



Air Travel Consumer Report

A Product Of

THE OFFICE OF AVIATION CONSUMER PROTECTION

Issued: October 2022



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

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

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

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

⁴ Data collected by the Office of Aviation Consumer Protection.

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INTRODUCTION

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

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

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

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

FLIGHT DELAYS

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

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

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

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

A carrier August 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.

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

AUGUST 2022

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

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

AIR TRAVEL CONSUMER REPORT

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

AUGUST 2022

AT ALL US AIRPORTS			
CARRIER ¹	NUMBER OF AIRPORTS REPORTED	PERCENT OF ON-TIME ARRIVALS	RANK
DELTA AIR LINES NETWORK	212	82.9	1
- DELTA AIR LINES	136	83.3	
- BRANDED CODESHARE PARTNERS	177	82.3	
ALASKA AIRLINES NETWORK	106	82.3	2
- ALASKA AIRLINES	84	80.8	
- BRANDED CODESHARE PARTNERS	53	84.5	
SPIRIT AIRLINES	56	81.6	3
UNITED AIRLINES NETWORK	236	78.0	4
- UNITED AIRLINES	110	78.2	
- BRANDED CODESHARE PARTNERS	217	77.8	
AMERICAN AIRLINES NETWORK	231	74.0	5
- AMERICAN AIRLINES	116	70.4	
- BRANDED CODESHARE PARTNERS	213	77.8	
HAWAIIAN AIRLINES	22	73.5	6
FRONTIER AIRLINES	96	71.1	7
SOUTHWEST AIRLINES	107	67.7	8
ALLEGiant AIR	125	66.5	9
JETBLUE AIRWAYS	68	65.9	10
TOTAL AIRPORTS SERVED	368	75.6	

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

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

AIR TRAVEL CONSUMER REPORT

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

AUGUST 2022

AT ALL US AIRPORTS			
CARRIER ¹	NUMBER OF AIRPORTS REPORTED	PERCENT OF ON-TIME ARRIVALS	RANK
HORIZON AIR	47	87.8	1
DELTA AIR LINES	136	83.3	2
SKYWEST AIRLINES	237	82.9	3
SPIRIT AIRLINES	56	81.6	4
ALASKA AIRLINES	84	80.8	5
ENVOY AIR	145	78.7	6
PSA AIRLINES	91	78.4	7
UNITED AIRLINES	110	78.2	8
ENDEAVOR AIR	91	78.2	9
REPUBLIC AIRWAYS	76	75.0	10
HAWAIIAN AIRLINES	22	73.5	11
FRONTIER AIRLINES	96	71.1	12
MESA AIRLINES	93	70.6	13
AMERICAN AIRLINES	116	70.4	14
SOUTHWEST AIRLINES	107	67.7	15
ALLEGiant AIR	125	66.5	16
JETBLUE AIRWAYS	68	65.9	17
TOTAL AIRPORTS SERVED	358	75.5	

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

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

AIR TRAVEL CONSUMER REPORT

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

AUGUST 2022

CARRIER ¹	Jan 22		Feb 22		Mar 22		Apr 22		May 22		Jun 22		Jul 22		Aug 22		Year-to-date (YTD)	
	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank
ALASKA AIRLINES NETWORK	72.1	6	82.8	3	83.0	2	76.7	5	80.2	3	78.7	1	82.6	1	82.3	2	79.9	3
- ALASKA AIRLINES	70.7		81.1		81.5		72.8		78.4		78.9		81.2		80.8		78.3	
- BRANDED CODESHARE PARTNERS	73.9		85.2		85.3		82.5		82.7		78.4		84.5		84.5		82.1	
ALLEGiant AIR	65.5	9	65.1	9	57.2	10	59.3	7	66.0	9	59.0	10	60.9	10	66.5	9	62.1	10
AMERICAN AIRLINES NETWORK	78.0	2	73.6	6	81.0	4	79.7	4	77.4	4	70.6	7	72.7	6	74.0	5	75.9	5
- AMERICAN AIRLINES	81.6		71.9		80.7		77.6		76.6		64.2		68.0		70.4		73.7	
- BRANDED CODESHARE PARTNERS	74.9		75.1		81.3		81.6		78.1		76.8		77.3		77.8		77.9	
DELTA AIR LINES NETWORK	79.4	1	82.8	2	81.4	3	81.9	1	80.7	2	78.4	2	80.0	3	82.9	1	80.9	1
- DELTA AIR LINES	82.4		85.2		81.1		81.0		80.3		77.1		79.6		83.3		81.1	
- BRANDED CODESHARE PARTNERS	75.3		79.4		82.0		83.3		81.3		80.4		80.5		82.3		80.6	
FRONTIER AIRLINES	69.4	8	68.0	8	57.8	9	58.4	9	64.6	10	69.5	8	72.5	7	71.1	7	66.4	8
HAWAIIAN AIRLINES	77.9	3	87.1	1	84.6	1	80.8	3	86.0	1	77.2	3	80.7	2	73.5	6	80.8	2
JETBLUE AIRWAYS	61.2	10	61.8	10	65.6	8	53.3	10	69.4	7	61.3	9	67.4	9	65.9	10	63.3	9
SOUTHWEST AIRLINES	76.1	4	78.3	4	71.1	6	70.2	6	76.8	6	71.4	6	69.1	8	67.7	8	72.3	6
SPIRIT AIRLINES	74.1	5	71.2	7	68.5	7	58.5	8	68.8	8	75.3	5	78.8	4	81.6	3	72.2	7
UNITED AIRLINES NETWORK	71.2	7	76.3	5	79.0	5	80.9	2	77.4	5	76.6	4	78.4	5	78.0	4	77.3	4
- UNITED AIRLINES	74.3		80.0		79.0		80.0		76.3		75.0		76.8		78.2		77.4	
- BRANDED CODESHARE PARTNERS	68.9		73.3		79.0		81.7		78.3		78.0		80.0		77.8		77.1	
TOTAL	75.3		76.6		77.2		76.0		77.2		73.5		74.9		75.6		75.8	

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)

AUGUST 2022

ARRIVAL AIRPORT*																
CARRIER	ATL		BNA		BOS		BWI		CLT		DAL		DCA		DEN	
	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME
ALASKA AIRLINES NETWORK	124	89.5	62	79.0	213	73.7	62	82.3	0	0.0	62	80.6	155	65.2	189	76.2
- ALASKA AIRLINES	124	89.5	62	79.0	213	73.7	62	82.3	0	0.0	62	80.6	155	65.2	189	76.2
- BRANDED CODESHARE PARTNERS	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
ALLEGiant AIR	0	0.0	218	62.8	66	78.8	23	73.9	0	0.0	0	0.0	0	0.0	48	81.3
AMERICAN AIRLINES NETWORK	1119	71.6	1298	70.2	2451	70.1	461	67.9	16763	77.6	0	0.0	7520	74.0	800	75.1
- AMERICAN AIRLINES	536	64.2	607	64.7	1846	67.4	388	66.5	9523	74.7	0	0.0	2655	68.6	754	74.4
- BRANDED CODESHARE PARTNERS	583	78.4	691	75.0	605	78.2	73	75.3	7240	81.4	0	0.0	4865	77.0	46	87.0
DELTA AIR LINES NETWORK	21077	85.9	1104	80.3	3798	72.8	602	80.2	865	80.8	151	84.8	1617	75.8	1110	82.5
- DELTA AIR LINES	18263	86.4	717	82.8	1896	69.5	424	82.1	463	85.3	151	84.8	701	77.3	955	83.5
- BRANDED CODESHARE PARTNERS	2814	82.8	387	75.5	1902	76.0	178	75.8	402	75.6	0	0.0	916	74.7	155	76.8
FRONTIER AIRLINES	754	66.3	89	78.7	41	58.5	166	63.9	160	74.4	0	0.0	91	69.2	2021	77.0
HAWAIIAN AIRLINES	0	0.0	0	0.0	18	33.3	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
JETBLUE AIRWAYS	155	49.0	204	65.7	3879	68.0	89	73.0	62	74.2	0	0.0	914	72.1	182	66.5
SOUTHWEST AIRLINES	2727	68.4	3842	71.2	573	63.2	5857	68.0	240	58.8	5389	65.9	1359	63.9	7277	70.2
SPIRIT AIRLINES	828	82.6	234	80.8	259	80.3	507	80.9	116	70.7	0	0.0	0	0.0	123	78.9
UNITED AIRLINES NETWORK	651	72.5	743	78.2	1068	77.3	279	77.8	455	67.9	0	0.0	1106	66.6	13228	80.4
- UNITED AIRLINES	457	71.1	286	77.3	966	78.3	273	77.7	171	63.2	0	0.0	401	66.3	7258	81.0
- BRANDED CODESHARE PARTNERS	194	75.8	457	78.8	102	68.6	6	83.3	284	70.8	0	0.0	705	66.8	5970	79.6
TOTAL	27,435	82.4	7,794	73.0	12,366	70.8	8,046	70.1	18,661	77.2	5,602	66.6	12,762	72.3	24,978	76.9

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

AIR TRAVEL CONSUMER REPORT

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

AUGUST 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 NETWORK	178	69.1	62	83.9	310	73.2	31	96.8	116	87.1	62	79.0	372	76.3	587	77.2
- ALASKA AIRLINES	178	69.1	62	83.9	310	73.2	31	96.8	116	87.1	62	79.0	372	76.3	413	78.0
- BRANDED CODESHARE PARTNERS	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	174	75.3
ALLEGiant AIR	0	0.0	0	0.0	64	84.4	204	74.0	33	75.8	0	0.0	0	0.0	709	56.8
AMERICAN AIRLINES NETWORK	21833	71.8	775	72.5	825	56.6	399	70.7	182	68.1	850	68.0	2261	70.4	1215	73.0
- AMERICAN AIRLINES	13051	70.8	341	67.7	825	56.6	399	70.7	107	54.2	627	62.7	1326	67.6	1215	73.0
- BRANDED CODESHARE PARTNERS	8782	73.3	434	76.3	0	0.0	0	0.0	75	88.0	223	83.0	935	74.2	0	0.0
DELTA AIR LINES NETWORK	921	77.9	8333	85.5	803	75.1	805	79.8	482	79.3	640	79.5	4960	74.7	1204	84.5
- DELTA AIR LINES	921	77.9	4974	85.9	497	75.5	805	79.8	221	86.4	578	78.0	2282	74.8	1204	84.5
- BRANDED CODESHARE PARTNERS	0	0.0	3359	84.9	306	74.5	0	0.0	261	73.2	62	93.5	2678	74.7	0	0.0
FRONTIER AIRLINES	402	64.4	110	74.5	0	0.0	97	73.2	0	0.0	124	73.4	0	0.0	1495	65.5
HAWAIIAN AIRLINES	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	31	48.4	111	87.4
JETBLUE AIRWAYS	62	61.3	124	62.1	585	67.2	1323	65.9	0	0.0	62	72.6	4086	61.8	275	67.3
SOUTHWEST AIRLINES	0	0.0	333	56.2	0	0.0	1291	71.6	151	57.0	569	69.4	0	0.0	6875	64.5
SPIRIT AIRLINES	752	84.2	744	83.9	750	69.5	1681	85.8	0	0.0	611	85.3	0	0.0	2232	77.3
UNITED AIRLINES NETWORK	782	70.6	535	72.7	8960	67.7	463	72.1	5319	78.3	9653	79.5	124	62.9	1108	77.5
- UNITED AIRLINES	633	70.0	120	70.0	4691	68.8	463	72.1	2660	77.4	4869	79.6	124	62.9	1077	77.4
- BRANDED CODESHARE PARTNERS	149	73.2	415	73.5	4269	66.5	0	0.0	2659	79.3	4784	79.3	0	0.0	31	80.6
TOTAL	24,930	72.2	11,016	82.6	12,297	67.8	6,294	75.5	6,283	77.7	12,571	78.4	11,834	69.3	15,811	69.8

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

AIR TRAVEL CONSUMER REPORT

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

AUGUST 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 NETWORK	1653	76.6	0	0.0	186	78.0	0	0.0	31	90.3	136	87.5	320	78.4	62	85.5
- ALASKA AIRLINES	702	73.6	0	0.0	186	78.0	0	0.0	31	90.3	114	86.0	289	77.9	62	85.5
- BRANDED CODESHARE PARTNERS	951	78.9	0	0.0	0	0.0	0	0.0	0	0.0	22	95.5	31	83.9	0	0.0
ALLEGiant AIR	144	64.6	0	0.0	0	0.0	26	42.3	0	0.0	22	81.8	0	0.0	0	0.0
AMERICAN AIRLINES NETWORK	3452	79.0	3805	68.2	1443	68.7	0	0.0	5733	76.2	571	68.3	10186	72.3	6152	80.6
- AMERICAN AIRLINES	2596	75.8	1908	61.8	1443	68.7	0	0.0	4423	74.3	339	59.0	4907	67.9	3233	75.7
- BRANDED CODESHARE PARTNERS	856	88.7	1897	74.6	0	0.0	0	0.0	1310	82.7	232	81.9	5279	76.3	2919	86.0
DELTA AIR LINES NETWORK	4003	85.6	6656	74.2	1563	77.5	271	80.1	648	78.4	8833	86.1	1157	74.8	533	84.6
- DELTA AIR LINES	2922	83.9	2107	74.3	1563	77.5	89	73.0	648	78.4	5181	85.7	889	75.6	427	83.6
- BRANDED CODESHARE PARTNERS	1081	89.9	4549	74.1	0	0.0	182	83.5	0	0.0	3652	86.7	268	72.0	106	88.7
FRONTIER AIRLINES	0	0.0	93	57.0	1396	70.5	269	72.9	199	68.3	45	71.1	32	75.0	820	68.7
HAWAIIAN AIRLINES	200	82.5	0	0.0	13	53.8	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
JETBLUE AIRWAYS	922	73.4	1458	63.7	1408	63.4	0	0.0	213	63.8	93	58.1	93	68.8	112	91.1
SOUTHWEST AIRLINES	2426	73.1	1079	63.2	3087	64.9	7296	66.1	562	67.3	596	59.7	817	55.7	384	59.9
SPIRIT AIRLINES	892	84.5	372	82.0	1990	80.9	0	0.0	712	85.7	94	90.4	692	77.5	546	83.2
UNITED AIRLINES NETWORK	3099	83.8	1072	66.8	949	79.1	0	0.0	336	75.6	508	77.0	12825	78.7	390	72.1
- UNITED AIRLINES	2239	80.8	537	68.5	949	79.1	0	0.0	306	73.5	359	75.8	6551	79.1	304	75.3
- BRANDED CODESHARE PARTNERS	860	91.4	535	65.0	0	0.0	0	0.0	30	96.7	149	79.9	6274	78.2	86	60.5
TOTAL	16,791	80.3	14,535	70.3	12,035	71.4	7,862	66.8	8,434	76.1	10,898	83.1	26,122	75.2	8,999	78.8

