



Air Travel Consumer Report

A Product Of
THE OFFICE OF AVIATION CONSUMER PROTECTION

Issued: January 2024



Flight Delays¹	November 2023
Mishandled Baggage, Wheelchairs, and Scooters¹	November 2023
Oversales¹	3 rd Quarter 2023
Consumer Complaints² (Includes Disability and Discrimination Complaints)	November 2023
Airline Animal Incident Reports⁴	November 2023
Customer Service Reports to the Dept. of Homeland Security³	November 2023

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

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

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

⁴ Data collected by the Office of Aviation Consumer Protection Division

TABLE OF CONTENTS

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

INTRODUCTION

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

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

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

FLIGHT DELAYS

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

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

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

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

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

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

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

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

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

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

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

AIR TRAVEL CONSUMER REPORT

BRANDED CODESHARE PARTNERS

NOVEMBER 2023

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

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

AIR TRAVEL CONSUMER REPORT

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

NOVEMBER 2023

AT ALL US AIRPORTS			
CARRIER ¹	NUMBER OF AIRPORTS REPORTED	PERCENT OF ON-TIME ARRIVALS	RANK
DELTA AIR LINES NETWORK	206	91.2	1
- DELTA AIR LINES	142	91.3	
- BRANDED CODESHARE PARTNERS	173	91.0	
UNITED AIRLINES NETWORK	213	88.2	2
- UNITED AIRLINES	111	88.8	
- BRANDED CODESHARE PARTNERS	189	87.4	
AMERICAN AIRLINES NETWORK	220	86.1	3
- AMERICAN AIRLINES	123	84.8	
- BRANDED CODESHARE PARTNERS	202	87.6	
SOUTHWEST AIRLINES	107	85.9	4
HAWAIIAN AIRLINES	21	84.1	5
ALASKA AIRLINES NETWORK	105	83.3	6
- ALASKA AIRLINES	85	82.7	
- BRANDED CODESHARE PARTNERS	56	84.2	
ALLEGiant AIR	122	80.8	7
FRONTIER AIRLINES	76	79.7	8
JETBLUE AIRWAYS	61	77.0	9
SPIRIT AIRLINES	63	75.6	10
TOTAL AIRPORTS SERVED	350	86.3	

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

NOVEMBER 2023

AT ALL US AIRPORTS			
CARRIER ¹	NUMBER OF AIRPORTS REPORTED	PERCENT OF ON-TIME ARRIVALS	RANK
REPUBLIC AIRWAYS	82	94.0	1
ENDEAVOR AIR	101	91.8	2
DELTA AIR LINES	142	91.3	3
UNITED AIRLINES	111	88.8	4
PSA AIRLINES	84	87.1	5
SKYWEST AIRLINES	237	86.3	6
SOUTHWEST AIRLINES	107	85.9	7
ENVOY AIR	134	85.4	8
AMERICAN AIRLINES	123	84.8	9
HAWAIIAN AIRLINES	21	84.1	10
ALASKA AIRLINES	85	82.7	11
ALLEGiant AIR	122	80.8	12
FRONTIER AIRLINES	76	79.7	13
JETBLUE AIRWAYS	61	77.0	14
SPIRIT AIRLINES	63	75.6	15
TOTAL AIRPORTS SERVED	332	86.2	

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

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

AIR TRAVEL CONSUMER REPORT

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

NOVEMBER 2023

CARRIER ¹	Jan 23		Feb 23		Mar 23		Apr 23		May 23		Jun 23		Jul 23		Aug 23		Sep 23		Oct 23		Nov 23		Year-to-date (YTD)	
	%	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	85.4	3	83.3	6	81.0	2
- ALASKA AIRLINES	77.3		74.5		76.6		77.3		83.2		76.6		77.7		79.0		82.0		85.2		82.7		79.3	
- BRANDED CODESHARE PARTNERS	78.2		81.3		80.8		86.7		85.0		84.4		87.7		83.5		84.6		85.6		84.2		83.9	
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	79.1	7	80.8	7	72.8	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	84.4	4	86.1	3	78.4	3
- AMERICAN AIRLINES	75.7		76.6		72.2		72.9		78.5		68.3		66.8		73.3		78.6		82.7		84.8		75.4	
- BRANDED CODESHARE PARTNERS	79.3		82.7		81.5		81.9		88.0		75.8		73.8		82.1		82.1		86.3		87.6		81.9	
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	90.7	1	91.2	1	83.0	1
- DELTA AIR LINES	78.7		82.7		77.0		79.8		86.7		75.4		74.7		79.5		85.6		90.5		91.3		81.9	
- BRANDED CODESHARE PARTNERS	78.4		83.6		83.2		85.6		92.8		82.9		79.1		85.1		83.4		91.1		91.0		85.1	
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	73.9	10	79.7	8	66.0	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	76.3	8	84.1	5	74.5	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	73.9	9	77.0	9	66.7	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	80.0	5	85.9	4	76.8	5
SPIRIT AIRLINES	69.2	9	74.9	7	64.0	9	60.7	9	73.8	8	58.8	9	60.8	8	65.6	8	74.8	8	79.7	6	75.6	10	69.0	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	85.9	2	88.2	2	77.8	4
- UNITED AIRLINES	76.1		78.6		76.9		75.3		78.0		65.1		64.9		79.2		81.4		87.0		88.8		77.3	
- BRANDED CODESHARE PARTNERS	72.0		77.5		76.9		77.4		79.6		74.9		70.9		81.9		80.3		84.4		87.4		78.5	
TOTAL	76.2		79.4		75.4		75.7		81.2		71.3		69.6		77.2		80.3		84.1		86.3		77.8	

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

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

AIR TRAVEL CONSUMER REPORT

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

NOVEMBER 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	96	87.5	262	79.0	72	84.7	192	86.5	30	80.0	0	0.0	146	85.6	147	88.4
- ALASKA AIRLINES	96	87.5	196	79.6	72	84.7	192	86.5	30	80.0	0	0.0	146	85.6	147	88.4
- BRANDED CODESHARE PARTNERS	0	0.0	66	77.3	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
ALLEGiant AIR	0	0.0	97	78.4	302	80.8	40	95.0	19	94.7	0	0.0	0	0.0	45	88.9
AMERICAN AIRLINES NETWORK	944	84.2	1946	79.1	1438	85.4	1950	86.7	320	83.4	17125	87.0	6965	86.5	791	84.1
- AMERICAN AIRLINES	733	82.7	1231	79.6	638	82.3	1295	85.2	264	85.2	9929	85.7	2165	83.6	716	83.0
- BRANDED CODESHARE PARTNERS	211	89.6	715	78.3	800	87.9	655	89.8	56	75.0	7196	88.9	4800	87.8	75	94.7
DELTA AIR LINES NETWORK	20044	92.9	1031	86.1	1041	92.9	3664	91.5	570	92.8	888	90.7	1563	91.5	972	89.7
- DELTA AIR LINES	17816	92.9	960	87.4	664	93.8	2115	90.5	411	92.7	497	92.8	728	91.2	972	89.7
- BRANDED CODESHARE PARTNERS	2228	92.7	71	69.0	377	91.2	1549	92.9	159	93.1	391	88.0	835	91.7	0	0.0
FRONTIER AIRLINES	979	67.8	23	78.3	79	89.9	45	82.2	229	74.2	239	81.6	89	85.4	1888	85.5
HAWAIIAN AIRLINES	0	0.0	13	92.3	0	0.0	17	88.2	0	0.0	0	0.0	0	0.0	0	0.0
JETBLUE AIRWAYS	328	72.3	114	69.3	132	79.5	3392	79.8	58	96.6	60	81.7	753	82.5	96	82.3
SOUTHWEST AIRLINES	3426	87.0	3269	83.0	4202	86.0	518	78.2	6211	87.7	274	84.3	1290	86.0	8469	87.0
SPIRIT AIRLINES	1056	73.8	147	76.9	325	72.6	463	70.6	549	77.4	419	74.2	0	0.0	120	73.3
UNITED AIRLINES NETWORK	681	89.0	884	86.8	687	90.2	957	88.7	306	88.9	467	87.8	800	88.9	12440	88.6
- UNITED AIRLINES	566	89.2	775	87.0	403	88.3	927	88.6	306	88.9	374	86.9	517	88.8	7750	90.4
- BRANDED CODESHARE PARTNERS	115	87.8	109	85.3	284	93.0	30	93.3	0	0.0	93	91.4	283	89.0	4690	85.8
TOTAL	27,554	89.8	7,786	82.4	8,278	86.3	11,238	85.3	8,292	86.9	19,472	86.8	11,606	87.0	24,968	87.6

* 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)

NOVEMBER 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	177	78.5	30	86.7	306	86.6	125	80.8	153	87.6	70	87.1	347	84.4	652	83.0
- ALASKA AIRLINES	177	78.5	30	86.7	306	86.6	125	80.8	153	87.6	70	87.1	347	84.4	416	82.7
- BRANDED CODESHARE PARTNERS	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	236	83.5
ALLEGiant AIR	0	0.0	0	0.0	63	90.5	254	67.7	35	82.9	0	0.0	0	0.0	665	79.1
AMERICAN AIRLINES NETWORK	20648	84.8	695	84.9	610	84.9	557	84.4	212	89.6	689	82.6	1919	87.0	1139	83.4
- AMERICAN AIRLINES	13258	85.0	408	82.8	540	84.8	557	84.4	59	89.8	425	80.5	1183	84.4	1139	83.4
- BRANDED CODESHARE PARTNERS	7390	84.4	287	87.8	70	85.7	0	0.0	153	89.5	264	86.0	736	91.2	0	0.0
DELTA AIR LINES NETWORK	989	87.5	7565	91.4	735	90.2	963	91.4	495	88.5	639	91.4	4949	91.1	1399	87.5
- DELTA AIR LINES	989	87.5	4898	91.8	531	90.8	963	91.4	288	89.6	639	91.4	2473	90.1	1310	88.2
- BRANDED CODESHARE PARTNERS	0	0.0	2667	90.7	204	88.7	0	0.0	207	87.0	0	0.0	2476	92.2	89	76.4
FRONTIER AIRLINES	660	73.3	229	75.5	0	0.0	141	74.5	0	0.0	140	79.3	0	0.0	1052	83.5
HAWAIIAN AIRLINES	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	30	76.7	113	93.8
JETBLUE AIRWAYS	29	34.5	164	77.4	527	71.5	1550	73.2	0	0.0	68	69.1	3277	75.6	248	79.0
SOUTHWEST AIRLINES	0	0.0	322	84.2	0	0.0	1285	84.7	145	84.8	495	84.6	0	0.0	7503	87.0
SPIRIT AIRLINES	866	68.6	1014	81.5	865	83.0	2116	69.8	0	0.0	660	72.6	0	0.0	2415	78.8
UNITED AIRLINES NETWORK	854	80.4	493	90.1	8631	92.2	696	87.8	4837	89.4	10253	88.3	0	0.0	1174	90.4
- UNITED AIRLINES	697	82.9	168	91.1	5525	90.8	696	87.8	2237	86.8	5367	89.1	0	0.0	1174	90.4
- BRANDED CODESHARE PARTNERS	157	69.4	325	89.5	3106	94.7	0	0.0	2600	91.7	4886	87.4	0	0.0	0	0.0
TOTAL	24,223	83.7	10,512	89.2	11,737	89.9	7,687	78.5	5,877	89.1	13,014	87.0	10,522	85.3	16,360	85.0

