Air Travel Consumer Report

A Product Of

THE OFFICE OF AVIATION CONSUMER PROTECTION

Issued: April 2022

Flight Delays[1]	February 2022
Mishandled Baggage, Wheelchairs, and Scooters [1]	February 2022
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INTRODUCTION

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

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

The report normally is released by the end of the second week of each month. The report is available via the Internet at:
 http://www.transportation.gov/airconsumer

FLIGHT DELAYS

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

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

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

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

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

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

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

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

Except for the flights listed in Tables 8 and 8A this report provides summary information - it does not show the on-time record of individual markets and 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

FEBRUARY 2022

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

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

FEBRUARY 2022

CARRIER[1]	AT ALL US AIRPORTS		RANK
	NUMBER OF AIRPORTS REPORTED	PERCENT OF ON-TIME ARRIVALS	
HAWAIIAN AIRLINES	22	87.1	1
DELTA AIR LINES NETWORK	208	82.8	2
- DELTA AIR LINES	131	85.2	
- BRANDED CODESHARE PARTNERS	178	79.4	
ALASKA AIRLINES NETWORK	104	82.8	3
- ALASKA AIRLINES	76	81.1	
- BRANDED CODESHARE PARTNERS	55	85.2	
SOUTHWEST AIRLINES	107	78.3	4
UNITED AIRLINES NETWORK	239	76.3	5
- UNITED AIRLINES	105	80.0	
- BRANDED CODESHARE PARTNERS	223	73.3	
AMERICAN AIRLINES NETWORK	229	73.6	6
- AMERICAN AIRLINES	106	71.9	
- BRANDED CODESHARE PARTNERS	214	75.1	
SPIRIT AIRLINES	54	71.2	7
FRONTIER AIRLINES	91	68.0	8
ALLEGIANT AIR	127	65.1	9
JETBLUE AIRWAYS	63	61.8	10
TOTAL AIRPORTS SERVED	**367**	**76.6**	

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

AIR TRAVEL CONSUMER REPORT

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

FEBRUARY 2022

	AT ALL US AIRPORTS		
CARRIER[1]	**NUMBER OF AIRPORTS REPORTED**	**PERCENT OF ON-TIME ARRIVALS**	**RANK**
HAWAIIAN AIRLINES	22	87.1	1
DELTA AIR LINES	131	85.2	2
HORIZON AIR	49	84.3	3
ALASKA AIRLINES	76	81.1	4
ENDEAVOR AIR	101	80.7	5
UNITED AIRLINES	105	80.0	6
SOUTHWEST AIRLINES	107	78.3	7
SKYWEST AIRLINES	232	77.5	8
MESA AIRLINES	97	74.7	9
PSA AIRLINES	94	74.4	10
ENVOY AIR	139	74.3	11
REPUBLIC AIRWAYS	75	73.9	12
AMERICAN AIRLINES	106	71.9	13
SPIRIT AIRLINES	54	71.2	14
FRONTIER AIRLINES	91	68.0	15
ALLEGIANT AIR	127	65.1	16
JETBLUE AIRWAYS	63	61.8	17
TOTAL AIRPORTS SERVED	**360**	**76.8**	

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

FEBRUARY 2022

CARRIER[1]	Jan 22		Feb 22		Year-to-date (YTD)	
	%	Rank	%	Rank	%	Rank
ALASKA AIRLINES NETWORK	**72.1**	**6**	**82.8**	**3**	**77.2**	**3**
- ALASKA AIRLINES	70.7		81.1		75.8	
- BRANDED CODESHARE PARTNERS	73.9		85.2		79.1	
ALLEGIANT AIR	**65.5**	**9**	**65.1**	**9**	**65.3**	**9**
AMERICAN AIRLINES NETWORK	**78.0**	**2**	**73.6**	**6**	**75.9**	**5**
- AMERICAN AIRLINES	81.6		71.9		76.9	
- BRANDED CODESHARE PARTNERS	74.9		75.1		75.0	
DELTA AIR LINES NETWORK	**79.4**	**1**	**82.8**	**2**	**81.1**	**2**
- DELTA AIR LINES	82.4		85.2		83.7	
- BRANDED CODESHARE PARTNERS	75.3		79.4		77.2	
FRONTIER AIRLINES	**69.4**	**8**	**68.0**	**8**	**68.7**	**8**
HAWAIIAN AIRLINES	**77.9**	**3**	**87.1**	**1**	**82.1**	**1**
JETBLUE AIRWAYS	**61.2**	**10**	**61.8**	**10**	**61.5**	**10**
SOUTHWEST AIRLINES	**76.1**	**4**	**78.3**	**4**	**77.1**	**4**
SPIRIT AIRLINES	**74.1**	**5**	**71.2**	**7**	**72.7**	**7**
UNITED AIRLINES NETWORK	**71.2**	**7**	**76.3**	**5**	**73.7**	**6**
- UNITED AIRLINES	74.3		80.0		77.1	
- BRANDED CODESHARE PARTNERS	68.9		73.3		70.9	
TOTAL	**75.3**		**76.6**		**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 2. NUMBER OF REPORTED FLIGHT ARRIVALS AND PERCENTAGE ARRIVING ON-TIME BY REPORTING MARKETING CARRIER AND AIRPORT (30 LARGEST AIRPORTS)

FEBRUARY 2022

	ARRIVAL AIRPORT*															
	ATL		BNA		BOS		BWI		CLT		DAL		DCA		DEN	
CARRIER	# 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	56	92.9	56	87.5	128	85.2	28	96.4	0	0.0	68	64.7	140	92.1	102	88.2
- ALASKA AIRLINES	56	92.9	56	87.5	128	85.2	28	96.4	0	0.0	40	55.0	140	92.1	102	88.2
- BRANDED CODESHARE PARTNERS	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	28	78.6	0	0.0	0	0.0
ALLEGIANT AIR	0	0.0	112	61.6	20	65.0	16	62.5	0	0.0	0	0.0	0	0.0	8	62.5
AMERICAN AIRLINES NETWORK	1114	78.1	1210	72.6	2035	70.6	492	77.6	15300	78.6	0	0.0	6747	72.6	719	74.1
- AMERICAN AIRLINES	614	75.4	611	71.5	1590	70.0	252	75.0	7285	77.5	0	0.0	1974	71.3	708	73.9
- BRANDED CODESHARE PARTNERS	500	81.4	599	73.8	445	72.6	240	80.4	8015	79.5	0	0.0	4773	73.2	11	90.9
DELTA AIR LINES NETWORK	17751	88.1	754	76.0	2905	77.0	456	87.9	822	79.8	130	84.6	1412	80.9	862	77.1
- DELTA AIR LINES	14819	88.0	458	82.5	1319	78.8	372	89.8	444	84.5	130	84.6	668	84.4	722	77.7
- BRANDED CODESHARE PARTNERS	2932	88.2	296	65.9	1586	75.5	84	79.8	378	74.3	0	0.0	744	77.8	140	74.3
FRONTIER AIRLINES	397	66.5	41	65.9	56	53.6	108	67.6	95	72.6	0	0.0	84	72.6	1266	71.3
HAWAIIAN AIRLINES	0	0.0	0	0.0	16	93.8	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
JETBLUE AIRWAYS	182	63.2	94	60.6	3114	59.9	0	0.0	40	62.5	0	0.0	822	66.5	115	61.7
SOUTHWEST AIRLINES	2296	83.8	3120	78.5	288	72.9	4302	80.9	188	68.6	4682	69.4	1208	78.1	5802	74.0
SPIRIT AIRLINES	617	71.3	134	70.9	274	72.6	435	79.5	101	68.3	0	0.0	0	0.0	190	76.3
UNITED AIRLINES NETWORK	592	75.8	652	74.8	781	76.6	191	84.8	352	75.9	0	0.0	974	74.7	11175	74.8
- UNITED AIRLINES	213	72.3	166	82.5	756	76.6	166	85.5	45	75.6	0	0.0	248	84.7	5900	77.8
- BRANDED CODESHARE PARTNERS	379	77.8	486	72.2	25	76.0	25	80.0	307	75.9	0	0.0	726	71.3	5275	71.4
TOTAL	23,005	85.8	6,173	75.9	9,617	69.8	6,028	81.0	16,898	78.3	4,880	69.8	11,387	74.2	20,239	74.4

* 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)

FEBRUARY 2022

CARRIER	ARRIVAL AIRPORT*															
	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	128	67.2	24	79.2	251	75.7	84	81.0	70	87.1	56	85.7	297	88.6	499	83.2
- ALASKA AIRLINES	84	72.6	24	79.2	251	75.7	84	81.0	70	87.1	56	85.7	297	88.6	409	80.4
- BRANDED CODESHARE PARTNERS	44	56.8	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	90	95.6
ALLEGIANT AIR	0	0.0	0	0.0	24	75.0	267	70.4	16	68.8	0	0.0	0	0.0	690	72.0
AMERICAN AIRLINES NETWORK	18189	72.0	700	68.6	621	65.9	592	77.7	208	81.7	675	71.7	2396	74.9	1058	73.3
- AMERICAN AIRLINES	10480	70.7	287	64.5	562	65.8	592	77.7	153	81.7	478	69.9	1340	71.5	1058	73.3
- BRANDED CODESHARE PARTNERS	7709	73.8	413	71.4	59	66.1	0	0.0	55	81.8	197	76.1	1056	79.3	0	0.0
DELTA AIR LINES NETWORK	816	68.9	7325	79.5	632	79.4	811	82.0	386	78.0	578	79.1	3845	80.1	1066	87.4
- DELTA AIR LINES	816	68.9	3925	84.0	316	85.1	811	82.0	168	88.7	500	81.0	1851	81.1	954	87.5
- BRANDED CODESHARE PARTNERS	0	0.0	3400	74.4	316	73.7	0	0.0	218	69.7	78	66.7	1994	79.2	112	86.6
FRONTIER AIRLINES	183	65.0	73	57.5	55	76.4	95	49.5	0	0.0	63	71.4	0	0.0	1169	73.6
HAWAIIAN AIRLINES	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	28	82.1	103	92.2
JETBLUE AIRWAYS	64	60.9	56	46.4	799	61.1	1630	63.7	0	0.0	46	52.2	3611	61.8	234	60.3
SOUTHWEST AIRLINES	0	0.0	264	64.0	0	0.0	1349	78.9	160	72.5	520	78.1	0	0.0	4980	83.2
SPIRIT AIRLINES	501	69.5	718	70.8	494	71.9	1618	69.2	0	0.0	529	70.7	0	0.0	1525	73.8
UNITED AIRLINES NETWORK	680	70.1	445	71.0	8367	75.1	649	78.9	4725	77.1	8969	79.1	112	91.1	851	84.4
- UNITED AIRLINES	458	68.6	35	71.4	4873	79.1	649	78.9	1986	82.6	4048	85.3	112	91.1	831	84.2
- BRANDED CODESHARE PARTNERS	222	73.4	410	71.0	3494	69.4	0	0.0	2739	73.2	4921	74.1	0	0.0	20	90.0
TOTAL	20,561	71.6	9,605	76.9	11,243	73.7	7,095	72.8	5,565	77.3	11,436	78.1	10,289	72.8	12,175	79.7

* 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)

FEBRUARY 2022

CARRIER	ARRIVAL AIRPORT*															
	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	**1335**	**83.9**	**0**	**0.0**	**168**	**82.7**	**0**	**0.0**	**0**	**0.0**	**56**	**75.0**	**200**	**81.5**	**28**	**89.3**
- ALASKA AIRLINES	779	82.8	0	0.0	168	82.7	0	0.0	0	0.0	56	75.0	180	82.8	28	89.3
- BRANDED CODESHARE PARTNERS	556	85.4	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	20	70.0	0	0.0
ALLEGIANT AIR	**82**	**76.8**	**0**	**0.0**	**0**	**0.0**	**16**	**68.8**	**0**	**0.0**	**48**	**60.4**	**0**	**0.0**	**0**	**0.0**
AMERICAN AIRLINES NETWORK	**3086**	**79.1**	**3896**	**67.1**	**1337**	**73.1**	**0**	**0.0**	**6208**	**70.3**	**477**	**72.3**	**8589**	**69.8**	**5630**	**77.6**
- AMERICAN AIRLINES	2426	76.4	1880	63.0	1337	73.1	0	0.0	4998	68.2	269	68.0	3555	68.9	2416	77.3
- BRANDED CODESHARE PARTNERS	660	89.1	2016	71.0	0	0.0	0	0.0	1210	79.3	208	77.9	5034	70.4	3214	77.8
DELTA AIR LINES NETWORK	**3330**	**86.9**	**6074**	**72.5**	**1368**	**83.0**	**240**	**79.2**	**642**	**78.0**	**7193**	**81.1**	**1069**	**71.6**	**464**	**85.1**
- DELTA AIR LINES	2039	85.9	2008	76.6	1368	83.0	78	83.3	642	78.0	3929	84.6	820	72.6	338	88.5
- BRANDED CODESHARE PARTNERS	1291	88.6	4066	70.5	0	0.0	162	77.2	0	0.0	3264	76.9	249	68.3	126	76.2
FRONTIER AIRLINES	**0**	**0.0**	**72**	**59.7**	**1511**	**59.3**	**0**	**0.0**	**342**	**59.9**	**54**	**61.1**	**132**	**70.5**	**562**	**65.1**
HAWAIIAN AIRLINES	**168**	**92.3**	**0**	**0.0**	**12**	**75.0**	**0**	**0.0**	**0**	**0.0**	**0**	**0.0**	**0**	**0.0**	**0**	**0.0**
JETBLUE AIRWAYS	**778**	**74.9**	**899**	**61.6**	**1239**	**63.9**	**0**	**0.0**	**311**	**61.1**	**55**	**45.5**	**83**	**47.0**	**110**	**71.8**
SOUTHWEST AIRLINES	**1924**	**84.1**	**968**	**75.6**	**2691**	**76.7**	**4279**	**75.3**	**614**	**73.6**	**312**	**74.4**	**708**	**62.0**	**332**	**78.9**
SPIRIT AIRLINES	**687**	**69.0**	**366**	**69.9**	**1699**	**70.1**	**0**	**0.0**	**551**	**73.5**	**161**	**68.3**	**495**	**61.6**	**330**	**78.5**
UNITED AIRLINES NETWORK	**2855**	**86.0**	**946**	**68.6**	**1083**	**80.1**	**0**	**0.0**	**510**	**79.0**	**414**	**72.9**	**10848**	**74.5**	**337**	**78.0**
- UNITED AIRLINES	1796	85.4	468	70.1	1079	80.2	0	0.0	501	79.4	260	75.0	4252	78.0	210	78.1
- BRANDED CODESHARE PARTNERS	1059	86.9	478	67.2	4	75.0	0	0.0	9	55.6	154	69.5	6596	72.3	127	78.0
TOTAL	**14,245**	**82.9**	**13,221**	**70.0**	**11,108**	**72.7**	**4,535**	**75.5**	**9,178**	**71.1**	**8,770**	**79.3**	**22,124**	**71.8**	**7,793**	**77.2**

