



Air Travel Consumer Report

A Product Of
THE OFFICE OF AVIATION CONSUMER PROTECTION

Issued: November 2023



Flight Delays¹

September 2023

**Mishandled Baggage, Wheelchairs,
and Scooters¹**

September 2023
January - September 2023

Oversales¹

3rd Quarter 2023
January- September 2023

Consumer Complaints²
(Includes Disability and
Discrimination Complaints)

September 2023
January - September 2023

Airline Animal Incident Reports⁴

September 2023
January - September 2023

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

September 2023

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

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

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

⁴ Data collected by the Office of Aviation Consumer Protection

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INTRODUCTION

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

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

The report normally is released by the end of the second week of each month. The report is available on-line at:
<https://www.transportation.gov/individuals/aviation-consumer-protection/air-travel-consumer-reports>

FLIGHT DELAYS

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

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

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

In fulfilling DOT's data reporting requirements, the reporting air carriers use automated and/or manual systems for collecting flight data. Those using an automated system rely on the Aircraft Communication Addressing and Reporting System (ACARS) or the Docking Guidance System (DGS). Based on the latest information available to DOT, of the 15 reporting air carriers, 12 carriers (Alaska, Allegiant, Delta, Endeavor, Envoy, JetBlue, Republic, Hawaiian, SkyWest, Spirit, Southwest, and United) use ACARS, one carrier (American) uses a combination of ACARS, DGS and AFIS, and two carriers (Frontier and PSA) use a combination of ACARS and a manual system.

A carrier may voluntarily file data for its entire domestic system. Tables 2, 2A, 3, and 4 are limited to the 30 largest airports; Tables 5, 6, 6A, 7 and 7A contain data on flights to/from all airports that were reported.

Tables 1 through 4 display percentages of flight operations that were on-time. Tables 1, 1A, 1B, 2 and 2A present data by marketing or reporting carrier; airlines are ranked by performance in Tables 1/1A and are listed in alphabetical order in Table 2/2A (see Appendix for codes). Table 1B shows marketing carrier rankings by month and Year-to-Date (YTD) on the percentage of flight operations that arrived on time.

Tables 3 and 4 contain information by airport and time of day time of day that a flight operated in 24-hour clock format. All times are local. A 10:50 departure from Atlanta is 10:50 Atlanta time; if that flight arrived in Dallas at 23:45, that is 11:45 p.m. Dallas time. Table 5 lists all airports for which there are reports this month in alphabetical order with the corresponding on-time arrival and departure percentages.

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

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

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

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

AIR TRAVEL CONSUMER REPORT

BRANDED CODESHARE PARTNERS

SEPTEMBER 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 and United Airlines were holding out flights operated by their branded codeshare partner airlines. Flight Delay and Consumer Complaints sections of this report contain information on these marketing carriers' networks, which consist of flights operated by carriers as identified below:

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

AIR TRAVEL CONSUMER REPORT

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

SEPTEMBER 2023

AT ALL US AIRPORTS			
CARRIER ¹	NUMBER OF AIRPORTS REPORTED	PERCENT OF ON-TIME ARRIVALS	RANK
HAWAIIAN AIRLINES	21	88.4	1
DELTA AIR LINES NETWORK	210	84.8	2
- DELTA AIR LINES	141	85.6	
- BRANDED CODESHARE PARTNERS	177	83.4	
ALASKA AIRLINES NETWORK	105	82.9	3
- ALASKA AIRLINES	88	82.0	
- BRANDED CODESHARE PARTNERS	57	84.6	
UNITED AIRLINES NETWORK	218	80.9	4
- UNITED AIRLINES	117	81.4	
- BRANDED CODESHARE PARTNERS	197	80.3	
AMERICAN AIRLINES NETWORK	223	80.3	5
- AMERICAN AIRLINES	126	78.6	
- BRANDED CODESHARE PARTNERS	201	82.1	
SOUTHWEST AIRLINES	107	79.5	6
ALLEGiant AIR	116	77.6	7
SPIRIT AIRLINES	63	74.8	8
FRONTIER AIRLINES	77	71.1	9
JETBLUE AIRWAYS	68	60.5	10
TOTAL AIRPORTS SERVED	354	80.3	

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

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

AIR TRAVEL CONSUMER REPORT

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

SEPTEMBER 2023

AT ALL US AIRPORTS			
CARRIER ¹	NUMBER OF AIRPORTS REPORTED	PERCENT OF ON-TIME ARRIVALS	RANK
HAWAIIAN AIRLINES	21	88.4	1
DELTA AIR LINES	141	85.6	2
SKYWEST AIRLINES	247	83.9	3
PSA AIRLINES	88	82.3	4
ENVOY AIR	129	82.1	5
ALASKA AIRLINES	88	82.0	6
UNITED AIRLINES	117	81.4	7
ENDEAVOR AIR	106	80.6	8
SOUTHWEST AIRLINES	107	79.5	9
REPUBLIC AIRWAYS	82	78.8	10
AMERICAN AIRLINES	126	78.6	11
ALLEGiant AIR	116	77.6	12
SPIRIT AIRLINES	63	74.8	13
FRONTIER AIRLINES	77	71.1	14
JETBLUE AIRWAYS	68	60.5	15
TOTAL AIRPORTS SERVED	340	80.1	

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

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

AIR TRAVEL CONSUMER REPORT

TABLE 1B. OVERALL PERCENTAGE OF REPORTED FLIGHT OPERATIONS ARRIVING ON-TIME BY REPORTING MARKETING CARRIER RANK BY MONTH, AND YEAR-TO-DATE

SEPTEMBER 2023

CARRIER ¹	Jan 23		Feb 23		Mar 23		Apr 23		May 23		Jun 23		Jul 23		Aug 23		Sep 23		Year-to-date (YTD)	
	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank
ALASKA AIRLINES NETWORK	77.6	2	76.9	5	78.1	2	80.7	2	83.9	2	79.4	1	81.2	2	80.6	3	82.9	3	80.3	2
- ALASKA AIRLINES	77.3		74.5		76.6		77.3		83.2		76.6		77.7		79.0		82.0		78.3	
- BRANDED CODESHARE PARTNERS	78.2		81.3		80.8		86.7		85.0		84.4		87.7		83.5		84.6		83.7	
ALLEGiant AIR	70.4	8	76.2	6	64.2	8	72.1	6	78.4	6	70.6	5	65.2	7	72.1	7	77.6	7	71.3	7
AMERICAN AIRLINES NETWORK	77.4	4	79.4	3	76.5	4	77.0	3	82.8	3	71.7	4	70.0	4	77.3	5	80.3	5	76.9	3
- AMERICAN AIRLINES	75.7		76.6		72.2		72.9		78.5		68.3		66.8		73.3		78.6		73.5	
- BRANDED CODESHARE PARTNERS	79.3		82.7		81.5		81.9		88.0		75.8		73.8		82.1		82.1		80.7	
DELTA AIR LINES NETWORK	78.6	1	83.0	1	79.2	1	81.8	1	88.8	1	77.8	2	76.1	3	81.3	2	84.8	2	81.2	1
- DELTA AIR LINES	78.7		82.7		77.0		79.8		86.7		75.4		74.7		79.5		85.6		79.9	
- BRANDED CODESHARE PARTNERS	78.4		83.6		83.2		85.6		92.8		82.9		79.1		85.1		83.4		83.8	
FRONTIER AIRLINES	62.6	10	69.0	10	64.7	7	65.5	7	66.7	9	53.7	10	53.5	9	62.1	9	71.1	9	63.2	10
HAWAIIAN AIRLINES	76.8	5	73.5	8	59.5	10	56.6	10	61.3	10	77.4	3	82.5	1	82.1	1	88.4	1	73.2	6
JETBLUE AIRWAYS	72.7	7	71.9	9	65.7	6	65.3	8	75.1	7	60.8	8	49.5	10	61.6	10	60.5	10	64.9	9
SOUTHWEST AIRLINES	77.5	3	82.1	2	75.0	5	73.4	5	78.8	4	69.6	6	67.8	5	75.5	6	79.5	6	75.3	5
SPIRIT AIRLINES	69.2	9	74.9	7	64.0	9	60.7	9	73.8	8	58.8	9	60.8	8	65.6	8	74.8	8	66.9	8
UNITED AIRLINES NETWORK	74.3	6	78.1	4	76.9	3	76.2	4	78.7	5	69.3	7	67.5	6	80.3	4	80.9	4	75.8	4
- UNITED AIRLINES	76.1		78.6		76.9		75.3		78.0		65.1		64.9		79.2		81.4		75.0	
- BRANDED CODESHARE PARTNERS	72.0		77.5		76.9		77.4		79.6		74.9		70.9		81.9		80.3		76.9	
TOTAL	76.2		79.4		75.4		75.7		81.2		71.3		69.6		77.2		80.3		76.2	

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

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

AIR TRAVEL CONSUMER REPORT

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

RANK	CARRIER ¹	JANUARY- SEPTEMBER 2023		JANUARY- SEPTEMBER 2022	
		FLIGHT OPERATIONS SCHEDULED	PERCENT OF ON-TIME ARRIVALS	FLIGHT OPERATIONS SCHEDULED	PERCENT OF ON-TIME ARRIVALS
1	DELTA AIR LINES NETWORK	1,114,196	81.23	1,096,319	81.76
	- DELTA AIR LINES	738,244	79.92	665,547	82.03
	- BRANDED CODESHARE PARTNERS	375,952	83.82	430,772	81.34
2	ALASKA AIRLINES NETWORK	291,397	80.26	291,857	80.23
	- ALASKA AIRLINES	186,383	78.32	169,799	78.78
	- BRANDED CODESHARE PARTNERS	105,014	83.71	122,058	82.25
3	AMERICAN AIRLINES NETWORK	1,315,529	76.86	1,338,279	76.54
	- AMERICAN AIRLINES	707,372	73.55	646,491	74.26
	- BRANDED CODESHARE PARTNERS	608,157	80.72	691,788	78.67
4	UNITED AIRLINES NETWORK	974,632	75.80	953,408	78.17
	- UNITED AIRLINES	548,575	74.97	457,820	78.43
	- BRANDED CODESHARE PARTNERS	426,057	76.86	495,588	77.94
5	SOUTHWEST AIRLINES	1,059,603	75.34	963,224	72.88
6	HAWAIIAN AIRLINES	60,729	73.19	54,788	81.02
	- HAWAIIAN AIRLINES	60,729	73.19	-	-
7	ALLEGiant AIR	87,476	71.28	89,803	62.84
8	SPIRIT AIRLINES	194,830	66.89	168,912	72.87
9	JETBLUE AIRWAYS	210,107	64.91	202,362	63.87
10	FRONTIER AIRLINES	128,670	63.23	113,406	66.91
	TOTAL	5,437,169	76.18	5,272,358	76.46

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

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

AIR TRAVEL CONSUMER REPORT

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

RANK	CARRIER ¹	JANUARY- SEPTEMBER 2023		JANUARY- SEPTEMBER 2022	
		FLIGHT OPERATIONS SCHEDULED	PERCENT OF ON-TIME ARRIVALS	FLIGHT OPERATIONS SCHEDULED	PERCENT OF ON-TIME ARRIVALS
1	REPUBLIC AIRWAYS	228,043	81.97	249,892	74.81
2	ENDEAVOR AIR	150,457	81.89	180,399	80.39
3	SKYWEST AIRLINES	502,110	81.51	566,877	81.71
4	PSA AIRLINES	145,076	80.63	169,847	76.09
5	DELTA AIR LINES	738,244	79.92	665,547	82.03
6	ENVOY AIR	167,085	79.54	192,570	81.09
7	ALASKA AIRLINES	186,383	78.32	169,799	78.78
8	SOUTHWEST AIRLINES	1,059,603	75.34	963,224	72.88
9	UNITED AIRLINES	548,575	74.97	457,820	78.43
10	AMERICAN AIRLINES	707,372	73.55	646,491	74.26
11	HAWAIIAN AIRLINES	60,729	73.19	54,788	81.02
12	ALLEGiant AIR	87,476	71.28	89,803	62.84
13	SPIRIT AIRLINES	194,830	66.89	168,912	72.87
14	JETBLUE AIRWAYS	210,107	64.91	202,362	63.87
15	FRONTIER AIRLINES	128,670	63.23	113,406	66.91
	TOTAL	5,114,760	76.05	5,053,333	76.37

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)

SEPTEMBER 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	108	86.1	296	76.0	85	83.5	231	66.7	60	93.3	0	0.0	150	81.3	184	82.6
- ALASKA AIRLINES	108	86.1	232	75.9	85	83.5	231	66.7	60	93.3	0	0.0	150	81.3	184	82.6
- BRANDED CODESHARE PARTNERS	0	0.0	64	76.6	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
ALLEGiant AIR	0	0.0	82	72.0	315	70.5	34	100.0	8	100.0	0	0.0	0	0.0	43	76.7
AMERICAN AIRLINES NETWORK	1003	81.0	2017	79.0	1439	77.8	2048	68.0	371	74.1	16514	83.3	7189	79.2	788	75.5
- AMERICAN AIRLINES	680	79.0	1267	76.8	784	72.7	1309	66.5	344	73.0	9442	81.5	2423	75.3	704	73.6
- BRANDED CODESHARE PARTNERS	323	85.1	750	82.7	655	83.8	739	70.6	27	88.9	7072	85.6	4766	81.2	84	91.7
DELTA AIR LINES NETWORK	20984	90.2	1079	79.5	1048	81.1	3786	74.0	566	85.2	927	83.4	1482	82.0	1020	85.6
- DELTA AIR LINES	18291	90.4	1010	79.2	708	85.7	2245	75.5	421	88.4	533	86.5	666	85.3	1020	85.6
- BRANDED CODESHARE PARTNERS	2693	88.9	69	84.1	340	71.5	1541	71.8	145	75.9	394	79.2	816	79.3	0	0.0
FRONTIER AIRLINES	1073	65.1	27	66.7	114	78.1	56	73.2	232	64.7	277	60.6	90	71.1	2103	77.5
HAWAIIAN AIRLINES	0	0.0	12	91.7	0	0.0	17	64.7	0	0.0	0	0.0	0	0.0	0	0.0
JETBLUE AIRWAYS	342	54.1	136	62.5	178	61.8	3602	56.7	60	81.7	81	61.7	719	64.1	164	67.1
SOUTHWEST AIRLINES	3066	84.6	3183	81.6	3955	84.2	570	57.7	5904	82.2	283	84.1	1310	78.9	8022	79.5
SPIRIT AIRLINES	1035	78.9	152	65.1	241	74.3	430	64.9	485	72.6	317	73.8	0	0.0	134	71.6
UNITED AIRLINES NETWORK	757	79.0	879	79.3	752	82.8	1062	67.3	327	79.2	555	73.5	780	78.8	13139	85.3
- UNITED AIRLINES	747	79.4	816	79.4	575	85.0	1052	67.3	326	79.1	404	74.5	483	77.6	8276	86.5
- BRANDED CODESHARE PARTNERS	10	50.0	63	77.8	177	75.7	10	70.0	1	100.0	151	70.9	297	80.8	4863	83.4
TOTAL	28,368	87.2	7,863	79.4	8,127	81.1	11,836	65.9	8,013	80.9	18,954	82.4	11,720	78.5	25,597	82.4

