



Air Travel Consumer Report

A Product Of
THE OFFICE OF AVIATION CONSUMER PROTECTION

Issued: May 2024



Flight Delays¹	March 2024
Mishandled Baggage, Wheelchairs, and Scooters¹	March 2024 January - March 2024
Oversales¹	1 st Quarter 2024
Consumer Complaints² (Includes Disability and Discrimination Complaints)	See page 51 for Details.
Airline Animal Incident Reports⁴	March 2024 January - March 2024
Customer Service Reports to the Dept. of Homeland Security³	March 2024

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.

TABLE OF CONTENTS

Section	Page	Section	Page
Flight Delays		Flight Delays (continued)	
Introduction	3	Table 8	35
Explanation	4	List of Regularly Scheduled Domestic Flights with Tarmac Delays Over 3 Hours, By Marketing/Operating Carrier	
Branded Codeshare Partners	5	Table 8A.	
Table 1	6	List of Regularly Scheduled International Flights with Tarmac Delays Over 4 Hours, By Marketing/Operating Carrier	36
Overall Percentage of Reported Flight Operations Arriving On-Time, by Reporting Marketing Carrier		Appendix	37
Table 1A.	7	Mishandled Baggage	38
Overall Percentage of Reported Flight Operations Arriving On-Time, by Reporting Operating Carrier		Ranking- by Marketing Carrier (Monthly)	39
Table 1B.	8	Ranking- by Marketing Carrier (Quarterly)	40
Overall Percentage of Reported Flight Operations Arriving On-Time, by Reporting Marketing Carrier, Rank by Month, and Year-to-Date (YTD)		Ranking- by Operating Carrier (Monthly)	41
Table 1C.	9	Ranking- by Operating Carrier (Quarterly)	42
Overall Percentage of Reported Flight Operations Arriving On-Time, by Reporting Marketing Carrier Quarterly		Mishandled Wheelchairs and Scooters	43
Table 1D.	10	Ranking- by Marketing Carrier (Monthly)	44
Overall Percentage of Reported Flight Operations Arriving On-Time, by Reporting Operating Carrier, Rank by Quarterly		Ranking- by Marketing Carrier (Quarterly)	45
Table 2.	11	Ranking- by Operating Carrier (Monthly)	46
Number of Reported Flight Arrivals and Percentage Arriving On-Time, by Reporting Marketing Carrier and Airport		Ranking- by Operating Carrier (Quarterly)	47
Table 2A.	15	Oversales	
Number of Reported Flight Arrivals and Percentage Arriving On-Time, by Reporting Operating Carrier and Airport		Explanation	48
Table 3.	19	Ranking- by Marketing Carrier (Quarterly)	49
Percentage of Reporting Carriers' Flight Operations Arriving On-Time, by Airport and Time of Day		Ranking- by Operating Carrier (Quarterly)	50
Table 4.	21	Consumer Complaints	
Percentage of Reporting Carriers' Flight Operations Departing On- Time, by Airport and Time of Day		Explanation	51
Table 5.	23	Airline Reports to DOT of Incidents Involving the Loss, Injury, Or Death of Animals during Air Transportation (Monthly)	75
On-Time Arrival and Departure Percentage, by Airport by Reporting Operating Carrier		Customer Service Reports to the Department of Homeland Security	76
Tables 6./6A./6B./6C.	28		
Overall Number and Percentage of Flight Cancellations, by Reporting Marketing and Reporting Operating Carrier (Monthly/Quarterly)			
Table 7.	32		
Causes of the Delay by Reporting Marketing Carrier			
Table 7A.	33		
Causes of the Delay by Reporting Operating Carrier			
Table 7B,	34		
Causes of the Delay by Reporting Operating Carrier, chart			

INTRODUCTION

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

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

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

FLIGHT DELAYS

This section provides information about airline on-time performance, flight delays, and cancellations. It is based on data filed by airlines each month with the Department of Transportation's Bureau of Transportation Statistics (Office of Airline Information), as described in 14 CFR Part 234 of DOT's regulations. It covers nonstop operated and marketed scheduled-service flights between points within the United States (including territories) by the fifteen (15) 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 15 reporting air carriers, 12 carriers (Alaska, Allegiant, Delta, Endeavor, Envoy, JetBlue, Republic, Hawaiian, SkyWest, Spirit, Southwest, and United) use ACARS, one carrier (American) uses a combination of ACARS, DGS and AFIS, and two carriers (Frontier and PSA) 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 day time 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

MARCH 2024

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

AIR TRAVEL CONSUMER REPORT

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

MARCH 2024

AT ALL US AIRPORTS			
CARRIER ¹	NUMBER OF AIRPORTS REPORTED	PERCENT OF ON-TIME ARRIVALS	RANK
HAWAIIAN AIRLINES	21	87.2	1
DELTA AIR LINES NETWORK	207	84.8	2
- DELTA AIR LINES	141	83.4	
- BRANDED CODESHARE PARTNERS	175	87.5	
UNITED AIRLINES NETWORK	213	81.8	3
- UNITED AIRLINES	113	80.6	
- BRANDED CODESHARE PARTNERS	193	83.4	
ALASKA AIRLINES NETWORK	106	77.6	4
- ALASKA AIRLINES	85	77.4	
- BRANDED CODESHARE PARTNERS	56	77.9	
AMERICAN AIRLINES NETWORK	223	77.5	5
- AMERICAN AIRLINES	119	71.9	
- BRANDED CODESHARE PARTNERS	206	83.8	
SOUTHWEST AIRLINES	107	76.6	6
ALLEGiant AIR	119	75.8	7
SPIRIT AIRLINES	60	69.6	8
JETBLUE AIRWAYS	66	68.4	9
FRONTIER AIRLINES	76	66.4	10
TOTAL AIRPORTS SERVED	349	78.7	

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

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

AIR TRAVEL CONSUMER REPORT

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

MARCH 2024

AT ALL US AIRPORTS			
CARRIER ¹	NUMBER OF AIRPORTS REPORTED	PERCENT OF ON-TIME ARRIVALS	RANK
REPUBLIC AIRWAYS	79	90.9	1
ENDEAVOR AIR	101	87.7	2
HAWAIIAN AIRLINES	21	87.2	3
DELTA AIR LINES	141	83.4	4
PSA AIRLINES	86	83.1	5
SKYWEST AIRLINES	227	82.0	6
UNITED AIRLINES	113	80.6	7
ENVOY AIR	135	79.3	8
ALASKA AIRLINES	85	77.4	9
SOUTHWEST AIRLINES	107	76.6	10
ALLEGiant AIR	119	75.8	11
AMERICAN AIRLINES	119	71.9	12
SPIRIT AIRLINES	60	69.6	13
JETBLUE AIRWAYS	66	68.4	14
FRONTIER AIRLINES	76	66.4	15
TOTAL AIRPORTS SERVED	331	78.3	

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

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

AIR TRAVEL CONSUMER REPORT

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

MARCH 2024

CARRIER ¹	Jan 24		Feb 24		Mar 24		Year-to-date (YTD)	
	%	Rank	%	Rank	%	Rank	%	Rank
ALASKA AIRLINES NETWORK	64.7	10	80.6	6	77.6	4	74.3	7
- ALASKA AIRLINES	59.1		81.8		77.4		72.8	
- BRANDED CODESHARE PARTNERS	73.6		78.7		77.9		76.8	
ALLEGiant AIR	75.6	2	82.0	5	75.8	7	77.6	5
AMERICAN AIRLINES NETWORK	70.5	8	84.1	2	77.5	5	77.3	6
- AMERICAN AIRLINES	69.3		81.0		71.9		74.0	
- BRANDED CODESHARE PARTNERS	71.8		87.5		83.8		81.0	
DELTA AIR LINES NETWORK	77.8	1	88.4	1	84.8	2	83.6	1
- DELTA AIR LINES	80.4		88.5		83.4		84.0	
- BRANDED CODESHARE PARTNERS	73.2		88.2		87.5		82.9	
FRONTIER AIRLINES	71.2	7	79.8	8	66.4	10	72.0	9
HAWAIIAN AIRLINES	72.0	6	80.0	7	87.2	1	79.7	2
JETBLUE AIRWAYS	69.5	9	74.3	10	68.4	9	70.6	10
SOUTHWEST AIRLINES	73.9	3	83.1	4	76.6	6	77.7	4
SPIRIT AIRLINES	72.5	4	77.8	9	69.6	8	73.1	8
UNITED AIRLINES NETWORK	72.4	5	83.2	3	81.8	3	79.1	3
- UNITED AIRLINES	71.9		83.3		80.6		78.6	
- BRANDED CODESHARE PARTNERS	72.9		83.1		83.4		79.7	
TOTAL	72.8		83.7		78.7		78.3	

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.

AIR TRAVEL CONSUMER REPORT

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

RANK	CARRIER ¹	JANUARY - MARCH 2024		JANUARY - MARCH 2023	
		FLIGHT OPERATIONS SCHEDULED	PERCENT OF ON-TIME ARRIVALS	FLIGHT OPERATIONS SCHEDULED	PERCENT OF ON-TIME ARRIVALS
1	DELTA AIR LINES NETWORK	352,592	83.61	351,133	80.18
	- DELTA AIR LINES	228,270	83.99	227,117	79.33
	- BRANDED CODESHARE PARTNERS	124,322	82.90	124,016	81.73
2	HAWAIIAN AIRLINES	19,098	79.68	19,508	69.72
3	UNITED AIRLINES NETWORK	315,462	79.10	311,012	76.43
	- UNITED AIRLINES	180,618	78.64	171,655	77.19
	- BRANDED CODESHARE PARTNERS	134,844	79.73	139,357	75.51
4	SOUTHWEST AIRLINES	345,868	77.67	331,882	78.06
5	ALLEGiant AIR	28,113	77.64	28,193	69.72
6	AMERICAN AIRLINES NETWORK	444,020	77.26	418,925	77.72
	- AMERICAN AIRLINES	234,475	73.96	224,993	74.75
	- BRANDED CODESHARE PARTNERS	209,545	80.95	193,932	81.16
7	ALASKA AIRLINES NETWORK	89,280	74.34	89,508	77.58
	- ALASKA AIRLINES	54,277	72.77	57,689	76.20
	- BRANDED CODESHARE PARTNERS	35,003	76.77	31,819	80.08
8	SPIRIT AIRLINES	63,229	73.13	64,681	69.17
9	FRONTIER AIRLINES	45,860	72.03	40,270	65.36
10	JETBLUE AIRWAYS	60,380	70.61	71,228	69.91
	TOTAL	1,763,902	78.31	1,726,340	76.89

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

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

AIR TRAVEL CONSUMER REPORT

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

RANK	CARRIER ¹	JANUARY - MARCH 2024		JANUARY - MARCH 2023	
		FLIGHT OPERATIONS SCHEDULED	PERCENT OF ON-TIME ARRIVALS	FLIGHT OPERATIONS SCHEDULED	PERCENT OF ON-TIME ARRIVALS
1	REPUBLIC AIRWAYS	68,864	86.90	76,090	83.80
2	DELTA AIR LINES	228,270	83.99	227,117	79.33
3	ENDEAVOR AIR	49,690	82.94	48,500	81.75
4	PSA AIRLINES	49,545	79.76	45,977	84.99
5	HAWAIIAN AIRLINES	19,098	79.68	19,508	69.72
6	SKYWEST AIRLINES	166,380	78.67	158,668	77.17
7	UNITED AIRLINES	180,618	78.64	171,655	77.19
8	ENVOY AIR	63,592	78.41	55,457	77.23
9	SOUTHWEST AIRLINES	345,868	77.67	331,882	78.06
10	ALLEGiant AIR	28,113	77.64	28,193	69.72
11	AMERICAN AIRLINES	234,475	73.96	224,993	74.75
12	SPIRIT AIRLINES	63,229	73.13	64,681	69.17
13	ALASKA AIRLINES	54,277	72.77	57,689	76.20
14	FRONTIER AIRLINES	45,860	72.03	40,270	65.36
15	JETBLUE AIRWAYS	60,380	70.61	71,228	69.91
	TOTAL	1,658,259	78.13	1,621,908	76.81

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

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

AIR TRAVEL CONSUMER REPORT

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

MARCH 2024

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	76	76.3	259	75.7	93	88.2	178	73.6	31	51.6	0	0.0	155	74.2	144	72.9
- ALASKA AIRLINES	76	76.3	244	75.0	93	88.2	178	73.6	31	51.6	0	0.0	155	74.2	144	72.9
- BRANDED CODESHARE PARTNERS	0	0.0	15	86.7	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
ALLEGiant AIR	0	0.0	103	62.1	308	81.2	27	92.6	31	74.2	0	0.0	0	0.0	35	71.4
AMERICAN AIRLINES NETWORK	946	72.7	1431	70.5	1499	75.5	1979	77.8	341	69.5	18078	80.9	7366	81.4	777	72.7
- AMERICAN AIRLINES	598	65.7	1152	69.9	629	60.7	1287	71.9	309	68.0	10587	78.0	2512	73.2	715	71.2
- BRANDED CODESHARE PARTNERS	348	84.8	279	73.1	870	86.1	692	88.9	32	84.4	7491	85.0	4854	85.6	62	90.3
DELTA AIR LINES NETWORK	21681	85.9	984	80.6	1045	88.1	3727	84.8	536	85.3	900	88.7	1650	86.9	1081	86.6
- DELTA AIR LINES	18810	85.8	906	80.2	712	87.1	2103	81.6	417	84.4	498	88.6	761	81.9	1078	86.7
- BRANDED CODESHARE PARTNERS	2871	86.6	78	84.6	333	90.4	1624	88.9	119	88.2	402	88.8	889	91.2	3	33.3
FRONTIER AIRLINES	858	68.1	38	71.1	58	82.8	75	82.7	201	67.2	167	67.1	93	79.6	1944	68.5
HAWAIIAN AIRLINES	0	0.0	13	84.6	0	0.0	18	83.3	0	0.0	0	0.0	0	0.0	0	0.0
JETBLUE AIRWAYS	244	67.2	99	60.6	93	82.8	3504	76.9	57	91.2	57	96.5	797	75.2	92	64.1
SOUTHWEST AIRLINES	3196	80.7	3262	76.2	4204	81.3	456	72.1	6164	81.2	258	73.6	1335	78.9	8508	79.6
SPIRIT AIRLINES	884	66.6	106	60.4	345	74.2	492	73.8	466	66.5	431	72.6	0	0.0	0	0.0
UNITED AIRLINES NETWORK	624	83.2	925	79.5	669	85.7	984	80.3	268	76.9	445	80.9	853	85.1	13483	85.0
- UNITED AIRLINES	553	83.2	848	80.2	520	84.0	959	79.9	243	78.6	350	79.7	553	81.0	8552	85.4
- BRANDED CODESHARE PARTNERS	71	83.1	77	71.4	149	91.3	25	96.0	25	60.0	95	85.3	300	92.7	4931	84.2
TOTAL	28,509	83.5	7,220	75.4	8,314	81.3	11,440	79.6	8,095	79.5	20,336	80.9	12,249	81.6	26,064	81.5

