



Air Travel Consumer Report

A Product Of
THE OFFICE OF AVIATION CONSUMER PROTECTION

Issued: December 2024



Flight Delays¹	October 2024
Mishandled Baggage, Wheelchairs, and Scooters¹	October 2024
Oversales¹	3rd Quarter 2024
Consumer Complaints² (Includes Disability and Discrimination Complaints)	See explanation on page 43.
Airline Animal Incident Reports⁴	October 2024
Customer Service Reports to the Dept. of Homeland Security³	October 2024

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

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

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

⁴ Data collected by the Office of Aviation Consumer Protection.

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INTRODUCTION

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

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

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

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

FLIGHT DELAYS

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

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

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

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

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

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

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

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

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

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

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

AIR TRAVEL CONSUMER REPORT

BRANDED CODESHARE PARTNERS

OCTOBER 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

OCTOBER 2024

AT ALL US AIRPORTS			
CARRIER ¹	NUMBER OF AIRPORTS REPORTED	PERCENT OF ON-TIME ARRIVALS	RANK
DELTA AIR LINES NETWORK	209	89.9	1
- DELTA AIR LINES	142	89.5	
- BRANDED CODESHARE PARTNERS	176	90.7	
UNITED AIRLINES NETWORK	212	87.7	2
- UNITED AIRLINES	117	87.5	
- BRANDED CODESHARE PARTNERS	191	88.0	
HAWAIIAN AIRLINES	22	86.0	3
SOUTHWEST AIRLINES	104	85.4	4
AMERICAN AIRLINES NETWORK	223	85.2	5
- AMERICAN AIRLINES	125	83.4	
- BRANDED CODESHARE PARTNERS	202	87.2	
JETBLUE AIRWAYS	64	83.6	6
SPIRIT AIRLINES	60	83.4	7
ALASKA AIRLINES NETWORK	103	81.7	8
- ALASKA AIRLINES	85	82.2	
- BRANDED CODESHARE PARTNERS	56	81.0	
ALLEGiant AIR	120	79.2	9
FRONTIER AIRLINES	78	73.3	10
TOTAL AIRPORTS SERVED	352	86.0	

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

OCTOBER 2024

AT ALL US AIRPORTS			
CARRIER ¹	NUMBER OF AIRPORTS REPORTED	PERCENT OF ON-TIME ARRIVALS	RANK
ENDEAVOR AIR	96	92.1	1
REPUBLIC AIRWAYS	75	91.7	2
DELTA AIR LINES	142	89.5	3
ENVOY AIR	139	89.0	4
UNITED AIRLINES	117	87.5	5
HAWAIIAN AIRLINES	22	86.0	6
SOUTHWEST AIRLINES	104	85.4	7
SKYWEST AIRLINES	240	85.3	8
PSA AIRLINES	90	84.2	9
JETBLUE AIRWAYS	64	83.6	10
SPIRIT AIRLINES	60	83.4	11
AMERICAN AIRLINES	125	83.4	12
ALASKA AIRLINES	85	82.2	13
ALLEGiant AIR	120	79.2	14
FRONTIER AIRLINES	78	73.3	15
TOTAL AIRPORTS SERVED	337	85.8	

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

OCTOBER 2024

CARRIER ¹	Jan 24		Feb 24		Mar 24		Apr 24		May 24		Jun 24		Jul 24		Aug 24		Sep 24		Oct 24		Year-to-date (YTD)	
	%	Rank	%	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	81.7	8	77.0	5
- ALASKA AIRLINES	59.1		81.8		77.4		78.7		75.3		73.9		73.3		73.8		79.1		82.2		75.5	
- BRANDED CODESHARE PARTNERS	73.6		78.7		77.9		80.0		82.1		81.4		81.4		78.4		78.9		81.0		79.5	
ALLEGiant AIR	75.6	2	82.0	5	75.8	7	85.8	1	78.8	2	73.4	6	68.0	5	73.2	6	81.0	8	79.2	9	76.7	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	85.2	5	75.1	7
- AMERICAN AIRLINES	69.3		81.0		71.9		74.9		60.6		66.0		60.2		66.7		80.0		83.4		71.2	
- BRANDED CODESHARE PARTNERS	71.8		87.5		83.8		81.6		72.5		77.8		71.7		76.6		83.2		87.2		79.3	
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	89.9	1	81.6	2
- DELTA AIR LINES	80.4		88.5		83.4		84.1		78.3		79.7		65.2		79.9		86.6		89.5		81.3	
- BRANDED CODESHARE PARTNERS	73.2		88.2		87.5		86.1		82.7		76.3		72.4		76.8		88.4		90.7		82.2	
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	73.3	10	68.2	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	86.0	3	83.0	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	83.6	6	72.5	9
SOUTHWEST AIRLINES	73.9	3	83.1	4	76.6	6	79.8	6	71.4	8	73.7	5	70.6	3	78.8	3	85.0	4	85.4	4	77.6	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	83.4	7	73.3	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	87.7	2	78.8	3
- UNITED AIRLINES	71.9		83.3		80.6		80.2		72.4		74.6		68.3		74.9		86.2		87.5		78.0	
- BRANDED CODESHARE PARTNERS	72.9		83.1		83.4		82.8		74.7		77.4		72.5		77.8		85.9		88.0		79.9	
TOTAL	72.8		83.7		78.7		80.4		72.6		74.3		68.4		74.9		84.0		86.0		77.4	

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

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

AIR TRAVEL CONSUMER REPORT

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

OCTOBER 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	152	69.1	253	77.5	112	88.4	222	81.5	52	82.7	0	0.0	153	79.7	149	81.9
- ALASKA AIRLINES	152	69.1	253	77.5	112	88.4	222	81.5	52	82.7	0	0.0	153	79.7	149	81.9
- 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	56	87.5	209	84.7	49	81.6	12	91.7	0	0.0	0	0.0	41	92.7
AMERICAN AIRLINES NETWORK	1021	84.4	1312	84.5	1499	85.1	2396	84.6	390	79.7	19840	82.5	7514	86.6	804	85.4
- AMERICAN AIRLINES	724	83.0	1207	83.8	844	82.3	1622	82.1	370	79.5	11032	82.7	2439	83.4	700	84.4
- BRANDED CODESHARE PARTNERS	297	87.9	105	93.3	655	88.7	774	89.9	20	85.0	8808	82.3	5075	88.2	104	92.3
DELTA AIR LINES NETWORK	23227	91.6	1355	89.1	1239	90.4	4093	88.0	606	90.3	1057	88.6	1675	89.2	1052	88.8
- DELTA AIR LINES	19940	91.7	1002	88.7	765	91.9	2291	85.4	473	89.0	582	86.3	785	87.9	1021	88.8
- BRANDED CODESHARE PARTNERS	3287	91.0	353	90.1	474	88.0	1802	91.2	133	94.7	475	91.6	890	90.3	31	87.1
FRONTIER AIRLINES	1127	72.8	86	77.9	85	82.4	187	67.9	233	75.1	350	56.9	93	75.3	2374	76.7
HAWAIIAN AIRLINES	0	0.0	14	100.0	0	0.0	17	88.2	0	0.0	0	0.0	0	0.0	0	0.0
JETBLUE AIRWAYS	272	81.6	57	89.5	144	79.2	3763	83.2	0	0.0	48	87.5	713	84.0	119	95.0
SOUTHWEST AIRLINES	2534	85.9	3192	85.4	4620	87.5	637	82.3	6251	85.9	296	74.0	1335	84.0	7718	88.5
SPIRIT AIRLINES	772	75.9	99	80.8	315	82.5	539	80.5	501	84.6	368	82.9	0	0.0	0	0.0
UNITED AIRLINES NETWORK	774	84.4	1015	86.8	781	86.0	1230	85.7	380	84.7	519	87.5	843	85.9	14673	90.6
- UNITED AIRLINES	712	83.6	959	86.7	610	85.7	1220	85.6	359	84.4	340	86.8	532	86.3	9082	91.8
- BRANDED CODESHARE PARTNERS	62	93.5	56	89.3	171	87.1	10	100.0	21	90.5	179	88.8	311	85.2	5591	88.6
TOTAL	29,879	89.4	7,439	85.8	9,004	87.0	13,133	84.8	8,425	85.5	22,478	82.4	12,326	86.3	26,930	88.5

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

AIR TRAVEL CONSUMER REPORT

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

OCTOBER 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	210	71.4	31	87.1	300	83.7	31	87.1	163	76.7	57	91.2	287	77.4	850	71.9
- ALASKA AIRLINES	210	71.4	31	87.1	300	83.7	31	87.1	163	76.7	57	91.2	287	77.4	492	76.0
- BRANDED CODESHARE PARTNERS	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	358	66.2
ALLEGiant AIR	0	0.0	0	0.0	58	94.8	209	78.9	17	64.7	0	0.0	0	0.0	645	76.1
AMERICAN AIRLINES NETWORK	23970	86.8	890	86.2	646	73.8	432	81.5	221	86.0	785	82.0	2190	88.1	1318	83.1
- AMERICAN AIRLINES	14563	86.3	546	84.2	646	73.8	432	81.5	84	83.3	622	79.6	1280	85.4	1318	83.1
- BRANDED CODESHARE PARTNERS	9407	87.7	344	89.2	0	0.0	0	0.0	137	87.6	163	91.4	910	91.9	0	0.0
DELTA AIR LINES NETWORK	1084	89.6	8858	89.3	811	79.9	985	87.3	547	90.7	689	89.6	5103	88.8	1544	85.8
- DELTA AIR LINES	1084	89.6	5108	89.3	586	79.4	985	87.3	281	88.3	689	89.6	2632	86.1	1452	87.3
- BRANDED CODESHARE PARTNERS	0	0.0	3750	89.4	225	81.3	0	0.0	266	93.2	0	0.0	2471	91.6	92	62.0
FRONTIER AIRLINES	962	69.2	171	72.5	48	70.8	85	75.3	0	0.0	355	69.6	134	85.8	1246	75.0
HAWAIIAN AIRLINES	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	31	64.5	124	85.5
JETBLUE AIRWAYS	31	83.9	79	78.5	398	76.1	1432	85.4	0	0.0	62	91.9	2981	84.2	328	92.1
SOUTHWEST AIRLINES	0	0.0	363	86.5	0	0.0	924	82.1	97	81.4	0	0.0	0	0.0	7463	86.1
SPIRIT AIRLINES	814	84.6	842	86.2	921	82.3	2083	83.7	0	0.0	874	86.8	0	0.0	2475	81.7
UNITED AIRLINES NETWORK	958	87.3	616	87.0	9221	85.5	598	85.3	6457	91.4	11715	90.1	0	0.0	1357	86.8
- UNITED AIRLINES	787	86.5	232	85.8	5772	84.5	598	85.3	2928	90.5	6215	89.5	0	0.0	1357	86.8
- BRANDED CODESHARE PARTNERS	171	90.6	384	87.8	3449	87.2	0	0.0	3529	92.1	5500	90.9	0	0.0	0	0.0
TOTAL	28,029	86.2	11,850	88.3	12,403	84.0	6,779	84.1	7,502	90.7	14,537	89.0	10,726	86.9	17,350	83.5