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

AIR TRAVEL CONSUMER REPORT

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

SEPTEMBER 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	209	75.6	62	85.5	325	67.1	30	73.3	202	82.7	85	70.6	359	70.2	598	77.8
- ALASKA AIRLINES	209	75.6	62	85.5	325	67.1	30	73.3	202	82.7	85	70.6	359	70.2	430	79.3
- BRANDED CODESHARE PARTNERS	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	168	73.8
ALLEGiant AIR	0	0.0	0	0.0	48	91.7	152	63.2	33	90.9	0	0.0	0	0.0	598	70.6
AMERICAN AIRLINES NETWORK	21163	81.8	712	77.0	628	66.4	323	76.2	214	83.2	696	76.7	2235	74.7	1152	73.9
- AMERICAN AIRLINES	13265	81.8	424	76.7	579	66.1	323	76.2	69	73.9	524	76.7	1219	73.8	1152	73.9
- BRANDED CODESHARE PARTNERS	7898	81.7	288	77.4	49	69.4	0	0.0	145	87.6	172	76.7	1016	75.7	0	0.0
DELTA AIR LINES NETWORK	902	76.5	7926	87.1	753	72.6	875	84.9	511	80.2	651	78.8	4908	74.2	1299	81.1
- DELTA AIR LINES	902	76.5	4737	87.9	569	72.6	875	84.9	252	82.5	651	78.8	2458	74.7	1299	81.1
- BRANDED CODESHARE PARTNERS	0	0.0	3189	86.0	184	72.8	0	0.0	259	78.0	0	0.0	2450	73.8	0	0.0
FRONTIER AIRLINES	695	65.9	258	73.3	0	0.0	140	65.7	0	0.0	130	83.1	0	0.0	1352	72.3
HAWAIIAN AIRLINES	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	30	63.3	109	88.1
JETBLUE AIRWAYS	30	63.3	179	57.0	476	63.2	1416	62.6	0	0.0	86	61.6	3229	56.1	266	64.3
SOUTHWEST AIRLINES	0	0.0	345	78.3	0	0.0	1167	79.7	152	76.3	448	84.6	0	0.0	7345	74.0
SPIRIT AIRLINES	758	74.5	885	81.7	830	70.5	1980	73.1	0	0.0	606	70.6	0	0.0	2396	76.8
UNITED AIRLINES NETWORK	908	73.2	567	76.5	9218	75.4	486	81.5	5320	80.1	10176	82.8	0	0.0	1094	79.3
- UNITED AIRLINES	767	75.0	205	81.5	5728	74.7	486	81.5	2811	78.4	5689	83.9	0	0.0	1093	79.2
- BRANDED CODESHARE PARTNERS	141	63.8	362	73.8	3490	76.4	0	0.0	2509	82.0	4487	81.3	0	0.0	1	100.0
TOTAL	24,665	80.5	10,934	84.4	12,278	73.8	6,569	74.0	6,432	80.3	12,878	81.5	10,761	68.7	16,209	75.1

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

AIR TRAVEL CONSUMER REPORT

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

SEPTEMBER 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	1337	78.1	0	0.0	180	80.0	0	0.0	30	83.3	105	87.6	367	79.6	60	75.0
- ALASKA AIRLINES	727	75.8	0	0.0	180	80.0	0	0.0	30	83.3	81	87.7	307	76.9	60	75.0
- BRANDED CODESHARE PARTNERS	610	80.8	0	0.0	0	0.0	0	0.0	0	0.0	24	87.5	60	93.3	0	0.0
ALLEGiant AIR	68	54.4	0	0.0	0	0.0	30	90.0	0	0.0	8	75.0	0	0.0	0	0.0
AMERICAN AIRLINES NETWORK	3330	83.5	3338	75.5	1380	75.9	0	0.0	4960	78.5	565	80.5	8965	80.6	6691	78.8
- AMERICAN AIRLINES	2366	80.2	1521	73.0	1380	75.9	0	0.0	4049	78.9	357	79.3	3909	83.7	4080	76.4
- BRANDED CODESHARE PARTNERS	964	91.7	1817	77.5	0	0.0	0	0.0	911	76.8	208	82.7	5056	78.2	2611	82.5
DELTA AIR LINES NETWORK	4028	85.5	6529	75.4	1565	79.7	278	87.4	805	69.8	8272	88.2	1140	74.7	590	83.4
- DELTA AIR LINES	3129	83.0	2140	76.0	1565	79.7	114	86.0	805	69.8	5655	88.1	923	73.9	519	85.2
- BRANDED CODESHARE PARTNERS	899	94.3	4389	75.1	0	0.0	164	88.4	0	0.0	2617	88.3	217	78.3	71	70.4
FRONTIER AIRLINES	0	0.0	116	59.5	1631	66.5	440	72.0	245	62.0	60	76.7	75	70.7	1040	65.7
HAWAIIAN AIRLINES	181	86.2	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
JETBLUE AIRWAYS	1040	67.6	1235	62.5	1391	59.3	0	0.0	170	50.0	55	69.1	75	45.3	69	50.7
SOUTHWEST AIRLINES	2443	73.3	1012	69.1	2839	78.8	6355	83.2	443	71.3	642	80.1	853	80.8	421	74.3
SPIRIT AIRLINES	1000	78.3	434	74.2	2289	72.5	0	0.0	552	66.7	111	82.9	694	72.2	468	69.7
UNITED AIRLINES NETWORK	2913	86.4	932	72.0	983	79.2	0	0.0	343	72.0	584	78.4	13166	82.1	420	74.8
- UNITED AIRLINES	2225	84.6	674	73.0	983	79.2	0	0.0	343	72.0	510	77.3	7727	83.6	360	75.0
- BRANDED CODESHARE PARTNERS	688	92.3	258	69.4	0	0.0	0	0.0	0	0.0	74	86.5	5439	79.9	60	73.3
TOTAL	16,340	81.1	13,596	73.4	12,258	73.6	7,103	82.7	7,548	74.8	10,402	86.5	25,335	80.7	9,759	76.6

* 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)

SEPTEMBER 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	453	79.0	1478	82.7	9709	84.6	2155	77.0	238	81.1	60	81.7
- ALASKA AIRLINES	366	79.0	745	83.0	7356	83.8	1000	79.6	112	83.0	60	81.7
- BRANDED CODESHARE PARTNERS	87	79.3	733	82.5	2353	87.0	1155	74.8	126	79.4	0	0.0
ALLEGiant AIR	30	70.0	4	25.0	0	0.0	0	0.0	0	0.0	0	0.0
AMERICAN AIRLINES NETWORK	6081	85.9	718	74.4	676	79.7	993	74.9	344	76.5	953	75.0
- AMERICAN AIRLINES	4306	84.4	718	74.4	558	76.5	879	73.9	284	75.4	889	74.4
- BRANDED CODESHARE PARTNERS	1775	89.6	0	0.0	118	94.9	114	82.5	60	81.7	64	84.4
DELTA AIR LINES NETWORK	930	86.2	896	85.4	4110	88.3	1181	85.7	6561	90.6	987	82.8
- DELTA AIR LINES	816	85.3	808	84.4	2883	87.5	1127	85.4	4311	88.1	987	82.8
- BRANDED CODESHARE PARTNERS	114	93.0	88	94.3	1227	90.3	54	92.6	2250	95.4	0	0.0
FRONTIER AIRLINES	803	68.9	233	69.1	145	79.3	331	77.6	173	78.0	568	71.0
HAWAIIAN AIRLINES	30	76.7	60	90.0	60	73.3	64	71.9	0	0.0	0	0.0
JETBLUE AIRWAYS	60	60.0	175	58.3	129	62.8	456	66.0	178	64.6	427	67.0
SOUTHWEST AIRLINES	5148	79.4	2954	76.3	744	69.2	755	66.4	999	81.9	1779	78.8
SPIRIT AIRLINES	105	76.2	170	76.5	77	72.7	0	0.0	123	77.2	350	78.6
UNITED AIRLINES NETWORK	795	82.8	1018	86.6	833	83.8	5857	82.4	551	81.3	574	81.4
- UNITED AIRLINES	667	84.6	931	86.1	833	83.8	3992	83.3	309	79.6	574	81.4
- BRANDED CODESHARE PARTNERS	128	73.4	87	92.0	0	0.0	1865	80.5	242	83.5	0	0.0
TOTAL	14,435	82.0	7,706	79.2	16,483	84.3	11,792	79.3	9,167	87.4	5,698	77.5

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

AIR TRAVEL CONSUMER REPORT

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

SEPTEMBER 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	108	86.1	232	75.9	85	83.5	231	66.7	60	93.3	0	0.0	150	81.3	184	82.6
ALLEGiant AIR	0	0.0	82	72.0	315	70.5	34	100.0	8	100.0	0	0.0	0	0.0	43	76.7
AMERICAN AIRLINES	680	79.0	1267	76.8	784	72.7	1309	66.5	344	73.0	9442	81.5	2423	75.3	704	73.6
DELTA AIR LINES	18291	90.4	1010	79.2	708	85.7	2245	75.5	421	88.4	533	86.5	666	85.3	1020	85.6
ENDEAVOR AIR	2062	90.2	69	84.1	82	89.0	0	0.0	75	69.3	206	75.7	167	81.4	0	0.0
ENVOY AIR	106	81.1	664	83.9	231	82.3	175	72.6	27	88.9	415	83.1	309	83.5	0	0.0
FRONTIER AIRLINES	1073	65.1	27	66.7	114	78.1	56	73.2	232	64.7	277	60.6	90	71.1	2103	77.5
HAWAIIAN AIRLINES	0	0.0	12	91.7	0	0.0	17	64.7	0	0.0	0	0.0	0	0.0	0	0.0
JETBLUE AIRWAYS	342	54.1	136	62.5	178	61.8	3602	56.7	60	81.7	81	61.7	719	64.1	164	67.1
PSA AIRLINES	133	85.7	0	0.0	129	84.5	0	0.0	0	0.0	4008	83.4	2947	80.0	0	0.0
REPUBLIC AIRWAYS	115	88.7	4	25.0	414	82.1	1899	71.2	70	82.9	201	82.6	2218	81.9	0	0.0
SKYWEST AIRLINES	601	84.9	173	78.0	253	65.2	119	69.7	0	0.0	1	100.0	30	86.7	4077	84.1
SOUTHWEST AIRLINES	3066	84.6	3183	81.6	3955	84.2	570	57.7	5904	82.2	283	84.1	1310	78.9	8022	79.5
SPIRIT AIRLINES	1035	78.9	152	65.1	241	74.3	430	64.9	485	72.6	317	73.8	0	0.0	134	71.6
UNITED AIRLINES	747	79.4	816	79.4	575	85.0	1052	67.3	326	79.1	404	74.5	483	77.6	8276	86.5
TOTAL	28,359	87.2	7,827	79.4	8,064	81.2	11,739	65.8	8,012	80.9	16,168	81.4	11,512	78.5	24,727	82.4

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

AIR TRAVEL CONSUMER REPORT

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

SEPTEMBER 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	209	75.6	62	85.5	325	67.1	30	73.3	202	82.7	85	70.6	359	70.2	430	79.3
ALLEGiant AIR	0	0.0	0	0.0	48	91.7	152	63.2	33	90.9	0	0.0	0	0.0	598	70.6
AMERICAN AIRLINES	13265	81.8	424	76.7	579	66.1	323	76.2	69	73.9	524	76.7	1219	73.8	1152	73.9
DELTA AIR LINES	902	76.5	4737	87.9	569	72.6	875	84.9	252	82.5	651	78.8	2458	74.7	1299	81.1
ENDEAVOR AIR	0	0.0	1612	85.4	134	78.4	0	0.0	34	70.6	0	0.0	1514	74.2	0	0.0
ENVOY AIR	4962	83.0	0	0.0	32	78.1	0	0.0	24	87.5	108	74.1	0	0.0	0	0.0
FRONTIER AIRLINES	695	65.9	258	73.3	0	0.0	140	65.7	0	0.0	130	83.1	0	0.0	1352	72.3
HAWAIIAN AIRLINES	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	30	63.3	109	88.1
JETBLUE AIRWAYS	30	63.3	179	57.0	476	63.2	1416	62.6	0	0.0	86	61.6	3229	56.1	266	64.3
PSA AIRLINES	552	81.3	61	88.5	0	0.0	0	0.0	121	87.6	0	0.0	0	0.0	0	0.0
REPUBLIC AIRWAYS	0	0.0	379	80.7	2647	76.0	0	0.0	321	84.7	46	78.3	1539	75.9	0	0.0
SKYWEST AIRLINES	2391	79.0	1673	84.5	0	0.0	0	0.0	255	80.0	904	82.9	413	69.0	90	74.4
SOUTHWEST AIRLINES	0	0.0	345	78.3	0	0.0	1167	79.7	152	76.3	448	84.6	0	0.0	7345	74.0
SPIRIT AIRLINES	758	74.5	885	81.7	830	70.5	1980	73.1	0	0.0	606	70.6	0	0.0	2396	76.8
UNITED AIRLINES	767	75.0	205	81.5	5728	74.7	486	81.5	2811	78.4	5689	83.9	0	0.0	1093	79.2
TOTAL	24,531	80.6	10,820	84.5	11,368	73.6	6,569	74.0	4,274	79.6	9,277	81.7	10,761	68.7	16,130	75.1

* 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)

SEPTEMBER 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	727	75.8	0	0.0	180	80.0	0	0.0	30	83.3	81	87.7	307	76.9	60	75.0
ALLEGiant AIR	68	54.4	0	0.0	0	0.0	30	90.0	0	0.0	8	75.0	0	0.0	0	0.0
AMERICAN AIRLINES	2366	80.2	1521	73.0	1380	75.9	0	0.0	4049	78.9	357	79.3	3909	83.7	4080	76.4
DELTA AIR LINES	3129	83.0	2140	76.0	1565	79.7	114	86.0	805	69.8	5655	88.1	923	73.9	519	85.2
ENDEAVOR AIR	0	0.0	2633	74.4	0	0.0	0	0.0	0	0.0	516	87.2	4	100.0	0	0.0
ENVOY AIR	0	0.0	0	0.0	0	0.0	0	0.0	893	76.8	29	86.2	1731	78.8	0	0.0
FRONTIER AIRLINES	0	0.0	116	59.5	1631	66.5	440	72.0	245	62.0	60	76.7	75	70.7	1040	65.7
HAWAIIAN AIRLINES	181	86.2	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
JETBLUE AIRWAYS	1040	67.6	1235	62.5	1391	59.3	0	0.0	170	50.0	55	69.1	75	45.3	69	50.7
PSA AIRLINES	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	52	80.8	0	0.0	691	81.9
REPUBLIC AIRWAYS	0	0.0	3434	76.9	0	0.0	0	0.0	18	77.8	51	88.2	1065	86.8	621	79.4
SKYWEST AIRLINES	2973	91.0	172	76.7	0	0.0	164	88.4	0	0.0	2103	88.6	5005	77.3	0	0.0
SOUTHWEST AIRLINES	2443	73.3	1012	69.1	2839	78.8	6355	83.2	443	71.3	642	80.1	853	80.8	421	74.3
SPIRIT AIRLINES	1000	78.3	434	74.2	2289	72.5	0	0.0	552	66.7	111	82.9	694	72.2	468	69.7
UNITED AIRLINES	2225	84.6	674	73.0	983	79.2	0	0.0	343	72.0	510	77.3	7727	83.6	360	75.0
TOTAL	16,152	81.1	13,371	73.5	12,258	73.6	7,103	82.7	7,548	74.8	10,230	86.5	22,368	80.9	8,329	75.5

