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# ***Air Travel Consumer Report***

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A Product Of

**THE OFFICE OF AVIATION CONSUMER PROTECTION**

**Issued: May 2022**



**Flight Delays<sup>1</sup>**

March 2022

**Mishandled Baggage, Wheelchairs,  
and Scooters<sup>1</sup>**

March 2022  
January - March 2022

**Oversales<sup>1</sup>**

1<sup>st</sup> Quarter 2022

**Consumer Complaints<sup>2</sup>**  
(Includes Disability and  
Discrimination Complaints)

March 2022  
January - March 2022

**Airline Animal Incident Reports<sup>4</sup>**

March 2022  
January - March 2022

**Customer Service Reports to  
the Dept. of Homeland Security<sup>3</sup>**

March 2022

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

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

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

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

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# **INTRODUCTION**

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

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

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

## **FLIGHT DELAYS**

This section provides information about airline on-time performance, flight delays, and cancellations. It is based on data filed by airlines each month with the Department of Transportation's Bureau of Transportation Statistics (Office of Airline Information), as described in 14 CFR Part 234 of DOT's regulations. It covers nonstop operated and marketed scheduled-service flights between points within the United States (including territories) by the seventeen (17) U.S. air carriers that have at least 0.5 percent of total domestic scheduled-service passenger revenues.

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

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

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

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

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

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

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

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

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

**MARCH 2022**

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

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

# AIR TRAVEL CONSUMER REPORT

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

MARCH 2022

AT ALL US AIRPORTS			
CARRIER <sup>1</sup>	NUMBER OF AIRPORTS REPORTED	PERCENT OF ON-TIME ARRIVALS	RANK
HAWAIIAN AIRLINES	22	84.6	1
ALASKA AIRLINES NETWORK	104	83.0	2
- ALASKA AIRLINES	78	81.5	
- BRANDED CODESHARE PARTNERS	56	85.3	
DELTA AIR LINES NETWORK	210	81.4	3
- DELTA AIR LINES	135	81.1	
- BRANDED CODESHARE PARTNERS	182	82.0	
AMERICAN AIRLINES NETWORK	229	81.0	4
- AMERICAN AIRLINES	105	80.7	
- BRANDED CODESHARE PARTNERS	215	81.3	
UNITED AIRLINES NETWORK	239	79.0	5
- UNITED AIRLINES	107	79.0	
- BRANDED CODESHARE PARTNERS	223	79.0	
SOUTHWEST AIRLINES	107	71.1	6
SPIRIT AIRLINES	54	68.5	7
JETBLUE AIRWAYS	65	65.6	8
FRONTIER AIRLINES	93	57.8	9
ALLEGiant AIR	129	57.2	10
TOTAL AIRPORTS SERVED	367	77.2	

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

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

# AIR TRAVEL CONSUMER REPORT

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

MARCH 2022

AT ALL US AIRPORTS			
CARRIER <sup>1</sup>	NUMBER OF AIRPORTS REPORTED	PERCENT OF ON-TIME ARRIVALS	RANK
HORIZON AIR	52	86.1	1
HAWAIIAN AIRLINES	22	84.6	2
ENVOY AIR	145	83.3	3
SKYWEST AIRLINES	231	82.8	4
MESA AIRLINES	98	82.5	5
ENDEAVOR AIR	104	81.7	6
ALASKA AIRLINES	78	81.5	7
DELTA AIR LINES	135	81.1	8
AMERICAN AIRLINES	105	80.7	9
UNITED AIRLINES	107	79.0	10
PSA AIRLINES	100	77.8	11
REPUBLIC AIRWAYS	78	76.0	12
SOUTHWEST AIRLINES	107	71.1	13
SPIRIT AIRLINES	54	68.5	14
JETBLUE AIRWAYS	65	65.6	15
FRONTIER AIRLINES	93	57.8	16
ALLEGiant AIR	129	57.2	17
TOTAL AIRPORTS SERVED	361	77.0	

<sup>1</sup> 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

MARCH 2022

CARRIER <sup>1</sup>	Jan 22		Feb 22		Mar 22		Year-to-date (YTD)	
	%	Rank	%	Rank	%	Rank	%	Rank
<b>ALASKA AIRLINES</b>	<b>72.1</b>	<b>6</b>	<b>82.8</b>	<b>3</b>	<b>83.0</b>	<b>2</b>	<b>79.3</b>	<b>3</b>
- ALASKA AIRLINES	70.7		81.1		81.5		77.9	
- BRANDED CODESHARE PARTNERS	73.9		85.2		85.3		81.2	
<b>ALLEGiant AIR</b>	<b>65.5</b>	<b>9</b>	<b>65.1</b>	<b>9</b>	<b>57.2</b>	<b>10</b>	<b>62.0</b>	<b>10</b>
<b>AMERICAN AIRLINES</b>	<b>78.0</b>	<b>2</b>	<b>73.6</b>	<b>6</b>	<b>81.0</b>	<b>4</b>	<b>77.7</b>	<b>4</b>
- AMERICAN AIRLINES	81.6		71.9		80.7		78.2	
- BRANDED CODESHARE PARTNERS	74.9		75.1		81.3		77.2	
<b>DELTA AIR LINES</b>	<b>79.4</b>	<b>1</b>	<b>82.8</b>	<b>2</b>	<b>81.4</b>	<b>3</b>	<b>81.2</b>	<b>2</b>
- DELTA AIR LINES	82.4		85.2		81.1		82.7	
- BRANDED CODESHARE PARTNERS	75.3		79.4		82.0		78.9	
<b>FRONTIER AIRLINES</b>	<b>69.4</b>	<b>8</b>	<b>68.0</b>	<b>8</b>	<b>57.8</b>	<b>9</b>	<b>64.8</b>	<b>8</b>
<b>HAWAIIAN AIRLINES</b>	<b>77.9</b>	<b>3</b>	<b>87.1</b>	<b>1</b>	<b>84.6</b>	<b>1</b>	<b>83.0</b>	<b>1</b>
<b>JETBLUE AIRWAYS</b>	<b>61.2</b>	<b>10</b>	<b>61.8</b>	<b>10</b>	<b>65.6</b>	<b>8</b>	<b>62.9</b>	<b>9</b>
<b>SOUTHWEST AIRLINES</b>	<b>76.1</b>	<b>4</b>	<b>78.3</b>	<b>4</b>	<b>71.1</b>	<b>6</b>	<b>75.0</b>	<b>6</b>
<b>SPIRIT AIRLINES</b>	<b>74.1</b>	<b>5</b>	<b>71.2</b>	<b>7</b>	<b>68.5</b>	<b>7</b>	<b>71.2</b>	<b>7</b>
<b>UNITED AIRLINES</b>	<b>71.2</b>	<b>7</b>	<b>76.3</b>	<b>5</b>	<b>79.0</b>	<b>5</b>	<b>75.5</b>	<b>5</b>
- UNITED AIRLINES	74.3		80.0		79.0		77.8	
- BRANDED CODESHARE PARTNERS	68.9		73.3		79.0		73.7	
<b>TOTAL</b>	<b>75.3</b>		<b>76.6</b>		<b>77.2</b>		<b>76.4</b>	

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



# AIR TRAVEL CONSUMER REPORT

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

RANK	CARRIER <sup>1</sup>	JANUARY - MARCH 2022		JANUARY - MARCH 2021	
		FLIGHT OPERATIONS SCHEDULED	PERCENT OF ON-TIME ARRIVALS	FLIGHT OPERATIONS SCHEDULED	PERCENT OF ON-TIME ARRIVALS
1	HAWAIIAN AIRLINES	16,861	83.03	9,286	92.45
2	DELTA AIR LINES NETWORK	347,563	81.19	281,593	90.71
	- DELTA AIR LINES	207,084	82.74	147,833	90.38
	- BRANDED CODESHARE PARTNERS	140,479	78.90	133,760	91.07
3	ALASKA AIRLINES NETWORK	88,146	79.28	75,991	85.94
	- ALASKA AIRLINES	51,291	77.91	36,534	84.60
	- BRANDED CODESHARE PARTNERS	36,855	81.20	39,457	87.18
4	AMERICAN AIRLINES NETWORK	438,271	77.66	304,010	84.74
	- AMERICAN AIRLINES	205,531	78.23	120,130	86.76
	- BRANDED CODESHARE PARTNERS	232,740	77.16	183,880	83.42
5	UNITED AIRLINES NETWORK	307,667	75.54	213,283	84.35
	- UNITED AIRLINES	140,496	77.77	75,186	87.10
	- BRANDED CODESHARE PARTNERS	167,171	73.67	138,097	82.85
6	SOUTHWEST AIRLINES	292,121	75.01	194,614	86.22
7	SPIRIT AIRLINES	53,519	71.19	35,994	85.29
8	FRONTIER AIRLINES	36,071	64.82	23,732	85.32
9	JETBLUE AIRWAYS	64,860	62.94	32,664	78.40
10	ALLEGiant AIR	29,152	62.04	25,513	79.68
	TOTAL	1,674,231	76.35	1,196,680	86.20

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

# AIR TRAVEL CONSUMER REPORT

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

RANK	CARRIER <sup>1</sup>	JANUARY - MARCH 2022		JANUARY - MARCH 2021	
		FLIGHT OPERATIONS SCHEDULED	PERCENT OF ON-TIME ARRIVALS	FLIGHT OPERATIONS SCHEDULED	PERCENT OF ON-TIME ARRIVALS
1	HAWAIIAN AIRLINES	16,861	83.03	9,174	92.49
2	DELTA AIR LINES	207,084	82.74	147,833	90.38
3	ENDEAVOR AIR	61,892	80.28	58,255	92.19
4	ENVOY AIR	65,505	80.08	53,073	79.94
5	HORIZON AIR	23,019	80.08	26,814	85.46
6	AMERICAN AIRLINES	205,531	78.23	120,130	86.76
7	SKYWEST AIRLINES	179,022	77.98	156,936	85.79
8	ALASKA AIRLINES	51,291	77.91	36,534	84.60
9	UNITED AIRLINES	140,496	77.77	75,186	87.10
10	SOUTHWEST AIRLINES	292,121	75.01	194,614	86.22
11	MESA AIRLINES	31,099	74.58	33,996	81.67
12	REPUBLIC AIRWAYS	81,983	73.67	67,875	88.09
13	PSA AIRLINES	58,962	73.40	40,049	86.72
14	SPIRIT AIRLINES	53,519	71.19	35,994	85.29
15	FRONTIER AIRLINES	36,071	64.82	23,732	85.32
16	JETBLUE AIRWAYS	64,860	62.94	32,664	78.40
17	ALLEGiant AIR	29,152	62.04	25,513	79.68
	TOTAL	1,598,468	76.44	1,138,372	86.38

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

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

# AIR TRAVEL CONSUMER REPORT

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

MARCH 2022

ARRIVAL AIRPORT*																
CARRIER	ATL		BNA		BOS		BWI		CLT		DAL		DCA		DEN	
	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME
ALASKA AIRLINES NETWORK	31	80.6	62	87.1	148	88.5	31	93.5	0	0.0	75	73.3	155	85.2	122	87.7
- ALASKA AIRLINES	31	80.6	62	87.1	148	88.5	31	93.5	0	0.0	44	65.9	155	85.2	122	87.7
- BRANDED CODESHARE PARTNERS	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	31	83.9	0	0.0	0	0.0
ALLEGiant AIR	0	0.0	197	50.3	46	63.0	37	67.6	0	0.0	0	0.0	0	0.0	30	73.3
AMERICAN AIRLINES NETWORK	1235	79.2	1344	78.7	2306	83.8	593	81.3	16499	85.3	0	0.0	7515	72.2	802	85.9
- AMERICAN AIRLINES	680	78.7	599	80.5	1831	83.6	246	82.1	7948	84.6	0	0.0	2139	75.7	742	85.4
- BRANDED CODESHARE PARTNERS	555	79.8	745	77.3	475	84.6	347	80.7	8551	85.9	0	0.0	5376	70.8	60	91.7
DELTA AIR LINES NETWORK	20886	83.8	889	78.9	3538	78.7	532	83.8	857	80.6	151	76.8	1535	74.1	1026	79.0
- DELTA AIR LINES	17795	83.9	510	82.0	1679	77.7	439	83.4	429	84.1	151	76.8	685	73.4	871	80.3
- BRANDED CODESHARE PARTNERS	3091	83.2	379	74.7	1859	79.7	93	86.0	428	77.1	0	0.0	850	74.7	155	72.3
FRONTIER AIRLINES	413	59.8	53	62.3	96	50.0	136	55.1	124	68.5	0	0.0	93	73.1	1407	70.1
HAWAIIAN AIRLINES	0	0.0	0	0.0	17	76.5	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
JETBLUE AIRWAYS	164	75.6	132	65.9	3573	67.7	0	0.0	37	78.4	0	0.0	905	65.2	121	63.6
SOUTHWEST AIRLINES	2519	72.4	3351	73.5	369	72.1	4813	73.7	219	68.0	5395	65.7	1361	68.9	6276	71.5
SPIRIT AIRLINES	719	66.8	159	64.8	248	73.0	491	75.8	91	73.6	0	0.0	0	0.0	178	65.7
UNITED AIRLINES NETWORK	655	70.1	690	80.0	855	78.6	234	80.8	396	74.2	0	0.0	1080	77.9	12310	80.1
- UNITED AIRLINES	251	70.9	155	75.5	836	78.6	219	80.4	40	52.5	0	0.0	299	79.9	6900	80.8
- BRANDED CODESHARE PARTNERS	404	69.6	535	81.3	19	78.9	15	86.7	356	76.7	0	0.0	781	77.1	5410	79.2
TOTAL	26,622	81.3	6,877	74.9	11,196	75.7	6,867	75.2	18,223	84.5	5,621	66.1	12,644	72.2	22,272	77.0

\* 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)

MARCH 2022

ARRIVAL AIRPORT*																
CARRIER	DFW		DTW		EWR		FLL		IAD		IAH		JFK		LAS	
	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME
<b>ALASKA AIRLINES NETWORK</b>	<b>145</b>	<b>80.7</b>	<b>29</b>	<b>89.7</b>	<b>318</b>	<b>60.1</b>	<b>108</b>	<b>70.4</b>	<b>74</b>	<b>85.1</b>	<b>62</b>	<b>77.4</b>	<b>353</b>	<b>77.1</b>	<b>591</b>	<b>75.6</b>
- ALASKA AIRLINES	121	81.0	29	89.7	318	60.1	108	70.4	74	85.1	62	77.4	353	77.1	475	77.3
- BRANDED CODESHARE PARTNERS	24	79.2	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	116	69.0
<b>ALLEGiant AIR</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>52</b>	<b>76.9</b>	<b>355</b>	<b>47.6</b>	<b>15</b>	<b>66.7</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>807</b>	<b>66.8</b>
<b>AMERICAN AIRLINES NETWORK</b>	<b>19889</b>	<b>82.5</b>	<b>771</b>	<b>81.6</b>	<b>717</b>	<b>71.8</b>	<b>638</b>	<b>76.0</b>	<b>235</b>	<b>86.4</b>	<b>757</b>	<b>76.0</b>	<b>2623</b>	<b>81.1</b>	<b>1155</b>	<b>79.9</b>
- AMERICAN AIRLINES	11420	82.1	352	80.1	603	72.3	638	76.0	94	79.8	524	74.4	1496	80.2	1155	79.9
- BRANDED CODESHARE PARTNERS	8469	83.0	419	82.8	114	69.3	0	0.0	141	90.8	233	79.4	1127	82.3	0	0.0
<b>DELTA AIR LINES NETWORK</b>	<b>965</b>	<b>77.4</b>	<b>8565</b>	<b>83.6</b>	<b>748</b>	<b>74.5</b>	<b>1019</b>	<b>70.4</b>	<b>447</b>	<b>79.9</b>	<b>663</b>	<b>76.9</b>	<b>4384</b>	<b>79.5</b>	<b>1283</b>	<b>84.0</b>
- DELTA AIR LINES	965	77.4	4907	83.2	394	74.9	1019	70.4	175	84.0	573	76.8	2077	74.6	1159	84.7
- BRANDED CODESHARE PARTNERS	0	0.0	3658	84.1	354	74.0	0	0.0	272	77.2	90	77.8	2307	84.0	124	77.4
<b>FRONTIER AIRLINES</b>	<b>223</b>	<b>74.0</b>	<b>73</b>	<b>52.1</b>	<b>0</b>	<b>0.0</b>	<b>243</b>	<b>44.9</b>	<b>0</b>	<b>0.0</b>	<b>73</b>	<b>61.6</b>	<b>0</b>	<b>0.0</b>	<b>1220</b>	<b>63.4</b>
<b>HAWAIIAN AIRLINES</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>31</b>	<b>71.0</b>	<b>114</b>	<b>86.8</b>
<b>JETBLUE AIRWAYS</b>	<b>61</b>	<b>67.2</b>	<b>72</b>	<b>54.2</b>	<b>836</b>	<b>55.6</b>	<b>1767</b>	<b>67.7</b>	<b>0</b>	<b>0.0</b>	<b>52</b>	<b>57.7</b>	<b>3880</b>	<b>66.6</b>	<b>256</b>	<b>65.6</b>
<b>SOUTHWEST AIRLINES</b>	<b>0</b>	<b>0.0</b>	<b>316</b>	<b>60.4</b>	<b>0</b>	<b>0.0</b>	<b>1480</b>	<b>66.6</b>	<b>181</b>	<b>61.9</b>	<b>523</b>	<b>64.8</b>	<b>0</b>	<b>0.0</b>	<b>5697</b>	<b>76.4</b>
<b>SPIRIT AIRLINES</b>	<b>574</b>	<b>64.6</b>	<b>849</b>	<b>72.2</b>	<b>538</b>	<b>59.1</b>	<b>1812</b>	<b>66.9</b>	<b>0</b>	<b>0.0</b>	<b>590</b>	<b>72.4</b>	<b>0</b>	<b>0.0</b>	<b>1724</b>	<b>75.7</b>
<b>UNITED AIRLINES NETWORK</b>	<b>715</b>	<b>75.2</b>	<b>527</b>	<b>80.8</b>	<b>9321</b>	<b>71.3</b>	<b>794</b>	<b>70.5</b>	<b>5161</b>	<b>80.3</b>	<b>10150</b>	<b>80.2</b>	<b>124</b>	<b>80.6</b>	<b>993</b>	<b>81.8</b>
- UNITED AIRLINES	555	72.3	26	84.6	5088	73.7	794	70.5	2315	81.2	4676	80.8	124	80.6	989	81.7
- BRANDED CODESHARE PARTNERS	160	85.6	501	80.6	4233	68.5	0	0.0	2846	79.5	5474	79.8	0	0.0	4	100.0
<b>TOTAL</b>	<b>22,572</b>	<b>81.5</b>	<b>11,202</b>	<b>81.4</b>	<b>12,530</b>	<b>69.7</b>	<b>8,216</b>	<b>67.1</b>	<b>6,113</b>	<b>80.0</b>	<b>12,870</b>	<b>78.6</b>	<b>11,395</b>	<b>75.4</b>	<b>13,840</b>	<b>75.9</b>

