



Air Travel Consumer Report

A Product Of
THE OFFICE OF AVIATION CONSUMER PROTECTION

Issued: January 2025



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

NOVEMBER 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

NOVEMBER 2024

AT ALL US AIRPORTS			
CARRIER ¹	NUMBER OF AIRPORTS REPORTED	PERCENT OF ON-TIME ARRIVALS	RANK
HAWAIIAN AIRLINES	22	89.2	1
DELTA AIR LINES NETWORK	208	88.6	2
- DELTA AIR LINES	145	88.6	
- BRANDED CODESHARE PARTNERS	177	88.6	
SOUTHWEST AIRLINES	104	86.9	3
SPIRIT AIRLINES	60	85.4	4
JETBLUE AIRWAYS	52	84.2	5
AMERICAN AIRLINES NETWORK	223	84.2	6
- AMERICAN AIRLINES	125	82.8	
- BRANDED CODESHARE PARTNERS	204	85.5	
ALLEGiant AIR	120	84.1	7
UNITED AIRLINES NETWORK	211	81.8	8
- UNITED AIRLINES	114	82.4	
- BRANDED CODESHARE PARTNERS	187	81.0	
ALASKA AIRLINES NETWORK	104	81.6	9
- ALASKA AIRLINES	86	82.4	
- BRANDED CODESHARE PARTNERS	56	80.4	
FRONTIER AIRLINES	80	76.7	10
TOTAL AIRPORTS SERVED	349	84.9	

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

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

AIR TRAVEL CONSUMER REPORT

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

NOVEMBER 2024

AT ALL US AIRPORTS			
CARRIER ¹	NUMBER OF AIRPORTS REPORTED	PERCENT OF ON-TIME ARRIVALS	RANK
ENDEAVOR AIR	100	90.2	1
HAWAIIAN AIRLINES	22	89.2	2
DELTA AIR LINES	145	88.6	3
REPUBLIC AIRWAYS	78	87.5	4
SOUTHWEST AIRLINES	104	86.9	5
PSA AIRLINES	91	86.3	6
ENVOY AIR	143	86.0	7
SPIRIT AIRLINES	60	85.4	8
JETBLUE AIRWAYS	52	84.2	9
ALLEGiant AIR	120	84.1	10
AMERICAN AIRLINES	125	82.8	11
ALASKA AIRLINES	86	82.4	12
UNITED AIRLINES	114	82.4	13
SKYWEST AIRLINES	236	80.4	14
FRONTIER AIRLINES	80	76.7	15
TOTAL AIRPORTS SERVED	334	84.8	

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

NOVEMBER 2024

CARRIER ¹	Jan 24		Feb 24		Mar 24		Apr 24		May 24		Jun 24		Jul 24		Aug 24		Sep 24		Oct 24		Nov 24		Year-to-date (YTD)	
	%	Rank	%	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	81.6	9	77.4	5
- ALASKA AIRLINES	59.1		81.8		77.4		78.7		75.3		73.9		73.3		73.8		79.1		82.2		82.4		76.1	
- BRANDED CODESHARE PARTNERS	73.6		78.7		77.9		80.0		82.1		81.4		81.4		78.4		78.9		81.0		80.4		79.6	
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	84.1	7	77.3	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	84.2	6	75.9	7
- AMERICAN AIRLINES	69.3		81.0		71.9		74.9		60.6		66.0		60.2		66.7		80.0		83.4		82.8		72.2	
- BRANDED CODESHARE PARTNERS	71.8		87.5		83.8		81.6		72.5		77.8		71.7		76.6		83.2		87.2		85.5		79.8	
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	88.6	2	82.2	2
- DELTA AIR LINES	80.4		88.5		83.4		84.1		78.3		79.7		65.2		79.9		86.6		89.5		88.6		82.0	
- BRANDED CODESHARE PARTNERS	73.2		88.2		87.5		86.1		82.7		76.3		72.4		76.8		88.4		90.7		88.6		82.8	
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	76.7	10	69.0	10
HAWAIIAN AIRLINES	72.0	6	80.0	7	87.2	1	84.0	3	76.8	4	83.6	1	84.1	1	86.8	1	89.7	1	86.0	3	89.2	1	83.6	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	84.2	5	73.5	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	86.9	3	78.4	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	85.4	4	74.3	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	81.8	8	79.1	3
- UNITED AIRLINES	71.9		83.3		80.6		80.2		72.4		74.6		68.3		74.9		86.2		87.5		82.4		78.4	
- BRANDED CODESHARE PARTNERS	72.9		83.1		83.4		82.8		74.7		77.4		72.5		77.8		85.9		88.0		81.0		80.0	
TOTAL	72.8		83.7		78.7		80.4		72.6		74.3		68.4		74.9		84.0		86.0		84.9		78.1	

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)

