



Air Travel Consumer Report

A Product Of
THE OFFICE OF AVIATION CONSUMER PROTECTION

Issued: November 2024



Flight Delays¹

September 2024

**Mishandled Baggage, Wheelchairs,
and Scooters¹**

September 2024
January - September 2024

Oversales¹

3rd Quarter 2024
January- September 2024

Consumer Complaints²
(Includes Disability and
Discrimination Complaints)

See page 53 for more information.

Airline Animal Incident Reports⁴

September 2024

**Customer Service Reports to
the Dept. of Homeland Security³**

September 2024

¹ Data collected by the Bureau of Transportation Statistics. Website: <http://www.bts.gov>

² Data compiled by the Office of Aviation Consumer Protection. Website: <http://www.transportation.gov/airconsumer>

³ Data provided by the Department of Homeland Security, Transportation Security Administration

⁴ Data collected by the Office of Aviation Consumer Protection.

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INTRODUCTION

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

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

The report normally is released by the end of the second week of each month. The report is available on-line at:

<https://www.transportation.gov/individuals/aviation-consumer-protection/air-travel-consumer-reports>

FLIGHT DELAYS

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

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

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

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

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

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

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

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

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

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

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

AIR TRAVEL CONSUMER REPORT

BRANDED CODESHARE PARTNERS

SEPTEMBER 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

SEPTEMBER 2024

AT ALL US AIRPORTS			
CARRIER ¹	NUMBER OF AIRPORTS REPORTED	PERCENT OF ON-TIME ARRIVALS	RANK
HAWAIIAN AIRLINES	22	89.7	1
DELTA AIR LINES NETWORK	212	87.2	2
- DELTA AIR LINES	143	86.6	
- BRANDED CODESHARE PARTNERS	180	88.4	
UNITED AIRLINES NETWORK	216	86.1	3
- UNITED AIRLINES	120	86.2	
- BRANDED CODESHARE PARTNERS	196	85.9	
SOUTHWEST AIRLINES	104	85.0	4
SPIRIT AIRLINES	59	81.6	5
AMERICAN AIRLINES NETWORK	225	81.6	6
- AMERICAN AIRLINES	124	80.0	
- BRANDED CODESHARE PARTNERS	207	83.2	
JETBLUE AIRWAYS	66	81.5	7
ALLEGiant AIR	112	81.0	8
ALASKA AIRLINES NETWORK	105	79.0	9
- ALASKA AIRLINES	87	79.1	
- BRANDED CODESHARE PARTNERS	56	78.9	
FRONTIER AIRLINES	78	74.8	10
TOTAL AIRPORTS SERVED	352	84.0	

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

SEPTEMBER 2024

AT ALL US AIRPORTS			
CARRIER ¹	NUMBER OF AIRPORTS REPORTED	PERCENT OF ON-TIME ARRIVALS	RANK
HAWAIIAN AIRLINES	22	89.7	1
ENDEAVOR AIR	96	89.5	2
REPUBLIC AIRWAYS	78	89.5	3
DELTA AIR LINES	143	86.6	4
UNITED AIRLINES	120	86.2	5
SOUTHWEST AIRLINES	104	85.0	6
SKYWEST AIRLINES	240	84.3	7
ENVOY AIR	141	84.1	8
SPIRIT AIRLINES	59	81.6	9
JETBLUE AIRWAYS	66	81.5	10
ALLEGiant AIR	112	81.0	11
AMERICAN AIRLINES	124	80.0	12
ALASKA AIRLINES	87	79.1	13
PSA AIRLINES	84	77.1	14
FRONTIER AIRLINES	78	74.8	15
TOTAL AIRPORTS SERVED	340	83.9	

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

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

AIR TRAVEL CONSUMER REPORT

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

SEPTEMBER 2024

CARRIER ¹	Jan 24		Feb 24		Mar 24		Apr 24		May 24		Jun 24		Jul 24		Aug 24		Sep 24		Year-to-date (YTD)	
	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank
ALASKA AIRLINES NETWORK	64.7	10	80.6	6	77.6	4	79.2	7	78.0	3	76.8	3	76.4	2	75.5	5	79.0	9	76.5	5
- ALASKA AIRLINES	59.1		81.8		77.4		78.7		75.3		73.9		73.3		73.8		79.1		74.7	
- BRANDED CODESHARE PARTNERS	73.6		78.7		77.9		80.0		82.1		81.4		81.4		78.4		78.9		79.3	
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	81.0	8	76.4	6
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	81.6	6	73.9	7
- AMERICAN AIRLINES	69.3		81.0		71.9		74.9		60.6		66.0		60.2		66.7		80.0		69.8	
- BRANDED CODESHARE PARTNERS	71.8		87.5		83.8		81.6		72.5		77.8		71.7		76.6		83.2		78.3	
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	87.2	2	80.6	2
- DELTA AIR LINES	80.4		88.5		83.4		84.1		78.3		79.7		65.2		79.9		86.6		80.4	
- BRANDED CODESHARE PARTNERS	73.2		88.2		87.5		86.1		82.7		76.3		72.4		76.8		88.4		81.2	
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	74.8	10	67.6	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	89.7	1	82.7	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	81.5	7	71.3	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	85.0	4	76.8	4
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	81.6	5	72.3	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	86.1	3	77.7	3
- UNITED AIRLINES	71.9		83.3		80.6		80.2		72.4		74.6		68.3		74.9		86.2		76.9	
- BRANDED CODESHARE PARTNERS	72.9		83.1		83.4		82.8		74.7		77.4		72.5		77.8		85.9		78.9	
TOTAL	72.8		83.7		78.7		80.4		72.6		74.3		68.4		74.9		84.0		76.5	

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

RANK	CARRIER ¹	JANUARY- SEPTEMBER 2024		JANUARY- SEPTEMBER 2023	
		FLIGHT OPERATIONS SCHEDULED	PERCENT OF ON-TIME ARRIVALS	FLIGHT OPERATIONS SCHEDULED	PERCENT OF ON-TIME ARRIVALS
1	HAWAIIAN AIRLINES	58,821	82.69	60,729	73.19
2	DELTA AIR LINES NETWORK	1,149,777	80.63	1,114,196	81.23
	- DELTA AIR LINES	755,786	80.36	738,244	79.92
	- BRANDED CODESHARE PARTNERS	393,991	81.16	375,952	83.82
3	UNITED AIRLINES NETWORK	1,005,787	77.75	974,632	75.80
	- UNITED AIRLINES	564,437	76.87	548,575	74.97
	- BRANDED CODESHARE PARTNERS	441,350	78.87	426,057	76.86
4	SOUTHWEST AIRLINES	1,071,301	76.78	1,059,603	75.34
5	ALASKA AIRLINES NETWORK	303,798	76.51	291,397	80.26
	- ALASKA AIRLINES	185,827	74.73	186,383	78.32
	- BRANDED CODESHARE PARTNERS	117,971	79.32	105,014	83.71
6	ALLEGiant AIR	88,174	76.42	87,476	71.28
7	AMERICAN AIRLINES NETWORK	1,428,047	73.87	1,315,529	76.86
	- AMERICAN AIRLINES	743,000	69.77	707,372	73.55
	- BRANDED CODESHARE PARTNERS	685,047	78.31	608,157	80.72
8	SPIRIT AIRLINES	201,806	72.25	194,830	66.89
9	JETBLUE AIRWAYS	180,683	71.29	210,107	64.91
10	FRONTIER AIRLINES	155,970	67.64	128,670	63.23
	TOTAL	5,644,164	76.45	5,437,169	76.18

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

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

AIR TRAVEL CONSUMER REPORT

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

RANK	CARRIER ¹	JANUARY- SEPTEMBER 2024		JANUARY- SEPTEMBER 2023	
		FLIGHT OPERATIONS SCHEDULED	PERCENT OF ON-TIME ARRIVALS	FLIGHT OPERATIONS SCHEDULED	PERCENT OF ON-TIME ARRIVALS
1	REPUBLIC AIRWAYS	219,736	83.22	228,043	81.97
2	HAWAIIAN AIRLINES	58,821	82.69	60,729	73.19
3	DELTA AIR LINES	755,786	80.36	738,244	79.92
4	ENDEAVOR AIR	149,883	80.30	150,457	81.89
5	SKYWEST AIRLINES	543,946	79.42	502,110	81.51
6	UNITED AIRLINES	564,437	76.87	548,575	74.97
7	SOUTHWEST AIRLINES	1,071,301	76.78	1,059,603	75.34
8	ALLEGiant AIR	88,174	76.42	87,476	71.28
9	ENVOY AIR	211,973	75.66	167,085	79.54
10	PSA AIRLINES	166,256	75.33	145,076	80.63
11	ALASKA AIRLINES	185,827	74.73	186,383	78.32
12	SPIRIT AIRLINES	201,806	72.25	194,830	66.89
13	JETBLUE AIRWAYS	180,683	71.29	210,107	64.91
14	AMERICAN AIRLINES	743,000	69.77	707,372	73.55
15	FRONTIER AIRLINES	155,970	67.64	128,670	63.23
	TOTAL	5,297,599	76.22	5,114,760	76.05

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

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

AIR TRAVEL CONSUMER REPORT

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

SEPTEMBER 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	138	71.0	243	80.7	120	77.5	228	70.6	59	69.5	0	0.0	147	76.2	236	78.0
- ALASKA AIRLINES	138	71.0	243	80.7	120	77.5	228	70.6	59	69.5	0	0.0	147	76.2	236	78.0
- BRANDED CODESHARE PARTNERS	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
ALLEGiant AIR	0	0.0	54	83.3	212	85.4	41	87.8	9	55.6	0	0.0	0	0.0	45	86.7
AMERICAN AIRLINES NETWORK	982	77.4	1320	82.6	1429	78.3	2196	79.1	361	73.7	18725	77.9	7256	83.1	779	78.6
- AMERICAN AIRLINES	709	77.0	1172	81.3	810	76.5	1510	77.8	331	72.8	10482	78.7	2288	81.8	672	77.1
- BRANDED CODESHARE PARTNERS	273	78.4	148	92.6	619	80.6	686	81.8	30	83.3	8243	76.8	4968	83.8	107	87.9
DELTA AIR LINES NETWORK	21895	86.4	1329	82.8	1192	87.1	3961	83.1	588	86.2	1020	84.7	1586	86.8	1033	85.2
- DELTA AIR LINES	19151	86.6	976	82.2	732	90.2	2211	81.4	454	84.6	563	82.9	741	84.9	1003	85.3
- BRANDED CODESHARE PARTNERS	2744	84.5	353	84.7	460	82.2	1750	85.2	134	91.8	457	86.9	845	88.4	30	80.0
FRONTIER AIRLINES	1071	64.1	76	86.8	85	84.7	186	71.5	234	67.9	348	65.5	90	85.6	2284	83.5
HAWAIIAN AIRLINES	0	0.0	12	100.0	0	0.0	18	72.2	0	0.0	0	0.0	0	0.0	0	0.0
JETBLUE AIRWAYS	276	79.0	60	88.3	140	80.0	3493	78.4	0	0.0	54	77.8	663	85.5	121	81.8
SOUTHWEST AIRLINES	2454	86.5	2817	84.9	4145	87.0	619	79.8	6155	88.0	273	75.1	1290	86.9	7594	86.5
SPIRIT AIRLINES	739	75.1	65	78.5	291	79.0	614	74.3	514	80.0	361	81.4	0	0.0	0	0.0
UNITED AIRLINES NETWORK	750	78.0	886	86.1	726	83.5	1117	80.3	373	89.0	505	81.2	799	83.0	14052	88.4
- UNITED AIRLINES	681	76.9	814	86.2	603	83.3	1108	80.2	352	88.6	330	82.7	515	82.9	8634	89.3
- BRANDED CODESHARE PARTNERS	69	88.4	72	84.7	123	84.6	9	88.9	21	95.2	175	78.3	284	83.1	5418	87.1
TOTAL	28,305	84.6	6,862	84.1	8,340	84.6	12,473	79.8	8,293	86.1	21,286	78.1	11,831	84.1	26,144	86.9

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

AIR TRAVEL CONSUMER REPORT

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

SEPTEMBER 2024

ARRIVAL AIRPORT*																
CARRIER	DFW		DTW		EWR		FLL		IAD		IAH		JFK		LAS	
	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME
ALASKA AIRLINES NETWORK	235	65.5	59	69.5	296	74.3	30	93.3	179	80.4	85	77.6	299	76.3	641	71.8
- ALASKA AIRLINES	235	65.5	59	69.5	296	74.3	30	93.3	179	80.4	85	77.6	299	76.3	430	71.4
- BRANDED CODESHARE PARTNERS	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	211	72.5
ALLEGiant AIR	0	0.0	0	0.0	56	85.7	150	76.7	9	77.8	0	0.0	0	0.0	561	81.3
AMERICAN AIRLINES NETWORK	22360	82.2	797	83.7	609	75.0	365	76.7	186	78.5	748	78.7	2089	87.2	1195	77.2
- AMERICAN AIRLINES	13353	82.1	501	81.4	607	75.0	365	76.7	60	78.3	636	76.6	1218	84.2	1195	77.2
- BRANDED CODESHARE PARTNERS	9007	82.3	296	87.5	2	100.0	0	0.0	126	78.6	112	91.1	871	91.3	0	0.0
DELTA AIR LINES NETWORK	1044	84.5	8348	89.1	769	80.9	887	81.8	522	86.2	667	84.9	4934	87.0	1424	80.4
- DELTA AIR LINES	1044	84.5	4760	88.8	560	82.0	887	81.8	272	86.4	667	84.9	2539	85.7	1340	81.3
- BRANDED CODESHARE PARTNERS	0	0.0	3588	89.5	209	78.0	0	0.0	250	86.0	0	0.0	2395	88.3	84	66.7
FRONTIER AIRLINES	949	63.3	169	69.8	47	80.9	95	78.9	0	0.0	368	64.7	118	84.7	1214	72.2
HAWAIIAN AIRLINES	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	30	76.7	114	86.8
JETBLUE AIRWAYS	30	66.7	79	75.9	375	81.3	1261	79.8	0	0.0	60	83.3	2890	81.6	274	96.0
SOUTHWEST AIRLINES	0	0.0	353	84.4	0	0.0	847	84.8	106	79.2	0	0.0	0	0.0	6895	81.4
SPIRIT AIRLINES	842	79.8	843	83.0	872	82.1	1911	80.2	0	0.0	918	80.2	0	0.0	2300	80.0
UNITED AIRLINES NETWORK	923	84.1	620	85.8	8754	86.3	482	80.1	6141	89.3	11059	88.4	0	0.0	1174	84.8
- UNITED AIRLINES	744	84.9	254	86.2	5472	85.3	482	80.1	2644	88.3	5713	88.5	0	0.0	1174	84.8
- BRANDED CODESHARE PARTNERS	179	80.4	366	85.5	3282	87.9	0	0.0	3497	90.0	5346	88.2	0	0.0	0	0.0
TOTAL	26,383	81.4	11,268	87.5	11,778	84.6	6,028	80.7	7,143	88.4	13,905	86.4	10,360	85.1	15,792	80.2

