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# ***Air Travel Consumer Report***

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A Product Of

**THE OFFICE OF AVIATION CONSUMER PROTECTION**

***Issued: December 2022***



<b>Flight Delays<sup>1</sup></b>	October 2022
<b>Mishandled Baggage, Wheelchairs, and Scooters<sup>1</sup></b>	October 2022
<b>Oversales<sup>1</sup></b>	3 <sup>rd</sup> Quarter 2022
<b>Consumer Complaints<sup>2</sup></b> (Includes Disability and Discrimination Complaints)	October 2022
<b>Airline Animal Incident Reports<sup>4</sup></b>	October 2022
<b>Customer Service Reports to the Dept. of Homeland Security<sup>3</sup></b>	October 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 half of one percent of total domestic scheduled-service passenger revenues.

The reportable airports with respect to which data must be submitted to the Department are those large, medium, small, or non-hub airports as defined in 49 U.S.C. 47102. Airports can be accessed through the FAA at: [https://www.faa.gov/airports/planning\\_capacity/passenger\\_allcargo\\_stats/](https://www.faa.gov/airports/planning_capacity/passenger_allcargo_stats/). 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

OCTOBER 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

OCTOBER 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>210</b>	<b>88.0</b>	<b>1</b>
- DELTA AIR LINES	135	88.5	
- BRANDED CODESHARE PARTNERS	175	87.1	
<b>UNITED AIRLINES NETWORK</b>	<b>230</b>	<b>87.1</b>	<b>2</b>
- UNITED AIRLINES	112	87.3	
- BRANDED CODESHARE PARTNERS	209	87.0	
<b>ALASKA AIRLINES NETWORK</b>	<b>105</b>	<b>86.1</b>	<b>3</b>
- ALASKA AIRLINES	83	84.6	
- BRANDED CODESHARE PARTNERS	51	88.8	
<b>AMERICAN AIRLINES NETWORK</b>	<b>224</b>	<b>83.5</b>	<b>4</b>
- AMERICAN AIRLINES	121	81.6	
- BRANDED CODESHARE PARTNERS	204	85.7	
<b>SPIRIT AIRLINES</b>	<b>58</b>	<b>81.1</b>	<b>5</b>
<b>SOUTHWEST AIRLINES</b>	<b>107</b>	<b>80.6</b>	<b>6</b>
<b>ALLEGiant AIR</b>	<b>123</b>	<b>72.9</b>	<b>7</b>
<b>JETBLUE AIRWAYS</b>	<b>67</b>	<b>72.7</b>	<b>8</b>
<b>FRONTIER AIRLINES</b>	<b>88</b>	<b>70.3</b>	<b>9</b>
<b>HAWAIIAN AIRLINES</b>	<b>21</b>	<b>58.2</b>	<b>10</b>
<b>TOTAL AIRPORTS SERVED</b>	<b>364</b>	<b>83.4</b>	

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

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

## AIR TRAVEL CONSUMER REPORT

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

OCTOBER 2022

AT ALL US AIRPORTS			
CARRIER <sup>1</sup>	NUMBER OF AIRPORTS REPORTED	PERCENT OF ON-TIME ARRIVALS	RANK
HORIZON AIR	43	90.0	1
DELTA AIR LINES	135	88.5	2
SKYWEST AIRLINES	243	88.5	3
PSA AIRLINES	89	87.8	4
UNITED AIRLINES	112	87.3	5
ENVOY AIR	134	87.1	6
ALASKA AIRLINES	83	84.6	7
REPUBLIC AIRWAYS	78	84.2	8
ENDEAVOR AIR	93	83.2	9
MESA AIRLINES	86	82.0	10
AMERICAN AIRLINES	121	81.6	11
SPIRIT AIRLINES	58	81.1	12
SOUTHWEST AIRLINES	107	80.6	13
ALLEGiant AIR	123	72.9	14
JETBLUE AIRWAYS	67	72.7	15
FRONTIER AIRLINES	88	70.3	16
HAWAIIAN AIRLINES	21	58.2	17
<b>TOTAL AIRPORTS SERVED</b>	<b>359</b>	<b>83.3</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 1B. OVERALL PERCENTAGE OF REPORTED FLIGHT OPERATIONS ARRIVING ON-TIME BY REPORTING MARKETING CARRIER RANK BY MONTH, AND YEAR-TO-DATE

OCTOBER 2022

CARRIER <sup>1</sup>	Jan 22		Feb 22		Mar 22		Apr 22		May 22		Jun 22		Jul 22		Aug 22		Sep 22		Oct 22		Year-to-date (YTD)	
	%	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	86.1	3	80.8	2
- ALASKA AIRLINES	70.7		81.1		81.5		72.8		78.4		78.9		81.2		80.8		82.5		84.6		79.4	
- BRANDED CODESHARE PARTNERS	73.9		85.2		85.3		82.5		82.7		78.4		84.5		84.5		83.7		88.8		82.8	
<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	72.9	7	63.7	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	83.5	4	77.2	5
- AMERICAN AIRLINES	81.6		71.9		80.7		77.6		76.6		64.2		68.0		70.4		78.8		81.6		75.0	
- BRANDED CODESHARE PARTNERS	74.9		75.1		81.3		81.6		78.1		76.8		77.3		77.8		85.5		85.7		79.3	
<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	88.0	1	82.4	1
- DELTA AIR LINES	82.4		85.2		81.1		81.0		80.3		77.1		79.6		83.3		89.0		88.5		82.7	
- BRANDED CODESHARE PARTNERS	75.3		79.4		82.0		83.3		81.3		80.4		80.5		82.3		87.7		87.1		81.9	
<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	70.3	9	67.3	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	58.2	10	78.7	4
<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	72.7	8	64.8	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	80.6	6	73.7	7
<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	81.1	5	73.8	6
<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	87.1	2	79.1	3
- UNITED AIRLINES	74.3		80.0		79.0		80.0		76.3		75.0		76.8		78.2		86.5		87.3		79.4	
- BRANDED CODESHARE PARTNERS	68.9		73.3		79.0		81.7		78.3		78.0		80.0		77.8		85.0		87.0		78.8	
<b>TOTAL</b>	75.3		76.6		77.2		76.0		77.2		73.5		74.9		75.6		82.1		83.4		77.2	

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

OCTOBER 2022

ARRIVAL AIRPORT*																
CARRIER	ATL		BNA		BOS		BWI		CLT		DAL		DCA		DEN	
	# OF ARR	% ON TIME														
<b>ALASKA AIRLINES NETWORK</b>	63	79.4	62	80.6	213	65.7	36	72.2	0	0.0	62	87.1	155	80.0	138	82.6
- ALASKA AIRLINES	63	79.4	62	80.6	213	65.7	36	72.2	0	0.0	62	87.1	155	80.0	138	82.6
- BRANDED CODESHARE PARTNERS	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
<b>ALLEGiant AIR</b>	0	0.0	206	82.5	38	94.7	22	72.7	0	0.0	0	0.0	0	0.0	47	87.2
<b>AMERICAN AIRLINES NETWORK</b>	1066	82.5	1400	84.1	2322	81.5	387	82.2	16347	88.8	0	0.0	7454	80.5	771	82.6
- AMERICAN AIRLINES	555	76.0	766	79.9	1770	81.2	326	79.8	9643	86.9	0	0.0	2748	78.6	685	81.6
- BRANDED CODESHARE PARTNERS	511	89.4	634	89.1	552	82.4	61	95.1	6704	91.4	0	0.0	4706	81.6	86	90.7
<b>DELTA AIR LINES NETWORK</b>	20309	90.6	1048	87.7	3644	82.2	589	89.5	835	90.5	122	89.3	1637	82.2	1006	88.7
- DELTA AIR LINES	17890	90.9	743	90.7	1925	81.6	420	90.5	448	95.1	122	89.3	692	81.9	882	88.8
- BRANDED CODESHARE PARTNERS	2419	88.3	305	80.3	1719	82.8	169	87.0	387	85.3	0	0.0	945	82.4	124	87.9
<b>FRONTIER AIRLINES</b>	864	63.7	118	70.3	49	79.6	177	61.6	137	81.0	0	0.0	93	63.4	2182	73.0
<b>HAWAIIAN AIRLINES</b>	0	0.0	0	0.0	18	44.4	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
<b>JETBLUE AIRWAYS</b>	214	73.8	228	61.8	4167	74.0	102	82.4	78	75.6	0	0.0	904	77.3	152	75.7
<b>SOUTHWEST AIRLINES</b>	2921	82.7	4012	83.7	542	73.6	5562	81.0	257	80.5	5743	80.8	1335	80.7	7750	83.9
<b>SPIRIT AIRLINES</b>	1021	81.3	295	78.0	265	83.8	609	81.9	147	78.2	0	0.0	0	0.0	124	83.9
<b>UNITED AIRLINES NETWORK</b>	732	85.4	720	89.4	1054	87.3	279	87.1	515	87.8	0	0.0	1105	84.0	12516	86.9
- UNITED AIRLINES	548	84.9	388	86.6	1044	87.5	279	87.1	178	84.8	0	0.0	369	91.3	6993	88.7
- BRANDED CODESHARE PARTNERS	184	87.0	332	92.8	10	70.0	0	0.0	337	89.3	0	0.0	736	80.3	5523	84.6
<b>TOTAL</b>	27,190	87.9	8,089	83.7	12,312	79.1	7,763	81.5	18,316	88.5	5,927	81.0	12,683	80.7	24,686	84.6

\* 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)

OCTOBER 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>	172	81.4	36	80.6	308	58.1	31	96.8	115	73.0	61	88.5	371	71.4	633	85.5
- ALASKA AIRLINES	172	81.4	36	80.6	308	58.1	31	96.8	115	73.0	61	88.5	371	71.4	494	84.6
- BRANDED CODESHARE PARTNERS	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	139	88.5
<b>ALLEGiant AIR</b>	0	0.0	0	0.0	62	88.7	186	68.8	34	67.6	0	0.0	0	0.0	718	64.3
<b>AMERICAN AIRLINES NETWORK</b>	20631	80.8	691	82.5	775	75.0	416	85.1	180	82.8	774	83.5	2270	78.7	1189	78.0
- AMERICAN AIRLINES	12404	81.1	296	81.8	775	75.0	416	85.1	144	81.3	551	81.9	1273	76.0	1189	78.0
- BRANDED CODESHARE PARTNERS	8227	80.3	395	83.0	0	0.0	0	0.0	36	88.9	223	87.4	997	82.1	0	0.0
<b>DELTA AIR LINES NETWORK</b>	875	84.0	7607	90.3	754	79.6	770	86.4	505	90.3	669	81.0	4909	78.6	1212	89.9
- DELTA AIR LINES	875	84.0	4682	89.8	434	79.5	770	86.4	229	92.6	669	81.0	2346	75.6	1212	89.9
- BRANDED CODESHARE PARTNERS	0	0.0	2925	91.1	320	79.7	0	0.0	276	88.4	0	0.0	2563	81.3	0	0.0
<b>FRONTIER AIRLINES</b>	452	67.5	112	76.8	0	0.0	102	79.4	0	0.0	162	59.9	0	0.0	1817	70.0
<b>HAWAIIAN AIRLINES</b>	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	31	22.6	113	77.0
<b>JETBLUE AIRWAYS</b>	62	69.4	181	74.0	530	73.8	1232	71.8	0	0.0	64	70.3	4069	71.3	332	75.6
<b>SOUTHWEST AIRLINES</b>	0	0.0	330	67.9	0	0.0	1240	82.3	171	84.8	519	80.0	0	0.0	6759	79.8
<b>SPIRIT AIRLINES</b>	774	81.0	801	82.4	804	67.2	1779	84.1	0	0.0	775	83.0	0	0.0	2482	79.9
<b>UNITED AIRLINES NETWORK</b>	771	83.7	527	88.2	9217	78.9	545	86.1	5137	88.6	10201	90.1	114	71.9	1130	85.9
- UNITED AIRLINES	692	84.1	151	84.8	5567	78.3	545	86.1	2646	88.3	5463	89.4	114	71.9	1128	85.9
- BRANDED CODESHARE PARTNERS	79	79.7	376	89.6	3650	79.9	0	0.0	2491	89.0	4738	91.1	0	0.0	2	100.0
<b>TOTAL</b>	<b>23,737</b>	<b>80.7</b>	<b>10,285</b>	<b>87.9</b>	<b>12,450</b>	<b>77.3</b>	<b>6,301</b>	<b>81.4</b>	<b>6,142</b>	<b>88.1</b>	<b>13,225</b>	<b>88.0</b>	<b>11,764</b>	<b>75.7</b>	<b>16,385</b>	<b>79.2</b>

