airport	3:30
UNITED	UNITED	726	EWR	MCO	5/16/2022	Origin Airport	3:27
DELTA	ENDEAVOR	4707	LGA	GSP	5/16/2022	Origin Airport	3:26
UNITED	UNITED	1862	SAT	EWR	5/16/2022	Destination Airport	3:26
JETBLUE	JETBLUE	623	JFK	LAX	5/16/2022	Origin Airport	3:24
JETBLUE	JETBLUE	1881	JFK	IAH	5/20/2022	Origin Airport	3:23
AMERICAN	PSA	5284	DAY	DCA	5/22/2022	Destination Airport	3:22
DELTA	ENDEAVOR	4707	LGA	GSP	5/20/2022	Origin Airport	3:22
UNITED	UNITED	1588	FLL	ORD	5/20/2022	Origin Airport	3:22
DELTA	DELTA	1695	JFK	FLL	5/20/2022	Origin Airport	3:19
DELTA	DELTA	311	JFK	SFO	5/16/2022	Origin Airport	3:19
UNITED	UNITED	1105	EWR	MCO	5/16/2022	Origin Airport	3:19
AMERICAN	PSA	5197	CLE	DCA	5/22/2022	Destination Airport	3:16
DELTA	DELTA	2342	LGA	MIA	5/16/2022	Origin Airport	3:16
DELTA	DELTA	1295	LGA	IAH	5/16/2022	Origin Airport	3:15

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.

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

MAY 2022 (Cont'd)

MARKETING CARRIER	OPERATING CARRIER	FLIGHT NUMBER	ORIGIN AIRPORT	DESTINATION AIRPORT	DATE OF FLIGHT	LOCATION OF LONGEST TARMAC DELAY	LENGTH OF TARMAC DELAY
DELTA	DELTA	2342	LGA	MIA	5/20/2022	Origin Airport	3:15
ALLEGIAN	ALLEGIAN	1794	XNA	PGD	5/7/2022	Destination Airport	3:13
DELTA	DELTA	2437	LGA	TPA	5/16/2022	Origin Airport	3:12
UNITED	UNITED	1455	LGA	DEN	5/29/2022	Diversion Airport (COS)	3:12
DELTA	ENDEAVOR	5056	LGA	MSN	5/20/2022	Origin Airport	3:11
UNITED	REPUBLIC	3438	EWR	MYR	5/20/2022	Origin Airport	3:11
DELTA	DELTA	1500	FLL	ATL	5/20/2022	Origin Airport	3:10
DELTA	ENDEAVOR	4815	LGA	OMA	5/28/2022	Origin Airport	3:10
DELTA	ENDEAVOR	5090	LGA	STL	5/16/2022	Origin Airport	3:10
AMERICAN	AMERICAN	1292	LGA	ORD	5/20/2022	Origin Airport	3:09
DELTA	DELTA	2684	LGA	MCO	5/16/2022	Origin Airport	3:09
DELTA	ENDEAVOR	4829	JFK	RDU	5/20/2022	Origin Airport	3:09
JETBLUE	JETBLUE	1719	JFK	ATL	5/16/2022	Origin Airport	3:09
UNITED	UNITED	1875	FLL	EWR	5/20/2022	Origin Airport	3:09
AMERICAN	AMERICAN	2305	JFK	SFO	5/16/2022	Origin Airport	3:08
UNITED	UNITED	1206	EWR	JAX	5/16/2022	Origin Airport	3:08
UNITED	UNITED	1992	EWR	IAD	5/16/2022	Origin Airport	3:08
UNITED	UNITED	1116	EWR	SNA	5/19/2022	Diversion Airport (LAX)	3:07
DELTA	DELTA	1534	LGA	FLL	5/16/2022	Origin Airport	3:06
DELTA	ENDEAVOR	5456	JFK	IND	5/20/2022	Origin Airport	3:06
UNITED	UNITED	1041	EWR	PHX	5/16/2022	Origin Airport	3:06
AMERICAN	AMERICAN	1409	FLL	CLT	5/20/2022	Origin Airport	3:05
AMERICAN	REPUBLIC	4663	JFK	BWI	5/20/2022	Origin Airport	3:05
DELTA	DELTA	432	LGA	DFW	5/16/2022	Origin Airport	3:05
AMERICAN	REPUBLIC	4530	ORF	LGA	5/22/2022	Origin Airport	3:04
UNITED	UNITED	2057	TPA	EWR	5/20/2022	Diversion Airport (IAD)	3:04
UNITED	UNITED	374	EWR	PBI	5/16/2022	Origin Airport	3:04
SOUTHWEST	SOUTHWEST	952	LGA	MSY	5/16/2022	Origin Airport	3:03
UNITED	UNITED	581	EWR	FLL	5/16/2022	Origin Airport	3:03
DELTA	ENDEAVOR	5313	LGA	MSN	5/28/2022	Origin Airport	3:02
ALLEGIAN	ALLEGIAN	1163	IND	PGD	5/7/2022	Destination Airport	3:01

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

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



## AIR TRAVEL CONSUMER REPORT

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

MAY 2022

MARKETING CARRIER	OPERATING CARRIER	FLIGHT NUMBER	ORIGIN AIRPORT	DESTINATION AIRPORT	DATE OF FLIGHT	LOCATION OF LONGEST TARMAC DELAY	LENGTH OF TARMAC DELAY
UNITED	UNITED	84	EWR	TLV	5/16/2022	Origin Airport	4:43
JETBLUE	JETBLUE	1796	CUN	FLL	5/29/2022	Diversion Airport (PBI)	4:06