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

AIR TRAVEL CONSUMER REPORT

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

NOVEMBER 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	1293	82.2	0	0.0	232	90.1	0	0.0	44	86.4	70	84.3	257	87.9	56	73.2
- ALASKA AIRLINES	732	79.6	0	0.0	232	90.1	0	0.0	44	86.4	70	84.3	231	86.6	56	73.2
- BRANDED CODESHARE PARTNERS	561	85.6	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	26	100.0	0	0.0
ALLEGiant AIR	94	76.6	0	0.0	0	0.0	43	93.0	0	0.0	36	91.7	0	0.0	0	0.0
AMERICAN AIRLINES NETWORK	3219	86.4	3128	89.9	1489	85.2	0	0.0	5728	86.8	540	86.1	8431	85.3	5795	88.1
- AMERICAN AIRLINES	2287	84.6	1532	85.6	1489	85.2	0	0.0	4538	86.8	322	87.9	3553	87.7	3266	84.4
- BRANDED CODESHARE PARTNERS	932	90.7	1596	94.0	0	0.0	0	0.0	1190	86.5	218	83.5	4878	83.5	2529	92.8
DELTA AIR LINES NETWORK	3878	89.6	6559	92.5	1739	89.5	267	86.5	886	86.3	7856	91.0	1117	86.1	570	90.5
- DELTA AIR LINES	2998	89.0	2204	91.8	1739	89.5	111	91.0	886	86.3	5378	91.9	972	86.1	499	90.0
- BRANDED CODESHARE PARTNERS	880	91.7	4355	92.8	0	0.0	156	83.3	0	0.0	2478	89.0	145	86.2	71	94.4
FRONTIER AIRLINES	0	0.0	118	81.4	1861	79.9	393	76.6	251	70.5	78	75.6	80	72.5	1002	78.2
HAWAIIAN AIRLINES	181	90.6	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
JETBLUE AIRWAYS	916	81.6	1174	82.5	1585	77.2	0	0.0	226	78.3	29	69.0	118	84.7	78	84.6
SOUTHWEST AIRLINES	2306	83.9	1038	84.0	3856	84.4	6043	87.1	545	85.7	666	85.1	839	84.9	434	80.6
SPIRIT AIRLINES	1103	75.4	608	80.8	2433	73.6	0	0.0	635	79.8	112	80.4	703	72.5	447	71.1
UNITED AIRLINES NETWORK	2879	89.3	920	86.4	1138	90.2	0	0.0	551	86.9	475	90.3	11533	88.0	394	88.8
- UNITED AIRLINES	2196	89.6	597	86.8	1138	90.2	0	0.0	551	86.9	367	88.6	6478	90.4	331	87.6
- BRANDED CODESHARE PARTNERS	683	88.6	323	85.8	0	0.0	0	0.0	0	0.0	108	96.3	5055	85.0	63	95.2
TOTAL	15,869	86.0	13,545	89.3	14,333	82.4	6,746	86.5	8,866	85.5	9,862	90.0	23,078	86.3	8,776	85.8

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

AIR TRAVEL CONSUMER REPORT

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

NOVEMBER 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	492	79.9	1517	81.4	8406	84.4	1945	81.7	163	85.3	113	82.3
- ALASKA AIRLINES	387	79.1	761	78.6	6267	84.1	893	83.3	95	80.0	113	82.3
- BRANDED CODESHARE PARTNERS	105	82.9	756	84.3	2139	85.1	1052	80.4	68	92.6	0	0.0
ALLEGiant AIR	34	58.8	13	84.6	0	0.0	0	0.0	0	0.0	0	0.0
AMERICAN AIRLINES NETWORK	7163	87.0	728	78.8	569	87.0	1010	83.5	423	86.8	1138	83.8
- AMERICAN AIRLINES	4510	87.1	728	78.8	477	85.7	856	82.2	258	84.5	1002	84.1
- BRANDED CODESHARE PARTNERS	2653	86.8	0	0.0	92	93.5	154	90.3	165	90.3	136	81.6
DELTA AIR LINES NETWORK	963	89.1	906	90.8	3933	87.5	1126	86.0	6281	93.3	979	90.7
- DELTA AIR LINES	851	88.7	760	91.7	2618	89.0	1066	86.4	4245	93.0	979	90.7
- BRANDED CODESHARE PARTNERS	112	92.0	146	86.3	1315	84.5	60	78.3	2036	94.1	0	0.0
FRONTIER AIRLINES	814	76.7	222	77.5	101	86.1	327	80.7	176	93.2	600	79.5
HAWAIIAN AIRLINES	30	93.3	58	84.5	60	86.7	54	81.5	0	0.0	0	0.0
JETBLUE AIRWAYS	70	74.3	166	68.7	67	70.1	403	77.9	171	74.3	489	80.2
SOUTHWEST AIRLINES	5329	86.5	2999	84.2	639	86.9	732	78.0	1003	88.5	2071	84.9
SPIRIT AIRLINES	163	73.0	180	81.7	75	89.3	0	0.0	101	74.3	632	76.7
UNITED AIRLINES NETWORK	927	88.8	930	90.2	679	88.2	5805	86.9	551	85.7	721	90.8
- UNITED AIRLINES	809	89.6	844	90.2	679	88.2	4012	87.9	235	81.7	721	90.8
- BRANDED CODESHARE PARTNERS	118	83.1	86	90.7	0	0.0	1793	84.8	316	88.6	0	0.0
TOTAL	15,985	86.1	7,719	84.1	14,529	85.6	11,402	84.6	8,869	91.3	6,743	84.6

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

AIR TRAVEL CONSUMER REPORT

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

NOVEMBER 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	96	87.5	196	79.6	72	84.7	192	86.5	30	80.0	0	0.0	146	85.6	147	88.4
ALLEGiant AIR	0	0.0	97	78.4	302	80.8	40	95.0	19	94.7	0	0.0	0	0.0	45	88.9
AMERICAN AIRLINES	733	82.7	1231	79.6	638	82.3	1295	85.2	264	85.2	9929	85.7	2165	83.6	716	83.0
DELTA AIR LINES	17816	92.9	960	87.4	664	93.8	2115	90.5	411	92.7	497	92.8	728	91.2	972	89.7
ENDEAVOR AIR	1670	93.7	71	69.0	84	94.0	0	0.0	90	91.1	244	87.7	170	85.3	0	0.0
ENVOY AIR	15	80.0	646	77.6	263	82.1	141	77.3	56	75.0	421	85.3	335	91.6	0	0.0
FRONTIER AIRLINES	979	67.8	23	78.3	79	89.9	45	82.2	229	74.2	239	81.6	89	85.4	1888	85.5
HAWAIIAN AIRLINES	0	0.0	13	92.3	0	0.0	17	88.2	0	0.0	0	0.0	0	0.0	0	0.0
JETBLUE AIRWAYS	328	72.3	114	69.3	132	79.5	3392	79.8	58	96.6	60	81.7	753	82.5	96	82.3
PSA AIRLINES	140	88.6	0	0.0	207	87.0	0	0.0	0	0.0	4087	88.0	3107	85.4	0	0.0
REPUBLIC AIRWAYS	86	95.3	4	75.0	469	94.9	1878	93.6	69	95.7	161	85.7	2037	92.7	0	0.0
SKYWEST AIRLINES	555	89.9	165	83.0	316	88.3	116	84.5	0	0.0	0	0.0	17	82.4	3736	86.6
SOUTHWEST AIRLINES	3426	87.0	3269	83.0	4202	86.0	518	78.2	6211	87.7	274	84.3	1290	86.0	8469	87.0
SPIRIT AIRLINES	1056	73.8	147	76.9	325	72.6	463	70.6	549	77.4	419	74.2	0	0.0	120	73.3
UNITED AIRLINES	566	89.2	775	87.0	403	88.3	927	88.6	306	88.9	374	86.9	517	88.8	7750	90.4
TOTAL	27,466	89.9	7,711	82.3	8,156	86.3	11,139	85.3	8,292	86.9	16,705	86.1	11,354	87.0	23,939	87.8

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

AIR TRAVEL CONSUMER REPORT

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

NOVEMBER 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	177	78.5	30	86.7	306	86.6	125	80.8	153	87.6	70	87.1	347	84.4	416	82.7
ALLEGiant AIR	0	0.0	0	0.0	63	90.5	254	67.7	35	82.9	0	0.0	0	0.0	665	79.1
AMERICAN AIRLINES	13258	85.0	408	82.8	540	84.8	557	84.4	59	89.8	425	80.5	1183	84.4	1139	83.4
DELTA AIR LINES	989	87.5	4898	91.8	531	90.8	963	91.4	288	89.6	639	91.4	2473	90.1	1310	88.2
ENDEAVOR AIR	0	0.0	1112	94.8	150	88.0	0	0.0	28	92.9	0	0.0	1575	92.4	0	0.0
ENVOY AIR	5111	85.7	15	93.3	66	84.8	0	0.0	18	83.3	154	86.4	0	0.0	0	0.0
FRONTIER AIRLINES	660	73.3	229	75.5	0	0.0	141	74.5	0	0.0	140	79.3	0	0.0	1052	83.5
HAWAIIAN AIRLINES	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	30	76.7	113	93.8
JETBLUE AIRWAYS	29	34.5	164	77.4	527	71.5	1550	73.2	0	0.0	68	69.1	3277	75.6	248	79.0
PSA AIRLINES	447	81.9	78	89.7	0	0.0	0	0.0	135	90.4	0	0.0	0	0.0	0	0.0
REPUBLIC AIRWAYS	5	100.0	239	92.5	2163	94.8	0	0.0	412	94.9	6	83.3	1154	93.3	0	0.0
SKYWEST AIRLINES	1832	80.1	1640	87.0	5	100.0	0	0.0	209	86.6	1000	86.9	483	87.0	202	80.2
SOUTHWEST AIRLINES	0	0.0	322	84.2	0	0.0	1285	84.7	145	84.8	495	84.6	0	0.0	7503	87.0
SPIRIT AIRLINES	866	68.6	1014	81.5	865	83.0	2116	69.8	0	0.0	660	72.6	0	0.0	2415	78.8
UNITED AIRLINES	697	82.9	168	91.1	5525	90.8	696	87.8	2237	86.8	5367	89.1	0	0.0	1174	90.4
TOTAL	24,071	83.8	10,317	89.1	10,741	89.5	7,687	78.5	3,719	88.0	9,024	86.8	10,522	85.3	16,237	85.0

