



Air Travel Consumer Report

A Product Of
THE OFFICE OF AVIATION CONSUMER PROTECTION

Issued: February 2025



Flight Delays¹

December 2024
January – December 2024

**Mishandled Baggage, Wheelchairs,
and Scooters¹**

December 2024
January - December 2024

Oversales¹

4th Quarter 2024
January - December 2024

Consumer Complaints²
(Includes Disability and
Discrimination Complaints)

See explanation on page 54.

Airline Animal Incident Reports⁴

December 2024
January - December 2024

**Customer Service Reports to
the Dept. of Homeland Security³**

December 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 daytime 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

DECEMBER 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

DECEMBER 2024

AT ALL US AIRPORTS			
CARRIER ¹	NUMBER OF AIRPORTS REPORTED	PERCENT OF ON-TIME ARRIVALS	RANK
HAWAIIAN AIRLINES	22	83.6	1
SOUTHWEST AIRLINES	104	79.9	2
DELTA AIR LINES NETWORK	211	79.7	3
- DELTA AIR LINES	146	80.1	
- BRANDED CODESHARE PARTNERS	186	78.9	
UNITED AIRLINES NETWORK	214	79.5	4
- UNITED AIRLINES	119	80.6	
- BRANDED CODESHARE PARTNERS	196	78.1	
ALASKA AIRLINES NETWORK	107	77.3	5
- ALASKA AIRLINES	86	77.5	
- BRANDED CODESHARE PARTNERS	60	77.0	
SPIRIT AIRLINES	60	77.1	6
AMERICAN AIRLINES NETWORK	224	76.3	7
- AMERICAN AIRLINES	123	76.3	
- BRANDED CODESHARE PARTNERS	208	76.3	
FRONTIER AIRLINES	83	75.0	8
ALLEGiant AIR	120	71.8	9
JETBLUE AIRWAYS	55	68.3	10
TOTAL AIRPORTS SERVED	352	78.0	

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

DECEMBER 2024

AT ALL US AIRPORTS			
CARRIER ¹	NUMBER OF AIRPORTS REPORTED	PERCENT OF ON-TIME ARRIVALS	RANK
HAWAIIAN AIRLINES	22	83.6	1
REPUBLIC AIRWAYS	83	80.9	2
UNITED AIRLINES	119	80.6	3
DELTA AIR LINES	146	80.1	4
ENDEAVOR AIR	103	80.0	5
SOUTHWEST AIRLINES	104	79.9	6
ENVOY AIR	140	78.6	7
ALASKA AIRLINES	86	77.5	8
SPIRIT AIRLINES	60	77.1	9
SKYWEST AIRLINES	237	76.9	10
AMERICAN AIRLINES	123	76.3	11
FRONTIER AIRLINES	83	75.0	12
ALLEGiant AIR	120	71.8	13
PSA AIRLINES	93	71.6	14
JETBLUE AIRWAYS	55	68.3	15
TOTAL AIRPORTS SERVED	337	78.1	

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

DECEMBER 2024

CARRIER ¹	Jan 24		Feb 24		Mar 24		Apr 24		May 24		Jun 24		Jul 24		Aug 24		Sep 24		Oct 24		Nov 24		Dec 24		Year-to-date (YTD)		
	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	
ALASKA AIRLINES NETWORK	64.7	10	80.6	6	77.6	4	79.2	7	78.0	3	76.8	3	76.4	2	75.5	5	79.0	9	81.7	8	81.6	9	77.3	5	77.4		
- ALASKA AIRLINES	59.1		81.8		77.4		78.7		75.3		73.9		73.3		73.8		79.1		82.2		82.4		77.5		76.2		5
- BRANDED CODESHARE PARTNERS	73.6		78.7		77.9		80.0		82.1		81.4		81.4		78.4		78.9		81.0		80.4		77.0		79.4		
ALLEGiant AIR	75.6	2	82.0	5	75.8	7	85.8	1	78.8	2	73.4	6	68.0	5	73.2	6	81.0	8	79.2	9	84.1	7	71.8	9	76.8		6
AMERICAN AIRLINES NETWORK	70.5	8	84.1	2	77.5	5	78.1	8	66.3	9	71.6	7	65.7	8	71.6	7	81.6	6	85.2	5	84.2	6	76.3	7	75.9		
- AMERICAN AIRLINES	69.3		81.0		71.9		74.9		60.6		66.0		60.2		66.7		80.0		83.4		82.8		76.3		72.5		7
- BRANDED CODESHARE PARTNERS	71.8		87.5		83.8		81.6		72.5		77.8		71.7		76.6		83.2		87.2		85.5		76.3		79.5		
DELTA AIR LINES NETWORK	77.8	1	88.4	1	84.8	2	84.8	2	79.8	1	78.6	2	67.6	7	78.9	2	87.2	2	89.9	1	88.6	2	79.7	3	82.0		
- DELTA AIR LINES	80.4		88.5		83.4		84.1		78.3		79.7		65.2		79.9		86.6		89.5		88.6		80.1		81.8		2
- BRANDED CODESHARE PARTNERS	73.2		88.2		87.5		86.1		82.7		76.3		72.4		76.8		88.4		90.7		88.6		78.9		82.4		
FRONTIER AIRLINES	71.2	7	79.8	8	66.4	10	69.1	10	63.6	10	61.3	10	61.8	9	65.2	9	74.8	10	73.3	10	76.7	10	75.0	8	69.5		10
HAWAIIAN AIRLINES	72.0	6	80.0	7	87.2	1	84.0	3	76.8	4	83.6	1	84.1	1	86.8	1	89.7	1	86.0	3	89.2	1	83.6	1	83.6		1
JETBLUE AIRWAYS	69.5	9	74.3	10	68.4	9	76.3	9	74.5	5	69.7	9	67.9	6	60.7	10	81.5	7	83.6	6	84.2	5	68.3	10	73.1		9
SOUTHWEST AIRLINES	73.9	3	83.1	4	76.6	6	79.8	6	71.4	8	73.7	5	70.6	3	78.8	3	85.0	4	85.4	4	86.9	3	79.9	2	78.6		4
SPIRIT AIRLINES	72.5	4	77.8	9	69.6	8	81.4	4	71.9	7	70.7	8	61.1	10	67.1	8	81.6	5	83.4	7	85.4	4	77.1	6	74.5		8
UNITED AIRLINES NETWORK	72.4	5	83.2	3	81.8	3	81.3	5	73.4	6	75.8	4	70.2	4	76.2	4	86.1	3	87.7	2	81.8	8	79.5	4	79.1		
- UNITED AIRLINES	71.9		83.3		80.6		80.2		72.4		74.6		68.3		74.9		86.2		87.5		82.4		80.6		78.6		3
- BRANDED CODESHARE PARTNERS	72.9		83.1		83.4		82.8		74.7		77.4		72.5		77.8		85.9		88.0		81.0		78.1		79.8		
TOTAL	72.8		83.7		78.7		80.4		72.6		74.3		68.4		74.9		84.0		86.0		84.9		78.0		78.1		

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

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

AIR TRAVEL CONSUMER REPORT

TABLE 1C. OVERALL PERCENTAGE OF REPORTED FLIGHT OPERATIONS ARRIVING ON-TIME: RANKING OF U.S. REPORTING MARKETING CARRIERS (YTD)

RANK	CARRIER ¹	JANUARY - DECEMBER 2024		JANUARY - DECEMBER 2023	
		FLIGHT OPERATIONS SCHEDULED	PERCENT OF ON-TIME ARRIVALS	FLIGHT OPERATIONS SCHEDULED	PERCENT OF ON-TIME ARRIVALS
1	HAWAIIAN AIRLINES	78,530	83.58	80,967	75.20
2	DELTA AIR LINES NETWORK	1,541,707	82.02	1,484,394	83.52
	- DELTA AIR LINES	1,009,194	81.81	984,986	82.61
	- BRANDED CODESHARE PARTNERS	532,513	82.44	499,408	85.33
3	UNITED AIRLINES NETWORK	1,364,270	79.14	1,297,988	78.47
	- UNITED AIRLINES	760,451	78.60	732,212	78.07
	- BRANDED CODESHARE PARTNERS	603,819	79.83	565,776	78.99
4	SOUTHWEST AIRLINES	1,419,419	78.57	1,438,465	77.25
5	ALASKA AIRLINES NETWORK	405,118	77.43	385,945	81.06
	- ALASKA AIRLINES	245,819	76.19	245,344	79.48
	- BRANDED CODESHARE PARTNERS	159,299	79.36	140,601	83.82
6	ALLEGiant AIR	117,210	76.77	115,539	73.37
7	AMERICAN AIRLINES NETWORK	1,910,725	75.91	1,759,176	78.88
	- AMERICAN AIRLINES	984,306	72.50	940,531	75.94
	- BRANDED CODESHARE PARTNERS	926,419	79.52	818,645	82.26
8	SPIRIT AIRLINES	261,103	74.48	263,871	69.51
9	JETBLUE AIRWAYS	240,282	73.06	274,852	67.08
10	FRONTIER AIRLINES	208,624	69.50	177,542	66.99
	TOTAL	7,546,988	78.10	7,278,739	78.34

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 1D. OVERALL PERCENTAGE OF REPORTED FLIGHT OPERATIONS ARRIVING ON-TIME: RANKING OF U.S. REPORTING OPERATING CARRIERS (YTD)

RANK	CARRIER ¹	JANUARY - DECEMBER 2024		JANUARY - DECEMBER 2023	
		FLIGHT OPERATIONS SCHEDULED	PERCENT OF ON-TIME ARRIVALS	FLIGHT OPERATIONS SCHEDULED	PERCENT OF ON-TIME ARRIVALS
1	REPUBLIC AIRWAYS	301,465	84.17	295,275	84.35
2	HAWAIIAN AIRLINES	78,530	83.58	80,967	75.20
3	ENDEAVOR AIR	200,094	82.06	201,520	84.11
4	DELTA AIR LINES	1,009,194	81.81	984,986	82.61
5	SKYWEST AIRLINES	744,658	79.83	675,163	82.46
6	UNITED AIRLINES	760,451	78.60	732,212	78.07
7	SOUTHWEST AIRLINES	1,419,419	78.57	1,438,465	77.25
8	ENVOY AIR	279,955	77.83	227,488	80.84
9	ALLEGiant AIR	117,210	76.77	115,539	73.37
10	PSA AIRLINES	227,971	76.75	194,144	82.06
11	ALASKA AIRLINES	245,819	76.19	245,344	79.48
12	SPIRIT AIRLINES	261,103	74.48	263,871	69.51
13	JETBLUE AIRWAYS	240,282	73.06	274,852	67.08
14	AMERICAN AIRLINES	984,306	72.50	940,531	75.94
15	FRONTIER AIRLINES	208,624	69.50	177,542	66.99
	TOTAL	7,079,081	77.91	6,847,899	78.22

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

DECEMBER 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	144	68.1	229	73.8	91	81.3	187	79.1	54	85.2	0	0.0	155	80.0	167	88.6
- ALASKA AIRLINES	144	68.1	205	73.7	91	81.3	187	79.1	54	85.2	0	0.0	155	80.0	167	88.6
- BRANDED CODESHARE PARTNERS	0	0.0	24	75.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
ALLEGiant AIR	0	0.0	71	66.2	206	77.7	38	84.2	1	100.0	0	0.0	0	0.0	16	68.8
AMERICAN AIRLINES NETWORK	991	74.1	1134	74.3	1441	74.5	2061	76.9	359	75.2	18804	78.6	7136	72.8	831	75.9
- AMERICAN AIRLINES	536	75.2	1037	74.5	574	73.2	1237	75.3	275	72.0	9954	80.3	1991	79.1	726	74.1
- BRANDED CODESHARE PARTNERS	455	72.7	97	71.1	867	75.3	824	79.4	84	85.7	8850	76.6	5145	70.4	105	88.6
DELTA AIR LINES NETWORK	22708	81.4	1313	81.6	1135	80.5	3857	78.9	518	82.4	930	80.6	1460	75.3	1005	79.4
- DELTA AIR LINES	18697	82.1	960	80.2	723	80.2	2167	76.0	453	80.6	458	80.8	751	75.2	987	79.5
- BRANDED CODESHARE PARTNERS	4011	77.8	353	85.6	412	81.1	1690	82.7	65	95.4	472	80.5	709	75.5	18	72.2
FRONTIER AIRLINES	1007	64.3	87	72.4	38	76.3	170	71.8	240	78.3	272	77.6	93	84.9	1850	83.9
HAWAIIAN AIRLINES	0	0.0	14	64.3	0	0.0	18	66.7	0	0.0	0	0.0	0	0.0	0	0.0
JETBLUE AIRWAYS	204	64.2	31	64.5	78	78.2	3482	67.4	0	0.0	0	0.0	561	67.4	105	76.2
SOUTHWEST AIRLINES	2505	79.8	3156	80.0	4301	81.1	545	75.8	5971	82.8	276	73.2	1351	77.4	7668	82.5
SPIRIT AIRLINES	858	67.4	94	78.7	187	77.5	520	74.8	481	78.6	345	77.4	0	0.0	0	0.0
UNITED AIRLINES NETWORK	629	80.0	883	78.8	681	80.3	1003	77.8	285	84.2	477	79.0	798	75.7	14242	86.9
- UNITED AIRLINES	531	79.5	723	79.9	448	79.0	971	78.1	283	84.1	321	76.0	474	80.2	8538	87.3
- BRANDED CODESHARE PARTNERS	98	82.7	160	73.8	233	82.8	32	68.8	2	100.0	156	85.3	324	69.1	5704	86.4
TOTAL	29,046	79.8	7,012	78.7	8,158	79.6	11,881	74.7	7,909	82.1	21,104	78.6	11,554	73.8	25,884	84.7

