Air Travel Consumer Report

A Product Of

THE OFFICE OF AVIATION CONSUMER PROTECTION

Issued: March 2022

Flight Delays[1]	January 2022
Mishandled Baggage, Wheelchairs, and Scooters [1]	January 2022
Oversales[1]	4th Quarter 2021
Consumer Complaints[2] (Includes Disability and Discrimination Complaints)	January 2022
Airline Animal Incident Reports[4]	January 2022
Customer Service Reports to the Dept. of Homeland Security[3]	January 2022

[1] Data collected by the Bureau of Transportation Statistics. Website: *http://www.bts.gov*
[2] Data compiled by the Office of Aviation Consumer Protection. Website: *http://www.transportation.gov/airconsumer*
[3] Data provided by the Department of Homeland Security, Transportation Security Administration
[4] Data collected by the Office of Aviation Consumer Protection

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INTRODUCTION

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

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

The report normally is released by the end of the second week of each month. The report is available 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

JANUARY 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

JANUARY 2022

CARRIER[1]	AT ALL US AIRPORTS		RANK
	NUMBER OF AIRPORTS REPORTED	**PERCENT OF ON-TIME ARRIVALS**	
DELTA AIR LINES NETWORK	**211**	**79.4**	
- DELTA AIR LINES	132	82.4	**1**
- BRANDED CODESHARE PARTNERS	187	75.3	
AMERICAN AIRLINES NETWORK	**229**	**78.0**	
- AMERICAN AIRLINES	106	81.6	**2**
- BRANDED CODESHARE PARTNERS	216	74.9	
HAWAIIAN AIRLINES	**22**	**77.9**	**3**
SOUTHWEST AIRLINES	**107**	**76.1**	**4**
SPIRIT AIRLINES	**54**	**74.1**	**5**
ALASKA AIRLINES NETWORK	**104**	**72.1**	
- ALASKA AIRLINES	76	70.7	**6**
- BRANDED CODESHARE PARTNERS	56	73.9	
UNITED AIRLINES NETWORK	**248**	**71.2**	
- UNITED AIRLINES	104	74.3	**7**
- BRANDED CODESHARE PARTNERS	232	68.9	
FRONTIER AIRLINES	**92**	**69.4**	**8**
ALLEGIANT AIR	**128**	**65.5**	**9**
JETBLUE AIRWAYS	**63**	**61.2**	**10**
TOTAL AIRPORTS SERVED	**369**	**75.3**	

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

JANUARY 2022

CARRIER[1]	AT ALL US AIRPORTS		RANK
	NUMBER OF AIRPORTS REPORTED	PERCENT OF ON-TIME ARRIVALS	
DELTA AIR LINES	132	82.4	1
ENVOY AIR	143	82.2	2
AMERICAN AIRLINES	106	81.6	3
ENDEAVOR AIR	113	78.5	4
HAWAIIAN AIRLINES	22	77.9	5
SOUTHWEST AIRLINES	107	76.1	6
UNITED AIRLINES	104	74.3	7
SPIRIT AIRLINES	54	74.1	8
SKYWEST AIRLINES	236	73.8	9
REPUBLIC AIRWAYS	78	70.8	10
ALASKA AIRLINES	76	70.7	11
HORIZON AIR	53	70.6	12
FRONTIER AIRLINES	92	69.4	13
PSA AIRLINES	96	68.3	14
MESA AIRLINES	99	67.7	15
ALLEGIANT AIR	128	65.5	16
JETBLUE AIRWAYS	63	61.2	17
TOTAL AIRPORTS SERVED	363	75.6	

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

JANUARY 2022

CARRIER[1]	Jan-22		YEAR-TO-DATE (YTD)	
	%	RANK	YTD %	YTD RANK
ALASKA AIRLINES	**72.1**		**72.1**	
- ALASKA AIRLINES	70.7	6	70.7	6
- BRANDED CODESHARE PARTNERS	73.9		73.9	
ALLEGIANT AIR	**65.5**	9	**65.5**	9
AMERICAN AIRLINES	**78.0**		**78.0**	
- AMERICAN AIRLINES	81.6	2	81.6	2
- BRANDED CODESHARE PARTNERS	74.9		74.9	
DELTA AIR LINES	**79.4**		**79.4**	
- DELTA AIR LINES	82.4	1	82.4	1
- BRANDED CODESHARE PARTNERS	75.3		75.3	
FRONTIER AIRLINES	**69.4**	8	**69.4**	8
HAWAIIAN AIRLINES	**77.9**	3	**77.9**	3
JETBLUE AIRWAYS	**61.2**	10	**61.2**	10
SOUTHWEST AIRLINES	**76.1**	4	**76.1**	4
SPIRIT AIRLINES	**74.1**	5	**74.1**	5
UNITED AIRLINES	**71.2**		**71.2**	
- UNITED AIRLINES	74.3	7	74.3	7
- BRANDED CODESHARE PARTNERS	68.9		68.9	
TOTAL	**75.3**		**75.3**	

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)

JANUARY 2022

CARRIER	ATL # OF ARR.	ATL % ON-TIME	BNA # OF ARR.	BNA % ON-TIME	BOS # OF ARR.	BOS % ON-TIME	BWI # OF ARR.	BWI % ON-TIME	CLT # OF ARR.	CLT % ON-TIME	DAL # OF ARR.	DAL % ON-TIME	DCA # OF ARR.	DCA % ON-TIME	DEN # OF ARR.	DEN % ON-TIME
ALASKA AIRLINES NETWORK	45	80.0	40	65.0	135	71.9	31	58.1	0	0.0	86	70.9	153	77.1	140	75.7
- *ALASKA AIRLINES*	45	80.0	40	65.0	135	71.9	31	58.1	0	0.0	55	58.2	153	77.1	140	75.7
- *BRANDED CODESHARE PARTNERS*	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	31	93.5	0	0.0	0	0.0
ALLEGIANT AIR	0	0.0	125	49.6	22	59.1	20	65.0	0	0.0	0	0.0	0	0.0	10	80.0
AMERICAN AIRLINES NETWORK	1211	81.6	1296	74.4	2194	76.5	558	78.5	16494	78.8	0	0.0	7410	67.2	831	81.6
- *AMERICAN AIRLINES*	673	82.0	616	80.7	1745	77.2	267	76.4	7810	81.8	0	0.0	2180	73.8	769	81.9
- *BRANDED CODESHARE PARTNERS*	538	81.0	680	68.7	449	73.7	291	80.4	8684	76.2	0	0.0	5230	64.5	62	77.4
DELTA AIR LINES NETWORK	19787	84.2	816	76.0	3110	73.7	499	82.2	889	80.0	138	84.8	1496	71.9	967	76.8
- *DELTA AIR LINES*	16416	84.2	510	80.6	1411	77.1	412	84.0	485	84.1	138	84.8	690	78.1	811	77.6
- *BRANDED CODESHARE PARTNERS*	3371	84.5	306	68.3	1699	70.9	87	73.6	404	75.0	0	0.0	806	66.5	156	73.1
FRONTIER AIRLINES	456	68.6	49	69.4	50	60.0	116	62.9	102	66.7	0	0.0	93	73.1	1412	73.7
HAWAIIAN AIRLINES	0	0.0	0	0.0	19	68.4	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
JETBLUE AIRWAYS	215	54.4	83	60.2	3105	63.0	0	0.0	38	55.3	0	0.0	859	65.3	120	56.7
SOUTHWEST AIRLINES	2451	77.9	3311	76.1	325	67.7	4653	71.9	204	71.6	5017	76.7	1360	71.0	6221	66.5
SPIRIT AIRLINES	665	76.2	145	60.0	264	70.5	463	78.6	113	71.7	0	0.0	0	0.0	213	69.5
UNITED AIRLINES NETWORK	634	65.5	717	66.0	817	66.1	194	74.7	438	65.1	0	0.0	1056	65.1	11957	71.8
- *UNITED AIRLINES*	235	66.0	215	66.0	778	67.2	181	75.1	81	64.2	0	0.0	212	72.6	5964	74.4
- *BRANDED CODESHARE PARTNERS*	399	65.2	502	65.9	39	43.6	13	69.2	357	65.3	0	0.0	844	63.2	5993	69.1
TOTAL	25,464	82.3	6,582	73.5	10,041	70.0	6,534	73.6	18,278	78.3	5,241	76.8	12,427	68.1	21,871	70.9

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

AIR TRAVEL CONSUMER REPORT

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

JANUARY 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	**132**	**75.0**	**27**	**85.2**	**291**	**64.6**	**105**	**67.6**	**58**	**74.1**	**43**	**60.5**	**321**	**74.5**	**544**	**71.7**
- ALASKA AIRLINES	72	77.8	27	85.2	291	64.6	105	67.6	58	74.1	43	60.5	321	74.5	390	68.2
- BRANDED CODESHARE PARTNERS	60	71.7	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	154	80.5
ALLEGIANT AIR	**0**	**0.0**	**0**	**0.0**	**29**	**62.1**	**285**	**62.8**	**18**	**55.6**	**0**	**0.0**	**0**	**0.0**	**732**	**74.9**
AMERICAN AIRLINES NETWORK	**20104**	**85.4**	**721**	**75.0**	**654**	**70.2**	**617**	**82.2**	**226**	**77.4**	**760**	**82.2**	**2616**	**77.2**	**1123**	**86.8**
- AMERICAN AIRLINES	11245	87.3	302	79.5	590	71.4	617	82.2	117	80.3	484	82.2	1471	77.6	1123	86.8
- BRANDED CODESHARE PARTNERS	8859	83.0	419	71.8	64	59.4	0	0.0	109	74.3	276	82.2	1145	76.8	0	0.0
DELTA AIR LINES NETWORK	**887**	**80.3**	**8359**	**77.2**	**629**	**76.2**	**923**	**76.8**	**427**	**73.8**	**644**	**75.9**	**4132**	**75.0**	**1173**	**85.8**
- DELTA AIR LINES	877	80.7	4271	84.0	378	78.3	923	76.8	193	78.2	545	78.0	2003	76.9	1061	87.0
- BRANDED CODESHARE PARTNERS	10	40.0	4088	70.1	251	72.9	0	0.0	234	70.1	99	64.6	2129	73.2	112	74.1
FRONTIER AIRLINES	**201**	**79.6**	**74**	**75.7**	**125**	**68.8**	**0**	**0.0**	**2**	**0.0**	**69**	**75.4**	**0**	**0.0**	**1306**	**75.1**
HAWAIIAN AIRLINES	**0**	**0.0**	**0**	**0.0**	**0**	**0.0**	**0**	**0.0**	**0**	**0.0**	**0**	**0.0**	**31**	**41.9**	**112**	**77.7**
JETBLUE AIRWAYS	**78**	**60.3**	**64**	**54.7**	**800**	**56.3**	**1646**	**61.8**	**0**	**0.0**	**51**	**66.7**	**3865**	**56.7**	**237**	**75.9**
SOUTHWEST AIRLINES	**0**	**0.0**	**295**	**69.8**	**0**	**0.0**	**1448**	**77.0**	**175**	**66.3**	**574**	**73.3**	**0**	**0.0**	**5226**	**81.9**
SPIRIT AIRLINES	**562**	**78.6**	**736**	**78.1**	**526**	**72.6**	**1663**	**73.7**	**0**	**0.0**	**583**	**75.1**	**0**	**0.0**	**1526**	**81.3**
UNITED AIRLINES NETWORK	**677**	**72.4**	**510**	**62.5**	**9174**	**64.5**	**675**	**73.6**	**5292**	**70.3**	**9532**	**74.9**	**123**	**80.5**	**971**	**81.6**
- UNITED AIRLINES	420	71.4	61	73.8	5261	65.5	675	73.6	2102	76.7	4209	79.2	123	80.5	967	81.6
- BRANDED CODESHARE PARTNERS	257	73.9	449	61.0	3913	63.3	0	0.0	3190	66.1	5323	71.4	0	0.0	4	75.0
TOTAL	**22,641**	**84.5**	**10,786**	**76.1**	**12,228**	**65.3**	**7,362**	**72.3**	**6,198**	**70.7**	**12,256**	**75.2**	**11,088**	**69.1**	**12,950**	**80.9**

