



Air Travel Consumer Report

A Product Of
THE OFFICE OF AVIATION CONSUMER PROTECTION

Issued: October 2023



Flight Delays¹	August 2023
Mishandled Baggage, Wheelchairs, and Scooters¹	August 2023
Oversales¹	2 nd Quarter 2023
Consumer Complaints² (Includes Disability and Discrimination Complaints)	See page 43 for details
Airline Animal Incident Reports⁴	August 2023
Customer Service Reports to the Dept. of Homeland Security³	August 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 Division. Website: <http://www.transportation.gov/airconsumer>

³ Data provided by the Department of Homeland Security, Transportation Security Administration

⁴ Data collected by the Office of Aviation Consumer Protection

TABLE OF CONTENTS

Section	Page	Section	Page
<i>Flight Delays</i>		<i>Flight Delays (continued)</i>	
Introduction	3	Table 8	31
Explanation	4	List of Regularly Scheduled Domestic Flights	
Branded Codeshare Partners	5	with Tarmac Delays Over 3 Hours, By Marketing/Operating Carrier	
Table 1	6	Table 8A.	
Overall Percentage of Reported Flight		List of Regularly Scheduled International Flights with	32
Operations Arriving On-Time, by Reporting Marketing Carrier		Tarmac Delays Over 4 Hours, By Marketing/Operating Carrier	
Table 1A.	7	Appendix	33
Overall Percentage of Reported Flight		Mishandled Baggage	34
Operations Arriving On-Time, by Reporting Operating Carrier		Ranking- by Marketing Carrier (Monthly)	35
Table 1B.	8	Ranking- by Operating Carrier (Monthly)	36
Overall Percentage of Reported Flight		Mishandled Wheelchairs and Scooters	37
Operations Arriving On-Time, by Reporting Marketing Carrier, Rank		Ranking- by Marketing Carrier (Monthly)	38
by Month, and Year-to-Date (YTD)		Ranking- by Operating Carrier (Monthly)	39
Table 2	9	Oversales	
Number of Reported Flight Arrivals and Percentage Arriving On-Time,		Explanation	40
by Reporting Marketing Carrier and Airport		Ranking- by Marketing Carrier (Quarterly)	41
Table 2A	13	Ranking- by Operating Carrier (Quarterly)	42
Number of Reported Flight Arrivals and Percentage Arriving On-Time,			
by Reporting Operating Carrier and Airport		Consumer Complaints	
Table 3	17	Explanation	43
Percentage of Reporting Carriers' Flight Operations Arriving On-Time,			
by Airport and Time of Day		Airline Reports to DOT of Incidents Involving the Loss, Injury,	44
Table 4	19	Or Death of Animals during Air Transportation (Monthly)	
Percentage of Reporting Carriers' Flight Operations Departing On-			
Time, by Airport and Time of Day		Customer Service Reports to the Department of Homeland Security	45
Table 5	21		
On-Time Arrival and Departure			
Percentage, by Airport by Reporting Operating Carrier			
Tables 6/6A.	26		
Overall Number and Percentage of Flight Cancellations, by Reporting			
Marketing and Reporting Operating Carrier (Monthly)			
Table 7	28		
Causes of the Delay by Reporting Marketing Carrier			
Table 7A.	29		
Causes of the Delay by Reporting Operating Carrier			
Table 7B,	30		
Causes of the Delay by Reporting Operating Carrier, chart			

INTRODUCTION

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

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

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

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

FLIGHT DELAYS

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

AUGUST 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	CommuteAir
Envoy Air	SkyWest Airlines	Republic Airways	GoJet Airlines
PSA Airlines		SkyWest Airlines	Mesa Airlines
Piedmont 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

AUGUST 2023

AT ALL US AIRPORTS			
CARRIER ¹	NUMBER OF AIRPORTS REPORTED	PERCENT OF ON-TIME ARRIVALS	RANK
HAWAIIAN AIRLINES	21	82.1	1
DELTA AIR LINES NETWORK	210	81.3	2
- DELTA AIR LINES	139	79.5	
- BRANDED CODESHARE PARTNERS	170	85.1	
ALASKA AIRLINES NETWORK	106	80.6	3
- ALASKA AIRLINES	88	79.0	
- BRANDED CODESHARE PARTNERS	56	83.5	
UNITED AIRLINES NETWORK	217	80.3	4
- UNITED AIRLINES	110	79.2	
- BRANDED CODESHARE PARTNERS	196	81.9	
AMERICAN AIRLINES NETWORK	222	77.3	5
- AMERICAN AIRLINES	128	73.3	
- BRANDED CODESHARE PARTNERS	201	82.1	
SOUTHWEST AIRLINES	107	75.5	6
ALLEGiant AIR	122	72.1	7
SPIRIT AIRLINES	63	65.6	8
FRONTIER AIRLINES	77	62.1	9
JETBLUE AIRWAYS	68	61.6	10
TOTAL AIRPORTS SERVED	353	77.2	

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

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

AIR TRAVEL CONSUMER REPORT

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

AUGUST 2023

AT ALL US AIRPORTS			
CARRIER ¹	NUMBER OF AIRPORTS REPORTED	PERCENT OF ON-TIME ARRIVALS	RANK
REPUBLIC AIRWAYS	83	86.1	1
SKYWEST AIRLINES	241	83.5	2
ENVOY AIR	131	83.5	3
ENDEAVOR AIR	92	82.4	4
HAWAIIAN AIRLINES	21	82.1	5
DELTA AIR LINES	139	79.5	6
UNITED AIRLINES	110	79.2	7
ALASKA AIRLINES	88	79.0	8
PSA AIRLINES	89	78.9	9
SOUTHWEST AIRLINES	107	75.5	10
AMERICAN AIRLINES	128	73.3	11
ALLEGiant AIR	122	72.1	12
SPIRIT AIRLINES	63	65.6	13
FRONTIER AIRLINES	77	62.1	14
JETBLUE AIRWAYS	68	61.6	15
TOTAL AIRPORTS SERVED	337	76.9	

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

AUGUST 2023

CARRIER ¹	Jan 23		Feb 23		Mar 23		Apr 23		May 23		Jun 23		Jul 23		Aug 23		Year-to-date (YTD)	
	%	Rank	%	Rank	%	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	81.2	2	80.6	3	79.9	2
- ALASKA AIRLINES	77.3		74.5		76.6		77.3		83.2		76.6		77.7		79.0		77.8	
- BRANDED CODESHARE PARTNERS	78.2		81.3		80.8		86.7		85.0		84.4		87.7		83.5		83.6	
ALLEGiant AIR	70.4	8	76.2	6	64.2	8	72.1	6	78.4	6	70.6	5	65.2	7	72.1	7	70.7	7
AMERICAN AIRLINES NETWORK	77.4	4	79.4	3	76.5	4	77.0	3	82.8	3	71.7	4	70.0	4	77.3	5	76.4	3
- AMERICAN AIRLINES	75.7		76.6		72.2		72.9		78.5		68.3		66.8		73.3		72.9	
- BRANDED CODESHARE PARTNERS	79.3		82.7		81.5		81.9		88.0		75.8		73.8		82.1		80.5	
DELTA AIR LINES NETWORK	78.6	1	83.0	1	79.2	1	81.8	1	88.8	1	77.8	2	76.1	3	81.3	2	80.8	1
- DELTA AIR LINES	78.7		82.7		77.0		79.8		86.7		75.4		74.7		79.5		79.2	
- BRANDED CODESHARE PARTNERS	78.4		83.6		83.2		85.6		92.8		82.9		79.1		85.1		83.9	
FRONTIER AIRLINES	62.6	10	69.0	10	64.7	7	65.5	7	66.7	9	53.7	10	53.5	9	62.1	9	62.1	10
HAWAIIAN AIRLINES	76.8	5	73.5	8	59.5	10	56.6	10	61.3	10	77.4	3	82.5	1	82.1	1	71.3	6
JETBLUE AIRWAYS	72.7	7	71.9	9	65.7	6	65.3	8	75.1	7	60.8	8	49.5	10	61.6	10	65.4	9
SOUTHWEST AIRLINES	77.5	3	82.1	2	75.0	5	73.4	5	78.8	4	69.6	6	67.8	5	75.5	6	74.8	5
SPIRIT AIRLINES	69.2	9	74.9	7	64.0	9	60.7	9	73.8	8	58.8	9	60.8	8	65.6	8	65.9	8
UNITED AIRLINES NETWORK	74.3	6	78.1	4	76.9	3	76.2	4	78.7	5	69.3	7	67.5	6	80.3	4	75.1	4
- UNITED AIRLINES	76.1		78.6		76.9		75.3		78.0		65.1		64.9		79.2		74.1	
- BRANDED CODESHARE PARTNERS	72.0		77.5		76.9		77.4		79.6		74.9		70.9		81.9		76.4	
TOTAL	76.2		79.4		75.4		75.7		81.2		71.3		69.6		77.2		75.7	

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

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

AIR TRAVEL CONSUMER REPORT

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

AUGUST 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	124	79.0	358	76.8	89	79.8	257	75.5	62	80.6	0	0.0	155	77.4	216	82.9
- ALASKA AIRLINES	124	79.0	279	77.8	89	79.8	257	75.5	62	80.6	0	0.0	155	77.4	216	82.9
- BRANDED CODESHARE PARTNERS	0	0.0	79	73.4	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
ALLEGiant AIR	0	0.0	104	83.7	327	69.7	46	91.3	11	90.9	0	0.0	0	0.0	52	63.5
AMERICAN AIRLINES NETWORK	1051	69.6	2171	77.8	1489	74.7	2240	71.0	372	67.7	17624	76.1	7496	78.7	800	67.9
- AMERICAN AIRLINES	759	67.6	1376	75.3	755	69.3	1478	68.2	340	67.1	10497	73.6	2526	72.8	739	66.6
- BRANDED CODESHARE PARTNERS	292	75.0	795	82.1	734	80.2	762	76.5	32	75.0	7127	79.7	4970	81.6	61	83.6
DELTA AIR LINES NETWORK	22010	79.8	1157	75.9	1023	79.1	4092	78.4	608	76.6	1020	81.4	1466	78.2	1127	73.9
- DELTA AIR LINES	19716	79.6	1082	75.3	736	78.1	2338	77.4	466	76.0	601	81.5	697	72.3	1127	73.9
- BRANDED CODESHARE PARTNERS	2294	81.0	75	84.0	287	81.5	1754	79.7	142	78.9	419	81.1	769	83.6	0	0.0
FRONTIER AIRLINES	960	51.9	24	62.5	74	68.9	41	82.9	251	53.8	249	57.8	93	78.5	2128	66.7
HAWAIIAN AIRLINES	0	0.0	16	100.0	0	0.0	20	65.0	0	0.0	0	0.0	0	0.0	0	0.0
JETBLUE AIRWAYS	309	52.4	93	72.0	166	62.7	3614	60.6	62	80.6	58	65.5	714	64.0	192	60.9
SOUTHWEST AIRLINES	3143	75.6	3169	79.0	4116	82.6	605	64.0	6251	77.5	254	71.7	1425	77.2	8727	73.1
SPIRIT AIRLINES	1056	64.7	204	68.1	224	70.1	464	54.5	563	67.5	365	60.3	0	0.0	141	66.7
UNITED AIRLINES NETWORK	775	73.0	895	77.9	760	75.4	1119	75.7	329	81.5	573	72.3	824	81.3	13855	78.9
- UNITED AIRLINES	767	73.0	825	77.3	624	73.7	1106	75.5	326	81.3	414	68.8	492	79.5	8711	80.4
- BRANDED CODESHARE PARTNERS	8	75.0	70	84.3	136	83.1	13	92.3	3	100.0	159	81.1	332	84.0	5144	76.4
TOTAL	29,428	77.1	8,191	77.7	8,268	78.7	12,498	70.1	8,509	75.9	20,143	75.6	12,173	77.7	27,238	75.4

