



Air Travel Consumer Report

A Product Of
THE OFFICE OF AVIATION CONSUMER PROTECTION

Issued: August 2023



Flight Delays¹

June 2023

**Mishandled Baggage, Wheelchairs,
and Scooters¹**

June 2023
January - June 2023

Oversales¹

2nd Quarter 2023
January - June 2023

Consumer Complaints²

(Includes Disability and
Discrimination Complaints)

Please see page 54 for details

Airline Animal Incident Reports⁴

June 2023
January - June 2023

**Customer Service Reports to
the Dept. of Homeland Security³**

June 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.

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INTRODUCTION

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

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

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

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

FLIGHT DELAYS

This section provides information about airline on-time performance, flight delays, and cancellations. It is based on data filed by airlines each month with the Department of Transportation's Bureau of Transportation Statistics (Office of Airline Information), as described in 14 CFR Part 234 of DOT's regulations. It covers nonstop operated and marketed scheduled-service flights between points within the United States (including territories) by the fifteen (15) U.S. air carriers that have at least half of one percent of total domestic scheduled-service passenger revenues.

The reportable airports with respect to which data must be submitted to the Department are those large, medium, small, or non-hub airports as defined in 49 U.S.C. 47102. Airports can be accessed through the FAA at: https://www.faa.gov/airports/planning_capacity/passenger_allcargo_stats/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 time of day time of day that a flight operated in 24-hour clock format. All times are local. A 10:50 departure from Atlanta is 10:50 Atlanta time; if that flight arrived in Dallas at 23:45, that is 11:45 p.m. Dallas time. Table 5 lists all airports for which there are reports this month in alphabetical order with the corresponding on-time arrival and departure percentages.

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

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

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

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

AIR TRAVEL CONSUMER REPORT

BRANDED CODESHARE PARTNERS

JUNE 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
Air Wisconsin Airlines	Horizon Air	Endeavor Air	Air Wisconsin Airlines
Envoy Air	SkyWest Airlines	Republic Airways	CommuteAir
PSA Airlines		SkyWest Airlines	GoJet Airlines
Piedmont 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

JUNE 2023

AT ALL US AIRPORTS			
CARRIER ¹	NUMBER OF AIRPORTS REPORTED	PERCENT OF ON-TIME ARRIVALS	RANK
ALASKA AIRLINES NETWORK	106	79.4	1
- ALASKA AIRLINES	89	76.6	
- BRANDED CODESHARE PARTNERS	55	84.4	
DELTA AIR LINES NETWORK	211	77.8	2
- DELTA AIR LINES	144	75.4	
- BRANDED CODESHARE PARTNERS	174	82.9	
HAWAIIAN AIRLINES	21	77.4	3
AMERICAN AIRLINES NETWORK	222	71.7	4
- AMERICAN AIRLINES	127	68.3	
- BRANDED CODESHARE PARTNERS	198	75.8	
ALLEGiant AIR	122	70.6	5
SOUTHWEST AIRLINES	107	69.6	6
UNITED AIRLINES NETWORK	219	69.3	7
- UNITED AIRLINES	113	65.1	
- BRANDED CODESHARE PARTNERS	200	74.9	
JETBLUE AIRWAYS	68	60.8	8
SPIRIT AIRLINES	63	58.8	9
FRONTIER AIRLINES	78	53.7	10
TOTAL AIRPORTS SERVED	352	71.3	

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

JUNE 2023

AT ALL US AIRPORTS			
CARRIER ¹	NUMBER OF AIRPORTS REPORTED	PERCENT OF ON-TIME ARRIVALS	RANK
SKYWEST AIRLINES	243	82.1	1
ENDEAVOR AIR	97	79.1	2
HAWAIIAN AIRLINES	21	77.4	3
REPUBLIC AIRWAYS	80	77.0	4
ENVOY AIR	114	76.6	5
ALASKA AIRLINES	89	76.6	6
DELTA AIR LINES	144	75.4	7
PSA AIRLINES	87	72.2	8
ALLEGiant AIR	122	70.6	9
SOUTHWEST AIRLINES	107	69.6	10
AMERICAN AIRLINES	127	68.3	11
UNITED AIRLINES	113	65.1	12
JETBLUE AIRWAYS	68	60.8	13
SPIRIT AIRLINES	63	58.8	14
FRONTIER AIRLINES	78	53.7	15
TOTAL AIRPORTS SERVED	339	71.1	

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

JUNE 2023

CARRIER	Jan 23		Feb 23		Mar 23		Apr 23		May 23		Jun 23		Year-to-date (YTD)	
	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank
ALASKA AIRLINES NETWORK	77.6	2	76.9	5	78.1	2	80.7	2	83.9	2	79.4	1	79.5	2
- ALASKA AIRLINES	77.3		74.5		76.6		77.3		83.2		76.6		77.6	
- BRANDED CODESHARE PARTNERS	78.2		81.3		80.8		86.7		85.0		84.4		82.9	
ALLEGiant AIR	70.4	8	76.2	6	64.2	8	72.1	6	78.4	6	70.6	5	71.7	6
AMERICAN AIRLINES NETWORK	77.4	4	79.4	3	76.5	4	77.0	3	82.8	3	71.7	4	77.4	3
- AMERICAN AIRLINES	75.7		76.6		72.2		72.9		78.5		68.3		74.0	
- BRANDED CODESHARE PARTNERS	79.3		82.7		81.5		81.9		88.0		75.8		81.5	
DELTA AIR LINES NETWORK	78.6	1	83.0	1	79.2	1	81.8	1	88.8	1	77.8	2	81.5	1
- DELTA AIR LINES	78.7		82.7		77.0		79.8		86.7		75.4		80.0	
- BRANDED CODESHARE PARTNERS	78.4		83.6		83.2		85.6		92.8		82.9		84.5	
FRONTIER AIRLINES	62.6	10	69.0	10	64.7	7	65.5	7	66.7	9	53.7	10	63.6	10
HAWAIIAN AIRLINES	76.8	5	73.5	8	59.5	10	56.6	10	61.3	10	77.4	3	67.4	8
JETBLUE AIRWAYS	72.7	7	71.9	9	65.7	6	65.3	8	75.1	7	60.8	8	68.6	7
SOUTHWEST AIRLINES	77.5	3	82.1	2	75.0	5	73.4	5	78.8	4	69.6	6	76.0	4
SPIRIT AIRLINES	69.2	9	74.9	7	64.0	9	60.7	9	73.8	8	58.8	9	66.8	9
UNITED AIRLINES NETWORK	74.3	6	78.1	4	76.9	3	76.2	4	78.7	5	69.3	7	75.6	5
- UNITED AIRLINES	76.1		78.6		76.9		75.3		78.0		65.1		74.9	
- BRANDED CODESHARE PARTNERS	72.0		77.5		76.9		77.4		79.6		74.9		76.4	
TOTAL	76.2		79.4		75.4		75.7		81.2		71.3		76.5	

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

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

AIR TRAVEL CONSUMER REPORT

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

RANK	CARRIER ¹	JANUARY - JUNE 2023		JANUARY - JUNE 2022	
		FLIGHT OPERATIONS SCHEDULED	PERCENT OF ON-TIME ARRIVALS	FLIGHT OPERATIONS SCHEDULED	PERCENT OF ON-TIME ARRIVALS
1	DELTA AIR LINES NETWORK - DELTA AIR LINES - BRANDED CODESHARE PARTNERS	726,677 477,735 248,942	81.52 80.00 84.45	721,541 433,347 288,194	80.75 81.03 80.32
2	ALASKA AIRLINES NETWORK - ALASKA AIRLINES - BRANDED CODESHARE PARTNERS	186,743 119,240 67,503	79.53 77.65 82.85	188,063 109,123 78,940	78.91 77.28 81.17
3	AMERICAN AIRLINES NETWORK - AMERICAN AIRLINES - BRANDED CODESHARE PARTNERS	856,172 462,230 393,942	77.44 73.97 81.50	889,445 419,339 470,106	76.75 75.33 78.01
4	SOUTHWEST AIRLINES	689,600	75.96	614,081	73.87
5	UNITED AIRLINES NETWORK - UNITED AIRLINES - BRANDED CODESHARE PARTNERS	638,398 354,181 284,217	75.58 74.88 76.44	632,745 296,499 336,246	76.92 77.38 76.52
6	ALLEGiant AIR	59,590	71.69	61,071	61.63
7	JETBLUE AIRWAYS	142,947	68.56	133,926	62.08
8	HAWAIIAN AIRLINES	39,902	67.40	35,458	82.14
9	SPIRIT AIRLINES	131,093	66.83	109,816	69.31
10	FRONTIER AIRLINES	82,101	63.64	73,382	64.50
	TOTAL	3,553,223	76.48	3,459,528	75.94

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

AIR TRAVEL CONSUMER REPORT

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

RANK	CARRIER ¹	JANUARY - JUNE 2023		JANUARY - JUNE 2022	
		FLIGHT OPERATIONS SCHEDULED	PERCENT OF ON-TIME ARRIVALS	FLIGHT OPERATIONS SCHEDULED	PERCENT OF ON-TIME ARRIVALS
1	REPUBLIC AIRWAYS	153,486	84.07	171,165	73.15
2	ENDEAVOR AIR	97,384	83.38	122,380	80.59
3	PSA AIRLINES	95,184	82.71	116,733	75.17
4	SKYWEST AIRLINES	327,485	80.80	375,607	80.53
5	DELTA AIR LINES	477,735	80.00	433,347	81.03
6	ENVOY AIR	108,411	78.62	128,930	80.71
7	ALASKA AIRLINES	119,240	77.65	109,123	77.28
8	SOUTHWEST AIRLINES	689,600	75.96	614,081	73.87
9	UNITED AIRLINES	354,181	74.88	296,499	77.38
10	AMERICAN AIRLINES	462,230	73.97	419,339	75.33
11	ALLEGiant AIR	59,590	71.69	61,071	61.63
12	JETBLUE AIRWAYS	142,947	68.56	133,926	62.08
13	HAWAIIAN AIRLINES	39,902	67.40	35,458	82.14
14	SPIRIT AIRLINES	131,093	66.83	109,816	69.31
15	FRONTIER AIRLINES	82,101	63.64	73,382	64.50
	TOTAL	3,340,569	76.39	3,311,072	75.89

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

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

AIR TRAVEL CONSUMER REPORT

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

JUNE 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	120	65.0	323	71.8	70	62.9	238	58.8	46	60.9	0	0.0	150	70.0	192	72.9
- ALASKA AIRLINES	120	65.0	255	74.1	70	62.9	238	58.8	46	60.9	0	0.0	150	70.0	192	72.9
- BRANDED CODESHARE PARTNERS	0	0.0	68	63.2	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
ALLEGiant AIR	0	0.0	156	76.3	341	66.6	64	89.1	13	76.9	0	0.0	0	0.0	58	58.6
AMERICAN AIRLINES NETWORK	938	67.6	2082	68.7	1438	71.5	2093	67.2	354	67.5	16928	73.1	7173	76.0	754	61.8
- AMERICAN AIRLINES	719	65.1	1329	64.0	687	63.9	1354	64.3	324	65.1	9784	72.8	2381	70.7	702	59.3
- BRANDED CODESHARE PARTNERS	219	75.8	753	77.0	751	78.4	739	72.7	30	93.3	7144	73.4	4792	78.5	52	96.2
DELTA AIR LINES NETWORK	21551	78.4	945	75.6	975	74.1	3936	73.6	605	71.9	967	78.1	1437	77.7	1055	69.2
- DELTA AIR LINES	19213	77.9	893	74.6	705	73.0	2206	69.7	463	69.3	565	78.9	674	73.4	1055	69.2
- BRANDED CODESHARE PARTNERS	2338	82.7	52	92.3	270	76.7	1730	78.5	142	80.3	402	76.9	763	81.5	0	0.0
FRONTIER AIRLINES	877	39.5	26	61.5	82	67.1	30	66.7	195	48.7	185	51.4	90	70.0	1938	57.4
HAWAIIAN AIRLINES	0	0.0	18	88.9	0	0.0	20	30.0	0	0.0	0	0.0	0	0.0	0	0.0
JETBLUE AIRWAYS	290	58.6	81	63.0	186	52.2	3613	62.7	61	70.5	56	71.4	761	69.0	194	64.4
SOUTHWEST AIRLINES	3023	71.0	3004	71.3	3947	71.6	492	61.8	5876	72.3	258	66.3	1296	69.8	7988	64.8
SPIRIT AIRLINES	1104	57.1	240	64.6	281	60.1	315	60.3	547	63.3	381	63.5	0	0.0	90	55.6
UNITED AIRLINES NETWORK	787	60.2	888	64.0	752	62.5	1091	62.0	318	65.7	508	61.2	787	68.4	12987	67.6
- UNITED AIRLINES	766	59.9	830	63.3	563	57.2	1081	62.1	314	65.3	336	60.1	435	69.4	8142	65.3
- BRANDED CODESHARE PARTNERS	21	71.4	58	74.1	189	78.3	10	50.0	4	100.0	172	63.4	352	67.0	4845	71.4
TOTAL	28,690	74.5	7,763	70.1	8,072	69.8	11,892	66.9	8,015	70.6	19,283	72.5	11,694	74.4	25,256	65.8

* 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)

JUNE 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	200	55.0	60	55.0	313	59.1	30	66.7	214	72.4	72	51.4	358	61.5	548	77.7
- ALASKA AIRLINES	200	55.0	60	55.0	313	59.1	30	66.7	214	72.4	72	51.4	358	61.5	384	76.3
BRANDED CODESHARE PARTNERS	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	164	81.1
ALLEGiant AIR	0	0.0	0	0.0	66	89.4	283	44.5	44	63.6	0	0.0	0	0.0	720	66.0
AMERICAN AIRLINES NETWORK	21544	71.1	678	71.2	643	52.3	441	62.6	215	63.3	784	73.0	2187	68.6	1155	67.5
- AMERICAN AIRLINES	14206	69.0	350	66.6	643	52.3	441	62.6	88	47.7	590	68.6	1167	66.6	1155	67.5
BRANDED CODESHARE PARTNERS	7338	75.1	328	76.2	0	0.0	0	0.0	127	74.0	194	86.1	1020	71.0	0	0.0
DELTA AIR LINES NETWORK	906	70.9	7974	80.1	766	68.8	951	65.3	525	78.5	684	73.4	4914	72.3	1277	74.5
- DELTA AIR LINES	906	70.9	5291	77.1	562	67.6	951	65.3	262	72.9	684	73.4	2472	68.6	1277	74.5
BRANDED CODESHARE PARTNERS	0	0.0	2683	86.2	204	72.1	0	0.0	263	84.0	0	0.0	2442	76.1	0	0.0
FRONTIER AIRLINES	626	50.5	169	69.8	0	0.0	180	52.2	0	0.0	119	58.8	0	0.0	1035	56.8
HAWAIIAN AIRLINES	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	30	36.7	114	61.4
JETBLUE AIRWAYS	30	60.0	158	60.8	551	57.0	1463	58.9	0	0.0	86	73.3	3532	57.6	294	66.3
SOUTHWEST AIRLINES	0	0.0	318	65.7	0	0.0	1334	64.1	160	71.3	526	72.4	0	0.0	7144	69.7
SPIRIT AIRLINES	916	56.3	758	60.9	734	54.5	1694	57.6	0	0.0	673	56.6	0	0.0	2220	63.5
UNITED AIRLINES NETWORK	940	55.0	514	66.3	9336	58.8	512	59.4	5205	73.9	10313	73.6	0	0.0	1142	67.5
- UNITED AIRLINES	757	55.5	173	54.3	5996	55.1	512	59.4	2613	68.2	5833	70.4	0	0.0	1133	67.6
BRANDED CODESHARE PARTNERS	183	53.0	341	72.4	3340	65.6	0	0.0	2592	79.6	4480	77.7	0	0.0	9	55.6
TOTAL	25,162	69.3	10,629	76.5	12,409	58.9	6,888	60.0	6,363	73.7	13,257	72.4	11,021	66.4	15,649	68.0