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

AIR TRAVEL CONSUMER REPORT

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

SEPTEMBER 2024

ARRIVAL AIRPORT*																
CARRIER	LAX		LGA		MCO		MDW		MIA		MSP		ORD		PHL	
	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME
ALASKA AIRLINES NETWORK	1362	83.0	0	0.0	169	74.6	0	0.0	30	73.3	129	71.3	291	80.4	60	58.3
- ALASKA AIRLINES	748	85.0	0	0.0	169	74.6	0	0.0	30	73.3	99	66.7	291	80.4	60	58.3
- BRANDED CODESHARE PARTNERS	614	80.5	0	0.0	0	0.0	0	0.0	0	0.0	30	86.7	0	0.0	0	0.0
ALLEGiant AIR	62	88.7	0	0.0	27	70.4	27	74.1	0	0.0	0	0.0	0	0.0	0	0.0
AMERICAN AIRLINES NETWORK	3375	84.4	3303	87.3	1266	79.0	0	0.0	5411	83.8	621	78.7	10704	82.3	7893	80.6
- AMERICAN AIRLINES	2536	82.6	1252	82.3	1266	79.0	0	0.0	4388	83.8	433	77.6	4890	82.6	4334	77.6
- BRANDED CODESHARE PARTNERS	839	89.9	2051	90.3	0	0.0	0	0.0	1023	83.8	188	81.4	5814	82.1	3559	84.3
DELTA AIR LINES NETWORK	4015	87.6	6725	90.7	1596	82.5	303	88.4	843	85.6	8569	89.7	1168	85.4	613	85.2
- DELTA AIR LINES	3063	86.2	2355	88.1	1596	82.5	141	87.9	843	85.6	5935	91.4	1045	84.7	531	85.5
- BRANDED CODESHARE PARTNERS	952	92.1	4370	92.1	0	0.0	162	88.9	0	0.0	2634	85.9	123	91.9	82	82.9
FRONTIER AIRLINES	360	72.8	240	69.6	1140	74.7	311	75.9	244	70.5	121	69.4	323	62.8	956	72.8
HAWAIIAN AIRLINES	183	82.5	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
JETBLUE AIRWAYS	684	88.3	751	81.6	1196	85.3	0	0.0	79	79.7	30	83.3	115	84.3	109	81.7
SOUTHWEST AIRLINES	2131	80.3	961	88.9	2941	86.2	6207	88.0	335	84.8	585	88.4	409	88.5	465	83.7
SPIRIT AIRLINES	938	90.0	666	88.3	1435	86.7	0	0.0	288	85.4	96	86.5	696	82.6	342	77.8
UNITED AIRLINES NETWORK	3022	88.6	949	87.0	990	85.5	0	0.0	361	83.7	667	81.9	14503	86.3	458	80.3
- UNITED AIRLINES	2297	88.5	745	87.7	990	85.5	0	0.0	361	83.7	527	80.1	8156	86.9	364	80.2
- BRANDED CODESHARE PARTNERS	725	88.8	204	84.8	0	0.0	0	0.0	0	0.0	140	88.6	6347	85.4	94	80.9
TOTAL	16,132	85.5	13,595	88.5	10,760	83.3	6,848	87.4	7,591	83.6	10,818	88.0	28,209	84.3	10,896	80.1

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

AIR TRAVEL CONSUMER REPORT

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

SEPTEMBER 2024

ARRIVAL AIRPORT*												
CARRIER	PHX		SAN		SEA		SFO		SLC		TPA	
	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME
ALASKA AIRLINES NETWORK	431	83.1	1699	77.0	9760	77.9	1933	71.2	257	81.3	77	67.5
- ALASKA AIRLINES	384	83.1	877	79.8	7225	79.1	864	74.7	137	83.2	77	67.5
- BRANDED CODESHARE PARTNERS	47	83.0	822	74.0	2535	74.6	1069	68.5	120	79.2	0	0.0
ALLEGiant AIR	36	61.1	9	77.8	0	0.0	0	0.0	0	0.0	0	0.0
AMERICAN AIRLINES NETWORK	6650	88.0	719	74.1	631	80.0	1055	77.7	421	80.5	934	73.3
- AMERICAN AIRLINES	4193	85.7	719	74.1	494	79.4	941	76.6	306	80.1	817	73.2
- BRANDED CODESHARE PARTNERS	2457	91.8	0	0.0	137	82.5	114	86.8	115	81.7	117	74.4
DELTA AIR LINES NETWORK	971	88.4	945	81.8	4219	87.6	1214	82.9	6577	90.9	990	78.9
- DELTA AIR LINES	833	87.6	803	83.2	2762	89.6	1127	84.0	4503	89.8	990	78.9
- BRANDED CODESHARE PARTNERS	138	92.8	142	73.9	1457	83.9	87	69.0	2074	93.4	0	0.0
FRONTIER AIRLINES	783	75.7	329	71.7	141	76.6	456	70.4	305	80.0	452	75.4
HAWAIIAN AIRLINES	30	80.0	60	86.7	60	71.7	60	76.7	30	100.0	0	0.0
JETBLUE AIRWAYS	60	91.7	135	77.8	63	92.1	355	85.1	90	85.6	351	75.5
SOUTHWEST AIRLINES	5237	85.5	2885	77.6	849	72.3	672	70.8	959	87.2	1618	81.3
SPIRIT AIRLINES	76	76.3	262	68.7	104	85.6	0	0.0	91	74.7	394	79.7
UNITED AIRLINES NETWORK	895	89.9	959	86.1	851	86.7	6153	84.2	550	84.0	624	83.2
- UNITED AIRLINES	805	89.9	869	86.2	848	86.7	4489	85.1	340	85.9	624	83.2
- BRANDED CODESHARE PARTNERS	90	90.0	90	85.6	3	100.0	1664	81.8	210	81.0	0	0.0
TOTAL	15,169	86.4	8,002	78.2	16,678	80.7	11,898	80.1	9,280	88.9	5,440	78.5

* 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)

SEPTEMBER 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	138	71.0	243	80.7	120	77.5	228	70.6	59	69.5	0	0.0	147	76.2	236	78.0
ALLEGiant AIR	0	0.0	54	83.3	212	85.4	41	87.8	9	55.6	0	0.0	0	0.0	45	86.7
AMERICAN AIRLINES	709	77.0	1172	81.3	810	76.5	1510	77.8	331	72.8	10482	78.7	2288	81.8	672	77.1
DELTA AIR LINES	19151	86.6	976	82.2	732	90.2	2211	81.4	454	84.6	563	82.9	741	84.9	1003	85.3
ENDEAVOR AIR	2204	85.3	0	0.0	62	88.7	0	0.0	55	96.4	263	88.2	167	80.8	0	0.0
ENVOY AIR	10	90.0	148	92.6	172	76.2	176	79.5	30	83.3	485	75.9	421	86.7	2	100.0
FRONTIER AIRLINES	1071	64.1	76	86.8	85	84.7	186	71.5	234	67.9	348	65.5	90	85.6	2284	83.5
HAWAIIAN AIRLINES	0	0.0	12	100.0	0	0.0	18	72.2	0	0.0	0	0.0	0	0.0	0	0.0
JETBLUE AIRWAYS	276	79.0	60	88.3	140	80.0	3493	78.4	0	0.0	54	77.8	663	85.5	121	81.8
PSA AIRLINES	214	75.7	0	0.0	57	70.2	0	0.0	0	0.0	5242	74.9	2929	81.0	0	0.0
REPUBLIC AIRWAYS	87	83.9	5	100.0	495	86.5	2166	84.6	79	88.6	253	84.2	2296	88.6	0	0.0
SKYWEST AIRLINES	514	81.9	376	84.6	369	78.3	0	0.0	0	0.0	0	0.0	0	0.0	5553	87.0
SOUTHWEST AIRLINES	2454	86.5	2817	84.9	4145	87.0	619	79.8	6155	88.0	273	75.1	1290	86.9	7594	86.5
SPIRIT AIRLINES	739	75.1	65	78.5	291	79.0	614	74.3	514	80.0	361	81.4	0	0.0	0	0.0
UNITED AIRLINES	681	76.9	814	86.2	603	83.3	1108	80.2	352	88.6	330	82.7	515	82.9	8634	89.3
TOTAL	28,248	84.6	6,818	84.1	8,293	84.6	12,370	79.8	8,272	86.0	18,654	77.7	11,547	84.1	26,144	86.9

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

AIR TRAVEL CONSUMER REPORT

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

SEPTEMBER 2024

ARRIVAL AIRPORT*																
CARRIER	DFW		DTW		EWR		FLL		IAD		IAH		JFK		LAS	
	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME
ALASKA AIRLINES	235	65.5	59	69.5	296	74.3	30	93.3	179	80.4	85	77.6	299	76.3	430	71.4
ALLEGiant AIR	0	0.0	0	0.0	56	85.7	150	76.7	9	77.8	0	0.0	0	0.0	561	81.3
AMERICAN AIRLINES	13353	82.1	501	81.4	607	75.0	365	76.7	60	78.3	636	76.6	1218	84.2	1195	77.2
DELTA AIR LINES	1044	84.5	4760	88.8	560	82.0	887	81.8	272	86.4	667	84.9	2539	85.7	1340	81.3
ENDEAVOR AIR	0	0.0	890	94.2	136	80.1	0	0.0	44	88.6	0	0.0	1411	89.3	0	0.0
ENVOY AIR	5693	84.3	128	86.7	2	100.0	0	0.0	0	0.0	76	92.1	0	0.0	0	0.0
FRONTIER AIRLINES	949	63.3	169	69.8	47	80.9	95	78.9	0	0.0	368	64.7	118	84.7	1214	72.2
HAWAIIAN AIRLINES	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	30	76.7	114	86.8
JETBLUE AIRWAYS	30	66.7	79	75.9	375	81.3	1261	79.8	0	0.0	60	83.3	2890	81.6	274	96.0
PSA AIRLINES	706	78.2	88	81.8	0	0.0	0	0.0	126	78.6	0	0.0	0	0.0	0	0.0
REPUBLIC AIRWAYS	1	100.0	337	91.7	2140	89.3	0	0.0	638	92.6	4	100.0	1571	88.8	0	0.0
SKYWEST AIRLINES	2608	78.9	2701	87.6	0	0.0	0	0.0	236	85.6	984	86.3	284	89.8	166	69.3
SOUTHWEST AIRLINES	0	0.0	353	84.4	0	0.0	847	84.8	106	79.2	0	0.0	0	0.0	6895	81.4
SPIRIT AIRLINES	842	79.8	843	83.0	872	82.1	1911	80.2	0	0.0	918	80.2	0	0.0	2300	80.0
UNITED AIRLINES	744	84.9	254	86.2	5472	85.3	482	80.1	2644	88.3	5713	88.5	0	0.0	1174	84.8
TOTAL	26,205	81.4	11,162	87.5	10,563	84.5	6,028	80.7	4,314	87.7	9,511	85.4	10,360	85.1	15,663	80.3

* 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)

SEPTEMBER 2024

ARRIVAL AIRPORT*																
CARRIER	LAX		LGA		MCO		MDW		MIA		MSP		ORD		PHL	
	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME
ALASKA AIRLINES	748	85.0	0	0.0	169	74.6	0	0.0	30	73.3	99	66.7	291	80.4	60	58.3
ALLEGiant AIR	62	88.7	0	0.0	27	70.4	27	74.1	0	0.0	0	0.0	0	0.0	0	0.0
AMERICAN AIRLINES	2536	82.6	1252	82.3	1266	79.0	0	0.0	4388	83.8	433	77.6	4890	82.6	4334	77.6
DELTA AIR LINES	3063	86.2	2355	88.1	1596	82.5	141	87.9	843	85.6	5935	91.4	1045	84.7	531	85.5
ENDEAVOR AIR	0	0.0	2560	91.9	0	0.0	0	0.0	0	0.0	576	85.6	0	0.0	0	0.0
ENVOY AIR	0	0.0	0	0.0	0	0.0	0	0.0	991	83.6	81	69.1	3094	79.4	0	0.0
FRONTIER AIRLINES	360	72.8	240	69.6	1140	74.7	311	75.9	244	70.5	121	69.4	323	62.8	956	72.8
HAWAIIAN AIRLINES	183	82.5	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
JETBLUE AIRWAYS	684	88.3	751	81.6	1196	85.3	0	0.0	79	79.7	30	83.3	115	84.3	109	81.7
PSA AIRLINES	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	33	72.7	0	0.0	1253	83.4
REPUBLIC AIRWAYS	0	0.0	3715	91.0	0	0.0	0	0.0	32	90.6	100	98.0	1178	93.0	613	87.4
SKYWEST AIRLINES	2963	89.5	307	90.6	0	0.0	162	88.9	0	0.0	2066	86.0	4642	82.9	0	0.0
SOUTHWEST AIRLINES	2131	80.3	961	88.9	2941	86.2	6207	88.0	335	84.8	585	88.4	409	88.5	465	83.7
SPIRIT AIRLINES	938	90.0	666	88.3	1435	86.7	0	0.0	288	85.4	96	86.5	696	82.6	342	77.8
UNITED AIRLINES	2297	88.5	745	87.7	990	85.5	0	0.0	361	83.7	527	80.1	8156	86.9	364	80.2
TOTAL	15,965	85.7	13,552	88.5	10,760	83.3	6,848	87.4	7,591	83.6	10,682	88.1	24,839	84.1	9,027	79.4

