



Air Travel Consumer Report

A Product Of
THE OFFICE OF AVIATION ENFORCEMENT AND PROCEEDINGS

Issued: July 2025



Flight Delays¹	May 2025
Mishandled Baggage, Wheelchairs, and Scooters ¹	May 2025
Oversales¹	1 st Quarter 2025
Consumer Complaints² (Includes Disability and Discrimination Complaints)	May 2025
Airline Animal Incident Reports⁴	May 2025
Customer Service Reports to the Dept. of Homeland Security³	May 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 Division Website: <http://www.transportation.gov/airconsumer>

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

⁴ Data collected by the Office Aviation Consumer Protection Division

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INTRODUCTION

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

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

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

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

FLIGHT DELAYS

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

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

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

In fulfilling DOT's data reporting requirements, the reporting air carriers use automated and/or manual systems for collecting flight data. Those using an automated system rely on the Aircraft Communication Addressing and Reporting System (ACARS) or the Docking Guidance System (DGS). Based on the latest information available to DOT, of the 14 reporting air carriers, 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

MAY 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

MAY 2025

AT ALL US AIRPORTS			
CARRIER ¹	NUMBER OF AIRPORTS REPORTED	PERCENT OF ON-TIME ARRIVALS	RANK
HAWAIIAN AIRLINES	21	87.1	1
DELTA AIR LINES NETWORK	211	77.8	2
- DELTA AIR LINES	144	77.6	
- BRANDED CODESHARE PARTNERS	187	78.2	
ALASKA AIRLINES NETWORK	104	77.6	3
- ALASKA AIRLINES	86	74.3	
- BRANDED CODESHARE PARTNERS	58	82.3	
SOUTHWEST AIRLINES	104	76.3	4
ALLEGiant AIR	122	75.9	5
UNITED AIRLINES NETWORK	220	75.5	6
- UNITED AIRLINES	121	74.7	
- BRANDED CODESHARE PARTNERS	203	76.5	
SPIRIT AIRLINES	60	73.9	7
JETBLUE AIRWAYS	64	73.4	8
AMERICAN AIRLINES NETWORK	225	72.5	9
- AMERICAN AIRLINES	119	72.1	
- BRANDED CODESHARE PARTNERS	207	72.9	
FRONTIER AIRLINES	87	68.6	10
TOTAL AIRPORTS SERVED	357	75.3	

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

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

AIR TRAVEL CONSUMER REPORT

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

MAY 2025

AT ALL US AIRPORTS			
CARRIER ¹	NUMBER OF AIRPORTS REPORTED	PERCENT OF ON-TIME ARRIVALS	RANK
HAWAIIAN AIRLINES	21	87.1	1
SKYWEST AIRLINES	241	80.4	2
DELTA AIR LINES	144	77.6	3
ENVOY AIR	139	76.6	4
SOUTHWEST AIRLINES	104	76.3	5
ALLEGiant AIR	122	75.9	6
UNITED AIRLINES	121	74.7	7
ALASKA AIRLINES	86	74.3	8
SPIRIT AIRLINES	60	73.9	9
REPUBLIC AIRWAYS	77	73.8	10
JETBLUE AIRWAYS	64	73.4	11
AMERICAN AIRLINES	119	72.1	12
FRONTIER AIRLINES	87	68.6	13
PSA AIRLINES	90	65.4	14
TOTAL AIRPORTS SERVED	338	75.4	

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

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

AIR TRAVEL CONSUMER REPORT

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

MAY 2025

CARRIER	Jan 25		Feb 25		Mar 25		Apr 25		May 25		Year-to-date (YTD)	
	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank
ALASKA AIRLINES NETWORK	80.4	3	74.7	6	79.8	6	81.6	4	77.6	3	78.9	5
- ALASKA AIRLINES	81.0		77.0		80.3		80.6		74.3		78.5	
- BRANDED CODESHARE PARTNERS	79.5		71.8		79.1		82.8		82.3		79.3	
ALLEGiant AIR	75.2	8	74.0	8	77.1	7	78.9	8	75.9	5	76.3	7
AMERICAN AIRLINES NETWORK	76.4	7	74.6	7	75.8	9	75.8	9	72.5	9	75.0	9
- AMERICAN AIRLINES	77.5		78.2		75.5		74.3		72.1		75.4	
- BRANDED CODESHARE PARTNERS	75.3		71.2		76.1		77.2		72.9		74.6	
DELTA AIR LINES NETWORK	78.7	5	79.1	4	81.7	1	82.1	2	77.8	2	79.9	3
- DELTA AIR LINES	78.3		79.7		81.0		81.6		77.6		79.6	
- BRANDED CODESHARE PARTNERS	79.4		78.0		82.9		82.9		78.2		80.3	
FRONTIER AIRLINES	72.0	10	73.7	9	73.2	10	72.5	10	68.6	10	72.0	10
HAWAIIAN AIRLINES	84.5	1	82.3	2	81.3	3	81.4	5	87.1	1	83.4	1
JETBLUE AIRWAYS	74.0	9	69.5	10	76.2	8	82.0	3	73.4	8	75.2	8
SOUTHWEST AIRLINES	82.2	2	82.9	1	81.5	2	80.5	7	76.3	4	80.6	2
SPIRIT AIRLINES	79.1	4	80.4	3	80.1	5	82.5	1	73.9	7	79.2	4
UNITED AIRLINES NETWORK	77.9	6	78.3	5	81.1	4	80.8	6	75.5	6	78.7	6
- UNITED AIRLINES	80.6		80.9		82.2		81.2		74.7		79.8	
- BRANDED CODESHARE PARTNERS	74.7		75.3		79.9		80.5		76.5		77.5	
TOTAL	78.4		77.8		79.4		79.6		75.3		78.1	

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

AIR TRAVEL CONSUMER REPORT

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

MAY 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	141	67.4	283	63.6	124	72.6	257	65.0	58	53.4	0	0.0	186	67.2	218	60.6
- ALASKA AIRLINES	141	67.4	221	65.6	124	72.6	257	65.0	58	53.4	0	0.0	186	67.2	218	60.6
- BRANDED CODESHARE PARTNERS	0	0.0	62	56.5	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
ALLEGiant AIR	0	0.0	66	68.2	221	78.7	68	91.2	0	0.0	0	0.0	0	0.0	44	61.4
AMERICAN AIRLINES NETWORK	1058	66.0	1172	68.0	1648	66.5	2387	69.1	454	68.1	19265	75.9	7847	67.9	894	62.2
- AMERICAN AIRLINES	603	64.3	1026	66.3	743	66.1	1417	67.4	353	66.9	10438	79.7	2400	70.3	771	62.9
- BRANDED CODESHARE PARTNERS	455	68.1	146	80.1	905	66.9	970	71.6	101	72.3	8827	71.5	5447	66.9	123	57.7
DELTA AIR LINES NETWORK	24658	78.6	1645	64.8	1335	76.6	4323	68.9	575	77.2	1071	73.9	1713	66.9	1038	68.1
- DELTA AIR LINES	20718	79.6	1069	62.9	810	80.0	2274	67.7	486	78.0	591	77.0	809	67.0	1022	68.1
- BRANDED CODESHARE PARTNERS	3940	73.0	576	68.4	525	71.4	2049	70.2	89	73.0	480	70.0	904	66.8	16	68.8
FRONTIER AIRLINES	1274	56.4	141	69.5	56	57.1	88	83.0	243	62.6	199	68.3	92	71.7	1784	67.6
HAWAIIAN AIRLINES	0	0.0	0	0.0	0	0.0	20	55.0	0	0.0	0	0.0	0	0.0	0	0.0
JETBLUE AIRWAYS	213	67.6	31	64.5	156	70.5	3419	68.7	0	0.0	0	0.0	562	68.1	117	72.6
SOUTHWEST AIRLINES	1618	73.0	3300	73.2	5040	77.8	583	63.3	6186	79.2	291	63.6	1351	68.8	7713	67.9
SPIRIT AIRLINES	828	71.3	117	66.7	372	71.2	380	65.8	522	70.9	309	72.8	0	0.0	0	0.0
UNITED AIRLINES NETWORK	681	72.7	973	72.1	784	73.5	1131	66.9	401	79.1	453	73.7	852	68.2	15090	70.9
- UNITED AIRLINES	596	72.0	912	71.7	619	73.7	1119	66.8	357	79.3	324	74.1	637	72.7	8934	71.9
- BRANDED CODESHARE PARTNERS	85	77.6	61	78.7	165	72.7	12	75.0	44	77.3	129	72.9	215	54.9	6156	69.4
TOTAL	30,471	76.5	7,728	69.9	9,736	74.9	12,656	68.5	8,439	77.3	21,588	75.5	12,603	67.9	26,898	69.3

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

AIR TRAVEL CONSUMER REPORT

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

MAY 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	220	70.0	62	79.0	308	48.1	52	84.6	209	78.0	96	67.7	341	57.8	869	77.0
- ALASKA AIRLINES	220	70.0	62	79.0	308	48.1	52	84.6	209	78.0	96	67.7	341	57.8	494	76.1
- BRANDED CODESHARE PARTNERS	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	375	78.1
ALLEGiant AIR	0	0.0	0	0.0	54	33.3	339	70.2	32	84.4	0	0.0	0	0.0	631	83.8
AMERICAN AIRLINES NETWORK	23749	69.8	860	72.1	619	43.0	641	71.3	207	66.7	919	64.4	2013	70.6	1378	72.7
- AMERICAN AIRLINES	14377	69.0	515	70.3	496	44.6	641	71.3	61	59.0	724	61.0	1224	69.4	1378	72.7
- BRANDED CODESHARE PARTNERS	9372	70.9	345	74.8	123	36.6	0	0.0	146	69.9	195	76.9	789	72.5	0	0.0
DELTA AIR LINES NETWORK	1052	65.0	9128	82.5	711	34.2	1076	75.2	527	75.5	687	68.7	5069	73.3	1741	81.5
- DELTA AIR LINES	1052	65.0	5267	81.5	537	36.3	1076	75.2	260	70.4	687	68.7	2657	75.7	1444	82.1
- BRANDED CODESHARE PARTNERS	0	0.0	3861	83.8	174	27.6	0	0.0	267	80.5	0	0.0	2412	70.6	297	78.8
FRONTIER AIRLINES	696	63.9	178	73.6	93	43.0	130	70.8	134	66.4	315	68.9	278	69.8	1095	71.9
HAWAIIAN AIRLINES	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	31	61.3	124	74.2
JETBLUE AIRWAYS	31	74.2	111	78.4	522	49.0	1345	77.8	0	0.0	84	83.3	3184	74.0	295	87.8
SOUTHWEST AIRLINES	0	0.0	347	73.2	0	0.0	967	76.5	114	67.5	0	0.0	0	0.0	7717	80.7
SPIRIT AIRLINES	622	67.7	838	76.4	725	42.1	1714	75.1	0	0.0	668	68.4	0	0.0	1791	80.8
UNITED AIRLINES NETWORK	869	67.5	548	80.3	6560	52.5	622	72.5	7519	78.9	11935	77.8	0	0.0	1287	78.2
- UNITED AIRLINES	807	67.3	194	79.9	4984	52.7	622	72.5	3310	78.2	6301	78.1	0	0.0	1275	78.1
- BRANDED CODESHARE PARTNERS	62	71.0	354	80.5	1576	51.7	0	0.0	4209	79.4	5634	77.5	0	0.0	12	91.7
TOTAL	27,239	69.3	12,072	80.8	9,592	49.2	6,886	75.0	8,742	78.0	14,704	75.9	10,916	72.4	16,928	79.4

