



Air Travel Consumer Report

A Product Of The
THE OFFICE OF AVIATION CONSUMER PROTECTION

Issued: March 2024



Flight Delays¹	January 2024
Mishandled Baggage, Wheelchairs, and Scooters¹	January 2024
Oversales¹	4 th Quarter 2023
Consumer Complaints² (Includes Disability and Discrimination Complaints)	January 2024
Airline Animal Incident Reports⁴	January 2024
Customer Service Reports to the Dept. of Homeland Security³	January 2024

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
<i>Flight Delays</i>		<i>Flight Delays (continued)</i>	
Introduction	3	Table 8	31
Explanation	4	List of Regularly Scheduled Domestic Flights	
Branded Codeshare Partners	5	with Tarmac Delays Over 3 Hours, By Marketing/Operating Carrier	
Table 1	6	Table 8A.	
Overall Percentage of Reported Flight		List of Regularly Scheduled International Flights with	34
Operations Arriving On-Time, by Reporting Marketing Carrier		Tarmac Delays Over 4 Hours, By Marketing/Operating Carrier	
Table 1A.	7	Appendix	35
Overall Percentage of Reported Flight		Mishandled Baggage	36
Operations Arriving On-Time, by Reporting Operating Carrier		Ranking- by Marketing Carrier (Monthly)	37
Table 1B.	8	Ranking- by Operating Carrier (Monthly)	38
Overall Percentage of Reported Flight		Mishandled Wheelchairs and Scooters	39
Operations Arriving On-Time, by Reporting Marketing Carrier, Rank		Ranking- by Marketing Carrier (Monthly)	40
by Month, and Year-to-Date (YTD)		Ranking- by Operating Carrier (Monthly)	41
Table 2	9	Oversales	
Number of Reported Flight Arrivals and Percentage Arriving On-Time,		Explanation	42
by Reporting Marketing Carrier and Airport		Ranking- by Marketing Carrier (Quarterly)	43
Table 2A	13	Ranking- by Operating Carrier (Quarterly)	44
Number of Reported Flight Arrivals and Percentage Arriving On-Time,			
by Reporting Operating Carrier and Airport		Consumer Complaints	
Table 3	17	Explanation	45
Percentage of Reporting Carriers' Flight Operations Arriving On-Time,			
by Airport and Time of Day		Airline Reports to DOT of Incidents Involving the Loss, Injury,	46
Table 4	19	Or Death of Animals during Air Transportation (Monthly)	
Percentage of Reporting Carriers' Flight Operations Departing On-			
Time, by Airport and Time of Day		Customer Service Reports to the Department of Homeland Security	47
Table 5	21		
On-Time Arrival and Departure			
Percentage, by Airport by Reporting Operating Carrier			
Tables 6/6A.	26		
Overall Number and Percentage of Flight Cancellations, by Reporting			
Marketing and Reporting Operating Carrier (Monthly)			
Table 7	28		
Causes of the Delay by Reporting Marketing Carrier			
Table 7A.	29		
Causes of the Delay by Reporting Operating Carrier			
Table 7B,	30		
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 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

JANUARY 2024

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, 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

JANUARY 2024

AT ALL US AIRPORTS			
CARRIER ¹	NUMBER OF AIRPORTS REPORTED	PERCENT OF ON-TIME ARRIVALS	RANK
DELTA AIR LINES NETWORK	207	77.8	1
- DELTA AIR LINES	142	80.4	
- BRANDED CODESHARE PARTNERS	181	73.2	
ALLEGiant AIR	122	75.6	2
SOUTHWEST AIRLINES	107	73.9	3
SPIRIT AIRLINES	61	72.5	4
UNITED AIRLINES NETWORK ²	214	72.4	5
- UNITED AIRLINES	114	71.9	
- BRANDED CODESHARE PARTNERS	193	72.9	
HAWAIIAN AIRLINES	21	72.0	6
FRONTIER AIRLINES	73	71.2	7
AMERICAN AIRLINES NETWORK	222	70.5	8
- AMERICAN AIRLINES	123	69.3	
- BRANDED CODESHARE PARTNERS	206	71.8	
JETBLUE AIRWAYS	63	69.5	9
ALASKA AIRLINES NETWORK ²	106	64.7	10
- ALASKA AIRLINES	85	59.1	
- BRANDED CODESHARE PARTNERS	57	73.6	
TOTAL AIRPORTS SERVED	351	72.8	

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.

²On January 6, the Federal Aviation Administration ordered the immediate grounding of certain Boeing 737 MAX9 aircraft operated by U.S. airlines or in U.S. territory based on data arising out of the left mid-cabin door plug blow out of Alaska Airlines Flight 1282 on January 5. On January 24, FAA cleared all such aircraft to return to service after each operator successfully completed a new inspection process approved by the FAA. Alaska Airlines and United Airlines are the only two major U.S. carriers that operated the Boeing 737 MAX9 aircraft during the relevant time period. United Airlines and Alaska Airlines separately informed the Department that the grounding of the 737 MAX9 aircraft negatively impacted their on-time performance statistics during this reporting period.

AIR TRAVEL CONSUMER REPORT

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

JANUARY 2024

AT ALL US AIRPORTS			
CARRIER ¹	NUMBER OF AIRPORTS REPORTED	PERCENT OF ON-TIME ARRIVALS	RANK
DELTA AIR LINES	142	80.4	1
REPUBLIC AIRWAYS	78	79.0	2
ALLEGiant AIR	122	75.6	3
SOUTHWEST AIRLINES	107	73.9	4
ENDEAVOR AIR	115	73.3	5
SPIRIT AIRLINES	61	72.5	6
SKYWEST AIRLINES	235	72.4	7
HAWAIIAN AIRLINES	21	72.0	8
UNITED AIRLINES ²	114	71.9	9
FRONTIER AIRLINES	73	71.2	10
PSA AIRLINES	87	70.3	11
JETBLUE AIRWAYS	63	69.5	12
AMERICAN AIRLINES	123	69.3	13
ENVOY AIR	136	68.8	14
ALASKA AIRLINES ²	85	59.1	15
TOTAL AIRPORTS SERVED	334	72.9	

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.

² On January 6, the Federal Aviation Administration ordered the immediate grounding of certain Boeing 737 MAX9 aircraft operated by U.S. airlines or in U.S. territory based on data arising out of the left mid-cabin door plug blow out of Alaska Airlines Flight 1282 on January 5. On January 24, FAA cleared all such aircraft to return to service after each operator successfully completed a new inspection process approved by the FAA. Alaska Airlines and United Airlines are the only two major U.S. carriers that operated the Boeing 737 MAX9 aircraft during the relevant time period. United Airlines and Alaska Airlines separately informed the Department that the grounding of the 737 MAX9 aircraft negatively impacted their on-time performance statistics during this reporting period.

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

JANUARY 2024

CARRIER ¹	Jan 24		Year-to-date (YTD)	
	%	Rank	%	Rank
ALASKA AIRLINES NETWORK	64.7	10	64.7	10
- ALASKA AIRLINES	59.1		59.1	
- BRANDED CODESHARE PARTNERS	73.6		73.6	
ALLEGiant AIR	75.6	2	75.6	2
AMERICAN AIRLINES NETWORK	70.5	8	70.5	8
- AMERICAN AIRLINES	69.3		69.3	
- BRANDED CODESHARE PARTNERS	71.8		71.8	
DELTA AIR LINES NETWORK	77.8	1	77.8	1
- DELTA AIR LINES	80.4		80.4	
- BRANDED CODESHARE PARTNERS	73.2		73.2	
FRONTIER AIRLINES	71.2	7	71.2	7
HAWAIIAN AIRLINES	72.0	6	72.0	6
JETBLUE AIRWAYS	69.5	9	69.5	9
SOUTHWEST AIRLINES	73.9	3	73.9	3
SPIRIT AIRLINES	72.5	4	72.5	4
UNITED AIRLINES NETWORK	72.4	5	72.4	5
- UNITED AIRLINES	71.9		71.9	
- BRANDED CODESHARE PARTNERS	72.9		72.9	
TOTAL	72.8		72.8	

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 2. NUMBER OF REPORTED FLIGHT ARRIVALS AND PERCENTAGE ARRIVING ON-TIME BY REPORTING MARKETING CARRIER AND AIRPORT (30 LARGEST AIRPORTS)

JANUARY 2024

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	67	55.2	250	56.4	59	61.0	136	62.5	24	37.5	0	0.0	155	67.7	126	60.3
- ALASKA AIRLINES	67	55.2	208	52.4	59	61.0	136	62.5	24	37.5	0	0.0	155	67.7	126	60.3
- BRANDED CODESHARE PARTNERS	0	0.0	42	76.2	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
ALLEGiant AIR	0	0.0	68	66.2	251	69.7	18	77.8	10	80.0	0	0.0	0	0.0	25	80.0
AMERICAN AIRLINES NETWORK	910	66.7	1737	65.3	1488	65.3	1933	72.0	322	60.9	17066	75.7	7099	69.9	752	67.8
- AMERICAN AIRLINES	547	62.7	1201	64.5	605	59.2	1247	68.9	263	60.5	9965	74.8	2098	69.9	687	65.5
- BRANDED CODESHARE PARTNERS	363	72.7	536	67.2	883	69.4	686	77.6	59	62.7	7101	76.9	5001	69.9	65	92.3
DELTA AIR LINES NETWORK	19820	80.4	770	75.5	886	75.4	3231	75.6	499	78.8	740	78.8	1511	75.9	1003	83.4
- DELTA AIR LINES	16503	82.5	723	76.2	602	76.7	1799	77.0	391	78.8	408	81.4	705	78.3	1003	83.4
- BRANDED CODESHARE PARTNERS	3317	70.2	47	63.8	284	72.5	1432	73.8	108	78.7	332	75.6	806	73.8	0	0.0
FRONTIER AIRLINES	743	62.9	14	50.0	40	87.5	28	92.9	204	76.5	150	72.7	93	77.4	1469	77.1
HAWAIIAN AIRLINES	0	0.0	11	81.8	0	0.0	18	77.8	0	0.0	0	0.0	0	0.0	0	0.0
JETBLUE AIRWAYS	271	69.7	93	59.1	96	84.4	3102	67.6	55	69.1	57	66.7	722	72.2	96	77.1
SOUTHWEST AIRLINES	2982	75.2	2946	72.3	3881	73.5	447	61.7	5766	75.4	256	69.5	1342	69.4	8073	76.3
SPIRIT AIRLINES	939	67.1	76	72.4	289	74.7	418	73.9	425	70.1	418	71.5	0	0.0	36	61.1
UNITED AIRLINES NETWORK	608	74.3	824	68.7	595	69.6	903	71.3	247	70.9	443	72.5	796	76.3	12917	75.5
- UNITED AIRLINES	530	74.2	717	69.3	387	68.5	861	70.3	247	70.9	320	72.5	532	73.7	7901	75.4
- BRANDED CODESHARE PARTNERS	78	75.6	107	64.5	208	71.6	42	92.9	0	0.0	123	72.4	264	81.4	5016	75.7
TOTAL	26,340	78.1	6,789	69.6	7,585	71.8	10,234	71.3	7,552	74.4	19,130	75.5	11,718	71.2	24,497	75.9

* 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)

