



Air Travel Consumer Report

A Product Of
THE OFFICE OF AVIATION CONSUMER PROTECTION

Issued: December 2025



Flight Delays¹	October 2025
Mishandled Baggage, Wheelchairs, and Scooters¹	October 2025
Oversales¹	3 rd Quarter 2025
Consumer Complaints² (Includes Disability and Discrimination Complaints)	See page 43
Airline Animal Incident Reports⁴	October 2025
Customer Service Reports to the Dept. of Homeland Security³	October 2025

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

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

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

⁴ Data collected by the Office of Aviation Consumer Protection

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INTRODUCTION

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

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

The report normally is released by the end of the second week of each month. The report is available on-line at:
<https://www.transportation.gov/individuals/aviation-consumer-protection/air-travel-consumer-reports>

FLIGHT DELAYS

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

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

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

In fulfilling DOT's data reporting requirements, the reporting air carriers use automated and/or manual systems for collecting flight data. Those using an automated system rely on the Aircraft Communication Addressing and Reporting System (ACARS) or the Docking Guidance System (DGS). Based on the latest information available to DOT, of the 14 reporting air carriers, 10 carriers (Alaska, Allegiant, Delta, Envoy, JetBlue, Republic, Hawaiian, Spirit, Southwest, and United) use ACARS, one carrier (American) uses a combination of ACARS, DGS and AFIS, and three carriers (Frontier, PSA and SkyWest) use a combination of ACARS and a manual system.

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

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

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

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

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

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

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

AIR TRAVEL CONSUMER REPORT

BRANDED CODESHARE PARTNERS

OCTOBER 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 ¹ 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

¹ On October 29, 2025, Alaska Airlines and Hawaiian Airlines received a Single Operating Certificate from the FAA in the name of "Alaska Airlines, Inc. and/or Hawaiian Airlines, Inc." As such, FAA now recognizes Alaska/Hawaiian as a single certificated carrier. Hawaiian Airlines branded flights are now operated by Alaska Airlines.

AIR TRAVEL CONSUMER REPORT

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

OCTOBER 2025

AT ALL US AIRPORTS			
CARRIER ¹	NUMBER OF AIRPORTS REPORTED	PERCENT OF ON-TIME ARRIVALS	RANK
DELTA AIR LINES NETWORK	208	83.7	1
- DELTA AIR LINES	142	83.6	
- BRANDED CODESHARE PARTNERS	178	83.8	
HAWAIIAN AIRLINES²	20	81.0	2
UNITED AIRLINES NETWORK	221	80.7	3
- UNITED AIRLINES	122	80.1	
- BRANDED CODESHARE PARTNERS	204	81.5	
SPIRIT AIRLINES	62	79.5	4
ALASKA AIRLINES NETWORK	103	79.3	5
- ALASKA AIRLINES	86	78.2	
- BRANDED CODESHARE PARTNERS	58	80.8	
AMERICAN AIRLINES NETWORK	226	77.7	6
- AMERICAN AIRLINES	122	76.1	
- BRANDED CODESHARE PARTNERS	210	79.2	
ALLEGiant AIR	117	77.7	7
FRONTIER AIRLINES	89	77.3	8
SOUTHWEST AIRLINES	104	77.1	9
JETBLUE AIRWAYS	65	73.5	10
TOTAL AIRPORTS SERVED	361	79.5	

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

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

² On October 29, 2025, Alaska Airlines and Hawaiian Airlines received a Single Operating Certificate from the FAA in the name of "Alaska Airlines, Inc. and/or Hawaiian Airlines, Inc." As such, FAA now recognizes Alaska/Hawaiian as a single certificated carrier. Hawaiian Airlines branded flights are now operated by Alaska Airlines.

AIR TRAVEL CONSUMER REPORT

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

OCTOBER 2025

AT ALL US AIRPORTS			
CARRIER ¹	NUMBER OF AIRPORTS REPORTED	PERCENT OF ON-TIME ARRIVALS	RANK
DELTA AIR LINES	142	83.6	1
SKYWEST AIRLINES	236	82.4	2
ENVOY AIR	154	81.0	3
HAWAIIAN AIRLINES ²	20	81.0	4
PSA AIRLINES	94	80.5	5
UNITED AIRLINES	122	80.1	6
SPIRIT AIRLINES	62	79.5	7
ALASKA AIRLINES	86	78.2	8
ALLEGiant AIR	117	77.7	9
FRONTIER AIRLINES	89	77.3	10
SOUTHWEST AIRLINES	104	77.1	11
AMERICAN AIRLINES	122	76.1	12
REPUBLIC AIRWAYS	78	74.7	13
JETBLUE AIRWAYS	65	73.5	14
TOTAL AIRPORTS SERVED	346	79.1	

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

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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

OCTOBER 2025

CARRIER ¹	Jan 25		Feb 25		Mar 25		Apr 25		May 25		Jun 25		Jul 25		Aug 25		Sep 25		Oct 25		Year-to-date (YTD)	
	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank
ALASKA AIRLINES NETWORK	80.4	3	74.7	6	79.8	6	81.6	4	77.6	3	72.6	4	72.4	4	75.7	5	83.3	4	79.3	5	77.6	5
- ALASKA AIRLINES	81.0		77.0		80.3		80.6		74.3		69.0		67.6		71.9		82.9		78.2		75.9	
- BRANDED CODESHARE PARTNERS	79.5		71.8		79.1		82.8		82.3		78.0		79.6		81.2		83.9		80.8		80.0	
ALLEGiant AIR	75.2	8	74.0	8	77.1	7	78.9	8	75.9	5	68.9	8	69.3	6	75.7	6	82.8	6	77.7	7	75.0	7
AMERICAN AIRLINES NETWORK	76.4	7	74.6	7	75.8	9	75.8	9	72.5	9	65.8	9	65.6	8	72.5	9	80.5	8	77.7	6	73.6	8
- AMERICAN AIRLINES	77.5		78.2		75.5		74.3		72.1		65.3		62.4		67.8		77.8		76.1		72.5	
- BRANDED CODESHARE PARTNERS	75.3		71.2		76.1		77.2		72.9		66.2		68.7		77.1		83.1		79.2		74.6	
DELTA AIR LINES NETWORK	78.7	5	79.1	4	81.7	1	82.1	2	77.8	2	73.3	3	74.0	2	83.1	2	87.1	2	83.7	1	80.0	2
- DELTA AIR LINES	78.3		79.7		81.0		81.6		77.6		72.2		73.7		82.1		87.4		83.6		79.6	
- BRANDED CODESHARE PARTNERS	79.4		78.0		82.9		82.9		78.2		75.2		74.5		84.8		86.5		83.8		80.6	
FRONTIER AIRLINES	72.0	10	73.7	9	73.2	10	72.5	10	68.6	10	59.5	10	62.0	10	69.3	10	79.2	9	77.3	8	70.7	10
HAWAIIAN AIRLINES²	84.5	1	82.3	2	81.3	3	81.4	5	87.1	1	81.9	1	78.9	1	85.4	1	88.2	1	81.0	2	83.2	1
JETBLUE AIRWAYS	74.0	9	69.5	10	76.2	8	82.0	3	73.4	8	70.9	7	62.5	9	74.4	8	78.5	10	73.5	10	73.4	9
SOUTHWEST AIRLINES	82.2	2	82.9	1	81.5	2	80.5	7	76.3	4	71.1	5	69.9	5	78.0	3	82.6	7	77.1	9	78.0	4
SPIRIT AIRLINES	79.1	4	80.4	3	80.1	5	82.5	1	73.9	7	73.8	2	73.4	3	76.9	4	83.2	5	79.5	4	78.2	3
UNITED AIRLINES NETWORK	77.9	6	78.3	5	81.1	4	80.8	6	75.5	6	71.1	6	68.1	7	75.6	7	83.5	3	80.7	3	77.2	6
- UNITED AIRLINES	80.6		80.9		82.2		81.2		74.7		72.7		67.9		75.3		82.6		80.1		77.7	
- BRANDED CODESHARE PARTNERS	74.7		75.3		79.9		80.5		76.5		69.3		68.3		75.9		84.5		81.5		76.6	
TOTAL	78.4		77.8		79.4		79.6		75.3		70.1		69.2		76.8		83.1		79.5		76.8	

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

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

² On October 29, 2025, Alaska Airlines and Hawaiian Airlines received a Single Operating Certificate from the FAA in the name of "Alaska Airlines, Inc. and/or Hawaiian Airlines, Inc." As such, FAA now recognizes Alaska/Hawaiian as a single certificated carrier. Hawaiian Airlines branded flights are now operated by Alaska Airlines.

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)

OCTOBER 2025

ARRIVAL AIRPORT ¹																
CARRIER	ATL		AUS		BNA		BOS		BWI		CLT		DCA		DEN	
	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME
ALASKA AIRLINES NETWORK	144	77.1	247	82.6	115	78.3	236	65.3	55	90.9	0	0.0	186	80.1	257	79.8
- ALASKA AIRLINES	144	77.1	186	82.3	115	78.3	236	65.3	55	90.9	0	0.0	186	80.1	221	80.1
- BRANDED CODESHARE PARTNERS	0	0.0	61	83.6	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	36	77.8
ALLEGiant AIR	0	0.0	51	68.6	203	77.3	60	93.3	0	0.0	0	0.0	0	0.0	42	83.3
AMERICAN AIRLINES NETWORK	1209	73.7	1180	71.7	1604	72.6	2464	61.9	418	78.0	18460	86.8	7852	74.7	871	73.9
- AMERICAN AIRLINES	615	71.4	1043	71.2	953	71.7	1523	59.8	351	76.4	10202	85.1	2580	74.8	783	72.5
- BRANDED CODESHARE PARTNERS	594	76.1	137	75.2	651	74.0	941	65.4	67	86.6	8258	89.0	5272	74.6	88	86.4
DELTA AIR LINES NETWORK	24142	87.9	1708	82.8	1320	79.1	4449	64.0	590	82.4	900	80.3	1720	76.0	1023	77.5
- DELTA AIR LINES	21032	87.9	1122	80.8	849	81.3	2280	64.1	483	84.1	495	83.4	804	81.5	1023	77.5
- BRANDED CODESHARE PARTNERS	3110	87.9	586	86.7	471	75.2	2169	63.8	107	74.8	405	76.5	916	71.3	0	0.0
FRONTIER AIRLINES	1575	76.9	190	74.2	112	76.8	71	90.1	251	82.9	240	77.1	84	85.7	2108	80.4
HAWAIIAN AIRLINES²	0	0.0	0	0.0	0	0.0	17	76.5	0	0.0	0	0.0	0	0.0	0	0.0
JETBLUE AIRWAYS	183	80.3	31	100.0	173	74.6	3346	64.4	0	0.0	0	0.0	582	70.6	97	73.2
SOUTHWEST AIRLINES	1623	77.8	3448	76.8	5339	75.4	720	55.4	6373	82.8	290	78.3	1359	71.5	7711	76.8
SPIRIT AIRLINES	523	79.5	101	74.3	412	77.4	222	69.8	397	80.1	290	77.9	0	0.0	0	0.0
UNITED AIRLINES NETWORK	735	80.7	991	82.7	854	74.2	1172	62.3	417	88.0	494	80.6	944	72.8	15655	84.4
- UNITED AIRLINES	670	80.6	971	82.5	559	76.2	1153	62.2	395	87.8	252	79.0	626	78.8	9374	85.0
- BRANDED CODESHARE PARTNERS	65	81.5	20	95.0	295	70.5	19	68.4	22	90.9	242	82.2	318	61.0	6281	83.5
TOTAL	30,134	85.8	7,947	78.2	10,132	75.5	12,757	63.5	8,501	82.7	20,674	86.0	12,727	74.4	27,764	81.3

¹ See Appendix at end of this section for list of airport codes.² On October 29, 2025, Alaska Airlines and Hawaiian Airlines received a Single Operating Certificate from the FAA in the name of "Alaska Airlines, Inc. and/or Hawaiian Airlines, Inc." As such, FAA now recognizes Alaska/Hawaiian as a single certificated carrier. Hawaiian Airlines branded flights are now operated by Alaska Airlines.