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

AIR TRAVEL CONSUMER REPORT

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

DECEMBER 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	202	71.3	29	89.7	288	80.6	148	74.3	147	76.9	62	75.8	356	70.2	863	72.9
- ALASKA AIRLINES	202	71.3	29	89.7	288	80.6	148	74.3	147	76.9	62	75.8	356	70.2	459	77.1
- BRANDED CODESHARE PARTNERS	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	404	68.1
ALLEGiant AIR	0	0.0	0	0.0	74	79.7	346	67.9	25	76.0	0	0.0	0	0.0	701	76.7
AMERICAN AIRLINES NETWORK	22375	74.4	818	73.6	637	60.9	640	73.8	203	73.4	795	72.6	1881	77.1	1210	77.8
- AMERICAN AIRLINES	13622	74.1	431	72.9	519	60.3	640	73.8	60	66.7	551	69.5	1155	77.3	1210	77.8
- BRANDED CODESHARE PARTNERS	8753	74.9	387	74.4	118	63.6	0	0.0	143	76.2	244	79.5	726	76.9	0	0.0
DELTA AIR LINES NETWORK	1014	73.9	8430	79.7	725	67.3	1143	73.8	475	76.2	655	74.7	4675	77.3	1475	83.5
- DELTA AIR LINES	1012	74.0	4776	80.6	541	66.4	1135	73.7	251	78.5	655	74.7	2575	77.5	1382	84.6
- BRANDED CODESHARE PARTNERS	2	0.0	3654	78.5	184	70.1	8	87.5	224	73.7	0	0.0	2100	77.0	93	67.7
FRONTIER AIRLINES	729	67.6	193	76.2	93	61.3	142	67.6	69	75.4	322	72.0	186	72.6	1007	82.0
HAWAIIAN AIRLINES	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	31	41.9	123	73.2
JETBLUE AIRWAYS	29	86.2	60	60.0	521	56.8	1808	68.6	0	0.0	61	50.8	3142	70.6	245	82.0
SOUTHWEST AIRLINES	0	0.0	326	81.0	0	0.0	1110	78.1	103	74.8	0	0.0	0	0.0	7116	83.3
SPIRIT AIRLINES	772	73.2	849	76.8	864	71.3	2067	74.6	0	0.0	800	77.3	0	0.0	1758	83.3
UNITED AIRLINES NETWORK	840	79.9	537	78.0	8647	72.7	835	78.4	6360	79.0	11242	79.9	0	0.0	1261	85.7
- UNITED AIRLINES	691	80.2	216	83.8	5955	73.4	835	78.4	2742	82.5	6015	79.5	0	0.0	1261	85.7
- BRANDED CODESHARE PARTNERS	149	78.5	321	74.1	2692	71.0	0	0.0	3618	76.4	5227	80.5	0	0.0	0	0.0
TOTAL	25,961	74.3	11,242	78.8	11,849	71.1	8,239	73.6	7,382	78.5	13,937	78.8	10,271	74.8	15,759	82.0

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

AIR TRAVEL CONSUMER REPORT

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

DECEMBER 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	1685	78.5	0	0.0	247	68.0	0	0.0	77	71.4	85	85.9	211	78.2	55	70.9
- ALASKA AIRLINES	812	80.8	0	0.0	247	68.0	0	0.0	77	71.4	54	83.3	211	78.2	55	70.9
- BRANDED CODESHARE PARTNERS	873	76.4	0	0.0	0	0.0	0	0.0	0	0.0	31	90.3	0	0.0	0	0.0
ALLEGiant AIR	70	80.0	0	0.0	32	90.6	19	73.7	0	0.0	17	76.5	0	0.0	0	0.0
AMERICAN AIRLINES NETWORK	3373	82.9	3501	75.9	1632	74.0	0	0.0	6889	77.7	651	77.1	9655	77.4	6761	75.8
- AMERICAN AIRLINES	2494	81.7	1471	73.2	1632	74.0	0	0.0	5361	78.1	420	77.1	3892	81.0	3175	78.7
- BRANDED CODESHARE PARTNERS	879	86.2	2030	77.8	0	0.0	0	0.0	1528	76.4	231	77.1	5763	74.9	3586	73.2
DELTA AIR LINES NETWORK	4023	82.5	6251	78.0	1934	74.4	279	77.1	1039	71.0	8501	79.2	1104	78.6	606	76.1
- DELTA AIR LINES	3048	83.1	2491	76.0	1934	74.4	123	87.0	1031	71.1	5393	82.9	854	78.7	488	76.2
- BRANDED CODESHARE PARTNERS	975	80.4	3760	79.3	0	0.0	156	69.2	8	62.5	3108	72.7	250	78.4	118	75.4
FRONTIER AIRLINES	381	80.6	250	65.6	1740	77.0	250	76.8	330	64.8	97	83.5	231	68.0	822	68.7
HAWAIIAN AIRLINES	192	72.9	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
JETBLUE AIRWAYS	671	87.6	435	67.4	1687	67.2	0	0.0	168	50.6	0	0.0	84	78.6	79	77.2
SOUTHWEST AIRLINES	2087	80.7	1022	74.1	3707	79.5	5401	80.8	383	74.4	602	81.2	428	83.9	450	78.4
SPIRIT AIRLINES	864	83.4	703	76.5	1412	81.7	0	0.0	409	71.4	110	83.6	630	76.7	343	77.6
UNITED AIRLINES NETWORK	3446	81.0	865	76.3	1249	79.6	0	0.0	662	71.5	523	82.0	13868	77.4	416	80.8
- UNITED AIRLINES	2386	83.5	644	76.9	1249	79.6	0	0.0	662	71.5	359	82.2	7111	79.8	324	81.8
- BRANDED CODESHARE PARTNERS	1060	75.4	221	74.7	0	0.0	0	0.0	0	0.0	164	81.7	6757	74.9	92	77.2
TOTAL	16,792	81.7	13,027	76.3	13,640	76.3	5,949	80.5	9,957	75.3	10,586	79.4	26,211	77.5	9,532	75.6

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

AIR TRAVEL CONSUMER REPORT

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

DECEMBER 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	537	77.8	1928	62.8	8267	80.1	1973	66.6	211	83.4	100	64.0
- ALASKA AIRLINES	479	76.6	955	67.4	5939	80.1	1025	68.7	70	85.7	100	64.0
- BRANDED CODESHARE PARTNERS	58	87.9	973	58.3	2328	80.0	948	64.3	141	82.3	0	0.0
ALLEGiant AIR	32	68.8	8	62.5	0	0.0	0	0.0	0	0.0	0	0.0
AMERICAN AIRLINES NETWORK	7857	84.2	805	69.8	606	74.8	1027	72.6	554	74.2	1293	72.6
- AMERICAN AIRLINES	4529	84.1	805	69.8	444	73.0	926	72.4	299	70.6	1155	72.1
- BRANDED CODESHARE PARTNERS	3328	84.3	0	0.0	162	79.6	101	75.2	255	78.4	138	76.8
DELTA AIR LINES NETWORK	1092	79.0	974	74.2	3968	84.9	1124	74.4	6801	85.9	1154	74.4
- DELTA AIR LINES	929	77.9	819	74.6	2626	86.0	1027	75.0	4635	84.6	1146	74.3
- BRANDED CODESHARE PARTNERS	163	85.3	155	72.3	1342	82.7	97	68.0	2166	88.7	8	75.0
FRONTIER AIRLINES	689	80.8	233	74.7	112	83.9	430	70.2	239	80.8	616	69.3
HAWAIIAN AIRLINES	31	77.4	62	64.5	79	63.3	79	63.3	31	87.1	0	0.0
JETBLUE AIRWAYS	168	81.0	133	75.2	31	74.2	371	78.7	57	64.9	503	67.2
SOUTHWEST AIRLINES	5916	83.7	2835	69.0	558	76.5	646	68.6	956	76.6	1946	77.3
SPIRIT AIRLINES	41	75.6	185	72.4	70	75.7	0	0.0	38	81.6	384	76.3
UNITED AIRLINES NETWORK	1086	86.5	972	75.7	686	83.5	6607	77.0	655	78.6	803	79.7
- UNITED AIRLINES	1020	86.7	880	75.9	643	85.2	4585	78.3	348	77.6	803	79.7
- BRANDED CODESHARE PARTNERS	66	83.3	92	73.9	43	58.1	2022	74.1	307	79.8	0	0.0
TOTAL	17,449	83.4	8,135	69.3	14,377	81.1	12,257	74.0	9,542	83.5	6,799	74.5

* 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)

DECEMBER 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	144	68.1	205	73.7	91	81.3	187	79.1	54	85.2	0	0.0	155	80.0	167	88.6
ALLEGIAN AIR	0	0.0	71	66.2	206	77.7	38	84.2	1	100.0	0	0.0	0	0.0	16	68.8
AMERICAN AIRLINES	536	75.2	1037	74.5	574	73.2	1237	75.3	275	72.0	9954	80.3	1991	79.1	726	74.1
DELTA AIR LINES	18697	82.1	960	80.2	723	80.2	2167	76.0	453	80.6	458	80.8	751	75.2	987	79.5
ENDEAVOR AIR	3450	79.6	0	0.0	39	82.1	0	0.0	0	0.0	306	80.4	127	61.4	0	0.0
ENVOY AIR	85	87.1	56	78.6	174	82.8	151	72.2	59	83.1	500	76.4	270	78.5	36	80.6
FRONTIER AIRLINES	1007	64.3	87	72.4	38	76.3	170	71.8	240	78.3	272	77.6	93	84.9	1850	83.9
HAWAIIAN AIRLINES	0	0.0	14	64.3	0	0.0	18	66.7	0	0.0	0	0.0	0	0.0	0	0.0
JETBLUE AIRWAYS	204	64.2	31	64.5	78	78.2	3482	67.4	0	0.0	0	0.0	561	67.4	105	76.2
PSA AIRLINES	299	67.6	0	0.0	299	70.2	0	0.0	8	100.0	5192	76.1	3282	65.8	0	0.0
REPUBLIC AIRWAYS	90	78.9	14	92.9	566	82.9	2283	82.3	82	93.9	193	81.3	2267	78.6	0	0.0
SKYWEST AIRLINES	599	67.3	482	82.0	345	72.5	0	0.0	0	0.0	0	0.0	18	72.2	5791	86.4
SOUTHWEST AIRLINES	2505	79.8	3156	80.0	4301	81.1	545	75.8	5971	82.8	276	73.2	1351	77.4	7668	82.5
SPIRIT AIRLINES	858	67.4	94	78.7	187	77.5	520	74.8	481	78.6	345	77.4	0	0.0	0	0.0
UNITED AIRLINES	531	79.5	723	79.9	448	79.0	971	78.1	283	84.1	321	76.0	474	80.2	8538	87.3
TOTAL	29,005	79.7	6,930	78.8	8,069	79.5	11,769	74.7	7,907	82.1	17,817	78.7	11,340	74.0	25,884	84.7

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

AIR TRAVEL CONSUMER REPORT

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

DECEMBER 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	202	71.3	29	89.7	288	80.6	148	74.3	147	76.9	62	75.8	356	70.2	459	77.1
ALLEGIAN AIR	0	0.0	0	0.0	74	79.7	346	67.9	25	76.0	0	0.0	0	0.0	701	76.7
AMERICAN AIRLINES	13622	74.1	431	72.9	519	60.3	640	73.8	60	66.7	551	69.5	1155	77.3	1210	77.8
DELTA AIR LINES	1012	74.0	4776	80.6	541	66.4	1135	73.7	251	78.5	655	74.7	2575	77.5	1382	84.6
ENDEAVOR AIR	2	0.0	1073	85.6	126	70.6	8	87.5	24	83.3	0	0.0	1004	76.5	0	0.0
ENVOY AIR	5370	77.4	116	69.8	107	60.7	0	0.0	0	0.0	138	85.5	0	0.0	0	0.0
FRONTIER AIRLINES	729	67.6	193	76.2	93	61.3	142	67.6	69	75.4	322	72.0	186	72.6	1007	82.0
HAWAIIAN AIRLINES	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	31	41.9	123	73.2
JETBLUE AIRWAYS	29	86.2	60	60.0	521	56.8	1808	68.6	0	0.0	61	50.8	3142	70.6	245	82.0
PSA AIRLINES	932	69.5	134	67.9	0	0.0	0	0.0	143	76.2	24	66.7	0	0.0	0	0.0
REPUBLIC AIRWAYS	3	100.0	485	89.5	1783	74.8	0	0.0	665	83.2	15	53.3	1621	77.4	0	0.0
SKYWEST AIRLINES	2453	71.5	2411	72.6	0	0.0	0	0.0	249	71.5	936	78.0	201	75.6	314	59.2
SOUTHWEST AIRLINES	0	0.0	326	81.0	0	0.0	1110	78.1	103	74.8	0	0.0	0	0.0	7116	83.3
SPIRIT AIRLINES	772	73.2	849	76.8	864	71.3	2067	74.6	0	0.0	800	77.3	0	0.0	1758	83.3
UNITED AIRLINES	691	80.2	216	83.8	5955	73.4	835	78.4	2742	82.5	6015	79.5	0	0.0	1261	85.7
TOTAL	25,817	74.3	11,099	78.8	10,871	71.7	8,239	73.6	4,478	80.9	9,579	77.8	10,271	74.8	15,576	82.0

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

AIR TRAVEL CONSUMER REPORT

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

DECEMBER 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	812	80.8	0	0.0	247	68.0	0	0.0	77	71.4	54	83.3	211	78.2	55	70.9
ALLEGiant AIR	70	80.0	0	0.0	32	90.6	19	73.7	0	0.0	17	76.5	0	0.0	0	0.0
AMERICAN AIRLINES	2494	81.7	1471	73.2	1632	74.0	0	0.0	5361	78.1	420	77.1	3892	81.0	3175	78.7
DELTA AIR LINES	3048	83.1	2491	76.0	1934	74.4	123	87.0	1031	71.1	5393	82.9	854	78.7	488	76.2
ENDEAVOR AIR	0	0.0	2106	79.3	0	0.0	0	0.0	8	62.5	810	79.6	0	0.0	17	88.2
ENVOY AIR	30	90.0	0	0.0	0	0.0	0	0.0	1464	76.6	47	83.0	2553	74.9	0	0.0
FRONTIER AIRLINES	381	80.6	250	65.6	1740	77.0	250	76.8	330	64.8	97	83.5	231	68.0	822	68.7
HAWAIIAN AIRLINES	192	72.9	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
JETBLUE AIRWAYS	671	87.6	435	67.4	1687	67.2	0	0.0	168	50.6	0	0.0	84	78.6	79	77.2
PSA AIRLINES	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	90	67.8	0	0.0	1139	73.4
REPUBLIC AIRWAYS	0	0.0	3586	78.9	0	0.0	0	0.0	64	71.9	154	81.2	2514	84.2	542	76.6
SKYWEST AIRLINES	3463	78.9	317	70.3	0	0.0	156	69.2	0	0.0	2338	70.4	4144	71.6	26	76.9
SOUTHWEST AIRLINES	2087	80.7	1022	74.1	3707	79.5	5401	80.8	383	74.4	602	81.2	428	83.9	450	78.4
SPIRIT AIRLINES	864	83.4	703	76.5	1412	81.7	0	0.0	409	71.4	110	83.6	630	76.7	343	77.6
UNITED AIRLINES	2386	83.5	644	76.9	1249	79.6	0	0.0	662	71.5	359	82.2	7111	79.8	324	81.8
TOTAL	16,498	81.7	13,025	76.3	13,640	76.3	5,949	80.5	9,957	75.3	10,491	79.4	22,652	78.3	7,460	76.5

* 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)