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

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

## APPENDIX

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

### 30 Largest U.S. Airports

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

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

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

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

## **MISHANDLED BAGGAGE**

The baggage statistics in this section were filed with DOT's Bureau of Transportation Statistics (Office of Airline Information) by U.S. airlines that have at least half of one percent of total domestic scheduled-service passenger revenues. See 14 CFR 234.3 and 234.6. For the 12 months ending July 30, 2021, 17 air carriers reached this reporting threshold. They are: Alaska Airlines, Allegiant Air, American Airlines, Delta Air Lines, Endeavor Air, Envoy Air, Frontier Airlines, Hawaiian Airlines, Horizon, JetBlue Airways, Mesa Airlines, PSA Airlines, Republic Airways, SkyWest Airlines, Southwest Airlines, Spirit Airlines, and United Airlines.

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

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

## AIR TRAVEL CONSUMER REPORT

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

RANK	CARRIER*	May 2022			May 2021		
		NUMBER OF BAGS ENPLANED	NUMBER OF BAGS MISHANDLED	NUMBER OF BAGS MISHANDLED PER 100 ENPLANED	NUMBER OF BAGS ENPLANED	NUMBER OF BAGS MISHANDLED	NUMBER OF BAGS MISHANDLED PER 100 ENPLANED
1	ALLEGiant AIR	573,850	888	0.15	412,573	553	0.13
2	HAWAIIAN AIRLINES	557,668	1,501	0.27	406,980	754	0.19
3	FRONTIER AIRLINES	843,825	3,208	0.38	783,393	1,972	0.25
4	SOUTHWEST AIRLINES	10,734,541	41,232	0.38	8,934,350	25,357	0.28
5	DELTA AIR LINES NETWORK	8,637,100	44,972	0.52	7,029,058	22,683	0.32
	- DELTA AIR LINES	6,629,699	35,696	0.54	4,922,117	16,130	0.33
	- BRANDED CODESHARE PARTNERS	2,007,401	9,276	0.46	2,106,941	6,553	0.31
6	SPIRIT AIRLINES	1,200,956	6,305	0.53	1,078,918	3,936	0.36
7	ALASKA AIRLINES NETWORK	2,450,186	14,673	0.60	1,986,368	7,619	0.38
	- ALASKA AIRLINES	1,828,727	11,648	0.64	1,359,069	5,484	0.40
	- BRANDED CODESHARE PARTNERS	621,459	3,025	0.49	627,299	2,135	0.34
8	UNITED AIRLINES NETWORK	6,268,081	39,771	0.63	4,412,464	13,022	0.30
	- UNITED AIRLINES	4,320,540	26,988	0.62	2,604,071	7,703	0.30
	- BRANDED CODESHARE PARTNERS	1,947,541	12,783	0.66	1,808,393	5,319	0.29
9	JETBLUE AIRWAYS	1,377,936	9,219	0.67	1,016,007	4,537	0.45
10	AMERICAN AIRLINES NETWORK	9,614,636	76,059	0.79	8,613,466	51,638	0.60
	- AMERICAN AIRLINES	5,955,670	50,375	0.85	4,976,442	32,041	0.64
	- BRANDED CODESHARE PARTNERS	3,658,966	25,684	0.70	3,637,024	19,597	0.54
<b>TOTAL</b>		<b>42,258,779</b>	<b>237,828</b>	<b>0.56</b>	<b>34,673,577</b>	<b>132,071</b>	<b>0.38</b>

\* 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*	May 2022			May 2021		
		NUMBER OF BAGS ENPLANED	NUMBER OF BAGS MISHANDLED	NUMBER OF BAGS MISHANDLED PER 100 ENPLANED	NUMBER OF BAGS ENPLANED	NUMBER OF BAGS MISHANDLED	NUMBER OF BAGS MISHANDLED PER 100 ENPLANED
1	ALLEGiant AIR	573,850	888	0.15	412,573	553	0.13
2	HAWAIIAN AIRLINES	557,668	1,501	0.27	406,980	754	0.19
3	FRONTIER AIRLINES	843,825	3,208	0.38	783,393	1,972	0.25
4	SOUTHWEST AIRLINES	10,734,541	41,232	0.38	8,934,350	25,357	0.28
5	SKYWEST AIRLINES	2,720,335	13,031	0.48	2,211,526	7,372	0.33
6	ENDEAVOR AIR	868,652	4,274	0.49	1,067,168	3,377	0.32
7	HORIZON AIR	420,762	2,096	0.50	468,791	1,628	0.35
8	SPIRIT AIRLINES	1,200,956	6,305	0.53	1,078,918	3,936	0.36
9	DELTA AIR LINES	6,629,699	35,696	0.54	4,922,117	16,130	0.33
10	MESA AIRLINES	525,297	3,142	0.60	583,321	2,876	0.49
11	UNITED AIRLINES	4,320,540	26,988	0.62	2,604,071	7,703	0.30
12	ALASKA AIRLINES	1,828,727	11,648	0.64	1,359,069	5,484	0.40
13	PSA AIRLINES	1,081,257	7,112	0.66	1,121,085	4,418	0.39
14	JETBLUE AIRWAYS	1,377,936	9,219	0.67	1,016,007	4,537	0.45
15	ENVOY AIR	841,378	6,283	0.75	800,250	6,331	0.79
16	AMERICAN AIRLINES	5,955,670	50,375	0.85	4,976,442	32,041	0.64
17	REPUBLIC AIRWAYS	941,879	8,794	0.93	1,051,355	4,507	0.43
TOTAL		41,422,972	231,792	0.56	33,797,416	128,976	0.38