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)

OCTOBER 2025

ARRIVAL AIRPORT ¹																
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	197	85.8	34	85.3	301	81.1	31	90.3	105	83.8	96	67.7	339	73.7	896	74.7
- ALASKA AIRLINES	197	85.8	34	85.3	301	81.1	31	90.3	105	83.8	96	67.7	339	73.7	496	75.6
- BRANDED CODESHARE PARTNERS	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	400	73.5
ALLEGiant AIR	0	0.0	0	0.0	57	93.0	277	52.7	51	86.3	0	0.0	0	0.0	652	77.9
AMERICAN AIRLINES NETWORK	23683	78.8	885	75.0	586	67.7	503	78.9	202	79.7	972	71.3	2125	77.1	1302	75.3
- AMERICAN AIRLINES	13762	77.1	433	79.7	524	67.0	503	78.9	121	75.2	634	66.4	1239	75.5	1297	75.3
- BRANDED CODESHARE PARTNERS	9921	81.1	452	70.6	62	74.2	0	0.0	81	86.4	338	80.5	886	79.2	5	100.0
DELTA AIR LINES NETWORK	1056	73.6	9552	89.0	775	68.0	966	81.4	519	81.7	746	79.0	4974	81.6	1573	79.5
- DELTA AIR LINES	1056	73.6	5371	88.4	598	66.4	966	81.4	256	79.7	746	79.0	2641	81.9	1358	78.5
- BRANDED CODESHARE PARTNERS	0	0.0	4181	89.8	177	73.4	0	0.0	263	83.7	0	0.0	2333	81.3	215	86.0
FRONTIER AIRLINES	887	75.9	152	78.9	93	71.0	127	81.9	126	74.6	355	78.3	301	84.4	1000	76.2
HAWAIIAN AIRLINES²	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	31	80.6	155	71.6
JETBLUE AIRWAYS	31	100.0	162	73.5	365	64.4	1347	78.3	0	0.0	37	83.8	2976	78.3	302	72.8
SOUTHWEST AIRLINES	0	0.0	390	74.1	0	0.0	883	75.0	99	63.6	0	0.0	0	0.0	7583	76.5
SPIRIT AIRLINES	456	79.4	982	82.5	728	70.1	1795	80.0	0	0.0	598	79.1	0	0.0	1069	84.6
UNITED AIRLINES NETWORK	901	80.9	623	81.9	8743	71.2	658	81.6	6552	86.7	12005	84.6	0	0.0	1329	81.0
- UNITED AIRLINES	873	80.8	192	80.7	5737	71.0	658	81.6	3008	87.1	6414	84.0	0	0.0	1327	80.9
- BRANDED CODESHARE PARTNERS	28	85.7	431	82.4	3006	71.4	0	0.0	3544	86.3	5591	85.2	0	0.0	2	100.0
TOTAL	27,211	78.6	12,780	86.4	11,648	70.9	6,587	78.2	7,654	85.6	14,809	82.9	10,746	79.6	15,861	77.4

¹ See Appendix at end of this section for list of airport codes.² On October 29, 2025, Alaska Airlines and Hawaiian Airlines received a Single Operating Certificate from the FAA in the name of "Alaska Airlines, Inc. and/or Hawaiian Airlines, Inc." As such, FAA now recognizes Alaska/Hawaiian as a single certificated carrier. Hawaiian Airlines branded flights are now operated by Alaska Airlines.

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)

OCTOBER 2025

ARRIVAL AIRPORT ¹																
CARRIER	LAX		LGA		MCO		MDW		MIA		MSP		ORD		PHL	
	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME
ALASKA AIRLINES NETWORK	1493	80.3	0	0.0	182	83.5	0	0.0	31	87.1	107	88.8	293	72.0	62	77.4
- ALASKA AIRLINES	622	79.6	0	0.0	182	83.5	0	0.0	31	87.1	104	90.4	293	72.0	62	77.4
- BRANDED CODESHARE PARTNERS	871	80.8	0	0.0	0	0.0	0	0.0	0	0.0	3	33.3	0	0.0	0	0.0
ALLEGiant AIR	9	100.0	0	0.0	29	72.4	36	69.4	0	0.0	0	0.0	0	0.0	0	0.0
AMERICAN AIRLINES NETWORK	3605	78.9	4247	66.9	1563	72.4	0	0.0	6051	81.0	673	79.8	13481	71.3	8673	78.8
- AMERICAN AIRLINES	2485	77.5	1372	63.9	1563	72.4	0	0.0	5047	79.9	389	79.4	5617	73.9	4445	77.7
- BRANDED CODESHARE PARTNERS	1120	82.0	2875	68.4	0	0.0	0	0.0	1004	86.6	284	80.3	7864	69.4	4228	80.0
DELTA AIR LINES NETWORK	4211	85.5	7324	72.1	1764	76.5	298	87.9	936	76.4	9263	89.3	1230	69.5	670	79.9
- DELTA AIR LINES	3179	84.5	2748	70.5	1689	76.1	113	85.8	886	75.7	5598	88.1	1077	68.1	563	82.1
- BRANDED CODESHARE PARTNERS	1032	88.7	4576	73.1	75	86.7	185	89.2	50	88.0	3665	91.2	153	79.7	107	68.2
FRONTIER AIRLINES	513	76.6	220	61.4	1264	75.5	217	78.8	297	79.1	97	80.4	387	74.9	720	71.4
HAWAIIAN AIRLINES²	150	68.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
JETBLUE AIRWAYS	649	70.1	339	69.0	1389	75.3	0	0.0	0	0.0	0	0.0	103	70.9	175	76.0
SOUTHWEST AIRLINES	2234	71.1	992	62.2	4381	78.9	6015	81.5	372	78.0	550	78.7	422	73.9	469	71.0
SPIRIT AIRLINES	475	80.8	449	68.6	1492	80.2	0	0.0	306	77.5	31	74.2	405	75.8	235	82.1
UNITED AIRLINES NETWORK	3369	85.5	973	66.7	1180	82.3	0	0.0	474	81.9	630	82.9	16876	76.2	482	83.8
- UNITED AIRLINES	2403	83.5	849	65.1	1180	82.3	0	0.0	474	81.9	496	80.6	9152	75.6	383	83.0
- BRANDED CODESHARE PARTNERS	966	90.3	124	77.4	0	0.0	0	0.0	0	0.0	134	91.0	7724	77.0	99	86.9
TOTAL	16,708	80.5	14,544	69.2	13,244	77.6	6,566	81.6	8,467	80.2	11,351	87.8	33,197	73.9	11,486	78.3

¹ See Appendix at end of this section for list of airport codes.² On October 29, 2025, Alaska Airlines and Hawaiian Airlines received a Single Operating Certificate from the FAA in the name of "Alaska Airlines, Inc. and/or Hawaiian Airlines, Inc." As such, FAA now recognizes Alaska/Hawaiian as a single certificated carrier. Hawaiian Airlines branded flights are now operated by Alaska Airlines.

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)

OCTOBER 2025

ARRIVAL AIRPORT ¹												
CARRIER	PHX		SAN		SEA		SFO		SLC		TPA	
	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME
ALASKA AIRLINES NETWORK	566	75.6	2256	72.7	8536	79.2	1816	68.2	260	78.8	63	76.2
- ALASKA AIRLINES	507	75.5	1082	71.9	6184	77.9	819	67.9	118	78.0	63	76.2
- BRANDED CODESHARE PARTNERS	59	76.3	1174	73.3	2352	82.5	997	68.4	142	79.6	0	0.0
ALLEGiant AIR	51	70.6	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
AMERICAN AIRLINES NETWORK	7104	80.9	811	71.1	710	73.0	1230	70.7	433	66.3	1092	75.5
- AMERICAN AIRLINES	4787	79.9	811	71.1	572	71.0	1046	71.2	367	62.9	1026	74.8
- BRANDED CODESHARE PARTNERS	2317	83.0	0	0.0	138	81.2	184	67.9	66	84.8	66	86.4
DELTA AIR LINES NETWORK	1074	80.6	1031	80.0	4444	86.9	1317	72.0	7144	89.9	1110	78.6
- DELTA AIR LINES	955	80.0	851	79.3	2782	84.8	1235	71.4	4516	87.0	1110	78.6
- BRANDED CODESHARE PARTNERS	119	85.7	180	83.3	1662	90.4	82	80.5	2628	94.7	0	0.0
FRONTIER AIRLINES	687	74.4	208	77.4	120	70.8	300	63.0	322	82.9	462	79.0
HAWAIIAN AIRLINES²	31	74.2	85	68.2	154	57.8	91	72.5	31	80.6	0	0.0
JETBLUE AIRWAYS	78	69.2	151	83.4	50	88.0	382	74.3	31	77.4	404	77.2
SOUTHWEST AIRLINES	6015	75.5	3305	68.0	625	72.6	799	53.3	968	78.5	1936	76.5
SPIRIT AIRLINES	35	88.6	12	91.7	0	0.0	0	0.0	7	85.7	353	81.6
UNITED AIRLINES NETWORK	998	77.6	1011	79.4	821	82.9	7043	75.9	654	81.8	658	81.6
- UNITED AIRLINES	889	77.2	926	78.6	793	82.8	5343	77.2	376	77.9	658	81.6
- BRANDED CODESHARE PARTNERS	109	80.7	85	88.2	28	85.7	1700	72.1	278	87.1	0	0.0
TOTAL	16,639	78.2	8,870	72.7	15,460	80.8	12,978	72.2	9,850	86.6	6,078	77.8

¹ See Appendix at end of this section for list of airport codes.² On October 29, 2025, Alaska Airlines and Hawaiian Airlines received a Single Operating Certificate from the FAA in the name of “Alaska Airlines, Inc. and/or Hawaiian Airlines, Inc.” As such, FAA now recognizes Alaska/Hawaiian as a single certificated carrier. Hawaiian Airlines branded flights are now operated by Alaska Airlines.

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)

OCTOBER 2025

ARRIVAL AIRPORT ¹																
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	144	77.1	186	82.3	115	78.3	236	65.3	55	90.9	0	0.0	186	80.1	221	80.1
ALLEGiant AIR	0	0.0	51	68.6	203	77.3	60	93.3	0	0.0	0	0.0	0	0.0	42	83.3
AMERICAN AIRLINES	615	71.4	1043	71.2	953	71.7	1523	59.8	351	76.4	10202	85.1	2580	74.8	783	72.5
DELTA AIR LINES	21032	87.9	1122	80.8	849	81.3	2280	64.1	483	84.1	495	83.4	804	81.5	1023	77.5
ENVOY AIR	76	80.3	67	77.6	142	79.6	185	63.8	67	86.6	537	92.4	332	84.9	1	100.0
FRONTIER AIRLINES	1575	76.9	190	74.2	112	76.8	71	90.1	251	82.9	240	77.1	84	85.7	2108	80.4
HAWAIIAN AIRLINES ²	0	0.0	0	0.0	0	0.0	17	76.5	0	0.0	0	0.0	0	0.0	0	0.0
JETBLUE AIRWAYS	183	80.3	31	100.0	173	74.6	3346	64.4	0	0.0	0	0.0	582	70.6	97	73.2
PSA AIRLINES	244	84.0	0	0.0	50	86.0	0	0.0	0	0.0	3504	89.0	3263	72.6	0	0.0
REPUBLIC AIRWAYS	303	70.3	0	0.0	646	73.5	2824	63.9	107	74.8	364	77.5	2476	75.4	0	0.0
SKYWEST AIRLINES	565	86.0	639	84.8	290	60.7	0	0.0	0	0.0	92	82.6	6	66.7	6404	83.5
SOUTHWEST AIRLINES	1623	77.8	3448	76.8	5339	75.4	720	55.4	6373	82.8	290	78.3	1359	71.5	7711	76.8
SPIRIT AIRLINES	523	79.5	101	74.3	412	77.4	222	69.8	397	80.1	290	77.9	0	0.0	0	0.0
UNITED AIRLINES	670	80.6	971	82.5	559	76.2	1153	62.2	395	87.8	252	79.0	626	78.8	9374	85.0
TOTAL	27,553	85.6	7,849	78.1	9,843	75.3	12,637	63.4	8,479	82.7	16,266	85.5	12,298	74.8	27,764	81.3

¹ See Appendix at end of this section for list of airport codes.² On October 29, 2025, Alaska Airlines and Hawaiian Airlines received a Single Operating Certificate from the FAA in the name of “Alaska Airlines, Inc. and/or Hawaiian Airlines, Inc.” As such, FAA now recognizes Alaska/Hawaiian as a single certificated carrier. Hawaiian Airlines branded flights are now operated by Alaska Airlines.

