



Air Travel Consumer Report

A Product Of
THE OFFICE OF AVIATION CONSUMER PROTECTION

Issued: March 2023



Flight Delays¹	January 2023
Mishandled Baggage, Wheelchairs, and Scooters ¹	January 2023
Oversales¹	4 th Quarter 2022
Consumer Complaints² (Includes Disability and Discrimination Complaints)	January 2023
Airline Animal Incident Reports⁴	January 2023
Customer Service Reports to the Dept. of Homeland Security³	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

Section	Page	Section	Page
Flight Delays		Flight Delays (continued)	
Introduction	3	Table 8	31
Explanation	4	List of Regularly Scheduled Domestic Flights	
Branded Codeshare Partners	5	with Tarmac Delays Over 3 Hours, By Marketing/Operating Carrier	
Table 1	6	Table 8A	
Overall Percentage of Reported Flight		List of Regularly Scheduled International Flights with	32
Operations Arriving On-Time, by Reporting Marketing Carrier		Tarmac Delays Over 4 Hours, By Marketing/Operating Carrier	
Table 1A.	7	Appendix	33
Overall Percentage of Reported Flight		Mishandled Baggage	
Operations Arriving On-Time, by Reporting Operating Carrier		Explanation	34
Table 1B.	8	Ranking- by Marketing Carrier (Monthly)	35
Overall Percentage of Reported Flight		Ranking- by Operating Carrier (Monthly)	36
Operations Arriving On-Time, by Reporting Marketing		Mishandled Wheelchairs and Scooters	
Carrier, Rank by Month, and Year-to-Date (YTD)		Explanation	37
Table 2	9	Ranking- by Marketing Carrier (Monthly)	38
Number of Reported Flight Arrivals and Percentage Arriving		Ranking- by Operating Carrier (Monthly)	39
On-Time, by Reporting Marketing Carrier and Airport			
Table 2A	13	Oversales	
Number of Reported Flight Arrivals and Percentage Arriving		Explanation	40
On-Time, by Reporting Operating Carrier and Airport		Ranking- by Marketing Carrier (Quarterly)	41
Table 3	17	Ranking- by Operating Carrier (Quarterly)	42
Percentage of Reporting Carriers' Flight Operations Arriving		Consumer Complaints	
On-Time, by Airport and Time of Day		Explanation	43
Table 4	19	Complaint Tables 1-5	44
Percentage of Reporting Carriers' Flight Operations Departing		Summary, Complaint Categories, U.S. Airlines, Incident Date	
On-Time, by Airport and Time of Day		and Companies Other Than U.S. Airlines	
Table 5	21	Table 6	51
On-Time Arrival and Departure		List of U.S. Marketing Carriers (Non-Ranked, in Alphabetic Order).	
Percentage, by Airport by Reporting Operating Carrier		Table 6A	52
Tables 6/6A.	26	Rankings, U.S. Reporting Carriers	
Overall Number and Percentage of Flight Cancellations, by			
Reporting Marketing and Reporting Operating Carrier		Civil Rights Complaints by Air Travelers, Other than Disability (Monthly)	53
(Monthly)			
Table 7	28	Complaint Categories	54
Causes of the Delay by Reporting Marketing Carrier		Airline Reports to DOT of Incidents Involving the Loss, Injury,	
Table 7A.	29	Or Death of Animals during Air Transportation (Monthly)	55
Causes of the Delay by Reporting Operating Carrier			
Table 7B,	30	Customer Service Reports to the Department of Homeland Security	56
Causes of the Delay by Reporting Operating Carrier, chart			

INTRODUCTION

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

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

The report normally is released by the end of the second week of each month. The report is available on-line at:

<https://www.transportation.gov/individuals/aviation-consumer-protection/air-travel-consumer-reports>

FLIGHT DELAYS

This section provides information about airline on-time performance, flight delays, and cancellations. It is based on data filed by airlines each month with the Department of Transportation's Bureau of Transportation Statistics (Office of Airline Information), as described in 14 CFR Part 234 of DOT's regulations. It covers nonstop operated and marketed scheduled-service flights between points within the United States (including territories) by the fifteen (15) U.S. air carriers that have at least one 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/passenger. 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 15 reporting air carriers, 12 carriers (Alaska, Allegiant, Delta, Endeavor, Envoy, JetBlue, Republic, Hawaiian, SkyWest, Spirit, Southwest, and United) use ACARS, one carrier (American) uses a combination of ACARS, DGS, and AFIS, 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 the 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 arrives 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 seen at <https://www.transtats.bts.gov/ONTIME/>

Airline Service Quality Performance data from the most recent six months is available for free download at: [Airline Service Quality Performance 234 \(On-Time performance data\) | Bureau of Transportation Statistics \(bts.gov\)](#). Additional summary data for airports and airlines can be found at BTS' Flight Delays at-a-Glance at: <https://www.transtats.bts.gov/homedrillchart.asp> 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*																
CARRIER	ATL		AUS		BNA		BOS		BWI		CLT		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	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*												
CARRIER	PHX		SAN		SEA		SFO		SLC		TPA	
	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME
ALASKA AIRLINES NETWORK	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*																
CARRIER	ATL		AUS		BNA		BOS		BWI		CLT		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	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*																
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	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*																
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	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*												
CARRIER	PHX		SAN		SEA		SFO		SLC		TPA	
	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME
ALASKA AIRLINES	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	EWB	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

ARRIVAL AIRPORT*															
SCHEDULED ARRIVAL TIME	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

DEPARTURE AIRPORT*															
SCHEDULED DEPARTURE TIME	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	
	ARR	DEP	ARR	DEP
Aberdeen, SD (ABR)	86.9	86.9	61	61
Abilene, TX (ABI)	80.7	78.5	109	107
Adak Island, AK (ADK)	75.0	62.5	8	8
Aguadilla, PR (BQN)	62.9	57.8	256	258
Akron, OH (CAK)	73.9	81.4	199	199
Albany, GA (ABY)	87.8	85.4	82	82
Albany, NY (ALB)	76.3	82.3	972	973
Albuquerque, NM (ABQ)	77.9	81.4	1689	1690
Alexandria, LA (AEX)	74.3	75.7	152	152
Allentown/Bethlehem/Easton, PA (ABE)	80.5	84.7	298	300
Alpena, MI (APN)	63.5	61.5	52	52
Amarillo, TX (AMA)	75.3	81.4	348	349
Anchorage, AK (ANC)	82.0	88.9	1280	1280
Appleton, WI (ATW)	63.7	77.9	353	353
Arcata/Eureka, CA (ACV)	68.5	77.5	143	142
Asheville, NC (AVL)	79.5	82.6	689	688
Ashland, WV (HTS)	74.1	63.0	27	27
Aspen, CO (ASE)	43.8	48.9	886	887
Atlanta, GA (ATL)	79.2	76.8	26566	26582
Atlantic City, NJ (ACY)	77.3	81.4	220	221
Augusta, GA (AGS)	76.8	80.4	375	373
Austin, TX (AUS)	74.1	76.3	7428	7425
Bakersfield, CA (BFL)	69.6	71.9	191	192
Baltimore, MD (BWI)	79.4	76.2	7388	7393
Bangor, ME (BGR)	70.8	76.6	295	295
Barrow, AK (BRW)	86.7	73.3	30	30
Baton Rouge, LA (BTR)	80.1	81.5	281	281
Beaumont/Port Arthur, TX (BPT)	82.0	82.0	61	61
Belleville, IL (BLV)	87.9	77.6	58	58
Bellingham, WA (BLI)	76.6	84.1	145	145
Bemidji, MN (BJI)	77.4	80.3	62	61
Bend/Redmond, OR (RDM)	80.1	85.2	423	425
Bethel, AK (BET)	84.5	81.0	58	58
Billings, MT (BIL)	81.1	87.4	270	270
Binghamton, NY (BGM)	72.0	71.4	50	49
Birmingham, AL (BHM)	76.7	80.2	1048	1048
Bishop, CA (BIH)	70.6	64.7	51	51
Bismarck/Mandan, ND (BIS)	72.6	70.9	274	275
Bloomington/Normal, IL (BMI)	80.8	80.8	167	167
Boise, ID (BOI)	80.6	84.2	1685	1687
Boston, MA (BOS)	74.8	77.8	10870	10871