* 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)

MARCH 2024

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	155	76.8	31	87.1	257	82.5	134	61.2	162	70.4	62	72.6	312	72.1	653	67.8
- ALASKA AIRLINES	155	76.8	31	87.1	257	82.5	134	61.2	162	70.4	62	72.6	312	72.1	479	67.8
- BRANDED CODESHARE PARTNERS	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	174	67.8
ALLEGiant AIR	0	0.0	0	0.0	51	94.1	368	57.6	36	75.0	0	0.0	0	0.0	660	71.5
AMERICAN AIRLINES NETWORK	22101	73.9	798	77.1	644	63.8	682	64.8	179	75.4	781	71.1	2100	79.1	1158	67.0
- AMERICAN AIRLINES	14026	71.7	487	72.1	542	61.6	682	64.8	60	50.0	512	68.0	1274	72.7	1158	67.0
- BRANDED CODESHARE PARTNERS	8075	77.7	311	84.9	102	75.5	0	0.0	119	88.2	269	77.0	826	89.1	0	0.0
DELTA AIR LINES NETWORK	1002	79.8	7926	86.1	746	84.6	1149	73.3	428	82.9	691	80.5	4656	82.7	1436	79.8
- DELTA AIR LINES	1002	79.8	4868	84.8	528	83.7	1149	73.3	242	81.4	691	80.5	2500	80.4	1349	80.5
- BRANDED CODESHARE PARTNERS	0	0.0	3058	88.1	218	86.7	0	0.0	186	84.9	0	0.0	2156	85.3	87	69.0
FRONTIER AIRLINES	782	61.0	227	67.4	0	0.0	191	62.8	0	0.0	168	71.4	0	0.0	1110	60.4
HAWAIIAN AIRLINES	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	31	67.7	111	82.0
JETBLUE AIRWAYS	31	54.8	94	79.8	435	55.9	1805	62.8	0	0.0	62	62.9	3063	66.2	230	65.7
SOUTHWEST AIRLINES	0	0.0	354	72.0	0	0.0	1674	65.7	76	67.1	411	71.5	0	0.0	7473	71.8
SPIRIT AIRLINES	829	62.1	935	71.3	855	76.1	2346	65.5	0	0.0	720	67.4	0	0.0	2006	73.6
UNITED AIRLINES NETWORK	832	72.8	510	83.9	8908	86.3	883	71.2	5159	84.0	10654	82.2	0	0.0	1294	76.7
- UNITED AIRLINES	659	75.7	189	81.0	6027	83.6	883	71.2	2752	82.8	5823	82.8	0	0.0	1294	76.7
- BRANDED CODESHARE PARTNERS	173	61.8	321	85.7	2881	92.0	0	0.0	2407	85.3	4831	81.4	0	0.0	0	0.0
TOTAL	25,732	73.3	10,875	83.2	11,896	83.1	9,232	66.0	6,040	83.0	13,549	80.1	10,162	76.6	16,131	71.8

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

AIR TRAVEL CONSUMER REPORT

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

MARCH 2024

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	1304	71.5	0	0.0	271	74.5	0	0.0	62	59.7	71	77.5	212	80.7	46	78.3
- ALASKA AIRLINES	738	72.4	0	0.0	271	74.5	0	0.0	62	59.7	71	77.5	212	80.7	46	78.3
- BRANDED CODESHARE PARTNERS	566	70.3	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
ALLEGiant AIR	49	79.6	0	0.0	0	0.0	41	75.6	0	0.0	67	88.1	0	0.0	0	0.0
AMERICAN AIRLINES NETWORK	3473	78.9	3200	78.7	1627	67.0	0	0.0	6714	70.8	531	77.0	9279	81.1	5945	81.4
- AMERICAN AIRLINES	2540	77.1	1555	69.1	1627	67.0	0	0.0	5235	69.9	337	69.1	3917	76.6	2896	73.2
- BRANDED CODESHARE PARTNERS	933	83.9	1645	87.8	0	0.0	0	0.0	1479	74.2	194	90.7	5362	84.4	3049	89.1
DELTA AIR LINES NETWORK	4051	84.6	6555	85.9	1978	73.4	287	85.4	1036	69.4	8147	86.5	1121	84.4	595	84.7
- DELTA AIR LINES	2966	84.1	2162	82.7	1978	73.4	111	91.0	1036	69.4	5408	85.8	730	82.9	453	83.0
- BRANDED CODESHARE PARTNERS	1085	86.2	4393	87.5	0	0.0	176	81.8	0	0.0	2739	87.9	391	87.2	142	90.1
FRONTIER AIRLINES	0	0.0	126	57.1	1964	64.7	362	72.1	394	60.9	185	62.7	107	54.2	1029	67.8
HAWAIIAN AIRLINES	190	82.1	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
JETBLUE AIRWAYS	893	73.1	1115	70.0	1537	63.7	0	0.0	253	61.7	31	90.3	93	80.6	84	88.1
SOUTHWEST AIRLINES	2185	74.8	952	77.6	4450	68.8	5996	80.6	690	66.5	671	78.1	776	79.0	414	70.3
SPIRIT AIRLINES	823	72.8	652	75.0	2489	66.4	0	0.0	667	65.4	135	76.3	716	62.3	477	70.0
UNITED AIRLINES NETWORK	3063	81.6	904	80.6	1338	74.2	0	0.0	708	67.5	562	82.2	12764	85.8	369	85.1
- UNITED AIRLINES	2131	80.1	631	79.9	1338	74.2	0	0.0	708	67.5	380	85.0	7610	85.0	303	82.5
- BRANDED CODESHARE PARTNERS	932	85.0	273	82.4	0	0.0	0	0.0	0	0.0	182	76.4	5154	86.8	66	97.0
TOTAL	16,031	79.1	13,504	81.2	15,654	68.4	6,686	80.3	10,524	69.2	10,400	84.7	25,068	82.9	8,959	79.1

* 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)

MARCH 2024

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	647	77.6	1637	73.5	8407	82.6	2006	46.7	245	69.4	106	70.8
- ALASKA AIRLINES	518	76.8	783	75.0	6132	81.2	828	56.3	102	67.6	106	70.8
- BRANDED CODESHARE PARTNERS	129	80.6	854	72.2	2275	86.2	1178	40.0	143	70.6	0	0.0
ALLEGiant AIR	36	72.2	9	88.9	0	0.0	0	0.0	0	0.0	0	0.0
AMERICAN AIRLINES NETWORK	7689	82.5	768	71.2	535	77.4	952	60.4	521	72.6	1308	63.6
- AMERICAN AIRLINES	5086	80.1	768	71.2	386	72.5	805	61.2	364	67.3	1211	62.7
- BRANDED CODESHARE PARTNERS	2603	87.2	0	0.0	149	89.9	147	55.8	157	84.7	97	75.3
DELTA AIR LINES NETWORK	1087	82.2	911	84.7	3809	87.7	1122	62.1	6629	88.5	1151	72.0
- DELTA AIR LINES	962	83.8	764	84.9	2471	86.8	998	63.7	4476	87.6	1151	72.0
- BRANDED CODESHARE PARTNERS	125	70.4	147	83.7	1338	89.4	124	49.2	2153	90.4	0	0.0
FRONTIER AIRLINES	988	73.1	242	73.6	90	65.6	274	37.6	217	70.5	771	60.3
HAWAIIAN AIRLINES	31	83.9	49	83.7	63	69.8	64	64.1	0	0.0	0	0.0
JETBLUE AIRWAYS	62	53.2	150	85.3	62	74.2	357	54.3	216	69.0	473	64.1
SOUTHWEST AIRLINES	5755	77.1	2850	74.7	582	76.1	603	33.2	1075	76.3	2611	69.6
SPIRIT AIRLINES	150	64.7	150	79.3	62	83.9	0	0.0	105	75.2	767	69.0
UNITED AIRLINES NETWORK	1107	80.6	921	84.6	625	81.9	5750	61.7	718	80.8	856	75.6
- UNITED AIRLINES	969	80.8	828	84.5	625	81.9	4122	63.5	457	79.0	856	75.6
- BRANDED CODESHARE PARTNERS	138	79.0	93	84.9	0	0.0	1628	57.2	261	83.9	0	0.0
TOTAL	17,552	79.6	7,687	76.8	14,235	83.3	11,128	56.6	9,726	84.2	8,043	68.3

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

AIR TRAVEL CONSUMER REPORT

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

MARCH 2024

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	76	76.3	244	75.0	93	88.2	178	73.6	31	51.6	0	0.0	155	74.2	144	72.9
ALLEGiant AIR	0	0.0	103	62.1	308	81.2	27	92.6	31	74.2	0	0.0	0	0.0	35	71.4
AMERICAN AIRLINES	598	65.7	1152	69.9	629	60.7	1287	71.9	309	68.0	10587	78.0	2512	73.2	715	71.2
DELTA AIR LINES	18810	85.8	906	80.2	712	87.1	2103	81.6	417	84.4	498	88.6	761	81.9	1078	86.7
ENDEAVOR AIR	2153	89.1	78	84.6	128	84.4	0	0.0	62	87.1	196	87.8	183	78.7	0	0.0
ENVOY AIR	61	73.8	168	69.6	269	81.8	180	86.1	27	81.5	523	76.5	255	86.7	0	0.0
FRONTIER AIRLINES	858	68.1	38	71.1	58	82.8	75	82.7	201	67.2	167	67.1	93	79.6	1944	68.5
HAWAIIAN AIRLINES	0	0.0	13	84.6	0	0.0	18	83.3	0	0.0	0	0.0	0	0.0	0	0.0
JETBLUE AIRWAYS	244	67.2	99	60.6	93	82.8	3504	76.9	57	91.2	57	96.5	797	75.2	92	64.1
PSA AIRLINES	147	81.6	22	72.7	299	86.3	0	0.0	5	100.0	4122	84.2	2968	83.4	0	0.0
REPUBLIC AIRWAYS	154	92.9	35	85.7	394	94.4	2057	89.0	57	89.5	211	89.6	2350	91.1	0	0.0
SKYWEST AIRLINES	719	79.0	80	76.3	238	87.0	0	0.0	0	0.0	1	100.0	9	77.8	3901	84.4
SOUTHWEST AIRLINES	3196	80.7	3262	76.2	4204	81.3	456	72.1	6164	81.2	258	73.6	1335	78.9	8508	79.6
SPIRIT AIRLINES	884	66.6	106	60.4	345	74.2	492	73.8	466	66.5	431	72.6	0	0.0	0	0.0
UNITED AIRLINES	553	83.2	848	80.2	520	84.0	959	79.9	243	78.6	350	79.7	553	81.0	8552	85.4
TOTAL	28,453	83.5	7,154	75.5	8,290	81.2	11,336	79.5	8,070	79.6	17,401	79.7	11,971	81.3	24,969	81.4

* 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)

MARCH 2024

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	155	76.8	31	87.1	257	82.5	134	61.2	162	70.4	62	72.6	312	72.1	479	67.8
ALLEGiant AIR	0	0.0	0	0.0	51	94.1	368	57.6	36	75.0	0	0.0	0	0.0	660	71.5
AMERICAN AIRLINES	14026	71.7	487	72.1	542	61.6	682	64.8	60	50.0	512	68.0	1274	72.7	1158	67.0
DELTA AIR LINES	1002	79.8	4868	84.8	528	83.7	1149	73.3	242	81.4	691	80.5	2500	80.4	1349	80.5
ENDEAVOR AIR	0	0.0	1233	88.9	140	84.3	0	0.0	87	89.7	0	0.0	1472	84.3	0	0.0
ENVOY AIR	6052	77.7	32	62.5	102	75.5	0	0.0	0	0.0	207	73.4	0	0.0	0	0.0
FRONTIER AIRLINES	782	61.0	227	67.4	0	0.0	191	62.8	0	0.0	168	71.4	0	0.0	1110	60.4
HAWAIIAN AIRLINES	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	31	67.7	111	82.0
JETBLUE AIRWAYS	31	54.8	94	79.8	435	55.9	1805	62.8	0	0.0	62	62.9	3063	66.2	230	65.7
PSA AIRLINES	821	78.4	106	87.7	0	0.0	0	0.0	119	88.2	0	0.0	0	0.0	0	0.0
REPUBLIC AIRWAYS	2	100.0	372	94.4	1768	93.2	0	0.0	636	89.0	0	0.0	1388	88.5	0	0.0
SKYWEST AIRLINES	1205	76.9	1830	86.3	0	0.0	0	0.0	111	85.6	901	81.4	122	85.2	188	70.2
SOUTHWEST AIRLINES	0	0.0	354	72.0	0	0.0	1674	65.7	76	67.1	411	71.5	0	0.0	7473	71.8
SPIRIT AIRLINES	829	62.1	935	71.3	855	76.1	2346	65.5	0	0.0	720	67.4	0	0.0	2006	73.6
UNITED AIRLINES	659	75.7	189	81.0	6027	83.6	883	71.2	2752	82.8	5823	82.8	0	0.0	1294	76.7
TOTAL	25,564	73.4	10,758	83.2	10,705	82.3	9,232	66.0	4,281	82.7	9,557	79.4	10,162	76.6	16,058	71.9

