



Air Travel Consumer Report

A Product Of
THE OFFICE OF AVIATION CONSUMER PROTECTION

Issued: January 2026



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

NOVEMBER 2025

Based on the latest data available to DOT, for the period covered by this Air Travel Consumer Report, American Airlines, Alaska Airlines, Delta Air Lines, Hawaiian Airlines and United Airlines were holding out flights operated by their branded codeshare partner airlines. Flight Delay and Consumer Complaints sections of this report contain information on these marketing carriers' networks, which consist of flights operated by carriers as identified below:

American Airlines Branded Codeshare Partners	Alaska Airlines Branded Codeshare Partners	Delta Air Lines Branded Codeshare Partners	United Airlines Branded Codeshare Partners
Envoy Air	Horizon Air	Endeavor Air	CommuterAir
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 operation by Alaska Airlines.

AIR TRAVEL CONSUMER REPORT

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

NOVEMBER 2025

AT ALL US AIRPORTS			
CARRIER ¹	NUMBER OF AIRPORTS REPORTED	PERCENT OF ON-TIME ARRIVALS	RANK
DELTA AIR LINES NETWORK	208	80.1	1
- DELTA AIR LINES	141	80.8	
- BRANDED CODESHARE PARTNERS	179	78.7	
HAWAIIAN AIRLINES	20	79.9	2
ALASKA AIRLINES NETWORK	103	79.4	3
- ALASKA AIRLINES	85	79.8	
- BRANDED CODESHARE PARTNERS	56	78.8	
SOUTHWEST AIRLINES	104	78.4	4
UNITED AIRLINES NETWORK	218	77.0	5
- UNITED AIRLINES	122	78.0	
- BRANDED CODESHARE PARTNERS	198	75.7	
SPIRIT AIRLINES	51	76.7	6
ALLEGiant AIR	121	76.1	7
AMERICAN AIRLINES NETWORK	226	75.2	8
- AMERICAN AIRLINES	121	74.8	
- BRANDED CODESHARE PARTNERS	210	75.6	
FRONTIER AIRLINES	88	74.3	9
JETBLUE AIRWAYS	52	72.7	10
TOTAL AIRPORTS SERVED	357	77.3	

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

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

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 operation by Alaska Airlines.

AIR TRAVEL CONSUMER REPORT

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

NOVEMBER 2025

AT ALL US AIRPORTS			
CARRIER ¹	NUMBER OF AIRPORTS REPORTED	PERCENT OF ON-TIME ARRIVALS	RANK
DELTA AIR LINES	141	80.8	1
HAWAIIAN AIRLINES	20	79.9	2
ALASKA AIRLINES	85	79.8	3
SOUTHWEST AIRLINES	104	78.4	4
SKYWEST AIRLINES	238	78.3	5
UNITED AIRLINES	122	78.0	6
ENVOY AIR	153	78.0	7
SPIRIT AIRLINES	51	76.7	8
ALLEGiant AIR	121	76.1	9
AMERICAN AIRLINES	121	74.8	10
FRONTIER AIRLINES	88	74.3	11
JETBLUE AIRWAYS	52	72.7	12
REPUBLIC AIRWAYS	74	72.3	13
PSA AIRLINES	103	72.1	14
TOTAL AIRPORTS SERVED	340	77.3	

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

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

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 operation by Alaska Airlines.

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

NOVEMBER 2025

CARRIER ¹	Jan 25		Feb 25		Mar 25		Apr 25		May 25		Jun 25		Jul 25		Aug 25		Sep 25		Oct 25		Nov 25		Year-to-date (YTD)	
	%	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	79.4	3	77.8	5
- ALASKA AIRLINES	81.0		77.0		80.3		80.6		74.3		69.0		67.6		71.9		82.9		78.2		79.8		76.2	
- BRANDED CODESHARE PARTNERS	79.5		71.8		79.1		82.8		82.3		78.0		79.6		81.2		83.9		80.8		78.8		79.9	
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	76.1	7	75.1	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	75.2	8	73.7	8
- AMERICAN AIRLINES	77.5		78.2		75.5		74.3		72.1		65.3		62.4		67.8		77.8		76.1		74.8		72.7	
- BRANDED CODESHARE PARTNERS	75.3		71.2		76.1		77.2		72.9		66.2		68.7		77.1		83.1		79.2		75.6		74.7	
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	80.1	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		80.8		79.7	
- BRANDED CODESHARE PARTNERS	79.4		78.0		82.9		82.9		78.2		75.2		74.5		84.8		86.5		83.8		78.7		80.5	
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	74.3	9	71.1	10
HAWAIIAN AIRLINES	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	79.9	2	82.9	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	72.7	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	78.4	4	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	76.7	6	78.1	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	77.0	5	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		78.0		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		75.7		76.5	
TOTAL	78.4		77.8		79.4		79.6		75.3		70.1		69.2		76.8		83.1		79.5		77.3		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.

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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)

NOVEMBER 2025

ARRIVAL AIRPORT*																
CARRIER	ATL		AUS		BNA		BOS		BWI		CLT		DCA		DEN	
	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME
ALASKA AIRLINES NETWORK	137	80.3	252	82.5	88	72.7	175	82.9	50	88.0	0	0.0	175	74.9	251	82.1
- ALASKA AIRLINES	137	80.3	193	83.9	88	72.7	175	82.9	50	88.0	0	0.0	175	74.9	212	81.6
- BRANDED CODESHARE PARTNERS	0	0.0	59	78.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	39	84.6
ALLEGiant AIR	0	0.0	49	67.3	174	72.4	54	90.7	0	0.0	0	0.0	0	0.0	18	72.2
AMERICAN AIRLINES NETWORK	1114	70.8	1142	68.8	1454	71.3	2251	73.6	406	78.8	17133	84.4	7418	65.1	766	76.9
- AMERICAN AIRLINES	523	69.4	1087	68.7	683	73.6	1279	72.0	266	77.8	9569	83.2	2205	70.3	664	76.5
- BRANDED CODESHARE PARTNERS	591	72.1	55	70.9	771	69.1	972	75.7	140	80.7	7564	85.9	5213	62.9	102	79.4
DELTA AIR LINES NETWORK	22433	83.3	1572	80.2	1195	77.0	4143	77.6	518	83.4	815	80.0	1591	68.2	995	80.9
- DELTA AIR LINES	19515	84.2	1054	77.8	777	78.5	2243	76.7	435	83.7	443	82.2	762	70.7	951	80.7
- BRANDED CODESHARE PARTNERS	2918	77.7	518	84.9	418	74.2	1900	78.7	83	81.9	372	77.4	829	65.9	44	86.4
FRONTIER AIRLINES	1543	65.5	178	74.2	80	70.0	81	85.2	242	72.3	281	77.6	82	84.1	1936	83.8
HAWAIIAN AIRLINES	0	0.0	0	0.0	0	0.0	12	66.7	0	0.0	0	0.0	0	0.0	0	0.0
JETBLUE AIRWAYS	274	63.9	50	72.0	121	67.8	2981	73.1	0	0.0	0	0.0	551	64.1	62	79.0
SOUTHWEST AIRLINES	1532	78.3	3153	75.3	4958	79.5	569	75.0	5890	83.5	273	76.2	1294	71.9	7042	79.8
SPIRIT AIRLINES	547	74.8	101	75.2	227	74.9	139	70.5	279	80.3	278	75.2	0	0.0	0	0.0
UNITED AIRLINES NETWORK	701	77.3	963	76.7	817	72.7	1097	74.7	351	79.5	457	77.0	883	58.8	14225	86.7
- UNITED AIRLINES	646	77.1	912	76.4	512	72.5	1087	74.9	336	79.5	177	76.8	503	71.8	8445	86.9
- BRANDED CODESHARE PARTNERS	55	80.0	51	82.4	305	73.1	10	60.0	15	80.0	280	77.1	380	41.6	5780	86.5
TOTAL	28,281	81.1	7,460	75.7	9,114	76.7	11,502	75.4	7,736	82.7	19,237	83.7	11,994	66.0	25,295	84.0

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

AIR TRAVEL CONSUMER REPORT

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

NOVEMBER 2025

ARRIVAL AIRPORT*																
CARRIER	DFW		DTW		EWR		FLL		IAD		IAH		JFK		LAS	
	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME
ALASKA AIRLINES NETWORK	186	85.5	38	71.1	284	81.3	48	72.9	86	82.6	88	72.7	332	78.3	887	74.4
- ALASKA AIRLINES	186	85.5	38	71.1	284	81.3	48	72.9	86	82.6	88	72.7	332	78.3	488	79.5
- BRANDED CODESHARE PARTNERS	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	399	68.2
ALLEGiant AIR	0	0.0	0	0.0	55	87.3	307	59.9	50	86.0	0	0.0	0	0.0	604	73.5
AMERICAN AIRLINES NETWORK	21727	74.1	801	71.9	600	65.8	611	74.3	182	73.1	872	69.5	2038	75.2	1149	73.7
- AMERICAN AIRLINES	13451	72.3	388	75.8	517	65.8	611	74.3	140	68.6	659	67.2	1237	75.3	1142	73.6
- BRANDED CODESHARE PARTNERS	8276	77.2	413	68.3	83	66.3	0	0.0	42	88.1	213	76.5	801	75.0	7	85.7
DELTA AIR LINES NETWORK	995	72.3	8744	81.8	781	68.8	1041	76.2	465	78.1	674	78.0	4756	80.1	1447	80.0
- DELTA AIR LINES	995	72.3	4967	83.7	564	67.7	1041	76.2	243	79.8	674	78.0	2547	81.8	1247	79.5
- BRANDED CODESHARE PARTNERS	0	0.0	3777	79.5	217	71.4	0	0.0	222	76.1	0	0.0	2209	78.1	200	83.5
FRONTIER AIRLINES	867	69.6	195	80.0	89	59.6	165	71.5	124	70.2	392	73.2	298	80.5	971	76.5
HAWAIIAN AIRLINES	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	30	83.3	144	69.4
JETBLUE AIRWAYS	30	80.0	120	71.7	455	61.1	2017	70.7	0	0.0	48	81.3	2905	74.6	329	86.9
SOUTHWEST AIRLINES	0	0.0	352	75.9	0	0.0	1038	76.3	100	83.0	0	0.0	0	0.0	7124	79.1
SPIRIT AIRLINES	406	71.7	753	78.9	739	68.9	1603	78.7	0	0.0	610	78.0	0	0.0	667	83.1
UNITED AIRLINES NETWORK	852	71.7	586	74.6	8520	70.0	787	81.3	6368	81.5	11806	81.6	0	0.0	1316	81.1
- UNITED AIRLINES	822	71.9	203	76.8	5963	71.2	787	81.3	2932	83.9	6165	81.7	0	0.0	1311	81.1
- BRANDED CODESHARE PARTNERS	30	66.7	383	73.4	2557	67.0	0	0.0	3436	79.5	5641	81.5	0	0.0	5	80.0
TOTAL	25,063	73.9	11,589	80.2	11,523	69.5	7,617	74.9	7,375	81.0	14,490	80.3	10,359	77.5	14,638	78.5