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

AIR TRAVEL CONSUMER REPORT

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

MAY 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	1606	82.1	0	0.0	217	83.4	0	0.0	31	87.1	108	72.2	283	75.3	62	56.5
- ALASKA AIRLINES	675	77.8	0	0.0	217	83.4	0	0.0	31	87.1	79	67.1	283	75.3	62	56.5
- BRANDED CODESHARE PARTNERS	931	85.3	0	0.0	0	0.0	0	0.0	0	0.0	29	86.2	0	0.0	0	0.0
ALLEGiant AIR	73	74.0	0	0.0	29	72.4	42	81.0	0	0.0	8	100.0	0	0.0	0	0.0
AMERICAN AIRLINES NETWORK	3588	79.4	4048	69.5	1679	65.3	0	0.0	6599	76.5	681	71.1	12544	77.8	8315	69.5
- AMERICAN AIRLINES	2672	76.2	1374	66.2	1679	65.3	0	0.0	5534	76.0	423	70.0	4961	78.1	4224	71.3
- BRANDED CODESHARE PARTNERS	916	88.9	2674	71.2	0	0.0	0	0.0	1065	78.7	258	72.9	7583	77.6	4091	67.6
DELTA AIR LINES NETWORK	4309	84.8	7036	70.3	1861	68.6	327	82.6	1013	76.0	9024	81.5	1244	74.5	661	75.5
- DELTA AIR LINES	3271	82.3	2453	68.5	1768	68.5	141	78.0	951	76.1	5992	81.0	1105	74.7	563	78.5
- BRANDED CODESHARE PARTNERS	1038	92.5	4583	71.2	93	69.9	186	86.0	62	74.2	3032	82.7	139	73.4	98	58.2
FRONTIER AIRLINES	441	72.6	216	58.8	1444	66.5	164	66.5	312	67.6	57	63.2	246	58.5	751	59.4
HAWAIIAN AIRLINES	217	58.5	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
JETBLUE AIRWAYS	656	84.6	370	65.1	1513	69.9	0	0.0	122	70.5	0	0.0	119	72.3	85	78.8
SOUTHWEST AIRLINES	2075	77.0	994	67.7	3977	73.4	5594	79.7	460	72.0	480	70.8	419	66.1	398	71.6
SPIRIT AIRLINES	637	83.0	426	72.5	1656	71.6	0	0.0	372	76.1	38	47.4	538	77.0	345	73.3
UNITED AIRLINES NETWORK	3443	85.9	940	66.5	1213	74.2	0	0.0	531	74.0	591	70.9	15489	80.1	462	72.7
- UNITED AIRLINES	2480	83.6	816	68.3	1213	74.2	0	0.0	531	74.0	418	66.5	8265	78.9	356	74.7
- BRANDED CODESHARE PARTNERS	963	91.6	124	54.8	0	0.0	0	0.0	0	0.0	173	81.5	7224	81.4	106	66.0
TOTAL	17,045	81.9	14,030	69.4	13,589	70.6	6,127	79.5	9,440	75.7	10,987	79.6	30,882	78.4	11,079	69.5

* 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)

MAY 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	523	78.8	2063	77.6	9532	74.8	2110	74.6	274	76.6	93	74.2
- ALASKA AIRLINES	461	77.2	919	77.4	6933	73.6	1079	73.4	114	67.5	93	74.2
- BRANDED CODESHARE PARTNERS	62	90.3	1144	77.7	2599	78.1	1031	75.8	160	83.1	0	0.0
ALLEGiant AIR	31	90.3	18	88.9	0	0.0	0	0.0	0	0.0	0	0.0
AMERICAN AIRLINES NETWORK	7799	82.7	831	69.3	694	76.1	1173	74.2	495	74.9	1347	69.5
- AMERICAN AIRLINES	4856	80.2	831	69.3	518	73.2	1053	72.8	315	69.8	1227	68.9
- BRANDED CODESHARE PARTNERS	2943	86.7	0	0.0	176	84.7	120	85.8	180	83.9	120	75.0
DELTA AIR LINES NETWORK	1061	82.3	1056	81.3	4376	87.8	1220	80.3	7230	88.3	1168	75.6
- DELTA AIR LINES	908	81.2	845	80.4	2753	85.4	1139	79.9	4755	84.9	1168	75.6
- BRANDED CODESHARE PARTNERS	153	88.9	211	84.8	1623	91.8	81	86.4	2475	94.8	0	0.0
FRONTIER AIRLINES	593	74.0	200	72.0	156	83.3	362	68.0	220	82.3	621	70.5
HAWAIIAN AIRLINES	31	87.1	62	67.7	156	67.9	93	75.3	31	80.6	0	0.0
JETBLUE AIRWAYS	62	75.8	147	94.6	62	93.5	389	85.9	31	71.0	466	65.9
SOUTHWEST AIRLINES	6123	78.0	2984	74.5	593	69.3	651	69.0	961	78.4	2109	77.7
SPIRIT AIRLINES	28	85.7	152	84.2	63	87.3	0	0.0	34	70.6	408	77.0
UNITED AIRLINES NETWORK	1019	80.2	1017	82.4	808	81.6	7145	81.1	681	79.0	756	76.7
- UNITED AIRLINES	900	79.3	904	80.8	780	81.3	4996	81.2	343	78.1	756	76.7
- BRANDED CODESHARE PARTNERS	119	86.6	113	95.6	28	89.3	2149	80.9	338	79.9	0	0.0
TOTAL	17,270	80.5	8,530	77.0	16,440	78.6	13,143	78.5	9,957	85.5	6,968	74.1

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

AIR TRAVEL CONSUMER REPORT

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

MAY 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	141	67.4	221	65.6	124	72.6	257	65.0	58	53.4	0	0.0	186	67.2	218	60.6
ALLEGiant AIR	0	0.0	66	68.2	221	78.7	68	91.2	0	0.0	0	0.0	0	0.0	44	61.4
AMERICAN AIRLINES	603	64.3	1026	66.3	743	66.1	1417	67.4	353	66.9	10438	79.7	2400	70.3	771	62.9
DELTA AIR LINES	20718	79.6	1069	62.9	810	80.0	2274	67.7	486	78.0	591	77.0	809	67.0	1022	68.1
ENVOY AIR	105	81.0	92	75.0	127	74.0	150	71.3	87	73.6	626	77.6	441	73.9	30	26.7
FRONTIER AIRLINES	1274	56.4	141	69.5	56	57.1	88	83.0	243	62.6	199	68.3	92	71.7	1784	67.6
HAWAIIAN AIRLINES	0	0.0	0	0.0	0	0.0	20	55.0	0	0.0	0	0.0	0	0.0	0	0.0
JETBLUE AIRWAYS	213	67.6	31	64.5	156	70.5	3419	68.7	0	0.0	0	0.0	562	68.1	117	72.6
PSA AIRLINES	292	63.7	0	0.0	288	58.3	0	0.0	14	64.3	4904	70.0	3537	64.3	0	0.0
REPUBLIC AIRWAYS	106	76.4	2	100.0	588	74.7	2777	70.5	87	72.4	254	71.7	2237	70.1	0	0.0
SKYWEST AIRLINES	790	71.5	659	70.6	311	70.4	0	0.0	19	63.2	0	0.0	0	0.0	6265	69.4
SOUTHWEST AIRLINES	1618	73.0	3300	73.2	5040	77.8	583	63.3	6186	79.2	291	63.6	1351	68.8	7713	67.9
SPIRIT AIRLINES	828	71.3	117	66.7	372	71.2	380	65.8	522	70.9	309	72.8	0	0.0	0	0.0
UNITED AIRLINES	596	72.0	912	71.7	619	73.7	1119	66.8	357	79.3	324	74.1	637	72.7	8934	71.9
TOTAL	27,284	76.8	7,636	70.0	9,455	75.2	12,552	68.4	8,412	77.3	17,936	76.1	12,252	68.3	26,898	69.3

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

AIR TRAVEL CONSUMER REPORT

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

MAY 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	220	70.0	62	79.0	308	48.1	52	84.6	209	78.0	96	67.7	341	57.8	494	76.1
ALLEGiant AIR	0	0.0	0	0.0	54	33.3	339	70.2	32	84.4	0	0.0	0	0.0	631	83.8
AMERICAN AIRLINES	14377	69.0	515	70.3	496	44.6	641	71.3	61	59.0	724	61.0	1224	69.4	1378	72.7
DELTA AIR LINES	1052	65.0	5267	81.5	537	36.3	1076	75.2	260	70.4	687	68.7	2657	75.7	1444	82.1
ENVOY AIR	5244	73.2	12	75.0	96	36.5	0	0.0	0	0.0	97	77.3	0	0.0	0	0.0
FRONTIER AIRLINES	696	63.9	178	73.6	93	43.0	130	70.8	134	66.4	315	68.9	278	69.8	1095	71.9
HAWAIIAN AIRLINES	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	31	61.3	124	74.2
JETBLUE AIRWAYS	31	74.2	111	78.4	522	49.0	1345	77.8	0	0.0	84	83.3	3184	74.0	295	87.8
PSA AIRLINES	1289	62.8	100	73.0	0	0.0	0	0.0	146	69.9	4	75.0	0	0.0	0	0.0
REPUBLIC AIRWAYS	0	0.0	464	82.8	1247	53.7	0	0.0	963	85.0	0	0.0	1271	71.9	0	0.0
SKYWEST AIRLINES	2847	70.3	2467	86.9	0	0.0	0	0.0	269	85.5	1271	70.5	30	56.7	464	76.5
SOUTHWEST AIRLINES	0	0.0	347	73.2	0	0.0	967	76.5	114	67.5	0	0.0	0	0.0	7717	80.7
SPIRIT AIRLINES	622	67.7	838	76.4	725	42.1	1714	75.1	0	0.0	668	68.4	0	0.0	1791	80.8
UNITED AIRLINES	807	67.3	194	79.9	4984	52.7	622	72.5	3310	78.2	6301	78.1	0	0.0	1275	78.1
TOTAL	27,185	69.3	10,555	81.3	9,062	49.8	6,886	75.0	5,498	78.5	10,247	74.4	9,016	72.7	16,708	79.3

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

AIR TRAVEL CONSUMER REPORT

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

MAY 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	675	77.8	0	0.0	217	83.4	0	0.0	31	87.1	79	67.1	283	75.3	62	56.5
ALLEGiant AIR	73	74.0	0	0.0	29	72.4	42	81.0	0	0.0	8	100.0	0	0.0	0	0.0
AMERICAN AIRLINES	2672	76.2	1374	66.2	1679	65.3	0	0.0	5534	76.0	423	70.0	4961	78.1	4224	71.3
DELTA AIR LINES	3271	82.3	2453	68.5	1768	68.5	141	78.0	951	76.1	5992	81.0	1105	74.7	563	78.5
ENVOY AIR	30	96.7	0	0.0	0	0.0	0	0.0	1039	79.3	127	69.3	4451	78.3	0	0.0
FRONTIER AIRLINES	441	72.6	216	58.8	1444	66.5	164	66.5	312	67.6	57	63.2	246	58.5	751	59.4
HAWAIIAN AIRLINES	217	58.5	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
JETBLUE AIRWAYS	656	84.6	370	65.1	1513	69.9	0	0.0	122	70.5	0	0.0	119	72.3	85	78.8
PSA AIRLINES	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	61	68.9	0	0.0	1441	64.8
REPUBLIC AIRWAYS	0	0.0	4599	72.0	93	69.9	0	0.0	88	68.2	101	82.2	2103	85.4	634	69.2
SKYWEST AIRLINES	3325	90.1	84	76.2	0	0.0	186	86.0	0	0.0	2107	83.7	5506	78.5	5	40.0
SOUTHWEST AIRLINES	2075	77.0	994	67.7	3977	73.4	5594	79.7	460	72.0	480	70.8	419	66.1	398	71.6
SPIRIT AIRLINES	637	83.0	426	72.5	1656	71.6	0	0.0	372	76.1	38	47.4	538	77.0	345	73.3
UNITED AIRLINES	2480	83.6	816	68.3	1213	74.2	0	0.0	531	74.0	418	66.5	8265	78.9	356	74.7
TOTAL	16,552	81.8	11,332	69.5	13,589	70.6	6,127	79.5	9,440	75.7	9,891	79.4	27,996	78.5	8,864	69.7

* 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)

