Air Travel Consumer Report

A Product Of

THE OFFICE OF AVIATION CONSUMER PROTECTION

Issued: September 2024

Flight Delays[1]	July 2024
Mishandled Baggage, Wheelchairs, and Scooters [1]	July 2024
Oversales[1]	2nd Quarter 2024
Consumer Complaints[2] (Includes Disability and Discrimination Complaints)	July 2024
Airline Animal Incident Reports[4]	July 2024
Customer Service Reports to the Dept. of Homeland Security[3]	July 2024

[1] Data collected by the Bureau of Transportation Statistics. Website: *http://www.bts.gov*
[2] Data compiled by the Office of Aviation Consumer Protection. Website: *http://www.transportation.gov/airconsumer*
[3] Data provided by the Department of Homeland Security, Transportation Security Administration
[4] Data collected by the Office of Aviation Consumer Protection.

TABLE OF CONTENTS

<u>INTRODUCTION</u>

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

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

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

FLIGHT DELAYS

This section provides information about airline on-time performance, flight delays, and cancellations. It is based on data filed by airlines each month with the Department of Transportation's Bureau of Transportation Statistics (Office of Airline Information), as described in 14 CFR Part 234 of DOT's regulations. It covers nonstop operated and marketed scheduled-service flights between points within the United States (including territories) by the fifteen (15) U.S. air carriers that have at least half of one percent of total domestic scheduled-service passenger revenues.

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

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

In fulfilling DOT's data reporting requirements, the reporting air carriers use automated and/or manual systems for collecting flight data. Those using an automated system rely on the Aircraft Communication Addressing and Reporting System (ACARS) or the Docking Guidance System (DGS). Based on the latest information available to DOT, of the 15 reporting air carriers, 12 carriers (Alaska, Allegiant, Delta, Endeavor, Envoy, JetBlue, Republic, Hawaiian, SkyWest, Spirit, Southwest, and United) use ACARS, one carrier (American) uses a combination of ACARS, DGS and AFIS, and two carriers (Frontier and PSA) use a combination of ACARS and a manual system.

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

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

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

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

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

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

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

AIR TRAVEL CONSUMER REPORT

BRANDED CODESHARE PARTNERS

JULY 2024

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

American Airlines Branded Codeshare Partners	Alaska Airlines Branded Codeshare Partners	Delta Air Lines Branded Codeshare Partners	United Airlines Branded Codeshare Partners
Air Wisconsin Airlines	Horizon Air	Endeavor Air	CommuteAir
Envoy Air	SkyWest Airlines	Republic Airways	GoJet Airlines
PSA Airlines		SkyWest Airlines	Mesa Airlines
Piedmont Airlines			Republic Airways
Republic Airways			SkyWest Airlines
SkyWest Airlines			

AIR TRAVEL CONSUMER REPORT

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

JULY 2024

	AT ALL US AIRPORTS		
CARRIER[1]	NUMBER OF AIRPORTS REPORTED	PERCENT OF ON-TIME ARRIVALS	RANK
HAWAIIAN AIRLINES	22	84.1	1
ALASKA AIRLINES NETWORK	106	76.4	2
- ALASKA AIRLINES	89	73.3	
- BRANDED CODESHARE PARTNERS	57	81.4	
SOUTHWEST AIRLINES	107	70.6	3
UNITED AIRLINES NETWORK	216	70.2	4
- UNITED AIRLINES	114	68.3	
- BRANDED CODESHARE PARTNERS	192	72.5	
ALLEGIANT AIR	122	68.0	5
JETBLUE AIRWAYS	66	67.9	6
DELTA AIR LINES NETWORK	213	67.6	7
- DELTA AIR LINES	143	65.2	
- BRANDED CODESHARE PARTNERS	179	72.4	
AMERICAN AIRLINES NETWORK	225	65.7	8
- AMERICAN AIRLINES	125	60.2	
- BRANDED CODESHARE PARTNERS	206	71.7	
FRONTIER AIRLINES	80	61.8	9
SPIRIT AIRLINES	59	61.1	10
TOTAL AIRPORTS SERVED	354	68.4	

[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

JULY 2024

	AT ALL US AIRPORTS		
CARRIER[1]	**NUMBER OF AIRPORTS REPORTED**	**PERCENT OF ON-TIME ARRIVALS**	**RANK**
HAWAIIAN AIRLINES	22	84.1	1
SKYWEST AIRLINES	233	77.6	2
REPUBLIC AIRWAYS	72	75.2	3
ALASKA AIRLINES	89	73.3	4
SOUTHWEST AIRLINES	107	70.6	5
ENVOY AIR	143	70.1	6
UNITED AIRLINES	114	68.3	7
ALLEGIANT AIR	122	68.0	8
JETBLUE AIRWAYS	66	67.9	9
DELTA AIR LINES	143	65.2	10
ENDEAVOR AIR	92	65.1	11
PSA AIRLINES	84	63.3	12
FRONTIER AIRLINES	80	61.8	13
SPIRIT AIRLINES	59	61.1	14
AMERICAN AIRLINES	125	60.2	15
TOTAL AIRPORTS SERVED	**342**	**68.1**	

[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

JULY 2024

CARRIER[1]	Jan 24		Feb 24		Mar 24		Apr 24		May 24		Jun 24		Jul 24		Year-to-date (YTD)	
	%	Rank	%	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**	**76.4**	**2**	**76.3**	**5**
- ALASKA AIRLINES	59.1		81.8		77.4		78.7		75.3		73.9		73.3		74.2	
- BRANDED CODESHARE PARTNERS	73.6		78.7		77.9		80.0		82.1		81.4		81.4		79.5	
ALLEGIANT AIR	**75.6**	**2**	**82.0**	**5**	**75.8**	**7**	**85.8**	**1**	**78.8**	**2**	**73.4**	**6**	**68.0**	**5**	**76.4**	**4**
AMERICAN AIRLINES NETWORK	**70.5**	**8**	**84.1**	**2**	**77.5**	**5**	**78.1**	**8**	**66.3**	**9**	**71.6**	**7**	**65.7**	**8**	**73.1**	**7**
- AMERICAN AIRLINES	69.3		81.0		71.9		74.9		60.6		66.0		60.2		68.8	
- BRANDED CODESHARE PARTNERS	71.8		87.5		83.8		81.6		72.5		77.8		71.7		77.9	
DELTA AIR LINES NETWORK	**77.8**	**1**	**88.4**	**1**	**84.8**	**2**	**84.8**	**2**	**79.8**	**1**	**78.6**	**2**	**67.6**	**7**	**79.9**	**2**
- DELTA AIR LINES	80.4		88.5		83.4		84.1		78.3		79.7		65.2		79.5	
- BRANDED CODESHARE PARTNERS	73.2		88.2		87.5		86.1		82.7		76.3		72.4		80.7	
FRONTIER AIRLINES	**71.2**	**7**	**79.8**	**8**	**66.4**	**10**	**69.1**	**10**	**63.6**	**10**	**61.3**	**10**	**61.8**	**9**	**67.0**	**10**
HAWAIIAN AIRLINES	**72.0**	**6**	**80.0**	**7**	**87.2**	**1**	**84.0**	**3**	**76.8**	**4**	**83.6**	**1**	**84.1**	**1**	**81.1**	**1**
JETBLUE AIRWAYS	**69.5**	**9**	**74.3**	**10**	**68.4**	**9**	**76.3**	**9**	**74.5**	**5**	**69.7**	**9**	**67.9**	**6**	**71.5**	**9**
SOUTHWEST AIRLINES	**73.9**	**3**	**83.1**	**4**	**76.6**	**6**	**79.8**	**6**	**71.4**	**8**	**73.7**	**5**	**70.6**	**3**	**75.4**	**6**
SPIRIT AIRLINES	**72.5**	**4**	**77.8**	**9**	**69.6**	**8**	**81.4**	**4**	**71.9**	**7**	**70.7**	**8**	**61.1**	**10**	**71.8**	**8**
UNITED AIRLINES NETWORK	**72.4**	**5**	**83.2**	**3**	**81.8**	**3**	**81.3**	**5**	**73.4**	**6**	**75.8**	**4**	**70.2**	**4**	**76.7**	**3**
- UNITED AIRLINES	71.9		83.3		80.6		80.2		72.4		74.6		68.3		75.8	
- BRANDED CODESHARE PARTNERS	72.9		83.1		83.4		82.8		74.7		77.4		72.5		77.9	
TOTAL	**72.8**		**83.7**		**78.7**		**80.4**		**72.6**		**74.3**		**68.4**		**75.6**	

[1] **All U.S. airlines with at least half of one percent of total domestic scheduled-service passenger revenues plus any branded codeshare partners.**
Note: For simplicity, statistics are displayed to one decimal place. Actual ranking order is calculated to nine decimal places.

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)

JULY 2024

CARRIER	ARRIVAL AIRPORT*															
	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	**155**	**60.0**	**246**	**67.1**	**120**	**78.3**	**310**	**66.5**	**62**	**67.7**	**0**	**0.0**	**155**	**77.4**	**279**	**77.4**
- ALASKA AIRLINES	155	60.0	246	67.1	120	78.3	310	66.5	62	67.7	0	0.0	155	77.4	279	77.4
- 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**	**159**	**58.5**	**296**	**76.7**	**74**	**87.8**	**8**	**25.0**	**0**	**0.0**	**0**	**0.0**	**60**	**71.7**
AMERICAN AIRLINES NETWORK	**1057**	**53.6**	**1499**	**62.7**	**1552**	**60.2**	**2347**	**66.5**	**392**	**52.8**	**19510**	**63.4**	**7411**	**66.9**	**867**	**60.2**
- AMERICAN AIRLINES	771	52.0	1205	60.2	707	49.5	1631	61.7	334	50.9	10990	58.9	2512	65.9	724	55.8
- BRANDED CODESHARE PARTNERS	286	58.0	294	72.8	845	69.1	716	77.2	58	63.8	8520	69.1	4899	67.4	143	82.5
DELTA AIR LINES NETWORK	**23313**	**65.4**	**1410**	**56.7**	**1222**	**69.4**	**4198**	**71.7**	**611**	**59.6**	**1057**	**64.6**	**1690**	**65.6**	**1154**	**63.2**
- DELTA AIR LINES	20679	65.4	1016	54.3	726	68.3	2309	67.6	478	55.9	572	65.7	815	59.6	1150	63.0
- BRANDED CODESHARE PARTNERS	2634	66.0	394	62.7	496	71.0	1889	76.7	133	72.9	485	63.3	875	71.1	4	100.0
FRONTIER AIRLINES	**995**	**52.1**	**61**	**57.4**	**70**	**65.7**	**125**	**73.6**	**271**	**59.0**	**327**	**59.0**	**93**	**67.7**	**2396**	**63.5**
HAWAIIAN AIRLINES	**0**	**0.0**	**17**	**94.1**	**0**	**0.0**	**22**	**72.7**	**0**	**0.0**	**0**	**0.0**	**0**	**0.0**	**0**	**0.0**
JETBLUE AIRWAYS	**245**	**55.1**	**62**	**53.2**	**122**	**70.5**	**3416**	**68.7**	**0**	**0.0**	**46**	**78.3**	**733**	**77.8**	**124**	**66.1**
SOUTHWEST AIRLINES	**2743**	**65.3**	**3380**	**67.4**	**4691**	**73.8**	**655**	**65.8**	**6652**	**70.2**	**295**	**50.2**	**1346**	**71.2**	**8943**	**76.5**
SPIRIT AIRLINES	**892**	**50.3**	**92**	**75.0**	**431**	**61.5**	**741**	**57.2**	**734**	**56.7**	**460**	**55.9**	**0**	**0.0**	**0**	**0.0**
UNITED AIRLINES NETWORK	**764**	**58.1**	**908**	**66.4**	**743**	**67.6**	**1177**	**68.5**	**384**	**73.7**	**513**	**59.3**	**818**	**65.5**	**14577**	**78.2**
- UNITED AIRLINES	658	59.0	822	66.9	528	65.9	1159	68.6	337	75.4	336	55.7	512	63.7	9043	76.0
- BRANDED CODESHARE PARTNERS	106	52.8	86	61.6	215	71.6	18	61.1	47	61.7	177	66.1	306	68.6	5534	81.8
TOTAL	**30,164**	**63.8**	**7,834**	**64.2**	**9,247**	**69.9**	**13,065**	**68.5**	**9,114**	**67.4**	**22,208**	**63.0**	**12,246**	**67.9**	**28,400**	**75.2**

* 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)

