



Air Travel Consumer Report

A Product Of
THE OFFICE OF AVIATION CONSUMER PROTECTION

Issued: April 2024



Flight Delays¹	February 2024
Mishandled Baggage, Wheelchairs, and Scooters¹	February 2024
Oversales¹	4 th Quarter 2023
Consumer Complaints² (Includes Disability and Discrimination Complaints)	See page 43 for details.
Airline Animal Incident Reports⁴	February 2024
Customer Service Reports to the Dept. of Homeland Security³	February 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.

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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 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

FEBRUARY 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, Hawaiian Airlines 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

FEBRUARY 2024

AT ALL US AIRPORTS			
CARRIER ¹	NUMBER OF AIRPORTS REPORTED	PERCENT OF ON-TIME ARRIVALS	RANK
DELTA AIR LINES NETWORK	207	88.4	1
- DELTA AIR LINES	137	88.5	
- BRANDED CODESHARE PARTNERS	174	88.2	
AMERICAN AIRLINES NETWORK	222	84.1	2
- AMERICAN AIRLINES	121	81.0	
- BRANDED CODESHARE PARTNERS	208	87.5	
UNITED AIRLINES NETWORK	212	83.2	3
- UNITED AIRLINES	112	83.3	
- BRANDED CODESHARE PARTNERS	192	83.1	
SOUTHWEST AIRLINES	107	83.1	4
ALLEGiant AIR	118	82.0	5
ALASKA AIRLINES NETWORK	106	80.6	6
- ALASKA AIRLINES	84	81.8	
- BRANDED CODESHARE PARTNERS	55	78.7	
HAWAIIAN AIRLINES	21	80.0	7
FRONTIER AIRLINES	72	79.8	8
SPIRIT AIRLINES	60	77.8	9
JETBLUE AIRWAYS	64	74.3	10
TOTAL AIRPORTS SERVED	349	83.7	

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

FEBRUARY 2024

AT ALL US AIRPORTS			
CARRIER ¹	NUMBER OF AIRPORTS REPORTED	PERCENT OF ON-TIME ARRIVALS	RANK
REPUBLIC AIRWAYS	79	90.8	1
DELTA AIR LINES	137	88.5	2
ENDEAVOR AIR	98	88.2	3
ENVOY AIR	140	87.4	4
PSA AIRLINES	84	86.1	5
UNITED AIRLINES	112	83.3	6
SOUTHWEST AIRLINES	107	83.1	7
ALLEGiant AIR	118	82.0	8
ALASKA AIRLINES	84	81.8	9
SKYWEST AIRLINES	231	81.8	10
AMERICAN AIRLINES	121	81.0	11
HAWAIIAN AIRLINES	21	80.0	12
FRONTIER AIRLINES	72	79.8	13
SPIRIT AIRLINES	60	77.8	14
JETBLUE AIRWAYS	64	74.3	15
TOTAL AIRPORTS SERVED	332	83.4	

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.

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

FEBRUARY 2024

CARRIER ¹	Jan 24		Feb 24		Year-to-date (YTD)	
	%	Rank	%	Rank	%	Rank
ALASKA AIRLINES NETWORK	64.7	10	80.6	6	72.5	9
- ALASKA AIRLINES	59.1		81.8		70.2	
- BRANDED CODESHARE PARTNERS	73.6		78.7		76.1	
ALLEGiant AIR	75.6	2	82.0	5	78.8	2
AMERICAN AIRLINES NETWORK	70.5	8	84.1	2	77.1	5
- AMERICAN AIRLINES	69.3		81.0		75.1	
- BRANDED CODESHARE PARTNERS	71.8		87.5		79.4	
DELTA AIR LINES NETWORK	77.8	1	88.4	1	83.0	1
- DELTA AIR LINES	80.4		88.5		84.4	
- BRANDED CODESHARE PARTNERS	73.2		88.2		80.4	
FRONTIER AIRLINES	71.2	7	79.8	8	75.5	7
HAWAIIAN AIRLINES	72.0	6	80.0	7	75.8	6
JETBLUE AIRWAYS	69.5	9	74.3	10	71.9	10
SOUTHWEST AIRLINES	73.9	3	83.1	4	78.3	3
SPIRIT AIRLINES	72.5	4	77.8	9	75.1	8
UNITED AIRLINES NETWORK	72.4	5	83.2	3	77.7	4
- UNITED AIRLINES	71.9		83.3		77.5	
- BRANDED CODESHARE PARTNERS	72.9		83.1		77.9	
TOTAL	72.8		83.7		78.1	

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)

FEBRUARY 2024

CARRIER	ARRIVAL AIRPORT*															
	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	58	84.5	245	86.1	54	79.6	136	83.1	25	84.0	0	0.0	145	82.8	121	80.2
- ALASKA AIRLINES	58	84.5	214	86.9	54	79.6	136	83.1	25	84.0	0	0.0	145	82.8	121	80.2
- BRANDED CODESHARE PARTNERS	0	0.0	31	80.6	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
ALLEGiant AIR	0	0.0	54	88.9	258	86.4	14	92.9	13	100.0	0	0.0	0	0.0	17	64.7
AMERICAN AIRLINES NETWORK	864	80.9	1322	82.6	1368	84.5	1875	81.8	320	78.1	16379	86.5	6946	83.5	711	80.0
- AMERICAN AIRLINES	551	75.3	1113	82.0	577	79.5	1211	77.7	279	77.4	9724	84.6	1980	77.6	653	78.9
- BRANDED CODESHARE PARTNERS	313	90.7	209	85.6	791	88.1	664	89.3	41	82.9	6655	89.3	4966	85.9	58	93.1
DELTA AIR LINES NETWORK	18882	90.6	721	89.3	870	91.6	3214	88.2	475	87.8	726	92.7	1553	88.1	951	86.3
- DELTA AIR LINES	16167	91.0	667	89.1	581	93.8	1696	87.3	365	87.4	404	95.5	689	86.1	951	86.3
- BRANDED CODESHARE PARTNERS	2715	87.8	54	92.6	289	87.2	1518	89.2	110	89.1	322	89.1	864	89.7	0	0.0
FRONTIER AIRLINES	729	75.6	15	86.7	40	90.0	42	83.3	171	82.5	140	85.0	87	88.5	1493	81.6
HAWAIIAN AIRLINES	0	0.0	13	61.5	0	0.0	16	75.0	0	0.0	0	0.0	0	0.0	0	0.0
JETBLUE AIRWAYS	240	76.7	87	74.7	85	83.5	3157	75.5	54	70.4	54	79.6	734	77.9	87	74.7
SOUTHWEST AIRLINES	2618	86.4	2641	85.1	3536	88.7	401	79.6	5211	88.2	236	84.7	1257	86.1	7317	81.7
SPIRIT AIRLINES	846	72.8	72	83.3	281	81.5	511	71.8	402	76.9	401	78.3	0	0.0	0	0.0
UNITED AIRLINES NETWORK	589	85.9	782	85.2	590	86.4	851	84.8	235	81.3	417	85.1	808	86.3	12098	79.7
- UNITED AIRLINES	542	85.8	696	85.8	386	85.0	815	84.5	224	81.7	349	84.5	526	86.3	7500	81.7
- BRANDED CODESHARE PARTNERS	47	87.2	86	80.2	204	89.2	36	91.7	11	72.7	68	88.2	282	86.2	4598	76.4
TOTAL	24,826	88.5	5,952	84.9	7,082	87.6	10,217	81.6	6,906	86.5	18,353	86.5	11,530	84.3	22,795	80.7

* 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)

FEBRUARY 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	145	80.0	25	88.0	173	82.1	174	87.9	82	81.7	58	86.2	225	76.4	587	71.4
- ALASKA AIRLINES	145	80.0	25	88.0	173	82.1	174	87.9	82	81.7	58	86.2	225	76.4	412	72.8
- BRANDED CODESHARE PARTNERS	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	175	68.0
ALLEGIANT AIR	0	0.0	0	0.0	26	96.2	283	67.5	27	92.6	0	0.0	0	0.0	548	77.2
AMERICAN AIRLINES NETWORK	19736	83.2	672	84.4	605	75.4	634	82.3	170	81.8	691	85.4	1998	84.5	1076	78.5
- AMERICAN AIRLINES	12582	81.7	397	81.6	516	74.0	634	82.3	58	77.6	430	82.6	1207	80.9	1076	78.5
- BRANDED CODESHARE PARTNERS	7154	85.8	275	88.4	89	83.1	0	0.0	112	83.9	261	90.0	791	90.0	0	0.0
DELTA AIR LINES NETWORK	923	87.5	6606	91.1	694	87.6	1020	82.8	387	90.4	581	88.6	4322	85.4	1278	83.5
- DELTA AIR LINES	923	87.5	4166	91.1	488	87.1	1020	82.8	215	93.5	581	88.6	2214	83.4	1192	83.7
- BRANDED CODESHARE PARTNERS	0	0.0	2440	91.1	206	88.8	0	0.0	172	86.6	0	0.0	2108	87.5	86	80.2
FRONTIER AIRLINES	502	84.1	187	81.3	0	0.0	169	81.7	0	0.0	120	85.8	0	0.0	923	75.3
HAWAIIAN AIRLINES	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	29	75.9	105	84.8
JETBLUE AIRWAYS	29	69.0	87	78.2	404	76.2	1665	74.7	0	0.0	58	69.0	2675	73.0	212	71.7
SOUTHWEST AIRLINES	0	0.0	300	78.0	0	0.0	1371	81.8	46	67.4	378	86.0	0	0.0	6360	75.9
SPIRIT AIRLINES	725	78.9	843	79.2	817	81.5	2039	75.7	0	0.0	569	81.7	0	0.0	1899	77.0
UNITED AIRLINES NETWORK	771	80.3	475	85.3	8327	87.8	758	84.8	4744	88.6	9853	88.4	0	0.0	1163	79.1
- UNITED AIRLINES	607	82.0	203	82.3	5564	86.9	758	84.8	2385	85.9	5109	89.3	0	0.0	1163	79.1
- BRANDED CODESHARE PARTNERS	164	73.8	272	87.5	2763	89.7	0	0.0	2359	91.4	4744	87.5	0	0.0	0	0.0
TOTAL	22,831	83.1	9,195	88.5	11,046	86.2	8,113	78.9	5,456	88.3	12,308	87.7	9,249	81.4	14,151	77.0

* 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)