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

AIR TRAVEL CONSUMER REPORT

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

NOVEMBER 2025

ARRIVAL AIRPORT*																
CARRIER	LAX		LGA		MCO		MDW		MIA		MSP		ORD		PHL	
	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME
ALASKA AIRLINES NETWORK	1453	77.4	0	0.0	195	79.5	0	0.0	46	80.4	86	87.2	264	65.2	58	86.2
- ALASKA AIRLINES	601	79.9	0	0.0	195	79.5	0	0.0	46	80.4	86	87.2	264	65.2	58	86.2
- BRANDED CODESHARE PARTNERS	852	75.7	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
ALLEGiant AIR	13	84.6	0	0.0	25	80.0	36	83.3	0	0.0	0	0.0	0	0.0	0	0.0
AMERICAN AIRLINES NETWORK	3450	78.1	4059	63.6	1538	71.8	0	0.0	6711	78.5	587	72.6	12534	69.3	6773	80.0
- AMERICAN AIRLINES	2429	76.3	1424	58.6	1538	71.8	0	0.0	5256	77.9	306	76.5	4303	70.6	3177	79.0
- BRANDED CODESHARE PARTNERS	1021	82.4	2635	66.3	0	0.0	0	0.0	1455	80.5	281	68.3	8231	68.5	3596	80.9
DELTA AIR LINES NETWORK	3896	83.5	6771	67.9	1711	77.6	280	80.0	940	72.6	8494	82.6	1143	63.3	624	81.3
- DELTA AIR LINES	2994	82.3	2643	66.3	1711	77.6	108	82.4	940	72.6	5188	83.6	965	62.9	527	80.5
- BRANDED CODESHARE PARTNERS	902	87.7	4128	68.9	0	0.0	172	78.5	0	0.0	3306	80.9	178	65.7	97	85.6
FRONTIER AIRLINES	488	76.8	207	54.6	1345	74.6	222	67.1	336	70.5	85	82.4	390	59.5	780	72.8
HAWAIIAN AIRLINES	148	54.1	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
JETBLUE AIRWAYS	664	75.6	362	61.3	1664	72.9	0	0.0	0	0.0	0	0.0	84	63.1	146	74.7
SOUTHWEST AIRLINES	2112	75.0	961	64.3	4328	81.1	5155	77.2	410	73.9	459	78.4	253	69.2	465	76.8
SPIRIT AIRLINES	395	75.2	536	63.8	1168	80.6	0	0.0	283	74.2	17	82.4	435	69.0	202	79.2
UNITED AIRLINES NETWORK	3361	82.0	902	60.5	1224	79.2	0	0.0	546	76.6	532	73.7	15568	67.4	466	79.6
- UNITED AIRLINES	2405	81.6	781	61.5	1224	79.2	0	0.0	546	76.6	389	73.8	7797	69.1	380	80.3
- BRANDED CODESHARE PARTNERS	956	83.1	121	54.5	0	0.0	0	0.0	0	0.0	143	73.4	7771	65.8	86	76.7
TOTAL	15,980	79.4	13,798	65.4	13,198	77.6	5,693	77.0	9,272	77.2	10,260	81.4	30,671	67.9	9,514	79.3

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

AIR TRAVEL CONSUMER REPORT

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

NOVEMBER 2025

ARRIVAL AIRPORT*												
CARRIER	PHX		SAN		SEA		SFO		SLC		TPA	
	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME
ALASKA AIRLINES NETWORK	649	66.1	2438	68.8	7881	80.2	1788	68.9	261	81.6	70	81.4
- ALASKA AIRLINES	447	71.4	961	70.9	5753	79.5	775	75.0	84	78.6	70	81.4
- BRANDED CODESHARE PARTNERS	202	54.5	1477	67.4	2128	82.1	1013	64.3	177	83.1	0	0.0
ALLEGiant AIR	35	80.0	0	0.0	0	0.0	0	0.0	1	0.0	0	0.0
AMERICAN AIRLINES NETWORK	7664	77.2	702	70.2	602	74.1	995	74.0	449	74.4	1272	74.8
- AMERICAN AIRLINES	4774	78.5	702	70.2	462	71.4	862	76.3	365	74.5	1162	75.4
- BRANDED CODESHARE PARTNERS	2890	74.9	0	0.0	140	82.9	133	58.6	84	73.8	110	68.2
DELTA AIR LINES NETWORK	1013	74.1	959	76.3	4096	84.6	1202	69.4	6701	88.4	1113	77.2
- DELTA AIR LINES	909	74.0	794	75.6	2612	82.5	1138	69.5	4275	85.9	1113	77.2
- BRANDED CODESHARE PARTNERS	104	75.0	165	80.0	1484	88.2	64	67.2	2426	92.7	0	0.0
FRONTIER AIRLINES	662	66.6	186	73.1	128	78.1	305	64.6	279	83.2	513	73.1
HAWAIIAN AIRLINES	30	63.3	73	45.2	147	63.9	81	67.9	30	73.3	0	0.0
JETBLUE AIRWAYS	144	73.6	142	88.0	0	0.0	325	78.2	40	67.5	489	69.9
SOUTHWEST AIRLINES	5777	72.8	3152	69.8	526	74.3	753	61.1	868	80.1	1970	77.3
SPIRIT AIRLINES	18	83.3	0	0.0	0	0.0	0	0.0	0	0.0	274	74.1
UNITED AIRLINES NETWORK	1013	70.8	909	76.7	729	78.7	6852	73.4	576	76.7	723	82.6
- UNITED AIRLINES	952	71.2	829	76.5	655	77.7	5026	75.1	283	73.1	723	82.6
- BRANDED CODESHARE PARTNERS	61	63.9	80	78.8	74	87.8	1826	68.7	293	80.2	0	0.0
TOTAL	17,005	74.2	8,561	71.2	14,109	80.7	12,301	71.5	9,205	85.7	6,424	76.4

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

AIR TRAVEL CONSUMER REPORT

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

NOVEMBER 2025

ARRIVAL AIRPORT*																
CARRIER	ATL		AUS		BNA		BOS		BWI		CLT		DCA		DEN	
	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME
ALASKA AIRLINES	137	80.3	193	83.9	88	72.7	175	82.9	50	88.0	0	0.0	175	74.9	212	81.6
ALLEGiant AIR	0	0.0	49	67.3	174	72.4	54	90.7	0	0.0	0	0.0	0	0.0	18	72.2
AMERICAN AIRLINES	523	69.4	1087	68.7	683	73.6	1279	72.0	266	77.8	9569	83.2	2205	70.3	664	76.5
DELTA AIR LINES	19515	84.2	1054	77.8	777	78.5	2243	76.7	435	83.7	443	82.2	762	70.7	951	80.7
ENVOY AIR	121	83.5	10	70.0	164	72.0	142	81.0	136	80.1	469	87.2	386	72.3	15	66.7
FRONTIER AIRLINES	1543	65.5	178	74.2	80	70.0	81	85.2	242	72.3	281	77.6	82	84.1	1936	83.8
HAWAIIAN AIRLINES	0	0.0	0	0.0	0	0.0	12	66.7	0	0.0	0	0.0	0	0.0	0	0.0
JETBLUE AIRWAYS	274	63.9	50	72.0	121	67.8	2981	73.1	0	0.0	0	0.0	551	64.1	62	79.0
PSA AIRLINES	264	69.7	0	0.0	138	66.7	0	0.0	2	100.0	2974	83.5	3337	62.1	0	0.0
REPUBLIC AIRWAYS	207	68.6	0	0.0	638	71.3	2626	77.6	85	82.4	386	75.9	2274	64.1	0	0.0
SKYWEST AIRLINES	562	79.0	564	81.6	286	67.8	0	0.0	1	100.0	87	80.5	24	62.5	5950	86.4
SOUTHWEST AIRLINES	1532	78.3	3153	75.3	4958	79.5	569	75.0	5890	83.5	273	76.2	1294	71.9	7042	79.8
SPIRIT AIRLINES	547	74.8	101	75.2	227	74.9	139	70.5	279	80.3	278	75.2	0	0.0	0	0.0
UNITED AIRLINES	646	77.1	912	76.4	512	72.5	1087	74.9	336	79.5	177	76.8	503	71.8	8445	86.9
TOTAL	25,871	81.4	7,351	75.4	8,846	76.7	11,388	75.4	7,722	82.7	14,937	82.7	11,593	66.9	25,295	84.0

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

AIR TRAVEL CONSUMER REPORT

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

NOVEMBER 2025

ARRIVAL AIRPORT*																
CARRIER	DFW		DTW		EWR		FLL		IAD		IAH		JFK		LAS	
	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME
ALASKA AIRLINES	186	85.5	38	71.1	284	81.3	48	72.9	86	82.6	88	72.7	332	78.3	488	79.5
ALLEGiant AIR	0	0.0	0	0.0	55	87.3	307	59.9	50	86.0	0	0.0	0	0.0	604	73.5
AMERICAN AIRLINES	13451	72.3	388	75.8	517	65.8	611	74.3	140	68.6	659	67.2	1237	75.3	1142	73.6
DELTA AIR LINES	995	72.3	4967	83.7	564	67.7	1041	76.2	243	79.8	674	78.0	2547	81.8	1247	79.5
ENVOY AIR	4698	80.4	37	81.1	59	69.5	0	0.0	0	0.0	72	81.9	0	0.0	0	0.0
FRONTIER AIRLINES	867	69.6	195	80.0	89	59.6	165	71.5	124	70.2	392	73.2	298	80.5	971	76.5
HAWAIIAN AIRLINES	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	30	83.3	144	69.4
JETBLUE AIRWAYS	30	80.0	120	71.7	455	61.1	2017	70.7	0	0.0	48	81.3	2905	74.6	329	86.9
PSA AIRLINES	2051	72.4	187	67.4	0	0.0	0	0.0	42	88.1	5	60.0	0	0.0	0	0.0
REPUBLIC AIRWAYS	0	0.0	445	76.9	1704	73.1	0	0.0	670	81.9	105	71.4	1271	77.0	0	0.0
SKYWEST AIRLINES	1528	73.5	2209	77.2	0	0.0	0	0.0	170	78.8	1206	81.8	0	0.0	410	76.6
SOUTHWEST AIRLINES	0	0.0	352	75.9	0	0.0	1038	76.3	100	83.0	0	0.0	0	0.0	7124	79.1
SPIRIT AIRLINES	406	71.7	753	78.9	739	68.9	1603	78.7	0	0.0	610	78.0	0	0.0	667	83.1
UNITED AIRLINES	822	71.9	203	76.8	5963	71.2	787	81.3	2932	83.9	6165	81.7	0	0.0	1311	81.1
TOTAL	25,034	73.9	9,894	80.2	10,429	70.7	7,617	74.9	4,557	82.4	10,024	79.7	8,620	77.6	14,437	78.7