MAY 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	461	77.2	919	77.4	6933	73.6	1079	73.4	114	67.5	93	74.2
ALLEGiant AIR	31	90.3	18	88.9	0	0.0	0	0.0	0	0.0	0	0.0
AMERICAN AIRLINES	4856	80.2	831	69.3	518	73.2	1053	72.8	315	69.8	1227	68.9
DELTA AIR LINES	908	81.2	845	80.4	2753	85.4	1139	79.9	4755	84.9	1168	75.6
ENVOY AIR	780	86.2	0	0.0	0	0.0	0	0.0	26	80.8	120	75.0
FRONTIER AIRLINES	593	74.0	200	72.0	156	83.3	362	68.0	220	82.3	621	70.5
HAWAIIAN AIRLINES	31	87.1	62	67.7	156	67.9	93	75.3	31	80.6	0	0.0
JETBLUE AIRWAYS	62	75.8	147	94.6	62	93.5	389	85.9	31	71.0	466	65.9
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	2442	87.0	1392	80.0	2611	86.1	3112	79.6	3095	92.2	0	0.0
SOUTHWEST AIRLINES	6123	78.0	2984	74.5	593	69.3	651	69.0	961	78.4	2109	77.7
SPIRIT AIRLINES	28	85.7	152	84.2	63	87.3	0	0.0	34	70.6	408	77.0
UNITED AIRLINES	900	79.3	904	80.8	780	81.3	4996	81.2	343	78.1	756	76.7
TOTAL	17,215	80.4	8,454	76.9	14,625	78.4	12,874	78.5	9,925	85.5	6,968	74.1

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

AIR TRAVEL CONSUMER REPORT

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

MAY 2025

ARRIVAL AIRPORT*																
SCHEDULED ARRIVAL TIME	ATL	AUS	BNA	BOS	BWI	CLT	DCA	DEN	DFW	DTW	EWR	FLL	IAD	IAH	JFK	LAS
0600-0659	86.3	76.3	98.0	73.5	92.8	92.4	86.5	88.8	81.6	86.0	82.5	82.2	75.3	87.7	82.6	94.7
0700-0759	90.3	92.7	92.5	89.2	94.2	88.0	86.4	90.3	82.2	93.8	80.1	89.2	89.5	91.3	84.8	94.2
0800-0859	85.3	90.6	92.7	92.6	94.3	88.0	87.1	83.9	77.3	91.2	72.9	92.3	85.5	87.1	88.3	93.3
0900-0959	82.8	89.2	87.6	90.5	92.7	84.6	83.2	81.8	78.1	91.8	64.3	88.3	80.9	84.2	91.9	89.7
1000-1059	84.5	89.9	85.2	89.0	92.1	81.6	88.0	76.8	80.3	89.3	55.2	87.3	79.6	84.4	86.0	88.2
1100-1159	84.6	86.6	84.6	90.0	88.4	88.8	87.0	79.5	81.0	90.7	55.8	80.1	89.7	81.4	87.4	86.4
1200-1259	84.5	83.0	82.9	85.7	85.4	84.9	84.0	80.7	80.1	85.5	45.9	78.2	82.9	79.4	83.1	85.0
1300-1359	80.5	75.7	80.9	84.8	85.1	80.2	76.7	79.7	73.7	87.8	43.1	80.4	81.6	76.6	79.6	84.8
1400-1459	75.0	71.6	79.0	70.4	84.0	80.4	75.3	80.5	73.8	80.4	44.6	76.3	86.6	72.8	72.3	75.4
1500-1559	74.2	69.8	73.6	59.3	78.6	75.2	63.4	69.3	69.2	83.6	44.6	80.5	75.8	76.2	77.6	79.5
1600-1659	74.3	64.1	64.0	55.7	77.0	71.9	52.5	58.6	66.3	82.8	38.6	77.0	72.8	72.1	69.9	74.6
1700-1759	73.0	64.4	65.4	59.5	66.5	68.7	55.5	54.8	58.2	78.4	40.5	74.2	65.8	68.9	71.3	72.7
1800-1859	71.3	55.3	62.5	51.4	64.5	67.1	60.2	45.3	57.0	73.5	39.3	66.3	77.7	57.8	64.9	67.8
1900-1959	68.8	57.1	61.7	50.6	64.2	63.9	52.9	48.8	54.2	75.7	35.4	64.5	66.7	62.7	60.7	71.1
2000-2059	67.9	50.7	64.9	52.8	61.4	52.2	52.2	47.3	53.3	75.7	31.7	61.0	72.8	66.8	63.9	68.4
2100-2159	65.8	53.4	61.6	54.6	60.1	62.8	50.4	56.4	56.1	69.3	33.5	63.3	68.6	57.8	57.5	70.5
2200-2259	59.9	53.3	66.8	56.8	58.3	63.5	47.0	68.1	59.5	62.0	36.8	62.7	56.9	59.8	54.9	68.6
2300-0559	67.7	64.2	73.3	60.8	70.3	74.4	57.4	67.0	70.7	67.2	51.4	64.9	71.0	68.3	68.0	75.2
TOTAL	76.8	70.0	75.2	68.4	77.3	76.1	68.3	69.3	69.3	81.3	49.8	75.0	78.5	74.4	72.7	79.3

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

AIR TRAVEL CONSUMER REPORT

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

MAY 2025

ARRIVAL AIRPORT*															
SCHEDULED ARRIVAL TIME	LAX	LGA	MCO	MDW	MIA	MSP	ORD	PHL	PHX	SAN	SEA	SFO	SLC	TPA	TOTAL
0600-0659	92.8	0.0	73.7	94.7	86.1	93.4	92.8	81.1	93.0	100.0	91.9	94.2	94.1	73.5	88.3
0700-0759	95.5	88.6	89.3	94.9	88.1	92.9	87.3	82.9	92.4	91.3	92.9	92.5	94.8	96.5	89.4
0800-0859	90.3	91.4	88.6	91.5	87.7	91.1	88.6	87.7	91.3	88.1	88.0	79.3	96.2	91.3	87.3
0900-0959	90.7	87.3	86.4	93.4	83.9	91.3	88.3	79.8	84.5	89.6	86.9	77.6	87.8	91.0	85.4
1000-1059	83.7	84.4	78.6	89.1	84.3	90.1	90.1	83.1	89.0	88.3	79.4	85.3	92.3	85.4	83.6
1100-1159	86.3	82.9	79.8	90.6	79.4	92.5	88.3	87.3	88.6	82.1	83.1	84.5	88.0	81.4	84.4
1200-1259	86.1	81.1	78.6	90.3	79.7	88.5	84.9	81.4	86.9	78.7	88.5	84.6	92.1	80.8	83.1
1300-1359	86.6	76.5	80.4	88.4	78.8	79.4	80.1	77.2	80.3	81.7	86.4	83.1	84.5	73.9	79.4
1400-1459	85.3	68.4	79.5	76.8	79.1	74.2	85.0	74.6	80.4	77.9	83.2	82.2	87.1	82.5	77.8
1500-1559	86.5	65.3	79.3	78.1	78.4	76.3	78.1	75.6	80.6	73.3	80.6	81.8	87.3	81.7	74.8
1600-1659	78.1	65.9	67.0	76.3	73.0	78.4	78.3	69.0	74.8	81.8	79.0	83.7	83.3	77.8	70.2
1700-1759	78.5	63.5	65.1	71.3	79.9	71.6	73.9	53.8	76.1	76.1	81.0	81.0	74.3	77.0	67.9
1800-1859	77.5	60.0	54.8	74.0	68.3	70.6	60.1	52.9	74.9	71.1	79.0	75.8	82.0	66.1	62.9
1900-1959	73.6	57.7	57.0	63.1	63.0	74.4	60.5	54.9	70.6	65.5	74.9	71.6	84.1	66.3	63.1
2000-2059	74.4	51.5	54.1	62.3	60.6	67.8	62.6	60.0	70.4	65.3	71.6	71.2	77.9	58.0	63.3
2100-2159	75.0	54.5	54.4	66.0	63.1	64.7	63.8	54.3	71.9	63.5	61.6	71.0	81.3	59.3	62.3
2200-2259	74.2	56.6	56.8	60.6	62.8	66.1	68.5	66.9	68.1	60.2	60.1	67.9	72.6	57.3	61.7
2300-0559	68.9	55.9	65.0	68.7	66.9	70.3	78.3	64.3	71.6	76.1	71.5	68.2	68.8	68.3	67.6
TOTAL	81.8	69.5	70.6	79.5	75.7	79.4	78.5	69.7	80.4	76.9	78.4	78.5	85.5	74.1	74.8

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

AIR TRAVEL CONSUMER REPORT

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

MAY 2025

DEPARTURE AIRPORT*																
SCHEDULED DEPARTURE TIME	ATL	AUS	BNA	BOS	BWI	CLT	DCA	DEN	DFW	DTW	EWR	FLL	IAD	IAH	JFK	LAS
0600-0659	85.1	88.4	92.2	92.3	92.8	92.9	92.6	93.3	84.0	90.2	89.8	94.4	94.0	84.8	90.5	93.9
0700-0759	87.7	84.7	86.6	89.8	88.8	88.7	89.5	88.3	84.2	90.4	86.8	92.2	84.7	88.8	91.1	91.0
0800-0859	88.7	79.7	88.7	88.1	89.0	88.5	88.9	89.7	81.6	91.0	86.6	86.1	90.3	85.9	90.4	87.1
0900-0959	80.0	84.9	88.1	89.1	85.5	87.1	80.5	85.2	77.5	82.8	81.3	85.8	84.3	80.3	85.1	85.6
1000-1059	80.0	83.2	83.6	85.5	83.4	77.8	84.2	79.4	77.0	87.4	69.1	80.2	80.8	78.3	91.8	79.4
1100-1159	79.7	78.7	79.3	85.3	78.1	78.6	81.2	79.2	66.1	85.9	67.8	80.0	80.6	69.3	85.1	79.9
1200-1259	77.8	77.5	72.9	81.2	74.4	80.7	79.0	72.3	73.9	86.1	55.1	76.6	87.6	73.9	87.2	75.2
1300-1359	75.4	68.4	70.1	80.6	72.7	77.8	73.5	75.8	67.4	79.6	63.6	72.3	86.4	72.8	79.0	77.5
1400-1459	70.6	58.8	71.9	77.3	66.0	72.2	73.5	67.9	67.0	81.3	57.6	73.2	77.0	68.9	73.8	72.4
1500-1559	66.4	58.8	71.6	65.2	63.4	68.5	67.3	67.8	61.9	75.8	52.4	64.8	79.9	61.7	74.1	63.3
1600-1659	63.3	55.4	56.4	57.2	65.1	67.9	56.3	58.9	61.4	79.4	55.7	64.4	72.2	65.1	72.3	66.4
1700-1759	64.5	52.3	52.4	54.4	61.3	62.2	53.7	53.4	54.5	72.7	42.4	64.2	69.1	64.4	70.4	62.0
1800-1859	62.5	51.2	55.0	56.2	54.3	62.0	55.0	48.3	53.7	72.4	54.6	66.4	64.9	62.0	74.7	63.5
1900-1959	65.4	47.7	53.6	55.3	51.0	59.3	57.0	46.0	51.7	68.3	53.6	64.4	71.9	59.4	66.6	64.4
2000-2059	63.1	48.0	59.8	50.8	50.4	64.2	56.6	51.8	54.6	72.8	60.5	65.3	70.5	61.5	66.6	62.9
2100-2159	65.3	51.0	56.3	47.6	46.7	60.5	54.7	52.6	58.3	75.3	54.5	62.9	100.0	64.0	62.5	68.6
2200-2259	63.4	53.2	38.9	57.1	45.0	66.2	51.8	51.4	53.3	79.4	44.9	56.3	70.8	69.7	62.2	75.2
2300-0559	76.6	88.0	95.0	90.7	96.1	80.0	89.0	80.7	86.1	93.9	88.7	94.6	85.4	91.6	94.9	82.9
TOTAL	72.5	68.6	72.6	75.1	70.5	73.2	72.3	68.9	66.6	82.0	66.7	75.7	80.2	71.4	79.1	76.6

