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# ***Air Travel Consumer Report***

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A Product Of

**THE OFFICE OF AVIATION CONSUMER PROTECTION**

***Issued: September 2022***



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

## TABLE OF CONTENTS

Section	Page	Section	Page
<b>Introduction</b>	3	<i>Flight Delays (continued)</i>	
<b>Flight Delays</b>		<b>Table 8</b>	31
<b>Explanation</b>	4	List of Regularly Scheduled Domestic Flights	
<b>Branded Codeshare Partners</b>	5	with Tarmac Delays Over 3 Hours, By Marketing/Operating Carrier	
<b>Table 1</b>	6	<b>Table 8A</b>	
Overall Percentage of Reported Flight		List of Regularly Scheduled International Flights with	32
Operations Arriving On-Time, by Reporting Marketing Carrier		Tarmac Delays Over 4 Hours, By Marketing/Operating Carrier	
<b>Table 1A</b>	7	<b>Appendix</b>	33
Overall Percentage of Reported Flight		<b>Mishandled Baggage</b>	
Operations Arriving On-Time, by Reporting Operating Carrier		<b>Explanation</b>	34
<b>Table 2</b>	8	<b>Ranking-</b> by Marketing Carrier (Monthly)	35
Number of Reported Flight Arrivals and Percentage Arriving		<b>Ranking-</b> by Operating Carrier (Monthly)	36
On-Time, by Reporting Marketing Carrier and Airport		<b>Mishandled Wheelchairs and Scooters</b>	
<b>Table 2A</b>	13	<b>Explanation</b>	37
Number of Reported Flight Arrivals and Percentage Arriving		<b>Ranking-</b> by Marketing Carrier (Monthly)	38
On-Time, by Reporting Operating Carrier and Airport		<b>Ranking-</b> by Operating Carrier (Monthly)	39
<b>Table 3</b>	17	<b>Oversales</b>	
Percentage of Reporting Carriers' Flight Operations Arriving		<b>Explanation</b>	40
On-Time, by Airport and Time of Day		<b>Ranking-</b> by Marketing Carrier (Quarterly)	41
<b>Table 4</b>	19	<b>Ranking-</b> by Operating Carrier (Quarterly)	42
Percentage of Reporting Carriers' Flight Operations Departing		<b>Consumer Complaints</b>	
On-Time, by Airport and Time of Day		<b>Explanation</b>	43
<b>Table 5</b>	21	<b>Complaint Tables 1-5</b>	44
On-Time Arrival and Departure		Summary, Complaint Categories, U.S. Airlines, Incident Date	
Percentage, by Airport by Reporting Operating Carrier		and Companies Other Than U.S. Airlines	
<b>Table 6</b>	26	<b>Table 6</b>	50
Overall Number and Percentage of Flight Cancellations, by		List of U.S. Marketing Carriers (Non-Ranked, in Alphabetic Order).	
Reporting Marketing Carrier		<b>Table 6A</b>	51
<b>Table 6A</b>	27	Rankings, U.S. Reporting Carriers	
Overall Number and Percentage of Flight Cancellations, by		<b>Civil Rights Complaints by Air Travelers, Other than Disability (Monthly)</b>	52
Reporting Operating Carrier		<b>Complaint Categories</b>	53
<b>Table 7</b>	28	<b>Airline Reports to DOT of Incidents Involving the Loss, Injury,</b>	
Causes of the Delay by Reporting Marketing Carrier		<b>Or Death of Animals during Air Transportation (Monthly)</b>	54
<b>Table 7A</b>	29	<b>Customer Service Reports to the Department of Homeland Security</b>	55
Causes of the Delay by Reporting Operating Carrier			
<b>Table 7B</b>	30		
Causes of the Delay by Reporting Operating Carrier, chart			

## **INTRODUCTION**

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

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

The report normally is released by the end of the second week of each month. The report is available via the Internet at:

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

## FLIGHT DELAYS

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

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

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

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

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

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

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

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

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

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

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

## AIR TRAVEL CONSUMER REPORT

## BRANDED CODESHARE PARTNERS

JULY 2022

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

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

## AIR TRAVEL CONSUMER REPORT

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

JULY 2022

AT ALL US AIRPORTS			
CARRIER <sup>1</sup>	NUMBER OF AIRPORTS REPORTED	PERCENT OF ON-TIME ARRIVALS	RANK
<b>ALASKA AIRLINES NETWORK</b>	<b>106</b>	<b>82.6</b>	<b>1</b>
- ALASKA AIRLINES	84	81.2	
- BRANDED CODESHARE PARTNERS	53	84.5	
<b>HAWAIIAN AIRLINES</b>	<b>22</b>	<b>80.7</b>	<b>2</b>
<b>DELTA AIR LINES NETWORK</b>	<b>212</b>	<b>80.0</b>	<b>3</b>
- DELTA AIR LINES	137	79.6	
- BRANDED CODESHARE PARTNERS	179	80.5	
<b>SPIRIT AIRLINES</b>	<b>53</b>	<b>78.8</b>	<b>4</b>
<b>UNITED AIRLINES NETWORK</b>	<b>237</b>	<b>78.4</b>	<b>5</b>
- UNITED AIRLINES	111	76.8	
- BRANDED CODESHARE PARTNERS	216	80.0	
<b>AMERICAN AIRLINES NETWORK</b>	<b>231</b>	<b>72.7</b>	<b>6</b>
- AMERICAN AIRLINES	114	68.0	
- BRANDED CODESHARE PARTNERS	212	77.3	
<b>FRONTIER AIRLINES</b>	<b>96</b>	<b>72.5</b>	<b>7</b>
<b>SOUTHWEST AIRLINES</b>	<b>107</b>	<b>69.1</b>	<b>8</b>
<b>JETBLUE AIRWAYS</b>	<b>68</b>	<b>67.4</b>	<b>9</b>
<b>ALLEGiant AIR</b>	<b>125</b>	<b>60.9</b>	<b>10</b>
<b>TOTAL AIRPORTS SERVED</b>	<b>368</b>	<b>74.9</b>	

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

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

## AIR TRAVEL CONSUMER REPORT

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

JULY 2022

AT ALL US AIRPORTS			
CARRIER <sup>1</sup>	NUMBER OF AIRPORTS REPORTED	PERCENT OF ON-TIME ARRIVALS	RANK
HORIZON AIR	46	87.2	1
SKYWEST AIRLINES	230	82.9	2
ENVOY AIR	140	81.5	3
ALASKA AIRLINES	84	81.2	4
HAWAIIAN AIRLINES	22	80.7	5
DELTA AIR LINES	137	79.6	6
SPIRIT AIRLINES	53	78.8	7
MESA AIRLINES	87	77.1	8
UNITED AIRLINES	111	76.8	9
ENDEAVOR AIR	93	75.9	10
REPUBLIC AIRWAYS	76	75.0	11
FRONTIER AIRLINES	96	72.5	12
PSA AIRLINES	90	71.4	13
SOUTHWEST AIRLINES	107	69.1	14
AMERICAN AIRLINES	114	68.0	15
JETBLUE AIRWAYS	68	67.4	16
ALLEGiant AIR	125	60.9	17
<b>TOTAL AIRPORTS SERVED</b>	<b>358</b>	<b>74.7</b>	

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

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

## AIR TRAVEL CONSUMER REPORT

TABLE 1B. OVERALL PERCENTAGE OF REPORTED FLIGHT OPERATIONS ARRIVING ON-TIME BY REPORTING MARKETING CARRIER RANK BY MONTH, AND YEAR-TO-DATE

JULY 2022

CARRIER <sup>1</sup>	Jan 22		Feb 22		Mar 22		Apr 22		May 22		Jun 22		Jul 22		Year-to-date (YTD)	
	%	Rank	%	Rank												
<b>ALASKA AIRLINES NETWORK</b>	<b>72.1</b>	<b>6</b>	<b>82.8</b>	<b>3</b>	<b>83.0</b>	<b>2</b>	<b>76.7</b>	<b>5</b>	<b>80.2</b>	<b>3</b>	<b>78.7</b>	<b>1</b>	<b>82.6</b>	<b>1</b>	<b>79.5</b>	<b>3</b>
- ALASKA AIRLINES	70.7		81.1		81.5		72.8		78.4		78.9		81.2		77.9	
- BRANDED CODESHARE PARTNERS	73.9		85.2		85.3		82.5		82.7		78.4		84.5		81.7	
<b>ALLEGiant AIR</b>	<b>65.5</b>	<b>9</b>	<b>65.1</b>	<b>9</b>	<b>57.2</b>	<b>10</b>	<b>59.3</b>	<b>7</b>	<b>66.0</b>	<b>9</b>	<b>59.0</b>	<b>10</b>	<b>60.9</b>	<b>10</b>	<b>61.5</b>	<b>10</b>
<b>AMERICAN AIRLINES NETWORK</b>	<b>78.0</b>	<b>2</b>	<b>73.6</b>	<b>6</b>	<b>81.0</b>	<b>4</b>	<b>79.7</b>	<b>4</b>	<b>77.4</b>	<b>4</b>	<b>70.6</b>	<b>7</b>	<b>72.7</b>	<b>6</b>	<b>76.1</b>	<b>5</b>
- AMERICAN AIRLINES	81.6		71.9		80.7		77.6		76.6		64.2		68.0		74.2	
- BRANDED CODESHARE PARTNERS	74.9		75.1		81.3		81.6		78.1		76.8		77.3		77.9	
<b>DELTA AIR LINES NETWORK</b>	<b>79.4</b>	<b>1</b>	<b>82.8</b>	<b>2</b>	<b>81.4</b>	<b>3</b>	<b>81.9</b>	<b>1</b>	<b>80.7</b>	<b>2</b>	<b>78.4</b>	<b>2</b>	<b>80.0</b>	<b>3</b>	<b>80.6</b>	<b>2</b>
- DELTA AIR LINES	82.4		85.2		81.1		81.0		80.3		77.1		79.6		80.8	
- BRANDED CODESHARE PARTNERS	75.3		79.4		82.0		83.3		81.3		80.4		80.5		80.3	
<b>FRONTIER AIRLINES</b>	<b>69.4</b>	<b>8</b>	<b>68.0</b>	<b>8</b>	<b>57.8</b>	<b>9</b>	<b>58.4</b>	<b>9</b>	<b>64.6</b>	<b>10</b>	<b>69.5</b>	<b>8</b>	<b>72.5</b>	<b>7</b>	<b>65.7</b>	<b>8</b>
<b>HAWAIIAN AIRLINES</b>	<b>77.9</b>	<b>3</b>	<b>87.1</b>	<b>1</b>	<b>84.6</b>	<b>1</b>	<b>80.8</b>	<b>3</b>	<b>86.0</b>	<b>1</b>	<b>77.2</b>	<b>3</b>	<b>80.7</b>	<b>2</b>	<b>81.9</b>	<b>1</b>
<b>JETBLUE AIRWAYS</b>	<b>61.2</b>	<b>10</b>	<b>61.8</b>	<b>10</b>	<b>65.6</b>	<b>8</b>	<b>53.3</b>	<b>10</b>	<b>69.4</b>	<b>7</b>	<b>61.3</b>	<b>9</b>	<b>67.4</b>	<b>9</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>70.2</b>	<b>6</b>	<b>76.8</b>	<b>6</b>	<b>71.4</b>	<b>6</b>	<b>69.1</b>	<b>8</b>	<b>73.1</b>	<b>6</b>
<b>SPIRIT AIRLINES</b>	<b>74.1</b>	<b>5</b>	<b>71.2</b>	<b>7</b>	<b>68.5</b>	<b>7</b>	<b>58.5</b>	<b>8</b>	<b>68.8</b>	<b>8</b>	<b>75.3</b>	<b>5</b>	<b>78.8</b>	<b>4</b>	<b>70.7</b>	<b>7</b>
<b>UNITED AIRLINES NETWORK</b>	<b>71.2</b>	<b>7</b>	<b>76.3</b>	<b>5</b>	<b>79.0</b>	<b>5</b>	<b>80.9</b>	<b>2</b>	<b>77.4</b>	<b>5</b>	<b>76.6</b>	<b>4</b>	<b>78.4</b>	<b>5</b>	<b>77.1</b>	<b>4</b>
- UNITED AIRLINES	74.3		80.0		79.0		80.0		76.3		75.0		76.8		77.3	
- BRANDED CODESHARE PARTNERS	68.9		73.3		79.0		81.7		78.3		78.0		80.0		77.0	
<b>TOTAL</b>	<b>75.3</b>		<b>76.6</b>		<b>77.2</b>		<b>76.0</b>		<b>77.2</b>		<b>73.5</b>		<b>74.9</b>		<b>75.8</b>	

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

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

## AIR TRAVEL CONSUMER REPORT

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

JULY 2022

ARRIVAL AIRPORT*																
CARRIER	ATL		BNA		BOS		BWI		CLT		DAL		DCA		DEN	
	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME
<b>ALASKA AIRLINES NETWORK</b>	123	90.2	59	79.7	208	88.5	62	100.0	0	0.0	62	83.9	155	71.6	188	80.3
- ALASKA AIRLINES	123	90.2	59	79.7	208	88.5	62	100.0	0	0.0	62	83.9	155	71.6	188	80.3
- BRANDED CODESHARE PARTNERS	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
<b>ALLEGiant AIR</b>	0	0.0	278	44.2	81	77.8	32	71.9	0	0.0	0	0.0	0	0.0	54	74.1
<b>AMERICAN AIRLINES NETWORK</b>	1138	67.1	1263	66.1	2460	70.7	434	60.1	17029	71.8	0	0.0	7367	68.8	789	62.1
- AMERICAN AIRLINES	524	57.4	519	58.6	1878	67.6	363	55.1	9444	69.1	0	0.0	2398	63.6	727	60.7
- BRANDED CODESHARE PARTNERS	614	75.4	744	71.4	582	80.6	71	85.9	7585	75.1	0	0.0	4969	71.4	62	79.0
<b>DELTA AIR LINES NETWORK</b>	21177	79.4	1071	76.3	3804	75.8	568	74.5	848	77.6	145	84.8	1591	72.5	1093	74.2
- DELTA AIR LINES	18388	79.9	727	79.9	1885	73.0	409	74.1	465	83.7	145	84.8	698	69.5	945	73.9
- BRANDED CODESHARE PARTNERS	2789	75.9	344	68.6	1919	78.6	159	75.5	383	70.2	0	0.0	893	74.8	148	76.4
<b>FRONTIER AIRLINES</b>	752	63.7	84	71.4	31	71.0	122	59.8	137	57.7	0	0.0	93	79.6	1954	79.0
<b>HAWAIIAN AIRLINES</b>	0	0.0	0	0.0	18	83.3	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
<b>JETBLUE AIRWAYS</b>	149	48.3	191	62.8	3819	73.0	68	80.9	62	64.5	0	0.0	910	76.4	181	60.2
<b>SOUTHWEST AIRLINES</b>	2718	66.6	3812	75.3	556	69.6	5782	71.5	234	56.8	5370	70.0	1350	68.1	7242	68.7
<b>SPIRIT AIRLINES</b>	806	81.9	235	84.3	284	72.5	511	80.8	124	67.7	0	0.0	0	0.0	124	79.0
<b>UNITED AIRLINES NETWORK</b>	662	70.4	716	79.5	1050	80.5	275	76.4	511	71.8	0	0.0	1081	75.9	13337	75.1
- UNITED AIRLINES	436	64.0	272	80.1	993	80.1	265	76.6	170	63.5	0	0.0	377	77.7	7341	75.9
- BRANDED CODESHARE PARTNERS	226	82.7	444	79.1	57	87.7	10	70.0	341	76.0	0	0.0	704	74.9	5996	74.1
<b>TOTAL</b>	<b>27,525</b>	<b>76.9</b>	<b>7,709</b>	<b>73.2</b>	<b>12,311</b>	<b>74.2</b>	<b>7,854</b>	<b>72.0</b>	<b>18,945</b>	<b>71.7</b>	<b>5,577</b>	<b>70.5</b>	<b>12,547</b>	<b>70.5</b>	<b>24,962</b>	<b>73.0</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)