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

AIR TRAVEL CONSUMER REPORT

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

NOVEMBER 2025

ARRIVAL AIRPORT*																
CARRIER	LAX		LGA		MCO		MDW		MIA		MSP		ORD		PHL	
	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME
ALASKA AIRLINES	601	79.9	0	0.0	195	79.5	0	0.0	46	80.4	86	87.2	264	65.2	58	86.2
ALLEGIAN AIR	13	84.6	0	0.0	25	80.0	36	83.3	0	0.0	0	0.0	0	0.0	0	0.0
AMERICAN AIRLINES	2429	76.3	1424	58.6	1538	71.8	0	0.0	5256	77.9	306	76.5	4303	70.6	3177	79.0
DELTA AIR LINES	2994	82.3	2643	66.3	1711	77.6	108	82.4	940	72.6	5188	83.6	965	62.9	527	80.5
ENVOY AIR	0	0.0	0	0.0	0	0.0	0	0.0	1371	81.2	107	71.0	4377	71.6	0	0.0
FRONTIER AIRLINES	488	76.8	207	54.6	1345	74.6	222	67.1	336	70.5	85	82.4	390	59.5	780	72.8
HAWAIIAN AIRLINES	148	54.1	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
JETBLUE AIRWAYS	664	75.6	362	61.3	1664	72.9	0	0.0	0	0.0	0	0.0	84	63.1	146	74.7
PSA AIRLINES	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	109	65.1	352	61.6	1221	75.3
REPUBLIC AIRWAYS	0	0.0	4535	68.0	0	0.0	0	0.0	84	70.2	96	67.7	3090	69.7	533	84.6
SKYWEST AIRLINES	3173	83.6	131	70.2	0	0.0	101	83.2	0	0.0	1960	81.7	6407	64.8	0	0.0
SOUTHWEST AIRLINES	2112	75.0	961	64.3	4328	81.1	5155	77.2	410	73.9	459	78.4	253	69.2	465	76.8
SPIRIT AIRLINES	395	75.2	536	63.8	1168	80.6	0	0.0	283	74.2	17	82.4	435	69.0	202	79.2
UNITED AIRLINES	2405	81.6	781	61.5	1224	79.2	0	0.0	546	76.6	389	73.8	7797	69.1	380	80.3
TOTAL	15,422	79.5	11,580	65.1	13,198	77.6	5,622	77.1	9,272	77.2	8,802	81.7	28,717	68.3	7,489	78.2

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

AIR TRAVEL CONSUMER REPORT

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

NOVEMBER 2025

ARRIVAL AIRPORT*												
CARRIER	PHX		SAN		SEA		SFO		SLC		TPA	
	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME
ALASKA AIRLINES	447	71.4	961	70.9	5753	79.5	775	75.0	84	78.6	70	81.4
ALLEGiant AIR	35	80.0	0	0.0	0	0.0	0	0.0	1	0.0	0	0.0
AMERICAN AIRLINES	4774	78.5	702	70.2	462	71.4	862	76.3	365	74.5	1162	75.4
DELTA AIR LINES	909	74.0	794	75.6	2612	82.5	1138	69.5	4275	85.9	1113	77.2
ENVOY AIR	951	75.5	0	0.0	15	86.7	0	0.0	5	100.0	110	68.2
FRONTIER AIRLINES	662	66.6	186	73.1	128	78.1	305	64.6	279	83.2	513	73.1
HAWAIIAN AIRLINES	30	63.3	73	45.2	147	63.9	81	67.9	30	73.3	0	0.0
JETBLUE AIRWAYS	144	73.6	142	88.0	0	0.0	325	78.2	40	67.5	489	69.9
PSA AIRLINES	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
REPUBLIC AIRWAYS	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
SKYWEST AIRLINES	2213	73.1	1402	69.0	2312	85.2	2767	68.0	2934	90.5	0	0.0
SOUTHWEST AIRLINES	5777	72.8	3152	69.8	526	74.3	753	61.1	868	80.1	1970	77.3
SPIRIT AIRLINES	18	83.3	0	0.0	0	0.0	0	0.0	0	0.0	274	74.1
UNITED AIRLINES	952	71.2	829	76.5	655	77.7	5026	75.1	283	73.1	723	82.6
TOTAL	16,912	74.3	8,241	71.2	12,610	80.4	12,032	71.9	9,164	85.7	6,424	76.4

* 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)

NOVEMBER 2025

ARRIVAL AIRPORT*																
SCHEDULED ARRIVAL TIME	ATL	AUS	BNA	BOS	BWI	CLT	DCA	DEN	DFW	DTW	EWR	FLL	IAD	IAH	JFK	LAS
0600-0659	87.7	95.9	94.0	81.6	96.2	90.7	89.9	91.9	85.2	87.0	82.9	76.6	89.1	91.4	81.8	92.3
0700-0759	91.0	96.0	96.0	88.7	96.4	90.7	81.4	92.1	84.7	89.7	85.0	87.1	89.1	91.9	84.9	94.7
0800-0859	86.0	95.8	93.4	89.1	94.0	86.7	85.1	91.7	79.8	92.7	87.0	90.0	95.2	86.5	86.2	91.5
0900-0959	82.7	89.6	85.4	88.0	92.6	87.2	81.0	91.8	81.2	85.5	85.7	84.7	81.0	89.9	84.5	88.2
1000-1059	86.1	89.6	86.4	87.0	89.8	85.8	82.8	88.7	81.3	84.8	81.0	82.1	94.9	84.9	91.2	87.8
1100-1159	87.1	85.3	87.7	88.3	86.2	88.7	76.3	87.0	78.7	84.4	81.6	83.3	89.5	89.0	82.7	84.7
1200-1259	85.2	79.2	79.9	84.0	85.2	84.4	74.2	86.7	79.9	84.1	74.2	82.1	100.0	82.9	80.2	80.0
1300-1359	85.0	75.2	80.1	77.7	89.3	87.8	67.6	82.7	79.8	81.1	73.8	79.5	88.4	84.8	82.9	81.6
1400-1459	83.3	74.9	78.5	77.8	87.4	84.0	65.9	87.5	73.8	80.9	72.6	75.5	91.3	85.1	73.4	76.1
1500-1559	81.9	74.9	73.7	76.1	82.7	82.6	65.9	81.8	73.1	80.5	70.7	73.1	81.0	85.7	82.0	76.3
1600-1659	81.0	70.8	70.9	76.2	82.5	84.9	60.6	83.1	72.5	80.6	67.9	77.2	77.4	77.1	76.2	71.8
1700-1759	81.3	68.4	69.7	71.4	80.1	77.5	58.3	74.8	69.2	79.5	63.9	69.7	71.8	72.3	74.0	71.8
1800-1859	79.0	68.2	62.7	65.3	78.0	82.1	56.0	78.6	64.8	75.0	56.6	66.2	83.8	68.3	71.4	69.3
1900-1959	75.2	62.0	66.5	65.3	75.6	73.6	56.5	78.2	60.5	75.2	55.0	70.7	81.0	65.1	69.8	71.4
2000-2059	74.0	64.1	69.6	65.9	66.3	80.8	57.1	69.0	63.6	75.2	57.2	67.5	80.6	69.9	70.8	71.6
2100-2159	72.1	67.1	68.2	68.3	64.3	72.1	49.3	74.6	59.8	74.7	53.4	69.6	80.2	71.8	69.4	69.9
2200-2259	65.1	73.7	65.6	62.3	69.0	66.2	56.7	75.0	70.1	73.4	62.0	60.9	66.0	71.0	68.0	70.8
2300-0559	73.8	73.7	72.1	69.6	77.5	75.5	66.7	75.6	70.4	73.5	72.0	64.7	77.8	78.6	77.5	73.7
TOTAL	81.4	75.4	76.7	75.4	82.7	82.7	66.9	84.0	73.9	80.2	70.7	74.9	82.4	79.7	77.6	78.7

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

AIR TRAVEL CONSUMER REPORT

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

NOVEMBER 2025

ARRIVAL AIRPORT*															
SCHEDULED ARRIVAL TIME	LAX	LGA	MCO	MDW	MIA	MSP	ORD	PHL	PHX	SAN	SEA	SFO	SLC	TPA	TOTAL
0600-0659	87.5	0.0	86.4	88.9	82.7	84.8	84.0	80.8	96.2	50.0	89.5	82.5	88.7	78.6	87.9
0700-0759	93.8	86.1	90.2	92.8	87.6	88.0	81.2	88.5	90.8	77.0	83.7	90.4	93.5	88.1	87.9
0800-0859	87.2	87.5	93.3	87.6	89.3	88.4	77.9	87.4	88.7	81.3	87.2	86.5	94.3	90.6	87.4
0900-0959	88.5	86.6	87.5	89.3	90.6	86.2	74.5	85.9	83.2	83.5	88.1	70.8	87.1	89.6	84.4
1000-1059	84.9	85.8	83.1	77.9	83.7	82.2	75.9	82.1	82.1	79.3	79.8	74.3	89.3	88.2	84.3
1100-1159	78.9	82.5	83.4	82.0	81.3	89.7	75.4	84.8	78.5	72.3	84.9	77.3	86.6	83.9	82.5
1200-1259	83.5	77.7	77.9	86.1	79.7	81.6	75.3	81.7	76.2	68.8	82.5	70.0	85.8	77.5	80.5
1300-1359	82.2	69.5	80.2	79.6	79.9	83.0	70.2	82.3	74.9	71.1	84.6	74.8	83.4	83.4	79.0
1400-1459	81.6	62.5	78.4	77.7	75.4	84.0	70.1	82.1	77.3	68.0	84.2	75.5	88.4	77.6	78.2
1500-1559	83.9	58.6	79.9	77.1	77.2	86.1	70.0	81.2	74.2	74.3	85.1	71.6	87.2	81.4	77.1
1600-1659	78.4	54.9	75.4	76.1	75.6	83.0	68.6	81.0	69.3	69.8	79.6	72.9	84.7	75.5	75.0
1700-1759	79.3	55.7	73.8	79.4	66.4	77.5	63.2	71.5	68.1	69.1	77.4	78.3	80.6	75.2	72.0
1800-1859	77.2	56.5	70.8	68.2	71.6	81.0	50.1	73.8	67.0	67.8	80.7	74.7	82.1	71.3	68.8
1900-1959	73.6	54.2	69.8	68.6	70.4	78.7	57.1	71.5	63.3	70.0	78.1	70.6	86.0	72.3	69.5
2000-2059	70.1	52.1	70.2	64.9	69.6	76.0	55.8	68.6	63.5	64.2	75.6	63.0	83.1	65.4	67.7
2100-2159	70.6	47.4	67.7	58.3	67.5	68.8	55.4	69.3	63.1	62.9	73.0	57.7	80.9	66.4	66.0
2200-2259	72.3	50.9	68.3	59.4	66.7	75.2	54.2	64.9	67.8	62.9	72.5	62.6	76.8	68.1	67.3
2300-0559	68.2	53.4	75.0	63.0	61.4	77.2	68.0	74.1	64.9	68.8	77.2	68.9	67.0	65.9	71.0
TOTAL	79.5	65.1	77.6	77.1	77.2	81.7	68.3	78.2	74.3	71.2	80.4	71.9	85.7	76.4	76.7

