



Air Travel Consumer Report

A Product Of
THE OFFICE OF AVIATION CONSUMER PROTECTION

Issued: May 2023



Flight Delays¹	March 2023
Mishandled Baggage, Wheelchairs, and Scooters¹	March 2023 January - March 2023
Oversales¹	1 st Quarter 2023 January - March 2023
Consumer Complaints² (Includes Disability and Discrimination Complaints)	March 2023 January - March 2023
Airline Animal Incident Reports⁴	March 2023 January - March 2023
Customer Service Reports to the Dept. of Homeland Security³	March 2023

¹ Data collected by the Bureau of Transportation Statistics. Website: <http://www.bts.gov>

² Data compiled by the Aviation Consumer Protection. Website: <http://www.transportation.gov/airconsumer>

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

⁴ Data collected by the Office of Aviation Consumer Protection.

TABLE OF CONTENTS

November 8, 2023: Addition of Consumer Complaints

Section	Page	Section	Page
Flight Delays		Flight Delays (continued)	
Introduction	3	Table 8	35
Explanation	4	List of Regularly Scheduled Domestic Flights with Tarmac Delays Over 3 Hours, By Marketing/Operating Carrier	
Branded Codeshare Partners	5	Table 8A.	
Table 1	6	List of Regularly Scheduled International Flights with Tarmac Delays Over 4 Hours, By Marketing/Operating Carrier	36
Overall Percentage of Reported Flight Operations Arriving On-Time, by Reporting Marketing Carrier		Appendix	37
Table 1A.	7	Mishandled Baggage	38
Overall Percentage of Reported Flight Operations Arriving On-Time, by Reporting Operating Carrier		Ranking- by Marketing Carrier (Monthly)	39
Table 1B.	8	Ranking- by Marketing Carrier (Quarterly)	40
Overall Percentage of Reported Flight Operations Arriving On-Time, by Reporting Marketing Carrier, Rank by Month, and Year-to-Date (YTD)		Ranking- by Operating Carrier (Monthly)	41
Table 1C.	9	Ranking- by Operating Carrier (Quarterly)	42
Overall Percentage of Reported Flight Operations Arriving On-Time, by Reporting Marketing Carrier Quarterly		Mishandled Wheelchairs and Scooters	43
Table 1D.	10	Ranking- by Marketing Carrier (Monthly)	44
Overall Percentage of Reported Flight Operations Arriving On-Time, by Reporting Operating Carrier, Rank by Quarterly		Ranking- by Marketing Carrier (Quarterly)	45
Table 2.	11	Ranking- by Operating Carrier (Monthly)	46
Number of Reported Flight Arrivals and Percentage Arriving On-Time, by Reporting Marketing Carrier and Airport		Ranking- by Operating Carrier (Quarterly)	47
Table 2A.	15	Oversales	
Number of Reported Flight Arrivals and Percentage Arriving On-Time, by Reporting Operating Carrier and Airport		Explanation	48
Table 3.	19	Ranking- by Marketing Carrier (Quarterly)	49
Percentage of Reporting Carriers' Flight Operations Arriving On-Time, by Airport and Time of Day		Ranking- by Operating Carrier (Quarterly)	50
Table 4.	21	Consumer Complaints	
Percentage of Reporting Carriers' Flight Operations Departing On-Time, by Airport and Time of Day		Explanation	51
Table 5.	23	Complaint Tables 1-5	52
On-Time Arrival and Departure Percentage, by Airport by Reporting Operating Carrier		Summary, Complaint Categories, U.S. Airlines, Incident Date and Companies Other Than U.S. Airlines	
Tables 6/6A./6B./6C.	28	Table 6	59
Overall Number and Percentage of Flight Cancellations, by Reporting Marketing and Reporting Operating Carrier (Monthly/Quarterly)		List of U.S. Marketing Carriers (Non-Ranked, in Alphabetic Order).	
Table 7.	32	Table 6A	60
Causes of the Delay by Reporting Marketing Carrier		Rankings, U.S. Reporting Carriers	
Table 7A.	33	Tables 1-4 (YTD)	61
Causes of the Delay by Reporting Operating Carrier		Summary, Complaint Categories, U.S. Airlines by complaint category, Companies Other Than U.S. Airlines by complaint category.	
Table 7B.	34	Table 5 (YTD)	67
Causes of the Delay by Reporting Operating Carrier, chart		List of U.S. Marketing Carriers (Non-Ranked, in Alphabetic Order).	
		Table 5A. (YTD)	68
		Rankings, U.S. Operating Carriers	
		Civil Rights Complaints by Air Travelers, Other than Disability (Monthly)(YTD)	69
		Complaint Categories	71
		Airline Reports to DOT of Incidents Involving the Loss, Injury, Or Death of Animals during Air Transportation (Monthly)	72
		Customer Service Reports to the Department of Homeland Security	73

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: www.faa.gov/airports/planning_capacity. 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

MARCH 2023

Based on the latest data available to DOT, for the period covered by this Air Travel Consumer Report, American Airlines, Alaska Airlines, Delta Air Lines, Hawaiian Airlines and United Airlines were holding out flights operated by their branded codeshare partner airlines. Flight Delay and Consumer Complaints sections of this report contain information on these marketing carriers' networks, which consist of flights operated by carriers as identified below:

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

AIR TRAVEL CONSUMER REPORT

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

MARCH 2023

AT ALL US AIRPORTS			
CARRIER ¹	NUMBER OF AIRPORTS REPORTED	PERCENT OF ON-TIME ARRIVALS	RANK
DELTA AIR LINES NETWORK	212	79.2	1
- DELTA AIR LINES	146	77.0	
- BRANDED CODESHARE PARTNERS	172	83.2	
ALASKA AIRLINES NETWORK	106	78.1	2
- ALASKA AIRLINES	85	76.6	
- BRANDED CODESHARE PARTNERS	51	80.8	
UNITED AIRLINES NETWORK	218	76.9	3
- UNITED AIRLINES	111	76.9	
- BRANDED CODESHARE PARTNERS	201	76.9	
AMERICAN AIRLINES NETWORK	223	76.5	4
- AMERICAN AIRLINES	120	72.2	
- BRANDED CODESHARE PARTNERS	206	81.5	
SOUTHWEST AIRLINES	107	75.0	5
JETBLUE AIRWAYS	66	65.7	6
FRONTIER AIRLINES	79	64.7	7
ALLEGiant AIR	123	64.2	8
SPIRIT AIRLINES	62	64.0	9
HAWAIIAN AIRLINES	21	59.5	10
TOTAL AIRPORTS SERVED	353	75.4	

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

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

AIR TRAVEL CONSUMER REPORT

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

MARCH 2023

AT ALL US AIRPORTS			
CARRIER ¹	NUMBER OF AIRPORTS REPORTED	PERCENT OF ON-TIME ARRIVALS	RANK
REPUBLIC AIRWAYS	80	84.8	1
ENDEAVOR AIR	95	83.8	2
PSA AIRLINES	80	83.7	3
SKYWEST AIRLINES	238	78.4	4
DELTA AIR LINES	146	77.0	5
UNITED AIRLINES	111	76.9	6
ALASKA AIRLINES	85	76.6	7
ENVOY AIR	124	76.1	8
SOUTHWEST AIRLINES	107	75.0	9
AMERICAN AIRLINES	120	72.2	10
JETBLUE AIRWAYS	66	65.7	11
FRONTIER AIRLINES	79	64.7	12
ALLEGiant AIR	123	64.2	13
SPIRIT AIRLINES	62	64.0	14
HAWAIIAN AIRLINES	21	59.5	15
TOTAL AIRPORTS SERVED	338	75.0	

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

MARCH 2023

CARRIER ¹	Jan 23		Feb 23		Mar 23		Year-to-date (YTD)	
	%	Rank	%	Rank	%	Rank	%	Rank
ALASKA AIRLINES NETWORK	77.6	2	76.9	5	78.1	2	77.6	4
- ALASKA AIRLINES	77.3		74.5		76.6		76.2	
- BRANDED CODESHARE PARTNERS	78.2		81.3		80.8		80.1	
ALLEGiant AIR	70.4	8	76.2	6	64.2	8	69.7	8
AMERICAN AIRLINES NETWORK	77.4	4	79.4	3	76.5	4	77.7	3
- AMERICAN AIRLINES	75.7		76.6		72.2		74.8	
- BRANDED CODESHARE PARTNERS	79.3		82.7		81.5		81.2	
DELTA AIR LINES NETWORK	78.6	1	83.0	1	79.2	1	80.2	1
- DELTA AIR LINES	78.7		82.7		77.0		79.3	
- BRANDED CODESHARE PARTNERS	78.4		83.6		83.2		81.7	
FRONTIER AIRLINES	62.6	10	69.0	10	64.7	7	65.4	10
HAWAIIAN AIRLINES	76.8	5	73.5	8	59.5	10	69.7	7
JETBLUE AIRWAYS	72.7	7	71.9	9	65.7	6	69.9	6
SOUTHWEST AIRLINES	77.5	3	82.1	2	75.0	5	78.1	2
SPIRIT AIRLINES	69.2	9	74.9	7	64.0	9	69.2	9
UNITED AIRLINES NETWORK	74.3	6	78.1	4	76.9	3	76.4	5
- UNITED AIRLINES	76.1		78.6		76.9		77.2	
- BRANDED CODESHARE PARTNERS	72.0		77.5		76.9		75.5	
TOTAL	76.2		79.4		75.4		76.9	

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

AIR TRAVEL CONSUMER REPORT

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

RANK	CARRIER	JANUARY - MARCH 2023		JANUARY - MARCH 2022	
		FLIGHT OPERATIONS SCHEDULED	PERCENT OF ON-TIME ARRIVALS	FLIGHT OPERATIONS SCHEDULED	PERCENT OF ON-TIME ARRIVALS
1	DELTA AIR LINES NETWORK	351,133	80.18	347,563	81.19
	- DELTA AIR LINES	227,117	79.33	207,084	82.74
	- BRANDED CODESHARE PARTNERS	124,016	81.73	140,479	78.90
2	SOUTHWEST AIRLINES	331,882	78.06	292,121	75.01
3	AMERICAN AIRLINES NETWORK	418,925	77.72	438,271	77.66
	- AMERICAN AIRLINES	224,993	74.75	205,531	78.23
	- BRANDED CODESHARE PARTNERS	193,932	81.16	232,740	77.16
4	ALASKA AIRLINES NETWORK	89,508	77.58	88,146	79.28
	- ALASKA AIRLINES	57,689	76.20	51,291	77.91
	- BRANDED CODESHARE PARTNERS	31,819	80.08	36,855	81.20
5	UNITED AIRLINES NETWORK	311,012	76.43	307,667	75.54
	- UNITED AIRLINES	171,655	77.19	140,496	77.77
	- BRANDED CODESHARE PARTNERS	139,357	75.51	167,171	73.67
6	JETBLUE AIRWAYS	71,228	69.91	64,860	62.94
7	HAWAIIAN AIRLINES	19,508	69.72	16,861	83.03
8	ALLEGiant AIR	28,193	69.72	29,152	62.04
9	SPIRIT AIRLINES	64,681	69.17	53,519	71.19
10	FRONTIER AIRLINES	40,270	65.36	36,071	64.82
	TOTAL	1,726,340	76.89	1,674,231	76.35

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 QUARTERLY

RANK	CARRIER ¹	JANUARY - MARCH 2023		JANUARY - MARCH 2022	
		FLIGHT OPERATIONS SCHEDULED	PERCENT OF ON-TIME ARRIVALS	FLIGHT OPERATIONS SCHEDULED	PERCENT OF ON-TIME ARRIVALS
1	PSA AIRLINES	45,977	84.99	58,962	73.40
2	REPUBLIC AIRWAYS	76,090	83.80	81,983	73.67
3	ENDEAVOR AIR	48,500	81.75	61,892	80.28
4	DELTA AIR LINES	227,117	79.33	207,084	82.74
5	SOUTHWEST AIRLINES	331,882	78.06	292,121	75.01
6	ENVOY AIR	55,457	77.23	65,505	80.08
7	UNITED AIRLINES	171,655	77.19	140,496	77.77
8	SKYWEST AIRLINES	158,668	77.17	179,022	77.98
9	ALASKA AIRLINES	57,689	76.20	51,291	77.91
10	AMERICAN AIRLINES	224,993	74.75	205,531	78.23
11	JETBLUE AIRWAYS	71,228	69.91	64,860	62.94
12	HAWAIIAN AIRLINES	19,508	69.72	16,861	83.03
13	ALLEGiant AIR	28,193	69.72	29,152	62.04
14	SPIRIT AIRLINES	64,681	69.17	53,519	71.19
15	FRONTIER AIRLINES	40,270	65.36	36,071	64.82
	TOTAL	1,621,908	76.81	1,598,468	76.44

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)

MARCH 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	62	87.1	290	76.9	57	68.4	193	78.8	31	83.9	0	0.0	154	85.1	139	74.8
- ALASKA AIRLINES	62	87.1	243	76.5	57	68.4	193	78.8	31	83.9	0	0.0	154	85.1	139	74.8
- BRANDED CODESHARE PARTNERS	0	0.0	47	78.7	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
ALLEGiant AIR	0	0.0	121	66.9	392	59.9	38	92.1	30	83.3	0	0.0	0	0.0	32	71.9
AMERICAN AIRLINES NETWORK	1103	77.1	2190	73.2	1458	75.8	2077	78.3	293	71.3	16417	81.1	7511	80.7	789	68.2
- AMERICAN AIRLINES	736	73.8	1318	70.8	626	70.1	1382	75.3	262	71.0	9774	78.6	2464	73.0	696	65.5
- BRANDED CODESHARE PARTNERS	367	83.7	872	76.9	832	80.0	695	84.3	31	74.2	6643	84.8	5047	84.4	93	88.2
DELTA AIR LINES NETWORK	21367	81.3	889	75.4	929	76.0	4009	81.5	599	78.6	843	83.6	1669	81.2	1083	71.4
- DELTA AIR LINES	18504	81.3	827	74.4	703	77.1	2175	77.7	425	76.9	444	82.0	694	75.2	1083	71.4
- BRANDED CODESHARE PARTNERS	2863	80.8	62	88.7	226	72.6	1834	86.0	174	82.8	399	85.5	975	85.4	0	0.0
FRONTIER AIRLINES	764	59.0	25	80.0	106	61.3	61	88.5	183	71.6	128	70.3	93	75.3	1781	69.2
HAWAIIAN AIRLINES	0	0.0	15	73.3	0	0.0	18	77.8	0	0.0	0	0.0	0	0.0	0	0.0
JETBLUE AIRWAYS	279	57.0	93	63.4	238	58.8	4189	71.5	87	81.6	53	81.1	889	73.2	153	58.8
SOUTHWEST AIRLINES	2788	78.9	3139	78.1	3937	79.6	451	74.5	5671	83.4	252	75.8	1347	77.3	7583	77.6
SPIRIT AIRLINES	1247	64.5	249	66.7	255	67.1	373	58.2	437	66.6	243	56.4	0	0.0	216	69.4
UNITED AIRLINES NETWORK	757	74.1	905	76.0	696	72.7	1074	80.1	274	82.5	478	74.9	1105	78.4	12631	78.6
- UNITED AIRLINES	709	74.2	782	75.7	562	72.8	1045	80.1	263	83.3	329	72.9	415	80.5	7622	81.0
- BRANDED CODESHARE PARTNERS	48	72.9	123	78.0	134	72.4	29	79.3	11	63.6	149	79.2	690	77.1	5009	74.9
TOTAL	28,367	79.1	7,916	75.4	8,068	75.6	12,483	76.6	7,605	81.3	18,414	80.6	12,768	79.7	24,407	76.7

* 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)

MARCH 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	150	78.7	29	75.9	321	80.1	128	67.2	173	72.3	62	80.6	372	86.8	611	75.1
- ALASKA AIRLINES	150	78.7	29	75.9	321	80.1	128	67.2	173	72.3	62	80.6	372	86.8	507	76.5
- BRANDED CODESHARE PARTNERS	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	104	68.3
ALLEGiant AIR	0	0.0	0	0.0	52	94.2	327	52.3	44	81.8	0	0.0	0	0.0	757	55.4
AMERICAN AIRLINES NETWORK	20282	72.4	732	76.1	762	64.7	536	70.5	178	79.8	710	67.7	2238	82.5	1069	57.8
- AMERICAN AIRLINES	13234	70.4	360	73.3	727	63.7	536	70.5	116	70.7	555	64.3	1221	78.2	1069	57.8
- BRANDED CODESHARE PARTNERS	7048	76.1	372	78.8	35	85.7	0	0.0	62	96.8	155	80.0	1017	87.7	0	0.0
DELTA AIR LINES NETWORK	883	71.8	8069	81.5	810	75.4	1083	74.6	609	75.5	698	69.2	5153	76.4	1317	66.1
- DELTA AIR LINES	883	71.8	5265	80.7	519	75.1	1083	74.6	222	74.3	697	69.3	2423	71.7	1317	66.1
- BRANDED CODESHARE PARTNERS	0	0.0	2804	83.1	291	75.9	0	0.0	387	76.2	1	0.0	2730	80.6	0	0.0
FRONTIER AIRLINES	444	64.9	141	68.8	0	0.0	249	61.0	0	0.0	100	57.0	0	0.0	1336	54.5
HAWAIIAN AIRLINES	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	31	48.4	110	75.5
JETBLUE AIRWAYS	62	58.1	182	59.9	698	70.6	1814	66.8	0	0.0	85	63.5	4372	66.3	279	52.3
SOUTHWEST AIRLINES	0	0.0	317	76.0	0	0.0	1590	68.4	162	80.9	554	70.6	0	0.0	6930	68.1
SPIRIT AIRLINES	762	59.3	1076	67.2	717	56.9	2031	67.1	0	0.0	723	63.9	0	0.0	2368	62.4
UNITED AIRLINES NETWORK	817	71.1	493	76.3	10508	77.8	817	71.7	5281	83.9	10460	77.0	0	0.0	1123	70.7
- UNITED AIRLINES	638	70.5	225	74.2	6692	78.0	817	71.7	2710	83.8	5843	77.6	0	0.0	1119	70.7
- BRANDED CODESHARE PARTNERS	179	73.2	268	78.0	3816	77.5	0	0.0	2571	84.1	4617	76.3	0	0.0	4	75.0
TOTAL	23,400	71.7	11,039	78.9	13,868	75.6	8,575	68.1	6,447	82.6	13,392	74.9	12,166	74.2	15,900	64.9

* 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)