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

AIR TRAVEL CONSUMER REPORT

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

SEPTEMBER 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	366	79.0	745	83.0	7356	83.8	1000	79.6	112	83.0	60	81.7
ALLEGiant AIR	30	70.0	4	25.0	0	0.0	0	0.0	0	0.0	0	0.0
AMERICAN AIRLINES	4306	84.4	718	74.4	558	76.5	879	73.9	284	75.4	889	74.4
DELTA AIR LINES	816	85.3	808	84.4	2883	87.5	1127	85.4	4311	88.1	987	82.8
ENDEAVOR AIR	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
ENVOY AIR	323	89.2	0	0.0	25	92.0	0	0.0	0	0.0	59	83.1
FRONTIER AIRLINES	803	68.9	233	69.1	145	79.3	331	77.6	173	78.0	568	71.0
HAWAIIAN AIRLINES	30	76.7	60	90.0	60	73.3	64	71.9	0	0.0	0	0.0
JETBLUE AIRWAYS	60	60.0	175	58.3	129	62.8	456	66.0	178	64.6	427	67.0
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	5	100.0
SKYWEST AIRLINES	1627	89.8	814	87.1	2247	88.4	2957	79.0	2677	93.2	0	0.0
SOUTHWEST AIRLINES	5148	79.4	2954	76.3	744	69.2	755	66.4	999	81.9	1779	78.8
SPIRIT AIRLINES	105	76.2	170	76.5	77	72.7	0	0.0	123	77.2	350	78.6
UNITED AIRLINES	667	84.6	931	86.1	833	83.8	3992	83.3	309	79.6	574	81.4
TOTAL	14,281	82.2	7,612	79.4	15,057	83.9	11,561	79.4	9,166	87.4	5,698	77.5

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

AIR TRAVEL CONSUMER REPORT

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

SEPTEMBER 2023

ARRIVAL AIRPORT*																
SCHEDULED ARRIVAL TIME	ATL	AUS	BNA	BOS	BWI	CLT	DCA	DEN	DFW	DTW	EWB	FLL	IAD	IAH	JFK	LAS
0600-0659	93.4	89.1	94.7	76.4	84.4	91.4	90.1	93.5	86.0	93.5	76.6	79.3	68.8	88.3	81.2	92.4
0700-0759	94.9	97.2	94.8	83.6	96.4	88.2	87.0	92.2	88.5	91.7	84.9	65.4	88.4	92.7	76.6	93.3
0800-0859	93.0	94.0	87.1	84.4	93.1	88.1	85.2	91.1	81.5	92.2	90.3	89.1	95.3	91.7	74.7	89.9
0900-0959	93.2	91.2	90.2	88.4	93.7	86.5	83.6	90.5	84.9	93.1	86.1	87.3	92.6	86.4	85.2	87.6
1000-1059	91.7	87.7	87.0	85.5	89.1	87.6	87.1	88.9	87.3	89.8	91.1	92.1	70.6	89.5	90.2	86.2
1100-1159	92.9	89.2	89.8	85.8	85.7	88.1	88.6	87.7	85.9	88.9	89.2	87.7	88.7	90.5	85.5	83.9
1200-1259	91.6	82.8	87.5	78.2	92.3	88.9	85.6	89.6	89.5	85.6	85.5	83.9	92.8	87.7	75.5	78.9
1300-1359	91.2	81.5	86.3	73.3	88.8	82.7	83.4	86.7	85.6	86.3	84.0	83.7	85.7	87.7	77.0	74.8
1400-1459	91.3	84.0	85.3	68.5	86.1	86.7	80.6	87.4	85.9	84.4	78.0	76.1	90.9	84.5	77.2	71.4
1500-1559	88.0	78.5	81.4	66.4	82.8	82.9	77.7	82.3	83.9	84.0	70.9	82.2	76.6	82.3	76.0	65.5
1600-1659	85.1	80.1	77.8	59.6	79.1	79.9	77.2	76.6	82.8	81.9	63.7	66.4	71.2	76.3	70.2	70.6
1700-1759	81.3	73.7	75.4	51.3	77.4	80.1	75.2	67.7	72.1	84.8	63.6	69.7	73.8	73.6	58.5	63.8
1800-1859	82.1	70.4	72.9	50.3	77.0	74.6	72.8	74.8	75.5	80.3	63.4	63.3	76.9	70.2	57.3	64.6
1900-1959	82.1	71.1	74.2	48.5	68.9	69.8	69.3	76.6	71.4	78.8	57.4	54.5	72.5	73.0	57.0	66.9
2000-2059	82.0	64.2	68.3	44.4	67.7	75.4	69.8	70.1	73.4	83.8	61.8	56.2	75.5	78.6	58.1	65.6
2100-2159	81.8	70.5	72.2	52.1	61.2	67.2	68.0	73.6	69.5	76.0	61.9	58.2	75.2	75.0	52.5	72.9
2200-2259	68.4	73.6	65.7	57.3	64.9	67.6	70.3	74.3	68.4	75.2	62.7	69.1	67.1	73.0	49.7	67.4
2300-0559	73.7	74.5	78.2	63.4	66.9	75.5	69.0	74.2	73.7	78.1	70.9	67.8	84.3	75.1	60.5	71.4
TOTAL	87.2	79.4	81.2	65.8	80.9	81.4	78.5	82.4	80.6	84.5	73.6	74.0	79.6	81.7	68.7	75.1

* 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)

SEPTEMBER 2023

ARRIVAL AIRPORT*															
SCHEDULED ARRIVAL TIME	LAX	LGA	MCO	MDW	MIA	MSP	ORD	PHL	PHX	SAN	SEA	SFO	SLC	TPA	TOTAL
0600-0659	89.5	85.7	78.6	90.2	92.6	90.5	92.6	85.9	93.5	0.0	91.1	92.0	93.5	83.0	88.7
0700-0759	90.4	91.0	87.7	89.8	89.4	91.5	84.2	90.7	92.1	95.5	92.5	93.6	96.9	92.2	89.8
0800-0859	89.2	91.1	89.2	87.1	88.5	90.5	84.6	88.6	92.1	93.8	91.6	93.1	95.3	97.6	89.9
0900-0959	87.4	84.6	87.5	87.5	90.4	89.9	82.3	85.3	88.8	91.9	92.9	76.4	87.8	92.6	87.4
1000-1059	86.9	87.5	87.5	89.0	86.4	87.8	85.5	84.9	89.1	86.0	86.9	76.5	93.1	86.4	87.9
1100-1159	88.5	84.7	87.4	91.6	88.2	91.2	87.0	88.6	88.2	83.7	86.6	80.2	88.1	91.9	87.7
1200-1259	86.8	82.8	82.1	93.4	82.9	86.8	86.4	84.6	90.0	79.9	84.4	80.0	88.2	88.1	86.0
1300-1359	85.4	78.9	81.6	90.2	80.8	90.6	83.6	82.8	87.2	82.5	86.4	85.2	87.9	86.8	84.4
1400-1459	84.7	76.3	82.2	85.9	77.4	89.1	82.9	80.8	82.9	75.4	86.7	84.6	89.8	79.3	83.0
1500-1559	85.6	70.3	77.3	86.7	75.2	87.9	80.8	74.3	80.6	83.1	85.6	79.9	86.8	78.2	80.1
1600-1659	81.5	65.5	71.3	84.3	75.9	85.4	83.4	74.2	73.9	73.5	83.4	78.1	88.8	71.1	77.1
1700-1759	78.8	64.6	66.4	82.2	71.8	83.8	77.6	66.2	78.5	71.0	81.0	86.5	80.9	66.8	73.4
1800-1859	75.1	61.3	59.8	73.4	50.2	84.8	70.5	63.7	76.5	72.4	82.4	76.8	77.2	72.1	71.3
1900-1959	74.8	59.5	60.2	73.0	50.4	84.7	72.1	61.9	74.3	71.7	81.6	78.7	83.3	72.7	71.3
2000-2059	76.2	62.8	61.7	76.6	54.3	81.7	74.1	65.4	73.1	73.5	77.9	77.7	85.1	63.4	71.4
2100-2159	77.1	60.9	62.1	67.4	60.4	72.2	79.0	66.6	71.5	73.4	75.8	74.0	83.5	66.7	70.2
2200-2259	62.5	62.9	56.0	73.6	64.9	77.9	75.0	68.5	65.4	72.0	74.4	71.8	77.4	69.4	68.0
2300-0559	71.3	66.5	64.0	73.7	69.3	82.0	82.1	66.0	67.5	74.9	81.9	69.2	71.2	69.1	71.6
TOTAL	81.1	73.5	73.6	82.7	74.8	86.5	80.9	75.5	82.2	79.4	83.9	79.4	87.4	77.5	79.7

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

AIR TRAVEL CONSUMER REPORT

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

SEPTEMBER 2023

DEPARTURE AIRPORT*																
SCHEDULED DEPARTURE TIME	ATL	AUS	BNA	BOS	BWI	CLT	DCA	DEN	DFW	DTW	EWR	FLL	IAD	IAH	JFK	LAS
0600-0659	88.8	94.5	93.1	87.3	89.9	89.5	91.1	94.4	85.8	90.6	87.4	91.2	86.6	88.7	87.8	93.1
0700-0759	91.8	90.7	90.8	82.3	87.2	89.8	90.5	89.5	89.7	91.1	85.9	89.4	90.3	88.2	85.9	91.0
0800-0859	93.5	90.6	92.1	80.9	87.7	83.7	87.3	86.5	88.3	90.2	86.9	83.6	89.2	89.9	82.7	87.9
0900-0959	90.3	90.8	82.7	82.8	87.6	89.2	85.4	84.4	81.8	86.9	86.6	75.9	91.8	91.9	77.3	85.0
1000-1059	89.7	87.2	87.6	81.8	82.5	84.7	86.4	85.3	83.5	88.1	83.7	80.4	92.6	87.8	75.4	83.2
1100-1159	86.2	84.5	84.8	78.8	80.7	88.1	85.6	83.4	80.1	85.2	87.1	84.1	85.1	82.5	79.0	79.7
1200-1259	88.9	79.0	86.3	71.0	78.3	84.3	81.4	77.2	81.3	86.2	77.9	75.4	86.5	86.0	77.5	73.7
1300-1359	86.5	75.6	79.9	70.7	76.6	85.4	81.0	79.7	77.2	83.3	80.7	73.5	85.6	76.6	72.2	70.4
1400-1459	84.3	73.5	77.8	61.9	65.6	77.8	78.1	69.4	77.5	82.8	73.0	68.4	91.7	77.3	64.4	65.1
1500-1559	83.1	78.5	73.5	63.9	59.6	76.4	73.0	70.1	75.0	79.4	69.9	66.7	82.5	79.0	66.8	61.3
1600-1659	77.3	70.6	69.7	60.1	64.0	75.3	71.5	70.8	75.9	79.7	63.7	65.6	80.9	71.8	68.2	61.2
1700-1759	79.2	70.9	69.5	52.9	67.4	69.4	76.0	68.2	74.2	72.5	63.6	56.3	64.6	68.9	59.3	60.6
1800-1859	75.5	72.5	74.6	51.2	58.9	73.3	67.7	57.0	71.7	78.0	61.4	61.7	71.6	73.2	54.9	59.3
1900-1959	74.0	67.0	72.5	43.4	60.8	67.2	73.2	68.9	68.9	74.4	63.6	51.1	80.0	64.3	57.3	61.0
2000-2059	78.6	69.4	70.0	47.9	52.5	71.9	73.0	70.3	70.6	77.4	60.5	44.4	65.2	71.3	54.4	60.5
2100-2159	79.8	67.3	68.4	40.4	55.6	72.2	88.3	69.9	71.9	83.8	63.7	47.9	0.0	76.4	62.1	62.8
2200-2259	81.4	44.4	70.0	50.9	55.4	65.3	74.8	61.0	69.5	76.2	55.2	50.7	76.1	78.3	52.0	75.1
2300-0559	83.6	92.9	93.0	92.8	94.3	79.5	80.0	83.9	88.7	84.4	89.8	96.3	96.0	88.3	79.9	82.2
TOTAL	84.2	79.8	80.9	69.3	72.8	79.4	80.2	77.0	78.2	83.9	74.9	70.3	80.3	79.6	70.6	74.1

* 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)

SEPTEMBER 2023

DEPARTURE AIRPORT*															
SCHEDULED DEPARTURE TIME	LAX	LGA	MCO	MDW	MIA	MSP	ORD	PHL	PHX	SAN	SEA	SFO	SLC	TPA	TOTAL
0600-0659	92.8	88.7	90.3	91.8	90.8	90.6	90.4	92.1	94.3	94.8	92.2	93.0	89.8	95.8	91.1
0700-0759	90.8	87.3	92.1	89.2	86.7	91.6	92.1	82.7	89.9	95.3	88.4	92.3	90.1	92.0	89.6
0800-0859	88.2	88.2	92.7	88.2	92.9	90.8	85.2	90.1	88.7	92.4	87.0	89.5	90.9	90.7	88.5
0900-0959	82.6	85.5	84.2	80.7	87.1	90.1	83.2	82.0	88.1	89.0	87.4	86.4	91.1	89.0	86.0
1000-1059	82.7	82.7	82.4	76.7	84.6	85.5	80.6	86.3	87.8	88.2	82.3	77.2	90.0	86.3	84.3
1100-1159	82.8	82.4	81.9	78.6	74.8	88.1	76.2	87.0	84.7	83.5	81.2	77.2	90.5	86.7	83.4
1200-1259	82.5	80.1	81.9	82.1	84.4	87.3	78.3	82.0	84.1	85.1	79.0	77.2	83.3	82.2	81.6
1300-1359	82.4	76.2	73.1	80.0	73.9	82.4	81.6	76.5	81.0	75.4	78.4	79.6	80.8	81.6	79.2
1400-1459	80.1	71.3	73.1	72.9	75.1	84.7	79.2	77.0	79.6	81.9	77.7	78.0	79.5	80.1	76.0
1500-1559	79.1	68.6	69.6	69.7	66.7	84.1	78.4	73.7	77.3	74.4	80.6	76.9	84.1	70.1	74.2
1600-1659	77.6	63.7	66.8	71.3	62.5	79.4	74.7	67.2	74.3	80.1	78.8	83.1	84.8	69.1	72.4
1700-1759	79.4	60.5	61.4	71.6	71.4	73.6	75.8	70.1	74.9	72.5	81.4	76.5	84.4	63.8	70.0
1800-1859	80.2	58.8	58.0	70.8	58.8	79.7	78.0	67.6	75.3	70.3	80.3	87.8	80.7	66.1	70.1
1900-1959	81.0	60.8	52.7	66.9	60.6	78.0	72.0	66.7	75.1	78.8	83.3	82.7	68.4	70.2	68.2
2000-2059	72.1	55.1	52.1	60.9	57.3	84.5	70.0	65.4	79.8	69.1	80.2	76.4	86.1	68.9	68.5
2100-2159	75.9	63.0	54.1	66.6	59.0	82.7	76.8	71.1	73.7	70.1	76.6	85.5	87.4	74.0	71.2
2200-2259	80.3	54.4	48.3	58.5	68.1	85.9	52.5	55.6	79.4	88.7	75.6	85.4	87.3	63.0	73.9
2300-0559	82.8	87.0	75.8	92.8	93.0	90.5	89.5	83.7	87.5	0.0	85.5	85.6	87.9	90.7	86.0
TOTAL	82.7	73.8	73.4	76.1	73.2	85.2	79.8	77.9	82.5	82.9	82.6	83.4	86.7	81.0	78.9

