



---

# ***Air Travel Consumer Report***

---

A Product Of  
**THE OFFICE OF AVIATION CONSUMER PROTECTION**

**Issued: December 2025**



<b>Flight Delays<sup>1</sup></b>	August 2025
<b>Mishandled Baggage, Wheelchairs, and Scooters<sup>1</sup></b>	August 2025
<b>Oversales<sup>1</sup></b>	2 <sup>nd</sup> Quarter 2025
<b>Consumer Complaints<sup>2</sup></b> (Includes Disability and Discrimination Complaints)	See page 45
<b>Airline Animal Incident Reports<sup>4</sup></b>	August 2025
<b>Customer Service Reports to the Dept. of Homeland Security<sup>3</sup></b>	August 2025

---

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

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

<sup>3</sup> Data provided by the Department of Homeland Security, Transportation Security Administration

<sup>4</sup> Data collected by the Office of Aviation Consumer Protection

## TABLE OF CONTENTS

Section	Page	Section	Page
<b><i>Flight Delays</i></b>		<b><i>Flight Delays (continued)</i></b>	
<b>Introduction</b>	3	<b>Table 8</b>	31
<b>Explanation</b>	4	List of Regularly Scheduled Domestic Flights	
<b>Branded Codeshare Partners</b>	5	with Tarmac Delays Over 3 Hours, By Marketing/Operating Carrier	
<b>Table 1</b>	6	<b>Table 8A.</b>	
Overall Percentage of Reported Flight		List of Regularly Scheduled International Flights with	34
Operations Arriving On-Time, by Reporting Marketing Carrier		Tarmac Delays Over 4 Hours, By Marketing/Operating Carrier	
<b>Table 1A.</b>	7	<b>Appendix</b>	35
Overall Percentage of Reported Flight			
Operations Arriving On-Time, by Reporting Operating Carrier		<b><i>Mishandled Baggage</i></b>	36
<b>Table 1B.</b>	8	<b>Ranking-</b> by Marketing Carrier (Monthly)	37
Overall Percentage of Reported Flight		<b>Ranking-</b> by Operating Carrier (Monthly)	38
Operations Arriving On-Time, by Reporting Marketing Carrier, Rank			
by Month, and Year-to-Date (YTD)		<b><i>Mishandled Wheelchairs and Scooters</i></b>	39
<b>Table 2</b>	9	<b>Ranking-</b> by Marketing Carrier (Monthly)	40
Number of Reported Flight Arrivals and Percentage Arriving On-Time,		<b>Ranking-</b> by Operating Carrier (Monthly)	41
by Reporting Marketing Carrier and Airport			
<b>Table 2A</b>	13	<b><i>Oversales</i></b>	
Number of Reported Flight Arrivals and Percentage Arriving On-Time,		<b>Explanation</b>	42
by Reporting Operating Carrier and Airport		<b>Ranking-</b> by Marketing Carrier (Quarterly)	43
<b>Table 3</b>	17	<b>Ranking-</b> by Operating Carrier (Quarterly)	44
Percentage of Reporting Carriers' Flight Operations Arriving On-Time,			
by Airport and Time of Day		<b><i>Consumer Submissions</i></b>	
<b>Table 4</b>	19	<b>Explanation</b>	45
Percentage of Reporting Carriers' Flight Operations Departing On-			
Time, by Airport and Time of Day		<b>Airline Reports to DOT of Incidents Involving the Loss, Injury,</b>	46
<b>Table 5</b>	21	<b>Or Death of Animals during Air Transportation (Monthly)</b>	
On-Time Arrival and Departure			
Percentage, by Airport by Reporting Operating Carrier		<b>Customer Service Reports to the Department of Homeland Security</b>	47
<b>Tables 6/6A.</b>	26		
Overall Number and Percentage of Flight Cancellations, by Reporting			
Marketing and Reporting Operating Carrier (Monthly)			
<b>Table 7</b>	28		
Causes of the Delay by Reporting Marketing Carrier			
<b>Table 7A.</b>	29		
Causes of the Delay by Reporting Operating Carrier			
<b>Table 7B,</b>	30		
Causes of the Delay by Reporting Operating Carrier, chart			

## **INTRODUCTION**

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

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

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

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

## FLIGHT DELAYS

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

The reportable airports with respect to which data must be submitted to the Department are those large, medium, small, or non-hub airports as defined in 49 U.S.C. 47102. Airports can be accessed through the FAA at: [https://www.faa.gov/airports/planning\\_capacity/passenger\\_allcargo\\_stats/passenger](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](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

AUGUST 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

AUGUST 2025

AT ALL US AIRPORTS			
CARRIER <sup>1</sup>	NUMBER OF AIRPORTS REPORTED	PERCENT OF ON-TIME ARRIVALS	RANK
HAWAIIAN AIRLINES	21	85.4	1
DELTA AIR LINES NETWORK	212	83.1	2
- DELTA AIR LINES	144	82.1	
- BRANDED CODESHARE PARTNERS	185	84.8	
SOUTHWEST AIRLINES	104	78.0	3
SPIRIT AIRLINES	63	76.9	4
ALASKA AIRLINES NETWORK	104	75.7	5
- ALASKA AIRLINES	87	71.9	
- BRANDED CODESHARE PARTNERS	59	81.2	
ALLEGiant AIR	119	75.7	6
UNITED AIRLINES NETWORK	225	75.6	7
- UNITED AIRLINES	123	75.3	
- BRANDED CODESHARE PARTNERS	206	75.9	
JETBLUE AIRWAYS	68	74.4	8
AMERICAN AIRLINES NETWORK	228	72.5	9
- AMERICAN AIRLINES	125	67.8	
- BRANDED CODESHARE PARTNERS	211	77.1	
FRONTIER AIRLINES	90	69.3	10
TOTAL AIRPORTS SERVED	363	76.8	

<sup>1</sup> 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

AUGUST 2025

AT ALL US AIRPORTS			
CARRIER <sup>1</sup>	NUMBER OF AIRPORTS REPORTED	PERCENT OF ON-TIME ARRIVALS	RANK
HAWAIIAN AIRLINES	21	85.4	1
DELTA AIR LINES	144	82.1	2
REPUBLIC AIRWAYS	82	81.8	3
SKYWEST AIRLINES	246	78.1	4
SOUTHWEST AIRLINES	104	78.0	5
ENVOY AIR	152	77.3	6
SPIRIT AIRLINES	63	76.9	7
ALLEGiant AIR	119	75.7	8
UNITED AIRLINES	123	75.3	9
JETBLUE AIRWAYS	68	74.4	10
PSA AIRLINES	98	73.9	11
ALASKA AIRLINES	87	71.9	12
FRONTIER AIRLINES	90	69.3	13
AMERICAN AIRLINES	125	67.8	14
TOTAL AIRPORTS SERVED	348	76.3	

<sup>1</sup> 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

AUGUST 2025

CARRIER <sup>1</sup>	Jan 25		Feb 25		Mar 25		Apr 25		May 25		Jun 25		Jul 25		Aug 25		Year-to-date (YTD)	
	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank
<b>ALASKA AIRLINES NETWORK</b>	<b>80.4</b>	<b>3</b>	<b>74.7</b>	<b>6</b>	<b>79.8</b>	<b>6</b>	<b>81.6</b>	<b>4</b>	<b>77.6</b>	<b>3</b>	<b>72.6</b>	<b>4</b>	<b>72.4</b>	<b>4</b>	<b>75.7</b>	<b>5</b>	<b>76.7</b>	<b>5</b>
- ALASKA AIRLINES	81.0		77.0		80.3		80.6		74.3		69.0		67.6		71.9		74.7	
- BRANDED CODESHARE PARTNERS	79.5		71.8		79.1		82.8		82.3		78.0		79.6		81.2		79.5	
<b>ALLEGiant AIR</b>	<b>75.2</b>	<b>8</b>	<b>74.0</b>	<b>8</b>	<b>77.1</b>	<b>7</b>	<b>78.9</b>	<b>8</b>	<b>75.9</b>	<b>5</b>	<b>68.9</b>	<b>8</b>	<b>69.3</b>	<b>6</b>	<b>75.7</b>	<b>6</b>	<b>74.1</b>	<b>7</b>
<b>AMERICAN AIRLINES NETWORK</b>	<b>76.4</b>	<b>7</b>	<b>74.6</b>	<b>7</b>	<b>75.8</b>	<b>9</b>	<b>75.8</b>	<b>9</b>	<b>72.5</b>	<b>9</b>	<b>65.8</b>	<b>9</b>	<b>65.6</b>	<b>8</b>	<b>72.5</b>	<b>9</b>	<b>72.2</b>	<b>9</b>
- AMERICAN AIRLINES	77.5		78.2		75.5		74.3		72.1		65.3		62.4		67.8		71.3	
- BRANDED CODESHARE PARTNERS	75.3		71.2		76.1		77.2		72.9		66.2		68.7		77.1		73.0	
<b>DELTA AIR LINES NETWORK</b>	<b>78.7</b>	<b>5</b>	<b>79.1</b>	<b>4</b>	<b>81.7</b>	<b>1</b>	<b>82.1</b>	<b>2</b>	<b>77.8</b>	<b>2</b>	<b>73.3</b>	<b>3</b>	<b>74.0</b>	<b>2</b>	<b>83.1</b>	<b>2</b>	<b>78.6</b>	<b>2</b>
- DELTA AIR LINES	78.3		79.7		81.0		81.6		77.6		72.2		73.7		82.1		78.1	
- BRANDED CODESHARE PARTNERS	79.4		78.0		82.9		82.9		78.2		75.2		74.5		84.8		79.5	
<b>FRONTIER AIRLINES</b>	<b>72.0</b>	<b>10</b>	<b>73.7</b>	<b>9</b>	<b>73.2</b>	<b>10</b>	<b>72.5</b>	<b>10</b>	<b>68.6</b>	<b>10</b>	<b>59.5</b>	<b>10</b>	<b>62.0</b>	<b>10</b>	<b>69.3</b>	<b>10</b>	<b>68.9</b>	<b>10</b>
<b>HAWAIIAN AIRLINES</b>	<b>84.5</b>	<b>1</b>	<b>82.3</b>	<b>2</b>	<b>81.3</b>	<b>3</b>	<b>81.4</b>	<b>5</b>	<b>87.1</b>	<b>1</b>	<b>81.9</b>	<b>1</b>	<b>78.9</b>	<b>1</b>	<b>85.4</b>	<b>1</b>	<b>82.9</b>	<b>1</b>
<b>JETBLUE AIRWAYS</b>	<b>74.0</b>	<b>9</b>	<b>69.5</b>	<b>10</b>	<b>76.2</b>	<b>8</b>	<b>82.0</b>	<b>3</b>	<b>73.4</b>	<b>8</b>	<b>70.9</b>	<b>7</b>	<b>62.5</b>	<b>9</b>	<b>74.4</b>	<b>8</b>	<b>72.9</b>	<b>8</b>
<b>SOUTHWEST AIRLINES</b>	<b>82.2</b>	<b>2</b>	<b>82.9</b>	<b>1</b>	<b>81.5</b>	<b>2</b>	<b>80.5</b>	<b>7</b>	<b>76.3</b>	<b>4</b>	<b>71.1</b>	<b>5</b>	<b>69.9</b>	<b>5</b>	<b>78.0</b>	<b>3</b>	<b>77.6</b>	<b>3</b>
<b>SPIRIT AIRLINES</b>	<b>79.1</b>	<b>4</b>	<b>80.4</b>	<b>3</b>	<b>80.1</b>	<b>5</b>	<b>82.5</b>	<b>1</b>	<b>73.9</b>	<b>7</b>	<b>73.8</b>	<b>2</b>	<b>73.4</b>	<b>3</b>	<b>76.9</b>	<b>4</b>	<b>77.6</b>	<b>4</b>
<b>UNITED AIRLINES NETWORK</b>	<b>77.9</b>	<b>6</b>	<b>78.3</b>	<b>5</b>	<b>81.1</b>	<b>4</b>	<b>80.8</b>	<b>6</b>	<b>75.5</b>	<b>6</b>	<b>71.1</b>	<b>6</b>	<b>68.1</b>	<b>7</b>	<b>75.6</b>	<b>7</b>	<b>75.9</b>	<b>6</b>
- UNITED AIRLINES	80.6		80.9		82.2		81.2		74.7		72.7		67.9		75.3		76.7	
- BRANDED CODESHARE PARTNERS	74.7		75.3		79.9		80.5		76.5		69.3		68.3		75.9		75.0	
<b>TOTAL</b>	<b>78.4</b>		<b>77.8</b>		<b>79.4</b>		<b>79.6</b>		<b>75.3</b>		<b>70.1</b>		<b>69.2</b>		<b>76.8</b>		<b>75.7</b>	

<sup>1</sup> 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)

