



Air Travel Consumer Report

A Product Of
THE OFFICE OF AVIATION CONSUMER PROTECTION

Issued: July 2024



Flight Delays¹	May 2024
Mishandled Baggage, Wheelchairs, and Scooters¹	May 2024
Oversales¹	1 st Quarter 2024
Consumer Complaints² (Includes Disability and Discrimination Complaints)	May 2024
Airline Animal Incident Reports⁴	May 2024
Customer Service Reports to the Dept. of Homeland Security³	May 2024

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

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

³ Data provided by the Department of Homeland Security, Transportation Security Administration

⁴ Data collected by the Office of Aviation Consumer Protection.

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INTRODUCTION

The *Air Travel Consumer Report* is a monthly product of the Department of Transportation's Office of Aviation Consumer Protection (OACP). The report is designed to assist consumers with information on the quality of services provided by the airlines.

The report is divided into sections (Flight Delays, Mishandled Baggage Wheelchairs and Scooters, Oversales, Consumer Complaints, Customer Service Reports to the Transportation Security Administration, and Airline Reports of the Loss, Injury, or Death of Animals During Air Transportation). The sections concerning flight delays, mishandled baggage, wheelchairs and scooters and oversales are based on data collected by the Department's Bureau of Transportation Statistics. The section concerning consumer complaints is based on data compiled by the Office of Aviation Consumer Protection. The section concerning customer service reports to the Department of Homeland Security's Transportation Security Administration (TSA) is based on data provided by TSA. The section that deals with animal incidents during air transport is based on reports airlines are required to submit to the OACP. Each section of the report is preceded by a brief explanation of how to read and understand the information provided.

The report normally is released by the end of the second week of each month. The report is available on-line at:

<https://www.transportation.gov/individuals/aviation-consumer-protection/air-travel-consumer-reports>

FLIGHT DELAYS

This section provides information about airline on-time performance, flight delays, and cancellations. It is based on data filed by airlines each month with the Department of Transportation's Bureau of Transportation Statistics (Office of Airline Information), as described in 14 CFR Part 234 of DOT's regulations. It covers nonstop operated and marketed scheduled-service flights between points within the United States (including territories) by the fifteen (15) U.S. air carriers that have at least half of one percent of total domestic scheduled-service passenger revenues.

The reportable airports with respect to which data must be submitted to the Department are those large, medium, small, or non-hub airports as defined in 49 U.S.C. 47102. Airports can be accessed through the FAA at: https://www.faa.gov/airports/planning_capacity/passenger_allcargo_stats/passenger. This report includes the 30 largest U.S. airports, except Table 5, which lists more than 200 airports in alphabetical order with the corresponding on-time arrival and departure percentages.

A flight is counted as "on-time" if it operated less than 15 minutes after the scheduled time shown in the carriers' Computerized Reservations Systems (CRS). All tables in this report except Table 4 are based on gate arrival times; Table 4 is based on gate departure times.

In fulfilling DOT's data reporting requirements, the reporting air carriers use automated and/or manual systems for collecting flight data. Those using an automated system rely on the Aircraft Communication Addressing and Reporting System (ACARS) or the Docking Guidance System (DGS). Based on the latest information available to DOT, of the 15 reporting air carriers, 12 carriers (Alaska, Allegiant, Delta, Endeavor, Envoy, JetBlue, Republic, Hawaiian, SkyWest, Spirit, Southwest, and United) use ACARS, one carrier (American) uses a combination of ACARS, DGS and AFIS, and two carriers (Frontier and PSA) use a combination of ACARS and a manual system.

A carrier may voluntarily file data for its entire domestic system. Tables 2, 2A, 3, and 4 are limited to the 30 largest airports; Tables 5, 6, 6A, 7 and 7A contain data on flights to/from all airports that were reported.

Tables 1 through 4 display percentages of flight operations that were on-time. Tables 1, 1A, 1B, 2 and 2A present data by marketing or reporting carrier; airlines are ranked by performance in Tables 1/1A and are listed in alphabetical order in Table 2/2A (see Appendix for codes). Table 1B shows marketing carrier rankings by month and Year-to-Date (YTD) on the percentage of flight operations that arrived on time.

Tables 3 and 4 contain information by airport and time of day that a flight operated in 24-hour clock format. All times are local. A 10:50 departure from Atlanta is 10:50 Atlanta time; if that flight arrived in Dallas at 23:45, that is 11:45 p.m. Dallas time. Table 5 lists all airports for which there are reports this month in alphabetical order with the corresponding on-time arrival and departure percentages.

Tables 6 and 6A display the number of operations, number of flight cancellations, and percentage of cancellations by air carrier marketing and reporting flights at all airports and for the air carriers' domestic system. Table 7 and 7A displays airline flight delay causation data by categories, and Table 7B provides an overall graphic representation of that data. Table 8 lists the regularly scheduled flights with tarmac delays of more than 3 hours and Table 8A lists the regularly scheduled international flights with tarmac delays of more than 4 hours.

Except for the flights listed in Tables 8 and 8A this report provides summary information - it does not show the on-time record of individual flights. The on-time performance for individual markets and flights can be searched at <https://www.transtats.bts.gov/ONTIME/>

Airline Service Quality Performance data from the most recent six months is available for free download at: <https://www.bts.gov/topics/airlines-and-airports/airline-information-download>. Additional summary data for airports and airlines can be found at BTS' Flight Delays at-a-Glance at: <https://www.bts.gov/browse-statistical-products-and-data/bts-publications/airline-service-quality-performance-234-time>. Cause of delay data for airports and airlines can be found at: http://www.transtats.bts.gov/OT_Delay/OT_DelayCause1.asp.

Information on the performance of specific flights is displayed on the CRS used by most airlines and travel agencies. Each of the reporting carriers' flights have a one-digit code between 0 and 9 representing that flight's percentage of on-time operations for the latest reported month. For example, "8" means that flight arrived on-time (within 15 minutes) between 80% and 89.9% of the time during the latest reported month.

AIR TRAVEL CONSUMER REPORT

BRANDED CODESHARE PARTNERS

MAY 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

MAY 2024

AT ALL US AIRPORTS			
CARRIER ¹	NUMBER OF AIRPORTS REPORTED	PERCENT OF ON-TIME ARRIVALS	RANK
DELTA AIR LINES NETWORK	210	79.8	1
- DELTA AIR LINES	142	78.3	
- BRANDED CODESHARE PARTNERS	176	82.7	
ALLEGiant AIR	123	78.8	2
ALASKA AIRLINES NETWORK	105	78.0	3
- ALASKA AIRLINES	86	75.3	
- BRANDED CODESHARE PARTNERS	57	82.1	
HAWAIIAN AIRLINES	22	76.8	4
JETBLUE AIRWAYS	65	74.5	5
UNITED AIRLINES NETWORK	214	73.4	6
- UNITED AIRLINES	117	72.4	
- BRANDED CODESHARE PARTNERS	194	74.7	
SPIRIT AIRLINES	60	71.9	7
SOUTHWEST AIRLINES	107	71.4	8
AMERICAN AIRLINES NETWORK	222	66.3	9
- AMERICAN AIRLINES	121	60.6	
- BRANDED CODESHARE PARTNERS	205	72.5	
FRONTIER AIRLINES	80	63.6	10
TOTAL AIRPORTS SERVED	352	72.6	

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

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

AIR TRAVEL CONSUMER REPORT

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

MAY 2024

AT ALL US AIRPORTS			
CARRIER ¹	NUMBER OF AIRPORTS REPORTED	PERCENT OF ON-TIME ARRIVALS	RANK
REPUBLIC AIRWAYS	83	83.2	1
ENDEAVOR AIR	93	82.7	2
ALLEGiant AIR	123	78.8	3
DELTA AIR LINES	142	78.3	4
SKYWEST AIRLINES	242	78.0	5
HAWAIIAN AIRLINES	22	76.8	6
ALASKA AIRLINES	86	75.3	7
JETBLUE AIRWAYS	65	74.5	8
UNITED AIRLINES	117	72.4	9
SPIRIT AIRLINES	60	71.9	10
SOUTHWEST AIRLINES	107	71.4	11
PSA AIRLINES	85	70.4	12
ENVOY AIR	142	64.3	13
FRONTIER AIRLINES	80	63.6	14
AMERICAN AIRLINES	121	60.6	15
TOTAL AIRPORTS SERVED	338	72.3	

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

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

AIR TRAVEL CONSUMER REPORT

TABLE 1B. OVERALL PERCENTAGE OF REPORTED FLIGHT OPERATIONS ARRIVING ON-TIME BY REPORTING MARKETING CARRIER RANK BY MONTH, AND YEAR-TO-DATE

MAY 2024

CARRIER ¹	Jan 24		Feb 24		Mar 24		Apr 24		May 24		Year-to-date (YTD)	
	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank
ALASKA AIRLINES NETWORK	64.7	10	80.6	6	77.6	4	79.2	7	78.0	3	76.2	6
- ALASKA AIRLINES	59.1		81.8		77.4		78.7		75.3		74.6	
- BRANDED CODESHARE PARTNERS	73.6		78.7		77.9		80.0		82.1		78.6	
ALLEGiant AIR	75.6	2	82.0	5	75.8	7	85.8	1	78.8	2	79.5	3
AMERICAN AIRLINES NETWORK	70.5	8	84.1	2	77.5	5	78.1	8	66.3	9	75.1	7
- AMERICAN AIRLINES	69.3		81.0		71.9		74.9		60.6		71.3	
- BRANDED CODESHARE PARTNERS	71.8		87.5		83.8		81.6		72.5		79.3	
DELTA AIR LINES NETWORK	77.8	1	88.4	1	84.8	2	84.8	2	79.8	1	83.0	1
- DELTA AIR LINES	80.4		88.5		83.4		84.1		78.3		82.8	
- BRANDED CODESHARE PARTNERS	73.2		88.2		87.5		86.1		82.7		83.5	
FRONTIER AIRLINES	71.2	7	79.8	8	66.4	10	69.1	10	63.6	10	69.5	10
HAWAIIAN AIRLINES	72.0	6	80.0	7	87.2	1	84.0	3	76.8	4	79.9	2
JETBLUE AIRWAYS	69.5	9	74.3	10	68.4	9	76.3	9	74.5	5	72.6	9
SOUTHWEST AIRLINES	73.9	3	83.1	4	76.6	6	79.8	6	71.4	8	76.8	5
SPIRIT AIRLINES	72.5	4	77.8	9	69.6	8	81.4	4	71.9	7	74.5	8
UNITED AIRLINES NETWORK	72.4	5	83.2	3	81.8	3	81.3	5	73.4	6	78.3	4
- UNITED AIRLINES	71.9		83.3		80.6		80.2		72.4		77.6	
- BRANDED CODESHARE PARTNERS	72.9		83.1		83.4		82.8		74.7		79.3	
TOTAL	72.8		83.7		78.7		80.4		72.6		77.5	

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

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

AIR TRAVEL CONSUMER REPORT

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

MAY 2024

ARRIVAL AIRPORT*																
CARRIER	ATL		AUS		BNA		BOS		BWI		CLT		DCA		DEN	
	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME
ALASKA AIRLINES NETWORK	125	74.4	248	65.3	122	75.4	259	69.5	62	75.8	0	0.0	155	80.6	186	74.7
- ALASKA AIRLINES	125	74.4	248	65.3	122	75.4	259	69.5	62	75.8	0	0.0	155	80.6	186	74.7
- BRANDED CODESHARE PARTNERS	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
ALLEGiant AIR	0	0.0	122	58.2	293	79.9	46	91.3	11	63.6	0	0.0	0	0.0	41	80.5
AMERICAN AIRLINES NETWORK	979	58.7	1493	59.0	1521	60.4	2269	66.1	395	58.2	19656	68.5	7437	72.7	855	54.0
- AMERICAN AIRLINES	632	54.0	1232	58.3	775	49.7	1586	61.4	333	55.3	11390	66.0	2349	64.5	762	50.7
- BRANDED CODESHARE PARTNERS	347	67.4	261	62.5	746	71.6	683	77.0	62	74.2	8266	71.9	5088	76.5	93	81.7
DELTA AIR LINES NETWORK	22543	79.8	1470	58.2	1244	75.8	4158	77.4	606	76.4	1057	81.6	1671	74.8	1104	73.3
- DELTA AIR LINES	20013	80.0	1033	59.7	722	78.1	2250	74.4	465	74.4	549	82.3	778	73.1	1104	73.3
- BRANDED CODESHARE PARTNERS	2530	77.9	437	54.7	522	72.6	1908	80.9	141	83.0	508	80.9	893	76.3	0	0.0
FRONTIER AIRLINES	1039	58.4	56	66.1	67	73.1	107	83.2	298	60.4	307	67.4	94	63.8	2350	61.3
HAWAIIAN AIRLINES	0	0.0	15	80.0	0	0.0	20	60.0	0	0.0	0	0.0	0	0.0	0	0.0
JETBLUE AIRWAYS	306	74.8	62	67.7	155	81.3	3678	72.9	0	0.0	58	82.8	755	75.9	71	73.2
SOUTHWEST AIRLINES	3347	73.1	3471	67.0	4302	72.0	550	62.0	6292	76.5	290	57.2	1335	68.8	8520	71.4
SPIRIT AIRLINES	878	61.5	118	76.3	372	71.0	605	64.3	665	72.8	441	69.2	0	0.0	0	0.0
UNITED AIRLINES NETWORK	754	69.1	883	69.6	760	71.7	1108	70.3	355	74.9	524	71.0	820	71.0	13831	77.9
- UNITED AIRLINES	637	68.1	780	70.0	603	73.1	1092	70.1	326	74.8	337	67.1	492	61.6	8659	76.3
- BRANDED CODESHARE PARTNERS	117	74.4	103	67.0	157	66.2	16	87.5	29	75.9	187	78.1	328	85.1	5172	80.6
TOTAL	29,971	76.7	7,938	64.2	8,836	70.9	12,800	72.1	8,684	74.8	22,333	69.1	12,267	72.7	26,958	73.4