\* 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*	May 2022			May 2021		
		NUMBER OF WHEELCHAIRS AND SCOOTERS ENPLANED	NUMBER OF WHEELCHAIRS AND SCOOTERS MISHANDLED	PERCENT 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	1,660	3	0.18	253	2	0.79
2	DELTA AIR LINES NETWORK	19,045	167	0.88	14,812	98	0.66
	- DELTA AIR LINES	15,049	142	0.94	10,110	85	0.84
	- BRANDED CODESHARE PARTNERS	3,996	25	0.63	4,702	13	0.28
3	UNITED AIRLINES NETWORK	12,782	124	0.97	8,112	49	0.6
	- UNITED AIRLINES	9,324	88	0.94	4,917	29	0.59
	- BRANDED CODESHARE PARTNERS	3,458	36	1.04	3,195	20	0.63
4	ALASKA AIRLINES NETWORK	3,225	50	1.55	2,302	33	1.43
	- ALASKA AIRLINES	2,660	41	1.54	1,526	27	1.77
	- BRANDED CODESHARE PARTNERS	565	9	1.59	776	6	0.77
5	SOUTHWEST AIRLINES	16,727	261	1.56	10,940	160	1.46
6	HAWAIIAN AIRLINES	756	14	1.85	445	6	1.35
7	FRONTIER AIRLINES	2,238	43	1.92	2,021	32	1.58
8	AMERICAN AIRLINES NETWORK	12,024	271	2.25	9,716	141	1.45
	- AMERICAN AIRLINES	8,828	186	2.11	6,637	93	1.4
	- BRANDED CODESHARE PARTNERS	3,196	85	2.66	3,079	48	1.56
9	SPIRIT AIRLINES	873	37	4.24	807	30	3.72
10	JETBLUE AIRWAYS	3,002	140	4.66	1,723	50	2.9
	TOTAL	72,332	1,110	1.53	51,131	601	1.18

\* 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*	May 2022			May 2021		
		NUMBER OF WHEELCHAIRS AND SCOOTERS ENPLANED	NUMBER OF WHEELCHAIRS AND SCOOTERS MISHANDLED	PERCENT 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	1,660	3	0.18	253	2	0.79
2	ENDEAVOR AIR	1,599	5	0.31	2,158	4	0.19
3	DELTA AIR LINES	15,049	142	0.94	10,110	85	0.84
4	UNITED AIRLINES	9,324	88	0.94	4,917	29	0.59
5	SKYWEST AIRLINES	4,325	45	1.04	3,946	30	0.76
6	HORIZON AIR	501	7	1.40	720	3	0.42
7	MESA AIRLINES	698	10	1.43	1,244	8	0.64
8	ALASKA AIRLINES	2,660	41	1.54	1,526	27	1.77
9	SOUTHWEST AIRLINES	16,727	261	1.56	10,940	160	1.46
10	REPUBLIC AIRWAYS	1,425	23	1.61	1,506	16	1.06
11	HAWAIIAN AIRLINES	756	14	1.85	445	6	1.35
12	FRONTIER AIRLINES	2,238	43	1.92	2,021	32	1.58
13	AMERICAN AIRLINES	8,828	186	2.11	6,637	93	1.40
14	ENVOY AIR	905	23	2.54	763	14	1.83
15	PSA AIRLINES	737	26	3.53	844	8	0.95
16	SPIRIT AIRLINES	873	37	4.24	807	30	3.72
17	JETBLUE AIRWAYS	3,002	140	4.66	1,723	50	2.90
	<b>TOTAL</b>	<b>71,307</b>	<b>1,094</b>	<b>1.53</b>	<b>50,560</b>	<b>597</b>	<b>1.18</b>

\* 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*	JANUARY - MARCH 2022				JANUARY - MARCH 2021			
		DENIED BOARDINGS (DB'S)		ENPLANED PASSENGERS	INVOLUNTARY DB'S PER 10,000 PASSENGERS	DENIED BOARDINGS (DB'S)		ENPLANED PASSENGERS	INVOLUNTARY DB'S PER 10,000 PASSENGERS
		VOLUNTARY	INVOLUNTARY			VOLUNTARY	INVOLUNTARY		
1	<b>DELTA AIR LINES NETWORK</b> - DELTA AIR LINES - BRANDED CODESHARE PARTNERS	23,689 15,578 8,111	0 0 0	34,563,430 28,313,104 6,250,326	0.00 0.00 0.00	2,892 1,386 1,506	0 0 0	17,278,004 12,861,197 4,416,807	0.00 0.00 0.00
2	<b>ALLEGiant AIR</b>	258	0	3,734,262	0.00	3	0	2,322,946	0.00
3	<b>HAWAIIAN AIRLINES</b>	310	0	2,016,189	0.00	3	0	729,298	0.00
4	<b>UNITED AIRLINES NETWORK</b> - UNITED AIRLINES - BRANDED CODESHARE PARTNERS	7,521 3,201 4,320	42 13 29	27,031,762 19,664,476 7,367,286	0.02 0.01 0.04	1,906 591 1,315	0 0 0	13,767,731 8,723,919 5,043,812	0.00 0.00 0.00
5	<b>JETBLUE AIRWAYS</b>	1,244	54	7,160,131	0.08	81	16	3,875,067	0.04
6	<b>ALASKA AIRLINES NETWORK</b> - ALASKA AIRLINES - BRANDED CODESHARE PARTNERS	3,087 2,254 833	107 49 58	8,345,002 6,204,068 2,140,934	0.13 0.08 0.27	269 117 152	20 2 18	4,611,884 3,007,066 1,604,818	0.04 0.01 0.11
7	<b>SPIRIT AIRLINES</b>	4,523	397	8,004,168	0.50	1,683	111	5,236,309	0.21
8	<b>AMERICAN AIRLINES NETWORK</b> - AMERICAN AIRLINES - BRANDED CODESHARE PARTNERS	15,160 8,331 6,829	1,970 1,037 933	39,556,414 28,580,152 10,976,262	0.50 0.36 0.85	4,807 1,453 3,354	184 80 104	22,754,303 14,719,488 8,034,815	0.08 0.05 0.13
9	<b>SOUTHWEST AIRLINES</b>	16,838	2,310	31,731,319	0.73	1,439	192	17,846,213	0.11
10	<b>FRONTIER AIRLINES</b>	2,997	2,453	4,609,202	5.32	626	223	4,812,979	0.46
	<b>TOTAL</b>	<b>75,627</b>	<b>7,333</b>	<b>166,751,879</b>	<b>0.44</b>	<b>13,709</b>	<b>746</b>	<b>93,234,734</b>	<b>0.08</b>