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

AIR TRAVEL CONSUMER REPORT

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

JUNE 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	1366	82.7	0	0.0	180	72.8	0	0.0	30	56.7	108	77.8	376	60.6	60	70.0
- ALASKA AIRLINES	802	80.2	0	0.0	180	72.8	0	0.0	30	56.7	96	77.1	316	62.0	60	70.0
- BRANDED CODESHARE PARTNERS	564	86.2	0	0.0	0	0.0	0	0.0	0	0.0	12	83.3	60	53.3	0	0.0
ALLEGiant AIR	211	54.5	0	0.0	0	0.0	50	78.0	0	0.0	25	76.0	0	0.0	0	0.0
AMERICAN AIRLINES NETWORK	3312	75.9	3337	66.8	1510	63.6	0	0.0	5413	67.7	556	69.6	8907	74.2	6684	75.3
- AMERICAN AIRLINES	2498	71.9	1491	58.5	1510	63.6	0	0.0	4422	67.1	354	63.8	4157	73.2	3700	71.9
- BRANDED CODESHARE PARTNERS	814	88.0	1846	73.5	0	0.0	0	0.0	991	70.1	202	79.7	4750	75.2	2984	79.4
DELTA AIR LINES NETWORK	4088	79.0	6640	71.3	1672	65.3	289	77.5	846	60.9	8576	83.1	1203	71.6	608	71.1
- DELTA AIR LINES	3193	74.9	2049	67.6	1672	65.3	141	65.2	846	60.9	6050	80.1	1027	71.5	530	69.2
- BRANDED CODESHARE PARTNERS	895	94.0	4591	72.9	0	0.0	148	89.2	0	0.0	2526	90.3	176	72.2	78	83.3
FRONTIER AIRLINES	0	0.0	113	39.8	1391	47.9	305	55.7	246	40.2	60	50.0	60	63.3	847	52.9
HAWAIIAN AIRLINES	190	61.6	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
JETBLUE AIRWAYS	1060	66.3	1341	60.3	1495	55.7	0	0.0	213	62.0	44	77.3	65	84.6	74	77.0
SOUTHWEST AIRLINES	2589	66.1	1029	62.6	3437	64.8	6697	73.7	474	60.1	609	69.3	783	62.1	310	61.6
SPIRIT AIRLINES	1093	56.5	422	60.0	2476	53.2	0	0.0	598	57.4	120	79.2	647	58.9	512	59.4
UNITED AIRLINES NETWORK	3023	74.4	937	59.3	1044	61.2	0	0.0	390	56.4	561	61.9	12938	75.4	400	61.3
- UNITED AIRLINES	2304	69.4	595	59.0	1044	61.2	0	0.0	390	56.4	464	61.0	7176	71.3	343	64.7
- BRANDED CODESHARE PARTNERS	719	90.3	342	59.9	0	0.0	0	0.0	0	0.0	97	66.0	5762	80.5	57	40.4
TOTAL	16,932	73.2	13,819	67.1	13,205	59.6	7,341	73.2	8,210	64.2	10,659	80.2	24,979	73.7	9,495	71.1

* 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)

JUNE 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	397	80.1	1499	80.3	9181	81.1	2284	76.0	232	79.7	60	63.3
- ALASKA AIRLINES	317	77.9	768	76.0	6935	79.4	1157	73.5	92	76.1	60	63.3
- BRANDED CODESHARE PARTNERS	80	88.8	731	84.8	2246	86.4	1127	78.6	140	82.1	0	0.0
ALLEGiant AIR	36	52.8	94	67.0	0	0.0	0	0.0	0	0.0	0	0.0
AMERICAN AIRLINES NETWORK	5559	81.4	693	59.9	662	71.5	975	66.4	380	65.8	1130	64.3
- AMERICAN AIRLINES	4256	78.7	693	59.9	602	69.4	855	64.2	303	61.1	1024	64.1
- BRANDED CODESHARE PARTNERS	1303	90.3	0	0.0	60	91.7	120	81.7	77	84.4	106	67.0
DELTA AIR LINES NETWORK	948	79.6	883	78.7	4227	86.0	1226	74.5	6562	84.8	1056	68.3
- DELTA AIR LINES	834	77.3	793	77.3	3043	83.9	1214	74.3	4553	81.3	1056	68.3
- BRANDED CODESHARE PARTNERS	114	96.5	90	91.1	1184	91.3	12	91.7	2009	92.8	0	0.0
FRONTIER AIRLINES	517	60.3	229	47.6	62	40.3	307	55.4	119	50.4	468	55.6
HAWAIIAN AIRLINES	30	43.3	60	78.3	60	43.3	60	55.0	0	0.0	0	0.0
JETBLUE AIRWAYS	60	58.3	162	66.7	150	78.0	446	70.4	203	63.1	476	55.9
SOUTHWEST AIRLINES	5023	72.5	3143	68.0	784	67.6	754	58.8	956	70.5	2061	68.2
SPIRIT AIRLINES	120	48.3	134	67.9	80	61.3	0	0.0	120	56.7	347	59.7
UNITED AIRLINES NETWORK	806	68.1	1000	68.5	883	63.9	5955	74.5	552	71.7	598	62.4
- UNITED AIRLINES	624	66.7	903	66.6	883	63.9	4231	70.7	306	69.9	598	62.4
- BRANDED CODESHARE PARTNERS	182	73.1	97	86.6	0	0.0	1724	84.0	246	74.0	0	0.0
TOTAL	13,496	75.8	7,897	70.3	16,089	79.9	12,007	72.4	9,124	80.3	6,196	64.5

* 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)

JUNE 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	120	65.0	255	74.1	70	62.9	238	58.8	46	60.9	0	0.0	150	70.0	192	72.9
ALLEGiant AIR	0	0.0	156	76.3	341	66.6	64	89.1	13	76.9	0	0.0	0	0.0	58	58.6
AMERICAN AIRLINES	719	65.1	1329	64.0	687	63.9	1354	64.3	324	65.1	9784	72.8	2381	70.7	702	59.3
DELTA AIR LINES	19213	77.9	893	74.6	705	73.0	2206	69.7	463	69.3	565	78.9	674	73.4	1055	69.2
ENDEAVOR AIR	1599	82.7	52	92.3	77	80.5	0	0.0	64	76.6	267	75.3	194	88.1	0	0.0
ENVOY AIR	1	100.0	667	78.7	232	76.7	176	61.4	30	93.3	359	73.5	289	78.2	0	0.0
FRONTIER AIRLINES	877	39.5	26	61.5	82	67.1	30	66.7	195	48.7	185	51.4	90	70.0	1938	57.4
HAWAIIAN AIRLINES	0	0.0	18	88.9	0	0.0	20	30.0	0	0.0	0	0.0	0	0.0	0	0.0
JETBLUE AIRWAYS	290	58.6	81	63.0	186	52.2	3613	62.7	61	70.5	56	71.4	761	69.0	194	64.4
PSA AIRLINES	78	64.1	0	0.0	304	76.3	0	0.0	0	0.0	4200	71.7	3128	75.9	0	0.0
REPUBLIC AIRWAYS	179	82.1	4	75.0	324	82.4	1997	78.8	75	84.0	256	73.8	1984	81.6	0	0.0
SKYWEST AIRLINES	709	82.4	175	65.1	184	75.0	202	68.8	3	66.7	11	63.6	68	83.8	3833	73.9
SOUTHWEST AIRLINES	3023	71.0	3004	71.3	3947	71.6	492	61.8	5876	72.3	258	66.3	1296	69.8	7988	64.8
SPIRIT AIRLINES	1104	57.1	240	64.6	281	60.1	315	60.3	547	63.3	381	63.5	0	0.0	90	55.6
UNITED AIRLINES	766	59.9	830	63.3	563	57.2	1081	62.1	314	65.3	336	60.1	435	69.4	8142	65.3
TOTAL	28,678	74.5	7,730	70.1	7,983	69.8	11,788	66.9	8,011	70.5	16,658	72.0	11,450	74.5	24,192	65.9

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

AIR TRAVEL CONSUMER REPORT

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

JUNE 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	200	55.0	60	55.0	313	59.1	30	66.7	214	72.4	72	51.4	358	61.5	384	76.3
ALLEGiant AIR	0	0.0	0	0.0	66	89.4	283	44.5	44	63.6	0	0.0	0	0.0	720	66.0
AMERICAN AIRLINES	14206	69.0	350	66.6	643	52.3	441	62.6	88	47.7	590	68.6	1167	66.6	1155	67.5
DELTA AIR LINES	906	70.9	5291	77.1	562	67.6	951	65.3	262	72.9	684	73.4	2472	68.6	1277	74.5
ENDEAVOR AIR	0	0.0	1429	87.2	144	71.5	0	0.0	33	93.9	0	0.0	1548	76.9	0	0.0
ENVOY AIR	4308	77.1	0	0.0	0	0.0	0	0.0	24	70.8	116	87.1	0	0.0	0	0.0
FRONTIER AIRLINES	626	50.5	169	69.8	0	0.0	180	52.2	0	0.0	119	58.8	0	0.0	1035	56.8
HAWAIIAN AIRLINES	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	30	36.7	114	61.4
JETBLUE AIRWAYS	30	60.0	158	60.8	551	57.0	1463	58.9	0	0.0	86	73.3	3532	57.6	294	66.3
PSA AIRLINES	571	66.9	41	73.2	0	0.0	0	0.0	102	73.5	0	0.0	0	0.0	0	0.0
REPUBLIC AIRWAYS	6	66.7	338	76.0	2337	67.2	0	0.0	565	83.2	48	81.3	1561	73.0	0	0.0
SKYWEST AIRLINES	2459	73.6	1437	83.6	5	100.0	0	0.0	260	82.3	644	83.9	353	71.7	57	84.2
SOUTHWEST AIRLINES	0	0.0	318	65.7	0	0.0	1334	64.1	160	71.3	526	72.4	0	0.0	7144	69.7
SPIRIT AIRLINES	916	56.3	758	60.9	734	54.5	1694	57.6	0	0.0	673	56.6	0	0.0	2220	63.5
UNITED AIRLINES	757	55.5	173	54.3	5996	55.1	512	59.4	2613	68.2	5833	70.4	0	0.0	1133	67.6
TOTAL	24,985	69.4	10,522	76.6	11,351	58.6	6,888	60.0	4,365	71.5	9,391	70.5	11,021	66.4	15,533	68.0

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

AIR TRAVEL CONSUMER REPORT

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

JUNE 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	802	80.2	0	0.0	180	72.8	0	0.0	30	56.7	96	77.1	316	62.0	60	70.0
ALLEGiant AIR	211	54.5	0	0.0	0	0.0	50	78.0	0	0.0	25	76.0	0	0.0	0	0.0
AMERICAN AIRLINES	2498	71.9	1491	58.5	1510	63.6	0	0.0	4422	67.1	354	63.8	4157	73.2	3700	71.9
DELTA AIR LINES	3193	74.9	2049	67.6	1672	65.3	141	65.2	846	60.9	6050	80.1	1027	71.5	530	69.2
ENDEAVOR AIR	0	0.0	3110	71.9	0	0.0	0	0.0	0	0.0	678	92.2	0	0.0	0	0.0
ENVOY AIR	0	0.0	0	0.0	0	0.0	0	0.0	951	69.5	32	93.8	1644	81.1	0	0.0
FRONTIER AIRLINES	0	0.0	113	39.8	1391	47.9	305	55.7	246	40.2	60	50.0	60	63.3	847	52.9
HAWAIIAN AIRLINES	190	61.6	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
JETBLUE AIRWAYS	1060	66.3	1341	60.3	1495	55.7	0	0.0	213	62.0	44	77.3	65	84.6	74	77.0
PSA AIRLINES	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	30	73.3	0	0.0	757	77.1
REPUBLIC AIRWAYS	0	0.0	3270	74.2	0	0.0	0	0.0	40	85.0	54	85.2	853	88.4	618	83.5
SKYWEST AIRLINES	2843	90.1	150	70.7	0	0.0	148	89.2	0	0.0	1848	89.6	5354	78.8	0	0.0
SOUTHWEST AIRLINES	2589	66.1	1029	62.6	3437	64.8	6697	73.7	474	60.1	609	69.3	783	62.1	310	61.6
SPIRIT AIRLINES	1093	56.5	422	60.0	2476	53.2	0	0.0	598	57.4	120	79.2	647	58.9	512	59.4
UNITED AIRLINES	2304	69.4	595	59.0	1044	61.2	0	0.0	390	56.4	464	61.0	7176	71.3	343	64.7
TOTAL	16,783	73.0	13,570	67.3	13,205	59.6	7,341	73.2	8,210	64.2	10,464	80.4	22,082	74.1	7,751	69.6

* 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)

JUNE 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	317	77.9	768	76.0	6935	79.4	1157	73.5	92	76.1	60	63.3
ALLEGiant AIR	36	52.8	94	67.0	0	0.0	0	0.0	0	0.0	0	0.0
AMERICAN AIRLINES	4256	78.7	693	59.9	602	69.4	855	64.2	303	61.1	1024	64.1
DELTA AIR LINES	834	77.3	793	77.3	3043	83.9	1214	74.3	4553	81.3	1056	68.3
ENDEAVOR AIR	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
ENVOY AIR	259	91.9	0	0.0	0	0.0	0	0.0	13	92.3	72	66.7
FRONTIER AIRLINES	517	60.3	229	47.6	62	40.3	307	55.4	119	50.4	468	55.6
HAWAIIAN AIRLINES	30	43.3	60	78.3	60	43.3	60	55.0	0	0.0	0	0.0
JETBLUE AIRWAYS	60	58.3	162	66.7	150	78.0	446	70.4	203	63.1	476	55.9
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	34	67.6
SKYWEST AIRLINES	1270	90.7	864	85.6	2070	89.9	2701	82.7	2458	90.0	0	0.0
SOUTHWEST AIRLINES	5023	72.5	3143	68.0	784	67.6	754	58.8	956	70.5	2061	68.2
SPIRIT AIRLINES	120	48.3	134	67.9	80	61.3	0	0.0	120	56.7	347	59.7
UNITED AIRLINES	624	66.7	903	66.6	883	63.9	4231	70.7	306	69.9	598	62.4
TOTAL	13,346	75.9	7,843	70.2	14,669	79.4	11,725	72.4	9,123	80.3	6,196	64.5

