Air Travel Consumer Report

A Product Of
THE OFFICE OF AVIATION CONSUMER PROTECTION

Issued: February 2023

Flight Delays[1]	December 2022
Mishandled Baggage, Wheelchairs, and Scooters [1]	December 2022 January - December 2022
Oversales[1]	4th Quarter 2022 January - December 2022
Consumer Complaints[2] (Includes Disability and Discrimination Complaints)	Please see page 55 for details.
Airline Animal Incident Reports[4]	December 2022 January - December 2022
Customer Service Reports to the Dept. of Homeland Security[3]	December 2022

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[1] Data collected by the Bureau of Transportation Statistics. Website: *http://www.bts.gov*
[2] Data compiled by the Office of Aviation Consumer Protection. Website: *http://www.transportation.gov/airconsumer*
[3] Data provided by the Department of Homeland Security, Transportation Security Administration
[4] Data collected by the Office of Aviation Consumer Protection.

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<u>INTRODUCTION</u>

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/. 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.

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

DECEMBER 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:

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

AIR TRAVEL CONSUMER REPORT

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

DECEMBER 2022

CARRIER[1]	NUMBER OF AIRPORTS REPORTED	PERCENT OF ON-TIME ARRIVALS	RANK
AT ALL US AIRPORTS			
DELTA AIR LINES NETWORK	**209**	**77.5**	**1**
- DELTA AIR LINES	143	78.0	
- BRANDED CODESHARE PARTNERS	175	76.7	
AMERICAN AIRLINES NETWORK	**225**	**73.7**	**2**
- AMERICAN AIRLINES	119	71.1	
- BRANDED CODESHARE PARTNERS	208	77.0	
UNITED AIRLINES NETWORK	**220**	**71.8**	**3**
- UNITED AIRLINES	109	71.0	
- BRANDED CODESHARE PARTNERS	200	72.7	
SPIRIT AIRLINES	**61**	**65.0**	**4**
SOUTHWEST AIRLINES	**107**	**60.7**	**5**
ALASKA AIRLINES NETWORK	**106**	**60.5**	**6**
- ALASKA AIRLINES	84	57.1	
- BRANDED CODESHARE PARTNERS	51	67.2	
JETBLUE AIRWAYS	**62**	**59.1**	**7**
HAWAIIAN AIRLINES	**21**	**58.1**	**8**
ALLEGIANT AIR	**124**	**57.2**	**9**
FRONTIER AIRLINES	**80**	**56.6**	**10**
TOTAL AIRPORTS SERVED	**355**	**69.0**	

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

AIR TRAVEL CONSUMER REPORT

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

DECEMBER 2022

	AT ALL US AIRPORTS		
CARRIER[1]	**NUMBER OF AIRPORTS REPORTED**	**PERCENT OF ON-TIME ARRIVALS**	**RANK**
PSA AIRLINES	86	82.9	1
REPUBLIC AIRWAYS	76	79.9	2
ENDEAVOR AIR	102	78.6	3
DELTA AIR LINES	143	78.0	4
MESA AIRLINES	89	73.9	5
SKYWEST AIRLINES	227	72.0	6
ENVOY AIR	130	71.2	7
AMERICAN AIRLINES	119	71.1	8
UNITED AIRLINES	109	71.0	9
SPIRIT AIRLINES	61	65.0	10
HORIZON AIR	45	61.8	11
SOUTHWEST AIRLINES	107	60.7	12
JETBLUE AIRWAYS	62	59.1	13
HAWAIIAN AIRLINES	21	58.1	14
ALLEGIANT AIR	124	57.2	15
ALASKA AIRLINES	84	57.1	16
FRONTIER AIRLINES	80	56.6	17
TOTAL AIRPORTS SERVED	**346**	**68.7**	

[1] All U.S. airlines with at least half of one percent of total domestic scheduled-service passenger revenues.
Note: For simplicity, statistics are displayed to one decimal place. Actual ranking order is calculated to nine decimal places.

AIR TRAVEL CONSUMER REPORT

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

DECEMBER 2022

CARRIER[1]	Jan 22 %	Rank	Feb 22 %	Rank	Mar 22 %	Rank	Apr 22 %	Rank	May 22 %	Rank	Jun 22 %	Rank	Jul 22 %	Rank	Aug 22 %	Rank	Sep 22 %	Rank	Oct 22 %	Rank	Nov 22 %	Rank	Dec 22 %	Rank	Year-to-date (YTD) %	Rank
ALASKA AIRLINES NETWORK	72.1	6	82.8	3	83.0	2	76.7	5	80.2	3	78.7	1	82.6	1	82.3	2	83.0	3	86.1	3	79.2	5	60.5	6	79.1	2
- ALASKA AIRLINES	70.7		81.1		81.5		72.8		78.4		78.9		81.2		80.8		82.5		84.6		77.7		57.1		77.3	
- BRANDED CODESHARE PARTNERS	73.9		85.2		85.3		82.5		82.7		78.4		84.5		84.5		83.7		88.8		82.0		67.2		81.7	
ALLEGIANT AIR	65.5	9	65.1	9	57.2	10	59.3	7	66.0	9	59.0	10	60.9	10	66.5	9	72.0	8	72.9	7	67.5	8	57.2	9	63.4	10
AMERICAN AIRLINES NETWORK	78.0	2	73.6	6	81.0	4	79.7	4	77.4	4	70.6	7	72.7	6	74.0	5	82.1	5	83.5	4	79.8	4	73.7	2	77.1	4
- AMERICAN AIRLINES	81.6		71.9		80.7		77.6		76.6		64.2		68.0		70.4		78.8		81.6		77.9		71.1		74.9	
- BRANDED CODESHARE PARTNERS	74.9		75.1		81.3		81.6		78.1		76.8		77.3		77.8		85.5		85.7		82.0		77.0		79.3	
DELTA AIR LINES NETWORK	79.4	1	82.8	2	81.4	3	81.9	1	80.7	2	78.4	2	80.0	3	82.9	1	88.5	1	88.0	1	84.2	1	77.5	1	82.1	1
- DELTA AIR LINES	82.4		85.2		81.1		81.0		80.3		77.1		79.6		83.3		89.0		88.5		85.5		78.0		82.5	
- BRANDED CODESHARE PARTNERS	75.3		79.4		82.0		83.3		81.3		80.4		80.5		82.3		87.7		87.1		81.8		76.7		81.5	
FRONTIER AIRLINES	69.4	8	68.0	8	57.8	9	58.4	9	64.6	10	69.5	8	72.5	7	71.1	7	70.3	9	70.3	9	64.6	10	56.6	10	66.1	8
HAWAIIAN AIRLINES	77.9	3	87.1	1	84.6	1	80.8	3	86.0	1	77.2	3	80.7	2	73.5	6	82.8	4	58.2	10	66.1	9	58.1	8	75.8	5
JETBLUE AIRWAYS	61.2	10	61.8	10	65.6	8	53.3	10	69.4	7	61.3	9	67.4	9	65.9	10	68.8	10	72.7	8	68.9	7	59.1	7	64.6	9
SOUTHWEST AIRLINES	76.1	4	78.3	4	71.1	6	70.2	6	76.8	6	71.4	6	69.1	8	67.7	8	77.0	7	80.6	6	81.0	3	60.7	5	73.2	6
SPIRIT AIRLINES	74.1	5	71.2	7	68.5	7	58.5	8	68.8	8	75.3	5	78.8	4	81.6	3	78.1	6	81.1	5	73.4	6	65.0	4	73.0	7
UNITED AIRLINES NETWORK	71.2	7	76.3	5	79.0	5	80.9	2	77.4	5	76.6	4	78.4	5	78.0	4	85.8	2	87.1	2	82.2	2	71.8	3	78.7	3
- UNITED AIRLINES	74.3		80.0		79.0		80.0		76.3		75.0		76.8		78.2		86.5		87.3		83.9		71.0		79.0	
- BRANDED CODESHARE PARTNERS	68.9		73.3		79.0		81.7		78.3		78.0		80.0		77.8		85.0		87.0		80.3		72.7		78.5	
TOTAL	75.3		76.6		77.2		76.0		77.2		73.5		74.9		75.6		82.1		83.4		80.0		69.0		76.7	

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

AIR TRAVEL CONSUMER REPORT

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

RANK	CARRIER[1]	JANUARY - DECEMBER 2022		JANUARY - DECEMBER 2021	
		FLIGHT OPERATIONS SCHEDULED	PERCENT OF ON-TIME ARRIVALS	FLIGHT OPERATIONS SCHEDULED	PERCENT OF ON-TIME ARRIVALS
1	DELTA AIR LINES NETWORK	1,448,920	82.14	1,357,322	88.22
	- DELTA AIR LINES	893,172	82.53	747,998	87.85
	- BRANDED CODESHARE PARTNERS	555,748	81.51	609,324	88.67
2	ALASKA AIRLINES NETWORK	382,544	79.06	359,458	83.17
	- ALASKA AIRLINES	228,384	77.28	188,955	81.22
	- BRANDED CODESHARE PARTNERS	154,160	81.70	170,503	85.32
3	UNITED AIRLINES NETWORK	1,263,956	78.74	1,148,340	79.81
	- UNITED AIRLINES	626,473	79.01	446,837	81.34
	- BRANDED CODESHARE PARTNERS	637,483	78.47	701,503	78.83
4	AMERICAN AIRLINES NETWORK	1,759,257	77.15	1,674,371	81.58
	- AMERICAN AIRLINES	874,145	74.94	736,399	80.53
	- BRANDED CODESHARE PARTNERS	885,112	79.33	937,972	82.40
5	HAWAIIAN AIRLINES	73,865	75.77	60,654	90.14
	- HAWAIIAN AIRLINES	73,865	75.77	60,542	90.15
	- BRANDED CODESHARE PARTNERS	-	-	112	89.29
6	SOUTHWEST AIRLINES	1,307,149	73.18	1,064,640	75.78
7	SPIRIT AIRLINES	232,400	72.96	191,361	76.74
8	FRONTIER AIRLINES	155,482	66.10	137,142	76.64
9	JETBLUE AIRWAYS	273,058	64.63	202,702	72.31
10	ALLEGIANT AIR	116,877	63.39	115,881	68.26
	TOTAL	7,013,508	76.72	6,311,871	81.08

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

AIR TRAVEL CONSUMER REPORT

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

RANK	CARRIER[1]	JANUARY - DECEMBER 2022		JANUARY - DECEMBER 2021	
		FLIGHT OPERATIONS SCHEDULED	PERCENT OF ON-TIME ARRIVALS	FLIGHT OPERATIONS SCHEDULED	PERCENT OF ON-TIME ARRIVALS
1	DELTA AIR LINES	893,172	82.53	747,998	87.85
2	HORIZON AIR	88,791	81.79	111,628	85.26
3	SKYWEST AIRLINES	733,576	81.61	753,417	82.45
4	ENVOY AIR	248,059	80.65	255,710	82.32
5	ENDEAVOR AIR	231,941	80.53	266,702	90.98
6	UNITED AIRLINES	626,473	79.01	446,837	81.34
7	PSA AIRLINES	214,450	77.96	222,611	84.52
8	MESA AIRLINES	114,779	77.43	159,809	77.14
9	ALASKA AIRLINES	228,384	77.28	188,955	81.22
10	REPUBLIC AIRWAYS	316,524	76.42	333,063	84.35
11	HAWAIIAN AIRLINES	73,865	75.77	60,542	90.15
12	AMERICAN AIRLINES	874,145	74.94	736,399	80.53
13	SOUTHWEST AIRLINES	1,307,149	73.18	1,064,640	75.78
14	SPIRIT AIRLINES	232,400	72.96	191,361	76.74
15	FRONTIER AIRLINES	155,482	66.10	137,142	76.64
16	JETBLUE AIRWAYS	273,058	64.63	202,702	72.31
17	ALLEGIANT AIR	116,877	63.39	115,881	68.26
	TOTAL	**6,729,125**	**76.61**	**5,995,397**	**81.19**

[1] **All U.S. airlines with at least half of one percent of total domestic scheduled-service passenger revenues.**
  Note: **For simplicity, statistics are displayed to one decimal place. Actual ranking order is calculated to nine decimal places.**

AIR TRAVEL CONSUMER REPORT

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

DECEMBER 2022

	ARRIVAL AIRPORT*																
CARRIER	**ATL**		**BNA**		**BOS**		**BWI**		**CLT**		**DAL**		**DCA**		**DEN**	
	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME
ALASKA AIRLINES NETWORK	72	47.2	58	60.3	187	56.7	31	58.1	0	0.0	58	48.3	155	58.7	158	48.7
- ALASKA AIRLINES	72	47.2	58	60.3	187	56.7	31	58.1	0	0.0	58	48.3	155	58.7	158	48.7
- BRANDED CODESHARE PARTNERS	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
ALLEGIANT AIR	0	0.0	222	53.6	48	68.8	25	72.0	0	0.0	0	0.0	0	0.0	34	58.8
AMERICAN AIRLINES NETWORK	927	71.1	1395	71.0	2098	75.4	287	67.9	15560	79.9	0	0.0	7089	76.7	772	67.9
- AMERICAN AIRLINES	523	62.7	664	64.8	1453	73.6	252	65.9	10008	76.4	0	0.0	2634	72.9	672	65.6
- BRANDED CODESHARE PARTNERS	404	81.9	731	76.6	645	79.5	35	82.9	5552	86.1	0	0.0	4455	78.9	100	83.0
DELTA AIR LINES NETWORK	20110	82.5	918	78.6	3200	79.1	558	79.4	760	80.4	107	89.7	1428	78.3	982	66.4
- DELTA AIR LINES	17605	82.7	693	78.8	1814	78.4	428	77.3	443	79.5	107	89.7	664	75.9	982	66.4
- BRANDED CODESHARE PARTNERS	2505	81.0	225	78.2	1386	80.0	130	86.2	317	81.7	0	0.0	764	80.4	0	0.0
FRONTIER AIRLINES	750	47.2	95	61.1	60	91.7	184	58.2	124	55.6	0	0.0	92	66.3	1779	59.2
HAWAIIAN AIRLINES	0	0.0	0	0.0	17	64.7	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
JETBLUE AIRWAYS	201	52.7	214	59.8	3736	62.0	70	74.3	57	75.4	0	0.0	807	62.9	146	49.3
SOUTHWEST AIRLINES	2757	63.3	3842	64.4	480	56.5	5525	64.8	264	58.3	5796	63.9	1337	61.8	7798	60.9
SPIRIT AIRLINES	1199	69.0	239	69.5	316	72.5	571	67.1	209	65.1	0	0.0	0	0.0	216	64.8
UNITED AIRLINES NETWORK	643	70.5	675	77.2	945	71.9	252	73.0	420	71.0	0	0.0	943	77.0	12031	70.6
- UNITED AIRLINES	490	69.0	432	74.8	920	71.7	236	72.9	287	66.2	0	0.0	403	75.4	7148	72.9
- BRANDED CODESHARE PARTNERS	153	75.2	243	81.5	25	76.0	16	75.0	133	81.2	0	0.0	540	78.1	4883	67.2
TOTAL	26,659	77.9	7,658	68.1	11,087	70.5	7,503	66.4	17,394	79.0	5,961	64.2	11,851	74.0	23,916	66.0