\* 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 OPEARTING U.S. AIRLINES

RANK	CARRIER*	JANUARY - MARCH 2022			
		DENIED BOARDINGS (DB'S)		ENPLANED PASSENGERS	INVOLUNTARY DB's PER 10,000 PASSENGERS
		VOLUNTARY	INVOLUNTARY		
1	DELTA AIR LINES	15,578	0	28,313,104	0.00
2	ALLEGiant AIR	258	0	3,734,262	0.00
3	ENDEAVOR AIR	3,037	0	2,664,926	0.00
4	HAWAIIAN AIRLINES	310	0	2,016,189	0.00
5	UNITED AIRLINES	3,201	13	19,664,476	0.01
6	JETBLUE AIRWAYS	1,244	54	7,160,131	0.08
7	ALASKA AIRLINES	2,254	49	6,204,068	0.08
8	SKYWEST AIRLINES	7,616	155	8,468,015	0.18
9	HORIZON AIR	475	27	1,335,264	0.20
10	MESA AIRLINES	725	55	1,846,537	0.30
11	AMERICAN AIRLINES	8,331	1,037	28,580,152	0.36
12	REPUBLIC AIRWAYS	2,262	161	3,566,262	0.45
13	SPIRIT AIRLINES	4,523	397	8,004,168	0.50
14	PSA AIRLINES	1,271	163	2,956,166	0.55
15	SOUTHWEST AIRLINES	16,838	2,310	31,731,319	0.73
16	ENVOY AIR	2,051	269	3,172,043	0.85
17	FRONTIER AIRLINES	2,997	2,453	4,609,202	5.32
	<b>TOTAL</b>	<b>72,971</b>	<b>7,143</b>	<b>164,026,284</b>	<b>0.44</b>

JANUARY - MARCH 2021			
DENIED BOARDINGS (DB'S)		ENPLANED PASSENGERS	INVOLUNTARY DB's PER 10,000 PASSENGERS
VOLUNTARY	INVOLUNTARY		
1,386	0	12,861,197	0.00
3	0	2,322,946	0.00
385	0	1,940,986	0.00
3	0	727,796	0.00
591	0	8,723,919	0.00
81	16	3,875,067	0.04
117	2	3,007,066	0.01
2,295	26	5,427,962	0.05
126	15	1,111,080	0.14
359	6	1,625,143	0.04
1,453	80	14,719,488	0.05
766	31	3,171,190	0.10
1,683	111	5,236,309	0.21
599	8	1,922,953	0.04
1,439	192	17,846,213	0.11
849	32	2,172,455	0.15
626	223	4,812,979	0.46
<b>12,761</b>	<b>742</b>	<b>91,504,749</b>	<b>0.08</b>

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

## **CONSUMER COMPLAINTS**

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

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

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

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

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

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

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

## AIR TRAVEL CONSUMER REPORT

TABLE 1

## CONSUMER COMPLAINTS SUMMARY

	MAY 2022				MAY 2021			
	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS
U.S. AIRLINES	2,413	34	2	257	1,220	26	0	246
FOREIGN AIRLINES	1,472	9	1	118	1,640	1	0	106
TRAVEL AGENTS	457	0	0	36	685	0	0	32
TOUR OPERATORS	2	0	0	0	3	0	0	0
MISCELLANEOUS	0	90	0	84	0	19	0	123
<b>INDUSTRY TOTALS</b>	<b>4,344</b>	<b>133</b>	<b>3</b>	<b>495</b>	<b>3,548</b>	<b>46</b>	<b>0</b>	<b>507</b>

## AIR TRAVEL CONSUMER REPORT

Table 2

COMPLAINT CATEGORY	COMPLAINT CATEGORIES*					
	MAY 2022			MAY 2021		
	RANKING	COMPLAINTS**	SUB-CATEGORY	RANKING	COMPLAINTS**	SUB-CATEGORY
REFUNDS	1	1,326		1	2,278	
FLIGHT PROBLEMS	2	1,034		4	193	
CANCELLATION			571			65
DELAY			257			57
MISCONNECTION			133			27
RESERVATIONS/TICKETING/BOARDING	3	546		3	325	
BAGGAGE	4	516		7	90	
FARES	5	370		2	362	
CUSTOMER SERVICE	6	172		5	142	
DISABILITY	7	158		6	109	
OVERSALES	8	115		8	17	
DISCRIMINATION	9	52		10	13	
OTHER	10	44		9	15	
FREQUENT FLYER			22			10
ADVERTISING	11	11		11	3	
ANIMALS	12	12		12	1	
<b>COMPLAINT TOTAL</b>		<b>4,344</b>			<b>3,548</b>	

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

\*\* INCLUDES FIGURES FOR SUB-CATEGORIES.