FEBRUARY 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	1092	74.5	0	0.0	242	86.4	0	0.0	58	87.9	54	83.3	144	83.3	27	66.7
- ALASKA AIRLINES	662	77.6	0	0.0	242	86.4	0	0.0	58	87.9	54	83.3	144	83.3	27	66.7
- BRANDED CODESHARE PARTNERS	430	69.8	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
ALLEGiant AIR	37	75.7	0	0.0	0	0.0	23	82.6	0	0.0	46	84.8	0	0.0	0	0.0
AMERICAN AIRLINES NETWORK	3194	79.8	3056	80.9	1498	79.6	0	0.0	6241	82.0	466	83.9	8310	86.2	5481	85.5
- AMERICAN AIRLINES	2306	80.8	1430	75.7	1498	79.6	0	0.0	4906	81.9	284	80.6	3591	84.5	3007	82.2
- BRANDED CODESHARE PARTNERS	888	77.3	1626	85.5	0	0.0	0	0.0	1335	82.3	182	89.0	4719	87.5	2474	89.5
DELTA AIR LINES NETWORK	3548	83.5	6226	85.1	1739	83.4	241	90.0	929	78.8	7016	90.7	969	89.3	513	92.4
- DELTA AIR LINES	2564	83.0	2040	85.1	1739	83.4	93	92.5	929	78.8	4526	91.1	559	86.8	386	91.5
- BRANDED CODESHARE PARTNERS	984	85.0	4186	85.1	0	0.0	148	88.5	0	0.0	2490	90.0	410	92.7	127	95.3
FRONTIER AIRLINES	0	0.0	102	57.8	1853	81.3	209	86.1	299	76.6	141	80.9	79	84.8	808	77.1
HAWAIIAN AIRLINES	174	86.8	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
JETBLUE AIRWAYS	812	76.8	1021	76.0	1338	73.8	0	0.0	214	73.4	29	86.2	87	78.2	81	85.2
SOUTHWEST AIRLINES	1883	73.8	915	85.1	3566	84.4	4764	88.1	546	83.3	532	85.5	680	87.4	329	82.1
SPIRIT AIRLINES	797	78.9	593	77.1	2140	78.0	0	0.0	607	81.2	95	81.1	578	77.7	371	74.9
UNITED AIRLINES NETWORK	2705	81.6	896	84.0	1197	84.5	0	0.0	644	79.2	516	87.4	11024	89.3	346	85.8
- UNITED AIRLINES	1862	81.0	568	85.2	1197	84.5	0	0.0	644	79.2	384	87.2	6494	89.6	275	84.4
- BRANDED CODESHARE PARTNERS	843	82.7	328	82.0	0	0.0	0	0.0	0	0.0	132	87.9	4530	88.8	71	91.5
TOTAL	14,242	79.7	12,809	82.7	13,573	81.3	5,237	88.1	9,538	81.2	8,895	89.5	21,871	87.7	7,956	84.4

* 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)

FEBRUARY 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	539	82.6	1349	77.2	7265	86.6	1699	51.5	220	76.8	102	87.3
- ALASKA AIRLINES	429	82.8	625	77.8	5296	85.9	711	61.3	102	79.4	102	87.3
- BRANDED CODESHARE PARTNERS	110	81.8	724	76.7	1969	88.6	988	44.4	118	74.6	0	0.0
ALLEGiant AIR	34	76.5	9	88.9	0	0.0	0	0.0	0	0.0	0	0.0
AMERICAN AIRLINES NETWORK	6873	86.7	711	79.0	497	81.9	868	64.7	501	84.0	1188	79.1
- AMERICAN AIRLINES	4521	86.1	711	79.0	347	80.7	725	66.2	371	83.6	1094	78.6
- BRANDED CODESHARE PARTNERS	2352	87.7	0	0.0	150	84.7	143	57.3	130	85.4	94	85.1
DELTA AIR LINES NETWORK	928	82.8	791	87.5	3376	91.0	939	66.8	5859	90.2	946	87.9
- DELTA AIR LINES	818	82.9	656	87.0	2190	91.9	825	68.6	3909	89.9	946	87.9
- BRANDED CODESHARE PARTNERS	110	81.8	135	89.6	1186	89.5	114	53.5	1950	90.7	0	0.0
FRONTIER AIRLINES	747	79.9	223	78.0	81	84.0	182	39.0	191	89.5	583	82.0
HAWAIIAN AIRLINES	29	93.1	58	87.9	58	72.4	58	70.7	0	0.0	0	0.0
JETBLUE AIRWAYS	58	72.4	130	76.9	58	75.9	322	64.3	193	69.9	425	77.2
SOUTHWEST AIRLINES	4832	80.6	2436	77.0	515	81.9	506	38.1	976	80.8	1946	84.2
SPIRIT AIRLINES	103	73.8	155	83.2	58	86.2	0	0.0	134	79.9	619	80.9
UNITED AIRLINES NETWORK	886	83.0	799	81.9	526	85.2	5206	61.6	648	81.9	764	89.9
- UNITED AIRLINES	771	84.8	712	82.0	525	85.1	3446	63.5	428	83.4	764	89.9
- BRANDED CODESHARE PARTNERS	115	70.4	87	80.5	1	100.0	1760	58.0	220	79.1	0	0.0
TOTAL	15,029	83.6	6,661	79.4	12,434	87.3	9,780	59.1	8,722	87.2	6,573	83.6

* 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)

FEBRUARY 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	58	84.5	214	86.9	54	79.6	136	83.1	25	84.0	0	0.0	145	82.8	121	80.2
ALLEGiant AIR	0	0.0	54	88.9	258	86.4	14	92.9	13	100.0	0	0.0	0	0.0	17	64.7
AMERICAN AIRLINES	551	75.3	1113	82.0	577	79.5	1211	77.7	279	77.4	9724	84.6	1980	77.6	653	78.9
DELTA AIR LINES	16167	91.0	667	89.1	581	93.8	1696	87.3	365	87.4	404	95.5	689	86.1	951	86.3
ENDEAVOR AIR	1991	90.3	54	92.6	82	80.5	0	0.0	54	81.5	247	88.3	196	87.2	0	0.0
ENVOY AIR	62	91.9	155	89.0	210	83.3	150	84.0	39	82.1	492	81.5	381	83.7	0	0.0
FRONTIER AIRLINES	729	75.6	15	86.7	40	90.0	42	83.3	171	82.5	140	85.0	87	88.5	1493	81.6
HAWAIIAN AIRLINES	0	0.0	13	61.5	0	0.0	16	75.0	0	0.0	0	0.0	0	0.0	0	0.0
JETBLUE AIRWAYS	240	76.7	87	74.7	85	83.5	3157	75.5	54	70.4	54	79.6	734	77.9	87	74.7
PSA AIRLINES	144	86.1	0	0.0	273	87.9	0	0.0	2	100.0	3640	88.2	2980	83.9	0	0.0
REPUBLIC AIRWAYS	128	96.1	4	75.0	394	92.4	1968	89.6	56	96.4	74	91.9	2299	90.2	0	0.0
SKYWEST AIRLINES	726	80.9	91	79.1	252	86.9	0	0.0	0	0.0	3	100.0	24	83.3	3624	77.0
SOUTHWEST AIRLINES	2618	86.4	2641	85.1	3536	88.7	401	79.6	5211	88.2	236	84.7	1257	86.1	7317	81.7
SPIRIT AIRLINES	846	72.8	72	83.3	281	81.5	511	71.8	402	76.9	401	78.3	0	0.0	0	0.0
UNITED AIRLINES	542	85.8	696	85.8	386	85.0	815	84.5	224	81.7	349	84.5	526	86.3	7500	81.7
TOTAL	24,802	88.5	5,876	85.0	7,009	87.5	10,117	81.5	6,895	86.6	15,764	85.5	11,298	84.2	21,763	81.0

* 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)

FEBRUARY 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	145	80.0	25	88.0	173	82.1	174	87.9	82	81.7	58	86.2	225	76.4	412	72.8
ALLEGiant AIR	0	0.0	0	0.0	26	96.2	283	67.5	27	92.6	0	0.0	0	0.0	548	77.2
AMERICAN AIRLINES	12582	81.7	397	81.6	516	74.0	634	82.3	58	77.6	430	82.6	1207	80.9	1076	78.5
DELTA AIR LINES	923	87.5	4166	91.1	488	87.1	1020	82.8	215	93.5	581	88.6	2214	83.4	1192	83.7
ENDEAVOR AIR	0	0.0	944	91.6	134	87.3	0	0.0	61	88.5	0	0.0	1410	86.5	0	0.0
ENVOY AIR	5064	87.3	31	80.6	89	83.1	0	0.0	0	0.0	185	89.2	0	0.0	0	0.0
FRONTIER AIRLINES	502	84.1	187	81.3	0	0.0	169	81.7	0	0.0	120	85.8	0	0.0	923	75.3
HAWAIIAN AIRLINES	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	29	75.9	105	84.8
JETBLUE AIRWAYS	29	69.0	87	78.2	404	76.2	1665	74.7	0	0.0	58	69.0	2675	73.0	212	71.7
PSA AIRLINES	644	84.6	79	87.3	0	0.0	0	0.0	112	83.9	0	0.0	0	0.0	0	0.0
REPUBLIC AIRWAYS	6	50.0	273	93.4	1677	91.2	0	0.0	636	95.6	0	0.0	1232	90.6	0	0.0
SKYWEST AIRLINES	1448	81.3	1562	89.8	0	0.0	0	0.0	140	85.7	978	84.2	257	86.0	174	75.3
SOUTHWEST AIRLINES	0	0.0	300	78.0	0	0.0	1371	81.8	46	67.4	378	86.0	0	0.0	6360	75.9
SPIRIT AIRLINES	725	78.9	843	79.2	817	81.5	2039	75.7	0	0.0	569	81.7	0	0.0	1899	77.0
UNITED AIRLINES	607	82.0	203	82.3	5564	86.9	758	84.8	2385	85.9	5109	89.3	0	0.0	1163	79.1
TOTAL	22,675	83.2	9,097	88.5	9,888	86.0	8,113	78.9	3,762	87.5	8,466	87.4	9,249	81.4	14,064	77.1

* 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)