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

AIR TRAVEL CONSUMER REPORT

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

JANUARY 2022

	ARRIVAL AIRPORT*															
	LAX		LGA		MCO		MDW		MIA		MSP		ORD		PHL	
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	**1616**	**74.1**	**0**	**0.0**	**185**	**72.4**	**0**	**0.0**	**0**	**0.0**	**70**	**72.9**	**243**	**69.1**	**25**	**80.0**
- ALASKA AIRLINES	862	71.1	0	0.0	185	72.4	0	0.0	0	0.0	41	63.4	198	69.7	25	80.0
- BRANDED CODESHARE PARTNERS	754	77.5	0	0.0	0	0.0	0	0.0	0	0.0	29	86.2	45	66.7	0	0.0
ALLEGIANT AIR	**89**	**57.3**	**0**	**0.0**	**0**	**0.0**	**19**	**73.7**	**0**	**0.0**	**47**	**51.1**	**0**	**0.0**	**0**	**0.0**
AMERICAN AIRLINES NETWORK	**3601**	**84.4**	**4284**	**72.7**	**1450**	**82.4**	**0**	**0.0**	**6873**	**73.7**	**510**	**78.2**	**9185**	**76.2**	**5758**	**74.0**
- AMERICAN AIRLINES	2659	84.8	2051	70.9	1450	82.4	0	0.0	5475	72.1	284	83.8	3906	81.2	2434	79.7
- BRANDED CODESHARE PARTNERS	942	83.5	2233	74.4	0	0.0	0	0.0	1398	79.9	226	71.2	5279	72.5	3324	69.8
DELTA AIR LINES NETWORK	**3612**	**83.2**	**6486**	**71.7**	**1535**	**78.0**	**274**	**79.6**	**720**	**73.8**	**8086**	**78.9**	**1194**	**72.4**	**534**	**77.2**
- DELTA AIR LINES	2234	84.9	2125	75.0	1535	78.0	89	79.8	717	73.9	4345	83.4	896	73.7	367	80.9
- BRANDED CODESHARE PARTNERS	1378	80.4	4361	70.1	0	0.0	185	79.5	3	33.3	3741	73.6	298	68.5	167	68.9
FRONTIER AIRLINES	**0**	**0.0**	**73**	**67.1**	**1649**	**62.2**	**0**	**0.0**	**339**	**59.6**	**52**	**84.6**	**140**	**55.0**	**600**	**63.0**
HAWAIIAN AIRLINES	**190**	**79.5**	**0**	**0.0**	**13**	**76.9**	**0**	**0.0**	**0**	**0.0**	**0**	**0.0**	**0**	**0.0**	**0**	**0.0**
JETBLUE AIRWAYS	**785**	**77.5**	**930**	**62.9**	**1309**	**61.4**	**0**	**0.0**	**341**	**57.5**	**56**	**50.0**	**82**	**50.0**	**107**	**67.3**
SOUTHWEST AIRLINES	**2003**	**81.3**	**1066**	**70.8**	**3038**	**76.3**	**4641**	**73.7**	**698**	**70.1**	**349**	**68.5**	**798**	**57.1**	**361**	**66.5**
SPIRIT AIRLINES	**727**	**71.5**	**401**	**74.8**	**1827**	**70.6**	**0**	**0.0**	**606**	**71.0**	**149**	**73.2**	**532**	**66.4**	**343**	**76.1**
UNITED AIRLINES NETWORK	**3105**	**81.1**	**1018**	**65.1**	**1181**	**77.5**	**0**	**0.0**	**562**	**66.2**	**432**	**69.9**	**11781**	**72.3**	**337**	**67.1**
- UNITED AIRLINES	2007	81.6	548	66.6	1176	77.4	0	0.0	540	66.1	267	70.8	4520	76.3	202	70.3
- BRANDED CODESHARE PARTNERS	1098	80.3	470	63.4	5	100.0	0	0.0	22	68.2	165	68.5	7261	69.9	135	62.2
TOTAL	**15,728**	**80.9**	**14,258**	**71.0**	**12,187**	**72.9**	**4,934**	**74.0**	**10,139**	**71.9**	**9,751**	**77.7**	**23,955**	**73.0**	**8,065**	**72.8**

* 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)

JANUARY 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	378	78.8	1365	80.1	7801	69.0	1919	75.4	253	70.4	91	70.3
- ALASKA AIRLINES	285	77.9	488	75.6	5096	70.1	973	72.7	45	57.8	91	70.3
- BRANDED CODESHARE PARTNERS	93	81.7	877	82.6	2705	67.1	946	78.1	208	73.1	0	0.0
ALLEGIANT AIR	18	61.1	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
AMERICAN AIRLINES NETWORK	6072	86.2	617	89.6	470	82.8	747	83.1	391	86.2	1222	78.2
- AMERICAN AIRLINES	3907	89.6	617	89.6	408	83.1	682	83.4	281	85.8	1097	79.4
- BRANDED CODESHARE PARTNERS	2165	80.0	0	0.0	62	80.6	65	80.0	110	87.3	125	68.0
DELTA AIR LINES NETWORK	898	84.2	609	88.7	3434	79.3	1004	83.1	6680	87.5	1019	82.2
- DELTA AIR LINES	773	85.1	578	88.9	2171	80.4	714	84.0	4079	87.0	1019	82.2
- BRANDED CODESHARE PARTNERS	125	78.4	31	83.9	1263	77.3	290	80.7	2601	88.3	0	0.0
FRONTIER AIRLINES	373	82.8	149	83.2	36	77.8	127	85.0	123	76.4	466	65.7
HAWAIIAN AIRLINES	31	71.0	62	69.4	66	65.2	67	77.6	0	0.0	0	0.0
JETBLUE AIRWAYS	81	69.1	118	81.4	74	63.5	419	74.9	149	71.8	383	57.2
SOUTHWEST AIRLINES	4712	82.7	1960	82.7	478	75.5	536	78.5	871	72.9	1873	71.9
SPIRIT AIRLINES	191	62.3	62	79.0	53	88.7	0	0.0	0	0.0	732	72.0
UNITED AIRLINES NETWORK	801	80.9	675	78.4	538	74.2	5208	80.0	641	75.5	766	73.0
- UNITED AIRLINES	729	80.1	626	80.4	455	72.5	2990	81.9	212	74.5	766	73.0
- BRANDED CODESHARE PARTNERS	72	88.9	49	53.1	83	83.1	2218	77.5	429	76.0	0	0.0
TOTAL	13,555	83.7	5,617	82.7	12,950	72.7	10,027	79.4	9,108	84.3	6,552	73.5

* 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)

JANUARY 2022

CARRIER	ATL # OF ARR	ATL % ON TIME	BNA # OF ARR	BNA % ON TIME	BOS # OF ARR	BOS % ON TIME	BWI # OF ARR	BWI % ON TIME	CLT # OF ARR	CLT % ON TIME	DAL # OF ARR	DAL % ON TIME	DCA # OF ARR	DCA % ON TIME	DEN # OF ARR	DEN % ON TIME
ALASKA AIRLINES	45	80.0	40	65.0	135	71.9	31	58.1	0	0.0	55	58.2	153	77.1	140	75.7
ALLEGIANT AIR	0	0.0	125	49.6	22	59.1	20	65.0	0	0.0	0	0.0	0	0.0	10	80.0
AMERICAN AIRLINES	673	82.0	616	80.7	1745	77.2	267	76.4	7810	81.8	0	0.0	2180	73.8	769	81.9
DELTA AIR LINES	16416	84.2	510	80.6	1411	77.1	412	84.0	485	84.1	138	84.8	690	78.1	811	77.6
ENDEAVOR AIR	3328	84.9	141	73.8	256	70.3	87	73.6	198	77.3	0	0.0	172	76.7	0	0.0
ENVOY AIR	102	84.3	100	70.0	46	65.2	33	81.8	231	82.3	0	0.0	410	72.4	0	0.0
FRONTIER AIRLINES	456	68.6	49	69.4	50	60.0	116	62.9	102	66.7	0	0.0	93	73.1	1412	73.7
HAWAIIAN AIRLINES	0	0.0	0	0.0	19	68.4	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	215	54.4	83	60.2	3105	63.0	0	0.0	38	55.3	0	0.0	859	65.3	120	56.7
MESA AIRLINES	167	60.5	53	56.6	2	0.0	8	75.0	148	66.2	0	0.0	113	67.3	0	0.0
PSA AIRLINES	97	80.4	153	64.7	0	0.0	58	79.3	6142	75.7	0	0.0	2916	58.1	0	0.0
REPUBLIC AIRWAYS	491	74.1	677	67.5	1750	71.8	162	80.9	572	74.3	0	0.0	2657	70.5	0	0.0
SKYWEST AIRLINES	123	74.0	364	67.9	7	0.0	42	78.6	65	67.7	31	93.5	117	64.1	5480	69.9
SOUTHWEST AIRLINES	2451	77.9	3311	76.1	325	67.7	4653	71.9	204	71.6	5017	76.7	1360	71.0	6221	66.5
SPIRIT AIRLINES	665	76.2	145	60.0	264	70.5	463	78.6	113	71.7	0	0.0	0	0.0	213	69.5
UNITED AIRLINES	235	66.0	215	66.0	778	67.2	181	75.1	81	64.2	0	0.0	212	72.6	5964	74.4
TOTAL	**25,464**	**82.3**	**6,582**	**73.5**	**9,915**	**70.0**	**6,533**	**73.6**	**16,189**	**78.6**	**5,241**	**76.8**	**11,932**	**68.4**	**21,140**	**71.1**

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

AIR TRAVEL CONSUMER REPORT

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

JANUARY 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	72	77.8	27	85.2	291	64.6	105	67.6	58	74.1	43	60.5	321	74.5	390	68.2
ALLEGIANT AIR	0	0.0	0	0.0	29	62.1	285	62.8	18	55.6	0	0.0	0	0.0	732	74.9
AMERICAN AIRLINES	11245	87.3	302	79.5	590	71.4	617	82.2	117	80.3	484	82.2	1471	77.6	1123	86.8
DELTA AIR LINES	877	80.7	4271	84.0	378	78.3	923	76.8	193	78.2	545	78.0	2003	76.9	1061	87.0
ENDEAVOR AIR	3	0.0	1858	79.5	161	80.1	0	0.0	60	78.3	0	0.0	1462	75.0	0	0.0
ENVOY AIR	5435	87.6	45	73.3	30	66.7	0	0.0	0	0.0	49	85.7	0	0.0	0	0.0
FRONTIER AIRLINES	201	79.6	74	75.7	125	68.8	0	0.0	2	0.0	69	75.4	0	0.0	1306	75.1
HAWAIIAN AIRLINES	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	31	41.9	112	77.7
HORIZON AIR	28	64.3	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	63	74.6
JETBLUE AIRWAYS	78	60.3	64	54.7	800	56.3	1646	61.8	0	0.0	51	66.7	3865	56.7	237	75.9
MESA AIRLINES	1739	71.0	106	59.4	0	0.0	0	0.0	644	66.3	2073	65.8	0	0.0	0	0.0
PSA AIRLINES	82	62.2	93	66.7	0	0.0	0	0.0	109	74.3	0	0.0	0	0.0	0	0.0
REPUBLIC AIRWAYS	1	100.0	370	73.8	2194	65.2	0	0.0	585	69.2	59	76.3	1812	74.1	0	0.0
SKYWEST AIRLINES	1898	80.5	2369	61.4	108	57.4	0	0.0	384	64.6	1660	75.5	0	0.0	207	78.7
SOUTHWEST AIRLINES	0	0.0	295	69.8	0	0.0	1448	77.0	175	66.3	574	73.3	0	0.0	5226	81.9
SPIRIT AIRLINES	562	78.6	736	78.1	526	72.6	1663	73.7	0	0.0	583	75.1	0	0.0	1526	81.3
UNITED AIRLINES	420	71.4	61	73.8	5261	65.5	675	73.6	2102	76.7	4209	79.2	123	80.5	967	81.6
TOTAL	**22,641**	**84.5**	**10,671**	**76.2**	**10,493**	**66.0**	**7,362**	**72.3**	**4,447**	**72.7**	**10,399**	**75.3**	**11,088**	**69.1**	**12,950**	**80.9**

* 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)

JANUARY 2022

| | ARRIVAL AIRPORT* | | | | | | | | | | | | | | | |
| | LAX | | LGA | | MCO | | MDW | | MIA | | MSP | | ORD | | PHL | |
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	862	71.1	0	0.0	185	72.4	0	0.0	0	0.0	41	63.4	198	69.7	25	80.0
ALLEGIANT AIR	89	57.3	0	0.0	0	0.0	19	73.7	0	0.0	47	51.1	0	0.0	0	0.0
AMERICAN AIRLINES	2659	84.8	2051	70.9	1450	82.4	0	0.0	5475	72.1	284	83.8	3906	81.2	2434	79.7
DELTA AIR LINES	2234	84.9	2125	75.0	1535	78.0	89	79.8	717	73.9	4345	83.4	896	73.7	367	80.9
ENDEAVOR AIR	0	0.0	2784	71.9	0	0.0	185	79.5	3	33.3	954	81.4	55	72.7	56	80.4
ENVOY AIR	0	0.0	0	0.0	0	0.0	0	0.0	1352	79.9	31	64.5	3029	76.7	0	0.0
FRONTIER AIRLINES	0	0.0	73	67.1	1649	62.2	0	0.0	339	59.6	52	84.6	140	55.0	600	63.0
HAWAIIAN AIRLINES	190	79.5	0	0.0	13	76.9	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
HORIZON AIR	182	67.0	0	0.0	0	0.0	0	0.0	0	0.0	2	50.0	43	67.4	0	0.0
JETBLUE AIRWAYS	785	77.5	930	62.9	1309	61.4	0	0.0	341	57.5	56	50.0	82	50.0	107	67.3
MESA AIRLINES	0	0.0	127	60.6	0	0.0	0	0.0	16	62.5	82	64.6	475	71.8	111	65.8
PSA AIRLINES	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	59	71.2	0	0.0	1305	66.6
REPUBLIC AIRWAYS	0	0.0	3874	71.3	5	100.0	0	0.0	52	80.8	135	74.8	1235	70.4	624	76.4
SKYWEST AIRLINES	3990	81.2	43	65.1	0	0.0	0	0.0	0	0.0	2898	71.1	4811	67.6	60	51.7
SOUTHWEST AIRLINES	2003	81.3	1066	70.8	3038	76.3	4641	73.7	698	70.1	349	68.5	798	57.1	361	66.5
SPIRIT AIRLINES	727	71.5	401	74.8	1827	70.6	0	0.0	606	71.0	149	73.2	532	66.4	343	76.1
UNITED AIRLINES	2007	81.6	548	66.6	1176	77.4	0	0.0	540	66.1	267	70.8	4520	76.3	202	70.3
TOTAL	**15,728**	**80.9**	**14,022**	**71.1**	**12,187**	**72.9**	**4,934**	**74.0**	**10,139**	**71.9**	**9,751**	**77.7**	**20,720**	**73.4**	**6,595**	**73.5**

* 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)