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

AIR TRAVEL CONSUMER REPORT

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

SEPTEMBER 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	384	83.1	877	79.8	7225	79.1	864	74.7	137	83.2	77	67.5
ALLEGiant AIR	36	61.1	9	77.8	0	0.0	0	0.0	0	0.0	0	0.0
AMERICAN AIRLINES	4193	85.7	719	74.1	494	79.4	941	76.6	306	80.1	817	73.2
DELTA AIR LINES	833	87.6	803	83.2	2762	89.6	1127	84.0	4503	89.8	990	78.9
ENDEAVOR AIR	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
ENVOY AIR	819	93.4	0	0.0	48	89.6	0	0.0	0	0.0	117	74.4
FRONTIER AIRLINES	783	75.7	329	71.7	141	76.6	456	70.4	305	80.0	452	75.4
HAWAIIAN AIRLINES	30	80.0	60	86.7	60	71.7	60	76.7	30	100.0	0	0.0
JETBLUE AIRWAYS	60	91.7	135	77.8	63	92.1	355	85.1	90	85.6	351	75.5
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	1824	90.9	990	75.5	2216	79.2	2809	77.0	2517	91.1	0	0.0
SOUTHWEST AIRLINES	5237	85.5	2885	77.6	849	72.3	672	70.8	959	87.2	1618	81.3
SPIRIT AIRLINES	76	76.3	262	68.7	104	85.6	0	0.0	91	74.7	394	79.7
UNITED AIRLINES	805	89.9	869	86.2	848	86.7	4489	85.1	340	85.9	624	83.2
TOTAL	15,080	86.3	7,938	78.3	14,810	81.2	11,773	80.2	9,278	88.9	5,440	78.5

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

AIR TRAVEL CONSUMER REPORT

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

SEPTEMBER 2024

ARRIVAL AIRPORT*																
SCHEDULED ARRIVAL TIME	ATL	AUS	BNA	BOS	BWI	CLT	DCA	DEN	DFW	DTW	EWB	FLL	IAD	IAH	JFK	LAS
0600-0659	86.4	96.7	94.9	87.9	100.0	86.3	92.3	94.3	93.1	87.6	84.8	89.5	89.7	94.3	89.8	91.8
0700-0759	91.0	92.1	97.2	93.6	94.8	84.6	89.0	93.5	88.2	92.2	92.8	88.9	96.0	90.9	89.1	96.4
0800-0859	89.7	94.2	93.4	92.0	88.3	86.2	87.5	94.0	85.0	94.6	92.8	89.2	91.4	90.9	86.7	93.4
0900-0959	89.7	92.5	93.4	94.2	93.8	84.5	83.4	91.2	86.2	90.7	95.1	89.4	84.6	87.0	94.1	89.4
1000-1059	90.7	94.1	92.1	90.7	95.5	82.0	93.0	91.0	91.0	90.0	96.1	89.1	89.7	91.2	94.2	89.7
1100-1159	90.4	90.0	90.4	87.8	92.5	84.9	92.2	89.2	87.4	92.8	93.8	89.4	92.7	89.5	93.1	86.2
1200-1259	88.4	91.1	93.5	92.1	89.5	85.3	89.3	90.8	86.8	91.6	89.8	84.5	97.7	88.0	88.0	82.4
1300-1359	87.7	86.5	89.3	87.3	91.2	80.1	86.9	88.9	87.1	89.3	92.8	85.3	87.9	91.2	85.9	80.0
1400-1459	84.6	86.2	87.1	80.4	89.5	82.7	87.4	90.7	85.1	89.3	86.2	82.6	94.6	88.1	88.3	79.5
1500-1559	84.4	81.9	76.7	78.7	89.0	81.1	86.0	85.5	83.9	90.2	87.3	80.3	88.0	89.3	85.9	77.2
1600-1659	84.0	84.2	78.0	73.9	84.7	76.3	83.3	83.3	81.5	89.2	80.0	77.7	84.3	83.4	82.1	69.7
1700-1759	81.7	81.5	79.4	72.7	82.7	73.8	83.7	80.2	77.1	84.6	76.0	76.7	83.6	82.3	79.0	75.2
1800-1859	80.2	81.2	78.0	69.7	77.1	76.3	78.3	79.8	71.5	84.9	76.8	70.0	83.2	79.0	85.0	70.7
1900-1959	78.8	77.0	81.2	66.9	83.0	63.0	81.1	81.5	67.2	84.2	71.8	74.8	87.6	81.3	79.0	72.6
2000-2059	77.3	80.6	79.1	68.8	76.6	66.1	79.0	80.1	73.4	85.3	73.2	73.8	79.4	78.5	81.8	74.0
2100-2159	77.8	72.4	74.6	71.5	75.4	62.8	76.3	82.5	71.4	82.2	79.9	72.8	87.3	73.2	79.2	75.7
2200-2259	72.4	75.9	83.9	74.2	75.6	74.7	78.0	82.3	76.4	80.5	79.2	76.9	79.7	71.4	73.2	71.0
2300-0559	79.1	78.1	74.1	76.9	77.9	81.1	76.7	77.2	77.4	75.7	82.0	72.2	83.4	82.1	83.3	79.6
TOTAL	84.6	84.1	84.6	79.8	86.0	77.7	84.1	86.9	81.4	87.5	84.5	80.7	87.7	85.4	85.1	80.3

* 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)

SEPTEMBER 2024

ARRIVAL AIRPORT*															
SCHEDULED ARRIVAL TIME	LAX	LGA	MCO	MDW	MIA	MSP	ORD	PHL	PHX	SAN	SEA	SFO	SLC	TPA	TOTAL
0600-0659	90.8	100.0	82.9	100.0	89.1	96.4	93.1	91.2	94.7	0.0	88.7	92.2	97.4	100.0	91.1
0700-0759	95.2	94.8	86.5	96.7	91.8	93.4	91.9	93.4	95.5	83.4	95.1	94.5	97.9	88.2	92.2
0800-0859	93.7	95.1	94.6	92.3	89.9	92.7	89.4	92.7	93.0	81.9	91.7	92.7	95.6	83.1	91.0
0900-0959	92.7	94.5	93.9	95.1	91.7	94.3	89.5	87.6	90.8	85.0	85.6	76.0	93.8	88.1	89.3
1000-1059	92.2	94.0	91.0	96.7	92.2	91.2	94.3	94.1	92.2	80.9	81.6	70.1	94.6	87.4	89.7
1100-1159	90.4	91.4	89.9	93.4	91.5	95.5	91.7	91.5	89.5	81.5	85.1	82.6	87.0	85.3	89.5
1200-1259	84.8	94.1	91.3	91.8	87.3	91.9	89.5	88.0	89.7	77.1	80.3	79.5	89.7	85.4	88.0
1300-1359	88.4	88.5	91.9	90.3	90.3	85.5	87.0	88.1	88.3	83.5	85.6	86.1	88.2	86.6	87.1
1400-1459	83.4	86.7	88.5	89.9	85.3	84.2	85.4	84.0	85.8	79.9	86.0	84.2	91.7	85.3	85.9
1500-1559	89.0	89.7	89.0	87.9	78.7	89.9	84.4	82.5	83.5	81.9	82.5	80.5	88.6	86.9	84.4
1600-1659	80.3	87.6	80.1	88.6	79.2	85.4	85.1	81.7	83.8	82.4	77.8	80.6	87.4	77.1	81.9
1700-1759	86.6	89.0	77.7	85.4	84.0	81.4	77.4	66.7	82.5	79.6	74.0	83.7	79.6	73.8	78.8
1800-1859	83.2	83.7	72.3	82.0	76.4	85.1	71.3	61.3	83.2	75.9	83.4	87.2	80.2	74.9	77.7
1900-1959	80.8	84.3	78.1	80.2	75.7	86.4	61.0	58.1	81.6	72.3	76.7	80.8	84.5	70.4	75.5
2000-2059	79.1	83.1	74.6	75.3	73.7	85.7	78.2	66.9	81.8	68.1	79.0	78.2	86.7	67.5	77.7
2100-2159	83.0	83.2	75.2	77.9	74.9	82.8	82.4	76.6	79.2	70.9	71.6	72.8	81.7	70.8	76.3
2200-2259	76.3	81.7	76.7	71.8	80.0	82.7	83.1	76.7	76.7	74.1	68.0	72.9	80.9	68.9	75.8
2300-0559	78.9	82.1	75.1	73.9	75.1	88.2	85.4	75.4	71.3	78.2	82.2	76.5	82.2	74.3	78.9
TOTAL	85.7	88.5	83.3	87.4	83.6	88.1	84.1	79.4	86.3	78.3	81.2	80.2	88.9	78.5	83.8

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

AIR TRAVEL CONSUMER REPORT

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

SEPTEMBER 2024

DEPARTURE AIRPORT*																
SCHEDULED DEPARTURE TIME	ATL	AUS	BNA	BOS	BWI	CLT	DCA	DEN	DFW	DTW	EWR	FLL	IAD	IAH	JFK	LAS
0600-0659	90.0	94.9	95.0	93.0	93.9	90.5	95.2	95.3	88.3	93.1	94.0	96.3	94.1	94.1	91.7	94.9
0700-0759	89.4	93.8	92.0	92.4	91.4	87.4	94.2	93.4	91.0	91.6	92.7	93.8	93.4	91.8	94.6	92.1
0800-0859	89.6	94.7	94.3	92.0	90.6	84.4	90.3	90.2	87.3	92.5	89.8	92.5	93.2	90.2	92.8	88.6
0900-0959	89.6	93.6	91.0	91.9	82.4	86.4	88.9	87.4	81.7	91.4	90.7	88.5	92.6	86.0	90.2	85.8
1000-1059	87.6	88.5	91.4	90.5	85.4	83.5	88.1	85.9	84.9	89.6	91.2	78.5	100.0	81.3	85.7	84.1
1100-1159	89.1	90.2	85.6	86.6	82.5	84.6	90.2	87.8	79.5	87.0	88.1	85.0	85.4	85.0	90.5	84.8
1200-1259	88.0	86.4	86.8	83.9	88.3	82.6	89.4	81.4	82.2	90.7	90.9	85.5	92.8	84.3	89.9	74.9
1300-1359	87.0	87.2	87.2	88.6	81.5	82.3	83.2	84.6	77.0	86.8	84.8	76.7	93.2	81.4	83.3	76.0
1400-1459	84.7	83.4	78.3	85.1	80.1	75.7	86.3	76.1	81.1	87.1	85.5	74.9	85.7	82.8	84.5	71.6
1500-1559	82.0	81.9	75.3	79.3	72.1	69.3	83.7	82.0	77.6	84.8	81.6	76.0	85.1	76.3	85.4	71.3
1600-1659	79.0	75.6	71.2	74.1	75.2	72.4	84.1	75.5	79.4	86.5	83.5	71.3	80.5	82.5	82.5	70.9
1700-1759	80.3	80.5	76.6	72.0	77.0	74.5	79.9	79.0	76.5	85.0	77.0	69.5	82.4	73.7	82.6	68.7
1800-1859	77.6	80.3	75.0	71.3	75.0	68.5	79.0	72.1	72.9	78.6	73.9	64.0	77.1	77.5	76.1	63.3
1900-1959	77.4	79.7	77.5	73.9	66.6	69.9	76.3	80.2	72.2	82.4	77.6	61.0	80.2	72.2	75.7	67.2
2000-2059	74.7	77.0	76.9	66.2	67.6	67.9	81.5	78.2	68.8	82.7	74.5	71.1	72.7	78.3	78.9	72.1
2100-2159	78.3	69.1	70.0	72.2	66.1	66.8	90.0	81.7	80.8	87.0	76.1	69.5	0.0	75.9	82.2	71.4
2200-2259	80.6	74.6	65.2	0.0	60.8	60.5	81.8	67.4	74.1	81.4	70.8	44.8	88.1	79.9	84.7	79.8
2300-0559	84.4	97.8	96.2	96.0	94.4	72.4	91.1	86.7	89.8	94.8	91.1	92.0	94.1	93.2	90.0	85.0
TOTAL	83.7	86.3	84.0	83.6	79.9	76.4	85.8	83.3	80.2	87.8	84.9	79.1	88.3	82.8	86.1	79.5

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

AIR TRAVEL CONSUMER REPORT

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

SEPTEMBER 2024

DEPARTURE AIRPORT*															
SCHEDULED DEPARTURE TIME	LAX	LGA	MCO	MDW	MIA	MSP	ORD	PHL	PHX	SAN	SEA	SFO	SLC	TPA	TOTAL
0600-0659	95.5	96.1	95.7	94.9	95.0	96.7	91.8	94.3	93.9	96.9	93.8	95.6	90.1	89.9	94.1
0700-0759	94.3	94.4	96.1	95.0	94.4	95.4	93.0	89.9	92.4	93.4	90.8	93.7	92.6	88.1	92.4
0800-0859	90.7	93.1	91.7	92.1	90.3	94.4	91.3	94.8	92.5	82.6	87.6	91.1	91.4	91.5	90.7
0900-0959	88.9	92.4	91.4	88.4	89.5	93.4	87.6	89.5	89.2	81.2	84.9	88.6	91.5	88.5	88.4
1000-1059	88.2	91.9	90.6	90.0	85.6	94.5	87.9	90.9	90.1	82.4	75.9	73.9	90.6	84.7	86.8
1100-1159	86.1	88.9	84.6	85.7	86.4	92.4	82.1	86.9	86.3	80.2	78.4	75.0	89.9	82.3	85.5
1200-1259	86.3	89.3	84.9	88.0	83.4	92.6	86.4	89.2	87.4	79.1	74.6	76.3	87.2	79.5	85.2
1300-1359	84.2	91.0	81.9	84.0	80.6	87.7	84.9	84.9	83.2	81.4	79.7	81.1	85.0	81.9	83.6
1400-1459	81.7	85.4	83.9	79.6	79.1	83.1	83.8	85.8	82.7	78.5	81.0	81.2	81.1	75.8	81.4
1500-1559	80.9	85.6	79.8	74.5	78.7	82.9	81.2	79.1	80.4	76.7	81.2	75.5	86.9	80.8	80.2
1600-1659	83.7	85.4	78.8	78.6	77.2	83.0	81.4	83.8	76.2	83.5	80.2	79.5	85.9	79.2	79.1
1700-1759	80.5	84.6	70.1	74.6	73.4	76.0	80.9	76.3	77.6	79.1	74.5	76.9	81.4	69.8	77.7
1800-1859	80.8	89.0	72.2	76.9	79.4	80.7	78.8	75.0	76.1	77.3	76.1	85.7	74.6	66.7	75.8
1900-1959	83.2	81.3	68.3	80.2	70.1	87.1	74.6	71.5	77.6	74.8	79.5	82.7	72.0	68.2	75.7
2000-2059	82.5	84.3	78.3	74.3	74.0	86.9	72.1	64.0	78.1	72.9	75.5	77.2	85.1	63.6	75.2
2100-2159	85.4	89.0	74.6	54.3	79.3	86.9	78.5	78.4	80.2	74.7	80.9	80.9	88.0	63.6	79.3
2200-2259	87.9	73.8	80.4	63.5	83.5	92.8	83.3	53.1	84.6	89.0	72.8	85.0	86.5	73.6	79.1
2300-0559	90.9	83.3	90.9	98.0	93.2	94.8	93.5	90.7	91.2	0.0	83.6	89.0	86.1	86.5	88.9
TOTAL	86.8	88.8	83.8	83.0	81.6	89.1	83.7	83.6	84.9	82.1	81.1	83.1	87.0	80.1	83.4