JULY 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>	175	74.9	61	93.4	306	78.8	30	90.0	109	93.6	61	82.0	372	83.9	616	75.8
- ALASKA AIRLINES	175	74.9	61	93.4	306	78.8	30	90.0	109	93.6	61	82.0	372	83.9	430	76.7
- BRANDED CODESHARE PARTNERS	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	186	73.7
<b>ALLEGiant AIR</b>	0	0.0	0	0.0	77	70.1	304	56.6	37	81.1	0	0.0	0	0.0	817	49.3
<b>AMERICAN AIRLINES NETWORK</b>	21485	77.0	747	68.1	809	54.9	478	72.4	204	65.2	865	70.8	2258	69.7	1258	64.8
- AMERICAN AIRLINES	12680	74.7	331	62.2	809	54.9	478	72.4	123	54.5	535	66.0	1385	69.5	1258	64.8
- BRANDED CODESHARE PARTNERS	8805	80.2	416	72.8	0	0.0	0	0.0	81	81.5	330	78.5	873	70.0	0	0.0
<b>DELTA AIR LINES NETWORK</b>	891	78.9	8340	85.1	748	73.5	862	74.5	497	78.9	634	78.2	5054	74.8	1223	79.8
- DELTA AIR LINES	891	78.9	4884	84.4	473	74.6	862	74.5	224	83.5	572	78.0	2318	75.2	1223	79.8
- BRANDED CODESHARE PARTNERS	0	0.0	3456	86.1	275	71.6	0	0.0	273	75.1	62	80.6	2736	74.5	0	0.0
<b>FRONTIER AIRLINES</b>	401	76.6	105	78.1	0	0.0	114	68.4	0	0.0	97	72.2	0	0.0	1352	68.4
<b>HAWAIIAN AIRLINES</b>	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	31	54.8	111	84.7
<b>JETBLUE AIRWAYS</b>	62	59.7	124	69.4	542	66.2	1356	66.6	0	0.0	62	83.9	4064	64.1	275	66.5
<b>SOUTHWEST AIRLINES</b>	0	0.0	331	62.2	0	0.0	1288	73.7	150	56.7	564	71.3	0	0.0	6772	65.2
<b>SPIRIT AIRLINES</b>	798	82.6	744	82.0	731	68.3	1678	82.4	0	0.0	612	83.8	0	0.0	2137	71.7
<b>UNITED AIRLINES NETWORK</b>	757	75.3	535	73.1	8801	73.4	445	69.9	5440	79.2	9799	84.9	120	70.0	1151	72.9
- UNITED AIRLINES	587	74.1	146	63.0	4520	72.3	445	69.9	2691	78.5	5055	82.9	120	70.0	1120	72.5
- BRANDED CODESHARE PARTNERS	170	79.4	389	76.9	4281	74.6	0	0.0	2749	79.8	4744	87.0	0	0.0	31	87.1
<b>TOTAL</b>	<b>24,569</b>	<b>77.1</b>	<b>10,987</b>	<b>82.2</b>	<b>12,014</b>	<b>71.6</b>	<b>6,555</b>	<b>73.4</b>	<b>6,437</b>	<b>78.4</b>	<b>12,694</b>	<b>82.8</b>	<b>11,899</b>	<b>70.4</b>	<b>15,712</b>	<b>67.8</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)

JULY 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>1667</b>	<b>78.7</b>	<b>0</b>	<b>0.0</b>	<b>186</b>	<b>74.7</b>	<b>0</b>	<b>0.0</b>	<b>31</b>	<b>87.1</b>	<b>138</b>	<b>89.1</b>	<b>317</b>	<b>84.5</b>	<b>62</b>	<b>90.3</b>
- ALASKA AIRLINES	696	78.7	0	0.0	186	74.7	0	0.0	31	87.1	116	87.9	286	84.3	62	90.3
- BRANDED CODESHARE PARTNERS	971	78.7	0	0.0	0	0.0	0	0.0	0	0.0	22	95.5	31	87.1	0	0.0
<b>ALLEGiant AIR</b>	<b>216</b>	<b>61.1</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>36</b>	<b>58.3</b>	<b>0</b>	<b>0.0</b>	<b>37</b>	<b>81.1</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>
<b>AMERICAN AIRLINES NETWORK</b>	<b>3428</b>	<b>76.3</b>	<b>3786</b>	<b>68.4</b>	<b>1485</b>	<b>63.2</b>	<b>0</b>	<b>0.0</b>	<b>6078</b>	<b>74.5</b>	<b>588</b>	<b>62.9</b>	<b>10149</b>	<b>73.9</b>	<b>6498</b>	<b>79.9</b>
- AMERICAN AIRLINES	2554	71.8	1863	60.1	1485	63.2	0	0.0	4573	71.4	353	56.9	4779	68.5	3117	74.3
- BRANDED CODESHARE PARTNERS	874	89.6	1923	76.4	0	0.0	0	0.0	1505	84.1	235	71.9	5370	78.7	3381	85.0
<b>DELTA AIR LINES NETWORK</b>	<b>4000</b>	<b>83.3</b>	<b>6874</b>	<b>74.0</b>	<b>1639</b>	<b>71.8</b>	<b>263</b>	<b>76.0</b>	<b>686</b>	<b>74.3</b>	<b>8785</b>	<b>85.0</b>	<b>1108</b>	<b>75.2</b>	<b>503</b>	<b>80.5</b>
- DELTA AIR LINES	2934	82.4	2139	74.5	1639	71.8	88	63.6	686	74.3	5115	85.2	856	75.8	403	81.6
- BRANDED CODESHARE PARTNERS	1066	85.7	4735	73.8	0	0.0	175	82.3	0	0.0	3670	84.8	252	73.0	100	76.0
<b>FRONTIER AIRLINES</b>	<b>0</b>	<b>0.0</b>	<b>91</b>	<b>48.4</b>	<b>1423</b>	<b>68.3</b>	<b>235</b>	<b>74.0</b>	<b>223</b>	<b>71.3</b>	<b>36</b>	<b>83.3</b>	<b>31</b>	<b>80.6</b>	<b>827</b>	<b>73.4</b>
<b>HAWAIIAN AIRLINES</b>	<b>217</b>	<b>84.3</b>	<b>0</b>	<b>0.0</b>	<b>13</b>	<b>69.2</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>
<b>JETBLUE AIRWAYS</b>	<b>921</b>	<b>70.2</b>	<b>1349</b>	<b>63.2</b>	<b>1345</b>	<b>61.7</b>	<b>0</b>	<b>0.0</b>	<b>212</b>	<b>66.5</b>	<b>93</b>	<b>50.5</b>	<b>93</b>	<b>74.2</b>	<b>109</b>	<b>84.4</b>
<b>SOUTHWEST AIRLINES</b>	<b>2377</b>	<b>71.8</b>	<b>1062</b>	<b>67.0</b>	<b>3132</b>	<b>60.7</b>	<b>7181</b>	<b>70.0</b>	<b>560</b>	<b>69.6</b>	<b>588</b>	<b>69.7</b>	<b>812</b>	<b>60.8</b>	<b>387</b>	<b>67.2</b>
<b>SPIRIT AIRLINES</b>	<b>896</b>	<b>85.5</b>	<b>372</b>	<b>77.7</b>	<b>1989</b>	<b>77.3</b>	<b>0</b>	<b>0.0</b>	<b>713</b>	<b>81.1</b>	<b>93</b>	<b>89.2</b>	<b>650</b>	<b>76.5</b>	<b>550</b>	<b>83.8</b>
<b>UNITED AIRLINES NETWORK</b>	<b>3286</b>	<b>80.8</b>	<b>1049</b>	<b>72.2</b>	<b>951</b>	<b>75.6</b>	<b>0</b>	<b>0.0</b>	<b>329</b>	<b>69.0</b>	<b>445</b>	<b>74.8</b>	<b>12865</b>	<b>80.4</b>	<b>363</b>	<b>75.5</b>
- UNITED AIRLINES	2351	77.2	547	70.4	951	75.6	0	0.0	329	69.0	351	72.6	6504	78.4	301	76.1
- BRANDED CODESHARE PARTNERS	935	89.8	502	74.1	0	0.0	0	0.0	0	0.0	94	83.0	6361	82.4	62	72.6
<b>TOTAL</b>	<b>17,008</b>	<b>78.5</b>	<b>14,583</b>	<b>70.8</b>	<b>12,163</b>	<b>67.6</b>	<b>7,715</b>	<b>70.3</b>	<b>8,832</b>	<b>74.3</b>	<b>10,803</b>	<b>82.3</b>	<b>26,025</b>	<b>77.0</b>	<b>9,299</b>	<b>79.0</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)

JULY 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>413</b>	<b>73.8</b>	<b>1691</b>	<b>80.1</b>	<b>9544</b>	<b>85.0</b>	<b>2249</b>	<b>76.6</b>	<b>336</b>	<b>76.5</b>	<b>45</b>	<b>80.0</b>
- ALASKA AIRLINES	310	79.4	713	83.7	6521	82.7	1040	75.4	114	71.9	45	80.0
- BRANDED CODESHARE PARTNERS	103	57.3	978	77.4	3023	89.9	1209	77.7	222	78.8	0	0.0
<b>ALLEGiant AIR</b>	<b>26</b>	<b>57.7</b>	<b>99</b>	<b>61.6</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>6266</b>	<b>77.0</b>	<b>678</b>	<b>66.7</b>	<b>615</b>	<b>68.3</b>	<b>958</b>	<b>64.8</b>	<b>369</b>	<b>61.5</b>	<b>1122</b>	<b>64.8</b>
- AMERICAN AIRLINES	3846	74.0	678	66.7	487	64.5	866	62.7	279	55.9	1003	61.7
- BRANDED CODESHARE PARTNERS	2420	81.7	0	0.0	128	82.8	92	84.8	90	78.9	119	90.8
<b>DELTA AIR LINES NETWORK</b>	<b>846</b>	<b>80.4</b>	<b>835</b>	<b>83.7</b>	<b>4153</b>	<b>87.0</b>	<b>1151</b>	<b>83.9</b>	<b>7168</b>	<b>88.1</b>	<b>1023</b>	<b>75.8</b>
- DELTA AIR LINES	722	80.7	773	84.1	2727	84.2	937	83.5	4306	85.9	1023	75.8
- BRANDED CODESHARE PARTNERS	124	78.2	62	79.0	1426	92.3	214	86.0	2862	91.6	0	0.0
<b>FRONTIER AIRLINES</b>	<b>341</b>	<b>77.7</b>	<b>164</b>	<b>78.7</b>	<b>39</b>	<b>84.6</b>	<b>172</b>	<b>82.0</b>	<b>92</b>	<b>76.1</b>	<b>369</b>	<b>69.6</b>
<b>HAWAIIAN AIRLINES</b>	<b>31</b>	<b>80.6</b>	<b>62</b>	<b>61.3</b>	<b>62</b>	<b>64.5</b>	<b>93</b>	<b>78.5</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>
<b>JETBLUE AIRWAYS</b>	<b>124</b>	<b>58.9</b>	<b>168</b>	<b>81.0</b>	<b>119</b>	<b>58.0</b>	<b>461</b>	<b>80.9</b>	<b>209</b>	<b>71.3</b>	<b>350</b>	<b>60.9</b>
<b>SOUTHWEST AIRLINES</b>	<b>5020</b>	<b>69.3</b>	<b>3424</b>	<b>72.4</b>	<b>925</b>	<b>76.3</b>	<b>767</b>	<b>67.4</b>	<b>936</b>	<b>67.8</b>	<b>1920</b>	<b>67.8</b>
<b>SPIRIT AIRLINES</b>	<b>54</b>	<b>72.2</b>	<b>217</b>	<b>67.7</b>	<b>62</b>	<b>85.5</b>	<b>0</b>	<b>0.0</b>	<b>124</b>	<b>74.2</b>	<b>372</b>	<b>78.0</b>
<b>UNITED AIRLINES NETWORK</b>	<b>684</b>	<b>76.3</b>	<b>936</b>	<b>81.1</b>	<b>783</b>	<b>79.6</b>	<b>5963</b>	<b>84.9</b>	<b>585</b>	<b>80.5</b>	<b>488</b>	<b>73.8</b>
- UNITED AIRLINES	684	76.3	883	80.7	762	79.0	4370	82.9	122	68.9	488	73.8
- BRANDED CODESHARE PARTNERS	0	0.0	53	86.8	21	100.0	1593	90.3	463	83.6	0	0.0
<b>TOTAL</b>	<b>13,805</b>	<b>74.1</b>	<b>8,274</b>	<b>75.6</b>	<b>16,302</b>	<b>83.8</b>	<b>11,814</b>	<b>80.2</b>	<b>9,819</b>	<b>83.7</b>	<b>5,689</b>	<b>69.6</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)

JULY 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	123	90.2	59	79.7	208	88.5	62	100.0	0	0.0	62	83.9	155	71.6	188	80.3
ALLEGiant AIR	0	0.0	278	44.2	81	77.8	32	71.9	0	0.0	0	0.0	0	0.0	54	74.1
AMERICAN AIRLINES	524	57.4	519	58.6	1878	67.6	363	55.1	9444	69.1	0	0.0	2398	63.6	727	60.7
DELTA AIR LINES	18388	79.9	727	79.9	1885	73.0	409	74.1	465	83.7	145	84.8	698	69.5	945	73.9
ENDEAVOR AIR	2219	78.0	214	63.1	344	73.0	111	71.2	291	67.4	0	0.0	171	73.7	0	0.0
ENVOY AIR	112	82.1	190	81.6	124	79.8	25	88.0	217	78.3	0	0.0	217	77.0	0	0.0
FRONTIER AIRLINES	752	63.7	84	71.4	31	71.0	122	59.8	137	57.7	0	0.0	93	79.6	1954	79.0
HAWAIIAN AIRLINES	0	0.0	0	0.0	18	83.3	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	149	48.3	191	62.8	3819	73.0	68	80.9	62	64.5	0	0.0	910	76.4	181	60.2
MESA AIRLINES	134	82.8	75	80.0	0	0.0	0	0.0	134	81.3	0	0.0	71	64.8	0	0.0
PSA AIRLINES	147	76.2	152	63.8	0	0.0	9	88.9	5232	73.9	0	0.0	2994	69.1	0	0.0
REPUBLIC AIRWAYS	436	75.0	599	73.1	1961	80.1	79	83.5	533	71.9	0	0.0	2480	74.8	0	0.0
SKYWEST AIRLINES	581	67.8	271	77.1	0	0.0	16	81.3	58	82.8	0	0.0	140	77.1	5550	74.6
SOUTHWEST AIRLINES	2718	66.6	3812	75.3	556	69.6	5782	71.5	234	56.8	5370	70.0	1350	68.1	7242	68.7
SPIRIT AIRLINES	806	81.9	235	84.3	284	72.5	511	80.8	124	67.7	0	0.0	0	0.0	124	79.0
UNITED AIRLINES	436	64.0	272	80.1	993	80.1	265	76.6	170	63.5	0	0.0	377	77.7	7341	75.9
<b>TOTAL</b>	<b>27,525</b>	<b>76.9</b>	<b>7,678</b>	<b>73.2</b>	<b>12,182</b>	<b>74.1</b>	<b>7,854</b>	<b>72.0</b>	<b>17,101</b>	<b>70.9</b>	<b>5,577</b>	<b>70.5</b>	<b>12,054</b>	<b>70.3</b>	<b>24,306</b>	<b>73.1</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)

