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# ***Air Travel Consumer Report***

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

***Issued: June 2024***



<b>Flight Delays<sup>1</sup></b>	April 2024
<b>Mishandled Baggage, Wheelchairs, 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> (Includes Disability and Discrimination Complaints)	April 2024
<b>Airline Animal Incident Reports<sup>4</sup></b>	April 2024
<b>Customer Service Reports to 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 Branded Codeshare Partners	Alaska Airlines Branded Codeshare Partners	Delta Air Lines Branded Codeshare Partners	United Airlines Branded Codeshare Partners
Air Wisconsin Airlines	Horizon Air	Endeavor Air	CommuteAir
Envoy Air	SkyWest Airlines	Republic Airways	GoJet Airlines
PSA Airlines		SkyWest Airlines	Mesa Airlines
Piedmont Airlines			Republic Airways
Republic Airways			SkyWest Airlines
SkyWest Airlines			

## AIR TRAVEL CONSUMER REPORT

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

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
<b>ALASKA AIRLINES NETWORK</b>	<b>85</b>	<b>82.4</b>	<b>250</b>	<b>77.2</b>	<b>116</b>	<b>81.9</b>	<b>191</b>	<b>71.7</b>	<b>45</b>	<b>82.2</b>	<b>0</b>	<b>0.0</b>	<b>150</b>	<b>76.0</b>	<b>140</b>	<b>84.3</b>
- 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
<b>ALLEGiant AIR</b>	<b>0</b>	<b>0.0</b>	<b>101</b>	<b>80.2</b>	<b>278</b>	<b>87.4</b>	<b>53</b>	<b>96.2</b>	<b>23</b>	<b>73.9</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>34</b>	<b>85.3</b>
<b>AMERICAN AIRLINES NETWORK</b>	<b>942</b>	<b>73.0</b>	<b>1427</b>	<b>76.2</b>	<b>1481</b>	<b>79.4</b>	<b>2041</b>	<b>76.7</b>	<b>370</b>	<b>67.3</b>	<b>18517</b>	<b>79.0</b>	<b>7173</b>	<b>78.9</b>	<b>818</b>	<b>71.4</b>
- 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
<b>DELTA AIR LINES NETWORK</b>	<b>21524</b>	<b>86.7</b>	<b>1178</b>	<b>75.2</b>	<b>1115</b>	<b>87.4</b>	<b>3956</b>	<b>78.6</b>	<b>565</b>	<b>82.5</b>	<b>996</b>	<b>83.7</b>	<b>1615</b>	<b>80.6</b>	<b>1059</b>	<b>80.4</b>
- DELTA AIR LINES	18798	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
<b>FRONTIER AIRLINES</b>	<b>938</b>	<b>67.4</b>	<b>45</b>	<b>73.3</b>	<b>52</b>	<b>73.1</b>	<b>94</b>	<b>76.6</b>	<b>258</b>	<b>65.9</b>	<b>243</b>	<b>68.3</b>	<b>90</b>	<b>72.2</b>	<b>2095</b>	<b>66.4</b>
<b>HAWAIIAN AIRLINES</b>	<b>0</b>	<b>0.0</b>	<b>13</b>	<b>92.3</b>	<b>0</b>	<b>0.0</b>	<b>17</b>	<b>82.4</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>266</b>	<b>73.7</b>	<b>90</b>	<b>57.8</b>	<b>90</b>	<b>76.7</b>	<b>3254</b>	<b>77.8</b>	<b>56</b>	<b>75.0</b>	<b>56</b>	<b>76.8</b>	<b>704</b>	<b>78.0</b>	<b>60</b>	<b>71.7</b>
<b>SOUTHWEST AIRLINES</b>	<b>3239</b>	<b>82.9</b>	<b>3352</b>	<b>76.5</b>	<b>4177</b>	<b>82.6</b>	<b>511</b>	<b>74.4</b>	<b>6120</b>	<b>83.2</b>	<b>273</b>	<b>76.2</b>	<b>1293</b>	<b>80.8</b>	<b>8336</b>	<b>81.2</b>
<b>SPIRIT AIRLINES</b>	<b>839</b>	<b>79.5</b>	<b>93</b>	<b>73.1</b>	<b>305</b>	<b>81.0</b>	<b>648</b>	<b>74.1</b>	<b>536</b>	<b>83.8</b>	<b>420</b>	<b>81.9</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>
<b>UNITED AIRLINES NETWORK</b>	<b>711</b>	<b>79.6</b>	<b>853</b>	<b>78.5</b>	<b>697</b>	<b>84.1</b>	<b>986</b>	<b>77.3</b>	<b>296</b>	<b>79.4</b>	<b>498</b>	<b>77.3</b>	<b>804</b>	<b>78.6</b>	<b>12931</b>	<b>84.0</b>
- 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
<b>TOTAL</b>	<b>28,544</b>	<b>84.7</b>	<b>7,402</b>	<b>76.3</b>	<b>8,311</b>	<b>82.8</b>	<b>11,751</b>	<b>77.5</b>	<b>8,269</b>	<b>81.7</b>	<b>21,003</b>	<b>79.1</b>	<b>11,829</b>	<b>79.2</b>	<b>25,473</b>	<b>81.1</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	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>1159</b>	<b>59.8</b>	<b>6524</b>	<b>89.2</b>	<b>1142</b>	<b>82.2</b>
- DELTA AIR LINES	931	83.5	770	84.3	2600	87.1	1088	60.4	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>10,887</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.