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

AIR TRAVEL CONSUMER REPORT

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

MAY 2024

ARRIVAL AIRPORT*																
CARRIER	DFW		DTW		EWR		FLL		IAD		IAH		JFK		LAS	
	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME
ALASKA AIRLINES NETWORK	217	65.4	58	69.0	302	79.8	61	80.3	231	81.8	91	71.4	341	68.6	622	75.4
- ALASKA AIRLINES	217	65.4	58	69.0	302	79.8	61	80.3	231	81.8	91	71.4	341	68.6	461	74.4
- BRANDED CODESHARE PARTNERS	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	161	78.3
ALLEGiant AIR	0	0.0	0	0.0	50	88.0	263	73.8	41	78.0	0	0.0	0	0.0	645	81.4
AMERICAN AIRLINES NETWORK	23170	58.7	810	62.5	665	55.5	621	60.2	229	68.1	821	50.9	2043	75.3	1227	55.3
- AMERICAN AIRLINES	14604	55.9	539	55.1	554	53.2	621	60.2	61	49.2	654	45.7	1229	70.1	1227	55.3
- BRANDED CODESHARE PARTNERS	8566	63.4	271	77.1	111	66.7	0	0.0	168	75.0	167	71.3	814	83.2	0	0.0
DELTA AIR LINES NETWORK	1025	60.8	8394	83.5	793	77.0	1051	75.9	560	77.7	706	64.2	5017	78.5	1489	75.0
- DELTA AIR LINES	1025	60.8	5343	82.6	570	78.2	1051	75.9	320	74.1	706	64.2	2679	76.6	1405	74.5
- BRANDED CODESHARE PARTNERS	0	0.0	3051	85.1	223	74.0	0	0.0	240	82.5	0	0.0	2338	80.5	84	83.3
FRONTIER AIRLINES	1071	47.3	206	68.9	0	0.0	131	76.3	0	0.0	324	57.1	0	0.0	1166	64.5
HAWAIIAN AIRLINES	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	31	74.2	124	87.9
JETBLUE AIRWAYS	31	61.3	151	76.8	553	72.2	1556	77.5	0	0.0	62	72.6	3191	73.6	306	76.8
SOUTHWEST AIRLINES	0	0.0	327	68.8	0	0.0	1227	69.4	107	78.5	424	63.4	0	0.0	7360	75.0
SPIRIT AIRLINES	897	57.1	940	74.9	964	75.3	2291	70.1	0	0.0	850	60.1	0	0.0	2288	76.1
UNITED AIRLINES NETWORK	887	53.8	536	73.7	9249	79.2	690	74.6	5662	82.4	11227	65.9	0	0.0	1212	73.6
- UNITED AIRLINES	690	56.8	158	65.2	6060	76.5	690	74.6	2831	79.3	5656	67.5	0	0.0	1212	73.6
- BRANDED CODESHARE PARTNERS	197	43.1	378	77.2	3189	84.4	0	0.0	2831	85.4	5571	64.2	0	0.0	0	0.0
TOTAL	27,298	58.2	11,422	80.0	12,576	77.3	7,891	72.1	6,830	81.4	14,505	64.4	10,623	76.1	16,439	73.2

* 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)

MAY 2024

ARRIVAL AIRPORT*																
CARRIER	LAX		LGA		MCO		MDW		MIA		MSP		ORD		PHL	
	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME
ALASKA AIRLINES NETWORK	1413	81.1	0	0.0	219	79.9	0	0.0	31	80.6	124	76.6	328	71.3	62	80.6
- ALASKA AIRLINES	813	80.6	0	0.0	219	79.9	0	0.0	31	80.6	93	77.4	328	71.3	62	80.6
- BRANDED CODESHARE PARTNERS	600	81.8	0	0.0	0	0.0	0	0.0	0	0.0	31	74.2	0	0.0	0	0.0
ALLEGiant AIR	76	72.4	0	0.0	20	70.0	48	75.0	0	0.0	14	92.9	0	0.0	0	0.0
AMERICAN AIRLINES NETWORK	3604	67.8	3460	73.2	1535	61.4	0	0.0	6361	71.5	631	62.8	10704	66.7	7326	76.8
- AMERICAN AIRLINES	2650	63.0	1519	61.6	1535	61.4	0	0.0	5180	71.2	370	53.0	4485	63.4	3795	69.8
- BRANDED CODESHARE PARTNERS	954	81.3	1941	82.2	0	0.0	0	0.0	1181	72.9	261	76.6	6219	69.2	3531	84.3
DELTA AIR LINES NETWORK	4158	79.2	6926	80.7	1866	75.1	312	80.8	985	75.5	8650	85.2	1257	72.2	646	80.0
- DELTA AIR LINES	3154	76.2	2315	76.6	1866	75.1	136	85.3	985	75.5	6000	84.4	1060	71.4	546	78.2
- BRANDED CODESHARE PARTNERS	1004	88.5	4611	82.8	0	0.0	176	77.3	0	0.0	2650	87.0	197	76.6	100	90.0
FRONTIER AIRLINES	154	53.9	245	57.1	1388	70.6	369	56.6	356	65.2	168	72.6	225	38.2	1132	67.8
HAWAIIAN AIRLINES	194	80.4	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
JETBLUE AIRWAYS	893	77.5	827	70.9	1529	76.1	0	0.0	182	80.2	49	89.8	124	75.8	83	80.7
SOUTHWEST AIRLINES	2191	68.6	974	66.4	3934	69.3	6243	71.9	549	67.2	614	72.0	769	65.9	393	67.9
SPIRIT AIRLINES	998	73.4	710	72.5	2185	73.0	0	0.0	517	70.2	85	84.7	750	58.9	467	72.4
UNITED AIRLINES NETWORK	3087	79.0	956	67.5	1162	74.7	0	0.0	518	70.7	619	68.8	13767	73.0	425	72.9
- UNITED AIRLINES	2315	75.9	749	64.9	1162	74.7	0	0.0	518	70.7	463	67.6	7659	74.2	362	70.2
- BRANDED CODESHARE PARTNERS	772	88.5	207	76.8	0	0.0	0	0.0	0	0.0	156	72.4	6108	71.5	63	88.9
TOTAL	16,768	74.8	14,098	75.6	13,838	71.3	6,972	71.5	9,499	71.5	10,954	82.0	27,924	69.7	10,534	75.4

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

AIR TRAVEL CONSUMER REPORT

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

MAY 2024

ARRIVAL AIRPORT*												
CARRIER	PHX		SAN		SEA		SFO		SLC		TPA	
	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME
ALASKA AIRLINES NETWORK	479	83.9	1773	81.1	9602	77.6	2088	56.0	278	83.8	93	80.6
- ALASKA AIRLINES	408	82.4	859	78.3	6878	75.3	1032	60.8	103	85.4	93	80.6
- BRANDED CODESHARE PARTNERS	71	93.0	914	83.7	2724	83.4	1056	51.4	175	82.9	0	0.0
ALLEGiant AIR	36	69.4	14	100.0	0	0.0	0	0.0	0	0.0	0	0.0
AMERICAN AIRLINES NETWORK	7643	76.4	770	53.9	625	56.3	1089	45.0	490	61.6	1289	60.5
- AMERICAN AIRLINES	4965	70.8	770	53.9	479	49.1	911	43.0	334	50.3	1165	59.8
- BRANDED CODESHARE PARTNERS	2678	86.6	0	0.0	146	80.1	178	55.1	156	85.9	124	66.9
DELTA AIR LINES NETWORK	1060	77.6	971	77.1	4237	84.2	1226	58.2	6713	86.1	1141	77.5
- DELTA AIR LINES	914	78.2	825	77.3	2859	82.8	1165	58.3	4602	84.1	1141	77.5
- BRANDED CODESHARE PARTNERS	146	74.0	146	76.0	1378	87.2	61	55.7	2111	90.5	0	0.0
FRONTIER AIRLINES	840	64.2	298	62.8	112	70.5	433	32.6	277	61.0	553	65.3
HAWAIIAN AIRLINES	31	58.1	62	79.0	62	58.1	62	50.0	17	82.4	0	0.0
JETBLUE AIRWAYS	62	56.5	182	85.7	62	72.6	414	60.6	168	77.4	465	73.5
SOUTHWEST AIRLINES	5575	73.8	2819	70.8	635	66.0	604	38.1	1016	76.0	2135	69.2
SPIRIT AIRLINES	106	67.0	234	82.1	62	82.3	0	0.0	95	76.8	424	76.7
UNITED AIRLINES NETWORK	1005	74.8	985	77.5	839	74.9	5230	64.6	601	75.9	743	75.5
- UNITED AIRLINES	881	74.8	890	75.8	839	74.9	4035	63.5	295	69.2	743	75.5
- BRANDED CODESHARE PARTNERS	124	75.0	95	92.6	0	0.0	1195	68.2	306	82.4	0	0.0
TOTAL	16,837	74.9	8,108	73.5	16,236	77.8	11,146	57.4	9,655	82.1	6,843	70.2

* 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)

MAY 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	125	74.4	248	65.3	122	75.4	259	69.5	62	75.8	0	0.0	155	80.6	186	74.7
ALLEGiant AIR	0	0.0	122	58.2	293	79.9	46	91.3	11	63.6	0	0.0	0	0.0	41	80.5
AMERICAN AIRLINES	632	54.0	1232	58.3	775	49.7	1586	61.4	333	55.3	11390	66.0	2349	64.5	762	50.7
DELTA AIR LINES	20013	80.0	1033	59.7	722	78.1	2250	74.4	465	74.4	549	82.3	778	73.1	1104	73.3
ENDEAVOR AIR	1741	81.6	57	68.4	144	76.4	0	0.0	11	81.8	196	82.1	183	63.9	0	0.0
ENVOY AIR	83	59.0	256	61.7	246	67.1	163	67.5	61	75.4	564	56.0	453	68.7	0	0.0
FRONTIER AIRLINES	1039	58.4	56	66.1	67	73.1	107	83.2	298	60.4	307	67.4	94	63.8	2350	61.3
HAWAIIAN AIRLINES	0	0.0	15	80.0	0	0.0	20	60.0	0	0.0	0	0.0	0	0.0	0	0.0
JETBLUE AIRWAYS	306	74.8	62	67.7	155	81.3	3678	72.9	0	0.0	58	82.8	755	75.9	71	73.2
PSA AIRLINES	131	59.5	0	0.0	186	67.2	0	0.0	1	0.0	4715	70.1	3062	74.5	0	0.0
REPUBLIC AIRWAYS	176	78.4	5	100.0	412	81.3	2305	80.6	130	83.1	331	81.6	2284	81.7	0	0.0
SKYWEST AIRLINES	760	69.6	396	54.0	414	64.5	0	0.0	0	0.0	28	78.6	26	80.8	4671	81.2
SOUTHWEST AIRLINES	3347	73.1	3471	67.0	4302	72.0	550	62.0	6292	76.5	290	57.2	1335	68.8	8520	71.4
SPIRIT AIRLINES	878	61.5	118	76.3	372	71.0	605	64.3	665	72.8	441	69.2	0	0.0	0	0.0
UNITED AIRLINES	637	68.1	780	70.0	603	73.1	1092	70.1	326	74.8	337	67.1	492	61.6	8659	76.3
TOTAL	29,868	76.7	7,851	64.2	8,813	71.0	12,661	72.0	8,655	74.8	19,206	67.7	11,966	72.4	26,364	73.4

