



Air Travel Consumer Report

A Product Of
THE OFFICE OF AVIATION CONSUMER PROTECTION

Issued: August 2024



Flight Delays¹	June 2024
Mishandled Baggage, Wheelchairs, and Scooters¹	June 2024 January - June 2024
Oversales¹	2 nd Quarter 2024 January - June 2024
Consumer Complaints² (Includes Disability and Discrimination Complaints)	See report for details.
Airline Animal Incident Reports⁴	June 2024 January - June 2024
Customer Service Reports to the Dept. of Homeland Security³	June 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.

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INTRODUCTION

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

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

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

FLIGHT DELAYS

This section provides information about airline on-time performance, flight delays, and cancellations. It is based on data filed by airlines each month with the Department of Transportation's Bureau of Transportation Statistics (Office of Airline Information), as described in 14 CFR Part 234 of DOT's regulations. It covers nonstop operated and marketed scheduled-service flights between points within the United States (including territories) by the 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 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

JUNE 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	CommutAir
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

JUNE 2024

AT ALL US AIRPORTS			
CARRIER ¹	NUMBER OF AIRPORTS REPORTED	PERCENT OF ON-TIME ARRIVALS	RANK
HAWAIIAN AIRLINES	22	83.6	1
DELTA AIR LINES NETWORK	213	78.6	2
- DELTA AIR LINES	145	79.7	
- BRANDED CODESHARE PARTNERS	178	76.3	
ALASKA AIRLINES NETWORK	106	76.8	3
- ALASKA AIRLINES	89	73.9	
- BRANDED CODESHARE PARTNERS	57	81.4	
UNITED AIRLINES NETWORK	215	75.8	4
- UNITED AIRLINES	116	74.6	
- BRANDED CODESHARE PARTNERS	194	77.4	
SOUTHWEST AIRLINES	107	73.7	5
ALLEGiant AIR	122	73.4	6
AMERICAN AIRLINES NETWORK	225	71.6	7
- AMERICAN AIRLINES	128	66.0	
- BRANDED CODESHARE PARTNERS	208	77.8	
SPIRIT AIRLINES	59	70.7	8
JETBLUE AIRWAYS	67	69.7	9
FRONTIER AIRLINES	81	61.3	10
TOTAL AIRPORTS SERVED	353	74.3	

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

JUNE 2024

AT ALL US AIRPORTS			
CARRIER ¹	NUMBER OF AIRPORTS REPORTED	PERCENT OF ON-TIME ARRIVALS	RANK
HAWAIIAN AIRLINES	22	83.6	1
REPUBLIC AIRWAYS	76	81.0	2
PSA AIRLINES	87	80.6	3
DELTA AIR LINES	145	79.7	4
ENDEAVOR AIR	95	77.7	5
SKYWEST AIRLINES	245	76.6	6
UNITED AIRLINES	116	74.6	7
ALASKA AIRLINES	89	73.9	8
SOUTHWEST AIRLINES	107	73.7	9
ALLEGiant AIR	122	73.4	10
SPIRIT AIRLINES	59	70.7	11
ENVOY AIR	149	70.4	12
JETBLUE AIRWAYS	67	69.7	13
AMERICAN AIRLINES	128	66.0	14
FRONTIER AIRLINES	81	61.3	15
TOTAL AIRPORTS SERVED	340	73.9	

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

JUNE 2024

CARRIER ¹	Jan 24		Feb 24		Mar 24		Apr 24		May 24		Jun 24		Year-to-date (YTD)	
	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank
ALASKA AIRLINES NETWORK	64.7	10	80.6	6	77.6	4	79.2	7	78.0	3	76.8	3	76.3	5
- ALASKA AIRLINES	59.1		81.8		77.4		78.7		75.3		73.9		74.4	
- BRANDED CODESHARE PARTNERS	73.6		78.7		77.9		80.0		82.1		81.4		79.2	
ALLEGiant AIR	75.6	2	82.0	5	75.8	7	85.8	1	78.8	2	73.4	6	78.2	3
AMERICAN AIRLINES NETWORK	70.5	8	84.1	2	77.5	5	78.1	8	66.3	9	71.6	7	74.5	7
- AMERICAN AIRLINES	69.3		81.0		71.9		74.9		60.6		66.0		70.3	
- BRANDED CODESHARE PARTNERS	71.8		87.5		83.8		81.6		72.5		77.8		79.0	
DELTA AIR LINES NETWORK	77.8	1	88.4	1	84.8	2	84.8	2	79.8	1	78.6	2	82.2	1
- DELTA AIR LINES	80.4		88.5		83.4		84.1		78.3		79.7		82.2	
- BRANDED CODESHARE PARTNERS	73.2		88.2		87.5		86.1		82.7		76.3		82.3	
FRONTIER AIRLINES	71.2	7	79.8	8	66.4	10	69.1	10	63.6	10	61.3	10	68.0	10
HAWAIIAN AIRLINES	72.0	6	80.0	7	87.2	1	84.0	3	76.8	4	83.6	1	80.6	2
JETBLUE AIRWAYS	69.5	9	74.3	10	68.4	9	76.3	9	74.5	5	69.7	9	72.1	9
SOUTHWEST AIRLINES	73.9	3	83.1	4	76.6	6	79.8	6	71.4	8	73.7	5	76.3	6
SPIRIT AIRLINES	72.5	4	77.8	9	69.6	8	81.4	4	71.9	7	70.7	8	73.9	8
UNITED AIRLINES NETWORK	72.4	5	83.2	3	81.8	3	81.3	5	73.4	6	75.8	4	77.9	4
- UNITED AIRLINES	71.9		83.3		80.6		80.2		72.4		74.6		77.1	
- BRANDED CODESHARE PARTNERS	72.9		83.1		83.4		82.8		74.7		77.4		78.9	
TOTAL	72.8		83.7		78.7		80.4		72.6		74.3		76.9	

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

RANK	CARRIER ¹	JANUARY - JUNE 2024		JANUARY - JUNE 2023	
		FLIGHT OPERATIONS SCHEDULED	PERCENT OF ON-TIME ARRIVALS	FLIGHT OPERATIONS SCHEDULED	PERCENT OF ON-TIME ARRIVALS
1	DELTA AIR LINES NETWORK	745,272	82.22	726,677	81.52
	- DELTA AIR LINES	488,548	82.21	477,735	80.00
	- BRANDED CODESHARE PARTNERS	256,724	82.25	248,942	84.45
2	HAWAIIAN AIRLINES	38,722	80.56	39,902	67.40
3	ALLEGiant AIR	59,180	78.23	59,590	71.69
4	UNITED AIRLINES NETWORK	651,906	77.91	638,398	75.58
	- UNITED AIRLINES	368,823	77.11	354,181	74.88
	- BRANDED CODESHARE PARTNERS	283,083	78.94	284,217	76.44
5	ALASKA AIRLINES NETWORK	193,089	76.29	186,743	79.53
	- ALASKA AIRLINES	117,130	74.43	119,240	77.65
	- BRANDED CODESHARE PARTNERS	75,959	79.16	67,503	82.85
6	SOUTHWEST AIRLINES	712,760	76.26	689,600	75.96
7	AMERICAN AIRLINES NETWORK	930,291	74.46	856,172	77.44
	- AMERICAN AIRLINES	488,037	70.34	462,230	73.97
	- BRANDED CODESHARE PARTNERS	442,254	79.01	393,942	81.50
8	SPIRIT AIRLINES	131,962	73.86	131,093	66.83
9	JETBLUE AIRWAYS	121,653	72.09	142,947	68.56
10	FRONTIER AIRLINES	100,234	67.97	82,101	63.64
	TOTAL	3,685,069	76.93	3,553,223	76.48

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 - JUNE 2024		JANUARY - JUNE 2023	
		FLIGHT OPERATIONS SCHEDULED	PERCENT OF ON-TIME ARRIVALS	FLIGHT OPERATIONS SCHEDULED	PERCENT OF ON-TIME ARRIVALS
1	REPUBLIC AIRWAYS	142,782	85.22	153,486	84.07
2	ENDEAVOR AIR	99,656	82.62	97,384	83.38
3	DELTA AIR LINES	488,548	82.21	477,735	80.00
4	HAWAIIAN AIRLINES	38,722	80.56	39,902	67.40
5	SKYWEST AIRLINES	350,009	78.91	327,485	80.80
6	ALLEGiant AIR	59,180	78.23	59,590	71.69
7	PSA AIRLINES	105,504	77.83	95,184	82.71
8	UNITED AIRLINES	368,823	77.11	354,181	74.88
9	SOUTHWEST AIRLINES	712,760	76.26	689,600	75.96
10	ENVOY AIR	136,339	74.56	108,411	78.62
11	ALASKA AIRLINES	117,130	74.43	119,240	77.65
12	SPIRIT AIRLINES	131,962	73.86	131,093	66.83
13	JETBLUE AIRWAYS	121,653	72.09	142,947	68.56
14	AMERICAN AIRLINES	488,037	70.34	462,230	73.97
15	FRONTIER AIRLINES	100,234	67.97	82,101	63.64
	TOTAL	3,461,339	76.70	3,340,569	76.39

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)

JUNE 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	150	75.3	240	60.4	117	78.6	290	76.9	60	78.3	0	0.0	150	88.7	246	71.1
- ALASKA AIRLINES	150	75.3	240	60.4	117	78.6	290	76.9	60	78.3	0	0.0	150	88.7	246	71.1
- BRANDED CODESHARE PARTNERS	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
ALLEGiant AIR	0	0.0	154	71.4	289	78.2	69	94.2	9	55.6	0	0.0	0	0.0	60	83.3
AMERICAN AIRLINES NETWORK	1030	64.2	1469	70.0	1557	66.5	2290	67.7	388	59.8	18972	77.8	7107	75.5	829	62.5
- AMERICAN AIRLINES	745	56.4	1182	67.9	754	54.8	1566	61.5	355	56.9	10906	72.5	2455	69.7	713	59.6
- BRANDED CODESHARE PARTNERS	285	84.6	287	78.7	803	77.6	724	81.2	33	90.9	8066	85.0	4652	78.7	116	80.2
DELTA AIR LINES NETWORK	22706	86.2	1394	64.5	1200	76.8	4092	77.9	590	77.5	1015	80.5	1613	76.0	1109	71.5
- DELTA AIR LINES	20070	86.2	1000	65.7	715	80.4	2239	75.5	456	76.8	553	83.5	774	74.5	1109	71.5
- BRANDED CODESHARE PARTNERS	2636	85.5	394	61.4	485	71.3	1853	80.8	134	79.9	462	76.8	839	77.4	0	0.0
FRONTIER AIRLINES	973	57.5	60	65.0	73	71.2	93	67.7	280	66.1	313	59.4	89	75.3	2319	60.3
HAWAIIAN AIRLINES	0	0.0	17	64.7	0	0.0	21	81.0	0	0.0	0	0.0	0	0.0	0	0.0
JETBLUE AIRWAYS	260	70.0	60	70.0	131	67.2	3391	69.2	0	0.0	51	82.4	715	78.6	108	62.0
SOUTHWEST AIRLINES	2731	78.5	3278	74.6	4503	77.8	631	63.5	6387	77.8	292	64.4	1291	78.5	8611	72.6
SPIRIT AIRLINES	830	63.4	94	85.1	398	71.4	668	67.1	733	69.7	462	61.7	0	0.0	0	0.0
UNITED AIRLINES NETWORK	715	72.2	863	72.5	728	75.1	1129	73.6	351	78.1	521	74.5	784	76.3	14294	77.9
- UNITED AIRLINES	662	72.4	765	72.4	519	73.6	1099	73.2	331	78.2	349	70.5	485	72.6	8820	78.4
- BRANDED CODESHARE PARTNERS	53	69.8	98	73.5	209	78.9	30	86.7	20	75.0	172	82.6	299	82.3	5474	77.1
TOTAL	29,395	82.5	7,629	71.1	8,996	75.0	12,674	72.1	8,798	75.9	21,626	77.1	11,749	76.3	27,576	73.9

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

AIR TRAVEL CONSUMER REPORT

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

JUNE 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	235	68.9	60	75.0	297	76.4	30	73.3	240	84.2	90	62.2	348	70.7	585	75.7
- ALASKA AIRLINES	235	68.9	60	75.0	297	76.4	30	73.3	240	84.2	90	62.2	348	70.7	440	73.0
- BRANDED CODESHARE PARTNERS	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	145	84.1
ALLEGiant AIR	0	0.0	0	0.0	72	86.1	328	64.0	44	68.2	0	0.0	0	0.0	675	71.6
AMERICAN AIRLINES NETWORK	23835	70.8	824	66.3	645	51.9	469	61.0	208	78.8	815	60.1	1974	71.0	1121	64.1
- AMERICAN AIRLINES	14670	68.2	550	62.4	608	50.3	469	61.0	58	53.4	681	57.1	1135	65.8	1109	63.9
- BRANDED CODESHARE PARTNERS	9165	74.8	274	74.1	37	78.4	0	0.0	150	88.7	134	75.4	839	78.1	12	83.3
DELTA AIR LINES NETWORK	986	76.5	8555	78.7	774	68.2	955	74.2	544	74.6	688	73.4	4966	72.8	1458	77.5
- DELTA AIR LINES	986	76.5	5269	80.8	565	68.5	955	74.2	294	79.3	688	73.4	2585	74.4	1376	78.5
- BRANDED CODESHARE PARTNERS	0	0.0	3286	75.2	209	67.5	0	0.0	250	69.2	0	0.0	2381	71.0	82	61.0
FRONTIER AIRLINES	997	51.5	229	67.7	5	60.0	142	69.7	0	0.0	344	54.9	50	54.0	1059	64.2
HAWAIIAN AIRLINES	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	30	66.7	120	75.0
JETBLUE AIRWAYS	30	53.3	91	76.9	511	66.1	1442	71.5	0	0.0	60	93.3	3091	65.9	244	74.2
SOUTHWEST AIRLINES	0	0.0	352	63.1	0	0.0	1192	72.2	110	68.2	381	70.6	0	0.0	7150	77.1
SPIRIT AIRLINES	898	71.9	872	74.5	938	70.6	2175	65.1	0	0.0	939	67.6	0	0.0	2329	74.1
UNITED AIRLINES NETWORK	883	70.1	550	74.9	8708	72.9	554	70.8	5776	84.5	11699	77.0	0	0.0	1063	77.0
- UNITED AIRLINES	693	72.4	157	74.5	5499	70.3	554	70.8	2675	81.3	5802	77.3	0	0.0	1063	77.0
- BRANDED CODESHARE PARTNERS	190	61.6	393	75.1	3209	77.3	0	0.0	3101	87.3	5897	76.6	0	0.0	0	0.0
TOTAL	27,864	70.3	11,533	76.6	11,950	71.1	7,287	69.0	6,922	83.2	15,016	74.6	10,459	70.2	15,804	74.6

