



Air Travel Consumer Report

A Product Of
THE OFFICE OF AVIATION CONSUMER PROTECTION

Issued: September 2025



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

JULY 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

JULY 2025

AT ALL US AIRPORTS			
CARRIER ¹	NUMBER OF AIRPORTS REPORTED	PERCENT OF ON-TIME ARRIVALS	RANK
HAWAIIAN AIRLINES	21	78.9	1
DELTA AIR LINES NETWORK	211	74.0	2
- DELTA AIR LINES	143	73.7	
- BRANDED CODESHARE PARTNERS	185	74.5	
SPIRIT AIRLINES	62	73.4	3
ALASKA AIRLINES NETWORK	104	72.4	4
- ALASKA AIRLINES	87	67.6	
- BRANDED CODESHARE PARTNERS	59	79.6	
SOUTHWEST AIRLINES	104	69.9	5
ALLEGiant AIR	119	69.3	6
UNITED AIRLINES NETWORK	222	68.1	7
- UNITED AIRLINES	123	67.9	
- BRANDED CODESHARE PARTNERS	203	68.3	
AMERICAN AIRLINES NETWORK	228	65.6	8
- AMERICAN AIRLINES	125	62.4	
- BRANDED CODESHARE PARTNERS	210	68.7	
JETBLUE AIRWAYS	68	62.5	9
FRONTIER AIRLINES	90	62.0	10
TOTAL AIRPORTS SERVED	360	69.2	

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

JULY 2025

AT ALL US AIRPORTS			
CARRIER ¹	NUMBER OF AIRPORTS REPORTED	PERCENT OF ON-TIME ARRIVALS	RANK
HAWAIIAN AIRLINES	21	78.9	1
SKYWEST AIRLINES	239	73.9	2
DELTA AIR LINES	143	73.7	3
SPIRIT AIRLINES	62	73.4	4
ENVOY AIR	144	71.7	5
SOUTHWEST AIRLINES	104	69.9	6
ALLEGiant AIR	119	69.3	7
UNITED AIRLINES	123	67.9	8
ALASKA AIRLINES	87	67.6	9
REPUBLIC AIRWAYS	82	66.0	10
PSA AIRLINES	97	63.9	11
JETBLUE AIRWAYS	68	62.5	12
AMERICAN AIRLINES	125	62.4	13
FRONTIER AIRLINES	90	62.0	14
TOTAL AIRPORTS SERVED	345	69.0	

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

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

AIR TRAVEL CONSUMER REPORT

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

JULY 2025

CARRIER ¹	Jan 25		Feb 25		Mar 25		Apr 25		May 25		Jun 25		Jul 25		Year-to-date (YTD)	
	%	Rank	%	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	72.4	4	76.9	5
- ALASKA AIRLINES	81.0		77.0		80.3		80.6		74.3		69.0		67.6		75.2	
- BRANDED CODESHARE PARTNERS	79.5		71.8		79.1		82.8		82.3		78.0		79.6		79.2	
ALLEGiant AIR	75.2	8	74.0	8	77.1	7	78.9	8	75.9	5	68.9	8	69.3	6	73.9	7
AMERICAN AIRLINES NETWORK	76.4	7	74.6	7	75.8	9	75.8	9	72.5	9	65.8	9	65.6	8	72.2	9
- AMERICAN AIRLINES	77.5		78.2		75.5		74.3		72.1		65.3		62.4		71.9	
- BRANDED CODESHARE PARTNERS	75.3		71.2		76.1		77.2		72.9		66.2		68.7		72.4	
DELTA AIR LINES NETWORK	78.7	5	79.1	4	81.7	1	82.1	2	77.8	2	73.3	3	74.0	2	78.0	2
- DELTA AIR LINES	78.3		79.7		81.0		81.6		77.6		72.2		73.7		77.5	
- BRANDED CODESHARE PARTNERS	79.4		78.0		82.9		82.9		78.2		75.2		74.5		78.7	
FRONTIER AIRLINES	72.0	10	73.7	9	73.2	10	72.5	10	68.6	10	59.5	10	62.0	10	68.9	10
HAWAIIAN AIRLINES	84.5	1	82.3	2	81.3	3	81.4	5	87.1	1	81.9	1	78.9	1	82.5	1
JETBLUE AIRWAYS	74.0	9	69.5	10	76.2	8	82.0	3	73.4	8	70.9	7	62.5	9	72.7	8
SOUTHWEST AIRLINES	82.2	2	82.9	1	81.5	2	80.5	7	76.3	4	71.1	5	69.9	5	77.5	4
SPIRIT AIRLINES	79.1	4	80.4	3	80.1	5	82.5	1	73.9	7	73.8	2	73.4	3	77.7	3
UNITED AIRLINES NETWORK	77.9	6	78.3	5	81.1	4	80.8	6	75.5	6	71.1	6	68.1	7	76.0	6
- UNITED AIRLINES	80.6		80.9		82.2		81.2		74.7		72.7		67.9		77.0	
- BRANDED CODESHARE PARTNERS	74.7		75.3		79.9		80.5		76.5		69.3		68.3		74.8	
TOTAL	78.4		77.8		79.4		79.6		75.3		70.1		69.2		75.5	

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

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

AIR TRAVEL CONSUMER REPORT

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

JULY 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	153	45.8	303	60.7	123	62.6	307	66.4	61	67.2	0	0.0	186	55.4	268	51.5
- ALASKA AIRLINES	153	45.8	246	59.8	123	62.6	307	66.4	61	67.2	0	0.0	186	55.4	268	51.5
- BRANDED CODESHARE PARTNERS	0	0.0	57	64.9	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	296	75.0	100	85.0	0	0.0	0	0.0	0	0.0	84	64.3
AMERICAN AIRLINES NETWORK	1074	60.4	1252	63.9	1556	55.7	2436	62.9	420	51.2	18594	74.1	7773	59.3	909	56.0
- AMERICAN AIRLINES	717	55.0	999	63.2	885	51.0	1449	60.0	318	48.1	10135	72.2	2271	56.2	802	54.2
- BRANDED CODESHARE PARTNERS	357	71.4	253	66.8	671	61.8	987	67.3	102	60.8	8459	76.4	5502	60.5	107	69.2
DELTA AIR LINES NETWORK	25158	78.2	1706	68.2	1391	71.2	4463	69.0	589	67.7	964	71.1	1719	58.0	1122	60.3
- DELTA AIR LINES	21854	78.7	1118	64.9	860	73.8	2350	69.4	471	66.5	516	75.0	808	53.2	1122	60.3
- BRANDED CODESHARE PARTNERS	3304	74.9	588	74.3	531	66.9	2113	68.7	118	72.9	448	66.5	911	62.2	0	0.0
FRONTIER AIRLINES	1427	55.2	161	62.7	82	68.3	82	63.4	283	51.9	212	67.5	84	63.1	1952	65.6
HAWAIIAN AIRLINES	0	0.0	0	0.0	0	0.0	22	72.7	0	0.0	0	0.0	0	0.0	0	0.0
JETBLUE AIRWAYS	182	53.3	31	48.4	154	46.1	3422	60.2	0	0.0	0	0.0	572	54.4	149	59.1
SOUTHWEST AIRLINES	1669	67.3	3405	68.5	5099	72.0	717	60.8	6643	67.7	329	57.8	1386	59.7	8694	64.6
SPIRIT AIRLINES	716	68.7	99	76.8	317	73.2	307	62.5	530	63.4	352	77.8	0	0.0	0	0.0
UNITED AIRLINES NETWORK	740	64.7	985	67.8	777	66.7	1180	67.6	415	68.4	520	63.8	938	56.4	16255	67.8
- UNITED AIRLINES	653	65.2	864	65.9	592	67.2	1160	67.6	378	68.3	326	58.3	648	58.2	9645	68.3
- BRANDED CODESHARE PARTNERS	87	60.9	121	81.8	185	64.9	20	70.0	37	70.3	194	73.2	290	52.4	6610	67.1
TOTAL	31,119	75.1	8,044	67.4	9,795	68.4	13,036	64.9	8,941	66.2	20,971	73.5	12,658	58.7	29,433	65.9

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

AIR TRAVEL CONSUMER REPORT

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

JULY 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	241	62.7	62	69.4	279	64.2	31	74.2	214	57.5	123	60.2	341	48.1	825	73.8
- ALASKA AIRLINES	241	62.7	62	69.4	279	64.2	31	74.2	214	57.5	123	60.2	341	48.1	468	71.4
- BRANDED CODESHARE PARTNERS	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	357	77.0
ALLEGiant AIR	0	0.0	0	0.0	91	75.8	429	68.3	76	68.4	0	0.0	0	0.0	695	71.4
AMERICAN AIRLINES NETWORK	25478	67.6	869	60.0	599	53.3	547	59.8	225	58.2	891	60.9	2044	62.5	1199	60.6
- AMERICAN AIRLINES	14622	63.8	460	64.8	537	50.3	547	59.8	82	48.8	681	56.2	1234	61.5	1195	60.4
- BRANDED CODESHARE PARTNERS	10856	72.8	409	54.5	62	79.0	0	0.0	143	63.6	210	76.2	810	64.1	4	100.0
DELTA AIR LINES NETWORK	1054	65.4	9860	75.5	770	56.4	1001	63.1	518	67.0	717	67.8	5095	65.3	1651	76.0
- DELTA AIR LINES	1054	65.4	5429	75.4	593	54.8	1001	63.1	278	64.7	717	67.8	2671	66.9	1345	74.3
- BRANDED CODESHARE PARTNERS	0	0.0	4431	75.6	177	61.6	0	0.0	240	69.6	0	0.0	2424	63.6	306	83.0
FRONTIER AIRLINES	684	63.5	183	74.3	93	49.5	106	59.4	171	53.8	320	60.6	309	64.4	992	68.2
HAWAIIAN AIRLINES	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	31	77.4	124	72.6
JETBLUE AIRWAYS	31	71.0	113	46.9	513	54.4	1548	66.6	0	0.0	62	72.6	3362	59.4	244	74.6
SOUTHWEST AIRLINES	0	0.0	384	62.0	0	0.0	976	65.2	115	59.1	0	0.0	0	0.0	7466	75.5
SPIRIT AIRLINES	664	77.4	1182	74.4	743	56.1	1733	76.4	0	0.0	669	70.7	0	0.0	1474	81.1
UNITED AIRLINES NETWORK	906	66.6	650	65.7	8431	59.1	576	75.0	7113	69.7	12166	74.8	0	0.0	1241	70.8
- UNITED AIRLINES	801	65.3	243	64.2	5583	60.3	576	75.0	2994	69.7	6013	72.9	0	0.0	1241	70.8
- BRANDED CODESHARE PARTNERS	105	76.2	407	66.6	2848	56.7	0	0.0	4119	69.7	6153	76.6	0	0.0	0	0.0
TOTAL	29,058	67.6	13,303	73.2	11,519	58.4	6,947	68.5	8,432	68.5	14,948	73.0	11,182	62.5	15,911	73.8

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

AIR TRAVEL CONSUMER REPORT

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

JULY 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	1654	74.4	0	0.0	216	66.2	0	0.0	31	58.1	185	68.6	365	59.7	61	57.4
- ALASKA AIRLINES	718	70.6	0	0.0	216	66.2	0	0.0	31	58.1	154	66.2	365	59.7	61	57.4
- BRANDED CODESHARE PARTNERS	936	77.2	0	0.0	0	0.0	0	0.0	0	0.0	31	80.6	0	0.0	0	0.0
ALLEGiant AIR	127	58.3	0	0.0	35	57.1	56	83.9	0	0.0	17	88.2	0	0.0	0	0.0
AMERICAN AIRLINES NETWORK	3787	70.3	4105	59.1	1646	50.4	0	0.0	6403	67.2	681	61.8	13553	61.2	8824	64.0
- AMERICAN AIRLINES	2764	66.4	1373	51.2	1615	49.7	0	0.0	5389	65.7	432	59.7	5848	60.2	4488	62.0
- BRANDED CODESHARE PARTNERS	1023	81.0	2732	63.1	31	83.9	0	0.0	1014	75.0	249	65.5	7705	61.9	4336	66.0
DELTA AIR LINES NETWORK	4380	81.4	7377	64.4	1837	61.9	319	69.9	992	62.2	9764	79.0	1223	62.1	711	65.4
- DELTA AIR LINES	3351	78.2	2490	63.4	1740	61.7	138	65.9	930	61.7	6539	77.6	1078	62.2	586	65.0
- BRANDED CODESHARE PARTNERS	1029	91.8	4887	64.9	97	66.0	181	72.9	62	69.4	3225	81.9	145	61.4	125	67.2
FRONTIER AIRLINES	426	65.0	214	56.5	1309	61.0	160	55.0	334	58.1	78	60.3	333	47.4	725	47.4
HAWAIIAN AIRLINES	176	55.7	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
JETBLUE AIRWAYS	747	69.3	403	52.4	1603	60.1	0	0.0	53	62.3	0	0.0	109	57.8	120	69.2
SOUTHWEST AIRLINES	2205	70.1	1007	60.5	4133	69.7	7029	70.8	426	64.3	593	63.9	433	55.9	433	61.4
SPIRIT AIRLINES	616	85.1	452	63.5	1627	71.2	0	0.0	330	71.2	40	80.0	518	70.3	277	66.1
UNITED AIRLINES NETWORK	3601	79.5	963	56.9	1168	70.6	0	0.0	506	65.0	609	69.6	15883	65.0	501	63.9
- UNITED AIRLINES	2612	76.6	840	57.6	1168	70.6	0	0.0	506	65.0	461	64.9	8537	66.5	341	63.3
- BRANDED CODESHARE PARTNERS	989	87.2	123	52.0	0	0.0	0	0.0	0	0.0	148	84.5	7346	63.3	160	65.0
TOTAL	17,719	75.4	14,521	61.7	13,574	64.5	7,564	70.5	9,075	66.1	11,967	76.5	32,417	63.0	11,652	63.0