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

AIR TRAVEL CONSUMER REPORT

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

NOVEMBER 2025

DEPARTURE AIRPORT*																
SCHEDULED DEPARTURE TIME	ATL	AUS	BNA	BOS	BWI	CLT	DCA	DEN	DFW	DTW	EWR	FLL	IAD	IAH	JFK	LAS
0600-0659	89.5	89.5	90.9	92.2	91.4	92.7	90.8	92.9	85.4	85.3	89.0	94.1	92.2	87.3	90.8	93.6
0700-0759	87.4	86.9	91.5	88.7	90.3	90.6	87.5	88.0	80.6	87.6	84.9	93.9	87.5	91.6	86.8	88.9
0800-0859	87.0	88.5	86.6	85.8	93.0	90.1	84.9	90.8	79.0	87.4	84.5	88.6	92.3	87.4	87.4	87.2
0900-0959	83.2	90.3	87.5	87.0	86.3	83.4	80.1	87.5	77.6	87.6	83.8	88.7	94.5	82.8	85.8	84.8
1000-1059	82.6	82.7	82.5	82.5	86.5	87.7	79.2	86.0	75.8	80.0	79.9	77.1	84.5	79.5	80.3	81.3
1100-1159	84.0	81.8	78.2	82.0	80.8	81.6	75.9	86.1	74.1	81.0	79.1	75.0	87.8	80.9	84.5	81.2
1200-1259	83.5	73.9	78.3	78.3	79.8	85.7	74.3	80.0	75.0	81.2	75.0	75.3	84.1	84.5	77.8	73.5
1300-1359	82.3	68.4	71.9	72.9	70.3	78.6	70.6	82.5	72.2	76.2	77.6	74.1	84.1	71.7	78.6	72.5
1400-1459	79.7	65.2	67.6	71.4	78.2	80.8	70.0	75.0	71.9	76.8	73.5	67.3	80.9	79.5	71.2	67.2
1500-1559	74.8	67.3	69.2	71.5	72.7	79.8	61.9	79.5	67.3	78.0	72.5	64.6	86.9	77.1	69.4	68.0
1600-1659	74.5	65.9	63.1	67.0	69.3	76.6	62.2	73.1	67.1	75.4	71.1	67.0	76.2	79.0	77.7	62.2
1700-1759	75.1	64.1	58.4	69.0	66.8	77.0	62.4	81.0	63.8	70.3	69.5	62.5	74.3	71.0	74.9	67.9
1800-1859	71.2	55.3	66.4	66.6	70.1	69.1	58.5	66.1	60.0	70.2	67.7	65.0	70.2	70.3	64.8	62.0
1900-1959	73.2	63.7	54.4	62.2	70.8	77.9	57.3	79.1	63.7	68.6	63.5	63.4	78.6	65.5	68.5	62.1
2000-2059	69.5	57.3	67.4	62.2	68.6	70.0	63.6	76.6	56.7	71.8	60.2	65.9	80.6	66.6	65.0	70.0
2100-2159	74.2	47.1	56.7	62.8	70.2	79.0	58.8	78.3	66.1	80.3	64.8	62.3	83.3	78.0	64.6	68.4
2200-2259	71.9	69.6	50.0	60.0	57.9	69.2	52.2	63.4	53.8	72.8	50.0	67.3	81.9	78.8	67.3	68.3
2300-0559	77.2	96.3	94.8	92.3	85.5	83.1	86.8	90.2	88.0	87.1	86.9	95.3	79.2	87.1	91.2	83.6
TOTAL	78.7	74.3	75.0	77.6	78.3	79.6	71.7	81.9	70.9	79.4	75.3	75.0	83.6	78.7	77.9	76.7

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

AIR TRAVEL CONSUMER REPORT

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

NOVEMBER 2025

DEPARTURE AIRPORT*															
SCHEDULED DEPARTURE TIME	LAX	LGA	MCO	MDW	MIA	MSP	ORD	PHL	PHX	SAN	SEA	SFO	SLC	TPA	TOTAL
0600-0659	90.3	89.8	93.7	89.8	92.3	90.7	86.7	89.0	91.5	90.3	91.7	94.0	91.6	93.2	90.8
0700-0759	87.2	89.5	93.8	86.2	91.3	90.3	86.4	87.5	91.6	88.2	88.8	90.1	89.7	92.8	88.5
0800-0859	85.5	84.0	90.5	88.9	88.7	88.7	81.6	86.6	86.8	80.3	87.0	86.5	88.0	92.1	86.2
0900-0959	81.3	84.0	86.6	85.0	84.0	85.3	78.1	83.0	83.2	75.4	82.6	85.3	89.5	86.7	83.9
1000-1059	77.7	83.6	82.1	87.0	84.1	82.8	74.7	84.1	76.6	75.6	80.6	72.5	89.9	84.9	80.7
1100-1159	79.5	78.8	77.0	74.9	79.0	83.6	72.9	82.3	80.2	74.7	75.8	75.8	86.2	81.4	80.0
1200-1259	74.6	79.4	76.2	75.6	72.8	85.3	73.4	78.1	76.1	66.8	80.7	66.2	79.3	78.9	77.7
1300-1359	75.7	75.9	72.1	79.8	70.3	82.3	72.4	79.7	75.7	63.4	81.2	72.9	82.7	76.1	76.1
1400-1459	76.2	67.1	74.9	67.1	75.3	79.5	69.2	74.7	71.8	62.1	81.0	64.8	76.7	73.9	72.9
1500-1559	72.7	61.7	71.5	64.6	68.1	77.4	66.0	74.7	68.2	61.1	80.4	62.1	83.5	72.9	71.8
1600-1659	79.9	58.2	70.3	68.4	71.4	80.5	68.2	72.1	65.9	61.1	83.6	73.7	77.7	72.3	70.8
1700-1759	75.9	53.7	69.5	61.1	70.6	61.5	64.7	69.7	67.2	70.9	79.1	76.8	82.5	59.6	70.2
1800-1859	71.9	57.7	66.8	70.8	64.6	74.8	66.1	71.5	58.9	62.2	79.3	79.6	79.0	70.6	67.2
1900-1959	77.2	55.8	63.8	57.8	67.6	76.1	57.3	66.6	66.6	61.6	81.7	76.5	71.0	69.0	67.4
2000-2059	72.6	54.4	65.6	68.5	73.9	79.1	61.4	68.4	65.1	66.7	72.5	74.1	85.3	60.8	67.9
2100-2159	73.9	51.6	57.5	59.6	72.4	82.9	64.4	70.5	66.7	69.1	85.1	78.0	87.0	60.3	71.0
2200-2259	78.6	55.0	63.8	48.0	72.9	80.2	60.6	48.4	63.3	84.8	79.2	69.6	85.6	61.2	68.7
2300-0559	80.6	80.0	90.1	90.8	84.9	94.6	65.0	86.4	83.1	0.0	84.1	87.7	87.0	91.8	86.0
TOTAL	79.1	71.2	77.4	75.5	75.9	82.3	71.3	78.1	75.2	72.6	82.1	78.3	85.3	79.2	76.9

* 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
NOVEMBER 2025

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Aberdeen, SD (ABR)	89.0	90.4	73	73
Abilene, TX (ABI)	79.6	78.9	142	142
Adak Island, AK (ADK)	88.9	88.9	9	9
Aguadilla, PR (BQN)	68.7	79.7	198	197
Akron, OH (CAK)	68.9	77.6	366	366
Albany, GA (ABY)	82.3	88.7	62	62
Albany, NY (ALB)	76.4	80.2	1096	1096
Albuquerque, NM (ABQ)	82.1	83.0	2020	2020
Alexandria, LA (AEX)	81.6	78.2	87	87
Allentown/Bethlehem/Easton, PA (ABE)	82.1	84.0	257	257
Alpena, MI (APN)	78.8	78.8	52	52
Amarillo, TX (AMA)	78.4	80.0	431	431
Anchorage, AK (ANC)	82.4	87.3	1319	1321
Appleton, WI (ATW)	75.0	77.9	595	593
Arcata/Eureka, CA (ACV)	81.0	79.2	179	178
Asheville, NC (AVL)	77.8	78.6	838	841
Ashland, WV (HTS)	54.8	54.8	31	31
Aspen, CO (ASE)	83.2	85.4	327	328
Atlanta, GA (ATL)	81.4	78.7	25871	25888
Atlantic City, NJ (ACY)	78.4	83.2	190	190
Augusta, GA (AGS)	74.4	77.2	234	232
Austin, TX (AUS)	75.4	74.3	7351	7346
Bakersfield, CA (BFL)	76.1	84.8	276	277
Baltimore, MD (BWI)	82.7	78.3	7722	7721
Bangor, ME (BGR)	75.2	72.1	165	165
Barrow, AK (BRW)	78.6	72.4	28	29
Baton Rouge, LA (BTR)	77.9	82.5	520	520
Beaumont/Port Arthur, TX (BPT)	74.6	83.1	59	59
Bellefonte, PA (BFL)	78.2	80.8	78	78
Bellingham, WA (BLI)	77.0	84.4	174	173
Bemidji, MN (BJI)	84.7	89.8	59	59
Bend/Redmond, OR (RDM)	83.0	81.7	518	518
Bethel, AK (BET)	81.0	69.0	58	58
Billings, MT (BIL)	87.2	88.3	351	351
Binghamton, NY (BGM)	86.2	75.9	29	29
Birmingham, AL (BHM)	80.6	82.0	1415	1416
Bismarck/Mandan, ND (BIS)	86.4	86.4	280	280
Bloomington/Normal, IL (BMI)	76.1	79.1	163	163
Boise, ID (BOI)	81.8	84.3	1957	1956
Boston, MA (BOS)	75.4	77.6	11388	11385
Bozeman, MT (BZN)	82.9	85.0	659	660

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Brainerd, MN (BRD)	82.7	82.7	52	52
Bristol/Johnson City/Kingsport, TN (TRI)	82.9	84.5	129	129
Brownsville, TX (BRO)	79.4	81.0	126	126
Buffalo, NY (BUF)	72.6	77.1	1742	1742
Burbank, CA (BUR)	78.3	78.1	2604	2604
Burlington, VT (BTV)	74.0	79.6	366	368
Butte, MT (BTM)	96.6	98.3	59	59
Carlsbad, CA (CLD)	78.3	85.0	60	60
Casper, WY (CPR)	89.4	92.8	207	207
Cedar City, UT (CDC)	92.2	92.2	51	51
Cedar Rapids/Iowa City, IA (CID)	69.3	69.3	636	636
Champaign/Urbana, IL (CMI)	74.2	78.5	163	163
Charleston, SC (CHS)	77.8	79.0	2082	2082
Charleston/Dunbar, WV (CRW)	71.8	76.7	206	206
Charlotte Amalie, VI (STT)	80.7	78.2	367	367
Charlotte, NC (CLT)	82.7	79.6	14937	14945
Charlottesville, VA (CHO)	70.8	74.5	212	212
Chattanooga, TN (CHA)	72.9	78.7	447	446
Cheyenne, WY (CYS)	94.9	96.6	59	59
Chicago, IL (MDW)	77.1	75.5	5622	5620
Chicago, IL (ORD)	68.3	71.3	28717	28703
Christiansted, VI (STX)	74.3	74.3	113	113
Cincinnati, OH (CVG)	77.0	82.3	2713	2713
Clarksburg/Fairmont, WV (CKB)	44.4	33.3	9	9
Cleveland, OH (CLE)	75.7	79.7	3269	3237
Cody, WY (COD)	90.0	83.3	60	60
College Station/Bryan, TX (CLL)	84.2	83.3	114	114
Colorado Springs, CO (COS)	76.7	79.6	1112	1112
Columbia, MO (COU)	71.8	75.5	298	298
Columbia, SC (CAE)	73.4	78.9	485	483
Columbus, MS (GTR)	86.7	80.0	30	30
Columbus, OH (CMH)	77.6	80.2	3642	3641
Columbus, OH (LCK)	88.2	83.8	68	68
Concord, NC (USA)	61.9	54.0	63	63
Cordova, AK (CDV)	84.2	86.2	57	58
Corpus Christi, TX (CRP)	81.0	85.8	332	332
Dallas, TX (DAL)	76.7	71.1	5799	5799
Dallas/Fort Worth, TX (DFW)	73.9	70.9	25034	25032
Dayton, OH (DAY)	72.5	79.3	756	757
Daytona Beach, FL (DAB)	81.1	83.8	222	222
Deadhorse, AK (SCC)	89.2	91.9	37	37