JULY 2024

	ARRIVAL AIRPORT*															
	DFW		DTW		EWR		FLL		IAD		IAH		JFK		LAS	
CARRIER	# 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	**244**	**67.6**	**62**	**53.2**	**299**	**70.6**	**31**	**87.1**	**248**	**74.6**	**93**	**63.4**	**372**	**62.6**	**608**	**71.2**
- ALASKA AIRLINES	244	67.6	62	53.2	299	70.6	31	87.1	248	74.6	93	63.4	372	62.6	468	68.4
- BRANDED CODESHARE PARTNERS	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	140	80.7
ALLEGIANT AIR	**0**	**0.0**	**0**	**0.0**	**74**	**87.8**	**346**	**67.9**	**41**	**70.7**	**0**	**0.0**	**0**	**0.0**	**704**	**67.3**
AMERICAN AIRLINES NETWORK	**25016**	**67.8**	**880**	**64.3**	**666**	**49.1**	**453**	**55.0**	**210**	**59.5**	**836**	**50.5**	**2012**	**70.5**	**1179**	**53.4**
- AMERICAN AIRLINES	15201	64.9	583	59.5	639	47.6	453	55.0	59	54.2	706	48.7	1167	68.0	1168	53.3
- BRANDED CODESHARE PARTNERS	9815	72.1	297	73.7	27	85.2	0	0.0	151	61.6	130	60.0	845	74.0	11	63.6
DELTA AIR LINES NETWORK	**1061**	**61.3**	**8841**	**72.4**	**781**	**49.3**	**969**	**62.7**	**551**	**68.2**	**703**	**56.9**	**5192**	**65.7**	**1480**	**63.9**
- DELTA AIR LINES	1061	61.3	5446	69.5	575	49.6	969	62.7	301	65.1	703	56.9	2688	64.8	1399	64.3
- BRANDED CODESHARE PARTNERS	0	0.0	3395	77.1	206	48.5	0	0.0	250	72.0	0	0.0	2504	66.7	81	56.8
FRONTIER AIRLINES	**975**	**52.5**	**229**	**65.9**	**49**	**53.1**	**143**	**67.1**	**0**	**0.0**	**361**	**51.5**	**62**	**45.2**	**1121**	**65.0**
HAWAIIAN AIRLINES	**0**	**0.0**	**0**	**0.0**	**0**	**0.0**	**0**	**0.0**	**0**	**0.0**	**0**	**0.0**	**31**	**54.8**	**124**	**69.4**
JETBLUE AIRWAYS	**31**	**58.1**	**56**	**78.6**	**497**	**65.2**	**1457**	**71.7**	**0**	**0.0**	**62**	**61.3**	**3198**	**65.4**	**217**	**73.7**
SOUTHWEST AIRLINES	**0**	**0.0**	**362**	**63.0**	**0**	**0.0**	**1192**	**68.7**	**116**	**69.8**	**391**	**60.6**	**0**	**0.0**	**7346**	**72.5**
SPIRIT AIRLINES	**1052**	**59.4**	**931**	**65.3**	**969**	**57.8**	**2237**	**63.7**	**0**	**0.0**	**998**	**50.0**	**0**	**0.0**	**2576**	**58.5**
UNITED AIRLINES NETWORK	**910**	**60.9**	**570**	**66.3**	**8915**	**64.5**	**560**	**64.3**	**6337**	**77.8**	**11707**	**62.3**	**0**	**0.0**	**1054**	**65.8**
- UNITED AIRLINES	691	64.3	146	67.1	5700	61.4	560	64.3	2692	74.5	5835	62.7	0	0.0	1054	65.8
- BRANDED CODESHARE PARTNERS	219	50.2	424	66.0	3215	69.9	0	0.0	3645	80.3	5872	61.8	0	0.0	0	0.0
TOTAL	**29,289**	**66.5**	**11,931**	**70.5**	**12,250**	**62.4**	**7,388**	**65.8**	**7,503**	**76.4**	**15,151**	**60.3**	**10,867**	**66.3**	**16,409**	**66.9**

* 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)

JULY 2024

| | ARRIVAL AIRPORT* | | | | | | | | | | | | | | | |
| | LAX | | LGA | | MCO | | MDW | | MIA | | MSP | | ORD | | PHL | |
CARRIER	# 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	**1480**	**80.0**	**0**	**0.0**	**217**	**64.5**	**0**	**0.0**	**31**	**64.5**	**178**	**67.4**	**388**	**61.9**	**62**	**56.5**
- ALASKA AIRLINES	896	80.7	0	0.0	217	64.5	0	0.0	31	64.5	148	68.9	388	61.9	62	56.5
- BRANDED CODESHARE PARTNERS	584	78.9	0	0.0	0	0.0	0	0.0	0	0.0	30	60.0	0	0.0	0	0.0
ALLEGIANT AIR	**205**	**63.4**	**0**	**0.0**	**35**	**60.0**	**52**	**75.0**	**0**	**0.0**	**17**	**64.7**	**0**	**0.0**	**0**	**0.0**
AMERICAN AIRLINES NETWORK	**3576**	**70.9**	**3452**	**67.1**	**1529**	**56.6**	**0**	**0.0**	**5907**	**70.4**	**656**	**54.4**	**11129**	**68.6**	**8417**	**67.5**
- AMERICAN AIRLINES	2606	64.7	1322	58.2	1529	56.6	0	0.0	4952	69.2	453	50.6	4954	64.0	4717	61.4
- BRANDED CODESHARE PARTNERS	970	87.7	2130	72.6	0	0.0	0	0.0	955	76.2	203	63.1	6175	72.3	3700	75.2
DELTA AIR LINES NETWORK	**4273**	**72.1**	**7161**	**66.8**	**1846**	**57.5**	**315**	**73.3**	**957**	**63.1**	**9490**	**66.9**	**1214**	**63.6**	**641**	**64.6**
- DELTA AIR LINES	3272	69.0	2268	63.6	1846	57.5	147	68.7	957	63.1	6951	66.7	1062	61.4	559	62.6
- BRANDED CODESHARE PARTNERS	1001	82.3	4893	68.3	0	0.0	168	77.4	0	0.0	2539	67.7	152	78.9	82	78.0
FRONTIER AIRLINES	**155**	**61.3**	**247**	**49.8**	**1274**	**65.0**	**351**	**61.3**	**372**	**59.1**	**165**	**63.6**	**274**	**36.5**	**1221**	**58.9**
HAWAIIAN AIRLINES	**217**	**65.4**	**0**	**0.0**	**0**	**0.0**	**0**	**0.0**	**0**	**0.0**	**0**	**0.0**	**0**	**0.0**	**0**	**0.0**
JETBLUE AIRWAYS	**742**	**74.4**	**832**	**60.5**	**1444**	**66.9**	**0**	**0.0**	**93**	**71.0**	**31**	**41.9**	**118**	**61.0**	**87**	**88.5**
SOUTHWEST AIRLINES	**2378**	**67.9**	**998**	**70.1**	**4073**	**67.7**	**7166**	**73.0**	**498**	**65.1**	**690**	**58.1**	**487**	**64.1**	**401**	**66.6**
SPIRIT AIRLINES	**1172**	**62.6**	**713**	**63.7**	**1837**	**64.1**	**0**	**0.0**	**464**	**64.2**	**87**	**59.8**	**875**	**54.4**	**480**	**60.2**
UNITED AIRLINES NETWORK	**3453**	**72.9**	**961**	**59.4**	**1082**	**63.7**	**0**	**0.0**	**410**	**62.0**	**614**	**56.4**	**13654**	**72.6**	**450**	**64.7**
- UNITED AIRLINES	2618	71.4	772	58.7	1082	63.7	0	0.0	410	62.0	485	57.9	7779	69.7	361	65.1
- BRANDED CODESHARE PARTNERS	835	77.6	189	62.4	0	0.0	0	0.0	0	0.0	129	50.4	5875	76.4	89	62.9
TOTAL	**17,651**	**71.3**	**14,364**	**65.8**	**13,337**	**63.8**	**7,884**	**72.5**	**8,732**	**68.1**	**11,928**	**65.0**	**28,139**	**69.4**	**11,759**	**66.1**

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

AIR TRAVEL CONSUMER REPORT

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

JULY 2024

	ARRIVAL AIRPORT*											
	PHX		SAN		SEA		SFO		SLC		TPA	
CARRIER	# 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	**419**	**74.2**	**1958**	**73.9**	**10706**	**76.0**	**2180**	**72.9**	**290**	**76.9**	**93**	**32.3**
- ALASKA AIRLINES	372	72.3	1031	74.2	7674	74.1	1282	70.5	109	74.3	93	32.3
- BRANDED CODESHARE PARTNERS	47	89.4	927	73.6	3032	80.6	898	76.4	181	78.5	0	0.0
ALLEGIANT AIR	**40**	**62.5**	**34**	**67.6**	**0**	**0.0**	**0**	**0.0**	**0**	**0.0**	**0**	**0.0**
AMERICAN AIRLINES NETWORK	**6900**	**75.0**	**823**	**57.7**	**758**	**61.1**	**1138**	**62.7**	**429**	**61.5**	**1105**	**56.7**
- AMERICAN AIRLINES	4431	69.2	823	57.7	611	55.5	971	57.9	306	50.3	1017	55.9
- BRANDED CODESHARE PARTNERS	2469	85.4	0	0.0	147	84.4	167	90.4	123	89.4	88	67.0
DELTA AIR LINES NETWORK	**1030**	**67.6**	**993**	**64.4**	**4534**	**78.1**	**1320**	**70.8**	**7041**	**78.2**	**1082**	**59.9**
- DELTA AIR LINES	879	66.7	850	65.1	2973	73.4	1227	70.1	4850	73.5	1082	59.9
- BRANDED CODESHARE PARTNERS	151	72.8	143	60.1	1561	87.0	93	79.6	2191	88.6	0	0.0
FRONTIER AIRLINES	**781**	**59.4**	**302**	**60.9**	**158**	**60.8**	**437**	**55.4**	**313**	**62.0**	**504**	**59.9**
HAWAIIAN AIRLINES	**31**	**48.4**	**62**	**67.7**	**62**	**64.5**	**62**	**67.7**	**31**	**90.3**	**0**	**0.0**
JETBLUE AIRWAYS	**62**	**33.9**	**155**	**68.4**	**93**	**74.2**	**356**	**74.4**	**93**	**63.4**	**403**	**67.0**
SOUTHWEST AIRLINES	**5628**	**73.3**	**3090**	**67.5**	**884**	**63.5**	**639**	**68.1**	**1048**	**74.3**	**2047**	**65.3**
SPIRIT AIRLINES	**103**	**60.2**	**367**	**66.2**	**101**	**59.4**	**0**	**0.0**	**176**	**67.6**	**449**	**63.7**
UNITED AIRLINES NETWORK	**843**	**65.2**	**991**	**64.8**	**1011**	**67.2**	**5801**	**78.0**	**557**	**71.5**	**644**	**64.0**
- UNITED AIRLINES	746	67.0	898	63.0	1011	67.2	4422	76.2	303	68.3	644	64.0
- BRANDED CODESHARE PARTNERS	97	51.5	93	81.7	0	0.0	1379	84.0	254	75.2	0	0.0
TOTAL	**15,837**	**72.3**	**8,775**	**67.1**	**18,307**	**74.5**	**11,933**	**73.3**	**9,978**	**75.8**	**6,327**	**61.8**

* 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)

JULY 2024

| | ARRIVAL AIRPORT* | | | | | | | | | | | | | | | |
| | ATL | | AUS | | BNA | | BOS | | BWI | | CLT | | DCA | | DEN | |
CARRIER	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME
ALASKA AIRLINES	155	60.0	246	67.1	120	78.3	310	66.5	62	67.7	0	0.0	155	77.4	279	77.4
ALLEGIANT AIR	0	0.0	159	58.5	296	76.7	74	87.8	8	25.0	0	0.0	0	0.0	60	71.7
AMERICAN AIRLINES	771	52.0	1205	60.2	707	49.5	1631	61.7	334	50.9	10990	58.9	2512	65.9	724	55.8
DELTA AIR LINES	20679	65.4	1016	54.3	726	68.3	2309	67.6	478	55.9	572	65.7	815	59.6	1150	63.0
ENDEAVOR AIR	1911	67.8	9	55.6	130	67.7	0	0.0	62	64.5	306	56.9	169	53.8	0	0.0
ENVOY AIR	55	70.9	232	73.3	221	68.3	182	71.4	58	63.8	494	67.2	393	71.8	57	73.7
FRONTIER AIRLINES	995	52.1	61	57.4	70	65.7	125	73.6	271	59.0	327	59.0	93	67.7	2396	63.5
HAWAIIAN AIRLINES	0	0.0	17	94.1	0	0.0	22	72.7	0	0.0	0	0.0	0	0.0	0	0.0
JETBLUE AIRWAYS	245	55.1	62	53.2	122	70.5	3416	68.7	0	0.0	46	78.3	733	77.8	124	66.1
PSA AIRLINES	227	54.2	0	0.0	206	63.6	0	0.0	0	0.0	4980	64.9	3161	62.9	0	0.0
REPUBLIC AIRWAYS	49	77.6	0	0.0	484	78.7	2333	76.6	71	80.3	234	70.9	2051	76.3	0	0.0
SKYWEST AIRLINES	692	60.5	455	64.0	414	65.2	0	0.0	0	0.0	0	0.0	8	62.5	5624	81.9
SOUTHWEST AIRLINES	2743	65.3	3380	67.4	4691	73.8	655	65.8	6652	70.2	295	50.2	1346	71.2	8943	76.5
SPIRIT AIRLINES	892	50.3	92	75.0	431	61.5	741	57.2	734	56.7	460	55.9	0	0.0	0	0.0
UNITED AIRLINES	658	59.0	822	66.9	528	65.9	1159	68.6	337	75.4	336	55.7	512	63.7	9043	76.0
TOTAL	**30,072**	**63.9**	**7,756**	**64.2**	**9,146**	**69.9**	**12,957**	**68.4**	**9,067**	**67.4**	**19,040**	**60.8**	**11,948**	**67.9**	**28,400**	**75.2**