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

AIR TRAVEL CONSUMER REPORT

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

DECEMBER 2022

	ARRIVAL AIRPORT*															
CARRIER	**DFW**		**DTW**		**EWR**		**FLL**		**IAD**		**IAH**		**JFK**		**LAS**	
	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME
ALASKA AIRLINES NETWORK	153	54.2	31	58.1	291	51.2	148	55.4	88	71.6	54	59.3	366	63.4	569	62.4
- *ALASKA AIRLINES*	153	54.2	31	58.1	291	51.2	148	55.4	88	71.6	54	59.3	366	63.4	518	62.0
- *BRANDED CODESHARE PARTNERS*	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	51	66.7
ALLEGIANT AIR	0	0.0	0	0.0	73	80.8	296	37.2	36	77.8	0	0.0	0	0.0	860	45.1
AMERICAN AIRLINES NETWORK	19081	70.5	707	77.7	688	63.5	527	67.0	192	72.9	642	70.7	2041	75.0	1046	65.5
- *AMERICAN AIRLINES*	12352	70.7	316	73.4	671	63.5	527	67.0	133	66.2	451	68.5	1152	72.3	1046	65.5
- *BRANDED CODESHARE PARTNERS*	6729	70.2	391	81.1	17	64.7	0	0.0	59	88.1	191	75.9	889	78.4	0	0.0
DELTA AIR LINES NETWORK	831	76.1	7209	81.7	619	71.7	957	75.9	561	74.9	643	72.5	4612	73.6	1201	72.3
- *DELTA AIR LINES*	831	76.1	4641	83.1	412	74.3	957	75.9	230	76.1	643	72.5	2237	71.3	1201	72.3
- *BRANDED CODESHARE PARTNERS*	0	0.0	2568	79.3	207	66.7	0	0.0	331	74.0	0	0.0	2375	75.7	0	0.0
FRONTIER AIRLINES	326	60.4	127	64.6	0	0.0	236	51.3	0	0.0	101	54.5	0	0.0	1492	51.9
HAWAIIAN AIRLINES	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	31	54.8	114	71.9
JETBLUE AIRWAYS	62	48.4	150	54.7	741	62.1	1745	61.0	0	0.0	85	64.7	3917	56.3	274	51.5
SOUTHWEST AIRLINES	0	0.0	292	58.6	0	0.0	1363	58.2	172	59.3	571	59.4	0	0.0	6346	59.8
SPIRIT AIRLINES	753	64.1	864	69.0	738	59.6	1728	65.3	0	0.0	776	61.6	0	0.0	2339	63.7
UNITED AIRLINES NETWORK	730	69.9	530	70.2	9111	65.2	762	68.6	4927	77.2	9522	77.3	0	0.0	1021	71.3
- *UNITED AIRLINES*	615	70.4	247	68.0	6305	62.6	762	68.6	2700	76.0	5478	75.8	0	0.0	1018	71.2
- *BRANDED CODESHARE PARTNERS*	115	67.0	283	72.1	2806	71.0	0	0.0	2227	78.7	4044	79.4	0	0.0	3	100.0
TOTAL	21,936	70.2	9,910	78.3	12,261	64.7	7,762	63.2	5,976	76.3	12,394	74.6	10,967	67.3	15,262	61.0

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

AIR TRAVEL CONSUMER REPORT

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

DECEMBER 2022

	ARRIVAL AIRPORT*															
	LAX		LGA		MCO		MDW		MIA		MSP		ORD		PHL	
CARRIER	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME
ALASKA AIRLINES NETWORK	1380	64.9	0	0.0	218	55.0	0	0.0	31	58.1	49	51.0	227	55.5	31	38.7
- ALASKA AIRLINES	933	58.4	0	0.0	218	55.0	0	0.0	31	58.1	49	51.0	207	56.5	31	38.7
- BRANDED CODESHARE PARTNERS	447	78.3	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	20	45.0	0	0.0
ALLEGIANT AIR	83	68.7	0	0.0	0	0.0	32	68.8	0	0.0	50	70.0	0	0.0	0	0.0
AMERICAN AIRLINES NETWORK	3291	73.6	3454	71.8	1510	68.1	0	0.0	5302	76.3	532	73.1	8815	74.1	5344	79.5
- AMERICAN AIRLINES	2512	71.8	1745	66.9	1510	68.1	0	0.0	4160	76.3	314	70.7	4148	79.1	3018	77.4
- BRANDED CODESHARE PARTNERS	779	79.5	1709	76.8	0	0.0	0	0.0	1142	76.5	218	76.6	4667	69.7	2326	82.1
DELTA AIR LINES NETWORK	3673	76.2	6130	74.5	1698	71.6	245	78.4	778	74.2	7525	75.1	1047	68.3	509	79.8
- DELTA AIR LINES	2886	74.6	2043	73.1	1698	71.6	93	76.3	775	74.1	4642	77.0	830	67.6	427	78.7
- BRANDED CODESHARE PARTNERS	787	82.0	4087	75.2	0	0.0	152	79.6	3	100.0	2883	72.1	217	71.0	82	85.4
FRONTIER AIRLINES	0	0.0	90	57.8	1720	56.2	378	59.5	261	46.0	32	56.3	79	59.5	724	46.7
HAWAIIAN AIRLINES	200	70.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
JETBLUE AIRWAYS	983	55.8	1308	64.9	1592	51.7	0	0.0	279	62.7	85	55.3	108	60.2	93	68.8
SOUTHWEST AIRLINES	2225	58.8	1057	58.5	3291	60.9	6274	61.6	568	55.1	494	52.4	800	63.3	382	61.0
SPIRIT AIRLINES	982	64.3	496	70.6	2369	59.6	0	0.0	712	72.3	147	77.6	682	65.2	487	69.6
UNITED AIRLINES NETWORK	2759	74.1	936	69.0	1156	69.9	0	0.0	549	63.9	427	72.6	12358	75.5	316	70.9
- UNITED AIRLINES	2066	72.9	522	71.8	1156	69.9	0	0.0	549	63.9	380	69.5	6621	76.4	256	69.5
- BRANDED CODESHARE PARTNERS	693	77.6	414	65.5	0	0.0	0	0.0	0	0.0	47	97.9	5737	74.5	60	76.7
TOTAL	15,576	69.6	13,471	71.0	13,554	61.8	6,929	62.1	8,480	72.1	9,341	73.3	24,116	73.7	7,886	74.3

* 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)

DECEMBER 2022

	ARRIVAL AIRPORT*											
	PHX		SAN		SEA		SFO		SLC		TPA	
CARRIER	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME
ALASKA AIRLINES NETWORK	**498**	**62.7**	**1445**	**64.6**	**8118**	**57.4**	**2223**	**64.1**	**197**	**67.5**	**117**	**59.8**
- ALASKA AIRLINES	437	60.4	741	54.4	6036	57.3	1206	59.0	98	56.1	117	59.8
- BRANDED CODESHARE PARTNERS	61	78.7	704	75.3	2082	57.9	1017	70.2	99	78.8	0	0.0
ALLEGIANT AIR	**37**	**48.6**	**32**	**56.3**	**0**	**0.0**	**0**	**0.0**	**0**	**0.0**	**0**	**0.0**
AMERICAN AIRLINES NETWORK	**6096**	**74.6**	**669**	**58.4**	**541**	**69.7**	**815**	**62.7**	**382**	**61.8**	**1153**	**68.8**
- AMERICAN AIRLINES	4281	76.0	669	58.4	487	67.1	755	60.5	321	61.1	1043	68.6
- BRANDED CODESHARE PARTNERS	1815	71.2	0	0.0	54	92.6	60	90.0	61	65.6	110	70.0
DELTA AIR LINES NETWORK	**1005**	**73.3**	**771**	**72.0**	**3657**	**72.4**	**1056**	**72.2**	**6286**	**78.7**	**1100**	**80.1**
- DELTA AIR LINES	884	71.0	740	71.9	2584	73.0	946	72.4	4128	77.0	1100	80.1
- BRANDED CODESHARE PARTNERS	121	90.1	31	74.2	1073	70.8	110	70.0	2158	81.9	0	0.0
FRONTIER AIRLINES	**571**	**58.1**	**183**	**63.9**	**62**	**61.3**	**235**	**62.1**	**124**	**57.3**	**460**	**54.1**
HAWAIIAN AIRLINES	**31**	**74.2**	**62**	**48.4**	**69**	**37.7**	**62**	**59.7**	**0**	**0.0**	**0**	**0.0**
JETBLUE AIRWAYS	**104**	**40.4**	**155**	**63.2**	**61**	**50.8**	**433**	**60.7**	**168**	**61.9**	**476**	**58.4**
SOUTHWEST AIRLINES	**5124**	**61.9**	**3260**	**59.7**	**653**	**60.0**	**729**	**55.0**	**968**	**56.2**	**2002**	**56.2**
SPIRIT AIRLINES	**201**	**64.2**	**141**	**66.0**	**93**	**55.9**	**0**	**0.0**	**93**	**59.1**	**550**	**69.5**
UNITED AIRLINES NETWORK	**846**	**72.9**	**796**	**74.6**	**665**	**64.8**	**5031**	**72.1**	**556**	**70.9**	**754**	**68.2**
- UNITED AIRLINES	846	72.9	733	73.7	648	65.4	3648	73.5	202	67.3	754	68.2
- BRANDED CODESHARE PARTNERS	0	0.0	63	85.7	17	41.2	1383	68.3	354	72.9	0	0.0
TOTAL	**14,513**	**68.4**	**7,514**	**63.6**	**13,919**	**62.2**	**10,584**	**67.8**	**8,774**	**73.9**	**6,612**	**64.9**

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

AIR TRAVEL CONSUMER REPORT

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

DECEMBER 2022

CARRIER	ARRIVAL AIRPORT*															
	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	72	47.2	58	60.3	187	56.7	31	58.1	0	0.0	58	48.3	155	58.7	158	48.7
ALLEGIANT AIR	0	0.0	222	53.6	48	68.8	25	72.0	0	0.0	0	0.0	0	0.0	34	58.8
AMERICAN AIRLINES	523	62.7	664	64.8	1453	73.6	252	65.9	10008	76.4	0	0.0	2634	72.9	672	65.6
DELTA AIR LINES	17605	82.7	693	78.8	1814	78.4	428	77.3	443	79.5	107	89.7	664	75.9	982	66.4
ENDEAVOR AIR	1691	84.3	175	80.6	0	0.0	61	83.6	216	81.5	0	0.0	129	79.1	0	0.0
ENVOY AIR	121	74.4	233	70.4	150	63.3	33	81.8	423	80.4	0	0.0	372	69.6	0	0.0
FRONTIER AIRLINES	750	47.2	95	61.1	60	91.7	184	58.2	124	55.6	0	0.0	92	66.3	1779	59.2
HAWAIIAN AIRLINES	0	0.0	0	0.0	17	64.7	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	201	52.7	214	59.8	3736	62.0	70	74.3	57	75.4	0	0.0	807	62.9	146	49.3
MESA AIRLINES	128	75.8	33	84.8	3	66.7	14	78.6	75	82.7	0	0.0	25	72.0	0	0.0
PSA AIRLINES	107	85.0	195	81.0	0	0.0	2	100.0	3247	86.7	0	0.0	2682	77.8	0	0.0
REPUBLIC AIRWAYS	199	83.4	275	83.3	1593	82.1	71	87.3	151	83.4	0	0.0	2195	83.0	0	0.0
SKYWEST AIRLINES	816	74.3	257	72.0	188	70.2	0	0.0	0	0.0	0	0.0	56	83.9	4307	66.8
SOUTHWEST AIRLINES	2757	63.3	3842	64.4	480	56.5	5525	64.8	264	58.3	5796	63.9	1337	61.8	7798	60.9
SPIRIT AIRLINES	1199	69.0	239	69.5	316	72.5	571	67.1	209	65.1	0	0.0	0	0.0	216	64.8
UNITED AIRLINES	490	69.0	432	74.8	920	71.7	236	72.9	287	66.2	0	0.0	403	75.4	7148	72.9
TOTAL	**26,659**	**77.9**	**7,627**	**68.0**	**10,965**	**70.3**	**7,503**	**66.4**	**15,504**	**78.1**	**5,961**	**64.2**	**11,551**	**74.0**	**23,240**	**65.8**

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

AIR TRAVEL CONSUMER REPORT

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

DECEMBER 2022

	ARRIVAL AIRPORT*															
	DFW		DTW		EWR		FLL		IAD		IAH		JFK		LAS	
CARRIER	# 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	153	54.2	31	58.1	291	51.2	148	55.4	88	71.6	54	59.3	366	63.4	518	62.0
ALLEGIANT AIR	0	0.0	0	0.0	73	80.8	296	37.2	36	77.8	0	0.0	0	0.0	860	45.1
AMERICAN AIRLINES	12352	70.7	316	73.4	671	63.5	527	67.0	133	66.2	451	68.5	1152	72.3	1046	65.5
DELTA AIR LINES	831	76.1	4641	83.1	412	74.3	957	75.9	230	76.1	643	72.5	2237	71.3	1201	72.3
ENDEAVOR AIR	0	0.0	1448	81.4	74	68.9	0	0.0	37	86.5	0	0.0	1847	76.2	0	0.0
ENVOY AIR	2633	73.5	92	77.2	17	64.7	0	0.0	14	78.6	77	70.1	0	0.0	0	0.0
FRONTIER AIRLINES	326	60.4	127	64.6	0	0.0	236	51.3	0	0.0	101	54.5	0	0.0	1492	51.9
HAWAIIAN AIRLINES	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	31	54.8	114	71.9
HORIZON AIR	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	11	54.5
JETBLUE AIRWAYS	62	48.4	150	54.7	741	62.1	1745	61.0	0	0.0	85	64.7	3917	56.3	274	51.5
MESA AIRLINES	1455	69.6	64	76.6	0	0.0	0	0.0	961	80.3	1179	81.2	0	0.0	0	0.0
PSA AIRLINES	31	61.3	158	83.5	0	0.0	0	0.0	45	91.1	0	0.0	0	0.0	0	0.0
REPUBLIC AIRWAYS	7	85.7	296	81.8	1988	71.8	0	0.0	310	81.3	47	76.6	1417	76.8	0	0.0
SKYWEST AIRLINES	2718	67.3	1130	74.8	106	63.2	0	0.0	181	67.4	1104	75.5	0	0.0	43	72.1
SOUTHWEST AIRLINES	0	0.0	292	58.6	0	0.0	1363	58.2	172	59.3	571	59.4	0	0.0	6346	59.8
SPIRIT AIRLINES	753	64.1	864	69.0	738	59.6	1728	65.3	0	0.0	776	61.6	0	0.0	2339	63.7
UNITED AIRLINES	615	70.4	247	68.0	6305	62.6	762	68.6	2700	76.0	5478	75.8	0	0.0	1018	71.2
TOTAL	21,936	70.2	9,856	78.3	11,416	64.4	7,762	63.2	4,907	76.2	10,566	73.5	10,967	67.3	15,262	61.0

* 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)

DECEMBER 2022

| | ARRIVAL AIRPORT* | | | | | | | | | | | | | | | |
| | LAX | | LGA | | MCO | | MDW | | MIA | | MSP | | ORD | | PHL | |
CARRIER	# 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	933	58.4	0	0.0	218	55.0	0	0.0	31	58.1	49	51.0	207	56.5	31	38.7
ALLEGIANT AIR	83	68.7	0	0.0	0	0.0	32	68.8	0	0.0	50	70.0	0	0.0	0	0.0
AMERICAN AIRLINES	2512	71.8	1745	66.9	1510	68.1	0	0.0	4160	76.3	314	70.7	4148	79.1	3018	77.4
DELTA AIR LINES	2886	74.6	2043	73.1	1698	71.6	93	76.3	775	74.1	4642	77.0	830	67.6	427	78.7
ENDEAVOR AIR	0	0.0	2603	75.0	0	0.0	60	71.7	3	100.0	719	78.2	70	81.4	15	73.3
ENVOY AIR	0	0.0	0	0.0	0	0.0	0	0.0	1091	76.6	84	63.1	3905	69.0	0	0.0
FRONTIER AIRLINES	0	0.0	90	57.8	1720	56.2	378	59.5	261	46.0	32	56.3	79	59.5	724	46.7
HAWAIIAN AIRLINES	200	70.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
HORIZON AIR	2	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	20	45.0	0	0.0
JETBLUE AIRWAYS	983	55.8	1308	64.9	1592	51.7	0	0.0	279	62.7	85	55.3	108	60.2	93	68.8
MESA AIRLINES	0	0.0	286	63.3	0	0.0	0	0.0	0	0.0	36	100.0	0	0.0	3	66.7
PSA AIRLINES	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	57	78.9	0	0.0	1150	82.0
REPUBLIC AIRWAYS	0	0.0	3215	76.2	0	0.0	0	0.0	51	74.5	88	89.8	925	81.2	356	84.6
SKYWEST AIRLINES	2704	79.6	92	70.7	0	0.0	92	84.8	0	0.0	2164	70.1	2436	74.3	15	73.3
SOUTHWEST AIRLINES	2225	58.8	1057	58.5	3291	60.9	6274	61.6	568	55.1	494	52.4	800	63.3	382	61.0
SPIRIT AIRLINES	982	64.3	496	70.6	2369	59.6	0	0.0	712	72.3	147	77.6	682	65.2	487	69.6
UNITED AIRLINES	2066	72.9	522	71.8	1156	69.9	0	0.0	549	63.9	380	69.5	6621	76.4	256	69.5
TOTAL	**15,576**	**69.6**	**13,457**	**71.0**	**13,554**	**61.8**	**6,929**	**62.1**	**8,480**	**72.1**	**9,341**	**73.3**	**20,831**	**74.0**	**6,957**	**73.4**

* 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)