JULY 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	175	74.9	61	93.4	306	78.8	30	90.0	109	93.6	61	82.0	372	83.9	430	76.7
ALLEGiant AIR	0	0.0	0	0.0	77	70.1	304	56.6	37	81.1	0	0.0	0	0.0	817	49.3
AMERICAN AIRLINES	12680	74.7	331	62.2	809	54.9	478	72.4	123	54.5	535	66.0	1385	69.5	1258	64.8
DELTA AIR LINES	891	78.9	4884	84.4	473	74.6	862	74.5	224	83.5	572	78.0	2318	75.2	1223	79.8
ENDEAVOR AIR	0	0.0	1392	83.3	121	72.7	0	0.0	93	67.7	0	0.0	2056	75.1	0	0.0
ENVOY AIR	4548	82.6	85	83.5	0	0.0	0	0.0	0	0.0	92	83.7	0	0.0	0	0.0
FRONTIER AIRLINES	401	76.6	105	78.1	0	0.0	114	68.4	0	0.0	97	72.2	0	0.0	1352	68.4
HAWAIIAN AIRLINES	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	31	54.8	111	84.7
HORIZON AIR	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	50	92.0
JETBLUE AIRWAYS	62	59.7	124	69.4	542	66.2	1356	66.6	0	0.0	62	83.9	4064	64.1	275	66.5
MESA AIRLINES	1640	74.3	0	0.0	0	0.0	0	0.0	774	78.6	1729	85.9	0	0.0	0	0.0
PSA AIRLINES	0	0.0	129	72.9	0	0.0	0	0.0	81	81.5	0	0.0	0	0.0	0	0.0
REPUBLIC AIRWAYS	10	90.0	412	74.8	2781	74.6	0	0.0	290	85.9	112	76.8	1553	71.0	0	0.0
SKYWEST AIRLINES	2777	79.7	2180	86.9	55	78.2	0	0.0	253	81.0	1039	86.4	0	0.0	167	70.7
SOUTHWEST AIRLINES	0	0.0	331	62.2	0	0.0	1288	73.7	150	56.7	564	71.3	0	0.0	6772	65.2
SPIRIT AIRLINES	798	82.6	744	82.0	731	68.3	1678	82.4	0	0.0	612	83.8	0	0.0	2137	71.7
UNITED AIRLINES	587	74.1	146	63.0	4520	72.3	445	69.9	2691	78.5	5055	82.9	120	70.0	1120	72.5
<b>TOTAL</b>	<b>24,569</b>	<b>77.1</b>	<b>10,924</b>	<b>82.3</b>	<b>10,415</b>	<b>71.3</b>	<b>6,555</b>	<b>73.4</b>	<b>4,825</b>	<b>78.2</b>	<b>10,530</b>	<b>81.9</b>	<b>11,899</b>	<b>70.4</b>	<b>15,712</b>	<b>67.8</b>

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

## AIR TRAVEL CONSUMER REPORT

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

JULY 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	696	78.7	0	0.0	186	74.7	0	0.0	31	87.1	116	87.9	286	84.3	62	90.3
ALLEGiant AIR	216	61.1	0	0.0	0	0.0	36	58.3	0	0.0	37	81.1	0	0.0	0	0.0
AMERICAN AIRLINES	2554	71.8	1863	60.1	1485	63.2	0	0.0	4573	71.4	353	56.9	4779	68.5	3117	74.3
DELTA AIR LINES	2934	82.4	2139	74.5	1639	71.8	88	63.6	686	74.3	5115	85.2	856	75.8	403	81.6
ENDEAVOR AIR	0	0.0	3293	71.8	0	0.0	0	0.0	0	0.0	617	84.6	91	79.1	26	57.7
ENVOY AIR	0	0.0	0	0.0	0	0.0	0	0.0	1430	84.8	91	70.3	3750	79.5	0	0.0
FRONTIER AIRLINES	0	0.0	91	48.4	1423	68.3	235	74.0	223	71.3	36	83.3	31	80.6	827	73.4
HAWAIIAN AIRLINES	217	84.3	0	0.0	13	69.2	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
HORIZON AIR	35	94.3	0	0.0	0	0.0	0	0.0	0	0.0	22	95.5	31	87.1	0	0.0
JETBLUE AIRWAYS	921	70.2	1349	63.2	1345	61.7	0	0.0	212	66.5	93	50.5	93	74.2	109	84.4
MESA AIRLINES	0	0.0	279	74.2	0	0.0	0	0.0	0	0.0	62	87.1	0	0.0	0	0.0
PSA AIRLINES	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	61	67.2	0	0.0	1417	81.9
REPUBLIC AIRWAYS	0	0.0	3365	77.2	0	0.0	0	0.0	75	70.7	110	77.3	1335	80.1	680	82.6
SKYWEST AIRLINES	3811	85.8	88	75.0	0	0.0	175	82.3	0	0.0	3058	84.8	4250	80.6	30	83.3
SOUTHWEST AIRLINES	2377	71.8	1062	67.0	3132	60.7	7181	70.0	560	69.6	588	69.7	812	60.8	387	67.2
SPIRIT AIRLINES	896	85.5	372	77.7	1989	77.3	0	0.0	713	81.1	93	89.2	650	76.5	550	83.8
UNITED AIRLINES	2351	77.2	547	70.4	951	75.6	0	0.0	329	69.0	351	72.6	6504	78.4	301	76.1
<b>TOTAL</b>	<b>17,008</b>	<b>78.5</b>	<b>14,448</b>	<b>70.8</b>	<b>12,163</b>	<b>67.6</b>	<b>7,715</b>	<b>70.3</b>	<b>8,832</b>	<b>74.3</b>	<b>10,803</b>	<b>82.3</b>	<b>23,468</b>	<b>76.4</b>	<b>7,909</b>	<b>77.3</b>

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

## AIR TRAVEL CONSUMER REPORT

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

JULY 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	310	79.4	713	83.7	6521	82.7	1040	75.4	114	71.9	45	80.0
ALLEGiant AIR	26	57.7	99	61.6	0	0.0	0	0.0	0	0.0	0	0.0
AMERICAN AIRLINES	3846	74.0	678	66.7	487	64.5	866	62.7	279	55.9	1003	61.7
DELTA AIR LINES	722	80.7	773	84.1	2727	84.2	937	83.5	4306	85.9	1023	75.8
ENDEAVOR AIR	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
ENVOY AIR	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	119	90.8
FRONTIER AIRLINES	341	77.7	164	78.7	39	84.6	172	82.0	92	76.1	369	69.6
HAWAIIAN AIRLINES	31	80.6	62	61.3	62	64.5	93	78.5	0	0.0	0	0.0
HORIZON AIR	72	48.6	76	81.6	2735	89.6	304	76.0	0	0.0	0	0.0
JETBLUE AIRWAYS	124	58.9	168	81.0	119	58.0	461	80.9	209	71.3	350	60.9
MESA AIRLINES	862	77.0	0	0.0	0	0.0	0	0.0	49	81.6	0	0.0
PSA AIRLINES	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
REPUBLIC AIRWAYS	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
SKYWEST AIRLINES	1713	83.7	1017	77.7	1863	91.8	2804	85.9	3588	89.6	0	0.0
SOUTHWEST AIRLINES	5020	69.3	3424	72.4	925	76.3	767	67.4	936	67.8	1920	67.8
SPIRIT AIRLINES	54	72.2	217	67.7	62	85.5	0	0.0	124	74.2	372	78.0
UNITED AIRLINES	684	76.3	883	80.7	762	79.0	4370	82.9	122	68.9	488	73.8
<b>TOTAL</b>	<b>13,805</b>	<b>74.1</b>	<b>8,274</b>	<b>75.6</b>	<b>16,302</b>	<b>83.8</b>	<b>11,814</b>	<b>80.2</b>	<b>9,819</b>	<b>83.7</b>	<b>5,689</b>	<b>69.6</b>

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

## AIR TRAVEL CONSUMER REPORT

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

JULY 2022

ARRIVAL AIRPORT*																
SCHEDULED ARRIVAL TIME	ATL	BNA	BOS	BWI	CLT	DAL	DCA	DEN	DFW	DTW	EWR	FLL	IAD	IAH	JFK	LAS
0600-0659	86.0	95.5	73.1	89.0	83.5	97.6	94.7	91.7	85.8	90.1	85.4	70.4	89.1	86.5	80.7	91.9
0700-0759	89.3	91.2	85.5	89.9	82.7	92.6	83.6	92.7	90.2	89.6	82.9	80.5	88.5	96.5	82.7	92.0
0800-0859	85.6	87.6	85.6	87.3	85.3	90.7	83.3	87.7	85.3	89.6	82.0	92.2	93.5	91.8	77.2	88.8
0900-0959	84.3	81.9	86.3	89.9	84.8	90.3	83.4	84.3	87.8	90.5	89.9	89.3	66.7	89.8	83.2	85.9
1000-1059	85.8	78.0	86.8	87.2	83.0	90.3	87.3	83.8	87.6	83.8	81.3	84.1	86.0	91.8	83.2	84.8
1100-1159	84.1	86.0	85.9	82.9	81.3	84.9	82.0	83.8	86.3	87.8	85.5	83.2	87.6	89.3	84.7	81.4
1200-1259	83.6	86.0	84.0	89.3	85.1	79.6	78.3	87.0	82.1	84.7	87.5	80.2	84.2	85.7	83.1	72.0
1300-1359	84.3	76.2	82.2	79.1	77.6	77.0	75.3	78.7	83.6	87.7	76.6	80.7	79.5	88.1	78.8	63.5
1400-1459	80.0	78.0	83.2	78.4	80.5	74.7	73.2	82.1	80.4	82.4	77.4	78.6	80.6	77.5	75.3	63.8
1500-1559	78.7	67.9	74.2	79.2	72.5	68.2	72.1	72.9	75.5	86.1	68.1	75.4	83.6	80.3	76.9	58.0
1600-1659	72.1	70.7	73.7	67.3	71.3	72.2	68.8	61.9	75.0	79.4	69.4	72.9	70.1	80.5	69.4	57.4
1700-1759	74.2	70.4	69.3	69.7	61.1	65.7	65.0	55.0	66.3	83.0	61.1	69.8	60.0	80.8	67.1	56.0
1800-1859	71.6	65.3	62.7	59.6	57.5	57.4	54.7	46.3	65.1	79.0	55.8	62.9	65.3	78.0	58.0	57.3
1900-1959	64.2	62.2	61.1	60.8	44.7	56.3	55.9	60.3	64.2	77.4	53.8	63.3	71.0	68.0	58.5	59.0
2000-2059	63.9	61.4	61.5	54.3	51.8	57.6	58.1	54.0	68.9	82.9	55.3	66.2	68.6	76.7	56.5	52.7
2100-2159	66.6	60.9	60.8	51.2	47.6	52.4	53.3	63.8	64.1	71.8	57.5	64.9	73.5	59.4	50.5	58.5
2200-2259	59.5	55.8	58.9	49.5	52.7	49.9	61.7	60.2	67.6	68.2	62.3	63.8	74.2	71.8	54.6	53.0
2300-0559	61.2	60.7	69.9	56.9	71.0	40.4	60.3	62.7	67.8	64.3	68.2	55.6	74.6	67.2	65.3	58.7
TOTAL	76.9	73.2	74.1	72.0	70.9	70.5	70.3	73.1	77.1	82.3	71.3	73.4	78.2	81.9	70.4	67.8

\* 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)

JULY 2022

ARRIVAL AIRPORT*															
SCHEDULED ARRIVAL TIME	LAX	LGA	MCO	MDW	MIA	MSP	ORD	PHL	PHX	SAN	SEA	SFO	SLC	TPA	TOTAL
0600-0659	89.3	90.2	71.2	89.4	77.3	92.0	83.5	82.6	92.6	100.0	92.3	96.5	97.7	74.7	87.7
0700-0759	94.2	84.7	81.1	87.8	87.1	89.8	83.3	89.1	89.1	94.6	91.6	93.1	96.2	91.9	88.4
0800-0859	88.5	84.1	87.1	84.1	84.7	89.3	80.3	94.3	88.3	90.2	93.6	89.7	93.3	90.6	87.3
0900-0959	86.6	85.7	86.4	88.8	84.2	89.2	79.9	87.7	83.9	88.3	89.1	82.0	91.0	87.2	85.7
1000-1059	82.3	85.0	86.3	83.7	82.0	83.7	76.2	85.8	87.5	83.5	86.1	91.1	91.2	88.3	85.2
1100-1159	83.7	83.8	81.0	82.2	81.8	85.9	81.5	83.4	83.9	83.9	85.1	83.2	82.4	79.9	84.2
1200-1259	79.9	80.4	78.5	76.2	82.0	86.2	81.2	83.1	81.8	75.2	89.7	87.0	91.5	78.4	82.8
1300-1359	82.6	76.7	76.0	78.3	75.6	83.4	78.9	87.0	81.2	79.9	89.0	81.8	84.0	76.6	80.2
1400-1459	77.5	72.3	73.8	71.4	77.8	85.3	76.1	80.3	76.4	77.5	86.6	84.5	89.7	79.8	78.7
1500-1559	78.5	70.1	66.4	69.4	74.3	78.5	70.7	88.4	74.5	73.2	85.3	83.5	80.8	78.6	75.3
1600-1659	76.2	69.9	64.7	69.9	69.9	81.5	76.3	81.7	70.7	71.0	86.8	74.0	87.1	70.2	72.3
1700-1759	78.2	63.0	62.3	72.2	69.6	80.0	75.4	73.1	65.1	62.2	82.9	81.7	72.0	60.8	69.2
1800-1859	72.9	57.1	61.1	63.8	68.5	83.0	69.2	65.9	60.9	62.5	81.7	78.2	62.6	64.6	65.1
1900-1959	72.1	55.3	55.2	58.0	61.4	81.6	69.1	64.2	62.6	66.5	79.8	74.5	82.5	55.0	63.5
2000-2059	73.1	54.5	52.8	55.7	64.3	76.3	73.7	63.6	51.2	71.0	77.8	72.7	76.4	56.8	65.0
2100-2159	73.8	52.6	53.4	48.2	62.1	68.0	62.6	73.0	55.2	67.0	74.9	72.1	74.6	57.8	61.6
2200-2259	66.3	61.8	54.5	48.4	59.8	74.2	63.8	68.9	62.1	63.4	70.1	72.7	76.1	53.5	62.1
2300-0559	66.7	66.2	53.2	51.7	61.6	63.8	72.9	64.7	55.0	75.4	78.2	70.3	59.6	57.5	64.0
<b>TOTAL</b>	<b>78.5</b>	<b>70.8</b>	<b>67.6</b>	<b>70.3</b>	<b>74.3</b>	<b>82.3</b>	<b>76.4</b>	<b>77.3</b>	<b>74.1</b>	<b>75.6</b>	<b>83.8</b>	<b>80.2</b>	<b>83.7</b>	<b>69.6</b>	<b>75.1</b>

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

## AIR TRAVEL CONSUMER REPORT

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

JULY 2022

DEPARTURE AIRPORT*																
SCHEDULED DEPARTURE TIME	ATL	BNA	BOS	BWI	CLT	DAL	DCA	DEN	DFW	DTW	EWR	FLL	IAD	IAH	JFK	LAS
0600-0659	86.1	89.8	89.2	86.1	85.3	88.6	88.2	89.4	84.7	91.3	81.1	88.3	92.2	88.4	84.5	91.2
0700-0759	84.6	86.8	88.9	84.0	85.3	85.1	86.7	86.6	88.9	87.2	86.2	85.0	84.0	85.2	85.0	83.2
0800-0859	85.4	87.2	85.2	72.8	85.0	87.2	85.6	83.8	86.6	87.2	78.5	85.1	88.0	91.8	84.9	79.4
0900-0959	80.6	80.9	84.8	63.7	84.5	76.9	80.7	81.2	83.5	86.1	82.9	82.1	90.7	88.0	81.5	77.2
1000-1059	80.5	83.4	84.6	72.6	76.5	79.6	81.3	76.2	84.3	88.0	83.3	77.3	86.1	85.1	73.6	75.3
1100-1159	78.1	77.6	80.3	73.8	79.5	69.1	82.6	78.4	76.2	77.8	76.9	72.2	81.4	83.8	83.0	76.6
1200-1259	76.8	79.4	82.2	76.0	83.1	70.5	77.3	69.5	80.0	82.7	75.5	78.2	86.1	82.8	76.3	69.2
1300-1359	74.7	75.2	77.0	60.9	75.8	67.7	69.2	77.5	68.1	86.2	76.7	70.6	83.4	75.2	68.6	55.9
1400-1459	73.3	68.7	73.2	57.8	70.4	55.0	69.4	59.2	71.6	79.4	68.7	71.0	70.0	76.0	66.1	45.6
1500-1559	72.1	70.0	70.6	60.8	64.8	63.0	67.7	61.1	63.1	75.7	69.4	71.6	77.4	79.2	64.4	48.6
1600-1659	64.6	58.6	66.8	50.9	61.8	47.7	61.3	56.3	69.7	80.1	59.4	66.1	71.9	65.5	65.0	50.7
1700-1759	67.2	62.9	62.7	50.0	60.3	51.1	63.7	47.8	64.3	72.0	65.6	68.0	62.0	69.2	61.2	41.8
1800-1859	64.7	64.9	61.6	52.3	54.8	52.9	52.4	47.8	63.2	75.9	57.7	67.4	64.5	71.6	54.4	45.5
1900-1959	65.1	63.3	61.6	43.1	40.0	39.5	50.5	42.5	57.5	74.1	50.3	54.0	63.6	71.2	49.2	46.8
2000-2059	58.8	53.2	60.2	40.9	43.1	38.8	58.7	51.7	58.6	80.1	52.0	57.5	66.7	67.4	51.9	42.2
2100-2159	64.2	51.2	54.0	32.4	42.8	38.3	66.4	48.4	71.3	81.8	52.1	61.5	100.0	77.1	41.1	36.6
2200-2259	62.5	52.7	58.9	20.6	47.6	35.2	57.2	47.2	70.8	76.1	43.5	68.2	61.2	75.5	49.4	51.0
2300-0559	61.9	91.2	89.8	89.4	82.8	0.0	84.2	81.5	84.3	78.1	85.2	92.5	94.6	90.2	73.7	78.5
<b>TOTAL</b>	<b>72.4</b>	<b>73.9</b>	<b>76.1</b>	<b>60.2</b>	<b>66.6</b>	<b>63.5</b>	<b>71.8</b>	<b>66.3</b>	<b>72.6</b>	<b>82.3</b>	<b>70.1</b>	<b>72.6</b>	<b>76.1</b>	<b>78.1</b>	<b>68.0</b>	<b>64.0</b>