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

OCTOBER 2025

ARRIVAL AIRPORT ¹																
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	197	85.8	34	85.3	301	81.1	31	90.3	105	83.8	96	67.7	339	73.7	496	75.6
ALLEGiant AIR	0	0.0	0	0.0	57	93.0	277	52.7	51	86.3	0	0.0	0	0.0	652	77.9
AMERICAN AIRLINES	13762	77.1	433	79.7	524	67.0	503	78.9	121	75.2	634	66.4	1239	75.5	1297	75.3
DELTA AIR LINES	1056	73.6	5371	88.4	598	66.4	966	81.4	256	79.7	746	79.0	2641	81.9	1358	78.5
ENVOY AIR	6056	82.1	31	80.6	62	74.2	0	0.0	0	0.0	111	81.1	0	0.0	0	0.0
FRONTIER AIRLINES	887	75.9	152	78.9	93	71.0	127	81.9	126	74.6	355	78.3	301	84.4	1000	76.2
HAWAIIAN AIRLINES ²	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	31	80.6	155	71.6
JETBLUE AIRWAYS	31	100.0	162	73.5	365	64.4	1347	78.3	0	0.0	37	83.8	2976	78.3	302	72.8
PSA AIRLINES	1609	81.4	114	81.6	0	0.0	0	0.0	81	86.4	67	76.1	0	0.0	0	0.0
REPUBLIC AIRWAYS	0	0.0	517	81.2	2117	74.6	0	0.0	779	84.3	104	82.7	1362	81.0	0	0.0
SKYWEST AIRLINES	2256	78.3	2572	87.6	0	0.0	0	0.0	224	85.7	1087	81.6	0	0.0	367	84.5
SOUTHWEST AIRLINES	0	0.0	390	74.1	0	0.0	883	75.0	99	63.6	0	0.0	0	0.0	7583	76.5
SPIRIT AIRLINES	456	79.4	982	82.5	728	70.1	1795	80.0	0	0.0	598	79.1	0	0.0	1069	84.6
UNITED AIRLINES	873	80.8	192	80.7	5737	71.0	658	81.6	3008	87.1	6414	84.0	0	0.0	1327	80.9
TOTAL	27,183	78.6	10,950	85.9	10,582	71.4	6,587	78.2	4,850	85.0	10,249	81.5	8,889	79.4	15,606	77.6

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OCTOBER 2025

ARRIVAL AIRPORT ¹																
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	622	79.6	0	0.0	182	83.5	0	0.0	31	87.1	104	90.4	293	72.0	62	77.4
ALLEGiant AIR	9	100.0	0	0.0	29	72.4	36	69.4	0	0.0	0	0.0	0	0.0	0	0.0
AMERICAN AIRLINES	2485	77.5	1372	63.9	1563	72.4	0	0.0	5047	79.9	389	79.4	5617	73.9	4445	77.7
DELTA AIR LINES	3179	84.5	2748	70.5	1689	76.1	113	85.8	886	75.7	5598	88.1	1077	68.1	563	82.1
ENVOY AIR	1	100.0	0	0.0	0	0.0	0	0.0	978	86.6	103	82.5	4709	74.0	0	0.0
FRONTIER AIRLINES	513	76.6	220	61.4	1264	75.5	217	78.8	297	79.1	97	80.4	387	74.9	720	71.4
HAWAIIAN AIRLINES ²	150	68.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
JETBLUE AIRWAYS	649	70.1	339	69.0	1389	75.3	0	0.0	0	0.0	0	0.0	103	70.9	175	76.0
PSA AIRLINES	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	45	77.8	352	64.2	1580	80.1
REPUBLIC AIRWAYS	0	0.0	4890	70.4	75	86.7	0	0.0	76	86.8	139	79.1	2003	80.0	672	80.7
SKYWEST AIRLINES	3411	86.7	144	70.8	0	0.0	153	88.9	0	0.0	2110	92.1	6563	70.8	0	0.0
SOUTHWEST AIRLINES	2234	71.1	992	62.2	4381	78.9	6015	81.5	372	78.0	550	78.7	422	73.9	469	71.0
SPIRIT AIRLINES	475	80.8	449	68.6	1492	80.2	0	0.0	306	77.5	31	74.2	405	75.8	235	82.1
UNITED AIRLINES	2403	83.5	849	65.1	1180	82.3	0	0.0	474	81.9	496	80.6	9152	75.6	383	83.0
TOTAL	16,131	80.6	12,003	68.4	13,244	77.6	6,534	81.6	8,467	80.2	9,662	87.4	31,083	73.8	9,304	78.0

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AIR TRAVEL CONSUMER REPORT

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OCTOBER 2025

ARRIVAL AIRPORT ¹												
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	507	75.5	1082	71.9	6184	77.9	819	67.9	118	78.0	63	76.2
ALLEGiant AIR	51	70.6	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
AMERICAN AIRLINES	4787	79.9	811	71.1	572	71.0	1046	71.2	367	62.9	1026	74.8
DELTA AIR LINES	955	80.0	851	79.3	2782	84.8	1235	71.4	4516	87.0	1110	78.6
ENVOY AIR	872	83.9	0	0.0	45	82.2	0	0.0	4	75.0	65	86.2
FRONTIER AIRLINES	687	74.4	208	77.4	120	70.8	300	63.0	322	82.9	462	79.0
HAWAIIAN AIRLINES ²	31	74.2	85	68.2	154	57.8	91	72.5	31	80.6	0	0.0
JETBLUE AIRWAYS	78	69.2	151	83.4	50	88.0	382	74.3	31	77.4	404	77.2
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	1	100.0
SKYWEST AIRLINES	1714	82.6	1258	75.4	2532	87.2	2753	71.4	3067	93.3	0	0.0
SOUTHWEST AIRLINES	6015	75.5	3305	68.0	625	72.6	799	53.3	968	78.5	1936	76.5
SPIRIT AIRLINES	35	88.6	12	91.7	0	0.0	0	0.0	7	85.7	353	81.6
UNITED AIRLINES	889	77.2	926	78.6	793	82.8	5343	77.2	376	77.9	658	81.6
TOTAL	16,621	78.2	8,689	72.6	13,857	80.5	12,768	72.3	9,807	86.6	6,078	77.8

¹ See Appendix at end of this section for list of airport codes.² On October 29, 2025, Alaska Airlines and Hawaiian Airlines received a Single Operating Certificate from the FAA in the name of "Alaska Airlines, Inc. and/or Hawaiian Airlines, Inc." As such, FAA now recognizes Alaska/Hawaiian as a single certificated carrier. Hawaiian Airlines branded flights are now operated by Alaska Airlines.

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)

OCTOBER 2025

ARRIVAL AIRPORT ¹																
SCHEDULED ARRIVAL TIME	ATL	AUS	BNA	BOS	BWI	CLT	DCA	DEN	DFW	DTW	EWR	FLL	IAD	IAH	JFK	LAS
0600-0659	91.4	90.3	95.3	84.0	88.3	94.0	95.4	92.1	88.8	87.0	85.3	91.7	92.2	93.6	87.9	97.3
0700-0759	93.0	96.1	95.9	92.9	95.9	94.4	87.9	94.2	87.2	94.3	90.8	82.5	93.7	89.3	87.3	93.3
0800-0859	91.5	95.0	92.8	90.5	96.5	93.0	90.7	89.4	84.8	94.9	94.8	96.0	93.5	85.0	89.4	89.1
0900-0959	89.5	93.0	90.6	89.5	93.4	92.3	86.4	89.7	85.7	94.3	92.4	92.8	85.5	87.9	92.7	87.4
1000-1059	91.4	93.0	86.3	84.7	92.2	91.0	86.6	86.1	87.6	92.6	89.1	89.5	96.1	90.2	89.9	86.1
1100-1159	91.3	85.0	83.0	84.4	91.9	89.7	85.7	87.0	84.3	92.2	88.8	85.3	88.5	91.6	91.1	82.9
1200-1259	89.6	88.7	80.1	79.0	91.3	89.9	86.1	87.9	84.6	90.0	83.5	82.7	90.9	85.8	87.1	79.7
1300-1359	90.3	79.7	79.9	71.7	88.1	87.6	80.9	87.3	80.8	88.9	78.0	81.4	93.7	84.8	84.0	80.1
1400-1459	85.3	78.9	76.9	58.5	86.9	88.4	73.4	85.9	82.8	88.6	73.3	78.5	89.0	90.2	80.4	74.2
1500-1559	86.4	79.4	72.1	44.2	85.5	84.8	73.6	82.9	76.9	89.1	70.4	77.0	88.0	86.6	83.9	74.9
1600-1659	84.4	75.2	66.5	47.0	80.9	85.2	66.3	78.6	74.4	80.4	69.5	83.2	82.8	75.5	74.1	72.3
1700-1759	79.9	71.7	64.0	44.6	77.1	82.3	70.1	68.6	72.0	84.4	59.1	69.8	69.0	70.5	71.9	69.3
1800-1859	82.2	67.3	65.4	42.2	76.3	80.3	71.4	69.8	68.6	81.0	54.8	66.1	82.6	69.3	71.5	71.3
1900-1959	79.8	68.5	66.7	44.0	70.7	75.4	63.0	71.4	69.4	84.2	53.2	72.4	85.5	74.4	67.5	72.6
2000-2059	79.8	64.2	69.0	48.5	72.5	81.3	64.7	67.3	68.4	82.9	44.4	71.9	80.5	76.8	72.0	68.7
2100-2159	76.7	68.5	61.6	52.5	63.9	73.2	56.3	70.5	71.3	76.1	48.8	71.8	84.7	74.7	69.0	65.5
2200-2259	73.4	74.0	67.2	61.8	69.7	70.0	59.0	78.4	70.1	70.1	59.7	68.9	65.3	80.5	67.0	69.8
2300-0559	77.9	71.2	68.0	66.0	78.6	80.2	68.0	75.0	78.2	74.1	72.8	67.4	79.4	76.3	77.4	73.5
TOTAL	85.6	78.1	75.3	63.4	82.7	85.5	74.8	81.3	78.6	85.9	71.4	78.2	85.0	81.5	79.4	77.6

¹ See Appendix at end of this section for list of airport codes.

AIR TRAVEL CONSUMER REPORT

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

OCTOBER 2025

ARRIVAL AIRPORT ¹															
SCHEDULED ARRIVAL TIME	LAX	LGA	MCO	MDW	MIA	MSP	ORD	PHL	PHX	SAN	SEA	SFO	SLC	TPA	TOTAL
0600-0659	89.8	0.0	86.9	92.7	84.7	90.5	88.2	93.6	93.6	0.0	90.8	90.8	89.6	98.3	91.0
0700-0759	93.6	93.1	91.3	93.4	92.7	94.8	83.1	88.8	91.6	87.9	82.2	94.5	92.3	94.3	90.5
0800-0859	89.1	90.1	95.1	90.8	91.0	93.7	83.5	92.3	87.7	91.1	88.9	86.9	95.8	94.8	89.8
0900-0959	87.0	88.5	90.9	93.8	91.8	93.3	81.6	88.1	85.1	88.5	87.2	76.0	93.8	93.6	88.1
1000-1059	86.5	83.9	87.6	94.1	86.3	90.8	84.4	82.9	85.6	86.4	79.5	71.6	90.6	91.1	87.0
1100-1159	82.3	83.1	87.2	93.5	89.5	94.4	86.5	84.7	83.6	77.8	87.0	75.4	82.8	87.2	86.2
1200-1259	79.8	82.0	85.1	91.2	88.8	90.7	84.1	81.5	80.5	66.8	86.6	66.3	91.1	87.2	84.4
1300-1359	80.8	74.8	81.0	87.2	86.3	86.6	79.2	84.3	78.7	71.5	84.9	75.1	84.1	81.3	82.2
1400-1459	76.5	66.6	76.5	86.8	80.1	90.6	80.4	82.6	77.5	73.2	87.2	75.8	88.5	83.0	80.4
1500-1559	86.0	65.5	79.3	77.5	83.7	88.5	76.4	77.2	74.9	74.3	84.8	76.9	84.9	84.9	78.6
1600-1659	80.2	59.7	78.7	78.6	78.4	87.6	76.6	75.4	74.8	70.5	81.0	69.6	86.3	74.9	76.0
1700-1759	79.6	55.4	74.6	78.1	77.3	83.8	71.4	68.1	70.3	63.6	73.8	74.7	86.0	66.6	71.7
1800-1859	76.2	59.3	68.9	72.6	73.3	88.1	56.2	70.1	71.1	68.2	81.9	72.4	73.1	69.9	69.3
1900-1959	78.8	52.7	67.9	71.1	62.9	86.5	53.0	67.1	67.6	65.9	71.4	67.1	85.1	69.6	69.9
2000-2059	78.5	51.6	61.1	68.1	69.8	76.8	49.4	70.6	65.9	60.8	77.1	64.1	83.7	68.1	68.3
2100-2159	75.1	47.6	67.0	57.9	69.1	81.8	52.5	63.5	67.1	53.6	75.7	63.1	81.2	69.9	67.1
2200-2259	69.2	50.4	63.8	74.0	64.7	77.5	66.6	71.3	74.2	62.4	69.4	63.1	77.7	65.0	67.9
2300-0559	71.1	68.1	70.1	67.9	67.8	80.5	79.7	73.7	70.6	71.9	74.0	62.6	69.7	66.6	72.9
TOTAL	80.6	68.4	77.6	81.6	80.2	87.4	73.8	78.0	78.2	72.6	80.5	72.3	86.6	77.8	78.6

¹ 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)