* 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)

JUNE 2023

ARRIVAL AIRPORT*																
SCHEDULED ARRIVAL TIME	ATL	AUS	BNA	BOS	BWI	CLT	DCA	DEN	DFW	DTW	EWB	FLL	IAD	IAH	JFK	LAS
0600-0659	79.8	71.9	93.0	60.6	84.6	84.0	90.2	88.0	83.0	77.7	64.1	74.2	73.3	74.6	78.4	88.4
0700-0759	84.7	91.7	94.3	77.2	92.3	78.7	88.3	89.2	84.2	87.3	74.9	62.6	81.4	94.2	75.8	87.9
0800-0859	85.3	90.4	89.2	82.0	92.1	84.5	87.1	82.9	82.6	86.2	82.0	85.0	92.6	80.9	71.7	88.0
0900-0959	84.5	81.1	90.0	86.9	89.3	79.4	83.1	85.1	80.6	90.8	81.3	80.0	77.4	86.8	87.0	84.7
1000-1059	80.9	84.9	85.5	86.4	90.3	76.9	89.8	79.9	80.8	83.5	78.2	80.4	100.0	81.7	89.7	82.7
1100-1159	81.9	88.1	82.4	85.6	87.2	86.1	87.8	82.4	79.9	87.2	80.1	77.8	81.5	84.9	84.9	79.6
1200-1259	85.3	83.9	83.5	79.7	89.7	83.6	84.8	79.2	77.7	83.3	76.7	68.5	100.0	83.6	80.7	72.1
1300-1359	84.3	77.5	76.5	78.5	82.3	75.9	79.3	74.6	80.2	86.2	68.0	67.0	78.4	82.2	77.4	72.3
1400-1459	78.0	76.1	73.0	72.7	81.1	79.9	76.7	69.1	76.7	81.0	63.5	60.3	80.0	77.6	71.5	69.0
1500-1559	74.4	72.8	68.4	67.1	75.5	70.0	75.5	63.4	72.1	82.6	54.9	59.0	74.1	79.4	73.8	66.3
1600-1659	77.7	68.8	64.7	63.1	68.5	70.6	70.8	57.5	64.3	77.7	53.1	51.7	65.2	64.3	61.8	57.7
1700-1759	70.8	64.3	57.0	59.2	57.3	68.6	70.7	42.3	63.9	71.3	47.6	56.1	61.1	67.6	60.2	58.4
1800-1859	70.6	57.0	53.9	59.9	58.7	61.6	66.3	41.3	55.0	68.0	42.6	47.4	60.4	53.4	55.6	58.3
1900-1959	63.9	64.7	59.7	53.4	53.3	59.4	62.5	47.4	50.0	69.8	39.1	41.0	68.6	56.9	52.9	56.9
2000-2059	64.4	53.4	50.8	54.0	47.0	54.1	58.9	46.7	51.5	69.3	37.6	41.6	71.3	54.6	51.2	57.5
2100-2159	60.6	48.1	52.5	58.5	47.4	55.4	58.5	49.1	52.0	58.3	36.2	40.3	60.6	53.2	47.7	56.1
2200-2259	51.9	57.7	51.9	59.0	50.8	50.0	62.1	47.1	54.9	60.7	44.6	43.8	59.7	54.2	48.7	50.8
2300-0559	54.8	55.8	59.8	53.7	51.8	67.1	63.2	51.2	58.6	58.3	50.5	47.8	64.7	54.8	53.8	55.8
TOTAL	74.5	70.1	69.8	66.9	70.5	72.0	74.5	65.9	69.4	76.6	58.6	60.0	71.5	70.5	66.4	68.0

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

AIR TRAVEL CONSUMER REPORT

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

JUNE 2023

ARRIVAL AIRPORT*															
SCHEDULED ARRIVAL TIME	LAX	LGA	MCO	MDW	MIA	MSP	ORD	PHL	PHX	SAN	SEA	SFO	SLC	TPA	TOTAL
0600-0659	91.2	87.4	55.0	93.7	63.6	85.3	81.4	72.8	90.4	50.0	89.0	90.8	85.7	58.3	82.4
0700-0759	88.8	91.3	82.1	96.9	82.0	90.2	80.7	86.0	90.4	89.5	94.6	88.2	95.8	86.6	85.7
0800-0859	84.9	87.5	79.6	92.1	78.8	90.0	84.4	85.4	90.0	94.1	90.4	91.3	93.2	88.2	85.6
0900-0959	83.4	86.7	78.3	83.0	83.7	89.7	82.6	83.0	89.7	82.7	87.3	67.8	86.3	85.3	83.2
1000-1059	84.9	85.3	77.3	89.3	82.7	89.3	84.1	86.0	87.8	85.0	85.9	68.4	90.5	85.9	83.0
1100-1159	77.5	77.9	72.6	91.8	78.0	86.6	84.0	84.6	84.6	83.5	81.9	73.7	84.3	78.6	82.0
1200-1259	75.0	82.2	71.7	79.4	74.3	90.6	83.4	82.8	85.0	73.3	85.7	72.5	85.7	74.4	80.6
1300-1359	82.7	75.2	69.3	82.9	71.1	88.0	80.1	81.1	81.1	78.8	82.8	78.5	83.6	79.6	79.1
1400-1459	78.4	69.3	66.7	77.4	65.6	84.9	75.8	77.5	79.7	71.9	83.7	76.9	83.7	72.8	75.0
1500-1559	81.0	65.9	66.0	68.6	60.6	76.9	71.0	72.5	71.5	64.8	82.3	77.8	81.6	63.6	71.4
1600-1659	72.7	60.5	57.9	72.3	58.4	75.8	70.7	68.0	71.8	65.0	84.7	75.8	77.3	62.6	66.9
1700-1759	69.0	55.7	55.1	63.7	57.7	76.9	70.4	61.0	68.1	62.2	77.6	80.3	61.4	60.9	64.1
1800-1859	64.4	53.8	54.7	64.9	45.8	71.8	61.8	50.7	69.6	59.8	80.9	71.2	72.3	51.6	59.6
1900-1959	67.4	48.6	40.5	71.5	53.4	76.0	60.2	55.1	63.4	61.4	73.9	72.4	73.2	55.2	58.4
2000-2059	65.8	51.5	43.2	54.8	47.7	71.6	62.9	52.8	58.1	57.2	72.5	68.5	83.3	46.3	58.5
2100-2159	64.7	48.6	41.7	56.7	48.3	61.9	59.8	56.3	57.1	59.0	62.0	65.0	73.7	50.0	55.2
2200-2259	58.7	44.7	40.1	52.5	41.9	64.3	56.6	55.2	56.5	62.8	64.3	58.0	64.9	50.7	54.2
2300-0559	55.4	54.7	45.2	48.6	49.3	58.6	66.0	51.0	60.7	58.5	69.5	60.4	43.9	47.5	55.3
TOTAL	73.0	67.3	59.6	73.2	64.2	80.4	74.1	69.6	75.9	70.2	79.4	72.4	80.3	64.5	70.6

* 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)

JUNE 2023

DEPARTURE AIRPORT*																
SCHEDULED DEPARTURE TIME	ATL	AUS	BNA	BOS	BWI	CLT	DCA	DEN	DFW	DTW	EWR	FLL	IAD	IAH	JFK	LAS
0600-0659	84.2	86.8	88.3	88.7	89.4	90.8	90.1	88.5	74.6	93.1	78.2	83.9	79.5	85.5	87.8	91.0
0700-0759	82.0	84.9	87.1	81.8	77.3	85.6	88.1	84.1	81.4	85.3	78.4	82.9	80.8	81.8	85.6	85.5
0800-0859	83.6	83.6	86.0	80.7	85.8	80.8	86.7	81.3	86.9	84.9	75.8	76.9	85.3	81.8	86.2	79.5
0900-0959	77.0	82.4	82.1	76.6	77.8	84.3	81.8	76.9	78.8	81.8	78.2	67.8	83.3	78.8	80.3	81.7
1000-1059	75.9	74.9	85.2	80.5	81.0	67.8	83.1	74.4	80.7	85.3	71.0	70.7	75.0	74.2	74.7	81.2
1100-1159	76.6	75.7	79.5	81.4	82.5	77.4	86.0	71.0	67.9	83.0	73.1	68.3	93.5	77.0	84.1	69.9
1200-1259	74.7	80.5	78.1	77.6	72.1	73.3	78.7	72.5	70.3	78.0	68.7	61.8	80.5	72.9	81.4	71.8
1300-1359	72.7	74.9	70.6	72.6	72.3	77.4	77.6	64.3	67.2	82.3	62.0	45.3	79.5	72.4	72.6	58.5
1400-1459	72.8	63.9	63.1	69.2	52.8	65.3	75.0	58.2	66.0	76.4	49.5	49.5	80.0	69.9	71.1	59.8
1500-1559	65.9	65.8	56.9	69.3	50.1	64.0	70.2	54.2	55.8	72.1	44.3	43.5	67.9	57.9	64.8	55.7
1600-1659	60.6	60.0	59.6	56.3	55.5	66.0	62.0	49.1	61.8	70.8	45.6	38.9	69.5	59.1	66.6	53.6
1700-1759	61.5	60.3	55.3	55.8	50.6	58.0	65.2	45.3	56.1	66.2	42.9	41.6	53.5	56.7	57.1	50.1
1800-1859	58.8	50.1	51.9	50.1	43.2	60.3	61.0	33.7	57.5	60.3	43.9	39.1	55.3	52.8	57.6	54.8
1900-1959	54.3	50.7	43.1	51.9	42.3	49.2	63.5	37.5	49.4	61.9	34.7	33.3	51.1	50.5	49.3	53.0
2000-2059	56.3	51.3	48.8	53.1	40.2	58.9	64.1	44.2	40.7	62.2	33.9	35.2	70.2	46.4	49.6	48.2
2100-2159	54.7	46.0	44.6	56.3	33.4	54.8	67.6	40.4	55.8	73.0	32.4	29.4	0.0	46.4	50.7	52.8
2200-2259	55.6	49.4	41.7	65.9	28.2	52.8	69.6	30.3	60.6	46.5	23.5	52.8	65.4	44.0	51.6	56.2
2300-0559	53.8	86.7	93.0	88.4	75.0	89.4	91.7	75.2	69.8	73.5	85.8	81.4	88.2	88.2	80.9	71.2
TOTAL	67.7	70.2	69.4	71.0	61.8	69.0	75.7	60.8	65.9	75.5	57.4	55.4	71.5	66.0	70.2	66.7

* 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)

JUNE 2023

DEPARTURE AIRPORT*															
SCHEDULED DEPARTURE TIME	LAX	LGA	MCO	MDW	MIA	MSP	ORD	PHL	PHX	SAN	SEA	SFO	SLC	TPA	TOTAL
0600-0659	87.7	86.3	87.0	89.6	81.2	89.6	87.2	83.1	92.4	93.1	88.9	91.6	87.7	86.8	87.3
0700-0759	88.0	84.0	85.6	88.2	85.9	87.5	84.0	79.2	88.0	91.0	85.7	87.1	89.2	80.1	84.4
0800-0859	82.6	87.5	81.9	88.6	85.7	88.0	82.0	87.2	87.5	85.5	80.2	86.5	89.4	84.0	84.2
0900-0959	82.0	84.4	76.3	83.4	78.5	85.5	79.9	81.5	85.4	87.5	83.5	80.0	90.5	77.1	80.6
1000-1059	76.2	82.5	73.3	75.0	79.9	88.6	79.7	80.8	83.3	77.0	80.2	68.9	86.2	79.3	78.7
1100-1159	77.1	81.6	64.4	73.0	71.6	83.7	73.4	80.2	81.3	80.0	78.3	72.7	87.7	79.1	76.6
1200-1259	69.8	75.6	67.4	75.6	64.8	81.8	72.5	69.3	75.6	75.0	75.9	72.7	80.7	72.8	74.1
1300-1359	71.3	72.8	61.5	65.9	65.6	80.1	75.9	74.3	74.5	66.4	76.3	69.1	76.8	67.2	70.5
1400-1459	72.5	68.9	56.9	52.8	59.4	77.4	74.2	69.0	70.7	73.1	73.8	69.3	69.0	69.0	66.9
1500-1559	73.3	62.2	51.7	54.5	59.4	76.1	66.8	69.2	73.0	65.8	79.0	61.4	78.8	63.0	64.0
1600-1659	68.8	58.1	50.0	54.2	48.2	70.1	63.6	61.1	68.4	57.7	70.4	74.8	71.0	61.2	60.7
1700-1759	70.5	53.9	45.9	51.5	49.3	60.1	62.5	58.6	61.9	58.8	76.3	83.5	68.9	53.0	57.1
1800-1859	70.7	53.2	41.5	47.6	45.5	70.8	66.3	58.1	64.5	64.8	73.4	77.4	65.8	56.1	57.5
1900-1959	68.5	48.8	42.8	47.7	48.1	71.0	60.3	58.1	55.9	63.7	80.9	70.5	60.6	47.3	52.6
2000-2059	61.9	51.0	31.2	47.0	48.2	72.2	63.0	54.9	66.7	64.0	70.9	68.9	76.6	51.1	53.6
2100-2159	66.3	56.6	33.6	39.7	49.0	71.4	65.3	55.5	50.8	56.1	71.3	72.5	80.7	42.3	54.9
2200-2259	67.9	41.3	34.5	33.9	57.2	71.2	51.4	50.0	59.5	74.4	73.0	69.6	79.0	43.3	55.7
2300-0559	69.3	87.5	61.4	95.2	86.4	82.6	84.2	82.9	87.1	0.0	72.8	67.5	73.5	91.3	75.6
TOTAL	74.7	69.6	60.0	64.3	62.4	79.1	72.8	71.4	75.6	74.2	78.1	74.5	79.7	69.0	69.2

