

# KATIE'S KRAZY ADVENTURES

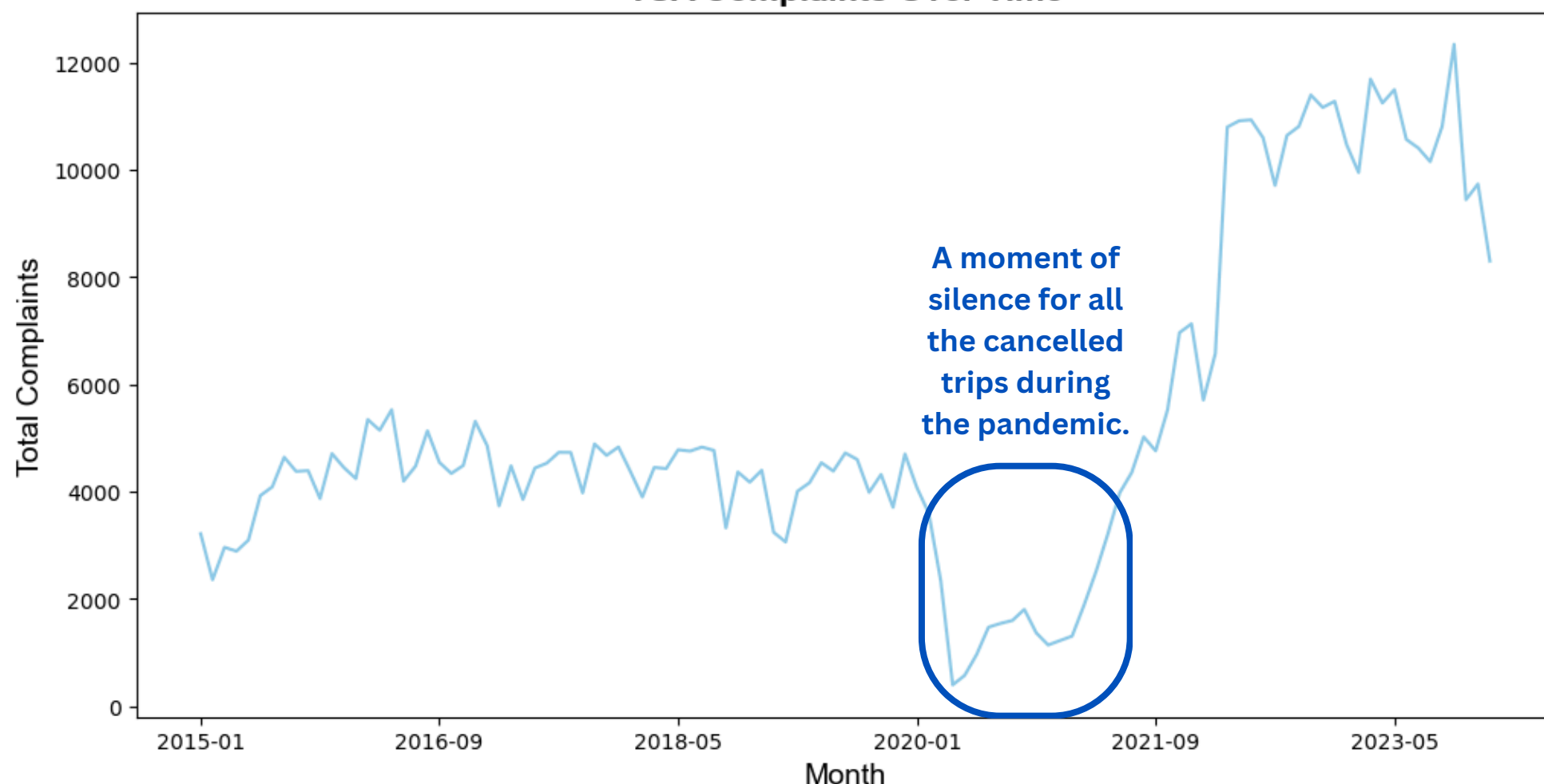


**AIRPORTS,  
COMPLAINTS,  
AND CHAOS: MY  
TRAVEL TRENDS  
UNCOVERED!**

Ever feel like some airports just *know* how to ruin your trip? Or maybe you’ve stumbled upon a hidden gem where everything just *works* (rare, I know). Well, I decided to dig into the data and see how my most-traveled airports actually stack up when it comes to air travel complaints. Please remain seated with your seatbelts fastened—this is going to be a bumpy ride.