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Bozeman, MT (BZN)	73.7	76.0	819	821
Brainerd, MN (BRD)	71.2	78.8	52	52
Bristol/Johnson City/Kingsport, TN (TRI)	83.6	86.2	256	254
Brownsville, TX (BRO)	72.4	80.3	76	76
Brunswick, GA (BQK)	87.1	85.5	62	62
Buffalo, NY (BUF)	75.5	80.3	1586	1586
Burbank, CA (BUR)	74.1	75.3	2384	2385
Burlington, VT (BTV)	76.2	83.4	606	603
Butte, MT (BTM)	87.5	98.2	56	56
Casper, WY (CPR)	68.9	68.8	161	160
Cedar City, UT (CDC)	78.4	86.3	51	51
Cedar Rapids/Iowa City, IA (CID)	73.6	77.5	530	530
Champaign/Urbana, IL (CMI)	80.5	85.6	118	118
Charleston, SC (CHS)	80.0	82.6	1715	1714
Charleston/Dunbar, WV (CRW)	79.5	81.7	264	263
Charlotte Amalie, VI (STT)	80.3	80.9	493	493
Charlotte, NC (CLT)	78.3	79.3	15167	15170
Charlottesville, VA (CHO)	78.3	78.2	203	202
Chattanooga, TN (CHA)	81.5	80.1	416	413
Cheyenne, WY (CYS)	73.8	72.1	61	61
Chicago, IL (MDW)	76.7	70.8	6498	6498
Chicago, IL (ORD)	75.5	76.8	20092	20086
Christiansted, VI (STX)	75.0	72.7	88	88
Cincinnati, OH (CVG)	76.5	80.3	2896	2897
Clarksburg/Fairmont, WV (CKB)	80.0	60.0	10	10
Cleveland, OH (CLE)	76.7	80.8	3131	3127
Cody, WY (COD)	66.7	66.7	3	3
College Station/Bryan, TX (CLL)	73.3	71.1	90	90
Colorado Springs, CO (COS)	72.8	77.7	864	864
Columbia, MO (COU)	80.2	78.2	86	87
Columbia, SC (CAE)	80.3	86.9	471	467
Columbus, GA (CSG)	76.9	79.1	91	91
Columbus, MS (GTR)	86.2	82.8	87	87
Columbus, OH (CMH)	78.3	82.2	3175	3176
Columbus, OH (LCK)	73.2	64.3	56	56
Concord, NC (USA)	71.2	65.2	66	66
Cordova, AK (CDV)	80.0	86.7	60	60
Corpus Christi, TX (CRP)	85.9	89.2	213	213
Dallas, TX (DAL)	78.0	74.8	5984	5986
Dallas/Fort Worth, TX (DFW)	75.7	77.8	20521	20502
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	
	ARR	DEP	ARR	DEP
Daytona Beach, FL (DAB)	79.6	82.2	225	225
Deadhorse, AK (SCC)	94.3	91.4	35	35
Decatur, IL (DEC)	67.5	73.5	83	83
Del Rio, TX (DRT)	86.7	86.7	60	60
Denver, CO (DEN)	73.4	66.7	22461	22460
Des Moines, IA (DSM)	76.0	78.3	1136	1136
Detroit, MI (DTW)	79.2	79.3	9899	9905
Devils Lake, ND (DVL)	64.3	67.9	56	56
Dickinson, ND (DIK)	62.3	73.6	53	53
Dodge City, KS (DDC)	75.0	80.8	52	52
Dothan, AL (DHN)	83.9	83.9	62	62
Duluth, MN (DLH)	73.2	84.6	123	123
Durango, CO (DRO)	72.8	73.4	217	214
Eagle, CO (EGE)	68.3	60.5	511	511
El Paso, TX (ELP)	77.8	83.1	1373	1372
Elko, NV (EKO)	77.4	83.9	31	31
Elmira/Corning, NY (ELM)	70.0	78.8	80	80
Escanaba, MI (ESC)	80.3	78.7	61	61
Eugene, OR (EUG)	80.5	83.5	508	508
Evansville, IN (EVV)	76.1	78.2	109	110
Everett, WA (PAE)	83.7	88.7	98	97
Fairbanks, AK (FAI)	85.9	87.4	249	247
Fargo, ND (FAR)	74.7	71.6	565	563
Fayetteville, AR (XNA)	73.1	78.2	865	866
Fayetteville, NC (FAY)	90.5	85.7	105	105
Flagstaff, AZ (FLG)	79.3	74.4	121	121
Flint, MI (FNT)	55.1	75.9	158	158
Fort Dodge, IA (FOD)	78.8	80.8	52	52
Fort Lauderdale, FL (FLL)	73.6	68.4	7584	7600
Fort Myers, FL (RSW)	77.2	80.0	3175	3183
Fort Smith, AR (FSM)	78.8	81.3	80	80
Fort Wayne, IN (FWA)	70.6	73.2	313	313
Fresno, CA (FAT)	76.8	81.1	779	777
Gainesville, FL (GNV)	82.7	81.0	254	252
Garden City, KS (GCK)	85.0	90.0	60	60
Gillette, WY (GCC)	76.9	80.8	52	52
Grand Forks, ND (GFK)	77.3	73.1	119	119
Grand Island, NE (GRI)	87.3	81.0	79	79
Grand Junction, CO (GJT)	72.4	80.0	199	200
Grand Rapids, MI (GRR)	72.9	81.1	1290	1289
Great Falls, MT (GTF)	82.6	84.7	190	190

