



Air Travel Consumer Report

A Product Of
THE OFFICE OF AVIATION CONSUMER PROTECTION

Issued: August 2025



Flight Delays¹	June 2025
Mishandled Baggage, Wheelchairs, and Scooters¹	June 2025 January - June 2025
Oversales¹	2 nd Quarter 2025 January - June 2025
Consumer Complaints² (Includes Disability and Discrimination Complaints)	June 2025 January - June 2025
Airline Animal Incident Reports⁴	June 2025 January - June 2025
Customer Service Reports to the Dept. of Homeland Security³	June 2025

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

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

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

⁴ Data collected by the Office of Aviation Consumer Protection.

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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

JUNE 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
Envoy Air	Horizon Air	Endeavor Air	CommuteAir
PSA Airlines	SkyWest Airlines	Republic Airways	GoJet Airlines
Piedmont Airlines		SkyWest Airlines	Mesa 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

JUNE 2025

AT ALL US AIRPORTS			
CARRIER ¹	NUMBER OF AIRPORTS REPORTED	PERCENT OF ON-TIME ARRIVALS	RANK
HAWAIIAN AIRLINES	22	81.9	1
SPIRIT AIRLINES	62	73.8	2
DELTA AIR LINES NETWORK	212	73.3	3
- DELTA AIR LINES	148	72.2	
- BRANDED CODESHARE PARTNERS	186	75.2	
ALASKA AIRLINES NETWORK	104	72.6	4
- ALASKA AIRLINES	87	69.0	
- BRANDED CODESHARE PARTNERS	59	78.0	
SOUTHWEST AIRLINES	104	71.1	5
UNITED AIRLINES NETWORK	222	71.1	6
- UNITED AIRLINES	123	72.7	
- BRANDED CODESHARE PARTNERS	205	69.3	
JETBLUE AIRWAYS	68	70.9	7
ALLEGiant AIR	119	68.9	8
AMERICAN AIRLINES NETWORK	228	65.8	9
- AMERICAN AIRLINES	126	65.3	
- BRANDED CODESHARE PARTNERS	213	66.2	
FRONTIER AIRLINES	88	59.5	10
TOTAL AIRPORTS SERVED	360	70.1	

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

JUNE 2025

AT ALL US AIRPORTS			
CARRIER ¹	NUMBER OF AIRPORTS REPORTED	PERCENT OF ON-TIME ARRIVALS	RANK
HAWAIIAN AIRLINES	22	81.9	1
SKYWEST AIRLINES	251	74.1	2
SPIRIT AIRLINES	62	73.8	3
UNITED AIRLINES	123	72.7	4
DELTA AIR LINES	148	72.2	5
ENVOY AIR	154	71.5	6
SOUTHWEST AIRLINES	104	71.1	7
JETBLUE AIRWAYS	68	70.9	8
REPUBLIC AIRWAYS	85	70.3	9
ALASKA AIRLINES	87	69.0	10
ALLEGiant AIR	119	68.9	11
AMERICAN AIRLINES	126	65.3	12
FRONTIER AIRLINES	88	59.5	13
PSA AIRLINES	99	59.0	14
TOTAL AIRPORTS SERVED	345	70.3	

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

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

AIR TRAVEL CONSUMER REPORT

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

JUNE 2025

CARRIER ¹	Jan 25		Feb 25		Mar 25		Apr 25		May 25		Jun 25		Year-to-date (YTD)	
	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank
ALASKA AIRLINES NETWORK	80.4	3	74.7	6	79.8	6	81.6	4	77.6	3	72.6	4	77.7	5
- ALASKA AIRLINES	81.0		77.0		80.3		80.6		74.3		69.0		76.7	
- BRANDED CODESHARE PARTNERS	79.5		71.8		79.1		82.8		82.3		78.0		79.1	
ALLEGiant AIR	75.2	8	74.0	8	77.1	7	78.9	8	75.9	5	68.9	8	74.8	7
AMERICAN AIRLINES NETWORK	76.4	7	74.6	7	75.8	9	75.8	9	72.5	9	65.8	9	73.3	9
- AMERICAN AIRLINES	77.5		78.2		75.5		74.3		72.1		65.3		73.6	
- BRANDED CODESHARE PARTNERS	75.3		71.2		76.1		77.2		72.9		66.2		73.1	
DELTA AIR LINES NETWORK	78.7	5	79.1	4	81.7	1	82.1	2	77.8	2	73.3	3	78.7	3
- DELTA AIR LINES	78.3		79.7		81.0		81.6		77.6		72.2		78.3	
- BRANDED CODESHARE PARTNERS	79.4		78.0		82.9		82.9		78.2		75.2		79.4	
FRONTIER AIRLINES	72.0	10	73.7	9	73.2	10	72.5	10	68.6	10	59.5	10	70.0	10
HAWAIIAN AIRLINES	84.5	1	82.3	2	81.3	3	81.4	5	87.1	1	81.9	1	83.1	1
JETBLUE AIRWAYS	74.0	9	69.5	10	76.2	8	82.0	3	73.4	8	70.9	7	74.5	8
SOUTHWEST AIRLINES	82.2	2	82.9	1	81.5	2	80.5	7	76.3	4	71.1	5	78.9	2
SPIRIT AIRLINES	79.1	4	80.4	3	80.1	5	82.5	1	73.9	7	73.8	2	78.3	4
UNITED AIRLINES NETWORK	77.9	6	78.3	5	81.1	4	80.8	6	75.5	6	71.1	6	77.4	6
- UNITED AIRLINES	80.6		80.9		82.2		81.2		74.7		72.7		78.6	
- BRANDED CODESHARE PARTNERS	74.7		75.3		79.9		80.5		76.5		69.3		76.0	
TOTAL	78.4		77.8		79.4		79.6		75.3		70.1		76.7	

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

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

AIR TRAVEL CONSUMER REPORT

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

RANK	CARRIER ¹	JANUARY - JUNE 2025		JANUARY - JUNE 2024	
		FLIGHT OPERATIONS SCHEDULED	PERCENT OF ON-TIME ARRIVALS	FLIGHT OPERATIONS SCHEDULED	PERCENT OF ON-TIME ARRIVALS
1	HAWAIIAN AIRLINES	39,897	83.13	38,722	80.56
2	SOUTHWEST AIRLINES	687,727	78.91	712,760	76.26
3	DELTA AIR LINES NETWORK	792,126	78.70	745,272	82.22
	- DELTA AIR LINES	497,367	78.28	488,548	82.21
	- BRANDED CODESHARE PARTNERS	294,759	79.42	256,724	82.25
4	SPIRIT AIRLINES	107,274	78.34	131,962	73.86
5	ALASKA AIRLINES NETWORK	202,429	77.72	193,089	76.29
	- ALASKA AIRLINES	116,755	76.70	117,130	74.43
	- BRANDED CODESHARE PARTNERS	85,674	79.11	75,959	79.16
6	UNITED AIRLINES NETWORK	712,098	77.42	651,906	77.91
	- UNITED AIRLINES	385,016	78.62	368,823	77.11
	- BRANDED CODESHARE PARTNERS	327,082	76.01	283,083	78.94
7	ALLEGiant AIR	67,859	74.82	59,180	78.23
8	JETBLUE AIRWAYS	115,525	74.49	121,653	72.09
9	AMERICAN AIRLINES NETWORK	985,078	73.35	930,291	74.46
	- AMERICAN AIRLINES	481,303	73.58	488,037	70.34
	- BRANDED CODESHARE PARTNERS	503,775	73.12	442,254	79.01
10	FRONTIER AIRLINES	99,357	70.01	100,234	67.97
	TOTAL	3,809,370	76.67	3,685,069	76.93

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

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

AIR TRAVEL CONSUMER REPORT

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

RANK	CARRIER ¹	JANUARY - JUNE 2025		JANUARY - JUNE 2024	
		FLIGHT OPERATIONS SCHEDULED	PERCENT OF ON-TIME ARRIVALS	FLIGHT OPERATIONS SCHEDULED	PERCENT OF ON-TIME ARRIVALS
1	HAWAIIAN AIRLINES	39,897	83.13	38,722	80.56
2	SOUTHWEST AIRLINES	687,727	78.91	712,760	76.26
3	UNITED AIRLINES	385,016	78.62	368,823	77.11
4	SPIRIT AIRLINES	107,274	78.34	131,962	73.86
5	DELTA AIR LINES	497,367	78.28	488,548	82.21
6	REPUBLIC AIRWAYS	167,463	77.80	142,782	85.22
7	SKYWEST AIRLINES	411,300	77.79	350,009	78.91
8	ALASKA AIRLINES	116,755	76.70	117,130	74.43
9	ENVOY AIR	142,631	76.25	136,339	74.56
10	ALLEGiant AIR	67,859	74.82	59,180	78.23
11	JETBLUE AIRWAYS	115,525	74.49	121,653	72.09
12	AMERICAN AIRLINES	481,303	73.58	488,037	70.34
13	FRONTIER AIRLINES	99,357	70.01	100,234	67.97
14	PSA AIRLINES	127,202	65.69	105,504	77.83
	TOTAL	3,446,676	76.73	3,461,339	76.70

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

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

AIR TRAVEL CONSUMER REPORT

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

JUNE 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	150	54.7	296	69.6	120	63.3	300	71.3	60	80.0	0	0.0	179	63.1	253	58.9
- ALASKA AIRLINES	150	54.7	239	67.8	120	63.3	300	71.3	60	80.0	0	0.0	179	63.1	253	58.9
- BRANDED CODESHARE PARTNERS	0	0.0	57	77.2	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
ALLEGiant AIR	0	0.0	102	79.4	309	69.9	97	91.8	0	0.0	0	0.0	0	0.0	80	53.8
AMERICAN AIRLINES NETWORK	1065	59.1	1213	65.8	1535	59.7	2332	67.0	422	56.4	18416	70.2	7560	61.3	889	59.5
- AMERICAN AIRLINES	655	56.0	1003	66.7	851	55.6	1390	66.3	320	51.9	9929	71.0	2169	64.7	784	58.8
- BRANDED CODESHARE PARTNERS	410	63.9	210	61.4	684	64.8	942	68.0	102	70.6	8487	69.3	5391	59.9	105	64.8
DELTA AIR LINES NETWORK	24585	73.1	1657	67.9	1354	70.3	4325	74.1	578	66.4	962	69.4	1662	61.9	1075	61.2
- DELTA AIR LINES	21175	73.7	1082	64.3	840	70.8	2267	72.6	478	64.0	519	68.8	782	59.5	1075	61.2
- BRANDED CODESHARE PARTNERS	3410	69.7	575	74.6	514	69.5	2058	75.8	100	78.0	443	70.2	880	64.0	0	0.0
FRONTIER AIRLINES	1390	45.9	155	60.6	77	59.7	82	73.2	277	54.2	206	63.6	79	57.0	1824	62.0
HAWAIIAN AIRLINES	0	0.0	0	0.0	0	0.0	22	77.3	0	0.0	0	0.0	0	0.0	0	0.0
JETBLUE AIRWAYS	176	65.9	30	60.0	150	60.7	3199	68.9	0	0.0	0	0.0	555	61.6	130	66.9
SOUTHWEST AIRLINES	1620	67.7	3318	71.9	5007	72.3	679	60.1	6423	72.8	318	56.6	1344	62.6	8335	65.4
SPIRIT AIRLINES	819	68.7	118	78.0	387	69.0	329	64.7	511	62.6	356	77.5	0	0.0	0	0.0
UNITED AIRLINES NETWORK	703	67.3	963	72.1	749	72.1	1121	71.6	409	73.6	476	68.3	844	67.2	15582	68.9
- UNITED AIRLINES	591	69.0	803	69.7	622	73.5	1112	71.8	373	73.5	306	66.3	620	67.7	9177	71.0
- BRANDED CODESHARE PARTNERS	112	58.0	160	83.8	127	65.4	9	55.6	36	75.0	170	71.8	224	65.6	6405	65.9
TOTAL	30,508	70.7	7,852	69.9	9,688	69.4	12,486	70.3	8,680	70.5	20,734	70.0	12,223	61.9	28,168	66.7

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

AIR TRAVEL CONSUMER REPORT

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

JUNE 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	237	61.2	60	73.3	281	79.7	30	76.7	210	64.3	120	49.2	330	54.8	819	73.0
- ALASKA AIRLINES	237	61.2	60	73.3	281	79.7	30	76.7	210	64.3	120	49.2	330	54.8	464	73.1
- BRANDED CODESHARE PARTNERS	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	355	73.0
ALLEGiant AIR	0	0.0	0	0.0	87	88.5	425	63.5	65	78.5	0	0.0	0	0.0	702	76.5
AMERICAN AIRLINES NETWORK	24786	65.6	830	65.8	590	60.0	516	59.7	226	65.0	873	59.9	1970	64.8	1179	63.5
- AMERICAN AIRLINES	14367	64.6	459	69.1	522	56.3	516	59.7	78	56.4	658	56.5	1191	65.2	1175	63.4
- BRANDED CODESHARE PARTNERS	10419	67.0	371	61.7	68	88.2	0	0.0	148	69.6	215	70.2	779	64.2	4	100.0
DELTA AIR LINES NETWORK	1025	62.6	9509	77.7	726	62.4	986	65.8	510	68.6	689	67.1	4944	67.1	1676	75.4
- DELTA AIR LINES	1025	62.6	5319	77.4	554	62.5	986	65.8	251	66.1	689	67.1	2599	68.9	1378	74.5
- BRANDED CODESHARE PARTNERS	0	0.0	4190	78.1	172	62.2	0	0.0	259	71.0	0	0.0	2345	65.0	298	79.2
FRONTIER AIRLINES	704	61.9	203	70.0	90	52.2	110	48.2	175	50.3	323	52.9	298	67.8	992	62.1
HAWAIIAN AIRLINES	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	30	90.0	120	85.8
JETBLUE AIRWAYS	30	60.0	111	62.2	482	70.7	1304	74.0	0	0.0	61	77.0	3130	67.8	247	79.4
SOUTHWEST AIRLINES	0	0.0	374	64.7	0	0.0	958	69.2	111	61.3	0	0.0	0	0.0	7397	76.4
SPIRIT AIRLINES	651	76.0	1042	75.6	731	69.4	1675	73.7	0	0.0	646	65.9	0	0.0	1633	79.5
UNITED AIRLINES NETWORK	860	64.7	566	70.5	6787	71.2	558	77.6	7272	73.4	11852	67.1	0	0.0	1201	76.3
- UNITED AIRLINES	785	64.6	202	74.8	4758	72.0	558	77.6	3038	75.4	5965	70.0	0	0.0	1173	75.9
- BRANDED CODESHARE PARTNERS	75	65.3	364	68.1	2029	69.4	0	0.0	4234	72.0	5887	64.3	0	0.0	28	92.9
TOTAL	28,293	65.5	12,695	75.8	9,774	69.9	6,562	70.1	8,569	72.1	14,564	66.2	10,702	66.5	15,966	74.7

