Air Travel Consumer Report

A Product Of
THE OFFICE OF AVIATION CONSUMER PROTECTION

Issued: March 2023

Flight Delays[1]	January 2023
Mishandled Baggage, Wheelchairs, and Scooters [1]	January 2023
Oversales[1]	4th Quarter 2022
Consumer Complaints[2] (Includes Disability and Discrimination Complaints)	January 2023
Airline Animal Incident Reports[4]	January 2023
Customer Service Reports to the Dept. of Homeland Security[3]	January 2023

---

[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.

TABLE OF CONTENTS

<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 0.5 percent of total domestic scheduled-service passenger revenues.

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

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

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

A carrier 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: On-Time Index page (bts.gov)

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: . 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

JANUARY 2023

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

JANUARY 2023

	AT ALL US AIRPORTS		
CARRIER[1]	**NUMBER OF AIRPORTS REPORTED**	**PERCENT OF ON-TIME ARRIVALS**	**RANK**
DELTA AIR LINES NETWORK	**209**	**78.6**	**1**
- DELTA AIR LINES	142	78.7	
- BRANDED CODESHARE PARTNERS	176	78.4	
ALASKA AIRLINES NETWORK	**106**	**77.6**	**2**
- ALASKA AIRLINES	84	77.3	
- BRANDED CODESHARE PARTNERS	51	78.2	
SOUTHWEST AIRLINES	**107**	**77.5**	**3**
AMERICAN AIRLINES NETWORK	**225**	**77.4**	**4**
- AMERICAN AIRLINES	121	75.7	
- BRANDED CODESHARE PARTNERS	206	79.3	
HAWAIIAN AIRLINES	**21**	**76.8**	**5**
UNITED AIRLINES NETWORK	**219**	**74.3**	**6**
- UNITED AIRLINES	111	76.1	
- BRANDED CODESHARE PARTNERS	199	72.0	
JETBLUE AIRWAYS	**62**	**72.7**	**7**
ALLEGIANT AIR	**124**	**70.4**	**8**
SPIRIT AIRLINES	**61**	**69.2**	**9**
FRONTIER AIRLINES	**79**	**62.6**	**10**
TOTAL AIRPORTS SERVED	**354**	**76.2**	

[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

JANUARY 2023

	AT ALL US AIRPORTS		
CARRIER[1]	**NUMBER OF AIRPORTS REPORTED**	**PERCENT OF ON-TIME ARRIVALS**	**RANK**
PSA AIRLINES	82	83.8	1
REPUBLIC AIRWAYS	77	82.1	2
DELTA AIR LINES	142	78.7	3
SOUTHWEST AIRLINES	107	77.5	4
ALASKA AIRLINES	84	77.3	5
ENDEAVOR AIR	107	77.2	6
HAWAIIAN AIRLINES	21	76.8	7
UNITED AIRLINES	111	76.1	8
AMERICAN AIRLINES	121	75.7	9
ENVOY AIR	135	74.5	10
SKYWEST AIRLINES	225	73.9	11
JETBLUE AIRWAYS	62	72.7	12
ALLEGIANT AIR	124	70.4	13
SPIRIT AIRLINES	61	69.2	14
FRONTIER AIRLINES	79	62.6	15
TOTAL AIRPORTS SERVED	339	76.2	

[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

JANUARY 2023

CARRIER[1]	Jan 23		Year-to-date (YTD)	
	%	Rank	%	Rank
ALASKA AIRLINES NETWORK	**77.6**	**2**	**77.6**	**2**
- ALASKA AIRLINES	77.3		77.3	
- BRANDED CODESHARE PARTNERS	78.2		78.2	
ALLEGIANT AIR	**70.4**	**8**	**70.4**	**8**
AMERICAN AIRLINES NETWORK	**77.4**	**4**	**77.4**	**4**
- AMERICAN AIRLINES	75.7		75.7	
- BRANDED CODESHARE PARTNERS	79.3		79.3	
DELTA AIR LINES NETWORK	**78.6**	**1**	**78.6**	**1**
- DELTA AIR LINES	78.7		78.7	
- BRANDED CODESHARE PARTNERS	78.4		78.4	
FRONTIER AIRLINES	**62.6**	**10**	**62.6**	**10**
HAWAIIAN AIRLINES	**76.8**	**5**	**76.8**	**5**
JETBLUE AIRWAYS	**72.7**	**7**	**72.7**	**7**
SOUTHWEST AIRLINES	**77.5**	**3**	**77.5**	**3**
SPIRIT AIRLINES	**69.2**	**9**	**69.2**	**9**
UNITED AIRLINES NETWORK	**74.3**	**6**	**74.3**	**6**
- UNITED AIRLINES	76.1		76.1	
- BRANDED CODESHARE PARTNERS	72.0		72.0	
TOTAL	**76.2**		**76.2**	

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

AIR TRAVEL CONSUMER REPORT

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

JANUARY 2023

	ARRIVAL AIRPORT*															
	ATL		AUS		BNA		BOS		BWI		CLT		DCA		DEN	
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	67	73.1	285	70.9	52	73.1	178	59.6	31	71.0	0	0.0	155	76.1	143	69.2
- ALASKA AIRLINES	67	73.1	250	68.8	52	73.1	178	59.6	31	71.0	0	0.0	155	76.1	143	69.2
- BRANDED CODESHARE PARTNERS	0	0.0	35	85.7	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
ALLEGIANT AIR	0	0.0	61	65.6	398	74.1	14	85.7	11	90.9	0	0.0	0	0.0	12	66.7
AMERICAN AIRLINES NETWORK	1019	73.2	2166	71.0	1404	78.1	1901	78.0	279	68.8	15287	78.6	7239	81.7	785	72.9
- AMERICAN AIRLINES	649	67.5	1354	70.0	622	75.6	1255	76.3	227	70.5	9338	77.0	2351	77.4	693	72.3
- BRANDED CODESHARE PARTNERS	370	83.2	812	72.5	782	80.1	646	81.4	52	61.5	5949	81.1	4888	83.8	92	77.2
DELTA AIR LINES NETWORK	19911	81.5	741	75.6	841	79.9	3334	75.8	542	76.4	767	82.4	1465	78.4	1010	72.1
- DELTA AIR LINES	16943	81.7	698	75.6	665	80.6	1974	72.9	395	79.0	426	83.6	667	75.4	1007	72.1
- BRANDED CODESHARE PARTNERS	2968	80.1	43	74.4	176	77.3	1360	79.9	147	69.4	341	80.9	798	80.8	3	66.7
FRONTIER AIRLINES	708	53.1	33	60.6	97	62.9	41	80.5	184	66.3	64	48.4	92	66.3	1647	63.4
HAWAIIAN AIRLINES	0	0.0	13	92.3	0	0.0	18	66.7	0	0.0	0	0.0	0	0.0	0	0.0
JETBLUE AIRWAYS	227	73.6	80	62.5	176	76.7	3819	73.2	86	67.4	58	84.5	880	73.8	152	74.3
SOUTHWEST AIRLINES	2758	80.2	2984	77.0	3789	80.9	420	73.6	5489	82.5	240	76.3	1335	81.9	7264	76.0
SPIRIT AIRLINES	1314	67.4	249	71.1	241	73.4	336	68.5	505	63.4	235	63.4	0	0.0	223	76.2
UNITED AIRLINES NETWORK	658	70.2	840	74.4	658	77.2	943	77.9	261	77.4	419	74.0	972	73.6	11836	72.7
- UNITED AIRLINES	545	69.7	735	74.0	513	79.9	908	77.8	261	77.4	304	69.4	382	74.6	7127	77.1
- BRANDED CODESHARE PARTNERS	113	72.6	105	77.1	145	67.6	35	82.9	0	0.0	115	86.1	590	72.9	4709	66.2
TOTAL	26,662	79.2	7,452	74.1	7,656	79.0	11,004	74.9	7,388	79.4	17,070	78.3	12,138	79.9	23,072	73.1

* 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)

JANUARY 2023

| | 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	155	78.7	28	75.0	269	66.9	135	66.7	110	70.9	62	75.8	268	70.9	667	74.5
- ALASKA AIRLINES	155	78.7	28	75.0	269	66.9	135	66.7	110	70.9	62	75.8	268	70.9	553	75.6
- BRANDED CODESHARE PARTNERS	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	114	69.3
ALLEGIANT AIR	0	0.0	0	0.0	42	85.7	242	53.3	44	75.0	0	0.0	0	0.0	658	68.1
AMERICAN AIRLINES NETWORK	18994	76.5	650	80.5	714	63.7	471	77.7	167	74.9	683	69.4	2080	80.0	1040	74.4
- AMERICAN AIRLINES	12487	76.1	296	77.0	705	63.4	471	77.7	131	72.5	427	70.0	1211	77.2	1040	74.4
- BRANDED CODESHARE PARTNERS	6507	77.3	354	83.3	9	88.9	0	0.0	36	83.3	256	68.4	869	84.0	0	0.0
DELTA AIR LINES NETWORK	835	72.9	7326	80.8	681	75.2	1016	76.4	548	76.5	618	72.0	4705	70.7	1341	76.2
- DELTA AIR LINES	834	72.9	4475	80.4	453	77.5	1016	76.4	214	79.9	618	72.0	2289	71.3	1341	76.2
- BRANDED CODESHARE PARTNERS	1	100.0	2851	81.5	228	70.6	0	0.0	334	74.3	0	0.0	2416	70.0	0	0.0
FRONTIER AIRLINES	338	66.0	141	66.7	0	0.0	249	57.4	0	0.0	109	36.7	0	0.0	1431	57.2
HAWAIIAN AIRLINES	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	31	71.0	124	87.9
JETBLUE AIRWAYS	62	64.5	178	73.6	648	72.7	1620	75.8	0	0.0	62	61.3	3828	72.0	248	67.7
SOUTHWEST AIRLINES	0	0.0	306	72.9	0	0.0	1402	78.9	141	71.6	557	76.8	0	0.0	6665	74.6
SPIRIT AIRLINES	762	66.8	931	72.3	693	65.8	1745	69.1	0	0.0	731	68.5	0	0.0	2523	72.5
UNITED AIRLINES NETWORK	732	73.8	444	76.6	9556	75.5	704	76.1	4882	80.0	9526	74.7	0	0.0	1103	74.7
- UNITED AIRLINES	657	73.2	196	72.4	6290	74.4	704	76.1	2263	79.0	5484	76.3	0	0.0	1100	74.6
- BRANDED CODESHARE PARTNERS	75	78.7	248	79.8	3266	77.6	0	0.0	2619	80.9	4042	72.5	0	0.0	3	100.0
TOTAL	21,878	75.8	10,004	79.2	12,603	74.0	7,584	73.6	5,892	79.1	12,348	73.6	10,912	72.9	15,800	72.5

* 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)