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

AIR TRAVEL CONSUMER REPORT

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

NOVEMBER 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	732	79.6	0	0.0	232	90.1	0	0.0	44	86.4	70	84.3	231	86.6	56	73.2
ALLEGiant AIR	94	76.6	0	0.0	0	0.0	43	93.0	0	0.0	36	91.7	0	0.0	0	0.0
AMERICAN AIRLINES	2287	84.6	1532	85.6	1489	85.2	0	0.0	4538	86.8	322	87.9	3553	87.7	3266	84.4
DELTA AIR LINES	2998	89.0	2204	91.8	1739	89.5	111	91.0	886	86.3	5378	91.9	972	86.1	499	90.0
ENDEAVOR AIR	0	0.0	2938	91.6	0	0.0	0	0.0	0	0.0	567	90.7	3	33.3	1	100.0
ENVOY AIR	0	0.0	0	0.0	0	0.0	0	0.0	1107	85.7	35	85.7	1893	83.0	0	0.0
FRONTIER AIRLINES	0	0.0	118	81.4	1861	79.9	393	76.6	251	70.5	78	75.6	80	72.5	1002	78.2
HAWAIIAN AIRLINES	181	90.6	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
JETBLUE AIRWAYS	916	81.6	1174	82.5	1585	77.2	0	0.0	226	78.3	29	69.0	118	84.7	78	84.6
PSA AIRLINES	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	59	83.1	0	0.0	500	90.0
REPUBLIC AIRWAYS	0	0.0	2935	94.7	0	0.0	0	0.0	83	96.4	132	93.9	969	92.6	716	93.7
SKYWEST AIRLINES	2931	89.8	124	91.9	0	0.0	156	83.3	0	0.0	1915	88.5	4513	83.7	0	0.0
SOUTHWEST AIRLINES	2306	83.9	1038	84.0	3856	84.4	6043	87.1	545	85.7	666	85.1	839	84.9	434	80.6
SPIRIT AIRLINES	1103	75.4	608	80.8	2433	73.6	0	0.0	635	79.8	112	80.4	703	72.5	447	71.1
UNITED AIRLINES	2196	89.6	597	86.8	1138	90.2	0	0.0	551	86.9	367	88.6	6478	90.4	331	87.6
TOTAL	15,744	86.0	13,268	89.4	14,333	82.4	6,746	86.5	8,866	85.5	9,766	90.0	20,352	86.7	7,330	84.3

* 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)

NOVEMBER 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	387	79.1	761	78.6	6267	84.1	893	83.3	95	80.0	113	82.3
ALLEGiant AIR	34	58.8	13	84.6	0	0.0	0	0.0	0	0.0	0	0.0
AMERICAN AIRLINES	4510	87.1	728	78.8	477	85.7	856	82.2	258	84.5	1002	84.1
DELTA AIR LINES	851	88.7	760	91.7	2618	89.0	1066	86.4	4245	93.0	979	90.7
ENDEAVOR AIR	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
ENVOY AIR	327	89.6	0	0.0	4	100.0	0	0.0	0	0.0	134	81.3
FRONTIER AIRLINES	814	76.7	222	77.5	101	86.1	327	80.7	176	93.2	600	79.5
HAWAIIAN AIRLINES	30	93.3	58	84.5	60	86.7	54	81.5	0	0.0	0	0.0
JETBLUE AIRWAYS	70	74.3	166	68.7	67	70.1	403	77.9	171	74.3	489	80.2
PSA AIRLINES	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
REPUBLIC AIRWAYS	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	2	100.0
SKYWEST AIRLINES	2479	86.6	946	85.4	2119	84.3	2841	83.7	2535	93.2	0	0.0
SOUTHWEST AIRLINES	5329	86.5	2999	84.2	639	86.9	732	78.0	1003	88.5	2071	84.9
SPIRIT AIRLINES	163	73.0	180	81.7	75	89.3	0	0.0	101	74.3	632	76.7
UNITED AIRLINES	809	89.6	844	90.2	679	88.2	4012	87.9	235	81.7	721	90.8
TOTAL	15,803	86.1	7,677	84.1	13,106	85.5	11,184	84.6	8,819	91.3	6,743	84.6

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

AIR TRAVEL CONSUMER REPORT

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

NOVEMBER 2023

ARRIVAL AIRPORT*																
SCHEDULED ARRIVAL TIME	ATL	AUS	BNA	BOS	BWI	CLT	DCA	DEN	DFW	DTW	EWR	FLL	IAD	IAH	JFK	LAS
0600-0659	89.3	100.0	92.7	87.4	79.3	93.6	92.7	90.6	92.7	91.8	87.2	74.6	85.7	92.2	85.6	95.0
0700-0759	93.5	96.9	96.7	87.5	94.5	90.9	92.8	91.9	87.9	91.9	91.0	82.9	94.1	75.0	90.0	94.2
0800-0859	91.1	92.0	94.3	88.8	95.7	90.6	92.6	90.9	80.1	94.8	94.2	83.1	94.7	88.9	89.5	90.9
0900-0959	92.8	85.2	93.0	92.4	95.5	90.1	89.0	90.4	83.1	92.8	95.3	87.2	75.0	91.2	94.4	89.8
1000-1059	92.5	91.0	90.5	91.7	95.4	89.6	92.6	89.1	89.5	89.9	94.5	88.2	95.6	91.3	94.1	90.0
1100-1159	93.0	89.8	89.6	87.9	90.5	88.8	93.9	88.0	91.1	93.1	95.0	86.5	94.2	90.2	93.9	86.9
1200-1259	94.2	85.5	90.9	91.5	93.3	90.9	91.6	91.0	89.0	87.3	90.8	83.9	90.0	86.6	90.5	84.4
1300-1359	92.1	86.0	93.3	89.0	90.2	88.4	86.8	87.4	89.2	90.6	91.8	83.3	87.5	89.9	87.6	86.4
1400-1459	91.0	84.7	83.5	85.8	86.8	91.1	87.3	88.8	85.9	91.3	91.1	82.8	90.6	80.9	85.3	84.6
1500-1559	92.2	81.6	88.7	86.0	89.8	84.4	88.0	88.1	85.8	89.0	89.7	82.8	87.9	90.6	89.5	81.8
1600-1659	89.8	75.7	85.4	88.2	86.1	83.8	86.6	86.4	85.9	87.4	90.2	78.8	84.4	85.2	86.5	83.0
1700-1759	89.4	79.4	78.9	83.4	84.4	85.1	89.5	83.4	78.0	84.6	89.2	75.4	86.9	86.1	83.3	81.7
1800-1859	87.8	77.7	82.3	83.0	85.0	79.9	81.5	85.2	75.5	89.5	87.4	80.1	86.0	78.1	79.1	82.7
1900-1959	88.0	74.1	79.0	85.8	81.7	79.8	79.9	87.1	77.1	91.2	84.3	64.9	83.4	83.6	81.5	82.3
2000-2059	86.1	72.6	78.3	82.8	79.3	79.4	80.3	83.6	78.5	84.2	86.8	69.9	79.7	86.4	85.5	83.0
2100-2159	85.4	76.7	77.8	85.4	77.2	77.7	80.8	85.9	80.8	85.1	85.9	72.1	88.8	80.3	77.8	82.2
2200-2259	82.7	82.4	83.1	78.8	84.8	84.6	83.6	86.5	80.1	85.3	84.4	65.8	75.0	87.9	76.2	79.9
2300-0559	81.3	81.2	81.2	76.1	77.1	82.6	83.3	83.5	81.3	82.6	86.4	72.6	88.2	83.4	74.4	81.4
TOTAL	89.9	82.3	86.3	85.3	86.9	86.1	87.0	87.8	83.8	89.1	89.5	78.5	88.0	86.8	85.3	85.0

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

AIR TRAVEL CONSUMER REPORT

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

NOVEMBER 2023

ARRIVAL AIRPORT*															
SCHEDULED ARRIVAL TIME	LAX	LGA	MCO	MDW	MIA	MSP	ORD	PHL	PHX	SAN	SEA	SFO	SLC	TPA	TOTAL
0600-0659	95.8	88.5	81.0	90.9	90.2	93.0	90.1	89.4	92.5	75.0	81.4	95.0	90.9	80.8	89.7
0700-0759	92.8	93.0	89.6	94.5	93.4	93.3	87.6	91.3	88.8	91.8	86.6	93.2	93.5	88.7	91.3
0800-0859	90.5	92.4	90.8	93.8	89.8	92.0	89.3	92.9	92.3	89.3	86.1	91.1	93.8	92.3	90.6
0900-0959	91.2	93.8	88.4	92.6	90.8	91.6	89.8	93.1	92.5	87.3	91.9	81.6	93.9	89.6	89.9
1000-1059	88.5	93.7	87.6	91.3	87.6	90.4	90.7	92.9	86.9	88.7	89.4	86.5	93.7	91.8	90.3
1100-1159	87.9	92.7	90.7	92.6	88.4	90.8	92.7	91.6	89.1	88.7	87.1	84.3	91.9	90.4	90.4
1200-1259	89.0	93.3	89.0	88.9	91.2	87.0	88.7	91.6	90.4	88.8	86.8	84.9	93.8	93.5	89.8
1300-1359	92.2	92.5	87.5	90.2	89.0	90.6	89.0	86.8	87.9	86.1	87.4	85.7	90.7	88.8	89.1
1400-1459	87.9	88.0	85.0	89.1	89.2	91.2	88.7	87.5	87.9	87.2	86.7	88.1	92.3	91.0	88.0
1500-1559	87.2	87.9	87.5	84.2	85.2	89.4	85.5	79.5	88.0	88.7	88.0	82.0	90.9	87.6	87.0
1600-1659	85.6	90.0	84.0	86.5	87.0	86.6	88.4	86.9	87.5	82.7	86.4	81.0	91.6	83.7	86.5
1700-1759	85.8	89.6	83.0	84.0	82.7	91.1	85.0	78.9	85.7	82.2	87.3	87.2	81.8	87.0	84.5
1800-1859	82.5	86.6	76.4	83.2	83.1	88.8	77.3	78.7	83.5	78.8	88.7	84.3	91.4	80.6	82.2
1900-1959	83.7	84.4	73.4	81.1	76.4	87.8	78.3	76.6	83.0	77.8	87.2	84.0	88.7	74.7	82.1
2000-2059	80.7	86.3	77.2	83.5	75.6	89.4	86.0	74.2	81.1	76.4	80.8	84.0	92.9	74.4	82.2
2100-2159	80.1	86.8	73.6	76.6	80.7	87.6	89.1	77.2	79.9	77.6	78.6	84.2	87.7	76.5	81.2
2200-2259	78.5	82.9	72.1	81.8	78.5	85.8	85.0	78.4	82.6	77.7	80.3	83.6	86.3	82.4	81.0
2300-0559	80.5	83.3	76.7	77.3	81.5	88.8	86.7	76.7	75.9	85.0	85.3	81.1	82.0	78.4	80.7
TOTAL	86.0	89.4	82.4	86.5	85.5	90.0	86.7	84.3	86.1	84.1	85.5	84.6	91.3	84.6	86.3

