Air Travel Consumer Report

A Product Of

THE OFFICE OF AVIATION CONSUMER PROTECTION

Issued: October 2024

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

INTRODUCTION

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

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

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

FLIGHT DELAYS

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

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

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

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

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

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

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

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

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

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

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

AIR TRAVEL CONSUMER REPORT

BRANDED CODESHARE PARTNERS

AUGUST 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

AUGUST 2024

AT ALL US AIRPORTS			
CARRIER[1]	NUMBER OF AIRPORTS REPORTED	PERCENT OF ON-TIME ARRIVALS	RANK
HAWAIIAN AIRLINES	22	86.8	1
DELTA AIR LINES NETWORK	213	78.9	2
- DELTA AIR LINES	143	79.9	
- BRANDED CODESHARE PARTNERS	180	76.8	
SOUTHWEST AIRLINES	107	78.8	3
UNITED AIRLINES NETWORK	216	76.2	4
- UNITED AIRLINES	119	74.9	
- BRANDED CODESHARE PARTNERS	195	77.8	
ALASKA AIRLINES NETWORK	106	75.5	5
- ALASKA AIRLINES	89	73.8	
- BRANDED CODESHARE PARTNERS	57	78.4	
ALLEGIANT AIR	122	73.2	6
AMERICAN AIRLINES NETWORK	225	71.6	7
- AMERICAN AIRLINES	124	66.7	
- BRANDED CODESHARE PARTNERS	207	76.6	
SPIRIT AIRLINES	59	67.1	8
FRONTIER AIRLINES	80	65.2	9
JETBLUE AIRWAYS	66	60.7	10
TOTAL AIRPORTS SERVED	354	74.9	

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

AUGUST 2024

	AT ALL US AIRPORTS		
CARRIER[1]	NUMBER OF AIRPORTS REPORTED	PERCENT OF ON-TIME ARRIVALS	RANK
HAWAIIAN AIRLINES	22	86.8	1
DELTA AIR LINES	143	79.9	2
ENVOY AIR	143	79.3	3
SKYWEST AIRLINES	233	79.1	4
SOUTHWEST AIRLINES	107	78.8	5
UNITED AIRLINES	119	74.9	6
REPUBLIC AIRWAYS	78	74.0	7
ALASKA AIRLINES	89	73.8	8
ENDEAVOR AIR	90	73.5	9
ALLEGIANT AIR	122	73.2	10
PSA AIRLINES	90	72.5	11
SPIRIT AIRLINES	59	67.1	12
AMERICAN AIRLINES	124	66.7	13
FRONTIER AIRLINES	80	65.2	14
JETBLUE AIRWAYS	66	60.7	15
TOTAL AIRPORTS SERVED	**342**	**74.7**	

[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

AUGUST 2024

CARRIER[1]	Jan 24 %	Jan 24 Rank	Feb 24 %	Feb 24 Rank	Mar 24 %	Mar 24 Rank	Apr 24 %	Apr 24 Rank	May 24 %	May 24 Rank	Jun 24 %	Jun 24 Rank	Jul 24 %	Jul 24 Rank	Aug 24 %	Aug 24 Rank	Year-to-date (YTD) %	Year-to-date (YTD) 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	75.5	5	76.2	4
- ALASKA AIRLINES	59.1		81.8		77.4		78.7		75.3		73.9		73.3		73.8		74.2	
- BRANDED CODESHARE PARTNERS	73.6		78.7		77.9		80.0		82.1		81.4		81.4		78.4		79.4	
ALLEGIANT AIR	75.6	2	82.0	5	75.8	7	85.8	1	78.8	2	73.4	6	68.0	5	73.2	6	76.0	5
AMERICAN AIRLINES NETWORK	70.5	8	84.1	2	77.5	5	78.1	8	66.3	9	71.6	7	65.7	8	71.6	7	72.9	7
- AMERICAN AIRLINES	69.3		81.0		71.9		74.9		60.6		66.0		60.2		66.7		68.5	
- BRANDED CODESHARE PARTNERS	71.8		87.5		83.8		81.6		72.5		77.8		71.7		76.6		77.7	
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	78.9	2	79.8	2
- DELTA AIR LINES	80.4		88.5		83.4		84.1		78.3		79.7		65.2		79.9		79.6	
- BRANDED CODESHARE PARTNERS	73.2		88.2		87.5		86.1		82.7		76.3		72.4		76.8		80.2	
FRONTIER AIRLINES	71.2	7	79.8	8	66.4	10	69.1	10	63.6	10	61.3	10	61.8	9	65.2	9	66.7	10
HAWAIIAN AIRLINES	72.0	6	80.0	7	87.2	1	84.0	3	76.8	4	83.6	1	84.1	1	86.8	1	81.8	1
JETBLUE AIRWAYS	69.5	9	74.3	10	68.4	9	76.3	9	74.5	5	69.7	9	67.9	6	60.7	10	70.1	9
SOUTHWEST AIRLINES	73.9	3	83.1	4	76.6	6	79.8	6	71.4	8	73.7	5	70.6	3	78.8	3	75.8	6
SPIRIT AIRLINES	72.5	4	77.8	9	69.6	8	81.4	4	71.9	7	70.7	8	61.1	10	67.1	8	71.2	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	76.2	4	76.7	3
- UNITED AIRLINES	71.9		83.3		80.6		80.2		72.4		74.6		68.3		74.9		75.7	
- BRANDED CODESHARE PARTNERS	72.9		83.1		83.4		82.8		74.7		77.4		72.5		77.8		77.9	
TOTAL	72.8		83.7		78.7		80.4		72.6		74.3		68.4		74.9		75.5	

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

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)

AUGUST 2024

	ARRIVAL AIRPORT*																
CARRIER	**ATL**		**AUS**		**BNA**		**BOS**		**BWI**		**CLT**		**DCA**		**DEN**	
	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME
ALASKA AIRLINES NETWORK	**153**	**67.3**	**249**	**70.3**	**121**	**76.0**	**278**	**68.3**	**62**	**79.0**	**0**	**0.0**	**155**	**78.7**	**271**	**74.2**
- *ALASKA AIRLINES*	153	67.3	249	70.3	121	76.0	278	68.3	62	79.0	0	0.0	155	78.7	271	74.2
- *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**	**100**	**71.0**	**248**	**79.8**	**51**	**90.2**	**9**	**44.4**	**0**	**0.0**	**0**	**0.0**	**52**	**80.8**
AMERICAN AIRLINES NETWORK	**1044**	**64.4**	**1382**	**72.9**	**1589**	**69.0**	**2353**	**64.4**	**407**	**62.9**	**19635**	**72.1**	**7408**	**69.1**	**834**	**67.0**
- *AMERICAN AIRLINES*	738	59.9	1207	70.3	855	63.0	1648	60.3	367	63.5	10974	69.2	2389	62.3	693	63.9
- *BRANDED CODESHARE PARTNERS*	306	75.2	175	90.3	734	76.0	705	74.0	40	57.5	8661	75.8	5019	72.3	141	82.3
DELTA AIR LINES NETWORK	**22809**	**85.3**	**1401**	**76.9**	**1220**	**80.6**	**4227**	**74.1**	**612**	**70.9**	**1052**	**78.1**	**1635**	**73.0**	**1082**	**73.8**
- *DELTA AIR LINES*	20190	85.4	1007	75.5	726	85.0	2290	72.3	471	71.5	584	86.5	761	73.6	1076	73.7
- *BRANDED CODESHARE PARTNERS*	2619	84.8	394	80.7	494	74.1	1937	76.1	141	68.8	468	67.7	874	72.5	6	100.0
FRONTIER AIRLINES	**1034**	**56.8**	**74**	**78.4**	**82**	**68.3**	**196**	**79.1**	**267**	**54.7**	**332**	**63.3**	**93**	**74.2**	**2373**	**64.9**
HAWAIIAN AIRLINES	**0**	**0.0**	**15**	**66.7**	**0**	**0.0**	**18**	**66.7**	**0**	**0.0**	**0**	**0.0**	**0**	**0.0**	**0**	**0.0**
JETBLUE AIRWAYS	**238**	**57.1**	**62**	**61.3**	**123**	**62.6**	**3589**	**60.5**	**0**	**0.0**	**49**	**69.4**	**713**	**65.9**	**153**	**60.1**
SOUTHWEST AIRLINES	**2596**	**80.1**	**2963**	**80.7**	**4403**	**81.7**	**644**	**64.0**	**6459**	**74.4**	**285**	**71.9**	**1324**	**79.0**	**7980**	**78.9**
SPIRIT AIRLINES	**885**	**60.2**	**81**	**66.7**	**335**	**66.9**	**793**	**61.4**	**765**	**61.6**	**438**	**65.1**	**0**	**0.0**	**0**	**0.0**
UNITED AIRLINES NETWORK	**762**	**73.2**	**901**	**77.5**	**729**	**80.0**	**1159**	**69.6**	**385**	**75.8**	**499**	**73.3**	**835**	**69.1**	**14585**	**80.0**
- *UNITED AIRLINES*	688	72.1	814	76.2	547	79.0	1145	69.7	365	74.8	326	69.0	538	67.5	9028	80.3
- *BRANDED CODESHARE PARTNERS*	74	83.8	87	89.7	182	83.0	14	64.3	20	95.0	173	81.5	297	72.1	5557	79.4
TOTAL	**29,521**	**81.7**	**7,228**	**77.2**	**8,850**	**78.1**	**13,308**	**67.1**	**8,966**	**72.0**	**22,290**	**72.2**	**12,163**	**70.7**	**27,330**	**77.5**

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

AIR TRAVEL CONSUMER REPORT

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

AUGUST 2024

CARRIER	ARRIVAL AIRPORT*															
	DFW		DTW		EWR		FLL		IAD		IAH		JFK		LAS	
	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME
ALASKA AIRLINES NETWORK	**243**	**64.2**	**62**	**67.7**	**304**	**71.1**	**31**	**67.7**	**221**	**76.5**	**91**	**64.8**	**346**	**65.3**	**628**	**72.6**
- ALASKA AIRLINES	243	64.2	62	67.7	304	71.1	31	67.7	221	76.5	91	64.8	346	65.3	458	70.3
- BRANDED CODESHARE PARTNERS	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	170	78.8
ALLEGIANT AIR	**0**	**0.0**	**0**	**0.0**	**60**	**90.0**	**218**	**60.6**	**25**	**56.0**	**0**	**0.0**	**0**	**0.0**	**615**	**74.6**
AMERICAN AIRLINES NETWORK	**23872**	**78.2**	**890**	**63.1**	**652**	**53.2**	**420**	**57.9**	**208**	**67.8**	**827**	**67.8**	**2040**	**68.6**	**1190**	**67.3**
- AMERICAN AIRLINES	14274	73.8	584	60.4	622	52.3	420	57.9	60	58.3	711	64.8	1189	66.4	1187	67.2
- BRANDED CODESHARE PARTNERS	9598	84.8	306	68.3	30	73.3	0	0.0	148	71.6	116	86.2	851	71.8	3	100.0
DELTA AIR LINES NETWORK	**1081**	**77.2**	**8802**	**79.3**	**803**	**65.5**	**931**	**69.8**	**538**	**71.2**	**702**	**78.2**	**5121**	**69.4**	**1463**	**77.7**
- DELTA AIR LINES	1081	77.2	5300	80.9	584	66.1	931	69.8	281	79.0	702	78.2	2610	70.7	1374	77.3
- BRANDED CODESHARE PARTNERS	0	0.0	3502	76.9	219	63.9	0	0.0	257	62.6	0	0.0	2511	68.0	89	84.3
FRONTIER AIRLINES	**960**	**60.4**	**202**	**68.8**	**49**	**46.9**	**133**	**60.9**	**0**	**0.0**	**384**	**66.7**	**100**	**73.0**	**1132**	**72.1**
HAWAIIAN AIRLINES	**0**	**0.0**	**0**	**0.0**	**0**	**0.0**	**0**	**0.0**	**0**	**0.0**	**0**	**0.0**	**31**	**74.2**	**112**	**86.6**
JETBLUE AIRWAYS	**31**	**58.1**	**57**	**66.7**	**509**	**65.6**	**1453**	**59.3**	**0**	**0.0**	**62**	**72.6**	**3218**	**59.6**	**246**	**62.6**
SOUTHWEST AIRLINES	**0**	**0.0**	**358**	**74.3**	**0**	**0.0**	**931**	**69.5**	**110**	**73.6**	**48**	**83.3**	**0**	**0.0**	**7194**	**80.0**
SPIRIT AIRLINES	**1017**	**70.4**	**1006**	**67.7**	**983**	**61.9**	**2229**	**65.6**	**0**	**0.0**	**1020**	**67.7**	**0**	**0.0**	**2574**	**67.0**
UNITED AIRLINES NETWORK	**911**	**73.9**	**591**	**69.9**	**8580**	**70.3**	**541**	**67.8**	**6339**	**79.0**	**11645**	**83.4**	**0**	**0.0**	**1079**	**77.3**
- UNITED AIRLINES	687	72.3	211	69.2	5504	69.1	541	67.8	2712	77.7	5929	80.8	0	0.0	1077	77.3
- BRANDED CODESHARE PARTNERS	224	78.6	380	70.3	3076	72.6	0	0.0	3627	80.0	5716	86.1	0	0.0	2	100.0
TOTAL	**28,115**	**77.0**	**11,968**	**76.2**	**11,940**	**68.2**	**6,887**	**64.8**	**7,441**	**77.9**	**14,779**	**80.6**	**10,856**	**66.2**	**16,233**	**75.3**