JANUARY 2023

| | ARRIVAL AIRPORT* | | | | | | | | | | | | | | | |
| CARRIER | LAX | | LGA | | MCO | | MDW | | MIA | | MSP | | ORD | | PHL | |
	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME
ALASKA AIRLINES NETWORK	1426	75.0	0	0.0	223	73.1	0	0.0	31	77.4	49	73.5	204	74.5	31	80.6
- ALASKA AIRLINES	868	73.2	0	0.0	223	73.1	0	0.0	31	77.4	49	73.5	185	74.6	31	80.6
- BRANDED CODESHARE PARTNERS	558	77.8	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	19	73.7	0	0.0
ALLEGIANT AIR	38	86.8	0	0.0	0	0.0	20	55.0	0	0.0	39	87.2	0	0.0	0	0.0
AMERICAN AIRLINES NETWORK	3269	74.4	3476	73.0	1475	76.7	0	0.0	5504	79.7	511	76.5	8339	73.1	5696	83.0
- AMERICAN AIRLINES	2387	74.9	1663	69.3	1475	76.7	0	0.0	4297	79.1	319	73.4	3937	77.4	2966	81.1
- BRANDED CODESHARE PARTNERS	882	73.0	1813	76.4	0	0.0	0	0.0	1207	81.9	192	81.8	4402	69.3	2730	85.0
DELTA AIR LINES NETWORK	3717	76.2	6252	73.9	1742	75.9	250	72.8	808	72.6	7624	77.5	1079	72.8	517	79.9
- DELTA AIR LINES	2867	75.8	2089	72.6	1742	75.9	89	76.4	807	72.6	4741	78.0	900	73.9	439	80.0
- BRANDED CODESHARE PARTNERS	850	77.5	4163	74.6	0	0.0	161	70.8	1	100.0	2883	76.8	179	67.6	78	79.5
FRONTIER AIRLINES	0	0.0	92	58.7	1717	63.4	312	67.3	266	63.9	50	70.0	83	79.5	623	58.4
HAWAIIAN AIRLINES	189	78.8	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
JETBLUE AIRWAYS	960	72.7	1449	73.2	1394	68.1	0	0.0	274	76.3	62	77.4	120	82.5	114	79.8
SOUTHWEST AIRLINES	2174	74.4	1055	73.6	3125	79.7	5916	77.4	582	77.1	491	70.3	801	80.4	312	78.8
SPIRIT AIRLINES	1035	71.3	484	69.6	2496	66.4	0	0.0	679	70.4	195	71.8	727	65.7	494	64.6
UNITED AIRLINES NETWORK	2623	77.7	958	67.3	1155	78.7	0	0.0	545	73.6	442	73.3	11803	76.8	358	78.8
- UNITED AIRLINES	1910	76.7	486	72.0	1155	78.7	0	0.0	545	73.6	393	71.2	6048	79.4	248	75.4
- BRANDED CODESHARE PARTNERS	713	80.2	472	62.5	0	0.0	0	0.0	0	0.0	49	89.8	5755	74.0	110	86.4
TOTAL	15,431	75.2	13,766	72.9	13,327	72.9	6,498	76.7	8,689	77.1	9,463	76.8	23,156	75.1	8,145	79.4

* 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)

JANUARY 2023

	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	**519**	**77.6**	**1409**	**75.7**	**8029**	**81.5**	**2230**	**63.1**	**225**	**72.9**	**104**	**67.3**
- ALASKA AIRLINES	470	79.4	733	72.3	5804	81.1	1143	66.6	97	78.4	104	67.3
- BRANDED CODESHARE PARTNERS	49	61.2	676	79.3	2225	82.6	1087	59.5	128	68.8	0	0.0
ALLEGIANT AIR	**35**	**57.1**	**12**	**41.7**	**0**	**0.0**	**0**	**0.0**	**0**	**0.0**	**0**	**0.0**
AMERICAN AIRLINES NETWORK	**6540**	**77.7**	**668**	**70.4**	**509**	**82.1**	**820**	**70.5**	**423**	**74.5**	**1174**	**71.6**
- AMERICAN AIRLINES	4718	78.1	668	70.4	431	82.4	759	70.6	339	75.8	1079	71.5
- BRANDED CODESHARE PARTNERS	1822	76.7	0	0.0	78	80.8	61	68.9	84	69.0	95	71.6
DELTA AIR LINES NETWORK	**1047**	**79.0**	**752**	**72.6**	**3657**	**86.7**	**1059**	**74.2**	**6303**	**83.1**	**1032**	**78.6**
- DELTA AIR LINES	924	78.4	721	72.1	2591	85.0	1010	75.0	4158	81.8	1032	78.6
- BRANDED CODESHARE PARTNERS	123	83.7	31	83.9	1066	91.0	49	57.1	2145	85.5	0	0.0
FRONTIER AIRLINES	**637**	**60.4**	**144**	**62.5**	**66**	**60.6**	**171**	**63.2**	**124**	**50.8**	**515**	**66.2**
HAWAIIAN AIRLINES	**31**	**87.1**	**62**	**64.5**	**67**	**68.7**	**62**	**66.1**	**0**	**0.0**	**0**	**0.0**
JETBLUE AIRWAYS	**95**	**73.7**	**127**	**70.9**	**62**	**67.7**	**439**	**73.6**	**168**	**67.3**	**455**	**77.6**
SOUTHWEST AIRLINES	**5171**	**79.7**	**2916**	**74.0**	**600**	**82.0**	**687**	**62.0**	**1010**	**73.6**	**1889**	**75.7**
SPIRIT AIRLINES	**214**	**70.1**	**169**	**64.5**	**93**	**73.1**	**0**	**0.0**	**106**	**50.9**	**558**	**72.9**
UNITED AIRLINES NETWORK	**802**	**82.5**	**757**	**79.1**	**576**	**85.6**	**5040**	**71.9**	**584**	**72.8**	**757**	**77.1**
- UNITED AIRLINES	798	82.5	696	78.2	576	85.6	3540	75.1	271	75.6	757	77.1
- BRANDED CODESHARE PARTNERS	4	100.0	61	90.2	0	0.0	1500	64.6	313	70.3	0	0.0
TOTAL	**15,091**	**77.8**	**7,016**	**73.7**	**13,659**	**82.9**	**10,508**	**69.4**	**8,943**	**79.5**	**6,484**	**74.6**

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

AIR TRAVEL CONSUMER REPORT

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

JANUARY 2023

	ARRIVAL AIRPORT*															
	ATL		AUS		BNA		BOS		BWI		CLT		DCA		DEN	
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	67	73.1	250	68.8	52	73.1	178	59.6	31	71.0	0	0.0	155	76.1	143	69.2
ALLEGIANT AIR	0	0.0	61	65.6	398	74.1	14	85.7	11	90.9	0	0.0	0	0.0	12	66.7
AMERICAN AIRLINES	649	67.5	1354	70.0	622	75.6	1255	76.3	227	70.5	9338	77.0	2351	77.4	693	72.3
DELTA AIR LINES	16943	81.7	698	75.6	665	80.6	1974	72.9	395	79.0	426	83.6	667	75.4	1007	72.1
ENDEAVOR AIR	2095	81.7	43	74.4	72	70.8	0	0.0	56	69.6	180	75.6	135	75.6	0	0.0
ENVOY AIR	127	78.7	765	73.5	276	70.7	96	65.6	52	61.5	353	69.4	428	82.5	0	0.0
FRONTIER AIRLINES	708	53.1	33	60.6	97	62.9	41	80.5	184	66.3	64	48.4	92	66.3	1647	63.4
HAWAIIAN AIRLINES	0	0.0	13	92.3	0	0.0	18	66.7	0	0.0	0	0.0	0	0.0	0	0.0
JETBLUE AIRWAYS	227	73.6	80	62.5	176	76.7	3819	73.2	86	67.4	58	84.5	880	73.8	152	74.3
PSA AIRLINES	53	84.9	0	0.0	242	87.2	0	0.0	0	0.0	3758	83.7	2709	82.1	0	0.0
REPUBLIC AIRWAYS	205	86.8	4	75.0	285	86.3	1605	83.4	91	69.2	211	85.3	2568	85.4	0	0.0
SKYWEST AIRLINES	875	76.3	159	75.5	163	68.7	206	64.1	0	0.0	0	0.0	72	69.4	4193	66.8
SOUTHWEST AIRLINES	2758	80.2	2984	77.0	3789	80.9	420	73.6	5489	82.5	240	76.3	1335	81.9	7264	76.0
SPIRIT AIRLINES	1314	67.4	249	71.1	241	73.4	336	68.5	505	63.4	235	63.4	0	0.0	223	76.2
UNITED AIRLINES	545	69.7	735	74.0	513	79.9	908	77.8	261	77.4	304	69.4	382	74.6	7127	77.1
TOTAL	26,566	79.2	7,428	74.1	7,591	79.1	10,870	74.8	7,388	79.4	15,167	78.3	11,774	80.3	22,461	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)

JANUARY 2023

	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	155	78.7	28	75.0	269	66.9	135	66.7	110	70.9	62	75.8	268	70.9	553	75.6
ALLEGIANT AIR	0	0.0	0	0.0	42	85.7	242	53.3	44	75.0	0	0.0	0	0.0	658	68.1
AMERICAN AIRLINES	12487	76.1	296	77.0	705	63.4	471	77.7	131	72.5	427	70.0	1211	77.2	1040	74.4
DELTA AIR LINES	834	72.9	4475	80.4	453	77.5	1016	76.4	214	79.9	618	72.0	2289	71.3	1341	76.2
ENDEAVOR AIR	1	100.0	1456	85.2	148	72.3	0	0.0	1	100.0	0	0.0	1636	70.2	0	0.0
ENVOY AIR	2968	78.2	47	72.3	9	88.9	0	0.0	0	0.0	83	73.5	0	0.0	0	0.0
FRONTIER AIRLINES	338	66.0	141	66.7	0	0.0	249	57.4	0	0.0	109	36.7	0	0.0	1431	57.2
HAWAIIAN AIRLINES	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	31	71.0	124	87.9
JETBLUE AIRWAYS	62	64.5	178	73.6	648	72.7	1620	75.8	0	0.0	62	61.3	3828	72.0	248	67.7
PSA AIRLINES	0	0.0	143	88.1	0	0.0	0	0.0	36	83.3	0	0.0	0	0.0	0	0.0
REPUBLIC AIRWAYS	4	100.0	382	87.2	2333	80.6	0	0.0	409	85.3	72	66.7	1463	80.0	0	0.0
SKYWEST AIRLINES	2253	76.2	1320	75.8	38	63.2	0	0.0	244	70.9	915	68.3	186	55.9	110	70.9
SOUTHWEST AIRLINES	0	0.0	306	72.9	0	0.0	1402	78.9	141	71.6	557	76.8	0	0.0	6665	74.6
SPIRIT AIRLINES	762	66.8	931	72.3	693	65.8	1745	69.1	0	0.0	731	68.5	0	0.0	2523	72.5
UNITED AIRLINES	657	73.2	196	72.4	6290	74.4	704	76.1	2263	79.0	5484	76.3	0	0.0	1100	74.6
TOTAL	20,521	75.7	9,899	79.2	11,628	74.3	7,584	73.6	3,593	78.4	9,120	73.7	10,912	72.9	15,793	72.5

* 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)

