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# ***Air Travel Consumer Report***

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A Product Of

**THE OFFICE OF AVIATION CONSUMER PROTECTION**

**Issued: November 2022**



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

September 2022  
January - September 2022

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

September 2022  
January - September 2022

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

2nd Quarter 2022  
January – September 2022

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

September 2022  
January - September 2022

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

September 2022

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

September 2022

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

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

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

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

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# **INTRODUCTION**

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

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

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

## **FLIGHT DELAYS**

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

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

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

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

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

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

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

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

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

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

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

**AIR TRAVEL CONSUMER REPORT**

**BRANDED CODESHARE PARTNERS**

**SEPTEMBER 2022**

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

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

# AIR TRAVEL CONSUMER REPORT

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

SEPTEMBER 2022

AT ALL US AIRPORTS			
CARRIER <sup>1</sup>	NUMBER OF AIRPORTS REPORTED	PERCENT OF ON-TIME ARRIVALS	RANK
<b>DELTA AIR LINES NETWORK</b>	<b>212</b>	<b>88.5</b>	<b>1</b>
- DELTA AIR LINES	136	89.0	
- BRANDED CODESHARE PARTNERS	178	87.7	
<b>UNITED AIRLINES NETWORK</b>	<b>236</b>	<b>85.8</b>	<b>2</b>
- UNITED AIRLINES	115	86.5	
- BRANDED CODESHARE PARTNERS	219	85.0	
<b>ALASKA AIRLINES NETWORK</b>	<b>106</b>	<b>83.0</b>	<b>3</b>
- ALASKA AIRLINES	85	82.5	
- BRANDED CODESHARE PARTNERS	54	83.7	
<b>HAWAIIAN AIRLINES</b>	<b>22</b>	<b>82.8</b>	<b>4</b>
<b>AMERICAN AIRLINES NETWORK</b>	<b>230</b>	<b>82.1</b>	<b>5</b>
- AMERICAN AIRLINES	117	78.8	
- BRANDED CODESHARE PARTNERS	212	85.5	
<b>SPIRIT AIRLINES</b>	<b>56</b>	<b>78.1</b>	<b>6</b>
<b>SOUTHWEST AIRLINES</b>	<b>107</b>	<b>77.0</b>	<b>7</b>
<b>ALLEGiant AIR</b>	<b>118</b>	<b>72.0</b>	<b>8</b>
<b>FRONTIER AIRLINES</b>	<b>91</b>	<b>70.3</b>	<b>9</b>
<b>JETBLUE AIRWAYS</b>	<b>68</b>	<b>68.8</b>	<b>10</b>
<b>TOTAL AIRPORTS SERVED</b>	<b>367</b>	<b>82.1</b>	

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

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

# AIR TRAVEL CONSUMER REPORT

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

SEPTEMBER 2022

AT ALL US AIRPORTS			
CARRIER <sup>1</sup>	NUMBER OF AIRPORTS REPORTED	PERCENT OF ON-TIME ARRIVALS	RANK
DELTA AIR LINES	136	89.0	1
UNITED AIRLINES	115	86.5	2
ENDEAVOR AIR	98	86.5	3
SKYWEST AIRLINES	247	86.3	4
REPUBLIC AIRWAYS	80	85.7	5
ENVOY AIR	139	85.6	6
PSA AIRLINES	91	85.6	7
HORIZON AIR	48	85.4	8
HAWAIIAN AIRLINES	22	82.8	9
ALASKA AIRLINES	85	82.5	10
MESA AIRLINES	92	81.7	11
AMERICAN AIRLINES	117	78.8	12
SPIRIT AIRLINES	56	78.1	13
SOUTHWEST AIRLINES	107	77.0	14
ALLEGiant AIR	118	72.0	15
FRONTIER AIRLINES	91	70.3	16
JETBLUE AIRWAYS	68	68.8	17
TOTAL AIRPORTS SERVED	361	81.9	

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

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

# AIR TRAVEL CONSUMER REPORT

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

SEPTEMBER 2022

CARRIER <sup>1</sup>	Jan 22		Feb 22		Mar 22		Apr 22		May 22		Jun 22		Jul 22		Aug 22		Sep 22		Year-to-date (YTD)	
	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank
<b>ALASKA AIRLINES NETWORK</b>	72.1	6	82.8	3	83.0	2	76.7	5	80.2	3	78.7	1	82.6	1	82.3	2	83.0	3	80.2	3
- ALASKA AIRLINES	70.7		81.1		81.5		72.8		78.4		78.9		81.2		80.8		82.5		78.8	
- BRANDED CODESHARE PARTNERS	73.9		85.2		85.3		82.5		82.7		78.4		84.5		84.5		83.7		82.2	
<b>ALLEGiant AIR</b>	65.5	9	65.1	9	57.2	10	59.3	7	66.0	9	59.0	10	60.9	10	66.5	9	72.0	8	62.8	10
<b>AMERICAN AIRLINES NETWORK</b>	78.0	2	73.6	6	81.0	4	79.7	4	77.4	4	70.6	7	72.7	6	74.0	5	82.1	5	76.5	5
- AMERICAN AIRLINES	81.6		71.9		80.7		77.6		76.6		64.2		68.0		70.4		78.8		74.3	
- BRANDED CODESHARE PARTNERS	74.9		75.1		81.3		81.6		78.1		76.8		77.3		77.8		85.5		78.7	
<b>DELTA AIR LINES NETWORK</b>	79.4	1	82.8	2	81.4	3	81.9	1	80.7	2	78.4	2	80.0	3	82.9	1	88.5	1	81.8	1
- DELTA AIR LINES	82.4		85.2		81.1		81.0		80.3		77.1		79.6		83.3		89.0		82.0	
- BRANDED CODESHARE PARTNERS	75.3		79.4		82.0		83.3		81.3		80.4		80.5		82.3		87.7		81.3	
<b>FRONTIER AIRLINES</b>	69.4	8	68.0	8	57.8	9	58.4	9	64.6	10	69.5	8	72.5	7	71.1	7	70.3	9	66.9	8
<b>HAWAIIAN AIRLINES</b>	77.9	3	87.1	1	84.6	1	80.8	3	86.0	1	77.2	3	80.7	2	73.5	6	82.8	4	81.0	2
<b>JETBLUE AIRWAYS</b>	61.2	10	61.8	10	65.6	8	53.3	10	69.4	7	61.3	9	67.4	9	65.9	10	68.8	10	63.9	9
<b>SOUTHWEST AIRLINES</b>	76.1	4	78.3	4	71.1	6	70.2	6	76.8	6	71.4	6	69.1	8	67.7	8	77.0	7	72.9	6
<b>SPIRIT AIRLINES</b>	74.1	5	71.2	7	68.5	7	58.5	8	68.8	8	75.3	5	78.8	4	81.6	3	78.1	6	72.9	7
<b>UNITED AIRLINES NETWORK</b>	71.2	7	76.3	5	79.0	5	80.9	2	77.4	5	76.6	4	78.4	5	78.0	4	85.8	2	78.2	4
- UNITED AIRLINES	74.3		80.0		79.0		80.0		76.3		75.0		76.8		78.2		86.5		78.4	
- BRANDED CODESHARE PARTNERS	68.9		73.3		79.0		81.7		78.3		78.0		80.0		77.8		85.0		77.9	
<b>TOTAL</b>	75.3		76.6		77.2		76.0		77.2		73.5		74.9		75.6		82.1		76.5	

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



# AIR TRAVEL CONSUMER REPORT

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

RANK	CARRIER <sup>1</sup>	JANUARY- SEPTEMBER 2022		JANUARY- SEPTEMBER 2021	
		FLIGHT OPERATIONS SCHEDULED	PERCENT OF ON-TIME ARRIVALS	FLIGHT OPERATIONS SCHEDULED	PERCENT OF ON-TIME ARRIVALS
1	<b>DELTA AIR LINES NETWORK</b>	<b>1,096,319</b>	<b>81.76</b>	<b>996,800</b>	<b>89.06</b>
	- DELTA AIR LINES	665,547	82.03	538,582	88.56
	- BRANDED CODESHARE PARTNERS	430,772	81.34	458,218	89.65
2	<b>HAWAIIAN AIRLINES</b>	<b>54,788</b>	<b>81.02</b>	<b>42,843</b>	<b>91.06</b>
	- HAWAIIAN AIRLINES	<b>54,788</b>	<b>81.02</b>	<b>42,731</b>	<b>91.07</b>
	- BRANDED CODESHARE PARTNERS	-	-	<b>112</b>	<b>89.29</b>
3	<b>ALASKA AIRLINES NETWORK</b>	<b>291,857</b>	<b>80.23</b>	<b>270,223</b>	<b>85.30</b>
	- ALASKA AIRLINES	169,799	78.78	137,329	83.71
	- BRANDED CODESHARE PARTNERS	122,058	82.25	132,894	86.95
4	<b>UNITED AIRLINES NETWORK</b>	<b>953,408</b>	<b>78.17</b>	<b>812,199</b>	<b>79.47</b>
	- UNITED AIRLINES	457,820	78.43	302,327	81.22
	- BRANDED CODESHARE PARTNERS	495,588	77.94	509,872	78.44
5	<b>AMERICAN AIRLINES NETWORK</b>	<b>1,338,279</b>	<b>76.54</b>	<b>1,203,587</b>	<b>81.19</b>
	- AMERICAN AIRLINES	646,491	74.26	517,889	80.30
	- BRANDED CODESHARE PARTNERS	691,788	78.67	685,698	81.86
6	<b>SOUTHWEST AIRLINES</b>	<b>963,224</b>	<b>72.88</b>	<b>766,603</b>	<b>77.00</b>
7	<b>SPIRIT AIRLINES</b>	<b>168,912</b>	<b>72.87</b>	<b>139,077</b>	<b>76.20</b>
8	<b>FRONTIER AIRLINES</b>	<b>113,406</b>	<b>66.91</b>	<b>98,192</b>	<b>76.51</b>
9	<b>JETBLUE AIRWAYS</b>	<b>202,362</b>	<b>63.87</b>	<b>142,813</b>	<b>71.95</b>
10	<b>ALLEGiant AIR</b>	<b>89,803</b>	<b>62.84</b>	<b>87,230</b>	<b>69.46</b>
	<b>TOTAL</b>	<b>5,272,358</b>	<b>76.46</b>	<b>4,559,567</b>	<b>81.47</b>

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

# AIR TRAVEL CONSUMER REPORT

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

RANK	CARRIER <sup>1</sup>	JANUARY- SEPTEMBER 2022		JANUARY- SEPTEMBER 2021	
		FLIGHT OPERATIONS SCHEDULED	PERCENT OF ON-TIME ARRIVALS	FLIGHT OPERATIONS SCHEDULED	PERCENT OF ON-TIME ARRIVALS
1	HORIZON AIR	72,114	82.87	88,860	86.12
2	DELTA AIR LINES	665,547	82.03	538,582	88.56
3	SKYWEST AIRLINES	566,877	81.71	552,211	83.49
4	ENVOY AIR	192,570	81.09	187,763	81.16
5	HAWAIIAN AIRLINES	54,788	81.02	42,731	91.07
6	ENDEAVOR AIR	180,399	80.39	200,195	91.21
7	ALASKA AIRLINES	169,799	78.78	137,329	83.71
8	UNITED AIRLINES	457,820	78.43	302,327	81.22
9	MESA AIRLINES	89,482	76.92	119,043	77.26
10	PSA AIRLINES	169,847	76.09	161,484	84.22
11	REPUBLIC AIRWAYS	249,892	74.81	248,836	83.66
12	AMERICAN AIRLINES	646,491	74.26	517,889	80.30
13	SOUTHWEST AIRLINES	963,224	72.88	766,603	77.00
14	SPIRIT AIRLINES	168,912	72.87	139,077	76.20
15	FRONTIER AIRLINES	113,406	66.91	98,192	76.51
16	JETBLUE AIRWAYS	202,362	63.87	142,813	71.95
17	ALLEGiant AIR	89,803	62.84	87,230	69.46
	TOTAL	5,053,333	76.37	4,331,165	81.63

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

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

# AIR TRAVEL CONSUMER REPORT

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

SEPTEMBER 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	95	85.3	60	76.7	209	75.6	60	86.7	0	0.0	60	86.7	150	78.7	156	80.8
- ALASKA AIRLINES	95	85.3	60	76.7	209	75.6	60	86.7	0	0.0	60	86.7	150	78.7	156	80.8
- 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	198	75.3	41	92.7	11	63.6	0	0.0	0	0.0	0	0.0	45	82.2
AMERICAN AIRLINES NETWORK	1072	79.7	1214	80.6	2221	78.1	384	81.0	15556	86.2	0	0.0	7275	79.9	739	82.7
- AMERICAN AIRLINES	514	72.4	649	77.0	1656	76.4	325	79.7	8725	84.3	0	0.0	2513	75.9	681	82.4
- BRANDED CODESHARE PARTNERS	558	86.4	565	84.6	565	83.2	59	88.1	6831	88.6	0	0.0	4762	82.1	58	86.2
DELTA AIR LINES NETWORK	20015	90.3	1052	87.1	3607	84.8	567	91.0	824	90.9	139	92.1	1563	85.1	1003	87.0
- DELTA AIR LINES	17498	91.1	726	89.5	1894	84.3	402	92.5	442	95.5	139	92.1	675	86.8	884	88.2
- BRANDED CODESHARE PARTNERS	2517	84.7	326	81.6	1713	85.3	165	87.3	382	85.6	0	0.0	888	83.8	119	78.2
FRONTIER AIRLINES	789	66.9	108	78.7	36	80.6	170	61.8	138	78.3	0	0.0	90	83.3	2084	78.8
HAWAIIAN AIRLINES	0	0.0	0	0.0	16	81.3	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
JETBLUE AIRWAYS	174	70.7	212	68.9	3881	72.2	98	84.7	57	75.4	0	0.0	884	71.8	193	74.6
SOUTHWEST AIRLINES	2715	78.5	3845	79.4	506	68.8	5284	78.2	219	75.3	5455	79.0	1304	76.6	7507	80.5
SPIRIT AIRLINES	956	84.1	235	80.0	235	77.4	591	79.9	135	74.8	0	0.0	0	0.0	119	77.3
UNITED AIRLINES NETWORK	679	86.6	708	88.0	942	86.5	266	89.1	464	85.3	0	0.0	1068	81.3	12422	84.2
- UNITED AIRLINES	480	87.1	339	84.7	913	86.9	241	88.4	172	80.8	0	0.0	260	88.5	6645	87.0
- BRANDED CODESHARE PARTNERS	199	85.4	369	91.1	29	75.9	25	96.0	292	88.0	0	0.0	808	79.0	5777	81.0
TOTAL	26,495	87.5	7,632	81.0	11,694	78.5	7,431	79.6	17,393	86.1	5,654	79.4	12,334	79.8	24,268	82.5

<sup>1</sup> 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)

SEPTEMBER 2022

ARRIVAL AIRPORT*																
CARRIER	DFW		DTW		EWR		FLL		IAD		IAH		JFK		LAS	
	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME
<b>ALASKA AIRLINES NETWORK</b>	167	82.0	35	74.3	298	66.4	30	83.3	115	78.3	60	76.7	360	80.3	650	76.3
- ALASKA AIRLINES	167	82.0	35	74.3	298	66.4	30	83.3	115	78.3	60	76.7	360	80.3	475	76.8
- BRANDED CODESHARE PARTNERS	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	175	74.9
<b>ALLEGiant AIR</b>	0	0.0	0	0.0	60	96.7	138	72.5	22	90.9	0	0.0	0	0.0	736	64.3
<b>AMERICAN AIRLINES NETWORK</b>	20491	81.9	692	84.7	757	71.2	326	77.3	174	90.2	748	76.9	2193	79.6	1079	77.6
- AMERICAN AIRLINES	12108	80.8	285	80.7	757	71.2	326	77.3	113	88.5	550	74.0	1229	74.6	1079	77.6
- BRANDED CODESHARE PARTNERS	8383	83.6	407	87.5	0	0.0	0	0.0	61	93.4	198	84.8	964	86.0	0	0.0
<b>DELTA AIR LINES NETWORK</b>	865	89.2	7692	90.5	732	82.0	767	81.5	486	90.5	633	89.1	4772	82.6	1163	85.4
- DELTA AIR LINES	865	89.2	4578	90.4	456	85.5	767	81.5	220	92.7	624	89.1	2184	79.6	1163	85.4
- BRANDED CODESHARE PARTNERS	0	0.0	3114	90.6	276	76.1	0	0.0	266	88.7	9	88.9	2588	85.2	0	0.0
<b>FRONTIER AIRLINES</b>	427	71.4	109	71.6	0	0.0	98	66.3	0	0.0	148	77.7	0	0.0	1694	67.7
<b>HAWAIIAN AIRLINES</b>	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	30	66.7	107	87.9
<b>JETBLUE AIRWAYS</b>	60	75.0	164	72.6	544	70.6	1178	59.8	0	0.0	60	83.3	4081	66.8	315	66.0
<b>SOUTHWEST AIRLINES</b>	0	0.0	312	71.5	0	0.0	1172	72.2	165	78.8	513	79.9	0	0.0	6434	73.5
<b>SPIRIT AIRLINES</b>	744	82.0	743	83.4	769	67.4	1651	80.3	0	0.0	718	81.9	0	0.0	2355	76.6
<b>UNITED AIRLINES NETWORK</b>	705	89.4	523	85.9	7737	78.8	410	80.0	5051	85.6	9510	90.2	120	84.2	1063	88.0
- UNITED AIRLINES	629	89.8	99	87.9	4375	76.7	410	80.0	2519	86.0	4831	90.3	120	84.2	1013	88.5
- BRANDED CODESHARE PARTNERS	76	85.5	424	85.4	3362	81.5	0	0.0	2532	85.3	4679	90.0	0	0.0	50	78.0
<b>TOTAL</b>	23,459	82.2	10,270	88.2	10,897	77.0	5,770	74.0	6,013	85.9	12,390	88.2	11,556	76.4	15,596	75.1

<sup>1</sup> 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)

SEPTEMBER 2022

ARRIVAL AIRPORT*																
CARRIER	LAX		LGA		MCO		MDW		MIA		MSP		ORD		PHL	
	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME
<b>ALASKA AIRLINES NETWORK</b>	<b>1483</b>	<b>81.1</b>	<b>0</b>	<b>0.0</b>	<b>180</b>	<b>66.1</b>	<b>0</b>	<b>0.0</b>	<b>30</b>	<b>83.3</b>	<b>86</b>	<b>86.0</b>	<b>291</b>	<b>84.9</b>	<b>35</b>	<b>77.1</b>
- ALASKA AIRLINES	667	80.5	0	0.0	180	66.1	0	0.0	30	83.3	82	85.4	264	85.2	35	77.1
- BRANDED CODESHARE PARTNERS	816	81.5	0	0.0	0	0.0	0	0.0	0	0.0	4	100.0	27	81.5	0	0.0
<b>ALLEGiant AIR</b>	<b>78</b>	<b>79.5</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>18</b>	<b>88.9</b>	<b>0</b>	<b>0.0</b>	<b>3</b>	<b>100.0</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>
<b>AMERICAN AIRLINES NETWORK</b>	<b>3358</b>	<b>83.2</b>	<b>3640</b>	<b>78.3</b>	<b>1305</b>	<b>65.6</b>	<b>0</b>	<b>0.0</b>	<b>5156</b>	<b>72.3</b>	<b>495</b>	<b>83.0</b>	<b>9010</b>	<b>85.3</b>	<b>5817</b>	<b>88.0</b>
- AMERICAN AIRLINES	2423	81.6	1839	71.9	1305	65.6	0	0.0	4211	71.9	272	77.6	4421	81.9	3028	84.0
- BRANDED CODESHARE PARTNERS	935	87.5	1801	84.7	0	0.0	0	0.0	945	74.0	223	89.7	4589	88.5	2789	92.3
<b>DELTA AIR LINES NETWORK</b>	<b>3768</b>	<b>87.8</b>	<b>6725</b>	<b>83.3</b>	<b>1428</b>	<b>77.7</b>	<b>254</b>	<b>90.6</b>	<b>631</b>	<b>75.8</b>	<b>8100</b>	<b>92.0</b>	<b>1127</b>	<b>87.6</b>	<b>502</b>	<b>92.8</b>
- DELTA AIR LINES	2840	86.7	2050	83.8	1428	77.7	88	90.9	631	75.8	4704	91.4	876	88.2	423	95.0
- BRANDED CODESHARE PARTNERS	928	91.3	4675	83.1	0	0.0	166	90.4	0	0.0	3396	92.8	251	85.3	79	81.0
<b>FRONTIER AIRLINES</b>	<b>0</b>	<b>0.0</b>	<b>90</b>	<b>51.1</b>	<b>1329</b>	<b>60.6</b>	<b>302</b>	<b>75.2</b>	<b>178</b>	<b>64.0</b>	<b>51</b>	<b>64.7</b>	<b>55</b>	<b>72.7</b>	<b>779</b>	<b>70.9</b>
<b>HAWAIIAN AIRLINES</b>	<b>180</b>	<b>88.3</b>	<b>0</b>	<b>0.0</b>	<b>4</b>	<b>100.0</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>
<b>JETBLUE AIRWAYS</b>	<b>932</b>	<b>77.3</b>	<b>1419</b>	<b>70.7</b>	<b>1298</b>	<b>61.7</b>	<b>0</b>	<b>0.0</b>	<b>247</b>	<b>55.1</b>	<b>111</b>	<b>69.4</b>	<b>114</b>	<b>75.4</b>	<b>63</b>	<b>92.1</b>
<b>SOUTHWEST AIRLINES</b>	<b>2149</b>	<b>78.3</b>	<b>1019</b>	<b>73.2</b>	<b>2825</b>	<b>67.2</b>	<b>6425</b>	<b>78.7</b>	<b>560</b>	<b>67.7</b>	<b>479</b>	<b>76.4</b>	<b>788</b>	<b>77.2</b>	<b>361</b>	<b>69.3</b>
<b>SPIRIT AIRLINES</b>	<b>938</b>	<b>86.8</b>	<b>360</b>	<b>75.3</b>	<b>2011</b>	<b>72.0</b>	<b>0</b>	<b>0.0</b>	<b>690</b>	<b>79.9</b>	<b>89</b>	<b>88.8</b>	<b>738</b>	<b>78.0</b>	<b>530</b>	<b>80.9</b>
<b>UNITED AIRLINES NETWORK</b>	<b>2772</b>	<b>89.9</b>	<b>1031</b>	<b>80.1</b>	<b>873</b>	<b>75.6</b>	<b>0</b>	<b>0.0</b>	<b>324</b>	<b>68.2</b>	<b>482</b>	<b>89.6</b>	<b>12986</b>	<b>88.0</b>	<b>348</b>	<b>85.1</b>
- UNITED AIRLINES	2018	90.4	508	81.3	873	75.6	0	0.0	319	67.7	361	88.9	5863	89.2	272	86.8
- BRANDED CODESHARE PARTNERS	754	88.6	523	79.0	0	0.0	0	0.0	5	100.0	121	91.7	7123	87.0	76	78.9
<b>TOTAL</b>	<b>15,658</b>	<b>84.5</b>	<b>14,284</b>	<b>79.4</b>	<b>11,253</b>	<b>68.4</b>	<b>6,999</b>	<b>79.0</b>	<b>7,816</b>	<b>72.0</b>	<b>9,896</b>	<b>90.2</b>	<b>25,109</b>	<b>86.2</b>	<b>8,435</b>	<b>85.3</b>