* 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)

FEBRUARY 2022

	ARRIVAL AIRPORT*											
	PHX		SAN		SEA		SFO		SLC		TPA	
CARRIER	# 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	**436**	**88.1**	**1247**	**87.0**	**7338**	**81.3**	**1748**	**87.1**	**236**	**87.3**	**68**	**79.4**
- ALASKA AIRLINES	352	90.1	476	82.4	5012	80.3	943	85.6	52	84.6	68	79.4
- BRANDED CODESHARE PARTNERS	84	79.8	771	89.9	2326	83.3	805	88.8	184	88.0	0	0.0
ALLEGIANT AIR	**16**	**68.8**	**8**	**62.5**	**0**	**0.0**	**0**	**0.0**	**0**	**0.0**	**0**	**0.0**
AMERICAN AIRLINES NETWORK	**5765**	**78.1**	**557**	**73.4**	**403**	**75.7**	**702**	**75.6**	**349**	**76.5**	**1136**	**72.0**
- AMERICAN AIRLINES	3800	77.1	557	73.4	349	74.2	650	74.2	248	71.4	1024	72.0
- BRANDED CODESHARE PARTNERS	1965	80.2	0	0.0	54	85.2	52	94.2	101	89.1	112	72.3
DELTA AIR LINES NETWORK	**818**	**83.7**	**548**	**89.4**	**3060**	**89.3**	**918**	**88.5**	**5813**	**90.2**	**916**	**87.0**
- DELTA AIR LINES	692	83.2	520	89.2	1942	88.2	634	88.0	3717	89.5	916	87.0
- BRANDED CODESHARE PARTNERS	126	86.5	28	92.9	1118	91.1	284	89.4	2096	91.7	0	0.0
FRONTIER AIRLINES	**343**	**77.8**	**145**	**85.5**	**33**	**84.8**	**112**	**84.8**	**116**	**80.2**	**438**	**62.1**
HAWAIIAN AIRLINES	**28**	**75.0**	**56**	**89.3**	**56**	**76.8**	**56**	**83.9**	**0**	**0.0**	**0**	**0.0**
JETBLUE AIRWAYS	**80**	**52.5**	**124**	**71.8**	**68**	**66.2**	**370**	**84.9**	**145**	**59.3**	**388**	**57.5**
SOUTHWEST AIRLINES	**4512**	**81.1**	**1920**	**84.4**	**420**	**79.0**	**486**	**82.7**	**874**	**74.4**	**1702**	**75.8**
SPIRIT AIRLINES	**185**	**55.7**	**75**	**82.7**	**68**	**83.8**	**0**	**0.0**	**0**	**0.0**	**682**	**69.8**
UNITED AIRLINES NETWORK	**785**	**84.5**	**669**	**86.8**	**537**	**83.8**	**4935**	**88.9**	**597**	**77.9**	**713**	**77.3**
- UNITED AIRLINES	697	83.4	609	86.5	481	83.0	2929	89.3	231	72.3	713	77.3
- BRANDED CODESHARE PARTNERS	88	93.2	60	90.0	56	91.1	2006	88.3	366	81.4	0	0.0
TOTAL	**12,968**	**79.7**	**5,349**	**84.4**	**11,983**	**83.1**	**9,327**	**87.0**	**8,130**	**86.3**	**6,043**	**74.2**

* 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)

FEBRUARY 2022

CARRIER	ARRIVAL AIRPORT*															
	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	56	92.9	56	87.5	128	85.2	28	96.4	0	0.0	40	55.0	140	92.1	102	88.2
ALLEGIANT AIR	0	0.0	112	61.6	20	65.0	16	62.5	0	0.0	0	0.0	0	0.0	8	62.5
AMERICAN AIRLINES	614	75.4	611	71.5	1590	70.0	252	75.0	7285	77.5	0	0.0	1974	71.3	708	73.9
DELTA AIR LINES	14819	88.0	458	82.5	1319	78.8	372	89.8	444	84.5	130	84.6	668	84.4	722	77.7
ENDEAVOR AIR	2904	88.5	136	69.1	251	77.3	84	79.8	228	72.8	0	0.0	160	85.6	0	0.0
ENVOY AIR	96	78.1	91	63.7	70	70.0	28	64.3	216	78.7	0	0.0	371	69.5	0	0.0
FRONTIER AIRLINES	397	66.5	41	65.9	56	53.6	108	67.6	95	72.6	0	0.0	84	72.6	1266	71.3
HAWAIIAN AIRLINES	0	0.0	0	0.0	16	93.8	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	182	63.2	94	60.6	3114	59.9	0	0.0	40	62.5	0	0.0	822	66.5	115	61.7
MESA AIRLINES	173	79.8	38	63.2	0	0.0	3	66.7	121	76.0	0	0.0	101	78.2	0	0.0
PSA AIRLINES	81	82.7	138	75.4	0	0.0	49	81.6	5479	79.0	0	0.0	2642	70.2	0	0.0
REPUBLIC AIRWAYS	459	80.6	576	72.9	1614	75.0	158	82.9	455	78.9	0	0.0	2397	77.8	0	0.0
SKYWEST AIRLINES	98	68.4	402	71.6	2	50.0	15	86.7	73	75.3	28	78.6	103	71.8	4772	72.4
SOUTHWEST AIRLINES	2296	83.8	3120	78.5	288	72.9	4302	80.9	188	68.6	4682	69.4	1208	78.1	5802	74.0
SPIRIT AIRLINES	617	71.3	134	70.9	274	72.6	435	79.5	101	68.3	0	0.0	0	0.0	190	76.3
UNITED AIRLINES	213	72.3	166	82.5	756	76.6	166	85.5	45	75.6	0	0.0	248	84.7	5900	77.8
TOTAL	23,005	85.8	6,173	75.9	9,498	69.8	6,016	81.0	14,770	78.0	4,880	69.8	10,918	74.4	19,585	74.7

* 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)

FEBRUARY 2022

| | ARRIVAL AIRPORT* | | | | | | | | | | | | | | | |
| CARRIER | DFW | | DTW | | EWR | | FLL | | IAD | | IAH | | JFK | | LAS | |
	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME
ALASKA AIRLINES	84	72.6	24	79.2	251	75.7	84	81.0	70	87.1	56	85.7	297	88.6	409	80.4
ALLEGIANT AIR	0	0.0	0	0.0	24	75.0	267	70.4	16	68.8	0	0.0	0	0.0	690	72.0
AMERICAN AIRLINES	10480	70.7	287	64.5	562	65.8	592	77.7	153	81.7	478	69.9	1340	71.5	1058	73.3
DELTA AIR LINES	816	68.9	3925	84.0	316	85.1	811	82.0	168	88.7	500	81.0	1851	81.1	954	87.5
ENDEAVOR AIR	0	0.0	1408	80.8	202	75.2	0	0.0	56	73.2	0	0.0	1398	81.0	0	0.0
ENVOY AIR	4990	75.6	44	70.5	24	54.2	0	0.0	0	0.0	37	78.4	0	0.0	0	0.0
FRONTIER AIRLINES	183	65.0	73	57.5	55	76.4	95	49.5	0	0.0	63	71.4	0	0.0	1169	73.6
HAWAIIAN AIRLINES	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	28	82.1	103	92.2
HORIZON AIR	28	57.1	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	44	95.5
JETBLUE AIRWAYS	64	60.9	56	46.4	799	61.1	1630	63.7	0	0.0	46	52.2	3611	61.8	234	60.3
MESA AIRLINES	1290	73.1	72	73.6	0	0.0	0	0.0	579	75.6	1898	74.7	0	0.0	0	0.0
PSA AIRLINES	134	60.4	87	82.8	0	0.0	0	0.0	55	81.8	0	0.0	0	0.0	0	0.0
REPUBLIC AIRWAYS	0	0.0	359	72.7	2013	73.2	0	0.0	485	75.5	75	74.7	1652	77.7	0	0.0
SKYWEST AIRLINES	1533	69.4	2175	69.4	129	72.1	0	0.0	342	64.0	1328	75.9	0	0.0	178	89.3
SOUTHWEST AIRLINES	0	0.0	264	64.0	0	0.0	1349	78.9	160	72.5	520	78.1	0	0.0	4980	83.2
SPIRIT AIRLINES	501	69.5	718	70.8	494	71.9	1618	69.2	0	0.0	529	70.7	0	0.0	1525	73.8
UNITED AIRLINES	458	68.6	35	71.4	4873	79.1	649	78.9	1986	82.6	4048	85.3	112	91.1	831	84.2
TOTAL	20,561	71.6	9,527	77.0	9,742	75.1	7,095	72.8	4,070	78.9	9,578	79.3	10,289	72.8	12,175	79.7

* 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)

FEBRUARY 2022

| CARRIER | ARRIVAL AIRPORT* | | | | | | | | | | | | | | | |
| | 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	779	82.8	0	0.0	168	82.7	0	0.0	0	0.0	56	75.0	180	82.8	28	89.3
ALLEGIANT AIR	82	76.8	0	0.0	0	0.0	16	68.8	0	0.0	48	60.4	0	0.0	0	0.0
AMERICAN AIRLINES	2426	76.4	1880	63.0	1337	73.1	0	0.0	4998	68.2	269	68.0	3555	68.9	2416	77.3
DELTA AIR LINES	2039	85.9	2008	76.6	1368	83.0	78	83.3	642	78.0	3929	84.6	820	72.6	338	88.5
ENDEAVOR AIR	0	0.0	2748	71.3	0	0.0	162	77.2	0	0.0	585	85.1	56	71.4	55	72.7
ENVOY AIR	0	0.0	0	0.0	0	0.0	0	0.0	1178	80.2	21	52.4	3051	72.3	0	0.0
FRONTIER AIRLINES	0	0.0	72	59.7	1511	59.3	0	0.0	342	59.9	54	61.1	132	70.5	562	65.1
HAWAIIAN AIRLINES	168	92.3	0	0.0	12	75.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
HORIZON AIR	120	82.5	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	20	70.0	0	0.0
JETBLUE AIRWAYS	778	74.9	899	61.6	1239	63.9	0	0.0	311	61.1	55	45.5	83	47.0	110	71.8
MESA AIRLINES	0	0.0	135	70.4	0	0.0	0	0.0	8	62.5	82	70.7	296	72.0	68	76.5
PSA AIRLINES	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	58	79.3	0	0.0	1359	74.0
REPUBLIC AIRWAYS	0	0.0	3373	70.3	4	75.0	0	0.0	33	42.4	140	77.1	1279	74.0	503	82.5
SKYWEST AIRLINES	3446	87.9	52	80.8	0	0.0	0	0.0	0	0.0	2740	75.1	4260	69.5	26	76.9
SOUTHWEST AIRLINES	1924	84.1	968	75.6	2691	76.7	4279	75.3	614	73.6	312	74.4	708	62.0	332	78.9
SPIRIT AIRLINES	687	69.0	366	69.9	1699	70.1	0	0.0	551	73.5	161	68.3	495	61.6	330	78.5
UNITED AIRLINES	1796	85.4	468	70.1	1079	80.2	0	0.0	501	79.4	260	75.0	4252	78.0	210	78.1
TOTAL	**14,245**	**82.9**	**12,969**	**70.2**	**11,108**	**72.7**	**4,535**	**75.5**	**9,178**	**71.1**	**8,770**	**79.3**	**19,187**	**71.7**	**6,337**	**76.6**

* 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)

FEBRUARY 2022

CARRIER	ARRIVAL AIRPORT*											
	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	352	90.1	476	82.4	5012	80.3	943	85.6	52	84.6	68	79.4
ALLEGIANT AIR	16	68.8	8	62.5	0	0.0	0	0.0	0	0.0	0	0.0
AMERICAN AIRLINES	3800	77.1	557	73.4	349	74.2	650	74.2	248	71.4	1024	72.0
DELTA AIR LINES	692	83.2	520	89.2	1942	88.2	634	88.0	3717	89.5	916	87.0
ENDEAVOR AIR	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
ENVOY AIR	0	0.0	0	0.0	0	0.0	0	0.0	28	96.4	28	67.9
FRONTIER AIRLINES	343	77.8	145	85.5	33	84.8	112	84.8	116	80.2	438	62.1
HAWAIIAN AIRLINES	28	75.0	56	89.3	56	76.8	56	83.9	0	0.0	0	0.0
HORIZON AIR	84	79.8	78	83.3	2062	83.9	97	87.6	20	90.0	0	0.0
JETBLUE AIRWAYS	80	52.5	124	71.8	68	66.2	370	84.9	145	59.3	388	57.5
MESA AIRLINES	1049	76.5	0	0.0	0	0.0	0	0.0	25	76.0	0	0.0
PSA AIRLINES	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
REPUBLIC AIRWAYS	0	0.0	0	0.0	0	0.0	0	0.0	1	0.0	84	73.8
SKYWEST AIRLINES	1130	85.3	781	90.7	1492	88.6	3050	88.7	2673	90.0	0	0.0
SOUTHWEST AIRLINES	4512	81.1	1920	84.4	420	79.0	486	82.7	874	74.4	1702	75.8
SPIRIT AIRLINES	185	55.7	75	82.7	68	83.8	0	0.0	0	0.0	682	69.8
UNITED AIRLINES	697	83.4	609	86.5	481	83.0	2929	89.3	231	72.3	713	77.3
TOTAL	12,968	79.7	5,349	84.4	11,983	83.1	9,327	87.0	8,130	86.3	6,043	74.2

* 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)