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

AIR TRAVEL CONSUMER REPORT

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

JULY 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	429	71.1	2116	75.5	10215	71.1	1973	64.2	315	72.1	93	62.4
- ALASKA AIRLINES	399	71.7	975	70.5	7509	68.6	1041	59.8	130	61.5	93	62.4
- BRANDED CODESHARE PARTNERS	30	63.3	1141	79.8	2706	78.1	932	69.1	185	79.5	0	0.0
ALLEGiant AIR	31	83.9	34	70.6	0	0.0	0	0.0	0	0.0	0	0.0
AMERICAN AIRLINES NETWORK	7189	75.8	886	61.1	829	65.3	1274	62.5	503	55.1	1272	58.9
- AMERICAN AIRLINES	4783	73.0	886	61.1	648	61.7	1118	60.5	406	53.2	1147	56.8
- BRANDED CODESHARE PARTNERS	2406	81.3	0	0.0	181	77.9	156	76.9	97	62.9	125	77.6
DELTA AIR LINES NETWORK	1033	77.0	1057	75.3	4695	84.6	1327	72.6	7484	85.2	1179	61.2
- DELTA AIR LINES	886	74.5	849	72.7	2970	82.4	1233	71.3	4748	81.0	1179	61.2
- BRANDED CODESHARE PARTNERS	147	91.8	208	86.1	1725	88.5	94	90.4	2736	92.6	0	0.0
FRONTIER AIRLINES	519	69.2	266	56.8	152	74.3	308	54.2	212	65.1	577	57.4
HAWAIIAN AIRLINES	31	67.7	83	80.7	218	51.8	83	66.3	31	93.5	0	0.0
JETBLUE AIRWAYS	38	44.7	151	85.4	93	47.3	401	73.1	62	61.3	496	65.5
SOUTHWEST AIRLINES	5634	74.5	3127	70.6	988	64.3	704	57.5	1026	69.9	2019	66.2
SPIRIT AIRLINES	43	90.7	139	77.0	31	93.5	0	0.0	43	83.7	406	75.9
UNITED AIRLINES NETWORK	811	70.9	1009	71.9	1042	69.2	7158	74.4	666	70.3	730	71.1
- UNITED AIRLINES	779	70.0	912	69.8	1034	69.1	5112	73.4	388	69.6	730	71.1
- BRANDED CODESHARE PARTNERS	32	93.8	97	90.7	8	87.5	2046	77.0	278	71.2	0	0.0
TOTAL	15,758	74.8	8,868	71.6	18,263	73.5	13,228	70.1	10,342	80.3	6,772	64.2

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

AIR TRAVEL CONSUMER REPORT

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

JULY 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	153	45.8	246	59.8	123	62.6	307	66.4	61	67.2	0	0.0	186	55.4	268	51.5
ALLEGiant AIR	0	0.0	102	79.4	296	75.0	100	85.0	0	0.0	0	0.0	0	0.0	84	64.3
AMERICAN AIRLINES	717	55.0	999	63.2	885	51.0	1449	60.0	318	48.1	10135	72.2	2271	56.2	802	54.2
DELTA AIR LINES	21854	78.7	1118	64.9	860	73.8	2350	69.4	471	66.5	516	75.0	808	53.2	1122	60.3
ENVOY AIR	57	84.2	160	71.9	107	72.9	183	78.1	90	61.1	490	79.6	482	69.9	14	50.0
FRONTIER AIRLINES	1427	55.2	161	62.7	82	68.3	82	63.4	283	51.9	212	67.5	84	63.1	1952	65.6
HAWAIIAN AIRLINES	0	0.0	0	0.0	0	0.0	22	72.7	0	0.0	0	0.0	0	0.0	0	0.0
JETBLUE AIRWAYS	182	53.3	31	48.4	154	46.1	3422	60.2	0	0.0	0	0.0	572	54.4	149	59.1
PSA AIRLINES	222	64.9	4	75.0	142	62.7	0	0.0	12	58.3	3723	74.6	3554	56.9	0	0.0
REPUBLIC AIRWAYS	124	79.0	4	75.0	518	64.1	2818	67.3	122	73.0	268	76.9	2203	65.5	0	0.0
SKYWEST AIRLINES	774	75.5	704	73.6	283	54.4	0	0.0	15	46.7	96	74.0	0	0.0	6703	67.1
SOUTHWEST AIRLINES	1669	67.3	3405	68.5	5099	72.0	717	60.8	6643	67.7	329	57.8	1386	59.7	8694	64.6
SPIRIT AIRLINES	716	68.7	99	76.8	317	73.2	307	62.5	530	63.4	352	77.8	0	0.0	0	0.0
UNITED AIRLINES	653	65.2	864	65.9	592	67.2	1160	67.6	378	68.3	326	58.3	648	58.2	9645	68.3
TOTAL	28,548	75.2	7,897	67.4	9,458	68.4	12,917	64.8	8,923	66.2	16,447	72.6	12,194	58.9	29,433	65.9

* 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)

JULY 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	241	62.7	62	69.4	279	64.2	31	74.2	214	57.5	123	60.2	341	48.1	468	71.4
ALLEGiant AIR	0	0.0	0	0.0	91	75.8	429	68.3	76	68.4	0	0.0	0	0.0	695	71.4
AMERICAN AIRLINES	14622	63.8	460	64.8	537	50.3	547	59.8	82	48.8	681	56.2	1234	61.5	1195	60.4
DELTA AIR LINES	1054	65.4	5429	75.4	593	54.8	1001	63.1	278	64.7	717	67.8	2671	66.9	1345	74.3
ENVOY AIR	6500	74.6	85	63.5	62	79.0	0	0.0	0	0.0	159	78.0	0	0.0	4	100.0
FRONTIER AIRLINES	684	63.5	183	74.3	93	49.5	106	59.4	171	53.8	320	60.6	309	64.4	992	68.2
HAWAIIAN AIRLINES	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	31	77.4	124	72.6
JETBLUE AIRWAYS	31	71.0	113	46.9	513	54.4	1548	66.6	0	0.0	62	72.6	3362	59.4	244	74.6
PSA AIRLINES	1904	69.1	121	49.6	0	0.0	0	0.0	143	63.6	0	0.0	0	0.0	0	0.0
REPUBLIC AIRWAYS	8	87.5	636	70.3	1981	59.4	0	0.0	962	73.0	19	78.9	1309	64.7	0	0.0
SKYWEST AIRLINES	2452	70.8	2350	73.3	0	0.0	0	0.0	209	73.2	1551	72.7	0	0.0	476	79.2
SOUTHWEST AIRLINES	0	0.0	384	62.0	0	0.0	976	65.2	115	59.1	0	0.0	0	0.0	7466	75.5
SPIRIT AIRLINES	664	77.4	1182	74.4	743	56.1	1733	76.4	0	0.0	669	70.7	0	0.0	1474	81.1
UNITED AIRLINES	801	65.3	243	64.2	5583	60.3	576	75.0	2994	69.7	6013	72.9	0	0.0	1241	70.8
TOTAL	28,961	67.6	11,248	72.7	10,475	59.0	6,947	68.5	5,244	68.4	10,314	70.9	9,257	62.4	15,724	73.7

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

AIR TRAVEL CONSUMER REPORT

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

JULY 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	718	70.6	0	0.0	216	66.2	0	0.0	31	58.1	154	66.2	365	59.7	61	57.4
ALLEGiant AIR	127	58.3	0	0.0	35	57.1	56	83.9	0	0.0	17	88.2	0	0.0	0	0.0
AMERICAN AIRLINES	2764	66.4	1373	51.2	1615	49.7	0	0.0	5389	65.7	432	59.7	5848	60.2	4488	62.0
DELTA AIR LINES	3351	78.2	2490	63.4	1740	61.7	138	65.9	930	61.7	6539	77.6	1078	62.2	586	65.0
ENVOY AIR	0	0.0	0	0.0	31	83.9	0	0.0	934	75.6	93	61.3	4518	64.5	0	0.0
FRONTIER AIRLINES	426	65.0	214	56.5	1309	61.0	160	55.0	334	58.1	78	60.3	333	47.4	725	47.4
HAWAIIAN AIRLINES	176	55.7	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
JETBLUE AIRWAYS	747	69.3	403	52.4	1603	60.1	0	0.0	53	62.3	0	0.0	109	57.8	120	69.2
PSA AIRLINES	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	38	78.9	272	52.2	1270	62.4
REPUBLIC AIRWAYS	0	0.0	4768	64.6	93	65.6	0	0.0	142	68.3	119	64.7	2015	68.7	713	67.3
SKYWEST AIRLINES	3363	85.8	147	67.3	0	0.0	149	71.8	0	0.0	2000	84.3	6481	59.9	0	0.0
SOUTHWEST AIRLINES	2205	70.1	1007	60.5	4133	69.7	7029	70.8	426	64.3	593	63.9	433	55.9	433	61.4
SPIRIT AIRLINES	616	85.1	452	63.5	1627	71.2	0	0.0	330	71.2	40	80.0	518	70.3	277	66.1
UNITED AIRLINES	2612	76.6	840	57.6	1168	70.6	0	0.0	506	65.0	461	64.9	8537	66.5	341	63.3
TOTAL	17,105	75.3	11,694	61.4	13,570	64.5	7,532	70.5	9,075	66.1	10,564	76.2	30,507	63.0	9,014	61.7

* 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)

JULY 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	399	71.7	975	70.5	7509	68.6	1041	59.8	130	61.5	93	62.4
ALLEGiant AIR	31	83.9	34	70.6	0	0.0	0	0.0	0	0.0	0	0.0
AMERICAN AIRLINES	4783	73.0	886	61.1	648	61.7	1118	60.5	406	53.2	1147	56.8
DELTA AIR LINES	886	74.5	849	72.7	2970	82.4	1233	71.3	4748	81.0	1179	61.2
ENVOY AIR	641	82.5	0	0.0	57	77.2	0	0.0	34	76.5	117	76.9
FRONTIER AIRLINES	519	69.2	266	56.8	152	74.3	308	54.2	212	65.1	577	57.4
HAWAIIAN AIRLINES	31	67.7	83	80.7	218	51.8	83	66.3	31	93.5	0	0.0
JETBLUE AIRWAYS	38	44.7	151	85.4	93	47.3	401	73.1	62	61.3	496	65.5
PSA AIRLINES	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
REPUBLIC AIRWAYS	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	8	87.5
SKYWEST AIRLINES	1944	81.9	1353	80.8	2876	84.3	2960	75.4	3235	89.5	0	0.0
SOUTHWEST AIRLINES	5634	74.5	3127	70.6	988	64.3	704	57.5	1026	69.9	2019	66.2
SPIRIT AIRLINES	43	90.7	139	77.0	31	93.5	0	0.0	43	83.7	406	75.9
UNITED AIRLINES	779	70.0	912	69.8	1034	69.1	5112	73.4	388	69.6	730	71.1
TOTAL	15,728	74.8	8,775	71.4	16,576	73.1	12,960	70.1	10,315	80.4	6,772	64.2

* 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)

JULY 2025

ARRIVAL AIRPORT*																
SCHEDULED ARRIVAL TIME	ATL	AUS	BNA	BOS	BWI	CLT	DCA	DEN	DFW	DTW	EWR	FLL	IAD	IAH	JFK	LAS
0600-0659	79.9	81.9	95.2	75.4	85.6	87.2	83.8	88.1	81.4	84.0	79.7	85.0	69.2	83.0	70.5	94.1
0700-0759	87.4	95.4	91.9	80.8	91.4	85.4	81.3	89.4	83.6	86.7	77.3	84.7	81.9	90.0	72.6	94.0
0800-0859	89.2	92.0	94.6	84.5	91.6	87.9	83.7	82.7	80.1	88.9	84.1	89.2	83.6	89.0	81.4	92.4
0900-0959	86.2	88.1	87.5	85.4	90.1	86.4	83.0	80.7	80.4	86.4	79.9	86.4	88.6	79.5	83.9	87.9
1000-1059	85.5	88.4	88.5	85.2	87.1	84.9	81.1	79.6	83.9	84.7	82.3	85.3	87.1	86.3	83.3	87.1
1100-1159	88.7	86.4	84.8	82.0	85.2	85.0	82.5	82.6	78.5	85.9	82.0	84.4	87.2	79.9	84.9	83.5
1200-1259	88.0	86.3	83.1	85.6	85.4	86.7	80.5	84.4	78.1	86.5	78.7	74.5	85.7	83.0	84.4	82.1
1300-1359	85.6	75.7	73.9	81.5	76.7	80.7	69.9	76.7	75.5	80.6	76.0	75.8	76.0	77.2	68.1	78.4
1400-1459	76.0	70.4	63.6	76.6	71.3	80.6	61.2	74.8	72.9	78.3	66.4	68.3	85.5	71.5	69.4	73.1
1500-1559	75.4	65.9	70.2	64.1	65.9	74.1	60.8	65.7	68.9	73.5	62.9	74.7	67.1	70.9	68.0	71.8
1600-1659	75.5	56.9	59.7	59.6	55.8	71.4	48.0	52.9	63.5	66.9	50.3	67.2	62.5	64.6	58.0	67.3
1700-1759	68.8	59.7	51.8	60.3	53.9	63.3	42.3	44.7	58.2	72.7	44.8	58.7	42.9	64.8	57.0	66.6
1800-1859	64.1	53.0	54.4	49.5	42.2	52.8	38.1	40.0	55.4	61.8	34.7	58.0	61.0	50.9	49.4	62.4
1900-1959	64.6	52.1	56.6	48.0	44.3	53.3	36.2	40.0	50.3	65.4	38.4	52.5	53.6	56.6	34.6	62.9
2000-2059	60.4	48.8	49.3	42.7	38.9	54.4	38.3	38.3	45.7	61.3	30.4	62.2	60.6	55.2	44.1	59.1
2100-2159	56.2	49.2	51.7	45.4	40.5	53.3	33.0	47.0	46.0	52.1	34.3	54.5	53.7	49.8	37.0	55.1
2200-2259	50.9	52.0	53.4	45.0	42.8	47.7	32.6	52.1	52.8	52.4	34.9	60.2	35.8	50.0	36.6	59.9
2300-0559	57.1	53.3	54.6	50.6	58.9	63.4	42.1	49.8	62.6	57.1	49.8	51.6	55.8	60.6	58.3	64.2
TOTAL	75.2	67.4	68.4	64.8	66.2	72.6	58.9	65.9	67.6	72.7	59.0	68.5	68.4	70.9	62.4	73.7