* 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)

JUNE 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	1388	83.5	0	0.0	217	74.2	0	0.0	30	83.3	157	73.9	366	74.3	60	68.3
- ALASKA AIRLINES	839	82.1	0	0.0	217	74.2	0	0.0	30	83.3	127	74.0	366	74.3	60	68.3
- BRANDED CODESHARE PARTNERS	549	85.6	0	0.0	0	0.0	0	0.0	0	0.0	30	73.3	0	0.0	0	0.0
ALLEGiant AIR	194	70.6	0	0.0	34	70.6	50	82.0	0	0.0	17	70.6	0	0.0	0	0.0
AMERICAN AIRLINES NETWORK	3439	73.7	3261	71.6	1493	60.8	0	0.0	5773	66.4	612	54.7	10909	69.7	7953	75.1
- AMERICAN AIRLINES	2518	68.9	1285	60.5	1493	60.8	0	0.0	4807	66.2	410	52.2	4731	67.0	4472	68.0
- BRANDED CODESHARE PARTNERS	921	86.8	1976	78.8	0	0.0	0	0.0	966	67.5	202	59.9	6178	71.8	3481	84.2
DELTA AIR LINES NETWORK	4164	79.8	6760	77.2	1801	71.1	309	75.4	933	67.6	9032	70.0	1192	72.4	634	82.2
- DELTA AIR LINES	3169	78.9	2175	76.6	1801	71.1	141	87.2	933	67.6	6555	74.4	1050	72.7	549	81.1
- BRANDED CODESHARE PARTNERS	995	82.6	4585	77.5	0	0.0	168	65.5	0	0.0	2477	58.6	142	70.4	85	89.4
FRONTIER AIRLINES	150	60.0	240	52.1	1203	63.0	347	59.7	341	58.9	156	46.2	260	39.6	1181	60.5
HAWAIIAN AIRLINES	211	67.8	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
JETBLUE AIRWAYS	766	76.8	773	67.7	1417	70.6	0	0.0	123	72.4	36	58.3	117	63.2	83	66.3
SOUTHWEST AIRLINES	2291	66.7	943	70.2	3996	72.3	6831	75.9	499	68.1	664	56.8	490	68.0	392	69.9
SPIRIT AIRLINES	1040	71.8	686	66.3	1977	72.2	0	0.0	453	72.0	85	71.8	784	65.1	439	73.6
UNITED AIRLINES NETWORK	3173	78.1	916	68.0	1041	74.0	0	0.0	390	69.7	651	61.9	13472	78.3	408	79.4
- UNITED AIRLINES	2368	75.3	718	68.0	1041	74.0	0	0.0	390	69.7	504	59.5	7429	78.2	341	78.6
- BRANDED CODESHARE PARTNERS	805	86.6	198	68.2	0	0.0	0	0.0	0	0.0	147	70.1	6043	78.4	67	83.6
TOTAL	16,816	75.7	13,579	73.2	13,179	70.0	7,537	75.2	8,542	66.9	11,410	67.7	27,590	73.6	11,150	73.8

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

AIR TRAVEL CONSUMER REPORT

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

JUNE 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	411	76.9	1808	77.9	10104	74.2	1908	64.0	284	81.3	90	67.8
- ALASKA AIRLINES	360	74.7	947	76.2	7162	72.2	1100	61.9	111	80.2	90	67.8
- BRANDED CODESHARE PARTNERS	51	92.2	861	79.7	2942	79.2	808	66.8	173	82.1	0	0.0
ALLEGiant AIR	35	88.6	34	70.6	0	0.0	0	0.0	0	0.0	0	0.0
AMERICAN AIRLINES NETWORK	6679	79.0	801	63.7	733	61.3	1001	61.8	424	62.3	1099	60.3
- AMERICAN AIRLINES	4213	75.2	801	63.7	610	59.2	858	60.1	304	53.6	1009	60.3
- BRANDED CODESHARE PARTNERS	2466	85.5	0	0.0	123	71.5	143	72.0	120	84.2	90	61.1
DELTA AIR LINES NETWORK	1027	78.4	975	70.5	4334	78.9	1246	65.2	6807	85.3	1073	75.9
- DELTA AIR LINES	878	80.8	833	72.5	2828	77.8	1162	65.9	4709	83.8	1073	75.9
- BRANDED CODESHARE PARTNERS	149	64.4	142	58.5	1506	80.9	84	54.8	2098	88.8	0	0.0
FRONTIER AIRLINES	747	59.8	293	57.7	146	67.8	407	44.2	290	64.8	501	61.7
HAWAIIAN AIRLINES	30	43.3	60	70.0	60	51.7	60	65.0	30	96.7	0	0.0
JETBLUE AIRWAYS	60	46.7	157	79.6	78	46.2	362	63.3	118	68.6	409	75.1
SOUTHWEST AIRLINES	5484	74.1	3011	67.3	839	55.8	613	57.3	1013	73.5	2032	72.6
SPIRIT AIRLINES	103	69.9	328	71.0	60	76.7	0	0.0	115	68.7	439	75.4
UNITED AIRLINES NETWORK	827	71.2	915	75.2	899	67.7	4792	73.6	552	73.9	600	72.7
- UNITED AIRLINES	709	70.8	825	74.5	899	67.7	4027	73.0	339	72.0	600	72.7
- BRANDED CODESHARE PARTNERS	118	73.7	90	81.1	0	0.0	765	76.5	213	77.0	0	0.0
TOTAL	15,403	75.6	8,382	70.5	17,253	73.4	10,389	67.2	9,633	81.3	6,243	70.4

* 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)

JUNE 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	150	75.3	240	60.4	117	78.6	290	76.9	60	78.3	0	0.0	150	88.7	246	71.1
ALLEGIAN AIR	0	0.0	154	71.4	289	78.2	69	94.2	9	55.6	0	0.0	0	0.0	60	83.3
AMERICAN AIRLINES	745	56.4	1182	67.9	754	54.8	1566	61.5	355	56.9	10906	72.5	2455	69.7	713	59.6
DELTA AIR LINES	20070	86.2	1000	65.7	715	80.4	2239	75.5	456	76.8	553	83.5	774	74.5	1109	71.5
ENDEAVOR AIR	1867	88.8	54	70.4	126	74.6	0	0.0	48	77.1	265	75.5	170	72.9	0	0.0
ENVOY AIR	62	71.0	235	79.1	244	69.3	181	73.5	33	90.9	489	73.6	382	72.8	26	80.8
FRONTIER AIRLINES	973	57.5	60	65.0	73	71.2	93	67.7	280	66.1	313	59.4	89	75.3	2319	60.3
HAWAIIAN AIRLINES	0	0.0	17	64.7	0	0.0	21	81.0	0	0.0	0	0.0	0	0.0	0	0.0
JETBLUE AIRWAYS	260	70.0	60	70.0	131	67.2	3391	69.2	0	0.0	51	82.4	715	78.6	108	62.0
PSA AIRLINES	203	87.2	0	0.0	168	82.7	0	0.0	0	0.0	4787	84.7	2832	76.6	0	0.0
REPUBLIC AIRWAYS	61	91.8	0	0.0	460	86.3	2320	81.3	86	81.4	239	81.6	2108	82.4	0	0.0
SKYWEST AIRLINES	739	76.9	412	63.1	398	65.6	2	50.0	0	0.0	6	33.3	10	80.0	5564	77.1
SOUTHWEST AIRLINES	2731	78.5	3278	74.6	4503	77.8	631	63.5	6387	77.8	292	64.4	1291	78.5	8611	72.6
SPIRIT AIRLINES	830	63.4	94	85.1	398	71.4	668	67.1	733	69.7	462	61.7	0	0.0	0	0.0
UNITED AIRLINES	662	72.4	765	72.4	519	73.6	1099	73.2	331	78.2	349	70.5	485	72.6	8820	78.4
TOTAL	29,353	82.6	7,551	71.1	8,895	75.0	12,570	71.9	8,778	75.9	18,712	75.5	11,461	76.2	27,576	73.9

* 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)

JUNE 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	235	68.9	60	75.0	297	76.4	30	73.3	240	84.2	90	62.2	348	70.7	440	73.0
ALLEGiant AIR	0	0.0	0	0.0	72	86.1	328	64.0	44	68.2	0	0.0	0	0.0	675	71.6
AMERICAN AIRLINES	14670	68.2	550	62.4	608	50.3	469	61.0	58	53.4	681	57.1	1135	65.8	1109	63.9
DELTA AIR LINES	986	76.5	5269	80.8	565	68.5	955	74.2	294	79.3	688	73.4	2585	74.4	1376	78.5
ENDEAVOR AIR	0	0.0	1066	80.1	134	66.4	0	0.0	0	0.0	0	0.0	1517	71.7	0	0.0
ENVOY AIR	6546	72.9	79	63.3	37	78.4	0	0.0	0	0.0	74	78.4	0	0.0	12	83.3
FRONTIER AIRLINES	997	51.5	229	67.7	5	60.0	142	69.7	0	0.0	344	54.9	50	54.0	1059	64.2
HAWAIIAN AIRLINES	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	30	66.7	120	75.0
JETBLUE AIRWAYS	30	53.3	91	76.9	511	66.1	1442	71.5	0	0.0	60	93.3	3091	65.9	244	74.2
PSA AIRLINES	706	77.5	81	75.3	0	0.0	0	0.0	150	88.7	0	0.0	0	0.0	0	0.0
REPUBLIC AIRWAYS	2	100.0	466	79.0	2105	77.2	0	0.0	669	89.2	0	0.0	1415	76.0	0	0.0
SKYWEST AIRLINES	1922	80.1	2134	71.7	0	0.0	0	0.0	280	70.4	967	74.4	288	63.2	119	67.2
SOUTHWEST AIRLINES	0	0.0	352	63.1	0	0.0	1192	72.2	110	68.2	381	70.6	0	0.0	7150	77.1
SPIRIT AIRLINES	898	71.9	872	74.5	938	70.6	2175	65.1	0	0.0	939	67.6	0	0.0	2329	74.1
UNITED AIRLINES	693	72.4	157	74.5	5499	70.3	554	70.8	2675	81.3	5802	77.3	0	0.0	1063	77.0
TOTAL	27,685	70.3	11,406	76.5	10,771	70.5	7,287	69.0	4,520	81.2	10,026	73.4	10,459	70.2	15,696	74.5

* 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)

JUNE 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	839	82.1	0	0.0	217	74.2	0	0.0	30	83.3	127	74.0	366	74.3	60	68.3
ALLEGiant AIR	194	70.6	0	0.0	34	70.6	50	82.0	0	0.0	17	70.6	0	0.0	0	0.0
AMERICAN AIRLINES	2518	68.9	1285	60.5	1493	60.8	0	0.0	4807	66.2	410	52.2	4731	67.0	4472	68.0
DELTA AIR LINES	3169	78.9	2175	76.6	1801	71.1	141	87.2	933	67.6	6555	74.4	1050	72.7	549	81.1
ENDEAVOR AIR	0	0.0	2899	76.0	0	0.0	0	0.0	0	0.0	629	62.0	1	0.0	0	0.0
ENVOY AIR	0	0.0	0	0.0	0	0.0	0	0.0	938	67.1	86	54.7	3105	70.1	0	0.0
FRONTIER AIRLINES	150	60.0	240	52.1	1203	63.0	347	59.7	341	58.9	156	46.2	260	39.6	1181	60.5
HAWAIIAN AIRLINES	211	67.8	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
JETBLUE AIRWAYS	766	76.8	773	67.7	1417	70.6	0	0.0	123	72.4	36	58.3	117	63.2	83	66.3
PSA AIRLINES	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	55	60.0	0	0.0	1058	82.6
REPUBLIC AIRWAYS	0	0.0	3459	79.4	0	0.0	0	0.0	28	82.1	57	70.2	926	82.4	800	85.6
SKYWEST AIRLINES	3131	85.2	382	74.6	0	0.0	168	65.5	0	0.0	1887	57.4	4950	76.3	1	100.0
SOUTHWEST AIRLINES	2291	66.7	943	70.2	3996	72.3	6831	75.9	499	68.1	664	56.8	490	68.0	392	69.9
SPIRIT AIRLINES	1040	71.8	686	66.3	1977	72.2	0	0.0	453	72.0	85	71.8	784	65.1	439	73.6
UNITED AIRLINES	2368	75.3	718	68.0	1041	74.0	0	0.0	390	69.7	504	59.5	7429	78.2	341	78.6
TOTAL	16,677	75.6	13,560	73.2	13,179	70.0	7,537	75.2	8,542	66.9	11,268	67.6	24,209	73.3	9,376	71.7

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

AIR TRAVEL CONSUMER REPORT

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

JUNE 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	360	74.7	947	76.2	7162	72.2	1100	61.9	111	80.2	90	67.8
ALLEGiant AIR	35	88.6	34	70.6	0	0.0	0	0.0	0	0.0	0	0.0
AMERICAN AIRLINES	4213	75.2	801	63.7	610	59.2	858	60.1	304	53.6	1009	60.3
DELTA AIR LINES	878	80.8	833	72.5	2828	77.8	1162	65.9	4709	83.8	1073	75.9
ENDEAVOR AIR	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
ENVOY AIR	741	85.8	0	0.0	38	60.5	0	0.0	0	0.0	90	61.1
FRONTIER AIRLINES	747	59.8	293	57.7	146	67.8	407	44.2	290	64.8	501	61.7
HAWAIIAN AIRLINES	30	43.3	60	70.0	60	51.7	60	65.0	30	96.7	0	0.0
JETBLUE AIRWAYS	60	46.7	157	79.6	78	46.2	362	63.3	118	68.6	409	75.1
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	1962	83.9	1005	76.7	2466	79.9	1674	71.0	2577	87.4	0	0.0
SOUTHWEST AIRLINES	5484	74.1	3011	67.3	839	55.8	613	57.3	1013	73.5	2032	72.6
SPIRIT AIRLINES	103	69.9	328	71.0	60	76.7	0	0.0	115	68.7	439	75.4
UNITED AIRLINES	709	70.8	825	74.5	899	67.7	4027	73.0	339	72.0	600	72.7
TOTAL	15,322	75.6	8,294	70.4	15,186	72.5	10,263	67.2	9,606	81.4	6,243	70.4

