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# ***Air Travel Consumer Report***

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A Product Of  
**THE OFFICE OF AVIATION CONSUMER PROTECTION**

**Issued: June 2024**



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|--------------------------------------------------------------------------------------------------|------------------------------|
| <b>Flight Delays<sup>1</sup></b>                                                                 | April 2024                   |
| <b>Mishandled Baggage, Wheelchairs,<br/>and Scooters<sup>1</sup></b>                             | April 2024                   |
| <b>Oversales<sup>1</sup></b>                                                                     | 1 <sup>st</sup> Quarter 2024 |
| <b>Consumer Complaints<sup>2</sup></b><br>(Includes Disability and<br>Discrimination Complaints) | April 2024                   |
| <b>Airline Animal Incident Reports<sup>4</sup></b>                                               | April 2024                   |
| <b>Customer Service Reports to<br/>the Dept. of Homeland Security<sup>3</sup></b>                | April 2024                   |

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<sup>1</sup> Data collected by the Bureau of Transportation Statistics. Website: <http://www.bts.gov>

<sup>2</sup> Data compiled by the Office of Aviation Consumer Protection Division. Website: <http://www.transportation.gov/airconsumer>

<sup>3</sup> Data provided by the Department of Homeland Security, Transportation Security Administration

<sup>4</sup> 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](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](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

APRIL 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<br>Branded Codeshare<br>Partners | Alaska Airlines<br>Branded Codeshare<br>Partners | Delta Air Lines<br>Branded Codeshare<br>Partners | United Airlines<br>Branded Codeshare<br>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

APRIL 2024

| AT ALL US AIRPORTS           |                             |                             |      |
|------------------------------|-----------------------------|-----------------------------|------|
| CARRIER <sup>1</sup>         | NUMBER OF AIRPORTS REPORTED | PERCENT OF ON-TIME ARRIVALS | RANK |
| ALLEGiant AIR                | 119                         | 85.8                        | 1    |
| DELTA AIR LINES NETWORK      | 210                         | 84.8                        | 2    |
| - DELTA AIR LINES            | 142                         | 84.1                        |      |
| - BRANDED CODESHARE PARTNERS | 176                         | 86.1                        |      |
| HAWAIIAN AIRLINES            | 21                          | 84.0                        | 3    |
| SPIRIT AIRLINES              | 60                          | 81.4                        | 4    |
| UNITED AIRLINES NETWORK      | 213                         | 81.3                        | 5    |
| - UNITED AIRLINES            | 110                         | 80.2                        |      |
| - BRANDED CODESHARE PARTNERS | 193                         | 82.8                        |      |
| SOUTHWEST AIRLINES           | 107                         | 79.8                        | 6    |
| ALASKA AIRLINES NETWORK      | 104                         | 79.2                        | 7    |
| - ALASKA AIRLINES            | 85                          | 78.7                        |      |
| - BRANDED CODESHARE PARTNERS | 55                          | 80.0                        |      |
| AMERICAN AIRLINES NETWORK    | 223                         | 78.1                        | 8    |
| - AMERICAN AIRLINES          | 122                         | 74.9                        |      |
| - BRANDED CODESHARE PARTNERS | 205                         | 81.6                        |      |
| JETBLUE AIRWAYS              | 65                          | 76.3                        | 9    |
| FRONTIER AIRLINES            | 78                          | 69.1                        | 10   |
| TOTAL AIRPORTS SERVED        | 349                         | 80.4                        |      |

<sup>1</sup> 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

APRIL 2024

| AT ALL US AIRPORTS    |                             |                             |      |
|-----------------------|-----------------------------|-----------------------------|------|
| CARRIER <sup>1</sup>  | NUMBER OF AIRPORTS REPORTED | PERCENT OF ON-TIME ARRIVALS | RANK |
| REPUBLIC AIRWAYS      | 77                          | 86.9                        | 1    |
| ENDEAVOR AIR          | 99                          | 86.5                        | 2    |
| ALLEGiant AIR         | 119                         | 85.8                        | 3    |
| DELTA AIR LINES       | 142                         | 84.1                        | 4    |
| HAWAIIAN AIRLINES     | 21                          | 84.0                        | 5    |
| SKYWEST AIRLINES      | 226                         | 82.9                        | 6    |
| SPIRIT AIRLINES       | 60                          | 81.4                        | 7    |
| UNITED AIRLINES       | 110                         | 80.2                        | 8    |
| SOUTHWEST AIRLINES    | 107                         | 79.8                        | 9    |
| ENVOY AIR             | 143                         | 79.4                        | 10   |
| ALASKA AIRLINES       | 85                          | 78.7                        | 11   |
| PSA AIRLINES          | 88                          | 77.5                        | 12   |
| JETBLUE AIRWAYS       | 65                          | 76.3                        | 13   |
| AMERICAN AIRLINES     | 122                         | 74.9                        | 14   |
| FRONTIER AIRLINES     | 78                          | 69.1                        | 15   |
| TOTAL AIRPORTS SERVED | 332                         | 80.2                        |      |

<sup>1</sup> 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

APRIL 2024

| CARRIER <sup>1</sup>             | Jan 24      |           | Feb 24      |           | Mar 24      |           | Apr 24      |           | Year-to-date (YTD) |           |
|----------------------------------|-------------|-----------|-------------|-----------|-------------|-----------|-------------|-----------|--------------------|-----------|
|                                  | %           | Rank      | %           | Rank      | %           | Rank      | %           | Rank      | %                  | Rank      |
| <b>ALASKA AIRLINES NETWORK</b>   | <b>64.7</b> | <b>10</b> | <b>80.6</b> | <b>6</b>  | <b>77.6</b> | <b>4</b>  | <b>79.2</b> | <b>7</b>  | <b>75.6</b>        | <b>7</b>  |
| - ALASKA AIRLINES                | 59.1        |           | 81.8        |           | 77.4        |           | 78.7        |           | 74.3               |           |
| - BRANDED CODESHARE PARTNERS     | 73.6        |           | 78.7        |           | 77.9        |           | 80.0        |           | 77.7               |           |
| <b>ALLEGiant AIR</b>             | <b>75.6</b> | <b>2</b>  | <b>82.0</b> | <b>5</b>  | <b>75.8</b> | <b>7</b>  | <b>85.8</b> | <b>1</b>  | <b>79.7</b>        | <b>4</b>  |
| <b>AMERICAN AIRLINES NETWORK</b> | <b>70.5</b> | <b>8</b>  | <b>84.1</b> | <b>2</b>  | <b>77.5</b> | <b>5</b>  | <b>78.1</b> | <b>8</b>  | <b>77.5</b>        | <b>6</b>  |
| - AMERICAN AIRLINES              | 69.3        |           | 81.0        |           | 71.9        |           | 74.9        |           | 74.2               |           |
| - BRANDED CODESHARE PARTNERS     | 71.8        |           | 87.5        |           | 83.8        |           | 81.6        |           | 81.1               |           |
| <b>DELTA AIR LINES NETWORK</b>   | <b>77.8</b> | <b>1</b>  | <b>88.4</b> | <b>1</b>  | <b>84.8</b> | <b>2</b>  | <b>84.8</b> | <b>2</b>  | <b>83.9</b>        | <b>1</b>  |
| - DELTA AIR LINES                | 80.4        |           | 88.5        |           | 83.4        |           | 84.1        |           | 84.0               |           |
| - BRANDED CODESHARE PARTNERS     | 73.2        |           | 88.2        |           | 87.5        |           | 86.1        |           | 83.7               |           |
| <b>FRONTIER AIRLINES</b>         | <b>71.2</b> | <b>7</b>  | <b>79.8</b> | <b>8</b>  | <b>66.4</b> | <b>10</b> | <b>69.1</b> | <b>10</b> | <b>71.2</b>        | <b>10</b> |
| <b>HAWAIIAN AIRLINES</b>         | <b>72.0</b> | <b>6</b>  | <b>80.0</b> | <b>7</b>  | <b>87.2</b> | <b>1</b>  | <b>84.0</b> | <b>3</b>  | <b>80.8</b>        | <b>2</b>  |
| <b>JETBLUE AIRWAYS</b>           | <b>69.5</b> | <b>9</b>  | <b>74.3</b> | <b>10</b> | <b>68.4</b> | <b>9</b>  | <b>76.3</b> | <b>9</b>  | <b>72.0</b>        | <b>9</b>  |
| <b>SOUTHWEST AIRLINES</b>        | <b>73.9</b> | <b>3</b>  | <b>83.1</b> | <b>4</b>  | <b>76.6</b> | <b>6</b>  | <b>79.8</b> | <b>6</b>  | <b>78.2</b>        | <b>5</b>  |
| <b>SPIRIT AIRLINES</b>           | <b>72.5</b> | <b>4</b>  | <b>77.8</b> | <b>9</b>  | <b>69.6</b> | <b>8</b>  | <b>81.4</b> | <b>4</b>  | <b>75.3</b>        | <b>8</b>  |
| <b>UNITED AIRLINES NETWORK</b>   | <b>72.4</b> | <b>5</b>  | <b>83.2</b> | <b>3</b>  | <b>81.8</b> | <b>3</b>  | <b>81.3</b> | <b>5</b>  | <b>79.7</b>        | <b>3</b>  |
| - UNITED AIRLINES                | 71.9        |           | 83.3        |           | 80.6        |           | 80.2        |           | 79.0               |           |
| - BRANDED CODESHARE PARTNERS     | 72.9        |           | 83.1        |           | 83.4        |           | 82.8        |           | 80.5               |           |
| <b>TOTAL</b>                     | <b>72.8</b> |           | <b>83.7</b> |           | <b>78.7</b> |           | <b>80.4</b> |           | <b>78.9</b>        |           |

<sup>1</sup> 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)

APRIL 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      | 85       | 82.4      | 250      | 77.2      | 116      | 81.9      | 191      | 71.7      | 45       | 82.2      | 0        | 0.0       | 150      | 76.0      | 140      | 84.3      |
| - ALASKA AIRLINES            | 85       | 82.4      | 240      | 77.5      | 116      | 81.9      | 191      | 71.7      | 45       | 82.2      | 0        | 0.0       | 150      | 76.0      | 140      | 84.3      |
| - BRANDED CODESHARE PARTNERS | 0        | 0.0       | 10       | 70.0      | 0        | 0.0       | 0        | 0.0       | 0        | 0.0       | 0        | 0.0       | 0        | 0.0       | 0        | 0.0       |
| ALLEGiant AIR                | 0        | 0.0       | 101      | 80.2      | 278      | 87.4      | 53       | 96.2      | 23       | 73.9      | 0        | 0.0       | 0        | 0.0       | 34       | 85.3      |
| AMERICAN AIRLINES NETWORK    | 942      | 73.0      | 1427     | 76.2      | 1481     | 79.4      | 2041     | 76.7      | 370      | 67.3      | 18517    | 79.0      | 7173     | 78.9      | 818      | 71.4      |
| - AMERICAN AIRLINES          | 577      | 69.2      | 1102     | 75.5      | 671      | 71.4      | 1356     | 72.4      | 307      | 64.5      | 10655    | 78.6      | 2369     | 75.1      | 731      | 68.9      |
| - BRANDED CODESHARE PARTNERS | 365      | 79.2      | 325      | 78.8      | 810      | 86.0      | 685      | 85.1      | 63       | 81.0      | 7862     | 79.6      | 4804     | 80.8      | 87       | 92.0      |
| DELTA AIR LINES NETWORK      | 21543    | 86.7      | 1178     | 75.2      | 1115     | 87.4      | 3956     | 78.6      | 565      | 82.5      | 996      | 83.7      | 1615     | 80.6      | 1059     | 80.4      |
| - DELTA AIR LINES            | 18817    | 86.8      | 990      | 76.1      | 692      | 88.9      | 2172     | 76.3      | 433      | 82.7      | 509      | 84.9      | 751      | 79.1      | 1057     | 80.3      |
| - BRANDED CODESHARE PARTNERS | 2726     | 86.1      | 188      | 70.7      | 423      | 85.1      | 1784     | 81.3      | 132      | 81.8      | 487      | 82.5      | 864      | 81.8      | 2        | 100.0     |
| FRONTIER AIRLINES            | 938      | 67.4      | 45       | 73.3      | 52       | 73.1      | 94       | 76.6      | 258      | 65.9      | 243      | 68.3      | 90       | 72.2      | 2095     | 66.4      |
| HAWAIIAN AIRLINES            | 0        | 0.0       | 13       | 92.3      | 0        | 0.0       | 17       | 82.4      | 0        | 0.0       | 0        | 0.0       | 0        | 0.0       | 0        | 0.0       |
| JETBLUE AIRWAYS              | 266      | 73.7      | 90       | 57.8      | 90       | 76.7      | 3254     | 77.8      | 56       | 75.0      | 56       | 76.8      | 704      | 78.0      | 60       | 71.7      |
| SOUTHWEST AIRLINES           | 3239     | 82.9      | 3352     | 76.5      | 4177     | 82.6      | 511      | 74.4      | 6120     | 83.2      | 273      | 76.2      | 1293     | 80.8      | 8336     | 81.2      |
| SPIRIT AIRLINES              | 839      | 79.5      | 93       | 73.1      | 305      | 81.0      | 648      | 74.1      | 536      | 83.8      | 420      | 81.9      | 0        | 0.0       | 0        | 0.0       |
| UNITED AIRLINES NETWORK      | 711      | 79.6      | 853      | 78.5      | 697      | 84.1      | 986      | 77.3      | 296      | 79.4      | 498      | 77.3      | 804      | 78.6      | 12931    | 84.0      |
| - UNITED AIRLINES            | 538      | 79.4      | 750      | 78.0      | 555      | 83.4      | 955      | 76.9      | 262      | 79.8      | 340      | 75.6      | 477      | 75.5      | 7881     | 83.3      |
| - BRANDED CODESHARE PARTNERS | 173      | 80.3      | 103      | 82.5      | 142      | 86.6      | 31       | 90.3      | 34       | 76.5      | 158      | 81.0      | 327      | 83.2      | 5050     | 85.0      |
| TOTAL                        | 28,563   | 84.7      | 7,402    | 76.3      | 8,311    | 82.8      | 11,751   | 77.5      | 8,269    | 81.7      | 21,003   | 79.1      | 11,829   | 79.2      | 25,473   | 81.1      |

\* 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)

APRIL 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   |
| <b>ALASKA AIRLINES NETWORK</b>   | <b>166</b>    | <b>68.1</b> | <b>40</b>     | <b>82.5</b> | <b>278</b>    | <b>79.9</b> | <b>92</b>    | <b>80.4</b> | <b>196</b>   | <b>78.1</b> | <b>73</b>     | <b>71.2</b> | <b>329</b>    | <b>75.1</b> | <b>616</b>    | <b>73.1</b> |
| - ALASKA AIRLINES                | 166           | 68.1        | 40            | 82.5        | 278           | 79.9        | 92           | 80.4        | 196          | 78.1        | 73            | 71.2        | 329           | 75.1        | 453           | 71.5        |
| - BRANDED CODESHARE PARTNERS     | 0             | 0.0         | 0             | 0.0         | 0             | 0.0         | 0            | 0.0         | 0            | 0.0         | 0             | 0.0         | 0             | 0.0         | 163           | 77.3        |
| <b>ALLEGiant AIR</b>             | <b>0</b>      | <b>0.0</b>  | <b>0</b>      | <b>0.0</b>  | <b>45</b>     | <b>93.3</b> | <b>287</b>   | <b>81.2</b> | <b>33</b>    | <b>90.9</b> | <b>0</b>      | <b>0.0</b>  | <b>0</b>      | <b>0.0</b>  | <b>595</b>    | <b>83.0</b> |
| <b>AMERICAN AIRLINES NETWORK</b> | <b>21410</b>  | <b>73.1</b> | <b>766</b>    | <b>74.2</b> | <b>640</b>    | <b>67.0</b> | <b>627</b>   | <b>74.2</b> | <b>202</b>   | <b>75.2</b> | <b>805</b>    | <b>74.9</b> | <b>1974</b>   | <b>80.7</b> | <b>1127</b>   | <b>76.7</b> |
| - AMERICAN AIRLINES              | 13269         | 72.2        | 487           | 70.4        | 541           | 65.1        | 627          | 74.2        | 59           | 69.5        | 582           | 70.8        | 1191          | 78.9        | 1127          | 76.7        |
| - BRANDED CODESHARE PARTNERS     | 8141          | 74.7        | 279           | 80.6        | 99            | 77.8        | 0            | 0.0         | 143          | 77.6        | 223           | 85.7        | 783           | 83.5        | 0             | 0.0         |
| <b>DELTA AIR LINES NETWORK</b>   | <b>992</b>    | <b>71.2</b> | <b>8042</b>   | <b>86.2</b> | <b>744</b>    | <b>78.8</b> | <b>1111</b>  | <b>79.6</b> | <b>492</b>   | <b>82.1</b> | <b>686</b>    | <b>77.1</b> | <b>4746</b>   | <b>80.7</b> | <b>1418</b>   | <b>81.0</b> |
| - DELTA AIR LINES                | 991           | 71.2        | 4771          | 86.2        | 527           | 79.9        | 1111         | 79.6        | 289          | 82.0        | 686           | 77.1        | 2540          | 79.6        | 1337          | 81.2        |
| - BRANDED CODESHARE PARTNERS     | 1             | 0.0         | 3271          | 86.2        | 217           | 76.0        | 0            | 0.0         | 203          | 82.3        | 0             | 0.0         | 2206          | 82.0        | 81            | 77.8        |
| <b>FRONTIER AIRLINES</b>         | <b>906</b>    | <b>60.7</b> | <b>172</b>    | <b>74.4</b> | <b>0</b>      | <b>0.0</b>  | <b>140</b>   | <b>73.6</b> | <b>0</b>     | <b>0.0</b>  | <b>220</b>    | <b>69.1</b> | <b>0</b>      | <b>0.0</b>  | <b>1103</b>   | <b>66.5</b> |
| <b>HAWAIIAN AIRLINES</b>         | <b>0</b>      | <b>0.0</b>  | <b>0</b>      | <b>0.0</b>  | <b>0</b>      | <b>0.0</b>  | <b>0</b>     | <b>0.0</b>  | <b>0</b>     | <b>0.0</b>  | <b>0</b>      | <b>0.0</b>  | <b>30</b>     | <b>56.7</b> | <b>118</b>    | <b>82.2</b> |
| <b>JETBLUE AIRWAYS</b>           | <b>30</b>     | <b>66.7</b> | <b>120</b>    | <b>80.0</b> | <b>429</b>    | <b>66.7</b> | <b>1675</b>  | <b>79.6</b> | <b>0</b>     | <b>0.0</b>  | <b>60</b>     | <b>78.3</b> | <b>3074</b>   | <b>76.5</b> | <b>253</b>    | <b>71.9</b> |
| <b>SOUTHWEST AIRLINES</b>        | <b>0</b>      | <b>0.0</b>  | <b>327</b>    | <b>76.1</b> | <b>0</b>      | <b>0.0</b>  | <b>1311</b>  | <b>81.0</b> | <b>97</b>    | <b>79.4</b> | <b>410</b>    | <b>79.5</b> | <b>0</b>      | <b>0.0</b>  | <b>7243</b>   | <b>78.4</b> |
| <b>SPIRIT AIRLINES</b>           | <b>755</b>    | <b>75.6</b> | <b>931</b>    | <b>84.7</b> | <b>884</b>    | <b>81.0</b> | <b>2261</b>  | <b>79.3</b> | <b>0</b>     | <b>0.0</b>  | <b>683</b>    | <b>80.8</b> | <b>0</b>      | <b>0.0</b>  | <b>1980</b>   | <b>83.9</b> |
| <b>UNITED AIRLINES NETWORK</b>   | <b>839</b>    | <b>70.7</b> | <b>497</b>    | <b>78.7</b> | <b>8984</b>   | <b>81.8</b> | <b>793</b>   | <b>80.7</b> | <b>5187</b>  | <b>86.2</b> | <b>10504</b>  | <b>84.2</b> | <b>0</b>      | <b>0.0</b>  | <b>1212</b>   | <b>79.5</b> |
| - UNITED AIRLINES                | 639           | 73.1        | 142           | 66.2        | 5991          | 81.3        | 793          | 80.7        | 2725         | 85.5        | 5364          | 83.1        | 0             | 0.0         | 1212          | 79.5        |
| - BRANDED CODESHARE PARTNERS     | 200           | 63.0        | 355           | 83.7        | 2993          | 83.0        | 0            | 0.0         | 2462         | 86.8        | 5140          | 85.3        | 0             | 0.0         | 0             | 0.0         |
| <b>TOTAL</b>                     | <b>25,098</b> | <b>72.6</b> | <b>10,895</b> | <b>84.3</b> | <b>12,004</b> | <b>80.3</b> | <b>8,297</b> | <b>79.4</b> | <b>6,207</b> | <b>85.1</b> | <b>13,441</b> | <b>82.6</b> | <b>10,153</b> | <b>79.2</b> | <b>15,665</b> | <b>78.3</b> |