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

AIR TRAVEL CONSUMER REPORT

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

AUGUST 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 NETWORK	408	71.8	1633	78.3	9553	85.0	2191	80.0	331	74.6	43	88.4
- ALASKA AIRLINES	309	74.8	717	78.8	6579	83.1	1023	79.2	115	75.7	43	88.4
- BRANDED CODESHARE PARTNERS	99	62.6	916	77.8	2974	89.2	1168	80.7	216	74.1	0	0.0
ALLEGiant AIR	26	65.4	69	53.6	0	0.0	0	0.0	0	0.0	0	0.0
AMERICAN AIRLINES NETWORK	5984	77.7	688	73.0	639	75.4	948	71.6	368	66.6	1058	71.9
- AMERICAN AIRLINES	3905	77.5	688	73.0	522	73.2	866	70.0	278	65.8	919	69.7
- BRANDED CODESHARE PARTNERS	2079	78.2	0	0.0	117	85.5	82	89.0	90	68.9	139	86.3
DELTA AIR LINES NETWORK	879	84.3	882	87.1	4196	88.5	1171	86.7	7223	89.8	973	81.1
- DELTA AIR LINES	755	84.5	820	87.2	2801	86.3	953	86.6	4365	87.7	973	81.1
- BRANDED CODESHARE PARTNERS	124	83.1	62	85.5	1395	93.0	218	87.2	2858	93.1	0	0.0
FRONTIER AIRLINES	337	69.1	163	65.0	40	85.0	170	75.9	104	72.1	354	71.8
HAWAIIAN AIRLINES	31	71.0	62	66.1	62	56.5	62	67.7	0	0.0	0	0.0
JETBLUE AIRWAYS	93	51.6	139	74.1	89	67.4	472	79.7	207	71.0	361	64.0
SOUTHWEST AIRLINES	5033	67.5	3475	70.1	926	72.4	778	67.2	941	63.7	1906	67.2
SPIRIT AIRLINES	52	76.9	217	70.5	62	87.1	0	0.0	124	76.6	372	82.8
UNITED AIRLINES NETWORK	671	78.5	908	81.8	774	80.6	5874	86.7	591	79.9	496	77.4
- UNITED AIRLINES	671	78.5	877	81.4	751	80.3	4245	85.9	126	75.4	496	77.4
- BRANDED CODESHARE PARTNERS	0	0.0	31	93.5	23	91.3	1629	88.9	465	81.1	0	0.0
TOTAL	13,514	73.8	8,236	74.9	16,341	84.4	11,666	82.4	9,889	84.6	5,563	72.7

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

AIR TRAVEL CONSUMER REPORT

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

AUGUST 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	124	89.5	62	79.0	213	73.7	62	82.3	0	0.0	62	80.6	155	65.2	189	76.2
ALLEGiant AIR	0	0.0	218	62.8	66	78.8	23	73.9	0	0.0	0	0.0	0	0.0	48	81.3
AMERICAN AIRLINES	536	64.2	607	64.7	1846	67.4	388	66.5	9523	74.7	0	0.0	2655	68.6	754	74.4
DELTA AIR LINES	18263	86.4	717	82.8	1896	69.5	424	82.1	463	85.3	151	84.8	701	77.3	955	83.5
ENDEAVOR AIR	2072	84.5	204	72.5	326	74.5	120	67.5	285	73.0	0	0.0	198	83.8	0	0.0
ENVOY AIR	112	80.4	225	80.9	60	78.3	37	67.6	231	78.4	0	0.0	255	78.4	0	0.0
FRONTIER AIRLINES	754	66.3	89	78.7	41	58.5	166	63.9	160	74.4	0	0.0	91	69.2	2021	77.0
HAWAIIAN AIRLINES	0	0.0	0	0.0	18	33.3	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	155	49.0	204	65.7	3879	68.0	89	73.0	62	74.2	0	0.0	914	72.1	182	66.5
MESA AIRLINES	100	73.0	95	75.8	0	0.0	0	0.0	101	81.2	0	0.0	89	70.8	0	0.0
PSA AIRLINES	170	74.7	103	68.9	0	0.0	3	33.3	4826	80.6	0	0.0	2775	74.7	0	0.0
REPUBLIC AIRWAYS	394	82.0	630	76.7	2088	76.4	89	91.0	446	74.9	0	0.0	2591	77.9	0	0.0
SKYWEST AIRLINES	743	76.7	263	76.8	0	0.0	8	87.5	59	76.3	0	0.0	72	72.2	5516	79.8
SOUTHWEST AIRLINES	2727	68.4	3842	71.2	573	63.2	5857	68.0	240	58.8	5389	65.9	1359	63.9	7277	70.2
SPIRIT AIRLINES	828	82.6	234	80.8	259	80.3	507	80.9	116	70.7	0	0.0	0	0.0	123	78.9
UNITED AIRLINES	457	71.1	286	77.3	966	78.3	273	77.7	171	63.2	0	0.0	401	66.3	7258	81.0
TOTAL	27,435	82.4	7,779	73.0	12,231	70.7	8,046	70.1	16,683	76.4	5,602	66.6	12,256	72.6	24,323	76.9

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

AIR TRAVEL CONSUMER REPORT

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

AUGUST 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	178	69.1	62	83.9	310	73.2	31	96.8	116	87.1	62	79.0	372	76.3	413	78.0
ALLEGiant AIR	0	0.0	0	0.0	64	84.4	204	74.0	33	75.8	0	0.0	0	0.0	709	56.8
AMERICAN AIRLINES	13051	70.8	341	67.7	825	56.6	399	70.7	107	54.2	627	62.7	1326	67.6	1215	73.0
DELTA AIR LINES	921	77.9	4974	85.9	497	75.5	805	79.8	221	86.4	578	78.0	2282	74.8	1204	84.5
ENDEAVOR AIR	0	0.0	1457	85.2	157	75.8	0	0.0	93	65.6	0	0.0	2099	74.8	0	0.0
ENVOY AIR	4526	78.3	89	83.1	0	0.0	0	0.0	0	0.0	74	89.2	0	0.0	0	0.0
FRONTIER AIRLINES	402	64.4	110	74.5	0	0.0	97	73.2	0	0.0	124	73.4	0	0.0	1495	65.5
HAWAIIAN AIRLINES	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	31	48.4	111	87.4
HORIZON AIR	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	47	95.7
JETBLUE AIRWAYS	62	61.3	124	62.1	585	67.2	1323	65.9	0	0.0	62	72.6	4086	61.8	275	67.3
MESA AIRLINES	1574	62.5	28	50.0	0	0.0	0	0.0	643	78.4	1717	78.3	0	0.0	0	0.0
PSA AIRLINES	0	0.0	141	73.0	0	0.0	0	0.0	75	88.0	0	0.0	0	0.0	0	0.0
REPUBLIC AIRWAYS	43	83.7	398	77.6	2633	67.6	0	0.0	513	79.3	61	86.9	1514	74.3	0	0.0
SKYWEST AIRLINES	2788	71.2	2015	83.6	58	79.3	0	0.0	230	79.6	1030	78.3	0	0.0	158	70.3
SOUTHWEST AIRLINES	0	0.0	333	56.2	0	0.0	1291	71.6	151	57.0	569	69.4	0	0.0	6875	64.5
SPIRIT AIRLINES	752	84.2	744	83.9	750	69.5	1681	85.8	0	0.0	611	85.3	0	0.0	2232	77.3
UNITED AIRLINES	633	70.0	120	70.0	4691	68.8	463	72.1	2660	77.4	4869	79.6	124	62.9	1077	77.4
TOTAL	24,930	72.2	10,936	82.6	10,570	68.2	6,294	75.5	4,842	77.2	10,384	77.9	11,834	69.3	15,811	69.8

* 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)

AUGUST 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	702	73.6	0	0.0	186	78.0	0	0.0	31	90.3	114	86.0	289	77.9	62	85.5
ALLEGiant AIR	144	64.6	0	0.0	0	0.0	26	42.3	0	0.0	22	81.8	0	0.0	0	0.0
AMERICAN AIRLINES	2596	75.8	1908	61.8	1443	68.7	0	0.0	4423	74.3	339	59.0	4907	67.9	3233	75.7
DELTA AIR LINES	2922	83.9	2107	74.3	1563	77.5	89	73.0	648	78.4	5181	85.7	889	75.6	427	83.6
ENDEAVOR AIR	0	0.0	3164	72.5	0	0.0	0	0.0	0	0.0	633	81.2	93	73.1	27	88.9
ENVOY AIR	0	0.0	0	0.0	0	0.0	0	0.0	1276	83.8	81	80.2	3883	77.2	0	0.0
FRONTIER AIRLINES	0	0.0	93	57.0	1396	70.5	269	72.9	199	68.3	45	71.1	32	75.0	820	68.7
HAWAIIAN AIRLINES	200	82.5	0	0.0	13	53.8	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
HORIZON AIR	36	94.4	0	0.0	0	0.0	0	0.0	0	0.0	22	95.5	31	83.9	0	0.0
JETBLUE AIRWAYS	922	73.4	1458	63.7	1408	63.4	0	0.0	213	63.8	93	58.1	93	68.8	112	91.1
MESA AIRLINES	0	0.0	154	67.5	0	0.0	0	0.0	30	96.7	85	83.5	0	0.0	23	87.0
PSA AIRLINES	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	48	72.9	0	0.0	1161	83.0
REPUBLIC AIRWAYS	0	0.0	3437	75.4	0	0.0	0	0.0	34	44.1	147	83.0	1327	76.0	659	86.6
SKYWEST AIRLINES	3712	87.1	87	66.7	0	0.0	182	83.5	0	0.0	3039	87.8	3853	76.8	26	84.6
SOUTHWEST AIRLINES	2426	73.1	1079	63.2	3087	64.9	7296	66.1	562	67.3	596	59.7	817	55.7	384	59.9
SPIRIT AIRLINES	892	84.5	372	82.0	1990	80.9	0	0.0	712	85.7	94	90.4	692	77.5	546	83.2
UNITED AIRLINES	2239	80.8	537	68.5	949	79.1	0	0.0	306	73.5	359	75.8	6551	79.1	304	75.3
TOTAL	16,791	80.3	14,396	70.4	12,035	71.4	7,862	66.8	8,434	76.1	10,898	83.1	23,457	74.8	7,784	77.6

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

AIR TRAVEL CONSUMER REPORT

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

AUGUST 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	309	74.8	717	78.8	6579	83.1	1023	79.2	115	75.7	43	88.4
ALLEGiant AIR	26	65.4	69	53.6	0	0.0	0	0.0	0	0.0	0	0.0
AMERICAN AIRLINES	3905	77.5	688	73.0	522	73.2	866	70.0	278	65.8	919	69.7
DELTA AIR LINES	755	84.5	820	87.2	2801	86.3	953	86.6	4365	87.7	973	81.1
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	139	86.3
FRONTIER AIRLINES	337	69.1	163	65.0	40	85.0	170	75.9	104	72.1	354	71.8
HAWAIIAN AIRLINES	31	71.0	62	66.1	62	56.5	62	67.7	0	0.0	0	0.0
HORIZON AIR	71	54.9	71	85.9	2652	89.1	300	85.0	0	0.0	0	0.0
JETBLUE AIRWAYS	93	51.6	139	74.1	89	67.4	472	79.7	207	71.0	361	64.0
MESA AIRLINES	657	72.3	0	0.0	0	0.0	0	0.0	53	69.8	0	0.0
PSA AIRLINES	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
REPUBLIC AIRWAYS	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
SKYWEST AIRLINES	1574	81.1	938	78.3	1857	92.0	2797	85.7	3576	90.1	0	0.0
SOUTHWEST AIRLINES	5033	67.5	3475	70.1	926	72.4	778	67.2	941	63.7	1906	67.2
SPIRIT AIRLINES	52	76.9	217	70.5	62	87.1	0	0.0	124	76.6	372	82.8
UNITED AIRLINES	671	78.5	877	81.4	751	80.3	4245	85.9	126	75.4	496	77.4
TOTAL	13,514	73.8	8,236	74.9	16,341	84.4	11,666	82.4	9,889	84.6	5,563	72.7

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

AIR TRAVEL CONSUMER REPORT

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

AUGUST 2022

ARRIVAL AIRPORT*																
SCHEDULED ARRIVAL TIME	ATL	BNA	BOS	BWI	CLT	DAL	DCA	DEN	DFW	DTW	EWR	FLL	IAD	IAH	JFK	LAS
0600-0659	88.8	94.0	70.5	83.9	86.6	96.2	90.7	93.2	89.0	84.2	77.3	76.8	89.0	85.1	77.7	92.3
0700-0759	92.2	92.9	80.3	89.5	86.5	86.6	85.6	92.2	85.3	91.3	82.0	88.8	87.4	92.4	81.1	90.4
0800-0859	90.2	87.1	83.9	83.3	87.4	86.2	85.5	89.2	82.9	92.6	81.7	91.8	100.0	87.7	75.8	90.5
0900-0959	91.9	88.9	87.5	88.5	85.8	86.5	83.3	87.9	81.3	91.8	87.3	89.3	76.9	88.7	80.6	88.0
1000-1059	88.9	86.9	86.9	86.1	86.1	87.1	87.8	87.9	83.8	83.0	86.6	84.6	77.1	85.9	83.4	83.8
1100-1159	89.5	88.6	84.9	87.6	86.8	82.5	82.6	86.8	80.6	88.5	86.5	88.9	86.9	85.9	86.5	80.4
1200-1259	89.3	83.3	83.0	88.7	87.1	80.1	83.4	87.5	79.4	87.9	86.8	83.9	87.7	82.8	80.9	75.5
1300-1359	88.7	79.8	82.9	81.2	83.2	71.3	80.9	82.6	77.8	88.2	79.9	86.4	94.4	84.2	73.8	69.0
1400-1459	87.5	74.7	83.0	74.5	86.1	75.3	78.6	85.9	76.9	86.0	75.3	78.8	58.1	78.9	76.3	68.7
1500-1559	81.6	64.6	71.7	75.3	76.8	65.4	70.9	79.0	70.5	88.3	67.6	82.6	81.4	79.5	77.6	62.1
1600-1659	82.5	66.7	68.2	64.0	72.6	61.9	68.8	67.8	67.0	80.5	56.5	72.1	73.1	73.6	68.6	61.4
1700-1759	78.3	68.7	66.1	68.4	70.3	58.6	65.0	61.6	60.3	81.7	59.4	70.8	61.8	69.5	67.1	54.8
1800-1859	79.1	57.3	56.9	57.6	68.2	54.3	57.6	58.4	59.9	76.8	53.0	60.5	67.1	68.5	61.1	58.6
1900-1959	73.3	57.5	54.0	58.0	58.8	52.3	62.5	63.7	61.5	74.6	45.3	65.4	69.8	64.0	55.0	59.3
2000-2059	68.7	59.8	52.8	51.4	58.2	57.1	58.6	58.0	60.0	79.6	52.7	69.9	69.1	71.7	56.0	58.3
2100-2159	70.6	58.9	57.1	47.3	59.6	49.4	60.6	62.8	59.8	75.2	48.6	65.4	67.0	60.1	50.5	59.2
2200-2259	63.7	64.2	58.4	43.9	62.6	42.9	62.6	65.5	67.2	68.9	62.7	62.5	64.5	74.8	52.8	54.9
2300-0559	67.9	63.1	63.9	54.9	70.9	39.5	59.1	62.9	70.0	69.0	65.0	59.1	72.1	71.2	61.6	62.8
TOTAL	82.4	73.0	70.7	70.1	76.4	66.6	72.6	76.9	72.2	82.6	68.2	75.5	77.2	77.9	69.3	69.8