* 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
JUNE 2023

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Aberdeen, SD (ABR)	93.3	88.3	60	60
Abilene, TX (ABI)	80.2	82.8	116	116
Adak Island, AK (ADK)	100.0	100.0	8	8
Aguadilla, PR (BQN)	41.2	44.6	250	251
Akron, OH (CAK)	74.5	79.7	310	310
Albany, GA (ABY)	80.0	78.3	60	60
Albany, NY (ALB)	65.7	75.2	931	930
Albuquerque, NM (ABQ)	70.6	73.9	1911	1909
Alexandria, LA (AEX)	74.8	77.3	151	150
Allentown/Bethlehem/Easton, PA (ABE)	69.0	78.3	374	374
Amarillo, TX (AMA)	68.1	79.9	414	413
Anchorage, AK (ANC)	77.8	85.0	1936	1939
Appleton, WI (ATW)	75.3	87.6	430	429
Arcata/Eureka, CA (ACV)	87.3	83.8	142	142
Asheville, NC (AVL)	69.2	70.8	1073	1070
Ashland, WV (HTS)	66.7	55.1	69	69
Aspen, CO (ASE)	65.9	68.7	555	552
Atlanta, GA (ATL)	74.5	67.7	28678	28685
Atlantic City, NJ (ACY)	64.5	75.2	211	210
Augusta, GA (AGS)	73.3	73.2	285	284
Austin, TX (AUS)	70.1	70.2	7730	7728
Bakersfield, CA (BFL)	74.1	83.9	205	205
Baltimore, MD (BWI)	70.5	61.8	8011	8010
Bangor, ME (BGR)	76.7	77.0	514	514
Barrow, AK (BRW)	66.7	46.7	30	30
Baton Rouge, LA (BTR)	71.6	80.5	391	390
Beaumont/Port Arthur, TX (BPT)	71.7	76.7	60	60
Belleville, IL (BLV)	78.0	69.3	127	127
Bellingham, WA (BLI)	77.3	82.1	229	229
Bemidji, MN (BJI)	86.7	88.3	60	60
Bend/Redmond, OR (RDM)	85.9	87.2	523	524
Bethel, AK (BET)	73.3	63.3	60	60
Billings, MT (BIL)	73.3	81.3	322	321
Binghamton, NY (BGM)	75.0	82.1	56	56
Birmingham, AL (BHM)	65.5	73.7	1336	1332
Bishop, CA (BIH)	100.0	100.0	8	8
Bismarck/Mandan, ND (BIS)	80.2	83.2	298	297
Bloomington/Normal, IL (BMI)	77.9	80.4	163	163
Boise, ID (BOI)	74.3	82.6	1693	1693
Boston, MA (BOS)	66.9	71.0	11788	11781
Bozeman, MT (BZN)	71.8	73.9	866	863

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Brainerd, MN (BRD)	92.3	94.2	52	52
Bristol/Johnson City/Kingsport, TN (TRI)	67.6	78.6	241	238
Brownsville, TX (BRO)	82.6	81.7	115	115
Brunswick, GA (BQK)	80.0	85.0	60	60
Buffalo, NY (BUF)	66.7	70.7	1716	1717
Burbank, CA (BUR)	76.4	79.2	2436	2438
Burlington, VT (BTV)	72.8	77.7	706	707
Butte, MT (BTM)	89.5	94.6	57	56
Casper, WY (CPR)	73.2	85.7	97	98
Cedar City, UT (CDC)	86.5	96.2	52	52
Cedar Rapids/Iowa City, IA (CID)	77.6	81.7	620	619
Champaign/Urbana, IL (CMI)	69.2	78.3	120	120
Charleston, SC (CHS)	68.7	73.5	2179	2178
Charleston/Dunbar, WV (CRW)	79.3	80.6	324	324
Charlotte Amalie, VI (STT)	71.4	70.4	388	388
Charlotte, NC (CLT)	72.0	69.0	16658	16674
Charlottesville, VA (CHO)	70.7	73.4	283	282
Chattanooga, TN (CHA)	73.3	77.0	580	578
Chicago, IL (MDW)	73.2	64.3	7341	7337
Chicago, IL (ORD)	74.1	72.8	22082	22073
Christiansted, VI (STX)	69.4	75.5	98	98
Cincinnati, OH (CVG)	69.6	75.1	3475	3477
Clarksburg/Fairmont, WV (CKB)	90.3	77.4	31	31
Cleveland, OH (CLE)	67.0	72.0	3602	3602
College Station/Bryan, TX (CLL)	70.0	73.3	90	90
Colorado Springs, CO (COS)	65.9	75.9	957	957
Columbia, MO (COU)	74.4	82.8	86	87
Columbia, SC (CAE)	71.1	76.3	539	535
Columbus, GA (CSG)	88.4	84.9	86	86
Columbus, MS (GTR)	81.7	83.3	60	60
Columbus, OH (CMH)	71.1	78.0	3611	3606
Columbus, OH (LCK)	76.5	78.0	132	132
Concord, NC (USA)	61.9	55.6	63	63
Cordova, AK (CDV)	83.3	83.3	60	60
Corpus Christi, TX (CRP)	78.5	84.8	381	381
Dallas, TX (DAL)	67.1	62.3	6261	6256
Dallas/Fort Worth, TX (DFW)	69.4	65.9	24985	24996
Dayton, OH (DAY)	73.8	80.1	642	642
Daytona Beach, FL (DAB)	70.0	72.3	237	238
Deadhorse, AK (SCC)	88.6	94.3	35	35
Decatur, IL (DEC)	76.8	79.3	82	82

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

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Denver, CO (DEN)	65.9	60.8	24192	24185
Des Moines, IA (DSM)	71.2	79.5	1245	1244
Detroit, MI (DTW)	76.6	75.5	10522	10524
Devils Lake, ND (DVL)	89.3	76.8	56	56
Dickinson, ND (DIK)	67.8	76.3	59	59
Dillingham, AK (DLG)	81.3	78.1	32	32
Dodge City, KS (DDC)	82.7	73.1	52	52
Dothan, AL (DHN)	78.3	80.0	60	60
Duluth, MN (DLH)	82.3	85.4	158	157
Durango, CO (DRO)	76.6	76.3	295	295
Eagle, CO (EGE)	70.0	75.8	150	149
El Paso, TX (ELP)	68.4	75.9	1365	1365
Elko, NV (EKO)	90.0	96.7	30	30
Elmira/Corning, NY (ELM)	81.0	88.6	79	79
Erie, PA (ERI)	0.0	50.0	1	2
Escanaba, MI (ESC)	91.7	88.3	60	60
Eugene, OR (EUG)	76.6	81.2	645	645
Evansville, IN (EVV)	73.7	79.6	186	186
Everett, WA (PAE)	75.0	68.8	16	16
Fairbanks, AK (FAI)	78.5	86.3	293	293
Fargo, ND (FAR)	78.7	86.8	446	447
Fayetteville, AR (XNA)	74.8	80.0	1021	1022
Fayetteville, NC (FAY)	72.0	78.0	150	150
Flagstaff, AZ (FLG)	90.2	94.6	112	112
Flint, MI (FNT)	75.5	86.4	184	184
Fort Dodge, IA (FOD)	65.4	69.2	52	52
Fort Lauderdale, FL (FLL)	60.0	55.4	6888	6890
Fort Myers, FL (RSW)	68.7	72.2	2187	2188
Fort Smith, AR (FSM)	67.8	75.6	90	90
Fort Wayne, IN (FWA)	78.4	77.9	421	421
Fresno, CA (FAT)	77.0	82.1	995	995
Gainesville, FL (GNV)	77.3	79.3	198	198
Garden City, KS (GCK)	73.3	78.3	60	60
Gillette, WY (GCC)	74.5	82.4	51	51
Grand Forks, ND (GFK)	87.9	92.9	99	99
Grand Island, NE (GRI)	69.7	80.3	76	76
Grand Junction, CO (GJT)	78.1	79.9	279	279
Grand Rapids, MI (GRR)	70.5	79.7	1359	1358
Great Falls, MT (GTF)	85.6	87.8	222	222
Green Bay, WI (GRB)	82.5	87.4	325	326
Greensboro/High Point, NC (GSO)	73.6	79.5	919	916

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Greer, SC (GSP)	73.6	78.0	1150	1148
Guam, TT (GUM)	85.3	80.9	68	68
Gulfport/Biloxi, MS (GPT)	74.1	80.7	270	270
Gunnison, CO (GUC)	76.3	75.9	59	58
Gustavus, AK (GST)	93.3	96.7	30	30
Hagerstown, MD (HGR)	74.1	70.4	27	27
Hancock/Houghton, MI (CMX)	63.3	60.0	60	60
Harlingen/San Benito, TX (HRL)	75.9	82.5	291	291
Harrisburg, PA (MDT)	76.2	78.9	525	525
Hartford, CT (BDL)	65.0	72.5	1710	1711
Hattiesburg/Laurel, MS (PIB)	80.8	80.8	52	52
Hayden, CO (HDN)	72.7	77.2	128	127
Hays, KS (HYS)	85.0	78.3	60	60
Helena, MT (HLN)	88.1	89.6	135	135
Hibbing, MN (HIB)	96.4	88.9	28	27
Hilo, HI (ITO)	85.4	88.8	624	625
Hilton Head, SC (HHH)	76.9	71.0	238	238
Honolulu, HI (HNL)	80.7	79.5	5195	5198
Houston, TX (HOU)	71.6	69.5	4517	4516
Houston, TX (IAH)	70.5	66.0	9391	9385
Huntsville, AL (HSV)	73.7	76.0	658	655
Hyannis, MA (HYA)	76.7	66.7	60	60
Idaho Falls, ID (IDA)	80.8	80.7	297	296
Indianapolis, IN (IND)	72.6	78.6	3860	3861
International Falls, MN (INL)	84.6	86.5	52	52
Iron Mountain/Kingsfd, MI (IMT)	88.3	86.7	60	60
Islip, NY (ISP)	67.2	66.4	335	336
Ithaca/Cortland, NY (ITH)	73.3	81.7	60	60
Jackson, WY (JAC)	76.7	76.4	558	552
Jackson/Vicksburg, MS (JAN)	70.5	78.6	594	594
Jacksonville, FL (JAX)	64.7	69.3	2436	2437
Jacksonville/Camp Lejeune, NC (OAJ)	78.2	83.7	124	123
Jamestown, ND (JMS)	89.3	83.9	56	56
Johnstown, PA (JST)	76.7	81.7	60	60
Joplin, MO (JLN)	88.5	84.6	52	52
Juneau, AK (JNU)	83.6	88.7	494	494
Kahului, HI (OGG)	85.1	82.0	2673	2673
Kalamazoo, MI (AZO)	88.3	93.3	60	60
Kalispell, MT (FCA)	79.4	83.8	388	388
Kansas City, MO (MCI)	68.7	73.4	4189	4187
Ketchikan, AK (KTN)	83.7	86.9	252	252

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

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Key West, FL (EYW)	81.1	73.3	465	465
Killeen, TX (GRK)	77.5	75.2	142	141
King Salmon, AK (AKN)	89.6	91.7	48	48
Knoxville, TN (TYS)	69.3	80.4	1214	1214
Kodiak, AK (ADQ)	81.3	88.8	80	80
Kona, HI (KOA)	81.0	82.1	1477	1477
Kotzebue, AK (OTZ)	80.0	84.4	45	45
La Crosse, WI (LSE)	100.0	75.0	4	4
Lafayette, LA (LFT)	71.4	73.0	238	237
Lake Charles, LA (LCH)	78.0	82.9	82	82
Lansing, MI (LAN)	81.1	85.6	90	90
Laramie, WY (LAR)	63.5	73.1	52	52
Laredo, TX (LRD)	82.8	85.9	99	99
Las Vegas, NV (LAS)	68.0	66.7	15533	15535
Latrobe, PA (LBE)	63.8	60.3	58	58
Lawton/Fort Sill, OK (LAW)	75.6	75.6	90	90
Lewiston, ID (LWS)	91.7	71.7	60	60
Lexington, KY (LEX)	74.0	80.6	766	764
Liberal, KS (LBL)	84.6	84.6	52	52
Lihue, HI (LIH)	82.8	85.7	1361	1360
Lincoln, NE (LNK)	77.5	80.9	89	89
Little Rock, AR (LIT)	70.0	77.0	1003	1002
Long Beach, CA (LGB)	71.3	71.6	1326	1326
Longview, TX (GGG)	70.0	75.0	60	60
Los Angeles, CA (LAX)	73.0	74.7	16783	16779
Louisville, KY (SDF)	72.9	77.5	2132	2131
Lubbock, TX (LBB)	67.8	75.3	478	477
Madison, WI (MSN)	75.8	81.2	868	869
Manchester, NH (MHT)	67.9	73.1	511	510
Marquette, MI (MQT)	76.7	83.3	60	60
Martha's Vineyard, MA (MVY)	71.9	66.0	256	256
Mason City, IA (MCW)	65.4	63.5	52	52
Medford, OR (MFR)	79.2	85.1	395	395
Melbourne, FL (MLB)	70.3	78.5	219	219
Memphis, TN (MEM)	67.3	74.0	2007	2003
Meridian, MS (MEI)	75.0	69.2	52	52
Miami, FL (MIA)	64.2	62.4	8210	8211
Midland/Odessa, TX (MAF)	69.2	77.2	653	653
Milwaukee, WI (MKE)	67.9	77.5	2066	2064
Minneapolis, MN (MSP)	80.4	79.1	10464	10470
Minot, ND (MOT)	90.8	85.8	163	162

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Mission/McAllen/Edinburg, TX (MFE)	62.8	72.8	274	276
Missoula, MT (MSO)	77.4	77.2	452	452
Moab, UT (CNY)	75.0	82.7	52	52
Mobile, AL (MOB)	79.1	81.1	206	206
Moline, IL (MLI)	79.0	88.0	267	267
Monroe, LA (MLU)	80.8	78.9	146	147
Monterey, CA (MRY)	78.4	84.0	356	356
Montgomery, AL (MGM)	77.7	78.2	202	202
Montrose/Delta, CO (MTJ)	73.6	74.6	193	193
Mosinee, WI (CWA)	92.6	98.5	68	68
Myrtle Beach, SC (MYR)	73.0	76.6	1580	1579
Nantucket, MA (ACK)	70.6	66.2	343	343
Nashville, TN (BNA)	69.8	69.4	7983	7981
New Bern/Morehead/Beaufort, NC (EWN)	75.0	87.5	8	8
New Orleans, LA (MSY)	64.8	68.4	3984	3988
New York, NY (JFK)	66.4	70.2	11021	11014
New York, NY (LGA)	67.3	69.6	13570	13568
Newark, NJ (EWR)	58.6	57.4	11351	11339
Newburgh/Poughkeepsie, NY (SWF)	66.7	58.3	36	36
Niagara Falls, NY (IAG)	76.2	71.4	21	21
Nome, AK (OME)	80.4	78.3	46	46
Norfolk, VA (ORF)	66.5	67.9	1926	1927
North Bend/Coos Bay, OR (OTH)	81.6	84.2	38	38
North Platte, NE (LBF)	73.1	73.1	52	52
Oakland, CA (OAK)	75.8	75.2	3858	3857
Oklahoma City, OK (OKC)	71.2	75.5	1846	1846
Omaha, NE (OMA)	70.4	77.7	1865	1865
Ontario, CA (ONT)	66.8	74.6	1990	1992
Orlando, FL (MCO)	59.6	60.0	13205	13216
Pago Pago, TT (PPG)	84.6	84.6	13	13
Palm Springs, CA (PSP)	79.5	82.1	682	683
Panama City, FL (ECP)	67.2	73.6	699	698
Pasco/Kennewick/Richland, WA (PSC)	84.4	87.0	493	492
Pellston, MI (PLN)	77.4	88.7	53	53
Pensacola, FL (PNS)	68.2	73.7	1058	1059
Peoria, IL (PIA)	69.1	81.2	304	303
Petersburg, AK (PSG)	78.3	81.7	60	60
Philadelphia, PA (PHL)	69.6	71.4	7751	7759
Phoenix, AZ (AZA)	82.2	89.6	405	405
Phoenix, AZ (PHX)	75.9	75.6	13346	13355
Pittsburgh, PA (PIT)	69.5	77.5	3530	3528