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

# AIR TRAVEL CONSUMER REPORT

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

MARCH 2022

ARRIVAL AIRPORT*																
CARRIER	LAX		LGA		MCO		MDW		MIA		MSP		ORD		PHL	
	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME
<b>ALASKA AIRLINES NETWORK</b>	<b>1536</b>	<b>79.8</b>	<b>0</b>	<b>0.0</b>	<b>186</b>	<b>62.9</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>62</b>	<b>64.5</b>	<b>226</b>	<b>81.4</b>	<b>46</b>	<b>82.6</b>
- ALASKA AIRLINES	865	79.1	0	0.0	186	62.9	0	0.0	0	0.0	62	64.5	207	79.7	46	82.6
- BRANDED CODESHARE PARTNERS	671	80.6	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	19	100.0	0	0.0
<b>ALLEGiant AIR</b>	<b>127</b>	<b>64.6</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>33</b>	<b>78.8</b>	<b>0</b>	<b>0.0</b>	<b>59</b>	<b>64.4</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>
<b>AMERICAN AIRLINES NETWORK</b>	<b>3397</b>	<b>85.4</b>	<b>4362</b>	<b>72.6</b>	<b>1508</b>	<b>73.8</b>	<b>0</b>	<b>0.0</b>	<b>6799</b>	<b>76.6</b>	<b>571</b>	<b>83.0</b>	<b>9618</b>	<b>83.2</b>	<b>6177</b>	<b>82.5</b>
- AMERICAN AIRLINES	2563	83.8	2073	72.0	1508	73.8	0	0.0	5378	75.8	320	82.5	4214	83.6	2683	83.1
- BRANDED CODESHARE PARTNERS	834	90.5	2289	73.1	0	0.0	0	0.0	1421	79.6	251	83.7	5404	83.0	3494	82.1
<b>DELTA AIR LINES NETWORK</b>	<b>3925</b>	<b>83.6</b>	<b>6877</b>	<b>72.0</b>	<b>1680</b>	<b>66.7</b>	<b>274</b>	<b>88.0</b>	<b>746</b>	<b>66.2</b>	<b>8430</b>	<b>83.7</b>	<b>1142</b>	<b>79.2</b>	<b>530</b>	<b>84.2</b>
- DELTA AIR LINES	2440	81.7	2258	70.2	1680	66.7	92	85.9	746	66.2	4644	83.9	843	78.3	397	85.1
- BRANDED CODESHARE PARTNERS	1485	86.6	4619	72.9	0	0.0	182	89.0	0	0.0	3786	83.6	299	81.6	133	81.2
<b>FRONTIER AIRLINES</b>	<b>0</b>	<b>0.0</b>	<b>82</b>	<b>50.0</b>	<b>1850</b>	<b>40.6</b>	<b>0</b>	<b>0.0</b>	<b>347</b>	<b>52.2</b>	<b>66</b>	<b>59.1</b>	<b>158</b>	<b>51.9</b>	<b>629</b>	<b>53.3</b>
<b>HAWAIIAN AIRLINES</b>	<b>186</b>	<b>85.5</b>	<b>0</b>	<b>0.0</b>	<b>16</b>	<b>62.5</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>
<b>JETBLUE AIRWAYS</b>	<b>839</b>	<b>73.7</b>	<b>1049</b>	<b>63.2</b>	<b>1359</b>	<b>62.8</b>	<b>0</b>	<b>0.0</b>	<b>317</b>	<b>69.7</b>	<b>62</b>	<b>64.5</b>	<b>84</b>	<b>57.1</b>	<b>129</b>	<b>72.1</b>
<b>SOUTHWEST AIRLINES</b>	<b>2027</b>	<b>76.9</b>	<b>1085</b>	<b>62.9</b>	<b>3281</b>	<b>62.1</b>	<b>5037</b>	<b>73.8</b>	<b>638</b>	<b>59.1</b>	<b>405</b>	<b>66.2</b>	<b>749</b>	<b>58.7</b>	<b>363</b>	<b>63.6</b>
<b>SPIRIT AIRLINES</b>	<b>780</b>	<b>66.8</b>	<b>411</b>	<b>71.5</b>	<b>1932</b>	<b>65.7</b>	<b>0</b>	<b>0.0</b>	<b>600</b>	<b>73.7</b>	<b>225</b>	<b>71.6</b>	<b>656</b>	<b>56.6</b>	<b>414</b>	<b>72.2</b>
<b>UNITED AIRLINES NETWORK</b>	<b>3061</b>	<b>84.5</b>	<b>1074</b>	<b>71.5</b>	<b>1177</b>	<b>69.2</b>	<b>0</b>	<b>0.0</b>	<b>567</b>	<b>64.7</b>	<b>457</b>	<b>77.9</b>	<b>12329</b>	<b>84.0</b>	<b>363</b>	<b>76.0</b>
- UNITED AIRLINES	2077	83.2	531	69.1	1173	69.1	0	0.0	567	64.7	311	78.8	5109	82.7	232	77.2
- BRANDED CODESHARE PARTNERS	984	87.3	543	73.8	4	75.0	0	0.0	0	0.0	146	76.0	7220	84.9	131	74.0
<b>TOTAL</b>	<b>15,878</b>	<b>81.5</b>	<b>14,940</b>	<b>70.7</b>	<b>12,989</b>	<b>62.3</b>	<b>5,344</b>	<b>74.5</b>	<b>10,014</b>	<b>72.8</b>	<b>10,337</b>	<b>82.0</b>	<b>24,962</b>	<b>81.7</b>	<b>8,651</b>	<b>78.8</b>

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

# AIR TRAVEL CONSUMER REPORT

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

MARCH 2022

ARRIVAL AIRPORT*												
CARRIER	PHX		SAN		SEA		SFO		SLC		TPA	
	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME
<b>ALASKA AIRLINES NETWORK</b>	<b>506</b>	<b>88.7</b>	<b>1467</b>	<b>82.3</b>	<b>8365</b>	<b>83.3</b>	<b>1990</b>	<b>81.7</b>	<b>269</b>	<b>83.3</b>	<b>77</b>	<b>76.6</b>
- ALASKA AIRLINES	425	89.9	623	78.0	5777	81.6	1026	80.4	60	78.3	77	76.6
- BRANDED CODESHARE PARTNERS	81	82.7	844	85.5	2588	87.1	964	83.0	209	84.7	0	0.0
<b>ALLEGiant AIR</b>	<b>24</b>	<b>83.3</b>	<b>16</b>	<b>62.5</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>
<b>AMERICAN AIRLINES NETWORK</b>	<b>6574</b>	<b>86.7</b>	<b>631</b>	<b>82.4</b>	<b>442</b>	<b>80.3</b>	<b>834</b>	<b>83.1</b>	<b>394</b>	<b>84.8</b>	<b>1312</b>	<b>74.7</b>
- AMERICAN AIRLINES	4399	86.9	631	82.4	380	78.7	743	82.4	308	83.4	1188	74.5
- BRANDED CODESHARE PARTNERS	2175	86.4	0	0.0	62	90.3	91	89.0	86	89.5	124	76.6
<b>DELTA AIR LINES NETWORK</b>	<b>972</b>	<b>84.4</b>	<b>657</b>	<b>88.1</b>	<b>3567</b>	<b>88.1</b>	<b>1038</b>	<b>85.5</b>	<b>6875</b>	<b>87.9</b>	<b>1147</b>	<b>73.9</b>
- DELTA AIR LINES	831	83.9	626	89.0	2295	85.1	742	87.9	4373	86.6	1147	73.9
- BRANDED CODESHARE PARTNERS	141	87.2	31	71.0	1272	93.6	296	79.7	2502	90.1	0	0.0
<b>FRONTIER AIRLINES</b>	<b>372</b>	<b>69.6</b>	<b>154</b>	<b>76.0</b>	<b>24</b>	<b>70.8</b>	<b>121</b>	<b>80.2</b>	<b>109</b>	<b>83.5</b>	<b>539</b>	<b>55.5</b>
<b>HAWAIIAN AIRLINES</b>	<b>31</b>	<b>64.5</b>	<b>62</b>	<b>85.5</b>	<b>62</b>	<b>61.3</b>	<b>62</b>	<b>77.4</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>
<b>JETBLUE AIRWAYS</b>	<b>96</b>	<b>52.1</b>	<b>138</b>	<b>84.1</b>	<b>75</b>	<b>80.0</b>	<b>372</b>	<b>86.6</b>	<b>162</b>	<b>66.0</b>	<b>469</b>	<b>63.8</b>
<b>SOUTHWEST AIRLINES</b>	<b>5091</b>	<b>74.9</b>	<b>2276</b>	<b>76.5</b>	<b>561</b>	<b>70.9</b>	<b>572</b>	<b>76.2</b>	<b>912</b>	<b>63.9</b>	<b>2133</b>	<b>64.1</b>
<b>SPIRIT AIRLINES</b>	<b>236</b>	<b>64.4</b>	<b>101</b>	<b>84.2</b>	<b>85</b>	<b>83.5</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>823</b>	<b>63.4</b>
<b>UNITED AIRLINES NETWORK</b>	<b>932</b>	<b>85.6</b>	<b>784</b>	<b>86.4</b>	<b>587</b>	<b>82.5</b>	<b>5542</b>	<b>87.2</b>	<b>608</b>	<b>81.4</b>	<b>859</b>	<b>71.0</b>
- UNITED AIRLINES	844	85.1	722	87.1	566	82.3	3495	87.0	240	74.6	855	71.1
- BRANDED CODESHARE PARTNERS	88	90.9	62	77.4	21	85.7	2047	87.4	368	85.9	4	50.0
<b>TOTAL</b>	<b>14,834</b>	<b>81.5</b>	<b>6,286</b>	<b>81.2</b>	<b>13,768</b>	<b>83.8</b>	<b>10,531</b>	<b>84.9</b>	<b>9,329</b>	<b>84.4</b>	<b>7,359</b>	<b>67.7</b>

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

# AIR TRAVEL CONSUMER REPORT

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

MARCH 2022

ARRIVAL AIRPORT*																
CARRIER	ATL		BNA		BOS		BWI		CLT		DAL		DCA		DEN	
	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME
ALASKA AIRLINES	31	80.6	62	87.1	148	88.5	31	93.5	0	0.0	44	65.9	155	85.2	122	87.7
ALLEGiant AIR	0	0.0	197	50.3	46	63.0	37	67.6	0	0.0	0	0.0	0	0.0	30	73.3
AMERICAN AIRLINES	680	78.7	599	80.5	1831	83.6	246	82.1	7948	84.6	0	0.0	2139	75.7	742	85.4
DELTA AIR LINES	17795	83.9	510	82.0	1679	77.7	439	83.4	429	84.1	151	76.8	685	73.4	871	80.3
ENDEAVOR AIR	2985	84.2	131	85.5	215	83.3	93	86.0	255	77.3	0	0.0	175	80.0	0	0.0
ENVOY AIR	104	77.9	110	84.5	77	85.7	68	80.9	230	90.4	0	0.0	431	76.1	29	93.1
FRONTIER AIRLINES	413	59.8	53	62.3	96	50.0	136	55.1	124	68.5	0	0.0	93	73.1	1407	70.1
HAWAIIAN AIRLINES	0	0.0	0	0.0	17	76.5	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	164	75.6	132	65.9	3573	67.7	0	0.0	37	78.4	0	0.0	905	65.2	121	63.6
MESA AIRLINES	170	69.4	55	81.8	4	100.0	1	100.0	78	80.8	0	0.0	141	90.8	0	0.0
PSA AIRLINES	63	81.0	173	68.2	0	0.0	58	84.5	5840	85.6	0	0.0	2952	66.2	0	0.0
REPUBLIC AIRWAYS	637	74.9	704	76.6	1928	80.0	193	81.3	885	80.7	0	0.0	2780	75.4	0	0.0
SKYWEST AIRLINES	91	62.6	478	79.7	2	100.0	41	73.2	103	81.6	31	83.9	108	78.7	4987	79.4
SOUTHWEST AIRLINES	2519	72.4	3351	73.5	369	72.1	4813	73.7	219	68.0	5395	65.7	1361	68.9	6276	71.5
SPIRIT AIRLINES	719	66.8	159	64.8	248	73.0	491	75.8	91	73.6	0	0.0	0	0.0	178	65.7
UNITED AIRLINES	251	70.9	155	75.5	836	78.6	219	80.4	40	52.5	0	0.0	299	79.9	6900	80.8
TOTAL	26,622	81.3	6,869	74.9	11,069	75.7	6,866	75.2	16,279	84.2	5,621	66.1	12,224	72.2	21,663	77.1

\* 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)

MARCH 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	121	81.0	29	89.7	318	60.1	108	70.4	74	85.1	62	77.4	353	77.1	475	77.3
ALLEGiant AIR	0	0.0	0	0.0	52	76.9	355	47.6	15	66.7	0	0.0	0	0.0	807	66.8
AMERICAN AIRLINES	11420	82.1	352	80.1	603	72.3	638	76.0	94	79.8	524	74.4	1496	80.2	1155	79.9
DELTA AIR LINES	965	77.4	4907	83.2	394	74.9	1019	70.4	175	84.0	573	76.8	2077	74.6	1159	84.7
ENDEAVOR AIR	0	0.0	1760	87.3	205	75.1	0	0.0	12	100.0	0	0.0	1583	86.4	0	0.0
ENVOY AIR	5159	84.5	61	83.6	43	60.5	0	0.0	29	89.7	51	88.2	0	0.0	0	0.0
FRONTIER AIRLINES	223	74.0	73	52.1	0	0.0	243	44.9	0	0.0	73	61.6	0	0.0	1220	63.4
HAWAIIAN AIRLINES	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	31	71.0	114	86.8
HORIZON AIR	16	75.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	73	64.4
JETBLUE AIRWAYS	61	67.2	72	54.2	836	55.6	1767	67.7	0	0.0	52	57.7	3880	66.6	256	65.6
MESA AIRLINES	1456	80.6	38	92.1	0	0.0	0	0.0	475	87.4	1913	82.0	0	0.0	0	0.0
PSA AIRLINES	85	83.5	61	80.3	29	65.5	0	0.0	112	91.1	8	50.0	0	0.0	0	0.0
REPUBLIC AIRWAYS	4	100.0	442	84.8	2496	69.7	0	0.0	764	74.0	71	66.2	1851	80.9	0	0.0
SKYWEST AIRLINES	1933	81.2	2050	80.7	130	76.9	0	0.0	343	77.3	1658	77.5	0	0.0	171	77.8
SOUTHWEST AIRLINES	0	0.0	316	60.4	0	0.0	1480	66.6	181	61.9	523	64.8	0	0.0	5697	76.4
SPIRIT AIRLINES	574	64.6	849	72.2	538	59.1	1812	66.9	0	0.0	590	72.4	0	0.0	1724	75.7
UNITED AIRLINES	555	72.3	26	84.6	5088	73.7	794	70.5	2315	81.2	4676	80.8	124	80.6	989	81.7
TOTAL	22,572	81.5	11,036	81.5	10,732	70.2	8,216	67.1	4,589	80.0	10,774	78.4	11,395	75.4	13,840	75.9

\* 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)

MARCH 2022

ARRIVAL AIRPORT*																
CARRIER	LAX		LGA		MCO		MDW		MIA		MSP		ORD		PHL	
	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME
ALASKA AIRLINES	865	79.1	0	0.0	186	62.9	0	0.0	0	0.0	62	64.5	207	79.7	46	82.6
ALLEGiant AIR	127	64.6	0	0.0	0	0.0	33	78.8	0	0.0	59	64.4	0	0.0	0	0.0
AMERICAN AIRLINES	2563	83.8	2073	72.0	1508	73.8	0	0.0	5378	75.8	320	82.5	4214	83.6	2683	83.1
DELTA AIR LINES	2440	81.7	2258	70.2	1680	66.7	92	85.9	746	66.2	4644	83.9	843	78.3	397	85.1
ENDEAVOR AIR	0	0.0	3039	73.8	0	0.0	182	89.0	0	0.0	911	84.4	65	84.6	13	100.0
ENVOY AIR	0	0.0	0	0.0	0	0.0	0	0.0	1389	79.8	6	100.0	3492	83.1	0	0.0
FRONTIER AIRLINES	0	0.0	82	50.0	1850	40.6	0	0.0	347	52.2	66	59.1	158	51.9	629	53.3
HAWAIIAN AIRLINES	186	85.5	0	0.0	16	62.5	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
HORIZON AIR	115	78.3	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	19	100.0	0	0.0
JETBLUE AIRWAYS	839	73.7	1049	63.2	1359	62.8	0	0.0	317	69.7	62	64.5	84	57.1	129	72.1
MESA AIRLINES	0	0.0	165	82.4	0	0.0	0	0.0	0	0.0	32	93.8	210	89.5	28	78.6
PSA AIRLINES	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	87	87.4	0	0.0	1079	79.2
REPUBLIC AIRWAYS	0	0.0	3885	72.2	4	75.0	0	0.0	32	68.8	201	75.6	1318	84.7	881	85.1
SKYWEST AIRLINES	3859	86.8	88	69.3	0	0.0	0	0.0	0	0.0	2946	83.3	4703	82.8	51	86.3
SOUTHWEST AIRLINES	2027	76.9	1085	62.9	3281	62.1	5037	73.8	638	59.1	405	66.2	749	58.7	363	63.6
SPIRIT AIRLINES	780	66.8	411	71.5	1932	65.7	0	0.0	600	73.7	225	71.6	656	56.6	414	72.2
UNITED AIRLINES	2077	83.2	531	69.1	1173	69.1	0	0.0	567	64.7	311	78.8	5109	82.7	232	77.2
TOTAL	15,878	81.5	14,666	70.7	12,989	62.3	5,344	74.5	10,014	72.8	10,337	82.0	21,827	81.0	6,945	78.1

\* 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)

MARCH 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	425	89.9	623	78.0	5777	81.6	1026	80.4	60	78.3	77	76.6
ALLEGiant AIR	24	83.3	16	62.5	0	0.0	0	0.0	0	0.0	0	0.0
AMERICAN AIRLINES	4399	86.9	631	82.4	380	78.7	743	82.4	308	83.4	1188	74.5
DELTA AIR LINES	831	83.9	626	89.0	2295	85.1	742	87.9	4373	86.6	1147	73.9
ENDEAVOR AIR	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
ENVOY AIR	0	0.0	0	0.0	0	0.0	0	0.0	23	91.3	31	74.2
FRONTIER AIRLINES	372	69.6	154	76.0	24	70.8	121	80.2	109	83.5	539	55.5
HAWAIIAN AIRLINES	31	64.5	62	85.5	62	61.3	62	77.4	0	0.0	0	0.0
HORIZON AIR	77	81.8	75	88.0	2338	87.7	137	84.7	40	90.0	0	0.0
JETBLUE AIRWAYS	96	52.1	138	84.1	75	80.0	372	86.6	162	66.0	469	63.8
MESA AIRLINES	963	85.9	0	0.0	0	0.0	0	0.0	11	81.8	0	0.0
PSA AIRLINES	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
REPUBLIC AIRWAYS	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	97	76.3
SKYWEST AIRLINES	1445	87.1	862	84.2	1605	91.4	3261	85.6	3091	89.3	0	0.0
SOUTHWEST AIRLINES	5091	74.9	2276	76.5	561	70.9	572	76.2	912	63.9	2133	64.1
SPIRIT AIRLINES	236	64.4	101	84.2	85	83.5	0	0.0	0	0.0	823	63.4
UNITED AIRLINES	844	85.1	722	87.1	566	82.3	3495	87.0	240	74.6	855	71.1
TOTAL	14,834	81.5	6,286	81.2	13,768	83.8	10,531	84.9	9,329	84.4	7,359	67.7