OCTOBER 2025

DEPARTURE AIRPORT ¹																
SCHEDULED DEPARTURE TIME	ATL	AUS	BNA	BOS	BWI	CLT	DCA	DEN	DFW	DTW	EWR	FLL	IAD	IAH	JFK	LAS
0600-0659	91.4	94.1	92.7	93.6	93.0	94.7	92.9	95.5	90.1	95.2	93.3	95.7	93.6	91.3	90.0	94.2
0700-0759	91.1	90.3	90.0	90.1	92.4	90.5	92.5	93.3	89.3	94.6	90.9	94.9	90.5	94.7	92.2	88.6
0800-0859	91.7	91.6	87.2	88.7	90.6	91.3	88.1	92.3	84.8	92.9	90.0	90.3	94.0	90.2	92.1	84.2
0900-0959	88.4	89.9	87.8	88.1	85.3	89.2	84.1	88.5	82.1	90.6	89.9	92.2	97.2	87.4	88.1	79.7
1000-1059	87.8	88.6	86.2	83.9	84.2	90.4	86.1	83.2	82.5	89.7	85.2	86.9	86.2	84.5	87.0	77.3
1100-1159	87.2	80.6	71.8	83.4	84.7	82.5	80.6	85.3	76.8	86.5	86.6	81.7	92.3	86.9	85.1	77.6
1200-1259	83.5	73.6	72.1	76.5	75.4	86.3	79.9	78.9	79.4	88.4	84.3	79.8	87.2	87.4	87.0	70.9
1300-1359	82.9	73.1	64.3	74.2	73.6	81.7	78.1	84.4	70.4	84.8	81.7	72.6	87.8	68.9	78.5	69.5
1400-1459	80.3	66.5	67.1	68.5	70.8	75.6	77.2	76.3	74.2	83.2	79.5	71.9	91.7	78.4	77.1	62.8
1500-1559	79.6	68.8	63.3	56.8	69.1	79.5	70.4	78.3	70.7	79.7	73.1	73.7	82.3	80.5	76.3	63.2
1600-1659	78.7	67.0	58.1	48.6	72.7	77.0	67.8	72.0	71.1	83.9	72.2	67.0	78.8	79.9	73.5	60.6
1700-1759	76.3	63.2	56.6	46.6	63.1	74.9	66.7	76.0	64.7	73.2	72.0	72.9	82.8	65.2	70.9	62.8
1800-1859	72.0	61.3	59.7	46.2	66.5	70.8	64.6	54.2	65.0	80.6	65.2	69.7	76.1	74.4	69.6	58.6
1900-1959	73.7	68.4	51.6	43.5	61.1	77.7	71.8	72.8	65.4	79.5	63.3	66.0	80.2	74.3	71.7	62.9
2000-2059	74.3	62.7	59.1	40.8	60.1	71.2	72.5	72.7	67.4	80.4	60.6	70.1	81.0	79.0	64.6	68.8
2100-2159	81.7	50.5	59.7	47.2	70.2	78.8	78.9	75.6	70.0	85.1	62.7	66.0	70.8	82.3	69.2	62.4
2200-2259	78.2	67.5	45.2	0.0	56.4	68.2	64.9	61.1	71.8	87.9	63.1	68.4	85.1	81.1	69.6	71.3
2300-0559	85.8	95.6	92.0	92.6	87.0	88.5	94.6	89.7	91.0	95.7	94.7	88.8	100.0	93.5	100.0	83.1
TOTAL	82.3	76.0	71.9	70.7	76.2	80.4	78.2	80.4	75.3	86.3	79.0	79.1	87.3	82.5	80.2	73.8

¹ 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)

OCTOBER 2025

DEPARTURE AIRPORT ¹															
SCHEDULED DEPARTURE TIME	LAX	LGA	MCO	MDW	MIA	MSP	ORD	PHL	PHX	SAN	SEA	SFO	SLC	TPA	TOTAL
0600-0659	91.7	91.8	95.3	96.0	95.4	95.2	91.1	93.7	94.2	94.1	96.7	95.4	95.9	95.4	93.5
0700-0759	89.5	93.2	93.8	91.4	92.4	91.4	92.2	88.0	90.4	90.7	88.3	91.9	91.5	94.7	91.5
0800-0859	87.1	90.7	90.4	94.2	93.8	93.3	84.9	87.0	84.9	84.9	86.8	90.1	93.1	91.6	88.9
0900-0959	84.4	87.7	88.3	90.2	88.3	94.6	81.3	86.1	79.6	80.7	83.5	81.0	91.2	90.9	86.1
1000-1059	79.0	83.9	84.2	89.3	85.0	89.9	80.9	85.7	81.8	78.8	77.3	79.5	91.1	90.7	84.1
1100-1159	81.5	80.9	81.2	78.7	78.4	88.9	79.4	78.3	78.2	74.3	77.1	70.4	86.7	84.6	81.7
1200-1259	74.2	79.1	80.6	78.7	77.0	86.6	80.4	77.9	77.6	67.7	78.3	72.6	79.5	86.0	79.8
1300-1359	77.5	78.6	76.5	78.2	78.1	82.6	80.0	74.6	73.9	60.1	81.2	74.1	86.8	78.9	77.7
1400-1459	76.8	70.3	77.6	73.3	78.0	82.1	75.9	74.2	70.0	63.6	80.6	72.9	75.3	70.3	74.8
1500-1559	68.3	68.6	65.6	74.9	76.0	79.3	74.8	76.4	70.0	63.8	82.9	70.2	87.3	77.0	73.6
1600-1659	75.9	63.2	70.6	68.7	75.3	83.3	73.8	67.2	67.9	62.1	75.1	80.7	78.7	74.9	72.0
1700-1759	78.8	63.7	67.6	61.7	69.4	68.7	71.7	70.0	65.0	60.2	78.2	73.7	82.3	65.0	70.2
1800-1859	78.5	57.0	65.7	67.1	77.2	81.2	73.4	71.4	63.9	60.7	72.5	79.0	80.9	58.8	68.1
1900-1959	76.6	64.5	59.5	64.8	70.0	81.2	62.0	67.7	66.8	64.4	80.8	76.9	67.8	61.6	68.2
2000-2059	75.7	55.4	58.2	67.5	75.8	85.9	60.7	64.9	66.1	58.5	68.9	69.6	84.5	64.7	68.3
2100-2159	81.4	50.8	53.3	60.5	71.8	83.0	62.9	73.4	66.1	68.4	81.9	78.7	83.7	54.4	72.6
2200-2259	82.6	59.0	61.2	32.9	74.8	91.8	55.1	60.0	68.2	85.7	86.3	75.1	90.7	77.8	73.0
2300-0559	86.1	93.2	89.5	94.9	96.4	93.5	88.4	92.7	90.9	0.0	85.3	86.9	90.0	89.6	88.9
TOTAL	81.2	75.0	77.0	77.8	79.1	86.4	76.6	78.2	76.5	73.0	81.4	80.0	86.7	80.6	78.7

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
OCTOBER 2025

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Aberdeen, SD (ABR)	94.8	97.4	77	77
Abilene, TX (ABI)	77.3	80.0	150	150
Adak Island, AK (ADK)	100.0	88.9	9	9
Aguadilla, PR (BQN)	72.0	81.1	161	159
Akron, OH (CAK)	84.0	87.3	394	394
Albany, GA (ABY)	85.9	90.9	78	77
Albany, NY (ALB)	77.0	84.2	1137	1135
Albuquerque, NM (ABQ)	80.6	81.7	2381	2383
Alexandria, LA (AEX)	81.5	80.4	92	92
Allentown/Bethlehem/Easton, PA (ABE)	83.3	89.0	281	281
Alpena, MI (APN)	90.6	94.3	53	53
Amarillo, TX (AMA)	83.9	87.0	454	454
Anchorage, AK (ANC)	78.3	86.2	1444	1448
Appleton, WI (ATW)	83.7	85.7	621	621
Arcata/Eureka, CA (ACV)	82.6	87.0	184	184
Asheville, NC (AVL)	77.8	77.6	1023	1023
Ashland, WV (HTS)	52.8	50.0	36	36
Aspen, CO (ASE)	78.0	77.6	446	447
Atlanta, GA (ATL)	85.6	82.3	27553	27556
Atlantic City, NJ (ACY)	83.3	84.3	221	217
Augusta, GA (AGS)	77.4	81.5	146	146
Austin, TX (AUS)	78.1	76.0	7849	7845
Bakersfield, CA (BFL)	75.9	86.4	257	257
Baltimore, MD (BWI)	82.7	76.2	8479	8475
Bangor, ME (BGR)	82.7	82.2	468	471
Barrow, AK (BRW)	71.0	71.0	31	31
Baton Rouge, LA (BTR)	84.6	87.6	422	420
Beaumont/Port Arthur, TX (BPT)	79.0	87.1	62	62
Belleville, IL (BLV)	75.9	75.9	87	87
Bellingham, WA (BLI)	86.6	85.1	201	202
Bemidji, MN (BJI)	93.5	88.7	62	62
Bend/Redmond, OR (RDM)	87.6	88.8	555	556
Bethel, AK (BET)	79.0	69.4	62	62
Billings, MT (BIL)	88.4	90.7	431	432
Binghamton, NY (BGM)	93.5	96.8	31	31
Birmingham, AL (BHM)	81.5	84.8	1541	1540
Bishop, CA (BIH)	0.0	75.0	4	4
Bismarck/Mandan, ND (BIS)	83.5	84.4	334	334
Bloomington/Normal, IL (BMI)	85.5	90.3	145	145
Boise, ID (BOI)	83.4	87.0	2010	2008
Boston, MA (BOS)	63.4	70.7	12637	12647

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Bozeman, MT (BZN)	84.7	87.1	858	861
Brainerd, MN (BRD)	90.6	94.3	53	53
Bristol/Johnson City/Kingsport, TN (TRI)	79.6	80.3	147	147
Brownsville, TX (BRO)	83.7	89.4	123	123
Buffalo, NY (BUF)	76.3	80.6	1872	1870
Burbank, CA (BUR)	75.9	77.7	2626	2624
Burlington, VT (BTV)	77.3	79.7	670	670
Butte, MT (BTM)	88.7	96.8	62	62
Carlsbad, CA (CLD)	83.9	87.1	62	62
Casper, WY (CPR)	85.6	90.7	216	216
Cedar City, UT (CDC)	94.4	96.3	54	54
Cedar Rapids/Iowa City, IA (CID)	81.5	84.3	713	714
Champaign/Urbana, IL (CMI)	76.4	81.2	165	165
Charleston, SC (CHS)	78.4	78.6	2149	2149
Charleston/Dunbar, WV (CRW)	81.8	81.5	258	260
Charlotte Amalie, VI (STT)	81.6	85.7	223	223
Charlotte, NC (CLT)	85.5	80.4	16266	16273
Charlottesville, VA (CHO)	80.2	84.0	182	181
Chattanooga, TN (CHA)	77.0	80.8	521	521
Cheyenne, WY (CYS)	82.3	88.7	62	62
Chicago, IL (MDW)	81.6	77.8	6534	6536
Chicago, IL (ORD)	73.8	76.6	31083	31096
Christiansted, VI (STX)	69.1	64.7	68	68
Cincinnati, OH (CVG)	80.4	84.8	2941	2941
Clarksburg/Fairmont, WV (CKB)	11.1	0.0	9	9
Cleveland, OH (CLE)	78.8	83.5	3496	3467
Cody, WY (COD)	82.3	85.5	62	62
College Station/Bryan, TX (CLL)	84.0	84.0	125	125
Colorado Springs, CO (COS)	79.4	83.5	1227	1227
Columbia, MO (COU)	79.7	82.5	320	320
Columbia, SC (CAE)	79.2	83.6	549	550
Columbus, MS (GTR)	84.8	78.8	33	33
Columbus, OH (CMH)	77.9	82.0	4035	4031
Columbus, OH (LCK)	88.9	87.8	90	90
Concord, NC (USA)	64.8	62.3	54	53
Cordova, AK (CDV)	87.1	90.3	62	62
Corpus Christi, TX (CRP)	83.1	88.7	362	362
Dallas, TX (DAL)	78.2	71.5	6097	6100
Dallas/Fort Worth, TX (DFW)	78.6	75.3	27183	27182
Dayton, OH (DAY)	79.8	86.8	733	734
Daytona Beach, FL (DAB)	89.5	90.3	248	248

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

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Deadhorse, AK (SCC)	84.4	86.7	45	45
Decatur, IL (DEC)	87.0	81.5	54	54
Denver, CO (DEN)	81.3	80.4	27764	27763
Des Moines, IA (DSM)	81.5	85.8	1391	1391
Detroit, MI (DTW)	85.9	86.3	10950	10950
Devils Lake, ND (DVL)	90.7	87.0	54	54
Dickinson, ND (DIK)	87.1	85.5	62	62
Dillingham, AK (DLG)	66.7	66.7	3	3
Dodge City, KS (DDC)	85.2	81.5	54	54
Duluth, MN (DLH)	82.2	91.4	185	187
Durango, CO (DRO)	79.7	82.3	355	355
Eagle, CO (EGE)	82.9	89.9	129	129
Eau Claire, WI (EAU)	77.8	83.3	54	54
El Paso, TX (ELP)	77.6	82.4	1479	1478
Elko, NV (EKO)	95.9	100.0	49	49
Elmira/Corning, NY (ELM)	88.3	90.0	120	120
Escanaba, MI (ESC)	87.0	94.4	54	54
Eugene, OR (EUG)	86.4	86.3	767	767
Evansville, IN (EVV)	78.0	78.5	177	177
Everett, WA (PAE)	86.7	86.4	83	81
Fairbanks, AK (FAI)	84.5	87.2	258	257
Fargo, ND (FAR)	84.0	87.9	537	537
Farmington, NM (FMN)	93.5	87.1	31	31
Fayetteville, AR (XNA)	82.2	84.9	1153	1154
Fayetteville, NC (FAY)	85.7	88.9	35	36
Flagstaff, AZ (FLG)	79.8	82.1	168	168
Flint, MI (FNT)	74.3	81.7	311	311
Fort Dodge, IA (FOD)	88.9	90.7	54	54
Fort Lauderdale, FL (FLL)	78.2	79.1	6587	6591
Fort Myers, FL (RSW)	79.5	80.4	2375	2369
Fort Smith, AR (FSM)	85.6	86.6	97	97
Fort Wayne, IN (FWA)	79.2	79.8	605	604
Fresno, CA (FAT)	81.0	85.0	1229	1229
Gainesville, FL (GNV)	87.8	87.0	270	270
Garden City, KS (GCK)	77.4	85.5	62	62
Gillette, WY (GCC)	88.7	88.7	62	62
Grand Forks, ND (GFK)	91.9	88.3	111	111
Grand Island, NE (GRI)	78.3	78.3	83	83
Grand Junction, CO (GJT)	83.7	86.5	406	406
Grand Rapids, MI (GRR)	79.5	85.2	1785	1782
Great Falls, MT (GTF)	89.7	89.1	175	175