DECEMBER 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	479	76.6	955	67.4	5939	80.1	1025	68.7	70	85.7	100	64.0
ALLEGiant AIR	32	68.8	8	62.5	0	0.0	0	0.0	0	0.0	0	0.0
AMERICAN AIRLINES	4529	84.1	805	69.8	444	73.0	926	72.4	299	70.6	1155	72.1
DELTA AIR LINES	929	77.9	819	74.6	2626	86.0	1027	75.0	4635	84.6	1146	74.3
ENDEAVOR AIR	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	8	75.0
ENVOY AIR	965	88.2	0	0.0	0	0.0	0	0.0	47	87.2	131	77.1
FRONTIER AIRLINES	689	80.8	233	74.7	112	83.9	430	70.2	239	80.8	616	69.3
HAWAIIAN AIRLINES	31	77.4	62	64.5	79	63.3	79	63.3	31	87.1	0	0.0
JETBLUE AIRWAYS	168	81.0	133	75.2	31	74.2	371	78.7	57	64.9	503	67.2
PSA AIRLINES	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
REPUBLIC AIRWAYS	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	7	71.4
SKYWEST AIRLINES	2543	82.9	1162	61.2	2087	81.4	3018	70.9	2778	86.4	0	0.0
SOUTHWEST AIRLINES	5916	83.7	2835	69.0	558	76.5	646	68.6	956	76.6	1946	77.3
SPIRIT AIRLINES	41	75.6	185	72.4	70	75.7	0	0.0	38	81.6	384	76.3
UNITED AIRLINES	1020	86.7	880	75.9	643	85.2	4585	78.3	348	77.6	803	79.7
TOTAL	17,342	83.4	8,077	69.4	12,589	81.3	12,107	74.0	9,498	83.4	6,799	74.5

* 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)

DECEMBER 2024

ARRIVAL AIRPORT*																
SCHEDULED ARRIVAL TIME	ATL	AUS	BNA	BOS	BWI	CLT	DCA	DEN	DFW	DTW	EWR	FLL	IAD	IAH	JFK	LAS
0600-0659	85.7	91.9	93.3	73.1	90.9	93.4	84.4	91.4	85.1	83.6	76.6	78.5	83.9	85.8	82.6	91.2
0700-0759	88.3	93.7	91.4	81.3	92.0	85.3	79.4	92.1	82.4	83.7	83.5	84.0	85.0	93.2	77.9	93.5
0800-0859	81.8	91.1	90.3	84.4	90.2	82.1	82.0	91.2	74.3	88.4	86.7	85.1	80.0	84.0	83.0	90.6
0900-0959	81.1	88.9	88.0	84.6	92.1	80.4	76.3	88.6	77.9	87.6	84.1	81.9	86.4	83.3	80.9	88.2
1000-1059	84.8	87.1	90.2	87.3	90.6	80.5	85.7	86.9	77.2	82.7	90.0	84.6	72.2	85.1	84.6	87.6
1100-1159	86.8	88.5	87.3	83.8	89.6	81.5	80.8	87.2	78.2	83.0	87.7	81.4	87.4	82.6	85.9	85.8
1200-1259	86.2	85.1	87.6	83.7	86.6	83.4	80.5	87.4	78.3	82.8	84.4	77.7	81.6	79.5	79.2	83.6
1300-1359	85.2	84.0	81.7	81.8	90.0	79.3	74.8	84.1	80.8	85.0	83.6	73.8	85.2	83.6	70.9	85.2
1400-1459	82.3	77.6	84.5	79.4	85.0	81.0	75.0	86.7	79.3	82.4	78.5	70.5	79.1	78.0	75.7	80.5
1500-1559	79.2	80.0	80.7	73.3	84.5	79.6	74.0	85.3	74.4	79.6	73.9	76.4	84.2	80.5	83.0	83.2
1600-1659	80.1	76.3	79.3	76.3	83.6	79.5	70.6	82.7	73.5	77.0	64.6	74.1	72.9	77.3	71.9	81.0
1700-1759	81.7	72.7	78.5	70.9	77.4	79.2	71.4	78.1	68.6	69.3	62.7	74.5	84.2	73.5	77.2	77.1
1800-1859	76.7	76.1	70.7	64.8	78.9	78.9	68.0	81.6	68.4	75.9	57.4	70.5	81.7	66.3	69.0	78.0
1900-1959	75.0	71.6	71.2	66.8	74.7	70.4	67.2	81.6	60.0	72.7	55.8	67.6	75.3	67.4	64.3	79.3
2000-2059	71.2	68.4	70.9	66.8	74.0	69.2	67.3	76.2	64.9	72.9	53.0	66.3	78.1	73.2	71.0	79.3
2100-2159	70.0	71.4	70.2	65.9	68.1	69.4	64.9	75.5	71.5	75.0	53.6	67.8	83.5	69.4	68.4	73.1
2200-2259	69.9	76.2	60.4	67.8	69.0	72.7	71.2	78.7	71.8	74.1	59.0	66.2	72.4	69.8	58.0	74.8
2300-0559	70.9	71.7	70.0	68.6	73.3	81.0	75.7	77.8	75.5	71.6	72.1	63.3	76.2	74.1	72.8	73.7
TOTAL	79.7	78.8	79.5	74.7	82.1	78.7	74.0	84.7	74.3	78.8	71.7	73.6	80.9	77.8	74.8	82.0

* 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)

DECEMBER 2024

ARRIVAL AIRPORT*															
SCHEDULED ARRIVAL TIME	LAX	LGA	MCO	MDW	MIA	MSP	ORD	PHL	PHX	SAN	SEA	SFO	SLC	TPA	TOTAL
0600-0659	93.7	90.9	84.7	85.1	85.0	76.2	85.9	84.1	97.1	100.0	82.3	93.6	87.1	78.9	86.2
0700-0759	90.0	83.9	89.8	90.1	87.9	82.6	80.1	82.3	91.6	72.2	84.2	87.5	88.3	84.3	85.5
0800-0859	84.5	86.1	90.8	81.0	85.3	84.2	82.2	89.0	92.3	73.4	87.8	76.3	91.0	85.4	84.8
0900-0959	85.0	86.2	87.9	91.9	83.3	80.1	80.5	84.7	88.6	73.1	80.8	69.4	87.5	87.1	82.8
1000-1059	83.8	82.8	85.5	89.4	80.4	79.2	87.2	87.6	84.4	76.3	84.1	74.9	89.8	84.0	84.5
1100-1159	81.5	81.0	80.8	91.7	80.2	89.5	85.3	86.2	87.8	72.1	85.1	70.7	82.6	80.1	83.0
1200-1259	83.4	85.2	80.6	89.6	77.1	80.9	83.0	81.7	83.8	71.4	82.7	72.4	83.6	77.3	82.6
1300-1359	83.3	79.6	78.0	86.2	70.6	80.2	83.7	82.0	84.9	76.7	81.1	75.8	85.8	76.6	81.5
1400-1459	82.8	78.1	75.3	85.8	76.4	81.0	80.9	79.0	82.7	73.7	82.6	74.7	84.8	70.4	80.2
1500-1559	80.3	78.1	73.9	82.9	74.2	80.9	77.4	78.6	84.5	72.1	80.8	76.7	80.9	77.6	78.9
1600-1659	84.2	74.3	74.9	79.1	70.3	77.0	83.0	76.1	84.4	63.5	83.1	72.0	83.6	70.9	77.7
1700-1759	81.0	73.7	68.8	79.2	64.1	78.4	75.3	68.8	82.4	74.4	82.9	78.2	76.8	71.1	75.1
1800-1859	79.8	69.6	72.3	75.9	65.7	75.4	63.2	70.7	78.6	69.1	83.6	73.6	72.1	72.6	72.9
1900-1959	80.6	73.5	71.3	72.3	68.6	73.4	66.5	67.1	81.2	67.1	80.1	79.8	79.0	71.0	71.7
2000-2059	78.4	67.6	70.7	68.6	67.0	77.5	72.1	71.0	78.5	58.6	79.2	72.5	82.3	67.3	72.0
2100-2159	78.5	65.4	71.8	70.8	72.2	73.6	73.8	69.5	78.0	60.8	76.4	72.3	78.3	70.6	71.1
2200-2259	76.6	63.8	71.1	76.7	67.0	75.5	78.7	72.4	79.1	63.8	74.8	62.2	77.6	73.3	71.4
2300-0559	75.6	66.5	69.2	63.9	67.6	75.5	82.0	69.5	72.9	64.8	76.3	69.7	69.7	66.1	72.1
TOTAL	81.7	76.3	76.3	80.5	75.3	79.4	78.3	76.5	83.4	69.4	81.3	74.0	83.4	74.5	78.3

* 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)

DECEMBER 2024

DEPARTURE AIRPORT*																
SCHEDULED DEPARTURE TIME	ATL	AUS	BNA	BOS	BWI	CLT	DCA	DEN	DFW	DTW	EWR	FLL	IAD	IAH	JFK	LAS
0600-0659	87.4	92.8	92.7	87.8	91.0	85.5	90.3	93.7	86.5	89.0	89.2	92.5	88.3	86.5	86.9	93.5
0700-0759	85.8	88.3	88.4	86.3	83.6	86.1	89.0	91.1	83.6	89.0	87.3	86.2	88.7	89.2	87.2	89.8
0800-0859	87.6	86.3	87.1	81.3	82.2	83.4	82.6	89.3	82.9	84.3	83.1	85.0	88.1	88.1	82.9	86.3
0900-0959	80.6	86.4	81.7	78.7	81.7	83.6	77.6	87.9	78.3	82.1	81.8	81.0	83.5	74.4	81.5	83.8
1000-1059	76.9	87.7	86.5	76.1	83.0	77.6	77.0	83.6	74.6	82.3	83.6	80.4	81.3	81.1	77.2	81.0
1100-1159	80.3	79.4	81.5	81.0	80.7	76.8	79.7	83.7	70.7	74.4	81.7	75.5	72.7	77.7	84.5	79.6
1200-1259	82.2	78.7	78.7	72.2	79.5	76.2	72.9	79.9	72.8	80.1	76.6	73.2	82.3	77.0	79.0	78.3
1300-1359	79.8	73.6	81.0	74.7	73.0	78.1	74.1	83.9	70.4	69.9	75.5	72.4	78.5	69.0	70.3	77.4
1400-1459	77.5	74.5	75.7	77.3	72.8	74.2	74.3	72.7	75.6	75.4	74.2	63.1	85.1	75.2	68.6	70.9
1500-1559	76.7	72.4	77.0	72.5	65.9	71.9	68.9	77.6	67.2	77.6	71.9	62.1	83.1	68.7	67.0	77.8
1600-1659	71.1	68.1	73.5	70.6	69.1	73.6	63.2	73.4	68.0	70.6	72.8	61.9	74.4	70.5	75.0	75.9
1700-1759	73.7	71.4	74.4	67.9	68.0	69.6	68.9	80.4	66.3	63.4	63.3	64.8	72.0	70.8	66.3	75.1
1800-1859	72.7	70.5	76.0	63.4	59.7	71.2	66.2	70.4	64.2	74.0	64.7	63.1	69.0	68.7	73.1	73.4
1900-1959	73.9	67.2	60.7	63.5	66.0	71.1	69.5	78.3	65.1	66.1	60.7	60.7	71.4	63.4	68.8	72.4
2000-2059	70.2	66.0	65.2	60.1	60.4	66.9	69.2	76.8	58.8	66.9	55.6	63.1	59.0	66.0	60.5	68.8
2100-2159	69.9	54.5	52.3	56.0	53.0	66.0	63.0	78.0	66.3	73.6	56.3	54.1	66.7	65.9	66.1	64.8
2200-2259	71.3	72.3	42.9	54.8	39.8	69.8	66.4	68.8	68.1	81.3	48.9	59.8	80.3	76.6	69.8	79.9
2300-0559	80.3	93.7	93.9	88.6	93.8	79.6	87.4	86.3	84.2	91.3	91.8	93.1	97.6	86.2	81.4	85.7
TOTAL	77.2	77.7	79.0	75.3	72.8	75.1	75.0	81.5	71.9	77.1	74.1	72.3	80.3	74.8	75.2	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)

DECEMBER 2024

DEPARTURE AIRPORT*															
SCHEDULED DEPARTURE TIME	LAX	LGA	MCO	MDW	MIA	MSP	ORD	PHL	PHX	SAN	SEA	SFO	SLC	TPA	TOTAL
0600-0659	94.9	91.6	92.8	95.7	91.8	89.3	89.3	87.0	94.9	89.1	88.6	91.6	94.8	93.1	91.0
0700-0759	89.2	89.2	90.4	83.9	89.1	88.5	89.7	82.8	94.6	81.5	86.1	89.3	91.3	90.5	87.8
0800-0859	86.0	85.1	86.1	85.3	86.5	85.3	82.6	84.0	90.5	74.8	84.5	83.2	86.2	88.7	84.9
0900-0959	81.1	85.1	87.1	74.8	83.4	84.7	80.2	82.7	86.3	68.0	79.0	78.6	88.7	84.8	82.0
1000-1059	80.7	81.2	84.1	85.5	80.5	81.6	79.3	83.2	80.7	71.5	74.7	67.0	84.2	76.6	79.3
1100-1159	79.4	80.6	80.6	78.1	74.3	82.5	79.3	80.6	82.4	70.5	77.5	74.3	84.2	79.5	79.6
1200-1259	77.2	79.3	72.2	83.0	76.5	81.7	78.9	78.7	79.0	65.0	80.0	67.2	78.5	73.2	77.0
1300-1359	79.4	80.4	75.0	79.1	72.2	81.2	78.0	75.9	79.3	70.7	74.7	71.6	76.2	72.5	76.8
1400-1459	78.6	74.0	71.1	73.2	67.5	75.5	79.1	78.6	77.9	67.1	77.6	67.5	79.7	75.3	74.5
1500-1559	77.9	72.1	69.5	72.6	69.8	73.7	76.2	78.1	74.4	73.1	77.1	72.2	82.6	63.5	73.5
1600-1659	81.9	72.8	65.4	74.5	73.4	69.4	73.2	72.8	77.5	68.7	81.1	78.0	75.2	68.8	72.2
1700-1759	78.6	71.1	69.9	63.7	68.5	78.7	75.7	71.5	77.3	64.6	78.5	70.6	79.7	67.9	72.3
1800-1859	78.9	68.6	63.5	67.9	62.6	72.8	76.1	66.3	73.2	61.6	77.7	78.2	72.9	67.5	70.2
1900-1959	81.8	67.1	66.1	66.0	63.0	77.9	67.2	66.1	70.1	67.8	80.1	76.7	64.1	69.3	69.7
2000-2059	75.2	69.1	62.7	60.3	64.4	71.4	69.3	60.3	75.9	56.0	71.0	78.2	78.4	67.4	67.1
2100-2159	76.4	66.1	60.9	48.4	70.8	75.3	66.9	73.3	71.6	61.4	76.7	75.7	86.1	57.7	69.0
2200-2259	78.5	58.5	66.4	56.1	73.8	77.6	47.6	69.7	77.0	79.6	69.3	78.1	80.1	59.8	71.0
2300-0559	85.4	93.0	90.5	91.8	88.3	91.3	87.7	90.5	87.5	0.0	81.8	79.2	79.6	92.4	86.2
TOTAL	81.7	77.7	76.4	75.1	73.6	79.6	77.7	77.1	80.7	71.1	79.2	76.9	82.6	76.6	77.1