\* 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)

APRIL 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   |
| <b>ALASKA AIRLINES NETWORK</b>   | <b>1371</b>   | <b>77.2</b> | <b>0</b>      | <b>0.0</b>  | <b>232</b>    | <b>81.0</b> | <b>0</b>     | <b>0.0</b>  | <b>45</b>    | <b>82.2</b> | <b>92</b>     | <b>81.5</b> | <b>258</b>    | <b>81.4</b> | <b>56</b>    | <b>75.0</b> |
| - ALASKA AIRLINES                | 753           | 78.8        | 0             | 0.0         | 232           | 81.0        | 0            | 0.0         | 45           | 82.2        | 77            | 77.9        | 258           | 81.4        | 56           | 75.0        |
| - BRANDED CODESHARE PARTNERS     | 618           | 75.2        | 0             | 0.0         | 0             | 0.0         | 0            | 0.0         | 0            | 0.0         | 15            | 100.0       | 0             | 0.0         | 0            | 0.0         |
| <b>ALLEGiant AIR</b>             | <b>50</b>     | <b>92.0</b> | <b>0</b>      | <b>0.0</b>  | <b>0</b>      | <b>0.0</b>  | <b>42</b>    | <b>78.6</b> | <b>0</b>     | <b>0.0</b>  | <b>28</b>     | <b>89.3</b> | <b>0</b>      | <b>0.0</b>  | <b>0</b>     | <b>0.0</b>  |
| <b>AMERICAN AIRLINES NETWORK</b> | <b>3407</b>   | <b>80.3</b> | <b>3320</b>   | <b>80.7</b> | <b>1535</b>   | <b>75.6</b> | <b>0</b>     | <b>0.0</b>  | <b>6171</b>  | <b>81.6</b> | <b>615</b>    | <b>77.6</b> | <b>10148</b>  | <b>81.2</b> | <b>6822</b>  | <b>83.4</b> |
| - AMERICAN AIRLINES              | 2530          | 77.4        | 1495          | 73.2        | 1535          | 75.6        | 0            | 0.0         | 4959         | 80.4        | 364           | 72.3        | 4216          | 78.6        | 3349         | 80.2        |
| - BRANDED CODESHARE PARTNERS     | 877           | 88.7        | 1825          | 86.8        | 0             | 0.0         | 0            | 0.0         | 1212         | 86.6        | 251           | 85.3        | 5932          | 83.1        | 3473         | 86.4        |
| <b>DELTA AIR LINES NETWORK</b>   | <b>4008</b>   | <b>85.9</b> | <b>6592</b>   | <b>84.8</b> | <b>1926</b>   | <b>80.3</b> | <b>298</b>   | <b>85.2</b> | <b>997</b>   | <b>78.1</b> | <b>8133</b>   | <b>89.1</b> | <b>1176</b>   | <b>80.3</b> | <b>604</b>   | <b>81.0</b> |
| - DELTA AIR LINES                | 3012          | 84.3        | 2250          | 82.3        | 1926          | 80.3        | 126          | 84.9        | 997          | 78.1        | 5443          | 88.0        | 886           | 79.6        | 441          | 80.3        |
| - BRANDED CODESHARE PARTNERS     | 996           | 90.5        | 4342          | 86.1        | 0             | 0.0         | 172          | 85.5        | 0            | 0.0         | 2690          | 91.3        | 290           | 82.4        | 163          | 82.8        |
| <b>FRONTIER AIRLINES</b>         | <b>105</b>    | <b>55.2</b> | <b>217</b>    | <b>59.4</b> | <b>1568</b>   | <b>75.5</b> | <b>395</b>   | <b>67.8</b> | <b>353</b>   | <b>72.8</b> | <b>157</b>    | <b>75.2</b> | <b>159</b>    | <b>57.9</b> | <b>966</b>   | <b>69.7</b> |
| <b>HAWAIIAN AIRLINES</b>         | <b>181</b>    | <b>76.2</b> | <b>0</b>      | <b>0.0</b>  | <b>0</b>      | <b>0.0</b>  | <b>0</b>     | <b>0.0</b>  | <b>0</b>     | <b>0.0</b>  | <b>0</b>      | <b>0.0</b>  | <b>0</b>      | <b>0.0</b>  | <b>0</b>     | <b>0.0</b>  |
| <b>JETBLUE AIRWAYS</b>           | <b>863</b>    | <b>72.3</b> | <b>825</b>    | <b>79.9</b> | <b>1459</b>   | <b>77.9</b> | <b>0</b>     | <b>0.0</b>  | <b>244</b>   | <b>81.6</b> | <b>30</b>     | <b>70.0</b> | <b>89</b>     | <b>75.3</b> | <b>82</b>    | <b>79.3</b> |
| <b>SOUTHWEST AIRLINES</b>        | <b>2169</b>   | <b>75.0</b> | <b>936</b>    | <b>78.0</b> | <b>3973</b>   | <b>80.8</b> | <b>6054</b>  | <b>82.3</b> | <b>570</b>   | <b>80.9</b> | <b>618</b>    | <b>79.6</b> | <b>750</b>    | <b>76.9</b> | <b>390</b>   | <b>75.6</b> |
| <b>SPIRIT AIRLINES</b>           | <b>854</b>    | <b>83.3</b> | <b>690</b>    | <b>81.9</b> | <b>2237</b>   | <b>80.9</b> | <b>0</b>     | <b>0.0</b>  | <b>593</b>   | <b>84.5</b> | <b>84</b>     | <b>88.1</b> | <b>681</b>    | <b>74.4</b> | <b>453</b>   | <b>83.2</b> |
| <b>UNITED AIRLINES NETWORK</b>   | <b>2880</b>   | <b>82.8</b> | <b>938</b>    | <b>79.9</b> | <b>1240</b>   | <b>83.8</b> | <b>0</b>     | <b>0.0</b>  | <b>613</b>   | <b>77.7</b> | <b>584</b>    | <b>75.7</b> | <b>13182</b>  | <b>84.5</b> | <b>399</b>   | <b>82.2</b> |
| - UNITED AIRLINES                | 2106          | 81.6        | 732           | 79.4        | 1240          | 83.8        | 0            | 0.0         | 613          | 77.7        | 413           | 72.4        | 7206          | 84.7        | 334          | 81.4        |
| - BRANDED CODESHARE PARTNERS     | 774           | 86.0        | 206           | 81.6        | 0             | 0.0         | 0            | 0.0         | 0            | 0.0         | 171           | 83.6        | 5976          | 84.2        | 65           | 86.2        |
| <b>TOTAL</b>                     | <b>15,888</b> | <b>80.7</b> | <b>13,518</b> | <b>82.1</b> | <b>14,170</b> | <b>79.6</b> | <b>6,789</b> | <b>81.5</b> | <b>9,586</b> | <b>80.8</b> | <b>10,341</b> | <b>86.7</b> | <b>26,443</b> | <b>82.3</b> | <b>9,772</b> | <b>81.4</b> |

\* 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)

APRIL 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   |
| <b>ALASKA AIRLINES NETWORK</b>   | <b>568</b>    | <b>78.5</b> | <b>1694</b>  | <b>78.7</b>  | <b>8549</b>   | <b>83.1</b> | <b>2084</b>   | <b>46.5</b> | <b>249</b>   | <b>78.3</b> | <b>94</b>    | <b>73.4</b> |
| - ALASKA AIRLINES                | 458           | 77.1        | 801          | 78.2         | 6189          | 81.9        | 801           | 54.1        | 90           | 77.8        | 94           | 73.4        |
| - BRANDED CODESHARE PARTNERS     | 110           | 84.5        | 893          | 79.2         | 2360          | 86.1        | 1283          | 41.8        | 159          | 78.6        | 0            | 0.0         |
| <b>ALLEGiant AIR</b>             | <b>34</b>     | <b>82.4</b> | <b>8</b>     | <b>100.0</b> | <b>0</b>      | <b>0.0</b>  | <b>0</b>      | <b>0.0</b>  | <b>0</b>     | <b>0.0</b>  | <b>0</b>     | <b>0.0</b>  |
| <b>AMERICAN AIRLINES NETWORK</b> | <b>7368</b>   | <b>84.0</b> | <b>735</b>   | <b>74.8</b>  | <b>530</b>    | <b>81.9</b> | <b>976</b>    | <b>54.8</b> | <b>450</b>   | <b>78.0</b> | <b>1251</b>  | <b>74.6</b> |
| - AMERICAN AIRLINES              | 4884          | 82.0        | 735          | 74.8         | 385           | 78.2        | 868           | 53.7        | 303          | 73.3        | 1157         | 73.3        |
| - BRANDED CODESHARE PARTNERS     | 2484          | 87.8        | 0            | 0.0          | 145           | 91.7        | 108           | 63.9        | 147          | 87.8        | 94           | 90.4        |
| <b>DELTA AIR LINES NETWORK</b>   | <b>1052</b>   | <b>83.4</b> | <b>911</b>   | <b>84.3</b>  | <b>3977</b>   | <b>87.7</b> | <b>1160</b>   | <b>59.7</b> | <b>6524</b>  | <b>89.2</b> | <b>1142</b>  | <b>82.2</b> |
| - DELTA AIR LINES <sup>1</sup>   | 931           | 83.5        | 770          | 84.3         | 2600          | 87.1        | 1089          | 60.3        | 4434         | 88.3        | 1142         | 82.2        |
| - BRANDED CODESHARE PARTNERS     | 121           | 82.6        | 141          | 84.4         | 1377          | 88.8        | 71            | 50.7        | 2090         | 91.3        | 0            | 0.0         |
| <b>FRONTIER AIRLINES</b>         | <b>875</b>    | <b>67.0</b> | <b>275</b>   | <b>68.4</b>  | <b>91</b>     | <b>69.2</b> | <b>382</b>    | <b>30.1</b> | <b>244</b>   | <b>63.1</b> | <b>614</b>   | <b>72.1</b> |
| <b>HAWAIIAN AIRLINES</b>         | <b>30</b>     | <b>83.3</b> | <b>60</b>    | <b>85.0</b>  | <b>61</b>     | <b>67.2</b> | <b>60</b>     | <b>55.0</b> | <b>0</b>     | <b>0.0</b>  | <b>0</b>     | <b>0.0</b>  |
| <b>JETBLUE AIRWAYS</b>           | <b>60</b>     | <b>65.0</b> | <b>146</b>   | <b>80.8</b>  | <b>60</b>     | <b>63.3</b> | <b>343</b>    | <b>52.2</b> | <b>179</b>   | <b>69.3</b> | <b>431</b>   | <b>78.7</b> |
| <b>SOUTHWEST AIRLINES</b>        | <b>5515</b>   | <b>79.9</b> | <b>2772</b>  | <b>77.1</b>  | <b>604</b>    | <b>73.2</b> | <b>590</b>    | <b>38.1</b> | <b>1000</b>  | <b>79.2</b> | <b>2223</b>  | <b>80.6</b> |
| <b>SPIRIT AIRLINES</b>           | <b>116</b>    | <b>76.7</b> | <b>162</b>   | <b>79.6</b>  | <b>60</b>     | <b>90.0</b> | <b>0</b>      | <b>0.0</b>  | <b>87</b>    | <b>85.1</b> | <b>546</b>   | <b>83.9</b> |
| <b>UNITED AIRLINES NETWORK</b>   | <b>1062</b>   | <b>80.8</b> | <b>964</b>   | <b>83.3</b>  | <b>647</b>    | <b>79.6</b> | <b>5293</b>   | <b>62.4</b> | <b>621</b>   | <b>82.8</b> | <b>817</b>   | <b>78.9</b> |
| - UNITED AIRLINES                | 942           | 81.3        | 874          | 82.4         | 638           | 79.3        | 3889          | 62.1        | 283          | 79.5        | 817          | 78.9        |
| - BRANDED CODESHARE PARTNERS     | 120           | 76.7        | 90           | 92.2         | 9             | 100.0       | 1404          | 63.2        | 338          | 85.5        | 0            | 0.0         |
| <b>TOTAL</b>                     | <b>16,680</b> | <b>81.2</b> | <b>7,727</b> | <b>78.7</b>  | <b>14,579</b> | <b>83.5</b> | <b>10,888</b> | <b>55.6</b> | <b>9,354</b> | <b>85.8</b> | <b>7,118</b> | <b>78.9</b> |

\* See Appendix at end of this section for list of airport codes.

<sup>1</sup> On July 17, 2024, Delta Air Lines revised its total flight count, this table reflects those changes.

## 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)

APRIL 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    | 85       | 82.4      | 240      | 77.5      | 116      | 81.9      | 191      | 71.7      | 45       | 82.2      | 0        | 0.0       | 150      | 76.0      | 140      | 84.3      |
| ALLEGiant AIR      | 0        | 0.0       | 101      | 80.2      | 278      | 87.4      | 53       | 96.2      | 23       | 73.9      | 0        | 0.0       | 0        | 0.0       | 34       | 85.3      |
| AMERICAN AIRLINES  | 577      | 69.2      | 1102     | 75.5      | 671      | 71.4      | 1356     | 72.4      | 307      | 64.5      | 10655    | 78.6      | 2369     | 75.1      | 731      | 68.9      |
| DELTA AIR LINES    | 18817    | 86.8      | 990      | 76.1      | 692      | 88.9      | 2172     | 76.3      | 433      | 82.7      | 509      | 84.9      | 751      | 79.1      | 1057     | 80.3      |
| ENDEAVOR AIR       | 2032     | 87.9      | 77       | 85.7      | 154      | 85.1      | 0        | 0.0       | 60       | 76.7      | 246      | 84.1      | 168      | 74.4      | 0        | 0.0       |
| ENVOY AIR          | 67       | 83.6      | 286      | 79.7      | 265      | 84.9      | 76       | 88.2      | 56       | 83.9      | 547      | 70.6      | 397      | 82.6      | 0        | 0.0       |
| FRONTIER AIRLINES  | 938      | 67.4      | 45       | 73.3      | 52       | 73.1      | 94       | 76.6      | 258      | 65.9      | 243      | 68.3      | 90       | 72.2      | 2095     | 66.4      |
| HAWAIIAN AIRLINES  | 0        | 0.0       | 13       | 92.3      | 0        | 0.0       | 17       | 82.4      | 0        | 0.0       | 0        | 0.0       | 0        | 0.0       | 0        | 0.0       |
| JETBLUE AIRWAYS    | 266      | 73.7      | 90       | 57.8      | 90       | 76.7      | 3254     | 77.8      | 56       | 75.0      | 56       | 76.8      | 704      | 78.0      | 60       | 71.7      |
| PSA AIRLINES       | 196      | 75.0      | 3        | 0.0       | 198      | 77.3      | 0        | 0.0       | 7        | 57.1      | 4589     | 78.3      | 2941     | 77.3      | 0        | 0.0       |
| REPUBLIC AIRWAYS   | 133      | 85.0      | 30       | 80.0      | 433      | 91.9      | 2270     | 82.2      | 72       | 86.1      | 260      | 85.0      | 2170     | 86.2      | 0        | 0.0       |
| SKYWEST AIRLINES   | 686      | 80.3      | 132      | 62.9      | 293      | 84.3      | 0        | 0.0       | 0        | 0.0       | 19       | 52.6      | 32       | 96.9      | 4329     | 86.4      |
| SOUTHWEST AIRLINES | 3239     | 82.9      | 3352     | 76.5      | 4177     | 82.6      | 511      | 74.4      | 6120     | 83.2      | 273      | 76.2      | 1293     | 80.8      | 8336     | 81.2      |
| SPIRIT AIRLINES    | 839      | 79.5      | 93       | 73.1      | 305      | 81.0      | 648      | 74.1      | 536      | 83.8      | 420      | 81.9      | 0        | 0.0       | 0        | 0.0       |
| UNITED AIRLINES    | 538      | 79.4      | 750      | 78.0      | 555      | 83.4      | 955      | 76.9      | 262      | 79.8      | 340      | 75.6      | 477      | 75.5      | 7881     | 83.3      |
| TOTAL              | 28,413   | 84.7      | 7,304    | 76.2      | 8,279    | 82.8      | 11,597   | 77.4      | 8,235    | 81.7      | 18,157   | 78.4      | 11,542   | 79.1      | 24,663   | 81.1      |