JANUARY 2022

	ARRIVAL AIRPORT*											
CARRIER	**PHX**		**SAN**		**SEA**		**SFO**		**SLC**		**TPA**	
	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME
ALASKA AIRLINES	285	77.9	488	75.6	5096	70.1	973	72.7	45	57.8	91	70.3
ALLEGIANT AIR	18	61.1	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
AMERICAN AIRLINES	3907	89.6	617	89.6	408	83.1	682	83.4	281	85.8	1097	79.4
DELTA AIR LINES	773	85.1	578	88.9	2171	80.4	714	84.0	4079	87.0	1019	82.2
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	31	87.1	32	78.1
FRONTIER AIRLINES	373	82.8	149	83.2	36	77.8	127	85.0	123	76.4	466	65.7
HAWAIIAN AIRLINES	31	71.0	62	69.4	66	65.2	67	77.6	0	0.0	0	0.0
HORIZON AIR	87	81.6	81	79.0	2437	67.0	66	74.2	24	45.8	0	0.0
JETBLUE AIRWAYS	81	69.1	118	81.4	74	63.5	419	74.9	149	71.8	383	57.2
MESA AIRLINES	958	72.1	0	0.0	0	0.0	0	0.0	21	61.9	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	5	80.0	93	64.5
SKYWEST AIRLINES	1410	85.6	876	81.3	1676	76.1	3453	78.0	3267	86.2	0	0.0
SOUTHWEST AIRLINES	4712	82.7	1960	82.7	478	75.5	536	78.5	871	72.9	1873	71.9
SPIRIT AIRLINES	191	62.3	62	79.0	53	88.7	0	0.0	0	0.0	732	72.0
UNITED AIRLINES	729	80.1	626	80.4	455	72.5	2990	81.9	212	74.5	766	73.0
TOTAL	**13,555**	**83.7**	**5,617**	**82.7**	**12,950**	**72.7**	**10,027**	**79.4**	**9,108**	**84.3**	**6,552**	**73.5**

* 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)

JANUARY 2022

	ARRIVAL AIRPORT*															
SCHEDULED ARRIVAL TIME	ATL	BNA	BOS	BWI	CLT	DAL	DCA	DEN	DFW	DTW	EWR	FLL	IAD	IAH	JFK	LAS
0600-0659	86.9	86.4	77.1	69.8	85.2	71.4	64.9	77.3	86.6	86.6	71.6	79.8	62.5	79.2	72.3	88.6
0700-0759	83.6	83.9	70.1	73.8	77.2	91.8	73.0	79.1	89.3	72.6	69.8	83.2	75.0	96.0	66.3	87.3
0800-0859	81.7	82.1	70.0	77.2	79.4	87.6	70.6	73.6	86.1	87.1	71.9	71.8	75.0	77.3	65.8	88.9
0900-0959	85.1	81.9	68.7	78.1	81.8	87.7	69.6	72.8	85.0	83.5	67.6	74.6	70.7	77.0	75.2	88.9
1000-1059	83.3	74.8	71.8	78.5	81.1	86.3	74.5	72.9	83.4	75.0	73.9	80.1	73.2	78.5	71.6	82.3
1100-1159	86.6	77.1	73.5	80.6	80.1	85.1	73.8	72.2	87.3	79.5	69.0	72.4	76.8	81.7	69.7	86.3
1200-1259	84.4	70.8	70.8	77.7	80.1	83.3	71.8	74.3	86.3	75.3	74.6	74.9	78.8	72.8	68.3	84.0
1300-1359	85.7	71.7	72.9	78.9	79.2	75.5	68.1	70.6	86.5	75.5	76.6	74.9	40.0	81.1	72.1	82.9
1400-1459	86.2	81.4	71.0	74.0	80.1	78.2	70.5	73.6	85.3	76.1	71.4	71.5	81.1	66.3	73.6	79.9
1500-1559	82.4	72.6	73.9	73.5	81.1	74.6	67.6	71.8	84.7	74.5	68.7	73.7	75.0	72.0	72.6	76.5
1600-1659	84.2	75.1	73.6	74.1	77.4	76.3	69.9	70.2	85.8	75.3	69.5	68.6	72.9	75.2	71.2	79.3
1700-1759	81.6	63.6	67.7	76.4	77.4	69.2	69.4	67.3	84.2	77.0	62.6	66.8	69.9	71.1	74.2	78.6
1800-1859	79.4	71.8	65.9	74.8	74.9	66.8	63.3	65.3	80.9	73.4	62.6	74.4	74.8	71.0	69.6	78.0
1900-1959	79.2	65.7	67.0	67.3	76.7	71.7	59.7	68.6	81.2	73.2	55.6	67.2	74.5	69.5	70.5	76.9
2000-2059	80.8	72.6	69.4	67.3	74.5	66.9	67.9	61.2	83.2	73.6	49.8	72.3	68.4	67.4	73.1	80.5
2100-2159	77.4	70.0	67.3	61.4	74.2	68.2	65.7	66.7	80.8	76.6	51.7	65.0	76.0	70.1	63.9	81.8
2200-2259	75.8	69.1	69.7	66.4	72.0	65.1	62.3	69.0	79.0	74.0	59.1	69.6	61.1	78.3	59.9	77.9
2300-0559	73.5	64.2	66.0	69.2	75.7	71.8	67.0	68.1	78.8	75.9	66.4	68.2	73.8	74.6	62.1	69.9
TOTAL	**82.3**	**73.5**	**70.0**	**73.6**	**78.6**	**76.8**	**68.4**	**71.1**	**84.5**	**76.2**	**66.0**	**72.3**	**72.7**	**75.3**	**69.1**	**80.9**

* 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)

JANUARY 2022

	ARRIVAL AIRPORT*														
SCHEDULED ARRIVAL TIME	LAX	LGA	MCO	MDW	MIA	MSP	ORD	PHL	PHX	SAN	SEA	SFO	SLC	TPA	TOTAL
0600-0659	86.7	71.8	72.8	70.1	75.8	80.6	74.6	75.3	74.3	0.0	77.8	83.6	71.9	71.2	78.8
0700-0759	88.7	72.5	73.7	73.2	82.7	76.9	74.6	80.6	82.2	91.1	68.7	79.4	89.4	86.5	79.0
0800-0859	85.2	74.3	78.9	84.5	80.9	79.0	72.5	73.8	89.3	86.9	71.7	88.6	90.2	81.7	79.0
0900-0959	82.6	73.1	79.1	78.9	78.3	79.0	74.9	81.0	90.0	87.5	72.6	83.0	80.3	78.8	79.3
1000-1059	86.5	70.7	75.2	82.6	74.4	81.3	74.3	77.2	84.5	86.5	71.8	79.0	86.3	78.3	78.5
1100-1159	82.4	73.4	71.6	87.0	74.4	80.1	75.9	74.9	85.7	85.6	73.8	80.8	72.9	73.2	79.2
1200-1259	81.4	74.8	78.4	77.4	68.3	78.1	76.4	75.0	87.0	83.6	76.9	80.0	85.7	73.3	78.1
1300-1359	80.4	73.5	73.8	77.9	71.9	75.6	72.5	72.1	84.9	86.1	75.8	80.3	89.8	80.5	78.7
1400-1459	80.4	74.0	74.8	76.1	71.0	77.9	73.0	79.7	83.9	82.3	75.7	80.9	82.2	72.1	76.8
1500-1559	78.9	74.9	74.9	76.8	71.3	79.1	68.9	68.3	84.7	82.9	76.6	77.1	82.4	77.3	76.9
1600-1659	82.7	72.7	72.1	74.1	75.5	81.2	75.5	70.8	83.1	83.8	73.7	79.8	86.6	77.2	76.1
1700-1759	83.0	74.3	77.4	71.8	68.3	78.5	70.9	75.8	81.2	80.2	72.3	79.3	77.0	73.7	75.4
1800-1859	80.2	70.4	72.1	72.8	69.7	76.8	67.4	69.2	79.4	81.6	75.2	82.3	75.0	75.3	73.0
1900-1959	78.8	69.6	70.0	71.1	61.2	73.5	76.0	63.7	82.5	82.2	68.7	76.6	85.1	67.5	73.3
2000-2059	77.5	64.1	70.0	65.6	66.4	77.1	68.0	76.1	82.8	79.8	71.0	77.2	84.2	67.0	73.1
2100-2159	82.0	64.2	61.4	62.0	67.0	74.5	79.4	72.5	79.9	79.6	67.6	79.5	84.4	68.2	72.5
2200-2259	75.7	63.4	68.3	70.4	68.7	72.4	70.1	73.5	80.4	78.5	68.0	76.3	77.9	69.4	70.9
2300-0559	71.7	64.1	69.5	61.5	68.1	70.6	71.9	68.6	77.0	72.6	73.6	73.6	70.4	68.7	70.0
TOTAL	80.9	71.1	72.9	74.0	71.9	77.7	73.4	73.5	83.7	82.7	72.7	79.4	84.3	73.5	76.0

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

AIR TRAVEL CONSUMER REPORT

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

JANUARY 2022

	DEPARTURE AIRPORT*															
SCHEDULED DEPARTURE TIME	ATL	BNA	BOS	BWI	CLT	DAL	DCA	DEN	DFW	DTW	EWR	FLL	IAD	IAH	JFK	LAS
0600-0659	85.6	80.8	78.0	83.8	82.8	90.6	78.6	79.8	85.4	84.6	71.8	86.7	82.8	87.6	73.2	88.5
0700-0759	84.2	81.4	75.0	76.3	83.8	84.3	74.1	79.0	86.0	80.7	63.1	85.6	84.8	82.1	76.2	87.1
0800-0859	85.9	73.1	71.3	71.9	81.4	87.5	72.0	70.6	87.8	78.5	56.9	83.0	79.0	83.0	71.9	82.9
0900-0959	80.2	77.0	70.0	64.6	79.9	82.6	71.9	66.3	87.2	76.4	66.0	80.2	57.9	78.2	66.5	84.6
1000-1059	82.4	71.7	70.4	61.7	80.1	78.1	68.6	65.6	82.6	76.6	64.9	78.0	68.9	79.0	71.5	82.6
1100-1159	79.9	70.0	69.9	68.1	82.3	82.2	72.9	58.6	79.3	76.5	66.3	75.5	73.3	70.9	73.1	78.9
1200-1259	83.2	72.3	70.9	70.9	78.0	77.2	76.2	61.5	83.8	79.0	66.3	73.2	67.4	80.8	70.9	84.1
1300-1359	80.9	67.3	73.0	68.4	79.7	62.5	66.7	65.5	78.2	70.2	65.5	71.6	83.0	78.0	66.6	77.0
1400-1459	82.8	71.6	70.6	65.9	78.3	64.6	67.7	55.7	81.8	74.7	66.0	73.6	65.6	73.4	72.3	72.0
1500-1559	81.6	72.8	72.1	58.6	78.6	65.9	68.9	59.5	77.8	69.1	65.0	70.3	75.0	76.1	69.5	75.1
1600-1659	80.3	68.0	72.1	61.7	79.3	63.7	62.6	63.3	83.1	72.9	67.8	66.7	60.4	67.5	72.0	67.9
1700-1759	77.3	73.7	72.7	64.5	75.6	62.6	66.0	61.7	80.8	73.4	60.6	63.8	63.5	73.1	65.7	75.7
1800-1859	79.2	57.5	70.1	58.7	76.9	62.8	68.1	52.7	79.9	72.9	60.2	66.2	64.2	69.5	68.6	71.3
1900-1959	76.2	66.1	69.2	57.0	75.0	63.7	63.7	55.5	80.1	75.8	54.0	69.2	61.5	64.3	63.5	64.9
2000-2059	73.1	64.0	69.1	57.7	76.9	51.0	62.1	59.7	79.1	75.8	48.0	65.8	66.7	70.3	51.9	72.1
2100-2159	79.8	62.8	67.9	49.6	73.0	54.0	67.8	57.0	81.3	73.2	43.5	64.7	60.0	58.3	57.1	72.8
2200-2259	82.0	60.0	25.0	39.4	74.1	50.6	62.7	60.6	80.6	78.1	49.3	60.2	63.5	100.0	53.3	77.5
2300-0559	85.1	81.0	79.3	83.7	68.4	0.0	67.6	69.6	85.5	81.6	77.3	89.4	81.3	87.6	59.2	77.6
TOTAL	**80.9**	**72.0**	**72.0**	**64.8**	**78.7**	**70.8**	**69.2**	**63.0**	**82.2**	**76.0**	**61.8**	**73.8**	**68.8**	**74.8**	**67.8**	**78.0**

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

AIR TRAVEL CONSUMER REPORT

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

JANUARY 2022

SCHEDULED DEPARTURE TIME	DEPARTURE AIRPORT*														
	LAX	LGA	MCO	MDW	MIA	MSP	ORD	PHL	PHX	SAN	SEA	SFO	SLC	TPA	TOTAL
0600-0659	86.2	76.4	85.9	80.8	84.2	82.6	73.6	81.1	93.4	88.8	83.2	86.0	89.3	91.2	83.0
0700-0759	85.8	76.9	83.9	71.6	87.0	77.2	76.2	75.4	89.8	87.8	78.1	82.1	86.8	84.9	80.5
0800-0859	85.0	73.0	84.5	68.3	81.3	74.2	74.6	78.9	84.5	85.7	73.2	81.2	88.8	82.7	79.0
0900-0959	83.2	72.1	76.7	65.6	79.9	75.4	73.0	74.8	86.6	88.1	71.0	82.4	84.7	82.5	76.9
1000-1059	81.6	71.6	75.6	72.2	72.7	76.4	71.8	72.4	85.8	87.2	74.0	78.5	81.2	79.0	76.1
1100-1159	81.1	71.3	78.1	76.2	74.2	79.1	75.0	74.6	85.2	86.2	71.7	79.8	83.0	78.9	75.4
1200-1259	80.6	73.6	76.5	63.2	73.3	75.4	72.1	75.3	77.2	80.8	71.5	78.3	70.4	74.6	76.3
1300-1359	79.5	73.7	75.1	56.2	69.9	74.2	75.2	75.0	83.9	82.4	72.0	77.9	83.2	74.4	73.8
1400-1459	77.5	73.2	70.3	66.4	70.5	70.4	67.8	74.3	82.9	84.4	71.4	77.2	81.0	81.3	74.1
1500-1559	77.3	71.2	73.6	61.7	73.8	75.0	72.6	76.5	82.7	81.4	70.9	81.2	80.5	70.1	73.1
1600-1659	77.3	74.1	72.1	65.8	69.6	74.3	70.1	72.0	78.4	79.5	75.1	74.6	75.9	73.5	73.2
1700-1759	82.5	71.9	71.6	66.5	69.8	68.9	69.5	68.8	70.9	82.8	71.5	78.8	81.0	76.1	70.9
1800-1859	79.8	71.6	69.0	55.2	66.9	75.9	69.3	76.6	76.4	73.8	72.4	79.4	75.0	73.5	70.8
1900-1959	77.9	70.1	67.4	61.7	65.5	70.1	62.9	70.5	74.7	84.8	75.3	80.7	59.5	70.7	68.5
2000-2059	77.2	67.6	64.1	58.1	67.5	70.9	72.0	70.0	79.2	81.9	67.8	75.0	83.5	59.4	69.3
2100-2159	71.2	67.2	61.9	54.3	62.5	75.7	45.6	67.5	74.6	83.2	65.7	74.8	88.9	54.5	68.7
2200-2259	78.4	62.2	51.1	63.6	70.4	72.4	40.0	50.0	77.1	88.6	68.8	77.4	87.3	65.2	73.3
2300-0559	77.5	69.0	82.2	70.9	79.7	84.2	75.3	81.6	83.4	87.5	77.1	76.0	75.4	81.1	78.1
TOTAL	80.5	72.4	74.5	64.3	72.2	75.2	71.6	74.6	81.8	84.5	73.0	79.0	82.9	77.3	74.5