* 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
DECEMBER 2024

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Aberdeen, SD (ABR)	60.0	68.3	60	60
Abilene, TX (ABI)	83.4	86.8	151	151
Adak Island, AK (ADK)	100.0	100.0	8	8
Aguadilla, PR (BQN)	65.2	70.4	227	226
Akron, OH (CAK)	64.5	73.4	301	301
Albany, GA (ABY)	79.5	73.1	78	78
Albany, NY (ALB)	71.3	75.1	980	980
Albuquerque, NM (ABQ)	81.2	84.0	2017	2016
Alexandria, LA (AEX)	83.9	84.5	168	168
Allentown/Bethlehem/Easton, PA (ABE)	74.7	78.7	348	348
Alpena, MI (APN)	57.4	63.0	54	54
Amarillo, TX (AMA)	79.8	84.5	420	420
Anchorage, AK (ANC)	79.9	84.8	1164	1164
Appleton, WI (ATW)	67.8	70.1	606	605
Arcata/Eureka, CA (ACV)	86.5	88.4	155	155
Asheville, NC (AVL)	77.2	74.7	760	760
Ashland, WV (HTS)	59.3	40.7	27	27
Aspen, CO (ASE)	55.3	56.3	771	765
Atlanta, GA (ATL)	79.7	77.2	29005	29014
Atlantic City, NJ (ACY)	77.2	77.4	189	190
Augusta, GA (AGS)	76.6	72.9	295	295
Austin, TX (AUS)	78.8	77.7	6930	6932
Bakersfield, CA (BFL)	84.4	88.9	262	261
Baltimore, MD (BWI)	82.1	72.8	7907	7908
Bangor, ME (BGR)	75.6	79.7	266	266
Barrow, AK (BRW)	60.0	53.3	30	30
Baton Rouge, LA (BTR)	81.9	77.1	370	371
Beaumont/Port Arthur, TX (BPT)	83.6	90.2	61	61
Belleville, IL (BLV)	62.5	59.1	88	88
Bellingham, WA (BLI)	83.6	81.4	177	177
Bemidji, MN (BJI)	66.1	61.3	62	62
Bend/Redmond, OR (RDM)	75.9	75.1	494	493
Bethel, AK (BET)	76.7	71.7	60	60
Billings, MT (BIL)	83.6	88.7	372	373
Binghamton, NY (BGM)	80.6	71.0	31	31
Birmingham, AL (BHM)	78.8	78.9	1456	1459
Bishop, CA (BIH)	66.7	72.7	33	33
Bismarck/Mandan, ND (BIS)	78.1	76.1	388	389
Bloomington/Normal, IL (BMI)	87.9	88.6	149	149
Boise, ID (BOI)	76.9	81.6	1969	1971
Boston, MA (BOS)	74.7	75.3	11769	11778

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Bozeman, MT (BZN)	81.7	83.4	793	791
Brainerd, MN (BRD)	66.7	66.7	54	54
Bristol/Johnson City/Kingsport, TN (TRI)	78.9	76.2	180	181
Brownsville, TX (BRO)	75.2	74.4	133	133
Brunswick, GA (BQK)	73.8	81.3	80	80
Buffalo, NY (BUF)	73.3	75.7	1735	1735
Burbank, CA (BUR)	79.7	79.2	2760	2761
Burlington, VT (BTV)	73.9	79.6	670	673
Butte, MT (BTM)	89.7	93.1	58	58
Casper, WY (CPR)	91.0	91.5	189	188
Cedar City, UT (CDC)	90.7	88.9	54	54
Cedar Rapids/Iowa City, IA (CID)	70.5	69.2	684	684
Champaign/Urbana, IL (CMI)	78.7	80.9	89	89
Charleston, SC (CHS)	78.6	80.2	1945	1945
Charleston/Dunbar, WV (CRW)	68.0	74.4	269	270
Charlotte Amalie, VI (STT)	79.1	80.7	483	483
Charlotte, NC (CLT)	78.7	75.1	17817	17832
Charlottesville, VA (CHO)	74.2	77.3	252	251
Chattanooga, TN (CHA)	75.9	77.3	597	599
Cheyenne, WY (CYS)	93.1	96.6	58	58
Chicago, IL (MDW)	80.5	75.1	5949	5949
Chicago, IL (ORD)	78.3	77.7	22652	22668
Christiansted, VI (STX)	72.4	74.8	127	127
Cincinnati, OH (CVG)	76.9	79.7	3206	3206
Clarksburg/Fairmont, WV (CKB)	63.6	36.4	11	11
Cleveland, OH (CLE)	76.9	79.1	3220	3219
Cody, WY (COD)	91.9	91.9	62	62
College Station/Bryan, TX (CLL)	71.4	72.5	91	91
Colorado Springs, CO (COS)	79.9	83.3	1049	1051
Columbia, MO (COU)	70.3	65.2	138	138
Columbia, SC (CAE)	77.9	83.8	597	598
Columbus, GA (CSG)	83.3	87.2	78	78
Columbus, MS (GTR)	80.6	88.7	62	62
Columbus, OH (CMH)	78.9	81.2	3523	3528
Columbus, OH (LCK)	61.8	55.9	68	68
Concord, NC (USA)	54.3	45.7	70	70
Cordova, AK (CDV)	73.3	76.7	60	60
Corpus Christi, TX (GRP)	78.5	80.7	289	290
Dallas, TX (DAL)	75.8	70.9	6228	6228
Dallas/Fort Worth, TX (DFW)	74.3	71.9	25817	25814
Dayton, OH (DAY)	74.5	78.5	584	586

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

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Daytona Beach, FL (DAB)	79.8	83.3	247	246
Deadhorse, AK (SCC)	84.8	87.0	46	46
Decatur, IL (DEC)	73.6	75.5	53	53
Denver, CO (DEN)	84.7	81.5	25884	25905
Des Moines, IA (DSM)	77.6	79.8	1268	1271
Detroit, MI (DTW)	78.8	77.1	11099	11098
Devils Lake, ND (DVL)	82.5	80.7	57	57
Dickinson, ND (DIK)	84.5	82.8	58	58
Dodge City, KS (DDC)	83.0	79.2	53	53
Dothan, AL (DHN)	85.9	88.5	78	78
Duluth, MN (DLH)	71.2	69.4	170	170
Durango, CO (DRO)	79.1	83.8	358	358
Eagle, CO (EGE)	67.6	66.3	442	439
Eau Claire, WI (EAU)	68.8	71.0	32	31
El Paso, TX (ELP)	80.4	82.0	1548	1548
Elko, NV (EKO)	93.5	100.0	31	31
Elmira/Corning, NY (ELM)	74.1	75.3	85	85
Escanaba, MI (ESC)	74.5	77.8	55	54
Eugene, OR (EUG)	78.6	76.6	658	659
Evansville, IN (EVV)	82.1	76.5	162	162
Everett, WA (PAE)	74.3	79.8	105	104
Fairbanks, AK (FAI)	81.7	84.0	219	219
Fargo, ND (FAR)	74.8	72.9	599	602
Fayetteville, AR (XNA)	80.1	81.5	1290	1289
Fayetteville, NC (FAY)	85.8	82.1	134	134
Flagstaff, AZ (FLG)	81.5	86.2	195	195
Flint, MI (FNT)	68.0	76.0	225	225
Fort Dodge, IA (FOD)	77.4	83.0	53	53
Fort Lauderdale, FL (FLL)	73.6	72.3	8239	8219
Fort Myers, FL (RSW)	70.2	75.4	3556	3548
Fort Smith, AR (FSM)	86.8	85.7	91	91
Fort Wayne, IN (FWA)	75.4	74.4	472	473
Fresno, CA (FAT)	73.4	71.9	1043	1043
Gainesville, FL (GNV)	83.4	83.4	241	241
Garden City, KS (GCK)	80.3	77.0	61	61
Gillette, WY (GCC)	95.2	87.1	62	62
Grand Forks, ND (GFK)	75.0	76.9	108	108
Grand Island, NE (GRI)	60.7	60.7	89	89
Grand Junction, CO (GJT)	87.7	89.7	399	398
Grand Rapids, MI (GRR)	76.6	79.7	1617	1619
Great Falls, MT (GTF)	86.2	90.6	203	203

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Green Bay, WI (GRB)	65.1	74.0	269	269
Greensboro/High Point, NC (GSO)	77.7	81.7	920	920
Greer, SC (GSP)	76.8	80.0	1341	1342
Guam, TT (GUM)	95.2	95.2	62	62
Gulfport/Biloxi, MS (GPT)	78.5	81.5	298	297
Gunnison, CO (GUC)	84.7	82.7	98	98
Hagerstown, MD (HGR)	54.5	40.9	22	22
Hancock/Houghton, MI (CMX)	59.7	62.9	62	62
Harlingen/San Benito, TX (HRL)	83.9	82.4	403	403
Harrisburg, PA (MDT)	72.9	74.9	414	414
Hartford, CT (BDL)	77.6	79.4	1903	1903
Hattiesburg/Laurel, MS (PIB)	86.8	86.8	53	53
Hayden, CO (HDN)	76.0	71.2	271	271
Hays, KS (HYS)	90.6	92.5	53	53
Helena, MT (HLN)	87.6	88.4	121	121
Hibbing, MN (HIB)	55.6	63.0	54	54
Hilo, HI (ITO)	89.6	91.4	559	557
Hilton Head, SC (HHH)	76.6	75.3	77	77
Hobbs, NM (HOB)	74.2	75.8	62	62
Honolulu, HI (HNL)	84.8	86.0	5277	5276
Houston, TX (HOU)	78.6	75.8	4632	4633
Houston, TX (IAH)	77.8	74.8	9579	9572
Huntsville, AL (HSV)	76.5	72.1	667	667
Idaho Falls, ID (IDA)	80.6	83.2	330	328
Indianapolis, IN (IND)	78.2	82.7	3918	3924
International Falls, MN (INL)	63.0	64.8	54	54
Iron Mountain/Kingsford, MI (IMT)	60.0	59.0	60	61
Islip, NY (ISP)	73.4	68.1	433	432
Ithaca/Cortland, NY (ITH)	86.4	88.1	59	59
Jackson, WY (JAC)	70.3	72.4	421	420
Jackson/Vicksburg, MS (JAN)	80.7	80.4	570	571
Jacksonville, FL (JAX)	75.0	78.9	2611	2610
Jacksonville/Camp Lejeune, NC (OAJ)	78.6	81.4	145	145
Jamestown, ND (JMS)	77.2	80.7	57	57
Johnstown, PA (JST)	66.1	75.8	62	62
Joplin, MO (JLN)	77.4	86.8	53	53
Juneau, AK (JNU)	79.9	82.9	334	334
Kahului, HI (OGG)	87.2	88.5	2294	2292
Kalamazoo, MI (AZO)	68.4	81.0	79	79
Kalispell, MT (FCA)	81.5	85.3	259	259
Kansas City, MO (MCI)	79.6	81.6	3958	3962

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

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Kearney, NE (EAR)	79.2	79.2	53	53
Ketchikan, AK (KTN)	78.6	81.3	182	182
Key West, FL (EYW)	73.3	70.5	776	777
Killeen, TX (GRK)	73.1	83.3	156	156
Knoxville, TN (TYS)	74.4	80.0	1388	1388
Kodiak, AK (ADQ)	80.0	85.2	60	61
Kona, HI (KOA)	86.3	88.1	1391	1391
Kotzebue, AK (OTZ)	76.7	80.0	30	30
La Crosse, WI (LSE)	87.5	88.9	8	9
Lafayette, LA (LFT)	84.1	84.1	289	289
Lake Charles, LA (LCH)	80.2	78.0	91	91
Lansing, MI (LAN)	72.3	80.9	94	94
Laramie, WY (LAR)	88.7	90.6	53	53
Laredo, TX (LRD)	80.6	81.9	160	160
Las Vegas, NV (LAS)	82.0	79.9	15576	15581
Latrobe, PA (LBE)	90.3	80.6	31	31
Lawton/Fort Sill, OK (LAW)	72.5	72.5	91	91
Lewiston, ID (LWS)	89.2	89.2	93	93
Lexington, KY (LEX)	77.7	80.4	714	714
Liberal, KS (LBL)	81.1	92.5	53	53
Lihue, HI (LIH)	89.0	89.0	1362	1363
Lincoln, NE (LNK)	84.9	82.1	172	173
Little Rock, AR (LIT)	78.3	79.2	996	999
Long Beach, CA (LGB)	81.3	77.4	1494	1494
Longview, TX (GGG)	70.5	72.1	61	61
Los Angeles, CA (LAX)	81.7	81.7	16498	16495
Louisville, KY (SDF)	79.4	83.0	1810	1811
Lubbock, TX (LBB)	77.7	79.3	570	570
Madison, WI (MSN)	73.2	77.9	937	940
Manchester, NH (MHT)	76.9	81.7	425	426
Manhattan/Ft. Riley, KS (MHK)	90.1	82.4	91	91
Marquette, MI (MQT)	71.0	58.1	62	62
Mason City, IA (MCW)	64.2	75.5	53	53
Medford, OR (MFR)	74.7	78.7	376	376
Melbourne, FL (MLB)	79.5	81.4	258	258
Memphis, TN (MEM)	77.1	81.2	1772	1773
Meridian, MS (MEI)	73.6	83.0	53	53
Miami, FL (MIA)	75.3	73.6	9957	9937
Midland/Odessa, TX (MAF)	83.2	83.9	827	828
Milwaukee, WI (MKE)	75.8	79.7	2205	2205
Minneapolis, MN (MSP)	79.4	79.6	10491	10471

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Minot, ND (MOT)	77.4	74.8	221	222
Mission/McAllen/Edinburg, TX (MFE)	77.4	81.9	461	459
Missoula, MT (MSO)	82.2	83.2	303	303
Mobile, AL (MOB)	76.5	79.1	230	230
Moline, IL (MLI)	80.3	80.9	356	356
Monroe, LA (MLU)	81.1	82.8	169	169
Monterey, CA (MRY)	77.1	78.4	407	408
Montgomery, AL (MGM)	74.9	69.1	243	243
Montrose/Delta, CO (MTJ)	74.2	74.2	248	248
Morgantown, WV (MGW)	65.8	59.5	38	37
Mosinee, WI (CWA)	75.8	75.8	62	62
Myrtle Beach, SC (MYR)	76.9	80.9	875	874
Nashville, TN (BNA)	79.5	79.0	8069	8071
New Orleans, LA (MSY)	79.3	78.0	4206	4205
New York, NY (JFK)	74.8	75.2	10271	10268
New York, NY (LGA)	76.3	77.7	13025	13005
Newark, NJ (EWR)	71.7	74.1	10871	10865
Newburgh/Poughkeepsie, NY (SWF)	87.3	83.6	55	55
Niagara Falls, NY (IAG)	84.4	71.9	32	32
Nome, AK (OME)	83.3	83.3	30	30
Norfolk, VA (ORF)	75.2	79.1	1726	1728
North Bend/Coos Bay, OR (OTH)	76.2	71.4	21	21
North Platte, NE (LBF)	86.8	88.7	53	53
Oakland, CA (OAK)	81.5	77.4	3178	3179
Oklahoma City, OK (OKC)	79.1	84.5	1885	1888
Omaha, NE (OMA)	79.6	81.5	1994	1993
Ontario, CA (ONT)	82.4	84.4	2114	2116
Orlando, FL (MCO)	76.3	76.4	13640	13621
Pago Pago, TT (PPG)	91.7	100.0	12	12
Palm Springs, CA (PSP)	81.3	83.9	1400	1399
Panama City, FL (ECP)	79.8	81.5	480	480
Pasco/Kennewick/Richland, WA (PSC)	81.8	84.7	567	567
Pellston, MI (PLN)	68.5	72.7	54	55
Pensacola, FL (PNS)	75.6	78.7	1005	1004
Peoria, IL (PIA)	76.5	76.0	379	379
Petersburg, AK (PSG)	80.0	86.7	60	60
Philadelphia, PA (PHL)	76.5	77.1	7460	7464
Phoenix, AZ (AZA)	72.8	78.2	626	625
Phoenix, AZ (PHX)	83.4	80.7	17342	17342
Pittsburgh, PA (PIT)	77.9	80.9	3390	3392
Plattsburgh, NY (PBG)	68.6	53.6	70	69

