



Air Travel Consumer Report

A Product Of

THE OFFICE OF AVIATION CONSUMER PROTECTION

Issued: August 2022



Flight Delays¹	June 2022 January - June 2022
Mishandled Baggage, Wheelchairs, and Scooters¹	June 2022 January - June 2022
Oversales¹	2nd Quarter 2022 January – June 2022
Consumer Complaints² (Includes Disability and Discrimination Complaints)	June 2022 January - June 2022
Airline Animal Incident Reports⁴	June 2022
Customer Service Reports to the Dept. of Homeland Security³	June 2022

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

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

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

⁴ Data collected by the Office of Aviation Consumer Protection.

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INTRODUCTION

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

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

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

FLIGHT DELAYS

This section provides information about airline on-time performance, flight delays, and cancellations. It is based on data filed by airlines each month with the Department of Transportation's Bureau of Transportation Statistics (Office of Airline Information), as described in 14 CFR Part 234 of DOT's regulations. It covers nonstop operated and marketed scheduled-service flights between points within the United States (including territories) by the seventeen (17) U.S. air carriers that have at least 0.5 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/. This report includes the 30 largest U.S. airports, except Table 5, which lists more than 200 airports in alphabetical order with the corresponding on-time arrival and departure percentages.

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

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

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

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

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

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

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

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

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

AIR TRAVEL CONSUMER REPORT

BRANDED CODESHARE PARTNERS

JUNE 2022

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

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

AIR TRAVEL CONSUMER REPORT

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

JUNE 2022

AT ALL US AIRPORTS			
CARRIER ¹	NUMBER OF AIRPORTS REPORTED	PERCENT OF ON-TIME ARRIVALS	RANK
ALASKA AIRLINES NETWORK	106	78.7	1
- ALASKA AIRLINES	83	78.9	
- BRANDED CODESHARE PARTNERS	52	78.4	
DELTA AIR LINES NETWORK	212	78.4	2
- DELTA AIR LINES	136	77.1	
- BRANDED CODESHARE PARTNERS	183	80.4	
HAWAIIAN AIRLINES	22	77.2	3
UNITED AIRLINES NETWORK	241	76.6	4
- UNITED AIRLINES	111	75.0	
- BRANDED CODESHARE PARTNERS	225	78.0	
SPIRIT AIRLINES	58	75.3	5
SOUTHWEST AIRLINES	107	71.4	6
AMERICAN AIRLINES NETWORK	231	70.6	7
- AMERICAN AIRLINES	117	64.2	
- BRANDED CODESHARE PARTNERS	213	76.8	
FRONTIER AIRLINES	97	69.5	8
JETBLUE AIRWAYS	67	61.3	9
ALLEGiant AIR	125	59.0	10
TOTAL AIRPORTS SERVED	371	73.5	

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

JUNE 2022

AT ALL US AIRPORTS			
CARRIER ¹	NUMBER OF AIRPORTS REPORTED	PERCENT OF ON-TIME ARRIVALS	RANK
ENVOY AIR	143	82.0	1
SKYWEST AIRLINES	243	81.9	2
HORIZON AIR	45	81.0	3
ALASKA AIRLINES	83	78.9	4
HAWAIIAN AIRLINES	22	77.2	5
DELTA AIR LINES	136	77.1	6
ENDEAVOR AIR	99	76.6	7
MESA AIRLINES	106	76.2	8
SPIRIT AIRLINES	58	75.3	9
UNITED AIRLINES	111	75.0	10
PSA AIRLINES	92	73.6	11
SOUTHWEST AIRLINES	107	71.4	12
REPUBLIC AIRWAYS	82	69.9	13
FRONTIER AIRLINES	97	69.5	14
AMERICAN AIRLINES	117	64.2	15
JETBLUE AIRWAYS	67	61.3	16
ALLEGiant AIR	125	59.0	17
TOTAL AIRPORTS SERVED	363	73.3	

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

JUNE 2022

CARRIER ¹	Jan 22		Feb 22		Mar 22		Apr 22		May 22		Jun 22		Year-to-date (YTD)	
	%	Rank	%	Rank										
ALASKA AIRLINES NETWORK	72.1	6	82.8	3	83.0	2	76.7	5	80.2	3	78.7	1	78.9	3
- ALASKA AIRLINES	70.7		81.1		81.5		72.8		78.4		78.9		77.3	
- BRANDED CODESHARE PARTNERS	73.9		85.2		85.3		82.5		82.7		78.4		81.2	
ALLEGiant AIR	65.5	9	65.1	9	57.2	10	59.3	7	66.0	9	59.0	10	61.6	10
AMERICAN AIRLINES NETWORK	78.0	2	73.6	6	81.0	4	79.7	4	77.4	4	70.6	7	76.7	5
- AMERICAN AIRLINES	81.6		71.9		80.7		77.6		76.6		64.2		75.3	
- BRANDED CODESHARE PARTNERS	74.9		75.1		81.3		81.6		78.1		76.8		78.0	
DELTA AIR LINES NETWORK	79.4	1	82.8	2	81.4	3	81.9	1	80.7	2	78.4	2	80.7	2
- DELTA AIR LINES	82.4		85.2		81.1		81.0		80.3		77.1		81.0	
- BRANDED CODESHARE PARTNERS	75.3		79.4		82.0		83.3		81.3		80.4		80.3	
FRONTIER AIRLINES	69.4	8	68.0	8	57.8	9	58.4	9	64.6	10	69.5	8	64.5	8
HAWAIIAN AIRLINES	77.9	3	87.1	1	84.6	1	80.8	3	86.0	1	77.2	3	82.1	1
JETBLUE AIRWAYS	61.2	10	61.8	10	65.6	8	53.3	10	69.4	7	61.3	9	62.1	9
SOUTHWEST AIRLINES	76.1	4	78.3	4	71.1	6	70.2	6	76.8	6	71.4	6	73.9	6
SPIRIT AIRLINES	74.1	5	71.2	7	68.5	7	58.5	8	68.8	8	75.3	5	69.3	7
UNITED AIRLINES NETWORK	71.2	7	76.3	5	79.0	5	80.9	2	77.4	5	76.6	4	76.9	4
- UNITED AIRLINES	74.3		80.0		79.0		80.0		76.3		75.0		77.4	
- BRANDED CODESHARE PARTNERS	68.9		73.3		79.0		81.7		78.3		78.0		76.5	
TOTAL	75.3		76.6		77.2		76.0		77.2		73.5		75.9	

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 1C. OVERALL PERCENTAGE OF REPORTED FLIGHT OPERATIONS ARRIVING ON-TIME: RANKING OF U.S. REPORTING MARKETING CARRIERS (YTD)

RANK	CARRIER ¹	JANUARY - JUNE 2022		JANUARY - JUNE 2021	
		FLIGHT OPERATIONS SCHEDULED	PERCENT OF ON-TIME ARRIVALS	FLIGHT OPERATIONS SCHEDULED	PERCENT OF ON-TIME ARRIVALS
1	HAWAIIAN AIRLINES	35,458	82.14	23,878	91.20
2	DELTA AIR LINES NETWORK	721,541	80.75	625,289	90.37
	- DELTA AIR LINES	433,347	81.03	330,330	89.67
	- BRANDED CODESHARE PARTNERS	288,194	80.32	294,959	91.16
3	ALASKA AIRLINES NETWORK	188,063	78.91	169,871	86.44
	- ALASKA AIRLINES	109,123	77.28	84,631	84.76
	- BRANDED CODESHARE PARTNERS	78,940	81.17	85,240	88.11
4	UNITED AIRLINES NETWORK	632,745	76.92	471,190	83.47
	- UNITED AIRLINES	296,499	77.38	169,690	85.19
	- BRANDED CODESHARE PARTNERS	336,246	76.52	301,500	82.50
5	AMERICAN AIRLINES NETWORK	889,445	76.75	729,931	83.22
	- AMERICAN AIRLINES	419,339	75.33	303,893	82.85
	- BRANDED CODESHARE PARTNERS	470,106	78.01	426,038	83.48
6	SOUTHWEST AIRLINES	614,081	73.87	460,685	80.52
7	SPIRIT AIRLINES	109,816	69.31	84,121	81.30
8	FRONTIER AIRLINES	73,382	64.50	59,172	81.14
9	JETBLUE AIRWAYS	133,926	62.08	83,841	76.78
10	ALLEGiant AIR	61,071	61.63	56,476	74.29
	TOTAL	3,459,528	75.94	2,764,454	84.22

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 1D. OVERALL PERCENTAGE OF REPORTED FLIGHT OPERATIONS ARRIVING ON-TIME: RANKING OF U.S. REPORTING OPERATING CARRIERS (YTD)

RANK	CARRIER ¹	JANUARY - JUNE 2022		JANUARY - JUNE 2021	
		FLIGHT OPERATIONS SCHEDULED	PERCENT OF ON-TIME ARRIVALS	FLIGHT OPERATIONS SCHEDULED	PERCENT OF ON-TIME ARRIVALS
1	HAWAIIAN AIRLINES	35,458	82.14	23,766	91.21
2	DELTA AIR LINES	433,347	81.03	330,330	89.67
3	HORIZON AIR	47,804	80.85	57,133	86.84
4	ENVOY AIR	128,930	80.71	117,697	80.90
5	ENDEAVOR AIR	122,380	80.59	130,132	92.09
6	SKYWEST AIRLINES	375,607	80.53	341,496	85.96
7	UNITED AIRLINES	296,499	77.38	169,690	85.19
8	ALASKA AIRLINES	109,123	77.28	84,631	84.76
9	MESA AIRLINES	62,411	77.15	73,873	79.42
10	AMERICAN AIRLINES	419,339	75.33	303,893	82.85
11	PSA AIRLINES	116,733	75.17	99,216	86.80
12	SOUTHWEST AIRLINES	614,081	73.87	460,685	80.52
13	REPUBLIC AIRWAYS	171,165	73.15	154,525	87.23
14	SPIRIT AIRLINES	109,816	69.31	84,121	81.30
15	FRONTIER AIRLINES	73,382	64.50	59,172	81.14
16	JETBLUE AIRWAYS	133,926	62.08	83,841	76.78
17	ALLEGiant AIR	61,071	61.63	56,476	74.29
	TOTAL	3,311,072	75.89	2,630,677	84.29

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

JUNE 2022

ARRIVAL AIRPORT ¹																
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 NETWORK	77	83.1	60	90.0	194	75.8	45	80.0	0	0.0	52	69.2	150	73.3	173	85.5
- ALASKA AIRLINES	77	83.1	60	90.0	194	75.8	45	80.0	0	0.0	52	69.2	150	73.3	173	85.5
- BRANDED CODESHARE PARTNERS	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
ALLEGiant AIR	0	0.0	252	58.3	77	74.0	31	77.4	0	0.0	0	0.0	0	0.0	52	71.2
AMERICAN AIRLINES NETWORK	1180	66.3	1274	68.0	2406	67.1	442	55.9	17149	72.6	0	0.0	7244	69.3	780	61.2
- AMERICAN AIRLINES	525	56.8	512	56.1	1847	62.5	364	50.5	9406	67.6	0	0.0	2318	62.8	720	58.9
- BRANDED CODESHARE PARTNERS	655	73.9	762	76.0	559	82.5	78	80.8	7743	78.6	0	0.0	4926	72.3	60	88.3
DELTA AIR LINES NETWORK	20785	80.5	901	76.2	3782	71.2	533	73.2	863	82.7	146	89.0	1547	70.1	1024	75.0
- DELTA AIR LINES	17780	80.4	644	78.1	1961	68.5	443	74.7	468	87.8	146	89.0	684	70.0	881	73.4
- BRANDED CODESHARE PARTNERS	3005	80.9	257	71.6	1821	74.1	90	65.6	395	76.7	0	0.0	863	70.1	143	84.6
FRONTIER AIRLINES	684	62.6	55	67.3	41	82.9	111	55.9	122	57.4	0	0.0	90	83.3	1817	74.6
HAWAIIAN AIRLINES	0	0.0	0	0.0	17	58.8	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
JETBLUE AIRWAYS	132	53.0	204	60.8	3497	63.5	0	0.0	60	71.7	0	0.0	883	66.8	172	52.9
SOUTHWEST AIRLINES	2620	70.1	3611	77.5	460	68.7	5247	71.5	203	65.0	5174	71.9	1300	69.2	6938	73.8
SPIRIT AIRLINES	775	79.9	220	76.8	276	67.0	492	72.8	120	61.7	0	0.0	0	0.0	120	75.8
UNITED AIRLINES NETWORK	674	72.6	752	73.4	1070	75.5	269	68.8	532	71.1	0	0.0	1071	73.2	12985	79.1
- UNITED AIRLINES	420	67.6	336	69.3	1046	75.6	261	68.2	155	68.4	0	0.0	364	74.5	6900	78.7
- BRANDED CODESHARE PARTNERS	254	80.7	416	76.7	24	70.8	8	87.5	377	72.1	0	0.0	707	72.6	6085	79.6
TOTAL	26,927	78.0	7,329	74.2	11,820	68.4	7,170	70.4	19,049	72.8	5,372	72.3	12,285	69.7	24,061	76.3

¹ See Appendix at end of this section for list of airport codes.

AIR TRAVEL CONSUMER REPORT

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

JUNE 2022

ARRIVAL AIRPORT ¹																
CARRIER	DFW		DTW		EWR		FLL		IAD		IAH		JFK		LAS	
	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME
ALASKA AIRLINES NETWORK	164	77.4	60	85.0	328	69.5	30	70.0	116	78.4	60	78.3	359	79.9	593	77.2
- ALASKA AIRLINES	164	77.4	60	85.0	328	69.5	30	70.0	116	78.4	60	78.3	359	79.9	415	79.0
- BRANDED CODESHARE PARTNERS	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	178	73.0
ALLEGIANT AIR	0	0.0	0	0.0	74	75.7	275	56.0	35	80.0	0	0.0	0	0.0	771	56.3
AMERICAN AIRLINES NETWORK	21387	72.1	784	71.3	792	52.9	502	63.3	204	70.1	859	65.8	2204	67.9	1163	63.8
- AMERICAN AIRLINES	12411	69.4	325	67.1	792	52.9	502	63.3	123	57.7	538	57.4	1339	65.0	1163	63.8
- BRANDED CODESHARE PARTNERS	8976	75.9	459	74.3	0	0.0	0	0.0	81	88.9	321	79.8	865	72.4	0	0.0
DELTA AIR LINES NETWORK	913	77.3	8481	83.6	774	67.1	891	65.1	493	77.5	641	77.5	4874	68.1	1267	79.3
- DELTA AIR LINES	913	77.3	4875	82.9	484	68.2	891	65.1	223	76.7	577	77.1	2283	64.0	1247	79.3
- BRANDED CODESHARE PARTNERS	0	0.0	3606	84.6	290	65.2	0	0.0	270	78.1	64	81.3	2591	71.7	20	80.0
FRONTIER AIRLINES	367	74.4	86	80.2	0	0.0	164	65.9	0	0.0	84	73.8	0	0.0	1218	72.9
HAWAIIAN AIRLINES	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	30	66.7	106	74.5
JETBLUE AIRWAYS	60	51.7	117	63.2	538	59.9	1384	62.1	0	0.0	60	65.0	3884	59.9	239	64.0
SOUTHWEST AIRLINES	0	0.0	320	64.1	0	0.0	1191	70.0	149	63.8	544	78.1	0	0.0	6300	74.1
SPIRIT AIRLINES	746	74.8	705	80.3	669	60.4	1637	75.8	0	0.0	591	80.0	0	0.0	2028	75.4
UNITED AIRLINES NETWORK	738	72.0	557	69.7	9747	60.0	487	68.2	5433	76.6	9495	84.1	120	80.0	1122	73.0
- UNITED AIRLINES	585	69.7	88	73.9	4815	59.3	487	68.2	2549	75.4	4562	81.9	120	80.0	1072	72.9
- BRANDED CODESHARE PARTNERS	153	80.4	469	68.9	4932	60.6	0	0.0	2884	77.6	4933	86.2	0	0.0	50	76.0
TOTAL	24,375	72.4	11,110	81.0	12,922	60.3	6,561	67.8	6,430	76.2	12,334	81.8	11,471	65.8	14,807	72.8

¹ See Appendix at end of this section for list of airport codes.

AIR TRAVEL CONSUMER REPORT

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

JUNE 2022

ARRIVAL AIRPORT ¹

CARRIER	LAX		LGA		MCO		MDW		MIA		MSP		ORD		PHL	
	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME
ALASKA AIRLINES NETWORK	1691	72.7	0	0.0	180	66.1	0	0.0	15	80.0	81	85.2	295	80.3	60	86.7
- ALASKA AIRLINES	726	74.0	0	0.0	180	66.1	0	0.0	15	80.0	81	85.2	260	80.0	60	86.7
- BRANDED CODESHARE PARTNERS	965	71.8	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	35	82.9	0	0.0
ALLEGiant AIR	187	54.5	0	0.0	0	0.0	33	66.7	0	0.0	35	74.3	0	0.0	0	0.0
AMERICAN AIRLINES NETWORK	3454	69.3	3932	66.4	1445	58.7	0	0.0	5923	63.5	559	64.2	9886	77.5	6347	73.3
- AMERICAN AIRLINES	2557	63.9	1847	57.4	1445	58.7	0	0.0	4451	60.3	323	55.4	4635	70.1	3026	64.6
- BRANDED CODESHARE PARTNERS	897	84.7	2085	74.2	0	0.0	0	0.0	1472	73.0	236	76.3	5251	84.0	3321	81.1
DELTA AIR LINES NETWORK	3938	78.5	6778	69.6	1590	66.0	264	74.6	701	59.9	8576	84.8	1086	78.8	511	76.9
- DELTA AIR LINES	2855	75.1	2174	66.7	1590	66.0	88	68.2	701	59.9	4903	83.6	843	79.5	393	77.1
- BRANDED CODESHARE PARTNERS	1083	87.4	4604	71.0	0	0.0	176	77.8	0	0.0	3673	86.5	243	76.5	118	76.3
FRONTIER AIRLINES	0	0.0	90	46.7	1361	59.7	232	84.9	240	54.6	30	100.0	38	84.2	787	62.9
HAWAIIAN AIRLINES	200	68.0	0	0.0	13	53.8	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
JETBLUE AIRWAYS	784	72.1	1102	53.2	1264	57.5	0	0.0	203	59.1	90	44.4	90	67.8	128	73.4
SOUTHWEST AIRLINES	2226	71.8	1036	67.9	2938	62.0	6548	70.0	522	61.5	551	65.2	790	59.0	366	68.0
SPIRIT AIRLINES	843	80.1	365	75.9	1915	70.3	0	0.0	675	71.9	88	76.1	614	77.4	526	78.9
UNITED AIRLINES NETWORK	3151	79.9	1033	70.8	961	71.4	0	0.0	356	59.8	432	74.5	12571	82.8	399	67.7
- UNITED AIRLINES	2204	76.0	594	68.2	961	71.4	0	0.0	328	59.1	347	74.1	6296	80.2	271	72.7
- BRANDED CODESHARE PARTNERS	947	88.9	439	74.3	0	0.0	0	0.0	28	67.9	85	76.5	6275	85.5	128	57.0
TOTAL	16,474	74.7	14,336	67.4	11,667	63.6	7,077	70.7	8,635	63.2	10,442	81.8	25,370	79.6	9,124	72.5

¹ See Appendix at end of this section for list of airport codes.

AIR TRAVEL CONSUMER REPORT

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

JUNE 2022

ARRIVAL AIRPORT ¹												
CARRIER	PHX		SAN		SEA		SFO		SLC		TPA	
	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME
ALASKA AIRLINES NETWORK	385	76.9	1646	72.7	8815	80.6	2236	70.2	335	74.3	43	72.1
- ALASKA AIRLINES	293	80.5	705	74.2	5801	78.8	1041	69.3	78	76.9	43	72.1
- BRANDED CODESHARE PARTNERS	92	65.2	941	71.6	3014	84.2	1195	71.0	257	73.5	0	0.0
ALLEGiant AIR	25	64.0	94	53.2	0	0.0	0	0.0	0	0.0	0	0.0
AMERICAN AIRLINES NETWORK	5982	74.2	681	61.5	598	62.2	887	61.9	358	60.1	1117	61.9
- AMERICAN AIRLINES	3711	71.0	681	61.5	476	59.2	795	59.1	270	56.7	993	58.9
- BRANDED CODESHARE PARTNERS	2271	79.4	0	0.0	122	73.8	92	85.9	88	70.5	124	85.5
DELTA AIR LINES NETWORK	913	75.7	762	76.5	3916	82.2	1124	78.4	6980	84.9	1073	70.9
- DELTA AIR LINES	790	74.2	702	75.6	2476	76.4	905	76.1	4174	81.2	1073	70.9
- BRANDED CODESHARE PARTNERS	123	85.4	60	86.7	1440	92.1	219	87.7	2806	90.4	0	0.0
FRONTIER AIRLINES	333	73.6	160	77.5	37	89.2	172	77.3	90	70.0	340	59.7
HAWAIIAN AIRLINES	30	83.3	60	55.0	60	51.7	90	57.8	0	0.0	0	0.0
JETBLUE AIRWAYS	112	50.9	149	71.8	79	63.3	394	80.5	190	74.7	357	61.3
SOUTHWEST AIRLINES	4839	71.5	3242	73.0	883	69.0	749	75.6	899	70.6	1748	65.8
SPIRIT AIRLINES	50	88.0	203	72.4	60	88.3	0	0.0	120	80.0	355	69.0
UNITED AIRLINES NETWORK	676	72.3	921	80.3	720	76.9	5789	82.4	592	78.9	513	67.4
- UNITED AIRLINES	649	71.8	843	79.1	713	76.7	4173	80.9	135	74.1	511	67.5
- BRANDED CODESHARE PARTNERS	27	85.2	78	93.6	7	100.0	1616	86.2	457	80.3	2	50.0
TOTAL	13,345	73.2	7,918	72.8	15,168	79.3	11,441	77.2	9,564	81.5	5,546	65.8

¹ See Appendix at end of this section for list of airport codes.