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

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Decatur, IL (DEC)	66.0	72.0	50	50
Denver, CO (DEN)	84.0	81.9	25295	25280
Des Moines, IA (DSM)	74.7	77.5	1265	1267
Detroit, MI (DTW)	80.2	79.4	9894	9887
Devils Lake, ND (DVL)	96.0	92.0	50	50
Dickinson, ND (DIK)	86.4	83.1	59	59
Dodge City, KS (DDC)	92.0	96.0	50	50
Duluth, MN (DLH)	68.2	73.3	192	191
Durango, CO (DRO)	77.2	80.3	351	350
Eagle, CO (EGE)	83.1	90.7	118	118
Eau Claire, WI (EAU)	64.0	72.0	50	50
El Paso, TX (ELP)	77.1	80.4	1438	1438
Elko, NV (EKO)	97.9	95.8	48	48
Elmira/Corning, NY (ELM)	74.3	71.4	105	105
Erie, PA (ERI)	76.9	76.9	26	26
Escanaba, MI (ESC)	82.4	84.3	51	51
Eugene, OR (EUG)	84.9	86.0	697	695
Evansville, IN (EVV)	80.6	86.1	165	165
Everett, WA (PAE)	80.0	79.3	110	111
Fairbanks, AK (FAI)	86.8	89.4	266	264
Fargo, ND (FAR)	76.9	79.1	506	506
Farmington, NM (FMN)	93.3	93.3	30	30
Fayetteville, AR (XNA)	80.5	84.2	1095	1094
Fayetteville, NC (FAY)	82.8	82.8	29	29
Flagstaff, AZ (FLG)	73.0	75.6	159	160
Flint, MI (FNT)	68.2	77.0	296	296
Fort Dodge, IA (FOD)	70.0	60.0	50	50
Fort Lauderdale, FL (FLL)	74.9	75.0	7617	7609
Fort Myers, FL (RSW)	79.4	82.0	2991	2991
Fort Smith, AR (FSM)	76.5	79.6	98	98
Fort Wayne, IN (FWA)	70.1	74.2	562	562
Fresno, CA (FAT)	81.2	85.4	1101	1101
Gainesville, FL (GNV)	87.3	86.5	229	229
Garden City, KS (GCK)	64.4	74.6	59	59
Gillette, WY (GCC)	93.3	91.7	60	60
Grand Forks, ND (GFK)	84.9	88.7	106	106
Grand Island, NE (GRI)	73.1	69.2	78	78
Grand Junction, CO (GJT)	83.4	85.4	404	404
Grand Rapids, MI (GRR)	73.7	79.6	1646	1646
Great Falls, MT (GTF)	90.9	88.4	164	164
Green Bay, WI (GRB)	73.0	78.9	460	460

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Greensboro/High Point, NC (GSO)	74.9	78.3	962	961
Greer, SC (GSP)	76.3	79.5	1145	1144
Guam, TT (GUM)	95.0	80.0	60	60
Gulf Shores, AL (GUF)	89.8	83.7	49	49
Gulfport/Biloxi, MS (GPT)	79.1	84.3	249	249
Gunnison, CO (GUC)	84.7	89.8	59	59
Hagerstown, MD (HGR)	78.9	68.4	19	19
Hancock/Houghton, MI (CMX)	72.9	74.6	59	59
Harlingen/San Benito, TX (HRL)	77.4	78.8	359	359
Harrisburg, PA (MDT)	76.7	81.4	472	473
Hartford, CT (BDL)	76.6	82.2	1831	1830
Hattiesburg/Laurel, MS (PIB)	78.0	82.0	50	50
Hayden, CO (HDN)	88.8	91.0	89	89
Hays, KS (HYS)	96.0	96.0	50	50
Helena, MT (HLN)	88.2	85.8	127	127
Hibbing, MN (HIB)	75.0	71.2	52	52
Hilo, HI (ITO)	85.1	88.1	538	537
Hilton Head, SC (HHH)	87.5	85.0	120	120
Hobbs, NM (HOB)	81.7	90.0	60	60
Honolulu, HI (HNL)	84.0	87.0	4621	4623
Houston, TX (HOU)	77.0	75.0	4548	4552
Houston, TX (IAH)	79.7	78.7	10024	10022
Huntsville, AL (HSV)	75.9	76.0	692	691
Idaho Falls, ID (IDA)	87.0	89.8	392	393
Indianapolis, IN (IND)	77.3	81.5	3904	3904
International Falls, MN (INL)	75.0	76.9	52	52
Iron Mountain/Kingsfd, MI (IMT)	77.6	72.4	58	58
Islip, NY (ISP)	78.8	80.0	396	395
Jackson, WY (JAC)	86.1	89.5	237	237
Jackson/Vicksburg, MS (JAN)	78.3	78.5	452	452
Jacksonville, FL (JAX)	78.6	81.7	2430	2431
Jacksonville/Camp Lejeune, NC (OAJ)	71.4	72.4	28	29
Jamestown, ND (JMS)	96.0	96.0	50	50
Johnstown, PA (JST)	52.5	62.7	59	59
Joplin, MO (JLN)	76.3	86.4	59	59
Juneau, AK (JNU)	86.3	86.6	321	321
Kahului, HI (OGG)	88.0	86.4	2037	2037
Kalamazoo, MI (AZO)	73.1	80.1	171	171
Kalispell, MT (FCA)	83.2	86.1	208	208
Kansas City, MO (MCI)	77.9	80.1	3956	3956
Kearney, NE (EAR)	88.2	84.3	51	51

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

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Ketchikan, AK (KTN)	80.9	82.3	173	175
Key West, FL (EYW)	75.7	74.2	738	736
Killeen, TX (GRK)	77.5	78.0	173	173
Knoxville, TN (TYS)	71.4	75.7	1047	1048
Kodiak, AK (ADQ)	87.9	75.4	58	57
Kona, HI (KOA)	85.2	86.3	1246	1247
Kotzebue, AK (OTZ)	89.7	93.1	29	29
La Crosse, WI (LSE)	75.3	76.4	89	89
Lafayette, IN (LAF)	76.1	78.3	46	46
Lafayette, LA (LFT)	76.6	80.3	218	218
Lake Charles, LA (LCH)	80.5	80.5	87	87
Lansing, MI (LAN)	73.4	72.0	124	125
Laramie, WY (LAR)	92.0	90.0	50	50
Laredo, TX (LRD)	78.3	76.7	129	129
Las Vegas, NV (LAS)	78.7	76.7	14437	14443
Latrobe, PA (LBE)	66.7	66.7	27	27
Lawton/Fort Sill, OK (LAW)	69.0	70.1	87	87
Lewiston, ID (LWS)	96.7	91.7	60	60
Lexington, KY (LEX)	72.0	77.1	693	695
Liberal, KS (LBL)	92.0	94.0	50	50
Lihue, HI (LIH)	85.9	86.8	1236	1236
Lincoln, NE (LNK)	70.8	78.0	264	264
Little Rock, AR (LIT)	79.0	81.0	1116	1117
Long Beach, CA (LGB)	81.1	80.1	1323	1323
Longview, TX (GGG)	84.7	84.7	59	59
Los Angeles, CA (LAX)	79.5	79.1	15422	15422
Louisville, KY (SDF)	75.9	78.9	1732	1731
Lubbock, TX (LBB)	79.0	82.4	542	544
Madison, WI (MSN)	71.3	79.5	1145	1147
Manchester, NH (MHT)	78.0	85.8	450	451
Manhattan/Ft. Riley, KS (MHK)	74.7	84.2	146	146
Marquette, MI (MQT)	80.7	77.3	119	119
Mason City, IA (MCW)	70.0	78.0	50	50
Medford, OR (MFR)	81.4	82.6	420	419
Melbourne, FL (MLB)	84.7	86.3	248	248
Memphis, TN (MEM)	76.3	78.9	1988	1991
Meridian, MS (MEI)	70.0	84.0	50	50
Miami, FL (MIA)	77.2	75.9	9272	9270
Midland/Odessa, TX (MAF)	81.7	83.8	807	807
Milwaukee, WI (MKE)	75.0	78.3	2227	2230
Minneapolis, MN (MSP)	81.7	82.3	8802	8806

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Minot, ND (MOT)	80.6	81.4	222	221
Mission/McAllen/Edinburg, TX (MFE)	77.3	82.1	414	414
Missoula, MT (MSO)	83.3	89.5	324	323
Mobile, AL (MOB)	83.1	83.9	142	143
Moline, IL (MLI)	73.4	75.6	402	402
Monroe, LA (MLU)	75.9	79.3	87	87
Monterey, CA (MRY)	78.8	82.0	434	434
Montgomery, AL (MGM)	68.8	72.2	125	126
Montrose/Delta, CO (MTJ)	92.4	95.0	119	119
Morgantown, WV (MGW)	71.2	74.6	59	59
Mosinee, WI (CWA)	70.8	79.8	89	89
Myrtle Beach, SC (MYR)	79.8	79.3	877	880
Nashville, TN (BNA)	76.7	75.0	8846	8849
New Bern/Morehead/Beaufort, NC (EWN)	81.3	82.4	16	17
New Orleans, LA (MSY)	80.4	79.2	4312	4314
New York, NY (JFK)	77.6	77.9	8620	8626
New York, NY (LGA)	65.1	71.2	11580	11577
Newark, NJ (EWR)	70.7	75.3	10429	10403
Newburgh/Poughkeepsie, NY (SWF)	77.6	73.5	49	49
Niagara Falls, NY (IAG)	82.1	75.0	28	28
Nome, AK (OME)	64.3	75.9	28	29
Norfolk, VA (ORF)	74.2	80.2	1648	1648
North Bend/Coos Bay, OR (OTH)	83.3	76.7	30	30
North Platte, NE (LBF)	74.5	94.1	51	51
Oakland, CA (OAK)	80.1	77.7	2617	2618
Oklahoma City, OK (OKC)	77.3	81.4	1949	1948
Omaha, NE (OMA)	78.7	80.4	2035	2035
Ontario, CA (ONT)	77.7	80.8	2184	2184
Orlando, FL (MCO)	77.6	77.4	13198	13206
Pago Pago, TT (PPG)	100.0	100.0	12	12
Palm Springs, CA (PSP)	79.8	80.5	1415	1413
Panama City, FL (ECP)	81.9	82.1	608	608
Pasco/Kennewick/Richland, WA (PSC)	85.4	87.5	542	542
Pellston, MI (PLN)	80.8	82.7	52	52
Pensacola, FL (PNS)	76.6	78.9	1021	1021
Peoria, IL (PIA)	72.9	74.0	446	446
Petersburg, AK (PSG)	82.8	89.7	58	58
Philadelphia, PA (PHL)	78.2	78.1	7489	7499
Phoenix, AZ (AZA)	77.9	83.2	547	547
Phoenix, AZ (PHX)	74.3	75.2	16912	16887
Pierre, SD (PIR)	88.2	83.8	68	68