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

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Pocatello, ID (PIH)	93.0	94.7	57	57
Ponce, PR (PSE)	67.1	76.9	79	78
Portland, ME (PWM)	74.2	82.5	784	785
Portland, OR (PDX)	79.0	82.2	5063	5065
Portsmouth, NH (PSM)	86.4	80.0	44	45
Prescott, AZ (PRC)	83.9	82.3	62	62
Presque Isle/Houlton, ME (PQI)	71.0	87.1	31	31
Providence, RI (PVD)	77.2	82.4	1302	1304
Provo, UT (PVU)	67.7	79.9	279	279
Punta Gorda, FL (PGD)	68.4	73.6	781	780
Raleigh/Durham, NC (RDU)	79.1	80.5	5007	5010
Rapid City, SD (RAP)	85.9	87.0	455	454
Redding, CA (RDD)	82.2	82.2	146	146
Reno, NV (RNO)	79.7	81.9	1773	1773
Rhineland, WI (RHI)	72.1	68.9	61	61
Richmond, VA (RIC)	76.1	77.0	1520	1523
Riverton/Lander, WY (RIW)	90.3	93.5	62	62
Roanoke, VA (ROA)	65.5	62.8	252	253
Rochester, MN (RST)	68.6	71.6	102	102
Rochester, NY (ROC)	74.1	74.0	965	965
Rock Springs, WY (RKS)	90.3	85.5	62	62
Rockford, IL (RFD)	85.5	78.3	83	83
Roswell, NM (ROW)	72.2	75.6	90	90
Sacramento, CA (SMF)	79.0	77.3	4529	4534
Saginaw/Bay City/Midland, MI (MBS)	64.9	69.6	194	194
Saipan, TT (SPN)	96.8	96.8	31	31
Salina, KS (SLN)	82.3	88.7	62	62
Salt Lake City, UT (SLC)	83.4	82.6	9498	9496
San Angelo, TX (SJT)	72.5	78.0	91	91
San Antonio, TX (SAT)	77.8	81.2	3449	3451
San Diego, CA (SAN)	69.4	71.1	8077	8075
San Francisco, CA (SFO)	74.0	76.9	12107	12097
San Jose, CA (SJC)	80.7	81.4	4148	4154
San Juan, PR (SJU)	70.9	74.7	3525	3517
San Luis Obispo, CA (SBP)	73.6	76.2	503	505
Sanford, FL (SFB)	61.3	65.1	923	922
Santa Ana, CA (SNA)	81.1	79.7	3651	3649
Santa Barbara, CA (SBA)	80.5	83.3	630	630
Santa Fe, NM (SAF)	78.6	80.0	285	285
Santa Maria, CA (SMX)	77.8	77.8	9	9
Santa Rosa, CA (STS)	71.1	74.7	387	387

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Sarasota/Bradenton, FL (SRQ)	71.9	76.5	1565	1563
Sault Ste. Marie, MI (CIU)	36.7	46.7	60	60
Savannah, GA (SAV)	76.1	76.5	1600	1600
Scottsbluff, NE (BFF)	86.8	92.5	53	53
Scranton/Wilkes-Barre, PA (AVP)	81.0	83.1	142	142
Seattle, WA (SEA)	81.3	79.2	12589	12596
Sheridan, WY (SHR)	90.3	95.2	62	62
Shreveport, LA (SHV)	77.2	77.7	452	453
Sioux City, IA (SUX)	77.4	85.5	62	62
Sioux Falls, SD (FSD)	73.7	74.8	662	662
Sitka, AK (SIT)	78.3	89.1	92	92
South Bend, IN (SBN)	73.3	76.5	632	630
Spokane, WA (GEG)	79.0	82.2	1466	1467
Springfield, IL (SPI)	73.3	60.0	15	15
Springfield, MO (SGF)	76.7	73.6	825	826
St. Cloud, MN (STC)	88.2	52.9	17	17
St. George, UT (SGU)	87.9	89.8	313	313
St. Louis, MO (STL)	81.4	77.3	5384	5384
St. Petersburg, FL (PIE)	68.9	75.2	805	807
State College, PA (SCE)	68.4	57.9	19	19
Stillwater, OK (SWO)	85.2	85.2	61	61
Stockton, CA (SCK)	71.7	45.3	53	53
Sun Valley/Hailey/Ketchum, ID (SUN)	84.0	84.9	206	205
Syracuse, NY (SYR)	74.8	77.2	1044	1044
Tallahassee, FL (TLH)	82.2	80.4	439	439
Tampa, FL (TPA)	74.5	76.6	6799	6803
Texarkana, AR (TXK)	68.9	78.7	61	61
Toledo, OH (TOL)	78.4	67.6	37	37
Traverse City, MI (TVC)	70.4	71.8	307	305
Trenton, NJ (TTN)	70.8	73.0	120	115
Tucson, AZ (TUS)	80.9	84.0	1873	1874
Tulsa, OK (TUL)	79.0	82.2	1467	1468
Twin Falls, ID (TWF)	82.5	93.0	57	57
Tyler, TX (TYR)	64.8	60.4	91	91
Valdosta, GA (VLD)	75.6	74.4	78	78
Valparaiso, FL (VPS)	75.2	75.4	640	639
Victoria, TX (VCT)	87.5	85.7	56	56
Waco, TX (ACT)	72.2	64.4	90	90
Washington, DC (DCA)	74.0	75.0	11340	11346
Washington, DC (IAD)	80.9	80.3	4478	4479
West Palm Beach/Palm Beach, FL (PBI)	65.8	69.6	2970	2966

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

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
White Plains, NY (HPN)	68.3	70.9	1019	1019
Wichita Falls, TX (SPS)	77.0	83.6	61	61
Wichita, KS (ICT)	78.3	83.4	871	874
Williston, ND (XWA)	74.7	74.7	178	178
Wilmington, NC (ILM)	76.3	78.4	709	709
Worcester, MA (ORH)	78.3	75.8	120	120
Wrangell, AK (WRG)	78.3	85.0	60	60
Yakutat, AK (YAK)	80.0	81.7	60	60
Yuma, AZ (YUM)	75.2	82.9	157	158

AIR TRAVEL CONSUMER REPORT

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

DECEMBER 2024

CARRIER ¹	AT ALL US AIRPORTS				
	NUMBER OF AIRPORTS REPORTED	FLIGHT OPERATIONS SCHEDULED	FLIGHT OPERATIONS CANCELLED	PERCENT OF OPERATIONS CANCELLED	RANK
DELTA AIR LINES NETWORK	211	129,853	393	0.3	1
- DELTA AIR LINES	146	83,283	67	0.1	
- BRANDED CODESHARE PARTNERS	186	46,570	326	0.7	
SOUTHWEST AIRLINES	104	116,276	574	0.5	2
HAWAIIAN AIRLINES	22	6,699	35	0.5	3
SPIRIT AIRLINES	60	18,662	98	0.5	4
FRONTIER AIRLINES	83	17,294	111	0.6	5
UNITED AIRLINES NETWORK	214	118,180	933	0.8	6
- UNITED AIRLINES	119	64,030	331	0.5	
- BRANDED CODESHARE PARTNERS	196	54,150	602	1.1	
AMERICAN AIRLINES NETWORK	224	159,147	1648	1.0	7
- AMERICAN AIRLINES	123	77,737	781	1.0	
- BRANDED CODESHARE PARTNERS	208	81,410	867	1.1	
JETBLUE AIRWAYS	55	20,771	228	1.1	8
ALASKA AIRLINES NETWORK	107	33,978	405	1.2	9
- ALASKA AIRLINES	86	20,027	124	0.6	
- BRANDED CODESHARE PARTNERS	60	13,951	281	2.0	
ALLEGiant AIR	120	11,084	154	1.4	10
TOTAL AIRPORTS SERVED	352	631,944	4,579	0.7	

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

AIR TRAVEL CONSUMER REPORT

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

DECEMBER 2024

CARRIER ¹	AT ALL US AIRPORTS				
	NUMBER OF AIRPORTS REPORTED	FLIGHT OPERATIONS SCHEDULED	FLIGHT OPERATIONS CANCELLED	PERCENT OF OPERATIONS CANCELLED	RANK
DELTA AIR LINES	146	83,283	67	0.1	1
ENDEAVOR AIR	103	17,351	63	0.4	2
SOUTHWEST AIRLINES	104	116,276	574	0.5	3
UNITED AIRLINES	119	64,030	331	0.5	4
HAWAIIAN AIRLINES	22	6,699	35	0.5	5
SPIRIT AIRLINES	60	18,662	98	0.5	6
ALASKA AIRLINES	86	20,027	124	0.6	7
REPUBLIC AIRWAYS	83	27,279	169	0.6	8
FRONTIER AIRLINES	83	17,294	111	0.6	9
AMERICAN AIRLINES	123	77,737	781	1.0	10
JETBLUE AIRWAYS	55	20,771	228	1.1	11
PSA AIRLINES	93	20,903	230	1.1	12
ENVOY AIR	140	22,584	300	1.3	13
SKYWEST AIRLINES	237	66,601	886	1.3	14
ALLEGiant AIR	120	11,084	154	1.4	15
TOTAL AIRPORTS SERVED	337	590,581	4,151	0.7	

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

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

AIR TRAVEL CONSUMER REPORT

TABLE 6B. OVERALL NUMBER AND PERCENTAGE OF FLIGHT CANCELLATIONS: RANKING OF U.S. REPORTING MARKETING CARRIERS (YTD)

RANK	CARRIER ¹	JANUARY - DECEMBER 2024			JANUARY - DECEMBER 2023		
		FLIGHT OPERATIONS SCHEDULED	FLIGHT OPERATIONS CANCELLED	PERCENT OF OPERATIONS CANCELLED	FLIGHT OPERATIONS SCHEDULED	FLIGHT OPERATIONS CANCELLED	PERCENT OF OPERATIONS CANCELLED
1	SOUTHWEST AIRLINES	1,419,419	11,772	0.83	1,438,465	14,325	1.00
2	HAWAIIAN AIRLINES	78,530	822	1.05	80,967	1,053	1.30
3	DELTA AIR LINES NETWORK	1,541,707	16,822	1.09	1,484,394	18,181	1.22
	- DELTA AIR LINES	1,009,194	9,147	0.91	984,986	10,016	1.02
	- BRANDED CODESHARE PARTNERS	532,513	7,675	1.44	499,408	8,165	1.63
4	AMERICAN AIRLINES NETWORK	1,910,725	27,952	1.46	1,759,176	20,573	1.17
	- AMERICAN AIRLINES	984,306	15,252	1.55	940,531	9,978	1.06
	- BRANDED CODESHARE PARTNERS	926,419	12,700	1.37	818,645	10,595	1.29
5	ALASKA AIRLINES NETWORK	405,118	6,255	1.54	385,945	2,849	0.74
	- ALASKA AIRLINES	245,819	4,811	1.96	245,344	1,977	0.81
	- BRANDED CODESHARE PARTNERS	159,299	1,444	0.91	140,601	872	0.62
6	JETBLUE AIRWAYS	240,282	3,735	1.55	274,852	5,763	2.10
7	ALLEGiant AIR	117,210	2,018	1.72	115,539	782	0.68
8	UNITED AIRLINES NETWORK	1,364,270	23,699	1.74	1,297,988	22,111	1.70
	- UNITED AIRLINES	760,451	12,478	1.64	732,212	10,270	1.40
	- BRANDED CODESHARE PARTNERS	603,819	11,221	1.86	565,776	11,841	2.09
9	SPIRIT AIRLINES	261,103	4,998	1.91	263,871	4,486	1.70
10	FRONTIER AIRLINES	208,624	4,835	2.32	177,542	3,774	2.13
	TOTAL	7,546,988	102,908	1.36	7,278,739	93,897	1.29

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

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

AIR TRAVEL CONSUMER REPORT

TABLE 6C. OVERALL NUMBER AND PERCENTAGE OF FLIGHT CANCELLATIONS: RANKING OF U.S. REPORTING OPERATING CARRIERS (YTD)

RANK	CARRIER ¹	JANUARY - DECEMBER 2024			JANUARY - DECEMBER 2023		
		FLIGHT OPERATIONS SCHEDULED	FLIGHT OPERATIONS CANCELLED	PERCENT OF OPERATIONS CANCELLED	FLIGHT OPERATIONS SCHEDULED	FLIGHT OPERATIONS CANCELLED	PERCENT OF OPERATIONS CANCELLED
1	SOUTHWEST AIRLINES	1,419,419	11,772	0.83	1,438,465	14,325	1.00
2	DELTA AIR LINES	1,009,194	9,147	0.91	984,986	10,016	1.02
3	HAWAIIAN AIRLINES	78,530	822	1.05	80,967	1,053	1.30
4	SKYWEST AIRLINES	744,658	8,527	1.15	675,163	8,252	1.22
5	ENVOY AIR	279,955	3,985	1.42	227,488	2,291	1.01
6	AMERICAN AIRLINES	984,306	15,252	1.55	940,531	9,978	1.06
7	JETBLUE AIRWAYS	240,282	3,735	1.55	274,852	5,763	2.10
8	UNITED AIRLINES	760,451	12,478	1.64	732,212	10,270	1.40
9	PSA AIRLINES	227,971	3,751	1.65	194,144	2,571	1.32
10	ALLEGiant AIR	117,210	2,018	1.72	115,539	782	0.68
11	REPUBLIC AIRWAYS	301,465	5,576	1.85	295,275	8,163	2.76
12	SPIRIT AIRLINES	261,103	4,998	1.91	263,871	4,486	1.70
13	ALASKA AIRLINES	245,819	4,811	1.96	245,344	1,977	0.81
14	ENDEAVOR AIR	200,094	4,608	2.30	201,520	4,242	2.11
15	FRONTIER AIRLINES	208,624	4,835	2.32	177,542	3,774	2.13
	TOTAL	7,079,081	96,315	1.36	6,847,899	87,943	1.28

