



Air Travel Consumer Report

A Product Of
THE OFFICE OF AVIATION CONSUMER PROTECTION

Issued: March 2025



Flight Delays¹	January 2025
Mishandled Baggage, Wheelchairs, and Scooters¹	January 2025
Oversales¹	4 th Quarter 2024
Consumer Submissions (Includes Disability and Discrimination Complaints)	January 2025
Airline Animal Incident Reports⁴	January 2025
Customer Service Reports to the Dept. of Homeland Security³	January 2025

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 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 fourteen (14) 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 14 reporting air carriers, 11 carriers (Alaska, Allegiant, Delta, Envoy, JetBlue, Republic, Hawaiian, SkyWest, Spirit, Southwest, and United) use ACARS, one carrier (American) uses a combination of ACARS, DGS and AFIS, and two carriers (Frontier and PSA) use a combination of ACARS and a manual system.

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

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

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

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

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

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

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

JANUARY 2025

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

JANUARY 2025

AT ALL US AIRPORTS			
CARRIER ¹	NUMBER OF AIRPORTS REPORTED	PERCENT OF ON-TIME ARRIVALS	RANK
HAWAIIAN AIRLINES	22	84.5	1
SOUTHWEST AIRLINES	104	82.2	2
ALASKA AIRLINES NETWORK	107	80.4	3
- ALASKA AIRLINES	85	81.0	
- BRANDED CODESHARE PARTNERS	60	79.5	
SPIRIT AIRLINES	60	79.1	4
DELTA AIR LINES NETWORK	210	78.7	5
- DELTA AIR LINES	140	78.3	
- BRANDED CODESHARE PARTNERS	187	79.4	
UNITED AIRLINES NETWORK	215	77.9	6
- UNITED AIRLINES	119	80.6	
- BRANDED CODESHARE PARTNERS	196	74.7	
AMERICAN AIRLINES NETWORK	224	76.4	7
- AMERICAN AIRLINES	119	77.5	
- BRANDED CODESHARE PARTNERS	209	75.3	
ALLEGiant AIR	119	75.2	8
JETBLUE AIRWAYS	57	74.0	9
FRONTIER AIRLINES	80	72.0	10
TOTAL AIRPORTS SERVED	352	78.4	

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

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

AIR TRAVEL CONSUMER REPORT

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

JANUARY 2025

AT ALL US AIRPORTS			
CARRIER ¹	NUMBER OF AIRPORTS REPORTED	PERCENT OF ON-TIME ARRIVALS	RANK
HAWAIIAN AIRLINES	22	84.5	1
SOUTHWEST AIRLINES	104	82.2	2
ALASKA AIRLINES	85	81.0	3
UNITED AIRLINES	119	80.6	4
REPUBLIC AIRWAYS	83	80.5	5
SPIRIT AIRLINES	60	79.1	6
DELTA AIR LINES	140	78.3	7
ENVOY AIR	145	77.6	8
AMERICAN AIRLINES	119	77.5	9
SKYWEST AIRLINES	239	77.3	10
ALLEGiant AIR	119	75.2	11
JETBLUE AIRWAYS	57	74.0	12
FRONTIER AIRLINES	80	72.0	13
PSA AIRLINES	94	67.7	14
TOTAL AIRPORTS SERVED	329	78.6	

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

JANUARY 2025

CARRIER ¹	Jan 25		Year-to-date (YTD)	
	%	Rank	%	Rank
ALASKA AIRLINES NETWORK	80.4	3	80.4	3
- ALASKA AIRLINES	81.0		81.0	
- BRANDED CODESHARE PARTNERS	79.5		79.5	
ALLEGiant AIR	75.2	8	75.2	8
AMERICAN AIRLINES NETWORK	76.4	7	76.4	7
- AMERICAN AIRLINES	77.5		77.5	
- BRANDED CODESHARE PARTNERS	75.3		75.3	
DELTA AIR LINES NETWORK	78.7	5	78.7	5
- DELTA AIR LINES	78.3		78.3	
- BRANDED CODESHARE PARTNERS	79.4		79.4	
FRONTIER AIRLINES	72.0	10	72.0	10
HAWAIIAN AIRLINES	84.5	1	84.5	1
JETBLUE AIRWAYS	74.0	9	74.0	9
SOUTHWEST AIRLINES	82.2	2	82.2	2
SPIRIT AIRLINES	79.1	4	79.1	4
UNITED AIRLINES NETWORK	77.9	6	77.9	6
- UNITED AIRLINES	80.6		80.6	
- BRANDED CODESHARE PARTNERS	74.7		74.7	
TOTAL	78.4		78.4	

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

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

AIR TRAVEL CONSUMER REPORT

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

JANUARY 2025

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	84	73.8	211	77.3	82	86.6	113	91.2	28	82.1	0	0.0	155	77.4	119	85.7
- ALASKA AIRLINES	84	73.8	170	82.9	82	86.6	113	91.2	28	82.1	0	0.0	155	77.4	119	85.7
- BRANDED CODESHARE PARTNERS	0	0.0	41	53.7	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
ALLEGiant AIR	0	0.0	42	59.5	125	74.4	17	88.2	0	0.0	0	0.0	0	0.0	19	63.2
AMERICAN AIRLINES NETWORK	951	73.8	1070	77.2	1537	70.7	2041	80.9	346	76.6	18080	80.2	7574	68.8	779	74.6
- AMERICAN AIRLINES	485	75.7	981	77.4	589	72.8	1093	81.3	242	74.4	9869	81.6	1952	76.4	700	73.3
- BRANDED CODESHARE PARTNERS	466	71.9	89	75.3	948	69.3	948	80.5	104	81.7	8211	78.4	5622	66.1	79	86.1
DELTA AIR LINES NETWORK	21367	76.4	1125	80.0	1020	81.0	3581	82.6	474	75.9	905	77.8	1586	73.8	918	78.3
- DELTA AIR LINES	17473	76.9	776	80.5	601	81.7	1829	80.5	395	73.9	470	77.7	757	71.9	814	76.9
- BRANDED CODESHARE PARTNERS	3894	74.5	349	78.8	419	80.0	1752	84.8	79	86.1	435	77.9	829	75.6	104	89.4
FRONTIER AIRLINES	904	62.6	76	67.1	38	68.4	178	70.8	182	78.0	222	69.8	93	69.9	1662	72.7
HAWAIIAN AIRLINES	0	0.0	10	60.0	0	0.0	18	72.2	0	0.0	0	0.0	0	0.0	0	0.0
JETBLUE AIRWAYS	158	65.8	20	35.0	48	70.8	2978	78.2	0	0.0	0	0.0	538	72.5	87	77.0
SOUTHWEST AIRLINES	2293	79.4	2733	82.0	3879	82.2	424	82.5	5341	83.4	230	80.9	1339	76.1	6874	82.8
SPIRIT AIRLINES	700	68.4	65	86.2	197	80.2	442	85.3	465	76.1	303	80.5	0	0.0	0	0.0
UNITED AIRLINES NETWORK	626	76.0	868	77.4	594	80.3	938	86.2	256	79.3	457	78.8	874	76.1	14282	77.1
- UNITED AIRLINES	567	75.3	721	76.7	425	80.9	919	86.3	256	79.3	217	77.4	470	78.7	8459	79.5
- BRANDED CODESHARE PARTNERS	59	83.1	147	81.0	169	78.7	19	84.2	0	0.0	240	80.0	404	73.0	5823	73.7
TOTAL	27,083	75.9	6,220	79.5	7,520	79.2	10,730	81.4	7,092	81.8	20,197	79.9	12,159	71.1	24,740	78.4

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

AIR TRAVEL CONSUMER REPORT

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

JANUARY 2025

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	159	81.8	24	87.5	131	91.6	94	78.7	75	81.3	62	80.6	225	86.7	834	75.2
- ALASKA AIRLINES	159	81.8	24	87.5	131	91.6	94	78.7	75	81.3	62	80.6	225	86.7	439	81.5
- BRANDED CODESHARE PARTNERS	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	395	68.1
ALLEGiant AIR	0	0.0	0	0.0	31	80.6	326	67.2	20	90.0	0	0.0	0	0.0	575	72.9
AMERICAN AIRLINES NETWORK	21929	73.0	737	71.9	615	73.0	600	78.2	179	76.5	813	70.6	1992	83.3	1182	77.2
- AMERICAN AIRLINES	13142	73.1	400	77.0	524	72.9	600	78.2	62	72.6	573	69.1	1195	83.7	1182	77.2
- BRANDED CODESHARE PARTNERS	8787	72.9	337	65.9	91	73.6	0	0.0	117	78.6	240	74.2	797	82.7	0	0.0
DELTA AIR LINES NETWORK	995	73.4	7722	77.7	740	74.1	1139	70.6	425	72.9	602	69.1	4586	79.1	1570	80.6
- DELTA AIR LINES	994	73.3	4302	79.4	515	71.7	1135	70.6	212	75.5	602	69.1	2386	80.5	1369	81.1
- BRANDED CODESHARE PARTNERS	1	100.0	3420	75.6	225	79.6	4	75.0	213	70.4	0	0.0	2200	77.6	201	77.6
FRONTIER AIRLINES	627	62.4	137	79.6	93	60.2	134	62.7	71	77.5	313	55.3	186	79.0	979	77.1
HAWAIIAN AIRLINES	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	31	58.1	127	77.2
JETBLUE AIRWAYS	20	45.0	34	76.5	449	67.0	1585	72.6	0	0.0	40	37.5	2578	79.6	242	82.6
SOUTHWEST AIRLINES	0	0.0	321	77.9	0	0.0	1070	78.7	93	81.7	0	0.0	0	0.0	6765	81.8
SPIRIT AIRLINES	646	70.9	835	78.8	806	78.8	2090	76.3	0	0.0	731	73.7	0	0.0	1627	80.8
UNITED AIRLINES NETWORK	872	76.9	539	78.7	8621	81.0	853	79.2	5925	74.3	11051	76.2	0	0.0	1293	78.7
- UNITED AIRLINES	748	77.4	210	80.5	5861	82.5	853	79.2	2600	80.9	5861	77.3	0	0.0	1293	78.7
- BRANDED CODESHARE PARTNERS	124	74.2	329	77.5	2760	77.8	0	0.0	3325	69.2	5190	74.9	0	0.0	0	0.0
TOTAL	25,248	72.9	10,349	77.5	11,486	79.4	7,891	74.9	6,788	74.6	13,612	74.8	9,598	80.2	15,194	79.9

* 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)

JANUARY 2025

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	1475	83.5	0	0.0	250	85.6	0	0.0	66	87.9	63	92.1	146	74.0	32	90.6
- ALASKA AIRLINES	658	87.7	0	0.0	250	85.6	0	0.0	66	87.9	58	91.4	146	74.0	32	90.6
- BRANDED CODESHARE PARTNERS	817	80.2	0	0.0	0	0.0	0	0.0	0	0.0	5	100.0	0	0.0	0	0.0
ALLEGiant AIR	37	67.6	0	0.0	32	87.5	18	72.2	0	0.0	27	77.8	0	0.0	0	0.0
AMERICAN AIRLINES NETWORK	3276	82.9	3743	75.4	1616	79.0	0	0.0	7104	78.2	626	79.7	9276	77.8	6324	77.8
- AMERICAN AIRLINES	2379	82.0	1486	73.2	1616	79.0	0	0.0	5515	78.3	393	81.9	3631	81.7	2857	83.0
- BRANDED CODESHARE PARTNERS	897	85.2	2257	76.8	0	0.0	0	0.0	1589	77.6	233	76.0	5645	75.3	3467	73.4
DELTA AIR LINES NETWORK	3768	83.9	6268	76.6	1861	72.1	276	76.8	1036	71.6	7971	82.7	1019	76.4	552	77.7
- DELTA AIR LINES	2694	82.1	2260	74.9	1783	71.7	108	77.8	980	70.9	4717	84.3	636	73.6	458	77.3
- BRANDED CODESHARE PARTNERS	1074	88.6	4008	77.6	78	80.8	168	76.2	56	83.9	3254	80.3	383	81.2	94	79.8
FRONTIER AIRLINES	415	79.0	240	67.5	1572	76.0	205	67.8	326	64.4	84	75.0	223	69.1	704	62.1
HAWAIIAN AIRLINES	191	72.8	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
JETBLUE AIRWAYS	551	85.1	416	74.3	1454	67.6	0	0.0	153	56.2	0	0.0	54	74.1	58	82.8
SOUTHWEST AIRLINES	1820	84.8	995	79.5	3491	83.5	4689	82.2	420	78.6	449	78.4	381	84.5	351	80.9
SPIRIT AIRLINES	789	79.1	664	76.1	1483	84.7	0	0.0	381	71.9	78	80.8	586	84.0	291	78.4
UNITED AIRLINES NETWORK	3260	84.4	916	77.0	1293	82.6	0	0.0	702	77.1	529	83.7	13372	78.3	386	79.8
- UNITED AIRLINES	2157	84.1	635	77.3	1293	82.6	0	0.0	702	77.1	356	82.3	6635	81.8	283	83.7
- BRANDED CODESHARE PARTNERS	1103	85.1	281	76.2	0	0.0	0	0.0	0	0.0	173	86.7	6737	74.8	103	68.9
TOTAL	15,582	83.4	13,242	76.2	13,052	78.7	5,188	81.3	10,188	76.5	9,827	82.3	25,057	78.1	8,698	76.8