* 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)

JULY 2025

ARRIVAL AIRPORT*															
SCHEDULED ARRIVAL TIME	LAX	LGA	MCO	MDW	MIA	MSP	ORD	PHL	PHX	SAN	SEA	SFO	SLC	TPA	TOTAL
0600-0659	87.2	0.0	67.6	88.9	69.6	83.3	83.6	67.7	91.3	83.9	89.3	93.9	92.9	64.4	84.5
0700-0759	91.8	83.1	87.0	91.6	83.3	87.9	83.6	78.7	89.7	89.0	86.4	93.7	89.7	81.9	85.8
0800-0859	89.7	85.8	90.4	87.1	80.3	92.0	82.3	85.2	90.8	91.8	89.9	84.1	95.6	90.4	87.2
0900-0959	88.7	84.5	87.7	88.6	82.4	88.9	76.8	77.1	86.7	87.0	86.7	67.6	90.1	87.8	83.6
1000-1059	86.7	88.0	86.2	89.5	80.2	84.4	80.6	85.0	87.7	86.2	78.4	71.6	90.7	83.5	83.8
1100-1159	81.5	82.3	84.0	81.2	74.9	88.1	80.9	80.2	88.3	78.6	74.4	74.7	83.4	82.9	82.5
1200-1259	80.1	81.3	83.5	79.8	76.9	86.0	78.7	82.6	82.3	74.7	82.4	73.7	89.3	78.4	82.3
1300-1359	81.5	76.5	75.3	71.2	74.0	82.2	71.1	77.3	83.3	81.1	83.1	73.5	81.6	70.6	77.3
1400-1459	78.0	67.0	73.6	76.1	68.1	82.2	67.8	68.6	74.5	73.6	78.6	79.3	84.1	71.6	73.4
1500-1559	81.0	63.9	69.8	66.3	60.7	82.3	57.0	72.2	73.7	70.5	78.9	81.0	85.7	75.5	70.4
1600-1659	75.8	56.8	60.8	65.3	68.5	71.3	53.9	61.9	71.5	70.9	71.9	79.6	77.3	64.9	62.8
1700-1759	72.5	45.4	56.9	67.2	68.3	71.0	50.7	46.0	60.1	65.2	68.2	74.7	62.3	63.5	59.5
1800-1859	69.5	41.9	47.2	61.8	51.0	67.8	37.4	39.1	67.6	62.2	70.5	64.1	71.0	53.9	52.4
1900-1959	66.4	36.4	42.5	56.3	50.1	72.0	36.2	41.5	58.2	58.8	67.5	65.9	76.3	51.3	53.1
2000-2059	63.5	35.3	36.1	52.2	54.7	59.1	38.5	40.2	59.0	58.0	61.4	65.6	69.6	42.1	52.0
2100-2159	64.9	34.9	40.9	53.1	42.7	52.0	39.6	33.9	61.1	56.1	53.1	51.7	68.5	49.5	49.3
2200-2259	57.5	40.1	46.1	40.9	51.2	57.3	47.0	42.2	58.9	54.6	51.1	53.7	60.4	45.7	49.9
2300-0559	59.9	43.5	54.5	52.5	50.5	59.0	63.0	51.9	59.8	60.1	67.1	54.3	57.8	50.6	56.2
TOTAL	75.3	61.4	64.5	70.5	66.1	76.2	63.0	61.7	74.8	71.4	73.1	70.1	80.4	64.2	68.7

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

AIR TRAVEL CONSUMER REPORT

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

JULY 2025

DEPARTURE AIRPORT*																
SCHEDULED DEPARTURE TIME	ATL	AUS	BNA	BOS	BWI	CLT	DCA	DEN	DFW	DTW	EWR	FLL	IAD	IAH	JFK	LAS
0600-0659	85.8	89.3	89.4	88.3	86.6	90.0	83.8	89.5	83.8	86.0	87.5	88.8	83.7	83.8	82.6	91.9
0700-0759	85.9	87.1	84.7	87.4	87.1	85.9	86.4	85.8	80.1	84.1	85.3	90.6	77.1	85.9	86.9	89.0
0800-0859	86.7	87.8	88.7	85.3	85.0	84.4	81.5	85.9	80.7	86.7	82.5	90.3	86.5	87.0	81.1	79.8
0900-0959	82.6	85.9	88.8	85.7	77.0	83.8	70.7	82.3	71.7	83.2	80.2	85.3	84.5	85.5	80.8	80.6
1000-1059	79.5	78.0	82.4	82.2	76.3	73.8	81.9	77.8	75.0	83.0	81.2	88.0	84.8	75.2	76.7	78.6
1100-1159	80.3	76.8	76.7	79.6	71.6	80.2	70.9	75.4	66.1	83.6	74.8	71.4	87.8	71.4	79.1	74.6
1200-1259	76.9	78.7	71.2	74.2	70.0	61.6	69.7	68.6	68.4	77.1	74.2	70.7	82.0	74.3	75.9	67.3
1300-1359	75.5	67.4	64.1	68.4	59.7	72.2	65.6	74.4	58.5	74.1	72.6	63.9	81.8	62.0	73.4	71.0
1400-1459	68.0	60.0	56.4	67.6	51.6	63.9	58.3	58.6	63.3	68.9	63.1	60.2	62.3	62.9	60.6	63.6
1500-1559	60.8	57.8	50.1	60.6	47.7	56.7	51.8	62.5	55.4	66.3	58.4	54.6	65.1	61.1	58.4	57.7
1600-1659	59.1	52.3	48.8	50.2	45.9	56.7	45.4	52.2	60.0	66.0	53.7	66.9	59.1	60.4	59.0	58.7
1700-1759	58.7	43.3	42.6	49.9	42.2	55.4	39.4	45.2	50.1	51.0	48.6	53.1	49.8	56.9	56.0	53.3
1800-1859	53.6	47.8	43.5	48.6	38.2	45.6	34.5	33.4	48.4	56.7	43.7	52.1	44.4	53.7	48.9	55.1
1900-1959	50.3	47.6	45.0	40.0	35.1	37.6	37.9	37.6	48.1	56.4	41.1	51.1	45.2	48.8	47.2	55.4
2000-2059	53.3	46.6	44.4	39.2	37.2	47.0	36.5	40.0	46.1	58.6	38.6	60.2	41.6	53.5	37.7	47.6
2100-2159	53.8	44.4	52.7	33.2	27.7	47.5	37.1	41.0	47.3	59.2	35.3	53.5	48.0	64.9	36.3	47.3
2200-2259	51.9	56.8	39.8	50.0	30.1	48.7	33.5	35.0	48.9	56.3	43.2	52.2	55.9	65.9	38.9	62.0
2300-0559	61.0	93.2	88.1	92.6	86.5	70.4	83.5	76.0	76.1	88.9	81.4	89.0	87.5	89.0	83.9	77.6
TOTAL	67.9	67.7	65.9	69.2	59.8	63.9	60.6	63.3	62.2	72.4	65.0	69.8	69.2	67.6	65.1	69.9

* 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)

JULY 2025

DEPARTURE AIRPORT*															
SCHEDULED DEPARTURE TIME	LAX	LGA	MCO	MDW	MIA	MSP	ORD	PHL	PHX	SAN	SEA	SFO	SLC	TPA	TOTAL
0600-0659	89.8	84.3	90.0	92.5	87.4	87.4	86.8	81.6	92.2	92.9	86.4	91.4	92.6	92.6	88.0
0700-0759	89.8	85.7	87.4	86.6	85.6	84.9	85.9	82.0	90.1	88.8	89.0	90.2	92.8	87.0	86.5
0800-0859	85.4	84.8	84.9	81.1	83.0	89.9	82.6	84.5	84.9	87.2	85.2	87.5	85.8	87.1	84.6
0900-0959	82.3	82.2	81.6	81.1	77.7	86.5	79.6	82.9	80.3	82.5	82.1	82.8	89.2	81.0	81.9
1000-1059	78.6	79.7	82.9	72.8	73.6	80.9	74.3	78.4	81.6	79.6	73.0	68.2	90.4	80.7	78.4
1100-1159	76.1	80.1	77.1	71.6	66.6	82.2	71.8	70.8	77.1	80.5	66.2	67.4	83.6	72.1	75.2
1200-1259	72.2	75.7	76.4	65.1	70.0	80.4	73.6	70.8	73.9	68.0	61.9	69.8	75.2	79.1	72.7
1300-1359	69.3	70.5	68.4	66.8	68.6	74.3	68.4	67.5	75.9	61.6	73.7	64.4	80.8	61.0	69.8
1400-1459	71.3	60.8	62.8	60.0	53.4	67.0	61.1	68.7	68.6	67.3	69.2	71.7	69.3	60.3	63.4
1500-1559	69.7	55.1	56.5	48.1	56.1	73.5	55.6	55.3	62.2	62.8	62.5	67.7	79.8	53.0	59.8
1600-1659	70.6	51.7	48.4	48.5	60.5	68.9	50.5	53.9	63.0	56.4	63.8	75.8	80.8	54.8	58.1
1700-1759	72.7	45.3	51.7	45.6	46.8	51.1	47.6	50.8	60.3	60.6	66.6	68.3	72.6	50.9	52.5
1800-1859	70.9	39.3	49.7	43.8	61.0	66.0	48.5	43.3	52.0	57.1	56.9	76.5	46.4	53.0	50.8
1900-1959	68.7	33.4	35.7	52.0	50.3	57.5	38.2	44.1	62.2	56.3	69.4	72.0	64.5	43.1	47.6
2000-2059	64.7	34.9	37.0	38.6	51.7	66.2	39.0	34.9	59.7	63.0	62.0	72.5	71.3	42.8	48.3
2100-2159	68.4	37.3	37.3	37.5	57.3	60.5	42.1	42.5	63.1	64.5	67.0	74.1	82.7	41.3	51.8
2200-2259	72.1	41.7	42.3	30.6	49.1	62.4	41.8	33.3	57.3	81.4	58.1	68.7	73.7	25.0	52.0
2300-0559	78.1	90.0	83.3	91.6	79.0	93.0	83.6	86.6	81.3	0.0	72.1	78.5	79.3	92.9	79.4
TOTAL	76.2	64.0	65.7	62.4	63.6	74.6	62.9	63.1	73.0	72.8	71.2	75.6	80.1	68.9	67.4

* 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
JULY 2025

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Aberdeen, SD (ABR)	88.7	87.1	62	62
Abilene, TX (ABI)	70.5	77.2	149	149
Adak Island, AK (ADK)	77.8	66.7	9	9
Aguadilla, PR (BQN)	65.4	75.9	228	228
Akron, OH (CAK)	63.9	70.8	396	397
Albany, GA (ABY)	62.5	79.5	88	88
Albany, NY (ALB)	64.6	71.9	1134	1134
Albuquerque, NM (ABQ)	70.2	76.9	2344	2344
Alexandria, LA (AEX)	78.3	82.6	92	92
Allentown/Bethlehem/Easton, PA (ABE)	66.4	81.2	250	250
Alpena, MI (APN)	86.5	82.7	52	52
Amarillo, TX (AMA)	72.6	80.8	449	449
Anchorage, AK (ANC)	68.2	74.6	2283	2284
Appleton, WI (ATW)	69.1	75.4	725	725
Arcata/Eureka, CA (ACV)	77.3	82.6	185	184
Asheville, NC (AVL)	69.1	69.9	1028	1027
Ashland, WV (HTS)	63.7	55.9	102	102
Aspen, CO (ASE)	60.4	57.4	709	709
Atlanta, GA (ATL)	75.2	67.9	28548	28551
Atlantic City, NJ (ACY)	79.7	86.8	241	242
Augusta, GA (AGS)	63.8	77.6	152	152
Austin, TX (AUS)	67.4	67.7	7897	7896
Bakersfield, CA (BFL)	63.8	79.3	246	246
Baltimore, MD (BWI)	66.2	59.8	8923	8922
Bangor, ME (BGR)	71.6	70.1	549	549
Barrow, AK (BRW)	58.1	67.7	31	31
Baton Rouge, LA (BTR)	68.8	74.9	362	362
Beaumont/Port Arthur, TX (BPT)	82.3	82.3	62	62
Belleville, IL (BLV)	76.4	71.3	178	178
Bellingham, WA (BLI)	83.4	90.1	223	223
Bemidji, MN (BJI)	79.0	85.5	62	62
Bend/Redmond, OR (RDM)	74.0	76.2	576	576
Bethel, AK (BET)	78.7	73.8	61	61
Billings, MT (BIL)	67.7	79.4	486	486
Binghamton, NY (BGM)	61.3	64.5	31	31
Birmingham, AL (BHM)	69.2	74.3	1602	1601
Bishop, CA (BIH)	80.6	90.3	31	31
Bismarck/Mandan, ND (BIS)	68.5	74.1	390	390
Bloomington/Normal, IL (BMI)	64.7	74.0	204	204
Boise, ID (BOI)	76.2	82.5	2137	2136
Boston, MA (BOS)	64.8	69.2	12917	12912