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

## AIR TRAVEL CONSUMER REPORT

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

OCTOBER 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>1354</b>	<b>86.3</b>	<b>0</b>	<b>0.0</b>	<b>186</b>	<b>84.9</b>	<b>0</b>	<b>0.0</b>	<b>31</b>	<b>93.5</b>	<b>62</b>	<b>91.9</b>	<b>245</b>	<b>79.2</b>	<b>31</b>	<b>71.0</b>
- ALASKA AIRLINES	712	85.4	0	0.0	186	84.9	0	0.0	31	93.5	62	91.9	231	77.9	31	71.0
- BRANDED CODESHARE PARTNERS	642	87.2	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	14	100.0	0	0.0
<b>ALLEGiant AIR</b>	<b>85</b>	<b>75.3</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>32</b>	<b>78.1</b>	<b>0</b>	<b>0.0</b>	<b>53</b>	<b>90.6</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>
<b>AMERICAN AIRLINES NETWORK</b>	<b>3408</b>	<b>83.9</b>	<b>3739</b>	<b>73.8</b>	<b>1448</b>	<b>83.8</b>	<b>0</b>	<b>0.0</b>	<b>5303</b>	<b>84.6</b>	<b>505</b>	<b>87.3</b>	<b>8959</b>	<b>87.8</b>	<b>6276</b>	<b>86.0</b>
- AMERICAN AIRLINES	2543	82.1	1896	70.8	1448	83.8	0	0.0	4308	83.6	289	84.8	4652	85.6	3639	84.2
- BRANDED CODESHARE PARTNERS	865	89.1	1843	76.9	0	0.0	0	0.0	995	88.9	216	90.7	4307	90.2	2637	88.5
<b>DELTA AIR LINES NETWORK</b>	<b>3778</b>	<b>89.0</b>	<b>6774</b>	<b>75.4</b>	<b>1448</b>	<b>87.7</b>	<b>265</b>	<b>88.3</b>	<b>644</b>	<b>81.5</b>	<b>7948</b>	<b>91.6</b>	<b>1194</b>	<b>88.7</b>	<b>533</b>	<b>89.1</b>
- DELTA AIR LINES	2894	87.7	2090	78.7	1448	87.7	93	84.9	644	81.5	4731	90.1	928	87.4	457	90.2
- BRANDED CODESHARE PARTNERS	884	93.4	4684	73.9	0	0.0	172	90.1	0	0.0	3217	93.8	266	93.2	76	82.9
<b>FRONTIER AIRLINES</b>	<b>0</b>	<b>0.0</b>	<b>93</b>	<b>55.9</b>	<b>1564</b>	<b>71.9</b>	<b>339</b>	<b>72.6</b>	<b>186</b>	<b>68.8</b>	<b>53</b>	<b>77.4</b>	<b>62</b>	<b>66.1</b>	<b>820</b>	<b>69.8</b>
<b>HAWAIIAN AIRLINES</b>	<b>186</b>	<b>72.6</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>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>954</b>	<b>80.6</b>	<b>1431</b>	<b>68.4</b>	<b>1384</b>	<b>70.7</b>	<b>0</b>	<b>0.0</b>	<b>248</b>	<b>63.7</b>	<b>110</b>	<b>73.6</b>	<b>124</b>	<b>79.0</b>	<b>77</b>	<b>90.9</b>
<b>SOUTHWEST AIRLINES</b>	<b>2295</b>	<b>81.5</b>	<b>1027</b>	<b>70.0</b>	<b>3003</b>	<b>83.7</b>	<b>6435</b>	<b>81.2</b>	<b>581</b>	<b>79.2</b>	<b>476</b>	<b>76.3</b>	<b>834</b>	<b>85.4</b>	<b>381</b>	<b>76.6</b>
<b>SPIRIT AIRLINES</b>	<b>989</b>	<b>85.2</b>	<b>372</b>	<b>75.5</b>	<b>2254</b>	<b>82.9</b>	<b>0</b>	<b>0.0</b>	<b>712</b>	<b>83.7</b>	<b>93</b>	<b>76.3</b>	<b>775</b>	<b>79.0</b>	<b>549</b>	<b>83.4</b>
<b>UNITED AIRLINES NETWORK</b>	<b>2827</b>	<b>87.8</b>	<b>1057</b>	<b>78.1</b>	<b>1012</b>	<b>87.9</b>	<b>0</b>	<b>0.0</b>	<b>388</b>	<b>80.9</b>	<b>520</b>	<b>91.0</b>	<b>12801</b>	<b>89.8</b>	<b>374</b>	<b>87.4</b>
- UNITED AIRLINES	2113	88.0	519	80.2	1012	87.9	0	0.0	388	80.9	450	89.8	6428	90.1	309	90.9
- BRANDED CODESHARE PARTNERS	714	87.4	538	76.2	0	0.0	0	0.0	0	0.0	70	98.6	6373	89.6	65	70.8
<b>TOTAL</b>	<b>15,876</b>	<b>85.4</b>	<b>14,493</b>	<b>74.0</b>	<b>12,299</b>	<b>81.4</b>	<b>7,071</b>	<b>81.1</b>	<b>8,093</b>	<b>82.8</b>	<b>9,820</b>	<b>90.2</b>	<b>24,994</b>	<b>88.4</b>	<b>9,041</b>	<b>84.2</b>

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

## AIR TRAVEL CONSUMER REPORT

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

OCTOBER 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>420</b>	<b>83.6</b>	<b>1467</b>	<b>84.3</b>	<b>8733</b>	<b>87.7</b>	<b>2158</b>	<b>84.6</b>	<b>231</b>	<b>88.3</b>	<b>49</b>	<b>77.6</b>
- ALASKA AIRLINES	361	83.9	713	83.2	6123	87.1	1115	82.4	111	91.9	49	77.6
- BRANDED CODESHARE PARTNERS	59	81.4	754	85.4	2610	89.0	1043	87.0	120	85.0	0	0.0
<b>ALLEGiant AIR</b>	<b>27</b>	<b>63.0</b>	<b>36</b>	<b>58.3</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>6319</b>	<b>82.6</b>	<b>667</b>	<b>79.0</b>	<b>563</b>	<b>84.7</b>	<b>905</b>	<b>84.2</b>	<b>374</b>	<b>81.6</b>	<b>1040</b>	<b>84.8</b>
- AMERICAN AIRLINES	4204	82.8	667	79.0	440	83.2	784	82.4	291	82.5	966	84.1
- BRANDED CODESHARE PARTNERS	2115	82.2	0	0.0	123	90.2	121	95.9	83	78.3	74	94.6
<b>DELTA AIR LINES NETWORK</b>	<b>853</b>	<b>86.9</b>	<b>829</b>	<b>87.8</b>	<b>3880</b>	<b>91.2</b>	<b>1110</b>	<b>91.2</b>	<b>6615</b>	<b>92.7</b>	<b>923</b>	<b>88.6</b>
- DELTA AIR LINES	729	86.8	793	88.0	2601	90.2	1079	91.1	3987	91.6	923	88.6
- BRANDED CODESHARE PARTNERS	124	87.1	36	83.3	1279	93.2	31	93.5	2628	94.2	0	0.0
<b>FRONTIER AIRLINES</b>	<b>370</b>	<b>62.4</b>	<b>186</b>	<b>69.4</b>	<b>54</b>	<b>79.6</b>	<b>292</b>	<b>77.7</b>	<b>104</b>	<b>66.3</b>	<b>352</b>	<b>77.0</b>
<b>HAWAIIAN AIRLINES</b>	<b>31</b>	<b>61.3</b>	<b>62</b>	<b>45.2</b>	<b>63</b>	<b>36.5</b>	<b>62</b>	<b>48.4</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>
<b>JETBLUE AIRWAYS</b>	<b>93</b>	<b>64.5</b>	<b>177</b>	<b>80.2</b>	<b>74</b>	<b>87.8</b>	<b>434</b>	<b>88.5</b>	<b>145</b>	<b>77.2</b>	<b>416</b>	<b>64.7</b>
<b>SOUTHWEST AIRLINES</b>	<b>5273</b>	<b>78.6</b>	<b>3282</b>	<b>78.5</b>	<b>834</b>	<b>80.5</b>	<b>745</b>	<b>80.4</b>	<b>914</b>	<b>77.9</b>	<b>1897</b>	<b>81.9</b>
<b>SPIRIT AIRLINES</b>	<b>87</b>	<b>80.5</b>	<b>160</b>	<b>76.9</b>	<b>93</b>	<b>78.5</b>	<b>0</b>	<b>0.0</b>	<b>124</b>	<b>70.2</b>	<b>403</b>	<b>84.6</b>
<b>UNITED AIRLINES NETWORK</b>	<b>710</b>	<b>87.6</b>	<b>916</b>	<b>90.2</b>	<b>786</b>	<b>92.5</b>	<b>5601</b>	<b>90.2</b>	<b>556</b>	<b>89.9</b>	<b>564</b>	<b>89.5</b>
- UNITED AIRLINES	708	87.6	882	89.9	750	92.8	3869	90.6	123	87.0	564	89.5
- BRANDED CODESHARE PARTNERS	2	100.0	34	97.1	36	86.1	1732	89.3	433	90.8	0	0.0
<b>TOTAL</b>	<b>14,183</b>	<b>80.9</b>	<b>7,782</b>	<b>81.5</b>	<b>15,080</b>	<b>88.0</b>	<b>11,307</b>	<b>87.5</b>	<b>9,063</b>	<b>89.6</b>	<b>5,644</b>	<b>82.9</b>

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

## AIR TRAVEL CONSUMER REPORT

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

OCTOBER 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	63	79.4	62	80.6	213	65.7	36	72.2	0	0.0	62	87.1	155	80.0	138	82.6
ALLEGiant AIR	0	0.0	206	82.5	38	94.7	22	72.7	0	0.0	0	0.0	0	0.0	47	87.2
AMERICAN AIRLINES	555	76.0	766	79.9	1770	81.2	326	79.8	9643	86.9	0	0.0	2748	78.6	685	81.6
DELTA AIR LINES	17890	90.9	743	90.7	1925	81.6	420	90.5	448	95.1	122	89.3	692	81.9	882	88.8
ENDEAVOR AIR	1172	90.2	238	80.3	71	81.7	93	83.9	280	84.3	0	0.0	170	82.9	0	0.0
ENVOY AIR	92	94.6	176	90.3	0	0.0	2	50.0	260	87.3	0	0.0	390	81.3	0	0.0
FRONTIER AIRLINES	864	63.7	118	70.3	49	79.6	177	61.6	137	81.0	0	0.0	93	63.4	2182	73.0
HAWAIIAN AIRLINES	0	0.0	0	0.0	18	44.4	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
HORIZON AIR	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
JETBLUE AIRWAYS	214	73.8	228	61.8	4167	74.0	102	82.4	78	75.6	0	0.0	904	77.3	152	75.7
MESA AIRLINES	92	93.5	110	90.9	3	33.3	0	0.0	124	91.1	0	0.0	60	95.0	0	0.0
PSA AIRLINES	145	87.6	131	91.6	0	0.0	0	0.0	4011	92.5	0	0.0	2884	79.9	0	0.0
REPUBLIC AIRWAYS	429	88.6	340	86.8	2077	83.3	107	92.5	475	88.6	0	0.0	2305	84.2	0	0.0
SKYWEST AIRLINES	1184	85.7	276	91.7	0	0.0	28	96.4	66	84.8	0	0.0	121	90.9	5233	85.4
SOUTHWEST AIRLINES	2921	82.7	4012	83.7	542	73.6	5562	81.0	257	80.5	5743	80.8	1335	80.7	7750	83.9
SPIRIT AIRLINES	1021	81.3	295	78.0	265	83.8	609	81.9	147	78.2	0	0.0	0	0.0	124	83.9
UNITED AIRLINES	548	84.9	388	86.6	1044	87.5	279	87.1	178	84.8	0	0.0	369	91.3	6993	88.7
<b>TOTAL</b>	<b>27,190</b>	<b>87.9</b>	<b>8,089</b>	<b>83.7</b>	<b>12,182</b>	<b>79.1</b>	<b>7,763</b>	<b>81.5</b>	<b>16,104</b>	<b>88.2</b>	<b>5,927</b>	<b>81.0</b>	<b>12,226</b>	<b>80.9</b>	<b>24,186</b>	<b>84.7</b>

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

## AIR TRAVEL CONSUMER REPORT

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

OCTOBER 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	172	81.4	36	80.6	308	58.1	31	96.8	115	73.0	61	88.5	371	71.4	494	84.6
ALLEGiant AIR	0	0.0	0	0.0	62	88.7	186	68.8	34	67.6	0	0.0	0	0.0	718	64.3
AMERICAN AIRLINES	12404	81.1	296	81.8	775	75.0	416	85.1	144	81.3	551	81.9	1273	76.0	1189	78.0
DELTA AIR LINES	875	84.0	4682	89.8	434	79.5	770	86.4	229	92.6	669	81.0	2346	75.6	1212	89.9
ENDEAVOR AIR	0	0.0	1411	91.8	145	77.2	0	0.0	0	0.0	0	0.0	1958	82.8	0	0.0
ENVOY AIR	4036	83.9	34	97.1	0	0.0	0	0.0	0	0.0	58	91.4	0	0.0	0	0.0
FRONTIER AIRLINES	452	67.5	112	76.8	0	0.0	102	79.4	0	0.0	162	59.9	0	0.0	1817	70.0
HAWAIIAN AIRLINES	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	31	22.6	113	77.0
HORIZON AIR	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	32	90.6
JETBLUE AIRWAYS	62	69.4	181	74.0	530	73.8	1232	71.8	0	0.0	64	70.3	4069	71.3	332	75.6
MESA AIRLINES	1564	74.0	44	97.7	0	0.0	0	0.0	784	89.0	1507	91.2	0	0.0	0	0.0
PSA AIRLINES	0	0.0	120	87.5	0	0.0	0	0.0	36	88.9	0	0.0	0	0.0	0	0.0
REPUBLIC AIRWAYS	5	100.0	408	86.3	2488	81.3	0	0.0	572	91.8	57	82.5	1602	80.1	0	0.0
SKYWEST AIRLINES	2701	78.4	1609	89.6	108	88.9	0	0.0	244	90.6	1077	90.8	0	0.0	109	88.1
SOUTHWEST AIRLINES	0	0.0	330	67.9	0	0.0	1240	82.3	171	84.8	519	80.0	0	0.0	6759	79.8
SPIRIT AIRLINES	774	81.0	801	82.4	804	67.2	1779	84.1	0	0.0	775	83.0	0	0.0	2482	79.9
UNITED AIRLINES	692	84.1	151	84.8	5567	78.3	545	86.1	2646	88.3	5463	89.4	114	71.9	1128	85.9
<b>TOTAL</b>	<b>23,737</b>	<b>80.7</b>	<b>10,215</b>	<b>87.9</b>	<b>11,221</b>	<b>77.4</b>	<b>6,301</b>	<b>81.4</b>	<b>4,975</b>	<b>88.3</b>	<b>10,963</b>	<b>87.4</b>	<b>11,764</b>	<b>75.7</b>	<b>16,385</b>	<b>79.2</b>

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

## AIR TRAVEL CONSUMER REPORT

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

OCTOBER 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	712	85.4	0	0.0	186	84.9	0	0.0	31	93.5	62	91.9	231	77.9	31	71.0
ALLEGiant AIR	85	75.3	0	0.0	0	0.0	32	78.1	0	0.0	53	90.6	0	0.0	0	0.0
AMERICAN AIRLINES	2543	82.1	1896	70.8	1448	83.8	0	0.0	4308	83.6	289	84.8	4652	85.6	3639	84.2
DELTA AIR LINES	2894	87.7	2090	78.7	1448	87.7	93	84.9	644	81.5	4731	90.1	928	87.4	457	90.2
ENDEAVOR AIR	0	0.0	3548	73.6	0	0.0	0	0.0	0	0.0	699	93.3	89	95.5	0	0.0
ENVOY AIR	0	0.0	0	0.0	0	0.0	0	0.0	993	88.9	60	88.3	3261	90.4	0	0.0
FRONTIER AIRLINES	0	0.0	93	55.9	1564	71.9	339	72.6	186	68.8	53	77.4	62	66.1	820	69.8
HAWAIIAN AIRLINES	186	72.6	0	0.0	0	0.0	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	14	100.0	0	0.0
JETBLUE AIRWAYS	954	80.6	1431	68.4	1384	70.7	0	0.0	248	63.7	110	73.6	124	79.0	77	90.9
MESA AIRLINES	0	0.0	236	72.9	0	0.0	0	0.0	0	0.0	62	98.4	0	0.0	0	0.0
PSA AIRLINES	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	39	87.2	0	0.0	1158	88.0
REPUBLIC AIRWAYS	0	0.0	3064	76.1	0	0.0	0	0.0	2	100.0	119	93.3	882	93.8	514	88.5
SKYWEST AIRLINES	3105	89.6	120	88.3	0	0.0	172	90.1	0	0.0	2524	93.9	3763	90.6	1	0.0
SOUTHWEST AIRLINES	2295	81.5	1027	70.0	3003	83.7	6435	81.2	581	79.2	476	76.3	834	85.4	381	76.6
SPIRIT AIRLINES	989	85.2	372	75.5	2254	82.9	0	0.0	712	83.7	93	76.3	775	79.0	549	83.4
UNITED AIRLINES	2113	88.0	519	80.2	1012	87.9	0	0.0	388	80.9	450	89.8	6428	90.1	309	90.9
<b>TOTAL</b>	<b>15,876</b>	<b>85.4</b>	<b>14,396</b>	<b>74.0</b>	<b>12,299</b>	<b>81.4</b>	<b>7,071</b>	<b>81.1</b>	<b>8,093</b>	<b>82.8</b>	<b>9,820</b>	<b>90.2</b>	<b>22,043</b>	<b>88.5</b>	<b>7,936</b>	<b>83.7</b>