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

AIR TRAVEL CONSUMER REPORT

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

AUGUST 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	235	58.3	62	79.0	337	75.4	31	61.3	248	79.4	89	76.4	372	81.2	569	75.7
- ALASKA AIRLINES	235	58.3	62	79.0	337	75.4	31	61.3	248	79.4	89	76.4	372	81.2	331	74.3
- BRANDED CODESHARE PARTNERS	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	238	77.7
ALLEGiant AIR	0	0.0	0	0.0	58	89.7	206	51.9	40	82.5	0	0.0	0	0.0	623	64.2
AMERICAN AIRLINES NETWORK	22934	80.8	765	78.3	675	69.3	447	69.4	210	79.5	834	75.9	2254	77.1	1219	65.1
- AMERICAN AIRLINES	14953	77.2	401	74.8	671	69.2	447	69.4	76	84.2	683	72.3	1220	74.0	1219	65.1
- BRANDED CODESHARE PARTNERS	7981	87.7	364	82.1	4	100.0	0	0.0	134	76.9	151	92.1	1034	80.7	0	0.0
DELTA AIR LINES NETWORK	953	74.9	8502	81.2	794	81.0	941	74.6	546	81.7	706	77.8	5007	82.7	1320	79.0
- DELTA AIR LINES	953	74.9	5436	81.0	586	79.7	941	74.6	275	78.5	706	77.8	2527	81.6	1320	79.0
- BRANDED CODESHARE PARTNERS	0	0.0	3066	81.7	208	84.6	0	0.0	271	84.9	0	0.0	2480	83.8	0	0.0
FRONTIER AIRLINES	632	62.5	186	66.1	0	0.0	187	63.1	0	0.0	130	63.8	0	0.0	1098	62.9
HAWAIIAN AIRLINES	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	31	71.0	88	76.1
JETBLUE AIRWAYS	31	54.8	182	61.0	520	66.0	1518	62.3	0	0.0	93	57.0	3466	61.5	254	52.4
SOUTHWEST AIRLINES	0	0.0	358	64.8	0	0.0	1315	73.8	174	73.0	510	83.9	0	0.0	7582	73.0
SPIRIT AIRLINES	810	65.4	790	69.4	873	65.9	1829	63.2	0	0.0	604	64.1	0	0.0	2191	70.0
UNITED AIRLINES NETWORK	952	76.3	516	76.4	9284	83.4	552	77.0	5659	83.6	10493	84.8	0	0.0	1105	76.5
- UNITED AIRLINES	775	76.1	222	77.5	5862	80.5	552	77.0	2965	81.3	6012	84.3	0	0.0	1082	76.2
- BRANDED CODESHARE PARTNERS	177	76.8	294	75.5	3422	88.3	0	0.0	2694	86.2	4481	85.5	0	0.0	23	91.3
TOTAL	26,547	79.3	11,361	78.9	12,541	80.4	7,026	67.6	6,877	82.9	13,459	82.5	11,130	74.9	16,049	71.5

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

AIR TRAVEL CONSUMER REPORT

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

AUGUST 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	1425	76.8	0	0.0	185	77.3	0	0.0	31	45.2	129	77.5	413	72.6	62	85.5
- ALASKA AIRLINES	860	74.3	0	0.0	185	77.3	0	0.0	31	45.2	106	74.5	351	73.8	62	85.5
- BRANDED CODESHARE PARTNERS	565	80.5	0	0.0	0	0.0	0	0.0	0	0.0	23	91.3	62	66.1	0	0.0
ALLEGiant AIR	138	51.4	0	0.0	0	0.0	42	78.6	0	0.0	17	70.6	0	0.0	0	0.0
AMERICAN AIRLINES NETWORK	3538	78.3	3472	82.4	1556	70.9	0	0.0	5689	73.9	629	77.6	9871	76.1	6843	79.2
- AMERICAN AIRLINES	2611	73.6	1558	73.9	1556	70.9	0	0.0	4604	73.6	402	78.1	4397	77.1	4135	75.4
BRANDED CODESHARE PARTNERS	927	91.6	1914	89.2	0	0.0	0	0.0	1085	75.1	227	76.7	5474	75.4	2708	85.0
DELTA AIR LINES NETWORK	4285	83.4	6882	83.4	1723	75.7	298	77.2	840	73.0	9208	86.0	1234	72.1	645	79.4
- DELTA AIR LINES	3348	80.8	2164	80.7	1723	75.7	120	70.8	840	73.0	6471	84.5	1040	72.1	564	77.8
- BRANDED CODESHARE PARTNERS	937	92.7	4718	84.6	0	0.0	178	81.5	0	0.0	2737	89.4	194	72.2	81	90.1
FRONTIER AIRLINES	0	0.0	117	64.1	1610	58.8	394	64.0	289	53.6	62	69.4	57	66.7	1026	59.6
HAWAIIAN AIRLINES	189	76.7	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
JETBLUE AIRWAYS	1105	65.9	1325	68.8	1535	61.4	0	0.0	184	60.3	31	61.3	62	66.1	58	65.5
SOUTHWEST AIRLINES	2753	70.8	1085	75.9	3265	75.2	7159	76.6	453	70.2	695	72.7	851	70.5	390	72.3
SPIRIT AIRLINES	1181	68.3	436	74.8	2429	61.2	0	0.0	620	64.5	104	76.9	623	66.0	558	62.9
UNITED AIRLINES NETWORK	3174	84.3	971	77.4	1053	73.4	0	0.0	403	72.2	592	74.3	13552	79.8	457	74.4
- UNITED AIRLINES	2408	83.3	686	77.3	1053	73.4	0	0.0	403	72.2	507	73.8	8291	79.0	395	77.7
- BRANDED CODESHARE PARTNERS	766	87.6	285	77.9	0	0.0	0	0.0	0	0.0	85	77.6	5261	81.2	62	53.2
TOTAL	17,788	77.7	14,288	80.4	13,356	68.5	7,893	76.0	8,509	71.8	11,467	83.7	26,663	77.3	10,039	75.8

* 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)

AUGUST 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	71.0	1590	77.6	10016	82.1	2273	79.6	253	79.1	62	66.1
- ALASKA AIRLINES	320	70.0	810	78.4	7771	81.2	1138	80.5	95	80.0	62	66.1
- BRANDED CODESHARE PARTNERS	77	75.3	780	76.8	2245	85.0	1135	78.7	158	78.5	0	0.0
ALLEGiant AIR	34	61.8	49	81.6	0	0.0	0	0.0	0	0.0	0	0.0
AMERICAN AIRLINES NETWORK	6150	83.3	789	67.2	751	73.5	1032	71.4	383	64.8	1130	65.0
- AMERICAN AIRLINES	4513	80.9	789	67.2	641	69.7	918	69.3	313	60.7	1029	64.6
- BRANDED CODESHARE PARTNERS	1637	89.9	0	0.0	110	95.5	114	88.6	70	82.9	101	69.3
DELTA AIR LINES NETWORK	980	81.4	936	77.0	4421	87.4	1243	80.6	6887	87.9	1070	73.1
- DELTA AIR LINES	864	80.2	843	75.7	3201	86.8	1243	80.6	4710	85.3	1070	73.1
- BRANDED CODESHARE PARTNERS	116	90.5	93	89.2	1220	89.3	0	0.0	2177	93.6	0	0.0
FRONTIER AIRLINES	559	67.8	258	59.7	67	85.1	332	59.9	119	64.7	501	59.5
HAWAIIAN AIRLINES	31	48.4	62	80.6	62	58.1	64	60.9	0	0.0	0	0.0
JETBLUE AIRWAYS	62	43.5	154	59.7	182	72.0	448	69.4	217	64.5	477	56.8
SOUTHWEST AIRLINES	5263	76.7	3093	71.0	875	71.2	772	64.0	1036	76.5	1964	72.5
SPIRIT AIRLINES	169	60.9	167	65.3	75	70.7	0	0.0	138	65.2	342	66.4
UNITED AIRLINES NETWORK	814	82.1	1064	83.0	972	79.9	6283	80.9	589	78.9	614	72.0
- UNITED AIRLINES	623	82.3	971	82.3	972	79.9	4415	80.2	336	79.8	614	72.0
- BRANDED CODESHARE PARTNERS	191	81.2	93	90.3	0	0.0	1868	82.7	253	77.9	0	0.0
TOTAL	14,459	79.2	8,162	73.6	17,421	82.2	12,447	77.7	9,622	83.9	6,160	68.5

* 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)

AUGUST 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	124	79.0	279	77.8	89	79.8	257	75.5	62	80.6	0	0.0	155	77.4	216	82.9
ALLEGiant AIR	0	0.0	104	83.7	327	69.7	46	91.3	11	90.9	0	0.0	0	0.0	52	63.5
AMERICAN AIRLINES	759	67.6	1376	75.3	755	69.3	1478	68.2	340	67.1	10497	73.6	2526	72.8	739	66.6
DELTA AIR LINES	19716	79.6	1082	75.3	736	78.1	2338	77.4	466	76.0	601	81.5	697	72.3	1127	73.9
ENDEAVOR AIR	1636	81.7	75	84.0	166	83.7	0	0.0	62	75.8	232	79.3	205	84.4	0	0.0
ENVOY AIR	51	76.5	683	84.3	257	76.3	180	71.7	32	75.0	448	79.7	304	84.9	0	0.0
FRONTIER AIRLINES	960	51.9	24	62.5	74	68.9	41	82.9	251	53.8	249	57.8	93	78.5	2128	66.7
HAWAIIAN AIRLINES	0	0.0	16	100.0	0	0.0	20	65.0	0	0.0	0	0.0	0	0.0	0	0.0
JETBLUE AIRWAYS	309	52.4	93	72.0	166	62.7	3614	60.6	62	80.6	58	65.5	714	64.0	192	60.9
PSA AIRLINES	160	71.9	0	0.0	236	78.8	0	0.0	0	0.0	3926	79.0	3310	80.0	0	0.0
REPUBLIC AIRWAYS	120	83.3	3	100.0	277	85.9	2089	80.1	80	81.3	275	81.1	1952	84.3	0	0.0
SKYWEST AIRLINES	627	78.6	202	70.3	155	79.4	152	69.7	0	0.0	4	100.0	40	82.5	4267	76.7
SOUTHWEST AIRLINES	3143	75.6	3169	79.0	4116	82.6	605	64.0	6251	77.5	254	71.7	1425	77.2	8727	73.1
SPIRIT AIRLINES	1056	64.7	204	68.1	224	70.1	464	54.5	563	67.5	365	60.3	0	0.0	141	66.7
UNITED AIRLINES	767	73.0	825	77.3	624	73.7	1106	75.5	326	81.3	414	68.8	492	79.5	8711	80.4
TOTAL	29,428	77.1	8,135	77.7	8,202	78.7	12,390	70.0	8,506	75.9	17,323	74.8	11,913	77.6	26,300	75.4