JANUARY 2024

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	60.6	24	37.5	176	56.3	186	47.3	81	50.6	68	61.8	239	46.9	640	61.7
- ALASKA AIRLINES	155	60.6	24	37.5	176	56.3	186	47.3	81	50.6	68	61.8	239	46.9	439	56.9
- BRANDED CODESHARE PARTNERS	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	201	72.1
ALLEGIANT AIR	0	0.0	0	0.0	34	73.5	285	69.5	23	91.3	0	0.0	0	0.0	576	72.2
AMERICAN AIRLINES NETWORK	20594	66.8	635	66.9	642	62.8	641	69.7	202	74.8	714	65.4	2027	79.4	1053	66.0
- AMERICAN AIRLINES	13036	66.5	324	66.0	529	64.1	641	69.7	62	61.3	437	61.8	1295	76.2	1053	66.0
- BRANDED CODESHARE PARTNERS	7558	67.4	311	67.8	113	56.6	0	0.0	140	80.7	277	71.1	732	85.1	0	0.0
DELTA AIR LINES NETWORK	979	69.4	7101	72.8	696	76.3	1109	76.4	412	76.0	626	75.9	4480	77.1	1391	80.4
- DELTA AIR LINES	979	69.4	4406	76.7	511	76.9	1095	76.6	227	82.4	626	75.9	2384	79.9	1298	80.7
- BRANDED CODESHARE PARTNERS	0	0.0	2695	66.4	185	74.6	14	57.1	185	68.1	0	0.0	2096	73.9	93	76.3
FRONTIER AIRLINES	471	70.7	188	71.3	0	0.0	155	66.5	0	0.0	125	69.6	0	0.0	894	77.2
HAWAIIAN AIRLINES	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	31	71.0	120	75.0
JETBLUE AIRWAYS	31	74.2	93	78.5	477	73.0	1756	68.7	0	0.0	62	46.8	2690	70.1	185	70.8
SOUTHWEST AIRLINES	0	0.0	323	62.8	0	0.0	1412	66.5	69	58.0	429	69.7	0	0.0	7029	76.6
SPIRIT AIRLINES	745	63.1	758	69.7	840	79.3	2080	67.1	0	0.0	596	62.8	0	0.0	2005	79.7
UNITED AIRLINES NETWORK	786	65.6	487	67.1	8609	78.2	823	66.8	4826	74.6	10263	72.4	0	0.0	1160	72.0
- UNITED AIRLINES	610	67.5	173	72.3	5785	75.1	823	66.8	2321	71.8	5395	72.8	0	0.0	1152	72.0
- BRANDED CODESHARE PARTNERS	176	59.1	314	64.3	2824	84.6	0	0.0	2505	77.2	4868	72.0	0	0.0	8	75.0
TOTAL	23,761	66.8	9,609	71.5	11,474	76.7	8,447	68.3	5,613	74.2	12,883	71.5	9,467	74.8	15,053	75.4

* 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)

JANUARY 2024

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	1172	65.8	0	0.0	260	53.1	0	0.0	61	47.5	59	64.4	161	59.6	28	42.9
- ALASKA AIRLINES	690	60.1	0	0.0	260	53.1	0	0.0	61	47.5	59	64.4	156	59.6	28	42.9
- BRANDED CODESHARE PARTNERS	482	73.9	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	5	60.0	0	0.0
ALLEGiant AIR	55	67.3	0	0.0	0	0.0	23	73.9	0	0.0	34	94.1	0	0.0	0	0.0
AMERICAN AIRLINES NETWORK	3369	76.6	3078	73.3	1577	66.8	0	0.0	6759	69.4	498	68.3	8544	64.6	5781	73.8
- AMERICAN AIRLINES	2417	74.1	1375	68.0	1577	66.8	0	0.0	5281	69.2	312	69.6	3687	73.3	3075	72.9
- BRANDED CODESHARE PARTNERS	952	83.1	1703	77.6	0	0.0	0	0.0	1478	70.0	186	66.1	4857	58.1	2706	74.7
DELTA AIR LINES NETWORK	3816	87.3	6101	74.8	1872	76.1	258	70.2	1011	65.4	7590	81.3	1001	70.6	540	76.5
- DELTA AIR LINES	2760	86.4	2112	77.3	1872	76.1	102	84.3	1004	65.3	4793	84.9	587	71.7	408	77.5
- BRANDED CODESHARE PARTNERS	1056	89.5	3989	73.5	0	0.0	156	60.9	7	71.4	2797	75.2	414	69.1	132	73.5
FRONTIER AIRLINES	0	0.0	102	64.7	1954	67.0	244	68.4	286	62.9	106	78.3	86	62.8	843	65.8
HAWAIIAN AIRLINES	187	84.5	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
JETBLUE AIRWAYS	843	79.5	1038	72.4	1427	65.5	0	0.0	216	65.3	31	71.0	90	58.9	88	63.6
SOUTHWEST AIRLINES	2097	76.6	995	68.8	3782	69.5	5357	70.6	577	64.0	591	73.4	763	67.9	369	67.8
SPIRIT AIRLINES	922	76.6	632	73.6	2183	70.1	0	0.0	607	67.7	108	80.6	639	66.7	395	71.9
UNITED AIRLINES NETWORK	2872	76.3	891	71.7	1249	66.2	0	0.0	693	58.6	526	70.3	11718	67.3	380	74.5
- UNITED AIRLINES	1975	71.7	532	67.7	1249	66.2	0	0.0	693	58.6	389	68.4	6683	70.9	298	73.2
- BRANDED CODESHARE PARTNERS	897	86.4	359	77.7	0	0.0	0	0.0	0	0.0	137	75.9	5035	62.6	82	79.3
TOTAL	15,333	78.6	12,837	73.4	14,304	68.8	5,882	70.5	10,210	67.4	9,543	79.4	23,002	66.4	8,424	72.6

* 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)

JANUARY 2024

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	515	60.6	1428	66.9	7645	65.5	1806	60.6	226	60.2	116	59.5
- ALASKA AIRLINES	397	56.7	676	51.9	5602	63.2	783	52.6	104	51.0	116	59.5
- BRANDED CODESHARE PARTNERS	118	73.7	752	80.5	2043	71.7	1023	66.8	122	68.0	0	0.0
ALLEGiant AIR	34	58.8	10	80.0	0	0.0	0	0.0	0	0.0	0	0.0
AMERICAN AIRLINES NETWORK	6972	77.1	752	68.4	518	72.4	918	66.7	567	72.3	1216	68.6
- AMERICAN AIRLINES	4617	74.7	752	68.4	383	70.5	752	66.4	425	68.9	1112	68.7
- BRANDED CODESHARE PARTNERS	2355	81.9	0	0.0	135	77.8	166	68.1	142	82.4	104	67.3
DELTA AIR LINES NETWORK	993	82.6	843	86.2	3570	81.0	1001	78.5	6443	81.3	1019	78.9
- DELTA AIR LINES	867	81.4	664	86.1	2363	85.6	884	80.0	4204	81.9	1019	78.9
- BRANDED CODESHARE PARTNERS	126	90.5	179	86.6	1207	72.1	117	67.5	2239	80.2	0	0.0
FRONTIER AIRLINES	708	74.3	220	80.0	70	88.6	194	66.5	188	83.0	577	67.8
HAWAIIAN AIRLINES	31	83.9	58	75.9	62	72.6	63	69.8	0	0.0	0	0.0
JETBLUE AIRWAYS	62	79.0	127	79.5	62	69.4	339	71.1	194	68.0	458	66.2
SOUTHWEST AIRLINES	5224	78.0	2711	79.5	575	73.7	585	57.9	1038	74.1	2069	69.7
SPIRIT AIRLINES	126	70.6	158	92.4	62	88.7	0	0.0	131	84.0	587	71.6
UNITED AIRLINES NETWORK	897	72.4	839	72.7	581	73.1	5391	71.6	679	74.1	781	71.4
- UNITED AIRLINES	798	73.7	747	71.0	571	73.2	3566	68.8	416	72.1	781	71.4
- BRANDED CODESHARE PARTNERS	99	61.6	92	87.0	10	70.0	1825	77.1	263	77.2	0	0.0
TOTAL	15,562	76.7	7,146	76.1	13,145	71.0	10,297	69.0	9,466	78.7	6,823	70.7

* 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)

JANUARY 2024

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	67	55.2	208	52.4	59	61.0	136	62.5	24	37.5	0	0.0	155	67.7	126	60.3
ALLEGiant AIR	0	0.0	68	66.2	251	69.7	18	77.8	10	80.0	0	0.0	0	0.0	25	80.0
AMERICAN AIRLINES	547	62.7	1201	64.5	605	59.2	1247	68.9	263	60.5	9965	74.8	2098	69.9	687	65.5
DELTA AIR LINES	16503	82.5	723	76.2	602	76.7	1799	77.0	391	78.8	408	81.4	705	78.3	1003	83.4
ENDEAVOR AIR	2511	72.1	47	63.8	81	75.3	7	100.0	35	77.1	257	75.5	156	72.4	0	0.0
ENVOY AIR	64	68.8	433	70.9	227	61.2	125	66.4	59	62.7	549	71.0	371	70.4	0	0.0
FRONTIER AIRLINES	743	62.9	14	50.0	40	87.5	28	92.9	204	76.5	150	72.7	93	77.4	1469	77.1
HAWAIIAN AIRLINES	0	0.0	11	81.8	0	0.0	18	77.8	0	0.0	0	0.0	0	0.0	0	0.0
JETBLUE AIRWAYS	271	69.7	93	59.1	96	84.4	3102	67.6	55	69.1	57	66.7	722	72.2	96	77.1
PSA AIRLINES	200	73.0	0	0.0	294	71.8	0	0.0	0	0.0	3908	74.1	3068	65.6	0	0.0
REPUBLIC AIRWAYS	132	74.2	13	61.5	439	78.4	1920	75.7	73	79.5	94	78.7	2234	77.0	0	0.0
SKYWEST AIRLINES	805	64.5	140	58.6	302	61.3	0	0.0	0	0.0	0	0.0	11	72.7	3941	77.2
SOUTHWEST AIRLINES	2982	75.2	2946	72.3	3881	73.5	447	61.7	5766	75.4	256	69.5	1342	69.4	8073	76.3
SPIRIT AIRLINES	939	67.1	76	72.4	289	74.7	418	73.9	425	70.1	418	71.5	0	0.0	36	61.1
UNITED AIRLINES	530	74.2	717	69.3	387	68.5	861	70.3	247	70.9	320	72.5	532	73.7	7901	75.4
TOTAL	26,294	78.1	6,690	69.6	7,553	71.8	10,126	71.2	7,552	74.4	16,382	74.4	11,487	71.0	23,357	76.1

* 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)

JANUARY 2024

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	60.6	24	37.5	176	56.3	186	47.3	81	50.6	68	61.8	239	46.9	439	56.9
ALLEGiant AIR	0	0.0	0	0.0	34	73.5	285	69.5	23	91.3	0	0.0	0	0.0	576	72.2
AMERICAN AIRLINES	13036	66.5	324	66.0	529	64.1	641	69.7	62	61.3	437	61.8	1295	76.2	1053	66.0
DELTA AIR LINES	979	69.4	4406	76.7	511	76.9	1095	76.6	227	82.4	626	75.9	2384	79.9	1298	80.7
ENDEAVOR AIR	0	0.0	1201	75.4	122	73.0	14	57.1	64	79.7	0	0.0	1428	75.8	0	0.0
ENVOY AIR	5143	68.3	35	65.7	113	56.6	0	0.0	26	84.6	184	65.2	0	0.0	0	0.0
FRONTIER AIRLINES	471	70.7	188	71.3	0	0.0	155	66.5	0	0.0	125	69.6	0	0.0	894	77.2
HAWAIIAN AIRLINES	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	31	71.0	120	75.0
JETBLUE AIRWAYS	31	74.2	93	78.5	477	73.0	1756	68.7	0	0.0	62	46.8	2690	70.1	185	70.8
PSA AIRLINES	695	64.6	92	71.7	0	0.0	0	0.0	114	79.8	0	0.0	0	0.0	0	0.0
REPUBLIC AIRWAYS	3	66.7	372	76.6	1592	86.9	0	0.0	849	81.9	2	100.0	1195	81.3	0	0.0
SKYWEST AIRLINES	1720	65.6	1481	56.7	0	0.0	0	0.0	152	61.8	1015	71.7	205	57.6	192	76.0
SOUTHWEST AIRLINES	0	0.0	323	62.8	0	0.0	1412	66.5	69	58.0	429	69.7	0	0.0	7029	76.6
SPIRIT AIRLINES	745	63.1	758	69.7	840	79.3	2080	67.1	0	0.0	596	62.8	0	0.0	2005	79.7
UNITED AIRLINES	610	67.5	173	72.3	5785	75.1	823	66.8	2321	71.8	5395	72.8	0	0.0	1152	72.0
TOTAL	23,588	66.9	9,470	71.6	10,179	76.1	8,447	68.3	3,988	73.9	8,939	71.1	9,467	74.8	14,943	75.4

* 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)