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

## AIR TRAVEL CONSUMER REPORT

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

OCTOBER 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	361	83.9	713	83.2	6123	87.1	1115	82.4	111	91.9	49	77.6
ALLEGiant AIR	27	63.0	36	58.3	0	0.0	0	0.0	0	0.0	0	0.0
AMERICAN AIRLINES	4204	82.8	667	79.0	440	83.2	784	82.4	291	82.5	966	84.1
DELTA AIR LINES	729	86.8	793	88.0	2601	90.2	1079	91.1	3987	91.6	923	88.6
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	70	94.3
FRONTIER AIRLINES	370	62.4	186	69.4	54	79.6	292	77.7	104	66.3	352	77.0
HAWAIIAN AIRLINES	31	61.3	62	45.2	63	36.5	62	48.4	0	0.0	0	0.0
HORIZON AIR	57	82.5	19	78.9	2220	89.5	86	90.7	0	0.0	0	0.0
JETBLUE AIRWAYS	93	64.5	177	80.2	74	87.8	434	88.5	145	77.2	416	64.7
MESA AIRLINES	620	76.3	0	0.0	0	0.0	0	0.0	48	77.1	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	4	100.0
SKYWEST AIRLINES	1623	84.8	805	86.0	1828	91.2	2841	88.7	3216	93.2	0	0.0
SOUTHWEST AIRLINES	5273	78.6	3282	78.5	834	80.5	745	80.4	914	77.9	1897	81.9
SPIRIT AIRLINES	87	80.5	160	76.9	93	78.5	0	0.0	124	70.2	403	84.6
UNITED AIRLINES	708	87.6	882	89.9	750	92.8	3869	90.6	123	87.0	564	89.5
<b>TOTAL</b>	<b>14,183</b>	<b>80.9</b>	<b>7,782</b>	<b>81.5</b>	<b>15,080</b>	<b>88.0</b>	<b>11,307</b>	<b>87.5</b>	<b>9,063</b>	<b>89.6</b>	<b>5,644</b>	<b>82.9</b>

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

## AIR TRAVEL CONSUMER REPORT

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

OCTOBER 2022

ARRIVAL AIRPORT*																
SCHEDULED ARRIVAL TIME	ATL	BNA	BOS	BWI	CLT	DAL	DCA	DEN	DFW	DTW	EWR	FLL	IAD	IAH	JFK	LAS
0600-0659	89.5	97.5	75.2	85.8	94.7	100.0	89.9	93.6	87.7	92.6	75.0	82.5	91.7	93.8	87.0	95.7
0700-0759	92.1	96.1	84.3	94.8	90.3	92.8	89.6	93.6	87.9	91.9	89.6	78.4	93.5	92.0	81.6	92.6
0800-0859	91.4	91.7	84.6	86.2	91.4	92.6	87.9	88.3	85.6	91.7	86.1	89.7	88.0	90.4	79.9	91.0
0900-0959	92.6	91.0	90.7	93.0	88.7	90.1	82.5	88.8	82.2	91.9	88.9	88.9	100.0	89.4	84.6	90.3
1000-1059	92.5	90.7	90.1	91.0	89.4	88.5	93.5	85.0	81.9	90.9	92.8	90.8	82.7	91.6	88.9	86.7
1100-1159	91.8	88.7	90.3	92.2	88.2	89.5	89.9	87.8	81.9	91.8	93.0	84.4	93.6	90.5	89.0	83.1
1200-1259	90.2	90.3	87.9	90.9	92.3	83.1	83.3	90.0	82.2	90.3	93.6	83.7	95.6	82.0	87.7	81.1
1300-1359	89.7	86.8	87.4	87.6	89.0	82.9	83.2	87.8	83.6	91.3	84.0	81.7	97.2	90.0	84.8	77.0
1400-1459	91.6	84.3	85.1	87.2	90.7	85.1	82.6	88.0	83.0	90.7	81.3	83.2	89.4	79.1	81.6	74.4
1500-1559	87.4	79.8	75.7	83.1	89.0	82.8	82.4	82.1	81.0	89.3	76.8	83.5	85.2	90.1	78.9	77.1
1600-1659	89.2	80.6	75.8	81.8	88.0	82.0	74.3	83.1	80.3	86.8	70.7	82.0	85.1	83.0	74.0	75.4
1700-1759	85.9	77.3	72.6	76.9	87.7	78.8	78.1	79.9	77.5	85.5	67.6	78.1	70.5	85.2	70.3	72.0
1800-1859	84.2	79.2	68.1	71.6	83.3	75.6	76.1	79.9	76.2	86.4	61.7	74.2	80.9	85.5	66.8	74.5
1900-1959	83.1	79.1	68.5	77.9	82.9	73.9	69.4	82.4	73.3	87.8	60.1	81.7	82.9	85.3	66.8	73.4
2000-2059	82.3	72.8	70.2	65.7	81.5	70.4	78.8	76.7	74.3	86.6	60.4	77.5	86.5	86.8	62.5	74.2
2100-2159	85.3	80.1	69.0	62.9	83.7	68.2	71.9	79.2	78.9	80.8	65.4	75.5	88.5	69.4	62.3	76.5
2200-2259	76.6	86.8	75.5	72.4	80.0	68.1	80.9	74.1	81.1	76.0	75.8	83.7	87.0	82.3	61.7	71.5
2300-0559	79.2	72.4	76.3	76.0	86.9	75.0	78.3	77.4	83.5	78.6	82.0	70.8	87.9	84.1	73.8	72.8
<b>TOTAL</b>	<b>87.9</b>	<b>83.7</b>	<b>79.1</b>	<b>81.5</b>	<b>88.2</b>	<b>81.0</b>	<b>80.9</b>	<b>84.7</b>	<b>80.7</b>	<b>87.9</b>	<b>77.4</b>	<b>81.4</b>	<b>88.3</b>	<b>87.4</b>	<b>75.7</b>	<b>79.2</b>

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

## AIR TRAVEL CONSUMER REPORT

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

OCTOBER 2022

ARRIVAL AIRPORT*															
SCHEDULED ARRIVAL TIME	LAX	LGA	MCO	MDW	MIA	MSP	ORD	PHL	PHX	SAN	SEA	SFO	SLC	TPA	TOTAL
0600-0659	92.3	86.2	82.1	88.9	86.9	91.5	92.7	82.8	93.9	0.0	89.8	94.5	80.6	88.9	90.4
0700-0759	93.2	84.4	82.4	91.6	95.5	92.3	90.9	92.1	91.9	92.5	88.1	92.9	94.7	91.8	90.7
0800-0859	90.8	87.0	92.3	87.2	91.3	96.0	92.0	89.2	87.6	92.1	91.1	91.2	95.6	95.0	90.1
0900-0959	90.4	85.0	89.8	87.2	92.4	96.6	92.2	89.6	88.7	88.4	88.7	89.1	92.3	90.2	89.0
1000-1059	86.9	85.3	91.1	88.9	87.6	92.1	92.6	83.1	88.2	90.6	88.9	91.7	93.1	88.9	88.8
1100-1159	85.7	83.9	89.3	87.1	88.8	90.9	91.7	85.9	85.6	87.0	85.9	89.3	85.8	92.0	88.1
1200-1259	85.7	80.7	88.2	87.6	85.0	92.8	90.2	88.6	83.3	82.4	89.2	87.1	92.8	89.5	87.5
1300-1359	89.0	79.2	86.9	85.9	84.8	91.9	89.0	85.7	79.7	82.2	91.1	89.1	87.4	91.5	86.3
1400-1459	85.8	73.7	87.1	84.4	85.0	89.4	90.7	83.7	81.3	80.7	88.7	90.7	90.8	83.9	85.6
1500-1559	85.9	73.5	83.4	83.0	82.9	90.0	89.4	85.3	80.3	79.4	89.9	86.5	85.2	89.6	83.8
1600-1659	86.3	74.0	80.6	81.2	82.3	89.3	87.9	85.8	75.5	74.7	89.4	86.9	87.3	84.4	82.0
1700-1759	86.4	72.7	76.7	81.7	77.0	87.7	88.7	80.0	72.4	75.5	84.6	89.3	89.3	89.9	80.1
1800-1859	81.4	64.6	77.3	71.1	73.2	88.6	81.1	79.8	71.9	77.8	90.6	89.3	85.9	81.9	78.4
1900-1959	84.3	63.4	75.8	72.8	69.5	88.2	83.8	77.0	73.6	77.7	88.1	83.7	91.0	71.1	78.0
2000-2059	83.9	60.3	74.8	73.8	75.7	90.6	85.7	83.4	75.3	78.7	86.1	83.4	88.9	69.6	77.8
2100-2159	82.0	62.4	74.3	64.3	73.4	81.7	83.5	81.4	76.2	71.6	83.5	85.0	86.8	75.3	77.0
2200-2259	78.6	60.0	72.3	75.2	72.8	80.7	82.1	74.7	74.8	76.7	85.0	84.1	85.8	72.7	76.2
2300-0559	76.7	69.5	74.2	70.6	76.9	83.5	85.8	79.4	73.7	77.8	86.0	84.2	74.6	74.4	78.1
<b>TOTAL</b>	<b>85.4</b>	<b>74.0</b>	<b>81.4</b>	<b>81.1</b>	<b>82.8</b>	<b>90.2</b>	<b>88.5</b>	<b>83.7</b>	<b>80.9</b>	<b>81.5</b>	<b>88.0</b>	<b>87.5</b>	<b>89.6</b>	<b>82.9</b>	<b>83.6</b>

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

## AIR TRAVEL CONSUMER REPORT

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

OCTOBER 2022

DEPARTURE AIRPORT*																
SCHEDULED DEPARTURE TIME	ATL	BNA	BOS	BWI	CLT	DAL	DCA	DEN	DFW	DTW	EWR	FLL	IAD	IAH	JFK	LAS
0600-0659	89.9	93.8	91.7	89.0	91.3	94.3	92.8	91.3	93.3	92.0	91.5	94.0	94.6	91.6	89.6	90.8
0700-0759	90.0	89.7	89.3	88.9	92.8	91.1	94.2	89.1	92.1	93.0	92.6	90.8	85.7	94.1	90.6	88.8
0800-0859	89.6	93.8	88.3	79.8	91.8	86.7	91.0	89.1	88.1	90.1	87.5	90.1	90.2	89.7	88.1	86.7
0900-0959	88.9	88.5	83.3	69.0	92.6	87.4	88.0	83.6	88.1	91.2	88.7	85.6	92.3	90.8	83.4	84.6
1000-1059	87.6	88.9	85.7	76.5	89.9	79.1	88.4	82.7	82.8	91.3	89.3	79.3	77.8	91.7	84.1	82.7
1100-1159	89.2	85.7	88.5	81.1	88.1	79.0	88.7	82.3	79.2	86.9	88.0	80.5	81.8	88.4	86.0	80.7
1200-1259	87.8	84.7	84.3	79.3	89.1	73.7	88.2	74.9	80.5	87.9	88.6	80.3	89.2	89.1	86.3	68.9
1300-1359	86.4	81.5	82.1	77.0	87.8	64.0	80.4	79.6	77.0	91.2	89.4	73.9	90.4	88.1	83.6	74.1
1400-1459	83.8	80.7	77.8	59.5	85.8	68.1	82.0	66.7	77.5	82.7	80.5	78.5	87.1	85.3	76.7	70.3
1500-1559	85.0	72.9	79.1	63.9	81.0	67.2	79.8	72.3	73.9	85.3	80.1	78.5	82.5	78.6	82.4	63.0
1600-1659	81.7	76.3	73.8	69.0	82.4	67.2	77.1	67.0	78.0	87.0	73.7	77.7	75.0	84.6	75.2	71.0
1700-1759	85.4	71.5	72.5	68.7	81.9	65.1	76.2	77.1	74.1	82.4	71.9	79.9	81.9	74.5	69.4	67.4
1800-1859	80.6	72.1	68.8	59.3	82.0	67.9	75.2	64.6	73.6	79.8	72.3	71.8	80.9	84.1	67.5	62.7
1900-1959	76.5	67.4	62.7	57.8	74.9	60.9	72.2	76.3	75.5	84.1	65.5	70.9	72.2	80.4	66.7	67.7
2000-2059	83.0	67.9	64.0	39.9	85.5	60.6	78.7	78.0	71.0	85.5	65.2	73.7	93.9	87.2	64.9	71.6
2100-2159	80.0	71.8	61.6	32.6	81.3	55.2	84.9	68.1	79.6	90.8	67.6	74.7	0.0	85.8	67.7	64.7
2200-2259	86.9	71.4	69.6	44.4	82.5	54.9	77.7	61.4	79.0	86.6	77.8	78.6	85.4	88.7	71.4	76.7
2300-0559	85.1	93.3	96.6	91.4	96.2	0.0	91.3	82.8	89.4	91.9	91.9	94.8	90.9	89.7	81.4	80.5
<b>TOTAL</b>	<b>85.4</b>	<b>82.1</b>	<b>80.6</b>	<b>67.4</b>	<b>86.2</b>	<b>72.9</b>	<b>83.6</b>	<b>78.2</b>	<b>79.5</b>	<b>88.0</b>	<b>80.8</b>	<b>80.9</b>	<b>86.5</b>	<b>87.1</b>	<b>79.0</b>	<b>76.4</b>

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

## AIR TRAVEL CONSUMER REPORT

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

OCTOBER 2022

DEPARTURE AIRPORT*															
SCHEDULED DEPARTURE TIME	LAX	LGA	MCO	MDW	MIA	MSP	ORD	PHL	PHX	SAN	SEA	SFO	SLC	TPA	TOTAL
0600-0659	86.1	92.8	90.0	95.8	92.3	91.0	91.1	91.7	93.9	96.0	92.2	94.4	89.8	95.4	91.9
0700-0759	91.3	91.5	91.5	82.4	93.7	91.3	91.3	89.3	89.3	92.0	90.9	88.5	92.4	93.6	91.0
0800-0859	90.5	87.7	89.5	85.3	91.0	93.8	89.6	90.3	86.0	88.4	87.1	90.5	92.3	91.7	89.0
0900-0959	87.8	85.7	86.2	83.4	92.6	93.8	90.9	89.7	82.8	85.6	86.9	88.2	91.1	90.5	87.4
1000-1059	86.6	81.2	84.9	80.5	88.4	93.9	89.2	89.8	87.3	87.0	83.5	84.4	94.4	89.3	86.2
1100-1159	81.8	84.0	86.5	76.8	87.0	87.5	87.8	86.3	83.5	89.7	83.9	84.7	90.9	83.0	85.4
1200-1259	83.4	81.6	81.6	77.1	84.6	92.2	85.8	77.6	79.9	83.7	87.7	85.3	83.2	89.7	83.5
1300-1359	81.8	77.6	77.7	69.1	81.1	85.8	87.1	89.9	78.6	79.0	88.4	84.6	91.1	85.3	82.0
1400-1459	84.0	72.7	72.1	68.7	77.3	86.0	84.2	76.7	77.8	79.0	87.1	83.1	84.1	84.0	79.0
1500-1559	82.2	73.4	73.4	65.5	78.5	88.8	80.5	84.8	76.4	80.7	87.2	84.7	88.7	79.6	79.0
1600-1659	80.4	72.8	72.4	64.0	73.5	88.2	85.3	81.8	72.0	76.0	87.0	85.9	84.2	83.2	78.1
1700-1759	85.5	69.5	69.8	67.1	74.0	81.3	82.7	78.5	70.9	72.9	85.8	85.7	85.8	79.3	77.0
1800-1859	81.9	70.6	72.5	57.4	76.3	85.1	84.2	79.5	58.5	70.9	81.8	89.0	81.5	80.7	75.3
1900-1959	82.4	61.7	67.9	53.0	75.1	85.2	82.7	80.0	69.4	79.5	89.5	87.9	70.5	77.9	74.5
2000-2059	84.9	63.7	65.8	48.2	79.0	84.6	82.0	79.7	72.9	79.9	85.7	82.5	85.9	74.0	74.9
2100-2159	86.5	61.3	71.9	45.4	77.8	90.0	89.6	86.5	63.9	82.8	86.1	81.8	88.9	66.4	75.2
2200-2259	84.6	47.1	67.2	47.5	76.4	93.0	84.0	72.3	69.6	90.2	88.9	86.7	93.8	61.3	80.3
2300-0559	87.3	93.5	79.5	95.0	90.1	92.7	90.3	87.6	91.2	0.0	93.1	86.9	90.5	95.3	87.9
<b>TOTAL</b>	<b>85.4</b>	<b>77.3</b>	<b>79.0</b>	<b>70.0</b>	<b>81.7</b>	<b>89.1</b>	<b>86.7</b>	<b>85.4</b>	<b>78.5</b>	<b>83.9</b>	<b>87.5</b>	<b>86.9</b>	<b>89.2</b>	<b>85.7</b>	<b>82.2</b>