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

AIR TRAVEL CONSUMER REPORT

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

JUNE 2024

ARRIVAL AIRPORT*																
SCHEDULED ARRIVAL TIME	ATL	AUS	BNA	BOS	BWI	CLT	DCA	DEN	DFW	DTW	EWR	FLL	IAD	IAH	JFK	LAS
0600-0659	84.6	68.3	94.1	76.1	91.7	89.3	87.9	91.4	82.1	75.0	75.3	77.5	77.0	82.1	80.7	95.2
0700-0759	90.4	93.1	95.4	84.0	94.2	88.7	88.8	91.1	82.1	90.3	84.2	77.7	92.3	91.7	82.9	91.7
0800-0859	90.8	90.3	91.3	90.6	91.6	88.2	90.0	87.2	81.2	94.1	88.4	90.8	94.0	86.7	81.5	91.6
0900-0959	90.7	87.4	88.5	90.9	88.0	82.4	80.3	84.6	83.7	84.5	90.1	86.2	77.8	81.7	85.8	87.5
1000-1059	89.3	88.9	89.3	90.6	87.9	83.2	87.9	83.0	81.9	83.5	90.9	83.9	81.5	81.9	83.1	87.9
1100-1159	90.0	86.3	87.7	89.3	90.2	86.5	87.6	83.4	82.5	85.1	90.4	79.2	89.2	83.2	86.8	83.6
1200-1259	89.7	80.5	87.1	89.3	85.3	87.2	84.3	86.2	80.4	82.4	86.0	76.2	89.3	78.0	79.4	81.0
1300-1359	88.1	78.6	85.5	82.5	85.8	82.7	80.9	81.2	76.6	84.4	81.0	77.0	92.9	80.1	74.2	77.1
1400-1459	85.5	78.1	80.8	76.1	81.8	81.4	80.1	82.8	73.5	78.5	79.0	70.1	80.0	70.1	74.6	73.9
1500-1559	82.8	64.6	75.7	69.9	81.0	78.4	78.3	69.5	72.7	80.7	71.6	68.2	83.7	76.8	76.6	74.3
1600-1659	79.9	69.8	73.5	71.0	78.8	74.4	77.4	69.4	75.6	72.6	62.2	67.5	82.0	73.1	71.1	72.4
1700-1759	79.1	60.7	64.0	68.5	70.8	68.1	75.2	58.8	59.8	71.6	60.4	66.1	74.6	72.0	66.5	64.5
1800-1859	76.2	59.7	64.6	62.3	70.4	61.7	66.6	57.4	58.0	66.2	53.3	60.1	74.8	59.5	56.5	69.8
1900-1959	75.3	61.4	62.1	59.5	62.3	61.9	67.0	59.8	55.8	70.7	53.9	62.5	85.0	62.1	57.0	68.9
2000-2059	73.7	56.7	59.2	56.4	61.3	57.2	63.7	53.6	51.1	67.2	53.5	53.0	71.4	59.7	60.1	59.9
2100-2159	74.3	60.9	59.0	59.6	58.5	59.3	61.7	64.3	55.1	70.7	55.7	53.8	74.1	54.5	51.0	63.9
2200-2259	65.3	62.7	58.3	57.7	59.4	45.7	63.5	62.3	52.4	61.9	53.9	52.4	66.3	64.3	54.4	61.0
2300-0559	67.9	59.5	60.8	59.0	59.7	69.0	60.0	56.6	58.7	63.2	61.4	58.7	70.8	62.9	62.5	61.4
TOTAL	82.6	71.1	75.0	71.9	75.9	75.5	76.2	73.9	70.3	76.5	70.5	69.0	81.2	73.4	70.2	74.5

* 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)

JUNE 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	86.2	75.6	94.7	67.5	84.2	79.1	64.8	90.9	75.0	89.4	93.4	94.2	50.0	85.5
0700-0759	90.8	90.1	87.5	90.6	86.2	83.9	84.0	84.0	92.4	89.3	89.0	91.0	94.2	93.9	88.1
0800-0859	89.8	91.4	89.9	84.4	79.1	78.9	81.5	86.9	91.1	86.3	87.9	79.2	92.8	92.9	87.6
0900-0959	87.2	92.2	87.3	87.4	83.8	84.5	83.6	84.4	87.7	82.4	80.2	72.1	87.7	92.2	85.5
1000-1059	85.0	88.6	84.1	85.0	78.1	84.6	78.5	82.8	89.0	78.4	77.3	72.8	90.3	89.0	84.4
1100-1159	79.3	84.5	87.0	90.3	78.0	87.3	85.7	78.8	86.1	74.2	73.3	73.9	82.3	87.0	84.5
1200-1259	84.6	84.4	79.8	86.3	69.4	78.8	82.2	84.5	84.7	68.1	79.9	67.7	86.6	78.2	82.8
1300-1359	79.7	82.3	82.4	81.6	74.6	64.9	82.9	83.7	81.9	68.6	77.1	65.5	83.2	80.9	79.9
1400-1459	75.7	75.6	76.8	80.5	64.0	60.5	79.9	77.6	76.2	72.4	78.8	65.6	84.1	73.1	77.5
1500-1559	80.6	71.7	71.9	78.3	65.5	61.5	68.3	82.8	69.7	66.2	82.9	63.4	83.3	76.0	74.6
1600-1659	75.5	67.3	67.4	78.6	62.9	70.0	75.2	76.7	74.6	71.9	69.5	67.2	79.2	69.0	72.8
1700-1759	71.0	66.0	67.7	69.5	62.8	58.4	69.0	60.4	68.2	63.8	65.8	66.1	67.5	68.8	66.4
1800-1859	68.2	60.8	60.4	67.4	54.1	52.6	58.1	58.3	68.2	61.4	72.0	62.0	66.7	55.1	62.6
1900-1959	71.9	59.0	56.5	63.8	55.2	53.2	45.7	56.3	65.7	67.4	70.3	57.0	78.4	57.8	62.2
2000-2059	66.9	61.8	53.9	60.0	52.0	51.8	60.6	57.2	62.7	58.8	62.0	58.6	76.7	57.3	61.0
2100-2159	63.6	55.9	56.1	57.5	50.0	50.7	57.2	61.2	57.5	58.3	56.5	56.4	76.5	53.8	60.3
2200-2259	60.5	53.8	55.4	59.2	57.9	56.7	62.1	51.4	55.4	56.0	55.2	57.6	59.6	57.5	58.2
2300-0559	63.1	58.0	57.1	54.7	58.3	65.8	68.6	59.4	54.0	70.4	65.7	58.2	60.1	60.7	61.4
TOTAL	75.6	73.2	70.0	75.2	66.9	67.6	73.3	71.7	75.6	70.4	72.5	67.2	81.4	70.4	73.7

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

AIR TRAVEL CONSUMER REPORT

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

JUNE 2024

DEPARTURE AIRPORT*																
SCHEDULED DEPARTURE TIME	ATL	AUS	BNA	BOS	BWI	CLT	DCA	DEN	DFW	DTW	EWR	FLL	IAD	IAH	JFK	LAS
0600-0659	88.3	92.5	85.3	90.7	89.9	90.8	91.4	90.4	77.4	86.7	88.5	89.5	90.4	86.8	91.7	92.4
0700-0759	89.6	84.3	85.8	89.2	83.4	88.5	87.8	87.3	80.1	86.6	85.3	82.3	89.0	82.3	90.1	89.2
0800-0859	89.5	87.4	89.0	83.9	85.7	81.5	88.1	85.0	76.3	85.2	86.0	81.8	89.8	82.9	85.2	82.4
0900-0959	85.9	83.0	88.6	86.0	80.6	85.5	81.8	83.0	66.3	83.9	81.5	81.7	92.1	79.3	85.0	82.6
1000-1059	86.0	79.0	83.3	82.2	79.4	79.0	80.0	76.7	75.3	81.5	81.5	77.0	72.4	70.5	80.9	79.5
1100-1159	84.3	81.8	79.9	84.8	77.3	78.7	83.2	77.1	65.8	81.3	78.0	73.3	96.4	70.7	79.0	75.5
1200-1259	85.5	75.7	81.9	80.5	72.7	71.1	85.0	70.3	71.3	80.3	77.5	63.3	85.2	71.5	80.0	70.1
1300-1359	81.5	72.1	76.9	78.4	69.1	75.4	76.7	75.7	58.9	77.5	75.0	63.0	87.1	52.0	68.8	63.9
1400-1459	79.7	70.9	75.7	72.4	61.5	71.5	76.8	64.8	62.3	78.5	71.7	60.9	75.0	64.8	71.1	64.2
1500-1559	75.8	61.6	67.3	65.3	55.2	68.2	75.6	65.5	58.3	72.6	65.8	54.6	68.4	61.1	67.7	62.5
1600-1659	72.8	53.7	64.5	64.0	55.8	62.8	68.1	54.1	58.0	72.2	65.6	53.5	73.6	67.5	72.2	59.3
1700-1759	72.7	55.1	57.6	63.1	55.3	59.3	71.0	62.5	53.2	61.9	56.3	53.7	73.2	58.5	61.2	56.6
1800-1859	70.4	51.3	58.0	57.6	56.7	53.1	65.1	44.7	50.7	66.0	53.7	51.7	72.5	60.1	54.7	54.1
1900-1959	68.4	51.4	53.9	60.2	47.5	47.1	63.2	54.6	48.9	63.3	53.4	51.3	71.8	54.4	53.0	57.5
2000-2059	67.9	58.5	49.5	55.0	41.5	55.9	66.3	59.2	46.7	68.2	49.9	58.3	74.6	54.9	56.9	60.3
2100-2159	71.0	56.3	58.3	55.2	36.6	47.9	65.7	50.3	51.9	73.5	56.0	48.4	0.0	57.2	58.8	56.0
2200-2259	70.4	58.3	61.3	55.2	33.3	52.6	70.1	52.4	56.2	59.1	60.0	39.2	73.0	55.7	60.2	62.0
2300-0559	77.7	93.2	86.8	91.8	81.2	55.8	92.3	78.5	73.3	88.9	84.2	92.4	90.3	85.1	81.8	73.8
TOTAL	78.5	70.8	73.3	75.2	64.1	67.8	77.3	69.6	62.7	76.9	71.1	66.7	81.1	67.8	73.0	70.5

* 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)

JUNE 2024

DEPARTURE AIRPORT*															
SCHEDULED DEPARTURE TIME	LAX	LGA	MCO	MDW	MIA	MSP	ORD	PHL	PHX	SAN	SEA	SFO	SLC	TPA	TOTAL
0600-0659	92.1	90.9	93.0	93.2	87.1	88.8	88.1	87.3	94.1	93.9	90.6	91.5	92.7	91.0	90.2
0700-0759	89.0	90.2	87.9	84.5	83.6	85.8	85.4	86.3	89.3	89.7	88.9	90.8	89.3	91.4	87.0
0800-0859	84.2	85.8	86.5	80.9	76.9	81.6	81.6	85.9	85.7	84.3	83.1	88.4	89.7	85.7	84.4
0900-0959	82.8	86.8	82.1	79.1	70.3	81.9	76.3	74.2	82.6	78.8	75.9	80.8	90.3	85.7	82.0
1000-1059	78.5	86.0	80.1	78.0	74.4	83.3	74.8	81.4	84.3	73.9	71.7	75.6	84.4	86.0	79.3
1100-1159	75.3	83.0	76.4	72.4	68.1	84.1	65.9	72.1	77.8	73.6	72.0	76.2	84.5	83.5	77.4
1200-1259	74.5	83.0	80.0	81.8	64.0	77.4	73.9	69.7	79.9	70.9	67.9	64.4	78.0	77.5	75.8
1300-1359	74.4	77.9	65.7	67.3	59.3	73.0	74.8	75.9	76.4	64.3	74.2	63.8	73.4	70.0	72.5
1400-1459	70.5	74.7	65.0	60.8	55.2	60.2	73.5	73.7	69.9	62.7	69.2	56.7	69.8	66.1	69.0
1500-1559	72.6	70.2	61.3	62.5	48.2	64.0	67.8	71.1	64.8	61.7	74.6	60.9	79.5	57.3	66.9
1600-1659	74.2	67.1	56.3	64.1	58.3	56.7	63.5	66.4	62.7	64.9	74.8	65.9	73.3	63.5	64.0
1700-1759	68.3	64.5	56.8	59.7	51.8	53.6	64.0	63.5	59.0	65.7	63.9	66.6	68.8	53.6	62.4
1800-1859	69.9	61.6	52.7	55.3	54.3	55.2	63.0	55.9	59.0	59.1	63.3	72.1	65.8	56.6	58.3
1900-1959	69.4	58.3	48.5	45.7	45.6	58.2	56.1	53.8	62.3	53.4	70.7	66.7	60.5	45.8	56.5
2000-2059	68.7	62.4	46.2	52.0	53.5	60.1	48.4	52.5	63.0	62.9	62.9	59.4	77.3	57.9	57.1
2100-2159	71.1	63.1	41.6	39.0	43.9	55.4	59.8	61.4	64.8	71.9	63.6	66.7	77.2	55.1	58.6
2200-2259	70.4	48.5	53.0	39.5	50.0	54.2	50.9	65.4	67.0	77.8	55.4	76.6	74.1	42.0	60.8
2300-0559	80.0	83.3	81.4	91.5	81.3	87.2	83.2	86.0	84.5	0.0	73.3	75.0	78.0	93.6	80.3
TOTAL	77.1	75.7	68.7	66.0	59.8	70.5	69.8	71.2	74.7	72.7	72.8	73.8	79.2	72.9	71.6