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

AIR TRAVEL CONSUMER REPORT

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

MARCH 2024

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	738	72.4	0	0.0	271	74.5	0	0.0	62	59.7	71	77.5	212	80.7	46	78.3
ALLEGiant AIR	49	79.6	0	0.0	0	0.0	41	75.6	0	0.0	67	88.1	0	0.0	0	0.0
AMERICAN AIRLINES	2540	77.1	1555	69.1	1627	67.0	0	0.0	5235	69.9	337	69.1	3917	76.6	2896	73.2
DELTA AIR LINES	2966	84.1	2162	82.7	1978	73.4	111	91.0	1036	69.4	5408	85.8	730	82.9	453	83.0
ENDEAVOR AIR	0	0.0	2769	87.1	0	0.0	0	0.0	0	0.0	570	90.7	44	90.9	16	100.0
ENVOY AIR	0	0.0	0	0.0	0	0.0	0	0.0	1386	75.3	32	87.5	2300	84.4	0	0.0
FRONTIER AIRLINES	0	0.0	126	57.1	1964	64.7	362	72.1	394	60.9	185	62.7	107	54.2	1029	67.8
HAWAIIAN AIRLINES	190	82.1	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
JETBLUE AIRWAYS	893	73.1	1115	70.0	1537	63.7	0	0.0	253	61.7	31	90.3	93	80.6	84	88.1
PSA AIRLINES	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	34	94.1	0	0.0	864	85.8
REPUBLIC AIRWAYS	0	0.0	3028	88.4	0	0.0	0	0.0	93	57.0	128	93.0	1798	91.5	843	92.4
SKYWEST AIRLINES	3394	82.6	376	82.7	0	0.0	176	81.8	0	0.0	2205	86.9	3986	83.8	45	84.4
SOUTHWEST AIRLINES	2185	74.8	952	77.6	4450	68.8	5996	80.6	690	66.5	671	78.1	776	79.0	414	70.3
SPIRIT AIRLINES	823	72.8	652	75.0	2489	66.4	0	0.0	667	65.4	135	76.3	716	62.3	477	70.0
UNITED AIRLINES	2131	80.1	631	79.9	1338	74.2	0	0.0	708	67.5	380	85.0	7610	85.0	303	82.5
TOTAL	15,909	79.1	13,366	81.2	15,654	68.4	6,686	80.3	10,524	69.2	10,254	84.8	22,289	82.6	7,470	77.0

* 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)

MARCH 2024

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	518	76.8	783	75.0	6132	81.2	828	56.3	102	67.6	106	70.8
ALLEGiant AIR	36	72.2	9	88.9	0	0.0	0	0.0	0	0.0	0	0.0
AMERICAN AIRLINES	5086	80.1	768	71.2	386	72.5	805	61.2	364	67.3	1211	62.7
DELTA AIR LINES	962	83.8	764	84.9	2471	86.8	998	63.7	4476	87.6	1151	72.0
ENDEAVOR AIR	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
ENVOY AIR	646	88.7	0	0.0	53	92.5	0	0.0	0	0.0	97	75.3
FRONTIER AIRLINES	988	73.1	242	73.6	90	65.6	274	37.6	217	70.5	771	60.3
HAWAIIAN AIRLINES	31	83.9	49	83.7	63	69.8	64	64.1	0	0.0	0	0.0
JETBLUE AIRWAYS	62	53.2	150	85.3	62	74.2	357	54.3	216	69.0	473	64.1
PSA AIRLINES	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
REPUBLIC AIRWAYS	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
SKYWEST AIRLINES	2170	85.5	982	74.5	2101	88.0	2869	50.9	2708	88.4	0	0.0
SOUTHWEST AIRLINES	5755	77.1	2850	74.7	582	76.1	603	33.2	1075	76.3	2611	69.6
SPIRIT AIRLINES	150	64.7	150	79.3	62	83.9	0	0.0	105	75.2	767	69.0
UNITED AIRLINES	969	80.8	828	84.5	625	81.9	4122	63.5	457	79.0	856	75.6
TOTAL	17,373	79.6	7,575	76.8	12,627	82.8	10,920	56.9	9,720	84.2	8,043	68.3

* 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)

MARCH 2024

ARRIVAL AIRPORT*																
SCHEDULED ARRIVAL TIME	ATL	AUS	BNA	BOS	BWI	CLT	DCA	DEN	DFW	DTW	EWR	FLL	IAD	IAH	JFK	LAS
0600-0659	81.5	100.0	95.5	78.2	81.5	89.0	95.7	91.3	90.3	89.5	75.2	69.9	68.0	92.8	85.5	94.3
0700-0759	92.8	92.0	95.5	85.9	93.6	87.4	91.0	92.6	85.2	90.7	88.9	83.1	92.9	89.5	83.4	94.1
0800-0859	89.4	91.7	91.9	88.5	95.2	86.9	89.1	87.7	79.5	89.8	90.9	84.9	100.0	85.7	79.2	87.9
0900-0959	90.2	82.9	92.2	91.5	95.1	86.0	86.9	89.1	79.9	92.4	92.9	86.2	100.0	87.7	87.4	85.2
1000-1059	90.0	89.8	90.9	90.5	91.0	86.0	92.2	87.2	82.7	89.8	92.6	86.1	93.3	85.4	93.8	81.0
1100-1159	87.9	85.6	86.4	87.5	88.3	82.1	89.1	84.8	84.4	87.8	88.7	76.6	91.3	85.2	88.9	77.3
1200-1259	88.0	83.4	88.8	88.5	88.3	86.4	84.7	87.3	81.8	84.9	88.2	64.8	95.0	84.0	82.2	73.9
1300-1359	86.6	80.9	85.8	81.8	88.6	81.8	80.6	84.3	79.3	91.8	87.5	63.0	81.1	86.4	83.7	73.4
1400-1459	83.7	81.7	83.6	81.1	83.6	84.7	80.2	83.7	76.4	87.8	86.2	61.1	88.7	79.7	82.3	68.7
1500-1559	85.2	72.8	80.8	79.9	79.8	80.9	85.2	80.5	71.8	84.3	83.7	61.1	81.2	83.7	81.5	68.5
1600-1659	82.6	76.6	84.6	80.3	76.5	75.6	83.3	80.9	71.3	77.8	80.1	60.8	78.5	72.3	79.2	68.1
1700-1759	80.0	68.0	78.9	75.1	73.2	77.1	78.0	75.9	61.3	76.4	79.3	62.1	74.8	77.1	76.5	60.9
1800-1859	79.4	66.2	76.4	74.2	67.0	75.2	78.9	77.7	65.0	72.8	71.8	59.9	72.6	68.2	70.7	64.2
1900-1959	77.0	67.7	73.1	73.0	75.1	69.3	75.2	77.6	59.9	80.4	77.3	53.4	80.4	73.0	73.5	58.9
2000-2059	76.2	66.6	63.1	73.4	72.7	70.7	70.2	71.0	62.0	79.0	76.6	56.9	80.0	75.4	69.6	65.9
2100-2159	77.6	63.3	75.6	75.7	64.5	68.2	71.6	75.0	64.1	67.7	78.4	53.3	78.4	69.4	61.5	62.0
2200-2259	72.3	71.1	72.2	73.5	71.1	67.1	71.6	70.7	63.5	72.0	76.8	57.0	67.6	71.8	56.5	65.5
2300-0559	70.8	68.0	68.8	72.1	63.7	79.9	70.8	64.6	70.7	74.1	73.5	60.6	77.0	72.4	65.7	67.3
TOTAL	83.5	75.5	81.2	79.5	79.6	79.7	81.3	81.4	73.4	83.2	82.3	66.0	82.7	79.4	76.6	71.9

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

AIR TRAVEL CONSUMER REPORT

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

MARCH 2024

ARRIVAL AIRPORT*															
SCHEDULED ARRIVAL TIME	LAX	LGA	MCO	MDW	MIA	MSP	ORD	PHL	PHX	SAN	SEA	SFO	SLC	TPA	TOTAL
0600-0659	92.5	85.7	74.3	93.6	70.2	90.7	82.8	81.4	90.7	89.7	86.9	95.7	87.0	79.7	86.6
0700-0759	92.3	93.4	84.7	92.1	83.1	90.6	89.1	90.9	91.3	92.8	81.7	92.8	94.3	85.3	90.0
0800-0859	91.0	92.5	88.8	89.4	83.0	92.9	88.8	90.6	92.1	91.0	91.4	69.2	92.5	88.1	88.2
0900-0959	88.5	89.3	87.5	90.8	82.7	88.5	87.4	90.1	86.6	84.9	87.2	71.6	92.9	88.6	87.0
1000-1059	86.7	87.4	79.9	94.3	77.1	96.4	89.1	88.9	85.7	83.0	88.2	60.7	93.6	83.1	86.5
1100-1159	84.3	85.0	71.7	85.4	75.3	87.1	90.0	88.7	86.2	87.1	90.3	55.7	89.0	72.2	83.8
1200-1259	80.2	84.6	71.2	88.2	73.2	87.7	87.5	78.3	84.2	82.7	87.6	53.5	85.7	74.5	82.6
1300-1359	80.4	84.3	70.8	93.6	67.7	87.6	87.5	80.2	82.0	80.6	86.5	53.1	85.1	68.8	81.4
1400-1459	82.1	81.2	67.7	87.5	70.0	86.1	84.8	81.2	82.3	73.9	84.2	61.4	86.1	70.4	80.4
1500-1559	77.6	79.4	66.7	78.8	70.6	85.2	78.3	81.5	79.7	74.8	84.0	49.3	80.3	65.6	76.7
1600-1659	79.5	82.2	64.9	78.7	63.8	85.8	83.3	81.5	76.2	76.1	85.1	36.4	81.2	62.8	77.2
1700-1759	79.8	77.5	61.3	78.3	57.6	82.8	79.7	73.1	74.0	72.9	83.6	53.3	71.8	62.4	73.2
1800-1859	76.3	77.6	62.6	79.5	61.3	73.6	74.9	72.1	70.8	63.9	82.4	44.3	74.8	60.1	71.8
1900-1959	76.3	70.9	61.8	72.5	56.9	84.8	72.2	61.5	72.1	71.5	79.1	50.9	85.3	65.0	71.0
2000-2059	68.8	74.3	59.2	70.9	57.3	80.2	77.1	64.5	70.2	67.7	81.8	52.0	80.1	58.2	70.5
2100-2159	70.1	78.6	57.7	68.0	57.8	67.4	69.5	58.5	72.5	68.6	72.6	44.9	79.9	61.5	68.0
2200-2259	64.7	64.8	60.9	67.2	61.9	67.2	72.1	68.8	70.7	66.9	72.6	41.1	71.5	59.5	66.5
2300-0559	71.2	74.9	61.8	57.6	65.2	73.7	76.3	68.3	68.7	75.1	71.8	60.5	67.6	61.8	68.5
TOTAL	79.1	81.2	68.4	80.3	69.2	84.8	82.6	77.0	79.6	76.8	82.8	56.9	84.2	68.3	77.9