* 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)

AUGUST 2022

ARRIVAL AIRPORT*															
SCHEDULED ARRIVAL TIME	LAX	LGA	MCO	MDW	MIA	MSP	ORD	PHL	PHX	SAN	SEA	SFO	SLC	TPA	TOTAL
0600-0659	88.7	91.7	81.2	86.0	82.5	92.3	88.1	78.5	91.6	87.5	92.8	93.1	94.8	77.5	88.0
0700-0759	92.7	90.1	87.4	85.2	90.6	89.6	86.1	88.9	87.6	90.7	93.5	91.7	95.7	96.8	88.6
0800-0859	89.4	87.0	89.6	85.2	85.5	90.6	80.2	87.6	87.2	89.0	92.7	93.6	93.7	89.1	87.9
0900-0959	89.0	85.7	87.4	86.5	86.3	89.3	81.0	87.6	86.6	86.1	89.0	86.0	91.6	91.5	86.4
1000-1059	86.4	86.8	86.5	87.9	84.0	87.1	77.2	84.4	87.1	88.0	86.7	87.4	89.9	92.8	86.5
1100-1159	85.1	87.2	85.0	78.4	81.9	86.9	85.3	83.9	85.2	83.1	90.1	87.2	81.0	83.9	85.3
1200-1259	83.1	85.3	87.6	78.1	82.0	88.4	79.6	84.4	82.2	79.0	90.0	87.8	91.7	82.3	84.2
1300-1359	86.1	82.2	83.7	75.0	80.7	83.8	77.2	95.2	80.2	79.3	90.1	87.7	85.1	80.4	81.7
1400-1459	82.2	79.1	78.0	65.6	79.7	89.1	73.4	86.4	77.9	77.7	88.4	84.9	88.5	80.3	80.8
1500-1559	80.2	70.5	68.5	63.8	76.2	81.6	68.3	90.3	72.0	69.5	84.3	86.9	82.7	80.0	75.5
1600-1659	78.4	66.6	69.7	65.4	67.4	84.9	70.9	78.7	67.3	67.3	87.0	75.6	84.7	78.1	71.8
1700-1759	75.3	59.1	65.3	67.3	67.8	76.9	69.9	73.5	61.7	59.8	78.7	84.3	73.3	61.1	67.9
1800-1859	75.5	52.5	61.4	58.0	69.4	80.7	66.6	72.4	57.4	62.0	83.0	75.6	69.6	71.2	65.3
1900-1959	75.0	48.8	59.3	53.5	69.5	83.5	62.5	64.5	60.0	67.6	80.3	75.9	84.2	59.6	64.2
2000-2059	76.4	49.5	55.0	45.6	70.7	75.2	64.1	59.4	58.8	71.5	76.0	75.4	83.5	57.8	65.0
2100-2159	70.0	49.3	56.6	45.5	65.9	66.2	57.0	73.1	57.2	62.6	74.1	75.7	77.4	61.1	61.8
2200-2259	71.0	57.0	55.5	44.9	59.8	79.0	59.5	64.3	61.5	67.6	75.2	73.8	78.6	55.5	63.6
2300-0559	68.8	58.0	60.4	47.4	60.8	64.2	78.2	65.6	58.2	71.2	79.8	73.8	62.8	56.9	65.0
TOTAL	80.3	70.4	71.4	66.8	76.1	83.1	74.8	77.6	73.8	74.9	84.4	82.4	84.6	72.7	75.7

* 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)

AUGUST 2022

DEPARTURE AIRPORT*																
SCHEDULED DEPARTURE TIME	ATL	BNA	BOS	BWI	CLT	DAL	DCA	DEN	DFW	DTW	EWB	FLL	IAD	IAH	JFK	LAS
0600-0659	83.0	89.6	90.0	82.9	83.5	89.2	86.0	89.1	85.9	87.1	83.3	90.2	91.4	87.4	83.5	85.4
0700-0759	85.6	86.0	86.1	82.9	88.4	82.9	84.1	84.9	87.8	88.3	86.1	87.6	85.5	85.6	86.3	84.1
0800-0859	88.0	89.1	83.4	70.2	91.3	78.7	84.3	83.8	87.3	88.1	79.8	91.5	86.5	90.1	84.6	80.6
0900-0959	86.6	84.7	80.2	60.5	89.6	76.7	81.6	81.4	83.4	90.2	83.5	84.0	93.6	86.8	80.3	79.9
1000-1059	87.0	84.5	84.8	72.3	82.4	75.3	82.5	77.4	80.6	89.0	79.1	81.7	80.0	86.1	73.5	77.4
1100-1159	85.7	81.6	81.3	67.2	86.5	58.9	82.4	80.0	78.2	81.7	77.8	74.5	71.6	80.3	81.9	75.4
1200-1259	86.8	75.8	79.8	75.2	84.4	61.7	76.5	70.8	77.6	87.7	79.2	79.9	85.9	78.9	79.4	70.4
1300-1359	79.8	71.1	75.0	60.6	82.9	61.6	73.3	77.0	69.6	83.0	74.5	75.7	83.0	73.4	72.8	59.0
1400-1459	82.0	69.5	75.2	58.6	77.3	45.0	71.0	59.9	70.9	80.1	65.4	74.3	75.0	69.9	67.7	51.7
1500-1559	78.8	64.9	73.0	55.9	73.5	66.7	70.2	62.9	65.4	78.5	60.2	64.6	68.8	84.6	65.5	51.5
1600-1659	73.1	59.8	62.6	45.8	68.7	47.5	58.6	59.3	67.7	81.6	56.7	69.0	80.8	65.6	64.5	53.8
1700-1759	75.0	54.7	58.8	41.9	65.5	40.7	61.2	58.4	61.9	77.0	50.3	64.5	65.2	64.0	62.1	47.3
1800-1859	67.5	65.0	59.9	46.0	58.2	44.9	57.6	52.5	59.5	74.7	49.4	65.3	68.2	63.6	60.0	46.5
1900-1959	71.9	57.0	55.6	42.6	51.2	39.7	52.4	50.2	56.4	71.0	50.5	54.4	63.6	69.6	57.0	50.2
2000-2059	62.3	45.1	48.7	31.1	60.6	36.9	62.5	59.0	54.4	74.8	46.0	54.7	54.8	69.8	50.1	47.1
2100-2159	68.5	40.7	46.3	31.8	52.8	38.1	69.2	52.8	65.7	81.3	45.6	61.3	0.0	72.2	49.7	41.7
2200-2259	68.7	44.3	44.4	17.1	65.8	37.8	64.1	41.4	68.3	78.7	59.0	71.6	63.9	64.0	49.1	51.8
2300-0559	76.4	89.9	90.1	87.0	86.0	0.0	83.8	81.6	85.9	79.7	81.5	94.1	89.0	93.7	85.7	78.7
TOTAL	78.3	71.7	74.0	56.9	74.6	59.9	72.6	69.0	71.1	82.9	67.3	73.7	76.6	75.4	69.6	65.6

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

AIR TRAVEL CONSUMER REPORT

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

AUGUST 2022

DEPARTURE AIRPORT*															
SCHEDULED DEPARTURE TIME	LAX	LGA	MCO	MDW	MIA	MSP	ORD	PHL	PHX	SAN	SEA	SFO	SLC	TPA	TOTAL
0600-0659	91.0	87.5	91.0	78.4	89.6	85.3	89.6	91.7	89.9	95.3	91.1	88.6	92.5	94.8	87.9
0700-0759	89.0	88.2	88.0	79.6	88.5	84.7	88.7	89.4	86.9	88.1	91.8	92.2	87.3	89.2	87.0
0800-0859	90.1	83.1	83.5	73.7	84.8	86.1	83.3	90.0	84.5	86.6	90.7	89.3	92.6	88.3	85.7
0900-0959	84.9	83.3	77.6	72.9	85.1	87.5	83.7	85.9	82.4	80.3	87.8	85.6	90.1	83.5	83.4
1000-1059	84.6	82.8	80.5	65.3	83.8	85.7	79.2	88.7	83.0	80.8	81.5	84.1	87.5	84.6	82.0
1100-1159	80.6	83.1	79.5	65.3	84.2	86.6	76.3	85.8	82.7	80.0	76.1	81.6	88.4	88.7	81.0
1200-1259	81.7	82.0	73.8	57.0	84.4	85.9	75.4	73.0	75.1	76.4	81.0	81.1	74.2	76.9	78.6
1300-1359	77.7	78.5	72.6	46.2	77.9	80.1	75.0	86.1	75.2	75.8	83.6	80.9	85.3	71.5	75.5
1400-1459	81.2	73.5	62.9	48.1	70.0	75.9	71.2	80.4	70.0	67.9	78.9	81.8	71.9	67.2	70.7
1500-1559	74.0	68.9	58.6	40.1	70.4	83.3	68.0	78.9	64.0	67.2	80.9	69.3	82.6	69.8	69.7
1600-1659	74.9	67.9	51.3	34.0	62.9	73.4	63.3	76.7	62.6	61.4	78.2	83.6	69.3	66.8	65.4
1700-1759	74.0	58.6	55.6	43.5	68.1	80.1	67.3	69.5	58.3	66.7	80.7	74.0	82.6	57.3	63.8
1800-1859	73.7	55.7	52.9	46.7	62.7	70.5	63.7	70.9	45.7	46.7	76.4	79.9	72.3	54.5	61.0
1900-1959	78.3	53.0	51.3	24.7	66.0	82.7	65.9	71.1	39.6	65.6	81.7	76.7	60.7	59.2	59.9
2000-2059	74.7	49.7	49.3	26.5	69.4	80.5	68.4	67.0	67.5	61.8	80.7	78.4	87.1	56.0	60.1
2100-2159	76.9	51.3	46.7	15.0	68.9	74.2	69.3	63.2	47.4	69.7	79.2	80.7	81.1	44.0	61.5
2200-2259	79.1	50.6	40.0	23.3	66.3	77.7	69.2	58.1	48.8	82.0	78.3	80.7	83.2	47.1	61.7
2300-0559	85.3	75.6	80.3	89.1	92.7	80.6	86.4	86.8	88.7	100.0	82.5	84.9	81.5	92.7	84.1
TOTAL	81.5	72.4	68.2	51.3	75.2	81.7	74.5	80.8	71.4	75.7	82.7	82.9	83.8	74.1	73.7

* 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
AUGUST 2022

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Aberdeen, SD (ABR)	91.9	91.9	62	62
Abilene, TX (ABI)	82.7	85.5	179	179
Adak Island, AK (ADK)	77.8	55.6	9	9
Aguadilla, PR (BQN)	54.5	62.0	187	187
Akron, OH (CAK)	72.1	83.5	165	164
Albany, GA (ABY)	84.8	87.3	79	79
Albany, NY (ALB)	72.1	77.1	1113	1113
Albuquerque, NM (ABQ)	71.3	74.8	1712	1712
Alexandria, LA (AEX)	85.2	83.2	155	155
Allentown/Bethlehem/Easton, PA (ABE)	72.4	83.2	416	416
Alpena, MI (APN)	86.8	84.9	53	53
Amarillo, TX (AMA)	73.5	75.6	438	438
Anchorage, AK (ANC)	78.6	83.5	2339	2339
Appleton, WI (ATW)	78.4	83.3	366	366
Arcata/Eureka, CA (ACV)	84.7	87.6	170	170
Asheville, NC (AVL)	73.9	77.0	942	943
Ashland, WV (HTS)	79.2	64.6	48	48
Aspen, CO (ASE)	76.0	76.9	562	562
Atlanta, GA (ATL)	82.4	78.3	27435	27429
Atlantic City, NJ (ACY)	86.0	91.7	336	336
Augusta, GA (AGS)	85.6	87.8	327	327
Austin, TX (AUS)	69.6	70.7	7766	7764
Bakersfield, CA (BFL)	77.6	83.6	201	201
Baltimore, MD (BWI)	70.1	56.9	8046	8044
Bangor, ME (BGR)	76.4	77.6	552	554
Barrow, AK (BRW)	41.9	32.3	31	31
Baton Rouge, LA (BTR)	78.1	82.5	365	365
Beaumont/Port Arthur, TX (BPT)	79.0	82.3	62	62
Belleville, IL (BLV)	69.3	59.4	101	101
Bellingham, WA (BLI)	77.6	82.1	313	313
Bemidji, MN (BJI)	95.7	87.1	70	70
Bend/Redmond, OR (RDM)	86.1	88.0	706	706
Bethel, AK (BET)	83.9	79.0	62	62
Billings, MT (BIL)	81.8	87.2	407	407
Binghamton, NY (BGM)	74.2	80.6	31	31
Birmingham, AL (BHM)	75.3	77.0	1118	1117
Bishop, CA (BIH)	85.2	92.6	27	27
Bismarck/Mandan, ND (BIS)	80.4	84.5	316	316
Bloomington/Normal, IL (BMI)	75.1	76.1	233	234
Boise, ID (BOI)	82.0	86.0	2455	2462
Boston, MA (BOS)	70.7	74.0	12231	12231