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

AIR TRAVEL CONSUMER REPORT

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

AUGUST 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	235	58.3	62	79.0	337	75.4	31	61.3	248	79.4	89	76.4	372	81.2	331	74.3
ALLEGiant AIR	0	0.0	0	0.0	58	89.7	206	51.9	40	82.5	0	0.0	0	0.0	623	64.2
AMERICAN AIRLINES	14953	77.2	401	74.8	671	69.2	447	69.4	76	84.2	683	72.3	1220	74.0	1219	65.1
DELTA AIR LINES	953	74.9	5436	81.0	586	79.7	941	74.6	275	78.5	706	77.8	2527	81.6	1320	79.0
ENDEAVOR AIR	0	0.0	1607	82.2	150	84.7	0	0.0	36	88.9	0	0.0	1576	84.5	0	0.0
ENVOY AIR	5074	88.8	11	54.5	0	0.0	0	0.0	25	76.0	70	92.9	0	0.0	0	0.0
FRONTIER AIRLINES	632	62.5	186	66.1	0	0.0	187	63.1	0	0.0	130	63.8	0	0.0	1098	62.9
HAWAIIAN AIRLINES	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	31	71.0	88	76.1
JETBLUE AIRWAYS	31	54.8	182	61.0	520	66.0	1518	62.3	0	0.0	93	57.0	3466	61.5	254	52.4
PSA AIRLINES	569	84.7	112	81.3	0	0.0	0	0.0	109	77.1	0	0.0	0	0.0	0	0.0
REPUBLIC AIRWAYS	0	0.0	222	84.2	2502	89.1	0	0.0	641	88.8	50	92.0	1589	81.6	0	0.0
SKYWEST AIRLINES	2339	85.9	1621	81.0	2	100.0	0	0.0	266	84.6	833	83.9	349	81.9	149	81.2
SOUTHWEST AIRLINES	0	0.0	358	64.8	0	0.0	1315	73.8	174	73.0	510	83.9	0	0.0	7582	73.0
SPIRIT AIRLINES	810	65.4	790	69.4	873	65.9	1829	63.2	0	0.0	604	64.1	0	0.0	2191	70.0
UNITED AIRLINES	775	76.1	222	77.5	5862	80.5	552	77.0	2965	81.3	6012	84.3	0	0.0	1082	76.2
TOTAL	26,371	79.4	11,210	79.0	11,561	79.9	7,026	67.6	4,855	81.9	9,780	81.2	11,130	74.9	15,937	71.5

* 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)

AUGUST 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	860	74.3	0	0.0	185	77.3	0	0.0	31	45.2	106	74.5	351	73.8	62	85.5
ALLEGiant AIR	138	51.4	0	0.0	0	0.0	42	78.6	0	0.0	17	70.6	0	0.0	0	0.0
AMERICAN AIRLINES	2611	73.6	1558	73.9	1556	70.9	0	0.0	4604	73.6	402	78.1	4397	77.1	4135	75.4
DELTA AIR LINES	3348	80.8	2164	80.7	1723	75.7	120	70.8	840	73.0	6471	84.5	1040	72.1	564	77.8
ENDEAVOR AIR	0	0.0	3171	83.5	0	0.0	0	0.0	0	0.0	739	83.6	0	0.0	0	0.0
ENVOY AIR	0	0.0	0	0.0	0	0.0	0	0.0	1045	74.5	46	82.6	2099	77.5	0	0.0
FRONTIER AIRLINES	0	0.0	117	64.1	1610	58.8	394	64.0	289	53.6	62	69.4	57	66.7	1026	59.6
HAWAIIAN AIRLINES	189	76.7	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
JETBLUE AIRWAYS	1105	65.9	1325	68.8	1535	61.4	0	0.0	184	60.3	31	61.3	62	66.1	58	65.5
PSA AIRLINES	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	33	84.8	0	0.0	669	84.2
REPUBLIC AIRWAYS	0	0.0	3380	88.1	0	0.0	0	0.0	40	90.0	60	85.0	808	88.7	528	89.8
SKYWEST AIRLINES	3092	89.2	152	84.9	0	0.0	178	81.5	0	0.0	1998	91.5	4767	78.8	0	0.0
SOUTHWEST AIRLINES	2753	70.8	1085	75.9	3265	75.2	7159	76.6	453	70.2	695	72.7	851	70.5	390	72.3
SPIRIT AIRLINES	1181	68.3	436	74.8	2429	61.2	0	0.0	620	64.5	104	76.9	623	66.0	558	62.9
UNITED AIRLINES	2408	83.3	686	77.3	1053	73.4	0	0.0	403	72.2	507	73.8	8291	79.0	395	77.7
TOTAL	17,685	77.6	14,074	80.4	13,356	68.5	7,893	76.0	8,509	71.8	11,271	83.9	23,346	77.7	8,385	74.4

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

AIR TRAVEL CONSUMER REPORT

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

AUGUST 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	320	70.0	810	78.4	7771	81.2	1138	80.5	95	80.0	62	66.1
ALLEGiant AIR	34	61.8	49	81.6	0	0.0	0	0.0	0	0.0	0	0.0
AMERICAN AIRLINES	4513	80.9	789	67.2	641	69.7	918	69.3	313	60.7	1029	64.6
DELTA AIR LINES	864	80.2	843	75.7	3201	86.8	1243	80.6	4710	85.3	1070	73.1
ENDEAVOR AIR	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
ENVOY AIR	382	91.9	0	0.0	0	0.0	0	0.0	0	0.0	68	70.6
FRONTIER AIRLINES	559	67.8	258	59.7	67	85.1	332	59.9	119	64.7	501	59.5
HAWAIIAN AIRLINES	31	48.4	62	80.6	62	58.1	64	60.9	0	0.0	0	0.0
JETBLUE AIRWAYS	62	43.5	154	59.7	182	72.0	448	69.4	217	64.5	477	56.8
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	33	66.7
SKYWEST AIRLINES	1484	88.7	861	79.3	2122	86.4	2859	81.5	2656	91.0	0	0.0
SOUTHWEST AIRLINES	5263	76.7	3093	71.0	875	71.2	772	64.0	1036	76.5	1964	72.5
SPIRIT AIRLINES	169	60.9	167	65.3	75	70.7	0	0.0	138	65.2	342	66.4
UNITED AIRLINES	623	82.3	971	82.3	972	79.9	4415	80.2	336	79.8	614	72.0
TOTAL	14,304	79.2	8,057	73.6	15,968	81.7	12,189	77.7	9,620	83.9	6,160	68.5

* 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)

AUGUST 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	88.9	93.4	74.1	84.3	83.9	92.8	90.1	85.7	85.0	78.4	80.4	81.1	88.3	82.3	94.1
0700-0759	86.6	96.4	92.6	86.6	96.0	78.8	87.2	91.0	86.5	87.1	84.6	70.8	90.6	90.3	78.5	87.0
0800-0859	82.5	93.1	87.0	85.0	89.6	85.4	90.3	86.2	79.8	88.6	88.6	85.1	86.0	90.0	73.8	85.1
0900-0959	86.1	87.9	87.8	84.7	89.9	80.5	84.4	85.7	84.9	87.1	92.1	81.5	91.9	90.2	87.8	83.8
1000-1059	86.9	91.2	90.1	85.9	85.9	83.3	88.9	84.1	86.2	83.7	90.4	86.8	85.4	86.6	91.7	84.1
1100-1159	87.5	87.3	90.3	83.2	86.8	84.4	87.5	84.8	87.1	86.2	90.2	83.5	88.8	89.9	86.6	80.0
1200-1259	87.1	86.9	83.6	80.7	86.2	86.3	85.2	85.1	88.4	86.2	87.6	76.5	81.3	86.0	81.5	77.5
1300-1359	86.7	84.3	84.4	78.4	84.4	82.5	81.0	81.9	85.6	84.8	86.9	77.6	90.9	87.5	81.3	74.5
1400-1459	82.8	79.6	84.3	71.8	78.7	80.0	80.2	81.5	85.0	80.2	86.0	73.1	84.0	79.5	80.9	75.7
1500-1559	77.4	76.9	74.8	69.3	76.4	76.4	82.4	72.1	82.4	78.4	83.5	66.5	81.3	87.5	78.4	66.9
1600-1659	75.2	75.3	71.3	67.6	69.4	69.7	78.2	67.9	82.2	81.8	79.8	67.9	76.2	79.1	71.6	63.0
1700-1759	72.3	67.0	72.4	63.5	72.4	69.9	74.9	59.1	72.4	74.7	76.5	60.8	77.1	79.4	77.9	61.5
1800-1859	66.8	74.1	70.8	58.8	69.7	62.3	70.0	62.4	74.3	72.5	71.8	54.1	72.1	74.2	69.3	60.8
1900-1959	64.8	67.5	74.5	61.3	61.8	63.0	65.3	64.3	70.5	72.7	74.5	52.2	65.3	68.8	70.6	62.3
2000-2059	68.5	69.5	70.6	52.5	65.4	60.6	67.7	60.0	67.2	74.5	68.2	46.7	83.2	76.3	67.6	61.0
2100-2159	66.5	66.7	74.9	60.0	54.6	59.3	64.1	65.5	70.7	71.5	69.8	49.7	75.6	57.6	59.8	63.0
2200-2259	59.9	61.8	63.8	56.9	60.6	60.7	67.3	60.0	62.9	69.6	71.0	55.8	81.7	70.5	61.5	58.4
2300-0559	64.7	68.6	67.0	66.6	60.4	71.0	60.9	64.1	67.2	67.4	70.1	58.4	80.9	67.4	65.4	63.2
TOTAL	77.1	77.7	78.7	70.0	75.9	74.8	77.6	75.4	79.4	79.0	79.9	67.6	81.9	81.2	74.9	71.5

* 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)