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

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Plattsburgh, NY (PBG)	88.0	72.0	25	25
Pocatello, ID (PIH)	96.7	100.0	30	30
Ponce, PR (PSE)	41.7	60.2	103	103
Portland, ME (PWM)	72.5	73.9	1172	1173
Portland, OR (PDX)	78.2	82.5	5134	5141
Portsmouth, NH (PSM)	74.3	62.9	35	35
Prescott, AZ (PRC)	75.0	75.0	60	60
Providence, RI (PVD)	68.0	74.5	1139	1142
Provo, UT (PVU)	53.2	82.5	171	171
Punta Gorda, FL (PGD)	71.9	81.1	466	466
Raleigh/Durham, NC (RDU)	68.6	72.7	5081	5082
Rapid City, SD (RAP)	78.5	81.5	437	438
Redding, CA (RDD)	88.0	90.1	142	142
Reno, NV (RNO)	75.5	79.3	1667	1664
Rhineland, WI (RHI)	95.1	95.0	61	60
Richmond, VA (RIC)	67.9	73.5	1592	1592
Riverton/Lander, WY (RIW)	77.5	97.5	40	40
Roanoke, VA (ROA)	74.5	76.9	251	251
Rochester, MN (RST)	65.0	75.4	60	61
Rochester, NY (ROC)	72.5	77.5	1031	1032
Rock Springs, WY (RKS)	82.1	87.2	39	39
Rockford, IL (RFD)	80.8	78.8	52	52
Roswell, NM (ROW)	73.3	70.0	60	60
Sacramento, CA (SMF)	72.3	77.6	4499	4500
Saginaw/Bay City/Midland, MI (MBS)	74.3	80.0	175	175
Saipan, TT (SPN)	94.7	92.1	38	38
Salina, KS (SLN)	80.0	78.3	60	60
Salt Lake City, UT (SLC)	80.3	79.7	9123	9124
San Angelo, TX (SJT)	80.0	82.2	90	90
San Antonio, TX (SAT)	67.3	75.9	3326	3328
San Diego, CA (SAN)	70.2	74.2	7843	7841
San Francisco, CA (SFO)	72.4	74.5	11725	11736
San Jose, CA (SJC)	77.0	78.7	4508	4504
San Juan, PR (SJU)	50.8	60.2	3028	3020
San Luis Obispo, CA (SBP)	74.7	77.2	364	364
Sanford, FL (SFB)	69.2	74.3	858	857
Santa Ana, CA (SNA)	75.1	75.4	3840	3841
Santa Barbara, CA (SBA)	74.3	79.0	576	577
Santa Fe, NM (SAF)	72.7	78.0	150	150
Santa Maria, CA (SMX)	33.3	33.3	9	9
Santa Rosa, CA (STS)	84.5	84.2	291	291

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Sarasota/Bradenton, FL (SRQ)	69.1	73.3	1097	1097
Sault Ste. Marie, MI (CIU)	81.7	76.7	60	60
Savannah, GA (SAV)	69.9	71.6	1544	1544
Scottsbluff, NE (BFF)	78.8	84.6	52	52
Scranton/Wilkes-Barre, PA (AVP)	65.1	76.0	146	146
Seattle, WA (SEA)	79.4	78.1	14669	14679
Sheridan, WY (SHR)	80.4	90.2	51	51
Shreveport, LA (SHV)	75.4	74.6	338	338
Sioux City, IA (SUX)	75.0	83.3	60	60
Sioux Falls, SD (FSD)	74.4	80.8	578	578
Sitka, AK (SIT)	80.4	91.3	163	161
South Bend, IN (SBN)	75.5	78.8	485	485
Spokane, WA (GEG)	76.8	81.3	1438	1440
Springfield, IL (SPI)	66.7	30.0	9	10
Springfield, MO (SGF)	70.7	74.3	639	638
St. George, UT (SGU)	85.2	88.5	182	182
St. Louis, MO (STL)	70.1	67.5	5190	5194
St. Petersburg, FL (PIE)	72.0	76.7	786	786
State College, PA (SCE)	70.5	85.4	95	96
Stillwater, OK (SWO)	75.0	75.0	60	60
Stockton, CA (SCK)	64.6	52.1	48	48
Sun Valley/Hailey/Ketchum, ID (SUN)	89.2	89.9	120	119
Syracuse, NY (SYR)	69.6	75.3	1086	1086
Tallahassee, FL (TLH)	69.4	79.6	382	382
Tampa, FL (TPA)	64.5	69.0	6196	6201
Texarkana, AR (TXK)	84.4	83.3	90	90
Toledo, OH (TOL)	76.9	69.2	26	26
Traverse City, MI (TVC)	81.2	83.2	515	513
Trenton, NJ (TTN)	45.8	64.7	166	167
Tucson, AZ (TUS)	76.2	81.9	1186	1187
Tulsa, OK (TUL)	71.5	79.5	1432	1432
Twin Falls, ID (TWF)	100.0	93.3	30	30
Tyler, TX (TYR)	70.0	67.8	90	90
Valdosta, GA (VLD)	81.7	90.0	60	60
Valparaiso, FL (VPS)	71.7	76.4	1034	1034
Vernal, UT (VEL)	82.7	86.5	52	52
Victoria, TX (VCT)	88.5	84.6	52	52
Waco, TX (ACT)	71.1	64.4	90	90
Walla Walla, WA (ALW)	83.3	86.7	30	30
Washington, DC (DCA)	74.5	75.7	11450	11455
Washington, DC (IAD)	71.5	71.5	4365	4369

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

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
West Palm Beach/Palm Beach, FL (PBI)	61.7	66.8	1850	1853
West Yellowstone, MT (WYS)	90.0	90.0	60	60
White Plains, NY (HPN)	70.2	72.4	1136	1137
Wichita Falls, TX (SPS)	81.7	90.0	60	60
Wichita, KS (ICT)	67.4	79.2	688	688
Williston, ND (XWA)	85.0	84.3	140	140
Wilmington, NC (ILM)	73.5	79.8	744	743
Worcester, MA (ORH)	74.4	65.4	129	130
Wrangell, AK (WRG)	78.3	81.7	60	60
Yakutat, AK (YAK)	88.3	88.3	60	60
Yuma, AZ (YUM)	80.8	89.0	146	145

AIR TRAVEL CONSUMER REPORT

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

JUNE 2023

CARRIER ¹	AT ALL US AIRPORTS				
	NUMBER OF AIRPORTS REPORTED	FLIGHT OPERATIONS SCHEDULED	FLIGHT OPERATIONS CANCELLED	PERCENT OF OPERATIONS CANCELLED	RANK
ALASKA AIRLINES NETWORK	106	33364	97	0.3	1
- ALASKA AIRLINES	89	21337	79	0.4	
- BRANDED CODESHARE PARTNERS	55	12027	18	0.1	
ALLEGiant AIR	122	11483	64	0.6	2
SOUTHWEST AIRLINES	107	119251	708	0.6	3
HAWAIIAN AIRLINES	21	6832	88	1.3	4
AMERICAN AIRLINES NETWORK	222	148576	2366	1.6	5
- AMERICAN AIRLINES	127	80416	954	1.2	
- BRANDED CODESHARE PARTNERS	198	68160	1412	2.1	
DELTA AIR LINES NETWORK	211	126648	2561	2.0	6
- DELTA AIR LINES	144	85929	1249	1.5	
- BRANDED CODESHARE PARTNERS	174	40719	1312	3.2	
SPIRIT AIRLINES	63	21155	697	3.3	7
JETBLUE AIRWAYS	68	22795	797	3.5	8
FRONTIER AIRLINES	78	13937	546	3.9	9
UNITED AIRLINES NETWORK	219	109536	4932	4.5	10
- UNITED AIRLINES	113	62395	3309	5.3	
- BRANDED CODESHARE PARTNERS	200	47141	1623	3.4	
TOTAL AIRPORTS SERVED	352	613,577	12,856	2.1	

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

JUNE 2023

CARRIER ¹	AT ALL US AIRPORTS				
	NUMBER OF AIRPORTS REPORTED	FLIGHT OPERATIONS SCHEDULED	FLIGHT OPERATIONS CANCELLED	PERCENT OF OPERATIONS CANCELLED	RANK
ALASKA AIRLINES	89	21337	79	0.4	1
ALLEGiant AIR	122	11483	64	0.6	2
ENVOY AIR	114	17176	98	0.6	3
SOUTHWEST AIRLINES	107	119251	708	0.6	4
AMERICAN AIRLINES	127	80416	954	1.2	5
SKYWEST AIRLINES	243	56372	704	1.2	6
HAWAIIAN AIRLINES	21	6832	88	1.3	7
DELTA AIR LINES	144	85929	1249	1.5	8
SPIRIT AIRLINES	63	21155	697	3.3	9
JETBLUE AIRWAYS	68	22795	797	3.5	10
PSA AIRLINES	87	17125	639	3.7	11
FRONTIER AIRLINES	78	13937	546	3.9	12
ENDEAVOR AIR	97	17307	894	5.2	13
UNITED AIRLINES	113	62395	3309	5.3	14
REPUBLIC AIRWAYS	80	23752	1393	5.9	15
TOTAL AIRPORTS SERVED	339	577,262	12,219	2.1	

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

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

AIR TRAVEL CONSUMER REPORT

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

RANK	CARRIER ¹	JANUARY - JUNE 2023			JANUARY - JUNE 2022		
		FLIGHT OPERATIONS SCHEDULED	FLIGHT OPERATIONS CANCELLED	PERCENT OF OPERATIONS CANCELLED	FLIGHT OPERATIONS SCHEDULED	FLIGHT OPERATIONS CANCELLED	PERCENT OF OPERATIONS CANCELLED
1	ALLEGiant AIR	59,590	485	0.81	61,071	2,707	4.43
2	ALASKA AIRLINES NETWORK	186,743	1,957	1.05	188,063	4,862	2.59
	- ALASKA AIRLINES	119,240	1,435	1.20	109,123	3,638	3.33
	- BRANDED CODESHARE PARTNERS	67,503	522	0.77	78,940	1,224	1.55
3	SOUTHWEST AIRLINES	689,600	9,073	1.32	614,081	16,321	2.66
4	HAWAIIAN AIRLINES	39,902	541	1.36	35,458	345	0.97
5	AMERICAN AIRLINES NETWORK	856,172	12,338	1.44	889,445	32,895	3.70
	- AMERICAN AIRLINES	462,230	6,313	1.37	419,339	16,288	3.88
	- BRANDED CODESHARE PARTNERS	393,942	6,025	1.53	470,106	16,607	3.53
6	DELTA AIR LINES NETWORK	726,677	10,573	1.45	721,541	18,726	2.60
	- DELTA AIR LINES	477,735	6,646	1.39	433,347	9,553	2.20
	- BRANDED CODESHARE PARTNERS	248,942	3,927	1.58	288,194	9,173	3.18
7	JETBLUE AIRWAYS	142,947	2,656	1.86	133,926	7,216	5.39
8	UNITED AIRLINES NETWORK	638,398	13,335	2.09	632,745	22,501	3.56
	- UNITED AIRLINES	354,181	5,988	1.69	296,499	7,249	2.44
	- BRANDED CODESHARE PARTNERS	284,217	7,347	2.58	336,246	15,252	4.54
9	FRONTIER AIRLINES	82,101	1,775	2.16	73,382	2,356	3.21
10	SPIRIT AIRLINES	131,093	2,844	2.17	109,816	4,130	3.76
	TOTAL	3,553,223	55,577	1.56	3,459,528	112,059	3.24

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

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

AIR TRAVEL CONSUMER REPORT

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

RANK	CARRIER ¹	JANUARY - JUNE 2023			JANUARY - JUNE 2022		
		FLIGHT OPERATIONS SCHEDULED	FLIGHT OPERATIONS CANCELLED	PERCENT OF OPERATIONS CANCELLED	FLIGHT OPERATIONS SCHEDULED	FLIGHT OPERATIONS CANCELLED	PERCENT OF OPERATIONS CANCELLED
1	ALLEGIAN AIR	59,590	485	0.81	61,071	2,707	4.43
2	ALASKA AIRLINES	119,240	1,435	1.20	109,123	3,638	3.33
3	SOUTHWEST AIRLINES	689,600	9,073	1.32	614,081	16,321	2.66
4	HAWAIIAN AIRLINES	39,902	541	1.36	35,458	345	0.97
5	AMERICAN AIRLINES	462,230	6,313	1.37	419,339	16,288	3.88
6	PSA AIRLINES	95,184	1,311	1.38	116,733	4,824	4.13
7	DELTA AIR LINES	477,735	6,646	1.39	433,347	9,553	2.20
8	ENVOY AIR	108,411	1,668	1.54	128,930	3,821	2.96
9	UNITED AIRLINES	354,181	5,988	1.69	296,499	7,249	2.44
10	SKYWEST AIRLINES	327,485	5,925	1.81	375,607	8,872	2.36
11	JETBLUE AIRWAYS	142,947	2,656	1.86	133,926	7,216	5.39
12	ENDEAVOR AIR	97,384	1,860	1.91	122,380	4,704	3.84
13	REPUBLIC AIRWAYS	153,486	3,318	2.16	171,165	10,270	6.00
14	FRONTIER AIRLINES	82,101	1,775	2.16	73,382	2,356	3.21
15	SPIRIT AIRLINES	131,093	2,844	2.17	109,816	4,130	3.76
	TOTAL	3,340,569	51,838	1.55	3,311,072	106,037	3.20