* 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
SEPTEMBER 2024

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Aberdeen, SD (ABR)	90.0	95.0	60	60
Abilene, TX (ABI)	76.0	84.9	146	146
Adak Island, AK (ADK)	75.0	62.5	8	8
Aguadilla, PR (BQN)	78.2	77.4	147	146
Akron, OH (CAK)	71.2	79.6	274	274
Albany, GA (ABY)	75.0	80.0	60	60
Albany, NY (ALB)	81.6	87.4	1052	1051
Albuquerque, NM (ABQ)	82.8	85.7	2039	2035
Alexandria, LA (AEX)	86.5	81.9	171	171
Allentown/Bethlehem/Easton, PA (ABE)	82.9	86.0	321	321
Alpena, MI (APN)	83.0	84.9	53	53
Amarillo, TX (AMA)	85.4	88.2	425	425
Anchorage, AK (ANC)	81.2	87.5	1671	1670
Appleton, WI (ATW)	81.4	83.9	510	510
Arcata/Eureka, CA (ACV)	72.0	78.1	150	151
Asheville, NC (AVL)	70.6	69.2	1148	1148
Ashland, WV (HTS)	82.6	65.2	23	23
Aspen, CO (ASE)	80.3	74.5	547	549
Atlanta, GA (ATL)	84.6	83.7	28248	28247
Atlantic City, NJ (ACY)	79.7	86.3	197	197
Augusta, GA (AGS)	75.7	74.0	412	412
Austin, TX (AUS)	84.1	86.3	6818	6816
Bakersfield, CA (BFL)	85.7	89.2	224	223
Baltimore, MD (BWI)	86.0	79.9	8272	8273
Bangor, ME (BGR)	86.8	87.9	593	594
Barrow, AK (BRW)	66.7	73.3	30	30
Baton Rouge, LA (BTR)	76.2	80.6	403	403
Beaumont/Port Arthur, TX (BPT)	90.0	91.7	60	60
Belleville, IL (BLV)	87.9	84.8	66	66
Bellingham, WA (BLI)	77.1	80.4	153	153
Bemidji, MN (BJI)	86.7	86.7	60	60
Bend/Redmond, OR (RDM)	82.2	86.2	529	529
Bethel, AK (BET)	85.0	88.3	60	60
Billings, MT (BIL)	89.1	92.0	375	375
Binghamton, NY (BGM)	96.7	100.0	30	30
Birmingham, AL (BHM)	82.0	84.5	1431	1429
Bishop, CA (BIH)	60.0	80.0	10	10
Bismarck/Mandan, ND (BIS)	86.3	85.8	351	351
Bloomington/Normal, IL (BMI)	92.8	93.5	138	138
Boise, ID (BOI)	82.6	85.9	2037	2038
Boston, MA (BOS)	79.8	83.6	12370	12359

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Bozeman, MT (BZN)	88.8	87.7	900	902
Brainerd, MN (BRD)	90.9	90.9	55	55
Bristol/Johnson City/Kingsport, TN (TRI)	90.6	87.2	180	180
Brownsville, TX (BRO)	86.5	90.3	155	155
Brunswick, GA (BQK)	85.0	91.7	60	60
Buffalo, NY (BUF)	84.2	88.1	1982	1980
Burbank, CA (BUR)	79.2	80.1	2713	2713
Burlington, VT (BTV)	85.2	90.0	874	873
Butte, MT (BTM)	87.9	96.6	58	58
Casper, WY (CPR)	87.6	90.0	210	210
Cedar City, UT (CDC)	96.2	94.3	53	53
Cedar Rapids/Iowa City, IA (CID)	85.3	88.2	739	740
Champaign/Urbana, IL (CMI)	81.2	82.1	117	117
Charleston, SC (CHS)	83.5	85.7	2201	2200
Charleston/Dunbar, WV (CRW)	73.0	78.3	304	304
Charlotte Amalie, VI (STT)	84.4	84.9	231	232
Charlotte, NC (CLT)	77.7	76.4	18654	18658
Charlottesville, VA (CHO)	90.9	88.5	252	252
Chattanooga, TN (CHA)	84.2	84.9	589	588
Cheyenne, WY (CYS)	75.0	87.5	56	56
Chicago, IL (MDW)	87.4	83.0	6848	6849
Chicago, IL (ORD)	84.1	83.7	24839	24847
Christiansted, VI (STX)	78.7	76.6	47	47
Cincinnati, OH (CVG)	81.8	86.5	3326	3325
Clarksburg/Fairmont, WV (CKB)	100.0	66.7	9	9
Cleveland, OH (CLE)	84.3	89.4	3487	3486
Cody, WY (COD)	86.4	70.5	88	88
College Station/Bryan, TX (CLL)	82.6	82.6	92	92
Colorado Springs, CO (COS)	83.2	85.0	1077	1077
Columbia, MO (COU)	84.8	82.6	132	132
Columbia, SC (CAE)	83.1	83.4	596	596
Columbus, GA (CSG)	87.7	85.2	81	81
Columbus, MS (GTR)	85.0	93.3	60	60
Columbus, OH (CMH)	84.8	88.5	3553	3549
Columbus, OH (LCK)	75.0	68.8	64	64
Concord, NC (USA)	87.0	82.6	46	46
Cordova, AK (CDV)	76.7	78.3	60	60
Corpus Christi, TX (CRP)	88.2	91.1	305	305
Dallas, TX (DAL)	83.6	82.3	5604	5602
Dallas/Fort Worth, TX (DFW)	81.4	80.2	26205	26198
Dayton, OH (DAY)	81.1	87.7	667	666

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

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Daytona Beach, FL (DAB)	81.9	83.3	227	227
Deadhorse, AK (SCC)	95.7	97.8	46	46
Decatur, IL (DEC)	73.1	82.7	52	52
Denver, CO (DEN)	86.9	83.3	26144	26146
Des Moines, IA (DSM)	84.2	90.2	1219	1217
Detroit, MI (DTW)	87.5	87.8	11162	11165
Devils Lake, ND (DVL)	85.7	89.3	56	56
Dickinson, ND (DIK)	80.0	94.5	55	55
Dillingham, AK (DLG)	83.3	80.0	30	30
Dodge City, KS (DDC)	78.8	84.6	52	52
Dothan, AL (DHN)	81.7	78.3	60	60
Duluth, MN (DLH)	86.5	90.4	230	230
Durango, CO (DRO)	86.3	87.7	351	350
Eagle, CO (EGE)	89.2	90.4	185	187
El Paso, TX (ELP)	83.5	87.1	1494	1494
Elko, NV (EKO)	90.0	96.7	30	30
Elmira/Corning, NY (ELM)	85.9	83.3	78	78
Escanaba, MI (ESC)	89.7	87.9	58	58
Eugene, OR (EUG)	84.4	85.6	527	526
Evansville, IN (EVV)	86.6	86.1	187	187
Everett, WA (PAE)	93.2	89.7	59	58
Fairbanks, AK (FAI)	82.1	82.4	347	347
Fargo, ND (FAR)	85.0	88.4	559	558
Fayetteville, AR (XNA)	85.1	88.1	1232	1232
Fayetteville, NC (FAY)	81.6	83.1	190	189
Flagstaff, AZ (FLG)	86.9	93.4	137	137
Flint, MI (FNT)	70.6	80.0	160	160
Fort Dodge, IA (FOD)	69.2	71.2	52	52
Fort Lauderdale, FL (FLL)	80.7	79.1	6028	6037
Fort Myers, FL (RSW)	82.9	84.0	1813	1813
Fort Smith, AR (FSM)	85.9	87.9	99	99
Fort Wayne, IN (FWA)	79.8	82.6	415	414
Fresno, CA (FAT)	82.8	85.7	1010	1010
Gainesville, FL (GNV)	78.4	84.5	278	278
Garden City, KS (GCK)	86.7	93.3	60	60
Gillette, WY (GCC)	86.7	91.7	60	60
Grand Forks, ND (GFK)	90.9	87.9	99	99
Grand Island, NE (GRI)	85.9	76.9	78	78
Grand Junction, CO (GJT)	87.7	88.0	358	357
Grand Rapids, MI (GRR)	85.1	88.0	1442	1441
Great Falls, MT (GTF)	90.6	93.3	180	180

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Green Bay, WI (GRB)	78.2	85.1	404	403
Greensboro/High Point, NC (GSO)	83.0	86.2	1063	1064
Greer, SC (GSP)	82.0	84.5	1359	1358
Guam, TT (GUM)	83.3	85.0	60	60
Gulfport/Biloxi, MS (GPT)	80.3	80.7	290	290
Gunnison, CO (GUC)	93.7	98.4	63	63
Hagerstown, MD (HGR)	94.7	94.7	19	19
Hancock/Houghton, MI (CMX)	70.0	73.3	60	60
Harlingen/San Benito, TX (HRL)	84.5	86.8	341	341
Harrisburg, PA (MDT)	80.1	80.8	428	428
Hartford, CT (BDL)	83.1	86.9	1850	1849
Hattiesburg/Laurel, MS (PIB)	82.7	86.5	52	52
Hayden, CO (HDN)	90.0	90.9	120	121
Hays, KS (HYS)	86.5	92.3	52	52
Helena, MT (HLN)	91.7	90.0	120	120
Hibbing, MN (HIB)	86.8	94.3	53	53
Hilo, HI (ITO)	91.6	93.8	546	544
Hilton Head, SC (HHH)	80.7	77.1	192	192
Hobbs, NM (HOB)	73.3	91.7	60	60
Honolulu, HI (HNL)	89.4	91.4	4843	4845
Houston, TX (HOU)	85.7	85.4	4409	4407
Houston, TX (IAH)	85.4	82.8	9511	9502
Huntsville, AL (HSV)	84.4	82.1	774	773
Hyannis, MA (HYA)	88.9	88.9	9	9
Idaho Falls, ID (IDA)	88.4	90.7	301	301
Indianapolis, IN (IND)	85.0	87.7	3822	3818
International Falls, MN (INL)	83.6	83.6	55	55
Iron Mountain/Kingsfd, MI (IMT)	85.0	93.3	60	60
Islip, NY (ISP)	84.2	84.9	291	292
Ithaca/Cortland, NY (ITH)	93.3	96.7	60	60
Jackson, WY (JAC)	85.0	82.3	520	524
Jackson/Vicksburg, MS (JAN)	86.6	87.5	529	527
Jacksonville, FL (JAX)	81.5	85.3	2368	2364
Jacksonville/Camp Lejeune, NC (OAJ)	81.3	84.3	230	230
Jamestown, ND (JMS)	92.9	87.5	56	56
Johnstown, PA (JST)	71.7	85.0	60	60
Joplin, MO (JLN)	61.5	76.9	52	52
Juneau, AK (JNU)	83.6	88.8	438	438
Kahului, HI (OGG)	91.5	92.2	2081	2082
Kalamazoo, MI (AZO)	91.3	88.8	80	80
Kalispell, MT (FCA)	89.1	88.9	358	359

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

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Kansas City, MO (MCI)	85.9	89.1	4141	4141
Ketchikan, AK (KTN)	83.5	89.2	212	212
Key West, FL (EYW)	84.3	82.2	483	483
Killeen, TX (GRK)	78.5	81.2	149	149
King Salmon, AK (AKN)	83.3	80.0	30	30
Knoxville, TN (TYS)	80.9	84.6	1406	1406
Kodiak, AK (ADQ)	90.0	95.6	90	90
Kona, HI (KOA)	89.6	92.2	1333	1332
Kotzebue, AK (OTZ)	96.7	93.3	30	30
La Crosse, WI (LSE)	81.9	87.3	72	71
Lafayette, LA (LFT)	80.4	80.4	240	240
Lake Charles, LA (LCH)	83.3	78.9	90	90
Lansing, MI (LAN)	83.0	84.9	106	106
Laramie, WY (LAR)	76.9	84.6	52	52
Laredo, TX (LRD)	90.1	89.4	141	141
Las Vegas, NV (LAS)	80.3	79.5	15663	15672
Latrobe, PA (LBE)	90.2	88.5	61	61
Lawton/Fort Sill, OK (LAW)	86.7	91.1	90	90
Lewiston, ID (LWS)	87.8	90.0	90	90
Lexington, KY (LEX)	80.4	83.0	790	789
Liberal, KS (LBL)	75.0	78.8	52	52
Lihue, HI (LIH)	90.7	91.6	1260	1260
Lincoln, NE (LNK)	84.1	86.4	214	214
Little Rock, AR (LIT)	81.6	84.0	1061	1060
Long Beach, CA (LGB)	88.4	87.5	1381	1381
Longview, TX (GGG)	83.3	85.0	60	60
Los Angeles, CA (LAX)	85.7	86.8	15965	15969
Louisville, KY (SDF)	84.7	86.5	2023	2025
Lubbock, TX (LBB)	85.0	88.5	515	515
Madison, WI (MSN)	83.4	87.3	982	982
Manchester, NH (MHT)	84.1	89.8	567	568
Manhattan/Ft. Riley, KS (MHK)	93.3	92.2	90	90
Marquette, MI (MQT)	85.6	90.0	90	90
Martha's Vineyard, MA (MVY)	92.6	89.7	68	68
Mason City, IA (MCW)	76.9	86.5	52	52
Medford, OR (MFR)	81.6	85.8	353	353
Melbourne, FL (MLB)	84.7	90.1	222	222
Memphis, TN (MEM)	81.7	86.8	1868	1869
Meridian, MS (MEI)	80.8	88.5	52	52
Miami, FL (MIA)	83.6	81.6	7591	7603
Midland/Odessa, TX (MAF)	85.9	87.2	775	775