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Bozeman, MT (BZN)	74.3	72.9	1331	1330
Brainerd, MN (BRD)	79.2	79.2	53	53
Bristol/Johnson City/Kingsport, TN (TRI)	66.7	71.9	171	171
Brownsville, TX (BRO)	71.5	78.0	123	123
Buffalo, NY (BUF)	61.6	68.9	1963	1963
Burbank, CA (BUR)	75.0	79.6	2688	2687
Burlington, VT (BTV)	64.5	63.3	648	648
Butte, MT (BTM)	74.2	91.9	62	62
Carlsbad, CA (CLD)	83.6	86.9	61	61
Casper, WY (CPR)	65.7	72.9	210	210
Cedar City, UT (CDC)	96.2	88.7	53	53
Cedar Rapids/Iowa City, IA (CID)	65.0	71.7	674	674
Champaign/Urbana, IL (CMI)	68.7	75.6	131	131
Charleston, SC (CHS)	65.2	71.0	2330	2331
Charleston/Dunbar, WV (CRW)	59.8	68.1	229	229
Charlotte Amalie, VI (STT)	80.0	81.0	510	510
Charlotte, NC (CLT)	72.6	63.9	16447	16447
Charlottesville, VA (CHO)	58.0	55.7	88	88
Chattanooga, TN (CHA)	70.9	73.8	488	488
Cheyenne, WY (CYS)	55.6	73.6	72	72
Chicago, IL (MDW)	70.5	62.4	7532	7531
Chicago, IL (ORD)	63.0	62.9	30507	30503
Christiansted, VI (STX)	72.3	73.0	141	141
Cincinnati, OH (CVG)	62.5	70.1	3078	3077
Clarksburg/Fairmont, WV (CKB)	55.6	47.2	36	36
Cleveland, OH (CLE)	66.0	73.4	3599	3564
Cody, WY (COD)	69.1	69.9	123	123
College Station/Bryan, TX (CLL)	76.3	80.6	93	93
Colorado Springs, CO (COS)	61.7	71.1	1270	1270
Columbia, MO (COU)	68.4	74.1	174	174
Columbia, SC (CAE)	68.2	66.1	484	484
Columbus, MS (GTR)	80.6	71.0	31	31
Columbus, OH (CMH)	64.7	70.8	3933	3933
Columbus, OH (LCK)	67.3	62.3	162	162
Concord, NC (USA)	44.3	45.9	61	61
Cordova, AK (CDV)	80.6	83.9	62	62
Corpus Christi, TX (CRP)	75.5	76.9	364	364
Dallas, TX (DAL)	71.3	63.9	6349	6349
Dallas/Fort Worth, TX (DFW)	67.6	62.2	28961	28959
Dayton, OH (DAY)	60.0	73.5	592	592
Daytona Beach, FL (DAB)	70.9	76.9	268	268

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

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Deadhorse, AK (SCC)	82.6	93.5	46	46
Decatur, IL (DEC)	71.7	75.5	53	53
Denver, CO (DEN)	65.9	63.3	29433	29433
Des Moines, IA (DSM)	66.2	75.3	1366	1367
Detroit, MI (DTW)	72.7	72.4	11248	11248
Devils Lake, ND (DVL)	81.1	71.7	53	53
Dickinson, ND (DIK)	52.6	70.2	57	57
Dillingham, AK (DLG)	93.5	90.3	31	31
Dodge City, KS (DDC)	73.6	73.6	53	53
Dothan, AL (DHN)	60.0	72.0	25	25
Duluth, MN (DLH)	77.8	76.8	212	211
Durango, CO (DRO)	71.7	73.9	403	403
Eagle, CO (EGE)	61.9	67.3	202	202
Eau Claire, WI (EAU)	57.7	76.9	52	52
El Paso, TX (ELP)	68.7	74.9	1445	1445
Elko, NV (EKO)	100.0	97.9	48	48
Elmira/Corning, NY (ELM)	74.5	75.5	110	110
Escanaba, MI (ESC)	83.0	81.1	53	53
Eugene, OR (EUG)	76.2	79.6	776	776
Evansville, IN (EVV)	64.4	72.4	174	174
Everett, WA (PAE)	82.8	79.3	116	116
Fairbanks, AK (FAI)	67.9	79.3	439	439
Fargo, ND (FAR)	71.5	75.0	610	611
Farmington, NM (FMN)	67.7	83.9	31	31
Fayetteville, AR (XNA)	72.8	75.0	1174	1174
Fayetteville, NC (FAY)	74.0	72.0	50	50
Flagstaff, AZ (FLG)	72.4	80.5	123	123
Flint, MI (FNT)	67.2	70.2	332	332
Fort Dodge, IA (FOD)	75.5	77.4	53	53
Fort Lauderdale, FL (FLL)	68.5	69.8	6947	6944
Fort Myers, FL (RSW)	70.2	73.4	2316	2315
Fort Smith, AR (FSM)	71.3	69.4	108	108
Fort Wayne, IN (FWA)	65.0	72.7	622	622
Fresno, CA (FAT)	72.5	78.4	1289	1289
Gainesville, FL (GNV)	71.2	79.7	250	251
Garden City, KS (GCK)	72.6	75.8	62	62
Gillette, WY (GCC)	67.7	85.5	62	62
Grand Forks, ND (GFK)	91.1	93.5	45	46
Grand Island, NE (GRI)	78.8	83.5	85	85
Grand Junction, CO (GJT)	76.0	80.8	421	421
Grand Rapids, MI (GRR)	66.1	73.2	1690	1691

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Great Falls, MT (GTF)	80.7	89.9	207	207
Green Bay, WI (GRB)	64.1	74.3	340	343
Greensboro/High Point, NC (GSO)	63.2	75.9	878	877
Greer, SC (GSP)	62.2	69.4	1316	1316
Guam, TT (GUM)	87.1	93.5	62	62
Gulf Shores, AL (GUF)	79.2	73.6	53	53
Gulfport/Biloxi, MS (GPT)	78.8	85.3	292	292
Gunnison, CO (GUC)	74.2	67.7	93	93
Gustavus, AK (GST)	74.2	77.4	31	31
Hagerstown, MD (HGR)	44.4	46.7	45	45
Hancock/Houghton, MI (CMX)	51.8	67.5	83	83
Harlingen/San Benito, TX (HRL)	68.7	75.5	326	326
Harrisburg, PA (MDT)	63.1	74.2	423	423
Hartford, CT (BDL)	65.3	72.0	2016	2015
Hattiesburg/Laurel, MS (PIB)	77.4	90.6	53	53
Hayden, CO (HDN)	72.1	66.2	136	136
Hays, KS (HYS)	50.9	73.6	53	53
Helena, MT (HLN)	74.5	77.8	153	153
Hibbing, MN (HIB)	82.7	78.8	52	52
Hilo, HI (ITO)	87.0	87.5	592	592
Hilton Head, SC (HHH)	79.1	70.8	277	277
Hobbs, NM (HOB)	51.6	87.1	62	62
Honolulu, HI (HNL)	79.0	83.5	5181	5176
Houston, TX (HOU)	70.7	66.2	5092	5093
Houston, TX (IAH)	70.9	67.6	10314	10311
Huntsville, AL (HSV)	69.6	70.8	723	723
Hyannis, MA (HYA)	80.9	65.2	141	141
Idaho Falls, ID (IDA)	74.8	77.2	429	429
Indianapolis, IN (IND)	64.7	74.1	4225	4222
International Falls, MN (INL)	89.1	95.3	64	64
Iron Mountain/Kingsford, MI (IMT)	80.6	77.4	62	62
Islip, NY (ISP)	63.1	67.2	463	463
Jackson, WY (JAC)	73.7	70.8	784	785
Jackson/Vicksburg, MS (JAN)	66.6	73.3	611	611
Jacksonville, FL (JAX)	61.4	67.3	2498	2497
Jacksonville/Camp Lejeune, NC (OAJ)	48.0	60.8	50	51
Jamestown, ND (JMS)	84.9	69.8	53	53
Johnstown, PA (JST)	64.5	79.0	62	62
Joplin, MO (JLN)	61.3	64.5	62	62
Juneau, AK (JNU)	74.3	83.3	526	526
Kahului, HI (OGG)	81.3	81.9	2254	2253

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

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Kalamazoo, MI (AZO)	63.1	77.3	176	176
Kalispell, MT (FCA)	77.7	79.0	629	629
Kansas City, MO (MCI)	67.0	74.0	4441	4442
Kearney, NE (EAR)	71.2	94.2	52	52
Ketchikan, AK (KTN)	73.0	69.8	248	248
Key West, FL (EYW)	77.4	77.2	501	501
Killeen, TX (GRK)	69.1	73.4	139	139
King Salmon, AK (AKN)	76.9	89.7	39	39
Knoxville, TN (TYS)	61.7	69.4	1243	1243
Kodiak, AK (ADQ)	76.1	76.1	92	92
Kona, HI (KOA)	78.7	84.8	1382	1382
Kotzebue, AK (OTZ)	93.5	90.3	31	31
La Crosse, WI (LSE)	65.9	74.7	91	91
Lafayette, LA (LFT)	66.4	74.0	235	235
Lake Charles, LA (LCH)	75.0	71.7	92	92
Lansing, MI (LAN)	70.3	74.8	202	202
Laramie, WY (LAR)	67.9	71.7	53	53
Laredo, TX (LRD)	75.2	71.4	161	161
Las Vegas, NV (LAS)	73.7	69.9	15724	15733
Latrobe, PA (LBE)	79.4	79.4	68	68
Lawton/Fort Sill, OK (LAW)	58.7	75.0	92	92
Lewiston, ID (LWS)	91.9	93.5	62	62
Lexington, KY (LEX)	63.4	72.4	896	897
Liberal, KS (LBL)	69.8	66.0	53	53
Lihue, HI (LIH)	83.8	84.6	1408	1409
Lincoln, NE (LNK)	64.6	80.5	277	277
Little Rock, AR (LIT)	66.3	68.3	1156	1156
Long Beach, CA (LGB)	80.4	81.5	1473	1473
Longview, TX (GGG)	58.1	74.2	62	62
Los Angeles, CA (LAX)	75.3	76.2	17105	17104
Louisville, KY (SDF)	67.0	75.1	2174	2176
Lubbock, TX (LBB)	72.0	80.2	585	585
Madison, WI (MSN)	68.0	76.1	1015	1015
Manchester, NH (MHT)	66.3	70.8	578	578
Manhattan/Ft. Riley, KS (MHK)	66.7	77.1	153	153
Marquette, MI (MQT)	70.7	77.2	123	123
Martha's Vineyard, MA (MVY)	82.3	69.4	356	356
Mason City, IA (MCW)	66.0	69.8	53	53
Medford, OR (MFR)	79.3	87.7	405	405
Melbourne, FL (MLB)	74.8	76.5	238	238
Memphis, TN (MEM)	67.0	74.9	2290	2289

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Meridian, MS (MEI)	67.9	77.4	53	53
Miami, FL (MIA)	66.1	63.6	9075	9079
Midland/Odessa, TX (MAF)	68.3	78.2	937	937
Milwaukee, WI (MKE)	67.6	73.4	2588	2589
Minneapolis, MN (MSP)	76.2	74.6	10564	10565
Minot, ND (MOT)	78.9	79.6	285	284
Mission/McAllen/Edinburg, TX (MFE)	73.0	77.0	400	400
Missoula, MT (MSO)	75.5	79.3	579	579
Mobile, AL (MOB)	65.3	74.3	202	202
Moline, IL (MLI)	62.3	71.8	345	344
Monroe, LA (MLU)	70.3	71.4	91	91
Monterey, CA (MRY)	74.4	81.8	406	406
Montgomery, AL (MGM)	72.0	68.1	182	182
Montrose/Delta, CO (MTJ)	66.3	63.3	199	199
Morgantown, WV (MGW)	62.9	83.9	62	62
Mosinee, WI (CWA)	63.3	71.1	90	90
Myrtle Beach, SC (MYR)	65.8	65.7	1768	1767
Nantucket, MA (ACK)	75.8	66.9	496	496
Nashville, TN (BNA)	68.4	65.9	9458	9459
New Bern/Morehead/Beaufort, NC (EWN)	86.4	72.7	22	22
New Orleans, LA (MSY)	65.5	68.9	4039	4039
New York, NY (JFK)	62.4	65.1	9257	9262
New York, NY (LGA)	61.4	64.0	11694	11696
Newark, NJ (EWR)	59.0	65.0	10475	10478
Newburgh/Poughkeepsie, NY (SWF)	65.5	46.6	58	58
Niagara Falls, NY (IAG)	68.2	65.9	44	44
Nome, AK (OME)	70.0	63.3	30	30
Norfolk, VA (ORF)	59.8	64.5	1918	1917
North Bend/Coos Bay, OR (OTH)	71.0	66.1	62	62
North Platte, NE (LBF)	75.0	82.7	52	52
Oakland, CA (OAK)	74.2	74.4	3047	3046
Oklahoma City, OK (OKC)	67.6	76.5	2352	2350
Omaha, NE (OMA)	66.5	74.4	2312	2312
Ontario, CA (ONT)	70.0	76.6	2394	2394
Orlando, FL (MCO)	64.5	65.7	13570	13579
Pago Pago, TT (PPG)	71.4	64.3	14	14
Palm Springs, CA (PSP)	73.3	79.0	719	719
Panama City, FL (ECP)	71.0	74.1	1092	1092
Pasco/Kennewick/Richland, WA (PSC)	78.2	89.4	577	577
Pellston, MI (PLN)	69.0	67.5	126	126
Pensacola, FL (PNS)	71.8	78.0	1498	1498