* 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
JUNE 2024

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Aberdeen, SD (ABR)	53.3	70.0	60	60
Abilene, TX (ABI)	67.6	77.2	145	145
Adak Island, AK (ADK)	88.9	88.9	9	9
Aguadilla, PR (BQN)	56.3	57.4	208	209
Akron, OH (CAK)	70.3	74.9	327	327
Albany, GA (ABY)	71.7	83.3	60	60
Albany, NY (ALB)	70.7	77.5	1036	1035
Albuquerque, NM (ABQ)	71.8	78.2	2077	2079
Alexandria, LA (AEX)	87.6	85.2	169	169
Allentown/Bethlehem/Easton, PA (ABE)	76.1	81.0	414	415
Alpena, MI (APN)	73.1	75.0	52	52
Amarillo, TX (AMA)	68.1	76.6	445	445
Anchorage, AK (ANC)	75.8	84.5	2129	2126
Appleton, WI (ATW)	74.4	76.3	520	520
Arcata/Eureka, CA (ACV)	78.8	83.3	113	114
Asheville, NC (AVL)	72.9	67.2	1190	1191
Ashland, WV (HTS)	68.9	52.2	90	90
Aspen, CO (ASE)	70.0	70.4	696	696
Atlanta, GA (ATL)	82.6	78.5	29353	29361
Atlantic City, NJ (ACY)	69.7	75.0	244	244
Augusta, GA (AGS)	85.1	86.4	368	367
Austin, TX (AUS)	71.1	70.8	7551	7551
Bakersfield, CA (BFL)	76.1	83.7	222	221
Baltimore, MD (BWI)	75.9	64.1	8778	8779
Bangor, ME (BGR)	70.6	75.0	513	512
Barrow, AK (BRW)	70.0	73.3	30	30
Baton Rouge, LA (BTR)	77.6	81.1	428	428
Beaumont/Port Arthur, TX (BPT)	83.3	91.7	60	60
Bellefonte, PA (BFB)	77.4	73.3	146	146
Bellingham, WA (BLI)	79.5	83.0	264	264
Bemidji, MN (BJI)	63.3	75.0	60	60
Bend/Redmond, OR (RDM)	77.5	81.3	471	471
Bethel, AK (BET)	80.0	81.7	60	60
Billings, MT (BIL)	67.8	82.5	395	395
Binghamton, NY (BGM)	76.7	83.3	30	30
Birmingham, AL (BHM)	70.7	78.2	1461	1457
Bismarck/Mandan, ND (BIS)	71.3	77.6	342	343
Bloomington/Normal, IL (BMI)	75.9	79.7	158	158
Boise, ID (BOI)	74.6	82.1	2062	2063
Boston, MA (BOS)	71.9	75.2	12570	12568
Bozeman, MT (BZN)	72.9	79.6	1037	1036

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Brainerd, MN (BRD)	80.8	78.8	52	52
Bristol/Johnson City/Kingsport, TN (TRI)	81.3	85.5	187	186
Brownsville, TX (BRO)	75.6	81.6	201	201
Brunswick, GA (BQK)	71.7	80.0	60	60
Buffalo, NY (BUF)	69.5	76.7	1913	1916
Burbank, CA (BUR)	74.9	76.3	2671	2670
Burlington, VT (BTV)	75.8	79.6	757	756
Butte, MT (BTM)	78.6	82.1	56	56
Casper, WY (CPR)	72.2	72.6	212	212
Cedar City, UT (CDC)	75.0	82.7	52	52
Cedar Rapids/Iowa City, IA (CID)	65.1	78.1	685	684
Champaign/Urbana, IL (CMI)	65.5	75.0	116	116
Charleston, SC (CHS)	77.3	77.8	2392	2392
Charleston/Dunbar, WV (CRW)	77.1	79.5	293	293
Charlotte Amalie, VI (STT)	74.0	70.6	504	504
Charlotte, NC (CLT)	75.5	67.8	18712	18712
Charlottesville, VA (CHO)	81.6	85.2	250	250
Chattanooga, TN (CHA)	79.3	79.9	547	547
Cheyenne, WY (CYS)	83.6	87.3	55	55
Chicago, IL (MDW)	75.2	66.0	7537	7537
Chicago, IL (ORD)	73.3	69.8	24209	24207
Christiansted, VI (STX)	59.4	55.7	106	106
Cincinnati, OH (CVG)	73.3	78.4	3631	3631
Clarksburg/Fairmont, WV (CKB)	68.8	65.6	32	32
Cleveland, OH (CLE)	69.1	76.0	3725	3723
Cody, WY (COD)	76.5	71.4	98	98
College Station/Bryan, TX (CLL)	67.8	77.8	90	90
Colorado Springs, CO (COS)	71.8	80.0	1170	1170
Columbia, MO (COU)	51.8	63.1	168	168
Columbia, SC (CAE)	78.9	83.7	558	558
Columbus, GA (CSG)	85.7	82.1	84	84
Columbus, MS (GTR)	91.7	93.3	60	60
Columbus, OH (CMH)	76.2	80.6	3631	3629
Columbus, OH (LCK)	79.4	75.7	136	136
Concord, NC (USA)	65.6	60.7	61	61
Cordova, AK (CDV)	88.3	90.0	60	60
Corpus Christi, TX (CRP)	68.0	73.1	316	316
Dallas, TX (DAL)	74.4	67.9	6274	6275
Dallas/Fort Worth, TX (DFW)	70.3	62.7	27685	27690
Dayton, OH (DAY)	76.9	81.6	629	629
Daytona Beach, FL (DAB)	86.6	87.4	246	246

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

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Deadhorse, AK (SCC)	82.2	88.9	45	45
Decatur, IL (DEC)	71.2	75.0	52	52
Denver, CO (DEN)	73.9	69.6	27576	27585
Des Moines, IA (DSM)	67.1	76.2	1281	1281
Detroit, MI (DTW)	76.5	76.9	11406	11408
Devils Lake, ND (DVL)	75.0	73.2	56	56
Dickinson, ND (DIK)	81.8	89.1	55	55
Dillingham, AK (DLG)	77.8	83.3	18	18
Dodge City, KS (DDC)	84.3	76.5	51	51
Dothan, AL (DHN)	80.0	88.3	60	60
Duluth, MN (DLH)	74.6	77.3	181	181
Durango, CO (DRO)	76.7	80.1	356	356
Eagle, CO (EGE)	76.8	79.0	220	219
El Paso, TX (ELP)	73.9	77.8	1515	1516
Elko, NV (EKO)	80.0	83.3	30	30
Elmira/Corning, NY (ELM)	71.3	71.3	80	80
Escanaba, MI (ESC)	73.1	75.0	52	52
Eugene, OR (EUG)	78.2	81.5	606	607
Evansville, IN (EVV)	72.6	81.7	197	197
Everett, WA (PAE)	87.7	89.5	57	57
Fairbanks, AK (FAI)	74.0	82.8	373	373
Fargo, ND (FAR)	69.7	75.8	565	565
Fayetteville, AR (XNA)	75.1	77.7	1173	1170
Fayetteville, NC (FAY)	85.6	89.0	146	145
Flagstaff, AZ (FLG)	83.6	81.5	146	146
Flint, MI (FNT)	70.4	81.1	159	159
Fort Dodge, IA (FOD)	68.6	72.5	51	51
Fort Lauderdale, FL (FLL)	69.0	66.7	7287	7290
Fort Myers, FL (RSW)	73.7	76.9	2078	2084
Fort Smith, AR (FSM)	55.0	62.4	109	109
Fort Wayne, IN (FWA)	69.3	72.3	398	397
Fresno, CA (FAT)	73.7	79.2	981	981
Gainesville, FL (GNV)	79.7	81.5	286	286
Garden City, KS (GCK)	53.3	83.3	60	60
Gillette, WY (GCC)	78.3	86.7	60	60
Grand Forks, ND (GFK)	59.6	74.7	99	99
Grand Island, NE (GRI)	74.4	71.8	78	78
Grand Junction, CO (GJT)	83.2	82.4	346	346
Grand Rapids, MI (GRR)	70.9	76.5	1526	1526
Great Falls, MT (GTF)	75.9	90.1	191	191
Green Bay, WI (GRB)	65.8	76.7	374	373

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Greensboro/High Point, NC (GSO)	75.1	82.1	1029	1029
Greer, SC (GSP)	77.6	82.9	1413	1413
Guam, TT (GUM)	85.0	80.0	60	60
Gulfport/Biloxi, MS (GPT)	79.9	79.2	298	298
Gunnison, CO (GUC)	80.0	80.0	65	65
Gustavus, AK (GST)	100.0	100.0	30	30
Hagerstown, MD (HGR)	55.6	44.4	36	36
Hancock/Houghton, MI (CMX)	70.0	80.0	60	60
Harlingen/San Benito, TX (HRL)	70.9	76.2	320	319
Harrisburg, PA (MDT)	72.0	77.5	504	503
Hartford, CT (BDL)	70.3	74.7	1886	1884
Hattiesburg/Laurel, MS (PIB)	84.3	86.3	51	51
Hayden, CO (HDN)	78.7	80.3	122	122
Hays, KS (HYS)	68.6	94.1	51	51
Helena, MT (HLN)	83.3	88.3	120	120
Hibbing, MN (HIB)	69.2	78.8	52	52
Hilo, HI (ITO)	87.8	87.4	547	547
Hilton Head, SC (HHH)	80.9	78.0	236	236
Hobbs, NM (HOB)	50.0	70.0	60	60
Honolulu, HI (HNL)	83.8	85.7	5219	5217
Houston, TX (HOU)	73.2	66.8	5075	5075
Houston, TX (IAH)	73.4	67.8	10026	10028
Huntsville, AL (HSV)	73.0	77.1	740	739
Hyannis, MA (HYA)	76.9	72.3	65	65
Idaho Falls, ID (IDA)	82.9	85.9	327	327
Indianapolis, IN (IND)	73.2	79.1	4159	4158
International Falls, MN (INL)	67.9	67.9	56	56
Iron Mountain/Kingsfd, MI (IMT)	71.7	76.7	60	60
Islip, NY (ISP)	72.3	75.1	397	397
Ithaca/Cortland, NY (ITH)	63.3	73.8	60	61
Jackson, WY (JAC)	74.5	79.8	580	580
Jackson/Vicksburg, MS (JAN)	74.7	78.0	580	582
Jacksonville, FL (JAX)	70.8	75.9	2574	2575
Jacksonville/Camp Lejeune, NC (OAJ)	85.8	96.6	148	146
Jamestown, ND (JMS)	61.5	66.7	39	39
Johnstown, PA (JST)	71.7	83.3	60	60
Joplin, MO (JLN)	73.1	78.8	52	52
Juneau, AK (JNU)	79.2	86.6	486	485
Kahului, HI (OGG)	88.9	90.2	2274	2276
Kalamazoo, MI (AZO)	75.0	78.6	84	84
Kalispell, MT (FCA)	75.8	80.8	467	468

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

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Kansas City, MO (MCI)	73.2	78.5	4449	4450
Ketchikan, AK (KTN)	81.7	82.1	252	252
Key West, FL (EYW)	73.7	69.4	509	509
Killeen, TX (GRK)	63.0	63.9	146	147
King Salmon, AK (AKN)	83.3	94.4	36	36
Knoxville, TN (TYS)	74.9	81.0	1467	1467
Kodiak, AK (ADQ)	78.9	86.8	76	76
Kona, HI (KOA)	85.6	89.6	1400	1399
Kotzebue, AK (OTZ)	86.7	86.7	30	30
La Crosse, WI (LSE)	58.3	92.3	12	13
Lafayette, LA (LFT)	76.6	77.2	273	272
Lake Charles, LA (LCH)	82.2	82.2	90	90
Lansing, MI (LAN)	56.0	64.2	109	109
Laramie, WY (LAR)	74.5	78.4	51	51
Laredo, TX (LRD)	67.9	72.1	165	165
Las Vegas, NV (LAS)	74.5	70.5	15696	15699
Latrobe, PA (LBE)	83.3	86.7	60	60
Lawton/Fort Sill, OK (LAW)	83.3	84.4	90	90
Lewiston, ID (LWS)	82.2	90.0	90	90
Lexington, KY (LEX)	72.5	78.3	819	817
Liberal, KS (LBL)	86.3	84.3	51	51
Lihue, HI (LIH)	84.7	88.4	1384	1385
Lincoln, NE (LNK)	70.5	83.8	210	210
Little Rock, AR (LIT)	73.1	75.4	1137	1137
Long Beach, CA (LGB)	81.5	82.5	1484	1484
Longview, TX (GGG)	83.3	85.0	60	60
Los Angeles, CA (LAX)	75.6	77.1	16677	16676
Louisville, KY (SDF)	73.8	81.2	2159	2156
Lubbock, TX (LBB)	70.9	80.3	508	508
Madison, WI (MSN)	67.5	77.8	1052	1051
Manchester, NH (MHT)	79.2	84.6	500	499
Manhattan/Ft. Riley, KS (MHK)	66.3	79.1	86	86
Marquette, MI (MQT)	69.3	81.8	88	88
Martha's Vineyard, MA (MVY)	79.0	76.0	233	233
Mason City, IA (MCW)	72.5	74.5	51	51
Medford, OR (MFR)	76.5	80.9	371	371
Melbourne, FL (MLB)	88.5	86.3	226	226
Memphis, TN (MEM)	73.2	78.3	2093	2093
Meridian, MS (MEI)	74.5	88.2	51	51
Miami, FL (MIA)	66.9	59.8	8542	8553
Midland/Odessa, TX (MAF)	70.4	72.7	834	833