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Green Bay, WI (GRB)	76.6	85.5	282	282
Greensboro/High Point, NC (GSO)	79.2	84.9	850	848
Greenville, NC (PGV)	100.0	95.2	21	21
Greer, SC (GSP)	78.6	83.1	980	978
Guam, TT (GUM)	80.6	87.1	62	62
Gulfport/Biloxi, MS (GPT)	76.7	82.8	215	215
Gunnison, CO (GUC)	56.4	63.8	94	94
Hagerstown, MD (HGR)	88.9	77.8	18	18
Hancock/Houghton, MI (CMX)	50.8	55.7	61	61
Harlingen/San Benito, TX (HRL)	80.6	85.0	273	273
Harrisburg, PA (MDT)	79.0	79.0	385	385
Hartford, CT (BDL)	75.5	82.0	1756	1757
Hattiesburg/Laurel, MS (PIB)	84.6	80.8	52	52
Hayden, CO (HDN)	67.0	65.9	370	370
Hays, KS (HYS)	72.6	71.0	62	62
Helena, MT (HLN)	79.3	87.0	92	92
Hibbing, MN (HIB)	93.2	93.2	73	73
Hilo, HI (ITO)	81.3	88.9	557	557
Hilton Head, SC (HHH)	69.1	73.5	68	68
Honolulu, HI (HNL)	73.2	78.0	5079	5079
Houston, TX (HOU)	79.5	77.9	4245	4247
Houston, TX (IAH)	73.7	73.0	9120	9123
Huntsville, AL (HSV)	80.4	82.4	598	596
Idaho Falls, ID (IDA)	75.9	75.5	245	245
Indianapolis, IN (IND)	76.2	81.6	3405	3404
International Falls, MN (INL)	88.5	88.5	52	52
Iron Mountain/Kingsfd, MI (IMT)	72.1	75.4	61	61
Islip, NY (ISP)	79.4	83.1	379	379
Ithaca/Cortland, NY (ITH)	70.7	84.2	58	57
Jackson, WY (JAC)	69.7	54.5	509	510
Jackson/Vicksburg, MS (JAN)	82.7	86.5	550	550
Jacksonville, FL (JAX)	78.2	80.9	2213	2213
Jacksonville/Camp Lejeune, NC (OAJ)	88.7	90.3	62	62
Jamestown, ND (JMS)	66.1	67.9	56	56
Johnstown, PA (JST)	78.7	75.4	61	61
Joplin, MO (JLN)	73.1	67.3	52	52
Juneau, AK (JNU)	77.5	83.6	342	342
Kahului, HI (OGG)	73.2	74.0	2609	2609
Kalamazoo, MI (AZO)	82.9	85.6	111	111
Kalispell, MT (FCA)	76.7	77.6	245	246
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	
	ARR	DEP	ARR	DEP
Ketchikan, AK (KTN)	83.0	84.1	182	182
Key West, FL (EYW)	78.7	73.3	670	673
Killeen, TX (GRK)	79.2	80.3	72	71
Knoxville, TN (TYS)	74.7	82.4	924	925
Kodiak, AK (ADQ)	84.3	84.0	51	50
Kona, HI (KOA)	76.9	81.2	1438	1438
Kotzebue, AK (OTZ)	86.7	96.7	60	60
La Crosse, WI (LSE)	85.0	86.3	80	80
Lafayette, LA (LFT)	78.2	77.3	211	211
Lake Charles, LA (LCH)	79.1	83.5	91	91
Lansing, MI (LAN)	76.6	82.4	137	136
Laramie, WY (LAR)	69.8	84.9	53	53
Laredo, TX (LRD)	85.1	82.8	87	87
Las Vegas, NV (LAS)	72.5	72.6	15793	15792
Latrobe, PA (LBE)	61.3	61.3	31	31
Lawton/Fort Sill, OK (LAW)	83.6	83.8	67	68
Lewiston, ID (LWS)	71.0	72.6	62	62
Lexington, KY (LEX)	79.3	85.3	552	552
Liberal, KS (LBL)	76.9	80.8	52	52
Lihue, HI (LIH)	75.7	79.9	1351	1354
Lincoln, NE (LNK)	57.1	57.1	28	28
Little Rock, AR (LIT)	74.9	81.9	820	821
Long Beach, CA (LGB)	77.1	76.2	1300	1300
Longview, TX (GGG)	85.2	83.6	61	61
Los Angeles, CA (LAX)	75.2	78.8	15428	15424
Louisville, KY (SDF)	78.5	81.1	1599	1597
Lubbock, TX (LBB)	72.0	78.7	414	414
Madison, WI (MSN)	76.5	82.3	809	810
Manchester, NH (MHT)	80.5	83.6	487	488
Manhattan/Ft. Riley, KS (MHK)	81.7	90.5	126	126
Marquette, MI (MQT)	70.4	74.6	71	71
Mason City, IA (MCW)	73.1	73.1	52	52
Medford, OR (MFR)	80.0	87.3	355	354
Melbourne, FL (MLB)	82.5	83.3	234	233
Memphis, TN (MEM)	76.1	81.1	1799	1796
Meridian, MS (MEI)	86.7	81.9	83	83
Miami, FL (MIA)	77.1	76.4	8689	8697
Midland/Odessa, TX (MAF)	76.3	83.8	566	562
Milwaukee, WI (MKE)	74.2	79.1	1983	1981
Minneapolis, MN (MSP)	76.8	76.6	9460	9470
Minot, ND (MOT)	61.5	66.7	174	174