<sup>1</sup> 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)

SEPTEMBER 2022

ARRIVAL AIRPORT*												
CARRIER	PHX		SAN		SEA		SFO		SLC		TPA	
	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME
<b>ALASKA AIRLINES NETWORK</b>	<b>403</b>	<b>81.6</b>	<b>1551</b>	<b>78.8</b>	<b>9534</b>	<b>85.4</b>	<b>2174</b>	<b>80.6</b>	<b>294</b>	<b>81.6</b>	<b>47</b>	<b>63.8</b>
- ALASKA AIRLINES	319	80.9	695	77.4	6303	84.6	995	79.5	117	84.6	47	63.8
- BRANDED CODESHARE PARTNERS	84	84.5	856	79.9	3231	86.8	1179	81.5	177	79.7	0	0.0
<b>ALLEGiant AIR</b>	<b>27</b>	<b>92.6</b>	<b>38</b>	<b>63.2</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>
<b>AMERICAN AIRLINES NETWORK</b>	<b>5538</b>	<b>84.5</b>	<b>626</b>	<b>81.0</b>	<b>558</b>	<b>79.0</b>	<b>856</b>	<b>80.8</b>	<b>331</b>	<b>81.0</b>	<b>1016</b>	<b>72.0</b>
- AMERICAN AIRLINES	3643	84.6	626	81.0	440	76.4	749	79.4	243	79.4	875	71.3
- BRANDED CODESHARE PARTNERS	1895	84.4	0	0.0	118	89.0	107	90.7	88	85.2	141	76.6
<b>DELTA AIR LINES NETWORK</b>	<b>819</b>	<b>90.0</b>	<b>834</b>	<b>87.1</b>	<b>3906</b>	<b>91.2</b>	<b>1129</b>	<b>88.3</b>	<b>6754</b>	<b>92.3</b>	<b>927</b>	<b>81.2</b>
- DELTA AIR LINES	699	91.6	774	87.3	2624	90.2	1050	88.1	4109	91.4	927	81.2
- BRANDED CODESHARE PARTNERS	120	80.8	60	83.3	1282	93.1	79	91.1	2645	93.8	0	0.0
<b>FRONTIER AIRLINES</b>	<b>351</b>	<b>72.4</b>	<b>176</b>	<b>73.3</b>	<b>52</b>	<b>76.9</b>	<b>260</b>	<b>68.8</b>	<b>103</b>	<b>65.0</b>	<b>333</b>	<b>61.3</b>
<b>HAWAIIAN AIRLINES</b>	<b>30</b>	<b>93.3</b>	<b>60</b>	<b>73.3</b>	<b>61</b>	<b>54.1</b>	<b>60</b>	<b>86.7</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>
<b>JETBLUE AIRWAYS</b>	<b>90</b>	<b>73.3</b>	<b>171</b>	<b>80.1</b>	<b>89</b>	<b>77.5</b>	<b>472</b>	<b>82.6</b>	<b>178</b>	<b>70.8</b>	<b>327</b>	<b>57.5</b>
<b>SOUTHWEST AIRLINES</b>	<b>5035</b>	<b>79.4</b>	<b>3270</b>	<b>75.9</b>	<b>801</b>	<b>79.2</b>	<b>749</b>	<b>74.8</b>	<b>906</b>	<b>77.6</b>	<b>1798</b>	<b>66.1</b>
<b>SPIRIT AIRLINES</b>	<b>59</b>	<b>89.8</b>	<b>186</b>	<b>56.5</b>	<b>84</b>	<b>69.0</b>	<b>0</b>	<b>0.0</b>	<b>120</b>	<b>70.8</b>	<b>384</b>	<b>72.9</b>
<b>UNITED AIRLINES NETWORK</b>	<b>655</b>	<b>88.2</b>	<b>869</b>	<b>89.5</b>	<b>714</b>	<b>92.2</b>	<b>5347</b>	<b>88.6</b>	<b>572</b>	<b>87.9</b>	<b>479</b>	<b>77.5</b>
- UNITED AIRLINES	634	88.3	832	89.5	709	92.2	3763	88.9	135	85.2	479	77.5
- BRANDED CODESHARE PARTNERS	21	85.7	37	89.2	5	80.0	1584	87.8	437	88.8	0	0.0
<b>TOTAL</b>	<b>13,007</b>	<b>82.7</b>	<b>7,781</b>	<b>79.1</b>	<b>15,799</b>	<b>86.3</b>	<b>11,047</b>	<b>84.7</b>	<b>9,258</b>	<b>88.9</b>	<b>5,311</b>	<b>70.5</b>

<sup>1</sup> 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)

SEPTEMBER 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	95	85.3	60	76.7	209	75.6	60	86.7	0	0.0	60	86.7	150	78.7	156	80.8
ALLEGiant AIR	0	0.0	198	75.3	41	92.7	11	63.6	0	0.0	0	0.0	0	0.0	45	82.2
AMERICAN AIRLINES	514	72.4	649	77.0	1656	76.4	325	79.7	8725	84.3	0	0.0	2513	75.9	681	82.4
DELTA AIR LINES	17498	91.1	726	89.5	1894	84.3	402	92.5	442	95.5	139	92.1	675	86.8	884	88.2
ENDEAVOR AIR	1369	89.6	247	83.4	87	82.8	94	86.2	268	85.1	0	0.0	158	84.8	0	0.0
ENVOY AIR	126	84.9	208	79.8	0	0.0	23	87.0	233	85.8	0	0.0	365	76.4	0	0.0
FRONTIER AIRLINES	789	66.9	108	78.7	36	80.6	170	61.8	138	78.3	0	0.0	90	83.3	2084	78.8
HAWAIIAN AIRLINES	0	0.0	0	0.0	16	81.3	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	174	70.7	212	68.9	3881	72.2	98	84.7	57	75.4	0	0.0	884	71.8	193	74.6
MESA AIRLINES	117	87.2	109	92.7	0	0.0	0	0.0	123	88.6	0	0.0	87	86.2	0	0.0
PSA AIRLINES	173	88.4	80	83.8	0	0.0	0	0.0	4317	87.7	0	0.0	2662	80.3	0	0.0
REPUBLIC AIRWAYS	398	84.9	399	85.7	2090	85.2	125	88.8	511	86.9	0	0.0	2647	85.2	0	0.0
SKYWEST AIRLINES	1091	78.4	192	90.6	0	0.0	7	100.0	38	81.6	0	0.0	69	87.0	5325	81.7
SOUTHWEST AIRLINES	2715	78.5	3845	79.4	506	68.8	5284	78.2	219	75.3	5455	79.0	1304	76.6	7507	80.5
SPIRIT AIRLINES	956	84.1	235	80.0	235	77.4	591	79.9	135	74.8	0	0.0	0	0.0	119	77.3
UNITED AIRLINES	480	87.1	339	84.7	913	86.9	241	88.4	172	80.8	0	0.0	260	88.5	6645	87.0
TOTAL	26,495	87.5	7,607	81.0	11,564	78.5	7,431	79.6	15,378	85.4	5,654	79.4	11,864	80.0	23,639	82.7

<sup>1</sup> 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)

SEPTEMBER 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	167	82.0	35	74.3	298	66.4	30	83.3	115	78.3	60	76.7	360	80.3	475	76.8
ALLEGiant AIR	0	0.0	0	0.0	60	96.7	138	72.5	22	90.9	0	0.0	0	0.0	736	64.3
AMERICAN AIRLINES	12108	80.8	285	80.7	757	71.2	326	77.3	113	88.5	550	74.0	1229	74.6	1079	77.6
DELTA AIR LINES	865	89.2	4578	90.4	456	85.5	767	81.5	220	92.7	624	89.1	2184	79.6	1163	85.4
ENDEAVOR AIR	0	0.0	1334	93.2	127	75.6	0	0.0	15	93.3	0	0.0	1919	86.2	0	0.0
ENVOY AIR	4206	87.1	64	93.8	0	0.0	0	0.0	0	0.0	44	79.5	0	0.0	0	0.0
FRONTIER AIRLINES	427	71.4	109	71.6	0	0.0	98	66.3	0	0.0	148	77.7	0	0.0	1694	67.7
HAWAIIAN AIRLINES	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	30	66.7	107	87.9
HORIZON AIR	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	44	75.0
JETBLUE AIRWAYS	60	75.0	164	72.6	544	70.6	1178	59.8	0	0.0	60	83.3	4081	66.8	315	66.0
MESA AIRLINES	1442	76.3	33	81.8	0	0.0	0	0.0	789	85.6	1594	89.0	0	0.0	0	0.0
PSA AIRLINES	0	0.0	130	86.2	0	0.0	0	0.0	61	93.4	0	0.0	0	0.0	0	0.0
REPUBLIC AIRWAYS	8	87.5	400	88.0	2021	84.3	0	0.0	472	89.2	76	85.5	1633	84.5	0	0.0
SKYWEST AIRLINES	2803	82.2	1892	88.2	55	87.3	0	0.0	236	90.7	992	90.6	0	0.0	181	75.7
SOUTHWEST AIRLINES	0	0.0	312	71.5	0	0.0	1172	72.2	165	78.8	513	79.9	0	0.0	6434	73.5
SPIRIT AIRLINES	744	82.0	743	83.4	769	67.4	1651	80.3	0	0.0	718	81.9	0	0.0	2355	76.6
UNITED AIRLINES	629	89.8	99	87.9	4375	76.7	410	80.0	2519	86.0	4831	90.3	120	84.2	1013	88.5
TOTAL	23,459	82.2	10,178	88.3	9,462	77.0	5,770	74.0	4,727	86.6	10,210	87.7	11,556	76.4	15,596	75.1

<sup>1</sup> 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)

SEPTEMBER 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	667	80.5	0	0.0	180	66.1	0	0.0	30	83.3	82	85.4	264	85.2	35	77.1
ALLEGiant AIR	78	79.5	0	0.0	0	0.0	18	88.9	0	0.0	3	100.0	0	0.0	0	0.0
AMERICAN AIRLINES	2423	81.6	1839	71.9	1305	65.6	0	0.0	4211	71.9	272	77.6	4421	81.9	3028	84.0
DELTA AIR LINES	2840	86.7	2050	83.8	1428	77.7	88	90.9	631	75.8	4704	91.4	876	88.2	423	95.0
ENDEAVOR AIR	0	0.0	3419	83.1	0	0.0	0	0.0	0	0.0	696	92.2	67	86.6	3	33.3
ENVOY AIR	0	0.0	0	0.0	0	0.0	0	0.0	937	74.0	82	89.0	3491	88.5	0	0.0
FRONTIER AIRLINES	0	0.0	90	51.1	1329	60.6	302	75.2	178	64.0	51	64.7	55	72.7	779	70.9
HAWAIIAN AIRLINES	180	88.3	0	0.0	4	100.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
HORIZON AIR	9	88.9	0	0.0	0	0.0	0	0.0	0	0.0	4	100.0	27	81.5	0	0.0
JETBLUE AIRWAYS	932	77.3	1419	70.7	1298	61.7	0	0.0	247	55.1	111	69.4	114	75.4	63	92.1
MESA AIRLINES	0	0.0	301	76.1	0	0.0	0	0.0	5	100.0	62	93.5	0	0.0	1	100.0
PSA AIRLINES	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	52	92.3	0	0.0	1362	90.7
REPUBLIC AIRWAYS	0	0.0	3113	84.3	0	0.0	0	0.0	8	75.0	114	90.4	1704	89.8	548	89.8
SKYWEST AIRLINES	3424	87.3	83	83.1	0	0.0	166	90.4	0	0.0	2734	92.7	3835	87.7	31	87.1
SOUTHWEST AIRLINES	2149	78.3	1019	73.2	2825	67.2	6425	78.7	560	67.7	479	76.4	788	77.2	361	69.3
SPIRIT AIRLINES	938	86.8	360	75.3	2011	72.0	0	0.0	690	79.9	89	88.8	738	78.0	530	80.9
UNITED AIRLINES	2018	90.4	508	81.3	873	75.6	0	0.0	319	67.7	361	88.9	5863	89.2	272	86.8
TOTAL	15,658	84.5	14,201	79.4	11,253	68.4	6,999	79.0	7,816	72.0	9,896	90.2	22,243	86.4	7,436	84.1

<sup>1</sup> 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)

SEPTEMBER 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	319	80.9	695	77.4	6303	84.6	995	79.5	117	84.6	47	63.8
ALLEGiant AIR	27	92.6	38	63.2	0	0.0	0	0.0	0	0.0	0	0.0
AMERICAN AIRLINES	3643	84.6	626	81.0	440	76.4	749	79.4	243	79.4	875	71.3
DELTA AIR LINES	699	91.6	774	87.3	2624	90.2	1050	88.1	4109	91.4	927	81.2
ENDEAVOR AIR	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
ENVOY AIR	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	120	75.0
FRONTIER AIRLINES	351	72.4	176	73.3	52	76.9	260	68.8	103	65.0	333	61.3
HAWAIIAN AIRLINES	30	93.3	60	73.3	61	54.1	60	86.7	0	0.0	0	0.0
HORIZON AIR	73	82.2	30	80.0	2799	86.9	203	83.3	0	0.0	0	0.0
JETBLUE AIRWAYS	90	73.3	171	80.1	89	77.5	472	82.6	178	70.8	327	57.5
MESA AIRLINES	576	83.5	0	0.0	0	0.0	0	0.0	53	98.1	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	21	85.7
SKYWEST AIRLINES	1471	84.6	923	80.5	1837	91.2	2746	85.7	3294	92.1	0	0.0
SOUTHWEST AIRLINES	5035	79.4	3270	75.9	801	79.2	749	74.8	906	77.6	1798	66.1
SPIRIT AIRLINES	59	89.8	186	56.5	84	69.0	0	0.0	120	70.8	384	72.9
UNITED AIRLINES	634	88.3	832	89.5	709	92.2	3763	88.9	135	85.2	479	77.5
TOTAL	13,007	82.7	7,781	79.1	15,799	86.3	11,047	84.7	9,258	88.9	5,311	70.5

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

# AIR TRAVEL CONSUMER REPORT

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

SEPTEMBER 2022

ARRIVAL AIRPORT*																
SCHEDULED ARRIVAL TIME	ATL	BNA	BOS	BWI	CLT	DAL	DCA	DEN	DFW	DTW	EWR	FLL	IAD	IAH	JFK	LAS
0600-0659	88.2	97.5	77.4	88.2	88.6	97.1	90.2	94.4	89.8	93.1	78.3	77.4	93.4	93.8	89.1	95.7
0700-0759	91.9	94.9	89.8	94.4	91.7	94.6	89.9	94.7	92.4	93.6	87.6	84.5	95.9	91.6	81.7	91.3
0800-0859	91.3	90.7	87.6	84.7	92.1	93.0	88.7	86.8	91.2	89.8	89.7	89.0	86.7	94.9	79.5	89.5
0900-0959	91.7	93.0	88.8	90.7	88.8	96.9	83.0	89.6	89.6	94.1	89.7	88.9	96.7	92.1	84.1	85.8
1000-1059	91.9	86.9	88.9	90.7	89.7	91.6	92.1	82.1	86.1	88.1	90.5	83.5	89.6	91.5	87.1	82.8
1100-1159	91.6	88.3	88.1	89.1	89.7	92.1	88.6	86.7	89.7	90.8	91.1	85.7	91.6	93.6	88.3	81.1
1200-1259	92.6	91.3	84.6	90.0	90.9	89.9	86.3	90.5	85.9	91.6	90.8	79.4	95.1	88.4	85.2	78.3
1300-1359	91.4	88.9	85.5	91.2	88.9	83.3	82.4	87.3	85.5	92.9	81.4	76.6	93.9	92.4	83.1	74.4
1400-1459	90.3	82.4	85.0	85.1	88.3	85.5	83.6	86.8	84.5	90.1	83.0	78.0	86.5	88.6	82.0	70.0
1500-1559	87.7	78.0	77.5	78.5	85.4	80.5	82.4	81.0	80.4	89.3	80.1	83.3	88.6	90.0	83.2	67.9
1600-1659	87.4	78.3	74.7	83.6	82.5	77.5	74.3	80.9	78.6	86.9	71.7	66.2	81.1	80.6	78.7	70.7
1700-1759	84.7	78.7	74.0	81.3	80.1	67.7	80.0	73.9	73.6	87.8	65.5	70.7	61.5	82.7	72.9	66.1
1800-1859	83.1	73.2	69.0	72.8	81.5	73.8	72.5	73.2	72.7	85.9	64.0	61.3	82.8	82.8	68.5	68.0
1900-1959	82.4	69.2	69.3	71.9	77.0	65.0	71.3	79.0	73.0	87.6	59.1	71.1	74.1	80.4	65.3	67.5
2000-2059	79.7	72.6	72.9	63.4	78.8	66.1	71.4	74.6	74.3	85.3	62.5	62.9	79.2	83.5	64.7	69.6
2100-2159	85.0	67.5	67.2	59.5	78.4	67.2	70.2	74.9	75.6	84.1	67.2	59.6	84.8	76.3	64.0	71.6
2200-2259	79.2	78.3	71.4	69.7	82.4	57.3	75.2	74.1	82.7	78.9	68.7	70.3	86.0	79.9	62.5	66.0
2300-0559	77.8	67.5	75.6	69.2	79.2	70.1	74.8	74.1	77.8	78.3	79.6	62.3	86.2	83.2	72.3	70.7
TOTAL	87.5	81.0	78.5	79.6	85.4	79.4	80.0	82.7	82.2	88.3	77.0	74.0	86.6	87.7	76.4	75.1

\* 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)

SEPTEMBER 2022

ARRIVAL AIRPORT*															
SCHEDULED ARRIVAL TIME	LAX	LGA	MCO	MDW	MIA	MSP	ORD	PHL	PHX	SAN	SEA	SFO	SLC	TPA	TOTAL
0600-0659	96.4	98.4	70.4	96.3	89.6	91.4	93.9	87.7	92.4	100.0	92.6	93.1	95.3	66.7	90.8
0700-0759	93.1	91.5	77.0	95.8	83.2	94.3	91.3	93.8	94.0	89.8	87.7	92.5	97.2	82.1	91.6
0800-0859	92.1	89.3	86.2	91.2	82.5	94.6	88.8	88.5	88.5	86.1	92.0	90.6	95.7	85.8	90.0
0900-0959	91.3	91.2	80.9	91.9	84.7	94.9	87.8	92.9	89.1	83.0	89.9	86.8	93.9	82.4	89.0
1000-1059	88.4	87.8	81.4	84.9	83.4	92.0	88.9	91.5	91.3	84.5	86.6	87.9	94.8	86.4	87.5
1100-1159	84.7	87.6	82.9	89.8	85.1	93.5	89.0	88.6	87.7	87.1	88.2	86.8	87.0	84.9	88.5
1200-1259	85.0	88.4	79.1	85.1	77.7	91.6	89.6	89.8	86.9	77.8	88.1	85.8	94.3	77.6	87.4
1300-1359	87.4	86.9	74.6	82.1	82.9	91.2	85.5	83.7	82.1	82.8	88.5	84.9	86.1	81.2	85.8
1400-1459	82.0	83.3	73.9	83.8	73.7	91.7	87.7	88.2	82.4	74.4	85.8	84.7	89.2	70.5	84.3
1500-1559	84.2	82.2	67.5	79.1	66.2	92.9	83.1	81.3	81.8	78.0	91.0	82.7	86.8	71.5	82.2
1600-1659	84.6	82.3	59.5	80.1	64.9	93.8	87.1	81.1	78.9	70.4	86.6	83.5	88.2	70.8	80.0
1700-1759	83.4	77.0	59.5	73.6	61.1	88.8	83.9	83.0	74.7	75.4	83.9	89.3	86.2	72.3	77.8
1800-1859	80.8	68.3	61.7	71.4	59.1	88.8	80.5	75.6	73.6	77.6	89.0	85.3	81.1	67.0	75.7
1900-1959	81.9	63.5	62.7	65.5	58.8	87.1	81.1	77.3	75.4	71.9	85.5	80.8	87.8	61.9	75.5
2000-2059	81.0	65.9	60.6	68.3	65.4	85.2	84.1	77.5	79.8	75.9	83.9	83.9	86.3	58.3	75.0
2100-2159	81.0	64.5	57.3	59.0	55.5	83.8	78.7	77.6	72.3	72.4	77.6	82.1	84.6	58.3	73.3
2200-2259	76.8	69.1	61.0	69.2	63.6	73.7	74.8	71.5	74.5	76.5	82.1	75.6	82.4	60.8	72.8
2300-0559	77.6	71.0	60.2	64.5	63.6	82.7	85.9	74.4	72.4	80.8	80.7	78.2	72.1	61.3	74.2
TOTAL	84.5	79.4	68.4	79.0	72.0	90.2	86.4	84.1	82.7	79.1	86.3	84.7	88.9	70.5	82.1