* 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)

NOVEMBER 2023

DEPARTURE AIRPORT*																
SCHEDULED DEPARTURE TIME	ATL	AUS	BNA	BOS	BWI	CLT	DCA	DEN	DFW	DTW	EWR	FLL	IAD	IAH	JFK	LAS
0600-0659	89.6	94.2	93.7	92.5	91.3	92.7	94.2	94.5	89.6	91.9	91.6	90.8	89.2	93.8	92.9	95.0
0700-0759	92.1	93.2	94.6	92.1	91.9	91.6	93.4	90.1	91.1	93.5	91.2	86.3	89.0	92.3	94.3	91.8
0800-0859	93.1	92.4	93.6	88.4	88.3	92.4	91.7	88.4	90.8	93.4	91.7	85.0	92.6	89.8	90.2	89.9
0900-0959	91.0	87.9	91.1	90.9	86.9	90.5	92.4	87.9	84.3	93.8	93.2	79.6	96.7	88.1	91.9	87.9
1000-1059	90.9	84.1	89.8	85.6	91.0	88.2	91.1	86.2	87.0	93.2	90.2	87.1	88.5	88.2	88.8	86.3
1100-1159	91.0	83.9	86.3	88.5	83.3	89.9	88.8	85.7	86.2	88.1	91.4	79.7	87.0	91.6	92.0	85.6
1200-1259	90.8	84.2	85.0	81.4	84.9	86.6	90.3	81.4	88.0	88.3	90.9	75.7	93.5	89.8	89.4	79.6
1300-1359	92.0	78.1	87.7	87.1	79.9	87.3	86.5	84.1	87.1	87.8	88.6	74.3	91.5	86.1	84.7	79.8
1400-1459	89.4	78.1	88.4	85.0	78.5	82.5	87.1	80.5	86.7	88.4	87.8	72.8	84.4	87.8	85.1	79.8
1500-1559	89.2	78.8	76.6	79.9	69.1	85.5	80.0	80.2	81.5	87.0	87.9	71.2	92.9	77.6	82.0	75.1
1600-1659	88.1	73.3	82.6	81.9	80.0	81.7	79.8	79.5	84.0	87.7	84.0	65.7	88.3	86.1	83.8	78.3
1700-1759	87.3	70.9	76.0	81.4	74.4	79.0	85.7	83.1	81.3	83.7	86.6	70.7	83.9	82.7	77.0	76.0
1800-1859	85.6	75.8	74.4	81.9	66.7	79.2	81.5	74.1	75.9	87.4	85.1	57.4	88.0	83.5	79.3	75.9
1900-1959	84.4	75.8	80.7	79.9	69.2	73.8	82.7	79.3	75.7	86.5	84.9	62.0	82.6	80.4	79.2	80.6
2000-2059	86.8	72.3	72.0	84.6	66.3	80.0	82.1	81.9	76.9	88.8	81.4	50.9	72.2	83.5	76.8	76.1
2100-2159	85.8	71.3	73.3	71.2	67.0	78.1	92.6	80.1	80.5	89.0	85.7	43.6	50.0	85.4	81.6	78.0
2200-2259	88.8	78.6	45.3	86.7	55.0	77.3	83.2	75.2	81.2	81.0	78.3	34.1	93.7	82.4	80.2	80.6
2300-0559	88.0	96.2	96.0	93.6	87.1	70.5	97.7	87.3	88.1	89.6	87.8	82.7	93.3	93.2	83.5	87.1
TOTAL	89.2	82.1	85.1	85.9	78.9	84.4	87.2	83.6	84.2	89.7	88.2	71.7	89.5	87.2	85.6	83.3

* 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)

NOVEMBER 2023

DEPARTURE AIRPORT*															
SCHEDULED DEPARTURE TIME	LAX	LGA	MCO	MDW	MIA	MSP	ORD	PHL	PHX	SAN	SEA	SFO	SLC	TPA	TOTAL
0600-0659	94.5	96.3	94.6	97.4	90.5	94.7	91.7	93.0	95.4	95.8	93.0	95.6	93.6	96.0	93.5
0700-0759	94.1	93.3	92.1	93.0	93.3	94.0	92.5	89.1	94.0	92.3	87.9	93.2	93.6	95.7	92.1
0800-0859	91.1	92.6	91.3	92.6	92.5	93.0	88.7	92.7	89.6	85.1	87.5	90.8	92.8	93.4	90.9
0900-0959	88.0	90.1	86.8	90.1	88.9	90.8	88.4	88.8	89.1	87.3	82.2	87.9	92.4	90.1	89.0
1000-1059	86.2	90.5	83.0	84.2	85.5	92.9	88.4	92.7	87.8	85.7	82.2	80.4	91.6	88.3	87.8
1100-1159	86.3	91.4	81.5	84.3	85.6	90.4	83.7	88.0	88.4	85.2	84.8	82.7	92.0	87.7	87.5
1200-1259	85.3	88.9	83.5	86.3	84.4	88.5	87.3	85.8	86.8	87.8	85.9	81.8	86.8	88.3	86.5
1300-1359	85.9	87.4	81.3	81.6	87.2	86.9	87.5	88.1	85.2	85.2	80.2	81.8	91.5	88.4	85.5
1400-1459	88.5	87.0	78.6	80.1	84.5	87.7	85.7	84.8	83.5	84.2	82.1	83.7	88.1	86.5	84.6
1500-1559	83.8	87.0	77.5	75.4	82.6	89.1	85.6	86.3	82.8	86.9	84.2	82.6	89.7	86.9	82.8
1600-1659	83.9	83.8	76.1	73.2	79.9	86.8	85.0	73.4	85.4	84.0	86.2	81.4	89.0	82.4	82.4
1700-1759	85.0	83.7	77.0	71.8	80.9	81.3	82.4	79.1	82.3	83.3	83.9	74.4	88.7	78.0	81.5
1800-1859	86.0	85.6	74.8	71.4	77.2	88.5	84.2	79.2	80.6	77.3	83.4	86.0	85.6	80.4	80.1
1900-1959	84.0	83.1	77.1	75.4	78.3	86.3	80.3	75.0	79.6	80.7	86.2	82.9	85.9	78.1	79.7
2000-2059	75.1	83.4	65.4	71.7	78.3	87.1	80.3	82.7	79.5	74.3	79.1	82.4	89.4	72.6	79.0
2100-2159	82.0	87.8	65.0	77.6	76.3	93.5	88.0	79.6	82.3	77.0	81.4	84.1	94.8	75.2	80.6
2200-2259	81.7	75.9	67.4	65.0	81.4	89.4	58.3	57.1	79.4	89.9	81.0	88.6	91.2	65.5	81.2
2300-0559	87.4	85.4	81.6	95.9	87.3	94.7	86.1	88.7	88.4	0.0	86.4	89.1	92.3	93.0	88.6
TOTAL	86.8	88.4	80.8	82.2	83.4	89.9	86.2	85.7	85.8	85.7	84.6	85.5	91.2	86.4	85.4

* 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
NOVEMBER 2023

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Aberdeen, SD (ABR)	94.9	88.1	59	59
Abilene, TX (ABI)	82.3	87.2	141	141
Adak Island, AK (ADK)	55.6	33.3	9	9
Aguadilla, PR (BQN)	69.0	73.0	248	248
Akron, OH (CAK)	84.8	87.8	270	271
Albany, GA (ABY)	88.3	86.7	60	60
Albany, NY (ALB)	84.0	87.9	952	953
Albuquerque, NM (ABQ)	86.9	86.9	2005	2005
Alexandria, LA (AEX)	90.5	89.1	147	147
Allentown/Bethlehem/Easton, PA (ABE)	89.0	89.8	374	374
Alpena, MI (APN)	84.0	84.0	50	50
Amarillo, TX (AMA)	89.2	89.8	453	453
Anchorage, AK (ANC)	78.1	81.8	1165	1165
Appleton, WI (ATW)	82.9	85.0	455	454
Arcata/Eureka, CA (ACV)	82.6	86.6	149	149
Asheville, NC (AVL)	83.0	83.9	1006	1007
Ashland, WV (HTS)	82.6	65.2	23	23
Aspen, CO (ASE)	77.3	79.9	269	269
Atlanta, GA (ATL)	89.9	89.2	27466	27473
Atlantic City, NJ (ACY)	81.5	83.4	324	325
Augusta, GA (AGS)	92.5	91.3	252	252
Austin, TX (AUS)	82.3	82.1	7711	7714
Bakersfield, CA (BFL)	89.0	90.0	209	210
Baltimore, MD (BWI)	86.9	78.9	8292	8293
Bangor, ME (BGR)	90.3	91.9	269	270
Barrow, AK (BRW)	58.6	51.7	29	29
Baton Rouge, LA (BTR)	84.7	87.5	392	393
Beaumont/Port Arthur, TX (BPT)	57.6	59.3	59	59
Belleville, IL (BLV)	93.4	91.8	61	61
Bellingham, WA (BLI)	88.2	90.0	229	229
Bemidji, MN (BJI)	86.4	89.7	59	58
Bend/Redmond, OR (RDM)	86.0	86.9	487	487
Bethel, AK (BET)	67.2	53.4	58	58
Billings, MT (BIL)	92.8	93.6	249	249
Binghamton, NY (BGM)	90.7	87.0	54	54
Birmingham, AL (BHM)	87.7	90.9	1469	1467
Bismarck/Mandan, ND (BIS)	92.7	91.7	287	288
Bloomington/Normal, IL (BMI)	89.1	90.5	137	137
Boise, ID (BOI)	87.3	89.6	1773	1776
Boston, MA (BOS)	85.3	85.9	11139	11142
Bozeman, MT (BZN)	88.3	90.5	591	591