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Mission/McAllen/Edinburg, TX (MFE)	77.8	81.2	225	223
Missoula, MT (MSO)	82.8	76.5	239	238
Moab, UT (CNY)	77.4	68.8	31	32
Mobile, AL (MOB)	77.2	83.0	171	171
Moline, IL (MLI)	79.6	81.5	280	281
Monroe, LA (MLU)	82.9	80.3	152	152
Monterey, CA (MRY)	76.2	80.4	286	286
Montgomery, AL (MGM)	78.1	77.5	201	200
Montrose/Delta, CO (MTJ)	74.2	76.3	372	372
Mosinee, WI (CWA)	73.9	79.0	119	119
Myrtle Beach, SC (MYR)	80.5	84.8	735	735
Nashville, TN (BNA)	79.1	78.4	7591	7590
New Orleans, LA (MSY)	76.4	77.8	4002	3996
New York, NY (JFK)	72.9	75.0	10912	10918
New York, NY (LGA)	73.1	77.3	13481	13479
Newark, NJ (EWR)	74.3	74.9	11628	11623
Newburgh/Poughkeepsie, NY (SWF)	57.1	57.1	56	56
Niagara Falls, NY (IAG)	78.6	60.7	28	28
Nome, AK (OME)	90.0	90.0	60	60
Norfolk, VA (ORF)	79.4	84.4	1441	1440
North Bend/Coos Bay, OR (OTH)	38.9	55.6	18	18
North Platte, NE (LBF)	61.4	61.4	83	83
Oakland, CA (OAK)	75.7	74.3	3792	3797
Oklahoma City, OK (OKC)	73.6	82.3	1654	1653
Omaha, NE (OMA)	74.2	79.0	1753	1751
Ontario, CA (ONT)	77.4	80.3	1842	1842
Orlando, FL (MCO)	72.9	71.2	13327	13333
Owensboro, KY (OWB)	77.8	55.6	9	9
Pago Pago, TT (PPG)	36.4	45.5	11	11
Palm Springs, CA (PSP)	76.9	81.6	1537	1534
Panama City, FL (ECP)	81.4	85.0	354	354
Pasco/Kennewick/Richland, WA (PSC)	75.5	81.7	323	323
Pellston, MI (PLN)	65.4	67.3	52	52
Pensacola, FL (PNS)	72.6	75.8	781	781
Peoria, IL (PIA)	77.4	81.5	217	216
Petersburg, AK (PSG)	73.3	78.3	60	60
Philadelphia, PA (PHL)	78.8	83.0	7011	7015
Phoenix, AZ (AZA)	66.7	72.5	495	495
Phoenix, AZ (PHX)	77.7	78.6	14620	14613
Pittsburgh, PA (PIT)	80.3	85.4	3349	3348
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	
	ARR	DEP	ARR	DEP
Pocatello, ID (PIH)	96.8	93.5	31	31
Ponce, PR (PSE)	65.8	74.0	76	77
Portland, ME (PWM)	78.1	80.4	699	700
Portland, OR (PDX)	80.4	85.1	4540	4540
Portsmouth, NH (PSM)	68.4	57.9	19	19
Prescott, AZ (PRC)	80.3	68.9	61	61
Providence, RI (PVD)	79.7	85.1	1179	1179
Provo, UT (PVU)	47.0	70.8	168	168
Pueblo, CO (PUB)	81.5	81.5	27	27
Punta Gorda, FL (PGD)	59.8	71.7	552	552
Raleigh/Durham, NC (RDU)	76.8	81.4	4306	4306
Rapid City, SD (RAP)	77.3	82.3	300	299
Redding, CA (RDD)	62.8	72.8	94	92
Reno, NV (RNO)	73.3	73.4	1569	1572
Rhineland, WI (RHI)	75.4	82.0	61	61
Richmond, VA (RIC)	74.9	81.7	1451	1447
Riverton/Lander, WY (RIW)	71.0	67.7	31	31
Roanoke, VA (ROA)	76.7	80.2	189	187
Rochester, MN (RST)	62.9	73.5	132	132
Rochester, NY (ROC)	77.0	81.3	1068	1067
Rock Springs, WY (RKS)	67.7	83.9	31	31
Rockford, IL (RFD)	81.5	69.2	65	65
Roswell, NM (ROW)	83.7	83.7	92	92
Sacramento, CA (SMF)	79.1	80.3	4246	4248
Saginaw/Bay City/Midland, MI (MBS)	82.3	90.3	62	62
Saipan, TT (SPN)	93.5	90.3	31	31
Salina, KS (SLN)	71.0	72.6	62	62
Salt Lake City, UT (SLC)	79.5	78.7	8940	8944
San Angelo, TX (SJT)	81.1	82.2	90	90
San Antonio, TX (SAT)	74.9	80.3	2893	2895
San Diego, CA (SAN)	73.7	77.1	6984	6983
San Francisco, CA (SFO)	69.6	73.6	10265	10276
San Jose, CA (SJC)	78.7	81.4	4421	4429
San Juan, PR (SJU)	71.9	74.3	2784	2791
San Luis Obispo, CA (SBP)	65.7	71.4	382	381
Sanford, FL (SFB)	67.1	72.5	714	714
Santa Ana, CA (SNA)	76.3	74.6	3739	3736
Santa Barbara, CA (SBA)	71.6	73.9	552	552
Santa Fe, NM (SAF)	77.5	75.8	120	120
Santa Maria, CA (SMX)	100.0	100.0	9	9
Santa Rosa, CA (STS)	79.2	84.5	226	226

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Sarasota/Bradenton, FL (SRQ)	74.1	74.5	1433	1433
Sault Ste. Marie, MI (CIU)	68.9	75.4	61	61
Savannah, GA (SAV)	78.7	82.3	1157	1159
Scottsbluff, NE (BFF)	65.4	80.8	52	52
Scranton/Wilkes-Barre, PA (AVP)	62.3	71.5	151	151
Seattle, WA (SEA)	82.8	83.0	11875	11873
Sheridan, WY (SHR)	75.5	79.2	53	53
Shreveport, LA (SHV)	80.8	77.1	266	266
Sioux City, IA (SUX)	63.9	63.9	61	61
Sioux Falls, SD (FSD)	71.4	70.6	573	571
Sitka, AK (SIT)	73.9	82.6	92	92
South Bend, IN (SBN)	77.0	82.1	430	429
Spokane, WA (GEG)	77.9	82.2	1206	1202
Springfield, IL (SPI)	84.2	62.7	57	59
Springfield, MO (SGF)	73.6	77.7	534	533
St. Cloud, MN (STC)	94.1	88.2	17	17
St. George, UT (SGU)	78.9	79.4	175	175
St. Louis, MO (STL)	79.3	77.9	4673	4668
St. Petersburg, FL (PIE)	75.6	81.5	574	573
State College, PA (SCE)	76.9	84.0	108	106
Stillwater, OK (SWO)	90.2	91.8	61	61
Stockton, CA (SCK)	71.7	67.4	46	46
Sun Valley/Hailey/Ketchum, ID (SUN)	71.3	70.8	167	168
Syracuse, NY (SYR)	74.4	79.0	1061	1062
Tallahassee, FL (TLH)	84.3	86.1	427	425
Tampa, FL (TPA)	74.6	79.0	6484	6479
Texarkana, AR (TXK)	83.3	77.8	90	90
Toledo, OH (TOL)	87.9	81.8	33	33
Traverse City, MI (TVC)	76.3	79.4	219	218
Trenton, NJ (TTN)	62.2	62.9	143	143
Tucson, AZ (TUS)	76.3	81.6	1462	1462
Tulsa, OK (TUL)	76.2	81.3	1252	1252
Twin Falls, ID (TWF)	81.1	97.3	37	37
Tyler, TX (TYR)	81.1	83.3	90	90
Valdosta, GA (VLD)	89.0	85.4	82	82
Valparaiso, FL (VPS)	75.7	79.9	473	473
Vernal, UT (VEL)	56.9	58.8	51	51
Victoria, TX (VCT)	83.1	89.7	59	58
Waco, TX (ACT)	82.3	82.3	96	96
Washington, DC (DCA)	80.3	82.9	11774	11772
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
ALLEGIAN 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