\* 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)

APRIL 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    | 166      | 68.1      | 40       | 82.5      | 278      | 79.9      | 92       | 80.4      | 196      | 78.1      | 73       | 71.2      | 329      | 75.1      | 453      | 71.5      |
| ALLEGiant AIR      | 0        | 0.0       | 0        | 0.0       | 45       | 93.3      | 287      | 81.2      | 33       | 90.9      | 0        | 0.0       | 0        | 0.0       | 595      | 83.0      |
| AMERICAN AIRLINES  | 13269    | 72.2      | 487      | 70.4      | 541      | 65.1      | 627      | 74.2      | 59       | 69.5      | 582      | 70.8      | 1191     | 78.9      | 1127     | 76.7      |
| DELTA AIR LINES    | 991      | 71.2      | 4771     | 86.2      | 527      | 79.9      | 1111     | 79.6      | 289      | 82.0      | 686      | 77.1      | 2540     | 79.6      | 1337     | 81.2      |
| ENDEAVOR AIR       | 0        | 0.0       | 1156     | 90.6      | 138      | 78.3      | 0        | 0.0       | 25       | 80.0      | 0        | 0.0       | 1474     | 82.0      | 0        | 0.0       |
| ENVOY AIR          | 5671     | 75.5      | 30       | 73.3      | 99       | 77.8      | 0        | 0.0       | 0        | 0.0       | 136      | 83.8      | 0        | 0.0       | 0        | 0.0       |
| FRONTIER AIRLINES  | 906      | 60.7      | 172      | 74.4      | 0        | 0.0       | 140      | 73.6      | 0        | 0.0       | 220      | 69.1      | 0        | 0.0       | 1103     | 66.5      |
| HAWAIIAN AIRLINES  | 0        | 0.0       | 0        | 0.0       | 0        | 0.0       | 0        | 0.0       | 0        | 0.0       | 0        | 0.0       | 30       | 56.7      | 118      | 82.2      |
| JETBLUE AIRWAYS    | 30       | 66.7      | 120      | 80.0      | 429      | 66.7      | 1675     | 79.6      | 0        | 0.0       | 60       | 78.3      | 3074     | 76.5      | 253      | 71.9      |
| PSA AIRLINES       | 824      | 68.7      | 127      | 80.3      | 0        | 0.0       | 0        | 0.0       | 143      | 77.6      | 0        | 0.0       | 0        | 0.0       | 0        | 0.0       |
| REPUBLIC AIRWAYS   | 4        | 75.0      | 325      | 87.7      | 1797     | 84.8      | 0        | 0.0       | 540      | 92.2      | 27       | 81.5      | 1314     | 84.1      | 0        | 0.0       |
| SKYWEST AIRLINES   | 1647     | 74.9      | 2145     | 83.1      | 1        | 100.0     | 0        | 0.0       | 201      | 80.6      | 1046     | 85.3      | 201      | 74.1      | 164      | 77.4      |
| SOUTHWEST AIRLINES | 0        | 0.0       | 327      | 76.1      | 0        | 0.0       | 1311     | 81.0      | 97       | 79.4      | 410      | 79.5      | 0        | 0.0       | 7243     | 78.4      |
| SPIRIT AIRLINES    | 755      | 75.6      | 931      | 84.7      | 884      | 81.0      | 2261     | 79.3      | 0        | 0.0       | 683      | 80.8      | 0        | 0.0       | 1980     | 83.9      |
| UNITED AIRLINES    | 639      | 73.1      | 142      | 66.2      | 5991     | 81.3      | 793      | 80.7      | 2725     | 85.5      | 5364     | 83.1      | 0        | 0.0       | 1212     | 79.5      |
| TOTAL              | 24,902   | 72.6      | 10,773   | 84.3      | 10,730   | 80.3      | 8,297    | 79.4      | 4,308    | 85.0      | 9,287    | 81.3      | 10,153   | 79.2      | 15,585   | 78.3      |

\* 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)

APRIL 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    | 753      | 78.8      | 0        | 0.0       | 232      | 81.0      | 0        | 0.0       | 45       | 82.2      | 77       | 77.9      | 258      | 81.4      | 56       | 75.0      |
| ALLEGiant AIR      | 50       | 92.0      | 0        | 0.0       | 0        | 0.0       | 42       | 78.6      | 0        | 0.0       | 28       | 89.3      | 0        | 0.0       | 0        | 0.0       |
| AMERICAN AIRLINES  | 2530     | 77.4      | 1495     | 73.2      | 1535     | 75.6      | 0        | 0.0       | 4959     | 80.4      | 364      | 72.3      | 4216     | 78.6      | 3349     | 80.2      |
| DELTA AIR LINES    | 3012     | 84.3      | 2250     | 82.3      | 1926     | 80.3      | 126      | 84.9      | 997      | 78.1      | 5443     | 88.0      | 886      | 79.6      | 441      | 80.3      |
| ENDEAVOR AIR       | 0        | 0.0       | 2790     | 86.0      | 0        | 0.0       | 0        | 0.0       | 0        | 0.0       | 664      | 93.4      | 16       | 87.5      | 0        | 0.0       |
| ENVOY AIR          | 0        | 0.0       | 0        | 0.0       | 0        | 0.0       | 0        | 0.0       | 1160     | 86.6      | 107      | 86.9      | 3005     | 82.9      | 0        | 0.0       |
| FRONTIER AIRLINES  | 105      | 55.2      | 217      | 59.4      | 1568     | 75.5      | 395      | 67.8      | 353      | 72.8      | 157      | 75.2      | 159      | 57.9      | 966      | 69.7      |
| HAWAIIAN AIRLINES  | 181      | 76.2      | 0        | 0.0       | 0        | 0.0       | 0        | 0.0       | 0        | 0.0       | 0        | 0.0       | 0        | 0.0       | 0        | 0.0       |
| JETBLUE AIRWAYS    | 863      | 72.3      | 825      | 79.9      | 1459     | 77.9      | 0        | 0.0       | 244      | 81.6      | 30       | 70.0      | 89       | 75.3      | 82       | 79.3      |
| PSA AIRLINES       | 0        | 0.0       | 0        | 0.0       | 0        | 0.0       | 0        | 0.0       | 0        | 0.0       | 84       | 79.8      | 0        | 0.0       | 1058     | 84.0      |
| REPUBLIC AIRWAYS   | 0        | 0.0       | 3193     | 86.5      | 0        | 0.0       | 0        | 0.0       | 52       | 86.5      | 97       | 83.5      | 1525     | 90.2      | 686      | 89.7      |
| SKYWEST AIRLINES   | 3102     | 86.2      | 390      | 84.1      | 0        | 0.0       | 172      | 85.5      | 0        | 0.0       | 2091     | 90.6      | 4859     | 82.3      | 79       | 82.3      |
| SOUTHWEST AIRLINES | 2169     | 75.0      | 936      | 78.0      | 3973     | 80.8      | 6054     | 82.3      | 570      | 80.9      | 618      | 79.6      | 750      | 76.9      | 390      | 75.6      |
| SPIRIT AIRLINES    | 854      | 83.3      | 690      | 81.9      | 2237     | 80.9      | 0        | 0.0       | 593      | 84.5      | 84       | 88.1      | 681      | 74.4      | 453      | 83.2      |
| UNITED AIRLINES    | 2106     | 81.6      | 732      | 79.4      | 1240     | 83.8      | 0        | 0.0       | 613      | 77.7      | 413      | 72.4      | 7206     | 84.7      | 334      | 81.4      |
| TOTAL              | 15,725   | 80.7      | 13,518   | 82.1      | 14,170   | 79.6      | 6,789    | 81.5      | 9,586    | 80.8      | 10,257   | 86.7      | 23,650   | 82.3      | 7,894    | 80.2      |

\* 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)

APRIL 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              | 458      | 77.1      | 801      | 78.2      | 6189     | 81.9      | 801      | 54.1      | 90       | 77.8      | 94       | 73.4      |
| ALLEGiant AIR                | 34       | 82.4      | 8        | 100.0     | 0        | 0.0       | 0        | 0.0       | 0        | 0.0       | 0        | 0.0       |
| AMERICAN AIRLINES            | 4884     | 82.0      | 735      | 74.8      | 385      | 78.2      | 868      | 53.7      | 303      | 73.3      | 1157     | 73.3      |
| DELTA AIR LINES <sup>1</sup> | 931      | 83.5      | 770      | 84.3      | 2600     | 87.1      | 1089     | 60.3      | 4434     | 88.3      | 1142     | 82.2      |
| ENDEAVOR AIR                 | 0        | 0.0       | 0        | 0.0       | 0        | 0.0       | 0        | 0.0       | 0        | 0.0       | 0        | 0.0       |
| ENVOY AIR                    | 528      | 84.7      | 0        | 0.0       | 55       | 94.5      | 23       | 78.3      | 27       | 85.2      | 90       | 91.1      |
| FRONTIER AIRLINES            | 875      | 67.0      | 275      | 68.4      | 91       | 69.2      | 382      | 30.1      | 244      | 63.1      | 614      | 72.1      |
| HAWAIIAN AIRLINES            | 30       | 83.3      | 60       | 85.0      | 61       | 67.2      | 60       | 55.0      | 0        | 0.0       | 0        | 0.0       |
| JETBLUE AIRWAYS              | 60       | 65.0      | 146      | 80.8      | 60       | 63.3      | 343      | 52.2      | 179      | 69.3      | 431      | 78.7      |
| 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             | 2163     | 88.0      | 981      | 80.6      | 2175     | 86.8      | 2600     | 54.7      | 2681     | 89.7      | 0        | 0.0       |
| SOUTHWEST AIRLINES           | 5515     | 79.9      | 2772     | 77.1      | 604      | 73.2      | 590      | 38.1      | 1000     | 79.2      | 2223     | 80.6      |
| SPIRIT AIRLINES              | 116      | 76.7      | 162      | 79.6      | 60       | 90.0      | 0        | 0.0       | 87       | 85.1      | 546      | 83.9      |
| UNITED AIRLINES              | 942      | 81.3      | 874      | 82.4      | 638      | 79.3      | 3889     | 62.1      | 283      | 79.5      | 817      | 78.9      |
| TOTAL                        | 16,536   | 81.2      | 7,584    | 78.7      | 12,918   | 83.0      | 10,645   | 56.0      | 9,328    | 85.8      | 7,118    | 78.9      |

\* See Appendix at end of this section for list of airport codes.

<sup>1</sup>On July 17, 2024, Delta Air Lines revised its total flight count, this table reflects those changes.



## 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)

APRIL 2024

| ARRIVAL AIRPORT*             |      |      |      |      |      |      |      |      |      |      |      |      |       |      |      |      |
|------------------------------|------|------|------|------|------|------|------|------|------|------|------|------|-------|------|------|------|
| SCHEDULED<br>ARRIVAL<br>TIME | ATL  | AUS  | BNA  | BOS  | BWI  | CLT  | DCA  | DEN  | DFW  | DTW  | EWR  | FLL  | IAD   | IAH  | JFK  | LAS  |
| 0600-0659                    | 87.6 | 75.0 | 98.8 | 72.4 | 90.5 | 93.3 | 87.5 | 90.7 | 87.6 | 83.8 | 84.0 | 83.8 | 85.9  | 91.8 | 82.6 | 95.3 |
| 0700-0759                    | 92.2 | 89.0 | 97.6 | 82.8 | 93.7 | 85.0 | 87.9 | 93.6 | 82.7 | 94.1 | 89.9 | 97.1 | 94.6  | 90.7 | 83.3 | 93.6 |
| 0800-0859                    | 89.9 | 90.3 | 93.3 | 80.9 | 91.8 | 86.9 | 89.6 | 89.6 | 77.3 | 97.2 | 93.5 | 93.4 | 76.9  | 89.1 | 88.3 | 92.3 |
| 0900-0959                    | 88.3 | 87.3 | 92.9 | 87.2 | 94.4 | 84.0 | 85.2 | 88.0 | 73.1 | 91.0 | 94.2 | 91.3 | 87.0  | 83.8 | 92.3 | 90.6 |
| 1000-1059                    | 89.4 | 87.5 | 88.2 | 89.6 | 92.8 | 81.5 | 90.3 | 82.2 | 80.2 | 88.3 | 94.0 | 86.4 | 100.0 | 85.8 | 87.9 | 89.1 |
| 1100-1159                    | 89.4 | 86.4 | 86.4 | 89.1 | 92.0 | 84.3 | 88.7 | 82.5 | 80.1 | 88.7 | 88.3 | 83.6 | 91.1  | 88.2 | 90.1 | 86.6 |
| 1200-1259                    | 88.7 | 84.1 | 88.2 | 87.8 | 87.1 | 86.5 | 83.9 | 85.6 | 75.9 | 90.3 | 88.7 | 87.3 | 91.3  | 83.1 | 88.1 | 81.4 |
| 1300-1359                    | 88.1 | 79.1 | 88.0 | 81.6 | 86.5 | 81.2 | 83.8 | 84.4 | 73.5 | 90.8 | 88.4 | 79.5 | 80.3  | 84.1 | 77.8 | 79.6 |
| 1400-1459                    | 85.8 | 78.3 | 84.1 | 80.1 | 84.4 | 85.4 | 81.9 | 85.2 | 73.1 | 88.9 | 86.7 | 81.1 | 90.7  | 86.6 | 84.1 | 76.2 |
| 1500-1559                    | 85.3 | 71.2 | 85.2 | 75.4 | 84.1 | 79.7 | 84.4 | 82.1 | 71.7 | 84.5 | 82.6 | 76.4 | 84.4  | 80.3 | 84.1 | 73.8 |
| 1600-1659                    | 85.6 | 72.2 | 80.3 | 76.8 | 85.5 | 76.0 | 79.0 | 82.4 | 72.8 | 81.9 | 72.0 | 73.7 | 82.8  | 78.5 | 73.2 | 73.0 |
| 1700-1759                    | 82.3 | 67.7 | 81.9 | 75.7 | 75.2 | 72.8 | 75.4 | 74.0 | 67.3 | 78.8 | 74.1 | 76.2 | 74.2  | 76.0 | 76.2 | 66.0 |
| 1800-1859                    | 79.7 | 70.3 | 74.2 | 71.2 | 75.1 | 73.3 | 72.1 | 74.2 | 66.9 | 77.2 | 66.2 | 74.2 | 74.1  | 75.3 | 71.8 | 68.9 |
| 1900-1959                    | 79.4 | 68.0 | 72.6 | 72.7 | 70.8 | 64.7 | 67.1 | 77.5 | 65.2 | 80.2 | 69.1 | 72.8 | 75.2  | 74.6 | 75.8 | 66.5 |
| 2000-2059                    | 79.8 | 70.1 | 70.1 | 69.8 | 69.4 | 66.4 | 73.7 | 73.3 | 65.2 | 76.5 | 67.1 | 73.5 | 76.4  | 79.9 | 77.2 | 72.3 |
| 2100-2159                    | 77.8 | 68.1 | 79.0 | 69.6 | 66.9 | 66.4 | 64.9 | 75.1 | 65.1 | 76.3 | 71.5 | 71.9 | 83.0  | 73.0 | 69.5 | 75.6 |
| 2200-2259                    | 74.4 | 68.6 | 75.2 | 73.5 | 71.1 | 75.7 | 69.7 | 72.7 | 60.8 | 72.1 | 73.3 | 69.9 | 80.8  | 67.9 | 66.2 | 74.9 |
| 2300-0559                    | 74.6 | 73.7 | 74.1 | 70.9 | 74.3 | 83.4 | 68.9 | 66.9 | 72.2 | 76.8 | 76.4 | 74.4 | 80.4  | 76.5 | 73.1 | 69.9 |
| TOTAL                        | 84.7 | 76.2 | 82.8 | 77.4 | 81.7 | 78.4 | 79.1 | 81.1 | 72.6 | 84.3 | 80.3 | 79.4 | 85.0  | 81.3 | 79.2 | 78.3 |

\* 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)