MARCH 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	1424	72.8	0	0.0	233	76.4	0	0.0	31	77.4	55	76.4	232	80.2	31	83.9
- ALASKA AIRLINES	771	69.0	0	0.0	233	76.4	0	0.0	31	77.4	55	76.4	212	79.7	31	83.9
- BRANDED CODESHARE PARTNERS	653	77.3	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	20	85.0	0	0.0
ALLEGiant AIR	100	52.0	0	0.0	0	0.0	27	74.1	0	0.0	65	75.4	0	0.0	0	0.0
AMERICAN AIRLINES NETWORK	3354	70.4	3679	76.0	1528	71.1	0	0.0	5636	76.8	565	78.6	8799	76.9	6069	83.9
- AMERICAN AIRLINES	2498	66.7	1759	68.2	1528	71.1	0	0.0	4369	77.4	356	75.6	4348	77.4	3067	79.1
- BRANDED CODESHARE PARTNERS	856	81.2	1920	83.1	0	0.0	0	0.0	1267	74.7	209	83.7	4451	76.5	3002	88.8
DELTA AIR LINES NETWORK	3994	72.3	7255	81.4	1858	71.4	269	81.0	853	69.8	8275	82.9	1208	72.2	554	81.6
- DELTA AIR LINES	3093	68.9	2214	76.4	1858	71.4	89	74.2	853	69.8	5501	81.8	1016	72.4	469	80.6
- BRANDED CODESHARE PARTNERS	901	83.8	5041	83.5	0	0.0	180	84.4	0	0.0	2774	85.1	192	70.8	85	87.1
FRONTIER AIRLINES	0	0.0	93	65.6	1811	65.0	337	64.7	295	72.9	68	82.4	81	74.1	829	60.3
HAWAIIAN AIRLINES	186	77.4	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
JETBLUE AIRWAYS	1000	56.1	1526	70.1	1610	59.9	0	0.0	310	64.2	43	72.1	62	71.0	112	72.3
SOUTHWEST AIRLINES	2210	71.0	1055	75.8	3716	70.5	6435	79.9	634	70.5	589	76.6	807	75.5	306	77.5
SPIRIT AIRLINES	1012	57.9	482	69.9	2637	59.5	0	0.0	619	68.5	172	79.1	697	65.7	465	66.0
UNITED AIRLINES NETWORK	2702	79.0	1053	77.8	1200	74.4	0	0.0	554	70.9	495	80.2	13047	80.2	390	77.4
- UNITED AIRLINES	1958	78.4	557	76.8	1200	74.4	0	0.0	554	70.9	414	79.0	6809	80.1	266	83.1
- BRANDED CODESHARE PARTNERS	744	80.5	496	78.8	0	0.0	0	0.0	0	0.0	81	86.4	6238	80.3	124	65.3
TOTAL	15,982	70.9	15,143	77.8	14,593	67.2	7,068	79.2	8,932	74.2	10,327	82.0	24,933	78.1	8,756	79.9

* 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)

MARCH 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	559	70.5	1509	73.5	8124	82.4	2320	62.9	237	78.5	80	72.5
- ALASKA AIRLINES	513	71.7	799	71.5	5919	80.6	1084	64.7	93	80.6	80	72.5
- BRANDED CODESHARE PARTNERS	46	56.5	710	75.8	2205	87.1	1236	61.4	144	77.1	0	0.0
ALLEGiant AIR	27	48.1	34	61.8	0	0.0	0	0.0	0	0.0	0	0.0
AMERICAN AIRLINES NETWORK	6867	75.0	686	60.2	514	71.8	828	51.7	427	65.3	1292	68.2
- AMERICAN AIRLINES	4652	73.7	686	60.2	452	69.2	770	49.5	332	64.8	1173	68.0
- BRANDED CODESHARE PARTNERS	2215	77.8	0	0.0	62	90.3	58	81.0	95	67.4	119	69.7
DELTA AIR LINES NETWORK	1093	68.6	845	68.0	3944	85.5	1174	63.5	6578	80.3	1188	74.1
- DELTA AIR LINES	968	66.9	768	66.1	2665	83.0	1091	62.2	4465	76.7	1188	74.1
- BRANDED CODESHARE PARTNERS	125	81.6	77	87.0	1279	90.8	83	80.7	2113	87.7	0	0.0
FRONTIER AIRLINES	730	52.5	196	68.9	80	60.0	233	54.9	123	53.7	567	61.7
HAWAIIAN AIRLINES	31	77.4	62	61.3	65	49.2	62	58.1	0	0.0	0	0.0
JETBLUE AIRWAYS	89	51.7	186	65.6	68	77.9	438	58.9	197	41.1	519	62.2
SOUTHWEST AIRLINES	5304	74.0	2848	72.3	629	80.6	699	53.4	1028	70.9	2292	70.4
SPIRIT AIRLINES	265	50.9	171	56.1	100	76.0	0	0.0	122	61.5	591	69.0
UNITED AIRLINES NETWORK	975	77.6	895	73.4	626	83.1	5694	66.9	626	71.1	820	76.7
- UNITED AIRLINES	876	77.5	805	72.7	626	83.1	3822	68.6	262	65.3	820	76.7
- BRANDED CODESHARE PARTNERS	99	78.8	90	80.0	0	0.0	1872	63.6	364	75.3	0	0.0
TOTAL	15,940	72.7	7,432	70.3	14,150	82.5	11,448	63.2	9,338	76.5	7,349	70.0

* 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)

MARCH 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	62	87.1	243	76.5	57	68.4	193	78.8	31	83.9	0	0.0	154	85.1	139	74.8
ALLEGiant AIR	0	0.0	121	66.9	392	59.9	38	92.1	30	83.3	0	0.0	0	0.0	32	71.9
AMERICAN AIRLINES	736	73.8	1318	70.8	626	70.1	1382	75.3	262	71.0	9774	78.6	2464	73.0	696	65.5
DELTA AIR LINES	18504	81.3	827	74.4	703	77.1	2175	77.7	425	76.9	444	82.0	694	75.2	1083	71.4
ENDEAVOR AIR	1598	85.2	62	88.7	58	74.1	0	0.0	83	84.3	156	84.6	179	86.6	0	0.0
ENVOY AIR	31	61.3	748	77.5	238	72.7	91	70.3	31	74.2	391	81.1	248	81.9	0	0.0
FRONTIER AIRLINES	764	59.0	25	80.0	106	61.3	61	88.5	183	71.6	128	70.3	93	75.3	1781	69.2
HAWAIIAN AIRLINES	0	0.0	15	73.3	0	0.0	18	77.8	0	0.0	0	0.0	0	0.0	0	0.0
JETBLUE AIRWAYS	279	57.0	93	63.4	238	58.8	4189	71.5	87	81.6	53	81.1	889	73.2	153	58.8
PSA AIRLINES	97	81.4	0	0.0	252	82.5	0	0.0	0	0.0	4392	85.5	2740	81.6	0	0.0
REPUBLIC AIRWAYS	259	87.3	12	41.7	373	81.8	2091	87.6	68	88.2	280	85.4	3014	87.5	0	0.0
SKYWEST AIRLINES	1265	75.2	185	78.9	208	72.1	233	75.1	23	60.9	9	55.6	98	84.7	4394	75.4
SOUTHWEST AIRLINES	2788	78.9	3139	78.1	3937	79.6	451	74.5	5671	83.4	252	75.8	1347	77.3	7583	77.6
SPIRIT AIRLINES	1247	64.5	249	66.7	255	67.1	373	58.2	437	66.6	243	56.4	0	0.0	216	69.4
UNITED AIRLINES	709	74.2	782	75.7	562	72.8	1045	80.1	263	83.3	329	72.9	415	80.5	7622	81.0
TOTAL	28,339	79.1	7,819	75.4	8,005	75.6	12,340	76.5	7,594	81.3	16,451	80.2	12,335	79.9	23,699	76.8

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

AIR TRAVEL CONSUMER REPORT

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

MARCH 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	150	78.7	29	75.9	321	80.1	128	67.2	173	72.3	62	80.6	372	86.8	507	76.5
ALLEGiant AIR	0	0.0	0	0.0	52	94.2	327	52.3	44	81.8	0	0.0	0	0.0	757	55.4
AMERICAN AIRLINES	13234	70.4	360	73.3	727	63.7	536	70.5	116	70.7	555	64.3	1221	78.2	1069	57.8
DELTA AIR LINES	883	71.8	5265	80.7	519	75.1	1083	74.6	222	74.3	697	69.3	2423	71.7	1317	66.1
ENDEAVOR AIR	0	0.0	1404	85.3	171	80.7	0	0.0	52	84.6	1	0.0	1755	82.6	0	0.0
ENVOY AIR	3747	76.5	40	60.0	35	85.7	0	0.0	0	0.0	35	68.6	0	0.0	0	0.0
FRONTIER AIRLINES	444	64.9	141	68.8	0	0.0	249	61.0	0	0.0	100	57.0	0	0.0	1336	54.5
HAWAIIAN AIRLINES	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	31	48.4	110	75.5
JETBLUE AIRWAYS	62	58.1	182	59.9	698	70.6	1814	66.8	0	0.0	85	63.5	4372	66.3	279	52.3
PSA AIRLINES	506	79.6	117	86.3	0	0.0	0	0.0	62	96.8	0	0.0	0	0.0	0	0.0
REPUBLIC AIRWAYS	15	60.0	383	85.1	2593	81.0	0	0.0	476	87.2	89	79.8	1541	85.3	0	0.0
SKYWEST AIRLINES	2141	74.4	1347	78.7	72	72.2	0	0.0	306	73.5	985	76.6	451	72.9	103	68.0
SOUTHWEST AIRLINES	0	0.0	317	76.0	0	0.0	1590	68.4	162	80.9	554	70.6	0	0.0	6930	68.1
SPIRIT AIRLINES	762	59.3	1076	67.2	717	56.9	2031	67.1	0	0.0	723	63.9	0	0.0	2368	62.4
UNITED AIRLINES	638	70.5	225	74.2	6692	78.0	817	71.7	2710	83.8	5843	77.6	0	0.0	1119	70.7
TOTAL	22,582	71.6	10,886	78.8	12,597	76.2	8,575	68.1	4,323	82.2	9,729	74.4	12,166	74.2	15,895	64.9

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

AIR TRAVEL CONSUMER REPORT

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

MARCH 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	771	69.0	0	0.0	233	76.4	0	0.0	31	77.4	55	76.4	212	79.7	31	83.9
ALLEGiant AIR	100	52.0	0	0.0	0	0.0	27	74.1	0	0.0	65	75.4	0	0.0	0	0.0
AMERICAN AIRLINES	2498	66.7	1759	68.2	1528	71.1	0	0.0	4369	77.4	356	75.6	4348	77.4	3067	79.1
DELTA AIR LINES	3093	68.9	2214	76.4	1858	71.4	89	74.2	853	69.8	5501	81.8	1016	72.4	469	80.6
ENDEAVOR AIR	0	0.0	2716	83.3	0	0.0	180	84.4	0	0.0	714	87.4	0	0.0	0	0.0
ENVOY AIR	0	0.0	0	0.0	0	0.0	0	0.0	1203	75.1	0	0.0	3005	75.4	0	0.0
FRONTIER AIRLINES	0	0.0	93	65.6	1811	65.0	337	64.7	295	72.9	68	82.4	81	74.1	829	60.3
HAWAIIAN AIRLINES	186	77.4	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
JETBLUE AIRWAYS	1000	56.1	1526	70.1	1610	59.9	0	0.0	310	64.2	43	72.1	62	71.0	112	72.3
PSA AIRLINES	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	54	74.1	0	0.0	685	89.8
REPUBLIC AIRWAYS	0	0.0	4249	83.5	0	0.0	0	0.0	64	68.8	202	86.6	1088	86.9	646	88.5
SKYWEST AIRLINES	3085	80.9	113	85.0	0	0.0	0	0.0	0	0.0	2063	84.3	3784	78.1	0	0.0
SOUTHWEST AIRLINES	2210	71.0	1055	75.8	3716	70.5	6435	79.9	634	70.5	589	76.6	807	75.5	306	77.5
SPIRIT AIRLINES	1012	57.9	482	69.9	2637	59.5	0	0.0	619	68.5	172	79.1	697	65.7	465	66.0
UNITED AIRLINES	1958	78.4	557	76.8	1200	74.4	0	0.0	554	70.9	414	79.0	6809	80.1	266	83.1
TOTAL	15,913	70.8	14,764	77.8	14,593	67.2	7,068	79.2	8,932	74.2	10,296	82.0	21,909	77.9	6,876	78.0

* 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)

MARCH 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	513	71.7	799	71.5	5919	80.6	1084	64.7	93	80.6	80	72.5
ALLEGiant AIR	27	48.1	34	61.8	0	0.0	0	0.0	0	0.0	0	0.0
AMERICAN AIRLINES	4652	73.7	686	60.2	452	69.2	770	49.5	332	64.8	1173	68.0
DELTA AIR LINES	968	66.9	768	66.1	2665	83.0	1091	62.2	4465	76.7	1188	74.1
ENDEAVOR AIR	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
ENVOY AIR	413	67.1	0	0.0	0	0.0	0	0.0	2	50.0	115	68.7
FRONTIER AIRLINES	730	52.5	196	68.9	80	60.0	233	54.9	123	53.7	567	61.7
HAWAIIAN AIRLINES	31	77.4	62	61.3	65	49.2	62	58.1	0	0.0	0	0.0
JETBLUE AIRWAYS	89	51.7	186	65.6	68	77.9	438	58.9	197	41.1	519	62.2
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	4	100.0
SKYWEST AIRLINES	1678	81.7	832	76.9	2178	89.0	3054	63.2	2681	85.2	0	0.0
SOUTHWEST AIRLINES	5304	74.0	2848	72.3	629	80.6	699	53.4	1028	70.9	2292	70.4
SPIRIT AIRLINES	265	50.9	171	56.1	100	76.0	0	0.0	122	61.5	591	69.0
UNITED AIRLINES	876	77.5	805	72.7	626	83.1	3822	68.6	262	65.3	820	76.7
TOTAL	15,546	72.7	7,387	70.2	12,782	81.9	11,253	63.1	9,305	76.6	7,349	70.0

* 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)

MARCH 2023

ARRIVAL AIRPORT*																
SCHEDULED ARRIVAL TIME	ATL	AUS	BNA	BOS	BWI	CLT	DCA	DEN	DFW	DTW	EWB	FLL	IAD	IAH	JFK	LAS
0600-0659	82.1	94.7	92.7	83.2	85.1	79.6	88.0	89.2	72.0	85.0	80.5	63.4	91.1	90.5	76.8	91.0
0700-0759	84.5	91.9	94.7	82.1	92.3	86.2	88.8	89.5	82.9	87.6	82.3	70.1	88.8	87.6	79.9	83.4
0800-0859	82.3	88.9	90.6	86.1	95.5	86.3	86.1	84.0	80.3	79.1	89.5	88.0	86.0	80.2	81.2	83.7
0900-0959	83.2	87.4	86.8	84.9	94.9	80.9	82.9	84.6	76.5	86.7	90.4	83.7	93.8	80.5	85.2	80.1
1000-1059	82.4	83.0	83.4	86.0	89.5	79.1	87.1	78.5	81.8	86.5	92.3	87.1	91.8	81.3	89.6	71.6
1100-1159	83.6	85.8	82.9	84.7	92.4	84.5	88.6	81.3	81.9	85.4	88.6	77.2	90.9	83.4	85.4	69.8
1200-1259	85.0	85.6	81.7	81.4	92.7	87.8	87.7	82.4	82.8	86.5	85.8	77.7	84.4	81.9	84.0	66.4
1300-1359	84.6	80.7	82.1	82.9	84.6	81.6	85.7	82.1	80.0	85.9	82.6	68.2	89.6	80.7	82.7	65.9
1400-1459	81.7	78.4	75.6	81.5	87.2	85.6	78.6	80.6	77.2	82.8	80.7	67.1	95.0	79.6	77.2	65.1
1500-1559	79.2	80.6	77.0	78.0	80.8	82.5	83.2	76.0	70.1	81.8	75.5	63.7	84.7	79.7	79.7	57.8
1600-1659	81.3	77.1	71.2	77.4	80.1	74.8	79.9	73.9	66.2	78.4	72.0	62.8	76.9	74.2	75.2	56.9
1700-1759	76.6	69.9	64.9	73.5	75.7	77.5	77.0	70.8	61.9	71.5	68.2	64.1	74.4	69.7	72.0	60.0
1800-1859	77.3	70.4	68.3	73.3	75.7	75.4	77.2	71.3	61.3	75.4	65.6	61.8	64.4	61.8	61.7	52.0
1900-1959	75.1	67.3	70.8	75.1	73.0	74.6	73.3	72.9	61.5	76.0	62.2	56.2	76.8	58.7	70.5	54.2
2000-2059	76.4	64.5	61.8	69.4	68.0	71.9	71.0	63.0	57.3	73.4	64.7	57.1	83.4	72.8	65.0	60.2
2100-2159	71.4	66.0	69.2	70.8	73.1	77.0	70.2	69.8	60.4	62.1	62.0	54.4	80.1	64.3	63.0	55.9
2200-2259	65.2	65.1	68.6	68.4	67.2	78.3	68.9	63.2	60.8	69.8	69.9	59.5	73.2	63.7	65.6	59.7
2300-0559	65.8	60.9	62.1	64.1	67.5	74.4	69.9	64.7	63.9	66.6	74.5	63.3	75.2	67.7	60.6	55.2
TOTAL	79.1	75.4	75.6	76.5	81.3	80.2	79.9	76.8	71.6	78.8	76.2	68.1	82.2	74.4	74.2	64.9

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

AIR TRAVEL CONSUMER REPORT

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

MARCH 2023

ARRIVAL AIRPORT*															
SCHEDULED ARRIVAL TIME	LAX	LGA	MCO	MDW	MIA	MSP	ORD	PHL	PHX	SAN	SEA	SFO	SLC	TPA	TOTAL
0600-0659	86.8	90.4	72.1	92.6	83.2	82.6	84.3	91.5	87.1	0.0	79.8	86.4	77.8	75.4	84.2
0700-0759	85.1	88.2	82.7	88.7	85.1	88.3	80.6	78.8	89.6	92.9	86.1	84.1	89.6	90.0	85.2
0800-0859	82.6	87.0	89.0	89.6	87.4	86.4	79.8	85.9	83.1	92.4	90.0	85.8	86.4	88.9	84.8
0900-0959	78.1	86.7	83.1	89.8	87.3	85.0	88.0	88.7	79.2	84.7	88.5	57.1	83.6	90.8	82.5
1000-1059	73.2	84.5	82.1	90.6	83.9	86.5	87.1	86.8	77.9	81.1	88.8	60.9	84.0	87.2	82.2
1100-1159	70.3	83.0	78.7	92.8	81.8	84.1	85.5	88.2	76.0	73.5	86.3	59.9	74.3	82.8	81.5
1200-1259	73.6	84.0	69.3	90.2	83.7	87.6	83.0	86.4	77.1	70.4	86.8	56.7	83.7	76.0	81.2
1300-1359	74.3	80.9	71.4	81.8	81.5	86.6	80.0	87.9	76.4	66.8	86.4	62.1	77.5	65.8	79.5
1400-1459	76.1	78.0	66.0	79.6	69.8	84.0	81.3	79.6	75.2	71.2	84.9	68.7	78.7	70.2	77.8
1500-1559	72.6	77.0	65.1	79.6	75.1	85.8	78.7	86.9	74.9	72.2	84.5	62.3	74.7	65.1	75.4
1600-1659	70.1	77.3	59.8	74.9	68.2	87.2	77.7	75.8	72.0	69.5	79.3	59.1	73.9	64.9	73.5
1700-1759	69.7	75.8	64.8	79.9	68.5	78.8	73.8	81.2	69.7	59.4	80.3	67.1	71.7	67.5	71.3
1800-1859	69.0	74.6	60.5	72.5	63.9	77.3	65.0	74.4	68.1	68.0	82.7	69.3	73.4	58.9	68.8
1900-1959	65.5	68.9	58.0	70.5	62.0	79.0	65.8	65.0	64.8	66.7	77.2	62.5	73.8	63.4	68.1
2000-2059	69.0	69.1	57.2	67.0	61.8	77.1	76.0	71.2	64.1	64.3	77.8	63.4	74.6	57.1	68.4
2100-2159	63.7	69.2	59.1	65.0	64.4	68.8	73.6	67.7	62.6	62.0	70.4	58.4	61.1	61.3	66.2
2200-2259	58.6	66.0	56.2	65.9	61.3	73.1	75.5	67.6	62.2	57.6	74.7	55.3	71.5	61.5	64.9
2300-0559	58.1	66.1	60.3	68.9	66.8	72.8	75.2	65.7	53.0	60.5	77.0	61.2	51.9	64.7	64.8
TOTAL	70.8	77.8	67.2	79.2	74.2	82.0	77.9	78.0	72.7	70.2	81.9	63.1	76.6	70.0	75.2