AUGUST 2023

ARRIVAL AIRPORT*															
SCHEDULED ARRIVAL TIME	LAX	LGA	MCO	MDW	MIA	MSP	ORD	PHL	PHX	SAN	SEA	SFO	SLC	TPA	TOTAL
0600-0659	97.2	90.4	66.3	93.7	71.7	91.1	89.4	79.1	93.1	100.0	90.0	82.3	92.1	69.8	86.5
0700-0759	89.2	88.2	84.6	95.0	86.3	92.1	85.0	87.9	93.0	86.4	95.0	91.8	95.7	84.8	88.1
0800-0859	86.8	87.1	83.7	89.1	85.6	90.1	83.5	81.8	88.2	79.0	90.9	93.4	95.1	87.9	86.4
0900-0959	84.5	87.2	82.3	85.6	89.4	90.8	82.8	86.6	88.4	85.4	90.1	74.4	87.9	81.1	85.3
1000-1059	83.8	88.2	81.5	86.0	83.2	89.2	85.1	89.9	90.3	77.8	87.7	75.6	90.3	81.8	85.7
1100-1159	83.4	85.2	79.9	90.4	82.9	89.2	83.9	83.9	86.5	77.2	84.7	79.7	86.9	80.6	85.3
1200-1259	82.5	85.1	80.0	84.2	77.9	86.4	83.7	84.9	86.0	78.1	82.3	84.4	90.4	73.5	84.1
1300-1359	83.1	82.8	78.4	81.3	76.0	86.4	79.1	83.8	84.6	74.0	81.2	81.3	83.6	74.9	82.5
1400-1459	81.6	84.4	67.7	78.1	72.7	87.6	77.4	78.0	80.9	71.5	83.9	84.4	88.8	75.2	80.3
1500-1559	83.0	83.7	70.2	72.9	68.1	85.8	74.9	79.7	77.8	75.5	82.4	77.7	78.9	69.5	77.4
1600-1659	74.8	81.5	62.9	72.4	67.0	82.3	78.4	74.1	76.8	70.8	81.9	78.7	81.8	71.3	74.3
1700-1759	79.3	76.4	62.0	71.9	63.7	81.3	75.9	71.9	74.7	66.6	77.2	81.7	68.4	63.0	72.2
1800-1859	70.1	76.6	62.5	67.7	56.1	77.3	65.6	57.6	73.6	70.1	80.7	75.2	65.9	56.5	68.5
1900-1959	73.1	71.0	53.3	58.7	62.5	81.1	66.0	64.4	68.1	69.7	79.8	76.4	79.4	55.8	67.5
2000-2059	72.9	74.6	55.1	66.7	54.7	76.1	67.4	64.7	63.4	70.5	75.7	70.7	84.7	57.8	67.8
2100-2159	70.2	70.8	58.7	59.1	58.7	71.9	66.6	58.3	68.0	66.2	71.0	73.3	78.7	58.4	66.3
2200-2259	64.4	66.5	55.8	61.4	61.3	71.7	66.5	57.3	61.3	69.4	71.0	64.6	74.5	55.5	63.8
2300-0559	63.9	69.9	61.3	64.4	60.7	70.8	79.0	59.8	66.7	67.6	78.9	69.7	63.9	61.3	66.9
TOTAL	77.6	80.4	68.5	76.0	71.8	83.9	77.7	74.4	79.2	73.6	81.7	77.7	83.9	68.5	76.8

* 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)

AUGUST 2023

DEPARTURE AIRPORT*																
SCHEDULED DEPARTURE TIME	ATL	AUS	BNA	BOS	BWI	CLT	DCA	DEN	DFW	DTW	EWR	FLL	IAD	IAH	JFK	LAS
0600-0659	87.8	94.2	90.0	87.5	91.7	87.4	89.2	92.9	79.0	87.8	87.2	88.3	82.6	90.1	90.4	92.0
0700-0759	85.3	92.1	90.1	82.3	85.2	85.9	89.3	85.1	85.0	83.1	82.5	82.7	82.7	87.8	87.2	86.7
0800-0859	85.8	90.1	86.9	79.9	84.0	78.7	88.6	83.0	86.1	84.5	86.2	80.1	91.5	88.9	85.2	80.8
0900-0959	79.8	88.4	85.3	78.3	73.5	83.7	88.6	79.2	79.2	82.5	85.4	75.8	87.0	86.8	78.3	78.6
1000-1059	81.6	80.3	87.8	78.6	78.0	77.6	86.5	81.0	83.4	80.7	83.7	74.8	89.6	84.1	75.2	78.7
1100-1159	80.6	83.7	84.8	79.1	77.8	81.2	82.9	79.1	74.3	83.4	80.9	70.6	82.1	79.7	88.0	75.0
1200-1259	81.1	79.2	86.7	77.7	68.4	75.6	82.0	73.6	79.1	79.8	79.7	63.2	86.7	84.9	81.2	73.2
1300-1359	78.0	80.9	76.8	72.4	70.2	78.7	81.3	75.4	73.4	78.2	81.9	62.1	93.0	70.7	71.3	68.1
1400-1459	76.8	76.9	77.6	72.2	55.7	73.1	76.7	61.6	74.0	76.0	76.2	57.8	83.3	79.1	73.8	60.3
1500-1559	72.2	68.3	72.2	73.0	47.4	67.0	73.8	61.7	63.9	74.8	72.0	55.0	58.3	76.5	77.3	63.6
1600-1659	66.6	65.5	67.0	59.2	52.3	62.9	73.3	55.5	70.2	72.8	72.8	52.6	76.7	75.9	71.4	59.5
1700-1759	63.4	68.4	65.7	64.1	57.3	58.1	70.2	64.5	65.0	74.0	69.9	53.6	70.0	67.0	63.7	54.0
1800-1859	62.8	65.1	70.6	56.5	50.5	57.3	65.7	47.9	63.5	67.4	68.9	38.8	59.2	71.6	65.0	55.5
1900-1959	56.5	70.7	69.6	56.0	50.4	59.9	68.5	63.4	61.4	67.1	67.2	40.9	67.4	66.9	59.3	57.4
2000-2059	59.6	71.2	63.2	56.6	47.9	60.0	69.2	58.9	57.5	64.7	69.3	35.9	71.1	72.0	56.4	56.1
2100-2159	64.0	67.9	70.8	51.0	41.4	55.3	80.0	60.4	64.8	78.0	67.9	36.0	0.0	76.5	59.7	61.1
2200-2259	63.0	56.7	72.5	50.0	32.5	53.3	71.1	45.8	69.3	58.8	58.9	28.1	75.9	62.5	61.7	63.9
2300-0559	64.5	93.1	96.8	91.5	82.2	72.6	82.0	79.0	76.6	72.6	88.0	88.9	73.0	89.0	79.3	75.9
TOTAL	72.7	78.8	79.4	72.8	64.0	69.9	78.8	70.8	72.8	77.2	77.2	60.4	80.3	79.0	74.2	70.2

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

AIR TRAVEL CONSUMER REPORT

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

AUGUST 2023

DEPARTURE AIRPORT*															
SCHEDULED DEPARTURE TIME	LAX	LGA	MCO	MDW	MIA	MSP	ORD	PHL	PHX	SAN	SEA	SFO	SLC	TPA	TOTAL
0600-0659	89.4	90.5	88.5	94.7	86.3	91.2	88.2	84.4	90.9	89.8	90.6	93.5	93.0	85.1	89.5
0700-0759	90.3	89.2	89.8	87.4	87.3	86.9	86.8	80.4	86.0	86.2	89.2	87.9	92.1	82.8	86.5
0800-0859	84.7	89.0	84.3	88.8	89.2	89.8	84.9	86.6	88.2	82.6	87.3	85.9	90.9	78.5	85.8
0900-0959	80.5	87.0	81.4	85.6	85.0	90.1	81.3	82.3	86.0	77.4	87.7	83.1	88.4	79.6	82.5
1000-1059	81.6	83.7	74.7	78.6	84.6	88.2	81.9	85.0	81.0	82.7	82.0	75.5	90.5	79.1	81.8
1100-1159	78.2	83.6	72.0	81.2	76.4	84.0	73.9	83.8	84.1	77.5	82.0	71.9	87.1	76.2	79.7
1200-1259	75.4	82.2	73.1	74.9	75.3	83.3	75.4	79.0	77.3	75.6	75.6	78.1	77.0	72.6	78.2
1300-1359	79.1	77.9	69.4	67.5	75.2	81.0	77.5	76.2	76.9	71.8	76.4	78.7	79.7	62.0	75.8
1400-1459	77.5	75.9	59.8	61.8	63.0	79.6	78.1	80.5	74.7	72.7	78.2	76.5	75.8	68.3	72.7
1500-1559	73.0	77.3	56.3	57.5	62.5	80.0	75.1	74.0	70.8	68.7	79.2	73.1	82.3	61.0	70.4
1600-1659	75.3	73.3	51.1	57.5	60.3	78.6	71.7	70.5	72.2	70.2	75.2	76.6	72.5	64.3	67.4
1700-1759	76.8	70.8	53.2	56.4	58.2	60.3	70.5	61.2	72.2	68.2	75.8	78.2	73.6	61.8	65.9
1800-1859	72.3	70.8	52.7	58.2	58.1	75.3	73.8	64.9	69.2	68.2	74.6	79.7	71.3	56.8	64.7
1900-1959	73.1	72.0	52.4	54.4	56.0	77.3	68.3	63.6	65.9	70.9	81.5	77.1	68.4	53.4	63.4
2000-2059	70.2	69.9	46.2	46.4	54.6	77.2	68.7	64.1	67.6	71.5	76.8	74.8	79.2	50.9	62.9
2100-2159	70.8	72.6	44.2	52.3	57.7	76.2	69.4	64.0	66.9	66.9	74.1	76.4	82.8	56.9	64.6
2200-2259	73.5	56.2	45.9	46.3	65.8	75.6	64.0	47.6	65.3	78.8	75.7	78.5	83.8	51.8	64.5
2300-0559	76.7	93.1	74.5	91.9	83.8	86.8	84.7	86.3	87.4	0.0	81.4	78.8	80.6	85.4	80.4
TOTAL	78.6	79.3	66.4	68.9	69.2	81.9	77.1	75.6	77.7	76.3	80.7	79.4	82.6	70.6	74.7