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Milwaukee, WI (MKE)	85.4	87.6	2395	2396
Minneapolis, MN (MSP)	88.1	89.1	10682	10687
Minot, ND (MOT)	87.2	87.7	188	187
Mission/McAllen/Edinburg, TX (MFE)	81.5	87.0	438	437
Missoula, MT (MSO)	86.2	85.9	376	376
Mobile, AL (MOB)	86.9	88.3	222	222
Moline, IL (MLI)	79.1	86.4	339	339
Monroe, LA (MLU)	82.7	80.7	197	197
Monterey, CA (MRY)	82.7	85.0	393	393
Montgomery, AL (MGM)	81.1	83.7	227	227
Montrose/Delta, CO (MTJ)	87.7	88.7	195	195
Mosinee, WI (CWA)	88.3	96.7	60	60
Myrtle Beach, SC (MYR)	85.7	86.6	1423	1423
Nantucket, MA (ACK)	92.6	88.6	175	175
Nashville, TN (BNA)	84.6	84.0	8293	8290
New Bern/Morehead/Beaufort, NC (EWN)	66.7	66.7	3	3
New Orleans, LA (MSY)	79.8	81.0	3659	3659
New York, NY (JFK)	85.1	86.1	10360	10376
New York, NY (LGA)	88.5	88.8	13552	13549
Newark, NJ (EWR)	84.5	84.9	10563	10572
Newburgh/Poughkeepsie, NY (SWF)	84.2	73.7	19	19
Niagara Falls, NY (IAG)	88.9	72.2	18	18
Nome, AK (OME)	90.3	93.5	31	31
Norfolk, VA (ORF)	82.7	86.5	1888	1888
North Bend/Coos Bay, OR (OTH)	53.8	51.3	39	39
North Platte, NE (LBF)	76.9	82.7	52	52
Oakland, CA (OAK)	84.6	82.4	3393	3393
Oklahoma City, OK (OKC)	84.1	86.8	1914	1913
Omaha, NE (OMA)	87.6	90.0	1903	1901
Ontario, CA (ONT)	82.1	85.5	2315	2316
Orlando, FL (MCO)	83.3	83.8	10760	10764
Pago Pago, TT (PPG)	90.0	80.0	10	10
Palm Springs, CA (PSP)	82.5	86.2	719	719
Panama City, FL (ECP)	82.8	83.1	715	716
Pasco/Kennewick/Richland, WA (PSC)	87.1	88.4	427	424
Pellston, MI (PLN)	88.4	87.0	69	69
Pensacola, FL (PNS)	83.4	87.9	1095	1096
Peoria, IL (PIA)	81.7	82.7	323	323
Petersburg, AK (PSG)	90.0	88.3	60	60
Philadelphia, PA (PHL)	79.4	83.6	9027	9023
Phoenix, AZ (AZA)	87.1	86.5	325	325

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

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Phoenix, AZ (PHX)	86.3	84.9	15080	15081
Pittsburgh, PA (PIT)	85.8	89.0	3765	3764
Plattsburgh, NY (PBG)	84.2	78.9	19	19
Pocatello, ID (PIH)	96.4	98.2	56	56
Ponce, PR (PSE)	73.5	93.9	49	49
Portland, ME (PWM)	86.4	88.2	1394	1395
Portland, OR (PDX)	84.6	87.5	5245	5244
Portsmouth, NH (PSM)	81.8	77.3	22	22
Prescott, AZ (PRC)	91.7	91.7	60	60
Presque Isle/Houlton, ME (PQI)	73.1	84.0	26	25
Providence, RI (PVD)	85.1	88.7	1352	1352
Provo, UT (PVU)	75.4	85.2	142	142
Punta Gorda, FL (PGD)	78.0	80.1	286	286
Raleigh/Durham, NC (RDU)	82.3	84.2	5105	5104
Rapid City, SD (RAP)	85.6	87.2	547	547
Redding, CA (RDD)	88.0	85.3	150	150
Reno, NV (RNO)	83.7	85.0	1868	1869
Rhineland, WI (RHI)	87.0	91.3	69	69
Richmond, VA (RIC)	83.7	87.9	1469	1468
Riverton/Lander, WY (RIW)	81.7	88.3	60	60
Roanoke, VA (ROA)	89.4	87.6	218	218
Rochester, MN (RST)	87.8	87.0	139	138
Rochester, NY (ROC)	84.3	88.3	1041	1040
Rock Springs, WY (RKS)	85.0	90.0	60	60
Rockford, IL (RFD)	89.4	84.8	66	66
Roswell, NM (ROW)	84.4	82.2	90	90
Sacramento, CA (SMF)	84.6	85.4	4871	4870
Saginaw/Bay City/Midland, MI (MBS)	83.9	89.1	192	192
Saipan, TT (SPN)	96.7	93.3	30	30
Salina, KS (SLN)	83.3	83.3	60	60
Salt Lake City, UT (SLC)	88.9	87.0	9278	9281
San Angelo, TX (SJT)	86.7	83.3	90	90
San Antonio, TX (SAT)	82.6	86.4	3445	3444
San Diego, CA (SAN)	78.3	82.1	7938	7942
San Francisco, CA (SFO)	80.2	83.1	11773	11767
San Jose, CA (SJC)	84.4	86.0	4456	4457
San Juan, PR (SJU)	83.8	83.9	2066	2068
San Luis Obispo, CA (SBP)	81.1	85.7	482	483
Sanford, FL (SFB)	74.3	79.8	501	501
Santa Ana, CA (SNA)	85.8	85.5	3517	3516
Santa Barbara, CA (SBA)	85.0	86.2	638	639

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Santa Fe, NM (SAF)	82.6	85.6	327	327
Santa Maria, CA (SMX)	55.6	33.3	9	9
Santa Rosa, CA (STS)	81.3	83.2	347	345
Sarasota/Bradenton, FL (SRQ)	81.7	84.1	857	857
Sault Ste. Marie, MI (CIU)	88.3	86.7	60	60
Savannah, GA (SAV)	82.9	84.6	1495	1494
Scottsbluff, NE (BFF)	76.9	86.5	52	52
Scranton/Wilkes-Barre, PA (AVP)	75.6	83.5	127	127
Seattle, WA (SEA)	81.2	81.1	14810	14805
Sheridan, WY (SHR)	88.3	91.7	60	60
Shreveport, LA (SHV)	87.1	85.6	388	388
Sioux City, IA (SUX)	75.0	85.0	60	60
Sioux Falls, SD (FSD)	86.3	87.4	548	548
Sitka, AK (SIT)	82.7	87.5	127	128
South Bend, IN (SBN)	77.8	83.3	580	580
Spokane, WA (GEG)	85.7	88.2	1515	1514
Springfield, MO (SGF)	83.6	82.6	899	900
St. George, UT (SGU)	89.1	95.9	266	266
St. Louis, MO (STL)	87.3	86.3	5497	5496
St. Petersburg, FL (PIE)	72.0	74.1	479	479
State College, PA (SCE)	90.0	93.3	30	30
Stillwater, OK (SWO)	90.0	90.0	60	60
Stockton, CA (SCK)	61.5	59.0	39	39
Sun Valley/Hailey/Ketchum, ID (SUN)	95.6	94.2	135	137
Syracuse, NY (SYR)	83.5	88.5	1039	1039
Tallahassee, FL (TLH)	81.0	83.0	542	542
Tampa, FL (TPA)	78.5	80.1	5440	5440
Texarkana, AR (TXK)	83.3	85.0	60	60
Toledo, OH (TOL)	77.8	55.6	9	9
Traverse City, MI (TVC)	87.3	87.6	403	404
Trenton, NJ (TTN)	84.8	86.6	66	67
Tucson, AZ (TUS)	83.6	89.2	1538	1534
Tulsa, OK (TUL)	84.8	89.3	1469	1467
Twin Falls, ID (TWF)	89.3	94.6	56	56
Tyler, TX (TYR)	90.0	88.9	90	90
Valdosta, GA (VLD)	76.7	76.7	60	60
Valparaiso, FL (VPS)	82.9	83.9	778	778
Victoria, TX (VCT)	87.5	85.7	56	56
Waco, TX (ACT)	81.1	83.3	90	90
Walla Walla, WA (ALW)	64.4	86.7	59	60
Washington, DC (DCA)	84.1	85.8	11547	11546

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

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Washington, DC (IAD)	87.7	88.3	4314	4313
West Palm Beach/Palm Beach, FL (PBI)	81.3	83.5	1788	1788
West Yellowstone, MT (WYS)	93.3	91.7	60	60
White Plains, NY (HPN)	83.4	87.6	993	993
Wichita Falls, TX (SPS)	83.3	91.7	60	60
Wichita, KS (ICT)	81.7	90.4	819	819
Williston, ND (XWA)	91.3	88.4	172	172
Wilmington, NC (ILM)	83.8	84.9	716	715
Worcester, MA (ORH)	90.8	92.9	98	98
Wrangell, AK (WRG)	85.0	93.3	60	60
Yakutat, AK (YAK)	76.7	81.7	60	60
Yuma, AZ (YUM)	95.2	92.8	167	167

AIR TRAVEL CONSUMER REPORT

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

SEPTEMBER 2024

CARRIER ¹	AT ALL US AIRPORTS				
	NUMBER OF AIRPORTS REPORTED	FLIGHT OPERATIONS SCHEDULED	FLIGHT OPERATIONS CANCELLED	PERCENT OF OPERATIONS CANCELLED	RANK
DELTA AIR LINES NETWORK	212	129399	472	0.4	1
- DELTA AIR LINES	143	84545	330	0.4	
- BRANDED CODESHARE PARTNERS	180	44854	142	0.3	
JETBLUE AIRWAYS	66	18350	76	0.4	2
SOUTHWEST AIRLINES	104	112561	493	0.4	3
UNITED AIRLINES NETWORK	216	116750	517	0.4	4
- UNITED AIRLINES	120	64212	341	0.5	
- BRANDED CODESHARE PARTNERS	196	52538	176	0.3	
ALASKA AIRLINES NETWORK	105	34623	166	0.5	5
- ALASKA AIRLINES	87	21548	140	0.6	
- BRANDED CODESHARE PARTNERS	56	13075	26	0.2	
HAWAIIAN AIRLINES	22	6450	31	0.5	6
AMERICAN AIRLINES NETWORK	225	158737	1235	0.8	7
- AMERICAN AIRLINES	124	80709	546	0.7	
- BRANDED CODESHARE PARTNERS	207	78028	689	0.9	
SPIRIT AIRLINES	59	20399	236	1.2	8
FRONTIER AIRLINES	78	17491	287	1.6	9
ALLEGiant AIR	112	6889	157	2.3	10
TOTAL AIRPORTS SERVED	352	621,649	3,670	0.6	

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

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

AIR TRAVEL CONSUMER REPORT

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

SEPTEMBER 2024

CARRIER ¹	AT ALL US AIRPORTS				
	NUMBER OF AIRPORTS REPORTED	FLIGHT OPERATIONS SCHEDULED	FLIGHT OPERATIONS CANCELLED	PERCENT OF OPERATIONS CANCELLED	RANK
SKYWEST AIRLINES	240	64633	109	0.2	1
REPUBLIC AIRWAYS	78	25425	85	0.3	2
DELTA AIR LINES	143	84545	330	0.4	3
JETBLUE AIRWAYS	66	18350	76	0.4	4
SOUTHWEST AIRLINES	104	112561	493	0.4	5
HAWAIIAN AIRLINES	22	6450	31	0.5	6
UNITED AIRLINES	120	64212	341	0.5	7
ENVOY AIR	141	23598	140	0.6	8
ALASKA AIRLINES	87	21548	140	0.6	9
AMERICAN AIRLINES	124	80709	546	0.7	10
ENDEAVOR AIR	96	15868	109	0.7	11
SPIRIT AIRLINES	59	20399	236	1.2	12
FRONTIER AIRLINES	78	17491	287	1.6	13
PSA AIRLINES	84	19944	419	2.1	14
ALLEGiant AIR	112	6889	157	2.3	15
TOTAL AIRPORTS SERVED	340	582,622	3,499	0.6	