AUGUST 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
<b>ALASKA AIRLINES NETWORK</b>	<b>152</b>	<b>65.1</b>	<b>284</b>	<b>78.2</b>	<b>117</b>	<b>59.8</b>	<b>286</b>	<b>66.8</b>	<b>62</b>	<b>69.4</b>	<b>0</b>	<b>0.0</b>	<b>186</b>	<b>67.7</b>	<b>252</b>	<b>62.3</b>
- ALASKA AIRLINES	152	65.1	225	76.4	117	59.8	286	66.8	62	69.4	0	0.0	186	67.7	252	62.3
- BRANDED CODESHARE PARTNERS	0	0.0	59	84.7	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
<b>ALLEGiant AIR</b>	<b>0</b>	<b>0.0</b>	<b>73</b>	<b>84.9</b>	<b>256</b>	<b>81.6</b>	<b>75</b>	<b>94.7</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>73</b>	<b>76.7</b>
<b>AMERICAN AIRLINES NETWORK</b>	<b>1046</b>	<b>66.1</b>	<b>1076</b>	<b>67.8</b>	<b>1465</b>	<b>72.9</b>	<b>2413</b>	<b>73.2</b>	<b>392</b>	<b>66.3</b>	<b>17724</b>	<b>80.6</b>	<b>7732</b>	<b>73.9</b>	<b>862</b>	<b>61.3</b>
- AMERICAN AIRLINES	606	62.2	901	66.4	810	66.7	1517	69.4	288	60.8	9485	79.1	2399	72.5	777	60.2
- BRANDED CODESHARE PARTNERS	440	71.4	175	75.4	655	80.6	896	79.6	104	81.7	8239	82.5	5333	74.6	85	70.6
<b>DELTA AIR LINES NETWORK</b>	<b>24119</b>	<b>84.5</b>	<b>1697</b>	<b>77.4</b>	<b>1351</b>	<b>85.6</b>	<b>4316</b>	<b>83.2</b>	<b>580</b>	<b>81.0</b>	<b>932</b>	<b>84.7</b>	<b>1708</b>	<b>78.2</b>	<b>1057</b>	<b>73.9</b>
- DELTA AIR LINES	20854	84.9	1112	74.7	851	86.3	2293	80.9	477	79.5	495	83.6	806	73.8	1057	73.9
- BRANDED CODESHARE PARTNERS	3265	81.7	585	82.6	500	84.4	2023	85.8	103	88.3	437	85.8	902	82.0	0	0.0
<b>FRONTIER AIRLINES</b>	<b>1459</b>	<b>63.5</b>	<b>172</b>	<b>72.7</b>	<b>90</b>	<b>75.6</b>	<b>87</b>	<b>79.3</b>	<b>286</b>	<b>66.4</b>	<b>211</b>	<b>73.9</b>	<b>85</b>	<b>72.9</b>	<b>1985</b>	<b>71.5</b>
<b>HAWAIIAN AIRLINES</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>20</b>	<b>70.0</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>
<b>JETBLUE AIRWAYS</b>	<b>160</b>	<b>63.8</b>	<b>31</b>	<b>74.2</b>	<b>134</b>	<b>79.9</b>	<b>3281</b>	<b>76.3</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>562</b>	<b>69.2</b>	<b>150</b>	<b>78.7</b>
<b>SOUTHWEST AIRLINES</b>	<b>1627</b>	<b>76.2</b>	<b>2958</b>	<b>79.9</b>	<b>4899</b>	<b>83.1</b>	<b>642</b>	<b>71.8</b>	<b>6206</b>	<b>80.5</b>	<b>268</b>	<b>78.7</b>	<b>1357</b>	<b>74.6</b>	<b>7598</b>	<b>70.0</b>
<b>SPIRIT AIRLINES</b>	<b>627</b>	<b>73.4</b>	<b>83</b>	<b>71.1</b>	<b>281</b>	<b>74.0</b>	<b>281</b>	<b>73.0</b>	<b>471</b>	<b>70.1</b>	<b>336</b>	<b>79.8</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>
<b>UNITED AIRLINES NETWORK</b>	<b>727</b>	<b>77.7</b>	<b>967</b>	<b>80.6</b>	<b>753</b>	<b>78.1</b>	<b>1175</b>	<b>76.4</b>	<b>400</b>	<b>74.8</b>	<b>512</b>	<b>76.0</b>	<b>929</b>	<b>70.8</b>	<b>16106</b>	<b>71.6</b>
- UNITED AIRLINES	622	77.7	878	79.8	552	78.6	1154	76.4	370	74.3	297	69.0	642	70.9	9440	73.4
- BRANDED CODESHARE PARTNERS	105	78.1	89	87.6	201	76.6	21	76.2	30	80.0	215	85.6	287	70.7	6666	69.0
<b>TOTAL</b>	<b>29,917</b>	<b>81.7</b>	<b>7,341</b>	<b>77.3</b>	<b>9,346</b>	<b>80.7</b>	<b>12,576</b>	<b>77.7</b>	<b>8,397</b>	<b>78.5</b>	<b>19,983</b>	<b>80.6</b>	<b>12,559</b>	<b>74.0</b>	<b>28,083</b>	<b>70.9</b>

\* 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)

AUGUST 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	229	70.7	62	74.2	291	73.9	31	77.4	180	70.0	121	63.6	329	65.0	836	78.1
- ALASKA AIRLINES	229	70.7	62	74.2	291	73.9	31	77.4	180	70.0	121	63.6	329	65.0	468	76.7
- BRANDED CODESHARE PARTNERS	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	368	79.9
ALLEGiant AIR	0	0.0	0	0.0	73	91.8	295	69.2	68	83.8	0	0.0	0	0.0	588	78.2
AMERICAN AIRLINES NETWORK	23787	68.6	780	69.9	576	61.8	466	60.5	205	69.3	869	59.0	1998	76.9	1129	70.7
- AMERICAN AIRLINES	13672	65.6	419	66.6	513	58.9	466	60.5	101	65.3	696	55.2	1134	74.3	1128	70.7
- BRANDED CODESHARE PARTNERS	10115	72.7	361	73.7	63	85.7	0	0.0	104	73.1	173	74.6	864	80.3	1	100.0
DELTA AIR LINES NETWORK	1050	74.4	9559	84.6	772	69.2	940	77.6	508	78.5	695	80.1	5072	82.9	1534	83.6
- DELTA AIR LINES	1050	74.4	5184	83.7	598	69.2	940	77.6	251	76.9	695	80.1	2654	82.0	1287	83.8
- BRANDED CODESHARE PARTNERS	0	0.0	4375	85.6	174	69.0	0	0.0	257	80.2	0	0.0	2418	83.9	247	82.6
FRONTIER AIRLINES	692	72.0	196	76.5	93	57.0	116	65.5	175	65.1	320	70.0	309	75.7	1011	74.7
HAWAIIAN AIRLINES	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	31	80.6	136	86.0
JETBLUE AIRWAYS	31	77.4	111	67.6	514	65.2	1498	73.3	0	0.0	54	64.8	3293	76.5	235	82.6
SOUTHWEST AIRLINES	0	0.0	361	70.4	0	0.0	818	74.1	113	60.2	0	0.0	0	0.0	7014	81.5
SPIRIT AIRLINES	498	79.3	1246	81.3	768	71.9	1844	78.9	0	0.0	629	73.6	0	0.0	1409	83.4
UNITED AIRLINES NETWORK	887	72.6	621	79.4	8456	69.8	553	78.3	6847	82.8	11808	79.3	0	0.0	1229	80.2
- UNITED AIRLINES	811	72.6	222	73.4	5517	69.8	553	78.3	2991	81.4	5968	78.2	0	0.0	1229	80.2
- BRANDED CODESHARE PARTNERS	76	72.4	399	82.7	2939	70.0	0	0.0	3856	83.8	5840	80.3	0	0.0	0	0.0
TOTAL	27,174	69.3	12,936	82.4	11,543	69.5	6,561	74.8	8,096	81.2	14,496	77.4	11,032	79.2	15,121	80.3

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

## AIR TRAVEL CONSUMER REPORT

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

AUGUST 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
<b>ALASKA AIRLINES NETWORK</b>	<b>1628</b>	<b>80.4</b>	<b>0</b>	<b>0.0</b>	<b>203</b>	<b>65.0</b>	<b>0</b>	<b>0.0</b>	<b>31</b>	<b>64.5</b>	<b>174</b>	<b>75.9</b>	<b>326</b>	<b>58.0</b>	<b>62</b>	<b>72.6</b>
- ALASKA AIRLINES	686	75.9	0	0.0	203	65.0	0	0.0	31	64.5	143	74.1	326	58.0	62	72.6
- BRANDED CODESHARE PARTNERS	942	83.7	0	0.0	0	0.0	0	0.0	0	0.0	31	83.9	0	0.0	0	0.0
<b>ALLEGiant AIR</b>	<b>67</b>	<b>64.2</b>	<b>0</b>	<b>0.0</b>	<b>28</b>	<b>60.7</b>	<b>39</b>	<b>82.1</b>	<b>0</b>	<b>0.0</b>	<b>7</b>	<b>71.4</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>
<b>AMERICAN AIRLINES NETWORK</b>	<b>3660</b>	<b>76.4</b>	<b>4040</b>	<b>74.2</b>	<b>1506</b>	<b>54.4</b>	<b>0</b>	<b>0.0</b>	<b>6149</b>	<b>71.6</b>	<b>639</b>	<b>65.9</b>	<b>12982</b>	<b>68.3</b>	<b>8802</b>	<b>76.0</b>
- AMERICAN AIRLINES	2595	73.2	1351	61.8	1501	54.4	0	0.0	5117	70.6	392	62.0	5497	64.0	4718	72.6
- BRANDED CODESHARE PARTNERS	1065	84.0	2689	80.4	5	80.0	0	0.0	1032	76.5	247	72.1	7485	71.5	4084	80.0
<b>DELTA AIR LINES NETWORK</b>	<b>4221</b>	<b>87.1</b>	<b>7218</b>	<b>83.1</b>	<b>1734</b>	<b>71.6</b>	<b>305</b>	<b>75.7</b>	<b>938</b>	<b>72.1</b>	<b>9544</b>	<b>82.2</b>	<b>1210</b>	<b>76.9</b>	<b>678</b>	<b>78.3</b>
- DELTA AIR LINES	3213	85.2	2486	79.2	1636	71.3	121	76.9	876	71.8	6177	83.5	1075	76.4	573	76.8
- BRANDED CODESHARE PARTNERS	1008	93.1	4732	85.1	98	75.5	184	75.0	62	75.8	3367	79.9	135	81.5	105	86.7
<b>FRONTIER AIRLINES</b>	<b>441</b>	<b>72.6</b>	<b>214</b>	<b>70.1</b>	<b>1331</b>	<b>64.3</b>	<b>166</b>	<b>66.9</b>	<b>334</b>	<b>65.3</b>	<b>80</b>	<b>60.0</b>	<b>353</b>	<b>61.5</b>	<b>771</b>	<b>64.5</b>
<b>HAWAIIAN AIRLINES</b>	<b>167</b>	<b>62.9</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>
<b>JETBLUE AIRWAYS</b>	<b>716</b>	<b>84.1</b>	<b>403</b>	<b>69.7</b>	<b>1626</b>	<b>66.7</b>	<b>0</b>	<b>0.0</b>	<b>31</b>	<b>77.4</b>	<b>0</b>	<b>0.0</b>	<b>111</b>	<b>81.1</b>	<b>124</b>	<b>76.6</b>
<b>SOUTHWEST AIRLINES</b>	<b>2085</b>	<b>75.6</b>	<b>983</b>	<b>75.1</b>	<b>3494</b>	<b>71.9</b>	<b>6250</b>	<b>78.6</b>	<b>391</b>	<b>69.8</b>	<b>547</b>	<b>75.3</b>	<b>408</b>	<b>66.2</b>	<b>445</b>	<b>72.4</b>
<b>SPIRIT AIRLINES</b>	<b>606</b>	<b>88.4</b>	<b>466</b>	<b>75.3</b>	<b>1700</b>	<b>71.6</b>	<b>0</b>	<b>0.0</b>	<b>383</b>	<b>71.5</b>	<b>61</b>	<b>85.2</b>	<b>505</b>	<b>77.4</b>	<b>339</b>	<b>74.9</b>
<b>UNITED AIRLINES NETWORK</b>	<b>3502</b>	<b>83.3</b>	<b>959</b>	<b>70.3</b>	<b>1129</b>	<b>72.5</b>	<b>0</b>	<b>0.0</b>	<b>468</b>	<b>69.0</b>	<b>619</b>	<b>73.0</b>	<b>16171</b>	<b>73.2</b>	<b>483</b>	<b>74.3</b>
- UNITED AIRLINES	2457	81.2	835	69.6	1129	72.5	0	0.0	468	69.0	467	69.6	8628	74.0	350	74.9
- BRANDED CODESHARE PARTNERS	1045	88.4	124	75.0	0	0.0	0	0.0	0	0.0	152	83.6	7543	72.2	133	72.9
<b>TOTAL</b>	<b>17,093</b>	<b>81.2</b>	<b>14,283</b>	<b>78.3</b>	<b>12,751</b>	<b>68.2</b>	<b>6,760</b>	<b>78.2</b>	<b>8,725</b>	<b>71.2</b>	<b>11,671</b>	<b>80.3</b>	<b>32,066</b>	<b>71.1</b>	<b>11,704</b>	<b>75.1</b>

\* 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)