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Green Bay, WI (GRB)	86.7	89.1	415	412
Greensboro/High Point, NC (GSO)	79.4	81.4	1052	1051
Greer, SC (GSP)	78.4	82.8	1197	1199
Guam, TT (GUM)	95.2	91.9	62	62
Gulf Shores, AL (GUF)	93.3	91.1	45	45
Gulfport/Biloxi, MS (GPT)	87.2	86.1	274	274
Gunnison, CO (GUC)	87.4	87.4	87	87
Hagerstown, MD (HGR)	73.3	70.0	30	30
Hancock/Houghton, MI (CMX)	83.9	91.9	62	62
Harlingen/San Benito, TX (HRL)	78.1	84.4	352	352
Harrisburg, PA (MDT)	80.5	81.9	477	475
Hartford, CT (BDL)	80.0	83.7	1937	1937
Hattiesburg/Laurel, MS (PIB)	79.6	83.3	54	54
Hayden, CO (HDN)	84.4	85.3	109	109
Hays, KS (HYS)	88.9	88.9	54	54
Helena, MT (HLN)	91.9	89.3	149	149
Hibbing, MN (HIB)	94.3	96.2	53	53
Hilo, HI (ITO)	90.4	87.6	541	541
Hilton Head, SC (HHH)	85.9	85.9	205	205
Hobbs, NM (HOB)	83.9	93.5	62	62
Honolulu, HI (HNL)	83.8	87.0	4681	4682
Houston, TX (HOU)	79.7	75.9	4883	4887
Houston, TX (IAH)	81.5	82.5	10249	10247
Huntsville, AL (HSV)	80.1	82.7	723	724
Hyannis, MA (HYA)	85.7	78.6	14	14
Idaho Falls, ID (IDA)	78.6	82.5	379	378
Indianapolis, IN (IND)	79.6	83.7	4355	4354
International Falls, MN (INL)	88.7	92.5	53	53
Iron Mountain/Kingsfd, MI (IMT)	69.4	74.2	62	62
Islip, NY (ISP)	83.0	80.5	364	365
Jackson, WY (JAC)	83.2	80.4	411	413
Jackson/Vicksburg, MS (JAN)	79.5	83.2	528	529
Jacksonville, FL (JAX)	77.2	82.4	2442	2439
Jacksonville/Camp Lejeune, NC (OAJ)	77.4	96.8	31	31
Jamestown, ND (JMS)	87.0	87.0	54	54
Johnstown, PA (JST)	77.4	93.5	62	62
Joplin, MO (JLN)	80.6	83.9	62	62
Juneau, AK (JNU)	84.8	88.0	374	376
Kahului, HI (OGG)	85.8	85.4	2054	2054
Kalamazoo, MI (AZO)	86.6	86.0	179	179
Kalispell, MT (FCA)	87.5	87.2	337	337

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

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Kansas City, MO (MCI)	78.9	82.0	4215	4214
Kearney, NE (EAR)	88.7	84.9	53	53
Ketchikan, AK (KTN)	83.1	87.3	189	189
Key West, FL (EYW)	85.7	84.4	559	558
Killeen, TX (GRK)	78.6	80.2	173	172
King Salmon, AK (AKN)	100.0	100.0	3	3
Knoxville, TN (TYS)	73.7	76.8	1278	1277
Kodiak, AK (ADQ)	73.8	73.8	65	65
Kona, HI (KOA)	82.6	86.1	1267	1267
Kotzebue, AK (OTZ)	87.1	87.1	31	31
La Crosse, WI (LSE)	76.7	82.2	90	90
Lafayette, IN (LAF)	61.2	83.7	49	49
Lafayette, LA (LFT)	76.5	84.0	238	238
Lake Charles, LA (LCH)	84.1	82.3	113	113
Lansing, MI (LAN)	87.0	89.3	177	177
Laramie, WY (LAR)	90.7	88.9	54	54
Laredo, TX (LRD)	80.3	87.1	132	132
Las Vegas, NV (LAS)	77.6	73.8	15606	15597
Latrobe, PA (LBE)	73.5	79.4	34	34
Lawton/Fort Sill, OK (LAW)	84.8	83.7	92	92
Lewiston, ID (LWS)	96.8	95.2	62	62
Lexington, KY (LEX)	81.1	82.2	967	968
Liberal, KS (LBL)	83.3	88.9	54	54
Lihue, HI (LIH)	87.9	90.8	1258	1258
Lincoln, NE (LNK)	75.4	83.8	272	272
Little Rock, AR (LIT)	81.0	84.4	1158	1157
Long Beach, CA (LGB)	79.8	81.5	1397	1397
Longview, TX (GGG)	83.9	85.5	62	62
Los Angeles, CA (LAX)	80.6	81.2	16131	16122
Louisville, KY (SDF)	80.9	83.4	2088	2089
Lubbock, TX (LBB)	80.4	85.9	581	581
Madison, WI (MSN)	79.2	85.9	1305	1306
Manchester, NH (MHT)	79.3	81.2	532	531
Manhattan/Ft. Riley, KS (MHK)	62.8	76.4	148	148
Marquette, MI (MQT)	78.9	84.6	123	123
Martha's Vineyard, MA (MVY)	76.9	80.8	26	26
Mason City, IA (MCW)	74.1	74.1	54	54
Medford, OR (MFR)	85.4	84.7	424	424
Melbourne, FL (MLB)	84.5	83.2	232	232
Memphis, TN (MEM)	78.0	83.3	2284	2283
Meridian, MS (MEI)	90.7	96.3	54	54

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Miami, FL (MIA)	80.2	79.1	8467	8457
Midland/Odessa, TX (MAF)	79.9	82.7	854	854
Milwaukee, WI (MKE)	79.4	81.2	2564	2564
Minneapolis, MN (MSP)	87.4	86.4	9662	9657
Minot, ND (MLI)	92.5	92.5	226	227
Mission/McAllen/Edinburg, TX (MFE)	81.8	85.2	391	391
Missoula, MT (MSO)	86.4	87.8	369	369
Mobile, AL (MOB)	85.9	88.7	213	213
Moline, IL (MLI)	79.6	85.6	368	369
Monroe, LA (MLU)	80.4	83.7	92	92
Monterey, CA (MRY)	80.2	85.3	414	414
Montgomery, AL (MGM)	85.1	84.0	181	181
Montrose/Delta, CO (MTJ)	79.2	79.1	154	153
Morgantown, WV (MGW)	67.7	72.6	62	62
Mosinee, WI (CWA)	75.0	77.2	92	92
Myrtle Beach, SC (MYR)	78.2	81.9	1202	1202
Nantucket, MA (ACK)	73.2	66.2	71	71
Nashville, TN (BNA)	75.3	71.9	9843	9841
New Bern/Morehead/Beaufort, NC (EWN)	82.7	86.5	52	52
New Orleans, LA (MSY)	79.7	79.3	4701	4699
New York, NY (JFK)	79.4	80.2	8889	8928
New York, NY (LGA)	68.4	75.0	12003	12002
Newark, NJ (EWR)	71.4	79.0	10582	10578
Newburgh/Poughkeepsie, NY (SWF)	79.6	83.7	49	49
Niagara Falls, NY (IAG)	91.4	94.3	35	35
Nome, AK (OME)	74.2	80.6	31	31
Norfolk, VA (ORF)	79.4	84.8	1765	1765
North Bend/Coos Bay, OR (OTH)	69.6	73.2	56	56
North Platte, NE (LBF)	83.0	92.5	53	53
Oakland, CA (OAK)	78.3	75.7	2767	2771
Oklahoma City, OK (OKC)	78.9	83.5	2099	2101
Omaha, NE (OMA)	79.9	85.4	2193	2192
Ontario, CA (ONT)	76.0	80.6	2267	2265
Orlando, FL (MCO)	77.6	77.0	13244	13245
Pago Pago, TT (PPG)	92.3	84.6	13	13
Palm Springs, CA (PSP)	80.6	82.7	1266	1266
Panama City, FL (ECP)	84.3	84.7	732	732
Pasco/Kennewick/Richland, WA (PSC)	85.2	91.0	566	566
Pellston, MI (PLN)	90.7	90.7	54	54
Pensacola, FL (PNS)	81.8	84.9	1164	1164
Peoria, IL (PIA)	79.6	83.6	481	483

AIR TRAVEL CONSUMER REPORT
TABLE 5. ON-TIME ARRIVAL AND DEPARTURE PERCENTAGE BY AIRPORT BY REPORTING OPERATING CARRIER
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CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Petersburg, AK (PSG)	85.5	93.5	62	62
Philadelphia, PA (PHL)	78.0	78.2	9304	9306
Phoenix, AZ (AZA)	75.9	80.8	532	532
Phoenix, AZ (PHX)	78.2	76.5	16621	16620
Pierre, SD (PIR)	85.7	85.7	70	70
Pittsburgh, PA (PIT)	79.0	83.7	3851	3850
Plattsburgh, NY (PBG)	88.9	81.5	27	27
Pocatello, ID (PIH)	96.8	96.8	31	31
Ponce, PR (PSE)	69.0	95.2	42	42
Portland, ME (PWM)	79.5	83.3	1264	1266
Portland, OR (PDX)	80.5	84.7	5489	5493
Portsmouth, NH (PSM)	90.0	75.0	40	40
Prescott, AZ (PRC)	88.2	88.2	68	68
Presque Isle/Houlton, ME (PQI)	67.7	90.3	31	31
Providence, RI (PVD)	78.3	82.8	1405	1404
Provo, UT (PVU)	79.7	88.3	197	197
Punta Gorda, FL (PGD)	84.6	85.1	578	578
Raleigh/Durham, NC (RDU)	77.7	80.4	4932	4929
Rapid City, SD (RAP)	86.9	88.8	428	428
Redding, CA (RDD)	76.0	87.8	50	49
Reno, NV (RNO)	78.8	81.4	1615	1616
Rhineland, WI (RHI)	93.5	93.5	62	62
Richmond, VA (RIC)	75.1	77.8	1693	1691
Riverton/Lander, WY (RIW)	88.7	77.4	62	62
Roanoke, VA (ROA)	71.8	77.6	209	210
Rochester, MN (RST)	58.9	69.8	95	96
Rochester, NY (ROC)	79.7	81.4	803	802
Rock Springs, WY (RKS)	85.5	82.3	62	62
Rockford, IL (RFD)	72.3	69.9	83	83
Roswell, NM (ROW)	79.0	88.7	62	62
Sacramento, CA (SMF)	79.4	80.4	4933	4937
Saginaw/Bay City/Midland, MI (MBS)	85.3	84.4	211	211
Saipan, TT (SPN)	96.8	93.5	31	31
Salina, KS (SLN)	78.5	84.9	93	93
Salt Lake City, UT (SLC)	86.6	86.7	9807	9841
San Angelo, TX (SJT)	77.2	79.3	92	92
San Antonio, TX (SAT)	81.6	84.6	3656	3656
San Diego, CA (SAN)	72.6	73.0	8689	8687
San Francisco, CA (SFO)	72.3	80.0	12768	12774
San Jose, CA (SJC)	79.0	80.2	3860	3865
San Juan, PR (SJU)	72.7	79.1	2193	2186