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

AIR TRAVEL CONSUMER REPORT

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

MAY 2025

DEPARTURE AIRPORT*															
SCHEDULED DEPARTURE TIME	LAX	LGA	MCO	MDW	MIA	MSP	ORD	PHL	PHX	SAN	SEA	SFO	SLC	TPA	TOTAL
0600-0659	91.6	92.6	92.0	96.8	91.4	92.8	92.2	91.0	91.5	91.6	90.7	89.6	95.5	90.9	91.6
0700-0759	87.5	91.7	90.8	92.8	90.9	91.1	91.5	84.3	91.7	92.2	91.8	91.8	86.9	86.5	89.3
0800-0859	89.6	90.7	89.0	91.2	88.5	88.5	88.4	86.6	88.2	86.7	91.2	90.7	92.5	83.5	88.2
0900-0959	87.7	84.9	84.8	89.9	82.0	90.8	90.1	81.3	84.3	83.0	87.2	85.4	92.5	83.8	85.2
1000-1059	83.4	83.6	77.8	87.1	78.8	88.9	86.9	82.3	84.2	85.1	75.9	79.8	87.1	83.3	82.0
1100-1159	79.0	81.8	70.9	73.0	76.7	87.5	84.6	76.5	77.3	79.8	73.1	78.0	86.6	79.2	78.7
1200-1259	76.8	81.9	69.7	74.7	75.7	87.5	82.3	74.6	80.4	76.6	76.8	78.9	82.6	75.5	77.5
1300-1359	79.0	73.2	69.3	83.9	73.2	80.9	79.7	76.9	78.3	67.5	82.8	77.6	84.9	76.8	76.1
1400-1459	77.2	74.5	70.7	75.7	69.8	76.0	79.7	73.1	71.6	77.8	80.3	73.6	81.4	68.2	72.5
1500-1559	78.7	67.1	68.5	70.1	69.7	72.6	77.6	69.5	70.8	70.4	76.2	74.7	82.0	67.9	69.7
1600-1659	81.1	66.2	66.8	63.7	71.6	70.4	76.3	67.7	71.9	68.2	73.8	81.8	72.3	70.8	67.4
1700-1759	79.3	62.6	57.2	64.4	67.9	64.1	70.2	59.4	73.1	77.7	79.2	79.8	80.1	64.6	63.8
1800-1859	74.5	59.8	55.4	63.2	68.5	69.0	75.6	56.9	66.2	64.9	75.4	77.4	70.1	66.9	63.4
1900-1959	80.8	58.7	49.0	54.5	68.1	68.1	64.2	57.9	72.0	68.2	80.8	81.0	71.6	60.8	60.3
2000-2059	75.6	55.4	43.4	53.7	68.1	78.7	66.6	52.3	67.9	72.4	70.5	70.9	82.9	64.9	62.6
2100-2159	82.5	59.5	53.4	55.3	63.7	72.7	65.4	65.8	73.5	76.0	73.7	81.6	87.2	55.7	64.9
2200-2259	82.4	53.8	60.3	37.8	66.7	73.9	71.9	45.8	75.1	89.7	71.8	81.6	83.2	43.3	66.9
2300-0559	85.5	95.0	88.3	96.5	91.5	91.7	96.4	92.5	90.7	0.0	82.0	84.3	87.2	93.7	86.9
TOTAL	82.6	75.0	70.7	75.9	74.3	81.0	79.9	73.0	78.8	79.2	80.2	82.1	84.8	75.9	75.1

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

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

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Aberdeen, SD (ABR)	90.3	90.3	62	62
Abilene, TX (ABI)	69.5	82.1	151	151
Adak Island, AK (ADK)	77.8	88.9	9	9
Aguadilla, PR (BQN)	77.3	85.9	198	198
Akron, OH (CAK)	71.0	78.6	365	365
Albany, GA (ABY)	74.7	86.2	87	87
Albany, NY (ALB)	72.5	80.2	1020	1019
Albuquerque, NM (ABQ)	75.9	80.3	2289	2287
Alexandria, LA (AEX)	79.6	79.6	93	93
Allentown/Bethlehem/Easton, PA (ABE)	73.5	81.6	223	223
Alpena, MI (APN)	87.0	88.9	54	54
Amarillo, TX (AMA)	73.2	76.7	497	497
Anchorage, AK (ANC)	79.2	88.9	1694	1692
Appleton, WI (ATW)	78.9	86.0	663	662
Arcata/Eureka, CA (ACV)	82.1	86.1	173	173
Asheville, NC (AVL)	74.2	74.3	891	890
Ashland, WV (HTS)	68.8	60.4	48	48
Aspen, CO (ASE)	88.5	78.2	52	55
Atlanta, GA (ATL)	76.8	72.5	27284	27275
Atlantic City, NJ (ACY)	74.3	82.2	179	180
Augusta, GA (AGS)	62.7	71.2	233	233
Austin, TX (AUS)	70.0	68.6	7636	7634
Bakersfield, CA (BFL)	76.5	88.8	251	251
Baltimore, MD (BWI)	77.3	70.5	8412	8411
Bangor, ME (BGR)	70.9	78.8	182	184
Barrow, AK (BRW)	77.4	77.4	31	31
Baton Rouge, LA (BTR)	64.3	71.2	400	399
Beaumont/Port Arthur, TX (BPT)	67.7	72.6	62	62
Belleville, IL (BLV)	76.6	72.3	137	137
Bellingham, WA (BLI)	84.4	91.0	212	212
Bemidji, MN (BJI)	85.5	90.3	62	62
Bend/Redmond, OR (RDM)	85.0	88.8	519	519
Bethel, AK (BET)	87.1	82.3	62	62
Billings, MT (BIL)	77.3	81.0	384	384
Binghamton, NY (BGM)	88.0	92.0	25	25
Birmingham, AL (BHM)	72.3	74.4	1496	1495
Bismarck/Mandan, ND (BIS)	76.6	82.0	290	289
Bloomington/Normal, IL (BMI)	80.5	85.8	169	169
Boise, ID (BOI)	82.6	87.1	1993	1993
Boston, MA (BOS)	68.4	75.1	12552	12547
Bozeman, MT (BZN)	81.2	80.8	722	720

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Brainerd, MN (BRD)	90.7	88.9	54	54
Bristol/Johnson City/Kingsport, TN (TRI)	72.6	65.5	84	84
Brownsville, TX (BRO)	71.9	74.7	146	146
Buffalo, NY (BUF)	75.3	81.8	1901	1899
Burbank, CA (BUR)	79.3	81.7	2707	2707
Burlington, VT (BTV)	74.6	78.8	613	609
Butte, MT (BTM)	73.8	91.8	61	61
Carlsbad, CA (CLD)	90.3	95.2	62	62
Casper, WY (CPR)	69.0	70.4	197	196
Cedar City, UT (CDC)	94.4	100.0	54	54
Cedar Rapids/Iowa City, IA (CID)	73.9	78.5	656	656
Champaign/Urbana, IL (CMI)	82.0	84.7	150	150
Charleston, SC (CHS)	72.2	74.4	2296	2298
Charleston/Dunbar, WV (CRW)	67.4	79.1	298	297
Charlotte Amalie, VI (STT)	83.8	80.8	458	458
Charlotte, NC (CLT)	76.1	73.2	17936	17931
Charlottesville, VA (CHO)	76.2	76.2	126	126
Chattanooga, TN (CHA)	67.5	72.3	357	357
Cheyenne, WY (CYS)	69.4	82.3	62	62
Chicago, IL (MDW)	79.5	75.9	6127	6128
Chicago, IL (ORD)	78.5	79.9	27996	27990
Christiansted, VI (STX)	78.4	82.8	116	116
Cincinnati, OH (CVG)	73.5	78.4	2943	2941
Clarksburg/Fairmont, WV (CKB)	73.9	60.9	23	23
Cleveland, OH (CLE)	76.7	80.3	3593	3583
Cody, WY (COD)	64.9	68.9	74	74
College Station/Bryan, TX (CLL)	71.0	71.0	93	93
Colorado Springs, CO (COS)	72.8	76.2	1103	1103
Columbia, MO (COU)	82.1	84.8	184	184
Columbia, SC (CAE)	62.3	73.1	454	454
Columbus, MS (GTR)	81.5	74.1	27	27
Columbus, OH (CMH)	72.4	79.0	3857	3851
Columbus, OH (LCK)	70.4	63.9	108	108
Concord, NC (USA)	61.5	55.4	65	65
Cordova, AK (CDV)	91.9	90.3	62	62
Corpus Christi, TX (CRP)	72.3	76.8	375	375
Dallas, TX (DAL)	73.1	65.3	6187	6186
Dallas/Fort Worth, TX (DFW)	69.3	66.6	27185	27178
Dayton, OH (DAY)	69.7	77.5	739	737
Daytona Beach, FL (DAB)	71.1	68.1	273	273
Deadhorse, AK (SCC)	89.8	95.9	49	49

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

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Decatur, IL (DEC)	96.2	92.5	53	53
Denver, CO (DEN)	69.3	68.9	26898	26894
Des Moines, IA (DSM)	74.0	80.8	1217	1218
Detroit, MI (DTW)	81.3	82.0	10555	10554
Devils Lake, ND (DVL)	87.9	70.7	58	58
Dickinson, ND (DIK)	63.2	75.4	57	57
Dodge City, KS (DDC)	79.2	71.7	53	53
Duluth, MN (DLH)	84.6	89.7	175	175
Durango, CO (DRO)	74.2	74.5	337	337
Eagle, CO (EGE)	68.1	71.1	135	135
Eau Claire, WI (EAU)	79.6	96.3	54	54
El Paso, TX (ELP)	75.9	80.2	1533	1533
Elko, NV (EKO)	97.8	95.6	45	45
Elmira/Corning, NY (ELM)	83.7	88.0	92	92
Escanaba, MI (ESC)	83.0	92.5	53	53
Eugene, OR (EUG)	81.6	82.9	697	696
Evansville, IN (EVV)	80.7	77.3	88	88
Everett, WA (PAE)	81.0	86.4	58	59
Fairbanks, AK (FAI)	75.6	84.2	266	266
Fargo, ND (FAR)	81.7	82.3	568	566
Farmington, NM (FMN)	75.0	87.0	24	23
Fayetteville, AR (XNA)	70.8	73.4	1079	1080
Fayetteville, NC (FAY)	38.5	38.5	13	13
Flagstaff, AZ (FLG)	78.2	83.2	156	155
Flint, MI (FNT)	73.5	80.4	230	230
Fort Dodge, IA (FOD)	83.0	84.9	53	53
Fort Lauderdale, FL (FLL)	75.0	75.7	6886	6890
Fort Myers, FL (RSW)	76.5	79.2	2702	2707
Fort Smith, AR (FSM)	78.5	77.4	93	93
Fort Wayne, IN (FWA)	78.2	83.2	564	564
Fresno, CA (FAT)	80.1	82.6	1245	1246
Gainesville, FL (GNV)	77.2	79.3	241	242
Garden City, KS (GCK)	74.2	77.4	62	62
Gillette, WY (GCC)	71.0	74.2	62	62
Grand Forks, ND (GFK)	91.4	87.0	70	69
Grand Island, NE (GRI)	79.0	80.2	81	81
Grand Junction, CO (GJT)	79.0	79.3	420	420
Grand Rapids, MI (GRR)	75.0	83.0	1538	1530
Great Falls, MT (GTF)	84.3	87.4	223	223
Green Bay, WI (GRB)	83.8	88.1	420	419
Greensboro/High Point, NC (GSO)	72.0	80.1	913	914