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

AIR TRAVEL CONSUMER REPORT

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

AUGUST 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	1449	80.7	0	0.0	200	70.0	0	0.0	31	61.3	164	68.3	351	67.8	62	50.0
- ALASKA AIRLINES	851	77.7	0	0.0	200	70.0	0	0.0	31	61.3	133	67.7	351	67.8	62	50.0
- BRANDED CODESHARE PARTNERS	598	84.9	0	0.0	0	0.0	0	0.0	0	0.0	31	71.0	0	0.0	0	0.0
ALLEGIANT AIR	126	74.6	0	0.0	30	73.3	39	71.8	0	0.0	8	62.5	0	0.0	0	0.0
AMERICAN AIRLINES NETWORK	3556	77.1	3414	63.5	1408	60.9	0	0.0	5941	66.5	697	62.3	11507	71.0	8814	66.5
- AMERICAN AIRLINES	2626	72.9	1308	55.4	1408	60.9	0	0.0	4827	65.6	470	60.0	5059	68.9	4806	60.8
- BRANDED CODESHARE PARTNERS	930	88.9	2106	68.5	0	0.0	0	0.0	1114	70.4	227	67.0	6448	72.7	4008	73.4
DELTA AIR LINES NETWORK	4221	84.9	7031	71.5	1701	65.8	316	83.5	893	68.8	9466	77.9	1221	72.6	647	72.6
- DELTA AIR LINES	3226	83.5	2284	69.8	1701	65.8	146	89.7	893	68.8	6897	80.2	1090	73.3	559	71.9
- BRANDED CODESHARE PARTNERS	995	89.3	4747	72.3	0	0.0	170	78.2	0	0.0	2569	71.8	131	66.4	88	77.3
FRONTIER AIRLINES	287	74.9	249	49.8	1243	64.3	337	62.3	294	50.0	155	60.0	309	45.3	1116	56.3
HAWAIIAN AIRLINES	217	82.9	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
JETBLUE AIRWAYS	739	72.1	812	57.6	1497	58.9	0	0.0	93	46.2	31	48.4	118	58.5	88	64.8
SOUTHWEST AIRLINES	2215	80.8	987	68.4	3241	71.8	6509	80.5	366	65.6	617	72.9	433	74.1	478	72.8
SPIRIT AIRLINES	1216	73.8	710	70.6	1820	71.2	0	0.0	462	65.2	102	69.6	933	57.7	499	63.9
UNITED AIRLINES NETWORK	3306	82.0	961	63.4	1034	73.6	0	0.0	375	66.9	647	62.9	14267	74.3	459	67.1
- UNITED AIRLINES	2513	80.1	761	63.1	1034	73.6	0	0.0	375	66.9	511	60.1	8184	73.4	365	67.9
- BRANDED CODESHARE PARTNERS	793	88.0	200	64.5	0	0.0	0	0.0	0	0.0	136	73.5	6083	75.6	94	63.8
TOTAL	17,332	80.3	14,164	67.6	12,174	67.4	7,201	79.8	8,455	65.8	11,887	75.4	29,139	72.0	12,163	66.0

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

AIR TRAVEL CONSUMER REPORT

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

AUGUST 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	**426**	**72.3**	**1877**	**77.7**	**10560**	**73.9**	**2096**	**71.7**	**283**	**75.3**	**87**	**46.0**
- ALASKA AIRLINES	359	68.8	983	77.3	7576	74.3	1135	70.4	125	76.0	87	46.0
- BRANDED CODESHARE PARTNERS	67	91.0	894	78.2	2984	73.0	961	73.2	158	74.7	0	0.0
ALLEGIANT AIR	**37**	**75.7**	**21**	**81.0**	**0**	**0.0**	**0**	**0.0**	**0**	**0.0**	**0**	**0.0**
AMERICAN AIRLINES NETWORK	**6816**	**79.3**	**797**	**65.2**	**745**	**65.8**	**1138**	**66.3**	**423**	**62.4**	**1059**	**61.2**
- AMERICAN AIRLINES	4247	75.7	797	65.2	601	62.7	1041	65.6	282	55.0	971	60.5
- BRANDED CODESHARE PARTNERS	2569	85.2	0	0.0	144	78.5	97	74.2	141	77.3	88	69.3
DELTA AIR LINES NETWORK	**988**	**80.6**	**997**	**76.6**	**4522**	**83.2**	**1300**	**73.8**	**6952**	**85.6**	**1055**	**73.5**
- DELTA AIR LINES	844	79.5	847	75.7	2960	82.4	1215	74.3	4755	83.7	1055	73.5
- BRANDED CODESHARE PARTNERS	144	86.8	150	82.0	1562	84.6	85	65.9	2197	89.8	0	0.0
FRONTIER AIRLINES	**774**	**70.5**	**339**	**69.9**	**164**	**67.7**	**453**	**64.5**	**321**	**67.3**	**470**	**63.6**
HAWAIIAN AIRLINES	**31**	**77.4**	**62**	**82.3**	**62**	**64.5**	**62**	**71.0**	**31**	**100.0**	**0**	**0.0**
JETBLUE AIRWAYS	**62**	**58.1**	**154**	**75.3**	**93**	**49.5**	**350**	**62.0**	**93**	**55.9**	**433**	**62.8**
SOUTHWEST AIRLINES	**5483**	**82.0**	**3016**	**79.0**	**874**	**67.4**	**681**	**68.3**	**998**	**79.3**	**1748**	**73.5**
SPIRIT AIRLINES	**91**	**57.1**	**359**	**74.7**	**132**	**60.6**	**0**	**0.0**	**165**	**66.7**	**423**	**71.4**
UNITED AIRLINES NETWORK	**837**	**76.6**	**1002**	**78.3**	**967**	**72.1**	**6065**	**80.8**	**557**	**74.0**	**622**	**69.1**
- UNITED AIRLINES	744	75.0	908	77.3	965	72.0	4514	80.5	325	72.9	622	69.1
- BRANDED CODESHARE PARTNERS	93	89.2	94	88.3	2	100.0	1551	81.6	232	75.4	0	0.0
TOTAL	**15,545**	**79.3**	**8,624**	**76.5**	**18,119**	**75.2**	**12,145**	**75.2**	**9,823**	**81.8**	**5,897**	**68.7**

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

AIR TRAVEL CONSUMER REPORT

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

AUGUST 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	153	67.3	249	70.3	121	76.0	278	68.3	62	79.0	0	0.0	155	78.7	271	74.2
ALLEGIANT AIR	0	0.0	100	71.0	248	79.8	51	90.2	9	44.4	0	0.0	0	0.0	52	80.8
AMERICAN AIRLINES	738	59.9	1207	70.3	855	63.0	1648	60.3	367	63.5	10974	69.2	2389	62.3	693	63.9
DELTA AIR LINES	20190	85.4	1007	75.5	726	85.0	2290	72.3	471	71.5	584	86.5	761	73.6	1076	73.7
ENDEAVOR AIR	1919	86.7	0	0.0	127	68.5	0	0.0	62	51.6	302	67.2	171	62.6	0	0.0
ENVOY AIR	54	70.4	165	91.5	194	72.7	181	72.9	36	52.8	521	76.8	340	80.9	36	80.6
FRONTIER AIRLINES	1034	56.8	74	78.4	82	68.3	196	79.1	267	54.7	332	63.3	93	74.2	2373	64.9
HAWAIIAN AIRLINES	0	0.0	15	66.7	0	0.0	18	66.7	0	0.0	0	0.0	0	0.0	0	0.0
JETBLUE AIRWAYS	238	57.1	62	61.3	123	62.6	3589	60.5	0	0.0	49	69.4	713	65.9	153	60.1
PSA AIRLINES	199	73.4	0	0.0	133	75.9	0	0.0	4	100.0	5124	74.4	3051	69.9	0	0.0
REPUBLIC AIRWAYS	103	84.5	2	100.0	493	80.1	2373	75.7	79	82.3	216	72.2	2333	75.1	0	0.0
SKYWEST AIRLINES	685	79.6	417	80.3	382	74.9	0	0.0	0	0.0	0	0.0	5	40.0	5668	79.5
SOUTHWEST AIRLINES	2596	80.1	2963	80.7	4403	81.7	644	64.0	6459	74.4	285	71.9	1324	79.0	7980	78.9
SPIRIT AIRLINES	885	60.2	81	66.7	335	66.9	793	61.4	765	61.6	438	65.1	0	0.0	0	0.0
UNITED AIRLINES	688	72.1	814	76.2	547	79.0	1145	69.7	365	74.8	326	69.0	538	67.5	9028	80.3
TOTAL	**29,482**	**81.7**	**7,156**	**77.0**	**8,769**	**78.0**	**13,206**	**67.0**	**8,946**	**72.0**	**19,151**	**71.2**	**11,873**	**70.6**	**27,330**	**77.5**

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

AIR TRAVEL CONSUMER REPORT

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

AUGUST 2024

CARRIER	ARRIVAL AIRPORT*															
	DFW		DTW		EWR		FLL		IAD		IAH		JFK		LAS	
	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME
ALASKA AIRLINES	243	64.2	62	67.7	304	71.1	31	67.7	221	76.5	91	64.8	346	65.3	458	70.3
ALLEGIANT AIR	0	0.0	0	0.0	60	90.0	218	60.6	25	56.0	0	0.0	0	0.0	615	74.6
AMERICAN AIRLINES	14274	73.8	584	60.4	622	52.3	420	57.9	60	58.3	711	64.8	1189	66.4	1187	67.2
DELTA AIR LINES	1081	77.2	5300	80.9	584	66.1	931	69.8	281	79.0	702	78.2	2610	70.7	1374	77.3
ENDEAVOR AIR	0	0.0	1114	78.4	142	62.0	0	0.0	0	0.0	0	0.0	1612	67.6	0	0.0
ENVOY AIR	6546	85.2	91	70.3	30	73.3	0	0.0	0	0.0	67	92.5	0	0.0	3	100.0
FRONTIER AIRLINES	960	60.4	202	68.8	49	46.9	133	60.9	0	0.0	384	66.7	100	73.0	1132	72.1
HAWAIIAN AIRLINES	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	31	74.2	112	86.6
JETBLUE AIRWAYS	31	58.1	57	66.7	509	65.6	1453	59.3	0	0.0	62	72.6	3218	59.6	246	62.6
PSA AIRLINES	880	82.6	107	72.0	0	0.0	0	0.0	148	71.6	0	0.0	0	0.0	0	0.0
REPUBLIC AIRWAYS	10	70.0	404	74.3	2079	73.5	0	0.0	729	79.8	0	0.0	1440	71.4	0	0.0
SKYWEST AIRLINES	2172	84.6	2337	75.5	0	0.0	0	0.0	288	64.9	1262	83.4	310	65.2	140	80.0
SOUTHWEST AIRLINES	0	0.0	358	74.3	0	0.0	931	69.5	110	73.6	48	83.3	0	0.0	7194	80.0
SPIRIT AIRLINES	1017	70.4	1006	67.7	983	61.9	2229	65.6	0	0.0	1020	67.7	0	0.0	2574	67.0
UNITED AIRLINES	687	72.3	211	69.2	5504	69.1	541	67.8	2712	77.7	5929	80.8	0	0.0	1077	77.3
TOTAL	27,901	77.0	11,833	76.3	10,866	68.0	6,887	64.8	4,574	76.6	10,276	77.9	10,856	66.2	16,112	75.3

