



Air Travel Consumer Report

A Product Of
THE OFFICE OF AVIATION CONSUMER PROTECTION

Issued: February 2024



Flight Delays¹	December 2023
Mishandled Baggage, Wheelchairs, and Scooters¹	December 2023 January - December 2023
Oversales¹	4 th Quarter 2023 January - December 2023
Consumer Complaints² (Includes Disability and Discrimination Complaints)	December 2023 January - December 2023
Airline Animal Incident Reports⁴	December 2023 January - December 2023
Customer Service Reports to the Dept. of Homeland Security³	December 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.

TABLE OF CONTENTS

Section	Page	Section	Page
Flight Delays		Flight Delays (continued)	
Introduction	3	Table 8	35
Explanation	4	List of Regularly Scheduled Domestic Flights with Tarmac Delays Over 3 Hours, By Marketing/Operating Carrier	
Branded Codeshare Partners	5	Table 8A.	
Table 1	6	List of Regularly Scheduled International Flights with Tarmac Delays Over 4 Hours, By Marketing/Operating Carrier	36
Overall Percentage of Reported Flight Operations Arriving On-Time, by Reporting Marketing Carrier		Appendix	37
Table 1A.	7	Mishandled Baggage	38
Overall Percentage of Reported Flight Operations Arriving On-Time, by Reporting Operating Carrier		Ranking- by Marketing Carrier (Monthly)	39
Table 1B.	8	Ranking- by Marketing Carrier (YTD)	40
Overall Percentage of Reported Flight Operations Arriving On-Time, by Reporting Marketing Carrier, Rank by Month, and Year-to-Date (YTD)		Ranking- by Operating Carrier (Monthly)	41
Table 1C.	9	Ranking- by Operating Carrier (YTD)	42
Overall Percentage of Reported Flight Operations Arriving On-Time, by Reporting Marketing Carrier Quarterly		Mishandled Wheelchairs and Scooters	43
Table 1D.	10	Ranking- by Marketing Carrier (Monthly)	44
Overall Percentage of Reported Flight Operations Arriving On-Time, by Reporting Operating Carrier, Rank by Quarterly		Ranking- by Marketing Carrier (YTD)	45
Table 2.	11	Ranking- by Operating Carrier (Monthly)	46
Number of Reported Flight Arrivals and Percentage Arriving On-Time, by Reporting Marketing Carrier and Airport		Ranking- by Operating Carrier (YTD)	47
Table 2A.	15	Oversales	
Number of Reported Flight Arrivals and Percentage Arriving On-Time, by Reporting Operating Carrier and Airport		Explanation	48
Table 3.	19	Ranking- by Marketing Carrier (Quarterly)	49
Percentage of Reporting Carriers' Flight Operations Arriving On-Time, by Airport and Time of Day		Ranking- by Marketing Carrier (YTD)	50
Table 4.	21	Ranking- by Operating Carrier (Quarterly)	51
Percentage of Reporting Carriers' Flight Operations Departing On- Time, by Airport and Time of Day		Ranking- by Operating Carrier (YTD)	52
Table 5.	23	Consumer Complaints	
On-Time Arrival and Departure Percentage, by Airport by Reporting Operating Carrier		Explanation	53
Tables 6./6A./6B./6C.	28	Airline Reports to DOT of Incidents Involving the Loss, Injury, Or Death of Animals during Air Transportation (Monthly)(YTD)	54
Overall Number and Percentage of Flight Cancellations, by Reporting Marketing and Reporting Operating Carrier (Monthly/Quarterly)		Customer Service Reports to the Department of Homeland Security	56
Table 7.	32		
Causes of the Delay by Reporting Marketing Carrier			
Table 7A.	33		
Causes of the Delay by Reporting Operating Carrier			
Table 7B,	34		
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

DECEMBER 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

DECEMBER 2023

AT ALL US AIRPORTS			
CARRIER ¹	NUMBER OF AIRPORTS REPORTED	PERCENT OF ON-TIME ARRIVALS	RANK
DELTA AIR LINES NETWORK	207	89.3	1
- DELTA AIR LINES	144	90.2	
- BRANDED CODESHARE PARTNERS	179	87.6	
UNITED AIRLINES NETWORK	214	85.6	2
- UNITED AIRLINES	113	86.3	
- BRANDED CODESHARE PARTNERS	195	84.8	
AMERICAN AIRLINES NETWORK	222	84.1	3
- AMERICAN AIRLINES	125	82.1	
- BRANDED CODESHARE PARTNERS	206	86.3	
HAWAIIAN AIRLINES	21	83.4	4
SOUTHWEST AIRLINES	107	82.1	5
ALASKA AIRLINES NETWORK	106	81.8	6
- ALASKA AIRLINES	85	81.4	
- BRANDED CODESHARE PARTNERS	57	82.5	
ALLEGiant AIR	122	79.8	7
FRONTIER AIRLINES	73	77.4	8
SPIRIT AIRLINES	63	75.4	9
JETBLUE AIRWAYS	62	71.4	10
TOTAL AIRPORTS SERVED	351	83.9	

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

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

AIR TRAVEL CONSUMER REPORT

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

DECEMBER 2023

AT ALL US AIRPORTS			
CARRIER ¹	NUMBER OF AIRPORTS REPORTED	PERCENT OF ON-TIME ARRIVALS	RANK
REPUBLIC AIRWAYS	79	90.7	1
DELTA AIR LINES	144	90.2	2
ENDEAVOR AIR	110	87.8	3
UNITED AIRLINES	113	86.3	4
ENVOY AIR	132	85.4	5
PSA AIRLINES	87	85.3	6
SKYWEST AIRLINES	238	84.2	7
HAWAIIAN AIRLINES	21	83.4	8
SOUTHWEST AIRLINES	107	82.1	9
AMERICAN AIRLINES	125	82.1	10
ALASKA AIRLINES	85	81.4	11
ALLEGiant AIR	122	79.8	12
FRONTIER AIRLINES	73	77.4	13
SPIRIT AIRLINES	63	75.4	14
JETBLUE AIRWAYS	62	71.4	15
TOTAL AIRPORTS SERVED	334	83.8	

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

DECEMBER 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		Dec 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	81.8	6	81.1	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		81.4		79.5	
- 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		82.5		83.8	
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	79.8	7	73.4	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	84.1	3	78.9	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		82.1		75.9	
- 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		86.3		82.3	
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	89.3	1	83.5	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		90.2		82.6	
- 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		87.6		85.3	
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	77.4	8	67.0	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	83.4	4	75.2	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	73.9	9	77.0	9	71.4	10	67.1	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	82.1	5	77.3	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	79.7	6	75.6	10	75.4	9	69.5	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	85.6	2	78.5	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		86.3		78.1	
- 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		84.8		79.0	
TOTAL	76.2		79.4		75.4		75.7		81.2		71.3		69.6		77.2		80.3		84.1		86.3		83.9		78.3	

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

RANK	CARRIER ¹	JANUARY - DECEMBER 2023		JANUARY - DECEMBER 2022	
		FLIGHT OPERATIONS SCHEDULED	PERCENT OF ON-TIME ARRIVALS	FLIGHT OPERATIONS SCHEDULED	PERCENT OF ON-TIME ARRIVALS
1	DELTA AIR LINES NETWORK	1,484,394	83.52	1,448,920	82.14
	- DELTA AIR LINES	984,986	82.61	893,172	82.53
	- BRANDED CODESHARE PARTNERS	499,408	85.33	555,748	81.51
2	ALASKA AIRLINES NETWORK	385,945	81.06	382,544	79.06
	- ALASKA AIRLINES	245,344	79.48	228,384	77.28
	- BRANDED CODESHARE PARTNERS	140,601	83.82	154,160	81.70
3	AMERICAN AIRLINES NETWORK	1,759,176	78.88	1,759,257	77.15
	- AMERICAN AIRLINES	940,531	75.94	874,145	74.94
	- BRANDED CODESHARE PARTNERS	818,645	82.26	885,112	79.33
4	UNITED AIRLINES NETWORK	1,297,988	78.47	1,263,956	78.74
	- UNITED AIRLINES	732,212	78.07	626,473	79.01
	- BRANDED CODESHARE PARTNERS	565,776	78.99	637,483	78.47
5	SOUTHWEST AIRLINES	1,438,465	77.25	1,307,149	73.18
6	HAWAIIAN AIRLINES	80,967	75.20	73,865	75.77
7	ALLEGiant AIR	115,539	73.37	116,877	63.39
8	SPIRIT AIRLINES	263,871	69.51	232,400	72.96
9	JETBLUE AIRWAYS	274,852	67.08	273,058	64.63
10	FRONTIER AIRLINES	177,542	66.99	155,482	66.10
	TOTAL	7,278,739	78.34	7,013,508	76.72

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 - DECEMBER 2023		JANUARY - DECEMBER 2022	
		FLIGHT OPERATIONS SCHEDULED	PERCENT OF ON-TIME ARRIVALS	FLIGHT OPERATIONS SCHEDULED	PERCENT OF ON-TIME ARRIVALS
1	REPUBLIC AIRWAYS	295,275	84.35	316,524	76.42
2	ENDEAVOR AIR	201,520	84.11	231,941	80.53
3	DELTA AIR LINES	984,986	82.61	893,172	82.53
4	SKYWEST AIRLINES	675,163	82.46	733,576	81.61
5	PSA AIRLINES	194,144	82.06	214,450	77.96
6	ENVOY AIR	227,488	80.84	248,059	80.65
7	ALASKA AIRLINES	245,344	79.48	228,384	77.28
8	UNITED AIRLINES	732,212	78.07	626,473	79.01
9	SOUTHWEST AIRLINES	1,438,465	77.25	1,307,149	73.18
10	AMERICAN AIRLINES	940,531	75.94	874,145	74.94
11	HAWAIIAN AIRLINES	80,967	75.20	73,865	75.77
12	ALLEGiant AIR	115,539	73.37	116,877	63.39
13	SPIRIT AIRLINES	263,871	69.51	232,400	72.96
14	JETBLUE AIRWAYS	274,852	67.08	273,058	64.63
15	FRONTIER AIRLINES	177,542	66.99	155,482	66.10
	TOTAL	6,847,899	78.22	6,729,125	76.61

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)

DECEMBER 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	88	80.7	257	83.3	62	87.1	171	76.6	31	80.6	0	0.0	155	75.5	164	83.5
- ALASKA AIRLINES	88	80.7	178	83.7	62	87.1	171	76.6	31	80.6	0	0.0	155	75.5	164	83.5
- BRANDED CODESHARE PARTNERS	0	0.0	79	82.3	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
ALLEGiant AIR	0	0.0	94	87.2	291	84.2	31	83.9	18	77.8	0	0.0	0	0.0	38	86.8
AMERICAN AIRLINES NETWORK	938	81.4	1993	79.8	1462	83.7	1919	80.1	323	79.6	16696	85.1	6659	82.7	775	81.7
- AMERICAN AIRLINES	621	77.3	1214	79.6	572	78.0	1268	78.9	276	80.4	9461	84.1	2084	81.4	708	80.9
- BRANDED CODESHARE PARTNERS	317	89.6	779	80.1	890	87.3	651	82.5	47	74.5	7235	86.3	4575	83.3	67	89.6
DELTA AIR LINES NETWORK	20632	90.8	954	90.8	1014	89.5	3414	87.1	541	87.1	848	87.4	1459	87.5	1034	91.9
- DELTA AIR LINES	17840	91.4	906	91.7	672	90.6	2041	86.7	412	87.1	465	91.2	745	88.6	1034	91.9
- BRANDED CODESHARE PARTNERS	2792	87.0	48	72.9	342	87.4	1373	87.8	129	86.8	383	82.8	714	86.4	0	0.0
FRONTIER AIRLINES	868	68.8	19	89.5	67	86.6	38	65.8	243	77.0	190	71.1	93	90.3	1792	83.1
HAWAIIAN AIRLINES	0	0.0	13	84.6	0	0.0	18	77.8	0	0.0	0	0.0	0	0.0	0	0.0
JETBLUE AIRWAYS	310	69.7	93	61.3	142	78.9	3239	71.9	53	86.8	61	78.7	752	73.7	112	85.7
SOUTHWEST AIRLINES	3614	82.7	3402	82.3	4333	81.6	530	70.8	6464	81.6	282	72.3	1344	77.4	8937	86.2
SPIRIT AIRLINES	1057	74.8	103	72.8	339	76.4	455	73.2	473	71.2	452	74.3	0	0.0	124	74.2
UNITED AIRLINES NETWORK	639	86.5	819	86.6	642	86.9	945	82.4	272	86.8	458	86.5	778	85.3	13040	87.5
- UNITED AIRLINES	513	87.3	708	86.7	362	88.1	905	82.0	271	86.7	316	86.4	492	85.4	8038	89.5
- BRANDED CODESHARE PARTNERS	126	83.3	111	85.6	280	85.4	40	92.5	1	100.0	142	86.6	286	85.3	5002	84.1
TOTAL	28,146	87.8	7,747	82.9	8,352	83.2	10,760	79.2	8,418	81.4	18,987	84.6	11,240	82.3	26,016	86.6

* 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)