## The Big Picture: Complaints Over Time and Across the Map

TSA Complaints Over Time

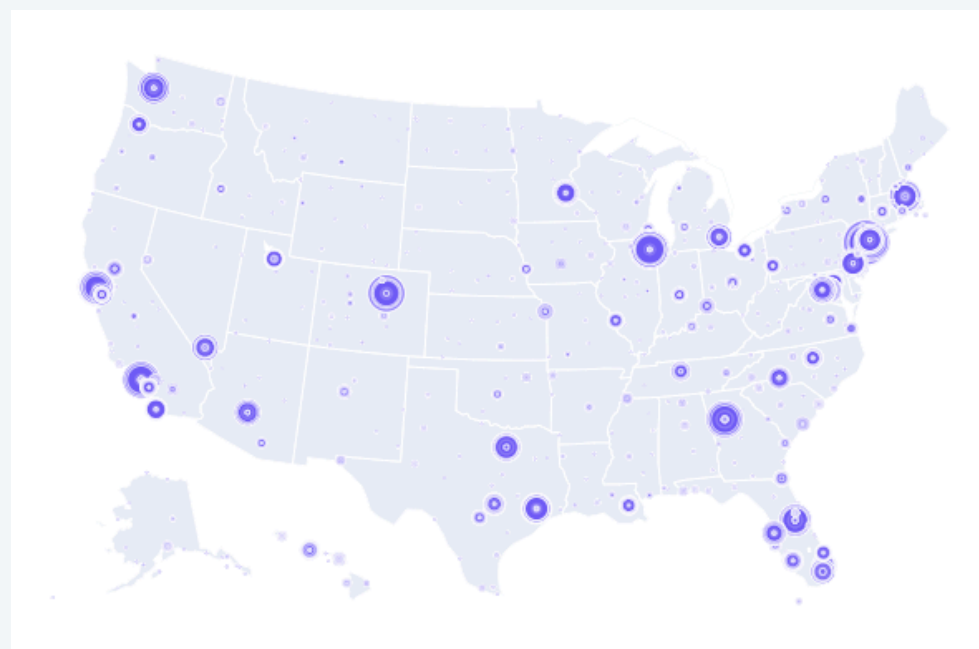


As you might expect, complaints were relatively steady—until the pandemic hit. When air travel basically shut down in 2020, complaints plummeted.