## AIR TRAVEL CONSUMER REPORT

Table 3

## COMPLAINTS AGAINST U.S. AIRLINES BY COMPLAINT CATEGORIES\*

MAY 2022

U.S. AIRLINES** ALPHABETICAL	FLIGHT PROBLEMS	OVER- SALES	RES/TKT/ BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DIS- ABILITY	ADVERT- ISING	DISCRIM- INATION	ANIMALS	OTHER	TOTAL
ALASKA AIRLINES	17	1	10	2	16	6	6	7	0	2	0	1	68
ALLEGiant AIR	20	1	7	9	20	4	1	13	0	0	0	0	75
AMERICAN AIRLINES	144	17	47	46	77	53	26	17	2	1	0	7	437
AVELO AIRLINES	2	0	1	0	2	2	1	3	0	0	0	0	11
BREEZE AIRWAYS	1	0	1	1	2	0	0	0	0	0	0	0	5
DELTA AIR LINES	91	11	24	14	24	36	17	24	1	1	0	2	245
EASTERN	2	0	0	0	5	1	0	0	0	0	0	0	8
ENDEAVOR AIR	8	0	2	1	3	1	0	0	0	0	0	0	15
ENVOY AIR	13	1	2	3	4	5	2	4	0	0	0	0	34
FRONTIER AIRLINES	116	19	25	21	75	29	9	4	2	0	0	1	301
HAWAIIAN AIRLINES	0	0	2	1	5	1	0	4	0	0	0	0	13
HORIZON AIRLINES	0	0	1	0	0	3	0	1	0	1	0	0	6
JETBLUE AIRWAYS	96	1	15	23	41	29	10	23	0	0	0	6	244
OTHER US COMMUTERS & AIR TAXIS	4	0	0	1	1	0	1	0	0	0	0	0	7
PIEDMONT AIRLINES	1	0	0	0	2	1	0	1	0	1	0	0	6
PSA AIRLINES	30	5	3	0	6	3	0	3	0	0	0	1	51
REPUBLIC AIRWAYS	20	3	3	4	5	3	1	0	0	0	0	0	39
SILVER AIRWAYS	4	1	1	0	3	4	1	0	0	0	0	0	14
SKYWEST AIRLINES	13	3	1	0	1	6	2	0	0	0	0	0	26
SOUTHWEST AIRLINES	30	0	11	9	25	6	18	9	0	1	0	1	110
SPIRIT AIRLINES	117	13	28	20	49	29	5	5	0	1	0	2	269
SUN COUNTRY AIRLINES	2	0	1	1	3	2	2	0	1	1	0	0	13
UNITED AIRLINES	137	14	55	30	70	46	32	11	1	1	0	3	400
OTHER U.S. AIRLINES	5	0	0	3	1	1	1	1	0	0	0	4	16
<b>TOTAL MAY 2022</b>	<b>873</b>	<b>90</b>	<b>240</b>	<b>189</b>	<b>440</b>	<b>271</b>	<b>135</b>	<b>130</b>	<b>7</b>	<b>10</b>	<b>0</b>	<b>28</b>	<b>2,413</b>
<b>% of TOTAL COMPLAINTS</b>	<b>36.2</b>	<b>3.7</b>	<b>9.9</b>	<b>7.8</b>	<b>18.2</b>	<b>11.2</b>	<b>5.6</b>	<b>5.4</b>	<b>0.3</b>	<b>0.4</b>	<b>0</b>	<b>1.2</b>	
<b>TOTAL MAY 2021</b>	<b>161</b>	<b>13</b>	<b>157</b>	<b>165</b>	<b>418</b>	<b>65</b>	<b>117</b>	<b>103</b>	<b>1</b>	<b>8</b>	<b>1</b>	<b>11</b>	<b>1,220</b>
<b>% of TOTAL COMPLAINTS</b>	<b>13.2</b>	<b>1.1</b>	<b>12.9</b>	<b>13.5</b>	<b>34.3</b>	<b>5.3</b>	<b>9.6</b>	<b>8.4</b>	<b>0.1</b>	<b>0.7</b>	<b>0.1</b>	<b>0.9</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	INCI-	PERCENT	INCI-	PERCENT	INCI-	PERCENT	UN-	PERCENT
	RECD IN MAY	DENTS IN MAY		DENTS IN APR		DENTS IN ALL PRIOR MONTHS		KNOWN INCI- DENT DATE	
ALASKA AIRLINES	68	31	45.6	8	11.8	21	30.9	8	11.8
ALLEGiant AIR	75	34	45.3	7	9.3	26	34.7	8	10.7
AMERICAN AIRLINES	437	197	45.1	88	20.1	119	27.2	33	7.6
AVELO AIRLINES	11	10	90.9	0	0.0	1	9.1	0	0.0
BREEZE AIRWAYS	5	1	20.0	1	20.0	2	40.0	1	20.0
DELTA AIR LINES	245	136	55.5	36	14.7	56	22.9	17	6.9
EASTERN	8	2	25.0	0	0.0	4	50.0	2	25.0
ENDEAVOR AIR	15	11	73.3	0	0.0	2	13.3	2	13.3
ENVOY AIR	34	14	41.2	12	35.3	8	23.5	0	0.0
FRONTIER AIRLINES	301	105	34.9	63	20.9	120	39.9	13	4.3
HAWAIIAN AIRLINES	13	5	38.5	1	7.7	4	30.8	3	23.1
HORIZON AIRLINES	6	3	50.0	0	0.0	2	33.3	1	16.7
JETBLUE AIRWAYS	244	126	51.6	62	25.4	44	18.0	12	4.9
OTHER US COMMUTERS & AIR TAXIS	7	5	71.4	0	0.0	1	14.3	1	14.3
PIEDMONT AIRLINES	6	2	33.3	1	16.7	2	33.3	1	16.7
PSA AIRLINES	51	38	74.5	6	11.8	6	11.8	1	2.0
REPUBLIC AIRWAYS	39	25	64.1	3	7.7	7	17.9	4	10.3
SILVER AIRWAYS	14	5	35.7	2	14.3	7	50.0	0	0.0
SKYWEST AIRLINES	26	15	57.7	3	11.5	6	23.1	2	7.7
SOUTHWEST AIRLINES	110	50	45.5	14	12.7	33	30.0	13	11.8
SPIRIT AIRLINES	269	135	50.2	71	26.4	50	18.6	13	4.8
SUN COUNTRY AIRLINES	13	2	15.4	5	38.5	6	46.2	0	0.0
UNITED AIRLINES	400	197	49.3	63	15.8	113	28.2	27	6.8
Other U.S. Airlines	16	7	43.8	2	12.5	6	37.5	1	6.3
<b>Totals</b>	<b>2,413</b>	<b>1,156</b>	<b>47.9</b>	<b>448</b>	<b>18.6</b>	<b>646</b>	<b>26.8</b>	<b>163</b>	<b>6.8</b>
<b>Previous Year's Totals</b>	<b>1,220</b>	<b>437</b>	<b>35.8</b>	<b>124</b>	<b>10.2</b>	<b>502</b>	<b>41.1</b>	<b>157</b>	<b>12.9</b>