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

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Peoria, IL (PIA)	62.5	67.4	522	522
Petersburg, AK (PSG)	82.3	87.1	62	62
Philadelphia, PA (PHL)	61.7	63.1	9014	9013
Phoenix, AZ (AZA)	82.3	87.9	536	535
Phoenix, AZ (PHX)	74.8	73.0	15728	15729
Pittsburgh, PA (PIT)	66.1	75.4	3960	3959
Plattsburgh, NY (PBG)	71.4	67.3	49	49
Pocatello, ID (PIH)	94.4	94.6	36	37
Ponce, PR (PSE)	77.3	83.0	88	88
Portland, ME (PWM)	62.9	67.1	1275	1275
Portland, OR (PDX)	74.7	77.3	5862	5864
Portsmouth, NH (PSM)	75.0	70.0	40	40
Prescott, AZ (PRC)	58.1	67.7	62	62
Presque Isle/Houlton, ME (PQI)	51.6	96.8	31	31
Providence, RI (PVD)	62.7	67.1	1318	1318
Provo, UT (PVU)	66.7	79.0	297	295
Punta Gorda, FL (PGD)	71.3	75.2	593	593
Raleigh/Durham, NC (RDU)	65.5	68.2	4908	4907
Rapid City, SD (RAP)	70.0	72.4	619	619
Redding, CA (RDD)	84.2	83.2	184	184
Reno, NV (RNO)	71.6	76.9	1998	1998
Rhineland, WI (RHI)	68.5	73.4	124	124
Richmond, VA (RIC)	61.2	67.2	1694	1694
Riverton/Lander, WY (RIW)	69.4	80.6	62	62
Roanoke, VA (ROA)	57.4	64.9	148	148
Rochester, MN (RST)	51.7	61.8	89	89
Rochester, NY (ROC)	66.8	69.5	919	919
Rock Springs, WY (RKS)	56.5	85.5	62	62
Rockford, IL (RFD)	84.1	79.5	88	88
Roswell, NM (ROW)	72.8	77.2	92	92
Sacramento, CA (SMF)	74.1	77.1	5495	5494
Saginaw/Bay City/Midland, MI (MBS)	66.2	70.0	207	207
Saipan, TT (SPN)	93.5	83.9	31	31
Salina, KS (SLN)	49.5	82.8	93	93
Salt Lake City, UT (SLC)	80.4	80.1	10315	10346
San Angelo, TX (SJT)	74.2	79.6	93	93
San Antonio, TX (SAT)	68.9	76.3	3700	3699
San Diego, CA (SAN)	71.4	72.8	8775	8776
San Francisco, CA (SFO)	70.1	75.6	12960	12958
San Jose, CA (SJC)	75.6	78.3	4118	4120
San Juan, PR (SJU)	66.6	72.8	3415	3415

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
San Luis Obispo, CA (SBP)	68.4	77.7	430	430
Sanford, FL (SFB)	50.3	59.8	1075	1074
Santa Ana, CA (SNA)	76.0	75.1	4001	4002
Santa Barbara, CA (SBA)	73.5	74.5	762	762
Santa Fe, NM (SAF)	70.1	75.5	314	314
Santa Maria, CA (SMX)	88.9	77.8	9	9
Santa Rosa, CA (STS)	67.0	71.4	385	385
Sarasota/Bradenton, FL (SRQ)	71.8	76.2	1237	1237
Sault Ste. Marie, MI (CIU)	67.7	71.0	93	93
Savannah, GA (SAV)	61.8	64.4	1734	1734
Scottsbluff, NE (BFF)	67.3	61.5	52	52
Scranton/Wilkes-Barre, PA (AVP)	71.6	75.0	116	116
Seattle, WA (SEA)	73.1	71.2	16576	16577
Sheridan, WY (SHR)	67.7	79.0	62	62
Shreveport, LA (SHV)	67.8	75.6	608	607
Sioux City, IA (SUX)	50.0	58.1	62	62
Sioux Falls, SD (FSD)	64.3	69.1	645	645
Sitka, AK (SIT)	67.1	78.1	155	155
South Bend, IN (SBN)	63.6	72.8	673	673
Spokane, WA (GEG)	73.4	81.3	1874	1873
Springfield, IL (SPI)	62.5	62.5	56	56
Springfield, MO (SGF)	71.8	73.0	933	933
St. Cloud, MN (STC)	88.9	44.4	9	9
St. George, UT (SGU)	78.7	84.2	380	380
St. Louis, MO (STL)	72.0	68.4	5856	5855
St. Petersburg, FL (PIE)	64.8	73.6	1003	1003
State College, PA (SCE)	80.6	77.4	31	31
Stillwater, OK (SWO)	69.4	83.9	62	62
Stockton, CA (SCK)	76.7	65.0	60	60
Sun Valley/Hailey/Ketchum, ID (SUN)	88.2	87.4	254	254
Syracuse, NY (SYR)	65.0	76.0	878	879
Tallahassee, FL (TLH)	67.2	81.5	351	351
Tampa, FL (TPA)	64.2	68.9	6772	6770
Texarkana, AR (TXK)	77.4	82.3	62	62
Toledo, OH (TOL)	45.2	45.2	31	31
Traverse City, MI (TVC)	67.9	67.9	766	766
Trenton, NJ (TTN)	61.4	69.3	101	101
Tucson, AZ (TUS)	72.9	81.0	1441	1441
Tulsa, OK (TUL)	67.2	74.4	1803	1803
Twin Falls, ID (TWF)	90.3	93.5	62	62
Tyler, TX (TYR)	63.0	67.4	92	92

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

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Valparaiso, FL (VPS)	69.7	75.9	1310	1310
Victoria, TX (VCT)	69.0	74.1	58	58
Waco, TX (ACT)	72.8	73.9	92	92
Washington, DC (DCA)	58.9	60.6	12194	12192
Washington, DC (IAD)	68.4	69.2	5244	5248
Waterloo, IA (ALO)	62.3	73.8	61	61
West Palm Beach/Palm Beach, FL (PBI)	64.2	68.5	2056	2056
West Yellowstone, MT (WYS)	84.7	81.9	72	72
White Plains, NY (HPN)	63.6	76.2	901	901
Wichita Falls, TX (SPS)	59.7	62.9	62	62
Wichita, KS (ICT)	71.1	75.9	1120	1120
Williston, ND (XWA)	70.8	75.5	216	216
Wilmington, NC (ILM)	67.3	71.1	768	768
Worcester, MA (ORH)	75.8	60.6	66	66
Wrangell, AK (WRG)	77.4	79.0	62	62
Yakutat, AK (YAK)	90.3	82.3	62	62
Yuma, AZ (YUM)	84.6	85.4	123	123

AIR TRAVEL CONSUMER REPORT

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

JULY 2025

CARRIER ¹	AT ALL US AIRPORTS			
	NUMBER OF AIRPORTS REPORTED	FLIGHT OPERATIONS SCHEDULED	FLIGHT OPERATIONS CANCELLED	PERCENT OF OPERATIONS CANCELLED
ALLEGiant AIR	119	13978	62	0.4
HAWAIIAN AIRLINES	21	7066	51	0.7
SOUTHWEST AIRLINES	104	125677	1605	1.3
ALASKA AIRLINES NETWORK	104	39313	642	1.6
- ALASKA AIRLINES	87	23619	512	2.2
- BRANDED CODESHARE PARTNERS	59	15694	130	0.8
SPIRIT AIRLINES	62	17307	329	1.9
DELTA AIR LINES NETWORK	211	147752	3476	2.4
- DELTA AIR LINES	143	94066	1320	1.4
- BRANDED CODESHARE PARTNERS	185	53686	2156	4.0
UNITED AIRLINES NETWORK	222	129924	3145	2.4
- UNITED AIRLINES	123	69788	1218	1.7
- BRANDED CODESHARE PARTNERS	203	60136	1927	3.2
FRONTIER AIRLINES	90	16409	469	2.9
AMERICAN AIRLINES NETWORK	228	177933	7126	4.0
- AMERICAN AIRLINES	125	87852	2959	3.4
- BRANDED CODESHARE PARTNERS	210	90081	4167	4.6
JETBLUE AIRWAYS	68	20690	1043	5.0
TOTAL AIRPORTS SERVED	360	696,049	17,948	2.6

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

AIR TRAVEL CONSUMER REPORT

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

JULY 2025

CARRIER ¹	AT ALL US AIRPORTS				
	NUMBER OF AIRPORTS REPORTED	FLIGHT OPERATIONS SCHEDULED	FLIGHT OPERATIONS CANCELLED	PERCENT OF OPERATIONS CANCELLED	RANK
ALLEGiant AIR	119	13978	62	0.4	1
HAWAIIAN AIRLINES	21	7066	51	0.7	2
SOUTHWEST AIRLINES	104	125677	1605	1.3	3
SKYWEST AIRLINES	239	75877	1025	1.4	4
DELTA AIR LINES	143	94066	1320	1.4	5
UNITED AIRLINES	123	69788	1218	1.7	6
SPIRIT AIRLINES	62	17307	329	1.9	7
ALASKA AIRLINES	87	23619	512	2.2	8
ENVOY AIR	144	27489	637	2.3	9
FRONTIER AIRLINES	90	16409	469	2.9	10
AMERICAN AIRLINES	125	87852	2959	3.4	11
JETBLUE AIRWAYS	68	20690	1043	5.0	12
PSA AIRLINES	97	21214	1516	7.1	13
REPUBLIC AIRWAYS	82	30396	2727	9.0	14
TOTAL AIRPORTS SERVED	345	631,428	15,473	2.5	

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

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

AIR TRAVEL CONSUMER REPORT

TABLE 7. CAUSES OF DELAY, BY REPORTING MARKETING CARRIER

JULY 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	39313	28452	72.37	642	1.63	110	0.28	2336	5.94	183	0.47	3225	8.20	63	0.16	4302	10.94
- ALASKA AIRLINES	23619	15961	67.58	512	2.17	95	0.40	1507	6.38	141	0.60	2352	9.96	56	0.24	2994	12.68
- BRANDED CODESHARE PARTNERS	15694	12491	79.59	130	0.83	15	0.10	829	5.28	42	0.27	873	5.56	6	0.04	1308	8.33
ALLEGiant AIR	13978	9684	69.28	62	0.44	61	0.44	901	6.45	472	3.38	1001	7.16	10	0.07	1788	12.79
AMERICAN AIRLINES NETWORK	177933	116722	65.60	7126	4.00	892	0.50	14593	8.20	3375	1.90	12221	6.87	84	0.05	22919	12.88
- AMERICAN AIRLINES	87852	54862	62.45	2959	3.37	515	0.59	8373	9.53	1460	1.66	6177	7.03	49	0.06	13457	15.32
- BRANDED CODESHARE PARTNERS	90081	61860	68.67	4167	4.63	377	0.42	6220	6.90	1915	2.13	6044	6.71	36	0.04	9462	10.50
DELTA AIR LINES NETWORK	147752	109336	74.00	3476	2.35	648	0.44	13152	8.90	1925	1.30	8986	6.08	21	0.01	10208	6.91
- DELTA AIR LINES	94066	69327	73.70	1320	1.40	501	0.53	8303	8.83	954	1.01	6187	6.58	9	0.01	7465	7.94
- BRANDED CODESHARE PARTNERS	53686	40009	74.52	2156	4.02	147	0.27	4849	9.03	971	1.81	2799	5.21	11	0.02	2743	5.11
FRONTIER AIRLINES	16409	10171	61.98	469	2.86	47	0.29	1599	9.74	153	0.93	1537	9.37	0	0.00	2433	14.83
HAWAIIAN AIRLINES	7066	5578	78.94	51	0.72	5	0.07	857	12.13	13	0.18	28	0.40	10	0.14	523	7.40
JETBLUE AIRWAYS	20690	12932	62.50	1043	5.04	135	0.65	1816	8.78	168	0.81	2250	10.87	15	0.07	2331	11.27
SOUTHWEST AIRLINES	125677	87796	69.86	1605	1.28	545	0.43	10287	8.19	951	0.76	6942	5.52	71	0.06	17480	13.91
SPIRIT AIRLINES	17307	12711	73.44	329	1.90	54	0.31	949	5.48	190	1.10	2173	12.56	20	0.12	881	5.09
UNITED AIRLINES NETWORK	129924	88471	68.09	3145	2.42	863	0.66	11110	8.55	2233	1.72	12222	9.41	15	0.01	11865	9.13
- UNITED AIRLINES	69788	47369	67.88	1218	1.75	519	0.74	5389	7.72	1049	1.50	7572	10.85	2	0.00	6670	9.56
- BRANDED CODESHARE PARTNERS	60136	41102	68.35	1927	3.20	344	0.57	5720	9.51	1184	1.97	4651	7.73	13	0.02	5196	8.64
TOTAL	696,049	481,853	69.23	17,948	2.58	3,360	0.48	57,601	8.28	9,663	1.39	50,585	7.27	309	0.04	74,730	10.74

* 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

JULY 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	23619	15961	67.58	512	2.17	95	0.40	1507	6.38	141	0.60	2352	9.96	56	0.24	2994	12.68
ALLEGIAN AIR	13978	9684	69.28	62	0.44	61	0.44	901	6.45	472	3.38	1001	7.16	10	0.07	1788	12.79
AMERICAN AIRLINES	87852	54862	62.45	2959	3.37	515	0.59	8373	9.53	1460	1.66	6177	7.03	49	0.06	13457	15.32
DELTA AIR LINES	94066	69327	73.70	1320	1.40	501	0.53	8303	8.83	954	1.01	6187	6.58	9	0.01	7465	7.94
ENVOY AIR	27489	19699	71.66	637	2.32	100	0.36	1321	4.81	484	1.76	2022	7.36	11	0.04	3216	11.70
FRONTIER AIRLINES	16409	10171	61.98	469	2.86	47	0.29	1599	9.74	153	0.93	1537	9.37	0	0.00	2433	14.83
HAWAIIAN AIRLINES	7066	5578	78.94	51	0.72	5	0.07	857	12.13	13	0.18	28	0.40	10	0.14	523	7.40
JETBLUE AIRWAYS	20690	12932	62.50	1043	5.04	135	0.65	1816	8.78	168	0.81	2250	10.87	15	0.07	2331	11.27
PSA AIRLINES	21214	13550	63.87	1516	7.15	84	0.40	1562	7.36	446	2.10	1365	6.43	9	0.04	2682	12.64
REPUBLIC AIRWAYS	30396	20048	65.96	2727	8.97	106	0.35	1866	6.14	364	1.20	2915	9.59	5	0.02	2365	7.78
SKYWEST AIRLINES	75877	56111	73.95	1025	1.35	377	0.50	8826	11.63	1916	2.53	3820	5.03	31	0.04	3770	4.97
SOUTHWEST AIRLINES	125677	87796	69.86	1605	1.28	545	0.43	10287	8.19	951	0.76	6942	5.52	71	0.06	17480	13.91
SPIRIT AIRLINES	17307	12711	73.44	329	1.90	54	0.31	949	5.48	190	1.10	2173	12.56	20	0.12	881	5.09
UNITED AIRLINES	69788	47369	67.88	1218	1.75	519	0.74	5389	7.72	1049	1.50	7572	10.85	2	0.00	6670	9.56
TOTAL	631,428	435,799	69.02	15,473	2.45	3,144	0.50	53,558	8.48	8,762	1.39	46,340	7.34	298	0.05	68,055	10.78