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
San Luis Obispo, CA (SBP)	76.4	77.8	488	486
Sanford, FL (SFB)	65.7	74.4	859	859
Santa Ana, CA (SNA)	80.0	79.6	3871	3871
Santa Barbara, CA (SBA)	81.6	82.1	748	747
Santa Fe, NM (SAF)	78.0	82.8	378	378
Santa Maria, CA (SMX)	82.9	85.0	41	40
Santa Rosa, CA (STS)	80.4	83.7	404	404
Sarasota/Bradenton, FL (SRQ)	82.8	83.9	1293	1293
Sault Ste. Marie, MI (CIU)	87.1	90.3	62	62
Savannah, GA (SAV)	80.3	82.1	1764	1764
Scottsbluff, NE (BFF)	84.9	84.9	53	53
Scranton/Wilkes-Barre, PA (AVP)	81.1	89.9	148	148
Seattle, WA (SEA)	80.5	81.4	13857	13859
Sheridan, WY (SHR)	96.8	95.2	62	62
Shreveport, LA (SHV)	79.6	81.9	529	529
Sioux City, IA (SUX)	79.0	91.9	62	62
Sioux Falls, SD (FSD)	80.2	83.8	682	681
Sitka, AK (SIT)	85.4	84.4	96	96
South Bend, IN (SBN)	81.1	84.2	741	741
Spokane, WA (GEG)	81.4	84.4	1580	1579
Springfield, IL (SPI)	84.5	90.0	71	70
Springfield, MO (SGF)	80.0	80.8	785	786
St. Cloud, MN (STC)	88.9	66.7	9	9
St. George, UT (SGU)	86.8	88.4	448	448
St. Louis, MO (STL)	80.6	76.3	5607	5611
St. Petersburg, FL (PIE)	71.6	82.5	716	716
State College, PA (SCE)	78.4	78.0	51	50
Stillwater, OK (SWO)	82.3	87.1	62	62
Stockton, CA (SCK)	77.8	59.3	54	54
Sun Valley/Hailey/Ketchum, ID (SUN)	89.3	92.9	169	170
Syracuse, NY (SYR)	77.0	85.5	897	899
Tallahassee, FL (TLH)	85.9	88.8	384	384
Tampa, FL (TPA)	77.8	80.6	6078	6075
Texarkana, AR (TXK)	77.4	90.3	62	62
Toledo, OH (TOL)	96.3	88.9	27	27
Traverse City, MI (TVC)	81.4	78.9	489	489
Trenton, NJ (TTN)	80.4	82.0	51	50
Tucson, AZ (TUS)	79.0	82.2	1600	1598
Tulsa, OK (TUL)	78.6	82.3	1637	1636
Twin Falls, ID (TWF)	96.7	96.7	61	61
Tyler, TX (TYR)	79.6	79.6	93	93

AIR TRAVEL CONSUMER REPORT
TABLE 5. ON-TIME ARRIVAL AND DEPARTURE PERCENTAGE BY AIRPORT BY REPORTING OPERATING CARRIER
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CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Valparaiso, FL (VPS)	83.5	86.8	935	934
Victoria, TX (VCT)	74.1	77.8	54	54
Waco, TX (ACT)	81.5	79.3	92	92
Washington, DC (DCA)	74.8	78.2	12298	12273
Washington, DC (IAD)	85.0	87.3	4850	4854
Waterloo, IA (ALO)	85.2	90.2	61	61
Watertown, SD (ATY)	91.9	87.1	62	62
West Palm Beach/Palm Beach, FL (PBI)	74.7	77.6	2272	2268
West Yellowstone, MT (WYS)	66.7	73.3	15	15
White Plains, NY (HPN)	78.3	83.1	898	898
Wichita Falls, TX (SPS)	83.9	83.9	62	62
Wichita, KS (ICT)	79.7	85.6	974	974
Williston, ND (XWA)	83.7	91.9	209	209
Wilmington, NC (ILM)	79.1	81.1	724	723
Worcester, MA (ORH)	90.7	88.9	54	54
Wrangell, AK (WRG)	91.9	87.1	62	62
Yakutat, AK (YAK)	85.5	88.7	62	62
Yuma, AZ (YUM)	86.6	87.3	134	134

AIR TRAVEL CONSUMER REPORT

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

OCTOBER 2025

CARRIER ¹	AT ALL US AIRPORTS				
	NUMBER OF AIRPORTS REPORTED	FLIGHT OPERATIONS SCHEDULED	FLIGHT OPERATIONS CANCELLED	PERCENT OF OPERATIONS CANCELLED	RANK
ALLEGiant AIR	117	10470	5	0.0	1
UNITED AIRLINES NETWORK	221	128984	281	0.2	2
- UNITED AIRLINES	122	71415	191	0.3	
- BRANDED CODESHARE PARTNERS	204	57569	90	0.2	
SOUTHWEST AIRLINES	104	121588	308	0.3	3
FRONTIER AIRLINES	89	16935	79	0.5	4
DELTA AIR LINES NETWORK	208	142428	856	0.6	5
- DELTA AIR LINES	142	90097	329	0.4	
- BRANDED CODESHARE PARTNERS	178	52331	527	1.0	
AMERICAN AIRLINES NETWORK	226	173319	1115	0.6	6
- AMERICAN AIRLINES	122	85483	556	0.7	
- BRANDED CODESHARE PARTNERS	210	87836	559	0.6	
HAWAIIAN AIRLINES ²	20	6616	45	0.7	7
JETBLUE AIRWAYS	65	18401	193	1.0	8
SPIRIT AIRLINES	62	14128	156	1.1	9
ALASKA AIRLINES NETWORK	103	35463	656	1.8	10
- ALASKA AIRLINES	86	20637	425	2.1	
- BRANDED CODESHARE PARTNERS	58	14826	231	1.6	
TOTAL AIRPORTS SERVED	361	668,332	3,694	0.6	

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

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

² On October 29, 2025, Alaska Airlines and Hawaiian Airlines received a Single Operating Certificate from the FAA in the name of “Alaska Airlines, Inc. and/or Hawaiian Airlines, Inc.” As such, FAA now recognizes Alaska/Hawaiian as a single certificated carrier. Hawaiian Airlines branded flights are now operated by Alaska Airlines.

AIR TRAVEL CONSUMER REPORT

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

OCTOBER 2025

CARRIER ¹	AT ALL US AIRPORTS				
	NUMBER OF AIRPORTS REPORTED	FLIGHT OPERATIONS SCHEDULED	FLIGHT OPERATIONS CANCELLED	PERCENT OF OPERATIONS CANCELLED	RANK
ALLEGiant AIR	117	10470	5	0.0	1
SKYWEST AIRLINES	236	71927	146	0.2	2
SOUTHWEST AIRLINES	104	121588	308	0.3	3
UNITED AIRLINES	122	71415	191	0.3	4
DELTA AIR LINES	142	90097	329	0.4	5
PSA AIRLINES	94	20423	93	0.5	6
FRONTIER AIRLINES	89	16935	79	0.5	7
ENVOY AIR	154	27348	136	0.5	8
AMERICAN AIRLINES	122	85483	556	0.7	9
HAWAIIAN AIRLINES ²	20	6616	45	0.7	10
JETBLUE AIRWAYS	65	18401	193	1.0	11
SPIRIT AIRLINES	62	14128	156	1.1	12
REPUBLIC AIRWAYS	78	30376	542	1.8	13
ALASKA AIRLINES	86	20637	425	2.1	14
TOTAL AIRPORTS SERVED	346	605,844	3,204	0.5	

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

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

² On October 29, 2025, Alaska Airlines and Hawaiian Airlines received a Single Operating Certificate from the FAA in the name of “Alaska Airlines, Inc. and/or Hawaiian Airlines, Inc.” As such, FAA now recognizes Alaska/Hawaiian as a single certificated carrier. Hawaiian Airlines branded flights are now operated by Alaska Airlines.

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TABLE 7. CAUSES OF DELAY, BY REPORTING MARKETING CARRIER

OCTOBER 2025

CARRIER ¹	TOTAL RECORDS	ON TIME	% ON TIME	CANCELLED	% CANCELLED	DIVERTED	% DIVERTED	AIR CARRIER DELAY	% AIR CARRIER DELAY	EXTREME WEATHER DELAY	% EXTREME WEATHER DELAY	NATIONAL AVIATION SYSTEM DELAY	% NATIONAL AVIATION SYSTEM DELAY	SECURITY DELAY	% SECURITY DELAY	LATE ARRIVING AIRCRAFT DELAY	% LATE ARRIVING AIRCRAFT DELAY
ALASKA AIRLINES NETWORK	35463	28122	79.30	656	1.85	95	0.27	1754	4.95	150	0.42	2320	6.54	21	0.06	2345	6.61
- ALASKA AIRLINES	20637	16143	78.22	425	2.06	55	0.27	987	4.78	66	0.32	1616	7.83	19	0.09	1325	6.42
- BRANDED CODESHARE PARTNERS	14826	11979	80.80	231	1.56	40	0.27	767	5.17	84	0.57	704	4.75	2	0.01	1020	6.88
ALLEGiant AIR	10470	8130	77.65	5	0.05	27	0.26	551	5.26	147	1.40	590	5.64	7	0.07	1013	9.68
AMERICAN AIRLINES NETWORK	173319	134603	77.66	1115	0.64	330	0.19	10661	6.15	1044	0.60	10601	6.12	68	0.04	14896	8.59
- AMERICAN AIRLINES	85483	65080	76.13	556	0.65	167	0.20	5917	6.92	373	0.44	5122	5.99	36	0.04	8233	9.63
- BRANDED CODESHARE PARTNERS	87836	69523	79.15	559	0.64	163	0.19	4744	5.40	671	0.76	5480	6.24	33	0.04	6663	7.59
DELTA AIR LINES NETWORK	142428	119170	83.67	856	0.60	220	0.15	8060	5.66	603	0.42	7053	4.95	15	0.01	6451	4.53
- DELTA AIR LINES	90097	75295	83.57	329	0.37	158	0.18	5097	5.66	135	0.15	4601	5.11	12	0.01	4469	4.96
- BRANDED CODESHARE PARTNERS	52331	43875	83.84	527	1.01	62	0.12	2963	5.66	468	0.89	2452	4.69	2	0.00	1982	3.79
FRONTIER AIRLINES	16935	13089	77.29	79	0.47	18	0.11	936	5.53	54	0.32	1102	6.51	0	0.00	1657	9.78
HAWAIIAN AIRLINES²	6616	5359	81.00	45	0.68	9	0.14	793	11.99	17	0.26	23	0.35	7	0.11	363	5.49
JETBLUE AIRWAYS	18401	13527	73.51	193	1.05	64	0.35	1129	6.14	46	0.25	2121	11.53	5	0.03	1316	7.15
SOUTHWEST AIRLINES	121588	93692	77.06	308	0.25	188	0.15	8096	6.66	259	0.21	5225	4.30	70	0.06	13748	11.31
SPIRIT AIRLINES	14128	11231	79.49	156	1.10	14	0.10	757	5.36	33	0.23	1381	9.77	14	0.10	542	3.84
UNITED AIRLINES NETWORK	128984	104092	80.70	281	0.22	206	0.16	7470	5.79	345	0.27	10746	8.33	4	0.00	5840	4.53
- UNITED AIRLINES	71415	57179	80.07	191	0.27	102	0.14	3459	4.84	115	0.16	7221	10.11	0	0.00	3148	4.41
- BRANDED CODESHARE PARTNERS	57569	46913	81.49	90	0.16	104	0.18	4011	6.97	230	0.40	3525	6.12	4	0.01	2692	4.68
TOTAL	668,332	531,015	79.45	3,694	0.55	1,171	0.18	40,207	6.02	2,699	0.40	41,161	6.16	210	0.03	48,172	7.21

* 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.

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

² On October 29, 2025, Alaska Airlines and Hawaiian Airlines received a Single Operating Certificate from the FAA in the name of "Alaska Airlines, Inc. and/or Hawaiian Airlines, Inc." As such, FAA now recognizes Alaska/Hawaiian as a single certificated carrier. Hawaiian Airlines branded flights are now operated by Alaska Airlines.