DECEMBER 2022

	ARRIVAL AIRPORT*											
	PHX		SAN		SEA		SFO		SLC		TPA	
CARRIER	# 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	437	60.4	741	54.4	6036	57.3	1206	59.0	98	56.1	117	59.8
ALLEGIANT AIR	37	48.6	32	56.3	0	0.0	0	0.0	0	0.0	0	0.0
AMERICAN AIRLINES	4281	76.0	669	58.4	487	67.1	755	60.5	321	61.1	1043	68.6
DELTA AIR LINES	884	71.0	740	71.9	2584	73.0	946	72.4	4128	77.0	1100	80.1
ENDEAVOR AIR	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
ENVOY AIR	179	60.3	0	0.0	0	0.0	0	0.0	1	100.0	110	70.0
FRONTIER AIRLINES	571	58.1	183	63.9	62	61.3	235	62.1	124	57.3	460	54.1
HAWAIIAN AIRLINES	31	74.2	62	48.4	69	37.7	62	59.7	0	0.0	0	0.0
HORIZON AIR	17	82.4	18	61.1	1827	57.3	182	60.4	0	0.0	0	0.0
JETBLUE AIRWAYS	104	40.4	155	63.2	61	50.8	433	60.7	168	61.9	476	58.4
MESA AIRLINES	521	63.7	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
PSA AIRLINES	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
REPUBLIC AIRWAYS	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
SKYWEST AIRLINES	1280	77.8	780	76.4	1399	69.8	2388	70.4	2671	80.2	0	0.0
SOUTHWEST AIRLINES	5124	61.9	3260	59.7	653	60.0	729	55.0	968	56.2	2002	56.2
SPIRIT AIRLINES	201	64.2	141	66.0	93	55.9	0	0.0	93	59.1	550	69.5
UNITED AIRLINES	846	72.9	733	73.7	648	65.4	3648	73.5	202	67.3	754	68.2
TOTAL	14,513	68.4	7,514	63.6	13,919	62.2	10,584	67.8	8,774	73.9	6,612	64.9

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

AIR TRAVEL CONSUMER REPORT

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

DECEMBER 2022

	ARRIVAL AIRPORT*																
SCHEDULED ARRIVAL TIME	ATL	BNA	BOS	BWI	CLT	DAL	DCA	DEN	DFW	DTW	EWR	FLL	IAD	IAH	JFK	LAS
0600-0659	76.2	56.8	72.0	62.4	86.8	67.5	76.9	74.9	67.4	89.5	71.2	57.6	64.6	73.6	75.8	77.8
0700-0759	83.4	78.4	77.4	76.7	79.0	78.2	85.3	79.9	80.1	84.3	77.7	69.7	81.4	81.7	71.4	77.9
0800-0859	80.8	77.6	71.5	76.3	82.9	77.0	76.3	71.1	77.1	80.4	77.6	74.1	90.3	78.5	70.9	76.4
0900-0959	82.8	77.0	82.4	78.7	76.1	72.0	77.1	74.8	73.6	82.8	84.0	77.6	76.5	73.4	78.3	78.7
1000-1059	82.9	71.9	79.9	78.5	80.9	72.5	81.8	71.1	78.0	82.9	79.9	73.2	83.3	82.5	85.8	76.6
1100-1159	85.4	77.6	76.0	72.0	82.5	71.8	81.7	68.9	74.6	78.3	84.0	65.0	81.2	72.9	78.6	66.2
1200-1259	80.4	75.1	77.3	78.9	84.5	67.1	81.8	70.6	75.4	81.9	82.7	63.9	80.0	74.4	74.2	63.3
1300-1359	80.1	73.0	77.5	71.8	83.2	66.9	75.8	64.5	77.2	82.2	80.5	67.4	73.4	78.7	71.8	58.9
1400-1459	80.5	67.8	77.0	71.5	79.7	68.6	73.3	68.1	72.9	82.1	69.4	63.5	78.4	73.7	73.0	54.7
1500-1559	80.3	66.3	75.3	66.0	79.7	60.6	76.3	64.0	68.5	80.4	65.2	69.8	80.2	76.5	76.2	57.8
1600-1659	79.0	67.8	73.5	73.1	70.4	64.7	70.5	64.9	69.0	73.5	55.6	62.3	73.8	68.3	67.8	56.9
1700-1759	78.3	66.9	68.6	55.0	76.2	63.8	70.1	62.7	63.4	75.2	54.8	64.2	81.5	70.6	65.3	52.6
1800-1859	77.1	69.8	63.1	71.7	72.4	60.5	67.0	60.6	69.1	79.0	48.6	55.5	68.6	68.8	51.3	57.0
1900-1959	71.8	59.6	61.7	53.0	77.0	55.1	69.6	63.0	59.7	78.7	42.3	55.8	58.3	68.6	61.0	57.3
2000-2059	75.1	57.0	67.8	61.9	73.2	59.2	66.7	55.9	65.1	75.8	43.8	54.7	75.1	72.4	64.5	56.4
2100-2159	70.6	55.8	57.4	49.1	70.2	52.8	67.2	46.8	61.0	78.1	44.7	59.0	71.5	53.0	52.1	55.2
2200-2259	62.9	61.4	63.4	55.3	60.5	54.2	67.9	55.7	69.8	70.0	54.6	56.0	68.1	63.6	57.1	52.9
2300-0559	64.1	57.4	58.9	55.6	71.4	47.7	65.1	53.4	63.7	65.5	65.7	53.4	74.2	63.6	58.4	46.7
TOTAL	**77.9**	**68.0**	**70.3**	**66.4**	**78.1**	**64.2**	**74.0**	**65.8**	**70.2**	**78.3**	**64.4**	**63.2**	**76.2**	**73.5**	**67.3**	**61.0**

* 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)

DECEMBER 2022

	ARRIVAL AIRPORT*														
SCHEDULED ARRIVAL TIME	LAX	LGA	MCO	MDW	MIA	MSP	ORD	PHL	PHX	SAN	SEA	SFO	SLC	TPA	TOTAL
0600-0659	78.2	82.0	61.8	62.9	75.4	65.1	76.3	88.2	75.3	0.0	57.4	93.2	78.0	69.9	71.7
0700-0759	82.9	84.3	62.9	78.0	81.9	78.1	76.3	80.8	79.2	74.9	61.6	83.7	82.2	75.7	79.1
0800-0859	76.6	83.1	75.4	73.4	83.6	79.8	78.9	78.8	80.9	80.6	68.9	82.2	82.0	72.0	77.6
0900-0959	76.5	81.9	78.8	79.2	84.0	78.0	82.9	83.7	75.6	72.0	64.2	68.4	75.3	82.2	77.5
1000-1059	74.2	78.6	77.1	77.6	78.3	80.2	81.8	80.9	75.0	73.1	68.0	72.1	79.1	77.1	76.9
1100-1159	74.8	78.0	67.3	74.4	75.5	75.4	80.8	75.3	76.1	70.0	65.3	68.6	77.8	71.6	75.1
1200-1259	71.4	78.3	67.4	66.2	72.1	70.3	73.7	79.0	70.5	64.7	67.2	70.5	74.5	67.9	73.9
1300-1359	72.1	70.4	68.6	63.4	68.6	75.6	77.9	73.8	71.0	65.9	65.8	73.1	74.8	52.7	73.5
1400-1459	68.9	70.4	63.8	65.7	76.0	76.2	73.6	79.4	68.7	60.3	62.7	72.9	73.3	70.2	71.2
1500-1559	72.2	69.8	64.9	63.8	80.0	79.4	73.5	64.7	70.8	65.4	71.9	63.7	75.4	64.0	71.3
1600-1659	68.9	67.4	63.2	57.7	73.4	72.0	72.0	62.6	65.0	59.1	61.6	68.5	72.9	67.5	68.1
1700-1759	71.5	65.0	57.8	61.4	67.2	71.7	68.1	76.2	67.3	53.1	64.0	68.0	67.8	61.2	66.8
1800-1859	70.0	63.2	59.9	56.7	63.4	68.6	66.1	71.3	64.8	60.4	65.7	69.6	68.3	62.8	65.3
1900-1959	68.4	62.9	56.2	53.2	63.9	69.7	69.3	66.2	62.8	67.8	59.3	65.0	72.7	62.3	64.0
2000-2059	66.5	57.8	52.0	57.6	61.9	74.3	72.8	69.2	60.7	59.7	55.2	67.6	71.6	54.4	63.8
2100-2159	65.0	62.0	53.8	47.1	66.8	68.7	69.3	62.9	58.5	52.4	50.6	63.8	72.1	56.6	61.0
2200-2259	55.7	67.9	50.5	51.3	59.1	66.3	65.3	54.7	61.9	51.4	58.3	56.7	69.7	64.3	59.5
2300-0559	53.5	66.2	50.9	47.2	60.8	57.9	73.1	62.1	52.7	57.4	57.8	58.4	46.7	56.7	58.4
TOTAL	69.6	71.0	61.8	62.1	72.1	73.3	74.0	73.4	68.4	63.6	62.2	67.8	73.9	64.9	69.6

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

AIR TRAVEL CONSUMER REPORT

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

DECEMBER 2022

SCHEDULED DEPARTURE TIME	ATL	BNA	BOS	BWI	CLT	DAL	DCA	DEN	DFW	DTW	EWR	FLL	IAD	IAH	JFK	LAS
0600-0659	80.4	79.3	84.7	79.4	85.7	80.2	87.0	75.6	84.8	84.2	85.2	84.7	86.1	82.7	85.5	82.4
0700-0759	78.5	75.8	80.5	57.9	87.6	78.8	85.0	71.1	84.4	87.2	80.0	78.7	79.5	81.7	76.7	76.3
0800-0859	79.1	72.8	77.3	72.9	84.1	70.2	84.5	68.2	81.4	81.4	78.8	76.6	85.2	84.8	77.0	74.2
0900-0959	77.7	70.7	76.2	64.7	85.6	63.2	79.7	64.1	74.4	77.1	74.7	68.9	80.7	74.8	71.2	71.9
1000-1059	76.0	74.9	75.4	66.3	78.9	58.4	79.4	64.7	75.0	80.5	69.8	64.9	85.4	73.6	70.0	69.4
1100-1159	77.6	62.5	71.2	65.9	76.3	62.0	80.2	61.1	67.0	75.4	73.4	64.2	82.8	74.2	80.5	70.3
1200-1259	80.4	74.0	73.9	65.7	70.4	58.6	77.0	54.0	72.5	78.4	76.7	56.9	79.5	72.3	78.5	61.7
1300-1359	75.5	69.9	69.3	64.6	77.1	55.9	78.8	58.5	64.1	73.8	74.3	61.4	68.9	64.6	71.4	55.6
1400-1459	72.8	66.3	71.7	42.9	74.8	54.6	74.6	47.7	66.2	79.4	60.7	61.1	72.0	71.5	70.0	50.1
1500-1559	74.9	61.0	63.4	51.0	66.1	57.4	71.8	53.4	61.2	76.4	63.9	57.9	76.8	64.0	67.0	52.5
1600-1659	74.0	66.2	64.6	51.1	72.3	50.9	66.8	51.1	65.0	76.5	60.4	62.6	68.6	71.3	66.3	53.5
1700-1759	69.9	56.9	66.1	63.1	66.8	52.5	69.7	57.3	62.8	63.8	53.9	57.5	67.0	66.2	58.9	51.7
1800-1859	67.1	63.2	57.3	42.3	67.2	54.1	63.6	45.7	60.9	66.0	52.3	53.6	74.8	67.0	59.0	45.5
1900-1959	69.1	64.5	59.2	53.2	62.7	45.3	68.5	50.9	62.5	71.0	54.1	48.8	66.9	60.8	52.0	51.3
2000-2059	68.3	51.8	52.8	39.5	73.4	47.9	74.7	52.2	55.2	75.6	42.2	51.9	65.4	60.7	53.2	43.9
2100-2159	70.2	49.7	51.2	44.3	63.6	48.2	75.0	44.0	67.8	77.9	44.2	54.1	0.0	67.8	57.7	46.8
2200-2259	70.5	31.3	55.0	37.6	69.5	34.1	75.5	27.0	54.1	87.5	27.5	52.2	67.5	55.9	59.2	60.9
2300-0559	70.8	73.4	82.4	49.0	80.0	0.0	87.1	61.7	82.2	78.7	82.6	74.7	63.9	83.3	54.6	68.4
TOTAL	74.1	67.1	70.7	58.3	74.6	58.5	76.7	57.4	68.7	77.5	65.2	63.3	75.9	71.2	68.0	62.2

* 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)

DECEMBER 2022

	DEPARTURE AIRPORT*														
SCHEDULED DEPARTURE TIME	LAX	LGA	MCO	MDW	MIA	MSP	ORD	PHL	PHX	SAN	SEA	SFO	SLC	TPA	TOTAL
0600-0659	83.5	87.0	81.9	80.0	86.7	85.7	83.2	85.1	87.5	85.2	75.8	85.6	80.2	86.3	83.2
0700-0759	84.5	85.4	82.4	56.1	88.2	78.2	81.8	81.9	81.6	80.6	69.5	82.7	80.3	85.7	79.1
0800-0859	81.9	85.5	76.5	65.9	87.7	76.5	77.7	83.9	75.0	77.2	61.7	80.2	82.2	79.9	78.4
0900-0959	81.0	81.4	70.3	69.0	79.3	80.5	76.5	74.7	78.5	76.2	60.3	72.3	81.0	72.0	74.8
1000-1059	73.7	78.8	71.1	65.4	77.1	72.1	72.3	83.4	73.4	73.7	54.6	62.0	77.6	77.2	72.5
1100-1159	70.6	75.1	72.2	63.0	77.0	78.6	68.9	78.6	70.5	67.4	60.5	66.2	74.7	69.2	70.6
1200-1259	69.6	76.0	62.5	51.0	71.9	74.1	71.3	65.8	69.3	68.0	55.5	62.6	63.1	64.9	69.7
1300-1359	70.6	76.7	60.0	53.6	66.5	71.2	70.1	72.0	65.6	62.2	67.0	67.1	74.6	60.0	67.7
1400-1459	70.1	67.8	57.6	48.0	66.9	72.4	71.6	77.9	63.6	63.0	65.1	69.5	67.1	62.1	66.0
1500-1559	69.0	67.8	55.5	53.2	72.9	71.6	66.3	77.6	62.0	60.8	59.3	60.0	70.4	62.7	64.9
1600-1659	72.5	65.7	56.8	49.3	72.9	73.4	64.2	69.8	65.3	60.0	63.6	67.8	65.1	59.9	65.0
1700-1759	65.1	61.8	55.4	49.7	69.9	63.5	64.8	59.4	60.3	58.5	57.5	67.2	68.8	60.9	61.9
1800-1859	67.0	62.5	52.2	42.1	65.5	62.3	65.5	73.7	60.4	53.9	66.0	70.2	63.6	61.0	61.1
1900-1959	71.9	59.7	51.4	42.4	67.1	65.5	69.0	69.6	55.3	65.0	64.4	66.9	54.1	60.7	60.4
2000-2059	65.2	61.1	47.0	38.7	61.5	62.5	62.4	57.3	51.1	61.2	49.8	75.3	72.7	69.6	59.2
2100-2159	70.5	60.5	41.4	36.0	70.8	66.3	68.4	71.2	67.0	53.1	55.9	60.3	78.8	45.9	61.1
2200-2259	74.6	57.3	38.3	34.2	68.2	68.8	71.4	6.7	51.3	76.2	59.8	65.1	75.1	44.7	62.0
2300-0559	73.8	87.5	68.0	65.6	83.3	75.3	78.3	77.1	75.7	100.0	62.2	65.0	72.7	77.7	71.1
TOTAL	74.0	72.9	62.6	53.2	73.2	72.0	71.5	76.1	68.1	69.0	61.7	69.7	73.8	69.1	68.6