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

# AIR TRAVEL CONSUMER REPORT

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

SEPTEMBER 2022

DEPARTURE AIRPORT*																
SCHEDULED DEPARTURE TIME	ATL	BNA	BOS	BWI	CLT	DAL	DCA	DEN	DFW	DTW	EWB	FLL	IAD	IAH	JFK	LAS
0600-0659	90.9	94.0	92.9	89.7	90.3	94.8	92.7	92.0	91.7	93.3	91.4	89.9	95.6	92.0	88.9	91.0
0700-0759	88.7	92.8	89.4	89.3	90.9	89.0	91.2	90.4	91.2	90.0	91.5	89.0	94.3	92.0	88.2	88.4
0800-0859	90.3	92.0	87.9	80.5	91.4	89.4	90.1	88.9	90.7	90.9	83.9	89.3	91.9	91.8	87.3	84.6
0900-0959	89.2	88.0	83.9	73.6	91.7	84.3	87.1	82.2	89.5	84.3	88.9	82.5	94.4	92.1	85.9	83.1
1000-1059	88.7	86.5	84.8	79.0	87.5	83.3	89.5	82.2	87.5	91.0	87.4	77.5	92.3	90.0	82.0	80.9
1100-1159	89.7	83.6	87.9	73.0	90.2	80.7	86.8	80.4	81.1	87.7	85.0	78.7	93.2	89.4	85.1	76.1
1200-1259	88.0	83.7	83.7	80.9	88.2	80.0	83.5	72.5	83.1	89.8	89.1	79.5	88.2	91.0	84.0	71.9
1300-1359	87.6	85.8	78.8	75.8	87.7	70.9	79.9	80.4	77.0	89.5	87.8	65.9	90.2	84.6	80.3	70.7
1400-1459	85.0	77.5	81.4	60.7	85.0	64.2	81.7	64.1	78.4	84.0	78.5	64.5	89.1	84.1	73.4	66.7
1500-1559	85.0	73.2	78.8	63.4	85.1	62.5	80.0	70.9	74.9	84.9	80.3	72.6	65.7	82.7	77.0	62.6
1600-1659	82.6	71.2	77.1	63.9	81.1	57.2	74.3	67.1	75.9	87.0	77.4	70.1	83.1	76.6	75.4	62.7
1700-1759	85.6	72.9	72.6	65.8	79.7	60.9	75.2	71.0	72.2	83.1	72.3	71.9	79.4	73.9	72.5	62.1
1800-1859	76.2	75.2	70.7	68.1	78.7	63.1	70.6	61.2	67.4	81.7	73.0	64.0	79.1	81.3	68.5	55.5
1900-1959	77.8	63.1	66.4	54.8	73.7	57.2	70.7	69.6	70.8	80.0	68.9	64.7	75.4	83.6	65.2	61.0
2000-2059	80.7	56.0	67.6	41.2	80.4	50.1	76.6	74.3	68.0	86.7	67.1	63.2	82.9	80.9	63.1	61.8
2100-2159	78.6	63.6	67.3	35.3	74.3	56.8	78.6	64.1	78.4	89.7	68.2	71.4	0.0	87.6	67.2	60.8
2200-2259	84.7	53.0	55.6	41.6	78.3	54.0	79.3	56.5	79.2	88.7	76.5	59.7	86.2	85.3	68.9	70.4
2300-0559	86.3	97.6	96.1	94.7	76.5	0.0	88.4	85.0	88.1	91.1	93.8	93.9	92.9	87.7	83.7	81.4
TOTAL	85.3	80.8	81.1	68.0	84.6	71.5	82.3	76.2	79.4	88.1	81.0	75.4	86.6	86.0	77.9	73.5

\* 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)

SEPTEMBER 2022

DEPARTURE AIRPORT*															
SCHEDULED DEPARTURE TIME	LAX	LGA	MCO	MDW	MIA	MSP	ORD	PHL	PHX	SAN	SEA	SFO	SLC	TPA	TOTAL
0600-0659	90.0	92.7	85.2	89.6	88.7	93.5	93.9	93.2	96.2	95.5	92.8	92.3	93.3	83.5	91.6
0700-0759	89.9	90.7	83.8	87.0	88.0	92.3	93.2	89.8	91.1	88.7	89.2	92.0	92.6	82.0	89.9
0800-0859	90.9	91.4	82.6	85.2	87.6	93.5	88.6	90.3	88.5	87.2	87.6	88.4	91.2	82.0	88.8
0900-0959	88.7	87.4	79.1	83.8	84.2	94.5	90.0	91.5	85.2	84.4	88.7	89.1	93.2	79.3	87.0
1000-1059	85.5	87.0	78.1	82.8	80.6	93.8	85.6	92.2	87.1	82.0	81.7	81.9	88.6	73.9	85.6
1100-1159	81.4	87.3	78.1	76.7	81.1	92.7	84.9	87.2	83.4	76.2	81.1	79.9	91.3	81.8	84.5
1200-1259	81.8	85.5	77.1	75.1	76.1	91.7	85.3	84.7	81.0	79.9	82.7	81.8	86.0	79.7	83.1
1300-1359	82.9	84.7	69.5	64.3	72.4	86.6	85.9	86.1	81.4	74.1	83.8	82.5	85.0	70.5	80.8
1400-1459	82.0	81.4	63.5	63.1	72.4	87.5	85.1	84.3	73.9	72.9	82.4	80.1	74.5	70.3	77.8
1500-1559	77.5	79.8	60.2	62.8	68.2	89.9	81.2	85.4	77.0	79.1	84.0	83.9	86.6	63.0	77.8
1600-1659	78.7	79.5	51.0	58.8	66.0	85.3	80.5	78.5	74.2	75.4	85.1	81.8	79.6	62.9	75.1
1700-1759	81.3	73.7	49.2	56.0	62.1	90.1	81.1	74.1	75.1	69.1	85.2	81.0	86.5	60.4	74.8
1800-1859	80.9	75.7	52.8	47.8	61.3	87.5	81.4	85.1	61.5	73.9	79.1	81.6	79.4	65.8	72.8
1900-1959	79.8	65.2	49.2	45.5	61.7	87.6	80.2	82.6	61.1	72.2	88.8	81.6	70.4	63.4	70.8
2000-2059	79.5	67.8	53.6	36.1	72.4	85.2	82.0	82.0	74.2	71.0	83.3	79.6	88.1	55.3	72.2
2100-2159	80.9	72.1	53.8	40.2	62.8	89.1	86.5	79.2	63.3	79.3	83.7	82.5	87.9	50.8	72.4
2200-2259	84.6	53.0	48.3	43.4	58.7	90.6	71.4	58.8	60.4	91.7	81.1	86.9	87.7	43.6	77.0
2300-0559	89.1	86.2	76.2	88.4	90.5	93.1	93.7	86.0	92.9	0.0	86.5	84.4	86.1	86.2	87.1
TOTAL	84.4	81.6	67.8	65.6	72.4	90.3	85.4	86.1	79.8	80.4	85.1	84.3	87.6	72.1	80.7

<sup>1</sup> 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**  
**SEPTEMBER 2022**

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Aberdeen, SD (ABR)	91.7	96.7	60	60
Abilene, TX (ABI)	90.3	90.9	175	175
Adak Island, AK (ADK)	87.5	37.5	8	8
Aguadilla, PR (BQN)	64.0	64.4	175	174
Akron, OH (CAK)	87.8	89.7	205	204
Albany, GA (ABY)	90.7	96.0	75	75
Albany, NY (ALB)	78.2	83.6	967	967
Albuquerque, NM (ABQ)	81.9	83.9	1818	1812
Alexandria, LA (AEX)	85.1	80.4	148	148
Allentown/Bethlehem/Easton, PA (ABE)	80.6	85.8	351	351
Alpena, MI (APN)	80.7	77.2	57	57
Amarillo, TX (AMA)	82.2	85.1	465	464
Anchorage, AK (ANC)	78.9	84.7	1726	1732
Appleton, WI (ATW)	87.3	86.4	323	323
Arcata/Eureka, CA (ACV)	82.0	82.0	150	150
Asheville, NC (AVL)	81.5	82.1	822	821
Ashland, WV (HTS)	74.1	59.3	27	27
Aspen, CO (ASE)	78.8	79.3	471	474
Atlanta, GA (ATL)	87.5	85.3	26495	26497
Atlantic City, NJ (ACY)	82.1	84.0	257	257
Augusta, GA (AGS)	77.5	77.2	302	303
Austin, TX (AUS)	80.7	79.7	7557	7556
Bakersfield, CA (BFL)	85.5	86.0	193	193
Baltimore, MD (BWI)	79.6	68.0	7431	7433
Bangor, ME (BGR)	86.9	86.7	525	525
Barrow, AK (BRW)	73.3	76.7	30	30
Baton Rouge, LA (BTR)	89.0	91.4	419	419
Beaumont/Port Arthur, TX (BPT)	98.3	89.8	59	59
Belleville, IL (BLV)	83.6	80.3	61	61
Bellingham, WA (BLI)	87.5	86.8	328	326
Bemidji, MN (BJI)	95.2	98.4	62	62
Bend/Redmond, OR (RDM)	88.2	89.5	678	677
Bethel, AK (BET)	86.7	80.0	60	60
Billings, MT (BIL)	87.0	91.3	401	401
Binghamton, NY (BGM)	86.7	96.7	30	30
Birmingham, AL (BHM)	79.6	84.4	1188	1187
Bishop, CA (BIH)	100.0	75.0	4	4
Bismarck/Mandan, ND (BIS)	85.7	85.0	307	307
Bloomington/Normal, IL (BMI)	82.7	84.6	214	214
Boise, ID (BOI)	84.3	88.6	2384	2385
Boston, MA (BOS)	78.5	81.1	11564	11569

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Bozeman, MT (BZN)	85.1	85.3	814	814
Brainerd, MN (BRD)	94.5	91.9	73	74
Bristol/Johnson City/Kingsport, TN (TRI)	80.5	84.0	236	237
Brownsville, TX (BRO)	90.7	89.7	107	107
Brunswick, GA (BQK)	95.3	85.9	64	64
Buffalo, NY (BUF)	77.9	82.8	1680	1677
Bullhead City, AZ (IFP)	0.0	0.0	1	0
Burbank, CA (BUR)	77.7	77.0	2701	2701
Burlington, VT (BTV)	86.6	88.6	786	787
Butte, MT (BTM)	91.8	98.0	49	49
Cape Girardeau, MO (CGI)	91.7	88.3	60	60
Casper, WY (CPR)	84.6	86.6	149	149
Cedar City, UT (CDC)	94.1	96.1	51	51
Cedar Rapids/Iowa City, IA (CID)	85.5	85.3	627	627
Champaign/Urbana, IL (CMI)	86.7	91.7	120	120
Charleston, SC (CHS)	73.7	77.1	1869	1872
Charleston/Dunbar, WV (CRW)	82.7	80.3	208	208
Charlotte Amalie, VI (STT)	68.5	71.0	248	248
Charlotte, NC (CLT)	85.4	84.6	15378	15382
Charlottesville, VA (CHO)	87.6	86.9	250	251
Chattanooga, TN (CHA)	86.6	81.1	380	381
Cheyenne, WY (CYS)	85.0	86.7	60	60
Chicago, IL (MDW)	79.0	65.6	6999	7003
Chicago, IL (ORD)	86.4	85.4	22243	22251
Christiansted, VI (STX)	72.3	79.8	94	94
Cincinnati, OH (CVG)	81.4	86.6	3030	3030
Clarksburg/Fairmont, WV (CKB)	90.3	90.3	72	72
Cleveland, OH (CLE)	82.4	85.8	3185	3187
Cody, WY (COD)	50.0	66.7	4	3
College Station/Bryan, TX (CLL)	86.6	89.1	119	119
Colorado Springs, CO (COS)	80.7	83.1	1008	1008
Columbia, MO (COU)	83.1	86.5	148	148
Columbia, SC (CAE)	86.4	87.8	484	484
Columbus, GA (CSG)	95.5	93.7	111	111
Columbus, MS (GTR)	92.5	88.8	80	80
Columbus, OH (CMH)	81.1	85.2	3206	3205
Columbus, OH (LCK)	76.8	68.4	56	57
Concord, NC (USA)	60.9	56.3	64	64
Cordova, AK (CDV)	76.7	83.3	60	60
Corpus Christi, TX (CRP)	83.8	89.1	303	302
Dallas, TX (DAL)	79.4	71.5	5654	5657

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

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Dallas/Fort Worth, TX (DFW)	82.2	79.4	23459	23452
Dayton, OH (DAY)	86.7	91.2	557	555
Daytona Beach, FL (DAB)	80.3	82.4	193	193
Deadhorse, AK (SCC)	77.1	80.0	35	35
Decatur, IL (DEC)	84.6	84.6	104	104
Del Rio, TX (DRT)	86.4	88.1	59	59
Denver, CO (DEN)	82.7	76.2	23639	23647
Des Moines, IA (DSM)	82.9	89.4	1167	1167
Detroit, MI (DTW)	88.3	88.1	10178	10176
Devils Lake, ND (DVL)	92.9	91.1	56	56
Dillingham, AK (DLG)	75.0	47.2	36	36
Dodge City, KS (DDC)	96.2	94.2	52	52
Dothan, AL (DHN)	95.1	95.1	81	81
Dubuque, IA (DBQ)	100.0	100.0	11	12
Duluth, MN (DLH)	94.8	92.2	115	115
Durango, CO (DRO)	86.8	87.8	189	189
Eagle, CO (EGE)	85.9	87.9	149	149
Eau Claire, WI (EAU)	93.3	93.3	30	30
El Paso, TX (ELP)	78.7	83.8	1498	1498
Elko, NV (EKO)	93.3	96.7	30	30
Elmira/Corning, NY (ELM)	88.9	86.1	72	72
Escanaba, MI (ESC)	90.0	95.1	60	61
Eugene, OR (EUG)	85.8	88.0	751	751
Evansville, IN (EVV)	84.8	89.1	138	138
Everett, WA (PAE)	80.8	85.0	323	326
Fairbanks, AK (FAI)	80.3	83.9	366	366
Fargo, ND (FAR)	86.4	88.7	440	441
Fayetteville, AR (XNA)	81.7	83.6	831	830
Fayetteville, NC (FAY)	73.1	83.2	130	131
Flagstaff, AZ (FLG)	89.6	88.1	193	193
Flint, MI (FNT)	78.1	91.5	128	129
Florence, SC (FLO)	81.3	87.2	48	47
Fort Dodge, IA (FOD)	90.0	86.7	30	30
Fort Lauderdale, FL (FLL)	74.0	75.4	5770	5767
Fort Leonard Wood, MO (TBN)	84.6	86.5	52	52
Fort Myers, FL (RSW)	70.8	72.3	1977	1976
Fort Smith, AR (FSM)	86.9	87.9	107	107
Fort Wayne, IN (FWA)	81.2	86.2	383	385
Fresno, CA (FAT)	83.2	85.3	918	917
Gainesville, FL (GNV)	88.1	84.6	310	311
Garden City, KS (GCK)	84.7	88.1	59	59

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Gillette, WY (GCC)	90.2	98.0	51	51
Grand Forks, ND (GFK)	90.8	92.6	109	108
Grand Island, NE (GRI)	80.8	75.6	78	78
Grand Junction, CO (GJT)	81.6	85.7	272	272
Grand Rapids, MI (GRR)	81.2	86.4	1258	1260
Great Falls, MT (GTF)	87.3	89.7	204	204
Green Bay, WI (GRB)	91.2	91.4	374	374
Greensboro/High Point, NC (GSO)	83.3	88.8	777	775
Greenville, NC (PGV)	38.6	33.3	44	42
Greer, SC (GSP)	84.6	90.1	1045	1047
Guam, TT (GUM)	98.4	93.8	64	64
Gulfport/Biloxi, MS (GPT)	92.2	92.5	268	268
Gunnison, CO (GUC)	82.1	83.8	67	68
Gustavus, AK (GST)	100.0	100.0	6	6
Hagerstown, MD (HGR)	81.8	81.8	11	11
Hancock/Houghton, MI (CMX)	81.7	83.3	60	60
Harlingen/San Benito, TX (HRL)	84.2	85.9	304	304
Harrisburg, PA (MDT)	89.0	88.1	446	445
Hartford, CT (BDL)	78.8	82.8	1959	1960
Hattiesburg/Laurel, MS (PIB)	85.0	90.0	60	60
Hayden, CO (HDN)	86.6	95.0	119	119
Hays, KS (HYS)	78.3	85.0	60	60
Helena, MT (HLN)	92.5	90.8	120	120
Hibbing, MN (HIB)	95.5	96.9	66	65
Hilo, HI (ITO)	85.0	88.5	521	521
Hilton Head, SC (HHH)	84.0	84.0	188	188
Honolulu, HI (HNL)	84.3	85.7	4500	4498
Houston, TX (HOU)	80.2	74.8	4399	4404
Houston, TX (IAH)	87.7	86.0	10210	10212
Huntsville, AL (HSV)	84.4	79.3	617	618
Hyannis, MA (HYA)	90.0	85.0	20	20
Idaho Falls, ID (IDA)	87.9	90.0	379	379
Indianapolis, IN (IND)	80.7	85.4	3204	3202
International Falls, MN (INL)	94.1	92.2	51	51
Iron Mountain/Kingsford, MI (IMT)	85.0	83.3	60	60
Islip, NY (ISP)	69.8	72.7	278	278
Ithaca/Cortland, NY (ITH)	93.3	96.7	30	30
Jackson, WY (JAC)	87.5	84.5	552	555
Jackson/Vicksburg, MS (JAN)	81.5	86.2	644	644
Jacksonville, FL (JAX)	74.3	78.5	2252	2252
Jacksonville/Camp Lejeune, NC (OAJ)	88.6	87.8	123	123



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

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Jamestown, ND (JMS)	92.9	91.1	56	56
Johnstown, PA (JST)	90.0	91.7	60	60
Joplin, MO (JLN)	90.4	82.7	52	52
Juneau, AK (JNU)	83.1	87.4	461	462
Kahului, HI (OGG)	87.1	83.9	2418	2417
Kalamazoo, MI (AZO)	93.3	90.0	120	120
Kalispell, MT (FCA)	86.3	86.8	422	423
Kansas City, MO (MCI)	80.2	83.8	3825	3825
Kearney, NE (EAR)	82.7	86.5	52	52
Ketchikan, AK (KTN)	87.7	89.1	220	220
Key West, FL (EYW)	80.2	80.0	459	460
Killeen, TX (GRK)	82.9	84.6	175	175
King Salmon, AK (AKN)	57.9	26.3	38	38
Knoxville, TN (TYS)	82.6	88.0	1063	1065
Kodiak, AK (ADQ)	85.4	94.8	96	96
Kona, HI (KOA)	84.1	86.9	1274	1274
Kotzebue, AK (OTZ)	81.7	80.0	60	60
La Crosse, WI (LSE)	95.0	92.5	120	120
Lafayette, LA (LFT)	85.9	86.6	263	262
Lake Charles, LA (LCH)	89.8	88.6	88	88
Lansing, MI (LAN)	91.2	91.2	147	147
Laramie, WY (LAR)	88.5	80.4	52	51
Laredo, TX (LRD)	79.7	79.7	118	118
Las Vegas, NV (LAS)	75.1	73.5	15596	15595
Latrobe, PA (LBE)	87.5	88.8	80	80
Lawton/Fort Sill, OK (LAW)	92.0	90.9	88	88
Lewisburg, WV (LWB)	80.0	76.7	60	60
Lewiston, ID (LWS)	87.8	86.7	90	90
Lexington, KY (LEX)	88.9	91.4	569	569
Liberal, KS (LBL)	94.2	96.2	52	52
Lihue, HI (LIH)	85.3	86.0	1260	1261
Lincoln, NE (LNK)	84.3	82.4	51	51
Little Rock, AR (LIT)	83.7	85.3	935	936
Long Beach, CA (LGB)	79.7	75.9	1279	1279
Longview, TX (GGG)	93.2	88.1	59	59
Los Angeles, CA (LAX)	84.5	84.4	15658	15648
Louisville, KY (SDF)	81.9	86.0	1715	1715
Lubbock, TX (LBB)	78.0	81.2	536	536
Lynchburg, VA (LYH)	86.4	86.4	22	22
Madison, WI (MSN)	85.7	89.4	888	888
Manchester, NH (MHT)	80.1	84.5	634	634