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

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

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Aberdeen, SD (ABR)	100.0	100.0	62	62
Abilene, TX (ABI)	86.1	87.2	180	180
Adak Island, AK (ADK)	88.9	77.8	9	9
Aguadilla, PR (BQN)	75.2	74.8	202	202
Akron, OH (CAK)	88.1	87.6	194	194
Albany, GA (ABY)	95.6	97.8	90	90
Albany, NY (ALB)	82.5	85.8	1003	1002
Albuquerque, NM (ABQ)	81.0	81.9	1984	1987
Alexandria, LA (AEX)	86.3	84.4	153	154
Allentown/Bethlehem/Easton, PA (ABE)	86.0	89.9	385	386
Alpena, MI (APN)	85.5	92.7	55	55
Amarillo, TX (AMA)	83.5	84.5	462	464
Anchorage, AK (ANC)	83.0	89.0	1459	1454
Appleton, WI (ATW)	84.0	88.1	344	344
Arcata/Eureka, CA (ACV)	68.6	69.3	153	153
Asheville, NC (AVL)	80.7	81.6	910	912
Ashland, WV (HTS)	80.0	48.0	25	25
Aspen, CO (ASE)	77.5	78.9	320	322
Atlanta, GA (ATL)	87.9	85.4	27190	27179
Atlantic City, NJ (ACY)	80.6	83.5	247	248
Augusta, GA (AGS)	87.0	85.4	246	247
Austin, TX (AUS)	82.2	82.0	7731	7735
Bakersfield, CA (BFL)	79.5	85.2	210	210
Baltimore, MD (BWI)	81.5	67.4	7763	7766
Bangor, ME (BGR)	81.4	78.8	431	433
Barrow, AK (BRW)	96.8	83.9	31	31
Baton Rouge, LA (BTR)	87.4	86.6	358	359
Beaumont/Port Arthur, TX (BPT)	85.0	86.7	60	60
Belleville, IL (BLV)	86.3	76.7	73	73
Bellingham, WA (BLI)	86.0	88.3	315	315
Bemidji, MN (BJI)	91.9	83.9	62	62
Bend/Redmond, OR (RDM)	90.7	88.7	653	655
Bethel, AK (BET)	75.8	67.7	62	62
Billings, MT (BIL)	87.7	89.1	359	359
Binghamton, NY (BGM)	96.8	100.0	31	31
Birmingham, AL (BHM)	84.4	87.4	1162	1163
Bismarck/Mandan, ND (BIS)	84.4	86.3	315	315
Bloomington/Normal, IL (BMI)	82.8	83.3	221	221
Boise, ID (BOI)	86.7	91.3	2240	2241
Boston, MA (BOS)	79.1	80.6	12182	12187
Bozeman, MT (BZN)	89.2	87.5	679	680

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Brainerd, MN (BRD)	89.3	90.5	84	84
Bristol/Johnson City/Kingsport, TN (TRI)	87.9	86.9	214	214
Brownsville, TX (BRO)	88.6	89.5	105	105
Brunswick, GA (BQK)	89.1	89.2	64	65
Buffalo, NY (BUF)	80.8	84.2	1748	1750
Burbank, CA (BUR)	81.5	81.3	2683	2685
Burlington, VT (BTV)	84.7	86.8	802	802
Butte, MT (BTM)	89.7	98.3	58	59
Cape Girardeau, MO (CGI)	90.9	91.7	11	12
Casper, WY (CPR)	84.1	88.1	126	126
Cedar City, UT (CDC)	90.6	88.7	53	53
Cedar Rapids/Iowa City, IA (CID)	85.0	85.6	641	641
Champaign/Urbana, IL (CMI)	91.9	88.7	124	124
Charleston, SC (CHS)	82.6	83.6	1940	1941
Charleston/Dunbar, WV (CRW)	92.7	92.7	220	219
Charlotte Amalie, VI (STT)	85.9	85.5	262	262
Charlotte, NC (CLT)	88.2	86.2	16104	16096
Charlottesville, VA (CHO)	83.0	84.9	259	258
Chattanooga, TN (CHA)	87.2	86.0	415	414
Cheyenne, WY (CYS)	91.9	93.5	62	62
Chicago, IL (MDW)	81.1	70.0	7071	7062
Chicago, IL (ORD)	88.5	86.7	22043	22049
Christiansted, VI (STX)	89.8	89.8	98	98
Cincinnati, OH (CVG)	82.4	85.2	3228	3229
Clarksburg/Fairmont, WV (CKB)	86.1	81.0	79	79
Cleveland, OH (CLE)	85.0	86.7	3325	3325
Cody, WY (COD)	79.0	82.3	62	62
College Station/Bryan, TX (CLL)	83.6	84.4	122	122
Colorado Springs, CO (COS)	81.8	85.4	1009	1008
Columbia, MO (COU)	86.3	78.4	153	153
Columbia, SC (CAE)	85.8	89.2	472	471
Columbus, GA (CSG)	89.7	84.6	117	117
Columbus, MS (GTR)	89.5	87.2	86	86
Columbus, OH (CMH)	83.8	86.0	3343	3343
Columbus, OH (LCK)	75.9	79.3	58	58
Concord, NC (USA)	73.0	68.3	63	63
Cordova, AK (CDV)	85.5	90.3	62	62
Corpus Christi, TX (CRP)	84.4	85.4	295	294
Dallas, TX (DAL)	81.0	72.9	5927	5922
Dallas/Fort Worth, TX (DFW)	80.7	79.5	23737	23732
Dayton, OH (DAY)	86.6	89.8	576	576

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CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Daytona Beach, FL (DAB)	86.2	88.3	188	188
Deadhorse, AK (SCC)	91.2	97.1	34	34
Decatur, IL (DEC)	89.5	89.5	86	86
Del Rio, TX (DRT)	83.6	82.0	61	61
Denver, CO (DEN)	84.7	78.2	24186	24191
Des Moines, IA (DSM)	84.0	87.5	1251	1252
Detroit, MI (DTW)	87.9	88.0	10215	10214
Devils Lake, ND (DVL)	86.2	94.8	58	58
Dickinson, ND (DIK)	100.0	100.0	4	3
Dillingham, AK (DLG)	67.7	71.0	31	31
Dodge City, KS (DDC)	88.7	86.8	53	53
Dothan, AL (DHN)	87.1	85.7	62	63
Duluth, MN (DLH)	92.6	90.4	94	94
Durango, CO (DRO)	86.6	88.3	350	350
Eagle, CO (EGE)	86.7	81.8	98	99
Eau Claire, WI (EAU)	93.5	96.8	31	31
El Paso, TX (ELP)	78.5	83.1	1569	1568
Elko, NV (EKO)	83.9	87.1	31	31
Elmira/Corning, NY (ELM)	92.4	84.8	79	79
Escanaba, MI (ESC)	82.1	89.3	56	56
Eugene, OR (EUG)	87.2	87.5	728	728
Evansville, IN (EVV)	81.4	82.9	140	140
Everett, WA (PAE)	82.1	88.4	218	216
Fairbanks, AK (FAI)	87.0	87.7	324	324
Fargo, ND (FAR)	86.2	85.0	493	493
Fayetteville, AR (XNA)	81.6	82.2	815	814
Fayetteville, NC (FAY)	86.2	79.7	123	123
Flagstaff, AZ (FLG)	86.4	84.2	184	184
Flint, MI (FNT)	66.2	76.6	136	137
Florence, SC (FLO)	96.7	90.2	61	61
Fort Dodge, IA (FOD)	93.5	90.3	31	31
Fort Lauderdale, FL (FLL)	81.4	80.9	6301	6299
Fort Leonard Wood, MO (TBN)	83.3	83.3	30	30
Fort Myers, FL (RSW)	58.4	58.4	2059	2056
Fort Smith, AR (FSM)	83.0	81.1	106	106
Fort Wayne, IN (FWA)	83.9	85.4	355	355
Fresno, CA (FAT)	84.7	85.5	869	871
Gainesville, FL (GNV)	94.7	91.6	320	320
Garden City, KS (GCK)	88.3	85.0	60	60
Gillette, WY (GCC)	90.7	96.3	54	54
Grand Forks, ND (GFK)	87.9	87.1	116	116

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Grand Island, NE (GRI)	71.8	74.4	78	78
Grand Junction, CO (GJT)	82.6	82.0	311	311
Grand Rapids, MI (GRR)	83.8	87.9	1275	1274
Great Falls, MT (GTF)	85.7	88.5	217	217
Green Bay, WI (GRB)	90.3	92.9	350	350
Greensboro/High Point, NC (GSO)	84.8	88.1	870	872
Greenville, NC (PGV)	90.0	81.8	10	11
Greer, SC (GSP)	84.1	88.3	1090	1090
Guam, TT (GUM)	92.5	95.5	67	67
Gulfport/Biloxi, MS (GPT)	88.6	87.7	236	236
Gunnison, CO (GUC)	83.9	80.6	31	31
Hagerstown, MD (HGR)	88.9	77.8	9	9
Hancock/Houghton, MI (CMX)	88.7	83.9	62	62
Harlingen/San Benito, TX (HRL)	88.7	89.7	302	302
Harrisburg, PA (MDT)	84.5	84.7	425	425
Hartford, CT (BDL)	81.4	82.8	2045	2048
Hattiesburg/Laurel, MS (PIB)	90.3	93.5	62	62
Hayden, CO (HDN)	86.0	89.2	93	93
Hays, KS (HYS)	87.1	91.9	62	62
Helena, MT (HLN)	94.4	92.7	124	124
Hibbing, MN (HIB)	92.2	90.9	77	77
Hilo, HI (ITO)	65.2	70.2	537	537
Hilton Head, SC (HHH)	89.2	89.2	213	213
Honolulu, HI (HNL)	68.2	72.0	4666	4666
Houston, TX (HOU)	83.3	80.3	4591	4589
Houston, TX (IAH)	87.4	87.1	10963	10960
Huntsville, AL (HSV)	88.2	85.5	659	660
Hyannis, MA (HYA)	83.3	83.3	6	6
Idaho Falls, ID (IDA)	86.5	87.8	370	370
Indianapolis, IN (IND)	80.8	86.1	3424	3424
International Falls, MN (INL)	94.4	96.3	54	54
Iron Mountain/Kingsfd, MI (IMT)	85.5	91.9	62	62
Islip, NY (ISP)	76.6	79.6	304	304
Ithaca/Cortland, NY (ITH)	96.9	96.9	32	32
Jackson, WY (JAC)	91.6	91.6	262	262
Jackson/Vicksburg, MS (JAN)	85.6	87.7	666	666
Jacksonville, FL (JAX)	80.5	85.0	2285	2287
Jacksonville/Camp Lejeune, NC (OAJ)	95.9	95.1	122	122
Jamestown, ND (JMS)	93.1	91.4	58	58
Johnstown, PA (JST)	79.0	80.6	62	62
Joplin, MO (JLN)	92.6	90.7	54	54

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CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Juneau, AK (JNU)	82.9	82.7	380	381
Kahului, HI (OGG)	75.4	73.0	2463	2463
Kalamazoo, MI (AZO)	95.2	92.7	124	124
Kalispell, MT (FCA)	92.5	90.1	293	293
Kansas City, MO (MCI)	82.1	84.5	4000	3998
Kearney, NE (EAR)	94.3	96.3	53	54
Ketchikan, AK (KTN)	77.5	78.0	191	191
Key West, FL (EYW)	84.2	82.6	494	495
Killeen, TX (GRK)	88.8	88.2	170	170
King Salmon, AK (AKN)	71.0	80.6	31	31
Knoxville, TN (TYS)	82.8	88.2	1047	1047
Kodiak, AK (ADQ)	86.6	86.6	67	67
Kona, HI (KOA)	72.4	70.3	1306	1311
Kotzebue, AK (OTZ)	85.5	91.9	62	62
La Crosse, WI (LSE)	90.3	93.6	93	94
Lafayette, LA (LFT)	84.2	83.8	259	260
Lake Charles, LA (LCH)	87.9	86.8	91	91
Lansing, MI (LAN)	95.5	92.9	154	154
Laramie, WY (LAR)	86.8	83.0	53	53
Laredo, TX (LRD)	76.3	77.2	114	114
Las Vegas, NV (LAS)	79.2	76.4	16385	16380
Latrobe, PA (LBE)	87.5	91.3	80	80
Lawton/Fort Sill, OK (LAW)	85.7	84.6	91	91
Lewisburg, WV (LWB)	78.3	76.7	60	60
Lewiston, ID (LWS)	87.1	84.1	62	63
Lexington, KY (LEX)	89.6	90.7	589	589
Liberal, KS (LBL)	90.6	90.6	53	53
Lihue, HI (LIH)	72.9	73.1	1271	1271
Lincoln, NE (LNK)	88.3	94.9	60	59
Little Rock, AR (LIT)	84.1	84.3	986	985
Long Beach, CA (LGB)	79.8	76.2	1315	1315
Longview, TX (GGG)	90.2	91.8	61	61
Los Angeles, CA (LAX)	85.4	85.4	15876	15870
Louisville, KY (SDF)	84.1	86.3	1868	1868
Lubbock, TX (LBB)	77.9	82.0	506	506
Lynchburg, VA (LYH)	100.0	80.0	5	5
Madison, WI (MSN)	88.0	92.1	916	915
Manchester, NH (MHT)	80.7	84.5	678	679
Manhattan/Ft. Riley, KS (MHK)	87.9	87.9	124	124
Marquette, MI (MQT)	86.0	86.2	57	58
Martha's Vineyard, MA (MVY)	70.8	70.8	48	48