FEBRUARY 2022

	ARRIVAL AIRPORT*															
SCHEDULED ARRIVAL TIME	**ATL**	**BNA**	**BOS**	**BWI**	**CLT**	**DAL**	**DCA**	**DEN**	**DFW**	**DTW**	**EWR**	**FLL**	**IAD**	**IAH**	**JFK**	**LAS**
0600-0659	88.2	95.0	69.5	89.0	87.4	100.0	77.3	83.9	74.0	80.6	79.2	78.2	80.0	84.0	82.4	89.8
0700-0759	90.6	90.4	77.7	89.1	78.7	85.0	81.3	84.2	76.0	77.5	78.9	87.4	92.2	93.1	75.9	87.2
0800-0859	85.0	82.7	76.2	89.0	77.3	84.2	75.6	82.2	81.1	88.0	85.7	74.8	79.4	83.5	75.3	89.7
0900-0959	87.1	83.5	76.0	88.1	79.2	82.2	75.2	81.9	73.3	83.1	85.0	75.0	79.2	72.1	81.3	87.6
1000-1059	86.3	79.8	71.2	88.3	79.2	80.1	78.5	77.3	72.8	75.0	83.4	82.7	92.4	82.4	80.5	86.0
1100-1159	89.2	81.7	77.2	88.9	76.7	75.5	77.8	81.3	71.4	80.2	86.5	76.1	77.4	79.8	77.1	88.1
1200-1259	89.4	79.7	73.9	91.1	83.3	77.7	78.6	82.7	76.3	77.6	82.4	78.5	81.8	81.0	72.8	83.5
1300-1359	89.6	74.4	73.3	88.1	76.8	73.9	75.7	80.0	74.0	82.5	82.4	75.0	80.6	83.7	74.0	79.7
1400-1459	87.8	79.7	72.4	84.2	78.0	72.8	74.8	75.6	72.3	78.5	80.2	73.4	82.9	79.8	76.7	82.7
1500-1559	87.9	78.7	70.6	83.6	78.9	75.5	76.1	71.5	71.7	79.4	75.2	78.3	74.7	80.7	78.6	83.1
1600-1659	87.0	72.4	69.2	82.7	75.6	69.2	74.3	74.3	75.6	75.9	75.0	73.7	76.4	78.4	69.9	75.5
1700-1759	89.0	67.5	70.4	79.7	77.1	58.5	75.9	68.7	69.6	73.2	68.9	69.9	77.6	76.2	73.8	75.8
1800-1859	86.1	68.3	63.2	82.6	77.0	69.1	69.9	65.0	69.7	70.4	67.6	74.6	76.3	73.5	70.5	77.7
1900-1959	84.5	75.4	62.3	68.9	75.8	58.8	69.1	64.9	70.0	74.8	65.0	67.4	85.8	73.4	66.2	73.4
2000-2059	83.1	74.3	64.6	69.8	76.5	53.9	69.0	59.1	65.9	74.2	60.1	68.4	83.9	72.2	71.8	78.5
2100-2159	79.7	69.0	65.0	76.1	74.3	55.7	69.7	66.7	63.8	72.9	70.7	66.1	79.4	76.0	67.1	72.5
2200-2259	74.1	66.7	64.8	61.7	68.6	61.5	73.5	68.2	65.6	72.5	71.0	65.1	65.5	75.4	66.5	72.3
2300-0559	69.0	69.1	66.8	72.0	80.2	56.6	72.2	71.1	65.8	70.1	73.2	65.5	80.7	81.1	64.5	66.9
TOTAL	**85.8**	**75.9**	**69.8**	**81.0**	**78.0**	**69.8**	**74.4**	**74.7**	**71.6**	**77.0**	**75.1**	**72.8**	**78.9**	**79.3**	**72.8**	**79.7**

* 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)

FEBRUARY 2022

| | ARRIVAL AIRPORT* | | | | | | | | | | | | | | |
SCHEDULED ARRIVAL TIME	LAX	LGA	MCO	MDW	MIA	MSP	ORD	PHL	PHX	SAN	SEA	SFO	SLC	TPA	TOTAL
0600-0659	89.7	77.5	76.0	89.1	73.2	78.0	74.1	83.5	67.9	0.0	89.2	88.2	77.1	81.4	82.6
0700-0759	89.5	76.1	86.0	82.8	82.1	79.7	72.8	82.6	84.2	91.6	79.3	92.7	95.5	92.6	82.1
0800-0859	87.0	78.6	82.1	83.7	81.8	85.8	75.5	80.1	83.7	91.2	86.6	93.2	92.4	83.1	82.9
0900-0959	85.7	77.4	80.8	81.1	73.9	83.0	74.5	81.1	85.0	92.1	86.7	90.0	84.9	82.9	80.6
1000-1059	86.0	76.9	77.7	82.5	72.2	81.8	75.3	82.8	81.2	86.0	83.7	92.6	88.6	81.6	81.1
1100-1159	86.8	77.5	79.4	87.4	72.3	86.5	74.6	75.0	87.3	86.4	86.2	88.7	79.3	81.8	80.4
1200-1259	84.9	76.2	75.5	87.0	73.9	79.5	76.4	80.5	83.7	86.0	88.0	89.4	88.0	77.1	81.5
1300-1359	80.9	71.9	76.0	81.5	80.7	78.6	74.1	70.9	80.1	84.6	88.2	85.2	87.5	75.5	79.4
1400-1459	80.4	71.0	78.2	84.5	75.0	79.6	72.8	79.4	83.3	83.2	85.0	86.8	88.7	72.4	78.6
1500-1559	84.0	70.2	72.6	77.1	79.4	77.5	65.8	77.6	83.8	85.1	90.0	86.0	84.9	82.9	78.7
1600-1659	83.7	68.7	73.2	69.7	72.8	80.0	68.6	73.8	77.5	89.4	79.9	87.5	89.7	74.5	76.0
1700-1759	81.6	64.6	71.9	70.7	68.2	75.0	68.0	79.7	79.5	82.8	83.6	85.9	65.5	74.6	74.2
1800-1859	83.4	65.2	72.4	70.3	63.1	78.7	67.5	69.1	77.9	86.9	84.1	88.3	77.1	76.1	73.8
1900-1959	81.2	62.3	70.2	67.7	62.7	79.6	67.0	66.9	75.8	81.2	77.4	84.0	87.4	69.3	72.0
2000-2059	82.8	62.5	67.3	65.7	62.8	76.3	66.7	78.7	74.4	81.4	78.8	84.5	86.6	68.7	73.5
2100-2159	81.3	62.7	67.9	61.0	65.3	77.9	73.3	72.9	66.7	79.5	81.9	85.1	79.6	62.7	72.0
2200-2259	73.6	60.3	59.6	67.2	68.2	67.6	70.5	72.0	74.9	78.6	73.3	80.0	83.0	70.3	70.2
2300-0559	75.5	69.3	63.4	58.8	65.2	70.8	72.1	73.8	74.7	77.2	81.4	81.2	61.8	64.9	70.3
TOTAL	82.9	70.2	72.7	75.5	71.1	79.3	71.7	76.6	79.7	84.4	83.1	87.0	86.3	74.2	77.1

* 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)

FEBRUARY 2022

	DEPARTURE AIRPORT*															
SCHEDULED DEPARTURE TIME	ATL	BNA	BOS	BWI	CLT	DAL	DCA	DEN	DFW	DTW	EWR	FLL	IAD	IAH	JFK	LAS
0600-0659	88.6	85.9	82.5	86.8	91.9	80.1	86.9	81.2	76.7	78.5	80.4	90.3	88.7	86.8	78.4	91.6
0700-0759	88.2	84.5	77.4	83.2	88.4	72.8	84.1	79.9	72.7	82.6	80.4	86.4	95.7	89.9	81.0	90.7
0800-0859	91.2	88.1	71.5	80.1	86.6	78.4	81.5	77.6	75.6	79.5	71.3	85.2	96.1	79.6	80.0	86.2
0900-0959	86.4	79.5	70.4	76.0	84.7	78.8	78.3	71.7	74.4	78.6	75.8	81.5	69.2	85.2	76.4	84.9
1000-1059	87.8	81.8	69.8	78.6	78.7	70.5	74.3	70.8	70.7	80.0	76.4	78.8	77.9	77.8	75.7	82.4
1100-1159	88.4	78.9	70.4	75.6	81.8	69.0	79.4	64.1	68.0	66.7	79.3	75.2	81.1	76.9	75.4	81.8
1200-1259	87.8	77.8	73.3	74.3	80.7	70.5	77.8	69.4	69.2	78.4	77.2	72.5	78.7	78.6	78.3	80.0
1300-1359	84.5	73.6	75.0	76.0	79.9	59.7	74.5	68.5	68.9	72.4	76.5	71.7	83.3	76.9	69.2	74.7
1400-1459	84.0	73.6	70.4	72.2	76.9	62.7	70.6	54.0	69.4	74.7	78.9	72.3	81.3	79.0	67.8	67.8
1500-1559	82.6	76.2	70.3	65.3	72.8	60.3	72.7	60.4	66.0	73.7	76.2	70.9	88.2	76.8	73.6	72.8
1600-1659	80.2	75.0	69.0	70.8	77.0	56.0	66.5	60.8	70.8	72.1	69.5	68.2	78.8	75.6	72.6	69.7
1700-1759	82.4	67.8	66.5	77.2	76.2	48.2	69.9	58.1	69.2	69.7	69.0	66.5	72.0	73.9	63.0	69.0
1800-1859	82.3	57.8	67.1	63.8	76.0	44.4	71.0	47.9	65.0	63.7	69.2	67.7	81.5	72.8	63.0	67.8
1900-1959	79.0	59.5	63.8	64.6	75.0	48.3	72.3	47.1	65.0	62.1	65.8	64.2	62.5	64.5	65.0	68.0
2000-2059	82.5	65.3	61.5	53.2	74.9	36.4	68.3	51.7	66.8	76.7	61.5	64.2	90.0	74.0	57.4	67.9
2100-2159	78.5	59.9	56.2	44.5	75.8	34.3	67.9	52.1	74.7	74.8	60.3	58.1	50.0	65.5	62.0	64.4
2200-2259	83.2	62.5	61.5	54.2	76.8	36.0	65.0	58.0	62.5	73.0	68.0	54.9	78.3	71.4	55.4	78.3
2300-0559	84.0	86.7	80.4	85.9	81.5	0.0	75.0	75.6	73.4	72.8	84.3	89.4	89.3	94.8	70.3	74.6
TOTAL	**84.6**	**75.4**	**70.9**	**71.3**	**79.4**	**61.0**	**75.0**	**63.3**	**69.6**	**75.5**	**73.0**	**73.7**	**78.9**	**77.9**	**71.1**	**77.3**

* 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)

FEBRUARY 2022

	DEPARTURE AIRPORT*														
SCHEDULED DEPARTURE TIME	LAX	LGA	MCO	MDW	MIA	MSP	ORD	PHL	PHX	SAN	SEA	SFO	SLC	TPA	TOTAL
0600-0659	87.4	83.4	89.6	87.3	87.8	83.3	78.6	90.8	92.9	93.7	93.3	91.9	91.5	91.8	86.5
0700-0759	92.0	83.7	86.3	82.8	86.6	85.6	81.2	86.3	90.8	92.5	90.3	92.6	85.3	88.4	84.9
0800-0859	87.1	80.4	86.6	74.3	82.1	82.2	74.3	84.7	87.4	92.0	85.6	90.6	89.6	87.1	82.4
0900-0959	86.3	77.1	81.1	72.1	83.3	84.7	75.3	81.7	84.2	89.8	84.5	88.0	87.4	80.1	81.0
1000-1059	85.6	78.3	77.0	79.3	71.6	80.4	77.5	86.6	80.8	90.0	81.7	87.2	86.4	80.6	78.8
1100-1159	80.5	78.1	79.0	77.3	69.3	79.7	73.8	80.4	83.4	84.0	82.7	86.7	88.6	79.9	78.2
1200-1259	83.5	75.4	79.0	75.2	75.0	79.5	72.4	80.1	78.3	82.4	83.6	88.4	73.1	77.3	77.4
1300-1359	81.1	73.1	74.0	65.2	73.6	76.1	75.6	80.2	73.9	86.0	83.9	85.2	76.9	74.7	75.7
1400-1459	80.9	74.1	65.5	67.7	69.7	69.6	69.0	74.8	80.7	81.1	85.6	85.5	77.9	74.1	73.8
1500-1559	79.7	66.6	71.5	68.7	73.3	75.9	69.1	76.2	78.4	79.9	86.5	76.7	86.4	71.0	73.5
1600-1659	79.8	67.5	69.2	53.5	70.2	69.4	68.1	72.2	71.7	82.5	83.9	83.1	76.4	67.9	72.3
1700-1759	78.6	66.7	68.3	60.8	70.1	71.8	66.9	73.0	63.2	84.6	81.8	83.1	83.6	73.8	70.0
1800-1859	79.5	61.3	71.0	45.2	66.3	73.2	68.7	80.0	69.0	77.8	82.1	87.4	66.0	73.0	69.4
1900-1959	83.4	62.2	68.7	49.0	61.4	76.6	69.6	79.4	67.0	83.6	87.8	90.6	79.3	68.0	67.6
2000-2059	78.5	62.3	68.3	52.5	64.1	77.3	67.8	75.6	73.6	83.1	76.7	88.8	85.8	66.1	68.5
2100-2159	80.5	64.3	61.3	50.0	56.1	76.0	75.0	74.0	67.3	80.2	80.7	84.4	88.1	52.6	67.7
2200-2259	80.7	52.2	57.8	51.3	64.8	84.5	83.3	76.0	63.2	90.6	87.6	83.6	87.2	63.6	74.4
2300-0559	76.5	90.9	73.2	85.9	79.2	82.4	78.3	85.5	83.3	100.0	85.6	86.0	75.4	89.0	80.2
TOTAL	82.8	72.7	75.3	65.7	70.8	78.5	72.5	80.4	77.4	86.5	85.0	86.9	84.6	77.4	75.8