APRIL 2024

| ARRIVAL AIRPORT*             |      |      |      |      |      |      |      |      |      |      |      |      |      |      |       |
|------------------------------|------|------|------|------|------|------|------|------|------|------|------|------|------|------|-------|
| SCHEDULED<br>ARRIVAL<br>TIME | LAX  | LGA  | MCO  | MDW  | MIA  | MSP  | ORD  | PHL  | PHX  | SAN  | SEA  | SFO  | SLC  | TPA  | TOTAL |
| 0600-0659                    | 93.1 | 93.9 | 83.6 | 97.6 | 76.0 | 92.3 | 86.7 | 91.2 | 91.8 | 66.7 | 90.2 | 96.1 | 96.5 | 92.9 | 88.7  |
| 0700-0759                    | 92.0 | 93.1 | 90.1 | 96.0 | 88.9 | 92.6 | 88.9 | 89.2 | 91.9 | 92.9 | 91.3 | 90.8 | 94.5 | 93.0 | 90.3  |
| 0800-0859                    | 91.2 | 92.9 | 90.6 | 91.2 | 88.1 | 94.5 | 90.2 | 89.9 | 91.5 | 90.8 | 91.0 | 78.9 | 93.7 | 92.5 | 89.6  |
| 0900-0959                    | 86.3 | 90.8 | 89.6 | 90.6 | 89.2 | 92.4 | 90.6 | 89.7 | 85.9 | 87.3 | 88.8 | 69.1 | 92.1 | 92.8 | 87.6  |
| 1000-1059                    | 87.9 | 90.8 | 88.3 | 94.9 | 87.8 | 91.4 | 90.5 | 84.2 | 85.6 | 84.3 | 83.8 | 61.5 | 91.2 | 86.8 | 85.9  |
| 1100-1159                    | 85.2 | 86.8 | 84.2 | 91.3 | 85.3 | 91.9 | 90.8 | 86.8 | 86.2 | 84.8 | 87.4 | 67.1 | 90.7 | 82.8 | 86.2  |
| 1200-1259                    | 83.4 | 89.3 | 83.6 | 88.5 | 82.0 | 92.3 | 89.0 | 86.9 | 82.5 | 82.8 | 87.3 | 57.7 | 85.6 | 82.3 | 84.8  |
| 1300-1359                    | 85.5 | 87.6 | 82.1 | 86.6 | 82.4 | 88.5 | 87.8 | 82.8 | 80.1 | 82.5 | 86.3 | 49.0 | 86.6 | 83.0 | 82.9  |
| 1400-1459                    | 82.4 | 83.5 | 78.8 | 82.1 | 84.5 | 88.9 | 85.1 | 85.7 | 80.2 | 75.8 | 85.7 | 55.4 | 87.0 | 79.9 | 82.8  |
| 1500-1559                    | 83.3 | 79.1 | 80.9 | 79.8 | 83.1 | 82.7 | 80.6 | 78.4 | 82.1 | 75.6 | 84.3 | 49.8 | 84.0 | 83.5 | 79.1  |
| 1600-1659                    | 76.2 | 81.9 | 77.8 | 74.7 | 76.6 | 85.6 | 81.8 | 81.4 | 79.2 | 78.7 | 83.5 | 43.9 | 83.1 | 75.8 | 78.9  |
| 1700-1759                    | 76.9 | 78.8 | 80.6 | 75.1 | 74.5 | 84.8 | 79.5 | 76.3 | 77.3 | 73.0 | 86.0 | 54.1 | 84.5 | 76.0 | 75.6  |
| 1800-1859                    | 77.0 | 73.3 | 73.4 | 78.3 | 77.9 | 82.1 | 66.8 | 72.2 | 75.4 | 68.9 | 82.7 | 47.2 | 82.2 | 75.7 | 73.1  |
| 1900-1959                    | 79.4 | 73.0 | 73.3 | 73.3 | 71.9 | 85.0 | 66.4 | 72.3 | 75.8 | 72.2 | 83.5 | 47.3 | 84.7 | 74.7 | 72.5  |
| 2000-2059                    | 72.7 | 73.8 | 70.8 | 68.0 | 70.7 | 79.1 | 73.3 | 70.0 | 72.2 | 67.3 | 78.1 | 41.1 | 83.4 | 68.8 | 72.4  |
| 2100-2159                    | 74.9 | 75.8 | 72.3 | 74.4 | 74.3 | 63.2 | 74.9 | 68.5 | 78.6 | 69.0 | 70.0 | 38.2 | 76.8 | 68.7 | 70.7  |
| 2200-2259                    | 70.1 | 69.1 | 73.3 | 66.2 | 71.3 | 73.7 | 76.7 | 67.2 | 68.4 | 78.4 | 71.4 | 32.7 | 78.1 | 73.0 | 70.0  |
| 2300-0559                    | 69.9 | 72.5 | 75.8 | 71.5 | 76.9 | 79.1 | 80.8 | 72.2 | 70.2 | 81.0 | 79.0 | 57.5 | 74.4 | 72.0 | 73.6  |
| TOTAL                        | 80.7 | 82.1 | 79.6 | 81.5 | 80.8 | 86.7 | 82.3 | 80.2 | 81.2 | 78.7 | 83.0 | 56.0 | 85.8 | 78.9 | 79.9  |

\* 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)

APRIL 2024

| DEPARTURE AIRPORT*             |      |      |      |      |      |      |      |      |      |      |      |      |      |      |      |      |
|--------------------------------|------|------|------|------|------|------|------|------|------|------|------|------|------|------|------|------|
| SCHEDULED<br>DEPARTURE<br>TIME | ATL  | AUS  | BNA  | BOS  | BWI  | CLT  | DCA  | DEN  | DFW  | DTW  | EWR  | FLL  | IAD  | IAH  | JFK  | LAS  |
| 0600-0659                      | 93.1 | 90.1 | 93.5 | 91.5 | 92.9 | 92.1 | 93.2 | 90.4 | 85.2 | 92.9 | 91.3 | 93.1 | 93.6 | 91.9 | 93.7 | 93.3 |
| 0700-0759                      | 90.9 | 91.6 | 93.8 | 88.8 | 89.9 | 90.6 | 92.6 | 88.9 | 83.4 | 91.9 | 88.1 | 91.1 | 88.3 | 89.4 | 89.0 | 90.1 |
| 0800-0859                      | 91.4 | 84.4 | 90.9 | 85.0 | 82.8 | 88.5 | 89.0 | 88.4 | 81.4 | 90.6 | 87.6 | 89.4 | 92.3 | 89.7 | 87.2 | 86.8 |
| 0900-0959                      | 87.3 | 84.4 | 91.0 | 82.9 | 81.2 | 86.8 | 86.8 | 84.9 | 75.5 | 92.1 | 85.9 | 85.7 | 91.5 | 84.4 | 88.7 | 84.8 |
| 1000-1059                      | 86.4 | 82.6 | 89.5 | 83.2 | 85.4 | 82.0 | 86.4 | 83.2 | 75.5 | 88.6 | 87.9 | 83.4 | 78.9 | 77.6 | 76.7 | 84.6 |
| 1100-1159                      | 84.9 | 81.0 | 82.5 | 85.9 | 77.7 | 81.0 | 85.8 | 78.1 | 71.9 | 83.9 | 82.7 | 77.5 | 95.7 | 80.7 | 84.5 | 79.8 |
| 1200-1259                      | 83.7 | 82.6 | 83.2 | 85.3 | 78.6 | 74.9 | 85.5 | 73.6 | 74.7 | 84.1 | 81.0 | 76.5 | 85.4 | 79.7 | 84.2 | 76.5 |
| 1300-1359                      | 82.3 | 78.0 | 78.8 | 84.2 | 74.8 | 80.8 | 81.4 | 77.7 | 67.1 | 78.3 | 78.1 | 76.6 | 88.3 | 74.7 | 79.7 | 76.0 |
| 1400-1459                      | 80.4 | 70.9 | 78.8 | 79.0 | 65.8 | 75.5 | 78.2 | 69.6 | 66.9 | 87.0 | 74.8 | 74.8 | 70.5 | 77.0 | 79.4 | 64.4 |
| 1500-1559                      | 80.9 | 68.4 | 73.0 | 75.5 | 66.5 | 76.1 | 78.0 | 74.8 | 61.7 | 81.4 | 77.4 | 69.4 | 81.0 | 69.0 | 80.8 | 69.5 |
| 1600-1659                      | 77.2 | 66.8 | 80.7 | 74.3 | 68.5 | 70.6 | 76.7 | 70.5 | 66.5 | 80.6 | 71.5 | 63.4 | 80.3 | 73.7 | 79.3 | 66.9 |
| 1700-1759                      | 79.1 | 64.3 | 78.4 | 70.7 | 66.6 | 67.7 | 73.1 | 76.2 | 69.3 | 75.4 | 68.9 | 65.7 | 81.3 | 70.0 | 67.0 | 65.4 |
| 1800-1859                      | 74.8 | 62.7 | 74.4 | 72.6 | 63.8 | 65.5 | 72.2 | 60.2 | 66.1 | 77.3 | 71.3 | 62.5 | 67.4 | 69.1 | 64.7 | 63.2 |
| 1900-1959                      | 74.2 | 65.0 | 68.9 | 67.0 | 60.5 | 65.1 | 71.2 | 71.0 | 63.7 | 71.9 | 69.1 | 63.1 | 67.5 | 72.9 | 73.0 | 65.1 |
| 2000-2059                      | 75.1 | 66.4 | 63.1 | 73.3 | 58.4 | 67.0 | 73.8 | 75.1 | 61.2 | 78.9 | 63.1 | 66.3 | 73.1 | 71.9 | 68.9 | 65.1 |
| 2100-2159                      | 77.9 | 72.4 | 72.2 | 68.8 | 49.9 | 65.5 | 72.0 | 70.7 | 69.5 | 84.4 | 67.4 | 67.3 | 75.0 | 80.4 | 68.8 | 65.1 |
| 2200-2259                      | 79.9 | 47.1 | 65.0 | 54.5 | 58.3 | 65.9 | 68.7 | 58.1 | 71.2 | 77.8 | 75.3 | 69.7 | 79.2 | 73.1 | 69.1 | 78.4 |
| 2300-0559                      | 83.9 | 96.4 | 95.0 | 91.3 | 91.6 | 84.3 | 91.0 | 81.5 | 88.8 | 95.6 | 86.7 | 89.9 | 97.4 | 90.0 | 86.1 | 86.2 |
| TOTAL                          | 82.1 | 76.3 | 82.0 | 80.6 | 72.7 | 75.7 | 80.9 | 77.3 | 71.5 | 84.4 | 78.4 | 75.6 | 84.8 | 78.0 | 79.4 | 77.2 |

\* 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)

APRIL 2024

| DEPARTURE AIRPORT*             |      |      |      |      |      |      |      |      |      |       |      |      |      |      |       |
|--------------------------------|------|------|------|------|------|------|------|------|------|-------|------|------|------|------|-------|
| SCHEDULED<br>DEPARTURE<br>TIME | LAX  | LGA  | MCO  | MDW  | MIA  | MSP  | ORD  | PHL  | PHX  | SAN   | SEA  | SFO  | SLC  | TPA  | TOTAL |
| 0600-0659                      | 94.1 | 94.6 | 93.2 | 96.6 | 93.0 | 96.6 | 91.7 | 91.8 | 92.3 | 95.6  | 94.0 | 93.7 | 93.7 | 94.8 | 92.8  |
| 0700-0759                      | 91.0 | 91.9 | 91.6 | 92.7 | 89.2 | 93.0 | 91.5 | 88.1 | 89.5 | 91.0  | 88.3 | 91.9 | 94.7 | 91.1 | 90.1  |
| 0800-0859                      | 88.8 | 90.3 | 90.0 | 93.4 | 89.2 | 92.5 | 87.9 | 88.7 | 88.3 | 86.1  | 84.2 | 90.7 | 89.4 | 91.7 | 88.2  |
| 0900-0959                      | 85.8 | 91.8 | 86.0 | 88.0 | 87.7 | 90.9 | 85.4 | 85.1 | 85.6 | 83.5  | 82.7 | 82.8 | 90.7 | 90.3 | 86.2  |
| 1000-1059                      | 84.0 | 86.6 | 84.0 | 84.9 | 80.3 | 89.8 | 84.8 | 89.9 | 85.7 | 82.3  | 78.2 | 73.5 | 88.3 | 88.8 | 83.7  |
| 1100-1159                      | 79.0 | 85.2 | 81.0 | 81.3 | 83.2 | 87.1 | 83.3 | 82.3 | 79.2 | 82.1  | 77.4 | 73.1 | 88.8 | 83.3 | 81.4  |
| 1200-1259                      | 79.6 | 84.2 | 79.9 | 80.1 | 79.7 | 90.5 | 81.8 | 80.5 | 78.7 | 78.2  | 78.8 | 68.2 | 81.9 | 80.2 | 80.2  |
| 1300-1359                      | 79.8 | 84.9 | 75.1 | 81.2 | 79.1 | 88.3 | 84.9 | 82.8 | 78.5 | 75.9  | 78.9 | 63.0 | 79.3 | 78.8 | 78.9  |
| 1400-1459                      | 81.8 | 83.4 | 74.9 | 73.9 | 73.1 | 85.8 | 82.9 | 78.9 | 70.7 | 77.1  | 78.8 | 52.4 | 83.2 | 74.0 | 75.6  |
| 1500-1559                      | 83.5 | 77.5 | 72.2 | 69.8 | 74.4 | 85.5 | 76.3 | 81.6 | 75.7 | 73.4  | 79.9 | 48.0 | 84.3 | 73.5 | 75.8  |
| 1600-1659                      | 75.7 | 73.4 | 71.9 | 65.8 | 71.9 | 83.7 | 76.6 | 80.4 | 74.3 | 69.3  | 77.1 | 61.8 | 74.4 | 77.0 | 72.7  |
| 1700-1759                      | 73.3 | 79.1 | 69.9 | 67.6 | 69.9 | 79.5 | 77.5 | 75.0 | 74.3 | 69.0  | 79.0 | 55.1 | 79.7 | 68.4 | 73.0  |
| 1800-1859                      | 74.4 | 76.6 | 64.8 | 65.4 | 63.1 | 82.9 | 77.1 | 75.2 | 67.7 | 70.0  | 77.5 | 67.4 | 78.1 | 69.6 | 70.2  |
| 1900-1959                      | 78.7 | 75.2 | 67.5 | 68.7 | 70.4 | 81.5 | 70.9 | 70.4 | 68.2 | 65.9  | 79.8 | 57.1 | 76.5 | 70.1 | 70.0  |
| 2000-2059                      | 75.6 | 72.5 | 68.9 | 67.4 | 71.2 | 82.7 | 67.8 | 71.0 | 77.4 | 69.8  | 74.4 | 54.9 | 78.5 | 73.8 | 70.4  |
| 2100-2159                      | 77.4 | 77.8 | 67.2 | 64.6 | 68.3 | 82.4 | 78.8 | 78.2 | 76.9 | 67.6  | 76.3 | 54.9 | 87.1 | 75.2 | 73.2  |
| 2200-2259                      | 80.5 | 69.6 | 65.8 | 59.6 | 80.9 | 76.7 | 58.7 | 71.4 | 87.9 | 88.8  | 74.3 | 62.1 | 81.7 | 66.2 | 73.0  |
| 2300-0559                      | 83.5 | 85.4 | 87.1 | 96.8 | 92.2 | 94.8 | 93.0 | 91.5 | 87.3 | 100.0 | 85.3 | 69.9 | 84.7 | 85.9 | 86.1  |
| TOTAL                          | 82.3 | 83.1 | 78.2 | 77.8 | 77.0 | 87.0 | 81.3 | 81.9 | 80.1 | 79.4  | 81.0 | 70.3 | 84.9 | 81.0 | 79.2  |

\* 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**  
**APRIL 2024**

| CITY (AIRPORT)                       | PERCENT ON-TIME |      | REPORTED OPERATIONS |       |
|--------------------------------------|-----------------|------|---------------------|-------|
|                                      | ARR             | DEP  | ARR                 | DEP   |
| Aberdeen, SD (ABR)                   | 93.3            | 93.3 | 60                  | 60    |
| Abilene, TX (ABI)                    | 73.8            | 79.3 | 145                 | 145   |
| Adak Island, AK (ADK)                | 62.5            | 62.5 | 8                   | 8     |
| Aguadilla, PR (BQN)                  | 83.3            | 83.3 | 234                 | 234   |
| Akron, OH (CAK)                      | 73.5            | 84.7 | 287                 | 287   |
| Albany, GA (ABY)                     | 76.7            | 81.7 | 60                  | 60    |
| Albany, NY (ALB)                     | 77.8            | 82.9 | 1000                | 1000  |
| Albuquerque, NM (ABQ)                | 80.3            | 80.7 | 1901                | 1900  |
| Alexandria, LA (AEX)                 | 80.7            | 79.3 | 150                 | 150   |
| Allentown/Bethlehem/Easton, PA (ABE) | 80.8            | 83.5 | 364                 | 364   |
| Alpena, MI (APN)                     | 90.2            | 86.3 | 51                  | 51    |
| Amarillo, TX (AMA)                   | 77.8            | 83.9 | 365                 | 366   |
| Anchorage, AK (ANC)                  | 76.8            | 82.8 | 1323                | 1322  |
| Appleton, WI (ATW)                   | 80.2            | 85.4 | 516                 | 514   |
| Arcata/Eureka, CA (ACV)              | 84.2            | 78.3 | 120                 | 120   |
| Asheville, NC (AVL)                  | 83.0            | 81.2 | 1001                | 1000  |
| Ashland, WV (HTS)                    | 88.2            | 58.8 | 17                  | 17    |
| Aspen, CO (ASE)                      | 68.8            | 72.0 | 484                 | 489   |
| Atlanta, GA (ATL)                    | 84.7            | 82.1 | 28394               | 28419 |
| Atlantic City, NJ (ACY)              | 84.3            | 86.0 | 300                 | 299   |
| Augusta, GA (AGS)                    | 79.1            | 77.7 | 483                 | 485   |
| Austin, TX (AUS)                     | 76.2            | 76.3 | 7304                | 7304  |
| Bakersfield, CA (BFL)                | 72.2            | 82.8 | 169                 | 169   |
| Baltimore, MD (BWI)                  | 81.7            | 72.7 | 8235                | 8230  |
| Bangor, ME (BGR)                     | 79.0            | 89.2 | 219                 | 223   |
| Barrow, AK (BRW)                     | 77.4            | 80.6 | 31                  | 31    |
| Baton Rouge, LA (BTR)                | 77.8            | 78.5 | 428                 | 428   |
| Beaumont/Port Arthur, TX (BPT)       | 71.7            | 71.7 | 60                  | 60    |
| Belleville, IL (BLV)                 | 92.9            | 90.6 | 85                  | 85    |
| Bellingham, WA (BLI)                 | 85.3            | 84.6 | 245                 | 246   |
| Bemidji, MN (BJI)                    | 91.7            | 91.7 | 60                  | 60    |
| Bend/Redmond, OR (RDM)               | 86.2            | 84.7 | 449                 | 450   |
| Bethel, AK (BET)                     | 81.7            | 76.7 | 60                  | 60    |
| Billings, MT (BIL)                   | 84.7            | 89.7 | 321                 | 321   |
| Binghamton, NY (BGM)                 | 90.0            | 90.0 | 30                  | 30    |
| Birmingham, AL (BHM)                 | 81.5            | 84.2 | 1430                | 1429  |
| Bishop, CA (BIH)                     | 60.0            | 40.0 | 5                   | 5     |
| Bismarck/Mandan, ND (BIS)            | 85.7            | 88.9 | 280                 | 279   |
| Bloomington/Normal, IL (BMI)         | 83.6            | 87.9 | 140                 | 140   |
| Boise, ID (BOI)                      | 85.6            | 86.8 | 1786                | 1787  |
| Boston, MA (BOS)                     | 77.4            | 80.6 | 11597               | 11591 |