* 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
JANUARY 2022

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS		CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP		ARR	DEP	ARR	DEP
Aberdeen, SD (ABR)	69.4	77.4	62	62	Boston, MA (BOS)	70.0	72.0	9915	9917
Abilene, TX (ABI)	84.6	89.9	149	148	Bozeman, MT (BZN)	71.2	71.9	926	928
Adak Island, AK (ADK)	88.9	44.4	9	9	Brainerd, MN (BRD)	71.4	77.6	49	49
Aguadilla, PR (BQN)	60.0	67.5	205	206	Bristol/Johnson City/Kingsport, TN (TRI)	84.5	85.6	264	263
Akron, OH (CAK)	69.7	69.9	175	176	Brownsville, TX (BRO)	78.3	84.5	106	103
Alamosa, CO (ALS)	65.4	69.2	52	52	Brunswick, GA (BQK)	89.1	89.1	64	64
Albany, GA (ABY)	87.8	86.5	74	74	Buffalo, NY (BUF)	64.8	65.8	1497	1495
Albany, NY (ALB)	67.6	70.2	784	782	Burbank, CA (BUR)	82.4	82.9	2403	2402
Albuquerque, NM (ABQ)	79.2	80.6	1515	1516	Burlington, VT (BTV)	63.1	65.6	493	494
Alexandria, LA (AEX)	83.9	88.0	199	200	Butte, MT (BTM)	70.5	70.5	61	61
Allentown/Bethlehem/Easton, PA (ABE)	75.8	84.6	293	293	Cape Girardeau, MO (CGI)	67.4	76.1	46	46
Alpena, MI (APN)	60.8	56.9	51	51	Casper, WY (CPR)	68.8	72.9	48	48
Amarillo, TX (AMA)	79.2	83.2	327	328	Cedar City, UT (CDC)	94.3	98.1	53	53
Anchorage, AK (ANC)	63.2	71.7	1346	1341	Cedar Rapids/Iowa City, IA (CID)	75.8	77.3	695	695
Appleton, WI (ATW)	79.3	79.3	387	386	Champaign/Urbana, IL (CMI)	82.8	88.7	151	151
Arcata/Eureka, CA (ACV)	79.3	80.4	184	184	Charleston, SC (CHS)	68.9	74.3	1880	1879
Asheville, NC (AVL)	70.9	72.5	591	590	Charleston/Dunbar, WV (CRW)	70.1	71.4	231	231
Ashland, WV (HTS)	50.0	50.0	20	20	Charlotte Amalie, VI (STT)	71.3	70.5	526	526
Aspen, CO (ASE)	52.9	56.9	902	904	Charlotte, NC (CLT)	78.6	78.7	16189	16192
Atlanta, GA (ATL)	82.3	80.9	25464	25480	Charlottesville, VA (CHO)	72.6	70.8	259	260
Atlantic City, NJ (ACY)	69.0	73.0	239	241	Chattanooga, TN (CHA)	79.8	82.2	401	398
Augusta, GA (AGS)	89.6	87.4	289	286	Cheyenne, WY (CYS)	73.5	85.3	34	34
Austin, TX (AUS)	77.8	78.6	6881	6877	Chicago, IL (MDW)	74.0	64.3	4934	4930
Bakersfield, CA (BFL)	73.8	74.4	206	207	Chicago, IL (ORD)	73.4	71.6	20720	20689
Baltimore, MD (BWI)	73.6	64.8	6533	6529	Christiansted, VI (STX)	79.8	85.2	109	108
Bangor, ME (BGR)	71.3	73.4	258	256	Cincinnati, OH (CVG)	75.9	80.1	2966	2964
Barrow, AK (BRW)	54.8	48.4	31	31	Clarksburg/Fairmont, WV (CKB)	46.5	52.1	71	71
Baton Rouge, LA (BTR)	84.0	85.4	357	357	Cleveland, OH (CLE)	70.4	72.9	3260	3265
Beaumont/Port Arthur, TX (BPT)	88.3	90.8	77	76	Cody, WY (COD)	67.2	60.7	61	61
Belleville, IL (BLV)	68.1	65.2	69	69	College Station/Bryan, TX (CLL)	89.0	92.7	109	109
Bellingham, WA (BLI)	71.7	74.0	290	288	Colorado Springs, CO (COS)	75.8	76.5	932	932
Bemidji, MN (BJI)	62.9	71.0	62	62	Columbia, MO (COU)	76.8	66.1	112	112
Bend/Redmond, OR (RDM)	77.2	74.8	601	600	Columbia, SC (CAE)	75.1	79.8	414	411
Bethel, AK (BET)	66.1	67.7	62	62	Columbus, GA (CSG)	79.6	82.6	167	167
Billings, MT (BIL)	79.2	82.8	327	326	Columbus, MS (GTR)	92.0	88.5	87	87
Binghamton, NY (BGM)	83.9	87.1	31	31	Columbus, OH (CMH)	72.0	77.8	3244	3245
Birmingham, AL (BHM)	72.6	77.1	1150	1142	Columbus, OH (LCK)	69.4	57.1	49	49
Bishop, CA (BIH)	66.2	70.1	77	77	Concord, NC (USA)	63.2	61.1	95	95
Bismarck/Mandan, ND (BIS)	69.5	75.2	298	298	Cordova, AK (CDV)	53.3	55.0	60	60
Bloomington/Normal, IL (BMI)	80.7	79.3	218	217	Corpus Christi, TX (CRP)	75.0	77.9	260	258
Boise, ID (BOI)	77.0	82.2	2064	2066	Dallas, TX (DAL)	76.8	70.8	5241	5237

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

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Dallas/Fort Worth, TX (DFW)	84.5	82.2	22641	22637
Dayton, OH (DAY)	74.7	81.6	608	610
Daytona Beach, FL (DAB)	75.4	78.9	256	256
Deadhorse, AK (SCC)	58.6	72.4	29	29
Decatur, IL (DEC)	62.3	66.0	53	53
Del Rio, TX (DRT)	95.0	96.6	60	59
Denver, CO (DEN)	71.1	63.0	21140	21142
Des Moines, IA (DSM)	70.8	75.1	1204	1203
Detroit, MI (DTW)	76.2	76.0	10671	10686
Devils Lake, ND (DVL)	54.8	56.5	62	62
Dillingham, AK (DLG)	46.7	33.3	30	30
Dodge City, KS (DDC)	73.1	67.3	52	52
Dothan, AL (DHN)	79.2	84.4	77	77
Dubuque, IA (DBQ)	76.1	82.6	46	46
Duluth, MN (DLH)	67.8	73.9	115	115
Durango, CO (DRO)	72.8	71.7	232	233
Eagle, CO (EGE)	68.9	67.9	482	483
Eau Claire, WI (EAU)	67.7	66.1	62	62
El Paso, TX (ELP)	77.4	80.6	1357	1358
Elko, NV (EKO)	96.8	96.8	31	31
Elmira/Corning, NY (ELM)	65.4	67.3	104	104
Erie, PA (ERI)	71.0	67.7	62	62
Escanaba, MI (ESC)	64.5	67.7	62	62
Eugene, OR (EUG)	71.5	75.9	744	746
Evansville, IN (EVV)	79.5	82.5	210	211
Everett, WA (PAE)	63.2	72.6	261	259
Fairbanks, AK (FAI)	66.2	67.3	311	312
Fargo, ND (FAR)	67.4	63.1	522	521
Fayetteville, AR (XNA)	80.6	85.5	860	860
Fayetteville, NC (FAY)	74.1	78.3	189	189
Flagstaff, AZ (FLG)	88.6	88.5	123	122
Flint, MI (FNT)	69.8	68.8	252	253
Fort Dodge, IA (FOD)	71.7	71.7	53	53
Fort Lauderdale, FL (FLL)	72.3	73.8	7362	7358
Fort Leonard Wood, MO (TBN)	63.5	67.3	52	52
Fort Myers, FL (RSW)	70.4	72.3	4156	4158
Fort Smith, AR (FSM)	94.4	92.4	144	144
Fort Wayne, IN (FWA)	71.7	76.1	399	401
Fresno, CA (FAT)	78.9	78.2	863	863
Gainesville, FL (GNV)	77.8	80.1	297	297
Garden City, KS (GCK)	82.3	91.8	62	61

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Gillette, WY (GCC)	72.7	60.0	55	55
Grand Forks, ND (GFK)	62.8	68.6	137	137
Grand Island, NE (GRI)	86.9	84.5	84	84
Grand Junction, CO (GJT)	78.5	80.4	303	301
Grand Rapids, MI (GRR)	68.6	72.4	1364	1361
Great Falls, MT (GTF)	82.7	79.8	173	173
Green Bay, WI (GRB)	81.1	88.1	323	320
Greensboro/High Point, NC (GSO)	74.2	78.8	827	827
Greer, SC (GSP)	70.8	77.3	1086	1083
Guam, TT (GUM)	85.5	91.9	62	62
Gulfport/Biloxi, MS (GPT)	83.7	85.9	283	283
Gunnison, CO (GUC)	71.1	70.3	128	128
Hagerstown, MD (HGR)	72.2	61.1	18	18
Hancock/Houghton, MI (CMX)	50.0	54.8	62	62
Harlingen/San Benito, TX (HRL)	80.4	81.1	281	281
Harrisburg, PA (MDT)	74.3	73.3	385	386
Hartford, CT (BDL)	67.5	72.0	1845	1842
Hattiesburg/Laurel, MS (PIB)	81.1	77.4	53	53
Hayden, CO (HDN)	73.5	70.3	445	445
Hays, KS (HYS)	62.3	69.8	53	53
Helena, MT (HLN)	79.1	81.0	148	147
Hibbing, MN (HIB)	60.0	68.0	50	50
Hilo, HI (ITO)	82.0	84.6	462	462
Hilton Head, SC (HHH)	84.4	81.3	64	64
Hobbs, NM (HOB)	86.6	85.1	67	67
Honolulu, HI (HNL)	79.3	79.4	4388	4382
Houston, TX (HOU)	80.4	73.6	4029	4029
Houston, TX (IAH)	75.3	74.8	10399	10420
Huntsville, AL (HSV)	72.9	79.0	595	591
Idaho Falls, ID (IDA)	72.2	74.2	266	267
Indianapolis, IN (IND)	73.8	79.1	3320	3320
International Falls, MN (INL)	72.3	74.5	47	47
Iron Mountain/Kingsfd, MI (IMT)	74.2	74.2	62	62
Islip, NY (ISP)	64.7	66.7	496	496
Ithaca/Cortland, NY (ITH)	74.7	73.3	87	86
Jackson, WY (JAC)	67.8	61.1	552	552
Jackson/Vicksburg, MS (JAN)	82.1	84.8	624	623
Jacksonville, FL (JAX)	72.6	78.0	2405	2404
Jacksonville/Camp Lejeune, NC (OAJ)	76.3	78.2	224	225
Jamestown, ND (JMS)	53.8	55.9	93	93
Johnstown, PA (JST)	67.7	67.7	62	62