* 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
FEBRUARY 2022

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Aberdeen, SD (ABR)	76.8	78.6	56	56
Abilene, TX (ABI)	75.0	75.0	132	132
Adak Island, AK (ADK)	62.5	75.0	8	8
Aguadilla, PR (BQN)	64.1	68.6	153	153
Akron, OH (CAK)	69.9	74.8	136	135
Alamosa, CO (ALS)	72.9	77.6	48	49
Albany, GA (ABY)	91.4	90.0	70	70
Albany, NY (ALB)	67.5	71.2	816	815
Albuquerque, NM (ABQ)	76.6	79.8	1443	1442
Alexandria, LA (AEX)	77.0	79.2	178	178
Allentown/Bethlehem/Easton, PA (ABE)	77.2	83.6	298	298
Alpena, MI (APN)	64.6	72.9	48	48
Amarillo, TX (AMA)	73.2	77.1	302	301
Anchorage, AK (ANC)	69.4	79.9	1279	1283
Appleton, WI (ATW)	74.9	77.8	346	347
Arcata/Eureka, CA (ACV)	83.8	88.0	167	167
Asheville, NC (AVL)	78.1	83.8	525	526
Ashland, WV (HTS)	62.5	43.8	16	16
Aspen, CO (ASE)	51.0	53.7	845	845
Atlanta, GA (ATL)	85.8	84.6	23005	23003
Atlantic City, NJ (ACY)	71.6	79.3	232	232
Augusta, GA (AGS)	89.0	88.2	272	272
Austin, TX (AUS)	72.3	71.4	6319	6320
Bakersfield, CA (BFL)	83.3	84.8	186	184
Baltimore, MD (BWI)	81.0	71.3	6016	6015
Bangor, ME (BGR)	73.4	74.4	222	223
Barrow, AK (BRW)	60.7	53.6	28	28
Baton Rouge, LA (BTR)	80.6	80.6	325	325
Beaumont/Port Arthur, TX (BPT)	82.9	85.5	76	76
Belleville, IL (BLV)	70.1	68.7	67	67
Bellingham, WA (BLI)	84.4	87.8	257	255
Bemidji, MN (BJI)	66.1	66.1	56	56
Bend/Redmond, OR (RDM)	87.1	90.6	541	540
Bethel, AK (BET)	78.6	69.6	56	56
Billings, MT (BIL)	78.6	87.8	295	295
Binghamton, NY (BGM)	78.6	82.1	28	28
Birmingham, AL (BHM)	73.0	77.0	1067	1069
Bishop, CA (BIH)	64.3	67.1	70	70
Bismarck/Mandan, ND (BIS)	74.8	75.9	286	286
Bloomington/Normal, IL (BMI)	78.0	78.0	205	205
Boise, ID (BOI)	83.3	87.3	1881	1880

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Boston, MA (BOS)	69.8	70.9	9498	9488
Bozeman, MT (BZN)	74.6	74.4	854	854
Brainerd, MN (BRD)	77.1	68.8	48	48
Bristol/Johnson City/Kingsport, TN (TRI)	83.0	83.2	171	173
Brownsville, TX (BRO)	69.3	69.7	88	89
Brunswick, GA (BQK)	94.6	89.3	56	56
Buffalo, NY (BUF)	71.0	73.8	1438	1437
Burbank, CA (BUR)	83.8	83.8	2277	2278
Burlington, VT (BTV)	67.6	63.7	506	504
Butte, MT (BTM)	75.0	76.8	56	56
Cape Girardeau, MO (CGI)	58.3	65.3	48	49
Casper, WY (CPR)	71.9	82.5	57	57
Cedar City, UT (CDC)	85.4	93.9	48	49
Cedar Rapids/Iowa City, IA (CID)	76.1	78.1	645	644
Champaign/Urbana, IL (CMI)	71.3	72.9	129	129
Charleston, SC (CHS)	75.8	80.3	1713	1716
Charleston/Dunbar, WV (CRW)	78.0	81.8	214	214
Charlotte Amalie, VI (STT)	73.4	78.0	473	473
Charlotte, NC (CLT)	78.0	79.4	14770	14772
Charlottesville, VA (CHO)	79.7	79.2	236	236
Chattanooga, TN (CHA)	77.2	77.5	382	383
Cheyenne, WY (CYS)	82.1	89.3	28	28
Chicago, IL (MDW)	75.5	65.7	4535	4536
Chicago, IL (ORD)	71.7	72.5	19187	19175
Christiansted, VI (STX)	71.7	85.9	99	99
Cincinnati, OH (CVG)	73.5	76.6	2756	2754
Clarksburg/Fairmont, WV (CKB)	68.8	70.3	64	64
Cleveland, OH (CLE)	68.9	69.1	3144	3151
Cody, WY (COD)	62.5	60.7	56	56
College Station/Bryan, TX (CLL)	76.4	76.4	110	110
Colorado Springs, CO (COS)	75.3	81.6	869	869
Columbia, MO (COU)	62.9	63.5	97	96
Columbia, SC (CAE)	83.4	87.3	368	369
Columbus, GA (CSG)	84.2	86.2	152	152
Columbus, MS (GTR)	88.5	93.6	78	78
Columbus, OH (CMH)	70.8	75.1	2988	2985
Columbus, OH (LCK)	59.1	50.0	44	44
Concord, NC (USA)	70.6	64.7	85	85
Cordova, AK (CDV)	66.1	85.7	56	56
Corpus Christi, TX (CRP)	73.4	81.8	259	258
Dallas, TX (DAL)	69.8	61.0	4880	4882

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

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS		CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP		ARR	DEP	ARR	DEP
Dallas/Fort Worth, TX (DFW)	71.6	69.6	20561	20576	Gillette, WY (GCC)	75.0	81.3	48	48
Dayton, OH (DAY)	75.3	79.8	514	514	Grand Forks, ND (GFK)	64.4	62.2	135	135
Daytona Beach, FL (DAB)	84.0	88.1	244	244	Grand Island, NE (GRI)	79.2	72.2	72	72
Deadhorse, AK (SCC)	71.4	75.0	28	28	Grand Junction, CO (GJT)	77.7	80.0	264	265
Decatur, IL (DEC)	68.8	70.8	48	48	Grand Rapids, MI (GRR)	70.3	70.2	1251	1250
Del Rio, TX (DRT)	82.9	87.8	41	41	Great Falls, MT (GTF)	74.7	79.9	174	174
Denver, CO (DEN)	74.7	63.3	19585	19592	Green Bay, WI (GRB)	71.5	82.0	277	278
Des Moines, IA (DSM)	73.0	78.4	1069	1068	Greensboro/High Point, NC (GSO)	79.7	84.1	744	743
Detroit, MI (DTW)	77.0	75.5	9527	9523	Greer, SC (GSP)	78.1	84.8	963	965
Devils Lake, ND (DVL)	51.8	53.6	56	56	Guam, TT (GUM)	92.9	98.2	56	56
Dillingham, AK (DLG)	39.3	32.1	28	28	Gulfport/Biloxi, MS (GPT)	83.5	80.4	255	255
Dodge City, KS (DDC)	70.8	73.5	48	49	Gunnison, CO (GUC)	72.9	72.0	118	118
Dothan, AL (DHN)	94.3	97.1	70	70	Hagerstown, MD (HGR)	62.5	62.5	16	16
Dubuque, IA (DBQ)	71.4	78.6	42	42	Hancock/Houghton, MI (CMX)	58.9	67.9	56	56
Duluth, MN (DLH)	71.3	74.8	136	135	Harlingen/San Benito, TX (HRL)	74.4	75.9	219	220
Durango, CO (DRO)	76.7	74.3	215	214	Harrisburg, PA (MDT)	76.0	74.2	358	356
Eagle, CO (EGE)	70.7	71.0	434	434	Hartford, CT (BDL)	69.5	75.9	1790	1792
Eau Claire, WI (EAU)	75.0	80.4	56	56	Hattiesburg/Laurel, MS (PIB)	89.6	89.6	48	48
El Paso, TX (ELP)	71.7	73.5	1168	1168	Hayden, CO (HDN)	71.9	73.4	413	413
Elko, NV (EKO)	82.1	93.1	28	29	Hays, KS (HYS)	75.0	91.7	48	48
Elmira/Corning, NY (ELM)	69.3	75.0	88	88	Helena, MT (HLN)	79.3	84.3	140	140
Erie, PA (ERI)	58.9	75.0	56	56	Hibbing, MN (HIB)	54.2	79.2	48	48
Escanaba, MI (ESC)	76.8	67.9	56	56	Hilo, HI (ITO)	91.0	90.2	368	368
Eugene, OR (EUG)	85.4	87.0	645	645	Hilton Head, SC (HHH)	80.0	72.9	70	70
Evansville, IN (EVV)	80.1	81.7	186	186	Hobbs, NM (HOB)	76.7	76.7	60	60
Everett, WA (PAE)	82.8	82.8	256	256	Honolulu, HI (HNL)	87.5	88.4	3827	3825
Fairbanks, AK (FAI)	72.6	77.7	307	305	Houston, TX (HOU)	79.1	70.6	3692	3692
Fargo, ND (FAR)	67.1	57.8	483	483	Houston, TX (IAH)	79.3	77.9	9578	9575
Fayetteville, AR (XNA)	73.7	75.2	809	809	Huntsville, AL (HSV)	76.7	80.7	527	528
Fayetteville, NC (FAY)	83.2	79.0	143	143	Idaho Falls, ID (IDA)	75.9	79.7	257	256
Flagstaff, AZ (FLG)	81.8	82.1	77	78	Indianapolis, IN (IND)	70.0	73.8	3034	3035
Flint, MI (FNT)	65.6	64.1	250	251	International Falls, MN (INL)	81.3	83.3	48	48
Fort Dodge, IA (FOD)	72.9	75.5	48	49	Iron Mountain/Kingsfd, MI (IMT)	75.0	73.2	56	56
Fort Lauderdale, FL (FLL)	72.8	73.7	7095	7094	Islip, NY (ISP)	71.4	72.7	444	444
Fort Leonard Wood, MO (TBN)	62.5	66.7	48	48	Ithaca/Cortland, NY (ITH)	76.2	75.0	84	84
Fort Myers, FL (RSW)	73.1	73.6	3965	3964	Jackson, WY (JAC)	77.0	72.0	526	525
Fort Smith, AR (FSM)	73.2	72.4	123	123	Jackson/Vicksburg, MS (JAN)	82.5	86.2	572	572
Fort Wayne, IN (FWA)	65.7	65.7	347	347	Jacksonville, FL (JAX)	75.6	79.6	2202	2205
Fresno, CA (FAT)	82.6	85.4	809	809	Jacksonville/Camp Lejeune, NC (OAJ)	82.6	85.6	195	195
Gainesville, FL (GNV)	87.3	85.8	260	260	Jamestown, ND (JMS)	53.6	53.6	84	84
Garden City, KS (GCK)	78.2	81.8	55	55	Johnstown, PA (JST)	76.8	67.9	56	56

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

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS		CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP		ARR	DEP	ARR	DEP
Joplin, MO (JLN)	60.7	71.4	56	56	Medford, OR (MFR)	88.1	87.1	561	560
Juneau, AK (JNU)	78.3	83.9	304	304	Melbourne, FL (MLB)	75.5	79.4	204	204
Kahului, HI (OGG)	86.4	86.2	2128	2128	Memphis, TN (MEM)	70.1	70.9	1421	1419
Kalamazoo, MI (AZO)	77.8	80.2	162	162	Meridian, MS (MEI)	97.9	89.6	48	48
Kalispell, MT (FCA)	79.3	79.3	261	261	Miami, FL (MIA)	71.1	70.8	9178	9180
Kansas City, MO (MCI)	73.1	76.6	3257	3256	Midland/Odessa, TX (MAF)	74.7	76.8	609	608
Kearney, NE (EAR)	68.5	79.5	73	73	Milwaukee, WI (MKE)	75.3	78.9	1994	1995
Ketchikan, AK (KTN)	75.6	80.5	164	164	Minneapolis, MN (MSP)	79.3	78.5	8770	8767
Key West, FL (EYW)	69.0	57.2	767	767	Minot, ND (MOT)	69.1	66.0	188	188
Killeen, TX (GRK)	64.7	64.0	190	189	Mission/McAllen/Edinburg, TX (MFE)	71.7	78.7	300	300
King Salmon, AK (AKN)	50.0	71.4	28	28	Missoula, MT (MSO)	82.6	85.2	298	298
Knoxville, TN (TYS)	73.8	81.1	894	894	Moab, UT (CNY)	75.0	75.0	28	28
Kodiak, AK (ADQ)	75.0	78.6	56	56	Mobile, AL (MOB)	81.8	80.4	209	209
Kona, HI (KOA)	89.9	88.8	1129	1129	Moline, IL (MLI)	75.8	81.2	310	309
Kotzebue, AK (OTZ)	71.4	76.8	56	56	Monroe, LA (MLU)	84.0	86.0	150	150
La Crosse, WI (LSE)	74.2	80.5	128	128	Monterey, CA (MRY)	84.3	82.7	299	300
Lafayette, LA (LFT)	75.7	68.6	226	226	Montgomery, AL (MGM)	82.2	82.1	191	190
Lake Charles, LA (LCH)	81.9	84.5	83	84	Montrose/Delta, CO (MTJ)	72.6	71.8	380	380
Lansing, MI (LAN)	74.8	77.6	143	143	Mosinee, WI (CWA)	75.7	88.2	136	136
Laramie, WY (LAR)	66.7	81.3	48	48	Muskegon, MI (MKG)	56.8	70.5	44	44
Laredo, TX (LRD)	72.9	75.7	107	107	Myrtle Beach, SC (MYR)	79.2	84.9	696	696
Las Vegas, NV (LAS)	79.7	77.3	12175	12178	Nashville, TN (BNA)	75.9	75.4	6173	6171
Latrobe, PA (LBE)	78.6	83.1	70	71	New Bern/Morehead/Beaufort, NC (EWN)	78.6	77.1	117	118
Lawton/Fort Sill, OK (LAW)	78.6	75.0	84	84	New Orleans, LA (MSY)	77.0	77.8	3693	3688
Lewisburg, WV (LWB)	75.0	78.6	28	28	New York, NY (JFK)	72.8	71.1	10289	10292
Lewiston, ID (LWS)	92.9	94.0	84	84	New York, NY (LGA)	70.2	72.7	12969	12968
Lexington, KY (LEX)	77.0	78.9	483	483	Newark, NJ (EWR)	75.1	73.0	9742	9747
Liberal, KS (LBL)	77.1	85.4	48	48	Newburgh/Poughkeepsie, NY (SWF)	63.9	45.9	61	61
Lihue, HI (LIH)	89.5	90.6	1025	1025	Newport News/Williamsburg, VA (PHF)	84.1	90.7	44	43
Little Rock, AR (LIT)	74.0	76.7	695	695	Niagara Falls, NY (IAG)	60.5	48.7	38	39
Long Beach, CA (LGB)	88.4	86.3	1176	1177	Nome, AK (OME)	80.4	78.6	56	56
Longview, TX (GGG)	83.9	75.0	56	56	Norfolk, VA (ORF)	74.5	80.7	1555	1552
Los Angeles, CA (LAX)	82.9	82.8	14245	14245	North Bend/Coos Bay, OR (OTH)	80.0	75.0	20	20
Louisville, KY (SDF)	74.5	75.8	1629	1629	North Platte, NE (LBF)	77.6	89.8	49	49
Lubbock, TX (LBB)	70.4	78.4	365	365	Oakland, CA (OAK)	86.5	82.5	3189	3189
Lynchburg, VA (LYH)	65.0	60.0	20	20	Ogden, UT (OGD)	37.5	25.0	8	8
Madison, WI (MSN)	73.6	77.7	846	847	Ogdensburg, NY (OGS)	60.4	54.2	48	48
Manchester, NH (MHT)	73.5	75.7	490	490	Oklahoma City, OK (OKC)	70.6	76.0	1432	1431
Manhattan/Ft. Riley, KS (MHK)	79.0	77.3	119	119	Omaha, NE (OMA)	75.0	79.8	1631	1631
Marquette, MI (MQT)	61.5	71.2	104	104	Ontario, CA (ONT)	83.3	85.2	1655	1654
Mason City, IA (MCW)	70.8	67.3	48	49	Orlando, FL (MCO)	72.7	75.3	11108	11107