FEBRUARY 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	662	77.6	0	0.0	242	86.4	0	0.0	58	87.9	54	83.3	144	83.3	27	66.7
ALLEGiant AIR	37	75.7	0	0.0	0	0.0	23	82.6	0	0.0	46	84.8	0	0.0	0	0.0
AMERICAN AIRLINES	2306	80.8	1430	75.7	1498	79.6	0	0.0	4906	81.9	284	80.6	3591	84.5	3007	82.2
DELTA AIR LINES	2564	83.0	2040	85.1	1739	83.4	93	92.5	929	78.8	4526	91.1	559	86.8	386	91.5
ENDEAVOR AIR	0	0.0	2719	84.5	0	0.0	0	0.0	0	0.0	492	92.7	0	0.0	39	100.0
ENVOY AIR	0	0.0	0	0.0	0	0.0	0	0.0	1263	82.3	42	95.2	2291	88.9	0	0.0
FRONTIER AIRLINES	0	0.0	102	57.8	1853	81.3	209	86.1	299	76.6	141	80.9	79	84.8	808	77.1
HAWAIIAN AIRLINES	174	86.8	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
JETBLUE AIRWAYS	812	76.8	1021	76.0	1338	73.8	0	0.0	214	73.4	29	86.2	87	78.2	81	85.2
PSA AIRLINES	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	56	89.3	0	0.0	651	88.6
REPUBLIC AIRWAYS	0	0.0	2928	86.0	0	0.0	0	0.0	72	81.9	87	92.0	1160	93.5	566	92.2
SKYWEST AIRLINES	3044	80.1	325	83.1	0	0.0	148	88.5	0	0.0	2037	89.2	3889	86.7	15	93.3
SOUTHWEST AIRLINES	1883	73.8	915	85.1	3566	84.4	4764	88.1	546	83.3	532	85.5	680	87.4	329	82.1
SPIRIT AIRLINES	797	78.9	593	77.1	2140	78.0	0	0.0	607	81.2	95	81.1	578	77.7	371	74.9
UNITED AIRLINES	1862	81.0	568	85.2	1197	84.5	0	0.0	644	79.2	384	87.2	6494	89.6	275	84.4
TOTAL	14,141	79.7	12,641	82.7	13,573	81.3	5,237	88.1	9,538	81.2	8,805	89.6	19,552	87.6	6,555	83.4

* 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)

FEBRUARY 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	429	82.8	625	77.8	5296	85.9	711	61.3	102	79.4	102	87.3
ALLEGiant AIR	34	76.5	9	88.9	0	0.0	0	0.0	0	0.0	0	0.0
AMERICAN AIRLINES	4521	86.1	711	79.0	347	80.7	725	66.2	371	83.6	1094	78.6
DELTA AIR LINES	818	82.9	656	87.0	2190	91.9	825	68.6	3909	89.9	946	87.9
ENDEAVOR AIR	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
ENVOY AIR	376	91.0	0	0.0	40	82.5	8	62.5	0	0.0	90	85.6
FRONTIER AIRLINES	747	79.9	223	78.0	81	84.0	182	39.0	191	89.5	583	82.0
HAWAIIAN AIRLINES	29	93.1	58	87.9	58	72.4	58	70.7	0	0.0	0	0.0
JETBLUE AIRWAYS	58	72.4	130	76.9	58	75.9	322	64.3	193	69.9	425	77.2
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	4	75.0
SKYWEST AIRLINES	2113	86.7	864	79.1	1929	88.6	2855	53.9	2414	88.6	0	0.0
SOUTHWEST AIRLINES	4832	80.6	2436	77.0	515	81.9	506	38.1	976	80.8	1946	84.2
SPIRIT AIRLINES	103	73.8	155	83.2	58	86.2	0	0.0	134	79.9	619	80.9
UNITED AIRLINES	771	84.8	712	82.0	525	85.1	3446	63.5	428	83.4	764	89.9
TOTAL	14,831	83.7	6,579	79.4	11,097	87.0	9,638	59.4	8,718	87.2	6,573	83.6

* 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)

FEBRUARY 2024

ARRIVAL AIRPORT*																
SCHEDULED ARRIVAL TIME	ATL	AUS	BNA	BOS	BWI	CLT	DCA	DEN	DFW	DTW	EWR	FLL	IAD	IAH	JFK	LAS
0600-0659	88.1	0.0	92.7	82.3	86.2	94.1	94.7	91.2	93.0	88.8	77.0	84.3	82.1	94.5	81.1	96.6
0700-0759	94.2	97.6	95.7	79.6	95.8	87.7	89.8	91.5	89.1	92.4	87.1	87.3	90.6	100.0	83.8	94.8
0800-0859	90.8	94.1	92.5	87.2	93.1	89.4	85.9	86.5	83.2	93.1	89.1	89.6	100.0	93.1	81.0	91.2
0900-0959	92.2	92.6	95.0	87.2	96.0	87.5	83.1	88.5	82.7	92.8	92.5	86.2	97.0	86.8	87.5	86.9
1000-1059	92.4	90.7	90.3	90.0	93.7	90.8	92.4	80.5	89.1	92.2	92.4	90.5	100.0	91.3	89.3	81.8
1100-1159	91.6	92.1	93.5	87.2	92.1	91.4	89.5	84.7	90.5	92.0	92.1	84.0	92.5	91.8	86.2	80.3
1200-1259	93.2	92.3	91.5	89.7	90.5	91.5	87.3	84.4	90.4	85.3	92.1	76.5	93.3	91.5	82.1	74.1
1300-1359	90.2	90.0	89.6	84.5	90.9	88.1	86.2	81.2	87.8	91.6	89.2	80.5	91.8	89.2	84.7	75.4
1400-1459	92.3	87.0	86.8	85.9	90.6	88.2	81.8	81.8	87.3	92.6	89.5	79.5	90.0	89.9	84.8	74.3
1500-1559	90.6	84.8	87.0	81.8	85.3	85.3	88.4	79.6	81.3	88.1	85.0	78.9	84.3	88.5	83.4	70.8
1600-1659	86.9	77.8	86.6	84.4	79.7	84.3	86.3	77.0	81.0	82.2	86.6	76.8	86.2	87.7	81.8	73.8
1700-1759	88.4	83.1	87.4	81.6	88.0	85.0	87.6	75.9	79.1	87.0	84.4	81.3	79.3	83.5	85.3	70.2
1800-1859	86.0	77.9	82.8	79.8	84.8	80.4	83.2	75.2	79.2	87.8	83.0	75.8	79.3	82.3	78.4	68.7
1900-1959	83.2	80.7	81.7	75.6	76.8	76.0	79.4	76.7	72.6	88.2	84.8	66.7	80.4	82.3	83.1	68.4
2000-2059	81.8	78.5	81.4	74.8	83.2	79.7	80.0	76.7	81.4	86.9	82.0	73.1	87.2	85.6	82.6	74.2
2100-2159	82.4	75.5	81.4	78.8	74.4	77.2	75.4	77.8	79.4	79.1	81.5	75.7	86.9	76.7	75.5	78.7
2200-2259	79.5	81.8	83.5	76.4	74.6	79.7	75.1	80.7	76.2	81.8	76.1	72.4	78.5	84.3	69.1	73.9
2300-0559	82.2	81.7	81.8	73.1	77.9	86.8	80.4	78.6	84.9	77.5	81.1	73.9	87.6	85.2	73.7	75.5
TOTAL	88.5	85.0	87.5	81.5	86.6	85.5	84.2	81.0	83.2	88.5	86.0	78.9	87.5	87.4	81.4	77.1

* 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)

FEBRUARY 2024

ARRIVAL AIRPORT*															
SCHEDULED ARRIVAL TIME	LAX	LGA	MCO	MDW	MIA	MSP	ORD	PHL	PHX	SAN	SEA	SFO	SLC	TPA	TOTAL
0600-0659	94.0	87.3	83.2	100.0	90.7	92.1	92.6	94.0	98.5	75.0	86.4	87.3	79.3	90.7	89.5
0700-0759	91.9	81.4	87.5	95.9	94.6	91.7	88.5	91.3	89.8	98.8	91.3	92.1	91.5	94.4	90.3
0800-0859	88.2	85.5	90.5	96.9	86.9	93.4	88.9	91.4	96.1	89.1	94.1	66.0	92.7	90.5	89.4
0900-0959	83.3	85.4	89.1	93.1	88.4	90.4	91.7	87.8	89.9	86.0	91.2	61.8	90.8	90.4	87.6
1000-1059	81.3	86.1	87.2	92.5	80.5	89.6	87.1	95.1	84.8	85.9	90.2	60.7	92.7	86.4	87.1
1100-1159	81.4	82.5	87.4	96.1	84.6	93.6	93.5	91.8	86.5	81.0	91.4	64.3	86.2	90.7	87.7
1200-1259	80.9	85.5	87.2	91.9	84.4	91.7	91.7	88.2	84.2	80.0	89.7	58.9	91.6	87.5	86.5
1300-1359	80.2	87.5	83.6	92.9	83.5	91.8	90.3	87.2	84.4	77.9	88.0	55.1	87.1	85.9	85.8
1400-1459	80.5	82.3	83.2	88.4	84.3	91.4	90.4	84.2	82.7	73.5	84.8	67.2	88.7	84.6	85.5
1500-1559	78.7	80.8	81.8	84.5	78.3	93.9	89.0	88.8	82.1	81.7	87.5	53.5	88.9	86.0	82.4
1600-1659	79.7	87.3	80.7	91.5	81.0	90.6	87.3	76.5	80.4	78.1	88.1	51.1	87.6	85.9	82.4
1700-1759	77.7	83.3	82.7	85.9	76.2	88.9	86.1	80.2	82.2	81.6	87.4	50.6	77.5	84.4	81.8
1800-1859	75.2	80.0	76.8	83.7	75.8	80.5	83.6	76.5	79.4	73.8	88.2	45.9	75.8	80.2	79.3
1900-1959	78.2	77.2	74.2	78.2	72.8	85.8	76.7	79.0	79.1	73.6	82.6	58.1	84.3	75.2	77.6
2000-2059	73.8	81.1	72.8	83.5	69.4	86.0	86.3	78.6	80.8	73.6	86.7	54.5	85.3	77.3	79.3
2100-2159	75.7	81.1	74.9	74.6	73.0	82.7	81.6	74.6	79.9	76.0	79.6	52.4	83.6	77.0	77.2
2200-2259	68.2	78.4	76.9	80.8	79.8	85.5	83.9	69.4	80.7	76.5	83.9	50.1	83.2	79.5	76.5
2300-0559	80.2	79.4	76.8	69.1	80.7	85.4	85.9	79.6	78.0	75.3	75.9	69.5	77.1	80.2	79.0
TOTAL	79.7	82.7	81.3	88.1	81.2	89.6	87.6	83.4	83.7	79.4	87.0	59.4	87.2	83.6	83.4

* 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)