* 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
AUGUST 2023

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Aberdeen, SD (ABR)	72.6	80.6	62	62
Abilene, TX (ABI)	84.4	87.7	122	122
Adak Island, AK (ADK)	77.8	55.6	9	9
Aguadilla, PR (BQN)	51.0	57.7	310	310
Akron, OH (CAK)	77.2	83.4	302	301
Albany, GA (ABY)	82.3	91.9	62	62
Albany, NY (ALB)	71.7	77.8	1072	1072
Albuquerque, NM (ABQ)	77.5	79.8	2171	2172
Alexandria, LA (AEX)	83.2	85.8	155	155
Allentown/Bethlehem/Easton, PA (ABE)	75.4	80.9	398	398
Alpena, MI (APN)	85.2	85.2	27	27
Amarillo, TX (AMA)	80.6	86.5	535	535
Anchorage, AK (ANC)	78.4	83.5	2104	2104
Appleton, WI (ATW)	73.5	81.9	431	431
Arcata/Eureka, CA (ACV)	84.1	85.2	88	88
Asheville, NC (AVL)	72.5	74.6	1063	1063
Ashland, WV (HTS)	65.1	55.8	43	43
Aspen, CO (ASE)	77.2	75.5	627	628
Atlanta, GA (ATL)	77.1	72.7	29428	29431
Atlantic City, NJ (ACY)	71.8	78.2	248	248
Augusta, GA (AGS)	76.2	77.4	265	265
Austin, TX (AUS)	77.7	78.8	8135	8137
Bakersfield, CA (BFL)	83.4	86.2	247	247
Baltimore, MD (BWI)	75.9	64.0	8506	8507
Bangor, ME (BGR)	83.9	82.6	541	541
Barrow, AK (BRW)	71.0	61.3	31	31
Baton Rouge, LA (BTR)	81.3	79.3	445	445
Beaumont/Port Arthur, TX (BPT)	88.7	88.7	62	62
Belleville, IL (BLV)	75.3	74.1	85	85
Bellingham, WA (BLI)	75.8	80.5	231	231
Bemidji, MN (BJI)	96.7	96.7	60	60
Bend/Redmond, OR (RDM)	89.1	88.1	497	497
Bethel, AK (BET)	74.2	51.6	62	62
Billings, MT (BIL)	77.6	81.4	339	339
Binghamton, NY (BGM)	81.0	87.9	58	58
Birmingham, AL (BHM)	75.6	79.7	1417	1416
Bishop, CA (BIH)	87.1	87.1	31	31
Bismarck/Mandan, ND (BIS)	84.0	87.9	288	289
Bloomington/Normal, IL (BMI)	82.2	84.7	163	163
Boise, ID (BOI)	77.3	82.7	1776	1777
Boston, MA (BOS)	70.0	72.8	12390	12389

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Bozeman, MT (BZN)	79.4	81.4	980	980
Brainerd, MN (BRD)	94.3	90.6	53	53
Bristol/Johnson City/Kingsport, TN (TRI)	83.3	86.7	203	203
Brownsville, TX (BRO)	85.5	88.0	124	125
Brunswick, GA (BQK)	71.0	77.0	62	61
Buffalo, NY (BUF)	70.3	73.0	1876	1878
Burbank, CA (BUR)	74.9	78.1	2563	2564
Burlington, VT (BTV)	77.5	81.8	729	729
Butte, MT (BTM)	91.2	96.5	57	57
Casper, WY (CPR)	71.2	83.8	156	154
Cedar City, UT (CDC)	94.3	96.2	53	53
Cedar Rapids/Iowa City, IA (CID)	80.0	85.6	591	592
Champaign/Urbana, IL (CMI)	82.2	90.7	118	118
Charleston, SC (CHS)	76.4	80.3	2215	2217
Charleston/Dunbar, WV (CRW)	76.7	77.6	335	335
Charlotte Amalie, VI (STT)	74.7	74.1	320	320
Charlotte, NC (CLT)	74.8	69.9	17323	17319
Charlottesville, VA (CHO)	85.3	89.3	272	272
Chattanooga, TN (CHA)	80.4	83.7	572	572
Chicago, IL (MDW)	76.0	68.9	7893	7890
Chicago, IL (ORD)	77.7	77.1	23346	23347
Christiansted, VI (STX)	75.6	81.9	82	83
Cincinnati, OH (CVG)	76.2	80.3	3489	3488
Clarksburg/Fairmont, WV (CKB)	78.9	63.2	19	19
Cleveland, OH (CLE)	72.1	76.5	3800	3800
College Station/Bryan, TX (CLL)	89.1	89.1	110	110
Colorado Springs, CO (COS)	74.3	81.0	1096	1095
Columbia, MO (COU)	91.0	91.0	111	111
Columbia, SC (CAE)	79.2	84.3	539	541
Columbus, GA (CSG)	84.8	84.8	79	79
Columbus, MS (GTR)	72.6	79.0	62	62
Columbus, OH (CMH)	78.9	83.7	3744	3744
Columbus, OH (LCK)	84.1	81.8	88	88
Concord, NC (USA)	71.2	52.5	59	59
Cordova, AK (CDV)	77.4	80.6	62	62
Corpus Christi, TX (CRP)	83.8	89.6	327	327
Dallas, TX (DAL)	80.4	77.2	6611	6611
Dallas/Fort Worth, TX (DFW)	79.4	72.8	26371	26370
Dayton, OH (DAY)	79.6	82.0	672	671
Daytona Beach, FL (DAB)	73.4	77.3	229	229
Deadhorse, AK (SCC)	78.4	83.8	37	37

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

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Decatur, IL (DEC)	73.8	76.2	84	84
Denver, CO (DEN)	75.4	70.8	26300	26308
Des Moines, IA (DSM)	72.6	78.5	1279	1278
Detroit, MI (DTW)	79.0	77.2	11210	11211
Devils Lake, ND (DVL)	84.2	78.9	57	57
Dickinson, ND (DIK)	69.8	83.0	53	53
Dillingham, AK (DLG)	85.7	91.4	35	35
Dodge City, KS (DDC)	84.9	79.2	53	53
Dothan, AL (DHN)	82.3	82.3	62	62
Duluth, MN (DLH)	89.4	91.2	216	216
Durango, CO (DRO)	84.3	82.8	325	325
Eagle, CO (EGE)	81.9	81.3	155	155
El Paso, TX (ELP)	77.3	83.2	1502	1502
Elko, NV (EKO)	93.5	93.5	31	31
Elmira/Corning, NY (ELM)	83.1	88.0	83	83
Escanaba, MI (ESC)	88.7	85.2	62	61
Eugene, OR (EUG)	79.3	83.1	686	686
Evansville, IN (EVV)	83.3	85.2	162	162
Fairbanks, AK (FAI)	80.0	82.2	365	365
Fargo, ND (FAR)	82.8	87.8	518	517
Fayetteville, AR (XNA)	80.5	80.6	1059	1059
Fayetteville, NC (FAY)	70.8	78.1	113	114
Flagstaff, AZ (FLG)	87.8	94.3	123	123
Flint, MI (FNT)	79.8	87.8	114	115
Fort Dodge, IA (FOD)	73.6	73.6	53	53
Fort Lauderdale, FL (FLL)	67.6	60.4	7026	7024
Fort Myers, FL (RSW)	73.5	76.3	2138	2139
Fort Smith, AR (FSM)	90.4	88.3	94	94
Fort Wayne, IN (FWA)	83.5	83.2	389	388
Fresno, CA (FAT)	78.3	84.4	1069	1069
Gainesville, FL (GNV)	74.5	78.9	271	270
Garden City, KS (GCK)	87.1	93.5	62	62
Gillette, WY (GCC)	73.1	88.5	52	52
Grand Forks, ND (GFK)	91.2	94.1	102	102
Grand Island, NE (GRI)	82.5	72.5	80	80
Grand Junction, CO (GJT)	83.7	81.6	282	282
Grand Rapids, MI (GRR)	76.8	83.0	1449	1449
Great Falls, MT (GTF)	84.7	87.8	229	229
Green Bay, WI (GRB)	79.5	88.1	386	385
Greensboro/High Point, NC (GSO)	83.0	84.4	943	942
Greer, SC (GSP)	79.1	86.4	1167	1167

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Guam, TT (GUM)	88.7	88.7	71	71
Gulfport/Biloxi, MS (GPT)	83.0	90.4	270	270
Gunnison, CO (GUC)	88.7	91.9	62	62
Gustavus, AK (GST)	85.7	85.7	14	14
Hagerstown, MD (HGR)	45.0	40.0	20	20
Hancock/Houghton, MI (CMX)	71.0	74.2	62	62
Harlingen/San Benito, TX (HRL)	89.0	91.2	308	308
Harrisburg, PA (MDT)	79.1	84.5	497	497
Hartford, CT (BDL)	70.8	77.6	1832	1832
Hattiesburg/Laurel, MS (PIB)	86.8	88.7	53	53
Hayden, CO (HDN)	79.5	75.8	132	132
Hays, KS (HYS)	82.3	85.5	62	62
Helena, MT (HLN)	87.7	89.0	155	155
Hibbing, MN (HIB)	90.4	88.5	52	52
Hilo, HI (ITO)	90.4	92.0	654	654
Hilton Head, SC (HHH)	83.3	77.9	222	222
Honolulu, HI (HNL)	80.5	82.8	5394	5377
Houston, TX (HOU)	80.7	80.4	4718	4717
Houston, TX (IAH)	81.2	79.0	9780	9786
Huntsville, AL (HSV)	77.1	81.1	694	693
Hyannis, MA (HYA)	88.7	82.3	62	62
Idaho Falls, ID (IDA)	83.6	80.9	293	293
Indianapolis, IN (IND)	77.9	83.0	3968	3964
International Falls, MN (INL)	92.3	92.3	52	52
Iron Mountain/Kingsford, MI (IMT)	87.1	83.9	62	62
Islip, NY (ISP)	66.2	70.1	379	381
Ithaca/Cortland, NY (ITH)	71.0	93.5	62	62
Jackson, WY (JAC)	82.1	82.9	597	597
Jackson/Vicksburg, MS (JAN)	83.6	87.9	639	639
Jacksonville, FL (JAX)	71.0	75.6	2358	2358
Jacksonville/Camp Lejeune, NC (OAJ)	80.8	85.7	104	105
Jamestown, ND (JMS)	89.5	89.5	57	57
Johnstown, PA (JST)	77.4	88.7	62	62
Joplin, MO (JLN)	82.7	78.8	52	52
Juneau, AK (JNU)	84.6	89.5	506	506
Kahului, HI (OGG)	82.5	82.0	2692	2708
Kalamazoo, MI (AZO)	79.0	83.9	62	62
Kalispell, MT (FCA)	80.5	81.9	486	486
Kansas City, MO (MCI)	74.4	79.2	4489	4489
Ketchikan, AK (KTN)	87.1	83.9	279	279
Key West, FL (EYW)	80.6	77.3	428	428

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

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Killeen, TX (GRK)	91.0	90.3	155	155
King Salmon, AK (AKN)	89.7	84.6	39	39
Knoxville, TN (TYS)	75.2	81.8	1322	1322
Kodiak, AK (ADQ)	82.3	84.8	79	79
Kona, HI (KOA)	83.4	86.4	1512	1512
Kotzebue, AK (OTZ)	77.4	90.3	31	31
Lafayette, LA (LFT)	85.3	85.3	259	259
Lake Charles, LA (LCH)	84.6	87.9	91	91
Lansing, MI (LAN)	82.8	86.0	93	93
Laramie, WY (LAR)	58.5	69.8	53	53
Laredo, TX (LRD)	89.3	86.3	131	131
Las Vegas, NV (LAS)	71.5	70.2	15937	15939
Latrobe, PA (LBE)	71.0	64.5	62	62
Lawton/Fort Sill, OK (LAW)	90.3	90.3	93	93
Lewiston, ID (LWS)	88.7	85.5	62	62
Lexington, KY (LEX)	78.2	80.5	673	673
Liberal, KS (LBL)	86.8	84.9	53	53
Lihue, HI (LIH)	85.7	89.9	1410	1410
Lincoln, NE (LNK)	78.5	91.4	93	93
Little Rock, AR (LIT)	75.4	81.1	1022	1023
Long Beach, CA (LGB)	78.9	74.8	1471	1471
Longview, TX (GGG)	93.5	95.2	62	62
Los Angeles, CA (LAX)	77.6	78.6	17685	17683
Louisville, KY (SDF)	79.6	85.5	2024	2023
Lubbock, TX (LBB)	80.1	85.3	627	626
Madison, WI (MSN)	78.5	83.9	1001	1000
Manchester, NH (MHT)	70.8	77.4	575	576
Marquette, MI (MQT)	72.9	78.3	59	60
Martha's Vineyard, MA (MVY)	79.1	72.6	321	321
Mason City, IA (MCW)	77.4	79.2	53	53
Medford, OR (MFR)	85.8	89.4	416	416
Melbourne, FL (MLB)	77.4	83.6	226	226
Memphis, TN (MEM)	73.5	80.1	2020	2020
Meridian, MS (MEI)	84.9	77.4	53	53
Miami, FL (MIA)	71.8	69.2	8509	8505
Midland/Odessa, TX (MAF)	85.9	89.6	703	703
Milwaukee, WI (MKE)	73.0	79.3	2332	2333
Minneapolis, MN (MSP)	83.9	81.9	11271	11271
Minot, ND (MOT)	85.9	85.3	191	191
Mission/McAllen/Edinburg, TX (MFE)	81.4	85.4	247	247
Missoula, MT (MSO)	82.2	84.9	449	450

