



Air Travel Consumer Report

A Product Of
THE OFFICE OF AVIATION CONSUMER PROTECTION

Issued: June 2025



Flight Delays¹	April 2025
Mishandled Baggage, Wheelchairs, and Scooters¹	April 2025
Oversales¹	1 st Quarter 2025
Consumer Complaints² (Includes Disability and Discrimination Complaints)	April 2025
Airline Animal Incident Reports⁴	April 2025
Customer Service Reports to the Dept. of Homeland Security³	April 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 Office of Aviation Consumer Protection.

TABLE OF CONTENTS

Section	Page	Section	Page
<i>Flight Delays</i>		<i>Flight Delays (continued)</i>	
Introduction	3	Table 8	31
Explanation	4	List of Regularly Scheduled Domestic Flights	
Branded Codeshare Partners	5	with Tarmac Delays Over 3 Hours, By Marketing/Operating Carrier	
Table 1	6	Table 8A.	
Overall Percentage of Reported Flight		List of Regularly Scheduled International Flights with	32
Operations Arriving On-Time, by Reporting Marketing Carrier		Tarmac Delays Over 4 Hours, By Marketing/Operating Carrier	
Table 1A.	7	Appendix	33
Overall Percentage of Reported Flight			
Operations Arriving On-Time, by Reporting Operating Carrier		<i>Mishandled Baggage</i>	34
Table 1B.	8	Ranking- by Marketing Carrier (Monthly)	35
Overall Percentage of Reported Flight		Ranking- by Operating Carrier (Monthly)	36
Operations Arriving On-Time, by Reporting Marketing Carrier, Rank			
by Month, and Year-to-Date (YTD)		<i>Mishandled Wheelchairs and Scooters</i>	37
Table 2	9	Ranking- by Marketing Carrier (Monthly)	38
Number of Reported Flight Arrivals and Percentage Arriving On-Time,		Ranking- by Operating Carrier (Monthly)	39
by Reporting Marketing Carrier and Airport			
Table 2A	13	<i>Oversales</i>	
Number of Reported Flight Arrivals and Percentage Arriving On-Time,		Explanation	40
by Reporting Operating Carrier and Airport		Ranking- by Marketing Carrier (Quarterly)	41
Table 3	17	Ranking- by Operating Carrier (Quarterly)	42
Percentage of Reporting Carriers' Flight Operations Arriving On-Time,			
by Airport and Time of Day		<i>Consumer Submissions</i>	
Table 4	19	Explanation	43
Percentage of Reporting Carriers' Flight Operations Departing On-			
Time, by Airport and Time of Day		Airline Reports to DOT of Incidents Involving the Loss, Injury,	51
Table 5	21	Or Death of Animals during Air Transportation (Monthly)	
On-Time Arrival and Departure			
Percentage, by Airport by Reporting Operating Carrier		Customer Service Reports to the Department of Homeland Security	52
Tables 6/6A.	26		
Overall Number and Percentage of Flight Cancellations, by Reporting			
Marketing and Reporting Operating Carrier (Monthly)			
Table 7	28		
Causes of the Delay by Reporting Marketing Carrier			
Table 7A.	29		
Causes of the Delay by Reporting Operating Carrier			
Table 7B,	30		
Causes of the Delay by Reporting Operating Carrier, chart			

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

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

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

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

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

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

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

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

AIR TRAVEL CONSUMER REPORT

BRANDED CODESHARE PARTNERS

APRIL 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

APRIL 2025

AT ALL US AIRPORTS			
CARRIER ¹	NUMBER OF AIRPORTS REPORTED	PERCENT OF ON-TIME ARRIVALS	RANK
SPIRIT AIRLINES	60	82.5	1
DELTA AIR LINES NETWORK	208	82.1	2
- DELTA AIR LINES	138	81.6	
- BRANDED CODESHARE PARTNERS	185	82.9	
JETBLUE AIRWAYS	62	82.0	3
ALASKA AIRLINES NETWORK	104	81.6	4
- ALASKA AIRLINES	86	80.6	
- BRANDED CODESHARE PARTNERS	57	82.8	
HAWAIIAN AIRLINES	21	81.4	5
UNITED AIRLINES NETWORK	215	80.8	6
- UNITED AIRLINES	117	81.2	
- BRANDED CODESHARE PARTNERS	197	80.5	
SOUTHWEST AIRLINES	104	80.5	7
ALLEGiant AIR	118	78.9	8
AMERICAN AIRLINES NETWORK	225	75.8	9
- AMERICAN AIRLINES	122	74.3	
- BRANDED CODESHARE PARTNERS	209	77.2	
FRONTIER AIRLINES	85	72.5	10
TOTAL AIRPORTS SERVED	353	79.6	

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

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

AIR TRAVEL CONSUMER REPORT

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

APRIL 2025

AT ALL US AIRPORTS			
CARRIER ¹	NUMBER OF AIRPORTS REPORTED	PERCENT OF ON-TIME ARRIVALS	RANK
REPUBLIC AIRWAYS	81	83.1	1
SPIRIT AIRLINES	60	82.5	2
JETBLUE AIRWAYS	62	82.0	3
DELTA AIR LINES	138	81.6	4
HAWAIIAN AIRLINES	21	81.4	5
SKYWEST AIRLINES	233	81.3	6
UNITED AIRLINES	117	81.2	7
ALASKA AIRLINES	86	80.6	8
SOUTHWEST AIRLINES	104	80.5	9
ALLEGiant AIR	118	78.9	10
ENVOY AIR	136	76.3	11
AMERICAN AIRLINES	122	74.3	12
PSA AIRLINES	91	72.6	13
FRONTIER AIRLINES	85	72.5	14
TOTAL AIRPORTS SERVED	332	79.5	

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

APRIL 2025

CARRIER ¹	Jan 25		Feb 25		Mar 25		Apr 25		Year-to-date (YTD)	
	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank
ALASKA AIRLINES	80.4	3	74.7	6	79.8	6	81.6	4	79.3	6
- ALASKA AIRLINES	81.0		77.0		80.3		80.6		79.8	
- BRANDED CODESHARE PARTNERS	79.5		71.8		79.1		82.8		78.5	
ALLEGiant AIR	75.2	8	74.0	8	77.1	7	78.9	8	76.5	7
AMERICAN AIRLINES	76.4	7	74.6	7	75.8	9	75.8	9	75.6	9
- AMERICAN AIRLINES	77.5		78.2		75.5		74.3		76.3	
- BRANDED CODESHARE PARTNERS	75.3		71.2		76.1		77.2		75.0	
DELTA AIR LINES	78.7	5	79.1	4	81.7	1	82.1	2	80.5	4
- DELTA AIR LINES	78.3		79.7		81.0		81.6		80.2	
- BRANDED CODESHARE PARTNERS	79.4		78.0		82.9		82.9		80.9	
FRONTIER AIRLINES	72.0	10	73.7	9	73.2	10	72.5	10	72.9	10
HAWAIIAN AIRLINES	84.5	1	82.3	2	81.3	3	81.4	5	82.4	1
JETBLUE AIRWAYS	74.0	9	69.5	10	76.2	8	82.0	3	75.7	8
SOUTHWEST AIRLINES	82.2	2	82.9	1	81.5	2	80.5	7	81.7	2
SPIRIT AIRLINES	79.1	4	80.4	3	80.1	5	82.5	1	80.5	3
UNITED AIRLINES	77.9	6	78.3	5	81.1	4	80.8	6	79.6	5
- UNITED AIRLINES	80.6		80.9		82.2		81.2		81.2	
- BRANDED CODESHARE PARTNERS	74.7		75.3		79.9		80.5		77.7	
TOTAL	78.4		77.8		79.4		79.6		78.8	

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)

APRIL 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	120	56.7	237	86.1	99	72.7	175	90.9	37	67.6	0	0.0	180	73.3	151	66.9
- ALASKA AIRLINES	120	56.7	177	87.6	99	72.7	175	90.9	37	67.6	0	0.0	180	73.3	151	66.9
- BRANDED CODESHARE PARTNERS	0	0.0	60	81.7	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
ALLEGIAN AIR	0	0.0	48	75.0	146	73.3	62	91.9	0	0.0	0	0.0	0	0.0	26	69.2
AMERICAN AIRLINES NETWORK	1040	68.8	1146	73.5	1595	70.3	2208	79.9	406	70.4	18349	81.0	7717	74.4	801	63.5
- AMERICAN AIRLINES	583	65.0	1025	74.1	602	69.3	1290	74.7	314	68.2	9979	81.6	2516	74.7	696	62.8
- BRANDED CODESHARE PARTNERS	457	73.7	121	67.8	993	70.9	918	87.3	92	78.3	8370	80.2	5201	74.3	105	68.6
DELTA AIR LINES NETWORK	23186	82.8	1469	79.2	1209	79.9	4158	82.3	509	80.0	1006	82.6	1666	78.8	979	67.2
- DELTA AIR LINES	19220	83.8	994	78.7	689	79.0	2158	80.0	424	78.8	567	82.4	774	74.4	898	66.4
- BRANDED CODESHARE PARTNERS	3966	77.9	475	80.4	520	81.2	2000	84.8	85	85.9	439	82.9	892	82.5	81	76.5
FRONTIER AIRLINES	1083	57.7	147	68.0	54	63.0	145	70.3	263	68.1	210	78.6	90	81.1	1793	70.8
HAWAIIAN AIRLINES	0	0.0	0	0.0	0	0.0	17	70.6	0	0.0	0	0.0	0	0.0	0	0.0
JETBLUE AIRWAYS	181	72.4	30	76.7	88	80.7	3562	83.6	0	0.0	0	0.0	579	79.8	62	67.7
SOUTHWEST AIRLINES	1767	77.8	3236	81.8	4817	80.8	536	79.1	6050	84.2	281	72.6	1325	79.2	7540	73.6
SPIRIT AIRLINES	809	78.0	93	87.1	265	75.8	589	78.9	518	80.3	286	78.0	0	0.0	0	0.0
UNITED AIRLINES NETWORK	633	79.8	923	84.1	750	80.0	1069	83.8	356	83.1	470	81.7	838	81.4	13929	75.3
- UNITED AIRLINES	565	80.2	863	83.7	547	80.4	1048	84.0	330	83.6	329	78.1	628	84.7	8205	77.7
- BRANDED CODESHARE PARTNERS	68	76.5	60	90.0	203	78.8	21	76.2	26	76.9	141	90.1	210	71.4	5724	71.8
TOTAL	28,819	80.6	7,329	80.1	9,023	78.3	12,521	82.1	8,139	82.4	20,602	80.9	12,395	76.2	25,281	73.7