* 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
DECEMBER 2022

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS		CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP		ARR	DEP	ARR	DEP
Aberdeen, SD (ABR)	67.4	67.4	46	46	Bozeman, MT (BZN)	60.4	64.0	820	817
Abilene, TX (ABI)	78.5	71.6	93	95	Brainerd, MN (BRD)	78.3	73.9	46	46
Adak Island, AK (ADK)	55.6	55.6	9	9	Bristol/Johnson City/Kingsport, TN (TRI)	83.8	82.6	234	235
Aguadilla, PR (BQN)	51.3	55.5	273	272	Brownsville, TX (BRO)	79.3	79.3	87	87
Akron, OH (CAK)	82.0	81.6	178	179	Brunswick, GA (BQK)	76.7	85.0	60	60
Albany, GA (ABY)	95.7	92.8	69	69	Buffalo, NY (BUF)	60.2	63.4	1682	1683
Albany, NY (ALB)	69.7	75.4	988	989	Burbank, CA (BUR)	63.8	63.7	2396	2393
Albuquerque, NM (ABQ)	65.0	70.3	1748	1749	Burlington, VT (BTV)	71.1	76.3	633	636
Alexandria, LA (AEX)	70.2	70.2	151	151	Butte, MT (BTM)	89.1	94.5	55	55
Allentown/Bethlehem/Easton, PA (ABE)	72.7	83.2	311	310	Casper, WY (CPR)	73.3	73.3	176	176
Alpena, MI (APN)	59.6	57.7	52	52	Cedar City, UT (CDC)	86.5	88.5	52	52
Amarillo, TX (AMA)	64.1	71.3	398	397	Cedar Rapids/Iowa City, IA (CID)	68.1	69.8	570	569
Anchorage, AK (ANC)	51.0	61.0	1503	1501	Champaign/Urbana, IL (CMI)	78.6	79.3	140	140
Appleton, WI (ATW)	62.5	69.3	387	387	Charleston, SC (CHS)	70.0	72.8	1786	1786
Arcata/Eureka, CA (ACV)	71.1	76.0	121	121	Charleston/Dunbar, WV (CRW)	84.8	83.3	244	245
Asheville, NC (AVL)	74.0	78.5	796	796	Charlotte Amalie, VI (STT)	77.0	75.7	478	477
Ashland, WV (HTS)	66.7	50.0	30	30	Charlotte, NC (CLT)	78.1	74.6	15504	15506
Aspen, CO (ASE)	38.5	42.7	733	728	Charlottesville, VA (CHO)	88.2	84.5	212	213
Atlanta, GA (ATL)	77.9	74.1	26659	26654	Chattanooga, TN (CHA)	78.5	74.4	331	332
Atlantic City, NJ (ACY)	66.3	71.1	240	239	Cheyenne, WY (CYS)	72.9	81.4	59	59
Augusta, GA (AGS)	76.7	78.4	283	283	Chicago, IL (MDW)	62.1	53.2	6929	6930
Austin, TX (AUS)	66.1	66.4	7466	7469	Chicago, IL (ORD)	74.0	71.5	20831	20837
Bakersfield, CA (BFL)	55.2	65.7	210	210	Christiansted, VI (STX)	62.5	70.8	96	96
Baltimore, MD (BWI)	66.4	58.3	7503	7499	Cincinnati, OH (CVG)	69.4	73.6	2976	2976
Bangor, ME (BGR)	80.9	83.2	320	321	Clarksburg/Fairmont, WV (CKB)	60.0	60.0	20	20
Barrow, AK (BRW)	36.7	20.0	30	30	Cleveland, OH (CLE)	70.8	74.1	3056	3059
Baton Rouge, LA (BTR)	76.5	79.4	345	345	College Station/Bryan, TX (CLL)	83.1	84.3	89	89
Beaumont/Port Arthur, TX (BPT)	71.0	75.8	62	62	Colorado Springs, CO (COS)	66.1	71.1	933	933
Belleville, IL (BLV)	65.5	53.6	84	84	Columbia, MO (COU)	73.1	66.4	134	134
Bellingham, WA (BLI)	65.3	63.0	277	276	Columbia, SC (CAE)	79.5	84.6	405	408
Bemidji, MN (BJI)	67.3	62.3	52	53	Columbus, GA (CSG)	75.5	73.5	102	102
Bend/Redmond, OR (RDM)	65.1	68.0	559	559	Columbus, MS (GTR)	89.7	93.1	87	87
Bethel, AK (BET)	51.0	31.4	51	51	Columbus, OH (CMH)	69.8	71.8	3245	3244
Billings, MT (BIL)	66.1	70.9	351	351	Columbus, OH (LCK)	64.6	64.6	65	65
Binghamton, NY (BGM)	86.7	83.3	30	30	Concord, NC (USA)	64.6	57.3	82	82
Birmingham, AL (BHM)	71.0	73.1	1053	1054	Cordova, AK (CDV)	63.3	63.3	60	60
Bishop, CA (BIH)	61.8	64.7	34	34	Corpus Christi, TX (CRP)	71.7	78.1	293	292
Bismarck/Mandan, ND (BIS)	59.9	54.7	322	322	Dallas, TX (DAL)	64.2	58.5	5961	5964
Bloomington/Normal, IL (BMI)	78.2	77.7	220	220	Dallas/Fort Worth, TX (DFW)	70.2	68.7	21936	21938
Boise, ID (BOI)	63.9	71.7	2083	2085	Dayton, OH (DAY)	81.5	83.4	596	596
Boston, MA (BOS)	70.3	70.7	10965	10960	Daytona Beach, FL (DAB)	77.8	80.0	225	225

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

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS		CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP		ARR	DEP	ARR	DEP
Deadhorse, AK (SCC)	72.2	72.2	36	36	Green Bay, WI (GRB)	80.1	81.6	337	337
Decatur, IL (DEC)	65.5	69.0	84	84	Greensboro/High Point, NC (GSO)	78.7	81.9	780	779
Del Rio, TX (DRT)	64.4	59.3	59	59	Greenville, NC (PGV)	85.7	85.7	14	14
Denver, CO (DEN)	65.8	57.4	23240	23234	Greer, SC (GSP)	77.6	81.5	978	979
Des Moines, IA (DSM)	68.2	70.4	1190	1191	Guam, TT (GUM)	93.5	91.9	62	62
Detroit, MI (DTW)	78.3	77.5	9856	9846	Gulfport/Biloxi, MS (GPT)	80.1	83.9	211	211
Devils Lake, ND (DVL)	50.9	52.7	55	55	Gunnison, CO (GUC)	57.6	54.1	85	85
Dickinson, ND (DIK)	60.4	50.9	53	53	Hagerstown, MD (HGR)	90.0	80.0	20	20
Dillingham, AK (DLG)	46.7	53.3	30	30	Hancock/Houghton, MI (CMX)	66.1	71.2	59	59
Dodge City, KS (DDC)	69.2	69.2	52	52	Harlingen/San Benito, TX (HRL)	63.6	64.8	316	315
Dothan, AL (DHN)	86.7	83.3	60	60	Harrisburg, PA (MDT)	73.4	74.8	451	452
Duluth, MN (DLH)	69.9	77.2	123	123	Hartford, CT (BDL)	67.7	71.4	1937	1935
Durango, CO (DRO)	64.6	67.1	240	240	Hattiesburg/Laurel, MS (PIB)	90.4	90.4	52	52
Eagle, CO (EGE)	60.3	58.5	390	390	Hayden, CO (HDN)	58.4	59.9	274	274
El Paso, TX (ELP)	64.4	71.0	1530	1532	Hays, KS (HYS)	61.3	62.9	62	62
Elko, NV (EKO)	74.2	80.6	31	31	Helena, MT (HLN)	76.0	80.2	121	121
Elmira/Corning, NY (ELM)	78.4	81.1	74	74	Hibbing, MN (HIB)	61.3	83.9	31	31
Escanaba, MI (ESC)	69.5	67.8	59	59	Hilo, HI (ITO)	59.0	65.0	585	585
Eugene, OR (EUG)	64.7	71.7	675	676	Hilton Head, SC (HHH)	73.3	80.0	90	90
Evansville, IN (EVV)	75.0	75.8	132	132	Honolulu, HI (HNL)	57.9	66.8	5092	5081
Everett, WA (PAE)	69.9	73.9	282	283	Houston, TX (HOU)	64.3	60.1	4557	4556
Fairbanks, AK (FAI)	50.9	56.4	383	383	Houston, TX (IAH)	73.5	71.2	10566	10580
Fargo, ND (FAR)	63.5	56.0	606	607	Huntsville, AL (HSV)	80.3	82.9	644	644
Fayetteville, AR (XNA)	72.2	78.0	844	845	Idaho Falls, ID (IDA)	65.1	68.0	350	350
Fayetteville, NC (FAY)	89.3	86.1	121	122	Indianapolis, IN (IND)	69.8	74.0	3456	3456
Flagstaff, AZ (FLG)	81.5	83.7	135	135	International Falls, MN (INL)	51.6	54.8	31	31
Flint, MI (FNT)	52.0	69.3	200	199	Iron Mountain/Kingsfd, MI (IMT)	69.5	66.1	59	59
Fort Dodge, IA (FOD)	69.2	67.3	52	52	Islip, NY (ISP)	58.2	61.4	373	373
Fort Lauderdale, FL (FLL)	63.2	63.3	7762	7752	Ithaca/Cortland, NY (ITH)	83.9	83.9	31	31
Fort Myers, FL (RSW)	66.8	71.4	3044	3037	Jackson, WY (JAC)	60.6	59.1	439	438
Fort Smith, AR (FSM)	69.7	66.3	89	89	Jackson/Vicksburg, MS (JAN)	74.6	76.0	626	626
Fort Wayne, IN (FWA)	65.3	60.2	352	352	Jacksonville, FL (JAX)	71.6	76.0	2459	2459
Fresno, CA (FAT)	64.4	72.6	801	802	Jacksonville/Camp Lejeune, NC (OAJ)	78.9	82.9	76	76
Gainesville, FL (GNV)	79.2	77.6	236	237	Jamestown, ND (JMS)	60.0	50.9	55	55
Garden City, KS (GCK)	71.0	69.4	62	62	Johnstown, PA (JST)	66.1	70.7	59	58
Gillette, WY (GCC)	78.4	76.5	51	51	Joplin, MO (JLN)	68.6	64.7	51	51
Grand Forks, ND (GFK)	65.2	70.5	112	112	Juneau, AK (JNU)	64.1	74.1	340	340
Grand Island, NE (GRI)	67.0	52.3	88	88	Kahului, HI (OGG)	60.3	61.2	2750	2753
Grand Junction, CO (GJT)	64.3	73.9	283	283	Kalamazoo, MI (AZO)	77.0	82.0	122	122
Grand Rapids, MI (GRR)	63.9	70.1	1366	1369	Kalispell, MT (FCA)	58.4	58.9	315	314
Great Falls, MT (GTF)	70.9	70.4	199	199	Kansas City, MO (MCI)	67.4	70.4	3784	3785

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TABLE 5. ON-TIME ARRIVAL AND DEPARTURE PERCENTAGE BY AIRPORT BY REPORTING OPERATING CARRIER
DECEMBER 2022

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS		CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP		ARR	DEP	ARR	DEP
Ketchikan, AK (KTN)	69.2	72.0	182	182	Minot, ND (MOT)	53.1	52.0	179	179
Key West, FL (EYW)	74.1	69.6	723	721	Mission/McAllen/Edinburg, TX (MFE)	68.5	79.1	289	292
Killeen, TX (GRK)	70.6	69.9	136	136	Missoula, MT (MSO)	63.2	61.9	342	341
King Salmon, AK (AKN)	60.0	76.7	30	30	Moab, UT (CNY)	77.4	74.2	31	31
Knoxville, TN (TYS)	68.5	77.7	975	972	Mobile, AL (MOB)	77.5	76.3	227	228
Kodiak, AK (ADQ)	59.6	64.6	47	48	Moline, IL (MLI)	80.6	79.4	278	277
Kona, HI (KOA)	64.7	66.0	1394	1394	Monroe, LA (MLU)	82.8	78.8	151	151
Kotzebue, AK (OTZ)	46.7	53.3	60	60	Monterey, CA (MRY)	69.3	70.3	303	303
La Crosse, WI (LSE)	72.5	79.1	91	91	Montgomery, AL (MGM)	75.0	75.0	188	188
Lafayette, LA (LFT)	74.2	77.2	236	237	Montrose/Delta, CO (MTJ)	59.1	62.1	301	301
Lake Charles, LA (LCH)	76.7	83.3	90	90	Mosinee, WI (CWA)	72.7	77.5	150	151
Lansing, MI (LAN)	81.1	80.5	148	149	Myrtle Beach, SC (MYR)	73.9	79.5	828	828
Laramie, WY (LAR)	72.5	75.0	51	52	Nashville, TN (BNA)	68.0	67.1	7627	7636
Laredo, TX (LRD)	76.5	72.5	102	102	New Orleans, LA (MSY)	68.3	67.2	4077	4080
Las Vegas, NV (LAS)	61.0	62.2	15262	15258	New York, NY (JFK)	67.3	68.0	10967	10974
Latrobe, PA (LBE)	60.0	71.4	35	35	New York, NY (LGA)	71.0	72.9	13457	13456
Lawton/Fort Sill, OK (LAW)	72.7	75.0	88	88	Newark, NJ (EWR)	64.4	65.2	11416	11425
Lewiston, ID (LWS)	72.6	75.8	62	62	Newburgh/Poughkeepsie, NY (SWF)	61.5	55.8	52	52
Lexington, KY (LEX)	78.8	81.7	543	541	Newport News/Williamsburg, VA (PHF)	100.0	100.0	1	1
Liberal, KS (LBL)	69.2	71.2	52	52	Niagara Falls, NY (IAG)	60.5	52.6	38	38
Lihue, HI (LIH)	66.0	68.9	1358	1356	Nome, AK (OME)	45.0	58.3	60	60
Lincoln, NE (LNK)	100.0	100.0	2	3	Norfolk, VA (ORF)	73.5	75.3	1605	1606
Little Rock, AR (LIT)	68.9	72.5	943	943	North Bend/Coos Bay, OR (OTH)	82.4	76.5	17	17
Long Beach, CA (LGB)	63.3	65.6	1350	1350	North Platte, NE (LBF)	64.6	64.6	82	82
Longview, TX (GGG)	78.0	84.7	59	59	Oakland, CA (OAK)	63.0	60.2	4048	4047
Los Angeles, CA (LAX)	69.6	74.0	15576	15577	Oklahoma City, OK (OKC)	67.7	74.3	1751	1752
Louisville, KY (SDF)	71.2	76.4	1754	1755	Omaha, NE (OMA)	64.4	69.8	1811	1813
Lubbock, TX (LBB)	66.7	71.1	442	443	Ontario, CA (ONT)	62.0	67.7	1942	1942
Madison, WI (MSN)	69.9	77.3	820	819	Orlando, FL (MCO)	61.8	62.6	13554	13553
Manchester, NH (MHT)	65.5	73.5	525	525	Owensboro, KY (OWB)	44.4	44.4	9	9
Manhattan/Ft. Riley, KS (MHK)	71.3	78.7	150	150	Paducah, KY (PAH)	100.0	100.0	5	5
Marquette, MI (MQT)	70.9	72.4	86	87	Pago Pago, TT (PPG)	58.3	66.7	12	12
Mason City, IA (MCW)	71.2	71.2	52	52	Palm Springs, CA (PSP)	66.6	70.8	1486	1484
Medford, OR (MFR)	68.5	76.3	536	535	Panama City, FL (ECP)	76.6	78.9	427	427
Melbourne, FL (MLB)	84.0	84.5	231	232	Pasco/Kennewick/Richland, WA (PSC)	57.3	69.0	471	474
Memphis, TN (MEM)	70.8	72.2	1775	1775	Pellston, MI (PLN)	57.7	60.4	52	53
Meridian, MS (MEI)	91.6	91.6	83	83	Pensacola, FL (PNS)	65.8	71.2	770	771
Miami, FL (MIA)	72.1	73.2	8480	8469	Peoria, IL (PIA)	75.5	72.6	277	277
Midland/Odessa, TX (MAF)	67.1	71.8	656	657	Petersburg, AK (PSG)	66.7	71.7	60	60
Milwaukee, WI (MKE)	67.0	71.3	2064	2065	Philadelphia, PA (PHL)	73.4	76.1	6957	6958
Minneapolis, MN (MSP)	73.3	72.0	9341	9331	Phoenix, AZ (AZA)	42.6	53.6	603	603

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TABLE 5. ON-TIME ARRIVAL AND DEPARTURE PERCENTAGE BY AIRPORT BY REPORTING OPERATING CARRIER
DECEMBER 2022