* 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
SEPTEMBER 2023

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Aberdeen, SD (ABR)	93.3	93.3	60	60
Abilene, TX (ABI)	86.4	86.4	118	118
Adak Island, AK (ADK)	88.9	88.9	9	9
Aguadilla, PR (BQN)	68.6	68.9	210	212
Akron, OH (CAK)	77.2	80.9	298	298
Albany, GA (ABY)	88.3	90.0	60	60
Albany, NY (ALB)	76.4	82.8	923	923
Albuquerque, NM (ABQ)	81.4	84.7	2136	2131
Alexandria, LA (AEX)	89.2	83.1	148	148
Allentown/Bethlehem/Easton, PA (ABE)	82.5	89.1	377	376
Alpena, MI (APN)	86.5	88.5	52	52
Amarillo, TX (AMA)	81.9	88.7	432	433
Anchorage, AK (ANC)	83.1	86.1	1559	1564
Appleton, WI (ATW)	78.4	82.4	408	408
Arcata/Eureka, CA (ACV)	76.8	88.0	142	142
Asheville, NC (AVL)	75.6	76.9	1039	1039
Ashland, WV (HTS)	71.4	57.1	28	28
Aspen, CO (ASE)	76.0	79.7	459	462
Atlanta, GA (ATL)	87.2	84.2	28359	28344
Atlantic City, NJ (ACY)	79.9	85.5	249	249
Augusta, GA (AGS)	85.8	87.9	289	289
Austin, TX (AUS)	79.4	79.8	7827	7831
Bakersfield, CA (BFL)	79.7	85.3	232	232
Baltimore, MD (BWI)	80.9	72.8	8012	8012
Bangor, ME (BGR)	76.0	75.9	541	540
Barrow, AK (BRW)	83.3	86.7	30	30
Baton Rouge, LA (BTR)	83.1	88.6	402	402
Beaumont/Port Arthur, TX (BPT)	71.7	78.3	60	60
Belleville, IL (BLV)	92.7	90.9	55	55
Bellingham, WA (BLI)	87.0	87.0	216	216
Bemidji, MN (BJI)	83.6	80.0	61	60
Bend/Redmond, OR (RDM)	91.1	92.4	503	503
Bethel, AK (BET)	75.0	56.7	60	60
Billings, MT (BIL)	85.4	88.9	253	253
Binghamton, NY (BGM)	68.5	79.6	54	54
Birmingham, AL (BHM)	80.1	83.7	1423	1421
Bishop, CA (BIH)	100.0	100.0	4	4
Bismarck/Mandan, ND (BIS)	83.5	84.8	284	283
Bloomington/Normal, IL (BMI)	90.3	91.7	145	145
Boise, ID (BOI)	86.0	89.5	1813	1808
Boston, MA (BOS)	65.8	69.3	11739	11742

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Bozeman, MT (BZN)	84.5	86.4	808	809
Brainerd, MN (BRD)	96.1	96.1	51	51
Bristol/Johnson City/Kingsport, TN (TRI)	87.6	90.4	282	280
Brownsville, TX (BRO)	82.8	82.0	134	133
Brunswick, GA (BQK)	80.0	81.7	60	60
Buffalo, NY (BUF)	74.0	78.8	1882	1879
Burbank, CA (BUR)	81.7	84.3	2562	2563
Burlington, VT (BTV)	80.1	80.4	698	698
Butte, MT (BTM)	96.4	94.6	56	56
Casper, WY (CPR)	78.9	88.7	95	97
Cedar City, UT (CDC)	92.2	98.0	51	51
Cedar Rapids/Iowa City, IA (CID)	79.8	86.5	604	602
Champaign/Urbana, IL (CMI)	71.7	87.1	92	93
Charleston, SC (CHS)	76.0	79.3	2069	2069
Charleston/Dunbar, WV (CRW)	75.1	81.5	313	313
Charlotte Amalie, VI (STT)	79.7	77.3	207	207
Charlotte, NC (CLT)	81.4	79.4	16168	16175
Charlottesville, VA (CHO)	80.0	82.1	235	235
Chattanooga, TN (CHA)	84.5	85.3	515	516
Cheyenne, WY (CYS)	90.0	97.4	40	39
Chicago, IL (MDW)	82.7	76.1	7103	7109
Chicago, IL (ORD)	80.9	79.8	22368	22384
Christiansted, VI (STX)	82.0	90.0	50	50
Cincinnati, OH (CVG)	80.1	83.9	3289	3291
Clarksburg/Fairmont, WV (CKB)	87.5	75.0	8	8
Cleveland, OH (CLE)	78.4	82.0	3719	3718
Cody, WY (COD)	93.8	75.0	16	16
College Station/Bryan, TX (CLL)	82.4	83.5	91	91
Colorado Springs, CO (COS)	80.1	86.9	1043	1043
Columbia, MO (COU)	84.7	81.4	118	118
Columbia, SC (CAE)	83.7	85.4	553	554
Columbus, GA (CSG)	82.5	83.8	80	80
Columbus, MS (GTR)	88.3	93.3	60	60
Columbus, OH (CMH)	79.6	85.2	3483	3485
Columbus, OH (LCK)	83.9	87.5	56	56
Concord, NC (USA)	79.0	75.8	62	62
Cordova, AK (CDV)	80.0	66.7	60	60
Corpus Christi, TX (CRP)	86.6	90.1	335	334
Dallas, TX (DAL)	81.5	78.3	6216	6221
Dallas/Fort Worth, TX (DFW)	80.6	78.2	24531	24533
Dayton, OH (DAY)	81.0	87.0	616	615

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

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Daytona Beach, FL (DAB)	83.4	81.4	199	199
Deadhorse, AK (SCC)	91.2	94.1	34	34
Decatur, IL (DEC)	77.8	80.2	81	81
Denver, CO (DEN)	82.4	77.0	24727	24738
Des Moines, IA (DSM)	73.0	81.4	1246	1244
Detroit, MI (DTW)	84.5	83.9	10820	10819
Devils Lake, ND (DVL)	92.9	83.9	56	56
Dickinson, ND (DIK)	88.2	88.2	51	51
Dillingham, AK (DLG)	66.7	70.0	30	30
Dodge City, KS (DDC)	84.3	86.3	51	51
Dothan, AL (DHN)	88.3	91.7	60	60
Duluth, MN (DLH)	79.0	84.6	195	195
Durango, CO (DRO)	84.4	86.3	320	320
Eagle, CO (EGE)	86.2	89.5	123	124
El Paso, TX (ELP)	81.2	84.7	1449	1449
Elko, NV (EKO)	96.8	96.7	31	30
Elmira/Corning, NY (ELM)	92.4	87.3	79	79
Escanaba, MI (ESC)	93.3	86.7	60	60
Eugene, OR (EUG)	82.7	84.3	626	624
Evansville, IN (EVV)	86.5	87.7	171	171
Everett, WA (PAE)	84.0	89.8	50	49
Fairbanks, AK (FAI)	84.9	84.2	265	265
Fargo, ND (FAR)	81.6	84.2	485	486
Fayetteville, AR (XNA)	81.5	81.6	1016	1017
Fayetteville, NC (FAY)	90.6	93.1	117	116
Flagstaff, AZ (FLG)	86.3	88.5	139	139
Flint, MI (FNT)	70.4	80.8	152	151
Fort Dodge, IA (FOD)	78.4	86.3	51	51
Fort Lauderdale, FL (FLL)	74.0	70.3	6569	6571
Fort Myers, FL (RSW)	78.9	82.3	1972	1971
Fort Smith, AR (FSM)	79.1	82.6	86	86
Fort Wayne, IN (FWA)	81.4	82.7	381	381
Fresno, CA (FAT)	82.7	88.1	996	996
Gainesville, FL (GNV)	90.6	89.0	235	236
Garden City, KS (GCK)	80.0	88.3	60	60
Gillette, WY (GCC)	86.5	90.4	52	52
Grand Forks, ND (GFK)	91.8	93.9	98	98
Grand Island, NE (GRI)	78.4	71.6	74	74
Grand Junction, CO (GJT)	84.6	86.0	286	286
Grand Rapids, MI (GRR)	79.1	83.5	1409	1410
Great Falls, MT (GTF)	87.4	89.3	214	214

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Green Bay, WI (GRB)	83.3	88.0	342	343
Greensboro/High Point, NC (GSO)	80.1	85.2	863	863
Greer, SC (GSP)	80.9	86.7	1095	1097
Guam, TT (GUM)	88.5	93.4	61	61
Gulfport/Biloxi, MS (GPT)	86.1	90.5	252	252
Gunnison, CO (GUC)	86.2	94.8	58	58
Hagerstown, MD (HGR)	72.7	63.6	11	11
Hancock/Houghton, MI (CMX)	60.0	78.3	60	60
Harlingen/San Benito, TX (HRL)	80.6	86.9	360	360
Harrisburg, PA (MDT)	80.9	84.6	481	481
Hartford, CT (BDL)	76.5	81.9	1733	1732
Hattiesburg/Laurel, MS (PIB)	92.2	88.2	51	51
Hayden, CO (HDN)	85.8	82.5	120	120
Hays, KS (HYS)	75.0	81.7	60	60
Helena, MT (HLN)	87.2	90.4	125	125
Hibbing, MN (HIB)	84.6	88.5	52	52
Hilo, HI (ITO)	93.8	95.7	608	608
Hilton Head, SC (HHH)	86.4	82.3	198	198
Honolulu, HI (HNL)	88.6	88.8	5024	5018
Houston, TX (HOU)	81.4	80.5	4499	4504
Houston, TX (IAH)	81.7	79.6	9277	9283
Huntsville, AL (HSV)	84.2	85.5	692	692
Hyannis, MA (HYA)	90.0	80.0	10	10
Idaho Falls, ID (IDA)	87.7	85.9	269	269
Indianapolis, IN (IND)	78.5	84.1	3742	3745
International Falls, MN (INL)	80.8	84.6	52	52
Iron Mountain/Kingsfd, MI (IMT)	85.0	88.3	60	60
Islip, NY (ISP)	75.7	76.0	333	333
Ithaca/Cortland, NY (ITH)	74.6	85.5	63	62
Jackson, WY (JAC)	83.4	83.8	453	456
Jackson/Vicksburg, MS (JAN)	83.8	87.1	629	628
Jacksonville, FL (JAX)	75.3	80.2	2254	2253
Jacksonville/Camp Lejeune, NC (OAJ)	85.5	87.1	117	116
Jamestown, ND (JMS)	92.9	89.3	56	56
Johnstown, PA (JST)	78.3	88.3	60	60
Joplin, MO (JLN)	82.7	86.5	52	52
Juneau, AK (JNU)	86.9	89.5	429	430
Kahului, HI (OGG)	91.2	92.8	2200	2201
Kalamazoo, MI (AZO)	87.2	87.2	78	78
Kalispell, MT (FCA)	88.2	87.9	355	356
Kansas City, MO (MCI)	79.4	81.7	4104	4104

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

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Ketchikan, AK (KTN)	84.5	80.8	219	219
Key West, FL (EYW)	84.9	84.0	331	331
Killeen, TX (GRK)	81.4	79.3	140	140
King Salmon, AK (AKN)	100.0	100.0	30	30
Knoxville, TN (TYS)	78.3	83.9	1247	1248
Kodiak, AK (ADQ)	87.5	90.9	88	88
Kona, HI (KOA)	90.3	92.3	1413	1414
Kotzebue, AK (OTZ)	80.0	90.0	30	30
La Crosse, WI (LSE)	66.7	74.0	51	50
Lafayette, LA (LFT)	80.7	86.6	270	269
Lake Charles, LA (LCH)	78.4	84.1	88	88
Lansing, MI (LAN)	75.0	80.8	104	104
Laramie, WY (LAR)	82.4	86.3	51	51
Laredo, TX (LRD)	88.1	91.3	126	126
Las Vegas, NV (LAS)	75.1	74.1	16130	16110
Latrobe, PA (LBE)	83.3	85.0	60	60
Lawton/Fort Sill, OK (LAW)	78.3	73.5	83	83
Lewiston, ID (LWS)	91.7	85.0	60	60
Lexington, KY (LEX)	84.9	85.5	601	601
Liberal, KS (LBL)	78.4	84.3	51	51
Lihue, HI (LIH)	90.8	90.0	1295	1297
Lincoln, NE (LNK)	76.5	81.4	102	102
Little Rock, AR (LIT)	78.4	83.7	1003	1001
Long Beach, CA (LGB)	79.8	78.7	1434	1434
Longview, TX (GGG)	78.9	78.9	57	57
Los Angeles, CA (LAX)	81.1	82.7	16152	16152
Louisville, KY (SDF)	82.1	85.1	2041	2039
Lubbock, TX (LBB)	80.9	88.1	518	519
Madison, WI (MSN)	81.0	83.7	983	982
Manchester, NH (MHT)	77.8	87.5	527	527
Manhattan/Ft. Riley, KS (MHK)	94.4	94.1	18	17
Marquette, MI (MQT)	76.7	73.3	30	30
Martha's Vineyard, MA (MVY)	69.4	66.0	144	144
Mason City, IA (MCW)	90.2	82.4	51	51
Medford, OR (MFR)	87.7	90.6	383	383
Melbourne, FL (MLB)	85.7	88.6	210	210
Memphis, TN (MEM)	80.8	86.8	1978	1981
Meridian, MS (MEI)	84.3	90.2	51	51
Miami, FL (MIA)	74.8	73.2	7548	7554
Midland/Odessa, TX (MAF)	82.4	86.5	682	680
Milwaukee, WI (MKE)	81.1	83.9	2319	2317