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

## AIR TRAVEL CONSUMER REPORT

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

JULY 2022

DEPARTURE AIRPORT*															
SCHEDULED DEPARTURE TIME	LAX	LGA	MCO	MDW	MIA	MSP	ORD	PHL	PHX	SAN	SEA	SFO	SLC	TPA	TOTAL
0600-0659	89.7	86.7	87.7	78.7	87.1	89.2	84.2	88.8	94.0	94.0	92.4	90.6	89.8	89.7	88.3
0700-0759	89.4	82.6	85.8	79.6	87.1	89.0	83.6	84.5	87.6	90.4	90.7	92.3	88.4	90.0	86.5
0800-0859	88.0	80.3	80.0	75.4	84.5	89.3	80.6	87.2	83.8	88.0	91.0	90.3	89.7	87.1	85.0
0900-0959	84.4	79.4	78.0	75.1	82.9	87.7	79.1	83.6	79.4	83.7	88.9	78.8	88.8	88.0	82.0
1000-1059	83.0	81.7	75.9	69.0	79.6	86.6	76.2	85.5	82.6	83.6	82.7	79.9	92.6	81.6	80.9
1100-1159	77.7	80.0	78.8	71.1	79.6	83.5	68.3	81.3	80.2	80.5	79.3	79.3	86.7	82.7	79.1
1200-1259	81.7	78.0	73.9	68.7	77.8	81.8	75.4	75.8	75.8	77.5	82.6	76.4	76.0	75.9	77.9
1300-1359	77.8	70.0	67.3	56.7	70.0	76.9	75.5	80.6	73.2	72.6	84.4	78.9	83.5	70.0	73.7
1400-1459	77.9	69.2	59.8	53.0	71.0	76.4	74.4	77.8	69.9	70.0	81.3	74.8	72.9	63.7	69.7
1500-1559	69.2	64.3	57.6	42.9	72.6	80.6	68.8	76.9	62.9	73.8	82.8	73.0	84.2	65.8	68.4
1600-1659	73.1	61.6	52.1	31.5	59.9	75.3	64.1	71.0	69.0	64.7	79.1	79.1	72.6	69.5	64.5
1700-1759	72.9	60.3	55.5	46.8	69.0	68.0	70.9	69.8	65.8	74.4	81.9	75.6	78.2	54.0	63.5
1800-1859	75.2	58.3	48.3	48.1	60.6	75.1	71.9	68.3	46.3	54.1	79.7	76.4	66.4	63.1	62.2
1900-1959	75.0	56.6	49.8	37.4	63.9	81.0	68.8	67.7	42.3	64.0	83.2	73.1	51.4	58.3	58.8
2000-2059	75.5	55.8	46.6	34.3	62.0	80.3	70.0	60.6	61.4	63.9	80.2	76.9	80.3	52.4	58.4
2100-2159	73.4	54.2	47.7	18.9	66.5	76.1	71.5	62.5	41.2	68.5	79.1	75.9	80.4	48.7	61.4
2200-2259	75.1	34.2	33.0	21.5	66.3	77.6	60.0	58.6	46.3	80.0	80.9	75.8	86.5	51.4	59.0
2300-0559	82.9	78.8	79.3	86.8	86.9	85.9	87.1	89.2	87.6	0.0	80.9	80.3	79.0	91.7	82.1
<b>TOTAL</b>	<b>79.9</b>	<b>70.5</b>	<b>66.2</b>	<b>54.7</b>	<b>72.9</b>	<b>81.6</b>	<b>74.5</b>	<b>78.0</b>	<b>71.0</b>	<b>77.2</b>	<b>83.8</b>	<b>80.1</b>	<b>82.5</b>	<b>73.6</b>	<b>72.7</b>

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

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

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Aberdeen, SD (ABR)	88.7	87.1	62	62
Abilene, TX (ABI)	77.5	85.5	173	173
Adak Island, AK (ADK)	88.9	55.6	9	9
Aguadilla, PR (BQN)	46.2	58.1	186	186
Akron, OH (CAK)	63.4	83.5	194	194
Albany, GA (ABY)	67.9	79.5	78	78
Albany, NY (ALB)	73.8	78.9	1128	1128
Albuquerque, NM (ABQ)	71.5	77.4	1751	1751
Alexandria, LA (AEX)	84.3	77.4	159	159
Allentown/Bethlehem/Easton, PA (ABE)	68.5	77.1	428	428
Alpena, MI (APN)	88.7	86.8	53	53
Amarillo, TX (AMA)	81.6	83.0	435	435
Anchorage, AK (ANC)	77.3	83.9	2378	2378
Appleton, WI (ATW)	70.2	79.8	406	405
Arcata/Eureka, CA (ACV)	85.9	86.4	184	184
Asheville, NC (AVL)	67.5	73.9	969	969
Ashland, WV (HTS)	64.8	53.4	88	88
Aspen, CO (ASE)	75.8	75.6	561	561
Atlanta, GA (ATL)	76.9	72.4	27525	27533
Atlantic City, NJ (ACY)	83.3	86.6	336	336
Augusta, GA (AGS)	78.9	80.1	341	341
Austin, TX (AUS)	71.6	73.5	7729	7730
Bakersfield, CA (BFL)	79.4	89.2	204	204
Baltimore, MD (BWI)	72.0	60.2	7854	7852
Bangor, ME (BGR)	72.8	78.3	585	585
Barrow, AK (BRW)	41.9	32.3	31	31
Baton Rouge, LA (BTR)	77.7	78.3	301	300
Beaumont/Port Arthur, TX (BPT)	91.9	87.1	62	62
Bellefonte, PA (BFB)	65.2	53.8	158	158
Bellingham, WA (BLI)	79.2	86.3	331	329
Bemidji, MN (BJI)	90.3	87.5	72	72
Bend/Redmond, OR (RDM)	82.5	85.4	732	732
Bethel, AK (BET)	83.9	87.1	62	62
Billings, MT (BIL)	81.1	89.9	407	406
Binghamton, NY (BGM)	80.6	90.3	31	31
Birmingham, AL (BHM)	67.5	73.4	1161	1162
Bishop, CA (BIH)	76.9	84.6	26	26
Bismarck/Mandan, ND (BIS)	77.2	76.0	334	334
Bloomington/Normal, IL (BMI)	70.3	75.3	236	235
Boise, ID (BOI)	80.6	85.1	2443	2444
Boston, MA (BOS)	74.1	76.1	12182	12179

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Bozeman, MT (BZN)	76.6	79.4	1103	1103
Brainerd, MN (BRD)	94.4	94.4	72	72
Branson, MO (BKG)	66.7	61.1	18	18
Bristol/Johnson City/Kingsport, TN (TRI)	79.5	80.4	292	291
Brownsville, TX (BRO)	87.8	90.2	123	123
Brunswick, GA (BQK)	84.1	88.6	88	88
Buffalo, NY (BUF)	69.6	77.6	1774	1775
Burbank, CA (BUR)	73.2	73.6	2763	2763
Burlington, VT (BTV)	76.5	78.2	824	825
Butte, MT (BTM)	89.7	92.3	39	39
Cape Girardeau, MO (CGI)	90.3	90.3	62	62
Casper, WY (CPR)	78.2	72.8	147	147
Cedar City, UT (CDC)	88.7	90.6	53	53
Cedar Rapids/Iowa City, IA (CID)	76.5	81.9	686	686
Champaign/Urbana, IL (CMI)	80.7	81.5	119	119
Charleston, SC (CHS)	66.6	70.9	2238	2239
Charleston/Dunbar, WV (CRW)	68.9	69.9	219	219
Charlotte Amalie, VI (STT)	78.7	78.5	522	522
Charlotte, NC (CLT)	70.9	66.6	17101	17105
Charlottesville, VA (CHO)	71.2	76.9	278	277
Chattanooga, TN (CHA)	71.8	74.2	411	411
Cheyenne, WY (CYS)	77.4	79.0	62	62
Chicago, IL (MDW)	70.3	54.7	7715	7715
Chicago, IL (ORD)	76.4	74.5	23468	23466
Christiansted, VI (STX)	77.7	80.6	103	103
Cincinnati, OH (CVG)	70.5	77.2	3324	3325
Clarksburg/Fairmont, WV (CKB)	80.7	77.1	109	109
Cleveland, OH (CLE)	71.6	77.8	3278	3280
College Station/Bryan, TX (CLL)	83.9	88.2	93	93
Colorado Springs, CO (COS)	68.9	72.6	1096	1096
Columbia, MO (COU)	83.8	83.1	148	148
Columbia, SC (CAE)	71.7	79.9	566	566
Columbus, GA (CSG)	85.6	89.8	118	118
Columbus, MS (GTR)	74.7	81.9	83	83
Columbus, OH (CMH)	71.0	78.3	3277	3277
Columbus, OH (LCK)	63.9	60.4	158	159
Concord, NC (USA)	68.5	61.1	54	54
Cordova, AK (CDV)	80.6	83.9	62	62
Corpus Christi, TX (CRP)	79.6	80.3	309	309
Dallas, TX (DAL)	70.5	63.5	5577	5577
Dallas/Fort Worth, TX (DFW)	77.1	72.6	24569	24570

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

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Dayton, OH (DAY)	72.5	80.9	539	540
Daytona Beach, FL (DAB)	81.8	78.0	242	241
Deadhorse, AK (SCC)	85.3	85.3	34	34
Decatur, IL (DEC)	82.1	82.1	106	106
Del Rio, TX (DRT)	83.9	83.9	62	62
Denver, CO (DEN)	73.1	66.3	24306	24304
Des Moines, IA (DSM)	73.8	84.7	1298	1298
Detroit, MI (DTW)	82.3	82.3	10924	10918
Devils Lake, ND (DVL)	87.9	84.5	58	58
Dillingham, AK (DLG)	85.5	80.6	62	62
Dodge City, KS (DDC)	81.1	83.0	53	53
Dothan, AL (DHN)	75.9	80.5	87	87
Dubuque, IA (DBQ)	82.3	83.9	62	62
Duluth, MN (DLH)	87.6	92.6	121	122
Durango, CO (DRO)	82.0	81.7	323	323
Eagle, CO (EGE)	81.3	81.9	155	155
Eau Claire, WI (EAU)	94.9	87.2	39	39
El Paso, TX (ELP)	70.3	77.3	1492	1491
Elko, NV (EKO)	96.8	96.8	31	31
Elmira/Corning, NY (ELM)	87.1	87.1	85	85
Escanaba, MI (ESC)	87.1	90.3	62	62
Eugene, OR (EUG)	78.6	80.9	859	859
Evansville, IN (EVV)	81.1	84.0	169	169
Everett, WA (PAE)	80.4	86.9	419	420
Fairbanks, AK (FAI)	85.8	88.5	472	471
Fargo, ND (FAR)	80.1	80.9	488	488
Fayetteville, AR (XNA)	79.0	80.8	925	925
Fayetteville, NC (FAY)	77.3	85.4	233	233
Flagstaff, AZ (FLG)	85.3	86.5	163	163
Flint, MI (FNT)	59.2	72.4	233	232
Fort Dodge, IA (FOD)	80.5	78.0	41	41
Fort Lauderdale, FL (FLL)	73.4	72.6	6555	6558
Fort Leonard Wood, MO (TBN)	81.1	81.1	53	53
Fort Myers, FL (RSW)	72.3	75.7	2196	2197
Fort Smith, AR (FSM)	88.1	87.3	118	118
Fort Wayne, IN (FWA)	68.9	75.9	453	453
Fresno, CA (FAT)	74.2	80.3	1018	1018
Gainesville, FL (GNV)	76.1	76.1	310	310
Garden City, KS (GCK)	75.8	82.3	62	62
Gillette, WY (GCC)	88.9	94.4	54	54
Grand Forks, ND (GFK)	88.0	87.2	117	117

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Grand Island, NE (GRI)	73.8	74.1	80	81
Grand Junction, CO (GJT)	79.9	76.9	303	303
Grand Rapids, MI (GRR)	70.5	80.4	1335	1335
Great Falls, MT (GTF)	86.5	85.4	185	185
Green Bay, WI (GRB)	80.3	84.6	356	356
Greensboro/High Point, NC (GSO)	65.4	76.6	815	815
Greer, SC (GSP)	71.2	78.7	1086	1087
Guam, TT (GUM)	95.5	91.0	67	67
Gulfport/Biloxi, MS (GPT)	75.1	79.1	269	268
Gunnison, CO (GUC)	81.6	78.6	103	103
Gustavus, AK (GST)	77.4	87.1	31	31
Hagerstown, MD (HGR)	71.4	60.7	28	28
Hancock/Houghton, MI (CMX)	79.7	79.7	59	59
Harlingen/San Benito, TX (HRL)	80.1	83.0	336	336
Harrisburg, PA (MDT)	75.4	74.4	480	480
Hartford, CT (BDL)	71.4	78.5	1981	1981
Hattiesburg/Laurel, MS (PIB)	90.3	87.3	62	63
Hayden, CO (HDN)	77.4	76.6	124	124
Hays, KS (HYS)	79.0	77.8	62	63
Helena, MT (HLN)	92.7	95.2	124	124
Hibbing, MN (HIB)	98.1	98.1	54	54
Hilo, HI (ITO)	80.6	85.2	562	562
Hilton Head, SC (HHH)	73.5	67.8	230	230
Honolulu, HI (HNL)	79.8	80.5	4948	4949
Houston, TX (HOU)	72.2	66.6	4489	4488
Houston, TX (IAH)	81.9	78.1	10530	10533
Huntsville, AL (HSV)	72.5	75.7	665	666
Hyannis, MA (HYA)	71.0	64.5	31	31
Idaho Falls, ID (IDA)	86.0	85.3	449	449
Indianapolis, IN (IND)	71.0	78.1	3642	3641
International Falls, MN (INL)	89.1	83.6	55	55
Iron Mountain/Kingsfd, MI (IMT)	85.5	87.1	62	62
Islip, NY (ISP)	68.9	76.4	360	360
Ithaca/Cortland, NY (ITH)	100.0	100.0	31	31
Jackson, WY (JAC)	81.4	83.5	708	708
Jackson/Vicksburg, MS (JAN)	68.2	74.8	660	662
Jacksonville, FL (JAX)	66.0	71.8	2462	2461
Jacksonville/Camp Lejeune, NC (OAJ)	70.8	82.6	144	144
Jamestown, ND (JMS)	88.2	92.8	68	69
Johnstown, PA (JST)	90.2	85.5	61	62
Joplin, MO (JLN)	87.0	63.0	54	54