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Greer, SC (GSP)	71.2	76.8	1268	1265
Guam, TT (GUM)	96.8	93.5	62	62
Gulf Shores, AL (GUF)	63.2	68.4	19	19
Gulfport/Biloxi, MS (GPT)	71.1	79.3	304	304
Gunnison, CO (GUC)	77.8	76.4	72	72
Hagerstown, MD (HGR)	33.3	23.8	21	21
Hancock/Houghton, MI (CMX)	82.3	93.5	62	62
Harlingen/San Benito, TX (HRL)	71.2	74.9	406	406
Harrisburg, PA (MDT)	77.2	83.7	478	479
Hartford, CT (BDL)	75.1	81.1	2140	2142
Hattiesburg/Laurel, MS (PIB)	66.0	73.6	53	53
Hayden, CO (HDN)	64.2	61.1	95	95
Hays, KS (HYS)	73.6	79.2	53	53
Helena, MT (HLN)	83.8	85.8	148	148
Hibbing, MN (HIB)	83.3	81.5	54	54
Hilo, HI (ITO)	92.9	92.6	567	569
Hilton Head, SC (HHH)	77.5	70.0	253	253
Hobbs, NM (HOB)	50.0	54.8	62	62
Honolulu, HI (HNL)	88.6	89.8	4935	4931
Houston, TX (HOU)	77.5	73.5	4742	4742
Houston, TX (IAH)	74.4	71.4	10247	10238
Huntsville, AL (HSV)	67.2	70.2	771	771
Idaho Falls, ID (IDA)	77.8	83.8	360	359
Indianapolis, IN (IND)	75.3	79.5	4173	4177
International Falls, MN (INL)	92.6	87.0	54	54
Iron Mountain/Kingsford, MI (IMT)	79.0	77.4	62	62
Islip, NY (ISP)	73.7	74.4	536	536
Jackson, WY (JAC)	80.5	77.4	364	359
Jackson/Vicksburg, MS (JAN)	70.9	79.2	543	543
Jacksonville, FL (JAX)	71.2	77.4	2482	2483
Jamestown, ND (JMS)	89.7	91.4	58	58
Johnstown, PA (JST)	79.0	93.5	62	62
Joplin, MO (JLN)	75.8	74.2	62	62
Juneau, AK (JNU)	81.6	87.2	392	391
Kahului, HI (OGG)	90.4	89.8	2072	2071
Kalamazoo, MI (AZO)	89.7	90.8	87	87
Kalispell, MT (FCA)	85.5	85.5	318	318
Kansas City, MO (MCI)	75.4	79.8	4361	4363
Kearney, NE (EAR)	79.6	77.8	54	54
Ketchikan, AK (KTN)	72.9	84.2	203	203
Key West, FL (EYW)	79.1	75.6	621	622

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

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Killeen, TX (GRK)	72.3	78.1	155	155
King Salmon, AK (AKN)	66.7	85.7	21	21
Knoxville, TN (TYS)	68.2	75.5	1131	1131
Kodiak, AK (ADQ)	88.6	93.7	79	79
Kona, HI (KOA)	91.1	92.6	1329	1329
Kotzebue, AK (OTZ)	83.9	90.3	31	31
La Crosse, WI (LSE)	89.0	91.2	91	91
Lafayette, LA (LFT)	65.7	70.8	344	343
Lake Charles, LA (LCH)	74.6	71.3	114	115
Lansing, MI (LAN)	80.4	78.9	204	204
Laramie, WY (LAR)	69.8	71.7	53	53
Laredo, TX (LRD)	71.2	73.7	156	156
Las Vegas, NV (LAS)	79.3	76.6	16708	16720
Latrobe, PA (LBE)	84.1	88.9	63	63
Lawton/Fort Sill, OK (LAW)	74.2	71.0	93	93
Lewiston, ID (LWS)	90.3	88.7	62	62
Lexington, KY (LEX)	71.1	78.1	858	857
Liberal, KS (LBL)	75.5	66.0	53	53
Lihue, HI (LIH)	92.0	92.9	1344	1344
Lincoln, NE (LNK)	73.6	78.3	258	258
Little Rock, AR (LIT)	71.2	71.2	1106	1107
Long Beach, CA (LGB)	83.0	84.9	1448	1448
Longview, TX (GGG)	69.4	79.0	62	62
Los Angeles, CA (LAX)	81.8	82.6	16552	16546
Louisville, KY (SDF)	74.6	78.0	2123	2125
Lubbock, TX (LBB)	69.0	77.2	575	574
Madison, WI (MSN)	76.1	80.3	1006	1012
Manchester, NH (MHT)	70.8	79.1	572	570
Manhattan/Ft. Riley, KS (MHK)	72.8	77.5	151	151
Marquette, MI (MQT)	81.7	89.2	120	120
Martha's Vineyard, MA (MVY)	90.0	83.3	30	30
Mason City, IA (MCW)	84.9	88.7	53	53
Medford, OR (MFR)	87.5	89.6	393	393
Melbourne, FL (MLB)	72.5	77.7	269	269
Memphis, TN (MEM)	72.2	76.5	2179	2177
Meridian, MS (MEI)	60.4	69.8	53	53
Miami, FL (MIA)	75.7	74.3	9440	9440
Midland/Odessa, TX (MAF)	72.8	76.9	835	836
Milwaukee, WI (MKE)	74.3	80.2	2356	2359
Minneapolis, MN (MSP)	79.4	81.0	9891	9896
Minot, ND (MOT)	79.5	78.6	249	248

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Mission/McAllen/Edinburg, TX (MFE)	67.1	73.1	417	417
Missoula, MT (MSO)	77.8	78.1	324	324
Mobile, AL (MOB)	59.8	68.0	97	97
Moline, IL (MLI)	75.3	82.1	401	402
Monroe, LA (MLU)	71.0	71.0	93	93
Monterey, CA (MRY)	79.1	83.2	397	398
Montgomery, AL (MGM)	64.9	65.2	231	230
Montrose/Delta, CO (MTJ)	76.7	75.2	129	129
Morgantown, WV (MGW)	80.6	90.3	62	62
Mosinee, WI (CWA)	85.7	87.5	56	56
Myrtle Beach, SC (MYR)	75.6	73.8	1514	1514
Nantucket, MA (ACK)	87.7	78.9	57	57
Nashville, TN (BNA)	75.2	72.6	9455	9458
New Bern/Morehead/Beaufort, NC (EWN)	59.1	59.1	22	22
New Orleans, LA (MSY)	73.8	73.7	4484	4483
New York, NY (JFK)	72.7	79.1	9016	9021
New York, NY (LGA)	69.5	75.0	11332	11343
Newark, NJ (EWR)	49.8	66.7	9062	9070
Newburgh/Poughkeepsie, NY (SWF)	82.4	74.5	51	51
Niagara Falls, NY (IAG)	84.4	81.3	32	32
Nome, AK (OME)	64.5	87.1	31	31
Norfolk, VA (ORF)	70.1	76.6	1671	1676
North Bend/Coos Bay, OR (OTH)	73.2	78.0	41	41
North Platte, NE (LBF)	77.8	77.8	54	54
Oakland, CA (OAK)	81.5	82.8	3218	3216
Oklahoma City, OK (OKC)	71.3	78.7	2147	2145
Omaha, NE (OMA)	76.7	81.4	2100	2099
Ontario, CA (ONT)	78.0	82.4	2341	2340
Orlando, FL (MCO)	70.6	70.7	13589	13597
Pago Pago, TT (PPG)	60.0	70.0	10	10
Palm Springs, CA (PSP)	80.1	83.1	1251	1257
Panama City, FL (ECP)	72.6	72.2	924	924
Pasco/Kennewick/Richland, WA (PSC)	82.5	92.7	617	617
Pellston, MI (PLN)	84.0	86.2	94	94
Pensacola, FL (PNS)	71.9	75.6	1331	1329
Peoria, IL (PIA)	77.1	77.3	503	503
Petersburg, AK (PSG)	82.3	87.1	62	62
Philadelphia, PA (PHL)	69.7	73.0	8864	8866
Phoenix, AZ (AZA)	83.5	86.9	504	504
Phoenix, AZ (PHX)	80.4	78.8	17215	17223
Pittsburgh, PA (PIT)	75.0	82.2	3783	3786

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

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Plattsburgh, NY (PBG)	90.6	87.5	32	32
Pocatello, ID (PIH)	91.9	93.5	62	62
Ponce, PR (PSE)	72.0	92.0	50	50
Portland, ME (PWM)	77.6	83.5	983	987
Portland, OR (PDX)	81.7	86.2	5197	5201
Portsmouth, NH (PSM)	86.4	88.6	44	44
Prescott, AZ (PRC)	62.9	71.0	62	62
Presque Isle/Houlton, ME (PQI)	51.6	100.0	31	31
Providence, RI (PVD)	72.8	79.5	1372	1371
Provo, UT (PVU)	67.8	83.0	283	283
Punta Gorda, FL (PGD)	76.7	78.0	549	549
Raleigh/Durham, NC (RDU)	74.9	80.0	4801	4800
Rapid City, SD (RAP)	74.8	75.8	551	549
Redding, CA (RDD)	81.9	84.6	149	149
Reno, NV (RNO)	79.1	83.7	1786	1783
Rhineland, WI (RHI)	87.5	90.3	72	72
Richmond, VA (RIC)	74.7	77.5	1596	1595
Riverton/Lander, WY (RIW)	77.4	90.3	62	62
Roanoke, VA (ROA)	73.8	67.3	103	104
Rochester, MN (RST)	82.9	81.8	193	192
Rochester, NY (ROC)	72.9	76.7	813	821
Rock Springs, WY (RKS)	71.0	91.9	62	62
Rockford, IL (RFD)	80.0	68.8	80	80
Roswell, NM (ROW)	77.3	81.8	66	66
Sacramento, CA (SMF)	80.6	82.2	5192	5191
Saginaw/Bay City/Midland, MI (MBS)	88.2	90.0	211	211
Saipan, TT (SPN)	100.0	100.0	31	31
Salina, KS (SLN)	64.5	85.9	93	92
Salt Lake City, UT (SLC)	85.5	84.8	9925	9923
San Angelo, TX (SJT)	75.3	77.4	93	93
San Antonio, TX (SAT)	72.6	77.7	3758	3758
San Diego, CA (SAN)	76.9	79.2	8454	8455
San Francisco, CA (SFO)	78.5	82.1	12874	12885
San Jose, CA (SJC)	81.8	84.0	4033	4035
San Juan, PR (SJU)	76.8	82.1	3071	3067
San Luis Obispo, CA (SBP)	76.6	80.9	482	482
Sanford, FL (SFB)	60.5	67.8	881	881
Santa Ana, CA (SNA)	82.1	81.3	3933	3935
Santa Barbara, CA (SBA)	80.2	82.0	749	748
Santa Fe, NM (SAF)	75.0	76.9	312	312
Santa Maria, CA (SMX)	100.0	88.9	9	9

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Santa Rosa, CA (STS)	80.0	79.3	455	455
Sarasota/Bradenton, FL (SRQ)	77.4	79.2	1404	1404
Sault Ste. Marie, MI (CIU)	78.5	78.5	79	79
Savannah, GA (SAV)	71.7	72.1	1771	1771
Scottsbluff, NE (BFF)	70.4	66.7	54	54
Scranton/Wilkes-Barre, PA (AVP)	73.1	77.4	93	93
Seattle, WA (SEA)	78.4	80.2	14625	14630
Sheridan, WY (SHR)	74.2	75.8	62	62
Shreveport, LA (SHV)	65.4	69.8	558	559
Sioux City, IA (SUX)	66.1	67.7	62	62
Sioux Falls, SD (FSD)	76.8	81.1	668	668
Sitka, AK (SIT)	78.1	84.3	128	127
South Bend, IN (SBN)	71.8	79.6	645	646
Spokane, WA (GEG)	78.3	86.1	1570	1570
Springfield, IL (SPI)	90.0	85.7	70	70
Springfield, MO (SGF)	75.3	74.4	822	819
St. Cloud, MN (STC)	100.0	77.8	9	9
St. George, UT (SGU)	87.0	87.0	423	423
St. Louis, MO (STL)	77.9	76.0	5634	5628
St. Petersburg, FL (PIE)	71.1	77.3	811	811
State College, PA (SCE)	86.0	80.0	50	50
Stillwater, OK (SWO)	83.9	83.9	62	62
Stockton, CA (SCK)	85.1	80.9	47	47
Sun Valley/Hailey/Ketchum, ID (SUN)	91.1	84.0	146	144
Syracuse, NY (SYR)	72.8	81.6	828	833
Tallahassee, FL (TLH)	75.0	84.7	380	380
Tampa, FL (TPA)	74.1	75.9	6968	6969
Texarkana, AR (TXK)	82.3	82.3	62	62
Toledo, OH (TOL)	81.6	73.7	38	38
Traverse City, MI (TVC)	76.8	86.2	319	319
Trenton, NJ (TTN)	58.6	75.9	87	87
Tucson, AZ (TUS)	81.1	82.8	1750	1752
Tulsa, OK (TUL)	71.6	76.3	1552	1554
Twin Falls, ID (TWF)	96.8	98.4	62	62
Tyler, TX (TYR)	74.2	69.9	93	93
Valparaiso, FL (VPS)	75.0	78.3	1080	1080
Victoria, TX (VCT)	71.4	73.2	56	56
Waco, TX (ACT)	73.1	81.7	93	93
Washington, DC (DCA)	68.3	72.3	12252	12252
Washington, DC (IAD)	78.5	80.2	5498	5491
West Palm Beach/Palm Beach, FL (PBI)	70.5	69.9	2400	2402