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

AIR TRAVEL CONSUMER REPORT

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

JUNE 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	1585	78.7	0	0.0	210	71.0	0	0.0	30	60.0	158	80.4	335	71.9	60	58.3
- ALASKA AIRLINES	695	73.5	0	0.0	210	71.0	0	0.0	30	60.0	128	78.9	335	71.9	60	58.3
- BRANDED CODESHARE PARTNERS	890	82.7	0	0.0	0	0.0	0	0.0	0	0.0	30	86.7	0	0.0	0	0.0
ALLEGiant AIR	125	68.8	0	0.0	40	55.0	58	86.2	0	0.0	18	61.1	0	0.0	0	0.0
AMERICAN AIRLINES NETWORK	3630	72.3	3991	60.8	1616	57.9	0	0.0	6204	72.0	668	66.9	13292	67.3	8430	67.5
- AMERICAN AIRLINES	2657	69.9	1335	55.9	1590	57.5	0	0.0	5265	71.8	425	63.5	5576	66.1	4299	68.4
- BRANDED CODESHARE PARTNERS	973	79.0	2656	63.3	26	80.8	0	0.0	939	73.1	243	72.8	7716	68.2	4131	66.5
DELTA AIR LINES NETWORK	4293	82.3	7058	65.9	1792	61.0	313	73.5	969	64.0	9344	80.5	1214	65.8	691	68.5
- DELTA AIR LINES	3279	79.8	2394	62.6	1699	60.6	136	68.4	909	63.0	6245	79.6	1079	65.6	587	67.1
- BRANDED CODESHARE PARTNERS	1014	90.1	4664	67.7	93	68.8	177	77.4	60	78.3	3099	82.3	135	67.4	104	76.0
FRONTIER AIRLINES	419	63.2	207	56.0	1327	60.6	170	53.5	317	60.9	72	63.9	307	42.3	717	50.2
HAWAIIAN AIRLINES	187	69.5	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
JETBLUE AIRWAYS	685	79.1	348	61.8	1490	72.3	0	0.0	75	62.7	0	0.0	111	73.0	66	62.1
SOUTHWEST AIRLINES	2146	70.2	976	57.3	4036	71.8	6668	75.9	423	66.2	567	69.8	420	64.3	419	63.2
SPIRIT AIRLINES	642	78.8	427	64.9	1596	74.5	0	0.0	349	70.8	36	69.4	545	74.1	313	74.1
UNITED AIRLINES NETWORK	3436	82.8	929	62.9	1136	75.5	0	0.0	468	72.0	585	72.6	15492	74.2	487	68.4
- UNITED AIRLINES	2416	80.0	809	63.8	1136	75.5	0	0.0	468	72.0	430	69.3	8108	75.6	348	72.7
- BRANDED CODESHARE PARTNERS	1020	89.3	120	56.7	0	0.0	0	0.0	0	0.0	155	81.9	7384	72.6	139	57.6
TOTAL	17,148	77.5	13,936	63.4	13,243	68.1	7,209	75.3	8,835	70.3	11,448	78.6	31,716	70.5	11,183	66.4

* 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)

JUNE 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	449	76.2	2062	75.8	9796	67.5	1943	70.8	284	72.5	90	64.4
- ALASKA AIRLINES	408	74.0	943	72.6	7151	66.5	1032	63.5	111	64.9	90	64.4
- BRANDED CODESHARE PARTNERS	41	97.6	1119	78.6	2645	70.2	911	79.1	173	77.5	0	0.0
ALLEGiant AIR	29	93.1	36	72.2	0	0.0	0	0.0	0	0.0	0	0.0
AMERICAN AIRLINES NETWORK	7112	77.6	862	63.8	796	62.7	1207	67.1	492	67.3	1232	63.0
- AMERICAN AIRLINES	4689	76.5	862	63.8	622	58.5	1061	64.1	386	65.5	1131	63.4
- BRANDED CODESHARE PARTNERS	2423	79.7	0	0.0	174	77.6	146	89.0	106	73.6	101	58.4
DELTA AIR LINES NETWORK	1019	76.8	1036	75.9	4447	83.6	1279	75.6	7241	86.6	1151	64.1
- DELTA AIR LINES	874	75.4	829	74.9	2849	81.7	1188	74.6	4641	82.1	1151	64.1
- BRANDED CODESHARE PARTNERS	145	85.5	207	79.7	1598	86.9	91	89.0	2600	94.5	0	0.0
FRONTIER AIRLINES	506	61.9	246	52.4	158	70.9	307	60.3	204	68.6	583	56.1
HAWAIIAN AIRLINES	30	73.3	75	73.3	188	58.5	86	74.4	30	93.3	0	0.0
JETBLUE AIRWAYS	60	65.0	142	92.3	79	70.9	379	79.2	49	59.2	445	73.3
SOUTHWEST AIRLINES	5558	73.6	3060	69.4	916	62.2	677	62.6	992	68.1	1992	71.0
SPIRIT AIRLINES	46	80.4	139	74.1	40	82.5	0	0.0	43	83.7	396	69.9
UNITED AIRLINES NETWORK	816	75.1	979	76.0	954	73.1	7005	78.8	660	70.5	677	75.9
- UNITED AIRLINES	742	73.2	888	74.5	920	72.9	4993	77.3	380	68.4	677	75.9
- BRANDED CODESHARE PARTNERS	74	94.6	91	90.1	34	76.5	2012	82.6	280	73.2	0	0.0
TOTAL	15,625	75.4	8,637	71.9	17,374	71.4	12,883	74.9	9,995	81.9	6,566	67.5

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

AIR TRAVEL CONSUMER REPORT

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

JUNE 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	150	54.7	239	67.8	120	63.3	300	71.3	60	80.0	0	0.0	179	63.1	253	58.9
ALLEGiant AIR	0	0.0	102	79.4	309	69.9	97	91.8	0	0.0	0	0.0	0	0.0	80	53.8
AMERICAN AIRLINES	655	56.0	1003	66.7	851	55.6	1390	66.3	320	51.9	9929	71.0	2169	64.7	784	58.8
DELTA AIR LINES	21175	73.7	1082	64.3	840	70.8	2267	72.6	478	64.0	519	68.8	782	59.5	1075	61.2
ENVOY AIR	96	65.6	146	65.8	138	64.5	177	73.4	90	68.9	441	74.6	512	68.6	15	40.0
FRONTIER AIRLINES	1390	45.9	155	60.6	77	59.7	82	73.2	277	54.2	206	63.6	79	57.0	1824	62.0
HAWAIIAN AIRLINES	0	0.0	0	0.0	0	0.0	22	77.3	0	0.0	0	0.0	0	0.0	0	0.0
JETBLUE AIRWAYS	176	65.9	30	60.0	150	60.7	3199	68.9	0	0.0	0	0.0	555	61.6	130	66.9
PSA AIRLINES	259	62.5	4	25.0	148	70.3	0	0.0	12	83.3	4013	68.2	3336	55.8	0	0.0
REPUBLIC AIRWAYS	106	70.8	4	100.0	487	70.0	2714	73.2	104	78.8	232	84.5	2308	66.2	0	0.0
SKYWEST AIRLINES	687	69.1	713	75.6	261	59.0	0	0.0	15	53.3	79	59.5	1	100.0	6495	65.9
SOUTHWEST AIRLINES	1620	67.7	3318	71.9	5007	72.3	679	60.1	6423	72.8	318	56.6	1344	62.6	8335	65.4
SPIRIT AIRLINES	819	68.7	118	78.0	387	69.0	329	64.7	511	62.6	356	77.5	0	0.0	0	0.0
UNITED AIRLINES	591	69.0	803	69.7	622	73.5	1112	71.8	373	73.5	306	66.3	620	67.7	9177	71.0
TOTAL	27,724	70.9	7,717	69.9	9,397	69.5	12,368	70.2	8,663	70.4	16,399	70.2	11,885	62.0	28,168	66.7

* 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)

JUNE 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	237	61.2	60	73.3	281	79.7	30	76.7	210	64.3	120	49.2	330	54.8	464	73.1
ALLEGiant AIR	0	0.0	0	0.0	87	88.5	425	63.5	65	78.5	0	0.0	0	0.0	702	76.5
AMERICAN AIRLINES	14367	64.6	459	69.1	522	56.3	516	59.7	78	56.4	658	56.5	1191	65.2	1175	63.4
DELTA AIR LINES	1025	62.6	5319	77.4	554	62.5	986	65.8	251	66.1	689	67.1	2599	68.9	1378	74.5
ENVOY AIR	6182	70.1	55	69.1	64	87.5	0	0.0	0	0.0	167	68.9	0	0.0	4	100.0
FRONTIER AIRLINES	704	61.9	203	70.0	90	52.2	110	48.2	175	50.3	323	52.9	298	67.8	992	62.1
HAWAIIAN AIRLINES	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	30	90.0	120	85.8
JETBLUE AIRWAYS	30	60.0	111	62.2	482	70.7	1304	74.0	0	0.0	61	77.0	3130	67.8	247	79.4
PSA AIRLINES	1785	57.6	112	52.7	0	0.0	0	0.0	148	69.6	2	50.0	0	0.0	0	0.0
REPUBLIC AIRWAYS	2	50.0	443	76.1	1488	71.5	0	0.0	961	77.2	8	50.0	1263	64.9	0	0.0
SKYWEST AIRLINES	2452	65.9	2389	80.0	0	0.0	0	0.0	235	75.3	1362	61.7	0	0.0	500	76.4
SOUTHWEST AIRLINES	0	0.0	374	64.7	0	0.0	958	69.2	111	61.3	0	0.0	0	0.0	7397	76.4
SPIRIT AIRLINES	651	76.0	1042	75.6	731	69.4	1675	73.7	0	0.0	646	65.9	0	0.0	1633	79.5
UNITED AIRLINES	785	64.6	202	74.8	4758	72.0	558	77.6	3038	75.4	5965	70.0	0	0.0	1173	75.9
TOTAL	28,220	65.5	10,769	76.3	9,057	70.5	6,562	70.1	5,272	73.3	10,001	66.7	8,841	66.9	15,785	74.7

* 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)

JUNE 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	695	73.5	0	0.0	210	71.0	0	0.0	30	60.0	128	78.9	335	71.9	60	58.3
ALLEGiant AIR	125	68.8	0	0.0	40	55.0	58	86.2	0	0.0	18	61.1	0	0.0	0	0.0
AMERICAN AIRLINES	2657	69.9	1335	55.9	1590	57.5	0	0.0	5265	71.8	425	63.5	5576	66.1	4299	68.4
DELTA AIR LINES	3279	79.8	2394	62.6	1699	60.6	136	68.4	909	63.0	6245	79.6	1079	65.6	587	67.1
ENVOY AIR	4	100.0	0	0.0	26	80.8	0	0.0	859	75.0	88	79.5	4602	73.0	0	0.0
FRONTIER AIRLINES	419	63.2	207	56.0	1327	60.6	170	53.5	317	60.9	72	63.9	307	42.3	717	50.2
HAWAIIAN AIRLINES	187	69.5	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
JETBLUE AIRWAYS	685	79.1	348	61.8	1490	72.3	0	0.0	75	62.7	0	0.0	111	73.0	66	62.1
PSA AIRLINES	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	43	65.1	234	54.3	1336	63.3
REPUBLIC AIRWAYS	0	0.0	4643	66.8	90	67.8	0	0.0	140	63.6	170	72.4	2202	79.0	544	75.0
SKYWEST AIRLINES	3322	85.9	121	62.0	0	0.0	152	80.3	0	0.0	2199	85.2	6111	64.8	2	100.0
SOUTHWEST AIRLINES	2146	70.2	976	57.3	4036	71.8	6668	75.9	423	66.2	567	69.8	420	64.3	419	63.2
SPIRIT AIRLINES	642	78.8	427	64.9	1596	74.5	0	0.0	349	70.8	36	69.4	545	74.1	313	74.1
UNITED AIRLINES	2416	80.0	809	63.8	1136	75.5	0	0.0	468	72.0	430	69.3	8108	75.6	348	72.7
TOTAL	16,577	77.3	11,260	63.1	13,240	68.1	7,184	75.4	8,835	70.3	10,421	78.8	29,630	70.3	8,691	66.5

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

AIR TRAVEL CONSUMER REPORT

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

JUNE 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	408	74.0	943	72.6	7151	66.5	1032	63.5	111	64.9	90	64.4
ALLEGiant AIR	29	93.1	36	72.2	0	0.0	0	0.0	0	0.0	0	0.0
AMERICAN AIRLINES	4689	76.5	862	63.8	622	58.5	1061	64.1	386	65.5	1131	63.4
DELTA AIR LINES	874	75.4	829	74.9	2849	81.7	1188	74.6	4641	82.1	1151	64.1
ENVOY AIR	645	81.2	0	0.0	48	72.9	0	0.0	35	82.9	93	57.0
FRONTIER AIRLINES	506	61.9	246	52.4	158	70.9	307	60.3	204	68.6	583	56.1
HAWAIIAN AIRLINES	30	73.3	75	73.3	188	58.5	86	74.4	30	93.3	0	0.0
JETBLUE AIRWAYS	60	65.0	142	92.3	79	70.9	379	79.2	49	59.2	445	73.3
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	8	75.0
SKYWEST AIRLINES	1996	80.3	1338	78.8	2722	80.1	2897	82.1	3097	91.2	0	0.0
SOUTHWEST AIRLINES	5558	73.6	3060	69.4	916	62.2	677	62.6	992	68.1	1992	71.0
SPIRIT AIRLINES	46	80.4	139	74.1	40	82.5	0	0.0	43	83.7	396	69.9
UNITED AIRLINES	742	73.2	888	74.5	920	72.9	4993	77.3	380	68.4	677	75.9
TOTAL	15,583	75.4	8,558	71.8	15,693	71.5	12,620	74.7	9,968	81.9	6,566	67.5

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

AIR TRAVEL CONSUMER REPORT

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

JUNE 2025

ARRIVAL AIRPORT*																
SCHEDULED ARRIVAL TIME	ATL	AUS	BNA	BOS	BWI	CLT	DCA	DEN	DFW	DTW	EWR	FLL	IAD	IAH	JFK	LAS
0600-0659	77.4	81.2	93.3	79.2	89.0	87.7	84.5	87.1	81.2	78.5	82.9	87.5	68.8	80.6	78.0	95.1
0700-0759	85.0	91.8	94.3	86.5	90.5	83.0	80.5	87.4	81.3	89.0	84.2	75.6	84.7	91.4	80.4	92.7
0800-0859	83.8	90.0	92.7	89.5	91.4	86.7	86.0	84.1	78.8	90.2	93.0	92.4	84.6	83.4	89.2	92.5
0900-0959	81.4	85.9	87.5	88.3	89.6	84.2	83.7	82.2	78.0	91.3	88.4	88.1	92.0	81.3	87.9	86.5
1000-1059	85.6	86.1	83.8	88.7	88.0	84.1	84.6	76.2	79.6	86.6	86.4	86.0	92.1	81.5	88.0	84.2
1100-1159	86.9	86.2	85.2	85.7	88.8	86.9	84.8	83.2	76.1	87.7	86.5	83.6	90.3	77.3	85.9	84.6
1200-1259	84.4	87.4	78.6	86.1	84.9	86.1	81.7	82.4	72.6	86.0	82.3	79.6	72.9	72.8	83.7	84.7
1300-1359	80.7	79.2	73.3	85.5	85.2	82.2	74.3	76.9	72.3	86.9	84.4	82.1	80.6	75.1	75.6	81.1
1400-1459	75.1	72.9	70.0	78.6	77.6	80.3	67.3	74.3	68.4	79.1	75.8	75.7	88.3	75.5	68.1	74.8
1500-1559	70.7	67.4	71.6	68.4	73.3	72.4	59.4	68.7	65.1	78.6	77.3	72.0	69.4	61.1	78.6	74.7
1600-1659	67.9	62.2	58.3	64.9	63.3	69.8	50.8	57.6	62.7	73.9	65.0	64.7	65.2	56.9	62.7	68.8
1700-1759	62.4	61.2	60.9	65.4	67.2	61.1	46.1	46.5	55.7	78.6	57.5	63.5	62.3	53.8	57.7	66.1
1800-1859	58.4	57.7	54.0	50.8	57.8	53.2	44.4	41.5	53.0	69.8	54.1	49.4	61.4	48.8	51.9	62.9
1900-1959	52.4	55.7	60.0	55.3	52.5	47.6	38.8	41.3	50.0	70.2	49.8	57.2	61.9	52.7	41.2	61.8
2000-2059	54.2	54.4	48.5	53.0	49.7	46.1	44.0	35.3	47.5	64.0	44.4	60.3	62.8	50.6	50.3	60.9
2100-2159	52.9	58.1	50.8	53.2	42.8	44.9	37.1	51.7	46.7	57.0	52.5	49.4	61.9	54.5	45.3	57.6
2200-2259	48.5	51.5	56.8	54.7	44.0	49.2	42.3	56.2	52.0	58.0	52.3	58.3	50.3	47.7	43.3	62.7
2300-0559	58.8	60.3	62.1	59.1	60.4	57.8	46.9	58.9	63.6	59.1	61.5	60.8	62.1	64.8	62.5	68.9
TOTAL	70.9	69.9	69.5	70.2	70.4	70.2	62.0	66.7	65.5	76.3	70.5	70.1	73.3	66.7	66.9	74.7