JANUARY 2023

	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	868	73.2	0	0.0	223	73.1	0	0.0	31	77.4	49	73.5	185	74.6	31	80.6
ALLEGIANT AIR	38	86.8	0	0.0	0	0.0	20	55.0	0	0.0	39	87.2	0	0.0	0	0.0
AMERICAN AIRLINES	2387	74.9	1663	69.3	1475	76.7	0	0.0	4297	79.1	319	73.4	3937	77.4	2966	81.1
DELTA AIR LINES	2867	75.8	2089	72.6	1742	75.9	89	76.4	807	72.6	4741	78.0	900	73.9	439	80.0
ENDEAVOR AIR	0	0.0	2202	72.9	0	0.0	161	70.8	1	100.0	963	79.5	8	100.0	8	75.0
ENVOY AIR	0	0.0	0	0.0	0	0.0	0	0.0	1147	81.4	56	66.1	3440	70.0	0	0.0
FRONTIER AIRLINES	0	0.0	92	58.7	1717	63.4	312	67.3	266	63.9	50	70.0	83	79.5	623	58.4
HAWAIIAN AIRLINES	189	78.8	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
JETBLUE AIRWAYS	960	72.7	1449	73.2	1394	68.1	0	0.0	274	76.3	62	77.4	120	82.5	114	79.8
PSA AIRLINES	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	55	90.9	0	0.0	1330	85.9
REPUBLIC AIRWAYS	0	0.0	3860	76.2	0	0.0	0	0.0	60	90.0	123	87.8	1310	80.9	444	87.6
SKYWEST AIRLINES	3000	76.9	101	60.4	0	0.0	0	0.0	0	0.0	1924	75.4	2533	69.6	2	100.0
SOUTHWEST AIRLINES	2174	74.4	1055	73.6	3125	79.7	5916	77.4	582	77.1	491	70.3	801	80.4	312	78.8
SPIRIT AIRLINES	1035	71.3	484	69.6	2496	66.4	0	0.0	679	70.4	195	71.8	727	65.7	494	64.6
UNITED AIRLINES	1910	76.7	486	72.0	1155	78.7	0	0.0	545	73.6	393	71.2	6048	79.4	248	75.4
TOTAL	15,428	75.2	13,481	73.1	13,327	72.9	6,498	76.7	8,689	77.1	9,460	76.8	20,092	75.5	7,011	78.8

* 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)

JANUARY 2023

	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	470	79.4	733	72.3	5804	81.1	1143	66.6	97	78.4	104	67.3
ALLEGIANT AIR	35	57.1	12	41.7	0	0.0	0	0.0	0	0.0	0	0.0
AMERICAN AIRLINES	4718	78.1	668	70.4	431	82.4	759	70.6	339	75.8	1079	71.5
DELTA AIR LINES	924	78.4	721	72.1	2591	85.0	1010	75.0	4158	81.8	1032	78.6
ENDEAVOR AIR	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
ENVOY AIR	355	68.2	0	0.0	0	0.0	0	0.0	1	0.0	89	69.7
FRONTIER AIRLINES	637	60.4	144	62.5	66	60.6	171	63.2	124	50.8	515	66.2
HAWAIIAN AIRLINES	31	87.1	62	64.5	67	68.7	62	66.1	0	0.0	0	0.0
JETBLUE AIRWAYS	95	73.7	127	70.9	62	67.7	439	73.6	168	67.3	455	77.6
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	6	100.0
SKYWEST AIRLINES	1172	77.7	736	80.3	1585	87.8	2454	62.3	2666	82.4	0	0.0
SOUTHWEST AIRLINES	5171	79.7	2916	74.0	600	82.0	687	62.0	1010	73.6	1889	75.7
SPIRIT AIRLINES	214	70.1	169	64.5	93	73.1	0	0.0	106	50.9	558	72.9
UNITED AIRLINES	798	82.5	696	78.2	576	85.6	3540	75.1	271	75.6	757	77.1
TOTAL	**14,620**	**77.7**	**6,984**	**73.7**	**11,875**	**82.8**	**10,265**	**69.6**	**8,940**	**79.5**	**6,484**	**74.6**

* 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)

JANUARY 2023

	ARRIVAL AIRPORT*															
SCHEDULED ARRIVAL TIME	ATL	AUS	BNA	BOS	BWI	CLT	DCA	DEN	DFW	DTW	EWR	FLL	IAD	IAH	JFK	LAS
0600-0659	83.2	100.0	93.3	74.7	87.3	86.2	84.3	76.5	88.8	90.3	81.1	74.2	78.6	87.8	77.1	87.9
0700-0759	86.2	85.9	89.9	82.8	90.0	83.4	84.8	82.5	81.3	89.3	83.2	74.2	84.2	77.8	76.8	85.2
0800-0859	82.2	85.0	87.1	81.8	85.6	83.6	83.2	77.1	77.3	86.1	84.7	87.7	80.0	77.9	81.6	90.1
0900-0959	83.6	77.2	82.3	85.8	89.2	77.4	83.1	81.8	75.7	81.9	86.4	82.6	86.1	84.2	81.2	87.3
1000-1059	83.9	80.1	81.8	83.5	87.6	77.0	84.7	75.8	78.6	80.9	85.4	83.1	81.0	81.6	84.8	79.6
1100-1159	83.3	81.3	82.9	81.0	83.3	83.0	85.8	76.0	79.4	83.4	87.0	81.3	83.4	78.7	84.3	73.0
1200-1259	82.1	80.6	83.5	82.1	88.7	80.6	83.2	79.6	84.3	85.4	85.2	80.6	58.3	77.0	79.4	71.7
1300-1359	84.0	77.4	80.9	83.1	87.0	81.9	83.0	78.1	78.1	81.6	86.0	78.4	68.3	79.5	83.6	67.4
1400-1459	82.2	78.6	84.2	78.8	79.8	79.0	80.1	75.2	76.2	79.8	78.0	78.2	83.3	75.0	79.1	66.7
1500-1559	78.4	75.6	77.1	76.4	80.2	82.0	82.4	74.1	74.6	77.7	77.3	70.8	77.0	75.4	71.8	67.1
1600-1659	80.4	70.8	78.8	76.1	78.4	77.5	82.2	68.6	77.8	80.3	69.4	71.5	77.9	68.5	75.0	69.6
1700-1759	77.6	67.0	74.9	66.2	77.4	76.2	78.8	67.5	72.2	77.6	67.4	70.2	70.6	69.3	70.0	67.0
1800-1859	76.0	68.4	77.0	70.9	77.7	73.8	78.0	67.4	72.1	75.6	59.4	63.6	76.1	66.4	63.1	66.9
1900-1959	76.0	70.2	72.3	71.8	75.5	73.8	74.4	71.6	67.7	79.0	57.1	66.0	81.1	60.1	65.9	71.1
2000-2059	72.6	69.8	73.4	71.1	71.3	71.8	75.4	72.1	74.8	72.0	61.3	70.4	72.9	70.8	61.9	66.4
2100-2159	73.9	69.1	72.2	63.9	71.3	70.6	75.6	66.7	77.1	72.5	64.4	62.5	78.1	56.5	60.7	69.4
2200-2259	70.4	65.4	72.7	67.5	69.1	76.8	72.8	66.7	70.7	71.6	71.4	64.3	73.5	63.1	62.1	70.6
2300-0559	68.2	71.7	72.8	64.4	65.1	75.0	72.8	62.3	70.4	69.5	72.5	68.0	74.4	71.8	69.2	66.7
TOTAL	79.2	74.1	79.1	74.8	79.4	78.3	80.3	73.4	75.7	79.2	74.3	73.6	78.4	73.7	72.9	72.5

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

AIR TRAVEL CONSUMER REPORT

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

JANUARY 2023

SCHEDULED ARRIVAL TIME	ARRIVAL AIRPORT*														
	LAX	LGA	MCO	MDW	MIA	MSP	ORD	PHL	PHX	SAN	SEA	SFO	SLC	TPA	TOTAL
0600-0659	79.9	81.3	69.1	63.5	82.1	69.7	81.2	89.2	75.0	0.0	81.7	95.4	75.3	83.2	80.5
0700-0759	86.8	84.8	79.7	84.3	86.2	84.5	78.9	84.5	87.2	89.7	84.2	83.6	83.9	89.1	83.7
0800-0859	83.0	82.2	85.2	77.5	83.4	78.8	76.4	86.2	87.8	86.2	88.7	87.2	85.0	81.2	82.5
0900-0959	79.0	84.6	85.0	78.6	86.3	80.3	82.2	86.9	79.7	86.5	85.2	67.5	83.6	85.4	81.5
1000-1059	78.5	81.3	83.3	85.0	80.9	78.6	81.4	77.3	79.2	79.2	87.6	64.8	87.2	84.9	80.9
1100-1159	77.4	78.3	80.2	82.6	82.1	77.5	81.6	84.7	83.2	73.8	85.0	73.7	77.5	78.5	80.4
1200-1259	79.7	77.8	76.8	87.1	78.8	77.9	76.0	82.6	81.1	71.9	85.1	69.0	84.8	79.2	79.8
1300-1359	67.6	76.0	80.8	79.3	75.3	78.4	73.8	84.3	79.5	71.9	86.8	73.9	82.1	74.5	79.0
1400-1459	75.0	71.9	78.5	83.1	75.7	75.7	76.2	84.4	76.4	70.0	83.9	71.9	78.1	78.8	77.4
1500-1559	75.6	73.2	72.6	81.5	81.5	82.4	71.2	77.7	76.1	73.0	81.3	64.6	75.4	76.3	75.4
1600-1659	73.6	73.3	70.8	81.4	76.3	77.8	75.6	82.1	78.1	72.8	82.4	65.0	75.9	70.9	75.0
1700-1759	72.2	71.8	70.4	74.4	75.6	75.3	74.7	77.7	77.1	67.0	79.9	65.6	80.3	75.7	72.8
1800-1859	75.8	67.1	70.1	66.4	70.5	74.7	66.8	79.8	77.9	73.2	82.6	68.5	69.2	71.1	71.2
1900-1959	74.3	64.8	69.8	70.4	72.1	73.1	70.8	68.7	75.1	71.9	83.3	69.1	78.4	74.4	71.6
2000-2059	73.2	60.4	66.0	75.8	68.6	75.2	70.7	76.8	72.7	71.1	80.0	65.7	79.3	66.8	71.2
2100-2159	71.3	62.4	65.0	61.8	73.8	71.3	73.6	65.7	74.0	72.1	77.9	70.7	76.9	67.1	70.4
2200-2259	67.6	63.2	60.5	72.9	73.4	67.4	75.5	69.5	74.7	67.2	78.3	61.9	78.4	67.2	69.1
2300-0559	67.7	66.9	63.2	67.5	68.0	77.2	80.9	68.6	64.5	66.6	78.6	68.1	62.4	69.2	69.0
TOTAL	**75.2**	**73.1**	**72.9**	**76.7**	**77.1**	**76.8**	**75.5**	**78.8**	**77.7**	**73.7**	**82.8**	**69.6**	**79.5**	**74.6**	**76.0**

* 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)