AUGUST 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
<b>ALASKA AIRLINES NETWORK</b>	<b>458</b>	<b>74.7</b>	<b>2109</b>	<b>73.4</b>	<b>10050</b>	<b>72.4</b>	<b>1922</b>	<b>73.2</b>	<b>327</b>	<b>72.8</b>	<b>88</b>	<b>69.3</b>
- ALASKA AIRLINES	408	74.3	991	70.9	7263	70.7	963	69.4	143	65.0	88	69.3
- BRANDED CODESHARE PARTNERS	50	78.0	1118	75.7	2787	77.0	959	77.0	184	78.8	0	0.0
<b>ALLEGiant AIR</b>	<b>22</b>	<b>86.4</b>	<b>22</b>	<b>86.4</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>
<b>AMERICAN AIRLINES NETWORK</b>	<b>6440</b>	<b>81.0</b>	<b>787</b>	<b>67.1</b>	<b>792</b>	<b>69.1</b>	<b>1214</b>	<b>67.5</b>	<b>454</b>	<b>56.8</b>	<b>1199</b>	<b>62.6</b>
- AMERICAN AIRLINES	4086	77.1	787	67.1	626	64.1	1067	64.7	387	51.7	1121	61.5
- BRANDED CODESHARE PARTNERS	2354	87.8	0	0.0	166	88.0	147	87.8	67	86.6	78	78.2
<b>DELTA AIR LINES NETWORK</b>	<b>988</b>	<b>84.0</b>	<b>1013</b>	<b>82.3</b>	<b>4559</b>	<b>85.4</b>	<b>1297</b>	<b>79.1</b>	<b>7281</b>	<b>88.3</b>	<b>1083</b>	<b>78.1</b>
- DELTA AIR LINES	846	83.0	830	80.8	2921	83.7	1204	78.4	4620	85.2	1083	78.1
- BRANDED CODESHARE PARTNERS	142	90.1	183	89.1	1638	88.4	93	88.2	2661	93.6	0	0.0
<b>FRONTIER AIRLINES</b>	<b>528</b>	<b>71.4</b>	<b>259</b>	<b>64.9</b>	<b>162</b>	<b>76.5</b>	<b>300</b>	<b>64.7</b>	<b>225</b>	<b>76.0</b>	<b>578</b>	<b>69.6</b>
<b>HAWAIIAN AIRLINES</b>	<b>31</b>	<b>90.3</b>	<b>85</b>	<b>81.2</b>	<b>206</b>	<b>59.7</b>	<b>85</b>	<b>76.5</b>	<b>31</b>	<b>87.1</b>	<b>0</b>	<b>0.0</b>
<b>JETBLUE AIRWAYS</b>	<b>31</b>	<b>74.2</b>	<b>150</b>	<b>92.7</b>	<b>93</b>	<b>76.3</b>	<b>380</b>	<b>83.7</b>	<b>54</b>	<b>72.2</b>	<b>469</b>	<b>72.1</b>
<b>SOUTHWEST AIRLINES</b>	<b>5129</b>	<b>81.0</b>	<b>2940</b>	<b>75.3</b>	<b>898</b>	<b>67.6</b>	<b>750</b>	<b>66.4</b>	<b>924</b>	<b>77.6</b>	<b>1703</b>	<b>75.3</b>
<b>SPIRIT AIRLINES</b>	<b>26</b>	<b>84.6</b>	<b>143</b>	<b>76.2</b>	<b>12</b>	<b>75.0</b>	<b>0</b>	<b>0.0</b>	<b>52</b>	<b>86.5</b>	<b>390</b>	<b>75.6</b>
<b>UNITED AIRLINES NETWORK</b>	<b>787</b>	<b>79.0</b>	<b>1017</b>	<b>78.9</b>	<b>983</b>	<b>72.8</b>	<b>6897</b>	<b>80.1</b>	<b>660</b>	<b>78.6</b>	<b>654</b>	<b>79.5</b>
- UNITED AIRLINES	727	78.5	916	77.8	971	72.7	5094	79.0	396	77.5	654	79.5
- BRANDED CODESHARE PARTNERS	60	85.0	101	88.1	12	83.3	1803	83.0	264	80.3	0	0.0
<b>TOTAL</b>	<b>14,440</b>	<b>80.5</b>	<b>8,525</b>	<b>75.4</b>	<b>17,755</b>	<b>75.3</b>	<b>12,845</b>	<b>76.7</b>	<b>10,008</b>	<b>84.3</b>	<b>6,164</b>	<b>72.9</b>

\* 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)

AUGUST 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	152	65.1	225	76.4	117	59.8	286	66.8	62	69.4	0	0.0	186	67.7	252	62.3
ALLEGiant AIR	0	0.0	73	84.9	256	81.6	75	94.7	0	0.0	0	0.0	0	0.0	73	76.7
AMERICAN AIRLINES	606	62.2	901	66.4	810	66.7	1517	69.4	288	60.8	9485	79.1	2399	72.5	777	60.2
DELTA AIR LINES	20854	84.9	1112	74.7	851	86.3	2293	80.9	477	79.5	495	83.6	806	73.8	1057	73.9
ENVOY AIR	77	72.7	120	76.7	128	78.1	182	85.7	89	80.9	504	84.1	350	80.6	2	50.0
FRONTIER AIRLINES	1459	63.5	172	72.7	90	75.6	87	79.3	286	66.4	211	73.9	85	72.9	1985	71.5
HAWAIIAN AIRLINES	0	0.0	0	0.0	0	0.0	20	70.0	0	0.0	0	0.0	0	0.0	0	0.0
JETBLUE AIRWAYS	160	63.8	31	74.2	134	79.9	3281	76.3	0	0.0	0	0.0	562	69.2	150	78.7
PSA AIRLINES	279	70.6	5	60.0	111	80.2	0	0.0	15	86.7	3655	81.9	3480	72.2	0	0.0
REPUBLIC AIRWAYS	135	78.5	5	100.0	494	84.6	2639	84.1	106	87.7	286	87.8	2232	80.2	0	0.0
SKYWEST AIRLINES	762	78.0	649	81.2	288	71.2	0	0.0	11	72.7	94	71.3	0	0.0	6749	69.0
SOUTHWEST AIRLINES	1627	76.2	2958	79.9	4899	83.1	642	71.8	6206	80.5	268	78.7	1357	74.6	7598	70.0
SPIRIT AIRLINES	627	73.4	83	71.1	281	74.0	281	73.0	471	70.1	336	79.8	0	0.0	0	0.0
UNITED AIRLINES	622	77.7	878	79.8	552	78.6	1154	76.4	370	74.3	297	69.0	642	70.9	9440	73.4
TOTAL	27,360	81.7	7,212	77.1	9,011	80.5	12,457	77.7	8,381	78.5	15,631	79.9	12,099	74.1	28,083	70.9

\* 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)

AUGUST 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	229	70.7	62	74.2	291	73.9	31	77.4	180	70.0	121	63.6	329	65.0	468	76.7
ALLEGiant AIR	0	0.0	0	0.0	73	91.8	295	69.2	68	83.8	0	0.0	0	0.0	588	78.2
AMERICAN AIRLINES	13672	65.6	419	66.6	513	58.9	466	60.5	101	65.3	696	55.2	1134	74.3	1128	70.7
DELTA AIR LINES	1050	74.4	5184	83.7	598	69.2	940	77.6	251	76.9	695	80.1	2654	82.0	1287	83.8
ENVOY AIR	6177	74.2	54	77.8	63	85.7	0	0.0	0	0.0	79	70.9	0	0.0	1	100.0
FRONTIER AIRLINES	692	72.0	196	76.5	93	57.0	116	65.5	175	65.1	320	70.0	309	75.7	1011	74.7
HAWAIIAN AIRLINES	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	31	80.6	136	86.0
JETBLUE AIRWAYS	31	77.4	111	67.6	514	65.2	1498	73.3	0	0.0	54	64.8	3293	76.5	235	82.6
PSA AIRLINES	1738	67.8	135	74.8	0	0.0	0	0.0	104	73.1	4	50.0	0	0.0	0	0.0
REPUBLIC AIRWAYS	6	50.0	534	85.2	1980	72.7	0	0.0	1014	85.5	59	74.6	1362	80.9	0	0.0
SKYWEST AIRLINES	2201	72.1	2386	83.6	0	0.0	0	0.0	203	77.8	1266	77.6	0	0.0	415	79.5
SOUTHWEST AIRLINES	0	0.0	361	70.4	0	0.0	818	74.1	113	60.2	0	0.0	0	0.0	7014	81.5
SPIRIT AIRLINES	498	79.3	1246	81.3	768	71.9	1844	78.9	0	0.0	629	73.6	0	0.0	1409	83.4
UNITED AIRLINES	811	72.6	222	73.4	5517	69.8	553	78.3	2991	81.4	5968	78.2	0	0.0	1229	80.2
TOTAL	27,105	69.3	10,910	81.7	10,410	69.9	6,561	74.8	5,200	80.0	9,891	75.7	9,112	78.1	14,921	80.2

\* 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)

AUGUST 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	686	75.9	0	0.0	203	65.0	0	0.0	31	64.5	143	74.1	326	58.0	62	72.6
ALLEGiant AIR	67	64.2	0	0.0	28	60.7	39	82.1	0	0.0	7	71.4	0	0.0	0	0.0
AMERICAN AIRLINES	2595	73.2	1351	61.8	1501	54.4	0	0.0	5117	70.6	392	62.0	5497	64.0	4718	72.6
DELTA AIR LINES	3213	85.2	2486	79.2	1636	71.3	121	76.9	876	71.8	6177	83.5	1075	76.4	573	76.8
ENVOY AIR	0	0.0	0	0.0	5	80.0	0	0.0	960	77.6	88	70.5	4296	76.3	0	0.0
FRONTIER AIRLINES	441	72.6	214	70.1	1331	64.3	166	66.9	334	65.3	80	60.0	353	61.5	771	64.5
HAWAIIAN AIRLINES	167	62.9	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
JETBLUE AIRWAYS	716	84.1	403	69.7	1626	66.7	0	0.0	31	77.4	0	0.0	111	81.1	124	76.6
PSA AIRLINES	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	33	63.6	281	62.3	1155	76.8
REPUBLIC AIRWAYS	0	0.0	4701	82.7	93	75.3	0	0.0	134	67.9	128	75.0	2048	79.6	585	79.1
SKYWEST AIRLINES	3464	88.2	144	82.6	0	0.0	158	74.1	0	0.0	2175	82.1	6570	66.6	0	0.0
SOUTHWEST AIRLINES	2085	75.6	983	75.1	3494	71.9	6250	78.6	391	69.8	547	75.3	408	66.2	445	72.4
SPIRIT AIRLINES	606	88.4	466	75.3	1700	71.6	0	0.0	383	71.5	61	85.2	505	77.4	339	74.9
UNITED AIRLINES	2457	81.2	835	69.6	1129	72.5	0	0.0	468	69.0	467	69.6	8628	74.0	350	74.9
TOTAL	16,497	81.2	11,583	76.9	12,746	68.2	6,734	78.2	8,725	71.2	10,298	80.7	30,098	70.9	9,122	73.3

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

## AIR TRAVEL CONSUMER REPORT

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

AUGUST 2025

ARRIVAL AIRPORT*												
CARRIER	PHX		SAN		SEA		SFO		SLC		TPA	
	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME
ALASKA AIRLINES	408	74.3	991	70.9	7263	70.7	963	69.4	143	65.0	88	69.3
ALLEGiant AIR	22	86.4	22	86.4	0	0.0	0	0.0	0	0.0	0	0.0
AMERICAN AIRLINES	4086	77.1	787	67.1	626	64.1	1067	64.7	387	51.7	1121	61.5
DELTA AIR LINES	846	83.0	830	80.8	2921	83.7	1204	78.4	4620	85.2	1083	78.1
ENVOY AIR	795	89.6	0	0.0	68	92.6	0	0.0	6	83.3	72	80.6
FRONTIER AIRLINES	528	71.4	259	64.9	162	76.5	300	64.7	225	76.0	578	69.6
HAWAIIAN AIRLINES	31	90.3	85	81.2	206	59.7	85	76.5	31	87.1	0	0.0
JETBLUE AIRWAYS	31	74.2	150	92.7	93	76.3	380	83.7	54	72.2	469	72.1
PSA AIRLINES	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
REPUBLIC AIRWAYS	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	6	50.0
SKYWEST AIRLINES	1761	87.1	1284	78.3	2756	84.3	2768	81.9	3121	91.8	0	0.0
SOUTHWEST AIRLINES	5129	81.0	2940	75.3	898	67.6	750	66.4	924	77.6	1703	75.3
SPIRIT AIRLINES	26	84.6	143	76.2	12	75.0	0	0.0	52	86.5	390	75.6
UNITED AIRLINES	727	78.5	916	77.8	971	72.7	5094	79.0	396	77.5	654	79.5
TOTAL	14,390	80.6	8,407	75.4	15,976	75.2	12,611	76.7	9,959	84.4	6,164	72.9

\* 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)

AUGUST 2025

ARRIVAL AIRPORT*																
SCHEDULED ARRIVAL TIME	ATL	AUS	BNA	BOS	BWI	CLT	DCA	DEN	DFW	DTW	EWR	FLL	IAD	IAH	JFK	LAS
0600-0659	86.4	86.7	97.5	82.5	82.7	89.7	90.4	88.1	83.9	84.6	87.1	89.5	72.2	89.3	83.7	94.5
0700-0759	89.6	96.2	95.0	92.3	93.7	91.9	87.7	91.9	85.5	89.9	83.6	87.5	88.3	100.0	86.4	94.0
0800-0859	89.2	93.3	93.3	92.6	90.4	91.0	92.9	85.3	80.3	93.8	89.3	90.8	82.3	88.7	88.8	93.6
0900-0959	89.2	89.8	93.1	91.7	93.8	89.5	87.0	84.1	79.4	91.4	88.2	89.3	79.6	82.5	89.7	89.8
1000-1059	87.7	90.0	88.1	90.7	90.7	87.5	89.0	80.7	77.7	85.1	87.0	87.6	94.4	84.8	90.8	89.8
1100-1159	87.6	90.0	90.3	86.5	88.0	87.1	86.5	82.4	76.4	89.6	86.6	85.7	91.9	83.6	90.0	86.8
1200-1259	88.5	89.5	92.1	87.5	85.5	89.3	86.2	82.9	77.3	87.3	82.9	72.6	84.4	83.9	80.8	84.8
1300-1359	87.8	83.1	86.5	85.3	86.2	84.3	79.9	83.5	71.1	89.3	78.0	78.7	82.1	79.0	80.2	83.2
1400-1459	83.0	81.0	83.8	83.9	84.6	85.8	79.5	81.4	74.1	82.8	72.7	72.8	89.7	82.2	81.0	77.4
1500-1559	82.0	75.2	78.2	77.9	82.6	80.0	74.9	72.6	70.2	82.7	71.9	74.2	82.1	76.1	80.8	79.0
1600-1659	80.2	71.7	73.7	75.1	72.0	78.8	67.4	60.6	68.0	82.1	72.2	68.1	77.7	66.0	75.2	73.5
1700-1759	75.8	68.2	75.5	71.9	74.1	68.6	66.6	51.0	58.4	84.6	62.8	71.5	64.5	68.5	78.0	73.1
1800-1859	75.1	66.9	69.9	69.8	66.4	72.5	63.8	45.4	60.2	72.0	54.4	68.8	69.7	59.0	73.6	72.3
1900-1959	75.0	69.9	70.2	64.4	68.9	65.9	60.1	47.6	49.9	76.0	54.0	66.5	70.3	65.3	63.8	72.4
2000-2059	73.3	62.3	71.0	65.4	61.7	65.1	60.7	49.5	57.8	78.2	49.8	67.9	72.5	68.2	69.8	66.4
2100-2159	70.3	70.7	69.0	67.8	59.3	67.1	55.7	62.5	51.0	72.0	48.1	63.6	76.5	68.6	66.5	70.2
2200-2259	64.9	69.2	69.9	69.0	61.0	62.0	59.3	68.0	62.4	64.3	50.6	64.5	55.3	59.8	62.6	75.4
2300-0559	73.9	66.7	66.5	69.3	70.4	71.4	64.4	64.6	70.0	69.5	62.4	67.0	74.8	70.5	74.3	76.0
TOTAL	81.7	77.1	80.5	77.7	78.5	79.9	74.1	70.9	69.3	81.7	69.9	74.8	80.0	75.7	78.1	80.2