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

AIR TRAVEL CONSUMER REPORT

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

APRIL 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	158	61.4	39	87.2	289	74.7	84	82.1	186	82.3	60	75.0	338	78.7	847	77.7
- ALASKA AIRLINES	158	61.4	39	87.2	289	74.7	84	82.1	186	82.3	60	75.0	338	78.7	468	80.3
- BRANDED CODESHARE PARTNERS	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	379	74.4
ALLEGiant AIR	0	0.0	0	0.0	41	82.9	363	86.2	24	87.5	0	0.0	0	0.0	554	82.5
AMERICAN AIRLINES NETWORK	22419	69.2	850	74.7	590	57.3	663	75.9	201	72.1	856	71.8	1895	80.6	1345	71.9
- AMERICAN AIRLINES	13534	69.6	455	71.6	479	57.8	663	75.9	59	57.6	602	69.1	1137	78.5	1345	71.9
- BRANDED CODESHARE PARTNERS	8885	68.7	395	78.2	111	55.0	0	0.0	142	78.2	254	78.3	758	83.6	0	0.0
DELTA AIR LINES NETWORK	995	67.6	8532	84.4	719	54.2	1145	73.6	481	79.2	671	75.1	4790	82.3	1663	78.1
- DELTA AIR LINES	995	67.6	4914	84.6	510	53.9	1145	73.6	254	74.0	671	75.1	2474	82.8	1401	77.2
- BRANDED CODESHARE PARTNERS	0	0.0	3618	84.1	209	55.0	0	0.0	227	85.0	0	0.0	2316	81.7	262	82.8
FRONTIER AIRLINES	695	69.2	186	78.5	90	44.4	159	74.2	99	70.7	295	72.2	231	72.7	1011	74.5
HAWAIIAN AIRLINES	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	30	43.3	120	77.5
JETBLUE AIRWAYS	30	70.0	62	85.5	413	55.9	1636	83.4	0	0.0	60	70.0	2985	82.1	289	84.4
SOUTHWEST AIRLINES	0	0.0	340	82.1	0	0.0	1023	80.0	112	73.2	0	0.0	0	0.0	7543	81.6
SPIRIT AIRLINES	590	76.4	909	82.1	774	66.1	1975	83.0	0	0.0	563	81.5	0	0.0	1534	86.8
UNITED AIRLINES NETWORK	845	75.4	535	84.3	7276	71.3	779	83.1	7182	85.9	11189	84.1	0	0.0	1290	83.1
- UNITED AIRLINES	794	75.4	227	83.7	5442	71.5	779	83.1	2988	86.5	5801	85.5	0	0.0	1282	83.1
- BRANDED CODESHARE PARTNERS	51	74.5	308	84.7	1834	70.7	0	0.0	4194	85.5	5388	82.7	0	0.0	8	87.5
TOTAL	25,732	69.5	11,453	83.3	10,192	68.2	7,827	80.7	8,285	84.8	13,694	82.5	10,269	81.5	16,196	80.4

* 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)

APRIL 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	1558	83.6	0	0.0	250	84.0	0	0.0	51	88.2	89	88.8	214	79.0	60	81.7
- ALASKA AIRLINES	624	85.6	0	0.0	250	84.0	0	0.0	51	88.2	60	96.7	214	79.0	60	81.7
- BRANDED CODESHARE PARTNERS	934	82.3	0	0.0	0	0.0	0	0.0	0	0.0	29	72.4	0	0.0	0	0.0
ALLEGiant AIR	52	80.8	0	0.0	38	94.7	33	90.9	0	0.0	20	80.0	0	0.0	0	0.0
AMERICAN AIRLINES NETWORK	3482	80.4	4103	78.8	1692	73.6	0	0.0	6695	79.5	638	69.6	11317	76.5	7836	77.7
- AMERICAN AIRLINES	2577	77.6	1498	72.7	1692	73.6	0	0.0	5548	78.1	394	69.8	4414	76.7	3758	77.7
- BRANDED CODESHARE PARTNERS	905	88.3	2605	82.3	0	0.0	0	0.0	1147	86.1	244	69.3	6903	76.4	4078	77.7
DELTA AIR LINES NETWORK	3985	86.6	6898	81.8	1956	78.6	303	85.8	1041	79.5	8539	82.2	1151	73.2	612	79.2
- DELTA AIR LINES	2968	84.6	2342	80.1	1864	78.2	127	84.3	981	79.1	5433	82.8	894	73.4	488	79.9
- BRANDED CODESHARE PARTNERS	1017	92.5	4556	82.7	92	87.0	176	86.9	60	86.7	3106	81.0	257	72.4	124	76.6
FRONTIER AIRLINES	366	82.0	210	67.1	1772	76.4	244	70.9	395	76.7	81	81.5	290	60.0	930	67.8
HAWAIIAN AIRLINES	200	67.5	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
JETBLUE AIRWAYS	603	88.2	462	80.1	1644	82.0	0	0.0	176	76.7	0	0.0	86	75.6	90	84.4
SOUTHWEST AIRLINES	2037	80.3	966	80.8	3888	82.9	5470	84.2	478	76.2	478	73.8	402	78.4	384	77.3
SPIRIT AIRLINES	619	83.4	413	80.1	1670	87.0	0	0.0	465	80.6	88	81.8	577	79.7	461	86.3
UNITED AIRLINES NETWORK	3262	86.8	930	82.2	1273	81.9	0	0.0	588	85.4	564	73.0	14784	81.2	428	81.8
- UNITED AIRLINES	2233	85.2	810	83.2	1273	81.9	0	0.0	588	85.4	373	68.6	8008	81.9	324	84.0
- BRANDED CODESHARE PARTNERS	1029	90.4	120	75.0	0	0.0	0	0.0	0	0.0	191	81.7	6776	80.4	104	75.0
TOTAL	16,164	83.8	13,982	80.6	14,183	80.7	6,050	83.8	9,889	79.6	10,497	80.6	28,821	78.7	10,801	77.5

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

AIR TRAVEL CONSUMER REPORT

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

APRIL 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	583	82.2	1943	74.9	8146	81.2	1993	75.3	265	80.4	90	68.9
- ALASKA AIRLINES	500	82.8	874	79.6	5840	80.2	864	77.4	91	79.1	90	68.9
- BRANDED CODESHARE PARTNERS	83	78.3	1069	71.1	2306	83.6	1129	73.7	174	81.0	0	0.0
ALLEGiant AIR	35	82.9	8	75.0	0	0.0	0	0.0	0	0.0	0	0.0
AMERICAN AIRLINES NETWORK	8325	82.8	819	74.0	628	79.8	1118	75.5	506	75.5	1357	73.4
- AMERICAN AIRLINES	4883	80.0	819	74.0	450	77.6	1024	74.4	303	70.3	1237	72.7
- BRANDED CODESHARE PARTNERS	3442	86.8	0	0.0	178	85.4	94	87.2	203	83.3	120	80.8
DELTA AIR LINES NETWORK	1078	81.9	964	78.9	4045	90.2	1154	83.5	6800	88.5	1181	79.7
- DELTA AIR LINES	932	80.4	784	79.7	2596	88.6	1096	83.3	4671	85.6	1181	79.7
- BRANDED CODESHARE PARTNERS	146	91.8	180	75.6	1449	93.0	58	87.9	2129	94.6	0	0.0
FRONTIER AIRLINES	797	76.8	168	73.2	142	83.1	371	73.6	246	85.0	783	71.8
HAWAIIAN AIRLINES	30	76.7	60	63.3	109	59.6	90	63.3	30	76.7	0	0.0
JETBLUE AIRWAYS	105	76.2	117	85.5	31	80.6	354	82.2	30	70.0	467	80.1
SOUTHWEST AIRLINES	6086	81.1	2924	74.9	570	78.1	627	71.6	968	81.1	2139	81.0
SPIRIT AIRLINES	40	80.0	132	87.1	62	83.9	0	0.0	23	87.0	493	86.8
UNITED AIRLINES NETWORK	1123	84.6	967	85.5	709	83.6	6883	83.3	643	82.6	784	83.2
- UNITED AIRLINES	980	84.0	844	84.8	697	83.4	4594	84.8	307	77.5	784	83.2
- BRANDED CODESHARE PARTNERS	143	88.8	123	90.2	12	100.0	2289	80.3	336	87.2	0	0.0
TOTAL	18,202	82.0	8,102	76.8	14,442	83.5	12,590	80.3	9,511	86.2	7,294	78.8

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

AIR TRAVEL CONSUMER REPORT

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

APRIL 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	120	56.7	177	87.6	99	72.7	175	90.9	37	67.6	0	0.0	180	73.3	151	66.9
ALLEGiant AIR	0	0.0	48	75.0	146	73.3	62	91.9	0	0.0	0	0.0	0	0.0	26	69.2
AMERICAN AIRLINES	583	65.0	1025	74.1	602	69.3	1290	74.7	314	68.2	9979	81.6	2516	74.7	696	62.8
DELTA AIR LINES	19220	83.8	994	78.7	689	79.0	2158	80.0	424	78.8	567	82.4	774	74.4	898	66.4
ENVOY AIR	16	62.5	118	68.6	299	75.9	155	88.4	64	76.6	559	84.1	251	84.5	30	56.7
FRONTIER AIRLINES	1083	57.7	147	68.0	54	63.0	145	70.3	263	68.1	210	78.6	90	81.1	1793	70.8
HAWAIIAN AIRLINES	0	0.0	0	0.0	0	0.0	17	70.6	0	0.0	0	0.0	0	0.0	0	0.0
JETBLUE AIRWAYS	181	72.4	30	76.7	88	80.7	3562	83.6	0	0.0	0	0.0	579	79.8	62	67.7
PSA AIRLINES	306	71.2	0	0.0	252	61.1	0	0.0	28	82.1	4722	77.0	3644	72.5	0	0.0
REPUBLIC AIRWAYS	160	81.9	4	75.0	610	80.7	2680	85.3	85	85.9	289	86.5	2048	79.5	0	0.0
SKYWEST AIRLINES	684	77.6	579	81.3	332	71.7	0	0.0	0	0.0	0	0.0	0	0.0	5880	71.9
SOUTHWEST AIRLINES	1767	77.8	3236	81.8	4817	80.8	536	79.1	6050	84.2	281	72.6	1325	79.2	7540	73.6
SPIRIT AIRLINES	809	78.0	93	87.1	265	75.8	589	78.9	518	80.3	286	78.0	0	0.0	0	0.0
UNITED AIRLINES	565	80.2	863	83.7	547	80.4	1048	84.0	330	83.6	329	78.1	628	84.7	8205	77.7
TOTAL	25,494	81.0	7,314	80.1	8,800	78.3	12,417	82.1	8,113	82.4	17,222	80.2	12,035	76.3	25,281	73.7

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

AIR TRAVEL CONSUMER REPORT

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

APRIL 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	158	61.4	39	87.2	289	74.7	84	82.1	186	82.3	60	75.0	338	78.7	468	80.3
ALLEGiant AIR	0	0.0	0	0.0	41	82.9	363	86.2	24	87.5	0	0.0	0	0.0	554	82.5
AMERICAN AIRLINES	13534	69.6	455	71.6	479	57.8	663	75.9	59	57.6	602	69.1	1137	78.5	1345	71.9
DELTA AIR LINES	995	67.6	4914	84.6	510	53.9	1145	73.6	254	74.0	671	75.1	2474	82.8	1401	77.2
ENVOY AIR	5408	69.8	69	69.6	77	48.1	0	0.0	0	0.0	121	81.8	0	0.0	0	0.0
FRONTIER AIRLINES	695	69.2	186	78.5	90	44.4	159	74.2	99	70.7	295	72.2	231	72.7	1011	74.5
HAWAIIAN AIRLINES	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	30	43.3	120	77.5
JETBLUE AIRWAYS	30	70.0	62	85.5	413	55.9	1636	83.4	0	0.0	60	70.0	2985	82.1	289	84.4
PSA AIRLINES	982	66.3	141	76.6	0	0.0	0	0.0	142	78.2	29	72.4	0	0.0	0	0.0
REPUBLIC AIRWAYS	0	0.0	515	87.6	1385	73.1	0	0.0	928	89.3	10	50.0	1280	83.0	0	0.0
SKYWEST AIRLINES	2502	67.5	2202	85.7	4	50.0	0	0.0	238	87.4	1293	77.2	152	75.7	486	78.0
SOUTHWEST AIRLINES	0	0.0	340	82.1	0	0.0	1023	80.0	112	73.2	0	0.0	0	0.0	7543	81.6
SPIRIT AIRLINES	590	76.4	909	82.1	774	66.1	1975	83.0	0	0.0	563	81.5	0	0.0	1534	86.8
UNITED AIRLINES	794	75.4	227	83.7	5442	71.5	779	83.1	2988	86.5	5801	85.5	0	0.0	1282	83.1
TOTAL	25,688	69.5	10,059	83.8	9,504	68.7	7,827	80.7	5,030	85.1	9,505	81.7	8,627	81.3	16,033	80.5