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Mason City, IA (MCW)	90.3	83.9	31	31
Medford, OR (MFR)	90.6	90.1	628	628
Melbourne, FL (MLB)	91.9	92.4	197	197
Memphis, TN (MEM)	82.5	84.0	1799	1798
Meridian, MS (MEI)	88.7	91.9	62	62
Miami, FL (MIA)	82.8	81.7	8093	8093
Midland/Odessa, TX (MAF)	84.3	87.5	823	823
Milwaukee, WI (MKE)	82.5	86.3	2106	2106
Minneapolis, MN (MSP)	90.2	89.1	9820	9813
Minot, ND (MOT)	86.4	88.0	199	200
Mission/McAllen/Edinburg, TX (MFE)	81.6	84.6	376	376
Missoula, MT (MSO)	88.5	84.8	401	402
Moab, UT (CNY)	89.9	88.6	79	79
Mobile, AL (MOB)	91.0	89.8	256	256
Moline, IL (MLI)	83.6	85.4	286	288
Monroe, LA (MLU)	91.5	90.4	177	177
Monterey, CA (MRY)	83.6	82.8	373	373
Montgomery, AL (MGM)	85.5	86.0	214	215
Montrose/Delta, CO (MTJ)	79.8	85.3	129	129
Mosinee, WI (CWA)	92.9	91.0	155	155
Myrtle Beach, SC (MYR)	82.9	85.0	1532	1533
Nantucket, MA (ACK)	73.5	74.1	166	166
Nashville, TN (BNA)	83.7	82.1	8089	8088
New Bern/Morehead/Beaufort, NC (EWN)	76.5	72.2	17	18
New Orleans, LA (MSY)	83.0	82.6	4299	4297
New York, NY (JFK)	75.7	79.0	11764	11760
New York, NY (LGA)	74.0	77.3	14396	14399
Newark, NJ (EWR)	77.4	80.8	11221	11226
Newburgh/Poughkeepsie, NY (SWF)	70.3	64.1	64	64
Newport News/Williamsburg, VA (PHF)	94.6	94.7	37	38
Niagara Falls, NY (IAG)	80.0	76.7	30	30
Nome, AK (OME)	91.9	91.9	62	62
Norfolk, VA (ORF)	81.8	84.0	1809	1808
North Bend/Coos Bay, OR (OTH)	93.5	96.8	31	31
North Platte, NE (LBF)	88.9	90.7	54	54
Oakland, CA (OAK)	82.2	79.4	4270	4271
Oklahoma City, OK (OKC)	82.7	87.7	1856	1857
Omaha, NE (OMA)	84.7	87.5	1816	1818
Ontario, CA (ONT)	81.8	83.4	2080	2081
Orlando, FL (MCO)	81.4	79.0	12299	12305
Owensboro, KY (OWB)	75.0	62.5	8	8

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CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Paducah, KY (PAH)	96.8	95.2	62	62
Pago Pago, TT (PPG)	77.8	88.9	9	9
Palm Springs, CA (PSP)	84.1	86.1	1068	1068
Panama City, FL (ECP)	91.4	91.0	478	478
Pasco/Kennewick/Richland, WA (PSC)	91.9	91.5	469	469
Pellston, MI (PLN)	91.1	85.5	56	55
Pensacola, FL (PNS)	85.8	88.7	791	791
Peoria, IL (PIA)	82.7	84.2	277	278
Petersburg, AK (PSG)	74.2	74.2	62	62
Philadelphia, PA (PHL)	83.7	85.4	7936	7935
Phoenix, AZ (AZA)	63.1	83.1	439	439
Phoenix, AZ (PHX)	80.9	78.5	14183	14189
Pittsburgh, PA (PIT)	83.5	87.5	3437	3436
Plattsburgh, NY (PBG)	89.3	75.0	28	28
Pocatello, ID (PIH)	93.5	96.8	31	31
Ponce, PR (PSE)	57.3	78.7	89	89
Portland, ME (PWM)	80.3	80.8	1055	1055
Portland, OR (PDX)	88.0	89.7	4982	4984
Portsmouth, NH (PSM)	81.8	68.2	22	22
Prescott, AZ (PRC)	87.1	90.3	62	62
Providence, RI (PVD)	81.4	84.9	1353	1351
Provo, UT (PVU)	76.2	72.2	126	126
Pueblo, CO (PUB)	90.3	84.4	31	32
Pullman, WA (PUW)	92.5	87.1	146	147
Punta Gorda, FL (PGD)	69.4	74.5	412	411
Raleigh/Durham, NC (RDU)	81.0	83.0	4705	4708
Rapid City, SD (RAP)	82.1	81.4	380	381
Redding, CA (RDD)	90.8	93.5	153	153
Reno, NV (RNO)	85.5	86.2	1622	1624
Rhineland, WI (RHI)	100.0	95.2	62	62
Richmond, VA (RIC)	84.7	84.7	1594	1594
Riverton/Lander, WY (RIW)	87.1	96.8	31	31
Roanoke, VA (ROA)	88.9	82.6	190	190
Rochester, MN (RST)	95.9	97.5	121	120
Rochester, NY (ROC)	83.1	87.2	1110	1109
Rock Springs, WY (RKS)	96.8	93.5	31	31
Rockford, IL (RFD)	77.4	64.5	62	62
Roswell, NM (ROW)	82.8	88.5	122	122
Sacramento, CA (SMF)	84.0	84.3	4788	4788
Saginaw/Bay City/Midland, MI (MBS)	91.2	95.7	91	92
Saipan, TT (SPN)	94.4	94.4	36	36

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Salina, KS (SLN)	88.7	90.3	62	62
Salt Lake City, UT (SLC)	89.6	89.2	9063	9066
San Angelo, TX (SJT)	84.3	88.9	108	108
San Antonio, TX (SAT)	81.3	85.0	3115	3116
San Diego, CA (SAN)	81.5	83.9	7782	7785
San Francisco, CA (SFO)	87.5	86.9	11307	11298
San Jose, CA (SJC)	84.4	83.0	4852	4850
San Juan, PR (SJU)	77.8	81.8	2117	2111
San Luis Obispo, CA (SBP)	82.8	79.8	435	436
Sanford, FL (SFB)	69.9	74.2	681	681
Santa Ana, CA (SNA)	82.1	78.5	4116	4118
Santa Barbara, CA (SBA)	83.7	84.6	624	624
Santa Fe, NM (SAF)	80.0	81.3	150	150
Santa Maria, CA (SMX)	55.6	55.6	9	9
Santa Rosa, CA (STS)	83.3	86.6	395	397
Sarasota/Bradenton, FL (SRQ)	82.4	85.1	1069	1069
Sault Ste. Marie, MI (CIU)	85.5	83.9	62	62
Savannah, GA (SAV)	80.4	79.2	1544	1544
Scottsbluff, NE (BFF)	88.9	85.2	54	54
Scranton/Wilkes-Barre, PA (AVP)	84.9	88.3	146	145
Seattle, WA (SEA)	88.0	87.5	15080	15082
Sheridan, WY (SHR)	96.3	98.1	54	54
Shreveport, LA (SHV)	82.9	80.0	315	315
Sioux City, IA (SUX)	93.5	91.9	62	62
Sioux Falls, SD (FSD)	85.2	87.0	576	576
Sitka, AK (SIT)	73.5	83.7	98	98
South Bend, IN (SBN)	88.6	88.2	527	527
Spokane, WA (GEG)	87.8	89.5	1733	1731
Springfield, IL (SPI)	82.9	77.1	70	70
Springfield, MO (SGF)	88.6	85.8	510	508
St. Cloud, MN (STC)	75.0	62.5	8	8
St. George, UT (SGU)	90.4	90.1	292	292
St. Louis, MO (STL)	83.0	78.8	5146	5149
St. Petersburg, FL (PIE)	74.3	80.3	548	548
State College, PA (SCE)	100.0	97.1	34	34
Staunton, VA (SHD)	80.0	75.0	60	60
Stillwater, OK (SWO)	88.3	91.7	60	60
Stockton, CA (SCK)	57.8	48.9	45	45
Sun Valley/Hailey/Ketchum, ID (SUN)	92.2	94.1	102	102
Syracuse, NY (SYR)	82.5	86.3	1161	1163
Tallahassee, FL (TLH)	89.3	89.3	450	450

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

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Tampa, FL (TPA)	82.9	85.7	5644	5640
Texarkana, AR (TXK)	80.2	81.3	91	91
Toledo, OH (TOL)	81.8	75.8	33	33
Traverse City, MI (TVC)	87.0	88.3	230	230
Trenton, NJ (TTN)	79.9	83.0	159	159
Tucson, AZ (TUS)	85.2	86.8	1416	1415
Tulsa, OK (TUL)	84.2	88.5	1402	1404
Twin Falls, ID (TWF)	100.0	100.0	31	31
Tyler, TX (TYR)	87.9	79.1	91	91
Valdosta, GA (VLD)	89.1	92.4	92	92
Valparaiso, FL (VPS)	85.9	87.6	696	696
Vernal, UT (VEL)	77.4	77.4	31	31
Victoria, TX (VCT)	96.2	86.8	53	53
Waco, TX (ACT)	88.7	87.2	141	141
Walla Walla, WA (ALW)	96.8	93.5	31	31
Washington, DC (DCA)	80.9	83.6	12226	12224
Washington, DC (IAD)	88.3	86.5	4975	4967
Waterloo, IA (ALO)	94.9	95.0	59	60
Wenatchee, WA (EAT)	80.6	77.4	31	31
West Palm Beach/Palm Beach, FL (PBI)	78.4	82.6	1757	1753
West Yellowstone, MT (WYS)	94.4	100.0	18	18
White Plains, NY (HPN)	81.4	82.4	1173	1173
Wichita Falls, TX (SPS)	87.9	84.6	91	91
Wichita, KS (ICT)	84.6	88.4	820	820
Williston, ND (XWA)	95.9	92.4	145	145
Wilmington, NC (ILM)	84.8	83.6	653	653
Worcester, MA (ORH)	74.7	79.3	150	150
Wrangell, AK (WRG)	71.0	77.4	62	62
Yakima, WA (YKM)	87.1	87.1	31	31
Yakutat, AK (YAK)	88.7	90.3	62	62
Yuma, AZ (YUM)	83.6	86.5	171	171

## AIR TRAVEL CONSUMER REPORT

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

OCTOBER 2022

CARRIER <sup>1</sup>	AT ALL US AIRPORTS			
	NUMBER OF AIRPORTS REPORTED	FLIGHT OPERATIONS SCHEDULED	FLIGHT OPERATIONS CANCELLED	PERCENT OF OPERATIONS CANCELLED
<b>ALASKA AIRLINES NETWORK</b>	<b>105</b>	<b>30807</b>	<b>128</b>	<b>0.4</b>
- ALASKA AIRLINES	83	19645	100	0.5
- BRANDED CODESHARE PARTNERS	51	11162	28	0.3
<b>UNITED AIRLINES NETWORK</b>	<b>230</b>	<b>107395</b>	<b>507</b>	<b>0.5</b>
- UNITED AIRLINES	112	56495	288	0.5
- BRANDED CODESHARE PARTNERS	209	50900	219	0.4
<b>HAWAIIAN AIRLINES</b>	<b>21</b>	<b>6258</b>	<b>30</b>	<b>0.5</b>
<b>DELTA AIR LINES NETWORK</b>	<b>210</b>	<b>120340</b>	<b>725</b>	<b>0.6</b>
- DELTA AIR LINES	135	75987	325	0.4
- BRANDED CODESHARE PARTNERS	175	44353	400	0.9
<b>AMERICAN AIRLINES NETWORK</b>	<b>224</b>	<b>146279</b>	<b>929</b>	<b>0.6</b>
- AMERICAN AIRLINES	121	77601	578	0.7
- BRANDED CODESHARE PARTNERS	204	68678	351	0.5
<b>SOUTHWEST AIRLINES</b>	<b>107</b>	<b>116520</b>	<b>1369</b>	<b>1.2</b>
<b>ALLEGiant AIR</b>	<b>123</b>	<b>8531</b>	<b>120</b>	<b>1.4</b>
<b>JETBLUE AIRWAYS</b>	<b>67</b>	<b>23353</b>	<b>334</b>	<b>1.4</b>
<b>FRONTIER AIRLINES</b>	<b>88</b>	<b>14522</b>	<b>248</b>	<b>1.7</b>
<b>SPIRIT AIRLINES</b>	<b>58</b>	<b>21317</b>	<b>488</b>	<b>2.3</b>
<b>TOTAL AIRPORTS SERVED</b>	<b>364</b>	<b>595,322</b>	<b>4,878</b>	<b>0.8</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

OCTOBER 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	43	5646	16	0.3	1
SKYWEST AIRLINES	243	60553	177	0.3	2
ENVOY AIR	134	19256	66	0.3	3
PSA AIRLINES	89	15980	59	0.4	4
DELTA AIR LINES	135	75987	325	0.4	5
HAWAIIAN AIRLINES	21	6258	30	0.5	6
ALASKA AIRLINES	83	19645	100	0.5	7
UNITED AIRLINES	112	56495	288	0.5	8
AMERICAN AIRLINES	121	77601	578	0.7	9
REPUBLIC AIRWAYS	78	23838	223	0.9	10
SOUTHWEST AIRLINES	107	116520	1369	1.2	11
MESA AIRLINES	86	8694	109	1.3	12
ALLEGiant AIR	123	8531	120	1.4	13
JETBLUE AIRWAYS	67	23353	334	1.4	14
ENDEAVOR AIR	93	18091	302	1.7	15
FRONTIER AIRLINES	88	14522	248	1.7	16
SPIRIT AIRLINES	58	21317	488	2.3	17
<b>TOTAL AIRPORTS SERVED</b>	<b>359</b>	<b>572,287</b>	<b>4,832</b>	<b>0.8</b>	