* 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)

MARCH 2023

DEPARTURE AIRPORT*																
SCHEDULED DEPARTURE TIME	ATL	AUS	BNA	BOS	BWI	CLT	DCA	DEN	DFW	DTW	EWR	FLL	IAD	IAH	JFK	LAS
0600-0659	85.8	91.5	88.9	87.9	90.8	93.4	93.2	89.7	86.9	88.7	89.3	91.1	86.7	86.8	88.9	92.6
0700-0759	86.3	88.7	87.8	84.3	85.2	92.2	95.6	84.3	83.7	85.3	88.4	86.7	84.8	91.3	85.1	85.0
0800-0859	84.1	84.2	88.4	81.9	87.8	91.1	91.4	81.9	86.8	82.3	81.7	82.0	91.7	84.7	83.5	78.4
0900-0959	79.5	82.3	79.9	81.0	86.7	90.4	87.7	78.1	82.4	83.5	86.1	80.8	89.9	80.0	80.8	77.7
1000-1059	77.3	85.6	85.4	74.5	83.3	77.9	84.3	77.2	79.8	81.7	84.0	74.3	92.9	75.6	75.8	76.0
1100-1159	77.1	75.4	74.2	79.1	82.1	82.4	87.9	74.3	76.8	85.9	83.1	71.3	91.9	75.6	82.1	69.1
1200-1259	76.6	80.4	78.8	81.6	80.5	78.8	83.6	70.3	78.4	83.6	79.3	69.5	86.8	77.6	80.9	59.7
1300-1359	75.9	76.8	76.1	76.5	78.4	82.1	83.4	73.6	72.9	81.0	80.6	66.0	86.2	68.2	71.2	59.6
1400-1459	75.1	69.3	80.0	76.2	70.5	76.7	79.4	63.4	70.7	82.0	75.9	54.0	86.1	76.7	73.9	60.2
1500-1559	74.0	70.4	67.7	72.6	67.1	77.3	78.5	64.5	66.9	77.1	72.2	59.6	87.2	67.3	73.9	59.4
1600-1659	71.9	64.6	70.3	71.6	66.2	79.3	76.4	65.3	66.5	71.5	68.5	52.2	86.4	73.2	71.5	53.5
1700-1759	70.6	63.7	63.5	70.5	64.9	75.1	78.2	68.1	63.5	69.2	66.9	56.2	76.6	71.6	69.2	50.8
1800-1859	66.0	68.1	63.2	70.0	60.1	74.1	75.2	58.5	60.0	66.5	63.5	61.6	75.9	67.0	65.3	55.9
1900-1959	68.4	72.1	68.2	69.3	53.5	70.6	80.0	63.8	58.3	67.3	65.9	47.6	62.8	62.2	57.7	49.6
2000-2059	66.8	63.5	65.4	68.6	57.0	72.6	79.7	69.4	58.6	68.0	60.9	52.5	75.0	65.7	61.2	48.7
2100-2159	70.6	60.8	53.7	65.9	47.7	72.3	81.3	62.4	66.2	75.5	58.4	46.6	0.0	70.7	60.8	54.0
2200-2259	68.9	64.5	65.4	69.1	53.2	76.2	80.7	51.2	62.2	74.3	47.5	40.2	77.5	86.5	67.6	58.3
2300-0559	65.0	94.1	91.8	86.5	95.2	88.1	94.6	81.2	86.6	80.2	85.1	90.0	100.0	88.9	71.7	77.1
TOTAL	74.7	76.5	76.4	76.7	72.4	79.7	83.7	71.5	71.7	78.1	74.9	66.2	83.7	74.9	73.6	66.8

* 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)

MARCH 2023

DEPARTURE AIRPORT*															
SCHEDULED DEPARTURE TIME	LAX	LGA	MCO	MDW	MIA	MSP	ORD	PHL	PHX	SAN	SEA	SFO	SLC	TPA	TOTAL
0600-0659	91.5	92.6	90.9	91.5	90.3	93.3	89.1	89.5	92.2	91.0	91.3	93.5	89.1	90.8	90.5
0700-0759	87.9	92.7	89.5	88.1	90.3	87.8	89.4	84.5	87.9	91.0	84.1	92.4	87.8	88.4	87.8
0800-0859	85.7	87.2	84.3	85.2	89.4	84.2	83.4	91.8	84.7	84.1	80.5	84.8	81.4	87.1	85.0
0900-0959	81.2	86.0	83.5	84.4	86.3	87.4	82.8	87.5	81.1	81.9	81.9	80.7	82.7	87.9	82.8
1000-1059	78.4	84.5	74.4	82.0	84.0	85.4	83.4	87.6	76.4	79.6	84.4	58.0	82.3	87.8	79.4
1100-1159	67.3	80.0	75.1	79.3	81.2	83.5	85.8	84.5	74.3	77.0	82.2	66.4	79.6	83.8	77.8
1200-1259	70.2	82.3	69.0	85.6	74.9	81.8	81.3	88.8	71.8	69.7	83.5	62.3	71.2	77.4	76.9
1300-1359	72.2	81.3	64.0	71.6	73.6	83.2	82.2	82.3	72.5	71.0	80.7	60.2	75.2	70.8	75.0
1400-1459	71.2	74.9	61.0	71.4	71.3	82.8	82.2	79.3	67.7	59.9	83.4	68.6	68.4	60.6	72.6
1500-1559	71.9	73.7	60.8	65.8	66.4	81.6	75.9	82.9	68.2	72.8	81.2	71.6	73.5	66.4	71.6
1600-1659	73.3	73.4	57.0	68.4	65.0	77.7	79.0	78.4	72.6	74.3	80.9	67.7	68.8	60.3	69.8
1700-1759	70.8	70.0	54.8	61.3	62.1	72.5	75.3	72.3	67.2	65.2	78.8	59.9	67.0	58.9	67.8
1800-1859	68.2	74.1	60.3	65.5	61.4	74.2	74.9	78.4	66.6	63.7	78.2	73.7	65.9	67.5	68.0
1900-1959	73.0	70.9	53.9	58.6	61.6	75.7	70.9	75.0	66.1	70.1	76.7	70.0	53.0	60.0	65.2
2000-2059	68.3	72.2	47.9	57.5	61.7	71.9	70.3	60.6	64.4	68.9	73.3	65.1	73.5	58.7	65.3
2100-2159	70.2	74.1	46.2	50.2	64.3	75.1	77.7	65.3	66.1	63.1	78.5	75.0	79.7	54.7	65.9
2200-2259	68.4	56.6	46.2	49.6	67.6	75.9	72.0	50.0	65.3	78.9	80.2	67.8	77.9	45.6	66.7
2300-0559	77.6	93.1	78.0	94.5	86.7	90.3	82.7	89.3	78.2	0.0	84.8	64.9	77.6	91.1	80.7
TOTAL	76.0	79.6	68.1	72.6	72.6	81.3	79.8	82.5	74.0	75.8	81.7	70.8	76.3	74.4	75.3

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

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

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Aberdeen, SD (ABR)	87.1	87.1	62	62
Abilene, TX (ABI)	75.0	78.6	84	84
Adak Island, AK (ADK)	100.0	100.0	9	9
Aguadilla, PR (BQN)	61.0	65.1	210	209
Akron, OH (CAK)	81.2	85.6	271	271
Albany, GA (ABY)	88.8	86.5	89	89
Albany, NY (ALB)	75.9	81.0	1043	1041
Albuquerque, NM (ABQ)	74.9	78.6	1702	1704
Alexandria, LA (AEX)	84.5	83.9	155	155
Allentown/Bethlehem/Easton, PA (ABE)	71.9	81.9	392	392
Alpena, MI (APN)	74.1	75.9	54	54
Amarillo, TX (AMA)	73.1	80.9	446	446
Anchorage, AK (ANC)	77.9	83.6	1291	1292
Appleton, WI (ATW)	61.8	77.6	406	407
Arcata/Eureka, CA (ACV)	68.2	73.2	148	149
Asheville, NC (AVL)	77.1	82.3	841	841
Ashland, WV (HTS)	72.2	50.0	18	18
Aspen, CO (ASE)	61.2	63.3	939	939
Atlanta, GA (ATL)	79.1	74.7	28339	28350
Atlantic City, NJ (ACY)	68.5	74.2	248	248
Augusta, GA (AGS)	80.1	82.6	386	386
Austin, TX (AUS)	75.4	76.5	7819	7820
Bakersfield, CA (BFL)	77.2	75.8	215	215
Baltimore, MD (BWI)	81.3	72.4	7594	7591
Bangor, ME (BGR)	78.8	81.9	297	298
Barrow, AK (BRW)	61.3	58.1	31	31
Baton Rouge, LA (BTR)	82.2	80.9	342	341
Beaumont/Port Arthur, TX (BPT)	87.1	87.1	62	62
Belleville, IL (BLV)	75.8	63.7	91	91
Bellingham, WA (BLI)	83.9	82.9	218	217
Bemidji, MN (BJI)	79.0	91.9	62	62
Bend/Redmond, OR (RDM)	79.3	84.0	513	514
Bethel, AK (BET)	82.3	67.7	62	62
Billings, MT (BIL)	79.1	85.6	297	298
Binghamton, NY (BGM)	75.9	81.0	58	58
Birmingham, AL (BHM)	75.9	78.4	1268	1267
Bishop, CA (BIH)	65.3	61.2	49	49
Bismarck/Mandan, ND (BIS)	81.8	80.2	292	293
Bloomington/Normal, IL (BMI)	79.9	73.1	134	134
Boise, ID (BOI)	75.3	82.8	1811	1809
Boston, MA (BOS)	76.5	76.7	12340	12339

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Bozeman, MT (BZN)	74.3	76.2	895	894
Brainerd, MN (BRD)	87.0	88.9	54	54
Bristol/Johnson City/Kingsport, TN (TRI)	85.5	84.8	283	283
Brownsville, TX (BRO)	77.1	81.3	96	96
Brunswick, GA (BQK)	87.1	90.3	62	62
Buffalo, NY (BUF)	75.1	81.8	1741	1740
Burbank, CA (BUR)	72.1	73.5	2444	2447
Burlington, VT (BTV)	75.9	84.7	661	660
Butte, MT (BTM)	81.0	93.1	58	58
Casper, WY (CPR)	84.5	87.1	155	155
Cedar City, UT (CDC)	79.6	87.0	54	54
Cedar Rapids/Iowa City, IA (CID)	70.6	81.4	571	571
Champaign/Urbana, IL (CMI)	87.9	87.9	124	124
Charleston, SC (CHS)	79.8	82.7	2019	2016
Charleston/Dunbar, WV (CRW)	77.7	76.1	264	264
Charlotte Amalie, VI (STT)	81.3	79.8	492	491
Charlotte, NC (CLT)	80.2	79.7	16451	16457
Charlottesville, VA (CHO)	82.6	86.6	224	224
Chattanooga, TN (CHA)	81.3	80.6	496	496
Cheyenne, WY (CYS)	79.0	79.0	62	62
Chicago, IL (MDW)	79.2	72.6	7068	7071
Chicago, IL (ORD)	77.9	79.8	21909	21905
Christiansted, VI (STX)	82.4	84.7	119	118
Cincinnati, OH (CVG)	77.5	82.1	3386	3385
Clarksburg/Fairmont, WV (CKB)	66.7	44.4	18	18
Cleveland, OH (CLE)	78.3	82.6	3389	3389
Cody, WY (COD)	100.0	100.0	3	3
College Station/Bryan, TX (CLL)	82.1	82.1	84	84
Colorado Springs, CO (COS)	72.9	82.5	886	886
Columbia, MO (COU)	83.2	77.6	125	125
Columbia, SC (CAE)	79.6	87.2	550	549
Columbus, GA (CSG)	85.0	83.8	80	80
Columbus, MS (GTR)	93.3	92.1	89	89
Columbus, OH (CMH)	78.8	83.7	3458	3458
Columbus, OH (LCK)	64.5	47.4	76	76
Concord, NC (USA)	66.1	58.1	62	62
Cordova, AK (CDV)	72.6	74.2	62	62
Corpus Christi, TX (CRP)	81.5	88.8	286	286
Dallas, TX (DAL)	76.7	74.4	6186	6188
Dallas/Fort Worth, TX (DFW)	71.6	71.7	22582	22583
Dayton, OH (DAY)	83.1	86.7	504	505

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

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Daytona Beach, FL (DAB)	76.0	80.7	275	274
Deadhorse, AK (SCC)	91.7	94.4	36	36
Decatur, IL (DEC)	86.9	89.3	84	84
Del Rio, TX (DRT)	87.1	80.6	62	62
Denver, CO (DEN)	76.8	71.5	23699	23694
Des Moines, IA (DSM)	72.3	81.7	1227	1227
Detroit, MI (DTW)	78.8	78.1	10886	10889
Devils Lake, ND (DVL)	77.6	75.9	58	58
Dickinson, ND (DIK)	80.4	84.3	51	51
Dodge City, KS (DDC)	81.5	87.0	54	54
Dothan, AL (DHN)	82.3	85.5	62	62
Duluth, MN (DLH)	77.4	81.9	155	155
Durango, CO (DRO)	82.0	82.7	295	295
Eagle, CO (EGE)	75.7	73.0	585	585
El Paso, TX (ELP)	74.8	80.1	1316	1317
Elko, NV (EKO)	80.6	87.1	31	31
Elmira/Corning, NY (ELM)	79.8	79.8	99	99
Erie, PA (ERI)	67.2	88.5	61	61
Escanaba, MI (ESC)	75.8	75.8	62	62
Eugene, OR (EUG)	81.4	83.2	585	585
Evansville, IN (EVV)	86.5	85.0	133	133
Everett, WA (PAE)	80.4	82.3	112	113
Fairbanks, AK (FAI)	81.4	86.8	242	242
Fargo, ND (FAR)	76.1	80.4	593	593
Fayetteville, AR (XNA)	76.5	82.4	944	943
Fayetteville, NC (FAY)	77.4	80.6	93	93
Flagstaff, AZ (FLG)	79.9	77.6	184	183
Flint, MI (FNT)	50.7	72.8	201	202
Fort Dodge, IA (FOD)	81.5	85.2	54	54
Fort Lauderdale, FL (FLL)	68.1	66.2	8575	8570
Fort Myers, FL (RSW)	71.8	76.0	3574	3575
Fort Smith, AR (FSM)	77.4	81.0	84	84
Fort Wayne, IN (FWA)	79.2	76.7	360	360
Fresno, CA (FAT)	66.9	76.7	839	838
Gainesville, FL (GNV)	75.2	79.4	262	262
Garden City, KS (GCK)	79.0	80.6	62	62
Gillette, WY (GCC)	83.0	81.1	53	53
Grand Forks, ND (GFK)	79.5	84.6	117	117
Grand Island, NE (GRI)	71.3	68.8	80	80
Grand Junction, CO (GJT)	80.8	81.6	297	299
Grand Rapids, MI (GRR)	74.8	81.0	1379	1380

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Great Falls, MT (GTF)	84.4	90.6	224	224
Green Bay, WI (GRB)	75.8	85.0	360	361
Greensboro/High Point, NC (GSO)	80.3	85.7	924	923
Greenville, NC (PGV)	83.9	80.6	31	31
Greer, SC (GSP)	78.2	86.4	1138	1137
Guam, TT (GUM)	69.4	91.9	62	62
Gulfport/Biloxi, MS (GPT)	81.6	87.3	244	244
Gunnison, CO (GUC)	66.0	66.3	97	98
Hagerstown, MD (HGR)	72.2	66.7	18	18
Hancock/Houghton, MI (CMX)	66.1	75.8	62	62
Harlingen/San Benito, TX (HRL)	82.8	86.4	308	308
Harrisburg, PA (MDT)	78.0	77.6	446	446
Hartford, CT (BDL)	75.3	77.6	2094	2094
Hattiesburg/Laurel, MS (PIB)	85.2	87.3	54	55
Hayden, CO (HDN)	73.3	73.8	420	420
Hays, KS (HYS)	79.0	77.4	62	62
Helena, MT (HLN)	92.5	93.5	93	93
Hibbing, MN (HIB)	84.0	80.0	75	75
Hilo, HI (ITO)	63.7	73.9	576	578
Hilton Head, SC (HHH)	83.5	80.2	91	91
Honolulu, HI (HNL)	56.3	68.7	5194	5189
Houston, TX (HOU)	80.6	80.2	4409	4410
Houston, TX (IAH)	74.4	74.9	9729	9726
Huntsville, AL (HSV)	82.7	85.1	665	664
Idaho Falls, ID (IDA)	86.3	83.5	248	248
Indianapolis, IN (IND)	75.9	81.3	3833	3830
International Falls, MN (INL)	84.9	92.5	53	53
Iron Mountain/Kingsford, MI (IMT)	74.2	75.8	62	62
Islip, NY (ISP)	72.3	71.0	393	393
Ithaca/Cortland, NY (ITH)	79.0	82.3	62	62
Jackson, WY (JAC)	73.8	72.2	596	597
Jackson/Vicksburg, MS (JAN)	83.1	88.2	610	612
Jacksonville, FL (JAX)	73.5	76.7	2435	2434
Jacksonville/Camp Lejeune, NC (OAJ)	80.6	82.3	62	62
Jamestown, ND (JMS)	82.8	89.7	58	58
Johnstown, PA (JST)	87.1	90.3	62	62
Joplin, MO (JLN)	71.7	77.4	53	53
Juneau, AK (JNU)	77.9	80.5	349	349
Kahului, HI (OGG)	63.4	64.8	2785	2784
Kalamazoo, MI (AZO)	83.9	90.5	62	63
Kalispell, MT (FCA)	84.5	84.5	264	264