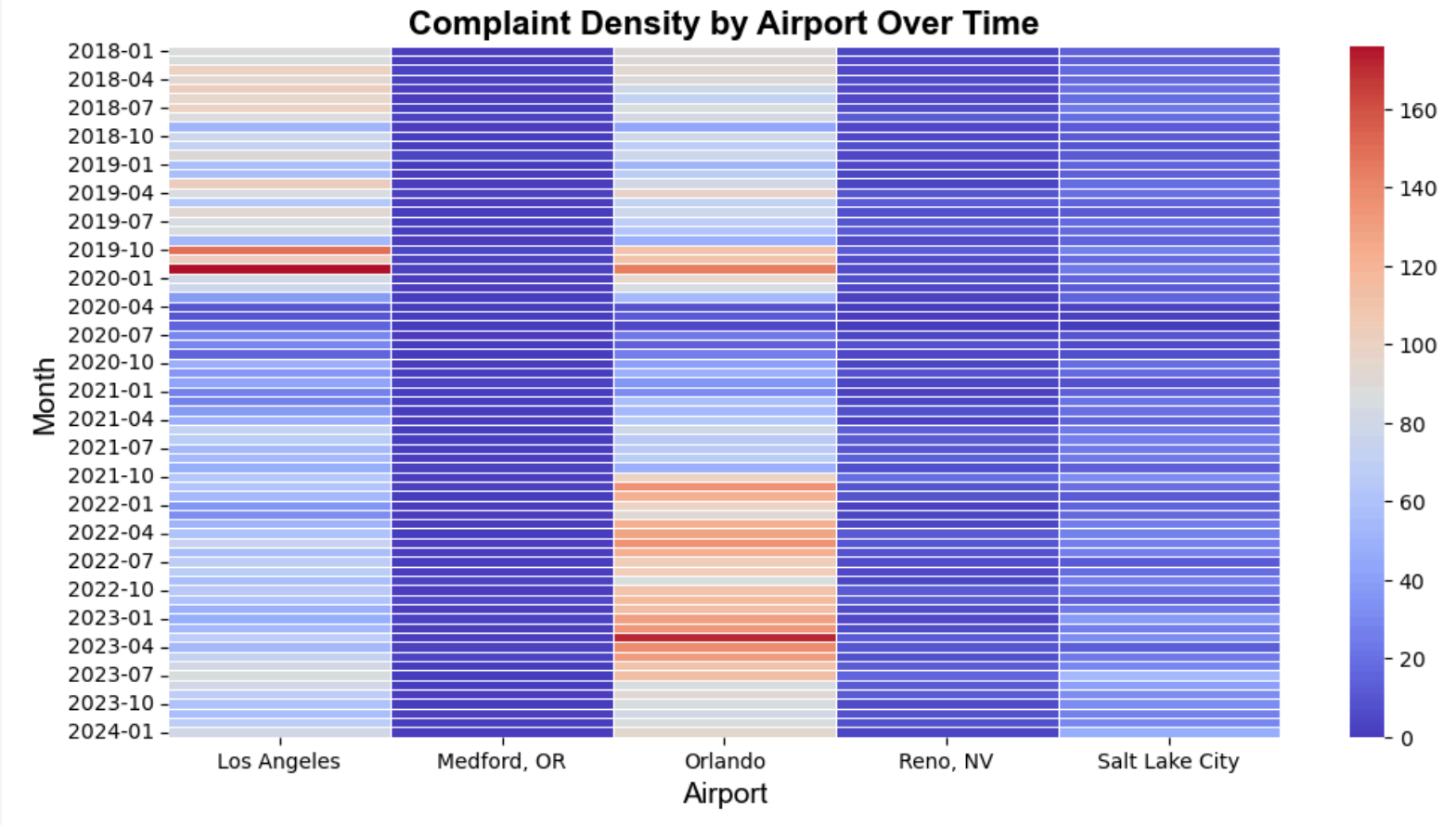
But the moment restrictions lifted? **Boom!** Complaints skyrocketed and have stayed high ever since.

Short-staffed airlines, massive delays, and *a lot* of cranky passengers... it's no wonder travel frustration is at an all-time high.

But where are these complaints coming from? The usual suspects—major hubs and tourist-heavy destinations—seem to dominate. Now let's zoom in and see how **my** most-traveled airports compare.



# The Good, The Bad, and the Orlando Nightmare



Let's start with the worst: **Orlando International Airport (MCO)**. If you've ever had a meltdown at baggage claim or suffered through an endless security line, you're not alone.

Complaints here have *skyrocketed* over the past few years, making it the undisputed champion of travel frustration. Maybe it's the sheer number of families heading to Disney with overtired kids in tow? Either way, if you're flying into MCO, mentally prepare yourself.