DECEMBER 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	155	83.9	31	80.6	264	75.4	178	65.7	148	74.3	62	88.7	346	71.7	623	80.4
- ALASKA AIRLINES	155	83.9	31	80.6	264	75.4	178	65.7	148	74.3	62	88.7	346	71.7	423	81.3
- BRANDED CODESHARE PARTNERS	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	200	78.5
ALLEGiant AIR	0	0.0	0	0.0	58	87.9	297	54.9	30	93.3	0	0.0	0	0.0	699	83.7
AMERICAN AIRLINES NETWORK	20420	85.5	633	81.4	625	75.4	590	78.6	193	88.1	670	80.4	1893	82.0	1050	82.8
- AMERICAN AIRLINES	13176	84.6	354	77.4	523	76.3	590	78.6	61	88.5	422	74.6	1237	79.2	1050	82.8
- BRANDED CODESHARE PARTNERS	7244	87.1	279	86.4	102	70.6	0	0.0	132	87.9	248	90.3	656	87.2	0	0.0
DELTA AIR LINES NETWORK	1008	89.2	7496	90.9	654	87.0	1148	84.6	461	85.9	616	90.1	4942	86.9	1405	91.6
- DELTA AIR LINES	1008	89.2	4850	92.0	518	87.5	1116	84.8	229	88.6	616	90.1	2622	87.0	1312	92.1
- BRANDED CODESHARE PARTNERS	0	0.0	2646	88.8	136	85.3	32	78.1	232	83.2	0	0.0	2320	86.9	93	84.9
FRONTIER AIRLINES	630	80.2	191	75.4	0	0.0	161	66.5	0	0.0	137	77.4	0	0.0	818	83.6
HAWAIIAN AIRLINES	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	31	58.1	123	89.4
JETBLUE AIRWAYS	31	61.3	113	72.6	610	65.4	1696	67.5	0	0.0	62	67.7	3200	68.4	203	77.8
SOUTHWEST AIRLINES	0	0.0	330	77.0	0	0.0	1364	74.3	149	71.8	519	85.5	0	0.0	7729	84.7
SPIRIT AIRLINES	812	74.1	826	80.0	886	78.7	2193	65.9	0	0.0	651	73.9	0	0.0	2213	81.4
UNITED AIRLINES NETWORK	800	80.1	487	87.1	8459	88.4	833	80.1	4934	85.6	10386	87.8	0	0.0	1117	87.8
- UNITED AIRLINES	621	83.4	153	81.0	5671	87.3	833	80.1	2420	84.6	5524	88.8	0	0.0	1104	88.0
- BRANDED CODESHARE PARTNERS	179	68.7	334	89.8	2788	90.6	0	0.0	2514	86.5	4862	86.7	0	0.0	13	76.9
TOTAL	23,856	84.9	10,107	88.2	11,556	85.4	8,460	72.0	5,915	85.1	13,103	86.6	10,412	79.8	15,980	84.6

* 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)

DECEMBER 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	1308	76.1	0	0.0	282	84.8	0	0.0	62	80.6	56	87.5	233	84.1	31	83.9
- ALASKA AIRLINES	782	74.7	0	0.0	282	84.8	0	0.0	62	80.6	56	87.5	213	84.5	31	83.9
- BRANDED CODESHARE PARTNERS	526	78.1	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	20	80.0	0	0.0
ALLEGiant AIR	84	79.8	0	0.0	0	0.0	31	87.1	0	0.0	36	91.7	0	0.0	0	0.0
AMERICAN AIRLINES NETWORK	3191	86.3	2845	85.1	1566	78.9	0	0.0	6308	77.7	493	85.4	8717	86.2	5592	84.3
- AMERICAN AIRLINES	2373	85.5	1308	80.0	1566	78.9	0	0.0	4883	78.0	292	81.2	3657	86.8	2910	81.1
- BRANDED CODESHARE PARTNERS	818	88.6	1537	89.3	0	0.0	0	0.0	1425	76.6	201	91.5	5060	85.8	2682	87.8
DELTA AIR LINES NETWORK	4014	91.0	6093	86.2	1926	85.7	260	85.8	1015	74.9	8020	91.1	1028	86.8	549	92.0
- DELTA AIR LINES	3054	91.2	2194	85.3	1926	85.7	116	85.3	999	74.9	5429	92.1	756	86.8	473	91.5
- BRANDED CODESHARE PARTNERS	960	90.4	3899	86.7	0	0.0	144	86.1	16	75.0	2591	89.0	272	86.8	76	94.7
FRONTIER AIRLINES	0	0.0	121	78.5	1974	74.7	339	72.9	322	72.4	106	81.1	81	63.0	954	72.6
HAWAIIAN AIRLINES	186	88.2	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
JETBLUE AIRWAYS	886	80.9	1050	79.4	1709	69.7	0	0.0	259	62.5	31	61.3	99	82.8	78	76.9
SOUTHWEST AIRLINES	2385	80.9	1023	74.5	4068	77.4	6207	80.7	578	73.2	688	81.3	866	78.9	455	68.8
SPIRIT AIRLINES	1023	82.5	652	77.9	2381	73.0	0	0.0	694	73.3	117	76.1	697	73.6	455	75.4
UNITED AIRLINES NETWORK	2974	86.1	863	84.2	1219	84.4	0	0.0	642	70.6	479	85.2	11861	87.7	360	87.8
- UNITED AIRLINES	2166	86.7	540	83.9	1219	84.4	0	0.0	642	70.6	372	83.9	6694	89.1	296	87.2
- BRANDED CODESHARE PARTNERS	808	84.4	323	84.8	0	0.0	0	0.0	0	0.0	107	89.7	5167	85.9	64	90.6
TOTAL	16,051	85.3	12,647	83.8	15,125	77.4	6,837	80.6	9,880	75.8	10,026	89.4	23,582	86.2	8,474	82.3

* 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)

DECEMBER 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	513	82.8	1573	85.4	8127	84.4	1931	77.9	183	79.8	142	76.1
- ALASKA AIRLINES	386	82.1	788	85.4	6216	84.2	900	81.2	90	80.0	142	76.1
- BRANDED CODESHARE PARTNERS	127	85.0	785	85.4	1911	85.3	1031	75.1	93	79.6	0	0.0
ALLEGiant AIR	36	77.8	13	84.6	0	0.0	0	0.0	0	0.0	0	0.0
AMERICAN AIRLINES NETWORK	7048	86.1	707	81.8	530	86.8	942	82.3	512	85.2	1183	77.7
- AMERICAN AIRLINES	4529	86.1	707	81.8	453	86.8	776	81.7	310	81.3	1055	78.0
- BRANDED CODESHARE PARTNERS	2519	86.1	0	0.0	77	87.0	166	84.9	202	91.1	128	75.0
DELTA AIR LINES NETWORK	1076	90.1	941	93.2	3780	89.4	1098	87.9	6557	92.3	1102	85.2
- DELTA AIR LINES	937	90.6	797	94.4	2619	92.8	1035	89.2	4411	93.0	1102	85.2
- BRANDED CODESHARE PARTNERS	139	87.1	144	86.8	1161	81.7	63	66.7	2146	91.1	0	0.0
FRONTIER AIRLINES	761	80.3	222	85.6	94	88.3	297	75.1	157	84.1	626	75.2
HAWAIIAN AIRLINES	31	90.3	53	88.7	62	69.4	53	81.1	0	0.0	0	0.0
JETBLUE AIRWAYS	62	79.0	159	79.9	62	79.0	401	80.0	158	77.2	543	72.4
SOUTHWEST AIRLINES	5532	84.7	3142	85.3	660	79.1	768	69.3	1048	84.9	2179	76.5
SPIRIT AIRLINES	182	75.3	166	86.1	63	88.9	0	0.0	111	82.0	693	75.0
UNITED AIRLINES NETWORK	962	87.7	922	90.5	665	89.5	5799	79.3	635	86.1	793	84.0
- UNITED AIRLINES	839	89.3	831	91.0	654	89.6	4029	81.0	312	90.1	793	84.0
- BRANDED CODESHARE PARTNERS	123	77.2	91	85.7	11	81.8	1770	75.5	323	82.4	0	0.0
TOTAL	16,203	85.4	7,898	86.5	14,043	85.8	11,289	79.4	9,361	89.9	7,261	78.3

* 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)

DECEMBER 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	88	80.7	178	83.7	62	87.1	171	76.6	31	80.6	0	0.0	155	75.5	164	83.5
ALLEGiant AIR	0	0.0	94	87.2	291	84.2	31	83.9	18	77.8	0	0.0	0	0.0	38	86.8
AMERICAN AIRLINES	621	77.3	1214	79.6	572	78.0	1268	78.9	276	80.4	9461	84.1	2084	81.4	708	80.9
DELTA AIR LINES	17840	91.4	906	91.7	672	90.6	2041	86.7	412	87.1	465	91.2	745	88.6	1034	91.9
ENDEAVOR AIR	2111	87.8	48	72.9	61	88.5	16	93.8	70	87.1	244	84.0	141	77.3	0	0.0
ENVOY AIR	45	77.8	649	83.1	258	79.1	144	70.1	47	74.5	505	80.6	349	80.8	0	0.0
FRONTIER AIRLINES	868	68.8	19	89.5	67	86.6	38	65.8	243	77.0	190	71.1	93	90.3	1792	83.1
HAWAIIAN AIRLINES	0	0.0	13	84.6	0	0.0	18	77.8	0	0.0	0	0.0	0	0.0	0	0.0
JETBLUE AIRWAYS	310	69.7	93	61.3	142	78.9	3239	71.9	53	86.8	61	78.7	752	73.7	112	85.7
PSA AIRLINES	149	89.3	0	0.0	299	89.3	0	0.0	0	0.0	4064	86.6	2883	81.1	0	0.0
REPUBLIC AIRWAYS	155	92.9	13	100.0	496	93.3	1746	87.8	59	86.4	165	82.4	1952	88.8	0	0.0
SKYWEST AIRLINES	681	84.3	221	73.3	287	79.8	59	86.4	1	100.0	8	75.0	23	87.0	4110	84.7
SOUTHWEST AIRLINES	3614	82.7	3402	82.3	4333	81.6	530	70.8	6464	81.6	282	72.3	1344	77.4	8937	86.2
SPIRIT AIRLINES	1057	74.8	103	72.8	339	76.4	455	73.2	473	71.2	452	74.3	0	0.0	124	74.2
UNITED AIRLINES	513	87.3	708	86.7	362	88.1	905	82.0	271	86.7	316	86.4	492	85.4	8038	89.5
TOTAL	28,052	87.8	7,661	82.9	8,241	83.2	10,661	79.2	8,418	81.4	16,213	84.2	11,013	82.2	25,057	86.8

* 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)

DECEMBER 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	155	83.9	31	80.6	264	75.4	178	65.7	148	74.3	62	88.7	346	71.7	423	81.3
ALLEGiant AIR	0	0.0	0	0.0	58	87.9	297	54.9	30	93.3	0	0.0	0	0.0	699	83.7
AMERICAN AIRLINES	13176	84.6	354	77.4	523	76.3	590	78.6	61	88.5	422	74.6	1237	79.2	1050	82.8
DELTA AIR LINES	1008	89.2	4850	92.0	518	87.5	1116	84.8	229	88.6	616	90.1	2622	87.0	1312	92.1
ENDEAVOR AIR	0	0.0	1371	90.4	108	83.3	32	78.1	40	87.5	0	0.0	1484	87.5	0	0.0
ENVOY AIR	4935	88.4	30	80.0	97	70.1	0	0.0	21	100.0	164	90.9	0	0.0	0	0.0
FRONTIER AIRLINES	630	80.2	191	75.4	0	0.0	161	66.5	0	0.0	137	77.4	0	0.0	818	83.6
HAWAIIAN AIRLINES	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	31	58.1	123	89.4
JETBLUE AIRWAYS	31	61.3	113	72.6	610	65.4	1696	67.5	0	0.0	62	67.7	3200	68.4	203	77.8
PSA AIRLINES	508	86.8	114	90.4	0	0.0	0	0.0	111	85.6	0	0.0	0	0.0	0	0.0
REPUBLIC AIRWAYS	3	100.0	279	95.0	1767	91.9	0	0.0	550	93.3	2	100.0	1132	87.5	0	0.0
SKYWEST AIRLINES	1801	83.1	1346	86.0	2	100.0	0	0.0	215	83.7	916	86.7	360	83.1	198	80.8
SOUTHWEST AIRLINES	0	0.0	330	77.0	0	0.0	1364	74.3	149	71.8	519	85.5	0	0.0	7729	84.7
SPIRIT AIRLINES	812	74.1	826	80.0	886	78.7	2193	65.9	0	0.0	651	73.9	0	0.0	2213	81.4
UNITED AIRLINES	621	83.4	153	81.0	5671	87.3	833	80.1	2420	84.6	5524	88.8	0	0.0	1104	88.0
TOTAL	23,680	85.0	9,988	88.3	10,504	85.1	8,460	72.0	3,974	85.4	9,075	86.5	10,412	79.8	15,872	84.7

* 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)