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

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Kansas City, MO (MCI)	74.0	79.1	3915	3917
Ketchikan, AK (KTN)	74.7	80.1	186	186
Key West, FL (EYW)	73.4	68.2	745	745
Killeen, TX (GRK)	80.8	81.5	130	130
Knoxville, TN (TYS)	75.9	85.2	1124	1125
Kodiak, AK (ADQ)	82.8	79.3	58	58
Kona, HI (KOA)	67.7	72.4	1463	1462
Kotzebue, AK (OTZ)	62.9	71.0	62	62
La Crosse, WI (LSE)	91.3	93.9	115	115
Lafayette, LA (LFT)	75.7	76.1	226	226
Lake Charles, LA (LCH)	78.5	82.8	93	93
Lansing, MI (LAN)	90.1	89.4	151	151
Laramie, WY (LAR)	79.6	81.5	54	54
Laredo, TX (LRD)	78.5	79.6	93	93
Las Vegas, NV (LAS)	64.9	66.8	15895	15890
Latrobe, PA (LBE)	51.6	58.1	31	31
Lawton/Fort Sill, OK (LAW)	93.5	93.8	31	32
Lewiston, ID (LWS)	79.0	85.5	62	62
Lexington, KY (LEX)	83.7	85.4	692	692
Liberal, KS (LBL)	83.3	85.2	54	54
Lihue, HI (LIH)	59.2	70.8	1384	1383
Lincoln, NE (LNK)	67.3	85.5	55	55
Little Rock, AR (LIT)	74.5	81.1	993	993
Long Beach, CA (LGB)	74.2	76.3	1330	1330
Longview, TX (GGG)	83.9	80.6	62	62
Los Angeles, CA (LAX)	70.8	76.0	15913	15910
Louisville, KY (SDF)	78.6	82.4	1882	1880
Lubbock, TX (LBB)	74.1	79.1	417	417
Madison, WI (MSN)	77.0	82.5	864	863
Manchester, NH (MHT)	75.0	76.9	520	519
Manhattan/Ft. Riley, KS (MHK)	80.2	88.5	131	131
Marquette, MI (MQT)	77.4	80.6	62	62
Mason City, IA (MCW)	83.3	83.3	54	54
Medford, OR (MFR)	80.9	87.7	408	407
Melbourne, FL (MLB)	78.6	83.2	238	238
Memphis, TN (MEM)	74.0	78.2	1936	1935
Meridian, MS (MEI)	86.0	91.1	57	56
Miami, FL (MIA)	74.2	72.6	8932	8936
Midland/Odessa, TX (MAF)	81.2	87.9	568	569
Milwaukee, WI (MKE)	75.3	79.4	2154	2153
Minneapolis, MN (MSP)	82.0	81.3	10296	10303

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Minot, ND (MOT)	79.7	76.9	143	143
Mission/McAllen/Edinburg, TX (MFE)	71.5	79.0	200	200
Missoula, MT (MSO)	77.1	79.6	275	275
Moab, UT (CNY)	77.8	81.5	54	54
Mobile, AL (MOB)	76.0	77.0	217	217
Moline, IL (MLI)	79.1	83.0	306	305
Monroe, LA (MLU)	85.2	80.6	155	155
Monterey, CA (MRY)	65.5	71.4	287	287
Montgomery, AL (MGM)	79.8	86.4	178	177
Montrose/Delta, CO (MTJ)	78.6	79.2	384	384
Mosinee, WI (CWA)	80.6	91.1	124	123
Myrtle Beach, SC (MYR)	79.2	84.0	994	993
Nashville, TN (BNA)	75.6	76.4	8005	8002
New Orleans, LA (MSY)	75.9	75.8	4444	4447
New York, NY (JFK)	74.2	73.6	12166	12158
New York, NY (LGA)	77.8	79.6	14764	14763
Newark, NJ (EWR)	76.2	74.9	12597	12593
Newburgh/Poughkeepsie, NY (SWF)	79.0	67.7	62	62
Niagara Falls, NY (IAG)	79.3	62.1	29	29
Nome, AK (OME)	71.0	71.0	62	62
Norfolk, VA (ORF)	77.1	83.0	1641	1640
North Bend/Coos Bay, OR (OTH)	72.2	83.3	18	18
North Platte, NE (LBF)	78.2	81.8	55	55
Oakland, CA (OAK)	72.6	73.6	3684	3696
Oklahoma City, OK (OKC)	74.7	82.8	1725	1725
Omaha, NE (OMA)	76.2	83.8	1869	1869
Ontario, CA (ONT)	68.7	75.0	1980	1981
Orlando, FL (MCO)	67.2	68.1	14593	14593
Owensboro, KY (OWB)	88.9	88.9	9	9
Pago Pago, TT (PPG)	55.6	90.0	9	10
Palm Springs, CA (PSP)	74.1	76.4	1674	1675
Panama City, FL (ECP)	73.3	79.4	569	568
Pasco/Kennewick/Richland, WA (PSC)	85.5	87.8	442	442
Pellston, MI (PLN)	70.5	72.7	78	77
Pensacola, FL (PNS)	72.9	78.1	953	953
Peoria, IL (PIA)	76.1	78.9	284	284
Petersburg, AK (PSG)	80.6	85.5	62	62
Philadelphia, PA (PHL)	78.0	82.5	6876	6878
Phoenix, AZ (AZA)	62.5	69.7	611	611
Phoenix, AZ (PHX)	72.7	74.0	15546	15557
Pittsburgh, PA (PIT)	78.5	84.0	3618	3617

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

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Plattsburgh, NY (PBG)	80.6	66.7	36	36
Pocatello, ID (PIH)	96.8	100.0	31	31
Ponce, PR (PSE)	49.5	61.3	93	93
Portland, ME (PWM)	76.6	82.8	704	703
Portland, OR (PDX)	76.9	83.1	4787	4789
Portsmouth, NH (PSM)	89.7	65.5	29	29
Prescott, AZ (PRC)	71.0	72.6	62	62
Providence, RI (PVD)	79.6	80.5	1263	1262
Provo, UT (PVU)	35.3	69.0	184	184
Punta Gorda, FL (PGD)	53.7	67.6	704	704
Raleigh/Durham, NC (RDU)	78.6	81.4	4761	4759
Rapid City, SD (RAP)	69.3	79.9	303	303
Redding, CA (RDD)	70.5	79.0	105	105
Reno, NV (RNO)	71.0	72.4	1613	1613
Rhineland, WI (RHI)	95.2	96.8	62	62
Richmond, VA (RIC)	77.1	81.8	1581	1581
Riverton/Lander, WY (RIW)	90.3	90.3	31	31
Roanoke, VA (ROA)	84.7	82.7	215	214
Rochester, MN (RST)	79.4	85.1	155	154
Rochester, NY (ROC)	78.9	80.9	1222	1222
Rock Springs, WY (RKS)	90.3	96.8	31	31
Rockford, IL (RFD)	87.8	74.4	90	90
Roswell, NM (ROW)	81.7	83.9	93	93
Sacramento, CA (SMF)	73.7	79.4	4301	4303
Saginaw/Bay City/Midland, MI (MBS)	76.1	88.5	113	113
Saipan, TT (SPN)	90.3	83.9	31	31
Salina, KS (SLN)	77.4	77.4	62	62
Salt Lake City, UT (SLC)	76.6	76.3	9305	9304
San Angelo, TX (SJT)	78.3	77.4	115	115
San Antonio, TX (SAT)	74.9	80.8	3106	3107
San Diego, CA (SAN)	70.2	75.8	7387	7374
San Francisco, CA (SFO)	63.1	70.8	11253	11257
San Jose, CA (SJC)	76.7	78.9	4221	4232
San Juan, PR (SJU)	71.0	75.3	2606	2604
San Luis Obispo, CA (SBP)	64.2	66.8	371	371
Sanford, FL (SFB)	59.1	67.5	861	861
Santa Ana, CA (SNA)	74.2	72.8	3752	3751
Santa Barbara, CA (SBA)	74.3	78.4	602	602
Santa Fe, NM (SAF)	80.6	85.5	124	124
Santa Maria, CA (SMX)	55.6	77.8	9	9
Santa Rosa, CA (STS)	65.8	75.2	234	234

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Sarasota/Bradenton, FL (SRQ)	67.6	73.2	1740	1740
Sault Ste. Marie, MI (CIU)	87.1	87.1	62	62
Savannah, GA (SAV)	76.8	78.9	1489	1488
Scottsbluff, NE (BFF)	71.7	77.4	53	53
Scranton/Wilkes-Barre, PA (AVP)	81.1	88.4	164	164
Seattle, WA (SEA)	81.9	81.7	12782	12781
Sheridan, WY (SHR)	84.9	90.6	53	53
Shreveport, LA (SHV)	77.3	75.7	321	321
Sioux City, IA (SUX)	90.3	90.3	62	62
Sioux Falls, SD (FSD)	76.0	80.3	633	633
Sitka, AK (SIT)	72.0	78.5	93	93
South Bend, IN (SBN)	78.1	81.6	479	479
Spokane, WA (GEG)	77.2	83.0	1296	1296
Springfield, IL (SPI)	81.0	78.5	79	79
Springfield, MO (SGF)	76.5	80.7	524	524
St. Cloud, MN (STC)	88.9	85.2	27	27
St. George, UT (SGU)	85.3	86.5	224	223
St. Louis, MO (STL)	78.9	77.9	5023	5025
St. Petersburg, FL (PIE)	68.5	77.7	726	726
State College, PA (SCE)	84.9	87.7	146	146
Stillwater, OK (SWO)	80.6	85.5	62	62
Stockton, CA (SCK)	54.0	50.0	50	50
Sun Valley/Hailey/Ketchum, ID (SUN)	76.6	77.7	192	193
Syracuse, NY (SYR)	78.0	79.3	1125	1125
Tallahassee, FL (TLH)	83.0	85.7	448	448
Tampa, FL (TPA)	70.0	74.4	7349	7353
Texarkana, AR (TXK)	79.8	76.2	84	84
Toledo, OH (TOL)	82.1	75.0	56	56
Traverse City, MI (TVC)	81.0	83.6	279	280
Trenton, NJ (TTN)	64.2	66.3	187	187
Tucson, AZ (TUS)	74.8	81.1	1525	1524
Tulsa, OK (TUL)	75.8	84.5	1322	1323
Twin Falls, ID (TWF)	87.1	87.1	31	31
Tyler, TX (TYR)	77.4	79.8	84	84
Valdosta, GA (VLD)	91.3	88.0	92	92
Valparaiso, FL (VPS)	71.9	75.8	701	699
Vernal, UT (VEL)	55.4	57.4	56	54
Victoria, TX (VCT)	90.7	90.7	54	54
Waco, TX (ACT)	81.0	81.0	84	84
Washington, DC (DCA)	79.9	83.7	12335	12338
Washington, DC (IAD)	82.2	83.7	4323	4317

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

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
West Palm Beach/Palm Beach, FL (PBI)	65.4	67.4	2885	2883
White Plains, NY (HPN)	69.4	75.7	1191	1190
Wichita Falls, TX (SPS)	82.3	79.0	62	62
Wichita, KS (ICT)	76.9	80.8	724	725
Williston, ND (XWA)	70.5	79.6	146	147
Wilmington, NC (ILM)	83.7	85.7	614	614
Worcester, MA (ORH)	70.9	73.5	151	151
Wrangell, AK (WRG)	82.3	80.6	62	62
Yakutat, AK (YAK)	66.1	66.1	62	62
Yuma, AZ (YUM)	82.3	79.8	124	124

AIR TRAVEL CONSUMER REPORT

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

MARCH 2023

CARRIER ¹	AT ALL US AIRPORTS			
	NUMBER OF AIRPORTS REPORTED	FLIGHT OPERATIONS SCHEDULED	FLIGHT OPERATIONS CANCELLED	PERCENT OF OPERATIONS CANCELLED
HAWAIIAN AIRLINES	21	6814	45	0.7
ALLEGiant AIR	123	11070	94	0.8
SOUTHWEST AIRLINES	107	117997	1116	0.9
ALASKA AIRLINES NETWORK	106	31157	305	1.0
- ALASKA AIRLINES	85	19975	204	1.0
- BRANDED CODESHARE PARTNERS	51	11182	101	0.9
UNITED AIRLINES NETWORK	218	111519	1299	1.2
- UNITED AIRLINES	111	61590	403	0.7
- BRANDED CODESHARE PARTNERS	201	49929	896	1.8
AMERICAN AIRLINES NETWORK	223	147624	1796	1.2
- AMERICAN AIRLINES	120	78705	859	1.1
- BRANDED CODESHARE PARTNERS	206	68919	937	1.4
FRONTIER AIRLINES	79	14461	211	1.5
JETBLUE AIRWAYS	66	25793	403	1.6
SPIRIT AIRLINES	62	22613	381	1.7
DELTA AIR LINES NETWORK	212	127186	2197	1.7
- DELTA AIR LINES	146	82791	1589	1.9
- BRANDED CODESHARE PARTNERS	172	44395	608	1.4
TOTAL AIRPORTS SERVED	353	616,234	7,847	1.3

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

MARCH 2023

CARRIER ¹	AT ALL US AIRPORTS				
	NUMBER OF AIRPORTS REPORTED	FLIGHT OPERATIONS SCHEDULED	FLIGHT OPERATIONS CANCELLED	PERCENT OF OPERATIONS CANCELLED	RANK
UNITED AIRLINES	111	61590	403	0.7	1
HAWAIIAN AIRLINES	21	6814	45	0.7	2
ALLEGiant AIR	123	11070	94	0.8	3
SOUTHWEST AIRLINES	107	117997	1116	0.9	4
ALASKA AIRLINES	85	19975	204	1.0	5
PSA AIRLINES	80	16471	176	1.1	6
AMERICAN AIRLINES	120	78705	859	1.1	7
ENDEAVOR AIR	95	16941	232	1.4	8
ENVOY AIR	124	19380	277	1.4	9
FRONTIER AIRLINES	79	14461	211	1.5	10
JETBLUE AIRWAYS	66	25793	403	1.6	11
REPUBLIC AIRWAYS	80	27886	440	1.6	12
SPIRIT AIRLINES	62	22613	381	1.7	13
SKYWEST AIRLINES	238	57835	976	1.7	14
DELTA AIR LINES	146	82791	1589	1.9	15
TOTAL AIRPORTS SERVED	338	580,322	7,406	1.3	

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 QUARTERLY

RANK	CARRIER ¹	JANUARY - MARCH 2023			JANUARY - MARCH 2022		
		FLIGHT OPERATIONS SCHEDULED	FLIGHT OPERATIONS CANCELLED	PERCENT OF OPERATIONS CANCELLED	FLIGHT OPERATIONS SCHEDULED	FLIGHT OPERATIONS CANCELLED	PERCENT OF OPERATIONS CANCELLED
1	HAWAIIAN AIRLINES	19,508	163	0.84	16,861	252	1.49
2	ALLEGiant AIR	28,193	267	0.95	29,152	1,850	6.35
3	JETBLUE AIRWAYS	71,228	969	1.36	64,860	3,771	5.81
4	UNITED AIRLINES NETWORK	311,012	4,659	1.50	307,667	14,308	4.65
	- UNITED AIRLINES	171,655	1,216	0.71	140,496	4,011	2.85
	- BRANDED CODESHARE PARTNERS	139,357	3,443	2.47	167,171	10,297	6.16
5	DELTA AIR LINES NETWORK	351,133	5,432	1.55	347,563	9,130	2.63
	- DELTA AIR LINES	227,117	3,143	1.38	207,084	3,565	1.72
	- BRANDED CODESHARE PARTNERS	124,016	2,289	1.85	140,479	5,565	3.96
6	ALASKA AIRLINES NETWORK	89,508	1,478	1.65	88,146	2,661	3.02
	- ALASKA AIRLINES	57,689	1,057	1.83	51,291	1,759	3.43
	- BRANDED CODESHARE PARTNERS	31,819	421	1.32	36,855	902	2.45
7	AMERICAN AIRLINES NETWORK	418,925	7,110	1.70	438,271	20,776	4.74
	- AMERICAN AIRLINES	224,993	3,723	1.65	205,531	9,071	4.41
	- BRANDED CODESHARE PARTNERS	193,932	3,387	1.75	232,740	11,705	5.03
8	SPIRIT AIRLINES	64,681	1,160	1.79	53,519	1,570	2.93
9	SOUTHWEST AIRLINES	331,882	6,493	1.96	292,121	12,275	4.20
10	FRONTIER AIRLINES	40,270	834	2.07	36,071	1,603	4.44
	TOTAL	1,726,340	28,565	1.65	1,674,231	68,196	4.07

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 QUARTERLY

RANK	CARRIER ¹	JANUARY - MARCH 2023			JANUARY - MARCH 2022		
		FLIGHT OPERATIONS SCHEDULED	FLIGHT OPERATIONS CANCELLED	PERCENT OF OPERATIONS CANCELLED	FLIGHT OPERATIONS SCHEDULED	FLIGHT OPERATIONS CANCELLED	PERCENT OF OPERATIONS CANCELLED
1	UNITED AIRLINES	171,655	1,216	0.71	140,496	4,011	2.85
2	HAWAIIAN AIRLINES	19,508	163	0.84	16,861	252	1.49
3	ALLEGIAN AIR	28,193	267	0.95	29,152	1,850	6.35
4	PSA AIRLINES	45,977	473	1.03	58,962	3,267	5.54
5	JETBLUE AIRWAYS	71,228	969	1.36	64,860	3,771	5.81
6	DELTA AIR LINES	227,117	3,143	1.38	207,084	3,565	1.72
7	REPUBLIC AIRWAYS	76,090	1,214	1.60	81,983	5,194	6.34
8	AMERICAN AIRLINES	224,993	3,723	1.65	205,531	9,071	4.41
9	ENDEAVOR AIR	48,500	837	1.73	61,892	2,458	3.97
10	SPIRIT AIRLINES	64,681	1,160	1.79	53,519	1,570	2.93
11	ALASKA AIRLINES	57,689	1,057	1.83	51,291	1,759	3.43
12	SOUTHWEST AIRLINES	331,882	6,493	1.96	292,121	12,275	4.20
13	FRONTIER AIRLINES	40,270	834	2.07	36,071	1,603	4.44
14	ENVOY AIR	55,457	1,174	2.12	65,505	3,092	4.72
15	SKYWEST AIRLINES	158,668	3,997	2.52	179,022	7,095	3.96
	TOTAL	1,621,908	26,720	1.65	1,598,468	63,734	3.99