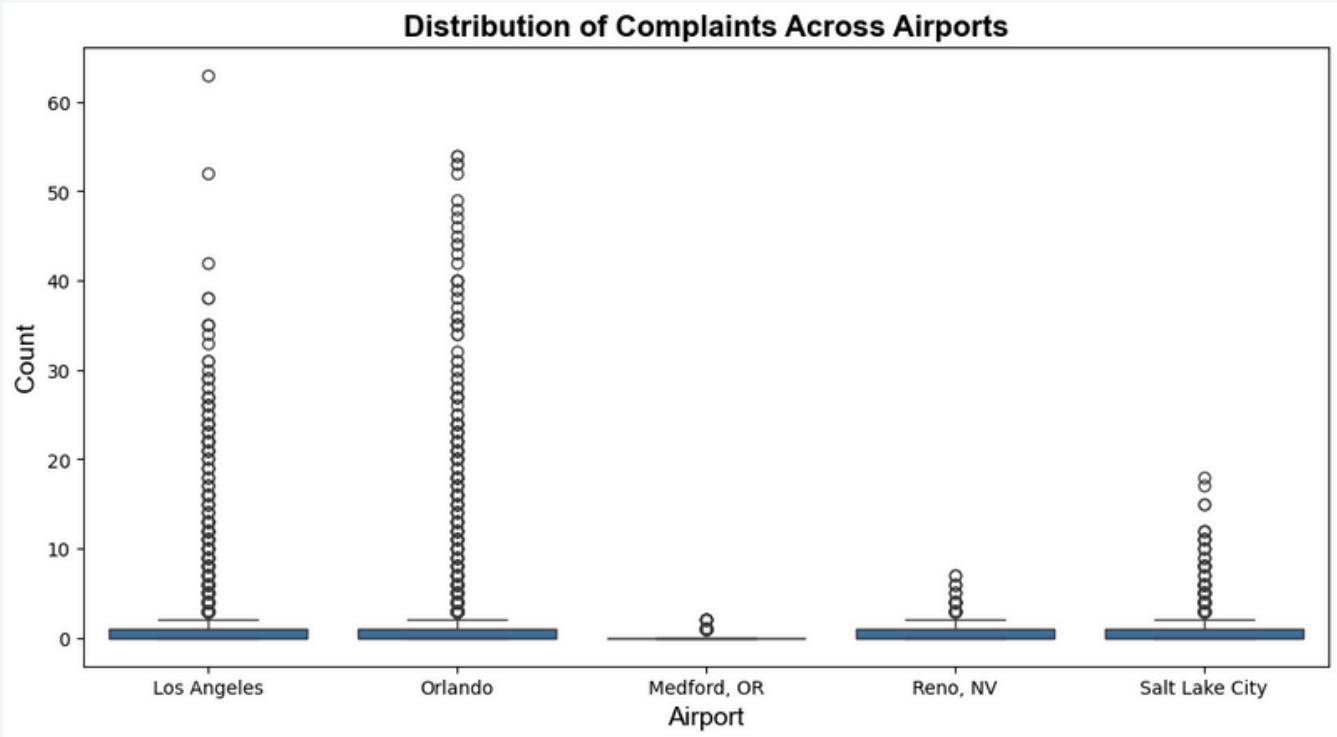
On the flip side, **Los Angeles International Airport (LAX)**—yes, *LAX*—has actually improved over the years. Shocking, right? Maybe they finally realized that infuriating travelers isn't a great business model.

## Which Airports are the Least Terrible?

Not all airports are nightmares! The data shows that Medford (MFR) and Reno (RNO) have barely any complaints. Maybe it's because they're smaller and don't deal with the same chaos, or maybe the people there are just happier in general (casino winnings? mountain air?). Either way, if you want a smooth flying experience, these might be your best bets.