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



## AIR TRAVEL CONSUMER REPORT

Table 5

## COMPANIES OTHER THAN U.S. AIRLINES\* BY COMPLAINT CATEGORY\*\* MAY 2022

	FLIGHT PROBLEMS	OVER-SALES	RES/TKT/BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DIS-ABILITY	ADVERT-ISING	DISCRIM-INATION	ANIMALS	OTHER	TOTAL
<b><u>FOREIGN AIRLINES</u></b>													
AER LINGUS	2	0	3	3	9	7	0	0	0	0	0	0	24
AEROFLOT	1	0	0	1	4	0	0	0	0	0	0	0	6
AEROMEXICO	9	3	8	5	19	4	0	1	0	0	0	1	50
AIR CANADA	13	1	17	6	16	10	3	1	0	0	0	0	67
AIR FRANCE	4	0	6	6	20	19	3	2	0	0	0	1	61
AIR INDIA	7	2	4	3	44	16	1	0	0	0	0	1	78
ANA ALL NIPPON AIRWAYS	1	0	3	0	6	0	0	1	0	0	0	1	12
ASIANA AIRLINES	0	0	6	0	2	0	0	0	0	0	0	0	8
AUSTRIAN AIRLINES	0	0	1	1	3	4	0	0	0	0	0	0	9
AVIANCA	2	4	5	4	23	1	3	0	0	0	0	0	42
BRITISH AIRWAYS	4	0	7	8	19	12	1	0	2	0	0	2	55
CONDOR	1	0	1	1	2	0	0	0	0	0	0	0	5
COPA COMPANIA PANAMENA DE AVIACION	3	1	7	1	14	3	1	0	0	0	0	0	30
EGYPTAIR	1	0	1	0	2	5	1	0	0	0	0	1	11
EL AL ISRAEL	3	0	4	0	2	1	0	2	0	0	0	0	12
EMIRATES AIRLINES	2	0	6	4	5	7	0	3	0	0	0	0	27
ETHIOPIAN AIRLINES	0	0	3	0	3	4	1	0	0	0	0	0	11
ETIHAD AIRWAYS	1	0	1	1	5	5	2	0	0	0	0	1	16
FIJI AIRWAYS	0	0	1	0	14	0	0	0	0	0	0	0	15
FINNAIR OY	1	0	1	0	3	0	0	1	0	0	0	0	6
FLAIR AIRLINES	3	2	1	0	1	0	1	0	0	0	0	0	8
IBERIA AIRLINES	1	0	3	8	19	4	1	1	0	0	0	1	38
ICELANDAIR	0	0	2	3	9	1	0	0	0	0	0	0	15
ITA AIRWAYS	1	0	1	1	3	2	0	0	0	0	0	0	8
JAPAN AIR LINES COMPANY	4	0	9	0	9	3	0	0	0	0	0	0	25
KLM	5	2	3	2	6	8	0	0	0	0	0	0	26
KUWAIT AIRWAYS	1	0	0	0	1	3	0	0	0	0	0	0	5
LATAM	1	1	3	6	17	6	0	0	0	0	0	0	34
LOT POLISH AIRLINES	0	0	0	1	4	0	0	0	0	0	0	0	5
LUFTHANSA	4	2	31	16	41	31	4	2	0	40	0	0	171
MALAYSIA AIRLINES	1	0	0	0	4	0	0	0	0	0	0	0	5
NORWEGIAN AIR SHUTTLE	1	0	0	3	18	0	0	0	0	0	0	0	22
PHILIPPINE AIRLINES	2	0	4	0	13	0	0	0	0	0	0	0	19
QANTAS AIRWAYS	3	0	4	0	3	1	0	0	0	0	0	1	12
QATAR AIRWAYS	9	1	9	5	22	16	5	1	0	1	0	0	69
ROYAL AIR MAROC	1	0	3	0	13	5	0	0	0	0	0	0	22
ROYAL JORDANIAN AIRLINES	1	0	0	0	3	3	0	0	0	0	0	0	7
SAS	2	0	2	1	5	2	0	0	0	0	0	0	12
SAUDI ARABIAN AIRLINES	3	0	1	0	3	4	0	2	0	1	0	0	14
SINGAPORE AIRLINES	1	0	2	2	7	4	0	0	0	0	0	3	19