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

MARCH 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	31157	24340	78.12	305	0.98	115	0.37	1752	5.62	133	0.43	1995	6.40	54	0.17	2463	7.91
- ALASKA AIRLINES	19975	15308	76.64	204	1.02	76	0.38	1056	5.29	100	0.50	1666	8.34	52	0.26	1514	7.58
- BRANDED CODESHARE PARTNERS	11182	9032	80.77	101	0.90	39	0.35	696	6.22	33	0.30	330	2.95	2	0.02	949	8.49
ALLEGiant AIR	11070	7105	64.18	94	0.85	31	0.28	743	6.71	147	1.33	1352	12.21	11	0.10	1587	14.34
AMERICAN AIRLINES NETWORK	147624	112980	76.53	1796	1.22	434	0.29	9043	6.13	1252	0.85	9606	6.51	102	0.07	12411	8.41
- AMERICAN AIRLINES	78705	56820	72.19	859	1.09	216	0.27	5711	7.26	528	0.67	6017	7.65	55	0.07	8499	10.80
- BRANDED CODESHARE PARTNERS	68919	56160	81.49	937	1.36	218	0.32	3332	4.83	724	1.05	3589	5.21	47	0.07	3912	5.68
DELTA AIR LINES NETWORK	127186	100736	79.20	2197	1.73	264	0.21	9722	7.64	1375	1.08	6614	5.20	30	0.02	6248	4.91
- DELTA AIR LINES	82791	63782	77.04	1589	1.92	177	0.21	6349	7.67	438	0.53	5116	6.18	11	0.01	5328	6.44
- BRANDED CODESHARE PARTNERS	44395	36954	83.24	608	1.37	87	0.20	3373	7.60	937	2.11	1499	3.38	18	0.04	920	2.07
FRONTIER AIRLINES	14461	9360	64.73	211	1.46	21	0.15	1354	9.36	36	0.25	1800	12.45	0	0.00	1679	11.61
HAWAIIAN AIRLINES	6814	4052	59.47	45	0.66	7	0.10	1219	17.89	148	2.17	183	2.69	17	0.25	1143	16.77
JETBLUE AIRWAYS	25793	16947	65.70	403	1.56	72	0.28	3168	12.28	62	0.24	2180	8.45	24	0.09	2938	11.39
SOUTHWEST AIRLINES	117997	88553	75.05	1116	0.95	215	0.18	7606	6.45	212	0.18	6697	5.68	93	0.08	13506	11.45
SPIRIT AIRLINES	22613	14475	64.01	381	1.68	35	0.15	2239	9.90	94	0.42	3453	15.27	79	0.35	1857	8.21
UNITED AIRLINES NETWORK	111519	85801	76.94	1299	1.16	278	0.25	8742	7.84	579	0.52	7699	6.90	9	0.01	7112	6.38
- UNITED AIRLINES	61590	47389	76.94	403	0.65	108	0.18	4268	6.93	150	0.24	5115	8.30	1	0.00	4156	6.75
- BRANDED CODESHARE PARTNERS	49929	38412	76.93	896	1.79	170	0.34	4474	8.96	429	0.86	2584	5.18	8	0.02	2956	5.92
TOTAL	616,234	464,349	75.35	7,847	1.27	1,472	0.24	45,588	7.40	4,037	0.66	41,579	6.75	419	0.07	50,943	8.27

* Causes of Delay:

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

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

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

AIR TRAVEL CONSUMER REPORT

TABLE 7A. CAUSES OF DELAY, BY REPORTING OPERATING CARRIER

MARCH 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	19975	15308	76.64	204	1.02	76	0.38	1056	5.29	100	0.50	1666	8.34	52	0.26	1514	7.58
ALLEGIAN AIR	11070	7105	64.18	94	0.85	31	0.28	743	6.71	147	1.33	1352	12.21	11	0.10	1587	14.34
AMERICAN AIRLINES	78705	56820	72.19	859	1.09	216	0.27	5711	7.26	528	0.67	6017	7.65	55	0.07	8499	10.80
DELTA AIR LINES	82791	63782	77.04	1589	1.92	177	0.21	6349	7.67	438	0.53	5116	6.18	11	0.01	5328	6.44
ENDEAVOR AIR	16941	14199	83.81	232	1.37	31	0.18	666	3.93	94	0.55	956	5.64	1	0.01	762	4.50
ENVOY AIR	19380	14757	76.15	277	1.43	62	0.32	963	4.97	266	1.37	1448	7.47	13	0.07	1595	8.23
FRONTIER AIRLINES	14461	9360	64.73	211	1.46	21	0.15	1354	9.36	36	0.25	1800	12.45	0	0.00	1679	11.61
HAWAIIAN AIRLINES	6814	4052	59.47	45	0.66	7	0.10	1219	17.89	148	2.17	183	2.69	17	0.25	1143	16.77
JETBLUE AIRWAYS	25793	16947	65.70	403	1.56	72	0.28	3168	12.28	62	0.24	2180	8.45	24	0.09	2938	11.39
PSA AIRLINES	16471	13784	83.69	176	1.07	46	0.28	627	3.81	91	0.55	850	5.16	14	0.08	883	5.36
REPUBLIC AIRWAYS	27886	23643	84.78	440	1.58	38	0.14	947	3.40	91	0.33	1865	6.69	5	0.02	858	3.08
SKYWEST AIRLINES	57835	45315	78.35	976	1.69	248	0.43	6733	11.64	1386	2.40	651	1.13	36	0.06	2490	4.31
SOUTHWEST AIRLINES	117997	88553	75.05	1116	0.95	215	0.18	7606	6.45	212	0.18	6697	5.68	93	0.08	13506	11.45
SPIRIT AIRLINES	22613	14475	64.01	381	1.68	35	0.15	2239	9.90	94	0.42	3453	15.27	79	0.35	1857	8.21
UNITED AIRLINES	61590	47389	76.94	403	0.65	108	0.18	4268	6.93	150	0.24	5115	8.30	1	0.00	4156	6.75
TOTAL	580,322	435,489	75.04	7,406	1.28	1,383	0.24	43,648	7.52	3,842	0.66	39,347	6.78	412	0.07	48,794	8.41

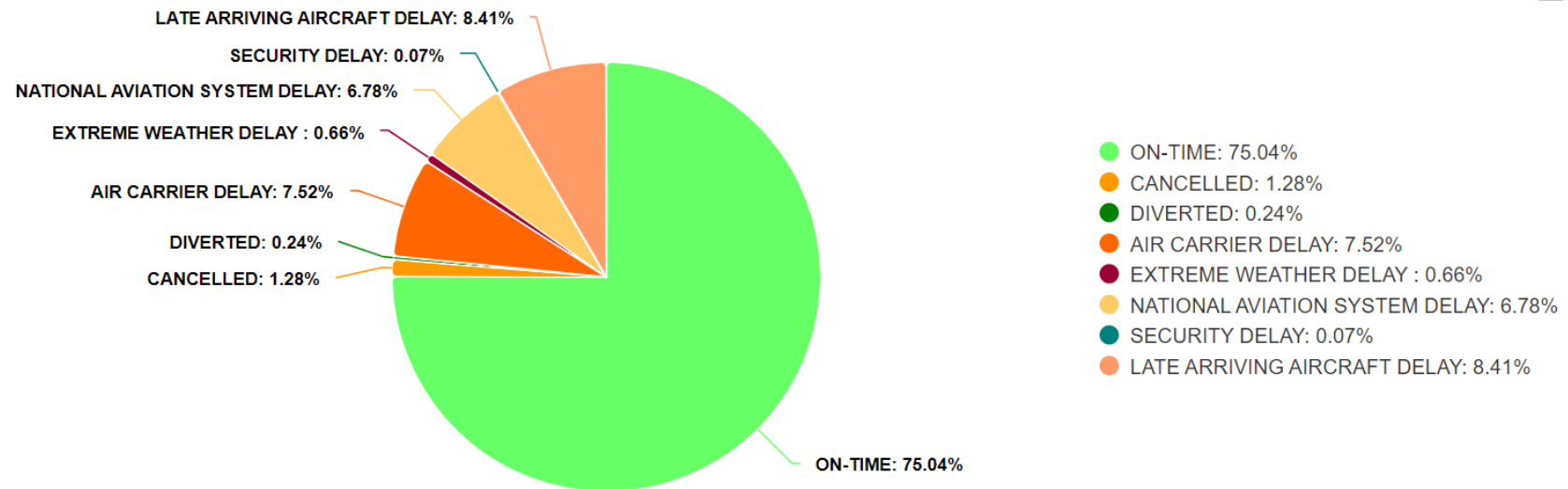
* Causes of Delay:

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

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

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

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

MARCH 2023

MARKETING CARRIER	OPERATING CARRIER	FLIGHT NUMBER	ORIGIN AIRPORT	DESTINATION AIRPORT	DATE OF FLIGHT	LOCATION OF LONGEST TARMAC DELAY	LENGTH OF TARMAC DELAY
UNITED	UNITED	1073	EWR	JAC	3/4/2023	Diversion Airport (IDA)	3:26
ALLEGiant	ALLEGiant	2104	DSM	AZA	3/11/2023	Origin Airport	3:21
DELTA	DELTA	1479	MKE	DTW	3/25/2023	Origin Airport	3:13
DELTA	DELTA	487	MSP	PHX	3/31/2023	Origin Airport	3:13
DELTA	DELTA	1140	SLC	MCO	3/29/2023	Origin Airport	3:11
DELTA	DELTA	477	SLC	ATL	3/29/2023	Origin Airport	3:11
ALASKA	ALASKA	1066	SFO	SEA	3/14/2023	Origin Airport	3:10
FRONTIER	FRONTIER	1126	MCO	MKE	3/10/2023	Origin Airport	3:08
DELTA	DELTA	891	MSP	MEM	3/31/2023	Origin Airport	3:07
JETBLUE	JETBLUE	2116	SFO	JFK	3/14/2023	Origin Airport	3:07
DELTA	DELTA	2293	MSP	MSN	3/31/2023	Origin Airport	3:05
UNITED	SKYWEST	5541	SFO	RDM	3/14/2023	Origin Airport	3:04
DELTA	DELTA	1337	SLC	TPA	3/29/2023	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

MARCH 2023

MARKETING CARRIER	OPERATING CARRIER	FLIGHT NUMBER	ORIGIN AIRPORT	DESTINATION AIRPORT	DATE OF FLIGHT	LOCATION OF LONGEST TARMAC DELAY	LENGTH OF TARMAC DELAY
UNITED	UNITED	195	MUC	SFO	3/21/2023	Diversion Airport (SMF)	4:14

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

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

APPENDIX

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

30 Largest U.S. Airports

Atlanta: Hartsfield-Jackson	ATL
Austin: Austin–Bergstrom Intl.	AUS
Balt/Wash: Thurgood Marshall	BWI
Boston: Logan International	BOS
Charlotte: Douglas	CLT
Chicago: Midway	MDW
Chicago: O'Hare	ORD
Dallas-Fort Worth: International	DFW
Denver: International	DEN
Detroit: Metro Wayne County	DTW
Ft. Lauderdale: International	FLL
Houston: George Bush	IAH
Las Vegas: McCarran International	LAS
Los Angeles: International	LAX
Miami: International	MIA
Minneapolis-St. Paul: International	MSP
Nashville: International	BNA
Newark: Liberty International	EWR
New York: JFK International	JFK
New York: LaGuardia	LGA
Orlando: International	MCO
Philadelphia: International	PHL
Phoenix: Sky Harbor International	PHX
Salt Lake City: International	SLC
San Diego: Lindbergh Field	SAN
San Francisco: International	SFO
Seattle-Tacoma: International	SEA
Tampa: Tampa International	TPA
Washington: Dulles	IAD
Washington: Reagan National	DCA

Air Carriers Required to Report

Data to DOT and to CRS Vendors*

AS	Alaska Airlines
G4	Allegiant Air
AA	American Airlines
DL	Delta Air Lines
9E	Endeavor Air
MQ	Envoy Air
F9	Frontier Airlines
HA	Hawaiian Airlines
B6	JetBlue Airways
OH	PSA Airlines
YX	Republic Airways
OO	SkyWest Airlines
WN	Southwest Airlines
NK	Spirit Airlines
UA	United Airlines

*Based on the Bureau of Transportation Statistics' Technical Reporting Directive #37, issued November 2, 2022, effective January 1, 2023: <https://www.bts.gov/explore-topics-and-geography/modes/aviation/number-37-technical-reporting-directive-reporting-air>

MISHANDLED BAGGAGE

The baggage statistics in this section were filed with DOT's Bureau of Transportation Statistics (Office of Airline Information) by U.S. airlines that have at least half of one percent of total domestic scheduled-service passenger revenues. See 14 CFR 234.3 and 234.6. For the 12 months ending June 30, 2022, 15 air carriers reached this reporting threshold. They are Alaska Airlines, Allegiant Air, American Airlines, Delta Air Lines, Endeavor Air, Envoy Air, Frontier Airlines, Hawaiian Airlines, JetBlue Airways, PSA Airlines, Republic Airways, SkyWest Airlines, Southwest Airlines, Spirit Airlines, and United Airlines.

The tables in this section provide the rate of mishandled bags per 100 bags enplaned. The number of mishandled bags displayed in these tables represents the number of check bags that are lost, damaged, delayed, and pilfered, as reported by or on behalf of the passenger, that were in the airline's custody for its reportable domestic nonstop scheduled passenger flights. The number of bags enplaned displayed in these tables represent the total number of checked bags enplaned, including wheelchairs and scooters that were placed into the aircraft cargo compartment for any reportable domestic nonstop scheduled passenger flight. The number of mishandled bags and the number of enplaned bags for all airlines, except one airline, will not include bags of passengers traveling on itineraries with domestic segments and international segments unless the bag is a "valet bag," meaning the passenger dropped the bag off at the end of the loading bridge or on the tarmac and returned to the passenger on the loading bridge or on the tarmac following the flight.

For additional information on this aspect of mishandled baggage reporting see the Department's Notice of Enforcement Policy Regarding Reporting of Mishandled Baggage and Wheelchair Data, dated October 31, 2018: <https://www.transportation.gov/sites/dot.gov/files/docs/resources/individuals/aviation-consumer-protection/323451/mishandled-baggage-and-wheelchair-reporting-enforcement-policy.pdf>.

AIR TRAVEL CONSUMER REPORT

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

RANK	CARRIER ¹	March 2023			March 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	692,236	1,264	0.18	694,434	1,229	0.18
2	SOUTHWEST AIRLINES	10,852,930	46,325	0.43	10,374,509	45,514	0.44
3	FRONTIER AIRLINES	926,376	3,956	0.43	815,889	2,868	0.35
4	HAWAIIAN AIRLINES	525,015	2,393	0.46	499,710	1,197	0.24
5	ALASKA AIRLINES NETWORK	2,225,943	11,821	0.53	2,315,734	14,035	0.61
	- ALASKA AIRLINES	1,783,340	9,531	0.53	1,727,794	10,697	0.62
	- BRANDED CODESHARE PARTNERS	442,603	2,290	0.52	587,940	3,338	0.57
6	SPIRIT AIRLINES	1,259,330	6,798	0.54	1,242,361	4,926	0.40
7	DELTA AIR LINES NETWORK	8,484,276	47,194	0.56	8,681,527	56,299	0.65
	- DELTA AIR LINES	6,865,438	39,757	0.58	6,849,961	46,548	0.68
	- BRANDED CODESHARE PARTNERS	1,618,838	7,437	0.46	1,831,566	9,751	0.53
8	JETBLUE AIRWAYS	1,510,237	8,439	0.56	1,446,521	9,644	0.67
9	UNITED AIRLINES NETWORK	6,531,089	45,248	0.69	6,328,778	36,745	0.58
	- UNITED AIRLINES	4,821,872	32,973	0.68	4,321,095	24,206	0.56
	- BRANDED CODESHARE PARTNERS	1,709,217	12,275	0.72	2,007,683	12,539	0.62
10	AMERICAN AIRLINES NETWORK	9,088,416	71,183	0.78	9,494,949	65,099	0.69
	- AMERICAN AIRLINES	6,225,377	53,156	0.85	5,928,641	41,722	0.70
	- BRANDED CODESHARE PARTNERS	2,863,039	18,027	0.63	3,566,308	23,377	0.66
TOTAL		42,095,848	244,621	0.58	41,894,412	237,556	0.57

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

AIR TRAVEL CONSUMER REPORT

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

RANK	CARRIER ¹	JANUARY - MARCH 2023			JANUARY - MARCH 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	1,656,872	2,762	0.17	1,503,825	2,505	0.17
2	HAWAIIAN AIRLINES	1,485,092	6,650	0.45	1,319,934	4,265	0.32
3	FRONTIER AIRLINES	2,397,107	11,248	0.47	2,156,962	7,445	0.35
4	SOUTHWEST AIRLINES	28,761,918	141,288	0.49	26,277,739	116,273	0.44
5	DELTA AIR LINES NETWORK	22,920,254	126,182	0.55	21,846,152	149,505	0.68
	- DELTA AIR LINES	18,570,197	104,514	0.56	17,177,575	119,478	0.70
	- BRANDED CODESHARE PARTNERS	4,350,057	21,668	0.50	4,668,577	30,027	0.64
6	JETBLUE AIRWAYS	3,904,248	22,693	0.58	3,555,460	25,072	0.71
7	SPIRIT AIRLINES	3,244,122	19,735	0.61	2,979,351	13,308	0.45
8	ALASKA AIRLINES NETWORK	6,082,846	37,108	0.61	5,832,093	45,594	0.78
	- ALASKA AIRLINES	4,843,822	29,016	0.60	4,249,634	34,182	0.80
	- BRANDED CODESHARE PARTNERS	1,239,024	8,092	0.65	1,582,459	11,412	0.72
9	AMERICAN AIRLINES NETWORK	24,394,121	202,088	0.83	23,766,349	205,214	0.86
	- AMERICAN AIRLINES	16,728,430	149,065	0.89	14,752,283	132,629	0.90
	- BRANDED CODESHARE PARTNERS	7,665,691	53,023	0.69	9,014,066	72,585	0.81
10	UNITED AIRLINES NETWORK	18,173,566	151,753	0.84	16,037,153	114,941	0.72
	- UNITED AIRLINES	13,403,259	110,060	0.82	10,708,906	73,895	0.69
	- BRANDED CODESHARE PARTNERS	4,770,307	41,693	0.87	5,328,247	41,046	0.77
TOTAL		113,020,146	721,507	0.64	105,275,018	684,122	0.65

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	March 2023			March 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	692,236	1,264	0.18	694,434	1,229	0.18
2	SOUTHWEST AIRLINES	10,852,930	46,325	0.43	10,374,509	45,514	0.44
3	FRONTIER AIRLINES	926,376	3,956	0.43	815,889	2,868	0.35
4	HAWAIIAN AIRLINES	525,015	2,393	0.46	499,710	1,197	0.24
5	ENDEAVOR AIR	685,866	3,271	0.48	851,936	4,857	0.57
6	ALASKA AIRLINES	1,783,340	9,531	0.53	1,727,794	10,697	0.62
7	SPIRIT AIRLINES	1,259,330	6,798	0.54	1,242,361	4,926	0.40
8	JETBLUE AIRWAYS	1,510,237	8,439	0.56	1,446,521	9,644	0.67
9	DELTA AIR LINES	6,865,438	39,757	0.58	6,849,961	46,548	0.68
10	PSA AIRLINES	901,662	5,285	0.59	1,086,907	6,655	0.61
11	SKYWEST AIRLINES	2,276,309	13,417	0.59	2,531,140	13,485	0.53
12	REPUBLIC AIRWAYS	731,274	4,669	0.64	842,063	6,633	0.79
13	UNITED AIRLINES	4,821,872	32,973	0.68	4,321,095	24,206	0.56
14	ENVOY AIR	706,138	5,006	0.71	887,519	6,224	0.70
15	AMERICAN AIRLINES	6,225,377	53,156	0.85	5,928,641	41,722	0.70
	TOTAL	40,763,400	236,240	0.58	40,100,480	226,405	0.56