DECEMBER 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	782	74.7	0	0.0	282	84.8	0	0.0	62	80.6	56	87.5	213	84.5	31	83.9
ALLEGiant AIR	84	79.8	0	0.0	0	0.0	31	87.1	0	0.0	36	91.7	0	0.0	0	0.0
AMERICAN AIRLINES	2373	85.5	1308	80.0	1566	78.9	0	0.0	4883	78.0	292	81.2	3657	86.8	2910	81.1
DELTA AIR LINES	3054	91.2	2194	85.3	1926	85.7	116	85.3	999	74.9	5429	92.1	756	86.8	473	91.5
ENDEAVOR AIR	0	0.0	2499	86.8	0	0.0	0	0.0	16	75.0	660	89.5	13	84.6	13	92.3
ENVOY AIR	0	0.0	0	0.0	0	0.0	0	0.0	1318	75.5	10	100.0	2074	85.6	0	0.0
FRONTIER AIRLINES	0	0.0	121	78.5	1974	74.7	339	72.9	322	72.4	106	81.1	81	63.0	954	72.6
HAWAIIAN AIRLINES	186	88.2	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
JETBLUE AIRWAYS	886	80.9	1050	79.4	1709	69.7	0	0.0	259	62.5	31	61.3	99	82.8	78	76.9
PSA AIRLINES	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	44	93.2	0	0.0	703	87.2
REPUBLIC AIRWAYS	0	0.0	2859	88.4	0	0.0	0	0.0	107	90.7	119	96.6	1407	94.7	676	91.0
SKYWEST AIRLINES	3016	86.6	169	85.2	0	0.0	144	86.1	0	0.0	1957	88.5	4104	83.5	1	100.0
SOUTHWEST AIRLINES	2385	80.9	1023	74.5	4068	77.4	6207	80.7	578	73.2	688	81.3	866	78.9	455	68.8
SPIRIT AIRLINES	1023	82.5	652	77.9	2381	73.0	0	0.0	694	73.3	117	76.1	697	73.6	455	75.4
UNITED AIRLINES	2166	86.7	540	83.9	1219	84.4	0	0.0	642	70.6	372	83.9	6694	89.1	296	87.2
TOTAL	15,955	85.3	12,415	83.9	15,125	77.4	6,837	80.6	9,880	75.8	9,917	89.5	20,661	86.4	7,045	81.3

* 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)

DECEMBER 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	386	82.1	788	85.4	6216	84.2	900	81.2	90	80.0	142	76.1
ALLEGiant AIR	36	77.8	13	84.6	0	0.0	0	0.0	0	0.0	0	0.0
AMERICAN AIRLINES	4529	86.1	707	81.8	453	86.8	776	81.7	310	81.3	1055	78.0
DELTA AIR LINES	937	90.6	797	94.4	2619	92.8	1035	89.2	4411	93.0	1102	85.2
ENDEAVOR AIR	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
ENVOY AIR	371	90.3	0	0.0	0	0.0	0	0.0	10	100.0	125	74.4
FRONTIER AIRLINES	761	80.3	222	85.6	94	88.3	297	75.1	157	84.1	626	75.2
HAWAIIAN AIRLINES	31	90.3	53	88.7	62	69.4	53	81.1	0	0.0	0	0.0
JETBLUE AIRWAYS	62	79.0	159	79.9	62	79.0	401	80.0	158	77.2	543	72.4
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	3	100.0
SKYWEST AIRLINES	2336	85.5	970	86.2	1843	81.6	2800	76.3	2712	89.6	0	0.0
SOUTHWEST AIRLINES	5532	84.7	3142	85.3	660	79.1	768	69.3	1048	84.9	2179	76.5
SPIRIT AIRLINES	182	75.3	166	86.1	63	88.9	0	0.0	111	82.0	693	75.0
UNITED AIRLINES	839	89.3	831	91.0	654	89.6	4029	81.0	312	90.1	793	84.0
TOTAL	16,002	85.5	7,848	86.6	12,726	85.6	11,059	79.6	9,319	89.9	7,261	78.3

* 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)

DECEMBER 2023

ARRIVAL AIRPORT*																
SCHEDULED ARRIVAL TIME	ATL	AUS	BNA	BOS	BWI	CLT	DCA	DEN	DFW	DTW	EWR	FLL	IAD	IAH	JFK	LAS
0600-0659	90.5	100.0	93.7	80.8	82.7	91.5	92.6	92.2	89.6	91.0	81.8	75.4	95.8	90.8	85.8	95.2
0700-0759	92.1	95.7	91.9	78.4	91.9	89.3	87.8	91.6	89.5	93.3	85.3	79.0	92.1	88.2	80.8	94.3
0800-0859	89.0	90.1	88.4	82.4	88.7	89.5	90.5	88.6	80.9	95.3	92.6	82.9	96.0	88.7	82.3	92.8
0900-0959	91.3	86.8	93.0	88.2	90.5	86.9	88.9	90.1	85.3	90.4	92.0	82.6	94.4	88.8	88.6	91.1
1000-1059	91.5	90.3	88.1	88.1	87.6	87.3	88.0	88.7	90.0	86.4	91.5	84.8	86.5	91.4	91.5	90.0
1100-1159	91.5	87.3	90.9	82.8	88.7	86.8	88.6	89.7	91.6	92.8	90.1	76.8	91.4	90.7	85.7	86.8
1200-1259	90.6	87.1	86.8	87.7	86.6	87.2	86.3	91.0	90.7	90.6	89.3	73.6	80.0	91.9	84.2	84.4
1300-1359	90.9	86.8	90.1	82.2	86.4	86.5	84.0	91.8	90.0	91.4	91.0	74.1	91.3	92.4	86.8	82.7
1400-1459	89.0	85.4	81.0	83.6	84.7	88.6	82.8	87.7	87.4	90.1	89.4	73.5	88.8	83.2	83.4	80.6
1500-1559	88.7	81.5	84.0	80.1	83.4	85.4	83.3	86.2	86.8	89.0	86.5	73.7	84.1	88.8	84.9	82.4
1600-1659	87.2	83.2	82.0	80.7	81.2	83.8	82.5	84.9	84.4	85.6	86.7	74.2	81.8	85.0	79.4	79.7
1700-1759	87.3	80.8	79.7	76.6	77.4	82.9	79.7	83.5	80.4	88.0	83.6	66.2	84.6	85.8	78.6	78.7
1800-1859	86.4	80.2	78.3	76.9	78.0	80.6	76.3	83.9	79.2	85.4	76.3	66.5	80.0	80.4	74.3	83.7
1900-1959	85.0	74.8	77.6	75.7	75.1	76.8	76.1	84.3	76.8	89.2	80.1	63.4	75.3	82.9	74.0	82.8
2000-2059	85.0	71.1	72.0	74.7	73.1	74.1	74.2	83.6	79.1	84.4	80.2	64.1	79.2	82.2	79.9	83.4
2100-2159	84.2	81.0	75.6	77.7	66.2	72.5	72.3	82.0	81.3	86.4	79.1	72.8	85.1	79.5	70.6	82.3
2200-2259	74.5	81.1	81.0	71.8	77.3	79.9	76.8	83.0	85.8	78.5	80.5	61.7	82.1	82.1	70.7	84.7
2300-0559	80.1	78.7	72.2	71.7	72.1	83.7	79.5	81.3	83.3	79.9	80.4	64.5	86.5	81.2	68.9	79.7
TOTAL	87.8	82.9	83.2	79.2	81.4	84.2	82.2	86.8	85.0	88.3	85.1	72.0	85.4	86.5	79.8	84.7

* 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)

DECEMBER 2023

ARRIVAL AIRPORT*															
SCHEDULED ARRIVAL TIME	LAX	LGA	MCO	MDW	MIA	MSP	ORD	PHL	PHX	SAN	SEA	SFO	SLC	TPA	TOTAL
0600-0659	93.2	82.5	77.9	88.9	85.6	84.1	87.2	83.6	96.6	69.2	79.4	94.7	93.5	79.5	87.9
0700-0759	92.5	85.9	88.6	89.4	89.2	92.7	89.7	86.6	89.4	91.8	82.4	89.6	89.9	83.3	89.6
0800-0859	93.0	91.7	88.1	87.0	84.4	91.9	89.0	88.5	92.9	93.2	87.2	84.4	93.9	89.0	89.2
0900-0959	89.1	90.3	88.1	87.9	83.1	91.4	89.5	90.8	87.4	92.1	89.3	75.7	90.7	88.5	88.1
1000-1059	85.1	86.9	86.0	89.1	78.8	88.7	90.1	85.1	86.5	92.3	90.0	83.0	93.3	88.4	88.4
1100-1159	85.3	89.6	85.1	87.2	79.8	94.8	90.4	83.5	86.8	90.7	89.0	80.6	87.3	81.3	88.0
1200-1259	86.9	88.0	79.8	87.7	76.4	88.6	89.8	87.5	88.6	90.2	87.8	76.4	92.2	83.7	87.1
1300-1359	89.2	86.2	80.5	84.3	76.1	91.0	88.7	87.7	88.1	88.9	87.3	81.3	91.4	81.8	87.2
1400-1459	87.4	85.4	73.4	81.4	77.7	91.6	88.0	85.1	86.8	85.7	83.0	79.3	90.4	84.5	85.4
1500-1559	87.1	84.9	78.8	83.1	72.6	91.2	82.0	77.7	87.6	88.0	83.7	79.6	88.3	81.6	84.6
1600-1659	90.7	86.2	77.2	80.8	76.6	89.9	85.3	83.2	88.2	84.4	87.6	78.4	91.2	75.7	83.9
1700-1759	84.9	83.1	74.7	73.9	73.0	90.0	82.6	78.8	84.2	83.5	83.3	79.1	79.9	75.4	81.6
1800-1859	83.1	78.9	73.8	78.4	67.1	88.0	79.3	72.4	82.6	82.9	87.6	77.6	93.6	72.6	80.0
1900-1959	82.7	73.5	74.8	71.7	71.2	87.0	82.4	73.1	82.3	79.3	83.8	78.1	86.4	70.4	79.7
2000-2059	84.2	78.7	70.9	74.7	65.5	88.5	87.5	74.7	82.9	82.1	85.4	80.5	90.8	69.3	79.9
2100-2159	79.6	79.2	66.7	70.3	66.3	83.4	84.6	81.5	80.6	81.5	80.3	77.2	84.5	75.0	78.0
2200-2259	75.1	73.6	70.1	74.3	72.3	84.5	82.5	66.5	82.6	81.8	82.8	76.2	85.8	71.0	77.8
2300-0559	79.9	79.8	71.9	70.8	72.3	82.0	85.2	73.2	75.8	86.4	86.0	82.9	83.4	73.6	77.6
TOTAL	85.3	83.9	77.4	80.6	75.8	89.5	86.4	81.3	85.5	86.6	85.6	79.6	89.9	78.3	83.9

* 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)

DECEMBER 2023

DEPARTURE AIRPORT*																
SCHEDULED DEPARTURE TIME	ATL	AUS	BNA	BOS	BWI	CLT	DCA	DEN	DFW	DTW	EWR	FLL	IAD	IAH	JFK	LAS
0600-0659	90.7	93.0	89.9	91.7	89.2	88.1	92.8	94.1	88.8	89.8	89.1	91.0	89.3	92.4	93.0	94.5
0700-0759	90.4	91.4	90.9	90.3	88.3	90.5	93.6	89.1	89.5	90.3	87.9	81.0	86.7	93.6	87.0	92.1
0800-0859	90.6	89.6	87.9	85.3	79.1	86.3	89.8	88.0	90.9	92.9	84.5	78.8	91.7	91.6	86.0	88.7
0900-0959	88.1	84.2	89.4	86.1	76.8	89.9	89.3	84.3	84.5	86.9	86.3	80.0	90.2	85.8	85.8	87.8
1000-1059	87.0	85.3	85.8	81.1	76.3	79.4	87.5	84.8	87.1	87.1	90.1	69.2	88.9	86.9	86.2	82.8
1100-1159	87.3	87.9	83.5	83.7	77.2	86.4	83.7	83.8	84.4	79.0	85.5	73.5	85.0	83.4	89.5	84.9
1200-1259	88.2	85.3	84.6	77.0	79.1	74.0	81.8	78.5	87.9	90.2	87.0	73.7	89.0	85.7	85.3	79.7
1300-1359	88.2	80.4	82.3	78.3	74.2	84.3	79.7	81.4	84.4	82.0	84.1	61.4	89.5	84.2	77.7	76.5
1400-1459	83.8	77.7	83.2	77.0	66.7	81.0	84.6	78.5	84.8	89.0	85.0	71.4	80.6	85.6	83.2	75.2
1500-1559	85.3	80.7	74.5	78.7	60.6	77.4	80.5	76.0	81.7	86.1	86.5	59.3	94.1	81.9	77.0	70.1
1600-1659	84.0	75.8	72.8	74.5	70.4	77.7	71.9	77.7	84.7	86.3	80.7	61.5	77.4	84.6	79.6	73.6
1700-1759	84.2	77.6	79.1	74.0	63.6	79.1	79.0	80.0	82.3	77.7	80.6	64.7	83.4	68.9	75.5	74.4
1800-1859	82.3	79.9	77.3	71.4	56.6	76.0	74.1	74.8	75.7	83.7	79.6	53.0	84.8	79.3	72.7	72.4
1900-1959	79.8	74.6	74.6	72.3	54.1	71.1	74.4	77.0	79.0	81.1	78.6	53.5	76.7	76.6	71.3	78.0
2000-2059	79.7	75.8	67.6	77.5	55.3	74.6	75.9	77.6	75.1	87.0	79.7	50.0	59.5	82.3	67.1	76.2
2100-2159	80.9	73.2	66.9	57.9	54.5	73.8	89.3	72.3	83.6	88.4	81.5	53.2	0.0	78.7	70.6	74.2
2200-2259	85.5	69.5	34.0	63.9	29.0	72.6	77.1	64.4	82.4	82.5	68.3	60.0	86.5	81.8	64.9	81.5
2300-0559	86.4	95.4	92.5	90.2	86.0	81.7	95.5	87.0	84.8	90.7	88.8	81.3	80.8	92.0	75.6	89.0
TOTAL	85.6	82.8	81.3	80.5	69.5	80.8	82.9	81.1	84.2	87.5	84.2	67.2	86.7	84.7	80.1	81.6