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

AIR TRAVEL CONSUMER REPORT

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

MAY 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	217	65.4	58	69.0	302	79.8	61	80.3	231	81.8	91	71.4	341	68.6	461	74.4
ALLEGiant AIR	0	0.0	0	0.0	50	88.0	263	73.8	41	78.0	0	0.0	0	0.0	645	81.4
AMERICAN AIRLINES	14604	55.9	539	55.1	554	53.2	621	60.2	61	49.2	654	45.7	1229	70.1	1227	55.3
DELTA AIR LINES	1025	60.8	5343	82.6	570	78.2	1051	75.9	320	74.1	706	64.2	2679	76.6	1405	74.5
ENDEAVOR AIR	0	0.0	1034	89.0	143	73.4	0	0.0	0	0.0	0	0.0	1504	81.6	0	0.0
ENVOY AIR	6007	61.4	31	51.6	111	66.7	0	0.0	0	0.0	99	60.6	0	0.0	0	0.0
FRONTIER AIRLINES	1071	47.3	206	68.9	0	0.0	131	76.3	0	0.0	324	57.1	0	0.0	1166	64.5
HAWAIIAN AIRLINES	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	31	74.2	124	87.9
JETBLUE AIRWAYS	31	61.3	151	76.8	553	72.2	1556	77.5	0	0.0	62	72.6	3191	73.6	306	76.8
PSA AIRLINES	823	63.4	45	82.2	0	0.0	0	0.0	168	75.0	0	0.0	0	0.0	0	0.0
REPUBLIC AIRWAYS	1	100.0	361	89.2	2050	84.0	0	0.0	617	87.8	5	80.0	1400	82.6	0	0.0
SKYWEST AIRLINES	1738	70.4	2102	81.0	0	0.0	0	0.0	271	82.3	1254	64.3	248	70.6	146	81.5
SOUTHWEST AIRLINES	0	0.0	327	68.8	0	0.0	1227	69.4	107	78.5	424	63.4	0	0.0	7360	75.0
SPIRIT AIRLINES	897	57.1	940	74.9	964	75.3	2291	70.1	0	0.0	850	60.1	0	0.0	2288	76.1
UNITED AIRLINES	690	56.8	158	65.2	6060	76.5	690	74.6	2831	79.3	5656	67.5	0	0.0	1212	73.6
TOTAL	27,104	58.3	11,295	80.0	11,357	76.5	7,891	72.1	4,647	79.8	10,125	64.3	10,623	76.1	16,340	73.2

* 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)

MAY 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	813	80.6	0	0.0	219	79.9	0	0.0	31	80.6	93	77.4	328	71.3	62	80.6
ALLEGiant AIR	76	72.4	0	0.0	20	70.0	48	75.0	0	0.0	14	92.9	0	0.0	0	0.0
AMERICAN AIRLINES	2650	63.0	1519	61.6	1535	61.4	0	0.0	5180	71.2	370	53.0	4485	63.4	3795	69.8
DELTA AIR LINES	3154	76.2	2315	76.6	1866	75.1	136	85.3	985	75.5	6000	84.4	1060	71.4	546	78.2
ENDEAVOR AIR	0	0.0	2842	82.4	0	0.0	0	0.0	0	0.0	672	88.5	0	0.0	0	0.0
ENVOY AIR	0	0.0	0	0.0	0	0.0	0	0.0	1130	73.1	68	77.9	3051	69.1	0	0.0
FRONTIER AIRLINES	154	53.9	245	57.1	1388	70.6	369	56.6	356	65.2	168	72.6	225	38.2	1132	67.8
HAWAIIAN AIRLINES	194	80.4	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
JETBLUE AIRWAYS	893	77.5	827	70.9	1529	76.1	0	0.0	182	80.2	49	89.8	124	75.8	83	80.7
PSA AIRLINES	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	64	76.6	0	0.0	906	80.4
REPUBLIC AIRWAYS	0	0.0	3472	82.9	0	0.0	0	0.0	51	68.6	137	82.5	1329	82.2	981	85.2
SKYWEST AIRLINES	3144	85.7	439	78.4	0	0.0	176	77.3	0	0.0	2050	86.0	5066	68.6	15	100.0
SOUTHWEST AIRLINES	2191	68.6	974	66.4	3934	69.3	6243	71.9	549	67.2	614	72.0	769	65.9	393	67.9
SPIRIT AIRLINES	998	73.4	710	72.5	2185	73.0	0	0.0	517	70.2	85	84.7	750	58.9	467	72.4
UNITED AIRLINES	2315	75.9	749	64.9	1162	74.7	0	0.0	518	70.7	463	67.6	7659	74.2	362	70.2
TOTAL	16,582	74.8	14,092	75.6	13,838	71.3	6,972	71.5	9,499	71.5	10,847	82.2	24,846	69.7	8,742	73.2

* 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)

MAY 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	408	82.4	859	78.3	6878	75.3	1032	60.8	103	85.4	93	80.6
ALLEGiant AIR	36	69.4	14	100.0	0	0.0	0	0.0	0	0.0	0	0.0
AMERICAN AIRLINES	4965	70.8	770	53.9	479	49.1	911	43.0	334	50.3	1165	59.8
DELTA AIR LINES	914	78.2	825	77.3	2859	82.8	1165	58.3	4602	84.1	1141	77.5
ENDEAVOR AIR	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
ENVOY AIR	685	82.2	0	0.0	87	80.5	5	0.0	5	80.0	123	66.7
FRONTIER AIRLINES	840	64.2	298	62.8	112	70.5	433	32.6	277	61.0	553	65.3
HAWAIIAN AIRLINES	31	58.1	62	79.0	62	58.1	62	50.0	17	82.4	0	0.0
JETBLUE AIRWAYS	62	56.5	182	85.7	62	72.6	414	60.6	168	77.4	465	73.5
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	1	100.0
SKYWEST AIRLINES	2234	87.5	982	83.0	2258	85.2	2330	61.2	2713	89.1	0	0.0
SOUTHWEST AIRLINES	5575	73.8	2819	70.8	635	66.0	604	38.1	1016	76.0	2135	69.2
SPIRIT AIRLINES	106	67.0	234	82.1	62	82.3	0	0.0	95	76.8	424	76.7
UNITED AIRLINES	881	74.8	890	75.8	839	74.9	4035	63.5	295	69.2	743	75.5
TOTAL	16,737	75.0	7,935	73.2	14,333	77.0	10,991	57.7	9,625	82.2	6,843	70.2

* 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)

MAY 2024

ARRIVAL AIRPORT*																
SCHEDULED ARRIVAL TIME	ATL	AUS	BNA	BOS	BWI	CLT	DCA	DEN	DFW	DTW	EWB	FLL	IAD	IAH	JFK	LAS
0600-0659	84.5	71.4	88.6	79.5	91.7	86.1	90.7	92.2	79.0	74.1	78.6	83.3	77.8	81.9	85.4	90.9
0700-0759	91.1	89.0	94.6	87.7	94.8	83.7	87.3	90.3	71.7	91.1	86.6	83.5	91.7	82.9	86.0	93.5
0800-0859	84.2	87.7	85.4	91.6	92.7	83.5	87.5	89.8	68.9	96.0	90.4	91.8	93.0	74.8	83.9	91.3
0900-0959	82.6	81.6	85.1	89.6	92.2	79.4	80.8	84.8	67.1	91.4	92.6	88.3	94.7	67.1	90.5	88.3
1000-1059	81.0	82.0	81.8	89.9	92.9	77.8	86.4	79.9	72.5	87.6	89.5	84.5	84.6	74.6	87.8	85.7
1100-1159	80.9	79.9	83.0	86.9	88.2	80.9	87.3	79.9	70.3	88.9	90.3	83.9	87.3	69.5	85.4	82.8
1200-1259	81.3	76.2	78.5	85.6	86.4	78.3	77.8	81.1	66.6	85.9	86.0	77.7	79.6	73.0	82.4	80.3
1300-1359	79.8	70.4	81.4	82.8	83.9	76.3	75.5	75.0	60.1	87.6	81.9	75.7	81.4	71.2	74.7	73.3
1400-1459	78.2	68.6	77.2	75.3	80.1	72.4	74.4	75.8	61.3	86.9	81.4	75.0	83.9	63.5	81.2	75.0
1500-1559	76.6	61.0	70.6	63.8	76.7	67.9	72.4	66.7	58.5	80.9	75.9	70.3	81.5	68.0	84.3	70.0
1600-1659	76.0	55.6	62.4	64.7	73.5	61.6	72.5	73.5	56.5	77.0	76.6	71.0	77.7	52.1	74.2	67.1
1700-1759	74.2	48.7	63.3	64.4	69.3	57.9	70.8	61.0	50.9	75.4	72.4	66.7	82.4	60.2	74.3	65.3
1800-1859	68.1	55.4	56.9	62.3	61.4	52.9	64.8	60.3	45.7	71.7	63.5	57.9	69.7	52.2	67.4	63.2
1900-1959	69.1	50.7	61.5	62.1	58.4	50.7	56.9	66.4	42.3	75.3	66.3	66.8	71.3	57.1	74.5	58.9
2000-2059	69.2	51.3	54.5	64.0	59.2	49.1	58.9	55.1	42.0	69.4	61.6	66.0	78.8	54.8	70.5	64.2
2100-2159	69.9	47.4	54.4	65.5	57.5	44.8	53.5	63.5	43.9	68.1	68.5	58.1	70.8	47.0	61.4	64.4
2200-2259	61.1	54.1	62.2	61.9	55.2	55.5	59.9	57.8	41.0	64.1	60.8	54.1	60.6	51.1	57.5	59.7
2300-0559	63.3	56.6	59.7	61.0	60.7	68.7	63.6	53.6	55.5	62.5	68.6	65.6	70.3	59.2	70.5	63.0
TOTAL	76.7	64.2	71.0	72.0	74.8	67.7	72.4	73.4	58.3	80.0	76.5	72.1	79.8	64.3	76.1	73.2

* 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)

MAY 2024

ARRIVAL AIRPORT*															
SCHEDULED ARRIVAL TIME	LAX	LGA	MCO	MDW	MIA	MSP	ORD	PHL	PHX	SAN	SEA	SFO	SLC	TPA	TOTAL
0600-0659	92.9	97.1	80.9	92.4	75.0	89.8	77.5	85.2	89.7	100.0	91.3	93.3	92.2	74.2	85.4
0700-0759	92.0	91.3	87.1	89.6	90.6	93.5	86.0	88.1	91.7	92.5	91.2	87.8	94.0	93.5	87.9
0800-0859	87.3	92.8	90.2	89.1	83.7	92.9	84.6	88.6	89.0	88.9	88.7	80.5	95.1	91.5	86.2
0900-0959	82.8	88.1	86.4	86.9	83.6	90.6	81.7	83.2	82.3	87.1	85.2	62.4	92.3	91.0	83.2
1000-1059	85.9	85.6	84.5	84.9	84.5	88.9	81.4	82.1	86.8	82.5	80.2	57.1	89.7	80.3	81.9
1100-1159	77.7	82.3	78.3	86.5	79.9	90.7	84.5	81.8	83.9	73.8	84.9	67.6	83.8	82.1	81.6
1200-1259	79.0	82.1	79.5	89.7	76.0	90.0	77.1	80.6	81.1	75.8	81.6	54.3	84.4	69.8	78.8
1300-1359	78.3	81.8	72.6	78.6	74.8	84.3	76.1	77.9	75.6	78.4	86.6	48.2	84.9	78.8	75.7
1400-1459	77.4	78.1	71.4	69.5	76.7	87.6	69.8	77.5	76.5	75.8	82.8	54.8	85.2	73.3	76.1
1500-1559	77.2	71.6	76.0	72.3	67.4	72.6	63.3	79.0	72.0	67.3	78.3	53.5	79.2	73.6	70.3
1600-1659	70.3	74.1	65.5	67.7	68.6	76.3	67.4	72.9	72.9	72.7	73.3	51.1	81.1	68.0	70.2
1700-1759	68.0	71.5	70.9	60.4	62.8	77.4	60.9	70.4	66.3	65.1	78.3	57.9	67.4	68.6	65.2
1800-1859	69.5	65.7	63.4	60.5	65.3	77.0	52.1	62.7	64.1	60.3	75.6	52.1	73.3	65.6	61.4
1900-1959	71.5	65.6	60.5	55.0	62.6	75.0	45.9	61.5	64.6	68.3	69.2	50.2	76.1	63.7	60.9
2000-2059	64.1	66.2	57.9	54.1	63.1	74.8	55.1	61.3	65.6	63.0	69.1	48.9	80.2	49.8	62.4
2100-2159	67.3	62.8	59.2	51.6	53.4	58.0	53.3	57.0	68.7	59.2	61.5	46.7	66.8	61.4	58.4
2200-2259	60.9	61.1	61.5	55.0	51.9	55.9	62.3	56.6	53.2	62.9	61.6	39.5	70.0	61.4	58.0
2300-0559	64.5	63.7	64.7	56.0	64.4	68.9	65.4	60.0	56.6	69.1	70.9	55.5	64.4	58.5	62.5
TOTAL	74.8	75.6	71.3	71.5	71.5	82.2	69.7	73.2	75.0	73.2	77.0	57.7	82.2	70.2	72.1

* 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)