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

AIR TRAVEL CONSUMER REPORT

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

APRIL 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	624	85.6	0	0.0	250	84.0	0	0.0	51	88.2	60	96.7	214	79.0	60	81.7
ALLEGiant AIR	52	80.8	0	0.0	38	94.7	33	90.9	0	0.0	20	80.0	0	0.0	0	0.0
AMERICAN AIRLINES	2577	77.6	1498	72.7	1692	73.6	0	0.0	5548	78.1	394	69.8	4414	76.7	3758	77.7
DELTA AIR LINES	2968	84.6	2342	80.1	1864	78.2	127	84.3	981	79.1	5433	82.8	894	73.4	488	79.9
ENVOY AIR	26	100.0	0	0.0	0	0.0	0	0.0	1139	86.2	56	60.7	3829	76.0	0	0.0
FRONTIER AIRLINES	366	82.0	210	67.1	1772	76.4	244	70.9	395	76.7	81	81.5	290	60.0	930	67.8
HAWAIIAN AIRLINES	200	67.5	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
JETBLUE AIRWAYS	603	88.2	462	80.1	1644	82.0	0	0.0	176	76.7	0	0.0	86	75.6	90	84.4
PSA AIRLINES	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	89	62.9	0	0.0	1398	75.8
REPUBLIC AIRWAYS	0	0.0	4415	83.8	92	87.0	0	0.0	68	85.3	158	80.4	2637	84.5	698	78.1
SKYWEST AIRLINES	3434	89.6	207	86.0	0	0.0	176	86.9	0	0.0	1936	84.7	4795	77.9	13	76.9
SOUTHWEST AIRLINES	2037	80.3	966	80.8	3888	82.9	5470	84.2	478	76.2	478	73.8	402	78.4	384	77.3
SPIRIT AIRLINES	619	83.4	413	80.1	1670	87.0	0	0.0	465	80.6	88	81.8	577	79.7	461	86.3
UNITED AIRLINES	2233	85.2	810	83.2	1273	81.9	0	0.0	588	85.4	373	68.6	8008	81.9	324	84.0
TOTAL	15,739	84.0	11,323	80.7	14,183	80.7	6,050	83.8	9,889	79.6	9,166	81.3	26,146	79.0	8,604	77.2

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

AIR TRAVEL CONSUMER REPORT

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

APRIL 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	500	82.8	874	79.6	5840	80.2	864	77.4	91	79.1	90	68.9
ALLEGiant AIR	35	82.9	8	75.0	0	0.0	0	0.0	0	0.0	0	0.0
AMERICAN AIRLINES	4883	80.0	819	74.0	450	77.6	1024	74.4	303	70.3	1237	72.7
DELTA AIR LINES	932	80.4	784	79.7	2596	88.6	1096	83.3	4671	85.6	1181	79.7
ENVOY AIR	805	88.7	0	0.0	0	0.0	0	0.0	3	100.0	120	80.8
FRONTIER AIRLINES	797	76.8	168	73.2	142	83.1	371	73.6	246	85.0	783	71.8
HAWAIIAN AIRLINES	30	76.7	60	63.3	109	59.6	90	63.3	30	76.7	0	0.0
JETBLUE AIRWAYS	105	76.2	117	85.5	31	80.6	354	82.2	30	70.0	467	80.1
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	0	0.0
SKYWEST AIRLINES	3000	86.4	1229	72.8	2226	89.0	3152	79.6	2836	92.1	0	0.0
SOUTHWEST AIRLINES	6086	81.1	2924	74.9	570	78.1	627	71.6	968	81.1	2139	81.0
SPIRIT AIRLINES	40	80.0	132	87.1	62	83.9	0	0.0	23	87.0	493	86.8
UNITED AIRLINES	980	84.0	844	84.8	697	83.4	4594	84.8	307	77.5	784	83.2
TOTAL	18,193	82.0	7,959	76.8	12,723	83.3	12,172	80.7	9,508	86.2	7,294	78.8

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

AIR TRAVEL CONSUMER REPORT

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

APRIL 2025

ARRIVAL AIRPORT*																
SCHEDULED ARRIVAL TIME	ATL	AUS	BNA	BOS	BWI	CLT	DCA	DEN	DFW	DTW	EWR	FLL	IAD	IAH	JFK	LAS
0600-0659	84.6	82.7	90.3	89.7	88.3	91.0	88.3	86.7	73.6	84.0	89.9	74.6	86.7	88.5	83.5	95.8
0700-0759	88.8	92.4	93.2	93.2	94.3	89.5	88.4	91.3	76.8	89.3	88.9	93.3	90.1	87.0	88.3	96.7
0800-0859	88.2	92.0	88.3	91.3	94.0	88.6	85.8	86.5	72.8	90.2	88.4	91.2	89.1	87.0	94.4	90.9
0900-0959	87.2	87.4	86.3	90.8	93.9	86.0	83.9	80.5	73.1	92.5	87.8	89.3	81.3	85.6	94.1	88.2
1000-1059	87.1	91.6	86.9	90.5	92.7	85.6	88.3	78.1	70.3	92.8	83.2	86.3	93.3	85.9	85.7	87.6
1100-1159	87.5	86.4	83.8	90.2	89.7	84.6	86.8	78.4	70.6	88.4	89.0	85.6	94.3	82.3	90.3	83.9
1200-1259	86.2	85.1	88.3	90.9	88.2	86.7	84.8	81.5	73.7	89.1	77.7	83.7	83.3	83.2	88.0	82.7
1300-1359	86.2	83.8	84.0	85.0	82.9	84.2	80.2	79.3	70.4	84.3	74.0	84.9	83.2	86.8	76.6	81.0
1400-1459	82.2	83.8	83.2	85.1	85.3	83.5	84.4	79.8	69.3	82.7	70.3	82.3	92.8	82.2	81.4	79.3
1500-1559	80.6	82.7	78.5	81.2	83.1	79.2	76.6	74.7	67.2	85.3	67.9	80.8	77.5	88.0	91.5	77.0
1600-1659	80.1	77.7	72.9	80.1	81.6	79.2	68.8	68.6	71.0	82.3	60.1	83.7	78.5	78.9	82.9	74.6
1700-1759	77.1	75.5	72.4	77.0	78.8	73.2	80.5	58.7	64.6	80.6	61.4	81.1	84.3	78.0	77.4	75.6
1800-1859	75.7	71.8	64.5	77.6	73.7	74.3	74.9	56.2	65.9	81.6	57.5	71.0	78.7	74.8	77.4	72.5
1900-1959	76.2	74.5	75.0	72.1	77.4	69.3	70.7	59.6	64.5	82.8	51.4	73.9	77.7	73.0	72.9	73.5
2000-2059	73.7	69.3	70.7	73.1	72.4	66.9	67.7	59.9	65.5	76.7	49.5	77.3	82.6	79.2	75.9	74.1
2100-2159	70.8	73.8	66.7	74.6	71.4	72.5	52.8	69.5	66.3	77.8	49.3	76.1	83.2	74.2	70.2	75.6
2200-2259	65.2	71.9	72.6	76.2	70.5	69.7	57.7	70.0	63.7	70.0	53.8	75.3	67.5	74.8	72.1	75.3
2300-0559	70.7	76.5	71.5	76.4	75.9	73.4	72.6	72.5	72.7	79.5	58.7	71.4	80.9	78.6	77.4	78.8
TOTAL	81.0	80.1	78.3	82.1	82.4	80.2	76.3	73.7	69.5	83.8	68.7	80.7	85.1	81.7	81.3	80.5

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

AIR TRAVEL CONSUMER REPORT

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

APRIL 2025

ARRIVAL AIRPORT*															
SCHEDULED ARRIVAL TIME	LAX	LGA	MCO	MDW	MIA	MSP	ORD	PHL	PHX	SAN	SEA	SFO	SLC	TPA	TOTAL
0600-0659	93.0	0.0	82.0	93.3	86.2	92.6	91.1	80.8	92.2	71.4	92.2	96.7	83.9	75.0	87.1
0700-0759	95.6	91.7	88.9	93.8	87.8	89.6	85.6	87.9	92.3	78.9	88.4	89.7	94.7	93.4	88.9
0800-0859	89.8	95.3	92.3	90.2	88.4	87.5	83.4	91.4	90.8	83.3	90.8	81.8	96.1	92.1	87.7
0900-0959	90.0	89.9	89.5	91.2	87.4	86.5	85.3	87.3	83.2	85.6	88.6	76.0	87.9	88.7	85.7
1000-1059	85.0	92.8	86.1	88.5	81.5	87.2	85.3	93.1	86.4	84.9	83.2	80.2	89.8	88.6	84.9
1100-1159	86.5	88.3	86.2	92.2	84.8	92.9	87.6	84.9	88.7	81.1	89.6	82.6	86.4	83.3	85.2
1200-1259	87.7	88.6	84.1	90.4	80.6	89.4	82.7	81.9	84.9	79.3	89.3	80.6	90.4	84.7	84.4
1300-1359	86.2	85.3	84.4	85.5	79.6	82.0	79.7	86.7	78.8	80.2	86.7	88.3	86.6	83.8	81.8
1400-1459	87.2	84.6	81.9	85.8	78.7	78.0	79.3	79.6	81.8	77.8	87.0	84.7	88.0	80.9	81.8
1500-1559	85.1	79.9	82.3	85.6	79.7	76.3	78.6	80.3	80.2	76.8	83.2	82.4	88.7	84.8	79.6
1600-1659	81.3	78.3	78.3	77.3	80.7	78.9	77.7	75.4	78.6	80.5	83.3	81.6	85.4	78.6	77.0
1700-1759	81.5	76.8	81.7	80.2	73.4	76.4	75.5	65.6	78.2	75.8	86.6	83.2	80.5	78.6	74.7
1800-1859	79.4	72.3	74.6	75.5	69.6	74.6	66.4	70.6	75.9	72.6	82.5	81.7	79.1	74.5	71.3
1900-1959	82.9	74.9	73.8	80.0	76.2	82.6	65.8	67.2	74.4	75.1	81.6	83.0	82.7	73.9	72.3
2000-2059	79.3	66.2	77.5	75.2	71.9	74.7	73.3	70.2	77.9	65.5	80.8	78.0	84.5	68.9	73.3
2100-2159	76.9	71.2	74.3	70.6	71.2	65.5	73.9	67.3	78.9	66.6	68.5	73.8	76.1	71.3	71.0
2200-2259	77.5	67.3	75.2	72.1	72.5	80.0	74.7	71.7	75.1	71.7	73.7	73.1	79.4	66.0	71.7
2300-0559	76.6	72.9	73.3	76.0	75.0	75.2	80.5	73.8	79.2	73.9	80.9	78.6	73.2	70.2	74.6
TOTAL	84.0	80.7	80.7	83.8	79.6	81.3	79.0	77.2	82.0	76.8	83.3	80.7	86.2	78.8	79.3