## AIR TRAVEL CONSUMER REPORT

Table 5 (cont'd)

## COMPANIES OTHER THAN U.S. AIRLINES\* BY COMPLAINT CATEGORY\*\* MAY 2022

	FLIGHT PROBLEMS	OVER-SALES	RES/TKT/BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DIS-ABILITY	ADVERT-ISING	DISCRIM-INATION	ANIMALS	OTHER	TOTAL
SWISS AIR	2	0	7	0	4	7	2	0	1	0	0	0	23
TAP	4	0	3	9	36	6	0	1	0	0	0	0	59
TURKISH AIRLINES	6	1	21	10	37	21	2	3	0	0	0	2	103
VIRGIN ATLANTIC AIRWAYS	2	0	2	0	3	2	0	1	0	0	0	0	10
VIVAAEROBUS	5	0	3	0	10	3	0	0	0	0	0	0	21
VOLARIS AIRLINES	9	3	14	11	12	2	0	2	0	0	0	0	53
WEST JET	3	0	3	2	4	1	0	1	0	0	0	0	14
OTHER FOREIGN AIRLINES	7	0	12	11	63	11	1	3	0	0	0	0	108
<b>TOTALS</b>	<b>137</b>	<b>23</b>	<b>228</b>	<b>135</b>	<b>585</b>	<b>244</b>	<b>32</b>	<b>28</b>	<b>3</b>	<b>42</b>	<b>0</b>	<b>15</b>	<b>1,472</b>
<b><u>TRAVEL AGENTS</u></b>													
ASAPTICKETS.COM	0	0	5	2	13	0	0	0	0	0	0	0	20
BUDGETAIR.COM	0	0	4	0	5	0	1	0	0	0	0	0	10
CHASE TRAVEL	2	0	3	1	9	0	0	0	0	0	0	0	15
CHEAPOAIR.COM	2	0	6	11	12	0	0	0	0	0	0	0	31
EDREAMS.COM	2	0	4	0	20	0	0	0	0	0	0	1	27
EXPEDIA.COM	3	0	9	9	42	0	1	0	0	0	0	0	64
FLIGHT NETWORK	0	0	1	1	8	0	0	0	0	0	0	0	10
FLIGHTHUB	1	0	0	0	4	0	0	0	0	0	0	0	5
GOTOGATE	2	0	9	1	17	0	1	0	0	0	0	0	30
HOPPER.COM	0	0	0	1	5	0	0	0	0	0	0	0	6
JUSTFLY.COM	2	0	5	3	24	0	0	0	0	0	0	0	34
KAYAK	0	0	1	1	4	0	0	0	0	0	0	0	6
KIWI.COM	0	0	10	2	39	0	0	0	0	0	0	0	51
MYTRIP.COM	1	0	0	0	4	0	0	0	0	0	0	0	5
ORBITZ.COM	3	0	3	1	6	0	0	0	0	0	0	0	13
PRICELINE.COM	0	0	0	0	0	0	0	0	0	0	0	0	0
TRAVELGENIO	0	0	1	1	4	0	0	0	0	0	0	0	6
TRAVELOCITY.COM	0	0	1	0	6	0	0	0	0	0	0	0	7
VAYAMA	0	0	0	0	5	0	0	0	0	0	0	0	5
OTHER TRAVEL AGENTS	5	0	14	12	54	1	2	0	0	0	0	0	88
<b>TOTALS</b>	<b>24</b>	<b>2</b>	<b>78</b>	<b>46</b>	<b>299</b>	<b>1</b>	<b>5</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>457</b>
<b><u>TOUR OPERATORS</u></b>													
OTHER TOUR OPERATORS	0	0	0	0	2	0	0	0	0	0	0	0	2
<b>TOTALS</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</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>2</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).