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

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

AIR TRAVEL CONSUMER REPORT

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

RANK	CARRIER ¹	JANUARY- SEPTEMBER 2024			JANUARY- SEPTEMBER 2023		
		FLIGHT OPERATIONS SCHEDULED	FLIGHT OPERATIONS CANCELLED	PERCENT OF OPERATIONS CANCELLED	FLIGHT OPERATIONS SCHEDULED	FLIGHT OPERATIONS CANCELLED	PERCENT OF OPERATIONS CANCELLED
1	SOUTHWEST AIRLINES	1,071,301	9,266	0.86	1,059,603	12,988	1.23
2	HAWAIIAN AIRLINES	58,821	685	1.16	60,729	774	1.27
3	DELTA AIR LINES NETWORK	1,149,777	15,581	1.36	1,114,196	17,677	1.59
	- DELTA AIR LINES	755,786	8,257	1.09	738,244	9,926	1.34
	- BRANDED CODESHARE PARTNERS	393,991	7,324	1.86	375,952	7,751	2.06
4	ALLEGiant AIR	88,174	1,271	1.44	87,476	697	0.80
5	JETBLUE AIRWAYS	180,683	3,018	1.67	210,107	5,613	2.67
6	AMERICAN AIRLINES NETWORK	1,428,047	24,390	1.71	1,315,529	19,527	1.48
	- AMERICAN AIRLINES	743,000	13,214	1.78	707,372	9,497	1.34
	- BRANDED CODESHARE PARTNERS	685,047	11,176	1.63	608,157	10,030	1.65
7	ALASKA AIRLINES NETWORK	303,798	5,316	1.75	291,397	2,312	0.79
	- ALASKA AIRLINES	185,827	4,398	2.37	186,383	1,715	0.92
	- BRANDED CODESHARE PARTNERS	117,971	918	0.78	105,014	597	0.57
8	UNITED AIRLINES NETWORK	1,005,787	21,242	2.11	974,632	21,339	2.19
	- UNITED AIRLINES	564,437	11,406	2.02	548,575	9,999	1.82
	- BRANDED CODESHARE PARTNERS	441,350	9,836	2.23	426,057	11,340	2.66
9	SPIRIT AIRLINES	201,806	4,424	2.19	194,830	3,942	2.02
10	FRONTIER AIRLINES	155,970	4,018	2.58	128,670	3,550	2.76
	TOTAL	5,644,164	89,211	1.58	5,437,169	88,419	1.63

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

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

AIR TRAVEL CONSUMER REPORT

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

RANK	CARRIER ¹	JANUARY- SEPTEMBER 2024			JANUARY- SEPTEMBER 2023		
		FLIGHT OPERATIONS SCHEDULED	FLIGHT OPERATIONS CANCELLED	PERCENT OF OPERATIONS CANCELLED	FLIGHT OPERATIONS SCHEDULED	FLIGHT OPERATIONS CANCELLED	PERCENT OF OPERATIONS CANCELLED
1	SOUTHWEST AIRLINES	1,071,301	9,266	0.86	1,059,603	12,988	1.23
2	DELTA AIR LINES	755,786	8,257	1.09	738,244	9,926	1.34
3	HAWAIIAN AIRLINES	58,821	685	1.16	60,729	774	1.27
4	SKYWEST AIRLINES	543,946	6,598	1.21	502,110	7,407	1.48
5	ALLEGiant AIR	88,174	1,271	1.44	87,476	697	0.80
6	ENVOY AIR	211,973	3,423	1.61	167,085	2,015	1.21
7	JETBLUE AIRWAYS	180,683	3,018	1.67	210,107	5,613	2.67
8	AMERICAN AIRLINES	743,000	13,214	1.78	707,372	9,497	1.34
9	UNITED AIRLINES	564,437	11,406	2.02	548,575	9,999	1.82
10	PSA AIRLINES	166,256	3,385	2.04	145,076	2,435	1.68
11	SPIRIT AIRLINES	201,806	4,424	2.19	194,830	3,942	2.02
12	ALASKA AIRLINES	185,827	4,398	2.37	186,383	1,715	0.92
13	REPUBLIC AIRWAYS	219,736	5,347	2.43	228,043	8,030	3.52
14	FRONTIER AIRLINES	155,970	4,018	2.58	128,670	3,550	2.76
15	ENDEAVOR AIR	149,883	4,541	3.03	150,457	4,086	2.72
	TOTAL	5,297,599	83,251	1.57	5,114,760	82,674	1.62

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

SEPTEMBER 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	34623	27351	79.00	166	0.48	59	0.17	1566	4.52	135	0.39	2771	8.00	27	0.08	2549	7.36
- ALASKA AIRLINES	21548	17037	79.07	140	0.65	48	0.22	1015	4.71	75	0.35	1711	7.94	21	0.10	1501	6.97
- BRANDED CODESHARE PARTNERS	13075	10314	78.88	26	0.20	11	0.08	551	4.21	59	0.45	1060	8.11	6	0.05	1048	8.02
ALLEGiant AIR	6889	5577	80.96	157	2.28	11	0.16	384	5.57	100	1.45	230	3.34	2	0.03	428	6.21
AMERICAN AIRLINES NETWORK	158737	129474	81.57	1235	0.78	233	0.15	8249	5.20	1123	0.71	8085	5.09	64	0.04	10274	6.47
- AMERICAN AIRLINES	80709	64566	80.00	546	0.68	112	0.14	4776	5.92	589	0.73	4290	5.32	41	0.05	5789	7.17
- BRANDED CODESHARE PARTNERS	78028	64908	83.19	689	0.88	121	0.16	3473	4.45	534	0.68	3796	4.86	23	0.03	4485	5.75
DELTA AIR LINES NETWORK	129399	112886	87.24	472	0.36	203	0.16	6894	5.33	944	0.73	4196	3.24	16	0.01	3789	2.93
- DELTA AIR LINES	84545	73225	86.61	330	0.39	143	0.17	4373	5.17	347	0.41	2991	3.54	11	0.01	3125	3.70
- BRANDED CODESHARE PARTNERS	44854	39661	88.42	142	0.32	60	0.13	2521	5.62	597	1.33	1205	2.69	6	0.01	663	1.48
FRONTIER AIRLINES	17491	13084	74.80	287	1.64	18	0.10	950	5.43	61	0.35	1183	6.76	0	0.00	1907	10.90
HAWAIIAN AIRLINES	6450	5783	89.66	31	0.48	2	0.03	415	6.43	2	0.03	32	0.50	4	0.06	182	2.82
JETBLUE AIRWAYS	18350	14953	81.49	76	0.41	61	0.33	1339	7.30	61	0.33	1036	5.65	3	0.02	820	4.47
SOUTHWEST AIRLINES	112561	95683	85.01	493	0.44	143	0.13	4889	4.34	154	0.14	3723	3.31	39	0.03	7437	6.61
SPIRIT AIRLINES	20399	16651	81.63	236	1.16	16	0.08	906	4.44	105	0.51	1744	8.55	21	0.10	719	3.52
UNITED AIRLINES NETWORK	116750	100486	86.07	517	0.44	193	0.17	5793	4.96	416	0.36	4502	3.86	7	0.01	4836	4.14
- UNITED AIRLINES	64212	55338	86.18	341	0.53	82	0.13	2663	4.15	147	0.23	3004	4.68	0	0.00	2637	4.11
- BRANDED CODESHARE PARTNERS	52538	45148	85.93	176	0.33	111	0.21	3129	5.96	269	0.51	1498	2.85	7	0.01	2199	4.19
TOTAL	621,649	521,928	83.96	3,670	0.59	939	0.15	31,385	5.05	3,101	0.50	27,501	4.42	184	0.03	32,942	5.30

* 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

SEPTEMBER 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	21548	17037	79.07	140	0.65	48	0.22	1015	4.71	75	0.35	1711	7.94	21	0.10	1501	6.97
ALLEGiant AIR	6889	5577	80.96	157	2.28	11	0.16	384	5.57	100	1.45	230	3.34	2	0.03	428	6.21
AMERICAN AIRLINES	80709	64566	80.00	546	0.68	112	0.14	4776	5.92	589	0.73	4290	5.32	41	0.05	5789	7.17
DELTA AIR LINES	84545	73225	86.61	330	0.39	143	0.17	4373	5.17	347	0.41	2991	3.54	11	0.01	3125	3.70
ENDEAVOR AIR	15868	14209	89.54	109	0.69	26	0.16	462	2.91	68	0.43	489	3.08	1	0.01	505	3.18
ENVOY AIR	23598	19852	84.13	140	0.59	20	0.08	841	3.56	111	0.47	1351	5.73	6	0.03	1278	5.42
FRONTIER AIRLINES	17491	13084	74.80	287	1.64	18	0.10	950	5.43	61	0.35	1183	6.76	0	0.00	1907	10.90
HAWAIIAN AIRLINES	6450	5783	89.66	31	0.48	2	0.03	415	6.43	2	0.03	32	0.50	4	0.06	182	2.82
JETBLUE AIRWAYS	18350	14953	81.49	76	0.41	61	0.33	1339	7.30	61	0.33	1036	5.65	3	0.02	820	4.47
PSA AIRLINES	19944	15368	77.06	419	2.10	45	0.23	989	4.96	184	0.92	1048	5.25	10	0.05	1881	9.43
REPUBLIC AIRWAYS	25425	22758	89.51	85	0.33	28	0.11	663	2.61	84	0.33	1199	4.72	3	0.01	604	2.38
SKYWEST AIRLINES	64633	54500	84.32	109	0.17	106	0.16	5154	7.97	831	1.29	1606	2.48	16	0.02	2310	3.57
SOUTHWEST AIRLINES	112561	95683	85.01	493	0.44	143	0.13	4889	4.34	154	0.14	3723	3.31	39	0.03	7437	6.61
SPIRIT AIRLINES	20399	16651	81.63	236	1.16	16	0.08	906	4.44	105	0.51	1744	8.55	21	0.10	719	3.52
UNITED AIRLINES	64212	55338	86.18	341	0.53	82	0.13	2663	4.15	147	0.23	3004	4.68	0	0.00	2637	4.11
TOTAL	582,622	488,584	83.86	3,499	0.60	861	0.15	29,819	5.12	2,920	0.50	25,635	4.40	179	0.03	31,124	5.34

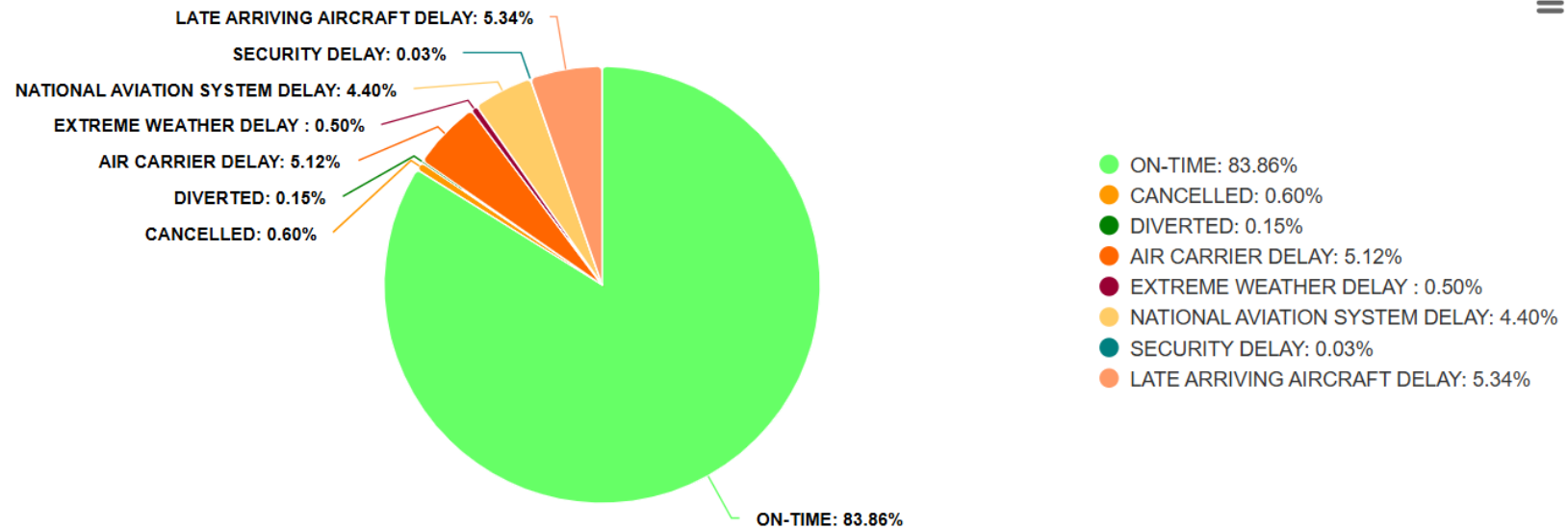
* Causes of Delay:

- 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
SEPTEMBER 2024



*** Causes of Delay:**

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

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

SEPTEMBER 2024

MARKETING CARRIER	OPERATING CARRIER	FLIGHT NUMBER	ORIGIN AIRPORT	DESTINATION AIRPORT	DATE OF FLIGHT	LOCATION OF LONGEST TARMAC DELAY	LENGTH OF TARMAC DELAY
AMERICAN	ENVOY	3834	SJU	MIA	9/1/2024	Diversion Airport (NAS)	5:01
UNITED	UNITED	1890	LAX	EWR	9/2/2024	Diversion Airport (SWF)	3:28
DELTA	DELTA	496	JFK	DFW	9/7/2024	Origin Airport	3:08
AMERICAN	ENVOY	3662	MIA	AVL	9/25/2024	Destination Airport	3:05

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.

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

SEPTEMBER 2024

MARKETING CARRIER	OPERATING CARRIER	FLIGHT NUMBER	ORIGIN AIRPORT	DESTINATION AIRPORT	DATE OF FLIGHT	LOCATION OF LONGEST TARMAC DELAY	LENGTH OF TARMAC DELAY
None							

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

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

APPENDIX

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

30 Largest U.S. Airports

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

Air Carriers Required to Report

Data to DOT and to CRS Vendors*

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

Voluntary Reporting

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

MISHANDLED BAGGAGE

The baggage statistics in this section were filed with DOT's Bureau of Transportation Statistics (Office of Airline Information) by U.S. airlines that have at least half of one percent of total domestic scheduled-service passenger revenues. See 14 CFR 234.3 and 234.6. For the 12 months ending June 30, 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>.