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

AIR TRAVEL CONSUMER REPORT

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

APRIL 2025

DEPARTURE AIRPORT*																
SCHEDULED DEPARTURE TIME	ATL	AUS	BNA	BOS	BWI	CLT	DCA	DEN	DFW	DTW	EWR	FLL	IAD	IAH	JFK	LAS
0600-0659	88.3	92.9	89.6	93.8	91.9	89.7	91.0	94.1	87.1	89.0	91.7	94.6	92.3	88.8	91.3	93.3
0700-0759	86.9	92.2	88.0	88.2	89.9	89.1	89.2	90.9	81.2	91.2	87.6	91.1	86.7	88.9	93.1	91.4
0800-0859	87.5	87.2	87.7	88.5	88.8	89.3	89.9	89.3	77.8	89.7	91.2	92.0	93.8	85.2	91.7	88.7
0900-0959	85.7	84.8	83.0	88.2	85.0	88.4	87.1	84.9	75.4	92.7	87.0	88.5	95.5	82.8	89.8	85.7
1000-1059	84.2	86.2	85.8	87.9	87.7	83.2	86.7	82.5	69.2	86.8	81.0	86.0	88.2	83.6	88.3	82.4
1100-1159	82.0	85.2	83.8	84.1	84.1	82.6	83.8	79.4	61.0	85.3	84.4	77.4	96.0	78.8	86.6	80.2
1200-1259	81.6	81.0	79.2	84.8	83.6	80.9	83.4	79.0	68.9	84.6	81.8	79.0	91.4	80.6	88.9	77.8
1300-1359	79.3	74.5	82.5	87.2	81.0	80.4	81.0	80.3	64.2	83.3	78.3	73.7	87.5	72.4	80.4	76.0
1400-1459	77.5	74.9	80.3	82.2	73.2	76.0	79.4	72.4	66.7	80.1	75.1	78.8	80.5	78.8	78.6	69.4
1500-1559	76.3	75.7	79.4	79.2	73.9	69.0	76.2	74.7	62.6	79.4	73.8	74.9	86.9	81.7	77.2	69.9
1600-1659	72.4	71.1	72.1	76.3	76.1	70.9	69.2	70.2	65.5	80.2	71.9	73.2	81.1	78.6	85.5	69.0
1700-1759	73.5	69.8	63.7	74.8	72.0	72.8	69.5	69.0	65.0	75.8	65.3	77.4	80.1	79.5	85.4	67.3
1800-1859	71.4	68.6	67.5	74.6	72.0	67.3	71.4	56.9	61.2	78.0	65.9	73.6	78.0	74.3	75.7	68.1
1900-1959	72.5	68.9	64.1	73.3	70.4	65.5	72.4	59.2	63.1	75.3	60.4	66.9	68.1	74.5	75.8	69.8
2000-2059	67.6	72.6	70.4	69.3	67.9	70.5	68.7	66.5	65.6	81.8	61.3	73.7	81.6	73.8	77.5	70.5
2100-2159	70.6	63.3	63.1	72.4	62.2	70.0	73.8	63.4	68.3	82.0	61.1	76.8	75.0	80.3	77.8	69.7
2200-2259	70.3	75.9	66.0	76.3	56.6	73.2	52.8	66.0	68.1	78.1	51.1	73.5	83.6	83.2	81.6	81.1
2300-0559	78.4	94.8	93.0	90.0	89.1	77.0	90.7	81.4	88.5	90.2	89.4	91.5	97.1	89.4	94.6	83.3
TOTAL	77.7	79.3	78.4	82.6	78.5	77.2	78.9	75.3	68.8	83.8	76.6	80.4	87.0	80.0	84.7	78.7

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

AIR TRAVEL CONSUMER REPORT

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

APRIL 2025

DEPARTURE AIRPORT*															
SCHEDULED DEPARTURE TIME	LAX	LGA	MCO	MDW	MIA	MSP	ORD	PHL	PHX	SAN	SEA	SFO	SLC	TPA	TOTAL
0600-0659	92.4	94.2	94.1	92.3	90.8	93.7	91.9	86.7	92.8	95.1	93.8	94.1	91.2	93.9	92.3
0700-0759	91.9	93.9	93.4	91.8	92.7	92.4	92.5	85.1	92.1	91.3	90.7	94.0	90.4	89.5	90.1
0800-0859	88.7	90.6	89.2	90.7	88.8	88.2	86.6	87.6	88.3	79.1	91.3	92.0	89.2	90.9	88.0
0900-0959	85.1	90.1	89.4	90.4	83.8	89.4	88.0	79.7	83.4	78.6	86.4	88.7	91.4	84.5	86.3
1000-1059	84.4	88.4	86.2	88.8	82.0	87.6	84.3	85.6	83.3	84.1	80.1	78.6	84.1	86.9	83.1
1100-1159	80.0	89.9	81.1	81.8	75.7	87.1	83.4	84.9	79.7	80.9	78.0	82.2	87.7	82.9	81.4
1200-1259	80.9	85.0	80.8	79.0	79.2	88.3	81.1	85.8	83.0	77.3	82.3	82.3	84.0	76.6	80.9
1300-1359	82.8	84.6	76.9	81.7	74.8	81.0	81.1	76.8	79.5	72.4	81.1	84.8	85.2	78.9	79.5
1400-1459	78.5	82.6	76.9	78.7	77.5	76.6	76.5	82.1	73.3	76.1	81.3	83.2	84.1	71.4	76.4
1500-1559	81.6	78.6	79.2	79.5	75.0	77.8	78.8	76.4	72.8	74.2	80.0	79.3	85.5	78.3	76.3
1600-1659	82.0	79.1	76.1	76.5	73.0	74.3	77.8	69.9	73.2	75.9	78.5	84.6	80.8	73.4	74.5
1700-1759	82.0	76.1	72.0	66.3	69.7	72.8	77.0	70.1	76.9	78.2	80.6	82.1	81.6	75.8	73.6
1800-1859	79.7	78.9	74.2	75.3	67.0	76.0	75.5	70.0	72.3	72.3	84.0	85.3	77.4	77.2	72.0
1900-1959	86.0	74.9	71.5	70.3	70.6	70.7	73.1	72.7	75.2	72.6	82.7	85.0	77.3	72.7	70.8
2000-2059	74.9	75.6	69.1	74.2	73.2	80.1	72.0	66.7	78.0	71.9	74.4	83.8	82.3	66.4	72.0
2100-2159	85.4	72.4	68.8	71.1	66.9	77.5	72.7	74.3	77.9	67.7	80.5	87.4	87.3	63.3	72.6
2200-2259	87.2	51.7	67.1	67.9	69.1	72.4	82.6	73.5	85.2	91.0	78.5	85.0	91.4	65.5	74.0
2300-0559	88.7	94.1	87.7	94.5	97.1	92.0	93.6	86.1	88.4	0.0	85.3	87.6	88.6	89.5	87.6
TOTAL	84.6	84.1	80.8	81.4	76.7	82.9	80.9	78.8	81.0	79.5	83.0	86.1	86.4	80.8	79.7

* 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
APRIL 2025

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Aberdeen, SD (ABR)	95.0	95.0	60	60
Abilene, TX (ABI)	69.7	76.8	142	142
Adak Island, AK (ADK)	100.0	100.0	9	9
Aguadilla, PR (BQN)	73.4	76.4	173	174
Akron, OH (CAK)	75.8	83.9	335	335
Albany, GA (ABY)	89.5	91.9	86	86
Albany, NY (ALB)	77.7	86.1	1073	1074
Albuquerque, NM (ABQ)	80.6	82.7	2133	2132
Alexandria, LA (AEX)	66.7	66.7	90	90
Allentown/Bethlehem/Easton, PA (ABE)	83.6	88.1	226	226
Alpena, MI (APN)	78.0	78.0	50	50
Amarillo, TX (AMA)	70.8	75.2	455	455
Anchorage, AK (ANC)	76.6	85.8	1211	1211
Appleton, WI (ATW)	81.3	84.9	636	636
Arcata/Eureka, CA (ACV)	88.7	83.3	150	150
Asheville, NC (AVL)	79.0	82.0	800	800
Ashland, WV (HTS)	44.4	27.8	18	18
Aspen, CO (ASE)	70.7	66.1	498	502
Atlanta, GA (ATL)	81.0	77.7	25494	25490
Atlantic City, NJ (ACY)	86.6	90.3	247	247
Augusta, GA (AGS)	64.2	68.9	341	341
Austin, TX (AUS)	80.1	79.3	7314	7311
Bakersfield, CA (BFL)	84.0	83.0	288	288
Baltimore, MD (BWI)	82.4	78.5	8113	8107
Bangor, ME (BGR)	73.8	82.7	191	191
Barrow, AK (BRW)	66.7	60.0	30	30
Baton Rouge, LA (BTR)	74.9	74.7	371	372
Beaumont/Port Arthur, TX (BPT)	70.0	78.3	60	60
Belleville, IL (BLV)	77.2	73.9	92	92
Bellingham, WA (BLI)	89.6	90.5	202	201
Bemidji, MN (BJI)	91.7	93.3	60	60
Bend/Redmond, OR (RDM)	87.9	90.5	421	421
Bethel, AK (BET)	80.0	66.7	60	60
Billings, MT (BIL)	79.3	85.8	358	359
Birmingham, AL (BHM)	75.2	79.1	1422	1419
Bishop, CA (BIH)	100.0	100.0	6	6
Bismarck/Mandan, ND (BIS)	78.3	79.3	346	347
Bloomington/Normal, IL (BMI)	80.2	79.2	131	130
Boise, ID (BOI)	82.9	87.8	1927	1927
Boston, MA (BOS)	82.1	82.6	12417	12413
Bozeman, MT (BZN)	79.8	83.1	568	568

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Brainerd, MN (BRD)	88.0	92.0	50	50
Bristol/Johnson City/Kingsport, TN (TRI)	54.2	57.1	48	49
Brownsville, TX (BRO)	76.0	74.7	146	146
Buffalo, NY (BUF)	78.0	85.5	1720	1722
Burbank, CA (BUR)	81.0	83.0	2585	2585
Burlington, VT (BTV)	83.6	86.4	572	572
Butte, MT (BTM)	78.6	85.7	56	56
Carlsbad, CA (CLD)	91.7	96.7	60	60
Casper, WY (CPR)	72.8	77.2	180	180
Cedar City, UT (CDC)	93.9	100.0	49	49
Cedar Rapids/Iowa City, IA (CID)	78.8	84.9	628	628
Champaign/Urbana, IL (CMI)	83.1	81.7	142	142
Charleston, SC (CHS)	79.5	80.8	2261	2263
Charleston/Dunbar, WV (CRW)	69.8	75.9	265	266
Charlotte Amalie, VI (STT)	80.6	81.6	490	490
Charlotte, NC (CLT)	80.2	77.2	17222	17226
Charlottesville, VA (CHO)	81.1	84.0	106	106
Chattanooga, TN (CHA)	75.1	75.9	406	406
Cheyenne, WY (CYS)	73.3	83.3	60	60
Chicago, IL (MDW)	83.8	81.4	6050	6051
Chicago, IL (ORD)	79.0	80.9	26146	26136
Christiansted, VI (STX)	81.0	79.3	116	116
Cincinnati, OH (CVG)	75.6	81.2	2891	2892
Clarksburg/Fairmont, WV (CKB)	75.0	68.8	16	16
Cleveland, OH (CLE)	82.0	86.3	3408	3413
Cody, WY (COD)	65.0	80.0	60	60
College Station/Bryan, TX (CLL)	76.7	70.0	90	90
Colorado Springs, CO (COS)	75.6	77.5	1029	1029
Columbia, MO (COU)	69.6	72.6	168	168
Columbia, SC (CAE)	70.8	81.0	431	431
Columbus, OH (CMH)	79.4	83.7	3827	3824
Columbus, OH (LCK)	75.0	69.0	84	84
Concord, NC (USA)	64.5	59.7	62	62
Cordova, AK (CDV)	91.7	93.3	60	60
Corpus Christi, TX (CRP)	76.7	76.7	317	317
Dallas, TX (DAL)	77.9	72.3	6068	6067
Dallas/Fort Worth, TX (DFW)	69.5	68.8	25688	25689
Dayton, OH (DAY)	76.8	84.4	677	675
Daytona Beach, FL (DAB)	80.5	83.5	266	266
Deadhorse, AK (SCC)	77.1	81.3	48	48
Decatur, IL (DEC)	86.3	86.3	51	51