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

AIR TRAVEL CONSUMER REPORT

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

AUGUST 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	851	77.7	0	0.0	200	70.0	0	0.0	31	61.3	133	67.7	351	67.8	62	50.0
ALLEGIANT AIR	126	74.6	0	0.0	30	73.3	39	71.8	0	0.0	8	62.5	0	0.0	0	0.0
AMERICAN AIRLINES	2626	72.9	1308	55.4	1408	60.9	0	0.0	4827	65.6	470	60.0	5059	68.9	4806	60.8
DELTA AIR LINES	3226	83.5	2284	69.8	1701	65.8	146	89.7	893	68.8	6897	80.2	1090	73.3	559	71.9
ENDEAVOR AIR	0	0.0	2980	70.8	0	0.0	0	0.0	0	0.0	622	68.8	0	0.0	0	0.0
ENVOY AIR	0	0.0	0	0.0	0	0.0	0	0.0	1086	70.2	116	60.3	3382	71.6	0	0.0
FRONTIER AIRLINES	287	74.9	249	49.8	1243	64.3	337	62.3	294	50.0	155	60.0	309	45.3	1116	56.3
HAWAIIAN AIRLINES	217	82.9	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
JETBLUE AIRWAYS	739	72.1	812	57.6	1497	58.9	0	0.0	93	46.2	31	48.4	118	58.5	88	64.8
PSA AIRLINES	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	57	71.9	0	0.0	1463	73.1
REPUBLIC AIRWAYS	0	0.0	3728	70.7	0	0.0	0	0.0	28	78.6	69	76.8	1042	83.1	802	76.2
SKYWEST AIRLINES	3168	88.0	317	75.1	0	0.0	170	78.2	0	0.0	1957	72.6	4582	72.8	0	0.0
SOUTHWEST AIRLINES	2215	80.8	987	68.4	3241	71.8	6509	80.5	366	65.6	617	72.9	433	74.1	478	72.8
SPIRIT AIRLINES	1216	73.8	710	70.6	1820	71.2	0	0.0	462	65.2	102	69.6	933	57.7	499	63.9
UNITED AIRLINES	2513	80.1	761	63.1	1034	73.6	0	0.0	375	66.9	511	60.1	8184	73.4	365	67.9
TOTAL	17,184	80.2	14,136	67.5	12,174	67.4	7,201	79.8	8,455	65.8	11,745	75.4	25,483	71.5	10,238	64.8

* 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)

AUGUST 2024

	ARRIVAL AIRPORT*											
CARRIER	**PHX**		**SAN**		**SEA**		**SFO**		**SLC**		**TPA**	
	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME
ALASKA AIRLINES	359	68.8	983	77.3	7576	74.3	1135	70.4	125	76.0	87	46.0
ALLEGIANT AIR	37	75.7	21	81.0	0	0.0	0	0.0	0	0.0	0	0.0
AMERICAN AIRLINES	4247	75.7	797	65.2	601	62.7	1041	65.6	282	55.0	971	60.5
DELTA AIR LINES	844	79.5	847	75.7	2960	82.4	1215	74.3	4755	83.7	1055	73.5
ENDEAVOR AIR	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
ENVOY AIR	778	85.6	0	0.0	46	71.7	0	0.0	1	100.0	88	69.3
FRONTIER AIRLINES	774	70.5	339	69.9	164	67.7	453	64.5	321	67.3	470	63.6
HAWAIIAN AIRLINES	31	77.4	62	82.3	62	64.5	62	71.0	31	100.0	0	0.0
JETBLUE AIRWAYS	62	58.1	154	75.3	93	49.5	350	62.0	93	55.9	433	62.8
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	1972	85.3	1090	79.5	2510	79.2	2590	78.3	2710	87.1	0	0.0
SOUTHWEST AIRLINES	5483	82.0	3016	79.0	874	67.4	681	68.3	998	79.3	1748	73.5
SPIRIT AIRLINES	91	57.1	359	74.7	132	60.6	0	0.0	165	66.7	423	71.4
UNITED AIRLINES	744	75.0	908	77.3	965	72.0	4514	80.5	325	72.9	622	69.1
TOTAL	**15,422**	**79.2**	**8,576**	**76.5**	**15,983**	**75.2**	**12,041**	**75.3**	**9,806**	**81.9**	**5,897**	**68.7**

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

AIR TRAVEL CONSUMER REPORT

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

AUGUST 2024

| | ARRIVAL AIRPORT* | | | | | | | | | | | | | | | |
SCHEDULED ARRIVAL TIME	ATL	AUS	BNA	BOS	BWI	CLT	DCA	DEN	DFW	DTW	EWR	FLL	IAD	IAH	JFK	LAS
0600-0659	84.8	89.1	94.7	68.4	77.9	83.7	85.7	93.0	90.4	79.6	77.5	57.5	85.9	87.4	77.5	94.4
0700-0759	89.8	88.2	92.5	80.2	92.1	80.0	81.9	91.7	85.8	89.5	81.6	80.3	88.7	92.9	77.7	93.0
0800-0859	91.5	93.1	90.3	90.3	77.1	84.0	79.1	90.7	82.8	89.7	86.8	79.5	86.7	90.0	78.9	91.0
0900-0959	90.0	91.4	90.6	84.9	86.7	81.0	78.1	88.3	85.7	84.0	89.7	82.9	87.0	81.5	84.5	89.5
1000-1059	87.7	92.2	87.7	87.4	89.3	81.4	83.2	88.0	84.1	84.5	84.0	83.4	84.9	86.7	80.1	90.6
1100-1159	90.7	90.8	88.3	85.6	87.0	86.0	86.0	86.3	87.5	86.7	87.8	79.8	87.6	85.6	81.4	86.1
1200-1259	88.4	85.3	87.5	83.9	84.0	83.0	78.6	87.0	83.2	83.8	87.8	66.3	75.3	79.5	73.0	82.3
1300-1359	88.3	85.9	88.1	76.9	82.4	79.6	77.2	85.1	81.9	83.5	78.0	65.5	90.5	83.8	66.7	76.2
1400-1459	85.4	83.8	82.4	74.1	80.3	76.5	72.9	83.9	79.9	80.0	74.0	69.8	95.1	77.7	71.3	77.3
1500-1559	85.1	73.0	77.8	65.0	76.0	74.8	74.6	74.5	78.6	81.9	69.5	66.8	79.9	82.8	71.2	69.0
1600-1659	78.2	70.4	72.7	66.9	73.5	65.0	70.2	73.1	72.9	73.0	59.7	63.6	72.2	70.8	64.1	68.9
1700-1759	73.3	74.3	74.5	59.5	69.1	63.2	67.5	61.3	71.6	70.5	53.4	58.1	63.3	72.6	55.1	68.2
1800-1859	75.0	73.9	67.0	53.5	60.0	62.3	59.6	62.4	66.7	64.9	49.5	61.1	70.6	68.0	54.5	64.6
1900-1959	72.2	67.2	67.9	55.8	62.4	55.5	57.0	61.5	66.3	67.2	49.8	57.8	67.9	72.4	55.0	65.9
2000-2059	71.1	70.8	62.5	50.6	53.2	47.3	58.6	62.2	64.8	67.9	48.2	47.1	63.5	68.2	57.5	63.3
2100-2159	73.0	63.0	64.6	53.1	45.9	50.5	56.2	65.3	65.2	64.3	51.9	55.2	68.1	63.4	47.4	67.6
2200-2259	60.5	64.3	61.7	50.7	53.9	53.7	55.8	63.3	56.7	61.1	54.4	55.6	47.1	61.1	54.0	62.7
2300-0559	67.9	62.7	64.5	55.0	54.0	71.8	58.6	63.3	66.1	65.3	60.4	49.7	72.1	65.2	61.7	63.7
TOTAL	81.7	77.0	78.0	67.0	72.0	71.2	70.6	77.5	77.0	76.3	68.0	64.8	76.6	77.9	66.2	75.3

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

AIR TRAVEL CONSUMER REPORT

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

AUGUST 2024

| | ARRIVAL AIRPORT* | | | | | | | | | | | | | | |
SCHEDULED ARRIVAL TIME	LAX	LGA	MCO	MDW	MIA	MSP	ORD	PHL	PHX	SAN	SEA	SFO	SLC	TPA	TOTAL
0600-0659	94.5	81.8	75.3	94.9	64.6	87.0	81.0	78.4	92.2	94.7	91.4	96.4	92.3	87.1	85.4
0700-0759	93.0	85.5	81.2	95.7	86.4	89.9	82.6	79.8	95.2	86.5	89.0	92.4	95.0	80.3	87.4
0800-0859	91.8	86.4	86.6	88.6	83.6	88.5	82.5	81.3	89.6	89.5	90.4	91.8	93.4	91.9	88.0
0900-0959	88.8	86.0	87.7	91.5	85.7	90.5	82.5	83.1	90.3	88.2	82.1	73.5	89.6	83.3	85.6
1000-1059	85.6	83.9	80.7	91.1	78.1	86.9	81.6	83.8	91.7	79.7	78.4	66.8	89.9	83.7	84.7
1100-1159	83.4	79.7	80.9	94.0	76.2	90.7	86.8	83.1	90.8	76.1	78.8	80.7	88.6	83.4	85.6
1200-1259	83.3	80.7	74.0	87.8	71.1	85.1	83.3	80.3	86.3	74.4	77.8	79.9	87.4	84.2	82.6
1300-1359	85.0	74.4	72.2	85.9	65.3	75.5	77.6	81.2	85.3	83.9	76.7	78.8	84.7	80.5	80.0
1400-1459	80.3	70.7	73.1	86.9	57.5	69.9	74.2	75.7	77.7	82.0	80.4	79.7	86.6	72.5	77.9
1500-1559	85.4	69.3	70.0	83.8	66.2	73.1	71.1	73.6	76.1	78.5	80.4	79.2	81.4	74.7	76.3
1600-1659	78.2	62.7	60.3	82.1	58.0	74.5	74.9	64.3	75.1	78.8	71.7	79.2	80.3	65.0	71.3
1700-1759	80.8	62.8	62.6	76.5	57.5	63.4	67.4	45.2	72.7	73.6	65.4	76.2	76.5	62.4	66.5
1800-1859	72.9	53.6	58.0	69.0	47.0	61.3	52.4	45.0	71.9	72.9	76.3	77.5	68.8	53.4	63.3
1900-1959	76.3	51.8	55.8	68.5	56.0	69.4	42.8	41.6	63.5	68.4	71.8	73.3	76.0	58.7	62.6
2000-2059	70.1	51.7	61.0	54.9	48.5	65.5	52.7	44.2	70.0	68.2	68.1	68.6	76.1	61.4	62.0
2100-2159	75.0	46.9	52.2	58.5	53.1	61.4	50.3	50.7	66.4	67.3	61.8	69.8	72.3	56.2	61.1
2200-2259	63.3	48.1	55.5	57.4	52.2	64.8	58.1	50.6	62.9	67.9	60.0	63.6	59.0	54.7	58.8
2300-0559	70.4	50.5	55.4	58.5	52.6	68.1	70.5	48.3	61.1	65.5	71.4	62.3	66.8	56.9	62.1
TOTAL	**80.2**	**67.5**	**67.4**	**79.8**	**65.8**	**75.4**	**71.5**	**64.8**	**79.2**	**76.5**	**75.2**	**75.3**	**81.9**	**68.7**	**74.2**

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

AIR TRAVEL CONSUMER REPORT

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

AUGUST 2024

	DEPARTURE AIRPORT*															
SCHEDULED DEPARTURE TIME	ATL	AUS	BNA	BOS	BWI	CLT	DCA	DEN	DFW	DTW	EWR	FLL	IAD	IAH	JFK	LAS
0600-0659	85.7	93.0	93.8	87.2	87.5	88.7	89.9	91.1	86.2	87.0	85.1	89.0	87.8	89.4	82.5	94.9
0700-0759	89.7	91.7	91.7	84.6	83.3	86.3	88.4	90.5	85.5	86.1	81.2	81.1	86.6	88.6	82.8	89.2
0800-0859	89.0	91.4	92.6	81.1	79.1	77.6	85.4	85.9	83.4	87.3	81.6	79.0	87.4	88.8	80.9	87.0
0900-0959	88.0	87.2	89.4	82.7	65.7	84.4	82.2	84.4	75.6	81.3	78.1	76.3	83.4	87.1	80.1	82.9
1000-1059	85.0	89.1	88.1	76.5	73.8	74.1	79.1	82.4	80.4	82.5	80.8	75.1	90.7	78.9	75.7	83.2
1100-1159	85.3	89.7	78.9	80.8	73.0	77.1	80.2	82.1	74.7	82.4	78.5	75.5	82.2	76.8	77.3	81.4
1200-1259	85.8	84.4	81.5	77.7	71.1	77.0	79.6	77.9	75.4	81.9	76.5	62.9	86.3	79.2	75.4	78.8
1300-1359	83.7	79.3	78.2	74.3	70.9	74.7	73.0	80.1	65.6	73.3	76.2	56.1	76.9	58.8	66.2	74.3
1400-1459	81.9	77.4	78.0	67.6	64.6	69.7	71.9	69.3	72.0	71.0	70.4	46.9	68.1	72.5	60.1	66.6
1500-1559	76.7	68.8	70.8	59.5	50.2	61.3	65.0	70.9	66.6	72.7	65.5	55.6	83.3	63.4	60.8	66.4
1600-1659	75.7	66.6	65.8	56.7	50.8	61.7	62.6	61.7	68.9	74.4	64.4	49.7	74.2	69.8	66.1	63.2
1700-1759	72.1	66.7	69.4	59.2	56.7	53.4	61.7	62.9	62.7	61.7	55.0	51.7	63.0	54.2	60.3	62.2
1800-1859	69.7	64.9	67.8	50.6	53.0	51.3	61.7	51.6	63.6	60.5	54.6	55.0	56.5	64.3	52.5	57.4
1900-1959	68.4	70.5	62.6	51.9	47.5	49.9	57.0	55.8	59.4	64.2	51.6	50.7	66.7	63.2	48.5	57.6
2000-2059	62.3	67.4	68.3	46.9	42.5	52.3	60.3	59.9	64.1	61.5	45.9	48.0	57.6	64.1	51.2	60.7
2100-2159	69.0	61.8	59.6	48.1	35.9	47.4	69.5	59.1	63.4	70.8	45.8	34.7	0.0	65.6	56.6	60.5
2200-2259	72.0	62.5	58.9	28.6	31.1	47.7	59.4	53.9	64.9	59.4	42.2	47.6	65.0	68.7	56.1	71.6
2300-0559	71.2	94.5	89.6	90.5	78.0	58.7	78.3	79.4	78.4	75.7	75.4	81.6	96.0	90.3	83.0	73.9
TOTAL	**78.7**	**79.6**	**79.0**	**70.5**	**62.4**	**65.7**	**72.5**	**73.1**	**71.7**	**75.9**	**68.5**	**63.7**	**75.6**	**74.0**	**68.1**	**74.7**