NOVEMBER 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	136	76.5	246	85.4	88	83.0	174	87.9	50	92.0	0	0.0	146	88.4	165	87.9
- ALASKA AIRLINES	136	76.5	246	85.4	88	83.0	174	87.9	50	92.0	0	0.0	146	88.4	165	87.9
- 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	60	81.7	179	84.9	39	82.1	9	66.7	0	0.0	0	0.0	18	83.3
AMERICAN AIRLINES NETWORK	956	84.1	1090	83.9	1367	86.0	2112	86.8	321	81.0	17824	86.9	7307	84.8	755	79.1
- AMERICAN AIRLINES	587	82.5	1050	83.6	625	82.2	1279	85.7	259	80.7	9812	87.3	2090	83.2	661	78.2
- BRANDED CODESHARE PARTNERS	369	86.7	40	90.0	742	89.1	833	88.6	62	82.3	8012	86.4	5217	85.4	94	85.1
DELTA AIR LINES NETWORK	21616	89.7	1244	87.2	1131	90.8	3899	87.7	500	88.2	1017	89.3	1569	87.7	929	84.4
- DELTA AIR LINES	18551	90.1	924	86.0	693	91.3	2173	86.8	420	88.1	551	88.2	754	86.7	901	84.0
- BRANDED CODESHARE PARTNERS	3065	87.1	320	90.6	438	90.0	1726	88.8	80	88.8	466	90.6	815	88.6	28	96.4
FRONTIER AIRLINES	1164	75.1	92	73.9	74	79.7	180	76.1	268	76.5	337	82.5	90	78.9	2147	74.8
HAWAIIAN AIRLINES	0	0.0	12	91.7	0	0.0	17	70.6	0	0.0	0	0.0	0	0.0	0	0.0
JETBLUE AIRWAYS	184	78.3	29	82.8	98	85.7	3344	83.6	0	0.0	0	0.0	561	88.8	98	81.6
SOUTHWEST AIRLINES	2449	87.0	3063	86.0	4237	88.5	539	83.1	5818	89.9	270	77.8	1267	85.6	7340	86.2
SPIRIT AIRLINES	842	71.5	101	94.1	254	84.6	464	86.0	530	85.5	340	88.8	0	0.0	0	0.0
UNITED AIRLINES NETWORK	691	84.9	946	81.0	758	83.9	1089	79.7	320	88.4	473	83.5	851	79.4	13777	81.9
- UNITED AIRLINES	616	84.7	879	81.1	542	82.7	1075	79.7	298	87.6	346	82.1	499	84.6	8315	84.8
- BRANDED CODESHARE PARTNERS	75	86.7	67	79.1	216	87.0	14	78.6	22	100.0	127	87.4	352	72.2	5462	77.6
TOTAL	28,038	87.8	6,883	85.1	8,186	87.6	11,857	85.2	7,816	88.6	20,261	86.8	11,791	85.0	25,229	82.6

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

AIR TRAVEL CONSUMER REPORT

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

NOVEMBER 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	197	66.0	29	82.8	301	81.7	74	81.1	151	86.8	53	69.8	331	86.7	843	77.9
- ALASKA AIRLINES	197	66.0	29	82.8	301	81.7	74	81.1	151	86.8	53	69.8	331	86.7	445	82.5
- BRANDED CODESHARE PARTNERS	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	398	72.9
ALLEGiant AIR	0	0.0	0	0.0	58	82.8	235	84.3	24	87.5	0	0.0	0	0.0	616	78.9
AMERICAN AIRLINES NETWORK	21474	80.2	796	84.4	601	63.9	542	83.0	206	85.0	757	80.6	1951	88.0	1200	78.2
- AMERICAN AIRLINES	13090	80.0	437	79.6	504	63.7	542	83.0	61	75.4	567	78.8	1169	86.1	1200	78.2
- BRANDED CODESHARE PARTNERS	8384	80.4	359	90.3	97	64.9	0	0.0	145	89.0	190	85.8	782	90.7	0	0.0
DELTA AIR LINES NETWORK	1029	82.4	8342	88.3	759	67.6	1002	87.6	503	85.9	633	84.2	4765	90.5	1443	87.5
- DELTA AIR LINES	1029	82.4	4669	90.1	548	67.5	1002	87.6	254	90.6	633	84.2	2497	90.0	1356	88.1
- BRANDED CODESHARE PARTNERS	0	0.0	3673	86.0	211	67.8	0	0.0	249	81.1	0	0.0	2268	90.9	87	78.2
FRONTIER AIRLINES	906	67.5	190	82.6	83	67.5	100	79.0	30	83.3	330	77.6	180	85.0	1112	75.0
HAWAIIAN AIRLINES	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	30	60.0	119	89.1
JETBLUE AIRWAYS	30	86.7	66	80.3	441	63.7	1600	86.9	0	0.0	65	78.5	2884	84.7	273	91.2
SOUTHWEST AIRLINES	0	0.0	329	88.4	0	0.0	1081	88.6	102	87.3	0	0.0	0	0.0	7031	86.7
SPIRIT AIRLINES	778	78.9	806	85.9	841	72.9	1960	87.1	0	0.0	840	86.1	0	0.0	2071	85.1
UNITED AIRLINES NETWORK	905	80.0	546	85.3	8681	70.7	715	86.9	6257	89.0	11330	88.2	0	0.0	1281	82.7
- UNITED AIRLINES	771	79.4	214	86.0	5824	72.5	715	86.9	2844	89.3	5700	87.8	0	0.0	1281	82.7
- BRANDED CODESHARE PARTNERS	134	83.6	332	84.9	2857	66.9	0	0.0	3413	88.8	5630	88.7	0	0.0	0	0.0
TOTAL	25,319	79.6	11,104	87.6	11,765	70.4	7,309	86.8	7,273	88.6	14,008	87.1	10,141	88.0	15,989	84.1