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Minneapolis, MN (MSP)	86.5	85.2	10230	10226
Minot, ND (MOT)	87.1	88.2	178	178
Mission/McAllen/Edinburg, TX (MFE)	82.3	90.5	254	253
Missoula, MT (MSO)	86.7	88.5	375	375
Moab, UT (CNY)	85.1	91.9	74	74
Mobile, AL (MOB)	86.3	84.7	197	196
Moline, IL (MLI)	77.6	86.7	196	196
Monroe, LA (MLU)	87.7	87.7	146	146
Monterey, CA (MRY)	87.0	86.7	362	362
Montgomery, AL (MGM)	86.3	79.7	197	197
Montrose/Delta, CO (MTJ)	78.5	79.0	181	181
Mosinee, WI (CWA)	76.7	88.3	60	60
Myrtle Beach, SC (MYR)	83.1	85.6	1299	1302
Nantucket, MA (ACK)	69.3	68.8	231	231
Nashville, TN (BNA)	81.2	80.9	8064	8064
New Bern/Morehead/Beaufort, NC (EWN)	0.0	0.0	1	1
New Orleans, LA (MSY)	79.2	79.8	3618	3616
New York, NY (JFK)	68.7	70.6	10761	10760
New York, NY (LGA)	73.5	73.8	13371	13372
Newark, NJ (EWR)	73.6	74.9	11368	11373
Newburgh/Poughkeepsie, NY (SWF)	88.5	80.8	26	26
Niagara Falls, NY (IAG)	94.1	82.4	17	17
Nome, AK (OME)	75.0	81.3	32	32
Norfolk, VA (ORF)	76.7	80.2	1975	1974
North Bend/Coos Bay, OR (OTH)	57.9	63.2	38	38
North Platte, NE (LBF)	94.2	94.2	52	52
Oakland, CA (OAK)	80.2	79.4	3792	3793
Oklahoma City, OK (OKC)	79.9	86.2	1793	1791
Omaha, NE (OMA)	80.1	86.2	1874	1871
Ontario, CA (ONT)	77.7	84.5	2080	2078
Orlando, FL (MCO)	73.6	73.4	12258	12265
Pago Pago, TT (PPG)	50.0	87.5	8	8
Palm Springs, CA (PSP)	81.5	85.6	755	752
Panama City, FL (ECP)	88.4	90.8	554	555
Pasco/Kennewick/Richland, WA (PSC)	87.3	90.2	488	489
Pellston, MI (PLN)	85.9	92.2	64	64
Pensacola, FL (PNS)	80.4	83.7	923	923
Peoria, IL (PIA)	79.3	79.3	270	270
Petersburg, AK (PSG)	86.7	86.7	60	60
Philadelphia, PA (PHL)	75.5	77.9	8329	8331
Phoenix, AZ (AZA)	77.5	86.7	293	293

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

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Phoenix, AZ (PHX)	82.2	82.5	14281	14285
Pittsburgh, PA (PIT)	79.4	83.6	3427	3432
Plattsburgh, NY (PBG)	87.5	62.5	8	8
Pocatello, ID (PIH)	96.4	98.2	56	56
Ponce, PR (PSE)	63.8	65.7	69	70
Portland, ME (PWM)	74.4	76.7	1190	1188
Portland, OR (PDX)	84.1	87.0	4919	4913
Portsmouth, NH (PSM)	88.2	70.6	17	17
Prescott, AZ (PRC)	85.0	80.0	60	60
Providence, RI (PVD)	78.2	80.5	1236	1235
Provo, UT (PVU)	63.1	82.1	84	84
Punta Gorda, FL (PGD)	78.5	80.7	311	311
Raleigh/Durham, NC (RDU)	76.9	79.4	5260	5255
Rapid City, SD (RAP)	85.7	84.2	412	411
Redding, CA (RDD)	83.9	82.5	137	137
Reno, NV (RNO)	81.1	81.6	1654	1653
Rhineland, WI (RHI)	90.0	90.0	60	60
Richmond, VA (RIC)	77.1	81.9	1594	1594
Riverton/Lander, WY (RIW)	97.4	89.5	38	38
Roanoke, VA (ROA)	78.6	88.2	238	238
Rochester, MN (RST)	80.5	82.8	87	87
Rochester, NY (ROC)	74.7	79.2	1091	1089
Rock Springs, WY (RKS)	89.5	100.0	38	38
Rockford, IL (RFD)	84.8	76.1	46	46
Roswell, NM (ROW)	83.3	86.7	60	60
Sacramento, CA (SMF)	81.1	83.9	4421	4422
Saginaw/Bay City/Midland, MI (MBS)	79.1	81.4	172	172
Saipan, TT (SPN)	100.0	96.8	31	31
Salina, KS (SLN)	80.0	76.7	60	60
Salt Lake City, UT (SLC)	87.4	86.7	9166	9166
San Angelo, TX (SJT)	85.7	83.3	84	84
San Antonio, TX (SAT)	80.4	85.6	3321	3322
San Diego, CA (SAN)	79.4	82.9	7612	7612
San Francisco, CA (SFO)	79.4	83.4	11561	11543
San Jose, CA (SJC)	82.2	82.7	4370	4371
San Juan, PR (SJU)	72.3	76.0	2183	2192
San Luis Obispo, CA (SBP)	79.8	82.4	466	465
Sanford, FL (SFB)	71.7	78.4	519	519
Santa Ana, CA (SNA)	83.0	82.7	3762	3765
Santa Barbara, CA (SBA)	82.1	85.6	632	631
Santa Fe, NM (SAF)	76.3	81.5	173	173

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Santa Maria, CA (SMX)	87.5	50.0	8	8
Santa Rosa, CA (STS)	81.7	83.4	344	344
Sarasota/Bradenton, FL (SRQ)	78.1	82.9	878	878
Sault Ste. Marie, MI (CIU)	85.0	86.7	60	60
Savannah, GA (SAV)	78.8	78.6	1404	1404
Scottsbluff, NE (BFF)	76.9	90.6	52	53
Scranton/Wilkes-Barre, PA (AVP)	73.7	80.4	194	194
Seattle, WA (SEA)	83.9	82.6	15057	15041
Sheridan, WY (SHR)	90.4	94.2	52	52
Shreveport, LA (SHV)	82.8	81.6	320	320
Sioux City, IA (SUX)	83.3	80.0	60	60
Sioux Falls, SD (FSD)	83.1	85.4	563	563
Sitka, AK (SIT)	83.7	84.6	129	130
South Bend, IN (SBN)	78.0	79.6	559	558
Spokane, WA (GEG)	82.5	89.5	1569	1567
Springfield, MO (SGF)	81.1	83.5	647	648
St. George, UT (SGU)	84.7	89.3	281	281
St. Louis, MO (STL)	82.0	80.4	5348	5346
St. Petersburg, FL (PIE)	79.8	81.8	455	455
State College, PA (SCE)	69.5	80.0	95	95
Stillwater, OK (SWO)	86.2	84.5	58	58
Stockton, CA (SCK)	80.5	61.0	41	41
Sun Valley/Hailey/Ketchum, ID (SUN)	96.5	94.0	115	116
Syracuse, NY (SYR)	77.6	83.2	1103	1104
Tallahassee, FL (TLH)	84.9	90.5	444	444
Tampa, FL (TPA)	77.5	81.0	5698	5700
Texarkana, AR (TXK)	78.2	78.2	87	87
Toledo, OH (TOL)	87.5	50.0	8	8
Traverse City, MI (TVC)	86.4	86.8	331	333
Trenton, NJ (TTN)	67.0	71.9	185	185
Tucson, AZ (TUS)	83.1	87.1	1334	1332
Tulsa, OK (TUL)	79.9	86.3	1470	1468
Twin Falls, ID (TWF)	98.2	98.2	56	56
Tyler, TX (TYR)	79.1	86.0	86	86
Valdosta, GA (VLD)	86.7	93.3	60	60
Valparaiso, FL (VPS)	86.1	86.5	741	741
Vernal, UT (VEL)	86.3	88.2	51	51
Victoria, TX (VCT)	90.2	92.2	51	51
Waco, TX (ACT)	73.8	70.2	84	84
Walla Walla, WA (ALW)	90.9	92.6	55	54
Washington, DC (DCA)	78.5	80.2	11512	11513

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

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Washington, DC (IAD)	79.6	80.3	4274	4278
West Palm Beach, FL (PBI)	72.8	76.6	1644	1642
West Yellowstone, MT (WYS)	83.3	86.7	60	60
White Plains, NY (HPN)	74.4	78.5	970	970
Wichita Falls, TX (SPS)	75.9	84.5	58	58
Wichita, KS (ICT)	80.3	87.1	753	753
Williston, ND (XWA)	82.0	85.3	150	150
Wilmington, NC (ILM)	82.7	83.6	665	666
Worcester, MA (ORH)	72.3	64.4	101	101
Wrangell, AK (WRG)	85.0	83.3	60	60
Yakutat, AK (YAK)	78.3	65.0	60	60
Yuma, AZ (YUM)	92.5	91.9	147	148

AIR TRAVEL CONSUMER REPORT

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

SEPTEMBER 2023

CARRIER ¹	AT ALL US AIRPORTS				
	NUMBER OF AIRPORTS REPORTED	FLIGHT OPERATIONS SCHEDULED	FLIGHT OPERATIONS CANCELLED	PERCENT OF OPERATIONS CANCELLED	RANK
ALASKA AIRLINES NETWORK	105	33901	103	0.3	1
- ALASKA AIRLINES	88	21426	87	0.4	
- BRANDED CODESHARE PARTNERS	57	12475	16	0.1	
ALLEGiant AIR	116	6892	22	0.3	2
SOUTHWEST AIRLINES	107	117870	660	0.6	3
HAWAIIAN AIRLINES	21	6718	69	1.0	4
AMERICAN AIRLINES NETWORK	223	146825	1788	1.2	5
- AMERICAN AIRLINES	126	76972	640	0.8	
- BRANDED CODESHARE PARTNERS	201	69853	1148	1.6	
DELTA AIR LINES NETWORK	210	124220	1818	1.5	6
- DELTA AIR LINES	141	81701	418	0.5	
- BRANDED CODESHARE PARTNERS	177	42519	1400	3.3	
UNITED AIRLINES NETWORK	218	109488	1645	1.5	7
- UNITED AIRLINES	117	62591	760	1.2	
- BRANDED CODESHARE PARTNERS	197	46897	885	1.9	
SPIRIT AIRLINES	63	21036	334	1.6	8
FRONTIER AIRLINES	77	16353	329	2.0	9
JETBLUE AIRWAYS	68	21412	724	3.4	10
TOTAL AIRPORTS SERVED	354	604,715	7,492	1.2	

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

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

AIR TRAVEL CONSUMER REPORT

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

SEPTEMBER 2023

CARRIER ¹	AT ALL US AIRPORTS				
	NUMBER OF AIRPORTS REPORTED	FLIGHT OPERATIONS SCHEDULED	FLIGHT OPERATIONS CANCELLED	PERCENT OF OPERATIONS CANCELLED	RANK
ALLEGiant AIR	116	6892	22	0.3	1
ENVOY AIR	129	18789	69	0.4	2
SKYWEST AIRLINES	247	59245	230	0.4	3
ALASKA AIRLINES	88	21426	87	0.4	4
DELTA AIR LINES	141	81701	418	0.5	5
SOUTHWEST AIRLINES	107	117870	660	0.6	6
AMERICAN AIRLINES	126	76972	640	0.8	7
HAWAIIAN AIRLINES	21	6718	69	1.0	8
UNITED AIRLINES	117	62591	760	1.2	9
PSA AIRLINES	88	16175	232	1.4	10
SPIRIT AIRLINES	63	21036	334	1.6	11
FRONTIER AIRLINES	77	16353	329	2.0	12
JETBLUE AIRWAYS	68	21412	724	3.4	13
ENDEAVOR AIR	106	17319	777	4.5	14
REPUBLIC AIRWAYS	82	24839	1707	6.9	15
TOTAL AIRPORTS SERVED	340	569,338	7,058	1.2	

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

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

AIR TRAVEL CONSUMER REPORT

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

RANK	CARRIER ¹	JANUARY- SEPTEMBER 2023			JANUARY- SEPTEMBER 2022		
		FLIGHT OPERATIONS SCHEDULED	FLIGHT OPERATIONS CANCELLED	PERCENT OF OPERATIONS CANCELLED	FLIGHT OPERATIONS SCHEDULED	FLIGHT OPERATIONS CANCELLED	PERCENT OF OPERATIONS CANCELLED
1	ALASKA AIRLINES NETWORK	291,397	2,312	0.79	291,857	5,422	1.86
	- ALASKA AIRLINES	186,383	1,715	0.92	169,799	4,060	2.39
	- BRANDED CODESHARE PARTNERS	105,014	597	0.57	122,058	1,362	1.12
2	ALLEGiant AIR	87,476	697	0.80	89,803	3,317	3.69
3	SOUTHWEST AIRLINES	1,059,603	12,988	1.23	963,224	23,304	2.42
4	HAWAIIAN AIRLINES	60,729	774	1.27	54,788	370	0.68
5	AMERICAN AIRLINES NETWORK	1,315,529	19,527	1.48	1,338,279	44,353	3.31
	- AMERICAN AIRLINES	707,372	9,497	1.34	646,491	23,341	3.61
	- BRANDED CODESHARE PARTNERS	608,157	10,030	1.65	691,788	21,012	3.04
6	DELTA AIR LINES NETWORK	1,114,196	17,677	1.59	1,096,319	23,956	2.19
	- DELTA AIR LINES	738,244	9,926	1.34	665,547	11,658	1.75
	- BRANDED CODESHARE PARTNERS	375,952	7,751	2.06	430,772	12,298	2.85
7	SPIRIT AIRLINES	194,830	3,942	2.02	168,912	5,088	3.01
8	UNITED AIRLINES NETWORK	974,632	21,339	2.19	953,408	29,557	3.10
	- UNITED AIRLINES	548,575	9,999	1.82	457,820	9,818	2.14
	- BRANDED CODESHARE PARTNERS	426,057	11,340	2.66	495,588	19,739	3.98
9	JETBLUE AIRWAYS	210,107	5,613	2.67	202,362	8,975	4.44
10	FRONTIER AIRLINES	128,670	3,550	2.76	113,406	3,191	2.81
	TOTAL	5,437,169	88,419	1.63	5,272,358	147,533	2.80