MAY 2024

DEPARTURE AIRPORT*																
SCHEDULED DEPARTURE TIME	ATL	AUS	BNA	BOS	BWI	CLT	DCA	DEN	DFW	DTW	EWR	FLL	IAD	IAH	JFK	LAS
0600-0659	91.4	88.3	88.3	92.3	92.7	91.9	91.3	90.0	77.6	89.6	90.7	91.9	93.9	79.0	94.7	92.8
0700-0759	92.6	83.4	88.2	89.9	92.0	87.4	90.3	88.9	76.8	90.4	87.8	90.0	82.4	77.3	91.1	86.3
0800-0859	85.3	81.6	87.2	87.0	85.9	84.5	87.7	85.8	72.4	87.8	84.8	88.7	92.2	69.5	86.5	84.5
0900-0959	82.8	81.8	79.9	84.5	82.0	84.7	86.5	82.8	62.4	86.7	81.2	87.2	90.6	69.8	84.8	84.8
1000-1059	78.8	74.9	78.8	84.2	80.2	74.1	82.4	79.7	65.5	90.2	83.8	80.2	92.3	66.6	79.4	82.8
1100-1159	76.2	70.9	71.1	84.6	78.9	74.3	81.6	77.6	59.4	86.8	78.7	75.9	84.2	66.2	82.1	78.3
1200-1259	75.3	71.6	74.9	78.5	72.9	63.5	80.0	66.7	65.6	81.2	72.8	73.8	84.5	61.2	79.2	74.8
1300-1359	74.3	65.1	68.8	76.4	70.1	69.5	70.4	72.7	51.8	77.5	76.6	69.9	81.9	54.1	75.5	72.0
1400-1459	72.0	60.6	67.5	76.9	59.3	66.8	73.0	58.6	54.4	78.4	73.3	64.5	66.4	60.8	74.7	58.7
1500-1559	71.0	52.4	62.7	70.8	50.3	56.7	70.0	61.6	49.4	77.6	69.9	65.6	72.7	53.7	74.4	60.4
1600-1659	69.2	50.1	57.6	62.4	53.5	56.5	62.8	58.0	52.4	76.9	71.4	61.0	75.9	54.7	75.8	63.4
1700-1759	70.9	46.7	53.3	61.7	55.5	50.5	65.3	65.4	49.7	71.8	67.4	60.0	73.7	44.7	67.9	57.1
1800-1859	65.5	42.2	57.8	59.6	51.2	52.6	63.8	49.9	46.5	64.6	67.4	59.3	71.2	49.3	66.7	58.6
1900-1959	64.7	51.8	48.9	64.6	43.2	42.3	62.0	56.7	42.6	67.1	63.5	49.1	73.9	50.5	63.0	57.7
2000-2059	64.7	43.9	44.0	66.2	37.8	47.8	64.3	62.6	37.3	66.4	60.4	61.3	68.2	47.5	68.3	55.2
2100-2159	66.6	40.1	47.7	63.0	29.4	47.4	72.1	51.6	45.8	77.6	64.8	52.8	0.0	53.4	73.8	66.8
2200-2259	71.4	50.0	50.7	61.2	41.0	41.6	63.9	51.1	45.0	70.4	58.0	48.9	74.9	47.7	67.4	70.3
2300-0559	74.5	87.1	88.1	96.4	94.9	73.3	94.2	78.7	74.8	87.7	84.0	86.8	97.7	85.6	90.0	78.4
TOTAL	74.2	64.2	69.7	77.2	64.5	63.1	75.0	70.3	56.5	80.2	75.3	71.2	81.8	60.3	77.8	72.8

* 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)

MAY 2024

DEPARTURE AIRPORT*															
SCHEDULED DEPARTURE TIME	LAX	LGA	MCO	MDW	MIA	MSP	ORD	PHL	PHX	SAN	SEA	SFO	SLC	TPA	TOTAL
0600-0659	90.8	92.5	92.2	93.2	89.2	90.9	90.0	89.0	92.9	93.0	91.0	93.8	93.2	93.9	91.0
0700-0759	91.2	93.1	92.7	90.3	87.8	92.7	88.0	87.1	89.0	93.2	88.2	91.4	84.6	88.8	88.2
0800-0859	85.0	88.9	87.8	84.4	87.9	92.2	83.5	87.8	85.6	85.7	83.8	88.2	88.2	86.0	85.0
0900-0959	82.7	85.7	82.0	79.7	78.0	88.7	79.3	85.1	82.7	82.4	82.6	79.4	90.0	85.5	82.3
1000-1059	79.4	82.7	79.8	74.7	74.5	88.2	76.7	84.2	79.4	82.7	72.2	71.7	86.4	83.2	78.5
1100-1159	72.5	82.4	74.8	75.4	73.4	84.0	71.3	76.6	76.8	76.9	73.4	66.8	86.9	74.0	76.3
1200-1259	74.6	77.0	70.4	74.9	69.5	85.8	70.6	72.4	72.8	73.1	74.3	67.5	83.2	70.1	73.2
1300-1359	74.1	79.2	64.5	67.3	68.0	86.7	70.2	75.7	75.4	69.8	72.0	61.0	77.3	65.9	71.0
1400-1459	74.7	78.5	66.2	60.1	61.5	78.6	67.5	70.5	64.7	68.2	75.6	53.2	75.8	63.1	66.8
1500-1559	73.6	71.8	63.0	52.0	63.8	80.9	61.5	72.0	65.6	68.8	79.2	55.5	78.5	65.4	66.6
1600-1659	65.3	69.9	62.2	48.7	56.7	64.8	61.8	65.4	66.4	66.5	72.1	66.0	68.1	62.6	63.1
1700-1759	66.4	68.5	54.8	51.5	59.0	61.7	59.9	67.5	64.0	68.0	73.1	53.7	77.3	56.1	62.7
1800-1859	73.7	68.0	56.2	49.2	52.3	73.5	58.0	69.8	56.6	55.3	74.6	70.5	75.6	66.9	59.4
1900-1959	73.1	67.5	55.1	48.9	57.4	77.1	51.8	61.9	58.0	65.5	73.7	65.9	65.5	58.3	58.0
2000-2059	70.2	68.8	55.0	41.3	55.1	78.7	45.5	62.5	64.7	70.1	66.9	56.4	74.6	57.4	56.9
2100-2159	74.1	70.6	50.1	42.7	58.0	75.9	56.1	68.9	71.5	70.5	70.9	63.9	83.2	48.9	61.9
2200-2259	70.2	68.5	59.0	41.0	55.1	70.1	50.0	62.9	82.7	82.9	65.1	69.2	79.9	58.8	61.1
2300-0559	78.6	88.9	86.5	92.0	87.4	89.0	88.2	87.7	84.8	0.0	75.4	68.1	83.9	81.1	81.0
TOTAL	77.2	78.2	70.9	64.9	66.8	82.3	68.2	75.8	74.3	76.4	76.6	71.2	81.9	72.8	71.6

* 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
MAY 2024

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Aberdeen, SD (ABR)	82.3	85.5	62	62
Abilene, TX (ABI)	58.3	64.6	144	144
Adak Island, AK (ADK)	77.8	77.8	9	9
Aguadilla, PR (BQN)	77.1	75.2	253	254
Akron, OH (CAK)	71.6	78.8	306	306
Albany, GA (ABY)	69.4	75.8	62	62
Albany, NY (ALB)	72.8	78.7	1015	1016
Albuquerque, NM (ABQ)	71.2	75.1	2136	2134
Alexandria, LA (AEX)	79.4	75.5	155	155
Allentown/Bethlehem/Easton, PA (ABE)	77.2	81.8	391	391
Alpena, MI (APN)	71.7	81.1	53	53
Amarillo, TX (AMA)	64.8	70.1	421	421
Anchorage, AK (ANC)	70.8	85.4	1724	1725
Appleton, WI (ATW)	71.6	80.6	532	532
Arcata/Eureka, CA (ACV)	77.2	78.7	123	122
Asheville, NC (AVL)	74.1	72.7	1124	1117
Ashland, WV (HTS)	58.1	38.7	31	31
Aspen, CO (ASE)	67.1	65.2	210	204
Atlanta, GA (ATL)	76.7	74.2	29857	29870
Atlantic City, NJ (ACY)	75.9	82.2	286	286
Augusta, GA (AGS)	77.1	79.7	310	310
Austin, TX (AUS)	64.2	64.2	7851	7852
Bakersfield, CA (BFL)	73.7	78.2	205	206
Baltimore, MD (BWI)	74.8	64.5	8655	8654
Bangor, ME (BGR)	77.8	88.7	225	221
Barrow, AK (BRW)	80.6	77.4	31	31
Baton Rouge, LA (BTR)	67.8	74.8	441	441
Beaumont/Port Arthur, TX (BPT)	75.8	82.3	62	62
Belleville, IL (BLV)	83.7	77.6	98	98
Bellingham, WA (BLI)	84.4	88.9	244	244
Bemidji, MN (BJI)	91.9	88.7	62	62
Bend/Redmond, OR (RDM)	81.7	83.4	458	458
Bethel, AK (BET)	87.1	71.0	62	62
Billings, MT (BIL)	75.1	83.0	342	341
Binghamton, NY (BGM)	83.9	87.1	31	31
Birmingham, AL (BHM)	68.5	71.5	1513	1512
Bismarck/Mandan, ND (BIS)	82.8	85.6	349	347
Bloomington/Normal, IL (BMI)	73.4	75.9	158	158
Boise, ID (BOI)	79.2	83.9	2020	2016
Boston, MA (BOS)	72.0	77.2	12661	12659
Bozeman, MT (BZN)	79.6	82.5	721	719

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Brainerd, MN (BRD)	94.3	94.3	53	53
Bristol/Johnson City/Kingsport, TN (TRI)	79.2	78.6	168	168
Brownsville, TX (BRO)	60.7	69.8	191	189
Brunswick, GA (BQK)	64.5	61.3	62	62
Buffalo, NY (BUF)	73.3	79.8	1879	1878
Burbank, CA (BUR)	76.0	79.2	2327	2327
Burlington, VT (BTV)	78.0	85.7	631	629
Butte, MT (BTM)	93.1	96.6	58	58
Casper, WY (CPR)	86.5	88.2	104	102
Cedar City, UT (CDC)	88.7	88.7	53	53
Cedar Rapids/Iowa City, IA (CID)	66.5	73.4	669	669
Champaign/Urbana, IL (CMI)	56.5	65.3	124	124
Charleston, SC (CHS)	74.4	77.8	2406	2406
Charleston/Dunbar, WV (CRW)	63.9	73.4	305	305
Charlotte Amalie, VI (STT)	79.3	74.1	541	541
Charlotte, NC (CLT)	67.7	63.1	19206	19198
Charlottesville, VA (CHO)	79.6	80.4	285	285
Chattanooga, TN (CHA)	70.5	70.8	586	586
Cheyenne, WY (CYS)	87.9	87.9	58	58
Chicago, IL (MDW)	71.5	64.9	6972	6973
Chicago, IL (ORD)	69.7	68.2	24846	24845
Christiansted, VI (STX)	75.5	77.5	102	102
Cincinnati, OH (CVG)	71.6	78.1	3712	3709
Clarksburg/Fairmont, WV (CKB)	73.7	57.9	19	19
Cleveland, OH (CLE)	74.3	79.7	3670	3667
Cody, WY (COD)	72.4	71.4	29	28
College Station/Bryan, TX (CLL)	64.1	70.7	92	92
Colorado Springs, CO (COS)	68.2	75.7	1069	1067
Columbia, MO (COU)	58.4	69.8	149	149
Columbia, SC (CAE)	72.0	79.1	592	592
Columbus, GA (CSG)	71.6	73.9	88	88
Columbus, MS (GTR)	85.5	91.9	62	62
Columbus, OH (CMH)	74.2	79.0	3579	3580
Columbus, OH (LCK)	82.4	78.8	85	85
Concord, NC (USA)	82.0	75.4	61	61
Cordova, AK (CDV)	87.1	87.1	62	62
Corpus Christi, TX (CRP)	61.6	66.2	328	328
Dallas, TX (DAL)	65.2	59.9	6207	6207
Dallas/Fort Worth, TX (DFW)	58.3	56.5	27104	27111
Dayton, OH (DAY)	72.5	80.1	712	712
Daytona Beach, FL (DAB)	72.6	73.7	274	274