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Brainerd, MN (BRD)	90.2	94.1	51	51
Bristol/Johnson City/Kingsport, TN (TRI)	94.1	94.5	219	219
Brownsville, TX (BRO)	76.3	77.2	114	114
Brunswick, GA (BQK)	96.6	98.3	59	59
Buffalo, NY (BUF)	84.9	87.4	1783	1782
Burbank, CA (BUR)	84.1	84.5	2508	2508
Burlington, VT (BTV)	88.2	93.1	577	577
Butte, MT (BTM)	96.4	96.4	56	56
Casper, WY (CPR)	91.4	88.6	35	35
Cedar City, UT (CDC)	92.3	94.2	52	52
Cedar Rapids/Iowa City, IA (CID)	87.0	87.0	632	633
Champaign/Urbana, IL (CMI)	82.9	88.9	117	117
Charleston, SC (CHS)	85.7	89.0	1999	2001
Charleston/Dunbar, WV (CRW)	87.1	83.2	280	280
Charlotte Amalie, VI (STT)	86.7	83.6	377	377
Charlotte, NC (CLT)	86.1	84.4	16705	16708
Charlottesville, VA (CHO)	88.3	94.6	240	240
Chattanooga, TN (CHA)	89.1	89.4	442	443
Cheyenne, WY (CYS)	85.5	80.0	55	55
Chicago, IL (MDW)	86.5	82.2	6746	6745
Chicago, IL (ORD)	86.7	86.2	20352	20354
Christiansted, VI (STX)	77.2	81.0	79	79
Cincinnati, OH (CVG)	87.4	89.8	3276	3276
Clarksburg/Fairmont, WV (CKB)	82.4	64.7	17	17
Cleveland, OH (CLE)	85.7	86.9	3552	3553
College Station/Bryan, TX (CLL)	88.9	88.9	90	90
Colorado Springs, CO (COS)	85.6	87.2	996	996
Columbia, MO (COU)	90.8	86.6	119	119
Columbia, SC (CAE)	87.5	89.3	535	534
Columbus, GA (CSG)	91.5	93.9	82	82
Columbus, MS (GTR)	98.3	98.3	60	60
Columbus, OH (CMH)	87.6	88.8	3408	3408
Columbus, OH (LCK)	85.1	79.1	67	67
Concord, NC (USA)	71.4	65.1	63	63
Cordova, AK (CDV)	74.1	86.2	58	58
Corpus Christi, TX (CRP)	88.2	89.2	306	306
Dallas, TX (DAL)	86.4	81.0	6309	6307
Dallas/Fort Worth, TX (DFW)	83.8	84.2	24071	24070
Dayton, OH (DAY)	86.8	89.5	658	660
Daytona Beach, FL (DAB)	91.8	88.8	196	196
Deadhorse, AK (SCC)	82.9	85.7	35	35

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

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Decatur, IL (DEC)	91.4	92.6	81	81
Denver, CO (DEN)	87.8	83.6	23939	23934
Des Moines, IA (DSM)	84.4	87.5	1215	1215
Detroit, MI (DTW)	89.1	89.7	10317	10320
Devils Lake, ND (DVL)	92.7	92.7	55	55
Dickinson, ND (DIK)	87.0	88.9	54	54
Dodge City, KS (DDC)	90.2	92.2	51	51
Dothan, AL (DHN)	96.6	98.3	59	59
Duluth, MN (DLH)	81.1	83.9	143	143
Durango, CO (DRO)	88.6	84.5	264	264
Eagle, CO (EGE)	94.3	92.0	88	88
El Paso, TX (ELP)	85.3	87.0	1438	1437
Elko, NV (EKO)	93.3	93.3	30	30
Elmira/Corning, NY (ELM)	88.2	85.5	76	76
Escanaba, MI (ESC)	86.5	84.6	52	52
Eugene, OR (EUG)	85.6	84.8	679	679
Evansville, IN (EVV)	89.6	92.5	173	173
Everett, WA (PAE)	88.3	90.0	60	60
Fairbanks, AK (FAI)	77.8	81.2	207	207
Fargo, ND (FAR)	86.5	89.9	497	496
Fayetteville, AR (XNA)	88.7	89.5	986	986
Fayetteville, NC (FAY)	90.4	93.9	115	115
Flagstaff, AZ (FLG)	87.0	85.2	161	162
Flint, MI (FNT)	74.5	85.3	149	150
Fort Dodge, IA (FOD)	86.3	86.3	51	51
Fort Lauderdale, FL (FLL)	78.5	71.7	7687	7683
Fort Myers, FL (RSW)	83.8	85.1	2930	2927
Fort Smith, AR (FSM)	81.2	74.1	85	85
Fort Wayne, IN (FWA)	88.2	84.1	346	346
Fresno, CA (FAT)	86.4	88.1	994	995
Gainesville, FL (GNV)	88.5	85.6	278	277
Garden City, KS (GCK)	74.6	84.7	59	59
Gillette, WY (GCC)	91.5	89.8	59	59
Grand Forks, ND (GFK)	89.5	89.5	105	105
Grand Island, NE (GRI)	85.7	81.8	77	77
Grand Junction, CO (GJT)	80.6	83.1	242	242
Grand Rapids, MI (GRR)	86.0	90.3	1355	1353
Great Falls, MT (GTF)	90.7	90.2	214	214
Green Bay, WI (GRB)	88.7	91.4	326	326
Greensboro/High Point, NC (GSO)	90.7	90.7	1020	1021
Greer, SC (GSP)	88.4	90.7	1199	1198

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Guam, TT (GUM)	91.7	93.3	60	60
Gulfport/Biloxi, MS (GPT)	89.6	92.2	231	231
Gunnison, CO (GUC)	90.0	93.3	30	30
Hagerstown, MD (HGR)	92.3	61.5	13	13
Hancock/Houghton, MI (CMX)	71.2	76.3	59	59
Harlingen/San Benito, TX (HRL)	87.4	90.0	340	340
Harrisburg, PA (MDT)	85.2	87.9	438	438
Hartford, CT (BDL)	84.4	86.5	1676	1674
Hattiesburg/Laurel, MS (PIB)	88.2	90.2	51	51
Hayden, CO (HDN)	85.4	83.1	89	89
Hays, KS (HYS)	74.6	72.9	59	59
Helena, MT (HLN)	89.1	94.5	128	128
Hibbing, MN (HIB)	90.0	94.0	50	50
Hilo, HI (ITO)	86.2	91.0	608	608
Hilton Head, SC (HHH)	85.1	85.1	67	67
Honolulu, HI (HNL)	83.7	87.4	5138	5141
Houston, TX (HOU)	87.4	84.4	4888	4887
Houston, TX (IAH)	86.8	87.2	9024	9019
Huntsville, AL (HSV)	89.0	86.3	680	680
Idaho Falls, ID (IDA)	86.3	87.1	271	272
Indianapolis, IN (IND)	88.5	89.7	3701	3700
International Falls, MN (INL)	92.0	90.0	50	50
Iron Mountain/Kingsfd, MI (IMT)	93.3	90.0	60	60
Islip, NY (ISP)	83.5	84.6	462	462
Ithaca/Cortland, NY (ITH)	91.8	90.2	61	61
Jackson, WY (JAC)	89.4	92.3	207	207
Jackson/Vicksburg, MS (JAN)	89.0	90.3	608	607
Jacksonville, FL (JAX)	84.3	85.7	2440	2441
Jacksonville/Camp Lejeune, NC (OAJ)	92.2	91.2	102	102
Jamestown, ND (JMS)	94.5	92.7	55	55
Johnstown, PA (JST)	84.7	84.7	59	59
Joplin, MO (JLN)	98.0	100.0	50	50
Juneau, AK (JNU)	77.5	84.4	325	326
Kahului, HI (OGG)	88.8	87.5	2149	2144
Kalamazoo, MI (AZO)	86.4	82.7	81	81
Kalispell, MT (FCA)	91.8	95.6	182	182
Kansas City, MO (MCI)	85.4	87.4	3992	3993
Ketchikan, AK (KTN)	83.0	83.5	176	176
Key West, FL (EYW)	89.6	89.5	676	675
Killeen, TX (GRK)	84.2	82.0	133	133
Knoxville, TN (TYS)	85.7	87.9	1154	1155

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

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Kodiak, AK (ADQ)	70.2	75.4	57	57
Kona, HI (KOA)	86.3	90.3	1383	1382
Kotzebue, AK (OTZ)	79.3	79.3	29	29
Lafayette, LA (LFT)	85.0	81.8	254	253
Lake Charles, LA (LCH)	89.9	87.6	89	89
Lansing, MI (LAN)	91.6	95.3	107	107
Laramie, WY (LAR)	88.2	90.2	51	51
Laredo, TX (LRD)	83.9	89.5	124	124
Las Vegas, NV (LAS)	85.0	83.3	16237	16234
Latrobe, PA (LBE)	81.8	84.1	44	44
Lawton/Fort Sill, OK (LAW)	83.5	89.4	85	85
Lewiston, ID (LWS)	84.4	84.4	90	90
Lexington, KY (LEX)	88.7	89.6	653	655
Liberal, KS (LBL)	90.2	92.2	51	51
Lihue, HI (LIH)	87.6	90.1	1310	1309
Lincoln, NE (LNK)	83.7	86.0	86	86
Little Rock, AR (LIT)	86.0	87.1	935	936
Long Beach, CA (LGB)	89.2	86.2	1450	1450
Longview, TX (GGG)	84.7	83.1	59	59
Los Angeles, CA (LAX)	86.0	86.8	15744	15742
Louisville, KY (SDF)	88.0	88.9	1885	1885
Lubbock, TX (LBB)	83.7	91.3	484	483
Madison, WI (MSN)	84.8	88.6	889	887
Manchester, NH (MHT)	90.2	92.2	482	485
Manhattan/Ft. Riley, KS (MHK)	85.2	92.0	88	88
Marquette, MI (MQT)	96.7	96.7	30	30
Mason City, IA (MCW)	88.2	90.2	51	51
Medford, OR (MFR)	85.4	85.4	412	412
Melbourne, FL (MLB)	92.1	93.0	215	215
Memphis, TN (MEM)	86.0	86.5	1927	1927
Meridian, MS (MEI)	92.2	94.1	51	51
Miami, FL (MIA)	85.5	83.4	8866	8861
Midland/Odessa, TX (MAF)	86.2	88.5	689	689
Milwaukee, WI (MKE)	85.7	87.6	2280	2280
Minneapolis, MN (MSP)	90.0	89.9	9766	9776
Minot, ND (MOT)	90.6	81.7	191	191
Mission/McAllen/Edinburg, TX (MFE)	87.9	90.7	280	280
Missoula, MT (MSO)	93.6	91.8	220	220
Moab, UT (CNY)	88.5	98.1	52	52
Mobile, AL (MOB)	88.5	89.8	235	235
Moline, IL (MLI)	89.2	87.1	278	278