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

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

AIR TRAVEL CONSUMER REPORT

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

RANK	CARRIER ¹	JANUARY- SEPTEMBER 2023			JANUARY- SEPTEMBER 2022		
		FLIGHT OPERATIONS SCHEDULED	FLIGHT OPERATIONS CANCELLED	PERCENT OF OPERATIONS CANCELLED	FLIGHT OPERATIONS SCHEDULED	FLIGHT OPERATIONS CANCELLED	PERCENT OF OPERATIONS CANCELLED
1	ALLEGiant AIR	87,476	697	0.80	89,803	3,317	3.69
2	ALASKA AIRLINES	186,383	1,715	0.92	169,799	4,060	2.39
3	ENVOY AIR	167,085	2,015	1.21	192,570	4,709	2.45
4	SOUTHWEST AIRLINES	1,059,603	12,988	1.23	963,224	23,304	2.42
5	HAWAIIAN AIRLINES	60,729	774	1.27	54,788	370	0.68
6	AMERICAN AIRLINES	707,372	9,497	1.34	646,491	23,341	3.61
7	DELTA AIR LINES	738,244	9,926	1.34	665,547	11,658	1.75
8	SKYWEST AIRLINES	502,110	7,407	1.48	566,877	10,480	1.85
9	PSA AIRLINES	145,076	2,435	1.68	169,847	6,172	3.63
10	UNITED AIRLINES	548,575	9,999	1.82	457,820	9,818	2.14
11	SPIRIT AIRLINES	194,830	3,942	2.02	168,912	5,088	3.01
12	JETBLUE AIRWAYS	210,107	5,613	2.67	202,362	8,975	4.44
13	ENDEAVOR AIR	150,457	4,086	2.72	180,399	7,038	3.90
14	FRONTIER AIRLINES	128,670	3,550	2.76	113,406	3,191	2.81
15	REPUBLIC AIRWAYS	228,043	8,030	3.52	249,892	13,681	5.47
	TOTAL	5,114,760	82,674	1.62	5,053,333	139,683	2.76

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
SEPTEMBER 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	33901	28117	82.94	103	0.30	53	0.16	1626	4.80	111	0.33	1630	4.81	34	0.10	2227	6.57
- ALASKA AIRLINES	21426	17559	81.95	87	0.41	42	0.20	1015	4.74	87	0.41	1324	6.18	29	0.14	1282	5.98
- BRANDED CODESHARE PARTNERS	12475	10558	84.63	16	0.13	11	0.09	610	4.89	24	0.19	306	2.45	5	0.04	945	7.58
ALLEGIAN AIR	6892	5348	77.60	22	0.32	15	0.22	443	6.43	106	1.54	417	6.05	8	0.12	532	7.72
AMERICAN AIRLINES NETWORK	146825	117854	80.27	1788	1.22	453	0.31	7680	5.23	1186	0.81	7622	5.19	80	0.05	10163	6.92
- AMERICAN AIRLINES	76972	60503	78.60	640	0.83	259	0.34	4850	6.30	618	0.80	4062	5.28	44	0.06	5996	7.79
- BRANDED CODESHARE PARTNERS	69853	57351	82.10	1148	1.64	194	0.28	2830	4.05	568	0.81	3560	5.10	36	0.05	4166	5.96
DELTA AIR LINES NETWORK	124220	105377	84.83	1818	1.46	256	0.21	7226	5.82	843	0.68	4480	3.61	25	0.02	4195	3.38
- DELTA AIR LINES	81701	69901	85.56	418	0.51	187	0.23	4624	5.66	332	0.41	3126	3.83	12	0.01	3101	3.80
- BRANDED CODESHARE PARTNERS	42519	35476	83.44	1400	3.29	69	0.16	2602	6.12	511	1.20	1353	3.18	14	0.03	1094	2.57
FRONTIER AIRLINES	16353	11623	71.08	329	2.01	30	0.18	1069	6.54	66	0.40	1114	6.81	0	0.00	2122	12.98
HAWAIIAN AIRLINES	6718	5940	88.42	69	1.03	3	0.04	474	7.06	2	0.03	7	0.10	4	0.06	218	3.25
JETBLUE AIRWAYS	21412	12953	60.49	724	3.38	131	0.61	2756	12.87	157	0.73	1967	9.19	22	0.10	2702	12.62
SOUTHWEST AIRLINES	117870	93735	79.52	660	0.56	245	0.21	6961	5.91	398	0.34	4986	4.23	87	0.07	10798	9.16
SPIRIT AIRLINES	21036	15736	74.81	334	1.59	59	0.28	1294	6.15	218	1.04	2267	10.78	65	0.31	1064	5.06
UNITED AIRLINES NETWORK	109488	88604	80.93	1645	1.50	234	0.21	7660	7.00	729	0.67	5299	4.84	11	0.01	5306	4.85
- UNITED AIRLINES	62591	50928	81.37	760	1.21	124	0.20	3537	5.65	391	0.62	3806	6.08	5	0.01	3040	4.86
- BRANDED CODESHARE PARTNERS	46897	37676	80.34	885	1.89	110	0.23	4123	8.79	338	0.72	1493	3.18	6	0.01	2266	4.83
TOTAL	604,715	485,287	80.25	7,492	1.24	1,479	0.24	37,189	6.15	3,815	0.63	29,790	4.93	336	0.06	39,327	6.50

*** Causes of Delay:**

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

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

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

AIR TRAVEL CONSUMER REPORT
TABLE 7A. CAUSES OF DELAY, BY REPORTING OPERATING CARRIER
SEPTEMBER 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	21426	17559	81.95	87	0.41	42	0.20	1015	4.74	87	0.41	1324	6.18	29	0.14	1282	5.98
ALLEGIAN AIR	6892	5348	77.60	22	0.32	15	0.22	443	6.43	106	1.54	417	6.05	8	0.12	532	7.72
AMERICAN AIRLINES	76972	60503	78.60	640	0.83	259	0.34	4850	6.30	618	0.80	4062	5.28	44	0.06	5996	7.79
DELTA AIR LINES	81701	69901	85.56	418	0.51	187	0.23	4624	5.66	332	0.41	3126	3.83	12	0.01	3101	3.80
ENDEAVOR AIR	17319	13959	80.60	777	4.49	37	0.21	755	4.36	99	0.57	789	4.56	2	0.01	901	5.20
ENVOY AIR	18789	15432	82.13	69	0.37	55	0.29	752	4.00	180	0.96	1141	6.07	10	0.05	1150	6.12
FRONTIER AIRLINES	16353	11623	71.08	329	2.01	30	0.18	1069	6.54	66	0.40	1114	6.81	0	0.00	2122	12.98
HAWAIIAN AIRLINES	6718	5940	88.42	69	1.03	3	0.04	474	7.06	2	0.03	7	0.10	4	0.06	218	3.25
JETBLUE AIRWAYS	21412	12953	60.49	724	3.38	131	0.61	2756	12.87	157	0.73	1967	9.19	22	0.10	2702	12.62
PSA AIRLINES	16175	13305	82.26	232	1.43	36	0.22	725	4.48	130	0.80	779	4.82	10	0.06	958	5.92
REPUBLIC AIRWAYS	24839	19584	78.84	1707	6.87	64	0.26	943	3.80	162	0.65	1487	5.99	6	0.02	885	3.56
SKYWEST AIRLINES	59245	49682	83.86	230	0.39	106	0.18	5195	8.77	611	1.03	907	1.53	22	0.04	2492	4.21
SOUTHWEST AIRLINES	117870	93735	79.52	660	0.56	245	0.21	6961	5.91	398	0.34	4986	4.23	87	0.07	10798	9.16
SPIRIT AIRLINES	21036	15736	74.81	334	1.59	59	0.28	1294	6.15	218	1.04	2267	10.78	65	0.31	1064	5.06
UNITED AIRLINES	62591	50928	81.37	760	1.21	124	0.20	3537	5.65	391	0.62	3806	6.08	5	0.01	3040	4.86
TOTAL	569,338	456,188	80.13	7,058	1.24	1,393	0.24	35,393	6.22	3,557	0.62	28,181	4.95	326	0.06	37,242	6.54

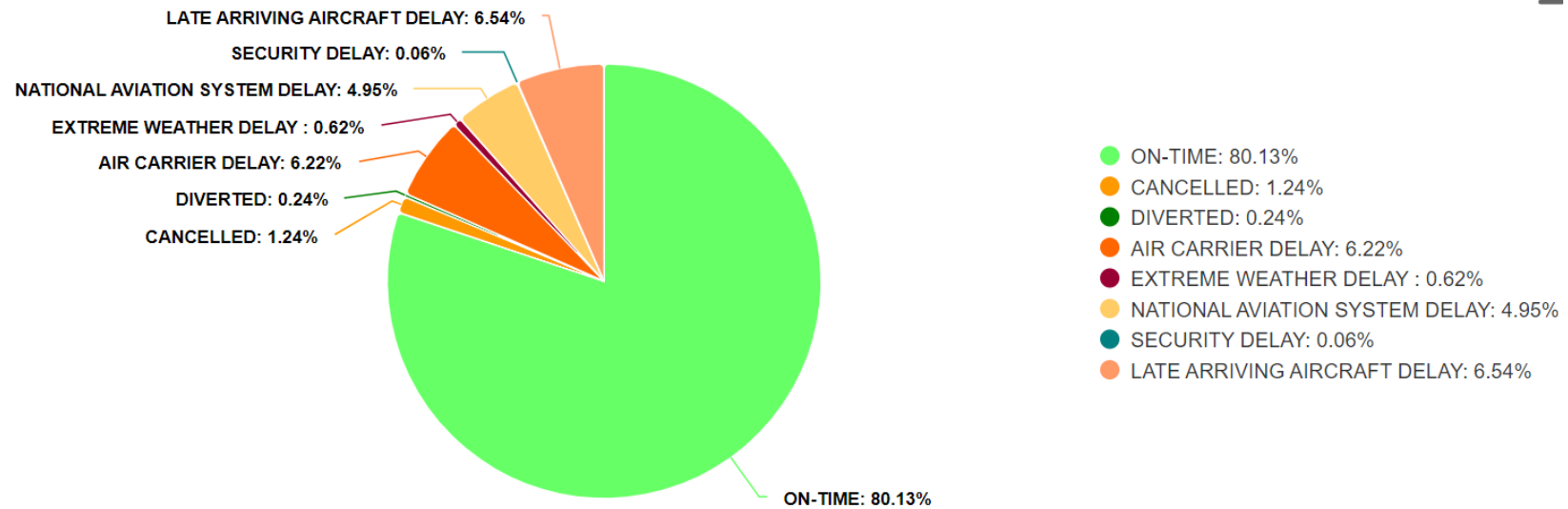
*** Causes of Delay:**

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

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

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

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

SEPTEMBER 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	674	EWR	SEA	9/11/2023	Origin Airport	4:31
UNITED	UNITED	1420	EWR	MIA	9/11/2023	Origin Airport	4:10
UNITED	UNITED	1030	EWR	CLT	9/11/2023	Origin Airport	4:09
UNITED	UNITED	1296	EWR	AUS	9/11/2023	Origin Airport	3:56
DELTA	DELTA	740	JFK	SAN	9/9/2023	Origin Airport	3:55
UNITED	UNITED	2144	EWR	STL	9/11/2023	Origin Airport	3:49
UNITED	UNITED	1105	EWR	MCO	9/11/2023	Origin Airport	3:45
DELTA	DELTA	463	JFK	SEA	9/9/2023	Origin Airport	3:44
DELTA	DELTA	767	JFK	SFO	9/9/2023	Origin Airport	3:42
UNITED	UNITED	1326	EWR	LAX	9/7/2023	Origin Airport	3:40
JETBLUE	JETBLUE	2033	BOS	IAH	9/14/2023	Diversion Airport (AUS)	3:39
FRONTIER	FRONTIER	2307	PHL	BNA	9/9/2023	Origin Airport	3:37
DELTA	DELTA	305	JFK	LAX	9/9/2023	Origin Airport	3:34
JETBLUE	JETBLUE	2073	EWR	LAX	9/7/2023	Origin Airport	3:32
UNITED	SKYWEST	5372	AUS	LAX	9/14/2023	Origin Airport	3:32
DELTA	ENDEAVOR	5066	LGA	CLE	9/11/2023	Origin Airport	3:31
UNITED	UNITED	1701	EWR	LAX	9/7/2023	Origin Airport	3:30
DELTA	DELTA	325	JFK	SFO	9/9/2023	Origin Airport	3:28
UNITED	REPUBLIC	3653	EWR	MCI	9/7/2023	Origin Airport	3:28
DELTA	ENDEAVOR	5226	LGA	GSP	9/11/2023	Origin Airport	3:25
DELTA	ENDEAVOR	5099	LGA	MCI	9/7/2023	Origin Airport	3:24
DELTA	SKYWEST	3850	JFK	IAD	9/8/2023	Destination Airport	3:24
UNITED	UNITED	1590	EWR	IAH	9/11/2023	Origin Airport	3:22
DELTA	DELTA	2776	LGA	MSP	9/11/2023	Origin Airport	3:21
UNITED	GOJET	4382	EWR	SCE	9/11/2023	Origin Airport	3:21
UNITED	UNITED	2345	EWR	SFO	9/9/2023	Origin Airport	3:21
UNITED	UNITED	2297	EWR	LAS	9/7/2023	Origin Airport	3:20
UNITED	REPUBLIC	3538	EWR	CMH	9/8/2023	Origin Airport	3:19
DELTA	REPUBLIC	5710	LGA	CMH	9/11/2023	Origin Airport	3:18
UNITED	UNITED	1546	EWR	MCO	9/7/2023	Origin Airport	3:18
AMERICAN	AIR WISCONSIN	6284	PHL	LEX	9/9/2023	Origin Airport	3:17
DELTA	REPUBLIC	5708	LGA	MEM	9/11/2023	Origin Airport	3:17
DELTA	DELTA	2413	JFK	AUS	9/11/2023	Origin Airport	3:16
UNITED	UNITED	2345	EWR	SFO	9/7/2023	Origin Airport	3:16
DELTA	DELTA	719	SEA	IAD	9/7/2023	Destination Airport	3:14

AIR TRAVEL CONSUMER REPORT

TABLE 8. LIST OF DOMESTIC FLIGHTS WITH TARMAC DELAYS OVER 3 HOURS BY MARKETING/OPERATING CARRIER

SEPTEMBER 2023

MARKETING CARRIER	OPERATING CARRIER	FLIGHT NUMBER	ORIGIN AIRPORT	DESTINATION AIRPORT	DATE OF FLIGHT	LOCATION OF LONGEST TARMAC DELAY	LENGTH OF TARMAC DELAY
UNITED	REPUBLIC	3466	EWR	PIT	9/11/2023	Origin Airport	3:14
DELTA	DELTA	668	JFK	DEN	9/11/2023	Origin Airport	3:13
UNITED	UNITED	758	EWR	CLT	9/7/2023	Origin Airport	3:11
UNITED	REPUBLIC	3596	EWR	PIT	9/7/2023	Origin Airport	3:10
UNITED	UNITED	1776	PHL	ORD	9/9/2023	Origin Airport	3:10
FRONTIER	FRONTIER	1154	MCO	ORD	9/8/2023	Origin Airport	3:09
DELTA	DELTA	2034	LGA	BNA	9/7/2023	Origin Airport	3:08
UNITED	UNITED	1752	EWR	CLE	9/7/2023	Origin Airport	3:08
JETBLUE	JETBLUE	823	JFK	LAX	9/9/2023	Origin Airport	3:07
UNITED	UNITED	1481	EWR	SAN	9/7/2023	Origin Airport	3:07
UNITED	UNITED	2010	EWR	SFO	9/11/2023	Origin Airport	3:07
DELTA	DELTA	1541	LGA	FLL	9/11/2023	Origin Airport	3:06
DELTA	ENDEAVOR	5290	LGA	CHS	9/11/2023	Origin Airport	3:06
UNITED	MESA	6052	SAV	IAD	9/9/2023	Origin Airport	3:06
UNITED	UNITED	1209	EWR	SFO	9/7/2023	Origin Airport	3:06
UNITED	UNITED	2326	LAX	EWR	9/8/2023	Diversion Airport (SYR)	3:06
DELTA	DELTA	1016	LGA	PBI	9/11/2023	Origin Airport	3:04
DELTA	REPUBLIC	5596	LGA	BOS	9/11/2023	Origin Airport	3:03
SOUTHWEST	SOUTHWEST	1158	HOU	AUS	9/15/2023	Origin Airport	3:03
DELTA	ENDEAVOR	5098	JFK	ROC	9/10/2023	Origin Airport	3:02
JETBLUE	JETBLUE	775	JFK	MSY	9/10/2023	Origin Airport	3:02
SOUTHWEST	SOUTHWEST	1970	HOU	SRQ	9/15/2023	Origin Airport	3:00

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

SEPTEMBER 2023

MARKETING CARRIER	OPERATING CARRIER	FLIGHT NUMBER	ORIGIN AIRPORT	DESTINATION AIRPORT	DATE OF FLIGHT	LOCATION OF LONGEST TARMAC DELAY	LENGTH OF TARMAC DELAY
UNITED	REPUBLIC	3715	EWR	YUL	9/11/2023	Origin Airport	4:31
AIR CANADA	JAZZ AVIATION	8555	JFK	YYZ	9/8/2023	Origin Airport	4:12
AMERICAN	AMERICAN	2703	POS	MIA	9/19/2023	Diversion Airport (RSW)	4:11
UNITED	REPUBLIC	3622	EWR	YYZ	9/11/2023	Origin Airport	4:08
AIR CANADA	JAZZ AVIATION	8726	IAD	YUL	9/8/2023	Origin Airport	4:05
UNITED	UNITED	1064	MEX	EWR	9/8/2023	Diversion Airport (IAD)	4:04

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.