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

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Deadhorse, AK (SCC)	90.0	84.0	50	50
Decatur, IL (DEC)	62.4	64.7	85	85
Denver, CO (DEN)	73.4	70.3	26364	26368
Des Moines, IA (DSM)	67.5	76.3	1254	1254
Detroit, MI (DTW)	80.0	80.2	11295	11294
Devils Lake, ND (DVL)	81.0	91.4	58	58
Dickinson, ND (DIK)	86.0	87.7	57	57
Dodge City, KS (DDC)	79.6	79.6	54	54
Dothan, AL (DHN)	80.6	77.4	62	62
Duluth, MN (DLH)	75.0	80.1	176	176
Durango, CO (DRO)	78.2	80.3	284	284
Eagle, CO (EGE)	85.4	81.5	151	151
El Paso, TX (ELP)	67.2	71.2	1470	1470
Elko, NV (EKO)	96.8	100.0	31	31
Elmira/Corning, NY (ELM)	71.3	82.5	80	80
Escanaba, MI (ESC)	94.3	94.3	53	53
Eugene, OR (EUG)	76.7	81.1	589	588
Evansville, IN (EVV)	72.7	77.6	161	161
Everett, WA (PAE)	81.1	90.3	90	93
Fairbanks, AK (FAI)	68.3	81.6	309	310
Fargo, ND (FAR)	72.3	82.1	541	542
Fayetteville, AR (XNA)	71.2	75.4	1152	1152
Fayetteville, NC (FAY)	79.3	81.5	92	92
Flagstaff, AZ (FLG)	82.7	91.6	156	155
Flint, MI (FNT)	68.5	74.4	168	168
Fort Dodge, IA (FOD)	70.4	74.1	54	54
Fort Lauderdale, FL (FLL)	72.1	71.2	7891	7892
Fort Myers, FL (RSW)	72.6	75.3	2606	2613
Fort Smith, AR (FSM)	58.1	60.2	93	93
Fort Wayne, IN (FWA)	69.8	69.5	338	338
Fresno, CA (FAT)	71.0	77.2	1006	1005
Gainesville, FL (GNV)	78.1	82.6	247	247
Garden City, KS (GCK)	62.9	74.2	62	62
Gillette, WY (GCC)	87.1	91.9	62	62
Grand Forks, ND (GFK)	88.2	89.2	102	102
Grand Island, NE (GRI)	70.0	75.0	80	80
Grand Junction, CO (GJT)	72.4	78.8	301	302
Grand Rapids, MI (GRR)	72.3	81.1	1439	1442
Great Falls, MT (GTF)	85.2	90.5	210	210
Green Bay, WI (GRB)	72.6	78.5	351	353
Greensboro/High Point, NC (GSO)	73.1	80.2	1016	1015

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Greer, SC (GSP)	70.1	76.4	1449	1449
Guam, TT (GUM)	88.7	88.7	62	62
Gulfport/Biloxi, MS (GPT)	62.5	77.0	283	283
Gunnison, CO (GUC)	80.5	85.0	41	40
Hagerstown, MD (HGR)	61.9	61.9	21	21
Hancock/Houghton, MI (CMX)	56.5	59.7	62	62
Harlingen/San Benito, TX (HRL)	66.5	69.1	355	356
Harrisburg, PA (MDT)	69.3	77.6	482	483
Hartford, CT (BDL)	70.6	76.2	1909	1911
Hattiesburg/Laurel, MS (PIB)	61.1	64.8	54	54
Hayden, CO (HDN)	79.4	83.3	102	102
Hays, KS (HYS)	64.5	71.0	62	62
Helena, MT (HLN)	88.7	87.9	124	124
Hibbing, MN (HIB)	88.7	90.6	53	53
Hilo, HI (ITO)	80.8	81.8	577	577
Hilton Head, SC (HHH)	69.8	62.1	232	232
Hobbs, NM (HOB)	61.1	43.8	18	16
Honolulu, HI (HNL)	79.4	82.8	5230	5232
Houston, TX (HOU)	64.8	60.9	5011	5010
Houston, TX (IAH)	64.3	60.3	10125	10125
Huntsville, AL (HSV)	72.6	73.6	810	810
Hyannis, MA (HYA)	55.6	66.7	9	9
Idaho Falls, ID (IDA)	84.1	85.3	334	334
Indianapolis, IN (IND)	72.2	78.4	4141	4138
International Falls, MN (INL)	88.7	90.6	53	53
Iron Mountain/Kingsford, MI (IMT)	83.9	88.7	62	62
Islip, NY (ISP)	69.8	73.9	417	417
Ithaca/Cortland, NY (ITH)	87.7	88.4	122	121
Jackson, WY (JAC)	77.5	83.3	329	324
Jackson/Vicksburg, MS (JAN)	67.7	72.0	665	664
Jacksonville, FL (JAX)	68.9	74.8	2741	2741
Jacksonville/Camp Lejeune, NC (OAJ)	77.7	76.9	103	104
Jamestown, ND (JMS)	91.7	83.3	12	12
Johnstown, PA (JST)	72.6	72.6	62	62
Joplin, MO (JLN)	73.6	79.2	53	53
Juneau, AK (JNU)	77.1	86.9	398	398
Kahului, HI (OGG)	84.8	83.9	2169	2169
Kalamazoo, MI (AZO)	79.5	86.4	88	88
Kalispell, MT (FCA)	74.4	82.3	254	254
Kansas City, MO (MCI)	71.9	76.4	4346	4346
Ketchikan, AK (KTN)	78.8	81.1	217	217

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

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Key West, FL (EYW)	73.4	67.5	629	630
Killeen, TX (GRK)	53.9	65.4	154	153
King Salmon, AK (AKN)	90.9	86.4	22	22
Knoxville, TN (TYS)	68.6	75.9	1346	1345
Kodiak, AK (ADQ)	87.5	91.7	72	72
Kona, HI (KOA)	81.0	85.0	1322	1323
Kotzebue, AK (OTZ)	93.5	96.8	31	31
La Crosse, WI (LSE)	51.0	76.0	51	50
Lafayette, LA (LFT)	66.3	72.8	243	243
Lake Charles, LA (LCH)	64.5	66.7	93	93
Lansing, MI (LAN)	82.6	79.1	115	115
Laramie, WY (LAR)	81.5	90.7	54	54
Laredo, TX (LRD)	60.4	66.3	159	160
Las Vegas, NV (LAS)	73.2	72.8	16340	16345
Latrobe, PA (LBE)	75.4	80.3	61	61
Lawton/Fort Sill, OK (LAW)	71.7	69.6	92	92
Lewiston, ID (LWS)	86.0	91.4	93	93
Lexington, KY (LEX)	70.7	75.6	775	775
Liberal, KS (LBL)	83.3	77.8	54	54
Lihue, HI (LIH)	82.2	83.7	1346	1346
Lincoln, NE (LNK)	60.9	66.4	133	131
Little Rock, AR (LIT)	64.8	67.9	1120	1120
Long Beach, CA (LGB)	81.0	79.4	1522	1522
Longview, TX (GGG)	59.7	71.0	62	62
Los Angeles, CA (LAX)	74.8	77.2	16582	16587
Louisville, KY (SDF)	72.0	75.9	2296	2295
Lubbock, TX (LBB)	59.9	71.7	561	561
Madison, WI (MSN)	66.0	76.1	1029	1031
Manchester, NH (MHT)	69.6	78.0	477	477
Manhattan/Ft. Riley, KS (MHK)	51.6	69.4	62	62
Marquette, MI (MQT)	61.2	82.4	85	85
Martha's Vineyard, MA (MVY)	77.5	80.0	40	40
Mason City, IA (MCW)	77.8	77.8	54	54
Medford, OR (MFR)	84.6	83.5	364	364
Melbourne, FL (MLB)	78.4	82.2	241	241
Memphis, TN (MEM)	70.0	73.7	2016	2015
Meridian, MS (MEI)	63.0	68.5	54	54
Miami, FL (MIA)	71.5	66.8	9499	9503
Midland/Odessa, TX (MAF)	61.8	66.1	866	868
Milwaukee, WI (MKE)	70.0	78.5	2407	2406
Minneapolis, MN (MSP)	82.2	82.3	10847	10850

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Minot, ND (MOT)	88.7	87.1	186	186
Mission/McAllen/Edinburg, TX (MFE)	51.4	64.9	393	393
Missoula, MT (MSO)	74.7	83.7	364	363
Mobile, AL (MOB)	69.7	78.2	211	211
Moline, IL (MLI)	67.8	72.8	373	372
Monroe, LA (MLU)	72.3	75.5	155	155
Monterey, CA (MRY)	75.9	82.8	431	430
Montgomery, AL (MGM)	75.5	78.4	208	208
Montrose/Delta, CO (MTJ)	70.9	74.2	151	151
Mosinee, WI (CWA)	91.9	95.2	62	62
Myrtle Beach, SC (MYR)	76.2	78.8	1615	1614
Nantucket, MA (ACK)	79.5	75.6	127	127
Nashville, TN (BNA)	71.0	69.7	8813	8811
New Orleans, LA (MSY)	68.1	69.0	4516	4518
New York, NY (JFK)	76.1	77.8	10623	10627
New York, NY (LGA)	75.6	78.2	14092	14093
Newark, NJ (EWR)	76.5	75.3	11357	11358
Newburgh/Poughkeepsie, NY (SWF)	86.2	72.4	29	29
Niagara Falls, NY (IAG)	88.9	70.4	27	27
Nome, AK (OME)	93.5	96.8	31	31
Norfolk, VA (ORF)	69.2	74.5	1778	1778
North Bend/Coos Bay, OR (OTH)	91.2	67.6	34	34
North Platte, NE (LBF)	88.7	94.3	53	53
Oakland, CA (OAK)	77.9	79.1	3606	3610
Oklahoma City, OK (OKC)	68.9	76.1	1963	1961
Omaha, NE (OMA)	67.4	70.5	2089	2088
Ontario, CA (ONT)	71.2	77.9	2260	2259
Orlando, FL (MCO)	71.3	70.9	13838	13837
Pago Pago, TT (PPG)	81.8	90.9	11	11
Palm Springs, CA (PSP)	77.4	79.7	1148	1152
Panama City, FL (ECP)	69.1	69.6	826	826
Pasco/Kennewick/Richland, WA (PSC)	81.4	89.4	425	425
Pellston, MI (PLN)	75.4	78.3	69	69
Pensacola, FL (PNS)	64.7	68.5	1224	1224
Peoria, IL (PIA)	66.3	72.7	297	297
Petersburg, AK (PSG)	75.8	77.4	62	62
Philadelphia, PA (PHL)	73.2	75.8	8742	8740
Phoenix, AZ (AZA)	91.6	92.2	462	462
Phoenix, AZ (PHX)	75.0	74.3	16737	16741
Pittsburgh, PA (PIT)	72.5	78.6	3800	3796
Plattsburgh, NY (PBG)	81.5	59.3	27	27

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

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Pocatello, ID (PIH)	87.1	91.9	62	62
Ponce, PR (PSE)	67.7	77.4	93	93
Portland, ME (PWM)	77.9	82.1	856	855
Portland, OR (PDX)	75.8	81.1	5109	5114
Portsmouth, NH (PSM)	85.2	78.6	27	28
Prescott, AZ (PRC)	75.8	72.6	62	62
Providence, RI (PVD)	68.9	76.9	1243	1244
Provo, UT (PVU)	76.7	87.7	163	163
Punta Gorda, FL (PGD)	72.7	77.7	421	421
Raleigh/Durham, NC (RDU)	71.0	75.5	5492	5489
Rapid City, SD (RAP)	76.7	82.2	382	381
Redding, CA (RDD)	84.6	85.5	117	117
Reno, NV (RNO)	78.2	82.5	1709	1709
Rhineland, WI (RHI)	94.3	92.9	70	70
Richmond, VA (RIC)	71.8	76.1	1778	1778
Riverton/Lander, WY (RIW)	87.2	92.3	39	39
Roanoke, VA (ROA)	75.0	78.2	248	248
Rochester, MN (RST)	64.8	75.2	145	145
Rochester, NY (ROC)	73.0	79.4	1026	1026
Rock Springs, WY (RKS)	82.5	85.0	40	40
Rockford, IL (RFD)	83.1	73.8	65	65
Roswell, NM (ROW)	68.2	70.5	88	88
Sacramento, CA (SMF)	76.7	79.5	4631	4630
Saginaw/Bay City/Midland, MI (MBS)	74.9	76.0	179	179
Saipan, TT (SPN)	100.0	100.0	31	31
Salina, KS (SLN)	66.1	61.3	62	62
Salt Lake City, UT (SLC)	82.2	81.9	9625	9621
San Angelo, TX (SJT)	64.1	69.6	92	92
San Antonio, TX (SAT)	66.5	74.0	3539	3536
San Diego, CA (SAN)	73.2	76.4	7935	7936
San Francisco, CA (SFO)	57.7	71.2	10991	10974
San Jose, CA (SJC)	79.0	83.1	4161	4183
San Juan, PR (SJU)	72.8	75.1	3105	3104
San Luis Obispo, CA (SBP)	78.9	86.3	402	400
Sanford, FL (SFB)	73.0	78.5	777	776
Santa Ana, CA (SNA)	76.9	78.0	3707	3707
Santa Barbara, CA (SBA)	77.9	82.6	655	654
Santa Fe, NM (SAF)	70.3	74.7	222	221
Santa Maria, CA (SMX)	88.9	88.9	9	9
Santa Rosa, CA (STS)	83.4	83.1	241	242
Sarasota/Bradenton, FL (SRQ)	73.3	76.2	1343	1345