* 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)

JUNE 2025

ARRIVAL AIRPORT*															
SCHEDULED ARRIVAL TIME	LAX	LGA	MCO	MDW	MIA	MSP	ORD	PHL	PHX	SAN	SEA	SFO	SLC	TPA	TOTAL
0600-0659	91.5	0.0	73.3	95.0	82.0	87.1	84.9	75.1	92.8	79.2	91.0	93.9	94.0	73.2	85.6
0700-0759	93.4	88.6	87.3	92.1	88.0	91.4	87.5	86.7	89.0	87.9	87.0	93.4	92.8	85.1	87.2
0800-0859	88.8	88.3	92.6	92.1	82.8	89.9	87.8	92.9	90.4	89.3	89.0	86.7	94.7	92.6	87.4
0900-0959	90.9	84.2	89.8	89.5	86.2	88.2	85.7	79.9	84.9	86.1	84.2	77.2	84.0	89.4	84.9
1000-1059	84.2	84.6	84.5	90.0	85.4	88.8	84.8	86.1	86.9	85.3	69.6	83.5	90.4	87.3	83.0
1100-1159	85.3	78.2	89.7	89.6	81.1	90.8	89.6	82.4	85.8	78.8	70.5	86.0	79.7	85.6	84.1
1200-1259	83.0	79.4	80.9	90.1	78.0	85.7	84.1	82.8	79.2	72.5	81.1	85.1	92.3	88.2	82.7
1300-1359	81.0	72.8	80.8	79.9	81.4	82.3	79.4	83.5	77.4	81.7	79.2	77.5	85.6	82.6	79.1
1400-1459	80.7	65.8	75.6	84.4	74.6	86.6	76.3	74.7	74.1	73.8	74.4	79.9	85.6	76.5	75.6
1500-1559	79.4	59.3	71.7	73.9	75.6	75.6	65.7	72.7	71.0	74.8	74.6	83.1	85.3	80.8	71.3
1600-1659	75.5	55.8	63.2	74.6	69.0	76.5	65.3	66.9	69.7	65.3	71.4	77.1	79.7	72.0	65.3
1700-1759	76.9	50.6	58.0	72.9	64.1	73.6	60.4	47.1	65.0	66.4	69.1	77.8	62.4	55.9	61.5
1800-1859	72.0	49.4	48.9	64.3	50.9	70.5	46.8	49.4	67.9	61.4	72.3	69.2	72.6	47.7	54.9
1900-1959	67.5	46.7	46.2	61.5	53.7	75.0	45.2	46.0	65.4	60.7	68.1	72.3	77.4	52.2	55.0
2000-2059	66.6	45.4	45.2	51.1	53.1	60.5	46.4	50.1	66.7	65.1	62.4	61.0	78.5	46.2	55.0
2100-2159	66.2	41.7	51.3	56.2	50.8	66.7	42.2	55.7	62.4	56.0	55.6	58.5	73.0	58.6	52.4
2200-2259	66.2	44.2	55.8	47.9	53.2	64.0	53.5	52.2	61.0	62.3	50.2	54.7	63.9	53.2	54.6
2300-0559	63.3	47.2	58.8	57.3	57.0	63.9	71.9	55.2	65.3	59.8	67.8	58.4	60.5	53.8	61.0
TOTAL	77.3	63.1	68.1	75.4	70.3	78.8	70.3	66.5	75.4	71.8	71.5	74.7	81.9	67.5	70.6

* 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)

JUNE 2025

DEPARTURE AIRPORT*																
SCHEDULED DEPARTURE TIME	ATL	AUS	BNA	BOS	BWI	CLT	DCA	DEN	DFW	DTW	EWR	FLL	IAD	IAH	JFK	LAS
0600-0659	84.6	92.8	89.1	91.3	88.8	88.0	89.7	90.6	85.0	86.4	90.5	91.1	91.4	82.8	84.2	91.5
0700-0759	85.8	86.2	84.8	89.2	85.9	89.7	84.5	86.9	80.0	89.8	85.3	91.1	72.5	84.4	88.6	90.4
0800-0859	83.7	86.0	86.2	87.6	85.9	83.2	82.9	85.6	77.4	86.8	89.9	83.0	89.9	89.2	88.7	84.0
0900-0959	77.2	84.8	87.4	86.6	80.6	85.3	79.0	82.7	71.8	85.8	87.3	85.0	80.4	83.1	86.3	84.1
1000-1059	76.9	81.9	86.1	84.7	77.7	78.7	81.1	77.7	75.2	84.2	83.2	85.1	78.9	78.5	88.1	80.3
1100-1159	76.6	74.5	73.2	81.6	71.9	80.2	72.9	74.9	65.8	83.9	81.4	76.6	80.3	72.3	79.8	74.4
1200-1259	74.2	79.1	72.5	77.6	70.7	71.3	70.8	71.1	68.2	78.8	83.9	76.8	84.5	68.3	81.3	70.7
1300-1359	71.5	73.5	64.4	77.2	67.1	74.8	69.5	74.3	55.0	73.3	76.5	68.9	80.6	58.2	77.6	71.1
1400-1459	64.3	65.3	58.6	76.8	63.1	67.9	64.9	55.3	59.0	71.8	75.3	66.6	60.4	58.6	68.8	66.2
1500-1559	57.3	55.5	51.8	66.7	51.1	63.1	58.6	61.0	51.5	65.4	68.0	60.3	73.4	59.3	63.4	57.4
1600-1659	51.2	52.5	49.4	56.2	48.6	59.0	49.0	59.8	56.2	63.8	68.7	66.4	58.7	53.2	69.9	63.5
1700-1759	52.6	43.4	46.5	56.3	47.9	49.8	44.7	51.1	48.8	63.9	54.2	54.1	56.1	46.0	64.5	57.5
1800-1859	50.5	53.7	50.2	55.7	51.5	49.9	39.4	36.4	49.1	63.1	61.4	58.1	54.5	49.5	58.2	55.2
1900-1959	44.4	50.1	51.0	50.0	49.4	46.4	42.9	39.5	47.3	61.3	57.3	52.4	48.4	49.4	54.5	60.5
2000-2059	47.2	52.6	47.7	50.8	41.2	43.7	41.9	40.6	45.4	65.5	60.2	67.1	50.0	49.7	48.1	52.0
2100-2159	46.9	48.9	51.0	44.8	45.5	40.9	48.9	42.4	51.7	61.9	55.5	63.6	47.6	56.5	49.7	56.3
2200-2259	48.7	63.8	50.8	62.5	31.4	45.4	36.5	33.8	46.4	57.1	61.1	49.5	63.9	58.5	46.7	63.7
2300-0559	51.6	92.8	91.9	92.6	89.7	59.5	90.1	76.8	80.8	92.7	88.5	86.3	84.8	87.1	85.5	78.8
TOTAL	63.3	69.4	67.3	74.0	64.1	64.5	64.2	64.4	61.0	75.0	74.8	72.4	72.9	64.2	71.8	71.9

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

AIR TRAVEL CONSUMER REPORT

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

JUNE 2025

DEPARTURE AIRPORT*															
SCHEDULED DEPARTURE TIME	LAX	LGA	MCO	MDW	MIA	MSP	ORD	PHL	PHX	SAN	SEA	SFO	SLC	TPA	TOTAL
0600-0659	91.5	91.0	92.0	91.2	90.4	91.6	89.6	86.0	93.7	91.3	90.9	92.9	96.3	91.8	90.1
0700-0759	89.5	86.6	90.5	89.9	86.4	89.0	90.1	82.3	88.9	88.1	88.9	90.8	89.1	85.7	87.5
0800-0859	89.3	87.5	85.1	82.4	88.0	90.8	84.8	86.2	86.0	86.5	85.4	88.6	90.9	89.2	85.5
0900-0959	83.0	81.3	85.7	82.3	79.5	89.8	84.9	84.3	80.3	79.3	81.0	83.7	88.0	84.6	82.8
1000-1059	81.8	83.0	84.6	78.1	78.6	82.7	81.4	83.9	81.2	77.4	75.0	79.0	86.5	82.7	80.5
1100-1159	77.5	77.4	82.1	76.3	74.0	83.9	77.4	74.2	77.1	81.5	62.1	76.1	83.7	80.1	76.1
1200-1259	75.5	74.7	79.1	72.1	75.7	83.0	77.0	76.5	73.0	66.5	62.5	78.5	78.0	78.8	74.2
1300-1359	72.1	72.4	70.2	72.9	72.4	77.7	76.7	71.5	71.2	64.9	72.1	70.4	82.6	76.0	72.0
1400-1459	65.2	66.1	66.3	63.3	62.4	71.4	72.6	68.0	65.5	70.8	66.8	72.9	70.6	74.3	66.1
1500-1559	71.6	59.4	62.8	53.2	61.3	75.3	66.6	64.3	64.0	65.4	65.1	72.0	80.0	59.9	62.6
1600-1659	73.0	53.7	62.1	60.4	66.5	66.7	62.0	54.5	66.3	60.6	65.0	79.4	73.7	64.9	60.9
1700-1759	75.1	49.2	55.9	52.6	56.7	57.1	55.9	51.7	59.7	64.5	68.9	77.4	75.7	56.3	55.9
1800-1859	71.8	45.4	51.3	51.4	65.1	69.0	60.4	48.6	56.6	56.5	64.7	80.9	58.8	45.5	55.0
1900-1959	70.3	46.3	43.1	49.9	58.8	62.0	49.4	49.7	61.0	59.4	70.0	78.3	68.9	39.5	51.5
2000-2059	64.3	43.0	47.1	42.9	60.7	72.1	48.6	43.6	62.8	67.9	67.9	74.4	75.2	46.0	52.5
2100-2159	71.5	45.4	42.8	40.3	59.5	63.5	46.4	56.1	72.0	68.6	66.1	77.4	82.7	40.0	55.2
2200-2259	76.0	45.9	48.5	40.1	57.4	66.1	46.1	33.3	66.5	82.5	59.2	71.8	74.6	34.1	53.7
2300-0559	78.7	91.2	85.3	92.7	79.0	93.5	86.3	85.5	85.6	0.0	71.7	78.8	81.7	93.0	79.9
TOTAL	77.8	67.6	70.3	66.3	69.1	77.8	70.2	68.0	73.9	73.7	71.7	79.6	80.9	70.6	69.5

* 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
JUNE 2025

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Aberdeen, SD (ABR)	91.7	91.7	60	60
Abilene, TX (ABI)	64.4	74.7	146	146
Adak Island, AK (ADK)	100.0	100.0	8	8
Aguadilla, PR (BQN)	70.3	83.0	212	212
Akron, OH (CAK)	62.6	74.7	388	388
Albany, GA (ABY)	59.3	84.0	81	81
Albany, NY (ALB)	66.8	73.9	1099	1099
Albuquerque, NM (ABQ)	70.5	76.3	2295	2294
Alexandria, LA (AEX)	76.9	74.1	108	108
Allentown/Bethlehem/Easton, PA (ABE)	59.7	76.7	258	258
Alpena, MI (APN)	86.5	88.5	52	52
Amarillo, TX (AMA)	68.6	74.3	459	460
Anchorage, AK (ANC)	72.2	79.7	2125	2123
Appleton, WI (ATW)	70.3	80.0	693	694
Arcata/Eureka, CA (ACV)	78.7	88.5	174	174
Asheville, NC (AVL)	67.0	69.1	995	994
Ashland, WV (HTS)	62.1	50.5	103	103
Aspen, CO (ASE)	55.9	52.7	603	596
Atlanta, GA (ATL)	70.9	63.3	27724	27728
Atlantic City, NJ (ACY)	64.8	76.8	165	164
Augusta, GA (AGS)	60.4	73.3	149	150
Austin, TX (AUS)	69.9	69.4	7717	7719
Bakersfield, CA (BFL)	67.1	89.2	240	240
Baltimore, MD (BWI)	70.4	64.1	8663	8660
Bangor, ME (BGR)	68.4	70.7	345	345
Barrow, AK (BRW)	73.3	73.3	30	30
Baton Rouge, LA (BTR)	59.9	68.0	347	347
Beaumont/Port Arthur, TX (BPT)	81.7	85.0	60	60
Belleville, IL (BLV)	72.1	70.9	179	179
Bellingham, WA (BLI)	76.3	87.0	215	215
Bemidji, MN (BJI)	88.3	88.3	60	60
Bend/Redmond, OR (RDM)	77.7	80.1	569	569
Bethel, AK (BET)	83.3	80.0	60	60
Billings, MT (BIL)	72.4	81.6	468	467
Binghamton, NY (BGM)	83.3	83.3	30	30
Birmingham, AL (BHM)	64.2	72.1	1547	1548
Bishop, CA (BIH)	80.0	80.0	5	5
Bismarck/Mandan, ND (BIS)	72.0	78.5	368	368
Bloomington/Normal, IL (BMI)	77.5	82.0	151	150
Boise, ID (BOI)	76.4	82.4	2073	2074
Boston, MA (BOS)	70.2	74.0	12368	12372

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Bozeman, MT (BZN)	73.5	75.5	1130	1129
Brainerd, MN (BRD)	80.8	86.5	52	52
Bristol/Johnson City/Kingsport, TN (TRI)	52.9	60.8	155	153
Brownsville, TX (BRO)	66.7	78.9	123	123
Buffalo, NY (BUF)	64.1	73.0	1773	1771
Burbank, CA (BUR)	73.8	78.6	2663	2664
Burlington, VT (BTV)	67.2	66.2	597	598
Butte, MT (BTM)	71.7	85.0	60	60
Carlsbad, CA (CLD)	83.3	93.3	60	60
Casper, WY (CPR)	61.7	67.0	209	209
Cedar City, UT (CDC)	98.1	98.1	52	52
Cedar Rapids/Iowa City, IA (CID)	70.5	77.0	704	703
Champaign/Urbana, IL (CMI)	65.9	75.8	132	132
Charleston, SC (CHS)	68.0	74.1	2281	2275
Charleston/Dunbar, WV (CRW)	63.0	71.7	235	237
Charlotte Amalie, VI (STT)	83.3	86.2	479	479
Charlotte, NC (CLT)	70.2	64.5	16399	16403
Charlottesville, VA (CHO)	69.0	65.5	113	113
Chattanooga, TN (CHA)	58.8	58.5	451	451
Cheyenne, WY (CYS)	56.7	75.0	60	60
Chicago, IL (MDW)	75.4	66.3	7184	7187
Chicago, IL (ORD)	70.3	70.2	29630	29641
Christiansted, VI (STX)	78.5	75.2	121	121
Cincinnati, OH (CVG)	66.1	72.4	3036	3036
Clarksburg/Fairmont, WV (CKB)	56.3	53.1	32	32
Cleveland, OH (CLE)	67.6	75.1	3527	3507
Cody, WY (COD)	65.3	64.3	98	98
College Station/Bryan, TX (CLL)	75.6	82.2	90	90
Colorado Springs, CO (COS)	62.7	72.6	1174	1172
Columbia, MO (COU)	68.2	71.1	173	173
Columbia, SC (CAE)	60.7	65.5	468	469
Columbus, MS (GTR)	70.0	66.7	30	30
Columbus, OH (CMH)	65.5	74.1	3928	3926
Columbus, OH (LCK)	64.2	59.9	162	162
Concord, NC (USA)	48.4	48.4	64	64
Cordova, AK (CDV)	78.3	80.0	60	60
Corpus Christi, TX (CRP)	68.6	74.3	341	342
Dallas, TX (DAL)	71.5	62.9	6206	6205
Dallas/Fort Worth, TX (DFW)	65.5	61.0	28220	28224
Dayton, OH (DAY)	61.3	72.0	682	682
Daytona Beach, FL (DAB)	67.2	69.7	271	271