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

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Pittsburgh, PA (PIT)	78.6	83.3	3504	3510
Plattsburgh, NY (PBG)	85.2	70.4	27	27
Pocatello, ID (PIH)	93.3	93.3	30	30
Ponce, PR (PSE)	83.9	91.1	56	56
Portland, ME (PWM)	77.9	79.3	651	656
Portland, OR (PDX)	80.7	84.4	4978	4976
Portsmouth, NH (PSM)	88.6	85.7	35	35
Prescott, AZ (PRC)	90.9	94.3	88	88
Presque Isle/Houlton, ME (PQI)	70.0	100.0	30	30
Providence, RI (PVD)	76.3	78.6	1351	1351
Provo, UT (PVU)	79.0	87.9	205	206
Punta Gorda, FL (PGD)	78.3	85.0	605	605
Raleigh/Durham, NC (RDU)	77.4	79.7	4794	4796
Rapid City, SD (RAP)	83.0	84.5	342	343
Redding, CA (RDD)	75.2	81.9	149	149
Reno, NV (RNO)	81.9	83.0	1617	1615
Rhineland, WI (RHI)	77.6	77.6	58	58
Richmond, VA (RIC)	75.7	78.3	1648	1649
Riverton/Lander, WY (RIW)	93.2	86.4	59	59
Roanoke, VA (ROA)	68.9	70.2	151	151
Rochester, MN (RST)	70.8	69.7	89	89
Rochester, NY (ROC)	73.0	75.8	844	844
Rock Springs, WY (RKS)	94.9	96.6	59	59
Rockford, IL (RFD)	84.1	73.9	69	69
Roswell, NM (ROW)	83.1	79.7	59	59
Sacramento, CA (SMF)	80.7	80.1	4659	4662
Saginaw/Bay City/Midland, MI (MBS)	72.0	79.0	200	200
Saipan, TT (SPN)	80.0	93.3	30	30
Salina, KS (SLN)	72.7	78.4	88	88
Salt Lake City, UT (SLC)	85.7	85.3	9164	9197
San Angelo, TX (SJT)	74.7	79.3	87	87
San Antonio, TX (SAT)	79.1	83.3	3441	3440
San Diego, CA (SAN)	71.2	72.6	8241	8246
San Francisco, CA (SFO)	71.9	78.3	12032	12022
San Jose, CA (SJC)	82.5	81.6	3654	3659
San Juan, PR (SJU)	73.8	79.3	2725	2715
San Luis Obispo, CA (SBP)	78.3	75.8	488	488
Sanford, FL (SFB)	66.0	74.4	773	773
Santa Ana, CA (SNA)	80.8	78.8	3758	3756
Santa Barbara, CA (SBA)	79.9	79.4	717	717
Santa Fe, NM (SAF)	79.4	80.1	301	302

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Santa Maria, CA (SMX)	82.6	78.3	69	69
Santa Rosa, CA (STS)	79.5	77.9	483	484
Sarasota/Bradenton, FL (SRQ)	78.4	80.9	1481	1478
Sault Ste. Marie, MI (CIU)	81.0	87.9	58	58
Savannah, GA (SAV)	78.9	79.8	1614	1616
Scottsbluff, NE (BFF)	84.3	94.1	51	51
Scranton/Wilkes-Barre, PA (AVP)	74.7	80.5	154	154
Seattle, WA (SEA)	80.4	82.1	12610	12616
Sheridan, WY (SHR)	90.6	90.6	64	64
Shreveport, LA (SHV)	75.2	78.9	516	516
Sioux City, IA (SUX)	74.6	88.1	59	59
Sioux Falls, SD (FSD)	73.2	75.5	654	654
Sitka, AK (SIT)	82.0	85.4	89	89
South Bend, IN (SBN)	70.8	71.7	675	675
Spokane, WA (GEG)	82.2	85.1	1449	1451
Springfield, IL (SPI)	73.5	73.5	68	68
Springfield, MO (SGF)	81.0	80.1	673	674
St. Cloud, MN (STC)	84.6	84.6	13	13
St. George, UT (SGU)	89.2	90.6	406	406
St. Louis, MO (STL)	80.4	76.4	5203	5202
St. Petersburg, FL (PIE)	68.2	79.3	661	661
State College, PA (SCE)	65.2	73.9	69	69
Stillwater, OK (SWO)	61.0	67.8	59	59
Stockton, CA (SCK)	72.9	58.3	48	48
Sun Valley/Hailey/Ketchum, ID (SUN)	94.8	97.4	116	116
Syracuse, NY (SYR)	71.5	77.8	852	854
Tallahassee, FL (TLH)	79.9	83.4	373	373
Tampa, FL (TPA)	76.4	79.2	6424	6421
Texarkana, AR (TXK)	86.4	88.1	59	59
Toledo, OH (TOL)	80.6	64.5	31	31
Traverse City, MI (TVC)	67.4	72.6	390	390
Trenton, NJ (TTN)	79.7	79.7	64	64
Tucson, AZ (TUS)	80.6	83.3	1756	1753
Tulsa, OK (TUL)	77.8	82.5	1571	1571
Twin Falls, ID (TWF)	91.2	94.7	57	57
Tyler, TX (TYR)	71.3	74.7	87	87
Valparaiso, FL (VPS)	82.4	83.9	677	677
Victoria, TX (VCT)	81.8	83.6	55	55
Waco, TX (ACT)	65.5	71.3	87	87
Washington, DC (DCA)	66.9	71.7	11593	11586
Washington, DC (IAD)	82.4	83.6	4557	4589

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

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Waterloo, IA (ALO)	74.1	77.8	54	54
Watertown, SD (ATY)	90.0	91.7	60	60
West Palm Beach/Palm Beach, FL (PBI)	73.0	73.4	2794	2792
White Plains, NY (HPN)	74.2	77.4	877	877
Wichita Falls, TX (SPS)	81.4	84.7	59	59
Wichita, KS (ICT)	72.7	79.8	900	900
Williston, ND (XWA)	79.2	84.8	197	197
Wilmington, NC (ILM)	72.6	79.0	559	558
Worcester, MA (ORH)	85.7	84.1	63	63
Wrangell, AK (WRG)	84.5	86.2	58	58
Yakutat, AK (YAK)	86.2	91.4	58	58
Yuma, AZ (YUM)	74.6	78.1	177	178

AIR TRAVEL CONSUMER REPORT

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

NOVEMBER 2025

CARRIER ¹	AT ALL US AIRPORTS				
	NUMBER OF AIRPORTS REPORTED	FLIGHT OPERATIONS SCHEDULED	FLIGHT OPERATIONS CANCELLED	PERCENT OF OPERATIONS CANCELLED	RANK
ALLEGiant AIR	121	9652	78	0.8	1
SOUTHWEST AIRLINES	104	113938	1970	1.7	2
HAWAIIAN AIRLINES	20	6426	125	1.9	3
FRONTIER AIRLINES	88	17047	340	2.0	4
SPIRIT AIRLINES	51	11793	270	2.3	5
DELTA AIR LINES NETWORK	208	132034	3229	2.4	6
- DELTA AIR LINES	141	84475	1439	1.7	
- BRANDED CODESHARE PARTNERS	179	47559	1790	3.8	
ALASKA AIRLINES NETWORK	103	34555	848	2.5	7
- ALASKA AIRLINES	85	19752	258	1.3	
- BRANDED CODESHARE PARTNERS	56	14803	590	4.0	
JETBLUE AIRWAYS	52	19818	587	3.0	8
UNITED AIRLINES NETWORK	218	122555	3686	3.0	9
- UNITED AIRLINES	122	66691	993	1.5	
- BRANDED CODESHARE PARTNERS	198	55864	2693	4.8	
AMERICAN AIRLINES NETWORK	226	162370	5247	3.2	10
- AMERICAN AIRLINES	121	78826	1670	2.1	
- BRANDED CODESHARE PARTNERS	210	83544	3577	4.3	
TOTAL AIRPORTS SERVED	357	630,188	16,380	2.6	

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

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

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 operation by Alaska Airlines.

AIR TRAVEL CONSUMER REPORT

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

NOVEMBER 2025

CARRIER ¹	AT ALL US AIRPORTS				
	NUMBER OF AIRPORTS REPORTED	FLIGHT OPERATIONS SCHEDULED	FLIGHT OPERATIONS CANCELLED	PERCENT OF OPERATIONS CANCELLED	RANK
ALLEGiant AIR	121	9652	78	0.8	1
ALASKA AIRLINES	85	19752	258	1.3	2
UNITED AIRLINES	122	66691	993	1.5	3
DELTA AIR LINES	141	84475	1439	1.7	4
SOUTHWEST AIRLINES	104	113938	1970	1.7	5
HAWAIIAN AIRLINES	20	6426	125	1.9	6
FRONTIER AIRLINES	88	17047	340	2.0	7
AMERICAN AIRLINES	121	78826	1670	2.1	8
SPIRIT AIRLINES	51	11793	270	2.3	9
JETBLUE AIRWAYS	52	19818	587	3.0	10
PSA AIRLINES	103	19746	720	3.6	11
SKYWEST AIRLINES	238	68347	2964	4.3	12
ENVOY AIR	153	24683	1213	4.9	13
REPUBLIC AIRWAYS	74	29356	1568	5.3	14
TOTAL AIRPORTS SERVED	340	570,550	14,195	2.5	

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

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

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 operation by Alaska Airlines.

AIR TRAVEL CONSUMER REPORT

TABLE 7. CAUSES OF DELAY, BY REPORTING MARKETING CARRIER

NOVEMBER 2025

CARRIER	TOTAL RECORDS	ON TIME	% ON TIME	CANCELLED	% CANCELLED	DIVERTED	% DIVERTED	AIR CARRIER DELAY	% AIR CARRIER DELAY	EXTREME WEATHER DELAY	% EXTREME WEATHER DELAY	NATIONAL AVIATION SYSTEM DELAY	% NATIONAL AVIATION SYSTEM DELAY	SECURITY DELAY	% SECURITY DELAY	LATE ARRIVING AIRCRAFT DELAY	% LATE ARRIVING AIRCRAFT DELAY
ALASKA AIRLINES NETWORK	34555	27434	79.39	848	2.45	108	0.31	1411	4.08	237	0.69	2454	7.10	12	0.03	2051	5.94
- ALASKA AIRLINES	19752	15769	79.83	258	1.31	72	0.36	759	3.84	96	0.49	1640	8.30	12	0.06	1146	5.80
- BRANDED CODESHARE PARTNERS	14803	11665	78.80	590	3.99	36	0.24	652	4.40	140	0.95	814	5.50	0	0.00	906	6.12
ALLEGIAN AIR	9652	7344	76.09	78	0.81	34	0.35	457	4.73	134	1.39	682	7.07	6	0.06	917	9.50
AMERICAN AIRLINES NETWORK	162370	122062	75.18	5247	3.23	361	0.22	9652	5.94	1293	0.80	10445	6.43	75	0.05	13235	8.15
- AMERICAN AIRLINES	78826	58931	74.76	1670	2.12	156	0.20	5554	7.05	396	0.50	5090	6.46	44	0.06	6985	8.86
- BRANDED CODESHARE PARTNERS	83544	63131	75.57	3577	4.28	205	0.25	4098	4.91	897	1.07	5355	6.41	31	0.04	6250	7.48
DELTA AIR LINES NETWORK	132034	105710	80.06	3229	2.45	239	0.18	7813	5.92	864	0.65	7491	5.67	14	0.01	6674	5.05
- DELTA AIR LINES	84475	68297	80.85	1439	1.70	164	0.19	4851	5.74	223	0.26	5013	5.93	11	0.01	4478	5.30
- BRANDED CODESHARE PARTNERS	47559	37413	78.67	1790	3.76	75	0.16	2962	6.23	641	1.35	2478	5.21	3	0.01	2196	4.62
FRONTIER AIRLINES	17047	12668	74.31	340	1.99	16	0.09	945	5.54	41	0.24	1284	7.53	0	0.00	1753	10.28
HAWAIIAN AIRLINES	6426	5134	79.89	125	1.95	7	0.11	753	11.72	22	0.34	14	0.22	10	0.16	361	5.62
JETBLUE AIRWAYS	19818	14400	72.66	587	2.96	54	0.27	1412	7.31	17	0.09	1670	8.43	9	0.05	1632	8.23
SOUTHWEST AIRLINES	113938	89280	78.36	1970	1.73	151	0.13	6177	5.42	220	0.19	5131	4.50	64	0.06	10935	9.60
SPIRIT AIRLINES	11793	9048	76.72	270	2.29	10	0.08	602	5.10	32	0.27	1288	10.92	15	0.13	528	4.48
UNITED AIRLINES NETWORK	122555	94319	76.96	3686	3.01	199	0.16	7192	5.87	563	0.46	9897	8.08	2	0.00	6697	5.46
- UNITED AIRLINES	66691	52042	78.03	993	1.49	83	0.12	3392	5.09	218	0.33	6203	9.30	0	0.00	3760	5.64
- BRANDED CODESHARE PARTNERS	55864	42277	75.68	2693	4.82	116	0.21	3800	6.80	345	0.62	3694	6.61	2	0.00	2937	5.26
TOTAL	630,188	487,399	77.34	16,380	2.60	1,179	0.19	36,415	5.78	3,422	0.54	40,356	6.40	206	0.03	44,784	7.11

* Causes of Delay:

- Air Carrier Delay: The cause of the cancellation or delay was due to circumstances within the airline's control (e.g. maintenance or crew problems, etc.).
 - 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.