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Monroe, LA (MLU)	91.1	93.8	146	145
Monterey, CA (MRJ)	86.9	87.8	343	344
Montgomery, AL (MGM)	90.3	88.3	196	196
Montrose/Delta, CO (MTJ)	87.4	87.4	119	119
Mosinee, WI (CWA)	91.5	94.9	59	59
Myrtle Beach, SC (MYR)	87.3	89.3	945	946
Nashville, TN (BNA)	86.3	85.1	8156	8161
New Orleans, LA (MSY)	84.6	85.1	4172	4171
New York, NY (JFK)	85.3	85.6	10522	10520
New York, NY (LGA)	89.4	88.4	13268	13264
Newark, NJ (EWR)	89.5	88.2	10741	10737
Newburgh/Poughkeepsie, NY (SWF)	93.3	90.0	30	30
Niagara Falls, NY (IAG)	93.1	72.4	29	29
Nome, AK (OME)	69.0	79.3	29	29
Norfolk, VA (ORF)	86.2	88.9	1692	1691
North Bend/Coos Bay, OR (OTH)	63.3	70.0	30	30
North Platte, NE (LBF)	88.0	96.0	50	50
Oakland, CA (OAK)	87.3	85.2	3786	3784
Oklahoma City, OK (OKC)	86.1	89.5	1783	1784
Omaha, NE (OMA)	86.8	88.3	1952	1952
Ontario, CA (ONT)	84.1	85.6	2087	2091
Orlando, FL (MCO)	82.4	80.8	14333	14325
Pago Pago, TT (PPG)	66.7	55.6	9	9
Palm Springs, CA (PSP)	84.7	86.8	1257	1258
Panama City, FL (ECP)	87.6	92.6	485	486
Pasco/Kennewick/Richland, WA (PSC)	86.6	85.4	424	424
Pellston, MI (PLN)	80.8	76.5	52	51
Pensacola, FL (PNS)	86.3	87.3	903	903
Peoria, IL (PIA)	80.8	83.0	276	277
Petersburg, AK (PSG)	74.1	77.6	58	58
Philadelphia, PA (PHL)	84.3	85.7	7330	7338
Phoenix, AZ (AZA)	80.8	85.1	469	469
Phoenix, AZ (PHX)	86.1	85.8	15803	15792
Pittsburgh, PA (PIT)	86.6	89.4	3503	3503
Plattsburgh, NY (PBG)	92.9	78.6	28	28
Pocatello, ID (PIH)	93.3	98.3	60	60
Ponce, PR (PSE)	78.8	93.3	104	104
Portland, ME (PWM)	89.2	93.6	719	720
Portland, OR (PDX)	86.7	89.9	4812	4815
Portsmouth, NH (PSM)	85.0	65.0	20	20
Prescott, AZ (PRC)	96.6	94.9	59	59

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

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Providence, RI (PVD)	84.6	85.8	1050	1050
Provo, UT (PVU)	74.3	83.4	187	187
Punta Gorda, FL (PGD)	74.3	80.9	444	444
Raleigh/Durham, NC (RDU)	85.9	86.3	4983	4986
Rapid City, SD (RAP)	87.5	88.5	279	279
Redding, CA (RDD)	82.2	86.8	129	129
Reno, NV (RNO)	88.3	90.1	1577	1579
Rhineland, WI (RHI)	83.1	86.2	59	58
Richmond, VA (RIC)	86.2	86.4	1524	1525
Riverton/Lander, WY (RIW)	86.8	94.7	38	38
Roanoke, VA (ROA)	88.5	85.8	218	218
Rochester, MN (RST)	92.0	94.3	88	88
Rochester, NY (ROC)	87.7	90.1	1047	1047
Rock Springs, WY (RKS)	86.8	86.8	38	38
Rockford, IL (RFD)	86.2	75.9	58	58
Roswell, NM (ROW)	91.5	91.5	59	59
Sacramento, CA (SMF)	85.9	86.2	4393	4394
Saginaw/Bay City/Midland, MI (MBS)	74.8	79.2	159	159
Saipan, TT (SPN)	100.0	100.0	30	30
Salina, KS (SLN)	72.9	76.3	59	59
Salt Lake City, UT (SLC)	91.3	91.2	8819	8816
San Angelo, TX (SJT)	86.2	82.8	87	87
San Antonio, TX (SAT)	84.3	87.5	3482	3480
San Diego, CA (SAN)	84.1	85.7	7677	7673
San Francisco, CA (SFO)	84.6	85.5	11184	11186
San Jose, CA (SJC)	87.7	88.2	4134	4132
San Juan, PR (SJU)	80.1	79.9	2577	2571
San Luis Obispo, CA (SBP)	80.5	83.6	420	420
Sanford, FL (SFB)	77.7	81.3	728	728
Santa Ana, CA (SNA)	84.8	84.2	3673	3675
Santa Barbara, CA (SBA)	83.8	85.0	628	627
Santa Fe, NM (SAF)	82.2	84.5	129	129
Santa Maria, CA (SMX)	83.3	75.0	12	12
Santa Rosa, CA (STS)	84.0	85.6	306	306
Sarasota/Bradenton, FL (SRQ)	86.1	87.8	1349	1348
Sault Ste. Marie, MI (CIU)	76.3	81.4	59	59
Savannah, GA (SAV)	87.9	87.7	1408	1411
Scottsbluff, NE (BFF)	88.0	94.0	50	50
Scranton/Wilkes-Barre, PA (AVP)	83.7	83.2	166	167
Seattle, WA (SEA)	85.5	84.6	13106	13117
Sheridan, WY (SHR)	89.8	89.8	59	59

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Shreveport, LA (SHV)	87.7	87.1	302	302
Sioux City, IA (SUX)	91.5	89.8	59	59
Sioux Falls, SD (FSD)	87.9	85.1	538	538
Sitka, AK (SIT)	77.5	88.8	89	89
South Bend, IN (SBN)	85.6	85.0	499	499
Spokane, WA (GEG)	85.5	88.8	1427	1426
Springfield, IL (SPI)	90.0	80.0	10	10
Springfield, MO (SGF)	85.4	86.2	638	639
St. Cloud, MN (STC)	87.5	62.5	8	8
St. George, UT (SGU)	88.2	90.2	255	254
St. Louis, MO (STL)	86.4	84.9	5244	5245
St. Petersburg, FL (PIE)	85.7	87.2	586	586
State College, PA (SCE)	83.0	86.2	94	94
Stillwater, OK (SWO)	93.2	93.2	59	59
Stockton, CA (SCK)	79.1	69.8	43	43
Sun Valley/Hailey/Ketchum, ID (SUN)	94.4	97.8	89	89
Syracuse, NY (SYR)	85.7	88.2	1143	1143
Tallahassee, FL (TLH)	91.1	92.9	406	407
Tampa, FL (TPA)	84.6	86.4	6743	6737
Texarkana, AR (TXK)	90.9	88.6	88	88
Toledo, OH (TOL)	89.5	78.9	38	38
Traverse City, MI (TVC)	85.2	84.3	229	230
Trenton, NJ (TTN)	80.5	81.4	215	215
Tucson, AZ (TUS)	86.7	88.0	1453	1454
Tulsa, OK (TUL)	87.0	90.7	1269	1268
Twin Falls, ID (TWF)	93.3	98.3	60	60
Tyler, TX (TYR)	84.9	83.7	86	86
Valdosta, GA (VLD)	93.3	95.0	60	60
Valparaiso, FL (VPS)	88.5	91.3	642	642
Vernal, UT (VEL)	80.4	80.4	51	51
Victoria, TX (VCT)	94.1	90.2	51	51
Waco, TX (ACT)	90.8	83.9	87	87
Walla Walla, WA (ALW)	89.8	89.8	59	59
Washington, DC (DCA)	87.0	87.2	11354	11353
Washington, DC (IAD)	88.0	89.5	3719	3720
West Palm Beach/Palm Beach, FL (PBI)	83.2	83.7	2379	2376
White Plains, NY (HPN)	80.5	86.1	1039	1039
Wichita Falls, TX (SPS)	91.4	82.8	58	58
Wichita, KS (ICT)	81.8	84.7	694	693
Williston, ND (XWA)	81.6	67.6	136	136
Wilmington, NC (ILM)	92.6	93.5	554	556

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

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Worcester, MA (ORH)	80.6	76.5	98	98
Wrangell, AK (WRG)	81.0	81.0	58	58
Yakutat, AK (YAK)	74.1	81.0	58	58
Yuma, AZ (YUM)	86.1	88.9	144	144

AIR TRAVEL CONSUMER REPORT

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

NOVEMBER 2023

CARRIER ¹	AT ALL US AIRPORTS			
	NUMBER OF AIRPORTS REPORTED	FLIGHT OPERATIONS SCHEDULED	FLIGHT OPERATIONS CANCELLED	PERCENT OF OPERATIONS CANCELLED
DELTA AIR LINES NETWORK	206	120569	17	0.0
- DELTA AIR LINES	142	80353	11	0.0
- BRANDED CODESHARE PARTNERS	173	40216	6	0.0
AMERICAN AIRLINES NETWORK	220	145949	73	0.1
- AMERICAN AIRLINES	123	76407	11	0.0
- BRANDED CODESHARE PARTNERS	202	69542	62	0.1
ALLEGiant AIR	122	8940	7	0.1
UNITED AIRLINES NETWORK	213	103688	114	0.1
- UNITED AIRLINES	111	57897	61	0.1
- BRANDED CODESHARE PARTNERS	189	45791	53	0.1
JETBLUE AIRWAYS	61	21281	32	0.2
FRONTIER AIRLINES	76	15904	24	0.2
SOUTHWEST AIRLINES	107	122501	244	0.2
SPIRIT AIRLINES	63	23164	84	0.4
ALASKA AIRLINES NETWORK	105	31197	168	0.5
- ALASKA AIRLINES	85	19255	86	0.4
- BRANDED CODESHARE PARTNERS	56	11942	82	0.7
HAWAIIAN AIRLINES	21	6621	64	1.0
TOTAL AIRPORTS SERVED	350	599,814	827	0.1

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

AIR TRAVEL CONSUMER REPORT

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

NOVEMBER 2023

CARRIER ¹	AT ALL US AIRPORTS				
	NUMBER OF AIRPORTS REPORTED	FLIGHT OPERATIONS SCHEDULED	FLIGHT OPERATIONS CANCELLED	PERCENT OF OPERATIONS CANCELLED	RANK
ENDEAVOR AIR	101	16379	0	0.0	1
REPUBLIC AIRWAYS	82	22002	2	0.0	2
DELTA AIR LINES	142	80353	11	0.0	3
AMERICAN AIRLINES	123	76407	11	0.0	4
ALLEGiant AIR	122	8940	7	0.1	5
UNITED AIRLINES	111	57897	61	0.1	6
JETBLUE AIRWAYS	61	21281	32	0.2	7
FRONTIER AIRLINES	76	15904	24	0.2	8
PSA AIRLINES	84	16150	32	0.2	9
SOUTHWEST AIRLINES	107	122501	244	0.2	10
SKYWEST AIRLINES	237	57194	118	0.2	11
ENVOY AIR	134	19729	43	0.2	12
SPIRIT AIRLINES	63	23164	84	0.4	13
ALASKA AIRLINES	85	19255	86	0.4	14
HAWAIIAN AIRLINES	21	6621	64	1.0	15
TOTAL AIRPORTS SERVED	332	563,777	819	0.1	