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

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Juneau, AK (JNU)	80.6	84.0	526	525
Kahului, HI (OGG)	79.4	77.9	2780	2780
Kalamazoo, MI (AZO)	83.3	87.1	132	132
Kalispell, MT (FCA)	82.2	83.5	606	606
Kansas City, MO (MCI)	69.9	76.1	3945	3944
Kearney, NE (EAR)	74.1	94.4	54	54
Ketchikan, AK (KTN)	83.8	87.4	277	277
Key West, FL (EYW)	79.4	77.1	646	646
Killeen, TX (GRK)	78.8	82.5	160	160
King Salmon, AK (AKN)	76.4	20.8	72	72
Knoxville, TN (TYS)	70.4	80.5	1184	1187
Kodiak, AK (ADQ)	84.7	89.5	124	124
Kona, HI (KOA)	82.0	83.8	1546	1546
Kotzebue, AK (OTZ)	83.9	88.7	62	62
La Crosse, WI (LSE)	83.1	86.3	124	124
Lafayette, LA (LFT)	76.2	76.5	298	298
Lake Charles, LA (LCH)	82.8	78.5	93	93
Lansing, MI (LAN)	84.0	82.1	162	162
Laramie, WY (LAR)	89.5	86.2	57	58
Laredo, TX (LRD)	87.5	82.0	128	128
Las Vegas, NV (LAS)	67.8	64.0	15712	15714
Latrobe, PA (LBE)	86.0	82.8	93	93
Lawton/Fort Sill, OK (LAW)	80.4	83.7	92	92
Lewisburg, WV (LWB)	82.3	77.4	62	62
Lewiston, ID (LWS)	89.6	86.5	96	96
Lexington, KY (LEX)	76.6	81.2	687	686
Liberal, KS (LBL)	75.5	81.1	53	53
Lihue, HI (LIH)	78.7	83.9	1427	1427
Little Rock, AR (LIT)	70.3	77.7	1004	1003
Long Beach, CA (LGB)	79.0	72.0	1320	1320
Longview, TX (GGG)	87.1	91.9	62	62
Los Angeles, CA (LAX)	78.5	79.9	17008	17014
Louisville, KY (SDF)	68.1	76.2	1953	1951
Lubbock, TX (LBB)	78.2	82.5	510	509
Lynchburg, VA (LYH)	80.0	92.3	25	26
Madison, WI (MSN)	73.2	83.3	906	906
Manchester, NH (MHT)	70.0	75.1	607	607
Manhattan/Ft. Riley, KS (MHK)	85.9	84.6	149	149
Marquette, MI (MQT)	82.0	82.0	89	89
Martha's Vineyard, MA (MVY)	76.5	69.9	289	289
Mason City, IA (MCW)	85.4	75.6	41	41

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Medford, OR (MFR)	85.0	88.1	720	720
Melbourne, FL (MLB)	78.1	79.6	196	196
Memphis, TN (MEM)	69.6	72.9	1826	1825
Meridian, MS (MEI)	86.3	84.9	73	73
Miami, FL (MIA)	74.3	72.9	8832	8837
Midland/Odessa, TX (MAF)	73.1	79.1	782	781
Milwaukee, WI (MKE)	69.2	77.7	2118	2118
Minneapolis, MN (MSP)	82.3	81.6	10803	10794
Minot, ND (MOT)	81.5	85.2	189	189
Mission/McAllen/Edinburg, TX (MFE)	75.7	81.3	379	379
Missoula, MT (MSO)	85.7	83.7	547	547
Moab, UT (CNY)	84.6	78.5	65	65
Mobile, AL (MOB)	74.8	82.3	310	310
Moline, IL (MLI)	75.0	81.3	348	348
Monroe, LA (MLU)	82.4	85.2	176	176
Monterey, CA (MRY)	82.1	85.5	380	380
Montgomery, AL (MGM)	68.7	73.3	217	217
Montrose/Delta, CO (MTJ)	81.5	83.1	248	248
Mosinee, WI (CWA)	88.1	86.8	151	151
Muskegon, MI (MKG)	87.1	83.9	62	62
Myrtle Beach, SC (MYR)	72.8	74.9	2065	2065
Nantucket, MA (ACK)	76.1	74.3	444	444
Nashville, TN (BNA)	73.2	73.9	7678	7676
New Bern/Morehead/Beaufort, NC (EWN)	66.1	79.5	112	112
New Orleans, LA (MSY)	71.5	70.6	4088	4086
New York, NY (JFK)	70.4	68.0	11899	11899
New York, NY (LGA)	70.8	70.5	14448	14447
Newark, NJ (EWR)	71.3	70.1	10415	10421
Newburgh/Poughkeepsie, NY (SWF)	81.6	78.6	103	103
Newport News/Williamsburg, VA (PHF)	73.3	94.9	60	59
Niagara Falls, NY (IAG)	77.8	63.9	36	36
Nome, AK (OME)	82.3	85.5	62	62
Norfolk, VA (ORF)	66.3	74.0	2073	2074
North Bend/Coos Bay, OR (OTH)	92.5	90.0	40	40
North Platte, NE (LBF)	62.7	71.7	59	60
Oakland, CA (OAK)	75.8	72.7	4555	4556
Oklahoma City, OK (OKC)	70.5	77.9	1846	1846
Omaha, NE (OMA)	71.9	77.1	1871	1871
Ontario, CA (ONT)	73.5	78.7	2075	2075
Orlando, FL (MCO)	67.6	66.2	12163	12159
Owensboro, KY (OWB)	44.4	33.3	9	9

AIR TRAVEL CONSUMER REPORT  
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 JULY 2022

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Paducah, KY (PAH)	86.3	86.3	73	73
Pago Pago, TT (PPG)	37.5	50.0	8	8
Palm Springs, CA (PSP)	77.4	81.9	864	864
Panama City, FL (ECP)	74.7	78.6	742	742
Pasco/Kennewick/Richland, WA (PSC)	84.3	88.3	523	523
Pellston, MI (PLN)	82.8	92.5	93	93
Pensacola, FL (PNS)	71.0	76.8	1079	1079
Peoria, IL (PIA)	72.8	73.4	301	301
Petersburg, AK (PSG)	90.2	93.4	61	61
Philadelphia, PA (PHL)	77.3	78.0	7909	7912
Phoenix, AZ (AZA)	69.3	81.8	446	446
Phoenix, AZ (PHX)	74.1	71.0	13805	13808
Pittsburgh, PA (PIT)	68.7	77.5	3525	3524
Plattsburgh, NY (PBG)	84.6	69.2	39	39
Pocatello, ID (PIH)	93.5	93.5	31	31
Ponce, PR (PSE)	61.3	70.7	93	92
Portland, ME (PWM)	75.8	72.1	1219	1220
Portland, OR (PDX)	79.0	84.1	5310	5311
Portsmouth, NH (PSM)	72.3	63.8	47	47
Prescott, AZ (PRC)	79.0	82.3	62	62
Providence, RI (PVD)	71.4	75.0	1337	1337
Provo, UT (PVU)	85.1	81.6	87	87
Pueblo, CO (PUB)	87.5	77.5	40	40
Pullman, WA (PUW)	93.0	92.2	115	115
Punta Gorda, FL (PGD)	54.0	68.5	550	550
Raleigh/Durham, NC (RDU)	68.9	72.8	4639	4638
Rapid City, SD (RAP)	75.6	80.6	583	583
Redding, CA (RDD)	96.1	94.8	154	154
Reno, NV (RNO)	75.0	79.5	1726	1726
Rhineland, WI (RHI)	83.9	87.1	62	62
Richmond, VA (RIC)	70.8	77.4	1577	1577
Riverton/Lander, WY (RIW)	83.9	96.8	31	31
Roanoke, VA (ROA)	80.9	77.0	183	183
Rochester, MN (RST)	85.2	83.9	155	155
Rochester, NY (ROC)	70.8	79.4	1076	1077
Rock Springs, WY (RKS)	80.6	90.3	31	31
Rockford, IL (RFD)	80.7	57.9	57	57
Roswell, NM (ROW)	83.7	81.1	123	122
Sacramento, CA (SMF)	74.6	76.8	4986	4985
Saginaw/Bay City/Midland, MI (MBS)	85.6	80.3	132	132
Saipan, TT (SPN)	100.0	100.0	36	36

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Salina, KS (SLN)	82.2	79.5	73	73
Salt Lake City, UT (SLC)	83.7	82.5	9819	9811
San Angelo, TX (SJT)	87.8	87.8	123	123
San Antonio, TX (SAT)	73.3	80.6	3091	3092
San Diego, CA (SAN)	75.6	77.2	8274	8274
San Francisco, CA (SFO)	80.2	80.1	11814	11816
San Jose, CA (SJC)	76.6	76.5	5056	5055
San Juan, PR (SJU)	70.5	76.0	2638	2640
San Luis Obispo, CA (SBP)	85.0	84.6	492	492
Sanford, FL (SFB)	62.0	71.4	909	909
Santa Ana, CA (SNA)	75.4	74.8	4059	4059
Santa Barbara, CA (SBA)	78.7	80.8	743	743
Santa Fe, NM (SAF)	86.4	91.3	184	184
Santa Maria, CA (SMX)	20.0	36.4	10	11
Santa Rosa, CA (STS)	86.8	87.1	425	425
Sarasota/Bradenton, FL (SRQ)	65.1	71.9	1008	1008
Sault Ste. Marie, MI (CIU)	93.5	90.3	62	62
Savannah, GA (SAV)	67.9	71.2	1640	1640
Scottsbluff, NE (BFF)	82.6	84.1	69	69
Scranton/Wilkes-Barre, PA (AVP)	66.4	74.7	146	146
Seattle, WA (SEA)	83.8	83.8	16302	16301
Sheridan, WY (SHR)	79.6	94.4	54	54
Shreveport, LA (SHV)	80.5	75.9	365	365
Sioux City, IA (SUX)	74.6	72.9	59	59
Sioux Falls, SD (FSD)	70.7	76.2	646	646
Sitka, AK (SIT)	68.3	78.0	186	186
South Bend, IN (SBN)	78.8	81.9	452	452
Spokane, WA (GEG)	80.4	84.5	1887	1887
Springfield, IL (SPI)	82.9	81.1	111	111
Springfield, MO (SGF)	74.4	75.9	577	577
St. George, UT (SGU)	82.7	86.9	284	283
St. Louis, MO (STL)	71.0	67.9	5292	5294
St. Petersburg, FL (PIE)	52.8	66.1	837	836
State College, PA (SCE)	83.9	80.6	31	31
Staunton, VA (SHD)	87.1	85.5	62	62
Stillwater, OK (SWO)	87.1	91.9	62	62
Stockton, CA (SCK)	43.8	37.5	48	48
Sun Valley/Hailey/Ketchum, ID (SUN)	92.1	93.0	227	227
Syracuse, NY (SYR)	70.6	78.2	1113	1114
Tallahassee, FL (TLH)	79.3	83.8	445	445
Tampa, FL (TPA)	69.6	73.6	5689	5689

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

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Texarkana, AR (TXK)	84.5	90.5	84	84
Toledo, OH (TOL)	76.3	71.2	59	59
Traverse City, MI (TVC)	80.4	78.8	657	656
Trenton, NJ (TTN)	70.9	76.5	179	179
Tucson, AZ (TUS)	76.7	84.9	1302	1301
Tulsa, OK (TUL)	73.8	84.8	1386	1386
Twin Falls, ID (TWF)	100.0	96.8	31	31
Tyler, TX (TYR)	73.8	82.1	84	84
Valdosta, GA (VLD)	78.2	83.9	87	87
Valparaiso, FL (VPS)	70.0	75.3	1021	1020
Vernal, UT (VEL)	79.5	76.9	39	39
Victoria, TX (VCT)	96.3	98.1	54	53
Waco, TX (ACT)	80.9	83.7	141	141
Walla Walla, WA (ALW)	90.3	95.2	62	62
Washington, DC (DCA)	70.3	71.8	12054	12050
Washington, DC (IAD)	78.2	76.1	4825	4823
Waterloo, IA (ALO)	82.8	75.9	58	58
Wenatchee, WA (EAT)	88.7	90.3	62	62
West Palm Beach/Palm Beach, FL (PBI)	68.8	74.8	1638	1638
West Yellowstone, MT (WYS)	87.5	89.1	64	64
White Plains, NY (HPN)	71.9	73.7	1179	1179
Wichita Falls, TX (SPS)	83.3	86.9	84	84
Wichita, KS (ICT)	74.0	79.7	849	847
Williston, ND (XWA)	82.8	84.8	145	145
Wilmington, NC (ILM)	67.3	72.0	683	683
Worcester, MA (ORH)	74.0	72.7	150	150
Wrangell, AK (WRG)	80.3	85.2	61	61
Yakima, WA (YKM)	90.3	95.2	62	62
Yakutat, AK (YAK)	85.5	87.1	62	62
Yuma, AZ (YUM)	86.8	93.4	121	121

## AIR TRAVEL CONSUMER REPORT

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

JULY 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>6754</b>	<b>6</b>	<b>0.1</b>	<b>1</b>
<b>SPIRIT AIRLINES</b>	<b>53</b>	<b>19392</b>	<b>68</b>	<b>0.4</b>	<b>2</b>
<b>ALASKA AIRLINES NETWORK</b>	<b>106</b>	<b>35224</b>	<b>154</b>	<b>0.4</b>	<b>3</b>
- ALASKA AIRLINES	84	20387	100	0.5	
- BRANDED CODESHARE PARTNERS	53	14837	54	0.4	
<b>FRONTIER AIRLINES</b>	<b>96</b>	<b>13175</b>	<b>145</b>	<b>1.1</b>	<b>4</b>
<b>ALLEGiant AIR</b>	<b>125</b>	<b>12433</b>	<b>184</b>	<b>1.5</b>	<b>5</b>
<b>SOUTHWEST AIRLINES</b>	<b>107</b>	<b>117844</b>	<b>1843</b>	<b>1.6</b>	<b>6</b>
<b>DELTA AIR LINES NETWORK</b>	<b>212</b>	<b>127617</b>	<b>2243</b>	<b>1.8</b>	<b>7</b>
- DELTA AIR LINES	137	78767	788	1.0	
- BRANDED CODESHARE PARTNERS	179	48850	1455	3.0	
<b>JETBLUE AIRWAYS</b>	<b>68</b>	<b>22867</b>	<b>415</b>	<b>1.8</b>	<b>8</b>
<b>UNITED AIRLINES NETWORK</b>	<b>237</b>	<b>109399</b>	<b>2204</b>	<b>2.0</b>	<b>9</b>
- UNITED AIRLINES	111	55510	825	1.5	
- BRANDED CODESHARE PARTNERS	216	53889	1379	2.6	
<b>AMERICAN AIRLINES NETWORK</b>	<b>231</b>	<b>154085</b>	<b>3871</b>	<b>2.5</b>	<b>10</b>
- AMERICAN AIRLINES	114	76614	2448	3.2	
- BRANDED CODESHARE PARTNERS	212	77471	1423	1.8	
<b>TOTAL AIRPORTS SERVED</b>	<b>368</b>	<b>618,790</b>	<b>11,133</b>	<b>1.8</b>	

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

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

## AIR TRAVEL CONSUMER REPORT

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

JULY 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	6754	6	0.1	1
SPIRIT AIRLINES	53	19392	68	0.4	2
HORIZON AIR	46	8516	35	0.4	3
ALASKA AIRLINES	84	20387	100	0.5	4
ENVOY AIR	140	21855	130	0.6	5
SKYWEST AIRLINES	230	65225	507	0.8	6
DELTA AIR LINES	137	78767	788	1.0	7
FRONTIER AIRLINES	96	13175	145	1.1	8
ALLEGiant AIR	125	12433	184	1.5	9
UNITED AIRLINES	111	55510	825	1.5	10
SOUTHWEST AIRLINES	107	117844	1843	1.6	11
JETBLUE AIRWAYS	68	22867	415	1.8	12
MESA AIRLINES	87	9590	200	2.1	13
PSA AIRLINES	90	19152	540	2.8	14
AMERICAN AIRLINES	114	76614	2448	3.2	15
REPUBLIC AIRWAYS	76	26710	1195	4.5	16
ENDEAVOR AIR	93	20166	1117	5.5	17
<b>TOTAL AIRPORTS SERVED</b>	<b>358</b>	<b>594,957</b>	<b>10,546</b>	<b>1.8</b>	