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Milwaukee, WI (MKE)	73.6	79.8	2443	2443
Minneapolis, MN (MSP)	67.6	70.5	11268	11265
Minot, ND (MOT)	67.8	73.4	199	199
Mission/McAllen/Edinburg, TX (MFE)	62.4	70.7	410	409
Missoula, MT (MSO)	74.8	78.1	508	508
Mobile, AL (MOB)	75.9	79.2	216	216
Moline, IL (MLI)	67.5	80.6	360	360
Monroe, LA (MLU)	82.8	81.7	169	169
Monterey, CA (MRY)	76.1	80.5	427	426
Montgomery, AL (MGM)	76.0	77.3	225	225
Montrose/Delta, CO (MTJ)	76.7	76.7	240	240
Mosinee, WI (CWA)	66.7	80.0	60	60
Myrtle Beach, SC (MYR)	74.4	76.1	1955	1952
Nantucket, MA (ACK)	79.2	75.1	346	346
Nashville, TN (BNA)	75.0	73.3	8895	8899
New Orleans, LA (MSY)	72.9	73.8	4203	4205
New York, NY (JFK)	70.2	73.0	10459	10455
New York, NY (LGA)	73.2	75.7	13560	13562
Newark, NJ (EWR)	70.5	71.1	10771	10768
Newburgh/Poughkeepsie, NY (SWF)	80.0	62.9	35	35
Niagara Falls, NY (IAG)	72.4	58.6	29	29
Nome, AK (OME)	83.3	83.3	30	30
Norfolk, VA (ORF)	70.6	72.9	1857	1857
North Bend/Coos Bay, OR (OTH)	89.7	87.2	39	39
North Platte, NE (LBF)	86.5	78.8	52	52
Oakland, CA (OAK)	75.9	74.7	3620	3621
Oklahoma City, OK (OKC)	73.1	79.5	2040	2039
Omaha, NE (OMA)	68.3	74.2	2059	2058
Ontario, CA (ONT)	74.4	80.0	2304	2304
Orlando, FL (MCO)	70.0	68.7	13179	13175
Pago Pago, TT (PPG)	91.7	75.0	12	12
Palm Springs, CA (PSP)	77.4	83.7	654	656
Panama City, FL (ECP)	70.8	70.0	1017	1016
Pasco/Kennewick/Richland, WA (PSC)	76.8	85.9	410	410
Pellston, MI (PLN)	76.8	82.0	112	111
Pensacola, FL (PNS)	72.5	75.3	1380	1378
Peoria, IL (PIA)	73.9	72.0	318	318
Petersburg, AK (PSG)	81.7	85.0	60	60
Philadelphia, PA (PHL)	71.7	71.2	9376	9374
Phoenix, AZ (AZA)	77.4	81.1	514	513
Phoenix, AZ (PHX)	75.6	74.7	15322	15326

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

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Pittsburgh, PA (PIT)	71.6	77.4	3927	3926
Plattsburgh, NY (PBG)	69.7	63.6	33	33
Pocatello, ID (PIH)	81.7	90.0	60	60
Ponce, PR (PSE)	61.3	70.4	80	81
Portland, ME (PWM)	74.0	75.6	1286	1285
Portland, OR (PDX)	72.0	77.6	5271	5268
Portsmouth, NH (PSM)	78.6	75.0	28	28
Prescott, AZ (PRC)	65.0	75.0	60	60
Providence, RI (PVD)	72.9	78.7	1278	1279
Provo, UT (PVU)	71.1	85.5	159	159
Punta Gorda, FL (PGD)	73.9	77.3	490	490
Raleigh/Durham, NC (RDU)	72.4	74.8	5508	5509
Rapid City, SD (RAP)	70.8	73.2	537	538
Redding, CA (RDD)	72.8	80.0	114	115
Reno, NV (RNO)	73.4	80.0	1806	1805
Rhineland, WI (RHI)	56.1	70.7	82	82
Richmond, VA (RIC)	72.2	75.8	1631	1632
Riverton/Lander, WY (RIW)	83.3	88.3	60	60
Roanoke, VA (ROA)	76.9	73.4	229	229
Rochester, MN (RST)	67.0	67.4	94	95
Rochester, NY (ROC)	74.1	77.7	1014	1015
Rock Springs, WY (RKS)	88.3	98.3	60	60
Rockford, IL (RFD)	83.6	75.3	73	73
Roswell, NM (ROW)	73.3	72.2	90	90
Sacramento, CA (SMF)	74.0	77.2	4756	4756
Saginaw/Bay City/Midland, MI (MBS)	73.7	80.0	190	190
Saipan, TT (SPN)	93.3	80.0	30	30
Salina, KS (SLN)	74.5	84.3	51	51
Salt Lake City, UT (SLC)	81.4	79.2	9606	9610
San Angelo, TX (SJT)	76.7	75.6	90	90
San Antonio, TX (SAT)	70.9	75.8	3555	3555
San Diego, CA (SAN)	70.4	72.7	8294	8291
San Francisco, CA (SFO)	67.2	73.8	10263	10256
San Jose, CA (SJC)	76.3	79.6	4374	4382
San Juan, PR (SJU)	66.1	70.7	3411	3409
San Luis Obispo, CA (SBP)	77.1	83.5	414	413
Sanford, FL (SFB)	67.4	70.5	970	971
Santa Ana, CA (SNA)	77.6	78.1	3551	3551
Santa Barbara, CA (SBA)	80.9	82.5	664	662
Santa Fe, NM (SAF)	78.0	75.0	300	300
Santa Maria, CA (SMX)	66.7	66.7	9	9

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Santa Rosa, CA (STS)	76.5	76.3	289	287
Sarasota/Bradenton, FL (SRQ)	77.0	79.5	1152	1153
Sault Ste. Marie, MI (CIU)	75.0	76.7	60	60
Savannah, GA (SAV)	78.1	79.4	1701	1702
Scottsbluff, NE (BFF)	78.8	82.7	52	52
Scranton/Wilkes-Barre, PA (AVP)	57.5	76.7	146	146
Seattle, WA (SEA)	72.5	72.8	15186	15183
Sheridan, WY (SHR)	76.7	90.0	60	60
Shreveport, LA (SHV)	72.5	77.0	400	400
Sioux City, IA (SUX)	66.7	81.7	60	60
Sioux Falls, SD (FSD)	68.3	74.7	571	572
Sitka, AK (SIT)	69.5	84.4	174	173
South Bend, IN (SBN)	75.8	76.8	504	504
Spokane, WA (GEG)	71.2	82.3	1513	1511
Springfield, IL (SPI)	75.0	62.5	8	8
Springfield, MO (SGF)	72.1	72.7	890	889
St. Cloud, MN (STC)	100.0	100.0	8	8
St. George, UT (SGU)	83.0	86.9	206	206
St. Louis, MO (STL)	76.0	73.7	5825	5825
St. Petersburg, FL (PIE)	70.0	73.8	867	867
State College, PA (SCE)	65.9	72.3	82	83
Stillwater, OK (SWO)	83.3	85.0	60	60
Stockton, CA (SCK)	77.3	56.8	44	44
Sun Valley/Hailey/Ketchum, ID (SUN)	86.9	92.8	153	152
Syracuse, NY (SYR)	71.9	81.8	1207	1206
Tallahassee, FL (TLH)	77.1	79.6	529	529
Tampa, FL (TPA)	70.4	72.9	6243	6247
Texarkana, AR (TXK)	51.7	68.3	60	60
Toledo, OH (TOL)	92.3	88.5	26	26
Traverse City, MI (TVC)	77.5	77.5	512	510
Trenton, NJ (TTN)	70.9	71.6	134	134
Tucson, AZ (TUS)	76.0	80.1	1361	1363
Tulsa, OK (TUL)	72.6	79.3	1553	1554
Twin Falls, ID (TFW)	91.7	93.3	60	60
Tyler, TX (TYR)	81.1	80.0	90	90
Valdosta, GA (VLD)	90.0	93.3	60	60
Valparaiso, FL (VPS)	77.9	79.1	1141	1141
Victoria, TX (VCT)	72.5	90.2	51	51
Waco, TX (ACT)	50.0	63.3	90	90
Walla Walla, WA (ALW)	81.7	86.7	60	60
Washington, DC (DCA)	76.2	77.3	11461	11457

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

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Washington, DC (IAD)	81.2	81.1	4520	4517
West Palm Beach/Palm Beach, FL (PBI)	71.1	72.5	2012	2013
West Yellowstone, MT (WYS)	80.6	79.0	62	62
White Plains, NY (HPN)	74.4	82.0	986	986
Wichita Falls, TX (SPS)	80.0	86.7	60	60
Wichita, KS (ICT)	65.7	77.8	928	928
Williston, ND (XWA)	71.8	78.2	170	170
Wilmington, NC (ILM)	76.1	79.3	732	731
Worcester, MA (ORH)	84.3	74.8	115	115
Wrangell, AK (WRG)	80.0	91.7	60	60
Yakutat, AK (YAK)	86.7	83.3	60	60
Yuma, AZ (YUM)	86.4	86.4	118	118

AIR TRAVEL CONSUMER REPORT

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

JUNE 2024

CARRIER ¹	AT ALL US AIRPORTS				
	NUMBER OF AIRPORTS REPORTED	FLIGHT OPERATIONS SCHEDULED	FLIGHT OPERATIONS CANCELLED	PERCENT OF OPERATIONS CANCELLED	RANK
SOUTHWEST AIRLINES	107	123817	406	0.3	1
ALASKA AIRLINES NETWORK	106	36131	205	0.6	2
- ALASKA AIRLINES	89	22166	153	0.7	
- BRANDED CODESHARE PARTNERS	57	13965	52	0.4	
HAWAIIAN AIRLINES	22	6597	45	0.7	3
DELTA AIR LINES NETWORK	213	133693	1065	0.8	4
- DELTA AIR LINES	145	89065	191	0.2	
- BRANDED CODESHARE PARTNERS	178	44628	874	2.0	
ALLEGiant AIR	122	12229	146	1.2	5
UNITED AIRLINES NETWORK	215	113679	1725	1.5	6
- UNITED AIRLINES	116	63005	781	1.2	
- BRANDED CODESHARE PARTNERS	194	50674	944	1.9	
AMERICAN AIRLINES NETWORK	225	163667	2978	1.8	7
- AMERICAN AIRLINES	128	85581	1942	2.3	
- BRANDED CODESHARE PARTNERS	208	78086	1036	1.3	
JETBLUE AIRWAYS	67	19903	490	2.5	8
SPIRIT AIRLINES	59	23437	600	2.6	9
FRONTIER AIRLINES	81	18646	655	3.5	10
TOTAL AIRPORTS SERVED	353	651,799	8,315	1.3	

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

JUNE 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	145	89065	191	0.2	1
SOUTHWEST AIRLINES	107	123817	406	0.3	2
HAWAIIAN AIRLINES	22	6597	45	0.7	3
ALASKA AIRLINES	89	22166	153	0.7	4
SKYWEST AIRLINES	245	61853	530	0.9	5
PSA AIRLINES	87	18526	215	1.2	6
ALLEGiant AIR	122	12229	146	1.2	7
UNITED AIRLINES	116	63005	781	1.2	8
ENVOY AIR	149	25111	407	1.6	9
AMERICAN AIRLINES	128	85581	1942	2.3	10
JETBLUE AIRWAYS	67	19903	490	2.5	11
SPIRIT AIRLINES	59	23437	600	2.6	12
REPUBLIC AIRWAYS	76	24504	773	3.2	13
ENDEAVOR AIR	95	16692	542	3.2	14
FRONTIER AIRLINES	81	18646	655	3.5	15
TOTAL AIRPORTS SERVED	340	611,132	7,876	1.3	

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 - JUNE 2024			JANUARY - JUNE 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	745,272	4,825	0.65	726,677	10,573	1.45
	- DELTA AIR LINES	488,548	1,157	0.24	477,735	6,646	1.39
	- BRANDED CODESHARE PARTNERS	256,724	3,668	1.43	248,942	3,927	1.58
2	ALLEGiant AIR	59,180	500	0.84	59,590	485	0.81
3	SOUTHWEST AIRLINES	712,760	6,918	0.97	689,600	9,073	1.32
4	HAWAIIAN AIRLINES	38,722	495	1.28	39,902	541	1.36
	- HAWAIIAN AIRLINES	38,722	495	1.28	-	-	-
5	SPIRIT AIRLINES	131,962	1,933	1.46	131,093	2,844	2.17
6	JETBLUE AIRWAYS	121,653	1,792	1.47	142,947	2,656	1.86
7	AMERICAN AIRLINES NETWORK	930,291	15,156	1.63	856,172	12,338	1.44
	- AMERICAN AIRLINES	488,037	7,999	1.64	462,230	6,313	1.37
	- BRANDED CODESHARE PARTNERS	442,254	7,157	1.62	393,942	6,025	1.53
8	UNITED AIRLINES NETWORK	651,906	14,138	2.17	638,398	13,335	2.09
	- UNITED AIRLINES	368,823	7,281	1.97	354,181	5,988	1.69
	- BRANDED CODESHARE PARTNERS	283,083	6,857	2.42	284,217	7,347	2.58
9	FRONTIER AIRLINES	100,234	2,238	2.23	82,101	1,775	2.16
10	ALASKA AIRLINES NETWORK	193,089	4,538	2.35	186,743	1,957	1.05
	- ALASKA AIRLINES	117,130	3,777	3.22	119,240	1,435	1.20
	- BRANDED CODESHARE PARTNERS	75,959	761	1.00	67,503	522	0.77
TOTAL		3,685,069	52,533	1.43	3,553,223	55,577	1.56

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 - JUNE 2024			JANUARY - JUNE 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	488,548	1,157	0.24	477,735	6,646	1.39
2	ALLEGiant AIR	59,180	500	0.84	59,590	485	0.81
3	SOUTHWEST AIRLINES	712,760	6,918	0.97	689,600	9,073	1.32
4	HAWAIIAN AIRLINES	38,722	495	1.28	39,902	541	1.36
5	SPIRIT AIRLINES	131,962	1,933	1.46	131,093	2,844	2.17
6	JETBLUE AIRWAYS	121,653	1,792	1.47	142,947	2,656	1.86
7	PSA AIRLINES	105,504	1,564	1.48	95,184	1,311	1.38
8	SKYWEST AIRLINES	350,009	5,642	1.61	327,485	5,925	1.81
9	AMERICAN AIRLINES	488,037	7,999	1.64	462,230	6,313	1.37
10	ENDEAVOR AIR	99,656	1,856	1.86	97,384	1,860	1.91
11	REPUBLIC AIRWAYS	142,782	2,702	1.89	153,486	3,318	2.16
12	UNITED AIRLINES	368,823	7,281	1.97	354,181	5,988	1.69
13	ENVOY AIR	136,339	2,812	2.06	108,411	1,668	1.54
14	FRONTIER AIRLINES	100,234	2,238	2.23	82,101	1,775	2.16
15	ALASKA AIRLINES	117,130	3,777	3.22	119,240	1,435	1.20
	TOTAL	3,461,339	48,666	1.41	3,340,569	51,838	1.55