MAY 2022		MAY 2021	
AIRLINE	COMPLAINTS	COMPLAINTS	
<b>ALASKA AIRLINES NETWORK</b>	<b>74</b>	<b>36</b>	
- ALASKA AIRLINES	68	32	
- BRANDED CODESHARE PARTNERS	6	4	
<b>ALLEGiant AIRLINES</b>	<b>75</b>	<b>37</b>	
<b>AMERICAN AIRLINES NETWORK</b>	<b>575</b>	<b>294</b>	
- AMERICAN AIRLINES	437	231	
- BRANDED CODESHARE PARTNERS	138	63	
<b>DELTA NETWORK</b>	<b>281</b>	<b>116</b>	
- DELTA AIR LINES	245	104	
- BRANDED CODESHARE PARTNERS	36	12	
<b>FRONTIER AIRLINES</b>	<b>301</b>	<b>52</b>	
<b>HAWAIIAN AIRLINES</b>	<b>13</b>	<b>33</b>	
<b>JETBLUE AIRWAYS</b>	<b>244</b>	<b>133</b>	
<b>SOUTHWEST AIRLINES</b>	<b>110</b>	<b>98</b>	
<b>SPIRIT AIRLINES</b>	<b>269</b>	<b>115</b>	
<b>UNITED AIRLINES NETWORK</b>	<b>400</b>	<b>263</b>	
- UNITED AIRLINES	400	263	
- BRANDED CODESHARE PARTNERS	0	0	
<b>TOTAL</b>	<b>2,342</b>	<b>1,177</b>	

\* All U.S. airlines with at least 0.5 percent of total domestic scheduled - service passenger revenues, as determined by DOT's Bureau of Transportation Statistics. The carriers that are listed in this table are the same carriers that are ranked in the "Flight Delays," section of this report.

## AIR TRAVEL CONSUMER REPORT

TABLE 6A

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

RANK	AIRLINE	MAY 2022			MAY 2021		
		COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS	COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS
1	MESA AIRLINES	4	774,645	0.52	5	866,854	0.58
2	SKYWEST AIRLINES	26	3,797,585	0.68	14	3,035,420	0.46
3	SOUTHWEST AIRLINES	110	13,929,486	0.79	98	11,023,420	0.89
4	HORIZON AIRLINES	6	535,303	1.12	2	553,182	0.36
5	ENDEAVOR AIR	15	1,163,357	1.29	9	1,299,775	0.69
6	HAWAIIAN AIRLINES	13	852,453	1.53	33	562,830	5.86
7	DELTA AIR LINES	245	12,449,413	1.97	104	9,022,072	1.15
8	REPUBLIC AIRWAYS	39	1,758,851	2.22	17	1,710,457	0.99
9	ALASKA AIRLINES	68	2,793,737	2.43	32	1,985,274	1.61
10	ENVOY AIR	34	1,277,901	2.66	18	1,168,277	1.54
11	AMERICAN AIRLINES	437	13,215,940	3.31	231	10,110,199	2.28
12	UNITED AIRLINES	400	9,868,611	4.05	263	5,206,366	5.05
13	PSA AIRLINES	51	1,157,985	4.40	15	1,202,551	1.25
14	ALLEGiant AIR	75	1,471,666	5.10	37	1,056,566	3.50
15	JETBLUE AIRWAYS	244	3,497,904	6.98	133	2,671,232	4.98
16	SPIRIT AIRLINES	269	3,367,259	7.99	115	2,921,324	3.94
17	FRONTIER AIRLINES	301	2,185,421	13.77	52	1,863,948	2.79
	<b>TOTAL</b>	2,337	74,097,517	3.15	1,178	56,259,747	2.09

\* All U.S. airlines with at least 0.5 percent of total domestic scheduled - service passenger revenues, as determined by DOT's Bureau of Transportation Statistics. The carriers that are listed in this table are the same carriers that are ranked in the "Flight Delays," section of this report.

## AIR TRAVEL CONSUMER REPORT

**Civil Rights Complaints by Air Travelers (Other Than Disability) for May 2022**

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

Airline	Race	Ancestry/ Ethnicity	National Origin	Color	Religion	Sex	Other
ALASKA	2						
AMERICAN	1						
DELTA	1						
HORIZON	1						
LUFTHANSA					40		
PIEDMONT					1		
QATAR	1						
SAUDI ARABIAN	1						
SOUTHWEST				1			
SPIRIT	1						
SUN COUNTRY		1					
UNITED	1						
<b>TOTAL</b>	<b>9</b>	<b>1</b>		<b>1</b>	<b>41</b>		

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

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

## COMPLAINT CATEGORIES

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

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

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

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

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

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

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

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

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

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

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

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

**AIR TRAVEL CONSUMER REPORT**

**May 2022 Airline Reports to DOT of Incidents Involving the Loss, Injury or Death of Animals**

**During Air Transportation**

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

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

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

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



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

The Transportation Security Administration (TSA) screened approximately 65.7 million passengers at screening checkpoints and 39.6 million checked bags at baggage screening locations in May 2022.

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

In May 2022, TSA received 15,120 complaints (i.e., a description of a negative experience) from the general public via phone or email (or 24.5 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>
856	1.4	594	1.0	12,956	19.8	138	0.3

Civil Rights		Other TSA-related		Non-TSA related, Airline		Non-TSA related, All Others	
Number of Complaints	Complaints per 100,000 Passengers <sup>c</sup>	Number of Complaints	Complaints per 100,000 Passengers <sup>c</sup>	Number of Complaints	Complaints per 100,000 Passengers <sup>c</sup>	Number of Complaints	Complaints per 100,000 Passengers <sup>c</sup>
319	0.5	133	0.3	56	0.1	98	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.

Claims Received Regarding Loss or Damage to Property		
Checkpoint (TSA)	Checked Baggage (TSA and/ or Airline)	Claims per 100 Checked Bags
103 <sup>d</sup>	79	0.0002



## 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>