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Bozeman, MT (BZN)	82.5	81.4	1068	1069
Brainerd, MN (BRD)	92.9	95.7	70	70
Branson, MO (BKG)	40.0	40.0	5	5
Bristol/Johnson City/Kingsport, TN (TRI)	82.9	82.2	286	286
Brownsville, TX (BRO)	82.3	87.1	124	124
Brunswick, GA (BQK)	84.9	89.2	93	93
Buffalo, NY (BUF)	68.7	75.1	1812	1812
Burbank, CA (BUR)	74.5	75.8	2845	2844
Burlington, VT (BTV)	78.1	77.2	831	830
Butte, MT (BTM)	93.5	93.5	31	31
Cape Girardeau, MO (CGI)	88.7	83.9	62	62
Casper, WY (CPR)	76.6	75.2	145	145
Cedar City, UT (CDC)	92.5	96.2	53	53
Cedar Rapids/Iowa City, IA (CID)	73.0	73.5	664	664
Champaign/Urbana, IL (CMI)	79.5	82.0	122	122
Charleston, SC (CHS)	68.0	70.9	2093	2096
Charleston/Dunbar, WV (CRW)	73.5	71.6	215	215
Charlotte Amalie, VI (STT)	82.2	81.1	444	444
Charlotte, NC (CLT)	76.4	74.6	16683	16680
Charlottesville, VA (CHO)	73.1	73.3	242	243
Chattanooga, TN (CHA)	76.3	76.7	489	489
Cheyenne, WY (CYS)	79.0	82.3	62	62
Chicago, IL (MDW)	66.8	51.3	7862	7861
Chicago, IL (ORD)	74.8	74.5	23457	23451
Christiansted, VI (STX)	81.8	87.9	99	99
Cincinnati, OH (CVG)	73.6	79.9	3154	3157
Clarksburg/Fairmont, WV (CKB)	72.8	76.1	92	92
Cleveland, OH (CLE)	72.3	79.4	3223	3223
College Station/Bryan, TX (CLL)	79.6	77.0	113	113
Colorado Springs, CO (COS)	72.9	78.6	1105	1105
Columbia, MO (COU)	75.5	77.4	155	155
Columbia, SC (CAE)	77.1	81.0	498	500
Columbus, GA (CSG)	84.6	84.7	123	124
Columbus, MS (GTR)	82.0	94.4	89	89
Columbus, OH (CMH)	71.7	77.0	3283	3283
Columbus, OH (LCK)	60.4	59.4	96	96
Concord, NC (USA)	75.0	66.7	60	60
Cordova, AK (CDV)	80.6	75.8	62	62
Corpus Christi, TX (CRP)	71.6	74.2	310	310
Dallas, TX (DAL)	66.6	59.9	5602	5602
Dallas/Fort Worth, TX (DFW)	72.2	71.1	24930	24927

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

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Dayton, OH (DAY)	76.9	86.2	549	549
Daytona Beach, FL (DAB)	81.3	85.6	209	209
Deadhorse, AK (SCC)	94.4	94.4	36	36
Decatur, IL (DEC)	83.0	79.2	106	106
Del Rio, TX (DRT)	79.0	77.4	62	62
Denver, CO (DEN)	76.9	69.0	24323	24327
Des Moines, IA (DSM)	74.9	86.3	1246	1246
Detroit, MI (DTW)	82.6	82.9	10936	10933
Devils Lake, ND (DVL)	95.2	87.1	62	62
Dillingham, AK (DLG)	85.5	88.7	62	62
Dodge City, KS (DDC)	90.6	83.0	53	53
Dothan, AL (DHN)	84.9	90.3	93	93
Dubuque, IA (DBQ)	87.1	87.1	62	62
Duluth, MN (DLH)	88.2	90.8	119	119
Durango, CO (DRO)	81.6	85.5	304	304
Eagle, CO (EGE)	79.4	78.1	155	155
Eau Claire, WI (EAU)	83.9	90.3	31	31
El Paso, TX (ELP)	71.1	76.2	1486	1486
Elko, NV (EKO)	96.8	90.3	31	31
Elmira/Corning, NY (ELM)	84.5	83.3	84	84
Escanaba, MI (ESC)	85.5	85.5	62	62
Eugene, OR (EUG)	82.0	84.2	837	837
Evansville, IN (EVV)	77.0	84.8	165	165
Everett, WA (PAE)	83.8	90.1	407	406
Fairbanks, AK (FAI)	83.3	89.4	479	479
Fargo, ND (FAR)	79.9	82.3	463	463
Fayetteville, AR (XNA)	74.1	75.1	850	851
Fayetteville, NC (FAY)	81.5	82.6	184	184
Flagstaff, AZ (FLG)	76.0	82.9	175	175
Flint, MI (FNT)	67.9	80.9	209	209
Fort Dodge, IA (FOD)	77.4	71.0	31	31
Fort Lauderdale, FL (FLL)	75.5	73.7	6294	6291
Fort Leonard Wood, MO (TBN)	86.8	88.7	53	53
Fort Myers, FL (RSW)	76.7	77.0	2125	2126
Fort Smith, AR (FSM)	76.2	78.7	122	122
Fort Wayne, IN (FWA)	79.0	82.0	439	439
Fresno, CA (FAT)	77.0	81.5	993	994
Gainesville, FL (GNV)	82.6	84.7	334	334
Garden City, KS (GCK)	87.1	83.9	62	62
Gillette, WY (GCC)	88.7	92.5	53	53
Grand Forks, ND (GFK)	88.5	86.1	78	79

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Grand Island, NE (GRI)	78.5	81.0	79	79
Grand Junction, CO (GJT)	77.7	82.9	310	310
Grand Rapids, MI (GRR)	73.6	79.5	1383	1382
Great Falls, MT (GTF)	91.9	91.9	185	185
Green Bay, WI (GRB)	80.4	82.8	337	337
Greensboro/High Point, NC (GSO)	77.6	81.4	791	792
Greer, SC (GSP)	75.9	82.4	1088	1088
Guam, TT (GUM)	93.9	89.4	66	66
Gulfport/Biloxi, MS (GPT)	78.6	81.5	248	248
Gunnison, CO (GUC)	82.2	84.3	90	89
Gustavus, AK (GST)	93.5	90.3	31	31
Hagerstown, MD (HGR)	81.8	72.7	22	22
Hancock/Houghton, MI (CMX)	83.9	79.0	62	62
Harlingen/San Benito, TX (HRL)	74.6	79.8	347	347
Harrisburg, PA (MDT)	74.4	78.3	390	391
Hartford, CT (BDL)	67.9	75.7	2093	2090
Hattiesburg/Laurel, MS (PIB)	72.6	71.0	62	62
Hayden, CO (HDN)	78.2	74.2	124	124
Hays, KS (HYS)	88.7	82.3	62	62
Helena, MT (HLN)	97.6	90.3	124	124
Hibbing, MN (HIB)	84.6	88.5	52	52
Hilo, HI (ITO)	74.3	81.7	553	553
Hilton Head, SC (HHH)	81.1	81.6	190	190
Honolulu, HI (HNL)	77.9	77.3	4807	4807
Houston, TX (HOU)	68.7	64.9	4470	4470
Houston, TX (IAH)	77.9	75.4	10384	10378
Huntsville, AL (HSV)	79.7	79.0	681	681
Hyannis, MA (HYA)	77.4	58.1	31	31
Idaho Falls, ID (IDA)	82.0	83.0	428	429
Indianapolis, IN (IND)	70.7	78.0	3477	3476
International Falls, MN (INL)	90.6	86.8	53	53
Iron Mountain/Kingsford, MI (IMT)	82.3	83.9	62	62
Islip, NY (ISP)	67.1	72.8	347	346
Ithaca/Cortland, NY (ITH)	74.2	77.4	31	31
Jackson, WY (JAC)	83.3	80.0	700	700
Jackson/Vicksburg, MS (JAN)	76.8	80.6	672	671
Jacksonville, FL (JAX)	69.4	70.6	2403	2403
Jacksonville/Camp Lejeune, NC (OAJ)	70.0	80.8	130	130
Jamestown, ND (JMS)	96.8	93.5	62	62
Johnstown, PA (JST)	85.5	79.0	62	62
Joplin, MO (JLN)	94.2	76.9	52	52

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

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Juneau, AK (JNU)	80.5	86.0	527	527
Kahului, HI (OGG)	78.9	78.0	2681	2679
Kalamazoo, MI (AZO)	83.9	85.5	124	124
Kalispell, MT (FCA)	83.6	83.4	580	580
Kansas City, MO (MCI)	71.4	75.1	4000	4000
Kearney, NE (EAR)	78.8	88.5	52	52
Ketchikan, AK (KTN)	82.8	84.9	279	279
Key West, FL (EYW)	82.7	80.6	542	542
Killeen, TX (GRK)	68.5	70.3	165	165
King Salmon, AK (AKN)	90.9	69.7	66	66
Knoxville, TN (TYS)	74.7	84.1	1160	1158
Kodiak, AK (ADQ)	83.9	87.1	124	124
Kona, HI (KOA)	80.5	83.2	1470	1470
Kotzebue, AK (OTZ)	77.4	90.3	62	62
La Crosse, WI (LSE)	76.6	84.7	124	124
Lafayette, LA (LFT)	76.6	76.9	290	290
Lake Charles, LA (LCH)	78.5	81.7	93	93
Lansing, MI (LAN)	85.8	82.6	155	155
Laramie, WY (LAR)	71.7	84.9	53	53
Laredo, TX (LRD)	73.8	76.2	130	130
Las Vegas, NV (LAS)	69.8	65.6	15811	15816
Latrobe, PA (LBE)	84.9	93.5	93	93
Lawton/Fort Sill, OK (LAW)	81.7	79.6	93	93
Lewisburg, WV (LWB)	71.0	72.6	62	62
Lewiston, ID (LWS)	94.6	86.0	93	93
Lexington, KY (LEX)	79.4	83.1	631	632
Liberal, KS (LBL)	92.5	90.6	53	53
Lihue, HI (LIH)	77.6	80.5	1376	1376
Little Rock, AR (LIT)	74.5	79.9	991	992
Long Beach, CA (LGB)	73.9	70.3	1310	1310
Longview, TX (GGG)	93.5	93.5	62	62
Los Angeles, CA (LAX)	80.3	81.5	16791	16798
Louisville, KY (SDF)	72.0	76.1	1858	1860
Lubbock, TX (LBB)	70.3	79.8	525	525
Lynchburg, VA (LYH)	88.9	88.9	9	9
Madison, WI (MSN)	75.7	81.8	920	920
Manchester, NH (MHT)	71.4	77.5	622	621
Manhattan/Ft. Riley, KS (MHK)	79.7	77.1	153	153
Marquette, MI (MQT)	78.4	80.7	88	88
Martha's Vineyard, MA (MVY)	76.9	72.4	308	308
Mason City, IA (MCW)	67.7	64.5	31	31

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Medford, OR (MFR)	89.5	90.7	685	685
Melbourne, FL (MLB)	86.6	89.4	179	179
Memphis, TN (MEM)	72.6	77.0	1794	1794
Meridian, MS (MEI)	79.0	75.8	62	62
Miami, FL (MIA)	76.1	75.2	8434	8442
Midland/Odessa, TX (MAF)	69.2	75.0	773	773
Milwaukee, WI (MKE)	71.7	78.7	2098	2097
Minneapolis, MN (MSP)	83.1	81.7	10898	10895
Minot, ND (MOT)	85.5	86.5	193	193
Mission/McAllen/Edinburg, TX (MFE)	67.3	75.6	312	312
Missoula, MT (MSO)	87.5	86.2	558	557
Moab, UT (CNY)	84.1	85.5	69	69
Mobile, AL (MOB)	79.8	79.5	317	317
Moline, IL (MLI)	75.2	80.2	323	324
Monroe, LA (MLU)	82.4	83.0	182	182
Monterey, CA (MRY)	83.7	84.8	369	369
Montgomery, AL (MGM)	68.6	69.5	210	210
Montrose/Delta, CO (MTJ)	84.3	81.5	248	248
Mosinee, WI (CWA)	77.8	83.0	153	153
Muskegon, MI (MKG)	88.7	80.6	62	62
Myrtle Beach, SC (MYR)	78.8	79.8	1918	1919
Nantucket, MA (ACK)	81.0	78.2	436	436
Nashville, TN (BNA)	73.0	71.7	7779	7778
New Bern/Morehead/Beaufort, NC (EWN)	88.3	88.3	111	111
New Orleans, LA (MSY)	73.2	74.3	4036	4037
New York, NY (JFK)	69.3	69.6	11834	11832
New York, NY (LGA)	70.4	72.4	14396	14401
Newark, NJ (EWR)	68.2	67.3	10570	10571
Newburgh/Poughkeepsie, NY (SWF)	76.3	64.2	80	81
Newport News/Williamsburg, VA (PHF)	81.4	93.2	43	44
Niagara Falls, NY (IAG)	75.0	64.3	28	28
Nome, AK (OME)	80.6	87.1	62	62
Norfolk, VA (ORF)	70.1	76.1	2028	2030
North Bend/Coos Bay, OR (OTH)	89.7	82.1	39	39
North Platte, NE (LBF)	67.7	77.4	62	62
Oakland, CA (OAK)	73.8	69.8	4591	4591
Oklahoma City, OK (OKC)	73.1	78.6	1834	1836
Omaha, NE (OMA)	70.6	76.6	1842	1841
Ontario, CA (ONT)	73.2	78.8	2129	2129
Orlando, FL (MCO)	71.4	68.2	12035	12036
Owensboro, KY (OWB)	60.0	40.0	5	5