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 (QUARTERLY)

RANK	CARRIER ¹	JANUARY - MARCH 2023			JANUARY - MARCH 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	1,656,872	2,762	0.17	1,503,825	2,505	0.17
2	HAWAIIAN AIRLINES	1,485,092	6,650	0.45	1,319,934	4,265	0.32
3	FRONTIER AIRLINES	2,397,107	11,248	0.47	2,156,962	7,445	0.35
4	SOUTHWEST AIRLINES	28,761,918	141,288	0.49	26,277,739	116,273	0.44
5	ENDEAVOR AIR	1,883,176	9,695	0.51	2,138,578	14,496	0.68
6	DELTA AIR LINES	18,570,197	104,514	0.56	17,177,575	119,478	0.70
7	JETBLUE AIRWAYS	3,904,248	22,693	0.58	3,555,460	25,072	0.71
8	PSA AIRLINES	2,365,831	13,875	0.59	2,802,920	19,212	0.69
9	ALASKA AIRLINES	4,843,822	29,016	0.60	4,249,634	34,182	0.80
10	SPIRIT AIRLINES	3,244,122	19,735	0.61	2,979,351	13,308	0.45
11	SKYWEST AIRLINES	6,136,184	43,875	0.72	6,759,871	47,103	0.70
12	REPUBLIC AIRWAYS	1,821,728	13,348	0.73	1,839,678	17,743	0.96
13	ENVOY AIR	1,917,276	14,507	0.76	2,237,199	20,231	0.90
14	UNITED AIRLINES	13,403,259	110,060	0.82	10,708,906	73,895	0.69
15	AMERICAN AIRLINES	16,728,430	149,065	0.89	14,752,283	132,629	0.90
	TOTAL	109,119,262	692,331	0.63	100,459,915	647,837	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	March 2023			March 2023		
		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	1,251	3	0.24	1,561	6	0.38
2	DELTA AIR LINES NETWORK	15,322	103	0.67	14,261	139	0.97
	- DELTA AIR LINES	12,821	90	0.70	11,905	120	1.01
	- BRANDED CODESHARE PARTNERS	2,501	13	0.52	2,356	19	0.81
3	UNITED AIRLINES NETWORK	11,134	134	1.20	9,727	116	1.19
	- UNITED AIRLINES	8,626	99	1.15	7,045	85	1.21
	- BRANDED CODESHARE PARTNERS	2,508	35	1.40	2,682	31	1.16
4	SOUTHWEST AIRLINES	14,874	228	1.53	13,196	150	1.14
5	JETBLUE AIRWAYS ²	2,654	41	1.54	1,935	112	5.79
6	AMERICAN AIRLINES NETWORK	10,986	177	1.61	9,612	176	1.83
	- AMERICAN AIRLINES	8,529	134	1.57	7,006	119	1.70
	- BRANDED CODESHARE PARTNERS	2,457	43	1.75	2,606	57	2.19
7	FRONTIER AIRLINES	2,278	43	1.89	1,790	21	1.17
8	ALASKA AIRLINES NETWORK	2,157	42	1.95	2,576	34	1.32
	- ALASKA AIRLINES	1,981	33	1.67	1,959	28	1.43
	- BRANDED CODESHARE PARTNERS	176	9	5.11	617	6	0.97
9	HAWAIIAN AIRLINES	585	12	2.05	700	12	1.71
10	SPIRIT AIRLINES	682	43	6.30	782	37	4.73
	TOTAL	61,923	826	1.33	56,140	803	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.

² On September 11, 2023, JetBlue submitted revised wheelchair and scooter mishandling data to the Department for January 2023- April 2023. This table reflects the changes to March 2023 data.

AIR TRAVEL CONSUMER REPORT

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

RANK	CARRIER	JANUARY - MARCH 2023			JANUARY - MARCH 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	4,904	4	0.08	4,491	14	0.31
2	DELTA AIR LINES NETWORK	40,917	266	0.65	34,441	323	0.94
	- DELTA AIR LINES	34,447	239	0.69	28,500	270	0.95
	- BRANDED CODESHARE PARTNERS	6,470	27	0.42	5,941	53	0.89
3	UNITED AIRLINES NETWORK	28,667	384	1.34	25,534	288	1.13
	- UNITED AIRLINES	22,716	301	1.33	18,252	224	1.23
	- BRANDED CODESHARE PARTNERS	5,951	83	1.39	7,282	64	0.88
4	HAWAIIAN AIRLINES	1,654	25	1.51	1,762	26	1.48
	- HAWAIIAN AIRLINES	1,654	25	1.51	1,762	26	1.48
5	SOUTHWEST AIRLINES	39,354	631	1.60	30,627	381	1.24
6	FRONTIER AIRLINES	6,830	116	1.70	4,707	90	1.91
7	AMERICAN AIRLINES NETWORK	28,906	520	1.80	22,964	458	1.99
	- AMERICAN AIRLINES	22,589	405	1.79	16,874	331	1.96
	- BRANDED CODESHARE PARTNERS	6,317	115	1.82	6,090	127	2.09
8	JETBLUE AIRWAYS ²	6,625	120	1.81	4,667	266	5.70
9	ALASKA AIRLINES NETWORK	5,846	112	1.92	6,467	85	1.31
	- ALASKA AIRLINES	5,309	94	1.77	4,725	74	1.57
	- BRANDED CODESHARE PARTNERS	537	18	3.35	1,742	11	0.63
10	SPIRIT AIRLINES	2,341	143	6.11	1,962	97	4.94
	TOTAL	166,044	2,321	1.40	137,622	1,861	1.35

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

² On September 11, 2023, JetBlue submitted revised wheelchair and scooter mishandling data to the Department for January 2023- April 2023. This table reflects the changes to January-March 2023 data.

AIR TRAVEL CONSUMER REPORT

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

RANK	CARRIER ¹	March 2023			March 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	1,251	3	0.24	1,561	6	0.38
2	REPUBLIC AIRWAYS	1,003	6	0.60	998	19	1.90
3	DELTA AIR LINES	12,821	90	0.70	11,905	120	1.01
4	ENDEAVOR AIR	950	9	0.95	1,009	10	0.99
5	UNITED AIRLINES	8,626	99	1.15	7,045	85	1.21
6	SKYWEST AIRLINES	2,936	36	1.23	2,794	34	1.22
7	SOUTHWEST AIRLINES	14,874	228	1.53	13,196	150	1.14
8	JETBLUE AIRWAYS ²	2,654	41	1.54	1,935	112	5.79
9	AMERICAN AIRLINES	8,529	134	1.57	7,006	119	1.70
10	ENVOY AIR	866	14	1.62	832	17	2.04
11	ALASKA AIRLINES	1,981	33	1.67	1,959	28	1.43
12	FRONTIER AIRLINES	2,278	43	1.89	1,790	21	1.17
13	HAWAIIAN AIRLINES	585	12	2.05	700	12	1.71
14	PSA AIRLINES	550	13	2.36	633	16	2.53
15	SPIRIT AIRLINES	682	43	6.30	782	37	4.73
	TOTAL	60,586	804	1.33	54,145	786	1.45

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

² On September 11, 2023, JetBlue submitted revised wheelchair and scooter mishandling data to the Department for January 2023- April 2023. This table reflects the changes to March 2023 data.

AIR TRAVEL CONSUMER REPORT

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

RANK	CARRIER ¹	JANUARY - MARCH 2023			JANUARY - MARCH 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	4,904	4	0.08	4,491	14	0.31
2	ENDEAVOR AIR	2,441	13	0.53	2,366	31	1.31
3	DELTA AIR LINES	34,447	239	0.69	28,500	270	0.95
4	SKYWEST AIRLINES	7,301	79	1.08	7,801	70	0.90
5	REPUBLIC AIRWAYS	2,384	29	1.22	2,148	31	1.44
6	UNITED AIRLINES	22,716	301	1.33	18,252	224	1.23
7	ENVOY AIR	2,137	30	1.40	1,885	46	2.44
8	HAWAIIAN AIRLINES	1,654	25	1.51	1,762	26	1.48
9	SOUTHWEST AIRLINES	39,354	631	1.60	30,627	381	1.24
10	FRONTIER AIRLINES	6,830	116	1.70	4,707	90	1.91
11	ALASKA AIRLINES	5,309	94	1.77	4,725	74	1.57
12	AMERICAN AIRLINES	22,589	405	1.79	16,874	331	1.96
13	JETBLUE AIRWAYS ²	6,625	120	1.81	4,667	266	5.70
14	PSA AIRLINES	1,473	35	2.38	1,546	34	2.20
15	SPIRIT AIRLINES	2,341	143	6.11	1,962	97	4.94
	TOTAL	162,505	2,264	1.39	132,313	1,985	1.50

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

² On September 11, 2023, JetBlue submitted revised wheelchair and scooter mishandling data to the Department for January 2023- April 2023. This table reflects the changes to January-March 2023 data.

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	JANUARY - MARCH 2023			
		DENIED BOARDINGS (DB'S)		ENPLANED PASSENGERS	INVOLUNTARY DB's PER 10,000 PASSENGERS
		VOLUNTARY	INVOLUNTARY		
1	DELTA AIR LINES NETWORK	29,893	0	39,151,735	0.00
	- DELTA AIR LINES	23,011	0	32,743,613	0.00
	- BRANDED CODESHARE PARTNERS	6,882	0	6,408,122	0.00
2	ALLEGiant AIR	238	0	4,148,453	0.00
3	HAWAIIAN AIRLINES	170	0	2,510,671	0.00
4	UNITED AIRLINES NETWORK	7,115	32	33,210,649	0.01
	- UNITED AIRLINES	3,527	22	26,324,325	0.01
	- BRANDED CODESHARE PARTNERS	3,588	10	6,886,324	0.01
5	JETBLUE AIRWAYS	1,510	22	8,987,671	0.02
6	ALASKA AIRLINES NETWORK	3,013	66	9,470,652	0.07
	- ALASKA AIRLINES	2,405	42	7,454,536	0.06
	- BRANDED CODESHARE PARTNERS	608	24	2,016,116	0.12
7	SOUTHWEST AIRLINES	8,511	610	37,302,820	0.16
8	SPIRIT AIRLINES	4,127	444	9,946,303	0.45
9	AMERICAN AIRLINES NETWORK	8,853	2,069	43,942,694	0.47
	- AMERICAN AIRLINES	4,864	1,123	34,034,902	0.33
	- BRANDED CODESHARE PARTNERS	3,989	946	9,907,792	0.95
10	FRONTIER AIRLINES	3,395	2,442	6,547,477	3.73
	TOTAL	66,825	5,685	195,219,125	0.29

JANUARY - MARCH 2022			
DENIED BOARDINGS (DB'S)		ENPLANED PASSENGERS	INVOLUNTARY DB's PER 10,000 PASSENGERS
VOLUNTARY	INVOLUNTARY		
23,689	0	34,563,430	0.00
15,578	0	28,313,104	0.00
8,111	0	6,250,326	0.00
258	0	3,734,262	0.00
310	0	2,016,189	0.00
7,521	42	27,031,762	0.02
3,201	13	19,664,476	0.01
4,320	29	7,367,286	0.04
1,244	54	7,160,131	0.08
3,087	107	8,345,002	0.13
2,254	49	6,204,068	0.08
833	58	2,140,934	0.27
16,838	2,310	31,731,319	0.73
4,523	397	8,004,168	0.50
15,160	1,970	39,556,414	0.50
8,331	1,037	28,580,152	0.36
6,829	933	10,976,262	0.85
2,997	2,453	5,086,909	4.82
75,627	7,333	167,229,586	0.44

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	JANUARY - MARCH 2023			
		DENIED BOARDINGS (DB'S)		ENPLANED PASSENGERS	INVOLUNTARY DB's PER 10,000 PASSENGERS
		VOLUNTARY	INVOLUNTARY		
1	DELTA AIR LINES	23,011	0	32,743,613	0.00
2	ALLEGiant AIR	238	0	4,148,453	0.00
3	ENDEAVOR AIR	2,531	0	2,609,939	0.00
4	HAWAIIAN AIRLINES	170	0	2,510,671	0.00
5	UNITED AIRLINES	3,527	22	26,324,325	0.01
6	JETBLUE AIRWAYS	1,510	22	8,987,671	0.02
7	ALASKA AIRLINES	2,405	42	7,454,536	0.06
8	SOUTHWEST AIRLINES	8,511	610	37,302,820	0.16
9	REPUBLIC AIRWAYS	1,163	72	3,847,158	0.19
10	SKYWEST AIRLINES	5,965	306	10,226,034	0.30
11	AMERICAN AIRLINES	4,864	1,123	34,034,902	0.33
12	PSA AIRLINES	714	108	2,539,614	0.43
13	SPIRIT AIRLINES	4,127	444	9,946,303	0.45
14	ENVOY AIR	1,079	138	3,053,130	0.45
15	FRONTIER AIRLINES	3,395	2,442	6,547,477	3.73
	TOTAL	63,210	5,329	192,276,646	0.28

JANUARY - MARCH 2022			
DENIED BOARDINGS (DB'S)		ENPLANED PASSENGERS	INVOLUNTARY DB's PER 10,000 PASSENGERS
VOLUNTARY	INVOLUNTARY		
15,578	0	28,313,104	0.00
258	0	3,734,262	0.00
3,037	0	2,664,926	0.00
310	0	2,016,189	0.00
3,201	13	19,664,476	0.01
1,244	54	7,160,131	0.08
2,254	49	6,204,068	0.08
16,838	2,310	31,731,319	0.73
2,262	161	3,566,262	0.45
7,616	155	8,468,015	0.18
8,331	1,037	28,580,152	0.36
1,271	163	2,956,166	0.55
4,523	397	8,004,168	0.50
2,051	269	3,172,043	0.85
2,997	2,453	5,086,909	4.82
71,771	7,061	161,322,190	0.44

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

CONSUMER COMPLAINTS

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

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

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

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

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

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

Airline Rankings - Tables 6A (Table 5A in YTD reports) ranks the largest U.S. marketing and reporting airlines (those that each account for 0.5 percent of total domestic scheduled-service passenger revenues per the rate of complaints per 100,000 passengers. The system-wide enplanements (domestic and international scheduled and charter revenue passenger counts) are derived from the Form 41 Schedule T-100 traffic reports that carriers, under certification, are required to submit to BTS within 30 days following the end of each reporting month (14 CFR Part 241). System wide enplanements used for the complaint ranking ratios exclude military charters and non-revenue passengers.

AIR TRAVEL CONSUMER REPORT

TABLE 1

CONSUMER COMPLAINTS
SUMMARY

	MARCH 2023				MARCH 2022			
	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS
U.S. AIRLINES	5,018	49	1	384	2,483	142	0	276
FOREIGN AIRLINES	2,114	8	0	93	1,345	1	0	120
TRAVEL AGENTS	357	1	0	22	574	1	0	43
TOUR OPERATORS	3	0	0	0	2	0	0	1
MISCELLANEOUS	0	21	0	95	0	20	0	101
INDUSTRY TOTALS	7,492	79	1	594	4,404	164	0	541

AIR TRAVEL CONSUMER REPORT/ COMPLAINT CATEGORIES*

Table 2

COMPLAINT CATEGORY	MARCH 2023			MARCH 2022		
	RANKING	COMPLAINTS**	SUB-CATEGORY	RANKING	COMPLAINTS**	SUB-CATEGORY
FLIGHT PROBLEMS	1	2,482		2	857	
CANCELLATION			1,250			507
DELAY			710			192
MISCONNECTION			317			86
REFUNDS	2	1,510		1	1,641	
BAGGAGE	3	1,126		5	356	
RESERVATIONS/TICKETING/BOARDING	4	679		4	516	
FARES	5	655		3	571	
CUSTOMER SERVICE	6	470		6	180	
OVERSALES	7	242		8	89	
DISABILITY	8	224		7	120	
OTHER	9	81		9	47	
FREQUENT FLYER			36			19
ADVERTISING	10	15		11	8	
DISCRIMINATION	11	8		10	19	
ANIMALS	12	0		12	0	
COMPLAINT TOTAL		7,492			4,404	

* A DETAILED EXPLANATION OF THE COMPLAINT CATEGORIES IS ATTACHED.