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

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

## AIR TRAVEL CONSUMER REPORT

TABLE 7. CAUSES OF DELAY, BY REPORTING MARKETING CARRIER

JULY 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>35224</b>	<b>29081</b>	<b>82.56</b>	<b>154</b>	<b>0.44</b>	<b>73</b>	<b>0.21</b>	<b>1993</b>	<b>5.66</b>	<b>114</b>	<b>0.32</b>	<b>1606</b>	<b>4.56</b>	<b>86</b>	<b>0.24</b>	<b>2116</b>	<b>6.01</b>
- ALASKA AIRLINES	20387	16549	81.17	100	0.49	51	0.25	1112	5.45	75	0.37	1356	6.65	81	0.40	1064	5.22
- BRANDED CODESHARE PARTNERS	14837	12532	84.46	54	0.36	22	0.15	882	5.94	40	0.27	250	1.68	5	0.03	1052	7.09
<b>ALLEGiant AIR</b>	<b>12433</b>	<b>7577</b>	<b>60.94</b>	<b>184</b>	<b>1.48</b>	<b>29</b>	<b>0.23</b>	<b>1007</b>	<b>8.10</b>	<b>339</b>	<b>2.73</b>	<b>1183</b>	<b>9.52</b>	<b>21</b>	<b>0.17</b>	<b>2094</b>	<b>16.84</b>
<b>AMERICAN AIRLINES NETWORK</b>	<b>154085</b>	<b>111995</b>	<b>72.68</b>	<b>3871</b>	<b>2.51</b>	<b>537</b>	<b>0.35</b>	<b>11832</b>	<b>7.68</b>	<b>2260</b>	<b>1.47</b>	<b>8754</b>	<b>5.68</b>	<b>96</b>	<b>0.06</b>	<b>14740</b>	<b>9.57</b>
- AMERICAN AIRLINES	76614	52093	67.99	2448	3.20	263	0.34	7062	9.22	1034	1.35	4626	6.04	66	0.09	9022	11.78
- BRANDED CODESHARE PARTNERS	77471	59902	77.32	1423	1.84	274	0.35	4770	6.16	1225	1.58	4128	5.33	30	0.04	5718	7.38
<b>DELTA AIR LINES NETWORK</b>	<b>127617</b>	<b>102030</b>	<b>79.95</b>	<b>2243</b>	<b>1.76</b>	<b>323</b>	<b>0.25</b>	<b>10534</b>	<b>8.25</b>	<b>1304</b>	<b>1.02</b>	<b>5232</b>	<b>4.10</b>	<b>23</b>	<b>0.02</b>	<b>5927</b>	<b>4.64</b>
- DELTA AIR LINES	78767	62689	79.59	788	1.00	177	0.22	6505	8.26	574	0.73	3502	4.45	13	0.02	4518	5.74
- BRANDED CODESHARE PARTNERS	48850	39341	80.53	1455	2.98	146	0.30	4028	8.25	731	1.50	1730	3.54	10	0.02	1409	2.88
<b>FRONTIER AIRLINES</b>	<b>13175</b>	<b>9551</b>	<b>72.49</b>	<b>145</b>	<b>1.10</b>	<b>33</b>	<b>0.25</b>	<b>1070</b>	<b>8.12</b>	<b>105</b>	<b>0.80</b>	<b>1171</b>	<b>8.89</b>	<b>0</b>	<b>0.00</b>	<b>1101</b>	<b>8.36</b>
<b>HAWAIIAN AIRLINES</b>	<b>6754</b>	<b>5450</b>	<b>80.69</b>	<b>6</b>	<b>0.09</b>	<b>7</b>	<b>0.10</b>	<b>815</b>	<b>12.07</b>	<b>7</b>	<b>0.10</b>	<b>15</b>	<b>0.22</b>	<b>19</b>	<b>0.28</b>	<b>436</b>	<b>6.46</b>
<b>JETBLUE AIRWAYS</b>	<b>22867</b>	<b>15412</b>	<b>67.40</b>	<b>415</b>	<b>1.81</b>	<b>112</b>	<b>0.49</b>	<b>3011</b>	<b>13.17</b>	<b>196</b>	<b>0.86</b>	<b>1710</b>	<b>7.48</b>	<b>26</b>	<b>0.11</b>	<b>1985</b>	<b>8.68</b>
<b>SOUTHWEST AIRLINES</b>	<b>117844</b>	<b>81477</b>	<b>69.14</b>	<b>1843</b>	<b>1.56</b>	<b>382</b>	<b>0.32</b>	<b>11952</b>	<b>10.14</b>	<b>584</b>	<b>0.50</b>	<b>4882</b>	<b>4.14</b>	<b>125</b>	<b>0.11</b>	<b>16599</b>	<b>14.09</b>
<b>SPIRIT AIRLINES</b>	<b>19392</b>	<b>15277</b>	<b>78.78</b>	<b>68</b>	<b>0.35</b>	<b>32</b>	<b>0.17</b>	<b>979</b>	<b>5.05</b>	<b>265</b>	<b>1.37</b>	<b>1884</b>	<b>9.72</b>	<b>72</b>	<b>0.37</b>	<b>815</b>	<b>4.20</b>
<b>UNITED AIRLINES NETWORK</b>	<b>109399</b>	<b>85767</b>	<b>78.40</b>	<b>2204</b>	<b>2.01</b>	<b>424</b>	<b>0.39</b>	<b>8210</b>	<b>7.50</b>	<b>1195</b>	<b>1.09</b>	<b>5037</b>	<b>4.60</b>	<b>2</b>	<b>0.00</b>	<b>6560</b>	<b>6.00</b>
- UNITED AIRLINES	55510	42655	76.84	825	1.49	203	0.37	4048	7.29	564	1.02	3103	5.59	1	0.00	4110	7.40
- BRANDED CODESHARE PARTNERS	53889	43112	80.00	1379	2.56	221	0.41	4162	7.72	631	1.17	1934	3.59	1	0.00	2449	4.54
<b>TOTAL</b>	<b>618,790</b>	<b>463,617</b>	<b>74.92</b>	<b>11,133</b>	<b>1.80</b>	<b>1,952</b>	<b>0.32</b>	<b>51,403</b>	<b>8.31</b>	<b>6,369</b>	<b>1.03</b>	<b>31,474</b>	<b>5.09</b>	<b>470</b>	<b>0.08</b>	<b>52,373</b>	<b>8.46</b>

## \* Causes of Delay:

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

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

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

## AIR TRAVEL CONSUMER REPORT

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

JULY 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	20387	16549	81.17	100	0.49	51	0.25	1112	5.45	75	0.37	1356	6.65	81	0.40	1064	5.22
ALLEGIAN AIR	12433	7577	60.94	184	1.48	29	0.23	1007	8.10	339	2.73	1183	9.52	21	0.17	2094	16.84
AMERICAN AIRLINES	76614	52093	67.99	2448	3.20	263	0.34	7062	9.22	1034	1.35	4626	6.04	66	0.09	9022	11.78
DELTA AIR LINES	78767	62689	79.59	788	1.00	177	0.22	6505	8.26	574	0.73	3502	4.45	13	0.02	4518	5.74
ENDEAVOR AIR	20166	15311	75.92	1117	5.54	78	0.39	1206	5.98	150	0.74	1127	5.59	2	0.01	1174	5.82
ENVOY AIR	21855	17814	81.51	130	0.59	58	0.27	982	4.49	266	1.22	1165	5.33	9	0.04	1431	6.55
FRONTIER AIRLINES	13175	9551	72.49	145	1.10	33	0.25	1070	8.12	105	0.80	1171	8.89	0	0.00	1101	8.36
HAWAIIAN AIRLINES	6754	5450	80.69	6	0.09	7	0.10	815	12.07	7	0.10	15	0.22	19	0.28	436	6.46
HORIZON AIR	8516	7423	87.17	35	0.41	9	0.11	406	4.77	22	0.26	218	2.56	4	0.05	399	4.69
JETBLUE AIRWAYS	22867	15412	67.40	415	1.81	112	0.49	3011	13.17	196	0.86	1710	7.48	26	0.11	1985	8.68
MESA AIRLINES	9590	7392	77.08	200	2.09	19	0.20	790	8.24	158	1.65	365	3.81	1	0.01	665	6.93
PSA AIRLINES	19152	13675	71.40	540	2.82	92	0.48	1191	6.22	422	2.20	1400	7.31	13	0.07	1819	9.50
REPUBLIC AIRWAYS	26710	20029	74.99	1195	4.47	97	0.36	1434	5.37	276	1.03	2038	7.63	3	0.01	1638	6.13
SKYWEST AIRLINES	65225	54054	82.87	507	0.78	220	0.34	6646	10.19	978	1.50	549	0.84	13	0.02	2258	3.46
SOUTHWEST AIRLINES	117844	81477	69.14	1843	1.56	382	0.32	11952	10.14	584	0.50	4882	4.14	125	0.11	16599	14.09
SPIRIT AIRLINES	19392	15277	78.78	68	0.35	32	0.17	979	5.05	265	1.37	1884	9.72	72	0.37	815	4.20
UNITED AIRLINES	55510	42655	76.84	825	1.49	203	0.37	4048	7.29	564	1.02	3103	5.59	1	0.00	4110	7.40
<b>TOTAL</b>	<b>594,957</b>	<b>444,428</b>	<b>74.70</b>	<b>10,546</b>	<b>1.77</b>	<b>1,862</b>	<b>0.31</b>	<b>50,216</b>	<b>8.44</b>	<b>6,014</b>	<b>1.01</b>	<b>30,293</b>	<b>5.09</b>	<b>469</b>	<b>0.08</b>	<b>51,129</b>	<b>8.59</b>

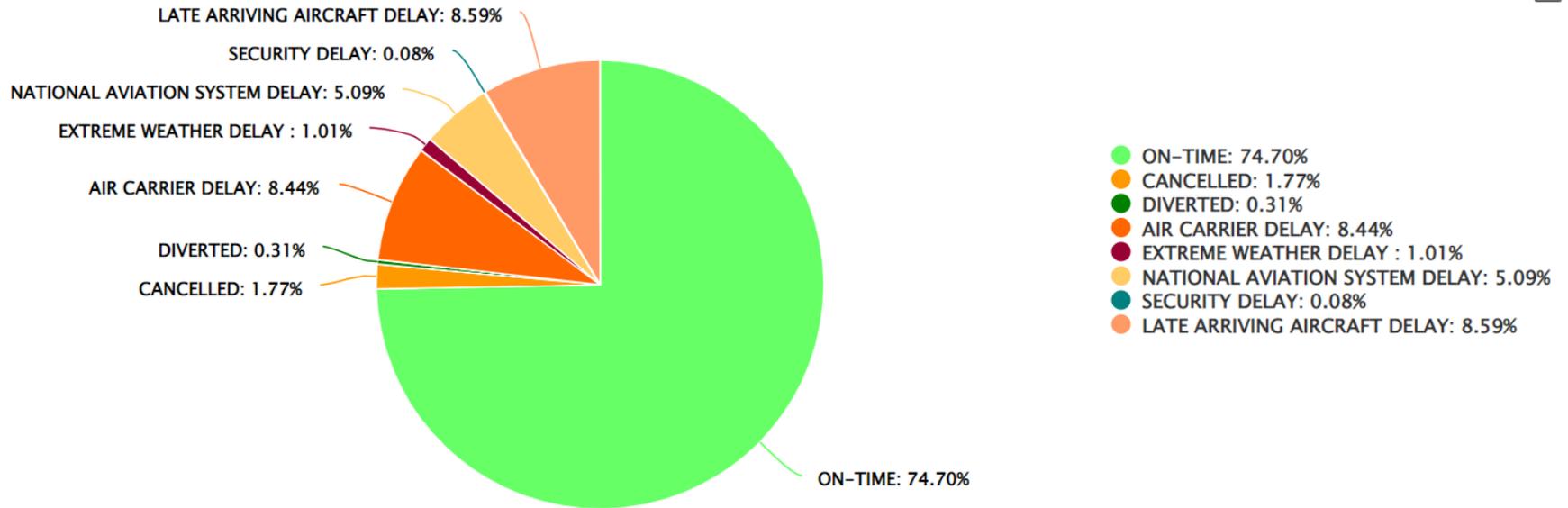
**\* Causes of Delay:**

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

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

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

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

JULY 2022

MARKETING CARRIER	OPERATING CARRIER	FLIGHT NUMBER	ORIGIN AIRPORT	DESTINATION AIRPORT	DATE OF FLIGHT	LOCATION OF LONGEST TARMAC DELAY	LENGTH OF TARMAC DELAY
DELTA	ENDEAVOR	5359	CHO	LGA	7/21/2022	Diversion Airport (ABE)	4:14
UNITED	UNITED	1023	RDU	DEN	7/10/2022	Diversion Airport (CYS)	3:47
UNITED	UNITED	1602	MCO	DEN	7/10/2022	Diversion Airport (CYS)	3:27
DELTA	REPUBLIC	5843	LGA	BOS	7/18/2022	Origin Airport	3:22
DELTA	DELTA	2453	LGA	DTW	7/18/2022	Origin Airport	3:17
UNITED	SKYWEST	5587	CID	DEN	7/10/2022	Diversion Airport (CYS)	3:15
AMERICAN	PIEDMONT	5963	PHL	ILM	7/28/2022	Origin Airport	3:13
UNITED	UNITED	228	BNA	IAH	7/8/2022	Origin Airport	3:13
DELTA	DELTA	983	LGA	MSP	7/25/2022	Origin Airport	3:11
DELTA	ENDEAVOR	5444	LGA	OMA	7/18/2022	Origin Airport	3:09
DELTA	ENDEAVOR	4839	LGA	STL	7/18/2022	Origin Airport	3:07
AMERICAN	AMERICAN	564	LGA	DFW	7/25/2022	Origin Airport	3:05
UNITED	UNITED	1197	PBI	EWR	7/18/2022	Diversion Airport (BWI)	3:05
DELTA	REPUBLIC	5632	LGA	IND	7/18/2022	Origin Airport	3:04
UNITED	UNITED	633	DFW	DEN	7/10/2022	Diversion Airport (CYS)	3:04
DELTA	ENDEAVOR	4780	LGA	MKE	7/18/2022	Origin Airport	3:03
DELTA	ENDEAVOR	4668	LGA	AVL	7/25/2022	Origin Airport	3:01

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

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

## AIR TRAVEL CONSUMER REPORT

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

JULY 2022

MARKETING CARRIER	OPERATING CARRIER	FLIGHT NUMBER	ORIGIN AIRPORT	DESTINATION AIRPORT	DATE OF FLIGHT	LOCATION OF LONGEST TARMAC TIME	LENGTH OF TARMAC DELAY
UNITED	UNITED	983	ATH	IAD	7/18/2022	Diversion Airport (BWI)	6:25
UNITED	UNITED	273	NCE	EWR	7/18/2022	Diversion Airport (BWI)	5:51
VOLARIS	VOLARIS	826	MEX	ORD	7/23/2022	Diversion Airport (STL)	4:35
UNITED	UNITED	125	ATH	EWR	7/18/2022	Diversion Airport (BWI)	4:09

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

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

## APPENDIX

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

### 30 Largest U.S. Airports

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

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

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

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

## **MISHANDLED BAGGAGE**

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

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

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

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

RANK	CARRIER <sup>1</sup>	July 2022			July 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	778,753	1,291	0.17	766,519	1,514	0.20
2	HAWAIIAN AIRLINES	593,323	1,686	0.28	537,913	1,369	0.25
3	FRONTIER AIRLINES	867,131	3,780	0.44	939,950	3,079	0.33
4	DELTA AIR LINES NETWORK	8,262,372	39,776	0.48	8,656,206	36,827	0.43
	- DELTA AIR LINES	6,429,119	32,194	0.50	6,391,403	27,603	0.43
	- BRANDED CODESHARE PARTNERS	1,833,253	7,582	0.41	2,264,803	9,224	0.41
5	SPIRIT AIRLINES	1,197,843	6,376	0.53	1,219,647	6,533	0.54
6	SOUTHWEST AIRLINES	11,708,474	69,403	0.59	10,896,855	48,522	0.45
7	ALASKA AIRLINES NETWORK	2,693,480	16,241	0.60	2,572,842	14,412	0.56
	- ALASKA AIRLINES	2,049,788	13,075	0.64	1,801,012	10,457	0.58
	- BRANDED CODESHARE PARTNERS	643,692	3,166	0.49	771,830	3,955	0.51
8	UNITED AIRLINES NETWORK	6,151,688	38,078	0.62	6,169,411	33,705	0.55
	- UNITED AIRLINES	4,375,410	26,493	0.61	3,817,576	19,856	0.52
	- BRANDED CODESHARE PARTNERS	1,776,278	11,585	0.65	2,351,835	13,849	0.59
9	JETBLUE AIRWAYS	1,370,268	9,483	0.69	1,498,822	8,373	0.56
10	AMERICAN AIRLINES NETWORK	9,451,728	89,468	0.95	10,257,402	102,436	1.00
	- AMERICAN AIRLINES	6,049,441	60,276	1.00	6,249,885	67,913	1.09
	- BRANDED CODESHARE PARTNERS	3,402,287	29,192	0.86	4,007,517	34,523	0.86
<b>TOTAL</b>		<b>43,075,060</b>	<b>275,582</b>	<b>0.64</b>	<b>43,515,567</b>	<b>256,770</b>	<b>0.59</b>