* 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)

JANUARY 2025

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	531	84.2	1773	75.2	7945	79.8	1761	77.5	238	81.1	95	77.9
- ALASKA AIRLINES	462	84.4	738	78.2	5599	80.0	782	77.9	103	77.7	95	77.9
- BRANDED CODESHARE PARTNERS	69	82.6	1035	73.1	2346	79.5	979	77.2	135	83.7	0	0.0
ALLEGiant AIR	28	71.4	9	88.9	0	0.0	0	0.0	0	0.0	0	0.0
AMERICAN AIRLINES NETWORK	7193	85.7	720	73.8	541	78.7	962	81.7	517	80.3	1337	76.6
- AMERICAN AIRLINES	4196	84.0	720	73.8	374	76.7	864	80.4	319	76.5	1197	76.5
- BRANDED CODESHARE PARTNERS	2997	88.0	0	0.0	167	83.2	98	92.9	198	86.4	140	77.1
DELTA AIR LINES NETWORK	981	82.2	878	81.0	3715	85.0	1007	85.7	6576	86.8	1053	72.5
- DELTA AIR LINES	829	80.6	705	80.6	2364	84.6	947	85.1	4452	85.0	1044	72.2
- BRANDED CODESHARE PARTNERS	152	90.8	173	82.7	1351	85.6	60	95.0	2124	90.7	9	100.0
FRONTIER AIRLINES	655	80.5	212	78.8	117	81.2	375	78.4	234	80.8	566	69.6
HAWAIIAN AIRLINES	31	83.9	62	59.7	68	79.4	65	69.2	31	61.3	0	0.0
JETBLUE AIRWAYS	161	80.7	123	82.9	31	90.3	336	85.1	43	79.1	412	66.5
SOUTHWEST AIRLINES	5388	85.2	2521	82.1	520	83.5	591	79.9	962	82.0	1850	79.5
SPIRIT AIRLINES	41	82.9	177	86.4	60	90.0	0	0.0	44	93.2	367	82.3
UNITED AIRLINES NETWORK	1015	83.8	887	83.7	628	83.0	6064	86.1	713	77.6	785	81.4
- UNITED AIRLINES	950	84.1	794	83.1	611	83.3	4293	86.3	451	78.0	785	81.4
- BRANDED CODESHARE PARTNERS	65	80.0	93	88.2	17	70.6	1771	85.4	262	76.7	0	0.0
TOTAL	16,024	84.8	7,362	79.5	13,625	81.6	11,161	83.6	9,358	84.9	6,465	76.4

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

AIR TRAVEL CONSUMER REPORT

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

JANUARY 2025

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	84	73.8	170	82.9	82	86.6	113	91.2	28	82.1	0	0.0	155	77.4	119	85.7
ALLEGiant AIR	0	0.0	42	59.5	125	74.4	17	88.2	0	0.0	0	0.0	0	0.0	19	63.2
AMERICAN AIRLINES	485	75.7	981	77.4	589	72.8	1093	81.3	242	74.4	9869	81.6	1952	76.4	700	73.3
DELTA AIR LINES	17473	76.9	776	80.5	601	81.7	1829	80.5	395	73.9	470	77.7	757	71.9	814	76.9
ENVOY AIR	100	76.0	42	71.4	239	74.1	146	74.0	29	86.2	477	78.4	406	75.6	18	77.8
FRONTIER AIRLINES	904	62.6	76	67.1	38	68.4	178	70.8	182	78.0	222	69.8	93	69.9	1662	72.7
HAWAIIAN AIRLINES	0	0.0	10	60.0	0	0.0	18	72.2	0	0.0	0	0.0	0	0.0	0	0.0
JETBLUE AIRWAYS	158	65.8	20	35.0	48	70.8	2978	78.2	0	0.0	0	0.0	538	72.5	87	77.0
PSA AIRLINES	289	68.5	0	0.0	236	55.1	0	0.0	17	94.1	4756	76.4	3753	60.5	0	0.0
REPUBLIC AIRWAYS	88	80.7	15	86.7	551	80.4	2465	84.3	137	81.8	339	82.9	2247	78.0	0	0.0
SKYWEST AIRLINES	740	65.0	493	78.5	387	73.6	0	0.0	0	0.0	0	0.0	30	76.7	5988	74.1
SOUTHWEST AIRLINES	2293	79.4	2733	82.0	3879	82.2	424	82.5	5341	83.4	230	80.9	1339	76.1	6874	82.8
SPIRIT AIRLINES	700	68.4	65	86.2	197	80.2	442	85.3	465	76.1	303	80.5	0	0.0	0	0.0
UNITED AIRLINES	567	75.3	721	76.7	425	80.9	919	86.3	256	79.3	217	77.4	470	78.7	8459	79.5
TOTAL	23,881	75.7	6,144	79.7	7,397	79.3	10,622	81.5	7,092	81.8	16,883	79.7	11,740	71.1	24,740	78.4

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

AIR TRAVEL CONSUMER REPORT

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

JANUARY 2025

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	159	81.8	24	87.5	131	91.6	94	78.7	75	81.3	62	80.6	225	86.7	439	81.5
ALLEGiant AIR	0	0.0	0	0.0	31	80.6	326	67.2	20	90.0	0	0.0	0	0.0	575	72.9
AMERICAN AIRLINES	13142	73.1	400	77.0	524	72.9	600	78.2	62	72.6	573	69.1	1195	83.7	1182	77.2
DELTA AIR LINES	994	73.3	4302	79.4	515	71.7	1135	70.6	212	75.5	602	69.1	2386	80.5	1369	81.1
ENVOY AIR	5255	75.8	88	77.3	86	72.1	0	0.0	0	0.0	109	74.3	0	0.0	0	0.0
FRONTIER AIRLINES	627	62.4	137	79.6	93	60.2	134	62.7	71	77.5	313	55.3	186	79.0	979	77.1
HAWAIIAN AIRLINES	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	31	58.1	127	77.2
JETBLUE AIRWAYS	20	45.0	34	76.5	449	67.0	1585	72.6	0	0.0	40	37.5	2578	79.6	242	82.6
PSA AIRLINES	1110	63.2	136	56.6	0	0.0	0	0.0	117	78.6	7	57.1	0	0.0	0	0.0
REPUBLIC AIRWAYS	1	100.0	479	79.5	1643	83.9	0	0.0	546	76.0	56	62.5	1592	80.8	0	0.0
SKYWEST AIRLINES	2423	70.9	2288	73.1	0	0.0	0	0.0	212	63.7	903	72.4	132	73.5	406	73.4
SOUTHWEST AIRLINES	0	0.0	321	77.9	0	0.0	1070	78.7	93	81.7	0	0.0	0	0.0	6765	81.8
SPIRIT AIRLINES	646	70.9	835	78.8	806	78.8	2090	76.3	0	0.0	731	73.7	0	0.0	1627	80.8
UNITED AIRLINES	748	77.4	210	80.5	5861	82.5	853	79.2	2600	80.9	5861	77.3	0	0.0	1293	78.7
TOTAL	25,125	72.9	9,254	77.3	10,139	80.5	7,887	74.9	4,008	78.8	9,257	74.5	8,325	80.7	15,004	80.1

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

AIR TRAVEL CONSUMER REPORT

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

JANUARY 2025

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	658	87.7	0	0.0	250	85.6	0	0.0	66	87.9	58	91.4	146	74.0	32	90.6
ALLEGiant AIR	37	67.6	0	0.0	32	87.5	18	72.2	0	0.0	27	77.8	0	0.0	0	0.0
AMERICAN AIRLINES	2379	82.0	1486	73.2	1616	79.0	0	0.0	5515	78.3	393	81.9	3631	81.7	2857	83.0
DELTA AIR LINES	2694	82.1	2260	74.9	1783	71.7	108	77.8	980	70.9	4717	84.3	636	73.6	458	77.3
ENVOY AIR	12	100.0	0	0.0	0	0.0	0	0.0	1517	77.7	71	85.9	2365	77.0	0	0.0
FRONTIER AIRLINES	415	79.0	240	67.5	1572	76.0	205	67.8	326	64.4	84	75.0	223	69.1	704	62.1
HAWAIIAN AIRLINES	191	72.8	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
JETBLUE AIRWAYS	551	85.1	416	74.3	1454	67.6	0	0.0	153	56.2	0	0.0	54	74.1	58	82.8
PSA AIRLINES	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	94	64.9	0	0.0	980	68.7
REPUBLIC AIRWAYS	0	0.0	3863	77.3	78	80.8	0	0.0	124	78.2	165	84.8	2800	82.2	659	83.3
SKYWEST AIRLINES	3440	85.7	350	75.1	0	0.0	168	76.2	0	0.0	1988	81.4	4184	71.2	15	46.7
SOUTHWEST AIRLINES	1820	84.8	995	79.5	3491	83.5	4689	82.2	420	78.6	449	78.4	381	84.5	351	80.9
SPIRIT AIRLINES	789	79.1	664	76.1	1483	84.7	0	0.0	381	71.9	78	80.8	586	84.0	291	78.4
UNITED AIRLINES	2157	84.1	635	77.3	1293	82.6	0	0.0	702	77.1	356	82.3	6635	81.8	283	83.7
TOTAL	15,143	83.5	10,909	76.0	13,052	78.7	5,188	81.3	10,184	76.5	8,480	82.9	21,641	78.9	6,688	78.0

* 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)

JANUARY 2025

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	462	84.4	738	78.2	5599	80.0	782	77.9	103	77.7	95	77.9
ALLEGiant AIR	28	71.4	9	88.9	0	0.0	0	0.0	0	0.0	0	0.0
AMERICAN AIRLINES	4196	84.0	720	73.8	374	76.7	864	80.4	319	76.5	1197	76.5
DELTA AIR LINES	829	80.6	705	80.6	2364	84.6	947	85.1	4452	85.0	1044	72.2
ENVOY AIR	797	91.5	0	0.0	14	92.9	0	0.0	23	87.0	137	76.6
FRONTIER AIRLINES	655	80.5	212	78.8	117	81.2	375	78.4	234	80.8	566	69.6
HAWAIIAN AIRLINES	31	83.9	62	59.7	68	79.4	65	69.2	31	61.3	0	0.0
JETBLUE AIRWAYS	161	80.7	123	82.9	31	90.3	336	85.1	43	79.1	412	66.5
PSA AIRLINES	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
REPUBLIC AIRWAYS	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	3	100.0
SKYWEST AIRLINES	2411	86.8	1128	75.6	2135	82.5	2579	84.0	2685	88.7	0	0.0
SOUTHWEST AIRLINES	5388	85.2	2521	82.1	520	83.5	591	79.9	962	82.0	1850	79.5
SPIRIT AIRLINES	41	82.9	177	86.4	60	90.0	0	0.0	44	93.2	367	82.3
UNITED AIRLINES	950	84.1	794	83.1	611	83.3	4293	86.3	451	78.0	785	81.4
TOTAL	15,949	84.8	7,189	79.6	11,893	81.7	10,832	83.8	9,347	84.9	6,456	76.4

* 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)

JANUARY 2025

ARRIVAL AIRPORT*																
SCHEDULED ARRIVAL TIME	ATL	AUS	BNA	BOS	BWI	CLT	DCA	DEN	DFW	DTW	EWB	FLL	IAD	IAH	JFK	LAS
0600-0659	82.4	82.3	94.7	83.4	90.6	86.9	63.4	83.5	74.8	82.5	85.4	69.5	78.5	80.6	86.5	84.2
0700-0759	84.4	95.8	86.9	86.2	86.1	79.5	72.8	84.9	76.9	84.1	84.8	88.8	75.9	75.9	81.0	93.4
0800-0859	76.1	87.6	82.2	82.3	84.9	83.0	75.2	80.2	70.3	82.6	89.0	79.9	84.8	78.0	88.0	88.7
0900-0959	74.6	83.4	85.2	85.3	84.6	83.7	74.4	79.2	76.5	81.7	87.8	80.7	89.5	73.8	87.7	88.5
1000-1059	78.3	81.3	85.0	89.4	86.5	80.9	79.8	74.0	76.9	81.3	86.6	77.4	66.7	79.1	86.5	85.7
1100-1159	79.1	85.8	84.6	80.5	87.2	85.3	75.1	75.1	75.8	84.9	88.1	79.7	82.5	81.8	89.2	82.2
1200-1259	76.7	82.8	82.1	85.5	87.7	86.4	71.6	80.7	75.7	82.9	84.1	77.7	84.1	79.6	82.3	84.8
1300-1359	76.9	83.8	84.4	84.6	85.2	82.5	74.0	81.7	76.5	78.5	83.6	76.4	83.0	80.6	77.4	80.2
1400-1459	75.1	81.5	79.0	85.9	83.7	80.9	75.7	81.1	76.8	75.6	84.9	69.6	81.6	71.1	79.1	78.4
1500-1559	74.9	83.7	77.3	76.3	83.9	78.6	74.2	78.2	72.2	74.1	81.5	75.9	73.8	76.0	85.1	74.7
1600-1659	78.6	77.9	79.6	83.2	84.8	77.3	73.1	78.9	74.5	80.1	79.4	76.5	73.5	71.9	77.6	76.5
1700-1759	73.5	80.7	77.5	82.4	81.7	77.2	74.0	74.9	70.9	71.0	74.0	76.5	78.9	72.5	79.5	73.2
1800-1859	72.7	79.6	73.4	79.5	75.4	78.6	67.1	75.7	69.1	76.5	74.0	73.7	84.1	65.1	74.0	73.3
1900-1959	73.6	76.2	75.9	80.6	78.1	72.6	68.0	80.0	64.9	72.6	72.2	69.1	83.1	67.8	80.1	76.6
2000-2059	71.8	73.5	72.1	78.7	79.3	69.0	68.9	75.0	71.5	74.1	70.2	69.6	78.9	72.2	78.2	77.4
2100-2159	74.6	71.9	75.9	78.0	71.5	76.0	57.5	78.2	65.4	70.8	74.7	72.9	83.8	63.0	75.5	73.2
2200-2259	69.6	76.7	70.6	74.3	72.1	79.8	65.8	76.9	72.1	76.5	75.4	73.3	81.4	62.6	75.8	75.8
2300-0559	75.1	73.1	73.7	76.8	74.3	84.4	69.6	72.8	73.7	75.2	81.8	68.4	78.6	72.3	81.2	78.4
TOTAL	75.7	79.7	79.3	81.5	81.8	79.7	71.1	78.4	72.9	77.3	80.5	74.9	78.8	74.5	80.7	80.1