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Manhattan/Ft. Riley, KS (MHK)	90.6	88.4	138	138
Marquette, MI (MQT)	87.2	93.0	86	86
Martha's Vineyard, MA (MVY)	81.3	71.6	134	134
Mason City, IA (MCW)	86.7	86.7	30	30
Medford, OR (MFR)	89.3	89.3	634	634
Melbourne, FL (MLB)	85.8	85.8	183	183
Memphis, TN (MEM)	81.6	85.6	1809	1810
Meridian, MS (MEI)	86.7	85.0	60	60
Miami, FL (MIA)	72.0	72.4	7816	7813
Midland/Odessa, TX (MAF)	82.9	85.2	779	779
Milwaukee, WI (MKE)	81.4	86.6	2021	2021
Minneapolis, MN (MSP)	90.2	90.3	9896	9897
Minot, ND (MOT)	86.5	88.9	208	208
Mission/McAllen/Edinburg, TX (MFE)	81.7	85.2	344	344
Missoula, MT (MSO)	90.5	89.7	546	546
Moab, UT (CNY)	75.3	80.5	77	77
Mobile, AL (MOB)	86.5	88.0	259	259
Moline, IL (MLI)	79.9	87.6	308	307
Monroe, LA (MLU)	84.5	87.5	168	168
Monterey, CA (MRY)	83.1	84.5	354	354
Montgomery, AL (MGM)	79.6	81.9	226	226
Montrose/Delta, CO (MTJ)	77.2	79.7	202	202
Mosinee, WI (CWA)	92.0	92.0	150	150
Muskegon, MI (MKG)	90.7	94.4	54	54
Myrtle Beach, SC (MYR)	83.5	85.8	1663	1662
Nantucket, MA (ACK)	82.1	81.4	263	263
Nashville, TN (BNA)	81.0	80.8	7607	7603
New Bern/Morehead/Beaufort, NC (EWN)	86.8	88.7	106	106
New Orleans, LA (MSY)	80.3	81.8	3986	3980
New York, NY (JFK)	76.4	77.9	11556	11555
New York, NY (LGA)	79.4	81.6	14201	14197
Newark, NJ (EWR)	77.0	81.0	9462	9474
Newburgh/Poughkeepsie, NY (SWF)	76.3	67.8	59	59
Newport News/Williamsburg, VA (PHF)	90.2	88.0	51	50
Niagara Falls, NY (IAG)	83.3	77.8	18	18
Nome, AK (OME)	83.3	86.7	60	60
Norfolk, VA (ORF)	80.9	87.1	1841	1840
North Bend/Coos Bay, OR (OTH)	92.1	81.6	38	38
North Platte, NE (LBF)	71.2	78.8	52	52
Oakland, CA (OAK)	78.3	73.6	4175	4178
Oklahoma City, OK (OKC)	83.6	87.1	1770	1769

**AIR TRAVEL CONSUMER REPORT**  
**TABLE 5. ON-TIME ARRIVAL AND DEPARTURE PERCENTAGE BY AIRPORT BY REPORTING OPERATING CARRIER**  
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CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Omaha, NE (OMA)	83.9	87.6	1761	1759
Ontario, CA (ONT)	79.0	81.8	2039	2036
Orlando, FL (MCO)	68.4	67.8	11253	11249
Paducah, KY (PAH)	86.7	85.0	60	60
Pago Pago, TT (PPG)	77.8	100.0	9	9
Palm Springs, CA (PSP)	82.9	85.7	925	923
Panama City, FL (ECP)	82.3	86.6	498	500
Pasco/Kennewick/Richland, WA (PSC)	87.9	88.3	504	503
Pellston, MI (PLN)	96.8	96.9	63	64
Pensacola, FL (PNS)	86.5	88.4	809	809
Peoria, IL (PIA)	76.9	81.7	290	289
Petersburg, AK (PSG)	81.7	83.3	60	60
Philadelphia, PA (PHL)	84.1	86.1	7436	7450
Phoenix, AZ (AZA)	73.5	85.5	344	344
Phoenix, AZ (PHX)	82.7	79.8	13007	13015
Pittsburgh, PA (PIT)	82.5	86.1	3238	3236
Plattsburgh, NY (PBG)	78.9	68.4	19	19
Pocatello, ID (PIH)	90.0	93.3	30	30
Ponce, PR (PSE)	49.4	66.3	83	83
Portland, ME (PWM)	82.0	81.4	1119	1117
Portland, OR (PDX)	85.8	88.0	5307	5301
Portsmouth, NH (PSM)	77.8	50.0	18	18
Prescott, AZ (PRC)	85.0	85.0	60	60
Providence, RI (PVD)	81.9	84.3	1279	1279
Provo, UT (PVU)	88.1	82.8	134	134
Pueblo, CO (PUB)	77.4	86.7	31	30
Pullman, WA (PUW)	87.5	91.2	160	159
Punta Gorda, FL (PGD)	66.0	68.5	235	235
Raleigh/Durham, NC (RDU)	79.6	83.7	4497	4497
Rapid City, SD (RAP)	89.6	88.1	521	521
Redding, CA (RDD)	86.0	89.5	143	143
Reno, NV (RNO)	81.6	82.5	1691	1689
Rhineland, WI (RHI)	84.7	88.3	59	60
Richmond, VA (RIC)	82.8	86.6	1541	1540
Riverton/Lander, WY (RIW)	96.7	100.0	30	30
Roanoke, VA (ROA)	86.9	86.3	198	197
Rochester, MN (RST)	91.8	91.2	146	147
Rochester, NY (ROC)	82.6	87.0	1052	1050
Rock Springs, WY (RKS)	93.3	100.0	30	30
Rockford, IL (RFD)	65.1	58.1	43	43
Roswell, NM (ROW)	89.8	89.0	118	118

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Sacramento, CA (SMF)	81.0	80.4	4711	4708
Saginaw/Bay City/Midland, MI (MBS)	95.8	95.8	71	71
Saipan, TT (SPN)	97.1	100.0	34	34
Salina, KS (SLN)	91.7	76.7	60	60
Salt Lake City, UT (SLC)	88.9	87.6	9258	9252
San Angelo, TX (SJT)	86.3	88.0	117	117
San Antonio, TX (SAT)	83.4	85.8	2983	2982
San Diego, CA (SAN)	79.1	80.4	7781	7781
San Francisco, CA (SFO)	84.7	84.3	11047	11045
San Jose, CA (SJC)	82.3	80.1	4852	4849
San Juan, PR (SJU)	67.0	71.1	1988	1992
San Luis Obispo, CA (SBP)	78.0	73.7	432	430
Sanford, FL (SFB)	63.5	65.1	523	522
Santa Ana, CA (SNA)	81.1	76.7	3985	3986
Santa Barbara, CA (SBA)	84.1	80.4	629	629
Santa Fe, NM (SAF)	81.9	84.6	149	149
Santa Maria, CA (SMX)	66.7	55.6	9	9
Santa Rosa, CA (STS)	77.7	77.3	458	458
Sarasota/Bradenton, FL (SRQ)	71.4	74.2	772	771
Sault Ste. Marie, MI (CIU)	85.0	80.3	60	61
Savannah, GA (SAV)	78.2	78.6	1429	1429
Scottsbluff, NE (BFF)	86.5	80.8	52	52
Scranton/Wilkes-Barre, PA (AVP)	82.8	84.3	134	134
Seattle, WA (SEA)	86.3	85.1	15799	15793
Sheridan, WY (SHR)	88.2	90.2	51	51
Shreveport, LA (SHV)	79.6	78.0	309	309
Sioux City, IA (SUX)	85.0	85.0	60	60
Sioux Falls, SD (FSD)	83.2	84.8	561	561
Sitka, AK (SIT)	86.0	90.1	129	131
South Bend, IN (SBN)	78.7	81.2	422	421
Spokane, WA (GEG)	87.3	88.7	1838	1837
Springfield, IL (SPI)	87.9	86.6	66	67
Springfield, MO (SGF)	83.3	82.0	550	551
St. George, UT (SGU)	91.7	92.1	265	265
St. Louis, MO (STL)	80.4	78.4	5042	5042
St. Petersburg, FL (PIE)	67.8	72.4	447	446
State College, PA (SCE)	96.7	93.3	30	30
Staunton, VA (SHD)	81.7	75.0	60	60
Stillwater, OK (SWO)	89.8	93.2	59	59
Stockton, CA (SCK)	58.9	62.5	56	56
Sun Valley/Hailey/Ketchum, ID (SUN)	92.9	93.6	155	156

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

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Syracuse, NY (SYR)	82.9	87.1	1131	1129
Tallahassee, FL (TLH)	86.9	89.2	443	443
Tampa, FL (TPA)	70.5	72.1	5311	5305
Texarkana, AR (TXK)	90.9	93.2	88	88
Toledo, OH (TOL)	86.4	81.8	22	22
Traverse City, MI (TVC)	83.8	87.2	357	358
Trenton, NJ (TTN)	71.8	75.0	156	156
Tucson, AZ (TUS)	82.1	85.5	1182	1183
Tulsa, OK (TUL)	81.3	85.5	1324	1326
Twin Falls, ID (TWF)	93.3	96.7	30	30
Tyler, TX (TYR)	85.4	89.9	89	89
Valdosta, GA (VLD)	91.4	87.7	81	81
Valparaiso, FL (VPS)	86.1	86.4	713	713
Vernal, UT (VEL)	90.3	96.7	31	30
Victoria, TX (VCT)	92.3	96.2	52	52
Waco, TX (ACT)	87.9	87.3	165	165
Walla Walla, WA (ALW)	94.4	94.6	36	37
Washington, DC (DCA)	80.0	82.3	11864	11866
Washington, DC (IAD)	86.6	86.6	4727	4732
Waterloo, IA (ALO)	86.5	82.4	52	51
Wenatchee, WA (EAT)	83.3	75.7	36	37
West Palm Beach/Palm Beach, FL (PBI)	70.5	78.6	1513	1510
West Yellowstone, MT (WYS)	93.3	95.0	60	60
White Plains, NY (HPN)	78.8	81.4	1151	1151
Wichita Falls, TX (SPS)	89.8	89.8	88	88
Wichita, KS (ICT)	83.7	88.6	780	779
Williston, ND (XWA)	91.9	87.8	148	148
Wilmington, NC (ILM)	81.7	84.9	579	578
Worcester, MA (ORH)	74.7	79.5	146	146
Wrangell, AK (WRG)	76.7	81.7	60	60
Yakima, WA (YKM)	80.0	86.1	35	36
Yakutat, AK (YAK)	81.7	68.3	60	60
Yuma, AZ (YUM)	87.2	92.5	133	133

# AIR TRAVEL CONSUMER REPORT

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

SEPTEMBER 2022

CARRIER <sup>1</sup>	AT ALL US AIRPORTS				
	NUMBER OF AIRPORTS REPORTED	FLIGHT OPERATIONS SCHEDULED	FLIGHT OPERATIONS CANCELLED	PERCENT OF OPERATIONS CANCELLED	RANK
<b>HAWAIIAN AIRLINES</b>	<b>22</b>	<b>6062</b>	<b>10</b>	<b>0.2</b>	<b>1</b>
<b>ALASKA AIRLINES NETWORK</b>	<b>106</b>	<b>33627</b>	<b>220</b>	<b>0.7</b>	<b>2</b>
- ALASKA AIRLINES	85	19775	188	1.0	
- BRANDED CODESHARE PARTNERS	54	13852	32	0.2	
<b>DELTA AIR LINES NETWORK</b>	<b>212</b>	<b>120179</b>	<b>1058</b>	<b>0.9</b>	<b>3</b>
- DELTA AIR LINES	136	74760	745	1.0	
- BRANDED CODESHARE PARTNERS	178	45419	313	0.7	
<b>UNITED AIRLINES NETWORK</b>	<b>236</b>	<b>102986</b>	<b>978</b>	<b>0.9</b>	<b>4</b>
- UNITED AIRLINES	115	50893	554	1.1	
- BRANDED CODESHARE PARTNERS	219	52093	424	0.8	
<b>AMERICAN AIRLINES NETWORK</b>	<b>230</b>	<b>142006</b>	<b>2215</b>	<b>1.6</b>	<b>5</b>
- AMERICAN AIRLINES	117	72211	1303	1.8	
- BRANDED CODESHARE PARTNERS	212	69795	912	1.3	
<b>SOUTHWEST AIRLINES</b>	<b>107</b>	<b>112410</b>	<b>1983</b>	<b>1.8</b>	<b>6</b>
<b>JETBLUE AIRWAYS</b>	<b>68</b>	<b>22469</b>	<b>793</b>	<b>3.5</b>	<b>7</b>
<b>SPIRIT AIRLINES</b>	<b>56</b>	<b>20123</b>	<b>714</b>	<b>3.5</b>	<b>8</b>
<b>FRONTIER AIRLINES</b>	<b>91</b>	<b>13512</b>	<b>564</b>	<b>4.2</b>	<b>9</b>
<b>ALLEGiant AIR</b>	<b>118</b>	<b>7017</b>	<b>323</b>	<b>4.6</b>	<b>10</b>
<b>TOTAL AIRPORTS SERVED</b>	<b>367</b>	<b>580,391</b>	<b>8,858</b>	<b>1.5</b>	

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

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

# AIR TRAVEL CONSUMER REPORT

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

SEPTEMBER 2022

CARRIER <sup>1</sup>	AT ALL US AIRPORTS				
	NUMBER OF AIRPORTS REPORTED	FLIGHT OPERATIONS SCHEDULED	FLIGHT OPERATIONS CANCELLED	PERCENT OF OPERATIONS CANCELLED	RANK
HORIZON AIR	48	7548	12	0.2	1
HAWAIIAN AIRLINES	22	6062	10	0.2	2
SKYWEST AIRLINES	247	62347	225	0.4	3
ALASKA AIRLINES	85	19775	188	1.0	4
DELTA AIR LINES	136	74760	745	1.0	5
MESA AIRLINES	92	8586	88	1.0	6
ENVOY AIR	139	19919	216	1.1	7
UNITED AIRLINES	115	50893	554	1.1	8
ENDEAVOR AIR	98	17960	200	1.1	9
REPUBLIC AIRWAYS	80	25332	370	1.5	10
SOUTHWEST AIRLINES	107	112410	1983	1.8	11
AMERICAN AIRLINES	117	72211	1303	1.8	12
PSA AIRLINES	91	16570	411	2.5	13
JETBLUE AIRWAYS	68	22469	793	3.5	14
SPIRIT AIRLINES	56	20123	714	3.5	15
FRONTIER AIRLINES	91	13512	564	4.2	16
ALLEGiant AIR	118	7017	323	4.6	17
TOTAL AIRPORTS SERVED	361	557,494	8,699	1.6	

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

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

AIR TRAVEL CONSUMER REPORT

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

RANK	CARRIER <sup>1</sup>	JANUARY- SEPTEMBER 2022			JANUARY- SEPTEMBER 2021		
		FLIGHT OPERATIONS SCHEDULED	FLIGHT OPERATIONS CANCELLED	PERCENT OF OPERATIONS CANCELLED	FLIGHT OPERATIONS SCHEDULED	FLIGHT OPERATIONS CANCELLED	PERCENT OF OPERATIONS CANCELLED
1	<b>HAWAIIAN AIRLINES</b>	54,788	370	0.68	42,843	128	0.30
	- HAWAIIAN AIRLINES	54,788	370	0.68	42,731	128	0.30
	- BRANDED CODESHARE PARTNERS	-	-	-	112	0	0.00
2	<b>ALASKA AIRLINES NETWORK</b>	291,857	5,422	1.86	270,223	3,650	1.35
	- ALASKA AIRLINES	169,799	4,060	2.39	137,329	1,773	1.29
	- BRANDED CODESHARE PARTNERS	122,058	1,362	1.12	132,894	1,877	1.41
3	<b>DELTA AIR LINES NETWORK</b>	1,096,319	23,956	2.19	996,800	4,183	0.42
	- DELTA AIR LINES	665,547	11,658	1.75	538,582	1,947	0.36
	- BRANDED CODESHARE PARTNERS	430,772	12,298	2.85	458,218	2,236	0.49
4	<b>SOUTHWEST AIRLINES</b>	963,224	23,304	2.42	766,603	17,943	2.34
5	<b>FRONTIER AIRLINES</b>	113,406	3,191	2.81	98,192	1,614	1.64
6	<b>SPIRIT AIRLINES</b>	168,912	5,088	3.01	139,077	4,433	3.19
7	<b>UNITED AIRLINES NETWORK</b>	953,408	29,557	3.10	812,199	18,564	2.29
	- UNITED AIRLINES	457,820	9,818	2.14	302,327	4,007	1.33
	- BRANDED CODESHARE PARTNERS	495,588	19,739	3.98	509,872	14,557	2.86
8	<b>AMERICAN AIRLINES NETWORK</b>	1,338,279	44,353	3.31	1,203,587	25,563	2.12
	- AMERICAN AIRLINES	646,491	23,341	3.61	517,889	11,570	2.23
	- BRANDED CODESHARE PARTNERS	691,788	21,012	3.04	685,698	13,993	2.04
9	<b>ALLEGiant AIR</b>	89,803	3,317	3.69	87,230	2,694	3.09
10	<b>JETBLUE AIRWAYS</b>	202,362	8,975	4.44	142,813	2,300	1.61
	<b>TOTAL</b>	5,272,358	147,533	2.80	4,559,567	81,072	1.78

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

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

# AIR TRAVEL CONSUMER REPORT

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

RANK	CARRIER <sup>1</sup>	JANUARY- SEPTEMBER 2022			JANUARY- SEPTEMBER 2021		
		FLIGHT OPERATIONS SCHEDULED	FLIGHT OPERATIONS CANCELLED	PERCENT OF OPERATIONS CANCELLED	FLIGHT OPERATIONS SCHEDULED	FLIGHT OPERATIONS CANCELLED	PERCENT OF OPERATIONS CANCELLED
1	HAWAIIAN AIRLINES	54,788	370	0.68	42,731	128	0.30
2	HORIZON AIR	72,114	1,010	1.40	88,860	1,584	1.78
3	DELTA AIR LINES	665,547	11,658	1.75	538,582	1,947	0.36
4	SKYWEST AIRLINES	566,877	10,480	1.85	552,211	7,569	1.37
5	UNITED AIRLINES	457,820	9,818	2.14	302,327	4,007	1.33
6	ALASKA AIRLINES	169,799	4,060	2.39	137,329	1,773	1.29
7	SOUTHWEST AIRLINES	963,224	23,304	2.42	766,603	17,943	2.34
8	ENVOY AIR	192,570	4,709	2.45	187,763	4,979	2.65
9	FRONTIER AIRLINES	113,406	3,191	2.81	98,192	1,614	1.64
10	SPIRIT AIRLINES	168,912	5,088	3.01	139,077	4,433	3.19
11	AMERICAN AIRLINES	646,491	23,341	3.61	517,889	11,570	2.23
12	PSA AIRLINES	169,847	6,172	3.63	161,484	2,115	1.31
13	ALLEGiant AIR	89,803	3,317	3.69	87,230	2,694	3.09
14	MESA AIRLINES	89,482	3,471	3.88	119,043	3,473	2.92
15	ENDEAVOR AIR	180,399	7,038	3.90	200,195	856	0.43
16	JETBLUE AIRWAYS	202,362	8,975	4.44	142,813	2,300	1.61
17	REPUBLIC AIRWAYS	249,892	13,681	5.47	248,836	5,558	2.23
	TOTAL	5,053,333	139,683	2.76	4,331,165	74,543	1.72