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

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS		CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP		ARR	DEP	ARR	DEP
Owensboro, KY (OWB)	50.0	37.5	8	8	Saipan, TT (SPN)	100.0	92.9	28	28
Paducah, KY (PAH)	58.9	69.6	56	56	Salina, KS (SLN)	75.0	76.8	56	56
Pago Pago, TT (PPG)	0.0	0.0	1	1	Salt Lake City, UT (SLC)	86.3	84.6	8130	8127
Palm Springs, CA (PSP)	80.7	77.3	1349	1349	San Angelo, TX (SJT)	72.9	74.8	107	107
Panama City, FL (ECP)	82.1	84.5	386	387	San Antonio, TX (SAT)	74.0	79.8	2426	2425
Pasco/Kennewick/Richland, WA (PSC)	85.7	88.6	414	414	San Diego, CA (SAN)	84.4	86.5	5349	5349
Pellston, MI (PLN)	56.3	72.9	48	48	San Francisco, CA (SFO)	87.0	86.9	9327	9327
Pensacola, FL (PNS)	80.1	83.5	799	799	San Jose, CA (SJC)	87.5	87.7	3215	3216
Peoria, IL (PIA)	66.2	69.5	210	210	San Juan, PR (SJU)	71.7	76.8	2202	2206
Petersburg, AK (PSG)	76.8	83.9	56	56	San Luis Obispo, CA (SBP)	85.8	84.5	387	386
Philadelphia, PA (PHL)	76.6	80.4	6337	6338	Sanford, FL (SFB)	61.2	68.2	745	745
Phoenix, AZ (AZA)	62.2	73.6	553	554	Santa Ana, CA (SNA)	81.1	81.3	3440	3440
Phoenix, AZ (PHX)	79.7	77.4	12968	12969	Santa Barbara, CA (SBA)	83.6	88.2	568	568
Pittsburgh, PA (PIT)	74.6	81.1	3033	3032	Santa Fe, NM (SAF)	77.6	79.2	125	125
Plattsburgh, NY (PBG)	64.8	60.4	91	91	Santa Maria, CA (SMX)	50.0	62.5	8	8
Pocatello, ID (PIH)	89.3	100.0	28	28	Santa Rosa, CA (STS)	84.2	89.0	253	255
Ponce, PR (PSE)	92.3	92.3	26	26	Sarasota/Bradenton, FL (SRQ)	73.2	71.6	1496	1497
Portland, ME (PWM)	72.7	76.3	578	575	Sault Ste. Marie, MI (CIU)	83.9	87.5	56	56
Portland, OR (PDX)	83.9	87.5	4049	4047	Savannah, GA (SAV)	76.7	79.1	1234	1236
Portsmouth, NH (PSM)	80.6	77.8	36	36	Scottsbluff, NE (BFF)	64.6	91.7	48	48
Prescott, AZ (PRC)	87.5	76.8	56	56	Scranton/Wilkes-Barre, PA (AVP)	76.8	76.1	142	142
Providence, RI (PVD)	72.3	71.6	1146	1144	Seattle, WA (SEA)	83.1	85.0	11983	11977
Provo, UT (PVU)	73.0	74.2	89	89	Sheridan, WY (SHR)	75.0	75.0	48	48
Pueblo, CO (PUB)	70.2	81.3	47	48	Shreveport, LA (SHV)	79.0	78.0	300	300
Pullman, WA (PUW)	87.5	82.7	104	104	Sioux City, IA (SUX)	67.9	73.2	56	56
Punta Gorda, FL (PGD)	47.6	58.6	622	616	Sioux Falls, SD (FSD)	73.1	76.7	573	572
Raleigh/Durham, NC (RDU)	75.9	81.6	4029	4030	Sitka, AK (SIT)	66.7	78.6	84	84
Rapid City, SD (RAP)	73.0	80.8	270	271	South Bend, IN (SBN)	72.8	75.6	397	397
Redding, CA (RDD)	92.9	94.3	140	140	Spokane, WA (GEG)	83.6	88.8	1332	1332
Reno, NV (RNO)	81.4	84.5	1444	1446	Springfield, IL (SPI)	70.3	64.9	74	74
Rhinelander, WI (RHI)	71.4	83.9	56	56	Springfield, MO (SGF)	73.3	72.6	502	504
Richmond, VA (RIC)	77.5	83.9	1447	1445	St. Cloud, MN (STC)	80.0	70.0	20	20
Riverton/Lander, WY (RIW)	76.5	74.3	34	35	St. George, UT (SGU)	86.7	93.6	188	188
Roanoke, VA (ROA)	84.7	84.1	144	145	St. Louis, MO (STL)	71.2	70.1	4194	4194
Rochester, MN (RST)	72.5	79.4	131	131	St. Petersburg, FL (PIE)	65.3	75.6	593	594
Rochester, NY (ROC)	70.3	71.4	876	874	State College, PA (SCE)	66.7	61.1	36	36
Rock Springs, WY (RKS)	64.3	92.9	28	28	Staunton, VA (SHD)	69.6	71.4	56	56
Rockford, IL (RFD)	83.6	69.4	61	62	Stillwater, OK (SWO)	84.6	86.3	52	51
Roswell, NM (ROW)	83.8	83.8	74	74	Stockton, CA (SCK)	84.6	78.8	52	52
Sacramento, CA (SMF)	85.7	87.0	3494	3495	Sun Valley/Hailey/Ketchum, ID (SUN)	87.6	88.7	186	186
Saginaw/Bay City/Midland, MI (MBS)	69.2	70.5	78	78	Syracuse, NY (SYR)	71.6	71.4	928	927

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

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Tallahassee, FL (TLH)	78.4	81.7	389	388
Tampa, FL (TPA)	74.2	77.4	6043	6034
Texarkana, AR (TXK)	78.7	81.3	75	75
Toledo, OH (TOL)	77.0	74.7	87	87
Traverse City, MI (TVC)	69.4	70.1	193	194
Trenton, NJ (TTN)	67.3	66.3	205	205
Tucson, AZ (TUS)	79.6	82.6	1299	1299
Tulsa, OK (TUL)	70.7	76.2	1054	1053
Twin Falls, ID (TWF)	82.1	89.3	28	28
Tyler, TX (TYR)	77.3	77.3	128	128
Valdosta, GA (VLD)	87.1	84.3	70	70
Valparaiso, FL (VPS)	80.1	82.7	542	542
Vernal, UT (VEL)	77.1	77.1	48	48
Victoria, TX (VCT)	81.3	83.7	48	49
Waco, TX (ACT)	75.8	81.1	132	132
Walla Walla, WA (ALW)	92.9	91.1	56	56
Washington, DC (DCA)	74.4	75.0	10918	10918
Washington, DC (IAD)	78.9	78.9	4070	4082
Waterloo, IA (ALO)	76.4	83.6	55	55
Wenatchee, WA (EAT)	89.3	89.3	56	56
West Palm Beach/Palm Beach, FL (PBI)	63.2	67.8	2315	2314
White Plains, NY (HPN)	72.8	74.2	830	832
Wichita Falls, TX (SPS)	68.8	68.8	112	112
Wichita, KS (ICT)	69.6	72.9	579	580
Williston, ND (XWA)	72.1	74.0	104	104
Wilmington, DE (ILG)	75.0	62.5	8	8
Wilmington, NC (ILM)	82.2	83.8	394	394
Worcester, MA (ORH)	53.7	67.9	134	134
Wrangell, AK (WRG)	85.7	87.5	56	56
Yakima, WA (YKM)	89.3	91.1	56	56
Yakutat, AK (YAK)	73.2	75.0	56	56
Yuma, AZ (YUM)	77.9	77.9	145	145

AIR TRAVEL CONSUMER REPORT

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

FEBRUARY 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	4984	11	0.2	1
ALASKA AIRLINES NETWORK	104	27087	393	1.5	2
- ALASKA AIRLINES	76	15969	243	1.5	
- BRANDED CODESHARE PARTNERS	55	11118	150	1.3	
DELTA AIR LINES NETWORK	208	105862	2498	2.4	3
- DELTA AIR LINES	131	62755	892	1.4	
- BRANDED CODESHARE PARTNERS	178	43107	1606	3.7	
SPIRIT AIRLINES	54	16729	559	3.3	4
SOUTHWEST AIRLINES	107	90965	3779	4.2	5
FRONTIER AIRLINES	91	11131	482	4.3	6
UNITED AIRLINES NETWORK	239	96325	4225	4.4	7
- UNITED AIRLINES	105	43982	887	2.0	
- BRANDED CODESHARE PARTNERS	223	52343	3338	6.4	
JETBLUE AIRWAYS	63	20579	1048	5.1	8
ALLEGIANT AIR	127	8672	493	5.7	9
AMERICAN AIRLINES NETWORK	229	137618	9933	7.2	10
- AMERICAN AIRLINES	106	64867	5362	8.3	
- BRANDED CODESHARE PARTNERS	214	72751	4571	6.3	
TOTAL AIRPORTS SERVED	367	519,952	23,421	4.5	

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

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

AIR TRAVEL CONSUMER REPORT

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

FEBRUARY 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	4984	11	0.2	1
DELTA AIR LINES	131	62755	892	1.4	2
HORIZON AIR	49	7026	102	1.5	3
ALASKA AIRLINES	76	15969	243	1.5	4
UNITED AIRLINES	105	43982	887	2.0	5
SPIRIT AIRLINES	54	16729	559	3.3	6
PSA AIRLINES	94	18896	657	3.5	7
SKYWEST AIRLINES	232	54943	2235	4.1	8
ENDEAVOR AIR	101	18940	771	4.1	9
SOUTHWEST AIRLINES	107	90965	3779	4.2	10
FRONTIER AIRLINES	91	11131	482	4.3	11
JETBLUE AIRWAYS	63	20579	1048	5.1	12
ALLEGIANT AIR	127	8672	493	5.7	13
REPUBLIC AIRWAYS	75	24630	1471	6.0	14
MESA AIRLINES	97	9881	679	6.9	15
AMERICAN AIRLINES	106	64867	5362	8.3	16
ENVOY AIR	139	20764	2065	9.9	17
TOTAL AIRPORTS SERVED	**360**	**495,713**	**21,736**	**4.4**	

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

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

AIR TRAVEL CONSUMER REPORT

TABLE 7. CAUSES OF DELAY, BY REPORTING MARKETING CARRIER

FEBRUARY 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	**27087**	**22424**	**82.79**	**393**	**1.45**	**56**	**0.21**	**1344**	**4.96**	**146**	**0.54**	**1398**	**5.16**	**19**	**0.07**	**1306**	**4.82**
- ALASKA AIRLINES	15969	12955	81.13	243	1.52	36	0.23	776	4.86	71	0.44	1123	7.03	16	0.10	749	4.69
- BRANDED CODESHARE PARTNERS	11118	9469	85.17	150	1.35	20	0.18	568	5.11	76	0.68	276	2.48	2	0.02	557	5.01
ALLEGIANT AIR	**8672**	**5643**	**65.07**	**493**	**5.68**	**18**	**0.21**	**695**	**8.01**	**85**	**0.98**	**675**	**7.78**	**9**	**0.10**	**1055**	**12.17**
AMERICAN AIRLINES NETWORK	**137618**	**101292**	**73.60**	**9933**	**7.22**	**252**	**0.18**	**8477**	**6.16**	**1093**	**0.79**	**7142**	**5.19**	**112**	**0.08**	**9316**	**6.77**
- AMERICAN AIRLINES	64867	46654	71.92	5362	8.27	102	0.16	4735	7.30	443	0.68	3851	5.94	60	0.09	3661	5.64
- BRANDED CODESHARE PARTNERS	72751	54638	75.10	4571	6.28	150	0.21	3742	5.14	650	0.89	3292	4.53	53	0.07	5656	7.77
DELTA AIR LINES NETWORK	**105862**	**87698**	**82.84**	**2498**	**2.36**	**128**	**0.12**	**6860**	**6.48**	**1336**	**1.26**	**4071**	**3.85**	**38**	**0.04**	**3233**	**3.05**
- DELTA AIR LINES	62755	53459	85.19	892	1.42	60	0.10	3405	5.43	346	0.55	2548	4.06	18	0.03	2026	3.23
- BRANDED CODESHARE PARTNERS	43107	34239	79.43	1606	3.73	68	0.16	3454	8.01	990	2.30	1523	3.53	20	0.05	1206	2.80
FRONTIER AIRLINES	**11131**	**7565**	**67.96**	**482**	**4.33**	**12**	**0.11**	**1059**	**9.51**	**49**	**0.44**	**995**	**8.94**	**0**	**0.00**	**969**	**8.71**
HAWAIIAN AIRLINES	**4984**	**4343**	**87.14**	**11**	**0.22**	**4**	**0.08**	**430**	**8.63**	**10**	**0.20**	**2**	**0.04**	**8**	**0.16**	**177**	**3.55**
JETBLUE AIRWAYS	**20579**	**12728**	**61.85**	**1048**	**5.09**	**64**	**0.31**	**2872**	**13.96**	**96**	**0.47**	**1467**	**7.13**	**26**	**0.13**	**2278**	**11.07**
SOUTHWEST AIRLINES	**90965**	**71211**	**78.28**	**3779**	**4.15**	**123**	**0.14**	**6741**	**7.41**	**126**	**0.14**	**2692**	**2.96**	**62**	**0.07**	**6231**	**6.85**
SPIRIT AIRLINES	**16729**	**11916**	**71.23**	**559**	**3.34**	**37**	**0.22**	**1276**	**7.63**	**81**	**0.48**	**1765**	**10.55**	**37**	**0.22**	**1057**	**6.32**
UNITED AIRLINES NETWORK	**96325**	**73515**	**76.32**	**4225**	**4.39**	**186**	**0.19**	**7845**	**8.14**	**544**	**0.56**	**4515**	**4.69**	**18**	**0.02**	**5477**	**5.69**
- UNITED AIRLINES	43982	35172	79.97	887	2.02	44	0.10	3026	6.88	127	0.29	2399	5.45	4	0.01	2323	5.28
- BRANDED CODESHARE PARTNERS	52343	38343	73.25	3338	6.38	142	0.27	4820	9.21	417	0.80	2115	4.04	14	0.03	3154	6.03
TOTAL	**519,952**	**398,335**	**76.61**	**23,421**	**4.50**	**880**	**0.17**	**37,600**	**7.23**	**3,567**	**0.69**	**24,722**	**4.75**	**329**	**0.06**	**31,098**	**5.98**

* Causes of Delay:

· Air Carrier Delay: The cause of the cancellation or delay was due to circumstances within the airline's control (e.g. maintenance or crew problems, etc.).