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

AIR TRAVEL CONSUMER REPORT

TABLE 3. PERCENTAGE OF REPORTING OPERATING CARRIERS FLIGHT OPERATIONS ARRIVING ON-TIME BY AIRPORT AND TIME OF DAY (30 LARGEST AIRPORTS)

JANUARY 2025

ARRIVAL AIRPORT*															
SCHEDULED ARRIVAL TIME	LAX	LGA	MCO	MDW	MIA	MSP	ORD	PHL	PHX	SAN	SEA	SFO	SLC	TPA	TOTAL
0600-0659	86.4	0.0	88.9	75.8	91.3	89.8	84.2	85.7	89.6	65.4	84.6	97.3	84.7	93.5	83.2
0700-0759	91.1	83.8	85.1	84.4	87.4	82.4	81.3	84.6	87.5	84.4	74.6	89.6	86.7	88.9	83.2
0800-0859	87.1	85.7	90.4	81.0	80.0	87.5	78.4	80.0	92.0	87.8	87.8	86.7	90.5	80.5	82.2
0900-0959	86.6	87.8	83.7	87.6	80.8	82.9	78.0	83.9	86.7	87.1	83.5	83.5	84.2	82.5	81.9
1000-1059	86.5	83.1	79.3	87.3	79.0	86.4	85.8	83.5	81.9	84.2	79.8	84.5	87.2	80.2	81.2
1100-1159	87.3	81.8	82.6	84.5	79.5	85.0	83.6	79.6	87.4	84.0	84.7	85.7	87.2	77.2	81.9
1200-1259	85.0	86.4	80.5	88.3	73.3	86.7	80.9	83.1	88.5	81.5	81.1	83.0	85.0	80.7	82.1
1300-1359	84.8	83.2	77.6	88.7	77.2	85.6	79.6	82.3	86.0	79.7	85.2	83.7	88.8	77.4	80.8
1400-1459	83.3	77.6	80.1	82.7	78.9	81.3	80.7	80.5	83.8	84.8	84.0	86.1	84.4	77.3	80.2
1500-1559	83.5	72.0	82.4	75.4	80.0	83.1	76.6	82.5	86.9	79.9	83.5	84.6	83.6	76.3	78.4
1600-1659	84.2	74.5	78.9	82.2	75.1	84.0	80.9	76.3	84.9	77.6	81.1	76.3	83.5	72.0	78.9
1700-1759	82.8	73.0	77.6	82.3	71.7	81.5	79.4	72.7	86.2	81.9	82.0	86.5	80.6	78.0	77.2
1800-1859	83.0	68.4	74.4	80.4	70.2	81.2	67.5	61.6	78.4	79.4	84.5	86.2	82.7	74.8	74.0
1900-1959	82.1	67.6	74.9	77.4	67.8	79.2	76.4	68.9	86.7	76.7	81.1	85.5	85.1	70.7	75.7
2000-2059	80.8	64.9	71.8	74.2	71.3	80.1	77.6	77.0	80.9	74.3	81.9	82.5	84.6	71.0	75.3
2100-2159	80.0	67.2	73.7	68.5	71.4	79.3	80.2	78.1	80.3	71.4	78.1	82.7	82.4	75.1	74.8
2200-2259	79.6	65.6	77.6	77.6	71.9	80.7	79.3	73.1	79.8	67.8	77.0	77.9	80.4	75.6	74.7
2300-0559	71.7	73.3	75.4	66.8	73.0	76.2	83.2	73.2	77.2	74.8	78.0	75.9	72.6	74.4	75.6
TOTAL	83.5	76.0	78.7	81.3	76.5	82.9	78.9	78.0	84.8	79.6	81.7	83.8	84.9	76.4	78.8

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

AIR TRAVEL CONSUMER REPORT

TABLE 4. PERCENTAGE OF REPORTING OPERATING CARRIERS FLIGHT OPERATIONS DEPARTING ON-TIME BY AIRPORT AND TIME OF DAY (30 LARGEST AIRPORTS)

JANUARY 2025

DEPARTURE AIRPORT*																
SCHEDULED DEPARTURE TIME	ATL	AUS	BNA	BOS	BWI	CLT	DCA	DEN	DFW	DTW	EWR	FLL	IAD	IAH	JFK	LAS
0600-0659	81.1	90.7	88.1	89.7	85.5	89.2	79.7	89.9	86.0	89.6	88.4	91.6	86.4	79.9	91.2	91.3
0700-0759	81.8	89.0	86.4	87.0	83.5	87.2	80.1	87.5	78.7	89.3	89.1	84.0	74.0	83.6	91.5	91.4
0800-0859	79.6	89.2	85.5	87.2	81.3	82.1	76.1	82.7	79.2	85.4	86.5	88.0	84.4	82.3	86.7	89.6
0900-0959	74.9	85.9	80.7	86.0	78.6	85.2	72.0	78.8	74.2	80.0	85.1	84.1	80.1	75.4	88.0	85.0
1000-1059	71.1	83.3	82.5	81.3	79.8	81.6	76.1	75.9	75.0	80.5	83.6	80.8	84.3	72.4	86.8	85.1
1100-1159	74.4	84.2	83.0	83.2	79.4	80.9	78.5	72.1	71.4	79.6	79.0	78.3	82.8	77.1	85.5	81.7
1200-1259	75.6	81.8	80.8	79.1	78.7	76.7	67.7	71.5	73.7	80.3	82.9	75.2	80.7	76.9	85.0	79.7
1300-1359	74.4	77.4	80.1	81.5	78.7	82.3	67.8	75.6	69.6	82.6	78.8	71.3	76.3	70.2	77.8	78.7
1400-1459	76.6	76.3	77.9	84.3	78.1	78.6	70.3	68.5	70.5	73.2	79.5	71.0	76.3	72.2	76.8	75.3
1500-1559	71.5	79.4	67.1	80.9	75.7	77.0	73.4	73.0	68.3	71.2	78.5	64.8	88.5	64.1	75.1	74.6
1600-1659	69.1	78.9	79.5	76.8	72.7	76.7	68.8	72.6	69.4	70.8	80.9	60.9	70.0	71.5	83.7	73.7
1700-1759	73.6	77.2	74.4	79.3	77.2	75.8	71.5	75.1	70.5	76.8	75.4	66.9	72.9	74.7	77.8	72.6
1800-1859	69.7	77.9	75.5	79.4	74.2	74.9	68.6	68.3	66.8	70.8	75.9	65.8	71.6	70.1	73.2	69.8
1900-1959	68.2	79.9	68.1	80.0	64.0	75.8	67.7	73.5	67.7	65.0	78.4	58.9	78.0	59.7	71.1	72.4
2000-2059	68.4	69.9	68.6	72.5	68.5	72.2	64.0	75.5	59.9	70.8	74.2	63.4	74.1	66.8	73.2	73.6
2100-2159	71.3	56.0	71.8	76.3	74.4	68.7	64.2	74.4	68.9	77.0	73.5	56.2	40.0	57.5	73.4	69.5
2200-2259	74.1	76.2	41.9	79.1	35.7	74.8	58.2	64.9	64.5	79.5	60.5	58.3	79.5	73.8	72.0	77.4
2300-0559	81.9	88.5	89.7	91.8	80.5	80.1	85.4	83.3	85.7	88.9	91.4	90.0	77.8	81.4	89.5	85.6
TOTAL	73.5	81.7	79.3	82.8	76.8	78.6	71.9	75.6	71.7	77.9	81.0	73.6	78.9	73.3	81.4	80.6

* 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)

JANUARY 2025

DEPARTURE AIRPORT*															
SCHEDULED DEPARTURE TIME	LAX	LGA	MCO	MDW	MIA	MSP	ORD	PHL	PHX	SAN	SEA	SFO	SLC	TPA	TOTAL
0600-0659	92.7	92.8	91.7	90.8	90.5	90.6	92.2	86.8	92.8	90.6	87.8	93.3	93.2	95.3	89.5
0700-0759	90.3	91.9	89.5	86.3	92.9	87.5	87.3	84.0	91.6	88.8	86.9	92.6	91.6	90.4	87.3
0800-0859	89.5	89.7	86.8	86.2	88.5	87.9	83.4	87.2	92.0	85.5	83.4	91.8	87.7	91.7	85.1
0900-0959	86.3	86.6	85.8	78.4	84.5	87.7	78.3	86.3	91.6	84.8	83.5	83.5	86.1	85.2	82.6
1000-1059	86.2	85.4	81.9	85.9	78.2	82.0	77.2	84.5	84.4	84.4	79.6	83.0	81.2	81.3	79.9
1100-1159	83.8	83.8	75.6	86.0	72.9	82.5	78.2	84.1	84.6	78.1	77.7	83.4	84.4	75.8	79.1
1200-1259	83.3	83.2	77.2	80.5	74.7	82.0	80.8	76.4	82.2	82.6	82.8	82.2	85.4	76.5	78.6
1300-1359	85.3	82.5	73.4	82.6	71.4	78.8	77.9	81.2	85.6	78.8	81.0	81.5	75.6	81.8	78.0
1400-1459	81.4	79.2	73.5	80.2	71.0	78.5	78.5	76.6	80.7	77.0	78.4	78.9	86.8	74.4	76.1
1500-1559	80.1	74.8	69.9	75.0	73.5	78.6	77.4	79.5	81.7	79.2	81.1	77.8	81.0	72.5	75.3
1600-1659	86.1	75.7	73.3	70.4	74.2	79.0	75.4	74.7	81.6	77.6	81.8	84.9	80.1	71.9	75.1
1700-1759	82.3	76.5	70.4	72.8	69.5	81.3	79.5	75.3	83.2	74.5	81.9	79.5	81.3	68.5	75.6
1800-1859	81.5	72.2	69.1	77.4	69.3	79.2	76.7	74.2	78.6	79.8	80.7	85.5	78.6	73.2	73.7
1900-1959	84.7	68.4	69.8	75.4	71.3	75.1	74.2	71.0	76.7	80.3	85.1	86.8	76.5	72.4	72.8
2000-2059	81.3	66.6	66.8	73.3	67.2	79.3	74.5	59.8	85.3	73.6	80.5	82.2	82.6	62.3	72.0
2100-2159	83.7	68.3	69.9	61.9	74.3	78.5	73.7	79.1	72.8	71.5	80.6	87.5	88.9	62.2	73.4
2200-2259	81.6	57.4	70.9	44.1	71.6	81.1	65.6	62.5	83.1	87.8	81.0	85.0	87.9	60.5	74.0
2300-0559	84.9	95.3	88.0	94.2	93.3	88.2	90.9	86.9	89.4	0.0	83.8	88.0	84.2	94.3	86.7
TOTAL	85.2	80.7	77.5	79.7	76.2	82.0	78.9	80.1	84.9	81.8	82.3	85.5	84.3	78.8	78.7