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

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Paducah, KY (PAH)	90.3	82.3	62	62
Pago Pago, TT (PPG)	66.7	77.8	9	9
Palm Springs, CA (PSP)	78.6	83.4	865	865
Panama City, FL (ECP)	72.6	78.7	696	696
Pasco/Kennewick/Richland, WA (PSC)	88.0	89.0	502	502
Pellston, MI (PLN)	86.0	90.3	93	93
Pensacola, FL (PNS)	76.7	80.8	976	977
Peoria, IL (PIA)	74.3	75.4	272	272
Petersburg, AK (PSG)	82.3	82.3	62	62
Philadelphia, PA (PHL)	77.6	80.8	7784	7777
Phoenix, AZ (AZA)	70.3	83.8	367	365
Phoenix, AZ (PHX)	73.8	71.4	13514	13513
Pittsburgh, PA (PIT)	71.9	78.7	3443	3444
Plattsburgh, NY (PBG)	85.2	77.8	27	27
Pocatello, ID (PIH)	96.8	93.5	31	31
Ponce, PR (PSE)	66.7	78.5	93	93
Portland, ME (PWM)	71.7	72.1	1194	1193
Portland, OR (PDX)	80.8	84.4	5297	5289
Portsmouth, NH (PSM)	82.4	73.5	34	34
Prescott, AZ (PRC)	85.5	80.6	62	62
Providence, RI (PVD)	73.6	76.9	1379	1379
Provo, UT (PVU)	81.8	74.2	88	89
Pueblo, CO (PUB)	96.8	96.8	31	31
Pullman, WA (PUW)	89.6	86.1	115	115
Punta Gorda, FL (PGD)	62.0	73.2	395	395
Raleigh/Durham, NC (RDU)	73.5	77.7	4690	4690
Rapid City, SD (RAP)	80.7	76.2	554	555
Redding, CA (RDD)	92.9	91.0	155	155
Reno, NV (RNO)	73.4	78.2	1838	1837
Rhineland, WI (RHI)	87.1	85.5	62	62
Richmond, VA (RIC)	74.1	78.7	1624	1624
Riverton/Lander, WY (RIW)	93.5	93.5	31	31
Roanoke, VA (ROA)	81.0	77.4	168	168
Rochester, MN (RST)	80.3	80.9	157	157
Rochester, NY (ROC)	72.3	77.2	1040	1040
Rock Springs, WY (RKS)	93.5	96.8	31	31
Rockford, IL (RFD)	68.1	66.0	47	47
Roswell, NM (ROW)	78.2	82.3	124	124
Sacramento, CA (SMF)	76.1	78.1	4987	4988
Saginaw/Bay City/Midland, MI (MBS)	86.3	84.7	124	124
Saipan, TT (SPN)	94.3	97.1	35	35

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Salina, KS (SLN)	85.5	80.6	62	62
Salt Lake City, UT (SLC)	84.6	83.8	9889	9887
San Angelo, TX (SJT)	84.7	79.8	124	124
San Antonio, TX (SAT)	72.1	77.4	3139	3137
San Diego, CA (SAN)	74.9	75.7	8236	8234
San Francisco, CA (SFO)	82.4	82.9	11666	11662
San Jose, CA (SJC)	76.9	74.0	5117	5116
San Juan, PR (SJU)	72.0	78.0	2525	2532
San Luis Obispo, CA (SBP)	86.9	86.0	406	407
Sanford, FL (SFB)	65.5	71.6	669	669
Santa Ana, CA (SNA)	75.7	72.9	4131	4131
Santa Barbara, CA (SBA)	79.5	79.9	743	743
Santa Fe, NM (SAF)	79.0	81.7	186	186
Santa Maria, CA (SMX)	50.0	62.5	8	8
Santa Rosa, CA (STS)	87.4	86.9	396	397
Sarasota/Bradenton, FL (SRQ)	69.6	75.0	896	895
Sault Ste. Marie, MI (CIU)	85.5	82.3	62	62
Savannah, GA (SAV)	71.3	75.2	1533	1529
Scottsbluff, NE (BFF)	78.8	75.0	52	52
Scranton/Wilkes-Barre, PA (AVP)	68.9	73.5	151	151
Seattle, WA (SEA)	84.4	82.7	16341	16343
Sheridan, WY (SHR)	94.3	94.3	53	53
Shreveport, LA (SHV)	80.8	76.3	359	359
Sioux City, IA (SUX)	80.6	82.3	62	62
Sioux Falls, SD (FSD)	71.8	77.1	581	582
Sitka, AK (SIT)	74.7	80.6	186	186
South Bend, IN (SBN)	78.9	81.0	426	426
Spokane, WA (GEG)	82.3	86.1	1885	1889
Springfield, IL (SPI)	75.7	65.4	107	107
Springfield, MO (SGF)	77.9	76.5	596	596
St. George, UT (SGU)	87.7	88.5	252	253
St. Louis, MO (STL)	71.5	67.9	5347	5348
St. Petersburg, FL (PIE)	66.3	70.9	603	602
State College, PA (SCE)	80.6	83.9	31	31
Staunton, VA (SHD)	79.0	71.0	62	62
Stillwater, OK (SWO)	80.6	90.3	62	62
Stockton, CA (SCK)	55.3	39.6	47	48
Sun Valley/Hailey/Ketchum, ID (SUN)	96.9	94.7	225	225
Syracuse, NY (SYR)	71.1	74.5	1085	1084
Tallahassee, FL (TLH)	77.9	82.7	457	457
Tampa, FL (TPA)	72.7	74.1	5563	5566

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

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Texarkana, AR (TXK)	84.6	81.3	91	91
Toledo, OH (TOL)	84.4	79.7	64	64
Traverse City, MI (TVC)	78.8	75.5	631	632
Trenton, NJ (TTN)	70.8	73.9	161	161
Tucson, AZ (TUS)	77.0	82.5	1254	1254
Tulsa, OK (TUL)	72.3	80.7	1361	1360
Twin Falls, ID (TWF)	100.0	96.8	31	31
Tyler, TX (TYR)	78.9	78.9	95	95
Valdosta, GA (VLD)	89.2	84.9	93	93
Valparaiso, FL (VPS)	70.9	73.9	867	867
Vernal, UT (VEL)	87.1	77.4	31	31
Victoria, TX (VCT)	77.4	77.4	53	53
Waco, TX (ACT)	82.1	82.7	162	162
Walla Walla, WA (ALW)	82.3	91.9	62	62
Washington, DC (DCA)	72.6	72.6	12256	12255
Washington, DC (IAD)	77.2	76.6	4842	4840
Waterloo, IA (ALO)	84.2	78.9	57	57
Wenatchee, WA (EAT)	87.1	90.3	62	62
West Palm Beach/Palm Beach, FL (PBI)	71.8	75.7	1605	1607
West Yellowstone, MT (WYS)	80.0	81.7	60	60
White Plains, NY (HPN)	75.2	77.2	1202	1202
Wichita Falls, TX (SPS)	80.2	81.3	91	91
Wichita, KS (ICT)	78.1	83.0	808	808
Williston, ND (XWA)	90.5	89.8	147	147
Wilmington, NC (ILM)	76.0	77.6	647	648
Worcester, MA (ORH)	70.9	74.2	151	151
Wrangell, AK (WRG)	77.4	82.3	62	62
Yakima, WA (YKM)	90.3	82.3	62	62
Yakutat, AK (YAK)	77.4	83.9	62	62
Yuma, AZ (YUM)	75.0	90.3	124	124

AIR TRAVEL CONSUMER REPORT

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

AUGUST 2022

CARRIER ¹	AT ALL US AIRPORTS				
	NUMBER OF AIRPORTS REPORTED	FLIGHT OPERATIONS SCHEDULED	FLIGHT OPERATIONS CANCELLED	PERCENT OF OPERATIONS CANCELLED	RANK
HAWAIIAN AIRLINES	22	6514	9	0.1	1
ALASKA AIRLINES NETWORK	106	34943	186	0.5	2
- ALASKA AIRLINES	84	20514	134	0.7	
- BRANDED CODESHARE PARTNERS	53	14429	52	0.4	
SPIRIT AIRLINES	56	19581	176	0.9	3
FRONTIER AIRLINES	96	13337	126	0.9	4
ALLEGiant AIR	125	9282	103	1.1	5
DELTA AIR LINES NETWORK	212	126982	1929	1.5	6
- DELTA AIR LINES	136	78673	572	0.7	
- BRANDED CODESHARE PARTNERS	177	48309	1357	2.8	
JETBLUE AIRWAYS	68	23100	551	2.4	7
SOUTHWEST AIRLINES	107	118889	3157	2.7	8
AMERICAN AIRLINES NETWORK	231	152743	5372	3.5	9
- AMERICAN AIRLINES	116	78327	3302	4.2	
- BRANDED CODESHARE PARTNERS	213	74416	2070	2.8	
UNITED AIRLINES NETWORK	236	108278	3874	3.6	10
- UNITED AIRLINES	110	54918	1190	2.2	
- BRANDED CODESHARE PARTNERS	217	53360	2684	5.0	
TOTAL AIRPORTS SERVED	368	613,649	15,483	2.5	

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

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

AIR TRAVEL CONSUMER REPORT

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

AUGUST 2022

CARRIER ¹	AT ALL US AIRPORTS				
	NUMBER OF AIRPORTS REPORTED	FLIGHT OPERATIONS SCHEDULED	FLIGHT OPERATIONS CANCELLED	PERCENT OF OPERATIONS CANCELLED	RANK
HAWAIIAN AIRLINES	22	6514	9	0.1	1
HORIZON AIR	47	8246	18	0.2	2
ALASKA AIRLINES	84	20514	134	0.7	3
DELTA AIR LINES	136	78673	572	0.7	4
SPIRIT AIRLINES	56	19581	176	0.9	5
FRONTIER AIRLINES	96	13337	126	0.9	6
ALLEGiant AIR	125	9282	103	1.1	7
SKYWEST AIRLINES	237	63698	876	1.4	8
UNITED AIRLINES	110	54918	1190	2.2	9
PSA AIRLINES	91	17392	397	2.3	10
JETBLUE AIRWAYS	68	23100	551	2.4	11
ENVOY AIR	145	21866	542	2.5	12
SOUTHWEST AIRLINES	107	118889	3157	2.7	13
AMERICAN AIRLINES	116	78327	3302	4.2	14
MESA AIRLINES	93	8895	385	4.3	15
ENDEAVOR AIR	91	19893	1017	5.1	16
REPUBLIC AIRWAYS	76	26685	1846	6.9	17
TOTAL AIRPORTS SERVED	358	589,810	14,401	2.4	

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

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

AIR TRAVEL CONSUMER REPORT

TABLE 7. CAUSES OF DELAY, BY REPORTING MARKETING CARRIER

AUGUST 2022

CARRIER	TOTAL RECORDS	ON TIME	% ON TIME	CANCELLED	% CANCELLED	DIVERTED	% DIVERTED	AIR CARRIER DELAY	% AIR CARRIER DELAY	EXTREME WEATHER DELAY	% EXTREME WEATHER DELAY	NATIONAL AVIATION SYSTEM DELAY	% NATIONAL AVIATION SYSTEM DELAY	SECURITY DELAY	% SECURITY DELAY	LATE ARRIVING AIRCRAFT DELAY	% LATE ARRIVING AIRCRAFT DELAY
ALASKA AIRLINES NETWORK	34943	28762	82.31	186	0.53	55	0.16	1826	5.23	125	0.36	1688	4.83	64	0.18	2237	6.40
- ALASKA AIRLINES	20514	16572	80.78	134	0.65	47	0.23	1010	4.92	102	0.50	1406	6.85	56	0.27	1187	5.79
- BRANDED CODESHARE PARTNERS	14429	12190	84.48	52	0.36	8	0.06	816	5.66	23	0.16	282	1.95	8	0.06	1050	7.28
ALLEGIAN AIR	9282	6171	66.48	103	1.11	34	0.37	697	7.51	245	2.64	725	7.81	28	0.30	1280	13.79
AMERICAN AIRLINES NETWORK	152743	113077	74.03	5372	3.52	580	0.38	10575	6.92	2750	1.80	8293	5.43	84	0.05	12013	7.86
- AMERICAN AIRLINES	78327	55173	70.44	3302	4.22	333	0.43	6254	7.98	1257	1.60	4734	6.04	58	0.07	7216	9.21
- BRANDED CODESHARE PARTNERS	74416	57904	77.81	2070	2.78	247	0.33	4320	5.81	1493	2.01	3559	4.78	27	0.04	4797	6.45
DELTA AIR LINES NETWORK	126982	105329	82.95	1929	1.52	265	0.21	8606	6.78	1285	1.01	5204	4.10	23	0.02	4342	3.42
- DELTA AIR LINES	78673	65572	83.35	572	0.73	192	0.24	5203	6.61	617	0.78	3339	4.24	11	0.01	3168	4.03
- BRANDED CODESHARE PARTNERS	48309	39757	82.30	1357	2.81	73	0.15	3403	7.04	668	1.38	1865	3.86	11	0.02	1174	2.43
FRONTIER AIRLINES	13337	9489	71.15	126	0.94	35	0.26	1216	9.12	116	0.87	1087	8.15	0	0.00	1268	9.51
HAWAIIAN AIRLINES	6514	4790	73.53	9	0.14	6	0.09	960	14.74	1	0.02	49	0.75	9	0.14	691	10.61
JETBLUE AIRWAYS	23100	15231	65.94	551	2.39	77	0.33	2894	12.53	239	1.03	1909	8.26	37	0.16	2162	9.36
SOUTHWEST AIRLINES	118889	80441	67.66	3157	2.66	356	0.30	12565	10.57	627	0.53	4724	3.97	152	0.13	16867	14.19
SPIRIT AIRLINES	19581	15980	81.61	176	0.90	43	0.22	840	4.29	215	1.10	1590	8.12	63	0.32	673	3.44
UNITED AIRLINES NETWORK	108278	84473	78.01	3874	3.58	431	0.40	7504	6.93	1086	1.00	4903	4.53	14	0.01	5993	5.53
- UNITED AIRLINES	54918	42933	78.18	1190	2.17	234	0.43	3569	6.50	484	0.88	3005	5.47	8	0.01	3494	6.36
- BRANDED CODESHARE PARTNERS	53360	41540	77.85	2684	5.03	197	0.37	3934	7.37	602	1.13	1899	3.56	6	0.01	2498	4.68
TOTAL	613,649	463,743	75.57	15,483	2.52	1,882	0.31	47,681	7.77	6,689	1.09	30,172	4.92	475	0.08	47,525	7.74