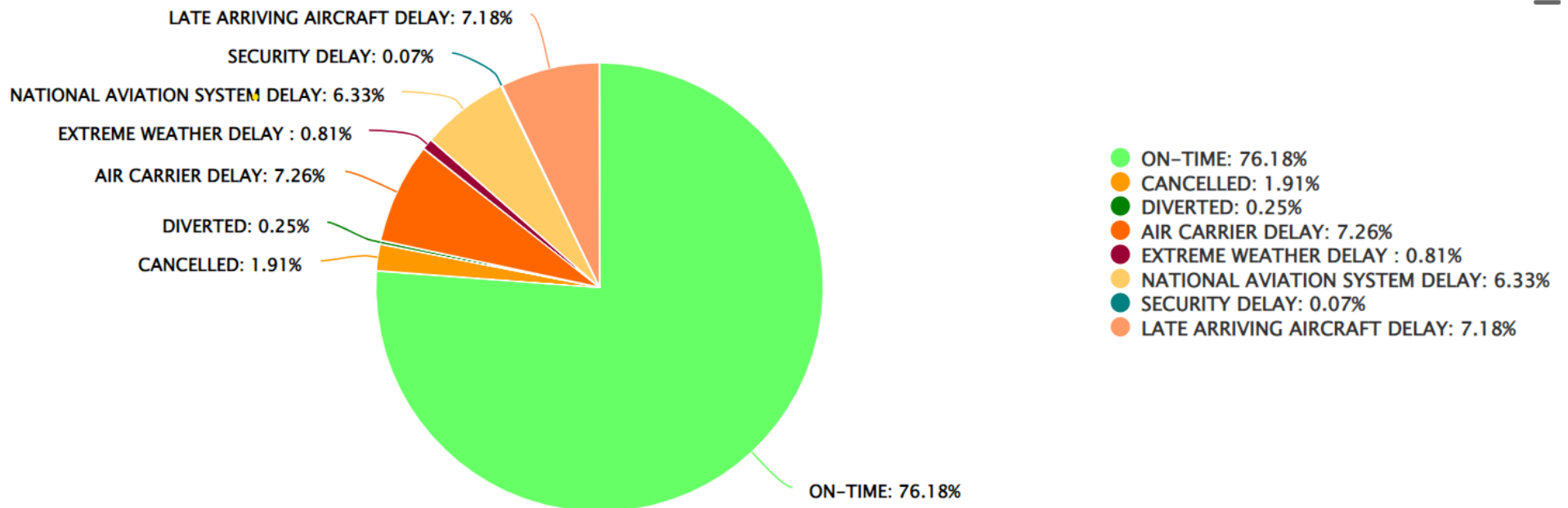
* Causes of Delay:

- 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



*** 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	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	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	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	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			
		DENIED BOARDINGS (DB'S)		ENPLANED PASSENGERS	INVOLUNTARY DB's PER 10,000 PASSENGERS
		VOLUNTARY	INVOLUNTARY		
1	DELTA AIR LINES NETWORK	24,625	0	40,855,264	0.00
	- DELTA AIR LINES	17,286	0	33,956,868	0.00
	- BRANDED CODESHARE PARTNERS	7,339	0	6,898,396	0.00
2	ALLEGiant AIR	340	0	3,962,466	0.00
3	HAWAIIAN AIRLINES	136	0	2,574,909	0.00
4	UNITED AIRLINES NETWORK	7,334	52	34,685,269	0.01
	- UNITED AIRLINES	4,444	43	27,328,071	0.02
	- BRANDED CODESHARE PARTNERS	2,890	9	7,357,198	0.01
5	JETBLUE AIRWAYS	1,353	21	9,433,636	0.02
6	ALASKA AIRLINES NETWORK	3,045	143	10,029,105	0.14
	- ALASKA AIRLINES	2,339	99	7,961,225	0.12
	- BRANDED CODESHARE PARTNERS	706	44	2,067,880	0.21
7	SPIRIT AIRLINES	2,605	401	9,699,040	0.41
8	AMERICAN AIRLINES NETWORK	8,683	2,175	46,824,994	0.46
	- AMERICAN AIRLINES	5,050	1,453	36,078,541	0.40
	- BRANDED CODESHARE PARTNERS	3,633	722	10,746,453	0.67
9	SOUTHWEST AIRLINES	11,878	2,489	40,246,079	0.62
10	FRONTIER AIRLINES	2,730	911	5,530,412	1.65
	TOTAL	62,729	6,192	203,841,174	0.30

OCTOBER - DECEMBER 2021			
DENIED BOARDINGS (DB'S)		ENPLANED PASSENGERS	INVOLUNTARY DB's PER 10,000 PASSENGERS
VOLUNTARY	INVOLUNTARY		
19,732	2	38,048,349	0.00
10,508	0	30,133,454	0.00
9,224	2	7,914,895	0.00
431	0	3,731,034	0.00
16	0	1,992,068	0.00
6,977	39	31,172,552	0.01
2,609	16	21,830,661	0.01
4,368	23	9,341,891	0.02
864	16	7,738,593	0.02
3,373	109	8,875,393	0.12
2,386	51	6,537,197	0.08
987	58	2,338,196	0.25
1,853	94	8,160,830	0.12
15,961	1,929	46,531,020	0.41
8,787	1,171	32,951,348	0.36
7,174	758	13,579,672	0.56
9,649	1,304	35,778,696	0.36
1,684	887	5,734,906	1.55
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			
		DENIED BOARDINGS (DB'S)		ENPLANED PASSENGERS	INVOLUNTARY DB's PER 10,000 PASSENGERS
		VOLUNTARY	INVOLUNTARY		
1	DELTA AIR LINES	17,286	0	33,956,868	0.00
2	ALLEGiant AIR	340	0	3,962,466	0.00
3	ENDEAVOR AIR	2,605	0	2,867,278	0.00
4	HAWAIIAN AIRLINES	136	0	2,574,909	0.00
5	UNITED AIRLINES	4,444	43	27,328,071	0.02
6	JETBLUE AIRWAYS	1,353	21	9,433,636	0.02
7	MESA AIRLINES	360	9	1,680,691	0.05
8	ALASKA AIRLINES	2,339	99	7,961,225	0.12
9	SKYWEST AIRLINES	6,032	139	9,047,326	0.15
10	HORIZON AIR	349	23	1,059,660	0.22
11	REPUBLIC AIRWAYS	1,554	112	3,822,376	0.29
12	AMERICAN AIRLINES	5,050	1,453	36,078,541	0.40
13	SPIRIT AIRLINES	2,605	401	9,699,040	0.41
14	PSA AIRLINES	688	110	2,635,875	0.42
15	ENVOY AIR	1,167	174	3,214,731	0.54
16	SOUTHWEST AIRLINES	11,878	2,489	40,246,079	0.62
17	FRONTIER AIRLINES	2,730	911	5,530,412	1.65
TOTAL		60,916	5,984	201,099,184	0.30

OCTOBER - DECEMBER 2021			
DENIED BOARDINGS (DB'S)		ENPLANED PASSENGERS	INVOLUNTARY DB's PER 10,000 PASSENGERS
VOLUNTARY	INVOLUNTARY		
10,508	0	30,133,454	0.00
431	0	3,731,034	0.00
2,728	0	3,498,186	0.00
16	0	1,992,068	0.00
2,609	16	21,830,661	0.01
864	16	7,738,593	0.02
727	47	2,600,969	0.18
2,386	51	6,537,197	0.08
9,595	160	10,216,924	0.16
558	38	1,430,372	0.27
2,303	101	4,664,483	0.22
8,787	1,171	32,951,348	0.36
1,853	94	8,160,830	0.12
1,616	162	3,522,061	0.46
1,952	165	3,647,596	0.45
9,649	1,304	35,778,696	0.36
1,684	887	5,734,906	1.55
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

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

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

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

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

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

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

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

AIR TRAVEL CONSUMER REPORT

TABLE 1

CONSUMER COMPLAINTS
SUMMARY

	JANUARY 2023				JANUARY 2022			
	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS
U.S. AIRLINES	7,754	94	3	426	2,602	12	2	262
FOREIGN AIRLINES	2,596	7	0	88	1,812	1	0	76
TRAVEL AGENTS	469	0	0	39	693	0	0	26
TOUR OPERATORS	3	0	0	1	6	0	0	0
MISCELLANEOUS	0	20	0	81	0	26	0	118
INDUSTRY TOTALS	10,822	121	3	635	5,113	39	2	482