* 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
JANUARY 2025

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Aberdeen, SD (ABR)	86.9	86.9	61	61
Abilene, TX (ABI)	73.5	85.3	151	150
Adak Island, AK (ADK)	77.8	88.9	9	9
Aguadilla, PR (BQN)	74.0	79.4	204	204
Akron, OH (CAK)	70.8	79.5	298	298
Albany, GA (ABY)	60.0	67.6	75	74
Albany, NY (ALB)	75.9	77.1	883	882
Albuquerque, NM (ABQ)	82.3	85.7	1789	1790
Alexandria, LA (AEX)	75.3	76.3	93	93
Allentown/Bethlehem/Easton, PA (ABE)	76.4	84.5	233	233
Alpena, MI (APN)	72.2	77.8	54	54
Amarillo, TX (AMA)	77.6	83.8	389	390
Anchorage, AK (ANC)	74.2	83.0	1190	1187
Appleton, WI (ATW)	76.4	79.4	559	559
Arcata/Eureka, CA (ACV)	87.4	92.3	143	143
Asheville, NC (AVL)	75.3	77.1	623	617
Ashland, WV (HTS)	70.0	65.0	20	20
Aspen, CO (ASE)	62.1	60.7	1023	1025
Atlanta, GA (ATL)	75.7	73.5	23881	23881
Atlantic City, NJ (ACY)	88.8	88.3	206	205
Augusta, GA (AGS)	72.7	71.5	165	165
Austin, TX (AUS)	79.7	81.7	6144	6142
Bakersfield, CA (BFL)	84.2	87.1	240	240
Baltimore, MD (BWI)	81.8	76.8	7092	7094
Bangor, ME (BGR)	74.1	81.3	166	166
Barrow, AK (BRW)	73.3	63.3	30	30
Baton Rouge, LA (BTR)	66.7	69.0	357	355
Beaumont/Port Arthur, TX (BPT)	72.6	69.4	62	62
Belleville, IL (BLV)	74.2	63.6	66	66
Bellingham, WA (BLI)	84.1	84.1	189	189
Bemidji, MN (BJI)	86.9	91.8	61	61
Bend/Redmond, OR (RDM)	82.4	83.1	455	456
Bethel, AK (BET)	73.3	71.7	60	60
Billings, MT (BIL)	77.3	84.3	365	364
Birmingham, AL (BHM)	75.1	78.5	1195	1195
Bishop, CA (BIH)	70.4	81.5	54	54
Bismarck/Mandan, ND (BIS)	76.0	72.7	366	366
Bloomington/Normal, IL (BMI)	84.1	86.6	82	82
Boise, ID (BOI)	82.0	86.7	1840	1839
Boston, MA (BOS)	81.5	82.8	10622	10624
Bozeman, MT (BZN)	71.5	74.1	779	781

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Brainerd, MN (BRD)	77.8	87.0	54	54
Bristol/Johnson City/Kingsport, TN (TRI)	82.9	82.9	41	41
Brownsville, TX (BRO)	70.8	74.5	137	137
Buffalo, NY (BUF)	73.5	79.0	1393	1396
Burbank, CA (BUR)	83.3	83.4	2344	2344
Burlington, VT (BTV)	75.1	81.7	535	536
Butte, MT (BTM)	81.0	86.0	58	57
Casper, WY (CPR)	65.6	71.5	186	186
Cedar City, UT (CDC)	94.4	92.6	54	54
Cedar Rapids/Iowa City, IA (CID)	80.2	80.8	703	703
Champaign/Urbana, IL (CMI)	75.4	91.2	114	114
Charleston, SC (CHS)	72.6	76.0	1660	1661
Charleston/Dunbar, WV (CRW)	60.3	67.1	232	231
Charlotte Amalie, VI (STT)	80.0	81.2	506	506
Charlotte, NC (CLT)	79.7	78.6	16883	16877
Charlottesville, VA (CHO)	77.9	80.2	86	86
Chattanooga, TN (CHA)	69.2	71.8	480	478
Cheyenne, WY (CYS)	69.0	79.3	58	58
Chicago, IL (MDW)	81.3	79.7	5188	5189
Chicago, IL (ORD)	78.9	78.9	21641	21643
Christiansted, VI (STX)	72.8	73.5	147	147
Cincinnati, OH (CVG)	74.1	80.2	2408	2405
Clarksburg/Fairmont, WV (CKB)	44.4	22.2	9	9
Cleveland, OH (CLE)	77.3	80.8	2927	2924
Cody, WY (COD)	54.8	66.1	62	62
College Station/Bryan, TX (CLL)	76.3	77.4	93	93
Colorado Springs, CO (COS)	72.3	78.3	974	974
Columbia, MO (COU)	66.9	66.9	148	148
Columbia, SC (CAE)	71.1	77.4	485	483
Columbus, OH (CMH)	79.5	82.9	3285	3283
Columbus, OH (LCK)	77.8	69.8	63	63
Concord, NC (USA)	52.0	54.0	50	50
Cordova, AK (CDV)	76.7	81.7	60	60
Corpus Christi, TX (CRP)	77.4	81.5	297	297
Dallas, TX (DAL)	80.2	77.2	5754	5755
Dallas/Fort Worth, TX (DFW)	72.9	71.7	25125	25124
Dayton, OH (DAY)	72.1	74.5	584	581
Daytona Beach, FL (DAB)	80.8	84.4	224	225
Deadhorse, AK (SCC)	77.1	81.3	48	48
Decatur, IL (DEC)	68.5	83.3	54	54
Denver, CO (DEN)	78.4	75.6	24740	24732

AIR TRAVEL CONSUMER REPORT
TABLE 5. ON-TIME ARRIVAL AND DEPARTURE PERCENTAGE BY AIRPORT BY REPORTING OPERATING CARRIER
JANUARY 2025

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Des Moines, IA (DSM)	78.8	80.0	1055	1051
Detroit, MI (DTW)	77.3	77.9	9254	9253
Devils Lake, ND (DVL)	72.4	74.1	58	58
Dickinson, ND (DIK)	59.3	70.7	59	58
Dodge City, KS (DDC)	66.7	72.2	54	54
Duluth, MN (DLH)	76.7	76.7	150	150
Durango, CO (DRO)	73.4	74.1	316	316
Eagle, CO (EGE)	70.1	69.0	735	736
Eau Claire, WI (EAU)	68.5	74.1	54	54
El Paso, TX (ELP)	79.9	84.8	1337	1337
Elko, NV (EKO)	96.8	96.8	31	31
Elmira/Corning, NY (ELM)	83.9	86.2	87	87
Escanaba, MI (ESC)	81.8	81.8	55	55
Eugene, OR (EUG)	80.8	83.1	563	562
Evansville, IN (EVV)	71.3	74.4	164	164
Everett, WA (PAE)	83.3	80.4	102	102
Fairbanks, AK (FAI)	84.8	86.0	270	272
Fargo, ND (FAR)	75.2	76.8	610	609
Fayetteville, AR (XNA)	76.1	78.6	932	933
Fayetteville, NC (FAY)	78.6	78.6	28	28
Flagstaff, AZ (FLG)	87.6	86.1	121	122
Flint, MI (FNT)	70.5	75.5	200	200
Fort Dodge, IA (FOD)	74.1	79.6	54	54
Fort Lauderdale, FL (FLL)	74.9	73.6	7887	7892
Fort Myers, FL (RSW)	76.4	80.3	3560	3562
Fort Smith, AR (FSM)	82.8	78.5	93	93
Fort Wayne, IN (FWA)	71.2	74.4	489	488
Fresno, CA (FAT)	81.1	82.0	921	920
Gainesville, FL (GNV)	78.2	82.9	188	187
Garden City, KS (GCK)	80.6	82.3	62	62
Gillette, WY (GCC)	67.7	61.3	62	62
Grand Forks, ND (GFK)	79.2	67.9	53	53
Grand Island, NE (GRI)	79.8	76.2	84	84
Grand Junction, CO (GJT)	79.2	83.1	379	379
Grand Rapids, MI (GRR)	79.2	82.1	1333	1334
Great Falls, MT (GTF)	83.3	88.7	221	221
Green Bay, WI (GRB)	73.7	78.2	285	284
Greensboro/High Point, NC (GSO)	75.3	82.5	726	726
Greer, SC (GSP)	75.4	81.3	1098	1098
Guam, TT (GUM)	88.7	82.3	62	62
Gulfport/Biloxi, MS (GPT)	70.1	76.7	278	279

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Gunnison, CO (GUC)	76.9	78.5	130	130
Hagerstown, MD (HGR)	80.0	40.0	20	20
Hancock/Houghton, MI (CMX)	62.9	67.7	62	62
Harlingen/San Benito, TX (HRL)	81.6	81.6	386	386
Harrisburg, PA (MDT)	73.4	77.1	305	306
Hartford, CT (BDL)	77.0	81.7	1790	1790
Hattiesburg/Laurel, MS (PIB)	75.9	83.3	54	54
Hayden, CO (HDN)	66.5	65.0	346	346
Hays, KS (HYS)	66.7	79.6	54	54
Helena, MT (HLN)	73.2	77.9	149	149
Hibbing, MN (HIB)	92.6	92.6	54	54
Hilo, HI (ITO)	88.7	90.3	567	567
Hilton Head, SC (HHH)	70.6	69.1	68	68
Hobbs, NM (HOB)	61.3	67.7	62	62
Honolulu, HI (HNL)	86.4	87.1	5165	5164
Houston, TX (HOU)	78.5	77.9	4118	4122
Houston, TX (IAH)	74.5	73.3	9257	9250
Huntsville, AL (HSV)	70.4	67.1	666	663
Idaho Falls, ID (IDA)	76.9	75.0	316	316
Indianapolis, IN (IND)	78.1	82.3	3488	3485
International Falls, MN (INL)	85.2	87.0	54	54
Iron Mountain/Kingsford, MI (IMT)	70.5	72.1	61	61
Islip, NY (ISP)	78.6	79.8	411	411
Jackson, WY (JAC)	74.4	73.4	597	597
Jackson/Vicksburg, MS (JAN)	72.3	77.3	499	498
Jacksonville, FL (JAX)	75.8	79.4	2234	2238
Jacksonville/Camp Lejeune, NC (OAJ)	74.6	71.6	67	67
Jamestown, ND (JMS)	62.1	77.6	58	58
Johnstown, PA (JST)	69.4	74.2	62	62
Joplin, MO (JLN)	72.1	75.4	61	61
Juneau, AK (JNU)	80.5	84.1	333	334
Kahului, HI (OGG)	90.1	87.8	2236	2237
Kalamazoo, MI (AZO)	69.0	72.6	84	84
Kalispell, MT (FCA)	81.1	83.1	254	254
Kansas City, MO (MCI)	76.1	76.8	3483	3481
Kearney, NE (EAR)	67.9	75.5	53	53
Ketchikan, AK (KTN)	73.6	78.0	182	182
Key West, FL (EYW)	74.2	72.0	757	756
Killeen, TX (GRK)	70.4	79.6	152	152
Knoxville, TN (TYS)	71.5	76.8	963	962
Kodiak, AK (ADQ)	83.3	83.1	60	59

AIR TRAVEL CONSUMER REPORT
TABLE 5. ON-TIME ARRIVAL AND DEPARTURE PERCENTAGE BY AIRPORT BY REPORTING OPERATING CARRIER
JANUARY 2025

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Kona, HI (KOA)	89.6	89.2	1378	1377
Kotzebue, AK (OTZ)	83.3	80.0	30	30
La Crosse, WI (LSE)	81.6	89.2	38	37
Lafayette, LA (LFT)	67.8	69.5	177	177
Lake Charles, LA (LCH)	71.0	69.9	93	93
Lansing, MI (LAN)	64.2	71.7	106	106
Laramie, WY (LAR)	53.7	72.2	54	54
Laredo, TX (LRD)	73.8	75.0	164	164
Las Vegas, NV (LAS)	80.1	80.6	15004	15007
Latrobe, PA (LBE)	81.8	68.2	22	22
Lawton/Fort Sill, OK (LAW)	76.3	73.1	93	93
Lewiston, ID (LWS)	86.0	92.5	93	93
Lexington, KY (LEX)	74.0	75.7	628	626
Liberal, KS (LBL)	66.7	81.5	54	54
Lihue, HI (LIH)	88.6	87.4	1320	1319
Lincoln, NE (LNK)	70.6	68.7	163	163
Little Rock, AR (LIT)	75.2	77.3	950	950
Long Beach, CA (LGB)	87.4	88.1	1345	1345
Longview, TX (GGG)	75.8	77.4	62	62
Los Angeles, CA (LAX)	83.5	85.2	15143	15157
Louisville, KY (SDF)	76.7	78.2	1702	1701
Lubbock, TX (LBB)	76.4	80.0	496	496
Madison, WI (MSN)	76.5	82.0	966	961
Manchester, NH (MHT)	76.3	80.9	367	367
Manhattan/Ft. Riley, KS (MHK)	69.9	73.1	93	93
Marquette, MI (MQT)	81.3	86.7	91	90
Mason City, IA (MCW)	75.9	79.6	54	54
Medford, OR (MFR)	75.6	75.0	356	356
Melbourne, FL (MLB)	77.0	78.7	244	244
Memphis, TN (MEM)	75.0	78.8	1526	1528
Meridian, MS (MEI)	87.0	77.8	54	54
Miami, FL (MIA)	76.5	76.2	10184	10182
Midland/Odessa, TX (MAF)	77.6	81.6	772	771
Milwaukee, WI (MKE)	76.7	82.5	1931	1929
Minneapolis, MN (MSP)	82.9	82.0	8480	8483
Minot, ND (MOT)	77.9	78.7	217	216
Mission/McAllen/Edinburg, TX (MFE)	76.2	78.3	466	466
Missoula, MT (MSO)	77.1	78.1	288	288
Mobile, AL (MOB)	69.3	68.3	101	101
Moline, IL (MLI)	79.5	81.7	263	263
Monroe, LA (MLU)	75.3	81.7	93	93