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

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Denver, CO (DEN)	73.7	75.3	25281	25280
Des Moines, IA (DSM)	75.6	85.9	1085	1087
Detroit, MI (DTW)	83.8	83.8	10059	10058
Devils Lake, ND (DVL)	85.5	78.2	55	55
Dickinson, ND (DIK)	62.5	71.4	56	56
Dodge City, KS (DDC)	70.6	64.7	51	51
Duluth, MN (DLH)	81.0	87.5	168	168
Durango, CO (DRO)	78.9	80.5	303	303
Eagle, CO (EGE)	73.6	70.4	159	159
Eau Claire, WI (EAU)	72.5	86.3	51	51
El Paso, TX (ELP)	78.6	82.6	1490	1490
Elko, NV (EKO)	96.7	96.7	30	30
Elmira/Corning, NY (ELM)	86.6	78.6	112	112
Escanaba, MI (ESC)	82.4	88.2	51	51
Eugene, OR (EUG)	82.2	86.0	629	630
Evansville, IN (EVV)	72.9	73.8	140	141
Everett, WA (PAE)	86.4	88.3	110	111
Fairbanks, AK (FAI)	81.0	90.4	248	249
Fargo, ND (FAR)	82.6	81.0	587	589
Fayetteville, AR (XNA)	74.3	75.5	1040	1040
Fayetteville, NC (FAY)	33.3	75.0	3	4
Flagstaff, AZ (FLG)	78.9	79.5	161	161
Flint, MI (FNT)	77.8	80.2	257	257
Fort Dodge, IA (FOD)	84.3	82.4	51	51
Fort Lauderdale, FL (FLL)	80.7	80.4	7827	7833
Fort Myers, FL (RSW)	79.9	81.9	3695	3699
Fort Smith, AR (FSM)	80.0	76.7	90	90
Fort Wayne, IN (FWA)	77.8	79.6	554	553
Fresno, CA (FAT)	81.5	85.7	1055	1054
Gainesville, FL (GNV)	82.6	88.8	207	205
Garden City, KS (GCK)	66.7	76.7	60	60
Gillette, WY (GCC)	71.7	71.7	60	60
Grand Forks, ND (GFK)	94.7	89.5	38	38
Grand Island, NE (GRI)	86.6	84.1	82	82
Grand Junction, CO (GJT)	77.5	79.6	377	377
Grand Rapids, MI (GRR)	79.9	85.2	1468	1471
Great Falls, MT (GTF)	83.3	89.8	216	216
Green Bay, WI (GRB)	84.2	87.9	366	365
Greensboro/High Point, NC (GSO)	77.0	83.4	856	856
Greer, SC (GSP)	77.4	83.2	1145	1144
Guam, TT (GUM)	95.0	98.3	60	60

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Gulfport/Biloxi, MS (GPT)	79.7	85.9	291	291
Gunnison, CO (GUC)	74.6	81.0	63	63
Hagerstown, MD (HGR)	41.2	23.5	17	17
Hancock/Houghton, MI (CMX)	76.7	78.3	60	60
Harlingen/San Benito, TX (HRL)	78.8	80.8	400	400
Harrisburg, PA (MDT)	80.2	85.1	485	483
Hartford, CT (BDL)	79.8	84.4	2040	2036
Hattiesburg/Laurel, MS (PIB)	60.8	74.5	51	51
Hayden, CO (HDN)	68.6	77.5	102	102
Hays, KS (HYS)	72.5	78.4	51	51
Helena, MT (HLN)	86.8	87.6	129	129
Hibbing, MN (HIB)	78.0	80.0	50	50
Hilo, HI (ITO)	90.0	89.8	569	569
Hilton Head, SC (HHH)	86.9	82.7	214	214
Hobbs, NM (HOB)	51.7	66.7	60	60
Honolulu, HI (HNL)	85.3	87.2	4846	4851
Houston, TX (HOU)	79.7	76.4	4625	4624
Houston, TX (IAH)	81.7	80.0	9505	9510
Huntsville, AL (HSV)	75.2	76.9	673	674
Idaho Falls, ID (IDA)	80.5	83.7	307	307
Indianapolis, IN (IND)	80.1	85.0	3956	3956
International Falls, MN (INL)	82.0	86.0	50	50
Iron Mountain/Kingsfd, MI (IMT)	81.7	78.3	60	60
Islip, NY (ISP)	81.0	82.6	537	536
Jackson, WY (JAC)	79.8	80.6	252	252
Jackson/Vicksburg, MS (JAN)	74.9	78.2	458	458
Jacksonville, FL (JAX)	77.1	81.0	2359	2358
Jacksonville/Camp Lejeune, NC (OAJ)	100.0	100.0	3	3
Jamestown, ND (JMS)	80.0	83.6	55	55
Johnstown, PA (JST)	78.3	85.0	60	60
Joplin, MO (JLN)	70.0	80.0	60	60
Juneau, AK (JNU)	85.8	91.2	330	330
Kahului, HI (OGG)	90.2	87.5	2063	2065
Kalamazoo, MI (AZO)	91.8	95.3	85	85
Kalispell, MT (FCA)	88.8	92.7	206	206
Kansas City, MO (MCI)	78.5	82.8	3970	3969
Kearney, NE (EAR)	68.0	78.0	50	50
Ketchikan, AK (KTN)	83.3	88.9	180	180
Key West, FL (EYW)	82.8	76.8	754	754
Killeen, TX (GRK)	74.0	74.0	150	150
Knoxville, TN (TYS)	75.0	81.2	1057	1057

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

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Kodiak, AK (ADQ)	75.0	85.0	60	60
Kona, HI (KOA)	88.6	89.0	1273	1274
Kotzebue, AK (OTZ)	83.9	83.9	31	31
La Crosse, WI (LSE)	79.8	85.7	84	84
Lafayette, LA (LFT)	70.6	72.8	180	180
Lake Charles, LA (LCH)	70.0	75.8	120	120
Lansing, MI (LAN)	78.7	81.4	188	188
Laramie, WY (LAR)	76.5	72.5	51	51
Laredo, TX (LRD)	73.7	76.3	156	156
Las Vegas, NV (LAS)	80.5	78.7	16033	16034
Latrobe, PA (LBE)	96.7	96.7	30	30
Lawton/Fort Sill, OK (LAW)	66.7	68.9	90	90
Lewiston, ID (LWS)	91.7	96.7	60	60
Lexington, KY (LEX)	77.6	80.2	769	769
Liberal, KS (LBL)	76.5	66.7	51	51
Lihue, HI (LIH)	88.1	87.3	1268	1268
Lincoln, NE (LNK)	76.7	77.9	240	240
Little Rock, AR (LIT)	72.3	76.2	1108	1108
Long Beach, CA (LGB)	84.4	86.5	1407	1407
Longview, TX (GGG)	71.7	71.7	60	60
Los Angeles, CA (LAX)	84.0	84.6	15739	15737
Louisville, KY (SDF)	78.1	81.6	1949	1948
Lubbock, TX (LBB)	68.2	75.5	535	535
Madison, WI (MSN)	79.4	86.0	1052	1051
Manchester, NH (MHT)	81.3	85.3	498	498
Manhattan/Ft. Riley, KS (MHK)	69.7	75.7	145	144
Marquette, MI (MQT)	75.6	85.6	90	90
Mason City, IA (MCW)	86.3	90.2	51	51
Medford, OR (MFR)	88.7	91.1	372	372
Melbourne, FL (MLB)	79.6	86.2	260	260
Memphis, TN (MEM)	75.6	81.5	1894	1896
Meridian, MS (MEI)	72.5	82.4	51	51
Miami, FL (MIA)	79.6	76.7	9889	9878
Midland/Odessa, TX (MAF)	74.9	79.0	804	804
Milwaukee, WI (MKE)	79.2	84.1	2317	2316
Minneapolis, MN (MSP)	81.3	82.9	9166	9168
Minot, ND (MOT)	85.1	89.3	215	215
Mission/McAllen/Edinburg, TX (MFE)	73.5	75.1	430	430
Missoula, MT (MSO)	84.4	85.0	294	294
Mobile, AL (MOB)	67.5	73.3	120	120
Moline, IL (MLI)	75.0	81.5	368	368

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Monroe, LA (MLU)	73.3	66.7	90	90
Monterey, CA (MRY)	83.4	88.9	441	441
Montgomery, AL (MGM)	72.3	69.3	188	189
Montrose/Delta, CO (MTJ)	72.1	82.2	129	129
Morgantown, WV (MGW)	80.0	83.3	60	60
Mosinee, WI (CWA)	83.6	85.2	61	61
Myrtle Beach, SC (MYR)	79.9	79.5	1204	1205
Nashville, TN (BNA)	78.3	78.4	8800	8796
New Bern/Morehead/Beaufort, NC (EWN)	65.4	63.0	26	27
New Orleans, LA (MSY)	78.4	79.2	4530	4529
New York, NY (JFK)	81.3	84.7	8627	8628
New York, NY (LGA)	80.7	84.1	11323	11339
Newark, NJ (EWR)	68.7	76.6	9504	9507
Newburgh/Poughkeepsie, NY (SWF)	84.0	76.0	50	50
Niagara Falls, NY (IAG)	87.5	83.9	56	56
Nome, AK (OME)	72.4	89.7	29	29
Norfolk, VA (ORF)	75.1	82.7	1569	1567
North Bend/Coos Bay, OR (OTH)	86.7	76.7	30	30
North Platte, NE (LBF)	78.0	74.0	50	50
Oakland, CA (OAK)	83.3	82.7	3051	3050
Oklahoma City, OK (OKC)	76.0	81.3	1955	1956
Omaha, NE (OMA)	80.5	86.6	1920	1922
Ontario, CA (ONT)	82.0	86.1	2249	2250
Orlando, FL (MCO)	80.7	80.8	14183	14194
Pago Pago, TT (PPG)	61.5	76.9	13	13
Palm Springs, CA (PSP)	83.2	84.1	1790	1790
Panama City, FL (ECP)	76.6	78.7	809	808
Pasco/Kennewick/Richland, WA (PSC)	84.2	92.9	493	492
Pellston, MI (PLN)	72.0	74.0	50	50
Pensacola, FL (PNS)	77.1	81.7	1154	1154
Peoria, IL (PIA)	80.8	79.5	485	484
Petersburg, AK (PSG)	95.0	98.3	60	60
Philadelphia, PA (PHL)	77.2	78.8	8604	8603
Phoenix, AZ (AZA)	81.2	81.0	601	601
Phoenix, AZ (PHX)	82.0	81.0	18193	18188
Pittsburgh, PA (PIT)	80.4	85.5	3676	3674
Plattsburgh, NY (PBG)	96.6	93.1	58	58
Pocatello, ID (PIH)	95.0	95.0	60	60
Ponce, PR (PSE)	82.2	95.6	45	45
Portland, ME (PWM)	82.8	89.3	785	782
Portland, OR (PDX)	84.1	86.6	4764	4763

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

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Portsmouth, NH (PSM)	86.6	75.6	82	82
Prescott, AZ (PRC)	81.7	78.3	60	60
Presque Isle/Houlton, ME (PQI)	83.3	100.0	30	30
Providence, RI (PVD)	83.9	87.2	1308	1305
Provo, UT (PVU)	63.9	80.4	280	280
Punta Gorda, FL (PGD)	82.4	84.2	777	777
Raleigh/Durham, NC (RDU)	78.9	82.6	4533	4528
Rapid City, SD (RAP)	78.2	78.8	363	363
Redding, CA (RDD)	83.1	83.8	130	130
Reno, NV (RNO)	83.0	85.4	1694	1694
Rhineland, WI (RHI)	83.3	88.3	60	60
Richmond, VA (RIC)	77.3	81.2	1337	1335
Riverton/Lander, WY (RIW)	76.7	81.7	60	60
Roanoke, VA (ROA)	76.0	72.4	146	145
Rochester, MN (RST)	74.0	78.6	104	103
Rochester, NY (ROC)	78.6	81.6	799	800
Rock Springs, WY (RKS)	70.0	75.0	60	60
Rockford, IL (RFD)	90.0	80.0	70	70
Roswell, NM (ROW)	77.8	78.9	90	90
Sacramento, CA (SMF)	82.7	84.2	4937	4938
Saginaw/Bay City/Midland, MI (MBS)	85.9	82.8	192	192
Saipan, TT (SPN)	100.0	96.7	30	30
Salina, KS (SLN)	83.3	91.7	60	60
Salt Lake City, UT (SLC)	86.2	86.4	9508	9515
San Angelo, TX (SJT)	66.7	65.6	90	90
San Antonio, TX (SAT)	77.4	81.1	3540	3536
San Diego, CA (SAN)	76.8	79.5	7959	7959
San Francisco, CA (SFO)	80.7	86.1	12172	12173
San Jose, CA (SJC)	83.8	85.2	3825	3823
San Juan, PR (SJU)	77.7	81.0	3120	3121
San Luis Obispo, CA (SBP)	82.4	82.4	507	507
Sanford, FL (SFB)	67.7	72.5	885	885
Santa Ana, CA (SNA)	83.4	82.0	3632	3632
Santa Barbara, CA (SBA)	84.5	85.8	702	703
Santa Fe, NM (SAF)	78.1	77.8	297	297
Santa Maria, CA (SMX)	62.5	62.5	8	8
Santa Rosa, CA (STS)	80.2	80.2	363	363
Sarasota/Bradenton, FL (SRQ)	81.8	83.0	1749	1750
Sault Ste. Marie, MI (CIU)	86.7	85.0	60	60
Savannah, GA (SAV)	78.3	79.3	1732	1732
Scottsbluff, NE (BFF)	76.0	68.0	50	50

