



Item: Fast Lane 5th in 2023 Petergram (#152 since 2020)
Date: **Saturday, January 28th 2023**
From: Peter writing back in our office in Oldsmar, Florida
To: **Our Fast Lane Travel Customer Family and Friends at home in Australia, Canada, Europe, Iceland, New Zealand, Singapore, South Africa and in the USA!**
Subjects: **The Best and Worst Airlines; 2023 Trip of the Week: 2023 Tuscany;** and, Finally, Indisputable Mathematical Logic!

I. The Best and Worst Airlines of 2022

No one airline had a particularly good year. Blame staffing shortages, aggressive scheduling, bad weather and big crowds.

Source: WSJ Jan. 18, 2023 5:30 am ET by Dawn Gilbertson and Allison Pohle

Delta had the lowest cancellation rate among major carriers included in WSJ's rankings. Delta retained its crown by navigating the hurdles better than peers but was far from perfect. The airline took the top spot in three of the seven categories, down from five in 2021. Its on-time arrival rate of 81.7% beat all competitors but was still down from 87.9% in 2021 and 83.4% in 2019, the industry's last normal year.

The airline that for years has pledged to "cancel cancellations" cancelled nearly 31,000 flights, more than three times the number it called off in 2021, according to aviation data company Anuvu. Delta and its regional airline partners cancelled nearly 2% of their scheduled flights, versus 0.6% in 2021 and 0.7% in 2019. Granted, this means almost all fliers got to where they were going, but it's still a trend no airline wants to continue. "That is not what we expected. That is not what we're looking for," says John Laughter, Delta's operations chief. Mr. Laughter says Delta, like other airlines, aggressively rebuilt its flight network after pandemic cutbacks. The airline moved quickly to pare its



schedule to a more manageable level, among other steps. The moves gave Delta a second half that was "substantially better" than the first half of the year, Mr. Laughter says. "We certainly had unprecedented challenges and [Delta employees] responded well," he says.

Flight cancellations were the big story for airline passengers in 2022. The number of cancellations by major U.S. carriers soared 69% in 2022, far outpacing the 13% increase in scheduled flights. The average cancellation rate of the major carriers was 2.6%, up from 1.8% in both 2021 and 2019.

WSJ News Exclusive: Travel: No one airline had a particularly good year. Blame staffing shortages, aggressive scheduling, bad weather and big crowds. Frustrated fliers spared no superlatives when describing the [mess that unfolded](#) in 2022 as [travelers returned in full force](#). [Delta Air Lines](#) Chief Executive Ed Bastian, speaking on his [airline's earnings call](#) last week, described 2022 as “the most difficult operational year in our history.” This from the airline that gave travelers the fewest fits in 2022. Delta ranked first among nine U.S. carriers in The Wall Street Journal’s 15th annual airline scorecard for the second consecutive year and fifth of the past six. **Alaska Airlines**, a unit of [Alaska Air Group](#), was a repeat runner-up, followed by [Southwest Airlines](#). (Yes, despite its [year-end meltdown](#)).

Yet even the top airlines did worse than in previous years, a fact that may have many travelers nodding in agreement. Airlines are ranked by seven equally weighted metrics covering flight cancellations, on-time arrivals, delays, involuntary bumping, baggage handling and complaints. You didn’t have to be a frequent flier to run into travel troubles in 2022. The year was bookended by holiday travel woes, with a messy summer-vacation season and hurricane headwinds in between.

The reasons for the industry’s problems are well documented if little comfort to travelers. Fuller flight schedules to meet a surge in travel demand collided with staffing shortages and training backlogs. Air-traffic control issues multiplied. Extreme weather spread throughout the country.

Delta retained its crown by navigating the hurdles better than peers but was far from perfect. The airline took the top spot in three of the seven categories, down from [five in 2021](#). Its on-time arrival rate of 81.7% beat all competitors but was still down from 87.9% in 2021 and 83.4% in 2019, the industry’s last normal year. Delta still had the lowest cancellation rate among major carriers excluding [Hawaiian Airlines](#), which isn’t included in our rankings due to its focus on Hawaii and the operating buffer the tropical weather provides. Seattle-based **Alaska Airlines** would have edged Delta in this category were it not for the storms that socked the Pacific Northwest in late December, according to Anuvu data.

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Cancellations fell in the second half of the year as airlines got their act together. Nearly 60% of the cancellations occurred between January and June. **Allegiant Air**, the carrier that shuttles vacationers from smaller cities to holiday spots like Las Vegas, Florida and Arizona, cancelled 4.3% of its flights, the most of any airline. It also had the lowest on-time arrival rate, at 62.7%. Allegiant finished last in both categories in 2021, too, but this year’s numbers were worse.

Allegiant spokeswoman Sonya Padgett said in a statement that the airline was hurt by a “confluence of factors” in the first half of 2022, including extreme weather, Covid infections and staffing shortages. The operation began to stabilize in the second half of

the year, she said. “Though some of these causes were outside of our control, we are determined to better serve our customers and return to the high-performance levels we maintained pre-pandemic,” the statement said. Allegiant ranked fifth overall, helped by its top showing in baggage handling and involuntary bumping.