* 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)

NOVEMBER 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	1585	81.5	0	0.0	190	77.9	0	0.0	47	78.7	88	89.8	211	82.9	58	87.9
- ALASKA AIRLINES	712	82.7	0	0.0	190	77.9	0	0.0	47	78.7	59	89.8	211	82.9	58	87.9
- BRANDED CODESHARE PARTNERS	873	80.4	0	0.0	0	0.0	0	0.0	0	0.0	29	89.7	0	0.0	0	0.0
ALLEGiant AIR	56	91.1	0	0.0	27	92.6	42	88.1	0	0.0	14	85.7	0	0.0	0	0.0
AMERICAN AIRLINES NETWORK	3293	85.5	3614	83.5	1477	84.4	0	0.0	6390	88.4	653	85.5	9351	84.6	6727	86.9
- AMERICAN AIRLINES	2446	84.8	1427	79.5	1477	84.4	0	0.0	5009	87.9	419	83.5	3683	87.0	3430	84.8
- BRANDED CODESHARE PARTNERS	847	87.6	2187	86.1	0	0.0	0	0.0	1381	89.9	234	88.9	5668	82.9	3297	89.0
DELTA AIR LINES NETWORK	3818	87.7	6576	89.5	1742	87.9	291	84.9	895	89.3	8188	90.2	1104	86.9	591	84.3
- DELTA AIR LINES	2935	87.2	2436	88.8	1742	87.9	133	85.7	895	89.3	5442	91.6	983	86.6	479	83.3
- BRANDED CODESHARE PARTNERS	883	89.2	4140	89.9	0	0.0	158	84.2	0	0.0	2746	87.3	121	89.3	112	88.4
FRONTIER AIRLINES	337	68.2	240	73.8	1361	84.6	329	71.7	276	74.6	109	75.2	305	76.4	901	77.0
HAWAIIAN AIRLINES	180	80.6	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
JETBLUE AIRWAYS	566	85.9	415	85.1	1499	86.3	0	0.0	144	84.0	0	0.0	96	88.5	101	95.0
SOUTHWEST AIRLINES	2049	85.9	958	87.1	3581	90.5	5240	88.7	369	86.7	540	87.8	404	87.4	448	82.8
SPIRIT AIRLINES	898	85.9	657	88.0	1607	89.5	0	0.0	299	89.3	99	84.8	593	84.0	345	87.2
UNITED AIRLINES NETWORK	3276	85.7	906	82.6	1175	85.4	0	0.0	561	84.0	583	86.3	13696	83.1	429	83.4
- UNITED AIRLINES	2381	84.0	675	84.1	1175	85.4	0	0.0	561	84.0	443	85.3	7178	83.6	340	82.6
- BRANDED CODESHARE PARTNERS	895	90.4	231	77.9	0	0.0	0	0.0	0	0.0	140	89.3	6518	82.5	89	86.5
TOTAL	16,058	85.4	13,366	86.7	12,659	87.5	5,902	87.6	8,981	87.6	10,274	89.3	25,760	83.8	9,600	85.6