AIR TRAVEL CONSUMER REPORT

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

JUNE 2022

ARRIVAL AIRPORT ¹																
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	77	83.1	60	90.0	194	75.8	45	80.0	0	0.0	52	69.2	150	73.3	173	85.5
ALLEGiant AIR	0	0.0	252	58.3	77	74.0	31	77.4	0	0.0	0	0.0	0	0.0	52	71.2
AMERICAN AIRLINES	525	56.8	512	56.1	1847	62.5	364	50.5	9406	67.6	0	0.0	2318	62.8	720	58.9
DELTA AIR LINES	17780	80.4	644	78.1	1961	68.5	443	74.7	468	87.8	146	89.0	684	70.0	881	73.4
ENDEAVOR AIR	2766	80.4	142	72.5	279	72.4	90	65.6	250	76.8	0	0.0	178	73.0	0	0.0
ENVOY AIR	112	73.2	170	78.2	122	88.5	2	100.0	210	82.4	0	0.0	216	80.6	0	0.0
FRONTIER AIRLINES	684	62.6	55	67.3	41	82.9	111	55.9	122	57.4	0	0.0	90	83.3	1817	74.6
HAWAIIAN AIRLINES	0	0.0	0	0.0	17	58.8	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	132	53.0	204	60.8	3497	63.5	0	0.0	60	71.7	0	0.0	883	66.8	172	52.9
MESA AIRLINES	97	85.6	55	87.3	2	50.0	0	0.0	127	78.7	0	0.0	56	71.4	0	0.0
PSA AIRLINES	116	79.3	155	71.0	0	0.0	8	87.5	5388	78.2	0	0.0	2925	69.4	0	0.0
REPUBLIC AIRWAYS	563	74.4	547	71.7	1871	75.3	36	80.6	581	66.4	0	0.0	2474	74.1	0	0.0
SKYWEST AIRLINES	260	83.8	338	80.2	0	0.0	40	80.0	83	88.0	0	0.0	155	86.5	5629	80.5
SOUTHWEST AIRLINES	2620	70.1	3611	77.5	460	68.7	5247	71.5	203	65.0	5174	71.9	1300	69.2	6938	73.8
SPIRIT AIRLINES	775	79.9	220	76.8	276	67.0	492	72.8	120	61.7	0	0.0	0	0.0	120	75.8
UNITED AIRLINES	420	67.6	336	69.3	1046	75.6	261	68.2	155	68.4	0	0.0	364	74.5	6900	78.7
TOTAL	26,927	78.0	7,301	74.1	11,690	68.2	7,170	70.4	17,173	71.8	5,372	72.3	11,793	69.7	23,402	76.4

¹ See Appendix at end of this section for list of airport codes.

AIR TRAVEL CONSUMER REPORT

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

JUNE 2022

ARRIVAL AIRPORT ¹																
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	164	77.4	60	85.0	328	69.5	30	70.0	116	78.4	60	78.3	359	79.9	415	79.0
ALLEGiant AIR	0	0.0	0	0.0	74	75.7	275	56.0	35	80.0	0	0.0	0	0.0	771	56.3
AMERICAN AIRLINES	12411	69.4	325	67.1	792	52.9	502	63.3	123	57.7	538	57.4	1339	65.0	1163	63.8
DELTA AIR LINES	913	77.3	4875	82.9	484	68.2	891	65.1	223	76.7	577	77.1	2283	64.0	1247	79.3
ENDEAVOR AIR	0	0.0	1189	84.8	140	65.0	0	0.0	76	67.1	0	0.0	1863	72.5	0	0.0
ENVOY AIR	4237	81.4	60	93.3	0	0.0	0	0.0	0	0.0	63	82.5	0	0.0	0	0.0
FRONTIER AIRLINES	367	74.4	86	80.2	0	0.0	164	65.9	0	0.0	84	73.8	0	0.0	1218	72.9
HAWAIIAN AIRLINES	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	30	66.7	106	74.5
HORIZON AIR	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	71	80.3
JETBLUE AIRWAYS	60	51.7	117	63.2	538	59.9	1384	62.1	0	0.0	60	65.0	3884	59.9	239	64.0
MESA AIRLINES	1919	71.0	7	100.0	0	0.0	0	0.0	679	81.9	1748	86.5	0	0.0	0	0.0
PSA AIRLINES	0	0.0	153	66.0	0	0.0	0	0.0	81	88.9	0	0.0	0	0.0	0	0.0
REPUBLIC AIRWAYS	32	81.3	486	70.2	3363	57.9	0	0.0	346	80.9	112	72.3	1593	71.1	0	0.0
SKYWEST AIRLINES	2941	71.0	2542	84.2	52	78.8	0	0.0	330	84.8	1323	86.0	0	0.0	177	71.8
SOUTHWEST AIRLINES	0	0.0	320	64.1	0	0.0	1191	70.0	149	63.8	544	78.1	0	0.0	6300	74.1
SPIRIT AIRLINES	746	74.8	705	80.3	669	60.4	1637	75.8	0	0.0	591	80.0	0	0.0	2028	75.4
UNITED AIRLINES	585	69.7	88	73.9	4815	59.3	487	68.2	2549	75.4	4562	81.9	120	80.0	1072	72.9
TOTAL	24,375	72.4	11,013	81.2	11,255	59.5	6,561	67.8	4,707	76.8	10,262	81.1	11,471	65.8	14,807	72.8

¹ See Appendix at end of this section for list of airport codes.

AIR TRAVEL CONSUMER REPORT

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

JUNE 2022

ARRIVAL AIRPORT ¹																
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	726	74.0	0	0.0	180	66.1	0	0.0	15	80.0	81	85.2	260	80.0	60	86.7
ALLEGiant AIR	187	54.5	0	0.0	0	0.0	33	66.7	0	0.0	35	74.3	0	0.0	0	0.0
AMERICAN AIRLINES	2557	63.9	1847	57.4	1445	58.7	0	0.0	4451	60.3	323	55.4	4635	70.1	3026	64.6
DELTA AIR LINES	2855	75.1	2174	66.7	1590	66.0	88	68.2	701	59.9	4903	83.6	843	79.5	393	77.1
ENDEAVOR AIR	0	0.0	3084	70.9	0	0.0	0	0.0	0	0.0	616	85.9	82	76.8	45	71.1
ENVOY AIR	0	0.0	0	0.0	0	0.0	0	0.0	1412	74.5	64	75.0	3307	86.4	0	0.0
FRONTIER AIRLINES	0	0.0	90	46.7	1361	59.7	232	84.9	240	54.6	30	100.0	38	84.2	787	62.9
HAWAIIAN AIRLINES	200	68.0	0	0.0	13	53.8	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
HORIZON AIR	79	72.2	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	35	82.9	0	0.0
JETBLUE AIRWAYS	784	72.1	1102	53.2	1264	57.5	0	0.0	203	59.1	90	44.4	90	67.8	128	73.4
MESA AIRLINES	0	0.0	185	75.7	0	0.0	0	0.0	28	67.9	54	83.3	0	0.0	6	66.7
PSA AIRLINES	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	59	57.6	0	0.0	1391	80.3
REPUBLIC AIRWAYS	0	0.0	3613	72.9	0	0.0	0	0.0	60	38.3	109	78.0	1085	80.0	714	78.6
SKYWEST AIRLINES	3813	83.5	73	84.9	0	0.0	176	77.8	0	0.0	3092	86.7	4267	83.8	72	81.9
SOUTHWEST AIRLINES	2226	71.8	1036	67.9	2938	62.0	6548	70.0	522	61.5	551	65.2	790	59.0	366	68.0
SPIRIT AIRLINES	843	80.1	365	75.9	1915	70.3	0	0.0	675	71.9	88	76.1	614	77.4	526	78.9
UNITED AIRLINES	2204	76.0	594	68.2	961	71.4	0	0.0	328	59.1	347	74.1	6296	80.2	271	72.7
TOTAL	16,474	74.7	14,163	67.4	11,667	63.6	7,077	70.7	8,635	63.2	10,442	81.8	22,342	78.8	7,785	71.1

¹ See Appendix at end of this section for list of airport codes.

AIR TRAVEL CONSUMER REPORT

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

JUNE 2022

ARRIVAL AIRPORT ¹												
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	293	80.5	705	74.2	5801	78.8	1041	69.3	78	76.9	43	72.1
ALLEGiant AIR	25	64.0	94	53.2	0	0.0	0	0.0	0	0.0	0	0.0
AMERICAN AIRLINES	3711	71.0	681	61.5	476	59.2	795	59.1	270	56.7	993	58.9
DELTA AIR LINES	790	74.2	702	75.6	2476	76.4	905	76.1	4174	81.2	1073	70.9
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	124	85.5
FRONTIER AIRLINES	333	73.6	160	77.5	37	89.2	172	77.3	90	70.0	340	59.7
HAWAIIAN AIRLINES	30	83.3	60	55.0	60	51.7	90	57.8	0	0.0	0	0.0
HORIZON AIR	66	63.6	101	69.3	2685	84.0	330	76.4	0	0.0	0	0.0
JETBLUE AIRWAYS	112	50.9	149	71.8	79	63.3	394	80.5	190	74.7	357	61.3
MESA AIRLINES	805	74.2	0	0.0	0	0.0	0	0.0	42	76.2	2	50.0
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	1642	82.3	978	74.5	1898	89.8	2792	80.9	3566	87.6	0	0.0
SOUTHWEST AIRLINES	4839	71.5	3242	73.0	883	69.0	749	75.6	899	70.6	1748	65.8
SPIRIT AIRLINES	50	88.0	203	72.4	60	88.3	0	0.0	120	80.0	355	69.0
UNITED AIRLINES	649	71.8	843	79.1	713	76.7	4173	80.9	135	74.1	511	67.5
TOTAL	13,345	73.2	7,918	72.8	15,168	79.3	11,441	77.2	9,564	81.5	5,546	65.8

¹ See Appendix at end of this section for list of airport codes.

AIR TRAVEL CONSUMER REPORT

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

JUNE 2022

ARRIVAL AIRPORT ¹																
SCHEDULED ARRIVAL TIME	ATL	BNA	BOS	BWI	CLT	DAL	DCA	DEN	DFW	DTW	EWR	FLL	IAD	IAH	JFK	LAS
0600-0659	84.5	94.8	74.7	86.8	81.4	89.0	81.6	92.8	81.3	81.2	75.8	67.1	86.7	84.9	77.7	93.6
0700-0759	88.4	93.0	77.2	90.6	82.1	90.6	83.0	92.1	85.8	88.8	78.0	81.1	87.9	94.5	75.5	89.2
0800-0859	86.5	88.6	82.3	87.8	80.3	90.1	83.3	86.4	77.7	90.5	72.1	90.0	96.7	89.5	70.6	86.7
0900-0959	85.0	83.6	80.6	89.3	78.8	91.6	75.8	88.1	77.6	89.0	76.0	86.0	94.1	87.1	75.8	85.6
1000-1059	86.3	84.4	82.3	82.5	81.2	94.2	85.2	84.6	79.1	82.0	76.8	82.9	88.6	87.3	79.7	85.5
1100-1159	84.9	86.7	76.2	88.3	81.3	89.8	81.2	83.0	79.7	84.9	78.6	82.0	86.2	88.8	77.3	79.8
1200-1259	85.0	84.0	80.1	90.1	80.8	84.4	81.3	85.1	77.6	86.2	77.6	75.2	82.0	79.5	72.4	78.2
1300-1359	86.0	76.5	74.9	74.9	76.7	84.4	72.8	83.0	80.5	82.5	66.7	74.3	83.0	89.1	73.3	73.0
1400-1459	84.5	81.0	70.8	77.3	80.2	82.3	73.1	81.5	75.7	84.5	67.7	68.0	66.7	84.9	69.8	72.4
1500-1559	80.8	70.5	65.7	75.0	73.4	65.7	73.2	73.5	70.3	83.2	53.7	71.3	83.5	81.5	76.2	72.1
1600-1659	74.0	67.0	67.1	70.0	69.5	66.6	69.9	72.4	69.4	83.9	55.5	63.3	70.6	80.8	66.7	68.5
1700-1759	74.9	70.8	65.0	59.8	64.0	65.7	63.1	64.5	64.8	79.5	50.4	56.8	74.0	77.4	66.1	64.1
1800-1859	72.3	68.4	64.8	58.7	59.7	62.9	56.9	63.1	62.6	79.2	43.2	49.6	66.4	74.8	54.0	63.2
1900-1959	66.6	62.7	56.6	62.6	59.0	56.5	58.5	68.2	60.8	77.3	40.7	58.4	49.3	68.8	55.9	65.4
2000-2059	68.8	63.5	56.1	56.1	57.4	64.2	61.4	59.2	66.7	82.1	33.9	60.9	71.1	78.1	55.0	64.4
2100-2159	66.8	57.5	55.6	48.6	58.6	54.8	56.3	66.6	62.3	70.0	39.8	50.0	72.1	68.6	51.2	63.4
2200-2259	53.9	68.1	58.0	47.4	62.6	49.1	57.4	61.0	68.3	69.8	50.2	54.3	75.6	73.0	48.7	60.5
2300-0559	62.3	56.8	59.8	52.5	60.4	43.5	54.5	58.5	67.1	64.9	61.0	55.1	65.0	65.6	59.6	62.0
TOTAL	78.0	74.1	68.2	70.4	71.8	72.3	69.7	76.4	72.4	81.2	59.5	67.8	76.8	81.1	65.8	72.8

¹ See Appendix at end of this section for list of airport codes.

AIR TRAVEL CONSUMER REPORT

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

JUNE 2022

ARRIVAL AIRPORT ¹															
SCHEDULED ARRIVAL TIME	LAX	LGA	MCO	MDW	MIA	MSP	ORD	PHL	PHX	SAN	SEA	SFO	SLC	TPA	TOTAL
0600-0659	84.5	86.0	69.9	94.6	61.0	89.6	84.8	72.7	94.3	100.0	93.0	92.5	87.3	71.1	85.7
0700-0759	90.6	80.6	82.7	90.3	80.0	86.8	88.0	82.5	90.0	90.9	89.9	90.4	93.2	94.9	86.9
0800-0859	84.3	81.5	86.7	89.7	78.3	89.0	83.2	85.3	88.8	82.5	89.6	82.9	91.9	94.3	85.2
0900-0959	83.8	77.9	85.5	89.7	75.7	88.7	85.7	81.9	81.2	84.5	87.3	82.2	90.5	84.5	82.8
1000-1059	79.0	77.8	83.1	83.5	71.0	81.9	79.4	82.8	87.5	79.8	81.3	82.2	86.7	81.1	82.5
1100-1159	79.5	77.5	77.1	80.1	71.0	88.9	84.2	80.3	84.6	75.1	84.7	80.7	79.2	81.1	81.8
1200-1259	79.3	77.7	74.8	80.2	77.7	84.3	85.0	74.4	78.8	72.0	85.1	84.8	84.8	76.1	81.1
1300-1359	78.2	71.5	76.0	79.1	67.1	82.9	82.8	76.0	75.8	77.0	83.5	83.5	82.3	70.4	78.6
1400-1459	78.6	67.7	70.6	76.7	69.0	87.2	80.6	72.6	74.7	71.5	79.0	78.0	86.1	77.0	77.2
1500-1559	76.9	73.7	65.1	75.5	62.4	82.5	72.3	87.2	74.4	74.3	75.9	81.3	81.9	71.4	74.2
1600-1659	71.9	66.3	57.8	67.0	61.4	81.6	80.0	70.2	72.7	67.4	80.4	77.1	82.0	63.1	71.5
1700-1759	72.5	63.6	53.0	71.9	62.4	76.1	76.7	69.0	64.4	63.4	79.5	77.4	78.1	57.9	68.0
1800-1859	70.1	55.7	54.9	64.4	51.4	82.1	67.9	63.4	59.5	64.8	77.0	71.7	68.0	60.3	64.7
1900-1959	68.7	55.6	49.8	57.4	46.7	79.2	68.5	61.2	61.0	74.3	75.3	72.2	81.7	53.0	63.7
2000-2059	71.7	55.3	45.7	55.7	45.0	76.4	70.7	62.1	57.2	73.1	70.7	68.9	77.2	45.7	63.7
2100-2159	65.8	51.4	45.3	45.3	45.1	66.4	61.7	62.6	54.4	63.0	69.8	71.3	70.5	47.9	59.6
2200-2259	62.9	53.6	48.9	42.0	50.5	74.2	67.9	61.7	57.5	62.7	65.9	65.5	72.6	50.6	59.5
2300-0559	60.3	55.3	49.9	44.7	52.4	61.9	71.9	56.1	58.6	64.4	73.5	64.7	56.6	55.4	59.9
TOTAL	74.7	67.4	63.6	70.7	63.2	81.8	78.8	71.1	73.2	72.8	79.3	77.2	81.5	65.8	73.3

¹ 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)

JUNE 2022

DEPARTURE AIRPORT ¹																
SCHEDULED DEPARTURE TIME	ATL	BNA	BOS	BWI	CLT	DAL	DCA	DEN	DFW	DTW	EWR	FLL	IAD	IAH	JFK	LAS
0600-0659	83.5	88.1	89.2	82.2	82.9	92.5	84.3	88.5	77.7	88.4	77.9	80.6	87.1	88.8	73.6	90.0
0700-0759	82.1	85.8	82.7	80.9	82.7	82.9	86.7	84.2	88.0	85.0	74.2	82.1	79.5	85.0	74.1	86.7
0800-0859	84.2	87.4	78.7	76.5	77.4	85.7	80.3	84.3	85.3	86.2	71.9	83.4	83.6	88.9	76.0	83.0
0900-0959	81.9	81.3	75.3	62.4	79.4	72.4	84.5	80.8	81.4	85.3	72.0	83.0	89.0	87.5	78.1	78.8
1000-1059	81.5	77.7	76.6	72.1	77.8	82.6	78.0	77.8	76.7	86.7	72.5	76.5	97.8	80.8	68.1	77.6
1100-1159	78.7	78.1	76.5	73.5	77.2	73.5	76.7	76.9	74.0	78.6	68.6	67.7	72.7	80.8	74.4	79.4
1200-1259	78.1	83.3	75.0	77.7	77.4	74.0	71.5	66.7	76.2	80.2	68.4	74.3	83.3	83.2	68.8	70.0
1300-1359	77.5	73.8	74.2	67.8	76.0	64.2	72.3	72.4	65.1	76.5	72.8	66.6	85.0	66.7	62.5	62.6
1400-1459	75.5	70.4	68.8	55.0	68.4	58.3	63.9	59.2	66.8	73.8	54.3	53.7	83.3	75.2	66.0	57.9
1500-1559	73.4	64.4	60.5	59.6	68.0	61.1	61.7	65.0	58.5	78.2	56.5	57.7	70.3	74.2	58.9	60.8
1600-1659	66.0	65.2	63.2	49.6	61.4	51.0	55.9	56.8	65.5	75.4	45.8	60.7	72.0	69.1	61.6	61.1
1700-1759	65.2	62.0	61.2	55.1	58.7	44.0	61.5	60.3	61.7	75.9	53.8	54.1	64.5	63.2	58.1	52.6
1800-1859	62.1	63.3	59.2	45.6	54.5	51.2	55.0	58.9	60.4	73.0	41.7	56.6	73.3	70.2	54.5	54.1
1900-1959	61.1	61.8	58.2	40.7	49.4	40.4	52.9	54.5	54.0	72.6	38.4	45.4	58.5	71.8	44.1	53.8
2000-2059	58.8	49.0	48.7	34.2	55.7	36.3	58.7	59.2	55.1	69.2	34.4	54.8	36.2	66.9	48.5	51.7
2100-2159	63.5	45.3	53.8	32.2	45.6	45.3	66.4	49.4	62.6	75.6	27.2	52.5	50.0	74.8	38.8	50.0
2200-2259	61.3	47.7	58.8	18.0	58.3	37.5	61.0	47.7	68.2	81.8	25.0	56.5	69.2	69.7	47.0	52.7
2300-0559	65.5	90.3	85.9	85.0	81.3	0.0	73.2	78.4	83.3	75.3	74.5	89.6	94.0	87.5	70.2	78.7
TOTAL	72.4	72.6	70.9	59.3	67.6	64.1	69.7	68.6	68.9	79.3	58.5	65.8	75.9	77.2	62.9	69.0