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

JUNE 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	33364	26480	79.37	97	0.29	80	0.24	1957	5.87	122	0.37	2062	6.18	57	0.17	2508	7.52
- ALASKA AIRLINES	21337	16334	76.55	79	0.37	62	0.29	1289	6.04	90	0.42	1766	8.28	54	0.25	1663	7.79
BRANDED CODESHARE PARTNERS	12027	10146	84.36	18	0.15	18	0.15	669	5.56	32	0.27	295	2.45	3	0.02	846	7.03
ALLEGiant AIR	11483	8111	70.63	64	0.56	36	0.31	693	6.04	226	1.97	1077	9.38	11	0.10	1264	11.01
AMERICAN AIRLINES NETWORK	148576	106578	71.73	2366	1.59	666	0.45	10924	7.35	2489	1.68	10145	6.83	109	0.07	15298	10.30
- AMERICAN AIRLINES	80416	54887	68.25	954	1.19	426	0.53	6902	8.58	1317	1.64	5864	7.29	61	0.08	10006	12.44
BRANDED CODESHARE PARTNERS	68160	51691	75.84	1412	2.07	240	0.35	4023	5.90	1172	1.72	4281	6.28	49	0.07	5293	7.77
DELTA AIR LINES NETWORK	126648	98518	77.79	2561	2.02	357	0.28	10513	8.30	1267	1.00	5981	4.72	36	0.03	7415	5.85
- DELTA AIR LINES	85929	64768	75.37	1249	1.45	269	0.31	8054	9.37	685	0.80	4574	5.32	23	0.03	6307	7.34
BRANDED CODESHARE PARTNERS	40719	33750	82.89	1312	3.22	88	0.22	2459	6.04	582	1.43	1407	3.46	12	0.03	1109	2.72
FRONTIER AIRLINES	13937	7486	53.71	546	3.92	47	0.34	1665	11.95	113	0.81	1326	9.51	0	0.00	2754	19.76
HAWAIIAN AIRLINES	6832	5289	77.42	88	1.29	2	0.03	874	12.79	1	0.01	17	0.25	14	0.20	548	8.02
JETBLUE AIRWAYS	22795	13859	60.80	797	3.50	167	0.73	2674	11.73	335	1.47	2107	9.24	21	0.09	2834	12.43
SOUTHWEST AIRLINES	119251	83017	69.62	708	0.59	468	0.39	9418	7.90	621	0.52	6747	5.66	142	0.12	18129	15.20
SPIRIT AIRLINES	21155	12432	58.77	697	3.29	105	0.50	2152	10.17	401	1.90	3159	14.93	87	0.41	2122	10.03
UNITED AIRLINES NETWORK	109536	75929	69.32	4932	4.50	436	0.40	11556	10.55	967	0.88	6933	6.33	10	0.01	8773	8.01
- UNITED AIRLINES	62395	40601	65.07	3309	5.30	295	0.47	6902	11.06	547	0.88	4767	7.64	3	0.00	5970	9.57
BRANDED CODESHARE PARTNERS	47141	35328	74.94	1623	3.44	141	0.30	4654	9.87	420	0.89	2165	4.59	7	0.01	2803	5.95
TOTAL	613,577	437,699	71.34	12,856	2.10	2,364	0.39	52,428	8.54	6,543	1.07	39,553	6.45	487	0.08	61,647	10.05

* 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 0.5 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

JUNE 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	21337	16334	76.55	79	0.37	62	0.29	1289	6.04	90	0.42	1766	8.28	54	0.25	1663	7.79
ALLEGIAN AIR	11483	8111	70.63	64	0.56	36	0.31	693	6.04	226	1.97	1077	9.38	11	0.10	1264	11.01
AMERICAN AIRLINES	80416	54887	68.25	954	1.19	426	0.53	6902	8.58	1317	1.64	5864	7.29	61	0.08	10006	12.44
DELTA AIR LINES	85929	64768	75.37	1249	1.45	269	0.31	8054	9.37	685	0.80	4574	5.32	23	0.03	6307	7.34
ENDEAVOR AIR	17307	13693	79.12	894	5.17	50	0.29	749	4.33	136	0.79	874	5.05	3	0.02	908	5.25
ENVOY AIR	17176	13152	76.57	98	0.57	51	0.30	857	4.99	330	1.92	1312	7.64	7	0.04	1370	7.98
FRONTIER AIRLINES	13937	7486	53.71	546	3.92	47	0.34	1665	11.95	113	0.81	1326	9.51	0	0.00	2754	19.76
HAWAIIAN AIRLINES	6832	5289	77.42	88	1.29	2	0.03	874	12.79	1	0.01	17	0.25	14	0.20	548	8.02
JETBLUE AIRWAYS	22795	13859	60.80	797	3.50	167	0.73	2674	11.73	335	1.47	2107	9.24	21	0.09	2834	12.43
PSA AIRLINES	17125	12362	72.19	639	3.73	68	0.40	1042	6.08	235	1.37	1151	6.72	14	0.08	1614	9.42
REPUBLIC AIRWAYS	23752	18280	76.96	1393	5.86	70	0.29	894	3.76	234	0.99	1860	7.83	7	0.03	1014	4.27
SKYWEST AIRLINES	56372	46265	82.07	704	1.25	123	0.22	5684	10.08	928	1.65	657	1.17	33	0.06	1978	3.51
SOUTHWEST AIRLINES	119251	83017	69.62	708	0.59	468	0.39	9418	7.90	621	0.52	6747	5.66	142	0.12	18129	15.20
SPIRIT AIRLINES	21155	12432	58.77	697	3.29	105	0.50	2152	10.17	401	1.90	3159	14.93	87	0.41	2122	10.03
UNITED AIRLINES	62395	40601	65.07	3309	5.30	295	0.47	6902	11.06	547	0.88	4767	7.64	3	0.00	5970	9.57
TOTAL	577,262	410,536	71.12	12,219	2.12	2,239	0.39	49,850	8.64	6,200	1.07	37,258	6.45	480	0.08	58,481	10.13

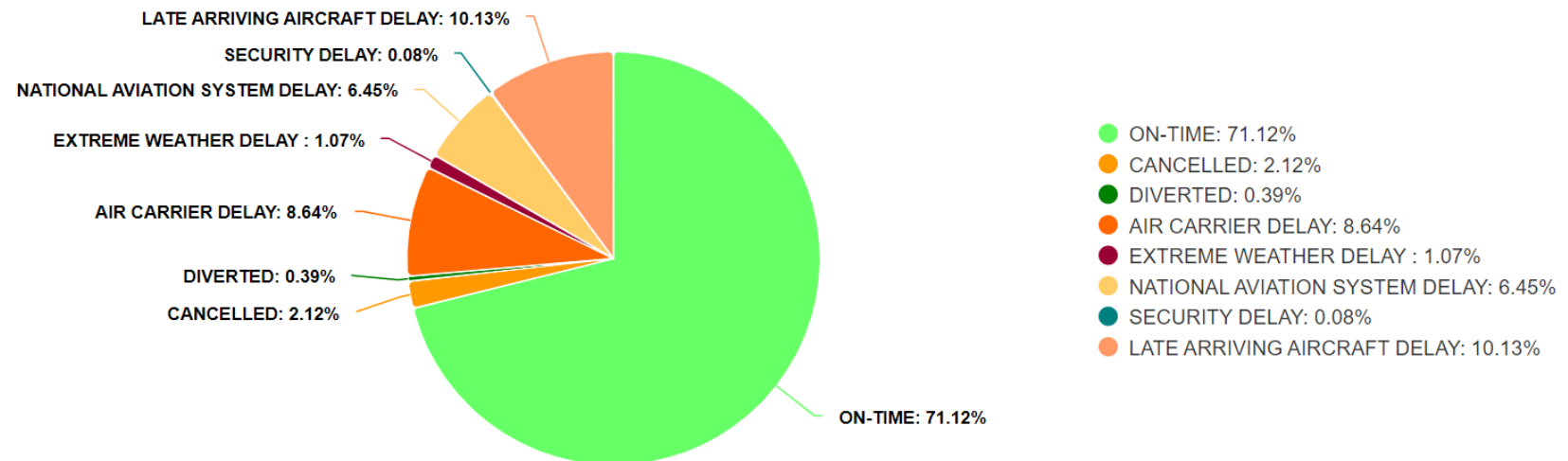
* Causes of Delay:

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

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

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

AIR TRAVEL CONSUMER REPORT
TABLE 7B. OVERALL CAUSES OF DELAY BY REPORTING OPERATING CARRIER
JUNE 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 JUNE 2023

MARKETING CARRIER	OPERATING CARRIER	FLIGHT NUMBER	ORIGIN AIRPORT	DESTINATION AIRPORT	DATE OF FLIGHT	LOCATION OF LONGEST TARMAC DELAY	LENGTH OF TARMAC DELAY
UNITED	GOJET	4468	EWR	ROC	6/26/2023	Origin Airport	5:54
AMERICAN	AMERICAN	830	DCA	MIA	6/19/2023	Diversion Airport (MCO)	4:44
UNITED	GOJET	4190	EWR	SYR	6/26/2023	Origin Airport	4:23
UNITED	GOJET	4384	EWR	AVP	6/26/2023	Origin Airport	4:16
SOUTHWEST	SOUTHWEST	2986	MSY	DEN	6/21/2023	Diversion Airport (AMA)	4:12
UNITED	UNITED	2046	EWR	SFO	6/26/2023	Origin Airport	4:05
UNITED	UNITED	1321	MIA	EWR	6/17/2023	Origin Airport	4:03
UNITED	UNITED	1929	EWR	MCO	6/24/2023	Origin Airport	4:01
UNITED	UNITED	3047	EWR	ORD	6/26/2023	Origin Airport	4:00
UNITED	UNITED	1267	EWR	ANC	6/26/2023	Origin Airport	3:59
DELTA	DELTA	463	JFK	SEA	6/24/2023	Origin Airport	3:57
JETBLUE	JETBLUE	223	JFK	LAX	6/26/2023	Origin Airport	3:56
UNITED	UNITED	1457	DEN	LGA	6/26/2023	Diversion Airport (BWI)	3:56
UNITED	UNITED	511	EWR	MSP	6/26/2023	Origin Airport	3:52
AMERICAN	PIEDMONT	5934	PHL	SCE	6/26/2023	Origin Airport	3:51
DELTA	ENDEAVOR	5205	JFK	DTW	6/23/2023	Origin Airport	3:47
JETBLUE	JETBLUE	602	FLL	JFK	6/17/2023	Origin Airport	3:45
UNITED	REPUBLIC	3489	EWR	ROC	6/24/2023	Origin Airport	3:45
UNITED	UNITED	720	TPA	DEN	6/21/2023	Diversion Airport (ABQ)	3:45
AMERICAN	PIEDMONT	6003	PHL	ROC	6/26/2023	Origin Airport	3:44
SOUTHWEST	SOUTHWEST	669	IAH	DEN	6/21/2023	Diversion Airport (AMA)	3:44
FRONTIER	FRONTIER	1770	MIA	CVG	6/17/2023	Origin Airport	3:43
JETBLUE	JETBLUE	1823	JFK	LAX	6/26/2023	Origin Airport	3:43
UNITED	UNITED	1546	EWR	MCO	6/24/2023	Origin Airport	3:43
DELTA	DELTA	668	JFK	DEN	6/24/2023	Origin Airport	3:41
UNITED	UNITED	2374	EWR	PWM	6/26/2023	Origin Airport	3:40
UNITED	UNITED	2387	MCO	EWR	6/25/2023	Diversion Airport (BWI)	3:39
AMERICAN	AIR WISCONSIN	6218	PHL	DAY	6/26/2023	Origin Airport	3:38
AMERICAN	PSA	5390	PHL	MKE	6/26/2023	Origin Airport	3:38
FRONTIER	FRONTIER	519	PHL	DEN	6/26/2023	Origin Airport	3:37
UNITED	UNITED	1308	EWR	SEA	6/24/2023	Origin Airport	3:35
SOUTHWEST	SOUTHWEST	52	DAL	DEN	6/21/2023	Diversion Airport (AMA)	3:34
UNITED	UNITED	758	SAN	EWR	6/25/2023	Diversion Airport (ROC)	3:32
UNITED	REPUBLIC	3446	EWR	BUF	6/2/2023	Origin Airport	3:31
DELTA	SKYWEST	3950	JFK	IAD	6/24/2023	Origin Airport	3:26
UNITED	REPUBLIC	3453	EWR	GSO	6/24/2023	Origin Airport	3:26
UNITED	UNITED	419	EWR	SEA	6/2/2023	Origin Airport	3:26

AIR TRAVEL CONSUMER REPORT

TABLE 8 (Cont'd). LIST OF DOMESTIC FLIGHTS WITH TARMAC DELAYS OVER 3 HOURS BY MARKETING/OPERATING CARRIER JUNE 2023

MARKETING CARRIER	OPERATING CARRIER	FLIGHT NUMBER	ORIGIN AIRPORT	DESTINATION AIRPORT	DATE OF FLIGHT	LOCATION OF LONGEST TARMAC DELAY	LENGTH OF TARMAC DELAY
ALASKA	ALASKA	280	EWR	SEA	6/2/2023	Origin Airport	3:25
JETBLUE	JETBLUE	2073	EWR	LAX	6/27/2023	Origin Airport	3:24
JETBLUE	JETBLUE	2424	MCO	DCA	6/25/2023	Origin Airport	3:21
UNITED	REPUBLIC	3589	EWR	ATL	6/24/2023	Origin Airport	3:18
DELTA	DELTA	2413	JFK	AUS	6/24/2023	Origin Airport	3:17
JETBLUE	JETBLUE	669	JFK	SJC	6/23/2023	Origin Airport	3:17
UNITED	UNITED	2614	LAX	EWR	6/26/2023	Destination Airport	3:17
AMERICAN	AMERICAN	2083	DFW	RNO	6/11/2023	Origin Airport	3:16
JETBLUE	JETBLUE	1005	JFK	PDX	6/26/2023	Origin Airport	3:16
UNITED	UNITED	2403	EWR	LAX	6/27/2023	Origin Airport	3:16
AMERICAN	PIEDMONT	5926	PHL	ROA	6/26/2023	Origin Airport	3:13
AMERICAN	AMERICAN	2821	PHL	SFO	6/25/2023	Origin Airport	3:12
AMERICAN	AMERICAN	451	PHL	DFW	6/26/2023	Origin Airport	3:12
JETBLUE	JETBLUE	359	JFK	BUR	6/27/2023	Origin Airport	3:12
SPIRIT	SPIRIT	1220	BOS	ATL	6/1/2023	Destination Airport	3:12
UNITED	UNITED	759	EWR	PHX	6/26/2023	Origin Airport	3:12
AMERICAN	PSA	5051	CLT	PNS	6/15/2023	Destination Airport	3:11
UNITED	GOJET	4407	EWR	PQI	6/26/2023	Origin Airport	3:11
AMERICAN	AMERICAN	2079	DFW	MEM	6/11/2023	Origin Airport	3:07
SOUTHWEST	SOUTHWEST	1308	SFO	DEN	6/21/2023	Diversion Airport (SLC)	3:07
UNITED	UNITED	1435	SFO	IAH	6/21/2023	Diversion Airport (HOU)	3:07
UNITED	GOJET	4408	DCA	EWR	6/26/2023	Destination Airport	3:06
DELTA	ENDEAVOR	4939	LGA	CVG	6/27/2023	Origin Airport	3:05
UNITED	UNITED	1411	SFO	EWR	6/26/2023	Diversion Airport (IAD)	3:05
ALLEGiant	ALLEGiant	497	FLL	MEM	6/17/2023	Origin Airport	3:04
AMERICAN	AMERICAN	1998	MIA	LAX	6/17/2023	Origin Airport	3:04
SOUTHWEST	SOUTHWEST	1740	MCO	STL	6/23/2023	Origin Airport	3:04
JETBLUE	JETBLUE	1527	EWR	MCO	6/27/2023	Origin Airport	3:03
SOUTHWEST	SOUTHWEST	2493	STL	DEN	6/21/2023	Diversion Airport (AMA)	3:03
UNITED	REPUBLIC	3436	EWR	GRR	6/26/2023	Origin Airport	3:03
FRONTIER	FRONTIER	2327	PHL	MIA	6/26/2023	Origin Airport	3:02
FRONTIER	FRONTIER	4829	MDW	DEN	6/8/2023	Diversion Airport (COS)	3:02
JETBLUE	JETBLUE	2554	DCA	BOS	6/26/2023	Origin Airport	3:02
SOUTHWEST	SOUTHWEST	1688	MCO	BWI	6/23/2023	Origin Airport	3:02
SOUTHWEST	SOUTHWEST	2644	SAN	DEN	6/21/2023	Diversion Airport (SLC)	3:02
DELTA	DELTA	572	LGA	DFW	6/27/2023	Origin Airport	3:01
JETBLUE	JETBLUE	399	LGA	MCO	6/27/2023	Origin Airport	3:01