JANUARY 2024

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	690	60.1	0	0.0	260	53.1	0	0.0	61	47.5	59	64.4	156	59.6	28	42.9
ALLEGiant AIR	55	67.3	0	0.0	0	0.0	23	73.9	0	0.0	34	94.1	0	0.0	0	0.0
AMERICAN AIRLINES	2417	74.1	1375	68.0	1577	66.8	0	0.0	5281	69.2	312	69.6	3687	73.3	3075	72.9
DELTA AIR LINES	2760	86.4	2112	77.3	1872	76.1	102	84.3	1004	65.3	4793	84.9	587	71.7	408	77.5
ENDEAVOR AIR	0	0.0	2396	73.7	0	0.0	0	0.0	7	71.4	711	80.7	7	100.0	50	66.0
ENVOY AIR	0	0.0	0	0.0	0	0.0	0	0.0	1405	70.5	16	56.3	2138	63.0	0	0.0
FRONTIER AIRLINES	0	0.0	102	64.7	1954	67.0	244	68.4	286	62.9	106	78.3	86	62.8	843	65.8
HAWAIIAN AIRLINES	187	84.5	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
JETBLUE AIRWAYS	843	79.5	1038	72.4	1427	65.5	0	0.0	216	65.3	31	71.0	90	58.9	88	63.6
PSA AIRLINES	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	62	75.8	0	0.0	667	72.7
REPUBLIC AIRWAYS	0	0.0	3297	77.0	0	0.0	0	0.0	73	58.9	87	83.9	1371	75.8	706	80.2
SKYWEST AIRLINES	3274	85.4	239	59.4	0	0.0	156	60.9	0	0.0	2132	73.3	4120	58.7	12	50.0
SOUTHWEST AIRLINES	2097	76.6	995	68.8	3782	69.5	5357	70.6	577	64.0	591	73.4	763	67.9	369	67.8
SPIRIT AIRLINES	922	76.6	632	73.6	2183	70.1	0	0.0	607	67.7	108	80.6	639	66.7	395	71.9
UNITED AIRLINES	1975	71.7	532	67.7	1249	66.2	0	0.0	693	58.6	389	68.4	6683	70.9	298	73.2
TOTAL	15,220	78.7	12,718	73.5	14,304	68.8	5,882	70.5	10,210	67.4	9,431	79.7	20,327	68.0	6,939	72.4

* 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)

JANUARY 2024

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	397	56.7	676	51.9	5602	63.2	783	52.6	104	51.0	116	59.5
ALLEGiant AIR	34	58.8	10	80.0	0	0.0	0	0.0	0	0.0	0	0.0
AMERICAN AIRLINES	4617	74.7	752	68.4	383	70.5	752	66.4	425	68.9	1112	68.7
DELTA AIR LINES	867	81.4	664	86.1	2363	85.6	884	80.0	4204	81.9	1019	78.9
ENDEAVOR AIR	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
ENVOY AIR	336	76.2	0	0.0	23	47.8	14	57.1	7	100.0	101	66.3
FRONTIER AIRLINES	708	74.3	220	80.0	70	88.6	194	66.5	188	83.0	577	67.8
HAWAIIAN AIRLINES	31	83.9	58	75.9	62	72.6	63	69.8	0	0.0	0	0.0
JETBLUE AIRWAYS	62	79.0	127	79.5	62	69.4	339	71.1	194	68.0	458	66.2
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	2167	83.2	951	82.5	1984	71.5	2948	73.5	2748	79.4	0	0.0
SOUTHWEST AIRLINES	5224	78.0	2711	79.5	575	73.7	585	57.9	1038	74.1	2069	69.7
SPIRIT AIRLINES	126	70.6	158	92.4	62	88.7	0	0.0	131	84.0	587	71.6
UNITED AIRLINES	798	73.7	747	71.0	571	73.2	3566	68.8	416	72.1	781	71.4
TOTAL	15,367	76.9	7,074	76.1	11,757	70.7	10,128	69.1	9,455	78.8	6,823	70.7

* 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)

JANUARY 2024

ARRIVAL AIRPORT*																
SCHEDULED ARRIVAL TIME	ATL	AUS	BNA	BOS	BWI	CLT	DCA	DEN	DFW	DTW	EWB	FLL	IAD	IAH	JFK	LAS
0600-0659	89.4	0.0	96.7	78.2	72.9	88.6	76.4	83.5	86.7	69.2	78.9	78.7	86.5	82.0	82.4	91.4
0700-0759	87.1	95.2	84.3	73.8	85.8	86.5	73.4	86.8	74.1	76.4	82.6	83.0	80.7	73.3	79.9	92.8
0800-0859	79.8	82.1	77.5	75.4	87.0	79.4	79.4	80.4	68.3	78.1	85.1	75.8	83.3	75.1	85.4	85.4
0900-0959	80.8	79.6	82.8	78.1	84.9	75.1	72.2	82.8	67.1	74.4	80.0	77.0	76.5	82.1	85.0	82.9
1000-1059	81.3	79.1	73.0	77.9	83.5	78.7	82.2	76.6	74.4	83.2	84.9	80.4	88.9	76.1	88.8	79.8
1100-1159	82.5	78.0	78.4	79.4	77.9	79.1	75.8	79.5	71.8	77.1	83.9	76.6	84.8	75.9	81.2	75.9
1200-1259	82.6	74.5	77.6	79.5	83.2	79.1	75.9	78.1	72.2	81.2	77.0	68.4	86.4	71.3	80.1	77.3
1300-1359	83.3	75.6	72.3	75.5	75.6	78.2	71.7	78.9	70.8	68.2	80.2	67.0	62.5	75.0	77.5	73.0
1400-1459	78.1	70.8	71.9	73.3	79.2	73.3	71.9	76.7	70.1	69.7	76.0	69.7	70.8	69.1	77.9	74.8
1500-1559	77.9	64.9	66.9	71.5	78.7	75.0	72.7	74.4	65.0	71.6	78.4	65.7	70.5	71.4	76.0	73.3
1600-1659	79.3	63.4	68.6	71.9	69.4	69.7	73.3	73.2	65.2	66.6	77.4	67.5	69.7	64.9	73.5	70.6
1700-1759	74.7	69.6	68.9	68.4	68.9	70.5	73.1	71.9	60.5	68.1	70.8	64.4	59.0	65.5	71.0	71.7
1800-1859	74.4	63.7	64.5	69.8	72.3	65.3	67.6	70.7	60.3	69.1	67.9	63.9	63.8	66.0	72.3	67.4
1900-1959	73.8	62.9	65.9	64.9	66.5	64.3	63.8	74.4	59.4	73.7	69.9	60.8	61.1	65.6	67.2	70.9
2000-2059	72.1	57.5	63.3	64.8	61.8	65.0	66.0	69.1	64.6	67.4	71.4	63.2	72.4	69.9	71.0	72.1
2100-2159	72.1	64.8	68.6	62.8	59.7	67.0	61.6	70.5	60.5	61.4	70.2	62.4	72.5	67.7	64.8	72.1
2200-2259	69.4	63.8	66.7	63.9	59.9	68.1	64.8	74.5	64.2	66.8	71.2	62.2	67.0	69.3	60.6	70.5
2300-0559	70.2	65.2	68.3	66.4	69.7	81.8	66.1	72.2	68.8	69.5	69.9	64.1	73.3	67.9	72.0	73.0
TOTAL	78.1	69.6	71.8	71.2	74.4	74.4	71.0	76.1	66.9	71.6	76.1	68.3	73.9	71.1	74.8	75.4

* 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)

JANUARY 2024

ARRIVAL AIRPORT*															
SCHEDULED ARRIVAL TIME	LAX	LGA	MCO	MDW	MIA	MSP	ORD	PHL	PHX	SAN	SEA	SFO	SLC	TPA	TOTAL
0600-0659	93.8	74.1	72.1	100.0	79.2	81.1	76.0	81.6	85.1	83.3	64.2	95.5	87.1	78.6	80.8
0700-0759	88.5	79.8	84.3	80.2	83.0	76.2	68.4	78.1	84.4	90.5	73.9	88.4	83.2	77.3	80.4
0800-0859	83.4	84.2	81.8	72.4	77.9	83.3	69.7	78.0	89.2	85.1	77.6	77.4	88.2	82.6	80.1
0900-0959	81.9	81.7	80.2	77.6	75.3	86.9	67.0	81.3	85.6	82.9	75.9	66.7	86.8	78.1	77.4
1000-1059	79.1	78.8	75.5	80.0	70.1	77.8	74.9	82.2	75.0	85.2	73.4	71.3	82.8	81.7	78.2
1100-1159	80.6	76.9	74.5	77.8	71.6	83.6	74.5	74.9	80.1	80.0	76.9	72.1	79.2	76.2	77.5
1200-1259	82.0	79.3	71.6	73.4	66.4	83.5	69.0	77.2	82.7	80.3	78.0	64.3	79.7	74.6	76.8
1300-1359	80.5	74.8	75.3	75.0	68.4	78.4	67.9	80.4	78.2	77.6	73.3	68.6	81.0	73.9	75.2
1400-1459	77.5	74.5	69.7	73.2	67.3	80.0	69.6	72.5	75.5	74.0	70.9	76.3	77.2	73.5	74.0
1500-1559	80.7	75.7	70.2	77.9	70.7	84.6	65.6	81.1	75.9	75.6	70.2	69.9	76.4	72.1	72.8
1600-1659	79.6	75.1	66.7	71.6	60.8	73.4	68.5	76.9	73.8	81.5	69.6	68.6	80.8	71.9	71.8
1700-1759	80.2	67.9	69.7	65.6	63.2	76.3	64.6	65.8	76.2	77.2	69.2	66.5	72.3	73.6	69.5
1800-1859	74.0	67.1	63.5	66.2	56.9	77.6	61.6	67.9	73.7	65.9	69.9	61.0	70.6	60.6	67.4
1900-1959	76.7	64.1	59.4	62.5	55.6	78.5	65.6	67.8	72.9	67.4	67.5	68.9	73.5	69.2	67.8
2000-2059	74.4	65.5	61.8	60.7	60.8	80.0	69.7	62.5	71.4	71.7	66.8	67.2	76.4	61.6	68.3
2100-2159	75.1	66.3	59.7	59.7	60.8	73.2	64.7	58.8	68.2	62.4	62.0	64.3	69.0	58.5	65.9
2200-2259	69.6	69.8	57.8	63.0	62.5	70.7	69.8	57.3	73.2	72.1	68.7	61.7	74.6	63.2	66.6
2300-0559	75.1	67.8	64.5	60.1	63.0	78.4	75.2	70.6	69.5	78.0	66.5	69.9	70.1	66.6	69.4
TOTAL	78.7	73.5	68.8	70.5	67.4	79.7	68.0	72.4	76.9	76.1	70.7	69.1	78.8	70.7	73.0

* 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)

JANUARY 2024

DEPARTURE AIRPORT*																
SCHEDULED DEPARTURE TIME	ATL	AUS	BNA	BOS	BWI	CLT	DCA	DEN	DFW	DTW	EWR	FLL	IAD	IAH	JFK	LAS
0600-0659	88.5	88.0	82.1	84.9	82.9	90.2	84.2	84.5	85.6	83.0	84.5	88.9	84.8	85.6	88.6	90.8
0700-0759	86.7	86.3	79.0	80.0	80.1	86.5	82.7	82.8	86.6	83.7	79.6	78.2	87.2	83.5	88.3	89.6
0800-0859	87.2	82.6	80.7	78.6	81.7	83.4	80.0	78.0	79.6	75.9	79.5	78.9	81.4	82.7	81.8	87.4
0900-0959	80.5	81.1	76.6	82.1	74.6	83.9	74.3	72.3	74.8	75.8	79.2	74.8	83.8	72.9	79.7	82.2
1000-1059	78.3	79.6	75.4	74.2	77.2	78.6	77.2	73.9	72.2	71.2	75.9	69.1	69.2	72.4	85.1	78.1
1100-1159	77.9	75.2	73.0	77.0	74.2	74.8	77.2	69.4	67.7	77.3	77.7	70.4	94.7	66.3	84.7	76.1
1200-1259	79.7	75.6	71.8	73.3	69.3	71.3	74.2	66.1	68.4	74.7	74.6	67.5	77.8	68.5	84.3	71.4
1300-1359	79.6	69.6	69.7	79.1	65.1	72.7	70.4	66.7	63.9	71.7	73.4	61.9	84.3	66.0	68.7	70.6
1400-1459	79.1	66.9	67.3	68.3	61.6	70.6	71.5	56.9	63.8	78.7	74.3	63.6	41.5	68.5	74.4	69.3
1500-1559	76.9	65.1	56.4	70.6	56.0	67.4	69.8	60.5	58.9	68.0	68.8	63.9	77.8	69.9	73.5	67.4
1600-1659	76.6	60.4	61.6	70.6	60.2	68.3	67.5	61.7	67.8	64.2	69.3	55.7	67.9	60.6	70.4	68.8
1700-1759	73.5	63.0	65.2	66.4	56.2	62.5	68.5	66.0	62.1	66.2	71.4	57.5	69.0	62.7	72.0	67.3
1800-1859	72.6	66.2	62.8	68.7	55.7	65.2	65.5	57.6	62.5	63.8	65.9	51.9	59.3	61.8	65.3	66.8
1900-1959	71.4	59.0	63.7	66.4	55.0	62.7	67.7	63.6	59.6	71.3	61.8	48.5	75.0	59.9	71.0	63.9
2000-2059	69.4	60.3	62.7	66.9	48.8	63.6	63.1	67.8	58.5	75.2	68.8	55.8	80.6	66.2	69.0	65.2
2100-2159	75.3	50.4	66.7	63.6	44.5	61.8	74.5	71.5	65.6	65.4	74.9	46.8	0.0	69.2	69.1	73.5
2200-2259	80.6	54.2	78.6	50.0	31.5	66.8	66.7	63.9	63.9	80.0	63.2	53.1	80.0	63.3	59.3	81.5
2300-0559	82.8	94.2	81.4	86.5	90.1	91.4	87.4	81.6	83.0	87.8	85.4	86.2	93.1	86.2	74.0	83.8
TOTAL	78.4	72.3	70.7	74.8	66.1	72.0	73.1	68.8	68.2	71.5	74.0	64.9	75.9	69.7	76.3	75.9