AIR TRAVEL CONSUMER REPORT
TABLE 5. ON-TIME ARRIVAL AND DEPARTURE PERCENTAGE BY AIRPORT BY REPORTING OPERATING CARRIER
JANUARY 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)	71.0	74.2	62	62	Mason City, IA (MCW)	66.0	68.0	50	50
Juneau, AK (JNU)	65.9	67.1	331	331	Medford, OR (MFR)	75.2	76.8	624	624
Kahului, HI (OGG)	80.6	77.4	2359	2359	Melbourne, FL (MLB)	76.2	78.4	231	231
Kalamazoo, MI (AZO)	76.8	80.3	177	178	Memphis, TN (MEM)	72.5	76.1	1620	1621
Kalispell, MT (FCA)	68.5	74.3	279	280	Meridian, MS (MEI)	88.7	79.2	53	53
Kansas City, MO (MCI)	76.5	78.5	3450	3449	Miami, FL (MIA)	71.9	72.2	10139	10140
Kearney, NE (EAR)	66.7	72.8	81	81	Midland/Odessa, TX (MAF)	74.6	78.1	658	657
Ketchikan, AK (KTN)	64.8	71.5	179	179	Milwaukee, WI (MKE)	73.8	77.6	2160	2156
Key West, FL (EYW)	60.6	52.2	862	864	Minneapolis, MN (MSP)	77.7	75.2	9751	9757
Killeen, TX (GRK)	84.4	85.0	199	200	Minot, ND (MOT)	65.1	67.4	192	190
King Salmon, AK (AKN)	66.7	73.3	30	30	Mission/McAllen/Edinburg, TX (MFE)	76.1	78.9	314	313
Knoxville, TN (TYS)	68.4	78.8	990	991	Missoula, MT (MSO)	67.3	71.8	336	337
Kodiak, AK (ADQ)	63.1	63.1	65	65	Moab, UT (CNY)	71.0	61.3	31	31
Kona, HI (KOA)	83.0	79.7	1297	1299	Mobile, AL (MOB)	86.6	84.4	231	231
Kotzebue, AK (OTZ)	70.0	71.7	60	60	Moline, IL (MLI)	72.6	73.4	350	350
La Crosse, WI (LSE)	74.3	76.4	144	144	Monroe, LA (MLU)	91.2	87.6	170	170
Lafayette, LA (LFT)	81.6	76.7	261	262	Monterey, CA (MRY)	78.4	79.1	296	297
Lake Charles, LA (LCH)	91.3	95.1	104	103	Montgomery, AL (MGM)	73.8	73.8	210	210
Lansing, MI (LAN)	77.8	83.2	189	190	Montrose/Delta, CO (MTJ)	68.4	72.4	424	424
Laramie, WY (LAR)	64.2	67.9	53	53	Mosinee, WI (CWA)	80.0	84.7	170	170
Laredo, TX (LRD)	85.8	89.8	127	127	Muskegon, MI (MKG)	60.4	66.7	48	48
Las Vegas, NV (LAS)	80.9	78.0	12950	12950	Myrtle Beach, SC (MYR)	75.5	81.0	756	758
Latrobe, PA (LBE)	58.7	66.7	75	75	Nashville, TN (BNA)	73.5	72.0	6582	6585
Lawton/Fort Sill, OK (LAW)	87.2	81.9	94	94	New Bern/Morehead/Beaufort, NC (EWN)	66.2	73.8	130	130
Lewisburg, WV (LWB)	58.1	58.1	31	31	New Orleans, LA (MSY)	77.0	81.2	3751	3751
Lewiston, ID (LWS)	84.9	86.0	93	93	New York, NY (JFK)	69.1	67.8	11088	11091
Lexington, KY (LEX)	76.4	79.7	550	551	New York, NY (LGA)	71.1	72.4	14022	14020
Liberal, KS (LBL)	77.4	75.5	53	53	Newark, NJ (EWR)	66.0	61.8	10493	10522
Lihue, HI (LIH)	78.1	80.1	1178	1179	Newburgh/Poughkeepsie, NY (SWF)	77.0	57.4	61	61
Lincoln, NE (LNK)	36.8	35.0	19	20	Newport News/Williamsburg, VA (PHF)	72.7	79.5	44	44
Little Rock, AR (LIT)	77.9	81.1	769	768	Niagara Falls, NY (IAG)	68.8	46.9	32	32
Long Beach, CA (LGB)	81.8	82.3	1326	1326	Nome, AK (OME)	69.5	78.0	59	59
Longview, TX (GGG)	90.5	92.1	63	63	Norfolk, VA (ORF)	66.7	74.0	1636	1633
Los Angeles, CA (LAX)	80.9	80.5	15728	15729	North Bend/Coos Bay, OR (OTH)	50.0	50.0	22	22
Louisville, KY (SDF)	73.9	74.4	1815	1817	North Platte, NE (LBF)	73.6	81.1	53	53
Lubbock, TX (LBB)	77.3	80.8	401	400	Oakland, CA (OAK)	81.9	81.0	3320	3320
Lynchburg, VA (LYH)	68.8	75.0	16	16	Ogden, UT (OGD)	55.6	55.6	9	9
Madison, WI (MSN)	73.8	78.0	940	938	Ogdensburg, NY (OGS)	74.1	74.1	54	54
Manchester, NH (MHT)	69.4	69.2	513	513	Oklahoma City, OK (OKC)	76.1	81.3	1587	1587
Manhattan/Ft. Riley, KS (MHK)	84.4	85.0	154	153	Omaha, NE (OMA)	72.7	78.1	1779	1778
Marquette, MI (MQT)	53.3	61.0	122	123	Ontario, CA (ONT)	80.5	82.0	1732	1732

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

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS		CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP		ARR	DEP	ARR	DEP
Orlando, FL (MCO)	72.9	74.5	12187	12196	Sacramento, CA (SMF)	81.1	81.9	3712	3710
Owensboro, KY (OWB)	62.5	62.5	8	8	Saginaw/Bay City/Midland, MI (MBS)	75.9	82.1	83	84
Paducah, KY (PAH)	70.5	67.2	61	61	Saipan, TT (SPN)	100.0	100.0	31	31
Pago Pago, TT (PPG)	0.0	0.0	2	2	Salina, KS (SLN)	67.7	64.5	62	62
Palm Springs, CA (PSP)	80.6	80.8	1486	1488	Salt Lake City, UT (SLC)	84.3	82.9	9108	9113
Panama City, FL (ECP)	79.8	81.6	446	446	San Angelo, TX (SJT)	91.8	93.4	122	122
Pasco/Kennewick/Richland, WA (PSC)	69.4	73.1	484	484	San Antonio, TX (SAT)	78.0	84.7	2559	2556
Pellston, MI (PLN)	73.1	71.2	52	52	San Diego, CA (SAN)	82.7	84.5	5617	5621
Pensacola, FL (PNS)	76.7	81.9	851	853	San Francisco, CA (SFO)	79.4	79.0	10027	10025
Peoria, IL (PIA)	71.3	69.2	237	237	San Jose, CA (SJC)	81.6	85.5	3498	3499
Petersburg, AK (PSG)	63.3	66.7	60	60	San Juan, PR (SJU)	70.8	73.7	2468	2465
Philadelphia, PA (PHL)	73.5	74.6	6595	6594	San Luis Obispo, CA (SBP)	83.6	83.4	440	441
Phoenix, AZ (AZA)	63.1	70.9	550	549	Sanford, FL (SFB)	62.7	69.3	718	717
Phoenix, AZ (PHX)	83.7	81.8	13555	13543	Santa Ana, CA (SNA)	82.2	81.6	3687	3686
Pierre, SD (PIR)	66.7	66.7	3	3	Santa Barbara, CA (SBA)	80.4	80.9	581	581
Pittsburgh, PA (PIT)	72.9	78.2	3278	3277	Santa Fe, NM (SAF)	83.8	81.2	117	117
Plattsburgh, NY (PBG)	82.7	80.6	98	98	Santa Maria, CA (SMX)	73.7	73.7	19	19
Pocatello, ID (PIH)	80.6	80.6	31	31	Santa Rosa, CA (STS)	80.2	81.4	334	333
Ponce, PR (PSE)	81.6	84.6	38	39	Sarasota/Bradenton, FL (SRQ)	68.7	67.7	1623	1624
Portland, ME (PWM)	65.1	68.9	622	624	Sault Ste. Marie, MI (CIU)	71.0	72.6	62	62
Portland, OR (PDX)	76.0	79.6	4521	4517	Savannah, GA (SAV)	72.5	77.4	1366	1367
Portsmouth, NH (PSM)	84.2	68.4	19	19	Scottsbluff, NE (BFF)	73.6	81.1	53	53
Prescott, AZ (PRC)	67.7	77.4	62	62	Scranton/Wilkes-Barre, PA (AVP)	77.0	78.3	152	152
Providence, RI (PVD)	67.8	70.4	1139	1139	Seattle, WA (SEA)	72.7	73.0	12950	12956
Provo, UT (PVU)	74.5	73.8	102	103	Sheridan, WY (SHR)	74.1	74.1	54	54
Pueblo, CO (PUB)	68.6	82.4	51	51	Shreveport, LA (SHV)	82.9	83.5	340	340
Pullman, WA (PUW)	73.5	75.2	113	113	Sioux City, IA (SUX)	74.2	62.9	62	62
Punta Gorda, FL (PGD)	49.6	63.6	560	560	Sioux Falls, SD (FSD)	70.8	76.4	623	624
Raleigh/Durham, NC (RDU)	72.2	75.2	4356	4359	Sitka, AK (SIT)	61.3	73.1	93	93
Rapid City, SD (RAP)	65.9	67.8	287	286	South Bend, IN (SBN)	69.9	76.4	462	462
Redding, CA (RDD)	82.9	85.5	152	152	Spokane, WA (GEG)	71.5	76.6	1458	1459
Reno, NV (RNO)	81.1	83.0	1616	1619	Springfield, IL (SPI)	78.8	70.0	80	80
Rhinelander, WI (RHI)	67.7	79.0	62	62	Springfield, MO (SGF)	81.7	82.3	558	558
Richmond, VA (RIC)	72.1	75.9	1597	1595	St. Cloud, MN (STC)	94.4	66.7	18	18
Riverton/Lander, WY (RIW)	67.3	67.3	55	55	St. George, UT (SGU)	89.6	90.1	201	202
Roanoke, VA (ROA)	81.2	80.0	191	190	St. Louis, MO (STL)	78.4	77.4	4420	4418
Rochester, MN (RST)	68.5	74.8	143	143	St. Petersburg, FL (PIE)	66.3	78.1	561	561
Rochester, NY (ROC)	65.8	66.9	916	919	State College, PA (SCE)	70.0	65.0	40	40
Rock Springs, WY (RKS)	68.5	77.8	54	54	Staunton, VA (SHD)	75.8	74.2	62	62
Rockford, IL (RFD)	79.4	73.0	63	63	Stillwater, OK (SWO)	93.5	83.6	62	61
Roswell, NM (ROW)	87.1	82.8	93	93	Stockton, CA (SCK)	75.9	70.7	58	58

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

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Sun Valley/Hailey/Ketchum, ID (SUN)	74.7	80.2	237	237
Syracuse, NY (SYR)	68.8	70.9	993	996
Tallahassee, FL (TLH)	75.5	80.3	441	442
Tampa, FL (TPA)	73.5	77.3	6552	6554
Texarkana, AR (TXK)	93.7	89.5	95	95
Toledo, OH (TOL)	84.3	79.8	89	89
Traverse City, MI (TVC)	67.4	74.7	233	233
Trenton, NJ (TTN)	62.4	65.2	210	210
Tucson, AZ (TUS)	77.6	79.7	1445	1443
Tulsa, OK (TUL)	77.7	84.1	1118	1119
Twin Falls, ID (TWF)	77.4	74.2	31	31
Tyler, TX (TYR)	88.7	90.1	142	142
Valdosta, GA (VLD)	85.0	83.8	80	80
Valparaiso, FL (VPS)	78.5	80.0	585	585
Vernal, UT (VEL)	79.6	83.3	54	54
Victoria, TX (VCT)	88.7	90.6	53	53
Waco, TX (ACT)	90.5	89.8	147	147
Walla Walla, WA (ALW)	59.7	61.3	62	62
Washington, DC (DCA)	68.4	69.2	11932	11920
Washington, DC (IAD)	72.7	68.8	4447	4443
Waterloo, IA (ALO)	78.9	82.8	57	58
Watertown, SD (ATY)	0.0	0.0	2	2
Wenatchee, WA (EAT)	53.2	51.6	62	62
West Palm Beach/Palm Beach, FL (PBI)	66.2	69.2	2478	2483
White Plains, NY (HPN)	66.1	65.4	935	928
Wichita Falls, TX (SPS)	84.4	83.6	122	122
Wichita, KS (ICT)	80.1	83.3	708	707
Williston, ND (XWA)	63.7	65.5	113	113
Wilmington, DE (ILG)	66.7	55.6	9	9
Wilmington, NC (ILM)	74.3	77.2	420	421
Worcester, MA (ORH)	61.0	62.1	146	145
Wrangell, AK (WRG)	63.3	66.7	60	60
Yakima, WA (YKM)	67.7	74.2	62	62
Yakutat, AK (YAK)	51.7	61.7	60	60
Yuma, AZ (YUM)	76.9	72.4	134	134

AIR TRAVEL CONSUMER REPORT

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

JANUARY 2022

CARRIER[1]	AT ALL US AIRPORTS				
	NUMBER OF AIRPORTS REPORTED	FLIGHT OPERATIONS SCHEDULED	FLIGHT OPERATIONS CANCELLED	PERCENT OF OPERATIONS CANCELLED	RANK
SPIRIT AIRLINES	54	17554	601	3.4	1
HAWAIIAN AIRLINES	22	5868	217	3.7	2
FRONTIER AIRLINES	92	12039	536	4.5	3
DELTA AIR LINES NETWORK	211	117742	5521	4.7	4
- DELTA AIR LINES	132	68963	2237	3.2	
- BRANDED CODESHARE PARTNERS	187	48779	3284	6.7	
AMERICAN AIRLINES NETWORK	229	149453	8632	5.8	5
- AMERICAN AIRLINES	106	69400	2939	4.2	
- BRANDED CODESHARE PARTNERS	216	80053	5693	7.1	
ALASKA AIRLINES NETWORK	104	29671	1866	6.3	6
- ALASKA AIRLINES	76	16549	1269	7.7	
- BRANDED CODESHARE PARTNERS	56	13122	597	4.5	
SOUTHWEST AIRLINES	107	97436	6448	6.6	7
ALLEGIANT AIR	128	8714	724	8.3	8
UNITED AIRLINES NETWORK	248	103928	9034	8.7	9
- UNITED AIRLINES	104	45741	2906	6.4	
- BRANDED CODESHARE PARTNERS	232	58187	6128	10.5	
JETBLUE AIRWAYS	63	21332	2088	9.8	10
TOTAL	369	563,737	35,667	6.3	