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

AIR TRAVEL CONSUMER REPORT

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

NOVEMBER 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	533	84.1	1827	70.8	8078	85.0	1909	65.9	208	83.7	79	82.3
- ALASKA AIRLINES	441	83.2	873	76.2	5918	84.7	983	67.0	89	83.1	79	82.3
- BRANDED CODESHARE PARTNERS	92	88.0	954	65.9	2160	85.7	926	64.7	119	84.0	0	0.0
ALLEGiant AIR	36	77.8	9	66.7	0	0.0	0	0.0	0	0.0	0	0.0
AMERICAN AIRLINES NETWORK	7603	85.7	748	80.7	538	82.0	1003	68.6	451	77.4	1200	84.0
- AMERICAN AIRLINES	4728	86.6	748	80.7	372	82.8	919	68.1	256	74.2	1062	83.1
- BRANDED CODESHARE PARTNERS	2875	84.2	0	0.0	166	80.1	84	73.8	195	81.5	138	91.3
DELTA AIR LINES NETWORK	968	83.5	934	83.4	3885	90.3	1121	72.7	6364	90.9	1045	89.2
- DELTA AIR LINES	834	82.7	790	83.7	2502	90.6	1015	72.1	4379	89.8	1045	89.2
- BRANDED CODESHARE PARTNERS	134	88.1	144	81.9	1383	89.9	106	78.3	1985	93.4	0	0.0
FRONTIER AIRLINES	790	78.6	297	68.4	147	74.1	466	63.7	283	78.1	534	84.3
HAWAIIAN AIRLINES	30	76.7	60	86.7	65	76.9	65	75.4	30	90.0	0	0.0
JETBLUE AIRWAYS	154	79.9	134	81.3	30	93.3	328	81.4	39	79.5	485	86.4
SOUTHWEST AIRLINES	5764	86.7	2770	80.0	535	82.4	637	66.1	912	86.8	1838	87.9
SPIRIT AIRLINES	53	81.1	241	81.7	79	87.3	0	0.0	40	90.0	438	87.2
UNITED AIRLINES NETWORK	1053	84.0	964	82.9	709	84.6	6798	74.4	524	82.8	730	86.7
- UNITED AIRLINES	962	83.2	875	82.6	709	84.6	4919	75.6	228	81.6	730	86.7
- BRANDED CODESHARE PARTNERS	91	92.3	89	85.4	0	0.0	1879	71.5	296	83.8	0	0.0
TOTAL	16,984	85.3	7,984	78.4	14,066	86.1	12,327	71.8	8,851	88.7	6,349	86.7

* 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)

NOVEMBER 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	136	76.5	246	85.4	88	83.0	174	87.9	50	92.0	0	0.0	146	88.4	165	87.9
ALLEGiant AIR	0	0.0	60	81.7	179	84.9	39	82.1	9	66.7	0	0.0	0	0.0	18	83.3
AMERICAN AIRLINES	587	82.5	1050	83.6	625	82.2	1279	85.7	259	80.7	9812	87.3	2090	83.2	661	78.2
DELTA AIR LINES	18551	90.1	924	86.0	693	91.3	2173	86.8	420	88.1	551	88.2	754	86.7	901	84.0
ENDEAVOR AIR	2531	88.7	4	100.0	58	87.9	0	0.0	0	0.0	277	91.0	155	77.4	0	0.0
ENVOY AIR	46	89.1	40	90.0	158	87.3	186	84.9	62	82.3	487	86.7	317	86.1	14	100.0
FRONTIER AIRLINES	1164	75.1	92	73.9	74	79.7	180	76.1	268	76.5	337	82.5	90	78.9	2147	74.8
HAWAIIAN AIRLINES	0	0.0	12	91.7	0	0.0	17	70.6	0	0.0	0	0.0	0	0.0	0	0.0
JETBLUE AIRWAYS	184	78.3	29	82.8	98	85.7	3344	83.6	0	0.0	0	0.0	561	88.8	98	81.6
PSA AIRLINES	262	85.9	0	0.0	227	89.4	0	0.0	0	0.0	4826	86.4	3316	84.1	0	0.0
REPUBLIC AIRWAYS	71	90.1	5	80.0	587	91.8	2286	88.8	74	87.8	260	88.5	2327	89.0	0	0.0
SKYWEST AIRLINES	563	79.9	351	88.9	296	83.8	0	0.0	6	100.0	0	0.0	24	83.3	5570	77.8
SOUTHWEST AIRLINES	2449	87.0	3063	86.0	4237	88.5	539	83.1	5818	89.9	270	77.8	1267	85.6	7340	86.2
SPIRIT AIRLINES	842	71.5	101	94.1	254	84.6	464	86.0	530	85.5	340	88.8	0	0.0	0	0.0
UNITED AIRLINES	616	84.7	879	81.1	542	82.7	1075	79.7	298	87.6	346	82.1	499	84.6	8315	84.8
TOTAL	28,002	87.8	6,856	85.1	8,116	87.5	11,756	85.1	7,794	88.6	17,506	86.9	11,546	85.5	25,229	82.6

* 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)