AIR TRAVEL CONSUMER REPORT

Table 2

COMPLAINT CATEGORY	COMPLAINT CATEGORIES*					
	JANUARY 2023			JANUARY 2022		
	RANKING	COMPLAINTS**	SUB-CATEGORY	RANKING	COMPLAINTS**	SUB-CATEGORY
FLIGHT PROBLEMS	1	4,054		2	763	
CANCELLATION			2,906			430
DELAY			594			180
MISCONNECTION			390			66
REFUNDS	2	2,240		1	2,359	
BAGGAGE	3	1,973		4	518	
RESERVATIONS/TICKETING/BOARDING	4	852		3	539	
FARES	5	764		5	496	
CUSTOMER SERVICE	6	403		6	177	
DISABILITY	7	222		7	144	
OVERSALES	8	190		8	67	
OTHER	9	86		9	41	
FREQUENT FLYER			60			22
DISCRIMINATION	10	26		10	5	
ADVERTISING	11	11		11	4	
ANIMALS	12	1		0	0	
COMPLAINT TOTAL		10,822			5,113	

AIR TRAVEL CONSUMER REPORT

Table 3

COMPLAINTS AGAINST U.S. AIRLINES BY COMPLAINT CATEGORIES*

JANUARY 2023

U.S. AIRLINES** ALPHABETICAL	FLIGHT PROBLEMS	OVER- SALES	RES/TKT/ BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DIS- ABILITY	ADVERT- ISING	DISCRIM- INATION	ANIMALS	OTHER	TOTAL
ALASKA AIRLINES	60	3	8	8	31	40	12	8	0	1	1	2	174
ALLEGiant AIR	61	0	19	6	23	26	5	11	0	0	0	1	152
AMERICAN AIRLINES	297	17	57	149	180	163	54	37	2	8	0	7	971
AVELO AIRLINES	14	2	3	1	3	7	1	2	0	0	0	0	33
BREEZE AIRWAYS	25	0	3	1	3	4	3	1	0	0	0	0	40
CONTOUR AIRLINES	6	0	0	0	6	2	0	0	0	0	0	0	14
DELTA AIR LINES	254	20	29	16	66	92	57	20	1	3	0	10	568
ENDEAVOR AIR	31	1	2	0	3	9	5	0	0	0	0	1	52
ENVOY AIR	24	2	0	4	9	9	2	2	0	0	0	1	53
FRONTIER AIRLINES	310	43	126	124	170	96	20	12	0	3	0	12	916
HAWAIIAN AIRLINES	19	0	3	11	24	14	5	1	0	0	0	1	78
HORIZON AIRLINES	6	0	0	0	2	3	0	2	0	0	0	0	13
JETBLUE AIRWAYS	129	3	23	34	68	47	21	20	0	1	0	5	351
MESA AIRLINES	5	0	1	0	0	1	1	0	0	0	0	0	8
OTHER US COMMUTERS & AIR TAXIS	3	0	0	0	2	0	0	0	0	0	0	0	5
PIEDMONT AIRLINES	1	1	0	0	2	2	0	1	0	0	0	0	7
PSA AIRLINES	12	0	1	5	4	5	4	2	0	0	0	0	33
REPUBLIC AIRWAYS	22	1	4	4	8	13	5	5	0	0	0	0	62
SILVER AIRWAYS	9	0	2	0	6	7	1	0	0	0	0	0	25
SKYWEST AIRLINES	30	7	5	6	13	5	6	4	0	0	0	0	76
SOUTHWEST AIRLINES	1,536	6	141	14	379	379	42	27	0	3	0	7	2,534
SPIRIT AIRLINES	331	11	52	59	121	65	27	12	1	0	0	1	680
SUN COUNTRY AIRLINES	1	0	0	1	3	4	2	0	0	0	0	0	11
UNITED AIRLINES	342	18	48	53	150	189	40	28	2	2	0	7	879
OTHER U.S. AIRLINES	5	0	1	2	6	2	0	0	0	0	0	3	19
TOTAL JANUARY 2023	3,533	135	528	498	1,282	1,184	313	195	6	21	1	58	7,754
% of TOTAL COMPLAINTS	45.6	1.7	6.8	6.4	16.5	15.3	4.0	2.5	0.1	0.3	0.0	0.7	
TOTAL JANUARY 2022	640	50	195	259	823	334	137	125	2	4	0	33	2,602
% of TOTAL COMPLAINTS	24.6	1.9	7.5	10.0	31.6	12.8	5.3	4.8	0.1	0.2	0	1.3	

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

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

AIR TRAVEL CONSUMER REPORT

Table 4

COMPLAINTS AGAINST U.S. AIRLINES BY INCIDENT DATE*

U.S. AIRLINES ALPHABETICAL	COMPS RECD IN JAN	INCI- DENTS IN JAN	PERCENT	INCI- DENTS IN DEC	PERCENT	INCI- DENTS IN ALL PRIOR MONTHS	PERCENT	UN- KNOWN INCI- DENT DATE	PERCENT
ALASKA AIRLINES	174	29	16.7	91	52.3	35	20.1	19	10.9
ALLEGiant AIR	152	46	30.3	55	36.2	27	17.8	24	15.8
AMERICAN AIRLINES	971	291	30.0	239	24.6	271	27.9	170	17.5
AVELO AIRLINES	33	12	36.4	11	33.3	6	18.2	4	12.1
BREEZE AIRWAYS	40	22	55.0	13	32.5	4	10.0	1	2.5
CONTOUR AIRLINES	14	6	42.9	7	50.0	0	0.0	1	7.1
DELTA AIR LINES	568	184	32.4	159	28.0	131	23.1	94	16.5
ENDEAVOR AIR	52	14	26.9	15	28.8	14	26.9	9	17.3
ENVOY AIR	53	18	34.0	11	20.8	16	30.2	8	15.1
FRONTIER AIRLINES	916	381	41.6	252	27.5	171	18.7	112	12.2
HAWAIIAN AIRLINES	78	14	17.9	31	39.7	22	28.2	11	14.1
HORIZON AIRLINES	13	6	46.2	5	38.5	1	7.7	1	7.7
JETBLUE AIRWAYS	351	132	37.6	101	28.8	85	24.2	33	9.4
MESA AIRLINES	8	1	12.5	3	37.5	2	25.0	2	25.0
OTHER US COMMUTERS & AIR TAXIS	5	3	60.0	0	0.0	1	20.0	1	20.0
PIEDMONT AIRLINES	7	1	14.3	3	42.9	3	42.9	0	0.0
PSA AIRLINES	33	14	42.4	6	18.2	9	27.3	4	12.1
REPUBLIC AIRWAYS	62	13	21.0	7	11.3	28	45.2	14	22.6
SILVER AIRWAYS	25	15	60.0	6	24.0	3	12.0	1	4.0
SKYWEST AIRLINES	76	26	34.2	22	28.9	22	28.9	6	7.9
SOUTHWEST AIRLINES	2534	157	6.2	1776	70.1	78	3.1	523	20.6
SPIRIT AIRLINES	680	277	40.7	248	36.5	109	16.0	46	6.8
UNITED AIRLINES	879	238	27.1	344	39.1	202	23.0	95	10.8
SUN COUNTRY AIRLINES	11	0	0.0	3	27.3	8	72.7	0	0.0
OTHER U.S. AIRLINES	19	8	42.1	0	0.0	5	26.3	6	31.6
Totals	7,754	1,908	24.6	3,408	44.0	1,253	16.2	1,185	15.3
Previous Year's Totals	2,602	989	38.0	611	23.5	761	29.2	241	9.3