· Extreme Weather Delay: Significant meteorological conditions (actual or forecasted) that, in the judgment of the carrier, delays or prevents the operation of a flight.

· National Aviation System Delay: Delays and cancellations attributable to the national aviation system refer to a broad set of conditions -- non-extreme weather conditions, airport operations, heavy traffic volume, air traffic control, etc.

· Security Delay: Delays caused by evacuation of terminal or concourse, re-boarding of aircraft because of security breach, inoperative screening equipment and long lines more than 29 minutes at screening areas.

· Late Arriving Aircraft Delay: Previous flight with same aircraft arrived late which caused the present flight to depart late.

A "cancelled" flight is a flight that was not operated but was in the carrier's computer reservation system within 7 days of the scheduled departure. A "diverted" flight is a flight which is operated from the scheduled origin point to a point other than the scheduled destination point in the carrier's published schedule.

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

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

AIR TRAVEL CONSUMER REPORT

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

FEBRUARY 2022

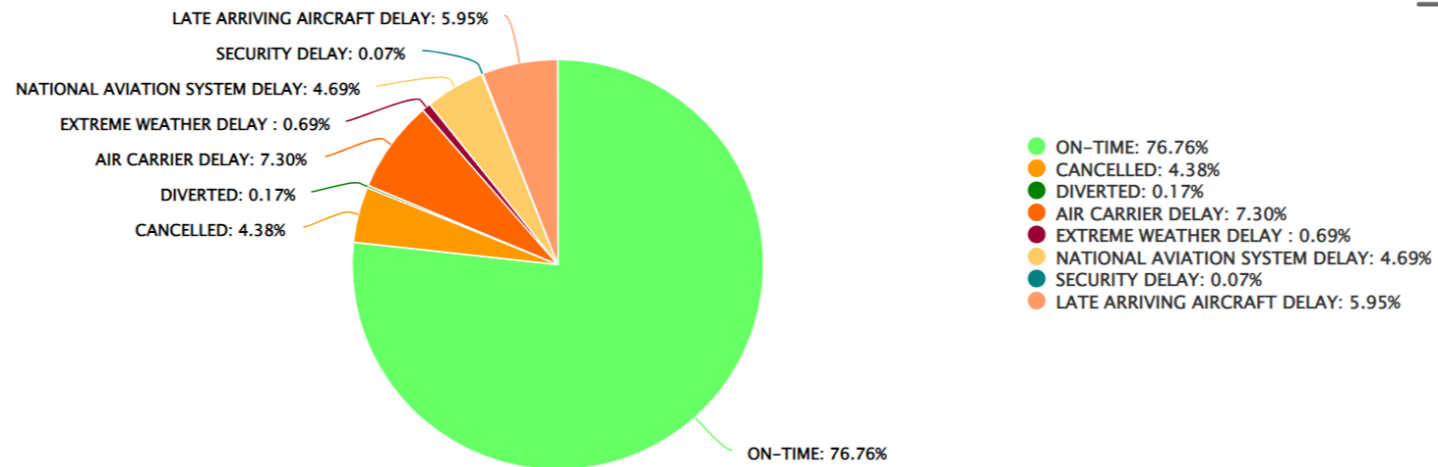| CARRIER	TOTAL RECORDS	ON TIME	% ON TIME	CANCELLED	% CANCELLED	DIVERTED	% DIVERTED	AIR CARRIER DELAY	% AIR CARRIER DELAY	EXTREME WEATHER DELAY	% EXTREME WEATHER DELAY	NATIONAL AVIATION SYSTEM DELAY	% NATIONAL AVIATION SYSTEM DELAY	SECURITY DELAY	% SECURITY DELAY	LATE ARRIVING AIRCRAFT DELAY	% LATE ARRIVING AIRCRAFT DELAY
ALASKA AIRLINES	15969	12955	81.13	243	1.52	36	0.23	776	4.86	71	0.44	1123	7.03	16	0.10	749	4.69
ALLEGIANT AIR	8672	5643	65.07	493	5.68	18	0.21	695	8.01	85	0.98	675	7.78	9	0.10	1055	12.17
AMERICAN AIRLINES	64867	46654	71.92	5362	8.27	102	0.16	4735	7.30	443	0.68	3851	5.94	60	0.09	3661	5.64
DELTA AIR LINES	62755	53459	85.19	892	1.42	60	0.10	3405	5.43	346	0.55	2548	4.06	18	0.03	2026	3.23
ENDEAVOR AIR	18940	15291	80.73	771	4.07	22	0.12	706	3.73	163	0.86	1048	5.53	4	0.02	935	4.94
ENVOY AIR	20764	15433	74.33	2065	9.95	25	0.12	924	4.45	301	1.45	949	4.57	23	0.11	1044	5.03
FRONTIER AIRLINES	11131	7565	67.96	482	4.33	12	0.11	1059	9.51	49	0.44	995	8.94	0	0.00	969	8.71
HAWAIIAN AIRLINES	4984	4343	87.14	11	0.22	4	0.08	430	8.63	10	0.20	2	0.04	8	0.16	177	3.55
HORIZON AIR	7026	5926	84.34	102	1.45	15	0.21	326	4.64	64	0.91	262	3.73	2	0.03	329	4.68
JETBLUE AIRWAYS	20579	12728	61.85	1048	5.09	64	0.31	2872	13.96	96	0.47	1467	7.13	26	0.13	2278	11.07
MESA AIRLINES	9881	7378	74.67	679	6.87	17	0.17	856	8.66	117	1.18	411	4.16	4	0.04	419	4.24
PSA AIRLINES	18896	14061	74.41	657	3.48	41	0.22	1130	5.98	83	0.44	963	5.10	17	0.09	1944	10.29
REPUBLIC AIRWAYS	24630	18213	73.95	1471	5.97	52	0.21	1181	4.79	131	0.53	1933	7.85	9	0.04	1640	6.66
SKYWEST AIRLINES	54943	42584	77.51	2235	4.07	159	0.29	6025	10.97	1124	2.05	148	0.27	26	0.05	2642	4.81
SOUTHWEST AIRLINES	90965	71211	78.28	3779	4.15	123	0.14	6741	7.41	126	0.14	2692	2.96	62	0.07	6231	6.85
SPIRIT AIRLINES	16729	11916	71.23	559	3.34	37	0.22	1276	7.63	81	0.48	1765	10.55	37	0.22	1057	6.32
UNITED AIRLINES	43982	35172	79.97	887	2.02	44	0.10	3026	6.88	127	0.29	2399	5.45	4	0.01	2323	5.28
TOTAL	495,713	380,532	76.76	21,736	4.38	831	0.17	36,163	7.30	3,418	0.69	23,229	4.69	325	0.07	29,479	5.95

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

 All U. S. airlines with at least half of one percent of total domestic scheduled service passenger revenues.
 Note: Individual causes of delay numbers may not add to totals, because of rounding.

AIR TRAVEL CONSUMER REPORT
TABLE 7B. OVERALL CAUSES OF DELAY BY REPORTING OPERATING CARRIER
FEBRUARY 2022

LATE ARRIVING AIRCRAFT DELAY: 5.95%
SECURITY DELAY: 0.07%
NATIONAL AVIATION SYSTEM DELAY: 4.69%
EXTREME WEATHER DELAY : 0.69%
AIR CARRIER DELAY: 7.30%
DIVERTED: 0.17%
CANCELLED: 4.38%

ON–TIME: 76.76%

- ON–TIME: 76.76%
- CANCELLED: 4.38%
- DIVERTED: 0.17%
- AIR CARRIER DELAY: 7.30%
- EXTREME WEATHER DELAY : 0.69%
- NATIONAL AVIATION SYSTEM DELAY: 4.69%
- SECURITY DELAY: 0.07%
- LATE ARRIVING AIRCRAFT DELAY: 5.95%

* 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

FEBRUARY 2022

MARKETING CARRIER	OPERATING CARRIER	FLIGHT NUMBER	ORIGIN AIRPORT	DESTINATION AIRPORT	DATE OF FLIGHT	LOCATION OF LONGEST TARMAC DELAY	LENGTH OF TARMAC DELAY
JETBLUE	JETBLUE	8502[1]	BUR	CVG	2/14/2022	Origin Airport	3:35
JETBLUE	JETBLUE	187	BOS	LAX	2/4/2022	Origin Airport	3:26
AMERICAN	AMERICAN	1710	DFW	MCO	2/23/2022	Origin Airport	3:22
ALASKA	ALASKA	756	DFW	SEA	2/23/2022	Origin Airport	3:13
UNITED	UNITED	380	DFW	ORD	2/23/2022	Origin Airport	3:10
DELTA	DELTA	1274	HPN	ATL	2/4/2022	Origin Airport	3:08
UNITED	UNITED	1610	DFW	DEN	2/23/2022	Origin Airport	3:08
UNITED	UNITED	1419	CLE	FLL	2/25/2022	Origin Airport	3:04

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).**

[1] **JetBlue operated flight 8502 as a public charter.**

* 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

FEBRUARY 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
Honolulu: Honolulu International	HNL
Houston: George Bush	IAH
Las Vegas: McCarran International	LAS
Los Angeles: International	LAX
Miami: International	MIA
Minneapolis-St. Paul: International	MSP
Nashville: International	BNA
Newark: Liberty International	EWR
New York: JFK International	JFK
New York: LaGuardia	LGA
Orlando: International	MCO
Philadelphia: International	PHL
Phoenix: Sky Harbor International	PHX
Salt Lake City: International	SLC
San Diego: Lindbergh Field	SAN
San Francisco: International	SFO
Seattle-Tacoma: International	SEA
Tampa: Tampa International	TPA
Washington: Dulles	IAD
Washington: Reagan National	DCA

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

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

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

MISHANDLED BAGGAGE

The baggage statistics in this section were filed with DOT's Bureau of Transportation Statistics (Office of Airline Information) by U.S. airlines that have at least half of one percent of total domestic scheduled-service passenger revenues. See 14 CFR 234.3 and 234.6. For the 12 months ending 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.

The mishandled baggage tables show for the first time the mishandling rates per 100 checked bags enplaned. The mishandled baggage data will be displayed in this format moving forward. In the previous three calendar year reports (2019 to 2022), the Department calculated the mishandled baggage rate based on the number of mishandled bags per 1,000 checked bags. This change is consistent with the manner that the mishandled wheelchairs and scooters rate is calculated and displayed. The mishandled wheelchairs and scooters rate has always been calculated based on the number of mishandled wheelchairs per 100 wheelchairs and scooters enplaned.

AIR TRAVEL CONSUMER REPORT

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

RANK	CARRIER*	February 2022			February 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 1000 ENPLANED
1	ALLEGIANT AIR	436,756	606	0.14	258,533	347	1.34
2	HAWAIIAN AIRLINES	400,026	974	0.24	147,060	293	1.99
3	FRONTIER AIRLINES	664,478	2,145	0.32	356,510	863	2.42
4	SOUTHWEST AIRLINES	7,978,121	28,960	0.36	4,056,367	11,677	2.88
5	SPIRIT AIRLINES	871,533	3,765	0.43	512,239	1,375	2.68
6	DELTA AIR LINES NETWORK	6,654,069	37,488	0.56	3,096,212	9,610	3.10
	- DELTA AIR LINES	5,253,141	29,670	0.56	2,130,588	6,720	3.15
	- BRANDED CODESHARE PARTNERS	1,400,928	7,818	0.56	965,624	2,890	2.99
7	ALASKA AIRLINES NETWORK	1,778,465	10,792	0.61	980,217	5,544	5.66
	- ALASKA AIRLINES	1,289,318	7,926	0.61	617,786	3,594	5.82
	- BRANDED CODESHARE PARTNERS	489,147	2,866	0.59	362,431	1,950	5.38
8	UNITED AIRLINES NETWORK	4,982,980	34,035	0.68	2,547,592	16,119	6.33
	- UNITED AIRLINES	3,310,813	22,016	0.66	1,471,262	9,629	6.54
	- BRANDED CODESHARE PARTNERS	1,672,167	12,019	0.72	1,076,330	6,490	6.03
9	JETBLUE AIRWAYS	1,080,681	7,580	0.70	455,942	1,854	4.07
10	AMERICAN AIRLINES NETWORK	7,143,182	65,279	0.91	4,043,620	32,183	7.96
	- AMERICAN AIRLINES	4,410,475	43,221	0.98	2,203,006	18,830	8.55
	- BRANDED CODESHARE PARTNERS	2,732,707	22,058	0.81	1,840,614	13,353	7.25
	TOTAL	31,990,291	191,624	0.60	16,454,292	79,865	4.85