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

DECEMBER 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	33978	26265	77.30	405	1.19	129	0.38	1741	5.12	369	1.09	2289	6.74	48	0.14	2733	8.04
- ALASKA AIRLINES	20027	15517	77.48	124	0.62	62	0.31	1013	5.06	162	0.81	1525	7.61	36	0.18	1588	7.93
- BRANDED CODESHARE PARTNERS	13951	10748	77.04	281	2.01	67	0.48	727	5.21	207	1.48	763	5.47	13	0.09	1145	8.21
ALLEGiant AIR	11084	7955	71.77	154	1.39	72	0.65	755	6.81	178	1.61	762	6.87	9	0.08	1199	10.82
AMERICAN AIRLINES NETWORK	159147	121373	76.26	1648	1.04	559	0.35	10746	6.75	1800	1.13	8830	5.55	98	0.06	14092	8.85
- AMERICAN AIRLINES	77737	59293	76.27	781	1.00	273	0.35	5639	7.25	626	0.81	4158	5.35	53	0.07	6915	8.90
- BRANDED CODESHARE PARTNERS	81410	62080	76.26	867	1.06	286	0.35	5107	6.27	1175	1.44	4673	5.74	45	0.06	7177	8.82
DELTA AIR LINES NETWORK	129853	103468	79.68	393	0.30	271	0.21	10554	8.13	1584	1.22	6853	5.28	18	0.01	6712	5.17
- DELTA AIR LINES	83283	66737	80.13	67	0.08	159	0.19	6336	7.61	298	0.36	4610	5.54	11	0.01	5065	6.08
- BRANDED CODESHARE PARTNERS	46570	36731	78.87	326	0.70	112	0.24	4217	9.06	1286	2.76	2243	4.82	7	0.02	1647	3.54
FRONTIER AIRLINES	17294	12979	75.05	111	0.64	28	0.16	984	5.69	48	0.28	1194	6.90	0	0.00	1950	11.28
HAWAIIAN AIRLINES	6699	5598	83.56	35	0.52	11	0.16	612	9.14	62	0.93	15	0.22	7	0.10	358	5.34
JETBLUE AIRWAYS	20771	14194	68.34	228	1.10	60	0.29	2012	9.69	94	0.45	1795	8.64	13	0.06	2376	11.44
SOUTHWEST AIRLINES	116276	92953	79.94	574	0.49	285	0.25	6892	5.93	255	0.22	3984	3.43	78	0.07	11256	9.68
SPIRIT AIRLINES	18662	14381	77.06	98	0.53	21	0.11	1085	5.81	60	0.32	1853	9.93	31	0.17	1133	6.07
UNITED AIRLINES NETWORK	118180	93932	79.48	933	0.79	316	0.27	8109	6.86	942	0.80	7130	6.03	6	0.01	6813	5.76
- UNITED AIRLINES	64030	51615	80.61	331	0.52	129	0.20	3958	6.18	300	0.47	4254	6.64	2	0.00	3441	5.37
- BRANDED CODESHARE PARTNERS	54150	42317	78.15	602	1.11	187	0.35	4151	7.67	641	1.18	2876	5.31	4	0.01	3372	6.23
TOTAL	631,944	493,098	78.03	4,579	0.72	1,752	0.28	43,489	6.88	5,392	0.85	34,704	5.49	309	0.05	48,621	7.69

* 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

DECEMBER 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	20027	15517	77.48	124	0.62	62	0.31	1013	5.06	162	0.81	1525	7.61	36	0.18	1588	7.93
ALLEGIAN AIR	11084	7955	71.77	154	1.39	72	0.65	755	6.81	178	1.61	762	6.87	9	0.08	1199	10.82
AMERICAN AIRLINES	77737	59293	76.27	781	1.00	273	0.35	5639	7.25	626	0.81	4158	5.35	53	0.07	6915	8.90
DELTA AIR LINES	83283	66737	80.13	67	0.08	159	0.19	6336	7.61	298	0.36	4610	5.54	11	0.01	5065	6.08
ENDEAVOR AIR	17351	13884	80.02	63	0.36	38	0.22	851	4.90	104	0.60	1066	6.14	3	0.02	1342	7.73
ENVOY AIR	22584	17749	78.59	300	1.33	79	0.35	1067	4.72	363	1.61	1305	5.78	14	0.06	1707	7.56
FRONTIER AIRLINES	17294	12979	75.05	111	0.64	28	0.16	984	5.69	48	0.28	1194	6.90	0	0.00	1950	11.28
HAWAIIAN AIRLINES	6699	5598	83.56	35	0.52	11	0.16	612	9.14	62	0.93	15	0.22	7	0.10	358	5.34
JETBLUE AIRWAYS	20771	14194	68.34	228	1.10	60	0.29	2012	9.69	94	0.45	1795	8.64	13	0.06	2376	11.44
PSA AIRLINES	20903	14959	71.56	230	1.10	56	0.27	1450	6.94	228	1.09	1315	6.29	11	0.05	2654	12.70
REPUBLIC AIRWAYS	27279	22082	80.95	169	0.62	54	0.20	1186	4.35	123	0.45	2075	7.61	9	0.03	1581	5.80
SKYWEST AIRLINES	66601	51215	76.90	886	1.33	271	0.41	7304	10.97	2064	3.10	2260	3.39	23	0.03	2578	3.87
SOUTHWEST AIRLINES	116276	92953	79.94	574	0.49	285	0.25	6892	5.93	255	0.22	3984	3.43	78	0.07	11256	9.68
SPIRIT AIRLINES	18662	14381	77.06	98	0.53	21	0.11	1085	5.81	60	0.32	1853	9.93	31	0.17	1133	6.07
UNITED AIRLINES	64030	51615	80.61	331	0.52	129	0.20	3958	6.18	300	0.47	4254	6.64	2	0.00	3441	5.37
TOTAL	590,581	461,111	78.08	4,151	0.70	1,598	0.27	41,145	6.97	4,965	0.84	32,171	5.45	298	0.05	45,142	7.64

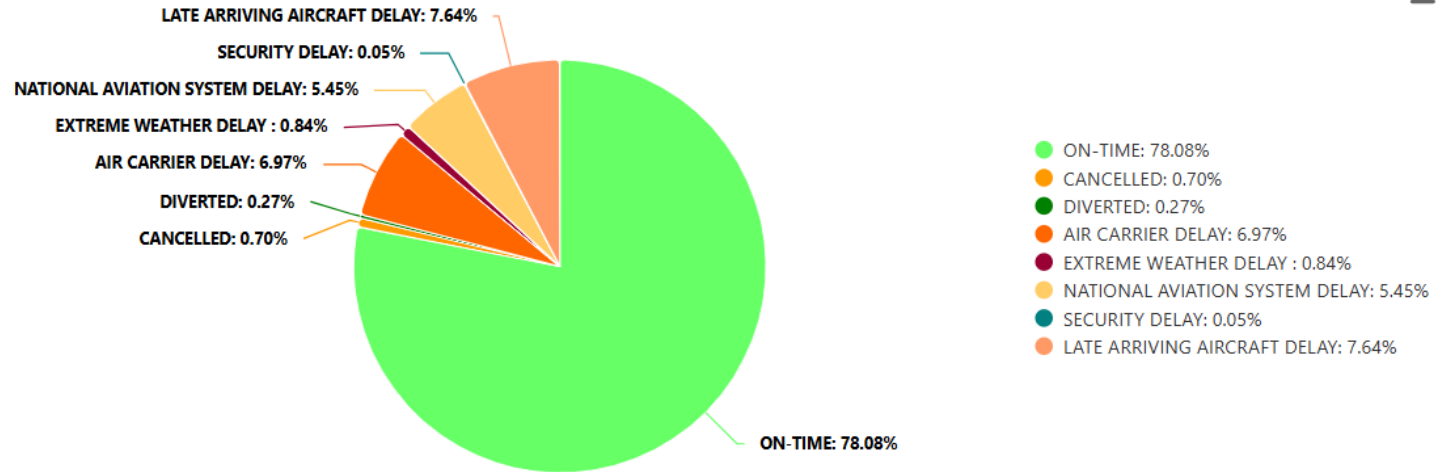
* Causes of Delay:

- 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
DECEMBER 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

DECEMBER 2024

MARKETING CARRIER	OPERATING CARRIER	FLIGHT NUMBER	ORIGIN AIRPORT	DESTINATION AIRPORT	DATE OF FLIGHT	LOCATION OF LONGEST TARMAC TIME	LENGTH OF TARMAC DELAY
UNITED	UNITED	2228	IAH	TPA	12/28/2024	Origin Airport	4:09
UNITED	UNITED	543	SNA	IAH	12/28/2024	Destination Airport	4:04
UNITED	UNITED	2662	IAH	MCO	12/28/2024	Origin Airport	3:57
UNITED	MESA	6066	IAH	ELP	12/28/2024	Origin Airport	3:53
UNITED	UNITED	489	DEN	IAH	12/28/2024	Destination Airport	3:53
UNITED	UNITED	496	IAH	MCO	12/28/2024	Origin Airport	3:52
AVELO AIRLINES	AVELO AIRLINES	346	PBI	HVN	12/28/2024	Diversion Airport (ALB)	3:50
AVELO AIRLINES	AVELO AIRLINES	344	SAV	HVN	12/28/2024	Diversion Airport (ALB)	3:45
UNITED	UNITED	1499	IAH	EWR	12/28/2024	Origin Airport	3:40
AMERICAN	AMERICAN	2126	ORD	MCI	12/19/2024	Origin Airport	3:36
UNITED	UNITED	1545	CLE	IAH	12/28/2024	Destination Airport	3:36
UNITED	UNITED	2606	IAH	SEA	12/28/2024	Origin Airport	3:35
AMERICAN	AMERICAN	2973	ORD	IND	12/19/2024	Origin Airport	3:31
UNITED	COMMUTEAIR	4337	IAH	PNS	12/28/2024	Origin Airport	3:27
UNITED	UNITED	404	PSP	IAH	12/28/2024	Destination Airport	3:27
UNITED	UNITED	1814	PHX	IAH	12/28/2024	Destination Airport	3:25
DELTA	DELTA	1128	SEA	SLC	12/2/2024	Origin Airport	3:23
UNITED	UNITED	1891	EGE	IAH	12/28/2024	Destination Airport	3:23
AMERICAN	AMERICAN	1147	ORD	LGA	12/19/2024	Origin Airport	3:22
AMERICAN	AMERICAN	1149	ORD	SFO	12/19/2024	Origin Airport	3:22
AMERICAN	AMERICAN	2435	SAV	DFW	12/24/2024	Diversion Airport (ACT)	3:22
UNITED	UNITED	1991	EWR	IAH	12/28/2024	Destination Airport	3:22
UNITED	UNITED	2070	SAT	IAH	12/28/2024	Destination Airport	3:21
AMERICAN	REPUBLIC	4431	ORD	IAH	12/28/2024	Diversion Airport (HOU)	3:19
JETBLUE	JETBLUE	1	JFK	FLL	12/21/2024	Origin Airport	3:17
UNITED	UNITED	1181	IAH	DFW	12/28/2024	Origin Airport	3:16
UNITED	COMMUTEAIR	4859	LBB	IAH	12/28/2024	Destination Airport	3:14

AIR TRAVEL CONSUMER REPORT
TABLE 8. LIST OF DOMESTIC FLIGHTS WITH TARMAC DELAYS OVER 3 HOURS BY MARKETING/ OPERATING CARRIER
DECEMBER 2024

MARKETING CARRIER	OPERATING CARRIER	FLIGHT NUMBER	ORIGIN AIRPORT	DESTINATION AIRPORT	DATE OF FLIGHT	LOCATION OF LONGEST TARMAC TIME	LENGTH OF TARMAC DELAY
AMERICAN	AMERICAN	2935	CLT	IAH	12/16/2024	Destination Airport	3:13
UNITED	SKYWEST	4711	IAH	MSY	12/28/2024	Origin Airport	3:13
ALLEGiant	ALLEGiant	449	DSM	SFB	12/29/2024	Diversion Airport (JAX)	3:12
AMERICAN	AMERICAN	1208	BUR	DFW	12/16/2024	Diversion Airport (IAH)	3:11
AMERICAN	ENVOY	3748	ORD	CID	12/19/2024	Origin Airport	3:11
UNITED	REPUBLIC	3650	ORD	IND	12/19/2024	Origin Airport	3:11
UNITED	UNITED	1382	SAN	IAH	12/28/2024	Destination Airport	3:09
UNITED	UNITED	270	DEN	IAH	12/28/2024	Destination Airport	3:09
AMERICAN	AMERICAN	2986	ORD	SAN	12/19/2024	Origin Airport	3:08
UNITED	UNITED	2105	IAH	MIA	12/28/2024	Origin Airport	3:08
UNITED	UNITED	726	DEN	IAH	12/28/2024	Destination Airport	3:08
JETBLUE	JETBLUE	2569	BOS	FLL	12/20/2024	Origin Airport	3:07
UNITED	UNITED	2294	IAH	LAX	12/28/2024	Origin Airport	3:07
UNITED	MESA	6322	IAH	MAF	12/28/2024	Origin Airport	3:06
AMERICAN	AMERICAN	1571	TYS	DFW	12/16/2024	Diversion Airport (IAH)	3:05
JETBLUE	JETBLUE	221	BOS	PBI	12/20/2024	Origin Airport	3:05
JETBLUE	JETBLUE	393	BOS	DEN	12/20/2024	Origin Airport	3:04
AMERICAN	AMERICAN	2906	ORD	MSP	12/19/2024	Origin Airport	3:02
SOUTHWEST	SOUTHWEST	1105	LGA	HOU	12/21/2024	Origin Airport	3:00

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

DECEMBER 2024

MARKETING CARRIER	OPERATING CARRIER	FLIGHT NUMBER	ORIGIN AIRPORT	DESTINATION AIRPORT	DATE OF FLIGHT	LOCATION OF LONGEST TARMAC TIME	LENGTH OF TARMAC DELAY
BRITISH AIRWAYS	BRITISH AIRWAYS	212	BOS	LHR	12/20/2024	Origin Airport	5:28
VIRGIN ATLANTIC AIRWAYS	VIRGIN ATLANTIC AIRWAYS	158	BOS	LHR	12/20/2024	Origin Airport	4:57
SCANDINAVIAN	SCANDINAVIAN	928	BOS	CPH	12/20/2024	Origin Airport	4:54
BRITISH AIRWAYS	BRITISH AIRWAYS	239	LHR	BOS	12/20/2024	Destination Airport	4:38
BRITISH AIRWAYS	BRITISH AIRWAYS	224	MSY	LHR	12/20/2024	Diversion Airport (BOS)	4:14
UNITED	UNITED	1055	IAH	SJO	12/28/2024	Origin Airport	4:06
DELTA	DELTA	1936	NAS	BOS	12/20/2024	Destination Airport	4:03
DELTA	DELTA	112	BOS	FCO	12/20/2024	Origin Airport	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, 2023, 14 air carriers reached this reporting threshold. They are Alaska Airlines, Allegiant Air, American Airlines, Delta Air Lines, Envoy Air, Frontier Airlines, Hawaiian Airlines, JetBlue Airways, PSA Airlines, Republic Airways, SkyWest Airlines, Southwest Airlines, Spirit Airlines, and United Airlines. Endeavor Air is reporting voluntary.