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

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
West Yellowstone, MT (WYS)	86.4	81.8	44	44
White Plains, NY (HPN)	70.8	77.9	928	928
Wichita Falls, TX (SPS)	72.6	79.0	62	62
Wichita, KS (ICT)	74.0	74.4	908	910
Williston, ND (XWA)	80.8	83.9	193	192
Wilmington, NC (ILM)	74.0	77.7	655	656
Worcester, MA (ORH)	80.6	80.2	93	91
Wrangell, AK (WRG)	79.0	85.5	62	62
Yakutat, AK (YAK)	90.3	90.3	62	62
Yuma, AZ (YUM)	80.3	86.6	127	127

AIR TRAVEL CONSUMER REPORT

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

MAY 2025

CARRIER ¹	AT ALL US AIRPORTS			
	NUMBER OF AIRPORTS REPORTED	FLIGHT OPERATIONS SCHEDULED	FLIGHT OPERATIONS CANCELLED	PERCENT OF OPERATIONS CANCELLED
ALLEGiant AIR	122	11079	17	0.2
HAWAIIAN AIRLINES	21	6985	23	0.3
JETBLUE AIRWAYS	64	19663	96	0.5
ALASKA AIRLINES NETWORK	104	37147	185	0.5
- ALASKA AIRLINES	86	21751	121	0.6
- BRANDED CODESHARE PARTNERS	58	15396	64	0.4
SOUTHWEST AIRLINES	104	119819	626	0.5
DELTA AIR LINES NETWORK	211	141809	864	0.6
- DELTA AIR LINES	144	89931	195	0.2
- BRANDED CODESHARE PARTNERS	187	51878	669	1.3
FRONTIER AIRLINES	87	16036	167	1.0
SPIRIT AIRLINES	60	17744	220	1.2
UNITED AIRLINES NETWORK	220	123628	1669	1.4
- UNITED AIRLINES	121	67807	603	0.9
- BRANDED CODESHARE PARTNERS	203	55821	1066	1.9
AMERICAN AIRLINES NETWORK	225	173676	3682	2.1
- AMERICAN AIRLINES	119	86123	1309	1.5
- BRANDED CODESHARE PARTNERS	207	87553	2373	2.7
TOTAL AIRPORTS SERVED	357	667,586	7,549	1.1

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

AIR TRAVEL CONSUMER REPORT

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

MAY 2025

CARRIER ¹	AT ALL US AIRPORTS				
	NUMBER OF AIRPORTS REPORTED	FLIGHT OPERATIONS SCHEDULED	FLIGHT OPERATIONS CANCELLED	PERCENT OF OPERATIONS CANCELLED	RANK
ALLEGiant AIR	122	11079	17	0.2	1
DELTA AIR LINES	144	89931	195	0.2	2
HAWAIIAN AIRLINES	21	6985	23	0.3	3
JETBLUE AIRWAYS	64	19663	96	0.5	4
SOUTHWEST AIRLINES	104	119819	626	0.5	5
ALASKA AIRLINES	86	21751	121	0.6	6
SKYWEST AIRLINES	241	72962	628	0.9	7
UNITED AIRLINES	121	67807	603	0.9	8
FRONTIER AIRLINES	87	16036	167	1.0	9
SPIRIT AIRLINES	60	17744	220	1.2	10
AMERICAN AIRLINES	119	86123	1309	1.5	11
ENVOY AIR	139	25534	595	2.3	12
REPUBLIC AIRWAYS	77	28067	741	2.6	13
PSA AIRLINES	90	22147	1003	4.5	14
TOTAL AIRPORTS SERVED	338	605,648	6,344	1.0	

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

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

AIR TRAVEL CONSUMER REPORT
TABLE 7. CAUSES OF DELAY, BY REPORTING MARKETING CARRIER
MAY 2025

CARRIER ¹	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	37147	28827	77.60	185	0.50	42	0.11	1886	5.08	114	0.31	3037	8.18	22	0.06	3034	8.17
- ALASKA AIRLINES	21751	16162	74.30	121	0.56	30	0.14	1107	5.09	78	0.36	2262	10.40	20	0.09	1971	9.06
- BRANDED CODESHARE PARTNERS	15396	12665	82.26	64	0.42	12	0.08	780	5.07	36	0.23	775	5.03	2	0.01	1063	6.90
ALLEGiant AIR	11079	8407	75.88	17	0.15	22	0.20	647	5.84	234	2.11	627	5.66	2	0.02	1123	10.14
AMERICAN AIRLINES NETWORK	173676	125893	72.49	3682	2.12	595	0.34	11080	6.38	2947	1.70	12695	7.31	70	0.04	16713	9.62
- AMERICAN AIRLINES	86123	62098	72.10	1309	1.52	318	0.37	5905	6.86	1382	1.60	6417	7.45	39	0.05	8655	10.05
- BRANDED CODESHARE PARTNERS	87553	63795	72.86	2373	2.71	277	0.32	5175	5.91	1565	1.79	6278	7.17	31	0.04	8058	9.20
DELTA AIR LINES NETWORK	141809	110338	77.81	864	0.61	354	0.25	10279	7.25	1314	0.93	9453	6.67	22	0.02	9185	6.48
- DELTA AIR LINES	89931	69778	77.59	195	0.22	264	0.29	6558	7.29	541	0.60	6400	7.12	13	0.01	6181	6.87
- BRANDED CODESHARE PARTNERS	51878	40560	78.18	669	1.29	90	0.17	3721	7.17	773	1.49	3053	5.88	9	0.02	3004	5.79
FRONTIER AIRLINES	16036	10995	68.56	167	1.04	33	0.21	1193	7.44	162	1.01	1403	8.75	0	0.00	2083	12.99
HAWAIIAN AIRLINES	6985	6087	87.14	23	0.33	4	0.06	610	8.73	5	0.07	14	0.20	5	0.07	237	3.39
JETBLUE AIRWAYS	19663	14436	73.42	96	0.49	106	0.54	1177	5.99	115	0.58	2275	11.57	3	0.02	1456	7.40
SOUTHWEST AIRLINES	119819	91428	76.31	626	0.52	309	0.26	7262	6.06	769	0.64	6395	5.34	50	0.04	12981	10.83
SPIRIT AIRLINES	17744	13116	73.92	220	1.24	43	0.24	869	4.90	116	0.65	2522	14.21	19	0.11	839	4.73
UNITED AIRLINES NETWORK	123628	93350	75.51	1669	1.35	390	0.32	8208	6.64	1440	1.16	11353	9.18	11	0.01	7206	5.83
- UNITED AIRLINES	67807	50634	74.67	603	0.89	191	0.28	3871	5.71	724	1.07	7542	11.12	1	0.00	4241	6.25
- BRANDED CODESHARE PARTNERS	55821	42716	76.52	1066	1.91	199	0.36	4337	7.77	717	1.28	3812	6.83	10	0.02	2964	5.31
TOTAL	667,586	502,877	75.33	7,549	1.13	1,898	0.28	43,212	6.47	7,216	1.08	49,775	7.46	203	0.03	54,855	8.22

*** Causes of Delay:**

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

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

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

AIR TRAVEL CONSUMER REPORT
TABLE 7A. CAUSES OF DELAY, BY REPORTING OPERATING CARRIER
MAY 2025

CARRIER ¹	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	21751	16162	74.30	121	0.56	30	0.14	1107	5.09	78	0.36	2262	10.40	20	0.09	1971	9.06
ALLEGiant AIR	11079	8407	75.88	17	0.15	22	0.20	647	5.84	234	2.11	627	5.66	2	0.02	1123	10.14
AMERICAN AIRLINES	86123	62098	72.10	1309	1.52	318	0.37	5905	6.86	1382	1.60	6417	7.45	39	0.05	8655	10.05
DELTA AIR LINES	89931	69778	77.59	195	0.22	264	0.29	6558	7.29	541	0.60	6400	7.12	13	0.01	6181	6.87
ENVOY AIR	25534	19561	76.61	595	2.33	65	0.25	1027	4.02	499	1.95	1818	7.12	9	0.04	1960	7.68
FRONTIER AIRLINES	16036	10995	68.56	167	1.04	33	0.21	1193	7.44	162	1.01	1403	8.75	0	0.00	2083	12.99
HAWAIIAN AIRLINES	6985	6087	87.14	23	0.33	4	0.06	610	8.73	5	0.07	14	0.20	5	0.07	237	3.39
JETBLUE AIRWAYS	19663	14436	73.42	96	0.49	106	0.54	1177	5.99	115	0.58	2275	11.57	3	0.02	1456	7.40
PSA AIRLINES	22147	14487	65.41	1003	4.53	74	0.33	1525	6.89	325	1.47	1625	7.34	11	0.05	3096	13.98
REPUBLIC AIRWAYS	28067	20708	73.78	741	2.64	57	0.20	1211	4.31	188	0.67	3213	11.45	7	0.02	1942	6.92
SKYWEST AIRLINES	72962	58639	80.37	628	0.86	214	0.29	6776	9.29	1468	2.01	2877	3.94	19	0.03	2341	3.21
SOUTHWEST AIRLINES	119819	91428	76.31	626	0.52	309	0.26	7262	6.06	769	0.64	6395	5.34	50	0.04	12981	10.83
SPIRIT AIRLINES	17744	13116	73.92	220	1.24	43	0.24	869	4.90	116	0.65	2522	14.21	19	0.11	839	4.73
UNITED AIRLINES	67807	50634	74.67	603	0.89	191	0.28	3871	5.71	724	1.07	7542	11.12	1	0.00	4241	6.25
TOTAL	605,648	456,536	75.38	6,344	1.05	1,730	0.29	39,738	6.56	6,608	1.09	45,390	7.49	198	0.03	49,105	8.11

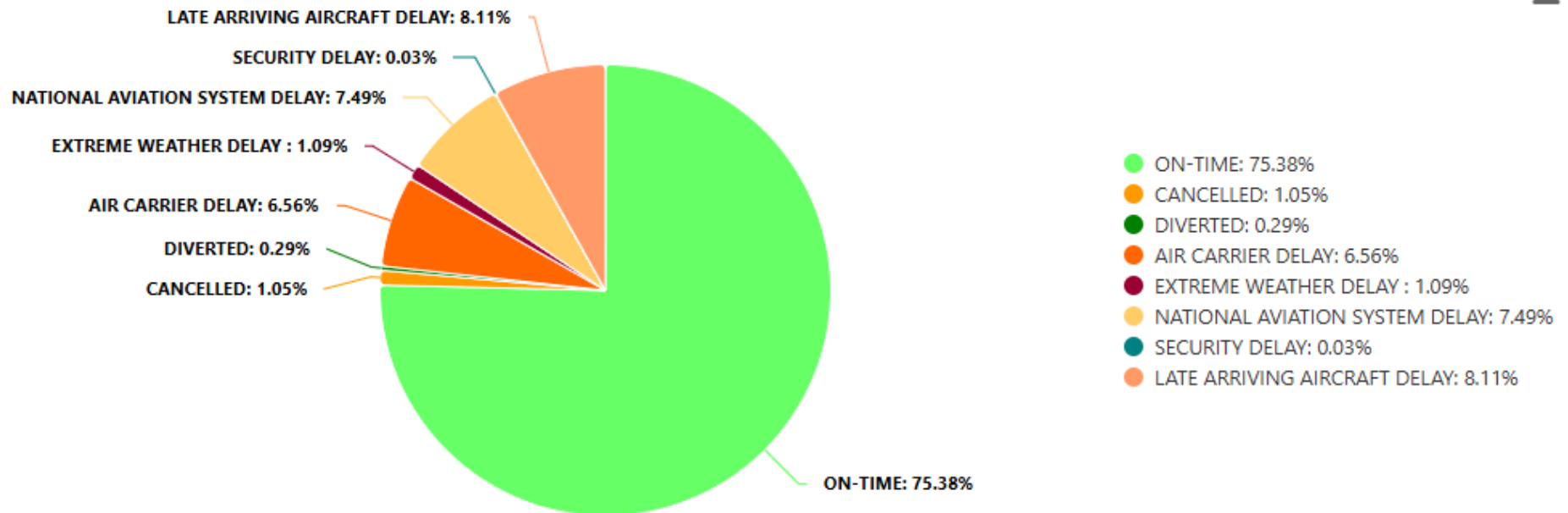
*** Causes of Delay:**

- 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.).
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 - 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.
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 - Late Arriving Aircraft Delay: Previous flight with same aircraft arrived late which caused the present flight to depart late.
- A "cancelled" flight is a flight that was not operated but was in the carrier's computer reservation system within 7 days of the scheduled departure. A "diverted" flight is a flight which is operated from the scheduled origin point to a point other than the scheduled destination point in the carrier's published schedule.