FEBRUARY 2024

DEPARTURE AIRPORT*																
SCHEDULED DEPARTURE TIME	ATL	AUS	BNA	BOS	BWI	CLT	DCA	DEN	DFW	DTW	EWR	FLL	IAD	IAH	JFK	LAS
0600-0659	92.1	96.1	93.4	92.1	93.6	95.8	93.5	95.4	92.5	91.5	89.9	93.1	93.8	89.8	91.2	95.5
0700-0759	91.9	94.2	93.2	91.0	95.3	92.4	91.2	91.8	90.6	92.6	88.9	86.1	93.0	93.4	87.7	89.9
0800-0859	92.7	92.4	91.3	86.6	91.6	91.7	92.0	87.1	90.2	91.9	85.6	88.6	92.2	94.5	86.4	88.4
0900-0959	89.4	90.1	91.5	88.7	90.8	89.9	84.8	82.7	87.0	87.8	86.4	82.0	91.3	88.4	83.3	87.3
1000-1059	90.7	87.5	91.1	83.6	91.2	83.4	88.1	81.6	85.6	91.4	85.9	79.1	93.5	84.0	84.2	79.4
1100-1159	90.7	90.4	89.5	85.8	88.2	87.6	90.0	75.3	84.4	90.6	86.5	80.5	100.0	87.8	83.0	80.6
1200-1259	87.9	87.7	90.7	84.5	86.7	82.2	87.5	74.1	86.3	88.0	84.5	74.4	91.6	85.6	82.0	75.1
1300-1359	89.0	88.3	87.9	86.1	79.4	87.9	84.2	75.0	81.9	84.7	87.1	73.7	92.4	84.7	79.5	71.8
1400-1459	89.4	85.7	87.2	82.5	78.7	85.1	86.9	63.9	81.9	83.7	84.2	73.3	78.6	82.8	82.6	68.5
1500-1559	89.0	80.4	78.0	83.0	77.6	81.2	80.8	66.9	75.4	84.7	82.9	71.3	82.8	82.5	79.5	69.8
1600-1659	86.7	75.8	79.4	78.9	70.1	77.0	82.7	69.5	80.7	89.1	81.6	67.1	83.0	83.1	82.7	70.8
1700-1759	83.2	78.0	84.7	78.9	74.1	80.7	84.7	72.4	79.4	81.4	84.2	63.5	89.6	79.3	78.9	69.1
1800-1859	84.0	80.8	83.4	78.9	77.1	78.5	83.8	63.5	77.0	82.5	83.0	62.3	86.8	83.9	81.4	66.4
1900-1959	83.5	74.4	82.3	77.9	73.6	75.9	82.3	68.7	75.3	76.4	79.0	59.9	81.0	75.1	81.9	65.9
2000-2059	81.3	77.4	78.4	72.6	71.0	76.6	80.4	71.0	74.3	87.2	84.0	62.6	80.8	84.2	77.8	65.3
2100-2159	84.7	68.5	83.5	66.5	70.1	77.0	93.3	78.5	81.8	88.3	86.1	62.0	100.0	86.3	78.6	83.0
2200-2259	87.6	25.0	66.7	68.6	53.8	78.5	81.9	71.0	82.8	97.1	77.9	63.0	92.1	73.5	76.7	81.4
2300-0559	89.0	96.1	96.8	93.0	96.6	87.8	92.1	88.2	94.4	94.8	93.7	91.7	96.6	95.1	94.4	87.1
TOTAL	87.9	85.6	87.4	84.1	82.5	83.4	86.3	76.1	82.8	88.6	85.2	73.9	90.6	85.7	82.6	78.2

* 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)

FEBRUARY 2024

DEPARTURE AIRPORT*															
SCHEDULED DEPARTURE TIME	LAX	LGA	MCO	MDW	MIA	MSP	ORD	PHL	PHX	SAN	SEA	SFO	SLC	TPA	TOTAL
0600-0659	94.3	92.1	94.9	96.5	92.3	97.0	94.3	92.5	97.5	95.3	94.4	94.5	93.9	95.1	93.8
0700-0759	90.6	91.7	92.7	95.0	90.0	91.6	95.1	96.6	95.8	91.5	91.6	92.3	91.3	95.1	91.8
0800-0859	89.2	87.4	91.3	92.8	91.7	91.6	89.2	89.8	90.7	90.4	90.2	88.3	88.2	92.9	90.0
0900-0959	83.7	85.9	84.9	92.3	88.8	89.6	87.9	88.3	90.9	84.9	85.8	75.4	90.4	89.3	87.2
1000-1059	78.5	86.2	88.2	90.7	87.4	89.1	89.6	88.9	87.0	79.4	86.0	69.9	86.1	86.0	85.8
1100-1159	83.5	83.7	81.1	90.2	76.1	90.2	83.0	88.3	87.6	79.6	85.8	71.9	87.8	81.2	84.3
1200-1259	77.4	82.1	82.1	88.5	79.8	88.7	89.9	88.2	80.9	78.2	86.0	65.3	82.2	88.3	83.7
1300-1359	80.5	79.4	79.7	89.6	77.4	88.6	88.2	87.3	80.0	74.6	84.3	64.5	80.1	82.4	81.6
1400-1459	76.3	84.7	77.6	84.9	75.2	89.0	89.9	84.5	80.2	77.1	80.1	61.0	80.3	83.9	81.2
1500-1559	78.3	81.5	76.0	81.3	72.7	89.5	85.2	84.4	80.6	72.1	83.0	62.4	85.2	81.2	80.0
1600-1659	76.2	80.5	74.0	70.0	68.4	86.6	82.9	83.3	78.7	70.1	82.5	60.9	81.2	85.1	78.1
1700-1759	74.5	82.9	72.6	82.7	72.6	83.9	86.4	81.3	79.3	69.8	83.8	57.1	84.3	82.7	78.9
1800-1859	73.6	83.8	75.7	80.9	70.6	83.1	84.8	77.5	76.6	79.2	83.5	58.6	71.7	81.6	78.1
1900-1959	78.5	78.6	71.1	78.5	70.1	85.8	79.2	76.5	74.3	76.5	84.4	57.9	72.0	81.9	75.6
2000-2059	76.2	76.6	67.9	75.3	68.6	86.1	79.3	79.3	76.4	68.3	73.5	63.8	85.4	75.4	76.2
2100-2159	79.9	83.2	64.9	80.2	70.8	87.8	84.0	85.5	83.9	69.6	87.6	63.6	90.7	70.5	81.2
2200-2259	80.1	82.5	69.3	65.2	81.1	77.6	62.2	80.0	88.6	92.7	83.0	70.0	76.0	73.1	81.4
2300-0559	84.0	83.8	87.1	95.4	90.5	92.6	95.0	92.6	88.4	0.0	90.6	79.7	88.2	95.7	89.4
TOTAL	81.8	83.9	80.7	86.4	77.9	88.3	86.9	85.9	84.1	80.8	86.2	71.2	85.9	86.2	83.3

* 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
FEBRUARY 2024

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Aberdeen, SD (ABR)	91.4	91.4	58	58
Abilene, TX (ABI)	92.9	93.6	141	141
Adak Island, AK (ADK)	87.5	87.5	8	8
Aguadilla, PR (BQN)	77.7	80.5	202	200
Akron, OH (CAK)	85.6	88.4	250	251
Albany, GA (ABY)	82.8	77.6	58	58
Albany, NY (ALB)	83.4	86.6	885	883
Albuquerque, NM (ABQ)	82.1	86.0	1632	1632
Alexandria, LA (AEX)	87.5	89.6	144	144
Allentown/Bethlehem/Easton, PA (ABE)	85.9	88.9	334	334
Alpena, MI (APN)	88.0	84.0	50	50
Amarillo, TX (AMA)	89.1	90.1	394	393
Anchorage, AK (ANC)	80.6	86.6	1071	1071
Appleton, WI (ATW)	80.0	84.6	435	435
Arcata/Eureka, CA (ACV)	67.9	69.6	137	138
Asheville, NC (AVL)	88.2	90.3	753	753
Ashland, WV (HTS)	70.6	47.1	17	17
Aspen, CO (ASE)	56.0	53.6	907	906
Atlanta, GA (ATL)	88.5	87.9	24802	24821
Atlantic City, NJ (ACY)	77.7	80.9	282	282
Augusta, GA (AGS)	85.8	81.6	239	239
Austin, TX (AUS)	85.0	85.6	5876	5873
Bakersfield, CA (BFL)	83.8	87.7	179	179
Baltimore, MD (BWI)	86.6	82.5	6895	6894
Bangor, ME (BGR)	82.1	84.3	235	235
Barrow, AK (BRW)	69.0	75.9	29	29
Baton Rouge, LA (BTR)	89.6	87.6	386	386
Beaumont/Port Arthur, TX (BPT)	96.6	96.6	58	58
Belleville, IL (BLV)	76.4	72.7	55	55
Bellingham, WA (BLI)	86.5	93.0	200	200
Bemidji, MN (BJI)	86.2	89.7	58	58
Bend/Redmond, OR (RDM)	81.3	76.6	476	475
Bethel, AK (BET)	70.7	58.6	58	58
Billings, MT (BIL)	86.3	91.9	248	248
Binghamton, NY (BGM)	93.1	93.1	29	29
Birmingham, AL (BHM)	84.8	87.9	1228	1227
Bishop, CA (BIH)	50.0	40.0	50	50
Bismarck/Mandan, ND (BIS)	84.2	82.6	259	259
Bloomington/Normal, IL (BMI)	89.5	86.5	133	133
Boise, ID (BOI)	83.2	86.6	1480	1480
Boston, MA (BOS)	81.5	84.1	10117	10118