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

AIR TRAVEL CONSUMER REPORT

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

OCTOBER 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	1624	84.6	0	0.0	177	69.5	0	0.0	31	71.0	103	86.4	244	82.4	58	67.2
- ALASKA AIRLINES	762	86.0	0	0.0	177	69.5	0	0.0	31	71.0	76	85.5	244	82.4	58	67.2
- BRANDED CODESHARE PARTNERS	862	83.4	0	0.0	0	0.0	0	0.0	0	0.0	27	88.9	0	0.0	0	0.0
ALLEGiant AIR	58	82.8	0	0.0	25	84.0	38	86.8	0	0.0	9	100.0	0	0.0	0	0.0
AMERICAN AIRLINES NETWORK	3571	85.9	3460	86.4	1467	79.1	0	0.0	5941	85.0	679	84.7	10743	85.1	8721	85.9
- AMERICAN AIRLINES	2730	84.9	1242	80.1	1467	79.1	0	0.0	4959	84.2	429	82.8	4886	85.6	4551	82.9
- BRANDED CODESHARE PARTNERS	841	89.2	2218	89.9	0	0.0	0	0.0	982	88.7	250	88.0	5857	84.8	4170	89.1
DELTA AIR LINES NETWORK	4166	89.2	7060	90.3	1766	80.4	318	90.6	915	88.7	8870	92.4	1212	87.0	638	85.4
- DELTA AIR LINES	3176	89.3	2557	87.6	1766	80.4	145	87.6	915	88.7	6073	92.3	1087	86.6	554	84.5
- BRANDED CODESHARE PARTNERS	990	88.7	4503	91.8	0	0.0	173	93.1	0	0.0	2797	92.6	125	90.4	84	91.7
FRONTIER AIRLINES	372	73.1	248	69.4	1221	70.8	326	73.6	254	67.3	116	74.1	307	67.1	885	69.6
HAWAIIAN AIRLINES	193	79.3	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
JETBLUE AIRWAYS	720	93.9	730	83.0	1314	80.5	0	0.0	90	85.6	26	73.1	114	81.6	114	84.2
SOUTHWEST AIRLINES	2192	85.9	986	86.9	3626	81.9	6062	88.0	355	86.8	576	87.0	403	90.6	470	80.4
SPIRIT AIRLINES	951	86.5	690	90.3	1612	84.2	0	0.0	264	88.3	94	92.6	622	82.5	299	87.0
UNITED AIRLINES NETWORK	3269	87.5	978	86.9	1082	83.2	0	0.0	458	91.0	699	86.0	15121	87.2	471	88.7
- UNITED AIRLINES	2417	87.3	785	87.1	1082	83.2	0	0.0	458	91.0	551	85.8	8334	87.4	374	89.3
- BRANDED CODESHARE PARTNERS	852	88.4	193	86.0	0	0.0	0	0.0	0	0.0	148	86.5	6787	86.9	97	86.6
TOTAL	17,116	86.9	14,152	88.1	12,290	80.3	6,744	87.4	8,308	85.3	11,172	90.9	28,766	86.1	11,656	84.4

* 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)

OCTOBER 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	496	86.7	1846	67.3	8783	85.3	1953	71.5	204	82.8	62	56.5
- ALASKA AIRLINES	410	87.8	892	71.7	6540	84.9	944	75.1	93	83.9	62	56.5
- BRANDED CODESHARE PARTNERS	86	81.4	954	63.2	2243	86.2	1009	68.2	111	82.0	0	0.0
ALLEGiant AIR	40	80.0	9	77.8	0	0.0	0	0.0	0	0.0	0	0.0
AMERICAN AIRLINES NETWORK	7574	87.3	782	76.9	629	81.2	1124	79.1	425	88.2	1082	73.8
- AMERICAN AIRLINES	4795	87.6	782	76.9	484	79.8	1026	78.2	305	88.9	983	73.2
- BRANDED CODESHARE PARTNERS	2779	86.8	0	0.0	145	86.2	98	88.8	120	86.7	99	78.8
DELTA AIR LINES NETWORK	1035	88.3	1004	77.5	4252	90.9	1256	87.9	6757	92.8	1098	78.5
- DELTA AIR LINES	890	88.8	850	80.0	2732	90.8	1146	88.2	4704	92.2	1098	78.5
- BRANDED CODESHARE PARTNERS	145	85.5	154	63.6	1520	91.1	110	84.5	2053	94.3	0	0.0
FRONTIER AIRLINES	813	72.0	330	61.8	148	80.4	467	66.4	304	75.7	468	73.3
HAWAIIAN AIRLINES	31	67.7	62	85.5	62	69.4	62	82.3	31	90.3	0	0.0
JETBLUE AIRWAYS	79	86.1	163	83.4	57	82.5	347	87.6	83	91.6	400	78.3
SOUTHWEST AIRLINES	5939	87.1	2947	71.3	654	80.4	671	75.4	987	86.0	1866	75.8
SPIRIT AIRLINES	71	83.1	287	66.9	99	82.8	0	0.0	90	77.8	394	76.4
UNITED AIRLINES NETWORK	1016	90.7	1038	78.6	799	87.5	6845	84.9	575	88.5	687	80.2
- UNITED AIRLINES	923	90.5	945	79.3	799	87.5	5046	85.6	329	90.9	687	80.2
- BRANDED CODESHARE PARTNERS	93	93.5	93	72.0	0	0.0	1799	82.8	246	85.4	0	0.0
TOTAL	17,094	86.7	8,468	72.4	15,483	86.4	12,725	81.5	9,456	90.7	6,057	76.2

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

AIR TRAVEL CONSUMER REPORT

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

OCTOBER 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	152	69.1	253	77.5	112	88.4	222	81.5	52	82.7	0	0.0	153	79.7	149	81.9
ALLEGiant AIR	0	0.0	56	87.5	209	84.7	49	81.6	12	91.7	0	0.0	0	0.0	41	92.7
AMERICAN AIRLINES	724	83.0	1207	83.8	844	82.3	1622	82.1	370	79.5	11032	82.7	2439	83.4	700	84.4
DELTA AIR LINES	19940	91.7	1002	88.7	765	91.9	2291	85.4	473	89.0	582	86.3	785	87.9	1021	88.8
ENDEAVOR AIR	2538	92.3	0	0.0	57	91.2	0	0.0	51	98.0	274	91.2	173	82.7	0	0.0
ENVOY AIR	18	88.9	105	93.3	159	83.6	180	86.1	20	85.0	483	76.2	271	83.4	10	90.0
FRONTIER AIRLINES	1127	72.8	86	77.9	85	82.4	187	67.9	233	75.1	350	56.9	93	75.3	2374	76.7
HAWAIIAN AIRLINES	0	0.0	14	100.0	0	0.0	17	88.2	0	0.0	0	0.0	0	0.0	0	0.0
JETBLUE AIRWAYS	272	81.6	57	89.5	144	79.2	3763	83.2	0	0.0	48	87.5	713	84.0	119	95.0
PSA AIRLINES	267	88.0	0	0.0	63	85.7	0	0.0	0	0.0	5718	81.0	3155	87.0	0	0.0
REPUBLIC AIRWAYS	47	91.5	8	100.0	565	92.9	2299	91.2	79	92.4	264	90.9	2381	91.6	0	0.0
SKYWEST AIRLINES	749	86.5	365	89.9	433	83.4	0	0.0	3	100.0	0	0.0	6	83.3	5716	88.6
SOUTHWEST AIRLINES	2534	85.9	3192	85.4	4620	87.5	637	82.3	6251	85.9	296	74.0	1335	84.0	7718	88.5
SPIRIT AIRLINES	772	75.9	99	80.8	315	82.5	539	80.5	501	84.6	368	82.9	0	0.0	0	0.0
UNITED AIRLINES	712	83.6	959	86.7	610	85.7	1220	85.6	359	84.4	340	86.8	532	86.3	9082	91.8
TOTAL	29,852	89.4	7,403	85.7	8,981	86.9	13,026	84.7	8,404	85.5	19,755	81.9	12,036	86.4	26,930	88.5

* 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)

OCTOBER 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	210	71.4	31	87.1	300	83.7	31	87.1	163	76.7	57	91.2	287	77.4	492	76.0
ALLEGiant AIR	0	0.0	0	0.0	58	94.8	209	78.9	17	64.7	0	0.0	0	0.0	645	76.1
AMERICAN AIRLINES	14563	86.3	546	84.2	646	73.8	432	81.5	84	83.3	622	79.6	1280	85.4	1318	83.1
DELTA AIR LINES	1084	89.6	5108	89.3	586	79.4	985	87.3	281	88.3	689	89.6	2632	86.1	1452	87.3
ENDEAVOR AIR	0	0.0	913	95.6	146	81.5	0	0.0	63	98.4	0	0.0	1488	92.1	0	0.0
ENVOY AIR	5923	91.3	77	85.7	0	0.0	0	0.0	0	0.0	80	97.5	0	0.0	0	0.0
FRONTIER AIRLINES	962	69.2	171	72.5	48	70.8	85	75.3	0	0.0	355	69.6	134	85.8	1246	75.0
HAWAIIAN AIRLINES	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	31	64.5	124	85.5
JETBLUE AIRWAYS	31	83.9	79	78.5	398	76.1	1432	85.4	0	0.0	62	91.9	2981	84.2	328	92.1
PSA AIRLINES	559	86.9	124	88.7	0	0.0	0	0.0	137	87.6	0	0.0	0	0.0	0	0.0
REPUBLIC AIRWAYS	4	100.0	450	92.2	2373	89.2	0	0.0	659	93.5	1	100.0	1610	91.6	0	0.0
SKYWEST AIRLINES	2925	80.7	2795	86.8	0	0.0	0	0.0	234	90.2	1272	87.7	283	90.1	295	64.1
SOUTHWEST AIRLINES	0	0.0	363	86.5	0	0.0	924	82.1	97	81.4	0	0.0	0	0.0	7463	86.1
SPIRIT AIRLINES	814	84.6	842	86.2	921	82.3	2083	83.7	0	0.0	874	86.8	0	0.0	2475	81.7
UNITED AIRLINES	787	86.5	232	85.8	5772	84.5	598	85.3	2928	90.5	6215	89.5	0	0.0	1357	86.8
TOTAL	27,862	86.2	11,731	88.3	11,248	84.1	6,779	84.1	4,663	89.9	10,227	87.8	10,726	86.9	17,195	83.7