NOVEMBER 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	197	66.0	29	82.8	301	81.7	74	81.1	151	86.8	53	69.8	331	86.7	445	82.5
ALLEGiant AIR	0	0.0	0	0.0	58	82.8	235	84.3	24	87.5	0	0.0	0	0.0	616	78.9
AMERICAN AIRLINES	13090	80.0	437	79.6	504	63.7	542	83.0	61	75.4	567	78.8	1169	86.1	1200	78.2
DELTA AIR LINES	1029	82.4	4669	90.1	548	67.5	1002	87.6	254	90.6	633	84.2	2497	90.0	1356	88.1
ENDEAVOR AIR	0	0.0	1055	93.2	140	69.3	0	0.0	20	85.0	0	0.0	1213	92.4	0	0.0
ENVOY AIR	5097	83.6	117	88.9	80	63.8	0	0.0	0	0.0	122	88.5	0	0.0	0	0.0
FRONTIER AIRLINES	906	67.5	190	82.6	83	67.5	100	79.0	30	83.3	330	77.6	180	85.0	1112	75.0
HAWAIIAN AIRLINES	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	30	60.0	119	89.1
JETBLUE AIRWAYS	30	86.7	66	80.3	441	63.7	1600	86.9	0	0.0	65	78.5	2884	84.7	273	91.2
PSA AIRLINES	839	84.3	114	91.2	0	0.0	0	0.0	145	89.0	14	85.7	0	0.0	0	0.0
REPUBLIC AIRWAYS	0	0.0	477	88.7	1885	71.5	0	0.0	778	92.0	1	100.0	1615	90.5	0	0.0
SKYWEST AIRLINES	2448	72.5	2482	82.4	0	0.0	0	0.0	259	80.7	1255	83.1	222	84.7	233	69.1
SOUTHWEST AIRLINES	0	0.0	329	88.4	0	0.0	1081	88.6	102	87.3	0	0.0	0	0.0	7031	86.7
SPIRIT AIRLINES	778	78.9	806	85.9	841	72.9	1960	87.1	0	0.0	840	86.1	0	0.0	2071	85.1
UNITED AIRLINES	771	79.4	214	86.0	5824	72.5	715	86.9	2844	89.3	5700	87.8	0	0.0	1281	82.7
TOTAL	25,185	79.6	10,985	87.5	10,705	71.5	7,309	86.8	4,668	88.9	9,580	85.8	10,141	88.0	15,737	84.2

* 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)

NOVEMBER 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	712	82.7	0	0.0	190	77.9	0	0.0	47	78.7	59	89.8	211	82.9	58	87.9
ALLEGiant AIR	56	91.1	0	0.0	27	92.6	42	88.1	0	0.0	14	85.7	0	0.0	0	0.0
AMERICAN AIRLINES	2446	84.8	1427	79.5	1477	84.4	0	0.0	5009	87.9	419	83.5	3683	87.0	3430	84.8
DELTA AIR LINES	2935	87.2	2436	88.8	1742	87.9	133	85.7	895	89.3	5442	91.6	983	86.6	479	83.3
ENDEAVOR AIR	0	0.0	2318	90.4	0	0.0	0	0.0	0	0.0	602	90.9	3	66.7	28	89.3
ENVOY AIR	25	96.0	0	0.0	0	0.0	0	0.0	1303	90.6	72	83.3	2777	83.1	0	0.0
FRONTIER AIRLINES	337	68.2	240	73.8	1361	84.6	329	71.7	276	74.6	109	75.2	305	76.4	901	77.0
HAWAIIAN AIRLINES	180	80.6	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
JETBLUE AIRWAYS	566	85.9	415	85.1	1499	86.3	0	0.0	144	84.0	0	0.0	96	88.5	101	95.0
PSA AIRLINES	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	57	93.0	0	0.0	882	89.0
REPUBLIC AIRWAYS	0	0.0	3894	87.1	0	0.0	0	0.0	78	76.9	142	88.7	2026	88.9	587	86.7
SKYWEST AIRLINES	3175	87.1	346	85.5	0	0.0	158	84.2	0	0.0	2169	86.4	4186	80.2	1	100.0
SOUTHWEST AIRLINES	2049	85.9	958	87.1	3581	90.5	5240	88.7	369	86.7	540	87.8	404	87.4	448	82.8
SPIRIT AIRLINES	898	85.9	657	88.0	1607	89.5	0	0.0	299	89.3	99	84.8	593	84.0	345	87.2
UNITED AIRLINES	2381	84.0	675	84.1	1175	85.4	0	0.0	561	84.0	443	85.3	7178	83.6	340	82.6
TOTAL	15,760	85.4	13,366	86.7	12,659	87.5	5,902	87.6	8,981	87.6	10,167	89.3	22,445	84.1	7,600	84.5

* 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)

NOVEMBER 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	441	83.2	873	76.2	5918	84.7	983	67.0	89	83.1	79	82.3
ALLEGiant AIR	36	77.8	9	66.7	0	0.0	0	0.0	0	0.0	0	0.0
AMERICAN AIRLINES	4728	86.6	748	80.7	372	82.8	919	68.1	256	74.2	1062	83.1
DELTA AIR LINES	834	82.7	790	83.7	2502	90.6	1015	72.1	4379	89.8	1045	89.2
ENDEAVOR AIR	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
ENVOY AIR	754	90.8	0	0.0	10	90.0	0	0.0	48	85.4	133	91.0
FRONTIER AIRLINES	790	78.6	297	68.4	147	74.1	466	63.7	283	78.1	534	84.3
HAWAIIAN AIRLINES	30	76.7	60	86.7	65	76.9	65	75.4	30	90.0	0	0.0
JETBLUE AIRWAYS	154	79.9	134	81.3	30	93.3	328	81.4	39	79.5	485	86.4
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	5	100.0
SKYWEST AIRLINES	2287	82.3	1116	70.4	2084	87.7	2844	70.1	2509	91.0	0	0.0
SOUTHWEST AIRLINES	5764	86.7	2770	80.0	535	82.4	637	66.1	912	86.8	1838	87.9
SPIRIT AIRLINES	53	81.1	241	81.7	79	87.3	0	0.0	40	90.0	438	87.2
UNITED AIRLINES	962	83.2	875	82.6	709	84.6	4919	75.6	228	81.6	730	86.7
TOTAL	16,833	85.3	7,913	78.6	12,451	86.1	12,176	72.0	8,813	88.7	6,349	86.7