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

AIR TRAVEL CONSUMER REPORT

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

MARCH 2024

DEPARTURE AIRPORT*																
SCHEDULED DEPARTURE TIME	ATL	AUS	BNA	BOS	BWI	CLT	DCA	DEN	DFW	DTW	EWR	FLL	IAD	IAH	JFK	LAS
0600-0659	92.1	91.2	91.7	92.5	92.1	93.6	92.1	87.3	91.6	93.0	88.1	91.5	90.8	89.7	86.4	93.0
0700-0759	90.6	85.7	91.2	88.4	89.0	89.2	92.1	89.0	86.1	92.7	87.0	85.3	84.5	89.5	89.3	90.2
0800-0859	90.2	83.6	86.5	86.3	85.1	85.5	87.4	85.8	84.3	88.7	83.9	83.6	90.3	84.3	85.7	89.7
0900-0959	87.7	86.6	85.9	82.8	79.8	87.7	85.7	81.9	76.6	87.3	84.6	83.8	82.7	85.2	88.7	80.8
1000-1059	85.7	83.6	88.1	84.8	81.8	84.0	87.3	81.1	76.2	87.3	80.7	76.1	90.3	78.1	88.7	77.3
1100-1159	84.7	79.1	82.6	83.9	74.9	83.3	87.7	81.6	71.2	79.8	83.1	74.1	87.5	74.3	81.0	76.1
1200-1259	81.4	79.0	82.0	83.5	73.6	65.1	83.2	75.1	78.3	84.1	78.7	68.3	89.3	78.5	84.8	71.1
1300-1359	81.7	80.7	79.9	81.5	72.1	77.8	82.8	78.6	68.8	80.9	80.1	62.6	85.5	72.4	71.3	63.3
1400-1459	79.0	77.6	79.0	79.0	65.0	78.0	78.1	66.8	68.4	84.3	79.8	58.8	79.4	75.8	79.8	61.6
1500-1559	78.6	71.0	77.1	74.0	59.5	72.2	75.1	70.5	60.0	82.0	78.8	47.4	86.1	75.2	77.6	62.0
1600-1659	78.0	66.7	74.4	74.5	62.9	72.0	75.4	71.1	66.6	82.6	73.5	50.0	72.7	73.7	75.9	63.1
1700-1759	75.8	66.8	79.0	76.5	55.3	65.2	76.8	77.1	62.8	72.7	71.7	54.3	77.5	68.0	73.6	59.7
1800-1859	74.8	61.8	68.0	71.5	59.5	68.3	73.4	61.0	57.9	71.0	73.2	48.9	79.8	68.0	68.2	56.2
1900-1959	75.1	63.7	72.8	74.8	51.9	67.7	76.1	69.4	57.0	68.3	72.3	48.6	61.5	65.5	68.5	60.4
2000-2059	67.1	61.7	59.9	74.6	61.3	66.8	74.3	70.7	55.4	73.4	73.0	48.7	92.9	66.3	60.2	56.3
2100-2159	79.1	58.3	71.6	71.1	48.2	65.2	84.8	63.6	58.7	82.1	78.5	48.4	0.0	70.7	70.2	57.6
2200-2259	74.9	45.8	56.0	53.3	40.2	66.6	78.0	52.0	66.2	74.8	76.5	51.5	82.9	67.0	68.5	74.7
2300-0559	84.0	92.7	92.3	93.1	84.7	68.6	88.2	81.9	84.9	93.8	91.1	82.4	97.1	88.4	90.3	80.6
TOTAL	80.9	75.8	80.1	81.5	69.6	75.6	81.9	76.2	69.9	83.3	79.5	64.5	84.3	76.2	78.5	72.2

* 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)

MARCH 2024

DEPARTURE AIRPORT*															
SCHEDULED DEPARTURE TIME	LAX	LGA	MCO	MDW	MIA	MSP	ORD	PHL	PHX	SAN	SEA	SFO	SLC	TPA	TOTAL
0600-0659	93.4	94.5	90.2	94.1	89.1	95.2	89.0	89.9	93.5	93.9	91.3	95.5	92.3	89.8	91.5
0700-0759	90.0	93.7	86.1	82.8	85.0	91.6	91.5	87.9	89.8	93.6	89.5	92.9	88.9	88.4	89.2
0800-0859	86.8	92.5	83.4	86.7	84.0	91.7	86.6	87.3	86.4	85.4	83.6	87.9	88.6	86.7	86.8
0900-0959	83.9	88.0	81.3	84.6	78.2	87.7	88.1	80.0	85.1	83.0	81.3	79.6	89.6	83.5	84.7
1000-1059	76.9	89.6	81.4	78.9	76.2	83.7	82.1	86.1	85.2	81.5	77.6	73.6	88.0	83.5	81.9
1100-1159	77.7	84.3	75.5	82.2	75.0	88.4	81.5	81.6	83.1	76.1	80.0	69.3	87.9	75.0	80.7
1200-1259	76.8	82.9	66.5	77.2	69.1	83.4	85.9	82.9	79.7	82.3	81.9	62.0	82.5	70.6	78.6
1300-1359	74.0	80.2	63.7	77.4	68.2	86.0	84.2	71.7	77.9	76.0	75.9	60.0	81.0	62.1	75.7
1400-1459	72.1	82.8	66.3	80.1	64.4	81.7	83.1	75.7	72.6	74.5	78.1	56.7	77.5	61.9	74.1
1500-1559	77.9	74.4	60.4	73.6	64.2	83.5	79.7	76.6	74.6	69.7	79.7	58.4	81.2	63.5	72.9
1600-1659	73.4	77.3	59.5	67.0	60.2	83.9	75.3	72.9	71.3	62.5	74.3	60.1	73.8	60.5	70.3
1700-1759	74.7	77.1	60.2	63.4	57.4	76.2	78.1	77.1	69.8	74.2	82.6	54.5	75.6	59.1	71.0
1800-1859	73.1	77.3	53.2	73.7	52.5	79.9	78.5	69.1	67.2	75.4	77.2	65.4	70.1	55.3	67.5
1900-1959	74.7	73.6	56.5	74.7	55.5	75.8	76.7	73.0	68.7	61.2	76.3	57.1	69.8	56.6	67.4
2000-2059	67.7	73.2	59.0	54.8	56.2	80.7	74.2	66.2	67.8	61.3	64.8	63.8	84.9	61.7	66.4
2100-2159	74.9	81.0	50.5	60.1	58.0	79.2	75.6	75.1	68.4	68.6	72.8	60.5	79.7	55.9	69.3
2200-2259	76.4	66.9	42.8	52.6	60.4	66.3	43.8	48.4	76.6	84.9	71.4	64.6	84.3	56.4	67.9
2300-0559	83.3	84.6	77.6	95.2	88.0	92.0	89.8	87.4	85.1	100.0	85.5	72.6	86.0	84.1	84.3
TOTAL	79.2	82.7	69.0	75.3	66.9	83.8	82.1	78.7	78.3	78.2	80.5	70.0	83.3	71.7	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
MARCH 2024

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Aberdeen, SD (ABR)	82.3	82.3	62	62
Abilene, TX (ABI)	76.9	81.6	147	147
Adak Island, AK (ADK)	88.9	88.9	9	9
Aguadilla, PR (BQN)	62.4	66.5	245	245
Akron, OH (CAK)	83.0	87.4	270	270
Albany, GA (ABY)	83.9	90.3	62	62
Albany, NY (ALB)	74.9	78.7	1030	1031
Albuquerque, NM (ABQ)	77.3	80.1	1892	1893
Alexandria, LA (AEX)	85.8	88.4	155	155
Allentown/Bethlehem/Easton, PA (ABE)	84.7	86.5	392	392
Alpena, MI (APN)	87.0	92.6	54	54
Amarillo, TX (AMA)	82.4	85.7	427	427
Anchorage, AK (ANC)	78.4	81.3	1301	1302
Appleton, WI (ATW)	81.1	84.3	530	530
Arcata/Eureka, CA (ACV)	73.0	69.6	148	148
Asheville, NC (AVL)	80.4	83.3	862	862
Ashland, WV (HTS)	66.7	44.4	18	18
Aspen, CO (ASE)	57.3	52.4	1043	1041
Atlanta, GA (ATL)	83.5	80.9	28453	28459
Atlantic City, NJ (ACY)	68.4	65.1	326	327
Augusta, GA (AGS)	86.1	84.9	252	252
Austin, TX (AUS)	75.5	75.8	7154	7154
Bakersfield, CA (BFL)	78.5	85.0	186	187
Baltimore, MD (BWI)	79.6	69.6	8070	8076
Bangor, ME (BGR)	79.0	78.6	257	257
Barrow, AK (BRW)	87.1	64.5	31	31
Baton Rouge, LA (BTR)	83.1	82.3	372	373
Beaumont/Port Arthur, TX (BPT)	69.4	75.8	62	62
Belleville, IL (BLV)	68.8	69.1	93	94
Bellingham, WA (BLI)	80.4	87.1	255	255
Bemidji, MN (BJI)	87.1	87.1	62	62
Bend/Redmond, OR (RDM)	85.0	79.5	521	521
Bethel, AK (BET)	75.8	58.1	62	62
Billings, MT (BIL)	83.7	88.8	276	276
Binghamton, NY (BGM)	83.9	90.3	31	31
Birmingham, AL (BHM)	78.6	83.9	1370	1372
Bishop, CA (BIH)	62.1	53.4	58	58
Bismarck/Mandan, ND (BIS)	86.3	85.6	292	292
Bloomington/Normal, IL (BMI)	83.8	84.5	142	142
Boise, ID (BOI)	84.0	87.8	1725	1723
Boston, MA (BOS)	79.5	81.5	11336	11324

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Bozeman, MT (BZN)	81.8	83.4	878	878
Brainerd, MN (BRD)	75.5	83.0	53	53
Bristol/Johnson City/Kingsport, TN (TRI)	84.5	85.7	168	168
Brownsville, TX (BRO)	80.0	83.6	190	189
Brunswick, GA (BQK)	91.9	90.3	62	62
Buffalo, NY (BUF)	77.6	82.4	1839	1838
Burbank, CA (BUR)	77.5	76.1	2253	2254
Burlington, VT (BTV)	86.8	88.7	479	479
Butte, MT (BTM)	93.1	91.4	58	58
Casper, WY (CPR)	87.1	90.3	31	31
Cedar City, UT (CDC)	88.7	83.0	53	53
Cedar Rapids/Iowa City, IA (CID)	81.1	85.3	646	646
Champaign/Urbana, IL (CMI)	77.4	82.3	124	124
Charleston, SC (CHS)	79.7	81.4	2054	2053
Charleston/Dunbar, WV (CRW)	82.1	85.4	274	274
Charlotte Amalie, VI (STT)	80.8	77.4	615	615
Charlotte, NC (CLT)	79.7	75.6	17401	17400
Charlottesville, VA (CHO)	88.1	90.1	253	253
Chattanooga, TN (CHA)	83.3	82.6	574	574
Cheyenne, WY (CYS)	86.0	91.2	57	57
Chicago, IL (MDW)	80.3	75.3	6686	6684
Chicago, IL (ORD)	82.6	82.1	22289	22288
Christiansted, VI (STX)	77.1	77.8	153	153
Cincinnati, OH (CVG)	80.1	84.6	3559	3558
Clarksburg/Fairmont, WV (CKB)	88.9	77.8	18	18
Cleveland, OH (CLE)	77.2	80.9	3414	3415
College Station/Bryan, TX (CLL)	86.0	91.4	93	93
Colorado Springs, CO (COS)	77.2	82.9	972	972
Columbia, MO (COU)	80.3	83.0	147	147
Columbia, SC (CAE)	82.0	84.5	523	523
Columbus, GA (CSG)	85.2	89.8	88	88
Columbus, MS (GTR)	93.5	93.5	62	62
Columbus, OH (CMH)	80.2	82.3	3460	3461
Columbus, OH (LCK)	73.8	66.7	84	84
Concord, NC (USA)	60.3	60.3	63	63
Cordova, AK (CDV)	75.8	82.3	62	62
Corpus Christi, TX (CRP)	81.2	84.5	335	336
Dallas, TX (DAL)	77.2	73.2	6272	6272
Dallas/Fort Worth, TX (DFW)	73.4	69.9	25564	25567
Dayton, OH (DAY)	84.6	90.5	657	656
Daytona Beach, FL (DAB)	82.2	84.5	258	258

AIR TRAVEL CONSUMER REPORT
TABLE 5. ON-TIME ARRIVAL AND DEPARTURE PERCENTAGE BY AIRPORT BY REPORTING OPERATING CARRIER
MARCH 2024

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Deadhorse, AK (SCC)	89.4	91.5	47	47
Decatur, IL (DEC)	85.7	85.7	84	84
Denver, CO (DEN)	81.4	76.2	24969	24976
Des Moines, IA (DSM)	79.4	85.0	1330	1330
Detroit, MI (DTW)	83.2	83.3	10758	10760
Devils Lake, ND (DVL)	84.5	86.2	58	58
Dickinson, ND (DIK)	80.7	86.0	57	57
Dodge City, KS (DDC)	79.2	84.9	53	53
Dothan, AL (DHN)	85.5	90.3	62	62
Duluth, MN (DLH)	84.7	89.3	150	150
Durango, CO (DRO)	85.3	87.1	279	279
Eagle, CO (EGE)	77.9	75.4	647	647
El Paso, TX (ELP)	75.3	80.4	1323	1322
Elko, NV (EKO)	96.8	96.8	31	31
Elmira/Corning, NY (ELM)	88.8	78.7	89	89
Escanaba, MI (ESC)	84.9	81.1	53	53
Eugene, OR (EUG)	81.9	83.7	630	631
Evansville, IN (EVV)	81.1	80.5	159	159
Everett, WA (PAE)	73.2	88.7	142	142
Fairbanks, AK (FAI)	80.7	85.6	306	305
Fargo, ND (FAR)	84.7	87.1	557	556
Fayetteville, AR (XNA)	81.1	83.2	1039	1040
Fayetteville, NC (FAY)	89.1	82.8	92	93
Flagstaff, AZ (FLG)	89.6	79.9	134	134
Flint, MI (FNT)	78.3	82.7	249	249
Fort Dodge, IA (FOD)	79.2	73.6	53	53
Fort Lauderdale, FL (FLL)	66.0	64.5	9232	9235
Fort Myers, FL (RSW)	67.7	71.8	4528	4526
Fort Smith, AR (FSM)	79.6	80.6	93	93
Fort Wayne, IN (FWA)	82.2	79.5	365	365
Fresno, CA (FAT)	80.4	81.7	955	955
Gainesville, FL (GNV)	84.9	84.0	212	212
Garden City, KS (GCK)	75.8	66.1	62	62
Gillette, WY (GCC)	85.5	90.3	62	62
Grand Forks, ND (GFK)	84.7	89.0	118	118
Grand Island, NE (GRI)	83.8	87.5	80	80
Grand Junction, CO (GJT)	83.2	85.9	298	298
Grand Rapids, MI (GRR)	79.2	83.6	1686	1685
Great Falls, MT (GTF)	88.3	89.6	230	230
Green Bay, WI (GRB)	84.0	86.7	393	392
Greensboro/High Point, NC (GSO)	85.4	90.9	967	968