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

# AIR TRAVEL CONSUMER REPORT

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

MARCH 2022

ARRIVAL AIRPORT*																
SCHEDULED ARRIVAL TIME	ATL	BNA	BOS	BWI	CLT	DAL	DCA	DEN	DFW	DTW	EWR	FLL	IAD	IAH	JFK	LAS
0600-0659	85.4	91.8	75.9	88.4	88.0	92.3	85.9	85.0	92.9	80.5	75.2	71.9	83.9	87.4	81.8	90.9
0700-0759	88.7	90.9	82.4	90.5	89.3	88.7	83.3	87.3	89.7	88.0	83.6	80.3	88.4	77.6	78.6	90.5
0800-0859	87.3	86.0	77.5	89.8	88.5	90.0	79.9	86.4	86.0	94.4	82.3	83.3	80.0	86.7	80.8	86.7
0900-0959	88.7	87.3	85.8	88.5	87.9	86.6	76.9	85.4	85.5	89.5	86.5	81.9	87.0	81.1	86.9	86.8
1000-1059	86.3	83.2	85.4	88.7	88.7	86.1	81.9	83.0	84.2	82.1	89.7	79.5	91.7	78.0	85.6	84.5
1100-1159	86.8	83.6	84.4	84.3	89.1	79.8	76.9	82.7	85.1	85.7	86.5	74.6	87.8	83.8	86.6	81.9
1200-1259	84.7	80.4	83.1	82.2	86.3	80.6	72.0	82.9	83.4	86.8	86.2	73.0	79.4	86.0	76.4	75.5
1300-1359	83.3	84.8	83.5	84.8	84.9	69.0	69.8	75.5	84.1	86.4	83.3	75.6	85.7	82.1	78.5	74.8
1400-1459	82.2	78.6	77.5	80.2	84.0	68.3	67.5	78.8	82.8	83.1	78.7	64.0	87.7	76.1	79.0	75.4
1500-1559	83.2	79.0	78.2	77.1	84.2	70.1	67.8	74.5	82.6	83.7	70.3	63.0	81.6	79.6	79.1	74.1
1600-1659	80.2	73.4	79.3	75.3	83.2	54.6	71.9	74.4	80.9	79.7	65.6	58.6	75.2	74.6	76.8	73.1
1700-1759	81.1	61.8	71.2	72.7	80.3	57.8	73.0	75.4	76.1	78.5	63.0	64.9	81.6	77.3	76.7	71.6
1800-1859	75.5	70.7	71.1	73.6	77.2	45.6	67.6	69.1	74.7	76.5	57.5	56.9	54.2	71.6	72.0	74.6
1900-1959	73.5	64.0	71.0	61.2	80.1	46.8	69.0	72.1	76.4	80.5	49.3	53.8	83.5	69.6	72.1	70.4
2000-2059	78.3	69.4	67.2	60.3	82.6	49.0	65.7	63.1	74.8	78.3	44.9	58.4	82.3	74.3	70.6	74.0
2100-2159	71.5	61.0	71.7	58.5	80.0	45.5	69.4	65.9	75.1	72.7	56.0	55.5	74.4	72.5	65.4	75.3
2200-2259	77.2	62.5	62.2	56.1	66.2	49.5	62.8	66.6	74.5	67.6	62.0	58.0	78.3	64.3	66.0	71.5
2300-0559	62.8	61.2	65.9	64.1	79.6	52.9	75.0	62.4	74.4	71.2	68.9	62.2	76.5	75.3	65.5	58.7
TOTAL	81.3	74.9	75.7	75.2	84.2	66.1	72.2	77.1	81.5	81.5	70.2	67.1	80.0	78.4	75.4	75.9

\* 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)

MARCH 2022

ARRIVAL AIRPORT*															
SCHEDULED ARRIVAL TIME	LAX	LGA	MCO	MDW	MIA	MSP	ORD	PHL	PHX	SAN	SEA	SFO	SLC	TPA	TOTAL
0600-0659	82.7	89.9	66.2	89.7	68.0	86.1	79.5	80.0	90.8	0.0	92.7	93.2	77.3	77.0	84.6
0700-0759	93.4	84.8	81.2	90.7	92.7	88.6	86.7	86.0	91.0	86.8	85.3	93.9	93.3	88.4	87.9
0800-0859	89.6	85.0	78.6	88.3	86.6	88.9	87.9	86.1	90.4	88.9	90.8	94.9	91.9	86.9	86.9
0900-0959	88.4	82.9	78.8	88.4	85.5	86.3	86.8	92.6	88.3	88.1	89.6	90.8	88.6	82.9	86.2
1000-1059	86.4	79.0	78.7	87.7	82.2	87.0	87.3	86.7	88.4	89.4	85.0	88.2	90.5	79.9	84.8
1100-1159	85.9	79.6	73.6	87.0	76.5	83.0	86.2	83.5	87.9	88.3	86.0	88.5	85.0	78.3	84.0
1200-1259	86.6	78.1	70.0	86.6	77.2	84.9	86.5	84.7	83.9	84.1	87.4	87.7	86.3	76.2	82.4
1300-1359	81.7	74.8	69.1	84.7	75.8	77.9	81.3	80.4	83.8	86.2	87.3	86.6	83.5	70.1	80.5
1400-1459	82.0	69.9	61.1	77.5	70.7	83.5	80.9	85.3	79.9	80.8	86.3	83.5	84.2	67.8	78.4
1500-1559	83.2	69.6	61.7	73.3	69.8	82.6	76.1	69.1	83.3	81.0	89.3	81.3	81.1	62.3	77.6
1600-1659	78.6	69.7	60.3	80.0	71.7	78.1	77.6	80.4	79.0	80.5	82.2	88.3	86.8	69.0	75.8
1700-1759	80.0	64.8	60.7	78.0	66.8	82.8	78.2	80.8	77.1	75.7	81.9	83.6	73.0	63.8	74.8
1800-1859	81.8	62.3	58.1	63.5	61.2	79.2	74.8	71.3	82.2	82.1	82.0	82.3	78.3	63.2	71.9
1900-1959	83.1	62.1	54.8	64.2	58.7	80.8	79.1	65.3	74.5	78.8	77.3	83.2	79.7	61.1	71.7
2000-2059	75.5	59.6	46.8	62.6	62.2	77.9	72.0	80.2	71.3	79.2	79.5	82.7	86.0	60.2	70.5
2100-2159	76.3	57.1	51.6	59.9	67.5	78.3	79.5	68.2	67.2	72.3	76.9	80.6	78.0	58.9	69.6
2200-2259	69.9	57.1	48.9	48.7	61.8	76.0	66.9	62.0	70.6	71.0	77.5	75.6	80.6	53.2	66.2
2300-0559	70.0	62.7	48.5	46.3	64.2	66.6	74.8	67.6	69.0	69.3	79.4	76.3	63.3	55.6	65.9
TOTAL	81.5	70.7	62.3	74.5	72.8	82.0	81.0	78.1	81.5	81.2	83.8	84.9	84.4	67.7	77.6

\* 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)

MARCH 2022

DEPARTURE AIRPORT*																
SCHEDULED DEPARTURE TIME	ATL	BNA	BOS	BWI	CLT	DAL	DCA	DEN	DFW	DTW	EWB	FLL	IAD	IAH	JFK	LAS
0600-0659	90.5	87.8	88.9	87.8	93.9	89.4	90.3	87.9	86.4	90.9	89.0	86.6	91.3	91.9	86.2	93.2
0700-0759	87.5	86.4	87.3	86.7	91.2	84.3	88.1	75.9	87.9	86.5	84.7	88.1	87.5	86.0	88.7	87.7
0800-0859	87.8	85.3	81.8	79.5	88.8	83.8	79.7	77.4	90.0	86.5	76.9	82.5	86.6	82.2	83.3	84.1
0900-0959	83.8	85.9	80.0	77.9	89.5	82.4	77.4	73.2	85.8	85.7	82.0	82.5	82.4	83.2	82.8	81.0
1000-1059	84.2	80.5	77.0	79.6	85.0	72.2	78.1	72.3	85.3	84.6	81.1	74.8	82.0	80.8	78.8	80.7
1100-1159	81.3	81.8	79.0	76.4	87.2	75.5	76.1	67.8	80.2	82.7	80.3	74.7	90.6	76.0	77.6	77.9
1200-1259	82.2	78.9	80.3	76.6	87.0	60.9	72.6	67.3	82.6	80.8	80.3	68.7	87.6	78.2	84.2	64.3
1300-1359	80.1	77.4	81.7	65.2	88.2	53.3	68.3	70.0	78.0	83.3	81.1	64.7	80.0	75.9	73.5	72.9
1400-1459	75.6	81.2	77.6	65.0	84.9	49.9	66.8	49.1	81.4	81.2	76.2	62.2	76.1	79.6	73.8	61.0
1500-1559	76.9	71.6	71.8	55.1	80.3	49.2	66.1	62.4	77.2	79.1	67.6	61.2	83.7	72.9	73.5	62.9
1600-1659	74.5	76.6	76.7	55.8	83.5	48.6	63.0	56.9	80.4	78.8	63.3	52.1	81.8	73.5	76.9	66.1
1700-1759	72.8	68.0	76.7	64.7	78.9	37.7	68.4	63.7	78.2	75.1	59.8	55.0	73.3	70.2	67.2	59.4
1800-1859	68.9	62.8	77.1	62.8	79.4	37.8	66.7	55.9	70.8	70.3	58.1	54.9	80.8	71.1	67.0	58.6
1900-1959	70.7	62.4	67.1	48.6	73.2	35.9	68.0	57.2	68.4	66.3	52.9	50.7	71.4	65.8	68.6	63.2
2000-2059	68.5	53.1	67.7	36.5	82.3	26.5	65.5	58.7	75.7	77.1	47.4	49.5	79.2	72.1	57.0	54.9
2100-2159	75.2	65.9	63.0	40.9	78.0	30.6	68.4	62.4	76.7	78.5	46.1	53.2	0.0	78.5	62.7	63.0
2200-2259	68.1	43.7	55.6	19.8	82.6	27.4	65.9	41.4	77.9	79.3	40.5	44.7	71.5	80.0	54.2	73.5
2300-0559	70.9	91.9	90.5	93.8	86.1	0.0	73.5	73.5	93.0	84.3	91.0	85.0	98.2	92.4	85.2	72.4
TOTAL	77.8	76.3	78.6	64.9	84.8	57.3	73.1	65.8	80.3	81.1	70.7	66.6	79.7	77.3	74.9	72.1

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

# AIR TRAVEL CONSUMER REPORT

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

MARCH 2022

DEPARTURE AIRPORT*															
SCHEDULED DEPARTURE TIME	LAX	LGA	MCO	MDW	MIA	MSP	ORD	PHL	PHX	SAN	SEA	SFO	SLC	TPA	TOTAL
0600-0659	91.8	87.8	86.3	89.3	89.8	92.7	86.5	90.6	95.1	95.2	90.7	93.7	94.8	91.4	90.0
0700-0759	88.8	86.5	81.0	78.0	89.4	87.0	87.1	86.7	89.9	93.1	90.6	88.2	87.3	86.1	86.9
0800-0859	89.4	85.2	80.7	81.6	89.0	84.4	85.7	87.8	86.8	86.2	87.1	91.4	90.1	86.7	85.6
0900-0959	85.7	83.5	70.7	80.4	83.1	85.5	84.3	84.4	84.4	82.6	88.5	88.9	86.4	81.1	83.0
1000-1059	82.4	79.5	69.4	82.6	81.0	84.0	82.7	86.3	85.3	85.2	85.9	87.0	86.2	77.4	81.5
1100-1159	82.3	77.1	73.4	74.0	80.1	84.3	79.1	82.7	82.4	85.6	86.6	85.2	84.2	75.0	79.8
1200-1259	82.7	75.0	68.4	72.4	69.3	80.2	83.2	74.9	80.7	84.2	83.0	85.1	79.7	72.2	78.2
1300-1359	78.4	72.6	62.1	67.2	72.3	81.6	84.0	83.0	77.5	77.8	85.5	84.3	77.0	69.5	76.5
1400-1459	80.1	72.7	58.8	59.4	71.0	75.1	74.7	81.9	78.1	81.5	82.1	83.9	74.3	65.7	73.9
1500-1559	78.1	67.5	57.6	54.4	65.0	80.1	79.7	77.7	71.0	75.7	85.5	80.4	80.8	64.9	72.2
1600-1659	76.4	67.4	54.8	52.6	62.9	78.4	74.9	71.9	71.7	75.5	87.3	80.8	80.7	57.9	71.2
1700-1759	74.1	65.6	56.0	70.2	69.7	68.2	77.2	79.4	70.3	80.4	80.7	82.7	81.8	61.1	70.1
1800-1859	80.4	62.6	55.1	55.1	67.9	79.6	77.6	79.4	65.7	72.4	80.8	83.5	64.3	62.8	69.2
1900-1959	79.2	61.4	50.6	36.2	63.3	81.7	74.7	71.6	70.4	81.1	83.7	81.6	58.8	59.8	66.0
2000-2059	76.6	62.6	48.7	45.1	66.4	77.7	77.0	73.8	72.4	76.1	75.3	81.1	78.8	58.0	67.3
2100-2159	77.1	59.5	39.6	37.8	61.0	84.1	69.5	66.7	56.8	71.8	75.3	78.3	83.2	58.9	66.7
2200-2259	77.0	54.2	39.1	31.9	67.6	86.3	50.0	64.9	60.1	87.7	84.6	81.5	82.4	42.4	67.9
2300-0559	79.9	89.6	71.0	90.1	81.2	87.4	81.2	83.2	81.6	87.5	84.2	81.2	76.2	90.4	80.8
TOTAL	81.9	73.6	64.3	64.5	72.7	82.4	80.8	80.9	77.8	83.5	84.9	85.0	82.5	72.5	76.3

\* 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**  
**MARCH 2022**

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Aberdeen, SD (ABR)	85.5	90.3	62	62
Abilene, TX (ABI)	84.7	85.3	150	150
Adak Island, AK (ADK)	66.7	66.7	9	9
Aguadilla, PR (BQN)	53.8	58.6	186	186
Akron, OH (CAK)	66.5	75.1	209	209
Alamosa, CO (ALS)	71.7	87.0	46	46
Albany, GA (ABY)	87.3	84.8	79	79
Albany, NY (ALB)	68.1	74.4	1004	1004
Albuquerque, NM (ABQ)	76.2	80.5	1663	1665
Alexandria, LA (AEX)	82.1	83.1	201	201
Allentown/Bethlehem/Easton, PA (ABE)	75.3	82.7	324	323
Alpena, MI (APN)	79.2	88.7	53	53
Amarillo, TX (AMA)	74.1	79.7	367	365
Anchorage, AK (ANC)	80.7	83.4	1497	1498
Appleton, WI (ATW)	71.8	80.6	454	454
Arcata/Eureka, CA (ACV)	82.7	80.6	185	186
Asheville, NC (AVL)	75.6	78.2	643	643
Ashland, WV (HTS)	60.0	20.0	20	20
Aspen, CO (ASE)	56.4	60.5	936	940
Atlanta, GA (ATL)	81.3	77.8	26622	26641
Atlantic City, NJ (ACY)	66.7	75.1	273	273
Augusta, GA (AGS)	86.2	88.2	304	304
Austin, TX (AUS)	73.9	73.6	7692	7682
Bakersfield, CA (BFL)	81.4	83.8	204	204
Baltimore, MD (BWI)	75.2	64.9	6866	6862
Bangor, ME (BGR)	70.1	76.3	288	287
Barrow, AK (BRW)	83.9	58.1	31	31
Baton Rouge, LA (BTR)	83.2	82.9	304	304
Beaumont/Port Arthur, TX (BPT)	86.7	89.2	83	83
Belleville, IL (BLV)	62.3	58.8	114	114
Bellingham, WA (BLI)	84.2	90.3	341	341
Bemidji, MN (BJI)	88.7	90.3	62	62
Bend/Redmond, OR (RDM)	89.2	88.9	676	676
Bethel, AK (BET)	85.5	77.4	62	62
Billings, MT (BIL)	78.4	83.6	329	329
Binghamton, NY (BGM)	90.3	93.5	31	31
Birmingham, AL (BHM)	71.1	76.9	1160	1159
Bishop, CA (BIH)	65.3	65.3	75	75
Bismarck/Mandan, ND (BIS)	77.7	75.3	319	320
Bloomington/Normal, IL (BMI)	83.4	84.4	211	211
Boise, ID (BOI)	83.5	88.9	2015	2016

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Boston, MA (BOS)	75.7	78.6	11069	11073
Bozeman, MT (BZN)	79.6	81.3	979	980
Brainerd, MN (BRD)	86.8	90.6	53	53
Bristol/Johnson City/Kingsport, TN (TRI)	85.8	84.2	204	203
Brownsville, TX (BRO)	89.5	94.2	86	86
Brunswick, GA (BQK)	88.7	88.7	62	62
Buffalo, NY (BUF)	71.4	76.3	1624	1625
Burbank, CA (BUR)	77.7	78.7	2470	2468
Burlington, VT (BTV)	71.5	75.8	593	594
Butte, MT (BTM)	87.0	85.2	54	54
Cape Girardeau, MO (CGI)	84.1	84.1	44	44
Casper, WY (CPR)	80.0	83.3	125	126
Cedar City, UT (CDC)	88.7	92.5	53	53
Cedar Rapids/Iowa City, IA (CID)	79.0	83.4	751	753
Champaign/Urbana, IL (CMI)	87.8	90.6	139	139
Charleston, SC (CHS)	74.4	77.2	2039	2035
Charleston/Dunbar, WV (CRW)	79.4	82.7	209	208
Charlotte Amalie, VI (STT)	69.4	73.6	576	576
Charlotte, NC (CLT)	84.2	84.8	16279	16269
Charlottesville, VA (CHO)	74.2	76.1	264	264
Chattanooga, TN (CHA)	80.9	82.8	403	401
Cheyenne, WY (CYS)	91.9	91.9	37	37
Chicago, IL (MDW)	74.5	64.5	5344	5344
Chicago, IL (ORD)	81.0	80.8	21827	21821
Christiansted, VI (STX)	78.6	85.7	98	98
Cincinnati, OH (CVG)	75.1	80.4	3149	3148
Clarksburg/Fairmont, WV (CKB)	74.0	77.9	77	77
Cleveland, OH (CLE)	73.4	76.4	3504	3504
Cody, WY (COD)	67.7	74.2	62	62
College Station/Bryan, TX (CLL)	81.1	82.8	122	122
Colorado Springs, CO (COS)	76.1	80.6	963	963
Columbia, MO (COU)	76.9	73.6	121	121
Columbia, SC (CAE)	78.7	86.0	437	437
Columbus, GA (CSG)	88.4	79.8	172	173
Columbus, MS (GTR)	86.5	89.9	89	89
Columbus, OH (CMH)	76.3	81.5	3380	3382
Columbus, OH (LCK)	52.3	48.8	86	86
Concord, NC (USA)	64.4	60.9	87	87
Cordova, AK (CDV)	83.9	91.9	62	62
Corpus Christi, TX (CRP)	76.7	84.4	275	276
Dallas, TX (DAL)	66.1	57.3	5621	5618