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

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Deadhorse, AK (SCC)	88.4	90.7	43	43
Decatur, IL (DEC)	78.8	84.6	52	52
Denver, CO (DEN)	66.7	64.4	28168	28175
Des Moines, IA (DSM)	66.3	77.4	1336	1331
Detroit, MI (DTW)	76.3	75.0	10769	10770
Devils Lake, ND (DVL)	83.6	65.5	55	55
Dickinson, ND (DIK)	51.8	64.3	56	56
Dillingham, AK (DLG)	78.9	89.5	19	19
Dodge City, KS (DDC)	71.2	65.4	52	52
Dothan, AL (DHN)	42.1	36.8	19	19
Duluth, MN (DLH)	77.7	81.8	197	198
Durango, CO (DRO)	73.6	71.2	386	386
Eagle, CO (EGE)	68.8	71.3	189	188
Eau Claire, WI (EAU)	59.6	78.8	52	52
El Paso, TX (ELP)	68.1	75.0	1415	1417
Elko, NV (EKO)	93.8	93.8	48	48
Elmira/Corning, NY (ELM)	76.5	84.3	102	102
Escanaba, MI (ESC)	84.6	90.4	52	52
Eugene, OR (EUG)	74.6	75.7	749	749
Evansville, IN (EVV)	63.9	72.1	166	165
Everett, WA (PAE)	86.8	86.1	114	115
Fairbanks, AK (FAI)	69.9	81.9	395	393
Fargo, ND (FAR)	69.3	80.0	576	576
Farmington, NM (FMN)	66.7	96.7	30	30
Fayetteville, AR (XNA)	68.2	70.3	1159	1158
Fayetteville, NC (FAY)	53.6	50.0	28	28
Flagstaff, AZ (FLG)	63.4	75.6	123	123
Flint, MI (FNT)	65.6	70.0	311	310
Fort Dodge, IA (FOD)	86.5	90.4	52	52
Fort Lauderdale, FL (FLL)	70.1	72.4	6562	6558
Fort Myers, FL (RSW)	71.5	76.0	2264	2267
Fort Smith, AR (FSM)	63.2	66.0	106	106
Fort Wayne, IN (FWA)	66.0	74.1	603	603
Fresno, CA (FAT)	76.1	81.4	1261	1261
Gainesville, FL (GNV)	70.4	75.7	260	259
Garden City, KS (GCK)	70.0	73.3	60	60
Gillette, WY (GCC)	70.0	81.7	60	60
Grand Forks, ND (GFK)	89.2	93.2	74	74
Grand Island, NE (GRI)	78.0	81.7	82	82
Grand Junction, CO (GJT)	71.2	72.0	413	414
Grand Rapids, MI (GRR)	67.3	76.9	1702	1702

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Great Falls, MT (GTF)	83.1	86.4	213	213
Green Bay, WI (GRB)	70.5	84.9	437	438
Greensboro/High Point, NC (GSO)	61.8	73.6	840	840
Greer, SC (GSP)	58.2	68.9	1227	1227
Guam, TT (GUM)	96.7	93.3	60	60
Gulf Shores, AL (GUF)	75.0	69.2	52	52
Gulfport/Biloxi, MS (GPT)	67.5	72.7	289	289
Gunnison, CO (GUC)	73.0	68.5	89	89
Gustavus, AK (GST)	83.3	79.2	24	24
Hagerstown, MD (HGR)	48.8	44.2	43	43
Hancock/Houghton, MI (CMX)	56.3	71.9	64	64
Harlingen/San Benito, TX (HRL)	70.9	74.0	327	327
Harrisburg, PA (MDT)	63.1	72.6	452	453
Hartford, CT (BDL)	69.7	76.2	1996	1996
Hattiesburg/Laurel, MS (PIB)	61.5	65.4	52	52
Hayden, CO (HDN)	69.3	61.4	127	127
Hays, KS (HYS)	61.5	71.2	52	52
Helena, MT (HLN)	74.7	70.7	150	150
Hibbing, MN (HIB)	90.4	92.3	52	52
Hilo, HI (ITO)	90.9	90.1	548	547
Hilton Head, SC (HHH)	77.5	75.7	284	284
Hobbs, NM (HOB)	40.0	65.0	60	60
Honolulu, HI (HNL)	81.1	87.0	4971	4970
Houston, TX (HOU)	69.1	64.3	4932	4932
Houston, TX (IAH)	66.7	64.2	10001	10009
Huntsville, AL (HSV)	62.4	67.2	734	735
Hyannis, MA (HYA)	81.6	71.4	49	49
Idaho Falls, ID (IDA)	71.2	81.6	392	392
Indianapolis, IN (IND)	68.4	77.0	4160	4160
International Falls, MN (INL)	98.1	98.1	53	53
Iron Mountain/Kingsfd, MI (IMT)	81.7	83.3	60	60
Islip, NY (ISP)	68.2	71.3	449	449
Jackson, WY (JAC)	76.0	76.9	717	715
Jackson/Vicksburg, MS (JAN)	59.2	68.2	574	572
Jacksonville, FL (JAX)	63.2	71.7	2421	2421
Jacksonville/Camp Lejeune, NC (OAJ)	33.3	54.5	45	44
Jamestown, ND (JMS)	80.0	83.6	55	55
Johnstown, PA (JST)	56.7	71.7	60	60
Joplin, MO (JLN)	58.3	55.0	60	60
Juneau, AK (JNU)	76.3	84.3	486	484
Kahului, HI (OGG)	86.0	85.5	2126	2126

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

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Kalamazoo, MI (AZO)	70.6	79.2	160	159
Kalispell, MT (FCA)	74.5	77.4	541	539
Kansas City, MO (MCI)	67.0	72.8	4394	4395
Kearney, NE (EAR)	71.2	86.5	52	52
Ketchikan, AK (KTN)	75.1	79.9	229	229
Key West, FL (EYW)	77.2	74.6	504	504
Killeen, TX (GRK)	63.3	64.3	139	140
King Salmon, AK (AKN)	50.0	77.8	36	36
Knoxville, TN (TYS)	60.0	70.4	1227	1227
Kodiak, AK (ADQ)	84.4	83.3	90	90
Kona, HI (KOA)	84.4	85.5	1330	1330
Kotzebue, AK (OTZ)	93.3	96.7	30	30
La Crosse, WI (LSE)	75.6	83.3	90	90
Lafayette, LA (LFT)	62.0	69.2	234	234
Lake Charles, LA (LCH)	68.9	67.8	90	90
Lansing, MI (LAN)	68.5	78.0	200	200
Laramie, WY (LAR)	78.8	71.2	52	52
Laredo, TX (LRD)	68.4	70.9	158	158
Las Vegas, NV (LAS)	74.7	71.9	15785	15782
Latrobe, PA (LBE)	63.5	63.5	63	63
Lawton/Fort Sill, OK (LAW)	54.4	68.9	90	90
Lewiston, ID (LWS)	91.7	93.3	60	60
Lexington, KY (LEX)	58.7	67.6	910	910
Liberal, KS (LBL)	73.1	63.5	52	52
Lihue, HI (LIH)	85.6	85.6	1343	1344
Lincoln, NE (LNK)	64.1	74.4	270	270
Little Rock, AR (LIT)	63.4	65.9	1091	1091
Long Beach, CA (LGB)	78.8	82.0	1430	1430
Longview, TX (GGG)	66.7	71.7	60	60
Los Angeles, CA (LAX)	77.3	77.8	16577	16578
Louisville, KY (SDF)	66.7	74.7	2116	2114
Lubbock, TX (LBB)	62.4	74.7	572	573
Madison, WI (MSN)	67.2	77.6	1036	1036
Manchester, NH (MHT)	68.0	74.5	550	549
Manhattan/Ft. Riley, KS (MHK)	63.8	79.2	149	149
Marquette, MI (MQT)	78.3	86.7	120	120
Martha's Vineyard, MA (MVY)	81.1	67.2	180	180
Mason City, IA (MCW)	71.2	73.1	52	52
Medford, OR (MFR)	83.3	88.2	389	389
Melbourne, FL (MLB)	69.1	73.3	236	236
Memphis, TN (MEM)	64.6	70.5	2244	2243

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Meridian, MS (MEI)	55.8	67.3	52	52
Miami, FL (MIA)	70.3	69.1	8835	8831
Midland/Odessa, TX (MAF)	61.3	72.6	864	862
Milwaukee, WI (MKE)	68.8	76.1	2484	2482
Minneapolis, MN (MSP)	78.8	77.8	10421	10418
Minot, ND (MOT)	75.0	77.4	260	261
Mission/McAllen/Edinburg, TX (MFE)	71.4	76.8	391	393
Missoula, MT (MSO)	74.9	81.5	509	507
Mobile, AL (MOB)	52.8	60.1	159	158
Moline, IL (MLI)	69.9	77.2	345	346
Monroe, LA (MLU)	76.7	75.6	90	90
Monterey, CA (MRY)	73.2	82.0	406	406
Montgomery, AL (MGM)	59.3	64.6	189	189
Montrose/Delta, CO (MTJ)	68.6	62.8	188	188
Morgantown, WV (MGW)	68.3	85.0	60	60
Mosinee, WI (CWA)	75.6	81.7	82	82
Myrtle Beach, SC (MYR)	66.9	68.5	1714	1713
Nantucket, MA (ACK)	76.7	68.7	300	300
Nashville, TN (BNA)	69.5	67.3	9397	9394
New Bern/Morehead/Beaufort, NC (EWN)	64.0	56.0	25	25
New Orleans, LA (MSY)	66.0	67.4	4060	4062
New York, NY (JFK)	66.9	71.8	8841	8848
New York, NY (LGA)	63.1	67.6	11260	11257
Newark, NJ (EWR)	70.5	74.8	9057	9048
Newburgh/Poughkeepsie, NY (SWF)	75.4	71.9	57	57
Niagara Falls, NY (IAG)	65.8	65.8	38	38
Nome, AK (OME)	80.0	86.7	30	30
Norfolk, VA (ORF)	64.5	69.9	1821	1821
North Bend/Coos Bay, OR (OTH)	71.7	70.0	60	60
North Platte, NE (LBF)	71.2	69.2	52	52
Oakland, CA (OAK)	74.0	75.8	3045	3047
Oklahoma City, OK (OKC)	64.3	70.5	2221	2224
Omaha, NE (OMA)	66.5	75.1	2234	2230
Ontario, CA (ONT)	68.8	77.3	2309	2307
Orlando, FL (MCO)	68.1	70.3	13240	13234
Pago Pago, TT (PPG)	92.3	76.9	13	13
Palm Springs, CA (PSP)	75.8	81.3	749	750
Panama City, FL (ECP)	65.7	68.8	1066	1065
Pasco/Kennewick/Richland, WA (PSC)	79.1	89.8	580	581
Pellston, MI (PLN)	80.0	82.8	115	116
Pensacola, FL (PNS)	66.9	73.6	1445	1445

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

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Peoria, IL (PIA)	65.4	70.9	512	512
Petersburg, AK (PSG)	75.0	83.3	60	60
Philadelphia, PA (PHL)	66.5	68.0	8691	8699
Phoenix, AZ (AZA)	81.1	83.9	528	528
Phoenix, AZ (PHX)	75.4	73.9	15583	15592
Pittsburgh, PA (PIT)	66.6	76.1	3836	3836
Plattsburgh, NY (PBG)	83.8	81.1	37	37
Pocatello, ID (PIH)	93.3	95.0	60	60
Ponce, PR (PSE)	76.7	94.5	73	73
Portland, ME (PWM)	67.4	72.4	1142	1139
Portland, OR (PDX)	74.2	78.8	5644	5640
Portsmouth, NH (PSM)	75.0	69.4	36	36
Prescott, AZ (PRC)	60.0	65.0	60	60
Presque Isle/Houlton, ME (PQI)	60.0	90.0	30	30
Providence, RI (PVD)	66.4	73.1	1321	1324
Provo, UT (PVU)	65.4	80.1	292	292
Punta Gorda, FL (PGD)	70.8	74.7	589	589
Raleigh/Durham, NC (RDU)	67.8	72.8	4860	4864
Rapid City, SD (RAP)	69.7	74.5	611	612
Redding, CA (RDD)	82.2	83.9	180	180
Reno, NV (RNO)	73.5	80.7	1895	1895
Rhineland, WI (RHI)	87.1	88.2	93	93
Richmond, VA (RIC)	63.7	71.9	1650	1650
Riverton/Lander, WY (RIW)	68.3	83.3	60	60
Roanoke, VA (ROA)	46.9	60.7	113	112
Rochester, MN (RST)	61.8	75.8	131	132
Rochester, NY (ROC)	68.7	75.5	840	837
Rock Springs, WY (RKS)	61.7	83.3	60	60
Rockford, IL (RFD)	83.7	77.9	86	86
Roswell, NM (ROW)	60.5	74.4	86	86
Sacramento, CA (SMF)	75.5	77.3	5332	5331
Saginaw/Bay City/Midland, MI (MBS)	76.0	77.0	204	204
Saipan, TT (SPN)	100.0	100.0	30	30
Salina, KS (SLN)	55.6	76.7	90	90
Salt Lake City, UT (SLC)	81.9	80.9	9968	9995
San Angelo, TX (SJT)	63.3	75.6	90	90
San Antonio, TX (SAT)	68.3	75.3	3670	3670
San Diego, CA (SAN)	71.8	73.7	8558	8558
San Francisco, CA (SFO)	74.7	79.6	12620	12622
San Jose, CA (SJC)	76.3	78.3	4038	4037
San Juan, PR (SJU)	72.4	80.4	3189	3187

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
San Luis Obispo, CA (SBP)	71.7	75.6	431	431
Sanford, FL (SFB)	56.4	65.3	1042	1042
Santa Ana, CA (SNA)	77.2	77.2	3947	3945
Santa Barbara, CA (SBA)	77.3	77.5	748	748
Santa Fe, NM (SAF)	66.6	70.7	308	307
Santa Maria, CA (SMX)	66.7	66.7	9	9
Santa Rosa, CA (STS)	69.4	72.5	405	404
Sarasota/Bradenton, FL (SRQ)	74.0	78.1	1234	1235
Sault Ste. Marie, MI (CIU)	79.1	81.1	91	90
Savannah, GA (SAV)	64.0	67.0	1726	1725
Scottsbluff, NE (BFF)	65.4	63.5	52	52
Scranton/Wilkes-Barre, PA (AVP)	68.1	73.0	138	137
Seattle, WA (SEA)	71.5	71.7	15693	15695
Sheridan, WY (SHR)	68.3	80.0	60	60
Shreveport, LA (SHV)	60.0	69.2	620	621
Sioux City, IA (SUX)	40.0	45.0	60	60
Sioux Falls, SD (FSD)	66.9	74.7	643	643
Sitka, AK (SIT)	74.0	78.7	150	150
South Bend, IN (SBN)	65.3	73.5	649	649
Spokane, WA (GEG)	75.3	84.4	1756	1755
Springfield, IL (SPI)	69.5	67.8	59	59
Springfield, MO (SGF)	66.7	69.6	918	918
St. Cloud, MN (STC)	44.4	33.3	9	9
St. George, UT (SGU)	79.5	81.6	370	370
St. Louis, MO (STL)	72.6	71.6	5732	5733
St. Petersburg, FL (PIE)	55.2	67.4	979	979
State College, PA (SCE)	86.4	90.9	22	22
Stillwater, OK (SWO)	68.3	86.7	60	60
Stockton, CA (SCK)	71.2	55.9	59	59
Sun Valley/Hailey/Ketchum, ID (SUN)	84.0	87.0	194	193
Syracuse, NY (SYR)	65.3	80.3	831	831
Tallahassee, FL (TLH)	61.7	70.1	350	351
Tampa, FL (TPA)	67.5	70.6	6566	6567
Texarkana, AR (TXK)	61.7	85.0	60	60
Toledo, OH (TOL)	56.7	60.0	30	30
Traverse City, MI (TVC)	66.3	72.3	614	613
Trenton, NJ (TTN)	59.4	73.2	96	97
Tucson, AZ (TUS)	74.6	79.8	1478	1481
Tulsa, OK (TUL)	65.6	72.7	1705	1700
Twin Falls, ID (TWF)	98.3	96.7	60	60
Tyler, TX (TYR)	70.0	75.6	90	90