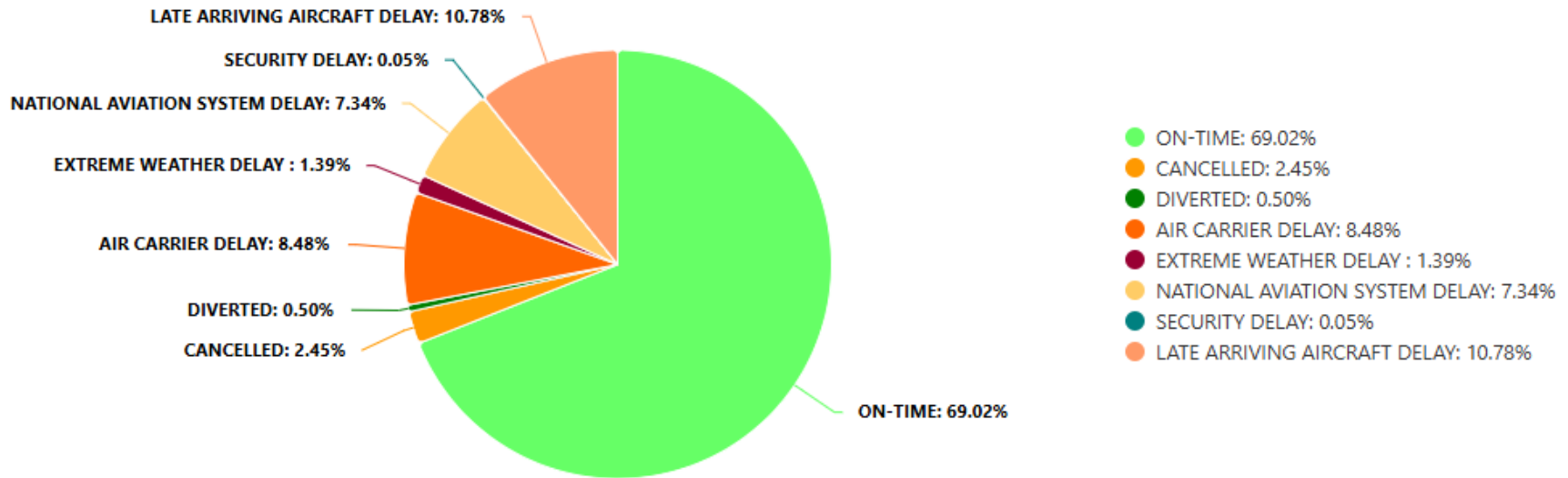
* Causes of Delay:

- 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
JULY 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

JULY 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	2852	EWR	DEN	7/14/2025	Origin Airport	7:32
UNITED	UNITED	1219	EWR	MSY	7/14/2025	Origin Airport	7:17
UNITED	UNITED	1814	EWR	DFW	7/14/2025	Origin Airport	7:08
UNITED	UNITED	2668	EWR	MCO	7/14/2025	Origin Airport	7:01
UNITED	UNITED	2301	EWR	TPA	7/14/2025	Origin Airport	6:49
UNITED	UNITED	2387	EWR	PHX	7/14/2025	Origin Airport	6:49
UNITED	REPUBLIC	3719	EWR	STL	7/14/2025	Origin Airport	6:47
UNITED	REPUBLIC	3702	EWR	CMH	7/14/2025	Origin Airport	6:41
UNITED	UNITED	450	EWR	ANC	7/14/2025	Origin Airport	6:37
UNITED	REPUBLIC	3437	EWR	DTW	7/14/2025	Origin Airport	6:28
DELTA	DELTA	665	ONT	ATL	7/31/2025	Diversion Airport (AGS)	6:22
UNITED	UNITED	2289	EWR	AUS	7/14/2025	Origin Airport	6:20
UNITED	UNITED	1213	EWR	MCO	7/14/2025	Origin Airport	6:19
UNITED	UNITED	2630	EWR	SEA	7/14/2025	Origin Airport	6:17
UNITED	UNITED	1608	EWR	BNA	7/14/2025	Origin Airport	6:13
DELTA	DELTA	748	LAS	ATL	7/31/2025	Diversion Airport (AGS)	5:55
UNITED	UNITED	1173	SJU	EWR	7/14/2025	Destination Airport	5:46
SPIRIT	SPIRIT	2170	EWR	LAX	7/14/2025	Origin Airport	5:41
DELTA	DELTA	638	BOS	ATL	7/31/2025	Diversion Airport (AGS)	5:32
UNITED	UNITED	2204	EWR	SNA	7/14/2025	Origin Airport	5:30
UNITED	UNITED	1205	ORD	EWR	7/14/2025	Destination Airport	5:29
UNITED	REPUBLIC	3412	SDF	EWR	7/14/2025	Destination Airport	5:28
DELTA	DELTA	2895	EWR	MSP	7/14/2025	Origin Airport	5:09
DELTA	DELTA	2577	EWR	DTW	7/14/2025	Origin Airport	5:04
DELTA	DELTA	737	DCA	ATL	7/14/2025	Origin Airport	5:00
UNITED	GOJET	4521	EWR	ORF	7/14/2025	Origin Airport	5:00
DELTA	DELTA	2983	DCA	MSP	7/14/2025	Origin Airport	4:52
DELTA	DELTA	921	DFW	ATL	7/12/2025	Origin Airport	4:48
DELTA	REPUBLIC	5645	DCA	MSN	7/14/2025	Origin Airport	4:43
DELTA	ENDEAVOR	5260	EWR	RDU	7/14/2025	Origin Airport	4:42
UNITED	UNITED	2096	LAX	EWR	7/14/2025	Destination Airport	4:37
UNITED	UNITED	746	DCA	DEN	7/9/2025	Origin Airport	4:30
AMERICAN	PSA	5118	DCA	IND	7/14/2025	Origin Airport	4:26
UNITED	GOJET	4600	ORD	XNA	7/17/2025	Destination Airport	4:18

AIR TRAVEL CONSUMER REPORT

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

JULY 2025

MARKETING CARRIER	OPERATING CARRIER	FLIGHT NUMBER	ORIGIN AIRPORT	DESTINATION AIRPORT	DATE OF FLIGHT	LOCATION OF LONGEST TARMAC DELAY	LENGTH OF TARMAC DELAY
DELTA	SKYWEST	3690	RIC	DTW	7/28/2025	Diversion Airport (CLE)	4:17
UNITED	UNITED	1197	MCO	EWR	7/14/2025	Destination Airport	4:16
UNITED	UNITED	787	LAX	IAH	7/25/2025	Destination Airport	4:12
AMERICAN	AMERICAN	1637	DCA	ORD	7/14/2025	Origin Airport	4:09
AMERICAN	PSA	5640	DCA	LAN	7/14/2025	Origin Airport	4:09
UNITED	UNITED	2688	EWR	LAX	7/31/2025	Origin Airport	4:04
AMERICAN	PSA	5138	DCA	BUF	7/14/2025	Origin Airport	4:03
UNITED	GOJET	4385	EWR	ILM	7/31/2025	Origin Airport	4:02
JETBLUE	JETBLUE	2754	DCA	BOS	7/16/2025	Origin Airport	3:59
DELTA	SKYWEST	4231	CIU	DTW	7/28/2025	Diversion Airport (CLE)	3:57
JETBLUE	JETBLUE	176	MSY	JFK	7/25/2025	Diversion Airport (ACY)	3:55
AMERICAN	PSA	5086	BDL	DCA	7/14/2025	Destination Airport	3:54
DELTA	ENDEAVOR	5310	RDU	DCA	7/14/2025	Destination Airport	3:53
UNITED	UNITED	2407	RDU	IAH	7/25/2025	Destination Airport	3:51
DELTA	DELTA	798	JFK	PHX	7/14/2025	Origin Airport	3:48
DELTA	REPUBLIC	5636	ORF	LGA	7/27/2025	Origin Airport	3:47
DELTA	SKYWEST	3621	HPN	DTW	7/14/2025	Origin Airport	3:47
UNITED	REPUBLIC	3494	EWR	MKE	7/7/2025	Origin Airport	3:47
AMERICAN	PSA	5589	RDU	DCA	7/14/2025	Destination Airport	3:43
DELTA	DELTA	2953	MLB	ATL	7/22/2025	Origin Airport	3:43
FRONTIER	FRONTIER	3087	BWI	MDW	7/14/2025	Origin Airport	3:42
ALASKA	ALASKA	216	CLE	SEA	7/20/2025	Destination Airport	3:41
DELTA	DELTA	1636	JFK	TPA	7/8/2025	Origin Airport	3:41
DELTA	REPUBLIC	5776	DCA	BOS	7/16/2025	Origin Airport	3:41
SOUTHWEST	SOUTHWEST	867	BWI	BDL	7/14/2025	Origin Airport	3:41
DELTA	DELTA	1693	ATL	BNA	7/31/2025	Origin Airport	3:40
AMERICAN	PIEDMONT	5883	SBY	CLT	7/9/2025	Origin Airport	3:38
DELTA	DELTA	426	JFK	SAN	7/14/2025	Origin Airport	3:38
DELTA	REPUBLIC	5682	BOS	DCA	7/14/2025	Destination Airport	3:38
AMERICAN	REPUBLIC	4692	DCA	MVY	7/14/2025	Diversion Airport (DCA)	3:36

AIR TRAVEL CONSUMER REPORT

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

JULY 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	2065	MCO	IAD	7/27/2025	Diversion Airport (RIC)	3:36
DELTA	DELTA	2760	LGA	ORD	7/14/2025	Origin Airport	3:35
DELTA	DELTA	3243	JFK	DEN	7/14/2025	Origin Airport	3:35
UNITED	MESA	6298	PBI	IAH	7/25/2025	Destination Airport	3:34
UNITED	UNITED	725	CMH	IAH	7/25/2025	Destination Airport	3:33
SOUTHWEST	SOUTHWEST	1582	BWI	AUS	7/14/2025	Origin Airport	3:32
AMERICAN	PSA	5298	BDL	DCA	7/14/2025	Destination Airport	3:31
DELTA	DELTA	798	JFK	PHX	7/25/2025	Origin Airport	3:31
AMERICAN	AMERICAN	1430	DFW	SFO	7/8/2025	Origin Airport	3:29
DELTA	DELTA	2322	EWB	ATL	7/14/2025	Origin Airport	3:28
DELTA	ENDEAVOR	5476	LGA	XNA	7/30/2025	Origin Airport	3:28
JETBLUE	JETBLUE	355	JFK	ONT	7/16/2025	Origin Airport	3:26
UNITED	UNITED	465	SJC	IAH	7/25/2025	Destination Airport	3:26
UNITED	UNITED	435	SFO	EWB	7/14/2025	Destination Airport	3:25
AMERICAN	AMERICAN	3212	DFW	ATL	7/8/2025	Origin Airport	3:24
AMERICAN	PIEDMONT	6003	CLT	ROA	7/9/2025	Diversion Airport (GSO)	3:24
AMERICAN	PSA	5039	GRR	DCA	7/14/2025	Destination Airport	3:24
DELTA	REPUBLIC	5712	BNA	DCA	7/16/2025	Destination Airport	3:24
UNITED	MESA	6231	RIC	IAH	7/25/2025	Destination Airport	3:24
ALLEGiant	ALLEGiant	1219	CID	SFB	7/9/2025	Destination Airport	3:23
ALASKA	ALASKA	462	EWB	SEA	7/12/2025	Origin Airport	3:22
DELTA	DELTA	2314	ATL	GSO	7/15/2025	Destination Airport	3:22
DELTA	DELTA	2760	LGA	ORD	7/30/2025	Origin Airport	3:22
DELTA	DELTA	716	LGA	DEN	7/3/2025	Origin Airport	3:22
SOUTHWEST	SOUTHWEST	126	BWI	ROC	7/14/2025	Origin Airport	3:22
DELTA	DELTA	806	JFK	LAS	7/25/2025	Origin Airport	3:21
JETBLUE	JETBLUE	283	JFK	MCO	7/8/2025	Origin Airport	3:21
UNITED	MESA	6098	IAD	CLT	7/27/2025	Origin Airport	3:21
AMERICAN	AMERICAN	5	DFW	HNL	7/8/2025	Origin Airport	3:20
UNITED	UNITED	1069	LAX	ORD	7/10/2025	Diversion Airport (MCI)	3:20
AMERICAN	AMERICAN	2360	DFW	TUL	7/12/2025	Origin Airport	3:19
ALASKA	ALASKA	305	MIA	SEA	7/20/2025	Destination Airport	3:18