JetBlue earned the title no airline wants—worst performing U.S. carrier—because it posted relatively poor numbers in nearly every category. On the bright side, it posted the fourth-best showing on bumped passengers in the 12-month period ended Sept. 30, behind Allegiant, Delta and United. (The Journal’s rankings use the most recent 12 months of data available for tarmac delays, involuntary bumping, mishandled baggage and complaints, which don’t include the full 2022 calendar year).

The New York-based airline, praised by passengers for its in-flight amenities including free Wi-Fi, DirecTV and trendy snacks, had the highest rate of extreme delays and two-hour-plus tarmac delays. Its on-time arrival rate was second-to-last, at 63.6%. JetBlue cancelled 3.3% of its scheduled flights, better than only Allegiant.

JetBlue was plagued by the same issues other airlines faced in the first half of the year, and like them it [cut its roster of future flights](#) to compensate. JetBlue President Joanna Geraghty blames much of the airline’s continuing operational issues on its heavy concentration of flights in metro New York and surrounding Northeastern states. Three out of four of the airline’s flights are in that ultra-congested region. No other airline comes close to that exposure, she says.

The airline is taking several steps to improve its operation, including extra focus on limiting cancellations even during times of flight issues outside its control, Ms. Geraghty says. JetBlue shaved its cancellation rate in the second half of the year to 1.9% from 4.7% in the first half. “We are largely a leisure carrier, and we know customers want to get where they booked their [vacation] flight for,” she says. “So that’s where we double down.”

The airline cancelled more than 16,000 flights during a costly Christmas meltdown that stranded passengers and their bags, sometimes for days. The airline doled out 25,000 frequent-flier points to nearly two million passengers as a gesture of goodwill and is in the process of reimbursing passengers for alternate flights and other expenses. The airline cancelled 3.2% of its scheduled flights, more than any airline except Allegiant and JetBlue, and a full point higher than in 2021.

Southwest, which had knocked Delta out of the No. 1 spot in 2020, held its ranking from 2021 on the strength of its relatively low rates of complaints, lengthy tarmac delays and mishandled bags. The results come with a big asterisk. Baggage handling and complaint data for December 2022 won’t be available for a couple of months and won’t factor into our rankings until next year. (Southwest had a mini-meltdown in October 2021—the impact of that factors into this year’s rankings.)

A Southwest spokesman said in a statement that this year’s scorecard shows the airline’s success in rebounding from the impact of the Omicron variant in early 2022 and setting its operation up to handle a record number of summer travelers. That’s in the rearview, of course. The airline says it has work to do to get its operation on track this year. **Passengers on every airline can only hope for a smoother 2023. My Comment: Be smart: It’ll be smoother and more relaxed if you use a Travel Advisor, like our Susan Sheridan . . . call her at 813 475 5989 – She’s been everywhere 😊.**

II. **Fast Lane Travel Trip of the Week: 12 years in Tuscany . . .** This year, we are conducting the trip at the same as last year, i.e., at **THE BEST time of the year: Monday, October 16th to Saturday, October 28th 2023.**

Rather than summarizing the itinerary, there is no better endorsement than customers' comments from one of our many Tuscany PORSCHE Fest Trips.

Expected Excellence. Yes!

Initial reasons for going:

- Word of mouth recommendations
- Panorama and Excellence Magazine ads
- Itinerary

Reflections after going:

- People / staff & fellow travelers
- Excellent food & accommodations
- Bucket list accomplishments
- 160 MPH on the Autobahn and the Nürburgring add-on trip

Tuscany in a Porsche 911 C2S Cabriolet with the top down...**nothing better**, like driving in **an Italian Painting**.

**Nick & Kim M.
California**



III. **My Final thoughts: Indisputable Mathematical Logic:**

Source: My friend and record holder of 24 Fast Lane Porsche Tours, Eddy Yates

This comes from 2 math teachers with a combined total of 70 yrs. experience. This is a strictly mathematical viewpoint... and it goes like this:

What Makes **100%** ?

What does it mean to give **MORE** than 100%?

Ever wonder about those people who say they are giving more than 100%? We have all been to those meetings where someone wants you to give over 100%.

How about achieving 103%?

What makes up 100% in life?

Here's a little mathematical formula that might help you answer these questions:

If:

A B C D E F G H I J K L M N O P Q R S T U V W X Y Z

Is represented as:

1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24 25 26

Then:

H-A-R-D-W-O-R-K

$8+1+18+4+23+15+18+11 = 98\%$

And,

K-N-O-W-L-E-D-G-E

$11+14+15+23+12+5+4+7+5 = 96\%$

But ,

A-T-T-I-T-U-D-E

$1+20+20+9+20+21+4+5 = 100\%$

And,

B-U-L-L-S-H-I-T

$2+21+12+12+19+8+9+20 = 103\%$

And, look how far **ass kissing** will take you.

A-S-S-K-I-S-S-I-N-G

$1+19+19+11+9+19+19+9+14+7 = 118\%$

So, one can conclude, with mathematical certainty, that while **Hard work** and **Knowledge** will get you close, and **Attitude** will get you there. It's the **Bullshit** and **Ass Kissing** that will put you over the top.

Now you know why Politicians are where they are!



Please stay healthy and happy. I hope you are looking forward to the great times we will have together again on one of the fabulous PORSCHE tours in 2023 and help us plan for 2024. I can't wait to get back to Europe in April. All the best to you,
Peter