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

AIR TRAVEL CONSUMER REPORT

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

OCTOBER 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	762	86.0	0	0.0	177	69.5	0	0.0	31	71.0	76	85.5	244	82.4	58	67.2
ALLEGiant AIR	58	82.8	0	0.0	25	84.0	38	86.8	0	0.0	9	100.0	0	0.0	0	0.0
AMERICAN AIRLINES	2730	84.9	1242	80.1	1467	79.1	0	0.0	4959	84.2	429	82.8	4886	85.6	4551	82.9
DELTA AIR LINES	3176	89.3	2557	87.6	1766	80.4	145	87.6	915	88.7	6073	92.3	1087	86.6	554	84.5
ENDEAVOR AIR	0	0.0	2614	90.6	0	0.0	0	0.0	0	0.0	550	92.5	3	66.7	0	0.0
ENVOY AIR	0	0.0	0	0.0	0	0.0	0	0.0	950	88.7	140	85.0	3096	83.8	0	0.0
FRONTIER AIRLINES	372	73.1	248	69.4	1221	70.8	326	73.6	254	67.3	116	74.1	307	67.1	885	69.6
HAWAIIAN AIRLINES	193	79.3	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
JETBLUE AIRWAYS	720	93.9	730	83.0	1314	80.5	0	0.0	90	85.6	26	73.1	114	81.6	114	84.2
PSA AIRLINES	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	27	85.2	0	0.0	1236	88.4
REPUBLIC AIRWAYS	0	0.0	3934	91.6	0	0.0	0	0.0	32	87.5	93	94.6	1302	93.0	811	86.8
SKYWEST AIRLINES	3293	87.5	365	88.2	0	0.0	173	93.1	0	0.0	2298	92.3	4792	85.5	0	0.0
SOUTHWEST AIRLINES	2192	85.9	986	86.9	3626	81.9	6062	88.0	355	86.8	576	87.0	403	90.6	470	80.4
SPIRIT AIRLINES	951	86.5	690	90.3	1612	84.2	0	0.0	264	88.3	94	92.6	622	82.5	299	87.0
UNITED AIRLINES	2417	87.3	785	87.1	1082	83.2	0	0.0	458	91.0	551	85.8	8334	87.4	374	89.3
TOTAL	16,864	86.9	14,151	88.1	12,290	80.3	6,744	87.4	8,308	85.3	11,058	91.0	25,190	86.1	9,352	83.0

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

AIR TRAVEL CONSUMER REPORT

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

OCTOBER 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	410	87.8	892	71.7	6540	84.9	944	75.1	93	83.9	62	56.5
ALLEGiant AIR	40	80.0	9	77.8	0	0.0	0	0.0	0	0.0	0	0.0
AMERICAN AIRLINES	4795	87.6	782	76.9	484	79.8	1026	78.2	305	88.9	983	73.2
DELTA AIR LINES	890	88.8	850	80.0	2732	90.8	1146	88.2	4704	92.2	1098	78.5
ENDEAVOR AIR	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
ENVOY AIR	785	90.7	0	0.0	81	90.1	0	0.0	0	0.0	99	78.8
FRONTIER AIRLINES	813	72.0	330	61.8	148	80.4	467	66.4	304	75.7	468	73.3
HAWAIIAN AIRLINES	31	67.7	62	85.5	62	69.4	62	82.3	31	90.3	0	0.0
JETBLUE AIRWAYS	79	86.1	163	83.4	57	82.5	347	87.6	83	91.6	400	78.3
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	2196	85.3	1112	63.3	2100	89.0	2857	78.0	2519	92.5	0	0.0
SOUTHWEST AIRLINES	5939	87.1	2947	71.3	654	80.4	671	75.4	987	86.0	1866	75.8
SPIRIT AIRLINES	71	83.1	287	66.9	99	82.8	0	0.0	90	77.8	394	76.4
UNITED AIRLINES	923	90.5	945	79.3	799	87.5	5046	85.6	329	90.9	687	80.2
TOTAL	16,972	86.7	8,379	72.4	13,756	86.4	12,566	81.5	9,445	90.7	6,057	76.2

* 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)

OCTOBER 2024

ARRIVAL AIRPORT*																
SCHEDULED ARRIVAL TIME	ATL	AUS	BNA	BOS	BWI	CLT	DCA	DEN	DFW	DTW	EWB	FLL	IAD	IAH	JFK	LAS
0600-0659	89.4	90.3	97.3	85.9	95.0	93.2	94.8	93.9	92.0	90.0	89.5	89.6	94.2	92.3	90.6	94.1
0700-0759	92.6	98.4	95.9	92.7	94.5	84.8	90.7	93.9	90.2	94.1	94.5	84.1	96.4	91.3	88.2	95.0
0800-0859	92.4	95.7	88.7	93.4	88.7	83.4	92.0	93.5	87.5	92.9	89.7	90.8	82.9	89.2	89.2	92.9
0900-0959	95.3	91.8	92.5	92.2	92.3	85.9	87.5	92.8	91.1	93.6	93.8	88.4	87.2	88.7	89.1	89.1
1000-1059	93.0	97.4	90.4	88.5	93.7	84.4	92.7	91.1	90.1	90.9	92.4	88.8	97.3	92.3	94.1	91.1
1100-1159	92.4	91.5	90.3	90.7	91.4	88.7	92.9	90.3	91.7	93.0	92.1	91.8	94.6	91.1	90.3	90.2
1200-1259	92.0	91.7	93.2	92.6	91.9	89.7	89.0	91.9	89.4	89.4	90.8	94.0	100.0	88.1	91.3	86.1
1300-1359	93.2	86.3	88.9	88.6	90.6	85.0	89.3	89.5	89.8	91.0	91.8	84.7	97.1	91.1	87.2	87.2
1400-1459	90.7	89.7	86.8	84.6	84.8	85.3	88.9	90.4	90.2	91.4	90.2	86.1	91.9	89.4	88.2	82.6
1500-1559	90.9	85.2	87.2	83.2	88.4	81.5	87.8	86.1	86.9	89.2	83.6	88.0	91.2	91.4	86.5	81.3
1600-1659	90.2	82.7	85.0	82.3	85.7	83.5	84.7	87.6	83.4	87.5	78.7	85.1	86.0	88.1	83.1	76.9
1700-1759	87.6	78.2	85.9	80.0	84.3	78.0	87.0	84.7	80.3	86.5	77.2	82.6	90.9	83.6	88.5	76.4
1800-1859	86.6	84.6	82.7	80.5	82.0	80.7	82.1	85.1	82.2	85.3	74.0	75.0	91.4	79.1	87.8	74.5
1900-1959	84.6	80.7	83.8	77.6	82.3	70.6	84.8	86.7	76.8	85.1	74.0	80.4	84.3	84.8	80.7	79.5
2000-2059	84.8	77.6	77.8	77.7	76.0	76.2	79.0	76.6	79.6	85.3	73.2	79.3	84.8	89.5	85.3	78.4
2100-2159	84.1	81.0	81.8	80.7	72.4	75.7	77.3	81.8	84.7	81.8	76.0	80.0	86.0	84.3	82.6	81.1
2200-2259	81.7	83.3	84.5	84.6	80.2	77.6	83.6	85.6	78.6	77.6	77.0	77.3	80.9	83.7	83.5	77.5
2300-0559	81.7	79.0	82.5	82.5	77.2	85.4	84.5	77.1	83.1	81.5	82.9	79.1	89.2	85.6	83.5	79.9
TOTAL	89.4	85.7	86.9	84.7	85.5	81.9	86.4	88.5	86.2	88.3	84.1	84.1	89.9	87.8	86.9	83.7

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

AIR TRAVEL CONSUMER REPORT

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

OCTOBER 2024

ARRIVAL AIRPORT*															
SCHEDULED ARRIVAL TIME	LAX	LGA	MCO	MDW	MIA	MSP	ORD	PHL	PHX	SAN	SEA	SFO	SLC	TPA	TOTAL
0600-0659	87.1	92.7	72.7	95.7	94.9	96.8	92.5	94.5	96.4	0.0	87.5	92.4	91.4	0.0	91.9
0700-0759	92.9	93.4	86.4	94.8	90.4	96.7	92.1	93.5	93.9	78.2	92.8	93.8	91.5	77.4	92.2
0800-0859	92.5	95.8	87.1	93.4	87.6	94.9	91.3	93.0	91.5	74.1	95.4	92.8	93.4	82.5	90.8
0900-0959	91.2	93.6	87.5	97.1	91.6	92.5	90.0	89.3	89.7	78.0	92.1	80.0	94.8	84.7	90.2
1000-1059	91.3	94.4	87.0	92.7	89.7	92.5	92.4	94.4	91.9	72.0	86.9	82.7	95.2	81.5	89.9
1100-1159	89.8	92.5	83.5	94.9	90.5	92.8	93.1	91.1	91.0	77.6	86.2	86.0	91.4	84.1	90.5
1200-1259	87.1	94.7	86.6	92.7	88.3	93.4	90.7	89.7	87.1	70.8	89.2	84.7	92.8	80.3	89.7
1300-1359	89.1	87.2	82.8	92.1	89.9	92.7	90.3	86.1	88.9	76.4	87.5	84.9	88.3	80.0	88.7
1400-1459	87.3	88.4	84.8	87.8	88.3	91.6	88.1	83.9	83.6	76.7	87.5	85.2	94.3	82.9	87.8
1500-1559	88.1	89.6	83.6	85.4	89.2	90.4	90.0	84.0	85.1	77.7	88.9	80.2	90.7	78.8	86.2
1600-1659	85.2	86.1	79.6	89.7	82.7	90.6	86.2	82.8	83.3	73.2	84.2	83.6	89.7	73.4	84.7
1700-1759	89.3	89.8	78.1	83.0	82.8	89.3	83.8	74.9	84.6	78.1	86.2	82.2	85.4	73.4	82.7
1800-1859	83.1	81.2	75.8	85.8	81.0	86.7	74.5	66.5	81.8	70.9	84.0	81.5	79.0	68.9	80.8
1900-1959	85.4	84.9	76.3	82.5	80.8	90.4	66.2	74.0	84.7	67.0	82.2	77.4	89.7	69.3	80.1
2000-2059	81.7	82.4	74.6	76.9	76.7	87.2	77.8	75.8	84.5	59.2	85.0	75.6	89.7	72.5	80.3
2100-2159	81.2	81.4	73.9	76.5	79.8	86.7	80.2	74.1	83.8	67.6	81.1	76.4	88.6	70.1	80.3
2200-2259	80.4	79.4	73.1	81.8	76.3	86.2	85.6	78.7	74.5	68.7	79.2	73.6	85.2	71.0	79.6
2300-0559	84.9	82.3	75.4	75.1	77.9	84.1	86.3	78.6	75.0	69.8	82.8	77.6	78.5	74.9	81.0
TOTAL	86.9	88.1	80.3	87.4	85.3	91.0	86.1	83.0	86.7	72.4	86.4	81.5	90.7	76.2	85.8