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

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

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

MAY 2025

MARKETING CARRIER	OPERATING CARRIER	FLIGHT NUMBER	ORIGIN AIRPORT	DESTINATION AIRPORT	DATE OF FLIGHT	LOCATION OF LONGEST TARMAC DELAY	LENGTH OF TARMAC DELAY
UNITED	COMMUTEAIR	4267	IAH	TYS	5/2/2025	Origin Airport	6:58
UNITED	SKYWEST	5044	IAH	PIB	5/2/2025	Origin Airport	6:09
UNITED	MESA	6252	IAH	IND	5/2/2025	Origin Airport	6:04
UNITED	UNITED	1627	IAH	DCA	5/2/2025	Origin Airport	6:01
UNITED	UNITED	2092	IAH	ATL	5/2/2025	Origin Airport	5:53
UNITED	UNITED	2214	IAH	IAD	5/2/2025	Origin Airport	5:29
UNITED	UNITED	2657	IAH	LGA	5/2/2025	Origin Airport	5:26
UNITED	MESA	6051	IAH	SDF	5/2/2025	Origin Airport	5:22
UNITED	UNITED	1646	IAH	EWR	5/2/2025	Origin Airport	5:18
UNITED	UNITED	1658	IAH	SFO	5/2/2025	Origin Airport	5:17
UNITED	COMMUTEAIR	4247	IAH	MFE	5/2/2025	Origin Airport	5:15
UNITED	UNITED	2194	IAH	MSY	5/2/2025	Origin Airport	5:08
UNITED	MESA	6068	IAH	SAT	5/2/2025	Origin Airport	5:07
UNITED	UNITED	2748	IAH	LAS	5/2/2025	Origin Airport	5:07
UNITED	UNITED	1349	IAH	PNS	5/2/2025	Origin Airport	4:58
UNITED	SKYWEST	5219	IAH	LFT	5/2/2025	Origin Airport	4:51
UNITED	UNITED	2439	IAH	BOS	5/2/2025	Origin Airport	4:30
AMERICAN	ENVOY	4172	SAT	DFW	5/26/2025	Origin Airport	4:28
UNITED	UNITED	1639	IAH	DFW	5/2/2025	Origin Airport	4:28
UNITED	UNITED	1663	IAH	PHL	5/2/2025	Origin Airport	4:28
UNITED	COMMUTEAIR	4936	IAH	LRD	5/2/2025	Origin Airport	4:26
UNITED	SKYWEST	5305	IAH	LIT	5/2/2025	Origin Airport	4:23
AMERICAN	AMERICAN	2772	JFK	AUS	5/26/2025	Destination Airport	4:21
UNITED	COMMUTEAIR	4869	IAH	PNS	5/2/2025	Origin Airport	4:20
JETBLUE	JETBLUE	1075	MCO	PVD	5/16/2025	Diversion Airport (IAD)	4:17
UNITED	COMMUTEAIR	4899	IAH	LIT	5/2/2025	Origin Airport	4:14
AMERICAN	PIEDMONT	5693	CLT	HSV	5/2/2025	Diversion Airport (BHM)	4:02
AMERICAN	AMERICAN	576	DFW	AUS	5/26/2025	Destination Airport	4:01
DELTA	DELTA	1150	MCO	ATL	5/27/2025	Origin Airport	4:01
UNITED	MESA	6079	ELP	IAH	5/2/2025	Destination Airport	3:51
UNITED	MESA	6129	OKC	IAH	5/2/2025	Destination Airport	3:51
UNITED	SKYWEST	5211	IAH	LCH	5/2/2025	Origin Airport	3:35
UNITED	SKYWEST	4785	IAH	BNA	5/2/2025	Origin Airport	3:31
AMERICAN	PSA	5584	CLT	BHM	5/2/2025	Destination Airport	3:30
UNITED	COMMUTEAIR	4933	IAH	LFT	5/2/2025	Origin Airport	3:27

AIR TRAVEL CONSUMER REPORT

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

MAY 2025

MARKETING CARRIER	OPERATING CARRIER	FLIGHT NUMBER	ORIGIN AIRPORT	DESTINATION AIRPORT	DATE OF FLIGHT	LOCATION OF LONGEST TARMAC TIME	LENGTH OF TARMAC DELAY
JETBLUE	JETBLUE	2424	MCO	DCA	5/9/2025	Origin Airport	3:26
UNITED	MESA	6019	BTR	IAH	5/2/2025	Destination Airport	3:25
SUN COUNTRY	SUN COUNTRY	8111	SJT	DFW	5/27/2025	Origin Airport	3:24
UNITED	MESA	6248	MSP	IAH	5/2/2025	Destination Airport	3:22
UNITED	MESA	6326	IAH	DFW	5/26/2025	Origin Airport	3:20
UNITED	MESA	6038	ELP	IAH	5/2/2025	Destination Airport	3:19
UNITED	MESA	6355	IAH	SAV	5/2/2025	Origin Airport	3:19
UNITED	UNITED	2206	MCO	DEN	5/24/2025	Diversion Airport (GJT)	3:18
UNITED	UNITED	2857	IAH	FLL	5/2/2025	Origin Airport	3:17
UNITED	MESA	6138	IAH	MAF	5/26/2025	Origin Airport	3:15
DELTA	DELTA	2021	MIA	SLC	5/6/2025	Origin Airport	3:13
AMERICAN	PIEDMONT	5916	PHL	MKE	5/16/2025	Origin Airport	3:11
FRONTIER	FRONTIER	2082	ATL	SJU	5/4/2025	Origin Airport	3:11
SPIRIT	SPIRIT	824	IAH	DTW	5/2/2025	Origin Airport	3:10
DELTA	ENDEAVOR	4655	JFK	CLE	5/6/2025	Origin Airport	3:08
DELTA	DELTA	798	JFK	PHX	5/6/2025	Origin Airport	3:07
DELTA	ENDEAVOR	5038	LGA	AVL	5/5/2025	Origin Airport	3:07
JETBLUE	JETBLUE	281	JFK	IAH	5/16/2025	Origin Airport	3:07
FRONTIER	FRONTIER	1617	PHL	MDW	5/16/2025	Origin Airport	3:06
UNITED	MESA	6367	IAH	ELP	5/2/2025	Origin Airport	3:06
DELTA	DELTA	492	SAN	DTW	5/4/2025	Origin Airport	3:05
UNITED	COMMUTEAIR	4309	IAH	BTR	5/2/2025	Origin Airport	3:05
ALASKA	ALASKA	305	MIA	SEA	5/22/2025	Origin Airport	3:03
AMERICAN	AMERICAN	2264	MIA	BHM	5/2/2025	Destination Airport	3:03
AMERICAN	PSA	5539	DCA	GSO	5/5/2025	Origin Airport	3:03
DELTA	REPUBLIC	5777	DCA	BNA	5/16/2025	Origin Airport	3:03

AIR TRAVEL CONSUMER REPORT

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

MAY 2025

MARKETING CARRIER	OPERATING CARRIER	FLIGHT NUMBER	ORIGIN AIRPORT	DESTINATION AIRPORT	DATE OF FLIGHT	LOCATION OF LONGEST TARMAC TIME	LENGTH OF TARMAC DELAY
UNITED	COMMUTEAIR	4364	IAD	CAE	5/5/2025	Origin Airport	3:03
SPIRIT	SPIRIT	2013	IAH	FLL	5/2/2025	Origin Airport	3:02
UNITED	REPUBLIC	3585	IAD	IND	5/5/2025	Origin Airport	3:02
AMERICAN	PSA	5368	DCA	HSV	5/5/2025	Origin Airport	3:01
DELTA	DELTA	2887	AUS	MSP	5/15/2025	Diversion Airport (FSD)	3:01

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

* See airports and codes on the BTS website.

AIR TRAVEL CONSUMER REPORT

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

MAY 2025

MARKETING CARRIER	OPERATING CARRIER	FLIGHT NUMBER	ORIGIN AIRPORT	DESTINATION AIRPORT	DATE OF FLIGHT	LOCATION OF LONGEST TARMAC TIME	LENGTH OF TARMAC DELAY
AMERICAN	AMERICAN	2468	OAX	DFW	5/26/2025	Diversion Airport (AUS)	6:26
AMERICAN	AMERICAN	2647	SJD	DFW	5/26/2025	Diversion Airport (AUS)	5:48
UNITED	UNITED	102	IAH	MUC	5/2/2025	Origin Airport	5:24
UNITED	UNITED	1902	IAH	GUA	5/2/2025	Origin Airport	4:53
AMERICAN	AMERICAN	823	UVF	CLT	5/8/2025	Diversion Airport (CAE)	4:37
UNITED	UNITED	1280	IAH	SJO	5/2/2025	Origin Airport	4:33
COPA AIRLINES	COPA AIRLINES	444	IAD	PTY	5/30/2025	Origin Airport	4:32
UNITED	UNITED	52	IAD	ZRH	5/3/2025	Origin Airport	4:24

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	May 2025			May 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	509,219	368	0.07	267,801	637	0.24
2	JETBLUE AIRWAYS	1,143,824	3,103	0.27	1,194,098	3,738	0.31
3	FRONTIER AIRLINES	791,571	2,887	0.36	773,678	3,546	0.46
4	DELTA AIR LINES NETWORK	9,010,390	35,699	0.40	9,020,306	35,874	0.40
	- DELTA AIR LINES	7,122,220	30,121	0.42	7,318,455	30,882	0.42
	- BRANDED CODESHARE PARTNERS	1,888,170	5,578	0.30	1,701,851	4,992	0.29
5	SOUTHWEST AIRLINES	10,661,873	42,279	0.40	11,794,184	48,064	0.41
6	HAWAIIAN AIRLINES	557,870	2,281	0.41	532,656	2,216	0.42
7	SPIRIT AIRLINES	697,459	2,999	0.43	1,117,023	4,467	0.40
8	ALASKA AIRLINES NETWORK	2,419,016	10,868	0.45	2,388,322	11,419	0.48
	- ALASKA AIRLINES	1,881,118	8,313	0.44	1,886,614	9,024	0.48
	- BRANDED CODESHARE PARTNERS	537,898	2,555	0.48	501,708	2,395	0.48
9	AMERICAN AIRLINES NETWORK	9,807,730	64,062	0.65	9,901,544	96,816	0.98
	- AMERICAN AIRLINES	6,127,527	44,004	0.72	6,532,979	70,114	1.07
	- BRANDED CODESHARE PARTNERS	3,680,203	20,058	0.55	3,368,565	26,702	0.79
10	UNITED AIRLINES NETWORK	6,499,147	42,950	0.66	6,451,336	43,571	0.68
	- UNITED AIRLINES	4,773,043	30,968	0.65	4,803,219	31,915	0.66
	- BRANDED CODESHARE PARTNERS	1,726,104	11,982	0.69	1,648,117	11,656	0.71
TOTAL		42,098,099	207,496	0.49	43,440,948	250,348	0.58