* 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)

JANUARY 2024

DEPARTURE AIRPORT*															
SCHEDULED DEPARTURE TIME	LAX	LGA	MCO	MDW	MIA	MSP	ORD	PHL	PHX	SAN	SEA	SFO	SLC	TPA	TOTAL
0600-0659	93.3	88.6	89.5	85.4	87.3	89.6	82.0	89.0	91.4	92.5	83.5	89.4	92.1	91.7	87.4
0700-0759	86.9	89.3	87.4	82.0	86.9	89.2	78.7	84.5	89.2	87.7	75.5	79.7	84.8	87.0	84.2
0800-0859	87.4	80.5	87.2	73.6	84.5	82.4	69.4	86.4	85.2	77.8	67.1	80.9	82.7	85.1	81.0
0900-0959	82.7	83.5	79.9	69.4	79.8	82.6	68.4	76.3	84.4	77.1	65.2	80.8	84.9	82.3	78.2
1000-1059	79.6	78.5	77.0	70.3	75.3	82.9	65.2	80.7	80.1	72.5	60.7	69.5	82.3	78.9	74.9
1100-1159	77.9	77.8	73.2	65.6	68.9	79.1	64.2	77.7	77.9	79.5	65.4	69.2	80.2	75.6	74.2
1200-1259	77.6	74.2	69.4	69.6	70.5	80.4	66.7	72.9	77.7	78.6	67.4	68.9	69.7	71.8	72.6
1300-1359	78.0	75.7	68.1	68.2	65.3	75.1	67.3	69.9	77.2	75.7	66.7	68.7	71.6	73.7	70.9
1400-1459	78.3	71.2	68.0	61.8	62.4	75.7	62.8	75.8	75.4	75.4	62.9	69.4	71.1	67.9	69.0
1500-1559	76.7	72.2	60.9	61.0	59.7	77.6	62.6	71.1	68.0	72.8	67.2	75.5	75.2	66.6	68.1
1600-1659	80.7	67.5	64.7	62.7	62.6	73.9	63.3	69.6	72.9	71.4	63.0	68.6	74.3	68.9	67.6
1700-1759	75.7	71.9	60.9	61.1	57.0	74.3	63.0	74.3	71.6	77.2	64.6	61.7	75.6	68.8	67.2
1800-1859	78.4	66.8	57.5	57.7	59.0	76.2	62.4	64.5	67.7	70.2	61.7	71.8	70.3	71.8	64.8
1900-1959	75.4	66.4	55.4	57.3	56.1	79.1	60.9	63.5	70.0	75.2	65.3	68.8	66.2	63.8	64.1
2000-2059	69.0	60.3	54.9	57.1	55.2	75.4	63.2	66.5	73.4	75.0	58.2	72.9	72.0	67.1	64.8
2100-2159	81.3	71.0	56.5	64.6	58.7	80.8	67.4	64.5	77.6	75.6	66.8	67.5	80.0	68.2	68.6
2200-2259	81.2	63.6	53.5	58.3	70.6	91.5	44.2	40.0	77.8	86.8	66.5	81.8	79.7	58.7	72.3
2300-0559	79.1	85.9	78.8	88.3	82.4	89.7	83.0	90.0	85.4	0.0	78.0	76.8	85.5	93.8	83.2
TOTAL	80.8	75.2	70.6	67.2	67.4	80.0	66.4	75.4	77.9	78.3	67.9	73.8	78.7	76.0	72.9

* 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
JANUARY 2024

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Aberdeen, SD (ABR)	83.6	77.0	61	61
Abilene, TX (ABI)	76.2	82.8	151	151
Adak Island, AK (ADK)	55.6	44.4	9	9
Aguadilla, PR (BQN)	71.8	79.9	227	229
Akron, OH (CAK)	62.2	75.8	270	269
Albany, GA (ABY)	82.3	80.6	62	62
Albany, NY (ALB)	69.9	77.5	864	863
Albuquerque, NM (ABQ)	76.9	80.7	1807	1808
Alexandria, LA (AEX)	74.2	74.2	155	155
Allentown/Bethlehem/Easton, PA (ABE)	79.1	79.4	349	349
Alpena, MI (APN)	45.1	52.9	51	51
Amarillo, TX (AMA)	69.9	77.6	396	397
Anchorage, AK (ANC)	60.7	67.4	1130	1130
Appleton, WI (ATW)	65.5	71.4	461	461
Arcata/Eureka, CA (ACV)	73.2	77.0	149	148
Asheville, NC (AVL)	78.8	77.6	853	853
Ashland, WV (HTS)	85.0	75.0	20	20
Aspen, CO (ASE)	56.9	56.7	968	971
Atlanta, GA (ATL)	78.1	78.4	26294	26315
Atlantic City, NJ (ACY)	79.0	85.5	262	262
Augusta, GA (AGS)	70.4	66.5	250	248
Austin, TX (AUS)	69.6	72.3	6690	6692
Bakersfield, CA (BFL)	85.0	88.3	180	179
Baltimore, MD (BWI)	74.4	66.1	7552	7551
Bangor, ME (BGR)	72.2	75.8	241	240
Barrow, AK (BRW)	50.0	43.3	30	30
Baton Rouge, LA (BTR)	68.0	70.4	387	385
Beaumont/Port Arthur, TX (BPT)	72.6	69.4	62	62
Belleville, IL (BLV)	75.0	73.3	60	60
Bellingham, WA (BLI)	80.5	81.4	205	204
Bemidji, MN (BJI)	73.8	70.5	61	61
Bend/Redmond, OR (RDM)	65.2	66.1	491	490
Bethel, AK (BET)	70.0	60.0	60	60
Billings, MT (BIL)	78.3	81.3	277	278
Binghamton, NY (BGM)	56.3	78.1	32	32
Birmingham, AL (BHM)	72.4	77.4	1310	1306
Bishop, CA (BIH)	70.4	70.4	54	54
Bismarck/Mandan, ND (BIS)	78.0	74.7	277	277
Bloomington/Normal, IL (BMI)	68.5	71.3	143	143
Boise, ID (BOI)	74.8	79.4	1594	1597
Boston, MA (BOS)	71.2	74.8	10126	10134

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Bozeman, MT (BZN)	74.0	76.1	839	841
Brainerd, MN (BRD)	78.8	75.0	52	52
Bristol/Johnson City/Kingsport, TN (TRI)	75.4	78.1	191	192
Brownsville, TX (BRO)	79.3	79.3	111	111
Brunswick, GA (BQK)	56.5	66.1	62	62
Buffalo, NY (BUF)	61.8	66.4	1581	1579
Burbank, CA (BUR)	79.5	82.0	2330	2330
Burlington, VT (BTV)	69.8	77.3	526	525
Butte, MT (BTM)	85.7	91.1	56	56
Casper, WY (CPR)	92.1	93.8	63	64
Cedar City, UT (CDC)	86.5	86.5	52	52
Cedar Rapids/Iowa City, IA (CID)	62.6	59.6	586	586
Champaign/Urbana, IL (CMI)	57.7	63.4	123	123
Charleston, SC (CHS)	74.8	78.2	1751	1753
Charleston/Dunbar, WV (CRW)	62.8	63.1	261	260
Charlotte Amalie, VI (STT)	81.4	80.7	553	553
Charlotte, NC (CLT)	74.4	72.0	16382	16378
Charlottesville, VA (CHO)	72.9	76.3	236	236
Chattanooga, TN (CHA)	71.0	70.3	472	471
Cheyenne, WY (CYS)	86.0	80.7	57	57
Chicago, IL (MDW)	70.5	67.2	5882	5886
Chicago, IL (ORD)	68.0	66.4	20327	20321
Christiansted, VI (STX)	77.4	74.7	146	146
Cincinnati, OH (CVG)	75.4	80.6	3112	3111
Clarksburg/Fairmont, WV (CKB)	80.0	86.7	15	15
Cleveland, OH (CLE)	70.1	73.3	3104	3107
College Station/Bryan, TX (CLL)	78.5	76.3	93	93
Colorado Springs, CO (COS)	75.0	80.9	955	956
Columbia, MO (COU)	62.6	62.6	131	131
Columbia, SC (CAE)	70.5	79.4	488	486
Columbus, GA (CSG)	62.2	72.0	82	82
Columbus, MS (GTR)	71.0	74.2	62	62
Columbus, OH (CMH)	73.9	80.7	3169	3168
Columbus, OH (LCK)	80.7	82.5	57	57
Concord, NC (USA)	82.4	79.4	68	68
Cordova, AK (CDV)	60.0	70.0	60	60
Corpus Christi, TX (CRP)	74.1	78.9	317	317
Dallas, TX (DAL)	73.6	70.4	6037	6037
Dallas/Fort Worth, TX (DFW)	66.9	68.2	23588	23570
Dayton, OH (DAY)	74.9	80.4	578	577
Daytona Beach, FL (DAB)	81.1	85.1	201	201

AIR TRAVEL CONSUMER REPORT
TABLE 5. ON-TIME ARRIVAL AND DEPARTURE PERCENTAGE BY AIRPORT BY REPORTING OPERATING CARRIER
JANUARY 2024

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Deadhorse, AK (SCC)	63.0	73.9	46	46
Decatur, IL (DEC)	61.4	66.3	83	83
Denver, CO (DEN)	76.1	68.8	23357	23361
Des Moines, IA (DSM)	64.4	65.8	1255	1252
Detroit, MI (DTW)	71.6	71.5	9470	9473
Devils Lake, ND (DVL)	80.4	75.0	56	56
Dickinson, ND (DIK)	77.4	77.4	53	53
Dodge City, KS (DDC)	69.8	73.1	53	52
Dothan, AL (DHN)	71.0	83.9	62	62
Duluth, MN (DLH)	61.3	66.7	150	150
Durango, CO (DRO)	77.7	79.1	273	273
Eagle, CO (EGE)	72.4	67.9	634	633
El Paso, TX (ELP)	76.5	81.6	1283	1286
Elko, NV (EKO)	87.1	87.1	31	31
Elmira/Corning, NY (ELM)	64.5	57.9	76	76
Escanaba, MI (ESC)	76.9	78.8	52	52
Eugene, OR (EUG)	64.3	63.3	588	588
Evansville, IN (EVV)	73.7	74.3	152	152
Everett, WA (PAE)	50.0	62.5	114	112
Fairbanks, AK (FAI)	68.9	71.6	193	194
Fargo, ND (FAR)	74.6	76.8	531	531
Fayetteville, AR (XNA)	72.0	73.6	977	979
Fayetteville, NC (FAY)	80.5	82.9	123	123
Flagstaff, AZ (FLG)	83.6	84.5	110	110
Flint, MI (FNT)	64.4	74.2	160	159
Fort Dodge, IA (FOD)	53.8	61.5	52	52
Fort Lauderdale, FL (FLL)	68.3	64.9	8447	8460
Fort Myers, FL (RSW)	67.5	73.4	3842	3839
Fort Smith, AR (FSM)	64.5	63.4	93	93
Fort Wayne, IN (FWA)	71.5	64.4	312	312
Fresno, CA (FAT)	76.1	80.5	872	871
Gainesville, FL (GNV)	81.5	81.5	205	205
Garden City, KS (GCK)	69.4	69.4	62	62
Gillette, WY (GCC)	83.6	80.3	61	61
Grand Forks, ND (GFK)	79.8	80.7	119	119
Grand Island, NE (GRI)	77.8	67.9	81	81
Grand Junction, CO (GJT)	77.3	81.9	277	277
Grand Rapids, MI (GRR)	65.8	70.0	1569	1569
Great Falls, MT (GTF)	79.3	78.8	217	217
Green Bay, WI (GRB)	61.7	70.2	332	332
Greensboro/High Point, NC (GSO)	77.5	83.1	917	915

