

# Airline Quality Rating 2023

The 33rd Year Reporting Airline Performance

May 2023

## **ABOUT THE AUTHORS**





**Table 1**

**AIRLINE QUALITY RATING CRITERIA, WEIGHTS AND IMPACT**

<b>CRITERIA</b>	<b>WEIGHT</b>	<b>IMPACT (+/-)</b>
<b>OT On-Time</b>		<b>+</b>
<b>DB Denied Boardings</b>		<b>-</b>
<b>MB Mishandled Baggage</b>		<b>-</b>
<b>CC Customer Complaints</b>		<b>-</b>

**Observations and comments related to AQR criteria performance for 2022:**

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## AQR Criteria Overview 2021 and 2022 by Airline

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DB

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## U.S Domestic Airlines

<u>Industry Performance</u>	<u>2022</u>	<u>2021</u>
OT On-Time Arrival (%)	73.0%	79.1%
DB Denied Boardings (per 10,000)	0.42	0.17
MB Mishandled Bags (per 100 checked)	0.56	0.44
CC Cust. Complaints (per 100,000)	7.39	4.51

<u>Best Performers</u>	<u>2022</u>	<u>2021</u>
OT On-Time Arrival	Delta (82.5%)	Hawaiian (90.1%)
DB Denied Boardings	Allegiant (0.00) Delta (0.00) Hawaiian (0.00) United (0.01) JetBlue (0.06)	Allegiant (0.00) Delta (0.00) Hawaiian (0.00) United (0.00) JetBlue (0.02)
MB Mishandled Bags	Allegiant (0.16)	Allegiant (0.17)
CC Customer Complaints	Delta (2.66)	Delta (1.29) Southwest (1.36)

<u>Worst Performers</u>	<u>2022</u>	<u>2021</u>
OT On-Time Arrival	Allegiant (63.4%)	Allegiant (68.3%)
DB Denied Boardings	Frontier (2.66)	Frontier (0.95)
MB Mishandled Bags	American (0.94)	American (0.83)
CC Customer Complaints	Frontier (20.26)	Spirit (11.45)

## Airline Quality Rating Scores 2022 - 2021

	2022 AQR Score	Rank	2021 AQR Score	Rank
Alaska	-0.66	2	-0.43	3
Allegiant	-1.64	7	-0.91	6
American	-1.35	5	-0.82	5
Delta	-0.51	1	-0.17	1
Frontier	-5.17	10	-1.42	9
Hawaiian	-0.70	3	-0.65	4
JetBlue	-2.03	8	-1.37	8
Southwest	-1.60	6	-0.28	2
Spirit	-2.30	9	-2.52	10
United	-1.20	4	-1.00	7
Industry	-1.72		-0.96	

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### Overview of Complaints Received by the Department of Transportation for All U.S. Domestic Airlines by Complaint Category for 2022 and 2021

% of all Complaints Received		Number of Complaints Received	
2022	2021	2022	2021

<b>Flight Problems</b>	<b>31.7%</b>	<b>12.6%</b>	<b>24,647</b>	<b>6,316</b>
<b>Refunds</b>	<b>25.7%</b>	<b>59.1%</b>	<b>19,983</b>	<b>29,523</b>
<b>Baggage</b>	<b>15.5%</b>	<b>4.0%</b>	<b>12,007</b>	<b>1,996</b>
<b>Reservations, Ticketing, and Boarding</b>	<b>10.0%</b>	<b>8.1%</b>	<b>7,744</b>	<b>4,032</b>
<b>Fares</b>	<b>7.8%</b>	<b>8.2%</b>	<b>6,030</b>	<b>4,077</b>
<b>Customer Service</b>	<b>3.7%</b>	<b>3.8%</b>	<b>2,912</b>	<b>1,903</b>
<b>Disability</b>	<b>2.7%</b>	<b>2.8%</b>	<b>2,095</b>	<b>1,397</b>
<b>Other</b>	<b>1.0%</b>	<b>1.0%</b>	<b>599</b>	<b>281</b>
<b>Oversales</b>	<b>2.0%</b>	<b>1.0%</b>	<b>1,336</b>	<b>286</b>
<b>Discrimination</b>	<b>0.1%</b>	<b>0.1%</b>	<b>178</b>	<b>134</b>
<b>Advertising</b>	<b>0.1%</b>	<b>0.0%</b>	<b>125</b>	<b>45</b>
<b>Animals</b>	<b>0.0%</b>	<b>0.0%</b>	<b>0</b>	<b>1</b>
<b>Total</b>	<b>100%</b>	<b>100%</b>	<b>77,656</b>	<b>49,991</b>

*Air Travel Consumer Report*



**Oversales**

**Reservations, Ticketing, and Boarding**

**Fares**

**Refunds**

**Baggage**

**Customer Service**

**Disability**

**Advertising**

**Discrimination**

**Animals**

**Other**