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

AIR TRAVEL CONSUMER REPORT

Table 5

COMPANIES OTHER THAN U.S. AIRLINES* BY COMPLAINT CATEGORY** JANUARY 2023

	FLIGHT PROBLEMS	OVER- SALES	RES/TKT/ BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DIS- ABILITY	ADVERT- ISING	DISCRIM- INATION	ANIMALS	OTHER	TOTAL
<u>FOREIGN AIRLINES</u>													
AER LINGUS	8	1	5	4	7	21	1	0	0	0	0	0	47
AEROMEXICO	10	1	4	5	29	5	0	1	0	0	0	0	55
AIR CANADA	47	3	12	11	23	49	6	1	0	0	0	0	152
AIR FRANCE	28	3	15	9	24	92	10	5	0	0	0	6	192
AIR INDIA	13	2	4	7	31	16	3	0	0	0	0	1	77
AIR NEW ZEALAND	2	0	2	1	2	1	1	0	0	0	0	0	9
AIR SENEGAL	6	0	0	0	6	1	0	0	0	0	0	0	13
ANA ALL NIPPON AIRWAYS	2	0	1	0	8	5	0	0	0	1	0	0	17
ASIANA AIRLINES	0	0	1	1	2	5	0	0	0	0	0	1	10
AUSTRIAN AIRLINES	2	0	1	0	2	13	0	0	0	0	0	0	18
AVIANCA	3	3	5	18	23	7	4	0	2	0	0	1	66
BRITISH AIRWAYS	28	2	12	14	38	40	2	0	0	0	0	1	137
BRUSSELS AIRLINES	1	0	1	0	3	7	0	0	0	0	0	0	12
CATHAY PACIFIC AIRWAYS	5	0	2	0	4	1	0	0	0	0	0	0	12
CONDOR	0	1	1	2	0	4	1	0	0	0	0	0	9
COPA	7	1	3	2	13	9	3	0	0	0	0	1	39
EGYPTAIR	4	0	0	0	1	14	2	0	0	0	0	1	22
EL AL ISRAEL	1	1	1	1	3	4	1	0	0	0	0	0	12
EMIRATES AIRLINES	6	0	8	5	10	21	3	3	0	0	0	1	57
ETHIOPIAN AIRLINES	2	1	3	1	2	12	0	0	0	0	0	1	22
ETIHAD AIRWAYS	11	0	4	4	9	15	0	0	0	0	0	1	44
EVA AIRWAYS	2	0	4	2	1	0	0	0	0	0	0	0	9
FIJI AIRWAYS	2	0	1	1	10	7	0	0	0	0	0	0	21
FINNAIR OY	1	0	1	0	5	3	0	0	0	0	0	0	10
FRENCH BEE	1	0	1	0	3	2	0	2	0	0	0	0	9
GOL AIRLINES	1	0	0	0	0	3	0	1	0	0	0	0	5
IBERIA AIRLINES	4	2	5	7	19	11	1	0	1	0	0	2	52
ICELANDAIR	5	1	4	4	3	2	1	0	0	0	0	0	20
ITA AIRWAYS	5	0	1	1	3	3	2	0	0	0	0	0	15
JAPAN AIR LINES	2	1	1	1	7	5	0	0	0	0	0	0	17
JETSTAR AIRWAYS	1	0	0	0	2	1	0	1	0	0	0	0	5
KENYA AIRWAYS	1	1	0	0	1	4	0	0	0	0	0	0	7
KLM	10	2	8	7	10	24	4	0	0	0	0	0	65
KOREAN AIR LINES	1	0	4	3	2	8	1	1	0	0	0	0	20
KUWAIT AIRWAYS	4	1	3	1	0	11	2	0	0	1	0	0	23
LATAM	6	1	6	3	21	5	1	0	0	0	0	1	44
LOT POLISH AIRLINES	5	1	0	0	0	8	0	0	0	0	0	0	14

AIR TRAVEL CONSUMER REPORT

Table 5 (Cont'd)

COMPANIES OTHER THAN U.S. AIRLINES* BY COMPLAINT CATEGORY** JANUARY 2023

	FLIGHT PROBLEMS	OVER- SALES	RES/TKT/ BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DIS- ABILITY	ADVERT- ISING	DISCRIM- INATION	ANIMALS	OTHER	TOTAL
LUFTHANSA	84	3	34	18	57	104	11	5	0	1	0	2	319
NORWEGIAN AIR SHUTTLE	0	0	1	0	12	0	0	0	0	0	0	0	13
PAKISTAN INTERNATIONAL AIRLINES	1	0	3	0	1	2	0	0	0	0	0	0	7
PHILIPPINE AIRLINES	11	2	3	2	17	10	2	0	0	0	0	0	47
PLAY AIRLINES	1	0	0	1	1	2	0	1	0	0	0	0	6
QANTAS AIRWAYS	1	1	2	1	8	8	0	0	0	0	0	0	21
QATAR AIRWAYS	17	1	15	11	25	44	6	1	0	0	0	4	124
ROYAL AIR MAROC	2	2	1	1	14	11	0	0	0	0	0	0	31
ROYAL JORDANIAN AIRLINES	1	2	1	0	1	5	0	0	0	0	0	0	10
SAS	11	0	0	2	8	3	0	1	0	0	0	0	25
SAUDI ARABIAN AIRLINES	0	0	2	0	3	12	0	0	0	0	0	0	17
SINGAPORE AIRLINES	4	1	5	4	12	11	2	0	0	1	0	2	42
SWISS AIR	7	0	4	3	8	9	1	2	0	0	0	0	34
SWOOP	3	0	0	0	1	2	0	0	0	0	0	1	7
TAP	21	3	6	10	45	25	1	0	0	0	0	0	111
TURKISH AIRLINES	17	2	17	6	25	22	7	1	0	0	0	0	97
VIRGIN ATLANTIC AIRWAYS	3	0	3	1	7	7	2	0	0	0	0	1	24
VIVA AIR	0	0	0	0	1	4	1	0	0	0	0	0	6
VIVAAEROBUS	7	2	5	2	7	11	0	0	1	1	0	0	36
VOLARIS AIRLINES	22	5	13	18	29	15	0	1	0	0	0	0	103
WEST JET	10	0	1	2	10	6	1	0	0	0	0	0	30
ZIPAIR	0	1	2	0	0	3	0	0	0	0	0	0	6
OTHER FOREIGN AIRLINES	24	1	16	7	36	34	4	0	0	0	0	0	122
TOTALS	484	55	258	204	655	789	87	27	4	5	0	28	2,596
<u>TRAVEL AGENTS</u>													
AIRTKT.COM	0	0	1	2	2	0	1	0	0	0	0	0	6
ASAPTICKETS.COM	3	0	3	2	7	0	0	0	0	0	0	0	15
BOOKING.COM	3	0	0	1	13	0	0	0	0	0	0	0	17
BUDGETAIR.COM	0	0	2	0	4	0	0	0	0	0	0	0	6
CHASE TRAVEL	0	0	1	2	4	0	0	0	0	0	0	0	7
CHEAPOAIR.COM	3	0	6	6	18	0	1	0	0	0	0	0	34
EXPEDIA.COM	8	0	10	15	55	0	0	0	1	0	0	0	89
FLIGHT NETWORK	0	0	1	0	4	0	0	0	0	0	0	0	5
GOTOGATE	0	0	1	4	18	0	0	0	0	0	0	0	23
HOPPER.COM	0	0	0	0	5	0	0	0	0	0	0	0	5
JUSTFLY.COM	1	0	5	4	14	0	0	0	0	0	0	0	24
KIWI.COM	1	0	6	2	30	0	0	0	0	0	0	0	39
OOJO.COM	1	0	1	1	4	0	0	0	0	0	0	0	7
ORBITZ.COM	1	0	4	4	10	0	0	0	0	0	0	0	19