* 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)

NOVEMBER 2024

ARRIVAL AIRPORT*																
SCHEDULED ARRIVAL TIME	ATL	AUS	BNA	BOS	BWI	CLT	DCA	DEN	DFW	DTW	EWB	FLL	IAD	IAH	JFK	LAS
0600-0659	92.5	93.3	95.8	86.4	96.1	93.5	93.5	87.2	90.4	87.4	80.9	91.6	85.8	90.1	91.4	91.2
0700-0759	93.2	96.0	97.3	91.6	96.4	89.3	89.1	89.1	88.0	91.5	91.2	94.8	94.7	87.0	89.2	95.0
0800-0859	89.3	96.2	95.5	92.8	94.1	88.9	92.3	87.4	80.9	94.8	88.8	91.3	90.6	88.0	88.1	90.5
0900-0959	89.1	92.9	94.5	90.3	95.1	89.3	84.9	89.3	85.7	92.8	90.4	92.8	79.3	87.3	92.8	89.7
1000-1059	90.8	91.5	92.4	92.0	95.3	87.9	92.8	81.8	86.0	92.3	87.2	94.4	82.3	89.8	93.6	87.6
1100-1159	92.6	89.9	91.2	90.8	91.3	88.8	92.6	87.3	84.5	91.5	85.8	92.3	92.1	88.1	89.7	89.4
1200-1259	91.0	91.8	92.4	93.3	93.3	91.9	93.5	84.8	81.2	86.2	85.5	90.2	81.8	92.3	90.0	86.4
1300-1359	89.7	86.8	91.0	88.8	93.4	86.4	85.3	83.3	82.3	87.8	82.7	91.7	89.2	89.6	88.2	83.3
1400-1459	89.1	90.0	90.8	86.6	90.4	89.4	87.3	82.7	77.2	89.2	79.1	88.1	97.0	84.7	89.9	80.1
1500-1559	89.6	86.9	88.1	84.0	91.1	86.9	88.8	83.3	78.4	85.4	72.3	89.2	88.0	89.0	92.1	84.5
1600-1659	90.2	82.4	85.0	84.6	88.6	87.4	85.6	80.0	77.1	87.6	62.2	86.0	87.5	84.5	90.7	80.7
1700-1759	87.5	80.8	83.6	81.6	84.1	86.8	86.1	80.0	71.3	86.6	62.3	84.1	88.8	82.7	87.6	80.3
1800-1859	85.2	75.0	82.4	80.0	82.7	83.8	83.0	78.5	75.6	86.4	59.9	82.7	89.9	84.2	84.8	79.5
1900-1959	84.5	78.6	84.0	80.8	84.6	80.0	81.9	78.5	68.9	83.4	52.4	80.6	87.7	82.3	84.7	79.7
2000-2059	80.5	83.1	83.0	83.1	81.5	84.0	79.8	76.7	75.0	85.1	51.8	82.0	83.0	82.5	86.0	80.7
2100-2159	84.6	81.2	80.6	79.6	79.9	79.4	73.2	81.5	76.8	86.0	47.2	81.4	87.2	79.9	84.0	82.4
2200-2259	82.3	74.4	78.5	80.5	83.1	85.9	80.5	81.6	79.8	82.8	58.9	81.5	78.2	78.1	80.7	80.3
2300-0559	78.8	80.0	77.9	79.5	82.2	91.3	80.5	77.7	81.1	82.8	72.8	79.6	87.9	80.5	84.6	80.3
TOTAL	87.8	85.1	87.5	85.1	88.6	86.9	85.5	82.6	79.6	87.5	71.5	86.8	88.9	85.8	88.0	84.2

* 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)