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Monterey, CA (MRY)	83.5	88.6	388	387
Montgomery, AL (MGM)	69.3	70.3	192	192
Montrose/Delta, CO (MTJ)	77.0	74.8	278	278
Morgantown, WV (MGW)	56.5	54.8	62	62
Myrtle Beach, SC (MYR)	78.2	80.6	735	736
Nashville, TN (BNA)	79.3	79.3	7397	7404
New Orleans, LA (MSY)	73.5	74.2	4206	4207
New York, NY (JFK)	80.7	81.4	8325	8327
New York, NY (LGA)	76.0	80.7	10909	10905
Newark, NJ (EWR)	80.5	81.0	10139	10144
Newburgh/Poughkeepsie, NY (SWF)	91.5	74.5	47	47
Niagara Falls, NY (IAG)	82.8	72.4	29	29
Nome, AK (OME)	86.7	86.7	30	30
Norfolk, VA (ORF)	76.2	80.8	1442	1441
North Bend/Coos Bay, OR (OTH)	94.4	94.4	18	18
North Platte, NE (LBF)	64.2	69.8	53	53
Oakland, CA (OAK)	87.4	85.9	2870	2868
Oklahoma City, OK (OKC)	76.5	82.9	1723	1723
Omaha, NE (OMA)	78.7	82.0	1886	1887
Ontario, CA (ONT)	82.4	83.7	1944	1941
Orlando, FL (MCO)	78.7	77.5	13052	13058
Pago Pago, TT (PPG)	60.0	70.0	10	10
Palm Springs, CA (PSP)	86.4	88.2	1447	1446
Panama City, FL (ECP)	78.3	78.8	415	416
Pasco/Kennewick/Richland, WA (PSC)	84.6	85.2	514	515
Pellston, MI (PLN)	70.4	74.1	54	54
Pensacola, FL (PNS)	70.8	73.9	903	902
Peoria, IL (PIA)	74.6	74.6	370	370
Petersburg, AK (PSG)	76.7	88.3	60	60
Philadelphia, PA (PHL)	78.0	80.1	6688	6688
Phoenix, AZ (AZA)	79.4	81.0	554	553
Phoenix, AZ (PHX)	84.8	84.9	15949	15956
Pittsburgh, PA (PIT)	80.4	83.5	3067	3071
Plattsburgh, NY (PBG)	85.0	75.0	60	60
Pocatello, ID (PIH)	96.7	93.4	61	61
Ponce, PR (PSE)	65.9	88.9	44	45
Portland, ME (PWM)	75.5	81.1	559	562
Portland, OR (PDX)	83.4	86.6	4402	4401
Portsmouth, NH (PSM)	89.2	86.5	37	37
Prescott, AZ (PRC)	66.1	69.4	62	62
Presque Isle/Houlton, ME (PQI)	77.4	100.0	31	31

AIR TRAVEL CONSUMER REPORT
TABLE 5. ON-TIME ARRIVAL AND DEPARTURE PERCENTAGE BY AIRPORT BY REPORTING OPERATING CARRIER
JANUARY 2025

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Providence, RI (PVD)	74.3	80.3	1114	1114
Provo, UT (PVU)	65.9	78.6	252	252
Punta Gorda, FL (PGD)	69.1	74.1	715	714
Raleigh/Durham, NC (RDU)	79.7	82.6	4202	4205
Rapid City, SD (RAP)	70.3	74.8	313	314
Redding, CA (RDD)	86.0	88.4	121	121
Reno, NV (RNO)	83.6	84.5	1673	1673
Rhineland, WI (RHI)	83.6	90.2	61	61
Richmond, VA (RIC)	78.6	81.3	1201	1200
Riverton/Lander, WY (RIW)	72.6	77.4	62	62
Roanoke, VA (ROA)	73.0	70.9	141	141
Rochester, MN (RST)	74.2	78.1	31	32
Rochester, NY (ROC)	74.0	77.2	861	858
Rock Springs, WY (RKS)	71.0	85.5	62	62
Rockford, IL (RFD)	84.3	70.0	70	70
Roswell, NM (ROW)	73.1	74.2	93	93
Sacramento, CA (SMF)	84.9	86.1	4151	4148
Saginaw/Bay City/Midland, MI (MBS)	64.8	69.9	176	176
Saipan, TT (SPN)	87.1	90.3	31	31
Salina, KS (SLN)	57.1	67.7	63	62
Salt Lake City, UT (SLC)	84.9	84.3	9347	9350
San Angelo, TX (SJT)	78.5	74.2	93	93
San Antonio, TX (SAT)	76.2	80.9	3098	3100
San Diego, CA (SAN)	79.6	81.8	7189	7189
San Francisco, CA (SFO)	83.8	85.5	10832	10839
San Jose, CA (SJC)	87.7	88.5	3694	3697
San Juan, PR (SJU)	71.6	73.0	3199	3208
San Luis Obispo, CA (SBP)	83.1	87.5	425	424
Sanford, FL (SFB)	68.4	72.4	798	798
Santa Ana, CA (SNA)	82.7	82.7	3478	3478
Santa Barbara, CA (SBA)	83.2	85.2	560	560
Santa Fe, NM (SAF)	68.8	77.6	250	250
Santa Maria, CA (SMX)	88.9	66.7	9	9
Santa Rosa, CA (STS)	76.3	81.7	279	279
Sarasota/Bradenton, FL (SRQ)	76.9	79.9	1499	1499
Sault Ste. Marie, MI (CIU)	77.0	80.3	61	61
Savannah, GA (SAV)	71.0	74.1	1357	1357
Scottsbluff, NE (BFF)	75.5	83.0	53	53
Scranton/Wilkes-Barre, PA (AVP)	76.5	81.7	115	115
Seattle, WA (SEA)	81.7	82.3	11893	11882
Sheridan, WY (SHR)	54.8	74.2	62	62

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Shreveport, LA (SHV)	70.7	75.3	351	352
Sioux City, IA (SUX)	71.0	74.2	62	62
Sioux Falls, SD (FSD)	79.4	81.8	549	549
Sitka, AK (SIT)	73.9	83.7	92	92
South Bend, IN (SBN)	73.8	76.8	621	621
Spokane, WA (GEG)	81.8	87.2	1238	1237
Springfield, IL (SPI)	78.6	71.4	14	14
Springfield, MO (SGF)	72.5	73.4	654	654
St. Cloud, MN (STC)	92.9	78.6	28	28
St. George, UT (SGU)	84.4	89.0	308	308
St. Louis, MO (STL)	77.4	76.8	4716	4717
St. Petersburg, FL (PIE)	79.2	83.5	654	654
State College, PA (SCE)	43.8	62.5	16	16
Stillwater, OK (SWO)	79.0	79.0	62	62
Stockton, CA (SCK)	83.3	69.0	42	42
Sun Valley/Hailey/Ketchum, ID (SUN)	83.5	83.4	279	277
Syracuse, NY (SYR)	71.4	79.1	911	912
Tallahassee, FL (TLH)	70.8	74.9	394	395
Tampa, FL (TPA)	76.4	78.8	6456	6454
Texarkana, AR (TXK)	74.2	75.8	62	62
Toledo, OH (TOL)	64.5	54.8	31	31
Traverse City, MI (TVC)	67.8	72.8	270	272
Trenton, NJ (TTN)	79.5	83.3	78	78
Tucson, AZ (TUS)	82.0	86.7	1867	1866
Tulsa, OK (TUL)	75.3	82.1	1285	1286
Twin Falls, ID (TWF)	93.4	95.1	61	61
Tyler, TX (TYR)	79.6	78.5	93	93
Valparaiso, FL (VPS)	72.1	72.6	588	588
Victoria, TX (VCT)	72.2	70.4	54	54
Waco, TX (ACT)	74.2	71.0	93	93
Washington, DC (DCA)	71.1	71.9	11740	11734
Washington, DC (IAD)	78.8	78.9	4008	4008
West Palm Beach/Palm Beach, FL (PBI)	69.6	71.7	2941	2945
White Plains, NY (HPN)	76.7	80.0	978	978
Wichita Falls, TX (SPS)	72.6	77.4	62	62
Wichita, KS (ICT)	72.7	75.0	802	801
Williston, ND (XWA)	64.6	66.3	178	178
Wilmington, NC (ILM)	75.2	80.8	451	453
Worcester, MA (ORH)	81.4	75.6	86	86
Wrangell, AK (WRG)	70.0	83.3	60	60
Yakutat, AK (YAK)	75.0	85.0	60	60

AIR TRAVEL CONSUMER REPORT
TABLE 5. ON-TIME ARRIVAL AND DEPARTURE PERCENTAGE BY AIRPORT BY REPORTING OPERATING CARRIER
JANUARY 2025

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Yuma, AZ (YUM)	89.5	94.4	143	143

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

JANUARY 2025

CARRIER ¹	AT ALL US AIRPORTS				
	NUMBER OF AIRPORTS REPORTED	FLIGHT OPERATIONS SCHEDULED	FLIGHT OPERATIONS CANCELLED	PERCENT OF OPERATIONS CANCELLED	RANK
ALLEGiant AIR	119	9345	119	1.3	1
ALASKA AIRLINES NETWORK	107	31810	458	1.4	2
- ALASKA AIRLINES	85	18163	243	1.3	
- BRANDED CODESHARE PARTNERS	60	13647	215	1.6	
JETBLUE AIRWAYS	57	17918	323	1.8	3
HAWAIIAN AIRLINES	22	6690	128	1.9	4
FRONTIER AIRLINES	80	15526	392	2.5	5
DELTA AIR LINES NETWORK	210	123672	3412	2.8	6
- DELTA AIR LINES	140	76306	2137	2.8	
- BRANDED CODESHARE PARTNERS	187	47366	1275	2.7	
UNITED AIRLINES NETWORK	215	115422	3305	2.9	7
- UNITED AIRLINES	119	62007	1189	1.9	
- BRANDED CODESHARE PARTNERS	196	53415	2116	4.0	
SOUTHWEST AIRLINES	104	105307	3016	2.9	8
SPIRIT AIRLINES	60	17544	572	3.3	9
AMERICAN AIRLINES NETWORK	224	155779	7015	4.5	10
- AMERICAN AIRLINES	119	75088	2802	3.7	
- BRANDED CODESHARE PARTNERS	209	80691	4213	5.2	
TOTAL AIRPORTS SERVED	352	599,013	18,740	3.1	

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

JANUARY 2025

CARRIER ¹	AT ALL US AIRPORTS				
	NUMBER OF AIRPORTS REPORTED	FLIGHT OPERATIONS SCHEDULED	FLIGHT OPERATIONS CANCELLED	PERCENT OF OPERATIONS CANCELLED	RANK
ALLEGiant AIR	119	9345	119	1.3	1
ALASKA AIRLINES	85	18163	243	1.3	2
JETBLUE AIRWAYS	57	17918	323	1.8	3
HAWAIIAN AIRLINES	22	6690	128	1.9	4
UNITED AIRLINES	119	62007	1189	1.9	5
SKYWEST AIRLINES	239	65036	1343	2.1	6
FRONTIER AIRLINES	80	15526	392	2.5	7
DELTA AIR LINES	140	76306	2137	2.8	8
SOUTHWEST AIRLINES	104	105307	3016	2.9	9
SPIRIT AIRLINES	60	17544	572	3.3	10
AMERICAN AIRLINES	119	75088	2802	3.7	11
REPUBLIC AIRWAYS	83	27833	1119	4.0	12
ENVOY AIR	145	21890	1030	4.7	13
PSA AIRLINES	94	21094	1899	9.0	14
TOTAL AIRPORTS SERVED	329	539,747	16,312	3.0	

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 7. CAUSES OF DELAY, BY REPORTING MARKETING CARRIER

JANUARY 2025

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	31810	25561	80.36	458	1.44	133	0.42	1522	4.78	260	0.82	1779	5.59	41	0.13	2057	6.47
- ALASKA AIRLINES	18163	14710	80.99	243	1.34	73	0.40	796	4.38	116	0.64	1152	6.34	35	0.19	1038	5.71
- BRANDED CODESHARE PARTNERS	13647	10851	79.51	215	1.58	60	0.44	726	5.32	144	1.06	627	4.59	6	0.04	1018	7.46
ALLEGiant AIR	9345	7023	75.15	119	1.27	20	0.21	554	5.93	165	1.77	639	6.84	8	0.09	817	8.74
AMERICAN AIRLINES NETWORK	155779	118983	76.38	7015	4.50	372	0.24	8838	5.67	1631	1.05	9096	5.84	89	0.06	9755	6.26
- AMERICAN AIRLINES	75088	58222	77.54	2802	3.73	204	0.27	4637	6.18	529	0.70	4147	5.52	49	0.07	4499	5.99
- BRANDED CODESHARE PARTNERS	80691	60761	75.30	4213	5.22	168	0.21	4201	5.21	1103	1.37	4949	6.13	40	0.05	5256	6.51
DELTA AIR LINES NETWORK	123672	97320	78.69	3412	2.76	224	0.18	8949	7.24	1773	1.43	6249	5.05	19	0.02	5726	4.63
- DELTA AIR LINES	76306	59723	78.27	2137	2.80	144	0.19	5277	6.92	767	1.01	4162	5.45	6	0.01	4090	5.36
- BRANDED CODESHARE PARTNERS	47366	37597	79.38	1275	2.69	80	0.17	3673	7.75	1006	2.12	2087	4.41	13	0.03	1636	3.45
FRONTIER AIRLINES	15526	11185	72.04	392	2.52	24	0.15	930	5.99	87	0.56	1243	8.01	0	0.00	1665	10.72
HAWAIIAN AIRLINES	6690	5654	84.51	128	1.91	22	0.33	487	7.28	85	1.27	10	0.15	1	0.01	303	4.53
JETBLUE AIRWAYS	17918	13264	74.03	323	1.80	37	0.21	1329	7.42	52	0.29	1578	8.81	10	0.06	1326	7.40
SOUTHWEST AIRLINES	105307	86589	82.23	3016	2.86	171	0.16	4759	4.52	273	0.26	3779	3.59	72	0.07	6648	6.31
SPIRIT AIRLINES	17544	13882	79.13	572	3.26	26	0.15	762	4.34	37	0.21	1542	8.79	25	0.14	697	3.97
UNITED AIRLINES NETWORK	115422	89891	77.88	3305	2.86	287	0.25	7865	6.81	921	0.80	6945	6.02	9	0.01	6199	5.37
- UNITED AIRLINES	62007	49974	80.59	1189	1.92	150	0.24	3505	5.65	364	0.59	3924	6.33	0	0.00	2902	4.68
- BRANDED CODESHARE PARTNERS	53415	39917	74.73	2116	3.96	137	0.26	4360	8.16	557	1.04	3021	5.66	9	0.02	3298	6.17
TOTAL	599,013	469,352	78.35	18,740	3.13	1,316	0.22	35,995	6.01	5,285	0.88	32,859	5.49	274	0.05	35,193	5.88