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

## AIR TRAVEL CONSUMER REPORT

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

RANK	CARRIER <sup>1</sup>	July 2022			July 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	778,753	1,291	0.17	766,519	1,514	0.20
2	HAWAIIAN AIRLINES	593,323	1,686	0.28	537,913	1,369	0.25
3	FRONTIER AIRLINES	867,131	3,780	0.44	939,950	3,079	0.33
4	HORIZON AIR	434,125	1,950	0.45	568,987	2,886	0.51
5	ENDEAVOR AIR	791,485	3,586	0.45	1,096,711	5,088	0.46
6	DELTA AIR LINES	6,429,119	32,194	0.50	6,391,403	27,603	0.43
7	SKYWEST AIRLINES	2,545,314	13,206	0.52	2,738,535	13,989	0.51
8	SPIRIT AIRLINES	1,197,843	6,376	0.53	1,219,647	6,533	0.54
9	SOUTHWEST AIRLINES	11,708,474	69,403	0.59	10,896,855	48,522	0.45
10	UNITED AIRLINES	4,375,410	26,493	0.61	3,817,576	19,856	0.52
11	ALASKA AIRLINES	2,049,788	13,075	0.64	1,801,012	10,457	0.58
12	JETBLUE AIRWAYS	1,370,268	9,483	0.69	1,498,822	8,373	0.56
13	MESA AIRLINES	428,679	3,089	0.72	693,419	6,514	0.94
14	ENVOY AIR	843,685	6,950	0.82	924,297	10,661	1.15
15	REPUBLIC AIRWAYS	771,720	6,927	0.90	1,112,311	8,024	0.72
16	PSA AIRLINES	1,031,410	9,318	0.90	1,146,200	7,770	0.68
17	AMERICAN AIRLINES	6,049,441	60,276	1.00	6,249,885	67,913	1.09
	<b>TOTAL</b>	<b>42,265,968</b>	<b>269,083</b>	<b>0.64</b>	<b>42,400,042</b>	<b>250,151</b>	<b>0.59</b>

\* 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 <sup>1</sup>	July 2022			July 2021		
		NUMBER OF WHEELCHAIRS AND SCOOTERS ENPLANED	NUMBER OF WHEELCHAIRS AND SCOOTERS MISHANDLED	PERCENT OF WHEELCHAIRS AND SCOOTERS MISHANDLED PER 100 ENPLANED	NUMBER OF WHEELCHAIRS AND SCOOTERS ENPLANED	NUMBER OF WHEELCHAIRS AND SCOOTERS MISHANDLED	PERCENT OF WHEELCHAIRS AND SCOOTERS MISHANDLED PER 100 ENPLANED
1	HAWAIIAN AIRLINES	654	4	0.61	549	11	2.00
2	ALLEGiant AIR	1,693	12	0.71	398	4	1.01
3	<b>DELTA AIR LINES NETWORK</b>	<b>18,543</b>	<b>162</b>	<b>0.87</b>	<b>15,837</b>	<b>99</b>	<b>0.63</b>
	- DELTA AIR LINES	15,049	130	0.86	11,712	82	0.70
	- BRANDED CODESHARE PARTNERS	3,494	32	0.92	4,125	17	0.41
4	<b>UNITED AIRLINES NETWORK</b>	<b>12,412</b>	<b>132</b>	<b>1.06</b>	<b>11,354</b>	<b>132</b>	<b>1.16</b>
	- UNITED AIRLINES	9,381	104	1.11	7,308	96	1.31
	- BRANDED CODESHARE PARTNERS	3,031	28	0.92	4,046	36	0.89
5	FRONTIER AIRLINES	2,094	24	1.15	2,029	36	1.77
6	<b>ALASKA AIRLINES NETWORK</b>	<b>2,869</b>	<b>43</b>	<b>1.50</b>	<b>2,800</b>	<b>27</b>	<b>0.96</b>
	- ALASKA AIRLINES	2,427	37	1.52	1,831	22	1.20
	- BRANDED CODESHARE PARTNERS	442	6	1.36	969	5	0.52
7	SOUTHWEST AIRLINES	15,634	299	1.91	11,881	193	1.62
8	<b>AMERICAN AIRLINES NETWORK</b>	<b>12,095</b>	<b>240</b>	<b>1.98</b>	<b>11,160</b>	<b>216</b>	<b>1.94</b>
	- AMERICAN AIRLINES	9,027	180	1.99	7,968	161	2.02
	- BRANDED CODESHARE PARTNERS	3,068	60	1.96	3,192	55	1.72
9	JETBLUE AIRWAYS	2,582	155	6.00	2,027	77	3.80
10	SPIRIT AIRLINES	781	60	7.68	685	39	5.69
<b>TOTAL</b>		<b>69,357</b>	<b>1,131</b>	<b>1.63</b>	<b>58,720</b>	<b>834</b>	<b>1.42</b>

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

## AIR TRAVEL CONSUMER REPORT

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

RANK	CARRIER <sup>1</sup>	July 2022			July 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	HAWAIIAN AIRLINES	654	4	0.61	549	11	2.00
2	ALLEGiant AIR	1,693	12	0.71	398	4	1.01
3	HORIZON AIR	400	3	0.75	910	5	0.55
4	DELTA AIR LINES	15,049	130	0.86	11,712	82	0.70
5	ENDEAVOR AIR	1,306	12	0.92	1,724	12	0.70
6	SKYWEST AIRLINES	4,064	40	0.98	4,231	30	0.71
7	REPUBLIC AIRWAYS	1,194	13	1.09	1,568	15	0.96
8	UNITED AIRLINES	9,381	104	1.11	7,308	96	1.31
9	FRONTIER AIRLINES	2,094	24	1.15	2,029	36	1.77
10	ALASKA AIRLINES	2,427	37	1.52	1,831	22	1.20
11	ENVOY AIR	885	14	1.58	841	12	1.43
12	MESA AIRLINES	552	9	1.63	924	13	1.41
13	SOUTHWEST AIRLINES	15,634	299	1.91	11,881	193	1.62
14	AMERICAN AIRLINES	9,027	180	1.99	7,968	161	2.02
15	PSA AIRLINES	707	22	3.11	757	14	1.85
16	JETBLUE AIRWAYS	2,582	155	6.00	2,027	77	3.80
17	SPIRIT AIRLINES	781	60	7.68	685	39	5.69
	<b>TOTAL</b>	<b>68,430</b>	<b>1,118</b>	<b>1.63</b>	<b>57,343</b>	<b>822</b>	<b>1.43</b>

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

## **OVERSALES**

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

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

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

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

## AIR TRAVEL CONSUMER REPORT

## PASSENGERS DENIED BOARDING BY REPORTING MARKETING U.S. AIRLINES

RANK	CARRIER <sup>1</sup>	APRIL - JUNE 2022				APRIL - JUNE 2021			
		DENIED BOARDINGS (DB'S)		ENPLANED PASSENGERS	INVOLUNTARY DB'S PER 10,000 PASSENGERS	DENIED BOARDINGS (DB'S)		ENPLANED PASSENGERS	INVOLUNTARY DB'S PER 10,000 PASSENGERS
		VOLUNTARY	INVOLUNTARY			VOLUNTARY	INVOLUNTARY		
1	ALLEGiant AIR	569	0	4,740,399	0.00	203	0	3,699,217	0.00
2	HAWAIIAN AIRLINES	142	0	2,544,050	0.00	10	0	1,717,710	0.00
3	DELTA AIR LINES NETWORK	33,188	2	42,812,576	0.00	6,455	0	32,219,088	0.00
	- DELTA AIR LINES	20,769	0	34,567,515	0.00	3,231	0	24,200,394	0.00
	- BRANDED CODESHARE PARTNERS	12,419	2	8,245,061	0.00	3,224	0	8,018,694	0.00
4	UNITED AIRLINES NETWORK	10,116	70	34,366,983	0.02	4,764	20	22,433,384	0.01
	- UNITED AIRLINES	5,338	48	25,841,326	0.02	1,341	5	14,619,155	0.00
	- BRANDED CODESHARE PARTNERS	4,778	22	8,525,657	0.03	3,423	15	7,814,229	0.02
5	JETBLUE AIRWAYS	1,591	60	9,225,268	0.07	463	3	6,993,996	0.00
6	ALASKA AIRLINES NETWORK	4,340	187	10,662,708	0.18	2,044	110	8,561,792	0.13
	- ALASKA AIRLINES	3,381	128	8,008,924	0.16	915	33	5,911,527	0.06
	- BRANDED CODESHARE PARTNERS	959	59	2,653,784	0.22	1,129	77	2,650,265	0.29
7	SPIRIT AIRLINES	4,274	375	9,089,707	0.41	3,131	85	7,963,642	0.11
8	SOUTHWEST AIRLINES	16,763	2,054	40,899,679	0.50	9,008	1,314	32,534,837	0.40
9	AMERICAN AIRLINES NETWORK	17,278	3,025	48,836,601	0.62	11,361	888	41,553,807	0.21
	- AMERICAN AIRLINES	10,117	1,929	35,279,034	0.55	5,192	408	28,314,308	0.14
	- BRANDED CODESHARE PARTNERS	7,161	1,096	13,557,567	0.81	6,169	480	13,239,499	0.36
10	FRONTIER AIRLINES	2,989	1,698	5,773,073	2.94	886	334	5,456,373	0.61
	<b>TOTAL</b>	<b>91,250</b>	<b>7,471</b>	<b>208,951,044</b>	<b>0.36</b>	<b>38,325</b>	<b>2,754</b>	<b>163,133,846</b>	<b>0.17</b>

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

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

## AIR TRAVEL CONSUMER REPORT

## PASSENGERS DENIED BOARDING BY REPORTING OPERATING U.S. AIRLINES

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

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

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

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

## **CONSUMER COMPLAINTS**

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

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

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

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

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

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

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

## AIR TRAVEL CONSUMER REPORT

TABLE 1

## CONSUMER COMPLAINTS SUMMARY

	JULY 2022				JULY 2021			
	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS
U.S. AIRLINES	3,458	46	1	403	2,326	30	0	291
FOREIGN AIRLINES	2,958	6	0	162	2,014	1	1	113
TRAVEL AGENTS	414	1	0	44	718	0	0	36
TOUR OPERATORS	1	0	0	0	3	0	0	0
MISCELLANEOUS	0	12	0	89	0	7	1	160
<b>INDUSTRY TOTALS</b>	<b>6,831</b>	<b>65</b>	<b>1</b>	<b>698</b>	<b>5,061</b>	<b>38</b>	<b>2</b>	<b>600</b>

## AIR TRAVEL CONSUMER REPORT

Table 2

COMPLAINT CATEGORY	COMPLAINT CATEGORIES*					
	JULY 2022			JULY 2021		
	RANKING	COMPLAINTS**	SUB-CATEGORY	RANKING	COMPLAINTS**	SUB-CATEGORY
BAGGAGE	1	1,842		5	227	
FLIGHT PROBLEMS	2	1,812		2	875	
CANCELLATION			1,078			385
DELAY			387			297
MISCONNECTION			239			91
REFUNDS	3	1,416		1	2,544	
RESERVATIONS/TICKETING/BOARDING	4	616		3	534	
FARES	5	382		4	462	
CUSTOMER SERVICE	6	306		6	203	
DISABILITY	7	248		7	140	
OVERSALES	8	143		8	41	
OTHER	9	48		10	11	
FREQUENT FLYER			27			2
DISCRIMINATION	10	13		9	20	
ADVERTISING	11	5		11	4	
ANIMALS	12	0		12	0	
<b>COMPLAINT TOTAL</b>		<b>6,831</b>			<b>5,061</b>	

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

\*\* INCLUDES FIGURES FOR SUB-CATEGORIES.

## AIR TRAVEL CONSUMER REPORT

Table 3

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

JULY 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	15	1	1	3	9	11	8	5	0	0	0	0	53
ALLEGiant AIR	32	0	9	6	22	17	4	21	0	0	0	0	111
AMERICAN AIRLINES	396	27	51	52	139	124	50	39	0	4	0	5	887
AVELO AIRLINES	2	0	2	0	1	3	3	0	0	0	0	0	11
BREEZE AIRWAYS	9	0	0	1	7	5	2	3	0	0	0	0	27
DELTA AIR LINES	165	10	20	15	73	52	35	19	2	2	0	1	394
EASTERN	2	0	0	0	4	0	0	0	0	0	0	0	6
ENDEAVOR AIR	32	1	2	1	13	4	6	0	0	0	0	0	59
ENVOY AIR	11	5	1	0	3	6	2	3	0	0	0	0	31
FRONTIER AIRLINES	116	13	19	31	69	46	14	5	0	1	0	1	315
HAWAIIAN AIRLINES	3	0	2	6	8	3	3	2	0	0	0	0	27
JETBLUE AIRWAYS	110	4	21	21	38	43	22	21	0	2	0	1	283
MESA AIRLINES	8	0	1	1	2	1	0	0	0	0	0	0	13
OTHER US COMMUTERS & AIR TAXIS	2	0	1	0	1	0	0	1	0	0	0	1	6
PIEDMONT AIRLINES	14	0	2	1	1	5	0	0	0	0	0	0	23
PSA AIRLINES	24	2	2	0	9	6	2	1	0	0	0	1	47
REPUBLIC AIRWAYS	30	1	2	5	6	8	1	2	0	1	0	0	56
SILVER AIRWAYS	4	1	0	0	2	4	1	1	0	0	0	0	13
SKYWEST AIRLINES	11	1	2	1	4	4	3	2	0	0	0	1	29
SOUTHWEST AIRLINES	72	3	8	14	24	13	8	14	0	0	0	0	156
SPIRIT AIRLINES	49	9	21	28	46	43	17	12	0	0	0	2	227
SUN COUNTRY AIRLINES	12	1	3	2	4	6	2	0	0	0	0	0	30
UNITED AIRLINES	215	15	48	31	84	178	31	26	1	0	0	9	638
OTHER U.S. AIRLINES	3	1	1	0	2	4	0	1	0	0	0	4	16
<b>TOTAL JULY 2022</b>	<b>1,337</b>	<b>95</b>	<b>219</b>	<b>219</b>	<b>571</b>	<b>586</b>	<b>214</b>	<b>178</b>	<b>3</b>	<b>10</b>	<b>0</b>	<b>26</b>	<b>3,458</b>
<b>% of TOTAL COMPLAINTS</b>	<b>38.7</b>	<b>2.7</b>	<b>6.3</b>	<b>6.3</b>	<b>16.5</b>	<b>16.9</b>	<b>6.2</b>	<b>5.1</b>	<b>0.1</b>	<b>0.3</b>	<b>0</b>	<b>0.8</b>	
<b>TOTAL JULY 2021</b>	<b>799</b>	<b>33</b>	<b>242</b>	<b>217</b>	<b>534</b>	<b>165</b>	<b>175</b>	<b>128</b>	<b>4</b>	<b>19</b>	<b>0</b>	<b>10</b>	<b>2,326</b>
<b>% of TOTAL COMPLAINTS</b>	<b>34.4</b>	<b>1.4</b>	<b>10.4</b>	<b>9.3</b>	<b>23.0</b>	<b>7.1</b>	<b>7.5</b>	<b>5.5</b>	<b>0.2</b>	<b>0.8</b>	<b>0</b>	<b>0.4</b>	