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

JUNE 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	36131	27750	76.80	205	0.57	55	0.15	1929	5.34	166	0.46	2922	8.09	40	0.11	3065	8.48
- ALASKA AIRLINES	22166	16379	73.89	153	0.69	40	0.18	1329	6.00	120	0.54	1967	8.87	33	0.15	2145	9.68
- BRANDED CODESHARE PARTNERS	13965	11371	81.42	52	0.37	15	0.11	600	4.30	46	0.33	955	6.84	7	0.05	919	6.58
ALLEGiant AIR	12229	8976	73.40	146	1.19	40	0.33	868	7.10	220	1.80	638	5.22	19	0.16	1322	10.81
AMERICAN AIRLINES NETWORK	163667	117267	71.65	2978	1.82	553	0.34	12515	7.65	2201	1.34	8928	5.45	134	0.08	19091	11.66
- AMERICAN AIRLINES	85581	56488	66.01	1942	2.27	349	0.41	8154	9.53	1152	1.35	4898	5.72	81	0.09	12518	14.63
- BRANDED CODESHARE PARTNERS	78086	60779	77.84	1036	1.33	204	0.26	4362	5.59	1049	1.34	4029	5.16	53	0.07	6574	8.42
DELTA AIR LINES NETWORK	133693	105069	78.59	1065	0.80	390	0.29	11283	8.44	1614	1.21	7393	5.53	19	0.01	6860	5.13
- DELTA AIR LINES	89065	71003	79.72	191	0.21	289	0.32	6661	7.48	499	0.56	5043	5.66	11	0.01	5369	6.03
- BRANDED CODESHARE PARTNERS	44628	34066	76.33	874	1.96	101	0.23	4623	10.36	1115	2.50	2350	5.27	8	0.02	1491	3.34
FRONTIER AIRLINES	18646	11432	61.31	655	3.51	39	0.21	1544	8.28	85	0.46	1644	8.82	0	0.00	3247	17.41
HAWAIIAN AIRLINES	6597	5512	83.55	45	0.68	5	0.08	612	9.28	4	0.06	35	0.53	4	0.06	380	5.76
JETBLUE AIRWAYS	19903	13878	69.73	490	2.46	125	0.63	1897	9.53	134	0.67	1587	7.97	16	0.08	1775	8.92
SOUTHWEST AIRLINES	123817	91302	73.74	406	0.33	363	0.29	9780	7.90	547	0.44	5549	4.48	129	0.10	15741	12.71
SPIRIT AIRLINES	23437	16581	70.75	600	2.56	67	0.29	1620	6.91	189	0.81	2641	11.27	72	0.31	1668	7.12
UNITED AIRLINES NETWORK	113679	86208	75.83	1725	1.52	468	0.41	8648	7.61	1214	1.07	6989	6.15	4	0.00	8422	7.41
- UNITED AIRLINES	63005	46994	74.59	781	1.24	263	0.42	4422	7.02	603	0.96	4610	7.32	1	0.00	5331	8.46
- BRANDED CODESHARE PARTNERS	50674	39214	77.38	944	1.86	205	0.40	4226	8.34	611	1.21	2380	4.70	3	0.01	3091	6.10
TOTAL	651,799	483,975	74.25	8,315	1.28	2,105	0.32	50,697	7.78	6,374	0.98	38,325	5.88	436	0.07	61,572	9.45

*** 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
JUNE 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	22166	16379	73.89	153	0.69	40	0.18	1329	6.00	120	0.54	1967	8.87	33	0.15	2145	9.68
ALLEGIAN AIR	12229	8976	73.40	146	1.19	40	0.33	868	7.10	220	1.80	638	5.22	19	0.16	1322	10.81
AMERICAN AIRLINES	85581	56488	66.01	1942	2.27	349	0.41	8154	9.53	1152	1.35	4898	5.72	81	0.09	12518	14.63
DELTA AIR LINES	89065	71003	79.72	191	0.21	289	0.32	6661	7.48	499	0.56	5043	5.66	11	0.01	5369	6.03
ENDEAVOR AIR	16692	12969	77.70	542	3.25	34	0.20	839	5.03	90	0.54	967	5.79	0	0.00	1251	7.49
ENVOY AIR	25111	17672	70.38	407	1.62	59	0.23	1631	6.50	393	1.57	1556	6.20	16	0.06	3377	13.45
FRONTIER AIRLINES	18646	11432	61.31	655	3.51	39	0.21	1544	8.28	85	0.46	1644	8.82	0	0.00	3247	17.41
HAWAIIAN AIRLINES	6597	5512	83.55	45	0.68	5	0.08	612	9.28	4	0.06	35	0.53	4	0.06	380	5.76
JETBLUE AIRWAYS	19903	13878	69.73	490	2.46	125	0.63	1897	9.53	134	0.67	1587	7.97	16	0.08	1775	8.92
PSA AIRLINES	18526	14927	80.57	215	1.16	43	0.23	878	4.74	213	1.15	906	4.89	19	0.10	1325	7.15
REPUBLIC AIRWAYS	24504	19839	80.96	773	3.15	57	0.23	1016	4.15	183	0.75	1661	6.78	2	0.01	972	3.97
SKYWEST AIRLINES	61853	47375	76.59	530	0.86	211	0.34	7243	11.71	1558	2.52	2630	4.25	30	0.05	2276	3.68
SOUTHWEST AIRLINES	123817	91302	73.74	406	0.33	363	0.29	9780	7.90	547	0.44	5549	4.48	129	0.10	15741	12.71
SPIRIT AIRLINES	23437	16581	70.75	600	2.56	67	0.29	1620	6.91	189	0.81	2641	11.27	72	0.31	1668	7.12
UNITED AIRLINES	63005	46994	74.59	781	1.24	263	0.42	4422	7.02	603	0.96	4610	7.32	1	0.00	5331	8.46
TOTAL	611,132	451,327	73.85	7,876	1.29	1,984	0.32	48,494	7.94	5,989	0.98	36,332	5.95	432	0.07	58,698	9.60

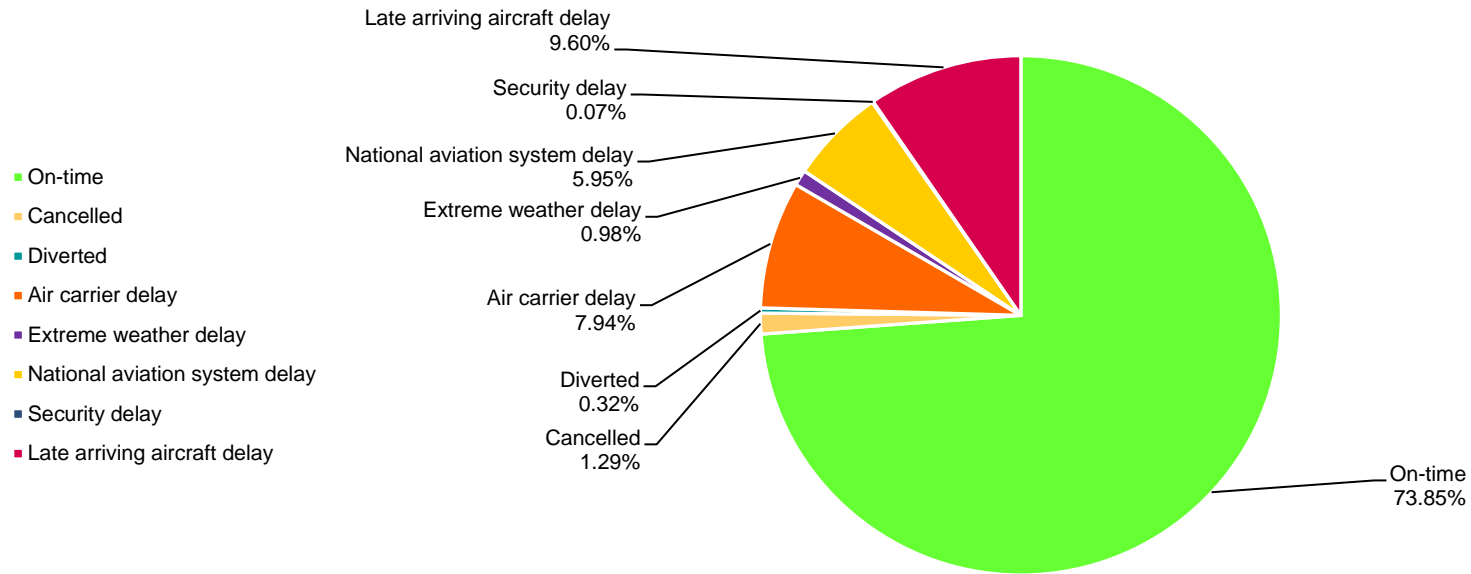
*** Causes of Delay:**

- **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
JUNE 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

JUNE 2024

MARKETING CARRIER	OPERATING CARRIER	FLIGHT NUMBER	ORIGIN AIRPORT	DESTINATION AIRPORT	DATE OF FLIGHT	LOCATION OF LONGEST TARMAC DELAY	LENGTH OF TARMAC DELAY
AMERICAN	PSA	5034	PHL	MYR	6/30/2024	Origin Airport	5:05
AMERICAN	PSA	5577	PHL	CVG	6/30/2024	Origin Airport	4:57
FRONTIER	FRONTIER	1165	SJU	PHL	6/26/2024	Destination Airport	4:56
FRONTIER	FRONTIER	2043	PHL	IND	6/30/2024	Origin Airport	4:55
AMERICAN	AMERICAN	2427	IAH	PHL	6/30/2024	Destination Airport	4:48
AMERICAN	PSA	5354	PHL	MKE	6/30/2024	Origin Airport	4:38
AMERICAN	AMERICAN	131	IND	PHL	6/30/2024	Destination Airport	4:35
AMERICAN	PIEDMONT	5843	PHL	TYS	6/30/2024	Origin Airport	4:33
FRONTIER	FRONTIER	4170	MCO	PHL	6/26/2024	Destination Airport	4:20
AMERICAN	AMERICAN	2717	MSP	PHL	6/30/2024	Destination Airport	4:18
AMERICAN	PSA	5340	BHM	PHL	6/30/2024	Destination Airport	4:13
FRONTIER	FRONTIER	3855	PHL	MCO	6/26/2024	Origin Airport	4:12
AMERICAN	AMERICAN	2606	AUS	PHL	6/30/2024	Destination Airport	4:04
AMERICAN	AMERICAN	2870	SEA	PHL	6/30/2024	Destination Airport	4:03
AMERICAN	AMERICAN	487	RSW	PHL	6/30/2024	Destination Airport	4:02
AMERICAN	AMERICAN	2661	SFO	PHL	6/30/2024	Destination Airport	3:59
AMERICAN	PSA	5273	PHL	SAV	6/30/2024	Origin Airport	3:59
AMERICAN	AMERICAN	2980	CLE	PHL	6/30/2024	Destination Airport	3:57
FRONTIER	FRONTIER	2002	CMH	PHL	6/26/2024	Destination Airport	3:53
UNITED	UNITED	2660	PHL	DEN	6/30/2024	Origin Airport	3:51
AMERICAN	AMERICAN	583	DFW	PHL	6/30/2024	Destination Airport	3:50
UNITED	REPUBLIC	3454	EWR	BUF	6/22/2024	Origin Airport	3:48
SPIRIT	SPIRIT	1	FLL	ORD	6/12/2024	Origin Airport	3:45
JETBLUE	JETBLUE	2033	BOS	IAH	6/5/2024	Diversion Airport (SAT)	3:42
SOUTHWEST	SOUTHWEST	2877	HOU	OMA	6/25/2024	Destination Airport	3:40
UNITED	UNITED	413	IAH	MCO	6/5/2024	Origin Airport	3:40
UNITED	UNITED	1253	DEN	EWR	6/26/2024	Diversion Airport (PHL)	3:39
UNITED	UNITED	1677	DEN	EWR	6/26/2024	Diversion Airport (PHL)	3:37
AMERICAN	AMERICAN	531	MIA	PHL	6/30/2024	Destination Airport	3:36
AMERICAN	PSA	5206	MEM	PHL	6/30/2024	Destination Airport	3:32
SPIRIT	SPIRIT	1726	FLL	MCI	6/12/2024	Origin Airport	3:31
AMERICAN	REPUBLIC	4520	DCA	IND	6/26/2024	Origin Airport	3:29
SPIRIT	SPIRIT	257	FLL	IAH	6/12/2024	Origin Airport	3:29
UNITED	UNITED	2044	EWR	SEA	6/22/2024	Origin Airport	3:28
UNITED	UNITED	2233	FLL	EWR	6/12/2024	Origin Airport	3:26

AIR TRAVEL CONSUMER REPORT

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

JUNE 2024

MARKETING CARRIER	OPERATING CARRIER	FLIGHT NUMBER	ORIGIN AIRPORT	DESTINATION AIRPORT	DATE OF FLIGHT	LOCATION OF LONGEST TARMAC DELAY	LENGTH OF TARMAC DELAY
JETBLUE	JETBLUE	181	FLL	BNA	6/12/2024	Origin Airport	3:23
FRONTIER	FRONTIER	3193	IAH	DFW	6/2/2024	Origin Airport	3:22
FRONTIER	FRONTIER	4353	PHL	CLT	6/4/2024	Destination Airport	3:21
DELTA	DELTA	313	SEA	MCO	6/25/2024	Destination Airport	3:20
AMERICAN	AMERICAN	1627	EWR	ORD	6/22/2024	Origin Airport	3:18
UNITED	SKYWEST	5603	ORD	FNT	6/4/2024	Origin Airport	3:18
AMERICAN	PIEDMONT	5774	GRR	PHL	6/30/2024	Destination Airport	3:17
AMERICAN	PIEDMONT	5858	ALB	PHL	6/30/2024	Destination Airport	3:16
JETBLUE	JETBLUE	798	MCO	LGA	6/26/2024	Origin Airport	3:16
SPIRIT	SPIRIT	657	FLL	MSY	6/12/2024	Origin Airport	3:15
AMERICAN	AMERICAN	2058	SAT	PHL	6/30/2024	Destination Airport	3:13
UNITED	UNITED	1340	EWR	CLE	6/26/2024	Origin Airport	3:13
UNITED	SKYWEST	5328	ORD	SCE	6/4/2024	Origin Airport	3:12
AMERICAN	AMERICAN	1947	MIA	BNA	6/12/2024	Origin Airport	3:11
DELTA	DELTA	1150	ATL	MCO	6/25/2024	Destination Airport	3:10
AMERICAN	AMERICAN	1984	PHL	PHX	6/23/2024	Origin Airport	3:08
AMERICAN	AMERICAN	2354	LAS	PHL	6/30/2024	Destination Airport	3:08
UNITED	REPUBLIC	3431	EWR	CMH	6/26/2024	Origin Airport	3:08
DELTA	SKYWEST	4069	LGA	MCI	6/26/2024	Origin Airport	3:07
UNITED	SKYWEST	5352	ORD	CAK	6/4/2024	Origin Airport	3:06
AMERICAN	AMERICAN	1859	RDU	PHL	6/23/2024	Destination Airport	3:05
DELTA	REPUBLIC	5636	LGA	SDF	6/26/2024	Origin Airport	3:05
AMERICAN	PSA	5450	SDF	PHL	6/30/2024	Destination Airport	3:04
DELTA	DELTA	1390	LGA	ORD	6/26/2024	Origin Airport	3:04
AMERICAN	AMERICAN	2310	MIA	LGA	6/12/2024	Origin Airport	3:03
JETBLUE	JETBLUE	1423	FLL	MSY	6/4/2024	Diversion Airport (HOU)	3:03
AMERICAN	AMERICAN	2323	PHL	SAN	6/23/2024	Origin Airport	3:02
DELTA	REPUBLIC	5746	LGA	BOS	6/26/2024	Origin Airport	3:02
UNITED	MESA	6305	OMA	IAH	6/19/2024	Diversion Airport (DFW)	3:02
UNITED	UNITED	1890	LAX	EWR	6/30/2024	Diversion Airport (IAD)	3:02
AMERICAN	ENVOY	3626	ORD	SGF	6/8/2024	Destination Airport	3:01