¹ 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)

JUNE 2022

DEPARTURE AIRPORT ¹															
SCHEDULED DEPARTURE TIME	LAX	LGA	MCO	MDW	MIA	MSP	ORD	PHL	PHX	SAN	SEA	SFO	SLC	TPA	TOTAL
0600-0659	88.5	79.8	88.7	82.0	81.7	84.3	88.7	83.1	93.0	93.1	90.4	83.5	88.2	85.6	85.7
0700-0759	84.2	75.2	88.0	75.1	78.4	85.5	84.9	79.0	89.4	87.9	90.3	83.5	85.3	81.5	83.6
0800-0859	85.1	76.8	79.2	73.4	75.6	84.7	84.0	77.7	83.4	85.7	87.0	84.4	85.2	85.0	82.3
0900-0959	79.2	78.3	77.7	80.9	79.6	85.5	81.9	76.3	76.1	77.5	86.4	76.0	86.9	81.8	80.1
1000-1059	78.7	75.2	73.2	73.2	72.8	84.3	81.8	77.8	79.2	81.8	84.0	77.0	82.9	77.7	78.7
1100-1159	74.9	75.1	74.2	64.2	74.2	83.3	72.3	75.9	79.6	72.3	79.5	75.4	81.9	74.4	76.6
1200-1259	77.2	74.6	68.4	61.0	67.3	82.6	77.7	69.4	72.7	72.4	78.4	75.0	77.5	72.7	75.3
1300-1359	74.1	71.1	66.2	51.5	64.4	77.4	78.7	73.5	71.9	74.4	79.9	73.7	76.1	67.6	72.2
1400-1459	75.6	68.5	61.9	54.9	57.7	74.5	74.7	72.6	64.4	70.0	80.2	72.6	69.3	64.9	67.8
1500-1559	69.9	61.9	53.7	41.9	60.4	80.5	71.0	66.1	62.5	72.7	78.2	65.7	82.6	63.7	66.4
1600-1659	70.0	63.2	47.7	31.3	56.1	77.1	68.0	72.9	63.4	66.8	74.3	75.7	78.1	58.5	63.5
1700-1759	66.8	54.0	47.1	46.1	55.5	68.3	71.7	65.9	57.5	69.9	76.6	73.4	71.6	56.1	62.1
1800-1859	66.8	55.7	46.6	45.7	45.3	71.1	65.5	61.1	47.8	62.1	75.7	76.6	69.2	56.4	60.2
1900-1959	70.9	51.3	45.8	30.0	53.4	76.3	65.9	61.5	37.6	64.8	82.5	71.3	64.3	49.0	57.0
2000-2059	71.9	53.8	43.0	29.1	45.9	78.6	65.4	63.7	60.8	74.9	75.0	77.6	78.7	48.3	57.4
2100-2159	68.6	55.5	39.4	12.2	49.4	75.0	70.7	58.5	49.9	75.5	72.3	68.0	77.5	33.5	57.2
2200-2259	68.3	50.0	34.6	11.8	53.0	80.3	65.4	50.0	37.7	81.6	73.4	71.2	79.3	47.8	58.2
2300-0559	76.7	77.1	80.3	91.3	85.4	88.8	76.5	80.7	85.6	75.0	77.5	73.3	75.3	86.9	79.3
TOTAL	75.7	67.4	63.7	52.4	62.5	79.9	75.3	71.6	69.4	76.5	80.7	76.0	79.3	68.5	70.6

¹ 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
JUNE 2022

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Aberdeen, SD (ABR)	95.0	93.3	60	60
Abilene, TX (ABI)	85.2	86.4	176	176
Adak Island, AK (ADK)	100.0	77.8	9	9
Aguadilla, PR (BQN)	50.8	64.9	185	188
Akron, OH (CAK)	67.0	74.1	191	189
Alamosa, CO (ALS)	83.3	100.0	12	12
Albany, GA (ABY)	80.9	79.8	89	89
Albany, NY (ALB)	65.7	72.3	1104	1098
Albuquerque, NM (ABQ)	73.6	76.8	1662	1665
Alexandria, LA (AEX)	80.7	81.4	171	172
Allentown/Bethlehem/Easton, PA (ABE)	66.1	76.9	442	442
Alpena, MI (APN)	78.8	80.8	52	52
Amarillo, TX (AMA)	78.8	82.6	448	449
Anchorage, AK (ANC)	82.5	87.5	2174	2176
Appleton, WI (ATW)	76.4	84.7	398	398
Arcata/Eureka, CA (ACV)	78.2	84.4	179	179
Asheville, NC (AVL)	72.1	76.7	874	874
Ashland, WV (HTS)	69.2	53.8	78	78
Aspen, CO (ASE)	74.0	73.5	526	521
Atlanta, GA (ATL)	78.0	72.4	26927	26928
Atlantic City, NJ (ACY)	71.8	78.9	316	317
Augusta, GA (AGS)	81.2	79.3	329	329
Austin, TX (AUS)	70.0	71.3	7614	7613
Bakersfield, CA (BFL)	74.8	83.1	202	201
Baltimore, MD (BWI)	70.4	59.3	7170	7174
Bangor, ME (BGR)	64.6	71.3	560	560
Barrow, AK (BRW)	66.7	63.3	30	30
Baton Rouge, LA (BTR)	76.4	77.0	330	331
Beaumont/Port Arthur, TX (BPT)	91.7	90.0	60	60
Bellefonte, PA (BFB)	71.9	52.4	146	147
Bellingham, WA (BLI)	79.5	88.8	312	313
Bemidji, MN (BJI)	84.8	87.9	66	66
Bend/Redmond, OR (RDM)	79.3	83.7	710	711
Bethel, AK (BET)	91.7	88.3	60	60
Billings, MT (BIL)	84.5	88.3	367	366
Binghamton, NY (BGM)	80.0	83.3	30	30
Birmingham, AL (BHM)	67.5	71.6	1166	1166
Bishop, CA (BIH)	83.3	83.3	12	12
Bismarck/Mandan, ND (BIS)	79.8	78.8	321	321
Bloomington/Normal, IL (BMI)	81.2	84.6	234	234
Boise, ID (BOI)	77.0	84.6	2270	2267

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Boston, MA (BOS)	68.2	70.9	11690	11688
Bozeman, MT (BZN)	76.7	80.9	976	975
Brainerd, MN (BRD)	90.8	92.3	65	65
Branson, MO (BKG)	60.0	66.7	15	15
Bristol/Johnson City/Kingsport, TN (TRI)	79.9	79.4	319	320
Brownsville, TX (BRO)	78.3	75.8	120	120
Brunswick, GA (BQK)	78.7	80.9	89	89
Buffalo, NY (BUF)	63.9	71.0	1744	1746
Burbank, CA (BUR)	76.9	78.1	2736	2735
Burlington, VT (BTV)	71.2	78.4	784	782
Butte, MT (BTM)	84.6	86.5	52	52
Cape Girardeau, MO (CGI)	95.0	86.7	60	60
Casper, WY (CPR)	72.1	77.0	122	122
Cedar City, UT (CDC)	82.7	92.3	52	52
Cedar Rapids/Iowa City, IA (CID)	79.0	82.4	695	695
Champaign/Urbana, IL (CMI)	78.3	89.6	115	115
Charleston, SC (CHS)	66.4	68.6	2232	2229
Charleston/Dunbar, WV (CRW)	70.9	75.0	247	248
Charlotte Amalie, VI (STT)	79.8	78.8	519	519
Charlotte, NC (CLT)	71.8	67.6	17173	17165
Charlottesville, VA (CHO)	72.8	74.8	279	278
Chattanooga, TN (CHA)	76.8	75.6	499	501
Cheyenne, WY (CYS)	70.0	91.7	60	60
Chicago, IL (MDW)	70.7	52.4	7077	7079
Chicago, IL (ORD)	78.8	75.3	22342	22326
Christiansted, VI (STX)	72.0	78.0	100	100
Cincinnati, OH (CVG)	69.2	74.8	3069	3066
Clarksburg/Fairmont, WV (CKB)	80.8	74.6	125	126
Cleveland, OH (CLE)	72.3	78.2	3317	3318
Cody, WY (COD)	72.8	51.6	92	93
College Station/Bryan, TX (CLL)	81.0	82.8	116	116
Colorado Springs, CO (COS)	72.4	78.1	1012	1013
Columbia, MO (COU)	80.8	80.1	146	146
Columbia, SC (CAE)	73.3	81.7	589	589
Columbus, GA (CSG)	78.0	83.9	123	124
Columbus, MS (GTR)	79.1	84.9	86	86
Columbus, OH (CMH)	68.7	74.4	3277	3278
Columbus, OH (LCK)	54.1	47.3	146	146
Concord, NC (USA)	61.8	50.9	55	55
Cordova, AK (CDV)	90.0	88.3	60	60
Corpus Christi, TX (CRP)	78.5	83.8	326	328

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

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Dallas, TX (DAL)	72.3	64.1	5372	5371
Dallas/Fort Worth, TX (DFW)	72.4	68.9	24375	24373
Dayton, OH (DAY)	73.4	79.6	564	565
Daytona Beach, FL (DAB)	68.1	73.0	251	252
Deadhorse, AK (SCC)	80.0	80.0	35	35
Decatur, IL (DEC)	83.7	83.7	104	104
Del Rio, TX (DRT)	68.3	76.7	60	60
Denver, CO (DEN)	76.4	68.6	23402	23397
Des Moines, IA (DSM)	75.8	85.2	1280	1279
Detroit, MI (DTW)	81.2	79.3	11013	11019
Devils Lake, ND (DVL)	86.3	84.3	51	51
Dillingham, AK (DLG)	81.8	75.0	44	44
Dodge City, KS (DDC)	88.5	86.5	52	52
Dothan, AL (DHN)	70.8	82.0	89	89
Dubuque, IA (DBQ)	88.3	96.7	60	60
Duluth, MN (DLH)	88.5	89.3	148	149
Durango, CO (DRO)	78.8	85.2	311	310
Eagle, CO (EGE)	79.7	81.6	148	147
Eau Claire, WI (EAU)	73.1	82.7	52	52
El Paso, TX (ELP)	73.5	79.4	1523	1523
Elko, NV (EKO)	83.3	86.7	30	30
Elmira/Corning, NY (ELM)	75.9	78.5	79	79
Escanaba, MI (ESC)	88.3	86.7	60	60
Eugene, OR (EUG)	76.1	77.2	811	810
Evansville, IN (EVV)	80.7	81.2	197	197
Everett, WA (PAE)	73.6	84.2	398	398
Fairbanks, AK (FAI)	82.8	88.3	495	496
Fargo, ND (FAR)	78.9	81.8	478	477
Fayetteville, AR (XNA)	78.9	80.6	927	929
Fayetteville, NC (FAY)	80.9	82.5	194	194
Flagstaff, AZ (FLG)	78.3	85.4	157	157
Flint, MI (FNT)	65.0	78.9	260	261
Fort Dodge, IA (FOD)	92.9	78.6	56	56
Fort Lauderdale, FL (FLL)	67.8	65.8	6561	6562
Fort Leonard Wood, MO (TBN)	88.5	84.6	52	52
Fort Myers, FL (RSW)	68.6	72.2	2183	2190
Fort Smith, AR (FSM)	84.5	78.4	116	116
Fort Wayne, IN (FWA)	72.2	77.1	442	442
Fresno, CA (FAT)	73.8	80.0	973	971
Gainesville, FL (GNV)	80.8	82.4	318	318
Garden City, KS (GCK)	86.7	85.0	60	60

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Gillette, WY (GCC)	88.2	98.0	51	51
Grand Forks, ND (GFK)	87.3	89.0	118	118
Grand Island, NE (GRI)	73.7	81.6	76	76
Grand Junction, CO (GJT)	77.7	82.2	269	269
Grand Rapids, MI (GRR)	70.2	79.5	1330	1329
Great Falls, MT (GTF)	86.5	86.0	178	178
Green Bay, WI (GRB)	82.3	87.9	339	340
Greensboro/High Point, NC (GSO)	74.0	79.4	859	860
Greer, SC (GSP)	74.0	77.9	1102	1102
Guam, TT (GUM)	95.3	93.8	64	64
Gulfport/Biloxi, MS (GPT)	77.5	82.0	267	267
Gunnison, CO (GUC)	74.0	81.3	96	96
Gustavus, AK (GST)	90.0	86.7	30	30
Hagerstown, MD (HGR)	72.0	72.0	25	25
Hancock/Houghton, MI (CMX)	82.7	82.7	52	52
Harlingen/San Benito, TX (HRL)	82.1	87.1	340	341
Harrisburg, PA (MDT)	73.5	73.2	446	447
Hartford, CT (BDL)	65.3	74.8	1851	1849
Hattiesburg/Laurel, MS (PIB)	82.7	90.4	52	52
Hayden, CO (HDN)	87.5	83.3	120	120
Hays, KS (HYS)	76.7	85.0	60	60
Helena, MT (HLN)	84.9	89.0	119	118
Hibbing, MN (HIB)	96.1	96.2	51	52
Hilo, HI (ITO)	82.1	89.8	537	537
Hilton Head, SC (HHH)	75.0	70.6	228	228
Hobbs, NM (HOB)	100.0	100.0	1	2
Honolulu, HI (HNL)	78.1	80.6	4588	4592
Houston, TX (HOU)	74.9	67.5	4275	4274
Houston, TX (IAH)	81.1	77.2	10262	10259
Huntsville, AL (HSV)	72.6	76.8	624	624
Hyannis, MA (HYA)	40.0	43.3	30	30
Idaho Falls, ID (IDA)	75.1	78.4	550	551
Indianapolis, IN (IND)	68.6	76.4	3546	3546
International Falls, MN (INL)	90.9	89.1	55	55
Iron Mountain/Kingsfd, MI (IMT)	83.3	81.7	60	60
Islip, NY (ISP)	69.8	73.2	354	354
Ithaca/Cortland, NY (ITH)	68.1	76.8	69	69
Jackson, WY (JAC)	83.9	85.7	62	56
Jackson/Vicksburg, MS (JAN)	74.6	76.3	688	688
Jacksonville, FL (JAX)	67.2	73.7	2408	2412
Jacksonville/Camp Lejeune, NC (OAJ)	74.8	81.0	147	147

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

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Jamestown, ND (JMS)	82.7	80.8	52	52
Johnstown, PA (JST)	91.7	88.3	60	60
Joplin, MO (JLN)	67.3	72.5	52	51
Juneau, AK (JNU)	84.0	86.7	475	474
Kahului, HI (OGG)	78.5	71.4	2566	2567
Kalamazoo, MI (AZO)	85.3	88.0	150	150
Kalispell, MT (FCA)	76.0	81.6	499	499
Kansas City, MO (MCI)	70.6	75.7	3880	3884
Kearney, NE (EAR)	66.7	80.4	51	51
Ketchikan, AK (KTN)	84.3	86.3	249	249
Key West, FL (EYW)	70.0	66.6	654	655
Killeen, TX (GRK)	83.3	81.3	192	192
King Salmon, AK (AKN)	85.4	89.6	48	48
Knoxville, TN (TYS)	71.7	81.4	1196	1198
Kodiak, AK (ADQ)	93.1	96.0	101	101
Kona, HI (KOA)	77.4	79.5	1467	1467
Kotzebue, AK (OTZ)	90.0	90.0	60	60
La Crosse, WI (LSE)	90.1	91.9	111	111
Lafayette, LA (LFT)	76.8	73.6	336	337
Lake Charles, LA (LCH)	90.0	85.6	90	90
Lansing, MI (LAN)	83.3	87.8	180	180
Laramie, WY (LAR)	84.6	96.2	52	52
Laredo, TX (LRD)	81.1	79.5	127	127
Las Vegas, NV (LAS)	72.8	69.0	14807	14799
Latrobe, PA (LBE)	84.1	81.8	88	88
Lawton/Fort Sill, OK (LAW)	81.5	78.3	92	92
Lewisburg, WV (LWB)	81.7	90.0	60	60
Lewiston, ID (LWS)	92.2	86.5	103	104
Lexington, KY (LEX)	79.0	80.5	656	657
Liberal, KS (LBL)	84.6	86.5	52	52
Lihue, HI (LIH)	80.7	85.3	1346	1347
Little Rock, AR (LIT)	72.4	80.2	992	991
Long Beach, CA (LGB)	78.6	71.9	1295	1295
Longview, TX (GGG)	90.3	95.2	62	62
Los Angeles, CA (LAX)	74.7	75.7	16474	16480
Louisville, KY (SDF)	71.0	74.6	1938	1937
Lubbock, TX (LBB)	77.2	81.5	518	520
Lynchburg, VA (LYH)	74.6	87.9	59	58
Madison, WI (MSN)	72.6	78.9	900	901
Manchester, NH (MHT)	63.1	72.4	583	579
Manhattan/Ft. Riley, KS (MHK)	85.6	83.6	146	146

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Marquette, MI (MQT)	84.9	81.4	86	86
Martha's Vineyard, MA (MVY)	76.5	80.3	213	213
Mason City, IA (MCW)	82.1	92.9	56	56
Medford, OR (MFR)	78.2	82.0	701	701
Melbourne, FL (MLB)	81.0	82.4	189	188
Memphis, TN (MEM)	68.2	73.1	1839	1842
Meridian, MS (MEI)	84.1	81.7	82	82
Miami, FL (MIA)	63.2	62.5	8635	8633
Midland/Odessa, TX (MAF)	70.2	77.9	755	756
Milwaukee, WI (MKE)	71.3	78.7	2067	2069
Minneapolis, MN (MSP)	81.8	79.9	10442	10444
Minot, ND (MOT)	80.0	80.4	205	204
Mission/McAllen/Edinburg, TX (MFE)	72.1	78.8	305	306
Missoula, MT (MSO)	81.5	83.4	482	482
Moab, UT (CNY)	69.2	80.8	52	52
Mobile, AL (MOB)	77.3	79.1	295	296
Moline, IL (MLI)	83.5	86.5	340	341
Monroe, LA (MLU)	71.4	84.5	168	168
Monterey, CA (MRY)	80.5	81.8	384	384
Montgomery, AL (MGM)	66.7	68.9	228	228
Montrose/Delta, CO (MTJ)	82.6	81.7	219	219
Mosinee, WI (CWA)	88.3	91.7	145	145
Muskegon, MI (MKG)	87.9	82.8	58	58
Myrtle Beach, SC (MYR)	74.9	75.9	1944	1941
Nantucket, MA (ACK)	77.9	76.9	321	321
Nashville, TN (BNA)	74.1	72.6	7301	7299
New Bern/Morehead/Beaufort, NC (EWN)	68.5	72.1	111	111
New Orleans, LA (MSY)	72.2	71.7	3945	3952
New York, NY (JFK)	65.8	62.9	11471	11476
New York, NY (LGA)	67.4	67.4	14163	14164
Newark, NJ (EWR)	59.5	58.5	11255	11254
Newburgh/Poughkeepsie, NY (SWF)	69.1	64.9	97	97
Newport News/Williamsburg, VA (PHF)	90.6	87.9	32	33
Niagara Falls, NY (IAG)	56.7	32.3	30	31
Nome, AK (OME)	86.4	88.1	59	59
Norfolk, VA (ORF)	69.1	74.9	1988	1982
North Bend/Coos Bay, OR (OTH)	87.2	79.5	39	39
North Platte, NE (LBF)	76.0	86.0	50	50
Oakland, CA (OAK)	75.8	72.8	4357	4357
Ogdensburg, NY (OGS)	87.0	84.8	46	46
Oklahoma City, OK (OKC)	73.1	78.9	1800	1800