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS		CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP		ARR	DEP	ARR	DEP
Phoenix, AZ (PHX)	68.4	68.1	14513	14514	Santa Barbara, CA (SBA)	60.3	64.9	579	579
Pittsburgh, PA (PIT)	71.4	75.8	3397	3395	Santa Fe, NM (SAF)	72.5	77.9	131	131
Plattsburgh, NY (PBG)	74.5	63.8	47	47	Santa Maria, CA (SMX)	54.5	72.7	11	11
Pocatello, ID (PIH)	83.9	90.3	31	31	Santa Rosa, CA (STS)	72.2	74.3	248	249
Ponce, PR (PSE)	58.0	70.3	112	111	Sarasota/Bradenton, FL (SRQ)	61.2	68.4	1516	1516
Portland, ME (PWM)	70.4	72.1	741	741	Sault Ste. Marie, MI (CIU)	73.1	69.2	52	52
Portland, OR (PDX)	65.4	69.6	4943	4944	Savannah, GA (SAV)	71.8	74.9	1289	1287
Portsmouth, NH (PSM)	76.9	65.4	26	26	Scottsbluff, NE (BFF)	68.6	66.7	51	51
Prescott, AZ (PRC)	68.4	66.7	57	57	Scranton/Wilkes-Barre, PA (AVP)	70.1	80.0	134	135
Providence, RI (PVD)	72.1	76.4	1282	1282	Seattle, WA (SEA)	62.2	61.7	13919	13923
Provo, UT (PVU)	21.2	62.2	156	156	Sheridan, WY (SHR)	77.8	77.8	54	54
Pueblo, CO (PUB)	67.7	67.7	31	31	Shreveport, LA (SHV)	76.6	77.9	290	290
Pullman, WA (PUW)	60.7	38.3	107	107	Sioux City, IA (SUX)	72.9	76.3	59	59
Punta Gorda, FL (PGD)	53.5	65.8	593	593	Sioux Falls, SD (FSD)	67.6	65.6	581	581
Raleigh/Durham, NC (RDU)	71.7	74.2	4337	4337	Sitka, AK (SIT)	57.6	66.3	92	92
Rapid City, SD (RAP)	64.2	65.8	332	333	South Bend, IN (SBN)	75.0	77.0	452	453
Redding, CA (RDD)	78.8	79.0	118	119	Spokane, WA (GEG)	60.9	63.0	1562	1559
Reno, NV (RNO)	61.8	66.6	1642	1643	Springfield, IL (SPI)	76.2	61.4	84	83
Rhinelander, WI (RHI)	67.4	71.7	46	46	Springfield, MO (SGF)	74.5	78.5	552	554
Richmond, VA (RIC)	72.7	74.2	1456	1456	St. Cloud, MN (STC)	76.9	69.2	13	13
Riverton/Lander, WY (RIW)	77.4	83.9	31	31	St. George, UT (SGU)	80.8	85.6	193	194
Roanoke, VA (ROA)	83.7	79.2	190	192	St. Louis, MO (STL)	67.5	64.6	4818	4820
Rochester, MN (RST)	69.9	70.7	123	123	St. Petersburg, FL (PIE)	61.5	70.3	680	681
Rochester, NY (ROC)	69.1	74.1	1049	1050	State College, PA (SCE)	64.5	71.0	31	31
Rock Springs, WY (RKS)	67.7	90.3	31	31	Stillwater, OK (SWO)	79.0	79.0	62	62
Rockford, IL (RFD)	77.3	62.7	75	75	Stockton, CA (SCK)	59.3	42.6	54	54
Roswell, NM (ROW)	74.2	72.0	93	93	Sun Valley/Hailey/Ketchum, ID (SUN)	70.7	64.7	191	190
Sacramento, CA (SMF)	62.7	64.6	4530	4526	Syracuse, NY (SYR)	70.3	73.0	1102	1102
Saginaw/Bay City/Midland, MI (MBS)	87.1	88.7	62	62	Tallahassee, FL (TLH)	85.5	87.3	407	408
Saipan, TT (SPN)	90.3	93.5	31	31	Tampa, FL (TPA)	64.9	69.1	6612	6610
Salina, KS (SLN)	66.1	64.5	62	62	Texarkana, AR (TXK)	87.8	90.0	90	90
Salt Lake City, UT (SLC)	73.9	73.8	8774	8774	Toledo, OH (TOL)	80.0	60.0	45	45
San Angelo, TX (SJT)	82.0	83.1	89	89	Traverse City, MI (TVC)	69.9	74.3	229	230
San Antonio, TX (SAT)	65.7	71.7	3096	3094	Trenton, NJ (TTN)	45.2	46.7	135	135
San Diego, CA (SAN)	63.6	69.0	7514	7514	Tucson, AZ (TUS)	71.7	78.3	1451	1451
San Francisco, CA (SFO)	67.8	69.7	10584	10576	Tulsa, OK (TUL)	69.5	74.7	1294	1295
San Jose, CA (SJC)	66.4	67.3	4557	4558	Twin Falls, ID (TWF)	87.5	91.1	56	56
San Juan, PR (SJU)	63.1	66.5	2872	2863	Tyler, TX (TYR)	71.6	76.1	88	88
San Luis Obispo, CA (SBP)	64.6	68.8	404	404	Valdosta, GA (VLD)	86.8	89.5	76	76
Sanford, FL (SFB)	56.4	65.6	845	844	Valparaiso, FL (VPS)	70.1	75.0	521	521
Santa Ana, CA (SNA)	65.1	65.0	4093	4094	Vernal, UT (VEL)	51.6	59.4	31	32

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TABLE 5. ON-TIME ARRIVAL AND DEPARTURE PERCENTAGE BY AIRPORT BY REPORTING OPERATING CARRIER
DECEMBER 2022

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Victoria, TX (VCT)	77.4	84.4	31	32
Waco, TX (ACT)	71.3	76.5	115	115
Walla Walla, WA (ALW)	71.0	64.5	31	31
Washington, DC (DCA)	74.0	76.7	11551	11558
Washington, DC (IAD)	76.2	75.9	4907	4910
Waterloo, IA (ALO)	80.3	78.7	61	61
Wenatchee, WA (EAT)	48.4	35.5	31	31
West Palm Beach/Palm Beach, FL (PBI)	63.4	69.1	2516	2514
White Plains, NY (HPN)	70.4	73.7	1066	1068
Wichita Falls, TX (SPS)	71.2	67.8	59	59
Wichita, KS (ICT)	66.5	72.3	734	734
Williston, ND (XWA)	62.3	63.2	106	106
Wilmington, NC (ILM)	78.5	80.5	568	569
Worcester, MA (ORH)	65.0	67.8	143	143
Wrangell, AK (WRG)	71.7	76.7	60	60
Yakima, WA (YKM)	67.7	48.4	31	31
Yakutat, AK (YAK)	65.0	71.7	60	60
Yuma, AZ (YUM)	77.3	81.5	119	119

AIR TRAVEL CONSUMER REPORT

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

DECEMBER 2022

CARRIER[1]	AT ALL US AIRPORTS				
	NUMBER OF AIRPORTS REPORTED	FLIGHT OPERATIONS SCHEDULED	FLIGHT OPERATIONS CANCELLED	PERCENT OF OPERATIONS CANCELLED	RANK
AMERICAN AIRLINES NETWORK	**225**	**138398**	**2534**	**1.8**	**1**
- *AMERICAN AIRLINES*	119	76149	1174	1.5	
- *BRANDED CODESHARE PARTNERS*	208	62249	1360	2.2	
JETBLUE AIRWAYS	**62**	**23881**	**465**	**1.9**	**2**
DELTA AIR LINES NETWORK	**209**	**114831**	**3299**	**2.9**	**3**
- *DELTA AIR LINES*	143	75771	1851	2.4	
- *BRANDED CODESHARE PARTNERS*	175	39060	1448	3.7	
UNITED AIRLINES NETWORK	**220**	**102387**	**3128**	**3.1**	**4**
- *UNITED AIRLINES*	109	58417	1420	2.4	
- *BRANDED CODESHARE PARTNERS*	200	43970	1708	3.9	
HAWAIIAN AIRLINES	**21**	**6642**	**231**	**3.5**	**5**
SPIRIT AIRLINES	**61**	**21236**	**994**	**4.7**	**6**
FRONTIER AIRLINES	**80**	**13895**	**665**	**4.8**	**7**
ALLEGIANT AIR	**124**	**10421**	**550**	**5.3**	**8**
ALASKA AIRLINES NETWORK	**106**	**30401**	**2321**	**7.6**	**9**
- *ALASKA AIRLINES*	84	20079	1735	8.6	
- *BRANDED CODESHARE PARTNERS*	51	10322	586	5.7	
SOUTHWEST AIRLINES	**107**	**116229**	**17000**	**14.6**	**10**
TOTAL AIRPORTS SERVED	**355**	**578,321**	**31,187**	**5.4**	

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

AIR TRAVEL CONSUMER REPORT

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

DECEMBER 2022

CARRIER[1]	AT ALL US AIRPORTS				
	NUMBER OF AIRPORTS REPORTED	FLIGHT OPERATIONS SCHEDULED	FLIGHT OPERATIONS CANCELLED	PERCENT OF OPERATIONS CANCELLED	RANK
AMERICAN AIRLINES	119	76149	1174	1.5	1
PSA AIRLINES	86	14156	226	1.6	2
MESA AIRLINES	89	7995	141	1.8	3
JETBLUE AIRWAYS	62	23881	465	1.9	4
UNITED AIRLINES	109	58417	1420	2.4	5
DELTA AIR LINES	143	75771	1851	2.4	6
ENVOY AIR	130	18808	473	2.5	7
REPUBLIC AIRWAYS	76	20773	612	2.9	8
HAWAIIAN AIRLINES	21	6642	231	3.5	9
ENDEAVOR AIR	102	16660	592	3.6	10
SKYWEST AIRLINES	227	50430	2028	4.0	11
SPIRIT AIRLINES	61	21236	994	4.7	12
FRONTIER AIRLINES	80	13895	665	4.8	13
ALLEGIANT AIR	124	10421	550	5.3	14
HORIZON AIR	45	5553	425	7.7	15
ALASKA AIRLINES	84	20079	1735	8.6	16
SOUTHWEST AIRLINES	107	116229	17000	14.6	17
TOTAL AIRPORTS SERVED	**346**	**557,095**	**30,582**	**5.5**	

[1] **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 6B. OVERALL NUMBER AND PERCENTAGE OF FLIGHT CANCELLATIONS: RANKING OF U.S. REPORTING MARKETING CARRIERS (YTD)

RANK	CARRIER[1]	JANUARY - DECEMBER 2022			JANUARY - DECEMBER 2021		
		FLIGHT OPERATIONS SCHEDULED	FLIGHT OPERATIONS CANCELLED	PERCENT OF OPERATIONS CANCELLED	FLIGHT OPERATIONS SCHEDULED	FLIGHT OPERATIONS CANCELLED	PERCENT OF OPERATIONS CANCELLED
1	HAWAIIAN AIRLINES	73,865	680	0.92	60,654	264	0.44
	- HAWAIIAN AIRLINES	73,865	680	0.92	60,542	264	0.44
	-BRANDED CODESHARE PARTNERS	-	-	-	112	0	0.00
2	DELTA AIR LINES NETWORK	1,448,920	29,035	2.00	1,357,322	7,866	0.58
	- DELTA AIR LINES	893,172	14,317	1.60	747,998	3,631	0.49
	- BRANDED CODESHARE PARTNERS	555,748	14,718	2.65	609,324	4,235	0.70
3	ALASKA AIRLINES NETWORK	382,544	8,274	2.16	359,458	6,010	1.67
	- ALASKA AIRLINES	228,384	6,218	2.72	188,955	3,217	1.70
	- BRANDED CODESHARE PARTNERS	154,160	2,056	1.33	170,503	2,793	1.64
4	UNITED AIRLINES NETWORK	1,263,956	34,221	2.71	1,148,340	25,203	2.19
	- UNITED AIRLINES	626,473	11,886	1.90	446,837	6,107	1.37
	- BRANDED CODESHARE PARTNERS	637,483	22,335	3.50	701,503	19,096	2.72
5	AMERICAN AIRLINES NETWORK	1,759,257	49,416	2.81	1,674,371	33,452	2.00
	- AMERICAN AIRLINES	874,145	25,894	2.96	736,399	16,478	2.24
	- BRANDED CODESHARE PARTNERS	885,112	23,522	2.66	937,972	16,974	1.81
6	FRONTIER AIRLINES	155,482	4,455	2.87	137,142	1,929	1.41
7	SPIRIT AIRLINES	232,400	6,973	3.00	191,361	5,661	2.96
8	SOUTHWEST AIRLINES	1,307,149	42,655	3.26	1,064,640	23,505	2.21
9	ALLEGIANT AIR	116,877	4,110	3.52	115,881	3,829	3.30
10	JETBLUE AIRWAYS	273,058	10,219	3.74	202,702	3,299	1.63
	TOTAL	7,013,508	190,038	2.71	6,311,871	111,018	1.76

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

AIR TRAVEL CONSUMER REPORT

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

RANK	CARRIER[1]	JANUARY - DECEMBER 2022			JANUARY - DECEMBER 2021		
		FLIGHT OPERATIONS SCHEDULED	FLIGHT OPERATIONS CANCELLED	PERCENT OF OPERATIONS CANCELLED	FLIGHT OPERATIONS SCHEDULED	FLIGHT OPERATIONS CANCELLED	PERCENT OF OPERATIONS CANCELLED
1	HAWAIIAN AIRLINES	73,865	680	0.92	60,542	264	0.44
2	DELTA AIR LINES	893,172	14,317	1.60	747,998	3,631	0.49
3	HORIZON AIR	88,791	1,512	1.70	111,628	2,096	1.88
4	SKYWEST AIRLINES	733,576	13,331	1.82	753,417	13,412	1.78
5	UNITED AIRLINES	626,473	11,886	1.90	446,837	6,107	1.37
6	ENVOY AIR	248,059	5,550	2.24	255,710	5,700	2.23
7	ALASKA AIRLINES	228,384	6,218	2.72	188,955	3,217	1.70
8	FRONTIER AIRLINES	155,482	4,455	2.87	137,142	1,929	1.41
9	AMERICAN AIRLINES	874,145	25,894	2.96	736,399	16,478	2.24
10	SPIRIT AIRLINES	232,400	6,973	3.00	191,361	5,661	2.96
11	PSA AIRLINES	214,450	6,612	3.08	222,611	2,278	1.02
12	SOUTHWEST AIRLINES	1,307,149	42,655	3.26	1,064,640	23,505	2.21
13	MESA AIRLINES	114,779	3,810	3.32	159,809	4,818	3.01
14	ALLEGIANT AIR	116,877	4,110	3.52	115,881	3,829	3.30
15	ENDEAVOR AIR	231,941	8,202	3.54	266,702	986	0.37
16	JETBLUE AIRWAYS	273,058	10,219	3.74	202,702	3,299	1.63
17	REPUBLIC AIRWAYS	316,524	14,862	4.70	333,063	5,850	1.76
	TOTAL	**6,729,125**	**181,286**	**2.69**	**5,995,397**	**103,060**	**1.72**

[1] 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

DECEMBER 2022

CARRIER	TOTAL RECORDS	ON TIME	% ON TIME	CANCELLED	% CANCELLED	DIVERTED	% DIVERTED	AIR CARRIER DELAY	% AIR CARRIER DELAY	EXTREME WEATHER DELAY	% EXTREME WEATHER DELAY	NATIONAL AVIATION SYSTEM DELAY	% NATIONAL AVIATION SYSTEM DELAY	SECURITY DELAY	% SECURITY DELAY	LATE ARRIVING AIRCRAFT DELAY	% LATE ARRIVING AIRCRAFT DELAY
ALASKA AIRLINES NETWORK	30401	18405	60.54	2321	7.63	173	0.57	2541	8.36	564	1.86	2881	9.48	57	0.19	3460	11.38
- ALASKA AIRLINES	20079	11464	57.09	1735	8.64	125	0.62	1708	8.51	291	1.45	2369	11.80	51	0.25	2336	11.63
- BRANDED CODESHARE PARTNERS	10322	6941	67.24	586	5.68	48	0.47	833	8.07	273	2.64	512	4.96	6	0.06	1124	10.89
ALLEGIANT AIR	10421	5963	57.22	550	5.28	50	0.48	898	8.62	207	1.99	1146	11.00	10	0.10	1598	15.33
AMERICAN AIRLINES NETWORK	138398	102057	73.74	2534	1.83	363	0.26	10373	7.50	2025	1.46	8191	5.92	109	0.08	12747	9.21
- AMERICAN AIRLINES	76149	54111	71.06	1174	1.54	174	0.23	6378	8.38	824	1.08	4806	6.31	67	0.09	8614	11.31
- BRANDED CODESHARE PARTNERS	62249	47946	77.02	1360	2.18	189	0.30	3995	6.42	1200	1.93	3385	5.44	42	0.07	4133	6.64
DELTA AIR LINES NETWORK	114831	89046	77.55	3299	2.87	215	0.19	9680	8.43	1999	1.74	5522	4.81	22	0.02	5047	4.40
- DELTA AIR LINES	75771	59104	78.00	1851	2.44	128	0.17	6099	8.05	674	0.89	3882	5.12	13	0.02	4021	5.31
- BRANDED CODESHARE PARTNERS	39060	29942	76.66	1448	3.71	87	0.22	3581	9.17	1325	3.39	1640	4.20	10	0.03	1026	2.63
FRONTIER AIRLINES	13895	7858	56.55	665	4.79	26	0.19	1818	13.08	114	0.82	1439	10.36	0	0.00	1975	14.21
HAWAIIAN AIRLINES	6642	3862	58.15	231	3.48	19	0.29	1092	16.44	154	2.32	156	2.35	7	0.11	1122	16.89
JETBLUE AIRWAYS	23881	14125	59.15	465	1.95	61	0.26	3770	15.79	74	0.31	2376	9.95	23	0.10	2987	12.51
SOUTHWEST AIRLINES	116229	70580	60.72	17000	14.63	170	0.15	10995	9.46	257	0.22	4600	3.96	77	0.07	12550	10.80
SPIRIT AIRLINES	21236	13795	64.96	994	4.68	11	0.05	2161	10.18	176	0.83	2434	11.46	62	0.29	1603	7.55
UNITED AIRLINES NETWORK	102387	73482	71.77	3128	3.06	278	0.27	9974	9.74	984	0.96	5866	5.73	17	0.02	8659	8.46
- UNITED AIRLINES	58417	41499	71.04	1420	2.43	117	0.20	5667	9.70	363	0.62	3858	6.60	3	0.01	5491	9.40
- BRANDED CODESHARE PARTNERS	43970	31983	72.74	1708	3.88	161	0.37	4307	9.80	620	1.41	2009	4.57	14	0.03	3168	7.20
TOTAL	578,321	399,173	69.02	31,187	5.39	1,366	0.24	53,301	9.22	6,553	1.13	34,611	5.98	383	0.07	51,747	8.95