## 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	18798	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	28,394	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	931	83.5	770	84.3	2600	87.1	1088	60.4	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	10,644	56.0	9,328	85.8	7,118	78.9

\* 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 ARRIVAL TIME	ATL	AUS	BNA	BOS	BWI	CLT	DCA	DEN	DFW	DTW	EWB	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 ARRIVAL 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 DEPARTURE 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 DEPARTURE 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

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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**  
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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

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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>126372</b>	<b>382</b>	<b>0.3</b>	<b>1</b>
- DELTA AIR LINES	142	82812	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>619,920</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.

## 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	142	82812	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	582,185	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.

## 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
<b>ALASKA AIRLINES NETWORK</b>	<b>32607</b>	<b>25834</b>	<b>79.23</b>	<b>190</b>	<b>0.58</b>	<b>75</b>	<b>0.23</b>	<b>1639</b>	<b>5.03</b>	<b>102</b>	<b>0.31</b>	<b>2549</b>	<b>7.82</b>	<b>45</b>	<b>0.14</b>	<b>2173</b>	<b>6.66</b>
- 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
<b>ALLEGiant AIR</b>	<b>9271</b>	<b>7957</b>	<b>85.83</b>	<b>43</b>	<b>0.46</b>	<b>13</b>	<b>0.14</b>	<b>370</b>	<b>3.99</b>	<b>68</b>	<b>0.73</b>	<b>362</b>	<b>3.90</b>	<b>14</b>	<b>0.15</b>	<b>444</b>	<b>4.79</b>
<b>AMERICAN AIRLINES NETWORK</b>	<b>156745</b>	<b>122473</b>	<b>78.14</b>	<b>1513</b>	<b>0.97</b>	<b>418</b>	<b>0.27</b>	<b>8602</b>	<b>5.49</b>	<b>1684</b>	<b>1.07</b>	<b>8969</b>	<b>5.72</b>	<b>98</b>	<b>0.06</b>	<b>12988</b>	<b>8.29</b>
- 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
<b>DELTA AIR LINES NETWORK</b>	<b>126372</b>	<b>107137</b>	<b>84.78</b>	<b>382</b>	<b>0.30</b>	<b>203</b>	<b>0.16</b>	<b>7789</b>	<b>6.16</b>	<b>781</b>	<b>0.62</b>	<b>5321</b>	<b>4.21</b>	<b>36</b>	<b>0.03</b>	<b>4724</b>	<b>3.74</b>
- DELTA AIR LINES	82812	69650	84.11	117	0.14	126	0.15	4974	6.01	247	0.30	3917	4.73	21	0.03	3760	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
<b>FRONTIER AIRLINES</b>	<b>17081</b>	<b>11798</b>	<b>69.07</b>	<b>286</b>	<b>1.67</b>	<b>17</b>	<b>0.10</b>	<b>1136</b>	<b>6.65</b>	<b>45</b>	<b>0.26</b>	<b>1249</b>	<b>7.31</b>	<b>0</b>	<b>0.00</b>	<b>2550</b>	<b>14.93</b>