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

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Omaha, NE (OMA)	70.3	75.9	1829	1831
Ontario, CA (ONT)	73.4	78.7	2066	2065
Orlando, FL (MCO)	63.6	63.7	11667	11677
Owensboro, KY (OWB)	75.0	62.5	8	8
Paducah, KY (PAH)	86.7	88.9	90	90
Pago Pago, TT (PPG)	33.3	83.3	6	6
Palm Springs, CA (PSP)	78.5	82.1	890	892
Panama City, FL (ECP)	77.2	79.9	692	691
Pasco/Kennewick/Richland, WA (PSC)	82.6	86.8	500	501
Pellston, MI (PLN)	78.6	88.1	84	84
Pensacola, FL (PNS)	71.4	74.4	1018	1017
Peoria, IL (PIA)	73.3	80.9	288	288
Petersburg, AK (PSG)	83.3	81.7	60	60
Philadelphia, PA (PHL)	71.1	71.6	7785	7785
Phoenix, AZ (AZA)	54.2	71.7	415	413
Phoenix, AZ (PHX)	73.2	69.4	13345	13346
Pittsburgh, PA (PIT)	68.4	76.6	3320	3319
Plattsburgh, NY (PBG)	74.2	69.8	62	63
Pocatello, ID (PIH)	96.7	96.7	30	30
Ponce, PR (PSE)	64.4	76.7	90	90
Portland, ME (PWM)	63.9	68.9	1148	1147
Portland, OR (PDX)	74.7	81.0	5343	5342
Portsmouth, NH (PSM)	70.0	45.0	40	40
Prescott, AZ (PRC)	78.3	76.7	60	60
Providence, RI (PVD)	67.3	73.7	1229	1226
Provo, UT (PVU)	72.7	63.6	88	88
Pueblo, CO (PUB)	80.8	90.4	52	52
Pullman, WA (PUW)	83.6	88.2	110	110
Punta Gorda, FL (PGD)	44.3	62.8	515	516
Raleigh/Durham, NC (RDU)	69.7	71.8	4581	4580
Rapid City, SD (RAP)	76.0	75.2	546	544
Redding, CA (RDD)	84.5	87.9	148	149
Reno, NV (RNO)	74.5	79.2	1640	1638
Rhineland, WI (RHI)	88.3	86.7	60	60
Richmond, VA (RIC)	68.8	73.8	1559	1560
Riverton/Lander, WY (RIW)	87.5	93.8	32	32
Roanoke, VA (ROA)	78.7	75.3	174	174
Rochester, MN (RST)	90.7	91.3	150	150
Rochester, NY (ROC)	69.8	77.4	1147	1149
Rock Springs, WY (RKS)	86.7	90.0	30	30
Rockford, IL (RFD)	80.4	66.1	56	56

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Roswell, NM (ROW)	80.2	86.3	116	117
Sacramento, CA (SMF)	74.9	77.9	4830	4827
Saginaw/Bay City/Midland, MI (MBS)	89.4	88.3	104	103
Saipan, TT (SPN)	97.1	97.1	34	34
Salina, KS (SLN)	85.6	80.0	90	90
Salt Lake City, UT (SLC)	81.5	79.3	9564	9570
San Angelo, TX (SJT)	78.7	84.4	122	122
San Antonio, TX (SAT)	74.0	79.0	3016	3013
San Diego, CA (SAN)	72.8	76.5	7918	7918
San Francisco, CA (SFO)	77.2	76.0	11441	11442
San Jose, CA (SJC)	76.7	75.6	4845	4848
San Juan, PR (SJU)	64.7	73.8	2518	2520
San Luis Obispo, CA (SBP)	80.7	79.6	461	461
Sanford, FL (SFB)	59.3	66.5	860	859
Santa Ana, CA (SNA)	74.8	74.6	3955	3954
Santa Barbara, CA (SBA)	75.4	79.6	715	715
Santa Fe, NM (SAF)	78.7	84.3	178	178
Santa Maria, CA (SMX)	62.5	62.5	8	8
Santa Rosa, CA (STS)	82.2	83.7	399	398
Sarasota/Bradenton, FL (SRQ)	63.3	69.2	1021	1021
Sault Ste. Marie, MI (CIU)	90.0	88.3	60	60
Savannah, GA (SAV)	69.0	70.0	1639	1636
Scottsbluff, NE (BFF)	76.5	72.8	81	81
Scranton/Wilkes-Barre, PA (AVP)	70.8	78.1	168	169
Seattle, WA (SEA)	79.3	80.7	15168	15173
Sheridan, WY (SHR)	80.8	88.5	52	52
Shreveport, LA (SHV)	74.2	70.7	372	372
Sioux City, IA (SUX)	71.2	80.8	52	52
Sioux Falls, SD (FSD)	74.5	79.6	604	604
Sitka, AK (SIT)	77.7	83.3	175	174
South Bend, IN (SBN)	73.0	80.2	437	439
Spokane, WA (GEG)	78.4	83.6	1843	1843
Springfield, IL (SPI)	83.7	75.6	86	86
Springfield, MO (SGF)	80.3	79.3	574	574
St. George, UT (SGU)	81.9	87.5	216	216
St. Louis, MO (STL)	71.7	69.3	5083	5081
St. Petersburg, FL (PIE)	55.5	66.1	791	791
State College, PA (SCE)	76.5	82.9	34	35
Staunton, VA (SHD)	88.3	88.3	60	60
Stillwater, OK (SWO)	90.0	93.3	60	60
Stockton, CA (SCK)	59.6	46.8	47	47

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

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Sun Valley/Hailey/Ketchum, ID (SUN)	84.7	87.7	163	162
Syracuse, NY (SYR)	68.6	76.0	1126	1125
Tallahassee, FL (TLH)	75.7	78.9	432	432
Tampa, FL (TPA)	65.8	68.5	5546	5554
Texarkana, AR (TXK)	86.7	84.4	90	90
Toledo, OH (TOL)	80.4	78.6	56	56
Traverse City, MI (TVC)	81.7	83.5	536	534
Trenton, NJ (TTN)	64.3	67.6	185	185
Tucson, AZ (TUS)	77.6	84.8	1254	1254
Tulsa, OK (TUL)	72.1	81.5	1378	1374
Twin Falls, ID (TWF)	90.0	96.7	30	30
Tyler, TX (TYR)	93.3	90.0	90	90
Valdosta, GA (VLD)	84.3	79.8	89	89
Valparaiso, FL (VPS)	71.7	72.8	965	962
Vernal, UT (VEL)	73.1	90.4	52	52
Victoria, TX (VCT)	94.1	92.3	51	52
Waco, TX (ACT)	87.3	88.7	142	142
Walla Walla, WA (ALW)	80.0	88.3	60	60
Washington, DC (DCA)	69.7	69.7	11793	11791
Washington, DC (IAD)	76.8	75.9	4707	4697
Waterloo, IA (ALO)	89.3	76.8	56	56
Wenatchee, WA (EAT)	80.0	86.7	60	60
West Palm Beach/Palm Beach, FL (PBI)	61.7	66.8	1671	1674
West Yellowstone, MT (WYS)	76.4	80.0	55	55
White Plains, NY (HPN)	69.5	69.6	1113	1110
Wichita Falls, TX (SPS)	90.0	87.8	90	90
Wichita, KS (ICT)	74.8	82.2	793	793
Williston, ND (XWA)	80.0	87.1	140	140
Wilmington, DE (ILG)	0.0	0.0	1	1
Wilmington, NC (ILM)	70.0	74.1	667	667
Worcester, MA (ORH)	71.9	74.1	146	147
Wrangell, AK (WRG)	78.3	86.7	60	60
Yakima, WA (YKM)	83.3	83.3	60	60
Yakutat, AK (YAK)	88.3	91.7	60	60
Yuma, AZ (YUM)	79.0	78.2	119	119

AIR TRAVEL CONSUMER REPORT

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

JUNE 2022

CARRIER ¹	AT ALL US AIRPORTS				
	NUMBER OF AIRPORTS REPORTED	FLIGHT OPERATIONS SCHEDULED	FLIGHT OPERATIONS CANCELLED	PERCENT OF OPERATIONS CANCELLED	RANK
HAWAIIAN AIRLINES	22	6286	7	0.1	1
ALASKA AIRLINES NETWORK	106	33721	228	0.7	2
- ALASKA AIRLINES	83	18917	160	0.8	
- BRANDED CODESHARE PARTNERS	52	14804	68	0.5	
FRONTIER AIRLINES	97	12430	136	1.1	3
SOUTHWEST AIRLINES	107	111002	1296	1.2	4
SPIRIT AIRLINES	58	18555	227	1.2	5
ALLEGiant AIR	125	11510	368	3.2	6
JETBLUE AIRWAYS	67	21323	743	3.5	7
UNITED AIRLINES NETWORK	241	108985	3857	3.5	8
- UNITED AIRLINES	111	53105	1748	3.3	
- BRANDED CODESHARE PARTNERS	225	55880	2109	3.8	
DELTA AIR LINES NETWORK	212	125660	4857	3.9	9
- DELTA AIR LINES	136	76887	2946	3.8	
- BRANDED CODESHARE PARTNERS	183	48773	1911	3.9	
AMERICAN AIRLINES NETWORK	231	152585	6754	4.4	10
- AMERICAN AIRLINES	117	74979	4713	6.3	
- BRANDED CODESHARE PARTNERS	213	77606	2041	2.6	
TOTAL AIRPORTS SERVED	371	602,057	18,473	3.1	

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

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

AIR TRAVEL CONSUMER REPORT

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

JUNE 2022

CARRIER ¹	AT ALL US AIRPORTS				
	NUMBER OF AIRPORTS REPORTED	FLIGHT OPERATIONS SCHEDULED	FLIGHT OPERATIONS CANCELLED	PERCENT OF OPERATIONS CANCELLED	RANK
HAWAIIAN AIRLINES	22	6286	7	0.1	1
HORIZON AIR	45	8776	50	0.6	2
SKYWEST AIRLINES	243	66038	431	0.7	3
ENVOY AIR	143	20284	143	0.7	4
ALASKA AIRLINES	83	18917	160	0.8	5
FRONTIER AIRLINES	97	12430	136	1.1	6
SOUTHWEST AIRLINES	107	111002	1296	1.2	7
SPIRIT AIRLINES	58	18555	227	1.2	8
MESA AIRLINES	106	9908	216	2.2	9
ALLEGiant AIR	125	11510	368	3.2	10
UNITED AIRLINES	111	53105	1748	3.3	11
JETBLUE AIRWAYS	67	21323	743	3.5	12
DELTA AIR LINES	136	76887	2946	3.8	13
PSA AIRLINES	92	19279	795	4.1	14
AMERICAN AIRLINES	117	74979	4713	6.3	15
ENDEAVOR AIR	99	19874	1413	7.1	16
REPUBLIC AIRWAYS	82	28130	2484	8.8	17
TOTAL AIRPORTS SERVED	363	577,283	17,876	3.1	

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 6B. OVERALL NUMBER AND PERCENTAGE OF FLIGHT CANCELLATIONS: RANKING OF U.S. REPORTING MARKETING CARRIERS (YTD)

RANK	CARRIER ¹	JANUARY - JUNE 2022			JANUARY - JUNE 2021		
		FLIGHT OPERATIONS SCHEDULED	FLIGHT OPERATIONS CANCELLED	PERCENT OF OPERATIONS CANCELLED	FLIGHT OPERATIONS SCHEDULED	FLIGHT OPERATIONS CANCELLED	PERCENT OF OPERATIONS CANCELLED
1	HAWAIIAN AIRLINES	35,458	345	0.97	23,878	26	0.11
2	ALASKA AIRLINES NETWORK	188,063	4,862	2.59	169,871	2,856	1.68
	- ALASKA AIRLINES	109,123	3,638	3.33	84,631	1,407	1.66
	- BRANDED CODESHARE PARTNERS	78,940	1,224	1.55	85,240	1,449	1.70
3	DELTA AIR LINES NETWORK	721,541	18,726	2.60	625,289	2,880	0.46
	- DELTA AIR LINES	433,347	9,553	2.20	330,330	1,476	0.45
	- BRANDED CODESHARE PARTNERS	288,194	9,173	3.18	294,959	1,404	0.48
4	SOUTHWEST AIRLINES	614,081	16,321	2.66	460,685	10,297	2.24
5	FRONTIER AIRLINES	73,382	2,356	3.21	59,172	750	1.27
6	UNITED AIRLINES NETWORK	632,745	22,501	3.56	471,190	9,827	2.09
	- UNITED AIRLINES	296,499	7,249	2.44	169,690	2,160	1.27
	- BRANDED CODESHARE PARTNERS	336,246	15,252	4.54	301,500	7,667	2.54
7	AMERICAN AIRLINES NETWORK	889,445	32,895	3.70	729,931	14,744	2.02
	- AMERICAN AIRLINES	419,339	16,288	3.88	303,893	6,037	1.99
	- BRANDED CODESHARE PARTNERS	470,106	16,607	3.53	426,038	8,707	2.04
8	SPIRIT AIRLINES	109,816	4,130	3.76	84,121	861	1.02
9	ALLEGiant AIR	61,071	2,707	4.43	56,476	1,254	2.22
10	JETBLUE AIRWAYS	133,926	7,216	5.39	83,841	872	1.04
	TOTAL	3,459,528	112,059	3.24	2,764,454	44,367	1.60

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 6C. OVERALL NUMBER AND PERCENTAGE OF FLIGHT CANCELLATIONS: RANKING OF U.S. REPORTING OPERATING CARRIERS (YTD)

RANK	CARRIER ¹	JANUARY - JUNE 2022			JANUARY - JUNE 2021		
		FLIGHT OPERATIONS SCHEDULED	FLIGHT OPERATIONS CANCELLED	PERCENT OF OPERATIONS CANCELLED	FLIGHT OPERATIONS SCHEDULED	FLIGHT OPERATIONS CANCELLED	PERCENT OF OPERATIONS CANCELLED
1	HAWAIIAN AIRLINES	35,458	345	0.97	23,766	26	0.11
2	HORIZON AIR	47,804	945	1.98	57,133	1,286	2.25
3	DELTA AIR LINES	433,347	9,553	2.20	330,330	1,476	0.45
4	SKYWEST AIRLINES	375,607	8,872	2.36	341,496	5,045	1.48
5	UNITED AIRLINES	296,499	7,249	2.44	169,690	2,160	1.27
6	SOUTHWEST AIRLINES	614,081	16,321	2.66	460,685	10,297	2.24
7	ENVOY AIR	128,930	3,821	2.96	117,697	3,746	3.18
8	FRONTIER AIRLINES	73,382	2,356	3.21	59,172	750	1.27
9	ALASKA AIRLINES	109,123	3,638	3.33	84,631	1,407	1.66
10	SPIRIT AIRLINES	109,816	4,130	3.76	84,121	861	1.02
11	ENDEAVOR AIR	122,380	4,704	3.84	130,132	598	0.46
12	AMERICAN AIRLINES	419,339	16,288	3.88	303,893	6,037	1.99
13	PSA AIRLINES	116,733	4,824	4.13	99,216	1,007	1.01
14	ALLEGiant AIR	61,071	2,707	4.43	56,476	1,254	2.22
15	MESA AIRLINES	62,411	2,798	4.48	73,873	2,440	3.30
16	JETBLUE AIRWAYS	133,926	7,216	5.39	83,841	872	1.04
17	REPUBLIC AIRWAYS	171,165	10,270	6.00	154,525	2,207	1.43
	TOTAL	3,311,072	106,037	3.20	2,630,677	41,469	1.58

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

JUNE 2022

CARRIER	TOTAL RECORDS	ON TIME	% ON TIME	CANCELLED	% CANCELLED	DIVERTED	% DIVERTED	AIR CARRIER DELAY	% AIR CARRIER DELAY	EXTREME WEATHER DELAY	% EXTREME WEATHER DELAY	NATIONAL AVIATION SYSTEM DELAY	% NATIONAL AVIATION SYSTEM DELAY	SECURITY DELAY	% SECURITY DELAY	LATE ARRIVING AIRCRAFT DELAY	% LATE ARRIVING AIRCRAFT DELAY
ALASKA AIRLINES NETWORK	33721	26540	78.70	228	0.68	66	0.20	2209	6.55	88	0.26	1986	5.89	30	0.09	2574	7.63
- ALASKA AIRLINES	18917	14927	78.91	160	0.85	50	0.26	1134	5.99	69	0.36	1507	7.97	23	0.12	1047	5.53
- BRANDED CODESHARE PARTNERS	14804	11613	78.45	68	0.46	16	0.11	1074	7.25	20	0.14	479	3.24	7	0.05	1527	10.31
ALLEGiant AIR	11510	6793	59.02	368	3.20	34	0.30	987	8.58	219	1.90	1179	10.24	24	0.21	1907	16.57
AMERICAN AIRLINES NETWORK	152585	107744	70.61	6754	4.43	520	0.34	13265	8.69	2027	1.33	8217	5.39	86	0.06	13972	9.16
- AMERICAN AIRLINES	74979	48104	64.16	4713	6.29	285	0.38	7806	10.41	1014	1.35	4576	6.10	49	0.07	8431	11.24
- BRANDED CODESHARE PARTNERS	77606	59640	76.85	2041	2.63	235	0.30	5459	7.03	1013	1.31	3641	4.69	36	0.05	5540	7.14
DELTA AIR LINES NETWORK	125660	98498	78.38	4857	3.87	307	0.24	10700	8.52	1194	0.95	4670	3.72	27	0.02	5407	4.30
- DELTA AIR LINES	76887	59281	77.10	2946	3.83	197	0.26	6699	8.71	540	0.70	3078	4.00	13	0.02	4132	5.37
- BRANDED CODESHARE PARTNERS	48773	39217	80.41	1911	3.92	110	0.23	4002	8.21	653	1.34	1591	3.26	14	0.03	1275	2.61
FRONTIER AIRLINES	12430	8637	69.49	136	1.09	28	0.23	1187	9.55	52	0.42	1280	10.30	0	0.00	1109	8.92
HAWAIIAN AIRLINES	6286	4855	77.24	7	0.11	6	0.10	935	14.87	4	0.06	32	0.51	18	0.29	429	6.82
JETBLUE AIRWAYS	21323	13072	61.30	743	3.48	100	0.47	3084	14.46	206	0.97	1984	9.30	23	0.11	2111	9.90
SOUTHWEST AIRLINES	111002	79213	71.36	1296	1.17	236	0.21	11273	10.16	357	0.32	4408	3.97	84	0.08	14135	12.73
SPIRIT AIRLINES	18555	13970	75.29	227	1.22	46	0.25	1232	6.64	211	1.14	1897	10.22	41	0.22	930	5.01
UNITED AIRLINES NETWORK	108985	83438	76.56	3857	3.54	405	0.37	8950	8.21	772	0.71	4732	4.34	6	0.01	6825	6.26
- UNITED AIRLINES	53105	39830	75.00	1748	3.29	228	0.43	4004	7.54	376	0.71	2968	5.59	0	0.00	3951	7.44
- BRANDED CODESHARE PARTNERS	55880	43608	78.04	2109	3.77	177	0.32	4947	8.85	395	0.71	1764	3.16	6	0.01	2874	5.14
TOTAL	602,057	442,760	73.54	18,473	3.07	1,748	0.29	53,823	8.94	5,132	0.85	30,384	5.05	338	0.06	49,399	8.21

*** Causes of Delay:**

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

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

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

AIR TRAVEL CONSUMER REPORT

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

JUNE 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	18917	14927	78.91	160	0.85	50	0.26	1134	5.99	69	0.36	1507	7.97	23	0.12	1047	5.53
ALLEGIAN AIR	11510	6793	59.02	368	3.20	34	0.30	987	8.58	219	1.90	1179	10.24	24	0.21	1907	16.57
AMERICAN AIRLINES	74979	48104	64.16	4713	6.29	285	0.38	7806	10.41	1014	1.35	4576	6.10	49	0.07	8431	11.24
DELTA AIR LINES	76887	59281	77.10	2946	3.83	197	0.26	6699	8.71	540	0.70	3078	4.00	13	0.02	4132	5.37
ENDEAVOR AIR	19874	15231	76.64	1413	7.11	56	0.28	1059	5.33	147	0.74	956	4.81	0	0.00	1013	5.10
ENVOY AIR	20284	16628	81.98	143	0.70	64	0.32	963	4.75	291	1.43	1098	5.41	7	0.03	1091	5.38
FRONTIER AIRLINES	12430	8637	69.49	136	1.09	28	0.23	1187	9.55	52	0.42	1280	10.30	0	0.00	1109	8.92
HAWAIIAN AIRLINES	6286	4855	77.24	7	0.11	6	0.10	935	14.87	4	0.06	32	0.51	18	0.29	429	6.82
HORIZON AIR	8776	7106	80.97	50	0.57	10	0.11	527	6.01	12	0.14	431	4.91	4	0.05	636	7.25
JETBLUE AIRWAYS	21323	13072	61.30	743	3.48	100	0.47	3084	14.46	206	0.97	1984	9.30	23	0.11	2111	9.90
MESA AIRLINES	9908	7550	76.20	216	2.18	20	0.20	884	8.92	150	1.51	353	3.56	7	0.07	728	7.35
PSA AIRLINES	19279	14182	73.56	795	4.12	48	0.25	1171	6.07	270	1.40	1076	5.58	12	0.06	1724	8.94
REPUBLIC AIRWAYS	28130	19674	69.94	2484	8.83	86	0.31	1851	6.58	185	0.66	2121	7.54	2	0.01	1728	6.14
SKYWEST AIRLINES	66038	54102	81.93	431	0.65	160	0.24	7537	11.41	806	1.22	284	0.43	31	0.05	2687	4.07
SOUTHWEST AIRLINES	111002	79213	71.36	1296	1.17	236	0.21	11273	10.16	357	0.32	4408	3.97	84	0.08	14135	12.73
SPIRIT AIRLINES	18555	13970	75.29	227	1.22	46	0.25	1232	6.64	211	1.14	1897	10.22	41	0.22	930	5.01
UNITED AIRLINES	53105	39830	75.00	1748	3.29	228	0.43	4004	7.54	376	0.71	2968	5.59	0	0.00	3951	7.44
TOTAL	577,283	423,155	73.30	17,876	3.10	1,654	0.29	52,334	9.07	4,911	0.85	29,228	5.06	338	0.06	47,788	8.28