* 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
JANUARY 2025

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	18163	14710	80.99	243	1.34	73	0.40	796	4.38	116	0.64	1152	6.34	35	0.19	1038	5.71
ALLEGiant AIR	9345	7023	75.15	119	1.27	20	0.21	554	5.93	165	1.77	639	6.84	8	0.09	817	8.74
AMERICAN AIRLINES	75088	58222	77.54	2802	3.73	204	0.27	4637	6.18	529	0.70	4147	5.52	49	0.07	4499	5.99
DELTA AIR LINES	76306	59723	78.27	2137	2.80	144	0.19	5277	6.92	767	1.01	4162	5.45	6	0.01	4090	5.36
ENVOY AIR	21890	16992	77.62	1030	4.71	29	0.13	894	4.08	324	1.48	1351	6.17	12	0.05	1259	5.75
FRONTIER AIRLINES	15526	11185	72.04	392	2.52	24	0.15	930	5.99	87	0.56	1243	8.01	0	0.00	1665	10.72
HAWAIIAN AIRLINES	6690	5654	84.51	128	1.91	22	0.33	487	7.28	85	1.27	10	0.15	1	0.01	303	4.53
JETBLUE AIRWAYS	17918	13264	74.03	323	1.80	37	0.21	1329	7.42	52	0.29	1578	8.81	10	0.06	1326	7.40
PSA AIRLINES	21094	14271	67.65	1899	9.00	44	0.21	1225	5.81	221	1.05	1317	6.24	20	0.09	2098	9.95
REPUBLIC AIRWAYS	27833	22409	80.51	1119	4.02	31	0.11	1033	3.71	139	0.50	2066	7.42	3	0.01	1033	3.71
SKYWEST AIRLINES	65036	50241	77.25	1343	2.07	191	0.29	6802	10.46	1626	2.50	2249	3.46	24	0.04	2560	3.94
SOUTHWEST AIRLINES	105307	86589	82.23	3016	2.86	171	0.16	4759	4.52	273	0.26	3779	3.59	72	0.07	6648	6.31
SPIRIT AIRLINES	17544	13882	79.13	572	3.26	26	0.15	762	4.34	37	0.21	1542	8.79	25	0.14	697	3.97
UNITED AIRLINES	62007	49974	80.59	1189	1.92	150	0.24	3505	5.65	364	0.59	3924	6.33	0	0.00	2902	4.68
TOTAL	539,747	424,139	78.58	16,312	3.02	1,166	0.22	32,989	6.11	4,785	0.89	29,158	5.40	265	0.05	30,933	5.73

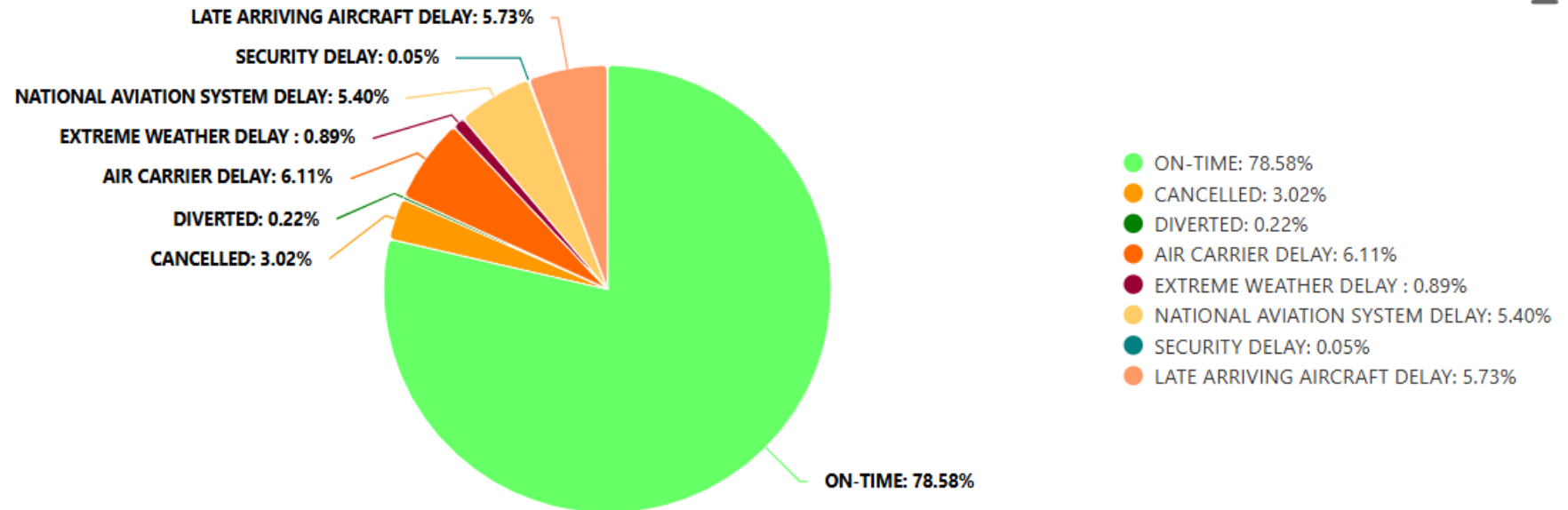
*** Causes of Delay:**

- 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
JANUARY 2025



*** 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

JANUARY 2025

MARKETING CARRIER	OPERATING CARRIER	FLIGHT NUMBER	ORIGIN AIRPORT	DESTINATION AIRPORT	DATE OF FLIGHT	LOCATION OF LONGEST TARMAC TIME	LENGTH OF TARMAC DELAY
DELTA	DELTA	950	ATL	DCA	1/21/2025	Origin Airport	4:35
AMERICAN	AMERICAN	3050	DFW	MFE	1/9/2025	Origin Airport	4:29
AMERICAN	AMERICAN	1656	DFW	RSW	1/9/2025	Origin Airport	4:28
ALASKA	ALASKA	895	SAN	HNL	1/30/2025	Diversion Airport (OGG)	4:27
AMERICAN	AMERICAN	2366	DFW	SAN	1/9/2025	Origin Airport	4:23
DELTA	DELTA	481	ATL	SEA	1/21/2025	Origin Airport	4:23
HAWAIIAN	HAWAIIAN	47	OAK	HNL	1/30/2025	Diversion Airport (KOA)	4:12
AMERICAN	AMERICAN	1362	DFW	STL	1/9/2025	Origin Airport	4:11
AMERICAN	AMERICAN	1554	DFW	CLE	1/9/2025	Origin Airport	4:02
DELTA	DELTA	1253	ATL	DTW	1/21/2025	Origin Airport	4:01
DELTA	DELTA	1257	ATL	BWI	1/21/2025	Origin Airport	3:59
AMERICAN	AMERICAN	3128	DFW	MKE	1/9/2025	Origin Airport	3:58
DELTA	DELTA	301	ATL	LAX	1/21/2025	Origin Airport	3:56
DELTA	DELTA	2583	ATL	PIT	1/21/2025	Origin Airport	3:50
DELTA	DELTA	711	ATL	LAS	1/21/2025	Origin Airport	3:48
ALASKA	ALASKA	887	SEA	HNL	1/30/2025	Diversion Airport (OGG)	3:46
AMERICAN	AMERICAN	1294	DFW	AUS	1/9/2025	Origin Airport	3:42
AMERICAN	AMERICAN	2655	DFW	PDX	1/9/2025	Origin Airport	3:41
DELTA	DELTA	707	JFK	LAX	1/19/2025	Origin Airport	3:41
AMERICAN	AMERICAN	2066	DFW	SLC	1/9/2025	Origin Airport	3:40
AMERICAN	AMERICAN	402	DFW	PHL	1/9/2025	Origin Airport	3:37
DELTA	DELTA	1594	ATL	TPA	1/21/2025	Origin Airport	3:37
DELTA	DELTA	2654	ATL	MSP	1/21/2025	Origin Airport	3:36
HAWAIIAN	HAWAIIAN	276	HNL	OGG	1/30/2025	Origin Airport	3:35
AMERICAN	AMERICAN	115	DFW	HNL	1/9/2025	Origin Airport	3:34
DELTA	DELTA	1350	ATL	CLE	1/21/2025	Origin Airport	3:34
ALASKA	ALASKA	825	SEA	OGG	1/30/2025	Destination Airport	3:32
DELTA	DELTA	2599	ATL	MSN	1/21/2025	Origin Airport	3:32
AMERICAN	AMERICAN	396	ORD	DFW	1/9/2025	Destination Airport	3:31
JETBLUE	JETBLUE	1320	ATL	JFK	1/10/2025	Origin Airport	3:31
AMERICAN	AMERICAN	1545	DFW	BOS	1/9/2025	Origin Airport	3:29
DELTA	DELTA	1034	ATL	JFK	1/10/2025	Origin Airport	3:28
DELTA	DELTA	837	ATL	HNL	1/10/2025	Origin Airport	3:26

AIR TRAVEL CONSUMER REPORT

TABLE 8. LIST OF DOMESTIC FLIGHTS WITH TARMAC DELAYS OVER 3 HOURS BY MARKETING/OPERATING CARRIER
JANUARY 2025

MARKETING CARRIER	OPERATING CARRIER	FLIGHT NUMBER	ORIGIN AIRPORT	DESTINATION AIRPORT	DATE OF FLIGHT	LOCATION OF LONGEST TARMAC TIME	LENGTH OF TARMAC DELAY
DELTA	DELTA	1278	ATL	JAN	1/21/2025	Origin Airport	3:25
SOUTHWEST	SOUTHWEST	3259	BWI	GSP	1/6/2025	Origin Airport	3:25
UNITED	UNITED	1181	MIA	IAH	1/5/2025	Diversion Airport (CRP)	3:25
AMERICAN	AMERICAN	1812	DFW	COS	1/9/2025	Origin Airport	3:24
AMERICAN	AMERICAN	447	EWB	DFW	1/9/2025	Destination Airport	3:24
DELTA	DELTA	1213	ATL	MCO	1/10/2025	Origin Airport	3:24
DELTA	DELTA	1400	ATL	IAD	1/21/2025	Diversion Airport (ATL)	3:23
DELTA	DELTA	1882	ATL	SJU	1/10/2025	Origin Airport	3:23
DELTA	DELTA	959	ATL	PBI	1/21/2025	Origin Airport	3:23
UNITED	MESA	6016	IAD	SDF	1/6/2025	Origin Airport	3:23
DELTA	DELTA	2471	ATL	MCI	1/10/2025	Origin Airport	3:22
DELTA	DELTA	2343	ATL	FLL	1/10/2025	Origin Airport	3:21
DELTA	DELTA	368	ATL	OGG	1/10/2025	Origin Airport	3:21
DELTA	DELTA	543	ATL	SNA	1/21/2025	Origin Airport	3:21
DELTA	SKYWEST	3811	ATL	CRW	1/21/2025	Origin Airport	3:20
HAWAIIAN	HAWAIIAN	21	SEA	HNL	1/30/2025	Diversion Airport (KOA)	3:18
DELTA	DELTA	526	ATL	SLC	1/21/2025	Origin Airport	3:16
AMERICAN	AMERICAN	1908	LAS	DFW	1/9/2025	Destination Airport	3:15
DELTA	DELTA	2216	ICT	ATL	1/5/2025	Origin Airport	3:15
DELTA	DELTA	926	ATL	DCA	1/10/2025	Origin Airport	3:14
UNITED	UNITED	1322	ORD	PHX	1/5/2025	Origin Airport	3:13
AMERICAN	AMERICAN	123	DFW	HNL	1/9/2025	Origin Airport	3:12
DELTA	DELTA	1380	ATL	PIT	1/10/2025	Origin Airport	3:12
DELTA	ENDEAVOR	5214	ATL	ILM	1/21/2025	Origin Airport	3:12
DELTA	DELTA	3171	ATL	HSV	1/21/2025	Origin Airport	3:11
ALASKA	ALASKA	427	SEA	DEN	1/2/2025	Diversion Airport (COS)	3:10
DELTA	DELTA	1950	ATL	STT	1/10/2025	Origin Airport	3:07
UNITED	UNITED	1736	DEN	OGG	1/30/2025	Destination Airport	3:05
SPIRIT	SPIRIT	217	DFW	MSY	1/10/2025	Origin Airport	3:04
UNITED	UNITED	1220	IAH	AUS	1/20/2025	Origin Airport	3:04
AMERICAN	AMERICAN	1390	DFW	FLL	1/9/2025	Origin Airport	3:03
AMERICAN	AMERICAN	1695	CLT	DFW	1/9/2025	Diversion Airport (LIT)	3:02
DELTA	DELTA	1267	ATL	BWI	1/21/2025	Origin Airport	3:02
DELTA	DELTA	2836	ATL	MIA	1/10/2025	Origin Airport	3:02
SPIRIT	SPIRIT	1331	SJU	DFW	1/5/2025	Diversion Airport (SAT)	3:02

AIR TRAVEL CONSUMER REPORT

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

JANUARY 2025

MARKETING CARRIER	OPERATING CARRIER	FLIGHT NUMBER	ORIGIN AIRPORT	DESTINATION AIRPORT	DATE OF FLIGHT	LOCATION OF LONGEST TARMAC TIME	LENGTH OF TARMAC DELAY
DELTA	DELTA	1089	ATL	RSW	1/10/2025	Origin Airport	3:01
UNITED	COMMUTEAIR	4329	BRO	IAH	1/5/2025	Diversion Airport (AUS)	3:01

Note: Tarmac delays of more than 3 hours on any domestic flight based on reports from all carriers operating domestic flights within the U.S. (Part 234 and 244).