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Greer, SC (GSP)	82.3	88.3	1270	1270
Guam, TT (GUM)	88.7	98.4	62	62
Gulfport/Biloxi, MS (GPT)	85.4	90.1	281	282
Gunnison, CO (GUC)	79.6	80.6	98	98
Hagerstown, MD (HGR)	72.2	66.7	18	18
Hancock/Houghton, MI (CMX)	80.6	82.3	62	62
Harlingen/San Benito, TX (HRL)	81.5	82.2	352	353
Harrisburg, PA (MDT)	85.0	85.8	394	394
Hartford, CT (BDL)	73.6	79.5	1757	1757
Hattiesburg/Laurel, MS (PIB)	77.4	75.5	53	53
Hayden, CO (HDN)	80.7	78.0	440	440
Hays, KS (HYS)	85.5	87.1	62	62
Helena, MT (HLN)	87.6	92.7	137	137
Hibbing, MN (HIB)	83.3	87.0	54	54
Hilo, HI (ITO)	90.2	89.5	574	574
Hilton Head, SC (HHH)	79.8	81.9	94	94
Honolulu, HI (HNL)	87.3	88.2	5265	5264
Houston, TX (HOU)	78.4	77.1	4934	4935
Houston, TX (IAH)	79.4	76.2	9557	9557
Huntsville, AL (HSV)	84.2	82.7	774	773
Idaho Falls, ID (IDA)	81.9	83.7	216	215
Indianapolis, IN (IND)	78.1	81.7	4256	4253
International Falls, MN (INL)	81.5	88.9	54	54
Iron Mountain/Kingsfd, MI (IMT)	90.3	88.7	62	62
Islip, NY (ISP)	71.3	70.5	467	468
Ithaca/Cortland, NY (ITH)	82.3	83.9	62	62
Jackson, WY (JAC)	76.8	71.2	535	535
Jackson/Vicksburg, MS (JAN)	76.4	80.8	556	556
Jacksonville, FL (JAX)	76.1	81.1	2638	2638
Jacksonville/Camp Lejeune, NC (OAJ)	89.2	89.2	93	93
Jamestown, ND (JMS)	86.2	84.5	58	58
Johnstown, PA (JST)	82.3	88.7	62	62
Joplin, MO (JLN)	94.4	83.3	54	54
Juneau, AK (JNU)	82.4	88.0	341	341
Kahului, HI (OGG)	87.7	88.0	2298	2300
Kalamazoo, MI (AZO)	87.5	94.3	88	88
Kalispell, MT (FCA)	88.6	90.2	246	246
Kansas City, MO (MCI)	78.3	84.0	4165	4165
Ketchikan, AK (KTN)	84.4	86.0	186	186
Key West, FL (EYW)	70.8	64.8	857	856
Killeen, TX (GRK)	78.2	79.0	124	124

AIR TRAVEL CONSUMER REPORT
TABLE 5. ON-TIME ARRIVAL AND DEPARTURE PERCENTAGE BY AIRPORT BY REPORTING OPERATING CARRIER
MARCH 2024

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Knoxville, TN (TYS)	78.8	84.0	1183	1184
Kodiak, AK (ADQ)	76.7	78.3	60	60
Kona, HI (KOA)	89.1	92.0	1380	1382
Kotzebue, AK (OTZ)	77.4	80.6	31	31
Lafayette, LA (LFT)	80.5	83.2	333	333
Lake Charles, LA (LCH)	84.3	87.6	89	89
Lansing, MI (LAN)	73.7	78.9	114	114
Laramie, WY (LAR)	88.7	79.2	53	53
Laredo, TX (LRD)	76.2	78.5	130	130
Las Vegas, NV (LAS)	71.9	72.2	16058	16062
Latrobe, PA (LBE)	71.0	67.7	31	31
Lawton/Fort Sill, OK (LAW)	78.5	81.7	93	93
Lewiston, ID (LWS)	88.2	92.4	93	92
Lexington, KY (LEX)	82.2	84.7	780	779
Liberal, KS (LBL)	81.1	83.0	53	53
Lihue, HI (LIH)	87.8	90.1	1340	1340
Lincoln, NE (LNK)	93.0	88.4	43	43
Little Rock, AR (LIT)	78.1	83.5	982	981
Long Beach, CA (LGB)	83.2	81.7	1504	1502
Longview, TX (GGG)	83.9	87.1	62	62
Los Angeles, CA (LAX)	79.1	79.2	15909	15916
Louisville, KY (SDF)	79.5	84.0	2025	2025
Lubbock, TX (LBB)	77.3	83.6	543	543
Madison, WI (MSN)	79.1	84.9	953	953
Manchester, NH (MHT)	77.3	79.0	414	414
Manhattan/Ft. Riley, KS (MHK)	80.6	87.1	62	62
Marquette, MI (MQT)	85.5	93.5	62	62
Mason City, IA (MCW)	81.1	77.4	53	53
Medford, OR (MFR)	85.8	83.3	360	360
Melbourne, FL (MLB)	76.6	80.6	252	252
Memphis, TN (MEM)	77.4	83.9	1820	1820
Meridian, MS (MEI)	81.1	86.8	53	53
Miami, FL (MIA)	69.2	66.9	10524	10533
Midland/Odessa, TX (MAF)	82.7	85.1	721	720
Milwaukee, WI (MKE)	76.9	80.3	2602	2604
Minneapolis, MN (MSP)	84.8	83.8	10254	10253
Minot, ND (MOT)	86.3	88.4	190	190
Mission/McAllen/Edinburg, TX (MFE)	72.2	80.1	291	291
Missoula, MT (MSO)	84.6	89.1	247	247
Mobile, AL (MOB)	80.2	82.1	212	212
Moline, IL (MLI)	84.3	84.9	363	364

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Monroe, LA (MLU)	84.5	82.6	155	155
Monterey, CA (MRJ)	86.0	85.0	299	300
Montgomery, AL (MGM)	81.2	83.1	207	207
Montrose/Delta, CO (MTJ)	83.3	80.2	389	389
Mosinee, WI (CWA)	83.9	93.5	62	62
Myrtle Beach, SC (MYR)	82.6	83.8	1069	1068
Nashville, TN (BNA)	81.2	80.1	8290	8287
New Orleans, LA (MSY)	74.4	75.7	4501	4501
New York, NY (JFK)	76.6	78.5	10162	10153
New York, NY (LGA)	81.2	82.7	13366	13366
Newark, NJ (EWR)	82.3	79.5	10705	10697
Newburgh/Poughkeepsie, NY (SWF)	86.1	75.0	36	36
Niagara Falls, NY (IAG)	87.0	74.1	54	54
Nome, AK (OME)	68.8	68.8	32	32
Norfolk, VA (ORF)	79.5	83.1	1617	1616
North Bend/Coos Bay, OR (OTH)	68.4	50.0	19	18
North Platte, NE (LBF)	83.3	81.5	54	54
Oakland, CA (OAK)	79.5	79.6	3508	3514
Oklahoma City, OK (OKC)	80.0	84.8	1779	1778
Omaha, NE (OMA)	77.4	81.9	2004	2004
Ontario, CA (ONT)	78.3	80.9	2023	2022
Orlando, FL (MCO)	68.4	69.0	15654	15650
Pago Pago, TT (PPG)	100.0	100.0	8	8
Palm Springs, CA (PSP)	78.9	76.5	1723	1725
Panama City, FL (ECP)	79.9	80.1	710	709
Pasco/Kennewick/Richland, WA (PSC)	88.0	91.3	391	392
Pellston, MI (PLN)	83.3	87.0	54	54
Pensacola, FL (PNS)	74.7	77.3	1137	1137
Peoria, IL (PIA)	79.2	80.5	318	318
Petersburg, AK (PSG)	88.7	91.9	62	62
Philadelphia, PA (PHL)	77.0	78.7	7470	7470
Phoenix, AZ (AZA)	86.9	89.2	612	611
Phoenix, AZ (PHX)	79.6	78.3	17373	17375
Pittsburgh, PA (PIT)	79.8	83.4	3617	3614
Plattsburgh, NY (PBG)	69.0	54.8	42	42
Pocatello, ID (PIH)	90.3	95.2	62	62
Ponce, PR (PSE)	71.7	79.6	113	113
Portland, ME (PWM)	79.4	84.4	602	601
Portland, OR (PDX)	80.5	84.8	4666	4671
Portsmouth, NH (PSM)	86.2	79.3	29	29
Prescott, AZ (PRC)	79.0	83.9	62	62

AIR TRAVEL CONSUMER REPORT
TABLE 5. ON-TIME ARRIVAL AND DEPARTURE PERCENTAGE BY AIRPORT BY REPORTING OPERATING CARRIER
MARCH 2024

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Providence, RI (PVD)	80.3	83.7	1087	1086
Provo, UT (PVU)	71.6	83.1	176	177
Punta Gorda, FL (PGD)	66.7	76.2	766	765
Raleigh/Durham, NC (RDU)	77.5	80.7	4829	4830
Rapid City, SD (RAP)	84.3	84.9	325	325
Redding, CA (RDD)	86.2	94.5	109	109
Reno, NV (RNO)	78.3	78.4	1690	1692
Rhineland, WI (RHI)	90.3	88.7	62	62
Richmond, VA (RIC)	76.3	79.6	1451	1451
Riverton/Lander, WY (RIW)	87.5	90.0	40	40
Roanoke, VA (ROA)	90.2	86.6	224	224
Rochester, MN (RST)	84.5	84.5	155	155
Rochester, NY (ROC)	84.1	87.2	935	935
Rock Springs, WY (RKS)	75.0	85.0	40	40
Rockford, IL (RFD)	85.2	73.0	88	89
Roswell, NM (ROW)	83.9	79.0	62	62
Sacramento, CA (SMF)	80.6	83.4	4245	4248
Saginaw/Bay City/Midland, MI (MBS)	83.1	90.7	172	172
Saipan, TT (SPN)	100.0	93.5	31	31
Salina, KS (SLN)	83.9	83.9	62	62
Salt Lake City, UT (SLC)	84.2	83.3	9720	9721
San Angelo, TX (SJT)	77.4	87.1	93	93
San Antonio, TX (SAT)	73.2	79.1	3425	3425
San Diego, CA (SAN)	76.8	78.2	7575	7577
San Francisco, CA (SFO)	56.9	70.0	10920	10894
San Jose, CA (SJC)	82.6	85.0	3922	3943
San Juan, PR (SJU)	69.5	70.6	3035	3031
San Luis Obispo, CA (SBP)	81.2	84.0	382	382
Sanford, FL (SFB)	70.1	75.5	917	917
Santa Ana, CA (SNA)	81.4	78.3	3789	3790
Santa Barbara, CA (SBA)	77.4	77.7	557	557
Santa Fe, NM (SAF)	83.9	84.7	124	124
Santa Maria, CA (SMX)	66.7	77.8	9	9
Santa Rosa, CA (STS)	80.0	85.7	280	280
Sarasota/Bradenton, FL (SRQ)	73.3	77.9	1918	1916
Sault Ste. Marie, MI (CIU)	82.3	87.1	62	62
Savannah, GA (SAV)	81.1	83.5	1579	1580
Scottsbluff, NE (BFF)	87.0	92.6	54	54
Scranton/Wilkes-Barre, PA (AVP)	79.5	84.6	117	117
Seattle, WA (SEA)	82.8	80.5	12627	12627
Sheridan, WY (SHR)	87.1	93.5	62	62

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Shreveport, LA (SHV)	84.1	83.8	327	327
Sioux City, IA (SUX)	79.0	83.9	62	62
Sioux Falls, SD (FSD)	81.5	87.8	605	605
Sitka, AK (SIT)	81.7	87.1	93	93
South Bend, IN (SBN)	82.8	84.8	542	541
Spokane, WA (GEG)	79.5	87.9	1421	1417
Springfield, IL (SPI)	71.4	50.0	14	14
Springfield, MO (SGF)	78.5	81.6	629	629
St. Cloud, MN (STC)	92.6	88.9	27	27
St. George, UT (SGU)	89.3	93.8	224	224
St. Louis, MO (STL)	79.1	77.1	5449	5451
St. Petersburg, FL (PIE)	73.7	81.3	783	782
State College, PA (SCE)	90.5	93.7	63	63
Stillwater, OK (SWO)	82.3	93.5	62	62
Stockton, CA (SCK)	83.7	71.4	49	49
Sun Valley/Hailey/Ketchum, ID (SUN)	82.8	79.7	232	232
Syracuse, NY (SYR)	79.5	82.2	1189	1190
Tallahassee, FL (TLH)	75.8	79.8	530	530
Tampa, FL (TPA)	68.3	71.7	8043	8040
Texarkana, AR (TXK)	80.6	87.1	62	62
Toledo, OH (TOL)	83.1	74.6	59	59
Traverse City, MI (TVC)	79.6	84.1	225	226
Trenton, NJ (TTN)	66.1	55.6	221	223
Tucson, AZ (TUS)	77.0	83.1	1729	1727
Tulsa, OK (TUL)	78.3	84.6	1306	1304
Twin Falls, ID (TWF)	95.2	96.8	62	62
Tyler, TX (TYR)	83.9	86.0	93	93
Valdosta, GA (VLD)	82.3	83.9	62	62
Valparaiso, FL (VPS)	78.4	81.9	810	810
Victoria, TX (VCT)	77.4	88.7	53	53
Waco, TX (ACT)	74.2	84.9	93	93
Walla Walla, WA (ALW)	93.5	96.8	62	62
Washington, DC (DCA)	81.3	81.9	11971	11970
Washington, DC (IAD)	82.7	84.3	4281	4277
West Palm Beach/Palm Beach, FL (PBI)	69.9	71.7	3139	3141
White Plains, NY (HPN)	76.8	82.5	1089	1089
Wichita Falls, TX (SPS)	85.5	87.1	62	62
Wichita, KS (ICT)	78.4	85.3	770	768
Williston, ND (XWA)	76.0	82.7	150	150
Wilmington, NC (ILM)	83.6	87.8	500	500
Worcester, MA (ORH)	70.0	60.7	150	150