*** 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
AUGUST 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	20514	16572	80.78	134	0.65	47	0.23	1010	4.92	102	0.50	1406	6.85	56	0.27	1187	5.79
ALLEGIAN AIR	9282	6171	66.48	103	1.11	34	0.37	697	7.51	245	2.64	725	7.81	28	0.30	1280	13.79
AMERICAN AIRLINES	78327	55173	70.44	3302	4.22	333	0.43	6254	7.98	1257	1.60	4734	6.04	58	0.07	7216	9.21
DELTA AIR LINES	78673	65572	83.35	572	0.73	192	0.24	5203	6.61	617	0.78	3339	4.24	11	0.01	3168	4.03
ENDEAVOR AIR	19893	15550	78.17	1017	5.11	26	0.13	961	4.83	141	0.71	1234	6.20	1	0.01	964	4.85
ENVOY AIR	21866	17218	78.74	542	2.48	67	0.31	961	4.39	451	2.06	1264	5.78	11	0.05	1352	6.18
FRONTIER AIRLINES	13337	9489	71.15	126	0.94	35	0.26	1216	9.12	116	0.87	1087	8.15	0	0.00	1268	9.51
HAWAIIAN AIRLINES	6514	4790	73.53	9	0.14	6	0.09	960	14.74	1	0.02	49	0.75	9	0.14	691	10.61
HORIZON AIR	8246	7240	87.80	18	0.22	4	0.05	362	4.39	17	0.21	247	3.00	6	0.07	352	4.27
JETBLUE AIRWAYS	23100	15231	65.94	551	2.39	77	0.33	2894	12.53	239	1.03	1909	8.26	37	0.16	2162	9.36
MESA AIRLINES	8895	6276	70.56	385	4.33	51	0.57	750	8.43	204	2.29	443	4.98	2	0.02	784	8.81
PSA AIRLINES	17392	13628	78.36	397	2.28	52	0.30	853	4.90	351	2.02	895	5.15	5	0.03	1211	6.96
REPUBLIC AIRWAYS	26685	20003	74.96	1846	6.92	52	0.19	1283	4.81	213	0.80	1931	7.24	6	0.02	1350	5.06
SKYWEST AIRLINES	63698	52832	82.94	876	1.38	181	0.28	6124	9.61	1070	1.68	395	0.62	19	0.03	2201	3.46
SOUTHWEST AIRLINES	118889	80441	67.66	3157	2.66	356	0.30	12565	10.57	627	0.53	4724	3.97	152	0.13	16867	14.19
SPIRIT AIRLINES	19581	15980	81.61	176	0.90	43	0.22	840	4.29	215	1.10	1590	8.12	63	0.32	673	3.44
UNITED AIRLINES	54918	42933	78.18	1190	2.17	234	0.43	3569	6.50	484	0.88	3005	5.47	8	0.01	3494	6.36
TOTAL	589,810	445,099	75.46	14,401	2.44	1,790	0.30	46,501	7.88	6,350	1.08	28,977	4.91	473	0.08	46,219	7.84

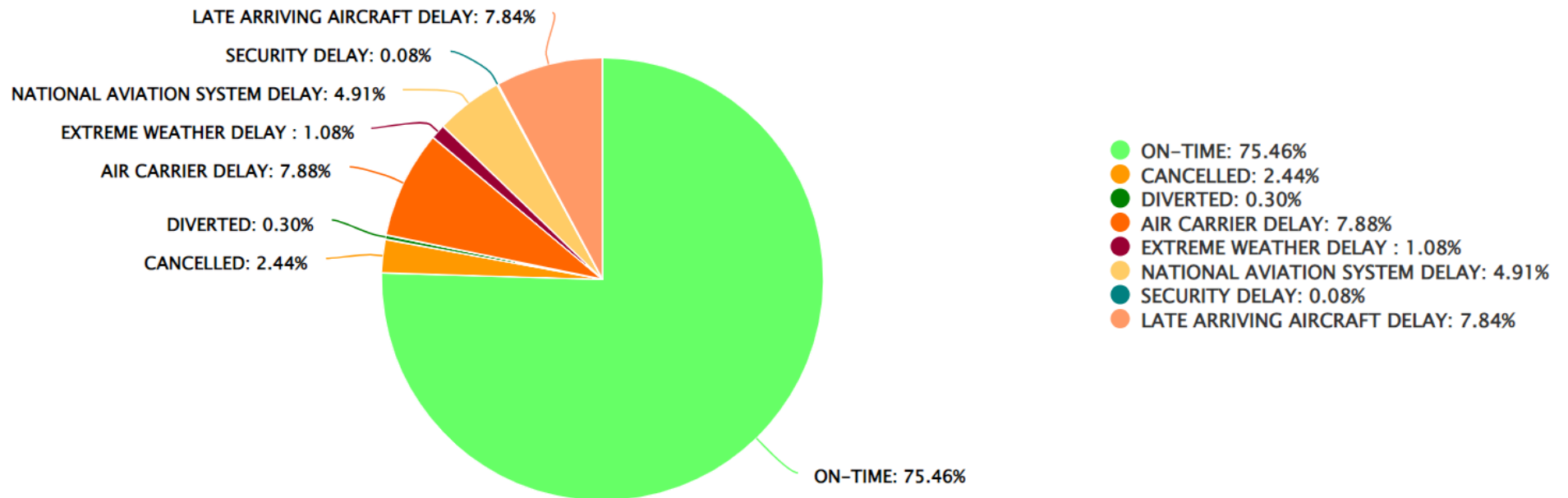
*** Causes of Delay:**

- **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 August not add to totals, because of rounding.

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

AUGUST 2022

MARKETING CARRIER	OPERATING CARRIER	FLIGHT NUMBER	ORIGIN AIRPORT	DESTINATION AIRPORT	DATE OF FLIGHT	LOCATION OF LONGEST TARMAC DELAY	LENGTH OF TARMAC DELAY
UNITED	UNITED	2632	EWR	SFO	8/5/2022	Origin Airport	5:41
UNITED	UNITED	556	EWR	FLL	8/4/2022	Origin Airport	4:55
UNITED	UNITED	2158	EWR	JAX	8/5/2022	Origin Airport	4:52
UNITED	MESA	6086	MKE	IAH	8/10/2022	Diversion Airport (SAT)	4:51
UNITED	UNITED	1904	EWR	SFO	8/5/2022	Origin Airport	4:47
UNITED	UNITED	1238	EWR	SNA	8/4/2022	Origin Airport	4:29
UNITED	UNITED	2038	EWR	LAX	8/4/2022	Origin Airport	4:24
UNITED	UNITED	2297	EWR	LAS	8/22/2022	Origin Airport	4:20
UNITED	UNITED	397	EWR	MCO	8/4/2022	Origin Airport	4:14
UNITED	UNITED	1267	EWR	ANC	8/22/2022	Origin Airport	4:11
UNITED	UNITED	1032	EWR	TPA	8/5/2022	Origin Airport	4:06
UNITED	UNITED	1992	EWR	IAD	8/22/2022	Origin Airport	4:04
UNITED	UNITED	1910	EWR	DEN	8/4/2022	Origin Airport	3:58
UNITED	REPUBLIC	3581	EWR	GRR	8/22/2022	Origin Airport	3:52
UNITED	UNITED	1910	EWR	DEN	8/5/2022	Origin Airport	3:50
JETBLUE	JETBLUE	1733	DCA	PBI	8/4/2022	Origin Airport	3:45
UNITED	UNITED	1536	EWR	TPA	8/22/2022	Origin Airport	3:43
UNITED	UNITED	2244	EWR	MCO	8/5/2022	Origin Airport	3:39
DELTA	ENDEAVOR	4977	LGA	PIT	8/4/2022	Origin Airport	3:37
DELTA	REPUBLIC	5639	JFK	CMH	8/5/2022	Origin Airport	3:33
UNITED	UNITED	2660	CLT	EWR	8/22/2022	Destination Airport	3:32
ALLEGiant	ALLEGiant	1596	SGF	PGD	8/1/2022	Origin Airport	3:30
DELTA	DELTA	452	JFK	SEA	8/4/2022	Origin Airport	3:29
UNITED	UNITED	2297	EWR	LAS	8/5/2022	Origin Airport	3:29
UNITED	UNITED	2632	EWR	SFO	8/4/2022	Origin Airport	3:29
FRONTIER	FRONTIER	2315	PHL	CLT	8/4/2022	Origin Airport	3:27
UNITED	UNITED	1729	DEN	EWR	8/22/2022	Destination Airport	3:27
DELTA	DELTA	1281	JFK	MSY	8/4/2022	Origin Airport	3:25
UNITED	UNITED	1429	IAH	EWR	8/22/2022	Destination Airport	3:25
DELTA	ENDEAVOR	5052	LGA	BUF	8/4/2022	Origin Airport	3:23
JETBLUE	JETBLUE	582	RSW	DCA	8/4/2022	Destination Airport	3:23
UNITED	REPUBLIC	3451	MKE	EWR	8/22/2022	Destination Airport	3:22
UNITED	UNITED	1050	MCO	EWR	8/22/2022	Destination Airport	3:22
UNITED	UNITED	730	EWR	ATL	8/22/2022	Origin Airport	3:22
UNITED	UNITED	754	LAS	EWR	8/22/2022	Destination Airport	3:21
UNITED	UNITED	1612	EWR	ORD	8/4/2022	Origin Airport	3:20

AIR TRAVEL CONSUMER REPORT

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

AUGUST 2022

MARKETING CARRIER	OPERATING CARRIER	FLIGHT NUMBER	ORIGIN AIRPORT	DESTINATION AIRPORT	DATE OF FLIGHT	LOCATION OF LONGEST TARMAC DELAY	LENGTH OF TARMAC DELAY
UNITED	UNITED	523	JFK	SFO	8/5/2022	Origin Airport	3:20
DELTA	ENDEAVOR	4658	LGA	STL	8/4/2022	Origin Airport	3:17
UNITED	UNITED	1752	EWR	RSW	8/5/2022	Origin Airport	3:17
UNITED	UNITED	2674	EWR	LAX	8/22/2022	Origin Airport	3:17
JETBLUE	JETBLUE	1348	SJU	DCA	8/4/2022	Destination Airport	3:16
UNITED	REPUBLIC	3568	EWR	GSP	8/4/2022	Origin Airport	3:16
UNITED	UNITED	1641	EWR	PHX	8/22/2022	Origin Airport	3:16
UNITED	UNITED	1753	EWR	SAN	8/4/2022	Origin Airport	3:16
UNITED	UNITED	2036	SJU	EWR	8/22/2022	Destination Airport	3:16
DELTA	ENDEAVOR	5308	JFK	CLT	8/5/2022	Origin Airport	3:15
UNITED	REPUBLIC	3433	BNA	EWR	8/22/2022	Destination Airport	3:15
UNITED	UNITED	1261	SAT	EWR	8/4/2022	Destination Airport	3:15
DELTA	DELTA	452	JFK	SEA	8/5/2022	Origin Airport	3:14
DELTA	REPUBLIC	5744	LGA	BNA	8/4/2022	Origin Airport	3:14
ALLEGiant	ALLEGiant	1643	LEX	PGD	8/1/2022	Destination Airport	3:11
UNITED	UNITED	1032	EWR	TPA	8/4/2022	Origin Airport	3:11
DELTA	DELTA	2229	JFK	SFO	8/5/2022	Origin Airport	3:10
UNITED	UNITED	1641	EWR	PHX	8/4/2022	Origin Airport	3:10
DELTA	ENDEAVOR	4863	LGA	CLE	8/4/2022	Origin Airport	3:09
UNITED	UNITED	658	AUS	EWR	8/22/2022	Destination Airport	3:09
DELTA	DELTA	432	LGA	DFW	8/4/2022	Origin Airport	3:08
DELTA	ENDEAVOR	4635	LGA	CVG	8/4/2022	Origin Airport	3:08
UNITED	UNITED	687	EWR	IAH	8/4/2022	Origin Airport	3:08
UNITED	UNITED	1904	EWR	SFO	8/4/2022	Origin Airport	3:07
UNITED	UNITED	1910	EWR	DEN	8/22/2022	Origin Airport	3:07
UNITED	REPUBLIC	3547	EWR	IND	8/22/2022	Origin Airport	3:06
UNITED	UNITED	374	EWR	PBI	8/22/2022	Origin Airport	3:06
UNITED	UNITED	1875	FLL	EWR	8/22/2022	Destination Airport	3:05
DELTA	DELTA	1082	LGA	DTW	8/4/2022	Origin Airport	3:04
DELTA	DELTA	2453	LGA	DTW	8/4/2022	Origin Airport	3:04
FRONTIER	FRONTIER	1177	PHL	MCO	8/4/2022	Origin Airport	3:04
UNITED	UNITED	2344	SEA	IAH	8/10/2022	Diversion Airport (SAT)	3:03
AMERICAN	AMERICAN	1782	LGA	CLT	8/22/2022	Origin Airport	3:02
UNITED	UNITED	1238	EWR	SNA	8/22/2022	Origin Airport	3:02
AMERICAN	AMERICAN	864	PHL	CLT	8/4/2022	Origin Airport	3:01
AMERICAN	PSA	5126	DCA	BNA	8/10/2022	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

AUGUST 2022

MARKETING CARRIER	OPERATING CARRIER	FLIGHT NUMBER	ORIGIN AIRPORT	DESTINATION AIRPORT	DATE OF FLIGHT	LOCATION OF LONGEST TARMAC DELAY	LENGTH OF TARMAC DELAY
UNITED	UNITED	268	EWB	BOG	8/4/2022	Origin Airport	5:29
UNITED	UNITED	1222	EWB	SJO	8/5/2022	Origin Airport	4:15
UNITED	UNITED	316	DUB	EWB	8/22/2022	Destination Airport	4:11
UNITED	UNITED	1065	EWB	MEX	8/4/2022	Origin Airport	4:08
UNITED	UNITED	84	EWB	TLV	8/22/2022	Origin Airport	4:03

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 August 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*	August 2022			August 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	506,851	641	0.13	456,123	768	0.17
2	HAWAIIAN AIRLINES	528,014	2,011	0.38	465,717	1,099	0.24
3	DELTA AIR LINES NETWORK	8,082,876	35,034	0.43	8,092,366	38,852	0.48
	- DELTA AIR LINES	6,262,390	28,300	0.45	5,987,491	29,274	0.49
	- BRANDED CODESHARE PARTNERS	1,820,486	6,734	0.37	2,104,875	9,578	0.46
4	SPIRIT AIRLINES	1,096,404	5,206	0.47	789,643	4,789	0.61
5	FRONTIER AIRLINES	794,732	4,069	0.51	833,935	2,985	0.36
6	JETBLUE AIRWAYS	1,305,429	7,692	0.59	1,517,805	9,040	0.60
7	ALASKA AIRLINES NETWORK	2,651,222	16,017	0.60	2,412,191	17,470	0.72
	- ALASKA AIRLINES	2,021,528	13,133	0.65	1,724,802	13,570	0.79
	- BRANDED CODESHARE PARTNERS	629,694	2,884	0.46	687,389	3,900	0.57
8	SOUTHWEST AIRLINES	10,806,531	69,621	0.64	9,559,172	41,766	0.44
9	UNITED AIRLINES NETWORK	5,942,816	39,279	0.66	5,818,252	31,475	0.54
	- UNITED AIRLINES	4,193,681	27,463	0.65	3,572,244	17,616	0.49
	- BRANDED CODESHARE PARTNERS	1,749,135	11,816	0.68	2,246,008	13,859	0.62
10	AMERICAN AIRLINES NETWORK	8,811,880	81,708	0.93	9,036,205	96,785	1.07
	- AMERICAN AIRLINES	5,694,454	56,421	0.99	5,404,288	61,705	1.14
	- BRANDED CODESHARE PARTNERS	3,117,426	25,287	0.81	3,631,917	35,080	0.97
TOTAL		40,526,755	261,278	0.64	38,981,409	245,029	0.63