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.

APPENDIX

30 Largest U.S. Airports

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

Air Carriers Required to Report

Data to DOT and to CRS Vendors*

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

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

MISHANDLED BAGGAGE

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

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

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

AIR TRAVEL CONSUMER REPORT
MISHANDLED BAGGAGE: RANKING OF U.S. REPORTING MARKETING CARRIERS (MONTHLY)

RANK	CARRIER ¹	SEPTEMBER 2023			SEPTEMBER 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	168,880	446	0.26	358,645	497	0.14
2	HAWAIIAN AIRLINES	463,065	1,763	0.38	499,147	1,366	0.27
3	SOUTHWEST AIRLINES	10,006,203	41,944	0.42	9,778,041	45,290	0.46
4	DELTA AIR LINES NETWORK	7,806,333	33,284	0.43	7,514,378	23,502	0.31
	- DELTA AIR LINES	6,242,413	27,914	0.45	5,831,780	19,205	0.33
	- BRANDED CODESHARE PARTNERS	1,563,920	5,370	0.34	1,682,598	4,297	0.26
5	SPIRIT AIRLINES	840,131	4,005	0.48	927,254	4,057	0.44
6	JETBLUE AIRWAYS	1,005,573	5,923	0.59	1,072,933	6,563	0.61
7	ALASKA AIRLINES NETWORK	2,296,442	13,807	0.60	2,264,708	13,398	0.59
	- ALASKA AIRLINES	1,828,394	11,670	0.64	1,727,798	10,637	0.62
	- BRANDED CODESHARE PARTNERS	468,048	2,137	0.46	536,910	2,761	0.51
8	AMERICAN AIRLINES NETWORK	8,133,252	52,602	0.65	8,162,098	51,561	0.63
	- AMERICAN AIRLINES	5,321,995	37,262	0.70	5,216,768	36,105	0.69
	- BRANDED CODESHARE PARTNERS	2,811,257	15,340	0.55	2,945,330	15,456	0.52
9	FRONTIER AIRLINES	651,195	4,212	0.65	976,245	4,986	0.51
10	UNITED AIRLINES NETWORK	5,985,531	40,270	0.67	5,654,162	26,084	0.46
	- UNITED AIRLINES	4,444,704	30,745	0.69	3,881,766	17,901	0.46
	- BRANDED CODESHARE PARTNERS	1,540,827	9,525	0.62	1,772,396	8,183	0.46
TOTAL		37,356,605	198,256	0.53	37,207,611	177,304	0.48

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

AIR TRAVEL CONSUMER REPORT

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

RANK	CARRIER ¹	JANUARY - SEPTEMBER 2023			JANUARY - SEPTEMBER 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	4,696,434	7,859	0.17	5,059,041	7,895	0.16
2	SOUTHWEST AIRLINES	95,625,583	449,931	0.47	90,470,475	448,599	0.50
3	HAWAIIAN AIRLINES	4,596,229	22,414	0.49	4,598,526	14,147	0.31
4	DELTA AIR LINES NETWORK	74,086,479	385,487	0.52	71,125,169	385,311	0.54
	- DELTA AIR LINES	59,991,342	325,675	0.54	55,309,465	309,841	0.56
	- BRANDED CODESHARE PARTNERS	14,095,137	59,812	0.42	15,815,704	75,470	0.48
5	FRONTIER AIRLINES	7,008,125	37,004	0.53	7,386,115	29,844	0.40
6	JETBLUE AIRWAYS	11,738,473	65,328	0.56	11,455,273	77,523	0.68
7	SPIRIT AIRLINES	9,600,474	53,806	0.56	9,707,548	46,870	0.48
8	ALASKA AIRLINES NETWORK	21,140,128	125,762	0.59	20,683,283	139,656	0.68
	- ALASKA AIRLINES	17,013,312	104,912	0.62	15,462,685	109,742	0.71
	- BRANDED CODESHARE PARTNERS	4,126,816	20,850	0.51	5,220,598	29,914	0.57
9	UNITED AIRLINES NETWORK	56,106,942	459,187	0.82	52,079,323	330,537	0.63
	- UNITED AIRLINES	41,822,245	343,882	0.82	35,833,990	222,030	0.62
	- BRANDED CODESHARE PARTNERS	14,284,697	115,305	0.81	16,245,333	108,507	0.67
10	AMERICAN AIRLINES NETWORK	78,016,855	643,967	0.83	78,453,893	677,088	0.86
	- AMERICAN AIRLINES	53,186,555	473,113	0.89	49,272,173	453,392	0.92
	- BRANDED CODESHARE PARTNERS	24,830,300	170,854	0.69	29,181,720	223,696	0.77
	TOTAL	362,615,722	2,250,745	0.62	351,018,646	2,157,470	0.61

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	SEPTEMBER 2023			SEPTEMBER 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	168,880	446	0.26	358,645	497	0.14
2	ENDEAVOR AIR	709,280	2,566	0.36	698,443	1,950	0.28
3	HAWAIIAN AIRLINES	463,065	1,763	0.38	499,147	1,366	0.27
4	SOUTHWEST AIRLINES	10,006,203	41,944	0.42	9,778,041	45,290	0.46
5	SKYWEST AIRLINES	2,230,296	9,734	0.44	2,422,274	9,168	0.38
6	DELTA AIR LINES	6,242,413	27,914	0.45	5,831,780	19,205	0.33
7	SPIRIT AIRLINES	840,131	4,005	0.48	927,254	4,057	0.44
8	PSA AIRLINES	861,267	4,580	0.53	868,036	3,836	0.44
9	JETBLUE AIRWAYS	1,005,573	5,923	0.59	1,072,933	6,563	0.61
10	ENVOY AIR	666,932	4,125	0.62	736,008	4,208	0.57
11	REPUBLIC AIRWAYS	634,209	3,981	0.63	698,331	3,551	0.51
12	ALASKA AIRLINES	1,828,394	11,670	0.64	1,727,798	10,637	0.62
13	FRONTIER AIRLINES	651,195	4,212	0.65	976,245	4,986	0.51
14	UNITED AIRLINES	4,444,704	30,745	0.69	3,881,766	17,901	0.46
15	AMERICAN AIRLINES	5,321,995	37,262	0.70	5,216,768	36,105	0.69
	TOTAL	36,074,537	190,870	0.53	35,693,469	169,320	0.47

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

AIR TRAVEL CONSUMER REPORT

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

RANK	CARRIER ¹	JANUARY - SEPTEMBER 2023			JANUARY - SEPTEMBER 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	4,696,434	7,859	0.17	5,059,041	7,895	0.16
2	ENDEAVOR AIR	6,230,634	28,217	0.45	6,936,104	35,464	0.51
3	SOUTHWEST AIRLINES	95,625,583	449,931	0.47	90,470,475	448,599	0.50
4	HAWAIIAN AIRLINES	4,596,229	22,414	0.49	4,598,526	14,147	0.31
5	FRONTIER AIRLINES	7,008,125	37,004	0.53	7,386,115	29,844	0.40
6	DELTA AIR LINES	59,991,342	325,675	0.54	55,309,465	309,841	0.56
7	JETBLUE AIRWAYS	11,738,473	65,328	0.56	11,455,273	77,523	0.68
8	SPIRIT AIRLINES	9,600,474	53,806	0.56	9,707,548	46,870	0.48
9	SKYWEST AIRLINES	19,426,957	112,853	0.58	22,100,205	121,032	0.55
10	ALASKA AIRLINES	17,013,312	104,912	0.62	15,462,685	109,742	0.71
11	PSA AIRLINES	7,698,691	49,536	0.64	8,816,840	61,854	0.70
12	REPUBLIC AIRWAYS	6,250,629	46,994	0.75	6,704,580	58,500	0.87
13	ENVOY AIR	5,938,627	46,184	0.78	7,089,597	58,578	0.83
14	UNITED AIRLINES	41,822,245	343,882	0.82	35,833,990	222,030	0.62
15	AMERICAN AIRLINES	53,186,555	473,113	0.89	49,272,173	453,392	0.92
	TOTAL	350,824,310	2,167,708	0.62	336,202,617	2,055,311	0.61

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

MISHANDLED WHEELCHAIRS AND SCOOTERS

The Department revised 14 CFR 234 to require airlines classified as “reporting carriers” to report mishandled wheelchair and scooter data in aircraft cargo compartments. Pursuant to the FAA Reauthorization Act of 2018, this requirement applies to operations on and after December 4, 2018. For flights on January 1, 2019, and after, airlines must also report this data for their branded codeshare partners.

AIR TRAVEL CONSUMER REPORT

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

RANK	CARRIER ¹	SEPTEMBER 2023			SEPTEMBER 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	989	1	0.10	881	4	0.45
2	DELTA AIR LINES NETWORK	15,494	115	0.74	17,881	121	0.68
	- DELTA AIR LINES	12,613	96	0.76	14,524	100	0.69
	- BRANDED CODESHARE PARTNERS	2,881	19	0.66	3,357	21	0.63
3	HAWAIIAN AIRLINES	1,315	12	0.91	552	15	2.72
4	UNITED AIRLINES NETWORK	14,185	183	1.29	11,574	125	1.08
	- UNITED AIRLINES	11,029	145	1.31	8,581	104	1.21
	- BRANDED CODESHARE PARTNERS	3,156	38	1.20	2,993	21	0.70
5	ALASKA AIRLINES NETWORK	2,979	44	1.48	3,049	52	1.71
	- ALASKA AIRLINES	2,569	41	1.60	2,584	45	1.74
	- BRANDED CODESHARE PARTNERS	410	3	0.73	465	7	1.51
6	SOUTHWEST AIRLINES	19,592	321	1.64	16,341	250	1.53
7	FRONTIER AIRLINES	2,301	39	1.69	2,242	38	1.69
8	JETBLUE AIRWAYS	2,438	42	1.72	2,353	41	1.74
9	AMERICAN AIRLINES NETWORK	12,690	223	1.76	11,344	227	2.00
	- AMERICAN AIRLINES	9,615	174	1.81	8,524	183	2.15
	- BRANDED CODESHARE PARTNERS	3,075	49	1.59	2,820	44	1.56
10	SPIRIT AIRLINES	993	55	5.54	789	41	5.20
	TOTAL	72,976	1,035	1.42	67,006	914	1.36

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

AIR TRAVEL CONSUMER REPORT

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

RANK	CARRIER ¹	JANUARY - SEPTEMBER 2023			JANUARY - SEPTEMBER 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	15,303	10	0.07	12,920	55	0.43
2	DELTA AIR LINES NETWORK	146,381	1,005	0.69	143,141	1,214	0.85
	- DELTA AIR LINES	121,450	872	0.72	115,873	1,015	0.88
	- BRANDED CODESHARE PARTNERS	24,931	133	0.53	27,268	199	0.73
3	UNITED AIRLINES NETWORK	112,472	1,359	1.21	97,451	1,074	1.10
	- UNITED AIRLINES	89,174	1,112	1.25	71,474	830	1.16
	- BRANDED CODESHARE PARTNERS	23,298	247	1.06	25,977	244	0.94
4	HAWAIIAN AIRLINES	8,475	120	1.42	5,653	84	1.49
5	SOUTHWEST AIRLINES	153,271	2,527	1.65	124,253	1,968	1.58
6	JETBLUE AIRWAYS	22,442	376	1.68	20,203	372	1.84
7	AMERICAN AIRLINES NETWORK	107,126	1,953	1.82	91,903	1,865	2.03
	- AMERICAN AIRLINES	82,763	1,504	1.82	67,871	1,379	2.03
	- BRANDED CODESHARE PARTNERS	24,363	449	1.84	24,032	486	2.02
8	FRONTIER AIRLINES	20,930	389	1.86	17,500	307	1.75
9	ALASKA AIRLINES NETWORK	23,149	432	1.87	24,199	375	1.55
	- ALASKA AIRLINES	20,779	368	1.77	19,529	315	1.61
	- BRANDED CODESHARE PARTNERS	2,370	64	2.70	4,670	60	1.28
10	SPIRIT AIRLINES	7,988	466	5.83	6,596	366	5.55
	TOTAL	617,537	8,637	1.40	543,819	7,680	1.41