\* 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)

AUGUST 2025

ARRIVAL AIRPORT*															
SCHEDULED ARRIVAL TIME	LAX	LGA	MCO	MDW	MIA	MSP	ORD	PHL	PHX	SAN	SEA	SFO	SLC	TPA	TOTAL
0600-0659	95.5	0.0	72.7	94.4	80.9	90.9	85.1	79.5	94.3	73.7	91.0	90.7	91.4	84.4	87.8
0700-0759	92.9	89.8	88.4	90.0	88.2	85.5	83.4	88.4	92.2	82.5	87.2	91.8	89.0	80.4	88.5
0800-0859	91.0	93.3	94.2	90.0	86.6	87.9	81.3	93.3	90.8	89.9	90.7	85.4	95.1	92.9	88.8
0900-0959	90.8	91.1	90.1	91.0	86.4	88.7	82.6	86.6	88.1	86.5	86.0	79.0	90.4	87.3	87.2
1000-1059	86.7	87.6	84.5	90.2	82.0	87.2	84.6	86.7	90.9	86.1	76.9	78.4	91.9	87.9	85.3
1100-1159	85.3	88.5	82.0	89.1	83.3	91.7	84.2	82.7	87.9	79.9	74.6	80.9	84.9	83.2	84.8
1200-1259	85.6	87.9	83.1	85.7	74.1	85.8	82.3	85.0	88.1	76.3	83.8	80.3	90.9	81.3	84.6
1300-1359	82.7	82.7	76.3	82.2	78.3	78.8	78.2	81.9	83.7	80.0	83.6	83.2	83.0	75.5	81.1
1400-1459	81.4	75.2	76.8	80.2	70.2	81.2	76.4	77.4	80.0	71.8	78.1	83.8	87.1	69.3	79.5
1500-1559	84.0	78.4	66.4	82.1	63.8	72.1	70.1	80.1	82.5	75.4	77.8	85.8	84.2	76.1	77.2
1600-1659	81.8	74.1	63.8	77.9	63.6	81.7	66.4	76.3	76.0	73.2	72.9	82.5	85.5	71.2	72.2
1700-1759	76.2	68.5	60.0	70.9	62.2	75.1	59.1	59.7	69.8	71.6	67.9	80.1	76.8	72.3	67.6
1800-1859	73.6	70.9	56.5	67.1	58.2	75.9	51.5	53.1	74.7	69.7	74.3	71.2	79.2	68.1	64.2
1900-1959	75.8	69.2	44.3	65.5	57.5	83.4	51.2	53.6	64.4	68.5	70.5	73.4	82.1	66.6	64.0
2000-2059	75.0	64.8	46.0	60.2	59.8	72.8	55.3	53.4	66.8	65.1	68.9	67.8	73.8	60.4	64.5
2100-2159	72.4	59.4	52.3	58.0	55.5	67.9	49.6	64.8	63.8	68.9	59.5	60.1	79.2	62.4	62.7
2200-2259	69.7	69.3	52.0	58.8	56.4	73.0	65.5	66.7	73.3	61.3	57.7	62.4	68.6	61.0	64.2
2300-0559	74.5	64.9	60.5	65.8	65.5	69.8	71.9	66.3	75.2	73.7	69.3	69.8	65.2	66.4	69.1
TOTAL	81.2	76.9	68.2	78.2	71.2	80.7	70.9	73.3	80.6	75.4	75.2	76.7	84.4	72.9	76.0

\* 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)

AUGUST 2025

DEPARTURE AIRPORT*																
SCHEDULED DEPARTURE TIME	ATL	AUS	BNA	BOS	BWI	CLT	DCA	DEN	DFW	DTW	EWR	FLL	IAD	IAH	JFK	LAS
0600-0659	91.0	89.0	91.4	92.0	89.6	91.1	91.9	91.5	83.6	89.7	91.3	92.4	89.9	90.5	89.8	95.1
0700-0759	89.6	89.8	89.6	90.2	90.9	85.9	88.7	89.0	82.0	89.9	88.9	93.9	88.0	88.4	88.7	90.4
0800-0859	89.7	89.8	91.8	89.6	89.7	88.5	87.2	88.8	79.8	90.0	87.0	89.9	90.3	81.6	89.2	84.6
0900-0959	85.5	88.1	89.6	89.5	82.9	85.7	84.8	83.4	74.4	87.8	86.9	88.3	83.0	83.1	89.6	83.9
1000-1059	84.0	85.3	87.5	86.6	84.3	85.8	87.1	79.4	77.7	87.4	85.7	90.1	77.0	78.5	85.2	82.9
1100-1159	84.3	85.0	79.6	87.4	82.6	81.9	82.5	80.4	61.9	83.8	86.0	78.6	90.9	76.2	83.8	79.0
1200-1259	81.6	84.4	82.2	79.4	76.9	77.7	78.1	74.1	68.9	85.8	80.7	76.3	90.0	74.4	85.1	77.3
1300-1359	82.2	82.7	74.2	80.5	75.4	76.5	78.3	79.0	58.9	82.2	77.6	65.0	88.2	71.4	80.5	75.0
1400-1459	76.9	75.7	73.4	75.1	72.6	73.6	74.1	69.0	64.7	78.2	73.6	66.5	76.7	74.4	73.0	66.2
1500-1559	73.1	67.1	70.6	75.4	64.2	68.2	73.8	68.2	59.4	77.7	68.6	63.6	85.6	70.1	75.8	65.2
1600-1659	71.3	59.5	64.1	67.9	68.0	65.7	65.6	60.2	63.0	76.4	65.8	59.5	74.6	66.8	75.0	65.7
1700-1759	70.9	59.8	64.2	66.2	61.9	64.3	64.8	55.3	51.4	74.9	66.8	58.7	75.7	63.2	72.4	64.4
1800-1859	65.7	62.3	63.9	63.6	63.1	56.7	59.5	42.6	52.1	73.7	61.8	63.3	62.1	66.0	64.9	64.7
1900-1959	64.0	66.2	64.5	65.4	59.7	62.0	60.9	46.6	54.4	64.3	59.3	58.4	71.3	60.3	69.3	67.7
2000-2059	69.5	65.6	62.0	59.3	59.8	59.8	66.2	50.1	49.1	69.9	59.3	67.4	56.8	65.5	63.0	57.8
2100-2159	72.1	49.5	55.9	57.1	54.8	64.1	65.2	54.2	59.1	76.6	59.0	64.1	50.0	72.1	65.0	71.4
2200-2259	68.4	74.6	47.6	100.0	43.2	63.6	63.3	51.9	49.6	79.6	62.5	63.0	79.1	75.4	55.4	73.6
2300-0559	77.2	94.9	92.9	93.2	96.7	74.6	86.7	81.2	78.6	92.5	90.3	75.4	91.7	92.6	88.9	82.4
TOTAL	77.3	77.3	77.2	79.3	74.4	72.4	76.2	69.8	65.3	81.4	75.7	74.3	82.5	74.1	78.0	76.8

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

## AIR TRAVEL CONSUMER REPORT

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

AUGUST 2025

DEPARTURE AIRPORT*															
SCHEDULED DEPARTURE TIME	LAX	LGA	MCO	MDW	MIA	MSP	ORD	PHL	PHX	SAN	SEA	SFO	SLC	TPA	TOTAL
0600-0659	91.7	92.5	93.6	94.9	90.4	90.5	88.5	83.5	92.4	92.5	87.3	91.9	92.9	93.6	91.1
0700-0759	92.3	91.3	89.2	90.3	92.5	89.0	87.0	83.7	91.8	88.0	89.8	91.3	92.5	92.1	89.2
0800-0859	90.1	90.9	87.4	87.1	88.6	85.6	82.6	85.5	89.0	83.6	87.7	89.6	91.3	92.1	87.3
0900-0959	85.1	87.5	87.9	84.3	85.6	86.6	81.4	80.8	86.2	82.2	83.1	82.0	90.4	81.8	84.7
1000-1059	83.9	87.2	84.1	86.1	81.2	86.3	78.8	83.5	86.1	82.6	75.4	79.6	89.3	79.6	82.9
1100-1159	79.5	85.0	77.2	78.3	72.4	86.5	75.6	76.1	83.9	77.4	68.1	74.6	85.9	81.5	79.3
1200-1259	77.6	83.6	74.5	73.9	73.9	82.9	77.8	75.4	79.5	69.7	69.1	78.7	80.4	79.0	77.7
1300-1359	79.5	83.7	71.5	76.3	67.3	83.7	76.6	73.9	81.8	68.1	78.3	75.4	86.2	72.4	77.1
1400-1459	77.5	74.6	69.3	66.8	61.2	74.5	72.0	66.8	74.4	70.4	74.0	75.4	78.2	65.0	72.1
1500-1559	73.6	74.0	58.8	62.1	55.5	74.0	69.5	66.2	72.1	67.2	69.4	76.4	80.7	59.1	69.6
1600-1659	76.4	70.5	49.2	69.2	62.3	65.3	66.3	63.4	70.3	67.0	65.8	81.4	75.3	65.9	67.4
1700-1759	78.0	67.4	48.3	59.8	53.6	69.7	58.8	64.8	71.3	70.1	66.9	76.5	81.6	63.5	64.4
1800-1859	73.2	65.8	51.2	58.8	56.8	74.1	59.6	57.5	61.6	61.2	65.9	82.6	62.9	61.3	62.1
1900-1959	80.0	66.4	40.4	55.0	56.4	67.6	54.3	56.4	70.3	67.0	73.9	73.0	74.3	62.2	60.4
2000-2059	72.5	69.2	39.9	60.0	60.0	81.8	52.2	48.0	60.9	65.0	65.9	74.3	81.3	52.3	61.3
2100-2159	78.5	67.4	35.6	57.5	60.2	76.8	53.9	60.2	66.9	74.4	72.2	77.4	86.1	52.3	65.4
2200-2259	81.2	60.3	39.4	43.5	55.1	85.5	54.6	64.7	72.5	85.8	65.8	74.8	83.1	50.0	66.7
2300-0559	84.2	96.3	83.5	93.0	81.8	92.9	83.1	87.8	87.1	0.0	74.6	83.8	86.8	94.8	84.3
TOTAL	81.9	79.2	68.0	73.4	68.0	81.0	71.0	71.0	79.4	76.2	74.7	80.8	84.8	75.7	75.1

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

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

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Aberdeen, SD (ABR)	91.9	91.9	62	62
Abilene, TX (ABI)	72.2	81.5	151	151
Adak Island, AK (ADK)	77.8	33.3	9	9
Aguadilla, PR (BQN)	68.3	75.2	218	218
Akron, OH (CAK)	74.6	82.5	378	377
Albany, GA (ABY)	66.7	71.3	87	87
Albany, NY (ALB)	73.0	80.0	1130	1130
Albuquerque, NM (ABQ)	78.4	83.5	2154	2156
Alexandria, LA (AEX)	68.8	69.9	93	93
Allentown/Bethlehem/Easton, PA (ABE)	72.4	81.6	272	272
Alpena, MI (APN)	94.3	96.2	53	53
Amarillo, TX (AMA)	76.4	80.3	436	436
Anchorage, AK (ANC)	74.7	79.6	2228	2228
Appleton, WI (ATW)	77.7	84.5	593	594
Arcata/Eureka, CA (ACV)	75.3	80.7	186	187
Asheville, NC (AVL)	72.6	75.5	973	973
Ashland, WV (HTS)	74.1	72.8	81	81
Aspen, CO (ASE)	64.4	63.4	658	659
Atlanta, GA (ATL)	81.7	77.3	27360	27353
Atlantic City, NJ (ACY)	77.2	80.3	346	346
Augusta, GA (AGS)	77.3	79.4	141	141
Austin, TX (AUS)	77.1	77.3	7212	7214
Bakersfield, CA (BFL)	71.6	91.6	225	225
Baltimore, MD (BWI)	78.5	74.4	8381	8381
Bangor, ME (BGR)	77.1	75.6	563	562
Barrow, AK (BRW)	48.4	61.3	31	31
Baton Rouge, LA (BTR)	72.2	75.4	349	349
Beaumont/Port Arthur, TX (BPT)	77.4	85.5	62	62
Belleville, IL (BLV)	75.6	74.1	135	135
Bellingham, WA (BLI)	82.6	88.1	201	201
Bemidji, MN (BJI)	90.3	91.9	62	62
Bend/Redmond, OR (RDM)	81.5	84.0	600	599
Bethel, AK (BET)	77.4	62.9	62	62
Billings, MT (BIL)	78.0	83.1	478	478
Binghamton, NY (BGM)	93.5	80.6	31	31
Birmingham, AL (BHM)	77.2	80.8	1476	1476
Bishop, CA (BIH)	77.4	80.6	31	31
Bismarck/Mandan, ND (BIS)	75.3	80.3	401	401
Bloomington/Normal, IL (BMI)	78.4	83.8	204	204
Boise, ID (BOI)	80.4	84.9	2027	2025
Boston, MA (BOS)	77.7	79.3	12457	12461