** INCLUDES FIGURES FOR SUB-CATEGORIES.

AIR TRAVEL CONSUMER REPORT

Table 3

COMPLAINTS AGAINST U.S. AIRLINES BY COMPLAINT CATEGORIES*

MARCH 2023

U.S. AIRLINES** ALPHABETICAL	FLIGHT PROBLEMS	OVER- SALES	RES/TKT/ BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DIS- ABILITY	ADVERT- ISING	DISCRIM- INATION	ANIMALS	OTHER	TOTAL
ALASKA AIRLINES	25	5	3	1	7	8	6	5	0	0	0	2	62
ALLEGiant AIR	50	0	11	8	15	20	4	14	0	0	0	0	122
AMERICAN AIRLINES	329	24	50	100	102	84	48	37	2	2	0	9	787
AVELO AIRLINES	15	2	3	1	4	10	1	0	1	0	0	0	37
BREEZE AIRWAYS	27	0	0	2	7	5	2	1	0	0	0	0	44
DELTA AIR LINES	248	14	41	13	43	67	39	21	0	0	0	8	494
ENDEAVOR AIR	10	0	2	5	3	5	2	1	0	0	0	0	28
ENVOY AIR	18	1	1	2	10	5	6	1	0	0	0	0	44
FRONTIER AIRLINES	311	77	113	156	166	99	63	14	1	2	0	4	1,006
HAWAIIAN AIRLINES	15	1	3	1	10	12	2	0	0	0	0	0	44
HORIZON AIRLINES	2	0	0	1	2	2	0	1	0	0	0	0	8
JETBLUE AIRWAYS	149	3	23	39	38	38	33	16	0	1	0	6	346
MESA AIRLINES	5	0	0	0	1	1	0	0	0	0	0	1	8
PIEDMONT AIRLINES	2	3	0	0	2	1	3	1	0	0	0	0	12
PSA AIRLINES	19	0	3	0	3	2	3	1	0	0	0	0	31
REPUBLIC AIRWAYS	10	0	5	2	6	5	3	0	0	0	0	1	32
SILVER AIRWAYS	34	1	6	1	7	3	1	2	0	0	0	0	55
SKYWEST AIRLINES	30	4	9	1	3	10	5	7	0	0	0	0	69
SOUTHERN AIRWAYS EXPRESS	4	0	0	0	4	1	0	0	0	0	0	0	9
SOUTHWEST AIRLINES	289	4	10	12	64	53	29	15	3	2	0	8	489
SPIRIT AIRLINES	288	33	59	44	103	81	39	17	0	0	0	1	665
SUN COUNTRY AIRLINES	9	0	0	2	1	7	1	0	0	0	0	0	20
UNITED AIRLINES	194	16	51	50	81	106	47	28	1	1	0	6	581
Other U.S. Airlines	10	0	4	2	2	3	2	0	0	0	0	2	25
TOTAL MARCH 2023	2,093	188	397	443	684	628	339	182	8	8	0	48	5,018
% of TOTAL COMPLAINTS	41.7	3.7	7.9	8.8	13.6	12.5	6.8	3.6	0.2	0.2	0	1.0	
TOTAL MARCH 2022	757	79	242	354	513	234	144	108	4	18	0	30	2,483
% of TOTAL COMPLAINTS	30.5	3.2	9.7	14.3	20.7	9.4	5.8	4.3	0.2	0.7	0	1.2	

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

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

AIR TRAVEL CONSUMER REPORT

Table 4

COMPLAINTS AGAINST U.S. AIRLINES BY INCIDENT DATE*

U.S. AIRLINES ALPHABETICAL	COMPS RECD IN MAR	INCI- DENTS IN MAR	PERCENT	INCI- DENTS IN FEB	PERCENT	INCI- DENTS IN ALL PRIOR MONTHS	PERCENT	UN- KNOWN INCI- DENT DATE	PERCENT
ALASKA AIRLINES	62	34	54.8	5	8.1	18	29.0	5	8.1
ALLEGiant AIR	122	74	60.7	8	6.6	28	23.0	12	9.8
AMERICAN AIRLINES	787	356	45.2	140	17.8	223	28.3	68	8.6
AVELO AIRLINES	37	20	54.1	4	10.8	9	24.3	4	10.8
BREEZE AIRWAYS	44	25	56.8	12	27.3	5	11.4	2	4.5
DELTA AIR LINES	494	245	49.6	81	16.4	134	27.1	34	6.9
ENDEAVOR AIR	28	10	35.7	5	17.9	8	28.6	5	17.9
ENVOY AIR	44	19	43.2	5	11.4	14	31.8	6	13.6
FRONTIER AIRLINES	1006	522	51.9	142	14.1	252	25.0	90	8.9
HAWAIIAN AIRLINES	44	9	20.5	10	22.7	18	40.9	7	15.9
HORIZON AIRLINES	8	4	50.0	1	12.5	3	37.5	0	0.0
JETBLUE AIRWAYS	346	172	49.7	59	17.1	79	22.8	36	10.4
MESA AIRLINES	8	4	50.0	2	25.0	2	25.0	0	0.0
PIEDMONT AIRLINES	12	7	58.3	2	16.7	2	16.7	1	8.3
PSA AIRLINES	31	24	77.4	1	3.2	5	16.1	1	3.2
REPUBLIC AIRWAYS	32	21	65.6	2	6.3	6	18.8	3	9.4
SILVER AIRWAYS	55	33	60.0	11	20.0	6	10.9	5	9.1
SKYWEST AIRLINES	69	37	53.6	12	17.4	15	21.7	5	7.2
SOUTHERN AIRWAYS EXPRESS	9	8	88.9	1	11.1	0	0.0	0	0.0
SOUTHWEST AIRLINES	489	127	26.0	23	4.7	309	63.2	30	6.1
SPIRIT AIRLINES	665	391	58.8	73	11.0	146	22.0	55	8.3
SUN COUNTRY AIRLINES	20	9	45.0	4	20.0	6	30.0	1	5.0
UNITED AIRLINES	581	196	33.7	86	14.8	231	39.8	68	11.7
OTHER U.S. AIRLINES	25	11	44.0	5	20.0	7	28.0	2	8.0
Totals	5,018	2,358	47.0	694	13.8	1,526	30.4	440	8.8
Previous Year's Totals	2,483	1,082	43.6	367	14.8	775	31.2	259	10.4

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

AIR TRAVEL CONSUMER REPORT

Table 5

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

<u>FOREIGN AIRLINES</u>	FLIGHT PROBLEMS	OVER- SALES	RES/TKT/ BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DIS- ABILITY	ADVERT- ISING	DISCRIM- INATION	ANIMALS	OTHER	TOTAL
AER LINGUS	1	0	2	1	6	5	1	0	0	0	0	0	16
AEROLINEAS ARGENTINAS	1	0	0	0	3	1	0	0	0	0	0	0	5
AEROMEXICO	12	1	3	5	37	10	5	1	0	0	0	0	74
AIR ASIA	2	0	1	0	3	2	0	0	0	0	0	0	8
AIR CANADA	41	5	8	8	22	31	9	1	0	0	0	0	125
AIR EUROPA	0	0	1	2	3	0	0	0	0	0	0	0	6
AIR FRANCE	17	2	13	6	26	52	3	4	0	0	0	3	126
AIR INDIA	35	0	5	6	26	10	6	3	0	0	0	3	94
AIR NEW ZEALAND	3	0	1	0	2	1	0	0	0	0	0	0	7
ANA ALL NIPPON AIRWAYS	0	0	1	0	1	3	1	1	0	0	0	0	7
ASIANA AIRLINES	2	0	3	0	2	1	2	0	0	0	0	0	10
AUSTRIAN AIRLINES	0	0	0	1	1	5	0	1	0	0	0	0	8
AVIANCA	7	1	8	14	23	8	12	2	0	0	0	2	77
BRITISH AIRWAYS	20	4	15	16	37	34	9	0	1	0	0	1	137
CARIBBEAN AIRLINES	2	0	0	2	3	0	2	0	0	0	0	0	9
CATHAY PACIFIC AIRWAYS	4	0	1	2	12	0	1	1	1	0	0	0	22
CONDOR	3	0	1	1	1	2	0	0	0	0	0	0	8
COPA COMPANIA PANAMENA DE AVIACION	3	4	6	4	10	9	3	0	0	0	0	2	41
EGYPTAIR	3	0	2	1	2	6	0	0	0	0	0	0	14
EL AL ISRAEL	0	0	0	0	2	1	1	1	0	0	0	0	5
EMIRATES AIRLINES	1	2	6	9	10	20	3	1	0	0	0	3	55
ETHIOPIAN AIRLINES	2	0	3	0	4	13	1	0	0	0	0	1	24
ETIHAD AIRWAYS	2	0	5	3	7	6	2	0	0	0	0	1	26
EUROWINGS DISCOVER	3	0	0	0	0	2	0	0	0	0	0	0	5
EVA AIRWAYS	0	0	4	0	4	15	2	0	0	0	0	0	25
FIJI AIRWAYS	1	0	1	0	6	1	2	0	0	0	0	0	11
FINNAIR OY	1	0	2	0	2	0	0	1	0	0	0	0	6
FRENCH BEE	1	0	2	0	4	4	0	0	0	0	0	0	11
IBERIA AIRLINES	6	1	6	6	12	9	1	3	0	0	0	2	46
ICELANDAIR	2	0	0	1	5	1	0	1	0	0	0	0	10
ITA AIRWAYS	5	0	2	0	3	4	0	0	0	0	0	0	14
JAPAN AIR LINES COMPANY	5	0	2	0	1	1	3	2	0	0	0	0	14
KLM	9	2	6	5	10	16	2	1	0	0	0	2	53
KOREAN AIR LINES	1	0	1	1	2	1	1	1	0	0	0	0	8
KUWAIT AIRWAYS	2	0	1	0	1	2	0	0	0	0	0	1	7
LATAM	13	1	4	1	7	9	1	1	0	0	0	0	37
LOT POLISH AIRLINES	3	0	2	2	1	2	0	0	0	0	0	0	10
LUFTHANSA	33	0	17	15	44	48	5	4	0	0	0	2	168
NORSE ATLANTIC AIRWAYS	2	0	2	0	1	2	2	0	0	0	0	0	9
PAKISTAN INTERNATIONAL AIRLINES	0	0	1	1	3	1	2	0	0	0	0	0	8
PHILIPPINE AIRLINES	11	1	1	1	11	3	2	1	0	0	0	0	31

Table 5 (Cont'd)

<u>FOREIGN AIRLINES</u>	FLIGHT PROBLEMS	OVER- SALES	RES/TKT/ BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DIS- ABILITY	ADVERT- ISING	DISCRIM- INATION	ANIMALS	OTHER	TOTAL
PLAY AIRLINES	2	0	1	0	7	1	1	0	0	0	0	0	12
QANTAS AIRWAYS	2	0	1	1	13	4	0	0	0	0	0	0	21
QATAR AIRWAYS	9	12	15	11	26	32	8	0	2	0	0	1	116
ROYAL AIR MAROC	2	2	2	1	10	13	1	1	0	0	0	0	32
ROYAL JORDANIAN AIRLINES	1	0	0	0	2	5	0	0	0	0	0	0	8
SAS	1	0	2	4	4	1	1	0	0	0	0	1	14
SAUDI ARABIAN AIRLINES	1	0	3	0	2	7	0	0	1	0	0	0	14
SINGAPORE AIRLINES	2	0	4	3	9	11	4	0	0	0	0	2	35
SWISS AIR	7	0	3	2	6	7	0	1	0	0	0	0	26
TAP	16	0	5	6	50	12	3	1	0	0	0	0	93
TURKISH AIRLINES	7	6	22	9	29	17	7	2	1	0	0	4	104
VIRGIN ATLANTIC AIRWAYS	5	1	4	1	7	4	1	0	0	0	0	0	23
VIRGIN AUSTRALIA	0	0	0	1	4	1	0	0	0	0	0	0	6
VIVA AIR	1	0	1	0	7	0	0	0	0	0	0	0	9
VIVAAEROBUS	6	1	8	0	2	5	2	0	0	0	0	0	24
VOLARIS AIRLINES	10	3	13	5	18	13	3	3	0	0	0	1	69
VUELING AIRLINES	1	0	1	0	3	0	0	0	0	0	0	0	5
WEST JET	3	0	1	0	7	5	0	0	0	0	0	0	16
ZIPAIR	3	0	0	1	3	1	2	0	0	0	0	0	10
OTHER FOREIGN AIRLINES	29	2	7	7	27	18	6	3	1	0	0	0	100
TOTALS	367	51	232	166	596	498	123	42	7	0	0	32	2,114
<u>TRAVEL AGENTS</u>													
AMERICAN EXPRESS TRAVEL OFFICE	1	0	0	3	2	0	0	0	0	0	0	0	6
ASAPTICKETS.COM	0	0	3	1	10	0	0	0	0	0	0	0	14
BOOKING.COM	2	0	1	2	11	0	0	0	0	0	0	0	16
CHASE TRAVEL	1	0	0	2	6	0	0	0	0	0	0	0	9
CHEAPOAIR.COM	0	0	1	3	6	0	1	0	0	0	0	0	11
EDREAMS.COM	0	0	0	1	8	0	0	0	0	0	0	0	9
EXPEDIA.COM	4	1	6	11	46	0	3	0	0	0	0	0	71
FLIGHTHUB	0	0	0	0	5	0	0	0	0	0	0	0	5
GOTOGATE	1	0	1	0	12	0	0	0	0	0	0	0	14
HOPPER.COM	0	1	1	0	4	0	0	0	0	0	0	0	6
JUSTFLY.COM	0	0	3	4	6	0	1	0	0	0	0	0	14
KIWI.COM	2	0	7	3	31	0	2	0	0	0	0	0	45
MYTRIP.COM	0	0	1	1	6	0	0	0	0	0	0	0	8
ORBITZ.COM	3	0	2	1	8	0	0	0	0	0	0	0	14
PRICELINE.COM	1	0	5	2	15	0	0	0	0	0	0	0	23
TRAVELGENIO	1	0	1	0	4	0	0	0	0	0	0	0	6
TRAVELOCITY.COM	2	0	2	3	5	0	0	0	0	0	0	0	12
OTHER TRAVEL AGENTS	4	0	15	8	45	0	1	0	0	0	0	1	74
TOTALS	22	2	49	45	230	0	8	0	0	0	0	1	357

Table 5 (Cont'd)

	FLIGHT PROBLEMS	OVER- SALES	RES/TKT/ BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DIS- ABILITY	ADVERT- ISING	DISCRIM- INATION	ANIMALS	OTHER	TOTAL
<u>TOUR OPERATORS</u>													
OTHER TOUR OPERATORS	0	1	1	1	0	0	0	0	0	0	0	0	3
TOTALS	0	1	1	1	0	0	0	0	0	0	0	0	3
<u>MISCELLAENOUS</u>													
OTHER MISCELLANEOUS	0	0	0	0	0	0	0	0	0	0	0	0	0
TOTALS	0	0	0	0	0	0	0	0	0	0	0	0	0

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

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

AIR TRAVEL CONSUMER REPORT

TABLE 6

AIR TRAVEL CONSUMER REPORT/ CONSUMER COMPLAINTS: LIST OF LARGE U.S. MARKETING CARRIERS* (NON-RANKED, IN ALPHABETIC ORDER).

March 2023		March 2022	
AIRLINE	COMPLAINTS		COMPLAINTS
ALASKA AIRLINES NETWORK	77		58
- ALASKA AIRLINES	62		49
- BRANDED CODESHARE PARTNERS	15		9
ALLEGiant AIRLINES	122		176
AMERICAN AIRLINES NETWORK	929		576
- AMERICAN AIRLINES	787		475
- BRANDED CODESHARE PARTNERS	142		101
DELTA NETWORK	559		203
- DELTA AIR LINES	494		170
- BRANDED CODESHARE PARTNERS	65		33
FRONTIER AIRLINES	1,006		336
HAWAIIAN AIRLINES	44		27
JETBLUE AIRWAYS	346		268
SOUTHWEST AIRLINES	489		154
SPIRIT AIRLINES	665		258
UNITED AIRLINES NETWORK	581		345
- UNITED AIRLINES	581		345
- BRANDED CODESHARE PARTNERS	0		0
TOTAL	4,818		2,401

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

AIR TRAVEL CONSUMER REPORT

TABLE 6A

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

RANK	AIRLINE	MARCH 2023			MARCH 2022		
		COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS	COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS
1	SKYWEST AIRLINES	69	3,226,639	2.14	27	3,369,837	0.8
2	ALASKA AIRLINES	62	2,896,770	2.14	49	2,714,785	1.8
3	REPUBLIC AIRWAYS	32	1,301,995	2.46	34	1,567,592	2.17
4	ENDEAVOR AIR	28	1,041,385	2.69	12	1,112,257	1.08
5	PSA AIRLINES	31	981,361	3.16	18	1,173,706	1.53
6	SOUTHWEST AIRLINES	489	14,379,110	3.4	154	12,966,182	1.19
7	DELTA AIR LINES	494	13,481,168	3.66	170	12,206,554	1.39
8	ENVOY AIR	44	1,185,542	3.71	31	1,311,867	2.36
9	HAWAIIAN AIRLINES	44	942,103	4.67	27	782,921	3.45
10	UNITED AIRLINES	581	11,071,272	5.25	345	8,996,173	3.83
11	AMERICAN AIRLINES	787	14,119,625	5.57	475	12,713,424	3.74
12	ALLEGiant AIR	122	1,699,567	7.18	176	1,684,775	10.45
13	JETBLUE AIRWAYS	346	3,880,519	8.92	268	3,361,302	7.97
14	SPIRIT AIRLINES	665	3,917,306	16.98	258	3,372,010	7.65
15	FRONTIER AIRLINES	1,006	2,565,556	39.21	336	2,100,206	16
TOTAL		4,800	76,689,918	6.26	2,380	69,433,591	3.43

* All U.S. airlines with at least one half of one percent of total domestic scheduled - service passenger revenues, as determined by DOT's Bureau of Transportation Statistics.

AIR TRAVEL CONSUMER REPORT

TABLE 1 (YTD)

CONSUMER COMPLAINTS
SUMMARY

	JANUARY - MARCH 2023				JANUARY - MARCH 2022			
	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS
U.S. AIRLINES	17,181	217	4	1,148	6,974	170	3	763
FOREIGN AIRLINES	6,640	20	0	268	4,458	3	0	260
TRAVEL AGENTS	1,137	2	0	91	1,807	2	0	96
TOUR OPERATORS	7	0	0	2	13	0	0	1
MISCELLANEOUS	0	49	1	242	0	56	0	337
INDUSTRY TOTALS	24,965	288	5	1,751	13,252	231	3	1,457

AIR TRAVEL CONSUMER REPORT

COMPLAINT CATEGORIES*

Table 2 (YTD)

COMPLAINT CATEGORY	JANUARY - MARCH 2023			JANUARY - MARCH 2022		
	RANKING	COMPLAINTS**	SUB-CATEGORY	RANKING	COMPLAINTS**	SUB-CATEGORY
FLIGHT PROBLEMS	1	8,652		1	2,188	
Cancellation			5,435			1,232
Delay			1,741			522
Misconnection			977			209
REFUNDS	2	5,201		2	5,691	
BAGGAGE	3	4,170		3	1,212	
RESERVATIONS/TICKETING/BOARDING	4	2,121		4	1,453	
FARES	5	2,032		5	1,474	
CUSTOMER SERVICE	6	1,220		6	492	
DISABILITY	7	636		7	380	
OVERSALES	8	602		8	210	
OTHER	9	245		9	106	
Frequent Flyer			153			52
DISCRIMINATION	10	54		10	27	
ADVERTISING	11	31		11	19	
ANIMALS	12	1		12	0	
COMPLAINT TOTAL		24,965			13,252	

AIR TRAVEL CONSUMER REPORT

Table 3 (YTD)

COMPLAINTS AGAINST U.S. AIRLINES BY COMPLAINT CATEGORIES*
JANUARY - MARCH 2023

U.S. AIRLINES** ALPHABETICAL	FLIGHT PROBLEMS	OVER- SALES	RES/TKT/ BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DIS- ABILITY	ADVERT- ISING	DISCRIM- INATION	ANIMALS	OTHER	TOTAL
ALASKA AIRLINES	123	12	21	13	47	68	26	18	0	2	1	5	336
ALLEGiant AIR	135	0	42	21	43	65	15	36	0	0	0	1	358
AMERICAN AIRLINES	872	53	153	347	372	334	145	103	5	18	0	30	2,432
AVELO AIRLINES	34	5	7	5	10	18	3	3	1	0	0	0	86
BREEZE AIRWAYS	67	0	5	4	13	10	5	3	0	0	0	0	107
CAPE AIR	6	1	0	0	1	1	1	0	0	0	0	0	10
CONTOUR AIRLINES	12	0	1	0	11	3	0	0	0	0	0	0	27
DELTA AIR LINES	640	44	89	45	139	202	127	59	1	7	0	23	1,376
ENDEAVOR AIR	56	1	9	6	7	20	9	2	0	0	0	2	112
ENVOY AIR	61	5	4	6	30	17	8	8	0	0	0	1	140
FRONTIER AIRLINES	800	174	333	401	480	265	120	39	2	9	0	23	2,646
HAWAIIAN AIRLINES	42	1	6	24	47	33	10	2	0	0	0	2	167
HORIZON AIRLINES	10	0	0	1	4	5	0	3	0	0	0	0	23
JETBLUE AIRWAYS	406	10	60	100	147	114	65	59	0	3	0	12	976
MESA AIRLINES	14	0	3	0	3	3	1	1	0	0	0	1	26
MOKULELE AIRLINES	8	0	0	1	1	1	0	0	0	0	0	0	11
OTHER US COMMUTERS & AIR TAXIS	5	0	3	0	2	1	0	0	0	0	0	1	12
PIEDMONT AIRLINES	10	5	0	2	8	6	3	2	0	0	0	0	36
PSA AIRLINES	42	0	8	5	12	9	8	5	0	0	0	0	89
REPUBLIC AIRWAYS	41	1	10	8	17	21	10	7	0	1	0	1	117
SILVER AIRWAYS	57	1	11	1	15	11	2	2	0	0	0	0	100
SKYWEST AIRLINES	81	19	21	9	24	22	13	13	0	0	0	0	202
SOUTHERN AIRWAYS EXPRESS	9	0	0	0	5	2	0	0	0	0	0	0	16
SOUTHWEST AIRLINES	2,365	13	182	42	546	528	100	57	4	5	0	24	3,866
SPIRIT AIRLINES	770	62	150	144	297	204	94	43	1	1	0	5	1,771
SUN COUNTRY AIRLINES	15	0	0	7	5	15	10	1	0	0	0	0	53
UNITED AIRLINES	733	46	141	137	358	397	146	74	3	3	0	26	2,064
Other U.S. Airlines	5	0	1	3	6	2	1	0	0	0	0	4	22
TOTAL JAN - MARCH 2023	7,419	453	1,260	1,332	2,650	2,377	922	540	17	49	1	161	17,181
% of TOTAL COMPLAINTS	43.2	2.6	7.3	7.8	15.4	13.8	5.4	3.1	0.1	0.3	0.0	0.9	
TOTAL JAN - MARCH 2022	1,886	178	618	823	1,869	762	393	335	11	25	0	74	6,974
% of TOTAL COMPLAINTS	27.0	2.6	8.9	11.8	26.8	10.9	5.6	4.8	0.2	0.4	0	1.1	