AIR TRAVEL CONSUMER REPORT

Table 5 (Cont'd)

COMPANIES OTHER THAN U.S. AIRLINES* BY COMPLAINT CATEGORY** JANUARY 2023

	FLIGHT PROBLEMS	OVER- SALES	RES/TKT/ BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DIS- ABILITY	ADVERT- ISING	DISCRIM- INATION	ANIMALS	OTHER	TOTAL
PRICELINE.COM	1	0	3	6	14	0	1	0	0	0	0	0	25
SMARTFARES.COM	0	0	2	1	4	0	0	0	0	0	0	0	7
SOUTHWEST VACATIONS	9	0	2	0	5	0	0	0	0	0	0	0	16
TRAVELOCITY.COM	2	0	2	3	14	0	0	0	0	0	0	0	21
TRIP.COM	1	0	0	0	4	0	0	0	0	0	0	0	5
OTHER TRAVEL AGENTS	2	0	16	9	72	0	0	0	0	0	0	0	99
TOTALS	36	0	66	62	301	0	3	0	1	0	0	0	469
<u>TOUR OPERATORS</u>													
OTHER TOUR OPERATORS	1	0	0	0	2	0	0	0	0	0	0	0	3
TOTALS	1	0	0	0	2	0	0	0	0	0	0	0	3
<u>MISCELLANEOUS</u>													
OTHER MISCELLANEOUS	0	0	0	0	0	0	0	0	0	0	0	0	0
TOTALS	0	0	0	0	0	0	0	0	0	0	0	0	0

* COMPANIES ARE LISTED INDIVIDUALLY IF DOT RECEIVED FIVE (5) OR MORE COMPLAINTS AGAINST THEM DURING THE REPORTING PERIOD. COMPLAINTS AGAINST COMPANIES ACCOUNTING FOR FEWER COMPLAINTS THAN THAT ARE INCLUDED UNDER 'OTHER FOREIGN AIRLINES,' 'OTHER TOUR OPERATORS,' ETC.

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

AIR TRAVEL CONSUMER REPORT

TABLE 6

AIR TRAVEL CONSUMER REPORT/ CONSUMER COMPLAINTS: LIST OF LARGE U.S. MARKETING CARRIERS*

(NON-RANKED, IN ALPHABETIC ORDER).

JANUARY 2023		JANUARY 2022
AIRLINE	COMPLAINTS	COMPLAINTS
ALASKA AIRLINES NETWORK	191	102
- ALASKA AIRLINES	174	90
- BRANDED CODESHARE PARTNERS	17	12
ALLEGiant AIRLINES	152	114
AMERICAN AIRLINES NETWORK	1,138	603
- AMERICAN AIRLINES	971	484
- BRANDED CODESHARE PARTNERS	167	119
DELTA NETWORK	680	286
- DELTA AIR LINES	568	236
- BRANDED CODESHARE PARTNERS	112	50
FRONTIER AIRLINES	916	243
HAWAIIAN AIRLINES	78	32
JETBLUE AIRWAYS	351	248
SOUTHWEST AIRLINES	2,534	152
SPIRIT AIRLINES	680	297
UNITED AIRLINES NETWORK	879	452
- UNITED AIRLINES	879	452
- BRANDED CODESHARE PARTNERS	0	0
TOTAL	7,599	2,529

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

AIR TRAVEL CONSUMER REPORT

TABLE 6A

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

RANK	AIRLINE	JANUARY 2023			JANUARY 2022		
		COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS	COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS
1	SKYWEST AIRLINES	76	2,618,767	2.90	57	2,696,354	2.11
2	PSA AIRLINES	33	784,219	4.21	29	832,607	3.48
3	DELTA AIR LINES	568	11,520,944	4.93	236	8,838,926	2.67
4	ENVOY AIR	53	999,338	5.30	19	1,002,396	1.90
5	ENDEAVOR AIR	52	898,456	5.79	14	789,331	1.77
6	REPUBLIC AIRWAYS	62	918,034	6.75	32	854,082	3.75
7	ALASKA AIRLINES	174	2,544,014	6.84	90	1,819,399	4.95
8	AMERICAN AIRLINES	971	12,163,005	7.98	484	9,301,933	5.20
9	HAWAIIAN AIRLINES	78	865,161	9.02	32	633,861	5.05
10	UNITED AIRLINES	879	9,640,962	9.12	452	6,258,064	7.22
11	JETBLUE AIRWAYS	351	3,258,676	10.77	248	2,297,111	10.80
12	ALLEGiant AIR	152	1,208,800	12.57	114	953,871	11.95
13	SPIRIT AIRLINES	680	3,406,529	19.96	297	2,547,009	11.66
14	SOUTHWEST AIRLINES	2,534	11,760,920	21.55	152	9,073,033	1.68
15	FRONTIER AIRLINES	916	2,129,887	43.01	243	1,650,873	14.72
TOTAL		7,579	64,717,712	11.71	2,499	49,548,850	5.04

AIR TRAVEL CONSUMER REPORT

Civil Rights Complaints by Air Travelers (Other Than Disability) for January 2023

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

AIRLINE	RACE	ANCESTRY/ ETHNICITY	NATIONAL ORIGIN	COLOR	RELIGION	SEX	OTHER
ALASKA			1				
AMERICAN	3		1	1	2	1	
ANA ALL NIPPON			1				
DELTA	2		1				
FRONTIER	1		1		1		
JETBLUE			1				
KUWAIT		1					
LUFTHANSA	1						
SINGAPORE	1						
SOUTHWEST	1		1	1			
UNITED	1		1				
VIVAEROBUS	1						
TOTALS	11	1	8	2	3	1	0

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

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

COMPLAINT CATEGORIES

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

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

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

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

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

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

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

Disability: Civil rights complaints by air travelers with disabilities.

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

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

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

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

AIR TRAVEL CONSUMER REPORT

**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

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