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

AIR TRAVEL CONSUMER REPORT

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

AUGUST 2024

	DEPARTURE AIRPORT*														
SCHEDULED DEPARTURE TIME	LAX	LGA	MCO	MDW	MIA	MSP	ORD	PHL	PHX	SAN	SEA	SFO	SLC	TPA	TOTAL
0600-0659	93.8	87.4	89.9	95.0	86.0	88.8	86.9	85.1	94.6	95.3	92.1	90.6	88.9	88.0	89.7
0700-0759	91.4	85.9	88.2	89.4	88.3	89.4	85.0	79.6	92.3	93.5	89.0	91.1	91.4	82.9	87.3
0800-0859	86.6	81.6	86.6	88.8	85.9	86.3	83.2	82.4	87.8	83.0	85.1	88.5	89.7	83.2	85.2
0900-0959	86.0	80.8	81.9	85.2	73.9	89.3	80.6	75.6	85.9	84.3	82.5	83.7	88.8	83.8	83.2
1000-1059	84.0	80.0	82.0	83.0	75.7	87.4	77.2	79.8	86.8	82.2	72.4	71.3	84.3	76.4	80.7
1100-1159	80.0	78.4	73.5	82.6	65.7	86.3	72.6	73.8	81.4	79.9	72.0	72.8	86.2	76.3	79.1
1200-1259	78.4	78.1	61.8	85.7	61.7	83.5	76.2	70.0	81.6	73.4	69.0	72.0	85.6	79.4	77.7
1300-1359	78.2	75.7	61.1	77.6	54.0	82.8	77.1	69.9	79.8	74.7	71.8	74.6	76.4	76.0	74.6
1400-1459	78.4	66.8	58.3	69.8	49.3	70.5	72.8	70.4	76.0	79.0	71.5	74.7	74.4	65.7	70.5
1500-1559	73.3	62.5	53.7	73.0	47.6	70.7	67.0	63.5	71.4	75.1	75.6	66.8	78.9	61.0	67.4
1600-1659	78.4	61.0	49.4	68.6	49.9	73.0	65.2	56.5	71.0	76.6	74.5	76.8	72.2	63.1	66.5
1700-1759	79.3	61.3	42.9	65.1	49.4	61.9	64.1	52.8	70.8	79.3	66.2	77.1	70.2	53.0	62.9
1800-1859	78.4	59.0	51.7	62.6	45.4	59.0	62.1	47.0	67.0	71.5	68.9	76.3	70.4	55.5	60.6
1900-1959	76.2	52.6	47.6	55.1	46.4	66.0	48.4	47.6	67.4	72.8	74.2	80.4	57.3	47.9	58.4
2000-2059	77.3	53.6	49.5	48.0	47.9	70.1	48.5	41.5	64.0	69.8	68.3	71.6	80.7	56.3	57.7
2100-2159	77.3	55.4	47.8	33.9	53.0	63.6	49.2	45.7	69.7	76.3	68.4	69.9	80.5	49.4	60.5
2200-2259	77.5	47.1	57.0	33.6	54.3	65.5	45.2	51.3	67.2	81.7	64.4	77.7	75.1	54.5	63.6
2300-0559	83.0	74.2	85.5	95.5	73.7	91.3	90.5	78.9	82.9	0.0	72.1	80.1	70.1	95.0	79.6
TOTAL	**81.9**	**70.6**	**66.5**	**73.5**	**60.1**	**77.1**	**70.1**	**65.2**	**78.9**	**80.0**	**74.9**	**78.1**	**80.0**	**71.1**	**73.0**

* 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
AUGUST 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)	77.4	80.6	62	62	Bozeman, MT (BZN)	76.0	78.1	1113	1112
Abilene, TX (ABI)	77.4	90.4	146	146	Brainerd, MN (BRD)	88.7	91.9	62	62
Adak Island, AK (ADK)	77.8	66.7	9	9	Bristol/Johnson City/Kingsport, TN (TRI)	89.5	90.1	191	191
Aguadilla, PR (BQN)	53.7	63.4	190	191	Brownsville, TX (BRO)	84.6	89.3	195	196
Akron, OH (CAK)	68.4	77.2	307	307	Brunswick, GA (BQK)	79.0	79.0	62	62
Albany, GA (ABY)	69.4	71.0	62	62	Buffalo, NY (BUF)	66.0	72.9	2065	2067
Albany, NY (ALB)	67.9	74.7	1081	1080	Burbank, CA (BUR)	80.8	82.7	2746	2746
Albuquerque, NM (ABQ)	77.6	82.2	2077	2076	Burlington, VT (BTV)	69.6	77.8	862	861
Alexandria, LA (AEX)	85.9	87.0	177	177	Butte, MT (BTM)	93.5	98.4	62	62
Allentown/Bethlehem/Easton, PA (ABE)	74.8	78.8	369	368	Casper, WY (CPR)	73.1	79.1	234	235
Alpena, MI (APN)	77.8	79.6	54	54	Cedar City, UT (CDC)	87.0	96.3	54	54
Amarillo, TX (AMA)	81.1	83.0	460	460	Cedar Rapids/Iowa City, IA (CID)	72.9	80.0	790	789
Anchorage, AK (ANC)	74.5	80.2	2235	2236	Champaign/Urbana, IL (CMI)	74.6	82.5	126	126
Appleton, WI (ATW)	76.9	81.7	503	503	Charleston, SC (CHS)	70.0	73.1	2323	2323
Arcata/Eureka, CA (ACV)	70.3	79.2	145	144	Charleston/Dunbar, WV (CRW)	65.2	71.0	290	290
Asheville, NC (AVL)	72.2	68.1	1196	1196	Charlotte Amalie, VI (STT)	72.3	69.9	412	412
Ashland, WV (HTS)	66.1	58.2	56	55	Charlotte, NC (CLT)	71.2	65.7	19151	19150
Aspen, CO (ASE)	72.8	71.8	647	648	Charlottesville, VA (CHO)	69.5	74.9	259	259
Atlanta, GA (ATL)	81.7	78.7	29482	29480	Chattanooga, TN (CHA)	78.7	81.2	549	547
Atlantic City, NJ (ACY)	67.4	74.3	279	280	Cheyenne, WY (CYS)	75.4	87.7	57	57
Augusta, GA (AGS)	75.6	81.7	361	360	Chicago, IL (MDW)	79.8	73.5	7201	7199
Austin, TX (AUS)	77.0	79.6	7156	7157	Chicago, IL (ORD)	71.5	70.1	25483	25500
Bakersfield, CA (BFL)	81.2	89.1	266	266	Christiansted, VI (STX)	58.3	51.7	60	60
Baltimore, MD (BWI)	72.0	62.4	8946	8940	Cincinnati, OH (CVG)	71.6	77.0	3599	3599
Bangor, ME (BGR)	70.2	74.7	644	643	Clarksburg/Fairmont, WV (CKB)	76.2	52.4	21	21
Barrow, AK (BRW)	64.5	71.0	31	31	Cleveland, OH (CLE)	70.8	77.9	3612	3609
Baton Rouge, LA (BTR)	80.8	82.8	412	413	Cody, WY (COD)	73.5	69.0	113	113
Beaumont/Port Arthur, TX (BPT)	95.2	93.5	62	62	College Station/Bryan, TX (CLL)	79.8	80.9	94	94
Belleville, IL (BLV)	74.3	68.6	105	105	Colorado Springs, CO (COS)	73.3	79.2	1129	1129
Bellingham, WA (BLI)	79.2	84.2	183	184	Columbia, MO (COU)	80.9	83.7	178	178
Bemidji, MN (BJI)	82.3	85.5	62	62	Columbia, SC (CAE)	76.3	82.5	594	594
Bend/Redmond, OR (RDM)	82.9	84.4	537	537	Columbus, GA (CSG)	78.8	78.8	85	85
Bethel, AK (BET)	77.4	80.6	62	62	Columbus, MS (GTR)	90.3	96.8	62	62
Billings, MT (BIL)	77.7	86.9	413	413	Columbus, OH (CMH)	73.6	79.7	3705	3707
Binghamton, NY (BGM)	74.2	80.6	31	31	Columbus, OH (LCK)	63.0	63.0	92	92
Birmingham, AL (BHM)	74.8	80.9	1427	1430	Concord, NC (USA)	67.3	53.8	52	52
Bishop, CA (BIH)	100.0	100.0	31	31	Cordova, AK (CDV)	67.7	67.7	62	62
Bismarck/Mandan, ND (BIS)	78.2	84.9	353	352	Corpus Christi, TX (CRP)	88.4	91.8	319	319
Bloomington/Normal, IL (BMI)	86.1	88.1	151	151	Dallas, TX (DAL)	80.8	78.1	5891	5891
Boise, ID (BOI)	79.5	84.6	2100	2097	Dallas/Fort Worth, TX (DFW)	77.0	71.7	27901	27900
Boston, MA (BOS)	67.0	70.5	13206	13215	Dayton, OH (DAY)	72.1	82.6	634	634

AIR TRAVEL CONSUMER REPORT
TABLE 5. ON-TIME ARRIVAL AND DEPARTURE PERCENTAGE BY AIRPORT BY REPORTING OPERATING CARRIER
AUGUST 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)	77.7	81.8	242	242	Green Bay, WI (GRB)	67.4	80.8	383	381
Deadhorse, AK (SCC)	87.8	85.7	49	49	Greensboro/High Point, NC (GSO)	70.9	79.2	1096	1095
Decatur, IL (DEC)	50.9	71.7	53	53	Greer, SC (GSP)	73.3	81.1	1481	1482
Denver, CO (DEN)	77.5	73.1	27330	27334	Guam, TT (GUM)	88.7	87.1	62	62
Des Moines, IA (DSM)	70.1	79.9	1316	1315	Gulfport/Biloxi, MS (GPT)	82.9	86.9	298	298
Detroit, MI (DTW)	76.3	75.9	11833	11834	Gunnison, CO (GUC)	77.6	80.6	67	67
Devils Lake, ND (DVL)	87.9	87.9	58	58	Gustavus, AK (GST)	82.8	72.4	29	29
Dickinson, ND (DIK)	80.7	94.7	57	57	Hagerstown, MD (HGR)	73.5	70.6	34	34
Dillingham, AK (DLG)	87.1	93.5	31	31	Hancock/Houghton, MI (CMX)	62.9	61.3	62	62
Dodge City, KS (DDC)	64.2	67.9	53	53	Harlingen/San Benito, TX (HRL)	86.2	89.1	348	348
Dothan, AL (DHN)	85.5	90.3	62	62	Harrisburg, PA (MDT)	69.4	75.4	467	467
Duluth, MN (DLH)	75.8	80.5	236	236	Hartford, CT (BDL)	69.1	73.7	2036	2034
Durango, CO (DRO)	79.2	82.8	361	361	Hattiesburg/Laurel, MS (PIB)	81.1	81.1	53	53
Eagle, CO (EGE)	74.7	77.9	241	240	Hayden, CO (HDN)	79.1	76.5	134	132
El Paso, TX (ELP)	78.9	84.7	1596	1595	Hays, KS (HYS)	77.4	88.7	53	53
Elko, NV (EKO)	87.1	96.8	31	31	Helena, MT (HLN)	84.7	89.5	124	124
Elmira/Corning, NY (ELM)	82.4	83.5	85	85	Hibbing, MN (HIB)	77.8	85.2	54	54
Escanaba, MI (ESC)	85.2	87.0	54	54	Hilo, HI (ITO)	82.0	87.0	577	578
Eugene, OR (EUG)	78.6	84.2	561	564	Hilton Head, SC (HHH)	77.4	76.5	234	234
Evansville, IN (EVV)	78.7	86.2	174	174	Hobbs, NM (HOB)	71.0	64.5	62	62
Everett, WA (PAE)	89.8	84.7	59	59	Honolulu, HI (HNL)	84.3	87.4	5273	5270
Fairbanks, AK (FAI)	69.8	78.4	394	394	Houston, TX (HOU)	80.9	80.4	4701	4702
Fargo, ND (FAR)	75.3	81.4	575	576	Houston, TX (IAH)	77.9	74.0	10276	10284
Fayetteville, AR (XNA)	78.3	83.1	1238	1239	Huntsville, AL (HSV)	75.2	79.8	751	753
Fayetteville, NC (FAY)	78.8	85.6	118	118	Hyannis, MA (HYA)	78.5	74.2	93	93
Flagstaff, AZ (FLG)	85.6	91.1	146	146	Idaho Falls, ID (IDA)	84.0	85.6	312	312
Flint, MI (FNT)	67.1	75.3	170	170	Indianapolis, IN (IND)	73.4	80.0	3900	3907
Fort Dodge, IA (FOD)	60.4	60.4	53	53	International Falls, MN (INL)	87.1	83.9	62	62
Fort Lauderdale, FL (FLL)	64.8	63.7	6887	6885	Iron Mountain/Kingsfd, MI (IMT)	75.8	79.0	62	62
Fort Myers, FL (RSW)	72.3	72.1	1917	1916	Islip, NY (ISP)	67.2	67.2	378	378
Fort Smith, AR (FSM)	83.8	87.2	117	117	Ithaca/Cortland, NY (ITH)	65.9	74.1	85	85
Fort Wayne, IN (FWA)	70.1	72.9	365	365	Jackson, WY (JAC)	77.1	78.2	652	652
Fresno, CA (FAT)	75.3	83.0	1009	1009	Jackson/Vicksburg, MS (JAN)	81.5	82.7	531	533
Gainesville, FL (GNV)	80.1	79.1	296	297	Jacksonville, FL (JAX)	67.5	74.0	2492	2492
Garden City, KS (GCK)	71.0	79.0	62	62	Jacksonville/Camp Lejeune, NC (OAJ)	77.9	80.8	208	208
Gillette, WY (GCC)	84.4	85.9	64	64	Jamestown, ND (JMS)	89.7	87.9	58	58
Grand Forks, ND (GFK)	80.4	79.4	102	102	Johnstown, PA (JST)	67.7	87.1	62	62
Grand Island, NE (GRI)	88.8	76.3	80	80	Joplin, MO (JLN)	66.7	85.2	54	54
Grand Junction, CO (GJT)	79.2	83.9	342	342	Juneau, AK (JNU)	75.3	80.7	519	519
Grand Rapids, MI (GRR)	71.6	77.4	1474	1473	Kahului, HI (OGG)	88.6	88.8	2271	2268
Great Falls, MT (GTF)	84.5	93.3	193	193	Kalamazoo, MI (AZO)	60.2	73.5	83	83