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Scranton/Wilkes-Barre, PA (AVP)	76.0	84.5	96	97
Seattle, WA (SEA)	83.3	83.0	12723	12716
Sheridan, WY (SHR)	73.3	78.3	60	60
Shreveport, LA (SHV)	72.6	78.5	467	466
Sioux City, IA (SUX)	78.3	88.3	60	60
Sioux Falls, SD (FSD)	77.5	83.3	604	604
Sitka, AK (SIT)	75.6	90.0	90	90
South Bend, IN (SBN)	77.5	80.5	631	631
Spokane, WA (GEG)	82.4	89.5	1401	1403
Springfield, IL (SPI)	88.1	83.1	59	59
Springfield, MO (SGF)	71.7	69.0	739	738
St. Cloud, MN (STC)	88.9	83.3	18	18
St. George, UT (SGU)	79.6	84.6	377	376
St. Louis, MO (STL)	80.4	79.9	5444	5439
St. Petersburg, FL (PIE)	72.4	77.8	826	826
State College, PA (SCE)	86.7	80.0	30	30
Stillwater, OK (SWO)	73.3	63.3	60	60
Stockton, CA (SCK)	81.3	68.8	32	32
Sun Valley/Hailey/Ketchum, ID (SUN)	96.7	96.7	122	122
Syracuse, NY (SYR)	77.1	82.4	881	881
Tallahassee, FL (TLH)	76.5	82.5	344	343
Tampa, FL (TPA)	78.8	80.8	7294	7297
Texarkana, AR (TXK)	71.7	75.0	60	60
Toledo, OH (TOL)	57.7	48.1	52	52
Traverse City, MI (TVC)	78.0	87.5	304	304
Trenton, NJ (TTN)	65.8	74.7	146	146
Tucson, AZ (TUS)	81.9	84.9	1897	1899
Tulsa, OK (TUL)	77.5	79.4	1468	1467
Twin Falls, ID (TWF)	96.7	95.0	60	60
Tyler, TX (TYR)	65.6	65.6	90	90
Valparaiso, FL (VPS)	76.9	77.2	861	861
Victoria, TX (VCT)	72.5	80.4	51	51
Waco, TX (ACT)	65.6	75.6	90	90
Washington, DC (DCA)	76.3	78.9	12035	12034
Washington, DC (IAD)	85.1	87.0	5030	5036
West Palm Beach/Palm Beach, FL (PBI)	79.6	78.5	3004	3003
White Plains, NY (HPN)	82.1	85.8	894	894
Wichita Falls, TX (SPS)	73.3	73.3	60	60
Wichita, KS (ICT)	73.5	81.0	875	875
Williston, ND (XWA)	76.7	77.3	176	176
Wilmington, NC (ILM)	77.4	82.6	597	598

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

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Worcester, MA (ORH)	88.2	88.2	136	136
Wrangell, AK (WRG)	93.3	95.0	60	60
Yakutat, AK (YAK)	86.7	95.0	60	60
Yuma, AZ (YUM)	86.3	88.2	153	153

AIR TRAVEL CONSUMER REPORT

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

APRIL 2025

CARRIER ¹	AT ALL US AIRPORTS			
	NUMBER OF AIRPORTS REPORTED	FLIGHT OPERATIONS SCHEDULED	FLIGHT OPERATIONS CANCELLED	PERCENT OF OPERATIONS CANCELLED
ALLEGiant AIR	118	10926	10	0.1
JETBLUE AIRWAYS	62	20002	42	0.2
SPIRIT AIRLINES	60	18303	81	0.4
ALASKA AIRLINES NETWORK	104	33570	155	0.5
- ALASKA AIRLINES	86	19025	80	0.4
- BRANDED CODESHARE PARTNERS	57	14545	75	0.5
DELTA AIR LINES NETWORK	208	133985	652	0.5
- DELTA AIR LINES	138	84188	430	0.5
- BRANDED CODESHARE PARTNERS	185	49797	222	0.4
SOUTHWEST AIRLINES	104	117622	585	0.5
UNITED AIRLINES NETWORK	215	118694	854	0.7
- UNITED AIRLINES	117	64256	279	0.4
- BRANDED CODESHARE PARTNERS	197	54438	575	1.1
HAWAIIAN AIRLINES	21	6559	61	0.9
FRONTIER AIRLINES	85	17451	210	1.2
AMERICAN AIRLINES NETWORK	225	166972	2641	1.6
- AMERICAN AIRLINES	122	82261	1178	1.4
- BRANDED CODESHARE PARTNERS	209	84711	1463	1.7
TOTAL AIRPORTS SERVED	353	644,084	5,291	0.8

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

APRIL 2025

CARRIER ¹	AT ALL US AIRPORTS				
	NUMBER OF AIRPORTS REPORTED	FLIGHT OPERATIONS SCHEDULED	FLIGHT OPERATIONS CANCELLED	PERCENT OF OPERATIONS CANCELLED	RANK
ALLEGiant AIR	118	10926	10	0.1	1
JETBLUE AIRWAYS	62	20002	42	0.2	2
ALASKA AIRLINES	86	19025	80	0.4	3
UNITED AIRLINES	117	64256	279	0.4	4
SPIRIT AIRLINES	60	18303	81	0.4	5
SOUTHWEST AIRLINES	104	117622	585	0.5	6
DELTA AIR LINES	138	84188	430	0.5	7
REPUBLIC AIRWAYS	81	28384	237	0.8	8
HAWAIIAN AIRLINES	21	6559	61	0.9	9
SKYWEST AIRLINES	233	69319	664	1.0	10
FRONTIER AIRLINES	85	17451	210	1.2	11
AMERICAN AIRLINES	122	82261	1178	1.4	12
PSA AIRLINES	91	21311	456	2.1	13
ENVOY AIR	136	24343	601	2.5	14
TOTAL AIRPORTS SERVED	332	583,950	4,914	0.8	

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
APRIL 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	33570	27385	81.58	155	0.46	47	0.14	1544	4.60	100	0.30	2056	6.12	23	0.07	2259	6.73
- ALASKA AIRLINES	19025	15343	80.65	80	0.42	34	0.18	846	4.45	55	0.29	1378	7.24	18	0.09	1271	6.68
- BRANDED CODESHARE PARTNERS	14545	12042	82.79	75	0.52	13	0.09	699	4.81	46	0.32	678	4.66	5	0.03	988	6.79
ALLEGiant AIR	10926	8623	78.92	10	0.09	22	0.20	602	5.51	101	0.92	577	5.28	21	0.19	971	8.89
AMERICAN AIRLINES NETWORK	166972	126484	75.75	2641	1.58	454	0.27	10174	6.09	1938	1.16	10345	6.20	63	0.04	14873	8.91
- AMERICAN AIRLINES	82261	61091	74.26	1178	1.43	226	0.27	5473	6.65	842	1.02	5365	6.52	32	0.04	8054	9.79
- BRANDED CODESHARE PARTNERS	84711	65393	77.20	1463	1.73	228	0.27	4701	5.55	1096	1.29	4981	5.88	30	0.04	6819	8.05
DELTA AIR LINES NETWORK	133985	109983	82.09	652	0.49	261	0.19	8848	6.60	1048	0.78	6659	4.97	17	0.01	6517	4.86
- DELTA AIR LINES	84188	68711	81.62	430	0.51	198	0.24	5464	6.49	394	0.47	4623	5.49	12	0.01	4356	5.17
- BRANDED CODESHARE PARTNERS	49797	41272	82.88	222	0.45	63	0.13	3384	6.80	654	1.31	2036	4.09	5	0.01	2161	4.34
FRONTIER AIRLINES	17451	12653	72.51	210	1.20	28	0.16	1176	6.74	95	0.54	1269	7.27	0	0.00	2020	11.58
HAWAIIAN AIRLINES	6559	5340	81.41	61	0.93	3	0.05	714	10.89	36	0.55	30	0.46	6	0.09	370	5.64
JETBLUE AIRWAYS	20002	16404	82.01	42	0.21	52	0.26	1057	5.28	26	0.13	1323	6.61	5	0.02	1093	5.46
SOUTHWEST AIRLINES	117622	94667	80.48	585	0.50	197	0.17	5913	5.03	417	0.35	5152	4.38	69	0.06	10622	9.03
SPIRIT AIRLINES	18303	15100	82.50	81	0.44	27	0.15	766	4.19	66	0.36	1519	8.30	16	0.09	728	3.98
UNITED AIRLINES NETWORK	118694	95962	80.85	854	0.72	352	0.30	6771	5.70	835	0.70	8065	6.79	11	0.01	5844	4.92
- UNITED AIRLINES	64256	52163	81.18	279	0.43	178	0.28	2994	4.66	335	0.52	5046	7.85	0	0.00	3261	5.08
- BRANDED CODESHARE PARTNERS	54438	43799	80.46	575	1.06	174	0.32	3777	6.94	500	0.92	3018	5.54	11	0.02	2583	4.74
TOTAL	644,084	512,601	79.59	5,291	0.82	1,443	0.22	37,564	5.83	4,662	0.72	36,994	5.74	231	0.04	45,297	7.03

*** Causes of Delay:**

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

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

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

AIR TRAVEL CONSUMER REPORT

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

APRIL 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	19025	15343	80.65	80	0.42	34	0.18	846	4.45	55	0.29	1378	7.24	18	0.09	1271	6.68
ALLEGiant AIR	10926	8623	78.92	10	0.09	22	0.20	602	5.51	101	0.92	577	5.28	21	0.19	971	8.89
AMERICAN AIRLINES	82261	61091	74.26	1178	1.43	226	0.27	5473	6.65	842	1.02	5365	6.52	32	0.04	8054	9.79
DELTA AIR LINES	84188	68711	81.62	430	0.51	198	0.24	5464	6.49	394	0.47	4623	5.49	12	0.01	4356	5.17
ENVOY AIR	24343	18584	76.34	601	2.47	60	0.25	1049	4.31	392	1.61	1670	6.86	6	0.02	1981	8.14
FRONTIER AIRLINES	17451	12653	72.51	210	1.20	28	0.16	1176	6.74	95	0.54	1269	7.27	0	0.00	2020	11.58
HAWAIIAN AIRLINES	6559	5340	81.41	61	0.93	3	0.05	714	10.89	36	0.55	30	0.46	6	0.09	370	5.64
JETBLUE AIRWAYS	20002	16404	82.01	42	0.21	52	0.26	1057	5.28	26	0.13	1323	6.61	5	0.02	1093	5.46
PSA AIRLINES	21311	15475	72.62	456	2.14	37	0.17	1331	6.25	153	0.72	1309	6.14	10	0.05	2541	11.92
REPUBLIC AIRWAYS	28384	23581	83.08	237	0.83	40	0.14	1116	3.93	110	0.39	2047	7.21	4	0.01	1249	4.40
SKYWEST AIRLINES	69319	56391	81.35	664	0.96	204	0.29	6158	8.88	1238	1.79	2556	3.69	26	0.04	2081	3.00
SOUTHWEST AIRLINES	117622	94667	80.48	585	0.50	197	0.17	5913	5.03	417	0.35	5152	4.38	69	0.06	10622	9.03
SPIRIT AIRLINES	18303	15100	82.50	81	0.44	27	0.15	766	4.19	66	0.36	1519	8.30	16	0.09	728	3.98
UNITED AIRLINES	64256	52163	81.18	279	0.43	178	0.28	2994	4.66	335	0.52	5046	7.85	0	0.00	3261	5.08
TOTAL	583,950	464,126	79.48	4,914	0.84	1,306	0.22	34,658	5.94	4,260	0.73	33,864	5.80	224	0.04	40,598	6.95