AIR TRAVEL CONSUMER REPORT

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

JULY 2025

MARKETING CARRIER	OPERATING CARRIER	FLIGHT NUMBER	ORIGIN AIRPORT	DESTINATION AIRPORT	DATE OF FLIGHT	LOCATION OF LONGEST TARMAC DELAY	LENGTH OF TARMAC DELAY
AMERICAN	AMERICAN	789	DFW	AUS	7/8/2025	Origin Airport	3:18
DELTA	DELTA	2245	JFK	MSP	7/8/2025	Origin Airport	3:18
JETBLUE	JETBLUE	2725	JFK	TPA	7/3/2025	Origin Airport	3:18
UNITED	SKYWEST	4659	IAH	BTR	7/9/2025	Origin Airport	3:18
UNITED	UNITED	2419	PHL	DEN	7/8/2025	Origin Airport	3:18
UNITED	UNITED	2733	IAH	IAD	7/9/2025	Origin Airport	3:18
ALASKA	ALASKA	19	JFK	PDX	7/8/2025	Origin Airport	3:17
AMERICAN	AMERICAN	574	DFW	BUF	7/8/2025	Origin Airport	3:17
AMERICAN	ENVOY	4048	IAH	DFW	7/9/2025	Origin Airport	3:17
AMERICAN	PIEDMONT	5843	PHL	TYS	7/8/2025	Origin Airport	3:17
DELTA	DELTA	1859	JFK	SJU	7/3/2025	Origin Airport	3:17
UNITED	MESA	6097	CVG	IAH	7/25/2025	Destination Airport	3:17
AMERICAN	AMERICAN	680	DFW	PIT	7/12/2025	Origin Airport	3:16
AMERICAN	REPUBLIC	4807	LGA	MEM	7/25/2025	Origin Airport	3:16
FRONTIER	FRONTIER	4003	BWI	MCO	7/13/2025	Origin Airport	3:16
SPIRIT	SPIRIT	1361	EWR	MCO	7/14/2025	Origin Airport	3:16
UNITED	UNITED	1808	EWR	DFW	7/31/2025	Origin Airport	3:16
ALASKA	ALASKA	17	JFK	SEA	7/8/2025	Origin Airport	3:15
AMERICAN	REPUBLIC	4488	LGA	BGR	7/25/2025	Origin Airport	3:15
DELTA	DELTA	684	JFK	PDX	7/8/2025	Origin Airport	3:15
DELTA	REPUBLIC	5679	JFK	ORD	7/8/2025	Origin Airport	3:15
DELTA	DELTA	2086	ATL	DSM	7/31/2025	Origin Airport	3:14
DELTA	DELTA	308	LGA	DTW	7/25/2025	Origin Airport	3:14
AMERICAN	AMERICAN	2864	DFW	LAS	7/8/2025	Origin Airport	3:13
DELTA	DELTA	325	ATL	DCA	7/16/2025	Destination Airport	3:13
UNITED	GOJET	4443	EWR	DCA	7/9/2025	Destination Airport	3:13
ALASKA	ALASKA	6	LAX	DCA	7/12/2025	Destination Airport	3:12
AMERICAN	AMERICAN	646	PHL	PHX	7/31/2025	Origin Airport	3:12
UNITED	UNITED	2395	LGA	IAH	7/3/2025	Origin Airport	3:12
DELTA	DELTA	2026	EWR	SLC	7/12/2025	Origin Airport	3:11
JETBLUE	JETBLUE	823	JFK	LAX	7/8/2025	Origin Airport	3:11
UNITED	UNITED	2016	EWR	JAX	7/31/2025	Origin Airport	3:11

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

JULY 2025

MARKETING CARRIER	OPERATING CARRIER	FLIGHT NUMBER	ORIGIN AIRPORT	DESTINATION AIRPORT	DATE OF FLIGHT	LOCATION OF LONGEST TARMAC DELAY	LENGTH OF TARMAC DELAY
DELTA	DELTA	1409	ATL	PHL	7/31/2025	Origin Airport	3:10
SOUTHWEST	SOUTHWEST	1250	BWI	HOU	7/3/2025	Diversion Airport (IAH)	3:10
UNITED	UNITED	1639	IAH	EWR	7/9/2025	Origin Airport	3:10
AMERICAN	AMERICAN	1944	DCA	TPA	7/14/2025	Origin Airport	3:09
AMERICAN	ENVOY	4040	BWI	ORD	7/16/2025	Origin Airport	3:09
AMERICAN	REPUBLIC	4429	BNA	DCA	7/14/2025	Destination Airport	3:09
DELTA	DELTA	472	ATL	SEA	7/31/2025	Origin Airport	3:09
DELTA	REPUBLIC	5675	LGA	CHS	7/25/2025	Origin Airport	3:09
DELTA	DELTA	1008	LGA	FLL	7/25/2025	Origin Airport	3:08
DELTA	DELTA	2068	LGA	MCI	7/31/2025	Origin Airport	3:08
FRONTIER	FRONTIER	4462	PHL	SJU	7/8/2025	Origin Airport	3:08
JETBLUE	JETBLUE	1873	EWR	LAX	7/16/2025	Origin Airport	3:08
UNITED	UNITED	2384	BWI	IAH	7/27/2025	Origin Airport	3:08
ALASKA	ALASKA	31	JFK	SEA	7/7/2025	Origin Airport	3:07
AMERICAN	REPUBLIC	4462	LGA	CMH	7/30/2025	Origin Airport	3:07
DELTA	DELTA	740	JFK	SEA	7/7/2025	Origin Airport	3:07
DELTA	DELTA	740	JFK	SEA	7/1/2025	Origin Airport	3:07
JETBLUE	JETBLUE	143	EWR	PBI	7/16/2025	Origin Airport	3:07
UNITED	COMMUTEAIR	4921	IAH	LCH	7/9/2025	Origin Airport	3:07
ALASKA	ALASKA	19	JFK	PDX	7/3/2025	Origin Airport	3:06
AMERICAN	AMERICAN	2587	DFW	ORF	7/12/2025	Origin Airport	3:06
AMERICAN	AMERICAN	560	DFW	CLE	7/8/2025	Origin Airport	3:06
DELTA	DELTA	2349	LGA	MSP	7/25/2025	Origin Airport	3:06
DELTA	DELTA	2443	JFK	DTW	7/25/2025	Origin Airport	3:06
DELTA	DELTA	689	DTW	ORF	7/28/2025	Origin Airport	3:05
DELTA	DELTA	820	SLC	DCA	7/14/2025	Destination Airport	3:05
DELTA	ENDEAVOR	5047	LGA	CLT	7/3/2025	Origin Airport	3:05
DELTA	ENDEAVOR	5067	JFK	CLT	7/8/2025	Origin Airport	3:05
DELTA	REPUBLIC	5651	JFK	BOS	7/3/2025	Origin Airport	3:05
DELTA	SKYWEST	3919	LGA	SDF	7/31/2025	Origin Airport	3:05
JETBLUE	JETBLUE	483	JFK	MCO	7/3/2025	Origin Airport	3:05
JETBLUE	JETBLUE	81	JFK	RNO	7/8/2025	Origin Airport	3:05

AIR TRAVEL CONSUMER REPORT
TABLE 8. LIST OF DOMESTIC FLIGHTS WITH TARMAC DELAYS OVER 3 HOURS BY MARKETING/OPERATING CARRIER
JULY 2025

MARKETING CARRIER	OPERATING CARRIER	FLIGHT NUMBER	ORIGIN AIRPORT	DESTINATION AIRPORT	DATE OF FLIGHT	LOCATION OF LONGEST TARMAC DELAY	LENGTH OF TARMAC DELAY
AMERICAN	AMERICAN	2139	DCA	MCO	7/3/2025	Origin Airport	3:04
DELTA	DELTA	2310	LGA	RSW	7/25/2025	Origin Airport	3:04
DELTA	ENDEAVOR	4904	LGA	DSM	7/30/2025	Origin Airport	3:04
JETBLUE	JETBLUE	263	JFK	SEA	7/14/2025	Origin Airport	3:04
SOUTHWEST	SOUTHWEST	2603	BWI	BHM	7/14/2025	Origin Airport	3:04
UNITED	UNITED	2213	EWR	IAH	7/16/2025	Origin Airport	3:04
AMERICAN	AMERICAN	618	DFW	EWR	7/12/2025	Origin Airport	3:03
DELTA	ENDEAVOR	5178	LGA	SAV	7/25/2025	Origin Airport	3:03
DELTA	REPUBLIC	5646	LGA	IND	7/25/2025	Origin Airport	3:03
SOUTHWEST	SOUTHWEST	4053	DAL	DCA	7/27/2025	Diversion Airport (RIC)	3:03
UNITED	UNITED	1232	EWR	SNA	7/16/2025	Origin Airport	3:03
UNITED	UNITED	234	DEN	IAH	7/25/2025	Destination Airport	3:03
DELTA	DELTA	1203	MIA	JFK	7/16/2025	Origin Airport	3:02
SOUTHWEST	SOUTHWEST	1884	LGA	DEN	7/30/2025	Origin Airport	3:02
SOUTHWEST	SOUTHWEST	399	IND	DAL	7/8/2025	Diversion Airport (DFW)	3:02
UNITED	SKYWEST	5552	TVC	IAH	7/25/2025	Destination Airport	3:02
UNITED	UNITED	1543	EWR	SJU	7/16/2025	Origin Airport	3:02
UNITED	UNITED	2096	LAX	EWR	7/31/2025	Diversion Airport (CLE)	3:02
UNITED	UNITED	675	CLT	IAH	7/25/2025	Destination Airport	3:02
AMERICAN	AMERICAN	2925	JAX	DCA	7/14/2025	Destination Airport	3:01
AMERICAN	AMERICAN	3103	LGA	DFW	7/30/2025	Origin Airport	3:01
AMERICAN	REPUBLIC	4736	LGA	DCA	7/30/2025	Origin Airport	3:01
DELTA	DELTA	2189	PHL	DTW	7/31/2025	Origin Airport	3:01
DELTA	DELTA	308	LGA	DTW	7/3/2025	Origin Airport	3:01
DELTA	ENDEAVOR	4629	LGA	MSN	7/31/2025	Origin Airport	3:01
DELTA	ENDEAVOR	5068	JFK	ORD	7/6/2025	Origin Airport	3:01
JETBLUE	JETBLUE	81	JFK	RNO	7/13/2025	Origin Airport	3:01
SPIRIT	SPIRIT	1206	IAH	EWR	7/14/2025	Destination Airport	3:01
UNITED	UNITED	1991	EWR	IAH	7/16/2025	Origin Airport	3:01
UNITED	UNITED	2237	SAN	IAH	7/13/2025	Diversion Airport (CRP)	3:01

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

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

AIR TRAVEL CONSUMER REPORT

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

JULY 2025

MARKETING CARRIER	OPERATING CARRIER	FLIGHT NUMBER	ORIGIN AIRPORT	DESTINATION AIRPORT	DATE OF FLIGHT	LOCATION OF LONGEST TARMAC TIME	LENGTH OF TARMAC DELAY
UNITED	REPUBLIC	3558	EWR	YQB	7/14/2025	Origin Airport	6:22
DELTA	DELTA	581	AUA	ATL	7/31/2025	Diversion Airport (AGS)	5:36
UNITED	UNITED	162	EDI	EWR	7/14/2025	Destination Airport	5:27
DELTA	DELTA	244	JFK	CTA	7/25/2025	Origin Airport	5:20
UNITED	UNITED	2489	SDQ	EWR	7/14/2025	Destination Airport	4:58
UNITED	UNITED	145	OPO	EWR	7/14/2025	Destination Airport	4:54
UNITED	UNITED	941	LHR	EWR	7/14/2025	Destination Airport	4:52
UNITED	UNITED	681	NAS	EWR	7/14/2025	Destination Airport	4:47
AIR FRANCE	AIR FRANCE	159	DFW	CDG	7/12/2025	Origin Airport	4:43
UNITED	UNITED	3014	CDG	EWR	7/14/2025	Destination Airport	4:38
UNITED	UNITED	967	NAP	EWR	7/14/2025	Destination Airport	4:30
UNITED	UNITED	21	AMS	IAH	7/16/2025	Diversion Airport (EWR)	4:09
UNITED	UNITED	988	FRA	IAD	7/1/2025	Diversion Airport (ORF)	4:09
JETBLUE	JETBLUE	1378	JFK	SAP	7/12/2025	Origin Airport	4:07
DELTA	DELTA	156	JFK	ACC	7/25/2025	Origin Airport	4:06
UNITED	UNITED	79	EWR	NRT	7/31/2025	Origin Airport	4:04
UNITED	UNITED	1567	MEX	IAD	7/12/2025	Destination 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	July 2025			July 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	701,373	748	0.11	644,877	1,021	0.16
2	JETBLUE AIRWAYS	1,243,978	4,620	0.37	1,206,633	4,366	0.36
3	FRONTIER AIRLINES	913,885	3,745	0.41	833,908	4,084	0.49
4	SOUTHWEST AIRLINES	9,674,813	39,950	0.41	12,897,208	60,617	0.47
5	SPIRIT AIRLINES	659,504	2,952	0.45	1,093,566	6,484	0.59
6	DELTA AIR LINES NETWORK	9,601,390	43,298	0.45	8,875,813	79,250	0.89
	- DELTA AIR LINES	7,656,462	36,491	0.48	7,185,387	69,078	0.96
	- BRANDED CODESHARE PARTNERS	1,944,928	6,807	0.35	1,690,426	10,172	0.60
7	HAWAIIAN AIRLINES	573,429	3,322	0.58	583,513	2,140	0.37
8	ALASKA AIRLINES NETWORK	2,866,616	16,879	0.59	2,852,473	18,604	0.65
	- ALASKA AIRLINES	2,257,373	13,338	0.59	2,280,120	15,008	0.66
	- BRANDED CODESHARE PARTNERS	609,243	3,541	0.58	572,353	3,596	0.63
9	AMERICAN AIRLINES NETWORK	10,193,732	84,899	0.83	10,088,007	111,386	1.10
	- AMERICAN AIRLINES	6,441,624	58,313	0.91	6,680,537	78,757	1.18
	- BRANDED CODESHARE PARTNERS	3,752,108	26,586	0.71	3,407,470	32,629	0.96
10	UNITED AIRLINES NETWORK	7,089,279	63,007	0.89	6,723,160	57,209	0.85
	- UNITED AIRLINES	5,223,518	45,671	0.87	4,999,268	43,129	0.86
	- BRANDED CODESHARE PARTNERS	1,865,761	17,336	0.93	1,723,892	14,080	0.82
TOTAL		43,517,999	263,420	0.61	45,799,158	345,161	0.75