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Moab, UT (CNY)	80.8	84.6	52	52
Mobile, AL (MOB)	84.5	88.7	213	213
Moline, IL (MLI)	75.8	80.4	265	265
Monroe, LA (MLU)	86.3	85.0	153	153
Monterey, CA (MRY)	79.7	82.6	379	379
Montgomery, AL (MGM)	81.8	78.9	209	209
Montrose/Delta, CO (MTJ)	74.2	75.1	217	217
Mosinee, WI (CWA)	80.6	87.1	62	62
Myrtle Beach, SC (MYR)	76.7	78.5	1577	1578
Nantucket, MA (ACK)	79.1	79.1	406	406
Nashville, TN (BNA)	78.7	79.4	8202	8203
New Bern/Morehead/Beaufort, NC (EWN)	100.0	100.0	4	4
New Orleans, LA (MSY)	75.5	79.0	3912	3914
New York, NY (JFK)	74.9	74.2	11130	11130
New York, NY (LGA)	80.4	79.3	14074	14074
Newark, NJ (EWR)	79.9	77.2	11561	11561
Newburgh/Poughkeepsie, NY (SWF)	83.9	71.0	31	31
Niagara Falls, NY (IAG)	68.4	68.4	19	19
Nome, AK (OME)	68.6	77.1	35	35
Norfolk, VA (ORF)	75.6	78.6	2023	2020
North Bend/Coos Bay, OR (OTH)	72.5	77.5	40	40
North Platte, NE (LBF)	67.3	76.9	52	52
Oakland, CA (OAK)	75.2	74.7	4049	4047
Oklahoma City, OK (OKC)	77.4	83.7	1897	1898
Omaha, NE (OMA)	76.6	82.9	1939	1939
Ontario, CA (ONT)	70.0	76.3	2202	2201
Orlando, FL (MCO)	68.5	66.4	13356	13360
Pago Pago, TT (PPG)	71.4	85.7	14	14
Palm Springs, CA (PSP)	80.1	81.3	684	684
Panama City, FL (ECP)	74.1	75.8	663	664
Pasco/Kennewick/Richland, WA (PSC)	83.9	87.5	510	510
Pellston, MI (PLN)	83.9	82.8	93	93
Pensacola, FL (PNS)	74.8	76.6	1056	1056
Peoria, IL (PIA)	75.8	81.2	293	293
Petersburg, AK (PSG)	79.0	74.2	62	62
Philadelphia, PA (PHL)	74.4	75.6	8385	8378
Phoenix, AZ (AZA)	71.5	80.2	358	358
Phoenix, AZ (PHX)	79.2	77.7	14304	14304
Pittsburgh, PA (PIT)	76.5	82.5	3728	3727
Plattsburgh, NY (PBG)	68.2	54.5	22	22
Pocatello, ID (PIH)	100.0	96.8	31	31

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

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Ponce, PR (PSE)	50.5	61.7	107	107
Portland, ME (PWM)	78.0	77.4	1252	1251
Portland, OR (PDX)	80.3	83.4	5272	5273
Portsmouth, NH (PSM)	76.0	72.0	25	25
Prescott, AZ (PRC)	66.1	72.6	62	62
Providence, RI (PVD)	73.4	76.9	1237	1237
Provo, UT (PVU)	52.5	85.2	162	162
Punta Gorda, FL (PGD)	71.1	75.7	367	367
Raleigh/Durham, NC (RDU)	72.8	76.3	5547	5545
Rapid City, SD (RAP)	86.4	82.1	396	396
Redding, CA (RDD)	86.4	83.0	147	147
Reno, NV (RNO)	76.6	79.5	1891	1891
Rhineland, WI (RHI)	91.9	91.9	62	62
Richmond, VA (RIC)	72.3	78.5	1656	1656
Riverton/Lander, WY (RIW)	73.2	87.8	41	41
Roanoke, VA (ROA)	80.5	80.1	261	261
Rochester, MN (RST)	72.6	85.5	62	62
Rochester, NY (ROC)	73.8	78.4	1102	1104
Rock Springs, WY (RKS)	80.5	90.2	41	41
Rockford, IL (RFD)	77.3	72.7	44	44
Roswell, NM (ROW)	83.9	83.9	62	62
Sacramento, CA (SMF)	76.5	80.4	4705	4704
Saginaw/Bay City/Midland, MI (MBS)	79.6	85.5	186	186
Saipan, TT (SPN)	97.5	97.5	40	40
Salina, KS (SLN)	82.3	83.9	62	62
Salt Lake City, UT (SLC)	83.9	82.6	9620	9621
San Angelo, TX (SJT)	88.2	91.4	93	93
San Antonio, TX (SAT)	76.5	81.9	3511	3509
San Diego, CA (SAN)	73.6	76.3	8057	8058
San Francisco, CA (SFO)	77.7	79.4	12189	12185
San Jose, CA (SJC)	78.7	80.3	4664	4663
San Juan, PR (SJU)	60.0	65.9	3055	3058
San Luis Obispo, CA (SBP)	78.2	82.6	449	449
Sanford, FL (SFB)	73.5	78.9	664	665
Santa Ana, CA (SNA)	78.8	77.4	3913	3913
Santa Barbara, CA (SBA)	78.7	82.8	647	647
Santa Fe, NM (SAF)	84.5	82.6	155	155
Santa Maria, CA (SMX)	55.6	11.1	9	9
Santa Rosa, CA (STS)	78.1	83.2	315	315
Sarasota/Bradenton, FL (SRQ)	73.9	77.5	997	997
Sault Ste. Marie, MI (CIU)	79.0	79.0	62	62

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Savannah, GA (SAV)	74.7	75.6	1484	1485
Scottsbluff, NE (BFF)	74.3	85.7	35	35
Scranton/Wilkes-Barre, PA (AVP)	68.9	79.4	180	180
Seattle, WA (SEA)	81.7	80.7	15968	15974
Sheridan, WY (SHR)	90.4	92.3	52	52
Shreveport, LA (SHV)	82.1	80.4	347	347
Sioux City, IA (SUX)	72.6	75.8	62	62
Sioux Falls, SD (FSD)	73.0	81.5	514	514
Sitka, AK (SIT)	79.6	88.7	186	186
South Bend, IN (SBN)	80.6	85.3	496	496
Spokane, WA (GEG)	78.1	82.3	1441	1440
Springfield, IL (SPI)	75.0	75.0	4	4
Springfield, MO (SGF)	75.0	80.3	696	695
St. George, UT (SGU)	82.4	82.9	193	193
St. Louis, MO (STL)	76.6	76.4	5505	5506
St. Petersburg, FL (PIE)	76.1	82.6	581	581
State College, PA (SCE)	71.0	86.0	93	93
Stillwater, OK (SWO)	91.9	93.5	62	62
Stockton, CA (SCK)	64.1	51.3	39	39
Sun Valley/Hailey/Ketchum, ID (SUN)	92.0	87.7	163	163
Syracuse, NY (SYR)	72.4	78.2	1163	1163
Tallahassee, FL (TLH)	74.1	79.8	425	425
Tampa, FL (TPA)	68.5	70.6	6160	6159
Texarkana, AR (TXK)	89.2	91.4	93	93
Toledo, OH (TOL)	100.0	88.2	17	17
Traverse City, MI (TVC)	79.5	81.7	590	589
Trenton, NJ (TTN)	58.2	65.2	201	201
Tucson, AZ (TUS)	77.0	84.3	1282	1281
Tulsa, OK (TUL)	80.1	86.1	1450	1450
Twin Falls, ID (TWF)	96.8	96.8	31	31
Tyler, TX (TYR)	89.2	87.1	93	93
Valdosta, GA (VLD)	72.6	85.5	62	62
Valparaiso, FL (VPS)	74.3	77.9	855	855
Vernal, UT (VEL)	84.9	81.1	53	53
Victoria, TX (VCT)	86.8	88.7	53	53
Waco, TX (ACT)	84.9	86.0	93	93
Walla Walla, WA (ALW)	87.1	83.9	31	31
Washington, DC (DCA)	77.6	78.8	11913	11912
Washington, DC (IAD)	81.9	80.3	4855	4853
West Palm Beach/Palm Beach, FL (PBI)	70.9	74.6	1771	1771
West Yellowstone, MT (WYS)	88.3	90.0	60	60

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

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
White Plains, NY (HPN)	70.8	76.0	1009	1009
Wichita Falls, TX (SPS)	85.5	85.5	62	62
Wichita, KS (ICT)	77.4	84.2	797	796
Williston, ND (XWA)	87.1	87.7	155	155
Wilmington, NC (ILM)	77.3	81.1	787	787
Worcester, MA (ORH)	76.7	68.3	120	120
Wrangell, AK (WRG)	72.6	74.2	62	62
Yakutat, AK (YAK)	80.6	80.6	62	62
Yuma, AZ (YUM)	84.2	87.1	171	171

AIR TRAVEL CONSUMER REPORT

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

AUGUST 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	35673	127	0.4	1
- ALASKA AIRLINES	88	22974	81	0.4	
- BRANDED CODESHARE PARTNERS	56	12699	46	0.4	
ALLEGiant AIR	122	8813	85	1.0	2
UNITED AIRLINES NETWORK	217	114269	1298	1.1	3
- UNITED AIRLINES	110	66801	814	1.2	
- BRANDED CODESHARE PARTNERS	196	47468	484	1.0	
AMERICAN AIRLINES NETWORK	222	157182	2026	1.3	4
- AMERICAN AIRLINES	128	85157	1198	1.4	
- BRANDED CODESHARE PARTNERS	201	72025	828	1.1	
SPIRIT AIRLINES	63	21514	297	1.4	5
DELTA AIR LINES NETWORK	210	131797	2026	1.5	6
- DELTA AIR LINES	139	89057	1509	1.7	
- BRANDED CODESHARE PARTNERS	170	42740	517	1.2	
HAWAIIAN AIRLINES	21	7024	109	1.6	7
SOUTHWEST AIRLINES	107	125664	2064	1.6	8
JETBLUE AIRWAYS	68	22895	669	2.9	9
FRONTIER AIRLINES	77	15405	774	5.0	10
TOTAL AIRPORTS SERVED	353	640,236	9,475	1.5	