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

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

# AIR TRAVEL CONSUMER REPORT

TABLE 7. CAUSES OF DELAY, BY REPORTING MARKETING CARRIER

SEPTEMBER 2022

CARRIER	TOTAL RECORDS	ON TIME	% ON TIME	CANCELLED	% CANCELLED	DIVERTED	% DIVERTED	AIR CARRIER DELAY	% AIR CARRIER DELAY	EXTREME WEATHER DELAY	% EXTREME WEATHER DELAY	NATIONAL AVIATION SYSTEM DELAY	% NATIONAL AVIATION SYSTEM DELAY	SECURITY DELAY	% SECURITY DELAY	LATE ARRIVING AIRCRAFT DELAY	% LATE ARRIVING AIRCRAFT DELAY
<b>ALASKA AIRLINES NETWORK</b>	<b>33627</b>	<b>27908</b>	<b>82.99</b>	<b>220</b>	<b>0.65</b>	<b>87</b>	<b>0.26</b>	<b>1741</b>	<b>5.18</b>	<b>87</b>	<b>0.26</b>	<b>1557</b>	<b>4.63</b>	<b>36</b>	<b>0.11</b>	<b>1992</b>	<b>5.92</b>
- ALASKA AIRLINES	19775	16315	82.50	188	0.95	60	0.30	945	4.78	55	0.28	1213	6.13	25	0.13	974	4.93
- BRANDED CODESHARE PARTNERS	13852	11593	83.69	32	0.23	27	0.19	796	5.75	32	0.23	344	2.48	10	0.07	1018	7.35
<b>ALLEGiant AIR</b>	<b>7017</b>	<b>5050</b>	<b>71.97</b>	<b>323</b>	<b>4.60</b>	<b>19</b>	<b>0.27</b>	<b>439</b>	<b>6.26</b>	<b>105</b>	<b>1.50</b>	<b>454</b>	<b>6.47</b>	<b>6</b>	<b>0.09</b>	<b>622</b>	<b>8.86</b>
<b>AMERICAN AIRLINES NETWORK</b>	<b>142006</b>	<b>116597</b>	<b>82.11</b>	<b>2215</b>	<b>1.56</b>	<b>267</b>	<b>0.19</b>	<b>7970</b>	<b>5.61</b>	<b>1060</b>	<b>0.75</b>	<b>5866</b>	<b>4.13</b>	<b>66</b>	<b>0.05</b>	<b>7965</b>	<b>5.61</b>
- AMERICAN AIRLINES	72211	56923	78.83	1303	1.80	163	0.23	4674	6.47	592	0.82	3494	4.84	34	0.05	5028	6.96
- BRANDED CODESHARE PARTNERS	69795	59674	85.50	912	1.31	104	0.15	3296	4.72	468	0.67	2371	3.40	32	0.05	2937	4.21
<b>DELTA AIR LINES NETWORK</b>	<b>120179</b>	<b>106386</b>	<b>88.52</b>	<b>1058</b>	<b>0.88</b>	<b>141</b>	<b>0.12</b>	<b>5916</b>	<b>4.92</b>	<b>645</b>	<b>0.54</b>	<b>3421</b>	<b>2.85</b>	<b>16</b>	<b>0.01</b>	<b>2595</b>	<b>2.16</b>
- DELTA AIR LINES	74760	66539	89.00	745	1.00	97	0.13	3347	4.48	209	0.28	2096	2.80	12	0.02	1714	2.29
- BRANDED CODESHARE PARTNERS	45419	39847	87.73	313	0.69	44	0.10	2569	5.66	436	0.96	1325	2.92	4	0.01	882	1.94
<b>FRONTIER AIRLINES</b>	<b>13512</b>	<b>9505</b>	<b>70.34</b>	<b>564</b>	<b>4.17</b>	<b>21</b>	<b>0.16</b>	<b>1172</b>	<b>8.67</b>	<b>64</b>	<b>0.47</b>	<b>1046</b>	<b>7.74</b>	<b>0</b>	<b>0.00</b>	<b>1140</b>	<b>8.44</b>
<b>HAWAIIAN AIRLINES</b>	<b>6062</b>	<b>5022</b>	<b>82.84</b>	<b>10</b>	<b>0.16</b>	<b>5</b>	<b>0.08</b>	<b>586</b>	<b>9.67</b>	<b>3</b>	<b>0.05</b>	<b>3</b>	<b>0.05</b>	<b>3</b>	<b>0.05</b>	<b>430</b>	<b>7.09</b>
<b>JETBLUE AIRWAYS</b>	<b>22469</b>	<b>15452</b>	<b>68.77</b>	<b>793</b>	<b>3.53</b>	<b>88</b>	<b>0.39</b>	<b>2436</b>	<b>10.84</b>	<b>172</b>	<b>0.77</b>	<b>1951</b>	<b>8.68</b>	<b>21</b>	<b>0.09</b>	<b>1557</b>	<b>6.93</b>
<b>SOUTHWEST AIRLINES</b>	<b>112410</b>	<b>86510</b>	<b>76.96</b>	<b>1983</b>	<b>1.76</b>	<b>245</b>	<b>0.22</b>	<b>8638</b>	<b>7.68</b>	<b>404</b>	<b>0.36</b>	<b>3727</b>	<b>3.32</b>	<b>49</b>	<b>0.04</b>	<b>10854</b>	<b>9.66</b>
<b>SPIRIT AIRLINES</b>	<b>20123</b>	<b>15721</b>	<b>78.12</b>	<b>714</b>	<b>3.55</b>	<b>44</b>	<b>0.22</b>	<b>870</b>	<b>4.32</b>	<b>158</b>	<b>0.79</b>	<b>1788</b>	<b>8.89</b>	<b>26</b>	<b>0.13</b>	<b>803</b>	<b>3.99</b>
<b>UNITED AIRLINES NETWORK</b>	<b>102986</b>	<b>88329</b>	<b>85.77</b>	<b>978</b>	<b>0.95</b>	<b>198</b>	<b>0.19</b>	<b>5541</b>	<b>5.38</b>	<b>666</b>	<b>0.65</b>	<b>3693</b>	<b>3.59</b>	<b>12</b>	<b>0.01</b>	<b>3569</b>	<b>3.47</b>
- UNITED AIRLINES	50893	44041	86.54	554	1.09	102	0.20	1996	3.92	318	0.62	2300	4.52	1	0.00	1581	3.11
- BRANDED CODESHARE PARTNERS	52093	44288	85.02	424	0.81	96	0.18	3545	6.81	348	0.67	1393	2.67	11	0.02	1987	3.81
<b>TOTAL</b>	<b>580,391</b>	<b>476,480</b>	<b>82.10</b>	<b>8,858</b>	<b>1.53</b>	<b>1,115</b>	<b>0.19</b>	<b>35,308</b>	<b>6.08</b>	<b>3,363</b>	<b>0.58</b>	<b>23,506</b>	<b>4.05</b>	<b>234</b>	<b>0.04</b>	<b>31,527</b>	<b>5.43</b>

**\* Causes of Delay:**

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

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

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



# AIR TRAVEL CONSUMER REPORT

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

SEPTEMBER 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	19775	16315	82.50	188	0.95	60	0.30	945	4.78	55	0.28	1213	6.13	25	0.13	974	4.93
ALLEGIAN AIR	7017	5050	71.97	323	4.60	19	0.27	439	6.26	105	1.50	454	6.47	6	0.09	622	8.86
AMERICAN AIRLINES	72211	56923	78.83	1303	1.80	163	0.23	4674	6.47	592	0.82	3494	4.84	34	0.05	5028	6.96
DELTA AIR LINES	74760	66539	89.00	745	1.00	97	0.13	3347	4.48	209	0.28	2096	2.80	12	0.02	1714	2.29
ENDEAVOR AIR	17960	15535	86.50	200	1.11	17	0.09	635	3.54	87	0.48	780	4.34	0	0.00	706	3.93
ENVOY AIR	19919	17054	85.62	216	1.08	23	0.12	742	3.73	188	0.94	790	3.97	4	0.02	902	4.53
FRONTIER AIRLINES	13512	9505	70.34	564	4.17	21	0.16	1172	8.67	64	0.47	1046	7.74	0	0.00	1140	8.44
HAWAIIAN AIRLINES	6062	5022	82.84	10	0.16	5	0.08	586	9.67	3	0.05	3	0.05	3	0.05	430	7.09
HORIZON AIR	7548	6447	85.41	12	0.16	11	0.15	370	4.90	15	0.20	294	3.90	10	0.13	389	5.15
JETBLUE AIRWAYS	22469	15452	68.77	793	3.53	88	0.39	2436	10.84	172	0.77	1951	8.68	21	0.09	1557	6.93
MESA AIRLINES	8586	7018	81.74	88	1.02	22	0.26	519	6.04	99	1.15	294	3.42	6	0.07	539	6.28
PSA AIRLINES	16570	14180	85.58	411	2.48	20	0.12	617	3.72	50	0.30	613	3.70	11	0.07	668	4.03
REPUBLIC AIRWAYS	25332	21707	85.69	370	1.46	24	0.09	764	3.02	106	0.42	1518	5.99	6	0.02	837	3.30
SKYWEST AIRLINES	62347	53834	86.35	225	0.36	106	0.17	5527	8.86	632	1.01	299	0.48	18	0.03	1706	2.74
SOUTHWEST AIRLINES	112410	86510	76.96	1983	1.76	245	0.22	8638	7.68	404	0.36	3727	3.32	49	0.04	10854	9.66
SPIRIT AIRLINES	20123	15721	78.12	714	3.55	44	0.22	870	4.32	158	0.79	1788	8.89	26	0.13	803	3.99
UNITED AIRLINES	50893	44041	86.54	554	1.09	102	0.20	1996	3.92	318	0.62	2300	4.52	1	0.00	1581	3.11
TOTAL	557,494	456,853	81.95	8,699	1.56	1,067	0.19	34,276	6.15	3,256	0.58	22,660	4.06	233	0.04	30,450	5.46

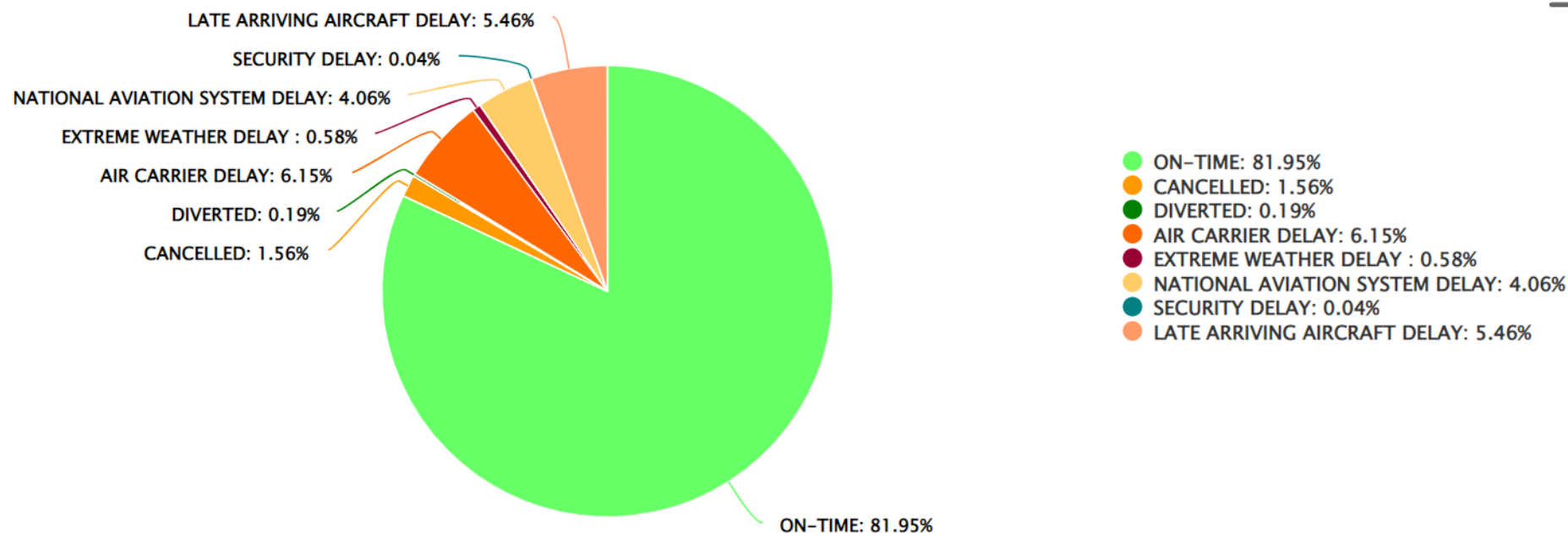
## \* Causes of Delay:

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

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

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

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

SEPTEMBER 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	1423	EWR	CLT	9/12/2022	Origin Airport	3:39
UNITED	UNITED	1414	EWR	CHS	9/12/2022	Origin Airport	3:33
UNITED	REPUBLIC	3605	EWR	BUF	9/12/2022	Origin Airport	3:29
UNITED	GOJET	4440	EWR	ITH	9/12/2022	Origin Airport	3:22
UNITED	UNITED	1234	EWR	ORD	9/12/2022	Origin Airport	3:22
UNITED	UNITED	1293	EWR	RDU	9/12/2022	Origin Airport	3:14
UNITED	GOJET	4416	EWR	ILM	9/12/2022	Origin Airport	3:13
UNITED	GOJET	4582	EWR	RIC	9/12/2022	Origin Airport	3:12
JETBLUE	JETBLUE	2593	JFK	MIA	9/14/2022	Diversion Airport (MCO)	3:11
UNITED	REPUBLIC	3575	EWR	ATL	9/12/2022	Origin Airport	3:11
UNITED	GOJET	4451	EWR	GSO	9/12/2022	Origin Airport	3:09
DELTA	REPUBLIC	5827	JFK	IAD	9/12/2022	Origin Airport	3:02
DELTA	REPUBLIC	5833	JFK	PIT	9/12/2022	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**

**SEPTEMBER 2022**

MARKETING CARRIER	OPERATING CARRIER	FLIGHT NUMBER	ORIGIN AIRPORT	DESTINATION AIRPORT	DATE OF FLIGHT	LOCATION OF LONGEST TARMAC TIME	LENGTH OF TARMAC DELAY
CONDOR	CONDOR	2017	JFK	FRA	9/10/2022	Origin Airport	4:50

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

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

## **APPENDIX**

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

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

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

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

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

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

## **MISHANDLED BAGGAGE**

The baggage statistics in this section were filed with DOT's Bureau of Transportation Statistics (Office of Airline Information) by U.S. airlines that have at least half of one percent of total domestic scheduled-service passenger revenues. See 14 CFR 234.3 and 234.6. For the 12 months ending September 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*	September 2022			September 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	358,645	497	0.14	294,000	503	0.17
2	HAWAIIAN AIRLINES	499,147	1,366	0.27	351,773	695	0.20
3	DELTA AIR LINES NETWORK	7,514,378	23,502	0.31	6,969,300	36,409	0.52
	- DELTA AIR LINES	5,831,780	19,205	0.33	5,118,009	29,245	0.57
	- BRANDED CODESHARE PARTNERS	1,682,598	4,297	0.26	1,851,291	7,164	0.39
4	SPIRIT AIRLINES	927,254	4,057	0.44	742,257	3,481	0.47
5	UNITED AIRLINES NETWORK	5,654,162	26,084	0.46	5,084,440	19,495	0.38
	- UNITED AIRLINES	3,881,766	17,901	0.46	3,056,648	11,801	0.39
	- BRANDED CODESHARE PARTNERS	1,772,396	8,183	0.46	2,027,792	7,694	0.38
6	SOUTHWEST AIRLINES	9,778,041	45,290	0.46	8,030,883	26,044	0.32
7	FRONTIER AIRLINES	976,245	4,986	0.51	624,193	2,220	0.36
8	ALASKA AIRLINES NETWORK	2,264,708	13,398	0.59	1,904,140	9,395	0.49
	- ALASKA AIRLINES	1,727,798	10,637	0.62	1,365,129	7,207	0.53
	- BRANDED CODESHARE PARTNERS	536,910	2,761	0.51	539,011	2,188	0.41
9	JETBLUE AIRWAYS	1,072,933	6,563	0.61	1,045,452	5,011	0.48
10	AMERICAN AIRLINES NETWORK	8,162,098	51,561	0.63	7,944,458	44,351	0.56
	- AMERICAN AIRLINES	5,216,768	36,105	0.69	4,689,623	29,035	0.62
	- BRANDED CODESHARE PARTNERS	2,945,330	15,456	0.52	3,254,835	15,316	0.47
TOTAL		37,207,611	177,304	0.48	32,990,896	147,604	0.45

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

# AIR TRAVEL CONSUMER REPORT

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

RANK	CARRIER*	JANUARY - SEPTEMBER 2022			JANUARY - SEPTEMBER 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	5,059,041	7,895	0.16	3,940,444	6,553	0.17
2	HAWAIIAN AIRLINES	4,598,526	14,147	0.31	3,105,938	6,769	0.22
	- HAWAIIAN AIRLINES	4,598,526	14,147	0.31	3,104,008	6,768	0.22
	- BRANDED CODESHARE PARTNERS	-	-	-	1,930	1	0.05
3	FRONTIER AIRLINES	7,386,115	29,844	0.40	6,215,014	17,925	0.29
4	SPIRIT AIRLINES	9,707,548	46,870	0.48	7,855,565	33,122	0.42
5	SOUTHWEST AIRLINES	90,470,475	448,599	0.50	70,799,936	254,900	0.36
6	DELTA AIR LINES NETWORK	71,125,169	385,311	0.54	53,894,907	208,711	0.39
	- DELTA AIR LINES	55,309,465	309,841	0.56	38,649,275	155,498	0.40
	- BRANDED CODESHARE PARTNERS	15,815,704	75,470	0.48	15,245,632	53,213	0.35
7	UNITED AIRLINES NETWORK	52,079,323	330,537	0.63	39,493,997	170,890	0.43
	- UNITED AIRLINES	35,833,990	222,030	0.62	23,636,574	100,027	0.42
	- BRANDED CODESHARE PARTNERS	16,245,333	108,507	0.67	15,857,423	70,863	0.45
8	ALASKA AIRLINES NETWORK	20,683,283	139,656	0.68	16,409,562	87,321	0.53
	- ALASKA AIRLINES	15,462,685	109,742	0.71	11,312,744	64,413	0.57
	- BRANDED CODESHARE PARTNERS	5,220,598	29,914	0.57	5,096,818	22,908	0.45
9	JETBLUE AIRWAYS	11,455,273	77,523	0.68	8,693,575	42,504	0.49
10	AMERICAN AIRLINES NETWORK	78,453,893	677,088	0.86	68,002,086	530,419	0.78
	- AMERICAN AIRLINES	49,272,173	453,392	0.92	39,736,430	335,901	0.85
	- BRANDED CODESHARE PARTNERS	29,181,720	223,696	0.77	28,265,656	194,518	0.69
	TOTAL	351,018,646	2,157,470	0.61	278,411,024	1,359,114	0.49

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



# AIR TRAVEL CONSUMER REPORT

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

RANK	CARRIER*	September 2022			September 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	358,645	497	0.14	294,000	503	0.17
2	HAWAIIAN AIRLINES	499,147	1,366	0.27	351,773	695	0.20
3	ENDEAVOR AIR	698,443	1,950	0.28	908,229	4,221	0.46
4	DELTA AIR LINES	5,831,780	19,205	0.33	5,118,009	29,245	0.57
5	SKYWEST AIRLINES	2,422,274	9,168	0.38	2,319,523	8,302	0.36
6	SPIRIT AIRLINES	927,254	4,057	0.44	742,257	3,481	0.47
7	PSA AIRLINES	868,036	3,836	0.44	989,040	3,800	0.38
8	UNITED AIRLINES	3,881,766	17,901	0.46	3,056,648	11,801	0.39
9	SOUTHWEST AIRLINES	9,778,041	45,290	0.46	8,030,883	26,044	0.32
10	REPUBLIC AIRWAYS	698,331	3,551	0.51	841,667	3,997	0.47
11	FRONTIER AIRLINES	976,245	4,986	0.51	624,193	2,220	0.36
12	MESA AIRLINES	373,742	1,968	0.53	536,475	2,495	0.47
13	HORIZON AIR	347,910	1,929	0.55	401,584	1,686	0.42
14	ENVOY AIR	736,008	4,208	0.57	739,437	4,369	0.59
15	JETBLUE AIRWAYS	1,072,933	6,563	0.61	1,045,452	5,011	0.48
16	ALASKA AIRLINES	1,727,798	10,637	0.62	1,365,129	7,207	0.53
17	AMERICAN AIRLINES	5,216,768	36,105	0.69	4,689,623	29,035	0.62
	TOTAL	36,415,121	173,217	0.48	32,053,922	144,112	0.45

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

# AIR TRAVEL CONSUMER REPORT

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

RANK	CARRIER*	JANUARY - SEPTEMBER 2022			JANUARY - SEPTEMBER 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	5,059,041	7,895	0.16	3,940,444	6,553	0.17
2	HAWAIIAN AIRLINES	4,598,526	14,147	0.31	3,104,008	6,768	0.22
3	FRONTIER AIRLINES	7,386,115	29,844	0.40	6,215,014	17,925	0.29
4	SPIRIT AIRLINES	9,707,548	46,870	0.48	7,855,565	33,122	0.42
5	SOUTHWEST AIRLINES	90,470,475	448,599	0.50	70,799,936	254,900	0.36
6	ENDEAVOR AIR	6,936,104	35,464	0.51	7,569,855	28,405	0.38
7	SKYWEST AIRLINES	22,100,205	121,032	0.55	18,422,460	80,368	0.44
8	DELTA AIR LINES	55,309,465	309,841	0.56	38,649,275	155,498	0.40
9	HORIZON AIR	3,567,687	21,310	0.60	3,831,665	17,515	0.46
10	UNITED AIRLINES	35,833,990	222,030	0.62	23,636,574	100,027	0.42
11	MESA AIRLINES	3,970,564	26,655	0.67	4,829,959	32,737	0.68
12	JETBLUE AIRWAYS	11,455,273	77,523	0.68	8,693,575	42,504	0.49
13	PSA AIRLINES	8,816,840	61,854	0.70	8,244,283	42,011	0.51
14	ALASKA AIRLINES	15,462,685	109,742	0.71	11,312,744	64,413	0.57
15	ENVOY AIR	7,089,597	58,578	0.83	6,537,223	62,381	0.95
16	REPUBLIC AIRWAYS	6,704,580	58,500	0.87	7,734,543	43,706	0.57
17	AMERICAN AIRLINES	49,272,173	453,392	0.92	39,736,430	335,901	0.85
	TOTAL	343,740,868	2,103,276	0.61	271,113,553	1,324,734	0.49

<sup>1</sup> 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*	September 2022			September 2021		
		NUMBER OF WHEELCHAIRS AND SCOOTERS ENPLANED	NUMBER OF WHEELCHAIRS AND SCOOTERS MISHANDLED	PERCENT OF WHEELCHAIRS AND SCOOTERS MISHANDLED PER 100 ENPLANED	NUMBER OF WHEELCHAIRS AND SCOOTERS ENPLANED	NUMBER OF WHEELCHAIRS AND SCOOTERS MISHANDLED	PERCENT OF WHEELCHAIRS AND SCOOTERS MISHANDLED PER 100 ENPLANED
1	ALLEGiant AIR	881	4	0.45	940	5	0.53
2	DELTA AIR LINES NETWORK	17,881	121	0.68	14,780	87	0.59
	- DELTA AIR LINES	14,524	100	0.69	11,147	72	0.65
	- BRANDED CODESHARE PARTNERS	3,357	21	0.63	3,633	15	0.41
3	UNITED AIRLINES NETWORK	11,574	125	1.08	9,955	93	0.93
	- UNITED AIRLINES	8,581	104	1.21	6,434	70	1.09
	- BRANDED CODESHARE PARTNERS	2,993	21	0.70	3,521	23	0.65
4	SOUTHWEST AIRLINES	16,341	250	1.53	11,280	167	1.48
5	FRONTIER AIRLINES	2,242	38	1.69	1,750	22	1.26
6	ALASKA AIRLINES NETWORK	3,049	52	1.71	2,475	19	0.77
	- ALASKA AIRLINES	2,584	45	1.74	1,616	17	1.05
	- BRANDED CODESHARE PARTNERS	465	7	1.51	859	2	0.23
7	AMERICAN AIRLINES NETWORK	11,344	227	2.00	9,578	160	1.67
	- AMERICAN AIRLINES	8,524	183	2.15	6,888	103	1.50
	- BRANDED CODESHARE PARTNERS	2,820	44	1.56	2,690	57	2.12
8	HAWAIIAN AIRLINES	552	15	2.72	368	7	1.90
9	JETBLUE AIRWAYS	2,353	108	4.59	1,605	56	3.49
10	SPIRIT AIRLINES	789	41	5.20	516	29	5.62
	TOTAL	67,006	981	1.46	53,247	645	1.21