| CITY (AIRPORT)                           | PERCENT ON-TIME |       | REPORTED OPERATIONS |       |
|------------------------------------------|-----------------|-------|---------------------|-------|
|                                          | ARR             | DEP   | ARR                 | DEP   |
| Bozeman, MT (BZN)                        | 85.0            | 87.9  | 642                 | 643   |
| Brainerd, MN (BRD)                       | 90.2            | 94.1  | 51                  | 51    |
| Bristol/Johnson City/Kingsport, TN (TRI) | 93.3            | 92.0  | 163                 | 163   |
| Brownsville, TX (BRO)                    | 79.3            | 79.5  | 150                 | 151   |
| Brunswick, GA (BQK)                      | 81.7            | 85.0  | 60                  | 60    |
| Buffalo, NY (BUF)                        | 80.2            | 84.7  | 1786                | 1786  |
| Burbank, CA (BUR)                        | 79.1            | 81.5  | 2242                | 2242  |
| Burlington, VT (BTV)                     | 83.5            | 88.4  | 508                 | 508   |
| Butte, MT (BTM)                          | 92.7            | 94.5  | 55                  | 55    |
| Casper, WY (CPR)                         | 96.7            | 100.0 | 30                  | 30    |
| Cedar City, UT (CDC)                     | 82.4            | 88.2  | 51                  | 51    |
| Cedar Rapids/Iowa City, IA (CID)         | 77.6            | 85.2  | 621                 | 620   |
| Champaign/Urbana, IL (CMI)               | 78.3            | 82.5  | 120                 | 120   |
| Charleston, SC (CHS)                     | 80.6            | 82.6  | 2209                | 2206  |
| Charleston/Dunbar, WV (CRW)              | 78.2            | 80.1  | 266                 | 266   |
| Charlotte Amalie, VI (STT)               | 79.1            | 77.3  | 541                 | 542   |
| Charlotte, NC (CLT)                      | 78.4            | 75.7  | 18157               | 18144 |
| Charlottesville, VA (CHO)                | 82.9            | 84.4  | 275                 | 275   |
| Chattanooga, TN (CHA)                    | 81.0            | 79.7  | 591                 | 592   |
| Cheyenne, WY (CYS)                       | 82.1            | 85.7  | 56                  | 56    |
| Chicago, IL (MDW)                        | 81.5            | 77.8  | 6789                | 6791  |
| Chicago, IL (ORD)                        | 82.3            | 81.3  | 23650               | 23646 |
| Christiansted, VI (STX)                  | 76.9            | 75.9  | 108                 | 108   |
| Cincinnati, OH (CVG)                     | 81.3            | 84.2  | 3582                | 3582  |
| Clarksburg/Fairmont, WV (CKB)            | 82.4            | 76.5  | 17                  | 17    |
| Cleveland, OH (CLE)                      | 79.2            | 83.3  | 3333                | 3335  |
| College Station/Bryan, TX (CLL)          | 78.9            | 80.0  | 90                  | 90    |
| Colorado Springs, CO (COS)               | 78.3            | 84.3  | 972                 | 972   |
| Columbia, MO (COU)                       | 74.6            | 85.2  | 122                 | 122   |
| Columbia, SC (CAE)                       | 80.6            | 87.5  | 547                 | 545   |
| Columbus, GA (CSG)                       | 87.2            | 88.4  | 86                  | 86    |
| Columbus, MS (GTR)                       | 93.3            | 90.0  | 60                  | 60    |
| Columbus, OH (CMH)                       | 81.0            | 85.4  | 3349                | 3351  |
| Columbus, OH (LCK)                       | 84.5            | 80.3  | 71                  | 71    |
| Concord, NC (USA)                        | 73.3            | 65.0  | 60                  | 60    |
| Cordova, AK (CDV)                        | 80.0            | 85.0  | 60                  | 60    |
| Corpus Christi, TX (CRP)                 | 78.0            | 84.3  | 318                 | 318   |
| Dallas, TX (DAL)                         | 77.0            | 72.7  | 6080                | 6080  |
| Dallas/Fort Worth, TX (DFW)              | 72.6            | 71.5  | 24902               | 24911 |
| Dayton, OH (DAY)                         | 80.6            | 87.3  | 686                 | 686   |
| Daytona Beach, FL (DAB)                  | 82.3            | 88.7  | 248                 | 248   |

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

| CITY (AIRPORT)                  | PERCENT ON-TIME |      | REPORTED OPERATIONS |       |
|---------------------------------|-----------------|------|---------------------|-------|
|                                 | ARR             | DEP  | ARR                 | DEP   |
| Deadhorse, AK (SCC)             | 77.1            | 79.2 | 48                  | 48    |
| Decatur, IL (DEC)               | 79.0            | 82.7 | 81                  | 81    |
| Denver, CO (DEN)                | 81.1            | 77.3 | 24663               | 24657 |
| Des Moines, IA (DSM)            | 81.7            | 86.8 | 1261                | 1264  |
| Detroit, MI (DTW)               | 84.3            | 84.4 | 10773               | 10770 |
| Devils Lake, ND (DVL)           | 89.1            | 98.2 | 55                  | 55    |
| Dickinson, ND (DIK)             | 89.3            | 91.1 | 56                  | 56    |
| Dodge City, KS (DDC)            | 92.2            | 96.1 | 51                  | 51    |
| Dothan, AL (DHN)                | 85.0            | 91.7 | 60                  | 60    |
| Duluth, MN (DLH)                | 93.0            | 92.4 | 172                 | 172   |
| Durango, CO (DRO)               | 80.7            | 84.8 | 243                 | 243   |
| Eagle, CO (EGE)                 | 86.8            | 86.8 | 204                 | 205   |
| El Paso, TX (ELP)               | 80.1            | 81.3 | 1431                | 1430  |
| Elko, NV (EKO)                  | 93.3            | 90.0 | 30                  | 30    |
| Elmira/Corning, NY (ELM)        | 84.7            | 88.2 | 85                  | 85    |
| Escanaba, MI (ESC)              | 80.4            | 88.2 | 51                  | 51    |
| Eugene, OR (EUG)                | 82.9            | 85.9 | 595                 | 595   |
| Evansville, IN (EVV)            | 74.0            | 82.5 | 154                 | 154   |
| Everett, WA (PAE)               | 83.1            | 90.8 | 130                 | 130   |
| Fairbanks, AK (FAI)             | 71.2            | 84.1 | 264                 | 264   |
| Fargo, ND (FAR)                 | 82.1            | 89.7 | 531                 | 532   |
| Fayetteville, AR (XNA)          | 81.1            | 84.0 | 1078                | 1078  |
| Fayetteville, NC (FAY)          | 89.5            | 87.2 | 86                  | 86    |
| Flagstaff, AZ (FLG)             | 88.1            | 89.5 | 143                 | 143   |
| Flint, MI (FNT)                 | 80.9            | 86.1 | 194                 | 194   |
| Fort Dodge, IA (FOD)            | 72.5            | 88.2 | 51                  | 51    |
| Fort Lauderdale, FL (FLL)       | 79.4            | 75.6 | 8297                | 8299  |
| Fort Myers, FL (RSW)            | 79.8            | 81.7 | 3505                | 3511  |
| Fort Smith, AR (FSM)            | 80.0            | 78.9 | 90                  | 90    |
| Fort Wayne, IN (FWA)            | 77.5            | 77.8 | 351                 | 351   |
| Fresno, CA (FAT)                | 81.4            | 82.4 | 911                 | 911   |
| Gainesville, FL (GNV)           | 85.2            | 86.3 | 256                 | 255   |
| Garden City, KS (GCK)           | 70.0            | 76.7 | 60                  | 60    |
| Gillette, WY (GCC)              | 81.7            | 91.7 | 60                  | 60    |
| Grand Forks, ND (GFK)           | 88.0            | 92.6 | 108                 | 108   |
| Grand Island, NE (GRI)          | 78.9            | 81.6 | 76                  | 76    |
| Grand Junction, CO (GJT)        | 84.9            | 89.0 | 245                 | 245   |
| Grand Rapids, MI (GRR)          | 80.2            | 87.4 | 1518                | 1520  |
| Great Falls, MT (GTF)           | 92.4            | 91.5 | 223                 | 223   |
| Green Bay, WI (GRB)             | 78.6            | 85.6 | 397                 | 397   |
| Greensboro/High Point, NC (GSO) | 84.6            | 89.1 | 959                 | 958   |

| CITY (AIRPORT)                      | PERCENT ON-TIME |      | REPORTED OPERATIONS |      |
|-------------------------------------|-----------------|------|---------------------|------|
|                                     | ARR             | DEP  | ARR                 | DEP  |
| Greer, SC (GSP)                     | 80.7            | 86.8 | 1326                | 1326 |
| Guam, TT (GUM)                      | 96.7            | 88.3 | 60                  | 60   |
| Gulfport/Biloxi, MS (GPT)           | 80.4            | 85.9 | 270                 | 270  |
| Gunnison, CO (GUC)                  | 87.8            | 95.2 | 41                  | 42   |
| Hagerstown, MD (HGR)                | 52.9            | 41.2 | 17                  | 17   |
| Hancock/Houghton, MI (CMX)          | 60.0            | 66.7 | 60                  | 60   |
| Harlingen/San Benito, TX (HRL)      | 81.7            | 83.2 | 382                 | 381  |
| Harrisburg, PA (MDT)                | 84.1            | 88.4 | 509                 | 507  |
| Hartford, CT (BDL)                  | 79.2            | 82.4 | 1975                | 1974 |
| Hattiesburg/Laurel, MS (PIB)        | 84.3            | 84.3 | 51                  | 51   |
| Hayden, CO (HDN)                    | 87.5            | 90.0 | 120                 | 120  |
| Hays, KS (HYS)                      | 75.4            | 90.0 | 61                  | 60   |
| Helena, MT (HLN)                    | 90.0            | 90.8 | 120                 | 120  |
| Hibbing, MN (HIB)                   | 86.3            | 90.2 | 51                  | 51   |
| Hilo, HI (ITO)                      | 87.9            | 89.2 | 572                 | 572  |
| Hilton Head, SC (HHH)               | 79.7            | 77.4 | 177                 | 177  |
| Honolulu, HI (HNL)                  | 85.0            | 86.2 | 5104                | 5104 |
| Houston, TX (HOU)                   | 80.1            | 76.8 | 4857                | 4857 |
| Houston, TX (IAH)                   | 81.3            | 78.0 | 9287                | 9288 |
| Huntsville, AL (HSV)                | 83.4            | 82.5 | 802                 | 801  |
| Idaho Falls, ID (IDA)               | 88.3            | 89.8 | 266                 | 266  |
| Indianapolis, IN (IND)              | 81.0            | 85.5 | 3947                | 3947 |
| International Falls, MN (INL)       | 92.2            | 94.1 | 51                  | 51   |
| Iron Mountain/Kingsford, MI (IMT)   | 81.7            | 90.0 | 60                  | 60   |
| Islip, NY (ISP)                     | 75.3            | 76.2 | 433                 | 433  |
| Ithaca/Cortland, NY (ITH)           | 83.3            | 91.7 | 60                  | 60   |
| Jackson, WY (JAC)                   | 83.7            | 87.0 | 246                 | 246  |
| Jackson/Vicksburg, MS (JAN)         | 78.7            | 82.0 | 606                 | 605  |
| Jacksonville, FL (JAX)              | 80.5            | 83.3 | 2591                | 2590 |
| Jacksonville/Camp Lejeune, NC (OAJ) | 86.4            | 91.8 | 147                 | 146  |
| Jamestown, ND (JMS)                 | 92.7            | 96.4 | 55                  | 55   |
| Johnstown, PA (JST)                 | 71.7            | 71.7 | 60                  | 60   |
| Joplin, MO (JLN)                    | 84.3            | 84.3 | 51                  | 51   |
| Juneau, AK (JNU)                    | 84.3            | 87.2 | 345                 | 345  |
| Kahului, HI (OGG)                   | 88.1            | 88.3 | 2155                | 2153 |
| Kalamazoo, MI (AZO)                 | 81.4            | 94.2 | 86                  | 86   |
| Kalispell, MT (FCA)                 | 88.7            | 88.7 | 195                 | 195  |
| Kansas City, MO (MCI)               | 78.0            | 82.1 | 4107                | 4106 |
| Ketchikan, AK (KTN)                 | 87.7            | 87.7 | 195                 | 195  |
| Key West, FL (EYW)                  | 78.6            | 70.6 | 772                 | 772  |
| Killeen, TX (GRK)                   | 76.9            | 78.9 | 147                 | 147  |

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

| CITY (AIRPORT)                     | PERCENT ON-TIME |       | REPORTED OPERATIONS |       |
|------------------------------------|-----------------|-------|---------------------|-------|
|                                    | ARR             | DEP   | ARR                 | DEP   |
| King Salmon, AK (AKN)              | 100.0           | 100.0 | 7                   | 7     |
| Knoxville, TN (TYS)                | 78.9            | 85.0  | 1210                | 1210  |
| Kodiak, AK (ADQ)                   | 82.8            | 79.3  | 58                  | 58    |
| Kona, HI (KOA)                     | 86.2            | 88.0  | 1292                | 1291  |
| Kotzebue, AK (OTZ)                 | 70.0            | 70.0  | 30                  | 30    |
| Lafayette, LA (LFT)                | 81.2            | 84.6  | 266                 | 266   |
| Lake Charles, LA (LCH)             | 85.6            | 80.0  | 90                  | 90    |
| Lansing, MI (LAN)                  | 68.8            | 75.0  | 112                 | 112   |
| Laramie, WY (LAR)                  | 74.5            | 90.2  | 51                  | 51    |
| Laredo, TX (LRD)                   | 76.0            | 79.7  | 154                 | 153   |
| Las Vegas, NV (LAS)                | 78.3            | 77.2  | 15585               | 15579 |
| Latrobe, PA (LBE)                  | 88.2            | 84.3  | 51                  | 51    |
| Lawton/Fort Sill, OK (LAW)         | 76.7            | 73.3  | 90                  | 90    |
| Lewiston, ID (LWS)                 | 91.1            | 92.2  | 90                  | 90    |
| Lexington, KY (LEX)                | 84.3            | 86.9  | 785                 | 785   |
| Liberal, KS (LBL)                  | 92.2            | 90.2  | 51                  | 51    |
| Lihue, HI (LIH)                    | 85.1            | 87.0  | 1290                | 1290  |
| Lincoln, NE (LNK)                  | 76.7            | 80.0  | 90                  | 90    |
| Little Rock, AR (LIT)              | 78.7            | 81.0  | 1086                | 1087  |
| Long Beach, CA (LGB)               | 84.6            | 83.7  | 1476                | 1476  |
| Longview, TX (GGG)                 | 80.0            | 83.3  | 60                  | 60    |
| Los Angeles, CA (LAX)              | 80.7            | 82.3  | 15725               | 15718 |
| Louisville, KY (SDF)               | 81.0            | 85.1  | 2049                | 2048  |
| Lubbock, TX (LBB)                  | 76.6            | 81.0  | 483                 | 483   |
| Madison, WI (MSN)                  | 75.8            | 83.7  | 1016                | 1015  |
| Manchester, NH (MHT)               | 78.7            | 82.7  | 464                 | 463   |
| Manhattan/Ft. Riley, KS (MHK)      | 81.7            | 83.3  | 60                  | 60    |
| Marquette, MI (MQT)                | 76.7            | 71.7  | 60                  | 60    |
| Mason City, IA (MCW)               | 82.4            | 84.3  | 51                  | 51    |
| Medford, OR (MFR)                  | 86.3            | 87.5  | 344                 | 344   |
| Melbourne, FL (MLB)                | 82.7            | 86.0  | 243                 | 243   |
| Memphis, TN (MEM)                  | 80.2            | 85.8  | 1851                | 1850  |
| Meridian, MS (MEI)                 | 76.5            | 86.3  | 51                  | 51    |
| Miami, FL (MIA)                    | 80.8            | 77.0  | 9586                | 9590  |
| Midland/Odessa, TX (MAF)           | 79.4            | 83.7  | 831                 | 829   |
| Milwaukee, WI (MKE)                | 78.2            | 85.3  | 2371                | 2369  |
| Minneapolis, MN (MSP)              | 86.7            | 87.0  | 10257               | 10260 |
| Minot, ND (MOT)                    | 90.1            | 90.1  | 181                 | 181   |
| Mission/McAllen/Edinburg, TX (MFE) | 73.7            | 78.1  | 308                 | 306   |
| Missoula, MT (MSO)                 | 84.6            | 86.7  | 240                 | 240   |
| Mobile, AL (MOB)                   | 81.1            | 87.4  | 206                 | 206   |

| CITY (AIRPORT)                     | PERCENT ON-TIME |      | REPORTED OPERATIONS |       |
|------------------------------------|-----------------|------|---------------------|-------|
|                                    | ARR             | DEP  | ARR                 | DEP   |
| Moline, IL (MLI)                   | 75.3            | 82.9 | 304                 | 304   |
| Monroe, LA (MLU)                   | 78.0            | 80.0 | 150                 | 150   |
| Monterey, CA (MRY)                 | 84.6            | 87.1 | 351                 | 349   |
| Montgomery, AL (MGM)               | 85.1            | 84.7 | 202                 | 202   |
| Montrose/Delta, CO (MTJ)           | 84.3            | 87.6 | 153                 | 153   |
| Mosinee, WI (CWA)                  | 96.7            | 96.7 | 60                  | 60    |
| Myrtle Beach, SC (MYR)             | 83.2            | 84.1 | 1381                | 1381  |
| Nashville, TN (BNA)                | 82.8            | 82.0 | 8279                | 8282  |
| New Orleans, LA (MSY)              | 77.6            | 79.8 | 4323                | 4320  |
| New York, NY (JFK)                 | 79.2            | 79.4 | 10153               | 10152 |
| New York, NY (LGA)                 | 82.1            | 83.1 | 13518               | 13515 |
| Newark, NJ (EWR)                   | 80.3            | 78.4 | 10730               | 10729 |
| Newburgh/Poughkeepsie, NY (SWF)    | 88.2            | 82.4 | 34                  | 34    |
| Niagara Falls, NY (IAG)            | 85.7            | 73.8 | 42                  | 42    |
| Nome, AK (OME)                     | 76.7            | 76.7 | 30                  | 30    |
| Norfolk, VA (ORF)                  | 79.3            | 82.0 | 1702                | 1701  |
| North Bend/Coos Bay, OR (OTH)      | 90.0            | 46.7 | 30                  | 30    |
| North Platte, NE (LBF)             | 84.3            | 86.5 | 51                  | 52    |
| Oakland, CA (OAK)                  | 83.8            | 83.5 | 3509                | 3512  |
| Oklahoma City, OK (OKC)            | 80.6            | 85.3 | 1880                | 1880  |
| Omaha, NE (OMA)                    | 78.5            | 84.7 | 1924                | 1926  |
| Ontario, CA (ONT)                  | 79.8            | 82.0 | 2096                | 2098  |
| Orlando, FL (MCO)                  | 79.6            | 78.2 | 14170               | 14178 |
| Pago Pago, TT (PPG)                | 66.7            | 77.8 | 9                   | 9     |
| Palm Springs, CA (PSP)             | 79.9            | 80.9 | 1622                | 1620  |
| Panama City, FL (ECP)              | 81.9            | 83.0 | 735                 | 735   |
| Pasco/Kennewick/Richland, WA (PSC) | 86.3            | 89.3 | 401                 | 401   |
| Pellston, MI (PLN)                 | 76.5            | 74.5 | 51                  | 51    |
| Pensacola, FL (PNS)                | 78.8            | 81.7 | 1139                | 1139  |
| Peoria, IL (PIA)                   | 77.6            | 82.5 | 286                 | 286   |
| Petersburg, AK (PSG)               | 83.3            | 86.7 | 60                  | 60    |
| Philadelphia, PA (PHL)             | 80.2            | 81.9 | 7894                | 7893  |
| Phoenix, AZ (AZA)                  | 93.5            | 94.4 | 463                 | 463   |
| Phoenix, AZ (PHX)                  | 81.2            | 80.1 | 16536               | 16531 |
| Pittsburgh, PA (PIT)               | 81.2            | 85.2 | 3534                | 3535  |
| Plattsburgh, NY (PBG)              | 90.0            | 75.0 | 50                  | 52    |
| Pocatello, ID (PIH)                | 91.7            | 93.3 | 60                  | 60    |
| Ponce, PR (PSE)                    | 73.7            | 86.0 | 114                 | 114   |
| Portland, ME (PWM)                 | 78.2            | 84.6 | 618                 | 617   |
| Portland, OR (PDX)                 | 81.7            | 84.6 | 4768                | 4765  |
| Portsmouth, NH (PSM)               | 90.6            | 83.0 | 53                  | 53    |