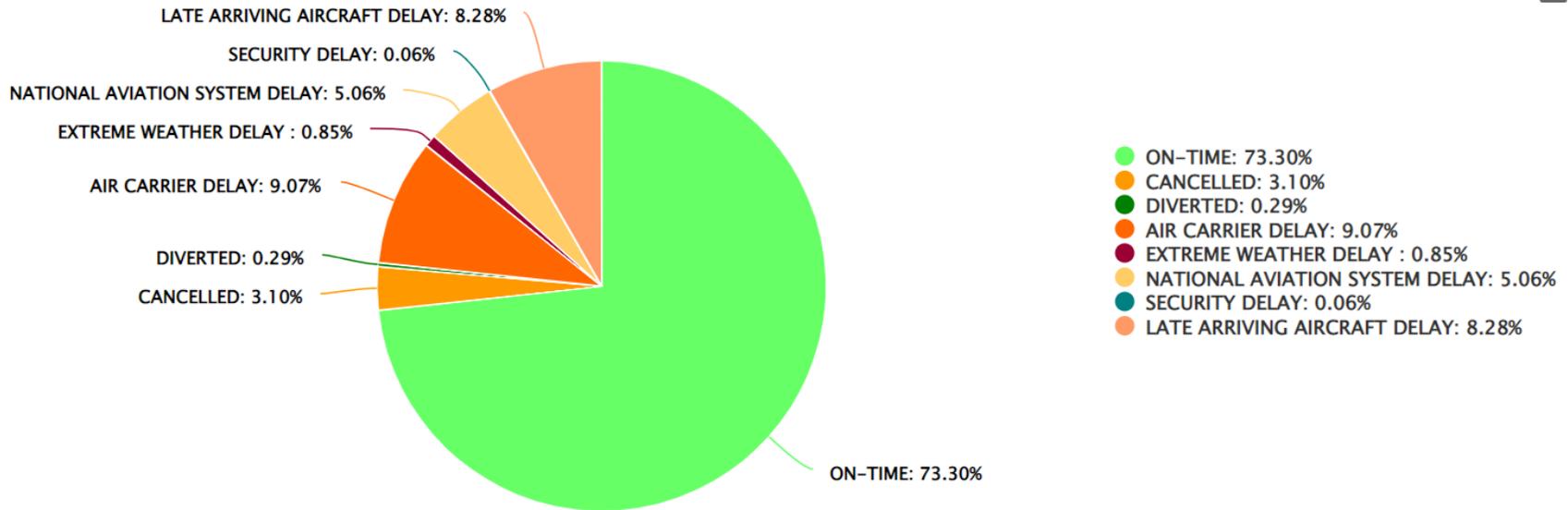
*** Causes of Delay:**

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

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

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

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

JUNE 2022

MARKETING CARRIER	OPERATING CARRIER	FLIGHT NUMBER	ORIGIN AIRPORT	DESTINATION AIRPORT	DATE OF FLIGHT	LOCATION OF LONGEST TARMAC TIME	LENGTH OF TARMAC DELAY
AMERICAN	ENVOY	3961	RDU	AUS	6/27/2022	Destination Airport	4:47
AMERICAN	ENVOY	3743	ABQ	AUS	6/27/2022	Destination Airport	4:39
AMERICAN	ENVOY	3803	IND	AUS	6/27/2022	Destination Airport	4:38
AMERICAN	AMERICAN	434	CLT	AUS	6/27/2022	Destination Airport	4:15
DELTA	REPUBLIC	5840	LGA	IND	6/1/2022	Origin Airport	4:15
AMERICAN	PSA	5064	CAE	CLT	6/16/2022	Origin Airport	4:14
UNITED	UNITED	2448	SFO	EWR	6/1/2022	Destination Airport	4:13
DELTA	ENDEAVOR	5175	LGA	CVG	6/1/2022	Origin Airport	4:07
DELTA	ENDEAVOR	5324	LGA	BUF	6/1/2022	Origin Airport	4:05
AMERICAN	ENVOY	3925	XNA	CLT	6/16/2022	Diversion Airport (CAE)	3:56
DELTA	ENDEAVOR	4675	LGA	BHM	6/16/2022	Origin Airport	3:53
UNITED	UNITED	687	EWR	IAH	6/2/2022	Origin Airport	3:52
DELTA	REPUBLIC	5620	LGA	DCA	6/16/2022	Origin Airport	3:50
DELTA	ENDEAVOR	5002	LGA	MEM	6/1/2022	Origin Airport	3:47
DELTA	ENDEAVOR	5486	LGA	GSP	6/1/2022	Origin Airport	3:42
AMERICAN	REPUBLIC	4902	EYW	CLT	6/16/2022	Diversion Airport (CAE)	3:41
DELTA	DELTA	736	LGA	IAH	6/1/2022	Origin Airport	3:40
DELTA	DELTA	2771	LGA	TPA	6/1/2022	Origin Airport	3:38
DELTA	DELTA	2372	LGA	FLL	6/1/2022	Origin Airport	3:37
DELTA	ENDEAVOR	4793	LGA	CLE	6/1/2022	Origin Airport	3:37
UNITED	GOJET	4484	CLT	EWR	6/16/2022	Origin Airport	3:34
AMERICAN	ENVOY	3966	MIA	TLH	6/8/2022	Origin Airport	3:32
DELTA	REPUBLIC	5735	LGA	DCA	6/16/2022	Origin Airport	3:32
JETBLUE	JETBLUE	1952	MCO	BOS	6/6/2022	Origin Airport	3:32
JETBLUE	JETBLUE	2884	MCO	JFK	6/6/2022	Origin Airport	3:30
DELTA	ENDEAVOR	4691	LGA	CLT	6/16/2022	Origin Airport	3:25
ALLEGiant	ALLEGiant	1766	BWI	PGD	6/11/2022	Destination Airport	3:23
UNITED	COMMUTAIR	4878	LNK	DEN	6/12/2022	Diversion Airport (COS)	3:22
ALLEGiant	ALLEGiant	1722	MDT	PGD	6/30/2022	Destination Airport	3:21
AMERICAN	AMERICAN	1454	MIA	LAX	6/8/2022	Origin Airport	3:21
AMERICAN	AMERICAN	2509	MCO	DCA	6/6/2022	Origin Airport	3:21
ALASKA	ALASKA	1048	SAN	BOS	6/9/2022	Origin Airport	3:20
AMERICAN	PSA	5177	CLT	CID	6/16/2022	Origin Airport	3:19
DELTA	DELTA	1247	HPN	ATL	6/16/2022	Origin Airport	3:18
DELTA	REPUBLIC	5733	BOS	JFK	6/16/2022	Origin Airport	3:18
UNITED	GOJET	4476	LGA	IAD	6/16/2022	Origin Airport	3:18
UNITED	REPUBLIC	3542	EWR	BUF	6/2/2022	Origin Airport	3:18
SOUTHWEST	SOUTHWEST	955	LGA	DEN	6/16/2022	Origin Airport	3:16
DELTA	ENDEAVOR	5334	LGA	MYR	6/16/2022	Origin Airport	3:14
DELTA	DELTA	813	MSP	BOS	6/16/2022	Destination Airport	3:13

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

JUNE 2022

MARKETING CARRIER	OPERATING CARRIER	FLIGHT NUMBER	ORIGIN AIRPORT	DESTINATION AIRPORT	DATE OF FLIGHT	LOCATION OF LONGEST TARMAC TIME	LENGTH OF TARMAC DELAY
AMERICAN	AMERICAN	2372	CLT	DEN	6/12/2022	Diversion Airport (COS)	3:12
DELTA	DELTA	1187	MCO	BOS	6/16/2022	Destination Airport	3:11
DELTA	ENDEAVOR	5196	LGA	CHS	6/16/2022	Origin Airport	3:11
JETBLUE	JETBLUE	1185	JFK	RDU	6/22/2022	Origin Airport	3:11
AMERICAN	AMERICAN	1063	PHL	DEN	6/22/2022	Origin Airport	3:10
DELTA	ENDEAVOR	5508	LGA	MSN	6/1/2022	Origin Airport	3:10
AMERICAN	PSA	5239	CLT	LYH	6/16/2022	Origin Airport	3:08
AMERICAN	AMERICAN	2115	LGA	DCA	6/16/2022	Origin Airport	3:07
AMERICAN	AMERICAN	2140	LGA	DCA	6/16/2022	Origin Airport	3:07
FRONTIER	FRONTIER	1110	MCO	LGA	6/24/2022	Origin Airport	3:07
AMERICAN	AMERICAN	2035	MIA	SFO	6/8/2022	Origin Airport	3:06
AMERICAN	PSA	5436	CLT	BHM	6/16/2022	Origin Airport	3:06
UNITED	UNITED	1992	EWR	IAD	6/16/2022	Origin Airport	3:05
DELTA	DELTA	1348	JFK	LAX	6/16/2022	Origin Airport	3:04
DELTA	DELTA	2177	LGA	ATL	6/16/2022	Origin Airport	3:04
DELTA	ENDEAVOR	5401	LGA	STL	6/1/2022	Origin Airport	3:04
DELTA	DELTA	492	LGA	ATL	6/1/2022	Origin Airport	3:01
DELTA	REPUBLIC	5784	LGA	SDF	6/1/2022	Origin Airport	3:01
JETBLUE	JETBLUE	2334	MCO	DCA	6/6/2022	Origin Airport	3:01
SOUTHWEST	SOUTHWEST	2688	LGA	MCI	6/2/2022	Origin Airport	3:01

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

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

AIR TRAVEL CONSUMER REPORT

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

JUNE 2022

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

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

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

APPENDIX

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

30 Largest U.S. Airports

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

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

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

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

MISHANDLED BAGGAGE

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

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

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

AIR TRAVEL CONSUMER REPORT

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

RANK	CARRIER ¹	June 2022			June 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	724,415	1,193	0.16	682,287	1,613	0.24
2	HAWAIIAN AIRLINES	593,769	1,977	0.33	498,676	1,185	0.24
3	FRONTIER AIRLINES	894,188	3,511	0.39	881,885	2,895	0.33
4	SOUTHWEST AIRLINES	11,244,255	62,337	0.55	9,997,521	52,573	0.53
5	SPIRIT AIRLINES	1,202,087	6,737	0.56	1,059,451	4,773	0.45
6	DELTA AIR LINES NETWORK	8,413,446	47,502	0.56	7,900,611	32,603	0.41
	- DELTA AIR LINES	6,506,383	38,243	0.59	5,739,080	23,756	0.41
	- BRANDED CODESHARE PARTNERS	1,907,063	9,259	0.49	2,161,531	8,847	0.41
7	UNITED AIRLINES NETWORK	6,164,515	42,689	0.69	5,130,467	23,495	0.46
	- UNITED AIRLINES	4,335,741	29,408	0.68	3,091,333	13,604	0.44
	- BRANDED CODESHARE PARTNERS	1,828,774	13,281	0.73	2,039,134	9,891	0.49
8	ALASKA AIRLINES NETWORK	2,556,979	17,920	0.70	2,373,192	17,992	0.76
	- ALASKA AIRLINES	1,910,360	14,303	0.75	1,659,096	13,716	0.83
	- BRANDED CODESHARE PARTNERS	646,619	3,617	0.56	714,096	4,276	0.60
9	JETBLUE AIRWAYS	1,282,314	9,672	0.75	1,225,101	6,489	0.53
10	AMERICAN AIRLINES NETWORK	9,598,141	108,095	1.13	9,726,052	98,405	1.01
	- AMERICAN AIRLINES	6,095,884	74,773	1.23	5,887,114	65,472	1.11
	- BRANDED CODESHARE PARTNERS	3,502,257	33,322	0.95	3,838,938	32,933	0.86
TOTAL		42,674,109	301,633	0.71	39,475,243	242,023	0.61

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

AIR TRAVEL CONSUMER REPORT

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

RANK	CARRIER ¹	JANUARY - JUNE 2022			JANUARY - JUNE 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	3,414,792	5,466	0.16	2,423,802	3,768	0.16
2	HAWAIIAN AIRLINES	2,978,042	9,084	0.31	1,750,535	3,606	0.21
3	FRONTIER AIRLINES	4,748,007	17,009	0.36	3,816,936	9,641	0.25
4	SOUTHWEST AIRLINES	58,177,429	264,285	0.45	42,313,026	138,568	0.33
5	SPIRIT AIRLINES	6,486,047	31,231	0.48	5,104,018	18,319	0.36
6	DELTA AIR LINES NETWORK	47,265,543	286,999	0.61	30,177,035	96,623	0.32
	- DELTA AIR LINES	36,786,176	230,142	0.63	21,152,372	69,376	0.33
	- BRANDED CODESHARE PARTNERS	10,479,367	56,857	0.54	9,024,663	27,247	0.30
7	UNITED AIRLINES NETWORK	34,330,657	227,096	0.66	22,421,894	86,215	0.38
	- UNITED AIRLINES	23,383,133	150,173	0.64	13,190,106	50,754	0.38
	- BRANDED CODESHARE PARTNERS	10,947,524	76,923	0.70	9,231,788	35,461	0.38
8	JETBLUE AIRWAYS	7,706,643	53,785	0.70	4,631,496	20,080	0.43
9	ALASKA AIRLINES NETWORK	13,073,873	94,000	0.72	9,520,389	46,044	0.48
	- ALASKA AIRLINES	9,663,571	72,897	0.75	6,421,801	33,179	0.52
	- BRANDED CODESHARE PARTNERS	3,410,302	21,103	0.62	3,098,588	12,865	0.42
10	AMERICAN AIRLINES NETWORK	52,028,187	454,351	0.87	40,764,021	286,847	0.70
	- AMERICAN AIRLINES	32,311,510	300,590	0.93	23,392,634	177,248	0.76
	- BRANDED CODESHARE PARTNERS	19,716,677	153,761	0.78	17,371,387	109,599	0.63
TOTAL		230,209,220	1,443,306	0.63	162,923,152	709,711	0.44

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

AIR TRAVEL CONSUMER REPORT

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

RANK	CARRIER ¹	June 2022			June 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	724,415	1,193	0.16	682,287	1,613	0.24
2	HAWAIIAN AIRLINES	593,769	1,977	0.33	498,676	1,185	0.24
3	FRONTIER AIRLINES	894,188	3,511	0.39	881,885	2,895	0.33
4	ENDEAVOR AIR	806,696	4,132	0.51	1,068,916	4,757	0.45
5	SOUTHWEST AIRLINES	11,244,255	62,337	0.55	9,997,521	52,573	0.53
6	SPIRIT AIRLINES	1,202,087	6,737	0.56	1,059,451	4,773	0.45
7	HORIZON AIR	439,907	2,485	0.56	525,276	3,363	0.64
8	SKYWEST AIRLINES	2,666,705	15,213	0.57	2,517,017	12,643	0.50
9	DELTA AIR LINES	6,506,383	38,243	0.59	5,739,080	23,756	0.41
10	UNITED AIRLINES	4,335,741	29,408	0.68	3,091,333	13,604	0.44
11	ALASKA AIRLINES	1,910,360	14,303	0.75	1,659,096	13,716	0.83
12	JETBLUE AIRWAYS	1,282,314	9,672	0.75	1,225,101	6,489	0.53
13	MESA AIRLINES	468,331	3,992	0.85	644,354	5,784	0.90
14	PSA AIRLINES	1,036,324	9,615	0.93	1,106,467	6,651	0.60
15	ENVOY AIR	805,355	8,171	1.01	886,680	10,472	1.18
16	REPUBLIC AIRWAYS	818,969	8,442	1.03	1,034,241	7,210	0.70
17	AMERICAN AIRLINES	6,095,884	74,773	1.23	5,887,114	65,472	1.11
	TOTAL	41,831,683	294,204	0.70	38,504,495	236,956	0.62

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

AIR TRAVEL CONSUMER REPORT

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

RANK	CARRIER ¹	JANUARY - JUNE 2022			JANUARY - JUNE 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	3,414,792	5,466	0.16	2,423,802	3,768	0.16
2	HAWAIIAN AIRLINES	2,978,042	9,084	0.31	1,748,605	3,605	0.21
3	FRONTIER AIRLINES	4,748,007	17,009	0.36	3,816,936	9,641	0.25
4	SOUTHWEST AIRLINES	58,177,429	264,285	0.45	42,313,026	138,568	0.33
5	SPIRIT AIRLINES	6,486,047	31,231	0.48	5,104,018	18,319	0.36
6	ENDEAVOR AIR	4,672,971	26,892	0.58	4,562,807	13,727	0.30
7	SKYWEST AIRLINES	14,663,829	86,530	0.59	10,823,609	44,132	0.41
8	DELTA AIR LINES	36,786,176	230,142	0.63	21,152,372	69,376	0.33
9	UNITED AIRLINES	23,383,133	150,173	0.64	13,190,106	50,754	0.38
10	HORIZON AIR	2,361,401	15,589	0.66	2,344,668	9,938	0.42
11	MESA AIRLINES	2,784,234	18,652	0.67	2,988,525	17,785	0.60
12	JETBLUE AIRWAYS	7,706,643	53,785	0.70	4,631,496	20,080	0.43
13	PSA AIRLINES	5,994,486	41,930	0.70	5,025,474	23,055	0.46
14	ALASKA AIRLINES	9,663,571	72,897	0.75	6,421,801	33,179	0.52
15	ENVOY AIR	4,717,942	40,568	0.86	4,052,045	35,790	0.88
16	REPUBLIC AIRWAYS	4,491,748	41,651	0.93	4,746,972	23,919	0.50
17	AMERICAN AIRLINES	32,311,510	300,590	0.93	23,392,634	177,248	0.76
	TOTAL	225,341,961	1,406,474	0.62	158,738,896	692,884	0.44

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

MISHANDLED WHEELCHAIRS AND SCOOTERS

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

AIR TRAVEL CONSUMER REPORT

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

RANK	CARRIER ¹	June 2022			June 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	DELTA AIR LINES NETWORK	18,191	166	0.91	16,366	92	0.56
	- DELTA AIR LINES	14,510	142	0.98	11,462	74	0.65
	- BRANDED CODESHARE PARTNERS	3,681	24	0.65	4,904	18	0.37
2	ALLEGiant AIR	1,544	15	0.97	481	4	0.83
3	UNITED AIRLINES NETWORK	12,498	154	1.23	9,873	100	1.01
	- UNITED AIRLINES	9,250	120	1.30	6,178	74	1.20
	- BRANDED CODESHARE PARTNERS	3,248	34	1.05	3,695	26	0.70
4	HAWAIIAN AIRLINES	680	9	1.32	472	7	1.48
5	FRONTIER AIRLINES	2,207	37	1.68	2,072	32	1.54
6	SOUTHWEST AIRLINES	15,729	299	1.90	11,119	184	1.65
7	AMERICAN AIRLINES NETWORK	11,413	229	2.01	11,278	208	1.84
	- AMERICAN AIRLINES	8,324	173	2.08	8,011	144	1.80
	- BRANDED CODESHARE PARTNERS	3,089	56	1.81	3,267	64	1.96
8	ALASKA AIRLINES NETWORK	2,860	58	2.03	2,708	26	0.96
	- ALASKA AIRLINES	2,345	51	2.17	1,794	22	1.23
	- BRANDED CODESHARE PARTNERS	515	7	1.36	914	4	0.44
9	JETBLUE AIRWAYS	2,388	130	5.44	1,871	56	2.99
10	SPIRIT AIRLINES	719	48	6.68	703	32	4.55
	TOTAL	68,229	1,145	1.68	56,943	741	1.30