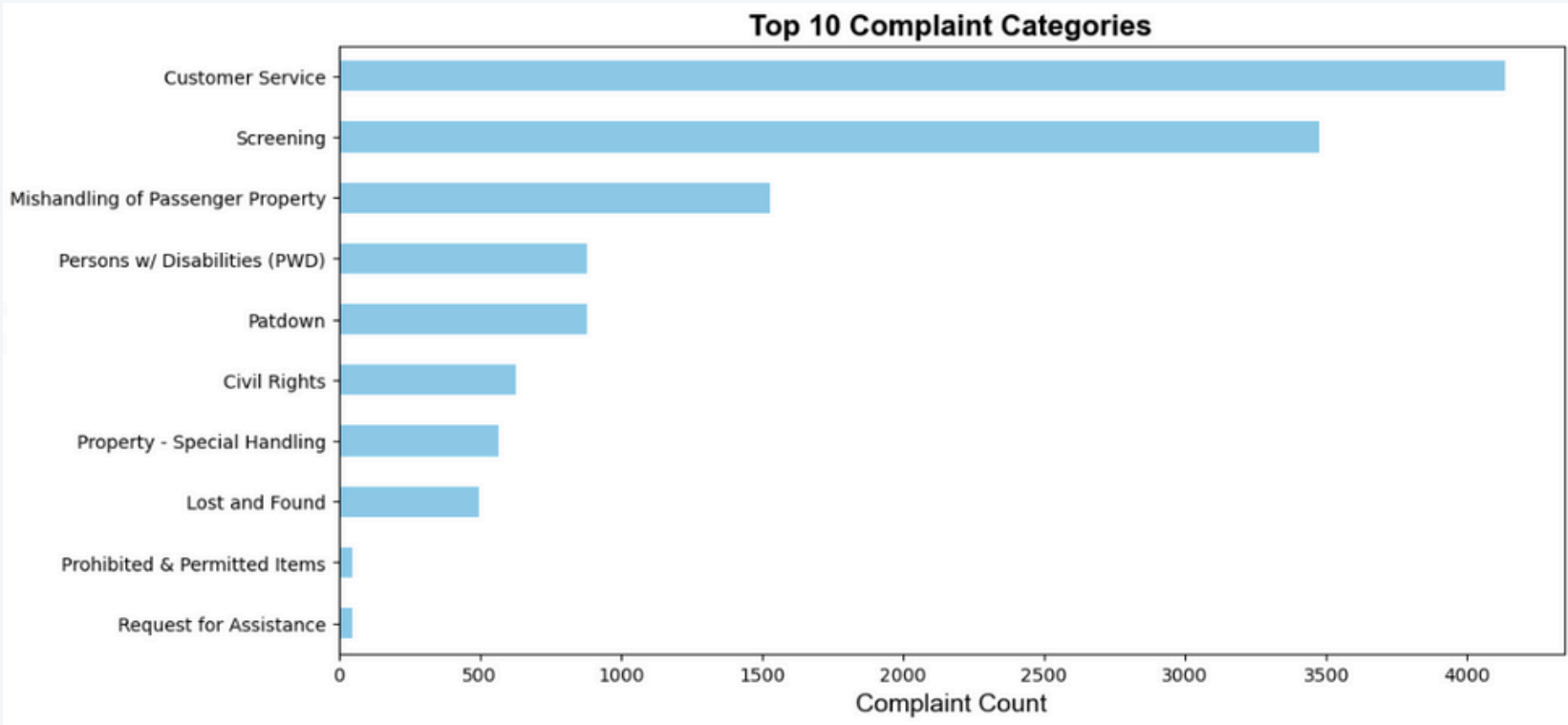
Salt Lake City (SLC) also made the nice list, showing consistently low complaints. If you're connecting through there, take a deep breath—chances are, things will go smoothly.

# How Bad Can It Get? The Spread of Complaint Numbers



While some airports are predictably bad, the variation in complaints is wild. Some airports have a pretty tight range (meaning they’re consistently okay or consistently awful), while others swing dramatically. If you’ve ever had an “actually decent” experience at an airport that usually sucks, this might explain why.

## What are People Complaining About?



Alright, so we’ve talked about where the complaints are happening, **but what exactly are people so upset about?** Honestly, some of this is exactly what you’d expect.

**Customer service issues?** Off the charts. **Screening complaints?** Also super high—because, let’s be real, no one enjoys taking their shoes off and getting a pat-down at 6 a.m. The next biggest offender? **Mishandling of passenger property.** So if you’ve ever had your suitcase show up looking like it got run over by a baggage cart, you’re definitely not alone.