* 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)

OCTOBER 2024

DEPARTURE AIRPORT*																
SCHEDULED DEPARTURE TIME	ATL	AUS	BNA	BOS	BWI	CLT	DCA	DEN	DFW	DTW	EWR	FLL	IAD	IAH	JFK	LAS
0600-0659	91.8	96.9	94.2	93.8	92.2	92.7	93.6	93.3	91.3	95.1	91.2	94.8	96.4	94.2	92.4	92.7
0700-0759	93.0	92.3	91.4	92.5	91.2	91.1	93.1	93.6	89.8	89.4	91.3	91.8	91.1	90.8	92.6	91.7
0800-0859	92.6	93.9	94.8	90.6	86.1	87.6	90.3	90.8	88.5	93.5	93.5	90.6	93.1	88.5	93.2	91.4
0900-0959	90.7	91.2	85.2	91.9	81.9	87.7	90.2	89.9	82.2	88.8	88.5	86.8	89.6	87.6	90.4	86.5
1000-1059	90.4	89.2	89.8	88.5	83.8	83.6	89.8	87.1	85.2	89.9	89.0	82.8	88.9	85.2	84.8	85.0
1100-1159	90.2	91.2	86.6	86.5	80.5	84.9	87.7	88.8	78.8	90.2	88.5	85.3	92.3	89.0	91.8	87.7
1200-1259	89.1	88.3	87.8	86.8	84.9	81.4	87.9	82.7	84.2	88.0	85.4	88.0	91.9	85.8	90.2	81.5
1300-1359	88.5	87.2	85.7	89.8	81.8	86.4	84.6	86.0	76.0	83.8	86.1	81.4	96.1	80.3	87.5	83.3
1400-1459	88.9	80.2	82.9	85.9	79.9	80.4	87.4	78.0	82.9	87.0	85.2	80.7	87.2	83.0	84.5	78.7
1500-1559	86.5	82.4	81.1	81.1	72.8	77.6	86.3	81.8	79.5	84.3	83.2	80.9	77.3	80.3	87.0	78.1
1600-1659	86.3	77.7	82.0	82.2	74.0	78.0	82.6	77.1	79.4	87.1	81.5	73.0	93.4	84.5	88.2	75.4
1700-1759	85.5	71.2	79.0	80.1	73.9	76.4	82.6	85.1	78.2	78.8	78.0	79.7	85.0	83.9	82.3	72.6
1800-1859	82.8	80.0	81.3	77.2	72.8	74.0	81.9	74.2	79.3	83.4	76.2	76.8	83.9	80.4	84.0	69.8
1900-1959	84.7	81.3	81.9	77.1	71.2	75.2	81.7	83.7	75.7	82.4	71.1	70.3	92.2	78.6	84.2	71.5
2000-2059	80.0	77.5	83.8	74.6	77.1	71.1	84.3	82.4	75.5	81.5	75.1	79.1	76.5	83.2	82.2	71.9
2100-2159	84.3	70.5	74.7	77.5	67.4	73.0	86.7	83.1	79.3	86.0	73.5	73.9	0.0	83.8	85.5	71.1
2200-2259	84.7	81.7	82.9	76.9	62.7	75.6	84.3	78.2	84.1	74.5	69.1	73.5	89.9	81.9	91.0	80.7
2300-0559	85.4	95.0	96.3	96.0	93.3	86.5	90.2	88.4	89.4	86.2	89.7	98.5	96.3	93.7	89.8	88.0
TOTAL	87.4	85.6	86.1	86.0	79.5	80.7	86.9	85.4	81.9	87.2	83.8	83.1	90.0	85.2	88.1	82.4

* 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)

OCTOBER 2024

DEPARTURE AIRPORT*															
SCHEDULED DEPARTURE TIME	LAX	LGA	MCO	MDW	MIA	MSP	ORD	PHL	PHX	SAN	SEA	SFO	SLC	TPA	TOTAL
0600-0659	95.2	94.2	85.8	94.3	92.6	96.6	90.9	94.3	95.8	96.1	93.8	93.5	93.9	82.0	93.0
0700-0759	94.1	93.4	86.0	94.3	94.4	94.5	93.1	90.4	91.3	92.6	92.1	92.9	90.8	82.4	91.7
0800-0859	91.7	93.4	84.9	90.3	91.1	95.2	91.1	91.8	90.7	81.5	90.3	90.3	89.3	84.0	90.7
0900-0959	87.7	91.3	84.0	91.1	87.9	93.9	90.9	89.6	86.4	73.7	87.4	84.0	91.5	83.2	88.2
1000-1059	86.7	90.9	83.4	88.1	87.4	90.9	87.3	92.4	86.6	74.2	83.9	78.4	89.5	83.5	86.8
1100-1159	86.3	90.6	81.2	86.9	88.4	90.9	84.6	89.7	83.2	74.1	81.7	82.5	91.8	80.1	86.4
1200-1259	83.7	90.3	79.5	92.2	87.0	91.4	88.5	84.9	84.1	71.6	82.8	80.6	87.9	81.4	85.7
1300-1359	83.2	89.5	79.9	83.7	84.6	88.9	86.9	84.4	81.9	68.4	86.6	82.1	87.1	78.7	84.6
1400-1459	83.5	86.1	77.9	81.6	80.4	88.6	85.1	83.6	79.0	75.6	84.7	80.5	84.9	71.7	82.9
1500-1559	83.4	85.3	79.9	79.6	84.3	89.4	84.4	81.8	79.5	70.6	82.3	76.7	91.5	76.4	82.5
1600-1659	81.9	85.2	75.0	79.1	80.0	85.4	82.3	83.8	75.6	72.9	81.2	82.5	88.4	75.5	80.9
1700-1759	85.3	82.9	74.0	75.6	82.7	85.9	82.4	72.8	79.1	72.4	83.0	79.7	85.8	66.3	80.6
1800-1859	84.8	85.5	72.4	74.6	78.2	85.0	84.8	78.9	77.4	73.9	80.8	82.9	79.8	70.1	79.3
1900-1959	84.2	83.1	70.5	82.7	77.6	89.0	77.5	82.1	76.8	71.7	86.4	80.0	76.8	73.3	79.4
2000-2059	84.5	85.4	74.5	77.0	72.3	89.2	74.2	77.8	79.1	65.7	70.9	73.8	88.1	63.8	78.1
2100-2159	87.2	85.6	68.8	71.7	79.0	88.8	80.0	85.7	85.7	66.3	83.2	83.7	89.9	71.4	80.9
2200-2259	87.4	63.4	73.4	74.4	80.6	91.3	73.3	74.7	84.7	84.1	81.6	82.6	87.7	69.2	81.9
2300-0559	89.9	90.9	81.9	96.4	90.3	96.8	95.6	91.2	90.0	0.0	88.8	85.7	90.2	82.3	89.6
TOTAL	87.1	88.3	79.1	84.1	83.5	90.5	85.6	85.9	83.8	76.4	85.5	83.6	89.1	77.4	84.7

* 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
OCTOBER 2024

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Aberdeen, SD (ABR)	83.9	80.6	62	62
Abilene, TX (ABI)	87.9	95.3	149	149
Adak Island, AK (ADK)	88.9	77.8	9	9
Aguadilla, PR (BQN)	80.8	80.8	146	146
Akron, OH (CAK)	77.9	86.4	280	280
Albany, GA (ABY)	87.1	95.2	62	62
Albany, NY (ALB)	83.8	85.2	1090	1091
Albuquerque, NM (ABQ)	87.0	87.8	2400	2400
Alexandria, LA (AEX)	84.7	80.1	176	176
Allentown/Bethlehem/Easton, PA (ABE)	83.2	83.5	363	363
Alpena, MI (APN)	90.4	90.4	52	52
Amarillo, TX (AMA)	86.8	87.9	462	462
Anchorage, AK (ANC)	82.5	86.6	1333	1333
Appleton, WI (ATW)	86.0	88.1	563	563
Arcata/Eureka, CA (ACV)	79.3	82.1	179	179
Asheville, NC (AVL)	78.4	78.4	1094	1093
Ashland, WV (HTS)	76.5	52.9	17	17
Aspen, CO (ASE)	84.5	84.3	497	498
Atlanta, GA (ATL)	89.4	87.4	29852	29837
Atlantic City, NJ (ACY)	86.9	86.4	213	213
Augusta, GA (AGS)	76.1	76.7	343	344
Austin, TX (AUS)	85.7	85.6	7403	7398
Bakersfield, CA (BFL)	87.3	91.5	259	259
Baltimore, MD (BWI)	85.5	79.5	8404	8402
Bangor, ME (BGR)	88.3	85.0	547	548
Barrow, AK (BRW)	58.1	71.0	31	31
Baton Rouge, LA (BTR)	89.0	89.3	429	428
Beaumont/Port Arthur, TX (BPT)	80.6	85.5	62	62
Belleville, IL (BLV)	84.6	82.1	78	78
Bellingham, WA (BLI)	82.2	81.6	174	174
Bemidji, MN (BJI)	87.1	85.5	62	62
Bend/Redmond, OR (RDM)	87.4	87.0	500	500
Bethel, AK (BET)	88.7	85.5	62	62
Billings, MT (BIL)	90.4	89.1	366	367
Binghamton, NY (BGM)	100.0	100.0	31	31
Birmingham, AL (BHM)	88.2	89.4	1622	1623
Bishop, CA (BIH)	100.0	100.0	2	2
Bismarck/Mandan, ND (BIS)	92.8	90.7	374	375
Bloomington/Normal, IL (BMI)	94.3	92.2	141	141
Boise, ID (BOI)	86.6	90.1	1993	1991
Boston, MA (BOS)	84.7	86.0	13026	13035