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

AIR TRAVEL CONSUMER REPORT

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

RANK	CARRIER*	February 2022			February 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 1000 ENPLANED
1	ALLEGIANT AIR	436,756	606	0.14	258,533	347	1.34
2	HAWAIIAN AIRLINES	400,026	974	0.24	147,060	293	1.99
3	FRONTIER AIRLINES	664,478	2,145	0.32	356,510	863	2.42
4	SOUTHWEST AIRLINES	7,978,121	28,960	0.36	4,056,367	11,677	2.88
5	SPIRIT AIRLINES	871,533	3,765	0.43	512,239	1,375	2.68
6	ENDEAVOR AIR	627,876	3,513	0.56	485,640	1,284	2.64
7	DELTA AIR LINES	5,253,141	29,670	0.56	2,130,588	6,720	3.15
8	ALASKA AIRLINES	1,289,318	7,926	0.61	617,786	3,594	5.82
9	MESA AIRLINES	409,601	2,570	0.63	318,539	2,179	6.84
10	PSA AIRLINES	901,273	5,696	0.63	531,172	2,790	5.25
11	HORIZON AIR	349,394	2,214	0.63	280,808	1,542	5.49
12	UNITED AIRLINES	3,310,813	22,016	0.66	1,471,262	9,629	6.54
13	SKYWEST AIRLINES	2,094,664	14,529	0.69	1,248,563	7,576	6.07
14	JETBLUE AIRWAYS	1,080,681	7,580	0.70	455,942	1,854	4.07
15	REPUBLIC AIRWAYS	508,450	4,600	0.90	518,522	2,756	5.32
16	ENVOY AIR	658,908	6,413	0.97	430,800	4,483	10.41
17	AMERICAN AIRLINES	4,410,475	43,221	0.98	2,203,006	18,830	8.55
	TOTAL	**31,245,508**	**186,398**	**0.60**	**16,023,337**	**77,792**	**4.85**

* 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*	February 2022			February 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
1	ALLEGIANT AIR	1,766	4	0.23	91	0	0.00
2	DELTA AIR LINES NETWORK	10,035	86	0.86	4,635	26	0.56
	- DELTA AIR LINES	8,292	69	0.83	2,909	22	0.76
	- BRANDED CODESHARE PARTNERS	1,743	17	0.98	1,726	4	0.23
3	UNITED AIRLINES NETWORK	6,792	84	1.24	2,930	32	1.09
	- UNITED AIRLINES	4,841	71	1.47	1,705	17	1.00
	- BRANDED CODESHARE PARTNERS	1,951	13	0.67	1,225	15	1.22
4	ALASKA AIRLINES NETWORK	1,898	24	1.26	745	10	1.34
	- ALASKA AIRLINES	1,370	22	1.61	539	5	0.93
	- BRANDED CODESHARE PARTNERS	528	2	0.38	206	5	2.43
5	HAWAIIAN AIRLINES	538	9	1.67	148	2	1.35
6	AMERICAN AIRLINES NETWORK	6,709	121	1.80	3,043	57	1.87
	- AMERICAN AIRLINES	4,888	95	1.94	1,968	33	1.68
	- BRANDED CODESHARE PARTNERS	1,821	26	1.43	1,075	24	2.23
7	FRONTIER AIRLINES	1,470	33	2.24	735	12	1.63
8	SPIRIT AIRLINES	630	30	4.76	319	11	3.45
9	SOUTHWEST AIRLINES	2,433	118	4.85	2,589	38	1.47
10	JETBLUE AIRWAYS	1,274	69	5.42	630	18	2.86
	TOTAL	33,545	578	1.72	15,865	206	1.30

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

AIR TRAVEL CONSUMER REPORT

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

RANK	CARRIER*	February 2022			February 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
1	ALLEGIANT AIR	1,766	4	0.23	91	0	0.00
2	HORIZON AIR	496	2	0.40	180	4	2.22
3	REPUBLIC AIRWAYS	605	3	0.50	525	6	1.14
4	SKYWEST AIRLINES	2,211	16	0.72	1,172	22	1.88
5	DELTA AIR LINES	8,292	69	0.83	2,909	22	0.76
6	MESA AIRLINES	439	4	0.91	267	1	0.37
7	PSA AIRLINES	485	7	1.44	264	5	1.89
8	UNITED AIRLINES	4,841	71	1.47	1,705	17	1.00
9	ENDEAVOR AIR	625	10	1.60	1,175	0	0.00
10	ALASKA AIRLINES	1,370	22	1.61	539	5	0.93
11	HAWAIIAN AIRLINES	538	9	1.67	148	2	1.35
12	AMERICAN AIRLINES	4,888	95	1.94	1,968	33	1.68
13	FRONTIER AIRLINES	1,470	33	2.24	735	12	1.63
14	ENVOY AIR	527	13	2.47	278	9	3.24
15	SPIRIT AIRLINES	630	30	4.76	319	11	3.45
16	SOUTHWEST AIRLINES	2,433	118	4.85	2,589	38	1.47
17	JETBLUE AIRWAYS	1,274	69	5.42	630	18	2.86
	TOTAL	32,890	575	1.75	15,494	205	1.32

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

OVERSALES

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

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

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

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

AIR TRAVEL CONSUMER REPORT

PASSENGERS DENIED BOARDING BY REPORTING MARKETING U.S. AIRLINES

RANK	CARRIER*	OCTOBER - DECEMBER 2021 DENIED BOARDINGS (DB'S)		ENPLANED PASSENGERS	INVOLUNTARY DB's PER 10,000 PASSENGERS	OCTOBER - DECEMBER 2020 DENIED BOARDINGS (DB'S)		ENPLANED PASSENGERS	INVOLUNTARY DB's PER 10,000 PASSENGERS
		VOLUNTARY	INVOLUNTARY			VOLUNTARY	INVOLUNTARY		
1	ALLEGIANT AIR	431	0	3,731,034	0.00	6	0	2,180,397	0.00
2	HAWAIIAN AIRLINES NETWORK	16	0	1,992,068	0.00	8	0	477,358	0.00
3	DELTA AIR LINES NETWORK	19,732	2	38,048,349	0.00	1,199	0	15,206,962	0.00
	- DELTA AIR LINES	10,508	0	30,133,454	0.00	570	0	11,484,571	0.00
	- BRANDED CODESHARE PARTNERS	9,224	2	7,914,895	0.00	629	0	3,722,391	0.00
4	UNITED AIRLINES NETWORK	6,977	39	31,172,552	0.01	767	5	14,096,177	0.00
	- UNITED AIRLINES	2,609	16	21,830,661	0.01	289	5	8,860,807	0.01
	- BRANDED CODESHARE PARTNERS	4,368	23	9,341,891	0.02	478	0	5,235,370	0.00
5	JETBLUE AIRWAYS	864	16	7,738,593	0.02	62	0	2,560,789	0.00
6	SPIRIT AIRLINES	1,853	94	8,160,830	0.12	691	99	5,010,558	0.20
7	ALASKA AIRLINES NETWORK	3,373	109	8,875,393	0.12	7	1	3,606,481	0.00
	- ALASKA AIRLINES	2,386	51	6,537,197	0.08	0	0	2,247,354	0.00
	- BRANDED CODESHARE PARTNERS	987	58	2,338,196	0.25	7	1	1,359,127	0.01
8	SOUTHWEST AIRLINES	9,649	1,304	35,778,696	0.36	487	28	15,891,567	0.02
9	AMERICAN AIRLINES NETWORK	15,961	1,929	46,531,020	0.41	1,986	106	22,451,466	0.05
	- AMERICAN AIRLINES	8,787	1,171	32,951,348	0.36	591	28	14,695,523	0.02
	- BRANDED CODESHARE PARTNERS	7,174	758	13,579,672	0.56	1,395	78	7,755,943	0.10
10	FRONTIER AIRLINES	1,684	887	5,734,906	1.55	167	51	2,619,595	0.19
	TOTAL	60,540	4,380	187,763,441	0.23	5,380	290	84,101,350	0.03

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

AIR TRAVEL CONSUMER REPORT

PASSENGERS DENIED BOARDING BY REPORTING OPEARTING U.S. AIRLINES

RANK	AIRLINE*	OCTOBER - DECEMBER 2021				OCTOBER - DECEMBER 2020			
		DENIED BOARDINGS (DB'S)		ENPLANED PASSENGERS	INVOLUNTARY DB's PER 10,000 PASSENGERS	DENIED BOARDINGS (DB'S)		ENPLANED PASSENGERS	INVOLUNTARY DB's PER 10,000 PASSENGERS
		VOLUNTARY	INVOLUNTARY			VOLUNTARY	INVOLUNTARY		
1	DELTA AIR LINES	10,508	0	30,133,454	0.00	570	0	11,484,571	0.00
2	ALLEGIANT AIR	431	0	3,731,034	0.00	6	0	2,180,397	0.00
3	ENDEAVOR AIR	2,728	0	3,498,186	0.00	233	0	2,013,531	0.00
4	HAWAIIAN AIRLINES	16	0	1,992,068	0.00	8	0	469,717	0.00
5	UNITED AIRLINES	2,609	16	21,830,661	0.01	289	5	8,860,807	0.01
6	JETBLUE AIRWAYS	864	16	7,738,593	0.02	62	0	2,560,789	0.00
7	ALASKA AIRLINES	2,386	51	6,537,197	0.08	0	0	2,247,354	0.00
8	SPIRIT AIRLINES	1,853	94	8,160,830	0.12	691	99	5,010,558	0.20
9	SKYWEST AIRLINES	9,595	160	10,216,924	0.16	720	5	5,122,330	0.01
10	MESA AIRLINES	727	47	2,600,969	0.18	170	3	1,769,553	0.02
11	REPUBLIC AIRWAYS	2,303	101	4,664,483	0.22	217	21	2,613,252	0.08
12	HORIZON AIR	558	38	1,430,372	0.27	-	-	-	-
13	AMERICAN AIRLINES	8,787	1,171	32,951,348	0.36	591	28	14,695,523	0.02
14	SOUTHWEST AIRLINES	9,649	1,304	35,778,696	0.36	487	28	15,891,567	0.02
15	ENVOY AIR	1,952	165	3,647,596	0.45	408	30	2,164,410	0.14
16	PSA AIRLINES	1,616	162	3,522,061	0.46	360	19	2,083,641	0.09
17	FRONTIER AIRLINES	1,684	887	5,734,906	1.55	167	51	2,619,595	0.19
	TOTAL	58,266	4,212	184,169,378	0.23	4,979	289	81,787,595	0.04

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

CONSUMER COMPLAINTS

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

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

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

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

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

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

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

AIR TRAVEL CONSUMER REPORT

TABLE 1

CONSUMER COMPLAINTS SUMMARY

	FEBRUARY 2022				FEBRUARY 2021			
	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS
U.S. AIRLINES	1,890	16	1	220	799	15	0	147
FOREIGN AIRLINES	1,299	1	0	64	1,820	4	1	86
TRAVEL AGENTS	539	1	0	26	702	0	0	33
TOUR OPERATORS	5	0	0	0	3	0	0	0
MISCELLANEOUS	0	10	0	115	0	16	0	93
INDUSTRY TOTALS	3,733	28	1	425	3,324	35	1	359

AIR TRAVEL CONSUMER REPORT

Table 2

COMPLAINT CATEGORIES*

COMPLAINT CATEGORY	FEBRUARY 2022			FEBRUARY 2021		
	RANKING	COMPLAINTS**	SUB-CATEGORY	RANKING	COMPLAINTS**	SUB-CATEGORY
REFUNDS	1	1,688		1	2,691	
FLIGHT PROBLEMS	2	568		4	114	
CANCELLATION			295			55
DELAY			150			30
MISCONNECTION			57			11
FARES	3	407		2	179	
RESERVATIONS/TICKETING/BOARDING	4	400		3	138	
BAGGAGE	5	338		6	60	
CUSTOMER SERVICE	6	135		5	89	
DISABILITY	7	116		7	33	
OVERSALES	8	53		10	2	
OTHER	9	18		8	10	
FREQUENT FLYER			11			5
ADVERTISING	10	7		10	2	
DISCRIMINATION	11	3		9	6	
ANIMALS	12	0		12	0	
COMPLAINT TOTAL		3,733			3,324	

* 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*
JANUARY 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	7	0	4	5	7	3	2	2	0	0	0	0	30
ALLEGIANT AIR	20	1	13	7	26	3	5	8	0	0	0	0	83
AMERICAN AIRLINES	131	7	58	70	163	42	23	16	1	1	0	1	513
BREEZE AIRWAYS	0	1	0	0	4	1	2	0	0	0	0	0	8
DELTA AIR LINES	34	2	21	12	32	28	12	10	0	1	0	1	153
ENDEAVOR AIR	3	0	1	2	1	2	0	0	0	0	0	0	9
ENVOY AIR	8	1	1	5	8	0	1	1	0	0	0	0	25
FRONTIER AIRLINES	57	16	13	18	39	16	3	7	0	0	0	0	169
HAWAIIAN AIRLINES	2	1	1	2	11	0	1	1	0	0	0	1	20
JETBLUE AIRWAYS	51	3	17	15	41	15	14	18	0	0	0	1	175
PIEDMONT AIRLINES	0	2	0	0	1	3	0	1	0	0	0	0	7
PSA AIRLINES	8	0	1	2	3	3	1	1	0	0	0	0	19
REPUBLIC AIRWAYS	11	1	1	4	10	5	2	1	0	0	0	0	35
SILVER AIRWAYS	0	0	1	0	5	1	0	0	0	0	0	0	7
SKYWEST AIRLINES	16	0	1	1	5	2	4	0	0	0	0	0	29
SOUTHWEST AIRLINES	17	1	7	6	26	8	8	17	4	0	0	0	94
SPIRIT AIRLINES	51	8	18	23	55	14	15	11	0	1	0	1	197
SUN COUNTRY AIRLINES	7	0	1	4	4	1	2	1	0	0	0	0	20
UNITED AIRLINES	60	5	22	33	87	46	17	7	0	0	0	2	279
Other U.S. Airlines	6	0	1	1	5	1	0	0	0	0	0	4	18
TOTAL FEBRUARY 2022	489	49	182	210	533	194	112	102	5	3	0	11	1,890
% of TOTAL COMPLAINTS	25.9	2.6	9.6	11.1	28.2	10.3	5.9	5.4	0.3	0.2	0	0.6	
TOTAL FEBRUARY 2021	87	2	40	85	437	36	78	26	0	2	0	6	799
% of TOTAL COMPLAINTS	10.9	0.3	5.0	10.6	54.7	4.5	9.8	3.3	0	0.3	0	0.8	