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

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

AIR TRAVEL CONSUMER REPORT

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

JUNE 2023

MARKETING CARRIER	OPERATING CARRIER	FLIGHT NUMBER	ORIGIN AIRPORT	DESTINATION AIRPORT	DATE OF FLIGHT	LOCATION OF LONGEST TARMAC TIME	LENGTH OF TARMAC DELAY
BRITISH AIRWAYS	BRITISH AIRWAYS	207	LHR	MIA	6/19/2023	Diversion Airport (MCO)	7:26
LATAM	LATAM	1454	UIO	MIA	6/19/2023	Diversion Airport (MCO)	6:07
TACA	TACA	450	MGA	MIA	6/19/2023	Diversion Airport (MCO)	6:01
LATAM	LATAM	578	BOG	MIA	6/19/2023	Diversion Airport (MCO)	5:56
FRENCH BEE	FRENCH BEE	742	ORY	MIA	6/19/2023	Diversion Airport (MCO)	5:55
AMERICAN	AMERICAN	2964	PTY	MIA	6/19/2023	Diversion Airport (MCO)	5:35
AMERICAN	AMERICAN	1558	LIM	MIA	6/25/2023	Diversion Airport (PBI)	5:31
AMERICAN	AMERICAN	2300	MBJ	MIA	6/25/2023	Diversion Airport (PBI)	5:29
AIR FRANCE	AIR FRANCE	90	CDG	MIA	6/19/2023	Diversion Airport (MCO)	4:41
COPA	COPA	265	PTY	FLL	6/19/2023	Diversion Airport (MCO)	4:35
JETBLUE	JETBLUE	1496	CUN	FLL	6/19/2023	Diversion Airport (MCO)	4:30
AMERICAN	AMERICAN	245	STI	MIA	6/19/2023	Diversion Airport (RSW)	4:13
AMERICAN	AMERICAN	264	MEX	MIA	6/19/2023	Diversion Airport (PBI)	4:13
UNITED	UNITED	961	FRA	EWR	6/25/2023	Diversion Airport (ALB)	4:13

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	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	June 2023			June 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	728,592	1,114	0.15	724,415	1,193	0.16
2	SOUTHWEST AIRLINES	11,718,519	57,202	0.49	11,244,255	62,337	0.55
3	FRONTIER AIRLINES	849,745	4,474	0.53	894,188	3,511	0.39
4	HAWAIIAN AIRLINES	554,824	3,054	0.55	593,769	1,977	0.33
5	SPIRIT AIRLINES	1,092,810	6,221	0.57	1,202,087	6,737	0.56
6	DELTA AIR LINES NETWORK	8,897,262	50,984	0.57	8,413,446	47,502	0.56
	- DELTA AIR LINES	7,286,548	43,659	0.60	6,506,383	38,243	0.59
	- BRANDED CODESHARE PARTNERS	1,610,714	7,325	0.45	1,907,063	9,259	0.49
7	JETBLUE AIRWAYS	1,348,805	7,765	0.58	1,282,314	9,672	0.75
8	ALASKA AIRLINES NETWORK	2,612,830	16,148	0.62	2,556,979	17,920	0.70
	- ALASKA AIRLINES	2,123,766	13,912	0.66	1,910,360	14,303	0.75
	- BRANDED CODESHARE PARTNERS	489,064	2,236	0.46	646,619	3,617	0.56
9	AMERICAN AIRLINES NETWORK	9,462,223	87,008	0.92	9,598,141	108,095	1.13
	- AMERICAN AIRLINES	6,524,603	64,293	0.99	6,095,884	74,773	1.23
	- BRANDED CODESHARE PARTNERS	2,937,620	22,715	0.77	3,502,257	33,322	0.95
10	UNITED AIRLINES NETWORK	6,207,246	68,955	1.11	6,164,515	42,689	0.69
	- UNITED AIRLINES	4,689,459	53,708	1.15	4,335,741	29,408	0.68
	- BRANDED CODESHARE PARTNERS	1,517,787	15,247	1.00	1,828,774	13,281	0.73
	TOTAL	43,472,856	302,925	0.70	42,674,109	301,633	0.71

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

AIR TRAVEL CONSUMER REPORT

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

RANK	CARRIER ¹	JANUARY - JUNE 2023			JANUARY - JUNE 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	3,523,390	5,482	0.16	3,414,792	5,466	0.16
2	SOUTHWEST AIRLINES	62,438,825	289,282	0.46	58,177,429	264,285	0.45
3	FRONTIER AIRLINES	4,837,233	23,358	0.48	4,748,007	17,009	0.36
4	HAWAIIAN AIRLINES	3,055,095	15,248	0.50	2,978,042	9,084	0.31
5	DELTA AIR LINES NETWORK	48,404,067	248,730	0.51	47,265,543	286,999	0.61
	- DELTA AIR LINES	39,233,113	208,800	0.53	36,786,176	230,142	0.63
	- BRANDED CODESHARE PARTNERS	9,170,954	39,930	0.44	10,479,367	56,857	0.54
6	JETBLUE AIRWAYS	8,016,442	43,158	0.54	7,706,643	53,785	0.70
7	ALASKA AIRLINES NETWORK	13,312,207	74,510	0.56	13,073,873	94,000	0.72
	- ALASKA AIRLINES	10,689,661	60,826	0.57	9,663,571	72,897	0.75
	- BRANDED CODESHARE PARTNERS	2,622,546	13,684	0.52	3,410,302	21,103	0.62
8	SPIRIT AIRLINES	6,659,657	38,568	0.58	6,486,047	31,231	0.48
9	AMERICAN AIRLINES NETWORK	51,438,756	418,487	0.81	52,028,187	454,351	0.87
	- AMERICAN AIRLINES	35,347,535	309,354	0.88	32,311,510	300,590	0.93
	- BRANDED CODESHARE PARTNERS	16,091,221	109,133	0.68	19,716,677	153,761	0.78
10	UNITED AIRLINES NETWORK	36,810,564	302,224	0.82	34,330,657	227,096	0.66
	- UNITED AIRLINES	27,206,934	223,386	0.82	23,383,133	150,173	0.64
	- BRANDED CODESHARE PARTNERS	9,603,630	78,838	0.82	10,947,524	76,923	0.70
TOTAL		238,496,236	1,459,047	0.61	230,209,220	1,443,306	0.63

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	June 2023			June 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	728,592	1,114	0.15	724,415	1,193	0.16
2	SOUTHWEST AIRLINES	11,718,519	57,202	0.49	11,244,255	62,337	0.55
3	ENDEAVOR AIR	739,228	3,688	0.50	806,696	4,132	0.51
4	FRONTIER AIRLINES	849,745	4,474	0.53	894,188	3,511	0.39
5	HAWAIIAN AIRLINES	554,824	3,054	0.55	593,769	1,977	0.33
6	SPIRIT AIRLINES	1,092,810	6,221	0.57	1,202,087	6,737	0.56
7	JETBLUE AIRWAYS	1,348,805	7,765	0.58	1,282,314	9,672	0.75
8	DELTA AIR LINES	7,286,548	43,659	0.60	6,506,383	38,243	0.59
9	SKYWEST AIRLINES	2,203,232	13,868	0.63	2,666,705	15,213	0.57
10	ALASKA AIRLINES	2,123,766	13,912	0.66	1,910,360	14,303	0.75
11	PSA AIRLINES	932,144	7,084	0.76	1,036,324	9,615	0.93
12	REPUBLIC AIRWAYS	688,865	6,164	0.89	818,969	8,442	1.03
13	ENVOY AIR	647,399	5,941	0.92	805,355	8,171	1.01
14	AMERICAN AIRLINES	6,524,603	64,293	0.99	6,095,884	74,773	1.23
15	UNITED AIRLINES	4,689,459	53,708	1.15	4,335,741	29,408	0.68
	TOTAL	42,128,539	292,147	0.69	40,923,445	287,727	0.7

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

AIR TRAVEL CONSUMER REPORT

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

RANK	CARRIER ¹	JANUARY - JUNE 2023			JANUARY - JUNE 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	3,523,390	5,482	0.16	3,414,792	5,466	0.16
2	ENDEAVOR AIR	3,975,741	18,318	0.46	4,672,971	26,892	0.58
3	SOUTHWEST AIRLINES	62,438,825	289,282	0.46	58,177,429	264,285	0.45
4	FRONTIER AIRLINES	4,837,233	23,358	0.48	4,748,007	17,009	0.36
5	HAWAIIAN AIRLINES	3,055,095	15,248	0.50	2,978,042	9,084	0.31
6	DELTA AIR LINES	39,233,113	208,800	0.53	36,786,176	230,142	0.63
7	JETBLUE AIRWAYS	8,016,442	43,158	0.54	7,706,643	53,785	0.70
8	ALASKA AIRLINES	10,689,661	60,826	0.57	9,663,571	72,897	0.75
9	SPIRIT AIRLINES	6,659,657	38,568	0.58	6,486,047	31,231	0.48
10	SKYWEST AIRLINES	12,674,929	77,154	0.61	14,663,829	86,530	0.59
11	PSA AIRLINES	5,050,660	30,930	0.61	5,994,486	41,930	0.70
12	REPUBLIC AIRWAYS	4,184,467	31,739	0.76	4,491,748	41,651	0.93
13	ENVOY AIR	3,863,689	29,490	0.76	4,717,942	40,568	0.86
14	UNITED AIRLINES	27,206,934	223,386	0.82	23,383,133	150,173	0.64
15	AMERICAN AIRLINES	35,347,535	309,354	0.88	32,311,510	300,590	0.93
	TOTAL	230,757,371	1,405,093	0.61	220,196,326	1,372,233	0.62

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	June 2023			June 2022		
		NUMBER OF WHEELCHAIRS AND SCOOTERS ENPLANED	NUMBER OF WHEELCHAIRS AND SCOOTERS MISHANDLED	PERCENT OF WHEELCHAIRS AND SCOOTERS MISHANDLED PER 100 ENPLANED	NUMBER OF WHEELCHAIRS AND SCOOTERS ENPLANED	NUMBER OF WHEELCHAIRS AND SCOOTERS MISHANDLED	PERCENT OF WHEELCHAIRS AND SCOOTERS MISHANDLED PER 100 ENPLANED
1	ALLEGiant AIR	2,160	1	0.05	1,544	15	0.97
2	DELTA AIR LINES NETWORK	19,181	106	0.55	18,191	166	0.91
	- DELTA AIR LINES	15,855	91	0.57	14,510	142	0.98
	- BRANDED CODESHARE PARTNERS	3,326	15	0.45	3,681	24	0.65
3	UNITED AIRLINES NETWORK	13,513	165	1.22	12,498	154	1.23
	- UNITED AIRLINES	10,923	146	1.34	9,250	120	1.30
	- BRANDED CODESHARE PARTNERS	2,590	19	0.73	3,248	34	1.05
4	HAWAIIAN AIRLINES	1,236	21	1.70	680	9	1.32
5	FRONTIER AIRLINES	2,496	45	1.80	2,207	37	1.68
6	SOUTHWEST AIRLINES	19,278	356	1.85	15,729	299	1.90
7	AMERICAN AIRLINES NETWORK	13,289	253	1.90	11,413	229	2.01
	- AMERICAN AIRLINES	10,280	201	1.96	8,324	173	2.08
	- BRANDED CODESHARE PARTNERS	3,009	52	1.73	3,089	56	1.81
8	JETBLUE AIRWAYS	2,671	51	1.91	2,388	130	5.44
9	ALASKA AIRLINES NETWORK	2,912	73	2.51	2,860	58	2.03
	- ALASKA AIRLINES	2,665	57	2.14	2,345	51	2.17
	- BRANDED CODESHARE PARTNERS	247	16	6.48	515	7	1.36
10	SPIRIT AIRLINES	925	55	5.95	719	48	6.68
	TOTAL	77,661	1,126	1.45	68,229	1,145	1.68

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

AIR TRAVEL CONSUMER REPORT

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

RANK	CARRIER ¹	JANUARY - JUNE 2023			JANUARY - JUNE 2022		
		NUMBER OF WHEELCHAIRS AND SCOOTERS ENPLANED	NUMBER OF WHEELCHAIRS AND SCOOTERS MISHANDLED	NUMBER OF WHEELCHAIRS AND SCOOTERS MISHANDLED	NUMBER OF WHEELCHAIRS AND SCOOTERS ENPLANED	NUMBER OF WHEELCHAIRS AND SCOOTERS MISHANDLED	NUMBER OF WHEELCHAIRS AND SCOOTERS MISHANDLED
1	ALLEGiant AIR	9,826	6	0.06	9,143	34	0.37
2	DELTA AIR LINES NETWORK	95,304	590	0.62	87,887	801	0.91
	- DELTA AIR LINES	79,581	515	0.65	70,952	679	0.96
	- BRANDED CODESHARE PARTNERS	15,723	75	0.48	16,935	122	0.72
3	UNITED AIRLINES NETWORK	68,928	860	1.25	61,680	674	1.09
	- UNITED AIRLINES	54,536	703	1.29	44,564	511	1.15
	- BRANDED CODESHARE PARTNERS	14,392	157	1.09	17,116	163	0.95
4	SOUTHWEST AIRLINES	95,482	1,539	1.61	76,486	1,148	1.50
5	HAWAIIAN AIRLINES	4,865	79	1.62	3,832	58	1.51
6	JETBLUE AIRWAYS	14,936	255	1.71	12,708	642	5.05
7	AMERICAN AIRLINES NETWORK	67,478	1,199	1.78	57,138	1,174	2.05
	- AMERICAN AIRLINES	52,508	919	1.75	41,714	854	2.05
	- BRANDED CODESHARE PARTNERS	14,970	280	1.87	15,424	320	2.07
8	FRONTIER AIRLINES	14,159	253	1.79	11,088	212	1.91
9	ALASKA AIRLINES NETWORK	14,058	276	1.96	15,380	219	1.42
	- ALASKA AIRLINES	12,830	234	1.82	12,093	185	1.53
	- BRANDED CODESHARE PARTNERS	1,228	42	3.42	3,287	34	1.03
10	SPIRIT AIRLINES	5,164	304	5.89	4,316	217	5.03
	TOTAL	390,200	5,361	1.37	339,658	5,179	1.52