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Sault Ste. Marie, MI (CIU)	87.1	87.1	62	62
Savannah, GA (SAV)	71.5	74.1	1794	1794
Scottsbluff, NE (BFF)	88.7	90.6	53	53
Scranton/Wilkes-Barre, PA (AVP)	44.8	61.1	145	144
Seattle, WA (SEA)	77.0	76.6	14333	14338
Sheridan, WY (SHR)	85.5	88.7	62	62
Shreveport, LA (SHV)	66.3	69.9	347	346
Sioux City, IA (SUX)	66.1	66.1	62	62
Sioux Falls, SD (FSD)	71.0	84.1	572	572
Sitka, AK (SIT)	76.8	87.9	125	124
South Bend, IN (SBN)	64.6	65.9	536	536
Spokane, WA (GEG)	76.7	85.4	1475	1477
Springfield, IL (SPI)	88.9	66.7	9	9
Springfield, MO (SGF)	63.8	68.2	737	736
St. Cloud, MN (STC)	100.0	100.0	9	9
St. George, UT (SGU)	90.5	90.0	231	231
St. Louis, MO (STL)	72.6	70.2	5658	5656
St. Petersburg, FL (PIE)	73.3	77.8	670	668
State College, PA (SCE)	64.8	70.5	88	88
Stillwater, OK (SWO)	64.5	75.8	62	62
Stockton, CA (SCK)	85.4	82.9	41	41
Sun Valley/Hailey/Ketchum, ID (SUN)	95.4	95.4	109	108
Syracuse, NY (SYR)	73.9	81.2	1155	1154
Tallahassee, FL (TLH)	71.8	75.7	543	543
Tampa, FL (TPA)	70.2	72.8	6843	6846
Texarkana, AR (TXK)	66.1	74.2	62	62
Toledo, OH (TOL)	69.0	65.5	29	29
Traverse City, MI (TVC)	70.1	80.7	274	274
Trenton, NJ (TTN)	71.5	66.5	172	170
Tucson, AZ (TUS)	71.6	76.3	1639	1639
Tulsa, OK (TUL)	67.8	77.5	1515	1516
Twin Falls, ID (TWF)	90.3	91.9	62	62
Tyler, TX (TYR)	74.2	71.0	93	93
Valdosta, GA (VLD)	74.2	77.4	62	62
Valparaiso, FL (VPS)	69.2	69.8	918	917
Victoria, TX (VCT)	66.7	75.9	54	54
Waco, TX (ACT)	69.6	73.9	92	92
Walla Walla, WA (ALW)	90.0	95.0	60	60
Washington, DC (DCA)	72.4	75.0	11966	11965
Washington, DC (IAD)	79.8	81.8	4647	4648
West Palm Beach/Palm Beach, FL (PBI)	72.4	74.0	2416	2420

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

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
West Yellowstone, MT (WYS)	76.5	79.4	34	34
White Plains, NY (HPN)	72.8	80.4	1015	1017
Wichita Falls, TX (SPS)	75.8	79.0	62	62
Wichita, KS (ICT)	64.7	75.0	875	876
Williston, ND (XWA)	86.0	89.9	178	178
Wilmington, NC (ILM)	74.1	81.4	684	684
Worcester, MA (ORH)	80.0	74.2	120	120
Wrangell, AK (WRG)	72.6	79.0	62	62
Yakutat, AK (YAK)	87.1	88.7	62	62
Yuma, AZ (YUM)	83.8	81.6	142	141

AIR TRAVEL CONSUMER REPORT

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

MAY 2024

CARRIER	AT ALL US AIRPORTS				
	NUMBER OF AIRPORTS REPORTED	FLIGHT OPERATIONS SCHEDULED	FLIGHT OPERATIONS CANCELLED	PERCENT OF OPERATIONS CANCELLED	RANK
ALLEGiant AIR	123	9567	35	0.4	1
DELTA AIR LINES NETWORK	210	132595	511	0.4	2
- DELTA AIR LINES	142	88381	163	0.2	
- BRANDED CODESHARE PARTNERS	176	44214	348	0.8	
ALASKA AIRLINES NETWORK	105	35071	152	0.4	3
- ALASKA AIRLINES	86	21257	117	0.6	
- BRANDED CODESHARE PARTNERS	57	13814	35	0.3	
JETBLUE AIRWAYS	65	21246	104	0.5	4
SOUTHWEST AIRLINES	107	122496	828	0.7	5
SPIRIT AIRLINES	60	23298	259	1.1	6
UNITED AIRLINES NETWORK	214	113997	2303	2.0	7
- UNITED AIRLINES	117	64156	773	1.2	
- BRANDED CODESHARE PARTNERS	194	49841	1530	3.1	
HAWAIIAN AIRLINES	22	6652	168	2.5	8
FRONTIER AIRLINES	80	18647	488	2.6	9
AMERICAN AIRLINES NETWORK	222	165859	4443	2.7	10
- AMERICAN AIRLINES	121	86765	3005	3.5	
- BRANDED CODESHARE PARTNERS	205	79094	1438	1.8	
TOTAL AIRPORTS SERVED	352	649,428	9,291	1.4	

¹ All U.S. airlines with at least half of one percent of total domestic scheduled-service passenger revenues plus any branded codeshare partners.
Note: For simplicity, statistics are displayed to one decimal place. Actual ranking order is calculated to nine decimal places.

AIR TRAVEL CONSUMER REPORT

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

MAY 2024

CARRIER	AT ALL US AIRPORTS				
	NUMBER OF AIRPORTS REPORTED	FLIGHT OPERATIONS SCHEDULED	FLIGHT OPERATIONS CANCELLED	PERCENT OF OPERATIONS CANCELLED	RANK
DELTA AIR LINES	142	88381	163	0.2	1
ALLEGiant AIR	123	9567	35	0.4	2
JETBLUE AIRWAYS	65	21246	104	0.5	3
ALASKA AIRLINES	86	21257	117	0.6	4
SOUTHWEST AIRLINES	107	122496	828	0.7	5
PSA AIRLINES	85	18822	179	1.0	6
REPUBLIC AIRWAYS	83	25551	284	1.1	7
SPIRIT AIRLINES	60	23298	259	1.1	8
UNITED AIRLINES	117	64156	773	1.2	9
ENDEAVOR AIR	93	16310	203	1.2	10
SKYWEST AIRLINES	242	62107	848	1.4	11
HAWAIIAN AIRLINES	22	6652	168	2.5	12
FRONTIER AIRLINES	80	18647	488	2.6	13
ENVOY AIR	142	24488	790	3.2	14
AMERICAN AIRLINES	121	86765	3005	3.5	15
TOTAL AIRPORTS SERVED	338	609,743	8,244	1.4	

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

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

AIR TRAVEL CONSUMER REPORT

TABLE 7. CAUSES OF DELAY, BY REPORTING MARKETING CARRIER

MAY 2024

CARRIER	TOTAL RECORDS	ON TIME	% ON TIME	CANCELLED	% CANCELLED	DIVERTED	% DIVERTED	AIR CARRIER DELAY	% AIR CARRIER DELAY	EXTREME WEATHER DELAY	% EXTREME WEATHER DELAY	NATIONAL AVIATION SYSTEM DELAY	% NATIONAL AVIATION SYSTEM DELAY	SECURITY DELAY	% SECURITY DELAY	LATE ARRIVING AIRCRAFT DELAY	% LATE ARRIVING AIRCRAFT DELAY
ALASKA AIRLINES NETWORK	35071	27348	77.98	152	0.43	79	0.23	1978	5.64	121	0.35	2795	7.97	42	0.12	2556	7.29
- ALASKA AIRLINES	21257	16012	75.33	117	0.55	42	0.20	1265	5.95	92	0.43	1883	8.86	36	0.17	1810	8.51
- BRANDED CODESHARE PARTNERS	13814	11336	82.06	35	0.25	37	0.27	714	5.17	29	0.21	911	6.59	6	0.04	746	5.40
ALLEGiant AIR	9567	7536	78.77	35	0.37	19	0.20	502	5.25	122	1.28	571	5.97	4	0.04	778	8.13
AMERICAN AIRLINES NETWORK	165859	109913	66.27	4443	2.68	797	0.48	13162	7.94	3223	1.94	13138	7.92	133	0.08	21050	12.69
- AMERICAN AIRLINES	86765	52543	60.56	3005	3.46	481	0.55	8394	9.67	1480	1.71	7403	8.53	96	0.11	13363	15.40
- BRANDED CODESHARE PARTNERS	79094	57370	72.53	1438	1.82	316	0.40	4767	6.03	1743	2.20	5735	7.25	37	0.05	7687	9.72
DELTA AIR LINES NETWORK	132595	105787	79.78	511	0.39	363	0.27	9544	7.20	1387	1.05	7619	5.75	34	0.03	7349	5.54
- DELTA AIR LINES	88381	69237	78.34	163	0.18	264	0.30	6265	7.09	555	0.63	5802	6.56	11	0.01	6085	6.88
- BRANDED CODESHARE PARTNERS	44214	36550	82.67	348	0.79	99	0.22	3279	7.42	832	1.88	1818	4.11	23	0.05	1265	2.86
FRONTIER AIRLINES	18647	11868	63.65	488	2.62	42	0.23	1291	6.92	95	0.51	1711	9.18	0	0.00	3152	16.90
HAWAIIAN AIRLINES	6652	5107	76.77	168	2.53	6	0.09	697	10.48	16	0.24	68	1.02	7	0.11	583	8.76
JETBLUE AIRWAYS	21246	15823	74.48	104	0.49	85	0.40	1843	8.67	74	0.35	1598	7.52	9	0.04	1709	8.04
SOUTHWEST AIRLINES	122496	87405	71.35	828	0.68	431	0.35	9205	7.51	736	0.60	6708	5.48	71	0.06	17112	13.97
SPIRIT AIRLINES	23298	16744	71.87	259	1.11	88	0.38	1553	6.67	144	0.62	3039	13.04	47	0.20	1425	6.12
UNITED AIRLINES NETWORK	113997	83666	73.39	2303	2.02	533	0.47	7840	6.88	1873	1.64	9010	7.90	3	0.00	8769	7.69
- UNITED AIRLINES	64156	46450	72.40	773	1.20	303	0.47	4508	7.03	861	1.34	5535	8.63	1	0.00	5724	8.92
- BRANDED CODESHARE PARTNERS	49841	37216	74.67	1530	3.07	230	0.46	3332	6.69	1012	2.03	3475	6.97	2	0.00	3045	6.11
TOTAL	649,428	471,197	72.56	9,291	1.43	2,443	0.38	47,615	7.33	7,791	1.20	46,257	7.12	351	0.05	64,484	9.93

* 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

MAY 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	21257	16012	75.33	117	0.55	42	0.20	1265	5.95	92	0.43	1883	8.86	36	0.17	1810	8.51
ALLEGIAN AIR	9567	7536	78.77	35	0.37	19	0.20	502	5.25	122	1.28	571	5.97	4	0.04	778	8.13
AMERICAN AIRLINES	86765	52543	60.56	3005	3.46	481	0.55	8394	9.67	1480	1.71	7403	8.53	96	0.11	13363	15.40
DELTA AIR LINES	88381	69237	78.34	163	0.18	264	0.30	6265	7.09	555	0.63	5802	6.56	11	0.01	6085	6.88
ENDEAVOR AIR	16310	13484	82.67	203	1.24	50	0.31	632	3.87	119	0.73	799	4.90	4	0.02	1020	6.25
ENVOY AIR	24488	15744	64.29	790	3.23	124	0.51	1576	6.44	738	3.01	2259	9.22	12	0.05	3245	13.25
FRONTIER AIRLINES	18647	11868	63.65	488	2.62	42	0.23	1291	6.92	95	0.51	1711	9.18	0	0.00	3152	16.90
HAWAIIAN AIRLINES	6652	5107	76.77	168	2.53	6	0.09	697	10.48	16	0.24	68	1.02	7	0.11	583	8.76
JETBLUE AIRWAYS	21246	15823	74.48	104	0.49	85	0.40	1843	8.67	74	0.35	1598	7.52	9	0.04	1709	8.04
PSA AIRLINES	18822	13258	70.44	179	0.95	64	0.34	1199	6.37	334	1.77	1532	8.14	17	0.09	2239	11.90
REPUBLIC AIRWAYS	25551	21271	83.25	284	1.11	73	0.29	925	3.62	193	0.76	1670	6.54	6	0.02	1129	4.42
SKYWEST AIRLINES	62107	48468	78.04	848	1.37	201	0.32	5705	9.19	1577	2.54	3228	5.20	25	0.04	2056	3.31
SOUTHWEST AIRLINES	122496	87405	71.35	828	0.68	431	0.35	9205	7.51	736	0.60	6708	5.48	71	0.06	17112	13.97
SPIRIT AIRLINES	23298	16744	71.87	259	1.11	88	0.38	1553	6.67	144	0.62	3039	13.04	47	0.20	1425	6.12
UNITED AIRLINES	64156	46450	72.40	773	1.20	303	0.47	4508	7.03	861	1.34	5535	8.63	1	0.00	5724	8.92
TOTAL	609,743	440,950	72.32	8,244	1.35	2,273	0.37	45,560	7.47	7,135	1.17	43,805	7.18	346	0.06	61,429	10.07