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

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Dallas/Fort Worth, TX (DFW)	81.5	80.3	22572	22547
Dayton, OH (DAY)	78.9	83.2	589	589
Daytona Beach, FL (DAB)	79.7	82.3	300	300
Deadhorse, AK (SCC)	78.8	84.8	33	33
Decatur, IL (DEC)	94.0	90.2	50	51
Del Rio, TX (DRT)	91.8	95.9	49	49
Denver, CO (DEN)	77.1	65.8	21663	21668
Des Moines, IA (DSM)	76.4	83.8	1299	1298
Detroit, MI (DTW)	81.5	81.1	11036	11039
Devils Lake, ND (DVL)	83.3	79.6	54	54
Dillingham, AK (DLG)	64.5	48.4	31	31
Dodge City, KS (DDC)	77.8	84.4	45	45
Dothan, AL (DHN)	82.3	88.6	79	79
Dubuque, IA (DBQ)	83.0	91.5	47	47
Duluth, MN (DLH)	79.1	81.9	148	149
Durango, CO (DRO)	81.7	81.5	273	275
Eagle, CO (EGE)	82.7	81.5	513	513
Eau Claire, WI (EAU)	84.9	88.7	53	53
El Paso, TX (ELP)	74.6	81.2	1407	1407
Elko, NV (EKO)	93.5	100.0	31	31
Elmira/Corning, NY (ELM)	66.3	70.3	101	101
Erie, PA (ERI)	88.9	91.9	36	37
Escanaba, MI (ESC)	83.9	85.5	62	62
Eugene, OR (EUG)	84.0	84.7	769	769
Evansville, IN (EVV)	77.6	81.8	143	143
Everett, WA (PAE)	76.3	75.7	376	374
Fairbanks, AK (FAI)	79.6	82.9	373	374
Fargo, ND (FAR)	74.4	80.7	540	540
Fayetteville, AR (XNA)	79.2	83.4	806	806
Fayetteville, NC (FAY)	85.3	81.1	163	164
Flagstaff, AZ (FLG)	90.4	88.9	136	135
Flint, MI (FNT)	57.6	65.5	309	307
Fort Dodge, IA (FOD)	86.7	86.7	45	45
Fort Lauderdale, FL (FLL)	67.1	66.6	8216	8224
Fort Leonard Wood, MO (TBN)	92.7	90.2	41	41
Fort Myers, FL (RSW)	66.1	68.4	4924	4921
Fort Smith, AR (FSM)	90.1	86.6	142	142
Fort Wayne, IN (FWA)	75.3	75.8	393	392
Fresno, CA (FAT)	85.3	86.2	844	845
Gainesville, FL (GNV)	83.8	79.6	290	289
Garden City, KS (GCK)	91.9	83.9	62	62

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Gillette, WY (GCC)	78.4	80.4	51	51
Grand Forks, ND (GFK)	81.3	81.9	155	155
Grand Island, NE (GRI)	84.6	83.3	78	78
Grand Junction, CO (GJT)	81.7	85.7	230	230
Grand Rapids, MI (GRR)	69.6	75.8	1410	1409
Great Falls, MT (GTF)	78.2	85.1	202	202
Green Bay, WI (GRB)	75.9	85.8	340	339
Greensboro/High Point, NC (GSO)	80.8	84.7	804	804
Greer, SC (GSP)	78.0	83.4	1030	1030
Guam, TT (GUM)	87.1	93.5	62	62
Gulfport/Biloxi, MS (GPT)	82.7	81.2	260	260
Gunnison, CO (GUC)	74.0	77.4	146	146
Hagerstown, MD (HGR)	58.8	41.2	17	17
Hancock/Houghton, MI (CMX)	66.7	68.5	54	54
Harlingen/San Benito, TX (HRL)	73.4	76.6	334	333
Harrisburg, PA (MDT)	74.8	77.3	417	418
Hartford, CT (BDL)	73.3	78.1	1950	1952
Hattiesburg/Laurel, MS (PIB)	79.2	86.8	53	53
Hayden, CO (HDN)	74.7	74.5	443	443
Hays, KS (HYS)	87.0	95.7	46	46
Helena, MT (HLN)	86.7	89.1	128	128
Hibbing, MN (HIB)	90.6	92.5	53	53
Hilo, HI (ITO)	81.3	83.7	486	486
Hilton Head, SC (HHH)	73.0	69.7	152	152
Hobbs, NM (HOB)	75.0	88.6	44	44
Honolulu, HI (HNL)	83.5	83.3	4623	4621
Houston, TX (HOU)	70.6	63.8	3893	3890
Houston, TX (IAH)	78.4	77.3	10774	10776
Huntsville, AL (HSV)	77.1	80.2	550	551
Idaho Falls, ID (IDA)	80.6	83.6	273	274
Indianapolis, IN (IND)	73.6	80.2	3714	3715
International Falls, MN (INL)	84.4	91.1	45	45
Iron Mountain/Kingsfd, MI (IMT)	74.2	75.8	62	62
Islip, NY (ISP)	60.0	65.4	537	537
Ithaca/Cortland, NY (ITH)	88.1	88.1	67	67
Jackson, WY (JAC)	82.0	79.5	656	657
Jackson/Vicksburg, MS (JAN)	80.1	84.1	584	585
Jacksonville, FL (JAX)	69.6	76.8	2483	2481
Jacksonville/Camp Lejeune, NC (OAJ)	88.2	89.5	220	220
Jamestown, ND (JMS)	77.6	81.2	85	85
Johnstown, PA (JST)	85.2	83.9	61	62



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

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Joplin, MO (JLN)	79.6	75.9	54	54
Juneau, AK (JNU)	84.9	86.4	337	337
Kahului, HI (OGG)	84.8	82.3	2533	2532
Kalamazoo, MI (AZO)	85.5	88.8	152	152
Kalispell, MT (FCA)	76.6	82.1	337	336
Kansas City, MO (MCI)	73.4	78.8	3632	3633
Kearney, NE (EAR)	82.1	95.5	67	67
Ketchikan, AK (KTN)	80.8	85.2	182	182
Key West, FL (EYW)	68.6	62.6	880	880
Killeen, TX (GRK)	84.0	87.1	200	201
King Salmon, AK (AKN)	64.5	61.3	31	31
Knoxville, TN (TYS)	74.4	83.7	1074	1074
Kodiak, AK (ADQ)	76.5	80.9	68	68
Kona, HI (KOA)	83.6	83.6	1405	1406
Kotzebue, AK (OTZ)	83.9	88.7	62	62
La Crosse, WI (LSE)	83.0	90.8	141	141
Lafayette, LA (LFT)	83.7	74.1	239	239
Lake Charles, LA (LCH)	90.2	84.8	92	92
Lansing, MI (LAN)	86.5	85.4	178	178
Laramie, WY (LAR)	77.8	84.4	45	45
Laredo, TX (LRD)	83.2	91.6	107	107
Las Vegas, NV (LAS)	75.9	72.1	13840	13844
Latrobe, PA (LBE)	71.1	80.0	90	90
Lawton/Fort Sill, OK (LAW)	89.2	87.1	93	93
Lewisburg, WV (LWB)	76.3	76.3	59	59
Lewiston, ID (LWS)	89.2	94.6	93	93
Lexington, KY (LEX)	80.0	81.4	586	586
Liberal, KS (LBL)	78.3	82.6	46	46
Lihue, HI (LIH)	85.5	87.5	1245	1245
Lincoln, NE (LNK)	81.8	100.0	11	10
Little Rock, AR (LIT)	75.3	79.9	733	733
Long Beach, CA (LGB)	81.8	79.8	1339	1339
Longview, TX (GGG)	90.0	91.7	60	60
Los Angeles, CA (LAX)	81.5	81.9	15878	15871
Louisville, KY (SDF)	75.0	81.8	1749	1749
Lubbock, TX (LBB)	77.4	81.2	455	453
Lynchburg, VA (LYH)	90.5	85.7	21	21
Madison, WI (MSN)	77.9	81.5	988	988
Manchester, NH (MHT)	68.1	77.1	523	523
Manhattan/Ft. Riley, KS (MHK)	83.8	85.3	142	143
Marquette, MI (MQT)	78.1	77.2	114	114

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Mason City, IA (MCW)	86.7	93.3	45	45
Medford, OR (MFR)	85.4	86.4	630	631
Melbourne, FL (MLB)	77.7	77.4	229	230
Memphis, TN (MEM)	73.0	75.8	1833	1830
Meridian, MS (MEI)	88.7	83.0	53	53
Miami, FL (MIA)	72.8	72.7	10014	10034
Midland/Odessa, TX (MAF)	76.7	78.9	632	631
Milwaukee, WI (MKE)	72.7	79.9	2267	2267
Minneapolis, MN (MSP)	82.0	82.4	10337	10341
Minot, ND (MOT)	78.7	76.2	188	189
Mission/McAllen/Edinburg, TX (MFE)	78.6	84.6	285	286
Missoula, MT (MSO)	81.6	84.0	320	319
Moab, UT (CNY)	85.4	91.7	48	48
Mobile, AL (MOB)	81.2	77.4	234	234
Moline, IL (MLI)	81.5	88.2	372	373
Monroe, LA (MLU)	86.8	87.4	167	167
Monterey, CA (MRY)	84.8	86.0	330	329
Montgomery, AL (MGM)	79.2	81.3	207	208
Montrose/Delta, CO (MTJ)	79.7	79.4	433	433
Mosinee, WI (CWA)	83.1	90.5	148	148
Muskegon, MI (MKG)	90.9	90.9	44	44
Myrtle Beach, SC (MYR)	76.8	81.5	1067	1062
Nashville, TN (BNA)	74.9	76.3	6869	6868
New Bern/Morehead/Beaufort, NC (EWN)	86.0	87.9	57	58
New Orleans, LA (MSY)	71.7	71.6	4087	4093
New York, NY (JFK)	75.4	74.9	11395	11402
New York, NY (LGA)	70.7	73.6	14666	14667
Newark, NJ (EWR)	70.2	70.7	10732	10729
Newburgh/Poughkeepsie, NY (SWF)	42.9	41.6	77	77
Newport News/Williamsburg, VA (PHF)	84.9	84.9	53	53
Niagara Falls, NY (IAG)	77.8	55.6	36	36
Nome, AK (OME)	79.0	79.0	62	62
Norfolk, VA (ORF)	74.6	81.8	1703	1705
North Bend/Coos Bay, OR (OTH)	86.4	86.4	22	22
North Platte, NE (LBF)	87.0	93.5	46	46
Oakland, CA (OAK)	80.5	77.4	3477	3474
Ogden, UT (OGD)	87.5	50.0	8	8
Ogdensburg, NY (OGS)	68.8	78.1	32	32
Oklahoma City, OK (OKC)	74.9	84.1	1629	1630
Omaha, NE (OMA)	75.6	81.1	1844	1845
Ontario, CA (ONT)	81.3	84.3	1839	1840

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

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Orlando, FL (MCO)	62.3	64.3	12989	12987
Owensboro, KY (OWB)	62.5	62.5	8	8
Paducah, KY (PAH)	92.6	92.7	54	55
Pago Pago, TT (PPG)	0.0	0.0	2	2
Palm Springs, CA (PSP)	83.2	78.8	1639	1639
Panama City, FL (ECP)	69.6	74.0	599	596
Pasco/Kennewick/Richland, WA (PSC)	85.8	88.3	493	494
Pellston, MI (PLN)	86.8	81.1	53	53
Pensacola, FL (PNS)	75.9	81.0	1014	1014
Peoria, IL (PIA)	74.5	81.3	255	256
Petersburg, AK (PSG)	77.4	83.9	62	62
Philadelphia, PA (PHL)	78.1	80.9	6945	6938
Phoenix, AZ (AZA)	60.9	71.9	701	700
Phoenix, AZ (PHX)	81.5	77.8	14834	14843
Pittsburgh, PA (PIT)	75.3	82.1	3518	3516
Plattsburgh, NY (PBG)	75.6	70.9	86	86
Pocatello, ID (PIH)	83.9	83.9	31	31
Ponce, PR (PSE)	84.6	88.0	26	25
Portland, ME (PWM)	71.6	78.0	623	624
Portland, OR (PDX)	82.8	88.0	4657	4664
Portsmouth, NH (PSM)	79.5	64.1	39	39
Prescott, AZ (PRC)	79.0	79.0	62	62
Providence, RI (PVD)	70.5	76.3	1268	1267
Provo, UT (PVU)	69.3	76.2	101	101
Pueblo, CO (PUB)	80.0	82.0	50	50
Pullman, WA (PUW)	89.3	91.7	84	84
Punta Gorda, FL (PGD)	38.5	53.1	789	787
Raleigh/Durham, NC (RDU)	76.2	81.1	4500	4500
Rapid City, SD (RAP)	74.6	76.5	276	277
Redding, CA (RDD)	92.9	92.9	154	155
Reno, NV (RNO)	78.7	81.4	1546	1547
Rhineland, WI (RHI)	80.6	83.9	62	62
Richmond, VA (RIC)	76.8	82.2	1581	1582
Riverton/Lander, WY (RIW)	90.9	87.9	33	33
Roanoke, VA (ROA)	74.5	71.8	141	142
Rochester, MN (RST)	77.8	89.5	153	153
Rochester, NY (ROC)	70.5	77.7	1006	1005
Rock Springs, WY (RKS)	77.4	87.1	31	31
Rockford, IL (RFD)	64.2	49.5	95	95
Roswell, NM (ROW)	92.6	88.4	95	95
Sacramento, CA (SMF)	80.9	83.2	4045	4046

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Saginaw/Bay City/Midland, MI (MBS)	92.4	92.4	92	92
Saipan, TT (SPN)	96.8	100.0	31	31
Salina, KS (SLN)	83.3	87.0	54	54
Salt Lake City, UT (SLC)	84.4	82.5	9329	9336
San Angelo, TX (SJT)	86.1	91.8	122	122
San Antonio, TX (SAT)	75.7	81.7	2734	2735
San Diego, CA (SAN)	81.2	83.5	6286	6285
San Francisco, CA (SFO)	84.9	85.0	10531	10542
San Jose, CA (SJC)	83.4	83.5	3837	3833
San Juan, PR (SJU)	66.7	70.7	2629	2625
San Luis Obispo, CA (SBP)	88.5	83.6	383	384
Sanford, FL (SFB)	50.1	62.7	971	969
Santa Ana, CA (SNA)	81.8	79.7	3771	3770
Santa Barbara, CA (SBA)	86.0	85.8	598	599
Santa Fe, NM (SAF)	84.1	84.1	126	126
Santa Maria, CA (SMX)	57.9	57.9	19	19
Santa Rosa, CA (STS)	85.9	87.5	312	311
Sarasota/Bradenton, FL (SRQ)	59.7	61.4	1793	1791
Sault Ste. Marie, MI (CIU)	85.5	87.1	62	62
Savannah, GA (SAV)	72.9	75.5	1474	1475
Scottsbluff, NE (BFF)	83.0	87.2	47	47
Scranton/Wilkes-Barre, PA (AVP)	83.6	83.6	152	152
Seattle, WA (SEA)	83.8	84.9	13768	13773
Sheridan, WY (SHR)	81.5	96.3	54	54
Shreveport, LA (SHV)	82.5	78.8	315	316
Sioux City, IA (SUX)	78.8	84.6	52	52
Sioux Falls, SD (FSD)	74.2	78.9	635	635
Sitka, AK (SIT)	78.5	87.1	93	93
South Bend, IN (SBN)	79.5	80.4	419	418
Spokane, WA (GEG)	81.2	86.0	1556	1557
Springfield, IL (SPI)	75.3	65.9	85	85
Springfield, MO (SGF)	85.6	79.4	543	544
St. Cloud, MN (STC)	79.3	60.0	29	30
St. George, UT (SGU)	87.9	91.6	214	214
St. Louis, MO (STL)	75.9	74.2	4957	4954
St. Petersburg, FL (PIE)	55.7	69.6	818	815
State College, PA (SCE)	73.5	73.3	102	101
Staunton, VA (SHD)	75.4	79.0	61	62
Stillwater, OK (SWO)	88.7	91.9	62	62
Stockton, CA (SCK)	75.0	66.1	56	56
Sun Valley/Hailey/Ketchum, ID (SUN)	84.5	83.5	206	206

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

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Syracuse, NY (SYR)	70.7	75.2	1052	1053
Tallahassee, FL (TLH)	77.3	79.1	440	441
Tampa, FL (TPA)	67.7	72.5	7359	7356
Texarkana, AR (TXK)	88.0	89.1	92	92
Toledo, OH (TOL)	76.7	73.5	116	117
Traverse City, MI (TVC)	81.7	78.1	257	256
Trenton, NJ (TTN)	49.8	55.5	263	263
Tucson, AZ (TUS)	81.1	85.9	1507	1506
Tulsa, OK (TUL)	74.5	83.8	1209	1207
Twin Falls, ID (TWF)	90.3	96.8	31	31
Tyler, TX (TYR)	83.2	80.8	125	125
Valdosta, GA (VLD)	77.2	72.2	79	79
Valparaiso, FL (VPS)	74.0	78.2	742	742
Vernal, UT (VEL)	73.6	84.9	53	53
Victoria, TX (VCT)	92.3	94.2	52	52
Waco, TX (ACT)	85.5	88.4	138	138
Walla Walla, WA (ALW)	95.2	93.5	62	62
Washington, DC (DCA)	72.2	73.1	12224	12221
Washington, DC (IAD)	80.0	79.7	4589	4576
Waterloo, IA (ALO)	90.3	98.4	62	62
Wenatchee, WA (EAT)	95.2	88.7	62	62
West Palm Beach/Palm Beach, FL (PBI)	58.5	62.5	2665	2665
White Plains, NY (HPN)	68.4	73.1	918	914
Wichita Falls, TX (SPS)	88.3	81.9	94	94
Wichita, KS (ICT)	78.5	80.7	726	727
Williston, ND (XWA)	79.3	85.3	116	116
Wilmington, DE (ILG)	25.0	25.0	8	8
Wilmington, NC (ILM)	81.1	80.6	497	496
Worcester, MA (ORH)	63.6	70.5	151	149
Wrangell, AK (WRG)	80.6	82.3	62	62
Yakima, WA (YKM)	88.7	93.5	62	62
Yakutat, AK (YAK)	82.3	91.9	62	62
Yuma, AZ (YUM)	91.2	93.9	148	148

# AIR TRAVEL CONSUMER REPORT

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

MARCH 2022

CARRIER <sup>1</sup>	AT ALL US AIRPORTS				
	NUMBER OF AIRPORTS REPORTED	FLIGHT OPERATIONS SCHEDULED	FLIGHT OPERATIONS CANCELLED	PERCENT OF OPERATIONS CANCELLED	RANK
<b>HAWAIIAN AIRLINES</b>	<b>22</b>	<b>6009</b>	<b>24</b>	<b>0.4</b>	<b>1</b>
<b>DELTA AIR LINES NETWORK</b>	<b>210</b>	<b>123959</b>	<b>1111</b>	<b>0.9</b>	<b>2</b>
- DELTA AIR LINES	135	75366	436	0.6	
- BRANDED CODESHARE PARTNERS	182	48593	675	1.4	
<b>UNITED AIRLINES NETWORK</b>	<b>239</b>	<b>107414</b>	<b>1049</b>	<b>1.0</b>	<b>3</b>
- UNITED AIRLINES	107	50773	218	0.4	
- BRANDED CODESHARE PARTNERS	223	56641	831	1.5	
<b>ALASKA AIRLINES NETWORK</b>	<b>104</b>	<b>31388</b>	<b>402</b>	<b>1.3</b>	<b>4</b>
- ALASKA AIRLINES	78	18773	247	1.3	
- BRANDED CODESHARE PARTNERS	56	12615	155	1.2	
<b>AMERICAN AIRLINES NETWORK</b>	<b>229</b>	<b>151200</b>	<b>2211</b>	<b>1.5</b>	<b>5</b>
- AMERICAN AIRLINES	105	71264	770	1.1	
- BRANDED CODESHARE PARTNERS	215	79936	1441	1.8	
<b>SOUTHWEST AIRLINES</b>	<b>107</b>	<b>103720</b>	<b>2048</b>	<b>2.0</b>	<b>6</b>
<b>SPIRIT AIRLINES</b>	<b>54</b>	<b>19236</b>	<b>410</b>	<b>2.1</b>	<b>7</b>
<b>JETBLUE AIRWAYS</b>	<b>65</b>	<b>22949</b>	<b>635</b>	<b>2.8</b>	<b>8</b>
<b>FRONTIER AIRLINES</b>	<b>93</b>	<b>12901</b>	<b>585</b>	<b>4.5</b>	<b>9</b>
<b>ALLEGiant AIR</b>	<b>129</b>	<b>11766</b>	<b>633</b>	<b>5.4</b>	<b>10</b>
<b>TOTAL AIRPORTS SERVED</b>	<b>367</b>	<b>590,542</b>	<b>9,108</b>	<b>1.5</b>	