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	DECEMBER 2024			DECEMBER 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	572,631	499	0.09	282,082	1,142	0.40
2	FRONTIER AIRLINES	874,535	3,006	0.34	825,435	3,355	0.41
3	JETBLUE AIRWAYS	1,372,255	5,651	0.41	1,278,079	5,638	0.44
4	SOUTHWEST AIRLINES	12,046,975	56,109	0.47	12,208,977	56,631	0.46
5	DELTA AIR LINES NETWORK	9,319,317	46,804	0.50	8,557,553	30,746	0.36
	- DELTA AIR LINES	7,407,854	38,596	0.52	6,913,597	25,719	0.37
	- BRANDED CODESHARE PARTNERS	1,911,463	8,208	0.43	1,643,956	5,027	0.31
6	ALASKA AIRLINES NETWORK	2,550,923	12,930	0.51	2,294,494	12,077	0.53
	- ALASKA AIRLINES	1,982,830	9,706	0.49	1,816,218	9,453	0.52
	- BRANDED CODESHARE PARTNERS	568,093	3,224	0.57	478,276	2,624	0.55
7	HAWAIIAN AIRLINES	535,987	2,918	0.54	487,643	2,382	0.49
8	SPIRIT AIRLINES	1,037,076	6,064	0.58	1,158,197	5,278	0.46
9	UNITED AIRLINES NETWORK	7,275,972	57,768	0.79	6,697,977	37,080	0.55
	- UNITED AIRLINES	5,354,253	40,600	0.76	5,009,106	27,202	0.54
	- BRANDED CODESHARE PARTNERS	1,921,719	17,168	0.89	1,688,871	9,878	0.58
10	AMERICAN AIRLINES NETWORK	10,121,938	84,362	0.83	9,297,270	60,032	0.65
	- AMERICAN AIRLINES	6,416,909	55,199	0.86	6,217,209	41,659	0.67
	- BRANDED CODESHARE PARTNERS	3,705,029	29,163	0.79	3,080,061	18,373	0.60
TOTAL		45,707,609	276,111	0.60	43,087,707	214,361	0.50

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 MARKETING CARRIERS (YTD)

RANK	CARRIER ¹	JANUARY - DECEMBER 2024			JANUARY - DECEMBER 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	4,421,988	8,835	0.20	5,603,251	10,590	0.19
2	JETBLUE AIRWAYS	13,664,232	48,458	0.35	15,303,556	79,957	0.52
3	FRONTIER AIRLINES	8,803,622	34,969	0.40	9,368,960	48,234	0.51
4	HAWAIIAN AIRLINES	6,179,864	25,403	0.41	6,062,604	30,003	0.49
5	SOUTHWEST AIRLINES	131,889,582	556,604	0.42	129,704,856	587,339	0.45
6	SPIRIT AIRLINES	11,980,439	52,883	0.44	12,935,699	68,006	0.53
7	DELTA AIR LINES NETWORK	101,635,548	450,309	0.44	98,956,763	467,048	0.47
	- DELTA AIR LINES	81,876,711	381,928	0.47	80,022,632	394,386	0.49
	- BRANDED CODESHARE PARTNERS	19,758,837	68,381	0.35	18,934,131	72,662	0.38
8	ALASKA AIRLINES NETWORK	27,527,171	160,973	0.58	27,726,399	158,814	0.57
	- ALASKA AIRLINES	21,597,516	127,610	0.59	22,215,385	131,551	0.59
	- BRANDED CODESHARE PARTNERS	5,929,655	33,363	0.56	5,511,014	27,263	0.49
9	UNITED AIRLINES NETWORK	76,216,021	501,874	0.66	75,093,126	551,779	0.73
	- UNITED AIRLINES	56,402,439	371,811	0.66	55,951,329	412,601	0.74
	- BRANDED CODESHARE PARTNERS	19,813,582	130,063	0.66	19,141,797	139,178	0.73
10	AMERICAN AIRLINES NETWORK	111,964,876	882,735	0.79	105,164,718	800,198	0.76
	- AMERICAN AIRLINES	73,320,365	615,317	0.84	71,211,818	582,499	0.82
	- BRANDED CODESHARE PARTNERS	38,644,511	267,418	0.69	33,952,900	217,699	0.64
TOTAL		494,283,343	2,723,043	0.55	485,919,932	2,801,968	0.58

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	DECEMBER 2024			DECEMBER 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	572,631	499	0.09	282,082	1,142	0.40
2	FRONTIER AIRLINES	874,535	3,006	0.34	825,435	3,355	0.41
3	JETBLUE AIRWAYS	1,372,255	5,651	0.41	1,278,079	5,638	0.44
4	SOUTHWEST AIRLINES	12,046,975	56,109	0.47	12,208,977	56,631	0.46
5	ENDEAVOR AIR	837,189	3,972	0.47	793,917	2,532	0.32
6	ALASKA AIRLINES	1,982,830	9,706	0.49	1,816,218	9,453	0.52
7	DELTA AIR LINES	7,407,854	38,596	0.52	6,913,597	25,719	0.37
8	REPUBLIC AIRWAYS	976,384	5,206	0.53	738,614	3,403	0.46
9	HAWAIIAN AIRLINES	535,987	2,918	0.54	487,643	2,382	0.49
10	SPIRIT AIRLINES	1,037,076	6,064	0.58	1,158,197	5,278	0.46
11	SKYWEST AIRLINES	2,649,437	16,728	0.63	2,256,258	10,340	0.46
12	UNITED AIRLINES	5,354,253	40,600	0.76	5,009,106	27,202	0.54
13	PSA AIRLINES	1,204,723	9,408	0.78	925,615	5,731	0.62
14	AMERICAN AIRLINES	6,416,909	55,199	0.86	6,217,209	41,659	0.67
15	ENVOY AIR	872,457	8,666	0.99	776,370	4,692	0.60
	TOTAL	44,141,495	262,328	0.59	41,687,317	205,157	0.49

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

AIR TRAVEL CONSUMER REPORT

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

RANK	CARRIER ¹	JANUARY - DECEMBER 2024			JANUARY - DECEMBER 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	4,421,988	8,835	0.20	5,603,251	10,590	0.19
2	JETBLUE AIRWAYS	13,664,232	48,458	0.35	15,303,556	79,957	0.52
3	ENDEAVOR AIR	8,409,283	31,259	0.37	8,507,004	34,589	0.41
4	FRONTIER AIRLINES	8,803,622	34,969	0.40	9,368,960	48,234	0.51
5	HAWAIIAN AIRLINES	6,179,864	25,403	0.41	6,062,604	30,003	0.49
6	SOUTHWEST AIRLINES	131,889,582	556,604	0.42	129,704,856	587,339	0.45
7	SPIRIT AIRLINES	11,980,439	52,883	0.44	12,935,699	68,006	0.53
8	DELTA AIR LINES	81,876,711	381,928	0.47	80,022,632	394,386	0.49
9	SKYWEST AIRLINES	27,967,948	141,111	0.50	26,128,627	139,299	0.53
10	REPUBLIC AIRWAYS	8,909,366	45,191	0.51	8,348,934	55,567	0.67
11	ALASKA AIRLINES	21,597,516	127,610	0.59	22,215,385	131,551	0.59
12	UNITED AIRLINES	56,402,439	371,811	0.66	55,951,329	412,601	0.74
13	PSA AIRLINES	12,382,621	87,835	0.71	10,481,002	63,756	0.61
14	ENVOY AIR	9,892,794	76,076	0.77	8,178,974	58,680	0.72
15	AMERICAN AIRLINES	73,320,365	615,317	0.84	71,211,818	582,499	0.82
	TOTAL	477,698,770	2,605,290	0.55	470,024,631	2,697,057	0.57

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	DECEMBER 2024			DECEMBER 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	ALLEGIAN AIR	2,715	13	0.48	2,188	26	1.19
2	DELTA AIR LINES NETWORK	12,659	85	0.67	13,713	96	0.70
	- DELTA AIR LINES	10,043	67	0.67	11,286	82	0.73
	- BRANDED CODESHARE PARTNERS	2,616	18	0.69	2,427	14	0.58
3	UNITED AIRLINES NETWORK	13,279	126	0.95	12,673	129	1.02
	- UNITED AIRLINES	10,317	111	1.08	10,023	109	1.09
	- BRANDED CODESHARE PARTNERS	2,962	15	0.51	2,650	20	0.75
4	HAWAIIAN AIRLINES	1,248	15	1.20	1,108	9	0.81
5	SPIRIT AIRLINES	2,461	32	1.30	1,203	51	4.24
6	SOUTHWEST AIRLINES	22,443	311	1.39	19,108	300	1.57
7	ALASKA AIRLINES NETWORK	2,926	41	1.40	2,349	43	1.83
	- ALASKA AIRLINES	2,500	32	1.28	2,039	37	1.81
	- BRANDED CODESHARE PARTNERS	426	9	2.11	310	6	1.94
8	AMERICAN AIRLINES NETWORK	12,997	193	1.48	12,545	234	1.87
	- AMERICAN AIRLINES	9,274	147	1.59	9,504	186	1.96
	- BRANDED CODESHARE PARTNERS	3,723	46	1.24	3,041	48	1.58
9	FRONTIER AIRLINES	3,185	48	1.51	2,173	49	2.25
10	JETBLUE AIRWAYS	2,717	61	2.25	2,337	31	1.33
	TOTAL	76,630	925	1.21	69,397	968	1.39

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 MARKETING CARRIERS (YTD)

RANK	CARRIER ¹	JANUARY - DECEMBER 2024			JANUARY - DECEMBER 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	155,629	982	0.63	189,263	1,292	0.68
	- DELTA AIR LINES	126,023	815	0.65	156,533	1,117	0.71
	- BRANDED CODESHARE PARTNERS	29,606	167	0.56	32,730	175	0.53
2	ALLEGiant AIR	27,575	207	0.75	21,926	82	0.37
3	UNITED AIRLINES NETWORK	156,528	1,511	0.97	152,549	1,761	1.15
	- UNITED AIRLINES	122,924	1,251	1.02	120,807	1,447	1.20
	- BRANDED CODESHARE PARTNERS	33,604	260	0.77	31,742	314	0.99
4	HAWAIIAN AIRLINES	14,997	156	1.04	12,270	148	1.21
5	SOUTHWEST AIRLINES	260,565	3,744	1.44	212,721	3,460	1.63
6	ALASKA AIRLINES NETWORK	35,430	547	1.54	30,918	568	1.84
	- ALASKA AIRLINES	30,583	454	1.48	27,506	485	1.76
	- BRANDED CODESHARE PARTNERS	4,847	93	1.92	3,412	83	2.43
7	JETBLUE AIRWAYS	29,147	464	1.59	29,965	482	1.61
8	AMERICAN AIRLINES NETWORK	161,287	2,635	1.63	146,061	2,589	1.77
	- AMERICAN AIRLINES	119,224	2,030	1.70	112,402	2,015	1.79
	- BRANDED CODESHARE PARTNERS	42,063	605	1.44	33,659	574	1.71
9	FRONTIER AIRLINES	30,448	535	1.76	28,125	528	1.88
10	SPIRIT AIRLINES	27,779	576	2.07	11,529	617	5.35
TOTAL		899,385	11,357	1.26	835,327	11,527	1.38

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	DECEMBER 2024			DECEMBER 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	ALLEGIAN AIR	2,715	13	0.48	2,188	26	1.19
2	SKYWEST AIRLINES	3,240	21	0.65	3,120	19	0.61
3	DELTA AIR LINES	10,043	67	0.67	11,286	82	0.73
4	REPUBLIC AIRWAYS	1,212	10	0.83	950	6	0.63
5	ENDEAVOR AIR	1,152	10	0.87	1,028	11	1.07
6	UNITED AIRLINES	10,317	111	1.08	10,023	109	1.09
7	ENVOY AIR	1,277	14	1.10	1,085	16	1.47
8	HAWAIIAN AIRLINES	1,248	15	1.20	1,108	9	0.81
9	ALASKA AIRLINES	2,500	32	1.28	2,039	37	1.81
10	SPIRIT AIRLINES	2,461	32	1.30	1,203	51	4.24
11	SOUTHWEST AIRLINES	22,443	311	1.39	19,108	300	1.57
12	FRONTIER AIRLINES	3,185	48	1.51	2,173	49	2.25
13	PSA AIRLINES	953	15	1.57	697	18	2.58
14	AMERICAN AIRLINES	9,274	147	1.59	9,504	186	1.96
15	JETBLUE AIRWAYS	2,717	61	2.25	2,337	31	1.33
	TOTAL	74,737	907	1.21	67,849	950	1.40

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

AIR TRAVEL CONSUMER REPORT

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

RANK	CARRIER ¹	JANUARY - DECEMBER 2024			JANUARY - DECEMBER 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	11,256	70	0.62	12,802	75	0.59
2	DELTA AIR LINES	126,023	815	0.65	156,533	1,117	0.71
3	ALLEGiant AIR	27,575	207	0.75	21,926	82	0.37
4	SKYWEST AIRLINES	39,317	337	0.86	38,714	346	0.89
5	UNITED AIRLINES	122,924	1,251	1.02	120,807	1,447	1.20
6	HAWAIIAN AIRLINES	14,997	156	1.04	12,270	148	1.21
7	ENVOY AIR	15,157	166	1.10	11,019	170	1.54
8	REPUBLIC AIRWAYS	13,250	150	1.13	12,902	149	1.15
9	SOUTHWEST AIRLINES	260,565	3,744	1.44	212,721	3,460	1.63
10	ALASKA AIRLINES	30,583	454	1.48	27,506	485	1.76
11	JETBLUE AIRWAYS	29,147	464	1.59	29,965	482	1.61
12	AMERICAN AIRLINES	119,224	2,030	1.70	112,402	2,015	1.79
13	FRONTIER AIRLINES	30,448	535	1.76	28,125	528	1.88
14	PSA AIRLINES	10,176	186	1.83	7,955	168	2.11
15	SPIRIT AIRLINES	27,779	576	2.07	11,529	617	5.35
	TOTAL	878,421	11,141	1.27	817,176	11,289	1.38