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

AIR TRAVEL CONSUMER REPORT

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

DECEMBER 2023

DEPARTURE AIRPORT*															
SCHEDULED DEPARTURE TIME	LAX	LGA	MCO	MDW	MIA	MSP	ORD	PHL	PHX	SAN	SEA	SFO	SLC	TPA	TOTAL
0600-0659	95.3	92.5	91.7	93.5	93.0	95.7	92.6	91.5	94.0	95.9	91.6	91.8	93.9	95.5	92.3
0700-0759	90.4	91.0	91.9	87.1	90.4	91.9	91.7	89.3	94.9	91.8	87.6	93.6	95.5	91.4	90.4
0800-0859	89.8	89.1	88.8	84.5	91.3	90.1	88.1	90.7	90.8	85.7	81.8	89.6	91.6	89.2	88.7
0900-0959	86.4	87.9	83.2	84.1	84.4	92.0	88.5	91.1	89.3	89.3	79.9	84.6	92.2	88.2	86.7
1000-1059	85.6	86.3	81.9	81.7	79.5	86.0	87.9	90.7	86.2	86.5	84.6	72.7	88.5	85.1	85.0
1100-1159	83.2	86.1	79.6	81.7	81.4	90.7	84.6	79.9	86.1	88.9	83.4	74.6	88.7	82.1	84.4
1200-1259	81.3	82.1	77.0	81.9	78.9	89.1	85.8	78.3	84.0	87.4	82.5	79.6	84.4	75.6	83.2
1300-1359	81.0	82.7	76.5	76.4	75.9	87.7	86.2	80.4	84.2	85.5	81.2	71.8	85.2	78.4	81.3
1400-1459	82.1	83.1	72.8	75.2	75.7	90.0	84.6	78.5	81.2	85.3	79.5	78.0	86.7	80.2	81.3
1500-1559	80.9	79.7	64.3	70.6	73.4	87.7	86.0	81.1	81.4	80.0	81.6	74.8	88.4	77.3	79.0
1600-1659	83.0	77.7	67.9	69.0	69.9	89.9	81.1	68.1	81.7	83.3	79.9	79.6	83.1	77.0	78.7
1700-1759	88.3	79.9	70.3	69.8	71.7	81.6	81.3	78.0	82.2	84.3	81.3	70.8	86.5	74.3	78.7
1800-1859	79.9	75.2	66.0	64.5	67.9	84.4	83.4	77.1	78.2	76.1	81.5	79.9	85.8	74.0	76.2
1900-1959	81.7	74.6	69.1	69.2	70.8	85.8	78.8	66.2	75.9	83.1	83.1	74.2	87.0	73.0	75.2
2000-2059	74.7	72.1	65.0	58.8	67.9	86.6	83.0	77.7	78.0	74.8	79.4	77.7	83.8	69.8	75.4
2100-2159	78.2	79.3	62.9	69.2	68.3	88.7	84.9	76.0	80.7	79.1	83.0	78.6	92.5	66.0	76.7
2200-2259	77.7	69.5	53.6	50.0	74.3	88.0	64.0	50.0	79.9	93.3	80.6	82.2	87.2	60.0	76.7
2300-0559	84.3	84.7	79.2	89.3	91.6	93.6	92.9	90.1	87.4	0.0	90.3	85.0	92.7	91.8	88.0
TOTAL	84.3	82.7	76.0	76.2	76.9	88.6	85.7	82.1	84.4	86.0	83.4	80.4	89.2	81.1	82.3

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

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

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Aberdeen, SD (ABR)	88.3	85.0	60	60
Abilene, TX (ABI)	91.3	93.3	149	149
Adak Island, AK (ADK)	77.8	77.8	9	9
Aguadilla, PR (BQN)	67.5	76.3	246	245
Akron, OH (CAK)	84.2	87.4	247	247
Albany, GA (ABY)	93.5	83.9	62	62
Albany, NY (ALB)	83.1	86.0	955	957
Albuquerque, NM (ABQ)	84.9	87.0	2033	2034
Alexandria, LA (AEX)	90.3	85.7	154	154
Allentown/Bethlehem/Easton, PA (ABE)	83.2	86.2	376	376
Alpena, MI (APN)	75.0	76.9	52	52
Amarillo, TX (AMA)	85.4	87.6	460	461
Anchorage, AK (ANC)	81.3	82.0	1190	1188
Appleton, WI (ATW)	81.3	85.7	476	476
Arcata/Eureka, CA (ACV)	75.5	81.9	155	155
Asheville, NC (AVL)	82.5	84.6	956	956
Ashland, WV (HTS)	92.3	76.9	26	26
Aspen, CO (ASE)	62.2	65.2	645	640
Atlanta, GA (ATL)	87.8	85.6	28052	28027
Atlantic City, NJ (ACY)	76.5	79.2	306	307
Augusta, GA (AGS)	89.3	85.7	215	217
Austin, TX (AUS)	82.9	82.8	7661	7664
Bakersfield, CA (BFL)	83.0	89.7	194	195
Baltimore, MD (BWI)	81.4	69.5	8418	8418
Bangor, ME (BGR)	84.9	84.9	238	238
Barrow, AK (BRW)	46.7	36.7	30	30
Baton Rouge, LA (BTR)	89.6	88.6	367	368
Beaumont/Port Arthur, TX (BPT)	79.0	75.8	62	62
Belleville, IL (BLV)	87.1	82.3	62	62
Bellingham, WA (BLI)	86.9	86.0	236	236
Bemidji, MN (BJI)	81.7	88.3	60	60
Bend/Redmond, OR (RDM)	77.8	76.4	486	487
Bethel, AK (BET)	73.3	48.3	60	60
Billings, MT (BIL)	90.3	90.6	278	277
Binghamton, NY (BGM)	92.0	88.0	50	50
Birmingham, AL (BHM)	84.8	86.7	1432	1439
Bishop, CA (BIH)	65.5	58.6	29	29
Bismarck/Mandan, ND (BIS)	88.3	86.9	283	282
Bloomington/Normal, IL (BMI)	89.4	86.6	142	142
Boise, ID (BOI)	84.1	87.9	1689	1689
Boston, MA (BOS)	79.2	80.5	10661	10660

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Bozeman, MT (BZN)	86.5	87.5	815	813
Brainerd, MN (BRD)	76.5	80.4	51	51
Bristol/Johnson City/Kingsport, TN (TRI)	88.7	87.1	186	186
Brownsville, TX (BRO)	94.6	96.4	111	111
Brunswick, GA (BQK)	90.3	87.1	62	62
Buffalo, NY (BUF)	80.2	82.7	1579	1582
Burbank, CA (BUR)	82.0	81.4	2632	2631
Burlington, VT (BTV)	81.3	85.0	528	528
Butte, MT (BTM)	96.4	94.6	55	56
Casper, WY (CPR)	93.7	89.4	95	94
Cedar City, UT (CDC)	88.2	96.1	51	51
Cedar Rapids/Iowa City, IA (CID)	83.2	84.6	601	602
Champaign/Urbana, IL (CMI)	81.3	88.6	123	123
Charleston, SC (CHS)	83.5	85.2	1973	1973
Charleston/Dunbar, WV (CRW)	83.3	83.0	258	259
Charlotte Amalie, VI (STT)	79.4	81.9	535	535
Charlotte, NC (CLT)	84.2	80.8	16213	16220
Charlottesville, VA (CHO)	82.4	87.8	222	222
Chattanooga, TN (CHA)	89.5	89.0	428	427
Cheyenne, WY (CYS)	80.0	81.8	55	55
Chicago, IL (MDW)	80.6	76.2	6837	6836
Chicago, IL (ORD)	86.4	85.7	20661	20664
Christiansted, VI (STX)	74.4	72.9	129	129
Cincinnati, OH (CVG)	85.9	87.9	3234	3237
Clarksburg/Fairmont, WV (CKB)	69.2	69.2	13	13
Cleveland, OH (CLE)	82.1	84.3	3349	3348
College Station/Bryan, TX (CLL)	94.4	92.2	90	90
Colorado Springs, CO (COS)	81.4	82.1	1017	1017
Columbia, MO (COU)	87.2	90.2	133	133
Columbia, SC (CAE)	84.4	87.7	494	497
Columbus, GA (CSG)	90.7	86.7	75	75
Columbus, MS (GTR)	88.7	90.3	62	62
Columbus, OH (CMH)	83.7	86.7	3322	3319
Columbus, OH (LCK)	81.2	81.2	69	69
Concord, NC (USA)	68.0	61.8	75	76
Cordova, AK (CDV)	70.0	80.0	60	60
Corpus Christi, TX (CRP)	88.3	91.5	317	317
Dallas, TX (DAL)	84.9	80.3	6549	6549
Dallas/Fort Worth, TX (DFW)	85.0	84.2	23680	23714
Dayton, OH (DAY)	87.2	91.4	603	603
Daytona Beach, FL (DAB)	88.0	86.1	208	208

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

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Deadhorse, AK (SCC)	84.8	90.9	33	33
Decatur, IL (DEC)	84.1	78.0	82	82
Denver, CO (DEN)	86.8	81.1	25057	25054
Des Moines, IA (DSM)	82.9	84.4	1250	1251
Detroit, MI (DTW)	88.3	87.5	9988	9982
Devils Lake, ND (DVL)	80.4	78.6	56	56
Dickinson, ND (DIK)	94.2	96.2	52	52
Dodge City, KS (DDC)	76.5	76.5	51	51
Dothan, AL (DHN)	96.8	93.5	62	62
Duluth, MN (DLH)	79.6	77.0	152	152
Durango, CO (DRO)	85.5	82.8	256	256
Eagle, CO (EGE)	79.6	79.0	357	357
El Paso, TX (ELP)	84.5	85.8	1418	1418
Elko, NV (EKO)	96.8	93.5	31	31
Elmira/Corning, NY (ELM)	81.5	81.5	65	65
Escanaba, MI (ESC)	80.4	82.4	51	51
Eugene, OR (EUG)	83.1	82.3	662	662
Evansville, IN (EVV)	92.4	92.4	158	158
Everett, WA (PAE)	86.3	84.7	124	124
Fairbanks, AK (FAI)	82.9	84.8	199	198
Fargo, ND (FAR)	84.4	80.3	539	538
Fayetteville, AR (XNA)	86.6	89.7	999	997
Fayetteville, NC (FAY)	86.0	89.7	107	107
Flagstaff, AZ (FLG)	92.7	85.5	124	124
Flint, MI (FNT)	80.3	86.3	117	117
Fort Dodge, IA (FOD)	78.4	80.4	51	51
Fort Lauderdale, FL (FLL)	72.0	67.2	8460	8440
Fort Myers, FL (RSW)	76.6	79.7	3619	3617
Fort Smith, AR (FSM)	91.3	88.0	92	92
Fort Wayne, IN (FWA)	86.1	81.3	332	332
Fresno, CA (FAT)	84.7	87.2	906	908
Gainesville, FL (GNV)	87.1	87.2	225	226
Garden City, KS (GCK)	78.7	82.0	61	61
Gillette, WY (GCC)	93.4	90.2	61	61
Grand Forks, ND (GFK)	78.7	74.3	108	109
Grand Island, NE (GRI)	89.2	78.3	83	83
Grand Junction, CO (GJT)	88.6	91.3	254	254
Grand Rapids, MI (GRR)	85.4	88.5	1491	1491
Great Falls, MT (GTF)	89.6	91.9	211	211
Green Bay, WI (GRB)	90.0	92.2	309	308
Greensboro/High Point, NC (GSO)	89.4	90.6	889	890

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Greer, SC (GSP)	86.5	88.5	1175	1178
Guam, TT (GUM)	88.7	96.8	62	62
Gulfport/Biloxi, MS (GPT)	84.5	87.1	232	232
Gunnison, CO (GUC)	94.4	94.4	72	72
Hagerstown, MD (HGR)	95.0	80.0	20	20
Hancock/Houghton, MI (CMX)	78.3	83.3	60	60
Harlingen/San Benito, TX (HRL)	82.4	85.9	363	362
Harrisburg, PA (MDT)	85.8	83.1	431	432
Hartford, CT (BDL)	78.1	81.9	1671	1671
Hattiesburg/Laurel, MS (PIB)	96.1	88.2	51	51
Hayden, CO (HDN)	80.6	75.9	253	253
Hays, KS (HYS)	76.7	83.3	60	60
Helena, MT (HLN)	89.9	93.7	158	158
Hibbing, MN (HIB)	90.4	88.5	52	52
Hilo, HI (ITO)	85.8	91.9	607	607
Hilton Head, SC (HHH)	78.7	78.7	61	61
Honolulu, HI (HNL)	81.2	85.8	5319	5317
Houston, TX (HOU)	84.7	80.5	5076	5076
Houston, TX (IAH)	86.5	84.7	9075	9076
Huntsville, AL (HSV)	86.3	82.7	629	631
Idaho Falls, ID (IDA)	85.6	82.5	285	285
Indianapolis, IN (IND)	84.4	86.5	3646	3646
International Falls, MN (INL)	84.6	86.5	52	52
Iron Mountain/Kingsfd, MI (IMT)	75.0	71.7	60	60
Islip, NY (ISP)	72.2	73.0	532	530
Ithaca/Cortland, NY (ITH)	88.7	88.7	62	62
Jackson, WY (JAC)	84.0	84.5	413	413
Jackson/Vicksburg, MS (JAN)	90.6	90.8	575	578
Jacksonville, FL (JAX)	80.2	83.3	2508	2508
Jacksonville/Camp Lejeune, NC (OAJ)	86.1	83.5	79	79
Jamestown, ND (JMS)	83.9	82.1	56	56
Johnstown, PA (JST)	80.0	83.3	60	60
Joplin, MO (JLN)	82.7	86.5	52	52
Juneau, AK (JNU)	82.6	82.6	334	334
Kahului, HI (OGG)	84.2	86.9	2340	2342
Kalamazoo, MI (AZO)	90.9	88.3	77	77
Kalispell, MT (FCA)	81.7	84.6	240	241
Kansas City, MO (MCI)	84.3	86.8	4073	4074
Ketchikan, AK (KTN)	80.2	86.3	182	182
Key West, FL (EYW)	77.4	73.2	778	777
Killeen, TX (GRK)	90.3	88.1	134	134