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Bozeman, MT (BZN)	77.6	77.8	1301	1300
Brainerd, MN (BRD)	88.7	86.8	53	53
Bristol/Johnson City/Kingsport, TN (TRI)	74.8	72.4	155	156
Brownsville, TX (BRO)	75.0	79.0	124	124
Buffalo, NY (BUF)	73.7	77.0	1882	1886
Burbank, CA (BUR)	79.4	82.7	2625	2626
Burlington, VT (BTV)	76.7	78.4	579	579
Butte, MT (BTM)	75.8	85.5	62	62
Carlsbad, CA (CLD)	91.8	88.5	61	61
Casper, WY (CPR)	68.7	73.4	214	214
Cedar City, UT (CDC)	92.3	94.2	52	52
Cedar Rapids/Iowa City, IA (CID)	76.1	79.7	660	661
Champaign/Urbana, IL (CMI)	74.7	80.1	146	146
Charleston, SC (CHS)	75.1	79.5	2067	2071
Charleston/Dunbar, WV (CRW)	70.1	79.5	254	254
Charlotte Amalie, VI (STT)	71.4	70.7	350	351
Charlotte, NC (CLT)	79.9	72.4	15631	15628
Charlottesville, VA (CHO)	77.6	77.6	98	98
Chattanooga, TN (CHA)	72.2	75.9	406	406
Cheyenne, WY (CYS)	61.3	79.0	62	62
Chicago, IL (MDW)	78.2	73.4	6734	6731
Chicago, IL (ORD)	70.9	71.0	30098	30090
Christiansted, VI (STX)	71.9	68.8	128	128
Cincinnati, OH (CVG)	75.7	81.3	2890	2894
Clarksburg/Fairmont, WV (CKB)	52.4	38.1	21	21
Cleveland, OH (CLE)	74.5	81.1	3520	3492
Cody, WY (COD)	74.0	70.7	123	123
College Station/Bryan, TX (CLL)	77.3	83.2	119	119
Colorado Springs, CO (COS)	68.5	76.1	1236	1237
Columbia, MO (COU)	70.0	72.9	170	170
Columbia, SC (CAE)	74.8	76.4	441	441
Columbus, MS (GTR)	74.2	71.0	31	31
Columbus, OH (CMH)	77.4	82.7	3758	3758
Columbus, OH (LCK)	78.8	75.4	118	118
Concord, NC (USA)	57.1	53.1	49	49
Cordova, AK (CDV)	87.1	69.4	62	62
Corpus Christi, TX (CRP)	77.9	82.0	357	356
Dallas, TX (DAL)	77.8	72.4	5727	5730
Dallas/Fort Worth, TX (DFW)	69.3	65.3	27105	27091
Dayton, OH (DAY)	72.3	79.6	643	643
Daytona Beach, FL (DAB)	79.8	77.4	252	252

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

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Deadhorse, AK (SCC)	85.7	83.3	42	42
Decatur, IL (DEC)	73.6	83.0	53	53
Denver, CO (DEN)	70.9	69.8	28083	28084
Des Moines, IA (DSM)	74.2	79.7	1372	1372
Detroit, MI (DTW)	81.7	81.4	10910	10916
Devils Lake, ND (DVL)	77.4	66.0	53	53
Dickinson, ND (DIK)	61.4	78.9	57	57
Dillingham, AK (DLG)	74.2	67.7	31	31
Dodge City, KS (DDC)	67.9	75.5	53	53
Dothan, AL (DHN)	75.0	75.0	8	8
Duluth, MN (DLH)	74.7	76.1	198	197
Durango, CO (DRO)	76.6	77.0	410	409
Eagle, CO (EGE)	69.5	70.5	200	200
Eau Claire, WI (EAU)	64.8	83.3	54	54
El Paso, TX (ELP)	76.1	81.1	1372	1372
Elko, NV (EKO)	95.8	97.9	48	48
Elmira/Corning, NY (ELM)	81.6	83.5	103	103
Escanaba, MI (ESC)	94.2	98.1	52	52
Eugene, OR (EUG)	80.5	80.5	734	735
Evansville, IN (EVV)	74.7	79.8	178	178
Everett, WA (PAE)	80.2	76.5	81	81
Fairbanks, AK (FAI)	76.0	79.7	438	438
Fargo, ND (FAR)	74.2	79.0	629	628
Farmington, NM (FMN)	67.7	90.3	31	31
Fayetteville, AR (XNA)	77.3	81.0	1043	1044
Fayetteville, NC (FAY)	84.2	86.8	38	38
Flagstaff, AZ (FLG)	73.6	85.8	106	106
Flint, MI (FNT)	74.6	76.9	299	299
Fort Dodge, IA (FOD)	79.2	71.7	53	53
Fort Lauderdale, FL (FLL)	74.8	74.3	6561	6561
Fort Myers, FL (RSW)	77.8	80.2	2058	2060
Fort Smith, AR (FSM)	82.3	87.5	96	96
Fort Wayne, IN (FWA)	74.8	78.2	540	541
Fresno, CA (FAT)	78.5	85.0	1215	1215
Gainesville, FL (GNV)	78.6	84.5	266	265
Garden City, KS (GCK)	69.4	80.6	62	62
Gillette, WY (GCC)	64.5	80.6	62	62
Grand Forks, ND (GFK)	88.0	87.8	83	82
Grand Island, NE (GRI)	81.3	87.5	80	80
Grand Junction, CO (GJT)	74.9	75.2	379	379
Grand Rapids, MI (GRR)	76.1	80.5	1567	1567

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Great Falls, MT (GTF)	84.4	86.7	211	211
Green Bay, WI (GRB)	71.7	80.4	343	341
Greensboro/High Point, NC (GSO)	75.8	81.6	868	868
Greer, SC (GSP)	75.7	81.5	1215	1214
Guam, TT (GUM)	82.3	93.5	62	62
Gulf Shores, AL (GUF)	90.0	85.0	40	40
Gulfport/Biloxi, MS (GPT)	82.8	85.5	297	297
Gunnison, CO (GUC)	75.3	68.8	93	93
Gustavus, AK (GST)	80.6	87.1	31	31
Hagerstown, MD (HGR)	59.0	59.0	39	39
Hancock/Houghton, MI (CMX)	70.2	78.6	84	84
Harlingen/San Benito, TX (HRL)	76.9	80.1	321	321
Harrisburg, PA (MDT)	75.6	78.3	410	410
Hartford, CT (BDL)	74.1	79.7	2057	2056
Hattiesburg/Laurel, MS (PIB)	69.8	83.0	53	53
Hayden, CO (HDN)	72.8	69.6	125	125
Hays, KS (HYS)	64.2	71.7	53	53
Helena, MT (HLN)	74.8	76.8	155	155
Hibbing, MN (HIB)	79.6	87.0	54	54
Hilo, HI (ITO)	93.6	94.6	560	560
Hilton Head, SC (HHH)	81.5	77.7	260	260
Hobbs, NM (HOB)	53.2	83.9	62	62
Honolulu, HI (HNL)	85.5	88.8	4920	4921
Houston, TX (HOU)	78.8	76.3	4642	4640
Houston, TX (IAH)	75.7	74.1	9891	9889
Huntsville, AL (HSV)	73.3	75.7	753	752
Hyannis, MA (HYA)	87.9	82.1	140	140
Idaho Falls, ID (IDA)	77.4	79.8	451	451
Indianapolis, IN (IND)	74.6	81.7	3876	3876
International Falls, MN (INL)	86.6	88.1	67	67
Iron Mountain/Kingsford, MI (IMT)	87.1	90.3	62	62
Islip, NY (ISP)	73.9	72.2	403	403
Jackson, WY (JAC)	75.3	72.5	766	767
Jackson/Vicksburg, MS (JAN)	80.8	82.2	553	555
Jacksonville, FL (JAX)	71.0	74.9	2290	2292
Jacksonville/Camp Lejeune, NC (OAJ)	75.8	87.5	33	32
Jamestown, ND (JMS)	81.1	69.8	53	53
Johnstown, PA (JST)	72.6	82.3	62	62
Joplin, MO (JLN)	71.0	64.5	62	62
Juneau, AK (JNU)	78.8	81.2	514	515
Kahului, HI (OGG)	89.1	89.5	2148	2145

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

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Kalamazoo, MI (AZO)	76.7	82.6	172	172
Kalispell, MT (FCA)	81.1	78.4	583	583
Kansas City, MO (MCI)	75.9	80.5	4111	4113
Kearney, NE (EAR)	64.8	87.0	54	54
Ketchikan, AK (KTN)	77.1	66.9	236	236
Key West, FL (EYW)	80.2	78.8	480	480
Killeen, TX (GRK)	69.1	75.0	136	136
King Salmon, AK (AKN)	94.6	94.6	37	37
Knoxville, TN (TYS)	71.8	77.3	1174	1174
Kodiak, AK (ADQ)	79.6	74.2	93	93
Kona, HI (KOA)	87.1	90.5	1343	1343
Kotzebue, AK (OTZ)	71.9	65.6	32	32
La Crosse, WI (LSE)	74.7	75.9	83	83
Lafayette, IN (LAF)	69.8	83.3	43	42
Lafayette, LA (LFT)	76.3	77.1	245	245
Lake Charles, LA (LCH)	72.7	73.7	99	99
Lansing, MI (LAN)	77.3	78.8	203	203
Laramie, WY (LAR)	62.3	60.4	53	53
Laredo, TX (LRD)	73.2	75.4	138	138
Las Vegas, NV (LAS)	80.2	76.8	14921	14920
Latrobe, PA (LBE)	73.3	71.7	60	60
Lawton/Fort Sill, OK (LAW)	63.4	73.1	93	93
Lewiston, ID (LWS)	88.5	91.8	61	61
Lexington, KY (LEX)	76.7	78.4	867	865
Liberal, KS (LBL)	66.0	71.7	53	53
Lihue, HI (LIH)	88.8	88.8	1356	1356
Lincoln, NE (LNK)	67.6	72.8	272	272
Little Rock, AR (LIT)	75.7	77.9	1118	1119
Long Beach, CA (LGB)	84.6	86.3	1414	1414
Longview, TX (GGG)	75.8	90.3	62	62
Los Angeles, CA (LAX)	81.2	81.9	16497	16493
Louisville, KY (SDF)	77.3	82.8	2062	2061
Lubbock, TX (LBB)	72.7	77.6	576	577
Madison, WI (MSN)	75.6	81.0	1138	1138
Manchester, NH (MHT)	75.6	81.7	573	573
Manhattan/Ft. Riley, KS (MHK)	70.2	78.6	131	131
Marquette, MI (MQT)	85.0	84.4	147	147
Martha's Vineyard, MA (MVY)	85.8	74.4	387	387
Mason City, IA (MCW)	67.9	66.0	53	53
Medford, OR (MFR)	86.4	90.8	390	390
Melbourne, FL (MLB)	79.3	81.9	237	237

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Memphis, TN (MEM)	74.1	80.9	2191	2191
Meridian, MS (MEI)	67.9	77.4	53	53
Miami, FL (MIA)	71.2	68.0	8725	8731
Midland/Odessa, TX (MAF)	74.6	80.3	916	916
Milwaukee, WI (MKE)	73.2	77.7	2500	2498
Minneapolis, MN (MSP)	80.7	81.0	10298	10305
Minot, ND (MOT)	76.4	79.6	259	260
Mission/McAllen/Edinburg, TX (MFE)	75.4	78.6	366	365
Missoula, MT (MSO)	80.0	78.9	535	536
Mobile, AL (MOB)	73.9	79.3	188	188
Moline, IL (MLI)	74.3	78.9	358	356
Monroe, LA (MLU)	71.0	75.3	93	93
Monterey, CA (MRY)	81.3	84.0	401	400
Montgomery, AL (MGM)	66.3	69.2	169	169
Montrose/Delta, CO (MTJ)	71.2	70.7	184	184
Morgantown, WV (MGW)	71.0	80.6	62	62
Mosinee, WI (CWA)	75.3	80.2	81	81
Myrtle Beach, SC (MYR)	76.7	76.8	1681	1683
Nantucket, MA (ACK)	88.4	84.0	481	481
Nashville, TN (BNA)	80.5	77.2	9011	9012
New Bern/Morehead/Beaufort, NC (EWN)	71.2	66.7	52	51
New Orleans, LA (MSY)	76.2	78.8	3737	3739
New York, NY (JFK)	78.1	78.0	9112	9110
New York, NY (LGA)	76.9	79.2	11583	11582
Newark, NJ (EWR)	69.9	75.7	10410	10410
Newburgh/Poughkeepsie, NY (SWF)	89.7	79.3	58	58
Niagara Falls, NY (IAG)	76.3	68.4	38	38
Nome, AK (OME)	56.7	50.0	30	30
Norfolk, VA (ORF)	76.0	81.1	1816	1816
North Bend/Coos Bay, OR (OTH)	83.9	80.6	62	62
North Platte, NE (LBF)	64.8	68.5	54	54
Oakland, CA (OAK)	81.5	78.9	2848	2850
Oklahoma City, OK (OKC)	74.2	80.8	2089	2092
Omaha, NE (OMA)	75.4	81.6	2114	2116
Ontario, CA (ONT)	76.9	80.9	2291	2291
Orlando, FL (MCO)	68.2	68.0	12746	12746
Pago Pago, TT (PPG)	75.0	83.3	12	12
Palm Springs, CA (PSP)	76.9	82.0	741	738
Panama City, FL (ECP)	78.0	78.5	904	905
Pasco/Kennewick/Richland, WA (PSC)	85.3	93.2	558	559
Pellston, MI (PLN)	80.2	80.2	126	126