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

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

AIR TRAVEL CONSUMER REPORT

TABLE 7. CAUSES OF DELAY, BY REPORTING MARKETING CARRIER

NOVEMBER 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	31197	25985	83.29	168	0.54	80	0.26	1181	3.79	189	0.61	1808	5.80	29	0.09	1757	5.63
- ALASKA AIRLINES	19255	15931	82.74	86	0.45	58	0.30	765	3.97	105	0.55	1210	6.28	25	0.13	1074	5.58
- BRANDED CODESHARE PARTNERS	11942	10054	84.19	82	0.69	22	0.18	416	3.48	85	0.71	597	5.00	3	0.03	683	5.72
ALLEGiant AIR	8940	7225	80.82	7	0.08	7	0.08	507	5.67	68	0.76	486	5.44	5	0.06	635	7.10
AMERICAN AIRLINES NETWORK	145949	125715	86.14	73	0.05	167	0.11	6736	4.62	477	0.33	5759	3.95	91	0.06	6930	4.75
- AMERICAN AIRLINES	76407	64790	84.80	11	0.01	73	0.10	4155	5.44	142	0.19	3218	4.21	63	0.08	3955	5.18
- BRANDED CODESHARE PARTNERS	69542	60925	87.61	62	0.09	94	0.14	2582	3.71	335	0.48	2541	3.65	28	0.04	2975	4.28
DELTA AIR LINES NETWORK	120569	109940	91.18	17	0.01	112	0.09	4680	3.88	558	0.46	3285	2.72	18	0.01	1959	1.62
- DELTA AIR LINES	80353	73341	91.27	11	0.01	64	0.08	3072	3.82	87	0.11	2209	2.75	12	0.01	1558	1.94
- BRANDED CODESHARE PARTNERS	40216	36599	91.01	6	0.01	48	0.12	1608	4.00	471	1.17	1076	2.68	6	0.01	402	1.00
FRONTIER AIRLINES	15904	12675	79.70	24	0.15	9	0.06	959	6.03	15	0.09	807	5.07	0	0.00	1414	8.89
HAWAIIAN AIRLINES	6621	5570	84.13	64	0.97	7	0.11	540	8.16	41	0.62	44	0.66	6	0.09	349	5.27
JETBLUE AIRWAYS	21281	16390	77.02	32	0.15	36	0.17	2207	10.37	22	0.10	975	4.58	14	0.07	1605	7.54
SOUTHWEST AIRLINES	122501	105196	85.87	244	0.20	54	0.04	5927	4.84	42	0.03	3116	2.54	81	0.07	7841	6.40
SPIRIT AIRLINES	23164	17506	75.57	84	0.36	13	0.06	1723	7.44	39	0.17	2017	8.71	92	0.40	1689	7.29
UNITED AIRLINES NETWORK	103688	91442	88.19	114	0.11	121	0.12	4339	4.18	238	0.23	3710	3.58	10	0.01	3715	3.58
- UNITED AIRLINES	57897	51428	88.83	61	0.11	51	0.09	2362	4.08	43	0.07	2128	3.68	3	0.01	1820	3.14
- BRANDED CODESHARE PARTNERS	45791	40014	87.38	53	0.12	70	0.15	1977	4.32	194	0.42	1582	3.45	7	0.02	1894	4.14
TOTAL	599,814	517,644	86.30	827	0.14	606	0.10	28,799	4.80	1,688	0.28	22,007	3.67	346	0.06	27,895	4.65

*** 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

NOVEMBER 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	19255	15931	82.74	86	0.45	58	0.30	765	3.97	105	0.55	1210	6.28	25	0.13	1074	5.58
ALLEGIAN AIR	8940	7225	80.82	7	0.08	7	0.08	507	5.67	68	0.76	486	5.44	5	0.06	635	7.10
AMERICAN AIRLINES	76407	64790	84.80	11	0.01	73	0.10	4155	5.44	142	0.19	3218	4.21	63	0.08	3955	5.18
DELTA AIR LINES	80353	73341	91.27	11	0.01	64	0.08	3072	3.82	87	0.11	2209	2.75	12	0.01	1558	1.94
ENDEAVOR AIR	16379	15033	91.78	0	0.00	5	0.03	511	3.12	41	0.25	409	2.50	3	0.02	378	2.31
ENVOY AIR	19729	16854	85.43	43	0.22	13	0.07	744	3.77	86	0.44	904	4.58	9	0.05	1075	5.45
FRONTIER AIRLINES	15904	12675	79.70	24	0.15	9	0.06	959	6.03	15	0.09	807	5.07	0	0.00	1414	8.89
HAWAIIAN AIRLINES	6621	5570	84.13	64	0.97	7	0.11	540	8.16	41	0.62	44	0.66	6	0.09	349	5.27
JETBLUE AIRWAYS	21281	16390	77.02	32	0.15	36	0.17	2207	10.37	22	0.10	975	4.58	14	0.07	1605	7.54
PSA AIRLINES	16150	14064	87.08	32	0.20	17	0.11	601	3.72	64	0.40	537	3.33	8	0.05	827	5.12
REPUBLIC AIRWAYS	22002	20675	93.97	2	0.01	14	0.06	386	1.75	15	0.07	629	2.86	2	0.01	278	1.26
SKYWEST AIRLINES	57194	49387	86.35	118	0.21	124	0.22	2987	5.22	754	1.32	2220	3.88	17	0.03	1587	2.77
SOUTHWEST AIRLINES	122501	105196	85.87	244	0.20	54	0.04	5927	4.84	42	0.03	3116	2.54	81	0.07	7841	6.40
SPIRIT AIRLINES	23164	17506	75.57	84	0.36	13	0.06	1723	7.44	39	0.17	2017	8.71	92	0.40	1689	7.29
UNITED AIRLINES	57897	51428	88.83	61	0.11	51	0.09	2362	4.08	43	0.07	2128	3.68	3	0.01	1820	3.14
TOTAL	563,777	486,065	86.22	819	0.15	545	0.10	27,446	4.87	1,563	0.28	20,911	3.71	341	0.06	26,086	4.63

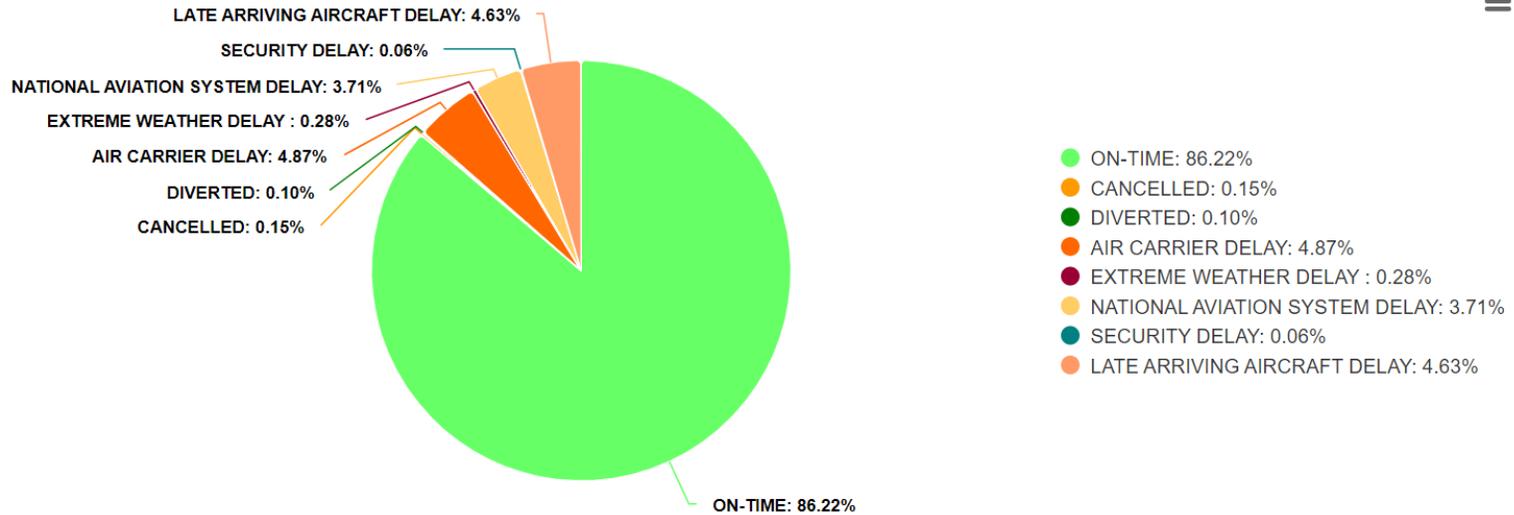
*** Causes of Delay:**

- **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
NOVEMBER 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

NOVEMBER 2023

MARKETING CARRIER	OPERATING CARRIER	FLIGHT NUMBER	ORIGIN AIRPORT	DESTINATION AIRPORT	DATE OF FLIGHT	LOCATION OF LONGEST TARMAC DELAY	LENGTH OF TARMAC DELAY
UNITED	SKYWEST	5400	DRO	DEN	11/24/2023	Origin Airport	4:29
AMERICAN	SKYWEST	3256	DRO	PHX	11/24/2023	Origin Airport	3:05

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

NOVEMBER 2023

MARKETING CARRIER	OPERATING CARRIER	FLIGHT NUMBER	ORIGIN AIRPORT	DESTINATION AIRPORT	DATE OF FLIGHT	LOCATION OF LONGEST TARMAC DELAY	LENGTH OF TARMAC DELAY
CARIBBEAN AIRLINES	CARIBBEAN AIRLINES	520	POS	JFK	11/5/2023	Diversion Airport (SJU)	4:07

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

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

APPENDIX

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

30 Largest U.S. Airports

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

Air Carriers Required to Report

Data to DOT and to CRS Vendors*

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

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

MISHANDLED BAGGAGE

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

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

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

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

RANK	CARRIER ¹	November 2023			November 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	ALLEGIAN AIR	368,321	825	0.22	458,917	698	0.15
2	DELTA AIR LINES NETWORK	7,919,301	22,506	0.28	7,684,479	29,771	0.39
	- DELTA AIR LINES	6,378,651	19,003	0.30	6,155,313	24,837	0.40
	- BRANDED CODESHARE PARTNERS	1,540,650	3,503	0.23	1,529,166	4,934	0.32
3	SOUTHWEST AIRLINES	10,650,495	35,864	0.34	10,332,640	42,601	0.41
4	JETBLUE AIRWAYS	1,149,264	4,113	0.36	1,242,499	7,239	0.58
5	SPIRIT AIRLINES	1,090,429	4,500	0.41	1,062,511	4,996	0.47
6	UNITED AIRLINES NETWORK	5,973,631	25,512	0.43	5,793,084	31,374	0.54
	- UNITED AIRLINES	4,392,941	19,309	0.44	4,157,058	22,279	0.54
	- BRANDED CODESHARE PARTNERS	1,580,690	6,203	0.39	1,636,026	9,095	0.56
7	FRONTIER AIRLINES	757,919	3,362	0.44	790,984	3,532	0.45
8	ALASKA AIRLINES NETWORK	2,110,179	10,137	0.48	2,094,899	13,085	0.62
	- ALASKA AIRLINES	1,659,786	8,325	0.50	1,671,620	10,654	0.64
	- BRANDED CODESHARE PARTNERS	450,393	1,812	0.40	423,279	2,431	0.57
9	AMERICAN AIRLINES NETWORK	8,714,715	45,193	0.52	8,212,715	58,026	0.71
	- AMERICAN AIRLINES	5,754,311	31,868	0.55	5,586,082	42,549	0.76
	- BRANDED CODESHARE PARTNERS	2,960,404	13,325	0.45	2,626,633	15,477	0.59
10	HAWAIIAN AIRLINES	462,978	2,670	0.58	500,866	2,028	0.40
	TOTAL	39,197,232	154,682	0.39	38,173,594	193,350	0.51