JANUARY 2023

	DEPARTURE AIRPORT*															
SCHEDULED DEPARTURE TIME	ATL	AUS	BNA	BOS	BWI	CLT	DCA	DEN	DFW	DTW	EWR	FLL	IAD	IAH	JFK	LAS
0600-0659	80.1	88.0	87.2	89.1	92.1	88.6	90.7	83.2	80.3	90.0	85.9	87.8	89.4	87.4	89.4	90.7
0700-0759	82.3	87.7	83.6	84.9	88.4	88.1	89.4	80.4	82.0	85.3	86.0	85.0	92.2	89.0	87.8	86.5
0800-0859	82.0	82.8	87.1	81.0	87.0	84.1	86.7	76.3	84.5	83.2	80.3	82.0	86.3	85.2	80.5	83.7
0900-0959	80.1	81.3	85.4	84.1	82.2	85.3	83.1	73.1	80.7	82.2	82.4	76.0	87.2	76.2	77.4	85.6
1000-1059	79.3	77.8	80.7	79.5	83.8	79.1	86.6	72.0	80.7	81.5	81.4	70.5	83.3	75.2	80.5	83.4
1100-1159	79.9	76.3	77.7	76.8	82.4	81.4	86.0	70.0	77.0	81.8	82.5	69.9	82.9	73.7	84.2	75.7
1200-1259	78.8	79.0	79.4	82.6	85.7	80.1	84.8	63.5	79.7	80.9	78.1	69.6	84.1	77.4	81.2	69.0
1300-1359	76.6	77.0	78.1	79.5	81.8	80.8	80.2	67.0	75.1	77.1	78.7	72.6	86.9	71.5	75.4	65.3
1400-1459	77.7	72.1	79.5	80.7	71.8	81.6	81.1	57.0	75.8	77.3	73.5	65.4	83.9	71.7	78.9	60.6
1500-1559	76.8	72.1	79.4	76.4	67.6	79.7	77.5	62.3	72.3	76.8	75.7	68.1	83.1	72.2	72.8	62.1
1600-1659	70.7	70.4	71.9	73.1	72.4	79.3	80.1	61.6	75.6	73.3	70.8	58.6	75.8	72.8	71.8	59.8
1700-1759	74.0	66.3	71.3	70.0	73.3	76.5	79.3	63.0	78.0	73.0	69.5	58.1	81.0	67.8	72.0	62.5
1800-1859	70.7	71.4	72.3	63.6	63.7	75.5	76.8	54.8	76.4	67.5	66.9	57.5	73.7	69.1	69.5	62.3
1900-1959	72.1	65.7	73.7	70.3	64.4	68.9	79.2	58.0	71.4	65.6	63.4	48.8	75.7	56.4	60.1	62.0
2000-2059	74.2	67.7	60.8	68.4	61.8	74.8	80.8	64.0	72.6	76.7	60.5	55.2	69.6	62.7	64.4	64.5
2100-2159	72.8	73.1	69.5	66.2	61.3	72.9	82.4	63.8	76.3	82.9	62.5	63.3	0.0	67.9	64.8	54.3
2200-2259	76.3	57.1	52.2	67.0	58.8	71.9	78.7	57.8	79.1	75.5	57.6	55.4	79.1	55.7	62.2	72.8
2300-0559	74.2	89.9	87.9	87.8	84.8	87.5	90.2	72.9	87.3	81.2	84.5	83.4	75.0	86.1	85.9	82.7
TOTAL	76.8	76.3	78.4	77.8	76.2	79.3	82.9	66.7	77.8	79.3	74.9	68.4	83.7	73.0	75.0	72.6

* 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)

JANUARY 2023

SCHEDULED DEPARTURE TIME	DEPARTURE AIRPORT*														
	LAX	LGA	MCO	MDW	MIA	MSP	ORD	PHL	PHX	SAN	SEA	SFO	SLC	TPA	TOTAL
0600-0659	89.8	91.1	86.8	85.8	86.3	85.4	84.2	89.0	91.3	90.5	89.0	88.8	83.7	91.4	88.1
0700-0759	88.8	88.7	88.3	69.6	86.2	80.2	87.4	84.9	90.6	91.4	87.4	83.8	85.7	89.2	86.0
0800-0859	85.2	83.7	81.1	78.7	85.9	78.7	79.4	89.2	87.7	85.4	83.5	84.6	85.8	86.1	83.2
0900-0959	81.1	84.2	80.2	79.7	79.6	80.5	78.0	89.4	85.7	80.0	82.2	80.8	80.9	82.9	81.0
1000-1059	79.2	81.9	75.5	71.4	83.5	78.9	76.7	84.3	79.7	82.3	81.8	64.2	81.2	82.3	79.1
1100-1159	73.9	78.4	78.0	71.4	80.9	79.4	80.5	83.6	81.5	74.3	80.8	67.8	82.2	80.7	78.0
1200-1259	74.5	77.5	72.3	75.6	80.4	79.1	77.7	82.6	79.4	67.9	81.5	69.6	75.9	81.4	77.2
1300-1359	77.4	77.3	66.6	73.8	72.5	76.6	77.7	83.7	76.3	72.0	82.4	67.9	75.3	74.2	75.2
1400-1459	73.9	73.8	70.0	69.3	71.5	77.0	76.4	85.6	78.4	67.0	86.1	69.4	73.7	67.9	74.1
1500-1559	71.9	75.1	68.0	69.7	74.1	78.0	75.7	84.0	72.3	70.9	84.2	75.2	73.1	76.7	73.9
1600-1659	75.5	74.9	63.5	66.3	75.5	76.2	71.7	78.6	75.1	67.7	78.0	69.8	71.3	70.3	71.5
1700-1759	74.4	73.3	62.1	68.9	72.6	68.1	70.2	78.5	73.0	75.0	80.0	69.9	73.6	69.6	71.3
1800-1859	70.0	72.6	65.2	56.0	71.1	72.8	74.8	77.4	72.4	69.6	80.3	71.3	71.3	72.4	70.0
1900-1959	77.6	67.2	62.7	56.9	71.5	71.5	71.0	77.1	69.7	76.6	84.0	72.2	57.7	71.9	68.1
2000-2059	72.2	63.7	57.1	57.2	70.4	67.1	74.4	69.6	73.9	71.0	79.2	70.8	77.0	70.8	69.2
2100-2159	75.3	65.4	55.9	68.0	70.2	72.1	56.6	76.5	75.7	75.7	82.4	66.1	83.9	68.8	70.9
2200-2259	76.2	53.1	47.8	53.4	77.3	72.6	87.5	35.7	67.0	79.9	76.9	72.8	83.3	59.0	72.1
2300-0559	83.9	94.4	73.7	89.1	84.0	84.1	83.2	87.6	81.3	100.0	86.7	74.4	81.4	87.7	82.1
TOTAL	**78.8**	**77.3**	**71.2**	**70.8**	**76.4**	**76.6**	**76.8**	**83.0**	**78.6**	**77.1**	**83.0**	**73.6**	**78.7**	**79.0**	**76.3**

* 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
JANUARY 2023

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)	86.9	86.9	61	61	Bozeman, MT (BZN)	73.7	76.0	819	821
Abilene, TX (ABI)	80.7	78.5	109	107	Brainerd, MN (BRD)	71.2	78.8	52	52
Adak Island, AK (ADK)	75.0	62.5	8	8	Bristol/Johnson City/Kingsport, TN (TRI)	83.6	86.2	256	254
Aguadilla, PR (BQN)	62.9	57.8	256	258	Brownsville, TX (BRO)	72.4	80.3	76	76
Akron, OH (CAK)	73.9	81.4	199	199	Brunswick, GA (BQK)	87.1	85.5	62	62
Albany, GA (ABY)	87.8	85.4	82	82	Buffalo, NY (BUF)	75.5	80.3	1586	1586
Albany, NY (ALB)	76.3	82.3	972	973	Burbank, CA (BUR)	74.1	75.3	2384	2385
Albuquerque, NM (ABQ)	77.9	81.4	1689	1690	Burlington, VT (BTV)	76.2	83.4	606	603
Alexandria, LA (AEX)	74.3	75.7	152	152	Butte, MT (BTM)	87.5	98.2	56	56
Allentown/Bethlehem/Easton, PA (ABE)	80.5	84.7	298	300	Casper, WY (CPR)	68.9	68.8	161	160
Alpena, MI (APN)	63.5	61.5	52	52	Cedar City, UT (CDC)	78.4	86.3	51	51
Amarillo, TX (AMA)	75.3	81.4	348	349	Cedar Rapids/Iowa City, IA (CID)	73.6	77.5	530	530
Anchorage, AK (ANC)	82.0	88.9	1280	1280	Champaign/Urbana, IL (CMI)	80.5	85.6	118	118
Appleton, WI (ATW)	63.7	77.9	353	353	Charleston, SC (CHS)	80.0	82.6	1715	1714
Arcata/Eureka, CA (ACV)	68.5	77.5	143	142	Charleston/Dunbar, WV (CRW)	79.5	81.7	264	263
Asheville, NC (AVL)	79.5	82.6	689	688	Charlotte Amalie, VI (STT)	80.3	80.9	493	493
Ashland, WV (HTS)	74.1	63.0	27	27	Charlotte, NC (CLT)	78.3	79.3	15167	15170
Aspen, CO (ASE)	43.8	48.9	886	887	Charlottesville, VA (CHO)	78.3	78.2	203	202
Atlanta, GA (ATL)	79.2	76.8	26566	26582	Chattanooga, TN (CHA)	81.5	80.1	416	413
Atlantic City, NJ (ACY)	77.3	81.4	220	221	Cheyenne, WY (CYS)	73.8	72.1	61	61
Augusta, GA (AGS)	76.8	80.4	375	373	Chicago, IL (MDW)	76.7	70.8	6498	6498
Austin, TX (AUS)	74.1	76.3	7428	7425	Chicago, IL (ORD)	75.5	76.8	20092	20086
Bakersfield, CA (BFL)	69.6	71.9	191	192	Christiansted, VI (STX)	75.0	72.7	88	88
Baltimore, MD (BWI)	79.4	76.2	7388	7393	Cincinnati, OH (CVG)	76.5	80.3	2896	2897
Bangor, ME (BGR)	70.8	76.6	295	295	Clarksburg/Fairmont, WV (CKB)	80.0	60.0	10	10
Barrow, AK (BRW)	86.7	73.3	30	30	Cleveland, OH (CLE)	76.7	80.8	3131	3127
Baton Rouge, LA (BTR)	80.1	81.5	281	281	Cody, WY (COD)	66.7	66.7	3	3
Beaumont/Port Arthur, TX (BPT)	82.0	82.0	61	61	College Station/Bryan, TX (CLL)	73.3	71.1	90	90
Belleville, IL (BLV)	87.9	77.6	58	58	Colorado Springs, CO (COS)	72.8	77.7	864	864
Bellingham, WA (BLI)	76.6	84.1	145	145	Columbia, MO (COU)	80.2	78.2	86	87
Bemidji, MN (BJI)	77.4	80.3	62	61	Columbia, SC (CAE)	80.3	86.9	471	467
Bend/Redmond, OR (RDM)	80.1	85.2	423	425	Columbus, GA (CSG)	76.9	79.1	91	91
Bethel, AK (BET)	84.5	81.0	58	58	Columbus, MS (GTR)	86.2	82.8	87	87
Billings, MT (BIL)	81.1	87.4	270	270	Columbus, OH (CMH)	78.3	82.2	3175	3176
Binghamton, NY (BGM)	72.0	71.4	50	49	Columbus, OH (LCK)	73.2	64.3	56	56
Birmingham, AL (BHM)	76.7	80.2	1048	1048	Concord, NC (USA)	71.2	65.2	66	66
Bishop, CA (BIH)	70.6	64.7	51	51	Cordova, AK (CDV)	80.0	86.7	60	60
Bismarck/Mandan, ND (BIS)	72.6	70.9	274	275	Corpus Christi, TX (CRP)	85.9	89.2	213	213
Bloomington/Normal, IL (BMI)	80.8	80.8	167	167	Dallas, TX (DAL)	78.0	74.8	5984	5986
Boise, ID (BOI)	80.6	84.2	1685	1687	Dallas/Fort Worth, TX (DFW)	75.7	77.8	20521	20502
Boston, MA (BOS)	74.8	77.8	10870	10871	Dayton, OH (DAY)	85.9	89.3	552	551