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

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Knoxville, TN (TYS)	84.0	87.9	1147	1147
Kodiak, AK (ADQ)	75.5	74.0	49	50
Kona, HI (KOA)	81.1	86.5	1463	1463
Kotzebue, AK (OTZ)	70.0	83.3	30	30
Lafayette, LA (LFT)	86.2	85.8	232	232
Lake Charles, LA (LCH)	90.2	92.4	92	92
Lansing, MI (LAN)	87.1	87.1	93	93
Laramie, WY (LAR)	80.8	88.5	52	52
Laredo, TX (LRD)	91.5	90.0	130	130
Las Vegas, NV (LAS)	84.7	81.6	15872	15872
Latrobe, PA (LBE)	64.5	71.0	31	31
Lawton/Fort Sill, OK (LAW)	88.0	87.0	92	92
Lewiston, ID (LWS)	82.8	82.8	93	93
Lexington, KY (LEX)	88.2	87.1	644	645
Liberal, KS (LBL)	78.4	74.5	51	51
Lihue, HI (LIH)	85.5	88.8	1379	1379
Lincoln, NE (LNK)	81.7	74.6	71	71
Little Rock, AR (LIT)	84.2	86.7	970	970
Long Beach, CA (LGB)	90.6	88.3	1488	1489
Longview, TX (GGG)	91.9	83.9	62	62
Los Angeles, CA (LAX)	85.3	84.3	15955	15948
Louisville, KY (SDF)	86.3	87.8	1863	1866
Lubbock, TX (LBB)	87.6	92.2	501	502
Madison, WI (MSN)	84.1	85.4	841	843
Manchester, NH (MHT)	81.9	83.7	465	465
Manhattan/Ft. Riley, KS (MHK)	93.5	93.5	92	92
Marquette, MI (MQT)	80.6	80.6	31	31
Mason City, IA (MCW)	82.4	80.4	51	51
Medford, OR (MFR)	84.3	83.3	400	400
Melbourne, FL (MLB)	85.9	88.5	234	234
Memphis, TN (MEM)	84.5	87.3	1829	1835
Meridian, MS (MEI)	92.2	94.1	51	51
Miami, FL (MIA)	75.8	76.9	9880	9861
Midland/Odessa, TX (MAF)	86.5	89.9	706	706
Milwaukee, WI (MKE)	82.8	84.9	2320	2321
Minneapolis, MN (MSP)	89.5	88.6	9917	9904
Minot, ND (MOT)	91.5	85.4	211	213
Mission/McAllen/Edinburg, TX (MFE)	88.1	89.3	261	261
Missoula, MT (MSO)	82.6	78.7	253	253
Moab, UT (CNY)	87.1	100.0	31	31
Mobile, AL (MOB)	90.0	92.7	231	232

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Moline, IL (MLI)	84.4	87.7	301	301
Monroe, LA (MLU)	92.8	90.8	153	153
Monterey, CA (MRY)	88.9	88.6	324	324
Montgomery, AL (MGM)	89.2	83.9	186	186
Montrose/Delta, CO (MTJ)	80.2	79.0	252	252
Mosinee, WI (CWA)	87.1	88.7	62	62
Myrtle Beach, SC (MYR)	84.9	88.6	830	831
Nashville, TN (BNA)	83.2	81.3	8241	8239
New Orleans, LA (MSY)	82.5	82.4	4282	4279
New York, NY (JFK)	79.8	80.1	10412	10413
New York, NY (LGA)	83.9	82.7	12415	12432
Newark, NJ (EWR)	85.1	84.2	10504	10517
Newburgh/Poughkeepsie, NY (SWF)	75.0	58.3	24	24
Newport News/Williamsburg, VA (PHF)	50.0	50.0	2	2
Niagara Falls, NY (IAG)	90.6	78.1	32	32
Nome, AK (OME)	70.0	70.0	30	30
Norfolk, VA (ORF)	81.2	85.8	1655	1657
North Bend/Coos Bay, OR (OTH)	60.0	52.0	25	25
North Platte, NE (LBF)	76.9	90.4	52	52
Oakland, CA (OAK)	85.2	78.1	3958	3962
Oklahoma City, OK (OKC)	85.0	89.5	1806	1807
Omaha, NE (OMA)	83.8	85.9	1967	1968
Ontario, CA (ONT)	87.0	87.3	2083	2084
Orlando, FL (MCO)	77.4	76.0	15125	15112
Pago Pago, TT (PPG)	55.6	77.8	9	9
Palm Springs, CA (PSP)	84.9	86.2	1373	1372
Panama City, FL (ECP)	83.7	88.6	472	474
Pasco/Kennewick/Richland, WA (PSC)	80.6	80.1	413	413
Pellston, MI (PLN)	86.5	92.3	52	52
Pensacola, FL (PNS)	83.0	85.9	911	911
Peoria, IL (PIA)	84.6	84.1	253	252
Petersburg, AK (PSG)	83.3	90.0	60	60
Philadelphia, PA (PHL)	81.3	82.1	7045	7047
Phoenix, AZ (AZA)	85.7	87.8	510	509
Phoenix, AZ (PHX)	85.5	84.4	16002	15996
Pittsburgh, PA (PIT)	83.2	86.6	3369	3372
Plattsburgh, NY (PBG)	84.6	64.1	39	39
Pocatello, ID (PIH)	87.1	91.9	62	62
Ponce, PR (PSE)	70.7	79.8	99	99
Portland, ME (PWM)	79.7	87.5	651	655
Portland, OR (PDX)	85.4	87.4	4754	4763

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

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Portsmouth, NH (PSM)	91.7	79.2	24	24
Prescott, AZ (PRC)	85.0	83.3	60	60
Providence, RI (PVD)	78.2	82.4	1084	1081
Provo, UT (PVU)	85.0	90.9	187	187
Punta Gorda, FL (PGD)	70.3	76.8	525	525
Raleigh/Durham, NC (RDU)	81.9	83.5	4727	4728
Rapid City, SD (RAP)	82.1	86.3	335	335
Redding, CA (RDD)	80.8	85.8	120	120
Reno, NV (RNO)	84.7	86.5	1640	1640
Rhineland, WI (RHI)	88.3	91.7	60	60
Richmond, VA (RIC)	79.7	80.1	1500	1505
Riverton/Lander, WY (RIW)	85.0	87.5	40	40
Roanoke, VA (ROA)	85.4	82.1	206	207
Rochester, MN (RST)	88.8	90.9	89	88
Rochester, NY (ROC)	82.6	84.5	995	996
Rock Springs, WY (RKS)	90.0	90.0	40	40
Rockford, IL (RFD)	93.8	84.6	65	65
Roswell, NM (ROW)	96.8	93.5	62	62
Sacramento, CA (SMF)	86.9	87.0	4520	4521
Saginaw/Bay City/Midland, MI (MBS)	87.2	90.4	156	156
Saipan, TT (SPN)	100.0	100.0	31	31
Salina, KS (SLN)	76.7	81.7	60	60
Salt Lake City, UT (SLC)	89.9	89.2	9319	9301
San Angelo, TX (SJT)	94.6	97.8	92	92
San Antonio, TX (SAT)	83.6	85.8	3585	3589
San Diego, CA (SAN)	86.6	86.0	7848	7848
San Francisco, CA (SFO)	79.6	80.4	11059	11036
San Jose, CA (SJC)	87.6	86.7	4198	4207
San Juan, PR (SJU)	73.6	75.8	3067	3057
San Luis Obispo, CA (SBP)	82.9	83.9	434	434
Sanford, FL (SFB)	75.6	80.1	816	815
Santa Ana, CA (SNA)	88.0	85.7	3632	3631
Santa Barbara, CA (SBA)	86.8	84.4	570	570
Santa Fe, NM (SAF)	88.7	90.3	124	124
Santa Maria, CA (SMX)	87.5	62.5	8	8
Santa Rosa, CA (STS)	75.0	77.5	276	276
Sarasota/Bradenton, FL (SRQ)	77.6	80.2	1548	1547
Sault Ste. Marie, MI (CIU)	70.0	73.3	60	60
Savannah, GA (SAV)	83.6	83.1	1376	1376
Scottsbluff, NE (BFF)	92.3	96.2	52	52
Scranton/Wilkes-Barre, PA (AVP)	82.4	86.0	136	136

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Seattle, WA (SEA)	85.6	83.4	12726	12736
Sheridan, WY (SHR)	86.9	86.9	61	61
Shreveport, LA (SHV)	90.7	88.4	311	311
Sioux City, IA (SUX)	96.7	85.0	60	60
Sioux Falls, SD (FSD)	85.5	82.1	560	560
Sitka, AK (SIT)	81.5	90.2	92	92
South Bend, IN (SBN)	84.8	83.7	507	508
Spokane, WA (GEG)	82.7	84.9	1392	1395
Springfield, IL (SPI)	100.0	83.3	12	12
Springfield, MO (SGF)	90.2	85.7	583	582
St. Cloud, MN (STC)	70.0	40.0	10	10
St. George, UT (SGU)	91.7	91.3	206	206
St. Louis, MO (STL)	83.1	79.9	5270	5270
St. Petersburg, FL (PIE)	78.3	83.3	627	627
State College, PA (SCE)	72.9	88.2	85	85
Stillwater, OK (SWO)	93.5	95.2	62	62
Stockton, CA (SCK)	81.8	75.0	44	44
Sun Valley/Hailey/Ketchum, ID (SUN)	85.0	84.9	173	172
Syracuse, NY (SYR)	84.1	86.8	1135	1137
Tallahassee, FL (TLH)	84.2	87.7	438	438
Tampa, FL (TPA)	78.3	81.1	7261	7257
Texarkana, AR (TXK)	92.4	93.5	92	92
Toledo, OH (TOL)	73.7	68.4	38	38
Traverse City, MI (TVC)	86.5	89.7	185	185
Trenton, NJ (TTN)	72.8	69.3	239	241
Tucson, AZ (TUS)	86.3	88.1	1593	1592
Tulsa, OK (TUL)	83.7	89.3	1287	1288
Twin Falls, ID (TWF)	83.9	83.9	62	62
Tyler, TX (TYR)	84.8	88.0	92	92
Valdosta, GA (VLD)	91.9	91.9	62	62
Valparaiso, FL (VPS)	85.1	89.5	599	599
Vernal, UT (VEL)	86.3	92.2	51	51
Victoria, TX (VCT)	92.2	94.1	51	51
Waco, TX (ACT)	89.1	96.7	92	92
Walla Walla, WA (ALW)	66.1	72.6	62	62
Washington, DC (DCA)	82.2	82.9	11013	11014
Washington, DC (IAD)	85.4	86.7	3974	3980
West Palm Beach/Palm Beach, FL (PBI)	74.0	77.4	2816	2810
White Plains, NY (HPN)	74.4	76.3	1048	1045
Wichita Falls, TX (SPS)	91.9	91.9	62	62
Wichita, KS (ICT)	83.0	86.5	717	719

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

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Williston, ND (XWA)	88.2	83.6	152	152
Wilmington, NC (ILM)	88.8	91.6	535	536
Worcester, MA (ORH)	84.4	74.0	96	96
Wrangell, AK (WRG)	85.0	90.0	60	60
Yakutat, AK (YAK)	73.3	85.0	60	60
Yuma, AZ (YUM)	88.3	92.0	137	137

AIR TRAVEL CONSUMER REPORT

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

DECEMBER 2023

CARRIER ¹	AT ALL US AIRPORTS			
	NUMBER OF AIRPORTS REPORTED	FLIGHT OPERATIONS SCHEDULED	FLIGHT OPERATIONS CANCELLED	PERCENT OF OPERATIONS CANCELLED
AMERICAN AIRLINES NETWORK	222	144663	208	0.1
- AMERICAN AIRLINES	125	75408	36	0.0
- BRANDED CODESHARE PARTNERS	206	69255	172	0.2
UNITED AIRLINES NETWORK	214	105804	307	0.3
- UNITED AIRLINES	113	59844	77	0.1
- BRANDED CODESHARE PARTNERS	195	45960	230	0.5
DELTA AIR LINES NETWORK	207	121097	426	0.4
- DELTA AIR LINES	144	81022	22	0.0
- BRANDED CODESHARE PARTNERS	179	40075	404	1.0
JETBLUE AIRWAYS	62	21398	83	0.4
SPIRIT AIRLINES	63	22583	98	0.4
FRONTIER AIRLINES	73	15698	76	0.5
SOUTHWEST AIRLINES	107	127773	806	0.6
ALLEGiant AIR	122	9480	62	0.7
ALASKA AIRLINES NETWORK	106	31020	296	1.0
- ALASKA AIRLINES	85	19400	128	0.7
- BRANDED CODESHARE PARTNERS	57	11620	168	1.4
HAWAIIAN AIRLINES	21	6702	100	1.5
TOTAL AIRPORTS SERVED	351	606,218	2,462	0.4