AIR TRAVEL CONSUMER REPORT

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

RANK	CARRIER ¹	September 2024			September 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	HAWAIIAN AIRLINES	478,229	1,164	0.24	463,065	1,763	0.38
2	ALLEGiant AIR	302,547	838	0.28	168,880	446	0.26
3	JETBLUE AIRWAYS	926,400	3,000	0.32	1,005,573	5,923	0.59
4	SOUTHWEST AIRLINES	9,546,022	31,477	0.33	10,006,203	41,944	0.42
5	FRONTIER AIRLINES	623,757	2,292	0.37	651,195	4,212	0.65
6	DELTA AIR LINES NETWORK	7,986,751	29,475	0.37	7,806,333	33,284	0.43
	- DELTA AIR LINES	6,382,579	25,313	0.40	6,242,413	27,914	0.45
	- BRANDED CODESHARE PARTNERS	1,604,172	4,162	0.26	1,563,920	5,370	0.34
7	SPIRIT AIRLINES	779,269	2,943	0.38	840,131	4,005	0.48
8	UNITED AIRLINES NETWORK	5,868,550	24,111	0.41	5,985,531	40,270	0.67
	- UNITED AIRLINES	4,261,820	17,834	0.42	4,444,704	30,745	0.69
	- BRANDED CODESHARE PARTNERS	1,606,730	6,277	0.39	1,540,827	9,525	0.62
9	ALASKA AIRLINES NETWORK	2,270,587	11,607	0.51	2,296,442	13,807	0.60
	- ALASKA AIRLINES	1,794,411	9,328	0.52	1,828,394	11,670	0.64
	- BRANDED CODESHARE PARTNERS	476,176	2,279	0.48	468,048	2,137	0.46
10	AMERICAN AIRLINES NETWORK	8,700,908	49,349	0.57	8,133,252	52,602	0.65
	- AMERICAN AIRLINES	5,567,117	33,549	0.60	5,321,995	37,262	0.70
	- BRANDED CODESHARE PARTNERS	3,133,791	15,800	0.50	2,811,257	15,340	0.55
TOTAL		37,483,020	156,256	0.42	37,356,605	198,256	0.53

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

AIR TRAVEL CONSUMER REPORT

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

RANK	CARRIER ¹	JANUARY - SEPTEMBER 2024			JANUARY - SEPTEMBER 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	3,082,319	7,542	0.24	4,696,434	7,859	0.17
2	JETBLUE AIRWAYS	10,153,488	36,833	0.36	11,738,473	65,328	0.56
3	HAWAIIAN AIRLINES	4,646,258	18,620	0.40	4,596,229	22,414	0.49
4	FRONTIER AIRLINES	6,596,922	27,852	0.42	7,008,125	37,004	0.53
5	SPIRIT AIRLINES	9,162,349	39,856	0.44	9,600,474	53,806	0.56
6	SOUTHWEST AIRLINES	99,806,347	434,777	0.44	95,625,583	449,931	0.47
7	DELTA AIR LINES NETWORK	75,894,090	353,107	0.47	74,086,479	385,487	0.52
	- DELTA AIR LINES	61,341,629	300,630	0.49	59,991,342	325,675	0.54
	- BRANDED CODESHARE PARTNERS	14,552,461	52,477	0.36	14,095,137	59,812	0.42
8	ALASKA AIRLINES NETWORK	20,768,191	130,805	0.63	21,140,128	125,762	0.59
	- ALASKA AIRLINES	16,336,274	104,558	0.64	17,013,312	104,912	0.62
	- BRANDED CODESHARE PARTNERS	4,431,917	26,247	0.59	4,126,816	20,850	0.51
9	UNITED AIRLINES NETWORK	56,719,608	386,873	0.68	56,106,942	459,187	0.82
	- UNITED AIRLINES	42,149,706	288,663	0.68	41,822,245	343,882	0.82
	- BRANDED CODESHARE PARTNERS	14,569,902	98,210	0.67	14,284,697	115,305	0.81
10	AMERICAN AIRLINES NETWORK	83,707,585	709,083	0.85	78,016,855	643,967	0.83
	- AMERICAN AIRLINES	55,350,597	499,975	0.90	53,186,555	473,113	0.89
	- BRANDED CODESHARE PARTNERS	28,356,988	209,108	0.74	24,830,300	170,854	0.69
TOTAL		370,537,157	2,145,348	0.58	362,615,722	2,250,745	0.62

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	September 2024			September 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	HAWAIIAN AIRLINES	478,229	1,164	0.24	463,065	1,763	0.38
2	ALLEGiant AIR	302,547	838	0.28	168,880	446	0.26
3	ENDEAVOR AIR	635,124	1,949	0.31	709,280	2,566	0.36
4	JETBLUE AIRWAYS	926,400	3,000	0.32	1,005,573	5,923	0.59
5	SKYWEST AIRLINES	2,330,872	7,617	0.33	2,230,296	9,734	0.44
6	SOUTHWEST AIRLINES	9,546,022	31,477	0.33	10,006,203	41,944	0.42
7	REPUBLIC AIRWAYS	678,902	2,416	0.36	634,209	3,981	0.63
8	FRONTIER AIRLINES	623,757	2,292	0.37	651,195	4,212	0.65
9	SPIRIT AIRLINES	779,269	2,943	0.38	840,131	4,005	0.48
10	DELTA AIR LINES	6,382,579	25,313	0.40	6,242,413	27,914	0.45
11	UNITED AIRLINES	4,261,820	17,834	0.42	4,444,704	30,745	0.69
12	ALASKA AIRLINES	1,794,411	9,328	0.52	1,828,394	11,670	0.64
13	ENVOY AIR	817,655	4,468	0.55	666,932	4,125	0.62
14	PSA AIRLINES	1,033,857	5,776	0.56	861,267	4,580	0.53
15	AMERICAN AIRLINES	5,567,117	33,549	0.60	5,321,995	37,262	0.70
	TOTAL	36,158,561	149,964	0.41	36,074,537	190,870	0.53

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

AIR TRAVEL CONSUMER REPORT

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

RANK	CARRIER ¹	JANUARY - SEPTEMBER 2024			JANUARY - SEPTEMBER 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	3,082,319	7,542	0.24	4,696,434	7,859	0.17
2	JETBLUE AIRWAYS	10,153,488	36,833	0.36	11,738,473	65,328	0.56
3	ENDEAVOR AIR	6,217,127	23,693	0.38	6,230,634	28,217	0.45
4	HAWAIIAN AIRLINES	4,646,258	18,620	0.40	4,596,229	22,414	0.49
5	FRONTIER AIRLINES	6,596,922	27,852	0.42	7,008,125	37,004	0.53
6	SPIRIT AIRLINES	9,162,349	39,856	0.44	9,600,474	53,806	0.56
7	SOUTHWEST AIRLINES	99,806,347	434,777	0.44	95,625,583	449,931	0.47
8	DELTA AIR LINES	61,341,629	300,630	0.49	59,991,342	325,675	0.54
9	SKYWEST AIRLINES	20,565,464	108,622	0.53	19,426,957	112,853	0.58
10	REPUBLIC AIRWAYS	6,409,233	34,806	0.54	6,250,629	46,994	0.75
11	ALASKA AIRLINES	16,336,274	104,558	0.64	17,013,312	104,912	0.62
12	UNITED AIRLINES	42,149,706	288,663	0.68	41,822,245	343,882	0.82
13	PSA AIRLINES	8,985,622	68,214	0.76	7,698,691	49,536	0.64
14	ENVOY AIR	7,437,983	59,710	0.80	5,938,627	46,184	0.78
15	AMERICAN AIRLINES	55,350,597	499,975	0.90	53,186,555	473,113	0.89
	TOTAL	358,241,318	2,054,351	0.57	350,824,310	2,167,708	0.62

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	September 2024			September 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	HAWAIIAN AIRLINES	1,403	6	0.43	1,315	12	0.91
2	DELTA AIR LINES NETWORK	13,573	69	0.51	15,494	115	0.74
	- DELTA AIR LINES	10,826	55	0.51	12,613	96	0.76
	- BRANDED CODESHARE PARTNERS	2,747	14	0.51	2,881	19	0.66
3	UNITED AIRLINES NETWORK	13,458	122	0.91	14,185	183	1.29
	- UNITED AIRLINES	10,445	97	0.93	11,029	145	1.31
	- BRANDED CODESHARE PARTNERS	3,013	25	0.83	3,156	38	1.20
4	ALLEGiant AIR	1,696	18	1.06	989	1	0.10
5	SOUTHWEST AIRLINES	24,032	290	1.21	19,592	321	1.64
6	AMERICAN AIRLINES NETWORK	13,571	192	1.41	12,690	223	1.76
	- AMERICAN AIRLINES	9,843	137	1.39	9,615	174	1.81
	- BRANDED CODESHARE PARTNERS	3,728	55	1.48	3,075	49	1.59
7	FRONTIER AIRLINES	2,659	38	1.43	2,301	39	1.69
8	ALASKA AIRLINES NETWORK	3,667	57	1.55	2,979	44	1.48
	- ALASKA AIRLINES	3,177	48	1.51	2,569	41	1.60
	- BRANDED CODESHARE PARTNERS	490	9	1.84	410	3	0.73
9	JETBLUE AIRWAYS	2,340	39	1.67	2,438	42	1.72
10	SPIRIT AIRLINES	2,408	47	1.95	993	55	5.54
	TOTAL	78,807	878	1.11	72,976	1,035	1.42

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

AIR TRAVEL CONSUMER REPORT

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

RANK	CARRIER ¹	JANUARY - SEPTEMBER 2024			JANUARY - SEPTEMBER 2023		
		NUMBER OF WHEELCHAIRS AND SCOOTERS ENPLANED	NUMBER OF WHEELCHAIRS AND SCOOTERS MISHANDLED	NUMBER OF WHEELCHAIRS AND SCOOTERS MISHANDLED PER 100 ENPLANED	NUMBER OF WHEELCHAIRS AND SCOOTERS ENPLANED	NUMBER OF WHEELCHAIRS AND SCOOTERS MISHANDLED	NUMBER OF WHEELCHAIRS AND SCOOTERS MISHANDLED PER 100 ENPLANED
1	DELTA AIR LINES NETWORK	117,763	736	0.62	146,381	1,005	0.69
	- DELTA AIR LINES	95,673	611	0.64	121,450	872	0.72
	- BRANDED CODESHARE PARTNERS	22,090	125	0.57	24,931	133	0.53
2	ALLEGiant AIR	20,434	144	0.70	15,303	10	0.07
3	UNITED AIRLINES NETWORK	116,100	1,118	0.96	112,472	1,359	1.21
	- UNITED AIRLINES	91,310	920	1.01	89,174	1,112	1.25
	- BRANDED CODESHARE PARTNERS	24,790	198	0.80	23,298	247	1.06
4	HAWAIIAN AIRLINES	10,798	112	1.04	8,475	120	1.42
5	SOUTHWEST AIRLINES	191,824	2,838	1.48	153,271	2,527	1.65
6	JETBLUE AIRWAYS	21,482	319	1.48	22,442	376	1.68
7	ALASKA AIRLINES NETWORK	26,533	413	1.56	23,149	432	1.87
	- ALASKA AIRLINES	22,972	342	1.49	20,779	368	1.77
	- BRANDED CODESHARE PARTNERS	3,561	71	1.99	2,370	64	2.70
8	AMERICAN AIRLINES NETWORK	120,835	2,034	1.68	107,126	1,953	1.82
	- AMERICAN AIRLINES	90,079	1,548	1.72	82,763	1,504	1.82
	- BRANDED CODESHARE PARTNERS	30,756	486	1.58	24,363	449	1.84
9	FRONTIER AIRLINES	22,067	409	1.85	20,930	389	1.86
10	SPIRIT AIRLINES	19,678	451	2.29	7,988	466	5.83
	TOTAL	667,514	8,574	1.28	617,537	8,637	1.40

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

AIR TRAVEL CONSUMER REPORT

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

RANK	CARRIER ¹	September 2024			September 2023		
		NUMBER OF WHEELCHAIRS AND SCOOTERS ENPLANED	NUMBER OF WHEELCHAIRS AND SCOOTERS MISHANDLED	NUMBER OF WHEELCHAIRS AND SCOOTERS MISHANDLED PER 100 ENPLANED	NUMBER OF WHEELCHAIRS AND SCOOTERS ENPLANED	NUMBER OF WHEELCHAIRS AND SCOOTERS MISHANDLED	NUMBER OF WHEELCHAIRS AND SCOOTERS MISHANDLED PER 100 ENPLANED
1	ENDEAVOR AIR	929	3	0.32	1,116	7	0.63
2	HAWAIIAN AIRLINES	1,403	6	0.43	1,315	12	0.91
3	DELTA AIR LINES	10,826	55	0.51	12,613	96	0.76
4	UNITED AIRLINES	10,445	97	0.93	11,029	145	1.31
5	SKYWEST AIRLINES	3,597	35	0.97	3,813	37	0.97
6	ALLEGiant AIR	1,696	18	1.06	989	1	0.10
7	REPUBLIC AIRWAYS	1,249	14	1.12	1,186	15	1.26
8	ENVOY AIR	1,391	16	1.15	964	12	1.24
9	SOUTHWEST AIRLINES	24,032	290	1.21	19,592	321	1.64
10	AMERICAN AIRLINES	9,843	137	1.39	9,615	174	1.81
11	FRONTIER AIRLINES	2,659	38	1.43	2,301	39	1.69
12	ALASKA AIRLINES	3,177	48	1.51	2,569	41	1.60
13	JETBLUE AIRWAYS	2,340	39	1.67	2,438	42	1.72
14	SPIRIT AIRLINES	2,408	47	1.95	993	55	5.54
15	PSA AIRLINES	974	20	2.05	709	15	2.12
	TOTAL	76,969	863	1.12	71,242	1,012	1.42