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Greer, SC (GSP)	74.1	79.4	1209	1207
Guam, TT (GUM)	90.3	95.2	62	62
Gulfport/Biloxi, MS (GPT)	74.4	78.2	234	234
Gunnison, CO (GUC)	67.0	71.0	100	100
Hagerstown, MD (HGR)	82.4	70.6	17	17
Hancock/Houghton, MI (CMX)	62.3	60.7	61	61
Harlingen/San Benito, TX (HRL)	79.2	80.8	337	338
Harrisburg, PA (MDT)	75.8	79.9	363	363
Hartford, CT (BDL)	68.2	75.2	1604	1602
Hattiesburg/Laurel, MS (PIB)	80.8	78.8	52	52
Hayden, CO (HDN)	75.1	75.6	418	418
Hays, KS (HYS)	57.4	63.9	61	61
Helena, MT (HLN)	76.4	73.9	161	161
Hibbing, MN (HIB)	72.5	82.4	51	51
Hilo, HI (ITO)	73.7	82.7	597	597
Hilton Head, SC (HHH)	77.4	79.0	62	62
Honolulu, HI (HNL)	66.0	74.3	5171	5169
Houston, TX (HOU)	73.8	72.8	4606	4605
Houston, TX (IAH)	71.1	69.7	8939	8933
Huntsville, AL (HSV)	70.6	71.6	676	675
Idaho Falls, ID (IDA)	79.3	82.5	227	228
Indianapolis, IN (IND)	73.4	78.9	3552	3552
International Falls, MN (INL)	84.3	88.2	51	51
Iron Mountain/Kingsford, MI (IMT)	65.6	63.9	61	61
Islip, NY (ISP)	71.2	76.4	479	479
Ithaca/Cortland, NY (ITH)	72.6	80.6	62	62
Jackson, WY (JAC)	75.4	73.2	556	556
Jackson/Vicksburg, MS (JAN)	73.9	81.2	529	526
Jacksonville, FL (JAX)	72.0	78.6	2310	2311
Jacksonville/Camp Lejeune, NC (OAJ)	85.9	87.3	71	71
Jamestown, ND (JMS)	76.8	80.4	56	56
Johnstown, PA (JST)	59.7	59.7	62	62
Joplin, MO (JLN)	72.5	70.6	51	51
Juneau, AK (JNU)	68.3	68.3	334	334
Kahului, HI (OGG)	75.4	76.8	2261	2263
Kalamazoo, MI (AZO)	62.2	72.0	82	82
Kalispell, MT (FCA)	73.6	71.1	250	249
Kansas City, MO (MCI)	71.1	72.6	3781	3780
Ketchikan, AK (KTN)	69.2	72.0	182	182
Key West, FL (EYW)	70.5	68.5	854	856
Killeen, TX (GRK)	72.1	69.8	129	129

AIR TRAVEL CONSUMER REPORT
TABLE 5. ON-TIME ARRIVAL AND DEPARTURE PERCENTAGE BY AIRPORT BY REPORTING OPERATING CARRIER
JANUARY 2024

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Knoxville, TN (TYS)	67.2	73.4	1119	1117
Kodiak, AK (ADQ)	68.4	66.1	57	56
Kona, HI (KOA)	68.6	78.0	1402	1402
Kotzebue, AK (OTZ)	73.3	76.7	30	30
La Crosse, WI (LSE)	66.7	33.3	6	6
Lafayette, LA (LFT)	62.0	68.7	216	217
Lake Charles, LA (LCH)	76.3	78.5	93	93
Lansing, MI (LAN)	49.5	66.0	103	103
Laramie, WY (LAR)	73.1	80.8	52	52
Laredo, TX (LRD)	76.7	74.4	129	129
Las Vegas, NV (LAS)	75.4	75.9	14943	14942
Latrobe, PA (LBE)	80.6	80.6	31	31
Lawton/Fort Sill, OK (LAW)	76.9	75.8	91	91
Lewiston, ID (LWS)	71.0	69.9	93	93
Lexington, KY (LEX)	74.4	76.9	633	632
Liberal, KS (LBL)	72.7	72.7	11	11
Lihue, HI (LIH)	73.2	77.9	1323	1323
Lincoln, NE (LNK)	53.2	56.3	47	48
Little Rock, AR (LIT)	70.4	74.2	900	900
Long Beach, CA (LGB)	81.6	81.6	1487	1487
Longview, TX (GGG)	80.3	78.7	61	61
Los Angeles, CA (LAX)	78.7	80.8	15220	15228
Louisville, KY (SDF)	74.9	78.7	1754	1755
Lubbock, TX (LBB)	71.5	75.3	477	477
Madison, WI (MSN)	69.9	72.0	838	836
Manchester, NH (MHT)	71.2	76.0	361	362
Manhattan/Ft. Riley, KS (MHK)	73.1	77.4	93	93
Marquette, MI (MQT)	74.2	83.9	31	31
Mason City, IA (MCW)	59.6	57.7	52	52
Medford, OR (MFR)	78.5	84.3	363	363
Melbourne, FL (MLB)	77.6	81.2	223	223
Memphis, TN (MEM)	72.7	76.6	1673	1673
Meridian, MS (MEI)	73.1	75.0	52	52
Miami, FL (MIA)	67.4	67.4	10210	10214
Midland/Odessa, TX (MAF)	76.4	81.3	686	688
Milwaukee, WI (MKE)	68.8	72.0	2159	2161
Minneapolis, MN (MSP)	79.7	80.0	9431	9438
Minot, ND (MOT)	70.4	67.2	189	189
Mission/McAllen/Edinburg, TX (MFE)	73.1	77.9	286	285
Missoula, MT (MSO)	69.4	69.0	242	242
Moab, UT (CNY)	74.2	83.9	31	31

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Mobile, AL (MOB)	74.5	79.2	192	192
Moline, IL (MLI)	65.3	62.1	346	346
Monroe, LA (MLU)	72.9	69.0	155	155
Monterey, CA (MRY)	80.6	85.1	309	309
Montgomery, AL (MGM)	72.5	69.3	189	189
Montrose/Delta, CO (MTJ)	73.1	76.1	376	376
Mosinee, WI (CWA)	80.6	87.1	62	62
Myrtle Beach, SC (MYR)	78.8	83.2	780	780
Nashville, TN (BNA)	71.8	70.7	7553	7556
New Orleans, LA (MSY)	69.0	72.6	4060	4065
New York, NY (JFK)	74.8	76.3	9467	9471
New York, NY (LGA)	73.5	75.2	12718	12700
Newark, NJ (EWR)	76.1	74.0	10179	10176
Newburgh/Poughkeepsie, NY (SWF)	90.0	80.0	30	30
Niagara Falls, NY (IAG)	84.2	68.4	38	38
Nome, AK (OME)	70.0	66.7	30	30
Norfolk, VA (ORF)	73.9	81.8	1483	1482
North Bend/Coos Bay, OR (OTH)	70.6	76.5	17	17
North Platte, NE (LBF)	80.4	80.4	51	51
Oakland, CA (OAK)	79.3	79.0	3539	3538
Oklahoma City, OK (OKC)	72.6	80.5	1732	1732
Omaha, NE (OMA)	69.9	71.6	1904	1904
Ontario, CA (ONT)	78.2	82.0	1885	1888
Orlando, FL (MCO)	68.8	70.6	14304	14296
Pago Pago, TT (PPG)	70.0	80.0	10	10
Palm Springs, CA (PSP)	74.7	79.0	1432	1431
Panama City, FL (ECP)	77.9	80.6	417	417
Pasco/Kennewick/Richland, WA (PSC)	68.1	72.8	370	371
Pellston, MI (PLN)	49.0	51.9	51	52
Pensacola, FL (PNS)	73.9	77.6	857	857
Peoria, IL (PIA)	63.4	61.3	284	284
Petersburg, AK (PSG)	70.0	75.0	60	60
Philadelphia, PA (PHL)	72.4	75.4	6939	6943
Phoenix, AZ (AZA)	76.3	82.6	511	511
Phoenix, AZ (PHX)	76.9	77.9	15367	15378
Pittsburgh, PA (PIT)	74.4	82.5	3250	3250
Plattsburgh, NY (PBG)	72.5	65.0	40	40
Pocatello, ID (PIH)	90.3	93.5	62	62
Ponce, PR (PSE)	82.6	81.5	92	92
Portland, ME (PWM)	68.3	74.6	599	599
Portland, OR (PDX)	67.8	70.9	4288	4275

AIR TRAVEL CONSUMER REPORT
TABLE 5. ON-TIME ARRIVAL AND DEPARTURE PERCENTAGE BY AIRPORT BY REPORTING OPERATING CARRIER
JANUARY 2024

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Portsmouth, NH (PSM)	87.0	65.2	23	23
Prescott, AZ (PRC)	87.1	83.9	62	62
Providence, RI (PVD)	70.2	73.8	964	968
Provo, UT (PVU)	71.1	82.5	166	166
Punta Gorda, FL (PGD)	65.6	74.8	540	540
Raleigh/Durham, NC (RDU)	71.9	78.2	4493	4490
Rapid City, SD (RAP)	79.3	80.7	295	295
Redding, CA (RDD)	87.1	90.3	93	93
Reno, NV (RNO)	77.0	80.1	1545	1545
Rhineland, WI (RHI)	75.4	83.6	61	61
Richmond, VA (RIC)	73.5	79.4	1330	1332
Riverton/Lander, WY (RIW)	82.1	87.2	39	39
Roanoke, VA (ROA)	69.3	70.7	257	256
Rochester, MN (RST)	72.7	82.0	88	89
Rochester, NY (ROC)	68.4	73.3	958	956
Rock Springs, WY (RKS)	89.7	89.7	39	39
Rockford, IL (RFD)	95.4	84.6	65	65
Roswell, NM (ROW)	74.2	74.2	62	62
Sacramento, CA (SMF)	78.0	82.3	4144	4144
Saginaw/Bay City/Midland, MI (MBS)	48.2	50.6	164	164
Saipan, TT (SPN)	100.0	96.8	31	31
Salina, KS (SLN)	62.3	68.9	61	61
Salt Lake City, UT (SLC)	78.8	78.7	9455	9459
San Angelo, TX (SJT)	66.7	71.0	93	93
San Antonio, TX (SAT)	71.6	79.2	3285	3282
San Diego, CA (SAN)	76.1	78.3	7074	7075
San Francisco, CA (SFO)	69.1	73.8	10128	10133
San Jose, CA (SJC)	79.4	82.4	3834	3832
San Juan, PR (SJU)	70.0	71.7	3018	3027
San Luis Obispo, CA (SBP)	79.2	83.5	351	351
Sanford, FL (SFB)	73.9	80.0	744	744
Santa Ana, CA (SNA)	80.9	81.5	3642	3642
Santa Barbara, CA (SBA)	75.7	82.7	543	543
Santa Fe, NM (SAF)	82.3	86.3	124	124
Santa Maria, CA (SMX)	77.8	66.7	9	9
Santa Rosa, CA (STS)	72.4	78.4	250	250
Sarasota/Bradenton, FL (SRQ)	71.6	74.4	1585	1585
Sault Ste. Marie, MI (CIU)	59.0	63.9	61	61
Savannah, GA (SAV)	73.8	80.0	1336	1333
Scottsbluff, NE (BFF)	82.4	88.2	51	51
Scranton/Wilkes-Barre, PA (AVP)	71.3	75.8	129	128