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	November 2023			November 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	368,321	825	0.22	458,917	698	0.15
2	ENDEAVOR AIR	715,224	1,708	0.24	655,373	2,205	0.34
3	DELTA AIR LINES	6,378,651	19,003	0.30	6,155,313	24,837	0.4
4	SOUTHWEST AIRLINES	10,650,495	35,864	0.34	10,332,640	42,601	0.41
5	SKYWEST AIRLINES	2,173,761	7,411	0.34	2,174,762	9,818	0.45
6	REPUBLIC AIRWAYS	677,969	2,425	0.36	581,310	3,399	0.58
7	JETBLUE AIRWAYS	1,149,264	4,113	0.36	1,242,499	7,239	0.58
8	SPIRIT AIRLINES	1,090,429	4,500	0.41	1,062,511	4,996	0.47
9	UNITED AIRLINES	4,392,941	19,309	0.44	4,157,058	22,279	0.54
10	FRONTIER AIRLINES	757,919	3,362	0.44	790,984	3,532	0.45
11	PSA AIRLINES	904,149	4,028	0.45	773,849	3,873	0.5
12	ENVOY AIR	715,472	3,516	0.49	639,529	4,193	0.66
13	ALASKA AIRLINES	1,659,786	8,325	0.50	1,671,620	10,654	0.64
14	AMERICAN AIRLINES	5,754,311	31,868	0.55	5,586,082	42,549	0.76
15	HAWAIIAN AIRLINES	462,978	2,670	0.58	500,866	2,028	0.4
	TOTAL	37,851,670	148,927	0.39	36,783,313	184,901	0.5

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	November 2023			November 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	DELTA AIR LINES NETWORK	13,671	93	0.68	17,031	96	0.56
	- DELTA AIR LINES	11,259	74	0.66	14,131	89	0.63
	- BRANDED CODESHARE PARTNERS	2,412	19	0.79	2,900	7	0.24
2	HAWAIIAN AIRLINES	1,253	9	0.72	600	9	1.50
3	UNITED AIRLINES NETWORK	12,839	132	1.03	10,799	119	1.10
	- UNITED AIRLINES	10,014	110	1.10	8,452	98	1.16
	- BRANDED CODESHARE PARTNERS	2,825	22	0.78	2,347	21	0.89
4	ALLEGiant AIR	2,054	25	1.22	991	4	0.40
5	SOUTHWEST AIRLINES	19,730	274	1.39	15,555	251	1.61
6	AMERICAN AIRLINES NETWORK	12,773	182	1.42	10,836	204	1.88
	- AMERICAN AIRLINES	9,776	150	1.53	8,447	155	1.83
	- BRANDED CODESHARE PARTNERS	2,997	32	1.07	2,389	49	2.05
7	JETBLUE AIRWAYS	2,636	41	1.56	2,599	50	1.92
8	FRONTIER AIRLINES	2,444	43	1.76	2,197	34	1.55
9	ALASKA AIRLINES NETWORK	2,380	46	1.93	2,198	32	1.46
	- ALASKA AIRLINES	2,038	40	1.96	1,853	25	1.35
	- BRANDED CODESHARE PARTNERS	342	6	1.75	345	7	2.03
10	SPIRIT AIRLINES	1,202	47	3.91	710	52	7.32
	TOTAL	70,982	892	1.26	63,516	851	1.34

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	November 2023			November 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	SKYWEST AIRLINES	3,258	20	0.61	3,207	25	0.78
2	DELTA AIR LINES	11,259	74	0.66	14,131	89	0.63
3	HAWAIIAN AIRLINES	1,253	9	0.72	600	9	1.50
4	REPUBLIC AIRWAYS	1,000	8	0.80	871	10	1.15
5	ENDEAVOR AIR	965	8	0.83	1,066	2	0.19
6	ENVOY AIR	1,010	10	0.99	733	13	1.77
7	UNITED AIRLINES	10,014	110	1.10	8,452	98	1.16
8	ALLEGiant AIR	2,054	25	1.22	991	4	0.40
9	SOUTHWEST AIRLINES	19,730	274	1.39	15,555	251	1.61
10	AMERICAN AIRLINES	9,776	150	1.53	8,447	155	1.83
11	JETBLUE AIRWAYS	2,636	41	1.56	2,599	50	1.92
12	PSA AIRLINES	686	11	1.60	569	17	2.99
13	FRONTIER AIRLINES	2,444	43	1.76	2,197	34	1.55
14	ALASKA AIRLINES	2,038	40	1.96	1,853	25	1.35
15	SPIRIT AIRLINES	1,202	47	3.91	710	52	7.32
	TOTAL	69,325	870	1.25	61,981	834	1.35

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

OVERSALES

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

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

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

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



AIR TRAVEL CONSUMER REPORT

PASSENGERS DENIED BOARDING BY REPORTING MARKETING U.S. AIRLINES

RANK	CARRIER ¹	JULY- SEPTEMBER 2023				JULY- SEPTEMBER 2022			
		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 NETWORK	46,737	0	47,189,358	0.00	19,325	0	42,750,878	0.00
	- DELTA AIR LINES	30,786	0	39,698,928	0.00	11,309	0	34,955,144	0.00
	- BRANDED CODESHARE PARTNERS	15,951	0	7,490,430	0.00	8,016	0	7,795,734	0.00
2	ALLEGiant AIR	452	0	4,292,031	0.00	397	0	4,359,417	0.00
3	HAWAIIAN AIRLINES	120	3	2,269,475	0.01	165	4	2,676,204	0.01
4	UNITED AIRLINES NETWORK	10,148	116	39,175,009	0.03	7,129	48	34,486,047	0.01
	- UNITED AIRLINES	6,725	74	31,582,061	0.02	3,699	32	26,468,456	0.01
	- BRANDED CODESHARE PARTNERS	3,423	42	7,592,948	0.06	3,430	16	8,017,591	0.02
5	ALASKA AIRLINES NETWORK	3,271	95	11,921,659	0.08	3,298	100	11,220,795	0.09
	- ALASKA AIRLINES	1,952	40	9,446,675	0.04	2,246	58	8,496,497	0.07
	- BRANDED CODESHARE PARTNERS	1,319	55	2,474,984	0.22	1,052	42	2,724,298	0.15
6	JETBLUE AIRWAYS	2,353	152	9,316,848	0.16	1,034	74	9,162,718	0.08
7	SOUTHWEST AIRLINES	10,664	781	44,239,337	0.18	17,493	1,898	42,796,965	0.44
8	SPIRIT AIRLINES	2,253	234	10,092,940	0.23	3,325	151	9,303,548	0.16
9	AMERICAN AIRLINES NETWORK	11,797	3,081	49,738,298	0.62	9,294	1,336	47,933,126	0.28
	- AMERICAN AIRLINES	7,157	1,973	37,931,785	0.52	4,923	792	35,737,960	0.22
	- BRANDED CODESHARE PARTNERS	4,640	1,108	11,806,513	0.94	4,371	544	12,195,166	0.45
10	FRONTIER AIRLINES	2,110	3,508	7,148,319	4.91	1,015	1,019	6,430,306	1.58
	TOTAL	89,905	7,970	225,383,274	0.35	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 OPERATING U.S. AIRLINES

RANK	AIRLINE 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.

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 ATRC 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

November 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	1	0	0
Totals:	1	0	0



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

Customer Experience Report for November 2023 ^a

The Transportation Security Administration (TSA) screened approximately 69.9 million passengers at screening checkpoints and 38.9 million checked bags at baggage screening locations in November 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 November 2023, TSA received 12,096 complaints (i.e. a description of a negative experience) from the general public via phone or email (or 17.4 complaints per 100,000 passengers ^c). Below is a more detailed breakdown:

Courtesy		Screening of Personal Property		Screening of Passengers		Wait Times (Checkpoint)	
Number of Complaints	Complaints per 100,000 Passengers ^c	Number of Complaints	Complaints per 100,000 Passengers ^c	Number of Complaints	Complaints per 100,000 Passengers ^c	Number of Complaints	Complaints per 100,000 Passengers ^c
959	1.4	548	0.8	9,915	14.2	116	0.2

Civil Rights		Other TSA-related		Non-TSA related, Airline		Non-TSA related, All Others	
Number of Complaints	Complaints per 100,000 Passengers ^c	Number of Complaints	Complaints per 100,000 Passengers ^c	Number of Complaints	Complaints per 100,000 Passengers ^c	Number of Complaints	Complaints per 100,000 Passengers ^c
286	0.5	111	0.2	39	0.1	122	0.2

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

Number of Claims Received Regarding Loss or Damage to Property		
Checkpoint (TSA)	Checked Baggage (TSA and/ or Airline)	Claims per 100 Checked Bags
317 ^d	307	0.0008



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

Customer Experience Report for November 2023 ^a

REFERENCES

^a Under Section 421(a) of Vision 100--Century of Aviation Reauthorization Act, Public Law 108-176 (December 12, 2003), 49 U.S.C. 329(e), the U.S. Department of Homeland Security, Transportation Security Administration, has provided this customer service report on passenger and baggage screening complaints and incidents to the U.S. Department of Transportation.

^b The TSA Contact Center can be reached via phone (tel: 866-289-9673) or e-mail (tailored web forms at <https://www.tsa.gov/contact/contact-forms>). TSA Contact Center representatives are available from 8:00AM to 11:00PM EST, Monday through Friday, and Weekends and Holidays, 9:00AM to 8:00PM.

^c The complaints per 100,000 passengers' metric is calculated as follows: # of Complaints divided by # of Airline Passenger multiplied by 100,000 (e.g. 300 complaints / 20,000,000 passengers * 100,000 equals 1.50). In this example, TSA experienced 1.5 complaints for every 100,000 passengers that TSA screened.

^d TSA records the number of passengers screened at checkpoints rather than the number of bags or items screened at TSA checkpoints. Therefore, this table does not present the rate of claims regarding loss or damage to property compared to the total number of items screened at checkpoints.

DEFINITIONS

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