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

AIR TRAVEL CONSUMER REPORT

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

RANK	CARRIER ¹	SEPTEMBER 2023			SEPTEMBER 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	989	1	0.10	881	4	0.45
2	ENDEAVOR AIR	1,116	7	0.63	1,143	8	0.70
3	DELTA AIR LINES	12,613	96	0.76	14,524	100	0.69
4	HAWAIIAN AIRLINES	1,315	12	0.91	552	15	2.72
5	SKYWEST AIRLINES	3,813	37	0.97	3,887	30	0.77
6	ENVOY AIR	964	12	1.24	876	11	1.26
7	REPUBLIC AIRWAYS	1,186	15	1.26	1,219	12	0.98
8	UNITED AIRLINES	11,029	145	1.31	8,581	104	1.21
9	ALASKA AIRLINES	2,569	41	1.60	2,584	45	1.74
10	SOUTHWEST AIRLINES	19,592	321	1.64	16,341	250	1.53
11	FRONTIER AIRLINES	2,301	39	1.69	2,242	38	1.69
12	JETBLUE AIRWAYS	2,438	42	1.72	2,353	41	1.74
13	AMERICAN AIRLINES	9,615	174	1.81	8,524	183	2.15
14	PSA AIRLINES	709	15	2.12	644	15	2.33
15	SPIRIT AIRLINES	993	55	5.54	789	41	5.20
	TOTAL	71,242	1,012	1.42	65,140	897	1.38

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

AIR TRAVEL CONSUMER REPORT

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

RANK	CARRIER ¹	JANUARY - SEPTEMBER 2023			JANUARY - SEPTEMBER 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	15,303	10	0.07	12,920	55	0.43
2	ENDEAVOR AIR	9,631	52	0.54	10,351	75	0.72
3	DELTA AIR LINES	121,450	872	0.72	115,873	1,015	0.88
4	SKYWEST AIRLINES	28,764	283	0.98	31,789	318	1.00
5	UNITED AIRLINES	89,174	1,112	1.25	71,474	830	1.16
6	REPUBLIC AIRWAYS	9,706	123	1.27	9,818	128	1.30
7	HAWAIIAN AIRLINES	8,475	120	1.42	5,653	84	1.49
8	ENVOY AIR	7,857	129	1.64	7,084	144	2.03
9	SOUTHWEST AIRLINES	153,271	2,527	1.65	124,253	1,968	1.58
10	JETBLUE AIRWAYS	22,442	376	1.68	20,203	372	1.84
11	ALASKA AIRLINES	20,779	368	1.77	19,529	315	1.61
12	AMERICAN AIRLINES	82,763	1,504	1.82	67,871	1,379	2.03
13	FRONTIER AIRLINES	20,930	389	1.86	17,500	307	1.75
14	PSA AIRLINES	5,813	125	2.15	5,747	137	2.38
15	SPIRIT AIRLINES	7,988	466	5.83	6,596	366	5.55
	TOTAL	604,346	8,456	1.40	526,661	7,493	1.42

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

OVERSALES

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

The report includes U.S. airlines that have at least 0.5 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	JULY- SEPTEMBER 2023			
		DENIED BOARDINGS (DB'S)		ENPLANED PASSENGERS	INVOLUNTARY DB's PER 10,000 PASSENGERS
		VOLUNTARY	INVOLUNTARY		
1	DELTA AIR LINES NETWORK	46,737	0	47,189,358	0.00
	- DELTA AIR LINES	30,786	0	39,698,928	0.00
	- BRANDED CODESHARE PARTNERS	15,951	0	7,490,430	0.00
2	ALLEGiant AIR	452	0	4,292,031	0.00
3	HAWAIIAN AIRLINES	120	3	2,269,475	0.01
4	UNITED AIRLINES NETWORK	10,148	116	39,175,009	0.03
	- UNITED AIRLINES	6,725	74	31,582,061	0.02
	- BRANDED CODESHARE PARTNERS	3,423	42	7,592,948	0.06
5	ALASKA AIRLINES NETWORK	3,271	95	11,921,659	0.08
	- ALASKA AIRLINES	1,952	40	9,446,675	0.04
	- BRANDED CODESHARE PARTNERS	1,319	55	2,474,984	0.22
6	JETBLUE AIRWAYS	2,353	152	9,316,848	0.16
7	SOUTHWEST AIRLINES	10,664	781	44,239,337	0.18
8	SPIRIT AIRLINES	2,253	234	10,092,940	0.23
9	AMERICAN AIRLINES NETWORK	11,797	3,081	49,738,298	0.62
	- AMERICAN AIRLINES	7,157	1,973	37,931,785	0.52
	- BRANDED CODESHARE PARTNERS	4,640	1,108	11,806,513	0.94
10	FRONTIER AIRLINES	2,110	3,508	7,148,319	4.91
	TOTAL	89,905	7,970	225,383,274	0.35

JULY- SEPTEMBER 2022			
DENIED BOARDINGS (DB'S)		ENPLANED PASSENGERS	INVOLUNTARY DB's PER 10,000 PASSENGERS
VOLUNTARY	INVOLUNTARY		
19,325	0	42,750,878	0.00
11,309	0	34,955,144	0.00
8,016	0	7,795,734	0.00
397	0	4,359,417	0.00
165	4	2,676,204	0.01
7,129	48	34,486,047	0.01
3,699	32	26,468,456	0.01
3,430	16	8,017,591	0.02
3,298	100	11,220,795	0.09
2,246	58	8,496,497	0.07
1,052	42	2,724,298	0.15
1,034	74	9,162,718	0.08
17,493	1,898	42,796,965	0.44
3,325	151	9,303,548	0.16
9,294	1,336	47,933,126	0.28
4,923	792	35,737,960	0.22
4,371	544	12,195,166	0.45
1,015	1,019	6,430,306	1.58
62,475	4,630	211,120,004	0.22

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

AIR TRAVEL CONSUMER REPORT
PASSENGERS DENIED BOARDING BY REPORTING MARKETING U.S. AIRLINES (YTD)

JANUARY- SEPTEMBER 2023						JANUARY- SEPTEMBER 2022			
RANK	CARRIER ¹	DENIED BOARDINGS (DB'S)		ENPLANED PASSENGERS	INVOLUNTARY DB's PER 10,000 PASSENGERS	DENIED BOARDINGS (DB'S)		ENPLANED PASSENGERS	INVOLUNTARY DB's PER 10,000 PASSENGERS
		VOLUNTARY	INVOLUNTARY			VOLUNTARY	INVOLUNTARY		
1	ALLEGiant AIR	922	0	13,196,465	0.00	1,224	0	12,834,078	0.00
2	DELTA AIR LINES NETWORK	123,016	3	132,582,476	0.00	76,202	2	120,126,884	0.00
	- DELTA AIR LINES	85,694	0	111,185,709	0.00	47,656	0	97,835,763	0.00
	- BRANDED CODESHARE PARTNERS	37,322	3	21,396,767	0.00	28,546	2	22,291,121	0.00
3	HAWAIIAN AIRLINES	678	3	7,479,348	0.00	617	4	7,236,443	0.01
4	UNITED AIRLINES NETWORK	27,636	300	109,745,836	0.03	24,766	160	95,884,792	0.02
	- UNITED AIRLINES	17,035	220	87,637,923	0.03	12,238	93	71,974,258	0.01
	- BRANDED CODESHARE PARTNERS	10,601	80	22,107,913	0.04	12,528	67	23,910,534	0.03
5	ALASKA AIRLINES NETWORK	9,938	273	32,605,761	0.08	10,725	394	30,228,505	0.13
	- ALASKA AIRLINES	7,060	148	25,762,628	0.06	7,881	235	22,709,489	0.10
	- BRANDED CODESHARE PARTNERS	2,878	125	6,843,133	0.18	2,844	159	7,519,016	0.21
6	JETBLUE AIRWAYS	6,110	266	28,193,699	0.09	3,869	188	25,548,117	0.07
7	SOUTHWEST AIRLINES	30,352	2,433	125,900,674	0.19	51,094	6,262	115,427,963	0.54
8	SPIRIT AIRLINES	9,807	1,032	30,557,061	0.34	12,122	923	26,397,423	0.35
9	AMERICAN AIRLINES NETWORK	32,447	8,114	143,402,120	0.57	41,732	6,331	136,326,141	0.46
	- AMERICAN AIRLINES	19,352	5,065	110,385,425	0.46	23,371	3,758	99,597,146	0.38
	- BRANDED CODESHARE PARTNERS	13,095	3,049	33,016,695	0.92	18,361	2,573	36,728,995	0.70
10	FRONTIER AIRLINES	10,241	9,290	20,932,268	4.44	7,001	5,170	17,290,288	2.99
	TOTAL	251,147	21,714	644,595,708	0.34	228,735	19,430	580,064,191	0.33

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	CARRIER ¹	JULY- SEPTEMBER 2023			
		DENIED BOARDINGS (DB'S)		ENPLANED PASSENGERS	INVOLUNTARY DB's PER 10,000 PASSENGERS
		VOLUNTARY	INVOLUNTARY		
1	DELTA AIR LINES	30,786	0	39,698,928	0.00
2	ALLEGiant AIR	452	0	4,292,031	0.00
3	ENDEAVOR AIR	5,996	0	3,285,548	0.00
4	HAWAIIAN AIRLINES	120	3	2,269,475	0.01
5	UNITED AIRLINES	6,725	74	31,582,061	0.02
6	ALASKA AIRLINES	1,952	40	9,446,675	0.04
7	SKYWEST AIRLINES	9,583	132	9,656,222	0.14
8	JETBLUE AIRWAYS	2,353	152	9,316,848	0.16
9	SOUTHWEST AIRLINES	10,664	781	44,239,337	0.18
10	SPIRIT AIRLINES	2,253	234	10,092,940	0.23
11	ENVOY AIR	859	145	3,658,213	0.40
12	AMERICAN AIRLINES	7,157	1,973	37,931,785	0.52
13	REPUBLIC AIRWAYS	4,232	301	4,270,457	0.70
14	PSA AIRLINES	1,558	282	2,923,437	0.96
15	FRONTIER AIRLINES	2,110	3,508	7,148,319	4.91
TOTAL		86,800	7,625	219,812,276	0.35

JULY- SEPTEMBER 2022			
DENIED BOARDINGS (DB'S)		ENPLANED PASSENGERS	INVOLUNTARY DB's PER 10,000 PASSENGERS
VOLUNTARY	INVOLUNTARY		
11,309	0	34,955,144	0.00
397	0	4,359,417	0.00
2,952	0	3,144,201	0.00
165	4	2,676,204	0.01
3,699	32	26,468,456	0.01
2,246	58	8,496,497	0.07
7,152	63	10,271,412	0.06
1,034	74	9,162,718	0.08
17,493	1,898	42,796,965	0.44
3,325	151	9,303,548	0.16
1,368	126	3,512,891	0.36
4,923	792	35,737,960	0.22
2,168	139	4,534,165	0.31
1,032	129	3,077,040	0.42
1,015	1,019	6,430,306	1.58
60,278	4,485	204,926,924	0.22

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

AIR TRAVEL CONSUMER REPORT

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

JANUARY- SEPTEMBER 2023						JANUARY- SEPTEMBER 2022			
RANK	CARRIER ¹	DENIED BOARDINGS (DB'S)		ENPLANED PASSENGERS	INVOLUNTARY DB's PER 10,000 PASSENGERS	DENIED BOARDINGS (DB'S)		ENPLANED PASSENGERS	INVOLUNTARY DB's PER 10,000 PASSENGERS
		VOLUNTARY	INVOLUNTARY			VOLUNTARY	INVOLUNTARY		
1	DELTA AIR LINES	85,694	0	111,185,709	0.00	47,656	0	97,835,763	0.00
2	ALLEGiant AIR	922	0	13,196,465	0.00	1,224	0	12,834,078	0.00
3	ENDEAVOR AIR	13,523	0	8,973,622	0.00	10,259	0	9,128,557	0.00
4	HAWAIIAN AIRLINES	678	3	7,479,348	0.00	617	4	7,236,443	0.01
5	UNITED AIRLINES	17,035	220	87,637,923	0.03	12,238	93	71,974,258	0.01
6	ALASKA AIRLINES	7,060	148	25,762,628	0.06	7,881	235	22,709,489	0.10
7	JETBLUE AIRWAYS	6,110	266	28,193,699	0.09	3,869	188	25,548,117	0.07
8	SKYWEST AIRLINES	24,408	552	29,274,082	0.19	24,419	353	29,437,424	0.12
9	SOUTHWEST AIRLINES	30,352	2,433	125,900,674	0.19	51,094	6,262	115,427,963	0.54
10	SPIRIT AIRLINES	9,807	1,032	30,557,061	0.34	12,122	923	26,397,423	0.35
11	AMERICAN AIRLINES	19,352	5,065	110,385,425	0.46	23,371	3,758	99,597,146	0.38
12	REPUBLIC AIRWAYS	9,521	606	12,749,157	0.48	8,655	564	13,313,706	0.42
13	ENVOY AIR	3,083	486	10,039,661	0.48	5,727	734	10,315,196	0.71
14	PSA AIRLINES	3,638	592	8,408,508	0.70	4,070	541	9,479,462	0.57
15	FRONTIER AIRLINES	10,241	9,290	20,932,268	4.44	7,001	5,170	17,290,288	2.99
	TOTAL	241,424	20,693	630,676,230	0.33	220,203	18,825	568,525,313	0.33

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

CONSUMER COMPLAINTS

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

AIR TRAVEL CONSUMER REPORT

September 2023 Airline Reports to DOT of Incidents Involving the Loss, Injury or Death of Animals During Air Transportation

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

An airline is required to submit a report for any month in which it experienced such a loss, injury, or death during air transportation. DOT publishes these reports monthly and 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
Alaska Airlines	0	1	1
Totals:	0	1	1



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

Customer Experience Report for September 2023 ^a

The Transportation Security Administration (TSA) screened approximately 68.4 million passengers at screening checkpoints and 37.6 million checked bags at baggage screening locations in September 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 September 2023, TSA received 14,967 complaints (i.e., a description of a negative experience) from the general public via phone or email (or 22.0 complaints per 100,000 passengers ^c). Below is a more detailed breakdown:

Courtesy		Screening of Personal Property		Screening of Passengers		Wait Times (Checkpoint)	
Number of Complaints	Complaints per 100,000 Passengers ^c	Number of Complaints	Complaints per 100,000 Passengers ^c	Number of Complaints	Complaints per 100,000 Passengers ^c	Number of Complaints	Complaints per 100,000 Passengers ^c
888	1.3	527	0.8	12,765	18.7	147	0.3

Civil Rights		Other TSA-related		Non-TSA related, Airline		Non-TSA related, All Others	
Number of Complaints	Complaints per 100,000 Passengers ^c	Number of Complaints	Complaints per 100,000 Passengers ^c	Number of Complaints	Complaints per 100,000 Passengers ^c	Number of Complaints	Complaints per 100,000 Passengers ^c
315	0.5	128	0.2	44	0.1	153	0.3

In addition, TSA processes claims concerning loss or damage to passenger property. Claims allegedly resulting from an incident that occurred at a passenger screening checkpoint are handled exclusively by TSA. Checked baggage is primarily handled by the airlines. TSA screens most checked baggage using automated screening technology. TSA physically searches only a small percentage of checked baggage. Consequently, the data below for checked baggage includes claims for which TSA and/ or the airlines may be liable.

Number of Claims Received Regarding Loss or Damage to Property		
Checkpoint (TSA)	Checked Baggage (TSA and/ or Airline)	Claims per 100 Checked Bags Only
226 ^d	223	0.0006

REFERENCES

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

DEFINITIONS

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