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Seattle, WA (SEA)	70.7	67.9	11757	11751
Sheridan, WY (SHR)	83.6	77.0	61	61
Shreveport, LA (SHV)	72.6	74.6	307	307
Sioux City, IA (SUX)	77.0	65.6	61	61
Sioux Falls, SD (FSD)	73.7	70.7	570	570
Sitka, AK (SIT)	60.9	72.8	92	92
South Bend, IN (SBN)	62.6	60.9	508	507
Spokane, WA (GEG)	72.3	78.3	1289	1288
Springfield, IL (SPI)	58.3	41.7	12	12
Springfield, MO (SGF)	65.5	68.1	606	605
St. Cloud, MN (STC)	73.7	72.2	19	18
St. George, UT (SGU)	87.0	88.4	207	207
St. Louis, MO (STL)	73.4	71.5	4935	4935
St. Petersburg, FL (PIE)	74.7	80.7	580	580
State College, PA (SCE)	72.7	73.9	22	23
Stillwater, OK (SWO)	82.3	79.0	62	62
Stockton, CA (SCK)	74.4	66.7	39	39
Sun Valley/Hailey/Ketchum, ID (SUN)	77.3	79.9	264	264
Syracuse, NY (SYR)	73.2	81.0	1073	1071
Tallahassee, FL (TLH)	75.2	81.3	480	480
Tampa, FL (TPA)	70.7	76.0	6823	6822
Texarkana, AR (TXK)	75.4	78.3	69	69
Toledo, OH (TOL)	81.6	76.3	38	38
Traverse City, MI (TVC)	55.5	59.2	211	211
Trenton, NJ (TTN)	74.4	73.1	246	245
Tucson, AZ (TUS)	77.5	82.8	1584	1582
Tulsa, OK (TUL)	73.4	80.5	1219	1218
Twin Falls, ID (TWF)	87.1	90.3	62	62
Tyler, TX (TYR)	72.0	72.0	93	93
Valdosta, GA (VLD)	79.0	87.1	62	62
Valparaiso, FL (VPS)	76.9	82.1	553	553
Vernal, UT (VEL)	82.7	90.4	52	52
Victoria, TX (VCT)	83.0	81.1	53	53
Waco, TX (ACT)	72.0	68.8	93	93
Walla Walla, WA (ALW)	64.5	67.7	62	62
Washington, DC (DCA)	71.0	73.1	11487	11486
Washington, DC (IAD)	73.9	75.9	3988	3988
West Palm Beach/Palm Beach, FL (PBI)	68.7	71.3	2908	2909
White Plains, NY (HPN)	70.2	71.4	1076	1074
Wichita Falls, TX (SPS)	67.7	64.5	62	62
Wichita, KS (ICT)	72.1	78.9	749	748

AIR TRAVEL CONSUMER REPORT
TABLE 5. ON-TIME ARRIVAL AND DEPARTURE PERCENTAGE BY AIRPORT BY REPORTING OPERATING CARRIER
JANUARY 2024

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Williston, ND (XWA)	69.1	70.5	149	149
Wilmington, NC (ILM)	75.2	80.2	500	500
Worcester, MA (ORH)	75.2	69.3	101	101
Wrangell, AK (WRG)	73.3	73.3	60	60
Yakutat, AK (YAK)	63.3	71.7	60	60
Yuma, AZ (YUM)	76.6	84.7	111	111

AIR TRAVEL CONSUMER REPORT

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

JANUARY 2024

CARRIER ¹	AT ALL US AIRPORTS			
	NUMBER OF AIRPORTS REPORTED	FLIGHT OPERATIONS SCHEDULED	FLIGHT OPERATIONS CANCELLED	PERCENT OF OPERATIONS CANCELLED
HAWAIIAN AIRLINES	21	6576	96	1.5
SPIRIT AIRLINES	61	20415	303	1.5
JETBLUE AIRWAYS	63	19580	334	1.7
DELTA AIR LINES NETWORK	207	116199	2112	1.8
- DELTA AIR LINES	142	74384	478	0.6
- BRANDED CODESHARE PARTNERS	181	41815	1634	3.9
FRONTIER AIRLINES	73	14379	311	2.2
ALLEGiant AIR	122	8596	193	2.2
AMERICAN AIRLINES NETWORK	222	147443	4476	3.0
- AMERICAN AIRLINES	123	77346	1248	1.6
- BRANDED CODESHARE PARTNERS	206	70097	3228	4.6
SOUTHWEST AIRLINES	107	115389	3566	3.1
UNITED AIRLINES NETWORK ²	214	104791	7225	6.9
- UNITED AIRLINES	114	58855	4714	8.0
- BRANDED CODESHARE PARTNERS	193	45936	2511	5.5
ALASKA AIRLINES NETWORK ²	106	29057	3457	11.9
- ALASKA AIRLINES	85	17775	3119	17.5
- BRANDED CODESHARE PARTNERS	57	11282	338	3.0
TOTAL AIRPORTS SERVED	351	582,425	22,073	3.8

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.

² On January 6, the Federal Aviation Administration ordered the immediate grounding of certain Boeing 737 MAX9 aircraft operated by U.S. airlines or in U.S. territory based on data arising out of the left mid-cabin door plug blow out of Alaska Airlines Flight 1282 on January 5. On January 24, FAA cleared all such aircraft to return to service after each operator successfully completed a new inspection process approved by the FAA. Alaska Airlines and United Airlines are the only two major U.S. carriers that operated the Boeing 737 MAX9 aircraft during the relevant time period. United Airlines and Alaska Airlines separately informed the Department that the grounding of the 737 MAX9 aircraft negatively impacted their cancellation statistics during this reporting period.

AIR TRAVEL CONSUMER REPORT

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

JANUARY 2024

CARRIER ¹	AT ALL US AIRPORTS				
	NUMBER OF AIRPORTS REPORTED	FLIGHT OPERATIONS SCHEDULED	FLIGHT OPERATIONS CANCELLED	PERCENT OF OPERATIONS CANCELLED	RANK
DELTA AIR LINES	142	74384	478	0.6	1
HAWAIIAN AIRLINES	21	6576	96	1.5	2
SPIRIT AIRLINES	61	20415	303	1.5	3
AMERICAN AIRLINES	123	77346	1248	1.6	4
JETBLUE AIRWAYS	63	19580	334	1.7	5
FRONTIER AIRLINES	73	14379	311	2.2	6
ALLEGiant AIR	122	8596	193	2.2	7
SOUTHWEST AIRLINES	107	115389	3566	3.1	8
ENDEAVOR AIR	115	16972	706	4.2	9
SKYWEST AIRLINES	235	56814	2384	4.2	10
ENVOY AIR	136	20750	932	4.5	11
REPUBLIC AIRWAYS	78	22914	1061	4.6	12
PSA AIRLINES	87	16526	944	5.7	13
UNITED AIRLINES ²	114	58855	4714	8.0	14
ALASKA AIRLINES ²	85	17775	3119	17.5	15
TOTAL AIRPORTS SERVED	334	547,271	20,389	3.7	

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.

² On January 6, the Federal Aviation Administration ordered the immediate grounding of certain Boeing 737 MAX9 aircraft operated by U.S. airlines or in U.S. territory based on data arising out of the left mid-cabin door plug blow out of Alaska Airlines Flight 1282 on January 5. On January 24, FAA cleared all such aircraft to return to service after each operator successfully completed a new inspection process approved by the FAA. Alaska Airlines and United Airlines are the only two major U.S. carriers that operated the Boeing 737 MAX9 aircraft during the relevant time period. United Airlines and Alaska Airlines separately informed the Department that the grounding of the 737 MAX9 aircraft negatively impacted their cancellation statistics during this reporting period.

AIR TRAVEL CONSUMER REPORT

TABLE 7. CAUSES OF DELAY, BY REPORTING MARKETING CARRIER

JANUARY 2024

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	29057	18803	64.71	3457	11.90	179	0.62	1802	6.20	341	1.17	1776	6.11	44	0.15	2655	9.14
- ALASKA AIRLINES	17775	10500	59.07	3119	17.55	161	0.91	978	5.50	170	0.96	1063	5.98	35	0.20	1750	9.85
- BRANDED CODESHARE PARTNERS	11282	8303	73.60	338	3.00	18	0.16	824	7.30	171	1.52	713	6.32	9	0.08	906	8.03
ALLEGiant AIR	8596	6497	75.58	193	2.25	37	0.43	468	5.44	160	1.86	582	6.77	7	0.08	653	7.60
AMERICAN AIRLINES NETWORK	147443	103911	70.48	4476	3.04	452	0.31	9965	6.76	2804	1.90	10365	7.03	141	0.10	15329	10.40
- AMERICAN AIRLINES	77346	53597	69.30	1248	1.61	209	0.27	5974	7.72	1121	1.45	5948	7.69	96	0.12	9153	11.83
- BRANDED CODESHARE PARTNERS	70097	50314	71.78	3228	4.61	243	0.35	3991	5.69	1683	2.40	4418	6.30	45	0.06	6176	8.81
DELTA AIR LINES NETWORK	116199	90397	77.79	2112	1.82	316	0.27	9019	7.76	2375	2.04	6552	5.64	20	0.02	5408	4.65
- DELTA AIR LINES	74384	59792	80.38	478	0.64	184	0.25	4970	6.68	824	1.11	4450	5.98	12	0.02	3673	4.94
- BRANDED CODESHARE PARTNERS	41815	30605	73.19	1634	3.91	132	0.32	4049	9.68	1550	3.71	2102	5.03	7	0.02	1735	4.15
FRONTIER AIRLINES	14379	10231	71.15	311	2.16	23	0.16	913	6.35	90	0.63	1113	7.74	0	0.00	1698	11.81
HAWAIIAN AIRLINES	6576	4737	72.03	96	1.46	5	0.08	770	11.71	174	2.65	110	1.67	9	0.14	676	10.28
JETBLUE AIRWAYS	19580	13607	69.49	334	1.71	74	0.38	2040	10.42	94	0.48	1702	8.69	10	0.05	1718	8.77
SOUTHWEST AIRLINES	115389	85303	73.93	3566	3.09	210	0.18	7884	6.83	282	0.24	5955	5.16	151	0.13	12038	10.43
SPIRIT AIRLINES	20415	14807	72.53	303	1.48	31	0.15	1332	6.52	147	0.72	2422	11.86	88	0.43	1284	6.29
UNITED AIRLINES NETWORK	104791	75847	72.38	7225	6.89	310	0.30	6609	6.31	1147	1.09	6274	5.99	16	0.02	7361	7.02
- UNITED AIRLINES	58855	42344	71.95	4714	8.01	138	0.23	3630	6.17	536	0.91	3407	5.79	0	0.00	4085	6.94
- BRANDED CODESHARE PARTNERS	45936	33503	72.93	2511	5.47	172	0.37	2979	6.49	610	1.33	2867	6.24	16	0.03	3276	7.13
TOTAL	582,425	424,140	72.82	22,073	3.79	1,637	0.28	40,802	7.01	7,614	1.31	36,851	6.33	486	0.08	48,821	8.38

* 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

JANUARY 2024

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	17775	10500	59.07	3119	17.55	161	0.91	978	5.50	170	0.96	1063	5.98	35	0.20	1750	9.85
ALLEGIAN AIR	8596	6497	75.58	193	2.25	37	0.43	468	5.44	160	1.86	582	6.77	7	0.08	653	7.60
AMERICAN AIRLINES	77346	53597	69.30	1248	1.61	209	0.27	5974	7.72	1121	1.45	5948	7.69	96	0.12	9153	11.83
DELTA AIR LINES	74384	59792	80.38	478	0.64	184	0.25	4970	6.68	824	1.11	4450	5.98	12	0.02	3673	4.94
ENDEAVOR AIR	16972	12448	73.34	706	4.16	47	0.28	957	5.64	237	1.40	1093	6.44	1	0.01	1481	8.73
ENVOY AIR	20750	14267	68.76	932	4.49	78	0.38	1047	5.05	553	2.67	1689	8.14	15	0.07	2169	10.45
FRONTIER AIRLINES	14379	10231	71.15	311	2.16	23	0.16	913	6.35	90	0.63	1113	7.74	0	0.00	1698	11.81
HAWAIIAN AIRLINES	6576	4737	72.03	96	1.46	5	0.08	770	11.71	174	2.65	110	1.67	9	0.14	676	10.28
JETBLUE AIRWAYS	19580	13607	69.49	334	1.71	74	0.38	2040	10.42	94	0.48	1702	8.69	10	0.05	1718	8.77
PSA AIRLINES	16526	11615	70.28	944	5.71	43	0.26	982	5.94	325	1.97	999	6.05	12	0.07	1606	9.72
REPUBLIC AIRWAYS	22914	18091	78.95	1061	4.63	48	0.21	878	3.83	245	1.07	1512	6.60	3	0.01	1076	4.70
SKYWEST AIRLINES	56814	41124	72.38	2384	4.20	224	0.39	5884	10.36	2069	3.64	2637	4.64	40	0.07	2452	4.32
SOUTHWEST AIRLINES	115389	85303	73.93	3566	3.09	210	0.18	7884	6.83	282	0.24	5955	5.16	151	0.13	12038	10.43
SPIRIT AIRLINES	20415	14807	72.53	303	1.48	31	0.15	1332	6.52	147	0.72	2422	11.86	88	0.43	1284	6.29
UNITED AIRLINES	58855	42344	71.95	4714	8.01	138	0.23	3630	6.17	536	0.91	3407	5.79	0	0.00	4085	6.94
TOTAL	547,271	398,960	72.90	20,389	3.73	1,512	0.28	38,708	7.07	7,029	1.28	34,682	6.34	479	0.09	45,513	8.32