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

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

RANK	CARRIER ¹	July 2025			July 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	701,373	748	0.11	644,877	1,021	0.16
2	JETBLUE AIRWAYS	1,243,978	4,620	0.37	1,206,633	4,366	0.36
3	FRONTIER AIRLINES	913,885	3,745	0.41	833,908	4,084	0.49
4	SOUTHWEST AIRLINES	9,674,813	39,950	0.41	12,897,208	60,617	0.47
5	SPIRIT AIRLINES	659,504	2,952	0.45	1,093,566	6,484	0.59
6	DELTA AIR LINES	7,656,462	36,491	0.48	7,185,387	69,078	0.96
7	SKYWEST AIRLINES	2,840,415	15,779	0.56	2,431,541	16,369	0.67
8	HAWAIIAN AIRLINES	573,429	3,322	0.58	583,513	2,140	0.37
9	ALASKA AIRLINES	2,257,373	13,338	0.59	2,280,120	15,008	0.66
10	PSA AIRLINES	1,112,487	7,148	0.64	1,073,914	11,828	1.10
11	REPUBLIC AIRWAYS	876,556	6,431	0.73	774,943	5,535	0.71
12	ENVOY AIR	984,710	8,261	0.84	927,325	8,854	0.95
13	UNITED AIRLINES	5,223,518	45,671	0.87	4,999,268	43,129	0.86
14	AMERICAN AIRLINES	6,441,624	58,313	0.91	6,680,537	78,757	1.18
	TOTAL	41,160,127	246,769	0.60	43,612,740	327,270	0.75

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	July 2025			July 2024		
		NUMBER OF WHEELCHAIRS AND SCOOTERS ENPLANED	NUMBER OF WHEELCHAIRS AND SCOOTERS MISHANDLED	NUMBER OF WHEELCHAIRS AND SCOOTERS MISHANDLED PER 100 ENPLANED	NUMBER OF WHEELCHAIRS AND SCOOTERS ENPLANED	NUMBER OF WHEELCHAIRS AND SCOOTERS MISHANDLED	NUMBER OF WHEELCHAIRS AND SCOOTERS MISHANDLED PER 100 ENPLANED
1	DELTA AIR LINES NETWORK	15,045	71	0.47	14,324	78	0.54
	- DELTA AIR LINES	11,383	58	0.51	11,584	61	0.53
	- BRANDED CODESHARE PARTNERS	3,662	13	0.35	2,740	17	0.62
2	ALLEGiant AIR	3,221	29	0.90	2,863	16	0.56
3	SOUTHWEST AIRLINES	23,663	284	1.20	25,309	401	1.58
4	UNITED AIRLINES NETWORK	14,457	182	1.26	15,023	162	1.08
	- UNITED AIRLINES	11,212	151	1.35	11,874	139	1.17
	- BRANDED CODESHARE PARTNERS	3,245	31	0.96	3,149	23	0.73
5	JETBLUE AIRWAYS	2,551	33	1.29	2,941	33	1.12
6	ALASKA AIRLINES NETWORK	3,979	52	1.31	3,405	58	1.70
	- ALASKA AIRLINES	3,399	34	1.00	2,954	50	1.69
	- BRANDED CODESHARE PARTNERS	580	18	3.10	451	8	1.77
7	AMERICAN AIRLINES NETWORK	15,354	213	1.39	15,443	284	1.84
	- AMERICAN AIRLINES	10,866	165	1.52	11,427	224	1.96
	- BRANDED CODESHARE PARTNERS	4,488	48	1.07	4,016	60	1.49
8	FRONTIER AIRLINES	4,126	61	1.48	2,601	48	1.85
9	SPIRIT AIRLINES	2,360	36	1.53	2,831	62	2.19
10	HAWAIIAN AIRLINES	1,207	22	1.82	1,248	17	1.36
	TOTAL	85,963	983	1.14	85,988	1,159	1.35

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	July 2025			July 2024		
		NUMBER OF WHEELCHAIRS AND SCOOTERS ENPLANED	NUMBER OF WHEELCHAIRS AND SCOOTERS MISHANDLED	NUMBER OF WHEELCHAIRS AND SCOOTERS MISHANDLED PER 100 ENPLANED	NUMBER OF WHEELCHAIRS AND SCOOTERS ENPLANED	NUMBER OF WHEELCHAIRS AND SCOOTERS MISHANDLED	NUMBER OF WHEELCHAIRS AND SCOOTERS MISHANDLED PER 100 ENPLANED
1	DELTA AIR LINES	11,383	58	0.51	11,584	61	0.53
2	SKYWEST AIRLINES	4,515	30	0.66	3,642	32	0.88
3	ALLEGiant AIR	3,221	29	0.90	2,863	16	0.56
4	PSA AIRLINES	1,026	10	0.97	1,041	23	2.21
5	ALASKA AIRLINES	3,399	34	1.00	2,954	50	1.69
6	ENVOY AIR	1,576	16	1.02	1,518	14	0.92
7	SOUTHWEST AIRLINES	23,663	284	1.20	25,309	401	1.58
8	JETBLUE AIRWAYS	2,551	33	1.29	2,941	33	1.12
9	REPUBLIC AIRWAYS	1,354	18	1.33	1,226	14	1.14
10	UNITED AIRLINES	11,212	151	1.35	11,874	139	1.17
11	FRONTIER AIRLINES	4,126	61	1.48	2,601	48	1.85
12	AMERICAN AIRLINES	10,866	165	1.52	11,427	224	1.96
13	SPIRIT AIRLINES	2,360	36	1.53	2,831	62	2.19
14	HAWAIIAN AIRLINES	1,207	22	1.82	1,248	17	1.36
	TOTAL	82,459	947	1.15	83,059	1,134	1.37

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	516	40	8,620,785	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		87,394	7,648	233,501,087	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 OPERATING U.S. AIRLINES

RANK	AIRLINE 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	516	40	8,620,785	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	75,083	6,987	223,523,397	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.

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		
	JULY 2025	JULY 2024
US AIRLINES	8,812	15,108
FOREIGN AIRLINES	1,876	2,224
TRAVEL AGENTS/TOUR OPERATORS	207	186
MISCELLANEOUS	69	61
INDUSTRY TOTALS	10,964	17,393

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

U.S. AIRLINES¹	JULY 2025
ALASKA AIRLINES	198
ALLEGiant AIR	148
AMERICAN AIRLINES	2,879
AVELO AIRLINES	67
BREEZE AIRWAYS	81
CONTOUR AIRLINES	12
DELTA AIR LINES	1,153
FRONTIER AIRLINES	1,196
HAWAIIAN AIRLINES	80
JETBLUE AIRWAYS	649
SILVER AIRWAYS	12
SOUTHWEST AIRLINES	351
SPIRIT AIRLINES	498
SUN COUNTRY AIRLINES	55
UNITED AIRLINES	1,417
Other U.S. Airlines	16
TOTAL	8,812

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

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U.S. AIRLINES ¹	JUL 2025	JUL 2024
ALASKA AIRLINES NETWORK ²	198	111
ALLEGiant AIR	148	245
AMERICAN AIRLINES NETWORK ²	2,879	3,238
DELTA AIR LINES NETWORK ²	1,153	6,643
FRONTIER AIRLINES	1,196	1,164
HAWAIIAN AIRLINES	80	40
JETBLUE AIRWAYS	649	517
SOUTHWEST AIRLINES	351	357
SPIRIT AIRLINES	498	995
UNITED AIRLINES NETWORK ²	1,417	1,538
TOTAL	8,569	14,848

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 3. SUBMISSIONS REGARDING COMPANIES OTHER THAN U.S. AIRLINES¹

FOREIGN AIRLINES	JUL 2025		
AER LINGUS	26	ITA AIRWAYS	38
AEROMEXICO	43	JAPAN AIR LINES COMPANY	9
AIR CANADA	61	KENYA AIRWAYS	9
AIR CHINA	5	KLM	47
AIR EUROPA	8	KOREAN AIR LINES	6
AIR FRANCE	138	LATAM	38
AIR INDIA	47	LEVEL	11
ANA ALL NIPPON AIRWAYS	7	LOT POLISH AIRLINES	8
ASIANA AIRLINES	12	LUFTHANSA	149
AUSTRIAN AIRLINES	9	NORSE ATLANTIC AIRWAYS	89
AVIANCA	81	PHILIPPINE AIRLINES	7
AZUL BRAZILIAN AIRLINES	5	PORTER AIRLINES	6
BRITISH AIRWAYS	82	QATAR AIRWAYS	121
BRUSSELS AIRLINES	5	ROYAL AIR MAROC	14
CATHAY PACIFIC AIRWAYS	17	ROYAL JORDANIAN AIRLINES	13
CONDOR	9	SAS	15
COPA	31	SATA INTERNACIONAL	15
EGYPTAIR	14	SAUDI ARABIAN AIRLINES	10
EL AL ISRAEL	22	SINGAPORE AIRLINES	5
EMIRATES AIRLINES	21	SWISS AIR	29
ETHIOPIAN AIRLINES	32	TAP	29
ETIHAD AIRWAYS	47	TURKISH AIRLINES	146
EVA AIRWAYS	7	VIRGIN ATLANTIC AIRWAYS	11
FINNAIR	6	VIVAAEROBUS	19
FLAIR AIRLINES	10	VOLARIS AIRLINES	49
FRENCH BEE	18	VUELING AIRLINES	12
IBERIA AIRLINES	63	WEST JET	23
ICELANDAIR	21	OTHER FOREIGN AIRLINES	94
INDIGO AIRLINES	7	TOTALS	1,876

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	JUL 2025	MISCELLANEOUS	JUL 2025
ASAPTICKETS.COM	7	FAA	7
BOOKING.COM	23	TSA	17
BUDGETAIR.COM	8	OTHER MISCELLANEOUS	69
CAPITAL ONE TRAVEL	9	TOTALS	93
CHEAPOAIR.COM	13		
EXPEDIA.COM	40		
FAREBOOM.COM	5		
GOTOGATE	5		
JUSTFLY.COM	10		
KIWI.COM	9		
MYTRIP.COM	6		
PRICELINE.COM	12		
OTHER TRAVEL AGENTS	60		
TOTALS	207		

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 5. CIVIL RIGHTS COMPLAINTS BY AIR TRAVELERS

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DISABILITY COMPLAINTS		
AIRLINE	JUL 2025	JUL 2024
AEROMEXICO	2	2
AIR CANADA	1	1
AIR FRANCE	2	6
AIR SERBIA	1	0
ALASKA AIRLINES	2	8
ALLEGiant AIR	12	9
AMERICAN AIRLINES	64	58
AVELO AIRLINES	1	0
AVIANCA	3	2
BOLIVIANA	1	0
BREEZE AIRWAYS	2	0
BRITISH AIRWAYS	4	1
CONDOR	1	1
COPA	1	1
DELTA AIR LINES	32	58
EMIRATES AIRLINES	1	1
ETHIOPIAN AIRLINES	1	0
FRENCH BEE	1	0
FRONTIER AIRLINES	32	13
HAWAIIAN AIRLINES	7	2
ICELANDAIR	1	0
ITA AIRWAYS	1	1
JETBLUE AIRWAYS	22	30
KLM	1	2
KOREAN AIR LINES	1	0
LATAM	1	1
LUFTHANSA	4	5
MOKULELE AIRLINES	1	0
PHILIPPINE AIRLINES	1	0

QATAR AIRWAYS	3	4
ROYAL AIR MAROC	1	0
ROYAL JORDANIAN AIRLINES	1	0
SOUTHWEST AIRLINES	25	29
SPIRIT AIRLINES	7	9
TAP	2	2
TURKISH AIRLINES	3	8
UNITED AIRLINES	39	32
VIRGIN ATLANTIC AIRWAYS	1	1
VUELING AIRLINES	1	0
OTHER AIRLINES	0	23
TOTALS	287	310

DISCRIMINATION COMPLAINTS		
AIRLINE	JUL 2025	JUL 2024
ALASKA AIRLINES	4	0
AMERICAN AIRLINES	1	0
DELTA AIR LINES	9	1
ETIHAD AIRWAYS	1	0
FRONTIER AIRLINES	2	0
ICELANDAIR	1	0
JETBLUE AIRWAYS	7	1
KLM	1	0
LUFTHANSA	1	0
QATAR AIRWAYS	1	0
TAP	1	0
UNITED AIRLINES	4	1
VOLARIS AIRLINES	1	0
OTHER AIRLINES	0	5
TOTALS	34	8

AIR TRAVEL CONSUMER REPORT

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

JUL 2025							
AIRLINE	RACE	ANCESTRY/ ETHNICITY	NATIONAL ORIGIN	COLOR	RELIGION	SEX	OTHER
ALASKA AIRLINES		4					
AMERICAN AIRLINES		1					
DELTA AIR LINES	6	3					
ETIHAD AIRWAYS		1					
FRONTIER AIRLINES		2					
ICELANDAIR					1		
JETBLUE AIRWAYS	2	3			1		1
KLM				1			
LUFTHANSA			1				
QATAR AIRWAYS		1					
TAP	1						
UNITED AIRLINES	2	1			1		
VOLARIS AIRLINES			1				
TOTALS	11	16	2	1	3	0	1

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

July 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 July 2025 ^a

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The Transportation Security Administration (TSA) screened approximately 83.0 million passengers at screening checkpoints and 44.8 million checked bags at baggage screening locations in July 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 July 2025, TSA received 17,380 complaints (i.e. a description of a negative experience) from the public via phone or email (or 21.0 complaints per 100,000 passengers ^c). Below is a more detailed breakdown:

Courtesy		Screening of Personal Property		Screening of Passengers		Wait Times (Checkpoint)	
Number of Complaints	Complaints per 100,000 Passengers ^c	Number of Complaints	Complaints per 100,000 Passengers ^c	Number of Complaints	Complaints per 100,000 Passengers ^c	Number of Complaints	Complaints per 100,000 Passengers ^c
1,042	1.3	824	1.0	13,320	16.1	189	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
973	1.2	265	0.4	146	0.2	621	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
251 ^d	250	0.0006



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

Customer Experience Report for July 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.