

# 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

OT

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)<br>Delta (0.00)<br>Hawaiian (0.00)<br>United (0.01)<br>JetBlue (0.06) | Allegiant (0.00)<br>Delta (0.00)<br>Hawaiian (0.00)<br>United (0.00)<br>JetBlue (0.02) |
| MB Mishandled Bags     | Allegiant (0.16)   | Allegiant (0.17)   |
| CC Customer Complaints | Delta (2.66)   | Delta (1.29)<br>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<br>Score | Rank | 2021 AQR<br>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**