* 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

DECEMBER 2022

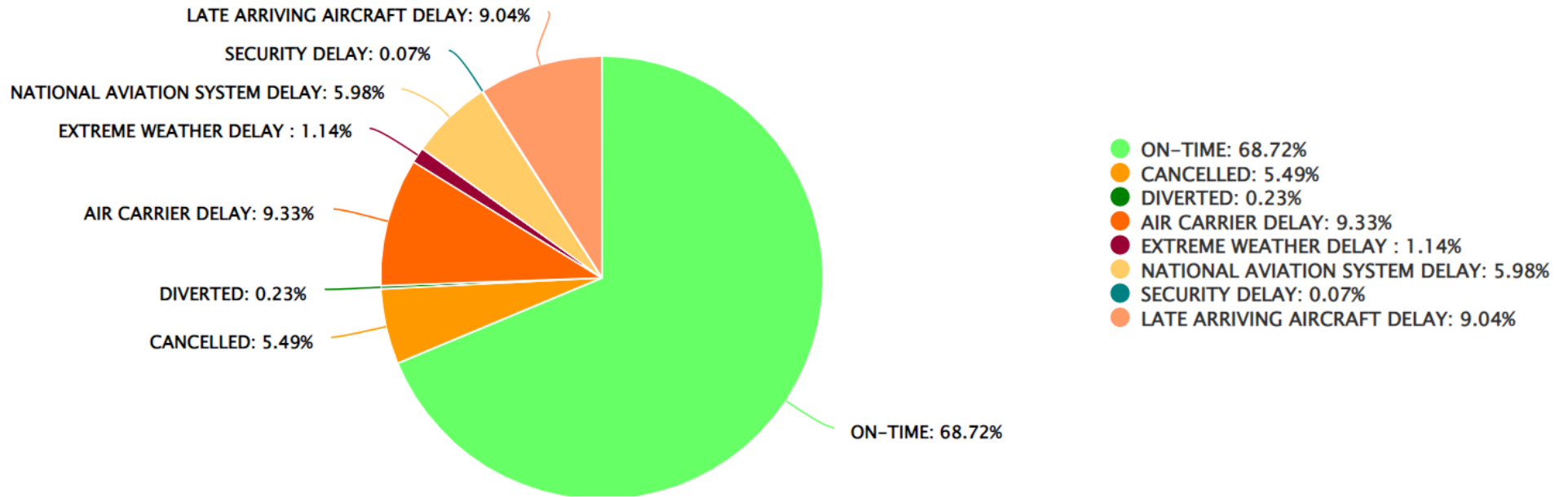| CARRIER	TOTAL RECORDS	ON TIME	% ON TIME	CANCELLED	% CANCELLED	DIVERTED	% DIVERTED	AIR CARRIER DELAY	% AIR CARRIER DELAY	EXTREME WEATHER DELAY	% EXTREME WEATHER DELAY	NATIONAL AVIATION SYSTEM DELAY	% NATIONAL AVIATION SYSTEM DELAY	SECURITY DELAY	% SECURITY DELAY	LATE ARRIVING AIRCRAFT DELAY	% LATE ARRIVING AIRCRAFT DELAY
ALASKA AIRLINES	20079	11464	57.09	1735	8.64	125	0.62	1708	8.51	291	1.45	2369	11.80	51	0.25	2336	11.63
ALLEGIANT AIR	10421	5963	57.22	550	5.28	50	0.48	898	8.62	207	1.99	1146	11.00	10	0.10	1598	15.33
AMERICAN AIRLINES	76149	54111	71.06	1174	1.54	174	0.23	6378	8.38	824	1.08	4806	6.31	67	0.09	8614	11.31
DELTA AIR LINES	75771	59104	78.00	1851	2.44	128	0.17	6099	8.05	674	0.89	3882	5.12	13	0.02	4021	5.31
ENDEAVOR AIR	16660	13094	78.60	592	3.55	32	0.19	844	5.07	141	0.85	1096	6.58	3	0.02	858	5.15
ENVOY AIR	18808	13395	71.22	473	2.51	39	0.21	1076	5.72	495	2.63	1525	8.11	9	0.05	1796	9.55
FRONTIER AIRLINES	13895	7858	56.55	665	4.79	26	0.19	1818	13.08	114	0.82	1439	10.36	0	0.00	1975	14.21
HAWAIIAN AIRLINES	6642	3862	58.15	231	3.48	19	0.29	1092	16.44	154	2.32	156	2.35	7	0.11	1122	16.89
HORIZON AIR	5553	3429	61.75	425	7.65	23	0.41	433	7.80	211	3.80	451	8.12	3	0.05	579	10.43
JETBLUE AIRWAYS	23881	14125	59.15	465	1.95	61	0.26	3770	15.79	74	0.31	2376	9.95	23	0.10	2987	12.51
MESA AIRLINES	7995	5907	73.88	141	1.76	32	0.40	665	8.32	144	1.80	451	5.64	3	0.04	652	8.16
PSA AIRLINES	14156	11737	82.91	226	1.60	26	0.18	627	4.43	111	0.78	726	5.13	15	0.11	688	4.86
REPUBLIC AIRWAYS	20773	16601	79.92	612	2.95	43	0.21	832	4.01	154	0.74	1660	7.99	4	0.02	866	4.17
SKYWEST AIRLINES	50430	36285	71.95	2028	4.02	221	0.44	6916	13.71	1970	3.91	349	0.69	34	0.07	2627	5.21
SOUTHWEST AIRLINES	116229	70580	60.72	17000	14.63	170	0.15	10995	9.46	257	0.22	4600	3.96	77	0.07	12550	10.80
SPIRIT AIRLINES	21236	13795	64.96	994	4.68	11	0.05	2161	10.18	176	0.83	2434	11.46	62	0.29	1603	7.55
UNITED AIRLINES	58417	41499	71.04	1420	2.43	117	0.20	5667	9.70	363	0.62	3858	6.60	3	0.01	5491	9.40
TOTAL	557,095	382,809	68.72	30,582	5.49	1,297	0.23	51,978	9.33	6,361	1.14	33,324	5.98	383	0.07	50,361	9.04

* 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
DECEMBER 2022

LATE ARRIVING AIRCRAFT DELAY: 9.04%

SECURITY DELAY: 0.07%

NATIONAL AVIATION SYSTEM DELAY: 5.98%

EXTREME WEATHER DELAY : 1.14%

AIR CARRIER DELAY: 9.33%

DIVERTED: 0.23%

CANCELLED: 5.49%

ON–TIME: 68.72%

- ON–TIME: 68.72%
- CANCELLED: 5.49%
- DIVERTED: 0.23%
- AIR CARRIER DELAY: 9.33%
- EXTREME WEATHER DELAY : 1.14%
- NATIONAL AVIATION SYSTEM DELAY: 5.98%
- SECURITY DELAY: 0.07%
- LATE ARRIVING AIRCRAFT DELAY: 9.04%

* 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

DECEMBER 2022

MARKETING CARRIER	OPERATING CARRIER	FLIGHT NUMBER	ORIGIN AIRPORT	DESTINATION AIRPORT	DATE OF FLIGHT	LOCATION OF LONGEST TARMAC DELAY	LENGTH OF TARMAC DELAY
DELTA	SKYWEST	3528	BOS	ORD	12/11/2022	Origin Airport	5:16
SOUTHWEST	SOUTHWEST	1522	DEN	PHL	12/21/2022	Origin Airport	4:47
SOUTHWEST	SOUTHWEST	1527	DEN	IND	12/21/2022	Origin Airport	4:39
DELTA	REPUBLIC	5758	CLE	BOS	12/11/2022	Destination Airport	4:23
UNITED	UNITED	2332	MCO	EWR	12/23/2022	Destination Airport	4:02
SOUTHWEST	SOUTHWEST	500	DEN	SFO	12/21/2022	Origin Airport	4:00
DELTA	REPUBLIC	5727	DCA	BOS	12/11/2022	Destination Airport	3:55
UNITED	UNITED	2637	MFR	DEN	12/22/2022	Destination Airport	3:53
DELTA	DELTA	1478	PBI	BOS	12/11/2022	Destination Airport	3:49
UNITED	UNITED	2410	FAT	DEN	12/22/2022	Destination Airport	3:49
DELTA	REPUBLIC	5672	LGA	BOS	12/11/2022	Destination Airport	3:47
UNITED	UNITED	2115	DEN	RNO	12/21/2022	Origin Airport	3:44
UNITED	UNITED	450	MIA	EWR	12/23/2022	Destination Airport	3:43
UNITED	UNITED	669	IAH	EWR	12/23/2022	Destination Airport	3:42
UNITED	UNITED	1770	SFO	CMH	12/22/2022	Destination Airport	3:40
UNITED	UNITED	1092	RSW	EWR	12/25/2022	Destination Airport	3:38
UNITED	UNITED	393	BWI	DEN	12/22/2022	Destination Airport	3:37
DELTA	DELTA	832	MSP	BOS	12/11/2022	Destination Airport	3:36
UNITED	UNITED	2333	SAN	EWR	12/23/2022	Destination Airport	3:36
UNITED	UNITED	1631	MKE	EWR	12/25/2022	Destination Airport	3:35
UNITED	UNITED	270	DEN	EWR	12/23/2022	Destination Airport	3:32
UNITED	UNITED	367	DEN	BOI	12/21/2022	Origin Airport	3:32
DELTA	REPUBLIC	5813	DCA	BOS	12/11/2022	Destination Airport	3:30
DELTA	DELTA	2974	ORD	BOS	12/11/2022	Destination Airport	3:29
DELTA	DELTA	2990	ATL	BOS	12/11/2022	Destination Airport	3:27
UNITED	UNITED	2613	DEN	EWR	12/23/2022	Destination Airport	3:26
UNITED	UNITED	1486	DEN	FAT	12/21/2022	Origin Airport	3:24
UNITED	UNITED	1081	LAS	DEN	12/22/2022	Destination Airport	3:22
AMERICAN	AMERICAN	2071	DSM	PHX	12/22/2022	Origin Airport	3:21
UNITED	UNITED	2489	ORD	DEN	12/22/2022	Destination Airport	3:20
UNITED	UNITED	450	MIA	EWR	12/25/2022	Destination Airport	3:20
UNITED	UNITED	505	SFO	IAH	12/31/2022	Diversion Airport (DFW)	3:20
UNITED	UNITED	1697	ATL	EWR	12/25/2022	Destination Airport	3:19
ALASKA	ALASKA	412	SEA	PIT	12/20/2022	Origin Airport	3:18
UNITED	UNITED	1253	BIL	DEN	12/22/2022	Destination Airport	3:18

AIR TRAVEL CONSUMER REPORT

TABLE 8. LIST OF DOMESTIC FLIGHTS WITH TARMAC DELAYS OVER 3 HOURS BY MARKETING/OPERATING CARRIER (cont'd)

DECEMBER 2022

MARKETING CARRIER	OPERATING CARRIER	FLIGHT NUMBER	ORIGIN AIRPORT	DESTINATION AIRPORT	DATE OF FLIGHT	LOCATION OF LONGEST TARMAC DELAY	LENGTH OF TARMAC DELAY
UNITED	UNITED	1697	ATL	EWR	12/23/2022	Destination Airport	3:18
UNITED	UNITED	1925	LAX	DEN	12/22/2022	Destination Airport	3:18
SOUTHWEST	SOUTHWEST	734	DEN	MCO	12/21/2022	Origin Airport	3:17
ALASKA	ALASKA	594	FAI	SEA	12/2/2022	Origin Airport	3:16
DELTA	REPUBLIC	5772	PIT	BOS	12/11/2022	Destination Airport	3:16
UNITED	UNITED	1485	ABQ	DEN	12/22/2022	Destination Airport	3:16
UNITED	UNITED	778	DEN	BZN	12/21/2022	Origin Airport	3:15
UNITED	SKYWEST	4737	FAR	DEN	12/25/2022	Origin Airport	3:14
UNITED	UNITED	1345	MIA	EWR	12/23/2022	Destination Airport	3:14
UNITED	UNITED	1757	PIT	DEN	12/22/2022	Destination Airport	3:14
UNITED	UNITED	259	DEN	MCO	12/22/2022	Origin Airport	3:14
UNITED	UNITED	2106	IAH	EWR	12/23/2022	Destination Airport	3:13
DELTA	DELTA	2258	DTW	BOS	12/11/2022	Destination Airport	3:12
AMERICAN	MESA	5888	FAR	PHX	12/25/2022	Origin Airport	3:11
UNITED	UNITED	416	DEN	MSO	12/21/2022	Origin Airport	3:11
UNITED	UNITED	1829	EWR	LAX	12/11/2022	Origin Airport	3:09
DELTA	DELTA	300	JFK	SFO	12/11/2022	Diversion Airport (OAK)	3:08
UNITED	REPUBLIC	3545	EWR	CMH	12/25/2022	Destination Airport	3:08
DELTA	DELTA	711	ATL	DEN	12/28/2022	Destination Airport	3:07
UNITED	UNITED	2146	LAX	DEN	12/22/2022	Destination Airport	3:07
UNITED	UNITED	2295	PHX	EWR	12/25/2022	Destination Airport	3:07
UNITED	UNITED	599	TPA	EWR	12/25/2022	Destination Airport	3:07
UNITED	UNITED	1368	DEN	LAX	12/22/2022	Origin Airport	3:06
UNITED	UNITED	2332	MCO	EWR	12/25/2022	Destination Airport	3:06
UNITED	UNITED	1898	DEN	ORD	12/22/2022	Origin Airport	3:06
UNITED	UNITED	2417	IAH	EWR	12/23/2022	Destination Airport	3:06
UNITED	UNITED	492	SNA	DEN	12/22/2022	Destination Airport	3:06
ALLEGIANT	ALLEGIANT	472	DSM	LAS	12/21/2022	Origin Airport	3:05
AMERICAN	ENVOY	3325	MSP	ORD	12/21/2022	Origin Airport	3:05
HAWAIIAN	HAWAIIAN	25	PDX	HNL	12/23/2022	Origin Airport	3:05
SOUTHWEST	SOUTHWEST	605	DEN	MSY	12/21/2022	Origin Airport	3:05

AIR TRAVEL CONSUMER REPORT

TABLE 8. LIST OF DOMESTIC FLIGHTS WITH TARMAC DELAYS OVER 3 HOURS BY MARKETING/OPERATING CARRIER (cont'd)

DECEMBER 2022

MARKETING CARRIER	OPERATING CARRIER	FLIGHT NUMBER	ORIGIN AIRPORT	DESTINATION AIRPORT	DATE OF FLIGHT	LOCATION OF LONGEST TARMAC DELAY	LENGTH OF TARMAC DELAY
UNITED	UNITED	254	BOS	EWR	12/24/2022	Destination Airport	3:05
UNITED	UNITED	265	ORD	EWR	12/23/2022	Destination Airport	3:05
UNITED	UNITED	1229	TPA	EWR	12/23/2022	Destination Airport	3:04
UNITED	UNITED	1343	EWR	SFO	12/11/2022	Origin Airport	3:04
UNITED	UNITED	1646	SYR	DEN	12/22/2022	Destination Airport	3:04
UNITED	UNITED	1810	SEA	DEN	12/22/2022	Destination Airport	3:04
ALLEGIANT	ALLEGIANT	332	BNA	JAX	12/22/2022	Origin Airport	3:03
DELTA	REPUBLIC	5766	LGA	BOS	12/11/2022	Destination Airport	3:03
UNITED	UNITED	2199	PDX	DEN	12/22/2022	Destination Airport	3:03
AMERICAN	AMERICAN	2200	SEA	MIA	12/23/2022	Origin Airport	3:01
FRONTIER	FRONTIER	615	MIA	DEN	12/21/2022	Destination Airport	3:01
UNITED	UNITED	1765	MEM	DEN	12/22/2022	Destination Airport	3:01
UNITED	UNITED	479	CVG	DEN	12/22/2022	Destination Airport	3:01