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

AIR TRAVEL CONSUMER REPORT

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

RANK	CARRIER ¹	JANUARY - JUNE 2022			JANUARY - JUNE 2021		
		NUMBER OF WHEELCHAIRS AND SCOOTERS ENPLANED	NUMBER OF WHEELCHAIRS AND SCOOTERS MISHANDLED	PERCENT OF WHEELCHAIRS AND SCOOTERS MISHANDLED	NUMBER OF WHEELCHAIRS AND SCOOTERS ENPLANED	NUMBER OF WHEELCHAIRS AND SCOOTERS MISHANDLED	PERCENT OF WHEELCHAIRS AND SCOOTERS MISHANDLED
1	ALLEGiant AIR	9,143	34	0.37	1,561	17	1.09
2	DELTA AIR LINES NETWORK	87,887	801	0.91	55,599	335	0.60
	- DELTA AIR LINES	70,952	679	0.96	37,833	274	0.72
	- BRANDED CODESHARE PARTNERS	16,935	122	0.72	17,766	61	0.34
3	UNITED AIRLINES NETWORK	61,680	674	1.09	36,699	315	0.86
	- UNITED AIRLINES	44,564	511	1.15	22,143	206	0.93
	- BRANDED CODESHARE PARTNERS	17,116	163	0.95	14,556	109	0.75
4	ALASKA AIRLINES NETWORK	15,380	219	1.42	9,690	129	1.33
	- ALASKA AIRLINES	12,093	185	1.53	6,598	98	1.49
	- BRANDED CODESHARE PARTNERS	3,287	34	1.03	3,092	31	1.00
5	SOUTHWEST AIRLINES	76,486	1,148	1.50	40,226	585	1.45
6	HAWAIIAN AIRLINES	3,832	58	1.51	1,817	19	1.05
	- HAWAIIAN AIRLINES	3,832	58	1.51	1,808	19	1.05
7	FRONTIER AIRLINES	11,088	212	1.91	8,574	124	1.45
8	AMERICAN AIRLINES NETWORK	57,138	1,174	2.05	40,289	644	1.60
	- AMERICAN AIRLINES	41,714	854	2.05	27,305	429	1.57
	- BRANDED CODESHARE PARTNERS	15,424	320	2.07	12,984	215	1.66
9	SPIRIT AIRLINES	4,316	217	5.03	3,422	131	3.83
10	JETBLUE AIRWAYS	12,708	642	5.05	7,587	179	2.36
	TOTAL	339,658	5,179	1.52	205,464	2,478	1.21

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

AIR TRAVEL CONSUMER REPORT

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

RANK	CARRIER ¹	June 2022			June 2021		
		NUMBER OF WHEELCHAIRS AND SCOOTERS ENPLANED	NUMBER OF WHEELCHAIRS AND SCOOTERS MISHANDLED	PERCENT OF WHEELCHAIRS AND SCOOTERS MISHANDLED	NUMBER OF WHEELCHAIRS AND SCOOTERS ENPLANED	NUMBER OF WHEELCHAIRS AND SCOOTERS MISHANDLED	PERCENT OF WHEELCHAIRS AND SCOOTERS MISHANDLED
1	ENDEAVOR AIR	1,303	6	0.46	1,888	8	0.42
2	ALLEGIAN AIR	1,544	15	0.97	481	4	0.83
3	DELTA AIR LINES	14,510	142	0.98	11,462	74	0.65
4	SKYWEST AIRLINES	4,256	45	1.06	4,631	29	0.63
5	HORIZON AIR	459	5	1.09	832	2	0.24
6	UNITED AIRLINES	9,250	120	1.30	6,178	74	1.20
7	REPUBLIC AIRWAYS	1,297	17	1.31	1,612	19	1.18
8	HAWAIIAN AIRLINES	680	9	1.32	472	7	1.48
9	MESA AIRLINES	635	9	1.42	884	9	1.02
10	ENVOY AIR	834	13	1.56	910	17	1.87
11	FRONTIER AIRLINES	2,207	37	1.68	2,072	32	1.54
12	PSA AIRLINES	732	13	1.78	823	20	2.43
13	SOUTHWEST AIRLINES	15,729	299	1.90	11,119	184	1.65
14	AMERICAN AIRLINES	8,324	173	2.08	8,011	144	1.80
15	ALASKA AIRLINES	2,345	51	2.17	1,794	22	1.23
16	JETBLUE AIRWAYS	2,388	130	5.44	1,871	56	2.99
17	SPIRIT AIRLINES	719	48	6.68	703	32	4.55
	TOTAL	67,212	1,132	1.68	55,743	733	1.31

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

AIR TRAVEL CONSUMER REPORT

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

RANK	CARRIER ¹	JANUARY - JUNE 2022			JANUARY - JUNE 2021		
		NUMBER OF WHEELCHAIRS AND SCOOTERS ENPLANED	NUMBER OF WHEELCHAIRS AND SCOOTERS MISHANDLED	PERCENT OF WHEELCHAIRS AND SCOOTERS MISHANDLED	NUMBER OF WHEELCHAIRS AND SCOOTERS ENPLANED	NUMBER OF WHEELCHAIRS AND SCOOTERS MISHANDLED	PERCENT OF WHEELCHAIRS AND SCOOTERS MISHANDLED
1	ALLEGiant AIR	9,143	34	0.37	1,561	17	1.09
2	HORIZON AIR	3,015	21	0.70	2,832	20	0.71
3	ENDEAVOR AIR	6,708	50	0.75	8,447	23	0.27
4	DELTA AIR LINES	70,952	679	0.96	37,833	274	0.72
5	SKYWEST AIRLINES	19,935	199	1.00	15,952	129	0.81
6	UNITED AIRLINES	44,564	511	1.15	22,143	206	0.93
7	MESA AIRLINES	3,411	42	1.23	4,096	38	0.93
8	REPUBLIC AIRWAYS	6,244	85	1.36	6,221	67	1.08
9	SOUTHWEST AIRLINES	76,486	1,148	1.50	40,226	585	1.45
10	HAWAIIAN AIRLINES	3,832	58	1.51	1,808	19	1.05
11	ALASKA AIRLINES	12,093	185	1.53	6,598	98	1.49
12	FRONTIER AIRLINES	11,088	212	1.91	8,574	124	1.45
13	AMERICAN AIRLINES	41,714	854	2.05	27,305	429	1.57
14	ENVOY AIR	4,544	95	2.09	3,535	54	1.53
15	PSA AIRLINES	3,731	88	2.36	3,243	57	1.76
16	SPIRIT AIRLINES	4,316	217	5.03	3,422	131	3.83
17	JETBLUE AIRWAYS	12,708	642	5.05	7,587	179	2.36
	TOTAL	334,484	5,120	1.53	201,383	2,450	1.22

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

OVERSALES

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

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

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

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

AIR TRAVEL CONSUMER REPORT

PASSENGERS DENIED BOARDING BY REPORTING MARKETING U.S. AIRLINES (QUARTERLY)

RANK	CARRIER ¹	APRIL - JUNE 2022			
		DENIED BOARDINGS (DB'S)		ENPLANED PASSENGERS	INVOLUNTARY DB'S PER 10,000 PASSENGERS
		VOLUNTARY	INVOLUNTARY		
1	ALLEGiant AIR	569	0	4,740,399	0.00
2	HAWAIIAN AIRLINES	142	0	2,544,050	0.00
3	DELTA AIR LINES NETWORK	33,188	2	42,812,576	0.00
	- DELTA AIR LINES	20,769	0	34,567,515	0.00
	- BRANDED CODESHARE PARTNERS	12,419	2	8,245,061	0.00
4	UNITED AIRLINES NETWORK	10,116	70	34,366,983	0.02
	- UNITED AIRLINES	5,338	48	25,841,326	0.02
	- BRANDED CODESHARE PARTNERS	4,778	22	8,525,657	0.03
5	JETBLUE AIRWAYS	1,591	60	9,225,268	0.07
6	ALASKA AIRLINES NETWORK	4,340	187	10,662,708	0.18
	- ALASKA AIRLINES	3,381	128	8,008,924	0.16
	- BRANDED CODESHARE PARTNERS	959	59	2,653,784	0.22
7	SPIRIT AIRLINES	4,274	375	9,089,707	0.41
8	SOUTHWEST AIRLINES	16,763	2,054	40,899,679	0.50
9	AMERICAN AIRLINES NETWORK	17,278	3,025	48,836,601	0.62
	- AMERICAN AIRLINES	10,117	1,929	35,279,034	0.55
	- BRANDED CODESHARE PARTNERS	7,161	1,096	13,557,567	0.81
10	FRONTIER AIRLINES	2,989	1,698	5,773,073	2.94
TOTAL		91,250	7,471	208,951,044	0.36

APRIL - JUNE 2021			
DENIED BOARDINGS (DB'S)		ENPLANED PASSENGERS	INVOLUNTARY DB'S PER 10,000 PASSENGERS
VOLUNTARY	INVOLUNTARY		
203	0	3,699,217	0.00
10	0	1,717,710	0.00
6,455	0	32,219,088	0.00
3,231	0	24,200,394	0.00
3,224	0	8,018,694	0.00
4,764	20	22,433,384	0.01
1,341	5	14,619,155	0.00
3,423	15	7,814,229	0.02
463	3	6,993,996	0.00
2,044	110	8,561,792	0.13
915	33	5,911,527	0.06
1,129	77	2,650,265	0.29
3,131	85	7,963,642	0.11
9,008	1,314	32,534,837	0.40
11,361	888	41,553,807	0.21
5,192	408	28,314,308	0.14
6,169	480	13,239,499	0.36
886	334	5,456,373	0.61
38,315	2,754	161,416,136	0.17

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

AIR TRAVEL CONSUMER REPORT

PASSENGERS DENIED BOARDING BY REPORTING MARKETING U.S. AIRLINES (YTD)

JANUARY - JUNE 2022					
RANK	CARRIER ¹	DENIED BOARDINGS (DB'S)		ENPLANED PASSENGERS	INVOLUNTARY DB'S PER 10,000 PASSENGERS
		VOLUNTARY	INVOLUNTARY		
1	ALLEGIAN AIR	827	0	8,474,661	0.00
2	HAWAIIAN AIRLINES	452	0	4,560,239	0.00
3	DELTA AIR LINES NETWORK	56,877	2	77,376,006	0.00
	- DELTA AIR LINES	36,347	0	62,880,619	0.00
	- BRANDED CODESHARE PARTNERS	20,530	2	14,495,387	0.00
4	UNITED AIRLINES NETWORK	17,637	112	61,398,745	0.02
	- UNITED AIRLINES	8,539	61	45,505,802	0.01
	- BRANDED CODESHARE PARTNERS	9,098	51	15,892,943	0.03
5	JETBLUE AIRWAYS	2,835	114	16,385,399	0.07
6	ALASKA AIRLINES NETWORK	7,427	294	19,007,710	0.15
	- ALASKA AIRLINES	5,635	177	14,212,992	0.12
	- BRANDED CODESHARE PARTNERS	1,792	117	4,794,718	0.24
7	SPIRIT AIRLINES	8,797	772	17,093,875	0.45
8	AMERICAN AIRLINES NETWORK	32,438	4,995	88,393,015	0.57
	- AMERICAN AIRLINES	18,448	2,966	63,859,186	0.46
	- BRANDED CODESHARE PARTNERS	13,990	2,029	24,533,829	0.83
9	SOUTHWEST AIRLINES	33,601	4,364	72,630,998	0.60
10	FRONTIER AIRLINES ²	5,986	4,151	10,859,982	3.82
	TOTAL	166,877	14,804	376,180,630	0.39

JANUARY - JUNE 2021			
DENIED BOARDINGS (DB'S)		ENPLANED PASSENGERS	INVOLUNTARY DB'S PER 10,000 PASSENGERS
VOLUNTARY	INVOLUNTARY		
206	0	6,022,163	0.00
13	0	2,447,008	0.00
9,347	0	49,497,092	0.00
4,617	0	37,061,591	0.00
4,730	0	12,435,501	0.00
6,670	20	36,201,115	0.01
1,932	5	23,343,074	0.00
4,738	15	12,858,041	0.01
544	19	10,869,063	0.02
2,313	130	13,173,676	0.10
1,032	35	8,918,593	0.04
1,281	95	4,255,083	0.22
4,814	196	13,199,951	0.15
16,168	1,072	64,308,110	0.17
6,645	488	43,033,796	0.11
9,523	584	21,274,314	0.27
10,447	1,506	50,381,050	0.30
1,512	557	10,269,352	0.54
52,034	3,500	256,368,580	0.14

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

² Frontier Airlines resubmitted first quarter oversales data to the Department on June 28, 2022, this table reflects the revised data.

AIR TRAVEL CONSUMER REPORT

PASSENGERS DENIED BOARDING BY REPORTING OPERATING U.S. AIRLINES (QUARTERLY)

RANK	AIRLINE ¹	APRIL - JUNE 2022			
		DENIED BOARDINGS (DB'S)		ENPLANED PASSENGERS	INVOLUNTARY DB'S PER 10,000 PASSENGERS
		VOLUNTARY	INVOLUNTARY		
1	DELTA AIR LINES	20,769	0	34,567,515	0.00
2	ALLEGiant AIR	569	0	4,740,399	0.00
3	ENDEAVOR AIR	4,270	0	3,319,430	0.00
4	HAWAIIAN AIRLINES	142	0	2,544,050	0.00
5	UNITED AIRLINES	5,338	48	25,841,326	0.02
6	JETBLUE AIRWAYS	1,591	60	9,225,268	0.07
7	SKYWEST AIRLINES	9,651	135	10,697,997	0.13
8	ALASKA AIRLINES	3,381	128	8,008,924	0.16
9	HORIZON AIR	635	31	1,519,540	0.20
10	MESA AIRLINES	618	43	2,098,599	0.20
11	SPIRIT AIRLINES	4,274	375	9,089,707	0.41
12	SOUTHWEST AIRLINES	16,763	2,054	40,899,679	0.50
13	REPUBLIC AIRWAYS	4,225	264	5,213,279	0.51
14	AMERICAN AIRLINES	10,117	1,929	35,279,034	0.55
15	PSA AIRLINES	1,767	249	3,446,256	0.72
16	ENVOY AIR	2,308	339	3,630,262	0.93
17	FRONTIER AIRLINES	2,989	1,698	5,773,073	2.94
	TOTAL	89,407	7,353	205,894,338	0.36

APRIL - JUNE 2021			
DENIED BOARDINGS (DB'S)		ENPLANED PASSENGERS	INVOLUNTARY DB'S PER 10,000 PASSENGERS
VOLUNTARY	INVOLUNTARY		
3,231	0	24,200,394	0.00
203	0	3,699,217	0.00
1,181	0	3,517,547	0.00
10	0	1,717,710	0.00
1,341	5	14,619,155	0.00
463	3	6,993,996	0.00
3,592	86	8,943,583	0.10
915	33	5,911,527	0.06
706	57	1,730,321	0.33
808	40	2,494,135	0.16
3,131	85	7,963,642	0.11
9,008	1,314	32,534,837	0.40
2,855	111	5,160,977	0.22
5,192	408	28,314,308	0.14
1,342	115	3,420,512	0.34
1,422	115	3,409,015	0.34
886	334	5,456,373	0.61
36,286	2,706	160,087,249	0.17

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

AIR TRAVEL CONSUMER REPORT

PASSENGERS DENIED BOARDING BY REPORTING OPERATING U.S. AIRLINES (YTD)

JANUARY - JUNE 2022					
RANK	AIRLINE ¹	DENIED BOARDINGS (DB'S)		ENPLANED PASSENGERS	INVOLUNTARY DB's PER 10,000 PASSENGERS
		VOLUNTARY	INVOLUNTARY		
1	DELTA AIR LINES	36,347	0	62,880,619	0.00
2	ALLEGIAN AIR	827	0	8,474,661	0.00
3	ENDEAVOR AIR	7,307	0	5,984,356	0.00
4	HAWAIIAN AIRLINES	452	0	4,560,239	0.00
5	UNITED AIRLINES	8,539	61	45,505,802	0.01
6	JETBLUE AIRWAYS	2,835	114	16,385,399	0.07
7	ALASKA AIRLINES	5,635	177	14,212,992	0.12
8	SKYWEST AIRLINES	17,267	290	19,166,012	0.15
9	HORIZON AIR	1,110	58	2,854,804	0.20
10	MESA AIRLINES	1,343	98	3,945,136	0.25
11	SPIRIT AIRLINES	8,797	772	17,093,875	0.45
12	AMERICAN AIRLINES	18,448	2,966	63,859,186	0.46
13	REPUBLIC AIRWAYS	6,487	425	8,779,541	0.48
14	SOUTHWEST AIRLINES	33,601	4,364	72,630,998	0.60
15	PSA AIRLINES	3,038	412	6,402,422	0.64
16	ENVOY AIR	4,359	608	6,802,305	0.89
17	FRONTIER AIRLINES ²	5,986	4,151	10,859,982	3.82
TOTAL		162,378	14,496	370,398,329	0.39

JANUARY - JUNE 2021			
DENIED BOARDINGS (DB'S)		ENPLANED PASSENGERS	INVOLUNTARY DB's PER 10,000 PASSENGERS
VOLUNTARY	INVOLUNTARY		
4,617	0	37,061,591	0.00
206	0	6,022,163	0.00
1,566	0	5,458,533	0.00
13	0	2,445,506	0.00
1,932	5	23,343,074	0.00
544	19	10,869,063	0.02
1,032	35	8,918,593	0.04
5,887	112	14,371,545	0.08
832	72	2,841,401	0.25
1,167	46	4,119,278	0.11
4,814	196	13,199,951	0.15
6,645	488	43,033,796	0.11
3,621	142	8,332,167	0.17
10,447	1,506	50,381,050	0.30
1,941	123	5,343,465	0.23
2,271	147	5,581,470	0.26
1,512	557	10,269,352	0.54
49,047	3,448	251,591,998	0.14

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

² Frontier Airlines resubmitted first quarter oversales data to the Department on June 28, 2022, this table reflects the revised data.

CONSUMER COMPLAINTS

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

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

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

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

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

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

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

AIR TRAVEL CONSUMER REPORT

TABLE 1

**CONSUMER COMPLAINTS
SUMMARY**

	JUNE 2022				JUNE 2021			
	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS
U.S. AIRLINES	3,382	40	1	358	1,678	18	1	292
FOREIGN AIRLINES	2,020	10	1	120	1,742	2	0	91
TRAVEL AGENTS	460	2	0	49	757	0	0	44
TOUR OPERATORS	0	0	0	0	3	0	0	0
MISCELLANEOUS	0	20	0	82	0	7	0	141
INDUSTRY TOTALS	5,862	72	2	609	4,180	27	1	568

AIR TRAVEL CONSUMER REPORT

Table 2

COMPLAINT CATEGORY	COMPLAINT CATEGORIES*					
	JUNE 2022			JUNE 2021		
	RANKING	COMPLAINTS**	SUB-CATEGORY	RANKING	COMPLAINTS**	SUB-CATEGORY
FLIGHT PROBLEMS	1	1,686		2	507	
CANCELLATION			964			200
DELAY			411			152
MISCONNECTION			193			72
REFUNDS	2	1,435		1	2,322	
BAGGAGE	3	997		6	143	
RESERVATIONS/TICKETING/BOARDING	4	662		4	405	
FARES	5	461		3	422	
CUSTOMER SERVICE	6	227		5	167	
DISABILITY	7	177		7	140	
OVERSALES	8	142		9	25	
OTHER	9	49		8	36	
FREQUENT FLYER			29			12
DISCRIMINATION	10	15		10	12	
ADVERTISING	11	11		11	1	
ANIMALS	12	0		12	0	
COMPLAINT TOTAL		5,862			4,180	

* 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*
JUNE 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	14	4	9	3	6	12	2	4	0	1	0	0	55
ALLEGIAN AIR	52	6	18	4	30	9	4	15	0	0	0	1	139
AMERICAN AIRLINES	356	28	55	52	138	87	34	25	0	3	0	5	783
BREEZE AIRWAYS	10	0	2	0	10	2	1	0	1	0	0	0	26
DELTA AIR LINES	173	12	26	92	54	42	23	20	1	2	0	6	451
ENDEAVOR AIR	29	1	1	1	15	4	4	0	0	0	0	0	55
ENVOY AIR	8	6	3	1	8	13	3	1	0	0	0	0	43
FRONTIER AIRLINES	128	19	32	17	45	51	16	10	1	0	0	2	321
HAWAIIAN AIRLINES	10	0	1	2	9	4	0	0	1	0	0	2	29
JETBLUE AIRWAYS	135	2	20	9	29	25	22	18	0	0	0	1	261
MESA AIRLINES	10	0	0	0	4	1	0	1	0	0	0	0	16
OTHER US COMMUTERS & AIR TAXIS	1	0	1	1	0	0	1	1	0	0	0	0	5
PIEDMONT AIRLINES	4	1	1	1	1	1	0	1	0	0	0	0	10
PSA AIRLINES	34	1	1	1	5	2	1	2	0	1	0	0	48
REPUBLIC AIRWAYS	27	2	1	2	11	6	2	1	0	0	0	1	53
SILVER AIRWAYS	3	3	1	0	2	5	1	1	0	0	0	0	16
SKYWEST AIRLINES	20	1	6	1	8	6	3	0	0	0	0	0	45
SOUTHWEST AIRLINES	71	6	6	14	21	13	10	18	0	3	0	0	162
SPIRIT AIRLINES	84	6	25	21	62	36	11	7	1	0	0	2	255
SUN COUNTRY AIRLINES	13	0	4	3	4	8	2	1	0	0	0	0	35
UNITED AIRLINES	192	17	49	47	87	121	24	11	1	3	0	7	559
Other U.S. Airlines	0	0	3	1	5	2	1	1	0	0	0	2	15
TOTAL JUNE 2022	1,374	115	265	273	554	450	165	138	6	13	0	29	3,382
% of TOTAL COMPLAINTS	40.6	3.4	7.8	8.1	16.4	13.3	4.9	4.1	0.2	0.4	0	0.9	
TOTAL JUNE 2021	434	19	183	198	432	107	138	130	0	11	0	26	1,678
% of TOTAL COMPLAINTS	25.9	1.1	10.9	11.8	25.7	6.4	8.2	7.7	0	0.7	0	1.5	