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 operation by Alaska Airlines.

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

AIR TRAVEL CONSUMER REPORT

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

NOVEMBER 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	19752	15769	79.83	258	1.31	72	0.36	759	3.84	96	0.49	1640	8.30	12	0.06	1146	5.80
ALLEGiant AIR	9652	7344	76.09	78	0.81	34	0.35	457	4.73	134	1.39	682	7.07	6	0.06	917	9.50
AMERICAN AIRLINES	78826	58931	74.76	1670	2.12	156	0.20	5554	7.05	396	0.50	5090	6.46	44	0.06	6985	8.86
DELTA AIR LINES	84475	68297	80.85	1439	1.70	164	0.19	4851	5.74	223	0.26	5013	5.93	11	0.01	4478	5.30
ENVOY AIR	24683	19241	77.95	1213	4.91	50	0.20	787	3.19	302	1.22	1612	6.53	6	0.02	1472	5.96
FRONTIER AIRLINES	17047	12668	74.31	340	1.99	16	0.09	945	5.54	41	0.24	1284	7.53	0	0.00	1753	10.28
HAWAIIAN AIRLINES	6426	5134	79.89	125	1.95	7	0.11	753	11.72	22	0.34	14	0.22	10	0.16	361	5.62
JETBLUE AIRWAYS	19818	14400	72.66	587	2.96	54	0.27	1412	7.31	17	0.09	1670	8.43	9	0.05	1632	8.23
PSA AIRLINES	19746	14243	72.13	720	3.65	55	0.28	1096	5.55	129	0.65	1261	6.39	15	0.08	2227	11.28
REPUBLIC AIRWAYS	29356	21231	72.32	1568	5.34	46	0.16	1217	4.15	103	0.35	2986	10.17	3	0.01	2202	7.50
SKYWEST AIRLINES	68347	53498	78.27	2964	4.34	161	0.24	5687	8.32	1200	1.76	2967	4.34	9	0.01	1861	2.72
SOUTHWEST AIRLINES	113938	89280	78.36	1970	1.73	151	0.13	6177	5.42	220	0.19	5131	4.50	64	0.06	10935	9.60
SPIRIT AIRLINES	11793	9048	76.72	270	2.29	10	0.08	602	5.10	32	0.27	1288	10.92	15	0.13	528	4.48
UNITED AIRLINES	66691	52042	78.03	993	1.49	83	0.12	3392	5.09	218	0.33	6203	9.30	0	0.00	3760	5.64
TOTAL	570,550	441,126	77.32	14,195	2.49	1,059	0.19	33,691	5.91	3,132	0.55	36,840	6.46	203	0.04	40,256	7.06

* Causes of Delay:

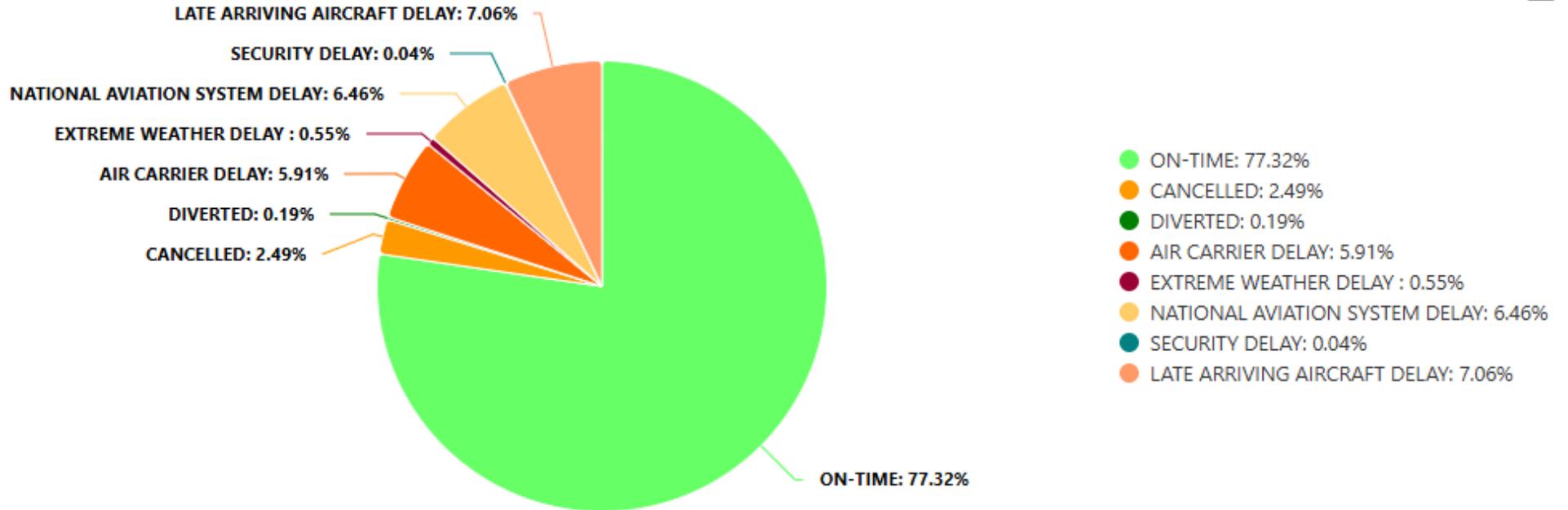
- Air Carrier Delay: The cause of the cancellation or delay was due to circumstances within the airline's control (e.g. maintenance or crew problems, etc.).
 - Extreme Weather Delay: Significant meteorological conditions (actual or forecasted) that, in the judgment of the carrier, delays or prevents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

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

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 operation by Alaska Airlines.

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

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

NOVEMBER 2025

MARKETING CARRIER	OPERATING CARRIER	FLIGHT NUMBER	ORIGIN AIRPORT	DESTINATION AIRPORT	DATE OF FLIGHT	LOCATION OF LONGEST TARMAC DELAY	LENGTH OF TARMAC DELAY
ALASKA	ALASKA	429	SEA	ORD	11/30/2025	Destination Airport	4:03
UNITED	UNITED	1834	ORD	TPA	11/29/2025	Origin Airport	3:35
AMERICAN	AMERICAN	1670	DFW	ABQ	11/20/2025	Origin Airport	3:26
AMERICAN	AMERICAN	2823	DFW	FAT	11/20/2025	Origin Airport	3:20
ALASKA	ALASKA	473	STL	SEA	11/29/2025	Origin Airport	3:19
UNITED	SKYWEST	5928	ORD	AVL	11/29/2025	Origin Airport	3:18
AMERICAN	ENVOY	4028	ORD	XNA	11/29/2025	Origin Airport	3:16
AMERICAN	AMERICAN	2879	DFW	MRY	11/20/2025	Origin Airport	3:12
AMERICAN	ENVOY	3575	DFW	HRL	11/20/2025	Origin Airport	3:10
UNITED	UNITED	1429	OMA	IAH	11/30/2025	Origin Airport	3:09
ALLEGiant	ALLEGiant	1378	SRQ	RFD	11/9/2025	Origin Airport	3:07
AMERICAN	AMERICAN	1594	ORD	LGA	11/9/2025	Origin Airport	3:07
AMERICAN	ENVOY	3388	DFW	AMA	11/20/2025	Origin Airport	3:05
AMERICAN	AMERICAN	1886	PHL	LAS	11/9/2025	Origin Airport	3:04
AMERICAN	AMERICAN	2212	ORD	SNA	11/29/2025	Origin Airport	3:04
ALASKA	ALASKA	241	SAN	ORD	11/30/2025	Destination Airport	3:02
DELTA	ENDEAVOR	5480	SYR	DTW	11/11/2025	Origin Airport	3:02
AMERICAN	AMERICAN	2398	ORD	SEA	11/29/2025	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

NOVEMBER 2025

MARKETING CARRIER	OPERATING CARRIER	FLIGHT NUMBER	ORIGIN AIRPORT	DESTINATION AIRPORT	DATE OF FLIGHT	LOCATION OF LONGEST TARMAC DELAY	LENGTH OF TARMAC DELAY
COPA	COPA	229	ORD	PTY	11/29/2025	Origin Airport	4:15

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	November 2025			November 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	445,294	483	0.11	386,355	246	0.06
2	JETBLUE AIRWAYS	1,094,932	3,231	0.30	1,066,261	2,796	0.26
3	SOUTHWEST AIRLINES	7,181,433	23,628	0.33	9,728,620	32,908	0.34
4	DELTA AIR LINES NETWORK	7,609,529	26,682	0.35	7,854,825	23,729	0.30
	- DELTA AIR LINES	6,078,863	22,665	0.37	6,286,211	19,963	0.32
	- BRANDED CODESHARE PARTNERS	1,530,666	4,017	0.26	1,568,614	3,766	0.24
5	SPIRIT AIRLINES	436,848	1,683	0.39	864,708	3,575	0.41
6	FRONTIER AIRLINES	759,538	3,001	0.40	675,874	2,006	0.30
7	ALASKA AIRLINES NETWORK	2,027,230	9,424	0.46	2,017,057	7,950	0.39
	- ALASKA AIRLINES	1,568,244	7,447	0.47	1,565,475	6,209	0.40
	- BRANDED CODESHARE PARTNERS	458,986	1,977	0.43	451,582	1,741	0.39
8	AMERICAN AIRLINES NETWORK	8,147,138	45,040	0.55	8,668,909	42,835	0.49
	- AMERICAN AIRLINES	5,099,536	31,467	0.62	5,471,119	28,912	0.53
	- BRANDED CODESHARE PARTNERS	3,047,602	13,573	0.45	3,197,790	13,923	0.44
9	HAWAIIAN AIRLINES	526,923	2,913	0.55	468,943	1,152	0.25
10	UNITED AIRLINES NETWORK	5,726,025	32,394	0.57	5,881,197	31,223	0.53
	- UNITED AIRLINES	4,257,807	24,045	0.56	4,259,864	22,964	0.54
	- BRANDED CODESHARE PARTNERS	1,468,218	8,349	0.57	1,621,333	8,259	0.51
TOTAL		33,954,890	148,479	0.44	37,612,749	148,420	0.39

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 operation by Alaska Airlines.