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

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

OCTOBER 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>30807</b>	<b>26523</b>	<b>86.09</b>	<b>128</b>	<b>0.42</b>	<b>48</b>	<b>0.16</b>	<b>1329</b>	<b>4.31</b>	<b>75</b>	<b>0.24</b>	<b>1382</b>	<b>4.49</b>	<b>27</b>	<b>0.09</b>	<b>1295</b>	<b>4.20</b>
- ALASKA AIRLINES	19645	16615	84.58	100	0.51	36	0.18	818	4.16	50	0.25	1180	6.01	26	0.13	821	4.18
- BRANDED CODESHARE PARTNERS	11162	9908	88.77	28	0.25	12	0.11	511	4.58	26	0.23	202	1.81	1	0.01	474	4.25
<b>ALLEGiant AIR</b>	<b>8531</b>	<b>6215</b>	<b>72.85</b>	<b>120</b>	<b>1.41</b>	<b>13</b>	<b>0.15</b>	<b>654</b>	<b>7.67</b>	<b>61</b>	<b>0.72</b>	<b>570</b>	<b>6.68</b>	<b>8</b>	<b>0.09</b>	<b>890</b>	<b>10.43</b>
<b>AMERICAN AIRLINES NETWORK</b>	<b>146279</b>	<b>122190</b>	<b>83.53</b>	<b>929</b>	<b>0.64</b>	<b>305</b>	<b>0.21</b>	<b>7934</b>	<b>5.42</b>	<b>825</b>	<b>0.56</b>	<b>5822</b>	<b>3.98</b>	<b>71</b>	<b>0.05</b>	<b>8203</b>	<b>5.61</b>
- AMERICAN AIRLINES	77601	63307	81.58	578	0.74	148	0.19	4688	6.04	353	0.45	3304	4.26	42	0.05	5181	6.68
- BRANDED CODESHARE PARTNERS	68678	58883	85.74	351	0.51	157	0.23	3245	4.72	473	0.69	2518	3.67	28	0.04	3022	4.40
<b>DELTA AIR LINES NETWORK</b>	<b>120340</b>	<b>105859</b>	<b>87.97</b>	<b>725</b>	<b>0.60</b>	<b>163</b>	<b>0.14</b>	<b>5960</b>	<b>4.95</b>	<b>485</b>	<b>0.40</b>	<b>3997</b>	<b>3.32</b>	<b>26</b>	<b>0.02</b>	<b>3124</b>	<b>2.60</b>
- DELTA AIR LINES	75987	67244	88.49	325	0.43	68	0.09	3849	5.07	106	0.14	2405	3.17	17	0.02	1973	2.60
- BRANDED CODESHARE PARTNERS	44353	38615	87.06	400	0.90	95	0.21	2111	4.76	379	0.85	1593	3.59	9	0.02	1151	2.60
<b>FRONTIER AIRLINES</b>	<b>14522</b>	<b>10207</b>	<b>70.29</b>	<b>248</b>	<b>1.71</b>	<b>20</b>	<b>0.14</b>	<b>1485</b>	<b>10.23</b>	<b>14</b>	<b>0.10</b>	<b>977</b>	<b>6.73</b>	<b>0</b>	<b>0.00</b>	<b>1571</b>	<b>10.82</b>
<b>HAWAIIAN AIRLINES</b>	<b>6258</b>	<b>3640</b>	<b>58.17</b>	<b>30</b>	<b>0.48</b>	<b>5</b>	<b>0.08</b>	<b>1151</b>	<b>18.39</b>	<b>46</b>	<b>0.74</b>	<b>172</b>	<b>2.75</b>	<b>5</b>	<b>0.08</b>	<b>1209</b>	<b>19.32</b>
<b>JETBLUE AIRWAYS</b>	<b>23353</b>	<b>16966</b>	<b>72.65</b>	<b>334</b>	<b>1.43</b>	<b>55</b>	<b>0.24</b>	<b>2497</b>	<b>10.69</b>	<b>53</b>	<b>0.23</b>	<b>2002</b>	<b>8.57</b>	<b>15</b>	<b>0.06</b>	<b>1430</b>	<b>6.12</b>
<b>SOUTHWEST AIRLINES</b>	<b>116520</b>	<b>93907</b>	<b>80.59</b>	<b>1369</b>	<b>1.17</b>	<b>199</b>	<b>0.17</b>	<b>8132</b>	<b>6.98</b>	<b>134</b>	<b>0.12</b>	<b>3382</b>	<b>2.90</b>	<b>79</b>	<b>0.07</b>	<b>9317</b>	<b>8.00</b>
<b>SPIRIT AIRLINES</b>	<b>21317</b>	<b>17289</b>	<b>81.10</b>	<b>488</b>	<b>2.29</b>	<b>22</b>	<b>0.10</b>	<b>1112</b>	<b>5.22</b>	<b>80</b>	<b>0.38</b>	<b>1421</b>	<b>6.67</b>	<b>34</b>	<b>0.16</b>	<b>872</b>	<b>4.09</b>
<b>UNITED AIRLINES NETWORK</b>	<b>107395</b>	<b>93586</b>	<b>87.14</b>	<b>507</b>	<b>0.47</b>	<b>176</b>	<b>0.16</b>	<b>5442</b>	<b>5.07</b>	<b>281</b>	<b>0.26</b>	<b>3794</b>	<b>3.53</b>	<b>7</b>	<b>0.01</b>	<b>3602</b>	<b>3.35</b>
- UNITED AIRLINES	56495	49325	87.31	288	0.51	78	0.14	2444	4.33	68	0.12	2435	4.31	1	0.00	1855	3.28
- BRANDED CODESHARE PARTNERS	50900	44261	86.96	219	0.43	98	0.19	2998	5.89	213	0.42	1358	2.67	6	0.01	1747	3.43
<b>TOTAL</b>	<b>595,322</b>	<b>496,382</b>	<b>83.38</b>	<b>4,878</b>	<b>0.82</b>	<b>1,006</b>	<b>0.17</b>	<b>35,696</b>	<b>6.00</b>	<b>2,056</b>	<b>0.35</b>	<b>23,519</b>	<b>3.95</b>	<b>272</b>	<b>0.05</b>	<b>31,513</b>	<b>5.29</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**  
**OCTOBER 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	19645	16615	84.58	100	0.51	36	0.18	818	4.16	50	0.25	1180	6.01	26	0.13	821	4.18
ALLEGiant AIR	8531	6215	72.85	120	1.41	13	0.15	654	7.67	61	0.72	570	6.68	8	0.09	890	10.43
AMERICAN AIRLINES	77601	63307	81.58	578	0.74	148	0.19	4688	6.04	353	0.45	3304	4.26	42	0.05	5181	6.68
DELTA AIR LINES	75987	67244	88.49	325	0.43	68	0.09	3849	5.07	106	0.14	2405	3.17	17	0.02	1973	2.60
ENDEAVOR AIR	18091	15050	83.19	302	1.67	46	0.25	663	3.66	89	0.49	1008	5.57	1	0.01	931	5.15
ENVOY AIR	19256	16777	87.13	66	0.34	31	0.16	721	3.74	159	0.83	769	3.99	7	0.04	726	3.77
FRONTIER AIRLINES	14522	10207	70.29	248	1.71	20	0.14	1485	10.23	14	0.10	977	6.73	0	0.00	1571	10.82
HAWAIIAN AIRLINES	6258	3640	58.17	30	0.48	5	0.08	1151	18.39	46	0.74	172	2.75	5	0.08	1209	19.32
HORIZON AIR	5646	5084	90.05	16	0.28	8	0.14	213	3.77	12	0.21	174	3.08	1	0.02	138	2.44
JETBLUE AIRWAYS	23353	16966	72.65	334	1.43	55	0.24	2497	10.69	53	0.23	2002	8.57	15	0.06	1430	6.12
MESA AIRLINES	8694	7126	81.96	109	1.25	21	0.24	509	5.85	68	0.78	339	3.90	1	0.01	522	6.00
PSA AIRLINES	15980	14032	87.81	59	0.37	40	0.25	554	3.47	27	0.17	592	3.70	7	0.04	668	4.18
REPUBLIC AIRWAYS	23838	20070	84.19	223	0.94	42	0.18	723	3.03	83	0.35	1704	7.15	3	0.01	990	4.15
SKYWEST AIRLINES	60553	53581	88.49	177	0.29	131	0.22	4504	7.44	592	0.98	213	0.35	21	0.03	1334	2.20
SOUTHWEST AIRLINES	116520	93907	80.59	1369	1.17	199	0.17	8132	6.98	134	0.12	3382	2.90	79	0.07	9317	8.00
SPIRIT AIRLINES	21317	17289	81.10	488	2.29	22	0.10	1112	5.22	80	0.38	1421	6.67	34	0.16	872	4.09
UNITED AIRLINES	56495	49325	87.31	288	0.51	78	0.14	2444	4.33	68	0.12	2435	4.31	1	0.00	1855	3.28
<b>TOTAL</b>	<b>572,287</b>	<b>476,435</b>	<b>83.25</b>	<b>4,832</b>	<b>0.84</b>	<b>963</b>	<b>0.17</b>	<b>34,718</b>	<b>6.07</b>	<b>1,995</b>	<b>0.35</b>	<b>22,648</b>	<b>3.96</b>	<b>269</b>	<b>0.05</b>	<b>30,428</b>	<b>5.32</b>

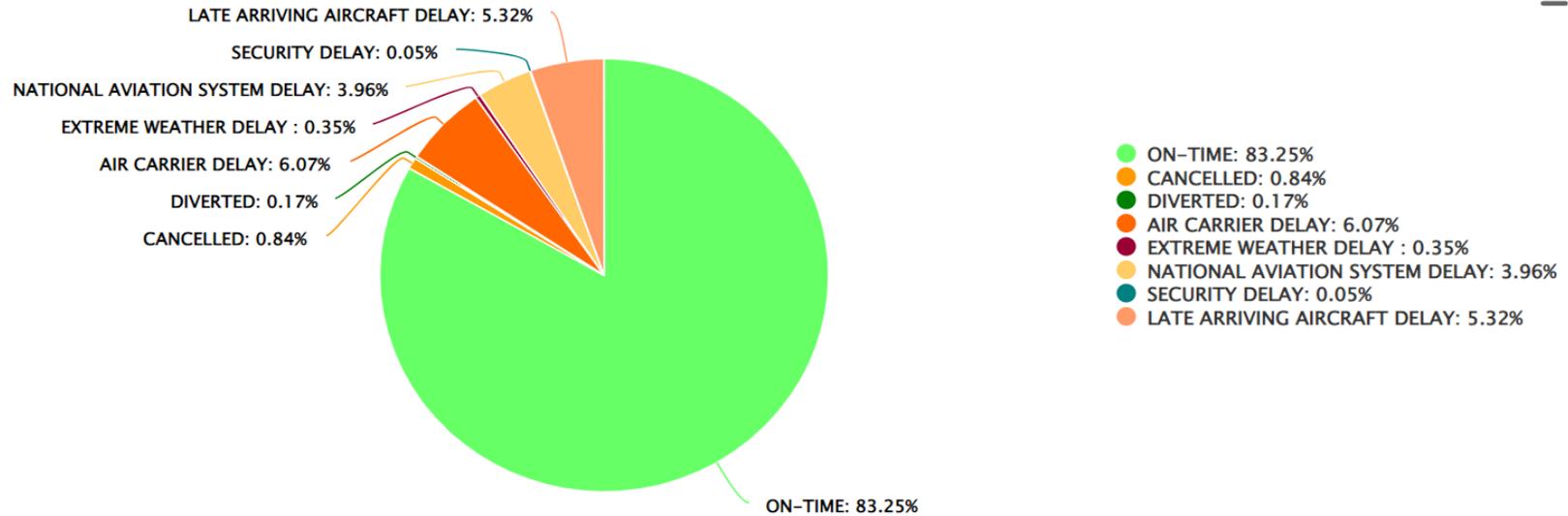
**\* Causes of Delay:**

- **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.

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

OCTOBER 2022

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

**Note:** Tarmac delays of more than 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

OCTOBER 2022

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

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

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

## APPENDIX

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

### 30 Largest U.S. Airports

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

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

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

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

## **MISHANDLED BAGGAGE**

The baggage statistics in this section were filed with DOT's Bureau of Transportation Statistics (Office of Airline Information) by U.S. airlines that have at least half of one percent of total domestic scheduled-service passenger revenues. See 14 CFR 234.3 and 234.6. For the 12 months ending 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 <sup>1</sup>	October 2022			October 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	481,542	637	0.13	446,862	877	0.20
2	DELTA AIR LINES NETWORK	7,968,521	27,811	0.35	7,685,118	42,554	0.55
	- DELTA AIR LINES	6,266,399	22,679	0.36	5,705,942	33,967	0.60
	- BRANDED CODESHARE PARTNERS	1,702,122	5,132	0.30	1,979,176	8,587	0.43
3	SOUTHWEST AIRLINES	10,802,779	46,708	0.43	8,922,083	41,245	0.46
4	SPIRIT AIRLINES	1,088,342	4,904	0.45	834,886	3,516	0.42
5	UNITED AIRLINES NETWORK	6,341,520	30,678	0.48	5,712,218	22,696	0.40
	- UNITED AIRLINES	4,523,915	21,551	0.48	3,546,831	13,647	0.38
	- BRANDED CODESHARE PARTNERS	1,817,605	9,127	0.50	2,165,387	9,049	0.42
6	FRONTIER AIRLINES	805,317	3,952	0.49	727,451	2,391	0.33
7	ALASKA AIRLINES NETWORK	2,230,912	11,511	0.52	1,948,530	10,757	0.55
	- ALASKA AIRLINES	1,775,054	9,616	0.54	1,430,197	8,682	0.61
	- BRANDED CODESHARE PARTNERS	455,858	1,895	0.42	518,333	2,075	0.40
8	HAWAIIAN AIRLINES	555,705	3,508	0.63	405,902	882	0.22
9	JETBLUE AIRWAYS	1,197,125	7,917	0.66	1,189,433	4,613	0.39
10	AMERICAN AIRLINES NETWORK	9,023,189	59,973	0.66	9,090,471	65,553	0.72
	- AMERICAN AIRLINES	5,956,060	41,741	0.70	5,417,841	43,035	0.79
	- BRANDED CODESHARE PARTNERS	3,067,129	18,232	0.59	3,672,630	22,518	0.61
<b>TOTAL</b>		<b>40,494,952</b>	<b>197,599</b>	<b>0.49</b>	<b>36,962,954</b>	<b>195,084</b>	<b>0.53</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.

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

RANK	CARRIER <sup>1</sup>	October 2022			October 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	481,542	637	0.13	446,862	877	0.20
2	ENDEAVOR AIR	733,645	2,351	0.32	1,007,850	4,860	0.48
3	DELTA AIR LINES	6,266,399	22,679	0.36	5,705,942	33,967	0.60
4	HORIZON AIR	279,730	1,136	0.41	368,597	1,477	0.40
5	SKYWEST AIRLINES	2,434,949	9,953	0.41	2,481,721	11,191	0.45
6	SOUTHWEST AIRLINES	10,802,779	46,708	0.43	8,922,083	41,245	0.46
7	SPIRIT AIRLINES	1,088,342	4,904	0.45	834,886	3,516	0.42
8	UNITED AIRLINES	4,523,915	21,551	0.48	3,546,831	13,647	0.38
9	PSA AIRLINES	901,110	4,341	0.48	1,130,847	5,403	0.48
10	FRONTIER AIRLINES	805,317	3,952	0.49	727,451	2,391	0.33
11	ALASKA AIRLINES	1,775,054	9,616	0.54	1,430,197	8,682	0.61
12	MESA AIRLINES	394,971	2,275	0.58	619,525	3,676	0.59
13	HAWAIIAN AIRLINES	555,705	3,508	0.63	405,902	882	0.22
14	ENVOY AIR	757,023	4,997	0.66	829,856	6,401	0.77
15	JETBLUE AIRWAYS	1,197,125	7,917	0.66	1,189,433	4,613	0.39
16	AMERICAN AIRLINES	5,956,060	41,741	0.70	5,417,841	43,035	0.79
17	REPUBLIC AIRWAYS	742,781	6,371	0.86	874,948	4,726	0.54
	<b>TOTAL</b>	<b>39,696,447</b>	<b>194,637</b>	<b>0.49</b>	<b>35,940,772</b>	<b>190,589</b>	<b>0.53</b>

<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 <sup>1</sup>	October 2022			October 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	<b>ALLEGiant AIR</b>	1,433	4	0.28	1,909	4	0.21
2	<b>DELTA AIR LINES NETWORK</b>	18,454	122	0.66	16,644	101	0.61
	- DELTA AIR LINES	15,178	103	0.68	12,711	82	0.65
	- BRANDED CODESHARE PARTNERS	3,276	19	0.58	3,933	19	0.48
3	<b>UNITED AIRLINES NETWORK</b>	12,496	137	1.10	11,190	101	0.90
	- UNITED AIRLINES	9,528	108	1.13	7,287	80	1.10
	- BRANDED CODESHARE PARTNERS	2,968	29	0.98	3,903	21	0.54
4	<b>FRONTIER AIRLINES</b>	2,454	39	1.59	2,020	25	1.24
5	<b>ALASKA AIRLINES NETWORK</b>	2,920	47	1.61	2,624	31	1.18
	- ALASKA AIRLINES	2,503	38	1.52	1,829	23	1.26
	- BRANDED CODESHARE PARTNERS	417	9	2.16	795	8	1.01
6	<b>SOUTHWEST AIRLINES</b>	17,716	312	1.76	12,861	191	1.49
7	<b>HAWAIIAN AIRLINES</b>	651	12	1.84	522	10	1.92
8	<b>AMERICAN AIRLINES NETWORK</b>	12,492	238	1.91	11,023	216	1.96
	- AMERICAN AIRLINES	9,504	176	1.85	7,921	144	1.82
	- BRANDED CODESHARE PARTNERS	2,988	62	2.07	3,102	72	2.32
9	<b>SPIRIT AIRLINES</b>	793	40	5.04	692	25	3.61
10	<b>JETBLUE AIRWAYS</b>	2,676	141	5.27	2,122	78	3.68
	<b>TOTAL</b>	72,085	1,092	1.51	61,607	782	1.27

<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.