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Bozeman, MT (BZN)	87.2	88.8	727	729
Brainerd, MN (BRD)	88.5	90.4	52	52
Bristol/Johnson City/Kingsport, TN (TRI)	91.4	89.1	257	256
Brownsville, TX (BRO)	89.8	91.8	196	196
Brunswick, GA (BQK)	80.2	84.0	81	81
Buffalo, NY (BUF)	83.5	87.5	2030	2032
Burbank, CA (BUR)	81.9	82.6	2886	2886
Burlington, VT (BTV)	86.5	88.4	901	904
Butte, MT (BTM)	98.2	100.0	57	57
Casper, WY (CPR)	89.9	87.1	217	217
Cedar City, UT (CDC)	94.2	92.3	52	52
Cedar Rapids/Iowa City, IA (CID)	81.8	87.5	754	754
Champaign/Urbana, IL (CMI)	94.9	94.9	118	118
Charleston, SC (CHS)	87.2	89.8	2254	2253
Charleston/Dunbar, WV (CRW)	83.8	86.6	328	328
Charlotte Amalie, VI (STT)	85.3	82.0	278	278
Charlotte, NC (CLT)	81.9	80.7	19755	19752
Charlottesville, VA (CHO)	90.8	90.5	360	359
Chattanooga, TN (CHA)	90.4	88.2	627	628
Cheyenne, WY (CYS)	86.2	91.4	58	58
Chicago, IL (MDW)	87.4	84.1	6744	6744
Chicago, IL (ORD)	86.1	85.6	25190	25211
Christiansted, VI (STX)	77.1	72.9	48	48
Cincinnati, OH (CVG)	86.3	88.8	3580	3580
Clarksburg/Fairmont, WV (CKB)	55.6	44.4	9	9
Cleveland, OH (CLE)	86.0	89.3	3577	3581
Cody, WY (COD)	91.9	87.1	62	62
College Station/Bryan, TX (CLL)	87.2	88.0	117	117
Colorado Springs, CO (COS)	86.0	87.5	1141	1141
Columbia, MO (COU)	86.9	86.3	168	168
Columbia, SC (CAE)	85.8	88.9	655	656
Columbus, GA (CSG)	94.0	91.7	84	84
Columbus, MS (GTR)	100.0	100.0	62	62
Columbus, OH (CMH)	87.1	89.3	3850	3849
Columbus, OH (LCK)	74.6	82.5	63	63
Concord, NC (USA)	80.4	73.9	46	46
Cordova, AK (CDV)	83.9	85.5	62	62
Corpus Christi, TX (CRP)	89.9	91.1	327	326
Dallas, TX (DAL)	87.0	83.2	6138	6140
Dallas/Fort Worth, TX (DFW)	86.2	81.9	27862	27861
Dayton, OH (DAY)	87.4	91.9	680	682

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

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Daytona Beach, FL (DAB)	87.0	87.0	239	239
Deadhorse, AK (SCC)	82.0	84.0	50	50
Decatur, IL (DEC)	90.6	96.2	53	53
Denver, CO (DEN)	88.5	85.4	26930	26929
Des Moines, IA (DSM)	86.6	88.7	1331	1332
Detroit, MI (DTW)	88.3	87.2	11731	11731
Devils Lake, ND (DVL)	86.0	87.7	57	57
Dickinson, ND (DIK)	86.2	94.8	58	58
Dodge City, KS (DDC)	79.2	77.4	53	53
Dothan, AL (DHN)	87.1	85.5	62	62
Duluth, MN (DLH)	92.2	93.5	230	230
Durango, CO (DRO)	86.2	85.7	356	356
Eagle, CO (EGE)	90.5	88.1	126	126
El Paso, TX (ELP)	87.6	89.6	1613	1613
Elko, NV (EKO)	93.5	100.0	31	31
Elmira/Corning, NY (ELM)	74.7	79.3	87	87
Escanaba, MI (ESC)	90.3	88.7	62	62
Eugene, OR (EUG)	86.0	87.1	651	650
Evansville, IN (EVV)	90.0	89.6	221	221
Everett, WA (PAE)	84.4	92.2	64	64
Fairbanks, AK (FAI)	83.1	86.8	266	266
Fargo, ND (FAR)	88.5	88.0	582	583
Fayetteville, AR (XNA)	89.8	91.8	1296	1298
Fayetteville, NC (FAY)	83.1	85.6	201	202
Flagstaff, AZ (FLG)	79.5	79.5	205	205
Flint, MI (FNT)	78.0	80.8	177	177
Fort Dodge, IA (FOD)	77.4	84.9	53	53
Fort Lauderdale, FL (FLL)	84.1	83.1	6779	6766
Fort Myers, FL (RSW)	79.9	82.4	2378	2370
Fort Smith, AR (FSM)	93.8	92.0	113	113
Fort Wayne, IN (FWA)	81.4	81.3	512	512
Fresno, CA (FAT)	83.2	87.9	1098	1098
Gainesville, FL (GNV)	89.2	90.5	286	285
Garden City, KS (GCK)	87.1	85.5	62	62
Gillette, WY (GCC)	85.5	85.5	62	62
Grand Forks, ND (GFK)	94.6	94.6	111	111
Grand Island, NE (GRI)	77.5	78.8	80	80
Grand Junction, CO (GJT)	88.4	88.6	404	404
Grand Rapids, MI (GRR)	85.8	88.7	1494	1492
Great Falls, MT (GTF)	96.4	91.2	194	194
Green Bay, WI (GRB)	88.3	91.4	368	370

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Greensboro/High Point, NC (GSO)	88.9	90.9	1086	1087
Greer, SC (GSP)	85.5	89.4	1465	1465
Guam, TT (GUM)	83.9	95.2	62	62
Gulfport/Biloxi, MS (GPT)	89.0	91.0	299	299
Gunnison, CO (GUC)	91.9	95.2	62	62
Hagerstown, MD (HGR)	78.6	71.4	28	28
Hancock/Houghton, MI (CMX)	71.0	85.5	62	62
Harlingen/San Benito, TX (HRL)	90.3	89.5	401	401
Harrisburg, PA (MDT)	82.8	86.9	488	488
Hartford, CT (BDL)	85.2	86.9	2023	2023
Hattiesburg/Laurel, MS (PIB)	69.8	84.9	53	53
Hayden, CO (HDN)	93.0	94.7	114	114
Hays, KS (HYS)	90.6	94.3	53	53
Helena, MT (HLN)	94.4	94.4	143	143
Hibbing, MN (HIB)	82.7	88.5	52	52
Hilo, HI (ITO)	84.6	89.3	551	551
Hilton Head, SC (HHH)	87.3	87.3	173	173
Hobbs, NM (HOB)	83.9	91.9	62	62
Honolulu, HI (HNL)	85.8	87.2	4982	4980
Houston, TX (HOU)	85.0	83.2	4885	4885
Houston, TX (IAH)	87.8	85.2	10227	10228
Huntsville, AL (HSV)	88.0	82.1	790	789
Idaho Falls, ID (IDA)	87.3	84.0	307	307
Indianapolis, IN (IND)	86.5	88.3	4469	4472
International Falls, MN (INL)	80.8	84.6	52	52
Iron Mountain/Kingsfd, MI (IMT)	90.3	88.7	62	62
Islip, NY (ISP)	82.6	79.9	270	269
Ithaca/Cortland, NY (ITH)	91.9	95.2	62	62
Jackson, WY (JAC)	93.1	92.9	378	379
Jackson/Vicksburg, MS (JAN)	90.2	90.7	615	615
Jacksonville, FL (JAX)	86.0	88.4	2585	2586
Jacksonville/Camp Lejeune, NC (OAJ)	89.6	87.7	212	212
Jamestown, ND (JMS)	91.2	91.2	57	57
Johnstown, PA (JST)	74.2	83.9	62	62
Joplin, MO (JLN)	80.8	82.7	52	52
Juneau, AK (JNU)	87.1	87.9	371	372
Kahului, HI (OGG)	89.1	89.4	2127	2126
Kalamazoo, MI (AZO)	86.4	88.6	88	88
Kalispell, MT (FCA)	92.5	91.4	267	267
Kansas City, MO (MCI)	87.1	89.3	4419	4419
Ketchikan, AK (KTN)	83.9	87.1	186	186

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

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Key West, FL (EYW)	85.5	85.2	560	560
Killeen, TX (GRK)	89.8	88.0	176	175
Knoxville, TN (TYS)	84.3	86.9	1693	1691
Kodiak, AK (ADQ)	77.4	82.3	62	62
Kona, HI (KOA)	87.4	89.6	1367	1365
Kotzebue, AK (OTZ)	76.5	76.5	34	34
La Crosse, WI (LSE)	80.0	92.5	40	40
Lafayette, LA (LFT)	83.4	86.9	283	283
Lake Charles, LA (LCH)	79.3	79.3	92	92
Lansing, MI (LAN)	78.9	82.5	114	114
Laramie, WY (LAR)	84.9	84.9	53	53
Laredo, TX (LRD)	89.5	89.5	152	152
Las Vegas, NV (LAS)	83.7	82.4	17195	17195
Latrobe, PA (LBE)	94.5	93.2	73	73
Lawton/Fort Sill, OK (LAW)	85.9	85.9	92	92
Lewiston, ID (LWS)	95.7	89.2	93	93
Lexington, KY (LEX)	87.1	87.1	815	816
Liberal, KS (LBL)	83.0	84.9	53	53
Lihue, HI (LIH)	89.6	90.9	1308	1308
Lincoln, NE (LNK)	87.2	91.3	242	242
Little Rock, AR (LIT)	88.8	88.3	1177	1178
Long Beach, CA (LGB)	85.5	84.3	1471	1471
Longview, TX (GGG)	90.3	80.6	62	62
Los Angeles, CA (LAX)	86.9	87.1	16864	16856
Louisville, KY (SDF)	87.8	89.9	2180	2179
Lubbock, TX (LBB)	82.8	89.3	522	522
Madison, WI (MSN)	87.2	91.0	1030	1029
Manchester, NH (MHT)	82.1	84.6	587	585
Manhattan/Ft. Riley, KS (MHK)	85.9	90.2	92	92
Marquette, MI (MQT)	91.2	91.2	68	68
Martha's Vineyard, MA (MVY)	84.8	87.9	33	33
Mason City, IA (MCW)	90.6	90.6	53	53
Medford, OR (MFR)	87.2	89.0	382	382
Melbourne, FL (MLB)	86.8	87.2	227	227
Memphis, TN (MEM)	87.9	88.4	1994	1995
Meridian, MS (MEI)	83.0	90.6	53	53
Miami, FL (MIA)	85.3	83.5	8308	8299
Midland/Odessa, TX (MAF)	89.3	90.0	829	827
Milwaukee, WI (MKE)	86.3	87.9	2564	2566
Minneapolis, MN (MSP)	91.0	90.5	11058	11050
Minot, ND (MOT)	93.2	89.4	206	207