AIR TRAVEL CONSUMER REPORT
TABLE 5. ON-TIME ARRIVAL AND DEPARTURE PERCENTAGE BY AIRPORT BY REPORTING OPERATING CARRIER
MARCH 2024

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Wrangell, AK (WRG)	83.9	88.7	62	62
Yakutat, AK (YAK)	77.4	80.6	62	62
Yuma, AZ (YUM)	96.3	91.0	134	134

AIR TRAVEL CONSUMER REPORT

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

MARCH 2024

CARRIER ¹	AT ALL US AIRPORTS				
	NUMBER OF AIRPORTS REPORTED	FLIGHT OPERATIONS SCHEDULED	FLIGHT OPERATIONS CANCELLED	PERCENT OF OPERATIONS CANCELLED	RANK
DELTA AIR LINES NETWORK	207	125895	243	0.2	1
- DELTA AIR LINES	141	82668	111	0.1	
- BRANDED CODESHARE PARTNERS	175	43227	132	0.3	
HAWAIIAN AIRLINES	21	6455	36	0.6	2
ALLEGiant AIR	119	11031	71	0.6	3
ALASKA AIRLINES NETWORK	106	32495	230	0.7	4
- ALASKA AIRLINES	85	19639	143	0.7	
- BRANDED CODESHARE PARTNERS	56	12856	87	0.7	
AMERICAN AIRLINES NETWORK	223	155274	1388	0.9	5
- AMERICAN AIRLINES	119	82259	892	1.1	
- BRANDED CODESHARE PARTNERS	206	73015	496	0.7	
SOUTHWEST AIRLINES	107	125272	1170	0.9	6
UNITED AIRLINES NETWORK	213	110590	1073	1.0	7
- UNITED AIRLINES	113	64929	333	0.5	
- BRANDED CODESHARE PARTNERS	193	45661	740	1.6	
JETBLUE AIRWAYS	66	21565	309	1.4	8
SPIRIT AIRLINES	60	22885	394	1.7	9
FRONTIER AIRLINES	76	17324	463	2.7	10
TOTAL AIRPORTS SERVED	349	628,786	5,377	0.9	

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

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

AIR TRAVEL CONSUMER REPORT

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

MARCH 2024

CARRIER ¹	AT ALL US AIRPORTS				
	NUMBER OF AIRPORTS REPORTED	FLIGHT OPERATIONS SCHEDULED	FLIGHT OPERATIONS CANCELLED	PERCENT OF OPERATIONS CANCELLED	RANK
ENDEAVOR AIR	101	17062	14	0.1	1
DELTA AIR LINES	141	82668	111	0.1	2
REPUBLIC AIRWAYS	79	24348	60	0.2	3
PSA AIRLINES	86	17364	61	0.4	4
UNITED AIRLINES	113	64929	333	0.5	5
HAWAIIAN AIRLINES	21	6455	36	0.6	6
ALLEGiant AIR	119	11031	71	0.6	7
ALASKA AIRLINES	85	19639	143	0.7	8
SOUTHWEST AIRLINES	107	125272	1170	0.9	9
AMERICAN AIRLINES	119	82259	892	1.1	10
ENVOY AIR	135	22725	292	1.3	11
SKYWEST AIRLINES	227	56241	771	1.4	12
JETBLUE AIRWAYS	66	21565	309	1.4	13
SPIRIT AIRLINES	60	22885	394	1.7	14
FRONTIER AIRLINES	76	17324	463	2.7	15
TOTAL AIRPORTS SERVED	331	591,767	5,120	0.9	

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

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

AIR TRAVEL CONSUMER REPORT

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

RANK	CARRIER ¹	JANUARY - MARCH 2024			JANUARY - MARCH 2023		
		FLIGHT OPERATIONS SCHEDULED	FLIGHT OPERATIONS CANCELLED	PERCENT OF OPERATIONS CANCELLED	FLIGHT OPERATIONS SCHEDULED	FLIGHT OPERATIONS CANCELLED	PERCENT OF OPERATIONS CANCELLED
1	DELTA AIR LINES NETWORK	352,592	2,867	0.81	351,133	5,432	1.55
	- DELTA AIR LINES	228,270	686	0.30	227,117	3,143	1.38
	- BRANDED CODESHARE PARTNERS	124,322	2,181	1.75	124,016	2,289	1.85
2	ALLEGiant AIR	28,113	276	0.98	28,193	267	0.95
3	HAWAIIAN AIRLINES	19,098	200	1.05	19,508	163	0.84
4	SPIRIT AIRLINES	63,229	835	1.32	64,681	1,160	1.79
5	AMERICAN AIRLINES NETWORK	444,020	6,222	1.40	418,925	7,110	1.70
	- AMERICAN AIRLINES	234,475	2,265	0.97	224,993	3,723	1.65
	- BRANDED CODESHARE PARTNERS	209,545	3,957	1.89	193,932	3,387	1.75
6	SOUTHWEST AIRLINES	345,868	5,202	1.50	331,882	6,493	1.96
7	JETBLUE AIRWAYS	60,380	910	1.51	71,228	969	1.36
8	FRONTIER AIRLINES	45,860	809	1.76	40,270	834	2.07
9	UNITED AIRLINES NETWORK	315,462	9,390	2.98	311,012	4,659	1.50
	- UNITED AIRLINES	180,618	5,382	2.98	171,655	1,216	0.71
	- BRANDED CODESHARE PARTNERS	134,844	4,008	2.97	139,357	3,443	2.47
10	ALASKA AIRLINES NETWORK	89,280	3,991	4.47	89,508	1,478	1.65
	- ALASKA AIRLINES	54,277	3,399	6.26	57,689	1,057	1.83
	- BRANDED CODESHARE PARTNERS	35,003	592	1.69	31,819	421	1.32
	TOTAL	1,763,902	30,702	1.74	1,726,340	28,565	1.65

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

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

AIR TRAVEL CONSUMER REPORT

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

RANK	CARRIER ¹	JANUARY - MARCH 2024			JANUARY - MARCH 2023		
		FLIGHT OPERATIONS SCHEDULED	FLIGHT OPERATIONS CANCELLED	PERCENT OF OPERATIONS CANCELLED	FLIGHT OPERATIONS SCHEDULED	FLIGHT OPERATIONS CANCELLED	PERCENT OF OPERATIONS CANCELLED
1	DELTA AIR LINES	228,270	686	0.30	227,117	3,143	1.38
2	AMERICAN AIRLINES	234,475	2,265	0.97	224,993	3,723	1.65
3	ALLEGiant AIR	28,113	276	0.98	28,193	267	0.95
4	HAWAIIAN AIRLINES	19,098	200	1.05	19,508	163	0.84
5	SPIRIT AIRLINES	63,229	835	1.32	64,681	1,160	1.79
6	SOUTHWEST AIRLINES	345,868	5,202	1.50	331,882	6,493	1.96
7	JETBLUE AIRWAYS	60,380	910	1.51	71,228	969	1.36
8	FRONTIER AIRLINES	45,860	809	1.76	40,270	834	2.07
9	ENDEAVOR AIR	49,690	953	1.92	48,500	837	1.73
10	ENVOY AIR	63,592	1,265	1.99	55,457	1,174	2.12
11	REPUBLIC AIRWAYS	68,864	1,425	2.07	76,090	1,214	1.60
12	PSA AIRLINES	49,545	1,040	2.10	45,977	473	1.03
13	SKYWEST AIRLINES	166,380	3,864	2.32	158,668	3,997	2.52
14	UNITED AIRLINES	180,618	5,382	2.98	171,655	1,216	0.71
15	ALASKA AIRLINES	54,277	3,399	6.26	57,689	1,057	1.83
	TOTAL	1,658,259	28,511	1.72	1,621,908	26,720	1.65

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

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

AIR TRAVEL CONSUMER REPORT

TABLE 7. CAUSES OF DELAY, BY REPORTING MARKETING CARRIER

MARCH 2024

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	32495	25214	77.59	230	0.71	92	0.28	1734	5.34	135	0.42	2592	7.98	44	0.14	2454	7.55
- ALASKA AIRLINES	19639	15199	77.39	143	0.73	52	0.26	1012	5.15	78	0.40	1520	7.74	27	0.14	1607	8.18
- BRANDED CODESHARE PARTNERS	12856	10015	77.90	87	0.68	40	0.31	722	5.62	57	0.44	1072	8.34	17	0.13	846	6.58
ALLEGiant AIR	11031	8367	75.85	71	0.64	19	0.17	595	5.39	99	0.90	888	8.05	11	0.10	981	8.89
AMERICAN AIRLINES NETWORK	155274	120359	77.51	1388	0.89	426	0.27	9149	5.89	1414	0.91	8665	5.58	144	0.09	13730	8.84
- AMERICAN AIRLINES	82259	59139	71.89	892	1.08	250	0.30	6024	7.32	735	0.89	5378	6.54	81	0.10	9760	11.86
- BRANDED CODESHARE PARTNERS	73015	61220	83.85	496	0.68	176	0.24	3125	4.28	679	0.93	3287	4.50	63	0.09	3969	5.44
DELTA AIR LINES NETWORK	125895	106735	84.78	243	0.19	196	0.16	7571	6.01	770	0.61	5600	4.45	11	0.01	4769	3.79
- DELTA AIR LINES	82668	68915	83.36	111	0.13	130	0.16	5126	6.20	259	0.31	4215	5.10	7	0.01	3904	4.72
- BRANDED CODESHARE PARTNERS	43227	37820	87.49	132	0.31	66	0.15	2444	5.65	511	1.18	1385	3.20	5	0.01	865	2.00
FRONTIER AIRLINES	17324	11500	66.38	463	2.67	28	0.16	1164	6.72	53	0.31	1342	7.75	0	0.00	2774	16.01
HAWAIIAN AIRLINES	6455	5629	87.20	36	0.56	5	0.08	487	7.54	15	0.23	20	0.31	3	0.05	260	4.03
JETBLUE AIRWAYS	21565	14745	68.37	309	1.43	66	0.31	2363	10.96	58	0.27	1651	7.66	10	0.05	2362	10.95
SOUTHWEST AIRLINES	125272	95929	76.58	1170	0.93	197	0.16	7614	6.08	248	0.20	6444	5.14	90	0.07	13580	10.84
SPIRIT AIRLINES	22885	15931	69.61	394	1.72	32	0.14	1427	6.24	111	0.49	3540	15.47	65	0.28	1385	6.05
UNITED AIRLINES NETWORK	110590	90423	81.76	1073	0.97	268	0.24	5561	5.03	599	0.54	6854	6.20	13	0.01	5798	5.24
- UNITED AIRLINES	64929	52354	80.63	333	0.51	129	0.20	3474	5.35	220	0.34	4505	6.94	1	0.00	3912	6.03
- BRANDED CODESHARE PARTNERS	45661	38069	83.37	740	1.62	139	0.30	2087	4.57	379	0.83	2350	5.15	12	0.03	1886	4.13
TOTAL	628,786	494,832	78.70	5,377	0.86	1,329	0.21	37,667	5.99	3,502	0.56	37,596	5.98	391	0.06	48,092	7.65

* Causes of Delay:

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

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

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

AIR TRAVEL CONSUMER REPORT

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

MARCH 2024

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	19639	15199	77.39	143	0.73	52	0.26	1012	5.15	78	0.40	1520	7.74	27	0.14	1607	8.18
ALLEGIAN AIR	11031	8367	75.85	71	0.64	19	0.17	595	5.39	99	0.90	888	8.05	11	0.10	981	8.89
AMERICAN AIRLINES	82259	59139	71.89	892	1.08	250	0.30	6024	7.32	735	0.89	5378	6.54	81	0.10	9760	11.86
DELTA AIR LINES	82668	68915	83.36	111	0.13	130	0.16	5126	6.20	259	0.31	4215	5.10	7	0.01	3904	4.72
ENDEAVOR AIR	17062	14962	87.69	14	0.08	20	0.12	619	3.63	50	0.29	633	3.71	3	0.02	760	4.45
ENVOY AIR	22725	18012	79.26	292	1.28	47	0.21	929	4.09	268	1.18	1385	6.09	14	0.06	1778	7.82
FRONTIER AIRLINES	17324	11500	66.38	463	2.67	28	0.16	1164	6.72	53	0.31	1342	7.75	0	0.00	2774	16.01
HAWAIIAN AIRLINES	6455	5629	87.20	36	0.56	5	0.08	487	7.54	15	0.23	20	0.31	3	0.05	260	4.03
JETBLUE AIRWAYS	21565	14745	68.37	309	1.43	66	0.31	2363	10.96	58	0.27	1651	7.66	10	0.05	2362	10.95
PSA AIRLINES	17364	14428	83.09	61	0.35	27	0.16	818	4.71	92	0.53	760	4.38	22	0.13	1156	6.66
REPUBLIC AIRWAYS	24348	22131	90.89	60	0.25	35	0.14	552	2.27	79	0.32	944	3.88	6	0.02	541	2.22
SKYWEST AIRLINES	56241	46140	82.04	771	1.37	197	0.35	3826	6.80	939	1.67	2895	5.15	45	0.08	1427	2.54
SOUTHWEST AIRLINES	125272	95929	76.58	1170	0.93	197	0.16	7614	6.08	248	0.20	6444	5.14	90	0.07	13580	10.84
SPIRIT AIRLINES	22885	15931	69.61	394	1.72	32	0.14	1427	6.24	111	0.49	3540	15.47	65	0.28	1385	6.05
UNITED AIRLINES	64929	52354	80.63	333	0.51	129	0.20	3474	5.35	220	0.34	4505	6.94	1	0.00	3912	6.03
TOTAL	591,767	463,381	78.30	5,120	0.87	1,234	0.21	36,034	6.09	3,304	0.56	36,120	6.10	385	0.07	46,188	7.81