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

AIR TRAVEL CONSUMER REPORT

TABLE 8A. LIST OF INTERNATIONAL FLIGHTS WITH TARMAC DELAYS OVER 4 HOURS BY MARKETING/OPERATING CARRIER

JANUARY 2025

MARKETING CARRIER	OPERATING CARRIER	FLIGHT NUMBER	ORIGIN AIRPORT	DESTINATION AIRPORT	DATE OF FLIGHT	LOCATION OF LONGEST TARMAC TIME	LENGTH OF TARMAC DELAY
AIR FRANCE	AIR FRANCE	3	JFK	CDG	1/19/2025	Origin Airport	6:05
EMIRATES	EMIRATES	206	JFK	DXB	1/19/2025	Origin Airport	5:35
AIR FRANCE	AIR FRANCE	51	IAD	CDG	1/6/2025	Origin Airport	5:29
AMERICAN	AMERICAN	389	DFW	MEX	1/9/2025	Origin Airport	5:28
AMERICAN	AMERICAN	2639	DFW	PVR	1/9/2025	Origin Airport	5:01
BRITISH AIRWAYS	BRITISH AIRWAYS	174	JFK	LHR	1/19/2025	Origin Airport	4:56
HAWAIIAN	HAWAIIAN	452	SYD	HNL	1/30/2025	Diversion Airport (OGG)	4:53
UNITED	UNITED	1031	PTY	IAH	1/5/2025	Diversion Airport (AUS)	4:40
DELTA	DELTA	105	ATL	GRU	1/21/2025	Origin Airport	4:35
DELTA	DELTA	1958	ATL	SDQ	1/10/2025	Origin Airport	4:25
UNITED	UNITED	996	IAD	ACC	1/19/2025	Origin Airport	4:20
EMIRATES	EMIRATES	8232	IAD	DXB	1/20/2025	Origin Airport	4:18
AIR FRANCE	AIR FRANCE	159	DFW	CDG	1/9/2025	Origin Airport	4:14
EMIRATES	EMIRATES	222	DFW	DXB	1/9/2025	Origin Airport	4:12
SCANDINAVIAN	SCANDINAVIAN	916	JFK	CPH	1/19/2025	Origin Airport	4:12
LATAM	LATAM	2482	LIM	ATL	1/10/2025	Destination Airport	4:03

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

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

APPENDIX

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

30 Largest U.S. Airports

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

Air Carriers Required to Report Data to DOT and to CRS Vendors*

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

*Based on the Bureau of Transportation Statistics' Technical Reporting Directive #39, issued December 3, 2024, effective January 1, 2025:
<https://www.bts.gov/explore-topics-and-geography/modes/aviation/number-39-technical-directive-reporting-time>

MISHANDLED BAGGAGE

The baggage statistics in this section were filed with DOT's Bureau of Transportation Statistics (Office of Airline Information) by U.S. airlines that have at least half of one percent of total domestic scheduled-service passenger revenues. See 14 CFR 234.3 and 234.6. For the 12 months ending June 30, 2022, 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.

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	January 2025			January 2024		
		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	443,335	535	0.12	235,210	914	0.39
2	JETBLUE AIRWAYS	1,108,020	3,525	0.32	1,087,826	4,356	0.40
3	FRONTIER AIRLINES	704,002	2,782	0.40	648,466	2,680	0.41
4	SOUTHWEST AIRLINES	9,152,768	42,907	0.47	10,147,950	62,478	0.62
5	SPIRIT AIRLINES	807,615	4,070	0.50	914,657	4,103	0.45
6	HAWAIIAN AIRLINES	501,386	2,845	0.57	504,814	4,325	0.86
7	DELTA AIR LINES NETWORK	7,633,135	43,359	0.57	7,600,773	40,917	0.54
	- DELTA AIR LINES	6,026,493	35,230	0.58	6,105,035	33,087	0.54
	- BRANDED CODESHARE PARTNERS	1,606,642	8,129	0.51	1,495,738	7,830	0.52
8	ALASKA AIRLINES NETWORK	2,096,800	12,482	0.60	1,795,981	15,107	0.84
	- ALASKA AIRLINES	1,605,901	9,168	0.57	1,355,492	11,852	0.87
	- BRANDED CODESHARE PARTNERS	490,899	3,314	0.68	440,489	3,255	0.74
9	AMERICAN AIRLINES NETWORK	8,553,694	68,562	0.80	8,548,039	88,097	1.03
	- AMERICAN AIRLINES	5,378,327	45,630	0.85	5,777,185	61,614	1.07
	- BRANDED CODESHARE PARTNERS	3,175,367	22,932	0.72	2,770,854	26,483	0.96
10	UNITED AIRLINES NETWORK	6,319,192	63,931	1.01	5,964,751	57,116	0.96
	- UNITED AIRLINES	4,628,481	45,738	0.99	4,429,492	41,605	0.94
	- BRANDED CODESHARE PARTNERS	1,690,711	18,193	1.08	1,535,259	15,511	1.01
TOTAL		37,319,947	244,998	0.66	37,448,467	280,093	0.75

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	January 2025			January 2024		
		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	443,335	535	0.12	235,210	914	0.39
2	JETBLUE AIRWAYS	1,108,020	3,525	0.32	1,087,826	4,356	0.40
3	FRONTIER AIRLINES	704,002	2,782	0.40	648,466	2,680	0.41
4	SOUTHWEST AIRLINES	9,152,768	42,907	0.47	10,147,950	62,478	0.62
5	SPIRIT AIRLINES	807,615	4,070	0.50	914,657	4,103	0.45
6	HAWAIIAN AIRLINES	501,386	2,845	0.57	504,814	4,325	0.86
7	ALASKA AIRLINES	1,605,901	9,168	0.57	1,355,492	11,852	0.87
8	DELTA AIR LINES	6,026,493	35,230	0.58	6,105,035	33,087	0.54
9	REPUBLIC AIRWAYS	763,439	4,822	0.63	604,308	4,573	0.76
10	PSA AIRLINES	1,022,903	6,697	0.65	850,740	7,635	0.90
11	SKYWEST AIRLINES	2,337,413	17,600	0.75	2,113,720	16,576	0.78
12	AMERICAN AIRLINES	5,378,327	45,630	0.85	5,777,185	61,614	1.07
13	ENVOY AIR	749,488	6,415	0.86	711,551	7,339	1.03
14	UNITED AIRLINES	4,628,481	45,738	0.99	4,429,492	41,605	0.94
	TOTAL	35,229,571	227,964	0.65	35,486,446	263,137	0.74

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	January 2025			January 2024		
		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	9,171	61	0.67	11,066	87	0.79
	- DELTA AIR LINES	7,352	49	0.67	9,100	78	0.86
	- BRANDED CODESHARE PARTNERS	1,819	12	0.66	1,966	9	0.46
2	ALLEGiant AIR	1,852	17	0.92	1,850	12	0.65
3	UNITED AIRLINES NETWORK	10,863	114	1.05	10,162	92	0.91
	- UNITED AIRLINES	8,476	95	1.12	7,976	82	1.03
	- BRANDED CODESHARE PARTNERS	2,387	19	0.80	2,186	10	0.46
4	FRONTIER AIRLINES	2,878	35	1.22	2,251	41	1.82
5	HAWAIIAN AIRLINES	1,135	14	1.23	806	13	1.61
6	SOUTHWEST AIRLINES	16,190	235	1.45	14,970	279	1.86
7	ALASKA AIRLINES NETWORK	2,584	39	1.51	1,878	33	1.76
	- ALASKA AIRLINES	2,241	34	1.52	1,601	26	1.62
	- BRANDED CODESHARE PARTNERS	343	5	1.46	277	7	2.53
8	AMERICAN AIRLINES NETWORK	10,233	155	1.51	10,860	214	1.97
	- AMERICAN AIRLINES	7,237	111	1.53	8,273	170	2.05
	- BRANDED CODESHARE PARTNERS	2,996	44	1.47	2,587	44	1.70
9	SPIRIT AIRLINES	1,806	28	1.55	964	34	3.53
10	JETBLUE AIRWAYS	2,128	43	2.02	1,852	31	1.67
	TOTAL	58,840	741	1.26	56,659	836	1.48

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	January 2025			January 2024		
		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	7,352	49	0.67	9,100	78	0.86
2	SKYWEST AIRLINES	2,757	24	0.87	2,577	17	0.66
3	ALLEGiant AIR	1,852	17	0.92	1,850	12	0.65
4	UNITED AIRLINES	8,476	95	1.12	7,976	82	1.03
5	REPUBLIC AIRWAYS	881	10	1.14	730	10	1.37
6	FRONTIER AIRLINES	2,878	35	1.22	2,251	41	1.82
7	HAWAIIAN AIRLINES	1,135	14	1.23	806	13	1.61
8	SOUTHWEST AIRLINES	16,190	235	1.45	14,970	279	1.86
9	PSA AIRLINES	749	11	1.47	561	13	2.32
10	ALASKA AIRLINES	2,241	34	1.52	1,601	26	1.62
11	AMERICAN AIRLINES	7,237	111	1.53	8,273	170	2.05
12	SPIRIT AIRLINES	1,806	28	1.55	964	34	3.53
13	ENVOY AIR	982	16	1.63	972	10	1.03
14	JETBLUE AIRWAYS	2,128	43	2.02	1,852	31	1.67
	TOTAL	56,664	722	1.27	54,483	816	1.50

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			
		DENIED BOARDINGS (DB'S)		ENPLANED PASSENGERS	INVOLUNTARY DB's PER 10,000 PASSENGERS
		VOLUNTARY	INVOLUNTARY		
1	DELTA AIR LINES NETWORK	19,004	0	46,397,458	0.00
	- DELTA AIR LINES	12,174	0	38,269,720	0.00
	- BRANDED CODESHARE PARTNERS	6,830	0	8,127,738	0.00
2	ALLEGiant AIR	120	0	3,999,879	0.00
3	UNITED AIRLINES NETWORK	7,972	70	39,873,210	0.02
	- UNITED AIRLINES	3,867	37	31,253,413	0.01
	- BRANDED CODESHARE PARTNERS	4,105	33	8,619,797	0.04
4	SOUTHWEST AIRLINES	4,300	120	42,312,813	0.03
5	JETBLUE AIRWAYS	780	28	8,713,178	0.03
6	ALASKA AIRLINES NETWORK	2,837	68	11,042,998	0.06
	- ALASKA AIRLINES	1,618	28	8,405,956	0.03
	- BRANDED CODESHARE PARTNERS	1,219	40	2,637,042	0.15
7	SPIRIT AIRLINES	3,865	446	9,694,523	0.46
8	HAWAIIAN AIRLINES	150	144	2,612,295	0.55
9	AMERICAN AIRLINES NETWORK	13,848	3,263	51,421,198	0.63
	- AMERICAN AIRLINES	7,506	1,801	37,762,916	0.48
	- BRANDED CODESHARE PARTNERS	6,342	1,462	13,658,282	1.07
10	FRONTIER AIRLINES	1,060	1,416	7,967,687	1.78
	TOTAL	53,936	5,555	224,035,239	0.25

OCTOBER - DECEMBER 2023			
DENIED BOARDINGS (DB'S)		ENPLANED PASSENGERS	INVOLUNTARY DB's PER 10,000 PASSENGERS
VOLUNTARY	INVOLUNTARY		
23,120	0	44,737,307	0.00
14,402	0	37,376,574	0.00
8,718	0	7,360,733	0.00
269	0	4,145,771	0.00
8,116	57	37,593,509	0.02
4,226	30	29,877,817	0.01
3,890	27	7,715,692	0.03
5,376	175	44,477,097	0.04
1,264	28	9,025,081	0.03
3,261	91	10,422,782	0.09
1,695	33	8,118,135	0.04
1,566	58	2,304,647	0.25
3,157	528	10,914,400	0.48
138	2	2,523,525	0.01
9,958	2,624	49,211,253	0.53
5,540	1,699	37,128,862	0.46
4,418	925	12,082,391	0.77
1,158	833	7,940,032	1.05
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 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	ALLEGiant 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 AIR LINES	3,865	446	9,694,523	0.46
10	AMERICAN AIRLINES	7,506	1,801	37,762,916	0.48
11	REPUBLIC AIRLINE	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.