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	June 2023			June 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	2,160	1	0.05	1,544	15	0.97
2	ENDEAVOR AIR	1,399	6	0.43	1,303	6	0.46
3	DELTA AIR LINES	15,855	91	0.57	14,510	142	0.98
4	SKYWEST AIRLINES	3,483	32	0.92	4,256	45	1.06
5	REPUBLIC AIRWAYS	1,150	15	1.30	1,297	17	1.31
6	UNITED AIRLINES	10,923	146	1.34	9,250	120	1.30
7	ENVOY AIR	896	15	1.67	834	13	1.56
8	HAWAIIAN AIRLINES	1,236	21	1.70	680	9	1.32
9	FRONTIER AIRLINES	2,496	45	1.80	2,207	37	1.68
10	SOUTHWEST AIRLINES	19,278	356	1.85	15,729	299	1.90
11	JETBLUE AIRWAYS	2,671	51	1.91	2,388	130	5.44
12	AMERICAN AIRLINES	10,280	201	1.96	8,324	173	2.08
13	PSA AIRLINES	755	15	1.99	732	13	1.78
14	ALASKA AIRLINES	2,665	57	2.14	2,345	51	2.17
15	SPIRIT AIRLINES	925	55	5.95	719	48	6.68
	TOTAL	76,172	1,107	1.45	66,118	1,118	1.69

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

AIR TRAVEL CONSUMER REPORT

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

RANK	CARRIER ¹	JANUARY - JUNE 2023			JANUARY - JUNE 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	9,826	6	0.06	9,143	34	0.37
2	ENDEAVOR AIR	5,960	31	0.52	6,708	50	0.75
3	DELTA AIR LINES	79,581	515	0.65	70,952	679	0.96
4	SKYWEST AIRLINES	17,672	171	0.97	19,935	199	1.00
5	REPUBLIC AIRWAYS	6,174	78	1.26	6,244	85	1.36
6	UNITED AIRLINES	54,536	703	1.29	44,564	511	1.15
7	ENVOY AIR	4,872	76	1.56	4,544	95	2.09
8	SOUTHWEST AIRLINES	95,482	1,539	1.61	76,486	1,148	1.50
9	HAWAIIAN AIRLINES	4,865	79	1.62	3,832	58	1.51
10	JETBLUE AIRWAYS	14,936	255	1.71	12,708	642	5.05
11	AMERICAN AIRLINES	52,508	919	1.75	41,714	854	2.05
12	FRONTIER AIRLINES	14,159	253	1.79	11,088	212	1.91
13	ALASKA AIRLINES	12,830	234	1.82	12,093	185	1.53
14	PSA AIRLINES	3,589	88	2.45	3,731	88	2.36
15	SPIRIT AIRLINES	5,164	304	5.89	4,316	217	5.03
	TOTAL	382,154	5,251	1.37	328,058	5,057	1.54

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 (MONTHLY)

RANK	CARRIER ¹	APRIL - JUNE 2023			
		DENIED BOARDINGS (DB'S)		ENPLANED PASSENGERS	INVOLUNTARY DB's PER 10,000 PASSENGERS
		VOLUNTARY	INVOLUNTARY		
1	ALLEGiant AIR	232	0	4,755,981	0.00
2	HAWAIIAN AIRLINES	388	0	2,699,202	0.00
3	DELTA AIR LINES NETWORK	46,386	3	46,241,383	0.00
	- DELTA AIR LINES	31,897	0	38,743,168	0.00
	- BRANDED CODESHARE PARTNERS	14,489	3	7,498,215	0.00
4	UNITED AIRLINES NETWORK	10,373	152	37,360,178	0.04
	- UNITED AIRLINES	6,783	124	29,731,537	0.04
	- BRANDED CODESHARE PARTNERS	3,590	28	7,628,641	0.04
5	JETBLUE AIRWAYS	2,247	92	9,889,180	0.09
6	ALASKA AIRLINES NETWORK	3,654	112	11,213,450	0.10
	- ALASKA AIRLINES	2,703	66	8,861,417	0.07
	- BRANDED CODESHARE PARTNERS	951	46	2,352,033	0.20
7	SOUTHWEST AIRLINES	11,177	1,042	44,358,517	0.23
8	SPIRIT AIRLINES	3,427	354	10,517,818	0.34
9	AMERICAN AIRLINES NETWORK	11,797	2,964	49,721,128	0.60
	- AMERICAN AIRLINES	7,331	1,969	38,418,738	0.51
	- BRANDED CODESHARE PARTNERS	4,466	995	11,302,390	0.88
10	FRONTIER AIRLINES	4,736	3,340	7,236,472	4.62
	TOTAL	94,417	8,059	223,993,309	0.36

APRIL - JUNE 2022			
DENIED BOARDINGS (DB'S)		ENPLANED PASSENGERS	INVOLUNTARY DB's PER 10,000 PASSENGERS
VOLUNTARY	INVOLUNTARY		
569	0	4,740,399	0.00
142	0	2,544,050	0.00
33,188	2	42,812,576	0.00
20,769	0	34,567,515	0.00
12,419	2	8,245,061	0.00
10,116	70	34,366,983	0.02
5,338	48	25,841,326	0.02
4,778	22	8,525,657	0.03
1,591	60	9,225,268	0.07
4,340	187	10,662,708	0.18
3,381	128	8,008,924	0.16
959	59	2,653,784	0.22
16,763	2,054	40,899,679	0.50
4,274	375	9,089,707	0.41
17,278	3,025	48,836,601	0.62
10,117	1,929	35,279,034	0.55
7,161	1,096	13,557,567	0.81
2,989	1,698	5,773,073	2.94
91,250	7,471	208,951,044	0.36

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

AIR TRAVEL CONSUMER REPORT

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

JANUARY - JUNE 2023					
RANK	CARRIER ¹	DENIED BOARDINGS (DB'S)		ENPLANED PASSENGERS	INVOLUNTARY DB's PER 10,000 PASSENGERS
		VOLUNTARY	INVOLUNTARY		
1	ALLEGiant AIR	470	0	8,904,434	0.00
2	HAWAIIAN AIRLINES	558	0	5,209,873	0.00
3	DELTA AIR LINES NETWORK	76,279	3	85,393,118	0.00
	- DELTA AIR LINES	54,908	0	71,486,781	0.00
	- BRANDED CODESHARE PARTNERS	21,371	3	13,906,337	0.00
4	UNITED AIRLINES NETWORK	17,488	184	70,570,827	0.03
	- UNITED AIRLINES	10,310	146	56,055,862	0.03
	- BRANDED CODESHARE PARTNERS	7,178	38	14,514,965	0.03
5	JETBLUE AIRWAYS	3,757	114	18,876,851	0.06
6	ALASKA AIRLINES NETWORK	6,667	178	20,684,102	0.09
	- ALASKA AIRLINES	5,108	108	16,315,953	0.07
	- BRANDED CODESHARE PARTNERS	1,559	70	4,368,149	0.16
7	SOUTHWEST AIRLINES	19,688	1,652	81,661,337	0.20
8	SPIRIT AIRLINES	7,554	798	20,464,121	0.39
9	AMERICAN AIRLINES NETWORK	20,650	5,033	93,663,822	0.54
	- AMERICAN AIRLINES	12,195	3,092	72,453,640	0.43
	- BRANDED CODESHARE PARTNERS	8,455	1,941	21,210,182	0.92
10	FRONTIER AIRLINES	8,131	5,782	13,783,949	4.19
	TOTAL	161,242	13,744	419,212,434	0.33

JANUARY - JUNE 2022			
DENIED BOARDINGS (DB'S)		ENPLANED PASSENGERS	INVOLUNTARY DB's PER 10,000 PASSENGERS
VOLUNTARY	INVOLUNTARY		
827	0	8,474,661	0.00
452	0	4,560,239	0.00
56,877	2	77,376,006	0.00
36,347	0	62,880,619	0.00
20,530	2	14,495,387	0.00
17,637	112	61,398,745	0.02
8,539	61	45,505,802	0.01
9,098	51	15,892,943	0.03
2,835	114	16,385,399	0.07
7,427	294	19,007,710	0.15
5,635	177	14,212,992	0.12
1,792	117	4,794,718	0.24
33,601	4,364	72,630,998	0.60
8,797	772	17,093,875	0.45
32,438	4,995	88,393,015	0.57
18,448	2,966	63,859,186	0.46
13,990	2,029	24,533,829	0.83
5,986	4,151	10,859,982	3.82
166,877	14,804	376,180,630	0.39

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 MONTHLY

APRIL - JUNE 2023					
RANK	AIRLINE ¹	DENIED BOARDINGS (DB'S)		ENPLANED PASSENGERS	INVOLUNTARY DB's PER 10,000 PASSENGERS
		VOLUNTARY	INVOLUNTARY		
1	DELTA AIR LINES	31,897	0	38,743,168	0.00
2	ALLEGiant AIR	232	0	4,755,981	0.00
3	ENDEAVOR AIR	4,996	0	3,078,135	0.00
4	HAWAIIAN AIRLINES	388	0	2,699,202	0.00
5	UNITED AIRLINES	6,783	124	29,731,537	0.04
6	ALASKA AIRLINES	2,703	66	8,861,417	0.07
7	JETBLUE AIRWAYS	2,247	92	9,889,180	0.09
8	SKYWEST AIRLINES	8,860	114	9,391,826	0.12
9	SOUTHWEST AIRLINES	11,177	1,042	44,358,517	0.23
10	SPIRIT AIR LINES	3,427	354	10,517,818	0.34
11	REPUBLIC AIRWAYS	4,126	233	4,631,542	0.50
12	AMERICAN AIRLINES	7,331	1,969	38,418,738	0.51
13	ENVOY AIR	1,145	203	3,328,318	0.61
14	PSA AIRLINES	1,366	202	2,945,457	0.69
15	FRONTIER AIRLINES	4,736	3,340	7,236,472	4.62
TOTAL		91,414	7,739	218,587,308	0.35

APRIL - JUNE 2022			
DENIED BOARDINGS (DB'S)		ENPLANED PASSENGERS	INVOLUNTARY DB's PER 10,000 PASSENGERS
VOLUNTARY	INVOLUNTARY		
20,769	0	34,567,515	0.00
569	0	4,740,399	0.00
4,270	0	3,319,430	0.00
142	0	2,544,050	0.00
5,338	48	25,841,326	0.02
3,381	128	8,008,924	0.16
1,591	60	9,225,268	0.07
9,651	135	10,697,997	0.13
16,763	2,054	40,899,679	0.50
4,274	375	9,089,707	0.41
4,225	264	5,213,279	0.51
10,117	1,929	35,279,034	0.55
2,308	339	3,630,262	0.93
1,767	249	3,446,256	0.72
2,989	1,698	5,773,073	2.94
88,154	7,279	202,276,199	0.36

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

AIR TRAVEL CONSUMER REPORT

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

JANUARY - JUNE 2023					
RANK	AIRLINE ¹	DENIED BOARDINGS (DB'S)		ENPLANED PASSENGERS	INVOLUNTARY DB's PER 10,000 PASSENGERS
		VOLUNTARY	INVOLUNTARY		
1	DELTA AIR LINES	54,908	0	71,486,781	0.00
2	ALLEGiant AIR	470	0	8,904,434	0.00
3	ENDEAVOR AIR	7,527	0	5,688,074	0.00
4	HAWAIIAN AIRLINES	558	0	5,209,873	0.00
5	UNITED AIRLINES	10,310	146	56,055,862	0.03
6	JETBLUE AIRWAYS	3,757	114	18,876,851	0.06
7	ALASKA AIRLINES	5,108	108	16,315,953	0.07
8	SOUTHWEST AIRLINES	19,688	1,652	81,661,337	0.20
9	SKYWEST AIRLINES	14,825	420	19,617,860	0.21
10	REPUBLIC AIRWAYS	5,289	305	8,478,700	0.36
11	SPIRIT AIRLINES	7,554	798	20,464,121	0.39
12	AMERICAN AIRLINES	12,195	3,092	72,453,640	0.43
13	ENVOY AIR	2,224	341	6,381,448	0.53
14	PSA AIRLINES	2,080	310	5,485,071	0.57
15	FRONTIER AIRLINES	8,131	5,782	13,783,949	4.19
	TOTAL	154,624	13,068	410,863,954	0.32

JANUARY - JUNE 2022			
DENIED BOARDINGS (DB'S)		ENPLANED PASSENGERS	INVOLUNTARY DB's PER 10,000 PASSENGERS
VOLUNTARY	INVOLUNTARY		
36,347	0	62,880,619	0.00
827	0	8,474,661	0.00
7,307	0	5,984,356	0.00
452	0	4,560,239	0.00
8,539	61	45,505,802	0.01
2,835	114	16,385,399	0.07
5,635	177	14,212,992	0.12
33,601	4,364	72,630,998	0.60
17,267	290	19,166,012	0.15
6,487	425	8,779,541	0.48
8,797	772	17,093,875	0.45
18,448	2,966	63,859,186	0.46
4,359	608	6,802,305	0.89
3,038	412	6,402,422	0.64
5,986	4,151	10,859,982	3.82
159,925	14,340	363,598,389	0.39

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

CONSUMER COMPLAINTS

The release of 2023 consumer complaint data has been delayed primarily because of the increase in consumer complaints received this calendar year compared to the prior two years. The Department is examining how best to review and process the increased number of consumer complaints received in 2023 so not to delay its reporting.

AIR TRAVEL CONSUMER REPORT

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

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

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

Carrier	Death	Injury	Loss
HAWAIIAN AIRLINES	1	0	0
Totals:	1	0	0



U.S. Department of Homeland Security, Transportation Security Administration Customer Experience Report for June 2023 ^a

The Transportation Security Administration (TSA) screened approximately 75.2 million passengers at screening checkpoints and 45.2 million checked bags at baggage screening locations in June 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 June 2023, TSA received 14,564 complaints (i.e. a description of a negative experience) from the general public via phone or email (or 19.4 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
838	1.2	561	0.8	12,300	16.4	173	0.3

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
410	0.6	90	0.2	46	0.1	146	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
245 ^d	222	0.0005



U.S. Department of Homeland Security, Transportation Security Administration Customer Experience Report for June 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 phone (tel: 866-289-9673) or e-mail (tailored web forms at <https://www.tsa.gov/contact/contact-forms>). 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

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