AIR TRAVEL CONSUMER REPORT
TABLE 5. ON-TIME ARRIVAL AND DEPARTURE PERCENTAGE BY AIRPORT BY REPORTING OPERATING CARRIER
AUGUST 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)	78.2	79.9	551	551	Midland/Odessa, TX (MAF)	82.0	85.7	837	837
Kansas City, MO (MCI)	76.1	81.9	4374	4371	Milwaukee, WI (MKE)	73.1	81.7	2600	2598
Ketchikan, AK (KTN)	79.6	74.2	275	275	Minneapolis, MN (MSP)	75.4	77.1	11745	11736
Key West, FL (EYW)	75.3	70.4	497	497	Minot, ND (MOT)	78.2	79.2	211	212
Killeen, TX (GRK)	80.5	81.3	149	150	Mission/McAllen/Edinburg, TX (MFE)	72.8	80.8	453	454
King Salmon, AK (AKN)	73.0	83.8	37	37	Missoula, MT (MSO)	79.3	77.9	502	503
Knoxville, TN (TYS)	73.6	81.2	1476	1477	Mobile, AL (MOB)	91.3	92.1	229	229
Kodiak, AK (ADQ)	81.4	84.9	86	86	Moline, IL (MLI)	71.2	80.8	354	354
Kona, HI (KOA)	84.4	88.3	1407	1409	Monroe, LA (MLU)	87.7	89.4	179	179
Kotzebue, AK (OTZ)	96.8	100.0	31	31	Monterey, CA (MRY)	79.1	84.8	441	441
La Crosse, WI (LSE)	85.3	85.7	34	35	Montgomery, AL (MGM)	83.3	84.6	234	234
Lafayette, LA (LFT)	83.7	83.7	300	301	Montrose/Delta, CO (MTJ)	83.1	87.1	249	249
Lake Charles, LA (LCH)	88.0	85.9	92	92	Mosinee, WI (CWA)	72.6	82.3	62	62
Lansing, MI (LAN)	75.2	71.6	109	109	Myrtle Beach, SC (MYR)	70.6	72.1	1741	1742
Laramie, WY (LAR)	73.6	73.6	53	53	Nantucket, MA (ACK)	77.0	74.1	474	474
Laredo, TX (LRD)	85.8	87.7	162	162	Nashville, TN (BNA)	78.0	79.0	8769	8770
Las Vegas, NV (LAS)	75.3	74.7	16112	16089	New Bern/Morehead/Beaufort, NC (EWN)	69.2	69.2	26	26
Latrobe, PA (LBE)	81.3	77.1	48	48	New Orleans, LA (MSY)	72.6	76.0	3768	3768
Lawton/Fort Sill, OK (LAW)	92.4	91.3	92	92	New York, NY (JFK)	66.2	68.1	10856	10862
Lewiston, ID (LWS)	82.8	90.3	93	93	New York, NY (LGA)	67.5	70.6	14136	14136
Lexington, KY (LEX)	71.4	79.3	788	789	Newark, NJ (EWR)	68.0	68.5	10866	10861
Liberal, KS (LBL)	58.5	64.2	53	53	Newburgh/Poughkeepsie, NY (SWF)	69.2	61.5	39	39
Lihue, HI (LIH)	87.7	90.8	1395	1395	Niagara Falls, NY (IAG)	83.3	54.2	24	24
Lincoln, NE (LNK)	65.0	75.6	217	217	Nome, AK (OME)	58.1	64.5	31	31
Little Rock, AR (LIT)	75.3	82.7	1107	1108	Norfolk, VA (ORF)	68.7	73.6	1973	1972
Long Beach, CA (LGB)	88.4	88.7	1443	1443	North Bend/Coos Bay, OR (OTH)	56.4	56.4	39	39
Longview, TX (GGG)	79.0	80.6	62	62	North Platte, NE (LBF)	70.4	87.0	54	54
Los Angeles, CA (LAX)	80.2	81.9	17184	17177	Oakland, CA (OAK)	80.7	80.6	3555	3555
Louisville, KY (SDF)	73.2	80.7	2056	2057	Oklahoma City, OK (OKC)	76.0	82.1	1973	1973
Lubbock, TX (LBB)	84.4	89.2	545	544	Omaha, NE (OMA)	74.2	81.6	1997	1997
Madison, WI (MSN)	70.1	81.6	1129	1128	Ontario, CA (ONT)	80.3	85.0	2428	2428
Manchester, NH (MHT)	73.0	79.3	577	575	Orlando, FL (MCO)	67.4	66.5	12174	12173
Manhattan/Ft. Riley, KS (MHK)	86.0	87.1	93	93	Pago Pago, TT (PPG)	84.6	76.9	13	13
Marquette, MI (MQT)	68.5	73.9	92	92	Palm Springs, CA (PSP)	75.8	82.9	632	631
Martha's Vineyard, MA (MVY)	72.1	67.2	348	348	Panama City, FL (ECP)	82.7	80.7	861	861
Mason City, IA (MCW)	60.4	64.2	53	53	Pasco/Kennewick/Richland, WA (PSC)	75.6	87.1	426	426
Medford, OR (MFR)	78.6	84.8	369	369	Pellston, MI (PLN)	74.1	84.5	116	116
Melbourne, FL (MLB)	76.9	76.4	229	229	Pensacola, FL (PNS)	75.0	81.2	1172	1173
Memphis, TN (MEM)	72.8	83.5	2041	2042	Peoria, IL (PIA)	76.5	78.5	302	302
Meridian, MS (MEI)	71.7	86.8	53	53	Petersburg, AK (PSG)	74.2	77.4	62	62
Miami, FL (MIA)	65.8	60.1	8455	8459	Philadelphia, PA (PHL)	64.8	65.2	10238	10241

AIR TRAVEL CONSUMER REPORT
TABLE 5. ON-TIME ARRIVAL AND DEPARTURE PERCENTAGE BY AIRPORT BY REPORTING OPERATING CARRIER
AUGUST 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)	77.0	81.3	391	391	Santa Fe, NM (SAF)	82.5	82.2	309	309
Phoenix, AZ (PHX)	79.2	78.9	15422	15416	Santa Maria, CA (SMX)	77.8	66.7	9	9
Pittsburgh, PA (PIT)	70.2	76.6	3997	4000	Santa Rosa, CA (STS)	79.2	83.4	337	338
Plattsburgh, NY (PBG)	58.8	55.9	34	34	Sarasota/Bradenton, FL (SRQ)	71.5	75.8	974	975
Pocatello, ID (PIH)	98.4	96.8	62	62	Sault Ste. Marie, MI (CIU)	82.3	90.3	62	62
Ponce, PR (PSE)	51.9	60.8	79	79	Savannah, GA (SAV)	71.8	75.9	1616	1617
Portland, ME (PWM)	70.9	73.9	1469	1465	Scottsbluff, NE (BFF)	75.9	81.5	54	54
Portland, OR (PDX)	78.0	82.8	5545	5542	Scranton/Wilkes-Barre, PA (AVP)	53.8	70.3	145	145
Portsmouth, NH (PSM)	76.0	76.0	25	25	Seattle, WA (SEA)	75.2	74.9	15983	15984
Prescott, AZ (PRC)	54.8	58.1	62	62	Sheridan, WY (SHR)	74.2	90.3	62	62
Providence, RI (PVD)	70.7	76.5	1377	1377	Shreveport, LA (SHV)	83.4	84.4	409	409
Provo, UT (PVU)	73.1	91.7	145	145	Sioux City, IA (SUX)	64.5	77.4	62	62
Punta Gorda, FL (PGD)	67.1	70.2	362	362	Sioux Falls, SD (FSD)	73.6	78.2	542	542
Raleigh/Durham, NC (RDU)	68.6	72.1	5533	5535	Sitka, AK (SIT)	65.9	76.4	173	174
Rapid City, SD (RAP)	78.0	82.1	582	582	South Bend, IN (SBN)	69.3	75.3	576	575
Redding, CA (RDD)	85.4	84.7	137	137	Spokane, WA (GEG)	76.6	84.8	1638	1640
Reno, NV (RNO)	76.4	80.1	1947	1943	Springfield, IL (SPI)	75.0	75.0	4	4
Rhinelander, WI (RHI)	76.1	76.1	92	92	Springfield, MO (SGF)	77.0	77.3	916	915
Richmond, VA (RIC)	67.6	74.6	1546	1544	St. Cloud, MN (STC)	100.0	75.0	4	4
Riverton/Lander, WY (RIW)	82.3	82.3	62	62	St. George, UT (SGU)	75.7	85.5	235	235
Roanoke, VA (ROA)	75.8	78.6	252	252	St. Louis, MO (STL)	79.1	78.7	5751	5749
Rochester, MN (RST)	78.4	83.8	116	117	St. Petersburg, FL (PIE)	70.0	74.2	669	670
Rochester, NY (ROC)	66.1	69.7	1061	1062	State College, PA (SCE)	73.3	80.0	45	45
Rock Springs, WY (RKS)	80.6	88.7	62	62	Stillwater, OK (SWO)	88.7	90.3	62	62
Rockford, IL (RFD)	81.3	71.9	64	64	Stockton, CA (SCK)	77.5	65.0	40	40
Roswell, NM (ROW)	85.9	81.5	92	92	Sun Valley/Hailey/Ketchum, ID (SUN)	83.1	83.1	195	195
Sacramento, CA (SMF)	79.0	82.3	5059	5055	Syracuse, NY (SYR)	66.2	75.7	1134	1135
Saginaw/Bay City/Midland, MI (MBS)	70.5	81.0	200	200	Tallahassee, FL (TLH)	75.5	79.1	551	551
Saipan, TT (SPN)	87.1	83.9	31	31	Tampa, FL (TPA)	68.7	71.1	5897	5902
Salina, KS (SLN)	77.4	75.8	62	62	Texarkana, AR (TXK)	85.5	79.0	62	62
Salt Lake City, UT (SLC)	81.9	80.0	9806	9799	Toledo, OH (TOL)	87.5	81.3	16	16
San Angelo, TX (SJT)	87.0	88.0	92	92	Traverse City, MI (TVC)	73.9	74.1	609	609
San Antonio, TX (SAT)	75.5	82.0	3639	3640	Trenton, NJ (TTN)	67.9	70.0	131	130
San Diego, CA (SAN)	76.5	80.0	8576	8577	Tucson, AZ (TUS)	78.1	84.9	1430	1428
San Francisco, CA (SFO)	75.3	78.1	12041	12036	Tulsa, OK (TUL)	73.9	85.5	1526	1526
San Jose, CA (SJC)	82.5	85.1	4616	4614	Twin Falls, ID (TWF)	91.9	95.2	62	62
San Juan, PR (SJU)	64.9	66.3	3015	3026	Tyler, TX (TYR)	87.0	89.1	92	92
San Luis Obispo, CA (SBP)	79.2	87.3	472	473	Valdosta, GA (VLD)	80.6	82.3	62	62
Sanford, FL (SFB)	67.3	71.9	695	695	Valparaiso, FL (VPS)	75.3	77.9	982	982
Santa Ana, CA (SNA)	83.8	83.2	3708	3707	Victoria, TX (VCT)	86.8	88.7	53	53
Santa Barbara, CA (SBA)	79.8	87.7	689	690	Waco, TX (ACT)	80.4	81.5	92	92