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

AUGUST 2023

CARRIER ¹	AT ALL US AIRPORTS				
	NUMBER OF AIRPORTS REPORTED	FLIGHT OPERATIONS SCHEDULED	FLIGHT OPERATIONS CANCELLED	PERCENT OF OPERATIONS CANCELLED	RANK
ALASKA AIRLINES	88	22974	81	0.4	1
ENVOY AIR	131	20359	137	0.7	2
SKYWEST AIRLINES	241	58093	404	0.7	3
ALLEGiant AIR	122	8813	85	1.0	4
UNITED AIRLINES	110	66801	814	1.2	5
SPIRIT AIRLINES	63	21514	297	1.4	6
AMERICAN AIRLINES	128	85157	1198	1.4	7
HAWAIIAN AIRLINES	21	7024	109	1.6	8
REPUBLIC AIRWAYS	83	24333	384	1.6	9
SOUTHWEST AIRLINES	107	125664	2064	1.6	10
DELTA AIR LINES	139	89057	1509	1.7	11
ENDEAVOR AIR	92	18121	325	1.8	12
PSA AIRLINES	89	16777	322	1.9	13
JETBLUE AIRWAYS	68	22895	669	2.9	14
FRONTIER AIRLINES	77	15405	774	5.0	15
TOTAL AIRPORTS SERVED	337	602,987	9,172	1.5	

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

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

AIR TRAVEL CONSUMER REPORT

TABLE 7. CAUSES OF DELAY, BY REPORTING MARKETING CARRIER

AUGUST 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	35673	28759	80.62	127	0.36	72	0.20	1831	5.13	165	0.46	2044	5.73	64	0.18	2612	7.32
- ALASKA AIRLINES	22974	18150	79.00	81	0.35	51	0.22	1175	5.11	116	0.50	1674	7.29	58	0.25	1668	7.26
- BRANDED CODESHARE PARTNERS	12699	10609	83.54	46	0.36	21	0.17	656	5.17	49	0.39	370	2.91	5	0.04	943	7.43
ALLEGiant AIR	8813	6351	72.06	85	0.96	22	0.25	636	7.22	206	2.34	623	7.07	6	0.07	884	10.03
AMERICAN AIRLINES NETWORK	157182	121520	77.31	2026	1.29	484	0.31	9976	6.35	1712	1.09	6893	4.39	108	0.07	14464	9.20
- AMERICAN AIRLINES	85157	62415	73.29	1198	1.41	266	0.31	6511	7.65	868	1.02	3875	4.55	66	0.08	9958	11.69
- BRANDED CODESHARE PARTNERS	72025	59105	82.06	828	1.15	218	0.30	3465	4.81	844	1.17	3018	4.19	42	0.06	4506	6.26
DELTA AIR LINES NETWORK	131797	107192	81.33	2026	1.54	391	0.30	9080	6.89	1369	1.04	5106	3.87	25	0.02	6607	5.01
- DELTA AIR LINES	89057	70808	79.51	1509	1.69	296	0.33	6551	7.36	738	0.83	3838	4.31	16	0.02	5301	5.95
- BRANDED CODESHARE PARTNERS	42740	36384	85.13	517	1.21	95	0.22	2529	5.92	632	1.48	1268	2.97	9	0.02	1306	3.06
FRONTIER AIRLINES	15405	9562	62.07	774	5.02	36	0.23	1476	9.58	91	0.59	1065	6.91	0	0.00	2402	15.59
HAWAIIAN AIRLINES	7024	5766	82.09	109	1.55	10	0.14	721	10.26	9	0.13	40	0.57	6	0.09	362	5.15
JETBLUE AIRWAYS	22895	14105	61.61	669	2.92	105	0.46	3109	13.58	126	0.55	1786	7.80	17	0.07	2977	13.00
SOUTHWEST AIRLINES	125664	94936	75.55	2064	1.64	290	0.23	8389	6.68	435	0.35	5534	4.40	93	0.07	13924	11.08
SPIRIT AIRLINES	21514	14111	65.59	297	1.38	68	0.32	1999	9.29	316	1.47	2912	13.54	134	0.62	1677	7.79
UNITED AIRLINES NETWORK	114269	91769	80.31	1298	1.14	329	0.29	8391	7.34	732	0.64	4960	4.34	17	0.01	6772	5.93
- UNITED AIRLINES	66801	52908	79.20	814	1.22	180	0.27	4344	6.50	361	0.54	3731	5.59	8	0.01	4455	6.67
- BRANDED CODESHARE PARTNERS	47468	38861	81.87	484	1.02	149	0.31	4047	8.53	371	0.78	1229	2.59	9	0.02	2318	4.88
TOTAL	640,236	494,071	77.17	9,475	1.48	1,807	0.28	45,607	7.12	5,162	0.81	30,962	4.84	471	0.07	52,681	8.23

* 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.

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 7A. CAUSES OF DELAY, BY REPORTING OPERATING CARRIER

AUGUST 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	22974	18150	79.00	81	0.35	51	0.22	1175	5.11	116	0.50	1674	7.29	58	0.25	1668	7.26
ALLEGIAN AIR	8813	6351	72.06	85	0.96	22	0.25	636	7.22	206	2.34	623	7.07	6	0.07	884	10.03
AMERICAN AIRLINES	85157	62415	73.29	1198	1.41	266	0.31	6511	7.65	868	1.02	3875	4.55	66	0.08	9958	11.69
DELTA AIR LINES	89057	70808	79.51	1509	1.69	296	0.33	6551	7.36	738	0.83	3838	4.31	16	0.02	5301	5.95
ENDEAVOR AIR	18121	14931	82.40	325	1.79	45	0.25	842	4.65	136	0.75	742	4.09	0	0.00	1099	6.06
ENVOY AIR	20359	16990	83.45	137	0.67	43	0.21	815	4.00	203	1.00	929	4.56	11	0.05	1231	6.05
FRONTIER AIRLINES	15405	9562	62.07	774	5.02	36	0.23	1476	9.58	91	0.59	1065	6.91	0	0.00	2402	15.59
HAWAIIAN AIRLINES	7024	5766	82.09	109	1.55	10	0.14	721	10.26	9	0.13	40	0.57	6	0.09	362	5.15
JETBLUE AIRWAYS	22895	14105	61.61	669	2.92	105	0.46	3109	13.58	126	0.55	1786	7.80	17	0.07	2977	13.00
PSA AIRLINES	16777	13241	78.92	322	1.92	57	0.34	818	4.88	280	1.67	818	4.88	15	0.09	1226	7.31
REPUBLIC AIRWAYS	24333	20942	86.06	384	1.58	43	0.18	697	2.86	142	0.58	1312	5.39	10	0.04	803	3.30
SKYWEST AIRLINES	58093	48487	83.46	404	0.70	161	0.28	5595	9.63	821	1.41	452	0.78	22	0.04	2151	3.70
SOUTHWEST AIRLINES	125664	94936	75.55	2064	1.64	290	0.23	8389	6.68	435	0.35	5534	4.40	93	0.07	13924	11.08
SPIRIT AIRLINES	21514	14111	65.59	297	1.38	68	0.32	1999	9.29	316	1.47	2912	13.54	134	0.62	1677	7.79
UNITED AIRLINES	66801	52908	79.20	814	1.22	180	0.27	4344	6.50	361	0.54	3731	5.59	8	0.01	4455	6.67
TOTAL	602,987	463,703	76.90	9,172	1.52	1,673	0.28	43,677	7.24	4,849	0.80	29,330	4.86	464	0.08	50,118	8.31

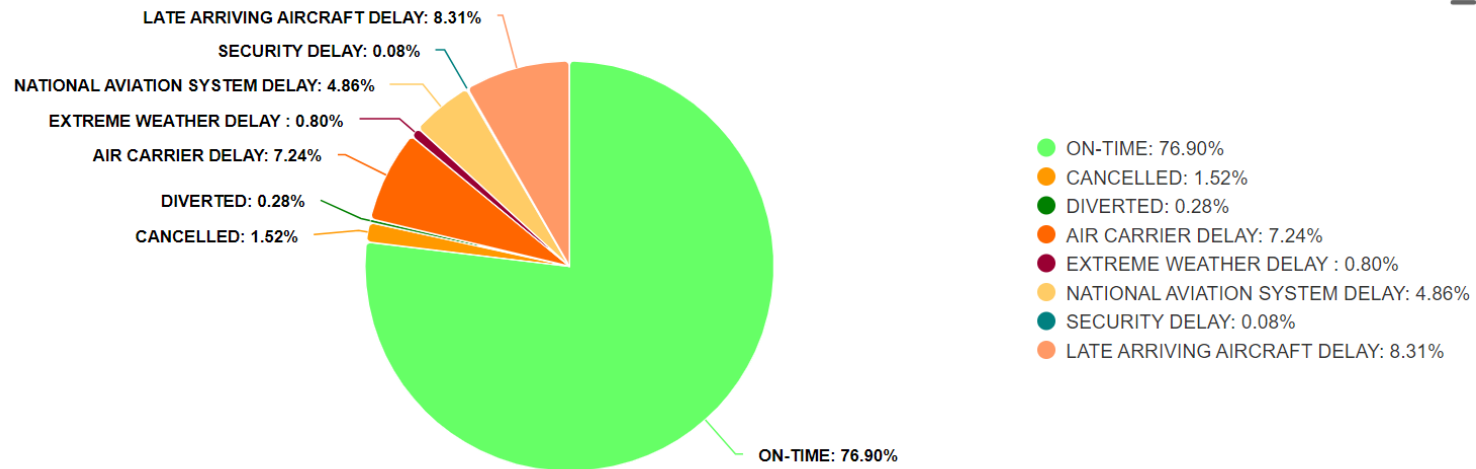
* Causes of Delay:

- 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.