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

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Valparaiso, FL (VPS)	66.8	71.2	1284	1284
Victoria, TX (VCT)	62.5	71.4	56	56
Waco, TX (ACT)	61.1	64.4	90	90
Washington, DC (DCA)	62.0	64.2	11885	11890
Washington, DC (IAD)	73.3	72.9	5272	5271
Waterloo, IA (ALO)	63.5	74.5	52	51
West Palm Beach/Palm Beach, FL (PBI)	64.6	68.1	2017	2018
West Yellowstone, MT (WYS)	84.8	77.3	66	66
White Plains, NY (HPN)	69.8	77.9	890	890
Wichita Falls, TX (SPS)	51.7	65.0	60	60
Wichita, KS (ICT)	61.5	67.6	1049	1046
Williston, ND (XWA)	71.9	78.1	210	210
Wilmington, NC (ILM)	67.7	69.2	767	766
Worcester, MA (ORH)	85.6	73.3	90	90
Wrangell, AK (WRG)	75.0	88.3	60	60
Yakutat, AK (YAK)	80.0	81.7	60	60
Yuma, AZ (YUM)	70.8	81.7	120	120

AIR TRAVEL CONSUMER REPORT

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

JUNE 2025

CARRIER ¹	AT ALL US AIRPORTS				
	NUMBER OF AIRPORTS REPORTED	FLIGHT OPERATIONS SCHEDULED	FLIGHT OPERATIONS CANCELLED	PERCENT OF OPERATIONS CANCELLED	RANK
HAWAIIAN AIRLINES	22	6839	13	0.2	1
ALLEGiant AIR	119	13783	57	0.4	2
SOUTHWEST AIRLINES	104	122348	756	0.6	3
JETBLUE AIRWAYS	68	18953	121	0.6	4
ALASKA AIRLINES NETWORK	104	37807	253	0.7	5
- ALASKA AIRLINES	87	22576	174	0.8	
- BRANDED CODESHARE PARTNERS	59	15231	79	0.5	
UNITED AIRLINES NETWORK	222	124214	1542	1.2	6
- UNITED AIRLINES	123	66324	436	0.7	
- BRANDED CODESHARE PARTNERS	205	57890	1106	1.9	
SPIRIT AIRLINES	62	17623	242	1.4	7
DELTA AIR LINES NETWORK	212	142995	3025	2.1	8
- DELTA AIR LINES	148	91122	1571	1.7	
- BRANDED CODESHARE PARTNERS	186	51873	1454	2.8	
FRONTIER AIRLINES	88	16058	495	3.1	9
AMERICAN AIRLINES NETWORK	228	173558	5403	3.1	10
- AMERICAN AIRLINES	126	85419	2096	2.5	
- BRANDED CODESHARE PARTNERS	213	88139	3307	3.8	
TOTAL	360	674,179	11,907	1.8	

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

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

AIR TRAVEL CONSUMER REPORT

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

JUNE 2025

CARRIER ¹	AT ALL US AIRPORTS				
	NUMBER OF AIRPORTS REPORTED	FLIGHT OPERATIONS SCHEDULED	FLIGHT OPERATIONS CANCELLED	PERCENT OF OPERATIONS CANCELLED	RANK
HAWAIIAN AIRLINES	22	6839	13	0.2	1
ALLEGiant AIR	119	13783	57	0.4	2
SOUTHWEST AIRLINES	104	122348	756	0.6	3
JETBLUE AIRWAYS	68	18953	121	0.6	4
UNITED AIRLINES	123	66324	436	0.7	5
ALASKA AIRLINES	87	22576	174	0.8	6
SKYWEST AIRLINES	251	73660	589	0.8	7
SPIRIT AIRLINES	62	17623	242	1.4	8
ENVOY AIR	154	26837	459	1.7	9
DELTA AIR LINES	148	91122	1571	1.7	10
AMERICAN AIRLINES	126	85419	2096	2.5	11
FRONTIER AIRLINES	88	16058	495	3.1	12
REPUBLIC AIRWAYS	85	28872	1268	4.4	13
PSA AIRLINES	99	21161	1459	6.9	14
TOTAL AIRPORTS SERVED	345	611,575	9,736	1.6	

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

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

AIR TRAVEL CONSUMER REPORT

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

RANK	CARRIER ¹	JANUARY - JUNE 2025			JANUARY - JUNE 2024		
		FLIGHT OPERATIONS SCHEDULED	FLIGHT OPERATIONS CANCELLED	PERCENT OF OPERATIONS CANCELLED	FLIGHT OPERATIONS SCHEDULED	FLIGHT OPERATIONS CANCELLED	PERCENT OF OPERATIONS CANCELLED
1	ALLEGiant AIR	67,859	370	0.55	59,180	500	0.84
2	HAWAIIAN AIRLINES	39,897	365	0.91	38,722	495	1.28
3	SOUTHWEST AIRLINES	687,727	6,562	0.95	712,760	6,918	0.97
4	ALASKA AIRLINES NETWORK	202,429	1,975	0.98	193,089	4,538	2.35
	- ALASKA AIRLINES	116,755	1,093	0.94	117,130	3,777	3.22
	- BRANDED CODESHARE PARTNERS	85,674	882	1.03	75,959	761	1.00
5	JETBLUE AIRWAYS	115,525	1,205	1.04	121,653	1,792	1.47
6	DELTA AIR LINES NETWORK	792,126	9,696	1.22	745,272	4,825	0.65
	- DELTA AIR LINES	497,367	4,913	0.99	488,548	1,157	0.24
	- BRANDED CODESHARE PARTNERS	294,759	4,783	1.62	256,724	3,668	1.43
7	UNITED AIRLINES NETWORK	712,098	9,578	1.35	651,906	14,138	2.17
	- UNITED AIRLINES	385,016	2,900	0.75	368,823	7,281	1.97
	- BRANDED CODESHARE PARTNERS	327,082	6,678	2.04	283,083	6,857	2.42
8	SPIRIT AIRLINES	107,274	1,509	1.41	131,962	1,933	1.46
9	FRONTIER AIRLINES	99,357	1,836	1.85	100,234	2,238	2.23
10	AMERICAN AIRLINES NETWORK	985,078	26,513	2.69	930,291	15,156	1.63
	- AMERICAN AIRLINES	481,303	9,565	1.99	488,037	7,999	1.64
	- BRANDED CODESHARE PARTNERS	503,775	16,948	3.36	442,254	7,157	1.62
	TOTAL	3,809,370	59,609	1.56	3,685,069	52,533	1.43

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

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

AIR TRAVEL CONSUMER REPORT

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

RANK	CARRIER ¹	JANUARY - JUNE 2025			JANUARY - JUNE 2024		
		FLIGHT OPERATIONS SCHEDULED	FLIGHT OPERATIONS CANCELLED	PERCENT OF OPERATIONS CANCELLED	FLIGHT OPERATIONS SCHEDULED	FLIGHT OPERATIONS CANCELLED	PERCENT OF OPERATIONS CANCELLED
1	ALLEGiant AIR	67,859	370	0.55	59,180	500	0.84
2	UNITED AIRLINES	385,016	2,900	0.75	368,823	7,281	1.97
3	HAWAIIAN AIRLINES	39,897	365	0.91	38,722	495	1.28
4	ALASKA AIRLINES	116,755	1,093	0.94	117,130	3,777	3.22
5	SOUTHWEST AIRLINES	687,727	6,562	0.95	712,760	6,918	0.97
6	DELTA AIR LINES	497,367	4,913	0.99	488,548	1,157	0.24
7	JETBLUE AIRWAYS	115,525	1,205	1.04	121,653	1,792	1.47
8	SKYWEST AIRLINES	411,300	5,354	1.30	350,009	5,642	1.61
9	SPIRIT AIRLINES	107,274	1,509	1.41	131,962	1,933	1.46
10	FRONTIER AIRLINES	99,357	1,836	1.85	100,234	2,238	2.23
11	AMERICAN AIRLINES	481,303	9,565	1.99	488,037	7,999	1.64
12	ENVOY AIR	142,631	3,693	2.59	136,339	2,812	2.06
13	REPUBLIC AIRWAYS	167,463	4,594	2.74	142,782	2,702	1.89
14	PSA AIRLINES	127,202	7,675	6.03	105,504	1,564	1.48
	TOTAL	3,446,676	51,634	1.50	3,461,339	48,666	1.41

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

JUNE 2025

CARRIER	TOTAL RECORDS	ON TIME	% ON TIME	CANCELLED	% CANCELLED	DIVERTED	% DIVERTED	AIR CARRIER DELAY	% AIR CARRIER DELAY	EXTREME WEATHER DELAY	% EXTREME WEATHER DELAY	NATIONAL AVIATION SYSTEM DELAY	% NATIONAL AVIATION SYSTEM DELAY	SECURITY DELAY	% SECURITY DELAY	LATE ARRIVING AIRCRAFT DELAY	% LATE ARRIVING AIRCRAFT DELAY
ALASKA AIRLINES NETWORK	37807	27464	72.64	253	0.67	62	0.16	2279	6.03	180	0.48	3167	8.38	48	0.13	4354	11.52
- ALASKA AIRLINES	22576	15580	69.01	174	0.77	49	0.22	1443	6.39	134	0.59	2330	10.32	45	0.20	2821	12.50
- BRANDED CODESHARE PARTNERS	15231	11884	78.03	79	0.52	13	0.09	836	5.49	46	0.30	837	5.50	2	0.01	1533	10.06
ALLEGiant AIR	13783	9493	68.87	57	0.41	50	0.36	881	6.39	416	3.02	1034	7.50	16	0.12	1835	13.31
AMERICAN AIRLINES NETWORK	173558	114123	65.75	5403	3.11	694	0.40	14391	8.29	3479	2.00	13321	7.68	75	0.04	22071	12.72
- AMERICAN AIRLINES	85419	55770	65.29	2096	2.45	340	0.40	7456	8.73	1512	1.77	6600	7.73	36	0.04	11609	13.59
- BRANDED CODESHARE PARTNERS	88139	58353	66.21	3307	3.75	354	0.40	6936	7.87	1967	2.23	6721	7.63	40	0.05	10462	11.87
DELTA AIR LINES NETWORK	142996	104843	73.32	3025	2.12	526	0.37	13006	9.10	1809	1.27	9034	6.32	40	0.03	10713	7.49
- DELTA AIR LINES	91122	65823	72.24	1571	1.72	396	0.43	8538	9.37	997	1.09	6167	6.77	16	0.02	7614	8.36
- BRANDED CODESHARE PARTNERS	51874	39020	75.22	1454	2.80	130	0.25	4468	8.61	813	1.57	2867	5.53	24	0.05	3099	5.97
FRONTIER AIRLINES	16058	9549	59.47	495	3.08	41	0.26	1663	10.36	143	0.89	1537	9.57	0	0.00	2630	16.38
HAWAIIAN AIRLINES	6839	5599	81.87	13	0.19	5	0.07	755	11.04	3	0.04	18	0.26	18	0.26	428	6.26
JETBLUE AIRWAYS	18953	13431	70.86	121	0.64	102	0.54	1449	7.65	135	0.71	2038	10.75	9	0.05	1668	8.80
SOUTHWEST AIRLINES	122348	87039	71.14	756	0.62	440	0.36	9229	7.54	844	0.69	6786	5.55	87	0.07	17167	14.03
SPIRIT AIRLINES	17623	13005	73.80	242	1.37	52	0.30	1048	5.95	127	0.72	2135	12.11	26	0.15	987	5.60
UNITED AIRLINES NETWORK	124214	88361	71.14	1542	1.24	627	0.50	10526	8.47	1832	1.47	11207	9.02	12	0.01	10108	8.14
- UNITED AIRLINES	66324	48248	72.75	436	0.66	314	0.47	4597	6.93	863	1.30	6765	10.20	3	0.00	5099	7.69
- BRANDED CODESHARE PARTNERS	57890	40113	69.29	1106	1.91	313	0.54	5929	10.24	969	1.67	4442	7.67	9	0.02	5009	8.65
TOTAL	674,179	472,907	70.15	11,907	1.77	2,599	0.39	55,228	8.19	8,968	1.33	50,277	7.46	331	0.05	71,962	10.67

* 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

JUNE 2025

CARRIER	TOTAL RECORDS	ON TIME	% ON TIME	CANCELLED	% CANCELLED	DIVERTED	% DIVERTED	AIR CARRIER DELAY	% AIR CARRIER DELAY	EXTREME WEATHER DELAY	% EXTREME WEATHER DELAY	NATIONAL AVIATION SYSTEM DELAY	% NATIONAL AVIATION SYSTEM DELAY	SECURITY DELAY	% SECURITY DELAY	LATE ARRIVING AIRCRAFT DELAY	% LATE ARRIVING AIRCRAFT DELAY
ALASKA AIRLINES	22576	15580	69.01	174	0.77	49	0.22	1443	6.39	134	0.59	2330	10.32	45	0.20	2821	12.50
ALLEGIAN AIR	13783	9493	68.87	57	0.41	50	0.36	881	6.39	416	3.02	1034	7.50	16	0.12	1835	13.31
AMERICAN AIRLINES	85419	55770	65.29	2096	2.45	340	0.40	7456	8.73	1512	1.77	6600	7.73	36	0.04	11609	13.59
DELTA AIR LINES	91122	65823	72.24	1571	1.72	396	0.43	8538	9.37	997	1.09	6167	6.77	16	0.02	7614	8.36
ENVOY AIR	26837	19200	71.54	459	1.71	85	0.32	1404	5.23	455	1.70	2112	7.87	11	0.04	3111	11.59
FRONTIER AIRLINES	16058	9549	59.47	495	3.08	41	0.26	1663	10.36	143	0.89	1537	9.57	0	0.00	2630	16.38
HAWAIIAN AIRLINES	6839	5599	81.87	13	0.19	5	0.07	755	11.04	3	0.04	18	0.26	18	0.26	428	6.26
JETBLUE AIRWAYS	18953	13431	70.86	121	0.64	102	0.54	1449	7.65	135	0.71	2038	10.75	9	0.05	1668	8.80
PSA AIRLINES	21161	12477	58.96	1459	6.89	77	0.36	1677	7.92	513	2.42	1637	7.74	7	0.03	3315	15.67
REPUBLIC AIRWAYS	28872	20307	70.33	1268	4.39	96	0.33	1614	5.59	295	1.02	2843	9.85	7	0.02	2443	8.46
SKYWEST AIRLINES	73660	54546	74.05	589	0.80	320	0.43	9096	12.35	1537	2.09	3734	5.07	45	0.06	3792	5.15
SOUTHWEST AIRLINES	122348	87039	71.14	756	0.62	440	0.36	9229	7.54	844	0.69	6786	5.55	87	0.07	17167	14.03
SPIRIT AIRLINES	17623	13005	73.80	242	1.37	52	0.30	1048	5.95	127	0.72	2135	12.11	26	0.15	987	5.60
UNITED AIRLINES	66324	48248	72.75	436	0.66	314	0.47	4597	6.93	863	1.30	6765	10.20	3	0.00	5099	7.69
TOTAL	611,575	430,067	70.32	9,736	1.59	2,367	0.39	50,850	8.31	7,973	1.30	45,735	7.48	327	0.05	64,520	10.55