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

AIR TRAVEL CONSUMER REPORT

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

JULY 2024

	ARRIVAL AIRPORT*															
	DFW		DTW		EWR		FLL		IAD		IAH		JFK		LAS	
CARRIER	# 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	244	67.6	62	53.2	299	70.6	31	87.1	248	74.6	93	63.4	372	62.6	468	68.4
ALLEGIANT AIR	0	0.0	0	0.0	74	87.8	346	67.9	41	70.7	0	0.0	0	0.0	704	67.3
AMERICAN AIRLINES	15201	64.9	583	59.5	639	47.6	453	55.0	59	54.2	706	48.7	1167	68.0	1168	53.3
DELTA AIR LINES	1061	61.3	5446	69.5	575	49.6	969	62.7	301	65.1	703	56.9	2688	64.8	1399	64.3
ENDEAVOR AIR	0	0.0	1065	74.2	132	47.0	0	0.0	0	0.0	0	0.0	1605	64.7	0	0.0
ENVOY AIR	6885	70.9	87	62.1	27	85.2	0	0.0	0	0.0	95	52.6	0	0.0	11	63.6
FRONTIER AIRLINES	975	52.5	229	65.9	49	53.1	143	67.1	0	0.0	361	51.5	62	45.2	1121	65.0
HAWAIIAN AIRLINES	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	31	54.8	124	69.4
JETBLUE AIRWAYS	31	58.1	56	78.6	497	65.2	1457	71.7	0	0.0	62	61.3	3198	65.4	217	73.7
PSA AIRLINES	816	67.9	85	82.4	0	0.0	0	0.0	151	61.6	0	0.0	0	0.0	0	0.0
REPUBLIC AIRWAYS	9	77.8	512	77.5	2134	70.3	0	0.0	803	86.3	0	0.0	1434	72.7	0	0.0
SKYWEST AIRLINES	2115	77.9	2187	76.8	0	0.0	0	0.0	281	72.2	1144	59.5	310	68.7	107	57.9
SOUTHWEST AIRLINES	0	0.0	362	63.0	0	0.0	1192	68.7	116	69.8	391	60.6	0	0.0	7346	72.5
SPIRIT AIRLINES	1052	59.4	931	65.3	969	57.8	2237	63.7	0	0.0	998	50.0	0	0.0	2576	58.5
UNITED AIRLINES	691	64.3	146	67.1	5700	61.4	560	64.3	2692	74.5	5835	62.7	0	0.0	1054	65.8
TOTAL	29,080	66.6	11,751	70.5	11,095	61.8	7,388	65.8	4,692	75.0	10,388	59.2	10,867	66.3	16,295	66.8

* 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)

JULY 2024

	ARRIVAL AIRPORT*															
	LAX		LGA		MCO		MDW		MIA		MSP		ORD		PHL	
CARRIER	# 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	896	80.7	0	0.0	217	64.5	0	0.0	31	64.5	148	68.9	388	61.9	62	56.5
ALLEGIANT AIR	205	63.4	0	0.0	35	60.0	52	75.0	0	0.0	17	64.7	0	0.0	0	0.0
AMERICAN AIRLINES	2606	64.7	1322	58.2	1529	56.6	0	0.0	4952	69.2	453	50.6	4954	64.0	4717	61.4
DELTA AIR LINES	3272	69.0	2268	63.6	1846	57.5	147	68.7	957	63.1	6951	66.7	1062	61.4	559	62.6
ENDEAVOR AIR	0	0.0	3091	64.4	0	0.0	0	0.0	0	0.0	658	62.6	5	100.0	0	0.0
ENVOY AIR	0	0.0	0	0.0	0	0.0	0	0.0	939	75.9	91	59.3	3088	70.9	0	0.0
FRONTIER AIRLINES	155	61.3	247	49.8	1274	65.0	351	61.3	372	59.1	165	63.6	274	36.5	1221	58.9
HAWAIIAN AIRLINES	217	65.4	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
JETBLUE AIRWAYS	742	74.4	832	60.5	1444	66.9	0	0.0	93	71.0	31	41.9	118	61.0	87	88.5
PSA AIRLINES	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	57	54.4	0	0.0	1229	67.5
REPUBLIC AIRWAYS	0	0.0	3774	73.4	0	0.0	0	0.0	16	93.8	57	75.4	922	82.9	849	79.7
SKYWEST AIRLINES	3258	81.9	328	69.8	0	0.0	168	77.4	0	0.0	1898	69.2	4575	75.0	0	0.0
SOUTHWEST AIRLINES	2378	67.9	998	70.1	4073	67.7	7166	73.0	498	65.1	690	58.1	487	64.1	401	66.6
SPIRIT AIRLINES	1172	62.6	713	63.7	1837	64.1	0	0.0	464	64.2	87	59.8	875	54.4	480	60.2
UNITED AIRLINES	2618	71.4	772	58.7	1082	63.7	0	0.0	410	62.0	485	57.9	7779	69.7	361	65.1
TOTAL	17,519	71.2	14,345	65.8	13,337	63.8	7,884	72.5	8,732	68.1	11,788	65.2	24,527	68.6	9,966	63.9

* 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)

JULY 2024

	ARRIVAL AIRPORT*											
	PHX		SAN		SEA		SFO		SLC		TPA	
CARRIER	# 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	372	72.3	1031	74.2	7674	74.1	1282	70.5	109	74.3	93	32.3
ALLEGIANT AIR	40	62.5	34	67.6	0	0.0	0	0.0	0	0.0	0	0.0
AMERICAN AIRLINES	4431	69.2	823	57.7	611	55.5	971	57.9	306	50.3	1017	55.9
DELTA AIR LINES	879	66.7	850	65.1	2973	73.4	1227	70.1	4850	73.5	1082	59.9
ENDEAVOR AIR	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
ENVOY AIR	904	81.6	0	0.0	30	80.0	0	0.0	8	100.0	88	67.0
FRONTIER AIRLINES	781	59.4	302	60.9	158	60.8	437	55.4	313	62.0	504	59.9
HAWAIIAN AIRLINES	31	48.4	62	67.7	62	64.5	62	67.7	31	90.3	0	0.0
JETBLUE AIRWAYS	62	33.9	155	68.4	93	74.2	356	74.4	93	63.4	403	67.0
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	1750	85.8	1109	72.0	2603	82.9	2432	81.6	2710	87.1	0	0.0
SOUTHWEST AIRLINES	5628	73.3	3090	67.5	884	63.5	639	68.1	1048	74.3	2047	65.3
SPIRIT AIRLINES	103	60.2	367	66.2	101	59.4	0	0.0	176	67.6	449	63.7
UNITED AIRLINES	746	67.0	898	63.0	1011	67.2	4422	76.2	303	68.3	644	64.0
TOTAL	15,727	72.3	8,721	67.0	16,200	73.4	11,828	73.2	9,947	75.9	6,327	61.8

* 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)

JULY 2024

	ARRIVAL AIRPORT*															
SCHEDULED ARRIVAL TIME	ATL	AUS	BNA	BOS	BWI	CLT	DCA	DEN	DFW	DTW	EWR	FLL	IAD	IAH	JFK	LAS
0600-0659	66.7	80.0	91.4	66.9	86.6	78.4	79.0	90.8	79.7	65.3	67.8	77.8	73.5	75.2	73.3	91.7
0700-0759	78.9	93.2	93.8	77.6	90.1	75.6	79.9	91.3	82.0	82.8	75.6	75.0	83.8	82.2	73.4	88.5
0800-0859	77.7	82.5	91.0	86.3	83.6	78.3	85.7	88.2	82.2	82.6	82.4	84.3	87.5	69.8	77.3	85.3
0900-0959	77.8	78.8	85.2	85.0	88.3	74.3	77.4	85.3	80.1	82.8	86.5	83.5	90.2	66.5	85.3	84.2
1000-1059	76.6	80.8	84.6	84.3	85.9	74.6	86.9	84.2	79.6	81.7	83.3	83.9	77.4	72.0	77.8	79.4
1100-1159	77.2	83.3	82.8	83.7	84.6	78.2	82.1	82.2	78.7	81.1	86.8	79.5	84.2	70.3	79.4	80.3
1200-1259	75.4	74.4	78.3	85.1	79.6	77.7	77.9	84.0	74.9	76.6	74.1	77.6	77.4	75.3	75.9	75.9
1300-1359	73.0	74.6	78.3	76.9	81.1	71.2	75.0	81.2	72.2	78.9	75.8	74.0	80.4	64.5	71.8	67.6
1400-1459	67.1	65.9	73.2	75.6	76.5	68.9	72.5	81.2	65.9	76.4	70.9	66.5	73.0	61.6	74.3	69.5
1500-1559	63.5	60.3	75.6	68.1	66.0	64.6	76.2	72.9	65.7	75.9	67.8	74.3	78.9	59.7	70.5	68.5
1600-1659	56.8	57.3	65.8	68.6	71.4	56.4	68.3	70.5	61.9	70.5	54.1	67.9	75.6	52.4	68.8	61.4
1700-1759	55.2	54.6	62.6	70.9	60.7	48.4	63.0	64.5	57.4	65.9	52.6	54.2	64.4	51.8	58.6	58.0
1800-1859	52.7	52.2	56.9	57.4	58.6	40.6	55.1	64.6	53.4	58.7	40.3	57.0	62.5	46.2	57.6	57.5
1900-1959	52.3	51.1	58.1	57.0	46.9	38.8	53.8	66.3	50.6	65.0	41.7	52.4	61.7	48.5	59.0	54.9
2000-2059	48.2	53.8	52.8	51.9	49.5	33.3	54.4	59.8	53.2	57.5	37.2	53.7	63.9	48.4	51.9	51.5
2100-2159	44.8	50.0	51.0	57.9	43.3	33.6	46.8	65.5	50.8	51.8	41.3	46.4	69.6	41.9	51.4	54.3
2200-2259	39.4	51.1	53.5	52.6	44.3	41.4	49.2	55.8	52.2	51.1	37.9	50.5	46.2	39.9	46.8	49.0
2300-0559	49.8	53.9	53.7	56.5	50.3	57.2	54.8	52.9	54.7	56.0	53.4	50.6	67.8	48.0	59.3	53.2
TOTAL	**63.9**	**64.2**	**69.9**	**68.4**	**67.4**	**60.8**	**67.9**	**75.2**	**66.6**	**70.5**	**61.8**	**65.8**	**75.0**	**59.2**	**66.3**	**66.8**

* 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)