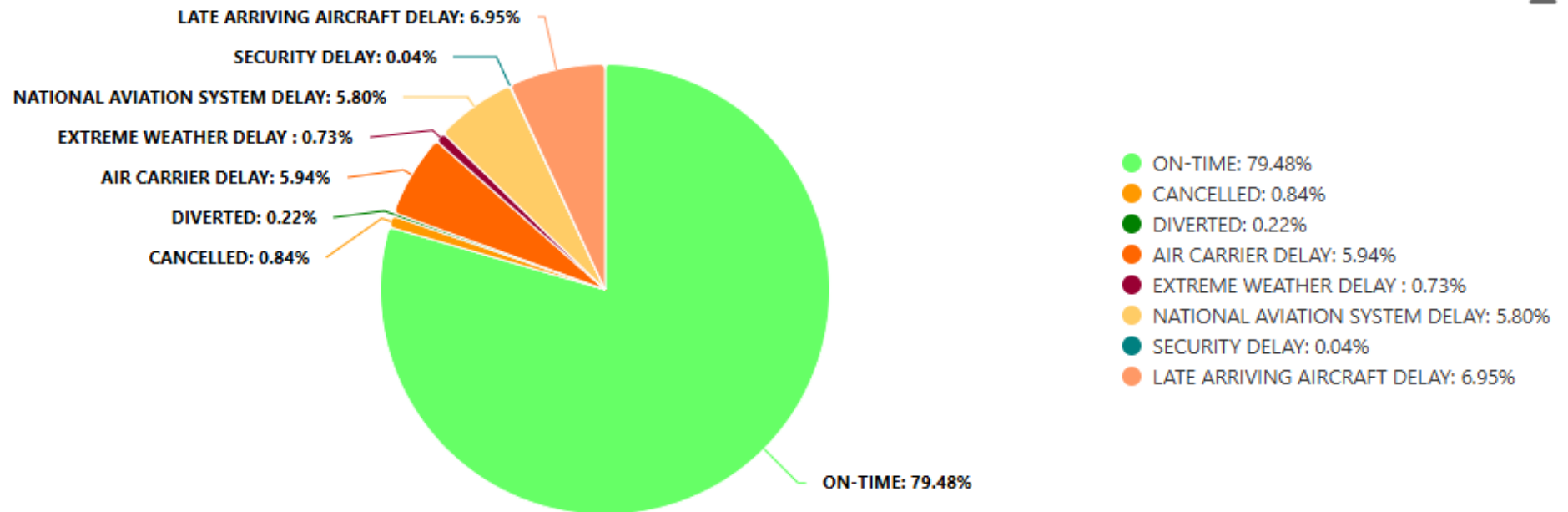
* Causes of Delay:

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

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

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

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

APRIL 2025

MARKETING CARRIER	OPERATING CARRIER	FLIGHT NUMBER	ORIGIN AIRPORT	DESTINATION AIRPORT	DATE OF FLIGHT	LOCATION OF LONGEST TARMAC DELAY	LENGTH OF TARMAC DELAY
DELTA	DELTA	1742	MCO	ATL	4/10/2025	Diversion Airport (MGM)	5:18
ALLEGiant	ALLEGiant	3018	SRQ	BLV	4/4/2025	Destination Airport	4:15
JETBLUE	JETBLUE	1602	JFK	BUF	4/26/2025	Origin Airport	3:55
DELTA	ENDEAVOR	5250	JFK	BUF	4/26/2025	Origin Airport	3:35
ALASKA	ALASKA	497	ATL	SEA	4/10/2025	Origin Airport	3:26
DELTA	DELTA	1518	ATL	RDU	4/10/2025	Origin Airport	3:20
DELTA	DELTA	468	ATL	LGA	4/10/2025	Origin Airport	3:15
SOUTHWEST	SOUTHWEST	385	BNA	HOU	4/21/2025	Destination Airport	3:13
UNITED	UNITED	1335	ORD	BUF	4/2/2025	Origin Airport	3:12
SOUTHWEST	SOUTHWEST	474	MDW	HOU	4/21/2025	Diversion Airport (SAT)	3:11
UNITED	UNITED	1293	ORD	LGA	4/2/2025	Origin Airport	3:11
UNITED	SKYWEST	5519	ORD	CHA	4/2/2025	Origin Airport	3:07
UNITED	UNITED	587	ORD	IAD	4/2/2025	Origin Airport	3:07
DELTA	DELTA	1232	ATL	DTW	4/25/2025	Origin Airport	3:04
DELTA	SKYWEST	4044	LGA	MKE	4/26/2025	Origin Airport	3:04

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

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

AIR TRAVEL CONSUMER REPORT

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

APRIL 2025

MARKETING CARRIER	OPERATING CARRIER	FLIGHT NUMBER	ORIGIN AIRPORT	DESTINATION AIRPORT	DATE OF FLIGHT	LOCATION OF LONGEST TARMAC DELAY	LENGTH OF TARMAC DELAY
DELTA	DELTA	1828	SJD	ATL	4/10/2025	Diversion Airport (MGM)	8:04
DELTA	DELTA	599	MEX	ATL	4/10/2025	Diversion Airport (MGM)	7:40

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

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

APPENDIX

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

30 Largest U.S. Airports

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

Air Carriers Required to Report

Data to DOT and to CRS Vendors*

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

*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, 2024, 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	April 2025			April 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	531,738	466	0.09	257,991	803	0.31
2	JETBLUE AIRWAYS	1,164,782	2,838	0.24	1,148,114	3,467	0.30
3	ALASKA AIRLINES NETWORK	2,114,035	7,202	0.34	2,105,700	9,307	0.44
	- ALASKA AIRLINES	1,618,307	5,481	0.34	1,647,957	7,446	0.45
	- BRANDED CODESHARE PARTNERS	495,728	1,721	0.35	457,743	1,861	0.41
4	FRONTIER AIRLINES	746,703	2,676	0.36	733,709	2,895	0.39
5	DELTA AIR LINES NETWORK	8,281,781	29,903	0.36	8,221,114	28,227	0.34
	- DELTA AIR LINES	6,529,238	25,060	0.38	6,597,389	24,063	0.36
	- BRANDED CODESHARE PARTNERS	1,752,543	4,843	0.28	1,623,725	4,164	0.26
6	HAWAIIAN AIRLINES	520,315	1,951	0.38	494,437	1,608	0.33
7	SOUTHWEST AIRLINES	9,786,582	37,754	0.39	10,821,791	40,369	0.37
8	SPIRIT AIRLINES	738,041	2,919	0.40	1,049,935	3,868	0.37
9	UNITED AIRLINES NETWORK	5,943,601	31,783	0.53	6,057,391	30,278	0.50
	- UNITED AIRLINES	4,312,826	22,988	0.53	4,460,384	22,701	0.51
	- BRANDED CODESHARE PARTNERS	1,630,775	8,795	0.54	1,597,007	7,577	0.47
10	AMERICAN AIRLINES NETWORK	9,006,843	49,113	0.55	9,185,313	62,433	0.68
	- AMERICAN AIRLINES	5,614,071	33,552	0.60	6,016,525	43,558	0.72
	- BRANDED CODESHARE PARTNERS	3,392,772	15,561	0.46	3,168,788	18,875	0.60
TOTAL		38,834,421	166,605	0.43	40,075,495	183,255	0.46

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	April 2025			April 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	531,738	466	0.09	257,991	803	0.31
2	JETBLUE AIRWAYS	1,164,782	2,838	0.24	1,148,114	3,467	0.30
3	ALASKA AIRLINES	1,618,307	5,481	0.34	1,647,957	7,446	0.45
4	FRONTIER AIRLINES	746,703	2,676	0.36	733,709	2,895	0.39
5	REPUBLIC AIRWAYS	797,666	2,927	0.37	710,197	2,980	0.42
6	HAWAIIAN AIRLINES	520,315	1,951	0.38	494,437	1,608	0.33
7	DELTA AIR LINES	6,529,238	25,060	0.38	6,597,389	24,063	0.36
8	SOUTHWEST AIRLINES	9,786,582	37,754	0.39	10,821,791	40,369	0.37
9	PSA AIRLINES	1,122,339	4,376	0.39	1,023,639	6,253	0.61
10	SPIRIT AIRLINES	738,041	2,919	0.40	1,049,935	3,868	0.37
11	SKYWEST AIRLINES	2,382,586	9,534	0.40	2,218,586	8,539	0.38
12	UNITED AIRLINES	4,312,826	22,988	0.53	4,460,384	22,701	0.51
13	ENVOY AIR	807,457	4,689	0.58	806,858	5,218	0.65
14	AMERICAN AIRLINES	5,614,071	33,552	0.60	6,016,525	43,558	0.72
	TOTAL	36,672,651	157,211	0.43	37,987,512	173,768	0.46

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	April 2025			April 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	12,707	51	0.40	13,027	80	0.61
	- DELTA AIR LINES	9,254	42	0.45	10,540	69	0.65
	- BRANDED CODESHARE PARTNERS	3,453	9	0.26	2,487	11	0.44
2	HAWAIIAN AIRLINES	1,289	10	0.78	1,175	13	1.11
3	UNITED AIRLINES NETWORK	11,859	95	0.80	12,965	127	0.98
	- UNITED AIRLINES	8,951	70	0.78	10,002	98	0.98
	- BRANDED CODESHARE PARTNERS	2,908	25	0.86	2,963	29	0.98
4	ALLEGiant AIR	2,648	24	0.91	2,147	13	0.61
5	SOUTHWEST AIRLINES	21,119	226	1.07	21,263	324	1.52
6	JETBLUE AIRWAYS	2,548	28	1.10	2,285	26	1.14
7	ALASKA AIRLINES NETWORK	3,623	47	1.30	2,783	29	1.04
	- ALASKA AIRLINES	3,068	36	1.17	2,398	24	1.00
	- BRANDED CODESHARE PARTNERS	555	11	1.98	385	5	1.30
8	AMERICAN AIRLINES NETWORK	13,153	179	1.36	14,364	239	1.66
	- AMERICAN AIRLINES	9,181	135	1.47	10,687	179	1.67
	- BRANDED CODESHARE PARTNERS	3,972	44	1.11	3,677	60	1.63
9	FRONTIER AIRLINES	2,955	43	1.46	2,225	43	1.93
10	SPIRIT AIRLINES	2,481	43	1.73	2,660	54	2.03
	TOTAL	74,382	746	1.00	74,894	948	1.27

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

AIR TRAVEL CONSUMER REPORT

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

RANK	CARRIER ¹	April 2025			April 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	9,254	42	0.45	10,540	69	0.65
2	REPUBLIC AIRWAYS	1,135	7	0.62	1,158	19	1.64
3	SKYWEST AIRLINES	4,026	29	0.72	3,446	31	0.90
4	HAWAIIAN AIRLINES	1,289	10	0.78	1,175	13	1.11
5	UNITED AIRLINES	8,951	70	0.78	10,002	98	0.98
6	PSA AIRLINES	994	9	0.91	855	19	2.22
7	ALLEGiant AIR	2,648	24	0.91	2,147	13	0.61
8	ENVOY AIR	1,242	13	1.05	1,291	16	1.24
9	SOUTHWEST AIRLINES	21,119	226	1.07	21,263	324	1.52
10	JETBLUE AIRWAYS	2,548	28	1.10	2,285	26	1.14
11	ALASKA AIRLINES	3,068	36	1.17	2,398	24	1.00
12	FRONTIER AIRLINES	2,955	43	1.46	2,225	43	1.93
13	AMERICAN AIRLINES	9,181	135	1.47	10,687	179	1.67
14	SPIRIT AIRLINES	2,481	43	1.73	2,660	54	2.03
	TOTAL	70,891	715	1.01	72,132	928	1.29