<sup>1</sup> 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

MARCH 2022

CARRIER <sup>1</sup>	AT ALL US AIRPORTS				
	NUMBER OF AIRPORTS REPORTED	FLIGHT OPERATIONS SCHEDULED	FLIGHT OPERATIONS CANCELLED	PERCENT OF OPERATIONS CANCELLED	RANK
HAWAIIAN AIRLINES	22	6009	24	0.4	1
UNITED AIRLINES	107	50773	218	0.4	2
DELTA AIR LINES	135	75366	436	0.6	3
SKYWEST AIRLINES	231	60933	576	0.9	4
MESA AIRLINES	98	9814	99	1.0	5
AMERICAN AIRLINES	105	71264	770	1.1	6
ALASKA AIRLINES	78	18773	247	1.3	7
ENVOY AIR	145	22536	358	1.6	8
ENDEAVOR AIR	104	21308	341	1.6	9
HORIZON AIR	52	7888	139	1.8	10
PSA AIRLINES	100	19525	368	1.9	11
SOUTHWEST AIRLINES	107	103720	2048	2.0	12
SPIRIT AIRLINES	54	19236	410	2.1	13
JETBLUE AIRWAYS	65	22949	635	2.8	14
REPUBLIC AIRWAYS	78	30092	855	2.8	15
FRONTIER AIRLINES	93	12901	585	4.5	16
ALLEGiant AIR	129	11766	633	5.4	17
TOTAL AIRPORTS SERVED	361	564,853	8,742	1.5	

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

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

**AIR TRAVEL CONSUMER REPORT**

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

RANK	CARRIER <sup>1</sup>	JANUARY - MARCH 2022			JANUARY - MARCH 2021		
		FLIGHT OPERATIONS SCHEDULED	FLIGHT OPERATIONS CANCELLED	PERCENT OF OPERATIONS CANCELLED	FLIGHT OPERATIONS SCHEDULED	FLIGHT OPERATIONS CANCELLED	PERCENT OF OPERATIONS CANCELLED
1	HAWAIIAN AIRLINES	16,861	252	1.49	9,286	18	0.19
2	DELTA AIR LINES NETWORK	347,563	9,130	2.63	281,593	2,341	0.83
	- DELTA AIR LINES	207,084	3,565	1.72	147,833	1,110	0.75
	- BRANDED CODESHARE PARTNERS	140,479	5,565	3.96	133,760	1,231	0.92
3	SPIRIT AIRLINES	53,519	1,570	2.93	35,994	504	1.40
4	ALASKA AIRLINES NETWORK	88,146	2,661	3.02	75,991	2,024	2.66
	- ALASKA AIRLINES	51,291	1,759	3.43	36,534	993	2.72
	- BRANDED CODESHARE PARTNERS	36,855	902	2.45	39,457	1,031	2.61
5	SOUTHWEST AIRLINES	292,121	12,275	4.20	194,614	6,299	3.24
6	FRONTIER AIRLINES	36,071	1,603	4.44	23,732	444	1.87
7	UNITED AIRLINES NETWORK	307,667	14,308	4.65	213,283	8,434	3.95
	- UNITED AIRLINES	140,496	4,011	2.85	75,186	1,983	2.64
	- BRANDED CODESHARE PARTNERS	167,171	10,297	6.16	138,097	6,451	4.67
8	AMERICAN AIRLINES NETWORK	438,271	20,776	4.74	304,010	8,793	2.89
	- AMERICAN AIRLINES	205,531	9,071	4.41	120,130	2,694	2.24
	- BRANDED CODESHARE PARTNERS	232,740	11,705	5.03	183,880	6,099	3.32
9	JETBLUE AIRWAYS	64,860	3,771	5.81	32,664	596	1.82
10	ALLEGiant AIR	29,152	1,850	6.35	25,513	807	3.16
	TOTAL	1,674,231	68,196	4.07	1,196,680	30,260	2.53

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

RANK	CARRIER <sup>1</sup>	JANUARY - MARCH 2022			JANUARY - MARCH 2021		
		FLIGHT OPERATIONS SCHEDULED	FLIGHT OPERATIONS CANCELLED	PERCENT OF OPERATIONS CANCELLED	FLIGHT OPERATIONS SCHEDULED	FLIGHT OPERATIONS CANCELLED	PERCENT OF OPERATIONS CANCELLED
1	HAWAIIAN AIRLINES	16,861	252	1.49	9,174	18	0.20
2	DELTA AIR LINES	207,084	3,565	1.72	147,833	1,110	0.75
3	UNITED AIRLINES	140,496	4,011	2.85	75,186	1,983	2.64
4	HORIZON AIR	23,019	667	2.90	26,814	888	3.31
5	SPIRIT AIRLINES	53,519	1,570	2.93	35,994	504	1.40
6	ALASKA AIRLINES	51,291	1,759	3.43	36,534	993	2.72
7	SKYWEST AIRLINES	179,022	7,095	3.96	156,936	4,176	2.66
8	ENDEAVOR AIR	61,892	2,458	3.97	58,255	547	0.94
9	SOUTHWEST AIRLINES	292,121	12,275	4.20	194,614	6,299	3.24
10	AMERICAN AIRLINES	205,531	9,071	4.41	120,130	2,694	2.24
11	FRONTIER AIRLINES	36,071	1,603	4.44	23,732	444	1.87
12	ENVOY AIR	65,505	3,092	4.72	53,073	2,795	5.27
13	PSA AIRLINES	58,962	3,267	5.54	40,049	748	1.87
14	JETBLUE AIRWAYS	64,860	3,771	5.81	32,664	596	1.82
15	REPUBLIC AIRWAYS	81,983	5,194	6.34	67,875	1,428	2.10
16	ALLEGiant AIR	29,152	1,850	6.35	25,513	807	3.16
17	MESA AIRLINES	31,099	2,234	7.18	33,996	1,813	5.33
	TOTAL	1,598,468	63,734	3.99	1,138,372	27,843	2.45

\* 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

MARCH 2022

CARRIER	TOTAL RECORDS	ON TIME	% ON TIME	CANCELLED	% CANCELLED	DIVERTED	% DIVERTED	AIR CARRIER DELAY	% AIR CARRIER DELAY	EXTREME WEATHER DELAY	% EXTREME WEATHER DELAY	NATIONAL AVIATION SYSTEM DELAY	% NATIONAL AVIATION SYSTEM DELAY	SECURITY DELAY	% SECURITY DELAY	LATE ARRIVING AIRCRAFT DELAY	% LATE ARRIVING AIRCRAFT DELAY
<b>ALASKA AIRLINES NETWORK</b>	<b>31388</b>	<b>26061</b>	<b>83.03</b>	<b>402</b>	<b>1.28</b>	<b>51</b>	<b>0.16</b>	<b>1665</b>	<b>5.30</b>	<b>86</b>	<b>0.27</b>	<b>1464</b>	<b>4.66</b>	<b>32</b>	<b>0.10</b>	<b>1627</b>	<b>5.18</b>
- ALASKA AIRLINES	18773	15299	81.49	247	1.32	32	0.17	1005	5.35	55	0.29	1219	6.49	25	0.13	890	4.74
- BRANDED CODESHARE PARTNERS	12615	10762	85.31	155	1.23	19	0.15	659	5.22	31	0.25	245	1.94	7	0.06	737	5.84
<b>ALLEGiant AIR</b>	<b>11766</b>	<b>6735</b>	<b>57.24</b>	<b>633</b>	<b>5.38</b>	<b>25</b>	<b>0.21</b>	<b>1015</b>	<b>8.63</b>	<b>108</b>	<b>0.92</b>	<b>1376</b>	<b>11.69</b>	<b>15</b>	<b>0.13</b>	<b>1859</b>	<b>15.80</b>
<b>AMERICAN AIRLINES NETWORK</b>	<b>151200</b>	<b>122483</b>	<b>81.01</b>	<b>2211</b>	<b>1.46</b>	<b>474</b>	<b>0.31</b>	<b>8089</b>	<b>5.35</b>	<b>897</b>	<b>0.59</b>	<b>7711</b>	<b>5.10</b>	<b>118</b>	<b>0.08</b>	<b>9216</b>	<b>6.10</b>
- AMERICAN AIRLINES	71264	57528	80.73	770	1.08	192	0.27	4267	5.99	310	0.44	4165	5.84	63	0.09	3968	5.57
- BRANDED CODESHARE PARTNERS	79936	64955	81.26	1441	1.80	282	0.35	3822	4.78	587	0.73	3546	4.44	55	0.07	5248	6.57
<b>DELTA AIR LINES NETWORK</b>	<b>123959</b>	<b>100949</b>	<b>81.44</b>	<b>1111</b>	<b>0.90</b>	<b>279</b>	<b>0.23</b>	<b>8886</b>	<b>7.17</b>	<b>1433</b>	<b>1.16</b>	<b>5899</b>	<b>4.76</b>	<b>35</b>	<b>0.03</b>	<b>5366</b>	<b>4.33</b>
- DELTA AIR LINES	75366	61092	81.06	436	0.58	142	0.19	5468	7.26	438	0.58	3853	5.11	14	0.02	3923	5.21
- BRANDED CODESHARE PARTNERS	48593	39857	82.02	675	1.39	137	0.28	3418	7.03	995	2.05	2047	4.21	22	0.05	1443	2.97
<b>FRONTIER AIRLINES</b>	<b>12901</b>	<b>7463</b>	<b>57.85</b>	<b>585</b>	<b>4.53</b>	<b>31</b>	<b>0.24</b>	<b>1560</b>	<b>12.09</b>	<b>69</b>	<b>0.53</b>	<b>1478</b>	<b>11.46</b>	<b>0</b>	<b>0.00</b>	<b>1714</b>	<b>13.29</b>
<b>HAWAIIAN AIRLINES</b>	<b>6009</b>	<b>5085</b>	<b>84.62</b>	<b>24</b>	<b>0.40</b>	<b>5</b>	<b>0.08</b>	<b>585</b>	<b>9.74</b>	<b>20</b>	<b>0.33</b>	<b>10</b>	<b>0.17</b>	<b>4</b>	<b>0.07</b>	<b>276</b>	<b>4.59</b>
<b>JETBLUE AIRWAYS</b>	<b>22949</b>	<b>15051</b>	<b>65.58</b>	<b>635</b>	<b>2.77</b>	<b>114</b>	<b>0.50</b>	<b>3110</b>	<b>13.55</b>	<b>83</b>	<b>0.36</b>	<b>1681</b>	<b>7.32</b>	<b>40</b>	<b>0.17</b>	<b>2235</b>	<b>9.74</b>
<b>SOUTHWEST AIRLINES</b>	<b>103720</b>	<b>73773</b>	<b>71.13</b>	<b>2048</b>	<b>1.97</b>	<b>192</b>	<b>0.19</b>	<b>10381</b>	<b>10.01</b>	<b>190</b>	<b>0.18</b>	<b>4689</b>	<b>4.52</b>	<b>114</b>	<b>0.11</b>	<b>12333</b>	<b>11.89</b>
<b>SPIRIT AIRLINES</b>	<b>19236</b>	<b>13178</b>	<b>68.51</b>	<b>410</b>	<b>2.13</b>	<b>33</b>	<b>0.17</b>	<b>1439</b>	<b>7.48</b>	<b>163</b>	<b>0.85</b>	<b>2633</b>	<b>13.69</b>	<b>83</b>	<b>0.43</b>	<b>1298</b>	<b>6.75</b>
<b>UNITED AIRLINES NETWORK</b>	<b>107414</b>	<b>84847</b>	<b>78.99</b>	<b>1049</b>	<b>0.98</b>	<b>277</b>	<b>0.26</b>	<b>8141</b>	<b>7.58</b>	<b>571</b>	<b>0.53</b>	<b>5785</b>	<b>5.39</b>	<b>18</b>	<b>0.02</b>	<b>6727</b>	<b>6.26</b>
- UNITED AIRLINES	50773	40119	79.02	218	0.43	104	0.20	3381	6.66	165	0.32	3183	6.27	1	0.00	3602	7.09
- BRANDED CODESHARE PARTNERS	56641	44728	78.97	831	1.47	173	0.31	4760	8.40	406	0.72	2602	4.59	17	0.03	3125	5.52
<b>TOTAL</b>	<b>590,542</b>	<b>455,625</b>	<b>77.15</b>	<b>9,108</b>	<b>1.54</b>	<b>1,481</b>	<b>0.25</b>	<b>44,871</b>	<b>7.60</b>	<b>3,620</b>	<b>0.61</b>	<b>32,727</b>	<b>5.54</b>	<b>459</b>	<b>0.08</b>	<b>42,651</b>	<b>7.22</b>

## \* Causes of Delay:

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

**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

MARCH 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	18773	15299	81.49	247	1.32	32	0.17	1005	5.35	55	0.29	1219	6.49	25	0.13	890	4.74
ALLEGIAN AIR	11766	6735	57.24	633	5.38	25	0.21	1015	8.63	108	0.92	1376	11.69	15	0.13	1859	15.80
AMERICAN AIRLINES	71264	57528	80.73	770	1.08	192	0.27	4267	5.99	310	0.44	4165	5.84	63	0.09	3968	5.57
DELTA AIR LINES	75366	61092	81.06	436	0.58	142	0.19	5468	7.26	438	0.58	3853	5.11	14	0.02	3923	5.21
ENDEAVOR AIR	21308	17414	81.73	341	1.60	61	0.29	875	4.11	140	0.66	1353	6.35	4	0.02	1120	5.26
ENVOY AIR	22536	18776	83.32	358	1.59	60	0.27	927	4.11	237	1.05	1095	4.86	15	0.07	1068	4.74
FRONTIER AIRLINES	12901	7463	57.85	585	4.53	31	0.24	1560	12.09	69	0.53	1478	11.46	0	0.00	1714	13.29
HAWAIIAN AIRLINES	6009	5085	84.62	24	0.40	5	0.08	585	9.74	20	0.33	10	0.17	4	0.07	276	4.59
HORIZON AIR	7888	6789	86.07	139	1.76	12	0.15	363	4.60	17	0.22	229	2.90	6	0.08	333	4.22
JETBLUE AIRWAYS	22949	15051	65.58	635	2.77	114	0.50	3110	13.55	83	0.36	1681	7.32	40	0.17	2235	9.74
MESA AIRLINES	9814	8096	82.49	99	1.01	25	0.25	708	7.21	109	1.11	427	4.35	3	0.03	347	3.54
PSA AIRLINES	19525	15187	77.78	368	1.88	72	0.37	1061	5.43	102	0.52	1010	5.17	19	0.10	1706	8.74
REPUBLIC AIRWAYS	30092	22879	76.03	855	2.84	131	0.44	1559	5.18	162	0.54	2576	8.56	12	0.04	1917	6.37
SKYWEST AIRLINES	60933	50430	82.76	576	0.95	170	0.28	5876	9.64	1083	1.78	162	0.27	37	0.06	2599	4.27
SOUTHWEST AIRLINES	103720	73773	71.13	2048	1.97	192	0.19	10381	10.01	190	0.18	4689	4.52	114	0.11	12333	11.89
SPIRIT AIRLINES	19236	13178	68.51	410	2.13	33	0.17	1439	7.48	163	0.85	2633	13.69	83	0.43	1298	6.75
UNITED AIRLINES	50773	40119	79.02	218	0.43	104	0.20	3381	6.66	165	0.32	3183	6.27	1	0.00	3602	7.09
TOTAL	564,853	434,894	76.99	8,742	1.55	1,401	0.25	43,581	7.72	3,453	0.61	31,140	5.51	455	0.08	41,188	7.29

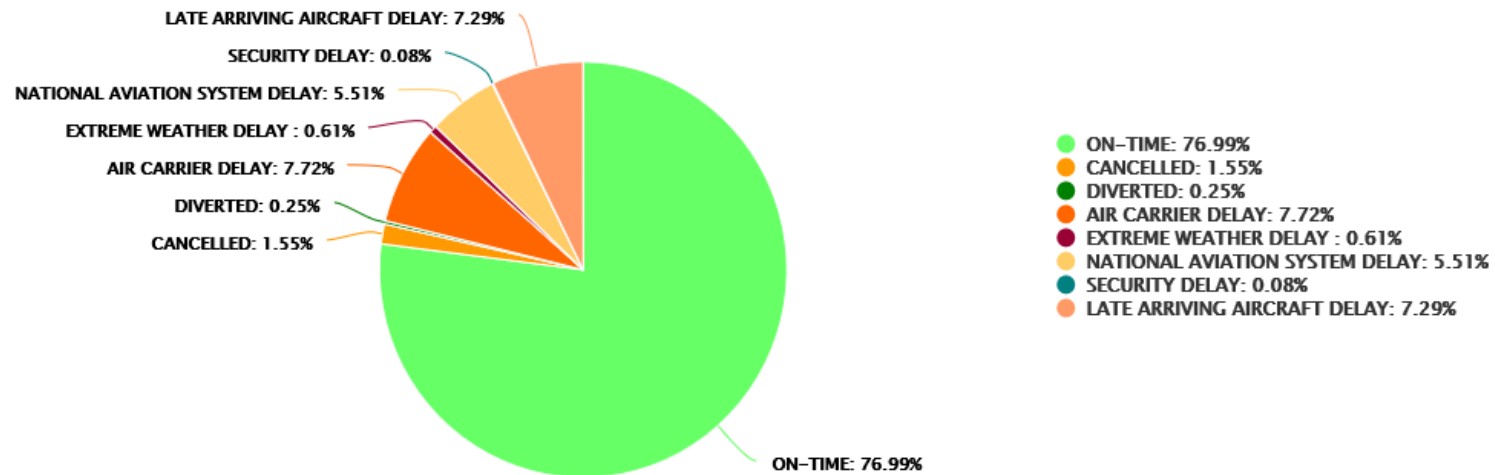
**\* Causes of Delay:**

- 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**  
**MARCH 2022**



**\* Causes of Delay:**

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

**AIR TRAVEL CONSUMER REPORT**

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

**MARCH 2022**

MARKETING CARRIER	OPERATING CARRIER	FLIGHT NUMBER	ORIGIN AIRPORT	DESTINATION AIRPORT	DATE OF FLIGHT	LOCATION OF LONGEST TARMAC DELAY	LENGTH OF TARMAC DELAY
DELTA	REPUBLIC	5671	JAX	LGA	3/17/2022	Diversion Airport (AVP)	3:57
AMERICAN	PSA	5502	ABE	CLT	3/31/2022	Origin Airport	3:18
AMERICAN	REPUBLIC	4690	JFK	PIT	3/31/2022	Origin Airport	3:16
FRONTIER	FRONTIER	802	MCO	TTN	3/10/2022	Origin Airport	3:12
SPIRIT	SPIRIT	2959	MCO	DFW	3/14/2022	Diversion Airport (AUS)	3:12
JETBLUE	JETBLUE	1061	LGA	PBI	3/13/2022	Origin Airport	3:11
DELTA	DELTA	2311	SLC	SMF	3/5/2022	Origin Airport	3:05