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Bozeman, MT (BZN)	83.2	84.1	802	801
Brainerd, MN (BRD)	88.0	94.0	50	50
Bristol/Johnson City/Kingsport, TN (TRI)	88.8	91.3	161	161
Brownsville, TX (BRO)	91.7	96.3	108	108
Brunswick, GA (BQK)	82.8	89.7	58	58
Buffalo, NY (BUF)	81.8	85.3	1573	1572
Burbank, CA (BUR)	78.7	79.8	2063	2063
Burlington, VT (BTV)	90.5	88.2	472	474
Butte, MT (BTM)	94.4	98.1	54	54
Casper, WY (CPR)	96.6	100.0	29	29
Cedar City, UT (CDC)	94.0	96.0	50	50
Cedar Rapids/Iowa City, IA (CID)	82.5	87.3	561	561
Champaign/Urbana, IL (CMI)	87.9	88.8	116	116
Charleston, SC (CHS)	85.1	86.8	1706	1706
Charleston/Dunbar, WV (CRW)	82.5	83.3	252	252
Charlotte Amalie, VI (STT)	76.7	75.1	515	515
Charlotte, NC (CLT)	85.5	83.4	15764	15768
Charlottesville, VA (CHO)	88.6	90.7	237	237
Chattanooga, TN (CHA)	88.0	88.9	498	496
Cheyenne, WY (CYS)	77.8	83.3	54	54
Chicago, IL (MDW)	88.1	86.4	5237	5236
Chicago, IL (ORD)	87.6	86.9	19552	19553
Christiansted, VI (STX)	80.3	83.2	137	137
Cincinnati, OH (CVG)	85.6	88.5	3006	3006
Clarksburg/Fairmont, WV (CKB)	84.6	69.2	13	13
Cleveland, OH (CLE)	83.6	87.6	2972	2966
College Station/Bryan, TX (CLL)	92.0	94.3	87	87
Colorado Springs, CO (COS)	80.0	84.3	855	854
Columbia, MO (COU)	86.0	87.6	129	129
Columbia, SC (CAE)	84.7	90.1	483	483
Columbus, GA (CSG)	71.8	85.9	78	78
Columbus, MS (GTR)	96.6	94.8	58	58
Columbus, OH (CMH)	84.4	85.8	3045	3043
Columbus, OH (LCK)	85.7	82.1	56	56
Concord, NC (USA)	69.5	71.2	59	59
Cordova, AK (CDV)	79.3	81.0	58	58
Corpus Christi, TX (CRP)	92.4	91.4	314	313
Dallas, TX (DAL)	87.2	83.1	5522	5522
Dallas/Fort Worth, TX (DFW)	83.2	82.8	22675	22679
Dayton, OH (DAY)	85.8	87.6	557	555
Daytona Beach, FL (DAB)	86.9	86.9	229	229

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

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Deadhorse, AK (SCC)	84.8	89.1	46	46
Decatur, IL (DEC)	89.9	87.3	79	79
Denver, CO (DEN)	81.0	76.1	21763	21759
Des Moines, IA (DSM)	83.2	85.0	1177	1177
Detroit, MI (DTW)	88.5	88.6	9097	9097
Devils Lake, ND (DVL)	70.4	72.2	54	54
Dickinson, ND (DIK)	78.8	80.8	52	52
Dodge City, KS (DDC)	84.0	90.0	50	50
Dothan, AL (DHN)	89.7	91.4	58	58
Duluth, MN (DLH)	83.8	89.7	136	136
Durango, CO (DRO)	83.9	87.1	255	255
Eagle, CO (EGE)	81.0	80.5	600	600
El Paso, TX (ELP)	82.9	86.8	1158	1157
Elko, NV (EKO)	89.7	96.6	29	29
Elmira/Corning, NY (ELM)	86.4	85.2	88	88
Escanaba, MI (ESC)	92.0	94.0	50	50
Eugene, OR (EUG)	83.1	86.2	538	538
Evansville, IN (EVV)	89.7	89.7	145	145
Everett, WA (PAE)	73.3	87.9	116	116
Fairbanks, AK (FAI)	88.8	90.4	187	187
Fargo, ND (FAR)	87.5	86.4	514	514
Fayetteville, AR (XNA)	85.5	88.7	922	921
Fayetteville, NC (FAY)	90.1	90.1	101	101
Flagstaff, AZ (FLG)	87.2	81.6	125	125
Flint, MI (FNT)	79.5	85.1	195	195
Fort Dodge, IA (FOD)	90.0	92.0	50	50
Fort Lauderdale, FL (FLL)	78.9	73.9	8113	8111
Fort Myers, FL (RSW)	82.3	84.3	3778	3778
Fort Smith, AR (FSM)	89.7	93.1	87	87
Fort Wayne, IN (FWA)	87.5	82.3	311	311
Fresno, CA (FAT)	80.6	83.0	839	839
Gainesville, FL (GNV)	94.6	93.0	186	185
Garden City, KS (GCK)	86.2	87.9	58	58
Gillette, WY (GCC)	79.3	89.7	58	58
Grand Forks, ND (GFK)	82.7	87.3	110	110
Grand Island, NE (GRI)	94.7	90.8	76	76
Grand Junction, CO (GJT)	85.5	85.5	290	290
Grand Rapids, MI (GRR)	82.2	87.6	1499	1498
Great Falls, MT (GTF)	87.2	85.3	211	211
Green Bay, WI (GRB)	88.6	88.6	352	352
Greensboro/High Point, NC (GSO)	86.3	90.7	901	901

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Greer, SC (GSP)	87.8	90.5	1165	1164
Guam, TT (GUM)	86.2	96.6	58	58
Gulfport/Biloxi, MS (GPT)	89.1	90.3	239	238
Gunnison, CO (GUC)	82.0	84.3	89	89
Hagerstown, MD (HGR)	76.5	70.6	17	17
Hancock/Houghton, MI (CMX)	84.5	84.5	58	58
Harlingen/San Benito, TX (HRL)	90.4	91.9	323	322
Harrisburg, PA (MDT)	88.3	86.9	359	358
Hartford, CT (BDL)	77.5	84.3	1588	1589
Hattiesburg/Laurel, MS (PIB)	84.0	84.0	50	50
Hayden, CO (HDN)	72.5	71.4	426	426
Hays, KS (HYS)	82.8	91.4	58	58
Helena, MT (HLN)	88.3	89.7	145	145
Hibbing, MN (HIB)	84.0	84.0	50	50
Hilo, HI (ITO)	85.6	93.3	549	549
Hilton Head, SC (HHH)	82.2	84.9	73	73
Honolulu, HI (HNL)	77.9	82.3	4779	4778
Houston, TX (HOU)	88.2	86.5	4199	4199
Houston, TX (IAH)	87.4	85.7	8466	8464
Huntsville, AL (HSV)	87.9	87.0	668	668
Idaho Falls, ID (IDA)	86.7	85.6	188	187
Indianapolis, IN (IND)	84.7	87.2	3435	3435
International Falls, MN (INL)	80.0	84.0	50	50
Iron Mountain/Kingsfd, MI (IMT)	91.4	94.8	58	58
Islip, NY (ISP)	81.4	84.6	456	456
Ithaca/Cortland, NY (ITH)	94.8	91.4	58	58
Jackson, WY (JAC)	78.2	70.3	519	519
Jackson/Vicksburg, MS (JAN)	86.7	89.8	497	498
Jacksonville, FL (JAX)	83.3	86.4	2181	2180
Jacksonville/Camp Lejeune, NC (OAJ)	92.0	93.3	75	75
Jamestown, ND (JMS)	72.2	70.4	54	54
Johnstown, PA (JST)	81.0	82.8	58	58
Joplin, MO (JLN)	88.0	92.0	50	50
Juneau, AK (JNU)	84.6	87.8	319	319
Kahului, HI (OGG)	79.8	84.7	2071	2071
Kalamazoo, MI (AZO)	93.6	94.9	78	78
Kalispell, MT (FCA)	84.7	88.3	222	222
Kansas City, MO (MCI)	85.4	87.7	3489	3490
Ketchikan, AK (KTN)	91.4	90.2	174	174
Key West, FL (EYW)	80.5	76.9	804	804
Killeen, TX (GRK)	90.5	93.1	116	116

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

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Knoxville, TN (TYS)	86.2	90.5	1040	1040
Kodiak, AK (ADQ)	84.5	86.2	58	58
Kona, HI (KOA)	75.8	83.9	1285	1285
Kotzebue, AK (OTZ)	72.4	79.3	29	29
La Crosse, WI (LSE)	100.0	100.0	4	4
Lafayette, LA (LFT)	84.0	84.4	212	212
Lake Charles, LA (LCH)	89.7	85.1	87	87
Lansing, MI (LAN)	85.4	89.3	103	103
Laramie, WY (LAR)	76.0	86.0	50	50
Laredo, TX (LRD)	90.1	88.4	121	121
Las Vegas, NV (LAS)	77.1	78.2	14064	14070
Latrobe, PA (LBE)	65.5	65.5	29	29
Lawton/Fort Sill, OK (LAW)	91.9	93.0	86	86
Lewiston, ID (LWS)	85.1	85.1	87	87
Lexington, KY (LEX)	86.3	86.9	627	627
Liberal, KS (LBL)	80.0	83.3	30	30
Lihue, HI (LIH)	81.3	86.1	1216	1215
Lincoln, NE (LNK)	83.9	85.5	56	55
Little Rock, AR (LIT)	86.4	89.5	860	859
Long Beach, CA (LGB)	83.3	82.7	1392	1392
Longview, TX (GGG)	91.4	84.5	58	58
Los Angeles, CA (LAX)	79.7	81.8	14141	14154
Louisville, KY (SDF)	85.6	89.0	1686	1684
Lubbock, TX (LBB)	86.9	88.0	442	442
Madison, WI (MSN)	85.6	89.5	846	844
Manchester, NH (MHT)	84.8	87.5	329	329
Manhattan/Ft. Riley, KS (MHK)	100.0	95.8	72	72
Marquette, MI (MQT)	84.5	82.5	58	57
Mason City, IA (MCW)	92.0	90.0	50	50
Medford, OR (MFR)	87.1	83.9	342	342
Melbourne, FL (MLB)	89.7	89.2	223	223
Memphis, TN (MEM)	85.5	89.8	1574	1573
Meridian, MS (MEI)	88.0	84.0	50	50
Miami, FL (MIA)	81.2	77.9	9538	9548
Midland/Odessa, TX (MAF)	87.5	90.8	639	639
Milwaukee, WI (MKE)	83.4	87.8	2121	2118
Minneapolis, MN (MSP)	89.6	88.3	8805	8806
Minot, ND (MOT)	81.6	83.3	174	174
Mission/McAllen/Edinburg, TX (MFE)	85.0	87.8	286	287
Missoula, MT (MSO)	86.9	87.8	213	213
Mobile, AL (MOB)	87.8	88.6	229	229