AIR TRAVEL CONSUMER REPORT

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

JUNE 2024

MARKETING CARRIER	OPERATING CARRIER	FLIGHT NUMBER	ORIGIN AIRPORT	DESTINATION AIRPORT	DATE OF FLIGHT	LOCATION OF LONGEST TARMAC DELAY	LENGTH OF TARMAC DELAY
DELTA	DELTA	308	LGA	DTW	6/30/2024	Origin Airport	3:01
DELTA	DELTA	710	LGA	DEN	6/26/2024	Origin Airport	3:01
JETBLUE	JETBLUE	814	FLL	HPN	6/12/2024	Origin Airport	3:01
UNITED	UNITED	274	SFO	IAH	6/5/2024	Diversion Airport (CRP)	3:01

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

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

AIR TRAVEL CONSUMER REPORT

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

JUNE 2024

MARKETING CARRIER	OPERATING CARRIER	FLIGHT NUMBER	ORIGIN AIRPORT	DESTINATION AIRPORT	DATE OF FLIGHT	LOCATION OF LONGEST TARMAC TIME	LENGTH OF TARMAC DELAY
AMERICAN	AMERICAN	745	CPH	PHL	6/30/2024	Destination Airport	4:25
AMERICAN	AMERICAN	1738	PLS	PHL	6/30/2024	Destination Airport	4:19
JETBLUE	JETBLUE	52	CUN	JFK	6/22/2024	Diversion Airport (PHL)	4:06
AMERICAN	AMERICAN	2252	YHZ	PHL	6/30/2024	Destination Airport	4:04

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

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

APPENDIX

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

30 Largest U.S. Airports

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

Air Carriers Required to Report

Data to DOT and to CRS Vendors*

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

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	June 2024			June 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	370,186	632	0.17	728,592	1,114	0.15
2	HAWAIIAN AIRLINES	561,998	1,616	0.29	554,824	3,054	0.55
3	JETBLUE AIRWAYS	1,119,919	4,024	0.36	1,348,805	7,765	0.58
4	DELTA AIR LINES NETWORK	9,312,035	38,294	0.41	8,897,262	50,984	0.57
	- DELTA AIR LINES	7,603,426	32,669	0.43	7,286,548	43,659	0.60
	- BRANDED CODESHARE PARTNERS	1,708,609	5,625	0.33	1,610,714	7,325	0.45
5	SOUTHWEST AIRLINES	12,425,494	54,752	0.44	11,718,519	57,202	0.49
6	SPIRIT AIRLINES	1,116,946	5,182	0.46	1,092,810	6,221	0.57
7	FRONTIER AIRLINES	803,738	4,224	0.53	849,745	4,474	0.53
8	ALASKA AIRLINES NETWORK	2,621,790	14,698	0.56	2,612,830	16,148	0.62
	- ALASKA AIRLINES	2,080,385	11,415	0.55	2,123,766	13,912	0.66
	- BRANDED CODESHARE PARTNERS	541,405	3,283	0.61	489,064	2,236	0.46
9	UNITED AIRLINES NETWORK	6,447,815	41,332	0.64	6,207,246	68,955	1.11
	- UNITED AIRLINES	4,804,190	30,708	0.64	4,689,459	53,708	1.15
	- BRANDED CODESHARE PARTNERS	1,643,625	10,624	0.65	1,517,787	15,247	1.00
10	AMERICAN AIRLINES NETWORK	9,798,603	92,999	0.95	9,462,223	87,008	0.92
	- AMERICAN AIRLINES	6,512,047	66,968	1.03	6,524,603	64,293	0.99
	- BRANDED CODESHARE PARTNERS	3,286,556	26,031	0.79	2,937,620	22,715	0.77
TOTAL		44,578,524	257,753	0.58	43,472,856	302,925	0.70

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 (YTD)

RANK	CARRIER ¹	JANUARY - JUNE 2024			JANUARY - JUNE 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	1,717,805	4,829	0.28	3,523,390	5,482	0.16
2	JETBLUE AIRWAYS	6,891,628	24,346	0.35	8,016,442	43,158	0.54
3	SPIRIT AIRLINES	6,303,984	25,079	0.40	6,659,657	38,568	0.58
4	DELTA AIR LINES NETWORK	50,031,214	202,402	0.40	48,404,067	248,730	0.51
	- DELTA AIR LINES	40,484,649	170,491	0.42	39,233,113	208,800	0.53
	- BRANDED CODESHARE PARTNERS	9,546,565	31,911	0.33	9,170,954	39,930	0.44
5	FRONTIER AIRLINES	4,403,859	18,158	0.41	4,837,233	23,358	0.48
6	SOUTHWEST AIRLINES	66,615,098	297,097	0.45	62,438,825	289,282	0.46
7	HAWAIIAN AIRLINES	3,044,456	13,645	0.45	3,055,095	15,248	0.50
	- HAWAIIAN AIRLINES	3,044,456	13,645	0.45	3,055,095	15,248	0.50
8	ALASKA AIRLINES NETWORK	12,932,775	71,381	0.55	13,312,207	74,510	0.56
	- ALASKA AIRLINES	10,099,005	55,589	0.55	10,689,661	60,826	0.57
	- BRANDED CODESHARE PARTNERS	2,833,770	15,792	0.56	2,622,546	13,684	0.52
9	UNITED AIRLINES NETWORK	37,511,574	257,187	0.69	36,810,564	302,224	0.82
	- UNITED AIRLINES	28,009,442	191,270	0.68	27,206,934	223,386	0.82
	- BRANDED CODESHARE PARTNERS	9,502,132	65,917	0.69	9,603,630	78,838	0.82
10	AMERICAN AIRLINES NETWORK	55,321,116	456,163	0.82	51,438,756	418,487	0.81
	- AMERICAN AIRLINES	36,905,006	323,588	0.88	35,347,535	309,354	0.88
	- BRANDED CODESHARE PARTNERS	18,416,110	132,575	0.72	16,091,221	109,133	0.68
TOTAL		244,773,509	1,370,287	0.56	238,496,236	1,459,047	0.61

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	June 2024			June 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	370,186	632	0.17	728,592	1,114	0.15
2	HAWAIIAN AIRLINES	561,998	1,616	0.29	554,824	3,054	0.55
3	ENDEAVOR AIR	714,437	2,500	0.35	739,228	3,688	0.50
4	JETBLUE AIRWAYS	1,119,919	4,024	0.36	1,348,805	7,765	0.58
5	DELTA AIR LINES	7,603,426	32,669	0.43	7,286,548	43,659	0.60
6	SOUTHWEST AIRLINES	12,425,494	54,752	0.44	11,718,519	57,202	0.49
7	SPIRIT AIRLINES	1,116,946	5,182	0.46	1,092,810	6,221	0.57
8	SKYWEST AIRLINES	2,359,570	11,611	0.49	2,203,232	13,868	0.63
9	FRONTIER AIRLINES	803,738	4,224	0.53	849,745	4,474	0.53
10	ALASKA AIRLINES	2,080,385	11,415	0.55	2,123,766	13,912	0.66
11	REPUBLIC AIRWAYS	724,890	3,996	0.55	688,865	6,164	0.89
12	UNITED AIRLINES	4,804,190	30,708	0.64	4,689,459	53,708	1.15
13	PSA AIRLINES	1,026,910	8,462	0.82	932,144	7,084	0.76
14	ENVOY AIR	892,280	7,953	0.89	647,399	5,941	0.92
15	AMERICAN AIRLINES	6,512,047	66,968	1.03	6,524,603	64,293	0.99
	TOTAL	43,116,416	246,712	0.57	42,128,539	292,147	0.69

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 (YTD)

RANK	CARRIER ¹	JANUARY - JUNE 2024			JANUARY - JUNE 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	1,717,805	4,829	0.28	3,523,390	5,482	0.16
2	JETBLUE AIRWAYS	6,891,628	24,346	0.35	8,016,442	43,158	0.54
3	ENDEAVOR AIR	4,209,856	15,100	0.36	3,975,741	18,318	0.46
4	SPIRIT AIRLINES	6,303,984	25,079	0.40	6,659,657	38,568	0.58
5	FRONTIER AIRLINES	4,403,859	18,158	0.41	4,837,233	23,358	0.48
6	DELTA AIR LINES	40,484,649	170,491	0.42	39,233,113	208,800	0.53
7	SOUTHWEST AIRLINES	66,615,098	297,097	0.45	62,438,825	289,282	0.46
8	HAWAIIAN AIRLINES	3,044,456	13,645	0.45	3,055,095	15,248	0.50
9	REPUBLIC AIRWAYS	4,195,276	21,454	0.51	4,184,467	31,739	0.76
10	SKYWEST AIRLINES	13,358,598	72,684	0.54	12,674,929	77,154	0.61
11	ALASKA AIRLINES	10,099,005	55,589	0.55	10,689,661	60,826	0.57
12	UNITED AIRLINES	28,009,442	191,270	0.68	27,206,934	223,386	0.82
13	PSA AIRLINES	5,777,665	40,611	0.70	5,050,660	30,930	0.61
14	ENVOY AIR	4,790,220	38,902	0.81	3,863,689	29,490	0.76
15	AMERICAN AIRLINES	36,905,006	323,588	0.88	35,347,535	309,354	0.88
	TOTAL	236,806,547	1,312,843	0.55	230,757,371	1,405,093	0.61

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	June 2024			June 2023		
		NUMBER OF WHEELCHAIRS AND SCOOTERS ENPLANED	NUMBER OF WHEELCHAIRS AND SCOOTERS MISHANDLED PER 100 ENPLANED	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	14,538	94	0.65	19,181	106	0.55
	- DELTA AIR LINES	11,945	81	0.68	15,855	91	0.57
	- BRANDED CODESHARE PARTNERS	2,593	13	0.50	3,326	15	0.45
2	ALLEGiant AIR	2,932	21	0.72	2,160	1	0.05
3	UNITED AIRLINES NETWORK	13,990	134	0.96	13,513	165	1.22
	- UNITED AIRLINES	11,009	109	0.99	10,923	146	1.34
	- BRANDED CODESHARE PARTNERS	2,981	25	0.84	2,590	19	0.73
4	HAWAIIAN AIRLINES	1,345	14	1.04	1,236	21	1.70
5	SOUTHWEST AIRLINES	23,727	351	1.48	19,278	356	1.85
6	JETBLUE AIRWAYS	2,611	41	1.57	2,671	51	1.91
7	AMERICAN AIRLINES NETWORK	15,035	253	1.68	13,289	253	1.90
	- AMERICAN AIRLINES	11,161	199	1.78	10,280	201	1.96
	- BRANDED CODESHARE PARTNERS	3,874	54	1.39	3,009	52	1.73
8	ALASKA AIRLINES NETWORK	3,506	60	1.71	2,912	73	2.51
	- ALASKA AIRLINES	2,996	49	1.64	2,665	57	2.14
	- BRANDED CODESHARE PARTNERS	510	11	2.16	247	16	6.48
9	SPIRIT AIRLINES	2,582	53	2.05	925	55	5.95
10	FRONTIER AIRLINES	2,512	54	2.15	2,496	45	1.80
	TOTAL	82,778	1,075	1.30	77,661	1,126	1.45

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 (YTD)

RANK	CARRIER ¹	JANUARY - JUNE 2024			JANUARY - JUNE 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	75,691	504	0.67	95,304	590	0.62
	- DELTA AIR LINES	61,727	424	0.69	79,581	515	0.65
	- BRANDED CODESHARE PARTNERS	13,964	80	0.57	15,723	75	0.48
2	ALLEGiant AIR	13,832	99	0.72	9,826	6	0.06
3	UNITED AIRLINES NETWORK	73,346	709	0.97	68,928	860	1.25
	- UNITED AIRLINES	57,809	587	1.02	54,536	703	1.29
	- BRANDED CODESHARE PARTNERS	15,537	122	0.79	14,392	157	1.09
4	HAWAIIAN AIRLINES	6,836	77	1.13	4,865	79	1.62
	- HAWAIIAN AIRLINES	6,836	77	1.13	4,865	79	1.62
5	JETBLUE AIRWAYS	13,628	200	1.47	14,936	255	1.71
6	SOUTHWEST AIRLINES	120,371	1,830	1.52	95,482	1,539	1.61
7	ALASKA AIRLINES NETWORK	15,977	243	1.52	14,058	276	1.96
	- ALASKA AIRLINES	13,872	197	1.42	12,830	234	1.82
	- BRANDED CODESHARE PARTNERS	2,105	46	2.19	1,228	42	3.42
8	AMERICAN AIRLINES NETWORK	77,948	1,307	1.68	67,478	1,199	1.78
	- AMERICAN AIRLINES	58,667	1,001	1.71	52,508	919	1.75
	- BRANDED CODESHARE PARTNERS	19,281	306	1.59	14,970	280	1.87
9	FRONTIER AIRLINES	13,966	271	1.94	14,159	253	1.79
10	SPIRIT AIRLINES	11,739	293	2.50	5,164	304	5.89
	TOTAL	423,334	5,533	1.31	390,200	5,361	1.37