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

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Pensacola, FL (PNS)	75.6	78.2	1285	1287
Peoria, IL (PIA)	71.7	73.8	470	470
Petersburg, AK (PSG)	77.4	75.8	62	62
Philadelphia, PA (PHL)	73.3	71.0	9122	9120
Phoenix, AZ (AZA)	83.9	85.7	392	392
Phoenix, AZ (PHX)	80.6	79.4	14390	14380
Pierre, SD (PIR)	57.4	73.6	54	53
Pittsburgh, PA (PIT)	76.9	81.9	3839	3841
Plattsburgh, NY (PBG)	82.4	70.6	34	34
Pocatello, ID (PIH)	93.5	93.5	31	31
Ponce, PR (PSE)	75.6	81.7	82	82
Portland, ME (PWM)	78.9	81.4	1310	1309
Portland, OR (PDX)	80.3	83.0	5687	5685
Portsmouth, NH (PSM)	86.8	84.2	38	38
Prescott, AZ (PRC)	72.6	75.8	62	62
Presque Isle/Houlton, ME (PQI)	87.1	100.0	31	31
Providence, RI (PVD)	72.4	81.7	1386	1382
Provo, UT (PVU)	75.7	86.4	235	236
Punta Gorda, FL (PGD)	77.6	81.9	407	408
Raleigh/Durham, NC (RDU)	75.3	77.5	4634	4640
Rapid City, SD (RAP)	73.0	76.8	559	560
Redding, CA (RDD)	81.2	83.4	181	181
Reno, NV (RNO)	77.5	82.0	1926	1925
Rhineland, WI (RHI)	80.5	83.7	123	123
Richmond, VA (RIC)	73.7	77.5	1543	1543
Riverton/Lander, WY (RIW)	69.4	88.7	62	62
Roanoke, VA (ROA)	69.0	73.2	184	183
Rochester, MN (RST)	61.0	68.0	100	100
Rochester, NY (ROC)	74.5	79.2	898	897
Rock Springs, WY (RKS)	67.7	79.0	62	62
Rockford, IL (RFD)	84.4	80.5	77	77
Roswell, NM (ROW)	74.2	75.3	93	93
Sacramento, CA (SMF)	80.6	82.0	5088	5089
Saginaw/Bay City/Midland, MI (MBS)	76.3	82.5	211	211
Saipan, TT (SPN)	100.0	93.5	31	31
Salina, KS (SLN)	58.1	78.5	93	93
Salt Lake City, UT (SLC)	84.4	84.8	9959	9985
San Angelo, TX (SJT)	77.4	79.6	93	93
San Antonio, TX (SAT)	74.7	81.5	3443	3444
San Diego, CA (SAN)	75.4	76.2	8407	8406
San Francisco, CA (SFO)	76.7	80.8	12611	12594

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
San Jose, CA (SJC)	81.6	82.5	3887	3885
San Juan, PR (SJU)	65.9	70.1	2963	2975
San Luis Obispo, CA (SBP)	82.3	81.2	419	420
Sanford, FL (SFB)	58.4	67.6	788	788
Santa Ana, CA (SNA)	80.1	79.5	3917	3918
Santa Barbara, CA (SBA)	81.7	80.3	703	704
Santa Fe, NM (SAF)	77.9	80.0	340	340
Santa Maria, CA (SMX)	88.9	88.9	9	9
Santa Rosa, CA (STS)	83.0	79.5	435	435
Sarasota/Bradenton, FL (SRQ)	76.5	79.8	1037	1037
Sault Ste. Marie, MI (CIU)	83.9	84.9	93	93
Savannah, GA (SAV)	77.9	79.2	1639	1638
Scottsbluff, NE (BFF)	64.8	61.1	54	54
Scranton/Wilkes-Barre, PA (AVP)	83.8	85.4	130	130
Seattle, WA (SEA)	75.2	74.7	15976	15970
Sheridan, WY (SHR)	72.6	88.7	62	62
Shreveport, LA (SHV)	72.9	76.9	546	546
Sioux City, IA (SUX)	59.7	54.8	62	62
Sioux Falls, SD (FSD)	69.3	74.5	589	589
Sitka, AK (SIT)	68.3	72.7	142	143
South Bend, IN (SBN)	71.5	77.7	643	642
Spokane, WA (GEG)	78.1	82.8	1732	1736
Springfield, IL (SPI)	70.3	76.6	64	64
Springfield, MO (SGF)	76.9	79.4	909	911
St. Cloud, MN (STC)	33.3	0.0	3	3
St. George, UT (SGU)	85.1	89.4	376	376
St. Louis, MO (STL)	78.0	76.9	5538	5539
St. Petersburg, FL (PIE)	66.2	77.3	749	749
State College, PA (SCE)	83.3	83.3	36	36
Stillwater, OK (SWO)	82.3	90.3	62	62
Stockton, CA (SCK)	86.0	74.0	50	50
Sun Valley/Hailey/Ketchum, ID (SUN)	86.7	88.0	248	249
Syracuse, NY (SYR)	74.2	80.7	885	887
Tallahassee, FL (TLH)	72.8	81.8	401	401
Tampa, FL (TPA)	72.9	75.7	6164	6171
Texarkana, AR (TXK)	75.8	82.3	62	62
Toledo, OH (TOL)	66.7	66.7	18	18
Traverse City, MI (TVC)	75.0	71.5	705	706
Trenton, NJ (TTN)	63.7	77.5	102	102
Tucson, AZ (TUS)	78.9	84.1	1400	1401
Tulsa, OK (TUL)	75.0	82.9	1608	1611



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

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Twin Falls, ID (TWF)	98.2	100.0	56	56
Tyler, TX (TYR)	76.3	78.5	93	93
Valparaiso, FL (VPS)	74.4	77.7	1102	1103
Victoria, TX (VCT)	100.0	100.0	6	7
Waco, TX (ACT)	67.4	70.5	95	95
Washington, DC (DCA)	74.1	76.2	12099	12098
Washington, DC (IAD)	80.0	82.5	5200	5201
Waterloo, IA (ALO)	83.6	89.1	55	55
Watertown, SD (ATY)	80.6	68.9	62	61
West Palm Beach/Palm Beach, FL (PBI)	71.7	74.4	2009	2008
West Yellowstone, MT (WYS)	78.1	76.7	73	73
White Plains, NY (HPN)	75.0	85.5	877	877
Wichita Falls, TX (SPS)	77.4	79.0	62	62
Wichita, KS (ICT)	73.7	78.4	1048	1047
Williston, ND (XWA)	77.7	78.6	238	238
Wilmington, NC (ILM)	78.6	82.1	716	716
Worcester, MA (ORH)	87.1	79.0	62	62
Wrangell, AK (WRG)	72.6	77.4	62	62
Yakutat, AK (YAK)	82.3	82.3	62	62
Yuma, AZ (YUM)	87.7	94.3	106	106

## AIR TRAVEL CONSUMER REPORT

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

AUGUST 2025

CARRIER <sup>1</sup>	AT ALL US AIRPORTS				
	NUMBER OF AIRPORTS REPORTED	FLIGHT OPERATIONS SCHEDULED	FLIGHT OPERATIONS CANCELLED	PERCENT OF OPERATIONS CANCELLED	RANK
ALLEGiant AIR	119	10499	7	0.1	1
HAWAIIAN AIRLINES	21	6946	17	0.2	2
SOUTHWEST AIRLINES	104	114519	435	0.4	3
SPIRIT AIRLINES	63	17155	93	0.5	4
JETBLUE AIRWAYS	68	20204	131	0.6	5
DELTA AIR LINES NETWORK	212	143269	955	0.7	6
- DELTA AIR LINES	144	90313	687	0.8	
- BRANDED CODESHARE PARTNERS	185	52956	268	0.5	
ALASKA AIRLINES NETWORK	104	38880	340	0.9	7
- ALASKA AIRLINES	87	22976	247	1.1	
- BRANDED CODESHARE PARTNERS	59	15904	93	0.6	
UNITED AIRLINES NETWORK	225	128217	1556	1.2	8
- UNITED AIRLINES	123	68946	789	1.1	
- BRANDED CODESHARE PARTNERS	206	59271	767	1.3	
FRONTIER AIRLINES	90	16697	269	1.6	9
AMERICAN AIRLINES NETWORK	228	169856	3097	1.8	10
- AMERICAN AIRLINES	125	83024	1603	1.9	
- BRANDED CODESHARE PARTNERS	211	86832	1494	1.7	
TOTAL AIRPORTS SERVED	363	666,242	6,900	1.0	

<sup>1</sup> 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

AUGUST 2025

CARRIER <sup>1</sup>	AT ALL US AIRPORTS				
	NUMBER OF AIRPORTS REPORTED	FLIGHT OPERATIONS SCHEDULED	FLIGHT OPERATIONS CANCELLED	PERCENT OF OPERATIONS CANCELLED	RANK
ALLEGiant AIR	119	10499	7	0.1	1
HAWAIIAN AIRLINES	21	6946	17	0.2	2
SOUTHWEST AIRLINES	104	114519	435	0.4	3
SPIRIT AIRLINES	63	17155	93	0.5	4
JETBLUE AIRWAYS	68	20204	131	0.6	5
DELTA AIR LINES	144	90313	687	0.8	6
SKYWEST AIRLINES	246	74150	755	1.0	7
ALASKA AIRLINES	87	22976	247	1.1	8
UNITED AIRLINES	123	68946	789	1.1	9
ENVOY AIR	152	26564	398	1.5	10
FRONTIER AIRLINES	90	16697	269	1.6	11
REPUBLIC AIRWAYS	82	29958	522	1.7	12
AMERICAN AIRLINES	125	83024	1603	1.9	13
PSA AIRLINES	98	20427	530	2.6	14
TOTAL AIRPORTS SERVED	348	602,378	6,483	1.1	

<sup>1</sup> 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

AUGUST 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
<b>ALASKA AIRLINES NETWORK</b>	<b>38880</b>	<b>29434</b>	<b>75.70</b>	<b>340</b>	<b>0.87</b>	<b>52</b>	<b>0.13</b>	<b>2236</b>	<b>5.75</b>	<b>168</b>	<b>0.43</b>	<b>2704</b>	<b>6.95</b>	<b>56</b>	<b>0.14</b>	<b>3891</b>	<b>10.01</b>
- ALASKA AIRLINES	22976	16523	71.91	247	1.08	39	0.17	1422	6.19	112	0.49	1990	8.66	51	0.22	2592	11.28
- BRANDED CODESHARE PARTNERS	15904	12911	81.18	93	0.58	13	0.08	814	5.12	56	0.35	713	4.48	5	0.03	1299	8.17
<b>ALLEGiant AIR</b>	<b>10499</b>	<b>7948</b>	<b>75.70</b>	<b>7</b>	<b>0.07</b>	<b>31</b>	<b>0.30</b>	<b>631</b>	<b>6.01</b>	<b>296</b>	<b>2.82</b>	<b>576</b>	<b>5.49</b>	<b>9</b>	<b>0.09</b>	<b>1000</b>	<b>9.52</b>
<b>AMERICAN AIRLINES NETWORK</b>	<b>169856</b>	<b>123230</b>	<b>72.55</b>	<b>3097</b>	<b>1.82</b>	<b>713</b>	<b>0.42</b>	<b>12262</b>	<b>7.22</b>	<b>2532</b>	<b>1.49</b>	<b>9807</b>	<b>5.77</b>	<b>92</b>	<b>0.05</b>	<b>18123</b>	<b>10.67</b>
- AMERICAN AIRLINES	83024	56262	67.77	1603	1.93	424	0.51	7369	8.88	1115	1.34	5170	6.23	52	0.06	11029	13.28
- BRANDED CODESHARE PARTNERS	86832	66968	77.12	1494	1.72	289	0.33	4894	5.64	1417	1.63	4637	5.34	39	0.04	7094	8.17
<b>DELTA AIR LINES NETWORK</b>	<b>143269</b>	<b>119012</b>	<b>83.07</b>	<b>955</b>	<b>0.67</b>	<b>385</b>	<b>0.27</b>	<b>9680</b>	<b>6.76</b>	<b>1357</b>	<b>0.95</b>	<b>5532</b>	<b>3.86</b>	<b>23</b>	<b>0.02</b>	<b>6326</b>	<b>4.42</b>
- DELTA AIR LINES	90313	74114	82.06	687	0.76	304	0.34	6039	6.69	624	0.69	3880	4.30	12	0.01	4652	5.15
- BRANDED CODESHARE PARTNERS	52956	44898	84.78	268	0.51	81	0.15	3640	6.87	733	1.38	1651	3.12	11	0.02	1674	3.16
<b>FRONTIER AIRLINES</b>	<b>16697</b>	<b>11567</b>	<b>69.28</b>	<b>269</b>	<b>1.61</b>	<b>32</b>	<b>0.19</b>	<b>1340</b>	<b>8.03</b>	<b>138</b>	<b>0.83</b>	<b>1248</b>	<b>7.47</b>	<b>0</b>	<b>0.00</b>	<b>2103</b>	<b>12.60</b>
<b>HAWAIIAN AIRLINES</b>	<b>6946</b>	<b>5932</b>	<b>85.40</b>	<b>17</b>	<b>0.24</b>	<b>5</b>	<b>0.07</b>	<b>666</b>	<b>9.59</b>	<b>3</b>	<b>0.04</b>	<b>23</b>	<b>0.33</b>	<b>10</b>	<b>0.14</b>	<b>290</b>	<b>4.18</b>
<b>JETBLUE AIRWAYS</b>	<b>20204</b>	<b>15032</b>	<b>74.40</b>	<b>131</b>	<b>0.65</b>	<b>100</b>	<b>0.49</b>	<b>1438</b>	<b>7.12</b>	<b>151</b>	<b>0.75</b>	<b>1515</b>	<b>7.50</b>	<b>14</b>	<b>0.07</b>	<b>1824</b>	<b>9.03</b>
<b>SOUTHWEST AIRLINES</b>	<b>114519</b>	<b>89309</b>	<b>77.99</b>	<b>435</b>	<b>0.38</b>	<b>405</b>	<b>0.35</b>	<b>6965</b>	<b>6.08</b>	<b>692</b>	<b>0.60</b>	<b>5218</b>	<b>4.56</b>	<b>55</b>	<b>0.05</b>	<b>11441</b>	<b>9.99</b>
<b>SPIRIT AIRLINES</b>	<b>17155</b>	<b>13185</b>	<b>76.86</b>	<b>93</b>	<b>0.54</b>	<b>63</b>	<b>0.37</b>	<b>898</b>	<b>5.23</b>	<b>161</b>	<b>0.94</b>	<b>1881</b>	<b>10.96</b>	<b>10</b>	<b>0.06</b>	<b>864</b>	<b>5.04</b>
<b>UNITED AIRLINES NETWORK</b>	<b>128217</b>	<b>96894</b>	<b>75.57</b>	<b>1556</b>	<b>1.21</b>	<b>496</b>	<b>0.39</b>	<b>9363</b>	<b>7.30</b>	<b>1395</b>	<b>1.09</b>	<b>9688</b>	<b>7.56</b>	<b>2</b>	<b>0.00</b>	<b>8823</b>	<b>6.88</b>
- UNITED AIRLINES	68946	51917	75.30	789	1.14	272	0.39	4488	6.51	612	0.89	6008	8.71	1	0.00	4859	7.05
- BRANDED CODESHARE PARTNERS	59271	44977	75.88	767	1.29	224	0.38	4875	8.22	783	1.32	3681	6.21	2	0.00	3964	6.69
<b>TOTAL</b>	<b>666,242</b>	<b>511,543</b>	<b>76.78</b>	<b>6,900</b>	<b>1.04</b>	<b>2,282</b>	<b>0.34</b>	<b>45,479</b>	<b>6.83</b>	<b>6,893</b>	<b>1.03</b>	<b>38,190</b>	<b>5.73</b>	<b>270</b>	<b>0.04</b>	<b>54,684</b>	<b>8.21</b>