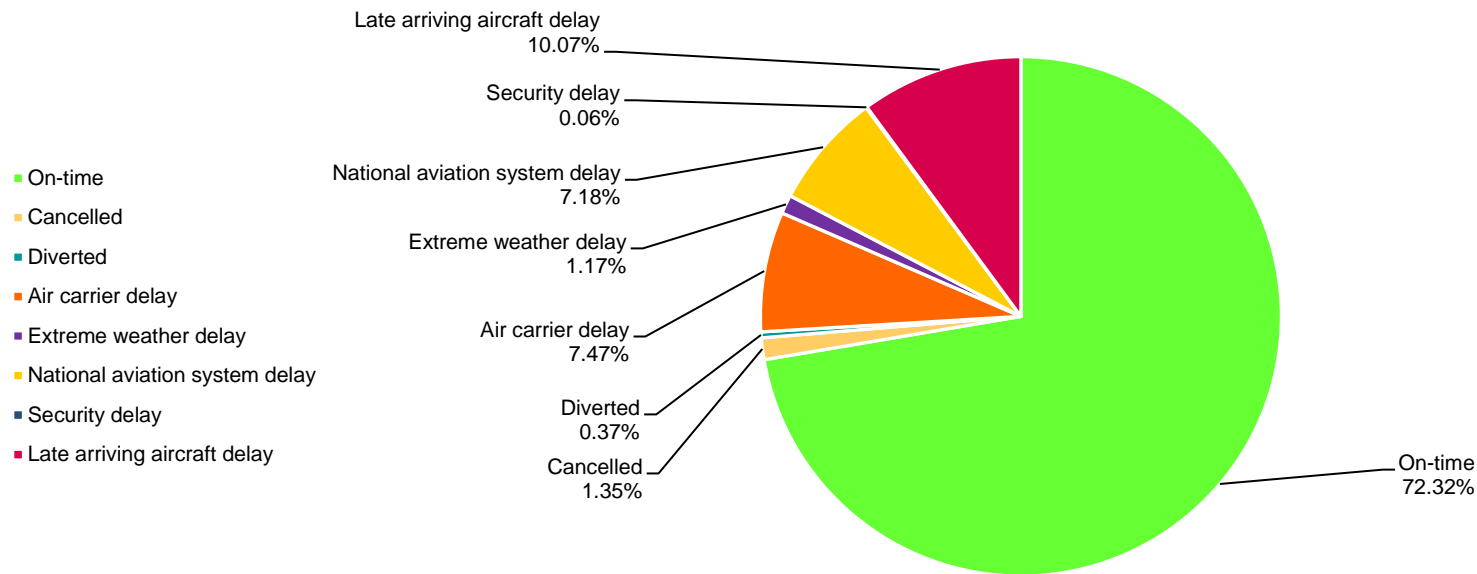
* Causes of Delay:

- 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
MAY 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

MAY 2024

MARKETING CARRIER	OPERATING CARRIER	FLIGHT NUMBER	ORIGIN AIRPORT	DESTINATION AIRPORT	DATE OF FLIGHT	LOCATION OF LONGEST TARMAC DELAY	LENGTH OF TARMAC DELAY
UNITED	MESA	6153	IAH	MEM	5/3/2024	Origin Airport	4:15
UNITED	COMMUTEAIR	4227	AMA	IAH	5/2/2024	Destination Airport	4:06
UNITED	UNITED	1933	SNA	ORD	5/24/2024	Diversion Airport (MSP)	4:06
DELTA	DELTA	2183	DFW	DTW	5/28/2024	Origin Airport	3:51
FRONTIER	FRONTIER	2632	DEN	DFW	5/27/2024	Destination Airport	3:48
FRONTIER	FRONTIER	3972	PHX	DFW	5/27/2024	Destination Airport	3:40
UNITED	MESA	6250	IAH	GSP	5/28/2024	Origin Airport	3:40
UNITED	MESA	6248	IAH	JAX	5/28/2024	Origin Airport	3:39
UNITED	UNITED	2180	ORD	IAH	5/2/2024	Diversion Airport (GPT)	3:39
DELTA	DELTA	1439	BTR	ATL	5/13/2024	Origin Airport	3:36
JETBLUE	JETBLUE	1940	SRQ	BOS	5/15/2024	Origin Airport	3:30
FRONTIER	FRONTIER	2999	MDW	DFW	5/27/2024	Destination Airport	3:29
FRONTIER	FRONTIER	3978	LAS	DFW	5/27/2024	Destination Airport	3:29
UNITED	UNITED	2205	CMH	IAH	5/5/2024	Destination Airport	3:26
UNITED	MESA	6032	CVG	IAH	5/28/2024	Destination Airport	3:22
AMERICAN	REPUBLIC	4398	IND	DCA	5/26/2024	Origin Airport	3:21
UNITED	UNITED	224	LGA	ORD	5/23/2024	Origin Airport	3:21
UNITED	UNITED	2418	IAH	BOS	5/28/2024	Origin Airport	3:21
AMERICAN	AIR WISCONSIN	6040	LIT	ORD	5/24/2024	Diversion Airport (OMA)	3:18
UNITED	UNITED	2441	IAH	EWR	5/28/2024	Origin Airport	3:18
UNITED	MESA	6047	IAH	MKE	5/28/2024	Origin Airport	3:16
UNITED	UNITED	1791	SNA	ORD	5/26/2024	Diversion Airport (RFD)	3:16
UNITED	COMMUTEAIR	4260	IAH	BTR	5/28/2024	Origin Airport	3:14
UNITED	UNITED	2442	CVG	IAH	5/5/2024	Destination Airport	3:12
DELTA	ENDEAVOR	5270	LGA	BTW	5/23/2024	Origin Airport	3:11
UNITED	MESA	6304	IAH	AUS	5/28/2024	Origin Airport	3:10
UNITED	UNITED	2246	IAH	RSW	5/28/2024	Origin Airport	3:10
UNITED	UNITED	2128	BWI	IAH	5/2/2024	Diversion Airport (SAT)	3:09
AMERICAN	AMERICAN	512	TPA	ORD	5/15/2024	Origin Airport	3:08
UNITED	UNITED	1394	GSP	IAH	5/5/2024	Destination Airport	3:08
DELTA	DELTA	1682	IAH	ATL	5/28/2024	Origin Airport	3:07
UNITED	MESA	6323	SAT	IAH	5/28/2024	Destination Airport	3:07
DELTA	ENDEAVOR	5044	LGA	TVC	5/23/2024	Origin Airport	3:06
JETBLUE	JETBLUE	1534	TPA	BDL	5/15/2024	Origin Airport	3:06
UNITED	UNITED	2080	IAH	DCA	5/28/2024	Origin Airport	3:05
DELTA	REPUBLIC	5620	LGA	CMH	5/23/2024	Origin Airport	3:02
UNITED	UNITED	697	DCA	IAH	5/2/2024	Diversion Airport (SAT)	3:02
DELTA	DELTA	754	SAV	MSP	5/5/2024	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

MAY 2024

MARKETING CARRIER	OPERATING CARRIER	FLIGHT NUMBER	ORIGIN AIRPORT	DESTINATION AIRPORT	DATE OF FLIGHT	LOCATION OF LONGEST TARMAC TIME	LENGTH OF TARMAC DELAY
QATAR	QATAR	777	DOH	MIA	5/21/2024	Diversion Airport (FLL)	4:48
UNITED	UNITED	1427	MID	IAH	5/2/2024	Diversion Airport (SAT)	4:21
EMIRATES	EMIRATES	211	DXB	DFW	5/29/2024	Destination Airport	4:09
AIR CANADA	AIR CANADA	1713	YUL	MSY	05/30/2024	Diversion Airport (IAH)	4:01

Note: Tarmac delays of more than 4 hours on any international flight at its U.S. airport departure from or arrival in the U.S., based on reports from all U.S. and foreign carriers operating international flights to and from the U.S. (Part 244).

** See [airports and codes](#) on the BTS website.

APPENDIX

NOTE: The Department of Transportation has screened the reporting carriers' data for completeness and verified all arithmetic data elements computed by the carriers (e.g., length of delay). Individual flight operation records with incorrect calculations, erroneous city-pairs, or missing data elements were rejected and excluded from the data base; such rejected records accounted for less than half of one percent of the flight operations records submitted. Any errors in the data base with respect to basic flight data -- non-computed data elements such as flight numbers, scheduled and actual arrival/departure times, days of operation -- are the responsibility of the reporting carrier.

30 Largest U.S. Airports

Atlanta: Hartsfield-Jackson	ATL
Austin: Austin-Bergstrom	AUS
Balt/Wash: Thurgood Marshall	BWI
Boston: Logan International	BOS
Charlotte: Douglas	CLT
Chicago: Midway	MDW
Chicago: O'Hare	ORD
Dallas-Fort Worth: International	DFW
Denver: International	DEN
Detroit: Metro Wayne County	DTW
Ft. Lauderdale: International	FLL
Houston: George Bush	IAH
Las Vegas: McCarran International	LAS
Los Angeles: International	LAX
Miami: International	MIA
Minneapolis-St. Paul: International	MSP
Nashville: International	BNA
Newark: Liberty International	EWR
New York: JFK International	JFK
New York: LaGuardia	LGA
Orlando: International	MCO
Philadelphia: International	PHL
Phoenix: Sky Harbor International	PHX
Salt Lake City: International	SLC
San Diego: Lindbergh Field	SAN
San Francisco: International	SFO
Seattle-Tacoma: International	SEA
Tampa: Tampa International	TPA
Washington: Dulles	IAD
Washington: Reagan National	DCA

Air Carriers Required to Report

Data to DOT and to CRS Vendors*

AS	Alaska Airlines
G4	Allegiant Air
AA	American Airlines
DL	Delta Air Lines
MQ	Envoy Air
F9	Frontier Airlines
HA	Hawaiian Airlines
B6	JetBlue Airways
OH	PSA Airlines
YX	Republic Airways
OO	SkyWest Airlines
WN	Southwest Airlines
NK	Spirit Airlines
UA	United Airlines

Voluntary Reporting

9E	Endeavor Air
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*Based on the Bureau of Transportation Statistics' Technical Reporting Directive #38, issued December 19, 2023, effective January 1, 2024: <https://www.bts.gov/explore-topics-and-geography/modes/aviation/number-38-technical-reporting-directive-reporting-air>

MISHANDLED BAGGAGE

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

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

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

AIR TRAVEL CONSUMER REPORT

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

RANK	CARRIER ¹	May 2024			May 2023		
		NUMBER OF BAGS ENPLANED	NUMBER OF BAGS MISHANDLED	NUMBER OF BAGS MISHANDLED PER 100 ENPLANED	NUMBER OF BAGS ENPLANED	NUMBER OF BAGS MISHANDLED	NUMBER OF BAGS MISHANDLED PER 100 ENPLANED
1	ALLEGiant AIR	267,801	637	0.24	538,250	759	0.14
2	JETBLUE AIRWAYS	1,194,098	3,738	0.31	1,378,707	5,870	0.43
3	DELTA AIR LINES NETWORK	9,020,306	35,874	0.40	8,581,311	34,574	0.40
	- DELTA AIR LINES	7,318,455	30,882	0.42	6,937,077	29,488	0.43
	- BRANDED CODESHARE PARTNERS	1,701,851	4,992	0.29	1,644,234	5,086	0.31
4	SPIRIT AIRLINES	1,117,023	4,467	0.40	1,168,894	5,716	0.49
5	SOUTHWEST AIRLINES	11,794,184	48,064	0.41	11,400,425	44,783	0.39
6	HAWAIIAN AIRLINES	532,656	2,216	0.42	521,938	3,041	0.58
7	FRONTIER AIRLINES	773,678	3,546	0.46	767,833	3,863	0.50
8	ALASKA AIRLINES NETWORK	2,388,322	11,419	0.48	2,416,164	10,921	0.45
	- ALASKA AIRLINES	1,886,614	9,024	0.48	1,954,222	9,265	0.47
	- BRANDED CODESHARE PARTNERS	501,708	2,395	0.48	461,942	1,656	0.36
9	UNITED AIRLINES NETWORK	6,451,336	43,571	0.68	6,384,797	40,506	0.63
	- UNITED AIRLINES	4,803,219	31,915	0.66	4,718,103	29,674	0.63
	- BRANDED CODESHARE PARTNERS	1,648,117	11,656	0.71	1,666,694	10,832	0.65
10	AMERICAN AIRLINES NETWORK	9,901,544	96,816	0.98	9,015,011	64,787	0.72
	- AMERICAN AIRLINES	6,532,979	70,114	1.07	6,220,106	48,714	0.78
	- BRANDED CODESHARE PARTNERS	3,368,565	26,702	0.79	2,794,905	16,073	0.58
TOTAL		43,440,948	250,348	0.58	42,173,330	214,820	0.51