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	June 2024			June 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	ENDEAVOR AIR	977	6	0.61	1,399	6	0.43
2	DELTA AIR LINES	11,945	81	0.68	15,855	91	0.57
3	ALLEGiant AIR	2,932	21	0.72	2,160	1	0.05
4	REPUBLIC AIRWAYS	1,258	11	0.87	1,150	15	1.30
5	SKYWEST AIRLINES	3,386	30	0.89	3,483	32	0.92
6	UNITED AIRLINES	11,009	109	0.99	10,923	146	1.34
7	HAWAIIAN AIRLINES	1,345	14	1.04	1,236	21	1.70
8	ENVOY AIR	1,414	18	1.27	896	15	1.67
9	PSA AIRLINES	881	13	1.48	755	15	1.99
10	SOUTHWEST AIRLINES	23,727	351	1.48	19,278	356	1.85
11	JETBLUE AIRWAYS	2,611	41	1.57	2,671	51	1.91
12	ALASKA AIRLINES	2,996	49	1.64	2,665	57	2.14
13	AMERICAN AIRLINES	11,161	199	1.78	10,280	201	1.96
14	SPIRIT AIRLINES	2,582	53	2.05	925	55	5.95
15	FRONTIER AIRLINES	2,512	54	2.15	2,496	45	1.80
	TOTAL	80,736	1,050	1.30	76,172	1,107	1.45

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 (YTD)

RANK	CARRIER ¹	JANUARY - JUNE 2024			JANUARY - JUNE 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	ENDEAVOR AIR	5,493	37	0.67	5,960	31	0.52
2	DELTA AIR LINES	61,727	424	0.69	79,581	515	0.65
3	ALLEGiant AIR	13,832	99	0.72	9,826	6	0.06
4	SKYWEST AIRLINES	18,148	163	0.90	17,672	171	0.97
5	UNITED AIRLINES	57,809	587	1.02	54,536	703	1.29
6	HAWAIIAN AIRLINES	6,836	77	1.13	4,865	79	1.62
7	ENVOY AIR	7,090	86	1.21	4,872	76	1.56
8	REPUBLIC AIRWAYS	5,975	73	1.22	6,174	78	1.26
9	ALASKA AIRLINES	13,872	197	1.42	12,830	234	1.82
10	JETBLUE AIRWAYS	13,628	200	1.47	14,936	255	1.71
11	SOUTHWEST AIRLINES	120,371	1,830	1.52	95,482	1,539	1.61
12	AMERICAN AIRLINES	58,667	1,001	1.71	52,508	919	1.75
13	FRONTIER AIRLINES	13,966	271	1.94	14,159	253	1.79
14	PSA AIRLINES	4,396	88	2.00	3,589	88	2.45
15	SPIRIT AIRLINES	11,739	293	2.50	5,164	304	5.89
	TOTAL	413,549	5,426	1.31	382,154	5,251	1.37

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

OVERSALES

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

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

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

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



AIR TRAVEL CONSUMER REPORT

PASSENGERS DENIED BOARDING BY REPORTING MARKETING U.S. AIRLINES

RANK	CARRIER ¹	APRIL - JUNE 2024				APRIL - JUNE 2023			
		DENIED BOARDINGS (DB'S)		ENPLANED PASSENGERS	INVOLUNTARY DB's PER 10,000 PASSENGERS	DENIED BOARDINGS (DB'S)		ENPLANED PASSENGERS	INVOLUNTARY DB's PER 10,000 PASSENGERS
		VOLUNTARY	INVOLUNTARY			VOLUNTARY	INVOLUNTARY		
1	ALLEGiant AIR	127	0	4,621,848	0.00	232	0	4,755,981	0.00
2	DELTA AIR LINES NETWORK	30,962	1	49,198,726	0.00	46,386	3	46,241,383	0.00
	- DELTA AIR LINES	18,412	0	41,142,114	0.00	31,897	0	38,743,168	0.00
	- BRANDED CODESHARE PARTNERS	12,550	1	8,056,612	0.00	14,489	3	7,498,215	0.00
3	UNITED AIRLINES NETWORK	9,213	52	39,346,545	0.01	10,373	152	37,360,178	0.04
	- UNITED AIRLINES	5,538	24	31,304,632	0.01	6,783	124	29,731,537	0.04
	- BRANDED CODESHARE PARTNERS	3,675	28	8,041,913	0.03	3,590	28	7,628,641	0.04
4	HAWAIIAN AIRLINES	390	4	2,674,854	0.01	388	0	2,699,202	0.00
5	ALASKA AIRLINES NETWORK	3,393	76	11,470,633	0.07	3,654	112	11,213,450	0.10
	- ALASKA AIRLINES	1,936	23	8,825,741	0.03	2,703	66	8,861,417	0.07
	- BRANDED CODESHARE PARTNERS	1,457	53	2,644,892	0.20	951	46	2,352,033	0.20
6	SOUTHWEST AIRLINES	10,504	435	46,790,580	0.09	11,177	1,042	44,358,517	0.23
7	JETBLUE AIRWAYS	1,373	84	8,919,153	0.09	2,247	92	9,889,180	0.09
8	SPIRIT AIRLINES	7,648	695	11,201,845	0.62	3,427	354	10,517,818	0.34
9	AMERICAN AIRLINES NETWORK	18,327	3,771	54,170,173	0.70	11,797	2,964	49,721,128	0.60
	- AMERICAN AIRLINES	11,421	2,365	40,781,489	0.58	7,331	1,969	38,418,738	0.51
	- BRANDED CODESHARE PARTNERS	6,906	1,406	13,388,684	1.05	4,466	995	11,302,390	0.88
10	FRONTIER AIRLINES	2,370	2,676	7,797,032	3.43	4,736	3,340	7,236,472	4.62
	TOTAL	84,307	7,794	236,191,389	0.33	94,417	8,059	223,993,309	0.36

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 are ranked in order of highest to lowest number of enplanements.

AIR TRAVEL CONSUMER REPORT

PASSENGERS DENIED BOARDING BY REPORTING MARKETING U.S. AIRLINES (YTD)

RANK	CARRIER ¹	JANUARY - JUNE 2024				JANUARY - JUNE 2023			
		DENIED BOARDINGS (DB'S)		ENPLANED PASSENGERS	INVOLUNTARY DB'S PER 10,000 PASSENGERS	DENIED BOARDINGS (DB'S)		ENPLANED PASSENGERS	INVOLUNTARY DB'S PER 10,000 PASSENGERS
		VOLUNTARY	INVOLUNTARY			VOLUNTARY	INVOLUNTARY		
1	ALLEGiant AIR	360	0	8,726,708	0.00	470	0	8,904,434	0.00
2	DELTA AIR LINES NETWORK	54,661	1	90,760,358	0.00	76,279	3	85,393,118	0.00
	- DELTA AIR LINES	34,143	0	75,763,343	0.00	54,908	0	71,486,781	0.00
	- BRANDED CODESHARE PARTNERS	20,518	1	14,997,015	0.00	21,371	3	13,906,337	0.00
4	UNITED AIRLINES NETWORK	18,659	127	74,381,892	0.02	17,488	184	70,570,827	0.03
	- UNITED AIR LINES	11,046	79	59,347,101	0.01	10,310	146	56,055,862	0.03
	- BRANDED CODESHARE PARTNERS	7,613	48	15,034,791	0.03	7,178	38	14,514,965	0.03
5	ALASKA AIRLINES NETWORK	7,547	173	20,595,564	0.08	6,667	178	20,684,102	0.09
	- ALASKA AIRLINES	4,513	73	15,739,028	0.05	5,108	108	16,315,953	0.07
	- BRANDED CODESHARE PARTNERS	3,034	100	4,856,536	0.21	1,559	70	4,368,149	0.16
6	JETBLUE AIRWAYS	2,884	178	17,174,525	0.10	3,757	114	18,876,851	0.06
7	SOUTHWEST AIRLINES	22,444	1,110	87,275,960	0.13	19,688	1,652	81,661,337	0.20
8	SPIRIT AIRLINES	11,409	1,119	21,338,955	0.52	7,554	798	20,464,121	0.39
9	AMERICAN AIRLINES NETWORK	32,526	6,832	102,146,118	0.67	20,650	5,033	93,663,822	0.54
	- AMERICAN AIRLINES	19,256	4,158	77,365,197	0.54	12,195	3,092	72,453,640	0.43
	- BRANDED CODESHARE PARTNERS	13,270	2,674	24,780,921	1.08	8,455	1,941	21,210,182	0.92
10	FRONTIER AIRLINES	2,777	3,791	14,526,209	2.61	8,131	5,782	13,783,949	4.19
	TOTAL	153,873	13,336	442,105,613	0.30	160,684	13,744	414,002,561	0.33

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

² Carriers with zero involuntary denied boardings 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	APRIL - JUNE 2024			
		DENIED BOARDINGS (DB'S)		ENPLANED PASSENGERS	INVOLUNTARY DB'S PER 10,000 PASSENGERS
		VOLUNTARY	INVOLUNTARY		
1	DELTA AIR LINES	18,412	0	41,142,114	0.00
2	ALLEGiant AIR	127	0	4,621,848	0.00
3	ENDEAVOR AIR	4,411	0	3,264,196	0.00
4	UNITED AIRLINES	5,538	24	31,304,632	0.01
5	HAWAIIAN AIRLINES	390	4	2,674,854	0.01
6	ALASKA AIRLINES	1,936	23	8,825,741	0.03
7	SOUTHWEST AIRLINES	10,504	435	46,790,580	0.09
8	JETBLUE AIRWAYS	1,373	84	8,919,153	0.09
9	SKYWEST AIRLINES	9,484	131	10,205,147	0.13
10	REPUBLIC AIRWAYS	3,308	171	4,740,119	0.36
11	AMERICAN AIRLINES	11,421	2,365	40,781,489	0.58
12	SPIRIT AIRLINES	7,648	695	11,201,845	0.62
13	PSA AIRLINES	1,682	332	3,428,979	0.97
14	ENVOY AIR	2,085	466	4,535,330	1.03
15	FRONTIER AIRLINES	2,370	2,676	7,797,032	3.43
	TOTAL	80,689	7,406	230,233,059	0.32

APRIL - JUNE 2023			
DENIED BOARDINGS (DB'S)		ENPLANED PASSENGERS	INVOLUNTARY DB'S PER 10,000 PASSENGERS
VOLUNTARY	INVOLUNTARY		
31,897	0	38,743,168	0.00
232	0	4,755,981	0.00
4,996	0	3,078,135	0.00
6,783	124	29,731,537	0.04
388	0	2,699,202	0.00
2,703	66	8,861,417	0.07
11,177	1,042	44,358,517	0.23
2,247	92	9,889,180	0.09
8,860	114	9,391,826	0.12
4,126	233	4,631,542	0.50
7,331	1,969	38,418,738	0.51
3,427	354	10,517,818	0.34
1,366	202	2,945,457	0.69
1,145	203	3,328,318	0.61
4,736	3,340	7,236,472	4.62
91,414	7,739	218,587,308	0.35

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 are ranked in order of highest to lowest number of enplanements.

AIR TRAVEL CONSUMER REPORT

PASSENGERS DENIED BOARDING BY REPORTING OPERATING U.S. AIRLINES (YTD)

RANK	CARRIER ¹	JANUARY - JUNE 2024			
		DENIED BOARDINGS (DB'S)		ENPLANED PASSENGERS	INVOLUNTARY DB's PER 10,000 PASSENGERS
		VOLUNTARY	INVOLUNTARY		
1	DELTA AIR LINES	34,143	0	75,763,343	0.00
2	ALLEGiant AIR	360	0	8,726,708	0.00
3	ENDEAVOR AIR	7,419	0	6,223,537	0.00
4	HAWAIIAN AIRLINES	606	5	5,179,324	0.01
5	UNITED AIRLINES	11,046	79	59,347,101	0.01
6	ALASKA AIRLINES	4,513	73	15,739,028	0.05
7	JETBLUE AIRWAYS	2,884	178	17,174,525	0.10
8	SOUTHWEST AIRLINES	22,444	1,110	87,275,960	0.13
9	SKYWEST AIRLINES	16,211	377	20,746,369	0.18
10	REPUBLIC AIRWAYS	5,204	285	8,670,674	0.33
11	SPIRIT AIRLINES	11,409	1,119	21,338,955	0.52
12	AMERICAN AIRLINES	19,256	4,158	77,365,197	0.54
13	ENVOY AIR	3,413	767	8,369,578	0.92
14	PSA AIRLINES	3,297	602	6,328,747	0.95
15	FRONTIER AIRLINES	2,777	3,791	14,526,209	2.61
	TOTAL	144,982	12,544	432,775,255	0.29

JANUARY - JUNE 2023			
DENIED BOARDINGS (DB'S)		ENPLANED PASSENGERS	INVOLUNTARY DB's PER 10,000 PASSENGERS
VOLUNTARY	INVOLUNTARY		
54,908	0	71,486,781	0.00
470	0	8,904,434	0.00
7,527	0	5,688,074	0.00
558	0	5,209,873	0.00
10,310	146	56,055,862	0.03
5,108	108	16,315,953	0.07
3,757	114	18,876,851	0.06
19,688	1,652	81,661,337	0.20
14,825	420	19,617,860	0.21
5,289	305	8,478,700	0.36
7,554	798	20,464,121	0.39
12,195	3,092	72,453,640	0.43
2,224	341	6,381,448	0.53
2,080	310	5,485,071	0.57
8,131	5,782	13,783,949	4.19
154,624	13,068	410,863,954	0.32

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 are ranked in order of highest to lowest number of enplanements.

CONSUMER COMPLAINTS

The release of the submissions data in the ATCR continues to be delayed primarily because of the high volume of complaints against airlines and ticket agents received by the Office of Aviation Consumer Protection (OACP) and the time needed to review and process these consumer complaints using the Department's outdated legacy consumer complaint application system. Over the past three years, complaints made up an average of 91% of consumer submissions. DOT plans to release data on the submission received from consumers about air travel for January-May 2024, in September.

June 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
Alaska Airlines	1	0	0
Totals:	1	0	0



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

Customer Experience Report for June 2024 ^a

The Transportation Security Administration (TSA) screened approximately 80.1 million passengers at screening checkpoints and 46.5 million checked bags at baggage screening locations in June 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 June 2024, TSA received 15,292 complaints (i.e. a description of a negative experience) from the general public via phone or email (or 19.1 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
1,389	1.8	781	1.0	11,761	14.7	216	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
572	0.8	219	0.3	101	0.2	253	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 Only
255 ^d	219	0.0005



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

Customer Experience Report for June 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>