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

AIR TRAVEL CONSUMER REPORT

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

DECEMBER 2023

CARRIER ¹	AT ALL US AIRPORTS				
	NUMBER OF AIRPORTS REPORTED	FLIGHT OPERATIONS SCHEDULED	FLIGHT OPERATIONS CANCELLED	PERCENT OF OPERATIONS CANCELLED	RANK
DELTA AIR LINES	144	81022	22	0.0	1
AMERICAN AIRLINES	125	75408	36	0.0	2
UNITED AIRLINES	113	59844	77	0.1	3
ENVOY AIR	132	20420	42	0.2	4
JETBLUE AIRWAYS	62	21398	83	0.4	5
SPIRIT AIRLINES	63	22583	98	0.4	6
PSA AIRLINES	87	16141	72	0.4	7
FRONTIER AIRLINES	73	15698	76	0.5	8
REPUBLIC AIRWAYS	79	21641	131	0.6	9
SOUTHWEST AIRLINES	107	127773	806	0.6	10
ALLEGiant AIR	122	9480	62	0.7	11
ALASKA AIRLINES	85	19400	128	0.7	12
SKYWEST AIRLINES	238	55996	421	0.8	13
ENDEAVOR AIR	110	16888	156	0.9	14
HAWAIIAN AIRLINES	21	6702	100	1.5	15
TOTAL AIRPORTS SERVED	334	570,394	2,310	0.4	

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 - DECEMBER 2023			JANUARY - DECEMBER 2022		
		FLIGHT OPERATIONS SCHEDULED	FLIGHT OPERATIONS CANCELLED	PERCENT OF OPERATIONS CANCELLED	FLIGHT OPERATIONS SCHEDULED	FLIGHT OPERATIONS CANCELLED	PERCENT OF OPERATIONS CANCELLED
1	ALLEGiant AIR	115,539	782	0.68	116,877	4,110	3.52
2	ALASKA AIRLINES NETWORK	385,945	2,849	0.74	382,544	8,274	2.16
	- ALASKA AIRLINES	245,344	1,977	0.81	228,384	6,218	2.72
	- BRANDED CODESHARE PARTNERS	140,601	872	0.62	154,160	2,056	1.33
3	SOUTHWEST AIRLINES	1,438,465	14,325	1.00	1,307,149	42,655	3.26
4	AMERICAN AIRLINES NETWORK	1,759,176	20,573	1.17	1,759,257	49,416	2.81
	- AMERICAN AIRLINES	940,531	9,978	1.06	874,145	25,894	2.96
	- BRANDED CODESHARE PARTNERS	818,645	10,595	1.29	885,112	23,522	2.66
5	DELTA AIR LINES NETWORK	1,484,394	18,181	1.22	1,448,920	29,035	2.00
	- DELTA AIR LINES	984,986	10,016	1.02	893,172	14,317	1.60
	- BRANDED CODESHARE PARTNERS	499,408	8,165	1.63	555,748	14,718	2.65
6	HAWAIIAN AIRLINES	80,967	1,053	1.30	73,865	680	0.92
	- HAWAIIAN AIRLINES	80,967	1,053	1.30	-	-	-
7	SPIRIT AIRLINES	263,871	4,486	1.70	232,400	6,973	3.00
8	UNITED AIRLINES NETWORK	1,297,988	22,111	1.70	1,263,956	34,221	2.71
	- UNITED AIRLINES	732,212	10,270	1.40	626,473	11,886	1.90
	- BRANDED CODESHARE PARTNERS	565,776	11,841	2.09	637,483	22,335	3.50
9	JETBLUE AIRWAYS	274,852	5,763	2.10	273,058	10,219	3.74
10	FRONTIER AIRLINES	177,542	3,774	2.13	155,482	4,455	2.87
	TOTAL	7,278,739	93,897	1.29	7,013,508	190,038	2.71

¹ All U.S. airlines with at least half of one percent of total domestic scheduled-service passenger revenues plus any branded codeshare partners.
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 - DECEMBER 2023			JANUARY - DECEMBER 2022		
		FLIGHT OPERATIONS SCHEDULED	FLIGHT OPERATIONS CANCELLED	PERCENT OF OPERATIONS CANCELLED	FLIGHT OPERATIONS SCHEDULED	FLIGHT OPERATIONS CANCELLED	PERCENT OF OPERATIONS CANCELLED
1	ALLEGiant AIR	115,539	782	0.68	116,877	4,110	3.52
2	ALASKA AIRLINES	245,344	1,977	0.81	228,384	6,218	2.72
3	SOUTHWEST AIRLINES	1,438,465	14,325	1.00	1,307,149	42,655	3.26
4	ENVOY AIR	227,488	2,291	1.01	248,059	5,550	2.24
5	DELTA AIR LINES	984,986	10,016	1.02	893,172	14,317	1.60
6	AMERICAN AIRLINES	940,531	9,978	1.06	874,145	25,894	2.96
7	SKYWEST AIRLINES	675,163	8,252	1.22	733,576	13,331	1.82
8	HAWAIIAN AIRLINES	80,967	1,053	1.30	73,865	680	0.92
9	PSA AIRLINES	194,144	2,571	1.32	214,450	6,612	3.08
10	UNITED AIRLINES	732,212	10,270	1.40	626,473	11,886	1.90
11	SPIRIT AIRLINES	263,871	4,486	1.70	232,400	6,973	3.00
12	JETBLUE AIRWAYS	274,852	5,763	2.10	273,058	10,219	3.74
13	ENDEAVOR AIR	201,520	4,242	2.11	231,941	8,202	3.54
14	FRONTIER AIRLINES	177,542	3,774	2.13	155,482	4,455	2.87
15	REPUBLIC AIRWAYS	295,275	8,163	2.76	316,524	14,862	4.70
	TOTAL	6,847,899	87,943	1.28	6,729,125	181,286	2.69

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

DECEMBER 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	31020	25384	81.83	296	0.95	118	0.38	1364	4.40	224	0.72	1875	6.04	37	0.12	1722	5.55
- ALASKA AIRLINES	19400	15794	81.41	128	0.66	61	0.31	905	4.66	107	0.55	1257	6.48	36	0.19	1113	5.74
- BRANDED CODESHARE PARTNERS	11620	9590	82.53	168	1.45	57	0.49	460	3.96	117	1.01	618	5.32	1	0.01	610	5.25
ALLEGiant AIR	9480	7565	79.80	62	0.65	35	0.37	445	4.69	93	0.98	576	6.08	11	0.12	694	7.32
AMERICAN AIRLINES NETWORK	144663	121650	84.09	208	0.14	341	0.24	6990	4.83	651	0.45	6762	4.67	98	0.07	7964	5.51
- AMERICAN AIRLINES	75408	61916	82.11	36	0.05	124	0.16	4382	5.81	144	0.19	3860	5.12	65	0.09	4881	6.47
- BRANDED CODESHARE PARTNERS	69255	59734	86.25	172	0.25	217	0.31	2608	3.77	507	0.73	2902	4.19	33	0.05	3082	4.45
DELTA AIR LINES NETWORK	121097	108174	89.33	426	0.35	220	0.18	5157	4.26	856	0.71	3587	2.96	31	0.03	2646	2.19
- DELTA AIR LINES	81022	73078	90.20	22	0.03	95	0.12	3392	4.19	170	0.21	2367	2.92	16	0.02	1882	2.32
- BRANDED CODESHARE PARTNERS	40075	35096	87.58	404	1.01	125	0.31	1765	4.40	686	1.71	1219	3.04	15	0.04	764	1.91
FRONTIER AIRLINES	15698	12147	77.38	76	0.48	22	0.14	910	5.80	28	0.18	940	5.99	0	0.00	1576	10.04
HAWAIIAN AIRLINES	6702	5592	83.44	100	1.49	5	0.07	610	9.10	7	0.10	46	0.69	1	0.01	342	5.10
JETBLUE AIRWAYS	21398	15284	71.43	83	0.39	83	0.39	2339	10.93	51	0.24	1520	7.10	14	0.07	2024	9.46
SOUTHWEST AIRLINES	127773	104950	82.14	806	0.63	178	0.14	7201	5.64	115	0.09	4115	3.22	125	0.10	10285	8.05
SPIRIT AIRLINES	22583	17019	75.36	98	0.43	24	0.11	1619	7.17	48	0.21	2090	9.25	95	0.42	1590	7.04
UNITED AIRLINES NETWORK	105804	90617	85.65	307	0.29	229	0.22	4810	4.55	497	0.47	4891	4.62	8	0.01	4445	4.20
- UNITED AIRLINES	59844	51644	86.30	77	0.13	85	0.14	2720	4.55	86	0.14	2876	4.81	2	0.00	2354	3.93
- BRANDED CODESHARE PARTNERS	45960	38973	84.80	230	0.50	144	0.31	2090	4.55	411	0.89	2014	4.38	7	0.02	2091	4.55
TOTAL	606,218	508,382	83.86	2,462	0.41	1,255	0.21	31,445	5.19	2,570	0.42	26,399	4.35	420	0.07	33,286	5.49

* 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

DECEMBER 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	19400	15794	81.41	128	0.66	61	0.31	905	4.66	107	0.55	1257	6.48	36	0.19	1113	5.74
ALLEGIAN AIR	9480	7565	79.80	62	0.65	35	0.37	445	4.69	93	0.98	576	6.08	11	0.12	694	7.32
AMERICAN AIRLINES	75408	61916	82.11	36	0.05	124	0.16	4382	5.81	144	0.19	3860	5.12	65	0.09	4881	6.47
DELTA AIR LINES	81022	73078	90.20	22	0.03	95	0.12	3392	4.19	170	0.21	2367	2.92	16	0.02	1882	2.32
ENDEAVOR AIR	16888	14820	87.75	156	0.92	30	0.18	646	3.83	69	0.41	499	2.95	1	0.01	667	3.95
ENVOY AIR	20420	17433	85.37	42	0.21	41	0.20	768	3.76	103	0.50	996	4.88	13	0.06	1024	5.01
FRONTIER AIRLINES	15698	12147	77.38	76	0.48	22	0.14	910	5.80	28	0.18	940	5.99	0	0.00	1576	10.04
HAWAIIAN AIRLINES	6702	5592	83.44	100	1.49	5	0.07	610	9.10	7	0.10	46	0.69	1	0.01	342	5.10
JETBLUE AIRWAYS	21398	15284	71.43	83	0.39	83	0.39	2339	10.93	51	0.24	1520	7.10	14	0.07	2024	9.46
PSA AIRLINES	16141	13769	85.30	72	0.45	41	0.25	636	3.94	104	0.64	650	4.03	11	0.07	858	5.32
REPUBLIC AIRWAYS	21641	19620	90.66	131	0.61	61	0.28	506	2.34	59	0.27	796	3.68	4	0.02	464	2.14
SKYWEST AIRLINES	55996	47157	84.21	421	0.75	258	0.46	2868	5.12	1125	2.01	2585	4.62	25	0.04	1557	2.78
SOUTHWEST AIRLINES	127773	104950	82.14	806	0.63	178	0.14	7201	5.64	115	0.09	4115	3.22	125	0.10	10285	8.05
SPIRIT AIRLINES	22583	17019	75.36	98	0.43	24	0.11	1619	7.17	48	0.21	2090	9.25	95	0.42	1590	7.04
UNITED AIRLINES	59844	51644	86.30	77	0.13	85	0.14	2720	4.55	86	0.14	2876	4.81	2	0.00	2354	3.93
TOTAL	570,394	477,788	83.76	2,310	0.40	1,143	0.20	29,946	5.25	2,311	0.41	25,171	4.41	418	0.07	31,308	5.49

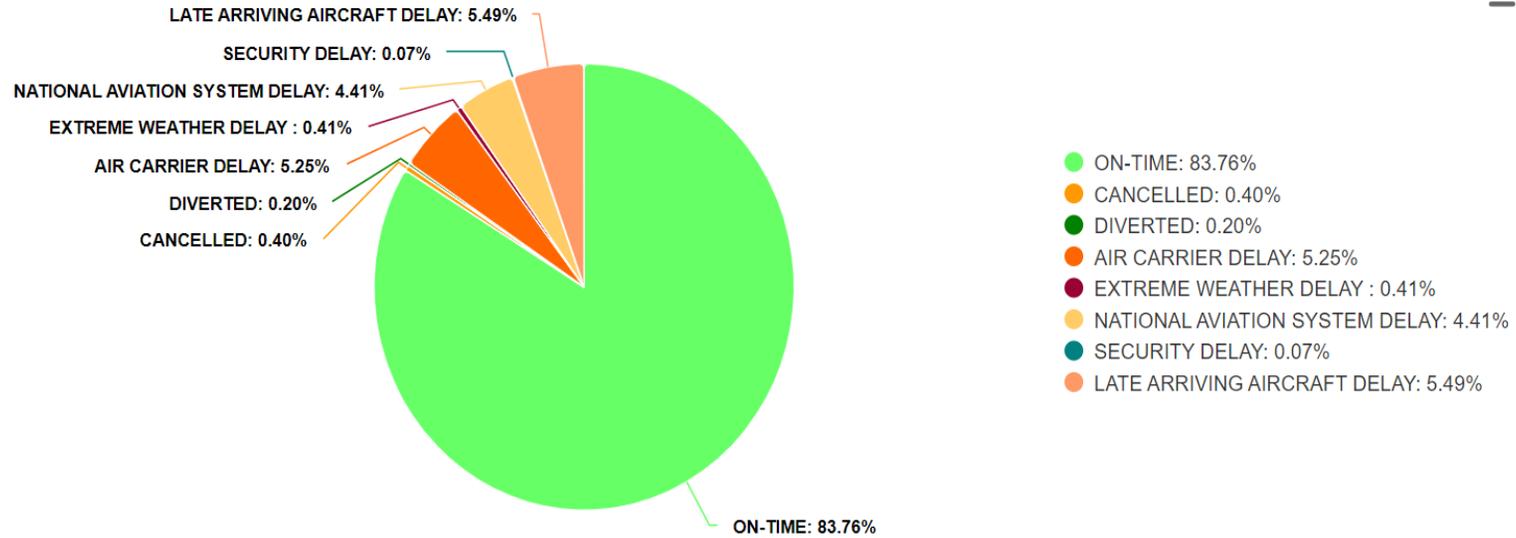
*** Causes of Delay:**

- **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
DECEMBER 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