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

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

## AIR TRAVEL CONSUMER REPORT

Table 4

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

U.S. AIRLINES ALPHABETICAL	COMPS	INCI-	PERCENT	INCI-	PERCENT	INCI-	PERCENT	UN-	PERCENT
	RECD IN JUL	DENTS IN JUL		DENTS IN JUN		DENTS IN ALL PRIOR MONTHS		KNOWN INCI- DENT DATE	
ALASKA AIRLINES	53	23	43.4	10	18.9	17	32.1	3	5.7
ALLEGiant AIR	111	55	49.5	21	18.9	25	22.5	10	9.0
AMERICAN AIRLINES	887	348	39.2	312	35.2	174	19.6	53	6.0
AVELO AIRLINES	11	9	81.8	1	9.1	1	9.1	0	0.0
BREEZE AIRWAYS	27	9	33.3	15	55.6	2	7.4	1	3.7
DELTA AIR LINES	394	119	30.2	147	37.3	107	27.2	21	5.3
EASTERN	6	1	16.7	0	0.0	5	83.3	0	0.0
ENDEAVOR AIR	59	21	35.6	20	33.9	16	27.1	2	3.4
ENVOY AIR	31	17	54.8	5	16.1	7	22.6	2	6.5
FRONTIER AIRLINES	315	126	40.0	45	14.3	131	41.6	13	4.1
HAWAIIAN AIRLINES	27	7	25.9	1	3.7	17	63.0	2	7.4
JETBLUE AIRWAYS	283	123	43.5	67	23.7	78	27.6	15	5.3
MESA AIRLINES	13	5	38.5	8	61.5	0	0.0	0	0.0
OTHER US COMMUTERS & AIR TAXIS	6	2	33.3	0	0.0	2	33.3	2	33.3
PIEDMONT AIRLINES	23	12	52.2	6	26.1	4	17.4	1	4.3
PSA AIRLINES	47	19	40.4	21	44.7	7	14.9	0	0.0
REPUBLIC AIRWAYS	56	24	42.9	18	32.1	12	21.4	2	3.6
SILVER AIRWAYS	13	5	38.5	4	30.8	3	23.1	1	7.7
SKYWEST AIRLINES	29	13	44.8	10	34.5	5	17.2	1	3.4
SOUTHWEST AIRLINES	156	83	53.2	25	16.0	36	23.1	12	7.7
SPIRIT AIRLINES	227	73	32.2	40	17.6	94	41.4	20	8.8
SUN COUNTRY AIRLINES	30	15	50.0	11	36.7	3	10.0	1	3.3
UNITED AIRLINES	638	261	40.9	164	25.7	156	24.5	57	8.9
OTHER U.S. AIRLINES	16	7	43.8	2	12.5	6	37.5	1	6.3
<b>Totals</b>	<b>3,458</b>	<b>1,377</b>	<b>39.8</b>	<b>953</b>	<b>27.6</b>	<b>908</b>	<b>26.3</b>	<b>220</b>	<b>6.4</b>
<b>Previous Year's Totals</b>	<b>2,326</b>	<b>1,237</b>	<b>53.2</b>	<b>348</b>	<b>15.0</b>	<b>548</b>	<b>23.6</b>	<b>193</b>	<b>8.3</b>

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

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

Table 5

	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>													
AEGEAN AIRLINES	0	0	0	0	2	17	0	0	0	0	0	0	19
AER LINGUS	7	0	4	5	12	112	3	0	0	0	0	1	144
AEROFLOT	0	0	0	0	5	0	0	0	0	0	0	0	5
AEROMEXICO	21	0	9	7	32	10	5	1	0	0	0	2	87
AIR CANADA	107	5	27	4	36	153	4	8	0	0	0	0	344
AIR FRANCE	21	2	10	3	12	194	4	2	1	0	0	1	250
AIR INDIA	8	1	4	3	38	9	7	1	0	0	0	2	73
AUSTRIAN AIRLINES	2	0	1	0	4	16	0	0	0	0	0	0	23
AVIANCA	8	1	9	9	25	4	3	0	0	0	0	3	62
BRITISH AIRWAYS	24	3	14	5	22	47	6	1	0	0	0	3	125
BRUSSELS AIRLINES	0	0	2	0	1	11	1	0	0	0	0	0	15
CARIBBEAN AIRLINES	0	0	1	0	4	0	0	0	0	0	0	0	5
CATHAY PACIFIC AIRWAYS	1	0	3	0	2	0	0	0	0	0	0	0	6
CONDOR	10	1	3	1	5	17	2	3	0	0	0	0	42
COPA COMPANIA PANAMENA DE AVIACION	6	2	4	3	16	8	1	0	0	0	0	0	40
EGYPTAIR	1	0	1	0	3	7	2	1	0	0	0	0	15
EL AL ISRAEL	1	0	1	0	8	4	3	1	0	0	0	0	18
EMIRATES AIRLINES	2	0	6	2	5	8	2	1	0	0	0	0	26
ETHIOPIAN AIRLINES	2	1	2	2	2	7	0	0	0	0	0	0	16
ETIHAD AIRWAYS	4	1	5	1	8	1	1	2	0	0	0	0	23
EUROWINGS	5	0	2	0	0	6	0	2	0	0	0	0	15
FIJI AIRWAYS	1	0	0	1	14	0	0	0	0	0	0	0	16
FINNAIR OY	2	0	4	0	4	10	1	1	0	1	0	0	23
FLAIR AIRLINES	1	0	1	0	2	1	0	0	0	0	0	0	5
FRENCH BEE	1	0	0	1	1	2	2	0	0	0	0	0	7
GULF AIR	3	0	0	0	1	2	0	0	0	0	0	0	6
IBERIA AIRLINES	9	2	8	9	17	33	0	0	0	0	0	0	78
ICELANDAIR	4	0	6	1	2	8	2	0	0	0	0	0	23
ITA AIRWAYS	1	2	3	1	3	10	1	1	0	0	0	1	23
JAPAN AIR LINES COMPANY	3	0	7	1	8	1	2	0	0	0	0	0	22
KENYA AIRWAYS	0	0	4	1	3	3	0	0	0	0	0	0	11
KLM	15	2	12	2	11	50	3	1	0	0	0	0	96
KUWAIT AIRWAYS	1	0	1	0	1	4	0	0	0	0	0	0	7
LATAM	3	0	1	1	10	3	1	0	0	0	0	1	20
LOT POLISH AIRLINES	2	1	3	0	7	8	1	2	0	0	0	0	24
LUFTHANSA	46	7	49	11	35	181	3	17	0	0	0	0	349
NORWEGIAN AIR SHUTTLE	1	0	0	3	13	1	0	0	0	0	0	0	18
PHILIPPINE AIRLINES	1	0	3	3	8	0	1	0	0	0	0	0	16
QANTAS AIRWAYS	0	0	1	4	2	3	1	2	0	0	0	0	13
QATAR AIRWAYS	10	0	20	4	22	44	5	5	0	0	0	1	111
ROYAL AIR MAROC	2	0	0	2	20	9	1	0	0	0	0	0	34
ROYAL JORDANIAN AIRLINES	4	4	2	0	1	7	2	0	0	0	0	0	20

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

Table 5 (cont'd)

	FLIGHT PROBLEMS	OVER-SALES	RES/TKT/BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DIS-ABILITY	ADVERT-ISING	DISCRIM-INATION	ANIMALS	OTHER	TOTAL
RYANAIR	3	0	0	0	2	1	0	0	0	0	0	0	6
SAS	11	0	1	0	14	6	0	2	0	0	0	0	34
SAUDI ARABIAN AIRLINES	0	0	1	0	2	7	1	1	0	0	0	0	12
SINGAPORE AIRLINES	3	0	1	0	4	10	2	0	0	0	0	1	21
SWISS AIR	2	2	3	2	7	35	1	4	0	0	0	0	56
SWOOP	6	0	1	1	4	1	0	0	0	0	0	0	13
TAP	12	2	8	2	40	57	1	2	0	0	0	0	124
TURKISH AIRLINES	19	1	28	10	26	25	6	1	0	0	0	2	118
VIRGIN ATLANTIC AIRWAYS	5	1	2	2	3	33	1	1	0	1	0	0	49
VIVAAEROBUS	10	1	8	0	19	4	0	0	0	0	0	0	42
VOLARIS AIRLINES	9	2	4	4	7	8	0	1	1	0	0	0	36
VUELING AIRLINES	0	0	3	0	0	5	0	0	0	0	0	0	8
WEST JET	9	1	3	2	9	8	1	2	0	0	0	0	35
OTHER FOREIGN AIRLINES	18	0	23	3	31	45	2	4	0	1	0	2	129
<b>TOTALS</b>	<b>447</b>	<b>45</b>	<b>319</b>	<b>116</b>	<b>595</b>	<b>1,256</b>	<b>85</b>	<b>70</b>	<b>2</b>	<b>3</b>	<b>0</b>	<b>20</b>	<b>2,958</b>
<b>TRAVEL AGENTS</b>													
AMERICAN EXPRESS TRAVEL OFFICE	0	0	1	1	3	0	1	0	0	0	0	0	6
ASAPTICKETS.COM	1	0	6	2	10	0	1	0	0	0	0	0	20
CAPITAL ONE TRAVEL	0	0	1	0	4	0	0	0	0	0	0	0	5
CHASE TRAVEL	0	0	2	4	4	0	0	0	0	0	0	0	10
CHEAPOAIR.COM	2	0	5	2	8	0	1	0	0	0	0	0	18
EDREAMS.COM	1	0	2	1	13	0	0	0	0	0	0	0	17
EXPEDIA.COM	10	1	12	8	49	0	0	0	0	0	0	0	80
FLIGHT NETWORK	2	0	0	1	5	0	0	0	0	0	0	0	8
GOTOGATE	0	0	5	2	14	0	0	0	0	0	0	0	21
JUSTFLY.COM	1	0	6	4	8	0	0	0	0	0	0	0	19
KIWI.COM	2	0	5	2	31	0	0	0	0	0	0	0	40
MYTRIP.COM	0	0	0	2	3	0	0	0	0	0	0	0	5
ORBITZ.COM	1	1	3	2	10	0	0	0	0	0	0	0	17
PRICELINE.COM	2	0	5	1	13	0	1	0	0	0	0	1	23
SMARTFARES.COM	0	0	1	0	8	0	0	0	0	0	0	0	9
TRAVELOCITY.COM	1	0	0	1	7	0	0	0	0	0	0	0	9
TRIP.COM	1	0	3	0	4	0	1	0	0	0	0	0	9
OTHER TRAVEL AGENTS	4	1	21	14	55	0	2	0	0	0	0	1	98
<b>TOTALS</b>	<b>28</b>	<b>3</b>	<b>78</b>	<b>47</b>	<b>249</b>	<b>0</b>	<b>7</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>2</b>	<b>414</b>
<b>TOUR OPERATORS</b>													
OTHER TOUR OPERATORS	0	0	0	0	1	0	0	0	0	0	0	0	1
<b>TOTALS</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1</b>
<b>MISCELLANEOUS</b>													
OTHER MISCELLANEOUS	0	0	0	0	0	0	0	0	0	0	0	0	0
<b>TOTALS</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>

\* COMPANIES ARE LISTED INDIVIDUALLY IF DOT RECEIVED FIVE (5) OR MORE COMPLAINTS AGAINST THEM DURING THE REPORTING PERIOD. COMPLAINTS AGAINST COMPANIES ACCOUNTING FOR FEWER COMPLAINTS THAN THAT ARE INCLUDED UNDER 'OTHER FOREIGN AIRLINES,' 'OTHER TOUR OPERATORS,' ETC. \*\* A DETAILED EXPLANATION OF THE COMPLAINT CATEGORIES FOLLOWS THIS SECTION.

## AIR TRAVEL CONSUMER REPORT

TABLE 6

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

JULY 2022		JULY 2021	
AIRLINE	COMPLAINTS	COMPLAINTS	COMPLAINTS
<b>ALASKA AIRLINES NETWORK</b>	<b>59</b>	<b>52</b>	
- ALASKA AIRLINES	53	44	
- BRANDED CODESHARE PARTNERS	6	8	
<b>ALLEGiant AIRLINES</b>	<b>111</b>	<b>129</b>	
<b>AMERICAN AIRLINES NETWORK</b>	<b>1,058</b>	<b>621</b>	
- AMERICAN AIRLINES	887	493	
- BRANDED CODESHARE PARTNERS	171	128	
<b>DELTA NETWORK</b>	<b>477</b>	<b>213</b>	
- DELTA AIR LINES	394	173	
- BRANDED CODESHARE PARTNERS	83	40	
<b>FRONTIER AIRLINES</b>	<b>315</b>	<b>162</b>	
<b>HAWAIIAN AIRLINES</b>	<b>27</b>	<b>20</b>	
<b>JETBLUE AIRWAYS</b>	<b>283</b>	<b>304</b>	
<b>SOUTHWEST AIRLINES</b>	<b>156</b>	<b>164</b>	
<b>SPIRIT AIRLINES</b>	<b>227</b>	<b>215</b>	
<b>UNITED AIRLINES NETWORK</b>	<b>638</b>	<b>397</b>	
- UNITED AIRLINES	638	396	
- BRANDED CODESHARE PARTNERS	0	1	
<b>TOTAL</b>	<b>3,351</b>	<b>2,277</b>	

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

## AIR TRAVEL CONSUMER REPORT

TABLE 6A

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

RANK	AIRLINE	JULY 2022			JULY 2021		
		COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS	COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS
1	HORIZON AIRLINES	3	555,907	0.54	5	698,204	0.72
2	SKYWEST AIRLINES	29	3,628,383	0.80	35	3,763,766	0.93
3	SOUTHWEST AIRLINES	156	15,092,549	1.03	164	13,537,432	1.21
4	ALASKA AIRLINES	53	3,019,124	1.76	44	2,565,235	1.72
5	MESA AIRLINES	13	675,236	1.93	18	1,046,499	1.72
6	ENVOY AIR	31	1,286,650	2.41	30	1,416,854	2.12
7	HAWAIIAN AIRLINES	27	971,203	2.78	20	808,334	2.47
8	DELTA AIR LINES	394	12,953,427	3.04	173	11,509,084	1.50
9	REPUBLIC AIRWAYS	56	1,523,351	3.68	36	1,900,402	1.89
10	PSA AIRLINES	47	1,129,293	4.16	35	1,263,731	2.77
11	ENDEAVOR AIR	59	1,116,754	5.28	17	1,388,058	1.22
12	ALLEGiant AIR	111	1,948,529	5.70	129	1,868,259	6.90
13	UNITED AIRLINES	638	10,839,108	5.89	396	8,054,760	4.92
14	AMERICAN AIRLINES	887	14,142,715	6.27	493	12,871,803	3.83
15	SPIRIT AIRLINES	227	3,501,941	6.48	215	3,392,535	6.34
16	JETBLUE AIRWAYS	283	3,695,885	7.66	304	3,429,798	8.86
17	FRONTIER AIRLINES	315	2,368,413	13.30	162	2,200,706	7.36
	<b>TOTAL</b>	3,329	78,448,468	4.24	2,276	71,715,460	3.17

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

## AIR TRAVEL CONSUMER REPORT

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

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

Airline	Race	Ancestry/ Ethnicity	National Origin	Color	Religion	Sex	Other
AMERICAN	3		1				
DELTA			1	1			
FINNAIR				1			
FRONTIER					1		
JETBLUE	2						
REPUBLIC					1		
TUI			1				
VIRGIN ATLANTIC					1		
<b>TOTAL</b>	<b>5</b>		<b>3</b>	<b>2</b>	<b>3</b>		

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

\*\*One complaint July 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

## July 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
<a href="#">HAWAIIAN AIRLINES</a>	2		
<b>Totals:</b>	<b>2</b>		



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

The Transportation Security Administration (TSA) screened approximately 65.7 million passengers at screening checkpoints and 39.6 million checked bags at baggage screening locations in July 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 July 2022, TSA received 15,120 complaints (i.e., a description of a negative experience) from the general public via phone or email (or 24.5 complaints per 100,000 passengers <sup>c</sup>). Below is a more detailed breakdown:

Courtesy		Screening of Personal Property		Screening of Passengers		Wait Times (Checkpoint)	
Number of Complaints	Complaints per 100,000 Passengers <sup>c</sup>	Number of Complaints	Complaints per 100,000 Passengers <sup>c</sup>	Number of Complaints	Complaints per 100,000 Passengers <sup>c</sup>	Number of Complaints	Complaints per 100,000 Passengers <sup>c</sup>
866	1.3	554	0.9	10,885	15.8	47	0.1

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>
315	0.5	147	0.3	44	0.1	94	0.2

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

Claims Received Regarding Loss or Damage to Property		
Checkpoint (TSA)	Checked Baggage (TSA and/ or Airline)	Claims per 100 Checked Bags
177 <sup>d</sup>	140	0.0004

## 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>