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

JANUARY 2022

CARRIER[1]	AT ALL US AIRPORTS				
	NUMBER OF AIRPORTS REPORTED	FLIGHT OPERATIONS SCHEDULED	FLIGHT OPERATIONS CANCELLED	PERCENT OF OPERATIONS CANCELLED	RANK
ENVOY AIR	143	22205	669	3.0	1
DELTA AIR LINES	132	68963	2237	3.2	2
SPIRIT AIRLINES	54	17554	601	3.4	3
HAWAIIAN AIRLINES	22	5868	217	3.7	4
AMERICAN AIRLINES	106	69400	2939	4.2	5
FRONTIER AIRLINES	92	12039	536	4.5	6
HORIZON AIR	53	8105	426	5.3	7
ENDEAVOR AIR	113	21644	1346	6.2	8
UNITED AIRLINES	104	45741	2906	6.4	9
SOUTHWEST AIRLINES	107	97436	6448	6.6	10
SKYWEST AIRLINES	236	63146	4284	6.8	11
ALASKA AIRLINES	76	16549	1269	7.7	12
ALLEGIANT AIR	128	8714	724	8.3	13
JETBLUE AIRWAYS	63	21332	2088	9.8	14
REPUBLIC AIRWAYS	78	27261	2868	10.5	15
PSA AIRLINES	96	20541	2242	10.9	16
MESA AIRLINES	99	11404	1456	12.8	17
TOTAL	**363**	**537,902**	**33,256**	**6.2**	

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

JANUARY 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	**29671**	**21401**	**72.13**	**1866**	**6.29**	**135**	**0.45**	**2240**	**7.55**	**197**	**0.66**	**1593**	**5.37**	**19**	**0.06**	**2219**	**7.48**
- ALASKA AIRLINES	16549	11706	70.74	1269	7.67	76	0.46	1246	7.53	83	0.50	1134	6.85	15	0.09	1021	6.17
- BRANDED CODESHARE PARTNERS	13122	9695	73.88	597	4.55	59	0.45	994	7.58	115	0.88	459	3.50	4	0.03	1199	9.14
ALLEGIANT AIR	**8714**	**5709**	**65.52**	**724**	**8.31**	**15**	**0.17**	**610**	**7.00**	**113**	**1.30**	**613**	**7.03**	**3**	**0.03**	**927**	**10.64**
AMERICAN AIRLINES NETWORK	**149453**	**116590**	**78.01**	**8632**	**5.78**	**235**	**0.16**	**8025**	**5.37**	**1094**	**0.73**	**6193**	**4.14**	**82**	**0.05**	**8602**	**5.76**
- AMERICAN AIRLINES	69400	56607	81.57	2939	4.23	91	0.13	3968	5.72	274	0.39	2540	3.66	47	0.07	2933	4.23
- BRANDED CODESHARE PARTNERS	80053	59983	74.93	5693	7.11	144	0.18	4057	5.07	820	1.02	3652	4.56	34	0.04	5669	7.08
DELTA AIR LINES NETWORK	**117742**	**93534**	**79.44**	**5521**	**4.69**	**275**	**0.23**	**8926**	**7.58**	**1554**	**1.32**	**4422**	**3.76**	**29**	**0.02**	**3480**	**2.96**
- DELTA AIR LINES	68963	56793	82.35	2237	3.24	153	0.22	4395	6.37	345	0.50	2727	3.95	12	0.02	2301	3.34
- BRANDED CODESHARE PARTNERS	48779	36741	75.32	3284	6.73	122	0.25	4532	9.29	1209	2.48	1695	3.47	17	0.03	1180	2.42
FRONTIER AIRLINES	**12039**	**8353**	**69.38**	**536**	**4.45**	**17**	**0.14**	**1132**	**9.40**	**61**	**0.51**	**900**	**7.48**	**0**	**0.00**	**1040**	**8.64**
HAWAIIAN AIRLINES	**5868**	**4571**	**77.90**	**217**	**3.70**	**11**	**0.19**	**635**	**10.82**	**47**	**0.80**	**3**	**0.05**	**7**	**0.12**	**377**	**6.42**
JETBLUE AIRWAYS	**21332**	**13047**	**61.16**	**2088**	**9.79**	**52**	**0.24**	**2803**	**13.14**	**128**	**0.60**	**1449**	**6.79**	**29**	**0.14**	**1736**	**8.14**
SOUTHWEST AIRLINES	**97436**	**74124**	**76.07**	**6448**	**6.62**	**129**	**0.13**	**6992**	**7.18**	**160**	**0.16**	**2771**	**2.84**	**42**	**0.04**	**6770**	**6.95**
SPIRIT AIRLINES	**17554**	**13004**	**74.08**	**601**	**3.42**	**20**	**0.11**	**1130**	**6.44**	**101**	**0.58**	**1631**	**9.29**	**62**	**0.35**	**1005**	**5.73**
UNITED AIRLINES NETWORK	**103928**	**74046**	**71.25**	**9034**	**8.69**	**287**	**0.28**	**10587**	**10.19**	**535**	**0.51**	**4409**	**4.24**	**5**	**0.00**	**5024**	**4.83**
- UNITED AIRLINES	45741	33968	74.26	2906	6.35	91	0.20	3921	8.57	230	0.50	2204	4.82	0	0.00	2421	5.29
- BRANDED CODESHARE PARTNERS	58187	40078	68.88	6128	10.53	196	0.34	6666	11.46	305	0.52	2205	3.79	4	0.01	2604	4.48
TOTAL	**563,737**	**424,379**	**75.28**	**35,667**	**6.33**	**1,176**	**0.21**	**43,079**	**7.64**	**3,990**	**0.71**	**23,984**	**4.25**	**279**	**0.05**	**31,181**	**5.53**

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

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

AIR TRAVEL CONSUMER REPORT

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

JANUARY 2022

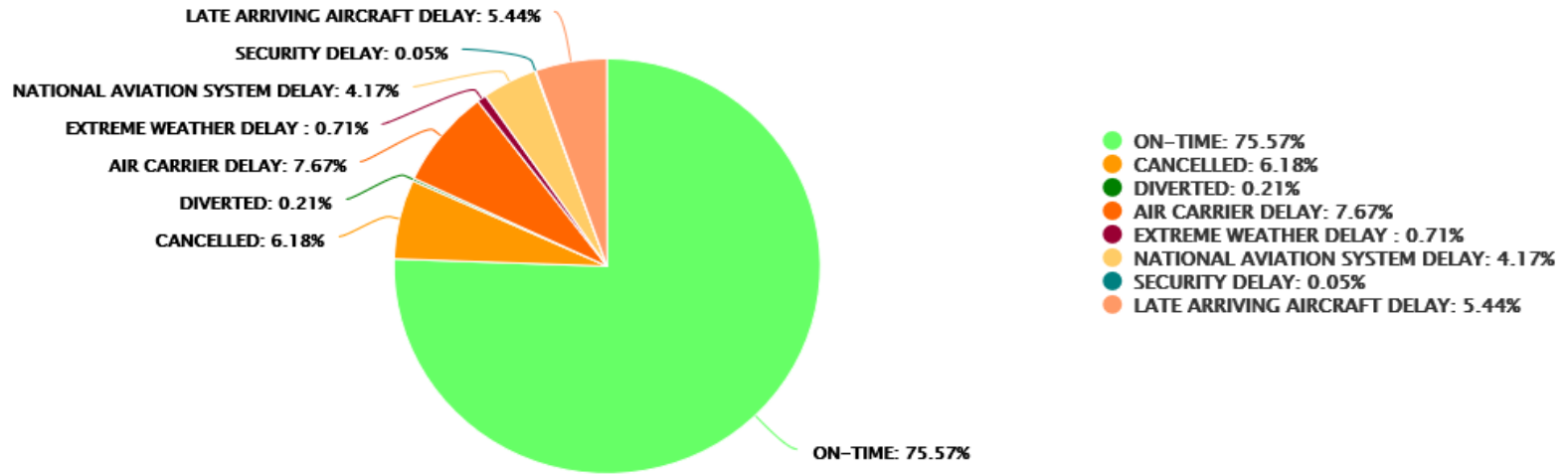| CARRIER	TOTAL RECORDS	ON TIME	% ON TIME	CANCELLED	% CANCELLED	DIVERTED	% DIVERTED	AIR CARRIER DELAY	% AIR CARRIER DELAY	EXTREME WEATHER DELAY	% EXTREME WEATHER DELAY	NATIONAL AVIATION SYSTEM DELAY	% NATIONAL AVIATION SYSTEM DELAY	SECURITY DELAY	% SECURITY DELAY	LATE ARRIVING AIRCRAFT DELAY	% LATE ARRIVING AIRCRAFT DELAY
ALASKA AIRLINES	16549	11706	70.74	1269	7.67	76	0.46	1246	7.53	83	0.50	1134	6.85	15	0.09	1021	6.17
ALLEGIANT AIR	8714	5709	65.52	724	8.31	15	0.17	610	7.00	113	1.30	613	7.03	3	0.03	927	10.64
AMERICAN AIRLINES	69400	56607	81.57	2939	4.23	91	0.13	3968	5.72	274	0.39	2540	3.66	47	0.07	2933	4.23
DELTA AIR LINES	68963	56793	82.35	2237	3.24	153	0.22	4395	6.37	345	0.50	2727	3.95	12	0.02	2301	3.34
ENDEAVOR AIR	21644	16982	78.46	1346	6.22	39	0.18	987	4.56	166	0.77	1131	5.23	4	0.02	990	4.57
ENVOY AIR	22205	18249	82.18	669	3.01	39	0.18	879	3.96	240	1.08	1111	5.00	9	0.04	1008	4.54
FRONTIER AIRLINES	12039	8353	69.38	536	4.45	17	0.14	1132	9.40	61	0.51	900	7.48	0	0.00	1040	8.64
HAWAIIAN AIRLINES	5868	4571	77.90	217	3.70	11	0.19	635	10.82	47	0.80	3	0.05	7	0.12	377	6.42
HORIZON AIR	8105	5719	70.56	426	5.26	30	0.37	652	8.04	90	1.11	439	5.42	3	0.04	746	9.20
JETBLUE AIRWAYS	21332	13047	61.16	2088	9.79	52	0.24	2803	13.14	128	0.60	1449	6.79	29	0.14	1736	8.14
MESA AIRLINES	11404	7719	67.69	1456	12.77	28	0.25	991	8.69	91	0.80	605	5.31	3	0.03	510	4.47
PSA AIRLINES	20541	14031	68.31	2242	10.91	37	0.18	1087	5.29	254	1.24	1054	5.13	11	0.05	1825	8.88
REPUBLIC AIRWAYS	27261	19308	70.83	2868	10.52	78	0.29	1531	5.62	144	0.53	1960	7.19	7	0.03	1366	5.01
SKYWEST AIRLINES	63146	46587	73.78	4284	6.78	211	0.33	8310	13.16	1289	2.04	181	0.29	20	0.03	2264	3.59
SOUTHWEST AIRLINES	97436	74124	76.07	6448	6.62	129	0.13	6992	7.18	160	0.16	2771	2.84	42	0.04	6770	6.95
SPIRIT AIRLINES	17554	13004	74.08	601	3.42	20	0.11	1130	6.44	101	0.58	1631	9.29	62	0.35	1005	5.73
UNITED AIRLINES	45741	33968	74.26	2906	6.35	91	0.20	3921	8.57	230	0.50	2204	4.82	0	0.00	2421	5.29
TOTAL	537,902	406,477	75.57	33,256	6.18	1,117	0.21	41,269	7.67	3,815	0.71	22,454	4.17	275	0.05	29,239	5.44

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

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

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

JANUARY 2022

* ON-TIME: 75.57%
* CANCELLED: 6.18%
* DIVERTED: 0.21%
* AIR CARRIER DELAY: 7.67%
* EXTREME WEATHER DELAY : 0.71%
* NATIONAL AVIATION SYSTEM DELAY: 4.17%
* SECURITY DELAY: 0.05%
* LATE ARRIVING AIRCRAFT DELAY: 5.44%

* **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

JANUARY 2022

MARKETING CARRIER	OPERATING CARRIER	FLIGHT NUMBER	ORIGIN AIRPORT	DESTINATION AIRPORT	DATE OF FLIGHT	LOCATION OF LONGEST TARMAC DELAY	LENGTH OF TARMAC DELAY
DELTA	DELTA	1226	BNA	ATL	1/28/2022	Diversion Airport (CAE)	4:53
DELTA	DELTA	2166	STL	ATL	1/28/2022	Diversion Airport (CAE)	4:47
AMERICAN	REPUBLIC	4914	DSM	DCA	1/4/2022	Destination Airport	4:16
DELTA	DELTA	475	DTW	ATL	1/28/2022	Diversion Airport (CAE)	3:42
SOUTHWEST	SOUTHWEST	4366	BNA	MCO	1/2/2022	Origin Airport	3:42
AMERICAN	PSA	5579	ORF	DCA	1/4/2022	Destination Airport	3:33
AMERICAN	REPUBLIC	4828	ATL	DCA	1/4/2022	Destination Airport	3:16
SOUTHWEST	SOUTHWEST	4328	BNA	HOU	1/2/2022	Origin Airport	3:13
UNITED	UNITED	220	ALB	ORD	1/9/2022	Origin Airport	3:13
DELTA	DELTA	2106	CHS	ATL	1/28/2022	Diversion Airport (CAE)	3:11
JETBLUE	JETBLUE	2605	EWR	ATL	1/28/2022	Diversion Airport (CLT)	3:10
AMERICAN	REPUBLIC	4660	LGA	RDU	1/16/2022	Origin Airport	3:06
AMERICAN	REPUBLIC	4950	MCI	DCA	1/4/2022	Destination Airport	3:06
UNITED	UNITED	1635	MSN	DEN	1/23/2022	Origin Airport	3:03

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

* See airports and codes **on the BTS website.**

AIR TRAVEL CONSUMER REPORT

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

JANUARY 2022

MARKETING CARRIER	OPERATING CARRIER	FLIGHT NUMBER	ORIGIN AIRPORT	DESTINATION AIRPORT	DATE OF FLIGHT	LOCATION OF LONGEST TARMAC DELAY	LENGTH OF TARMAC DELAY
DELTA	DELTA	1803	SDQ	ATL	1/28/2022	Diversion Airport (CAE)	6:45
BRITISH AIRWAYS	BRITISH AIRWAYS	216	IAD	LHR	1/16/2022	Origin Airport	4:39
DELTA	DELTA	1928	MBJ	ATL	1/28/2022	Diversion Airport (AGS)	4:17
DELTA	DELTA	595	CUN	ATL	1/28/2022	Diversion Airport (BHM)	4:16
DELTA	DELTA	587	MEX	ATL	1/28/2022	Diversion Airport (BHM)	4:06