JULY 2024

	ARRIVAL AIRPORT*														
SCHEDULED ARRIVAL TIME	LAX	LGA	MCO	MDW	MIA	MSP	ORD	PHL	PHX	SAN	SEA	SFO	SLC	TPA	TOTAL
0600-0659	87.7	82.6	70.5	91.9	63.6	80.9	70.7	66.9	89.7	48.4	84.8	88.9	82.0	60.0	79.3
0700-0759	83.2	83.1	83.8	92.2	78.3	83.0	83.0	79.9	93.0	81.8	84.9	90.4	88.2	84.0	83.4
0800-0859	83.4	82.5	86.1	87.3	81.1	79.3	81.3	81.4	86.4	88.4	88.3	88.3	87.6	88.4	82.9
0900-0959	79.1	82.4	86.9	92.0	86.7	80.0	80.9	77.5	84.3	78.0	83.3	73.9	80.9	86.6	81.3
1000-1059	78.9	81.9	80.5	85.4	81.4	84.3	80.5	79.6	84.0	73.5	78.6	70.6	80.7	83.9	80.0
1100-1159	77.3	77.0	81.0	88.5	80.1	77.9	82.6	75.3	84.9	72.6	77.2	76.4	83.3	81.7	80.1
1200-1259	79.6	82.5	77.6	87.3	77.1	79.2	81.7	76.5	79.4	68.1	80.5	80.3	80.3	74.9	78.9
1300-1359	78.8	75.5	82.0	84.3	70.6	64.3	81.9	76.5	82.0	71.1	79.4	80.5	76.7	73.9	75.1
1400-1459	76.2	73.8	75.0	77.3	71.7	55.7	77.3	70.9	76.2	67.8	80.5	73.8	79.5	75.3	72.9
1500-1559	77.1	71.1	69.6	81.1	68.9	65.8	68.2	75.5	70.1	68.5	85.4	75.4	77.7	69.1	69.8
1600-1659	70.6	67.7	60.2	69.3	67.2	70.3	69.2	63.5	65.5	66.9	70.1	74.3	74.4	53.3	66.1
1700-1759	65.5	60.8	53.1	66.6	65.6	52.0	63.0	50.6	66.4	69.3	69.2	75.4	69.1	48.7	59.5
1800-1859	66.7	52.2	50.1	62.9	54.2	54.3	49.7	46.1	64.6	57.5	75.3	70.2	63.4	47.0	56.2
1900-1959	68.4	44.9	46.9	54.8	51.0	54.2	38.0	45.1	59.5	59.9	68.6	73.1	76.6	49.8	54.4
2000-2059	62.9	45.8	47.3	52.0	54.6	53.2	47.7	47.4	60.0	56.2	67.2	70.7	73.2	49.4	54.2
2100-2159	60.7	39.8	47.4	51.8	52.7	45.4	44.0	61.2	55.6	54.5	57.3	62.3	67.9	36.8	50.6
2200-2259	53.6	43.3	43.5	49.5	55.8	52.7	48.9	46.3	46.8	51.6	54.8	62.2	55.9	45.1	49.9
2300-0559	57.3	48.4	48.8	47.1	50.4	58.7	59.6	48.5	45.3	56.9	62.1	59.7	49.8	51.1	53.9
TOTAL	71.2	65.8	63.8	72.5	68.1	65.2	68.6	63.9	72.3	67.0	73.4	73.2	75.9	61.8	67.8

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

AIR TRAVEL CONSUMER REPORT

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

JULY 2024

	DEPARTURE AIRPORT*															
SCHEDULED DEPARTURE TIME	ATL	AUS	BNA	BOS	BWI	CLT	DCA	DEN	DFW	DTW	EWR	FLL	IAD	IAH	JFK	LAS
0600-0659	84.2	90.3	86.3	86.7	84.8	83.6	85.0	87.0	78.2	83.0	80.8	88.4	86.5	75.5	85.6	89.5
0700-0759	77.9	85.5	85.0	83.8	79.5	80.5	86.3	83.2	79.1	80.8	78.6	82.3	78.2	74.2	83.6	84.9
0800-0859	77.7	82.1	84.2	82.0	80.6	70.5	81.4	83.0	80.4	79.1	76.6	78.9	85.8	71.5	77.0	80.8
0900-0959	73.9	79.4	84.2	81.4	71.8	78.5	79.0	82.7	67.0	78.7	77.4	79.2	89.1	66.8	77.9	74.8
1000-1059	73.5	72.4	78.8	74.9	74.2	68.4	79.1	77.1	74.6	77.2	77.8	75.7	80.0	60.9	78.1	72.1
1100-1159	72.7	76.0	78.0	79.0	77.9	68.7	80.5	77.6	62.8	78.6	76.4	75.5	81.7	54.4	75.1	71.1
1200-1259	69.5	71.5	80.1	78.1	67.7	63.9	78.4	72.3	68.1	74.3	76.1	68.1	84.6	61.3	72.5	65.0
1300-1359	67.5	69.1	66.1	76.9	60.6	64.2	70.0	75.2	57.2	66.8	70.5	59.7	82.8	46.1	64.0	60.2
1400-1459	64.5	64.4	65.8	66.9	48.4	53.9	71.7	63.0	60.8	71.9	66.3	57.7	71.2	49.2	64.5	53.5
1500-1559	55.6	52.0	61.4	63.1	41.4	46.7	65.6	64.9	52.8	70.0	56.5	53.9	68.4	42.9	64.2	55.2
1600-1659	53.1	44.1	59.0	62.1	39.8	45.2	59.5	59.0	58.0	68.0	64.0	52.5	66.7	46.5	63.5	52.4
1700-1759	46.4	44.4	51.9	61.3	45.9	38.5	57.9	62.5	50.1	57.7	50.2	47.2	60.9	41.9	59.1	43.5
1800-1859	44.3	41.5	54.7	54.4	39.8	35.5	51.0	53.7	50.1	59.3	50.6	47.1	57.1	41.5	53.0	46.9
1900-1959	45.3	47.8	49.0	54.0	42.0	27.0	50.6	58.7	47.3	53.7	41.0	41.4	59.6	38.6	52.3	41.5
2000-2059	39.3	50.4	44.2	49.5	26.3	32.1	50.1	58.9	45.2	59.9	39.4	54.0	30.0	40.0	54.5	49.5
2100-2159	45.3	48.1	49.8	52.4	24.3	28.3	52.5	55.9	51.6	64.6	41.2	40.2	0.0	39.6	53.2	38.3
2200-2259	45.2	50.7	41.6	32.1	18.4	28.6	53.1	48.2	51.0	38.4	36.0	37.1	68.3	42.9	50.0	52.9
2300-0559	47.2	84.7	86.1	87.0	72.1	37.1	78.7	73.4	69.1	76.0	76.7	80.2	86.7	75.8	86.2	64.1
TOTAL	60.2	65.0	68.9	71.3	55.0	52.4	69.0	69.9	61.5	70.5	64.4	63.9	74.4	53.5	67.9	62.9

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

AIR TRAVEL CONSUMER REPORT

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

JULY 2024

	DEPARTURE AIRPORT*														
SCHEDULED DEPARTURE TIME	LAX	LGA	MCO	MDW	MIA	MSP	ORD	PHL	PHX	SAN	SEA	SFO	SLC	TPA	TOTAL
0600-0659	90.7	85.8	88.1	92.8	85.0	85.5	83.3	83.7	89.8	89.8	88.6	91.1	88.4	86.4	86.4
0700-0759	85.8	84.2	86.0	82.9	79.3	79.6	81.6	79.6	88.6	86.4	84.7	86.4	84.0	82.2	82.4
0800-0859	79.9	79.6	81.3	81.0	79.3	77.6	81.3	79.6	85.6	75.8	81.9	85.4	82.7	80.6	80.5
0900-0959	79.5	79.2	78.7	78.7	70.4	81.5	75.9	71.3	78.8	78.0	80.1	80.5	86.3	83.0	77.8
1000-1059	74.9	74.7	77.5	81.0	79.9	75.9	74.0	74.1	80.4	73.5	72.5	71.3	79.3	81.2	75.2
1100-1159	75.1	80.1	69.2	77.7	73.2	74.9	66.5	67.1	73.6	69.5	72.6	70.5	78.9	73.6	73.3
1200-1259	72.3	76.0	70.4	77.5	69.8	73.4	72.9	60.8	74.2	65.4	69.6	67.1	74.6	71.0	71.4
1300-1359	74.8	72.2	67.2	73.5	66.6	72.9	73.7	68.6	71.5	64.9	74.1	70.5	71.4	66.7	69.0
1400-1459	71.4	70.2	65.3	64.1	61.8	57.0	73.4	66.8	70.8	61.3	72.4	69.0	66.8	61.3	63.9
1500-1559	67.1	67.3	57.4	61.0	55.5	58.6	67.6	61.6	62.4	59.8	73.5	63.8	73.3	58.0	60.6
1600-1659	74.1	63.9	46.8	60.1	62.1	60.7	62.6	50.3	61.5	66.5	78.6	72.7	76.7	57.3	58.8
1700-1759	66.8	61.7	40.7	55.6	57.2	51.9	57.2	55.6	53.7	61.1	66.3	78.9	65.4	38.8	55.2
1800-1859	65.1	59.2	40.4	51.2	52.4	48.6	57.8	48.2	57.4	65.9	66.2	74.3	64.4	44.1	51.7
1900-1959	69.5	48.0	37.5	46.6	47.7	58.1	46.4	47.7	57.6	49.3	72.5	76.7	53.0	35.5	50.0
2000-2059	70.1	46.0	39.1	35.6	56.4	57.6	44.4	43.4	59.5	65.5	65.9	73.4	74.5	40.9	48.5
2100-2159	66.9	48.2	37.6	28.9	51.3	56.7	40.6	47.5	57.9	61.8	66.4	67.2	72.0	37.4	50.2
2200-2259	66.0	48.0	42.5	33.7	48.1	51.6	23.5	55.1	53.5	74.5	64.5	75.4	67.4	40.8	49.6
2300-0559	73.5	81.3	78.3	88.7	74.2	91.1	79.4	77.6	75.9	0.0	71.5	68.4	65.4	88.2	72.5
TOTAL	**74.5**	**69.2**	**62.9**	**64.0**	**62.8**	**67.0**	**66.6**	**63.7**	**71.2**	**70.4**	**73.8**	**74.6**	**74.1**	**65.6**	**66.0**

* 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
JULY 2024

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS		CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP		ARR	DEP	ARR	DEP
Aberdeen, SD (ABR)	74.2	79.0	62	62	Bozeman, MT (BZN)	72.2	75.0	1164	1164
Abilene, TX (ABI)	59.1	77.9	149	149	Brainerd, MN (BRD)	82.3	77.4	62	62
Adak Island, AK (ADK)	88.9	77.8	9	9	Bristol/Johnson City/Kingsport, TN (TRI)	73.6	77.2	197	197
Aguadilla, PR (BQN)	58.9	70.6	197	197	Brownsville, TX (BRO)	70.3	74.4	202	203
Akron, OH (CAK)	60.2	68.4	332	332	Brunswick, GA (BQK)	71.0	82.3	62	62
Albany, GA (ABY)	61.3	62.9	62	62	Buffalo, NY (BUF)	64.0	71.7	2028	2025
Albany, NY (ALB)	60.3	67.4	1061	1061	Burbank, CA (BUR)	75.1	77.3	2875	2875
Albuquerque, NM (ABQ)	69.6	75.1	2126	2126	Burlington, VT (BTV)	66.9	73.1	795	795
Alexandria, LA (AEX)	76.3	73.4	177	177	Butte, MT (BTM)	87.1	90.3	62	62
Allentown/Bethlehem/Easton, PA (ABE)	63.5	75.2	375	375	Casper, WY (CPR)	80.9	87.8	246	245
Alpena, MI (APN)	84.6	76.9	52	52	Cedar City, UT (CDC)	78.8	82.7	52	52
Amarillo, TX (AMA)	72.0	77.8	465	465	Cedar Rapids/Iowa City, IA (CID)	63.2	74.7	729	728
Anchorage, AK (ANC)	71.1	76.9	2301	2300	Champaign/Urbana, IL (CMI)	63.4	77.2	123	123
Appleton, WI (ATW)	70.1	78.9	532	532	Charleston, SC (CHS)	65.0	69.6	2495	2494
Arcata/Eureka, CA (ACV)	78.7	84.4	141	141	Charleston/Dunbar, WV (CRW)	59.7	64.6	288	288
Asheville, NC (AVL)	62.7	61.1	1249	1248	Charlotte Amalie, VI (STT)	72.3	69.9	495	495
Ashland, WV (HTS)	69.2	62.6	91	91	Charlotte, NC (CLT)	60.8	52.4	19040	19043
Aspen, CO (ASE)	74.3	77.1	711	711	Charlottesville, VA (CHO)	70.3	71.4	259	259
Atlanta, GA (ATL)	63.9	60.2	30072	30072	Chattanooga, TN (CHA)	65.7	69.0	527	529
Atlantic City, NJ (ACY)	65.2	72.7	230	231	Cheyenne, WY (CYS)	82.8	89.7	58	58
Augusta, GA (AGS)	62.5	68.3	384	385	Chicago, IL (MDW)	72.5	64.0	7884	7884
Austin, TX (AUS)	64.2	65.0	7756	7754	Chicago, IL (ORD)	68.6	66.6	24527	24531
Bakersfield, CA (BFL)	77.1	88.0	266	266	Christiansted, VI (STX)	65.5	62.1	87	87
Baltimore, MD (BWI)	67.4	55.0	9067	9069	Cincinnati, OH (CVG)	64.0	71.0	3750	3752
Bangor, ME (BGR)	64.9	70.5	589	589	Clarksburg/Fairmont, WV (CKB)	55.9	52.9	34	34
Barrow, AK (BRW)	61.3	74.2	31	31	Cleveland, OH (CLE)	66.8	72.3	3798	3802
Baton Rouge, LA (BTR)	61.1	70.3	434	434	Cody, WY (COD)	81.0	76.9	121	121
Beaumont/Port Arthur, TX (BPT)	83.9	88.7	62	62	College Station/Bryan, TX (CLL)	59.8	64.1	92	92
Belleville, IL (BLV)	64.4	59.3	149	150	Colorado Springs, CO (COS)	66.7	76.6	1220	1220
Bellingham, WA (BLI)	74.6	82.5	280	280	Columbia, MO (COU)	56.0	70.3	182	182
Bemidji, MN (BJI)	80.6	80.6	62	62	Columbia, SC (CAE)	59.4	72.8	577	577
Bend/Redmond, OR (RDM)	74.5	72.5	517	517	Columbus, GA (CSG)	57.6	69.4	85	85
Bethel, AK (BET)	75.8	72.6	62	62	Columbus, MS (GTR)	67.7	77.4	62	62
Billings, MT (BIL)	72.1	79.0	420	420	Columbus, OH (CMH)	68.8	75.4	3797	3797
Binghamton, NY (BGM)	71.0	80.6	31	31	Columbus, OH (LCK)	74.0	71.0	131	131
Birmingham, AL (BHM)	58.0	67.6	1460	1460	Concord, NC (USA)	62.9	62.3	62	61
Bishop, CA (BIH)	77.4	77.4	31	31	Cordova, AK (CDV)	80.6	79.0	62	62
Bismarck/Mandan, ND (BIS)	73.4	78.7	357	357	Corpus Christi, TX (CRP)	66.7	75.3	369	369
Bloomington/Normal, IL (BMI)	67.9	74.1	162	162	Dallas, TX (DAL)	71.9	65.6	6447	6447
Boise, ID (BOI)	74.6	81.6	2140	2139	Dallas/Fort Worth, TX (DFW)	66.6	61.5	29080	29084
Boston, MA (BOS)	68.4	71.3	12957	12953	Dayton, OH (DAY)	66.9	75.8	640	641