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 (QUARTERLY)

RANK	CARRIER ¹	JANUARY - MARCH 2025			
		DENIED BOARDINGS (DB'S)		ENPLANED PASSENGERS	INVOLUNTARY DB's PER 10,000 PASSENGERS
		VOLUNTARY	INVOLUNTARY		
1	DELTA AIR LINES NETWORK	26,879	0	41,774,943	0.00
	- DELTA AIR LINES	17,783	0	34,210,277	0.00
	- BRANDED CODESHARE PARTNERS	9,096	0	7,564,666	0.00
2	ALLEGiant AIR	152	0	4,451,306	0.00
3	UNITED AIRLINES NETWORK	8,754	49	36,439,833	0.01
	- UNITED AIRLINES	3,353	28	28,501,695	0.01
	- BRANDED CODESHARE PARTNERS	5,401	21	7,938,138	0.03
4	SOUTHWEST AIRLINES	4,426	55	36,933,136	0.01
5	HAWAIIAN AIRLINES	131	4	2,585,492	0.02
6	JETBLUE AIRWAYS	1,174	48	7,981,939	0.06
7	ALASKA AIRLINES NETWORK	3,129	79	9,786,861	0.08
	- ALASKA AIRLINES	1,627	35	7,236,219	0.05
	- BRANDED CODESHARE PARTNERS	1,502	44	2,550,642	0.17
8	SPIRIT AIRLINES	2,100	173	8,325,778	0.21
9	AMERICAN AIRLINES NETWORK	14,336	2,906	46,398,815	0.63
	- AMERICAN AIRLINES	6,575	1,429	33,776,791	0.42
	- BRANDED CODESHARE PARTNERS	7,761	1,477	12,622,024	1.17
10	FRONTIER AIRLINES	596	1,462	7,655,614	1.91
	TOTAL	61,677	4,776	202,333,717	0.24

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

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

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 (QUARTERLY)

RANK	AIRLINE ¹	JANUARY - MARCH 2025			
		DENIED BOARDINGS (DB'S)		ENPLANED PASSENGERS	INVOLUNTARY DB's PER 10,000 PASSENGERS
		VOLUNTARY	INVOLUNTARY		
1	DELTA AIR LINES	17,783	0	34,210,277	0.00
2	ALLEGiant AIR	152	0	4,451,306	0.00
3	UNITED AIRLINES	3,353	28	28,501,695	0.01
4	SOUTHWEST AIRLINES	4,426	55	36,933,136	0.01
5	HAWAIIAN AIRLINES	131	4	2,585,492	0.02
6	ALASKA AIRLINES	1,627	35	7,236,219	0.05
7	JETBLUE AIRWAYS	1,174	48	7,981,939	0.06
8	SPIRIT AIRLINES	2,100	173	8,325,778	0.21
9	SKYWEST AIRLINES	8,810	221	9,875,428	0.22
10	AMERICAN AIRLINES	6,575	1,429	33,776,791	0.42
11	REPUBLIC AIRWAYS	2,845	237	4,618,746	0.51
12	ENVOY AIR	1,483	296	3,993,601	0.74
13	PSA AIRLINES	1,483	333	3,260,174	1.02
14	FRONTIER AIRLINES	596	1,462	7,655,614	1.91
	TOTAL	52,538	4,321	193,406,196	0.22

JANUARY - MARCH 2024			
DENIED BOARDINGS (DB'S)		ENPLANED PASSENGERS	INVOLUNTARY DB's PER 10,000 PASSENGERS
VOLUNTARY	INVOLUNTARY		
15,731	0	34,621,229	0.00
233	0	4,104,860	0.00
5,508	55	28,042,469	0.02
11,940	675	40,485,380	0.17
216	1	2,504,470	0.00
2,577	50	6,913,287	0.07
1,511	94	8,255,372	0.11
3,761	424	10,137,110	0.42
6,727	246	10,541,222	0.23
7,835	1,793	36,583,708	0.49
1,896	114	3,930,555	0.29
1,328	301	3,834,248	0.79
1,615	270	2,899,768	0.93
407	1,115	6,729,177	1.66
61,285	5,138	199,582,855	0.26

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.

CONSUMER SUBMISSIONS

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		
	APRIL 2025	APRIL 2024
US AIRLINES	4,119	4,031
FOREIGN AIRLINES	1,235	1,497
TRAVEL AGENTS/TOUR OPERATORS	111	134
MISCELLANEOUS	54	34
INDUSTRY TOTALS	5,519	5,696

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

U.S. AIRLINES¹	APRIL 2025
ALASKA AIRLINES	72
ALLEGiant AIR	66
AMERICAN AIRLINES	1,413
AVELO AIRLINES	37
BREEZE AIRWAYS	39
DELTA AIR LINES	579
FRONTIER AIRLINES	632
HAWAIIAN AIRLINES	31
JETBLUE AIRWAYS	231
SILVER AIRWAYS	15
SOUTHWEST AIRLINES	136
SPIRIT AIRLINES	280
SUN COUNTRY AIRLINES	28
UNITED AIRLINES	547
Other U.S. Airlines	13
TOTAL	4,119

¹AIRLINES ARE LISTED INDIVIDUALLY IF DOT RECEIVED FIVE (5) OR MORE SUBMISSIONS (COMPLAINTS, INQUIRIES AND OPINIONS) FOR THEM DURING THE REPORTING PERIOD. SUBMISSIONS FOR U.S. AIRLINES ACCOUNTING FOR FEWER THAN FIVE (5) ARE INCLUDED UNDER 'OTHER U.S. AIRLINES'.

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

FOREIGN AIRLINES	APRIL 2025		
AER LINGUS	18	JAPAN AIR LINES COMPANY	6
AEROMEXICO	18	KLM	17
AIR CANADA	32	KOREAN AIR LINES	10
AIR FRANCE	73	LATAM	28
AIR INDIA	38	LEVEL	13
AIR PREMIA	9	LOT POLISH AIRLINES	7
ANA ALL NIPPON AIRWAYS	6	LUFTHANSA	74
AUSTRIAN AIRLINES	7	NORSE ATLANTIC AIRWAYS	38
AVIANCA	57	PHILIPPINE AIRLINES	12
BRITISH AIRWAYS	58	QANTAS AIRWAYS	5
BRUSSELS AIRLINES	5	QATAR AIRWAYS	85
CATHAY PACIFIC AIRWAYS	11	ROYAL AIR MAROC	16
COPA	22	SAS	10
EGYPTAIR	13	SATA INTERNACIONAL	6
EL AL ISRAEL	9	SAUDI ARABIAN AIRLINES	6
EMIRATES AIRLINES	19	SINGAPORE AIRLINES	9
ETHIOPIAN AIRLINES	20	SWISS AIR	16
ETIHAD AIRWAYS	16	TAP	23
EVA AIRWAYS	10	TURKISH AIRLINES	108
FINNAIR OY	6	VIRGIN ATLANTIC AIRWAYS	27
FLAIR AIRLINES	5	VIVAAEROBUS	23
FRENCH BEE	15	VOLARIS AIRLINES	57
IBERIA AIRLINES	29	WEST JET	8
ICELANDAIR	7	ZIPAIR	8
ITA AIRWAYS	16	OTHER FOREIGN AIRLINES	104
		TOTALS	1,235

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 AND TOUR OPERATORS	APRIL 2025	MISCELLANEOUS	APRIL 2025
BOOKING.COM	11	FAA	11
CHEAPOAIR.COM	9	TSA	19
EXPEDIA.COM	17	OTHER MISCELLANEOUS	54
OVAGO	6	TOTALS	84
OTHER TRAVEL AGENTS	68		
TOTALS	111		

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

48

U.S. AIRLINES ¹	APRIL 2025	APRIL 2024
ALASKA AIRLINES NETWORK ²	72	69
ALLEGiant AIR	66	51
AMERICAN AIRLINES NETWORK ²	1,413	1,229
DELTA AIR LINES NETWORK ²	579	416
FRONTIER AIRLINES	632	633
HAWAIIAN AIRLINES	31	41
JETBLUE AIRWAYS	231	269
SOUTHWEST AIRLINES	136	200
SPIRIT AIRLINES	280	379
UNITED AIRLINES NETWORK ²	547	620
TOTAL	3,987	3,907

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	APRIL 2025	APRIL 2024
AEROMEXICO	1	2
AIR FRANCE	2	4
ALASKA AIRLINES	5	2
ALLEGiant AIR	11	2
AMERICAN AIRLINES	33	41
AVIANCA	3	1
AZUL	1	0
BREEZE AIRWAYS	2	0
BRITISH AIRWAYS	1	0
COPA	1	1
DELTA AIR LINES	19	23
EGYPTAIR	1	0
EMIRATES AIRLINES	2	0
FIJI AIRWAYS	2	0
FRENCH BEE	1	0
FRONTIER AIRLINES	26	16
HAWAIIAN AIRLINES	4	1
JETBLUE AIRWAYS	9	13
KLM	1	1
KOREAN AIR LINES	3	0
LATAM	1	0
LEVEL	1	0
LUFTHANSA	3	1
NORSE ATLANTIC AIRWAYS	1	0
PHILIPPINE AIRLINES	1	0
QATAR AIRWAYS	5	0
ROYAL AIR MAROC	1	0
SKY HIGH	1	0

SOUTHWEST AIRLINES	16	14
SPIRIT AIRLINES	5	15
SUN COUNTRY AIRLINES	1	1
SWISS AIR	1	0
TAP	1	1
TURKISH AIRLINES	6	1
UNITED AIRLINES	24	25
UZBEKISTAN AIRWAYS	1	0
VIETNAM AIRWAYS	1	0
VIVAAEROBUS	2	1
OTHER AIRLINES	0	16
TOTALS	200	182

DISCRIMINATION COMPLAINTS		
AIRLINE	APRIL 2025	APRIL 2024
ALASKA AIRLINES	1	0
ALLEGiant AIR	1	0
AMERICAN AIRLINES	2	0
DELTA AIR LINES	2	2
ETHIOPIAN AIRLINES	1	0
FRONTIER AIRLINES	2	0
JETBLUE AIRWAYS	1	1
SPIRIT AIRLINES	1	0
OTHER AIRLINES	0	3
TOTALS	11	6

AIR TRAVEL CONSUMER REPORT

50

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

APRIL 2025							
AIRLINE	RACE	ANCESTRY/ ETHNICITY	NATIONAL ORIGIN	COLOR	RELIGION	SEX	OTHER
ALASKA AIRLINES				1			
ALLEGiant AIR							1
AMERICAN AIRLINES	1		1				
DELTA AIR LINES					1	1	
ETHIOPIAN AIRLINES			1				
FRONTIER AIRLINES		1		1			
JETBLUE AIRWAYS		1					
SPIRIT AIRLINES			1				
TOTALS	1	2	3	2	1	1	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

April 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
NONE			



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

Customer Experience Report for April 2025 ^a

The Transportation Security Administration (TSA) screened approximately 72.2 million passengers at screening checkpoints and 39.2 million checked bags at baggage screening locations in April 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 April 2025, TSA received 19,511 complaints (i.e. a description of a negative experience) from the public via phone or email (or 27.1 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
923	1.3	728	1.1	15,862	22.0	179	0.3

Civil Rights		Other TSA-related		Non-TSA related, Airline		Non-TSA related, All Others	
Number of Complaints	Complaints per 100,000 Passengers ^c	Number of Complaints	Complaints per 100,000 Passengers ^c	Number of Complaints	Complaints per 100,000 Passengers ^c	Number of Complaints	Complaints per 100,000 Passengers ^c
720	1.0	261	0.4	136	0.2	702	1.0

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
238 ^d	178	0.0005



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

Customer Experience Report for April 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/email>). 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.