AIR TRAVEL CONSUMER REPORT
TABLE 5. ON-TIME ARRIVAL AND DEPARTURE PERCENTAGE BY AIRPORT BY REPORTING OPERATING CARRIER
JANUARY 2023

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS		CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP		ARR	DEP	ARR	DEP
Daytona Beach, FL (DAB)	79.6	82.2	225	225	Green Bay, WI (GRB)	76.6	85.5	282	282
Deadhorse, AK (SCC)	94.3	91.4	35	35	Greensboro/High Point, NC (GSO)	79.2	84.9	850	848
Decatur, IL (DEC)	67.5	73.5	83	83	Greenville, NC (PGV)	100.0	95.2	21	21
Del Rio, TX (DRT)	86.7	86.7	60	60	Greer, SC (GSP)	78.6	83.1	980	978
Denver, CO (DEN)	73.4	66.7	22461	22460	Guam, TT (GUM)	80.6	87.1	62	62
Des Moines, IA (DSM)	76.0	78.3	1136	1136	Gulfport/Biloxi, MS (GPT)	76.7	82.8	215	215
Detroit, MI (DTW)	79.2	79.3	9899	9905	Gunnison, CO (GUC)	56.4	63.8	94	94
Devils Lake, ND (DVL)	64.3	67.9	56	56	Hagerstown, MD (HGR)	88.9	77.8	18	18
Dickinson, ND (DIK)	62.3	73.6	53	53	Hancock/Houghton, MI (CMX)	50.8	55.7	61	61
Dodge City, KS (DDC)	75.0	80.8	52	52	Harlingen/San Benito, TX (HRL)	80.6	85.0	273	273
Dothan, AL (DHN)	83.9	83.9	62	62	Harrisburg, PA (MDT)	79.0	79.0	385	385
Duluth, MN (DLH)	73.2	84.6	123	123	Hartford, CT (BDL)	75.5	82.0	1756	1757
Durango, CO (DRO)	72.8	73.4	217	214	Hattiesburg/Laurel, MS (PIB)	84.6	80.8	52	52
Eagle, CO (EGE)	68.3	60.5	511	511	Hayden, CO (HDN)	67.0	65.9	370	370
El Paso, TX (ELP)	77.8	83.1	1373	1372	Hays, KS (HYS)	72.6	71.0	62	62
Elko, NV (EKO)	77.4	83.9	31	31	Helena, MT (HLN)	79.3	87.0	92	92
Elmira/Corning, NY (ELM)	70.0	78.8	80	80	Hibbing, MN (HIB)	93.2	93.2	73	73
Escanaba, MI (ESC)	80.3	78.7	61	61	Hilo, HI (ITO)	81.3	88.9	557	557
Eugene, OR (EUG)	80.5	83.5	508	508	Hilton Head, SC (HHH)	69.1	73.5	68	68
Evansville, IN (EVV)	76.1	78.2	109	110	Honolulu, HI (HNL)	73.2	78.0	5079	5079
Everett, WA (PAE)	83.7	88.7	98	97	Houston, TX (HOU)	79.5	77.9	4245	4247
Fairbanks, AK (FAI)	85.9	87.4	249	247	Houston, TX (IAH)	73.7	73.0	9120	9123
Fargo, ND (FAR)	74.7	71.6	565	563	Huntsville, AL (HSV)	80.4	82.4	598	596
Fayetteville, AR (XNA)	73.1	78.2	865	866	Idaho Falls, ID (IDA)	75.9	75.5	245	245
Fayetteville, NC (FAY)	90.5	85.7	105	105	Indianapolis, IN (IND)	76.2	81.6	3405	3404
Flagstaff, AZ (FLG)	79.3	74.4	121	121	International Falls, MN (INL)	88.5	88.5	52	52
Flint, MI (FNT)	55.1	75.9	158	158	Iron Mountain/Kingsfd, MI (IMT)	72.1	75.4	61	61
Fort Dodge, IA (FOD)	78.8	80.8	52	52	Islip, NY (ISP)	79.4	83.1	379	379
Fort Lauderdale, FL (FLL)	73.6	68.4	7584	7600	Ithaca/Cortland, NY (ITH)	70.7	84.2	58	57
Fort Myers, FL (RSW)	77.2	80.0	3175	3183	Jackson, WY (JAC)	69.7	54.5	509	510
Fort Smith, AR (FSM)	78.8	81.3	80	80	Jackson/Vicksburg, MS (JAN)	82.7	86.5	550	550
Fort Wayne, IN (FWA)	70.6	73.2	313	313	Jacksonville, FL (JAX)	78.2	80.9	2213	2213
Fresno, CA (FAT)	76.8	81.1	779	777	Jacksonville/Camp Lejeune, NC (OAJ)	88.7	90.3	62	62
Gainesville, FL (GNV)	82.7	81.0	254	252	Jamestown, ND (JMS)	66.1	67.9	56	56
Garden City, KS (GCK)	85.0	90.0	60	60	Johnstown, PA (JST)	78.7	75.4	61	61
Gillette, WY (GCC)	76.9	80.8	52	52	Joplin, MO (JLN)	73.1	67.3	52	52
Grand Forks, ND (GFK)	77.3	73.1	119	119	Juneau, AK (JNU)	77.5	83.6	342	342
Grand Island, NE (GRI)	87.3	81.0	79	79	Kahului, HI (OGG)	73.2	74.0	2609	2609
Grand Junction, CO (GJT)	72.4	80.0	199	200	Kalamazoo, MI (AZO)	82.9	85.6	111	111
Grand Rapids, MI (GRR)	72.9	81.1	1290	1289	Kalispell, MT (FCA)	76.7	77.6	245	246
Great Falls, MT (GTF)	82.6	84.7	190	190	Kansas City, MO (MCI)	77.2	81.2	3586	3584

AIR TRAVEL CONSUMER REPORT
TABLE 5. ON-TIME ARRIVAL AND DEPARTURE PERCENTAGE BY AIRPORT BY REPORTING OPERATING CARRIER
JANUARY 2023

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)	83.0	84.1	182	182	Mission/McAllen/Edinburg, TX (MFE)	77.8	81.2	225	223
Key West, FL (EYW)	78.7	73.3	670	673	Missoula, MT (MSO)	82.8	76.5	239	238
Killeen, TX (GRK)	79.2	80.3	72	71	Moab, UT (CNY)	77.4	68.8	31	32
Knoxville, TN (TYS)	74.7	82.4	924	925	Mobile, AL (MOB)	77.2	83.0	171	171
Kodiak, AK (ADQ)	84.3	84.0	51	50	Moline, IL (MLI)	79.6	81.5	280	281
Kona, HI (KOA)	76.9	81.2	1438	1438	Monroe, LA (MLU)	82.9	80.3	152	152
Kotzebue, AK (OTZ)	86.7	96.7	60	60	Monterey, CA (MRY)	76.2	80.4	286	286
La Crosse, WI (LSE)	85.0	86.3	80	80	Montgomery, AL (MGM)	78.1	77.5	201	200
Lafayette, LA (LFT)	78.2	77.3	211	211	Montrose/Delta, CO (MTJ)	74.2	76.3	372	372
Lake Charles, LA (LCH)	79.1	83.5	91	91	Mosinee, WI (CWA)	73.9	79.0	119	119
Lansing, MI (LAN)	76.6	82.4	137	136	Myrtle Beach, SC (MYR)	80.5	84.8	735	735
Laramie, WY (LAR)	69.8	84.9	53	53	Nashville, TN (BNA)	79.1	78.4	7591	7590
Laredo, TX (LRD)	85.1	82.8	87	87	New Orleans, LA (MSY)	76.4	77.8	4002	3996
Las Vegas, NV (LAS)	72.5	72.6	15793	15792	New York, NY (JFK)	72.9	75.0	10912	10918
Latrobe, PA (LBE)	61.3	61.3	31	31	New York, NY (LGA)	73.1	77.3	13481	13479
Lawton/Fort Sill, OK (LAW)	83.6	83.8	67	68	Newark, NJ (EWR)	74.3	74.9	11628	11623
Lewiston, ID (LWS)	71.0	72.6	62	62	Newburgh/Poughkeepsie, NY (SWF)	57.1	57.1	56	56
Lexington, KY (LEX)	79.3	85.3	552	552	Niagara Falls, NY (IAG)	78.6	60.7	28	28
Liberal, KS (LBL)	76.9	80.8	52	52	Nome, AK (OME)	90.0	90.0	60	60
Lihue, HI (LIH)	75.7	79.9	1351	1354	Norfolk, VA (ORF)	79.4	84.4	1441	1440
Lincoln, NE (LNK)	57.1	57.1	28	28	North Bend/Coos Bay, OR (OTH)	38.9	55.6	18	18
Little Rock, AR (LIT)	74.9	81.9	820	821	North Platte, NE (LBF)	61.4	61.4	83	83
Long Beach, CA (LGB)	77.1	76.2	1300	1300	Oakland, CA (OAK)	75.7	74.3	3792	3797
Longview, TX (GGG)	85.2	83.6	61	61	Oklahoma City, OK (OKC)	73.6	82.3	1654	1653
Los Angeles, CA (LAX)	75.2	78.8	15428	15424	Omaha, NE (OMA)	74.2	79.0	1753	1751
Louisville, KY (SDF)	78.5	81.1	1599	1597	Ontario, CA (ONT)	77.4	80.3	1842	1842
Lubbock, TX (LBB)	72.0	78.7	414	414	Orlando, FL (MCO)	72.9	71.2	13327	13333
Madison, WI (MSN)	76.5	82.3	809	810	Owensboro, KY (OWB)	77.8	55.6	9	9
Manchester, NH (MHT)	80.5	83.6	487	488	Pago Pago, TT (PPG)	36.4	45.5	11	11
Manhattan/Ft. Riley, KS (MHK)	81.7	90.5	126	126	Palm Springs, CA (PSP)	76.9	81.6	1537	1534
Marquette, MI (MQT)	70.4	74.6	71	71	Panama City, FL (ECP)	81.4	85.0	354	354
Mason City, IA (MCW)	73.1	73.1	52	52	Pasco/Kennewick/Richland, WA (PSC)	75.5	81.7	323	323
Medford, OR (MFR)	80.0	87.3	355	354	Pellston, MI (PLN)	65.4	67.3	52	52
Melbourne, FL (MLB)	82.5	83.3	234	233	Pensacola, FL (PNS)	72.6	75.8	781	781
Memphis, TN (MEM)	76.1	81.1	1799	1796	Peoria, IL (PIA)	77.4	81.5	217	216
Meridian, MS (MEI)	86.7	81.9	83	83	Petersburg, AK (PSG)	73.3	78.3	60	60
Miami, FL (MIA)	77.1	76.4	8689	8697	Philadelphia, PA (PHL)	78.8	83.0	7011	7015
Midland/Odessa, TX (MAF)	76.3	83.8	566	562	Phoenix, AZ (AZA)	66.7	72.5	495	495
Milwaukee, WI (MKE)	74.2	79.1	1983	1981	Phoenix, AZ (PHX)	77.7	78.6	14620	14613
Minneapolis, MN (MSP)	76.8	76.6	9460	9470	Pittsburgh, PA (PIT)	80.3	85.4	3349	3348
Minot, ND (MOT)	61.5	66.7	174	174	Plattsburgh, NY (PBG)	77.8	61.1	36	36