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Mission/McAllen/Edinburg, TX (MFE)	87.4	90.3	483	483
Missoula, MT (MSO)	89.3	87.8	319	319
Mobile, AL (MOB)	95.5	94.6	224	224
Moline, IL (MLI)	86.3	91.9	408	408
Monroe, LA (MLU)	93.4	94.5	182	182
Monterey, CA (MRY)	82.6	87.0	461	461
Montgomery, AL (MGM)	91.8	89.3	233	233
Montrose/Delta, CO (MTJ)	94.6	93.1	130	130
Mosinee, WI (CWA)	91.9	88.7	62	62
Myrtle Beach, SC (MYR)	87.5	89.0	1387	1386
Nantucket, MA (ACK)	94.6	90.5	74	74
Nashville, TN (BNA)	86.9	86.1	8981	8985
New Orleans, LA (MSY)	86.3	85.4	4469	4463
New York, NY (JFK)	86.9	88.1	10726	10732
New York, NY (LGA)	88.1	88.3	14151	14154
Newark, NJ (EWR)	84.1	83.8	11248	11260
Newburgh/Poughkeepsie, NY (SWF)	70.6	73.5	34	34
Niagara Falls, NY (IAG)	90.5	66.7	21	21
Nome, AK (OME)	71.9	75.0	32	32
Norfolk, VA (ORF)	85.4	87.0	1936	1936
North Bend/Coos Bay, OR (OTH)	77.8	77.8	36	36
North Platte, NE (LBF)	84.6	94.2	52	52
Oakland, CA (OAK)	86.1	83.6	3379	3382
Oklahoma City, OK (OKC)	86.5	88.6	2062	2063
Omaha, NE (OMA)	88.6	89.0	2063	2064
Ontario, CA (ONT)	87.9	88.2	2388	2388
Orlando, FL (MCO)	80.3	79.1	12290	12289
Pago Pago, TT (PPG)	100.0	100.0	9	9
Palm Springs, CA (PSP)	84.5	89.6	1145	1142
Panama City, FL (ECP)	89.3	87.4	652	653
Pasco/Kennewick/Richland, WA (PSC)	86.8	90.6	500	500
Pellston, MI (PLN)	80.8	86.5	52	52
Pensacola, FL (PNS)	87.7	88.0	1077	1077
Peoria, IL (PIA)	84.2	84.2	322	323
Petersburg, AK (PSG)	83.9	90.3	62	62
Philadelphia, PA (PHL)	83.0	85.9	9352	9363
Phoenix, AZ (AZA)	87.9	91.6	464	464
Phoenix, AZ (PHX)	86.7	83.8	16972	16978
Pittsburgh, PA (PIT)	86.2	88.7	3924	3928
Plattsburgh, NY (PBG)	76.7	76.7	43	43
Pocatello, ID (PIH)	96.2	98.1	53	53

AIR TRAVEL CONSUMER REPORT
TABLE 5. ON-TIME ARRIVAL AND DEPARTURE PERCENTAGE BY AIRPORT BY REPORTING OPERATING CARRIER
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CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Ponce, PR (PSE)	68.4	81.6	38	38
Portland, ME (PWM)	85.3	84.0	1306	1307
Portland, OR (PDX)	87.0	89.3	5258	5258
Portsmouth, NH (PSM)	84.6	80.8	26	26
Prescott, AZ (PRC)	87.1	88.7	62	62
Presque Isle/Houlton, ME (PQI)	80.6	87.1	31	31
Providence, RI (PVD)	84.9	88.1	1450	1446
Provo, UT (PVU)	76.7	80.3	219	218
Punta Gorda, FL (PGD)	71.2	72.0	521	521
Raleigh/Durham, NC (RDU)	85.1	86.7	5360	5358
Rapid City, SD (RAP)	90.4	90.6	498	499
Redding, CA (RDD)	85.4	84.1	151	151
Reno, NV (RNO)	85.4	86.7	1859	1860
Rhineland, WI (RHI)	83.9	88.7	62	62
Richmond, VA (RIC)	85.6	89.6	1602	1602
Riverton/Lander, WY (RIW)	90.3	88.7	62	62
Roanoke, VA (ROA)	85.4	83.3	281	281
Rochester, MN (RST)	86.7	91.1	135	135
Rochester, NY (ROC)	85.3	87.8	1054	1054
Rock Springs, WY (RKS)	90.3	85.5	62	62
Rockford, IL (RFD)	67.6	66.2	71	71
Roswell, NM (ROW)	73.9	72.8	92	92
Sacramento, CA (SMF)	84.4	85.2	5013	5014
Saginaw/Bay City/Midland, MI (MBS)	84.9	83.4	205	205
Saipan, TT (SPN)	100.0	93.5	31	31
Salina, KS (SLN)	93.5	95.2	62	62
Salt Lake City, UT (SLC)	90.7	89.1	9445	9446
San Angelo, TX (SJT)	91.3	89.1	92	92
San Antonio, TX (SAT)	86.4	87.3	3720	3721
San Diego, CA (SAN)	72.4	76.4	8379	8377
San Francisco, CA (SFO)	81.5	83.6	12566	12568
San Jose, CA (SJC)	84.0	84.1	4588	4590
San Juan, PR (SJU)	80.9	81.5	2333	2325
San Luis Obispo, CA (SBP)	82.7	83.9	519	517
Sanford, FL (SFB)	73.0	73.9	759	760
Santa Ana, CA (SNA)	86.9	85.4	3674	3674
Santa Barbara, CA (SBA)	81.2	84.4	653	653
Santa Fe, NM (SAF)	77.1	80.3	340	340
Santa Maria, CA (SMX)	55.6	55.6	9	9
Santa Rosa, CA (STS)	76.4	80.5	347	348
Sarasota/Bradenton, FL (SRQ)	64.8	65.0	1189	1190

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Sault Ste. Marie, MI (CIU)	85.5	82.3	62	62
Savannah, GA (SAV)	86.4	87.2	1696	1698
Scottsbluff, NE (BFF)	78.8	86.5	52	52
Scranton/Wilkes-Barre, PA (AVP)	84.8	92.0	138	138
Seattle, WA (SEA)	86.4	85.5	13756	13763
Sheridan, WY (SHR)	80.6	91.9	62	62
Shreveport, LA (SHV)	90.0	88.8	418	418
Sioux City, IA (SUX)	77.4	80.6	62	62
Sioux Falls, SD (FSD)	86.8	87.6	619	619
Sitka, AK (SIT)	82.8	87.1	93	93
South Bend, IN (SBN)	82.3	83.7	631	631
Spokane, WA (GEG)	86.2	91.4	1474	1472
Springfield, IL (SPI)	66.7	55.6	9	9
Springfield, MO (SGF)	87.6	85.4	898	898
St. Cloud, MN (STC)	100.0	77.8	9	9
St. George, UT (SGU)	87.6	88.8	348	348
St. Louis, MO (STL)	87.8	86.1	5761	5762
St. Petersburg, FL (PIE)	72.7	74.2	631	631
State College, PA (SCE)	81.4	84.7	59	59
Stillwater, OK (SWO)	82.3	82.3	62	62
Stockton, CA (SCK)	82.2	64.4	45	45
Sun Valley/Hailey/Ketchum, ID (SUN)	93.6	95.4	109	109
Syracuse, NY (SYR)	86.0	88.6	1082	1081
Tallahassee, FL (TLH)	91.7	89.6	565	565
Tampa, FL (TPA)	76.2	77.4	6057	6051
Texarkana, AR (TXK)	88.7	85.5	62	62
Toledo, OH (TOL)	76.9	76.9	26	26
Traverse City, MI (TVC)	83.2	87.0	292	292
Trenton, NJ (TTN)	81.0	75.9	58	58
Tucson, AZ (TUS)	85.5	89.2	1717	1718
Tulsa, OK (TUL)	89.7	92.6	1597	1597
Twin Falls, ID (TWF)	94.3	100.0	53	53
Tyler, TX (TYR)	83.7	81.5	92	92
Valdosta, GA (VLD)	87.2	84.6	78	78
Valparaiso, FL (VPS)	90.0	90.1	856	856
Victoria, TX (VCT)	79.2	73.6	53	53
Waco, TX (ACT)	72.8	67.4	92	92
Washington, DC (DCA)	86.4	86.9	12036	12035
Washington, DC (IAD)	89.9	90.0	4663	4662
West Palm Beach/Palm Beach, FL (PBI)	80.0	82.6	2130	2123
West Yellowstone, MT (WYS)	93.3	100.0	15	15

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

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
White Plains, NY (HPN)	84.1	87.0	1037	1038
Wichita Falls, TX (SPS)	77.0	82.0	61	61
Wichita, KS (ICT)	85.9	88.2	886	883
Williston, ND (XWA)	87.1	90.3	186	186
Wilmington, NC (ILM)	89.4	91.0	777	777
Worcester, MA (ORH)	88.0	88.0	100	100
Wrangell, AK (WRG)	83.9	85.5	62	62
Yakutat, AK (YAK)	87.1	91.9	62	62
Yuma, AZ (YUM)	90.0	88.9	180	180