## \* 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

AUGUST 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	22976	16523	71.91	247	1.08	39	0.17	1422	6.19	112	0.49	1990	8.66	51	0.22	2592	11.28
ALLEGiant AIR	10499	7948	75.70	7	0.07	31	0.30	631	6.01	296	2.82	576	5.49	9	0.09	1000	9.52
AMERICAN AIRLINES	83024	56262	67.77	1603	1.93	424	0.51	7369	8.88	1115	1.34	5170	6.23	52	0.06	11029	13.28
DELTA AIR LINES	90313	74114	82.06	687	0.76	304	0.34	6039	6.69	624	0.69	3880	4.30	12	0.01	4652	5.15
ENVOY AIR	26564	20545	77.34	398	1.50	100	0.38	922	3.47	479	1.80	1756	6.61	14	0.05	2351	8.85
FRONTIER AIRLINES	16697	11567	69.28	269	1.61	32	0.19	1340	8.03	138	0.83	1248	7.47	0	0.00	2103	12.60
HAWAIIAN AIRLINES	6946	5932	85.40	17	0.24	5	0.07	666	9.59	3	0.04	23	0.33	10	0.14	290	4.18
JETBLUE AIRWAYS	20204	15032	74.40	131	0.65	100	0.49	1438	7.12	151	0.75	1515	7.50	14	0.07	1824	9.03
PSA AIRLINES	20427	15093	73.89	530	2.59	48	0.23	1218	5.96	238	1.17	1093	5.35	14	0.07	2192	10.73
REPUBLIC AIRWAYS	29958	24496	81.77	522	1.74	52	0.17	1316	4.39	177	0.59	1845	6.16	3	0.01	1547	5.16
SKYWEST AIRLINES	74150	57890	78.07	755	1.02	287	0.39	7616	10.27	1637	2.21	2896	3.91	21	0.03	3048	4.11
SOUTHWEST AIRLINES	114519	89309	77.99	435	0.38	405	0.35	6965	6.08	692	0.60	5218	4.56	55	0.05	11441	9.99
SPIRIT AIRLINES	17155	13185	76.86	93	0.54	63	0.37	898	5.23	161	0.94	1881	10.96	10	0.06	864	5.04
UNITED AIRLINES	68946	51917	75.30	789	1.14	272	0.39	4488	6.51	612	0.89	6008	8.71	1	0.00	4859	7.05
TOTAL	602,378	459,813	76.33	6,483	1.08	2,162	0.36	42,329	7.03	6,436	1.07	35,098	5.83	265	0.04	49,792	8.27

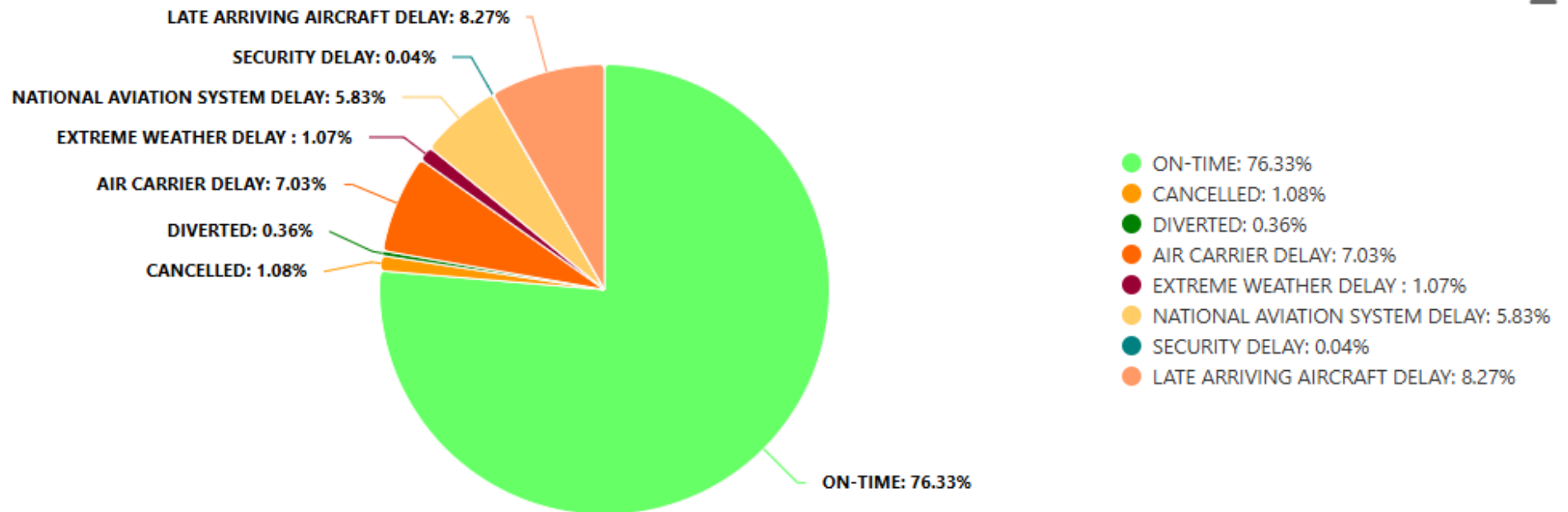
## \* Causes of Delay:

- 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**  
**AUGUST 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

AUGUST 2025

MARKETING CARRIER	OPERATING CARRIER	FLIGHT NUMBER	ORIGIN AIRPORT	DESTINATION AIRPORT	DATE OF FLIGHT	LOCATION OF LONGEST TARMAC DELAY	LENGTH OF TARMAC DELAY
AMERICAN	REPUBLIC	4527	ORD	PIT	8/16/2025	Origin Airport	6:46
UNITED	UNITED	1006	LAS	ORD	8/16/2025	Diversion Airport (PIA)	5:49
AMERICAN	PSA	5127	ORD	DAY	8/16/2025	Origin Airport	5:36
UNITED	UNITED	1557	MCO	EWB	8/6/2025	Origin Airport	5:05
AMERICAN	SKYWEST	6498	ORD	LEX	8/16/2025	Origin Airport	4:59
UNITED	UNITED	1382	SLC	ORD	8/16/2025	Diversion Airport (PIA)	4:47
AMERICAN	SKYWEST	4972	ORD	FNT	8/16/2025	Origin Airport	4:32
AMERICAN	SKYWEST	6412	IDA	ORD	8/16/2025	Destination Airport	4:31
UNITED	UNITED	1733	EWB	JAC	8/6/2025	Origin Airport	4:29
AMERICAN	SKYWEST	6287	ORD	ICT	8/16/2025	Origin Airport	4:25
AMERICAN	ENVOY	4296	ORD	BHM	8/16/2025	Origin Airport	4:21
UNITED	UNITED	2641	EWB	LAX	8/6/2025	Origin Airport	4:17
UNITED	SKYWEST	5643	ORD	CAK	8/16/2025	Origin Airport	4:11
UNITED	UNITED	2005	ORD	TYS	8/16/2025	Origin Airport	4:08
UNITED	UNITED	2039	ORD	MCO	8/4/2025	Destination Airport	4:07
UNITED	UNITED	1495	MIA	ORD	8/6/2025	Destination Airport	4:03
AMERICAN	SKYWEST	5002	CLE	ORD	8/16/2025	Destination Airport	4:02
AMERICAN	REPUBLIC	4466	ORD	MSY	8/16/2025	Origin Airport	3:58
AMERICAN	SKYWEST	6442	SGF	ORD	8/16/2025	Destination Airport	3:54
JETBLUE	JETBLUE	483	JFK	MCO	8/13/2025	Origin Airport	3:53
UNITED	UNITED	743	DEN	GEG	8/6/2025	Origin Airport	3:52
UNITED	UNITED	1261	EWB	AUS	8/6/2025	Origin Airport	3:51
JETBLUE	JETBLUE	1677	JFK	JAX	8/13/2025	Origin Airport	3:49
UNITED	UNITED	1578	EWB	LAX	8/13/2025	Origin Airport	3:49
UNITED	UNITED	668	SJU	IAH	8/6/2025	Destination Airport	3:48
JETBLUE	JETBLUE	135	JFK	PHX	8/13/2025	Origin Airport	3:49
UNITED	GOJET	4391	ORD	SGF	8/16/2025	Origin Airport	3:42
UNITED	UNITED	435	SFO	EWB	8/17/2025	Diversion Airport (PHL)	3:41
UNITED	UNITED	1696	MCO	IAH	8/6/2025	Origin Airport	3:40
UNITED	UNITED	2200	DEN	ORD	8/6/2025	Origin Airport	3:40
UNITED	UNITED	2708	EWB	TPA	8/13/2025	Origin Airport	3:40
ALLEGiant	ALLEGiant	2868	XNA	SFB	8/4/2025	Destination Airport	3:38
UNITED	SKYWEST	5499	ORD	SBN	8/16/2025	Origin Airport	3:38
UNITED	UNITED	1759	DEN	FAI	8/6/2025	Origin Airport	3:35
UNITED	UNITED	2731	EWB	DEN	8/13/2025	Origin Airport	3:35

## AIR TRAVEL CONSUMER REPORT

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

AUGUST 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	407	EWR	DEN	8/6/2025	Origin Airport	3:35
DELTA	DELTA	798	JFK	PHX	8/13/2025	Origin Airport	3:34
AMERICAN	AMERICAN	652	PHL	PWM	8/17/2025	Origin Airport	3:33
ALLEGiant	ALLEGiant	841	SBN	PGD	8/19/2025	Destination Airport	3:32
JETBLUE	JETBLUE	81	JFK	RNO	8/13/2025	Origin Airport	3:31
UNITED	UNITED	1805	DEN	HNL	8/6/2025	Origin Airport	3:29
UNITED	SKYWEST	4718	ORD	DAY	8/12/2025	Origin Airport	3:28
DELTA	ENDEAVOR	5451	LGA	JAX	8/13/2025	Origin Airport	3:27
UNITED	UNITED	1343	EWR	SFO	8/13/2025	Origin Airport	3:27
UNITED	UNITED	1846	BDL	ORD	8/6/2025	Destination Airport	3:27
DELTA	DELTA	426	JFK	SAN	8/13/2025	Origin Airport	3:25
UNITED	GOJET	4584	ORD	TUL	8/16/2025	Origin Airport	3:23
UNITED	UNITED	2387	EWR	PHX	8/13/2025	Origin Airport	3:23
UNITED	UNITED	2494	JAC	ORD	8/16/2025	Diversion Airport (PIA)	3:22
UNITED	UNITED	511	PHL	ORD	8/17/2025	Origin Airport	3:22
UNITED	UNITED	2699	EWR	ATL	8/6/2025	Origin Airport	3:21
JETBLUE	JETBLUE	1202	JFK	BUF	8/13/2025	Origin Airport	3:20
ALLEGiant	ALLEGiant	872	ATW	PGD	8/19/2025	Destination Airport	3:19
AMERICAN	AMERICAN	3264	LAS	ORD	8/16/2025	Destination Airport	3:19
AMERICAN	REPUBLIC	4504	ORD	PWM	8/16/2025	Origin Airport	3:19
UNITED	UNITED	2698	EWR	SNA	8/6/2025	Origin Airport	3:19
ALLEGiant	ALLEGiant	2854	FWA	SFB	8/5/2025	Destination Airport	3:18
AMERICAN	AMERICAN	2561	RSW	ORD	8/16/2025	Destination Airport	3:18
UNITED	UNITED	1711	IAH	MCO	8/4/2025	Destination Airport	3:18
UNITED	UNITED	1708	ORD	CLE	8/16/2025	Origin Airport	3:16
UNITED	UNITED	714	ORD	MDT	8/16/2025	Origin Airport	3:15
AMERICAN	ENVOY	4149	ORD	MHT	8/16/2025	Origin Airport	3:14
UNITED	UNITED	1844	EWR	SFO	8/13/2025	Origin Airport	3:14
JETBLUE	JETBLUE	2685	BUF	MCO	8/21/2025	Diversion Airport (SAV)	3:13
UNITED	UNITED	569	EWR	BQN	8/6/2025	Origin Airport	3:12