DECEMBER 2023

MARKETING CARRIER	OPERATING CARRIER	FLIGHT NUMBER	ORIGIN AIRPORT	DESTINATION AIRPORT	DATE OF FLIGHT	LOCATION OF LONGEST TARMAC DELAY	LENGTH OF TARMAC DELAY
AMERICAN	AMERICAN	2389	EYW	PHL	12/16/2023	Origin Airport	3:21
SOUTHWEST	SOUTHWEST	401	DEN	MDW	12/24/2023	Destination Airport	3:13
AMERICAN	ENVOY	4047	EYW	MIA	12/16/2023	Origin Airport	3:10
ALLEGiant	ALLEGiant	692	AZA	MLI	12/23/2023	Diversion Airport (STL)	3:04
DELTA	SKYWEST	4015	BIS	MSP	12/26/2023	Origin Airport	3:03

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

DECEMBER 2023

MARKETING CARRIER	OPERATING CARRIER	FLIGHT NUMBER	ORIGIN AIRPORT	DESTINATION AIRPORT	DATE OF FLIGHT	LOCATION OF LONGEST TARMAC DELAY	LENGTH OF TARMAC DELAY
None							

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	December 2023			December 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	DELTA AIR LINES NETWORK	8,557,553	30,746	0.36	8,223,874	63,039	0.77
	- DELTA AIR LINES	6,913,597	25,719	0.37	6,671,282	53,004	0.79
	- BRANDED CODESHARE PARTNERS	1,643,956	5,027	0.31	1,552,592	10,035	0.65
2	ALLEGiant AIR	282,082	1,142	0.40	621,829	1,065	0.17
3	FRONTIER AIRLINES	825,435	3,355	0.41	869,833	4,171	0.48
4	JETBLUE AIRWAYS	1,278,079	5,638	0.44	1,455,908	11,453	0.79
5	SPIRIT AIRLINES	1,158,197	5,278	0.46	1,117,766	8,061	0.72
6	SOUTHWEST AIRLINES	12,208,977	56,631	0.46	9,788,381	117,145	1.20
7	HAWAIIAN AIRLINES	487,643	2,382	0.49	537,326	3,752	0.70
8	ALASKA AIRLINES NETWORK	2,294,494	12,077	0.53	2,278,041	31,751	1.39
	- ALASKA AIRLINES	1,816,218	9,453	0.52	1,829,296	26,549	1.45
	- BRANDED CODESHARE PARTNERS	478,276	2,624	0.55	448,745	5,202	1.16
9	UNITED AIRLINES NETWORK	6,697,977	37,080	0.55	6,554,256	74,495	1.14
	- UNITED AIRLINES	5,009,106	27,202	0.54	4,944,843	54,736	1.11
	- BRANDED CODESHARE PARTNERS	1,688,871	9,878	0.58	1,609,413	19,759	1.23
10	AMERICAN AIRLINES NETWORK	9,297,270	60,032	0.65	8,989,875	124,124	1.38
	- AMERICAN AIRLINES	6,217,209	41,659	0.67	6,277,263	96,161	1.53
	- BRANDED CODESHARE PARTNERS	3,080,061	18,373	0.60	2,712,612	27,963	1.03
TOTAL		43,087,707	214,361	0.50	40,437,089	439,056	1.09

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 - DECEMBER 2023			JANUARY - DECEMBER 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	5,603,251	10,590	0.19	6,621,329	10,295	0.16
2	SOUTHWEST AIRLINES	129,704,856	587,339	0.45	121,394,275	655,053	0.54
3	DELTA AIR LINES NETWORK	98,956,763	467,048	0.47	95,002,043	505,932	0.53
	- DELTA AIR LINES	80,022,632	394,386	0.49	74,402,459	410,361	0.55
	- BRANDED CODESHARE PARTNERS	18,934,131	72,662	0.38	20,599,584	95,571	0.46
4	HAWAIIAN AIRLINES	6,062,604	30,003	0.49	6,192,423	23,435	0.38
5	FRONTIER AIRLINES	9,368,960	48,234	0.51	9,852,249	41,499	0.42
6	JETBLUE AIRWAYS	15,303,556	79,957	0.52	15,350,805	104,132	0.68
7	SPIRIT AIRLINES	12,935,699	68,006	0.53	12,976,167	64,831	0.50
8	ALASKA AIRLINES NETWORK	27,726,399	158,814	0.57	27,287,135	196,003	0.72
	- ALASKA AIRLINES	22,215,385	131,551	0.59	20,738,655	156,561	0.75
	- BRANDED CODESHARE PARTNERS	5,511,014	27,263	0.49	6,548,480	39,442	0.60
9	UNITED AIRLINES NETWORK	75,093,126	551,779	0.73	70,768,183	467,084	0.66
	- UNITED AIRLINES	55,951,329	412,601	0.74	49,459,806	320,596	0.65
	- BRANDED CODESHARE PARTNERS	19,141,797	139,178	0.73	21,308,377	146,488	0.69
10	AMERICAN AIRLINES NETWORK	105,164,718	800,198	0.76	104,679,672	919,211	0.88
	- AMERICAN AIRLINES	71,211,818	582,499	0.82	67,091,578	633,843	0.94
	- BRANDED CODESHARE PARTNERS	33,952,900	217,699	0.64	37,588,094	285,368	0.76
TOTAL		485,919,932	2,801,968	0.58	470,124,281	2,987,475	0.64

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

AIR TRAVEL CONSUMER REPORT

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

RANK	CARRIER ¹	December 2023			December 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	ENDEAVOR AIR	793,917	2,532	0.32	705,766	5,029	0.71
2	DELTA AIR LINES	6,913,597	25,719	0.37	6,671,282	53,004	0.79
3	ALLEGiant AIR	282,082	1,142	0.40	621,829	1,065	0.17
4	FRONTIER AIRLINES	825,435	3,355	0.41	869,833	4,171	0.48
5	JETBLUE AIRWAYS	1,278,079	5,638	0.44	1,455,908	11,453	0.79
6	SPIRIT AIRLINES	1,158,197	5,278	0.46	1,117,766	8,061	0.72
7	SKYWEST AIRLINES	2,256,258	10,340	0.46	2,095,389	20,091	0.96
8	REPUBLIC AIRWAYS	738,614	3,403	0.46	616,001	6,464	1.05
9	SOUTHWEST AIRLINES	12,208,977	56,631	0.46	9,788,381	117,145	1.20
10	HAWAIIAN AIRLINES	487,643	2,382	0.49	537,326	3,752	0.70
11	ALASKA AIRLINES	1,816,218	9,453	0.52	1,829,296	26,549	1.45
12	UNITED AIRLINES	5,009,106	27,202	0.54	4,944,843	54,736	1.11
13	ENVOY AIR	776,370	4,692	0.60	713,562	8,437	1.18
14	PSA AIRLINES	925,615	5,731	0.62	778,921	6,440	0.83
15	AMERICAN AIRLINES	6,217,209	41,659	0.67	6,277,263	96,161	1.53
	TOTAL	41,687,317	205,157	0.49	39,023,366	422,558	1.08

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 - DECEMBER 2023			JANUARY - DECEMBER 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	5,603,251	10,590	0.19	6,621,329	10,295	0.16
2	ENDEAVOR AIR	8,507,004	34,589	0.41	9,030,888	45,049	0.50
3	SOUTHWEST AIRLINES	129,704,856	587,339	0.45	121,394,275	655,053	0.54
4	DELTA AIR LINES	80,022,632	394,386	0.49	74,402,459	410,361	0.55
5	HAWAIIAN AIRLINES	6,062,604	30,003	0.49	6,192,423	23,435	0.38
6	FRONTIER AIRLINES	9,368,960	48,234	0.51	9,852,249	41,499	0.42
7	JETBLUE AIRWAYS	15,303,556	79,957	0.52	15,350,805	104,132	0.68
8	SPIRIT AIRLINES	12,935,699	68,006	0.53	12,976,167	64,831	0.50
9	SKYWEST AIRLINES	26,128,627	139,299	0.53	28,805,305	160,894	0.56
10	ALASKA AIRLINES	22,215,385	131,551	0.59	20,738,655	156,561	0.75
11	PSA AIRLINES	10,481,002	63,756	0.61	11,270,720	76,508	0.68
12	REPUBLIC AIRWAYS	8,348,934	55,567	0.67	8,644,672	74,734	0.86
13	ENVOY AIR	8,178,974	58,680	0.72	9,199,711	76,205	0.83
14	UNITED AIRLINES	55,951,329	412,601	0.74	49,459,806	320,596	0.65
15	AMERICAN AIRLINES	71,211,818	582,499	0.82	67,091,578	633,843	0.94
	TOTAL	470,024,631	2,697,057	0.57	451,031,042	2,853,996	0.63

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	December 2023			December 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	13,713	96	0.70	16,550	110	0.66
	- DELTA AIR LINES	11,286	82	0.73	13,991	94	0.67
	- BRANDED CODESHARE PARTNERS	2,427	14	0.58	2,559	16	0.63
2	HAWAIIAN AIRLINES	1,108	9	0.81	540	12	2.22
3	UNITED AIRLINES NETWORK	12,673	129	1.02	10,710	133	1.24
	- UNITED AIRLINES	10,023	109	1.09	8,585	113	1.32
	- BRANDED CODESHARE PARTNERS	2,650	20	0.75	2,125	20	0.94
4	ALLEGiant AIR	2,188	26	1.19	1,931	5	0.26
5	JETBLUE AIRWAYS	2,337	31	1.33	2,535	58	2.29
6	SOUTHWEST AIRLINES	19,108	300	1.57	13,977	255	1.82
7	ALASKA AIRLINES NETWORK	2,349	43	1.83	2,052	38	1.85
	- ALASKA AIRLINES	2,039	37	1.81	1,774	30	1.69
	- BRANDED CODESHARE PARTNERS	310	6	1.94	278	8	2.88
8	AMERICAN AIRLINES NETWORK	12,545	234	1.87	10,849	225	2.07
	- AMERICAN AIRLINES	9,504	186	1.96	8,628	175	2.03
	- BRANDED CODESHARE PARTNERS	3,041	48	1.58	2,221	50	2.25
9	FRONTIER AIRLINES	2,173	49	2.25	2,177	36	1.65
10	SPIRIT AIRLINES	1,203	51	4.24	714	50	7.00
	TOTAL	69,397	968	1.39	62,035	922	1.49

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 - DECEMBER 2023			JANUARY - DECEMBER 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	21,926	82	0.37	17,275	68	0.39
2	DELTA AIR LINES NETWORK	189,263	1,292	0.68	195,176	1,542	0.79
	- DELTA AIR LINES	156,533	1,117	0.71	159,173	1,301	0.82
	- BRANDED CODESHARE PARTNERS	32,730	175	0.53	36,003	241	0.67
3	UNITED AIRLINES NETWORK	152,549	1,761	1.15	131,456	1,463	1.11
	- UNITED AIRLINES	120,807	1,447	1.20	98,039	1,149	1.17
	- BRANDED CODESHARE PARTNERS	31,742	314	0.99	33,417	314	0.94
4	HAWAIIAN AIRLINES	12,270	148	1.21	7,444	117	1.57
	- HAWAIIAN AIRLINES	12,270	148	1.21	7,444	117	1.57
5	JETBLUE AIRWAYS	29,965	482	1.61	28,013	525	1.87
6	SOUTHWEST AIRLINES	212,721	3,460	1.63	171,501	2,786	1.62
7	AMERICAN AIRLINES NETWORK	146,061	2,589	1.77	126,080	2,532	2.01
	- AMERICAN AIRLINES	112,402	2,015	1.79	94,450	1,885	2.00
	- BRANDED CODESHARE PARTNERS	33,659	574	1.71	31,630	647	2.05
8	ALASKA AIRLINES NETWORK	30,918	568	1.84	31,369	492	1.57
	- ALASKA AIRLINES	27,506	485	1.76	25,659	408	1.59
	- BRANDED CODESHARE PARTNERS	3,412	83	2.43	5,710	84	1.47
9	FRONTIER AIRLINES	28,125	528	1.88	24,328	416	1.71
10	SPIRIT AIRLINES	11,529	617	5.35	8,813	508	5.76
	TOTAL	835,327	11,527	1.38	741,455	10,449	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	December 2023			December 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	3,120	19	0.61	2,796	27	0.97
2	REPUBLIC AIRWAYS	950	6	0.63	761	10	1.31
3	DELTA AIR LINES	11,286	82	0.73	13,991	94	0.67
4	HAWAIIAN AIRLINES	1,108	9	0.81	540	12	2.22
5	ENDEAVOR AIR	1,028	11	1.07	969	9	0.93
6	UNITED AIRLINES	10,023	109	1.09	8,585	113	1.32
7	ALLEGiant AIR	2,188	26	1.19	1,931	5	0.26
8	JETBLUE AIRWAYS	2,337	31	1.33	2,535	58	2.29
9	ENVOY AIR	1,085	16	1.47	739	10	1.35
10	SOUTHWEST AIRLINES	19,108	300	1.57	13,977	255	1.82
11	ALASKA AIRLINES	2,039	37	1.81	1,774	30	1.69
12	AMERICAN AIRLINES	9,504	186	1.96	8,628	175	2.03
13	FRONTIER AIRLINES	2,173	49	2.25	2,177	36	1.65
14	PSA AIRLINES	697	18	2.58	498	13	2.61
15	SPIRIT AIRLINES	1,203	51	4.24	714	50	7.00
	TOTAL	67,849	950	1.40	60,615	897	1.48