<b>HAWAIIAN AIRLINES</b>	<b>6375</b>	<b>5358</b>	<b>84.05</b>	<b>82</b>	<b>1.29</b>	<b>8</b>	<b>0.13</b>	<b>498</b>	<b>7.81</b>	<b>23</b>	<b>0.36</b>	<b>16</b>	<b>0.25</b>	<b>3</b>	<b>0.05</b>	<b>386</b>	<b>6.05</b>
<b>JETBLUE AIRWAYS</b>	<b>20124</b>	<b>15361</b>	<b>76.33</b>	<b>288</b>	<b>1.43</b>	<b>74</b>	<b>0.37</b>	<b>1617</b>	<b>8.04</b>	<b>45</b>	<b>0.22</b>	<b>1220</b>	<b>6.06</b>	<b>19</b>	<b>0.09</b>	<b>1500</b>	<b>7.45</b>
<b>SOUTHWEST AIRLINES</b>	<b>120579</b>	<b>96229</b>	<b>79.81</b>	<b>482</b>	<b>0.40</b>	<b>194</b>	<b>0.16</b>	<b>7185</b>	<b>5.96</b>	<b>254</b>	<b>0.21</b>	<b>4851</b>	<b>4.02</b>	<b>89</b>	<b>0.07</b>	<b>11294</b>	<b>9.37</b>
<b>SPIRIT AIRLINES</b>	<b>21998</b>	<b>17905</b>	<b>81.39</b>	<b>239</b>	<b>1.09</b>	<b>36</b>	<b>0.16</b>	<b>1019</b>	<b>4.63</b>	<b>86</b>	<b>0.39</b>	<b>1829</b>	<b>8.31</b>	<b>40</b>	<b>0.18</b>	<b>843</b>	<b>3.83</b>
<b>UNITED AIRLINES NETWORK</b>	<b>108768</b>	<b>88460</b>	<b>81.33</b>	<b>720</b>	<b>0.66</b>	<b>317</b>	<b>0.29</b>	<b>6191</b>	<b>5.69</b>	<b>553</b>	<b>0.51</b>	<b>6419</b>	<b>5.90</b>	<b>6</b>	<b>0.01</b>	<b>6103</b>	<b>5.61</b>
- 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
<b>TOTAL</b>	<b>619,920</b>	<b>498,512</b>	<b>80.42</b>	<b>4,225</b>	<b>0.68</b>	<b>1,355</b>	<b>0.22</b>	<b>36,045</b>	<b>5.81</b>	<b>3,642</b>	<b>0.59</b>	<b>32,784</b>	<b>5.29</b>	<b>352</b>	<b>0.06</b>	<b>43,005</b>	<b>6.94</b>

## \* Causes of Delay:

- Air Carrier Delay: The cause of the cancellation or delay was due to circumstances within the airline's control (e.g. maintenance or crew problems, etc.).
  - Extreme Weather Delay: Significant meteorological conditions (actual or forecasted) that, in the judgment of the carrier, delays or prevents the operation of a flight.
  - National Aviation System Delay: Delays and cancellations attributable to the national aviation system refer to a broad set of conditions -- non-extreme weather conditions, airport operations, heavy traffic volume, air traffic control, etc.
  - Security Delay: Delays caused by evacuation of terminal or concourse, re-boarding of aircraft because of security breach, inoperative screening equipment and long lines more than 29 minutes at screening areas.
  - Late Arriving Aircraft Delay: Previous flight with same aircraft arrived late which caused the present flight to depart late.
- A "cancelled" flight is a flight that was not operated but was in the carrier's computer reservation system within 7 days of the scheduled departure. A "diverted" flight is a flight which is operated from the scheduled origin point to a point other than the scheduled destination point in the carrier's published schedule.