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 7B. OVERALL CAUSES OF DELAY BY REPORTING OPERATING CARRIER
AUGUST 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

AUGUST 2023

MARKETING CARRIER	OPERATING CARRIER	FLIGHT NUMBER	ORIGIN AIRPORT	DESTINATION AIRPORT	DATE OF FLIGHT	LOCATION OF LONGEST TARMAC DELAY	LENGTH OF TARMAC DELAY
FRONTIER	FRONTIER	1585	DTW	ATL	8/6/2023	Destination Airport	3:43
DELTA	DELTA	977	BOS	SFO	8/18/2023	Origin Airport	3:29
ALASKA	ALASKA	477	EWR	SEA	8/7/2023	Origin Airport	3:21
ALASKA	ALASKA	469	BOS	PDX	8/18/2023	Origin Airport	3:19
UNITED	UNITED	2104	DCA	DEN	8/7/2023	Origin Airport	3:16
DELTA	DELTA	2505	ATL	DTW	8/12/2023	Origin Airport	3:14
FRONTIER	FRONTIER	2655	MDW	MIA	8/14/2023	Origin Airport	3:14
UNITED	UNITED	1682	EWR	SMF	8/7/2023	Origin Airport	3:11
AMERICAN	AMERICAN	2358	CLT	MIA	8/17/2023	Destination Airport	3:09
DELTA	DELTA	2528	PNS	ATL	8/6/2023	Destination Airport	3:08
DELTA	DELTA	2542	MSY	ATL	8/6/2023	Destination Airport	3:08
JETBLUE	JETBLUE	1994	MCO	JFK	8/15/2023	Origin Airport	3:07
AMERICAN	AMERICAN	1890	LAS	DFW	8/27/2023	Diversion Airport (TUL)	3:06
AMERICAN	ENVOY	3547	MSY	MIA	8/17/2023	Diversion Airport (PBI)	3:04
ALLEGiant	ALLEGiant	2237	IND	VPS	8/5/2023	Destination Airport	3:02
DELTA	DELTA	1576	MCO	ATL	8/6/2023	Destination Airport	3:02
DELTA	DELTA	2916	ATL	JAN	8/28/2023	Origin Airport	3:02
DELTA	DELTA	2625	MCO	ATL	8/6/2023	Destination Airport	3:01

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

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

AIR TRAVEL CONSUMER REPORT

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

AUGUST 2023

MARKETING CARRIER	OPERATING CARRIER	FLIGHT NUMBER	ORIGIN AIRPORT	DESTINATION AIRPORT	DATE OF FLIGHT	LOCATION OF LONGEST TARMAC DELAY	LENGTH OF TARMAC DELAY
DELTA	ENDEAVOR	5062	ELH	ATL	8/12/2023	Diversion Airport (SAV)	4:33

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	August 2023			August 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	233,005	699	0.30	506,851	641	0.13
2	HAWAIIAN AIRLINES	501,194	2,123	0.42	528,014	2,011	0.38
3	SOUTHWEST AIRLINES	10,821,817	47,667	0.44	10,806,531	69,621	0.64
4	SPIRIT AIRLINES	1,013,057	5,258	0.52	1,096,404	5,206	0.47
5	DELTA AIR LINES NETWORK	8,632,905	48,178	0.56	8,082,876	35,034	0.43
	- DELTA AIR LINES	6,947,082	41,492	0.60	6,262,390	28,300	0.45
	- BRANDED CODESHARE PARTNERS	1,685,823	6,686	0.40	1,820,486	6,734	0.37
6	JETBLUE AIRWAYS	1,337,468	7,498	0.56	1,305,429	7,692	0.59
7	ALASKA AIRLINES NETWORK	2,706,000	17,267	0.64	2,651,222	16,017	0.60
	- ALASKA AIRLINES	2,189,437	14,883	0.68	2,021,528	13,133	0.65
	- BRANDED CODESHARE PARTNERS	516,563	2,384	0.46	629,694	2,884	0.46
8	FRONTIER AIRLINES	692,279	4,563	0.66	794,732	4,069	0.51
9	UNITED AIRLINES NETWORK	6,590,893	44,873	0.68	5,942,816	39,279	0.66
	- UNITED AIRLINES	5,012,068	34,304	0.68	4,193,681	27,463	0.65
	- BRANDED CODESHARE PARTNERS	1,578,825	10,569	0.67	1,749,135	11,816	0.68
10	AMERICAN AIRLINES NETWORK	8,895,210	75,698	0.85	8,811,880	81,708	0.93
	- AMERICAN AIRLINES	5,989,323	55,282	0.92	5,694,454	56,421	0.99
	- BRANDED CODESHARE PARTNERS	2,905,887	20,416	0.70	3,117,426	25,287	0.81
TOTAL		41,423,828	253,824	0.61	40,526,755	261,278	0.64

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	August 2023			August 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	233,005	699	0.30	506,851	641	0.13
2	HAWAIIAN AIRLINES	501,194	2,123	0.42	528,014	2,011	0.38
3	ENDEAVOR AIR	782,737	3,439	0.44	773,205	3,036	0.39
4	SOUTHWEST AIRLINES	10,821,817	47,667	0.44	10,806,531	69,621	0.64
5	SKYWEST AIRLINES	2,242,254	11,134	0.50	2,468,788	12,128	0.49
6	SPIRIT AIRLINES	1,013,057	5,258	0.52	1,096,404	5,206	0.47
7	JETBLUE AIRWAYS	1,337,468	7,498	0.56	1,305,429	7,692	0.59
8	DELTA AIR LINES	6,947,082	41,492	0.60	6,262,390	28,300	0.45
9	REPUBLIC AIRWAYS	699,043	4,322	0.62	742,781	6,371	0.86
10	FRONTIER AIRLINES	692,279	4,563	0.66	794,732	4,069	0.51
11	ALASKA AIRLINES	2,189,437	14,883	0.68	2,021,528	13,133	0.65
12	UNITED AIRLINES	5,012,068	34,304	0.68	4,193,681	27,463	0.65
13	PSA AIRLINES	883,628	6,083	0.69	922,908	6,770	0.73
14	ENVOY AIR	693,756	5,535	0.80	791,962	6,852	0.87
15	AMERICAN AIRLINES	5,989,323	55,282	0.92	5,694,454	56,421	0.99
	TOTAL	40,038,148	244,282	0.61	38,909,658	249,714	0.64

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	August 2023			August 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	1,282	1	0.08	1,203	5	0.42
2	DELTA AIR LINES NETWORK	16,039	133	0.83	18,830	130	0.69
	- DELTA AIR LINES	13,025	116	0.89	15,348	106	0.69
	- BRANDED CODESHARE PARTNERS	3,014	17	0.56	3,482	24	0.69
3	UNITED AIRLINES NETWORK	14,409	155	1.08	11,785	143	1.21
	- UNITED AIRLINES	11,499	132	1.15	8,948	111	1.24
	- BRANDED CODESHARE PARTNERS	2,910	23	0.79	2,837	32	1.13
4	HAWAIIAN AIRLINES	1,142	14	1.23	615	7	1.14
5	JETBLUE AIRWAYS	2,450	33	1.35	2,606	45	1.73
6	SOUTHWEST AIRLINES	18,054	317	1.76	15,792	271	1.72
7	ALASKA AIRLINES NETWORK	3,031	63	2.08	2,901	61	2.10
	- ALASKA AIRLINES	2,616	56	2.14	2,425	48	1.98
	- BRANDED CODESHARE PARTNERS	415	7	1.69	476	13	2.73
8	AMERICAN AIRLINES NETWORK	13,267	278	2.10	11,326	224	1.98
	- AMERICAN AIRLINES	10,088	226	2.24	8,606	162	1.88
	- BRANDED CODESHARE PARTNERS	3,179	52	1.64	2,720	62	2.28
9	FRONTIER AIRLINES	2,188	51	2.33	2,076	33	1.59
10	SPIRIT AIRLINES	963	59	6.13	710	48	6.76
	TOTAL	72,825	1,104	1.52	67,844	967	1.43

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	August 2023			August 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	1,282	1	0.08	1,203	5	0.42
2	ENDEAVOR AIR	1,183	2	0.17	1,194	5	0.42
3	DELTA AIR LINES	13,025	116	0.89	15,348	106	0.69
4	SKYWEST AIRLINES	3,653	36	0.99	3,903	49	1.26
5	UNITED AIRLINES	11,499	132	1.15	8,948	111	1.24
6	HAWAIIAN AIRLINES	1,142	14	1.23	615	7	1.14
7	REPUBLIC AIRWAYS	1,147	15	1.31	1,161	18	1.55
8	JETBLUE AIRWAYS	2,450	33	1.35	2,606	45	1.73
9	ENVOY AIR	975	14	1.44	779	24	3.08
10	PSA AIRLINES	760	13	1.71	665	12	1.80
11	SOUTHWEST AIRLINES	18,054	317	1.76	15,792	271	1.72
12	ALASKA AIRLINES	2,616	56	2.14	2,425	48	1.98
13	AMERICAN AIRLINES	10,088	226	2.24	8,606	162	1.88
14	FRONTIER AIRLINES	2,188	51	2.33	2,076	33	1.59
15	SPIRIT AIRLINES	963	59	6.13	710	48	6.76
	TOTAL	71,025	1,085	1.53	66,031	944	1.43

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

OVERSALES

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

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

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

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

AIR TRAVEL CONSUMER REPORT

PASSENGERS DENIED BOARDING BY REPORTING MARKETING U.S. AIRLINES

RANK	CARRIER ¹	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 AIR LINES	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 OPERATING U.S. AIRLINES

RANK	AIRLINE ¹	APRIL - JUNE 2023			
		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 AIRLINES	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.

CONSUMER COMPLAINTS

The Department continues to receive a high volume of air travel service complaints against airlines and ticket agents and its Office of Aviation Consumer Protection is processing them. The release of consumer complaint data in the APCR has been delayed primarily because of the time needed to review and process these consumer complaints. The Department is examining how best to review and process the consumer complaints received to avoid reporting delays as it is increasingly clear that consumer complaints are not returning to pre-pandemic levels.

AIR TRAVEL CONSUMER REPORT

August 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
NONE			



U.S. Department of Homeland Security, Transportation Security Administration

Customer Service Report for August 2023 ^a

The Transportation Security Administration (TSA) screened approximately 73.4 million passengers at screening checkpoints and 43.0 million checked bags at baggage screening locations in August 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 August 2023, TSA received 14,614 complaints (i.e. a description of a negative experience) from the general public via phone or email (or 20.0 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
967	1.4	593	0.9	12,170	16.6	153	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
370	0.6	128	0.2	56	0.1	177	0.3

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
229 ^d	154	0.0004

REFERENCES

- ^a Under Section 421(a) of Vision 100--Century of Aviation Reauthorization Act, Public Law 108-176 (December 12, 2003), 49 U.S.C. 329(e), the U.S. Department of Homeland Security, Transportation Security Administration, has provided this customer service report on passenger and baggage screening complaints and incidents to the U.S. Department of Transportation.
- ^b The TSA Contact Center can be reached via e-mail, TSA-ContactCenter@tsa.dhs.gov, or telephone, (866) 289-9673. TSA Contact Center representatives are available from 8:00AM to 11:00PM EST, Monday through Friday, and Weekends and Holidays, 9:00AM to 8:00PM.
- ^c The complaints per 100,000 passengers' metric is calculated as follows: # of Complaints divided by # of Airline Passenger multiplied by 100,000 (e.g. 300 complaints / 20,000,000 passengers * 100,000 equals 1.50). In this example, TSA experienced 1.5 complaints for every 100,000 passengers that TSA screened.
- ^d TSA records the number of passengers screened at checkpoints rather than the number of bags or items screened at TSA checkpoints. Therefore, this table does not present the rate of claims regarding loss or damage to property compared to the total number of items screened at checkpoints.

DEFINITIONS

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