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

* * See airports and codes **on the BTS website.**

APPENDIX

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

30 Largest U.S. Airports

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

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

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

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

MISHANDLED BAGGAGE

The baggage statistics in this section were filed with DOT's Bureau of Transportation Statistics (Office of Airline Information) by U.S. airlines that have at least half of one percent of total domestic scheduled-service passenger revenues. See 14 CFR 234.3 and 234.6. For the 12 months ending 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*	January 2022			January 2021		
		NUMBER OF BAGS ENPLANED	NUMBER OF BAGS MISHANDLED	NUMBER OF BAGS MISHANDLED PER 100 ENPLANED	NUMBER OF BAGS ENPLANED	NUMBER OF BAGS MISHANDLED	NUMBER OF BAGS MISHANDLED PER 100 ENPLANED
1	ALLEGIANT AIR	372,635	670	0.18	219,836	250	0.11
2	FRONTIER AIRLINES	676,595	2,432	0.36	351,049	752	0.21
3	HAWAIIAN AIRLINES	420,198	2,094	0.50	144,958	234	0.16
4	SOUTHWEST AIRLINES[1]	7,918,294	41,799	0.53	4,485,751	11,677	0.26
5	SPIRIT AIRLINES	865,457	4,617	0.53	543,639	1,826	0.34
6	JETBLUE AIRWAYS	1,028,258	7,848	0.76	440,014	1,427	0.32
7	DELTA AIR LINES NETWORK	6,510,556	55,718	0.86	3,208,134	9,002	0.28
	- DELTA AIR LINES	5,074,473	43,260	0.85	2,189,179	6,163	0.28
	- BRANDED CODESHARE PARTNERS	1,436,083	12,458	0.87	1,018,955	2,839	0.28
8	UNITED AIRLINES NETWORK	4,725,395	44,161	0.93	2,655,774	9,884	0.37
	- UNITED AIRLINES	3,076,998	27,673	0.90	1,550,535	5,350	0.35
	- BRANDED CODESHARE PARTNERS	1,648,397	16,488	1.00	1,105,239	4,534	0.41
9	AMERICAN AIRLINES NETWORK	7,128,218	74,836	1.05	4,413,387	30,258	0.69
	- AMERICAN AIRLINES	4,413,167	47,686	1.08	2,418,468	15,874	0.66
	- BRANDED CODESHARE PARTNERS	2,715,051	27,150	1.00	1,994,919	14,384	0.72
10	ALASKA AIRLINES NETWORK	1,737,894	20,767	1.19	920,133	2,848	0.31
	- ALASKA AIRLINES	1,232,522	15,559	1.26	579,734	1,742	0.30
	- BRANDED CODESHARE PARTNERS	505,372	5,208	1.03	340,399	1,106	0.32
	TOTAL	31,383,500	254,942	0.81	17,382,675	68,158	0.39

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

[1] On May 13, 2022, Southwest Airlines submitted revised enplanement data. This table reflects those changes.

AIR TRAVEL CONSUMER REPORT

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

RANK	CARRIER*	January 2022			January 2021		
		NUMBER OF BAGS ENPLANED	NUMBER OF BAGS MISHANDLED	NUMBER OF BAGS MISHANDLED PER 100 ENPLANED	NUMBER OF BAGS ENPLANED	NUMBER OF BAGS MISHANDLED	NUMBER OF BAGS MISHANDLED PER 100 ENPLANED
1	ALLEGIANT AIR	372,635	670	0.18	219,836	250	0.11
2	FRONTIER AIRLINES	676,595	2,432	0.36	351,049	752	0.21
3	HAWAIIAN AIRLINES	420,198	2,094	0.50	143,028	233	0.16
4	SOUTHWEST AIRLINES[1]	7,918,294	41,799	0.53	4,485,751	11,677	0.26
5	SPIRIT AIRLINES	865,457	4,617	0.53	543,639	1,826	0.34
6	JETBLUE AIRWAYS	1,028,258	7,848	0.76	440,014	1,427	0.32
7	MESA AIRLINES	423,185	3,534	0.84	378,730	2,392	0.63
8	PSA AIRLINES	814,740	6,861	0.84	532,907	2,809	0.53
9	DELTA AIR LINES	5,074,473	43,260	0.85	2,189,179	6,163	0.28
10	SKYWEST AIRLINES	2,134,067	19,089	0.89	1,267,272	5,084	0.40
11	UNITED AIRLINES	3,076,998	27,673	0.90	1,550,535	5,350	0.35
12	ENDEAVOR AIR	658,766	6,126	0.93	528,346	1,388	0.26
13	AMERICAN AIRLINES	4,413,167	47,686	1.08	2,418,468	15,874	0.66
14	ENVOY AIR	690,772	7,594	1.10	522,099	5,193	0.99
15	HORIZON AIR	366,654	4,123	1.12	264,760	831	0.31
16	ALASKA AIRLINES	1,232,522	15,559	1.26	579,734	1,742	0.30
17	REPUBLIC AIRWAYS	489,165	6,510	1.33	534,213	2,850	0.53
	TOTAL	30,655,946	247,475	0.81	16,949,560	65,841	0.39

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

[1] On May 13, 2022, Southwest Airlines submitted revised enplanement data. This table reflects those changes.

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	January 2022			January 2021		
		NUMBER OF WHEELCHAIRS AND SCOOTERS ENPLANED	NUMBER OF WHEELCHAIRS AND SCOOTERS MISHANDLED	PERCENT OF WHEELCHAIRS AND SCOOTERS MISHANDLED	NUMBER OF WHEELCHAIRS AND SCOOTERS ENPLANED	NUMBER OF WHEELCHAIRS AND SCOOTERS MISHANDLED	PERCENT OF WHEELCHAIRS AND SCOOTERS MISHANDLED
1	ALLEGIANT AIR	1,164	4	0.34	219	1	0.46
2	HAWAIIAN AIRLINES	524	5	0.95	182	0	0.00
3	DELTA AIR LINES NETWORK	10,145	98	0.97	4,107	30	0.73
	- DELTA AIR LINES	8,303	81	0.98	2,798	23	0.82
	- BRANDED CODESHARE PARTNERS	1,842	17	0.92	1,309	7	0.53
4	UNITED AIRLINES NETWORK	9,015	88	0.98	3,200	28	0.88
	- UNITED AIRLINES	6,366	68	1.07	1,813	21	1.16
	- BRANDED CODESHARE PARTNERS	2,649	20	0.76	1,387	7	0.50
5	ALASKA AIRLINES NETWORK	1,993	27	1.35	741	13	1.75
	- ALASKA AIRLINES	1,396	24	1.72	468	8	1.71
	- BRANDED CODESHARE PARTNERS	597	3	0.50	273	5	1.83
6	SOUTHWEST AIRLINES[1]	8,183	113	1.38	2,721	37	1.36
7	AMERICAN AIRLINES NETWORK	6,643	161	2.42	3,381	61	1.80
	- AMERICAN AIRLINES	4,980	117	2.35	2,189	46	2.10
	- BRANDED CODESHARE PARTNERS	1,663	44	2.65	1,192	15	1.26
8	FRONTIER AIRLINES	1,447	36	2.49	686	5	0.73
9	SPIRIT AIRLINES	550	30	5.45	317	9	2.84
10	JETBLUE AIRWAYS	1,458	85	5.83	641	12	1.87
	TOTAL	41,122	647	1.57	16,195	196	1.21

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

[1] On May 13, 2022, Southwest Airlines submitted revised enplanement data. This table reflects those changes.

AIR TRAVEL CONSUMER REPORT

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

RANK	CARRIER	January 2022			Jan21		
		NUMBER OF WHEELCHAIRS AND SCOOTERS ENPLANED	NUMBER OF WHEELCHAIRS AND SCOOTERS MISHANDLED	PERCENT OF WHEELCHAIRS AND SCOOTERS MISHANDLED	NUMBER OF WHEELCHAIRS AND SCOOTERS ENPLANED	NUMBER OF WHEELCHAIRS AND SCOOTERS MISHANDLED	PERCENT OF WHEELCHAIRS AND SCOOTERS MISHANDLED
1	ALLEGIANT AIR	1,164	4	0.34	219	1	0.46
2	HORIZON AIR	570	3	0.53	259	5	1.93
3	SKYWEST AIRLINES	2,796	20	0.72	1,326	9	0.68
4	HAWAIIAN AIRLINES	524	5	0.95	173	0	0.00
5	DELTA AIR LINES	8,303	81	0.98	2,798	23	0.82
6	UNITED AIRLINES	6,366	68	1.07	1,813	21	1.16
7	SOUTHWEST AIRLINES[1]	8,183	113	1.38	2,721	37	1.36
8	ENDEAVOR AIR	732	11	1.50	699	4	0.57
9	MESA AIRLINES	493	8	1.62	369	3	0.81
10	REPUBLIC AIRWAYS	545	9	1.65	537	3	0.56
11	ALASKA AIRLINES	1,396	24	1.72	468	8	1.71
12	AMERICAN AIRLINES	4,980	117	2.35	2,189	46	2.10
13	FRONTIER AIRLINES	1,447	36	2.49	686	5	0.73
14	PSA AIRLINES	428	11	2.57	274	4	1.46
15	ENVOY AIR	526	16	3.04	307	3	0.98
16	SPIRIT AIRLINES	550	30	5.45	317	9	2.84
17	JETBLUE AIRWAYS	1,458	85	5.83	641	12	1.87
	TOTAL	40,461	641	1.58	15,796	193	1.22

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

[1] On May 13, 2022, Southwest Airlines submitted revised enplanement data. This table reflects those changes.

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				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	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

	JANUARY 2022				JANUARY 2021			
	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS
U.S. AIRLINES	2,590	12	2	258	929	17	0	159
FOREIGN AIRLINES	1,804	1	0	76	2,291	1	0	105
TRAVEL AGENTS	691	0	0	24	761	0	0	36
TOUR OPERATORS	6	0	0	0	1	0	0	0
MISCELLANEOUS	0	26	0	118	0	22	0	102
INDUSTRY TOTALS	5,091	39	2	476	3,982	40	0	402

AIR TRAVEL CONSUMER REPORT

Table 2

COMPLAINT CATEGORIES*

COMPLAINT CATEGORY	JANUARY 2022			JANUARY 2021		
	RANKING	COMPLAINTS**	SUB-CATEGORY	RANKING	COMPLAINTS**	SUB-CATEGORY
REFUNDS	1	2,354		1	3,299	
FLIGHT PROBLEMS	2	752		4	102	
CANCELLATION			419			47
DELAY			180			25
MISCONNECTION			66			13
RESERVATIONS/TICKETING/BOARDING	3	537		3	157	
BAGGAGE	4	516		6	75	
FARES	5	496		2	198	
CUSTOMER SERVICE	6	177		5	79	
DISABILITY	7	143		7	43	
OVERSALES	8	67		10	5	
OTHER	9	40		8	14	
FREQUENT FLYER			21			10
DISCRIMINATION	10	5		9	6	
ADVERTISING	11	4		11	4	
ANIMALS	12	0		12	0	
COMPLAINT TOTAL		5,091			3,982	

* 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	28	2	3	12	30	8	3	2	0	0	0	2	90
ALLEGIANT AIR	24	0	9	6	50	5	6	13	0	0	0	0	113
AMERICAN AIRLINES	83	10	47	56	164	70	28	22	0	1	0	3	484
BOUTIQUE AIR	7	0	0	0	1	0	0	0	0	0	0	0	8
DELTA AIR LINES	59	6	17	13	78	42	15	11	0	0	0	4	245
EASTERN	5	0	0	0	5	0	0	0	0	0	0	0	10
ENDEAVOR AIR	8	0	0	1	1	4	0	0	0	0	0	0	14
ENVOY AIR	3	0	2	1	6	2	1	4	0	0	0	0	19
FRONTIER AIRLINES	83	6	9	21	56	45	10	7	1	0	0	3	241
HAWAIIAN AIRLINES	2	0	5	4	16	4	0	1	0	0	0	0	32
HORIZON AIRLINES	4	0	0	0	2	1	0	0	0	0	0	0	7
JETBLUE AIRWAYS	59	1	18	27	75	23	18	25	1	1	0	0	248
MESA AIRLINES	9	1	0	0	4	3	1	0	0	0	0	0	18
PIEDMONT AIRLINES	1	2	0	0	3	1	0	0	0	0	0	0	7
PSA AIRLINES	13	2	2	2	1	3	3	3	0	0	0	0	29
REPUBLIC AIRWAYS	5	0	1	3	16	5	1	1	0	0	0	0	32
SILVER AIRWAYS	0	1	0	0	3	3	0	0	0	0	0	0	7
SKYWEST AIRLINES	21	1	2	0	13	11	3	3	0	0	0	0	54
SOUTHWEST AIRLINES	51	3	3	14	33	12	10	13	0	0	0	1	140
SPIRIT AIRLINES	52	4	29	45	116	25	14	6	0	1	0	3	295
SUN COUNTRY AIRLINES	5	0	0	1	6	3	0	0	0	0	0	0	15
UNITED AIRLINES	106	8	43	52	144	62	21	12	0	1	0	3	452
OTHER U.S. AIRLINES	1	3	3	1	5	0	3	1	0	0	0	13	30
TOTAL JANUARY 2022	629	50	193	259	828	332	137	124	2	4	0	32	2,590
% of TOTAL COMPLAINTS	24.3	1.9	7.5	10.0	32.0	12.8	5.3	4.8	0.1	0.2	0	1.2	
TOTAL JANUARY 2021	72	2	44	101	558	37	65	35	1	5	0	9	929
% of TOTAL COMPLAINTS	7.8	0.2	4.7	10.9	60.1	4.0	7.0	3.8	0.1	0.5	0	1.0	