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

| CITY (AIRPORT)                     | PERCENT ON-TIME |       | REPORTED OPERATIONS |       |
|------------------------------------|-----------------|-------|---------------------|-------|
|                                    | ARR             | DEP   | ARR                 | DEP   |
| Prescott, AZ (PRC)                 | 81.7            | 78.3  | 60                  | 60    |
| Providence, RI (PVD)               | 80.7            | 86.0  | 1205                | 1203  |
| Provo, UT (PVU)                    | 86.5            | 89.7  | 156                 | 156   |
| Punta Gorda, FL (PGD)              | 83.7            | 86.6  | 540                 | 539   |
| Raleigh/Durham, NC (RDU)           | 78.0            | 81.8  | 5013                | 5013  |
| Rapid City, SD (RAP)               | 84.3            | 86.2  | 312                 | 312   |
| Redding, CA (RDD)                  | 90.4            | 93.0  | 114                 | 114   |
| Reno, NV (RNO)                     | 82.7            | 83.2  | 1638                | 1638  |
| Rhineland, WI (RHI)                | 91.7            | 91.7  | 60                  | 60    |
| Richmond, VA (RIC)                 | 78.5            | 80.8  | 1570                | 1570  |
| Riverton/Lander, WY (RIW)          | 79.5            | 87.2  | 39                  | 39    |
| Roanoke, VA (ROA)                  | 87.2            | 83.6  | 226                 | 226   |
| Rochester, MN (RST)                | 76.6            | 80.6  | 124                 | 124   |
| Rochester, NY (ROC)                | 79.5            | 83.8  | 947                 | 947   |
| Rock Springs, WY (RKS)             | 76.9            | 87.2  | 39                  | 39    |
| Rockford, IL (RFD)                 | 90.9            | 84.8  | 66                  | 66    |
| Roswell, NM (ROW)                  | 75.0            | 78.3  | 60                  | 60    |
| Sacramento, CA (SMF)               | 81.7            | 82.5  | 4394                | 4392  |
| Saginaw/Bay City/Midland, MI (MBS) | 82.1            | 88.1  | 168                 | 168   |
| Saipan, TT (SPN)                   | 100.0           | 100.0 | 30                  | 30    |
| Salina, KS (SLN)                   | 78.7            | 80.0  | 61                  | 60    |
| Salt Lake City, UT (SLC)           | 85.8            | 84.9  | 9328                | 9336  |
| San Angelo, TX (SJT)               | 74.4            | 78.9  | 90                  | 90    |
| San Antonio, TX (SAT)              | 74.8            | 80.5  | 3401                | 3401  |
| San Diego, CA (SAN)                | 78.7            | 79.4  | 7584                | 7585  |
| San Francisco, CA (SFO)            | 56.0            | 70.3  | 10644               | 10622 |
| San Jose, CA (SJC)                 | 83.3            | 86.3  | 3919                | 3938  |
| San Juan, PR (SJU)                 | 79.2            | 80.6  | 2920                | 2921  |
| San Luis Obispo, CA (SBP)          | 81.4            | 83.4  | 408                 | 410   |
| Sanford, FL (SFB)                  | 81.2            | 84.2  | 754                 | 753   |
| Santa Ana, CA (SNA)                | 81.9            | 79.8  | 3598                | 3598  |
| Santa Barbara, CA (SBA)            | 74.3            | 74.3  | 557                 | 556   |
| Santa Fe, NM (SAF)                 | 79.4            | 80.5  | 170                 | 169   |
| Santa Maria, CA (SMX)              | 100.0           | 100.0 | 8                   | 8     |
| Santa Rosa, CA (STS)               | 81.1            | 85.7  | 264                 | 265   |
| Sarasota/Bradenton, FL (SRQ)       | 80.5            | 83.1  | 1615                | 1616  |
| Sault Ste. Marie, MI (CIU)         | 83.3            | 85.0  | 60                  | 60    |
| Savannah, GA (SAV)                 | 79.0            | 81.9  | 1664                | 1663  |
| Scottsbluff, NE (BFF)              | 72.5            | 80.4  | 51                  | 51    |
| Scranton/Wilkes-Barre, PA (AVP)    | 66.3            | 75.0  | 92                  | 92    |
| Seattle, WA (SEA)                  | 83.0            | 81.0  | 12918               | 12924 |

| CITY (AIRPORT)                       | PERCENT ON-TIME |       | REPORTED OPERATIONS |       |
|--------------------------------------|-----------------|-------|---------------------|-------|
|                                      | ARR             | DEP   | ARR                 | DEP   |
| Sheridan, WY (SHR)                   | 85.0            | 98.3  | 60                  | 60    |
| Shreveport, LA (SHV)                 | 80.0            | 80.9  | 330                 | 330   |
| Sioux City, IA (SUX)                 | 81.7            | 93.3  | 60                  | 60    |
| Sioux Falls, SD (FSD)                | 83.3            | 89.3  | 598                 | 598   |
| Sitka, AK (SIT)                      | 91.1            | 90.0  | 90                  | 90    |
| South Bend, IN (SBN)                 | 79.1            | 84.5  | 541                 | 541   |
| Spokane, WA (GEG)                    | 83.8            | 90.0  | 1473                | 1475  |
| Springfield, IL (SPI)                | 70.0            | 70.0  | 10                  | 10    |
| Springfield, MO (SGF)                | 78.5            | 79.7  | 665                 | 665   |
| St. Cloud, MN (STC)                  | 100.0           | 100.0 | 15                  | 15    |
| St. George, UT (SGU)                 | 91.7            | 90.9  | 254                 | 254   |
| St. Louis, MO (STL)                  | 81.0            | 79.5  | 5445                | 5444  |
| St. Petersburg, FL (PIE)             | 84.2            | 87.5  | 641                 | 641   |
| State College, PA (SCE)              | 71.7            | 78.3  | 60                  | 60    |
| Stillwater, OK (SWO)                 | 73.3            | 80.0  | 60                  | 60    |
| Stockton, CA (SCK)                   | 80.6            | 77.8  | 36                  | 36    |
| Sun Valley/Hailey/Ketchum, ID (SUN)  | 89.8            | 92.9  | 98                  | 99    |
| Syracuse, NY (SYR)                   | 80.7            | 86.7  | 1104                | 1103  |
| Tallahassee, FL (TLH)                | 82.1            | 86.9  | 503                 | 503   |
| Tampa, FL (TPA)                      | 78.9            | 81.0  | 7118                | 7121  |
| Texarkana, AR (TXK)                  | 66.7            | 73.3  | 60                  | 60    |
| Toledo, OH (TOL)                     | 82.5            | 72.5  | 40                  | 40    |
| Traverse City, MI (TVC)              | 77.2            | 84.3  | 224                 | 223   |
| Trenton, NJ (TTN)                    | 77.6            | 72.1  | 201                 | 201   |
| Tucson, AZ (TUS)                     | 79.7            | 82.9  | 1663                | 1664  |
| Tulsa, OK (TUL)                      | 80.0            | 84.6  | 1394                | 1390  |
| Twin Falls, ID (TWF)                 | 90.0            | 91.7  | 60                  | 60    |
| Tyler, TX (TYR)                      | 90.0            | 86.7  | 90                  | 90    |
| Valdosta, GA (VLD)                   | 83.3            | 90.0  | 60                  | 60    |
| Valparaiso, FL (VPS)                 | 81.0            | 80.0  | 843                 | 844   |
| Victoria, TX (VCT)                   | 90.2            | 94.1  | 51                  | 51    |
| Waco, TX (ACT)                       | 74.4            | 77.8  | 90                  | 90    |
| Walla Walla, WA (ALW)                | 93.3            | 98.3  | 60                  | 60    |
| Washington, DC (DCA)                 | 79.1            | 80.9  | 11542               | 11546 |
| Washington, DC (IAD)                 | 85.0            | 84.8  | 4308                | 4304  |
| West Palm Beach/Palm Beach, FL (PBI) | 78.1            | 78.0  | 2767                | 2769  |
| White Plains, NY (HPN)               | 75.1            | 80.6  | 1058                | 1058  |
| Wichita Falls, TX (SPS)              | 80.4            | 82.1  | 56                  | 56    |
| Wichita, KS (ICT)                    | 76.6            | 83.6  | 842                 | 842   |
| Williston, ND (XWA)                  | 89.0            | 91.1  | 146                 | 146   |
| Wilmington, NC (ILM)                 | 76.7            | 82.2  | 597                 | 595   |



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

| CITY (AIRPORT)      | PERCENT ON-TIME |      | REPORTED OPERATIONS |     |
|---------------------|-----------------|------|---------------------|-----|
|                     | ARR             | DEP  | ARR                 | DEP |
| Worcester, MA (ORH) | 83.9            | 82.9 | 124                 | 123 |
| Wrangell, AK (WRG)  | 85.0            | 85.0 | 60                  | 60  |
| Yakutat, AK (YAK)   | 80.0            | 83.3 | 60                  | 60  |
| Yuma, AZ (YUM)      | 91.6            | 90.2 | 131                 | 132 |

## AIR TRAVEL CONSUMER REPORT

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

APRIL 2024

| CARRIER <sup>1</sup>             | AT ALL US AIRPORTS          |                             |                             |                                 |           |
|----------------------------------|-----------------------------|-----------------------------|-----------------------------|---------------------------------|-----------|
|                                  | NUMBER OF AIRPORTS REPORTED | FLIGHT OPERATIONS SCHEDULED | FLIGHT OPERATIONS CANCELLED | PERCENT OF OPERATIONS CANCELLED | RANK      |
| <b>DELTA AIR LINES NETWORK</b>   | <b>210</b>                  | <b>126392</b>               | <b>382</b>                  | <b>0.3</b>                      | <b>1</b>  |
| - DELTA AIR LINES <sup>2</sup>   | 142                         | 82832                       | 117                         | 0.1                             |           |
| - BRANDED CODESHARE PARTNERS     | 176                         | 43560                       | 265                         | 0.6                             |           |
| <b>SOUTHWEST AIRLINES</b>        | <b>107</b>                  | <b>120579</b>               | <b>482</b>                  | <b>0.4</b>                      | <b>2</b>  |
| <b>ALLEGiant AIR</b>             | <b>119</b>                  | <b>9271</b>                 | <b>43</b>                   | <b>0.5</b>                      | <b>3</b>  |
| <b>ALASKA AIRLINES NETWORK</b>   | <b>104</b>                  | <b>32607</b>                | <b>190</b>                  | <b>0.6</b>                      | <b>4</b>  |
| - ALASKA AIRLINES                | 85                          | 19430                       | 108                         | 0.6                             |           |
| - BRANDED CODESHARE PARTNERS     | 55                          | 13177                       | 82                          | 0.6                             |           |
| <b>UNITED AIRLINES NETWORK</b>   | <b>213</b>                  | <b>108768</b>               | <b>720</b>                  | <b>0.7</b>                      | <b>5</b>  |
| - UNITED AIRLINES                | 110                         | 61044                       | 345                         | 0.6                             |           |
| - BRANDED CODESHARE PARTNERS     | 193                         | 47724                       | 375                         | 0.8                             |           |
| <b>AMERICAN AIRLINES NETWORK</b> | <b>223</b>                  | <b>156745</b>               | <b>1513</b>                 | <b>1.0</b>                      | <b>6</b>  |
| - AMERICAN AIRLINES              | 122                         | 81216                       | 787                         | 1.0                             |           |
| - BRANDED CODESHARE PARTNERS     | 205                         | 75529                       | 726                         | 1.0                             |           |
| <b>SPIRIT AIRLINES</b>           | <b>60</b>                   | <b>21998</b>                | <b>239</b>                  | <b>1.1</b>                      | <b>7</b>  |
| <b>HAWAIIAN AIRLINES</b>         | <b>21</b>                   | <b>6375</b>                 | <b>82</b>                   | <b>1.3</b>                      | <b>8</b>  |
| <b>JETBLUE AIRWAYS</b>           | <b>65</b>                   | <b>20124</b>                | <b>288</b>                  | <b>1.4</b>                      | <b>9</b>  |
| <b>FRONTIER AIRLINES</b>         | <b>78</b>                   | <b>17081</b>                | <b>286</b>                  | <b>1.7</b>                      | <b>10</b> |
| <b>TOTAL AIRPORTS SERVED</b>     | <b>349</b>                  | <b>619,940</b>              | <b>4,225</b>                | <b>0.7</b>                      |           |

<sup>1</sup> 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.

<sup>2</sup> On July 17, 2024, Delta Air Lines revised its total flight count, this table reflects those changes.

## AIR TRAVEL CONSUMER REPORT

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

APRIL 2024

| CARRIER <sup>1</sup>         | AT ALL US AIRPORTS          |                             |                             |                                 |      |
|------------------------------|-----------------------------|-----------------------------|-----------------------------|---------------------------------|------|
|                              | NUMBER OF AIRPORTS REPORTED | FLIGHT OPERATIONS SCHEDULED | FLIGHT OPERATIONS CANCELLED | PERCENT OF OPERATIONS CANCELLED | RANK |
| DELTA AIR LINES <sup>2</sup> | 142                         | 82832                       | 117                         | 0.1                             | 1    |
| SOUTHWEST AIRLINES           | 107                         | 120579                      | 482                         | 0.4                             | 2    |
| ALLEGiant AIR                | 119                         | 9271                        | 43                          | 0.5                             | 3    |
| ALASKA AIRLINES              | 85                          | 19430                       | 108                         | 0.6                             | 4    |
| UNITED AIRLINES              | 110                         | 61044                       | 345                         | 0.6                             | 5    |
| SKYWEST AIRLINES             | 226                         | 59669                       | 400                         | 0.7                             | 6    |
| PSA AIRLINES                 | 88                          | 18611                       | 130                         | 0.7                             | 7    |
| REPUBLIC AIRWAYS             | 77                          | 23863                       | 220                         | 0.9                             | 8    |
| ENDEAVOR AIR                 | 99                          | 16964                       | 158                         | 0.9                             | 9    |
| AMERICAN AIRLINES            | 122                         | 81216                       | 787                         | 1.0                             | 10   |
| SPIRIT AIRLINES              | 60                          | 21998                       | 239                         | 1.1                             | 11   |
| HAWAIIAN AIRLINES            | 21                          | 6375                        | 82                          | 1.3                             | 12   |
| JETBLUE AIRWAYS              | 65                          | 20124                       | 288                         | 1.4                             | 13   |
| ENVOY AIR                    | 143                         | 23148                       | 350                         | 1.5                             | 14   |
| FRONTIER AIRLINES            | 78                          | 17081                       | 286                         | 1.7                             | 15   |
| TOTAL AIRPORTS SERVED        | 332                         | 582,205                     | 4,035                       | 0.7                             |      |

<sup>1</sup> 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.<sup>2</sup> On July 17, 2024, Delta Air Lines revised its total flight count, this table reflects those changes.