AIR TRAVEL CONSUMER REPORT

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

OCTOBER 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	20637	16143	78.22	425	2.06	55	0.27	987	4.78	66	0.32	1616	7.83	19	0.09	1325	6.42
ALLEGiant AIR	10470	8130	77.65	5	0.05	27	0.26	551	5.26	147	1.40	590	5.64	7	0.07	1013	9.68
AMERICAN AIRLINES	85483	65080	76.13	556	0.65	167	0.20	5917	6.92	373	0.44	5122	5.99	36	0.04	8233	9.63
DELTA AIR LINES	90097	75295	83.57	329	0.37	158	0.18	5097	5.66	135	0.15	4601	5.11	12	0.01	4469	4.96
ENVOY AIR	27348	22165	81.05	136	0.50	43	0.16	988	3.61	196	0.72	1771	6.48	11	0.04	2039	7.46
FRONTIER AIRLINES	16935	13089	77.29	79	0.47	18	0.11	936	5.53	54	0.32	1102	6.51	0	0.00	1657	9.78
HAWAIIAN AIRLINES ²	6616	5359	81.00	45	0.68	9	0.14	793	11.99	17	0.26	23	0.35	7	0.11	363	5.49
JETBLUE AIRWAYS	18401	13527	73.51	193	1.05	64	0.35	1129	6.14	46	0.25	2121	11.53	5	0.03	1316	7.15
PSA AIRLINES	20423	16432	80.46	93	0.46	33	0.16	958	4.69	90	0.44	1131	5.54	7	0.03	1680	8.23
REPUBLIC AIRWAYS	30376	22706	74.75	542	1.78	42	0.14	1201	3.95	86	0.28	3495	11.51	4	0.01	2299	7.57
SKYWEST AIRLINES	71927	59291	82.43	146	0.20	150	0.21	6789	9.44	919	1.28	2314	3.22	13	0.02	2304	3.20
SOUTHWEST AIRLINES	121588	93692	77.06	308	0.25	188	0.15	8096	6.66	259	0.21	5225	4.30	70	0.06	13748	11.31
SPIRIT AIRLINES	14128	11231	79.49	156	1.10	14	0.10	757	5.36	33	0.23	1381	9.77	14	0.10	542	3.84
UNITED AIRLINES	71415	57179	80.07	191	0.27	102	0.14	3459	4.84	115	0.16	7221	10.11	0	0.00	3148	4.41
TOTAL	605,844	479,319	79.12	3,204	0.53	1,070	0.18	37,659	6.22	2,537	0.42	37,712	6.22	205	0.03	44,137	7.29

* Causes of Delay:

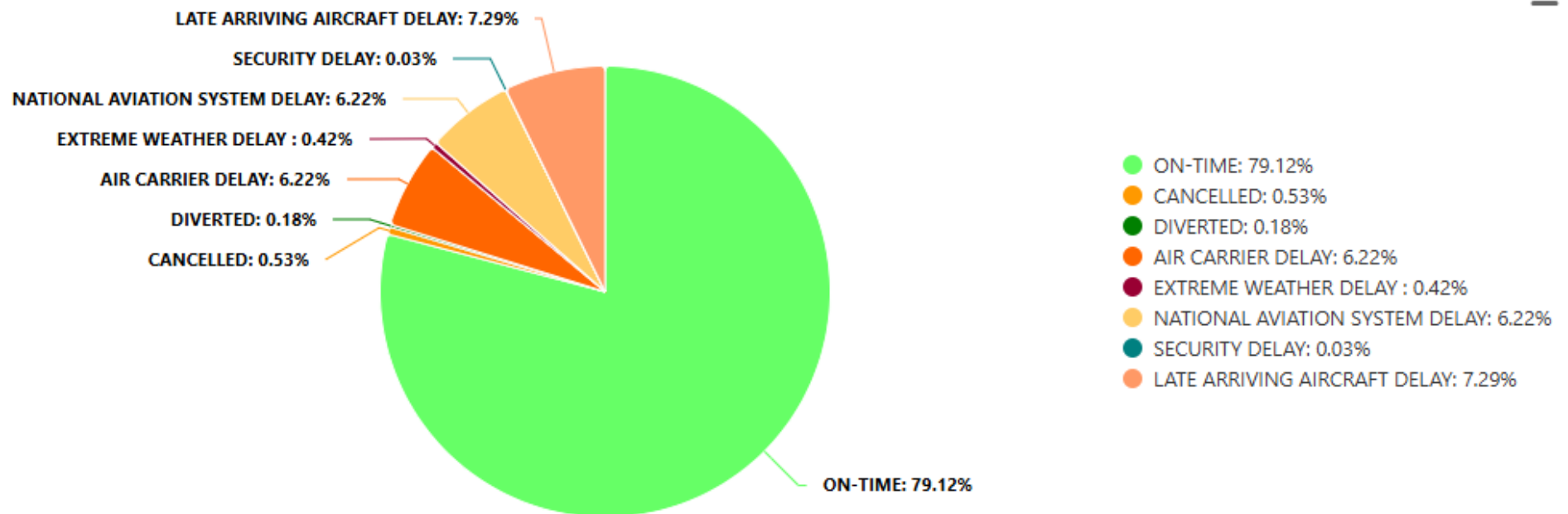
- Air Carrier Delay: The cause of the cancellation or delay was due to circumstances within the airline's control (e.g. maintenance or crew problems, etc.).
- Extreme Weather Delay: Significant meteorological conditions (actual or forecasted) that, in the judgment of the carrier, delays or prevents the 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.

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

² On October 29, 2025, Alaska Airlines and Hawaiian Airlines received a Single Operating Certificate from the FAA in the name of "Alaska Airlines, Inc. and/or Hawaiian Airlines, Inc." As such, FAA now recognizes Alaska/Hawaiian as a single certificated carrier. Hawaiian Airlines branded flights are now operated by Alaska Airlines.

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

OCTOBER 2025

MARKETING CARRIER	OPERATING CARRIER	FLIGHT NUMBER	ORIGIN AIRPORT	DESTINATION AIRPORT	DATE OF FLIGHT	LOCATION OF LONGEST TARMAC DELAY	LENGTH OF TARMAC DELAY
JETBLUE	JETBLUE	1420	ATL	JFK	10/30/2025	Diversion Airport (ACY)	6:24
ALASKA	ALASKA	667	PDX	SAN	10/28/2025	Diversion Airport (ONT)	4:10
UNITED	UNITED	1155	EWR	AUS	10/30/2025	Origin Airport	3:30
JETBLUE	JETBLUE	1527	EWR	MCO	10/30/2025	Origin Airport	3:27
UNITED	UNITED	1317	EWR	PBI	10/30/2025	Origin Airport	3:27
DELTA	DELTA	990	LGA	ATL	10/30/2025	Origin Airport	3:26
UNITED	UNITED	1739	EWR	MCO	10/30/2025	Origin Airport	3:21
DELTA	DELTA	1884	LGA	TPA	10/30/2025	Origin Airport	3:20
UNITED	UNITED	1833	EWR	EYW	10/30/2025	Origin Airport	3:20
UNITED	UNITED	403	EWR	FLL	10/30/2025	Origin Airport	3:18
DELTA	DELTA	989	LGA	ATL	10/30/2025	Origin Airport	3:17
ALLEGiant	ALLEGiant	1217	SFB	BGR	10/27/2025	Origin Airport	3:16
UNITED	UNITED	2295	EWR	MIA	10/30/2025	Origin Airport	3:14
UNITED	UNITED	2451	EWR	IAH	10/30/2025	Origin Airport	3:13
DELTA	ENDEAVOR	5438	LGA	BNA	10/30/2025	Origin Airport	3:12
UNITED	UNITED	408	EWR	CLE	10/30/2025	Origin Airport	3:11
DELTA	ENDEAVOR	5232	LGA	RDU	10/31/2025	Origin Airport	3:09
AMERICAN	AMERICAN	3100	LGA	CLT	10/30/2025	Origin Airport	3:08
DELTA	DELTA	2099	LGA	IAH	10/30/2025	Origin Airport	3:08
DELTA	ENDEAVOR	4929	LGA	MKE	10/30/2025	Origin Airport	3:08
UNITED	UNITED	1344	EWR	PBI	10/30/2025	Origin Airport	3:07
DELTA	DELTA	1122	LGA	DTW	10/30/2025	Origin Airport	3:05
DELTA	DELTA	417	LGA	DFW	10/30/2025	Origin Airport	3:03
JETBLUE	JETBLUE	1104	SJU	JFK	10/30/2025	Diversion Airport (RDU)	3:03
UNITED	UNITED	515	EWR	SAT	10/30/2025	Origin Airport	3:03
SOUTHWEST	SOUTHWEST	931	LGA	HOU	10/30/2025	Origin Airport	3:01

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

* 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

OCTOBER 2025

MARKETING CARRIER	OPERATING CARRIER	FLIGHT NUMBER	ORIGIN AIRPORT	DESTINATION AIRPORT	DATE OF FLIGHT	LOCATION OF LONGEST TARMAC DELAY	LENGTH OF TARMAC DELAY
None							

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

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

APPENDIX

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

30 Largest U.S. Airports

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

Air Carriers Required to Report

Data to DOT and to CRS Vendors*

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

*Based on the Bureau of Transportation Statistics' Technical Reporting Directive #39, issued December 3, 2024, effective January 1, 2025:
<https://www.bts.gov/explore-topics-and-geography/modes/aviation/number-39-technical-directive-reporting-time>

MISHANDLED BAGGAGE

The baggage statistics in this section were filed with DOT's Bureau of Transportation Statistics (Office of Airline Information) by U.S. airlines that have at least half of one percent of total domestic scheduled-service passenger revenues. See 14 CFR 234.3 and 234.6. For the 12 months ending June 30, 2024, 14 air carriers reached this reporting threshold. They are Alaska Airlines, Allegiant Air, American Airlines, Delta Air Lines, Envoy Air, Frontier Airlines, Hawaiian Airlines, JetBlue Airways, PSA Airlines, Republic Airways, SkyWest Airlines, Southwest Airlines, Spirit Airlines, and United Airlines.

The tables in this section provide the rate of mishandled bags per 100 bags enplaned. The number of mishandled bags displayed in these tables represents the number of check bags that are lost, damaged, delayed, and pilfered, as reported by or on behalf of the passenger, that were in the airline's custody for its reportable domestic nonstop scheduled passenger flights. The number of bags enplaned displayed in these tables represent the total number of checked bags enplaned, including wheelchairs and scooters that were placed into the aircraft cargo compartment for any reportable domestic nonstop scheduled passenger flight. The number of mishandled bags and the number of enplaned bags for all airlines, except one airline, will not include bags of passengers traveling on itineraries with domestic segments and international segments unless the bag is a "valet bag," meaning the passenger dropped the bag off at the end of the loading bridge or on the tarmac and returned to the passenger on the loading bridge or on the tarmac following the flight.

For additional information on this aspect of mishandled baggage reporting see the Department's Notice of Enforcement Policy Regarding Reporting of Mishandled Baggage and Wheelchair Data, dated October 31, 2018: <https://www.transportation.gov/sites/dot.gov/files/docs/resources/individuals/aviation-consumer-protection/323451/mishandled-baggageand-wheelchair-reporting-enforcement-policy.pdf>

AIR TRAVEL CONSUMER REPORT

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

RANK	CARRIER ¹	October 2025			October 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	495,137	394	0.08	380,683	548	0.14
2	JETBLUE AIRWAYS	1,043,547	2,905	0.28	1,072,228	3,178	0.30
3	SOUTHWEST AIRLINES	8,560,282	25,864	0.30	10,307,640	32,810	0.32
4	DELTA AIR LINES NETWORK	8,765,871	28,554	0.33	8,567,316	26,669	0.31
	- DELTA AIR LINES	6,919,454	24,264	0.35	6,841,017	22,739	0.33
	- BRANDED CODESHARE PARTNERS	1,846,417	4,290	0.23	1,726,299	3,930	0.23
5	SPIRIT AIRLINES	510,311	1,811	0.35	916,306	3,388	0.37
6	FRONTIER AIRLINES	800,807	3,159	0.39	656,291	2,105	0.32
7	AMERICAN AIRLINES NETWORK	9,422,751	43,780	0.46	9,466,444	46,455	0.49
	- AMERICAN AIRLINES	5,856,626	30,167	0.52	6,081,740	31,231	0.51
	- BRANDED CODESHARE PARTNERS	3,566,125	13,613	0.38	3,384,704	15,224	0.45
8	UNITED AIRLINES NETWORK	6,452,145	30,247	0.47	6,339,244	26,010	0.41
	- UNITED AIRLINES	4,767,707	22,629	0.47	4,638,616	19,584	0.42
	- BRANDED CODESHARE PARTNERS	1,684,438	7,618	0.45	1,700,628	6,426	0.38
9	ALASKA AIRLINES NETWORK	2,166,358	11,225	0.52	2,191,000	9,288	0.42
	- ALASKA AIRLINES	1,664,534	8,593	0.52	1,712,937	7,137	0.42
	- BRANDED CODESHARE PARTNERS	501,824	2,632	0.52	478,063	2,151	0.45
10	HAWAIIAN AIRLINES ²	491,561	3,391	0.69	528,676	2,713	0.51
	TOTAL	38,708,770	151,330	0.39	40,425,828	153,164	0.38

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

² On October 29, 2025, Alaska Airlines and Hawaiian Airlines received a Single Operating Certificate from the FAA in the name of "Alaska Airlines, Inc. and/or Hawaiian Airlines, Inc." As such, FAA now recognizes Alaska/Hawaiian as a single certificated carrier. Hawaiian Airlines branded flights are now operated by Alaska Airlines.