*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

MARCH 2022

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

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

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

## **APPENDIX**

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

### **30 Largest U.S. Airports**

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

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

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

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

## **MISHANDLED BAGGAGE**

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

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

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

# AIR TRAVEL CONSUMER REPORT

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

RANK	CARRIER	March 2022			March 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	694,434	1,229	0.18	439,820	511	0.12
2	HAWAIIAN AIRLINES	499,710	1,197	0.24	244,391	518	0.21
3	FRONTIER AIRLINES	815,889	2,868	0.35	685,365	1,573	0.23
4	SPIRIT AIRLINES	1,242,361	4,926	0.40	921,197	2,646	0.29
5	SOUTHWEST AIRLINES	10,374,509	45,514	0.44	7,144,494	19,055	0.27
6	UNITED AIRLINES NETWORK	6,328,778	36,745	0.58	3,761,630	12,865	0.34
	- UNITED AIRLINES	4,321,095	24,206	0.56	2,194,629	7,836	0.36
	- BRANDED CODESHARE PARTNERS	2,007,683	12,539	0.62	1,567,001	5,029	0.32
7	ALASKA AIRLINES NETWORK	2,315,734	14,035	0.61	1,519,673	6,014	0.40
	- ALASKA AIRLINES	1,727,794	10,697	0.62	1,014,026	4,251	0.42
	- BRANDED CODESHARE PARTNERS	587,940	3,338	0.57	505,647	1,763	0.35
8	DELTA AIR LINES NETWORK	8,681,527	56,299	0.65	4,365,635	10,920	0.25
	- DELTA AIR LINES	6,849,961	46,548	0.68	3,046,001	7,965	0.26
	- BRANDED CODESHARE PARTNERS	1,831,566	9,751	0.53	1,319,634	2,955	0.22
9	JETBLUE AIRWAYS	1,446,521	9,644	0.67	565,707	2,369	0.42
10	AMERICAN AIRLINES NETWORK	9,494,949	65,099	0.69	6,567,977	37,414	0.57
	- AMERICAN AIRLINES	5,928,641	41,722	0.70	3,687,358	22,172	0.60
	- BRANDED CODESHARE PARTNERS	3,566,308	23,377	0.66	2,880,619	15,242	0.53
	TOTAL	41,894,412	237,556	0.57	26,215,889	93,885	0.36

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

**AIR TRAVEL CONSUMER REPORT**  
**MISHANDLED BAGGAGE: RANKING OF U.S. REPORTING MARKETING CARRIERS (YTD)**

RANK	CARRIER	JANUARY - MARCH 2022			JANUARY - MARCH 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	1,503,825	2,505	0.17	918,189	1,108	0.12
2	HAWAIIAN AIRLINES - HAWAIIAN AIRLINES	1,319,934 1,319,934	4,265 4,265	0.32 0.32	536,409 534,479	1,045 1,044	0.19 0.20
3	FRONTIER AIRLINES	2,156,962	7,445	0.35	1,392,924	3,188	0.23
4	SOUTHWEST AIRLINES	26,277,739	116,273	0.44	15,686,612	42,409	0.27
5	SPIRIT AIRLINES	2,979,351	13,308	0.45	1,977,075	5,847	0.30
6	DELTA AIR LINES NETWORK - DELTA AIR LINES - BRANDED CODESHARE PARTNERS	21,846,152 17,177,575 4,668,577	149,505 119,478 30,027	0.68 0.70 0.64	10,669,981 7,365,768 3,304,213	29,532 20,848 8,684	0.28 0.28 0.26
7	JETBLUE AIRWAYS	3,555,460	25,072	0.71	1,461,663	5,650	0.39
8	UNITED AIRLINES NETWORK - UNITED AIRLINES - BRANDED CODESHARE PARTNERS	16,037,153 10,708,906 5,328,247	114,941 73,895 41,046	0.72 0.69 0.77	8,964,996 5,216,426 3,748,570	38,868 22,815 16,053	0.43 0.44 0.43
9	ALASKA AIRLINES NETWORK - ALASKA AIRLINES - BRANDED CODESHARE PARTNERS	5,832,093 4,249,634 1,582,459	45,594 34,182 11,412	0.78 0.80 0.72	3,420,023 2,211,546 1,208,477	14,406 9,587 4,819	0.42 0.43 0.40
10	AMERICAN AIRLINES NETWORK - AMERICAN AIRLINES - BRANDED CODESHARE PARTNERS	23,766,349 14,752,283 9,014,066	205,214 132,629 72,585	0.86 0.90 0.81	15,024,984 8,308,832 6,716,152	99,855 56,876 42,979	0.66 0.68 0.64
	TOTAL	105,275,018	684,122	0.65	60,052,856	241,908	0.40

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



**AIR TRAVEL CONSUMER REPORT**  
**MISHANDLED BAGGAGE: RANKING OF U.S. REPORTING OPERATING CARRIERS (MONTHLY)**

RANK	CARRIER	March 2022			March 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	694,434	1,229	0.18	439,820	511	0.12
2	HAWAIIAN AIRLINES	499,710	1,197	0.24	244,391	518	0.21
3	FRONTIER AIRLINES	815,889	2,868	0.35	685,365	1,573	0.23
4	SPIRIT AIRLINES	1,242,361	4,926	0.40	921,197	2,646	0.29
5	SOUTHWEST AIRLINES	10,374,509	45,514	0.44	7,144,494	19,055	0.27
6	SKYWEST AIRLINES	2,531,140	13,485	0.53	1,762,112	6,325	0.36
7	UNITED AIRLINES	4,321,095	24,206	0.56	2,194,629	7,836	0.36
8	MESA AIRLINES	478,831	2,689	0.56	518,030	2,400	0.46
9	ENDEAVOR AIR	851,936	4,857	0.57	662,954	1,439	0.22
10	HORIZON AIR	412,584	2,373	0.58	392,447	1,398	0.36
11	PSA AIRLINES	1,086,907	6,655	0.61	791,967	3,172	0.40
12	ALASKA AIRLINES	1,727,794	10,697	0.62	1,014,026	4,251	0.42
13	JETBLUE AIRWAYS	1,446,521	9,644	0.67	565,707	2,369	0.42
14	DELTA AIR LINES	6,849,961	46,548	0.68	3,046,001	7,965	0.26
15	ENVOY AIR	887,519	6,224	0.70	697,458	5,011	0.72
16	AMERICAN AIRLINES	5,928,641	41,722	0.70	3,687,358	22,172	0.60
17	REPUBLIC AIRWAYS	842,063	6,633	0.79	762,932	3,131	0.41
	<b>TOTAL</b>	<b>40,991,895</b>	<b>231,467</b>	<b>0.56</b>	<b>25,530,888</b>	<b>91,772</b>	<b>0.36</b>

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

# AIR TRAVEL CONSUMER REPORT

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

RANK	CARRIER	JANUARY - MARCH 2022			JANUARY - MARCH 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	1,503,825	2,505	0.17	918,189	1,108	0.12
2	HAWAIIAN AIRLINES	1,319,934	4,265	0.32	534,479	1,044	0.20
3	FRONTIER AIRLINES	2,156,962	7,445	0.35	1,392,924	3,188	0.23
4	SOUTHWEST AIRLINES	26,277,739	116,273	0.44	15,686,612	42,409	0.27
5	SPIRIT AIRLINES	2,979,351	13,308	0.45	1,977,075	5,847	0.30
6	MESA AIRLINES	1,311,617	8,793	0.67	1,215,299	6,971	0.57
7	ENDEAVOR AIR	2,138,578	14,496	0.68	1,676,940	4,111	0.25
8	PSA AIRLINES	2,802,920	19,212	0.69	1,856,046	8,771	0.47
9	UNITED AIRLINES	10,708,906	73,895	0.69	5,216,426	22,815	0.44
10	DELTA AIR LINES	17,177,575	119,478	0.70	7,365,768	20,848	0.28
11	SKYWEST AIRLINES	6,759,871	47,103	0.70	4,277,947	18,985	0.44
12	JETBLUE AIRWAYS	3,555,460	25,072	0.71	1,461,663	5,650	0.39
13	HORIZON AIR	1,128,632	8,710	0.77	938,015	3,771	0.40
14	ALASKA AIRLINES	4,249,634	34,182	0.80	2,211,546	9,587	0.43
15	AMERICAN AIRLINES	14,752,283	132,629	0.90	8,308,832	56,876	0.68
16	ENVOY AIR	2,237,199	20,231	0.90	1,650,357	14,687	0.89
17	REPUBLIC AIRWAYS	1,839,678	17,743	0.96	1,815,667	8,737	0.48
	TOTAL	102,900,164	665,340	0.65	58,503,785	235,405	0.40

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

## **MISHANDLED WHEELCHAIRS AND SCOOTERS**

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

# AIR TRAVEL CONSUMER REPORT

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

RANK	CARRIER	March 2022			March 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	1,561	6	0.38	235	5	2.13
2	DELTA AIR LINES NETWORK	14,261	139	0.97	6,805	47	0.69
	- DELTA AIR LINES	11,905	120	1.01	4,583	35	0.76
	- BRANDED CODESHARE PARTNERS	2,356	19	0.81	2,222	12	0.54
3	SOUTHWEST AIRLINES	13,196	150	1.14	5,217	58	1.11
4	FRONTIER AIRLINES	1,790	21	1.17	1,411	27	1.91
5	UNITED AIRLINES NETWORK	9,727	116	1.19	5,314	50	0.94
	- UNITED AIRLINES	7,045	85	1.21	3,204	30	0.94
	- BRANDED CODESHARE PARTNERS	2,682	31	1.16	2,110	20	0.95
6	ALASKA AIRLINES NETWORK	2,576	34	1.32	1,275	15	1.18
	- ALASKA AIRLINES	1,959	28	1.43	918	11	1.20
	- BRANDED CODESHARE PARTNERS	617	6	0.97	357	4	1.12
7	HAWAIIAN AIRLINES	700	12	1.71	283	1	0.35
8	AMERICAN AIRLINES NETWORK	9,612	176	1.83	5,508	69	1.25
	- AMERICAN AIRLINES	7,006	119	1.70	3,574	42	1.18
	- BRANDED CODESHARE PARTNERS	2,606	57	2.19	1,934	27	1.40
9	SPIRIT AIRLINES	782	37	4.73	580	15	2.59
10	JETBLUE AIRWAYS	1,935	112	5.79	1,067	23	2.16
	TOTAL	56,140	803	1.43	27,695	310	1.12

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

# AIR TRAVEL CONSUMER REPORT

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

RANK	CARRIER	JANUARY - MARCH 2022			JANUARY - MARCH 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	4,491	14	0.31	545	6	1.10
2	DELTA AIR LINES NETWORK	34,441	323	0.94	15,547	103	0.66
	- DELTA AIR LINES	28,500	270	0.95	10,290	80	0.78
	- BRANDED CODESHARE PARTNERS	5,941	53	0.89	5,257	23	0.44
3	UNITED AIRLINES NETWORK	25,534	288	1.13	11,444	110	0.96
	- UNITED AIRLINES	18,252	224	1.23	6,722	68	1.01
	- BRANDED CODESHARE PARTNERS	7,282	64	0.88	4,722	42	0.89
4	SOUTHWEST AIRLINES	30,627	381	1.24	10,527	133	1.26
5	ALASKA AIRLINES NETWORK	6,467	85	1.31	2,761	38	1.38
	- ALASKA AIRLINES	4,725	74	1.57	1,925	24	1.25
	- BRANDED CODESHARE PARTNERS	1,742	11	0.63	836	14	1.67
6	HAWAIIAN AIRLINES	1,762	26	1.48	613	3	0.49
	- HAWAIIAN AIRLINES	1,762	26	1.48	604	3	0.50
7	FRONTIER AIRLINES	4,707	90	1.91	2,832	44	1.55
8	AMERICAN AIRLINES NETWORK	22,964	458	1.99	11,932	187	1.57
	- AMERICAN AIRLINES	16,874	331	1.96	7,731	121	1.57
	- BRANDED CODESHARE PARTNERS	6,090	127	2.09	4,201	66	1.57
9	SPIRIT AIRLINES	1,962	97	4.94	1,216	35	2.88
10	JETBLUE AIRWAYS	4,667	266	5.70	2,338	53	2.27
	TOTAL	137,622	2,028	1.47	59,755	712	1.19

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

# AIR TRAVEL CONSUMER REPORT

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

RANK	CARRIER	MARCH 2022			MARCH 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	HORIZON AIR	583	0	0.00	323	1	0.31
2	ALLEGiant AIR	1,561	6	0.38	235	5	2.13
3	MESA AIRLINES	545	5	0.92	565	9	1.59
4	ENDEAVOR AIR	1,009	10	0.99	1,195	5	0.42
5	DELTA AIR LINES	11,905	120	1.01	4,583	35	0.76
6	SOUTHWEST AIRLINES	13,196	150	1.14	5,217	58	1.11
7	FRONTIER AIRLINES	1,790	21	1.17	1,411	27	1.91
8	UNITED AIRLINES	7,045	85	1.21	3,204	30	0.94
9	SKYWEST AIRLINES	2,794	34	1.22	1,966	18	0.92
10	ALASKA AIRLINES	1,959	28	1.43	918	11	1.20
11	AMERICAN AIRLINES	7,006	119	1.70	3,574	42	1.18
12	HAWAIIAN AIRLINES	700	12	1.71	283	1	0.35
13	REPUBLIC AIRWAYS	998	19	1.90	909	12	1.32
14	ENVOY AIR	832	17	2.04	568	6	1.06
15	PSA AIRLINES	633	16	2.53	433	6	1.39
16	SPIRIT AIRLINES	782	37	4.73	580	15	2.59
17	JETBLUE AIRWAYS	1,935	112	5.79	1,067	23	2.16
	TOTAL	55,273	791	1.43	27,031	304	1.12

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

# AIR TRAVEL CONSUMER REPORT

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

RANK	CARRIER	JANUARY - MARCH 2022			JANUARY - MARCH 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	HORIZON AIR	1,649	5	0.30	762	10	1.31
2	ALLEGiant AIR	4,491	14	0.31	545	6	1.10
3	SKYWEST AIRLINES	7,801	70	0.90	4,464	49	1.10
4	DELTA AIR LINES	28,500	270	0.95	10,290	80	0.78
5	MESA AIRLINES	1,477	17	1.15	1,201	13	1.08
6	UNITED AIRLINES	18,252	224	1.23	6,722	68	1.01
7	SOUTHWEST AIRLINES	30,627	381	1.24	10,527	133	1.26
8	ENDEAVOR AIR	2,366	31	1.31	3,069	9	0.29
9	REPUBLIC AIRWAYS	2,148	31	1.44	1,971	21	1.07
10	HAWAIIAN AIRLINES	1,762	26	1.48	604	3	0.50
11	ALASKA AIRLINES	4,725	74	1.57	1,925	24	1.25
12	FRONTIER AIRLINES	4,707	90	1.91	2,832	44	1.55
13	AMERICAN AIRLINES	16,874	331	1.96	7,731	121	1.57
14	PSA AIRLINES	1,546	34	2.20	971	15	1.54
15	ENVOY AIR	1,885	46	2.44	1,153	18	1.56
16	SPIRIT AIRLINES	1,962	97	4.94	1,216	35	2.88
17	JETBLUE AIRWAYS	4,667	266	5.70	2,338	53	2.27
	TOTAL	135,439	2,007	1.48	58,321	702	1.20

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

## **OVERSALES**

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

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

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

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



# AIR TRAVEL CONSUMER REPORT

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

RANK	CARRIER*	JANUARY - MARCH 2022			
		DENIED BOARDINGS (DB'S)		ENPLANED PASSENGERS	INVOLUNTARY DB's PER 10,000 PASSENGERS
		VOLUNTARY	INVOLUNTARY		
1	<b>DELTA AIR LINES NETWORK</b>	23,689	0	34,563,430	0.00
	- DELTA AIR LINES	15,578	0	28,313,104	0.00
	- BRANDED CODESHARE PARTNERS	8,111	0	6,250,326	0.00
2	<b>ALLEGiant AIR</b>	258	0	3,734,262	0.00
3	<b>HAWAIIAN AIRLINES</b>	310	0	2,016,189	0.00
4	<b>UNITED AIRLINES NETWORK</b>	7,521	42	27,031,762	0.02
	- UNITED AIRLINES	3,201	13	19,664,476	0.01
	- BRANDED CODESHARE PARTNERS	4,320	29	7,367,286	0.04
5	<b>JETBLUE AIRWAYS</b>	1,244	54	7,160,131	0.08
6	<b>ALASKA AIRLINES NETWORK</b>	3,087	107	8,345,002	0.13
	- ALASKA AIRLINES	2,254	49	6,204,068	0.08
	- BRANDED CODESHARE PARTNERS	833	58	2,140,934	0.27
7	<b>SPIRIT AIRLINES</b>	4,523	397	8,004,168	0.50
8	<b>AMERICAN AIRLINES NETWORK</b>	15,160	1,970	39,556,414	0.50
	- AMERICAN AIRLINES	8,331	1,037	28,580,152	0.36
	- BRANDED CODESHARE PARTNERS	6,829	933	10,976,262	0.85
9	<b>SOUTHWEST AIRLINES</b>	16,838	2,310	31,731,319	0.73
10	<b>FRONTIER AIRLINES</b>	2,997	2,453	4,609,202	5.32
	<b>TOTAL</b>	75,627	7,333	166,751,879	0.44

JANUARY - MARCH 2021			
DENIED BOARDINGS (DB'S)		ENPLANED PASSENGERS	INVOLUNTARY DB's PER 10,000 PASSENGERS
VOLUNTARY	INVOLUNTARY		
2,892	0	17,278,004	0.00
1,386	0	12,861,197	0.00
1,506	0	4,416,807	0.00
3	0	2,322,946	0.00
3	0	729,298	0.00
1,906	0	13,767,731	0.00
591	0	8,723,919	0.00
1,315	0	5,043,812	0.00
81	16	3,875,067	0.04
269	20	4,611,884	0.04
117	2	3,007,066	0.01
152	18	1,604,818	0.11
1,683	111	5,236,309	0.21
4,807	184	22,754,303	0.08
1,453	80	14,719,488	0.05
3,354	104	8,034,815	0.13
1,439	192	17,846,213	0.11
626	223	4,812,979	0.46
13,709	746	93,234,734	0.08

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

# AIR TRAVEL CONSUMER REPORT

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

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

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

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

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

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

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

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

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

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

# AIR TRAVEL CONSUMER REPORT

TABLE 1

## CONSUMER COMPLAINTS SUMMARY

	MARCH 2022				MARCH 2021			
	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS
U.S. AIRLINES	2,506	143	0	273	1,064	32	0	184
FOREIGN AIRLINES	1,342	1	0	119	2,060	6	0	88
TRAVEL AGENTS	573	1	0	43	706	1	0	40
TOUR OPERATORS	2	0	0	1	4	0	0	1
MISCELLANEOUS	0	20	0	100	0	26	0	98
INDUSTRY TOTALS	4,423	165	0	536	3,834	65	0	411