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 - DECEMBER 2023			JANUARY - DECEMBER 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	21,926	82	0.37	17,275	68	0.39
2	ENDEAVOR AIR	12,802	75	0.59	13,556	95	0.70
3	DELTA AIR LINES	156,533	1,117	0.71	159,173	1,301	0.82
4	SKYWEST AIRLINES	38,714	346	0.89	41,682	412	0.99
5	REPUBLIC AIRWAYS	12,902	149	1.15	12,611	166	1.32
6	UNITED AIRLINES	120,807	1,447	1.20	98,039	1,149	1.17
7	HAWAIIAN AIRLINES	12,270	148	1.21	7,444	117	1.57
8	ENVOY AIR	11,019	170	1.54	9,481	179	1.89
9	JETBLUE AIRWAYS	29,965	482	1.61	28,013	525	1.87
10	SOUTHWEST AIRLINES	212,721	3,460	1.63	171,501	2,786	1.62
11	ALASKA AIRLINES	27,506	485	1.76	25,659	408	1.59
12	AMERICAN AIRLINES	112,402	2,015	1.79	94,450	1,885	2.00
13	FRONTIER AIRLINES	28,125	528	1.88	24,328	416	1.71
14	PSA AIRLINES	7,955	168	2.11	7,527	187	2.48
15	SPIRIT AIRLINES	11,529	617	5.35	8,813	508	5.76
	TOTAL	817,176	11,289	1.38	719,552	10,202	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	OCTOBER - DECEMBER 2023				OCTOBER - DECEMBER 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	23,120	0	44,737,307	0.00	24,625	0	40,855,264	0.00
	- DELTA AIR LINES	14,402	0	37,376,574	0.00	17,286	0	33,956,868	0.00
	- BRANDED CODESHARE PARTNERS	8,718	0	7,360,733	0.00	7,339	0	6,898,396	0.00
2	ALLEGiant AIR	269	0	4,145,771	0.00	340	0	3,962,466	0.00
3	HAWAIIAN AIRLINES	138	2	2,523,525	0.01	136	0	2,574,909	0.00
4	UNITED AIRLINES NETWORK	8,116	57	37,593,509	0.02	7,334	52	34,685,269	0.01
	- UNITED AIRLINES	4,226	30	29,877,817	0.01	4,444	43	27,328,071	0.02
	- BRANDED CODESHARE PARTNERS	3,890	27	7,715,692	0.03	2,890	9	7,357,198	0.01
5	JETBLUE AIRWAYS	1,264	28	9,025,081	0.03	1,353	21	9,433,636	0.02
6	SOUTHWEST AIRLINES	5,376	175	44,477,097	0.04	11,878	2,489	40,246,079	0.62
7	ALASKA AIRLINES NETWORK	3,261	91	10,422,782	0.09	3,045	143	10,029,105	0.14
	- ALASKA AIRLINES	1,695	33	8,118,135	0.04	2,339	99	7,961,225	0.12
	- BRANDED CODESHARE PARTNERS	1,566	58	2,304,647	0.25	706	44	2,067,880	0.21
8	SPIRIT AIRLINES	3,157	528	10,914,400	0.48	2,605	401	9,699,040	0.41
9	AMERICAN AIRLINES NETWORK	9,958	2,624	49,211,253	0.53	8,683	2,175	46,824,994	0.46
	- AMERICAN AIRLINES	5,540	1,699	37,128,862	0.46	5,050	1,453	36,078,541	0.40
	- BRANDED CODESHARE PARTNERS	4,418	925	12,082,391	0.77	3,633	722	10,746,453	0.67
10	FRONTIER AIRLINES	1,158	833	7,940,032	1.05	2,730	911	5,530,412	1.65
	TOTAL	55,817	4,338	220,990,757	0.20	62,729	6,192	203,841,174	0.30

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 - DECEMBER 2023						JANUARY - DECEMBER 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	1,191	0	17,342,236	0.00	1,564	0	16,796,544	0.00
2	DELTA AIR LINES NETWORK	146,136	3	177,319,783	0.00	100,827	2	160,982,148	0.00
	- DELTA AIR LINES	100,096	0	148,562,283	0.00	64,942	0	131,792,631	0.00
	- BRANDED CODESHARE PARTNERS	46,040	3	28,757,500	0.00	35,885	2	29,189,517	0.00
3	HAWAIIAN AIRLINES	816	5	10,002,873	0.00	753	4	9,811,352	0.00
4	UNITED AIRLINES NETWORK	35,752	357	147,339,345	0.02	32,100	212	130,570,061	0.02
	- UNITED AIRLINES	21,261	250	117,515,740	0.02	16,682	136	99,302,329	0.01
	- BRANDED CODESHARE PARTNERS	14,491	107	29,823,605	0.04	15,418	76	31,267,732	0.02
5	JETBLUE AIRWAYS	7,374	294	37,218,780	0.08	5,222	209	34,981,753	0.06
6	ALASKA AIRLINES NETWORK	13,199	364	43,028,543	0.08	13,770	537	40,257,610	0.13
	- ALASKA AIRLINES	8,755	181	33,880,763	0.05	10,220	334	30,670,714	0.11
	- BRANDED CODESHARE PARTNERS	4,444	183	9,147,780	0.20	3,550	203	9,586,896	0.21
7	SOUTHWEST AIRLINES	35,728	2,608	170,377,771	0.15	62,972	8,751	155,674,042	0.56
8	SPIRIT AIRLINES	12,964	1,560	41,471,461	0.38	14,727	1,324	36,096,463	0.37
9	AMERICAN AIRLINES NETWORK	42,405	10,738	192,613,373	0.56	50,415	8,506	183,151,135	0.46
	- AMERICAN AIRLINES	24,892	6,764	147,514,287	0.46	28,421	5,211	135,675,687	0.38
	- BRANDED CODESHARE PARTNERS	17,513	3,974	45,099,086	0.88	21,994	3,295	47,475,448	0.69
10	FRONTIER AIRLINES	11,399	10,123	28,872,300	3.51	9,731	6,081	22,820,700	2.66
	TOTAL	306,964	26,052	865,586,465	0.30	291,328	25,622	781,330,456	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	OCTOBER - DECEMBER 2023			
		DENIED BOARDINGS (DB'S)		ENPLANED PASSENGERS	INVOLUNTARY DB'S PER 10,000 PASSENGERS
		VOLUNTARY	INVOLUNTARY		
1	DELTA AIR LINES	14,402	0	37,376,574	0.00
2	ALLEGiant AIR	269	0	4,145,771	0.00
3	ENDEAVOR AIR	3,315	0	3,276,312	0.00
4	HAWAIIAN AIRLINES	138	2	2,523,525	0.01
5	UNITED AIRLINES	4,226	30	29,877,817	0.01
6	JETBLUE AIRWAYS	1,264	28	9,025,081	0.03
7	SOUTHWEST AIRLINES	5,376	175	44,477,097	0.04
8	ALASKA AIRLINES	1,695	33	8,118,135	0.04
9	SKYWEST AIRLINES	7,359	91	9,502,095	0.10
10	REPUBLIC AIRWAYS	2,929	141	4,240,502	0.33
11	AMERICAN AIRLINES	5,540	1,699	37,128,862	0.46
12	SPIRIT AIRLINES	3,157	528	10,914,400	0.48
13	ENVOY AIR	956	238	3,817,382	0.62
14	PSA AIRLINES	1,274	265	3,021,454	0.88
15	FRONTIER AIRLINES	1,158	833	7,940,032	1.05
	TOTAL	53,058	4,063	215,385,039	0.19

OCTOBER - DECEMBER 2022			
DENIED BOARDINGS (DB'S)		ENPLANED PASSENGERS	INVOLUNTARY DB'S PER 10,000 PASSENGERS
VOLUNTARY	INVOLUNTARY		
17,286	0	33,956,868	0.00
340	0	3,962,466	0.00
2,605	0	2,867,278	0.00
136	0	2,574,909	0.00
4,444	43	27,328,071	0.02
1,353	21	9,433,636	0.02
11,878	2,489	40,246,079	0.62
2,339	99	7,961,225	0.12
6,032	139	9,047,326	0.15
1,554	112	3,822,376	0.29
5,050	1,453	36,078,541	0.40
2,605	401	9,699,040	0.41
1,167	174	3,214,731	0.54
688	110	2,635,875	0.42
2,730	911	5,530,412	1.65
60,207	5,952	198,358,833	0.30

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 - DECEMBER 2023					
RANK	CARRIER ¹	DENIED BOARDINGS (DB'S)		ENPLANED PASSENGERS	INVOLUNTARY DB'S PER 10,000 PASSENGERS
		VOLUNTARY	INVOLUNTARY		
1	DELTA AIR LINES	100,096	0	148,562,283	0.00
2	ALLEGiant AIR	1,191	0	17,342,236	0.00
3	ENDEAVOR AIR	16,838	0	12,249,934	0.00
4	HAWAIIAN AIRLINES	816	5	10,002,873	0.00
5	UNITED AIRLINES	21,261	250	117,515,740	0.02
6	ALASKA AIRLINES	8,755	181	33,880,763	0.05
7	JETBLUE AIRWAYS	7,374	294	37,218,780	0.08
8	SOUTHWEST AIRLINES	35,728	2,608	170,377,771	0.15
9	SKYWEST AIRLINES	31,767	643	38,776,177	0.17
10	SPIRIT AIRLINES	12,964	1,560	41,471,461	0.38
11	REPUBLIC AIRWAYS	12,450	747	16,989,659	0.44
12	AMERICAN AIRLINES	24,892	6,764	147,514,287	0.46
13	ENVOY AIR	4,039	724	13,857,043	0.52
14	PSA AIRLINES	4,912	857	11,429,962	0.75
15	FRONTIER AIRLINES	11,399	10,123	28,872,300	3.51
	TOTAL	294,482	24,756	846,061,269	0.29

JANUARY - DECEMBER 2022			
DENIED BOARDINGS (DB'S)		ENPLANED PASSENGERS	INVOLUNTARY DB'S PER 10,000 PASSENGERS
VOLUNTARY	INVOLUNTARY		
64,942	0	131,792,631	0.00
1,564	0	16,796,544	0.00
12,864	0	11,995,835	0.00
753	4	9,811,352	0.00
16,682	136	99,302,329	0.01
10,220	334	30,670,714	0.11
5,222	209	34,981,753	0.06
62,972	8,751	155,674,042	0.56
30,451	492	38,484,750	0.13
14,727	1,324	36,096,463	0.37
10,209	676	17,136,082	0.39
28,421	5,211	135,675,687	0.38
6,894	908	13,529,927	0.67
4,758	651	12,115,337	0.54
9,731	6,081	22,820,700	2.66
280,410	24,777	766,884,146	0.32

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. DOT has revised how it processes consumer complaints received after June 1, 2023. DOT also will revise the ATCR to display consumer submissions (complaints, inquiries, and opinions) as opposed to complaints for this period. The Department will continue to display civil rights complaints in the ATCR in a similar manner as before and anticipates publishing submission and civil rights complaint numbers in spring.

AIR TRAVEL CONSUMER REPORT

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

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

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

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

Carrier	Death	Injury	Loss
NONE			

AIR TRAVEL CONSUMER REPORT**January - December 2023 Airline Reports to DOT of Incidents Involving the Loss, Injury or Death of Animals
During Air Transportation**

As part of its IT modernization, DOT's Office of Aviation Consumer Protection (OACP) is improving the options for covered carriers to submit their monthly and annual Reports on Incidents Involving Animals During Air Transport. While the new system is being developed, OACP is permitting covered carriers to delay submission of reports on incidents involving animals during air transport. Annual data on such incidents will be published when DOT receives carriers' complete submissions of the 2023 data.



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

The Transportation Security Administration (TSA) screened approximately 70.7 million passengers at screening checkpoints and 45.0 million checked bags at baggage screening locations in December 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 December 2023, TSA received 13,389 complaints (i.e. a description of a negative experience) from the general public via phone or email (or 19.0 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
1,321	1.9	658	1.0	10,638	15.1	130	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
275	0.4	164	0.3	44	0.1	159	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
224 ^d	237	0.0006



U.S. Department of Homeland Security, Transportation Security Administration Customer Service Report for December 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 e-mail, TSA-ContactCenter@tsa.dhs.gov, or telephone, (866) 289-9673. TSA Contact Center representatives are available from 8:00AM to 11:00PM EST, Monday through Friday, and Weekends and Holidays, 9:00AM to 8:00PM.

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

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

DEFINITIONS

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