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Moline, IL (MLI)	84.9	88.3	325	325
Monroe, LA (MLU)	87.6	91.0	145	145
Monterey, CA (MRY)	78.7	83.9	301	299
Montgomery, AL (MGM)	84.7	83.2	190	190
Montrose/Delta, CO (MTJ)	74.7	74.7	356	356
Mosinee, WI (CWA)	93.1	93.1	58	58
Myrtle Beach, SC (MYR)	88.4	88.9	837	837
Nashville, TN (BNA)	87.5	87.4	7009	7010
New Orleans, LA (MSY)	83.9	85.2	4046	4041
New York, NY (JFK)	81.4	82.6	9249	9242
New York, NY (LGA)	82.7	83.9	12641	12644
Newark, NJ (EWR)	86.0	85.2	9888	9893
Newburgh/Poughkeepsie, NY (SWF)	90.0	83.3	30	30
Niagara Falls, NY (IAG)	73.2	56.1	41	41
Nome, AK (OME)	79.3	72.4	29	29
Norfolk, VA (ORF)	84.2	89.1	1427	1427
North Bend/Coos Bay, OR (OTH)	73.3	46.7	15	15
North Platte, NE (LBF)	80.0	90.0	50	50
Oakland, CA (OAK)	81.2	80.3	3181	3183
Oklahoma City, OK (OKC)	84.0	89.6	1598	1598
Omaha, NE (OMA)	84.5	88.2	1795	1794
Ontario, CA (ONT)	82.8	83.3	1734	1731
Orlando, FL (MCO)	81.3	80.7	13573	13577
Pago Pago, TT (PPG)	77.8	55.6	9	9
Palm Springs, CA (PSP)	80.2	78.5	1429	1428
Panama City, FL (ECP)	88.6	91.1	440	439
Pasco/Kennewick/Richland, WA (PSC)	85.4	87.6	355	354
Pellston, MI (PLN)	90.0	88.0	50	50
Pensacola, FL (PNS)	84.5	86.9	890	890
Peoria, IL (PIA)	90.0	89.3	280	280
Petersburg, AK (PSG)	79.3	84.5	58	58
Philadelphia, PA (PHL)	83.4	85.9	6555	6558
Phoenix, AZ (AZA)	88.4	92.2	476	476
Phoenix, AZ (PHX)	83.7	84.1	14831	14823
Pittsburgh, PA (PIT)	85.0	87.9	3129	3128
Plattsburgh, NY (PBG)	73.5	65.3	49	49
Pocatello, ID (PIH)	96.6	98.3	58	58
Ponce, PR (PSE)	74.1	84.7	85	85
Portland, ME (PWM)	85.2	88.2	575	575
Portland, OR (PDX)	84.3	86.4	4019	4017
Portsmouth, NH (PSM)	97.1	85.3	34	34

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

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Prescott, AZ (PRC)	77.6	75.9	58	58
Providence, RI (PVD)	83.7	87.9	928	926
Provo, UT (PVU)	85.2	92.9	155	155
Punta Gorda, FL (PGD)	78.9	84.1	584	584
Raleigh/Durham, NC (RDU)	83.8	87.3	4246	4247
Rapid City, SD (RAP)	83.0	82.7	289	289
Redding, CA (RDD)	72.4	87.4	87	87
Reno, NV (RNO)	78.4	80.7	1435	1435
Rhineland, WI (RHI)	93.1	91.4	58	58
Richmond, VA (RIC)	80.0	84.8	1288	1284
Riverton/Lander, WY (RIW)	76.3	76.3	38	38
Roanoke, VA (ROA)	88.3	88.3	231	231
Rochester, MN (RST)	85.6	92.2	104	103
Rochester, NY (ROC)	84.9	85.3	886	886
Rock Springs, WY (RKS)	78.9	92.1	38	38
Rockford, IL (RFD)	87.3	79.4	63	63
Roswell, NM (ROW)	91.4	89.7	58	58
Sacramento, CA (SMF)	82.3	85.3	3730	3730
Saginaw/Bay City/Midland, MI (MBS)	92.5	90.6	159	159
Saipan, TT (SPN)	96.6	100.0	29	29
Salina, KS (SLN)	89.7	89.7	58	58
Salt Lake City, UT (SLC)	87.2	85.9	8718	8723
San Angelo, TX (SJT)	90.8	90.8	87	87
San Antonio, TX (SAT)	84.6	87.4	3024	3025
San Diego, CA (SAN)	79.4	80.8	6579	6581
San Francisco, CA (SFO)	59.4	71.2	9638	9632
San Jose, CA (SJC)	83.0	85.7	3537	3548
San Juan, PR (SJU)	77.2	77.0	2602	2604
San Luis Obispo, CA (SBP)	75.9	79.6	324	324
Sanford, FL (SFB)	78.5	82.6	758	758
Santa Ana, CA (SNA)	82.3	80.7	3408	3408
Santa Barbara, CA (SBA)	71.7	71.5	515	516
Santa Fe, NM (SAF)	86.2	90.5	116	116
Santa Maria, CA (SMX)	77.8	77.8	9	9
Santa Rosa, CA (STS)	78.8	83.5	231	231
Sarasota/Bradenton, FL (SRQ)	83.8	86.1	1537	1537
Sault Ste. Marie, MI (CIU)	84.5	74.1	58	58
Savannah, GA (SAV)	87.4	89.3	1305	1305
Scottsbluff, NE (BFF)	84.0	80.0	50	50
Scranton/Wilkes-Barre, PA (AVP)	71.1	85.2	121	122
Seattle, WA (SEA)	87.0	86.2	11097	11102

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Sheridan, WY (SHR)	84.5	87.9	58	58
Shreveport, LA (SHV)	88.4	89.1	285	285
Sioux City, IA (SUX)	87.9	86.2	58	58
Sioux Falls, SD (FSD)	83.6	83.4	578	578
Sitka, AK (SIT)	85.1	88.5	87	87
South Bend, IN (SBN)	82.1	84.7	485	484
Spokane, WA (GEG)	82.3	88.6	1183	1183
Springfield, IL (SPI)	77.8	55.6	9	9
Springfield, MO (SGF)	86.7	86.5	548	548
St. Cloud, MN (STC)	81.0	76.2	21	21
St. George, UT (SGU)	85.1	87.2	195	195
St. Louis, MO (STL)	86.6	84.6	4605	4603
St. Petersburg, FL (PIE)	79.9	83.8	593	593
State College, PA (SCE)	74.2	83.3	31	30
Stillwater, OK (SWO)	96.6	93.1	58	58
Stockton, CA (SCK)	84.6	84.6	39	39
Sun Valley/Hailey/Ketchum, ID (SUN)	81.4	82.8	221	221
Syracuse, NY (SYR)	84.9	85.5	1096	1096
Tallahassee, FL (TLH)	85.9	86.5	474	473
Tampa, FL (TPA)	83.6	86.2	6573	6571
Texarkana, AR (TXK)	96.6	87.9	58	58
Toledo, OH (TOL)	70.7	65.9	41	41
Traverse City, MI (TVC)	84.4	84.7	224	222
Trenton, NJ (TTN)	77.6	79.2	237	236
Tucson, AZ (TUS)	80.6	84.1	1471	1471
Tulsa, OK (TUL)	86.4	90.3	1143	1145
Twin Falls, ID (TWF)	96.6	93.1	58	58
Tyler, TX (TYR)	90.8	83.9	87	87
Valdosta, GA (VLD)	89.7	89.7	58	58
Valparaiso, FL (VPS)	87.2	91.0	587	586
Victoria, TX (VCT)	96.0	90.0	50	50
Waco, TX (ACT)	94.3	92.0	87	87
Walla Walla, WA (ALW)	89.7	89.7	58	58
Washington, DC (DCA)	84.2	86.3	11298	11298
Washington, DC (IAD)	87.5	90.6	3762	3761
West Palm Beach/Palm Beach, FL (PBI)	80.4	81.4	2817	2817
White Plains, NY (HPN)	79.0	82.9	1012	1012
Wichita Falls, TX (SPS)	93.1	91.4	58	58
Wichita, KS (ICT)	85.7	89.7	698	698
Williston, ND (XWA)	73.0	75.9	141	141
Wilmington, NC (ILM)	87.4	90.2	470	470

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

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Worcester, MA (ORH)	74.0	66.7	123	123
Wrangell, AK (WRG)	84.5	89.7	58	58
Yakutat, AK (YAK)	81.0	84.5	58	58
Yuma, AZ (YUM)	90.3	90.4	124	125

AIR TRAVEL CONSUMER REPORT

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

FEBRUARY 2024

CARRIER ¹	AT ALL US AIRPORTS			
	NUMBER OF AIRPORTS REPORTED	FLIGHT OPERATIONS SCHEDULED	FLIGHT OPERATIONS CANCELLED	PERCENT OF OPERATIONS CANCELLED
ALLEGIANT AIR	118	8486	12	0.1
FRONTIER AIRLINES	72	14157	35	0.2
AMERICAN AIRLINES NETWORK	222	141303	358	0.3
- AMERICAN AIRLINES	121	74870	125	0.2
- BRANDED CODESHARE PARTNERS	208	66433	233	0.4
SOUTHWEST AIRLINES	107	105207	466	0.4
DELTA AIR LINES NETWORK	207	110498	512	0.5
- DELTA AIR LINES	137	71218	97	0.1
- BRANDED CODESHARE PARTNERS	174	39280	415	1.1
SPIRIT AIRLINES	60	19929	138	0.7
UNITED AIRLINES NETWORK	212	100081	1092	1.1
- UNITED AIRLINES	112	56834	335	0.6
- BRANDED CODESHARE PARTNERS	192	43247	757	1.8
ALASKA AIRLINES NETWORK	106	27728	304	1.1
- ALASKA AIRLINES	84	16863	137	0.8
- BRANDED CODESHARE PARTNERS	55	10865	167	1.5
HAWAIIAN AIRLINES	21	6067	68	1.1
JETBLUE AIRWAYS	64	19235	267	1.4
TOTAL AIRPORTS SERVED	349	552,691	3,252	0.6

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

FEBRUARY 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	137	71218	97	0.1	1
ALLEGiant AIR	118	8486	12	0.1	2
AMERICAN AIRLINES	121	74870	125	0.2	3
ENVOY AIR	140	20117	41	0.2	4
PSA AIRLINES	84	15655	35	0.2	5
FRONTIER AIRLINES	72	14157	35	0.2	6
SOUTHWEST AIRLINES	107	105207	466	0.4	7
UNITED AIRLINES	112	56834	335	0.6	8
SPIRIT AIRLINES	60	19929	138	0.7	9
ALASKA AIRLINES	84	16863	137	0.8	10
HAWAIIAN AIRLINES	21	6067	68	1.1	11
SKYWEST AIRLINES	231	53325	709	1.3	12
JETBLUE AIRWAYS	64	19235	267	1.4	13
REPUBLIC AIRWAYS	79	21602	304	1.4	14
ENDEAVOR AIR	98	15656	233	1.5	15
TOTAL AIRPORTS SERVED	332	519,221	3,002	0.6	

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.