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

AIR TRAVEL CONSUMER REPORT

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

RANK	CARRIER ¹	May 2025			May 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	509,219	368	0.07	267,801	637	0.24
2	JETBLUE AIRWAYS	1,143,824	3,103	0.27	1,194,098	3,738	0.31
3	FRONTIER AIRLINES	791,571	2,887	0.36	773,678	3,546	0.46
4	SOUTHWEST AIRLINES	10,661,873	42,279	0.40	11,794,184	48,064	0.41
5	HAWAIIAN AIRLINES	557,870	2,281	0.41	532,656	2,216	0.42
6	DELTA AIR LINES	7,122,220	30,121	0.42	7,318,455	30,882	0.42
7	SPIRIT AIRLINES	697,459	2,999	0.43	1,117,023	4,467	0.40
8	ALASKA AIRLINES	1,881,118	8,313	0.44	1,886,614	9,024	0.48
9	SKYWEST AIRLINES	2,624,965	12,144	0.46	2,340,681	11,624	0.50
10	REPUBLIC AIRWAYS	850,324	3,988	0.47	801,308	4,104	0.51
11	PSA AIRLINES	1,173,113	5,914	0.50	1,050,200	7,954	0.76
12	ENVOY AIR	903,956	5,630	0.62	870,631	8,402	0.97
13	UNITED AIRLINES	4,773,043	30,968	0.65	4,803,219	31,915	0.66
14	AMERICAN AIRLINES	6,127,527	44,004	0.72	6,532,979	70,114	1.07
	TOTAL	39,818,082	194,999	0.49	41,283,527	236,687	0.57

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

MISHANDLED WHEELCHAIRS AND SCOOTERS

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

AIR TRAVEL CONSUMER REPORT

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

RANK	CARRIER ¹	May 2025			May 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	14,283	60	0.42	14,999	92	0.61
	- DELTA AIR LINES	10,791	49	0.45	12,043	80	0.66
	- BRANDED CODESHARE PARTNERS	3,492	11	0.32	2,956	12	0.41
2	ALLEGiant AIR	2,955	26	0.88	2,562	16	0.62
3	HAWAIIAN AIRLINES	1,393	13	0.93	1,348	16	1.19
4	UNITED AIRLINES NETWORK	14,216	146	1.03	14,958	135	0.90
	- UNITED AIRLINES	11,026	115	1.04	11,790	107	0.91
	- BRANDED CODESHARE PARTNERS	3,190	31	0.97	3,168	28	0.88
5	SOUTHWEST AIRLINES	26,031	322	1.24	27,359	353	1.29
6	AMERICAN AIRLINES NETWORK	15,157	195	1.29	15,684	264	1.68
	- AMERICAN AIRLINES	10,635	141	1.33	11,780	210	1.78
	- BRANDED CODESHARE PARTNERS	4,522	54	1.19	3,904	54	1.38
7	ALASKA AIRLINES NETWORK	3,836	52	1.36	3,437	57	1.66
	- ALASKA AIRLINES	3,237	47	1.45	3,000	42	1.40
	- BRANDED CODESHARE PARTNERS	599	5	0.83	437	15	3.43
8	FRONTIER AIRLINES	2,899	40	1.38	2,418	52	2.15
9	SPIRIT AIRLINES	2,580	40	1.55	2,577	68	2.64
10	JETBLUE AIRWAYS	2,680	42	1.57	2,939	46	1.57
	TOTAL	86,030	936	1.09	88,281	1,099	0.61

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

AIR TRAVEL CONSUMER REPORT

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

RANK	CARRIER ¹	May 2025			May 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	10,791	49	0.45	12,043	80	0.66
2	SKYWEST AIRLINES	4,170	21	0.50	3,804	29	0.76
3	ALLEGiant AIR	2,955	26	0.88	2,562	16	0.62
4	HAWAIIAN AIRLINES	1,393	13	0.93	1,348	16	1.19
5	UNITED AIRLINES	11,026	115	1.04	11,790	107	0.91
6	SOUTHWEST AIRLINES	26,031	322	1.24	27,359	353	1.29
7	REPUBLIC AIRWAYS	1,354	17	1.26	1,331	13	0.98
8	AMERICAN AIRLINES	10,635	141	1.33	11,780	210	1.78
9	PSA AIRLINES	1,162	16	1.38	926	16	1.73
10	FRONTIER AIRLINES	2,899	40	1.38	2,418	52	2.15
11	ALASKA AIRLINES	3,237	47	1.45	3,000	42	1.40
12	ENVOY AIR	1,470	22	1.50	1,373	16	1.17
13	SPIRIT AIRLINES	2,580	40	1.55	2,577	68	2.64
14	JETBLUE AIRWAYS	2,680	42	1.57	2,939	46	1.57
	TOTAL	82,383	911	1.11	85,250	1,064	1.25

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

OVERSALES

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

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

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

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

AIR TRAVEL CONSUMER REPORT

PASSENGERS DENIED BOARDING BY REPORTING MARKETING U.S. AIRLINES

RANK	CARRIER ¹	JANUARY - MARCH 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

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

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

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

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

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

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

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

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

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

AIR TRAVEL CONSUMER REPORT
TABLE 1. CONSUMER SUBMISSIONS SUMMARY

SUBMISSIONS		
	MAY 2025	MAY 2024
US AIRLINES	4,951	5,831
FOREIGN AIRLINES	1,369	1,591
TRAVEL AGENTS/TOUR OPERATORS	167	174
MISCELLANEOUS	65	151
INDUSTRY TOTALS	6,552	7,747

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

U.S. AIRLINES¹	MAY 2025
ALASKA AIRLINES	101
ALLEGiant AIR	86
AMERICAN AIRLINES	1,574
AVELO AIRLINES	26
BREEZE AIRWAYS	51
CONTOUR AIRLINES	11
DELTA AIR LINES	684
FRONTIER AIRLINES	671
HAWAIIAN AIRLINES	75
JETBLUE AIRWAYS	251
SILVER AIRWAYS	18
SOUTHWEST AIRLINES	197
SPIRIT AIRLINES	333
SUN COUNTRY AIRLINES	24
UNITED AIRLINES	832
Other U.S. Airlines	17
TOTAL	4,951

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	MAY 2025		
AEGEAN AIRLINES	5	ITA AIRWAYS	23
AER LINGUS	23	JAPAN AIR LINES COMPANY	7
AEROMEXICO	30	KLM	22
AIR CANADA	54	KOREAN AIR LINES	9
AIR FRANCE	105	LATAM	32
AIR INDIA	29	LUFTHANSA	106
AIR PREMIA	9	NORSE ATLANTIC AIRWAYS	38
ANA ALL NIPPON AIRWAYS	7	PHILIPPINE AIRLINES	7
ASIANA AIRLINES	9	QANTAS AIRWAYS	5
AUSTRIAN AIRLINES	7	QATAR AIRWAYS	84
AVIANCA	61	ROYAL AIR MAROC	14
BRITISH AIRWAYS	61	ROYAL JORDANIAN AIRLINES	9
CATHAY PACIFIC AIRWAYS	17	SAS	14
CHINA AIRLINES	7	SATA INTERNACIONAL	6
CONDOR	9	SAUDI ARABIAN AIRLINES	15
COPA	24	SINGAPORE AIRLINES	10
EGYPTAIR	16	SURINAM AIRWAYS	5
EL AL ISRAEL	12	SWISS AIR	19
EMIRATES AIRLINES	17	TAP	28
ETHIOPIAN AIRLINES	20	TURKISH AIRLINES	106
ETIHAD AIRWAYS	28	VIRGIN ATLANTIC AIRWAYS	19
FIJI AIRWAYS	5	VIVAAEROBUS	10
FINNAIR	6	VOLARIS AIRLINES	46
FLAIR AIRLINES	7	WEST JET	8
FRENCH BEE	10	ZIPAIR	5
IBERIA AIRLINES	36	OTHER FOREIGN AIRLINES	90
ICELANDAIR	18	TOTALS	1,369

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	MAY 2025	MISCELLANEOUS	MAY 2025
ASAPTICKETS.COM	5	TSA	18
BOOKING.COM	18	OTHER MISCELLANEOUS	47
BUDGETAIR.COM	8	TOTALS	65
CAPITAL ONE TRAVEL	8		
CHEAPOAIR.COM	9		
EXPEDIA.COM	23		
JUSTFLY.COM	8		
KIWI.COM	6		
PRICELINE.COM	8		
TRIP.COM	7		
OTHER TRAVEL AGENTS	67		
TOTALS	167		

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

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U.S. AIRLINES ¹	MAY 2025	MAY 2024
ALASKA AIRLINES NETWORK ²	101	68
ALLEGiant AIR	86	87
AMERICAN AIRLINES NETWORK ²	1,574	2,201
DELTA AIR LINES NETWORK ²	684	493
FRONTIER AIRLINES	671	840
HAWAIIAN AIRLINES	75	41
JETBLUE AIRWAYS	251	303
SOUTHWEST AIRLINES	197	250
SPIRIT AIRLINES	333	529
UNITED AIRLINES NETWORK ²	832	838
TOTAL	4,804	5,650

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

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DISABILITY COMPLAINTS		
AIRLINE	MAY 2025	MAY 2024
AER LINGUS	1	1
AIR FRANCE	2	3
ALASKA AIRLINES	2	6
ALLEGiant AIR	14	8
AMERICAN AIRLINES	52	51
ASIANA AIRLINES	1	1
AVIANCA	2	0
BOUTIQUE AIR	1	0
BREEZE AIRWAYS	1	3
BRITISH AIRWAYS	3	2
CONDOR	1	0
DELTA AIR LINES	25	20
EL AL ISRAEL	1	0
EMIRATES AIRLINES	1	1
ETHIOPIAN AIRLINES	1	0
FIJI AIRWAYS	1	0
FRONTIER AIRLINES	22	17
HAWAIIAN AIRLINES	4	1
IBERIA AIRLINES	1	0
ITA AIRWAYS	1	0
JETBLUE AIRWAYS	9	12
KLM	2	0
KOREAN AIR LINES	4	0
LUFTHANSA	6	4
QATAR AIRWAYS	2	2
ROYAL AIR MAROC	1	2
SEAPORT AIRLINES	1	0
SILVER AIRWAYS	1	0

SOUTHWEST AIRLINES	28	18
SPIRIT AIRLINES	11	25
SUN COUNTRY AIRLINES	2	1
SWISS AIR	1	0
TAP	2	1
TURKISH AIRLINES	5	1
UNITED AIRLINES	23	23
VIRGIN ATLANTIC AIRWAYS	2	0
VOLARIS AIRLINES	1	3
OTHER AIRLINES	0	27
TOTALS	238	233

DISCRIMINATION COMPLAINTS		
AIRLINE	APRIL 2025	APRIL 2024
AIR FRANCE	1	0
AMERICAN AIRLINES	2	4
DELTA AIR LINES	3	0
EL AL ISRAEL	1	0
ETIHAD AIRWAYS	1	0
FRONTIER AIRLINES	3	2
HAWAIIAN AIRLINES	1	0
JETBLUE AIRWAYS	3	0
SOUTHWEST AIRLINES	5	0
SPIRIT AIRLINES	1	0
OTHER AIRLINES	0	3
TOTALS	21	9

AIR TRAVEL CONSUMER REPORT

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

MAY 2025							
AIRLINE	RACE	ANCESTRY/ ETHNICITY	NATIONAL ORIGIN	COLOR	RELIGION	SEX	OTHER
AIR FRANCE			1				
AMERICAN AIRLINES	2						
DELTA AIR LINES		1			2		
EL AL ISRAEL			1				
ETIHAD AIRWAYS		1					
FRONTIER AIRLINES			1	2			
HAWAIIAN AIRLINES							1
JETBLUE AIRWAYS	1		1		1		
SOUTHWEST AIRLINES	1	2		1		1	
SPIRIT AIRLINES	1						
TOTALS	5	4	4	3	3	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

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May 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
ALASKA AIRLINES		1	
DELTA AIR LINES		1	



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

Customer Experience Report for May 2025 ^a

The Transportation Security Administration (TSA) screened approximately 77.3 million passengers at screening checkpoints and 42.6 million checked bags at baggage screening locations in May 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 May 2025, TSA received 18,547 complaints (i.e. a description of a negative experience) from the public via phone or email (or 24.1 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
1,060	1.4	790	1.1	14,653	19.0	165	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
779	1.1	233	0.4	131	0.2	736	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
224 ^d	160	0.0004



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

Customer Experience Report for May 2025^a

REFERENCES

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

DEFINITIONS

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