# AIR TRAVEL CONSUMER REPORT

Table 2

COMPLAINT CATEGORY	COMPLAINT CATEGORIES*					
	MARCH 2022			MARCH 2021		
	RANKING	COMPLAINTS**	SUB-CATEGORY	RANKING	COMPLAINTS**	SUB-CATEGORY
REFUNDS	1	1,638		1	2,884	
FLIGHT PROBLEMS	2	882		5	126	
CANCELLATION			506			54
DELAY			219			37
MISCONNECTION			85			15
FARES	3	571		2	319	
RESERVATIONS/TICKETING/BOARDING	4	515		3	199	
BAGGAGE	5	353		6	72	
CUSTOMER SERVICE	6	180		4	128	
DISABILITY	7	119		7	50	
OVERSALES	8	90		9	17	
OTHER	9	48		8	26	
FREQUENT FLYER			19			13
DISCRIMINATION	10	19		10	11	
ADVERTISING	11	8		11	2	
ANIMALS	12	0		12	0	
COMPLAINT TOTAL		4,423			3,834	

\* 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\* MARCH 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	8	0	3	7	9	6	8	6	0	2	0	0	49
ALLEGiant AIR	67	1	23	15	40	9	6	12	0	0	0	2	175
AMERICAN AIRLINES	97	11	38	140	112	35	19	16	0	3	0	3	474
AVELO AIRLINES	0	0	0	1	1	2	1	2	0	0	0	0	7
DELTA AIR LINES	48	4	26	12	39	19	12	9	0	5	0	1	175
ENDEAVOR AIR	1	0	1	3	1	2	1	0	1	0	0	0	10
ENVOY AIR	8	3	4	7	2	3	4	0	0	0	0	0	31
FRONTIER AIRLINES	147	28	36	24	47	31	13	2	0	2	0	3	333
HAWAIIAN AIRLINES	5	0	4	4	9	0	2	2	0	0	0	1	27
JETBLUE AIRWAYS	104	3	26	20	51	24	15	19	2	0	0	2	266
MESA AIRLINES	2	0	2	0	1	0	1	1	0	0	0	0	7
OTHER US COMMUTERS & AIR TAXIS	0	0	1	0	1	2	1	1	0	0	0	0	6
PIEDMONT AIRLINES	4	1	0	3	0	0	1	1	0	1	0	0	11
PSA AIRLINES	9	1	1	3	1	1	2	0	0	0	0	0	18
REPUBLIC AIRWAYS	11	0	4	6	9	3	1	0	0	0	0	0	34
SILVER AIRWAYS	0	0	1	0	3	0	0	2	0	0	0	0	6
SKYWEST AIRLINES	9	0	1	2	5	2	4	1	0	0	0	1	25
SOUTHWEST AIRLINES	51	6	7	14	31	18	9	15	0	2	0	2	155
SPIRIT AIRLINES	88	15	21	30	50	29	14	6	0	1	0	2	256
SUN COUNTRY AIRLINES	18	0	1	2	5	9	1	0	0	0	0	0	36
UNITED AIRLINES	98	7	41	60	86	37	27	12	1	2	0	4	375
Other U.S. Airlines	8	0	1	1	8	0	2	0	0	0	0	10	30
TOTAL MARCH 2022	783	80	242	354	511	232	144	107	4	18	0	31	2,506
% Of TOTAL COMPLAINTS	31.2	3.2	9.7	14.1	20.4	9.3	5.7	4.3	0.2	0.7	0	1.2	
TOTAL MARCH 2021	98	12	75	121	531	45	111	42	2	9	0	18	1,064
% Of TOTAL COMPLAINTS	9.2	1.1	7.0	11.4	49.9	4.2	10.4	3.9	0.2	0.8	0	1.7	

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

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

# AIR TRAVEL CONSUMER REPORT

Table 4

## COMPLAINTS AGAINST U.S. AIRLINES BY INCIDENT DATE\*

U.S. AIRLINES ALPHABETICAL	COMPS RECD IN MAR	INCI- DENTS IN MAR	PERCENT	INCI- DENTS IN FEB	PERCENT	INCI- DENTS IN ALL PRIOR MONTHS	PERCENT	UN- KNOWN INCI- DENT DATE	PERCENT
ALASKA AIRLINES	49	16	32.7	2	4.1	28	57.1	3	6.1
ALLEGiant AIR	175	86	49.1	24	13.7	40	22.9	25	14.3
AMERICAN AIRLINES	474	117	24.7	84	17.7	184	38.8	89	18.8
AVELO AIRLINES	7	2	28.6	2	28.6	1	14.3	2	28.6
DELTA AIR LINES	175	86	49.1	21	12.0	53	30.3	15	8.6
ENDEAVOR AIR	10	2	20.0	0	0.0	7	70.0	1	10.0
ENVOY AIR	31	13	41.9	6	19.4	8	25.8	4	12.9
FRONTIER AIRLINES	333	195	58.6	53	15.9	74	22.2	11	3.3
HAWAIIAN AIRLINES	27	10	37.0	2	7.4	12	44.4	3	11.1
JETBLUE AIRWAYS	266	144	54.1	36	13.5	67	25.2	19	7.1
MESA AIRLINES	7	2	28.6	2	28.6	3	42.9	0	0.0
OTHER US COMMUTERS & AIR TAXIS	6	4	66.7	1	16.7	1	16.7	0	0.0
PIEDMONT AIRLINES	11	6	54.5	1	9.1	2	18.2	2	18.2
PSA AIRLINES	18	6	33.3	6	33.3	5	27.8	1	5.6
REPUBLIC AIRWAYS	34	13	38.2	5	14.7	9	26.5	7	20.6
SILVER AIRWAYS	6	2	33.3	0	0.0	4	66.7	0	0.0
SKYWEST AIRLINES	25	8	32.0	7	28.0	9	36.0	1	4.0
SOUTHWEST AIRLINES	155	78	50.3	16	10.3	47	30.3	14	9.0
SPIRIT AIRLINES	256	144	56.3	36	14.1	59	23.0	17	6.6
SUN COUNTRY AIRLINES	36	14	38.9	16	44.4	5	13.9	1	2.8
UNITED AIRLINES	375	156	41.6	45	12.0	133	35.5	41	10.9
Other U.S. Airlines	20	7	35.0	4	20.0	8	40.0	1	5.0
<b>Totals</b>	2,506	1,111	44.3	369	14.7	768	30.6	258	10.3
<b>Previous Year's Totals</b>	1,064	305	28.7	87	8.2	504	47.4	168	15.8

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

TABLE 5

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

	FLIGHT PROBLEMS	OVER- SALES	RES/TKT/ BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DIS- ABILITY	ADVERT- ISING	DISCRIM- INATION	ANIMALS	OTHER	TOTAL
<b><u>FOREIGN AIRLINES</u></b>													
AER LINGUS	0	0	0	2	4	0	1	0	0	0	0	0	7
AEROMEXICO	4	1	6	5	23	0	2	1	1	0	0	2	45
AIR CANADA	6	0	8	1	17	3	1	0	0	1	0	0	37
AIR FRANCE	2	0	7	8	26	12	1	0	1	0	0	1	58
AIR INDIA	1	0	10	3	71	7	4	0	0	0	0	0	96
ALITALIA AIRLINES	0	0	0	1	6	0	0	0	0	0	0	1	8
AVIANCA	5	2	11	8	39	1	0	0	0	0	0	2	68
BRITISH AIRWAYS	4	0	12	10	18	9	1	1	0	0	0	1	56
CARIBBEAN AIRLINES	0	0	1	0	8	1	0	0	0	0	0	0	10
CATHAY PACIFIC AIRWAYS	0	0	0	0	5	0	1	0	0	0	0	0	6
CONDOR	0	0	1	2	3	0	0	0	0	0	0	0	6
COPA	6	1	7	3	26	8	1	0	0	0	0	0	52
EGYPTAIR	0	0	2	0	9	3	0	0	0	0	0	0	14
EL AL ISRAEL	3	0	2	1	5	1	0	0	0	0	0	1	13
EMIRATES AIRLINES	0	0	6	2	6	4	2	1	0	0	0	1	22
ETHIOPIAN AIRLINES	0	0	1	1	4	2	0	0	0	0	0	0	8
ETIHAD AIRWAYS	1	1	3	1	12	3	0	2	0	0	0	0	23
EVA AIRWAYS	1	0	0	0	4	0	0	0	0	0	0	0	5
FIJI AIRWAYS	0	0	0	0	19	0	0	0	1	0	0	0	20
FINNAIR OY	2	0	1	1	5	0	0	0	0	0	0	0	9
FRENCH BEE	1	0	1	0	5	0	0	0	0	0	0	0	7
IBERIA AIRLINES	1	0	2	11	19	4	0	0	0	0	0	0	37
ICELANDAIR	0	0	2	0	7	2	0	0	0	0	0	0	11
INTERJET	0	0	1	0	5	0	0	0	0	0	0	0	6
JAPAN AIR LINES	1	0	2	1	7	0	1	0	0	0	0	0	12
KLM	1	0	2	3	5	5	0	0	0	0	0	0	16
KUWAIT AIRWAYS	0	0	2	0	1	1	1	0	0	0	0	0	5
LATAM	1	0	8	3	22	1	0	0	0	0	0	1	36
LOT POLISH AIRLINES	0	0	0	2	7	0	0	0	0	0	0	0	9
LUFTHANSA	2	0	19	10	41	15	4	0	0	0	0	2	93
NORWEGIAN AIR SHUTTLE	2	0	0	3	16	0	0	0	0	0	0	0	21
PHILIPPINE AIRLINES	0	0	0	4	21	1	1	0	0	0	0	0	27
QATAR AIRWAYS	2	3	18	7	12	13	2	3	1	0	0	0	61
ROYAL AIR MAROC	2	0	4	1	29	2	2	0	0	0	0	0	40
ROYAL JORDANIAN AIRLINES	0	0	1	0	1	2	0	1	0	0	0	0	5
SAS	0	0	0	2	3	0	0	0	0	0	0	0	5
SAUDI ARABIAN AIRLINES	0	0	2	0	4	0	1	0	0	0	0	0	7
SINGAPORE AIRLINES	0	0	9	0	13	0	0	0	0	0	0	0	22
SOUTH AFRICAN AIRWAYS	0	0	1	1	7	1	0	0	0	0	0	0	10



# AIR TRAVEL CONSUMER REPORT

Table 5 (cont'd)

COMPANIES OTHER THAN U.S. AIRLINES* BY COMPLAINT CATEGORY** / MARCH 2022													
	FLIGHT PROBLEMS	OVER-SALES	RES/TKT/BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DIS-ABILITY	ADVERT-ISING	DISCRIM-INATION	ANIMALS	OTHER	TOTAL
SWISS AIR	1	0	2	2	6	2	0	0	0	0	0	0	13
TAP	1	0	9	6	81	1	1	0	0	0	0	0	99
TURKISH AIRLINES	11	0	18	7	34	3	1	1	0	0	0	1	76
VIRGIN ATLANTIC AIRWAYS	2	0	3	0	2	0	1	0	0	0	0	0	8
VIVAAEROBUS	0	0	1	2	1	2	0	0	0	0	0	0	6
VOLARIS AIRLINES	4	2	7	6	16	3	4	0	0	0	0	1	43
VUELING AIRLINES	0	0	1	0	4	0	0	0	0	0	0	0	5
WEST JET	1	0	0	0	8	0	0	0	0	0	0	0	9
OTHER FOREIGN AIRLINES	2	0	10	8	58	7	1	2	0	0	0	2	90
TOTALS	70	10	203	128	745	119	34	12	4	1	0	16	1,342
<b>TRAVEL AGENTS</b>													
ASAPTICKETS.COM	0	0	1	0	16	0	0	0	0	0	0	0	17
BUDGETAIR.COM	2	0	0	1	2	0	0	0	0	0	0	0	5
CHASE TRAVEL	2	0	4	5	12	0	0	0	0	0	0	0	23
CHEAP TICKETS	0	0	0	0	0	0	0	0	0	0	0	0	0
CHEAPOAIR.COM	2	0	5	4	21	0	0	0	0	0	0	0	32
EDREAMS.COM	0	0	4	2	14	0	0	0	0	0	0	0	20
EXPEDIA.COM	6	0	10	37	74	0	0	0	0	0	0	0	127
GOTOGATE	2	0	8	2	30	0	0	0	0	0	0	0	42
HOPPER.COM	0	0	1	2	3	0	0	0	0	0	0	0	6
JUSTFLY.COM	1	0	9	5	29	0	0	0	0	0	0	1	45
KISSANDFLY	0	0	0	2	3	0	0	0	0	0	0	0	5
KIWI.COM	2	0	10	1	36	0	0	0	0	0	0	0	49
MYTRIP.COM	0	0	2	0	3	0	0	0	0	0	0	0	5
ORBITZ.COM	1	0	1	7	18	0	0	0	0	0	0	0	27
PRICELINE.COM	0	0	0	0	0	0	0	0	0	0	0	0	0
SMARTFARES.COM	0	0	0	0	6	0	0	0	0	0	0	0	6
TRAVELGENIO	1	0	0	1	3	0	0	0	0	0	0	0	5
TRAVELOCITY.COM	1	0	1	4	14	0	0	0	0	0	0	0	20
TRIP.COM	2	0	0	0	5	0	0	0	0	0	0	0	7
OTHER TRAVEL AGENTS	4	0	7	13	65	2	2	0	0	0	0	0	93
TOTALS	29	0	69	89	381	2	2	0	0	0	0	1	573
<b>TOUR OPERATORS</b>													
OTHER TOUR OPERATORS	0	0	1	0	1	0	0	0	0	0	0	0	2
TOTALS	0	0	1	0	1	0	0	0	0	0	0	0	2
<b>MISCELLANEOUS</b>													
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

# AIR TRAVEL CONSUMER REPORT

TABLE 6

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

MARCH 2022		MARCH 2021	
AIRLINE	COMPLAINTS	COMPLAINTS	
<b>ALASKA AIRLINES NETWORK</b>	<b>58</b>	<b>45</b>	
- ALASKA AIRLINES	49	39	
- BRANDED CODESHARE PARTNERS	9	6	
<b>ALLEGiant AIRLINES</b>	<b>175</b>	<b>19</b>	
<b>AMERICAN AIRLINES NETWORK</b>	<b>575</b>	<b>276</b>	
- AMERICAN AIRLINES	474	230	
- BRANDED CODESHARE PARTNERS	101	46	
<b>DELTA NETWORK</b>	<b>204</b>	<b>90</b>	
- DELTA AIR LINES	175	73	
- BRANDED CODESHARE PARTNERS	29	17	
<b>FRONTIER AIRLINES</b>	<b>333</b>	<b>70</b>	
<b>HAWAIIAN AIRLINES</b>	<b>27</b>	<b>23</b>	
<b>JETBLUE AIRWAYS</b>	<b>266</b>	<b>80</b>	
<b>SOUTHWEST AIRLINES</b>	<b>155</b>	<b>85</b>	
<b>SPIRIT AIRLINES</b>	<b>256</b>	<b>101</b>	
<b>UNITED AIRLINES NETWORK</b>	<b>375</b>	<b>258</b>	
- UNITED AIRLINES	375	258	
- BRANDED CODESHARE PARTNERS	0	0	
<b>TOTAL</b>	<b>2,424</b>	<b>1,047</b>	

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

# AIR TRAVEL CONSUMER REPORT

TABLE 6A

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

RANK	AIRLINE	MARCH 2022			MARCH 2021		
		COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS	COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS
1	SKYWEST AIRLINES	25	3,369,837	0.74	18	2,302,500	0.78
2	HORIZON AIRLINES	4	509,229	0.79	1	446,386	0.22
3	ENDEAVOR AIR	10	1,112,257	0.90	11	787,417	1.40
4	MESA AIRLINES	7	711,214	0.98	2	745,126	0.27
5	SOUTHWEST AIRLINES	155	12,966,182	1.20	85	8,447,658	1.01
6	DELTA AIR LINES	175	12,206,554	1.43	73	5,651,068	1.29
7	PSA AIRLINES	18	1,173,706	1.53	7	841,087	0.83
8	ALASKA AIRLINES	49	2,714,785	1.80	39	1,472,802	2.65
9	REPUBLIC AIRWAYS	34	1,567,592	2.17	11	1,298,799	0.85
10	ENVOY AIR	31	1,311,867	2.36	16	970,032	1.65
11	HAWAIIAN AIRLINES	27	782,921	3.45	23	341,824	6.73
12	AMERICAN AIRLINES	474	12,713,424	3.73	230	7,180,598	3.20
13	UNITED AIRLINES	375	8,996,173	4.17	258	4,150,646	6.22
14	SPIRIT AIRLINES	256	3,372,010	7.59	101	2,402,701	4.20
15	JETBLUE AIRWAYS	266	3,361,302	7.91	80	1,897,324	4.22
16	ALLEGiant AIR	175	1,684,775	10.39	19	1,113,218	1.71
17	FRONTIER AIRLINES	333	2,100,206	15.86	70	1,570,359	4.46
TOTAL		2,414	70,654,034	3.42	1,044	41,619,545	2.51

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

# AIR TRAVEL CONSUMER REPORT

TABLE 1 (YTD)

## CONSUMER COMPLAINTS SUMMARY

	JANUARY - MARCH 2022				JANUARY - MARCH 2021			
	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS
U.S. AIRLINES	6,986	171	3	754	2,792	64	0	490
FOREIGN AIRLINES	4,447	3	0	259	6,170	11	1	279
TRAVEL AGENTS	1,805	2	0	95	2,169	1	0	109
TOUR OPERATORS	13	0	0	1	8	0	0	1
MISCELLANEOUS	0	56	0	333	0	64	0	293
INDUSTRY TOTALS	13,251	232	3	1,442	11,139	140	1	1,172

# AIR TRAVEL CONSUMER REPORT

Table 2 (YTD)

COMPLAINT CATEGORIES*						
COMPLAINT CATEGORY	JANUARY - MARCH 2022			JANUARY - MARCH 2021		
	RANKING	COMPLAINTS**	SUB-CATEGORY	RANKING	COMPLAINTS**	SUB-CATEGORY
REFUNDS	1	5,684		1	8,873	
FLIGHT PROBLEMS	2	2,202		2	342	
CANCELLATION			1,220			156
DELAY			549			92
MISCONNECTION			208			39
FARES	3	1,474		3	696	
RESERVATIONS/TICKETING/BOARDING	4	1,452		4	494	
BAGGAGE	5	1,207		5	207	
CUSTOMER SERVICE	6	492		6	296	
DISABILITY	7	378		7	126	
OVERSALES	8	210		8	24	
OTHER	9	106		9	50	
FREQUENT FLYER			51			28
DISCRIMINATION	10	27		10	23	
ADVERTISING	11	19		11	8	
ANIMALS	12	0		12	0	
COMPLAINT TOTAL		13,251			11,139	

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

\*\* INCLUDES FIGURES FOR SUB-CATEGORIES.