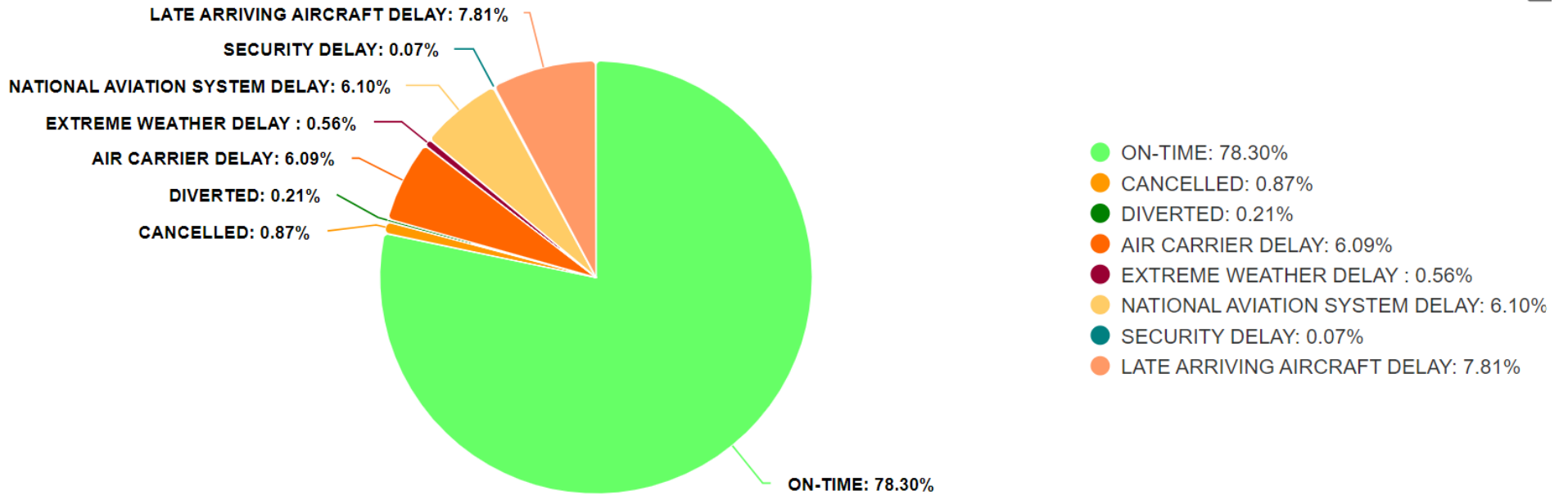
* Causes of Delay:

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

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

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

AIR TRAVEL CONSUMER REPORT
TABLE 7B. OVERALL CAUSES OF DELAY BY REPORTING OPERATING CARRIER
MARCH 2024



*** 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

MARCH 2024

MARKETING CARRIER	OPERATING CARRIER	FLIGHT NUMBER	ORIGIN AIRPORT	DESTINATION AIRPORT	DATE OF FLIGHT	LOCATION OF LONGEST TARMAC DELAY	LENGTH OF TARMAC DELAY
AMERICAN	AMERICAN	2349	DFW	RIC	3/7/2024	Origin Airport	3:07
SOUTHWEST	SOUTHWEST	4121	BWI	MCO	3/9/2024	Destination Airport	3:07
AMERICAN	ENVOY	3797	TPA	BNA	3/3/2024	Origin Airport	3:06
SOUTHWEST	SOUTHWEST	4437	GRR	MCO	3/9/2024	Destination Airport	3:05
DELTA	DELTA	556	BOS	MIA	3/23/2024	Destination Airport	3:04
SPIRIT	SPIRIT	1929	FLL	BWI	3/27/2024	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

MARCH 2024

MARKETING CARRIER	OPERATING CARRIER	FLIGHT NUMBER	ORIGIN AIRPORT	DESTINATION AIRPORT	DATE OF FLIGHT	LOCATION OF LONGEST TARMAC DELAY	LENGTH OF TARMAC DELAY
AMERICAN	ENVOY	3967	DGO	DFW	3/7/2024	Diversion Airport (ABI)	4:13

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

Voluntary Reporting

9E	Endeavor Air
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*Based on the Bureau of Transportation Statistics' Technical Reporting Directive #38, issued December 19, 2023, effective January 1, 2024: <https://www.bts.gov/explore-topics-and-geography/modes/aviation/number-38-technical-reporting-directive-reporting-air>

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, 2022, 15 air carriers reached this reporting threshold. They are Alaska Airlines, Allegiant Air, American Airlines, Delta Air Lines, Endeavor Air, 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	March 2024			March 2023		
		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	340,463	1,051	0.31	692,236	1,264	0.18
2	HAWAIIAN AIRLINES	499,203	1,741	0.35	525,015	2,393	0.46
3	SPIRIT AIRLINES	1,177,095	4,249	0.36	1,259,330	6,798	0.54
4	FRONTIER AIRLINES	794,482	2,909	0.37	926,376	3,956	0.43
5	DELTA AIR LINES NETWORK	8,569,161	33,101	0.39	8,484,276	47,194	0.56
	- DELTA AIR LINES	6,946,159	28,047	0.40	6,865,438	39,757	0.58
	- BRANDED CODESHARE PARTNERS	1,623,002	5,054	0.31	1,618,838	7,437	0.46
6	JETBLUE AIRWAYS	1,286,656	5,216	0.41	1,510,237	8,439	0.56
7	SOUTHWEST AIRLINES	11,962,060	51,519	0.43	10,852,930	46,325	0.43
8	ALASKA AIRLINES NETWORK	2,205,719	11,407	0.52	2,225,943	11,821	0.53
	- ALASKA AIRLINES	1,725,351	8,511	0.49	1,783,340	9,531	0.53
	- BRANDED CODESHARE PARTNERS	480,368	2,896	0.60	442,603	2,290	0.52
9	UNITED AIRLINES NETWORK	6,719,892	44,657	0.66	6,531,089	45,248	0.69
	- UNITED AIRLINES	5,126,433	34,341	0.67	4,821,872	32,973	0.68
	- BRANDED CODESHARE PARTNERS	1,593,459	10,316	0.65	1,709,217	12,275	0.72
10	AMERICAN AIRLINES NETWORK	9,575,122	68,228	0.71	9,088,416	71,183	0.78
	- AMERICAN AIRLINES	6,477,331	48,352	0.75	6,225,377	53,156	0.85
	- BRANDED CODESHARE PARTNERS	3,097,791	19,876	0.64	2,863,039	18,027	0.63
	TOTAL	43,129,853	224,078	0.52	42,095,848	244,621	0.58

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

AIR TRAVEL CONSUMER REPORT

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

RANK	CARRIER ¹	JANUARY - MARCH 2024			JANUARY - MARCH 2023		
		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	821,827	2,757	0.34	1,656,872	2,762	0.17
2	FRONTIER AIRLINES	2,092,734	7,493	0.36	2,397,107	11,248	0.47
3	JETBLUE AIRWAYS	3,429,497	13,117	0.38	3,904,248	22,693	0.58
4	SPIRIT AIRLINES	3,020,080	11,562	0.38	3,244,122	19,735	0.61
5	DELTA AIR LINES NETWORK	23,477,759	100,007	0.43	22,920,254	126,182	0.55
	- DELTA AIR LINES	18,965,379	82,877	0.44	18,570,197	104,514	0.56
	- BRANDED CODESHARE PARTNERS	4,512,380	17,130	0.38	4,350,057	21,668	0.50
6	SOUTHWEST AIRLINES	31,573,629	153,912	0.49	28,761,918	141,288	0.49
7	HAWAIIAN AIRLINES	1,455,365	8,205	0.56	1,485,092	6,650	0.45
	- HAWAIIAN AIRLINES	1,455,365	8,205	0.56	1,485,092	6,650	0.45
8	ALASKA AIRLINES NETWORK	5,816,963	35,957	0.62	6,082,846	37,108	0.61
	- ALASKA AIRLINES	4,484,049	27,704	0.62	4,843,822	29,016	0.60
	- BRANDED CODESHARE PARTNERS	1,332,914	8,253	0.62	1,239,024	8,092	0.65
9	UNITED AIRLINES NETWORK	18,555,032	142,006	0.77	18,173,566	151,753	0.84
	- UNITED AIRLINES	13,941,649	105,946	0.76	13,403,259	110,060	0.82
	- BRANDED CODESHARE PARTNERS	4,613,383	36,060	0.78	4,770,307	41,693	0.87
10	AMERICAN AIRLINES NETWORK	26,435,656	203,915	0.77	24,394,121	202,088	0.83
	- AMERICAN AIRLINES	17,843,455	142,948	0.80	16,728,430	149,065	0.89
	- BRANDED CODESHARE PARTNERS	8,592,201	60,967	0.71	7,665,691	53,023	0.69
TOTAL		116,678,542	678,931	0.58	113,020,146	721,507	0.64

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

AIR TRAVEL CONSUMER REPORT

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

RANK	CARRIER ¹	March 2024			March 2023		
		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	340,463	1,051	0.31	692,236	1,264	0.18
2	ENDEAVOR AIR	731,132	2,501	0.34	685,866	3,271	0.48
3	HAWAIIAN AIRLINES	499,203	1,741	0.35	525,015	2,393	0.46
4	SPIRIT AIRLINES	1,177,095	4,249	0.36	1,259,330	6,798	0.54
5	FRONTIER AIRLINES	794,482	2,909	0.37	926,376	3,956	0.43
6	DELTA AIR LINES	6,946,159	28,047	0.40	6,865,438	39,757	0.58
7	JETBLUE AIRWAYS	1,286,656	5,216	0.41	1,510,237	8,439	0.56
8	SOUTHWEST AIRLINES	11,962,060	51,519	0.43	10,852,930	46,325	0.43
9	REPUBLIC AIRWAYS	732,515	3,383	0.46	731,274	4,669	0.64
10	ALASKA AIRLINES	1,725,351	8,511	0.49	1,783,340	9,531	0.53
11	SKYWEST AIRLINES	2,169,431	11,098	0.51	2,276,309	13,417	0.59
12	PSA AIRLINES	972,690	5,940	0.61	901,662	5,285	0.59
13	UNITED AIRLINES	5,126,433	34,341	0.67	4,821,872	32,973	0.68
14	AMERICAN AIRLINES	6,477,331	48,352	0.75	6,225,377	53,156	0.85
15	ENVOY AIR	803,261	6,057	0.75	706,138	5,006	0.71
	TOTAL	41,744,262	214,915	0.51	40,763,400	236,240	0.58

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

AIR TRAVEL CONSUMER REPORT

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

RANK	CARRIER ¹	JANUARY - MARCH 2024			JANUARY - MARCH 2023		
		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	821,827	2,757	0.34	1,656,872	2,762	0.17
2	FRONTIER AIRLINES	2,092,734	7,493	0.36	2,397,107	11,248	0.47
3	JETBLUE AIRWAYS	3,429,497	13,117	0.38	3,904,248	22,693	0.58
4	SPIRIT AIRLINES	3,020,080	11,562	0.38	3,244,122	19,735	0.61
5	ENDEAVOR AIR	2,052,281	8,460	0.41	1,883,176	9,695	0.51
6	DELTA AIR LINES	18,965,379	82,877	0.44	18,570,197	104,514	0.56
7	SOUTHWEST AIRLINES	31,573,629	153,912	0.49	28,761,918	141,288	0.49
8	REPUBLIC AIRWAYS	1,958,881	10,374	0.53	1,821,728	13,348	0.73
9	HAWAIIAN AIRLINES	1,455,365	8,205	0.56	1,485,092	6,650	0.45
10	ALASKA AIRLINES	4,484,049	27,704	0.62	4,843,822	29,016	0.60
11	SKYWEST AIRLINES	6,439,761	40,910	0.64	6,136,184	43,875	0.72
12	PSA AIRLINES	2,676,916	17,942	0.67	2,365,831	13,875	0.59
13	UNITED AIRLINES	13,941,649	105,946	0.76	13,403,259	110,060	0.82
14	ENVOY AIR	2,220,451	17,329	0.78	1,917,276	14,507	0.76
15	AMERICAN AIRLINES	17,843,455	142,948	0.80	16,728,430	149,065	0.89
	TOTAL	112,975,954	651,536	0.58	109,119,262	692,331	0.63