AIR TRAVEL CONSUMER REPORT
TABLE 5. ON-TIME ARRIVAL AND DEPARTURE PERCENTAGE BY AIRPORT BY REPORTING OPERATING CARRIER
JANUARY 2023

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS		CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP		ARR	DEP	ARR	DEP
Pocatello, ID (PIH)	96.8	93.5	31	31	Sarasota/Bradenton, FL (SRQ)	74.1	74.5	1433	1433
Ponce, PR (PSE)	65.8	74.0	76	77	Sault Ste. Marie, MI (CIU)	68.9	75.4	61	61
Portland, ME (PWM)	78.1	80.4	699	700	Savannah, GA (SAV)	78.7	82.3	1157	1159
Portland, OR (PDX)	80.4	85.1	4540	4540	Scottsbluff, NE (BFF)	65.4	80.8	52	52
Portsmouth, NH (PSM)	68.4	57.9	19	19	Scranton/Wilkes-Barre, PA (AVP)	62.3	71.5	151	151
Prescott, AZ (PRC)	80.3	68.9	61	61	Seattle, WA (SEA)	82.8	83.0	11875	11873
Providence, RI (PVD)	79.7	85.1	1179	1179	Sheridan, WY (SHR)	75.5	79.2	53	53
Provo, UT (PVU)	47.0	70.8	168	168	Shreveport, LA (SHV)	80.8	77.1	266	266
Pueblo, CO (PUB)	81.5	81.5	27	27	Sioux City, IA (SUX)	63.9	63.9	61	61
Punta Gorda, FL (PGD)	59.8	71.7	552	552	Sioux Falls, SD (FSD)	71.4	70.6	573	571
Raleigh/Durham, NC (RDU)	76.8	81.4	4306	4306	Sitka, AK (SIT)	73.9	82.6	92	92
Rapid City, SD (RAP)	77.3	82.3	300	299	South Bend, IN (SBN)	77.0	82.1	430	429
Redding, CA (RDD)	62.8	72.8	94	92	Spokane, WA (GEG)	77.9	82.2	1206	1202
Reno, NV (RNO)	73.3	73.4	1569	1572	Springfield, IL (SPI)	84.2	62.7	57	59
Rhinelander, WI (RHI)	75.4	82.0	61	61	Springfield, MO (SGF)	73.6	77.7	534	533
Richmond, VA (RIC)	74.9	81.7	1451	1447	St. Cloud, MN (STC)	94.1	88.2	17	17
Riverton/Lander, WY (RIW)	71.0	67.7	31	31	St. George, UT (SGU)	78.9	79.4	175	175
Roanoke, VA (ROA)	76.7	80.2	189	187	St. Louis, MO (STL)	79.3	77.9	4673	4668
Rochester, MN (RST)	62.9	73.5	132	132	St. Petersburg, FL (PIE)	75.6	81.5	574	573
Rochester, NY (ROC)	77.0	81.3	1068	1067	State College, PA (SCE)	76.9	84.0	108	106
Rock Springs, WY (RKS)	67.7	83.9	31	31	Stillwater, OK (SWO)	90.2	91.8	61	61
Rockford, IL (RFD)	81.5	69.2	65	65	Stockton, CA (SCK)	71.7	67.4	46	46
Roswell, NM (ROW)	83.7	83.7	92	92	Sun Valley/Hailey/Ketchum, ID (SUN)	71.3	70.8	167	168
Sacramento, CA (SMF)	79.1	80.3	4246	4248	Syracuse, NY (SYR)	74.4	79.0	1061	1062
Saginaw/Bay City/Midland, MI (MBS)	82.3	90.3	62	62	Tallahassee, FL (TLH)	84.3	86.1	427	425
Saipan, TT (SPN)	93.5	90.3	31	31	Tampa, FL (TPA)	74.6	79.0	6484	6479
Salina, KS (SLN)	71.0	72.6	62	62	Texarkana, AR (TXK)	83.3	77.8	90	90
Salt Lake City, UT (SLC)	79.5	78.7	8940	8944	Toledo, OH (TOL)	87.9	81.8	33	33
San Angelo, TX (SJT)	81.1	82.2	90	90	Traverse City, MI (TVC)	76.3	79.4	219	218
San Antonio, TX (SAT)	74.9	80.3	2893	2895	Trenton, NJ (TTN)	62.2	62.9	143	143
San Diego, CA (SAN)	73.7	77.1	6984	6983	Tucson, AZ (TUS)	76.3	81.6	1462	1462
San Francisco, CA (SFO)	69.6	73.6	10265	10276	Tulsa, OK (TUL)	76.2	81.3	1252	1252
San Jose, CA (SJC)	78.7	81.4	4421	4429	Twin Falls, ID (TWF)	81.1	97.3	37	37
San Juan, PR (SJU)	71.9	74.3	2784	2791	Tyler, TX (TYR)	81.1	83.3	90	90
San Luis Obispo, CA (SBP)	65.7	71.4	382	381	Valdosta, GA (VLD)	89.0	85.4	82	82
Sanford, FL (SFB)	67.1	72.5	714	714	Valparaiso, FL (VPS)	75.7	79.9	473	473
Santa Ana, CA (SNA)	76.3	74.6	3739	3736	Vernal, UT (VEL)	56.9	58.8	51	51
Santa Barbara, CA (SBA)	71.6	73.9	552	552	Victoria, TX (VCT)	83.1	89.7	59	58
Santa Fe, NM (SAF)	77.5	75.8	120	120	Waco, TX (ACT)	82.3	82.3	96	96
Santa Maria, CA (SMX)	100.0	100.0	9	9	Washington, DC (DCA)	80.3	82.9	11774	11772
Santa Rosa, CA (STS)	79.2	84.5	226	226	Washington, DC (IAD)	78.4	83.7	3593	3588

AIR TRAVEL CONSUMER REPORT
TABLE 5. ON-TIME ARRIVAL AND DEPARTURE PERCENTAGE BY AIRPORT BY REPORTING OPERATING CARRIER
JANUARY 2023

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Waterloo, IA (ALO)	62.5	70.0	40	40
West Palm Beach/Palm Beach, FL (PBI)	74.7	75.1	2516	2520
White Plains, NY (HPN)	70.9	78.2	1120	1117
Wichita Falls, TX (SPS)	80.3	77.0	61	61
Wichita, KS (ICT)	76.5	84.5	684	682
Williston, ND (XWA)	56.1	63.6	107	107
Wilmington, NC (ILM)	84.4	85.3	469	470
Worcester, MA (ORH)	76.4	81.3	144	144
Wrangell, AK (WRG)	73.3	78.3	60	60
Yakutat, AK (YAK)	81.7	81.7	60	60
Yuma, AZ (YUM)	82.2	87.8	90	90

AIR TRAVEL CONSUMER REPORT

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

JANUARY 2023

CARRIER[1]	AT ALL US AIRPORTS				
	NUMBER OF AIRPORTS REPORTED	FLIGHT OPERATIONS SCHEDULED	FLIGHT OPERATIONS CANCELLED	PERCENT OF OPERATIONS CANCELLED	RANK
JETBLUE AIRWAYS	62	23249	194	0.8	1
HAWAIIAN AIRLINES	21	6697	72	1.1	2
DELTA AIR LINES NETWORK	209	116273	1328	1.1	3
- DELTA AIR LINES	142	75174	586	0.8	
- BRANDED CODESHARE PARTNERS	176	41099	742	1.8	
ALLEGIANT AIR	124	8615	115	1.3	4
ALASKA AIRLINES NETWORK	106	30304	416	1.4	5
- ALASKA AIRLINES	84	19801	280	1.4	
- BRANDED CODESHARE PARTNERS	51	10503	136	1.3	
UNITED AIRLINES NETWORK	219	102205	1914	1.9	6
- UNITED AIRLINES	111	56657	415	0.7	
- BRANDED CODESHARE PARTNERS	199	45548	1499	3.3	
AMERICAN AIRLINES NETWORK	225	138943	2814	2.0	7
- AMERICAN AIRLINES	121	74999	1417	1.9	
- BRANDED CODESHARE PARTNERS	206	63944	1397	2.2	
SPIRIT AIRLINES	61	21876	507	2.3	8
SOUTHWEST AIRLINES	107	112430	3234	2.9	9
FRONTIER AIRLINES	79	13285	438	3.3	10
TOTAL AIRPORTS SERVED	354	573,877	11,032	1.9	

[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

JANUARY 2023

CARRIER[1]	AT ALL US AIRPORTS				
	NUMBER OF AIRPORTS REPORTED	FLIGHT OPERATIONS SCHEDULED	FLIGHT OPERATIONS CANCELLED	PERCENT OF OPERATIONS CANCELLED	RANK
UNITED AIRLINES	111	56657	415	0.7	1
DELTA AIR LINES	142	75174	586	0.8	2
JETBLUE AIRWAYS	62	23249	194	0.8	3
HAWAIIAN AIRLINES	21	6697	72	1.1	4
ALLEGIANT AIR	124	8615	115	1.3	5
ALASKA AIRLINES	84	19801	280	1.4	6
ENDEAVOR AIR	107	16926	249	1.5	7
REPUBLIC AIRWAYS	77	24476	386	1.6	8
PSA AIRLINES	82	15456	250	1.6	9
AMERICAN AIRLINES	121	74999	1417	1.9	10
SPIRIT AIRLINES	61	21876	507	2.3	11
ENVOY AIR	135	18849	482	2.6	12
SOUTHWEST AIRLINES	107	112430	3234	2.9	13
FRONTIER AIRLINES	79	13285	438	3.3	14
SKYWEST AIRLINES	225	50347	1670	3.3	15
TOTAL AIRPORTS SERVED	339	538,837	10,295	1.9	