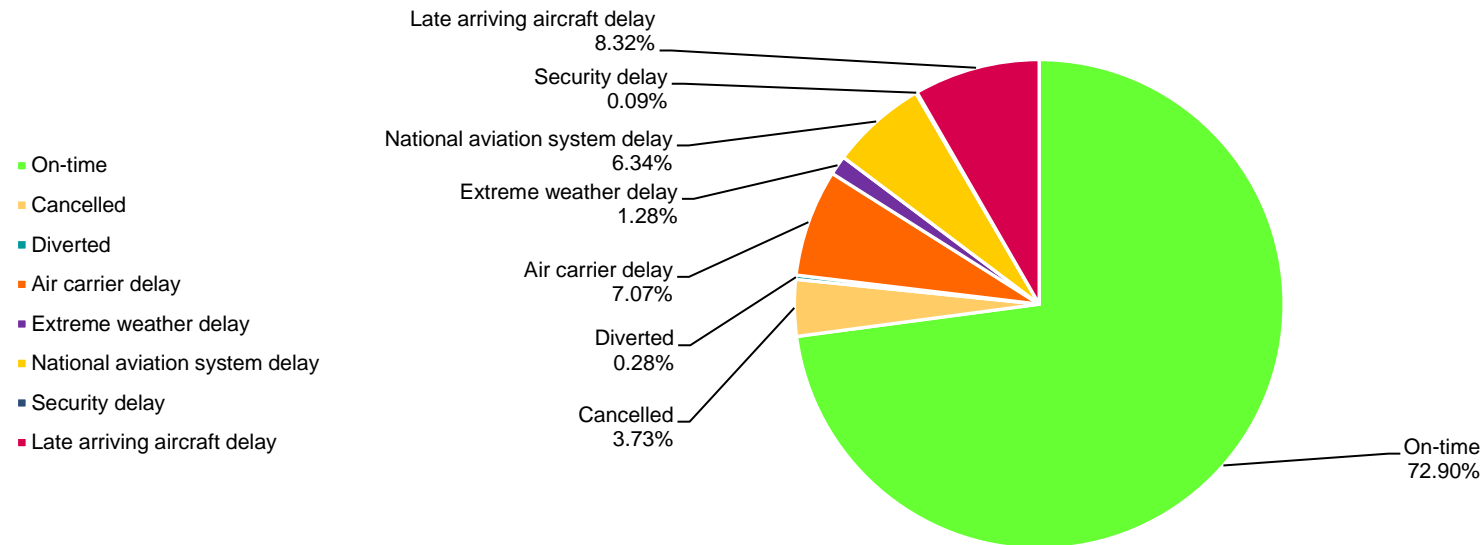
* Causes of Delay:

- 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
JANUARY 2024



*** 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

JANUARY 2024

MARKETING CARRIER	OPERATING CARRIER	FLIGHT NUMBER	ORIGIN AIRPORT	DESTINATION AIRPORT	DATE OF FLIGHT	LOCATION OF LONGEST TARMAC TIME	LENGTH OF TARMAC DELAY
AMERICAN	REPUBLIC	4275	DCA	BNA	1/15/2024	Destination Airport	7:24
AMERICAN	ENVOY	3383	BNA	AUS	1/15/2024	Origin Airport	7:03
AMERICAN	REPUBLIC	4658	LGA	BNA	1/15/2024	Destination Airport	5:55
AMERICAN	AMERICAN	183	BNA	CLT	1/15/2024	Origin Airport	5:06
AMERICAN	SKYWEST	4933	ORD	BNA	1/15/2024	Destination Airport	4:52
JETBLUE	JETBLUE	206	BNA	BOS	1/14/2024	Origin Airport	4:45
DELTA	DELTA	1039	DTW	MSP	1/12/2024	Origin Airport	4:41
AMERICAN	PSA	5199	PHL	BNA	1/15/2024	Destination Airport	4:30
DELTA	DELTA	2686	DTW	MCO	1/12/2024	Origin Airport	4:30
DELTA	DELTA	673	DTW	SLC	1/12/2024	Origin Airport	4:27
UNITED	UNITED	2333	ORD	BNA	1/15/2024	Destination Airport	4:21
AMERICAN	PSA	5169	DCA	TYS	1/15/2024	Diversion Airport (BNA)	4:18
SOUTHWEST	SOUTHWEST	4611	MCI	DCA	1/15/2024	Destination Airport	4:18
DELTA	DELTA	442	DTW	LAX	1/12/2024	Origin Airport	4:04
ALASKA	ALASKA	9209	LAX	PDX	1/17/2024	Destination Airport	4:00
AMERICAN	AMERICAN	9601	TYS	BNA	1/16/2024	Origin Airport	3:59
DELTA	DELTA	1104	DTW	TPA	1/12/2024	Origin Airport	3:58
SOUTHWEST	SOUTHWEST	1874	MCO	DCA	1/15/2024	Destination Airport	3:57
ALLEGiant	ALLEGiant	371	CVG	SFB	1/19/2024	Origin Airport	3:51
ALLEGiant	ALLEGiant	1955	XNA	BNA	1/14/2024	Origin Airport	3:44
UNITED	UNITED	213	DEN	BNA	1/15/2024	Destination Airport	3:44
DELTA	DELTA	1367	DTW	ATL	1/12/2024	Origin Airport	3:43
AMERICAN	REPUBLIC	4696	PHL	DCA	1/16/2024	Origin Airport	3:42
UNITED	UNITED	594	PHL	DEN	1/15/2024	Origin Airport	3:41
AMERICAN	AMERICAN	1340	MEM	MIA	1/15/2024	Origin Airport	3:36
UNITED	REPUBLIC	3529	DTW	EWR	1/12/2024	Origin Airport	3:35
UNITED	UNITED	348	PHL	ORD	1/16/2024	Origin Airport	3:33
ALLEGiant	ALLEGiant	2991	BNA	SRQ	1/15/2024	Origin Airport	3:30
AMERICAN	AMERICAN	1393	BNA	LAX	1/15/2024	Origin Airport	3:29

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 8. LIST OF DOMESTIC FLIGHTS WITH TARMAC DELAYS OVER 3 HOURS BY MARKETING/OPERATING CARRIER

JANUARY 2024

MARKETING CARRIER	OPERATING CARRIER	FLIGHT NUMBER	ORIGIN AIRPORT	DESTINATION AIRPORT	DATE OF FLIGHT	LOCATION OF LONGEST TARMAC TIME	LENGTH OF TARMAC DELAY
AMERICAN	AMERICAN	1621	PHL	SAN	1/16/2024	Origin Airport	3:29
DELTA	SKYWEST	3972	PSC	SEA	1/20/2024	Origin Airport	3:29
SOUTHWEST	SOUTHWEST	4177	BNA	BWI	1/14/2024	Origin Airport	3:26
AMERICAN	AMERICAN	2184	PHL	MIA	1/16/2024	Origin Airport	3:24
FRONTIER	FRONTIER	2581	PHL	PBI	1/16/2024	Origin Airport	3:23
UNITED	UNITED	2383	PHL	DEN	1/16/2024	Origin Airport	3:20
AMERICAN	AMERICAN	2019	PHL	LAX	1/16/2024	Origin Airport	3:19
SOUTHWEST	SOUTHWEST	2451	RSW	ORD	1/14/2024	Destination Airport	3:17
AMERICAN	AMERICAN	1467	PHL	BOS	1/16/2024	Origin Airport	3:16
FRONTIER	FRONTIER	1517	PHL	RDU	1/16/2024	Origin Airport	3:16
ALLEGiant	ALLEGiant	864	PGD	DSM	1/14/2024	Destination Airport	3:15
AMERICAN	PSA	5523	DCA	BDL	1/15/2024	Origin Airport	3:15
FRONTIER	FRONTIER	2476	CVG	MIA	1/19/2024	Origin Airport	3:15
AMERICAN	AMERICAN	470	PHL	ORD	1/16/2024	Origin Airport	3:13
JETBLUE	JETBLUE	1136	DTW	BOS	1/12/2024	Origin Airport	3:11
UNITED	UNITED	2670	IAH	JAX	1/15/2024	Origin Airport	3:11
ALLEGiant	ALLEGiant	351	BNA	ALB	1/15/2024	Origin Airport	3:10
AMERICAN	AMERICAN	2433	PHL	SJU	1/16/2024	Origin Airport	3:10
UNITED	MESA	6117	ATL	IAH	1/8/2024	Diversion Airport (CRP)	3:09
ALLEGiant	ALLEGiant	408	CVG	PGD	1/19/2024	Origin Airport	3:08
ALLEGiant	ALLEGiant	419	CVG	JAX	1/19/2024	Origin Airport	3:08
AMERICAN	AMERICAN	1535	PHL	MIA	1/16/2024	Origin Airport	3:08
AMERICAN	AMERICAN	2482	PHL	LAS	1/16/2024	Origin Airport	3:08
AMERICAN	PSA	5488	PHL	JAX	1/16/2024	Origin Airport	3:08
AMERICAN	REPUBLIC	4392	ROC	DCA	1/15/2024	Destination Airport	3:08
AMERICAN	REPUBLIC	4405	LGA	PHL	1/16/2024	Origin Airport	3:08
FRONTIER	FRONTIER	4403	PHL	MCO	1/15/2024	Origin Airport	3:08
AMERICAN	AMERICAN	1372	BNA	CLT	1/14/2024	Origin Airport	3:07

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 8. LIST OF DOMESTIC FLIGHTS WITH TARMAC DELAYS OVER 3 HOURS BY MARKETING/OPERATING CARRIER

JANUARY 2024

MARKETING CARRIER	OPERATING CARRIER	FLIGHT NUMBER	ORIGIN AIRPORT	DESTINATION AIRPORT	DATE OF FLIGHT	LOCATION OF LONGEST TARMAC TIME	LENGTH OF TARMAC DELAY
FRONTIER	FRONTIER	3479	PHL	JAX	1/16/2024	Origin Airport	3:07
SPIRIT	SPIRIT	718	DFW	LGA	1/15/2024	Origin Airport	3:07
DELTA	DELTA	361	DTW	LAS	1/12/2024	Origin Airport	3:06
AMERICAN	AMERICAN	2182	DCA	CLT	1/15/2024	Origin Airport	3:05
AMERICAN	REPUBLIC	4602	PHL	LGA	1/16/2024	Origin Airport	3:05
AMERICAN	AMERICAN	1297	PHL	DFW	1/16/2024	Origin Airport	3:04
AMERICAN	AMERICAN	667	PHL	PIT	1/15/2024	Origin Airport	3:04
FRONTIER	FRONTIER	4528	OMA	MCO	1/18/2024	Origin Airport	3:04
AMERICAN	AMERICAN	1846	MEM	CLT	1/15/2024	Origin Airport	3:03
AMERICAN	REPUBLIC	4486	PHL	MEM	1/16/2024	Origin Airport	3:03
SOUTHWEST	SOUTHWEST	2733	PHL	DEN	1/16/2024	Origin Airport	3:03
AMERICAN	AMERICAN	1664	PHL	DFW	1/19/2024	Origin Airport	3:02
JETBLUE	JETBLUE	2332	SRQ	LGA	1/9/2024	Diversion Airport (BWI)	3:02
AMERICAN	PSA	5586	PVD	DCA	1/15/2024	Destination Airport	3:01

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

JANUARY 2024

MARKETING CARRIER	OPERATING CARRIER	FLIGHT NUMBER	ORIGIN AIRPORT	DESTINATION AIRPORT	DATE OF FLIGHT	LOCATION OF LONGEST TARMAC DELAY	LENGTH OF TARMAC DELAY
UNITED	UNITED	1089	MEX	IAH	1/8/2024	Diversion Airport (AUS)	7:04
ALL NIPPON AIRWAYS	ALL NIPPON AIRWAYS	11	ORD	NRT	1/14/2024	Origin Airport	5:28
BRITISH AIRWAYS	BRITISH AIRWAYS	208	MIA	LHR	1/9/2024	Origin Airport	4:25
AMERICAN	AMERICAN	870	PHL	AUA	1/16/2024	Origin Airport	4:22
UNITED	MESA	6215	ZIH	IAH	1/8/2024	Diversion Airport (CRP)	4:19
QATAR AIRWAYS	QATAR AIRWAYS	708	IAD	DOH	1/15/2024	Origin Airport	4:16

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	EWB
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
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

Voluntary Reporting

9E	Endeavor Air
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*Based on the Bureau of Transportation Statistics' Technical Reporting Directive #38, issued December 19, 2023, effective January 1, 2024: <https://www.bts.gov/explore-topics-and-geography/modes/aviation/number-38-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, 2023, 14 air carriers reached this reporting threshold. They are Alaska Airlines, Allegiant Air, American Airlines, Delta Air Lines, Envoy Air, Frontier Airlines, Hawaiian Airlines, JetBlue Airways, PSA Airlines, Republic Airways, SkyWest Airlines, Southwest Airlines, Spirit Airlines, and United Airlines and Endeavor Air is reporting voluntarily.