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

# AIR TRAVEL CONSUMER REPORT

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

RANK	CARRIER*	JANUARY - SEPTEMBER 2022			JANUARY - SEPTEMBER 2021		
		NUMBER OF WHEELCHAIRS AND SCOOTERS ENPLANED	NUMBER OF WHEELCHAIRS AND SCOOTERS MISHANDLED	PERCENT OF WHEELCHAIRS AND SCOOTERS MISHANDLED PER 100 ENPLANED	NUMBER OF WHEELCHAIRS AND SCOOTERS ENPLANED	NUMBER OF WHEELCHAIRS AND SCOOTERS MISHANDLED	PERCENT OF WHEELCHAIRS AND SCOOTERS MISHANDLED PER 100 ENPLANED
1	ALLEGiant AIR	12,920	55	0.43	3,181	31	0.97
2	DELTA AIR LINES NETWORK	143,141	1,214	0.85	102,687	618	0.60
	- DELTA AIR LINES	115,873	1,015	0.88	72,774	500	0.69
	- BRANDED CODESHARE PARTNERS	27,268	199	0.73	29,913	118	0.39
3	UNITED AIRLINES NETWORK	97,451	1,074	1.10	68,954	646	0.94
	- UNITED AIRLINES	71,474	830	1.16	42,891	445	1.04
	- BRANDED CODESHARE PARTNERS	25,977	244	0.94	26,063	201	0.77
4	HAWAIIAN AIRLINES	5,653	84	1.49	3,183	50	1.57
	- HAWAIIAN AIRLINES	5,653	84	1.49	3,174	50	1.58
	-BRANDED CODESHARE PARTNERS	-	-	-	9	0	0.00
5	ALASKA AIRLINES NETWORK	24,199	375	1.55	17,955	207	1.15
	- ALASKA AIRLINES	19,529	315	1.61	11,982	165	1.38
	- BRANDED CODESHARE PARTNERS	4,670	60	1.28	5,973	42	0.70
6	SOUTHWEST AIRLINES	124,253	1,968	1.58	75,124	1,134	1.51
7	FRONTIER AIRLINES	17,500	307	1.75	14,337	211	1.47
8	AMERICAN AIRLINES NETWORK	91,903	1,865	2.03	71,123	1,239	1.74
	- AMERICAN AIRLINES	67,871	1,379	2.03	49,331	862	1.75
	- BRANDED CODESHARE PARTNERS	24,032	486	2.02	21,792	377	1.73
9	JETBLUE AIRWAYS	20,245	1,040	5.14	13,302	405	3.04
10	SPIRIT AIRLINES	6,596	366	5.55	5,054	227	4.49
	TOTAL	543,861	8,348	1.53	374,900	4,768	1.27

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

# AIR TRAVEL CONSUMER REPORT

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

RANK	CARRIER*	September 2022			September 2021		
		NUMBER OF WHEELCHAIRS AND SCOOTERS ENPLANED	NUMBER OF WHEELCHAIRS AND SCOOTERS MISHANDLED	PERCENT OF WHEELCHAIRS AND SCOOTERS MISHANDLED PER 100 ENPLANED	NUMBER OF WHEELCHAIRS AND SCOOTERS ENPLANED	NUMBER OF WHEELCHAIRS AND SCOOTERS MISHANDLED	PERCENT OF WHEELCHAIRS AND SCOOTERS MISHANDLED PER 100 ENPLANED
1	ALLEGiant AIR	881	4	0.45	940	5	0.53
2	HORIZON AIR	420	2	0.48	799	1	0.13
3	DELTA AIR LINES	14,524	100	0.69	11,147	72	0.65
4	ENDEAVOR AIR	1,143	8	0.70	1,469	9	0.61
5	SKYWEST AIRLINES	3,887	30	0.77	3,739	25	0.67
6	REPUBLIC AIRWAYS	1,219	12	0.98	1,345	17	1.26
7	UNITED AIRLINES	8,581	104	1.21	6,434	70	1.09
8	ENVOY AIR	876	11	1.26	736	19	2.58
9	SOUTHWEST AIRLINES	16,341	250	1.53	11,280	167	1.48
10	MESA AIRLINES	555	9	1.62	841	7	0.83
11	FRONTIER AIRLINES	2,242	38	1.69	1,750	22	1.26
12	ALASKA AIRLINES	2,584	45	1.74	1,616	17	1.05
13	AMERICAN AIRLINES	8,524	183	2.15	6,888	103	1.50
14	PSA AIRLINES	644	15	2.33	656	12	1.83
15	HAWAIIAN AIRLINES	552	15	2.72	368	7	1.90
16	JETBLUE AIRWAYS	2,353	108	4.59	1,605	56	3.49
17	SPIRIT AIRLINES	789	41	5.20	516	29	5.62
	TOTAL	66,115	975	1.47	52,129	638	1.22

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

# AIR TRAVEL CONSUMER REPORT

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

RANK	CARRIER*	JANUARY - SEPTEMBER 2022			JANUARY - SEPTEMBER 2021		
		NUMBER OF WHEELCHAIRS AND SCOOTERS ENPLANED	NUMBER OF WHEELCHAIRS AND SCOOTERS MISHANDLED	PERCENT OF WHEELCHAIRS AND SCOOTERS MISHANDLED PER 100 ENPLANED	NUMBER OF WHEELCHAIRS AND SCOOTERS ENPLANED	NUMBER OF WHEELCHAIRS AND SCOOTERS MISHANDLED	PERCENT OF WHEELCHAIRS AND SCOOTERS MISHANDLED PER 100 ENPLANED
1	ALLEGiant AIR	12,920	55	0.43	3,181	31	0.97
2	ENDEAVOR AIR	10,351	75	0.72	13,311	52	0.39
3	HORIZON AIR	4,257	35	0.82	5,539	28	0.51
4	DELTA AIR LINES	115,873	1,015	0.88	72,774	500	0.69
5	SKYWEST AIRLINES	31,789	318	1.00	28,281	223	0.79
6	UNITED AIRLINES	71,474	830	1.16	42,891	445	1.04
7	REPUBLIC AIRWAYS	9,818	128	1.30	10,726	119	1.11
8	MESA AIRLINES	5,048	68	1.35	6,723	63	0.94
9	HAWAIIAN AIRLINES	5,653	84	1.49	3,174	50	1.58
10	SOUTHWEST AIRLINES	124,253	1,968	1.58	75,124	1,134	1.51
11	ALASKA AIRLINES	19,529	315	1.61	11,982	165	1.38
12	FRONTIER AIRLINES	17,500	307	1.75	14,337	211	1.47
13	AMERICAN AIRLINES	67,871	1,379	2.03	49,331	862	1.75
14	ENVOY AIR	7,084	144	2.03	5,892	96	1.63
15	PSA AIRLINES	5,747	137	2.38	5,391	100	1.85
16	JETBLUE AIRWAYS	20,245	1,040	5.14	13,302	405	3.04
17	SPIRIT AIRLINES	6,596	366	5.55	5,054	227	4.49
	TOTAL	536,008	8,264	1.54	367,013	4,711	1.28

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

## **OVERSALES**

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

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

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

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



# AIR TRAVEL CONSUMER REPORT

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

RANK	CARRIER <sup>1</sup>	JULY- SEPTEMBER 2022			
		DENIED BOARDINGS (DB'S)		ENPLANED PASSENGERS	INVOLUNTARY DB's PER 10,000 PASSENGERS
		VOLUNTARY	INVOLUNTARY		
1	DELTA AIR LINES NETWORK	19,325	0	42,750,878	0.00
	- DELTA AIR LINES	11,309	0	34,955,144	0.00
	- BRANDED CODESHARE PARTNERS	8,016	0	7,795,734	0.00
2	ALLEGiant AIR	397	0	4,359,417	0.00
3	HAWAIIAN AIRLINES	165	0	2,676,204	0.00
4	UNITED AIRLINES NETWORK	7,129	48	34,486,047	0.01
	- UNITED AIRLINES	3,699	32	26,468,456	0.01
	- BRANDED CODESHARE PARTNERS	3,430	16	8,017,591	0.02
5	JETBLUE AIRWAYS	1,034	74	9,162,718	0.08
6	ALASKA AIRLINES NETWORK	3,298	100	11,220,795	0.09
	- ALASKA AIRLINES	2,246	58	8,496,497	0.07
	- BRANDED CODESHARE PARTNERS	1,052	42	2,724,298	0.15
7	SPIRIT AIRLINES	3,325	151	9,303,548	0.16
8	AMERICAN AIRLINES NETWORK	9,294	1,336	47,933,126	0.28
	- AMERICAN AIRLINES	4,923	792	35,737,960	0.22
	- BRANDED CODESHARE PARTNERS	4,371	544	12,195,166	0.45
9	SOUTHWEST AIRLINES	17,493	1,898	42,796,965	0.44
10	FRONTIER AIRLINES	1,015	1,019	6,430,306	1.58
	TOTAL	62,475	4,626	211,120,004	0.22

JULY- SEPTEMBER 2021			
DENIED BOARDINGS (DB'S)		ENPLANED PASSENGERS	INVOLUNTARY DB's PER 10,000 PASSENGERS
VOLUNTARY	INVOLUNTARY		
22,407	0	39,626,855	0.00
12,292	0	30,691,987	0.00
10,115	0	8,934,868	0.00
519	0	3,872,651	0.00
2	0	2,047,990	0.00
7,787	30	29,885,554	0.01
2,864	6	20,131,527	0.00
4,923	24	9,754,027	0.02
901	24	7,813,396	0.03
1,811	95	9,736,257	0.10
1,059	32	6,891,202	0.05
752	63	2,845,055	0.22
1,766	84	7,797,518	0.11
12,294	988	45,475,620	0.22
6,008	480	31,669,647	0.15
6,286	508	13,805,973	0.37
10,242	1,207	36,276,768	0.33
1,489	619	5,776,460	1.07
59,218	3,047	188,309,069	0.16

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

# AIR TRAVEL CONSUMER REPORT

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

JANUARY- SEPTEMBER 2022						JANUARY- SEPTEMBER 2021			
RANK	CARRIER <sup>1</sup>	DENIED BOARDINGS (DB'S)		ENPLANED PASSENGERS	INVOLUNTARY DB's PER 10,000 PASSENGERS	DENIED BOARDINGS (DB'S)		ENPLANED PASSENGERS	INVOLUNTARY DB's PER 10,000 PASSENGERS
		VOLUNTARY	INVOLUNTARY			VOLUNTARY	INVOLUNTARY		
1	ALLEGiant AIR	1,224	0	12,834,078	0.00	725	0	9,894,814	0.00
2	HAWAIIAN AIRLINES	617	0	7,236,443	0.00	15	0	4,494,998	0.00
	- HAWAIIAN AIRLINES	617	0	7,236,443	0.00	15	0	4,493,496	0.00
	-BRANDED CODESHARE PARTNERS	-	-	-	-	0	0	1502	0.00
3	DELTA AIR LINES NETWORK	76,202	2	120,126,884	0.00	31,754	0	89,123,947	0.00
	- DELTA AIR LINES	47,656	0	97,835,763	0.00	16,909	0	67,753,578	0.00
	- BRANDED CODESHARE PARTNERS	28,546	2	22,291,121	0.00	14,845	0	21,370,369	0.00
4	UNITED AIRLINES NETWORK	24,766	160	95,884,792	0.02	14,457	50	66,086,669	0.01
	- UNITED AIRLINES	12,238	93	71,974,258	0.01	4,796	11	43,474,601	0.00
	- BRANDED CODESHARE PARTNERS	12,528	67	23,910,534	0.03	9,661	39	22,612,068	0.02
5	JETBLUE AIRWAYS	3,869	188	25,548,117	0.07	1,445	43	18,682,459	0.02
6	ALASKA AIRLINES NETWORK	10,725	394	30,228,505	0.13	4,124	225	22,909,933	0.10
	- ALASKA AIRLINES	7,881	235	22,709,489	0.10	2,091	67	15,809,795	0.04
	- BRANDED CODESHARE PARTNERS	2,844	159	7,519,016	0.21	2,033	158	7,100,138	0.22
7	SPIRIT AIRLINES	12,122	923	26,397,423	0.35	6,580	280	20,997,469	0.13
8	AMERICAN AIRLINES NETWORK	41,732	6,331	136,326,141	0.46	28,462	2,060	109,783,730	0.19
	- AMERICAN AIRLINES	23,371	3,758	99,597,146	0.38	12,653	968	74,703,443	0.13
	- BRANDED CODESHARE PARTNERS	18,361	2,573	36,728,995	0.70	15,809	1,092	35,080,287	0.31
9	SOUTHWEST AIRLINES	51,094	6,262	115,427,963	0.54	20,689	2,713	86,657,818	0.31
10	FRONTIER AIRLINES	7,001	5,170	17,290,288	2.99	3,001	1,176	16,045,812	0.73
	TOTAL	229,352	19,430	587,300,634	0.33	111,252	6,547	444,677,649	0.15

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

# AIR TRAVEL CONSUMER REPORT

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

RANK	CARRIER <sup>1</sup>	JULY- SEPTEMBER 2022			
		DENIED BOARDINGS (DB'S)		ENPLANED PASSENGERS	INVOLUNTARY DB's PER 10,000 PASSENGERS
		VOLUNTARY	INVOLUNTARY		
1	DELTA AIR LINES	11,309	0	34,955,144	0.00
2	ALLEGiant AIR	397	0	4,359,417	0.00
3	ENDEAVOR AIR	2,952	0	3,144,201	0.00
4	HAWAIIAN AIRLINES	165	0	2,676,204	0.00
5	UNITED AIRLINES	3,699	32	26,468,456	0.01
6	SKYWEST AIRLINES	7,152	63	10,271,412	0.06
7	ALASKA AIRLINES	2,246	58	8,496,497	0.07
8	JETBLUE AIRWAYS	1,034	74	9,162,718	0.08
9	HORIZON AIR	514	18	1,510,133	0.12
10	SPIRIT AIRLINES	3,325	151	9,303,548	0.16
11	MESA AIRLINES	404	30	1,758,251	0.17
12	AMERICAN AIRLINES	4,923	792	35,737,960	0.22
13	REPUBLIC AIRWAYS	2,168	139	4,534,165	0.31
14	ENVOY AIR	1,368	126	3,512,891	0.36
15	PSA AIRLINES	1,032	129	3,077,040	0.42
16	SOUTHWEST AIRLINES	17,493	1,898	42,796,965	0.44
17	FRONTIER AIRLINES	1,015	1,019	6,430,306	1.58
	TOTAL	61,196	4,529	208,195,308	0.22

JULY- SEPTEMBER 2021			
DENIED BOARDINGS (DB'S)		ENPLANED PASSENGERS	INVOLUNTARY DB's PER 10,000 PASSENGERS
VOLUNTARY	INVOLUNTARY		
12,292	0	30,691,987	0.00
519	0	3,872,651	0.00
3,642	0	3,824,655	0.00
2	0	2,047,990	0.00
2,864	6	20,131,527	0.00
6,743	37	10,489,689	0.04
1,059	32	6,891,202	0.05
901	24	7,813,396	0.03
459	50	1,899,889	0.26
1,766	84	7,797,518	0.11
873	26	2,721,574	0.10
6,008	480	31,669,647	0.15
5,164	178	5,525,714	0.32
1,150	76	3,628,897	0.21
1,830	169	3,513,875	0.48
10,242	1,207	36,276,768	0.33
1,489	619	5,776,460	1.07
57,003	2,988	184,573,439	0.16

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

# AIR TRAVEL CONSUMER REPORT

## PASSENGERS DENIED BOARDING BY REPORTING OPERATING U.S. AIRLINES (YTD)

JANUARY- SEPTEMBER 2022					
RANK	CARRIER <sup>1</sup>	DENIED BOARDINGS (DB'S)		ENPLANED PASSENGERS	INVOLUNTARY DB's PER 10,000 PASSENGERS
		VOLUNTARY	INVOLUNTARY		
1	DELTA AIR LINES	47,656	0	97,835,763	0.00
2	ALLEGiant AIR	1,224	0	12,834,078	0.00
3	ENDEAVOR AIR	10,259	0	9,128,557	0.00
4	HAWAIIAN AIRLINES	617	0	7,236,443	0.00
5	UNITED AIRLINES	12,238	93	71,974,258	0.01
6	JETBLUE AIRWAYS	3,869	188	25,548,117	0.07
7	ALASKA AIRLINES	7,881	235	22,709,489	0.10
8	SKYWEST AIRLINES	24,419	353	29,437,424	0.12
9	HORIZON AIR	1,624	76	4,364,937	0.17
10	MESA AIRLINES	1,747	128	5,703,387	0.22
11	SPIRIT AIRLINES	12,122	923	26,397,423	0.35
12	AMERICAN AIRLINES	23,371	3,758	99,597,146	0.38
13	REPUBLIC AIRWAYS	8,655	564	13,313,706	0.42
14	SOUTHWEST AIRLINES	51,094	6,262	115,427,963	0.54
15	PSA AIRLINES	4,070	541	9,479,462	0.57
16	ENVOY AIR	5,727	734	10,315,196	0.71
17	FRONTIER AIRLINES	7,001	5,170	17,290,288	2.99
TOTAL		223,574	19,025	578,593,637	0.33

JANUARY- SEPTEMBER 2021			
DENIED BOARDINGS (DB'S)		ENPLANED PASSENGERS	INVOLUNTARY DB's PER 10,000 PASSENGERS
VOLUNTARY	INVOLUNTARY		
16,909	0	67,753,578	0.00
725	0	9,894,814	0.00
5,208	0	9,283,188	0.00
15	0	4,493,496	0.00
4,796	11	43,474,601	0.00
1,445	43	18,682,459	0.02
2,091	67	15,809,795	0.04
12,630	149	24,861,234	0.06
1,291	122	4,741,290	0.26
2,040	72	6,840,852	0.11
6,580	280	20,997,469	0.13
12,653	968	74,703,443	0.13
8,785	320	13,857,881	0.23
20,689	2,713	86,657,818	0.31
3,771	292	8,857,340	0.33
3,421	223	9,210,367	0.24
3,001	1,176	16,045,812	0.73
106,050	6,436	436,165,437	0.15

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

## **CONSUMER COMPLAINTS**

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

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

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

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

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

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

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

# AIR TRAVEL CONSUMER REPORT

TABLE 1

## CONSUMER COMPLAINTS SUMMARY

	SEPTEMBER 2022				SEPTEMBER 2021			
	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS
U.S. AIRLINES	3,477	57	3	449	1,859	20	0	272
FOREIGN AIRLINES	2,222	6	0	133	1,782	1	0	75
TRAVEL AGENTS	413	1	0	35	639	0	0	28
TOUR OPERATORS	3	0	0	0	3	0	0	1
MISCELLANEOUS	0	17	0	104	0	2	0	118
INDUSTRY TOTALS	6,115	81	3	721	4,283	23	0	494

# AIR TRAVEL CONSUMER REPORT

Table 2

## COMPLAINT CATEGORIES\*

COMPLAINT CATEGORY	SEPTEMBER 2022			SEPTEMBER 2021		
	RANKING	COMPLAINTS**	SUB-CATEGORY	RANKING	COMPLAINTS**	SUB-CATEGORY
FLIGHT PROBLEMS	1	2,001		2	467	
CANCELLATION			1,078			228
DELAY			496			126
MISCONNECTION			281			59
REFUNDS	2	1,295		1	2,500	
BAGGAGE	3	1,141		5	199	
RESERVATIONS/TICKETING/BOARDING	4	558		4	328	
FARES	5	480		3	413	
CUSTOMER SERVICE	6	266		6	183	
DISABILITY	7	182		7	135	
OVERSALES	8	109		9	16	
OTHER	9	55		8	28	
FREQUENT FLYER			28			10
ADVERTISING	10	16		11	3	
DISCRIMINATION	11	12		10	11	
ANIMALS	12	0		12	0	
COMPLAINT TOTAL		6,115			4,283	