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

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS		CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP		ARR	DEP	ARR	DEP
Daytona Beach, FL (DAB)	64.1	69.4	245	245	Green Bay, WI (GRB)	71.7	78.6	283	285
Deadhorse, AK (SCC)	92.0	92.0	50	50	Greensboro/High Point, NC (GSO)	58.8	69.2	1056	1056
Decatur, IL (DEC)	69.8	75.5	53	53	Greer, SC (GSP)	63.4	72.1	1502	1501
Denver, CO (DEN)	75.2	69.9	28400	28401	Guam, TT (GUM)	75.8	88.7	62	62
Des Moines, IA (DSM)	63.8	71.9	1351	1351	Gulfport/Biloxi, MS (GPT)	67.2	72.7	308	308
Detroit, MI (DTW)	70.5	70.5	11751	11751	Gunnison, CO (GUC)	81.8	89.4	66	66
Devils Lake, ND (DVL)	84.2	77.2	57	57	Gustavus, AK (GST)	61.3	71.0	31	31
Dickinson, ND (DIK)	91.4	93.1	58	58	Hagerstown, MD (HGR)	50.0	42.2	44	45
Dillingham, AK (DLG)	83.9	83.9	31	31	Hancock/Houghton, MI (CMX)	64.5	87.1	62	62
Dodge City, KS (DDC)	73.6	81.1	53	53	Harlingen/San Benito, TX (HRL)	63.6	70.0	343	343
Dothan, AL (DHN)	58.1	77.4	62	62	Harrisburg, PA (MDT)	63.9	69.6	504	504
Duluth, MN (DLH)	74.0	83.2	208	208	Hartford, CT (BDL)	63.4	69.5	1937	1937
Durango, CO (DRO)	81.0	80.4	373	373	Hattiesburg/Laurel, MS (PIB)	58.5	71.7	53	53
Eagle, CO (EGE)	71.2	71.2	243	243	Hayden, CO (HDN)	74.0	71.2	131	132
El Paso, TX (ELP)	68.1	74.2	1545	1545	Hays, KS (HYS)	84.9	88.7	53	53
Elko, NV (EKO)	80.6	90.3	31	31	Helena, MT (HLN)	87.9	88.7	124	124
Elmira/Corning, NY (ELM)	62.5	72.7	88	88	Hibbing, MN (HIB)	84.6	88.5	52	52
Escanaba, MI (ESC)	75.0	80.8	52	52	Hilo, HI (ITO)	86.1	89.3	569	569
Eugene, OR (EUG)	72.9	80.3	639	639	Hilton Head, SC (HHH)	76.5	73.5	238	238
Evansville, IN (EVV)	63.3	73.4	207	207	Hobbs, NM (HOB)	53.2	79.0	62	62
Everett, WA (PAE)	81.0	79.3	58	58	Honolulu, HI (HNL)	83.8	83.7	5495	5494
Fairbanks, AK (FAI)	71.4	73.2	384	384	Houston, TX (HOU)	62.0	56.5	5230	5229
Fargo, ND (FAR)	73.6	77.0	584	583	Houston, TX (IAH)	59.2	53.5	10388	10383
Fayetteville, AR (XNA)	66.4	70.4	1214	1213	Huntsville, AL (HSV)	63.4	68.7	756	756
Fayetteville, NC (FAY)	55.0	72.0	100	100	Hyannis, MA (HYA)	79.6	72.0	93	93
Flagstaff, AZ (FLG)	86.7	93.3	150	150	Idaho Falls, ID (IDA)	79.5	82.0	322	322
Flint, MI (FNT)	67.3	79.4	165	165	Indianapolis, IN (IND)	64.9	72.7	4218	4219
Fort Dodge, IA (FOD)	66.0	66.0	53	53	International Falls, MN (INL)	67.7	75.8	62	62
Fort Lauderdale, FL (FLL)	65.8	63.9	7388	7391	Iron Mountain/Kingsfd, MI (IMT)	75.8	82.3	62	62
Fort Myers, FL (RSW)	64.2	66.2	2027	2026	Islip, NY (ISP)	66.8	65.4	407	407
Fort Smith, AR (FSM)	68.8	72.3	112	112	Ithaca/Cortland, NY (ITH)	64.5	72.6	62	62
Fort Wayne, IN (FWA)	65.1	69.5	416	416	Jackson, WY (JAC)	72.5	75.0	663	663
Fresno, CA (FAT)	70.3	76.5	1023	1023	Jackson/Vicksburg, MS (JAN)	63.3	65.0	610	609
Gainesville, FL (GNV)	63.5	66.9	296	296	Jacksonville, FL (JAX)	60.1	66.1	2612	2612
Garden City, KS (GCK)	71.0	83.9	62	62	Jacksonville/Camp Lejeune, NC (OAJ)	59.0	68.3	205	205
Gillette, WY (GCC)	79.0	90.3	62	62	Jamestown, ND (JMS)	82.5	84.2	57	57
Grand Forks, ND (GFK)	74.3	78.2	101	101	Johnstown, PA (JST)	77.4	83.9	62	62
Grand Island, NE (GRI)	80.8	84.6	78	78	Joplin, MO (JLN)	71.2	84.6	52	52
Grand Junction, CO (GJT)	79.7	80.5	354	354	Juneau, AK (JNU)	69.4	78.6	527	527
Grand Rapids, MI (GRR)	67.4	73.7	1541	1541	Kahului, HI (OGG)	85.7	86.3	2422	2423
Great Falls, MT (GTF)	83.5	90.2	194	194	Kalamazoo, MI (AZO)	72.9	75.3	85	85

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

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS		CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP		ARR	DEP	ARR	DEP
Kalispell, MT (FCA)	75.6	77.0	570	569	Midland/Odessa, TX (MAF)	69.1	73.7	810	811
Kansas City, MO (MCI)	66.7	73.4	4592	4593	Milwaukee, WI (MKE)	67.4	74.0	2614	2613
Ketchikan, AK (KTN)	80.6	79.5	278	278	Minneapolis, MN (MSP)	65.2	67.0	11788	11786
Key West, FL (EYW)	68.6	65.1	513	513	Minot, ND (MOT)	80.7	82.4	233	233
Killeen, TX (GRK)	66.5	69.7	176	175	Mission/McAllen/Edinburg, TX (MFE)	58.5	69.5	472	472
King Salmon, AK (AKN)	76.1	82.6	46	46	Missoula, MT (MSO)	72.5	73.2	567	567
Knoxville, TN (TYS)	64.8	73.9	1550	1550	Mobile, AL (MOB)	64.5	71.1	228	228
Kodiak, AK (ADQ)	84.8	83.5	79	79	Moline, IL (MLI)	57.8	70.1	384	384
Kona, HI (KOA)	82.8	87.1	1464	1463	Monroe, LA (MLU)	69.6	75.5	204	204
Kotzebue, AK (OTZ)	90.3	87.1	31	31	Monterey, CA (MRY)	69.4	76.5	441	442
La Crosse, WI (LSE)	43.4	75.0	53	52	Montgomery, AL (MGM)	65.0	67.9	234	234
Lafayette, LA (LFT)	62.2	68.3	315	315	Montrose/Delta, CO (MTJ)	72.5	73.3	251	251
Lake Charles, LA (LCH)	80.4	78.3	92	92	Mosinee, WI (CWA)	77.4	88.7	62	62
Lansing, MI (LAN)	71.2	72.1	111	111	Myrtle Beach, SC (MYR)	65.1	65.8	1940	1939
Laramie, WY (LAR)	81.1	83.0	53	53	Nantucket, MA (ACK)	75.8	70.6	479	479
Laredo, TX (LRD)	67.8	74.3	171	171	Nashville, TN (BNA)	69.9	68.9	9146	9145
Las Vegas, NV (LAS)	66.8	62.9	16295	16285	New Bern/Morehead/Beaufort, NC (EWN)	45.5	36.4	22	22
Latrobe, PA (LBE)	82.3	71.0	62	62	New Orleans, LA (MSY)	60.5	63.0	4192	4192
Lawton/Fort Sill, OK (LAW)	82.6	77.2	92	92	New York, NY (JFK)	66.3	67.9	10867	10870
Lewiston, ID (LWS)	87.1	89.2	93	93	New York, NY (LGA)	65.8	69.2	14345	14343
Lexington, KY (LEX)	61.6	69.6	855	855	Newark, NJ (EWR)	61.8	64.4	11095	11102
Liberal, KS (LBL)	71.7	69.8	53	53	Newburgh/Poughkeepsie, NY (SWF)	68.8	62.5	48	48
Lihue, HI (LIH)	85.3	87.1	1455	1455	Niagara Falls, NY (IAG)	61.8	44.1	34	34
Lincoln, NE (LNK)	70.2	80.0	215	215	Nome, AK (OME)	71.0	80.6	31	31
Little Rock, AR (LIT)	63.3	68.9	1192	1190	Norfolk, VA (ORF)	59.8	63.2	1945	1945
Long Beach, CA (LGB)	78.0	76.6	1541	1541	North Bend/Coos Bay, OR (OTH)	75.0	72.5	40	40
Longview, TX (GGG)	59.7	75.8	62	62	North Platte, NE (LBF)	75.0	90.4	52	52
Los Angeles, CA (LAX)	71.2	74.5	17519	17518	Oakland, CA (OAK)	75.8	75.1	3726	3726
Louisville, KY (SDF)	63.9	73.1	2182	2183	Oklahoma City, OK (OKC)	67.4	75.9	2073	2073
Lubbock, TX (LBB)	72.7	82.7	520	520	Omaha, NE (OMA)	64.5	73.3	2102	2102
Madison, WI (MSN)	63.7	75.7	1019	1021	Ontario, CA (ONT)	70.8	79.0	2411	2410
Manchester, NH (MHT)	63.7	68.5	520	520	Orlando, FL (MCO)	63.8	62.9	13337	13337
Manhattan/Ft. Riley, KS (MHK)	73.1	84.9	93	93	Pago Pago, TT (PPG)	78.6	71.4	14	14
Marquette, MI (MQT)	76.1	73.9	92	92	Palm Springs, CA (PSP)	77.8	81.1	604	604
Martha's Vineyard, MA (MVY)	79.6	74.5	353	353	Panama City, FL (ECP)	67.1	66.5	1038	1038
Mason City, IA (MCW)	66.0	73.6	53	53	Pasco/Kennewick/Richland, WA (PSC)	77.3	84.8	462	462
Medford, OR (MFR)	76.7	77.5	386	386	Pellston, MI (PLN)	78.9	75.4	114	114
Melbourne, FL (MLB)	71.6	73.7	232	232	Pensacola, FL (PNS)	62.1	66.6	1422	1423
Memphis, TN (MEM)	61.0	71.0	2134	2134	Peoria, IL (PIA)	74.5	76.3	321	321
Meridian, MS (MEI)	49.1	62.3	53	53	Petersburg, AK (PSG)	80.6	88.7	62	62
Miami, FL (MIA)	68.1	62.8	8732	8733	Philadelphia, PA (PHL)	63.9	63.7	9966	9968