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

AIR TRAVEL CONSUMER REPORT

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

DECEMBER 2022

MARKETING CARRIER	OPERATING CARRIER	FLIGHT NUMBER	ORIGIN AIRPORT	DESTINATION AIRPORT	DATE OF FLIGHT	LOCATION OF LONGEST TARMAC TIME	LENGTH OF TARMAC DELAY
SINGAPORE AIRLINES	SINGAPORE AIRLINES	23	JFK	SIN	12/23/2022	Origin Airport	6:19
ALL NIPPON AIRWAYS	ALL NIPPON AIRWAYS	12	NRT	ORD	12/14/2022	Diversion Airport (ANC)	5:10
ALL NIPPON AIRWAYS	ALL NIPPON AIRWAYS	12D	NRT	ORD	12/15/2022	Diversion Airport (ANC)	4:09

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

* * See airports and codes **on the BTS website.**

APPENDIX

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

30 Largest U.S. Airports

Atlanta: Hartsfield-Jackson	ATL
Balt/Wash: Thurgood Marshall	BWI
Boston: Logan International	BOS
Charlotte: Douglas	CLT
Chicago: Midway	MDW
Chicago: O'Hare	ORD
Dallas-Fort Worth: International	DFW
Dallas: Love Field	DAL
Denver: International	DEN
Detroit: Metro Wayne County	DTW
Ft. Lauderdale: International	FLL
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[1]	December 2022			December 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	621,829	1,065	0.17	551,886	1,328	0.24
2	FRONTIER AIRLINES	869,833	4,171	0.48	904,497	3,757	0.42
3	HAWAIIAN AIRLINES	537,326	3,752	0.70	487,342	1,819	0.37
4	SPIRIT AIRLINES	1,117,766	8,061	0.72	1,099,048	6,454	0.59
5	DELTA AIR LINES NETWORK	8,223,874	63,039	0.77	7,947,106	59,840	0.75
	- DELTA AIR LINES	6,671,282	53,004	0.79	6,080,122	46,825	0.77
	- BRANDED CODESHARE PARTNERS	1,552,592	10,035	0.65	1,866,984	13,015	0.70
6	JETBLUE AIRWAYS	1,455,908	11,453	0.79	1,389,585	7,830	0.56
7	UNITED AIRLINES NETWORK	6,554,256	74,495	1.14	6,208,947	44,023	0.71
	- UNITED AIRLINES	4,944,843	54,736	1.11	4,068,097	27,911	0.69
	- BRANDED CODESHARE PARTNERS	1,609,413	19,759	1.23	2,140,850	16,112	0.75
8	SOUTHWEST AIRLINES	9,788,381	117,145	1.20	10,136,991	43,655	0.43
9	AMERICAN AIRLINES NETWORK	8,989,875	124,124	1.38	9,610,658	75,987	0.79
	- AMERICAN AIRLINES	6,277,263	96,161	1.53	5,951,621	49,535	0.83
	- BRANDED CODESHARE PARTNERS	2,712,612	27,963	1.03	3,659,037	26,452	0.72
10	ALASKA AIRLINES NETWORK	2,278,041	31,751	1.39	2,179,018	23,955	1.10
	- ALASKA AIRLINES	1,829,296	26,549	1.45	1,599,379	18,567	1.16
	- BRANDED CODESHARE PARTNERS	448,745	5,202	1.16	579,639	5,388	0.93
	TOTAL	40,437,089	439,056	1.09	40,515,078	268,648	0.66

[1] 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 MARKETING CARRIERS (YTD)

RANK	CARRIER[1]	JANUARY - DECEMBER 2022			JANUARY - DECEMBER 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	6,621,329	10,295	0.16	5,394,430	9,395	0.17
2	HAWAIIAN AIRLINES	6,192,423	23,435	0.38	4,431,963	10,368	0.23
	- HAWAIIAN AIRLINES	6,192,423	23,435	0.38	4,430,033	10,367	0.23
	- BRANDED CODESHARE PARTNERS	-	-	-	1,930	1	0.05
3	FRONTIER AIRLINES	9,852,249	41,499	0.42	8,585,154	26,472	0.31
4	SPIRIT AIRLINES	12,976,167	64,831	0.50	10,758,796	47,174	0.44
5	DELTA AIR LINES NETWORK	95,002,043	505,932	0.53	77,077,688	348,027	0.45
	- DELTA AIR LINES	74,402,459	410,361	0.55	56,222,344	266,374	0.47
	- BRANDED CODESHARE PARTNERS	20,599,584	95,571	0.46	20,855,344	81,653	0.39
6	SOUTHWEST AIRLINES	121,394,275	655,053	0.54	99,093,003	369,595	0.37
7	UNITED AIRLINES NETWORK	70,768,183	467,084	0.66	56,958,823	257,362	0.45
	- UNITED AIRLINES	49,459,806	320,596	0.65	34,748,763	154,068	0.44
	- BRANDED CODESHARE PARTNERS	21,308,377	146,488	0.69	22,210,060	103,294	0.47
8	JETBLUE AIRWAYS	15,350,805	104,132	0.68	12,490,721	60,282	0.48
9	ALASKA AIRLINES NETWORK	27,287,135	196,003	0.72	22,542,633	134,720	0.60
	- ALASKA AIRLINES	20,738,655	156,561	0.75	15,803,787	101,663	0.64
	- BRANDED CODESHARE PARTNERS	6,548,480	39,442	0.60	6,738,846	33,057	0.49
10	AMERICAN AIRLINES NETWORK	104,679,672	919,211	0.88	95,635,965	729,841	0.76
	- AMERICAN AIRLINES	67,091,578	633,843	0.94	56,543,588	466,678	0.83
	- BRANDED CODESHARE PARTNERS	37,588,094	285,368	0.76	39,092,377	263,163	0.67
	TOTAL	470,124,281	2,987,475	0.64	392,969,176	1,993,236	0.51

[1] **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[1]	December 2022			December 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	621,829	1,065	0.17	551,886	1,328	0.24
2	FRONTIER AIRLINES	869,833	4,171	0.48	904,497	3,757	0.42
3	HAWAIIAN AIRLINES	537,326	3,752	0.70	487,342	1,819	0.37
4	ENDEAVOR AIR	705,766	5,029	0.71	889,081	5,825	0.66
5	SPIRIT AIRLINES	1,117,766	8,061	0.72	1,099,048	6,454	0.59
6	JETBLUE AIRWAYS	1,455,908	11,453	0.79	1,389,585	7,830	0.56
7	DELTA AIR LINES	6,671,282	53,004	0.79	6,080,122	46,825	0.77
8	PSA AIRLINES	778,921	6,440	0.83	1,104,912	6,415	0.58
9	SKYWEST AIRLINES	2,095,389	20,091	0.96	2,628,326	20,698	0.79
10	REPUBLIC AIRWAYS	616,001	6,464	1.05	790,775	6,399	0.81
11	MESA AIRLINES	379,892	4,168	1.10	571,055	3,937	0.69
12	UNITED AIRLINES	4,944,843	54,736	1.11	4,068,097	27,911	0.69
13	ENVOY AIR	713,562	8,437	1.18	870,546	7,228	0.83
14	SOUTHWEST AIRLINES	9,788,381	117,145	1.20	10,136,991	43,655	0.43
15	HORIZON AIR	268,220	3,846	1.43	393,079	4,144	1.05
16	ALASKA AIRLINES	1,829,296	26,549	1.45	1,599,379	18,567	1.16
17	AMERICAN AIRLINES	6,277,263	96,161	1.53	5,951,621	49,535	0.83
	TOTAL	39,671,478	430,572	1.09	39,516,342	262,327	0.66

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

AIR TRAVEL CONSUMER REPORT

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

RANK	CARRIER[1]	JANUARY - DECEMBER 2022			JANUARY - DECEMBER 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	6,621,329	10,295	0.16	5,394,430	9,395	0.17
2	HAWAIIAN AIRLINES	6,192,423	23,435	0.38	4,430,033	10,367	0.23
3	FRONTIER AIRLINES	9,852,249	41,499	0.42	8,585,154	26,472	0.31
4	ENDEAVOR AIR	9,030,888	45,049	0.50	10,301,235	42,814	0.42
5	SPIRIT AIRLINES	12,976,167	64,831	0.50	10,758,796	47,174	0.44
6	SOUTHWEST AIRLINES	121,394,275	655,053	0.54	99,093,003	369,595	0.37
7	DELTA AIR LINES	74,402,459	410,361	0.55	56,222,344	266,374	0.47
8	SKYWEST AIRLINES	28,805,305	160,894	0.56	26,026,193	121,430	0.47
9	HORIZON AIR	4,371,724	27,846	0.64	4,977,537	25,136	0.51
10	UNITED AIRLINES	49,459,806	320,596	0.65	34,748,763	154,068	0.44
11	JETBLUE AIRWAYS	15,350,805	104,132	0.68	12,490,721	60,282	0.48
12	PSA AIRLINES	11,270,720	76,508	0.68	11,518,021	58,651	0.51
13	MESA AIRLINES	5,136,738	35,424	0.69	6,606,243	43,214	0.65
14	ALASKA AIRLINES	20,738,655	156,561	0.75	15,803,787	101,663	0.64
15	ENVOY AIR	9,199,711	76,205	0.83	9,051,406	81,476	0.90
16	REPUBLIC AIRWAYS	8,644,672	74,734	0.86	10,112,268	59,304	0.59
17	AMERICAN AIRLINES	67,091,578	633,843	0.94	56,543,588	466,678	0.83
	TOTAL	460,539,504	2,917,266	0.63	382,663,522	1,944,093	0.51

[1] **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[1]	December 2022			December 2021		
		NUMBER OF WHEELCHAIRS AND SCOOTERS ENPLANED	NUMBER OF WHEELCHAIRS AND SCOOTERS MISHANDLED	NUMBER OF WHEELCHAIRS AND SCOOTERS MISHANDLED PER 100 ENPLANED	NUMBER OF WHEELCHAIRS AND SCOOTERS ENPLANED	NUMBER OF WHEELCHAIRS AND SCOOTERS MISHANDLED	NUMBER OF WHEELCHAIRS AND SCOOTERS MISHANDLED PER 100 ENPLANED
1	ALLEGIANT AIR	1,931	5	0.26	1,678	7	0.42
2	DELTA AIR LINES NETWORK	16,550	110	0.66	14,611	129	0.88
	- DELTA AIR LINES	13,991	94	0.67	11,741	114	0.97
	- BRANDED CODESHARE PARTNERS	2,559	16	0.63	2,870	15	0.52
3	UNITED AIRLINES NETWORK	10,710	133	1.24	12,974	109	0.84
	- UNITED AIRLINES	8,585	113	1.32	9,159	82	0.90
	- BRANDED CODESHARE PARTNERS	2,125	20	0.94	3,815	27	0.71
4	FRONTIER AIRLINES	2,177	36	1.65	1,945	24	1.23
5	SOUTHWEST AIRLINES	13,977	255	1.82	11,706	188	1.61
6	ALASKA AIRLINES NETWORK	2,052	38	1.85	2,728	29	1.06
	- ALASKA AIRLINES	1,774	30	1.69	1,793	24	1.34
	- BRANDED CODESHARE PARTNERS	278	8	2.88	935	5	0.53
7	AMERICAN AIRLINES NETWORK	10,849	225	2.07	10,349	199	1.92
	- AMERICAN AIRLINES	8,628	175	2.03	7,511	140	1.86
	- BRANDED CODESHARE PARTNERS	2,221	50	2.25	2,838	59	2.08
8	HAWAIIAN AIRLINES	540	12	2.22	535	13	2.43
9	JETBLUE AIRWAYS	2,586	144	5.57	2,040	109	5.34
10	SPIRIT AIRLINES	714	50	7.00	619	27	4.36
	TOTAL	62,086	1,008	1.62	59,185	834	1.41

[1] **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 MARKETING CARRIERS (YTD)

RANK	CARRIER[1]	JANUARY - DECEMBER 2022			JANUARY - DECEMBER 2021		
		NUMBER OF WHEELCHAIRS AND SCOOTERS ENPLANED	NUMBER OF WHEELCHAIRS AND SCOOTERS MISHANDLED	NUMBER OF WHEELCHAIRS AND SCOOTERS MISHANDLED PER 100 ENPLANED	NUMBER OF WHEELCHAIRS AND SCOOTERS ENPLANED	NUMBER OF WHEELCHAIRS AND SCOOTERS MISHANDLED	NUMBER OF WHEELCHAIRS AND SCOOTERS MISHANDLED PER 100 ENPLANED
1	ALLEGIANT AIR	17,275	68	0.39	8,104	46	0.57
2	DELTA AIR LINES NETWORK	195,176	1,542	0.79	150,555	987	0.66
	- DELTA AIR LINES	159,173	1,301	0.82	110,138	821	0.75
	- BRANDED CODESHARE PARTNERS	36,003	241	0.67	40,417	166	0.41
3	UNITED AIRLINES NETWORK	131,456	1,463	1.11	103,032	948	0.92
	- UNITED AIRLINES	98,039	1,149	1.17	66,072	671	1.02
	- BRANDED CODESHARE PARTNERS	33,417	314	0.94	36,960	277	0.75
4	ALASKA AIRLINES NETWORK	31,369	492	1.57	25,972	293	1.13
	- ALASKA AIRLINES	25,659	408	1.59	17,374	235	1.35
	- BRANDED CODESHARE PARTNERS	5,710	84	1.47	8,598	58	0.67
5	HAWAIIAN AIRLINES	7,444	117	1.57	4,842	89	1.84
	- HAWAIIAN AIRLINES	7,444	117	1.57	4,833	89	1.84
	-BRANDED CODESHARE PARTNERS	-	-	-	9	0	0.00
6	SOUTHWEST AIRLINES	171,501	2,786	1.62	111,782	1,691	1.51
7	FRONTIER AIRLINES	24,328	416	1.71	20,217	285	1.41
8	AMERICAN AIRLINES NETWORK	126,080	2,532	2.01	102,843	1,880	1.83
	- AMERICAN AIRLINES	94,450	1,885	2.00	72,433	1,305	1.80
	- BRANDED CODESHARE PARTNERS	31,630	647	2.05	30,410	575	1.89
9	JETBLUE AIRWAYS	28,140	1,465	5.21	19,504	683	3.50
10	SPIRIT AIRLINES	8,813	508	5.76	7,118	337	4.73
	TOTAL	741,582	11,389	1.54	553,969	7,239	1.31

[1] 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[1]	December 2022			December 2021		
		NUMBER OF WHEELCHAIRS AND SCOOTERS ENPLANED	NUMBER OF WHEELCHAIRS AND SCOOTERS MISHANDLED	NUMBER OF WHEELCHAIRS AND SCOOTERS MISHANDLED PER 100 ENPLANED	NUMBER OF WHEELCHAIRS AND SCOOTERS ENPLANED	NUMBER OF WHEELCHAIRS AND SCOOTERS MISHANDLED	NUMBER OF WHEELCHAIRS AND SCOOTERS MISHANDLED PER 100 ENPLANED
1	ALLEGIANT AIR	1,931	5	0.26	1,678	7	0.42
2	DELTA AIR LINES	13,991	94	0.67	11,741	114	0.97
3	ENDEAVOR AIR	969	9	0.93	1,308	6	0.46
4	SKYWEST AIRLINES	2,796	27	0.97	3,882	24	0.62
5	REPUBLIC AIRWAYS	761	10	1.31	984	14	1.42
6	UNITED AIRLINES	8,585	113	1.32	9,159	82	0.90
7	ENVOY AIR	739	10	1.35	862	31	3.60
8	FRONTIER AIRLINES	2,177	36	1.65	1,945	24	1.23
9	ALASKA AIRLINES	1,774	30	1.69	1,793	24	1.34
10	HORIZON AIR	226	4	1.77	875	4	0.46
11	SOUTHWEST AIRLINES	13,977	255	1.82	11,706	188	1.61
12	AMERICAN AIRLINES	8,628	175	2.03	7,511	140	1.86
13	MESA AIRLINES	423	9	2.13	720	8	1.11
14	HAWAIIAN AIRLINES	540	12	2.22	535	13	2.43
15	PSA AIRLINES	498	13	2.61	710	9	1.27
16	JETBLUE AIRWAYS	2,586	144	5.57	2,040	109	5.34
17	SPIRIT AIRLINES	714	50	7.00	619	27	4.36
	TOTAL	61,315	996	1.62	58,068	824	1.42