NOVEMBER 2024

ARRIVAL AIRPORT*															
SCHEDULED ARRIVAL TIME	LAX	LGA	MCO	MDW	MIA	MSP	ORD	PHL	PHX	SAN	SEA	SFO	SLC	TPA	TOTAL
0600-0659	97.6	97.8	86.2	94.0	90.6	85.3	92.4	90.7	94.7	91.7	89.6	92.4	90.0	92.0	90.5
0700-0759	91.9	93.4	91.6	95.3	93.5	90.0	90.2	93.8	92.9	87.6	87.5	89.5	86.9	88.2	91.2
0800-0859	90.9	95.5	96.1	92.8	93.9	92.0	89.6	94.8	93.3	86.8	90.4	91.3	94.1	95.6	90.2
0900-0959	87.4	92.4	95.7	92.6	91.8	88.7	90.0	88.1	89.8	84.7	89.1	70.0	90.1	96.2	88.8
1000-1059	91.5	91.9	93.8	92.1	89.9	89.3	89.3	92.0	85.4	87.6	88.5	76.1	92.0	92.0	88.6
1100-1159	86.8	91.2	88.4	88.5	88.9	92.1	89.6	90.3	90.6	79.5	91.2	70.9	92.2	91.8	88.4
1200-1259	87.4	90.2	89.2	92.3	89.1	90.6	87.2	88.5	89.3	74.6	89.1	68.1	89.2	91.3	87.7
1300-1359	85.4	88.9	89.6	88.6	91.4	90.2	87.7	89.4	85.3	78.5	89.1	71.1	87.1	86.9	86.7
1400-1459	82.9	88.2	88.6	88.6	89.3	88.0	86.0	85.3	83.9	85.0	89.0	71.5	91.6	88.7	86.2
1500-1559	86.1	86.6	84.9	85.5	88.0	89.2	83.7	87.6	83.9	80.1	86.5	68.2	89.4	89.3	84.7
1600-1659	85.2	86.6	87.9	83.2	85.3	86.7	84.5	84.0	82.7	75.9	86.8	69.2	88.3	84.7	83.7
1700-1759	84.6	86.9	86.6	84.1	86.6	89.8	80.4	78.4	85.3	79.7	84.8	69.9	84.5	89.5	82.0
1800-1859	85.6	81.0	82.0	85.2	80.8	87.7	66.1	71.6	82.7	74.4	84.3	72.2	75.0	85.2	79.5
1900-1959	84.2	79.9	86.3	84.6	85.3	87.4	76.3	82.1	81.3	72.6	82.2	72.3	89.2	84.2	79.5
2000-2059	81.6	80.8	83.4	79.7	85.7	89.7	78.8	83.3	83.0	66.7	84.9	69.5	88.5	77.8	80.2
2100-2159	80.0	79.4	84.5	84.0	81.8	88.5	81.2	78.7	80.9	73.1	76.3	70.0	85.3	80.9	79.4
2200-2259	81.2	80.2	83.2	81.3	80.9	90.9	86.5	74.2	80.3	77.5	79.4	64.2	83.0	79.7	79.8
2300-0559	80.4	80.0	83.7	83.0	81.3	85.1	86.5	80.5	76.9	78.9	82.8	69.4	78.0	80.3	80.5
TOTAL	85.4	86.7	87.5	87.6	87.6	89.3	84.1	84.5	85.3	78.6	86.1	72.0	88.7	86.7	84.7

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

AIR TRAVEL CONSUMER REPORT

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

NOVEMBER 2024

DEPARTURE AIRPORT*																
SCHEDULED DEPARTURE TIME	ATL	AUS	BNA	BOS	BWI	CLT	DCA	DEN	DFW	DTW	EWR	FLL	IAD	IAH	JFK	LAS
0600-0659	90.6	92.9	92.7	94.6	96.6	92.7	94.9	92.5	90.6	91.5	93.1	97.0	92.1	91.7	93.1	94.4
0700-0759	91.9	91.7	93.0	92.8	94.0	94.1	92.9	88.7	89.9	92.3	92.0	93.6	90.8	89.2	95.0	91.4
0800-0859	92.8	92.5	95.0	93.0	92.5	92.1	92.5	87.6	88.4	92.4	90.8	93.5	92.7	89.5	92.4	90.2
0900-0959	89.5	90.2	94.1	89.8	83.2	91.5	89.2	84.2	79.9	92.7	88.9	88.4	90.1	85.8	88.5	86.3
1000-1059	87.1	90.9	91.9	88.2	90.7	84.7	86.7	79.9	84.0	90.2	86.5	86.9	85.8	84.9	85.9	83.9
1100-1159	88.9	85.3	86.0	87.6	89.2	89.7	90.6	79.7	76.3	84.8	87.0	88.1	86.2	85.9	91.2	82.0
1200-1259	88.9	87.7	84.5	85.8	85.7	83.5	88.3	81.6	78.5	88.7	80.9	85.8	91.1	87.0	88.9	83.4
1300-1359	87.1	84.9	86.2	86.9	87.0	90.1	87.2	79.8	73.8	84.7	82.2	85.2	87.8	82.2	87.0	80.6
1400-1459	86.0	78.8	84.4	86.5	82.5	82.5	87.1	74.3	76.6	81.6	78.3	80.1	79.6	83.4	88.5	76.1
1500-1559	85.7	82.5	81.6	83.0	80.8	85.2	84.3	75.6	71.4	85.4	76.7	83.7	88.9	77.3	87.1	75.6
1600-1659	83.2	78.8	83.4	81.0	82.5	85.1	83.4	75.5	76.1	83.9	72.6	80.0	91.3	82.8	88.6	77.8
1700-1759	83.6	78.1	83.6	81.4	79.8	84.8	82.3	78.2	71.1	77.9	70.3	73.7	84.7	77.8	85.3	77.6
1800-1859	80.3	73.9	83.4	74.9	72.7	82.3	80.4	73.1	71.8	83.1	67.9	78.4	79.2	82.7	86.1	74.9
1900-1959	84.6	73.1	78.4	77.1	73.3	76.4	80.4	77.9	69.1	86.0	68.4	73.9	88.4	79.1	82.1	79.6
2000-2059	80.1	76.6	77.0	73.0	73.0	80.9	79.2	78.2	69.6	83.2	59.5	78.3	82.6	80.0	81.1	76.3
2100-2159	83.1	82.8	75.4	69.9	71.8	83.4	78.0	79.1	75.4	86.7	55.6	73.9	100.0	79.4	82.2	77.8
2200-2259	86.5	69.6	77.7	67.6	69.3	81.7	77.8	75.5	78.1	75.3	46.8	76.3	86.3	80.6	86.0	88.1
2300-0559	89.8	96.2	94.9	95.2	97.2	88.9	96.6	88.3	91.1	95.4	94.5	97.2	92.0	93.4	88.5	90.8
TOTAL	86.6	84.4	86.7	86.0	83.5	86.2	86.5	80.4	77.9	87.2	78.3	84.7	88.4	84.2	88.1	83.6