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

\* Note: For simplicity, statistics are displayed to one decimal place. Actual ranking order is calculated to nine decimal places.

**AIR TRAVEL CONSUMER REPORT**  
**TABLE 7A. CAUSES OF DELAY, BY REPORTING OPERATING CARRIER**  
**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	82812	69650	84.11	117	0.14	126	0.15	4974	6.01	247	0.30	3917	4.73	21	0.03	3760	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
<b>TOTAL</b>	<b>582,185</b>	<b>466,967</b>	<b>80.21</b>	<b>4,035</b>	<b>0.69</b>	<b>1,235</b>	<b>0.21</b>	<b>34,432</b>	<b>5.91</b>	<b>3,442</b>	<b>0.59</b>	<b>30,870</b>	<b>5.30</b>	<b>346</b>	<b>0.06</b>	<b>40,858</b>	<b>7.02</b>

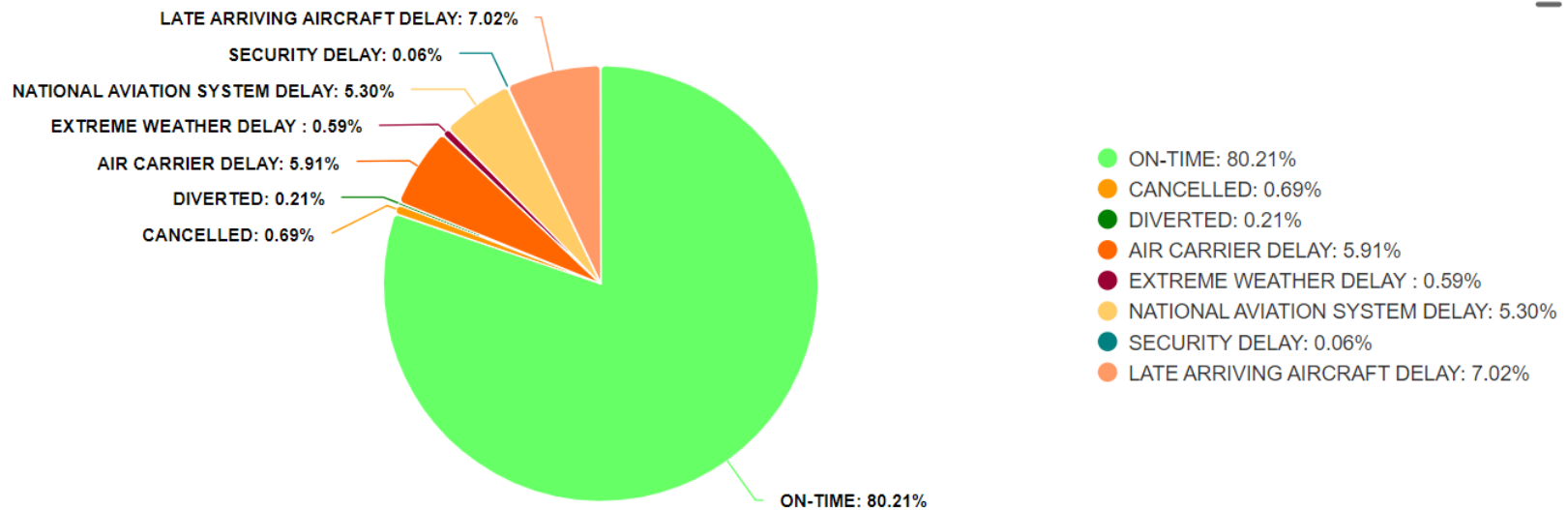
**\* Causes of Delay:**

- Air Carrier Delay: The cause of the cancellation or delay was due to circumstances within the airline's control (e.g. maintenance or crew problems, etc.).
  - Extreme Weather Delay: Significant meteorological conditions (actual or forecasted) that, in the judgment of the carrier, delays or prevents the operation of a flight.
  - National Aviation System Delay: Delays and cancellations attributable to the national aviation system refer to a broad set of conditions -- non-extreme weather conditions, airport operations, heavy traffic volume, air traffic control, etc.
  - Security Delay: Delays caused by evacuation of terminal or concourse, re-boarding of aircraft because of security breach, inoperative screening equipment and long lines more than 29 minutes at screening areas.
  - Late Arriving Aircraft Delay: Previous flight with same aircraft arrived late which caused the present flight to depart late.
- A "cancelled" flight is a flight that was not operated but was in the carrier's computer reservation system within 7 days of the scheduled departure. A "diverted" flight is a flight which is operated from the scheduled origin point to a point other than the scheduled destination point in the carrier's published schedule.

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

\* Note: For simplicity, statistics are displayed to one decimal place. Actual ranking order is calculated to nine decimal places.

**AIR TRAVEL CONSUMER REPORT**  
**TABLE 7B. OVERALL CAUSES OF DELAY BY REPORTING OPERATING CARRIER**  
**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
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**\*Based on the Bureau of Transportation Statistics' Technical Reporting Directive #38, issued December 19, 2023, effective January 1, 2024:**  
<https://www.bts.gov/explore-topics-and-geography/modes/aviation/number-38-technical-reporting-directive-reporting-air>