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

AIR TRAVEL CONSUMER REPORT

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

RANK	CARRIER[1]	JANUARY - DECEMBER 2022			JANUARY - DECEMBER 2021		
		NUMBER OF WHEELCHAIRS AND SCOOTERS ENPLANED	NUMBER OF WHEELCHAIRS AND SCOOTERS MISHANDLED	NUMBER OF WHEELCHAIRS AND SCOOTERS MISHANDLED PER 100 ENPLANED	NUMBER OF WHEELCHAIRS AND SCOOTERS ENPLANED	NUMBER OF WHEELCHAIRS AND SCOOTERS MISHANDLED	NUMBER OF WHEELCHAIRS AND SCOOTERS MISHANDLED PER 100 ENPLANED
1	ALLEGIANT AIR	17,275	68	0.39	8,104	46	0.57
2	ENDEAVOR AIR	13,556	95	0.70	18,305	65	0.36
3	DELTA AIR LINES	159,173	1,301	0.82	110,138	821	0.75
4	HORIZON AIR	5,128	46	0.90	7,960	36	0.45
5	SKYWEST AIRLINES	41,682	412	0.99	39,657	316	0.80
6	UNITED AIRLINES	98,039	1,149	1.17	66,072	671	1.02
7	REPUBLIC AIRWAYS	12,611	166	1.32	14,218	164	1.15
8	MESA AIRLINES	6,454	89	1.38	9,095	85	0.93
9	HAWAIIAN AIRLINES	7,444	117	1.57	4,833	89	1.84
10	ALASKA AIRLINES	25,659	408	1.59	17,374	235	1.35
11	SOUTHWEST AIRLINES	171,501	2,786	1.62	111,782	1,691	1.51
12	FRONTIER AIRLINES	24,328	416	1.71	20,217	285	1.41
13	ENVOY AIR	9,481	179	1.89	8,375	177	2.11
14	AMERICAN AIRLINES	94,450	1,885	2.00	72,433	1,305	1.80
15	PSA AIRLINES	7,527	187	2.48	7,465	142	1.90
16	JETBLUE AIRWAYS	28,140	1,465	5.21	19,504	683	3.50
17	SPIRIT AIRLINES	8,813	508	5.76	7,118	337	4.73
	TOTAL	731,261	11,277	1.54	542,650	7,148	1.32

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

OVERSALES

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

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

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

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

AIR TRAVEL CONSUMER REPORT

PASSENGERS DENIED BOARDING BY REPORTING MARKETING U.S. AIRLINES

RANK	CARRIER[1]	OCTOBER - DECEMBER 2022				OCTOBER - DECEMBER 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	DELTA AIR LINES NETWORK	24,625	0	40,855,264	0.00	19,732	2	38,048,349	0.00
	- DELTA AIR LINES	17,286	0	33,956,868	0.00	10,508	0	30,133,454	0.00
	- BRANDED CODESHARE PARTNERS	7,339	0	6,898,396	0.00	9,224	2	7,914,895	0.00
2	ALLEGIANT AIR	340	0	3,962,466	0.00	431	0	3,731,034	0.00
3	HAWAIIAN AIRLINES	136	0	2,574,909	0.00	16	0	1,992,068	0.00
4	UNITED AIRLINES NETWORK	7,334	52	34,685,269	0.01	6,977	39	31,172,552	0.01
	- UNITED AIRLINES	4,444	43	27,328,071	0.02	2,609	16	21,830,661	0.01
	- BRANDED CODESHARE PARTNERS	2,890	9	7,357,198	0.01	4,368	23	9,341,891	0.02
5	JETBLUE AIRWAYS	1,353	21	9,433,636	0.02	864	16	7,738,593	0.02
6	ALASKA AIRLINES NETWORK	3,045	143	10,029,105	0.14	3,373	109	8,875,393	0.12
	- ALASKA AIRLINES	2,339	99	7,961,225	0.12	2,386	51	6,537,197	0.08
	- BRANDED CODESHARE PARTNERS	706	44	2,067,880	0.21	987	58	2,338,196	0.25
7	SPIRIT AIRLINES	2,605	401	9,699,040	0.41	1,853	94	8,160,830	0.12
8	AMERICAN AIRLINES NETWORK	8,683	2,175	46,824,994	0.46	15,961	1,929	46,531,020	0.41
	- AMERICAN AIRLINES	5,050	1,453	36,078,541	0.40	8,787	1,171	32,951,348	0.36
	- BRANDED CODESHARE PARTNERS	3,633	722	10,746,453	0.67	7,174	758	13,579,672	0.56
9	SOUTHWEST AIRLINES	11,878	2,489	40,246,079	0.62	9,649	1,304	35,778,696	0.36
10	FRONTIER AIRLINES	2,730	911	5,530,412	1.65	1,684	887	5,734,906	1.55
	TOTAL	62,729	6,192	203,841,174	0.30	60,540	4,380	187,763,441	0.23

[1] 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 MARKETING U.S. AIRLINES (YTD)

		JANUARY - DECEMBER 2022				JANUARY - DECEMBER 2021			
RANK	CARRIER[1]	DENIED BOARDINGS (DB'S)		ENPLANED PASSENGERS	INVOLUNTARY DB's PER 10,000 PASSENGERS	DENIED BOARDINGS (DB'S)		ENPLANED PASSENGERS	INVOLUNTARY DB's PER 10,000 PASSENGERS
		VOLUNTARY	INVOLUNTARY			VOLUNTARY	INVOLUNTARY		
1	ALLEGIANT AIR	1,564	0	16,796,544	0.00	1,156	0	13,625,848	0.00
2	DELTA AIR LINES NETWORK	100,827	2	160,982,148	0.00	51,486	2	127,172,296	0.00
	- DELTA AIR LINES	64,942	0	131,792,631	0.00	27,417	0	97,887,032	0.00
	- BRANDED CODESHARE PARTNERS	35,885	2	29,189,517	0.00	24,069	2	29,285,264	0.00
3	HAWAIIAN AIRLINES NETWORK	753	4	9,811,352	0.00	31	0	6,487,066	0.00
	- HAWAIIAN AIRLINES	753	4	9,811,352	0.00	31	0	6,485,564	0.00
	-BRANDED CODESHARE PARTNERS	-	-	-	-	0	0	1,502	0.00
4	UNITED AIRLINES NETWORK	32,100	212	130,570,061	0.02	21,434	89	97,259,221	0.01
	- UNITED AIRLINES	16,682	136	99,302,329	0.01	7,405	27	65,305,262	0.00
	- BRANDED CODESHARE PARTNERS	15,418	76	31,267,732	0.02	14,029	62	31,953,959	0.02
5	JETBLUE AIRWAYS	5,222	209	34,981,753	0.06	2,309	59	26,421,052	0.02
6	ALASKA AIRLINES NETWORK	13,770	537	40,257,610	0.13	7,497	334	31,785,326	0.11
	- ALASKA AIRLINES	10,220	334	30,670,714	0.11	4,477	118	22,346,992	0.05
	- BRANDED CODESHARE PARTNERS	3,550	203	9,586,896	0.21	3,020	216	9,438,334	0.23
7	SPIRIT AIRLINES	14,727	1,324	36,096,463	0.37	8,433	374	29,158,299	0.13
8	AMERICAN AIRLINES NETWORK	50,415	8,506	183,151,135	0.46	44,423	3,989	156,314,750	0.26
	- AMERICAN AIRLINES	28,421	5,211	135,675,687	0.38	21,440	2,139	107,654,791	0.20
	- BRANDED CODESHARE PARTNERS	21,994	3,295	47,475,448	0.69	22,983	1,850	48,659,959	0.38
9	SOUTHWEST AIRLINES	62,972	8,751	155,674,042	0.56	30,338	4,017	122,436,514	0.33
10	FRONTIER AIRLINES	9,731	6,081	22,820,700	2.66	4,685	2,063	21,780,718	0.95
	TOTAL	292,081	25,626	791,141,808	0.32	171,792	10,927	632,441,090	0.17

[1] 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[1]	OCTOBER - DECEMBER 2022				OCTOBER - DECEMBER 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	DELTA AIR LINES	17,286	0	33,956,868	0.00	10,508	0	30,133,454	0.00
2	ALLEGIANT AIR	340	0	3,962,466	0.00	431	0	3,731,034	0.00
3	ENDEAVOR AIR	2,605	0	2,867,278	0.00	2,728	0	3,498,186	0.00
4	HAWAIIAN AIRLINES	136	0	2,574,909	0.00	16	0	1,992,068	0.00
5	UNITED AIRLINES	4,444	43	27,328,071	0.02	2,609	16	21,830,661	0.01
6	JETBLUE AIRWAYS	1,353	21	9,433,636	0.02	864	16	7,738,593	0.02
7	MESA AIRLINES	360	9	1,680,691	0.05	727	47	2,600,969	0.18
8	ALASKA AIRLINES	2,339	99	7,961,225	0.12	2,386	51	6,537,197	0.08
9	SKYWEST AIRLINES	6,032	139	9,047,326	0.15	9,595	160	10,216,924	0.16
10	HORIZON AIR	349	23	1,059,660	0.22	558	38	1,430,372	0.27
11	REPUBLIC AIRWAYS	1,554	112	3,822,376	0.29	2,303	101	4,664,483	0.22
12	AMERICAN AIRLINES	5,050	1,453	36,078,541	0.40	8,787	1,171	32,951,348	0.36
13	SPIRIT AIRLINES	2,605	401	9,699,040	0.41	1,853	94	8,160,830	0.12
14	PSA AIRLINES	688	110	2,635,875	0.42	1,616	162	3,522,061	0.46
15	ENVOY AIR	1,167	174	3,214,731	0.54	1,952	165	3,647,596	0.45
16	SOUTHWEST AIRLINES	11,878	2,489	40,246,079	0.62	9,649	1,304	35,778,696	0.36
17	FRONTIER AIRLINES	2,730	911	5,530,412	1.65	1,684	887	5,734,906	1.55
	TOTAL	60,916	5,984	201,099,184	0.30	58,266	4,212	184,169,378	0.23

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

AIR TRAVEL CONSUMER REPORT

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

RANK	CARRIER[1]	JANUARY - DECEMBER 2022 DENIED BOARDINGS (DB'S) VOLUNTARY	INVOLUNTARY	ENPLANED PASSENGERS	INVOLUNTARY DB's PER 10,000 PASSENGERS	JANUARY - DECEMBER 2021 DENIED BOARDINGS (DB'S) VOLUNTARY	INVOLUNTARY	ENPLANED PASSENGERS	INVOLUNTARY DB's PER 10,000 PASSENGERS
1	DELTA AIR LINES	64,942	0	131,792,631	0.00	27,417	0	97,887,032	0.00
2	ALLEGIANT AIR	1,564	0	16,796,544	0.00	1,156	0	13,625,848	0.00
3	ENDEAVOR AIR	12,864	0	11,995,835	0.00	7,936	0	12,781,374	0.00
4	HAWAIIAN AIRLINES	753	4	9,811,352	0.00	31	0	6,485,564	0.00
5	UNITED AIRLINES	16,682	136	99,302,329	0.01	7,405	27	65,305,262	0.00
6	JETBLUE AIRWAYS	5,222	209	34,981,753	0.06	2,309	59	26,421,052	0.02
7	ALASKA AIRLINES	10,220	334	30,670,714	0.11	4,477	118	22,346,992	0.05
8	SKYWEST AIRLINES	30,451	492	38,484,750	0.13	22,225	309	35,078,158	0.09
9	HORIZON AIR	1,973	99	5,424,597	0.18	1,849	160	6,171,662	0.26
10	MESA AIRLINES	2,107	137	7,384,078	0.19	2,767	119	9,441,821	0.13
11	SPIRIT AIRLINES	14,727	1,324	36,096,463	0.37	8,433	374	29,158,299	0.13
12	AMERICAN AIRLINES	28,421	5,211	135,675,687	0.38	21,440	2,139	107,654,791	0.20
13	REPUBLIC AIRWAYS	10,209	676	17,136,082	0.39	11,088	421	18,522,364	0.23
14	PSA AIRLINES	4,758	651	12,115,337	0.54	5,387	454	12,379,401	0.37
15	SOUTHWEST AIRLINES	62,972	8,751	155,674,042	0.56	30,338	4,017	122,436,514	0.33
16	ENVOY AIR	6,894	908	13,529,927	0.67	5,373	388	12,857,963	0.30
17	FRONTIER AIRLINES	9,731	6,081	22,820,700	2.66	4,685	2,063	21,780,718	0.95
	TOTAL	**284,490**	**25,013**	**779,692,821**	**0.32**	**164,316**	**10,648**	**620,334,815**	**0.17**

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

CONSUMER COMPLAINTS

The Department received a high volume of air travel service complaints and inquiries against airlines and ticket agents in December 2022. The Department's Office of Aviation Consumer Protection is working diligently to process the large number of complaints and inquiries received. Nevertheless, the issuance of the ATCR has been delayed because of the time needed to review and process these consumer complaints. Consumer complaint data for December 2022 and the full year 2022 will be publicly available in its usual format in early April at https://www.transportation.gov/individuals/aviation-consumer-protection/air-travel-consumer-reports .

AIR TRAVEL CONSUMER REPORT

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

During Air Transportation

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

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

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

Carrier	Death	Injury	Loss
NONE			

AIR TRAVEL CONSUMER REPORT

January - December 2022 Airline Reports to DOT of Incidents Involving the Loss, Injury or Death of Animals During Air Transportation

The monthly reports on the previous page are required only during a month in which a carrier has a reportable incident. In addition, U.S. carriers that operate at least one aircraft that has a designed seating capacity of 60 or more seats, are required to report the total number of reportable animal incidents for the entire calendar year and the total number of animals transported in the calendar year. This report must be filed with DOT within 15 days after the end of that year. This annual report is required even if a carrier had no reportable incidents during the year. Click the carrier's name to see the redacted version of the actual incident reports filed by these airlines.

Carrier*	Death	Injury	Loss	Total Transported	Incidents per 10,000 animals transported
Alaska Airlines	0	0	0	69,873	0.00
SkyWest Airlines	0	0	0	29,081	0.00
Avelo Airlines	0	0	0	8,832	0.00
Delta Air Lines	0	0	0	5,493	0.00
Horizon Air	0	0	0	5,387	0.00
Republic Airlines	0	0	0	155	0.00
PSA Airlines	0	0	0	128	0.00
Eastern Airlines	0	0	0	114	0.00
Endeavor Air	0	0	0	102	0.00
American Airlines	1	0	0	63,277	0.16
Hawaiian Airlines	6	1	1	5,781	13.84
TOTAL	**7**	**1**	**1**	**188,223**	**0.48**

The following air carriers do not transport animals:					
Allegiant	0	0	0	0	0.00
Breeze Airways	0	0	0	0	0.00
CommutAir	0	0	0	0	0.00
Envoy Air	0	0	0	0	0.00
Frontier Airlines	0	0	0	0	0.00
JetBlue Airways	0	0	0	0	0.00
Mesa Airlines	0	0	0	0	0.00
Silver Airways	0	0	0	0	0.00
Southwest Airlines	0	0	0	0	0.00
Spirit	0	0	0	0	0.00
Sun Country Airlines	0	0	0	0	0.00
United Airlines	0	0	0	0	0.00

U.S. Department of Homeland Security, Transportation Security Administration
Customer Service Report for December 2022 [a]

The Transportation Security Administration (TSA) screened approximately 64.3 million passengers at screening checkpoints and 45.9 million checked bags at baggage screening locations in December 2022.

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

In December 2022, TSA received 14,532 complaints (i.e. a description of a negative experience) from the general public via phone or email (or 22.7 complaints per 100,000 passengers [c]). Below is a more detailed breakdown:

Courtesy		Screening of Personal Property		Screening of Passengers		Wait Times (Checkpoint)	
Number of Complaints	Complaints per 100,000 Passengers [c]	Number of Complaints	Complaints per 100,000 Passengers [c]	Number of Complaints	Complaints per 100,000 Passengers [c]	Number of Complaints	Complaints per 100,000 Passengers [c]
755	1.2	502	0.8	12,647	19.7	90	0.2

Civil Rights		Other TSA-related		Non-TSA related, Airline		Non-TSA related, All Others	
Number of Complaints	Complaints per 100,000 Passengers [c]	Number of Complaints	Complaints per 100,000 Passengers [c]	Number of Complaints	Complaints per 100,000 Passengers [c]	Number of Complaints	Complaints per 100,000 Passengers [c]
260	0.5	110	0.2	57	0.1	111	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
208 [d]	167	0.0004

U.S. Department of Homeland Security, Transportation Security Administration
Customer Service Report for October 2022 [a]

REFERENCES

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

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

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

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

DEFINITIONS

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