CONSUMER SUBMISSIONS

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As DOT works to modernize its database to improve the customer experience for the tens of thousands of consumers who use the system each year and enable the Office of Aviation Consumer Protection (OACP) to more effectively engage in oversight of the airline industry, DOT has revised how it processes consumer complaints received after June 1, 2023. DOT has also revised the format of the Air Travel Consumer Report (ATCR) to display consumer submissions (complaints, inquiries, and opinions) as opposed to complaints, for the period from June 2023, until the date its system is modernized.

This section summarizes the aviation consumer submission and civil rights complaint tables, filed with the Department in writing. An explanation of each table appears below:

Table 1. Summary - shows the total number of submissions, and also breaks them down by industry groups (U.S. airlines, Travel Agents, etc.). Figures for the current month are compared to the same month in the previous year.

Table 2. Submissions Regarding U.S. Airlines - shows the number of submissions about individual U.S. airlines, listed alphabetically. Figures for the current month are compared to the same month in the previous year.

Table 3. Submissions Regarding Companies Other Than U.S. Airlines - shows the number of submissions about individual foreign airlines, travel agents, etc.

Table 4. Submissions Regarding Large U.S. Marketing Airlines - shows the number of submissions about largest U.S. marketing airlines (those that account for at least half of one percent of total domestic scheduled-service passenger revenues).

Table 5. Civil Rights Complaints by Air Travelers - This table includes complaints to the U.S. Department of Transportation's Office of Aviation Consumer Protection that allege discrimination in air travel. All complaints alleging discrimination are investigated to determine if there has been a violation(s) of the passenger's civil rights.

Table 6. Civil Rights Complaints by Air Travelers (Other than Disability, by Category) - This table includes complaints to the U.S. Department of Transportation's Office of Aviation Consumer Protection that allege discrimination in air travel based on race, ancestry/ethnicity, national origin, color, religion and sex. All complaints alleging discrimination are investigated to determine if there has been a violation(s) of the passenger's civil rights.

AIR TRAVEL CONSUMER REPORT
TABLE 1. CONSUMER SUBMISSIONS SUMMARY

SUBMISSIONS		
	JANUARY 2025	JANUARY 2024
US AIRLINES	5,386	4,478
FOREIGN AIRLINES	1,950	2,197
TRAVEL AGENTS/TOUR OPERATORS	164	189
MISCELLANEOUS	89	57
INDUSTRY TOTALS	7,589	6,921

AIR TRAVEL CONSUMER REPORT
TABLE 2. SUBMISSIONS REGARDING U.S. AIRLINES

U.S. AIRLINES ¹	JANUARY 2025
ALASKA AIRLINES	104
ALLEGiant AIR	115
AMERICAN AIRLINES	1,570
AVELO AIRLINES	52
BREEZE AIRWAYS	45
CONTOUR AIRLINES	15
DELTA AIR LINES	673
FRONTIER AIRLINES	502
HAWAIIAN AIRLINES	42
JETBLUE AIRWAYS	321
SILVER AIRWAYS	18
SOUTHERN AIRWAYS EXPRESS	7
SOUTHWEST AIRLINES	246
SPIRIT AIRLINES	325
SUN COUNTRY AIRLINES	45
UNITED AIRLINES	701
OTHER U.S. AIRLINES	11
TOTAL	5,386

¹ENTITIES ARE LISTED INDIVIDUALLY IF DOT RECEIVED FIVE (5) OR MORE SUBMISSIONS (COMPLAINTS, INQUIRIES AND OPINIONS) FOR THEM DURING THE REPORTING PERIOD. SUBMISSIONS ABOUT ENTITIES ACCOUNTING FOR FEWER THAN FIVE (5) ARE INCLUDED UNDER 'OTHER FOREIGN AIRLINES', 'OTHER TRAVEL AGENTS AND TOUR OPERATORS', ETC.

AIR TRAVEL CONSUMER REPORT
TABLE 3. SUBMISSIONS REGARDING COMPANIES OTHER THAN U.S. AIRLINES¹

FOREIGN AIRLINES	JANUARY 2025		
AER LINGUS	45	KENYA AIRWAYS	8
AEROMEXICO	38	KLM	29
AIR CANADA	80	KOREAN AIR LINES	10
AIR FRANCE	133	LATAM	41
AIR INDIA	79	LOT POLISH AIRLINES	9
AIR PREMIA INC.	6	LUFTHANSA	167
AIR SERBIA	5	NORSE ATLANTIC AIRWAYS	23
ANA ALL NIPPON AIRWAYS	10	PHILIPPINE AIRLINES	12
AUSTRIAN AIRLINES	12	PLAY AIRLINES	10
AVIANCA	87	PORTER AIRLINES	8
AZUL BRAZILIAN AIRLINES	7	QANTAS AIRWAYS	7
BRITISH AIRWAYS	95	QATAR AIRWAYS	96
BRUSSELS AIRLINES	6	ROYAL AIR MAROC	33
CATHAY PACIFIC AIRWAYS	23	SAS	22
CHINA AIRLINES	7	SAUDI ARABIAN AIRLINES	20
CONDOR	6	SINGAPORE AIRLINES	14
COPA	23	SWISS AIR	47
EGYPTAIR	11	TAP	22
EL AL ISRAEL	9	TURKISH AIRLINES	148
EMIRATES AIRLINES	46	VIRGIN ATLANTIC AIRWAYS	29
ETHIOPIAN AIRLINES	45	VIVAAEROBUS	34
ETIHAD AIRWAYS	45	VOLARIS AIRLINES	81
EVA AIRWAYS	6	WEST JET	14
FIJI AIRWAYS	10	ZIPAIR	5
FLAIR AIRLINES	10	OTHER FOREIGN AIRLINES	87
FRENCH BEE	11	TOTALS	1,950
IBERIA AIRLINES	57		
ICELANDAIR	15		
INDIGO AIRLINES	12		
ITA AIRWAYS	29		
JAPAN AIR LINES COMPANY	6		

¹ENTITIES ARE LISTED INDIVIDUALLY IF DOT RECEIVED FIVE (5) OR MORE SUBMISSIONS (COMPLAINTS, INQUIRIES AND OPINIONS) FOR THEM DURING THE REPORTING PERIOD. SUBMISSIONS ABOUT ENTITIES ACCOUNTING FOR FEWER THAN FIVE (5) ARE INCLUDED UNDER 'OTHER FOREIGN AIRLINES', 'OTHER TRAVEL AGENTS AND TOUR OPERATORS', ETC.

AIR TRAVEL CONSUMER REPORT
TABLE 3. SUBMISSIONS REGARDING COMPANIES OTHER THAN U.S. AIRLINES¹ (CONTINUED)

TRAVEL AGENTS/TOUR OPERATORS	JANUARY 2025
ASAPTICKETS.COM	6
BOOKING.COM	14
BUDGETAIR.COM	7
CHASE TRAVEL	6
CHEAPOAIR.COM	9
EDREAMS.COM	5
EXPEDIA.COM	26
JUSTFLY.COM	6
KIWI.COM	8
MYTRIP.COM	5
ORBITZ.COM	7
PRICELINE.COM	8
OTHER TRAVEL AGENTS	56
TOTALS	163

MISCELLANEOUS	JANUARY 2025
FAA	7
TSA	24
OTHER MISCELLANEOUS	58
TOTALS	89

¹ENTITIES ARE LISTED INDIVIDUALLY IF DOT RECEIVED FIVE (5) OR MORE SUBMISSIONS (COMPLAINTS, INQUIRIES AND OPINIONS) FOR THEM DURING THE REPORTING PERIOD. SUBMISSIONS ABOUT ENTITIES ACCOUNTING FOR FEWER THAN FIVE (5) ARE INCLUDED UNDER 'OTHER FOREIGN AIRLINES', 'OTHER TRAVEL AGENTS AND TOUR OPERATORS', ETC.

AIR TRAVEL CONSUMER REPORT

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TABLE 4. CONSUMER SUBMISSIONS REGARDING LARGE U.S. MARKETING AIRLINES¹

U.S. AIRLINES ¹	JANUARY 2025	JANUARY 2024
ALASKA AIRLINES NETWORK ²	124	179
ALLEGiant AIR	135	99
AMERICAN AIRLINES NETWORK ²	1,694	1,053
DELTA AIR LINES NETWORK ²	826	516
FRONTIER AIRLINES	578	508
HAWAIIAN AIRLINES	53	54
JETBLUE AIRWAYS	396	297
SOUTHWEST AIRLINES	200	289
SPIRIT AIRLINES	305	466
UNITED AIRLINES NETWORK ²	864	895
TOTAL	5,175	4,356

¹All U.S. airlines with at least 0.5 percent of total domestic scheduled - service passenger revenues, as determined by DOT's Bureau of Transportation Statistics. The carriers that are listed in this table are the same carriers that are ranked in the "Flight Delays," section of this report.

²Network branded Codeshare Partners are listed in the table 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 5. CIVIL RIGHTS COMPLAINTS BY AIR TRAVELERS

DISABILITY COMPLAINTS		
AIRLINE	JANUARY 2025	JANUARY 2024
AER LINGUS	2	0
AEROMEXICO	2	1
AIR FRANCE	3	1
AIR INDIA	1	1
ALASKA AIRLINES	8	2
ALLEGiant AIR	14	17
AMERICAN AIRLINES	51	47
AVELO AIRLINES	2	1
AZUL BRAZILIAN AIRLINES	1	0
BREEZE AIRWAYS	1	0
BRITISH AIRWAYS	2	0
CONDOR	1	0
COPA	1	2
DELTA AIR LINES	27	35
EMIRATES AIRLINES	1	2
ETIHAD AIRWAYS	2	0
FLAIR AIRLINES	3	0
FRONTIER AIRLINES	21	12
HAWAIIAN AIRLINES	4	3
IBERIA AIRLINES	2	1
JETBLUE AIRWAYS	15	17
KENYA AIRWAYS	1	0
LATAM	2	2
LUFTHANSA	3	4
NORSE ATLANTIC AIRWAYS	1	0
QATAR AIRWAYS	1	0
SOUTHWEST AIRLINES	18	23

SPIRIT AIRLINES	4	17
TAP	1	1
TURKISH AIRLINES	4	0
UNITED AIRLINES	25	17
VOLARIS AIRLINES	1	1
ZIPAIR	1	0
Other Airlines	0	19
TOTALS	226	226

DISCRIMINATION COMPLAINTS		
AIRLINE	JANUARY 2025	JANUARY 2024
AMERICAN AIRLINES	2	5
AVELO AIRLINES	1	0
DELTA AIR LINES	1	2
ETHIOPIAN AIRLINES	1	0
FRONTIER AIRLINES	2	2
JETBLUE AIRWAYS	1	0
SOUTHWEST AIRLINES	1	0
UNITED AIRLINES	1	3
Other Airlines	0	1
TOTALS	10	13

AIR TRAVEL CONSUMER REPORT

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TABLE 6. CIVIL RIGHTS COMPLAINTS BY AIR TRAVELERS (OTHER THAN DISABILITY, BY CATEGORY)

JANUARY 2025							
AIRLINE	RACE	ANCESTRY/ ETHNICITY	NATIONAL ORIGIN	COLOR	RELIGION	SEX	OTHER
AMERICAN AIRLINES	2						
AVELO AIRLINES		1					
DELTA AIR LINES						1	
ETHIOPIAN AIRLINES			1				
FRONTIER AIRLINES		2					
JETBLUE AIRWAYS							1
SOUTHWEST AIRLINES		1					
UNITED AIRLINES						1	
TOTALS	2	4	1	0	0	2	1

One complaint may raise multiple grounds for discrimination. The Office of Aviation Consumer Protection categorizes each complaint based on the primary ground of the alleged discrimination.

AIR TRAVEL CONSUMER REPORT**January 2025 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
American Airlines			1



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

Customer Experience Report for January 2025 ^a

The Transportation Security Administration (TSA) screened approximately 60.9 million passengers at screening checkpoints and 39.6 million checked bags at baggage screening locations in January 2025.

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 January 2025, TSA received 18,833 complaints (i.e., a description of a negative experience) from the general public via phone or email (or 31.0 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
823	1.4	775	1.3	15,019	24.7	206	0.4

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
627	1.1	306	0.6	160	0.3	917	1.6

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
316 ^d	229	0.0006



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

Customer Experience Report for January 2025 ^a

REFERENCES

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

DEFINITIONS

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