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

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Walla Walla, WA (ALW)	64.5	85.5	62	62
Washington, DC (DCA)	70.6	72.5	11873	11874
Washington, DC (IAD)	76.6	75.6	4574	4584
West Palm Beach/Palm Beach, FL (PBI)	62.4	67.2	1944	1943
West Yellowstone, MT (WYS)	94.4	93.1	72	72
White Plains, NY (HPN)	65.1	71.5	1042	1042
Wichita Falls, TX (SPS)	88.7	95.2	62	62
Wichita, KS (ICT)	72.3	81.7	927	927
Williston, ND (XWA)	82.2	83.4	169	169
Wilmington, NC (ILM)	71.0	73.6	867	869
Worcester, MA (ORH)	70.6	65.5	119	119
Wrangell, AK (WRG)	75.8	74.2	62	62
Yakutat, AK (YAK)	71.0	66.1	62	62
Yuma, AZ (YUM)	86.2	92.2	167	167

AIR TRAVEL CONSUMER REPORT

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

AUGUST 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**	**118338**	**1006**	**0.9**	**1**
ALASKA AIRLINES NETWORK	**106**	**37624**	**333**	**0.9**	**2**
- ALASKA AIRLINES	89	23265	261	1.1	
- BRANDED CODESHARE PARTNERS	57	14359	72	0.5	
HAWAIIAN AIRLINES	**22**	**6829**	**104**	**1.5**	**3**
DELTA AIR LINES NETWORK	**213**	**136680**	**2549**	**1.9**	**4**
- DELTA AIR LINES	143	90397	717	0.8	
- BRANDED CODESHARE PARTNERS	180	46283	1832	4.0	
UNITED AIRLINES NETWORK	**216**	**118847**	**2414**	**2.0**	**5**
- UNITED AIRLINES	119	65939	1332	2.0	
- BRANDED CODESHARE PARTNERS	195	52908	1082	2.0	
ALLEGIANT AIR	**122**	**9244**	**199**	**2.2**	**6**
AMERICAN AIRLINES NETWORK	**225**	**169090**	**4321**	**2.6**	**7**
- AMERICAN AIRLINES	124	85963	2461	2.9	
- BRANDED CODESHARE PARTNERS	207	83127	1860	2.2	
FRONTIER AIRLINES	**80**	**18813**	**615**	**3.3**	**8**
SPIRIT AIRLINES	**59**	**24676**	**977**	**4.0**	**9**
JETBLUE AIRWAYS	**66**	**20498**	**916**	**4.5**	**10**
TOTAL AIRPORTS SERVED	**354**	**660,639**	**13,434**	**2.0**	

[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

AUGUST 2024

CARRIER[1]	AT ALL US AIRPORTS				
	NUMBER OF AIRPORTS REPORTED	FLIGHT OPERATIONS SCHEDULED	FLIGHT OPERATIONS CANCELLED	PERCENT OF OPERATIONS CANCELLED	RANK
SKYWEST AIRLINES	233	65390	279	0.4	1
ENVOY AIR	143	25925	191	0.7	2
DELTA AIR LINES	143	90397	717	0.8	3
SOUTHWEST AIRLINES	107	118338	1006	0.9	4
ALASKA AIRLINES	89	23265	261	1.1	5
HAWAIIAN AIRLINES	22	6829	104	1.5	6
UNITED AIRLINES	119	65939	1332	2.0	7
ALLEGIANT AIR	122	9244	199	2.2	8
AMERICAN AIRLINES	124	85963	2461	2.9	9
PSA AIRLINES	90	20730	629	3.0	10
FRONTIER AIRLINES	80	18813	615	3.3	11
SPIRIT AIRLINES	59	24676	977	4.0	12
JETBLUE AIRWAYS	66	20498	916	4.5	13
ENDEAVOR AIR	90	17102	1186	6.9	14
REPUBLIC AIRWAYS	78	25916	1841	7.1	15
TOTAL AIRPORTS SERVED	342	619,025	12,714	2.1	

[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

AUGUST 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	**37624**	**28419**	**75.53**	**333**	**0.89**	**103**	**0.27**	**2116**	**5.62**	**234**	**0.62**	**2971**	**7.90**	**50**	**0.13**	**3398**	**9.03**
- *ALASKA AIRLINES*	23265	17159	73.75	261	1.12	72	0.31	1271	5.46	171	0.74	2030	8.73	31	0.13	2270	9.76
BRANDED CODESHARE PARTNERS	14359	11260	78.42	72	0.50	31	0.22	845	5.88	64	0.45	941	6.55	19	0.13	1128	7.86
ALLEGIANT AIR	**9244**	**6770**	**73.24**	**199**	**2.15**	**29**	**0.31**	**590**	**6.38**	**219**	**2.37**	**508**	**5.50**	**8**	**0.09**	**921**	**9.96**
AMERICAN AIRLINES NETWORK	**169090**	**121017**	**71.57**	**4321**	**2.56**	**571**	**0.34**	**12158**	**7.19**	**2111**	**1.25**	**10215**	**6.04**	**103**	**0.06**	**18593**	**11.00**
- *AMERICAN AIRLINES*	85963	57364	66.73	2461	2.86	313	0.36	7601	8.84	1122	1.31	5431	6.32	66	0.08	11604	13.50
BRANDED CODESHARE PARTNERS	83127	63653	76.57	1860	2.24	258	0.31	4557	5.48	989	1.19	4784	5.76	37	0.04	6989	8.41
DELTA AIR LINES NETWORK	**136680**	**107823**	**78.89**	**2549**	**1.86**	**372**	**0.27**	**10537**	**7.71**	**1464**	**1.07**	**7331**	**5.36**	**19**	**0.01**	**6584**	**4.82**
- *DELTA AIR LINES*	90397	72263	79.94	717	0.79	260	0.29	6600	7.30	556	0.62	4886	5.41	11	0.01	5104	5.65
BRANDED CODESHARE PARTNERS	46283	35560	76.83	1832	3.96	112	0.24	3937	8.51	908	1.96	2445	5.28	8	0.02	1481	3.20
FRONTIER AIRLINES	**18813**	**12257**	**65.15**	**615**	**3.27**	**40**	**0.21**	**1332**	**7.08**	**102**	**0.54**	**1659**	**8.82**	**0**	**0.00**	**2809**	**14.93**
HAWAIIAN AIRLINES	**6829**	**5928**	**86.81**	**104**	**1.52**	**5**	**0.07**	**539**	**7.89**	**8**	**0.12**	**5**	**0.07**	**2**	**0.03**	**239**	**3.50**
JETBLUE AIRWAYS	**20498**	**12443**	**60.70**	**916**	**4.47**	**120**	**0.59**	**2490**	**12.15**	**179**	**0.87**	**1991**	**9.71**	**19**	**0.09**	**2341**	**11.42**
SOUTHWEST AIRLINES	**118338**	**93223**	**78.78**	**1006**	**0.85**	**315**	**0.27**	**6889**	**5.82**	**492**	**0.42**	**5273**	**4.46**	**87**	**0.07**	**11053**	**9.34**
SPIRIT AIRLINES	**24676**	**16563**	**67.12**	**977**	**3.96**	**65**	**0.26**	**1730**	**7.01**	**241**	**0.98**	**3226**	**13.07**	**39**	**0.16**	**1834**	**7.43**
UNITED AIRLINES NETWORK	**118847**	**90578**	**76.21**	**2414**	**2.03**	**554**	**0.47**	**8100**	**6.82**	**1096**	**0.92**	**7907**	**6.65**	**5**	**0.00**	**8193**	**6.89**
- *UNITED AIRLINES*	65939	49412	74.94	1332	2.02	354	0.54	4344	6.59	621	0.94	4704	7.13	1	0.00	5171	7.84
BRANDED CODESHARE PARTNERS	52908	41166	77.81	1082	2.05	200	0.38	3755	7.10	476	0.90	3204	6.06	3	0.01	3022	5.71
TOTAL	**660,639**	**495,021**	**74.93**	**13,434**	**2.03**	**2,174**	**0.33**	**46,480**	**7.04**	**6,148**	**0.93**	**41,086**	**6.22**	**332**	**0.05**	**55,964**	**8.47**

* 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

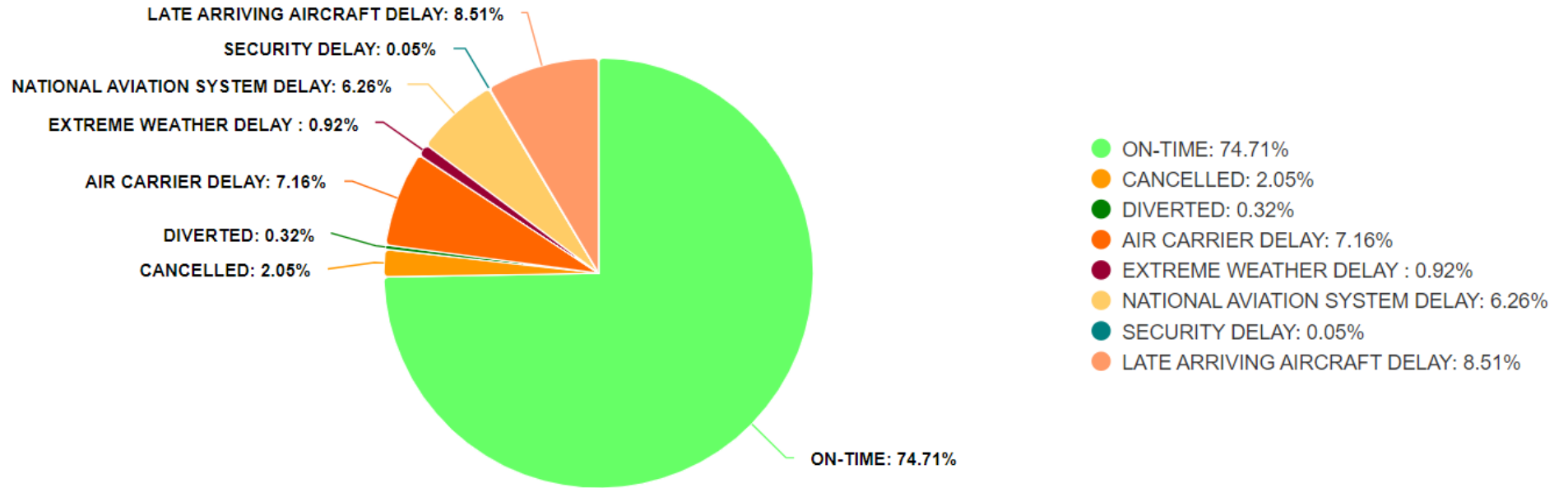## TABLE 7A. CAUSES OF DELAY, BY REPORTING OPERATING CARRIER

AUGUST 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	23265	17159	73.75	261	1.12	72	0.31	1271	5.46	171	0.74	2030	8.73	31	0.13	2270	9.76
ALLEGIANT AIR	9244	6770	73.24	199	2.15	29	0.31	590	6.38	219	2.37	508	5.50	8	0.09	921	9.96
AMERICAN AIRLINES	85963	57364	66.73	2461	2.86	313	0.36	7601	8.84	1122	1.31	5431	6.32	66	0.08	11604	13.50
DELTA AIR LINES	90397	72263	79.94	717	0.79	260	0.29	6600	7.30	556	0.62	4886	5.41	11	0.01	5104	5.65
ENDEAVOR AIR	17102	12569	73.49	1186	6.93	43	0.25	848	4.96	105	0.61	1147	6.71	2	0.01	1202	7.03
ENVOY AIR	25925	20565	79.32	191	0.74	55	0.21	1172	4.52	220	0.85	1536	5.92	9	0.03	2176	8.39
FRONTIER AIRLINES	18813	12257	65.15	615	3.27	40	0.21	1332	7.08	102	0.54	1659	8.82	0	0.00	2809	14.93
HAWAIIAN AIRLINES	6829	5928	86.81	104	1.52	5	0.07	539	7.89	8	0.12	5	0.07	2	0.03	239	3.50
JETBLUE AIRWAYS	20498	12443	60.70	916	4.47	120	0.59	2490	12.15	179	0.87	1991	9.71	19	0.09	2341	11.42
PSA AIRLINES	20730	15038	72.54	629	3.03	61	0.29	1293	6.24	302	1.46	1259	6.07	16	0.08	2132	10.28
REPUBLIC AIRWAYS	25916	19182	74.02	1841	7.10	79	0.30	1258	4.85	208	0.80	2069	7.98	8	0.03	1272	4.91
SKYWEST AIRLINES	65390	51755	79.15	279	0.43	197	0.30	6339	9.69	1173	1.79	3052	4.67	28	0.04	2567	3.93
SOUTHWEST AIRLINES	118338	93223	78.78	1006	0.85	315	0.27	6889	5.82	492	0.42	5273	4.46	87	0.07	11053	9.34
SPIRIT AIRLINES	24676	16563	67.12	977	3.96	65	0.26	1730	7.01	241	0.98	3226	13.07	39	0.16	1834	7.43
UNITED AIRLINES	65939	49412	74.94	1332	2.02	354	0.54	4344	6.59	621	0.94	4704	7.13	1	0.00	5171	7.84
TOTAL	619,025	462,491	74.71	12,714	2.05	2,008	0.32	44,296	7.16	5,720	0.92	38,775	6.26	328	0.05	52,693	8.51