* 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*	August 2022			August 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	506,851	641	0.13	456,123	768	0.17
2	HAWAIIAN AIRLINES	528,014	2,011	0.38	465,717	1,099	0.24
3	ENDEAVOR AIR	773,205	3,036	0.39	1,002,108	5,369	0.54
4	HORIZON AIR	424,251	1,842	0.43	516,426	3,005	0.58
5	DELTA AIR LINES	6,262,390	28,300	0.45	5,987,491	29,274	0.49
6	SPIRIT AIRLINES	1,096,404	5,206	0.47	789,643	4,789	0.61
7	SKYWEST AIRLINES	2,468,788	12,128	0.49	2,540,793	13,945	0.55
8	FRONTIER AIRLINES	794,732	4,069	0.51	833,935	2,985	0.36
9	JETBLUE AIRWAYS	1,305,429	7,692	0.59	1,517,805	9,040	0.60
10	SOUTHWEST AIRLINES	10,806,531	69,621	0.64	9,559,172	41,766	0.44
11	ALASKA AIRLINES	2,021,528	13,133	0.65	1,724,802	13,570	0.79
12	UNITED AIRLINES	4,193,681	27,463	0.65	3,572,244	17,616	0.49
13	PSA AIRLINES	922,908	6,770	0.73	1,083,569	7,386	0.68
14	MESA AIRLINES	383,909	2,946	0.77	611,540	5,943	0.97
15	REPUBLIC AIRWAYS	742,781	6,371	0.86	1,033,593	7,766	0.75
16	ENVOY AIR	791,962	6,852	0.87	821,444	11,561	1.41
17	AMERICAN AIRLINES	5,694,454	56,421	0.99	5,404,288	61,705	1.14
	TOTAL	39,717,818	254,502	0.64	37,920,693	237,587	0.63

* 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*	August 2022			August 2021		
		NUMBER OF WHEELCHAIRS AND SCOOTERS ENPLANED	NUMBER OF WHEELCHAIRS AND SCOOTERS MISHANDLED	NUMBER OF WHEELCHAIRS AND SCOOTERS MISHANDLED PER 100 ENPLANED	NUMBER OF WHEELCHAIRS AND SCOOTERS ENPLANED	NUMBER OF WHEELCHAIRS AND SCOOTERS MISHANDLED	NUMBER OF WHEELCHAIRS AND SCOOTERS MISHANDLED PER 100 ENPLANED
1	ALLEGiant AIR	1,203	5	0.42	282	5	1.77
2	DELTA AIR LINES NETWORK	18,830	130	0.69	16,471	97	0.59
	- DELTA AIR LINES	15,348	106	0.69	12,082	72	0.60
	- BRANDED CODESHARE PARTNERS	3,482	24	0.69	4,389	25	0.57
3	HAWAIIAN AIRLINES	615	7	1.14	449	13	2.90
4	UNITED AIRLINES NETWORK	11,785	143	1.21	10,946	106	0.97
	- UNITED AIRLINES	8,948	111	1.24	7,006	73	1.04
	- BRANDED CODESHARE PARTNERS	2,837	32	1.13	3,940	33	0.84
5	FRONTIER AIRLINES	2,076	33	1.59	1,984	29	1.46
6	SOUTHWEST AIRLINES	15,792	271	1.72	11,737	189	1.61
7	AMERICAN AIRLINES NETWORK	11,326	224	1.98	10,096	219	2.17
	- AMERICAN AIRLINES	8,606	162	1.88	7,170	169	2.36
	- BRANDED CODESHARE PARTNERS	2,720	62	2.28	2,926	50	1.71
8	ALASKA AIRLINES NETWORK	2,901	61	2.10	2,990	32	1.07
	- ALASKA AIRLINES	2,425	48	1.98	1,937	28	1.45
	- BRANDED CODESHARE PARTNERS	476	13	2.73	1,053	4	0.38
9	JETBLUE AIRWAYS	2,602	135	5.19	2,083	93	4.46
10	SPIRIT AIRLINES	710	48	6.76	431	28	6.50
	TOTAL	67,840	1,057	1.56	57,469	811	1.41

* 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*	August 2022			August 2021		
		NUMBER OF WHEELCHAIRS AND SCOOTERS ENPLANED	NUMBER OF WHEELCHAIRS AND SCOOTERS MISHANDLED	NUMBER OF WHEELCHAIRS AND SCOOTERS MISHANDLED PER 100 ENPLANED	NUMBER OF WHEELCHAIRS AND SCOOTERS ENPLANED	NUMBER OF WHEELCHAIRS AND SCOOTERS MISHANDLED	NUMBER OF WHEELCHAIRS AND SCOOTERS MISHANDLED PER 100 ENPLANED
1	ALLEGiant AIR	1,203	5	0.42	282	5	1.77
2	ENDEAVOR AIR	1,194	5	0.42	1,671	8	0.48
3	DELTA AIR LINES	15,348	106	0.69	12,082	72	0.60
4	HAWAIIAN AIRLINES	615	7	1.14	449	13	2.90
5	UNITED AIRLINES	8,948	111	1.24	7,006	73	1.04
6	SKYWEST AIRLINES	3,903	49	1.26	4,359	39	0.89
7	MESA AIRLINES	530	8	1.51	862	5	0.58
8	REPUBLIC AIRWAYS	1,161	18	1.55	1,592	20	1.26
9	FRONTIER AIRLINES	2,076	33	1.59	1,984	29	1.46
10	SOUTHWEST AIRLINES	15,792	271	1.72	11,737	189	1.61
11	PSA AIRLINES	665	12	1.80	735	17	2.31
12	AMERICAN AIRLINES	8,606	162	1.88	7,170	169	2.36
13	ALASKA AIRLINES	2,425	48	1.98	1,937	28	1.45
14	HORIZON AIR	422	9	2.13	998	2	0.20
15	ENVOY AIR	779	24	3.08	780	11	1.41
16	JETBLUE AIRWAYS	2,602	135	5.19	2,083	93	4.46
17	SPIRIT AIRLINES	710	48	6.76	431	28	6.50
	TOTAL	66,979	1,051	1.57	56,158	801	1.43

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

APRIL - JUNE 2021			
DENIED BOARDINGS (DB'S)		ENPLANED PASSENGERS	INVOLUNTARY DB's PER 10,000 PASSENGERS
VOLUNTARY	INVOLUNTARY		
203	0	3,699,217	0.00
10	0	1,717,710	0.00
6,455	0	32,219,088	0.00
3,231	0	24,200,394	0.00
3,224	0	8,018,694	0.00
4,764	20	22,433,384	0.01
1,341	5	14,619,155	0.00
3,423	15	7,814,229	0.02
463	3	6,993,996	0.00
2,044	110	8,561,792	0.13
915	33	5,911,527	0.06
1,129	77	2,650,265	0.29
3,131	85	7,963,642	0.11
9,008	1,314	32,534,837	0.40
11,361	888	41,553,807	0.21
5,192	408	28,314,308	0.14
6,169	480	13,239,499	0.36
886	334	5,456,373	0.61
38,325	2,754	163,133,846	0.17

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

AIR TRAVEL CONSUMER REPORT

PASSENGERS DENIED BOARDING BY REPORTING OPEARTING U.S. AIRLINES

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

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

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

CONSUMER COMPLAINTS

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

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

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

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

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

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

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

AIR TRAVEL CONSUMER REPORT

TABLE 1

CONSUMER COMPLAINTS SUMMARY

	AUGUST 2022				AUGUST 2021			
	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS
U.S. AIRLINES	4,052	35	0	432	3,937	30	3	448
FOREIGN AIRLINES	2,692	4	0	175	2,074	5	0	91
TRAVEL AGENTS	497	1	0	32	665	1	0	34
TOUR OPERATORS	2	0	0	0	0	0	0	0
MISCELLANEOUS	0	24	0	113	0	5	0	161
INDUSTRY TOTALS	7,243	64	0	752	6,676	41	3	734

AIR TRAVEL CONSUMER REPORT

Table 2

COMPLAINT CATEGORY	COMPLAINT CATEGORIES*					
	AUGUST 2022			AUGUST 2021		
	RANKING	COMPLAINTS**	SUB-CATEGORY	RANKING	COMPLAINTS**	SUB-CATEGORY
FLIGHT PROBLEMS	1	2,321		2	1,896	
CANCELLATION			1,360			1,458
DELAY			518			253
MISCONNECTION			290			86
BAGGAGE	2	1,675		5	296	
REFUNDS	3	1,432		1	3,065	
RESERVATIONS/TICKETING/BOARDING	4	603		3	514	
FARES	5	505		4	423	
CUSTOMER SERVICE	6	291		6	238	
DISABILITY	7	195		7	162	
OVERSALES	8	136		8	36	
OTHER	9	60		9	30	
FREQUENT FLYER			31			12
DISCRIMINATION	10	14		10	11	
ADVERTISING	11	11		11	5	
ANIMALS	12	0		12	0	
COMPLAINT TOTAL		7,243			6,676	

* 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*

AUGUST 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	16	0	3	8	12	21	6	3	1	0	0	1	71
ALLEGiant AIR	40	1	11	6	26	10	6	21	0	0	0	0	121
AMERICAN AIRLINES	468	22	46	58	134	135	54	28	1	1	0	9	956
AVELO AIRLINES	5	0	1	1	4	2	3	0	0	0	0	0	16
BREEZE AIRWAYS	3	0	1	1	1	2	0	1	0	0	0	0	9
CAPE AIR	3	2	0	0	0	2	0	0	0	0	0	0	7
DELTA AIR LINES	180	10	26	20	78	61	34	21	1	3	0	1	435
ENDEAVOR AIR	42	1	3	2	12	4	3	2	0	0	0	0	69
ENVOY AIR	16	2	3	2	3	4	1	0	0	0	0	0	31
FRONTIER AIRLINES	145	12	22	39	59	52	17	6	1	1	0	2	356
HAWAIIAN AIRLINES	3	0	1	7	9	8	3	0	0	0	0	1	32
HORIZON AIRLINES	3	0	0	0	0	2	0	1	0	0	0	1	7
JETBLUE AIRWAYS	187	4	26	15	40	46	16	18	1	2	0	3	358
MESA AIRLINES	11	0	0	1	0	2	1	0	0	0	0	0	15
OTHER US COMMUTERS & AIR TAXIS	2	0	1	0	2	1	0	0	0	0	0	0	6
PIEDMONT AIRLINES	2	1	1	0	1	1	0	1	0	0	0	0	7
PSA AIRLINES	26	1	5	0	2	3	0	1	0	0	0	0	38
REPUBLIC AIRWAYS	42	3	5	2	12	9	2	2	0	0	0	1	78
SILVER AIRWAYS	4	1	1	1	2	0	1	0	0	0	0	0	10
SKYWEST AIRLINES	24	2	7	1	5	3	1	3	1	0	0	1	48
SOUTHWEST AIRLINES	189	6	10	9	26	31	13	15	0	2	0	2	303
SPIRIT AIRLINES	73	8	24	37	45	39	15	9	0	1	0	2	253
SUN COUNTRY AIRLINES	6	0	2	1	2	2	5	1	0	0	0	0	19
UNITED AIRLINES	354	15	50	46	87	156	42	21	1	4	0	10	786
OTHER U.S. AIRLINES	6	0	3	1	5	0	0	0	0	0	0	6	21
TOTAL AUGUST 2022	1,850	91	252	258	567	596	223	154	7	14	0	40	4,052
% of TOTAL COMPLAINTS	45.7	2.2	6.2	6.4	14.0	14.7	5.5	3.8	0.2	0.3	0	1.0	
TOTAL AUGUST 2021	1,781	27	226	215	1,120	179	206	148	1	10	0	24	3,937
% of TOTAL COMPLAINTS	45.2	0.7	5.7	5.5	28.4	4.5	5.2	3.8	0.0	0.3	0	0.6	

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

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

AIR TRAVEL CONSUMER REPORT

Table 4

COMPLAINTS AGAINST U.S. AIRLINES BY INCIDENT DATE*

U.S. AIRLINES ALPHABETICAL	COMPS RECD IN AUG	INCI- DENTS IN AUG	PERCENT	INCI- DENTS IN JUL	PERCENT	INCI- DENTS IN ALL PRIOR MONTHS	PERCENT	UN- KNOWN INCI- DENT DATE	PERCENT
ALASKA AIRLINES	71	22	31.0	14	19.7	30	42.3	5	7.0
ALLEGiant AIR	121	51	42.1	18	14.9	43	35.5	9	7.4
AMERICAN AIRLINES	956	406	42.5	208	21.8	278	29.1	64	6.7
AVELO AIRLINES	16	10	62.5	3	18.8	3	18.8	0	0.0
BREEZE AIRWAYS	9	4	44.4	1	11.1	4	44.4	0	0.0
CAPE AIR	7	2	28.6	4	57.1	1	14.3	0	0.0
DELTA AIR LINES	435	133	30.6	68	15.6	207	47.6	27	6.2
ENDEAVOR AIR	69	32	46.4	14	20.3	20	29.0	3	4.3
ENVOY AIR	31	17	54.8	2	6.5	11	35.5	1	3.2
FRONTIER AIRLINES	356	170	47.8	57	16.0	112	31.5	17	4.8
HAWAIIAN AIRLINES	32	10	31.3	6	18.8	13	40.6	3	9.4
HORIZON AIRLINES	7	4	57.1	1	14.3	1	14.3	1	14.3
JETBLUE AIRWAYS	358	192	53.6	56	15.6	88	24.6	22	6.1
MESA AIRLINES	15	10	66.7	2	13.3	3	20.0	0	0.0
OTHER US COMMUTERS & AIR TAXIS	6	2	33.3	2	33.3	1	16.7	1	16.7
PIEDMONT AIRLINES	7	4	57.1	1	14.3	2	28.6	0	0.0
PSA AIRLINES	38	15	39.5	13	34.2	9	23.7	1	2.6
REPUBLIC AIRWAYS	78	37	47.4	15	19.2	22	28.2	4	5.1
SILVER AIRWAYS	10	3	30.0	1	10.0	6	60.0	0	0.0
SKYWEST AIRLINES	48	22	45.8	5	10.4	17	35.4	4	8.3
SOUTHWEST AIRLINES	303	206	68.0	42	13.9	46	15.2	9	3.0
SPIRIT AIRLINES	253	123	48.6	31	12.3	78	30.8	21	8.3
SUN COUNTRY AIRLINES	19	9	47.4	7	36.8	1	5.3	2	10.5
UNITED AIRLINES	786	343	43.6	176	22.4	203	25.8	64	8.1
AIR AMBULANCES	6	0	0.0	1	16.7	5	83.3	0	0.0
OTHER U.S. AIRLINES	15	2	13.3	1	6.7	11	73.3	1	6.7
Totals	4,052	1,829	45.1	749	18.5	1,215	30.0	259	6.4
Previous Year's Totals	3,937	2,457	62.4	585	14.9	662	16.8	233	5.9