AIR TRAVEL CONSUMER REPORT

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

RANK	CARRIER ¹	October 2025			October 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	495,137	394	0.08	380,683	548	0.14
2	JETBLUE AIRWAYS	1,043,547	2,905	0.28	1,072,228	3,178	0.30
3	PSA AIRLINES	1,090,243	3,273	0.30	1,129,657	5,728	0.51
4	SOUTHWEST AIRLINES	8,560,282	25,864	0.30	10,307,640	32,810	0.32
5	DELTA AIR LINES	6,919,454	24,264	0.35	6,841,017	22,739	0.33
6	SPIRIT AIRLINES	510,311	1,811	0.35	916,306	3,388	0.37
7	REPUBLIC AIRWAYS	844,990	3,011	0.36	756,490	2,311	0.31
8	SKYWEST AIRLINES	2,512,244	8,967	0.36	2,490,537	7,602	0.31
9	FRONTIER AIRLINES	800,807	3,159	0.39	656,291	2,105	0.32
10	UNITED AIRLINES	4,767,707	22,629	0.47	4,638,616	19,584	0.42
11	ENVOY AIR	935,181	4,648	0.50	824,219	3,763	0.46
12	AMERICAN AIRLINES	5,856,626	30,167	0.52	6,081,740	31,231	0.51
13	ALASKA AIRLINES	1,664,534	8,593	0.52	1,712,937	7,137	0.42
14	HAWAIIAN AIRLINES ²	491,561	3,391	0.69	528,676	2,713	0.51
	TOTAL	36,492,624	143,076	0.39	38,337,037	144,837	0.38

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

² On October 29, 2025, Alaska Airlines and Hawaiian Airlines received a Single Operating Certificate from the FAA in the name of "Alaska Airlines, Inc. and/or Hawaiian Airlines, Inc." As such, FAA now recognizes Alaska/Hawaiian as a single certificated carrier. Hawaiian Airlines branded flights are now operated by Alaska Airlines.

MISHANDLED WHEELCHAIRS AND SCOOTERS

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

AIR TRAVEL CONSUMER REPORT

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

RANK	CARRIER ¹	October 2025			October 2024		
		NUMBER OF WHEELCHAIRS AND SCOOTERS ENPLANED	NUMBER OF WHEELCHAIRS AND SCOOTERS MISHANDLED	NUMBER OF WHEELCHAIRS AND SCOOTERS MISHANDLED PER 100 ENPLANED	NUMBER OF WHEELCHAIRS AND SCOOTERS ENPLANED	NUMBER OF WHEELCHAIRS AND SCOOTERS MISHANDLED	NUMBER OF WHEELCHAIRS AND SCOOTERS MISHANDLED PER 100 ENPLANED
1	DELTA AIR LINES NETWORK	13,940	64	0.46	13,668	82	0.60
	- DELTA AIR LINES	10,608	51	0.48	11,017	74	0.67
	- BRANDED CODESHARE PARTNERS	3,332	13	0.39	2,651	8	0.30
2	ALLEGiant AIR	2,865	16	0.56	2,052	25	1.22
3	SOUTHWEST AIRLINES	26,132	258	0.99	24,097	309	1.28
4	UNITED AIRLINES NETWORK	13,595	138	1.02	14,633	145	0.99
	- UNITED AIRLINES	10,730	120	1.12	11,501	123	1.07
	- BRANDED CODESHARE PARTNERS	2,865	18	0.63	3,132	22	0.70
5	SPIRIT AIRLINES	2,114	23	1.09	2,891	50	1.73
6	AMERICAN AIRLINES NETWORK	14,730	164	1.11	14,350	202	1.41
	- AMERICAN AIRLINES	10,527	121	1.15	10,364	165	1.59
	- BRANDED CODESHARE PARTNERS	4,203	43	1.02	3,986	37	0.93
7	JETBLUE AIRWAYS	2,780	34	1.22	2,503	43	1.72
8	FRONTIER AIRLINES	2,847	38	1.33	2,321	32	1.38
9	HAWAIIAN AIRLINES ²	1,427	22	1.54	1,584	14	0.88
10	ALASKA AIRLINES NETWORK	4,112	70	1.70	3,268	52	1.59
	- ALASKA AIRLINES	3,533	65	1.84	2,816	47	1.67
	- BRANDED CODESHARE PARTNERS	579	5	0.86	452	5	1.11
TOTAL		84,542	827	0.98	81,367	954	1.17

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

² On October 29, 2025, Alaska Airlines and Hawaiian Airlines received a Single Operating Certificate from the FAA in the name of "Alaska Airlines, Inc. and/or Hawaiian Airlines, Inc." As such, FAA now recognizes Alaska/Hawaiian as a single certificated carrier. Hawaiian Airlines branded flights are now operated by Alaska Airlines.

AIR TRAVEL CONSUMER REPORT

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

RANK	CARRIER ¹	October 2025			October 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	REPUBLIC AIRWAYS	1,316	2	0.15	1,258	8	0.64
2	DELTA AIR LINES	10,608	51	0.48	11,017	74	0.67
3	ALLEGiant AIR	2,865	16	0.56	2,052	25	1.22
4	SKYWEST AIRLINES	3,763	25	0.66	3,777	35	0.93
5	ENVOY AIR	1,518	14	0.92	1,351	9	0.67
6	PSA AIRLINES	1,015	10	0.99	995	9	0.90
7	SOUTHWEST AIRLINES	26,132	258	0.99	24,097	309	1.28
8	SPIRIT AIRLINES	2,114	23	1.09	2,891	50	1.73
9	UNITED AIRLINES	10,730	120	1.12	11,501	123	1.07
10	AMERICAN AIRLINES	10,527	121	1.15	10,364	165	1.59
11	JETBLUE AIRWAYS	2,780	34	1.22	2,503	43	1.72
12	FRONTIER AIRLINES	2,847	38	1.33	2,321	32	1.38
13	HAWAIIAN AIRLINES ²	1,427	22	1.54	1,584	14	0.88
14	ALASKA AIRLINES	3,533	65	1.84	2,816	47	1.67
	TOTAL	81,175	799	0.98	78,527	943	1.20

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

² On October 29, 2025, Alaska Airlines and Hawaiian Airlines received a Single Operating Certificate from the FAA in the name of "Alaska Airlines, Inc. and/or Hawaiian Airlines, Inc." As such, FAA now recognizes Alaska/Hawaiian as a single certificated carrier. Hawaiian Airlines branded flights are now operated by Alaska Airlines.

OVERSALES

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

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

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

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

AIR TRAVEL CONSUMER REPORT

PASSENGERS DENIED BOARDING BY REPORTING MARKETING U.S. AIRLINES

RANK	CARRIER ¹	JULY- SEPTEMBER 2025			
		DENIED BOARDINGS (DB'S)		ENPLANED PASSENGERS	INVOLUNTARY DB's PER 10,000 PASSENGERS
		VOLUNTARY	INVOLUNTARY		
1	DELTA AIR LINES NETWORK	32,246	0	49,515,764	0.00
	- DELTA AIR LINES	20,433	0	40,418,868	0.00
	- BRANDED CODESHARE PARTNERS	11,813	0	9,096,896	0.00
2	ALLEGiant AIR	252	0	4,629,834	0.00
3	SOUTHWEST AIRLINES	2,509	94	43,728,592	0.02
4	UNITED AIRLINES NETWORK	14,685	124	42,718,248	0.03
	- UNITED AIRLINES	8,447	84	33,561,280	0.03
	- BRANDED CODESHARE PARTNERS	6,238	40	9,156,968	0.04
5	JETBLUE AIRWAYS	844	45	8,724,733	0.05
6	HAWAIIAN AIRLINES	63	19	2,902,626	0.07
7	ALASKA AIRLINES NETWORK	4,629	143	12,476,646	0.11
	- ALASKA AIRLINES	2,711	82	9,477,971	0.09
	- BRANDED CODESHARE PARTNERS	1,918	61	2,998,675	0.20
8	SPIRIT AIRLINES	2,305	112	7,359,537	0.15
9	AMERICAN AIRLINES NETWORK	24,245	4,318	53,402,394	0.81
	- AMERICAN AIRLINES	15,086	2,042	38,816,718	0.53
	- BRANDED CODESHARE PARTNERS	9,159	2,276	14,585,676	1.56
10	FRONTIER AIRLINES	439	2,141	8,016,962	2.67
	TOTAL	82,217	6,996	233,475,336	0.30

JULY- SEPTEMBER 2024			
DENIED BOARDINGS (DB'S)		ENPLANED PASSENGERS	INVOLUNTARY DB's PER 10,000 PASSENGERS
VOLUNTARY	INVOLUNTARY		
34,232	0	48,143,997	0.00
20,064	0	40,179,599	0.00
14,168	0	7,964,398	0.00
223	0	4,256,249	0.00
8,576	130	44,349,033	0.03
11,158	201	40,110,753	0.05
6,961	120	31,704,357	0.04
4,197	81	8,406,396	0.10
1,350	77	8,926,584	0.09
84	4	2,745,911	0.01
3,498	121	12,519,295	0.10
2,119	76	9,753,590	0.08
1,379	45	2,765,705	0.16
4,520	432	10,925,102	0.40
17,822	3,832	53,524,166	0.72
11,505	2,358	39,908,663	0.59
6,317	1,474	13,615,503	1.08
1,283	1,781	8,621,022	2.07
82,746	6,578	234,122,112	0.28

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

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

AIR TRAVEL CONSUMER REPORT

PASSENGERS DENIED BOARDING BY REPORTING OPERATING U.S. AIRLINES

RANK	CARRIER ¹	JULY- SEPTEMBER 2025			
		DENIED BOARDINGS (DB'S)		ENPLANED PASSENGERS	INVOLUNTARY DB's PER 10,000 PASSENGERS
		VOLUNTARY	INVOLUNTARY		
1	DELTA AIR LINES	20,433	0	40,418,868	0.00
2	ALLEGiant AIR	252	0	4,629,834	0.00
3	SOUTHWEST AIRLINES	2,509	94	43,728,592	0.02
4	UNITED AIRLINES	8,447	84	33,561,280	0.03
5	JETBLUE AIRWAYS	844	45	8,724,733	0.05
6	HAWAIIAN AIRLINES	63	19	2,902,626	0.07
7	ALASKA AIRLINES	2,711	82	9,477,971	0.09
8	SPIRIT AIRLINES	2,305	112	7,359,537	0.15
9	SKYWEST AIRLINES	10,832	381	11,855,546	0.32
10	AMERICAN AIRLINES	15,086	2,042	38,816,718	0.53
11	ENVOY AIR	1,475	367	4,910,814	0.75
12	REPUBLIC AIRWAYS	5,412	644	5,397,456	1.19
13	PSA AIRLINES	1,913	443	3,509,170	1.26
14	FRONTIER AIRLINES	439	2,141	8,016,962	2.67
	TOTAL	72,721	6,454	223,310,107	0.29

JULY- SEPTEMBER 2024			
DENIED BOARDINGS (DB'S)		ENPLANED PASSENGERS	INVOLUNTARY DB's PER 10,000 PASSENGERS
VOLUNTARY	INVOLUNTARY		
20,064	0	40,179,599	0.00
223	0	4,256,249	0.00
8,576	130	44,349,033	0.03
6,961	120	31,704,357	0.04
1,350	77	8,926,584	0.09
84	4	2,745,911	0.01
2,119	76	9,753,590	0.08
4,520	432	10,925,102	0.40
10,722	131	10,652,489	0.12
11,505	2,358	39,908,663	0.59
1,641	366	4,702,395	0.78
3,861	305	4,723,761	0.65
1,594	487	3,522,891	1.38
1,283	1,781	8,621,022	2.07
74,503	6,267	224,971,646	0.28

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

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

CONSUMER 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

October 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 October 2025 ^a

The Transportation Security Administration (TSA) screened approximately 77.1 million passengers at screening checkpoints and 28.1 million checked bags at baggage screening locations in October 2025.

Since its formation, TSA has maintained a strong focus on customer service and began collecting customer service data voluntarily to improve security operations. TSA values customer feedback and encourages passengers to contact the agency if the level of service provided to them does not meet their expectations ^b. In October 2025, TSA received 11,771 complaints (i.e. a description of a negative experience) from the public via phone or email (or 15.3 complaints per 100,000 passengers ^c). Below is a more detailed breakdown:

Courtesy		Screening of Personal Property		Screening of Passengers		Wait Times (Checkpoint)	
Number of Complaints	Complaints per 100,000 Passengers ^c	Number of Complaints	Complaints per 100,000 Passengers ^c	Number of Complaints	Complaints per 100,000 Passengers ^c	Number of Complaints	Complaints per 100,000 Passengers ^c
619	0.9	668	0.9	9,111	11.9	86	0.2

Civil Rights		Other TSA-related		Non-TSA related, Airline		Non-TSA related, All Others	
Number of Complaints	Complaints per 100,000 Passengers ^c	Number of Complaints	Complaints per 100,000 Passengers ^c	Number of Complaints	Complaints per 100,000 Passengers ^c	Number of Complaints	Complaints per 100,000 Passengers ^c
600	0.8	239	0.4	95	0.2	353	0.5

In addition, TSA processes claims concerning loss or damage to passenger property. Claims allegedly resulting from an incident that occurred at a passenger screening checkpoint are handled exclusively by TSA. Checked baggage is primarily handled by the airlines. TSA screens most checked baggage using automated screening technology. TSA physically searches only a small percentage of checked baggage. Consequently, the data below for checked baggage includes claims for which TSA and/ or the airlines may be liable.

Number of Claims Received Regarding Loss or Damage to Property		
Checkpoint (TSA)	Checked Baggage (TSA and/ or Airline)	Claims per 100 Checked Bags Only
286	217	0.0006



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

Customer Experience Report for October 2025 ^a

REFERENCES

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

DEFINITIONS

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