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

** AIRLINES ARE LISTED INDIVIDUALLY IF DOT RECEIVED TEN (10) OR MORE COMPLAINTS AGAINST THEM DURING THE REPORTING PERIOD. COMPLAINTS AGAINST U.S. AIRLINES ACCOUNTING FOR FEWER COMPLAINTS THAN THAT ARE INCLUDED UNDER 'OTHER U.S. AIRLINE'

AIR TRAVEL CONSUMER REPORT

Table 4 (YTD)

COMPLAINTS AGAINST COMPANIES OTHER THAN U.S. AIRLINES BY COMPLAINT CATEGORY** / JANUARY - MARCH 2023

	FLIGHT PROBLEMS	OVER- SALES	RES/TKT/ BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DIS- ABILITY	ADVERT- ISING	DISCRIM- INATION	ANIMALS	OTHER	TOTAL
<u>FOREIGN AIRLINES</u>													
AER LINGUS	13	2	9	5	23	29	3	0	0	0	0	0	84
AEROLINEAS ARGENTINAS	2	0	3	0	4	1	0	0	0	0	0	0	10
AEROMEXICO	34	3	15	17	115	25	8	3	0	0	0	1	221
AIR ASIA	2	0	2	0	12	3	0	0	0	0	0	0	19
AIR CANADA	124	12	32	22	68	115	19	2	0	0	0	1	395
AIR EUROPA	0	0	2	2	6	1	0	0	0	0	0	0	11
AIR FRANCE	56	7	37	25	63	201	16	11	0	0	0	11	427
AIR INDIA	63	2	13	18	84	36	10	3	0	0	0	7	236
AIR NEW ZEALAND	8	0	3	1	8	2	1	0	0	0	0	0	23
AIR SENEGAL	10	0	0	0	7	3	0	0	0	0	0	0	20
ANA ALL NIPPON AIRWAYS	3	0	5	0	13	8	1	1	0	1	0	0	32
ASIANA AIRLINES	2	0	4	2	6	10	2	0	0	0	0	1	27
AUSTRIAN AIRLINES	4	0	1	1	3	22	0	1	0	0	0	0	32
AVIANCA	16	7	20	44	71	17	20	4	2	0	0	3	204
BRITISH AIRWAYS	62	9	30	41	106	96	15	0	2	0	0	4	365
BRUSSELS AIRLINES	1	0	1	0	6	11	0	0	0	0	0	0	19
CARIBBEAN AIRLINES	3	0	0	4	8	0	2	0	0	0	0	0	17
CATHAY PACIFIC AIRWAYS	13	0	6	2	21	6	2	1	1	0	0	0	52
CONDOR	7	1	4	5	2	6	1	0	0	0	0	0	26
COPA COMPANIA PANAMENA DE AVIACION	13	7	15	11	32	25	9	0	0	0	0	3	115
EGYPTAIR	9	0	4	1	8	25	5	3	0	0	0	2	57
EL AL ISRAEL	2	2	2	1	10	6	3	2	0	0	0	0	28
EMIRATES AIRLINES	10	3	16	18	29	49	8	4	0	0	0	7	144
ETHIOPIAN AIRLINES	5	1	6	1	6	42	1	0	0	0	0	2	64
ETIHAD AIRWAYS	16	0	15	10	24	27	2	1	0	0	0	2	97
EUROWINGS DISCOVER	4	0	0	0	0	5	1	0	0	0	0	0	10
EVA AIRWAYS	6	0	13	3	8	20	3	0	0	0	0	0	53
FIJI AIRWAYS	3	0	3	3	28	9	2	0	0	0	0	1	49
FINNAIR OY	2	0	3	0	9	6	0	1	0	0	0	0	21
FLAIR AIRLINES	3	0	1	1	0	5	0	0	0	0	0	0	10
FRENCH BEE	2	0	3	0	9	7	0	2	0	0	0	0	23
GOL AIRLINES	3	0	2	0	0	4	1	2	0	0	0	0	12
IBERIA AIRLINES	12	5	14	21	48	37	3	3	1	0	0	5	149
ICELANDAIR	11	1	6	6	13	7	2	3	0	0	0	0	49
ITA AIRWAYS	11	1	4	4	10	10	2	0	0	0	0	0	42
JAPAN AIR LINES COMPANY	8	1	6	2	10	8	3	2	0	0	0	0	40
JETSTAR AIRWAYS	4	0	1	0	4	3	0	1	0	0	0	0	13
KENYA AIRWAYS	4	1	1	0	4	5	1	0	0	0	0	0	16
KLM	32	5	20	15	30	58	9	2	0	0	0	2	173
KOREAN AIR LINES	4	0	6	5	5	13	2	2	0	0	0	0	37

AIR TRAVEL CONSUMER REPORT

Table 4 (YTD)(Cont'd)

COMPLAINTS AGAINST COMPANIES OTHER THAN U.S. AIRLINES BY COMPLAINT CATEGORY**

JANUARY - MARCH 2023

	FLIGHT PROBLEMS	OVER- SALES	RES/TKT/ BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DIS- ABILITY	ADVERT- ISING	DISCRIM- INATION	ANIMALS	OTHER	TOTAL
KUWAIT AIRWAYS	7	1	5	3	2	16	2	0	0	1	0	1	38
LATAM	31	4	14	10	40	20	2	1	0	0	0	1	123
LOT POLISH AIRLINES	11	1	2	5	2	15	0	0	0	0	0	0	36
LUFTHANSA	154	6	68	45	143	207	23	10	0	1	0	6	663
NORSE ATLANTIC AIRWAYS	4	0	3	1	2	6	3	0	0	0	0	0	19
NORWEGIAN AIR SHUTTLE	1	0	2	1	18	0	1	0	0	0	0	1	24
PAKISTAN INTERNATIONAL AIRLINES	1	0	5	1	4	5	2	0	0	0	0	0	18
PHILIPPINE AIRLINES	25	3	5	6	40	17	7	4	0	0	0	0	107
PLAY AIRLINES	5	0	2	1	8	4	1	1	0	0	0	0	22
QANTAS AIRWAYS	3	1	4	3	26	14	0	0	0	0	0	0	51
QATAR AIRWAYS	35	15	43	32	72	106	15	4	2	0	0	8	332
ROYAL AIR MAROC	8	4	3	2	35	31	2	1	0	0	0	0	86
ROYAL JORDANIAN AIRLINES	2	3	3	1	3	11	0	0	0	0	0	0	23
SAS	14	0	3	7	16	8	3	1	0	0	0	1	53
SAUDI ARABIAN AIRLINES	1	0	6	0	5	23	2	0	1	0	0	0	38
SINGAPORE AIRLINES	13	2	16	10	34	33	7	0	0	1	0	4	120
SWISS AIR	18	0	9	10	17	20	3	4	0	0	0	0	81
SWOOP	6	0	1	0	2	3	0	0	0	0	0	1	13
TAP	41	3	16	26	138	53	7	1	0	0	0	0	285
TURKISH AIRLINES	31	8	55	22	74	57	18	5	1	0	0	5	276
VIRGIN ATLANTIC AIRWAYS	12	1	7	2	18	22	6	2	0	0	0	1	71
VIRGIN AUSTRALIA	1	0	0	1	6	2	0	0	0	0	0	0	10
VIVA AIR	1	0	2	0	9	4	1	0	0	0	0	0	17
VIVAAEROBUS	23	5	17	2	20	25	3	0	1	1	0	0	97
VOLARIS AIRLINES	43	12	40	44	64	38	4	4	0	0	0	1	250
VUELING AIRLINES	3	1	1	0	5	0	0	0	0	0	0	0	10
WEST JET	20	1	5	3	23	18	1	0	0	0	0	0	71
ZIPAIR	3	1	2	1	4	4	2	0	0	0	0	0	17
OTHER FOREIGN AIRLINES	59	3	21	23	74	68	13	4	1	0	0	1	267
TOTALS	1,163	145	688	553	1,817	1,793	285	96	12	5	0	83	6,640
TRAVEL AGENTS													
AMERICAN EXPRESS TRAVEL OFFICE	1	0	1	5	5	0	0	0	0	0	0	0	12
ASAPTICKETS.COM	3	0	9	5	22	0	0	0	0	0	0	0	39
BOOKING.COM	5	1	4	4	31	0	0	0	0	0	0	0	45
BUDGETAIR.COM	0	0	3	0	7	0	0	0	0	0	0	0	10
CHASE TRAVEL	1	0	3	4	12	0	0	0	0	0	0	0	20
CHEAPOAIR.COM	3	0	11	13	38	0	2	0	0	0	0	0	67
EDREAMS.COM	0	0	1	1	15	0	1	0	0	0	0	0	18
EXPEDIA.COM	15	1	23	29	137	0	4	0	1	0	0	0	210
FLIGHT NETWORK	0	0	1	1	9	0	0	0	0	0	0	0	11

AIR TRAVEL CONSUMER REPORT

Table 4 (YTD)(Cont'd)

COMPLAINTS AGAINST COMPANIES OTHER THAN U.S. AIRLINES BY COMPLAINT CATEGORY**
JANUARY - MARCH 2023

	FLIGHT PROBLEMS	OVER- SALES	RES/TKT/ BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DIS- ABILITY	ADVERT- ISING	DISCRIM- INATION	ANIMALS	OTHER	TOTAL
FLIGHTHUB	0	0	1	0	9	0	0	0	0	0	0	0	10
GOTOGATE	2	0	3	4	41	0	0	0	0	0	0	0	50
HOPPER.COM	1	1	1	2	12	0	0	0	0	0	0	0	17
JUSTFLY.COM	1	0	11	11	29	0	1	0	0	0	0	0	53
KIWI.COM	3	0	17	8	90	0	2	0	0	0	0	0	120
MYFLIGHTSEARCH.COM	0	0	2	0	8	0	0	0	0	0	0	0	10
MYTRIP.COM	0	0	1	2	11	0	0	0	0	0	0	0	14
OOJO.COM	1	0	2	1	8	0	0	0	0	0	0	0	12
ORBITZ.COM	4	0	7	6	23	0	0	0	0	0	0	0	40
PRICELINE.COM	3	0	17	12	39	0	1	0	1	0	0	0	73
SMARTFARES.COM	0	0	4	3	6	0	0	0	0	0	0	0	13
SOUTHWEST VACATIONS	10	0	2	0	12	0	0	0	0	0	0	0	24
TRAVELGENIO	1	0	3	0	9	0	0	0	0	0	0	0	13
TRAVELOCITY.COM	4	0	7	7	30	0	0	0	0	0	0	0	48
OTHER TRAVEL AGENTS	11	0	38	28	128	0	2	0	0	0	0	1	208
TOTALS	69	3	172	146	731	0	13	0	2	0	0	1	1,137
<u>TOUR OPERATORS</u>													
OTHER TOUR OPERATORS	1	1	1	1	3	0	0	0	0	0	0	0	7
TOTALS	1	1	1	1	3	0	0	0	0	0	0	0	7
<u>MISCELLANEOUS</u>													
Other Miscellaneous	0	0	0	0	0	0	0	0	0	0	0	0	0
TOTALS	0	0	0	0	0	0	0	0	0	0	0	0	0

* COMPANIES ARE LISTED INDIVIDUALLY IF DOT RECEIVED TEN (10) OR MORE COMPLAINTS AGAINST THEM DURING THE REPORTING PERIOD. COMPLAINTS AGAINST COMPANIES ACCOUNTING FOR FEWER COMPLAINTS THAN THAT ARE INCLUDED UNDER 'OTHER FOREIGN AIRLINES,' 'OTHER TOUR OPERATORS,' ETC.

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

AIR TRAVEL CONSUMER REPORT

TABLE 5 (YTD)

CONSUMER COMPLAINTS: LIST OF U.S. REPORTING MARKETING CARRIERS* (NON-RANKED, IN ALPHABETIC ORDER).

JANUARY – MARCH 2023		JANUARY – MARCH 2022
AIRLINE	COMPLAINTS	COMPLAINTS
ALASKA AIRLINES NETWORK	381	194
- ALASKA AIRLINES	336	170
- BRANDED CODESHARE PARTNERS	45	24
ALLEGiant AIRLINES	358	373
AMERICAN AIRLINES NETWORK	2872	1798
- AMERICAN AIRLINES	2436	1476
- BRANDED CODESHARE PARTNERS	436	322
DELTA NETWORK	1622	663
- DELTA AIR LINES	1376	553
- BRANDED CODESHARE PARTNERS	246	110
FRONTIER AIRLINES	2646	751
HAWAIIAN AIRLINES	167	79
JETBLUE AIRWAYS	977	692
SOUTHWEST AIRLINES	3867	403
SPIRIT AIRLINES	1772	752
UNITED AIRLINES NETWORK	2067	1076
- UNITED AIRLINES	2067	1076
- BRANDED CODESHARE PARTNERS	0	0
TOTAL	16,729	6,781

* All U.S. airlines with at least one half of one percent of total domestic scheduled - service passenger revenues, as determined by DOT's Bureau of Transportation Statistics, plus other carriers that report flight delay and mishandled baggage data voluntarily.

AIR TRAVEL CONSUMER REPORT

TABLE 5A (YTD)

CONSUMER COMPLAINTS: RANKINGS U.S. AIRLINES*

RANK	AIRLINE	JANUARY - MARCH 2023			JANUARY - MARCH 2022		
		COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS	COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS
1	SKYWEST AIRLINES	202	8,539,493	2.37	117	8,775,803	1.33
2	PSA AIRLINES	89	2,557,575	3.48	66	2,976,278	2.22
3	REPUBLIC AIRWAYS	117	3,165,538	3.70	101	3,355,078	3.01
4	DELTA AIR LINES	1,376	35,654,972	3.86	552	30,195,704	1.83
5	ENDEAVOR AIR	112	2,732,890	4.10	36	2,714,434	1.33
6	ALASKA AIRLINES	336	7,833,539	4.29	169	6,566,071	2.57
7	ENVOY AIR	140	3,160,750	4.43	75	3,309,434	2.27
8	AMERICAN AIRLINES	2,432	38,082,770	6.39	1,472	31,532,668	4.67
9	HAWAIIAN AIRLINES	167	2,592,052	6.44	79	2,030,359	3.89
10	UNITED AIRLINES	2,064	29,742,085	6.94	1,076	21,964,521	4.9
11	ALLEGiant AIR	358	4,164,182	8.60	373	3,748,787	9.95
12	JETBLUE AIRWAYS	976	10,233,035	9.54	691	8,205,907	8.42
13	SOUTHWEST AIRLINES	3,866	37,673,176	10.26	400	32,008,908	1.25
14	SPIRIT AIRLINES	1,771	10,587,708	16.73	752	8,498,433	8.85
15	FRONTIER AIRLINES	2,646	6,808,601	38.86	749	5,422,987	13.81
	TOTAL	16,652	203,528,366	8.18	6,708	171,305,372	3.92

Note: For simplicity, statistics are displayed to two decimal places. Actual ranking order is based on our computer carrying out the number of decimal places to nine.

* All U.S. airlines with at least one half of one percent of total domestic scheduled-service passenger revenues, as determined by DOT's Bureau of Transportation Statistics, plus other carriers that report flight delay and mishandled baggage data voluntarily. The carriers that are ranked in this table are the same carriers that are ranked in the "Flight Delays," "Mishandled Baggage," and "Oversales" sections of this report.

AIR TRAVEL CONSUMER REPORT

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

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

AIRLINE	RACE	ANCESTRY/ ETHNICITY	NATIONAL ORIGIN	COLOR	RELIGION	SEX	OTHER
AMERICAN	2						
FRONTIER	1		1				
JETBLUE			1				
SOUTHWEST	1		1				
UNITED	1						
TOTALS	5		3				

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

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

AIR TRAVEL CONSUMER REPORT

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

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

AIRLINE	RACE	ANCESTRY/ ETHNICITY	NATIONAL ORIGIN	COLOR	RELIGION	SEX	OTHER
ALASKA			2				
AMERICAN	7		3	4	2	2	
ANA ALL NIPPON			1				
DELTA	2		3			2	
FRONTIER	6		2		1		
JETBLUE			2			1	
KUWAIT		1					
LUFTHANSA	1						
REPUBLIC	1						
SINGAPORE	1						
SOUTHWEST	2		2	1			
SPIRIT	1						
UNITED	2		1				
VIVAEROBUS	1						
TOTALS	24	1	16	5	3	5	0

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

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

COMPLAINT CATEGORIES

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

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

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

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

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

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

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

Disability: Civil rights complaints by air travelers with disabilities.

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

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

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

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

AIR TRAVEL CONSUMER REPORT

March 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 March 2023 ^a

Transportation Security Administration (TSA) screened approximately 70.0 million passengers at screening checkpoints and 44.5 million checked bags at baggage screening locations in March 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 March 2023, TSA received 15,545 complaints (i.e. a description of a negative experience) from the general public via phone or email (or 22.3 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
885	1.3	532	0.8	13,448	19.3	113	0.2

Civil Rights		Other TSA-related		Non-TSA related, Airline		Non-TSA related, All Others	
Number of Complaints	Complaints per 100,000 Passengers ^c	Number of Complaints	Complaints per 100,000 Passengers ^c	Number of Complaints	Complaints per 100,000 Passengers ^c	Number of Complaints	Complaints per 100,000 Passengers ^c
305	0.5	101	0.2	38	0.1	123	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
269 ^d	189	0.0005

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

<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>