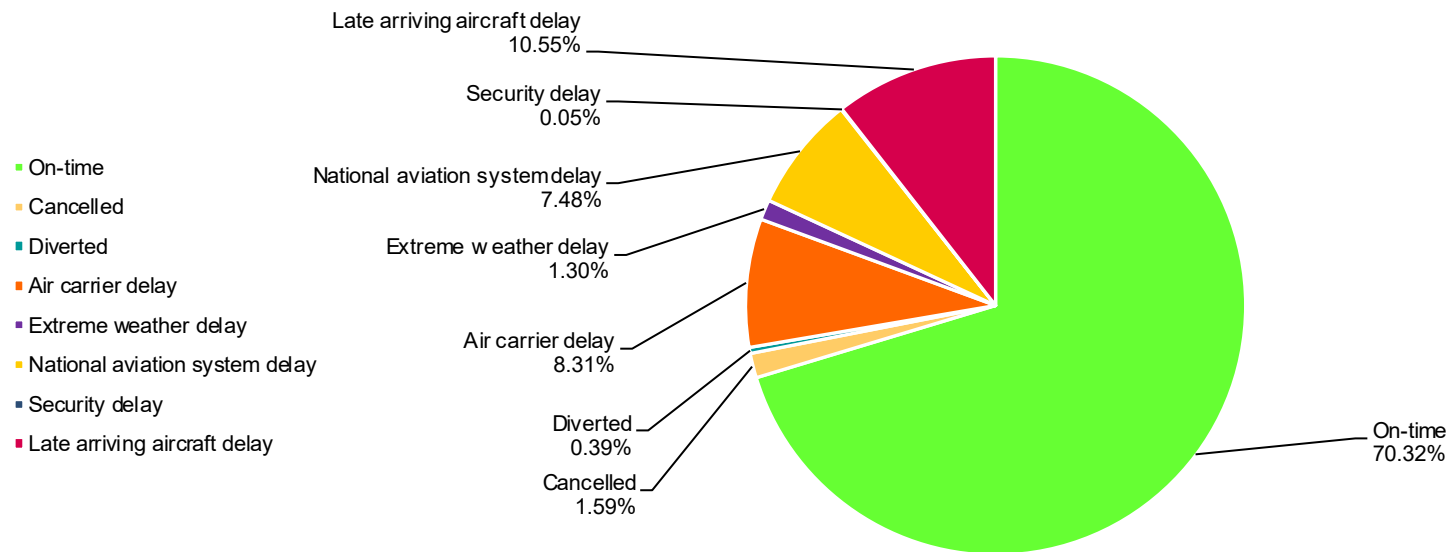
* Causes of Delay:

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

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

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

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

JUNE 2025

MARKETING CARRIER	OPERATING CARRIER	FLIGHT NUMBER	ORIGIN AIRPORT	DESTINATION AIRPORT	DATE OF FLIGHT	LOCATION OF LONGEST TARMAC DELAY	LENGTH OF TARMAC DELAY
UNITED	UNITED	1571	LAX	IAH	6/15/2025	Diversion Airport (CRP)	6:57
SOUTHWEST	SOUTHWEST	4357	SAN	HOU	6/15/2025	Diversion Airport (CRP)	6:16
DELTA	DELTA	1972	TYS	ATL	6/27/2025	Destination Airport	5:55
FRONTIER	FRONTIER	3600	DEN	ATL	6/27/2025	Destination Airport	5:24
SOUTHWEST	SOUTHWEST	3094	OAK	HOU	6/15/2025	Diversion Airport (CRP)	5:22
FRONTIER	FRONTIER	2634	ATL	BWI	6/27/2025	Origin Airport	5:15
DELTA	ENDEAVOR	4931	JFK	ORD	6/7/2025	Origin Airport	4:55
SOUTHWEST	SOUTHWEST	4181	SMF	HOU	6/15/2025	Diversion Airport (CRP)	4:36
FRONTIER	FRONTIER	1101	PHL	ATL	6/27/2025	Destination Airport	4:34
DELTA	DELTA	2742	MCO	DTW	6/5/2025	Origin Airport	4:31
FRONTIER	FRONTIER	4316	LAX	ATL	6/27/2025	Destination Airport	4:23
FRONTIER	FRONTIER	4209	CLE	ATL	6/27/2025	Destination Airport	4:17
DELTA	DELTA	2443	JFK	DTW	6/7/2025	Origin Airport	4:08
FRONTIER	FRONTIER	1100	PHX	ATL	6/27/2025	Destination Airport	4:08
DELTA	ENDEAVOR	4976	JFK	IND	6/7/2025	Origin Airport	4:05
FRONTIER	FRONTIER	1116	LAS	ATL	6/27/2025	Destination Airport	4:01
DELTA	DELTA	1638	JFK	PBI	6/7/2025	Origin Airport	4:00
DELTA	DELTA	1387	JFK	MSY	6/7/2025	Origin Airport	3:58
DELTA	ENDEAVOR	4909	JFK	BNA	6/7/2025	Origin Airport	3:52
DELTA	SKYWEST	3947	ATL	TRI	6/27/2025	Origin Airport	3:48
DELTA	DELTA	1059	LAS	JFK	6/7/2025	Destination Airport	3:47
AMERICAN	PIEDMONT	5754	ROA	CLT	6/16/2025	Destination Airport	3:44
ALASKA	ALASKA	114	JFK	SFO	6/19/2025	Origin Airport	3:42
ALASKA	ALASKA	34	SEA	JFK	6/7/2025	Destination Airport	3:42
AMERICAN	PSA	5465	MYR	CLT	6/16/2025	Destination Airport	3:42
UNITED	COMMUTEAIR	4295	IAD	MOB	6/26/2025	Origin Airport	3:41
DELTA	DELTA	2050	ATL	BUF	6/27/2025	Origin Airport	3:33
AMERICAN	PSA	5317	IAD	CLT	6/16/2025	Destination Airport	3:32
DELTA	DELTA	2176	ATL	PIT	6/27/2025	Origin Airport	3:32
UNITED	UNITED	1574	TVC	DEN	6/15/2025	Diversion Airport (COS)	3:30
UNITED	COMMUTEAIR	4305	IAD	HSV	6/26/2025	Origin Airport	3:27
AMERICAN	PIEDMONT	5853	LYH	CLT	6/16/2025	Destination Airport	3:26
DELTA	DELTA	426	JFK	SAN	6/30/2025	Origin Airport	3:26
DELTA	DELTA	1079	ATL	BDL	6/27/2025	Origin Airport	3:25

AIR TRAVEL CONSUMER REPORT

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

JUNE 2025

MARKETING CARRIER	OPERATING CARRIER	FLIGHT NUMBER	ORIGIN AIRPORT	DESTINATION AIRPORT	DATE OF FLIGHT	LOCATION OF LONGEST TARMAC DELAY	LENGTH OF TARMAC DELAY
UNITED	UNITED	3022	EWR	IAD	6/19/2025	Origin Airport	3:25
UNITED	UNITED	1236	PHL	DEN	6/6/2025	Origin Airport	3:24
AMERICAN	AMERICAN	376	MIA	ORD	6/26/2025	Destination Airport	3:23
DELTA	REPUBLIC	5699	JFK	DCA	6/7/2025	Origin Airport	3:23
ALASKA	ALASKA	41	JFK	SFO	6/7/2025	Origin Airport	3:22
AMERICAN	ENVOY	4121	LIT	CLT	6/16/2025	Destination Airport	3:22
DELTA	DELTA	1292	ATL	SDF	6/27/2025	Origin Airport	3:22
AMERICAN	PSA	5573	CLT	BHM	6/12/2025	Origin Airport	3:20
DELTA	DELTA	554	SEA	ATL	6/27/2025	Destination Airport	3:20
DELTA	DELTA	974	LGA	ATL	6/30/2025	Origin Airport	3:20
FRONTIER	FRONTIER	3237	JFK	LAS	6/10/2025	Origin Airport	3:20
DELTA	DELTA	1414	JFK	FLL	6/7/2025	Origin Airport	3:19
UNITED	COMMUTEAIR	4327	IAD	DAY	6/26/2025	Origin Airport	3:19
AMERICAN	REPUBLIC	4433	LGA	TYS	6/10/2025	Origin Airport	3:18
UNITED	UNITED	2478	RDU	EWR	6/26/2025	Origin Airport	3:16
DELTA	DELTA	1010	JFK	TPA	6/30/2025	Origin Airport	3:15
FRONTIER	FRONTIER	3091	LGA	CLE	6/17/2025	Origin Airport	3:15
AMERICAN	REPUBLIC	4533	LGA	BOS	6/10/2025	Origin Airport	3:12
DELTA	DELTA	1387	JFK	MSY	6/19/2025	Origin Airport	3:12
DELTA	DELTA	2314	ATL	GSO	6/27/2025	Origin Airport	3:12
FRONTIER	FRONTIER	3053	TPA	ATL	6/27/2025	Destination Airport	3:12
AMERICAN	AMERICAN	1792	DFW	CLT	6/12/2025	Destination Airport	3:11
DELTA	DELTA	684	JFK	PDX	6/7/2025	Origin Airport	3:11
UNITED	UNITED	514	CID	DEN	6/15/2025	Diversion Airport (COS)	3:11
AMERICAN	AMERICAN	572	ALB	CLT	6/12/2025	Destination Airport	3:10
AMERICAN	PSA	5634	PNS	CLT	6/16/2025	Destination Airport	3:10
DELTA	ENDEAVOR	5200	JFK	CHS	6/7/2025	Origin Airport	3:10
FRONTIER	FRONTIER	1554	MCO	RDU	6/5/2025	Origin Airport	3:10
FRONTIER	FRONTIER	2505	PHL	MCO	6/6/2025	Origin Airport	3:10
AMERICAN	AMERICAN	1829	FLL	CLT	6/16/2025	Destination Airport	3:09
AMERICAN	PIEDMONT	5709	CLT	HSV	6/12/2025	Origin Airport	3:09
DELTA	DELTA	1685	JFK	MCO	6/30/2025	Origin Airport	3:09
UNITED	REPUBLIC	3592	EWR	RIC	6/30/2025	Origin Airport	3:09

AIR TRAVEL CONSUMER REPORT

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

JUNE 2025

MARKETING CARRIER	OPERATING CARRIER	FLIGHT NUMBER	ORIGIN AIRPORT	DESTINATION AIRPORT	DATE OF FLIGHT	LOCATION OF LONGEST TARMAC DELAY	LENGTH OF TARMAC DELAY
AMERICAN	ENVOY	4139	RDU	MIA	6/2/2025	Diversion Airport (PBI)	3:08
AMERICAN	AMERICAN	1682	MCO	CLT	6/12/2025	Destination Airport	3:07
AMERICAN	PSA	5090	CLT	BHM	6/16/2025	Origin Airport	3:07
DELTA	DELTA	1685	JFK	MCO	6/19/2025	Origin Airport	3:07
DELTA	DELTA	2349	LGA	MSP	6/19/2025	Origin Airport	3:07
UNITED	UNITED	1877	DEN	EWR	6/30/2025	Diversion Airport (BWI)	3:07
AMERICAN	AMERICAN	2812	JFK	CLT	6/30/2025	Origin Airport	3:06
AMERICAN	REPUBLIC	4486	LGA	CVG	6/10/2025	Origin Airport	3:06
FRONTIER	FRONTIER	1081	IAD	ATL	6/27/2025	Destination Airport	3:06
AMERICAN	AMERICAN	1948	PHX	CLT	6/12/2025	Destination Airport	3:05
AMERICAN	AMERICAN	2084	PHL	MCO	6/10/2025	Origin Airport	3:05
AMERICAN	AMERICAN	2140	MSP	CLT	6/16/2025	Destination Airport	3:05
DELTA	DELTA	2423	ATL	OKC	6/6/2025	Diversion Airport (TUL)	3:05
FRONTIER	FRONTIER	4057	JFK	TPA	6/30/2025	Origin Airport	3:05
AMERICAN	AMERICAN	2131	SAN	ORD	6/26/2025	Destination Airport	3:04
AMERICAN	PSA	5537	DAB	CLT	6/16/2025	Destination Airport	3:04
DELTA	ENDEAVOR	5089	LGA	CAE	6/19/2025	Origin Airport	3:04
DELTA	DELTA	716	LGA	DEN	6/19/2025	Origin Airport	3:03
AMERICAN	AMERICAN	3208	LGA	TPA	6/10/2025	Origin Airport	3:02
AMERICAN	AMERICAN	3221	LGA	CLT	6/16/2025	Destination Airport	3:02
AMERICAN	PSA	5586	SBN	CLT	6/16/2025	Destination Airport	3:02
DELTA	DELTA	2891	LGA	ORD	6/19/2025	Origin Airport	3:02
DELTA	ENDEAVOR	5068	JFK	ORD	6/19/2025	Origin Airport	3:02
AMERICAN	AMERICAN	1582	LGA	ORD	6/26/2025	Destination Airport	3:01
AMERICAN	AMERICAN	3249	OMA	CLT	6/12/2025	Destination Airport	3:01
AMERICAN	AMERICAN	660	DTW	CLT	6/25/2025	Diversion Airport (GSO)	3:01
DELTA	DELTA	1638	JFK	PBI	6/30/2025	Origin Airport	3:01
DELTA	DELTA	878	LGA	DFW	6/10/2025	Origin Airport	3:01

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

AIR TRAVEL CONSUMER REPORT

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

JUNE 2025

MARKETING CARRIER	OPERATING CARRIER	FLIGHT NUMBER	ORIGIN AIRPORT	DESTINATION AIRPORT	DATE OF FLIGHT	LOCATION OF LONGEST TARMAC TIME	LENGTH OF TARMAC DELAY
AMERICAN	ENVOY	4327	EIS	MIA	6/2/2025	Diversion Airport (RSW)	5:48
AMERICAN	ENVOY	4007	OCJ	MIA	6/2/2025	Diversion Airport (RSW)	5:03
AIR CANADA	AIR CANADA	1300	YVR	IAH	6/15/2025	Diversion Airport (SAT)	4:51
FRONTIER	FRONTIER	7024	PUJ	ATL	6/27/2025	Destination Airport	4:45
UNITED	UNITED	2079	QRO	IAH	6/15/2025	Diversion Airport (SAT)	4:44
UNITED	UNITED	1242	SAP	IAH	6/15/2025	Diversion Airport (MSY)	4:42
SOUTHWEST	SOUTHWEST	707	SJO	DEN	6/15/2025	Diversion Airport (COS)	4:21
DELTA	DELTA	599	MEX	ATL	6/27/2025	Diversion Airport (BNA)	4:07
DELTA	DELTA	1939	ATL	CUN	6/27/2025	Origin Airport	4:05
UNITED	UNITED	1284	PUJ	IAH	6/15/2025	Diversion Airport (SAT)	4:05
DELTA	DELTA	30	ATL	LHR	6/27/2025	Origin Airport	4:01

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

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

APPENDIX

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

30 Largest U.S. Airports

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

Air Carriers Required to Report

Data to DOT and to CRS Vendors*

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

*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	June 2025			June 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	689,214	489	0.07	370,186	632	0.17
2	JETBLUE AIRWAYS	1,125,092	3,811	0.34	1,119,919	4,024	0.36
3	SOUTHWEST AIRLINES	10,281,452	41,287	0.40	12,425,494	54,752	0.44
4	SPIRIT AIRLINES	656,037	2,729	0.42	1,116,946	5,182	0.46
5	FRONTIER AIRLINES	936,638	4,223	0.45	803,738	4,224	0.53
6	HAWAIIAN AIRLINES	564,695	2,726	0.48	561,998	1,616	0.29
7	DELTA AIR LINES NETWORK	9,274,769	45,015	0.49	9,312,035	38,294	0.41
	- DELTA AIR LINES	7,378,007	38,253	0.52	7,603,426	32,669	0.43
	- BRANDED CODESHARE PARTNERS	1,896,762	6,762	0.36	1,708,609	5,625	0.33
8	ALASKA AIRLINES NETWORK	2,659,860	13,186	0.50	2,621,790	14,698	0.56
	- ALASKA AIRLINES	2,085,939	9,982	0.48	2,080,385	11,415	0.55
	- BRANDED CODESHARE PARTNERS	573,921	3,204	0.56	541,405	3,283	0.61
9	UNITED AIRLINES NETWORK	6,792,099	52,114	0.77	6,447,815	41,332	0.64
	- UNITED AIRLINES	4,989,724	37,311	0.75	4,804,190	30,708	0.64
	- BRANDED CODESHARE PARTNERS	1,802,375	14,803	0.82	1,643,625	10,624	0.65
10	AMERICAN AIRLINES NETWORK	9,931,366	77,484	0.78	9,798,603	92,999	0.95
	- AMERICAN AIRLINES	6,276,636	51,856	0.83	6,512,047	66,968	1.03
	- BRANDED CODESHARE PARTNERS	3,654,730	25,628	0.70	3,286,556	26,031	0.79
TOTAL		42,911,222	243,064	0.57	44,578,524	257,753	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 MARKETING CARRIERS (YTD)