## AIR TRAVEL CONSUMER REPORT

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

RANK	CARRIER <sup>1</sup>	October 2022			October 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	1,433	4	0.28	1,909	4	0.21
2	DELTA AIR LINES	15,178	103	0.68	12,711	82	0.65
3	ENDEAVOR AIR	1,170	9	0.77	1,841	4	0.22
4	SKYWEST AIRLINES	3,890	42	1.08	3,918	39	1.00
5	HORIZON AIR	366	4	1.09	734	2	0.27
6	UNITED AIRLINES	9,528	108	1.13	7,287	80	1.10
7	ENVOY AIR	925	12	1.30	850	28	3.29
8	ALASKA AIRLINES	2,503	38	1.52	1,829	23	1.26
9	REPUBLIC AIRWAYS	1,161	18	1.55	1,442	13	0.90
10	FRONTIER AIRLINES	2,454	39	1.59	2,020	25	1.24
11	MESA AIRLINES	490	8	1.63	904	4	0.44
12	SOUTHWEST AIRLINES	17,716	312	1.76	12,861	191	1.49
13	HAWAIIAN AIRLINES	651	12	1.84	522	10	1.92
14	AMERICAN AIRLINES	9,504	176	1.85	7,921	144	1.82
15	PSA AIRLINES	713	20	2.81	778	15	1.93
16	SPIRIT AIRLINES	793	40	5.04	692	25	3.61
17	JETBLUE AIRWAYS	2,676	141	5.27	2,122	78	3.68
	<b>TOTAL</b>	<b>71,151</b>	<b>1,086</b>	<b>1.53</b>	<b>60,341</b>	<b>767</b>	<b>1.27</b>

<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

RANK	CARRIER <sup>1</sup>	JULY- SEPTEMBER 2022				JULY- SEPTEMBER 2021			
		DENIED BOARDINGS (DB'S)		ENPLANED PASSENGERS	INVOLUNTARY DB'S PER 10,000 PASSENGERS	DENIED BOARDINGS (DB'S)		ENPLANED PASSENGERS	INVOLUNTARY DB'S PER 10,000 PASSENGERS
		VOLUNTARY	INVOLUNTARY			VOLUNTARY	INVOLUNTARY		
1	<b>DELTA AIR LINES NETWORK</b>	<b>19,325</b>	<b>0</b>	<b>42,750,878</b>	<b>0.00</b>	<b>22,407</b>	<b>0</b>	<b>39,626,855</b>	<b>0.00</b>
	- DELTA AIR LINES	11,309	0	34,955,144	0.00	12,292	0	30,691,987	0.00
	- BRANDED CODESHARE PARTNERS	8,016	0	7,795,734	0.00	10,115	0	8,934,868	0.00
2	<b>ALLEGiant AIR</b>	<b>397</b>	<b>0</b>	<b>4,359,417</b>	<b>0.00</b>	<b>519</b>	<b>0</b>	<b>3,872,651</b>	<b>0.00</b>
3	<b>HAWAIIAN AIRLINES</b>	<b>165</b>	<b>0</b>	<b>2,676,204</b>	<b>0.00</b>	<b>2</b>	<b>0</b>	<b>2,047,990</b>	<b>0.00</b>
4	<b>UNITED AIRLINES NETWORK</b>	<b>7,129</b>	<b>48</b>	<b>34,486,047</b>	<b>0.01</b>	<b>7,787</b>	<b>30</b>	<b>29,885,554</b>	<b>0.01</b>
	- UNITED AIRLINES	3,699	32	26,468,456	0.01	2,864	6	20,131,527	0.00
	- BRANDED CODESHARE PARTNERS	3,430	16	8,017,591	0.02	4,923	24	9,754,027	0.02
5	<b>JETBLUE AIRWAYS</b>	<b>1,034</b>	<b>74</b>	<b>9,162,718</b>	<b>0.08</b>	<b>901</b>	<b>24</b>	<b>7,813,396</b>	<b>0.03</b>
6	<b>ALASKA AIRLINES NETWORK</b>	<b>3,298</b>	<b>100</b>	<b>11,220,795</b>	<b>0.09</b>	<b>1,811</b>	<b>95</b>	<b>9,736,257</b>	<b>0.10</b>
	- ALASKA AIRLINES	2,246	58	8,496,497	0.07	1,059	32	6,891,202	0.05
	- BRANDED CODESHARE PARTNERS	1,052	42	2,724,298	0.15	752	63	2,845,055	0.22
7	<b>SPIRIT AIRLINES</b>	<b>3,325</b>	<b>151</b>	<b>9,303,548</b>	<b>0.16</b>	<b>1,766</b>	<b>84</b>	<b>7,797,518</b>	<b>0.11</b>
8	<b>AMERICAN AIRLINES NETWORK</b>	<b>9,294</b>	<b>1,336</b>	<b>47,933,126</b>	<b>0.28</b>	<b>12,294</b>	<b>988</b>	<b>45,475,620</b>	<b>0.22</b>
	- AMERICAN AIRLINES	4,923	792	35,737,960	0.22	6,008	480	31,669,647	0.15
	- BRANDED CODESHARE PARTNERS	4,371	544	12,195,166	0.45	6,286	508	13,805,973	0.37
9	<b>SOUTHWEST AIRLINES</b>	<b>17,493</b>	<b>1,898</b>	<b>42,796,965</b>	<b>0.44</b>	<b>10,242</b>	<b>1,207</b>	<b>36,276,768</b>	<b>0.33</b>
10	<b>FRONTIER AIRLINES</b>	<b>1,015</b>	<b>1,019</b>	<b>6,430,306</b>	<b>1.58</b>	<b>1,489</b>	<b>619</b>	<b>5,776,460</b>	<b>1.07</b>
	<b>TOTAL</b>	<b>62,475</b>	<b>4,626</b>	<b>211,120,004</b>	<b>0.22</b>	<b>59,218</b>	<b>3,047</b>	<b>188,309,069</b>	<b>0.16</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.

## AIR TRAVEL CONSUMER REPORT

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

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
	<b>TOTAL</b>	<b>61,196</b>	<b>4,529</b>	<b>208,195,308</b>	<b>0.22</b>

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
	<b>57,003</b>	<b>2,988</b>	<b>184,573,439</b>	<b>0.16</b>

<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

	OCTOBER 2022				OCTOBER 2021			
	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS
U.S. AIRLINES	3,023	76	1	366	1,778	26	0	234
FOREIGN AIRLINES	1,977	24	1	157	1,517	2	1	74
TRAVEL AGENTS	377	4	0	56	533	0	0	22
TOUR OPERATORS	2	1	0	1	5	0	0	0
MISCELLANEOUS	0	42	0	122	0	3	0	97
<b>INDUSTRY TOTALS</b>	<b>5,379</b>	<b>147</b>	<b>2</b>	<b>702</b>	<b>3,833</b>	<b>31</b>	<b>1</b>	<b>427</b>

## AIR TRAVEL CONSUMER REPORT

Table 2

COMPLAINT CATEGORY	COMPLAINT CATEGORIES*					
	OCTOBER 2022			OCTOBER 2021		
	RANKING	COMPLAINTS**	SUB-CATEGORY	RANKING	COMPLAINTS**	SUB-CATEGORY
FLIGHT PROBLEMS	1	1,427		2	673	
CANCELLATION			694			440
DELAY			372			112
MISCONNECTION			221			64
REFUNDS	2	1,256		1	1,952	
BAGGAGE	3	998		5	192	
FARES	4	558		3	334	
RESERVATIONS/TICKETING/BOARDING	5	481		4	331	
CUSTOMER SERVICE	6	269		7	127	
DISABILITY	7	206		6	157	
OVERSALES	8	102		9	19	
OTHER	9	54		8	31	
FREQUENT FLYER			19			15
DISCRIMINATION	10	16		10	11	
ADVERTISING	11	12		11	6	
ANIMALS	12	0		12	0	
COMPLAINT TOTAL		5,379			3,833	

\* 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\*

OCTOBER 2022

U.S. AIRLINES** ALPHABETICAL	FLIGHT PROBLEMS	OVER- SALES	RES/TKT/ BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DIS- ABILITY	ADVERT- ISING	DISCRIM- INATION	ANIMALS	OTHER	TOTAL
ALASKA AIRLINES	16	1	4	7	6	11	5	12	0	0	0	0	62
ALLEGIAN AIR	11	2	6	6	16	12	1	16	0	0	0	1	71
AMERICAN AIRLINES	244	15	33	79	107	80	42	26	1	2	0	3	632
AVELO AIRLINES	4	0	0	1	1	0	0	1	0	0	0	0	7
BREEZE AIRWAYS	15	0	0	1	4	4	1	1	0	0	0	0	26
DELTA AIR LINES	89	6	29	13	47	38	21	25	2	3	0	6	279
ENDEAVOR AIR	17	0	1	2	12	3	2	0	0	0	0	0	37
ENVOY AIR	11	1	6	1	4	7	2	2	0	0	0	0	34
FRONTIER AIRLINES	184	11	41	80	85	50	17	15	1	0	0	5	489
HAWAIIAN AIRLINES	12	1	3	3	5	1	5	0	0	0	0	0	30
HORIZON AIRLINES	0	0	0	0	1	4	0	1	0	0	0	0	6
JETBLUE AIRWAYS	99	1	20	72	47	27	23	16	1	0	0	3	309
MESA AIRLINES	5	2	1	0	2	0	0	0	0	0	0	0	10
OTHER US COMMUTERS & AIR TAXIS	3	0	0	1	3	0	0	0	0	0	0	7	14
PIEDMONT AIRLINES	4	2	1	0	0	0	0	1	0	0	0	0	8
PSA AIRLINES	8	1	3	0	1	1	3	1	0	0	0	0	18
REPUBLIC AIRWAYS	16	1	3	4	6	5	4	1	0	0	0	0	40
SILVER AIRWAYS	3	1	1	0	4	4	0	0	0	0	0	0	13
SKYWEST AIRLINES	15	2	1	1	6	10	3	1	0	1	0	1	41
SOUTHWEST AIRLINES	61	2	8	7	11	26	12	20	1	1	0	3	152
SPIRIT AIRLINES	108	7	30	44	55	23	15	11	0	1	0	3	297
SUN COUNTRY AIRLINES	1	0	1	0	0	3	1	2	0	0	0	1	9
UNITED AIRLINES	154	9	31	33	61	80	33	18	2	2	0	6	429
OTHER U.S. AIRLINES	2	0	1	1	5	1	0	0	0	0	0	0	10
<b>TOTAL OCTOBER 2022</b>	<b>1,082</b>	<b>65</b>	<b>224</b>	<b>356</b>	<b>489</b>	<b>390</b>	<b>190</b>	<b>170</b>	<b>8</b>	<b>10</b>	<b>0</b>	<b>39</b>	<b>3,023</b>
<b>% of TOTAL COMPLAINTS</b>	<b>35.8</b>	<b>2.2</b>	<b>7.4</b>	<b>11.8</b>	<b>16.2</b>	<b>12.9</b>	<b>6.3</b>	<b>5.6</b>	<b>0.3</b>	<b>0.3</b>	<b>0</b>	<b>1.3</b>	
<b>TOTAL OCTOBER 2021</b>	<b>593</b>	<b>11</b>	<b>133</b>	<b>165</b>	<b>502</b>	<b>108</b>	<b>100</b>	<b>131</b>	<b>2</b>	<b>9</b>	<b>0</b>	<b>24</b>	<b>1,778</b>
<b>% of TOTAL COMPLAINTS</b>	<b>33.4</b>	<b>0.6</b>	<b>7.5</b>	<b>9.3</b>	<b>28.2</b>	<b>6.1</b>	<b>5.6</b>	<b>7.4</b>	<b>0.1</b>	<b>0.5</b>	<b>0</b>	<b>1.3</b>	

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

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

## AIR TRAVEL CONSUMER REPORT

Table 4

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

U.S. AIRLINES ALPHABETICAL	COMPS RECD IN OCT	INCI- DENTS IN OCT	PERCENT	INCI- DENTS IN SEP	PERCENT	INCI- DENTS IN ALL PRIOR MONTHS	PERCENT	UN- KNOWN INCI- DENT DATE	PERCENT
ALASKA AIRLINES	62	23	37.1	14	22.6	18	29.0	7	11.3
ALLEGiant AIR	71	32	45.1	9	12.7	23	32.4	7	9.9
AMERICAN AIRLINES	632	227	35.9	115	18.2	227	35.9	63	10.0
AVELO AIRLINES	7	3	42.9	4	57.1	0	0.0	0	0.0
BREEZE AIRWAYS	26	17	65.4	1	3.8	8	30.8	0	0.0
DELTA AIR LINES	279	89	31.9	41	14.7	133	47.7	16	5.7
ENDEAVOR AIR	37	5	13.5	3	8.1	26	70.3	3	8.1
ENVOY AIR	34	14	41.2	6	17.6	9	26.5	5	14.7
FRONTIER AIRLINES	489	297	60.7	60	12.3	94	19.2	38	7.8
HAWAIIAN AIRLINES	30	15	50.0	5	16.7	5	16.7	5	16.7
HORIZON AIRLINES	6	3	50.0	0	0.0	3	50.0	0	0.0
JETBLUE AIRWAYS	309	105	34.0	44	14.2	129	41.7	31	10.0
MESA AIRLINES	10	8	80.0	0	0.0	2	20.0	0	0.0
OTHER US COMMUTERS & AIR TAXIS	14	4	28.6	1	7.1	6	42.9	3	21.4
PIEDMONT AIRLINES	8	4	50.0	0	0.0	3	37.5	1	12.5
PSA AIRLINES	18	9	50.0	0	0.0	8	44.4	1	5.6
REPUBLIC AIRWAYS	40	12	30.0	8	20.0	16	40.0	4	10.0
SILVER AIRWAYS	13	3	23.1	2	15.4	6	46.2	2	15.4
SKYWEST AIRLINES	41	18	43.9	5	12.2	16	39.0	2	4.9
SOUTHWEST AIRLINES	152	88	57.9	25	16.4	34	22.4	5	3.3
SPIRIT AIRLINES	297	164	55.2	44	14.8	70	23.6	19	6.4
SUN COUNTRY AIRLINES	9	6	66.7	1	11.1	1	11.1	1	11.1
UNITED AIRLINES	429	124	28.9	79	18.4	192	44.8	34	7.9
OTHER U.S. AIRLINES	10	2	20.0	1	10.0	4	40.0	3	30.0
<b>Totals</b>	<b>3,023</b>	<b>1,272</b>	<b>42.1</b>	<b>468</b>	<b>15.5</b>	<b>1,033</b>	<b>34.2</b>	<b>250</b>	<b>8.3</b>
<b>Previous Year's Totals</b>	<b>1,778</b>	<b>868</b>	<b>48.8</b>	<b>182</b>	<b>10.2</b>	<b>579</b>	<b>32.6</b>	<b>149</b>	<b>8.4</b>