AIR TRAVEL CONSUMER REPORT

TABLE 7. CAUSES OF DELAY, BY REPORTING MARKETING CARRIER

FEBRUARY 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	27728	22355	80.62	304	1.10	99	0.36	1099	3.96	161	0.58	2101	7.58	17	0.06	1592	5.74
- ALASKA AIRLINES	16863	13801	81.84	137	0.81	56	0.33	662	3.93	83	0.49	1194	7.08	15	0.09	916	5.43
- BRANDED CODESHARE PARTNERS	10865	8554	78.73	167	1.54	43	0.40	437	4.02	78	0.72	908	8.36	3	0.03	675	6.21
ALLEGiant AIR	8486	6962	82.04	12	0.14	14	0.16	402	4.74	66	0.78	525	6.19	5	0.06	500	5.89
AMERICAN AIRLINES NETWORK	141303	118768	84.05	358	0.25	230	0.16	6944	4.91	611	0.43	6528	4.62	115	0.08	7748	5.48
- AMERICAN AIRLINES	74870	60671	81.04	125	0.17	110	0.15	4402	5.88	227	0.30	3975	5.31	64	0.09	5295	7.07
- BRANDED CODESHARE PARTNERS	66433	58097	87.45	233	0.35	120	0.18	2542	3.83	384	0.58	2553	3.84	51	0.08	2453	3.69
DELTA AIR LINES NETWORK	110498	97660	88.38	512	0.46	188	0.17	5134	4.65	758	0.69	3919	3.55	24	0.02	2302	2.08
- DELTA AIR LINES	71218	63025	88.50	97	0.14	101	0.14	3226	4.53	162	0.23	2946	4.14	18	0.03	1644	2.31
- BRANDED CODESHARE PARTNERS	39280	34635	88.17	415	1.06	87	0.22	1909	4.86	597	1.52	974	2.48	6	0.02	657	1.67
FRONTIER AIRLINES	14157	11303	79.84	35	0.25	10	0.07	594	4.20	26	0.18	981	6.93	0	0.00	1208	8.53
HAWAIIAN AIRLINES	6067	4851	79.96	68	1.12	7	0.12	674	11.11	26	0.43	36	0.59	3	0.05	402	6.63
JETBLUE AIRWAYS	19235	14284	74.26	267	1.39	45	0.23	1753	9.11	44	0.23	1231	6.40	9	0.05	1602	8.33
SOUTHWEST AIRLINES	105207	87399	83.07	466	0.44	138	0.13	5019	4.77	163	0.15	4649	4.42	53	0.05	7320	6.96
SPIRIT AIRLINES	19929	15501	77.78	138	0.69	26	0.13	1075	5.39	67	0.34	1965	9.86	58	0.29	1099	5.51
UNITED AIRLINES NETWORK	100081	83267	83.20	1092	1.09	253	0.25	5158	5.15	627	0.63	5337	5.33	10	0.01	4337	4.33
- UNITED AIRLINES	56834	47332	83.28	335	0.59	124	0.22	2535	4.46	224	0.39	3658	6.44	2	0.00	2623	4.62
- BRANDED CODESHARE PARTNERS	43247	35935	83.09	757	1.75	129	0.30	2623	6.07	403	0.93	1679	3.88	8	0.02	1714	3.96
TOTAL	552,691	462,350	83.65	3,252	0.59	1,010	0.18	27,852	5.04	2,551	0.46	27,273	4.93	294	0.05	28,110	5.09

* 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
FEBRUARY 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	16863	13801	81.84	137	0.81	56	0.33	662	3.93	83	0.49	1194	7.08	15	0.09	916	5.43
ALLEGIAN AIR	8486	6962	82.04	12	0.14	14	0.16	402	4.74	66	0.78	525	6.19	5	0.06	500	5.89
AMERICAN AIRLINES	74870	60671	81.04	125	0.17	110	0.15	4402	5.88	227	0.30	3975	5.31	64	0.09	5295	7.07
DELTA AIR LINES	71218	63025	88.50	97	0.14	101	0.14	3226	4.53	162	0.23	2946	4.14	18	0.03	1644	2.31
ENDEAVOR AIR	15656	13804	88.17	233	1.49	31	0.20	490	3.13	62	0.40	475	3.03	0	0.00	561	3.58
ENVOY AIR	20117	17581	87.39	41	0.20	31	0.15	635	3.16	128	0.64	929	4.62	9	0.04	762	3.79
FRONTIER AIRLINES	14157	11303	79.84	35	0.25	10	0.07	594	4.20	26	0.18	981	6.93	0	0.00	1208	8.53
HAWAIIAN AIRLINES	6067	4851	79.96	68	1.12	7	0.12	674	11.11	26	0.43	36	0.59	3	0.05	402	6.63
JETBLUE AIRWAYS	19235	14284	74.26	267	1.39	45	0.23	1753	9.11	44	0.23	1231	6.40	9	0.05	1602	8.33
PSA AIRLINES	15655	13473	86.06	35	0.22	14	0.09	625	3.99	47	0.30	631	4.03	16	0.10	813	5.19
REPUBLIC AIRWAYS	21602	19621	90.83	304	1.41	24	0.11	377	1.75	64	0.30	774	3.58	5	0.02	432	2.00
SKYWEST AIRLINES	53325	43625	81.81	709	1.33	219	0.41	4087	7.66	1004	1.88	2134	4.00	35	0.07	1512	2.84
SOUTHWEST AIRLINES	105207	87399	83.07	466	0.44	138	0.13	5019	4.77	163	0.15	4649	4.42	53	0.05	7320	6.96
SPIRIT AIRLINES	19929	15501	77.78	138	0.69	26	0.13	1075	5.39	67	0.34	1965	9.86	58	0.29	1099	5.51
UNITED AIRLINES	56834	47332	83.28	335	0.59	124	0.22	2535	4.46	224	0.39	3658	6.44	2	0.00	2623	4.62
TOTAL	519,221	433,233	83.44	3,002	0.58	950	0.18	26,556	5.11	2,395	0.46	26,103	5.03	291	0.06	26,690	5.14

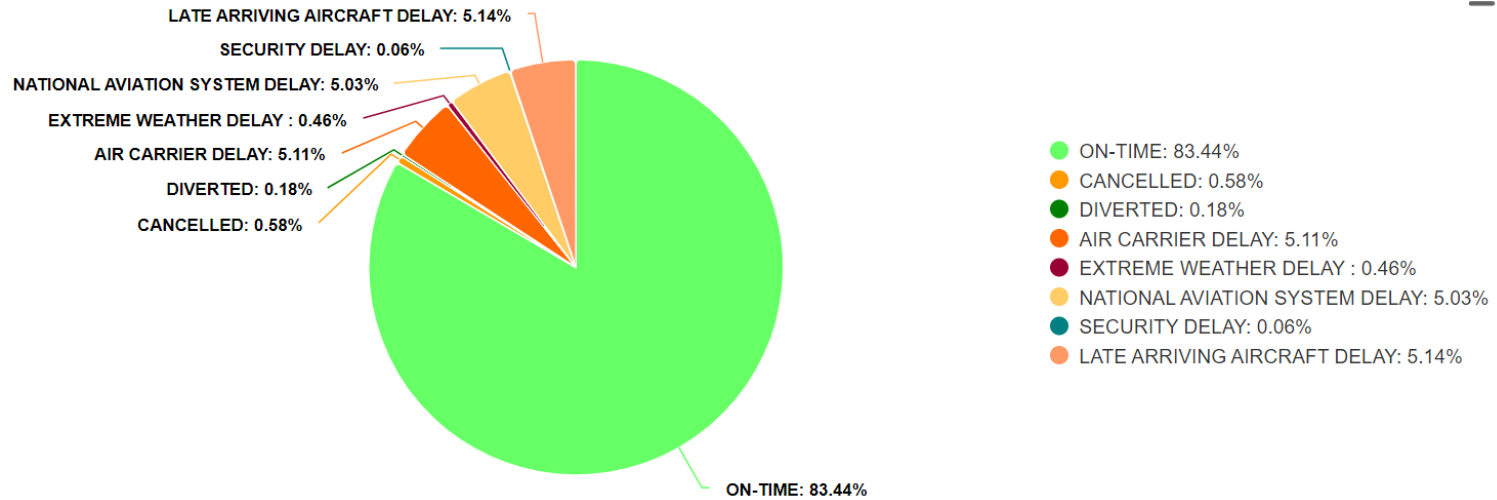
*** Causes of Delay:**

- **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
FEBRUARY 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.

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

FEBRUARY 2024

MARKETING CARRIER	OPERATING CARRIER	FLIGHT NUMBER	ORIGIN AIRPORT	DESTINATION AIRPORT	DATE OF FLIGHT	LOCATION OF LONGEST TARMAC TIME	LENGTH OF TARMAC DELAY
UNITED	UNITED	465	DEN	IAH	2/16/2024	Origin Airport	4:06
UNITED	UNITED	1815	DEN	STL	2/16/2024	Origin Airport	4:05
UNITED	SKYWEST	5764	DAY	DEN	2/27/2024	Diversion Airport (PUB)	3:30
UNITED	UNITED	2408	DEN	IAD	2/16/2024	Origin Airport	3:30
UNITED	UNITED	1898	DEN	ORD	2/16/2024	Origin Airport	3:29
UNITED	UNITED	2499	IAH	MIA	2/4/2024	Destination Airport	3:25
ALLEGiant	ALLEGiant	2993	IND	SRQ	2/16/2024	Origin Airport	3:17
DELTA	SKYWEST	4278	DTW	CIU	2/3/2024	Diversion Airport (FNT)	3:06
UNITED	UNITED	435	DEN	MIA	2/4/2024	Destination Airport	3:04
AMERICAN	AMERICAN	1501	BZN	ORD	2/26/2024	Origin 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

FEBRUARY 2024

MARKETING CARRIER	OPERATING CARRIER	FLIGHT NUMBER	ORIGIN AIRPORT	DESTINATION AIRPORT	DATE OF FLIGHT	LOCATION OF LONGEST TARMAC DELAY	LENGTH OF TARMAC DELAY
AIR CANADA	AIR CANADA	1039	YYZ	DEN	2/27/2024	Diversion Airport (PUB)	4:33
CATHAY PACIFIC AIRWAYS	CATHAY PACIFIC AIRWAYS	870	HKG	SFO	2/4/2024	Diversion Airport (OAK)	4:06

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	EWR
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, 2022, 15 air carriers reached this reporting threshold. They are Alaska Airlines, Allegiant Air, American Airlines, Delta Air Lines, Endeavor Air, Envoy Air, Frontier Airlines, Hawaiian Airlines, JetBlue Airways, PSA Airlines, Republic Airways, SkyWest Airlines, Southwest Airlines, Spirit Airlines, and United Airlines.