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

AIR TRAVEL CONSUMER REPORT

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

RANK	CARRIER ¹	May 2024			May 2023		
		NUMBER OF BAGS ENPLANED	NUMBER OF BAGS MISHANDLED	NUMBER OF BAGS MISHANDLED PER 100 ENPLANED	NUMBER OF BAGS ENPLANED	NUMBER OF BAGS MISHANDLED	NUMBER OF BAGS MISHANDLED PER 100 ENPLANED
1	ALLEGiant AIR	267,801	637	0.24	538,250	759	0.14
2	ENDEAVOR AIR	718,163	2,186	0.30	698,477	2,297	0.33
3	JETBLUE AIRWAYS	1,194,098	3,738	0.31	1,378,707	5,870	0.43
4	SPIRIT AIRLINES	1,117,023	4,467	0.40	1,168,894	5,716	0.49
5	SOUTHWEST AIRLINES	11,794,184	48,064	0.41	11,400,425	44,783	0.39
6	HAWAIIAN AIRLINES	532,656	2,216	0.42	521,938	3,041	0.58
7	DELTA AIR LINES	7,318,455	30,882	0.42	6,937,077	29,488	0.43
8	FRONTIER AIRLINES	773,678	3,546	0.46	767,833	3,863	0.50
9	ALASKA AIRLINES	1,886,614	9,024	0.48	1,954,222	9,265	0.47
10	SKYWEST AIRLINES	2,340,681	11,624	0.50	2,185,976	9,443	0.43
11	REPUBLIC AIRWAYS	801,308	4,104	0.51	918,546	7,060	0.77
12	UNITED AIRLINES	4,803,219	31,915	0.66	4,718,103	29,674	0.63
13	PSA AIRLINES	1,050,200	7,954	0.76	886,113	4,698	0.53
14	ENVOY AIR	870,631	8,402	0.97	652,323	4,360	0.67
15	AMERICAN AIRLINES	6,532,979	70,114	1.07	6,220,106	48,714	0.78
	TOTAL	42,001,690	238,873	0.57	40,946,990	209,031	0.51

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

MISHANDLED WHEELCHAIRS AND SCOOTERS

The Department revised 14 CFR 234 to require airlines classified as “reporting carriers” to report mishandled wheelchair and scooter data in aircraft cargo compartments. Pursuant to the FAA Reauthorization Act of 2018, this requirement applies to operations on and after December 4, 2018. For flights on January 1, 2019, and after, airlines must also report this data for their branded codeshare partners.

AIR TRAVEL CONSUMER REPORT

MISHANDLED WHEELCHAIRS AND SCOOTERS: RANKING OF U.S. REPORTING MARKETING CARRIERS (MONTHLY)

RANK	CARRIER ¹	May 2024			May 2023		
		NUMBER OF WHEELCHAIRS AND SCOOTERS ENPLANED	NUMBER OF WHEELCHAIRS AND SCOOTERS MISHANDLED	NUMBER OF WHEELCHAIRS AND SCOOTERS MISHANDLED PER 100 ENPLANED	NUMBER OF WHEELCHAIRS AND SCOOTERS ENPLANED	NUMBER OF WHEELCHAIRS AND SCOOTERS MISHANDLED	NUMBER OF WHEELCHAIRS AND SCOOTERS MISHANDLED PER 100 ENPLANED
1	DELTA AIR LINES NETWORK	14,999	92	0.61	19,225	111	0.58
	- DELTA AIR LINES	12,043	80	0.66	16,005	92	0.57
	- BRANDED CODESHARE PARTNERS	2,956	12	0.41	3,220	19	0.59
2	ALLEGiant AIR	2,562	16	0.62	1,652	1	0.06
3	UNITED AIRLINES NETWORK	14,958	135	0.90	14,322	168	1.17
	- UNITED AIRLINES	11,790	107	0.91	11,336	135	1.19
	- BRANDED CODESHARE PARTNERS	3,168	28	0.88	2,986	33	1.11
4	HAWAIIAN AIRLINES	1,348	16	1.19	1,216	14	1.15
5	SOUTHWEST AIRLINES	27,359	353	1.29	20,074	291	1.45
6	JETBLUE AIRWAYS	2,939	46	1.57	3,054	57	1.87
7	ALASKA AIRLINES NETWORK	3,437	57	1.66	2,944	40	1.36
	- ALASKA AIRLINES	3,000	42	1.40	2,680	37	1.38
	- BRANDED CODESHARE PARTNERS	437	15	3.43	264	3	1.14
8	AMERICAN AIRLINES NETWORK	15,684	264	1.68	13,653	220	1.61
	- AMERICAN AIRLINES	11,780	210	1.78	10,662	163	1.53
	- BRANDED CODESHARE PARTNERS	3,904	54	1.38	2,991	57	1.91
9	FRONTIER AIRLINES	2,418	52	2.15	2,582	49	1.90
10	SPIRIT AIRLINES	2,577	68	2.64	1,003	60	5.98
	TOTAL	88,281	1,099	1.24	79,725	1,011	1.27

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

AIR TRAVEL CONSUMER REPORT

MISHANDLED WHEELCHAIRS AND SCOOTERS: RANKING OF U.S. REPORTING OPERATING CARRIERS (MONTHLY)

RANK	CARRIER ¹	May 2024			May 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	1,060	5	0.47	1,195	8	0.67
2	ALLEGiant AIR	2,562	16	0.62	1,652	1	0.06
3	DELTA AIR LINES	12,043	80	0.66	16,005	92	0.57
4	SKYWEST AIRLINES	3,804	29	0.76	3,533	34	0.96
5	UNITED AIRLINES	11,790	107	0.91	11,336	135	1.19
6	REPUBLIC AIRWAYS	1,331	13	0.98	1,515	15	0.99
7	ENVOY AIR	1,373	16	1.17	960	20	2.08
8	HAWAIIAN AIRLINES	1,348	16	1.19	1,216	14	1.15
9	SOUTHWEST AIRLINES	27,359	353	1.29	20,074	291	1.45
10	ALASKA AIRLINES	3,000	42	1.40	2,680	37	1.38
11	JETBLUE AIRWAYS	2,939	46	1.57	3,054	57	1.87
12	PSA AIRLINES	926	16	1.73	724	19	2.62
13	AMERICAN AIRLINES	11,780	210	1.78	10,662	163	1.53
14	FRONTIER AIRLINES	2,418	52	2.15	2,582	49	1.90
15	SPIRIT AIRLINES	2,577	68	2.64	1,003	60	5.98
	TOTAL	86,310	1,069	1.24	78,191	995	1.27

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

OVERSALES

This section furnishes data on the number of passengers who hold confirmed reservations and are denied boarding ("bumped") from a flight because it is oversold. These figures include only passengers whose oversold flight departs without them; they do not include passengers affected by cancelled, delayed or diverted flights.

The report includes U.S. airlines that have at least half of one percent of total domestic scheduled-service passenger revenues and operate aircraft with a passenger capacity of 30 or more seats (see footnote on chart for details). It provides system data for scheduled passenger service on domestic flights and data on international flight segments that originate in the United States. Information is displayed for the latest available quarter and for the year to date, for the current period and for the same period in the previous year. The data are reported quarterly to DOT's Bureau of Transportation Statistics (Office of Airline Information). The reporting requirement is found in 14 CFR 250.10.

These tables give information by marketing and reporting carrier on the number of passengers bumped involuntarily and on the number who voluntarily gave up their seat on an oversold flight in exchange for compensation. Also shown is the rate of involuntary denied boarding's per 10,000 passengers. This rate determines the order in which carriers are listed; the airline with the lowest rate appears first. The number and rate of involuntary denied boarding's include both passengers who received denied boarding compensation and passengers who did not qualify for compensation because of one of the exceptions in the Oversales rule. There are four exceptions: 1) passenger accommodated on another flight scheduled to arrive within one hour of the original flight; 2) passenger fails to comply with ticketing, check-in or reconfirmation procedures; 3) aircraft of smaller capacity is substituted; and (4) passenger is denied boarding due to safety-related weight restrictions on an aircraft with 60 or fewer seats. Totals appear at the end of each table.

The enplanements figures that are used to calculate the involuntary denied boarding rate do not include inbound international service, since the rule does not apply to these flights.

AIR TRAVEL CONSUMER REPORT

PASSENGERS DENIED BOARDING BY REPORTING MARKETING U.S. AIRLINES

RANK	CARRIER ¹	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
	TOTAL	69,566	5,542	205,914,224	0.27

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

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

² 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 ¹	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 AIRLINES	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 AIRWAYS	1,896	114	3,930,555	0.29
11	SPIRIT AIRLINES	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

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

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

CONSUMER COMPLAINTS

The release of the submissions data in the ATCR continues to be delayed primarily because of the high volume of complaints against airlines and ticket agents received by the Office of Aviation Consumer Protection (OACP) and the time needed to review and process these consumer complaints using the Department's outdated legacy consumer complaint application system. Over the past three years, complaints made up an average of 91% of consumer submissions. 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

May 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
Delta Air Lines	0	1	0
Hawaiian Airlines	1	0	0
Totals:	1	1	0



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

Customer Experience Report for May 2024 ^a

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The Transportation Security Administration (TSA) screened approximately 78.5 million passengers at screening checkpoints and 44.3 million checked bags at baggage screening locations in May 2024.

Since its formation, TSA has maintained a strong focus on customer service and began collecting customer service data voluntarily to improve security operations. TSA values customer feedback and encourages passengers to contact the agency if the level of service provided to them does not meet their expectations ^b.

In May 2024, TSA received 15,980 complaints (i.e. a description of a negative experience) from the general public via phone or email (or 20.4 complaints per 100,000 passengers ^c). Below is a more detailed breakdown:

Courtesy		Screening of Personal Property		Screening of Passengers		Wait Times (Checkpoint)	
Number of Complaints	Complaints per 100,000 Passengers ^c	Number of Complaints	Complaints per 100,000 Passengers ^c	Number of Complaints	Complaints per 100,000 Passengers ^c	Number of Complaints	Complaints per 100,000 Passengers ^c
1,238	1.6	815	1.1	12,616	16.1	217	0.3

Civil Rights		Other TSA-related		Non-TSA related, Airline		Non-TSA related, All Others	
Number of Complaints	Complaints per 100,000 Passengers ^c	Number of Complaints	Complaints per 100,000 Passengers ^c	Number of Complaints	Complaints per 100,000 Passengers ^c	Number of Complaints	Complaints per 100,000 Passengers ^c
615	0.8	162	0.3	74	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
287 ^d	258	0.0006



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

Customer Experience Report for May 2024 ^a

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REFERENCES

- ^a Under Section 421(a) of Vision 100--Century of Aviation Reauthorization Act, Public Law 108-176 (December 12, 2003), 49 U.S.C. 329(e), the U.S. Department of Homeland Security, Transportation Security Administration, has provided this customer service report on passenger and baggage screening complaints and incidents to the U.S. Department of Transportation.
- ^b The TSA Contact Center can be reached via phone (tel: 866-289-9673) or e-mail (tailored web forms at <https://www.tsa.gov/contact/contact-forms>). TSA Contact Center representatives are available from 8:00AM to 11:00PM EST, Monday through Friday, and Weekends and Holidays, 9:00AM to 8:00PM.
- ^c The complaints per 100,000 passengers' metric is calculated as follows: # of Complaints divided by # of Airline Passenger multiplied by 100,000 (e.g. 300 complaints / 20,000,000 passengers * 100,000 equals 1.50). In this example, TSA experienced 1.5 complaints for every 100,000 passengers that TSA screened.
- ^d TSA records the number of passengers screened at checkpoints rather than the number of bags or items screened at TSA checkpoints. Therefore, this table does not present the rate of claims regarding loss or damage to property compared to the total number of items screened at checkpoints.

DEFINITIONS

<u>Courtesy:</u>	<u>Screening of Personal Property:</u>	<u>Screening of Passengers:</u>	<u>Wait Times (Checkpoint):</u>
Includes complaints about unprofessional or discourteous treatment by the TSA screening workforce, TSA screening management, or TSA Contact Center personnel.	Includes complaints about mishandling of passenger property (damaged and/ or missing items/ locks/ baggage) in both the checkpoint and checked baggage screening settings.	Includes complaints about screening to include Advanced Imaging Technology, Identification, Patdowns, Prohibited & Permitted Items, and TSA PreCheck, but excludes Property.	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>	<u>Other TSA-related:</u>	<u>Non-TSA related, Airline:</u>	<u>Non-TSA related, All Others:</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.	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.	Includes complaints about Non-TSA related matters, specifically Airline-related, such as baggage requirements, lost baggage, policy/ regulations, and wheelchair assistance.	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.