[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

JANUARY 2023

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	30304	23526	77.63	416	1.37	163	0.54	1705	5.63	176	0.58	2070	6.83	20	0.07	2228	7.35
- ALASKA AIRLINES	19801	15310	77.32	280	1.41	100	0.51	981	4.95	108	0.55	1706	8.62	17	0.09	1299	6.56
- BRANDED CODESHARE PARTNERS	10503	8216	78.23	136	1.29	63	0.60	724	6.89	68	0.65	364	3.47	3	0.03	929	8.85
ALLEGIANT AIR	8615	6066	70.41	115	1.33	22	0.26	594	6.89	128	1.49	794	9.22	8	0.09	888	10.31
AMERICAN AIRLINES NETWORK	138943	107473	77.35	2814	2.03	327	0.24	7742	5.57	1321	0.95	9673	6.96	110	0.08	9484	6.83
- AMERICAN AIRLINES	74999	56763	75.69	1417	1.89	128	0.17	4748	6.33	468	0.62	5735	7.65	80	0.11	5661	7.55
- BRANDED CODESHARE PARTNERS	63944	50710	79.30	1397	2.18	199	0.31	2993	4.68	853	1.33	3939	6.16	30	0.05	3823	5.98
DELTA AIR LINES NETWORK	116273	91387	78.60	1328	1.14	276	0.24	9119	7.84	1692	1.46	6605	5.68	75	0.06	5791	4.98
- DELTA AIR LINES	75174	59177	78.72	586	0.78	169	0.22	5810	7.73	546	0.73	4555	6.06	12	0.02	4319	5.75
- BRANDED CODESHARE PARTNERS	41099	32210	78.37	742	1.81	107	0.26	3309	8.05	1146	2.79	2050	4.99	63	0.15	1473	3.58
FRONTIER AIRLINES	13285	8323	62.65	438	3.30	19	0.14	1457	10.97	77	0.58	1322	9.95	0	0.00	1649	12.41
HAWAIIAN AIRLINES	6697	5143	76.80	72	1.08	9	0.13	833	12.44	29	0.43	68	1.02	0	0.00	543	8.11
JETBLUE AIRWAYS	23249	16894	72.67	194	0.83	77	0.33	2287	9.84	34	0.15	1877	8.07	37	0.16	1849	7.95
SOUTHWEST AIRLINES	112430	87169	77.53	3234	2.88	197	0.18	7052	6.27	243	0.22	4520	4.02	45	0.04	9970	8.87
SPIRIT AIRLINES	21876	15139	69.20	507	2.32	21	0.10	1918	8.77	97	0.44	2643	12.08	79	0.36	1472	6.73
UNITED AIRLINES NETWORK	102205	75952	74.31	1914	1.87	369	0.36	8561	8.38	940	0.92	6907	6.76	9	0.01	7553	7.39
- UNITED AIRLINES	56657	43137	76.14	415	0.73	140	0.25	4171	7.36	283	0.50	4438	7.83	2	0.00	4071	7.19
- BRANDED CODESHARE PARTNERS	45548	32815	72.04	1499	3.29	229	0.50	4390	9.64	657	1.44	2469	5.42	7	0.02	3482	7.64
TOTAL	573,877	437,072	76.16	11,032	1.92	1,480	0.26	41,268	7.19	4,736	0.83	36,480	6.36	383	0.07	41,427	7.22

* 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

JANUARY 2023

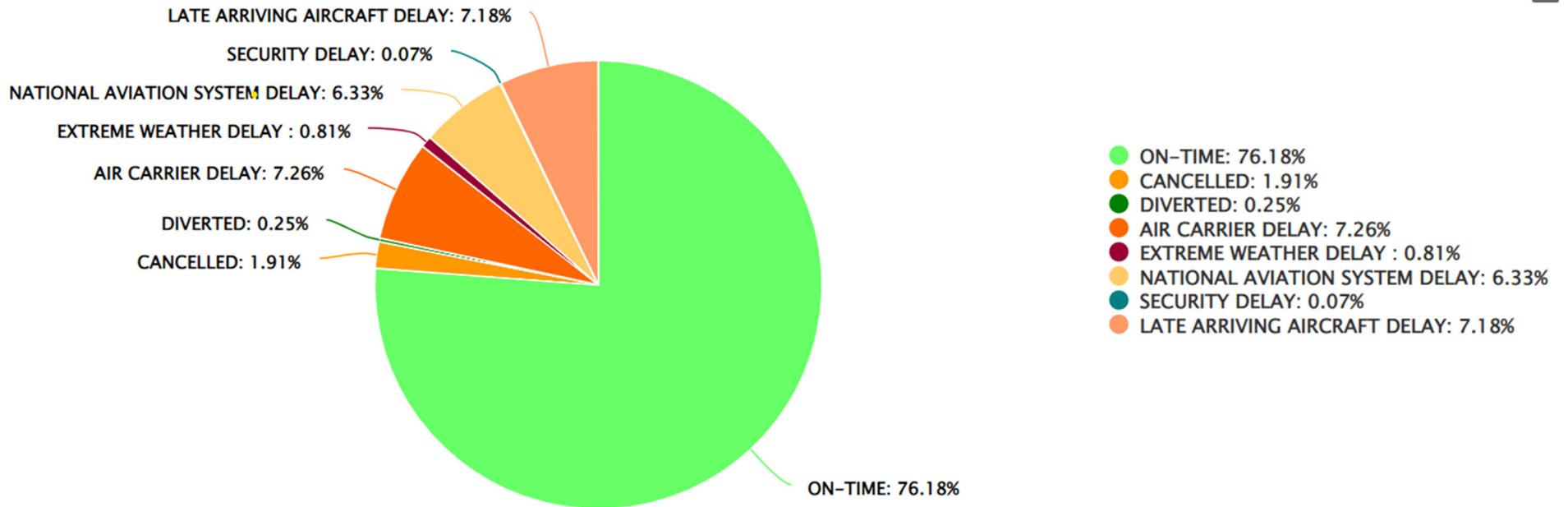| CARRIER	TOTAL RECORDS	ON TIME	% ON TIME	CANCELLED	% CANCELLED	DIVERTED	% DIVERTED	AIR CARRIER DELAY	% AIR CARRIER DELAY	EXTREME WEATHER DELAY	% EXTREME WEATHER DELAY	NATIONAL AVIATION SYSTEM DELAY	% NATIONAL AVIATION SYSTEM DELAY	SECURITY DELAY	% SECURITY DELAY	LATE ARRIVING AIRCRAFT DELAY	% LATE ARRIVING AIRCRAFT DELAY
ALASKA AIRLINES	19801	15310	77.32	280	1.41	100	0.51	981	4.95	108	0.55	1706	8.62	17	0.09	1299	6.56
ALLEGIANT AIR	8615	6066	70.41	115	1.33	22	0.26	594	6.89	128	1.49	794	9.22	8	0.09	888	10.31
AMERICAN AIRLINES	74999	56763	75.69	1417	1.89	128	0.17	4748	6.33	468	0.62	5735	7.65	80	0.11	5661	7.55
DELTA AIR LINES	75174	59177	78.72	586	0.78	169	0.22	5810	7.73	546	0.73	4555	6.06	12	0.02	4319	5.75
ENDEAVOR AIR	16926	13063	77.18	249	1.47	40	0.24	893	5.28	154	0.91	1308	7.73	3	0.02	1217	7.19
ENVOY AIR	18849	14051	74.55	482	2.56	42	0.22	811	4.30	281	1.49	1811	9.61	6	0.03	1365	7.24
FRONTIER AIRLINES	13285	8323	62.65	438	3.30	19	0.14	1457	10.97	77	0.58	1322	9.95	0	0.00	1649	12.41
HAWAIIAN AIRLINES	6697	5143	76.80	72	1.08	9	0.13	833	12.44	29	0.43	68	1.02	0	0.00	543	8.11
JETBLUE AIRWAYS	23249	16894	72.67	194	0.83	77	0.33	2287	9.84	34	0.15	1877	8.07	37	0.16	1849	7.95
PSA AIRLINES	15456	12945	83.75	250	1.62	41	0.27	504	3.26	97	0.63	801	5.18	7	0.05	811	5.25
REPUBLIC AIRWAYS	24476	20096	82.10	386	1.58	41	0.17	693	2.83	135	0.55	2020	8.25	2	0.01	1102	4.50
SKYWEST AIRLINES	50347	37208	73.90	1670	3.32	299	0.59	6390	12.69	1690	3.36	529	1.05	79	0.16	2482	4.93
SOUTHWEST AIRLINES	112430	87169	77.53	3234	2.88	197	0.18	7052	6.27	243	0.22	4520	4.02	45	0.04	9970	8.87
SPIRIT AIRLINES	21876	15139	69.20	507	2.32	21	0.10	1918	8.77	97	0.44	2643	12.08	79	0.36	1472	6.73
UNITED AIRLINES	56657	43137	76.14	415	0.73	140	0.25	4171	7.36	283	0.50	4438	7.83	2	0.00	4071	7.19
TOTAL	538,837	410,484	76.18	10,295	1.91	1,345	0.25	39,143	7.26	4,369	0.81	34,127	6.33	377	0.07	38,697	7.18

* 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 7B. OVERALL CAUSES OF DELAY BY REPORTING OPERATING CARRIER
JANUARY 2023

LATE ARRIVING AIRCRAFT DELAY: 7.18%
SECURITY DELAY: 0.07%
NATIONAL AVIATION SYSTEM DELAY: 6.33%
EXTREME WEATHER DELAY : 0.81%
AIR CARRIER DELAY: 7.26%
DIVERTED: 0.25%
CANCELLED: 1.91%

ON-TIME: 76.18%

- ON-TIME: 76.18%
- CANCELLED: 1.91%
- DIVERTED: 0.25%
- AIR CARRIER DELAY: 7.26%
- EXTREME WEATHER DELAY : 0.81%
- NATIONAL AVIATION SYSTEM DELAY: 6.33%
- SECURITY DELAY: 0.07%
- LATE ARRIVING AIRCRAFT DELAY: 7.18%