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

MISHANDLED WHEELCHAIRS AND SCOOTERS

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

AIR TRAVEL CONSUMER REPORT

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

RANK	CARRIER ¹	March 2024			March 2023		
		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	ALLEGiant AIR	2,462	16	0.65	1,251	3	0.24
2	DELTA AIR LINES NETWORK	12,018	88	0.73	15,322	103	0.67
	- DELTA AIR LINES	9,900	68	0.69	12,821	90	0.70
	- BRANDED CODESHARE PARTNERS	2,118	20	0.94	2,501	13	0.52
3	UNITED AIRLINES NETWORK	11,639	114	0.98	11,134	134	1.20
	- UNITED AIRLINES	9,359	102	1.09	8,626	99	1.15
	- BRANDED CODESHARE PARTNERS	2,280	12	0.53	2,508	35	1.40
4	HAWAIIAN AIRLINES	1,125	12	1.07	585	12	2.05
5	AMERICAN AIRLINES NETWORK	11,997	174	1.45	10,986	177	1.61
	- AMERICAN AIRLINES	9,036	119	1.32	8,529	134	1.57
	- BRANDED CODESHARE PARTNERS	2,961	55	1.86	2,457	43	1.75
6	JETBLUE AIRWAYS	2,214	35	1.58	2,654	41	1.54
7	SOUTHWEST AIRLINES	18,020	291	1.61	14,874	228	1.53
8	FRONTIER AIRLINES	2,362	42	1.78	2,278	43	1.89
9	ALASKA AIRLINES NETWORK	2,387	47	1.97	2,157	42	1.95
	- ALASKA AIRLINES	2,119	42	1.98	1,981	33	1.67
	- BRANDED CODESHARE PARTNERS	268	5	1.87	176	9	5.11
10	SPIRIT AIRLINES	1,569	40	2.55	682	43	6.30
	TOTAL	65,793	859	1.31	61,923	826	1.33

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

AIR TRAVEL CONSUMER REPORT

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

RANK	CARRIER ¹	JANUARY - MARCH 2024			JANUARY - MARCH 2023		
		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	33,127	238	0.72	40,917	266	0.65
	- DELTA AIR LINES	27,199	194	0.71	34,447	239	0.69
	- BRANDED CODESHARE PARTNERS	5,928	44	0.74	6,470	27	0.42
2	ALLEGiant AIR	6,191	49	0.79	4,904	4	0.08
3	UNITED AIRLINES NETWORK	31,433	313	1.00	28,667	384	1.34
	- UNITED AIRLINES	25,008	273	1.09	22,716	301	1.33
	- BRANDED CODESHARE PARTNERS	6,425	40	0.62	5,951	83	1.39
4	HAWAIIAN AIRLINES	2,968	34	1.15	1,654	25	1.51
5	JETBLUE AIRWAYS	5,793	87	1.50	6,625	120	1.81
6	ALASKA AIRLINES NETWORK	6,251	97	1.55	5,846	112	1.92
	- ALASKA AIRLINES	5,478	82	1.50	5,309	94	1.77
	- BRANDED CODESHARE PARTNERS	773	15	1.94	537	18	3.35
7	SOUTHWEST AIRLINES	48,022	802	1.67	39,354	631	1.60
8	AMERICAN AIRLINES NETWORK	32,865	551	1.68	28,906	520	1.80
	- AMERICAN AIRLINES	25,039	413	1.65	22,589	405	1.79
	- BRANDED CODESHARE PARTNERS	7,826	138	1.76	6,317	115	1.82
9	FRONTIER AIRLINES	6,811	122	1.79	6,830	116	1.70
10	SPIRIT AIRLINES	3,920	118	3.01	2,341	143	6.11
	TOTAL	177,381	2,411	1.36	166,044	2,321	1.40

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

AIR TRAVEL CONSUMER REPORT

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

RANK	CARRIER ¹	March 2024			March 2023		
		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	ALLEGiant AIR	2,462	16	0.65	1,251	3	0.24
2	DELTA AIR LINES	9,900	68	0.69	12,821	90	0.70
3	REPUBLIC AIRWAYS	885	8	0.90	1,003	6	0.60
4	HAWAIIAN AIRLINES	1,125	12	1.07	585	12	2.05
5	UNITED AIRLINES	9,359	102	1.09	8,626	99	1.15
6	ENDEAVOR AIR	872	10	1.15	950	9	0.95
7	SKYWEST AIRLINES	2,606	34	1.30	2,936	36	1.23
8	AMERICAN AIRLINES	9,036	119	1.32	8,529	134	1.57
9	ENVOY AIR	1,196	17	1.42	866	14	1.62
10	JETBLUE AIRWAYS	2,214	35	1.58	2,654	41	1.54
11	SOUTHWEST AIRLINES	18,020	291	1.61	14,874	228	1.53
12	FRONTIER AIRLINES	2,362	42	1.78	2,278	43	1.89
13	PSA AIRLINES	671	13	1.94	550	13	2.36
14	ALASKA AIRLINES	2,119	42	1.98	1,981	33	1.67
15	SPIRIT AIRLINES	1,569	40	2.55	682	43	6.30
	TOTAL	64,396	849	1.32	60,586	804	1.33

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

AIR TRAVEL CONSUMER REPORT

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

RANK	CARRIER ¹	JANUARY - MARCH 2024			JANUARY - MARCH 2023		
		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	27,199	194	0.71	34,447	239	0.69
2	ALLEGiant AIR	6,191	49	0.79	4,904	4	0.08
3	ENDEAVOR AIR	2,469	21	0.85	2,441	13	0.53
4	SKYWEST AIRLINES	7,512	73	0.97	7,301	79	1.08
5	UNITED AIRLINES	25,008	273	1.09	22,716	301	1.33
6	HAWAIIAN AIRLINES	2,968	34	1.15	1,654	25	1.51
7	ENVOY AIR	3,012	36	1.20	2,137	30	1.40
8	REPUBLIC AIRWAYS	2,228	30	1.35	2,384	29	1.22
9	ALASKA AIRLINES	5,478	82	1.50	5,309	94	1.77
10	JETBLUE AIRWAYS	5,793	87	1.50	6,625	120	1.81
11	AMERICAN AIRLINES	25,039	413	1.65	22,589	405	1.79
12	SOUTHWEST AIRLINES	48,022	802	1.67	39,354	631	1.60
13	FRONTIER AIRLINES	6,811	122	1.79	6,830	116	1.70
14	PSA AIRLINES	1,734	40	2.31	1,473	35	2.38
15	SPIRIT AIRLINES	3,920	118	3.01	2,341	143	6.11
	TOTAL	173,384	2,374	1.37	162,505	2,264	1.39

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

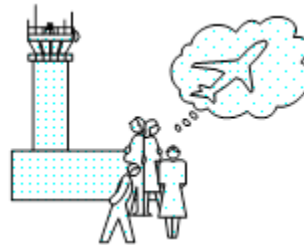
OVERSALES

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

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

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

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



AIR TRAVEL CONSUMER REPORT

PASSENGERS DENIED BOARDING BY REPORTING MARKETING U.S. AIRLINES

JANUARY - MARCH 2024					
RANK	CARRIER ¹	DENIED BOARDINGS (DB'S)		ENPLANED PASSENGERS	INVOLUNTARY DB'S PER 10,000 PASSENGERS
		VOLUNTARY	INVOLUNTARY		
1	DELTA AIR LINES NETWORK²	23,699	0	41,561,632	0.00
	- DELTA AIR LINES	15,731	0	34,621,229	0.00
	- BRANDED CODESHARE PARTNERS	7,968	0	6,940,403	0.00
2	ALLEGiant AIR²	233	0	4,104,860	0.00
3	HAWAIIAN AIRLINES	216	1	2,504,470	0.00
4	UNITED AIRLINES NETWORK	9,446	75	35,035,347	0.02
	- UNITED AIRLINES	5,508	55	28,042,469	0.02
	- BRANDED CODESHARE PARTNERS	3,938	20	6,992,878	0.03
5	ALASKA AIRLINES NETWORK	4,154	97	9,124,931	0.11
	- ALASKA AIRLINES	2,577	50	6,913,287	0.07
	- BRANDED CODESHARE PARTNERS	1,577	47	2,211,644	0.21
6	JETBLUE AIRWAYS	1,511	94	8,255,372	0.11
7	SOUTHWEST AIRLINES	11,940	675	40,485,380	0.17
8	SPIRIT AIRLINES	3,761	424	10,137,110	0.42
9	AMERICAN AIRLINES NETWORK	14,199	3,061	47,975,945	0.64
	- AMERICAN AIRLINES	7,835	1,793	36,583,708	0.49
	- BRANDED CODESHARE PARTNERS	6,364	1,268	11,392,237	1.11
10	FRONTIER AIRLINES	407	1,115	6,729,177	1.66
TOTAL		69,566	5,542	205,914,224	0.27

JANUARY - MARCH 2023			
DENIED BOARDINGS (DB'S)		ENPLANED PASSENGERS	INVOLUNTARY DB'S PER 10,000 PASSENGERS
VOLUNTARY	INVOLUNTARY		
29,893	0	39,151,735	0.00
23,011	0	32,743,613	0.00
6,882	0	6,408,122	0.00
238	0	4,148,453	0.00
170	0	2,510,671	0.00
7,115	32	33,210,649	0.01
3,527	22	26,324,325	0.01
3,588	10	6,886,324	0.01
3,013	66	9,470,652	0.07
2,405	42	7,454,536	0.06
608	24	2,016,116	0.12
1,510	22	8,987,671	0.02
8,511	610	37,302,820	0.16
4,127	444	9,946,303	0.45
8,853	2,069	43,942,694	0.47
4,864	1,123	34,034,902	0.33
3,989	946	9,907,792	0.95
3,395	2,442	6,547,477	3.73
66,825	5,685	195,219,125	0.29

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

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

AIR TRAVEL CONSUMER REPORT

PASSENGERS DENIED BOARDING BY REPORTING OPERATING U.S. AIRLINES

RANK	CARRIER ¹	JANUARY - MARCH 2024			
		DENIED BOARDINGS (DB'S)		ENPLANED PASSENGERS	INVOLUNTARY DB'S PER 10,000 PASSENGERS
		VOLUNTARY	INVOLUNTARY		
1	DELTA AIR LINES ²	15,731	0	34,621,229	0.00
2	ALLEGiant AIR ²	233	0	4,104,860	0.00
3	ENDEAVOR AIR ²	3,008	0	2,959,341	0.00
4	HAWAIIAN AIRLINES	216	1	2,504,470	0.00
5	UNITED AIRLINES	5,508	55	28,042,469	0.02
6	ALASKA AIRLINES	2,577	50	6,913,287	0.07
7	JETBLUE AIRWAYS	1,511	94	8,255,372	0.11
8	SOUTHWEST AIRLINES	11,940	675	40,485,380	0.17
9	SKYWEST AIRLINES	6,727	246	10,541,222	0.23
10	REPUBLIC AIRWAYS	1,896	114	3,930,555	0.29
11	SPIRIT AIRLINES	3,761	424	10,137,110	0.42
12	AMERICAN AIRLINES	7,835	1,793	36,583,708	0.49
13	ENVOY AIR	1,328	301	3,834,248	0.79
14	PSA AIRLINES	1,615	270	2,899,768	0.93
15	FRONTIER AIRLINES	407	1,115	6,729,177	1.66
	TOTAL	64,293	5,138	202,542,196	0.25

JANUARY - MARCH 2023			
DENIED BOARDINGS (DB'S)		ENPLANED PASSENGERS	INVOLUNTARY DB'S PER 10,000 PASSENGERS
VOLUNTARY	INVOLUNTARY		
23,011	0	32,743,613	0.00
238	0	4,148,453	0.00
2,531	0	2,609,939	0.00
170	0	2,510,671	0.00
3,527	22	26,324,325	0.01
2,405	42	7,454,536	0.06
1,510	22	8,987,671	0.02
8,511	610	37,302,820	0.16
5,965	306	10,226,034	0.30
1,163	72	3,847,158	0.19
4,127	444	9,946,303	0.45
4,864	1,123	34,034,902	0.33
1,079	138	3,053,130	0.45
714	108	2,539,614	0.43
3,395	2,442	6,547,477	3.73
63,210	5,329	192,276,646	0.28

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

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

CONSUMER COMPLAINTS

The Department continues to receive a high volume of air travel service complaints against airlines and ticket agents and its Office of Aviation Consumer Protection is processing them. The release of consumer complaint data in the ATRC has been delayed primarily because of the time needed to review and process these consumer complaints. DOT has revised how it processes consumer complaints received after June 1, 2023. DOT also will revise the ATRC to display consumer submissions (complaints, inquiries, and opinions) as opposed to complaints for this period. The Department will continue to display civil rights complaints in the ATRC in a similar manner as before and anticipates publishing submission and civil rights complaint numbers in June 2024.

AIR TRAVEL CONSUMER REPORT

March 2024 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			
Totals:			



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

Customer Experience Report for March 2024 ^a

The Transportation Security Administration (TSA) screened approximately 75.4 million passengers at screening checkpoints and 43.4 million checked bags at baggage screening locations in March 2024.

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 March 2024, TSA received 15,365 complaints (i.e. a description of a negative experience) from the general public via phone or email (or 20.4 complaints per 100,000 passengers ^c). Below is a more detailed breakdown:

Courtesy		Screening of Personal Property		Screening of Passengers		Wait Times (Checkpoint)	
Number of Complaints	Complaints per 100,000 Passengers ^c	Number of Complaints	Complaints per 100,000 Passengers ^c	Number of Complaints	Complaints per 100,000 Passengers ^c	Number of Complaints	Complaints per 100,000 Passengers ^c
1,257	1.7	700	1.0	12,248	16.3	202	0.3

Civil Rights		Other TSA-related		Non-TSA related, Airline		Non-TSA related, All Others	
Number of Complaints	Complaints per 100,000 Passengers ^c	Number of Complaints	Complaints per 100,000 Passengers ^c	Number of Complaints	Complaints per 100,000 Passengers ^c	Number of Complaints	Complaints per 100,000 Passengers ^c
461	0.7	153	0.3	57	0.1	287	0.4

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
257 ^d	277	0.0007



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

Customer Experience Report for March 2024 ^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>