* 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
AUGUST 2024

LATE ARRIVING AIRCRAFT DELAY: 8.51%
SECURITY DELAY: 0.05%
NATIONAL AVIATION SYSTEM DELAY: 6.26%
EXTREME WEATHER DELAY : 0.92%
AIR CARRIER DELAY: 7.16%
DIVERTED: 0.32%
CANCELLED: 2.05%
ON-TIME: 74.71%

- ON-TIME: 74.71%
- CANCELLED: 2.05%
- DIVERTED: 0.32%
- AIR CARRIER DELAY: 7.16%
- EXTREME WEATHER DELAY : 0.92%
- NATIONAL AVIATION SYSTEM DELAY: 6.26%
- SECURITY DELAY: 0.05%
- LATE ARRIVING AIRCRAFT DELAY: 8.51%

* **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

AUGUST 2024

MARKETING CARRIER	OPERATING CARRIER	FLIGHT NUMBER	ORIGIN AIRPORT	DESTINATION AIRPORT	DATE OF FLIGHT	LOCATION OF LONGEST TARMAC DELAY	LENGTH OF TARMAC DELAY
UNITED	UNITED	2314	MSY	IAD	8/3/2024	Diversion Airport (BWI)	5:08
UNITED	UNITED	1627	LAS	IAD	8/29/2024	Diversion Airport (BWI)	5:04
UNITED	MESA	6190	DTW	IAD	8/29/2024	Diversion Airport (BWI)	5:03
FRONTIER	FRONTIER	4348	ATL	LGA	8/3/2024	Origin Airport	4:35
UNITED	COMMUTEAIR	4325	SCE	IAD	8/29/2024	Destination Airport	4:35
JETBLUE	JETBLUE	2534	PBI	DCA	8/3/2024	Diversion Airport (ORF)	4:27
UNITED	UNITED	2241	IAH	EWR	8/2/2024	Diversion Airport (BWI)	4:26
UNITED	COMMUTEAIR	4817	PHL	IAD	8/3/2024	Diversion Airport (BWI)	4:20
UNITED	COMMUTEAIR	4942	ALB	IAD	8/29/2024	Destination Airport	4:20
UNITED	SKYWEST	5235	COS	DEN	8/5/2024	Origin Airport	4:16
UNITED	UNITED	1393	PBI	EWR	8/2/2024	Diversion Airport (BWI)	4:13
UNITED	SKYWEST	4763	DEN	COS	8/5/2024	Destination Airport	4:12
UNITED	MESA	6253	SYR	IAD	8/29/2024	Destination Airport	4:08
UNITED	UNITED	1938	MIA	IAD	8/3/2024	Diversion Airport (BWI)	4:04
UNITED	UNITED	2461	IAH	IAD	8/3/2024	Diversion Airport (BWI)	4:04
UNITED	UNITED	1885	EWR	SFO	8/18/2024	Origin Airport	4:02
UNITED	UNITED	2267	EWR	DFW	8/18/2024	Origin Airport	3:57
UNITED	UNITED	590	BWI	ORD	8/29/2024	Origin Airport	3:56
UNITED	UNITED	2090	EWR	DEN	8/18/2024	Origin Airport	3:53
UNITED	UNITED	1757	JAX	IAD	8/29/2024	Diversion Airport (BWI)	3:46
UNITED	UNITED	407	EWR	LAS	8/18/2024	Origin Airport	3:45
UNITED	UNITED	1362	BWI	SFO	8/2/2024	Origin Airport	3:43
FRONTIER	FRONTIER	3379	PHL	MIA	8/29/2024	Origin Airport	3:42
UNITED	UNITED	1651	EWR	LAX	8/18/2024	Origin Airport	3:41
UNITED	UNITED	2424	EWR	MSP	8/18/2024	Origin Airport	3:40
DELTA	DELTA	2443	JFK	DTW	8/18/2024	Origin Airport	3:38
UNITED	UNITED	1530	STT	EWR	8/18/2024	Destination Airport	3:38
UNITED	UNITED	648	EWR	SFO	8/18/2024	Origin Airport	3:38
UNITED	UNITED	2046	EWR	MSP	8/4/2024	Origin Airport	3:34
AMERICAN	PSA	5043	GSP	CLT	8/30/2024	Origin Airport	3:32
UNITED	COMMUTEAIR	4340	HSV	IAD	8/29/2024	Destination Airport	3:30
UNITED	UNITED	1226	PHX	DEN	8/22/2024	Origin Airport	3:29
UNITED	UNITED	1890	LAX	EWR	8/3/2024	Diversion Airport (CLE)	3:29
DELTA	ENDEAVOR	5055	LGA	ROA	8/3/2024	Origin Airport	3:27
UNITED	UNITED	2243	LGA	ORD	8/27/2024	Destination Airport	3:27

AIR TRAVEL CONSUMER REPORT

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

AUGUST 2024

MARKETING CARRIER	OPERATING CARRIER	FLIGHT NUMBER	ORIGIN AIRPORT	DESTINATION AIRPORT	DATE OF FLIGHT	LOCATION OF LONGEST TARMAC DELAY	LENGTH OF TARMAC DELAY
UNITED	UNITED	2213	SNA	EWR	8/18/2024	Destination Airport	3:26
UNITED	UNITED	1585	SFO	IAD	8/29/2024	Diversion Airport (PHL)	3:25
UNITED	UNITED	2732	MSY	IAD	8/29/2024	Diversion Airport (BWI)	3:24
AMERICAN	AMERICAN	938	PHL	PBI	8/29/2024	Origin Airport	3:22
UNITED	REPUBLIC	3570	IAD	SDF	8/18/2024	Origin Airport	3:22
SPIRIT	SPIRIT	15	FLL	CLT	8/30/2024	Destination Airport	3:21
FRONTIER	FRONTIER	3479	PHL	JAX	8/29/2024	Origin Airport	3:20
AMERICAN	AMERICAN	2163	PHL	CHS	8/18/2024	Origin Airport	3:18
FRONTIER	FRONTIER	2002	CMH	PHL	8/2/2024	Destination Airport	3:18
FRONTIER	FRONTIER	3985	PHL	DFW	8/29/2024	Origin Airport	3:18
UNITED	REPUBLIC	3406	CLT	EWR	8/18/2024	Destination Airport	3:18
UNITED	REPUBLIC	3581	LGA	IAD	8/29/2024	Diversion Airport (PHL)	3:18
UNITED	MESA	6069	RDU	IAD	8/29/2024	Destination Airport	3:17
DELTA	REPUBLIC	5675	LGA	CMH	8/4/2024	Origin Airport	3:16
AMERICAN	AMERICAN	1309	ORD	ANC	8/31/2024	Diversion Airport (YYC)	3:15
AMERICAN	AMERICAN	2634	IND	CLT	8/30/2024	Diversion Airport (CAE)	3:15
AMERICAN	PSA	5225	CAE	CLT	8/30/2024	Destination Airport	3:15
AMERICAN	AMERICAN	2780	CHS	CLT	8/30/2024	Origin Airport	3:14
DELTA	DELTA	887	JFK	SLC	8/18/2024	Origin Airport	3:14
UNITED	GOJET	4495	ORD	AVP	8/27/2024	Origin Airport	3:14
UNITED	SKYWEST	4698	CAK	ORD	8/27/2024	Destination Airport	3:12
UNITED	UNITED	1873	SAN	IAD	8/29/2024	Diversion Airport (MDT)	3:12
FRONTIER	FRONTIER	4348	ATL	LGA	8/2/2024	Origin Airport	3:11
UNITED	UNITED	326	IAD	SEA	8/18/2024	Origin Airport	3:11
AMERICAN	PIEDMONT	5734	CLT	TRI	8/30/2024	Origin Airport	3:10
AMERICAN	PSA	5469	CHS	CLT	8/30/2024	Destination Airport	3:10
DELTA	ENDEAVOR	5336	LGA	CHO	8/3/2024	Origin Airport	3:10
UNITED	UNITED	1144	ORD	LAX	8/27/2024	Origin Airport	3:10
UNITED	UNITED	714	ORD	FLL	8/27/2024	Origin Airport	3:10
UNITED	UNITED	735	EWR	MIA	8/6/2024	Origin Airport	3:10
AMERICAN	PSA	5141	LIT	CLT	8/30/2024	Destination Airport	3:09
DELTA	ENDEAVOR	4975	JFK	CLE	8/18/2024	Origin Airport	3:09
UNITED	UNITED	1267	EWR	ANC	8/19/2024	Origin Airport	3:09
AMERICAN	PIEDMONT	5831	TRI	CLT	8/30/2024	Destination Airport	3:08
SOUTHWEST	SOUTHWEST	3352	BWI	ROC	8/18/2024	Origin Airport	3:08

AIR TRAVEL CONSUMER REPORT

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

AUGUST 2024

MARKETING CARRIER	OPERATING CARRIER	FLIGHT NUMBER	ORIGIN AIRPORT	DESTINATION AIRPORT	DATE OF FLIGHT	LOCATION OF LONGEST TARMAC DELAY	LENGTH OF TARMAC DELAY
AMERICAN	AMERICAN	1452	PHL	LAS	8/6/2024	Origin Airport	3:07
DELTA	DELTA	1390	LGA	ORD	8/2/2024	Origin Airport	3:07
DELTA	DELTA	2349	LGA	MSP	8/3/2024	Origin Airport	3:07
DELTA	DELTA	887	JFK	SLC	8/2/2024	Origin Airport	3:07
DELTA	SKYWEST	3723	JFK	MKE	8/18/2024	Origin Airport	3:07
UNITED	UNITED	2294	ATL	EWR	8/18/2024	Diversion Airport (IAD)	3:07
UNITED	UNITED	426	DTW	ORD	8/27/2024	Diversion Airport (MSN)	3:07
UNITED	REPUBLIC	3559	EWR	IAD	8/18/2024	Origin Airport	3:06
UNITED	UNITED	2135	IAD	SMF	8/18/2024	Origin Airport	3:06
DELTA	ENDEAVOR	5012	JFK	CVG	8/6/2024	Origin Airport	3:05
UNITED	UNITED	1994	EWR	BOS	8/4/2024	Origin Airport	3:05
AMERICAN	ENVOY	3499	ORD	HPN	8/27/2024	Origin Airport	3:04
AMERICAN	PIEDMONT	5720	CLT	ROA	8/30/2024	Origin Airport	3:04
DELTA	DELTA	2891	LGA	ORD	8/2/2024	Origin Airport	3:04
DELTA	ENDEAVOR	5010	LGA	BGR	8/2/2024	Origin Airport	3:04
FRONTIER	FRONTIER	2510	ATL	BWI	8/3/2024	Origin Airport	3:04
DELTA	ENDEAVOR	4984	JFK	IND	8/2/2024	Origin Airport	3:03
DELTA	ENDEAVOR	5408	JFK	MCI	8/18/2024	Origin Airport	3:03
UNITED	GOJET	4484	EWR	ACK	8/18/2024	Origin Airport	3:03
AMERICAN	ENVOY	3991	ATW	CLT	8/30/2024	Destination Airport	3:02
DELTA	DELTA	2594	PHL	MSP	8/29/2024	Origin Airport	3:02
DELTA	ENDEAVOR	5030	LGA	CVG	8/4/2024	Origin Airport	3:02
JETBLUE	JETBLUE	1961	LGA	PBI	8/3/2024	Origin Airport	3:02
SOUTHWEST	SOUTHWEST	4523	BWI	ALB	8/2/2024	Origin Airport	3:02
UNITED	REPUBLIC	3685	EWR	MYR	8/18/2024	Origin Airport	3:02
UNITED	UNITED	1848	EWR	BOS	8/18/2024	Origin Airport	3:02
AMERICAN	AMERICAN	922	BOS	CLT	8/30/2024	Destination Airport	3:01
AMERICAN	PSA	5563	SAV	CLT	8/30/2024	Destination Airport	3:01
DELTA	DELTA	740	JFK	SEA	8/18/2024	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--AUGUST 2024