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

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS		CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP		ARR	DEP	ARR	DEP
Phoenix, AZ (AZA)	68.3	75.3	555	555	Santa Fe, NM (SAF)	77.5	77.8	306	306
Phoenix, AZ (PHX)	72.3	71.2	15727	15733	Santa Maria, CA (SMX)	75.0	62.5	8	8
Pittsburgh, PA (PIT)	65.9	72.6	4113	4113	Santa Rosa, CA (STS)	81.5	82.8	319	319
Plattsburgh, NY (PBG)	77.1	68.8	48	48	Sarasota/Bradenton, FL (SRQ)	66.6	71.2	1151	1151
Pocatello, ID (PIH)	95.2	95.2	62	62	Sault Ste. Marie, MI (CIU)	77.4	82.3	62	62
Ponce, PR (PSE)	60.2	72.5	93	91	Savannah, GA (SAV)	60.1	65.1	1726	1725
Portland, ME (PWM)	69.5	73.3	1362	1363	Scottsbluff, NE (BFF)	82.7	88.5	52	52
Portland, OR (PDX)	72.0	77.5	5491	5492	Scranton/Wilkes-Barre, PA (AVP)	58.8	70.3	148	148
Portsmouth, NH (PSM)	74.2	74.2	31	31	Seattle, WA (SEA)	73.4	73.8	16200	16198
Prescott, AZ (PRC)	79.0	77.4	62	62	Sheridan, WY (SHR)	88.7	85.5	62	62
Providence, RI (PVD)	63.1	70.6	1317	1316	Shreveport, LA (SHV)	65.1	65.4	410	410
Provo, UT (PVU)	60.0	74.4	160	160	Sioux City, IA (SUX)	56.5	72.6	62	62
Punta Gorda, FL (PGD)	65.2	72.9	509	509	Sioux Falls, SD (FSD)	66.2	71.6	556	556
Raleigh/Durham, NC (RDU)	63.4	66.5	5668	5667	Sitka, AK (SIT)	72.6	85.5	186	186
Rapid City, SD (RAP)	70.5	70.5	567	567	South Bend, IN (SBN)	68.1	70.5	546	546
Redding, CA (RDD)	80.6	82.9	124	123	Spokane, WA (GEG)	70.0	79.1	1606	1606
Reno, NV (RNO)	69.2	76.0	1920	1919	Springfield, IL (SPI)	88.9	88.9	9	9
Rhinelander, WI (RHI)	59.3	64.8	91	91	Springfield, MO (SGF)	69.1	71.0	884	884
Richmond, VA (RIC)	60.5	66.7	1622	1623	St. Cloud, MN (STC)	88.9	88.9	9	9
Riverton/Lander, WY (RIW)	80.6	90.3	62	62	St. George, UT (SGU)	77.8	84.6	234	234
Roanoke, VA (ROA)	64.2	67.7	232	232	St. Louis, MO (STL)	69.2	65.3	6029	6029
Rochester, MN (RST)	64.5	77.2	124	123	St. Petersburg, FL (PIE)	62.8	66.6	960	959
Rochester, NY (ROC)	62.7	70.0	1130	1128	State College, PA (SCE)	82.4	88.2	34	34
Rock Springs, WY (RKS)	82.3	87.1	62	62	Stillwater, OK (SWO)	88.7	88.7	62	62
Rockford, IL (RFD)	73.8	65.0	80	80	Stockton, CA (SCK)	73.5	61.2	49	49
Roswell, NM (ROW)	78.3	73.9	92	92	Sun Valley/Hailey/Ketchum, ID (SUN)	79.9	87.6	194	194
Sacramento, CA (SMF)	72.5	76.7	5022	5021	Syracuse, NY (SYR)	64.6	71.7	1258	1259
Saginaw/Bay City/Midland, MI (MBS)	76.0	77.6	196	196	Tallahassee, FL (TLH)	65.0	73.3	483	483
Saipan, TT (SPN)	96.8	87.1	31	31	Tampa, FL (TPA)	61.8	65.6	6327	6327
Salina, KS (SLN)	81.1	81.1	53	53	Texarkana, AR (TXK)	58.1	74.2	62	62
Salt Lake City, UT (SLC)	75.9	74.1	9947	9946	Toledo, OH (TOL)	88.5	76.9	26	26
San Angelo, TX (SJT)	71.7	79.3	92	92	Traverse City, MI (TVC)	74.1	74.3	607	608
San Antonio, TX (SAT)	61.2	68.6	3756	3757	Trenton, NJ (TTN)	76.1	70.4	142	142
San Diego, CA (SAN)	67.0	70.4	8721	8721	Tucson, AZ (TUS)	73.7	79.5	1392	1392
San Francisco, CA (SFO)	73.2	74.6	11828	11828	Tulsa, OK (TUL)	67.4	77.5	1559	1559
San Jose, CA (SJC)	75.7	80.4	4516	4516	Twin Falls, ID (TWF)	87.1	88.7	62	62
San Juan, PR (SJU)	63.9	69.3	3568	3570	Tyler, TX (TYR)	65.2	71.7	92	92
San Luis Obispo, CA (SBP)	73.3	84.9	465	465	Valdosta, GA (VLD)	67.7	75.8	62	62
Sanford, FL (SFB)	64.1	70.8	1008	1007	Valparaiso, FL (VPS)	64.5	69.3	1141	1141
Santa Ana, CA (SNA)	75.9	77.4	3697	3697	Victoria, TX (VCT)	62.3	67.9	53	53
Santa Barbara, CA (SBA)	76.8	82.8	749	749	Waco, TX (ACT)	84.8	80.4	92	92

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

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Walla Walla, WA (ALW)	76.7	83.3	60	60
Washington, DC (DCA)	67.9	69.0	11948	11948
Washington, DC (IAD)	75.0	74.4	4692	4692
West Palm Beach/Palm Beach, FL (PBI)	63.6	67.7	2055	2057
West Yellowstone, MT (WYS)	72.9	78.6	70	70
White Plains, NY (HPN)	64.2	73.6	1032	1031
Wichita Falls, TX (SPS)	77.4	82.3	62	62
Wichita, KS (ICT)	65.9	78.1	952	951
Williston, ND (XWA)	73.3	76.4	165	165
Wilmington, NC (ILM)	65.5	69.0	861	860
Worcester, MA (ORH)	74.2	66.7	120	120
Wrangell, AK (WRG)	82.3	90.3	62	62
Yakutat, AK (YAK)	74.2	80.6	62	62
Yuma, AZ (YUM)	78.0	82.2	118	118

AIR TRAVEL CONSUMER REPORT

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

JULY 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	127642	849	0.7	1
ALASKA AIRLINES NETWORK	106	38462	279	0.7	2
- ALASKA AIRLINES	89	23884	220	0.9	
- BRANDED CODESHARE PARTNERS	57	14578	59	0.4	
HAWAIIAN AIRLINES	22	6820	55	0.8	3
JETBLUE AIRWAYS	66	20182	234	1.2	4
AMERICAN AIRLINES NETWORK	225	169929	3678	2.2	5
- AMERICAN AIRLINES	125	88291	2208	2.5	
- BRANDED CODESHARE PARTNERS	206	81638	1470	1.8	
ALLEGIANT AIR	122	12861	415	3.2	6
UNITED AIRLINES NETWORK	216	118284	4173	3.5	7
- UNITED AIRLINES	114	65463	2452	3.7	
- BRANDED CODESHARE PARTNERS	192	52821	1721	3.3	
FRONTIER AIRLINES	80	19432	878	4.5	8
SPIRIT AIRLINES	59	24769	1278	5.2	9
DELTA AIR LINES NETWORK	213	138426	7735	5.6	10
- DELTA AIR LINES	143	92296	6053	6.6	
- BRANDED CODESHARE PARTNERS	179	46130	1682	3.6	
TOTAL AIRPORTS SERVED	354	676,807	19,574	2.9	

[1] **All U.S. airlines with at least half of one percent of total domestic scheduled-service passenger revenues plus any branded codeshare partners.**
  Note: **For simplicity, statistics are displayed to one decimal place. Actual ranking order is calculated to nine decimal places.**

AIR TRAVEL CONSUMER REPORT

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

JULY 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	127642	849	0.7	1
HAWAIIAN AIRLINES	22	6820	55	0.8	2
SKYWEST AIRLINES	233	63914	568	0.9	3
ALASKA AIRLINES	89	23884	220	0.9	4
ENVOY AIR	143	26111	280	1.1	5
JETBLUE AIRWAYS	66	20182	234	1.2	6
AMERICAN AIRLINES	125	88291	2208	2.5	7
REPUBLIC AIRWAYS	72	25613	719	2.8	8
ALLEGIANT AIR	122	12861	415	3.2	9
UNITED AIRLINES	114	65463	2452	3.7	10
PSA AIRLINES	84	20078	773	3.8	11
FRONTIER AIRLINES	80	19432	878	4.5	12
SPIRIT AIRLINES	59	24769	1278	5.2	13
DELTA AIR LINES	143	92296	6053	6.6	14
ENDEAVOR AIR	92	17257	1390	8.1	15
TOTAL AIRPORTS SERVED	342	634,613	18,372	2.9	

[1] All U.S. airlines with at least half of one percent of total domestic scheduled-service passenger revenue
Note: For simplicity, statistics are displayed to one decimal place. Actual ranking order is calculated to nine decimal places.