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

** AIRLINES ARE LISTED INDIVIDUALY 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 FEB	INCI-DENTS IN FEB	PERCENT	INCI-DENTS IN JAN	PERCENT	INCI-DENTS IN ALL PRIOR MONTHS	PERCENT	UN-KNOWN INCI-DENT DATE	PERCENT
ALASKA AIRLINES	30	8	26.7	7	23.3	12	40.0	3	10.0
ALLEGIANT AIR	83	25	30.1	7	8.4	42	50.6	9	10.8
AMERICAN AIRLINES	513	208	40.5	49	9.6	181	35.3	75	14.6
BREEZE AIRWAYS	8	6	75.0	0	0.0	2	25.0	0	0.0
DELTA AIR LINES	153	55	35.9	31	20.3	55	35.9	12	7.8
ENDEAVOR AIR	9	5	55.6	0	0.0	4	44.4	0	0.0
ENVOY AIR	25	11	44.0	0	0.0	10	40.0	4	16.0
FRONTIER AIRLINES	169	87	51.5	26	15.4	38	22.5	18	10.7
HAWAIIAN AIRLINES	20	1	5.0	1	5.0	12	60.0	6	30.0
JETBLUE AIRWAYS	175	72	41.1	37	21.1	53	30.3	13	7.4
OTHER US COMMUTERS & AIR TAXIS	6	3	50.0	0	0.0	3	50.0	0	0.0
PIEDMONT AIRLINES	7	5	71.4	0	0.0	1	14.3	1	14.3
PSA AIRLINES	19	6	31.6	7	36.8	6	31.6	0	0.0
REPUBLIC AIRWAYS	35	13	37.1	4	11.4	16	45.7	2	5.7
SILVER AIRWAYS	7	1	14.3	2	28.6	3	42.9	1	14.3
SKYWEST AIRLINES	29	12	41.4	9	31.0	7	24.1	1	3.4
SOUTHWEST AIRLINES	94	31	33.0	10	10.6	41	43.6	12	12.8
SPIRIT AIRLINES	197	84	42.6	26	13.2	70	35.5	17	8.6
SUN COUNTRY AIRLINES	20	8	40.0	2	10.0	5	25.0	5	25.0
UNITED AIRLINES	279	89	31.9	43	15.4	124	44.4	23	8.2
OTHER U.S. AIRLINES	12	3	25.0	3	25.0	5	41.7	1	8.3
Totals	1,890	733	38.8	264	14.0	690	36.5	203	10.7
Previous Year's Totals	799	212	26.5	53	6.6	435	54.4	99	12.4

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

AIR TRAVEL CONSUMER REPORT

Table 5

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

	FLIGHT PROBLEMS	OVER-SALES	RES/TKT/ BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DIS-ABILITY	ADVERT-ISING	DISCRIM-INATION	ANIMALS	OTHER	TOTAL
FOREIGN AIRLINES													
AER LINGUS	0	0	0	3	4	0	0	1	0	0	0	0	8
AEROMEXICO	3	0	7	2	20	0	0	1	0	0	0	1	34
AIR CANADA	4	0	7	4	24	3	2	0	0	0	0	0	44
AIR EUROPA	0	0	0	0	6	1	0	0	0	0	0	0	7
AIR FRANCE	2	0	10	4	9	25	1	1	0	0	0	1	53
AIR INDIA	3	0	8	3	77	11	1	0	0	0	0	0	103
AIR NEW ZEALAND	0	0	0	1	4	0	0	0	0	0	0	0	5
ALITALIA AIRLINES	0	0	0	0	7	0	0	0	0	0	0	0	7
ASIANA AIRLINES	0	0	2	0	3	0	0	0	0	0	0	0	5
AUSTRIAN AIRLINES	0	0	0	0	5	0	0	0	0	0	0	0	5
AVIANCA	2	1	5	12	34	3	1	3	0	0	0	1	62
BRITISH AIRWAYS	4	0	10	12	22	7	0	2	0	0	0	0	57
BRUSSELS AIRLINES	0	0	1	2	1	1	0	0	0	0	0	0	5
CARIBBEAN AIRLINES	1	0	0	0	9	0	0	0	0	0	0	0	10
COPA	1	0	10	3	41	3	1	1	0	0	0	0	60
EGYPTAIR	1	0	0	1	5	1	0	0	0	0	0	0	8
EL AL ISRAEL	2	0	1	0	6	1	0	0	0	0	0	0	10
EMIRATES AIRLINES	6	0	3	3	14	4	0	0	0	0	0	0	30
ETHIOPIAN AIRLINES	1	0	1	1	3	1	1	0	0	0	0	0	8
ETIHAD AIRWAYS	0	0	2	2	5	2	1	0	0	0	0	0	12
EVA AIRWAYS	0	0	0	0	6	0	0	0	0	0	0	0	6
FIJI AIRWAYS	0	0	1	0	31	0	0	0	0	0	0	0	32
FINNAIR OY	0	0	1	3	6	0	0	0	0	0	0	0	10
IBERIA AIRLINES	0	0	4	7	22	5	1	0	0	0	0	0	39
ICELANDAIR	0	0	3	1	9	0	0	0	0	0	0	0	13
JAPAN AIR LINES	0	0	1	2	5	0	0	0	0	0	0	0	8
KLM	1	0	2	3	4	3	1	1	0	0	0	0	15
KUWAIT AIRWAYS	0	0	3	0	1	1	0	0	0	0	0	0	5
LATAM	2	0	0	3	17	4	0	0	0	0	0	0	26
LUFTHANSA	5	1	10	13	19	15	1	1	0	0	0	1	66
NORWEGIAN AIR SHUTTLE	1	0	0	1	32	0	0	0	0	0	0	0	34
PHILIPPINE AIRLINES	0	0	4	1	18	0	0	0	0	0	0	0	23
QANTAS AIRWAYS	0	0	1	1	6	0	0	0	0	0	0	1	9
QATAR AIRWAYS	5	1	8	3	21	18	2	2	0	0	0	0	60
ROYAL AIR MAROC	1	0	2	2	27	1	0	0	0	0	0	0	33
SAS	0	0	0	0	2	2	0	1	0	0	0	0	5
SINGAPORE AIRLINES	2	0	1	1	3	0	0	0	1	0	0	0	8
SOUTH AFRICAN AIRWAYS	0	0	0	0	6	0	0	0	0	0	0	0	6
SWISS AIR	0	0	1	1	6	2	0	0	0	0	0	0	10
TAP	0	0	9	12	79	4	2	0	0	0	0	1	107

AIR TRAVEL CONSUMER REPORT

Table 5 (cont'd)

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

	FLIGHT PROBLEMS	OVER-SALES	RES/TKT/ BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DIS-ABILITY	ADVERT-ISING	DISCRIM-INATION	ANIMALS	OTHER	TOTAL
TURKISH AIRLINES	6	0	16	7	28	10	2	0	0	0	0	0	69
VIRGIN ATLANTIC AIRWAYS	1	0	1	0	8	0	0	0	0	0	0	0	10
VIRGIN AUSTRALIA	0	0	0	0	6	0	0	0	0	0	0	0	6
VIVAAEROBUS	3	1	3	1	7	3	0	0	0	0	0	0	18
VOLARIS AIRLINES	3	0	5	6	8	2	1	0	1	0	0	1	27
WEST JET	1	0	0	0	10	1	0	0	0	0	0	0	12
OTHER FOREIGN AIRLINES	4	0	14	6	73	10	2	0	0	0	0	0	109
TOTALS	65	4	157	127	759	144	20	14	2	0	0	7	1,299
TRAVEL AGENTS													
ASAPTICKETS.COM	0	0	2	3	12	0	0	0	0	0	0	0	17
BUDGETAIR.COM	0	0	1	0	4	0	0	0	0	0	0	0	5
CHASE TRAVEL	0	0	1	3	17	0	0	0	0	0	0	0	21
CHEAPOAIR.COM	1	0	3	4	18	0	0	0	0	0	0	0	26
EDREAMS.COM	0	0	5	0	22	0	0	0	0	0	0	0	27
EXPEDIA.COM	2	0	4	14	81	0	1	0	0	0	0	0	102
FLIGHTHUB	0	0	0	0	5	0	0	0	0	0	0	0	5
GOTOGATE	3	0	10	5	27	0	0	0	0	0	0	0	45
JUSTFLY.COM	0	0	6	4	28	0	0	0	0	0	0	0	38
KIWI.COM	2	0	3	1	16	0	0	0	0	0	0	0	22
MYTRIP.COM	0	0	0	0	10	0	0	0	0	0	0	0	10
ORBITZ.COM	0	0	2	4	26	0	0	0	0	0	0	0	32
OVAGO	0	0	0	1	5	0	0	0	0	0	0	0	6
PRICELINE.COM	0	0	0	0	0	0	0	0	0	0	0	0	0
SKYLUX TRAVEL	0	0	1	1	3	0	0	0	0	0	0	0	5
SMARTFARES.COM	1	0	0	0	8	0	0	0	0	0	0	0	9
TRAVELGENIO	0	0	1	0	5	0	0	0	0	0	0	0	6
TRAVELOCITY.COM	1	0	4	8	19	0	1	0	0	0	0	0	33
TRIP.COM	0	0	1	1	3	0	0	0	0	0	0	0	5
VAYAMA	0	0	0	0	8	0	0	0	0	0	0	0	8
OTHER TRAVEL AGENTS	1	0	12	16	60	0	0	0	0	0	0	0	89
TOTALS	14	0	61	70	391	0	3	0	0	0	0	0	539
TOUR OPERATORS													
OTHER TOUR OPERATORS	0	0	0	0	5	0	0	0	0	0	0	0	5
TOTALS	0	0	0	0	5	0	0	0	0	0	0	0	5
MISCELLAENOUS													
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 FIVE (5) OR MORE COMPLAINTS AGAINST THEM DURING THE REPORTING PERIOD. COMPLAINTS AGAINST COMPANIES ACCOUNTING FOR FEWER COMPLAINTS THAN THAT ARE INCLUDED UNDER 'OTHER FOREIGN AIRLINES,' 'OTHER TOUR OPERATORS,' ETC. ** A DETAILED EXPLANATION OF THE COMPLAINT CATEGORIES FOLLOWS THIS SECTION.

AIR TRAVEL CONSUMER REPORT

TABLE 6

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

	FEBRUARY 2022	FEBRUARY 2021
AIRLINE	**COMPLAINTS**	**COMPLAINTS**
ALASKA AIRLINES NETWORK	33	34
- ALASKA AIRLINES	*30*	*27*
- BRANDED CODESHARE PARTNERS	*3*	*7*
ALLEGIANT AIRLINES	83	26
AMERICAN AIRLINES NETWORK	615	196
- AMERICAN AIRLINES	*513*	*172*
- BRANDED CODESHARE PARTNERS	*102*	*24*
DELTA NETWORK	174	64
- DELTA AIR LINES	*153*	*51*
- BRANDED CODESHARE PARTNERS	*21*	*13*
FRONTIER AIRLINES	169	66
HAWAIIAN AIRLINES	20	7
JETBLUE AIRWAYS	20	64
SOUTHWEST AIRLINES	0	45
SPIRIT AIRLINES	175	91
UNITED AIRLINES NETWORK	94	185
- UNITED AIRLINES	*197*	*185*
- BRANDED CODESHARE PARTNERS	*279*	*0*
TOTAL	**1,839**	**778**

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

AIR TRAVEL CONSUMER REPORT

TABLE 6A

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

RANK	AIRLINE	FEBRUARY 2022			FEBRUARY 2021		
		COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS	COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS
1	MESA AIRLINES	1	626,402	0.16	3	450,746	0.67
2	HORIZON AIRLINES	2	418,991	0.48	4	312,974	1.28
3	SOUTHWEST AIRLINES	94	9,969,693	0.94	45	4,697,299	0.96
4	SKYWEST AIRLINES	29	2,709,612	1.07	15	1,594,251	0.94
5	ENDEAVOR AIR	9	812,846	1.11	5	563,996	0.89
6	ALASKA AIRLINES	30	2,031,887	1.48	27	896,364	3.01
7	DELTA AIR LINES	153	9,150,224	1.67	51	3,931,749	1.30
8	PSA AIRLINES	19	969,965	1.96	4	551,150	0.73
9	ENVOY AIR	25	995,171	2.51	9	583,698	1.54
10	HAWAIIAN AIRLINES	20	613,577	3.26	7	204,009	3.43
11	REPUBLIC AIRWAYS	35	933,404	3.75	3	884,100	0.34
12	UNITED AIRLINES	279	6,710,284	4.16	185	2,631,329	7.03
13	AMERICAN AIRLINES	513	9,517,311	5.39	172	4,223,053	4.07
14	JETBLUE AIRWAYS	175	2,547,494	6.87	64	1,306,767	4.90
15	ALLEGIANT AIR	83	1,110,141	7.48	26	687,499	3.78
16	SPIRIT AIRLINES	197	2,579,414	7.64	91	1,470,943	6.19
17	FRONTIER AIRLINES	169	1,671,908	10.11	66	869,199	7.59
	TOTAL	1,833	53,368,324	3.43	777	25,859,126	3.00

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

AIR TRAVEL CONSUMER REPORT

Civil Rights Complaints by Air Travelers (Other Than Disability) for February 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
AMERICAN					1		
DELTA	1						
SPIRIT	1						
TOTAL	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

February 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
NONE			

U.S. Department of Homeland Security, Transportation Security Administration
Customer Service Report for February 2022 [a]

The Transportation Security Administration (TSA) screened approximately 47.1 million passengers at screening checkpoints and 28.6 million checked bags at baggage screening locations in February 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 February 2022, TSA received 9,951 complaints (i.e. a description of a negative experience) from the general public via phone or email (or 21.2 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]
541	1.2	423	0.9	8,402	17.9	70	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]
235	0.5	135	0.3	47	0.1	98	0.3

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

Claims Received Regarding Loss or Damage to Property		
Checkpoint (TSA)	Checked Baggage (TSA and/ or Airline)	Claims Regarding Checked Baggage per 100 Checked Bags Screened
98 [d]	77	0.0003

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

Courtesy: Includes complaints about unprofessional or discourteous treatment by the TSA screening workforce, TSA screening management, or TSA Contact Center personnel.	Screening of Personal Property: Includes complaints about mishandling of passenger property (damaged and/ or missing items/ locks/ baggage) in both the checkpoint and checked baggage screening settings.	Screening of Passengers: Includes complaints about screening to include Advanced Imaging Technology, Identification, Patdowns, Prohibited & Permitted Items, and TSA PreCheck, but excludes Property.	Wait Times (Checkpoint): 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.).
Civil Rights: Includes complaints about alleged discrimination or harassment based on race, color, national origin, sex, religion, age, disability, genetic information, sexual orientation and parental status.	Other TSA-related: 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.	Non-TSA related, Airline: Includes complaints about Non-TSA related matters, specifically Airline-related, such as baggage requirements, lost baggage, policy/ regulations, and wheelchair assistance.	Non-TSA related, All Others: 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.