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

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

Table 5

	FLIGHT PROBLEMS	OVER- SALES	RES/TKT/ BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DIS- ABILITY	ADVERT- ISING	DISCRIM- INATION	ANIMALS	OTHER	TOTAL
<u>FOREIGN AIRLINES</u>													
AEGEAN AIRLINES	2	0	0	0	0	10	1	0	0	0	0	0	13
AER LINGUS	10	1	7	1	7	58	3	1	0	0	0	0	88
AEROMEXICO	12	2	3	8	34	8	2	1	0	0	0	1	71
AIR CANADA	101	6	9	9	27	79	3	4	0	0	0	1	239
AIR FRANCE	23	3	11	7	25	181	0	5	0	0	0	0	255
AIR INDIA	7	1	2	3	25	3	1	2	0	0	0	2	46
AIR TRANSAT	0	0	0	0	2	3	0	0	0	0	0	0	5
ALITALIA AIRLINES	0	0	0	0	3	2	0	0	0	0	0	0	5
ANA ALL NIPPON AIRWAYS	1	0	5	0	2	0	0	0	0	0	0	0	8
AUSTRIAN AIRLINES	1	0	1	0	1	41	1	0	0	0	0	0	45
AVIANCA	12	2	10	7	23	4	1	0	0	0	0	2	61
AZUL BRAZILIAN AIRLINES	0	0	1	2	1	1	0	0	0	0	0	0	5
BRITISH AIRWAYS	22	2	14	5	26	35	2	3	0	0	0	4	113
BRUSSELS AIRLINES	2	0	1	0	2	9	0	0	0	0	0	0	14
CARIBBEAN AIRLINES	0	0	0	0	8	0	0	0	0	0	0	0	8
CATHAY PACIFIC AIRWAYS	3	0	0	0	2	0	0	0	0	0	0	0	5
CONDOR	7	1	2	2	2	9	1	0	0	0	0	0	24
COPA COMPANIA PANAMENA DE AVIACION	4	1	6	3	13	10	1	0	0	0	0	1	39
EGYPTAIR	2	0	1	0	1	10	1	1	0	0	0	0	16
EL AL ISRAEL	1	1	1	0	3	0	1	0	0	0	0	0	7
EMIRATES AIRLINES	3	0	6	3	6	13	1	1	0	0	0	0	33
ETHIOPIAN AIRLINES	1	0	3	1	5	13	0	1	0	0	0	1	25
ETIHAD AIRWAYS	6	3	3	3	9	23	2	2	0	0	0	0	51
EUROWINGS	0	0	0	0	1	9	0	0	0	0	0	0	10
FIJI AIRWAYS	0	0	0	0	12	5	0	0	0	0	0	0	17
FINNAIR OY	0	0	2	0	2	6	0	1	0	0	0	0	11
FLAIR AIRLINES	4	0	0	1	0	0	0	0	0	0	0	0	5
FRENCH BEE	3	0	0	1	2	1	1	0	0	0	0	0	8
IBERIA AIRLINES	9	2	5	6	15	29	4	0	2	0	0	1	73
ICELANDAIR	4	0	6	3	5	7	0	0	0	0	0	0	25
ITA AIRWAYS	1	1	1	1	0	17	0	0	0	0	0	0	21
JAPAN AIR LINES COMPANY	2	0	4	1	5	1	0	0	0	0	0	0	13
KENYA AIRWAYS	0	0	1	1	0	3	0	0	0	0	0	0	5
KLM	9	2	5	2	18	55	4	2	0	0	0	1	98
KOREAN AIR LINES	2	0	2	1	0	1	0	0	0	0	0	0	6
KUWAIT AIRWAYS	0	0	0	0	2	3	0	2	0	0	0	0	7
LATAM	0	1	3	5	10	7	0	0	0	0	0	0	26
LOT POLISH AIRLINES	5	0	2	0	4	12	1	0	0	0	0	0	24
LUFTHANSA	53	3	37	19	53	165	9	5	0	0	0	2	346
NORWEGIAN AIR SHUTTLE	2	0	0	5	10	1	0	0	0	0	0	0	18
PHILIPPINE AIRLINES	1	0	1	1	12	3	0	0	0	0	0	0	18
QANTAS AIRWAYS	3	0	4	1	4	4	1	0	0	0	0	1	18
QATAR AIRWAYS	13	2	13	16	23	34	6	1	0	0	0	0	108
ROYAL AIR MAROC	4	1	1	2	15	8	0	0	0	0	0	0	31

Table 5 (cont'd)

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

	FLIGHT PROBLEMS	OVER- SALES	RES/TKT/ BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DIS- ABILITY	ADVERT- ISING	DISCRIM- INATION	ANIMALS	OTHER	TOTAL
ROYAL JORDANIAN AIRLINES	1	0	2	1	2	10	0	0	0	0	0	0	16
SAS	13	0	2	0	6	8	1	0	0	0	0	0	30
SATA INTERNACIONAL	0	0	1	0	2	4	1	0	0	0	0	0	8
SAUDI ARABIAN AIRLINES	1	0	1	0	0	6	0	0	0	0	0	0	8
SINGAPORE AIRLINES	0	0	4	1	14	5	1	2	0	0	0	0	27
SWISS AIR	3	0	5	5	1	22	1	1	0	0	0	0	38
SWOOP	3	0	0	0	2	0	0	0	0	0	0	0	5
TAP	16	1	6	6	27	43	2	0	0	0	0	0	101
TURKISH AIRLINES	18	3	22	7	12	28	5	3	0	0	0	0	98
VIRGIN ATLANTIC AIRWAYS	7	2	7	4	6	18	0	0	0	0	0	2	46
VIRGIN AUSTRALIA	0	0	0	0	5	0	0	0	0	0	0	0	5
VIVAAEROBUS	8	1	5	2	15	5	2	0	0	0	0	0	38
VOLARIS AIRLINES	5	0	10	14	12	2	1	1	0	0	0	1	46
VUELING AIRLINES	1	0	0	1	2	4	0	0	0	0	0	0	8
WEST JET	10	0	3	1	5	8	0	0	0	0	0	0	27
OTHER FOREIGN AIRLINES	19	3	14	9	44	33	3	2	0	0	0	0	127
TOTALS	440	45	255	171	575	1,079	64	41	2	0	0	20	2,692
<u>TRAVEL AGENTS</u>													
ASAPTICKETS.COM	1	0	2	3	20	0	0	0	0	0	0	0	26
CHASE TRAVEL	4	0	4	1	9	0	0	0	0	0	0	0	18
CHEAP TICKETS	0	0	0	2	3	0	0	0	0	0	0	0	5
CHEAPOAIR.COM	3	0	8	3	12	0	0	0	0	0	0	0	26
EDREAMS.COM	0	0	0	1	7	0	0	0	0	0	0	0	8
EXPEDIA.COM	8	0	12	14	50	0	1	0	0	0	0	0	85
GOTOGATE	1	0	4	1	15	0	0	0	0	0	0	0	21
HOPPER.COM	0	0	1	4	0	0	0	0	0	0	0	0	5
INDIAN EAGLE	0	0	1	2	2	0	0	0	0	0	0	0	5
JUSTFLY.COM	0	0	7	8	14	0	0	0	0	0	0	0	29
KAYAK	0	0	1	3	1	0	0	0	0	0	0	0	5
KIWI.COM	2	0	12	2	42	0	0	0	0	0	0	0	58
ORBITZ.COM	1	0	4	4	8	0	0	0	0	0	0	0	17
PRICELINE.COM	3	0	8	6	26	0	1	0	1	0	0	0	45
TRAVELOCITY.COM	2	0	4	4	10	0	0	0	0	0	0	0	20
TRIP.COM	0	0	2	0	4	0	0	0	0	0	0	0	6
OTHER TRAVEL AGENTS	6	0	25	18	66	0	2	0	1	0	0	0	118
TOTALS	31	0	95	76	289	0	4	0	2	0	0	0	497
<u>TOUR OPERATORS</u>													
OTHER TOUR OPERATORS	0	1	0	0	1	0	0	0	0	0	0	0	2
TOTALS	0	1	0	0	1	0	0	0	0	0	0	0	2
<u>MISCELLANEOUS</u>													
OTHER MISCELLANEOUS	0	0	0	0	0	0	0	0	0	0	0	0	0
TOTALS	0	0	0	0	0	0	0	0	0	0	0	0	0

* COMPANIES ARE LISTED INDIVIDUALLY IF DOT RECEIVED 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).

AUGUST 2022		AUGUST 2021
AIRLINE	COMPLAINTS	COMPLAINTS
ALASKA AIRLINES NETWORK	80	52
- ALASKA AIRLINES	71	44
- BRANDED CODESHARE PARTNERS	9	8
ALLEGiant AIRLINES	121	111
AMERICAN AIRLINES NETWORK	1,128	710
- AMERICAN AIRLINES	956	556
- BRANDED CODESHARE PARTNERS	172	154
DELTA NETWORK	544	149
- DELTA AIR LINES	435	124
- BRANDED CODESHARE PARTNERS	109	25
FRONTIER AIRLINES	356	157
HAWAIIAN AIRLINES	32	19
JETBLUE AIRWAYS	358	296
SOUTHWEST AIRLINES	303	150
SPIRIT AIRLINES	253	1826
UNITED AIRLINES NETWORK	786	416
- UNITED AIRLINES	786	416
- BRANDED CODESHARE PARTNERS	0	0
TOTAL	3,961	3,886

* All U.S. airlines with at least one half of one 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	AUGUST 2022			AUGUST 2021		
		COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS	COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS
1	HORIZON AIRLINES	7	547,453	1.28	2	643,048	0.31
2	SKYWEST AIRLINES	48	3,536,042	1.36	54	3,512,726	1.54
3	SOUTHWEST AIRLINES	303	14,288,639	2.12	150	12,131,333	1.24
4	ALASKA AIRLINES	71	2,950,595	2.41	44	2,440,487	1.80
5	MESA AIRLINES	15	599,449	2.50	15	946,701	1.58
6	ENVOY AIR	31	1,201,041	2.58	29	1,238,104	2.34
7	DELTA AIR LINES	435	12,856,270	3.38	124	11,103,511	1.12
8	HAWAIIAN AIRLINES	32	924,816	3.46	19	714,821	2.66
9	PSA AIRLINES	38	1,004,985	3.78	40	1,178,504	3.39
10	REPUBLIC AIRWAYS	78	1,383,309	5.64	33	1,775,871	1.86
11	ENDEAVOR AIR	69	1,080,668	6.38	10	1,269,955	0.79
12	AMERICAN AIRLINES	956	13,455,020	7.11	556	11,198,310	4.97
13	SPIRIT AIRLINES	253	3,383,919	7.48	1,826	2,431,793	75.09
14	UNITED AIRLINES	786	10,283,317	7.64	416	7,700,181	5.40
15	ALLEGiant AIR	121	1,394,561	8.68	111	1,193,822	9.30
16	JETBLUE AIRWAYS	358	3,680,308	9.73	296	3,220,008	9.19
17	FRONTIER AIRLINES	356	2,282,354	15.60	157	2,044,675	7.68
TOTAL		3,957	74,852,746	5.29	3,882	64,743,850	6.00

* All U.S. airlines with at least one half of one 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 August 2022

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

Airline	Race	Ancestry/ Ethnicity	National Origin	Color	Religion	Sex	Other
AMERICAN	1						
DELTA	2		1				
FRONTIER			1				
JETBLUE	2						
SOUTHWEST	2						
SPIRIT	1						
UNITED	3	1					
TOTAL	11	1	2				

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

**One complaint August 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

August 2022 Airline Reports to DOT of Incidents Involving the Loss, Injury or Death of Animals

During Air Transportation

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

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

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

Carrier	Death	Injury	Loss
NONE			
Totals:			



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

The Transportation Security Administration (TSA) screened approximately 66.0 million passengers at screening checkpoints and 39.1 million checked bags at baggage screening locations in August 2022.

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

In August 2022, TSA received 14,719 complaints (i.e., a description of a negative experience) from the general public via phone or email (or 22.4 complaints per 100,000 passengers ^c). Below is a more detailed breakdown:

Courtesy		Screening of Personal Property		Screening of Passengers		Wait Times (Checkpoint)	
Number of Complaints	Complaints per 100,000 Passengers ^c	Number of Complaints	Complaints per 100,000 Passengers ^c	Number of Complaints	Complaints per 100,000 Passengers ^c	Number of Complaints	Complaints per 100,000 Passengers ^c
805	1.3	581	0.9	12,675	19.3	57	0.1

Civil Rights		Other TSA-related		Non-TSA related, Airline		Non-TSA related, All Others	
Number of Complaints	Complaints per 100,000 Passengers ^c	Number of Complaints	Complaints per 100,000 Passengers ^c	Number of Complaints	Complaints per 100,000 Passengers ^c	Number of Complaints	Complaints per 100,000 Passengers ^c
230	0.4	185	0.3	70	0.2	116	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 August be liable.

Claims Received Regarding Loss or Damage to Property		
Checkpoint (TSA)	Checked Baggage (TSA and/ or Airline)	Claims per 100 Checked Bags
102 ^d	83	0.0003

REFERENCES

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

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

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

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

DEFINITIONS

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