## AIR TRAVEL CONSUMER REPORT

TABLE 7. CAUSES OF DELAY, BY REPORTING MARKETING CARRIER

APRIL 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        | 32607         | 25834   | 79.23     | 190       | 0.58        | 75       | 0.23       | 1639              | 5.03                | 102                   | 0.31                    | 2549                           | 7.82                             | 45             | 0.14             | 2173                         | 6.66                           |
| - ALASKA AIRLINES              | 19430         | 15286   | 78.67     | 108       | 0.56        | 35       | 0.18       | 1024              | 5.27                | 66                    | 0.34                    | 1422                           | 7.32                             | 36             | 0.19             | 1453                         | 7.48                           |
| - BRANDED CODESHARE PARTNERS   | 13177         | 10548   | 80.05     | 82        | 0.62        | 40       | 0.30       | 615               | 4.67                | 36                    | 0.27                    | 1127                           | 8.55                             | 10             | 0.08             | 720                          | 5.46                           |
| ALLEGiant AIR                  | 9271          | 7957    | 85.83     | 43        | 0.46        | 13       | 0.14       | 370               | 3.99                | 68                    | 0.73                    | 362                            | 3.90                             | 14             | 0.15             | 444                          | 4.79                           |
| AMERICAN AIRLINES NETWORK      | 156745        | 122473  | 78.14     | 1513      | 0.97        | 418      | 0.27       | 8602              | 5.49                | 1684                  | 1.07                    | 8969                           | 5.72                             | 98             | 0.06             | 12988                        | 8.29                           |
| - AMERICAN AIRLINES            | 81216         | 60832   | 74.90     | 787       | 0.97        | 217      | 0.27       | 5490              | 6.76                | 778                   | 0.96                    | 4759                           | 5.86                             | 63             | 0.08             | 8290                         | 10.21                          |
| - BRANDED CODESHARE PARTNERS   | 75529         | 61641   | 81.61     | 726       | 0.96        | 201      | 0.27       | 3112              | 4.12                | 907                   | 1.20                    | 4209                           | 5.57                             | 35             | 0.05             | 4698                         | 6.22                           |
| DELTA AIR LINES NETWORK        | 126392        | 107151  | 84.78     | 382       | 0.30        | 203      | 0.16       | 7789              | 6.16                | 781                   | 0.62                    | 5322                           | 4.21                             | 36             | 0.03             | 4729                         | 3.74                           |
| - DELTA AIR LINES <sup>1</sup> | 82832         | 69664   | 84.10     | 117       | 0.14        | 126      | 0.15       | 4974              | 6.00                | 247                   | 0.30                    | 3918                           | 4.73                             | 21             | 0.03             | 3764                         | 4.54                           |
| - BRANDED CODESHARE PARTNERS   | 43560         | 37487   | 86.06     | 265       | 0.61        | 77       | 0.18       | 2814              | 6.46                | 533                   | 1.22                    | 1404                           | 3.22                             | 15             | 0.03             | 964                          | 2.21                           |
| FRONTIER AIRLINES              | 17081         | 11798   | 69.07     | 286       | 1.67        | 17       | 0.10       | 1136              | 6.65                | 45                    | 0.26                    | 1249                           | 7.31                             | 0              | 0.00             | 2550                         | 14.93                          |
| HAWAIIAN AIRLINES              | 6375          | 5358    | 84.05     | 82        | 1.29        | 8        | 0.13       | 498               | 7.81                | 23                    | 0.36                    | 16                             | 0.25                             | 3              | 0.05             | 386                          | 6.05                           |
| JETBLUE AIRWAYS                | 20124         | 15361   | 76.33     | 288       | 1.43        | 74       | 0.37       | 1617              | 8.04                | 45                    | 0.22                    | 1220                           | 6.06                             | 19             | 0.09             | 1500                         | 7.45                           |
| SOUTHWEST AIRLINES             | 120579        | 96229   | 79.81     | 482       | 0.40        | 194      | 0.16       | 7185              | 5.96                | 254                   | 0.21                    | 4851                           | 4.02                             | 89             | 0.07             | 11294                        | 9.37                           |
| SPIRIT AIRLINES                | 21998         | 17905   | 81.39     | 239       | 1.09        | 36       | 0.16       | 1019              | 4.63                | 86                    | 0.39                    | 1829                           | 8.31                             | 40             | 0.18             | 843                          | 3.83                           |
| UNITED AIRLINES NETWORK        | 108768        | 88460   | 81.33     | 720       | 0.66        | 317      | 0.29       | 6191              | 5.69                | 553                   | 0.51                    | 6419                           | 5.90                             | 6              | 0.01             | 6103                         | 5.61                           |
| - UNITED AIRLINES              | 61044         | 48935   | 80.16     | 345       | 0.57        | 160      | 0.26       | 3151              | 5.16                | 242                   | 0.40                    | 4367                           | 7.15                             | 2              | 0.00             | 3843                         | 6.30                           |
| - BRANDED CODESHARE PARTNERS   | 47724         | 39525   | 82.82     | 375       | 0.79        | 157      | 0.33       | 3040              | 6.37                | 311                   | 0.65                    | 2052                           | 4.30                             | 4              | 0.01             | 2260                         | 4.74                           |
| TOTAL                          | 619,940       | 498,526 | 80.42     | 4,225     | 0.68        | 1,355    | 0.22       | 36,045            | 5.81                | 3,642                 | 0.59                    | 32,785                         | 5.29                             | 352            | 0.06             | 43,010                       | 6.94                           |

## \* 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.

<sup>1</sup> On July 17, 2024, Delta Air Lines revised its total flight count, this table reflects those changes.

## AIR TRAVEL CONSUMER REPORT

TABLE 7A. CAUSES OF DELAY, BY REPORTING OPERATING CARRIER

APRIL 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              | 19430         | 15286   | 78.67     | 108       | 0.56        | 35       | 0.18       | 1024              | 5.27                | 66                    | 0.34                    | 1422                           | 7.32                             | 36             | 0.19             | 1453                         | 7.48                           |
| ALLEGIAN AIR                 | 9271          | 7957    | 85.83     | 43        | 0.46        | 13       | 0.14       | 370               | 3.99                | 68                    | 0.73                    | 362                            | 3.90                             | 14             | 0.15             | 444                          | 4.79                           |
| AMERICAN AIRLINES            | 81216         | 60832   | 74.90     | 787       | 0.97        | 217      | 0.27       | 5490              | 6.76                | 778                   | 0.96                    | 4759                           | 5.86                             | 63             | 0.08             | 8290                         | 10.21                          |
| DELTA AIR LINES <sup>1</sup> | 82832         | 69664   | 84.10     | 117       | 0.14        | 126      | 0.15       | 4974              | 6.00                | 247                   | 0.30                    | 3918                           | 4.73                             | 21             | 0.03             | 3764                         | 4.54                           |
| ENDEAVOR AIR                 | 16964         | 14669   | 86.47     | 158       | 0.93        | 28       | 0.17       | 590               | 3.48                | 89                    | 0.52                    | 658                            | 3.88                             | 3              | 0.02             | 769                          | 4.53                           |
| ENVOY AIR                    | 23148         | 18375   | 79.38     | 350       | 1.51        | 46       | 0.20       | 906               | 3.91                | 368                   | 1.59                    | 1408                           | 6.08                             | 10             | 0.04             | 1686                         | 7.28                           |
| FRONTIER AIRLINES            | 17081         | 11798   | 69.07     | 286       | 1.67        | 17       | 0.10       | 1136              | 6.65                | 45                    | 0.26                    | 1249                           | 7.31                             | 0              | 0.00             | 2550                         | 14.93                          |
| HAWAIIAN AIRLINES            | 6375          | 5358    | 84.05     | 82        | 1.29        | 8        | 0.13       | 498               | 7.81                | 23                    | 0.36                    | 16                             | 0.25                             | 3              | 0.05             | 386                          | 6.05                           |
| JETBLUE AIRWAYS              | 20124         | 15361   | 76.33     | 288       | 1.43        | 74       | 0.37       | 1617              | 8.04                | 45                    | 0.22                    | 1220                           | 6.06                             | 19             | 0.09             | 1500                         | 7.45                           |
| PSA AIRLINES                 | 18611         | 14418   | 77.47     | 130       | 0.70        | 54       | 0.29       | 991               | 5.32                | 200                   | 1.07                    | 1136                           | 6.10                             | 14             | 0.08             | 1669                         | 8.97                           |
| REPUBLIC AIRWAYS             | 23863         | 20730   | 86.87     | 220       | 0.92        | 51       | 0.21       | 758               | 3.18                | 110                   | 0.46                    | 1270                           | 5.32                             | 4              | 0.02             | 720                          | 3.02                           |
| SKYWEST AIRLINES             | 59669         | 49464   | 82.90     | 400       | 0.67        | 176      | 0.29       | 4725              | 7.92                | 819                   | 1.37                    | 2406                           | 4.03                             | 27             | 0.05             | 1652                         | 2.77                           |
| SOUTHWEST AIRLINES           | 120579        | 96229   | 79.81     | 482       | 0.40        | 194      | 0.16       | 7185              | 5.96                | 254                   | 0.21                    | 4851                           | 4.02                             | 89             | 0.07             | 11294                        | 9.37                           |
| SPIRIT AIRLINES              | 21998         | 17905   | 81.39     | 239       | 1.09        | 36       | 0.16       | 1019              | 4.63                | 86                    | 0.39                    | 1829                           | 8.31                             | 40             | 0.18             | 843                          | 3.83                           |
| UNITED AIRLINES              | 61044         | 48935   | 80.16     | 345       | 0.57        | 160      | 0.26       | 3151              | 5.16                | 242                   | 0.40                    | 4367                           | 7.15                             | 2              | 0.00             | 3843                         | 6.30                           |
| TOTAL                        | 582,205       | 466,981 | 80.21     | 4,035     | 0.69        | 1,235    | 0.21       | 34,432            | 5.91                | 3,442                 | 0.59                    | 30,871                         | 5.30                             | 346            | 0.06             | 40,863                       | 7.02                           |

## \* Causes of Delay:

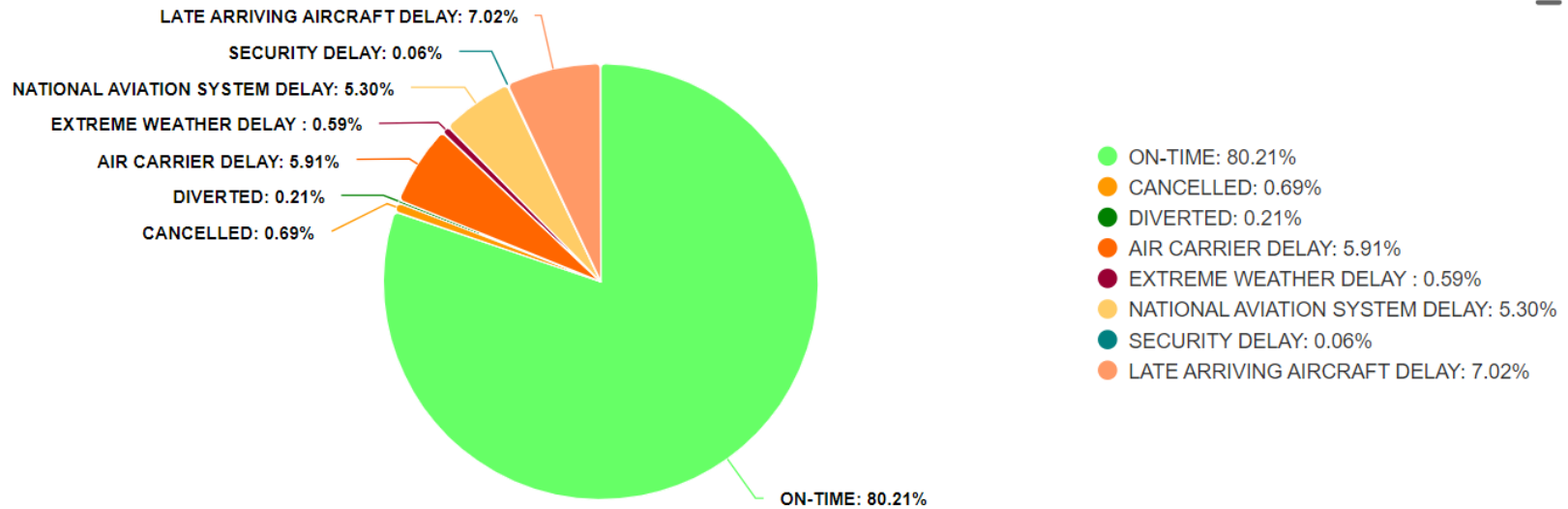
- Air Carrier Delay: The cause of the cancellation or delay was due to circumstances within the airline's control (e.g. maintenance or crew problems, etc.).
  - Extreme Weather Delay: Significant meteorological conditions (actual or forecasted) that, in the judgment of the carrier, delays or prevents 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.

<sup>1</sup> On July 17, 2024, Delta Air Lines revised its total flight count, this table reflects those changes.

**AIR TRAVEL CONSUMER REPORT**  
**TABLE 7B. OVERALL CAUSES OF DELAY BY REPORTING OPERATING CARRIER**  
**APRIL 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

APRIL 2024

| MARKETING CARRIER | OPERATING CARRIER | FLIGHT NUMBER | ORIGIN AIRPORT | DESTINATION AIRPORT | DATE OF FLIGHT | LOCATION OF LONGEST TARMAC TIME | LENGTH OF TARMAC DELAY |
|-------------------|-------------------|---------------|----------------|---------------------|----------------|---------------------------------|------------------------|
| DELTA             | DELTA             | 2031          | LGA            | MCO                 | 4/3/2024       | Origin Airport                  | 3:16                   |
| JETBLUE           | JETBLUE           | 127           | EWR            | MCO                 | 4/3/2024       | Origin Airport                  | 3:16                   |
| DELTA             | DELTA             | 1545          | JFK            | RSW                 | 4/3/2024       | Origin Airport                  | 3:15                   |
| JETBLUE           | JETBLUE           | 883           | JFK            | MCO                 | 4/3/2024       | Origin Airport                  | 3:13                   |
| UNITED            | UNITED            | 2038          | EWR            | LAS                 | 4/30/2024      | Origin Airport                  | 3:12                   |
| JETBLUE           | JETBLUE           | 183           | JFK            | MCO                 | 4/3/2024       | Origin Airport                  | 3:11                   |
| DELTA             | ENDEAVOR          | 4919          | LGA            | MCI                 | 4/3/2024       | Origin Airport                  | 3:04                   |
| AMERICAN          | AMERICAN          | 2767          | SEA            | DFW                 | 4/20/2024      | Destination Airport             | 3:02                   |
| DELTA             | DELTA             | 1681          | LGA            | TPA                 | 4/3/2024       | Origin Airport                  | 3:02                   |
| DELTA             | DELTA             | 1581          | LGA            | FLL                 | 4/3/2024       | Origin Airport                  | 3:01                   |
| UNITED            | UNITED            | 1721          | SFO            | KOA                 | 4/12/2024      | Diversion Airport (HNL)         | 3:01                   |
| UNITED            | UNITED            | 652           | DEN            | STL                 | 4/18/2024      | 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

APRIL 2024

| LENGTH OF TARMAC DELAY | OPERATING CARRIER | FLIGHT NUMBER | ORIGIN AIRPORT | DESTINATION AIRPORT | DATE OF FLIGHT | LOCATION OF LONGEST TARMAC DELAY | LENGTH OF TARMAC DELAY |
|------------------------|-------------------|---------------|----------------|---------------------|----------------|----------------------------------|------------------------|
| UNITED                 | UNITED            | 1694          | CUN            | IAD                 | 4/15/2024      | Diversion Airport (RIC)          | 4:44                   |

**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       | EWK |
| 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 |
|----|--------------|

\*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 <sup>1</sup>         | April 2024              |                           |                                            | April 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     | JETBLUE AIRWAYS              | 1,148,114               | 3,467                     | 0.30                                       | 1,384,682               | 6,830                     | 0.49                                       |
| 2     | ALLEGiant AIR                | 257,991                 | 803                       | 0.31                                       | 599,676                 | 847                       | 0.14                                       |
| 3     | HAWAIIAN AIRLINES            | 494,437                 | 1,608                     | 0.33                                       | 493,241                 | 2,503                     | 0.51                                       |
| 4     | DELTA AIR LINES NETWORK      | 8,221,114               | 28,227                    | 0.34                                       | 8,005,240               | 36,990                    | 0.46                                       |
|       | - DELTA AIR LINES            | 6,597,389               | 24,063                    | 0.36                                       | 6,439,291               | 31,139                    | 0.48                                       |
|       | - BRANDED CODESHARE PARTNERS | 1,623,725               | 4,164                     | 0.26                                       | 1,565,949               | 5,851                     | 0.37                                       |
| 5     | SPIRIT AIRLINES              | 1,049,935               | 3,868                     | 0.37                                       | 1,153,831               | 6,896                     | 0.6                                        |
| 6     | SOUTHWEST AIRLINES           | 10,821,791              | 40,369                    | 0.37                                       | 10,557,963              | 46,009                    | 0.44                                       |
| 7     | FRONTIER AIRLINES            | 733,709                 | 2,895                     | 0.39                                       | 822,548                 | 3,773                     | 0.46                                       |
| 8     | ALASKA AIRLINES NETWORK      | 2,105,700               | 9,307                     | 0.44                                       | 2,200,367               | 10,333                    | 0.47                                       |
|       | - ALASKA AIRLINES            | 1,647,957               | 7,446                     | 0.45                                       | 1,767,851               | 8,633                     | 0.49                                       |
|       | - BRANDED CODESHARE PARTNERS | 457,743                 | 1,861                     | 0.41                                       | 432,516                 | 1,700                     | 0.39                                       |
| 9     | UNITED AIRLINES NETWORK      | 6,057,391               | 30,278                    | 0.50                                       | 6,044,955               | 41,010                    | 0.68                                       |
|       | - UNITED AIRLINES            | 4,460,384               | 22,701                    | 0.51                                       | 4,396,113               | 29,944                    | 0.68                                       |
|       | - BRANDED CODESHARE PARTNERS | 1,597,007               | 7,577                     | 0.47                                       | 1,648,842               | 11,066                    | 0.67                                       |
| 10    | AMERICAN AIRLINES NETWORK    | 9,185,313               | 62,433                    | 0.68                                       | 8,567,401               | 64,604                    | 0.75                                       |
|       | - AMERICAN AIRLINES          | 6,016,525               | 43,558                    | 0.72                                       | 5,874,396               | 47,282                    | 0.8                                        |
|       | - BRANDED CODESHARE PARTNERS | 3,168,788               | 18,875                    | 0.60                                       | 2,693,005               | 17,322                    | 0.64                                       |
| TOTAL |                              | 40,075,495              | 183,255                   | 0.46                                       | 39,829,904              | 219,795                   | 0.55                                       |

<sup>1</sup> 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 <sup>1</sup> | April 2024              |                           |                                            | April 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    | ENDEAVOR AIR         | 724,975                 | 1,954                     | 0.27                                       | 654,860                 | 2,638                     | 0.40                                       |
| 2    | JETBLUE AIRWAYS      | 1,148,114               | 3,467                     | 0.30                                       | 1,384,682               | 6,830                     | 0.49                                       |
| 3    | ALLEGiant AIR        | 257,991                 | 803                       | 0.31                                       | 599,676                 | 847                       | 0.14                                       |
| 4    | HAWAIIAN AIRLINES    | 494,437                 | 1,608                     | 0.33                                       | 493,241                 | 2,503                     | 0.51                                       |
| 5    | DELTA AIR LINES      | 6,597,389               | 24,063                    | 0.36                                       | 6,439,291               | 31,139                    | 0.48                                       |
| 6    | SPIRIT AIRLINES      | 1,049,935               | 3,868                     | 0.37                                       | 1,153,831               | 6,896                     | 0.60                                       |
| 7    | SOUTHWEST AIRLINES   | 10,821,791              | 40,369                    | 0.37                                       | 10,557,963              | 46,009                    | 0.44                                       |
| 8    | SKYWEST AIRLINES     | 2,218,586               | 8,539                     | 0.38                                       | 2,149,537               | 9,968                     | 0.46                                       |
| 9    | FRONTIER AIRLINES    | 733,709                 | 2,895                     | 0.39                                       | 822,548                 | 3,773                     | 0.46                                       |
| 10   | REPUBLIC AIRWAYS     | 710,197                 | 2,980                     | 0.42                                       | 755,328                 | 5,167                     | 0.68                                       |
| 11   | ALASKA AIRLINES      | 1,647,957               | 7,446                     | 0.45                                       | 1,767,851               | 8,633                     | 0.49                                       |
| 12   | UNITED AIRLINES      | 4,460,384               | 22,701                    | 0.51                                       | 4,396,113               | 29,944                    | 0.68                                       |
| 13   | PSA AIRLINES         | 1,023,639               | 6,253                     | 0.61                                       | 866,572                 | 5,273                     | 0.61                                       |
| 14   | ENVOY AIR            | 806,858                 | 5,218                     | 0.65                                       | 646,691                 | 4,682                     | 0.72                                       |
| 15   | AMERICAN AIRLINES    | 6,016,525               | 43,558                    | 0.72                                       | 5,874,396               | 47,282                    | 0.80                                       |
|      | TOTAL                | 38,712,487              | 175,722                   | 0.45                                       | 38,562,580              | 211,584                   | 0.55                                       |