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

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

AIR TRAVEL CONSUMER REPORT

Table 4

COMPLAINTS AGAINST U.S. AIRLINES BY INCIDENT DATE*

U.S. AIRLINES ALPHABETICAL	COMPS RECD IN JUN	INCI- DENTS IN JUN	PERCENT	INCI- DENTS IN MAY	PERCENT	INCI- DENTS IN ALL PRIOR MONTHS	PERCENT	UN- KNOWN INCI- DENT DATE	PERCENT
ALASKA AIRLINES	55	26	47.3	13	23.6	12	21.8	4	7.3
ALLEGIAN AIR	139	93	66.9	11	7.9	27	19.4	8	5.8
AMERICAN AIRLINES	783	513	65.5	111	14.2	126	16.1	33	4.2
BREEZE AIRWAYS	26	10	38.5	1	3.8	13	50.0	2	7.7
DELTA AIR LINES	451	225	49.9	82	18.2	118	26.2	26	5.8
ENDEAVOR AIR	55	33	60.0	13	23.6	3	5.5	6	10.9
ENVOY AIR	43	19	44.2	14	32.6	7	16.3	3	7.0
FRONTIER AIRLINES	321	132	41.1	56	17.4	117	36.4	16	5.0
HAWAIIAN AIRLINES	29	7	24.1	5	17.2	12	41.4	5	17.2
JETBLUE AIRWAYS	261	151	57.9	38	14.6	58	22.2	14	5.4
MESA AIRLINES	16	11	68.8	3	18.8	1	6.3	1	6.3
OTHER US COMMUTERS & AIR TAXIS	5	3	60.0	0	0.0	1	20.0	1	20.0
PIEDMONT AIRLINES	10	5	50.0	2	20.0	2	20.0	1	10.0
PSA AIRLINES	48	34	70.8	8	16.7	4	8.3	2	4.2
REPUBLIC AIRWAYS	53	36	67.9	12	22.6	4	7.5	1	1.9
SILVER AIRWAYS	16	11	68.8	4	25.0	1	6.3	0	0.0
SKYWEST AIRLINES	45	21	46.7	11	24.4	10	22.2	3	6.7
SOUTHWEST AIRLINES	162	99	61.1	8	4.9	37	22.8	18	11.1
SPIRIT AIRLINES	255	111	43.5	51	20.0	80	31.4	13	5.1
SUN COUNTRY AIRLINES	35	26	74.3	4	11.4	3	8.6	2	5.7
UNITED AIRLINES	559	304	54.4	104	18.6	116	20.8	35	6.3
Other U.S. Airlines	15	5	33.3	4	26.7	5	33.3	1	6.7
Totals	3,382	1,875	55.4	555	16.4	757	22.4	195	5.8
Previous Year's Totals	1,678	868	51.7	167	10.0	475	28.3	168	10.0

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

TABLE 5

**AIR TRAVEL CONSUMER REPORT
COMPANIES OTHER THAN U.S. AIRLINES* BY COMPLAINT CATEGORY**
JUNE 2022**

	FLIGHT PROBLEMS	OVER- SALES	RES/TKT/ BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DIS- ABILITY	ADVERT- ISING	DISCRIM- INATION	ANIMALS	OTHER	TOTAL
<u>FOREIGN AIRLINES</u>													
AEGEAN AIRLINES	0	0	1	1	2	4	0	0	0	0	0	0	8
AER LINGUS	3	0	4	3	6	31	1	2	0	0	0	0	50
AEROFLOT	1	0	1	1	5	0	0	0	0	0	0	0	8
AEROMEXICO	20	3	11	12	38	10	4	2	0	0	0	1	101
AIR CANADA	69	3	26	4	22	78	9	2	1	0	0	1	215
AIR EUROPA	0	0	0	0	5	1	0	0	0	0	0	0	6
AIR FRANCE	15	0	12	9	27	57	5	1	1	0	0	1	128
AIR INDIA	3	0	3	2	52	9	1	1	0	0	0	1	72
ANA ALL NIPPON AIRWAYS	1	0	3	0	3	0	1	0	0	0	0	0	8
ASIANA AIRLINES	1	0	3	0	2	3	0	0	0	0	0	0	9
AUSTRIAN AIRLINES	2	1	2	0	3	4	0	0	0	0	0	1	13
AVIANCA	7	3	12	6	15	1	1	1	0	0	0	0	46
BRITISH AIRWAYS	11	2	6	8	17	23	2	1	0	0	0	2	72
CATHAY PACIFIC AIRWAYS	1	0	0	1	3	0	0	0	0	0	0	3	8
CONDOR	5	0	4	0	4	4	0	0	0	0	0	0	17
COPA	7	1	10	4	16	5	0	0	0	0	0	0	43
EGYPTAIR	0	0	2	0	3	4	2	0	0	0	0	0	11
EL AL ISRAEL	2	1	1	1	5	2	0	0	0	1	0	0	13
EMIRATES AIRLINES	3	1	5	4	9	8	1	3	0	0	0	0	34
ETHIOPIAN AIRLINES	1	1	4	2	6	9	1	0	0	0	0	0	24
ETIHAD AIRWAYS	3	1	3	4	3	4	1	0	0	1	0	0	20
FIJI AIRWAYS	1	0	0	0	18	0	0	0	0	0	0	0	19
FINNAIR OY	2	0	1	0	4	2	1	1	0	0	0	0	11
FLAIR AIRLINES	3	0	1	0	0	2	0	0	0	0	0	0	6
IBERIA AIRLINES	2	0	5	11	22	15	0	0	0	0	0	0	55
ICELANDAIR	1	0	2	1	1	5	1	1	0	0	0	0	12
ITA AIRWAYS	3	0	0	2	2	8	0	0	0	0	0	0	15
JAPAN AIR LINES COMPANY	3	0	6	0	4	1	0	0	1	0	0	0	15
KLM	13	0	4	3	3	28	0	6	0	0	0	1	58
KOREAN AIR LINES	1	0	1	4	0	1	0	0	0	0	0	0	7
KUWAIT AIRWAYS	0	0	0	0	0	6	0	0	0	0	0	0	6
LATAM	2	0	5	1	15	0	0	1	0	0	0	0	24
LOT POLISH AIRLINES	1	0	4	1	4	6	0	2	0	0	0	0	18
LUFTHANSA	19	0	32	13	44	66	3	7	1	0	0	3	188
NORWEGIAN AIR SHUTTLE	2	0	1	4	7	0	0	0	0	0	0	0	14
PHILIPPINE AIRLINES	2	2	5	1	9	0	2	0	0	0	0	0	21
QANTAS AIRWAYS	3	0	2	0	3	4	0	0	0	0	0	1	13
QATAR AIRWAYS	7	1	16	5	26	28	0	3	0	0	0	2	88
ROYAL AIR MAROC	0	0	3	2	18	1	0	0	0	0	0	0	24

AIR TRAVEL CONSUMER REPORT

Table 5 (cont'd)

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

	FLIGHT PROBLEMS	OVER-SALES	RES/TKT/BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DIS-ABILITY	ADVERT-ISING	DISCRIM-INATION	ANIMALS	OTHER	TOTAL
ROYAL JORDANIAN AIRLINES	0	0	3	0	1	5	0	0	0	0	0	0	9
RYANAIR	0	0	4	0	0	2	0	0	0	0	0	0	6
SAS	0	0	2	0	3	5	0	0	0	0	0	0	10
SATA INTERNACIONAL	0	0	2	2	2	0	0	0	0	0	0	0	6
SAUDI ARABIAN AIRLINES	3	0	3	0	2	1	1	0	0	0	0	0	10
SINGAPORE AIRLINES	1	0	0	2	7	7	0	1	0	0	0	1	19
SWISS AIR	4	0	5	0	6	8	0	0	0	0	0	0	23
SWOOP	3	0	1	0	6	0	0	0	0	0	0	0	10
TAP	18	1	5	5	32	20	4	2	0	0	0	0	87
TURKISH AIRLINES	8	2	32	8	25	14	3	1	0	0	0	0	93
VIRGIN ATLANTIC AIRWAYS	3	0	1	0	5	14	2	0	0	0	0	1	26
VIVAEROBUS	10	1	7	3	14	3	3	0	0	0	0	0	41
VOLARIS AIRLINES	6	1	10	3	8	4	0	0	0	0	0	0	32
VUELING AIRLINES	0	0	0	0	1	4	0	0	0	0	0	0	5
WEST JET	3	0	0	1	6	4	1	1	0	0	0	0	16
OTHER FOREIGN AIRLINES	6	0	22	11	58	26	3	0	1	0	0	0	127
TOTALS	285	25	298	145	602	547	53	39	5	2	0	19	2,020
<u>TRAVEL AGENTS</u>													
AMERICAN EXPRESS TRAVEL OFFICE	0	0	2	2	1	0	0	0	0	0	0	0	5
ASAPTICKETS.COM	0	1	5	1	12	0	1	0	0	0	0	0	20
CHASE TRAVEL	2	0	3	3	5	0	0	0	0	0	0	0	13
CHEAPOAIR.COM	7	0	4	1	13	0	1	0	0	0	0	0	26
EDREAMS.COM	1	0	7	0	12	0	1	0	0	0	0	0	21
EXPEDIA.COM	3	1	8	11	48	0	0	0	0	0	0	0	71
FLIGHT NETWORK	2	0	0	1	10	0	0	0	0	0	0	0	13
FLIGHTHUB	0	0	1	1	3	0	0	0	0	0	0	0	5
GOTOGATE	0	0	4	1	17	0	1	0	0	0	0	0	23
JUSTFLY.COM	1	0	15	3	21	0	0	0	0	0	0	0	40
KIWI.COM	0	0	12	0	32	0	0	0	0	0	0	0	44
MYTRIP.COM	0	0	1	1	4	0	1	0	0	0	0	0	7
ONETRAVEL	1	0	2	0	2	0	0	0	0	0	0	0	5
ORBITZ.COM	2	0	5	2	12	0	0	0	0	0	0	0	21
PRICELINE.COM	2	0	3	4	12	0	0	0	0	0	0	0	21
SMARTFARES.COM	0	0	2	0	3	0	0	0	0	0	0	0	5
TRAVELOCITY.COM	0	0	4	5	8	0	0	0	0	0	0	0	17
TRIP.COM	0	0	1	0	7	0	0	0	0	0	0	0	8
OTHER TRAVEL AGENTS	6	0	20	7	57	0	4	0	0	0	0	1	95
TOTALS	27	2	99	43	279	0	9	0	0	0	0	1	460

AIR TRAVEL CONSUMER REPORT

Table 5 (cont'd)

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

TOUR OPERATORS

OTHER TOUR OPERATORS	0	0	0	0	0	0	0	0	0	0	0	0	0	0
TOTALS	0													

MISCELLANEOUS

OTHER MISCELLANEOUS	0	0	0	0	0	0	0	0	0	0	0	0	0	0
TOTALS	0													

* COMPANIES ARE LISTED INDIVIDUALLY IF DOT RECEIVED FIVE (5) OR MORE COMPLAINTS AGAINST THEM DURING THE REPORTING PERIOD. COMPLAINTS AGAINST COMPANIES ACCOUNTING FOR FEWER COMPLAINTS THAN THAT ARE INCLUDED UNDER 'OTHER FOREIGN AIRLINES,' 'OTHER TOUR OPERATORS,' ETC.

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

TABLE 6

AIR TRAVEL CONSUMER REPORT

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

JUNE 2022		JUNE 2021	
AIRLINE	COMPLAINTS		COMPLAINTS
ALASKA AIRLINES NETWORK	60		49
- ALASKA AIRLINES	55		42
- BRANDED CODESHARE PARTNERS	5		7
ALLEGIAN AIRLINES	139		63
AMERICAN AIRLINES NETWORK	965		510
- AMERICAN AIRLINES	783		423
- BRANDED CODESHARE PARTNERS	182		87
DELTA NETWORK	532		129
- DELTA AIR LINES	451		106
- BRANDED CODESHARE PARTNERS	81		23
FRONTIER AIRLINES	321		84
HAWAIIAN AIRLINES	29		20
JETBLUE AIRWAYS	261		205
SOUTHWEST AIRLINES	162		151
SPIRIT AIRLINES	255		121
UNITED AIRLINES NETWORK	559		303
- UNITED AIRLINES	559		303
- BRANDED CODESHARE PARTNERS	0		0
TOTAL	3,283		1,635

* All U.S. airlines with at least one percent of total domestic scheduled - service passenger revenues, as determined by DOT's Bureau of Transportation Statistics, plus other carriers that report flight delay and mishandled baggage data voluntarily.

TABLE 6A

AIR TRAVEL CONSUMER REPORT

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

RANK	AIRLINE	JUNE 2022			JUNE 2021		
		COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS	COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS
1	HORIZON AIRLINES	2	560,178	0.36	7	629,321	1.11
2	SOUTHWEST AIRLINES	162	14,364,481	1.13	151	12,281,574	1.23
3	SKYWEST AIRLINES	45	3,746,239	1.20	25	3,443,520	0.73
4	ALASKA AIRLINES	55	2,805,411	1.96	42	2,399,363	1.75
5	MESA AIRLINES	16	703,966	2.27	11	955,436	1.15
6	HAWAIIAN AIRLINES	29	922,057	3.15	20	725,763	2.76
7	REPUBLIC AIRWAYS	53	1,595,671	3.32	21	1,761,070	1.19
8	ENVOY AIR	43	1,218,703	3.53	19	1,339,217	1.42
9	DELTA AIR LINES	451	12,707,725	3.55	106	10,349,530	1.02
10	PSA AIRLINES	48	1,136,060	4.23	25	1,215,099	2.06
11	ENDEAVOR AIR	55	1,102,055	4.99	7	1,323,572	0.53
12	UNITED AIRLINES	559	10,248,599	5.45	303	6,437,079	4.71
13	AMERICAN AIRLINES	783	13,668,140	5.73	423	11,916,098	3.55
14	SPIRIT AIRLINES	255	3,326,738	7.67	121	2,923,752	4.14
15	JETBLUE AIRWAYS	261	3,388,329	7.70	205	3,071,278	6.67
16	ALLEGiant AIR	139	1,756,153	7.92	63	1,646,091	3.83
17	FRONTIER AIRLINES	321	2,301,154	13.95	84	2,011,222	4.18
	TOTAL	3,277	75,551,659	4.34	1,633	64,428,985	2.53

* All U.S. airlines with at least one percent of total domestic scheduled - service passenger revenues, as determined by DOT's Bureau of Transportation Statistics, plus other carriers that report flight delay and mishandled baggage data voluntarily.

AIR TRAVEL CONSUMER REPORT

TABLE 1 (YTD)

**CONSUMER COMPLAINTS
SUMMARY**

	JANUARY - JUNE 2022				JANUARY - JUNE 2021			
	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS
U.S. AIRLINES	15,955	290	6	1,662	6,827	129	4	1,231
FOREIGN AIRLINES	9,359	24	3	596	11,238	16	1	566
TRAVEL AGENTS	3,221	5	0	212	4,256	1	0	226
TOUR OPERATORS	15	0	0	1	15	0	0	1
MISCELLANEOUS	0	200	0	609	0	104	0	631
INDUSTRY TOTALS	28,550	519	9	3,080	22,336	250	5	2,655

AIR TRAVEL CONSUMER REPORT

Table 2 (YTD)

COMPLAINT CATEGORY	COMPLAINT CATEGORIES*			COMPLAINT CATEGORIES*		
	JANUARY - JUNE 2022			JANUARY - JUNE 2021		
	RANKING	COMPLAINTS**	SUB-CATEGORY	RANKING	COMPLAINTS**	SUB-CATEGORY
REFUNDS	1	10,089		1	15,829	
FLIGHT PROBLEMS	2	6,471		2	1,254	
CANCELLATION			3,824			500
DELAY			1,520			362
MISCONNECTION			625			172
BAGGAGE	3	3,170		3	513	
RESERVATIONS/TICKETING/BOARDING	4	3,159		4	1,462	
FARES	5	2,714		5	1,774	
CUSTOMER SERVICE	6	1,087		6	754	
DISABILITY	7	886		7	474	
OVERSALES	8	582		8	81	
OTHER	9	240		9	120	
FREQUENT FLYER			134			63
DISCRIMINATION	10	102		10	59	
ADVERTISING	11	50		11	15	
ANIMALS	12	0		12	0	
COMPLAINT TOTAL		28,550			22,336	

* A DETAILED EXPLANATION OF THE COMPLAINT CATEGORIES IS ATTACHED.

** INCLUDES FIGURES FOR SUB-CATEGORIES.

AIR TRAVEL CONSUMER REPORT

Table 3 (YTD)

**COMPLAINTS AGAINST U.S. AIRLINES BY COMPLAINT CATEGORIES*
JANUARY - JUNE 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	98	8	37	34	80	41	27	27	0	5	0	4	361
ALLEGiant AIR	216	10	82	47	199	36	28	74	0	0	0	3	695
AMERICAN AIRLINES	953	91	283	429	752	348	163	122	4	11	0	30	3,186
AVELO AIRLINES	4	0	4	3	5	6	4	5	0	0	0	0	31
BOUTIQUE AIR	9	0	1	1	4	1	1	0	0	0	0	0	17
BREEZE AIRWAYS	16	1	3	1	18	5	4	0	1	0	0	0	49
DELTA AIR LINES	484	43	132	158	230	194	102	92	2	9	0	15	1,461
EASTERN	11	0	1	0	21	1	0	0	0	0	0	0	34
ENDEAVOR AIR	58	3	5	8	27	16	8	0	1	0	0	0	126
ENVOY AIR	48	14	13	18	34	29	13	12	0	0	0	0	181
FRONTIER AIRLINES	715	114	150	120	329	204	65	38	4	2	0	9	1,750
HAWAIIAN AIRLINES	23	1	14	16	56	10	4	12	1	0	0	6	143
HORIZON AIRLINES	9	0	2	0	4	4	1	1	0	1	0	0	22
JETBLUE AIRWAYS	726	12	130	113	322	140	93	124	3	3	0	10	1,676
MESA AIRLINES	24	1	2	2	11	5	4	2	0	0	0	0	51
OTHER US COMMUTERS & AIR TAXIS	8	0	4	3	6	3	7	3	0	0	0	1	35
PIEDMONT AIRLINES	13	7	1	4	7	7	2	4	0	2	0	0	47
PSA AIRLINES	104	11	8	9	19	12	7	11	0	1	0	1	183
REPUBLIC AIRWAYS	86	8	15	20	60	27	9	3	0	0	0	1	229
SILVER AIRWAYS	11	5	4	1	19	15	2	3	0	0	0	0	60
SKYWEST AIRLINES	89	8	14	7	46	35	20	6	0	0	0	1	226
SOUTHWEST AIRLINES	340	18	46	71	172	73	64	88	5	8	0	5	890
SPIRIT AIRLINES	786	60	151	163	454	163	70	43	4	4	0	11	1,909
SUN COUNTRY AIRLINES	49	0	9	14	30	24	9	2	1	1	0	0	139
UNITED AIRLINES	685	62	244	257	543	346	144	73	4	9	0	24	2,391
OTHER U.S. AIRLINES	4	3	3	3	8	4	1	2	0	0	0	0	28
TOTAL JAN - JUNE 2022	5,569	480	1,358	1,502	3,456	1,749	852	747	30	56	0	191	15,955
% Of TOTAL COMPLAINTS	34.9	3.0	8.5	9.4	21.7	11.0	5.3	4.7	0.2	0.4	0	1.0	
TOTAL JAN - JUNE 2021	1,035	59	607	817	2,781	330	634	425	6	45	1	87	6,827
% Of TOTAL COMPLAINTS	15.2	0.9	8.9	12.0	40.7	4.8	9.3	6.2	0.1	0.7	0.0	1.3	