\* 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\* SEPTEMBER 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	20	1	4	7	5	9	2	7	1	0	0	0	56
ALLEGIAN AIR	37	0	5	9	9	13	2	25	0	0	0	1	101
AMERICAN AIRLINES	381	14	54	73	121	90	44	24	2	5	0	12	820
AVELO AIRLINES	4	0	0	0	1	2	0	0	0	0	0	0	7
BREEZE AIRWAYS	2	0	2	1	1	4	0	0	0	0	0	0	10
CAPE AIR	3	0	0	1	2	0	0	0	0	0	0	0	6
DELTA AIR LINES	173	7	18	21	55	39	31	7	1	2	0	4	358
ENDEAVOR AIR	21	1	4	2	9	2	4	1	0	0	0	1	45
ENVOY AIR	23	1	3	1	6	6	3	0	0	0	0	0	43
FRONTIER AIRLINES	148	7	34	52	68	58	16	12	0	0	0	3	398
HAWAIIAN AIRLINES	8	0	6	5	5	2	2	1	0	0	0	0	29
JETBLUE AIRWAYS	138	4	19	26	38	27	15	16	1	0	0	3	287
MESA AIRLINES	11	0	0	1	0	1	2	0	0	0	0	0	15
PIEDMONT AIRLINES	3	0	0	0	0	0	3	0	0	0	0	0	6
PSA AIRLINES	20	0	2	3	2	2	2	0	0	0	0	0	31
REPUBLIC AIRWAYS	39	1	0	1	8	5	3	3	0	0	0	0	60
SILVER AIRWAYS	5	1	0	1	5	5	0	0	0	1	0	0	18
SKYWEST AIRLINES	24	2	5	2	9	8	4	3	0	0	0	0	57
SOUTHWEST AIRLINES	111	1	12	5	17	25	11	17	3	2	0	3	207
SPIRIT AIRLINES	85	12	25	38	50	36	14	5	0	0	0	0	265
SUN COUNTRY AIRLINES	4	0	1	0	0	5	5	1	0	0	0	0	16
UNITED AIRLINES	268	12	55	44	88	88	44	16	3	1	0	5	624
OTHER U.S. AIRLINES	7	0	3	0	4	2	0	0	0	0	0	2	18
TOTAL SEPTEMBER 2022	1,535	64	252	293	503	429	207	138	11	11	0	34	3,477
% of TOTAL COMPLAINTS	44.1	1.8	7.2	8.4	14.5	12.3	6.0	4.0	0.3	0.3	0	1.0	
TOTAL SEPTEMBER 2021	382	8	142	237	697	99	154	106	2	9	0	23	1,859
% of TOTAL COMPLAINTS	20.5	0.4	7.6	12.7	37.5	5.3	8.3	5.7	0.1	0.5	0	1.2	

\* 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 SEP	INCI- DENTS IN SEP	PERCENT	INCI- DENTS IN AUG	PERCENT	INCI- DENTS IN ALL PRIOR MONTHS	PERCENT	UN- KNOWN INCI- DENT DATE	PERCENT
ALASKA AIRLINES	56	25	44.6	6	10.7	19	33.9	6	10.7
ALLEGiant AIR	101	43	42.6	17	16.8	31	30.7	10	9.9
AMERICAN AIRLINES	820	285	34.8	200	24.4	278	33.9	57	7.0
AVELO AIRLINES	7	5	71.4	1	14.3	0	0.0	1	14.3
BREEZE AIRWAYS	10	5	50.0	1	10.0	4	40.0	0	0.0
CAPE AIR	6	1	16.7	1	16.7	3	50.0	1	16.7
DELTA AIR LINES	358	91	25.4	61	17.0	182	50.8	24	6.7
ENDEAVOR AIR	45	10	22.2	13	28.9	21	46.7	1	2.2
ENVOY AIR	43	14	32.6	14	32.6	11	25.6	4	9.3
FRONTIER AIRLINES	398	190	47.7	69	17.3	115	28.9	24	6.0
HAWAIIAN AIRLINES	29	13	44.8	3	10.3	10	34.5	3	10.3
JETBLUE AIRWAYS	287	124	43.2	61	21.3	83	28.9	19	6.6
MESA AIRLINES	15	6	40.0	5	33.3	3	20.0	1	6.7
PIEDMONT AIRLINES	6	3	50.0	1	16.7	1	16.7	1	16.7
PSA AIRLINES	31	13	41.9	6	19.4	12	38.7	0	0.0
REPUBLIC AIRWAYS	60	16	26.7	15	25.0	26	43.3	3	5.0
SILVER AIRWAYS	18	2	11.1	5	27.8	7	38.9	4	22.2
SKYWEST AIRLINES	57	24	42.1	10	17.5	17	29.8	6	10.5
SOUTHWEST AIRLINES	207	80	38.6	62	30.0	47	22.7	18	8.7
SPIRIT AIRLINES	265	113	42.6	39	14.7	97	36.6	16	6.0
SUN COUNTRY AIRLINES	16	9	56.3	4	25.0	3	18.8	0	0.0
UNITED AIRLINES	624	185	29.6	153	24.5	242	38.8	44	7.1
OTHER U.S. AIRLINES	18	9	50.0	2	11.1	6	33.3	1	5.6
<b>Totals</b>	3,477	1,266	36.4	749	21.5	1,218	35.0	244	7.0
<b>Previous Year's Totals</b>	1,859	517	27.8	343	18.5	810	43.6	189	10.2

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

TABLE 5

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

	FLIGHT PROBLEMS	OVER- SALES	RES/TKT/ BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DIS- ABILITY	ADVERT- ISING	DISCRIM- INATION	ANIMALS	OTHER	TOTAL
<b><u>FOREIGN AIRLINES</u></b>													
AEGEAN AIRLINES	2	0	1	0	0	9	0	0	0	0	0	0	12
AER LINGUS	10	0	2	1	11	32	0	1	0	0	0	1	58
AEROFLOT	1	0	0	1	3	0	0	0	0	0	0	0	5
AEROMEXICO	6	1	8	2	38	11	3	2	0	0	0	1	72
AIR CANADA	78	8	14	7	17	73	3	1	0	1	0	0	202
AIR FRANCE	27	3	11	9	11	77	4	1	0	0	0	1	144
AIR INDIA	3	0	3	3	23	6	1	2	0	0	0	0	41
AIR TRANSAT	0	0	2	0	3	1	0	0	0	0	0	0	6
ANA ALL NIPPON AIRWAYS	2	0	3	0	1	1	0	1	0	0	0	0	8
ASIANA AIRLINES	0	0	2	1	1	1	0	0	0	0	0	0	5
AUSTRIAN AIRLINES	0	0	3	3	0	7	0	1	0	0	0	0	14
AVIANCA	5	0	8	5	9	6	1	1	0	0	0	2	37
BRITISH AIRWAYS	23	0	14	5	29	27	4	3	1	0	0	5	111
BRUSSELS AIRLINES	1	0	1	0	1	4	1	0	0	0	0	0	8
CARIBBEAN AIRLINES	0	0	0	0	4	1	0	0	0	0	0	0	5
CONDOR	16	3	0	3	3	5	1	0	0	0	0	0	31
COPA	1	4	5	4	16	6	1	0	0	0	0	0	37
EGYPTAIR	2	0	2	1	2	7	0	0	0	0	0	0	14
EL AL ISRAEL	2	0	0	1	1	2	0	0	0	0	0	0	6
EMIRATES AIRLINES	6	0	7	2	5	7	0	1	0	0	0	2	30
ETHIOPIAN AIRLINES	0	0	2	4	3	7	2	1	0	0	0	1	20
ETIHAD AIRWAYS	5	1	6	4	9	10	0	1	0	0	0	0	36
EUROWINGS	3	0	1	0	0	9	0	0	0	0	0	0	13
FIJI AIRWAYS	3	0	0	0	12	3	0	0	0	0	0	0	18
FINNAIR OY	3	0	3	1	4	5	0	0	0	0	0	0	16
FRENCH BEE	1	0	0	0	4	2	0	0	0	0	0	0	7
IBERIA AIRLINES	8	0	10	3	12	21	0	2	0	0	0	0	56
ICELANDAIR	2	1	2	1	4	4	0	1	1	0	0	0	16
ITA AIRWAYS	1	0	1	2	2	6	1	0	0	0	0	0	13
JAPAN AIR LINES COMPANY	1	0	1	2	8	0	0	0	0	0	0	0	12
KLM	12	4	8	2	11	28	2	0	0	0	0	2	69
KOREAN AIR LINES	1	0	0	0	1	1	0	0	0	0	0	2	5
KUWAIT AIRWAYS	0	0	2	0	0	2	1	0	0	0	0	0	5
LATAM	3	0	3	2	22	4	1	0	0	0	0	0	35
LOT POLISH AIRLINES	5	0	3	0	6	5	1	0	0	0	0	0	20
LUFTHANSA	59	4	25	22	53	123	7	6	0	0	0	1	300
NORSE ATLANTIC AIRWAYS	1	0	0	0	1	4	0	0	0	0	0	0	6
NORWEGIAN AIR SHUTTLE	1	0	0	4	13	3	0	0	0	0	0	0	21
PHILIPPINE AIRLINES	7	0	2	0	7	2	0	1	0	0	0	0	19

# AIR TRAVEL CONSUMER REPORT

Table 5 (cont'd)

COMPANIES OTHER THAN U.S. AIRLINES* BY COMPLAINT CATEGORY** / SEPTEMBER 2022													
	FLIGHT PROBLEMS	OVER-SALES	RES/TKT/BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DIS-ABILITY	ADVERT-ISING	DISCRIM-INATION	ANIMALS	OTHER	TOTAL
QANTAS AIRWAYS	0	0	1	2	2	3	0	0	0	0	0	0	8
QATAR AIRWAYS	18	4	19	8	22	23	7	4	0	0	0	1	106
ROYAL AIR MAROC	4	1	1	1	16	4	0	0	0	0	0	0	27
ROYAL JORDANIAN AIRLINES	2	0	1	0	4	2	0	0	0	0	0	0	9
SAS	9	0	3	0	16	6	0	1	0	0	0	0	35
SAUDI ARABIAN AIRLINES	1	0	4	0	0	3	0	0	0	0	0	0	8
SINGAPORE AIRLINES	3	1	4	1	7	13	0	1	0	0	0	1	31
SWISS AIR	2	1	3	2	7	28	0	1	0	0	0	0	44
TAP	15	1	7	5	29	21	1	0	0	0	0	1	80
TURKISH AIRLINES	23	3	15	6	20	35	5	2	0	0	0	0	109
VIRGIN ATLANTIC AIRWAYS	4	0	0	1	2	8	1	2	0	0	0	0	18
VIVAAEROBUS	7	3	4	1	11	1	0	1	1	0	0	0	29
VOLARIS AIRLINES	10	0	4	4	10	3	0	2	1	0	0	0	34
VUELING AIRLINES	1	0	2	0	1	4	0	0	0	0	0	0	8
WEST JET	6	0	0	0	4	9	3	1	0	0	0	0	23
OTHER FOREIGN AIRLINES	27	1	12	8	39	26	4	3	0	0	0	0	120
TOTALS	433	44	235	134	540	711	55	44	4	1	0	21	2,222
<b>TRAVEL AGENTS</b>													
AMERICAN EXPRESS TRAVEL	1	0	0	2	3	0	0	0	0	0	0	0	6
ASAPTICKETS.COM	1	0	5	1	6	0	0	0	0	0	0	0	13
BOOKING.COM	2	0	0	1	5	0	0	0	0	0	0	0	8
CHASE TRAVEL	2	0	2	2	8	0	0	0	0	0	0	0	14
CHEAPOAIR.COM	2	0	8	2	18	1	0	0	0	0	0	0	31
EDREAMS.COM	0	0	2	2	11	0	0	0	0	0	0	0	15
EXPEDIA.COM	9	0	16	12	44	0	1	0	0	0	0	0	82
FLIGHT NETWORK	0	0	0	1	9	0	0	0	0	0	0	0	10
GOTOGATE	1	0	1	1	17	0	0	0	0	0	0	0	20
JUSTFLY.COM	3	0	0	3	12	0	0	0	0	0	0	0	18
KIWI.COM	0	0	5	5	31	0	0	0	0	0	0	0	41
MYTRIP.COM	1	0	1	0	3	0	0	0	0	0	0	0	5
ORBITZ.COM	0	1	4	3	5	0	0	0	0	0	0	0	13
OVAGO	2	0	4	0	3	0	0	0	0	0	0	0	9
PRICELINE.COM	0	0	5	3	11	0	0	0	0	0	0	0	19
SMARTFARES.COM	2	0	1	1	2	0	1	0	0	0	0	0	7
TRAVELOCITY.COM	0	0	2	3	10	0	1	0	0	0	0	0	16
TRIP.COM	1	0	1	1	4	0	0	0	0	0	0	0	7
OTHER TRAVEL AGENTS	6	0	14	10	47	0	1	0	1	0	0	0	79
TOTALS	33	1	71	53	249	1	4	0	1	0	0	0	413

# AIR TRAVEL CONSUMER REPORT

Table 5 (cont'd)

## COMPANIES OTHER THAN U.S. AIRLINES\* BY COMPLAINT CATEGORY\*\* / SEPTEMBER 2022

### TOUR OPERATORS

OTHER TOUR OPERATORS	0	0	0	0	3	0	0	0	0	0	0	0	3
TOTALS	0	0	0	0	3	0	0	0	0	0	0	0	3

### MISCELLANEOUS

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).**

SEPTEMBER 2022		SEPTEMBER 2021
AIRLINE	COMPLAINTS	COMPLAINTS
<b>ALASKA AIRLINES NETWORK</b>	<b>64</b>	<b>35</b>
- ALASKA AIRLINES	56	30
- BRANDED CODESHARE PARTNERS	8	5
<b>ALLEGiant AIRLINES</b>	<b>101</b>	<b>45</b>
<b>AMERICAN AIRLINES NETWORK</b>	<b>974</b>	<b>444</b>
- AMERICAN AIRLINES	820	356
- BRANDED CODESHARE PARTNERS	154	88
<b>DELTA NETWORK</b>	<b>454</b>	<b>168</b>
- DELTA AIR LINES	358	134
- BRANDED CODESHARE PARTNERS	96	34
<b>FRONTIER AIRLINES</b>	<b>398</b>	<b>111</b>
<b>HAWAIIAN AIRLINES</b>	<b>29</b>	<b>31</b>
<b>JETBLUE AIRWAYS</b>	<b>287</b>	<b>212</b>
<b>SOUTHWEST AIRLINES</b>	<b>207</b>	<b>140</b>
<b>SPIRIT AIRLINES</b>	<b>265</b>	<b>226</b>
<b>UNITED AIRLINES NETWORK</b>	<b>624</b>	<b>409</b>
- UNITED AIRLINES	624	409
- BRANDED CODESHARE PARTNERS	0	0
<b>TOTAL</b>	<b>3,403</b>	<b>1,821</b>

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

# AIR TRAVEL CONSUMER REPORT

TABLE 6A

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

RANK	AIRLINE	SEPTEMBER 2022			SEPTEMBER 2021		
		COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS	COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS
1	HORIZON AIRLINES	4	481,899	0.83	2	507,566	0.39
2	SOUTHWEST AIRLINES	207	13,781,823	1.50	140	10,870,809	1.29
3	SKYWEST AIRLINES	57	3,520,815	1.62	30	3,286,657	0.91
4	ALASKA AIRLINES	56	2,700,805	2.07	30	2,059,777	1.46
5	MESA AIRLINES	15	591,774	2.53	6	862,759	0.70
6	DELTA AIR LINES	358	12,116,136	2.95	134	9,791,660	1.37
7	PSA AIRLINES	31	959,024	3.23	21	1,093,324	1.92
8	HAWAIIAN AIRLINES	29	842,977	3.44	31	536,394	5.78
9	ENVOY AIR	43	1,149,859	3.74	22	1,146,181	1.92
10	ENDEAVOR AIR	45	1,032,658	4.36	13	1,197,764	1.09
11	REPUBLIC AIRWAYS	60	1,366,499	4.39	27	1,596,797	1.69
12	UNITED AIRLINES	624	9,522,970	6.55	409	6,797,668	6.02
13	AMERICAN AIRLINES	820	12,507,145	6.56	356	10,004,909	3.56
14	SPIRIT AIRLINES	265	3,075,454	8.62	226	2,471,465	9.14
15	JETBLUE AIRWAYS	287	3,167,273	9.06	212	2,490,889	8.51
16	ALLEGiant AIR	101	1,039,376	9.72	45	835,409	5.39
17	FRONTIER AIRLINES	398	2,044,980	19.46	111	1,676,861	6.62
TOTAL		3,400	69,901,467	4.86	1,815	57,226,889	3.17

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

# AIR TRAVEL CONSUMER REPORT

TABLE 1 (YTD)

## CONSUMER COMPLAINTS SUMMARY

	JANUARY - SEPTEMBER 2022				JANUARY - SEPTEMBER 2021			
	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS
U.S. AIRLINES	26,926	428	10	2,953	14,948	209	7	2,243
FOREIGN AIRLINES	17,236	40	3	1,072	17,108	23	2	846
TRAVEL AGENTS	4,554	8	0	324	6,280	2	0	324
TOUR OPERATORS	21	0	0	1	21	0	0	2
MISCELLANEOUS	0	253	0	916	0	118	1	1,070
INDUSTRY TOTALS	48,737	729	13	5,266	38,357	352	10	4,485

# AIR TRAVEL CONSUMER REPORT

Table 2 (YTD)

COMPLAINT CATEGORY	COMPLAINT CATEGORIES*					
	JANUARY - SEPTEMBER 2022			JANUARY - SEPTEMBER 2021		
	RANKING	COMPLAINTS**	SUB-CATEGORY	RANKING	COMPLAINTS**	SUB-CATEGORY
REFUNDS	1	14,239		1	23,940	
FLIGHT PROBLEMS	2	12,607		2	4,492	
CANCELLATION			7,342			2,571
DELAY			2,921			1,038
MISCONNECTION			1,435			408
BAGGAGE	3	7,830		6	1,235	
RESERVATIONS/TICKETING/BOARDING	4	4,939		4	2,837	
FARES	5	4,082		3	3,072	
CUSTOMER SERVICE	6	1,950		5	1,378	
DISABILITY	7	1,495		7	911	
OVERSALES	8	970		8	174	
OTHER	9	402		9	189	
FREQUENT FLYER			220			87
DISCRIMINATION	10	141		10	101	
ADVERTISING	11	82		11	27	
ANIMALS	12	0		12	1	
COMPLAINT TOTAL		48,737			38,357	

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

\*\* INCLUDES FIGURES FOR SUB-CATEGORIES.



# AIR TRAVEL CONSUMER REPORT

Table 3 (YTD)

## COMPLAINTS AGAINST U.S. AIRLINES BY COMPLAINT CATEGORIES\* JANUARY - SEPTEMBER 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	149	10	45	52	106	82	43	41	2	5	0	5	540
ALLEGiant AIR	325	11	107	68	256	76	40	141	0	0	0	4	1,028
AMERICAN AIRLINES	2,198	154	434	612	1,146	697	311	207	7	21	0	56	5,843
AVELO AIRLINES	15	0	7	4	11	13	10	5	0	0	0	0	65
BOUTIQUE AIR	11	0	2	2	6	2	1	0	0	0	0	0	24
BREEZE AIRWAYS	30	1	6	4	27	16	6	4	1	0	0	0	95
CAPE AIR	9	2	0	1	3	4	1	0	0	0	0	0	20
DELTA AIR LINES	1,002	70	196	214	436	347	201	138	6	16	0	20	2,646
EASTERN	15	0	1	0	28	1	0	0	0	0	0	0	45
ENDEAVOR AIR	153	6	14	13	61	26	21	3	1	0	0	1	299
ENVOY AIR	98	22	20	21	46	45	19	15	0	0	0	0	286
FRONTIER AIRLINES	1,124	146	225	242	525	360	113	59	5	4	0	15	2,818
HAWAIIAN AIRLINES	37	1	23	34	78	23	12	15	1	0	0	7	231
HORIZON AIRLINES	13	0	4	0	4	9	1	3	0	1	0	1	36
JETBLUE AIRWAYS	1,161	24	196	175	438	256	146	178	5	7	0	17	2,603
MESA AIRLINES	54	1	3	5	13	9	7	2	0	0	0	0	94
OTHER US COMMUTERS & AIR TAXIS	13	0	6	3	8	4	7	4	0	0	0	49	94
PIEDMONT AIRLINES	32	8	4	5	9	13	5	5	0	2	0	0	83
PSA AIRLINES	174	14	17	12	32	23	11	13	0	1	0	2	299
REPUBLIC AIRWAYS	197	13	22	28	86	49	15	10	0	1	0	2	423
SILVER AIRWAYS	24	8	5	3	28	24	4	4	0	1	0	0	101
SKYWEST AIRLINES	148	13	28	11	64	50	28	14	1	0	0	3	360
SOUTHWEST AIRLINES	712	28	76	99	239	142	96	130	8	12	0	10	1,552
SPIRIT AIRLINES	993	89	221	266	595	281	116	69	4	5	0	15	2,654
SUN COUNTRY AIRLINES	71	1	15	17	36	37	21	4	1	1	0	0	204
UNITED AIRLINES	1,522	103	397	378	803	768	261	135	9	14	0	48	4,438
OTHER U.S. AIRLINES	11	4	7	3	14	4	0	2	0	0	0	0	45
TOTAL JAN - SEPTEMBER 2022	10,291	729	2,081	2,272	5,098	3,361	1,496	1,201	51	91	0	255	26,926
% of TOTAL COMPLAINTS	38.2	2.7	7.7	8.4	18.9	12.5	5.6	4.5	0.2	0.3	0	0.9	
TOTAL JAN - SEPTEMBER 2021	3,997	127	1,216	1,486	5,132	773	1,169	807	13	83	1	144	14,948
% of TOTAL COMPLAINTS	26.7	0.8	8.1	9.9	34.3	5.2	7.8	5.4	0.1	0.6	0.0	1.0	

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

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

# AIR TRAVEL CONSUMER REPORT

Table 4 (YTD)