<sup>1</sup> 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 <sup>1</sup>         | April 2024                                  |                                               |                                                                | April 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                | 2,147                                       | 13                                            | 0.61                                                           | 1,110                                       | 0                                             | 0.00                                                           |
| 2    | DELTA AIR LINES NETWORK      | 13,027                                      | 80                                            | 0.61                                                           | 15,981                                      | 107                                           | 0.67                                                           |
|      | - DELTA AIR LINES            | 10,540                                      | 69                                            | 0.65                                                           | 13,274                                      | 93                                            | 0.70                                                           |
|      | - BRANDED CODESHARE PARTNERS | 2,487                                       | 11                                            | 0.44                                                           | 2,707                                       | 14                                            | 0.52                                                           |
| 3    | UNITED AIRLINES NETWORK      | 12,965                                      | 127                                           | 0.98                                                           | 12,426                                      | 143                                           | 1.15                                                           |
|      | - UNITED AIRLINES            | 10,002                                      | 98                                            | 0.98                                                           | 9,561                                       | 121                                           | 1.27                                                           |
|      | - BRANDED CODESHARE PARTNERS | 2,963                                       | 29                                            | 0.98                                                           | 2,865                                       | 22                                            | 0.77                                                           |
| 4    | ALASKA AIRLINES NETWORK      | 2,783                                       | 29                                            | 1.04                                                           | 2,356                                       | 51                                            | 2.16                                                           |
|      | - ALASKA AIRLINES            | 2,398                                       | 24                                            | 1.00                                                           | 2,176                                       | 46                                            | 2.11                                                           |
|      | - BRANDED CODESHARE PARTNERS | 385                                         | 5                                             | 1.30                                                           | 180                                         | 5                                             | 2.78                                                           |
| 5    | HAWAIIAN AIRLINES            | 1,175                                       | 13                                            | 1.11                                                           | 759                                         | 19                                            | 2.50                                                           |
| 6    | JETBLUE AIRWAYS              | 2,285                                       | 26                                            | 1.14                                                           | 2,586                                       | 27                                            | 1.04                                                           |
| 7    | SOUTHWEST AIRLINES           | 21,263                                      | 324                                           | 1.52                                                           | 16,776                                      | 261                                           | 1.56                                                           |
| 8    | AMERICAN AIRLINES NETWORK    | 14,364                                      | 239                                           | 1.66                                                           | 11,630                                      | 206                                           | 1.77                                                           |
|      | - AMERICAN AIRLINES          | 10,687                                      | 179                                           | 1.67                                                           | 8,977                                       | 150                                           | 1.67                                                           |
|      | - BRANDED CODESHARE PARTNERS | 3,677                                       | 60                                            | 1.63                                                           | 2,653                                       | 56                                            | 2.11                                                           |
| 9    | FRONTIER AIRLINES            | 2,225                                       | 43                                            | 1.93                                                           | 2,251                                       | 43                                            | 1.91                                                           |
| 10   | SPIRIT AIRLINES              | 2,660                                       | 54                                            | 2.03                                                           | 895                                         | 46                                            | 5.14                                                           |
|      | TOTAL                        | 74,894                                      | 948                                           | 1.27                                                           | 66,770                                      | 903                                           | 1.35                                                           |

<sup>1</sup> 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 <sup>1</sup> | April 2024                                  |                                               |                                                                | April 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    | ENDEAVOR AIR         | 987                                         | 5                                             | 0.51                                                           | 925                                         | 4                                             | 0.43                                                           |
| 2    | ALLEGiant AIR        | 2,147                                       | 13                                            | 0.61                                                           | 1,110                                       | 0                                             | 0.00                                                           |
| 3    | DELTA AIR LINES      | 10,540                                      | 69                                            | 0.65                                                           | 13,274                                      | 93                                            | 0.70                                                           |
| 4    | SKYWEST AIRLINES     | 3,446                                       | 31                                            | 0.90                                                           | 3,355                                       | 26                                            | 0.77                                                           |
| 5    | UNITED AIRLINES      | 10,002                                      | 98                                            | 0.98                                                           | 9,561                                       | 121                                           | 1.27                                                           |
| 6    | ALASKA AIRLINES      | 2,398                                       | 24                                            | 1.00                                                           | 2,176                                       | 46                                            | 2.11                                                           |
| 7    | HAWAIIAN AIRLINES    | 1,175                                       | 13                                            | 1.11                                                           | 759                                         | 19                                            | 2.50                                                           |
| 8    | JETBLUE AIRWAYS      | 2,285                                       | 26                                            | 1.14                                                           | 2,586                                       | 27                                            | 1.04                                                           |
| 9    | ENVOY AIR            | 1,291                                       | 16                                            | 1.24                                                           | 879                                         | 11                                            | 1.25                                                           |
| 10   | SOUTHWEST AIRLINES   | 21,263                                      | 324                                           | 1.52                                                           | 16,776                                      | 261                                           | 1.56                                                           |
| 11   | REPUBLIC AIRWAYS     | 1,158                                       | 19                                            | 1.64                                                           | 1,125                                       | 19                                            | 1.69                                                           |
| 12   | AMERICAN AIRLINES    | 10,687                                      | 179                                           | 1.67                                                           | 8,977                                       | 150                                           | 1.67                                                           |
| 13   | FRONTIER AIRLINES    | 2,225                                       | 43                                            | 1.93                                                           | 2,251                                       | 43                                            | 1.91                                                           |
| 14   | SPIRIT AIRLINES      | 2,660                                       | 54                                            | 2.03                                                           | 895                                         | 46                                            | 5.14                                                           |
| 15   | PSA AIRLINES         | 855                                         | 19                                            | 2.22                                                           | 637                                         | 19                                            | 2.98                                                           |
|      | TOTAL                | 73,119                                      | 933                                           | 1.28                                                           | 65,286                                      | 885                                           | 1.36                                                           |

<sup>1</sup> 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 <sup>1</sup>         | JANUARY - MARCH 2024    |              |                     |                                        |
|------|------------------------------|-------------------------|--------------|---------------------|----------------------------------------|
|      |                              | DENIED BOARDINGS (DB'S) |              | ENPLANED PASSENGERS | INVOLUNTARY DB's PER 10,000 PASSENGERS |
|      |                              | VOLUNTARY               | INVOLUNTARY  |                     |                                        |
| 1    | DELTA AIR LINES NETWORK      | 23,699                  | 0            | 41,561,632          | 0.00                                   |
|      | - DELTA AIR LINES            | 15,731                  | 0            | 34,621,229          | 0.00                                   |
|      | - BRANDED CODESHARE PARTNERS | 7,968                   | 0            | 6,940,403           | 0.00                                   |
| 2    | ALLEGiant AIR                | 233                     | 0            | 4,104,860           | 0.00                                   |
| 3    | HAWAIIAN AIRLINES            | 216                     | 1            | 2,504,470           | 0.00                                   |
| 4    | UNITED AIRLINES NETWORK      | 9,446                   | 75           | 35,035,347          | 0.02                                   |
|      | - UNITED AIRLINES            | 5,508                   | 55           | 28,042,469          | 0.02                                   |
|      | - BRANDED CODESHARE PARTNERS | 3,938                   | 20           | 6,992,878           | 0.03                                   |
| 5    | ALASKA AIRLINES NETWORK      | 4,154                   | 97           | 9,124,931           | 0.11                                   |
|      | - ALASKA AIRLINES            | 2,577                   | 50           | 6,913,287           | 0.07                                   |
|      | - BRANDED CODESHARE PARTNERS | 1,577                   | 47           | 2,211,644           | 0.21                                   |
| 6    | JETBLUE AIRWAYS              | 1,511                   | 94           | 8,255,372           | 0.11                                   |
| 7    | SOUTHWEST AIRLINES           | 11,940                  | 675          | 40,485,380          | 0.17                                   |
| 8    | SPIRIT AIRLINES              | 3,761                   | 424          | 10,137,110          | 0.42                                   |
| 9    | AMERICAN AIRLINES NETWORK    | 14,199                  | 3,061        | 47,975,945          | 0.64                                   |
|      | - AMERICAN AIRLINES          | 7,835                   | 1,793        | 36,583,708          | 0.49                                   |
|      | - BRANDED CODESHARE PARTNERS | 6,364                   | 1,268        | 11,392,237          | 1.11                                   |
| 10   | FRONTIER AIRLINES            | 407                     | 1,115        | 6,729,177           | 1.66                                   |
|      | <b>TOTAL</b>                 | <b>69,566</b>           | <b>5,542</b> | <b>205,914,224</b>  | <b>0.27</b>                            |

| JANUARY - MARCH 2023    |             |                     |                                        |
|-------------------------|-------------|---------------------|----------------------------------------|
| DENIED BOARDINGS (DB'S) |             | ENPLANED PASSENGERS | INVOLUNTARY DB's PER 10,000 PASSENGERS |
| VOLUNTARY               | INVOLUNTARY |                     |                                        |
| 29,893                  | 0           | 39,151,735          | 0.00                                   |
| 23,011                  | 0           | 32,743,613          | 0.00                                   |
| 6,882                   | 0           | 6,408,122           | 0.00                                   |
| 238                     | 0           | 4,148,453           | 0.00                                   |
| 170                     | 0           | 2,510,671           | 0.00                                   |
| 7,115                   | 32          | 33,210,649          | 0.01                                   |
| 3,527                   | 22          | 26,324,325          | 0.01                                   |
| 3,588                   | 10          | 6,886,324           | 0.01                                   |
| 3,013                   | 66          | 9,470,652           | 0.07                                   |
| 2,405                   | 42          | 7,454,536           | 0.06                                   |
| 608                     | 24          | 2,016,116           | 0.12                                   |
| 1,510                   | 22          | 8,987,671           | 0.02                                   |
| 8,511                   | 610         | 37,302,820          | 0.16                                   |
| 4,127                   | 444         | 9,946,303           | 0.45                                   |
| 8,853                   | 2,069       | 43,942,694          | 0.47                                   |
| 4,864                   | 1,123       | 34,034,902          | 0.33                                   |
| 3,989                   | 946         | 9,907,792           | 0.95                                   |
| 3,395                   | 2,442       | 6,547,477           | 3.73                                   |
| 66,825                  | 5,685       | 195,219,125         | 0.29                                   |

<sup>1</sup> All U.S. airlines with at least half of one percent of total domestic scheduled-service passenger revenues plus any branded codeshare partners.

<sup>2</sup> Carriers with zero involuntary denied boardings per 10,000 passengers are ranked in order of highest to lowest number of enplanements.

## AIR TRAVEL CONSUMER REPORT

## PASSENGERS DENIED BOARDING BY REPORTING OPERATING U.S. AIRLINES

| RANK | AIRLINE <sup>1</sup> | JANUARY - MARCH 2024    |             |                     |                                        |
|------|----------------------|-------------------------|-------------|---------------------|----------------------------------------|
|      |                      | DENIED BOARDINGS (DB'S) |             | ENPLANED PASSENGERS | INVOLUNTARY DB's PER 10,000 PASSENGERS |
|      |                      | VOLUNTARY               | INVOLUNTARY |                     |                                        |
| 1    | DELTA AIR LINES      | 15,731                  | 0           | 34,621,229          | 0.00                                   |
| 2    | ALLEGiant AIR        | 233                     | 0           | 4,104,860           | 0.00                                   |
| 3    | ENDEAVOR AIR         | 3,008                   | 0           | 2,959,341           | 0.00                                   |
| 4    | HAWAIIAN AIRLINES    | 216                     | 1           | 2,504,470           | 0.00                                   |
| 5    | UNITED AIR LINES     | 5,508                   | 55          | 28,042,469          | 0.02                                   |
| 6    | ALASKA AIRLINES      | 2,577                   | 50          | 6,913,287           | 0.07                                   |
| 7    | JETBLUE AIRWAYS      | 1,511                   | 94          | 8,255,372           | 0.11                                   |
| 8    | SOUTHWEST AIRLINES   | 11,940                  | 675         | 40,485,380          | 0.17                                   |
| 9    | SKYWEST AIRLINES     | 6,727                   | 246         | 10,541,222          | 0.23                                   |
| 10   | REPUBLIC AIRLINE     | 1,896                   | 114         | 3,930,555           | 0.29                                   |
| 11   | SPIRIT AIR LINES     | 3,761                   | 424         | 10,137,110          | 0.42                                   |
| 12   | AMERICAN AIRLINES    | 7,835                   | 1,793       | 36,583,708          | 0.49                                   |
| 13   | ENVOY AIR            | 1,328                   | 301         | 3,834,248           | 0.79                                   |
| 14   | PSA AIRLINES         | 1,615                   | 270         | 2,899,768           | 0.93                                   |
| 15   | FRONTIER AIRLINES    | 407                     | 1,115       | 6,729,177           | 1.66                                   |
|      | TOTAL                | 64,293                  | 5,138       | 202,542,196         | 0.25                                   |

| JANUARY - MARCH 2023    |             |                     |                                        |
|-------------------------|-------------|---------------------|----------------------------------------|
| DENIED BOARDINGS (DB'S) |             | ENPLANED PASSENGERS | INVOLUNTARY DB's PER 10,000 PASSENGERS |
| VOLUNTARY               | INVOLUNTARY |                     |                                        |
| 23,011                  | 0           | 32,743,613          | 0.00                                   |
| 238                     | 0           | 4,148,453           | 0.00                                   |
| 2,531                   | 0           | 2,609,939           | 0.00                                   |
| 170                     | 0           | 2,510,671           | 0.00                                   |
| 3,527                   | 22          | 26,324,325          | 0.01                                   |
| 2,405                   | 42          | 7,454,536           | 0.06                                   |
| 1,510                   | 22          | 8,987,671           | 0.02                                   |
| 8,511                   | 610         | 37,302,820          | 0.16                                   |
| 5,965                   | 306         | 10,226,034          | 0.30                                   |
| 1,163                   | 72          | 3,847,158           | 0.19                                   |
| 4,127                   | 444         | 9,946,303           | 0.45                                   |
| 4,864                   | 1,123       | 34,034,902          | 0.33                                   |
| 1,079                   | 138         | 3,053,130           | 0.45                                   |
| 714                     | 108         | 2,539,614           | 0.43                                   |
| 3,395                   | 2,442       | 6,547,477           | 3.73                                   |
| 63,210                  | 5,329       | 192,276,646         | 0.28                                   |

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

<sup>2</sup> Carriers with zero involuntary denied boardings per 10,000 passengers are ranked in order of highest to lowest number of enplanements.

## **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 using the Department's outdated legacy consumer complaint application system. DOT has revised how it processes consumer complaints received after June 1, 2023, and the format of the ATCR displays consumer submissions (complaints, inquiries, and opinions) as opposed to complaints for this period. DOT plans to release data on the submission received from consumers about air travel for January-May 2024 in August 2024.

## AIR TRAVEL CONSUMER REPORT

### April 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           |          |          |          |
| <b>Totals:</b> | <b>0</b> | <b>0</b> | <b>0</b> |



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

### Customer Experience Report for April 2024 <sup>a</sup>

The Transportation Security Administration (TSA) screened approximately 72.1 million passengers at screening checkpoints and 40.3 million checked bags at baggage screening locations in April 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 <sup>b</sup>.

In April 2024, TSA received 15,490 complaints (i.e. a description of a negative experience) from the general public via phone or email (or 21.5 complaints per 100,000 passengers <sup>c</sup>). 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 <sup>c</sup> | Number of Complaints           | Complaints per 100,000 Passengers <sup>c</sup> | Number of Complaints    | Complaints per 100,000 Passengers <sup>c</sup> | Number of Complaints    | Complaints per 100,000 Passengers <sup>c</sup> |
| 1,243                | 1.8                                            | 698                            | 1.0                                            | 12,407                  | 17.3                                           | 186                     | 0.3                                            |

| Civil Rights         |                                                | Other TSA-related    |                                                | Non-TSA related, Airline |                                                | Non-TSA related, All Others |                                                |
|----------------------|------------------------------------------------|----------------------|------------------------------------------------|--------------------------|------------------------------------------------|-----------------------------|------------------------------------------------|
| Number of Complaints | Complaints per 100,000 Passengers <sup>c</sup> | Number of Complaints | Complaints per 100,000 Passengers <sup>c</sup> | Number of Complaints     | Complaints per 100,000 Passengers <sup>c</sup> | Number of Complaints        | Complaints per 100,000 Passengers <sup>c</sup> |
| 496                  | 0.7                                            | 170                  | 0.3                                            | 47                       | 0.1                                            | 243                         | 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 |
| 266 <sup>d</sup>                                               | 219                                   | 0.0006                      |



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

### Customer Experience Report for April 2024 <sup>a</sup>

#### REFERENCES

- <sup>a</sup> 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.
- <sup>b</sup> 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.
- <sup>c</sup> 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.
- <sup>d</sup> 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

|                                                                                                                                                                                                                                |                                                                                                                                                                                                                          |                                                                                                                                                                                                                      |                                                                                                                                                                                                                               |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <u>Courtesy:</u><br><br>Includes complaints about unprofessional or discourteous treatment by the TSA screening workforce, TSA screening management, or TSA Contact Center personnel.                                          | <u>Screening of Personal Property:</u><br><br>Includes complaints about mishandling of passenger property (damaged and/ or missing items/ locks/ baggage) in both the checkpoint and checked baggage screening settings. | <u>Screening of Passengers:</u><br><br>Includes complaints about screening to include Advanced Imaging Technology, Identification, Patdowns, Prohibited & Permitted Items, and TSA PreCheck, but excludes Property.  | <u>Wait Times (Checkpoint):</u><br><br>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.).            |
| <u>Civil Rights:</u><br><br>Includes complaints about alleged discrimination or harassment based on race, color, national origin, sex, religion, age, disability, genetic information, sexual orientation and parental status. | <u>Other TSA-related:</u><br><br>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.        | <u>Non-TSA related, Airline:</u><br><br>Includes complaints about Non-TSA related matters, specifically Airline-related, such as baggage requirements, lost baggage, policy/ regulations, and wheelchair assistance. | <u>Non-TSA related, All Others:</u><br><br>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. |