* 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

JANUARY 2023

MARKETING CARRIER	OPERATING CARRIER	FLIGHT NUMBER	ORIGIN AIRPORT	DESTINATION AIRPORT	DATE OF FLIGHT	LOCATION OF LONGEST TARMAC DELAY	LENGTH OF TARMAC DELAY
UNITED	COMMUTEAIR LLC	4344	LNK	IAH	1/1/2023	Diversion Airport (DFW)	4:58
UNITED	COMMUTEAIR LLC	4890	LRD	IAH	1/1/2023	Diversion Airport (DFW)	4:55
UNITED	UNITED	2034	IAH	SFO	1/2/2023	Diversion Airport (SJC)	4:20
UNITED	COMMUTEAIR LLC	4357	STL	IAH	1/1/2023	Diversion Airport (DFW)	4:16
UNITED	COMMUTEAIR LLC	4365	XNA	IAH	1/1/2023	Diversion Airport (DFW)	4:14
UNITED	UNITED	2311	MIA	IAH	1/1/2023	Diversion Airport (DFW)	4:14
AMERICAN	AMERICAN	119	DFW	OGG	1/31/2023	Origin Airport	3:45
UNITED	UNITED	480	BWI	IAH	1/1/2023	Diversion Airport (DFW)	3:42
UNITED	UNITED	2393	TPA	IAH	1/1/2023	Diversion Airport (DFW)	3:34
AMERICAN	AMERICAN	123	DFW	HNL	1/31/2023	Origin Airport	3:22
UNITED	UNITED	1973	PHX	IAH	1/1/2023	Diversion Airport (DFW)	3:15
UNITED	MESA	6139	ELP	IAH	1/1/2023	Diversion Airport (DFW)	3:14
UNITED	UNITED	1388	SFO	LAS	1/30/2023	Origin Airport	3:11
AMERICAN	AMERICAN	1770	DFW	FAT	1/31/2023	Origin Airport	3:07
SOUTHWEST	SOUTHWEST	1592	DAL	DEN	1/31/2023	Origin Airport	3:06
ALASKA	ALASKA	1017	MSP	SEA	1/4/2023	Origin Airport	3:03
AMERICAN	ENVOY	4201	XNA	DFW	1/30/2023	Origin Airport	3:02
SOUTHWEST	SOUTHWEST	1665	MDW	AUS	1/29/2023	Origin Airport	3:02

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

JANUARY 2023

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

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

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

APPENDIX

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

30 Largest U.S. Airports

Atlanta: Hartsfield-Jackson	ATL
Austin: Austin–Bergstrom Intl.	AUS
Balt/Wash: Thurgood Marshall	BWI
Boston: Logan International	BOS
Charlotte: Douglas	CLT
Chicago: Midway	MDW
Chicago: O'Hare	ORD
Dallas-Fort Worth: International	DFW
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
B6	JetBlue Airways
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 #37, issued November 2, 2022, effective January 1, 2023: https://www.bts.gov/explore-topics-and-geography/modes/aviation/number-37-technical-reporting-directive-reporting-air

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 June 30, 2022, 15 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, JetBlue Airways, 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]	January 2023			January 2022		
		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	478,266	676	0.14	372,635	670	0.18
2	HAWAIIAN AIRLINES	502,289	2,289	0.46	420,198	2,094	0.50
3	FRONTIER AIRLINES	746,089	3,976	0.53	676,595	2,432	0.36
4	DELTA AIR LINES NETWORK	7,554,255	45,757	0.61	6,510,556	55,718	0.86
	- DELTA AIR LINES	6,109,039	37,484	0.61	5,074,473	43,260	0.85
	- BRANDED CODESHARE PARTNERS	1,445,216	8,273	0.57	1,436,083	12,458	0.87
5	SOUTHWEST AIRLINES	9,199,717	55,841	0.61	7,918,294	41,799	0.53
6	JETBLUE AIRWAYS	1,243,684	7,876	0.63	1,028,258	7,848	0.76
7	ALASKA AIRLINES NETWORK	2,014,747	13,923	0.69	1,737,894	20,767	1.20
	- ALASKA AIRLINES	1,606,108	10,656	0.66	1,232,522	15,559	1.26
	- BRANDED CODESHARE PARTNERS	408,639	3,267	0.80	505,372	5,208	1.03
8	SPIRIT AIRLINES	1,013,351	7,324	0.72	865,457	4,617	0.53
9	AMERICAN AIRLINES NETWORK	7,811,340	70,568	0.90	7,128,218	74,836	1.05
	- AMERICAN AIRLINES	5,383,607	51,405	0.95	4,413,167	47,686	1.08
	- BRANDED CODESHARE PARTNERS	2,427,733	19,163	0.79	2,715,051	27,150	1.00
10	UNITED AIRLINES NETWORK	6,033,390	59,976	0.99	4,725,395	44,161	0.93
	- UNITED AIRLINES	4,461,753	43,241	0.97	3,076,998	27,673	0.90
	- BRANDED CODESHARE PARTNERS	1,571,637	16,735	1.06	1,648,397	16,488	1.00
	TOTAL	36,597,128	268,206	0.73	31,383,500	254,942	0.81

[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]	January 2023			January 2022		
		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	478,266	676	0.14	372,635	670	0.18
2	HAWAIIAN AIRLINES	502,289	2,289	0.46	420,198	2,094	0.50
3	FRONTIER AIRLINES	746,089	3,976	0.53	676,595	2,432	0.36
4	SOUTHWEST AIRLINES	9,199,717	55,841	0.61	7,918,294	41,799	0.53
5	DELTA AIR LINES	6,109,039	37,484	0.61	5,074,473	43,260	0.85
6	ENDEAVOR AIR	662,218	4,091	0.62	658,766	6,126	0.93
7	JETBLUE AIRWAYS	1,243,684	7,876	0.63	1,028,258	7,848	0.76
8	PSA AIRLINES	743,921	4,733	0.64	814,740	6,861	0.84
9	ALASKA AIRLINES	1,606,108	10,656	0.66	1,232,522	15,559	1.26
10	SPIRIT AIRLINES	1,013,351	7,324	0.72	865,457	4,617	0.53
11	ENVOY AIR	631,349	5,187	0.82	690,772	7,594	1.10
12	REPUBLIC AIRWAYS	566,263	4,824	0.85	489,165	6,510	1.33
13	SKYWEST AIRLINES	1,931,755	16,468	0.85	2,134,067	19,089	0.89
14	AMERICAN AIRLINES	5,383,607	51,405	0.95	4,413,167	47,686	1.08
15	UNITED AIRLINES	4,461,753	43,241	0.97	3,076,998	27,673	0.90
	TOTAL	35,279,409	256,071	0.73	29,866,107	239,818	0.80

[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]	January 2023			January 2022		
		NUMBER OF WHEELCHAIRS AND SCOOTERS ENPLANED	NUMBER OF WHEELCHAIRS AND SCOOTERS MISHANDLED	PERCENT OF WHEELCHAIRS AND SCOOTERS MISHANDLED PER 100 ENPLANED	NUMBER OF WHEELCHAIRS AND SCOOTERS ENPLANED	NUMBER OF WHEELCHAIRS AND SCOOTERS MISHANDLED	PERCENT OF WHEELCHAIRS AND SCOOTERS MISHANDLED PER 100 ENPLANED
1	**ALLEGIANT AIR**	**2,090**	**0**	**0.00**	**1,164**	**4**	**0.34**
2	**DELTA AIR LINES NETWORK**	**13,791**	**89**	**0.65**	**10,145**	**98**	**0.97**
	- DELTA AIR LINES	11,678	86	0.74	8,303	81	0.98
	- BRANDED CODESHARE PARTNERS	2,113	3	0.14	1,842	17	0.92
3	**HAWAIIAN AIRLINES**	**543**	**7**	**1.29**	**524**	**5**	**0.95**
4	**UNITED AIRLINES NETWORK**	**9,310**	**133**	**1.43**	**9,015**	**88**	**0.98**
	- UNITED AIRLINES	7,499	108	1.44	6,366	68	1.07
	- BRANDED CODESHARE PARTNERS	1,811	25	1.38	2,649	20	0.76
5	**FRONTIER AIRLINES**	**2,251**	**35**	**1.55**	**1,447**	**36**	**2.49**
6	**SOUTHWEST AIRLINES**	**12,464**	**217**	**1.74**	**8,183**	**113**	**1.38**
7	**AMERICAN AIRLINES NETWORK**	**9,272**	**174**	**1.88**	**6,643**	**161**	**2.42**
	- AMERICAN AIRLINES	7,324	136	1.86	4,980	117	2.35
	- BRANDED CODESHARE PARTNERS	1,948	38	1.95	1,663	44	2.65
8	**ALASKA AIRLINES NETWORK**	**1,845**	**42**	**2.28**	**1,993**	**27**	**1.35**
	- ALASKA AIRLINES	1,661	37	2.23	1,396	24	1.72
	- BRANDED CODESHARE PARTNERS	184	5	2.72	597	3	0.50
9	**JETBLUE AIRWAYS**	**2,137**	**124**	**5.80**	**1,458**	**85**	**5.83**
10	**SPIRIT AIRLINES**	**695**	**50**	**7.19**	**550**	**30**	**5.45**
	TOTAL	**54,398**	**871**	**1.60**	**41,122**	**647**	**1.57**

[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]	January 2023			January 2022		
		NUMBER OF WHEELCHAIRS AND SCOOTERS ENPLANED	NUMBER OF WHEELCHAIRS AND SCOOTERS MISHANDLED	PERCENT OF WHEELCHAIRS AND SCOOTERS MISHANDLED PER 100 ENPLANED	NUMBER OF WHEELCHAIRS AND SCOOTERS ENPLANED	NUMBER OF WHEELCHAIRS AND SCOOTERS MISHANDLED	PERCENT OF WHEELCHAIRS AND SCOOTERS MISHANDLED PER 100 ENPLANED
1	ALLEGIANT AIR	2,090	0	0.00	1,164	4	0.34
2	ENDEAVOR AIR	806	2	0.25	732	11	1.50
3	SKYWEST AIRLINES	2,252	16	0.71	2,796	20	0.72
4	DELTA AIR LINES	11,678	86	0.74	8,303	81	0.98
5	HAWAIIAN AIRLINES	543	7	1.29	524	5	0.95
6	UNITED AIRLINES	7,499	108	1.44	6,366	68	1.07
7	ENVOY AIR	659	10	1.52	526	16	3.04
8	FRONTIER AIRLINES	2,251	35	1.55	1,447	36	2.49
9	SOUTHWEST AIRLINES	12,464	217	1.74	8,183	113	1.38
10	REPUBLIC AIRWAYS	685	12	1.75	545	9	1.65
11	AMERICAN AIRLINES	7,324	136	1.86	4,980	117	2.35
12	ALASKA AIRLINES	1,661	37	2.23	1,396	24	1.72
13	PSA AIRLINES	507	15	2.96	428	11	2.57
14	JETBLUE AIRWAYS	2,137	124	5.80	1,458	85	5.83
15	SPIRIT AIRLINES	695	50	7.19	550	30	5.45
	TOTAL	53,251	855	1.61	39,398	630	1.60

[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 OPERATING U.S. AIRLINES

RANK	AIRLINE[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.

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 January 2023 will be publicly available in its usual format in early May at https://www.transportation.gov/individuals/aviation-consumer-protection/air-travel-consumer-reports

AIR TRAVEL CONSUMER REPORT

January 2023 Airline Reports to DOT of Incidents Involving the Loss, Injury or Death of Animals

During Air Transportation

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

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

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

Carrier	Death	Injury	Loss
NONE			

U.S. Department of Homeland Security, Transportation Security Administration
Customer Service Report for January 2023 [a]

The Transportation Security Administration (TSA) screened approximately 59.1 million passengers at screening checkpoints and 40.9 million checked bags at baggage screening locations in January 2023.

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 January 2023, TSA received 13,967 complaints (i.e. a description of a negative experience) from the general public via phone or email (or 23.7 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]
773	1.4	587	1.0	12,019	20.4	91	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]
257	0.5	92	0.2	50	0.1	98	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
271 [d]	204	0.0005

U.S. Department of Homeland Security, Transportation Security Administration
Customer Service Report for January 2023 [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.