## AIR TRAVEL CONSUMER REPORT

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

AUGUST 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	1156	ORD	MSY	8/16/2025	Origin Airport	3:11
UNITED	UNITED	2856	EWR	JAX	8/13/2025	Origin Airport	3:11
UNITED	UNITED	2302	ORD	BWI	8/18/2025	Origin Airport	3:09
UNITED	UNITED	640	DEN	DFW	8/6/2025	Origin Airport	3:09
UNITED	UNITED	2249	DEN	PHX	8/6/2025	Origin Airport	3:08
DELTA	DELTA	2293	JFK	ATL	8/13/2025	Origin Airport	3:06
JETBLUE	JETBLUE	1523	JFK	LAX	8/13/2025	Origin Airport	3:06
UNITED	UNITED	2106	PIT	ORD	8/6/2025	Destination Airport	3:06
AMERICAN	AMERICAN	1836	DFW	SAT	8/20/2025	Origin Airport	3:05
JETBLUE	JETBLUE	1685	JFK	TPA	8/7/2025	Diversion Airport (SRQ)	3:05
JETBLUE	JETBLUE	2129	JFK	RSW	8/13/2025	Origin Airport	3:05
UNITED	UNITED	2497	IAD	ORD	8/6/2025	Destination Airport	3:04
UNITED	UNITED	592	ORD	JAC	8/6/2025	Origin Airport	3:04
AMERICAN	AMERICAN	3153	ORD	PHL	8/16/2025	Origin Airport	3:03
DELTA	DELTA	353	JFK	LAX	8/13/2025	Origin Airport	3:03
UNITED	UNITED	1982	DSM	IAH	8/7/2025	Origin Airport	3:03
UNITED	UNITED	370	EWR	MSP	8/13/2025	Origin Airport	3:03
SOUTHWEST	SOUTHWEST	2135	DAL	BWI	8/30/2025	Origin Airport	3:02
UNITED	UNITED	1124	ORD	IAH	8/6/2025	Destination Airport	3:02
AMERICAN	AMERICAN	1776	PHL	BOS	8/17/2025	Origin Airport	3:01
DELTA	ENDEAVOR	5408	JFK	MCI	8/13/2025	Origin Airport	3:01
UNITED	SKYWEST	5725	MTJ	DEN	8/1/2025	Diversion Airport (CYS)	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

AUGUST 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	57	EWR	CDG	8/6/2025	Origin Airport	5:15
UNITED	UNITED	2007	GUA	ORD	8/16/2025	Diversion Airport (IND)	4:46
UNITED	UNITED	70	EWR	AMS	8/6/2025	Origin Airport	4:30
AIR NEW ZEALAND	AIR NEW ZEALAND	9	HNL	AKL	8/15/2025	Origin Airport	4:25
UNITED	UNITED	170	EWR	VCE	8/6/2025	Origin Airport	4:22
UNITED	UNITED	268	EWR	BOG	8/13/2025	Origin Airport	4:09
UNITED	UNITED	1222	EWR	SJO	8/13/2025	Origin Airport	4:04

**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 <sup>1</sup>	August 2025			August 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	481,664	339	0.07	417,090	854	0.20
2	JETBLUE AIRWAYS	1,257,757	3,869	0.31	1,128,827	5,121	0.45
3	SOUTHWEST AIRLINES	8,379,198	29,946	0.36	10,748,019	45,586	0.42
4	SPIRIT AIRLINES	618,848	2,434	0.39	985,530	5,350	0.54
5	DELTA AIR LINES NETWORK	9,183,561	38,699	0.42	9,000,312	41,980	0.47
	- DELTA AIR LINES	7,232,111	32,578	0.45	7,289,014	35,748	0.49
	- BRANDED CODESHARE PARTNERS	1,951,450	6,121	0.31	1,711,298	6,232	0.36
6	FRONTIER AIRLINES	867,072	3,835	0.44	735,398	3,318	0.45
7	ALASKA AIRLINES NETWORK	2,830,171	18,532	0.65	2,712,356	29,213	1.08
	- ALASKA AIRLINES	2,227,002	14,351	0.64	2,162,738	24,633	1.14
	- BRANDED CODESHARE PARTNERS	603,169	4,181	0.69	549,618	4,580	0.83
8	AMERICAN AIRLINES NETWORK	9,636,587	70,666	0.73	9,597,554	92,185	0.96
	- AMERICAN AIRLINES	6,001,812	48,152	0.80	6,197,937	64,081	1.03
	- BRANDED CODESHARE PARTNERS	3,634,775	22,514	0.62	3,399,617	28,104	0.83
9	UNITED AIRLINES NETWORK	6,838,907	50,960	0.75	6,616,324	48,366	0.73
	- UNITED AIRLINES	5,023,065	36,636	0.73	4,879,176	36,430	0.75
	- BRANDED CODESHARE PARTNERS	1,815,842	14,324	0.79	1,737,148	11,936	0.69
10	HAWAIIAN AIRLINES	537,711	4,645	0.86	540,060	1,671	0.31
	TOTAL	40,631,476	223,925	0.55	42,481,470	273,644	0.64

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

## AIR TRAVEL CONSUMER REPORT

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

RANK	CARRIER <sup>1</sup>	August 2025			August 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	481,664	339	0.07	417,090	854	0.20
2	JETBLUE AIRWAYS	1,257,757	3,869	0.31	1,128,827	5,121	0.45
3	SOUTHWEST AIRLINES	8,379,198	29,946	0.36	10,748,019	45,586	0.42
4	SPIRIT AIRLINES	618,848	2,434	0.39	985,530	5,350	0.54
5	FRONTIER AIRLINES	867,072	3,835	0.44	735,398	3,318	0.45
6	DELTA AIR LINES	7,232,111	32,578	0.45	7,289,014	35,748	0.49
7	PSA AIRLINES	1,090,707	5,449	0.50	1,100,186	9,999	0.91
8	REPUBLIC AIRWAYS	928,040	4,857	0.52	760,112	5,401	0.71
9	SKYWEST AIRLINES	2,699,551	14,762	0.55	2,444,453	11,952	0.49
10	ALASKA AIRLINES	2,227,002	14,351	0.64	2,162,738	24,633	1.14
11	UNITED AIRLINES	5,023,065	36,636	0.73	4,879,176	36,430	0.75
12	ENVOY AIR	937,845	7,404	0.79	902,783	7,486	0.83
13	AMERICAN AIRLINES	6,001,812	48,152	0.80	6,197,937	64,081	1.03
14	HAWAIIAN AIRLINES	537,711	4,645	0.86	540,060	1,671	0.31
	TOTAL	38,282,383	209,257	0.55	40,291,323	257,630	0.64

<sup>1</sup> 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 <sup>1</sup>	August 2025			August 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	<b>DELTA AIR LINES NETWORK</b>	<b>13,502</b>	<b>65</b>	<b>0.48</b>	<b>14,175</b>	<b>85</b>	<b>0.60</b>
	- DELTA AIR LINES	10,161	49	0.48	11,536	71	0.62
	- BRANDED CODESHARE PARTNERS	3,341	16	0.48	2,639	14	0.53
2	<b>ALLEGiant AIR</b>	<b>2,384</b>	<b>12</b>	<b>0.50</b>	<b>2,043</b>	<b>11</b>	<b>0.54</b>
3	<b>SPIRIT AIRLINES</b>	<b>2,392</b>	<b>22</b>	<b>0.92</b>	<b>2,700</b>	<b>49</b>	<b>1.81</b>
4	<b>UNITED AIRLINES NETWORK</b>	<b>13,586</b>	<b>142</b>	<b>1.05</b>	<b>14,273</b>	<b>125</b>	<b>0.88</b>
	- UNITED AIRLINES	10,391	110	1.06	11,182	97	0.87
	- BRANDED CODESHARE PARTNERS	3,195	32	1.00	3,091	28	0.91
5	<b>JETBLUE AIRWAYS</b>	<b>2,854</b>	<b>30</b>	<b>1.05</b>	<b>2,573</b>	<b>47</b>	<b>1.83</b>
6	<b>ALASKA AIRLINES NETWORK</b>	<b>4,321</b>	<b>49</b>	<b>1.13</b>	<b>3,484</b>	<b>55</b>	<b>1.58</b>
	- ALASKA AIRLINES	3,638	40	1.10	2,969	47	1.58
	- BRANDED CODESHARE PARTNERS	683	9	1.32	515	8	1.55
7	<b>SOUTHWEST AIRLINES</b>	<b>22,471</b>	<b>299</b>	<b>1.33</b>	<b>22,112</b>	<b>317</b>	<b>1.43</b>
8	<b>AMERICAN AIRLINES NETWORK</b>	<b>13,732</b>	<b>184</b>	<b>1.34</b>	<b>13,873</b>	<b>251</b>	<b>1.81</b>
	- AMERICAN AIRLINES	9,675	138	1.43	10,142	186	1.83
	- BRANDED CODESHARE PARTNERS	4,057	46	1.13	3,731	65	1.74
9	<b>HAWAIIAN AIRLINES</b>	<b>1,165</b>	<b>16</b>	<b>1.37</b>	<b>1,311</b>	<b>12</b>	<b>0.92</b>
10	<b>FRONTIER AIRLINES</b>	<b>3,542</b>	<b>49</b>	<b>1.38</b>	<b>2,841</b>	<b>52</b>	<b>1.83</b>
	<b>TOTAL</b>	<b>79,770</b>	<b>868</b>	<b>1.09</b>	<b>79,385</b>	<b>1,004</b>	<b>1.26</b>

<sup>1</sup> 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 <sup>1</sup>	August 2025			August 2024		
		NUMBER OF WHEELCHAIRS AND SCOOTERS ENPLANED	NUMBER OF WHEELCHAIRS AND SCOOTERS MISHANDLED	NUMBER OF WHEELCHAIRS AND SCOOTERS MISHANDLED PER 100 ENPLANED	NUMBER OF WHEELCHAIRS AND SCOOTERS ENPLANED	NUMBER OF WHEELCHAIRS AND SCOOTERS MISHANDLED	NUMBER OF WHEELCHAIRS AND SCOOTERS MISHANDLED PER 100 ENPLANED
1	DELTA AIR LINES	10,161	49	0.48	11,536	71	0.62
2	ALLEGiant AIR	2,384	12	0.50	2,043	11	0.54
3	ENVOY AIR	1,463	10	0.68	1,365	18	1.32
4	SPIRIT AIRLINES	2,392	22	0.92	2,700	49	1.81
5	REPUBLIC AIRWAYS	1,387	13	0.94	1,191	21	1.76
6	UNITED AIRLINES	10,391	110	1.06	11,182	97	0.87
7	SKYWEST AIRLINES	3,849	41	1.07	3,678	25	0.68
8	ALASKA AIRLINES	3,638	40	1.10	2,969	47	1.58
9	JETBLUE AIRWAYS	2,854	30	1.05	2,573	47	1.83
10	PSA AIRLINES	971	12	1.24	898	20	2.23
11	SOUTHWEST AIRLINES	22,471	299	1.33	22,112	317	1.43
12	HAWAIIAN AIRLINES	1,165	16	1.37	1,311	12	0.92
13	FRONTIER AIRLINES	3,542	49	1.38	2,841	52	1.83
14	AMERICAN AIRLINES	9,675	138	1.43	10,142	186	1.83
	TOTAL	76,164	841	1.10	76,541	973	1.27

<sup>1</sup> 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 <sup>1</sup>	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

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

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

## AIR TRAVEL CONSUMER REPORT

## PASSENGERS DENIED BOARDING BY REPORTING OPERATING U.S. AIRLINES

RANK	CARRIER <sup>1</sup>	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

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

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

## **CONSUMER COMPLAINTS**

Consumer complaint data for August 2025 through December 2025 will be released in early 2026. The shift to the new Aviation Complaint, Enforcement, and Reporting System (ACERS) has meant that DOT analysts no longer manually code every consumer complaint; instead, consumers self-select the nature of their complaint. We have seen that some consumers select multiple categories (e.g., disability, refunds, flight schedule) that are not clearly supported by the text of their complaint. We are taking this additional time to ensure the integrity and accuracy of the data prior to publication in the ATCR.

## AIR TRAVEL CONSUMER REPORT

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

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

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

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

Carrier	Death	Injury	Loss
NONE			



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

### Customer Experience Report for August 2025 <sup>a</sup>

The Transportation Security Administration (TSA) screened approximately 78.3 million passengers at screening checkpoints and 44.8 million checked bags at baggage screening locations in August 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 <sup>b</sup>. In August 2025, TSA received 16,302 complaints (i.e. a description of a negative experience) from the public via phone or email (or 20.9 complaints per 100,000 passengers <sup>c</sup>). 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 <sup>c</sup>	Number of Complaints	Complaints per 100,000 Passengers <sup>c</sup>	Number of Complaints	Complaints per 100,000 Passengers <sup>c</sup>	Number of Complaints	Complaints per 100,000 Passengers <sup>c</sup>
836	1.1	757	1.0	12,593	16.1	192	0.3

Civil Rights		Other TSA-related		Non-TSA related, Airline		Non-TSA related, All Others	
Number of Complaints	Complaints per 100,000 Passengers <sup>c</sup>	Number of Complaints	Complaints per 100,000 Passengers <sup>c</sup>	Number of Complaints	Complaints per 100,000 Passengers <sup>c</sup>	Number of Complaints	Complaints per 100,000 Passengers <sup>c</sup>
932	1.2	259	0.4	159	0.3	574	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 <b>Only</b>
259	210	0.0006



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

## Customer Experience Report for August 2025 <sup>a</sup>

### REFERENCES

- <sup>a</sup> 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.
- <sup>b</sup> 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.
- <sup>c</sup> 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.
- <sup>d</sup> 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

<p><u>Courtesy:</u></p> <p>Includes complaints about unprofessional or discourteous treatment by the TSA screening workforce, TSA screening management, or TSA Contact Center personnel.</p>	<p><u>Screening of Personal Property:</u></p> <p>Includes complaints about mishandling of passenger property (damaged and/ or missing items/ locks/ baggage) in both the checkpoint and checked baggage screening settings.</p>	<p><u>Screening of Passengers:</u></p> <p>Includes complaints about screening to include Advanced Imaging Technology, Identification, Patdowns, Prohibited &amp; Permitted Items, and TSA PreCheck, but excludes Property.</p>	<p><u>Wait Times (Checkpoint):</u></p> <p>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.).</p>
<p><u>Civil Rights:</u></p> <p>Includes complaints about alleged discrimination or harassment based on race, color, national origin, sex, religion, age, disability, genetic information, sexual orientation and parental status.</p>	<p><u>Other TSA-related:</u></p> <p>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.</p>	<p><u>Non-TSA related, Airline:</u></p> <p>Includes complaints about Non-TSA related matters, specifically Airline-related, such as baggage requirements, lost baggage, policy/ regulations, and wheelchair assistance.</p>	<p><u>Non-TSA related, All Others:</u></p> <p>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.</p>