MARKETING CARRIER	OPERATING CARRIER	FLIGHT NUMBER	ORIGIN AIRPORT	DESTINATION AIRPORT	DATE OF FLIGHT	LOCATION OF LONGEST TARMAC TIME	LENGTH OF TARMAC DELAY
KLM ROYAL	KLM ROYAL	651	AMS	IAD	8/3/2024	Diversion Airport (PHL)	8:09
UNITED	UNITED	947	AMS	IAD	8/3/2024	Diversion Airport (BWI)	7:21
UNITED	UNITED	804	HND	IAD	8/3/2024	Diversion Airport (BWI)	6:27
TAP	TAP	209	LIS	JFK	8/3/2024	Diversion Airport (BOS)	5:43
UNITED	UNITED	53	ZRH	IAD	8/3/2024	Diversion Airport (PHL)	5:38
LUFTHANSA	LUFTHANSA	418	FRA	IAD	8/3/2024	Diversion Airport (PHL)	5:35
UNITED	UNITED	169	VCE	EWR	8/3/2024	Diversion Airport (BOS)	5:22
UNITED	UNITED	69	ARN	EWR	8/3/2024	Diversion Airport (BOS)	5:20
JETBLUE	JETBLUE	1682	UVF	JFK	8/3/2024	Diversion Airport (BOS)	5:08
UNITED	UNITED	665	STI	EWR	8/3/2024	Diversion Airport (BOS)	5:08
UNITED	UNITED	135	ZRH	EWR	8/3/2024	Diversion Airport (BOS)	5:05
JETBLUE	JETBLUE	1527	POP	JFK	8/3/2024	Diversion Airport (BOS)	4:58
JETBLUE	JETBLUE	1112	CUR	JFK	8/3/2024	Diversion Airport (BOS)	4:51
SOUTHWEST	SOUTHWEST	1367	PLS	BWI	8/3/2024	Diversion Airport (ORF)	4:45
UNITED	UNITED	65	LIS	EWR	8/3/2024	Diversion Airport (BOS)	4:34
SOUTHWEST	SOUTHWEST	917	MBJ	BWI	8/3/2024	Diversion Airport (ORF)	4:33
UNITED	UNITED	57	EWR	CDG	8/18/2024	Origin Airport	4:29
JETBLUE	JETBLUE	2438	NAS	LGA	8/2/2024	Diversion Airport (IAD)	4:25
UNITED	UNITED	51	EWR	MAD	8/18/2024	Origin Airport	4:21
BRITISH AIRWAYS	BRITISH AIRWAYS	185	LHR	EWR	8/3/2024	Diversion Airport (PHL)	4:17
UNITED	UNITED	170	EWR	VCE	8/18/2024	Origin Airport	4:16
JETBLUE	JETBLUE	1642	BZE	JFK	8/3/2024	Diversion Airport (BOS)	4:15
QATAR AIRWAYS	QATAR AIRWAYS	707	DOH	IAD	8/3/2024	Diversion Airport (BWI)	4:15
UNITED	UNITED	41	FCO	EWR	8/3/2024	Diversion Airport (BDL)	4:14
AIR FRANCE	AIR FRANCE	8	CDG	JFK	8/3/2024	Diversion Airport (BOS)	4:09
AIR FRANCE	AIR FRANCE	50	CDG	IAD	8/3/2024	Diversion Airport (PHL)	4:06
JETBLUE	JETBLUE	810	POP	JFK	8/3/2024	Diversion Airport (BOS)	4:06
BRITISH AIRWAYS	BRITISH AIRWAYS	189	LHR	EWR	8/3/2024	Diversion Airport (BOS)	4:05
UNITED	GOJET	4441	YOW	IAD	8/29/2024	Destination Airport	4:02

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, 2023, 14 air carriers reached this reporting threshold. They are Alaska Airlines, Allegiant Air, American Airlines, Delta Air Lines, Envoy Air, Frontier Airlines, Hawaiian Airlines, JetBlue Airways, PSA Airlines, Republic Airways, SkyWest Airlines, Southwest Airlines, Spirit Airlines, and United Airlines. Endeavor Air is reporting voluntary.

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]	August 2024			August 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	417,090	854	0.20	233,005	699	0.30
2	HAWAIIAN AIRLINES	540,060	1,671	0.31	501,194	2,123	0.42
3	SOUTHWEST AIRLINES	10,748,019	45,586	0.42	10,821,817	47,667	0.44
4	FRONTIER AIRLINES	735,398	3,318	0.45	692,279	4,563	0.66
5	JETBLUE AIRWAYS	1,128,827	5,121	0.45	1,337,468	7,498	0.56
6	DELTA AIR LINES NETWORK	9,000,312	41,980	0.47	8,632,905	48,178	0.56
	- DELTA AIR LINES	7,289,014	35,748	0.49	6,947,082	41,492	0.60
	- BRANDED CODESHARE PARTNERS	1,711,298	6,232	0.36	1,685,823	6,686	0.40
7	SPIRIT AIRLINES	985,530	5,350	0.54	1,013,057	5,258	0.52
8	UNITED AIRLINES NETWORK	6,616,324	48,366	0.73	6,590,893	44,873	0.68
	- UNITED AIRLINES	4,879,176	36,430	0.75	5,012,068	34,304	0.68
	- BRANDED CODESHARE PARTNERS	1,737,148	11,936	0.69	1,578,825	10,569	0.67
9	AMERICAN AIRLINES NETWORK	9,597,554	92,185	0.96	8,895,210	75,698	0.85
	- AMERICAN AIRLINES	6,197,937	64,081	1.03	5,989,323	55,282	0.92
	- BRANDED CODESHARE PARTNERS	3,399,617	28,104	0.83	2,905,887	20,416	0.70
10	ALASKA AIRLINES NETWORK	2,712,356	29,213	1.08	2,706,000	17,267	0.64
	- ALASKA AIRLINES	2,162,738	24,633	1.14	2,189,437	14,883	0.68
	- BRANDED CODESHARE PARTNERS	549,618	4,580	0.83	516,563	2,384	0.46
	TOTAL	42,481,470	273,644	0.64	41,423,828	253,824	0.61

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

AIR TRAVEL CONSUMER REPORT

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

RANK	CARRIER[1]	August 2024			August 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	417,090	854	0.20	233,005	699	0.30
2	HAWAIIAN AIRLINES	540,060	1,671	0.31	501,194	2,123	0.42
3	ENDEAVOR AIR	695,437	2,863	0.41	782,737	3,439	0.44
4	SOUTHWEST AIRLINES	10,748,019	45,586	0.42	10,821,817	47,667	0.44
5	FRONTIER AIRLINES	735,398	3,318	0.45	692,279	4,563	0.66
6	JETBLUE AIRWAYS	1,128,827	5,121	0.45	1,337,468	7,498	0.56
7	SKYWEST AIRLINES	2,444,453	11,952	0.49	2,242,254	11,134	0.50
8	DELTA AIR LINES	7,289,014	35,748	0.49	6,947,082	41,492	0.60
9	SPIRIT AIRLINES	985,530	5,350	0.54	1,013,057	5,258	0.52
10	REPUBLIC AIRWAYS	760,112	5,401	0.71	699,043	4,322	0.62
11	UNITED AIRLINES	4,879,176	36,430	0.75	5,012,068	34,304	0.68
12	ENVOY AIR	902,783	7,486	0.83	693,756	5,535	0.80
13	PSA AIRLINES	1,100,186	9,999	0.91	883,628	6,083	0.69
14	AMERICAN AIRLINES	6,197,937	64,081	1.03	5,989,323	55,282	0.92
15	ALASKA AIRLINES	2,162,738	24,633	1.14	2,189,437	14,883	0.68
	TOTAL	**40,986,760**	**260,493**	**0.64**	**40,038,148**	**244,282**	**0.61**

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

MISHANDLED WHEELCHAIRS AND SCOOTERS

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

AIR TRAVEL CONSUMER REPORT

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

RANK	CARRIER[1]	August 2024			August 2023		
		NUMBER OF WHEELCHAIRS AND SCOOTERS ENPLANED	NUMBER OF WHEELCHAIRS AND SCOOTERS MISHANDLED	NUMBER OF WHEELCHAIRS AND SCOOTERS MISHANDLED PER 100 ENPLANED	NUMBER OF WHEELCHAIRS AND SCOOTERS ENPLANED	NUMBER OF WHEELCHAIRS AND SCOOTERS MISHANDLED	NUMBER OF WHEELCHAIRS AND SCOOTERS MISHANDLED PER 100 ENPLANED
1	ALLEGIANT AIR	2,043	11	0.54	1,282	1	0.08
2	DELTA AIR LINES NETWORK	14,175	85	0.60	16,039	133	0.83
	- DELTA AIR LINES	11,536	71	0.62	13,025	116	0.89
	- BRANDED CODESHARE PARTNERS	2,639	14	0.53	3,014	17	0.56
3	UNITED AIRLINES NETWORK	14,273	125	0.88	14,409	155	1.08
	- UNITED AIRLINES	11,182	97	0.87	11,499	132	1.15
	- BRANDED CODESHARE PARTNERS	3,091	28	0.91	2,910	23	0.79
4	HAWAIIAN AIRLINES	1,311	12	0.92	1,142	14	1.23
5	SOUTHWEST AIRLINES	22,112	317	1.43	18,054	317	1.76
6	ALASKA AIRLINES NETWORK	3,484	55	1.58	3,031	63	2.08
	- ALASKA AIRLINES	2,969	47	1.58	2,616	56	2.14
	- BRANDED CODESHARE PARTNERS	515	8	1.55	415	7	1.69
7	AMERICAN AIRLINES NETWORK	13,873	251	1.81	13,267	278	2.10
	- AMERICAN AIRLINES	10,142	186	1.83	10,088	226	2.24
	- BRANDED CODESHARE PARTNERS	3,731	65	1.74	3,179	52	1.64
8	SPIRIT AIRLINES	2,700	49	1.81	963	59	6.13
9	JETBLUE AIRWAYS	2,573	47	1.83	2,450	33	1.35
10	FRONTIER AIRLINES	2,841	52	1.83	2,188	51	2.33
	TOTAL	79,385	1,004	1.26	72,825	1,104	1.52

[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]	August 2024			August 2023		
		NUMBER OF WHEELCHAIRS AND SCOOTERS ENPLANED	NUMBER OF WHEELCHAIRS AND SCOOTERS MISHANDLED	NUMBER OF WHEELCHAIRS AND SCOOTERS MISHANDLED PER 100 ENPLANED	NUMBER OF WHEELCHAIRS AND SCOOTERS ENPLANED	NUMBER OF WHEELCHAIRS AND SCOOTERS MISHANDLED	NUMBER OF WHEELCHAIRS AND SCOOTERS MISHANDLED PER 100 ENPLANED
1	ALLEGIANT AIR	2,043	11	0.54	1,282	1	0.08
2	DELTA AIR LINES	11,536	71	0.62	13,025	116	0.89
3	ENDEAVOR AIR	932	6	0.64	1,183	2	0.17
4	SKYWEST AIRLINES	3,678	25	0.68	3,653	36	0.99
5	UNITED AIRLINES	11,182	97	0.87	11,499	132	1.15
6	HAWAIIAN AIRLINES	1,311	12	0.92	1,142	14	1.23
7	ENVOY AIR	1,365	18	1.32	975	14	1.44
8	SOUTHWEST AIRLINES	22,112	317	1.43	18,054	317	1.76
9	ALASKA AIRLINES	2,969	47	1.58	2,616	56	2.14
10	REPUBLIC AIRWAYS	1,191	21	1.76	1,147	15	1.31
11	SPIRIT AIRLINES	2,700	49	1.81	963	59	6.13
12	JETBLUE AIRWAYS	2,573	47	1.83	2,450	33	1.35
13	FRONTIER AIRLINES	2,841	52	1.83	2,188	51	2.33
14	AMERICAN AIRLINES	10,142	186	1.83	10,088	226	2.24
15	PSA AIRLINES	898	20	2.23	760	13	1.71
	TOTAL	77,473	979	1.26	71,025	1,085	1.53

[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

August 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
Delta Air Lines	1	0	0
Alaska Airlines	0	1	0
Totals:	**1**	**1**	**0**

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

The Transportation Security Administration (TSA) screened approximately 77.5 million passengers at screening checkpoints and 24.1 million checked bags at baggage screening locations in August 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 August 2024, TSA received 17,629 complaints (i.e., a description of a negative experience) from the general public via phone or email (or 22.8 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]
1,224	1.6	762	1.0	14,032	18.2	196	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]
736	1.0	250	0.4	108	0.2	321	0.5

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

Number of Claims Received Regarding Loss or Damage to Property		
Checkpoint (TSA)	Checked Baggage (TSA and/ or Airline)	Claims per 100 Checked Bags Only
293 [d]	275	0.0007

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