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	January 2024			January 2023		
		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	235,210	914	0.39	478,266	676	0.14
2	JETBLUE AIRWAYS	1,087,826	4,356	0.40	1,243,684	7,876	0.63
3	FRONTIER AIRLINES	648,466	2,680	0.41	746,089	3,976	0.53
4	SPIRIT AIRLINES	914,657	4,103	0.45	1,013,351	7,324	0.72
5	DELTA AIR LINES NETWORK	7,600,773	40,917	0.54	7,554,255	45,757	0.61
	- DELTA AIR LINES	6,105,035	33,087	0.54	6,109,039	37,484	0.61
	- BRANDED CODESHARE PARTNERS	1,495,738	7,830	0.52	1,445,216	8,273	0.57
6	SOUTHWEST AIRLINES	10,147,950	62,478	0.62	9,199,717	55,841	0.61
7	ALASKA AIRLINES NETWORK	1,795,981	15,107	0.84	2,014,747	13,923	0.69
	- ALASKA AIRLINES	1,355,492	11,852	0.87	1,606,108	10,656	0.66
	- BRANDED CODESHARE PARTNERS	440,489	3,255	0.74	408,639	3,267	0.80
8	HAWAIIAN AIRLINES	504,814	4,325	0.86	502,289	2,289	0.46
9	UNITED AIRLINES NETWORK	5,964,751	57,116	0.96	6,033,390	59,976	0.99
	- UNITED AIRLINES	4,429,492	41,605	0.94	4,461,753	43,241	0.97
	- BRANDED CODESHARE PARTNERS	1,535,259	15,511	1.01	1,571,637	16,735	1.06
10	AMERICAN AIRLINES NETWORK	8,548,039	88,097	1.03	7,811,340	70,568	0.90
	- AMERICAN AIRLINES	5,777,185	61,614	1.07	5,383,607	51,405	0.95
	- BRANDED CODESHARE PARTNERS	2,770,854	26,483	0.96	2,427,733	19,163	0.79
TOTAL		37,448,467	280,093	0.75	36,597,128	268,206	0.73

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	January 2024			January 2023		
		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	235,210	914	0.39	478,266	676	0.14
2	JETBLUE AIRWAYS	1,087,826	4,356	0.40	1,243,684	7,876	0.63
3	FRONTIER AIRLINES	648,466	2,680	0.41	746,089	3,976	0.53
4	SPIRIT AIRLINES	914,657	4,103	0.45	1,013,351	7,324	0.72
5	DELTA AIR LINES	6,105,035	33,087	0.54	6,109,039	37,484	0.61
6	ENDEAVOR AIR	698,511	4,008	0.57	662,218	4,091	0.62
7	SOUTHWEST AIRLINES	10,147,950	62,478	0.62	9,199,717	55,841	0.61
8	REPUBLIC AIRWAYS	604,308	4,573	0.76	566,263	4,824	0.85
9	SKYWEST AIRLINES	2,113,720	16,576	0.78	1,931,755	16,468	0.85
10	HAWAIIAN AIRLINES	504,814	4,325	0.86	502,289	2,289	0.46
11	ALASKA AIRLINES	1,355,492	11,852	0.87	1,606,108	10,656	0.66
12	PSA AIRLINES	850,740	7,635	0.90	743,921	4,733	0.64
13	UNITED AIRLINES	4,429,492	41,605	0.94	4,461,753	43,241	0.97
14	ENVOY AIR	711,551	7,339	1.03	631,349	5,187	0.82
15	AMERICAN AIRLINES	5,777,185	61,614	1.07	5,383,607	51,405	0.95
	TOTAL	36,184,957	267,145	0.74	35,279,409	256,071	0.73

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	January 2024			January 2023		
		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	1,850	12	0.65	2,090	0	0.00
2	DELTA AIR LINES NETWORK	11,066	87	0.79	13,791	89	0.65
	- DELTA AIR LINES	9,100	78	0.86	11,678	86	0.74
	- BRANDED CODESHARE PARTNERS	1,966	9	0.46	2,113	3	0.14
3	UNITED AIRLINES NETWORK	10,162	92	0.91	9,310	133	1.43
	- UNITED AIRLINES	7,976	82	1.03	7,499	108	1.44
	- BRANDED CODESHARE PARTNERS	2,186	10	0.46	1,811	25	1.38
4	HAWAIIAN AIRLINES	806	13	1.61	543	7	1.29
5	JETBLUE AIRWAYS	1,852	31	1.67	2,095	52	2.48
6	ALASKA AIRLINES NETWORK	1,878	33	1.76	1,845	42	2.28
	- ALASKA AIRLINES	1,601	26	1.62	1,661	37	2.23
	- BRANDED CODESHARE PARTNERS	277	7	2.53	184	5	2.72
7	FRONTIER AIRLINES	2,251	41	1.82	2,251	35	1.55
8	SOUTHWEST AIRLINES	14,970	279	1.86	12,464	217	1.74
9	AMERICAN AIRLINES NETWORK	10,860	214	1.97	9,272	174	1.88
	- AMERICAN AIRLINES	8,273	170	2.05	7,324	136	1.86
	- BRANDED CODESHARE PARTNERS	2,587	44	1.70	1,948	38	1.95
10	SPIRIT AIRLINES	964	34	3.53	695	50	7.19
	TOTAL	56,659	836	1.48	54,356	799	1.47

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	January 2024			January 2023		
		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	1,850	12	0.65	2,090	0	0.00
2	SKYWEST AIRLINES	2,577	17	0.66	2,252	16	0.71
3	ENDEAVOR AIR	820	6	0.73	806	2	0.25
4	DELTA AIR LINES	9,100	78	0.86	11,678	86	0.74
5	UNITED AIRLINES	7,976	82	1.03	7,499	108	1.44
6	ENVOY AIR	972	10	1.03	659	10	1.52
7	REPUBLIC AIRWAYS	730	10	1.37	685	12	1.75
8	HAWAIIAN AIRLINES	806	13	1.61	543	7	1.29
9	ALASKA AIRLINES	1,601	26	1.62	1,661	37	2.23
10	JETBLUE AIRWAYS	1,852	31	1.67	2,095	52	2.48
11	FRONTIER AIRLINES	2,251	41	1.82	2,251	35	1.55
12	SOUTHWEST AIRLINES	14,970	279	1.86	12,464	217	1.74
13	AMERICAN AIRLINES	8,273	170	2.05	7,324	136	1.86
14	PSA AIRLINES	561	13	2.32	507	15	2.96
15	SPIRIT AIRLINES	964	34	3.53	695	50	7.19
	TOTAL	55,303	822	1.49	53,209	783	1.47

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

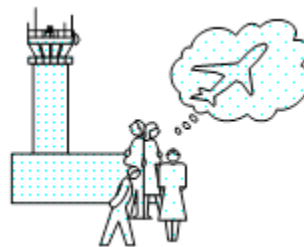
OVERSALES

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 half of one 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			
		DENIED BOARDINGS (DB'S)		ENPLANED PASSENGERS	INVOLUNTARY DB's PER 10,000 PASSENGERS
		VOLUNTARY	INVOLUNTARY		
1	DELTA AIR LINES NETWORK	23,120	0	44,737,307	0.00
	- DELTA AIR LINES	14,402	0	37,376,574	0.00
	- BRANDED CODESHARE PARTNERS	8,718	0	7,360,733	0.00
2	ALLEGiant AIR	269	0	4,145,771	0.00
3	HAWAIIAN AIRLINES	138	2	2,523,525	0.01
4	UNITED AIRLINES NETWORK	8,116	57	37,593,509	0.02
	- UNITED AIRLINES	4,226	30	29,877,817	0.01
	- BRANDED CODESHARE PARTNERS	3,890	27	7,715,692	0.03
5	JETBLUE AIRWAYS	1,264	28	9,025,081	0.03
6	SOUTHWEST AIRLINES	5,376	175	44,477,097	0.04
7	ALASKA AIRLINES NETWORK	3,261	91	10,422,782	0.09
	- ALASKA AIRLINES	1,695	33	8,118,135	0.04
	- BRANDED CODESHARE PARTNERS	1,566	58	2,304,647	0.25
8	SPIRIT AIRLINES	3,157	528	10,914,400	0.48
9	AMERICAN AIRLINES NETWORK	9,958	2,624	49,211,253	0.53
	- AMERICAN AIRLINES	5,540	1,699	37,128,862	0.46
	- BRANDED CODESHARE PARTNERS	4,418	925	12,082,391	0.77
10	FRONTIER AIRLINES	1,158	833	7,940,032	1.05
	TOTAL	55,817	4,338	220,990,757	0.20

OCTOBER - DECEMBER 2022			
DENIED BOARDINGS (DB'S)		ENPLANED PASSENGERS	INVOLUNTARY DB's PER 10,000 PASSENGERS
VOLUNTARY	INVOLUNTARY		
24,625	0	40,855,264	0.00
17,286	0	33,956,868	0.00
7,339	0	6,898,396	0.00
340	0	3,962,466	0.00
136	0	2,574,909	0.00
7,334	52	34,685,269	0.01
4,444	43	27,328,071	0.02
2,890	9	7,357,198	0.01
1,353	21	9,433,636	0.02
11,878	2,489	40,246,079	0.62
3,045	143	10,029,105	0.14
2,339	99	7,961,225	0.12
706	44	2,067,880	0.21
2,605	401	9,699,040	0.41
8,683	2,175	46,824,994	0.46
5,050	1,453	36,078,541	0.40
3,633	722	10,746,453	0.67
2,730	911	5,530,412	1.65
62,729	6,192	203,841,174	0.30

* All U.S. airlines with at least 0.5 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	AIRLINE 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.

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 ATRC 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 ATRC 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 ATRC in a similar manner as before and anticipates publishing submission and civil rights complaint numbers in spring.

AIR TRAVEL CONSUMER REPORT

January 2024 Airline Reports to DOT of Incidents Involving the Loss, Injury or Death of Animals During Air Transportation

14 CFR Part 235 of DOT regulations require 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 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			



U.S. Department of Homeland Security, Transportation Security Administration

Customer Service Report for January 2024 ^a

47

The Transportation Security Administration (TSA) screened approximately 62.8 million passengers at screening checkpoints and 39.4 million checked bags at baggage screening locations in January 2024.

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 January 2024, TSA received 11,637 complaints (i.e. a description of a negative experience) from the general public via phone or email (or 18.6 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
1,147	1.9	664	1.1	9,054	14.5	110	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
332	0.6	130	0.3	58	0.1	142	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
331 ^d	323	0.0009



U.S. Department of Homeland Security, Transportation Security Administration

Customer Service Report for January 2024 ^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>