AIR TRAVEL CONSUMER REPORT

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

OCTOBER 2024

CARRIER ¹	AT ALL US AIRPORTS			
	NUMBER OF AIRPORTS REPORTED	FLIGHT OPERATIONS SCHEDULED	FLIGHT OPERATIONS CANCELLED	PERCENT OF OPERATIONS CANCELLED
UNITED AIRLINES NETWORK	212	123412	625	0.5
- UNITED AIRLINES	117	68403	551	0.8
- BRANDED CODESHARE PARTNERS	191	55009	74	0.1
AMERICAN AIRLINES NETWORK	223	169209	963	0.6
- AMERICAN AIRLINES	125	86812	766	0.9
- BRANDED CODESHARE PARTNERS	202	82397	197	0.2
DELTA AIR LINES NETWORK	209	135617	800	0.6
- DELTA AIR LINES	142	88300	799	0.9
- BRANDED CODESHARE PARTNERS	176	47317	1	0.0
ALASKA AIRLINES NETWORK	103	34345	254	0.7
- ALASKA AIRLINES	85	20503	174	0.8
- BRANDED CODESHARE PARTNERS	56	13842	80	0.6
HAWAIIAN AIRLINES	22	6583	73	1.1
SOUTHWEST AIRLINES	104	119251	1546	1.3
SPIRIT AIRLINES	60	21176	421	2.0
JETBLUE AIRWAYS	64	19694	489	2.5
FRONTIER AIRLINES	78	17801	555	3.1
ALLEGiant AIR	120	9195	588	6.4
TOTAL AIRPORTS SERVED	352	656,283	6,314	1.0

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

AIR TRAVEL CONSUMER REPORT

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

OCTOBER 2024

CARRIER ¹	AT ALL US AIRPORTS				
	NUMBER OF AIRPORTS REPORTED	FLIGHT OPERATIONS SCHEDULED	FLIGHT OPERATIONS CANCELLED	PERCENT OF OPERATIONS CANCELLED	RANK
ENDEAVOR AIR	96	16841	0	0.0	1
REPUBLIC AIRWAYS	75	27159	34	0.1	2
SKYWEST AIRLINES	240	69069	120	0.2	3
ENVOY AIR	139	23564	64	0.3	4
PSA AIRLINES	90	21146	104	0.5	5
UNITED AIRLINES	117	68403	551	0.8	6
ALASKA AIRLINES	85	20503	174	0.8	7
AMERICAN AIRLINES	125	86812	766	0.9	8
DELTA AIR LINES	142	88300	799	0.9	9
HAWAIIAN AIRLINES	22	6583	73	1.1	10
SOUTHWEST AIRLINES	104	119251	1546	1.3	11
SPIRIT AIRLINES	60	21176	421	2.0	12
JETBLUE AIRWAYS	64	19694	489	2.5	13
FRONTIER AIRLINES	78	17801	555	3.1	14
ALLEGiant AIR	120	9195	588	6.4	15
TOTAL AIRPORTS SERVED	337	615,497	6,284	1.0	

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

OCTOBER 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	34345	28068	81.72	254	0.74	65	0.19	1529	4.45	134	0.39	2192	6.38	26	0.08	2076	6.04
- ALASKA AIRLINES	20503	16851	82.19	174	0.85	42	0.20	814	3.97	71	0.35	1425	6.95	21	0.10	1105	5.39
- BRANDED CODESHARE PARTNERS	13842	11217	81.04	80	0.58	23	0.17	715	5.17	63	0.46	767	5.54	5	0.04	972	7.02
ALLEGiant AIR	9195	7284	79.22	588	6.39	19	0.21	453	4.93	81	0.88	267	2.90	4	0.04	499	5.43
AMERICAN AIRLINES NETWORK	169209	144205	85.22	963	0.57	180	0.11	8303	4.91	340	0.20	6465	3.82	74	0.04	8678	5.13
- AMERICAN AIRLINES	86812	72377	83.37	766	0.88	91	0.10	4693	5.41	136	0.16	3464	3.99	47	0.05	5239	6.03
- BRANDED CODESHARE PARTNERS	82397	71828	87.17	197	0.24	89	0.11	3610	4.38	205	0.25	3002	3.64	28	0.03	3439	4.17
DELTA AIR LINES NETWORK	135617	121913	89.90	800	0.59	122	0.09	6649	4.90	481	0.35	2905	2.14	14	0.01	2734	2.02
- DELTA AIR LINES	88300	78988	89.45	799	0.90	85	0.10	4040	4.58	74	0.08	2083	2.36	10	0.01	2222	2.52
- BRANDED CODESHARE PARTNERS	47317	42925	90.72	1	0.00	37	0.08	2608	5.51	407	0.86	822	1.74	4	0.01	512	1.08
FRONTIER AIRLINES	17801	13056	73.34	555	3.12	5	0.03	1110	6.24	43	0.24	1015	5.70	0	0.00	2017	11.33
HAWAIIAN AIRLINES	6583	5664	86.04	73	1.11	7	0.11	490	7.44	2	0.03	39	0.59	0	0.00	307	4.66
JETBLUE AIRWAYS	19694	16455	83.55	489	2.48	33	0.17	1251	6.35	13	0.07	751	3.81	11	0.06	691	3.51
SOUTHWEST AIRLINES	119251	101863	85.42	1546	1.30	135	0.11	5018	4.21	91	0.08	3268	2.74	54	0.05	7275	6.10
SPIRIT AIRLINES	21176	17663	83.41	421	1.99	22	0.10	914	4.32	21	0.10	1391	6.57	19	0.09	724	3.42
UNITED AIRLINES NETWORK	123412	108245	87.71	625	0.51	159	0.13	5839	4.73	266	0.22	4096	3.32	4	0.00	4178	3.39
- UNITED AIRLINES	68403	59823	87.46	551	0.81	77	0.11	2727	3.99	67	0.10	2730	3.99	0	0.00	2428	3.55
- BRANDED CODESHARE PARTNERS	55009	48422	88.03	74	0.13	82	0.15	3111	5.66	199	0.36	1366	2.48	4	0.01	1751	3.18
TOTAL	656,283	564,416	86.00	6,314	0.96	747	0.11	31,556	4.81	1,472	0.22	22,390	3.41	208	0.03	29,180	4.45

* Causes of Delay:

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

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

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

AIR TRAVEL CONSUMER REPORT
TABLE 7A. CAUSES OF DELAY* BY REPORTING OPERATING CARRIER
OCTOBER 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	20503	16851	82.19	174	0.85	42	0.20	814	3.97	71	0.35	1425	6.95	21	0.10	1105	5.39
ALLEGIAN AIR	9195	7284	79.22	588	6.39	19	0.21	453	4.93	81	0.88	267	2.90	4	0.04	499	5.43
AMERICAN AIRLINES	86812	72377	83.37	766	0.88	91	0.10	4693	5.41	136	0.16	3464	3.99	47	0.05	5239	6.03
DELTA AIR LINES	88300	78988	89.45	799	0.90	85	0.10	4040	4.58	74	0.08	2083	2.36	10	0.01	2222	2.52
ENDEAVOR AIR	16841	15507	92.08	0	0.00	8	0.05	483	2.87	42	0.25	374	2.22	1	0.01	427	2.54
ENVOY AIR	23564	20982	89.04	64	0.27	12	0.05	783	3.32	37	0.16	842	3.57	6	0.03	839	3.56
FRONTIER AIRLINES	17801	13056	73.34	555	3.12	5	0.03	1110	6.24	43	0.24	1015	5.70	0	0.00	2017	11.33
HAWAIIAN AIRLINES	6583	5664	86.04	73	1.11	7	0.11	490	7.44	2	0.03	39	0.59	0	0.00	307	4.66
JETBLUE AIRWAYS	19694	16455	83.55	489	2.48	33	0.17	1251	6.35	13	0.07	751	3.81	11	0.06	691	3.51
PSA AIRLINES	21146	17807	84.21	104	0.49	26	0.12	887	4.19	64	0.30	951	4.50	9	0.04	1298	6.14
REPUBLIC AIRWAYS	27159	24904	91.70	34	0.13	22	0.08	614	2.26	23	0.08	1050	3.87	5	0.02	506	1.86
SKYWEST AIRLINES	69069	58947	85.35	120	0.17	115	0.17	5863	8.49	646	0.94	1199	1.74	16	0.02	2163	3.13
SOUTHWEST AIRLINES	119251	101863	85.42	1546	1.30	135	0.11	5018	4.21	91	0.08	3268	2.74	54	0.05	7275	6.10
SPIRIT AIRLINES	21176	17663	83.41	421	1.99	22	0.10	914	4.32	21	0.10	1391	6.57	19	0.09	724	3.42
UNITED AIRLINES	68403	59823	87.46	551	0.81	77	0.11	2727	3.99	67	0.10	2730	3.99	0	0.00	2428	3.55
TOTAL	615,497	528,171	85.81	6,284	1.02	699	0.11	30,140	4.90	1,410	0.23	20,849	3.39	204	0.03	27,739	4.51