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

** AIRLINES ARE LISTED INDIVIDUALLY IF DOT RECEIVED TEN (10) 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 (YTD)

COMPLAINTS AGAINST COMPANIES OTHER THAN U.S. AIRLINES BY COMPLAINT CATEGORY / JANUARY - JUNE 2022**

	FLIGHT PROBLEMS	OVER- SALES	RES/TKT/ BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DIS- ABILITY	ADVERT- ISING	DISCRIM- INATION	ANIMALS	OTHER	TOTAL
<u>FOREIGN AIRLINES</u>													
AEGEAN AIRLINES	1	0	2	3	7	4	0	0	0	0	0	0	17
AER LINGUS	6	0	11	15	32	41	4	5	0	0	0	0	114
AEROFLOT	3	0	7	2	28	1	0	0	0	0	0	1	42
AEROMEXICO	52	8	49	41	178	32	11	6	1	0	0	5	383
AIR ASIA	0	0	0	0	10	0	0	0	0	0	0	0	10
AIR CANADA	100	6	78	20	125	101	16	7	1	1	0	2	457
AIR EUROPA	0	0	1	0	27	3	0	0	0	0	0	0	31
AIR FRANCE	33	5	54	34	118	161	12	7	2	0	0	6	432
AIR INDIA	20	4	43	21	420	57	13	1	0	0	0	2	581
AIR NEW ZEALAND	0	0	1	2	12	0	0	0	1	0	0	0	16
AIR SERBIA	0	0	2	0	6	2	0	0	0	0	0	0	10
AIR TRANSAT	0	0	3	2	6	0	2	0	0	0	0	0	13
ALITALIA AIRLINES	0	0	0	5	39	4	0	0	0	0	0	1	49
ANA ALL NIPPON AIRWAYS	4	0	6	0	16	0	1	2	0	0	0	2	31
ASIANA AIRLINES	2	0	11	0	13	5	0	0	0	0	0	0	31
AUSTRIAN AIRLINES	2	1	4	4	16	11	0	0	0	0	0	1	39
AVIANCA	20	11	70	46	188	10	9	8	1	0	0	5	368
AZERBAIJAN AIRLINES	0	0	0	1	17	0	0	0	0	0	0	0	18
AZUL BRAZILIAN AIRLINES	1	1	4	4	8	3	0	0	0	0	0	0	21
BRITISH AIRWAYS	35	2	58	65	143	63	6	5	3	0	0	8	388
BRUSSELS AIRLINES	0	0	5	3	6	2	0	1	0	0	0	0	17
CARIBBEAN AIRLINES	1	0	4	1	40	3	1	0	0	0	0	0	50
CATHAY PACIFIC AIRWAYS	1	0	0	4	20	0	1	1	0	0	0	4	31
CONDOR	11	0	9	6	17	4	0	1	0	0	0	0	48
COPA	32	7	52	21	160	30	4	1	0	0	0	1	308
EGYPTAIR	4	0	8	3	28	17	4	0	0	0	0	2	66
EL AL ISRAEL	13	1	10	6	32	7	1	2	0	1	0	1	74
EMIRATES AIRLINES	18	2	33	14	61	32	9	9	0	0	0	2	180
ETHIOPIAN AIRLINES	3	1	12	8	23	27	3	0	0	0	0	0	77
ETIHAD AIRWAYS	9	4	14	11	44	20	4	2	0	1	0	1	110
EVA AIRWAYS	1	0	1	0	23	1	0	0	0	0	0	0	26
FIJI AIRWAYS	2	0	2	1	138	1	1	0	1	0	0	0	146
FINNAIR OY	6	1	6	6	25	5	1	3	0	0	0	0	53
FLAIR AIRLINES	8	2	2	0	2	3	1	0	0	0	0	0	18
FRENCH BEE	2	0	2	1	11	5	1	0	0	0	0	0	22
GOL AIRLINES	1	0	3	1	6	4	0	1	0	0	0	0	16
IBERIA AIRLINES	7	1	21	49	115	46	3	1	0	0	0	1	244

AIR TRAVEL CONSUMER REPORT

Table 4 (YTD) cont'd

COMPLAINTS AGAINST COMPANIES OTHER THAN U.S. AIRLINES BY COMPLAINT CATEGORY / JANUARY - JUNE 2022**

	FLIGHT PROBLEMS	OVER-SALES	RES/TKT/BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DIS-ABILITY	ADVERT-ISING	DISCRIM-INATION	ANIMALS	OTHER	TOTAL
ICELANDAIR	1	1	12	9	46	10	1	1	0	0	0	0	81
INTERJET	0	0	1	0	33	0	0	0	0	0	0	0	34
ITA AIRWAYS	4	0	2	3	9	10	0	0	0	0	0	0	28
JAPAN AIR LINES	8	0	20	10	28	4	1	0	1	0	0	0	72
KENYA AIRWAYS	2	0	5	3	9	5	1	1	0	0	0	0	26
KLM	29	2	24	15	40	54	2	8	0	0	0	5	179
KOREAN AIR LINES	1	0	5	5	8	2	0	2	0	0	0	2	25
KUWAIT AIRWAYS	1	0	11	0	6	13	3	0	0	0	0	0	34
LATAM	13	1	23	19	112	15	3	1	0	0	0	2	189
LEVEL	2	0	1	2	8	0	0	0	0	0	0	0	13
LOT POLISH AIRLINES	2	0	4	4	24	8	2	4	0	0	0	0	48
LUFTHANSA	42	5	138	76	217	165	21	13	1	40	0	7	725
MALAYSIA AIRLINES	2	0	0	1	8	1	0	0	0	0	0	0	12
NORWEGIAN AIR SHUTTLE	11	0	1	16	117	0	0	0	0	0	0	0	145
PHILIPPINE AIRLINES	4	2	20	8	98	4	3	0	0	0	0	0	139
PORTER AIRLINES	1	0	4	3	2	1	0	0	0	0	0	0	11
QANTAS AIRWAYS	7	0	11	1	29	5	1	0	0	0	0	3	57
QATAR AIRWAYS	39	6	76	29	138	107	16	10	1	1	0	2	425
ROYAL AIR MAROC	8	0	19	6	137	11	2	0	0	0	0	0	183
ROYAL JORDANIAN AIRLINES	2	0	8	1	14	14	0	1	0	0	0	0	40
RYANAIR	0	0	6	0	6	2	0	0	0	0	0	0	14
SAS	8	0	7	3	27	13	0	2	0	0	0	0	60
SATA INTERNACIONAL	0	0	5	5	9	1	0	0	0	0	0	0	20
SAUDI ARABIAN AIRLINES	7	0	7	0	18	9	2	3	0	1	0	0	47
SINGAPORE AIRLINES	6	0	23	10	54	15	1	2	1	0	0	4	116
SOUTH AFRICAN AIRWAYS	0	0	1	3	32	1	0	0	0	0	0	0	37
SWISS AIR	8	0	19	6	41	25	4	0	1	0	0	0	104
SWOOP	4	0	2	1	10	0	1	0	0	0	0	0	18
TAP	26	2	45	45	383	40	11	6	0	0	0	1	559
THAI AIRWAYS INTERNATIONAL	0	0	1	1	10	1	0	0	0	0	0	0	13
TURKISH AIRLINES	39	6	131	52	174	68	9	11	0	1	0	4	495
UKRAINE INTERNATIONAL AIRLINES	0	0	1	0	11	0	0	0	0	0	0	0	12
VIETNAM AIRLINES	0	0	3	1	6	0	0	0	0	0	0	0	10
VIRGIN ATLANTIC AIRWAYS	10	0	14	5	35	18	3	1	0	0	0	3	89
VIRGIN AUSTRALIA	0	0	1	5	17	0	0	0	0	0	0	0	23
VIVA AIR	0	0	3	0	8	4	0	1	0	0	0	0	16
VIVAAEROBUS	24	4	16	9	50	16	4	0	0	0	0	0	123

AIR TRAVEL CONSUMER REPORT

Table 4 (YTD, Cont'd)

COMPLAINTS AGAINST COMPANIES OTHER THAN U.S. AIRLINES BY COMPLAINT CATEGORY / JANUARY - JUNE 2022**

	FLIGHT PROBLEMS	OVER-SALES	RES/TKT/BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DIS-ABILITY	ADVERT-ISING	DISCRIM-INATION	ANIMALS	OTHER	TOTAL
VOLARIS AIRLINES	35	10	56	44	81	17	6	5	2	0	0	2	258
VUELING AIRLINES	1	0	2	0	12	5	0	0	0	0	0	0	20
WEST JET	10	0	5	4	55	9	1	2	0	0	0	0	86
OTHER FOREIGN AIRLINES	14	1	29	12	136	38	4	2	0	0	0	0	236
TOTALS	769	97	1,350	817	4,418	1,416	210	139	17	46	0	80	9,359
TRAVEL AGENTS													
AMERICAN EXPRESS	1	0	3	6	13	0	0	0	0	0	0	1	24
ASAPTICKETS.COM	1	1	17	6	80	1	1	0	0	0	0	0	107
BUDGETAIR.COM	2	0	6	1	25	0	1	0	0	0	0	0	35
CAPITAL ONE TRAVEL	1	0	3	3	7	0	0	0	0	0	0	0	14
CHASE TRAVEL	7	1	13	18	69	0	0	0	0	0	0	0	108
CHEAP TICKETS	1	0	3	3	14	0	0	0	0	0	0	0	21
CHEAPOAIR.COM	13	0	28	32	107	0	1	0	0	0	0	0	181
EDREAMS.COM	5	0	31	5	103	0	1	0	0	0	0	1	146
EXPEDIA.COM	24	1	52	105	410	0	2	0	0	0	0	0	594
FARESCAN.COM	0	0	0	1	9	0	0	0	0	0	0	0	10
FLIGHT NETWORK	2	0	3	2	32	0	0	0	0	0	0	0	39
FLIGHTHUB	1	0	1	3	20	0	0	0	0	0	0	0	25
FLYUS.COM	1	0	3	2	9	0	0	0	0	0	0	0	15
GOTOGATE	9	0	42	13	166	0	3	0	0	0	0	0	233
HOP2	1	0	2	4	6	0	0	0	0	0	0	0	13
HOPPER.COM	0	0	3	6	18	0	0	0	0	0	0	0	27
INDIAN EAGLE	0	0	3	1	14	0	0	0	0	0	0	0	18
JUSTFLY.COM	4	0	57	27	162	0	2	0	0	0	0	1	253
KAYAK	0	0	4	2	19	1	0	0	1	0	0	0	27
KIWI.COM	8	0	46	8	197	0	0	0	0	0	0	0	259
MYTRIP.COM	1	0	4	1	26	0	1	0	0	0	0	0	33
ONETRAVEL	2	0	2	1	12	0	0	0	0	0	0	0	17
ORBITZ.COM	8	0	17	23	101	0	1	0	0	0	0	0	150
OVAGO	1	0	2	4	17	0	0	0	0	0	0	0	24
PRICELINE.COM	10	2	21	17	99	0	1	0	1	0	0	0	151
SKYBOOKER	0	0	0	2	8	0	0	0	0	0	0	0	10
SKYLUX TRAVEL	0	0	1	1	8	0	0	0	0	0	0	0	10
SMARTFARES.COM	2	0	2	1	30	0	0	0	0	0	0	0	35
SOUTHWEST VACATIONS	1	0	2	2	15	0	1	0	0	0	0	0	21
TRAVELER HELP DESK	1	0	0	1	8	0	0	0	0	0	0	0	10
TRAVELGENIO	1	0	6	3	19	0	0	0	0	0	0	0	29
TRAVELOCITY.COM	4	0	18	25	83	0	1	0	0	0	0	0	131
TRIP.COM	3	0	2	2	23	0	0	0	0	0	0	0	30

AIR TRAVEL CONSUMER REPORT

Table 4 (YTD, Cont'd)

COMPLAINTS AGAINST COMPANIES OTHER THAN U.S. AIRLINES BY COMPLAINT CATEGORY / JANUARY - JUNE 2022**

	FLIGHT PROBLEMS	OVER-SALES	RES/TKT/BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DIS-ABILITY	ADVERT-ISING	DISCRIM-INATION	ANIMALS	OTHER	TOTAL
VAYAMA	0	0	0	0	32	0	0	0	0	0	0	0	32
OTHER TRAVEL AGENTS	18	0	53	63	241	3	9	0	1	0	0	1	389
TOTALS	133	5	450	394	2,202	5	25	0	3	0	0	4	3,221
<u>TOUR OPERATORS</u>													
OTHER TOUR OPERATORS	0	0	1	1	13	0	0	0	0	0	0	0	15
TOTALS	0	0	1	1	13	0	0	0	0	0	0	0	15
<u>MISCELLANEOUS</u>													
OTHER MISCELLANEOUS	0	0	0	0	0	0	0	0	0	0	0	0	0
TOTALS	0	0	0	0	0	0	0	0	0	0	0	0	0

* COMPANIES ARE LISTED INDIVIDUALLY IF DOT RECEIVED TEN (10) 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 5 (YTD)

CONSUMER COMPLAINTS: LIST OF U.S. REPORTING MARKETING CARRIERS* (NON-RANKED, IN ALPHABETIC ORDER).

JANUARY - JUNE 2022		JANUARY - JUNE 2021	
AIRLINE	COMPLAINTS	AIRLINE	COMPLAINTS
ALASKA AIRLINES NETWORK	398	ALASKA AIRLINES NETWORK	245
- ALASKA AIRLINES	361	- ALASKA AIRLINES	212
- BRANDED CODESHARE PARTNERS	37	- BRANDED CODESHARE PARTNERS	33
ALLEGIANT AIRLINES	695	ALLEGIANT AIRLINES	189
AMERICAN AIRLINES NETWORK	3,936	AMERICAN AIRLINES NETWORK	1,783
- AMERICAN AIRLINES	3,186	- AMERICAN AIRLINES	1494
- BRANDED CODESHARE PARTNERS	750	- BRANDED CODESHARE PARTNERS	289
DELTA NETWORK	1,729	DELTA NETWORK	578
- DELTA AIR LINES	1461	- DELTA AIR LINES	496
- BRANDED CODESHARE PARTNERS	268	- BRANDED CODESHARE PARTNERS	82
FRONTIER AIRLINES	1,750	FRONTIER AIRLINES	424
HAWAIIAN AIRLINES	143	HAWAIIAN AIRLINES	115
JETBLUE AIRWAYS	1,676	JETBLUE AIRWAYS	666
SOUTHWEST AIRLINES	890	SOUTHWEST AIRLINES	537
SPIRIT AIRLINES	1,909	SPIRIT AIRLINES	664
UNITED AIRLINES NETWORK	2,391	UNITED AIRLINES NETWORK	1,448
- UNITED AIRLINES	2,391	- UNITED AIRLINES	1,448
- BRANDED CODESHARE PARTNERS	0	- BRANDED CODESHARE PARTNERS	0
TOTAL	15,517	TOTAL	6,649

* All U.S. airlines with at least one percent of total domestic scheduled - service passenger revenues, as determined by DOT's Bureau of Transportation Statistics, plus other carriers that report flight delay and mishandled baggage data voluntarily.

TABLE 5A. (YTD)

AIR TRAVEL CONSUMER REPORT
CONSUMER COMPLAINTS: RANKINGS
U.S. AIRLINES*

RANK	AIRLINE	JANUARY - JUNE 2022			JANUARY - JUNE 2021		
		COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS	COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS
1	HORIZON AIRLINES	22	2,925,835	0.75	17	2,718,688	0.63
2	SKYWEST AIRLINES	226	19,854,199	1.14	93	14,458,147	0.64
3	SOUTHWEST AIRLINES	890	73,299,825	1.21	537	50,716,403	1.06
4	MESA AIRLINES	51	4,172,423	1.22	22	4,364,967	0.5
5	ENDEAVOR AIR	126	6,117,311	2.06	37	5,471,987	0.68
6	DELTA AIR LINES	1,461	67,424,243	2.17	496	38,999,195	1.27
7	ALASKA AIRLINES	361	14,886,757	2.42	212	9,301,775	2.28
8	ENVOY AIR	181	7,071,226	2.56	80	5,794,944	1.38
9	REPUBLIC AIRWAYS	229	8,407,554	2.72	78	7,949,451	0.98
10	PSA AIRLINES	183	6,433,564	2.84	69	5,354,401	1.29
11	HAWAIIAN AIRLINES	143	4,607,727	3.10	115	2,461,350	4.67
12	AMERICAN AIRLINES	3,186	70,808,299	4.50	1,494	46,626,578	3.2
13	UNITED AIRLINES	2,391	51,266,364	4.66	1,448	25,919,086	5.59
14	ALLEGiant AIR	695	8,508,548	8.17	189	6,086,278	3.11
15	JETBLUE AIRWAYS	1,676	18,579,510	9.02	666	12,447,618	5.35
16	SPIRIT AIRLINES	1,909	18,196,886	10.49	664	13,828,108	4.8
17	FRONTIER AIRLINES	1,750	11,943,075	14.65	424	8,846,639	4.79
	TOTAL	15,480	394,503,346	3.92	6,641	261,345,615	2.54

* All U.S. airlines with at least one percent of total domestic scheduled - service passenger revenues, as determined by DOT's Bureau of Transportation Statistics, plus other carriers that report flight delay and mishandled baggage data voluntarily. The carriers that are ranked in this table are the same carriers that are ranked in the "Flight Delays," "Mishandled Baggage," and "Oversales" sections of this report.

AIR TRAVEL CONSUMER REPORT

CIVIL RIGHTS COMPLAINTS BY AIR TRAVELERS (OTHER THAN DISABILITY) FOR JUNE 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	1						
AMERICAN	1		1	1			
DELTA					1	1	
EL AL ISRAEL	1						
ETIHAD	1						
PSA	1						
SOUTHWEST	2			1			
UNITED	2			1			
TOTAL	9		1	3	1	1	

To file an airline civil rights complaint:

**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.

AIR TRAVEL CONSUMER REPORT

Civil Rights Complaints by Air Travelers (Other Than Disability) for January - June 2022

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

Airline	Race	Ancestry/ Ethnicity	National Origin	Color	Religion	Sex	Other
AIR CANADA				1			
ALASKA	5						
AMERICAN	7		2	1	1		
DELTA	5		2		1	1	
EL AL ISRAEL	1						
ETIHAD	1						
FRONTIER	2						
HORIZON	1						
JETBLUE	2			1			
LUFTHANSA					40		
PIEDMONT	1				1		
PSA	1						
QATAR	1						
SAUDI ARABIAN	1						
SOUTHWEST	5			3			
SPIRIT	3						1
SUN COUNTRY		1					
TURKISH			1				
UNITED	5	1	1	1		1	
TOTAL	41	2	6	7	43	2	1

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

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

COMPLAINT CATEGORIES

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

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

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

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

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

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

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

Disability: Civil rights complaints by air travelers with disabilities.

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

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

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

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

AIR TRAVEL CONSUMER REPORT

JUNE 2022 Airline Reports to DOT of Incidents Involving the Loss, Injury or Death of Animals During Air Transportation

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

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

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

Carrier	Death	Injury	Loss
HAWAIIAN AIRLINES	1		
TOTAL	1		



**U.S. Department of Homeland Security, Transportation Security Administration
Customer Service Report for June 2022 ^a**

The Transportation Security Administration (TSA) screened approximately 66.9 million passengers at screening checkpoints and 41.2 million checked bags at baggage screening locations in June 2022.

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

In June 2022, TSA received 13,982 complaints (i.e. a description of a negative experience) from the general public via phone or email (or 21.0 complaints per 100,000 passengers ^c). Below is a more detailed breakdown:

Courtesy		Screening of Personal Property		Screening of Passengers		Wait Times (Checkpoint)	
Number of Complaints	Complaints per 100,000 Passengers ^c	Number of Complaints	Complaints per 100,000 Passengers ^c	Number of Complaints	Complaints per 100,000 Passengers ^c	Number of Complaints	Complaints per 100,000 Passengers ^c
916	1.4	494	0.8	11,875	17.8	82	0.2

Civil Rights		Other TSA-related		Non-TSA related, Airline		Non-TSA related, All Others	
Number of Complaints	Complaints per 100,000 Passengers ^c	Number of Complaints	Complaints per 100,000 Passengers ^c	Number of Complaints	Complaints per 100,000 Passengers ^c	Number of Complaints	Complaints per 100,000 Passengers ^c
264	0.4	188	0.3	70	0.2	93	0.2

In addition, TSA processes claims concerning loss or damage to passenger property. Claims allegedly resulting from an incident that occurred at a passenger screening checkpoint are handled exclusively by TSA. Checked baggage is primarily handled by the airlines. TSA screens most checked baggage using automated screening technology. TSA physically searches only a small percentage of checked baggage. Consequently, the data below for checked baggage includes claims for which TSA and/ or the airlines may be liable.

Number of Claims Received Regarding Loss or Damage to Property		
Checkpoint (TSA)	Checked Baggage (TSA and/ or Airline)	Claims per 100 Checked Bags
148 ^d	179	0.0005

REFERENCES

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

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

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

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

DEFINITIONS

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