AIR TRAVEL CONSUMER REPORT

TABLE 7. CAUSES OF DELAY, BY REPORTING MARKETING CARRIER

JULY 2024

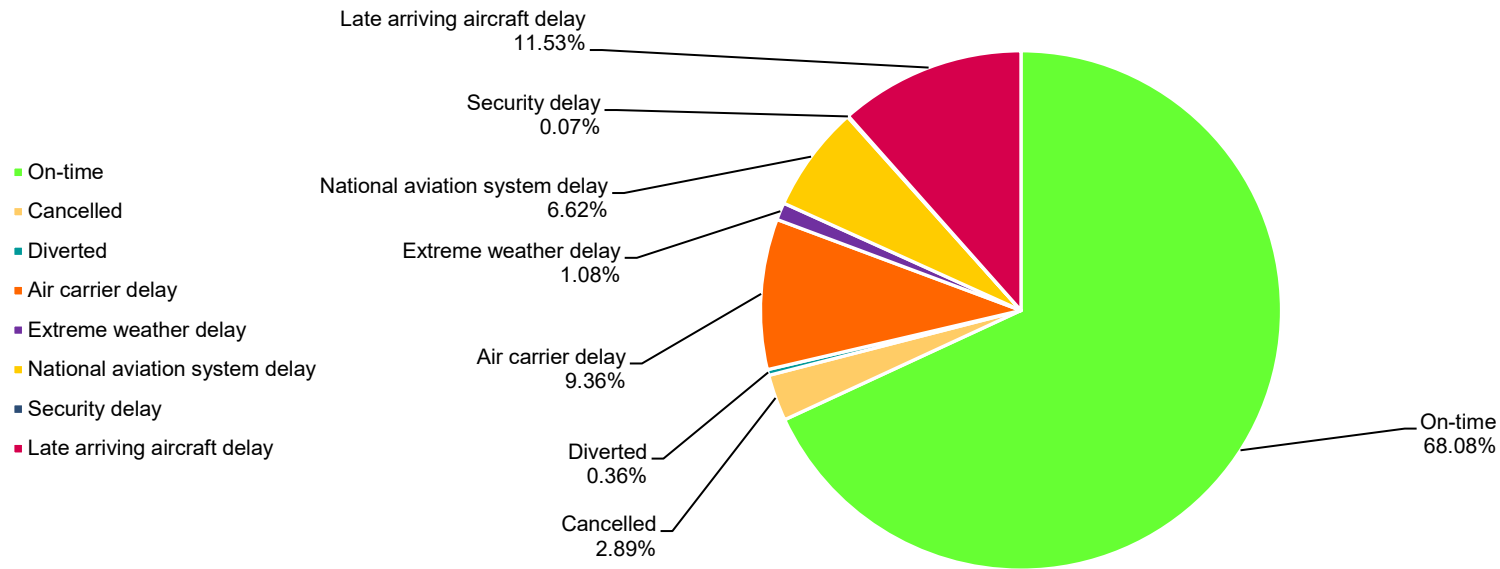| CARRIER	TOTAL RECORDS	ON TIME	% ON TIME	CANCELLED	% CANCELLED	DIVERTED	% DIVERTED	AIR CARRIER DELAY	% AIR CARRIER DELAY	EXTREME WEATHER DELAY	% EXTREME WEATHER DELAY	NATIONAL AVIATION SYSTEM DELAY	% NATIONAL AVIATION SYSTEM DELAY	SECURITY DELAY	% SECURITY DELAY	LATE ARRIVING AIRCRAFT DELAY	% LATE ARRIVING AIRCRAFT DELAY
ALASKA AIRLINES NETWORK	**38462**	**29367**	**76.35**	**279**	**0.73**	**46**	**0.12**	**2233**	**5.81**	**192**	**0.50**	**2804**	**7.29**	**50**	**0.13**	**3491**	**9.08**
- ALASKA AIRLINES	23884	17497	73.26	220	0.92	39	0.16	1413	5.92	131	0.55	2084	8.73	38	0.16	2462	10.31
- BRANDED CODESHARE PARTNERS	14578	11870	81.42	59	0.40	7	0.05	820	5.62	61	0.42	720	4.94	12	0.08	1029	7.06
ALLEGIANT AIR	**12861**	**8741**	**67.97**	**415**	**3.23**	**27**	**0.21**	**983**	**7.64**	**371**	**2.88**	**812**	**6.31**	**19**	**0.15**	**1492**	**11.60**
AMERICAN AIRLINES NETWORK	**169929**	**111681**	**65.72**	**3678**	**2.16**	**654**	**0.38**	**14281**	**8.40**	**2659**	**1.56**	**11595**	**6.82**	**138**	**0.08**	**25243**	**14.86**
- AMERICAN AIRLINES	88291	53181	60.23	2208	2.50	376	0.43	9197	10.42	1238	1.40	5914	6.70	83	0.09	16095	18.23
- BRANDED CODESHARE PARTNERS	81638	58500	71.66	1470	1.80	278	0.34	5084	6.23	1421	1.74	5682	6.96	55	0.07	9148	11.21
DELTA AIR LINES NETWORK	**138426**	**93585**	**67.61**	**7735**	**5.59**	**501**	**0.36**	**15954**	**11.53**	**1817**	**1.31**	**8509**	**6.15**	**24**	**0.02**	**10300**	**7.44**
- DELTA AIR LINES	92296	60202	65.23	6053	6.56	365	0.40	11011	11.93	821	0.89	5882	6.37	9	0.01	7953	8.62
- BRANDED CODESHARE PARTNERS	46130	33383	72.37	1682	3.65	136	0.29	4943	10.72	996	2.16	2627	5.69	15	0.03	2348	5.09
FRONTIER AIRLINES	**19432**	**12018**	**61.85**	**878**	**4.52**	**38**	**0.20**	**1521**	**7.83**	**75**	**0.39**	**1642**	**8.45**	**0**	**0.00**	**3258**	**16.77**
HAWAIIAN AIRLINES	**6820**	**5737**	**84.12**	**55**	**0.81**	**9**	**0.13**	**593**	**8.70**	**2**	**0.03**	**20**	**0.29**	**21**	**0.31**	**383**	**5.62**
JETBLUE AIRWAYS	**20182**	**13711**	**67.94**	**234**	**1.16**	**96**	**0.48**	**2212**	**10.96**	**117**	**0.58**	**1749**	**8.67**	**17**	**0.08**	**2047**	**10.14**
SOUTHWEST AIRLINES	**127642**	**90066**	**70.56**	**849**	**0.67**	**502**	**0.39**	**11055**	**8.66**	**698**	**0.55**	**6302**	**4.94**	**117**	**0.09**	**18053**	**14.14**
SPIRIT AIRLINES	**24769**	**15127**	**61.07**	**1278**	**5.16**	**55**	**0.22**	**2391**	**9.65**	**239**	**0.96**	**3305**	**13.34**	**50**	**0.20**	**2326**	**9.39**
UNITED AIRLINES NETWORK	**118284**	**83022**	**70.19**	**4173**	**3.53**	**504**	**0.43**	**10858**	**9.18**	**1297**	**1.10**	**8019**	**6.78**	**14**	**0.01**	**10398**	**8.79**
- UNITED AIRLINES	65463	44706	68.29	2452	3.75	320	0.49	5907	9.02	653	1.00	4996	7.63	1	0.00	6428	9.82
- BRANDED CODESHARE PARTNERS	52821	38316	72.54	1721	3.26	184	0.35	4951	9.37	643	1.22	3023	5.72	13	0.02	3969	7.51
TOTAL	**676,807**	**463,055**	**68.42**	**19,574**	**2.89**	**2,432**	**0.36**	**62,081**	**9.17**	**7,467**	**1.10**	**44,756**	**6.61**	**451**	**0.07**	**76,990**	**11.38**

* 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

JULY 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	23884	17497	73.26	220	0.92	39	0.16	1413	5.92	131	0.55	2084	8.73	38	0.16	2462	10.31
ALLEGIANT AIR	12861	8741	67.97	415	3.23	27	0.21	983	7.64	371	2.88	812	6.31	19	0.15	1492	11.60
AMERICAN AIRLINES	88291	53181	60.23	2208	2.50	376	0.43	9197	10.42	1238	1.40	5914	6.70	83	0.09	16095	18.23
DELTA AIR LINES	92296	60202	65.23	6053	6.56	365	0.40	11011	11.93	821	0.89	5882	6.37	9	0.01	7953	8.62
ENDEAVOR AIR	17257	11237	65.12	1390	8.05	71	0.41	1210	7.01	136	0.79	1240	7.19	1	0.01	1972	11.43
ENVOY AIR	26111	18314	70.14	280	1.07	62	0.24	1685	6.45	385	1.47	1938	7.42	20	0.08	3428	13.13
FRONTIER AIRLINES	19432	12018	61.85	878	4.52	38	0.20	1521	7.83	75	0.39	1642	8.45	0	0.00	3258	16.77
HAWAIIAN AIRLINES	6820	5737	84.12	55	0.81	9	0.13	593	8.70	2	0.03	20	0.29	21	0.31	383	5.62
JETBLUE AIRWAYS	20182	13711	67.94	234	1.16	96	0.48	2212	10.96	117	0.58	1749	8.67	17	0.08	2047	10.14
PSA AIRLINES	20078	12708	63.29	773	3.85	88	0.44	1572	7.83	434	2.16	1403	6.99	16	0.08	3084	15.36
REPUBLIC AIRWAYS	25613	19250	75.16	719	2.81	91	0.36	1433	5.59	224	0.87	2286	8.93	5	0.02	1605	6.27
SKYWEST AIRLINES	63914	49578	77.57	568	0.89	164	0.26	7194	11.26	1344	2.10	2454	3.84	47	0.07	2564	4.01
SOUTHWEST AIRLINES	127642	90066	70.56	849	0.67	502	0.39	11055	8.66	698	0.55	6302	4.94	117	0.09	18053	14.14
SPIRIT AIRLINES	24769	15127	61.07	1278	5.16	55	0.22	2391	9.65	239	0.96	3305	13.34	50	0.20	2326	9.39
UNITED AIRLINES	65463	44706	68.29	2452	3.75	320	0.49	5907	9.02	653	1.00	4996	7.63	1	0.00	6428	9.82
TOTAL	**634,613**	**432,073**	**68.08**	**18,372**	**2.89**	**2,303**	**0.36**	**59,376**	**9.36**	**6,869**	**1.08**	**42,025**	**6.62**	**445**	**0.07**	**73,147**	**11.53**

* 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
JULY 2024

Legend:
- On-time
- Cancelled
- Diverted
- Air carrier delay
- Extreme weather delay
- National aviation system delay
- Security delay
- Late arriving aircraft delay

Pie chart values:
- Late arriving aircraft delay 11.53%
- Security delay 0.07%
- National aviation system delay 6.62%
- Extreme weather delay 1.08%
- Air carrier delay 9.36%
- On-time 68.08%
- Diverted 0.36%
- Cancelled 2.89%

* 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

JULY 2024

MARKETING CARRIER	OPERATING CARRIER	FLIGHT NUMBER	ORIGIN AIRPORT	DESTINATION AIRPORT	DATE OF FLIGHT	LOCATION OF LONGEST TARMAC TIME	LENGTH OF TARMAC DELAY
DELTA	SKYWEST	3703	SLC	OKC	7/16/2024	Diversion Airport (TUL)	4:58
UNITED	UNITED	747	SEA	ORD	7/13/2024	Diversion Airport (SBN)	4:22
ALASKA	ALASKA	397	MCO	SAN	7/8/2024	Origin Airport	4:10
DELTA	DELTA	679	JFK	SFO	7/24/2024	Origin Airport	3:50
UNITED	UNITED	481	ORD	SJC	7/15/2024	Origin Airport	3:44
UNITED	UNITED	572	ORD	MCI	7/15/2024	Origin Airport	3:40
DELTA	DELTA	482	MCO	LAX	7/8/2024	Origin Airport	3:37
UNITED	UNITED	2658	ORD	OMA	7/15/2024	Origin Airport	3:37
UNITED	UNITED	2485	ORD	DEN	7/15/2024	Origin Airport	3:35
AMERICAN	PIEDMONT	5781	PHL	GSO	7/16/2024	Origin Airport	3:34
UNITED	UNITED	2621	ORD	SFO	7/15/2024	Origin Airport	3:34
AMERICAN	PIEDMONT	5695	PHL	GRR	7/16/2024	Origin Airport	3:33
JETBLUE	JETBLUE	2052	MCO	BOS	7/8/2024	Origin Airport	3:33
SPIRIT	SPIRIT	1865	ORD	SJU	7/13/2024	Origin Airport	3:31
UNITED	REPUBLIC	3505	ORD	SDF	7/15/2024	Origin Airport	3:29
AMERICAN	PSA	5400	PHL	CMH	7/16/2024	Origin Airport	3:28
ALASKA	ALASKA	282	SAN	EWR	7/10/2024	Origin Airport	3:26
SOUTHWEST	SOUTHWEST	4550	MCO	DAL	7/8/2024	Origin Airport	3:22
UNITED	MESA	6162	RIC	IAH	7/13/2024	Destination Airport	3:22
UNITED	UNITED	2059	EWR	DEN	7/22/2024	Origin Airport	3:19
SPIRIT	SPIRIT	2800	ORD	TPA	7/15/2024	Origin Airport	3:17
JETBLUE	JETBLUE	1243	EWR	PBI	7/22/2024	Origin Airport	3:16
UNITED	UNITED	1673	ORD	DFW	7/15/2024	Origin Airport	3:16
UNITED	UNITED	2626	MSO	DEN	7/13/2024	Diversion Airport (COS)	3:16
UNITED	SKYWEST	5299	IAH	ELP	7/12/2024	Origin Airport	3:15
UNITED	UNITED	2486	IAH	SAN	7/7/2024	Origin Airport	3:15
AMERICAN	ENVOY	4024	MIA	JAX	7/20/2024	Destination Airport	3:13
DELTA	SKYWEST	4015	JFK	BNA	7/24/2024	Origin Airport	3:13
DELTA	SKYWEST	4069	LGA	MCI	7/5/2024	Origin Airport	3:13
UNITED	UNITED	2110	SFO	BWI	7/18/2024	Origin Airport	3:12
AMERICAN	AMERICAN	2745	CHS	CLT	7/23/2024	Destination Airport	3:11
UNITED	COMMUTEAIR	4310	IAH	BTR	7/13/2024	Origin Airport	3:11
UNITED	UNITED	1608	EWR	PBI	7/5/2024	Origin Airport	3:11
DELTA	DELTA	1254	ATL	HOU	7/30/2024	Origin Airport	3:10
DELTA	DELTA	2433	LGA	TPA	7/17/2024	Origin Airport	3:10

AIR TRAVEL CONSUMER REPORT

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

JULY 2024

MARKETING CARRIER	OPERATING CARRIER	FLIGHT NUMBER	ORIGIN AIRPORT	DESTINATION AIRPORT	DATE OF FLIGHT	LOCATION OF LONGEST TARMAC TIME	LENGTH OF TARMAC DELAY
DELTA	DELTA	740	JFK	SEA	7/17/2024	Origin Airport	3:10
UNITED	UNITED	1305	DEN	ATL	7/19/2024	Destination Airport	3:10
UNITED	UNITED	2148	ORD	SAT	7/15/2024	Origin Airport	3:10
AMERICAN	AIR WISCONSIN	6151	PHL	DAY	7/16/2024	Origin Airport	3:09
DELTA	DELTA	2404	LGA	TPA	7/31/2024	Origin Airport	3:09
DELTA	REPUBLIC	5638	JFK	BUF	7/10/2024	Origin Airport	3:09
SPIRIT	SPIRIT	176	SJU	ORD	7/15/2024	Destination Airport	3:09
SPIRIT	SPIRIT	279	PHL	IAH	7/10/2024	Destination Airport	3:09
DELTA	DELTA	2833	ATL	STL	7/7/2024	Origin Airport	3:08
UNITED	REPUBLIC	3524	EWR	MKE	7/22/2024	Origin Airport	3:08
UNITED	UNITED	661	ORD	SLC	7/15/2024	Origin Airport	3:08
DELTA	DELTA	2245	JFK	MSP	7/10/2024	Origin Airport	3:07
SOUTHWEST	SOUTHWEST	793	MCO	DEN	7/8/2024	Origin Airport	3:07
UNITED	GOJET	4190	ORD	MSN	7/15/2024	Origin Airport	3:07
UNITED	UNITED	1576	ORD	DSM	7/15/2024	Origin Airport	3:07
UNITED	UNITED	1809	EWR	MIA	7/5/2024	Origin Airport	3:07
SPIRIT	SPIRIT	2056	MCO	ORD	7/13/2024	Destination Airport	3:06
FRONTIER	FRONTIER	3982	SLC	DEN	7/16/2024	Origin Airport	3:05
UNITED	UNITED	2144	EWR	STL	7/22/2024	Origin Airport	3:05
UNITED	UNITED	793	LAS	EWR	7/17/2024	Diversion Airport (SYR)	3:05
ALLEGIANT	ALLEGIANT	851	PGD	ABE	7/14/2024	Origin Airport	3:04
DELTA	DELTA	1076	ATL	MDW	7/7/2024	Origin Airport	3:04
UNITED	SKYWEST	5701	CHS	IAH	7/13/2024	Destination Airport	3:04
UNITED	SKYWEST	4748	ORD	ATW	7/15/2024	Origin Airport	3:03
UNITED	UNITED	1543	EWR	SJU	7/5/2024	Origin Airport	3:03
UNITED	UNITED	516	ORD	LAS	7/15/2024	Origin Airport	3:03
AMERICAN	AIR WISCONSIN	6076	FWA	ORD	7/15/2024	Destination Airport	3:02
AMERICAN	SKYWEST	6247	ORD	BNA	7/15/2024	Origin Airport	3:02
DELTA	REPUBLIC	5804	LGA	MEM	7/31/2024	Origin Airport	3:02
SPIRIT	SPIRIT	1592	EWR	BNA	7/22/2024	Origin Airport	3:02
UNITED	SKYWEST	5049	PIB	IAH	7/6/2024	Destination Airport	3:02
UNITED	UNITED	1386	MCO	EWR	7/16/2024	Diversion Airport (BWI)	3:02