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

AIR TRAVEL CONSUMER REPORT

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

RANK	CARRIER ¹	JANUARY - SEPTEMBER 2024			JANUARY - SEPTEMBER 2023		
		NUMBER OF WHEELCHAIRS AND SCOOTERS ENPLANED	NUMBER OF WHEELCHAIRS AND SCOOTERS MISHANDLED	NUMBER OF WHEELCHAIRS AND SCOOTERS MISHANDLED PER 100 ENPLANED	NUMBER OF WHEELCHAIRS AND SCOOTERS ENPLANED	NUMBER OF WHEELCHAIRS AND SCOOTERS MISHANDLED	NUMBER OF WHEELCHAIRS AND SCOOTERS MISHANDLED PER 100 ENPLANED
1	ENDEAVOR AIR	8,348	50	0.60	9,631	52	0.54
2	DELTA AIR LINES	95,673	611	0.64	121,450	872	0.72
3	ALLEGiant AIR	20,434	144	0.70	15,303	10	0.07
4	SKYWEST AIRLINES	29,065	255	0.88	28,764	283	0.98
5	UNITED AIRLINES	91,310	920	1.01	89,174	1,112	1.25
6	HAWAIIAN AIRLINES	10,798	112	1.04	8,475	120	1.42
7	ENVOY AIR	11,364	134	1.18	7,857	129	1.64
8	REPUBLIC AIRWAYS	9,641	122	1.27	9,706	123	1.27
9	SOUTHWEST AIRLINES	191,824	2,838	1.48	153,271	2,527	1.65
10	JETBLUE AIRWAYS	21,482	319	1.48	22,442	376	1.68
11	ALASKA AIRLINES	22,972	342	1.49	20,779	368	1.77
12	AMERICAN AIRLINES	90,079	1,548	1.72	82,763	1,504	1.82
13	FRONTIER AIRLINES	22,067	409	1.85	20,930	389	1.86
14	PSA AIRLINES	7,309	151	2.07	5,813	125	2.15
15	SPIRIT AIRLINES	19,678	451	2.29	7,988	466	5.83
	TOTAL	652,044	8,406	1.29	604,346	8,456	1.40

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	JULY- SEPTEMBER 2024			
		DENIED BOARDINGS (DB'S)		ENPLANED PASSENGERS	INVOLUNTARY DB's PER 10,000 PASSENGERS
		VOLUNTARY	INVOLUNTARY		
1	DELTA AIR LINES NETWORK	34,232	0	48,143,997	0.00
	- DELTA AIR LINES	20,064	0	40,179,599	0.00
	- BRANDED CODESHARE PARTNERS	14,168	0	7,964,398	0.00
2	ALLEGiant AIR	223	0	4,256,249	0.00
3	HAWAIIAN AIRLINES	84	4	2,745,911	0.01
4	SOUTHWEST AIRLINES	8,576	130	44,349,033	0.03
5	UNITED AIRLINES NETWORK	11,158	201	40,110,753	0.05
	- UNITED AIRLINES	6,961	120	31,704,357	0.04
	- BRANDED CODESHARE PARTNERS	4,197	81	8,406,396	0.10
6	JETBLUE AIRWAYS	1,350	77	8,926,584	0.09
7	ALASKA AIRLINES NETWORK	3,498	121	12,519,295	0.10
	- ALASKA AIRLINES	2,119	76	9,753,590	0.08
	- BRANDED CODESHARE PARTNERS	1,379	45	2,765,705	0.16
8	SPIRIT AIRLINES	4,520	432	10,925,102	0.40
9	AMERICAN AIRLINES NETWORK	17,822	3,832	53,524,166	0.72
	- AMERICAN AIRLINES	11,505	2,358	39,908,663	0.59
	- BRANDED CODESHARE PARTNERS	6,317	1,474	13,615,503	1.08
10	FRONTIER AIRLINES	1,283	1,781	8,621,022	2.07
	TOTAL	82,746	6,578	234,122,112	0.28

JULY- SEPTEMBER 2023			
DENIED BOARDINGS (DB'S)		ENPLANED PASSENGERS	INVOLUNTARY DB's PER 10,000 PASSENGERS
VOLUNTARY	INVOLUNTARY		
46,737	0	47,189,358	0.00
30,786	0	39,698,928	0.00
15,951	0	7,490,430	0.00
452	0	4,292,031	0.00
120	3	2,269,475	0.01
10,664	781	44,239,337	0.18
10,148	116	39,175,009	0.03
6,725	74	31,582,061	0.02
3,423	42	7,592,948	0.06
2,353	152	9,316,848	0.16
3,271	95	11,921,659	0.08
1,952	40	9,446,675	0.04
1,319	55	2,474,984	0.22
2,253	234	10,092,940	0.23
11,797	3,081	49,738,298	0.62
7,157	1,973	37,931,785	0.52
4,640	1,108	11,806,513	0.94
2,110	3,508	7,148,319	4.91
89,905	7,970	225,383,274	0.35

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

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

AIR TRAVEL CONSUMER REPORT
PASSENGERS DENIED BOARDING BY REPORTING MARKETING U.S. AIRLINES (YTD)

JANUARY- SEPTEMBER 2024					
RANK	CARRIER ¹	DENIED BOARDINGS (DB'S)		ENPLANED PASSENGERS	INVOLUNTARY DB's PER 10,000 PASSENGERS
		VOLUNTARY	INVOLUNTARY		
1	ALLEGiant AIR	583	0	12,982,957	0.00
2	DELTA AIR LINES NETWORK	88,893	1	138,904,355	0.00
	- DELTA AIR LINES	54,207	0	115,942,942	0.00
	- BRANDED CODESHARE PARTNERS	34,686	1	22,961,413	0.00
3	HAWAIIAN AIRLINES	690	9	7,925,235	0.01
4	UNITED AIRLINES NETWORK	29,817	328	114,492,645	0.03
	- UNITED AIRLINES	18,007	199	91,051,458	0.02
	- BRANDED CODESHARE PARTNERS	11,810	129	23,441,187	0.06
5	ALASKA AIRLINES NETWORK	11,045	294	33,114,859	0.09
	- ALASKA AIRLINES	6,632	149	25,492,618	0.06
	- BRANDED CODESHARE PARTNERS	4,413	145	7,622,241	0.19
6	SOUTHWEST AIRLINES	31,020	1,240	131,624,993	0.09
7	JETBLUE AIRWAYS	4,234	255	26,101,109	0.10
8	SPIRIT AIRLINES	15,929	1,551	32,264,057	0.48
9	AMERICAN AIRLINES NETWORK	50,348	10,664	155,670,284	0.69
	- AMERICAN AIRLINES	30,761	6,516	117,273,860	0.56
	- BRANDED CODESHARE PARTNERS	19,587	4,148	38,396,424	1.08
10	FRONTIER AIRLINES	4,060	5,572	23,147,231	2.41
	TOTAL	236,619	19,914	676,227,725	0.29

JANUARY- SEPTEMBER 2023			
DENIED BOARDINGS (DB'S)		ENPLANED PASSENGERS	INVOLUNTARY DB's PER 10,000 PASSENGERS
VOLUNTARY	INVOLUNTARY		
922	0	13,196,465	0.00
123,016	3	132,582,476	0.00
85,694	0	111,185,709	0.00
37,322	3	21,396,767	0.00
678	3	7,479,348	0.00
27,636	300	109,745,836	0.03
17,035	220	87,637,923	0.03
10,601	80	22,107,913	0.04
9,938	273	32,605,761	0.08
7,060	148	25,762,628	0.06
2,878	125	6,843,133	0.18
30,352	2,433	125,900,674	0.19
6,110	266	28,193,699	0.09
9,807	1,032	30,557,061	0.34
32,447	8,114	143,402,120	0.57
19,352	5,065	110,385,425	0.46
13,095	3,049	33,016,695	0.92
10,241	9,290	20,932,268	4.44
250,469	21,711	637,116,360	0.34

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

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

AIR TRAVEL CONSUMER REPORT

PASSENGERS DENIED BOARDING BY REPORTING OPERATING U.S. AIRLINES

RANK	CARRIER ¹	JULY- SEPTEMBER 2024			
		DENIED BOARDINGS (DB'S)		ENPLANED PASSENGERS	INVOLUNTARY DB's PER 10,000 PASSENGERS
		VOLUNTARY	INVOLUNTARY		
1	DELTA AIR LINES	20,064	0	40,179,599	0.00
2	ALLEGiant AIR	223	0	4,256,249	0.00
3	ENDEAVOR AIR	4,970	0	3,066,259	0.00
4	HAWAIIAN AIRLINES	84	4	2,745,911	0.01
5	SOUTHWEST AIRLINES	8,576	130	44,349,033	0.03
6	UNITED AIRLINES	6,961	120	31,704,357	0.04
7	ALASKA AIRLINES	2,119	76	9,753,590	0.08
8	JETBLUE AIRWAYS	1,350	77	8,926,584	0.09
9	SKYWEST AIRLINES	10,722	131	10,652,489	0.12
10	SPIRIT AIRLINES	4,520	432	10,925,102	0.40
11	AMERICAN AIRLINES	11,505	2,358	39,908,663	0.59
12	REPUBLIC AIRWAYS	3,861	305	4,723,761	0.65
13	ENVOY AIR	1,641	366	4,702,395	0.78
14	PSA AIRLINES	1,594	487	3,522,891	1.38
15	FRONTIER AIRLINES	1,283	1,781	8,621,022	2.07
	TOTAL	79,473	6,267	228,037,905	0.27

JULY- SEPTEMBER 2023			
DENIED BOARDINGS (DB'S)		ENPLANED PASSENGERS	INVOLUNTARY DB's PER 10,000 PASSENGERS
VOLUNTARY	INVOLUNTARY		
30,786	0	39,698,928	0.00
452	0	4,292,031	0.00
5,996	0	3,285,548	0.00
120	3	2,269,475	0.01
10,664	781	44,239,337	0.18
6,725	74	31,582,061	0.02
1,952	40	9,446,675	0.04
2,353	152	9,316,848	0.16
9,583	132	9,656,222	0.14
2,253	234	10,092,940	0.23
7,157	1,973	37,931,785	0.52
4,232	301	4,270,457	0.70
859	145	3,658,213	0.40
1,558	282	2,923,437	0.96
2,110	3,508	7,148,319	4.91
86,800	7,625	219,812,276	0.35

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

² Carriers with zero involuntary denied boardings are ranked in order of highest to lowest number of enplanements.

AIR TRAVEL CONSUMER REPORT

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

JANUARY- SEPTEMBER 2024					
RANK	CARRIER ¹	DENIED BOARDINGS (DB'S)		ENPLANED PASSENGERS	INVOLUNTARY DB's PER 10,000 PASSENGERS
		VOLUNTARY	INVOLUNTARY		
1	DELTA AIR LINES	54,207	0	115,942,942	0.00
2	ALLEGiant AIR	583	0	12,982,957	0.00
3	ENDEAVOR AIR	12,389	0	9,289,796	0.00
4	HAWAIIAN AIRLINES	690	9	7,925,235	0.01
5	UNITED AIRLINES	18,007	199	91,051,458	0.02
6	ALASKA AIRLINES	6,632	149	25,492,618	0.06
7	SOUTHWEST AIRLINES	31,020	1,240	131,624,993	0.09
8	JETBLUE AIRWAYS	4,234	255	26,101,109	0.10
9	SKYWEST AIRLINES	26,933	508	31,398,858	0.16
10	REPUBLIC AIRWAYS	9,065	590	13,394,435	0.44
11	SPIRIT AIRLINES	15,929	1,551	32,264,057	0.48
12	AMERICAN AIRLINES	30,761	6,516	117,273,860	0.56
13	ENVOY AIR	5,054	1,133	13,071,973	0.87
14	PSA AIRLINES	4,891	1,089	9,851,638	1.11
15	FRONTIER AIRLINES	4,060	5,572	23,147,231	2.41
	TOTAL	224,455	18,811	660,813,160	0.28

JANUARY- SEPTEMBER 2023			
DENIED BOARDINGS (DB'S)		ENPLANED PASSENGERS	INVOLUNTARY DB's PER 10,000 PASSENGERS
VOLUNTARY	INVOLUNTARY		
85,694	0	111,185,709	0.00
922	0	13,196,465	0.00
13,523	0	8,973,622	0.00
678	3	7,479,348	0.00
17,035	220	87,637,923	0.03
7,060	148	25,762,628	0.06
30,352	2,433	125,900,674	0.19
6,110	266	28,193,699	0.09
24,408	552	29,274,082	0.19
9,521	606	12,749,157	0.48
9,807	1,032	30,557,061	0.34
19,352	5,065	110,385,425	0.46
3,083	486	10,039,661	0.48
3,638	592	8,408,508	0.70
10,241	9,290	20,932,268	4.44
241,424	20,693	630,676,230	0.33

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

² Carriers with zero involuntary denied boardings are ranked in order of highest to lowest number of enplanements.

CONSUMER COMPLAINTS

The release of the submissions data in the ATCR continues to be delayed primarily because of the 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

September 2024 Airline Reports to DOT of Incidents Involving the Loss, Injury or Death of Animals During Air Transportation

14 CFR Part 235 of DOT regulations require U.S. carriers that operate at least one aircraft that has a designed seating capacity of 60 or more seats to report to DOT on any incidents involving the loss, injury, or death of an animal in its scheduled domestic or international passenger transportation. An "animal" for this purpose is (1) any animal which at the time of the transportation was being kept as a pet in a family household in the United States or (2) any dog or cat which was shipped as part of a commercial shipment on a scheduled passenger flight, including shipments by trainers and breeders.

An airline is required to submit a report for any month in which it experienced such a loss, injury, or death during air transportation. DOT publishes these reports monthly and forwards the reports to the U.S. Department of Agriculture, which enforces the Animal Welfare Act. The copies of the reports that appear on this website are redacted to remove identifying information about individuals, including the owner of the animal.

A statistical summary of the reports appears in the table below. To see the redacted version of the actual reports filed by these airlines, click the airline's name.

Carrier	Death	Injury	Loss
NONE			
Totals:	0	0	0



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

Customer Experience Report for September 2024 ^a

The Transportation Security Administration (TSA) screened approximately 69.5 million passengers at screening checkpoints and 37.6 million checked bags at baggage screening locations in September 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 September 2024, TSA received 17,335 complaints (i.e., a description of a negative experience) from the general public via phone or email (or 25.0 complaints per 100,000 passengers ^c). Below is a more detailed breakdown:

Courtesy		Screening of Personal Property		Screening of Passengers		Wait Times (Checkpoint)	
Number of Complaints	Complaints per 100,000 Passengers ^c	Number of Complaints	Complaints per 100,000 Passengers ^c	Number of Complaints	Complaints per 100,000 Passengers ^c	Number of Complaints	Complaints per 100,000 Passengers ^c
1,100	1.6	696	1.1	14,043	20.3	194	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
731	1.1	191	0.3	103	0.2	277	0.4

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

Number of Claims Received Regarding Loss or Damage to Property		
Checkpoint (TSA)	Checked Baggage (TSA and/ or Airline)	Claims per 100 Checked Bags Only
229 ^d	218	0.0006



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

Customer Experience Report for September 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

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