RANK	CARRIER ¹	JANUARY - JUNE 2025			JANUARY - JUNE 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	3,312,636	2,756	0.08	1,717,805	4,829	0.28
2	JETBLUE AIRWAYS	6,853,296	19,732	0.29	6,891,628	24,346	0.35
3	FRONTIER AIRLINES	4,648,476	16,744	0.36	4,403,859	18,158	0.41
4	SOUTHWEST AIRLINES	59,030,280	240,488	0.41	66,615,098	297,097	0.45
5	HAWAIIAN AIRLINES	3,146,371	13,582	0.43	3,044,456	13,645	0.45
6	SPIRIT AIRLINES	4,489,492	19,452	0.43	6,303,984	25,079	0.40
7	DELTA AIR LINES NETWORK	50,077,801	220,173	0.44	50,031,214	202,402	0.40
	- DELTA AIR LINES	39,711,268	183,391	0.46	40,484,649	170,491	0.42
	- BRANDED CODESHARE PARTNERS	10,366,533	36,782	0.35	9,546,565	31,911	0.33
8	ALASKA AIRLINES NETWORK	13,336,425	61,339	0.46	12,932,775	71,381	0.55
	- ALASKA AIRLINES	10,253,631	45,635	0.45	10,099,005	55,589	0.55
	- BRANDED CODESHARE PARTNERS	3,082,794	15,704	0.51	2,833,770	15,792	0.56
9	AMERICAN AIRLINES NETWORK	54,535,293	364,191	0.67	55,321,116	456,163	0.82
	- AMERICAN AIRLINES	34,202,255	244,254	0.71	36,905,006	323,588	0.88
	- BRANDED CODESHARE PARTNERS	20,333,038	119,937	0.59	18,416,110	132,575	0.72
10	UNITED AIRLINES NETWORK	37,878,429	284,692	0.75	37,511,574	257,187	0.69
	- UNITED AIRLINES	27,702,288	203,954	0.74	28,009,442	191,270	0.68
	- BRANDED CODESHARE PARTNERS	10,176,141	80,738	0.79	9,502,132	65,917	0.69
TOTAL		237,308,499	1,243,149	0.52	244,773,509	1,370,287	0.56

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	June 2025			June 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	689,214	489	0.07	370,186	632	0.17
2	JETBLUE AIRWAYS	1,125,092	3,811	0.34	1,119,919	4,024	0.36
3	SOUTHWEST AIRLINES	10,281,452	41,287	0.40	12,425,494	54,752	0.44
4	SPIRIT AIRLINES	656,037	2,729	0.42	1,116,946	5,182	0.46
5	FRONTIER AIRLINES	936,638	4,223	0.45	803,738	4,224	0.53
6	ALASKA AIRLINES	2,085,939	9,982	0.48	2,080,385	11,415	0.55
7	HAWAIIAN AIRLINES	564,695	2,726	0.48	561,998	1,616	0.29
8	DELTA AIR LINES	7,378,007	38,253	0.52	7,603,426	32,669	0.43
9	SKYWEST AIRLINES	2,735,484	14,500	0.53	2,359,570	11,611	0.49
10	REPUBLIC AIRWAYS	868,140	4,761	0.55	724,890	3,996	0.55
11	PSA AIRLINES	1,097,637	7,136	0.65	1,026,910	8,462	0.82
12	UNITED AIRLINES	4,989,724	37,311	0.75	4,804,190	30,708	0.64
13	AMERICAN AIRLINES	6,276,636	51,856	0.83	6,512,047	66,968	1.03
14	ENVOY AIR	958,375	7,934	0.83	892,280	7,953	0.89
	TOTAL	40,643,070	226,998	0.56	42,401,979	244,212	0.58

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

AIR TRAVEL CONSUMER REPORT

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

RANK	CARRIER ¹	JANUARY - JUNE 2025			JANUARY - JUNE 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	3,312,636	2,756	0.08	1,717,805	4,829	0.28
2	JETBLUE AIRWAYS	6,853,296	19,732	0.29	6,891,628	24,346	0.35
3	FRONTIER AIRLINES	4,648,476	16,744	0.36	4,403,859	18,158	0.41
4	SOUTHWEST AIRLINES	59,030,280	240,488	0.41	66,615,098	297,097	0.45
5	HAWAIIAN AIRLINES	3,146,371	13,582	0.43	3,044,456	13,645	0.45
6	SPIRIT AIRLINES	4,489,492	19,452	0.43	6,303,984	25,079	0.40
7	ALASKA AIRLINES	10,253,631	45,635	0.45	10,099,005	55,589	0.55
8	DELTA AIR LINES	39,711,268	183,391	0.46	40,484,649	170,491	0.42
9	REPUBLIC AIRWAYS	4,734,755	23,537	0.50	4,195,276	21,454	0.51
10	PSA AIRLINES	6,455,592	34,265	0.53	5,777,665	40,611	0.70
11	SKYWEST AIRLINES	14,804,879	83,185	0.56	13,358,598	72,684	0.54
12	ENVOY AIR	4,934,099	34,082	0.69	4,790,220	38,902	0.81
13	AMERICAN AIRLINES	34,202,255	244,254	0.71	36,905,006	323,588	0.88
14	UNITED AIRLINES	27,702,288	203,954	0.74	28,009,442	191,270	0.68
	TOTAL	224,279,318	1,165,057	0.52	232,596,691	1,297,743	0.56

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	June 2025			June 2024		
		NUMBER OF WHEELCHAIRS AND SCOOTERS ENPLANED	NUMBER OF WHEELCHAIRS AND SCOOTERS MISHANDLED	PERCENT OF WHEELCHAIRS AND SCOOTERS MISHANDLED PER 100 ENPLANED	NUMBER OF WHEELCHAIRS AND SCOOTERS ENPLANED	NUMBER OF WHEELCHAIRS AND SCOOTERS MISHANDLED	PERCENT OF WHEELCHAIRS AND SCOOTERS MISHANDLED PER 100 ENPLANED
1	DELTA AIR LINES NETWORK	13,592	52	0.38	14,538	94	0.65
	- DELTA AIR LINES	10,369	48	0.46	11,945	81	0.68
	- BRANDED CODESHARE PARTNERS	3,223	4	0.12	2,593	13	0.50
2	ALLEGiant AIR	3,174	22	0.69	2,932	21	0.72
3	SPIRIT AIRLINES	2,689	25	0.93	2,582	53	2.05
4	HAWAIIAN AIRLINES	1,327	13	0.98	1,345	14	1.04
5	UNITED AIRLINES NETWORK	13,673	142	1.04	13,990	134	0.96
	- UNITED AIRLINES	10,543	115	1.09	11,009	109	0.99
	- BRANDED CODESHARE PARTNERS	3,130	27	0.86	2,981	25	0.84
6	SOUTHWEST AIRLINES	24,542	314	1.28	23,727	351	1.48
7	FRONTIER AIRLINES	3,160	45	1.42	2,512	54	2.15
8	AMERICAN AIRLINES NETWORK	14,389	208	1.45	15,035	253	1.68
	- AMERICAN AIRLINES	10,086	149	1.48	11,161	199	1.78
	- BRANDED CODESHARE PARTNERS	4,303	59	1.37	3,874	54	1.39
9	ALASKA AIRLINES NETWORK	3,668	54	1.47	3,506	60	1.71
	- ALASKA AIRLINES	3,106	51	1.64	2,996	49	1.64
	- BRANDED CODESHARE PARTNERS	562	3	0.53	510	11	2.16
10	JETBLUE AIRWAYS	2,455	38	1.55	2,611	41	1.57
	TOTAL	82,669	913	1.10	82,778	1,075	1.30

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

AIR TRAVEL CONSUMER REPORT

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

RANK	CARRIER ¹	JANUARY - JUNE 2025			JANUARY - JUNE 2024		
		NUMBER OF WHEELCHAIRS AND SCOOTERS ENPLANED	NUMBER OF WHEELCHAIRS AND SCOOTERS MISHANDLED	PERCENT OF WHEELCHAIRS AND SCOOTERS MISHANDLED PER 100 ENPLANED	NUMBER OF WHEELCHAIRS AND SCOOTERS ENPLANED	NUMBER OF WHEELCHAIRS AND SCOOTERS MISHANDLED	PERCENT OF WHEELCHAIRS AND SCOOTERS MISHANDLED PER 100 ENPLANED
1	DELTA AIR LINES NETWORK	68,578	300	0.44	75,691	504	0.67
	- DELTA AIR LINES	52,555	249	0.47	61,727	424	0.69
	- BRANDED CODESHARE PARTNERS	16,023	51	0.32	13,964	80	0.57
2	ALLEGiant AIR	15,231	124	0.81	13,832	99	0.72
3	HAWAIIAN AIRLINES	7,662	74	0.97	6,836	77	1.13
4	UNITED AIRLINES NETWORK	70,244	713	1.02	73,346	709	0.97
	- UNITED AIRLINES	54,120	575	1.06	57,809	587	1.02
	- BRANDED CODESHARE PARTNERS	16,124	138	0.86	15,537	122	0.79
5	SOUTHWEST AIRLINES	123,081	1,498	1.22	120,371	1,830	1.52
6	FRONTIER AIRLINES	17,437	230	1.32	13,966	271	1.94
7	SPIRIT AIRLINES	13,621	190	1.39	11,739	293	2.50
8	ALASKA AIRLINES NETWORK	18,752	263	1.40	15,977	243	1.52
	- ALASKA AIRLINES	15,931	229	1.44	13,872	197	1.42
	- BRANDED CODESHARE PARTNERS	2,821	34	1.21	2,105	46	2.19
9	AMERICAN AIRLINES NETWORK	73,561	1,046	1.42	77,948	1,307	1.68
	- AMERICAN AIRLINES	51,720	754	1.46	58,667	1,001	1.71
	- BRANDED CODESHARE PARTNERS	21,841	292	1.34	19,281	306	1.59
10	JETBLUE AIRWAYS	14,018	218	1.56	13,628	200	1.47
TOTAL		422,185	4,656	1.10	423,334	5,533	1.31

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	June 2025			June 2024		
		NUMBER OF WHEELCHAIRS AND SCOOTERS ENPLANED	NUMBER OF WHEELCHAIRS AND SCOOTERS MISHANDLED	PERCENT OF WHEELCHAIRS AND SCOOTERS MISHANDLED PER 100 ENPLANED	NUMBER OF WHEELCHAIRS AND SCOOTERS ENPLANED	NUMBER OF WHEELCHAIRS AND SCOOTERS MISHANDLED	PERCENT OF WHEELCHAIRS AND SCOOTERS MISHANDLED PER 100 ENPLANED
1	DELTA AIR LINES	10,369	48	0.46	11,945	81	0.68
2	SKYWEST AIRLINES	4,052	25	0.62	3,386	30	0.89
3	ALLEGiant AIR	3,174	22	0.69	2,932	21	0.72
4	SPIRIT AIRLINES	2,689	25	0.93	2,582	53	2.05
5	HAWAIIAN AIRLINES	1,327	13	0.98	1,345	14	1.04
6	REPUBLIC AIRWAYS	1,388	15	1.08	1,258	11	0.87
7	UNITED AIRLINES	10,543	115	1.09	11,009	109	0.99
8	SOUTHWEST AIRLINES	24,542	314	1.28	23,727	351	1.48
9	ENVOY AIR	1,484	21	1.42	1,414	18	1.27
10	FRONTIER AIRLINES	3,160	45	1.42	2,512	54	2.15
11	AMERICAN AIRLINES	10,086	149	1.48	11,161	199	1.78
12	JETBLUE AIRWAYS	2,455	38	1.55	2,611	41	1.57
13	ALASKA AIRLINES	3,106	51	1.64	2,996	49	1.64
14	PSA AIRLINES	1,011	17	1.68	881	13	1.48
	TOTAL	79,386	898	1.13	79,759	1,044	1.31

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

AIR TRAVEL CONSUMER REPORT

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

RANK	CARRIER ¹	JANUARY - JUNE 2025			JANUARY - JUNE 2024		
		NUMBER OF WHEELCHAIRS AND SCOOTERS ENPLANED	NUMBER OF WHEELCHAIRS AND SCOOTERS MISHANDLED	PERCENT OF WHEELCHAIRS AND SCOOTERS MISHANDLED PER 100 ENPLANED	NUMBER OF WHEELCHAIRS AND SCOOTERS ENPLANED	NUMBER OF WHEELCHAIRS AND SCOOTERS MISHANDLED	PERCENT OF WHEELCHAIRS AND SCOOTERS MISHANDLED PER 100 ENPLANED
1	DELTA AIR LINES	52,555	249	0.47	61,727	424	0.69
2	SKYWEST AIRLINES	20,595	151	0.73	18,148	163	0.90
3	ALLEGiant AIR	15,231	124	0.81	13,832	99	0.72
4	HAWAIIAN AIRLINES	7,662	74	0.97	6,836	77	1.13
5	UNITED AIRLINES	54,120	575	1.06	57,809	587	1.02
6	REPUBLIC AIRWAYS	6,441	71	1.10	5,975	73	1.22
7	SOUTHWEST AIRLINES	123,081	1,498	1.22	120,371	1,830	1.52
8	FRONTIER AIRLINES	17,437	230	1.32	13,966	271	1.94
9	SPIRIT AIRLINES	13,621	190	1.39	11,739	293	2.50
10	PSA AIRLINES	5,431	78	1.44	4,396	88	2.00
11	ALASKA AIRLINES	15,931	229	1.44	13,872	197	1.42
12	AMERICAN AIRLINES	51,720	754	1.46	58,667	1,001	1.71
13	ENVOY AIR	7,110	107	1.50	7,090	86	1.21
14	JETBLUE AIRWAYS	14,018	218	1.56	13,628	200	1.47
	TOTAL	404,953	4,548	1.12	408,056	5,389	1.32

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	APRIL - JUNE 2025			
		DENIED BOARDINGS (DB'S)		ENPLANED PASSENGERS	INVOLUNTARY DB's PER 10,000 PASSENGERS
		VOLUNTARY	INVOLUNTARY		
1	DELTA AIR LINES NETWORK	41,866	0	49,370,160	0.00
	- DELTA AIR LINES	27,064	0	40,394,055	0.00
	- BRANDED CODESHARE PARTNERS	14,802	0	8,976,105	0.00
2	ALLEGiant AIR	159	0	5,127,025	0.00
3	HAWAIIAN AIRLINES	274	0	2,881,346	0.00
4	SOUTHWEST AIRLINES	2,460	47	44,224,571	0.01
5	UNITED AIRLINES NETWORK	14,359	62	41,138,395	0.02
	- UNITED AIRLINES	8,362	37	32,333,478	0.01
	- BRANDED CODESHARE PARTNERS	5,997	25	8,804,917	0.03
6	JETBLUE AIRWAYS	444	40	8,625,119	0.05
7	ALASKA AIRLINES NETWORK	3,314	75	11,730,116	0.06
	- ALASKA AIRLINES	1,509	36	8,828,058	0.04
	- BRANDED CODESHARE PARTNERS	1,805	39	2,902,058	0.13
8	SPIRIT AIRLINES	2,537	201	8,355,888	0.24
9	AMERICAN AIRLINES NETWORK	21,403	4,257	53,816,304	0.79
	- AMERICAN AIRLINES	11,549	2,026	39,152,399	0.52
	- BRANDED CODESHARE PARTNERS	9,854	2,231	14,663,905	1.52
10	FRONTIER AIRLINES	506	2,966	8,236,497	3.60
	TOTAL	87,322	7,648	233,505,421	0.33

APRIL - JUNE 2024			
DENIED BOARDINGS (DB'S)		ENPLANED PASSENGERS	INVOLUNTARY DB's PER 10,000 PASSENGERS
VOLUNTARY	INVOLUNTARY		
30,962	1	49,198,726	0.00
18,412	0	41,142,114	0.00
12,550	1	8,056,612	0.00
127	0	4,621,848	0.00
390	4	2,674,854	0.01
10,504	435	46,790,580	0.09
9,213	52	39,346,545	0.01
5,538	24	31,304,632	0.01
3,675	28	8,041,913	0.03
1,373	84	8,919,153	0.09
3,393	76	11,470,633	0.07
1,936	23	8,825,741	0.03
1,457	53	2,644,892	0.20
7,648	695	11,201,845	0.62
18,327	3,771	54,170,173	0.70
11,421	2,365	40,781,489	0.58
6,906	1,406	13,388,684	1.05
2,370	2,676	7,797,032	3.43
84,307	7,794	236,191,389	0.33