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

## AIR TRAVEL CONSUMER REPORT

Table 5

## COMPANIES OTHER THAN U.S. AIRLINES\* BY COMPLAINT CATEGORY\*\* OCTOBER 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	1	0	0	0	1	10	0	0	0	0	0	0	12
AER LINGUS	8	1	0	0	10	17	0	0	0	0	0	0	36
AEROMEXICO	8	3	4	2	27	8	2	1	1	0	0	0	56
AIR CANADA	47	1	19	10	25	39	6	1	1	0	0	2	151
AIR FRANCE	18	2	9	4	19	98	4	1	0	2	0	2	159
AIR INDIA	1	0	3	4	26	6	5	4	0	0	0	0	49
AIR SERBIA	1	0	0	0	0	6	0	0	0	0	0	0	7
ALITALIA AIRLINES	0	0	1	0	2	1	1	0	0	0	0	0	5
ANA ALL NIPPON AIRWAYS	3	0	1	0	3	4	3	0	0	0	0	0	14
AUSTRIAN AIRLINES	4	0	0	0	1	21	1	0	0	0	0	0	27
AVIANCA	5	1	6	3	19	4	2	0	0	0	0	0	40
BRITISH AIRWAYS	15	4	7	10	32	24	5	4	0	1	0	2	104
BRUSSELS AIRLINES	2	0	0	0	1	3	0	0	0	0	0	0	6
CATHAY PACIFIC AIRWAYS	0	0	2	1	2	2	0	0	0	0	0	0	7
CONDOR	2	0	1	2	2	2	0	0	0	0	0	0	9
COPA COMPANIA PANAMENA DE AVIACION	6	1	6	1	14	4	1	1	0	0	0	0	34
EGYPTAIR	2	0	1	1	1	10	1	0	0	0	0	0	16
EL AL ISRAEL	2	1	1	2	2	2	0	0	0	0	0	0	10
EMIRATES AIRLINES	5	0	1	2	7	6	2	1	0	0	0	0	24
ETHIOPIAN AIRLINES	0	0	6	0	5	7	1	1	0	0	0	0	20
ETIHAD AIRWAYS	2	0	3	2	7	7	0	0	0	0	0	0	21
FIJI AIRWAYS	3	0	3	0	12	1	0	0	0	0	0	0	19
FINNAIR OY	1	0	1	3	7	6	0	0	0	0	0	0	18
FLAIR AIRLINES	1	0	1	1	3	0	0	0	0	0	0	0	6
FRENCH BEE	0	1	1	1	2	0	0	0	0	0	0	0	5
IBERIA AIRLINES	5	0	4	6	13	18	0	1	0	0	0	0	47
ICELANDAIR	2	0	0	3	3	2	0	0	0	0	0	0	10
ITA AIRWAYS	1	0	1	1	5	6	2	1	0	0	0	1	18
JAPAN AIR LINES COMPANY	2	0	3	2	3	0	0	0	0	0	0	0	10
KLM	12	2	5	5	7	19	2	2	0	1	0	0	55
KOREAN AIR LINES	3	0	4	0	1	2	0	0	0	0	0	0	10
LATAM	2	1	2	2	6	5	1	2	0	0	0	0	21
LOT POLISH AIRLINES	3	0	1	1	4	9	1	0	0	0	0	0	19
LUFTHANSA	48	3	27	17	62	99	11	2	0	0	0	2	271
NORSE ATLANTIC AIRWAYS	1	0	1	0	0	3	0	0	0	0	0	0	5
NORWEGIAN AIR SHUTTLE	3	1	0	0	7	1	0	0	0	0	0	0	12
PHILIPPINE AIRLINES	3	0	2	1	8	5	1	0	0	1	0	0	21
QANTAS AIRWAYS	2	0	2	1	7	5	0	0	0	0	0	0	17
QATAR AIRWAYS	8	1	13	12	25	20	7	4	0	0	0	2	92

## AIR TRAVEL CONSUMER REPORT

Table 5 (cont'd)

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

OCTOBER 2022

	FLIGHT PROBLEMS	OVER-SALES	RES/TKT/BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DIS-ABILITY	ADVERT-ISING	DISCRIM-INATION	ANIMALS	OTHER	TOTAL
ROYAL AIR MAROC	3	1	1	1	15	6	2	0	0	1	0	0	30
ROYAL JORDANIAN AIRLINES	0	0	0	0	2	5	0	0	0	0	0	0	7
RYANAIR	1	0	1	0	1	2	0	0	0	0	0	0	5
SAS	7	0	0	1	5	4	0	0	0	0	0	0	17
SATA INTERNACIONAL	0	0	0	0	2	4	0	0	0	0	0	0	6
SAUDI ARABIAN AIRLINES	0	0	1	1	1	4	0	0	0	0	0	0	7
SINGAPORE AIRLINES	2	0	2	2	5	10	0	1	0	0	0	0	22
SWISS AIR	3	0	4	3	5	16	0	2	0	0	0	0	33
TAP	13	3	4	5	38	18	0	2	0	0	0	0	83
TURKISH AIRLINES	14	0	10	14	17	15	5	0	0	0	0	1	76
VIRGIN ATLANTIC AIRWAYS	3	0	3	1	6	4	2	1	0	0	0	0	20
VIVAAEROBUS	2	3	1	2	10	3	1	0	1	0	0	0	23
VOLARIS AIRLINES	10	3	4	8	14	5	5	2	0	0	0	1	52
VUELING AIRLINES	1	0	0	0	1	5	0	0	0	0	0	0	7
WEST JET	7	0	2	0	7	5	0	0	0	0	0	0	21
OTHER FOREIGN AIRLINES	22	1	13	10	37	18	1	2	0	0	0	1	105
<b>TOTALS</b>	<b>320</b>	<b>34</b>	<b>188</b>	<b>148</b>	<b>547</b>	<b>606</b>	<b>75</b>	<b>36</b>	<b>3</b>	<b>6</b>	<b>0</b>	<b>14</b>	<b>1,977</b>
<b><u>TRAVEL AGENTS</u></b>													
AMERICAN EXPRESS TRAVEL OFFICE	0	0	0	2	4	0	0	0	0	0	0	0	6
ASAPTICKETS.COM	1	0	3	3	5	0	1	0	0	0	0	1	14
BRAVOFLY	1	0	2	0	4	0	0	0	0	0	0	0	7
BUDGETAIR.COM	1	0	0	2	2	0	0	0	0	0	0	0	5
CHASE TRAVEL	2	0	1	2	6	0	0	0	0	0	0	0	11
CHEAPOAIR.COM	2	0	3	4	14	0	0	0	0	0	0	0	23
EDREAMS.COM	0	0	0	0	9	0	0	0	0	0	0	0	9
EXPEDIA.COM	7	2	17	8	39	1	0	0	0	0	0	0	74
GOTOGATE	0	0	1	2	15	0	0	0	0	0	0	0	18
JUSTFLY.COM	2	0	5	0	9	0	0	0	0	0	0	0	16
KIWI.COM	1	0	2	2	26	1	0	0	0	0	0	0	32
MYTRIP.COM	1	0	1	0	3	0	0	0	0	0	0	0	5
ORBITZ.COM	0	0	1	3	2	0	0	0	0	0	0	0	6
OVAGO	0	0	0	1	4	0	0	0	0	0	0	0	5
PRICELINE.COM	2	0	4	4	21	0	0	0	0	0	0	0	31
TRAVELOCITY.COM	0	0	2	2	7	0	0	0	0	0	0	0	11
TRIP.COM	0	0	2	0	4	0	0	0	0	0	0	0	6
OTHER TRAVEL AGENTS	4	0	25	19	46	0	3	0	1	0	0	0	98
<b>TOTALS</b>	<b>24</b>	<b>2</b>	<b>69</b>	<b>54</b>	<b>220</b>	<b>2</b>	<b>4</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>377</b>

## AIR TRAVEL CONSUMER REPORT

Table 5 (cont'd)

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

OCTOBER 2022

	FLIGHT PROBLEMS	OVER- SALES	RES/TKT/ BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DIS- ABILITY	ADVERT- ISING	DISCRIM- INATION	ANIMALS	OTHER	TOTAL
<b><u>TOUR OPERATORS</u></b>													
OTHER TOUR OPERATORS	1	1	0	0	0	0	0	0	0	0	0	0	2
TOTALS	1	1	0	0	0	0	0	0	0	0	0	0	2
<b><u>MISCELLANEOUS</u></b>													
OTHER MISCELLANEOUS	0	0	0	0	0	0	0	0	0	0	0	0	0
TOTALS	0	0	0	0	0	0	0	0	0	0	0	0	0

\* 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).

OCTOBER 2022		OCTOBER 2021	
AIRLINE	COMPLAINTS		COMPLAINTS
<b>ALASKA AIRLINES NETWORK</b>	<b>76</b>		<b>39</b>
- ALASKA AIRLINES	62		34
- BRANDED CODESHARE PARTNERS	14		5
<b>ALLEGiant AIRLINES</b>	<b>71</b>		<b>57</b>
<b>AMERICAN AIRLINES NETWORK</b>	<b>745</b>		<b>396</b>
- AMERICAN AIRLINES	632		320
- BRANDED CODESHARE PARTNERS	113		76
<b>DELTA NETWORK</b>	<b>347</b>		<b>128</b>
- DELTA AIR LINES	279		110
- BRANDED CODESHARE PARTNERS	68		18
<b>FRONTIER AIRLINES</b>	<b>489</b>		<b>87</b>
<b>HAWAIIAN AIRLINES</b>	<b>30</b>		<b>17</b>
<b>JETBLUE AIRWAYS</b>	<b>309</b>		<b>138</b>
<b>SOUTHWEST AIRLINES</b>	<b>152</b>		<b>434</b>
<b>SPIRIT AIRLINES</b>	<b>297</b>		<b>178</b>
<b>UNITED AIRLINES NETWORK</b>	<b>429</b>		<b>264</b>
- UNITED AIRLINES	429		264
- BRANDED CODESHARE PARTNERS	0		0
<b>TOTAL</b>	<b>2,945</b>		<b>1,738</b>

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

## AIR TRAVEL CONSUMER REPORT

TABLE 6A

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

RANK	AIRLINE	OCTOBER 2022			OCTOBER 2021		
		COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS	COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS
1	<b>SOUTHWEST AIRLINES</b>	152	14,804,151	<b>1.03</b>	434	12,115,828	<b>3.58</b>
2	<b>SKYWEST AIRLINES</b>	41	3,472,930	<b>1.18</b>	33	3,520,572	<b>0.94</b>
3	<b>HORIZON AIRLINES</b>	6	387,906	<b>1.55</b>	1	462,808	<b>0.22</b>
4	<b>MESA AIRLINES</b>	10	603,859	<b>1.66</b>	7	980,010	<b>0.71</b>
5	<b>PSA AIRLINES</b>	18	980,809	<b>1.84</b>	19	1,244,422	<b>1.53</b>
6	<b>ALASKA AIRLINES</b>	62	2,815,508	<b>2.20</b>	34	2,268,585	<b>1.50</b>
7	<b>DELTA AIR LINES</b>	279	12,470,682	<b>2.24</b>	110	10,661,258	<b>1.03</b>
8	<b>ENVOY AIR</b>	34	1,192,008	<b>2.85</b>	17	1,281,672	<b>1.33</b>
9	<b>REPUBLIC AIRWAYS</b>	40	1,371,567	<b>2.92</b>	8	1,687,339	<b>0.47</b>
10	<b>HAWAIIAN AIRLINES</b>	30	892,387	<b>3.36</b>	17	610,859	<b>2.78</b>
11	<b>ENDEAVOR AIR</b>	37	1,051,063	<b>3.52</b>	11	1,337,619	<b>0.82</b>
12	<b>UNITED AIRLINES</b>	429	10,471,879	<b>4.10</b>	264	7,822,603	<b>3.37</b>
13	<b>AMERICAN AIRLINES</b>	632	13,729,648	<b>4.60</b>	320	11,540,934	<b>2.77</b>
14	<b>ALLEGiant AIR</b>	71	1,287,072	<b>5.52</b>	57	1,199,700	<b>4.75</b>
15	<b>SPIRIT AIRLINES</b>	297	3,425,669	<b>8.67</b>	178	2,721,719	<b>6.54</b>
16	<b>JETBLUE AIRWAYS</b>	309	3,424,707	<b>9.02</b>	138	2,820,169	<b>4.89</b>
17	<b>FRONTIER AIRLINES</b>	489	2,326,973	<b>21.01</b>	87	1,947,703	<b>4.47</b>
	<b>TOTAL</b>	2,936	74,708,818	<b>3.93</b>	1,735	64,223,800	<b>2.70</b>

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

## AIR TRAVEL CONSUMER REPORT

**Civil Rights Complaints by Air Travelers (Other Than Disability) for October 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 FRANCE			1		1		
AMERICAN	1				1		
BRITISH			1				
DELTA	3						
KLM	1						
PAL						1	
ROYAL AIR MAROC	1						
SKYWEST	1						
SOUTHWEST	1						
SPIRIT		1					
UNITED	1			1			
<b>TOTAL</b>	<b>9</b>	<b>1</b>	<b>2</b>	<b>1</b>	<b>2</b>	<b>1</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**

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

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

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

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

Carrier	Death	Injury	Loss
<a href="#">Hawaiian Airlines</a>	1	1	0
Totals:	1	1	0



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

The Transportation Security Administration (TSA) screened approximately 66.5 million passengers at screening checkpoints and 37.9 million checked bags at baggage screening locations in October 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 October 2022, TSA received 14,990 complaints (i.e. a description of a negative experience) from the general public via phone or email (or 22.6 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>
796	1.2	518	0.8	13,016	19.6	128	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>
274	0.5	147	0.3	41	0.1	70	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
198 <sup>d</sup>	155	0.0005



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

**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>