AIR TRAVEL CONSUMER REPORT

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

RANK	CARRIER ¹	November 2025			November 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	445,294	483	0.11	386,355	246	0.06
2	JETBLUE AIRWAYS	1,094,932	3,231	0.30	1,066,261	2,796	0.26
3	SOUTHWEST AIRLINES	7,181,433	23,628	0.33	9,728,620	32,908	0.34
4	PSA AIRLINES	960,404	3,517	0.37	1,062,619	4,485	0.42
5	DELTA AIR LINES	6,078,863	22,665	0.37	6,286,211	19,963	0.32
6	SPIRIT AIRLINES	436,848	1,683	0.39	864,708	3,575	0.41
7	SKYWEST AIRLINES	2,158,146	8,450	0.39	2,262,510	8,159	0.36
8	FRONTIER AIRLINES	759,538	3,001	0.40	675,874	2,006	0.30
9	ALASKA AIRLINES	1,568,244	7,447	0.47	1,565,475	6,209	0.40
10	REPUBLIC AIRWAYS	736,146	3,533	0.48	767,259	2,868	0.37
11	HAWAIIAN AIRLINES	526,923	2,913	0.55	468,943	1,152	0.25
12	UNITED AIRLINES	4,257,807	24,045	0.56	4,259,864	22,964	0.54
13	ENVOY AIR	726,092	4,387	0.60	758,135	3,937	0.52
14	AMERICAN AIRLINES	5,099,536	31,467	0.62	5,471,119	28,912	0.53
	TOTAL	32,030,206	140,450	0.44	35,623,953	140,180	0.39

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 operation 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	November 2025			November 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	13,819	40	0.29	11,539	79	0.68
	- DELTA AIR LINES	10,957	35	0.32	9,290	63	0.68
	- BRANDED CODESHARE PARTNERS	2,862	5	0.17	2,249	16	0.71
2	ALLEGiant AIR	2,430	22	0.91	2,374	25	1.05
3	SOUTHWEST AIRLINES	21,929	231	1.05	22,201	286	1.29
4	UNITED AIRLINES NETWORK	11,707	127	1.08	12,516	122	0.97
	- UNITED AIRLINES	9,234	114	1.23	9,796	97	0.99
	- BRANDED CODESHARE PARTNERS	2,473	13	0.53	2,720	25	0.92
5	HAWAIIAN AIRLINES	1,109	14	1.26	1,367	15	1.10
6	FRONTIER AIRLINES	2,995	40	1.34	2,875	46	1.60
7	SPIRIT AIRLINES	1,667	23	1.38	2,749	43	1.56
8	ALASKA AIRLINES NETWORK	3,366	50	1.49	2,703	41	1.52
	- ALASKA AIRLINES	2,833	43	1.52	2,295	33	1.44
	- BRANDED CODESHARE PARTNERS	533	7	1.31	408	8	1.96
9	AMERICAN AIRLINES NETWORK	12,556	194	1.55	13,105	206	1.57
	- AMERICAN AIRLINES	9,156	155	1.69	9,507	170	1.79
	- BRANDED CODESHARE PARTNERS	3,400	39	1.15	3,598	36	1.00
10	JETBLUE AIRWAYS	2,791	47	1.68	2,445	41	1.68
TOTAL		74,369	788	1.06	73,874	904	1.22

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 operation by Alaska Airlines.

AIR TRAVEL CONSUMER REPORT

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

RANK	CARRIER ¹	November 2025			November 2024		
		NUMBER OF WHEELCHAIRS AND SCOOTERS ENPLANED	NUMBER OF WHEELCHAIRS AND SCOOTERS MISHANDLED	NUMBER OF WHEELCHAIRS AND SCOOTERS MISHANDLED PER 100 ENPLANED	NUMBER OF WHEELCHAIRS AND SCOOTERS ENPLANED	NUMBER OF WHEELCHAIRS AND SCOOTERS MISHANDLED	NUMBER OF WHEELCHAIRS AND SCOOTERS MISHANDLED PER 100 ENPLANED
1	DELTA AIR LINES	10,957	35	0.32	9,290	63	0.68
2	SKYWEST AIRLINES	3,436	15	0.44	3,235	26	0.80
3	ENVOY AIR	1,144	10	0.87	1,165	9	0.77
4	ALLEGiant AIR	2,430	22	0.91	2,374	25	1.05
5	SOUTHWEST AIRLINES	21,929	231	1.05	22,201	286	1.29
6	REPUBLIC AIRWAYS	1,028	11	1.07	1,139	10	0.88
7	UNITED AIRLINES	9,234	114	1.23	9,796	97	0.99
8	HAWAIIAN AIRLINES	1,109	14	1.26	1,367	15	1.10
9	PSA AIRLINES	857	11	1.28	919	11	1.20
10	FRONTIER AIRLINES	2,995	40	1.34	2,875	46	1.60
11	SPIRIT AIRLINES	1,667	23	1.38	2,749	43	1.56
12	ALASKA AIRLINES	2,833	43	1.52	2,295	33	1.44
13	JETBLUE AIRWAYS	2,791	47	1.68	2,445	41	1.68
14	AMERICAN AIRLINES	9,156	155	1.69	9,507	170	1.79
	TOTAL	71,566	771	1.08	71,357	875	1.23

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 operation 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				JULY- SEPTEMBER 2024			
		DENIED BOARDINGS (DB'S)		ENPLANED PASSENGERS	INVOLUNTARY DB's PER 10,000 PASSENGERS	DENIED BOARDINGS (DB'S)		ENPLANED PASSENGERS	INVOLUNTARY DB's PER 10,000 PASSENGERS
		VOLUNTARY	INVOLUNTARY			VOLUNTARY	INVOLUNTARY		
1	DELTA AIR LINES NETWORK	32,246	0	49,515,764	0.00	34,232	0	48,143,997	0.00
	- DELTA AIR LINES	20,433	0	40,418,868	0.00	20,064	0	40,179,599	0.00
	- BRANDED CODESHARE PARTNERS	11,813	0	9,096,896	0.00	14,168	0	7,964,398	0.00
2	ALLEGiant AIR	252	0	4,629,834	0.00	223	0	4,256,249	0.00
3	SOUTHWEST AIRLINES	2,509	94	43,728,592	0.02	8,576	130	44,349,033	0.03
4	UNITED AIRLINES NETWORK	14,685	124	42,718,248	0.03	11,158	201	40,110,753	0.05
	- UNITED AIRLINES	8,447	84	33,561,280	0.03	6,961	120	31,704,357	0.04
	- BRANDED CODESHARE PARTNERS	6,238	40	9,156,968	0.04	4,197	81	8,406,396	0.10
5	JETBLUE AIRWAYS	844	45	8,724,733	0.05	1,350	77	8,926,584	0.09
6	HAWAIIAN AIRLINES	63	19	2,902,626	0.07	84	4	2,745,911	0.01
7	ALASKA AIRLINES NETWORK	4,629	143	12,476,646	0.11	3,498	121	12,519,295	0.10
	- ALASKA AIRLINES	2,711	82	9,477,971	0.09	2,119	76	9,753,590	0.08
	- BRANDED CODESHARE PARTNERS	1,918	61	2,998,675	0.20	1,379	45	2,765,705	0.16
8	SPIRIT AIRLINES	2,305	112	7,359,537	0.15	4,520	432	10,925,102	0.40
9	AMERICAN AIRLINES NETWORK	24,245	4,318	53,402,394	0.81	17,822	3,832	53,524,166	0.72
	- AMERICAN AIRLINES	15,086	2,042	38,816,718	0.53	11,505	2,358	39,908,663	0.59
	- BRANDED CODESHARE PARTNERS	9,159	2,276	14,585,676	1.56	6,317	1,474	13,615,503	1.08
10	FRONTIER AIRLINES	439	2,141	8,016,962	2.67	1,283	1,781	8,621,022	2.07
	TOTAL	82,217	6,996	233,475,336	0.30	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.

³ 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 operation by Alaska Airlines.

AIR TRAVEL CONSUMER REPORT

PASSENGERS DENIED BOARDING BY REPORTING OPERATING U.S. AIRLINES

RANK	CARRIER ¹	JULY - SEPTEMBER 2025				JULY - SEPTEMBER 2024			
		DENIED BOARDINGS (DB'S)		ENPLANED PASSENGERS	INVOLUNTARY DB's PER 10,000 PASSENGERS	DENIED BOARDINGS (DB'S)		ENPLANED PASSENGERS	INVOLUNTARY DB's PER 10,000 PASSENGERS
		VOLUNTARY	INVOLUNTARY			VOLUNTARY	INVOLUNTARY		
1	DELTA AIR LINES	20,433	0	40,418,868	0.00	20,064	0	40,179,599	0.00
2	ALLEGiant AIR	252	0	4,629,834	0.00	223	0	4,256,249	0.00
3	SOUTHWEST AIRLINES	2,509	94	43,728,592	0.02	8,576	130	44,349,033	0.03
4	UNITED AIRLINES	8,447	84	33,561,280	0.03	6,961	120	31,704,357	0.04
5	JETBLUE AIRWAYS	844	45	8,724,733	0.05	1,350	77	8,926,584	0.09
6	HAWAIIAN AIRLINES	63	19	2,902,626	0.07	84	4	2,745,911	0.01
7	ALASKA AIRLINES	2,711	82	9,477,971	0.09	2,119	76	9,753,590	0.08
8	SPIRIT AIRLINES	2,305	112	7,359,537	0.15	4,520	432	10,925,102	0.40
9	SKYWEST AIRLINES	10,832	381	11,855,546	0.32	10,722	131	10,652,489	0.12
10	AMERICAN AIRLINES	15,086	2,042	38,816,718	0.53	11,505	2,358	39,908,663	0.59
11	ENVOY AIR	1,475	367	4,910,814	0.75	1,641	366	4,702,395	0.78
12	REPUBLIC AIRWAYS	5,412	644	5,397,456	1.19	3,861	305	4,723,761	0.65
13	PSA AIRLINES	1,913	443	3,509,170	1.26	1,594	487	3,522,891	1.38
14	FRONTIER AIRLINES	439	2,141	8,016,962	2.67	1,283	1,781	8,621,022	2.07
	TOTAL	72,721	6,454	223,310,107	0.29	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.

³ 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 operation by Alaska Airlines.

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 ATRC.

AIR TRAVEL CONSUMER REPORT

November 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 November 2025 ^a

The Transportation Security Administration (TSA) screened approximately 69.9 million passengers at screening checkpoints and 34.9 million checked bags at baggage screening locations in November 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 November 2025, TSA received 11,107 complaints (i.e. a description of a negative experience) from the public via phone or email (or 16.0 complaints per 100,000 passengers ^c). Below is a more detailed breakdown:

Courtesy		Screening of Personal Property		Screening of Passengers		Wait Times (Checkpoint)	
Number of Complaints	Complaints per 100,000 Passengers ^c	Number of Complaints	Complaints per 100,000 Passengers ^c	Number of Complaints	Complaints per 100,000 Passengers ^c	Number of Complaints	Complaints per 100,000 Passengers ^c
580	0.9	586	0.9	8,696	12.5	64	0.1

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
540	0.8	247	0.4	103	0.2	291	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
121 ^d	99	0.0003



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

Customer Experience Report for November 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

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