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

	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	5	0	3	3	9	40	1	0	0	0	0	0	61
AER LINGUS	33	1	24	22	62	243	10	7	0	0	0	2	404
AEROFLOT	4	0	7	3	38	1	0	0	0	0	0	1	54
AEROLINEAS ARGENTINAS	1	0	1	5	9	1	0	0	0	0	0	0	17
AEROMEXICO	91	11	69	58	282	61	21	10	1	0	0	9	613
AIR ASIA	0	0	0	1	14	0	0	0	0	0	0	0	15
AIR CANADA	386	26	128	40	205	405	26	20	1	2	0	3	1,242
AIR CANADA JAZZ	5	0	1	0	0	5	0	1	0	0	0	0	12
AIR CHINA	0	0	1	1	9	0	0	0	0	0	0	0	11
AIR EUROPA	1	1	1	1	27	6	1	1	0	0	0	0	39
AIR FRANCE	104	13	86	53	166	613	20	15	3	0	0	8	1,081
AIR INDIA	38	6	52	30	506	75	22	6	0	0	0	6	741
AIR NEW ZEALAND	2	0	1	3	15	0	0	0	1	0	0	0	22
AIR SENEGAL	0	1	2	1	2	8	0	0	0	0	0	0	14
AIR SERBIA	0	0	2	0	8	7	0	0	0	0	0	0	17
AIR TAHITI NUI	0	0	4	2	7	2	0	0	0	0	0	0	15
AIR TRANSAT	0	0	5	2	11	7	3	0	0	0	0	0	28
ALITALIA AIRLINES	1	0	1	5	46	6	1	0	0	0	0	1	61
ANA ALL NIPPON AIRWAYS	9	0	16	0	19	1	1	3	0	0	0	2	51
ASIANA AIRLINES	3	0	13	1	17	6	0	0	0	0	0	0	40
AUSTRIAN AIRLINES	5	1	9	7	21	75	1	1	0	0	0	1	121
AVIANCA	45	14	97	67	245	24	14	9	1	0	0	12	528
AZERBAIJAN AIRLINES	0	0	0	1	21	0	0	0	0	0	0	0	22
AZUL BRAZILIAN AIRLINES	2	1	7	6	9	4	0	1	0	0	0	0	30
BRITISH AIRWAYS	105	7	100	80	220	173	18	12	4	0	0	20	739
BRUSSELS AIRLINES	3	0	9	3	10	26	2	1	0	0	0	0	54
CARIBBEAN AIRLINES	1	0	5	1	56	4	1	0	0	0	0	0	68
CATHAY PACIFIC AIRWAYS	6	0	3	4	24	1	1	1	0	0	0	4	44
CHINA AIRLINES	2	0	1	1	6	2	0	0	0	0	0	0	12
CONDOR	44	5	14	12	27	35	4	4	0	0	0	0	145
COPA	43	14	67	31	205	54	7	1	0	0	0	2	424
EASY JET	0	1	1	1	5	7	0	0	0	0	0	0	15
EGYPTAIR	9	0	12	4	34	41	7	2	0	0	0	2	111
EL AL ISRAEL	17	2	12	7	44	13	5	3	0	1	0	1	105
EMIRATES AIRLINES	29	2	52	21	77	60	12	12	0	0	0	4	269
ETHIOPIAN AIRLINES	6	2	19	15	33	54	5	2	0	0	0	2	138
ETIHAD AIRWAYS	24	9	28	19	70	54	7	7	0	1	0	1	220

# AIR TRAVEL CONSUMER REPORT

Table 4 (YTD) cont'd

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

	FLIGHT PROBLEMS	OVER- SALES	RES/TKT/ BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DIS- ABILITY	ADVERT- ISING	DISCRIM- INATION	ANIMALS	OTHER	TOTAL
EUROWINGS	8	0	3	0	1	28	1	2	0	0	0	0	43
EVA AIRWAYS	3	1	1	0	24	4	1	0	0	0	0	0	34
FIJI AIRWAYS	6	0	2	2	176	9	1	0	1	0	0	0	197
FINNAIR	11	1	15	7	35	26	2	5	0	1	0	0	103
FLAIR AIRLINES	14	2	3	1	4	5	2	0	0	0	0	0	31
FRENCH BEE	29	2	24	15	40	54	2	8	0	0	0	5	179
GOL AIRLINES	7	0	2	3	18	10	4	0	0	0	0	0	44
GULF AIR	3	0	3	1	10	6	0	3	0	0	0	0	26
IBERIA AIRLINES	3	0	0	0	6	3	0	0	0	0	0	0	12
ICELANDAIR	33	5	44	67	159	129	7	3	2	0	0	2	451
INTERJET	11	2	26	14	57	29	3	2	1	0	0	0	145
ITA AIRWAYS	1	0	1	0	41	0	0	0	0	0	0	0	43
JAPAN AIR LINES	7	3	7	7	14	43	2	1	0	0	0	1	85
KENYA AIRWAYS	14	0	32	14	49	6	3	0	1	0	0	0	119
KLM	2	0	10	6	14	11	1	1	0	0	0	0	45
KOREAN AIR LINES	65	10	50	21	80	187	11	11	0	0	0	8	443
KUWAIT AIRWAYS	4	0	8	6	9	5	0	2	0	0	0	4	38
LA COMPAGNIE	2	0	14	0	9	22	4	2	0	0	0	0	53
LATAM	1	0	0	0	10	0	1	0	0	0	0	0	12
LEVEL	19	2	30	27	154	29	5	1	0	0	0	3	270
LOT POLISH AIRLINES	6	0	1	4	10	0	1	0	0	0	0	0	22
LUFTHANSA	14	1	12	4	41	33	5	6	0	0	0	0	116
MALAYSIA AIRLINES	200	19	250	128	358	634	40	41	1	40	0	10	1,721
NORSE ATLANTIC AIRWAYS	2	0	3	1	9	2	0	0	0	0	0	0	17
NORWEGIAN AIR SHUTTLE	1	0	0	1	1	5	1	1	0	0	0	0	10
PHILIPPINE AIRLINES	15	0	1	28	153	5	0	0	0	0	0	0	202
PORTER AIRLINES	13	2	26	12	125	9	4	1	0	0	0	0	192
QANTAS AIRWAYS	2	0	5	3	5	2	0	1	0	0	0	0	18
QATAR AIRWAYS	10	0	17	8	37	15	3	2	0	0	0	4	96
ROYAL AIR MAROC	80	12	128	57	205	208	34	20	1	1	0	4	750
ROYAL JORDANIAN AIRLINES	18	2	21	10	189	32	3	0	0	0	0	0	275
RYANAIR	9	4	13	2	21	33	2	1	0	0	0	0	85
SAS	4	0	8	0	8	4	0	0	0	0	0	0	24
SATA INTERNACIONAL	41	0	13	3	63	33	1	5	0	0	0	0	159
SAUDI ARABIAN AIRLINES	0	0	7	5	11	8	1	0	0	0	0	0	32
SINGAPORE AIRLINES	9	0	13	0	20	25	3	4	0	1	0	0	75
SOUTH AFRICAN AIRWAYS	12	1	32	12	79	43	4	5	1	0	0	6	195

# AIR TRAVEL CONSUMER REPORT

Table 4 (YTD, Cont'd)

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

	FLIGHT PROBLEMS	OVER- SALES	RES/TKT/ BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DIS- ABILITY	ADVERT- ISING	DISCRIM- INATION	ANIMALS	OTHER	TOTAL
SRILANKAN AIRLINES	2	0	3	1	8	1	0	0	0	0	0	0	15
SWISS AIR	15	3	30	15	56	110	6	6	1	0	0	0	242
SWOOP	15	0	3	2	18	1	1	0	0	0	0	0	40
TAP	69	6	66	59	479	161	15	8	0	0	0	2	865
THAI AIRWAYS INTERNATIONAL	2	0	3	1	11	4	0	0	0	0	0	0	21
TURKISH AIRLINES	99	13	196	75	231	156	25	17	0	1	0	6	819
UKRAINE INTERNATIONAL AIRLINES	0	0	1	1	13	0	0	0	0	0	0	0	15
VIETNAM AIRLINES	0	0	3	1	7	0	0	0	0	0	0	0	11
VIRGIN ATLANTIC AIRWAYS	26	3	23	12	46	77	5	4	0	1	0	5	202
VIRGIN AUSTRALIA	0	0	1	6	26	0	0	0	0	0	0	0	33
VISTARA	0	0	0	1	4	8	0	0	0	0	0	0	13
VIVA AIR	1	0	5	0	9	5	0	1	0	0	0	0	21
VIVAAEROBUS	49	9	33	12	95	26	6	1	1	0	0	0	232
VOLARIS AIRLINES	59	12	74	66	110	30	7	9	4	0	0	3	374
VUELING AIRLINES	3	0	7	1	15	18	0	0	0	0	0	0	44
WEST JET	35	1	11	7	73	34	5	5	0	0	0	0	171
ZIPAIR	0	0	13	2	9	1	0	0	0	0	0	0	25
OTHER FOREIGN AIRLINES	41	1	34	7	114	73	4	4	0	1	0	2	281
<b>TOTALS</b>	<b>2,090</b>	<b>232</b>	<b>2,161</b>	<b>1,238</b>	<b>6,128</b>	<b>4,463</b>	<b>414</b>	<b>294</b>	<b>25</b>	<b>50</b>	<b>0</b>	<b>141</b>	<b>17,236</b>
<b>TRAVEL AGENTS</b>													
AIRFAREEXPERTS.COM	0	0	3	1	9	0	0	0	0	0	0	0	13
AMERICAN EXPRESS TRAVEL OFFICE	2	0	4	10	21	0	1	0	0	0	0	1	39
ASAPTICKETS.COM	4	1	31	12	117	1	2	0	0	0	0	0	168
BOOKING.COM	4	0	6	6	25	0	1	0	0	0	0	0	42
BRAVOFLY	0	0	2	0	12	0	0	0	0	0	0	0	14
BUDGETAIR.COM	3	0	8	1	30	0	2	0	0	0	0	0	44
CAPITAL ONE TRAVEL	1	0	4	5	11	0	0	0	0	0	0	0	21
CHASE TRAVEL	13	1	21	25	89	0	0	0	0	0	0	0	149
CHEAP TICKETS	1	0	3	5	20	0	0	0	0	0	0	0	29
CHEAPOAIR.COM	20	0	50	39	145	1	2	0	1	0	0	0	258
EDREAMS.COM	6	0	35	9	134	0	1	0	0	0	0	1	186
ESKY.COM	1	0	0	2	9	0	0	0	0	0	0	0	12
EXPEDIA.COM	51	2	92	139	554	0	4	0	0	0	0	0	842
FAREBOOM.COM	2	0	1	2	10	0	0	0	0	0	0	0	15
FARESCAN.COM	0	0	0	2	10	0	0	0	0	0	0	0	12
FLIGHT NETWORK	4	0	3	5	49	0	0	0	0	0	0	0	61
FLIGHTHUB	2	0	3	4	22	0	0	0	0	0	0	0	31

# AIR TRAVEL CONSUMER REPORT

Table 4 (YTD) cont'd

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

	FLIGHT PROBLEMS	OVER- SALES	RES/TKT/ BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DIS- ABILITY	ADVERT- ISING	DISCRIM- INATION	ANIMALS	OTHER	TOTAL
FLYUS.COM	1	0	3	2	9	0	0	0	0	0	0	0	15
GOTOGATE	11	0	52	17	212	0	3	0	0	0	0	0	295
HOP2	1	0	2	5	11	0	0	0	0	0	0	0	19
HOPPER.COM	0	0	6	11	20	0	0	0	0	0	0	0	37
INDIAN EAGLE	0	0	5	3	19	0	0	0	0	0	0	0	27
JUSTFLY.COM	8	0	70	42	196	0	2	0	0	0	0	1	319
KAYAK	0	0	6	6	23	1	0	0	1	0	0	0	37
KISSANDFLY	0	0	1	2	14	0	0	0	0	0	0	0	17
KIWI.COM	12	0	68	17	302	0	0	0	0	0	0	0	399
MYTRIP.COM	2	0	5	4	34	0	1	0	1	0	0	0	47
ONETRAVEL	2	0	6	1	14	0	0	0	0	0	0	0	23
OOJO.COM	2	0	4	0	9	0	1	0	0	0	0	0	16
ORBITZ.COM	10	2	28	32	124	0	1	0	0	0	0	0	197
OVAGO	4	0	7	6	22	0	0	0	0	0	0	0	39
PRICELINE.COM	15	2	39	28	149	0	3	0	2	0	0	1	239
SKYBOOKER	0	0	0	2	9	0	0	0	0	0	0	0	11
SKYLUX TRAVEL	0	0	1	1	9	0	0	0	0	0	0	0	11
SMARTFARES.COM	4	0	5	3	42	0	1	0	0	0	0	0	55
SOUTHWEST VACATIONS	2	0	2	2	21	0	2	0	0	0	0	0	29
TRAVELER HELP DESK	1	0	1	2	11	0	0	0	0	0	0	0	15
TRAVELGENIO	2	0	9	3	26	0	0	0	0	0	0	0	40
TRAVELOCITY.COM	7	0	24	33	110	0	2	0	0	0	0	0	176
TRIP.COM	5	0	8	3	35	0	1	0	0	0	0	0	52
UNITED VACATIONS	1	0	1	3	4	1	0	0	0	0	0	0	10
VAYAMA	1	0	0	0	37	0	0	0	0	0	0	0	38
OTHER TRAVEL AGENTS	21	1	76	76	266	2	10	0	1	0	0	2	455
TOTALS	226	9	695	571	2,995	6	40	0	6	0	0	6	4,554
<u>TOUR OPERATORS</u>													
OTHER TOUR OPERATORS	0	0	2	1	18	0	0	0	0	0	0	0	21
TOTALS	0	0	2	1	18	0	0	0	0	0	0	0	21
<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 TEN (10) OR MORE COMPLAINTS AGAINST THEM DURING THE REPORTING PERIOD. COMPLAINTS AGAINST COMPANIES ACCOUNTING FOR FEWER COMPLAINTS THAN THAT ARE INCLUDED UNDER 'OTHER FOREIGN AIRLINES,' 'OTHER TOUR OPERATORS,' ETC. \*\* A DETAILED EXPLANATION OF THE COMPLAINT CATEGORIES FOLLOWS THIS SECTION.

# AIR TRAVEL CONSUMER REPORT

TABLE 5 (YTD)

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

JANUARY - SEPTEMBER 2022		JANUARY - SEPTEMBER 2021
AIRLINE	COMPLAINTS	COMPLAINTS
<b>ALASKA AIRLINES NETWORK</b>	<b>600</b>	<b>384</b>
- ALASKA AIRLINES	540	330
- BRANDED CODESHARE PARTNERS	60	54
<b>ALLEGiant AIRLINES</b>	<b>1,028</b>	<b>474</b>
<b>AMERICAN AIRLINES NETWORK</b>	<b>7,090</b>	<b>3,557</b>
- AMERICAN AIRLINES	5,843	2,898
- BRANDED CODESHARE PARTNERS	1,247	659
<b>DELTA NETWORK</b>	<b>3,202</b>	<b>1,108</b>
- DELTA AIR LINES	2,646	927
- BRANDED CODESHARE PARTNERS	556	181
<b>FRONTIER AIRLINES</b>	<b>2,818</b>	<b>854</b>
<b>HAWAIIAN AIRLINES</b>	<b>231</b>	<b>185</b>
<b>JETBLUE AIRWAYS</b>	<b>2,603</b>	<b>1,478</b>
<b>SOUTHWEST AIRLINES</b>	<b>1,552</b>	<b>991</b>
<b>SPIRIT AIRLINES</b>	<b>2,654</b>	<b>2,931</b>
<b>UNITED AIRLINES NETWORK</b>	<b>4,438</b>	<b>2,670</b>
- UNITED AIRLINES	4,438	2,670
- BRANDED CODESHARE PARTNERS	0	0
<b>TOTAL</b>	<b>26,216</b>	<b>14,632</b>

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

# AIR TRAVEL CONSUMER REPORT

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

TABLE 5A. (YTD)

RANK	AIRLINE	JANUARY - SEPTEMBER 2022			JANUARY - SEPTEMBER 2021		
		COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS	COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS
1	HORIZON AIRLINES	36	4,511,094	0.80	26	4,567,506	0.57
2	SKYWEST AIRLINES	360	30,539,439	1.18	212	25,021,296	0.85
3	SOUTHWEST AIRLINES	1,552	116,462,836	1.33	991	87,255,977	1.14
4	MESA AIRLINES	94	6,038,882	1.56	61	7,220,926	0.84
5	ALASKA AIRLINES	540	23,557,281	2.29	330	16,367,274	2.02
6	DELTA AIR LINES	2,646	105,350,076	2.51	927	71,403,450	1.30
7	ENVOY AIR	286	10,708,776	2.67	161	9,596,083	1.68
8	HAWAIIAN AIRLINES	231	7,346,723	3.14	185	4,520,899	4.09
9	PSA AIRLINES	299	9,526,866	3.14	165	8,889,960	1.86
10	ENDEAVOR AIR	299	9,347,391	3.20	77	9,327,764	0.83
11	REPUBLIC AIRWAYS	423	12,680,713	3.34	174	13,222,521	1.32
12	AMERICAN AIRLINES	5,843	110,913,179	5.27	2,898	80,701,600	3.59
13	UNITED AIRLINES	4,438	81,911,759	5.42	2,670	48,471,695	5.51
14	ALLEGiant AIR	1,028	12,891,014	7.97	474	9,983,768	4.75
15	JETBLUE AIRWAYS	2,603	29,122,976	8.94	1,478	21,588,313	6.85
16	SPIRIT AIRLINES	2,654	28,158,200	9.43	2,931	22,123,901	13.25
17	FRONTIER AIRLINES	2,818	18,638,822	15.12	854	14,768,881	5.78
	TOTAL	26,150	617,706,027	4.23	14,614	455,031,814	3.21

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

## AIR TRAVEL CONSUMER REPORT

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

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

Airline	Race	Ancestry/ Ethnicity	National Origin	Color	Religion	Sex	Other
AIR CANADA						1	
AMERICAN	3				1		1
DELTA	1						1
SILVER				1			
SOUTHWEST				1	1		
UNITED	1						
<b>TOTAL</b>	<b>5</b>			<b>2</b>	<b>2</b>	<b>1</b>	<b>2</b>

To file an airline civil rights complaint:

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



# AIR TRAVEL CONSUMER REPORT

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

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

Airline	Race	Ancestry/ Ethnicity	National Origin	Color	Religion	Sex	Other
AIR CANADA				1		1	
ALASKA	5						
AMERICAN	14		3	1	2		1
DELTA	8		4	1	1	1	1
EL AL ISRAEL	1						
ETIHAD	1						
FINNAIR				1			
FRONTIER	2		1		1		
HORIZON	1						
JETBLUE	6			1			
LUFTHANSA					40		
PIEDMONT	1				1		
PSA	1						
QATAR	1						
REPUBLIC					1		
SAUDI ARABIAN	1						
SILVER				1			
SOUTHWEST	7			4	1		
SPIRIT	4						1
SUN COUNTRY		1					
TUI			1				
TURKISH			1				
UNITED	9	2	1	1		1	
VIRGIN ATLANTIC					1		
<b>TOTAL</b>	<b>62</b>	<b>3</b>	<b>11</b>	<b>11</b>	<b>48</b>	<b>3</b>	<b>3</b>

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

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

## COMPLAINT CATEGORIES

**Flight Problems:** Cancellations, delays, or any other deviations from schedule, whether planned or unplanned.

**Oversales:** All bumping problems, whether or not the airline complied with DOT oversales regulations.

**Reservations, Ticketing, Boarding:** Airline or travel agent mistakes made in reservations and ticketing; problems in making reservations and obtaining tickets due to busy telephone lines or waiting in line, or delays in mailing tickets; problems boarding the aircraft (except oversales).

**Fares:** Incorrect or incomplete information about fares, discount fare conditions and availability, overcharges, fare increases and level of fares in general.

**Refunds:** Problems in obtaining refunds for unused or lost tickets, fare adjustments, or bankruptcies.

**Baggage:** Claims for lost, damaged or delayed baggage, charges for excess baggage, carry-on problems, and difficulties with airline claims procedures.

**Customer Service:** Rude or unhelpful employees, inadequate meals or cabin service, treatment of delayed passengers, unsatisfactory seat assignment (non-disability), problems with family seating.

**Disability:** Civil rights complaints by air travelers with disabilities.

**Advertising:** Advertising that is unfair, misleading or offensive to consumers.

**Discrimination:** Civil rights complaints by air travelers (other than disability); for example, complaints based on race, national origin, religion, etc.

**Animals:** Loss, injury or death of an animal during air transport provided by an air carrier.

**Other:** Frequent flyer, smoking, tours credit, cargo problems, security, airport facilities, claims for bodily injury, sexual assault/misconduct, and others not classified above.

## AIR TRAVEL CONSUMER REPORT

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

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

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

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

Carrier	Death	Injury	Loss
NONE			



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

The Transportation Security Administration (TSA) screened approximately 62.2 million passengers at screening checkpoints and 34.6 million checked bags at baggage screening locations in September 2022.

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

In September 2022, TSA received 14,854 complaints (i.e. a description of a negative experience) from the general public via phone or email (or 24.0 complaints per 100,000 passengers <sup>c</sup>). Below is a more detailed breakdown:

Courtesy		Screening of Personal Property		Screening of Passengers		Wait Times (Checkpoint)	
Number of Complaints	Complaints per 100,000 Passengers <sup>c</sup>	Number of Complaints	Complaints per 100,000 Passengers <sup>c</sup>	Number of Complaints	Complaints per 100,000 Passengers <sup>c</sup>	Number of Complaints	Complaints per 100,000 Passengers <sup>c</sup>
790	1.3	527	0.9	12,902	20.8	88	0.2

Civil Rights		Other TSA-related		Non-TSA related, Airline		Non-TSA related, All Others	
Number of Complaints	Complaints per 100,000 Passengers <sup>c</sup>	Number of Complaints	Complaints per 100,000 Passengers <sup>c</sup>	Number of Complaints	Complaints per 100,000 Passengers <sup>c</sup>	Number of Complaints	Complaints per 100,000 Passengers <sup>c</sup>
259	0.5	171	0.3	48	0.1	69	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 may be liable.

Number of Claims Received Regarding Loss or Damage to Property		
Checkpoint (TSA)	Checked Baggage (TSA and/ or Airline)	Claims per 100 Checked Bags
129 <sup>d</sup>	88	0.0003

## REFERENCES

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

## DEFINITIONS

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