From there, the complaints get more specific—issues with passengers with disabilities, pat-down concerns, and civil rights complaints. And then there’s the "Lost and Found" category, which I can only assume is full of people losing their minds over their lost AirPods.

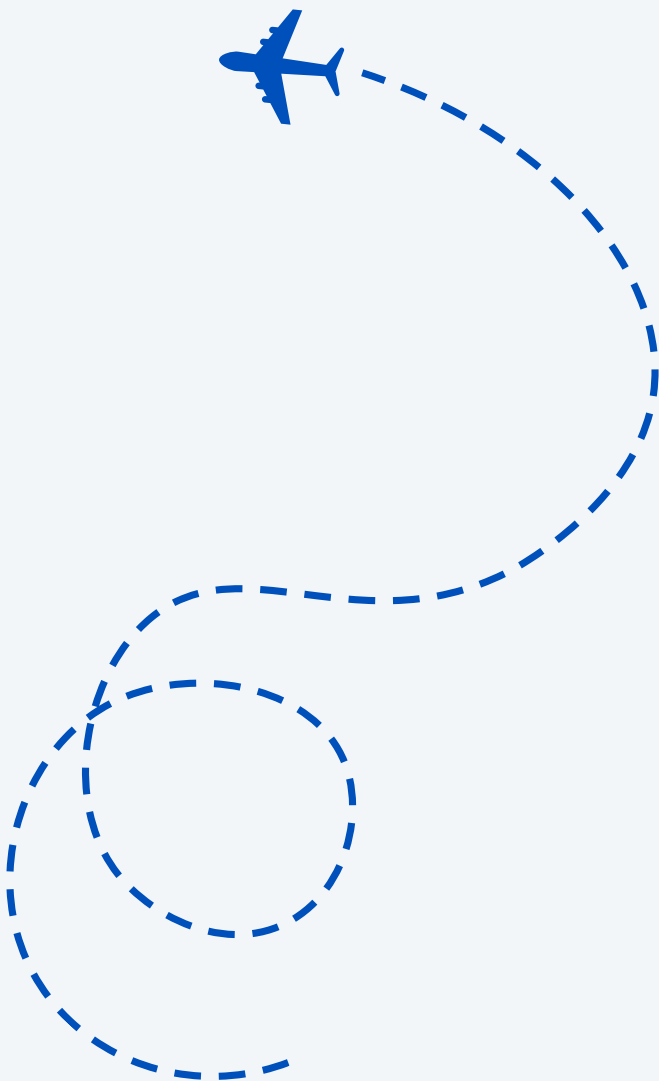
# Final Boarding Call

So, what's the takeaway?

- If you're heading through Orlando, brace yourself.
- If you're passing through Medford, Reno, or Salt Lake City, count your blessings.
- And if you're flying anywhere post-pandemic, just accept that chaos is part of the experience.

**All this to say: if you've ever had a frustrating airport experience, you're in good company!**

**“Fun” Fact**  
Orlando International Airport has the most complaints, totaling **6413!**



## This is Your Captain Speaking

And my thoughts? Well, I actually to agree with the data here. I should preface this by admitting that I have TSA Precheck--but with Orlando as my home airport, can you blame me? Orlando is truly one of the most chaotic airports I have traveled through, and it only seems to be getting worse. You'd think for the airport servicing the *literal* tourist capital of the world, they'd figure out a better system.

Enter Los Angeles and Salt Lake City. These are major airports, service as major hubs for airlines and international flyers, and yet they seem to have figured out how to reduce traveler stress--although LAX still has some major work to do outside their terminals to reduce traffic stress, but I digress. But Salt Lake City is a dream to travel through. They've upgraded to automated conveyor belts for bag check, so your bins come to you and you don't have to worry about pushing them to the x-ray. I also want to give a shout out to their bathrooms...truly some of the nicest airport bathrooms **in the world**.

As for Reno and Medford, yeah, they're small airports (Medford *literally* has six gates). It's hard to get backed up when there are fewer passengers travelling through. But a word of warning: Reno is growing, **fast**, so it will be interesting to see if my little hometown airport can keep up.