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	February 2024			February 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	FRONTIER AIRLINES	649,786	1,904	0.29	724,642	3,316	0.46
2	ALLEGiant AIR	246,154	792	0.32	486,370	822	0.17
3	JETBLUE AIRWAYS	1,055,015	3,545	0.34	1,150,327	6,378	0.55
4	SPIRIT AIRLINES	928,328	3,210	0.35	971,441	5,613	0.58
5	DELTA AIR LINES NETWORK	7,307,825	25,989	0.36	6,881,723	33,231	0.48
	- DELTA AIR LINES	5,914,185	21,743	0.37	5,595,720	27,273	0.49
	- BRANDED CODESHARE PARTNERS	1,393,640	4,246	0.30	1,286,003	5,958	0.46
6	SOUTHWEST AIRLINES	9,463,619	39,915	0.42	8,709,271	39,122	0.45
7	HAWAIIAN AIRLINES	451,348	2,139	0.47	457,788	1,968	0.43
8	ALASKA AIRLINES NETWORK	1,815,263	9,443	0.52	1,842,156	11,364	0.62
	- ALASKA AIRLINES	1,403,206	7,341	0.52	1,454,374	8,829	0.61
	- BRANDED CODESHARE PARTNERS	412,057	2,102	0.51	387,782	2,535	0.65
9	AMERICAN AIRLINES NETWORK	8,312,495	47,590	0.57	7,494,365	60,337	0.81
	- AMERICAN AIRLINES	5,588,939	32,982	0.59	5,119,446	44,504	0.87
	- BRANDED CODESHARE PARTNERS	2,723,556	14,608	0.54	2,374,919	15,833	0.67
10	UNITED AIRLINES NETWORK	5,870,389	40,233	0.69	5,609,087	46,529	0.83
	- UNITED AIRLINES	4,385,724	30,000	0.68	4,119,634	33,846	0.82
	- BRANDED CODESHARE PARTNERS	1,484,665	10,233	0.69	1,489,453	12,683	0.85
TOTAL		36,100,222	174,760	0.48	34,327,170	208,680	0.61

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	February 2024			February 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	FRONTIER AIRLINES	649,786	1,904	0.29	724,642	3,316	0.46
2	ENDEAVOR AIR	622,638	1,951	0.31	535,092	2,333	0.44
3	ALLEGiant AIR	246,154	792	0.32	486,370	822	0.17
4	JETBLUE AIRWAYS	1,055,015	3,545	0.34	1,150,327	6,378	0.55
5	SPIRIT AIRLINES	928,328	3,210	0.35	971,441	5,613	0.58
6	DELTA AIR LINES	5,914,185	21,743	0.37	5,595,720	27,273	0.49
7	REPUBLIC AIRWAYS	622,058	2,418	0.39	524,191	3,855	0.74
8	SOUTHWEST AIRLINES	9,463,619	39,915	0.42	8,709,271	39,122	0.45
9	HAWAIIAN AIRLINES	451,348	2,139	0.47	457,788	1,968	0.43
10	PSA AIRLINES	853,486	4,367	0.51	720,248	3,857	0.54
11	ALASKA AIRLINES	1,403,206	7,341	0.52	1,454,374	8,829	0.61
12	ENVOY AIR	705,639	3,933	0.56	579,789	4,314	0.74
13	AMERICAN AIRLINES	5,588,939	32,982	0.59	5,119,446	44,504	0.87
14	SKYWEST AIRLINES	2,156,610	13,236	0.61	1,928,120	13,990	0.73
15	UNITED AIRLINES	4,385,724	30,000	0.68	4,119,634	33,846	0.82
	TOTAL	35,046,735	169,476	0.48	33,076,453	200,020	0.60

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	February 2024			February 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	DELTA AIR LINES NETWORK	10,043	63	0.63	11,804	74	0.63
	- DELTA AIR LINES	8,199	48	0.59	9,948	63	0.63
	- BRANDED CODESHARE PARTNERS	1,844	15	0.81	1,856	11	0.59
2	ALASKA AIRLINES NETWORK	1,986	17	0.86	1,844	28	1.52
	- ALASKA AIRLINES	1,758	14	0.80	1,667	24	1.44
	- BRANDED CODESHARE PARTNERS	228	3	1.32	177	4	2.26
3	HAWAIIAN AIRLINES	1,037	9	0.87	526	6	1.14
4	UNITED AIRLINES NETWORK	9,632	107	1.11	8,223	117	1.42
	- UNITED AIRLINES	7,673	89	1.16	6,591	94	1.43
	- BRANDED CODESHARE PARTNERS	1,959	18	0.92	1,632	23	1.41
5	ALLEGiant AIR	1,879	21	1.12	1,563	1	0.06
6	JETBLUE AIRWAYS	1,727	21	1.22	1,876	27	1.44
7	SOUTHWEST AIRLINES	15,032	232	1.54	12,016	186	1.55
8	AMERICAN AIRLINES NETWORK	10,008	163	1.63	8,648	169	1.95
	- AMERICAN AIRLINES	7,730	124	1.60	6,736	135	2.00
	- BRANDED CODESHARE PARTNERS	2,278	39	1.71	1,912	34	1.78
9	FRONTIER AIRLINES	2,198	39	1.77	2,301	38	1.65
10	SPIRIT AIRLINES	1,387	44	3.17	964	50	5.19
	TOTAL	54,929	716	1.30	49,765	696	1.40

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	February 2024			February 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	DELTA AIR LINES	8,199	48	0.59	9,948	63	0.63
2	ENDEAVOR AIR	777	5	0.64	685	2	0.29
3	ALASKA AIRLINES	1,758	14	0.80	1,667	24	1.44
4	HAWAIIAN AIRLINES	1,037	9	0.87	526	6	1.14
5	SKYWEST AIRLINES	2,329	22	0.94	2,113	27	1.28
6	ENVOY AIR	844	9	1.07	612	6	0.98
7	ALLEGiant AIR	1,879	21	1.12	1,563	1	0.06
8	UNITED AIRLINES	7,673	89	1.16	6,591	94	1.43
9	JETBLUE AIRWAYS	1,727	21	1.22	1,876	27	1.44
10	SOUTHWEST AIRLINES	15,032	232	1.54	12,016	186	1.55
11	AMERICAN AIRLINES	7,730	124	1.60	6,736	135	2.00
12	FRONTIER AIRLINES	2,198	39	1.77	2,301	38	1.65
13	REPUBLIC AIRWAYS	613	12	1.96	696	11	1.58
14	PSA AIRLINES	502	14	2.79	416	7	1.68
15	SPIRIT AIRLINES	1,387	44	3.17	964	50	5.19
	TOTAL	53,685	703	1.31	48,710	677	1.39

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				OCTOBER - DECEMBER 2022			
		DENIED BOARDINGS (DB'S)		ENPLANED PASSENGERS	INVOLUNTARY DB'S PER 10,000 PASSENGERS	DENIED BOARDINGS (DB'S)		ENPLANED PASSENGERS	INVOLUNTARY DB'S PER 10,000 PASSENGERS
		VOLUNTARY	INVOLUNTARY			VOLUNTARY	INVOLUNTARY		
1	DELTA AIR LINES NETWORK	23,120	0	44,737,307	0.00	24,625	0	40,855,264	0.00
	- DELTA AIR LINES	14,402	0	37,376,574	0.00	17,286	0	33,956,868	0.00
	- BRANDED CODESHARE PARTNERS	8,718	0	7,360,733	0.00	7,339	0	6,898,396	0.00
2	ALLEGiant AIR	269	0	4,145,771	0.00	340	0	3,962,466	0.00
3	HAWAIIAN AIRLINES	138	2	2,523,525	0.01	136	0	2,574,909	0.00
4	UNITED AIRLINES NETWORK	8,116	57	37,593,509	0.02	7,334	52	34,685,269	0.01
	- UNITED AIRLINES	4,226	30	29,877,817	0.01	4,444	43	27,328,071	0.02
	- BRANDED CODESHARE PARTNERS	3,890	27	7,715,692	0.03	2,890	9	7,357,198	0.01
5	JETBLUE AIRWAYS	1,264	28	9,025,081	0.03	1,353	21	9,433,636	0.02
6	SOUTHWEST AIRLINES	5,376	175	44,477,097	0.04	11,878	2,489	40,246,079	0.62
7	ALASKA AIRLINES NETWORK	3,261	91	10,422,782	0.09	3,045	143	10,029,105	0.14
	- ALASKA AIRLINES	1,695	33	8,118,135	0.04	2,339	99	7,961,225	0.12
	- BRANDED CODESHARE PARTNERS	1,566	58	2,304,647	0.25	706	44	2,067,880	0.21
8	SPIRIT AIRLINES	3,157	528	10,914,400	0.48	2,605	401	9,699,040	0.41
9	AMERICAN AIRLINES NETWORK	9,958	2,624	49,211,253	0.53	8,683	2,175	46,824,994	0.46
	- AMERICAN AIRLINES	5,540	1,699	37,128,862	0.46	5,050	1,453	36,078,541	0.40
	- BRANDED CODESHARE PARTNERS	4,418	925	12,082,391	0.77	3,633	722	10,746,453	0.67
10	FRONTIER AIRLINES	1,158	833	7,940,032	1.05	2,730	911	5,530,412	1.65
	TOTAL	55,817	4,338	220,990,757	0.20	62,729	6,192	203,841,174	0.30

* 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

PASSENGERS DENIED BOARDING BY REPORTING OPERATING 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	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 ATCR 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 ATCR 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 ATCR in a similar manner as before and anticipates publishing submission and civil rights complaint numbers in June 2024.

AIR TRAVEL CONSUMER REPORT

February 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
Alaska Airlines		1	0
Delta Air Lines	1		
Totals:	1	1	0



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

Customer Experience Report for February 2024 ^a

The Transportation Security Administration (TSA) screened approximately 62.8 million passengers at screening checkpoints and 36.2 million checked bags at baggage screening locations in February 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 February 2024, TSA received 12,765 complaints (i.e. a description of a negative experience) from the general public via phone or email (or 20.4 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
1,062	1.7	574	1.0	10,305	16.5	131	0.3

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
359	0.6	87	0.2	48	0.1	199	0.4

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
246 ^d	246	0.0007



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

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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 phone (tel: 866-289-9673) or e-mail (tailored web forms at <https://www.tsa.gov/contact/contact-forms>). 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>