# AIR TRAVEL CONSUMER REPORT

Table 3 (YTD)

## COMPLAINTS AGAINST U.S. AIRLINES BY COMPLAINT CATEGORIES\* JANUARY - MARCH 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	43	2	10	24	46	17	13	10	0	2	0	2	169
ALLEGIAN AIR	111	2	45	28	116	17	17	33	0	0	0	2	371
AMERICAN AIRLINES	311	28	143	266	439	146	70	54	1	5	0	7	1,470
AVELO AIRLINES	1	0	2	2	3	2	1	2	0	0	0	0	13
BOUTIQUE AIR	8	0	0	0	3	0	0	0	0	0	0	0	11
BREEZE AIRWAYS	3	1	0	0	5	1	2	0	0	0	0	0	12
DELTA AIR LINES	141	12	64	37	149	89	39	30	0	6	0	6	573
EASTERN	8	0	0	0	8	0	0	0	0	0	0	0	16
ENDEAVOR AIR	12	0	2	6	3	8	1	0	1	0	0	0	33
ENVOY AIR	19	4	7	13	16	5	6	5	0	0	0	0	75
FRONTIER AIRLINES	287	50	58	63	142	92	26	16	1	2	0	6	743
HAWAIIAN AIRLINES	9	1	10	10	36	4	3	4	0	0	0	2	79
HORIZON AIRLINES	8	0	0	0	3	1	1	0	0	0	0	0	13
JETBLUE AIRWAYS	214	7	61	62	167	62	47	62	3	1	0	3	689
MESA AIRLINES	12	1	2	0	5	4	2	1	0	0	0	0	27
OTHER US COMMUTERS & AIR TAXIS	2	0	2	1	5	3	4	2	0	0	0	1	20
PIEDMONT AIRLINES	5	5	0	3	4	4	1	2	0	1	0	0	25
PSA AIRLINES	30	3	4	7	5	7	6	4	0	0	0	0	66
REPUBLIC AIRWAYS	27	1	6	13	35	13	4	2	0	0	0	0	101
SILVER AIRWAYS	0	1	2	0	11	4	0	2	0	0	0	0	20
SKYWEST AIRLINES	46	1	4	3	23	15	11	4	0	0	0	1	108
SOUTHWEST AIRLINES	119	10	17	34	90	38	27	45	4	2	0	3	389
SPIRIT AIRLINES	191	27	68	98	221	68	43	23	0	3	0	6	748
SUN COUNTRY AIRLINES	30	0	2	7	15	13	3	1	0	0	0	0	71
UNITED AIRLINES	264	20	106	145	317	145	65	31	1	3	0	9	1,106
Other U.S. Airlines	0	3	2	1	5	0	1	0	0	0	0	26	38
TOTAL JAN - MARCH 2022	1,901	179	617	823	1,872	758	393	333	11	25	0	74	6,986
% Of TOTAL COMPLAINTS	27.2	2.6	8.8	11.8	26.8	10.9	5.6	4.8	0.2	0.4	0	1.1	
TOTAL JAN - MARCH 2021	257	16	159	307	1,526	118	254	103	3	16	0	33	2,792
% Of TOTAL COMPLAINTS	9.2	0.6	5.7	11.0	54.7	4.2	9.1	3.7	0.1	0.6	0	1.2	

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

\*\* AIRLINES ARE LISTED INDIVIDUALLY IF DOT RECEIVED TEN (10) OR MORE COMPLAINTS AGAINST THEM DURING THE REPORTING PERIOD. COMPLAINTS AGAINST U.S. AIRLINES ACCOUNTING FOR FEWER COMPLAINTS THAN THAT ARE INCLUDED UNDER 'OTHER U.S. AIRLINES'.

Table 4 (YTD)

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

	FLIGHT PROBLEMS	OVER- SALES	RES/TKT/ BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DIS- ABILITY	ADVERT- ISING	DISCRIM- INATION	ANIMALS	OTHER	TOTAL
<b><u>FOREIGN AIRLINES</u></b>													
AER LINGUS	0	0	4	7	12	2	2	1	0	0	0	0	28
AEROFLOT	1	0	5	0	5	0	0	0	0	0	0	1	12
AEROMEXICO	12	2	19	12	81	3	4	2	1	0	0	3	139
AIR CANADA	12	1	22	7	67	11	4	2	0	1	0	1	128
AIR EUROPA	0	0	1	0	16	1	0	0	0	0	0	0	18
AIR FRANCE	8	0	28	13	51	61	4	3	1	0	0	2	171
AIR INDIA	7	1	32	11	268	23	8	0	0	0	0	0	350
ALITALIA AIRLINES	0	0	0	3	28	2	0	0	0	0	0	1	34
AUSTRIAN AIRLINES	0	0	0	3	9	0	0	0	0	0	0	0	12
AVIANCA	8	3	42	30	115	6	3	5	0	0	0	3	215
AZERBAIJAN AIRLINES	0	0	0	0	13	0	0	0	0	0	0	0	13
AZUL BRAZILIAN AIRLINES	0	1	1	2	5	3	0	0	0	0	0	0	12
BRITISH AIRWAYS	14	0	38	37	85	26	2	4	0	0	0	3	209
CARIBBEAN AIRLINES	1	0	3	0	28	1	1	0	0	0	0	0	34
CATHAY PACIFIC AIRWAYS	0	0	0	1	15	0	1	0	0	0	0	0	17
CONDOR	3	0	3	4	9	0	0	0	0	0	0	0	19
COPA	19	1	32	14	107	17	3	1	0	0	0	1	195
EGYPTAIR	3	0	4	1	19	7	1	0	0	0	0	0	35
EL AL ISRAEL	5	0	4	2	22	2	0	0	0	0	0	1	36
EMIRATES AIRLINES	11	1	16	5	41	12	4	2	0	0	0	1	93
ETHIOPIAN AIRLINES	2	0	3	4	12	10	1	0	0	0	0	0	32
ETIHAD AIRWAYS	3	3	6	6	25	9	1	2	0	0	0	0	55
EVA AIRWAYS	1	0	0	0	12	0	0	0	0	0	0	0	13
FIJI AIRWAYS	1	0	1	1	91	1	0	0	1	0	0	0	96
FINNAIR OY	3	1	3	5	15	2	0	0	0	0	0	0	29
FRENCH BEE	1	0	1	0	8	3	1	0	0	0	0	0	14
IBERIA AIRLINES	2	1	9	25	57	18	2	0	0	0	0	0	114
ICELANDAIR	0	0	7	3	29	3	0	0	0	0	0	0	42
INTERJET	0	0	1	0	23	0	0	0	0	0	0	0	24
JAPAN AIR LINES COMPANY	1	0	5	6	15	0	1	0	0	0	0	0	28
KENYA AIRWAYS	1	0	5	1	7	1	0	0	0	0	0	0	15
KLM	7	0	13	8	20	12	1	1	0	0	0	3	65
KUWAIT AIRWAYS	0	0	11	0	4	4	1	0	0	0	0	0	20
LATAM	8	0	11	10	61	8	3	0	0	0	0	1	102
LOT POLISH AIRLINES	1	0	0	2	13	2	1	2	0	0	0	0	21
LUFTHANSA	13	2	56	33	97	50	10	2	0	0	0	3	266
NORWEGIAN AIR SHUTTLE	5	0	0	6	77	0	0	0	0	0	0	0	88

# AIR TRAVEL CONSUMER REPORT

Table 4 (YTD) cont'd

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

	FLIGHT PROBLEMS	OVER- SALES	RES/TKT/ BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DIS- ABILITY	ADVERT- ISING	DISCRIM- INATION	ANIMALS	OTHER	TOTAL
PHILIPPINE AIRLINES	0	0	7	7	61	2	1	0	0	0	0	0	78
QANTAS AIRWAYS	0	0	2	1	16	0	1	0	0	0	0	1	21
QATAR AIRWAYS	18	4	38	15	57	41	9	6	1	0	0	0	189
ROYAL AIR MAROC	6	0	9	4	85	5	2	0	0	0	0	0	111
ROYAL JORDANIAN AIRLINES	0	0	3	1	9	5	0	1	0	0	0	0	19
SAS	3	0	2	2	14	3	0	1	0	0	0	0	25
SAUDI ARABIAN AIRLINES	0	0	3	0	8	2	1	1	0	0	0	0	15
SINGAPORE AIRLINES	3	0	18	4	26	2	0	0	1	0	0	0	54
SOUTH AFRICAN AIRWAYS	0	0	1	3	23	1	0	0	0	0	0	0	28
SWISS AIR	1	0	4	6	21	8	0	0	0	0	0	0	40
TAP	4	0	32	25	258	10	6	1	0	0	0	1	337
TURKISH AIRLINES	22	1	62	27	79	25	3	5	0	1	0	1	226
VIRGIN ATLANTIC AIRWAYS	4	0	9	5	19	0	1	0	0	0	0	1	39
VIRGIN AUSTRALIA	0	0	1	1	8	0	0	0	0	0	0	0	10
VIVA AIR	0	0	2	0	3	4	0	1	0	0	0	0	10
VIVAAEROBUS	5	3	5	5	16	9	1	0	0	0	0	0	44
VOLARIS AIRLINES	11	5	22	21	45	9	5	1	2	0	0	2	123
VUELING AIRLINES	0	0	2	0	9	0	0	0	0	0	0	0	11
WEST JET	4	0	1	0	32	3	0	0	0	0	0	0	40
OTHER FOREIGN AIRLINES	11	1	24	19	157	16	3	1	0	0	0	1	233
TOTALS	245	31	633	408	2,508	445	92	45	7	2	0	31	4,447



# AIR TRAVEL CONSUMER REPORT

Table 4 (YTD, Cont'd) **COMPLAINTS AGAINST COMPANIES OTHER THAN U.S. AIRLINES BY COMPLAINT CATEGORY\*\* / JANUARY - MARCH 2022**

	FLIGHT PROBLEMS	OVER- SALES	RES/TKT/ BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DIS- ABILITY	ADVERT- ISING	DISCRIM- INATION	ANIMALS	OTHER	TOTAL
<b><u>TRAVEL AGENTS</u></b>													
AMERICAN EXPRESS	0	0	0	0	0	0	0	0	0	0	0	0	0
ASAPTICKETS.COM	1	0	4	3	40	1	0	0	0	0	0	0	49
BUDGETAIR.COM	2	0	1	1	16	0	0	0	0	0	0	0	20
CHASE TRAVEL	2	0	5	12	44	0	0	0	0	0	0	0	63
CHEAP TICKETS	0	0	0	0	0	0	0	0	0	0	0	0	0
CHEAPOAIR.COM	3	0	14	12	64	0	0	0	0	0	0	0	93
EDREAMS.COM	1	0	12	3	59	0	0	0	0	0	0	0	75
EXPEDIA.COM	12	0	26	71	246	0	1	0	0	0	0	0	356
FLIGHT NETWORK	0	0	2	0	10	0	0	0	0	0	0	0	12
FLIGHTHUB	0	0	0	1	12	0	0	0	0	0	0	0	13
GOTOGATE	5	0	22	11	117	0	0	0	0	0	0	0	155
HOPPER.COM	0	0	1	4	8	0	0	0	0	0	0	0	13
INDIAN EAGLE	0	0	2	0	8	0	0	0	0	0	0	0	10
JUSTFLY.COM	1	0	29	18	92	0	1	0	0	0	0	1	142
KAYAK	0	0	2	1	9	1	0	0	1	0	0	0	14
KIWI.COM	4	0	19	6	99	0	0	0	0	0	0	0	128
MYTRIP.COM	0	0	3	0	15	0	0	0	0	0	0	0	18
ORBITZ.COM	2	0	5	17	70	0	1	0	0	0	0	0	95
OVAGO	1	0	0	3	9	0	0	0	0	0	0	0	13
PRICELINE.COM	0	0	0	0	0	0	0	0	0	0	0	0	0
SMARTFARES.COM	2	0	0	0	16	0	0	0	0	0	0	0	18
TRAVELGENIO	1	0	1	2	12	0	0	0	0	0	0	0	16
TRAVELOCITY.COM	3	0	12	17	61	0	1	0	0	0	0	0	94
TRIP.COM	2	0	1	1	9	0	0	0	0	0	0	0	13
VAYAMA	0	0	0	0	22	0	0	0	0	0	0	0	22
OTHER TRAVEL AGENTS	7	0	27	46	175	2	2	0	0	0	0	0	259
<b>TOTALS</b>	<b>56</b>	<b>0</b>	<b>201</b>	<b>242</b>	<b>1,293</b>	<b>4</b>	<b>7</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>1,805</b>
<b><u>TOUR OPERATORS</u></b>													
OTHER TOUR OPERATORS	0	0	1	1	11	0	0	0	0	0	0	0	13
<b>TOTALS</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>1</b>	<b>11</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>13</b>
<b><u>MISCELLANEOUS</u></b>													
OTHER MISCELLANEOUS	0	0	0	0	0	0	0	0	0	0	0	0	0
<b>TOTALS</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>

\* COMPANIES ARE LISTED INDIVIDUALLY IF DOT RECEIVED TEN (10) OR MORE COMPLAINTS AGAINST THEM DURING THE REPORTING PERIOD. COMPLAINTS AGAINST COMPANIES ACCOUNTING FOR FEWER COMPLAINTS THAN THAT ARE INCLUDED UNDER 'OTHER FOREIGN AIRLINES,' 'OTHER TOUR OPERATORS,' ETC. \*\* A DETAILED EXPLANATION OF THE COMPLAINT CATEGORIES FOLLOWS THIS SECTION.

# AIR TRAVEL CONSUMER REPORT

TABLE 5 (YTD)

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

JANUARY - MARCH 2022		JANUARY - MARCH 2021	
AIRLINE	COMPLAINTS		COMPLAINTS
<b>ALASKA AIRLINES NETWORK</b>	<b>193</b>		<b>129</b>
- ALASKA AIRLINES	169		112
- BRANDED CODESHARE PARTNERS	24		17
<b>ALLEGiant AIRLINES</b>	<b>371</b>		<b>54</b>
<b>AMERICAN AIRLINES NETWORK</b>	<b>1792</b>		<b>663</b>
- AMERICAN AIRLINES	1470		570
- BRANDED CODESHARE PARTNERS	322		93
<b>DELTA NETWORK</b>	<b>670</b>		<b>229</b>
- DELTA AIR LINES	573		189
- BRANDED CODESHARE PARTNERS	97		40
<b>FRONTIER AIRLINES</b>	<b>743</b>		<b>217</b>
<b>HAWAIIAN AIRLINES</b>	<b>79</b>		<b>43</b>
<b>JETBLUE AIRWAYS</b>	<b>689</b>		<b>206</b>
<b>SOUTHWEST AIRLINES</b>	<b>389</b>		<b>206</b>
<b>SPIRIT AIRLINES</b>	<b>748</b>		<b>311</b>
<b>UNITED AIRLINES NETWORK</b>	<b>1106</b>		<b>670</b>
- UNITED AIRLINES	1106		670
- BRANDED CODESHARE PARTNERS	0		0
<b>TOTAL</b>	<b>6780</b>		<b>2728</b>

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

# AIR TRAVEL CONSUMER REPORT

## CONSUMER COMPLAINTS: RANKINGS U.S. AIRLINES\*

TABLE 5A. (YTD)

RANK	AIRLINE	JANUARY - MARCH 2022			JANUARY - MARCH 2021		
		COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS	COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS
1	HORIZON AIRLINES	13	1,344,450	0.97	7	1,048,216	0.67
2	ENDEAVOR AIR	33	2,714,434	1.22	18	1,944,976	0.93
3	SOUTHWEST AIRLINES	389	32,008,908	1.22	206	17,929,320	1.15
4	SKYWEST AIRLINES	108	8,775,803	1.23	41	5,464,226	0.75
5	MESA AIRLINES	27	1,964,214	1.37	5	1,736,331	0.29
6	DELTA AIR LINES	573	30,195,704	1.90	189	13,617,374	1.39
7	PSA AIRLINES	66	2,976,278	2.22	19	1,927,170	0.99
8	ENVOY AIR	75	3,309,434	2.27	33	2,246,189	1.47
9	ALASKA AIRLINES	169	6,566,071	2.57	112	3,151,191	3.55
10	REPUBLIC AIRWAYS	101	3,355,078	3.01	22	3,056,785	0.72
11	HAWAIIAN AIRLINES	79	2,030,359	3.89	43	735,004	5.85
12	AMERICAN AIRLINES	1,470	31,532,668	4.66	570	16,040,537	3.55
13	UNITED AIRLINES	1,106	21,964,521	5.04	670	9,686,165	6.92
14	JETBLUE AIRWAYS	689	8,205,907	8.40	206	4,472,782	4.61
15	SPIRIT AIRLINES	748	8,498,433	8.80	311	5,467,439	5.69
16	ALLEGiant AIR	371	3,748,787	9.90	54	2,356,691	2.29
17	FRONTIER AIRLINES	743	5,422,987	13.70	217	3,252,229	6.67
	TOTAL	6,760	174,614,036	3.87	2,723	94,132,625	2.89

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

# AIR TRAVEL CONSUMER REPORT

## CIVIL RIGHTS COMPLAINTS BY AIR TRAVELERS (OTHER THAN DISABILITY) FOR MARCH 2022

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

Airline	Race	Ancestry/ Ethnicity	National Origin	Color	Religion	Sex	Other
AIR CANADA				1			
ALASKA	2						
AMERICAN AIRLINES	3						
DELTA	3		2				
FRONTIER AIRLINES	2						
PIEDMONT AIRLINES	1						
SOUTHWEST	2						
SPIRIT	1						
UNITED		1				1	
<b>TOTAL</b>	<b>14</b>	<b>1</b>	<b>2</b>	<b>1</b>		<b>1</b>	

To file an airline civil rights complaint:

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

## AIR TRAVEL CONSUMER REPORT

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

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

Airline	Race	Ancestry/ Ethnicity	National Origin	Color	Religion	Sex	Other
AIR CANADA				1			
ALASKA	2						
AMERICAN AIRLINES	4				1		
DELTA AIR LINES	4		2				
FRONTIER AIRLINES	2						
JETBLUE AIRWAYS	1						
PIEDMONT	1						
SOUTHWEST AIRLINES	2						
SPIRIT AIRLINES	2						1
TURKISH AIRLINES			1				
UNITED AIRLINES		1	1			1	
TOTAL	18	1	4	1	1	1	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

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

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

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

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

Carrier	Death	Injury	Loss
NONE			



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

The Transportation Security Administration (TSA) screened approximately 62.1 million passengers at screening checkpoints and 37.6 million checked bags at baggage screening locations in March 2022.

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

In March 2022, TSA received 16,173 complaints (i.e., a description of a negative experience) from the general public via phone or email (or 26.1 complaints per 100,000 passengers <sup>c</sup>). Below is a more detailed breakdown:

Courtesy		Screening of Personal Property		Screening of Passengers		Wait Times (Checkpoint)	
Number of Complaints	Complaints per 100,000 Passengers <sup>c</sup>	Number of Complaints	Complaints per 100,000 Passengers <sup>c</sup>	Number of Complaints	Complaints per 100,000 Passengers <sup>c</sup>	Number of Complaints	Complaints per 100,000 Passengers <sup>c</sup>
814	1.4	532	0.9	14,042	22.7	113	0.2

Civil Rights		Other TSA-related		Non-TSA related, Airline		Non-TSA related, All Others	
Number of Complaints	Complaints per 100,000 Passengers <sup>c</sup>	Number of Complaints	Complaints per 100,000 Passengers <sup>c</sup>	Number of Complaints	Complaints per 100,000 Passengers <sup>c</sup>	Number of Complaints	Complaints per 100,000 Passengers <sup>c</sup>
316	0.6	168	0.3	46	0.1	142	0.3

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

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



## REFERENCES

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

## DEFINITIONS

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