AIR TRAVEL CONSUMER REPORT

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

JULY 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	1176	CLT	RSW	7/18/2024	Origin Airport	3:01
AMERICAN	AMERICAN	320	JFK	MIA	7/14/2024	Origin Airport	3:01
AMERICAN	AMERICAN	552	ORD	EWR	7/15/2024	Origin Airport	3:01
SPIRIT	SPIRIT	200	ORD	LAS	7/15/2024	Origin Airport	3:01
UNITED	UNITED	2466	ORD	MEM	7/15/2024	Origin Airport	3:01

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

* See airports and codes **on the BTS website.**

AIR TRAVEL CONSUMER REPORT

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

JULY 2024

MARKETING CARRIER	OPERATING CARRIER	FLIGHT NUMBER	ORIGIN AIRPORT	DESTINATION AIRPORT	DATE OF FLIGHT	LOCATION OF LONGEST TARMAC TIME	LENGTH OF TARMAC DELAY
UNITED	UNITED	57	EWR	CDG	7/5/2024	Origin Airport	4:09
SAS	SAS	908	EWR	OSL	7/5/2024	Origin Airport	4:08
UNITED	UNITED	350	EWR	AGP	7/5/2024	Origin Airport	4:01

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

*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.

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AIR TRAVEL CONSUMER REPORT

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

RANK	CARRIER[1]	July 2024			July 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	644,877	1,021	0.16	771,159	1,232	0.16
2	JETBLUE AIRWAYS	1,206,633	4,366	0.36	1,378,990	8,749	0.63
3	HAWAIIAN AIRLINES	583,513	2,140	0.37	576,875	3,280	0.57
4	SOUTHWEST AIRLINES	12,897,208	60,617	0.47	12,358,738	71,038	0.57
5	FRONTIER AIRLINES	833,908	4,084	0.49	827,418	4,871	0.59
6	SPIRIT AIRLINES	1,093,566	6,484	0.59	1,087,629	5,975	0.55
7	ALASKA AIRLINES NETWORK	2,852,473	18,604	0.65	2,825,479	20,178	0.71
	- ALASKA AIRLINES	2,280,120	15,008	0.66	2,305,820	17,533	0.76
	- BRANDED CODESHARE PARTNERS	572,353	3,596	0.63	519,659	2,645	0.51
8	UNITED AIRLINES NETWORK	6,723,160	57,209	0.85	6,719,954	71,820	1.07
	- UNITED AIRLINES	4,999,268	43,129	0.86	5,158,539	55,447	1.07
	- BRANDED CODESHARE PARTNERS	1,723,892	14,080	0.82	1,561,415	16,373	1.05
9	DELTA AIR LINES NETWORK	8,875,813	79,250	0.89	9,243,174	55,295	0.60
	- DELTA AIR LINES	7,185,387	69,078	0.96	7,568,734	47,469	0.63
	- BRANDED CODESHARE PARTNERS	1,690,426	10,172	0.60	1,674,440	7,826	0.47
10	AMERICAN AIRLINES NETWORK	10,088,007	111,386	1.10	9,549,637	97,180	1.02
	- AMERICAN AIRLINES	6,680,537	78,757	1.18	6,527,702	71,215	1.09
	- BRANDED CODESHARE PARTNERS	3,407,470	32,629	0.96	3,021,935	25,965	0.86
	TOTAL	45,799,158	345,161	0.75	45,339,053	339,618	0.75

[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]	July 2024			July 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	644,877	1,021	0.16	771,159	1,232	0.16
2	JETBLUE AIRWAYS	1,206,633	4,366	0.36	1,378,990	8,749	0.63
3	HAWAIIAN AIRLINES	583,513	2,140	0.37	576,875	3,280	0.57
4	SOUTHWEST AIRLINES	12,897,208	60,617	0.47	12,358,738	71,038	0.57
5	FRONTIER AIRLINES	833,908	4,084	0.49	827,418	4,871	0.59
6	ENDEAVOR AIR	676,710	3,781	0.56	762,876	3,894	0.51
7	SPIRIT AIRLINES	1,093,566	6,484	0.59	1,087,629	5,975	0.55
8	ALASKA AIRLINES	2,280,120	15,008	0.66	2,305,820	17,533	0.76
9	SKYWEST AIRLINES	2,431,541	16,369	0.67	2,279,478	14,831	0.65
10	REPUBLIC AIRWAYS	774,943	5,535	0.71	732,910	6,952	0.95
11	UNITED AIRLINES	4,999,268	43,129	0.86	5,158,539	55,447	1.07
12	ENVOY AIR	927,325	8,854	0.95	714,250	7,034	0.98
13	DELTA AIR LINES	7,185,387	69,078	0.96	7,568,734	47,469	0.63
14	PSA AIRLINES	1,073,914	11,828	1.10	903,136	7,943	0.88
15	AMERICAN AIRLINES	6,680,537	78,757	1.18	6,527,702	71,215	1.09
	TOTAL	44,289,450	331,051	0.75	43,954,254	327,463	0.75

[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]	July 2024			July 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**	**14,324**	**78**	**0.54**	**19,544**	**167**	**0.85**
	- *DELTA AIR LINES*	11,584	61	0.53	16,231	145	0.89
	- *BRANDED CODESHARE PARTNERS*	2,740	17	0.62	3,313	22	0.66
2	**ALLEGIANT AIR**	**2,863**	**16**	**0.56**	**3,206**	**2**	**0.06**
3	**UNITED AIRLINES NETWORK**	**15,023**	**162**	**1.08**	**14,950**	**161**	**1.08**
	- *UNITED AIRLINES*	11,874	139	1.17	12,110	132	1.09
	- *BRANDED CODESHARE PARTNERS*	3,149	23	0.73	2,840	29	1.02
4	**JETBLUE AIRWAYS**	**2,941**	**33**	**1.12**	**2,618**	**46**	**1.76**
5	**HAWAIIAN AIRLINES**	**1,248**	**17**	**1.36**	**1,153**	**15**	**1.30**
6	**SOUTHWEST AIRLINES**	**25,309**	**401**	**1.58**	**20,143**	**350**	**1.74**
7	**ALASKA AIRLINES NETWORK**	**3,405**	**58**	**1.70**	**3,081**	**49**	**1.59**
	- *ALASKA AIRLINES*	2,954	50	1.69	2,764	37	1.34
	- *BRANDED CODESHARE PARTNERS*	451	8	1.77	317	12	3.79
8	**AMERICAN AIRLINES NETWORK**	**15,443**	**284**	**1.84**	**13,691**	**253**	**1.85**
	- *AMERICAN AIRLINES*	11,427	224	1.96	10,552	185	1.75
	- *BRANDED CODESHARE PARTNERS*	4,016	60	1.49	3,139	68	2.17
9	**FRONTIER AIRLINES**	**2,601**	**48**	**1.85**	**2,282**	**46**	**2.02**
10	**SPIRIT AIRLINES**	**2,831**	**62**	**2.19**	**868**	**48**	**5.53**
	TOTAL	**85,988**	**1,159**	**1.35**	**81,536**	**1,137**	**1.39**

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

AIR TRAVEL CONSUMER REPORT

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

RANK	CARRIER[1]	July 2024			July 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	994	4	0.40	1,372	12	0.87
2	DELTA AIR LINES	11,584	61	0.53	16,231	145	0.89
3	ALLEGIANT AIR	2,863	16	0.56	3,206	2	0.06
4	SKYWEST AIRLINES	3,642	32	0.88	3,626	39	1.08
5	ENVOY AIR	1,518	14	0.92	1,046	27	2.58
6	JETBLUE AIRWAYS	2,941	33	1.12	2,618	46	1.76
7	REPUBLIC AIRWAYS	1,226	14	1.14	1,199	15	1.25
8	UNITED AIRLINES	11,874	139	1.17	12,110	132	1.09
9	HAWAIIAN AIRLINES	1,248	17	1.36	1,153	15	1.30
10	SOUTHWEST AIRLINES	25,309	401	1.58	20,143	350	1.74
11	ALASKA AIRLINES	2,954	50	1.69	2,764	37	1.34
12	FRONTIER AIRLINES	2,601	48	1.85	2,282	46	2.02
13	AMERICAN AIRLINES	11,427	224	1.96	10,552	185	1.75
14	SPIRIT AIRLINES	2,831	62	2.19	868	48	5.53
15	PSA AIRLINES	1,041	23	2.21	755	9	1.19
	TOTAL	**84,053**	**1,138**	**1.35**	**79,925**	**1,108**	**1.39**

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

OVERSALES

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

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

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

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

AIR TRAVEL CONSUMER REPORT

PASSENGERS DENIED BOARDING BY REPORTING MARKETING U.S. AIRLINES

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 OPERATING 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	DELTA AIR LINES	18,412	0	41,142,114	0.00	31,897	0	38,743,168	0.00
2	ALLEGIANT AIR	127	0	4,621,848	0.00	232	0	4,755,981	0.00
3	ENDEAVOR AIR	4,411	0	3,264,196	0.00	4,996	0	3,078,135	0.00
4	UNITED AIRLINES	5,538	24	31,304,632	0.01	6,783	124	29,731,537	0.04
5	HAWAIIAN AIRLINES	390	4	2,674,854	0.01	388	0	2,699,202	0.00
6	ALASKA AIRLINES	1,936	23	8,825,741	0.03	2,703	66	8,861,417	0.07
7	SOUTHWEST AIRLINES	10,504	435	46,790,580	0.09	11,177	1,042	44,358,517	0.23
8	JETBLUE AIRWAYS	1,373	84	8,919,153	0.09	2,247	92	9,889,180	0.09
9	SKYWEST AIRLINES	9,484	131	10,205,147	0.13	8,860	114	9,391,826	0.12
10	REPUBLIC AIRWAYS	3,308	171	4,740,119	0.36	4,126	233	4,631,542	0.50
11	AMERICAN AIRLINES	11,421	2,365	40,781,489	0.58	7,331	1,969	38,418,738	0.51
12	SPIRIT AIRLINES	7,648	695	11,201,845	0.62	3,427	354	10,517,818	0.34
13	PSA AIRLINES	1,682	332	3,428,979	0.97	1,366	202	2,945,457	0.69
14	ENVOY AIR	2,085	466	4,535,330	1.03	1,145	203	3,328,318	0.61
15	FRONTIER AIRLINES	2,370	2,676	7,797,032	3.43	4,736	3,340	7,236,472	4.62
	TOTAL	80,689	7,406	230,233,059	0.32	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 per 10,000 passengers 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 tens of thousands of complaints received 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.

AIR TRAVEL CONSUMER REPORT

July 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	2	0	0
Hawaiian Airlines	1	0	0
Totals:	**3**	**0**	**0**

U.S. Department of Homeland Security, Transportation Security Administration Customer Experience Report for July 2024 [a]

The Transportation Security Administration (TSA) screened approximately 82.1 million passengers at screening checkpoints and 47.5 million checked bags at baggage screening locations in July 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 July 2024, TSA received 16,280 complaints (i.e., a description of a negative experience) from the general public via phone or email (or 19.9 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]
1,296	1.6	796	1.0	12,798	15.7	171	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]
625	0.8	179	0.3	113	0.2	302	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
311 [d]	293	0.0007

U.S. Department of Homeland Security, Transportation Security Administration Customer Experience Report for July 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

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