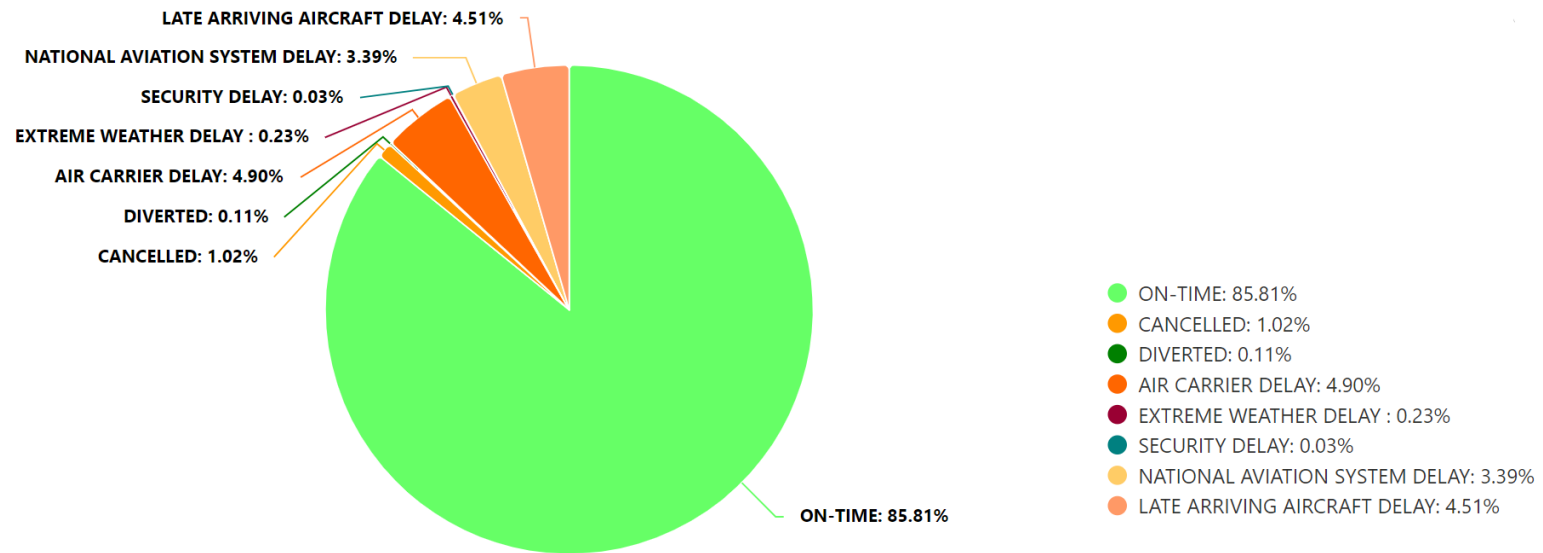
*** Causes of Delay:**

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

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

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

AIR TRAVEL CONSUMER REPORT
TABLE 7B. OVERALL CAUSES OF DELAY* BY REPORTING OPERATING CARRIER
OCTOBER 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.
- **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.
- **National Aviation System Delay:** Delays and cancellations attributable to the national aviation system refer to a broad set of conditions, such as non-extreme weather conditions, airport operations, heavy traffic volume, air traffic control, etc.
- **A "cancelled" flight** is a flight that was not operated but was in the carrier's computer reservation system within 7 days of the scheduled departure. A **"diverted" flight** is a flight which is operated from the scheduled origin point to a point other than the scheduled destination point in the carrier's published schedule.

AIR TRAVEL CONSUMER REPORT

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

OCTOBER 2024

MARKETING CARRIER	OPERATING CARRIER	FLIGHT NUMBER	ORIGIN AIRPORT	DESTINATION AIRPORT	DATE OF FLIGHT	LOCATION OF LONGEST TARMAC DELAY	LENGTH OF TARMAC DELAY
UNITED	UNITED	2295	EWR	MIA	10/18/2024	Origin Airport	3:13
ALASKA	ALASKA	538	SEA	ORD	10/24/2024	Destination Airport	3:08

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

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

AIR TRAVEL CONSUMER REPORT

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

OCTOBER 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	October 2024			October 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	380,683	548	0.14	256,414	764	0.30
2	JETBLUE AIRWAYS	1,072,228	3,178	0.30	1,137,740	4,878	0.43
3	DELTA AIR LINES NETWORK	8,567,316	26,669	0.31	8,393,430	28,309	0.34
	- DELTA AIR LINES	6,841,017	22,739	0.33	6,739,042	23,989	0.36
	- BRANDED CODESHARE PARTNERS	1,726,299	3,930	0.23	1,654,388	4,320	0.26
4	SOUTHWEST AIRLINES	10,307,640	32,810	0.32	11,219,801	44,913	0.40
5	FRONTIER AIRLINES	656,291	2,105	0.32	777,481	4,513	0.58
6	SPIRIT AIRLINES	916,306	3,388	0.37	1,086,599	4,422	0.41
7	UNITED AIRLINES NETWORK	6,339,244	26,010	0.41	6,314,576	30,000	0.48
	- UNITED AIRLINES	4,638,616	19,584	0.42	4,727,037	22,208	0.47
	- BRANDED CODESHARE PARTNERS	1,700,628	6,426	0.38	1,587,539	7,792	0.49
8	ALASKA AIRLINES NETWORK	2,191,000	9,288	0.42	2,181,598	10,838	0.50
	- ALASKA AIRLINES	1,712,937	7,137	0.42	1,726,069	8,861	0.51
	- BRANDED CODESHARE PARTNERS	478,063	2,151	0.45	455,529	1,977	0.43
9	AMERICAN AIRLINES NETWORK	9,466,444	46,455	0.49	9,135,878	51,006	0.56
	- AMERICAN AIRLINES	6,081,740	31,231	0.51	6,053,743	35,859	0.59
	- BRANDED CODESHARE PARTNERS	3,384,704	15,224	0.45	3,082,135	15,147	0.49
10	HAWAIIAN AIRLINES	528,676	2,713	0.51	515,754	2,537	0.49
	TOTAL	40,425,828	153,164	0.38	41,019,271	182,180	0.44

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	October 2024			October 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	380,683	548	0.14	256,414	764	0.30
2	ENDEAVOR AIR	696,457	1,910	0.27	767,229	2,132	0.28
3	JETBLUE AIRWAYS	1,072,228	3,178	0.30	1,137,740	4,878	0.43
4	SKYWEST AIRLINES	2,490,537	7,602	0.31	2,271,651	8,695	0.38
5	REPUBLIC AIRWAYS	756,490	2,311	0.31	681,722	2,745	0.40
6	SOUTHWEST AIRLINES	10,307,640	32,810	0.32	11,219,801	44,913	0.40
7	FRONTIER AIRLINES	656,291	2,105	0.32	777,481	4,513	0.58
8	DELTA AIR LINES	6,841,017	22,739	0.33	6,739,042	23,989	0.36
9	SPIRIT AIRLINES	916,306	3,388	0.37	1,086,599	4,422	0.41
10	ALASKA AIRLINES	1,712,937	7,137	0.42	1,726,069	8,861	0.51
11	UNITED AIRLINES	4,638,616	19,584	0.42	4,727,037	22,208	0.47
12	ENVOY AIR	824,219	3,763	0.46	748,505	4,288	0.57
13	PSA AIRLINES	1,129,657	5,728	0.51	952,547	4,461	0.47
14	HAWAIIAN AIRLINES	528,676	2,713	0.51	515,754	2,537	0.49
15	AMERICAN AIRLINES	6,081,740	31,231	0.51	6,053,743	35,859	0.59
	TOTAL	39,033,494	146,747	0.38	39,661,334	175,265	0.44

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	October 2024			October 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	13,668	82	0.60	15,498	98	0.63
	- DELTA AIR LINES	11,017	74	0.67	12,538	89	0.71
	- BRANDED CODESHARE PARTNERS	2,651	8	0.30	2,960	9	0.30
2	HAWAIIAN AIRLINES	1,584	14	0.88	1,434	10	0.70
3	UNITED AIRLINES NETWORK	14,633	145	0.99	14,565	141	0.97
	- UNITED AIRLINES	11,501	123	1.07	11,596	116	1.00
	- BRANDED CODESHARE PARTNERS	3,132	22	0.70	2,969	25	0.84
4	ALLEGiant AIR	2,052	25	1.22	2,381	21	0.88
5	SOUTHWEST AIRLINES	24,097	309	1.28	20,612	359	1.74
6	FRONTIER AIRLINES	2,321	32	1.38	2,578	47	1.82
7	AMERICAN AIRLINES NETWORK	14,350	202	1.41	13,617	220	1.62
	- AMERICAN AIRLINES	10,364	165	1.59	10,359	175	1.69
	- BRANDED CODESHARE PARTNERS	3,986	37	0.93	3,258	45	1.38
8	ALASKA AIRLINES NETWORK	3,268	52	1.59	3,040	47	1.55
	- ALASKA AIRLINES	2,816	47	1.67	2,650	40	1.51
	- BRANDED CODESHARE PARTNERS	452	5	1.11	390	7	1.79
9	JETBLUE AIRWAYS	2,503	43	1.72	2,550	34	1.33
10	SPIRIT AIRLINES	2,891	50	1.73	1,136	53	4.67
	TOTAL	81,367	954	1.17	77,411	1,030	1.33

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

AIR TRAVEL CONSUMER REPORT

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

RANK	CARRIER ¹	October 2024			October 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	927	3	0.32	1,178	4	0.34
2	REPUBLIC AIRWAYS	1,258	8	0.64	1,246	12	0.96
3	ENVOY AIR	1,351	9	0.67	1,067	15	1.41
4	DELTA AIR LINES	11,017	74	0.67	12,538	89	0.71
5	HAWAIIAN AIRLINES	1,584	14	0.88	1,434	10	0.70
6	PSA AIRLINES	995	9	0.90	759	14	1.84
7	SKYWEST AIRLINES	3,777	35	0.93	3,572	24	0.67
8	UNITED AIRLINES	11,501	123	1.07	11,596	116	1.00
9	ALLEGiant AIR	2,052	25	1.22	2,381	21	0.88
10	SOUTHWEST AIRLINES	24,097	309	1.28	20,612	359	1.74
11	FRONTIER AIRLINES	2,321	32	1.38	2,578	47	1.82
12	AMERICAN AIRLINES	10,364	165	1.59	10,359	175	1.69
13	ALASKA AIRLINES	2,816	47	1.67	2,650	40	1.51
14	JETBLUE AIRWAYS	2,503	43	1.72	2,550	34	1.33
15	SPIRIT AIRLINES	2,891	50	1.73	1,136	53	4.67
	TOTAL	79,454	946	1.19	75,656	1,013	1.34

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 AIR LINES	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 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	ALLEGIAN 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.

CONSUMER COMPLAINTS

The release of the submissions data in the ATRC 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.

The Department has been actively working on modernizing its system for handling consumer complaints with the support of a Technology Modernization Fund (TMF) investment to improve the customer experience for the tens of thousands of consumers who use the system each year. The modernization of the system will also enable OACP to engage in oversight of the airline industry more effectively and report complaint data to the public more quickly.

AIR TRAVEL CONSUMER REPORT

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

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

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

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

Carrier	Death	Injury	Loss
Alaska Airlines	0	1	0



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

Customer Experience Report for October 2024 ^a

The Transportation Security Administration (TSA) screened approximately 74.4 million passengers at screening checkpoints and 25.7 million checked bags at baggage screening locations in October 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 October 2024, TSA received 18,685 complaints (i.e., a description of a negative experience) from the public via phone or email (or 25.2 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
1,013	1.4	770	1.1	15,199	20.5	228	0.4

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
735	1.0	250	0.4	102	0.2	388	0.6

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
262 ^d	227	0.0006



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

Customer Experience Report for October 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.