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

OVERSALES

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

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

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

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

AIR TRAVEL CONSUMER REPORT

PASSENGERS DENIED BOARDING BY REPORTING MARKETING U.S. AIRLINES

RANK	CARRIER ¹	OCTOBER - DECEMBER 2024				OCTOBER - DECEMBER 2023			
		DENIED BOARDINGS (DB'S)		ENPLANED PASSENGERS	INVOLUNTARY DB'S PER 10,000 PASSENGERS	DENIED BOARDINGS (DB'S)		ENPLANED PASSENGERS	INVOLUNTARY DB'S PER 10,000 PASSENGERS
		VOLUNTARY	INVOLUNTARY			VOLUNTARY	INVOLUNTARY		
1	DELTA AIR LINES NETWORK	19,004	0	46,397,458	0.00	23,120	0	44,737,307	0.00
	- DELTA AIR LINES	12,174	0	38,269,720	0.00	14,402	0	37,376,574	0.00
	- BRANDED CODESHARE PARTNERS	6,830	0	2,743,414	0.00	8,718	0	7,360,733	0.00
2	ALLEGiant AIR	120	0	3,999,879	0.00	269	0	4,145,771	0.00
3	UNITED AIRLINES NETWORK	7,972	70	39,873,210	0.02	8,116	57	37,593,509	0.02
	- UNITED AIRLINES	3,867	37	31,253,413	0.01	4,226	30	29,877,817	0.01
	- BRANDED CODESHARE PARTNERS	4,105	33	8,619,797	0.04	3,890	27	7,715,692	0.03
4	SOUTHWEST AIRLINES	4,300	120	42,312,813	0.03	5,376	175	44,477,097	0.04
5	JETBLUE AIRWAYS	780	28	8,713,178	0.03	1,264	28	9,025,081	0.03
6	ALASKA AIRLINES NETWORK	2,837	68	11,042,998	0.06	3,261	91	10,422,782	0.09
	- ALASKA AIRLINES	1,618	28	8,405,956	0.03	1,695	33	8,118,135	0.04
	- BRANDED CODESHARE PARTNERS	1,219	40	2,637,042	0.15	1,566	58	2,304,647	0.25
7	SPIRIT AIRLINES	3,865	446	9,694,523	0.46	3,157	528	10,914,400	0.48
8	HAWAIIAN AIRLINES	150	144	2,612,295	0.55	138	2	2,523,525	0.01
9	AMERICAN AIRLINES NETWORK	13,848	3,263	51,421,198	0.63	9,958	2,624	49,211,253	0.53
	- AMERICAN AIRLINES	7,506	1,801	37,762,916	0.48	5,540	1,699	37,128,862	0.46
	- BRANDED CODESHARE PARTNERS	6,342	1,462	13,658,282	1.07	4,418	925	12,082,391	0.77
10	FRONTIER AIRLINES	1,060	1,416	7,967,687	1.78	1,158	833	7,940,032	1.05
	TOTAL	53,936	5,555	224,035,239	0.25	55,817	4,338	220,990,757	0.20

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 MARKETING U.S. AIRLINES (YTD)

JANUARY - DECEMBER 2024					
RANK	CARRIER ¹	DENIED BOARDINGS (DB'S)		ENPLANED PASSENGERS	INVOLUNTARY DB'S PER 10,000 PASSENGERS
		VOLUNTARY	INVOLUNTARY		
1	ALLEGiant AIR	703	0	16,982,836	0.00
2	DELTA AIR LINES NETWORK	107,897	1	185,301,813	0.00
	- DELTA AIR LINES	66,381	0	154,212,662	0.00
	- BRANDED CODESHARE PARTNERS	41,516	1	31,089,151	0.00
3	UNITED AIRLINES NETWORK	37,789	398	154,365,855	0.03
	- UNITED AIRLINES	21,874	236	122,304,871	0.02
	- BRANDED CODESHARE PARTNERS	15,915	162	32,060,984	0.05
4	SOUTHWEST AIRLINES	35,320	1,360	173,937,806	0.08
5	JETBLUE AIRWAYS	5,014	283	34,814,287	0.08
6	ALASKA AIRLINES NETWORK	13,882	362	44,157,857	0.08
	- ALASKA AIRLINES	8,250	177	33,898,574	0.05
	- BRANDED CODESHARE PARTNERS	5,632	185	10,259,283	0.18
7	HAWAIIAN AIRLINES	840	153	10,537,530	0.15
8	SPIRIT AIRLINES	19,794	1,997	41,958,580	0.48
9	AMERICAN AIRLINES NETWORK	64,196	13,927	207,091,482	0.67
	- AMERICAN AIRLINES	38,267	8,317	155,036,776	0.54
	- BRANDED CODESHARE PARTNERS	25,929	5,610	52,054,706	1.08
10	FRONTIER AIRLINES	5,120	6,988	31,114,918	2.25
	TOTAL	290,555	25,469	900,262,964	0.28

JANUARY - DECEMBER 2023					
RANK	CARRIER ¹	DENIED BOARDINGS (DB'S)		ENPLANED PASSENGERS	INVOLUNTARY DB'S PER 10,000 PASSENGERS
		VOLUNTARY	INVOLUNTARY		
1	ALLEGiant AIR	1,191	0	17,342,236	0.00
2	DELTA AIR LINES NETWORK	146,136	3	177,319,783	0.00
	- DELTA AIR LINES	100,096	0	148,562,283	0.00
	- BRANDED CODESHARE PARTNERS	46,040	3	28,757,500	0.00
3	UNITED AIRLINES NETWORK	35,752	357	147,339,345	0.02
	- UNITED AIRLINES	21,261	250	117,515,740	0.02
	- BRANDED CODESHARE PARTNERS	14,491	107	29,823,605	0.04
4	SOUTHWEST AIRLINES	35,728	2,608	170,377,771	0.15
5	JETBLUE AIRWAYS	7,374	294	37,218,780	0.08
6	ALASKA AIRLINES NETWORK	13,199	364	43,028,543	0.08
	- ALASKA AIRLINES	8,755	181	33,880,763	0.05
	- BRANDED CODESHARE PARTNERS	4,444	183	9,147,780	0.20
7	HAWAIIAN AIRLINES	816	5	10,002,873	0.00
8	SPIRIT AIRLINES	12,964	1,560	41,471,461	0.38
9	AMERICAN AIRLINES NETWORK	42,405	10,738	192,613,373	0.56
	- AMERICAN AIRLINES	24,892	6,764	147,514,287	0.46
	- BRANDED CODESHARE PARTNERS	17,513	3,974	45,099,086	0.88
10	FRONTIER AIRLINES	11,399	10,123	28,872,300	3.51
	TOTAL	306,148	26,047	855,583,592	0.30

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	CARRIER ¹	OCTOBER - DECEMBER 2024			
		DENIED BOARDINGS (DB'S)		ENPLANED PASSENGERS	INVOLUNTARY DB'S PER 10,000 PASSENGERS
		VOLUNTARY	INVOLUNTARY		
1	DELTA AIR LINES	12,174	0	38,269,720	0.00
2	ALLEGIAN AIR	120	0	3,999,879	0.00
3	ENDEAVOR AIR	1,973	0	3,175,407	0.00
4	UNITED AIRLINES	3,867	37	31,253,413	0.01
5	SOUTHWEST AIRLINES	4,300	120	42,312,813	0.03
6	JETBLUE AIRWAYS	780	28	8,713,178	0.03
7	ALASKA AIRLINES	1,618	28	8,405,956	0.03
8	SKYWEST AIRLINES	6,568	159	10,775,367	0.15
9	SPIRIT AIRLINES	3,865	446	9,694,523	0.46
10	AMERICAN AIRLINES	7,506	1,801	37,762,916	0.48
11	REPUBLIC AIRWAYS	2,838	276	5,137,706	0.54
12	HAWAIIAN AIRLINES	150	144	2,612,295	0.55
13	ENVOY AIR	1,383	258	4,277,670	0.60
14	PSA AIRLINES	1,311	432	3,665,171	1.18
15	FRONTIER AIRLINES	1,060	1,416	7,967,687	1.78
	TOTAL	49,513	5,145	218,023,701	0.24

OCTOBER - DECEMBER 2023			
DENIED BOARDINGS (DB'S)		ENPLANED PASSENGERS	INVOLUNTARY DB'S PER 10,000 PASSENGERS
VOLUNTARY	INVOLUNTARY		
14,402	0	37,376,574	0.00
269	0	4,145,771	0.00
3,315	0	3,276,312	0.00
4,226	30	29,877,817	0.01
5,376	175	44,477,097	0.04
1,264	28	9,025,081	0.03
1,695	33	8,118,135	0.04
7,359	91	9,502,095	0.10
3,157	528	10,914,400	0.48
5,540	1,699	37,128,862	0.46
2,929	141	4,240,502	0.33
138	2	2,523,525	0.01
956	238	3,817,382	0.62
1,274	265	3,021,454	0.88
1,158	833	7,940,032	1.05
53,058	4,063	215,385,039	0.19

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 are ranked in order of highest to lowest number of enplanements.

AIR TRAVEL CONSUMER REPORT

PASSENGERS DENIED BOARDING BY REPORTING OPERATING U.S. AIRLINES (YTD)

JANUARY - DECEMBER 2024					
RANK	CARRIER ¹	DENIED BOARDINGS (DB'S)		ENPLANED PASSENGERS	INVOLUNTARY DB'S PER 10,000 PASSENGERS
		VOLUNTARY	INVOLUNTARY		
1	DELTA AIR LINES	66,381	0	154,212,662	0.00
2	ALLEGIAN AIR	703	0	16,982,836	0.00
3	ENDEAVOR AIR	14,362	0	12,465,203	0.00
4	UNITED AIRLINES	21,874	236	122,304,871	0.02
5	ALASKA AIRLINES	8,250	177	33,898,574	0.05
6	SOUTHWEST AIRLINES	35,320	1,360	173,937,806	0.08
7	JETBLUE AIRWAYS	5,014	283	34,814,287	0.08
8	HAWAIIAN AIRLINES	840	153	10,537,530	0.15
9	SKYWEST AIRLINES	33,501	667	42,174,225	0.16
10	REPUBLIC AIRWAYS	11,903	866	18,532,141	0.47
11	SPIRIT AIRLINES	19,794	1,997	41,958,580	0.48
12	AMERICAN AIRLINES	38,267	8,317	155,036,776	0.54
13	ENVOY AIR	6,437	1,391	17,349,643	0.80
14	PSA AIRLINES	6,202	1,521	13,516,809	1.13
15	FRONTIER AIRLINES	5,120	6,988	31,114,918	2.25
	TOTAL	273,968	23,956	878,836,861	0.27

JANUARY - DECEMBER 2023			
DENIED BOARDINGS (DB'S)		ENPLANED PASSENGERS	INVOLUNTARY DB'S PER 10,000 PASSENGERS
VOLUNTARY	INVOLUNTARY		
100,096	0	148,562,283	0.00
1,191	0	17,342,236	0.00
16,838	0	12,249,934	0.00
21,261	250	117,515,740	0.02
8,755	181	33,880,763	0.05
35,728	2,608	170,377,771	0.15
7,374	294	37,218,780	0.08
816	5	10,002,873	0.00
31,767	643	38,776,177	0.17
12,450	747	16,989,659	0.44
12,964	1,560	41,471,461	0.38
24,892	6,764	147,514,287	0.46
4,039	724	13,857,043	0.52
4,912	857	11,429,962	0.75
11,399	10,123	28,872,300	3.51
294,482	24,756	846,061,269	0.29

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 are ranked in order of highest to lowest number of enplanements.

CONSUMER COMPLAINTS

The release of the submissions data in the ACR continues to be delayed primarily because of the tens of thousands of complaints received 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.

The Department has been actively working on modernizing its system for handling consumer complaints with the support of a Technology Modernization Fund (TMF) investment to improve the customer experience for the tens of thousands of consumers who use the system each year. The modernization of the system will also enable OACP to engage in oversight of the airline industry more effectively and report complaint data to the public more quickly.

AIR TRAVEL CONSUMER REPORT

December 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			

AIR TRAVEL CONSUMER REPORT

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

The monthly reports on the previous page are required only during a month in which a carrier has a reportable incident. In addition, U.S. carriers that operate at least one aircraft that has a designed seating capacity of 60 or more seats, are required to report the total number of reportable animal incidents for the entire calendar year and the total number of animals transported in the calendar year. This report must be filed with DOT within 15 days after the end of that year. This annual report is required even if a carrier had no reportable incidents during the year. Click the carrier's name to see the redacted version of the actual incident reports filed by these airlines.

Carrier*	Death	Injury	Loss	Total Transported	Incidents per 10,000 animals transported
SkyWest Airlines	0	0	0	12,082	0.00
Horizon Air	0	0	0	7,272	0.00
Envoy Air	0	0	0	3,679	0.00
PSA Airlines	0	0	0	1,755	0.00
Silver Airways	0	0	0	1,464	0.00
Republic Airlines	0	0	0	1,053	0.00
United Airlines	0	0	0	408	0.00
Endeavor Air	0	0	0	33	0.00
Delta Air Lines	2	0	0	41,352	0.48
Alaska Airlines	3	3	0	64,201	0.93
American Airlines	2	0	0	17,858	1.12
Hawaiian Airlines	3	0	0	10,178	2.95
TOTAL	10	3	0	161,335	0.81

The following air carriers do not transport animals:					
Allegiant	0	0	0	0	0.00
Avelo Airlines	0	0	0	0	0.00
Breeze Airways	0	0	0	0	0.00
Frontier Airlines	0	0	0	0	0.00
JetBlue Airways	0	0	0	0	0.00
Mesa Airlines	0	0	0	0	0.00
Southwest Airlines	0	0	0	0	0.00
Spirit Airlines	0	0	0	0	0.00
Sun Country Airlines	0	0	0	0	0.00



U.S. Department of Homeland Security, Transportation Security Administration Customer Experience Report for December 2024 ^a

The Transportation Security Administration (TSA) screened approximately 75.5 million passengers at screening checkpoints and 47.6 million checked bags at baggage screening locations in December 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 December 2024, TSA received 19,572 complaints (i.e., a description of a negative experience) from the general public via phone or email (or 26.0 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
1,061	1.5	939	1.3	15,402	20.5	226	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
860	1.2	305	0.5	167	0.3	612	0.9

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 Only
264 ^d	208	0.0005

REFERENCES

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

DEFINITIONS

<p><u>Courtesy:</u></p> <p>Includes complaints about unprofessional or discourteous treatment by the TSA screening workforce, TSA screening management, or TSA Contact Center personnel.</p>	<p><u>Screening of Personal Property:</u></p> <p>Includes complaints about mishandling of passenger property (damaged and/ or missing items/ locks/ baggage) in both the checkpoint and checked baggage screening settings.</p>	<p><u>Screening of Passengers:</u></p> <p>Includes complaints about screening to include Advanced Imaging Technology, Identification, Patdowns, Prohibited & Permitted Items, and TSA PreCheck, but excludes Property.</p>	<p><u>Wait Times (Checkpoint):</u></p> <p>Includes complaints about excessive wait times and/ or lengthy lines in general or due to routine lane closures at specific time periods (early morning, late night, etc.).</p>
<p><u>Civil Rights:</u></p> <p>Includes complaints about alleged discrimination or harassment based on race, color, national origin, sex, religion, age, disability, genetic information, sexual orientation and parental status.</p>	<p><u>Other TSA-related:</u></p> <p>Includes complaints about TSA-related matters that are not passenger screening-related, such as Cargo, DHS TRIP, FAMS, FOIA, General Aviation, HAZMAT Endorsement, HR, and TWIC.</p>	<p><u>Non-TSA related, Airline:</u></p> <p>Includes complaints about Non-TSA related matters, specifically Airline-related, such as baggage requirements, lost baggage, policy/ regulations, and wheelchair assistance.</p>	<p><u>Non-TSA related, All Others:</u></p> <p>Includes complaints about Non-TSA related matters, specifically not Airline-related, such as CBP, Department of State, FAA, Others (e.g. CDC is a recent example), or no referral.</p>