* 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 JAN	INCI- DENTS IN JAN	PERCENT	INCI- DENTS IN DEC	PERCENT	INCI- DENTS IN ALL PRIOR MONTHS	PERCENT	UN- KNOWN INCI- DENT DATE	PERCENT
ALASKA AIRLINES	90	33	36.7	22	24.4	24	26.7	11	12.2
ALLEGIANT AIR	113	45	39.8	22	19.5	36	31.9	10	8.8
AMERICAN AIRLINES	484	171	35.3	94	19.4	160	33.1	59	12.2
BOUTIQUE AIR	8	1	12.5	1	12.5	4	50.0	2	25.0
DELTA AIR LINES	245	85	34.7	76	31.0	71	29.0	13	5.3
ENDEAVOR AIR	14	6	42.9	1	7.1	5	35.7	2	14.3
ENVOY AIR	19	6	31.6	4	21.1	8	42.1	1	5.3
FRONTIER AIRLINES	241	120	49.8	58	24.1	46	19.1	17	7.1
HAWAIIAN AIRLINES	32	6	18.8	7	21.9	14	43.8	5	15.6
HORIZON AIRLINES	7	3	42.9	1	14.3	3	42.9	0	0.0
JETBLUE AIRWAYS	248	107	43.1	50	20.2	67	27.0	24	9.7
MESA AIRLINES	18	13	72.2	3	16.7	2	11.1	0	0.0
OTHER US COMMUTERS & AIR TAXIS	8	2	25.0	3	37.5	1	12.5	2	25.0
PIEDMONT AIRLINES	7	2	28.6	4	57.1	1	14.3	0	0.0
PSA AIRLINES	29	21	72.4	1	3.4	5	17.2	2	6.9
REPUBLIC AIRWAYS	32	19	59.4	3	9.4	8	25.0	2	6.3
SILVER AIRWAYS	7	1	14.3	1	14.3	4	57.1	1	14.3
SKYWEST AIRLINES	54	19	35.2	23	42.6	9	16.7	3	5.6
SOUTHWEST AIRLINES	140	60	42.9	20	14.3	45	32.1	15	10.7
SPIRIT AIRLINES	295	100	33.9	88	29.8	74	25.1	33	11.2
SUN COUNTRY AIRLINES	15	5	33.3	5	33.3	4	26.7	1	6.7
UNITED AIRLINES	452	157	34.7	113	25.0	143	31.6	39	8.6
EASTERN	10	0	0.0	8	80.0	2	20.0	0	0.0
Other U.S. Airlines	10	6	60.0	3	30.0	1	10.0	0	0.0
Totals	2,590	988	38.1	611	23.6	749	28.9	242	9.3
Previous Year's Totals	929	213	22.9	97	10.4	490	52.7	129	13.9

* 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**
JANUARY 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	4	2	4	2	1	0	0	0	0	0	13
AEROFLOT	1	0	3	0	2	0	0	0	0	0	0	0	6
AEROMEXICO	5	1	6	5	38	3	2	0	0	0	0	0	60
AIR CANADA	2	1	7	2	26	5	1	2	0	0	0	1	47
AIR EUROPA	0	0	0	0	8	0	0	0	0	0	0	0	8
AIR FRANCE	4	0	11	1	16	24	2	2	0	0	0	0	60
AIR INDIA	3	1	14	5	120	5	3	0	0	0	0	0	151
ALITALIA AIRLINES	0	0	0	2	15	2	0	0	0	0	0	0	19
AVIANCA	1	0	26	10	42	2	2	2	0	0	0	0	85
AZERBAIJAN AIRLINES	0	0	0	0	5	0	0	0	0	0	0	0	5
AZUL BRAZILIAN AIRLINES	0	1	1	1	3	1	0	0	0	0	0	0	7
BRITISH AIRWAYS	6	0	16	15	45	10	1	1	0	0	0	2	96
CARIBBEAN AIRLINES	0	0	2	0	11	0	1	0	0	0	0	0	14
CATHAY PACIFIC AIRWAYS	0	0	0	0	8	0	0	0	0	0	0	0	8
CONDOR	2	0	1	2	5	0	0	0	0	0	0	0	10
COPA	12	0	15	8	40	6	1	0	0	0	0	1	83
EGYPTAIR	2	0	2	0	5	3	1	0	0	0	0	0	13
EL AL ISRAEL	0	0	1	1	11	0	0	0	0	0	0	0	13
EMIRATES AIRLINES	5	1	7	0	21	4	2	1	0	0	0	0	41
ETHIOPIAN AIRLINES	1	0	1	2	5	7	0	0	0	0	0	0	16
ETIHAD AIRWAYS	2	2	1	3	8	4	0	0	0	0	0	0	20
FIJI AIRWAYS	1	0	0	1	41	1	0	0	0	0	0	0	44
FINNAIR	1	1	1	1	4	2	0	0	0	0	0	0	10
FRENCH BEE	0	0	0	0	1	3	1	0	0	0	0	0	5
IBERIA AIRLINES	1	1	3	7	16	9	1	0	0	0	0	0	38
ICELANDAIR	0	0	2	2	13	1	0	0	0	0	0	0	18
INTERJET	0	0	0	0	14	0	0	0	0	0	0	0	14
JAPAN AIR LINES	0	0	2	3	3	0	0	0	0	0	0	0	8
KENYA AIRWAYS	1	0	1	0	4	1	0	0	0	0	0	0	7
KLM	5	0	9	2	11	4	0	0	0	0	0	3	34
KUWAIT AIRWAYS	0	0	6	0	2	2	0	0	0	0	0	0	10
LATAM	5	0	3	4	22	3	3	0	0	0	0	0	40
LOT POLISH AIRLINES	0	0	0	0	3	2	1	2	0	0	0	0	8
LUFTHANSA	6	1	27	10	37	20	5	1	0	0	0	0	107
NORWEGIAN AIR SHUTTLE	2	0	0	2	29	0	0	0	0	0	0	0	33
PHILIPPINE AIRLINES	0	0	3	2	22	1	0	0	0	0	0	0	28
QANTAS AIRWAYS	0	0	0	0	8	0	0	0	0	0	0	0	8
QATAR AIRWAYS	11	0	12	5	24	10	5	1	0	0	0	0	68
ROYAL AIR MAROC	3	0	3	1	29	2	0	0	0	0	0	0	38

AIR TRAVEL CONSUMER REPORT

Table 5 (cont'd)

COMPANIES OTHER THAN U.S. AIRLINES* BY COMPLAINT CATEGORYJANUARY 2022**

	FLIGHT PROBLEMS	OVER-SALES	RES/TKT/ BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DIS-ABILITY	ADVERT-ISING	DISCRIM-INATION	ANIMALS	OTHER	TOTAL
ROYAL JORDANIAN AIRLINES	0	0	1	1	8	2	0	0	0	0	0	0	12
SAS	3	0	2	0	9	1	0	0	0	0	0	0	15
SATA INTERNACIONAL	0	0	2	0	3	0	0	0	0	0	0	0	5
SAUDI ARABIAN AIRLINES	0	0	1	0	4	2	0	1	0	0	0	0	8
SINGAPORE AIRLINES	1	0	8	3	10	2	0	0	0	0	0	0	24
SOUTH AFRICAN AIRWAYS	0	0	0	2	10	0	0	0	0	0	0	0	12
SWISS AIR	0	0	1	3	9	4	0	0	0	0	0	0	17
TAP	3	0	14	7	98	5	3	1	0	0	0	0	131
TURKISH AIRLINES	5	1	28	13	17	12	0	4	0	1	0	0	81
UKRAINE INTERNATIONAL AIRLINES	0	0	1	0	6	0	0	0	0	0	0	0	7
VIRGIN ATLANTIC AIRWAYS	1	0	5	5	9	0	0	0	0	0	0	1	21
VIVAAEROBUS	2	2	1	2	8	4	1	0	0	0	0	0	20
VOLARIS AIRLINES	4	3	10	9	21	4	0	1	1	0	0	0	53
WEST JET	2	0	1	0	14	2	0	0	0	0	0	0	19
OTHER FOREIGN AIRLINES	7	1	8	9	55	5	1	0	0	0	0	0	86
TOTALS	110	17	273	153	1,002	182	38	19	1	1	0	8	1,804
TRAVEL AGENTS													
AMERICAN EXPRESS	0	0	0	0	0	0	0	0	0	0	0	0	0
ASAPTICKETS.COM	1	0	1	0	12	1	0	0	0	0	0	0	15
BUDGETAIR.COM	0	0	0	0	10	0	0	0	0	0	0	0	10
CHASE TRAVEL	0	0	0	4	15	0	0	0	0	0	0	0	19
CHEAP TICKETS	0	0	0	0	0	0	0	0	0	0	0	0	0
CHEAPOAIR.COM	0	0	6	4	25	0	0	0	0	0	0	0	35
EDREAMS.COM	1	0	3	1	23	0	0	0	0	0	0	0	28
EXPEDIA.COM	4	0	12	20	90	0	0	0	0	0	0	0	126
FLIGHTHUB	0	0	0	0	5	0	0	0	0	0	0	0	5
GOTOGATE	0	0	4	4	59	0	0	0	0	0	0	0	67
JUSTFLY.COM	0	0	14	9	35	0	1	0	0	0	0	0	59
KAYAK	0	0	2	0	3	1	0	0	1	0	0	0	7
KIWI.COM	0	0	6	4	47	0	0	0	0	0	0	0	57
ORBITZ.COM	1	0	2	6	26	0	1	0	0	0	0	0	36
OVAGO	1	0	0	1	4	0	0	0	0	0	0	0	6
PRICELINE.COM	0	0	0	0	0	0	0	0	0	0	0	0	0
SOUTHWEST VACATIONS	0	0	0	0	0	0	0	0	0	0	0	0	0
TRAVELGENIO	0	0	0	1	4	0	0	0	0	0	0	0	5
TRAVELOCITY.COM	1	0	7	5	28	0	0	0	0	0	0	0	41
VAYAMA	0	0	0	0	12	0	0	0	0	0	0	0	12
OTHER TRAVEL AGENTS	3	0	11	21	80	0	0	0	0	0	0	0	115
TOTALS	13	0	71	83	519	2	2	0	1	0	0	0	691

AIR TRAVEL CONSUMER REPORT

Table 5 (cont'd)

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

TOUR OPERATORS

DELTA DREAM VACATIONS	0	0	0	0	0	0	0	0	0	0	0	0	0
OTHER TOUR OPERATORS	0	0	0	0	1	0	0	0	0	0	0	0	1
TOTALS	0	0	0	1	5	0	0	0	0	0	0	0	6

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).

	JANUARY 2022	JANUARY 2021
AIRLINE	**COMPLAINTS**	**COMPLAINTS**
ALASKA AIRLINES NETWORK	**102**	**50**
- ALASKA AIRLINES	*90*	*46*
- BRANDED CODESHARE PARTNERS	*12*	*4*
ALLEGIANT AIRLINES	**113**	**9**
AMERICAN AIRLINES NETWORK	**602**	**191**
- AMERICAN AIRLINES	*484*	*168*
- BRANDED CODESHARE PARTNERS	*118*	*23*
DELTA NETWORK	**292**	**75**
- DELTA AIR LINES	*245*	*65*
- BRANDED CODESHARE PARTNERS	*47*	*10*
FRONTIER AIRLINES	**241**	**81**
HAWAIIAN AIRLINES	**32**	**13**
JETBLUE AIRWAYS	**248**	**62**
SOUTHWEST AIRLINES	**140**	**76**
SPIRIT AIRLINES	**295**	**119**
UNITED AIRLINES NETWORK	**452**	**227**
- UNITED AIRLINES	*452*	*227*
- BRANDED CODESHARE PARTNERS	*0*	*0*
TOTAL	**2,517**	**903**

* 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	JANUARY 2022			JANUARY 2021		
		COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS	COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS
1	SOUTHWEST AIRLINES	140	9,073,033	1.54	76	4,784,363	1.59
2	HORIZON AIRLINES	7	416,230	1.68	2	288,856	0.69
3	ENDEAVOR AIR	14	789,331	1.77	2	593,563	0.34
4	ENVOY AIR	19	1,002,396	1.90	8	692,459	1.16
5	SKYWEST AIRLINES	54	2,696,354	2.00	8	1,567,475	0.51
6	DELTA AIR LINES	245	8,838,926	2.77	65	4,034,557	1.61
7	MESA AIRLINES	19	626,598	3.03	0	540,459	0.00
8	PSA AIRLINES	29	832,607	3.48	8	534,933	1.50
9	REPUBLIC AIRWAYS	32	854,082	3.75	8	873,886	0.92
10	ALASKA AIRLINES	90	1,819,399	4.95	46	782,025	5.88
11	HAWAIIAN AIRLINES	32	633,861	5.05	13	189,171	6.87
12	AMERICAN AIRLINES	483	9,301,933	5.19	168	4,636,886	3.62
13	UNITED AIRLINES	452	6,258,064	7.22	227	2,904,190	7.82
14	JETBLUE AIRWAYS	248	2,297,111	10.80	62	1,268,691	4.89
15	SPIRIT AIRLINES	295	2,547,009	11.58	119	1,593,795	7.47
16	ALLEGIANT AIR	113	953,871	11.85	9	555,974	1.62
17	FRONTIER AIRLINES	241	1,650,873	14.60	81	812,671	9.97
	TOTAL	2,513	50,591,678	4.97	902	26,653,954	3.38

* 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 January 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						
JETBLUE	1						
SPIRIT							1
TURKISH			1				
UNITED			1				
TOTAL	2		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

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

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

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

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

Carrier	Death	Injury	Loss
HAWAIIAN AIRLINES	1	0	0
Totals:	1	0	0

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

The Transportation Security Administration (TSA) screened approximately 44.4 million passengers at screening checkpoints and 29.5 million checked bags at baggage screening locations in January 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 January 2022, TSA received 8,468 complaints (i.e. a description of a negative experience) from the general public via phone or email (or 19.1 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]
537	1.3	487	1.1	6,925	15.7	37	0.1

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]
196	0.5	132	0.3	45	0.2	109	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
133 [d]	118	0.0004

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