## **MISHANDLED BAGGAGE**

The baggage statistics in this section were filed with DOT's Bureau of Transportation Statistics (Office of Airline Information) by U.S. airlines that have at least half of one percent of total domestic scheduled-service passenger revenues. See 14 CFR 234.3 and 234.6. For the 12 months ending June 30, 2022, 15 air carriers reached this reporting threshold. They are Alaska Airlines, Allegiant Air, American Airlines, Delta Air Lines, Endeavor Air, Envoy Air, Frontier Airlines, Hawaiian Airlines, JetBlue Airways, PSA Airlines, Republic Airways, SkyWest Airlines, Southwest Airlines, Spirit Airlines, and United Airlines.

The tables in this section provide the rate of mishandled bags per 100 bags enplaned. The number of mishandled bags displayed in these tables represents the number of check bags that are lost, damaged, delayed, and pilfered, as reported by or on behalf of the passenger, that were in the airline's custody for its reportable domestic nonstop scheduled passenger flights. The number of bags enplaned displayed in these tables represent the total number of checked bags enplaned, including wheelchairs and scooters that were placed into the aircraft cargo compartment for any reportable domestic nonstop scheduled passenger flight. The number of mishandled bags and the number of enplaned bags for all airlines, except one airline, will not include bags of passengers traveling on itineraries with domestic segments and international segments unless the bag is a "valet bag," meaning the passenger dropped the bag off at the end of the loading bridge or on the tarmac and returned to the passenger on the loading bridge or on the tarmac following the flight.

For additional information on this aspect of mishandled baggage reporting see the Department's Notice of Enforcement Policy Regarding Reporting of Mishandled Baggage and Wheelchair Data, dated October 31, 2018: <https://www.transportation.gov/sites/dot.gov/files/docs/resources/individuals/aviation-consumer-protection/323451/mishandled-baggageand-wheelchair-reporting-enforcement-policy.pdf>.

## AIR TRAVEL CONSUMER REPORT

## MISHANDLED BAGGAGE: RANKING OF U.S. REPORTING MARKETING CARRIERS (MONTHLY)

RANK	CARRIER <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.

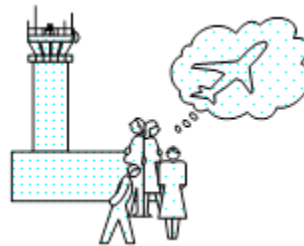
## **OVERSALES**

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>  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>  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>  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>  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>  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>  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>  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>  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.