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

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

AIR TRAVEL CONSUMER REPORT

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

RANK	CARRIER ¹	JANUARY - JUNE 2025			
		DENIED BOARDINGS (DB'S)		ENPLANED PASSENGERS	INVOLUNTARY DB's PER 10,000 PASSENGERS
		VOLUNTARY	INVOLUNTARY		
1	DELTA AIR LINES NETWORK	68,745	0	91,145,103	0.00
	- DELTA AIR LINES	44,847	0	74,604,332	0.00
	- BRANDED CODESHARE PARTNERS	23,898	0	16,540,771	0.00
2	ALLEGiant AIR	311	0	9,578,331	0.00
3	HAWAIIAN AIRLINES	405	4	5,466,838	0.01
4	SOUTHWEST AIRLINES	6,886	102	81,157,707	0.01
5	UNITED AIRLINES NETWORK	23,113	111	77,578,228	0.01
	- UNITED AIRLINES	11,715	65	60,835,173	0.01
	- BRANDED CODESHARE PARTNERS	11,398	46	16,743,055	0.03
6	JETBLUE AIRWAYS	1,618	88	16,607,058	0.05
7	ALASKA AIRLINES NETWORK	6,443	154	21,516,977	0.07
	- ALASKA AIRLINES	3,136	71	16,064,277	0.04
	- BRANDED CODESHARE PARTNERS	3,307	83	5,452,700	0.15
8	SPIRIT AIRLINES	4,637	374	16,681,666	0.22
9	AMERICAN AIRLINES NETWORK	35,739	7,163	100,215,119	0.71
	- AMERICAN AIRLINES	18,124	3,455	72,929,190	0.47
	- BRANDED CODESHARE PARTNERS	17,615	3,708	27,285,929	1.36
10	FRONTIER AIRLINES	1,102	4,428	15,892,111	2.79
	TOTAL	148,999	12,424	435,839,138	0.29

JANUARY - JUNE 2024			
DENIED BOARDINGS (DB'S)		ENPLANED PASSENGERS	INVOLUNTARY DB's PER 10,000 PASSENGERS
VOLUNTARY	INVOLUNTARY		
54,661	1	90,760,358	0.00
34,143	0	75,763,343	0.00
20,518	1	14,997,015	0.00
360	0	8,726,708	0.00
606	5	5,179,324	0.01
22,444	1,110	87,275,960	0.13
18,659	127	74,381,892	0.02
11,046	79	59,347,101	0.01
7,613	48	15,034,791	0.03
2,884	178	17,174,525	0.10
7,547	173	20,595,564	0.08
4,513	73	15,739,028	0.05
3,034	100	4,856,536	0.21
11,409	1,119	21,338,955	0.52
32,526	6,832	102,146,118	0.67
19,256	4,158	77,365,197	0.54
13,270	2,674	24,780,921	1.08
2,777	3,791	14,526,209	2.61
153,267	13,331	436,926,289	0.31

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

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

AIR TRAVEL CONSUMER REPORT

PASSENGERS DENIED BOARDING BY REPORTING OPERATING U.S. AIRLINES

RANK	CARRIER ¹	APRIL - JUNE 2025			
		DENIED BOARDINGS (DB'S)		ENPLANED PASSENGERS	INVOLUNTARY DB's PER 10,000 PASSENGERS
		VOLUNTARY	INVOLUNTARY		
1	DELTA AIR LINES	27,064	0	40,394,055	0.00
2	ALLEGiant AIR	159	0	5,127,025	0.00
3	HAWAIIAN AIRLINES	274	0	2,881,346	0.00
4	SOUTHWEST AIRLINES	2,460	47	44,224,571	0.01
5	UNITED AIRLINES	8,362	37	32,333,478	0.01
6	ALASKA AIRLINES	1,509	36	8,828,058	0.04
7	JETBLUE AIRWAYS	444	40	8,625,119	0.05
8	SKYWEST AIRLINES	10,877	248	11,557,084	0.21
9	SPIRIT AIRLINES	2,537	201	8,355,888	0.24
10	AMERICAN AIRLINES	11,549	2,026	39,152,399	0.52
11	ENVOY AIR	1,747	337	4,796,790	0.70
12	REPUBLIC AIRWAYS	5,219	511	5,318,905	0.96
13	PSA AIRLINES	2,304	538	3,696,516	1.46
14	FRONTIER AIRLINES	506	2,966	8,236,497	3.60
	TOTAL	75,011	6,987	223,527,731	0.31

APRIL - JUNE 2024			
DENIED BOARDINGS (DB'S)		ENPLANED PASSENGERS	INVOLUNTARY DB's PER 10,000 PASSENGERS
VOLUNTARY	INVOLUNTARY		
18,412	0	41,142,114	0.00
127	0	4,621,848	0.00
390	4	2,674,854	0.01
10,504	435	46,790,580	0.09
5,538	24	31,304,632	0.01
1,936	23	8,825,741	0.03
1,373	84	8,919,153	0.09
9,484	131	10,205,147	0.13
7,648	695	11,201,845	0.62
11,421	2,365	40,781,489	0.58
2,085	466	4,535,330	1.03
3,308	171	4,740,119	0.36
1,682	332	3,428,979	0.97
2,370	2,676	7,797,032	3.43
76,278	7,406	226,968,863	0.33

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

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

AIR TRAVEL CONSUMER REPORT

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

RANK	CARRIER ¹	JANUARY - JUNE 2025			
		DENIED BOARDINGS (DB'S)		ENPLANED PASSENGERS	INVOLUNTARY DB's PER 10,000 PASSENGERS
		VOLUNTARY	INVOLUNTARY		
1	DELTA AIR LINES	44,847	0	74,604,332	0.00
2	ALLEGiant AIR	311	0	9,578,331	0.00
3	HAWAIIAN AIRLINES	405	4	5,466,838	0.01
4	UNITED AIRLINES	11,715	65	60,835,173	0.01
5	SOUTHWEST AIRLINES	6,886	102	81,157,707	0.01
6	ALASKA AIRLINES	3,136	71	16,064,277	0.04
7	JETBLUE AIRWAYS	1,618	88	16,607,058	0.05
8	SKYWEST AIRLINES	19,687	469	21,432,512	0.22
9	SPIRIT AIRLINES	4,637	374	16,681,666	0.22
10	AMERICAN AIRLINES	18,124	3,455	72,929,190	0.47
11	ENVOY AIR	3,230	633	8,790,391	0.72
12	REPUBLIC AIRWAYS	8,064	748	9,937,651	0.75
13	PSA AIRLINES	3,787	871	6,956,690	1.25
14	FRONTIER AIRLINES	1,102	4,428	15,892,111	2.79
	TOTAL	127,549	11,308	416,933,927	0.27

JANUARY - JUNE 2024			
DENIED BOARDINGS (DB'S)		ENPLANED PASSENGERS	INVOLUNTARY DB's PER 10,000 PASSENGERS
VOLUNTARY	INVOLUNTARY		
34,143	0	75,763,343	0.00
360	0	8,726,708	0.00
606	5	5,179,324	0.01
11,046	79	59,347,101	0.01
22,444	1,110	87,275,960	0.13
4,513	73	15,739,028	0.05
2,884	178	17,174,525	0.10
16,211	377	20,746,369	0.18
11,409	1,119	21,338,955	0.52
19,256	4,158	77,365,197	0.54
3,413	767	8,369,578	0.92
5,204	285	8,670,674	0.33
3,297	602	6,328,747	0.95
2,777	3,791	14,526,209	2.61
137,563	12,544	426,551,718	0.29

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

² Carriers with zero involuntary denied boardings 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		
	JUNE 2025	JUNE 2024
US AIRLINES	6,334	6,485
FOREIGN AIRLINES	1,566	1,693
TRAVEL AGENTS/TOUR OPERATORS	180	140
MISCELLANEOUS	49	68
INDUSTRY TOTALS	8,129	8,386

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

U.S. AIRLINES¹	JUNE 2025
ALASKA AIRLINES	136
ALLEGiant AIR	125
AMERICAN AIRLINES	1,996
AVELO AIRLINES	44
BREEZE AIRWAYS	70
CONTOUR AIRLINES	9
DELTA AIR LINES	829
FRONTIER AIRLINES	1,084
HAWAIIAN AIRLINES	57
JETBLUE AIRWAYS	278
SILVER AIRWAYS	29
SOUTHWEST AIRLINES	229
SPIRIT AIRLINES	415
SUN COUNTRY AIRLINES	45
UNITED AIRLINES	973
Other U.S. Airlines	15
TOTAL	6,334

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	JUN 2025		
AER LINGUS	32	JAPAN AIR LINES COMPANY	12
AEROMEXICO	34	KLM	25
AIR CANADA	54	KOREAN AIR LINES	5
AIR EUROPA	5	LATAM	32
AIR FRANCE	88	LEVEL	8
AIR INDIA	53	LOT POLISH AIRLINES	10
ANA ALL NIPPON AIRWAYS	8	LUFTHANSA	81
ASIANA AIRLINES	13	NORSE ATLANTIC AIRWAYS	48
AUSTRIAN AIRLINES	11	PHILIPPINE AIRLINES	9
AVIANCA	67	PLAY AIRLINES	5
AZUL BRAZILIAN AIRLINES	5	PORTER AIRLINES	7
BRITISH AIRWAYS	59	QANTAS AIRWAYS	8
CATHAY PACIFIC AIRWAYS	10	QATAR AIRWAYS	107
CONDOR	15	ROYAL AIR MAROC	18
COPA	29	ROYAL JORDANIAN AIRLINES	11
EGYPTAIR	16	SAS	17
EL AL ISRAEL	19	SATA INTERNACIONAL	18
EMIRATES AIRLINES	26	SAUDI ARABIAN AIRLINES	17
ETHIOPIAN AIRLINES	15	SINGAPORE AIRLINES	11
ETIHAD AIRWAYS	44	SWISS AIR	17
FIJI AIRWAYS	6	TAP	21
FINNAIR OY	10	TURKISH AIRLINES	159
FLAIR AIRLINES	15	VIRGIN ATLANTIC AIRWAYS	23
FRENCH BEE	22	VIVAAEROBUS	13
IBERIA AIRLINES	52	VOLARIS AIRLINES	43
ICELANDAIR	8	VUELING AIRLINES	5
INDIGO AIRLINES	5	WEST JET	9
ITA AIRWAYS	25	OTHER FOREIGN AIRLINES	81
		TOTALS	1,566

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	JUN 2025	MISCELLANEOUS	JUN 2025
ASAPTICKETS.COM	8	TSA	15
BOOKING.COM	13	OTHER MISCELLANEOUS	34
CAPITAL ONE TRAVEL	8	TOTALS	49
CHEAPOAIR.COM	13		
EXPEDIA.COM	25		
FLIGHTHUB	7		
JUSTFLY.COM	10		
KISSANDFLY	5		
KIWI.COM	5		
OOJO.COM	5		
PRICELINE.COM	14		
OTHER TRAVEL AGENTS	67		
TOTALS	180		

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	JUN 2025	JUN 2024
ALASKA AIRLINES NETWORK ²	136	96
ALLEGiant AIR	125	100
AMERICAN AIRLINES NETWORK ²	1,996	2,559
DELTA AIR LINES NETWORK ²	829	632
FRONTIER AIRLINES	1,084	886
HAWAIIAN AIRLINES	57	29
JETBLUE AIRWAYS	278	348
SOUTHWEST AIRLINES	229	244
SPIRIT AIRLINES	415	545
UNITED AIRLINES NETWORK ²	973	838
TOTAL	6,122	6,277

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
Envoy Air	Horizon Air	Endeavor Air	CommuteAir
PSA Airlines	SkyWest Airlines	Republic Airways	GoJet Airlines
Piedmont Airlines		SkyWest Airlines	Mesa 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	JUN 2025	JUN 2024
AER LINGUS	1	1
AEROMEXICO	2	3
AIR CANADA	2	5
AIR FRANCE	1	4
ALASKA AIRLINES	10	7
ALLEGiant AIR	18	2
AMERICAN AIRLINES	48	67
AVELO AIRLINES	2	2
BREEZE AIRWAYS	7	1
CONDOR	5	2
COPA	2	2
DELTA AIR LINES	33	33
ETIHAD AIRWAYS	2	0
FIJI AIRWAYS	1	0
FRONTIER AIRLINES	37	21
HAWAIIAN AIRLINES	5	0
IBERIA AIRLINES	2	3
ICELANDAIR	1	0
JAPAN AIR LINES	3	0
JETBLUE AIRWAYS	9	11
KLM	1	0
KOREAN AIR LINES	1	0
LATAM	1	0
LOT POLISH AIRLINES	1	0
LUFTHANSA	2	6
QATAR AIRWAYS	1	1
ROYAL AIR MAROC	1	1
SAS	1	1
SOUTHWEST AIRLINES	14	10

SPIRIT AIRLINES	7	10
TAP	1	0
TURKISH AIRLINES	4	5
UNITED AIRLINES	23	17
VIVAAEROBUS	1	1
OTHER AIRLINES	0	16
TOTALS	250	232

DISCRIMINATION COMPLAINTS		
AIRLINE	JUN 2025	JUN 2024
AEGEAN	1	0
AEROMEXICO	1	0
ALASKA AIRLINES	1	0
AMERICAN AIRLINES	1	3
AVIANCA	1	0
DELTA AIR LINES	2	0
FIJI AIRWAYS	1	0
FRONTIER AIRLINES	4	1
SAUDI ARABIAN AIRLINES	1	0
SPIRIT AIRLINES	1	0
UNITED AIRLINES	3	1
WEST JET	1	0
OTHER AIRLINES	0	1
TOTALS	18	6

AIR TRAVEL CONSUMER REPORT

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

JUN 2025							
AIRLINE	RACE	ANCESTRY/ ETHNICITY	NATIONAL ORIGIN	COLOR	RELIGION	SEX	OTHER
AEGEAN AIRLINES		1					
AEROMEXICO					1		
ALASKA AIRLINES						1	
AMERICAN AIRLINES			1				
AVIANCA				1			
DELTA AIR LINES			1	1			
FIJI AIRWAYS			1				
FRONTIER AIRLINES		1	3				
SAUDI ARABIAN AIRLINES			1				
SPIRIT AIRLINES	1						
UNITED AIRLINES		1	1		1		
WEST JET		1					
TOTALS	1	4	8	2	2	1	0

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

June 2025 Airline Reports to DOT of Incidents Involving the Loss, Injury or Death of Animals During Air Transportation

14 CFR Part 235 of DOT regulations require U.S. carriers that operate at least one aircraft that has a designed seating capacity of 60 or more seats to report to DOT on any incidents involving the loss, injury, or death of an animal in its scheduled domestic or international passenger transportation. An "animal" for this purpose is (1) any animal which at the time of the transportation was being kept as a pet in a family household in the United States or (2) any dog or cat which was shipped as part of a commercial shipment on a scheduled passenger flight, including shipments by trainers and breeders.

An airline is required to submit a report for any month in which it experienced such a loss, injury, or death during air transportation. DOT publishes these reports monthly and forwards the reports to the U.S. Department of Agriculture, which enforces the Animal Welfare Act. The copies of the reports that appear on this website are redacted to remove identifying information about individuals, including the owner of the animal.

A statistical summary of the reports appears in the table below. To see the redacted version of the actual reports filed by these airlines, click the airline's name.

Carrier	Death	Injury	Loss
AMERICAN		1	



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

Customer Experience Report for June 2025 ^a

The Transportation Security Administration (TSA) screened approximately 79.7 million passengers at screening checkpoints and 44.4 million checked bags at baggage screening locations in June 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 June 2025, TSA received 17,212 complaints (i.e. a description of a negative experience) from the public via phone or email (or 21.7 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
1,052	1.4	826	1.1	13,465	17.0	195	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
791	1.0	186	0.3	124	0.2	573	0.8

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
265 ^d	163	0.0004



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

Customer Experience Report for June 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.