* 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)

NOVEMBER 2024

DEPARTURE AIRPORT*															
SCHEDULED DEPARTURE TIME	LAX	LGA	MCO	MDW	MIA	MSP	ORD	PHL	PHX	SAN	SEA	SFO	SLC	TPA	TOTAL
0600-0659	94.8	95.3	95.6	97.9	92.2	94.9	93.5	92.1	97.3	96.9	94.9	94.0	94.7	95.6	94.3
0700-0759	95.1	94.6	94.8	88.5	93.9	93.3	94.6	91.0	95.2	93.1	91.4	92.1	90.9	94.5	92.6
0800-0859	90.1	93.6	92.4	94.2	92.3	93.4	90.8	91.4	91.6	85.4	89.4	87.2	89.0	91.6	91.1
0900-0959	88.7	93.4	93.1	87.4	90.5	93.4	89.4	88.4	91.5	87.1	85.8	85.3	93.1	91.5	88.8
1000-1059	83.9	89.7	89.7	86.2	89.6	91.4	87.0	91.0	82.8	86.0	84.6	70.5	89.2	91.2	85.9
1100-1159	87.4	92.9	88.1	86.3	86.1	88.7	83.1	95.0	86.0	81.1	86.1	74.1	90.0	87.8	86.0
1200-1259	83.6	87.6	84.7	86.3	85.4	89.8	85.8	83.4	84.3	77.5	88.7	67.3	88.8	87.3	84.6
1300-1359	83.6	89.2	81.8	88.4	85.3	89.9	85.0	87.7	84.6	71.9	87.2	69.0	87.2	86.6	83.8
1400-1459	81.8	86.3	79.3	83.6	83.0	87.7	84.2	81.9	80.3	75.6	88.4	71.1	83.9	83.6	81.8
1500-1559	82.9	87.3	80.7	81.3	80.4	85.7	83.1	84.9	77.3	82.8	85.7	66.5	89.4	82.5	81.9
1600-1659	83.9	84.5	77.1	75.7	81.1	85.4	81.1	82.5	79.1	77.2	81.8	70.1	82.4	80.7	80.5
1700-1759	83.1	82.7	77.0	71.9	80.2	79.6	81.7	80.2	78.7	71.1	85.7	72.3	86.5	82.0	79.7
1800-1859	82.6	81.8	78.3	75.2	79.4	86.0	82.6	79.8	78.6	73.7	80.1	75.1	81.4	81.1	79.0
1900-1959	83.6	84.1	77.1	80.7	74.7	89.3	74.2	83.0	78.8	73.1	82.9	75.9	73.1	80.0	78.3
2000-2059	78.8	81.9	79.5	79.2	76.8	86.3	77.5	78.8	77.3	66.6	75.1	79.1	86.8	81.0	77.7
2100-2159	82.0	83.1	78.1	74.5	82.2	89.2	84.0	85.8	79.7	74.5	80.0	76.3	89.2	73.6	80.1
2200-2259	81.3	68.3	79.6	86.8	83.4	90.2	77.8	81.3	76.6	88.5	79.9	80.2	90.0	87.3	81.5
2300-0559	89.1	92.1	93.4	97.1	93.9	98.6	91.0	90.8	90.3	0.0	89.5	81.2	88.3	96.4	90.7
TOTAL	86.0	88.2	85.0	84.9	83.8	89.6	84.9	86.7	84.2	81.3	86.2	77.6	88.5	87.0	84.4

* 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
NOVEMBER 2024

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Aberdeen, SD (ABR)	86.4	86.4	59	59
Abilene, TX (ABI)	83.9	88.8	143	143
Adak Island, AK (ADK)	66.7	77.8	9	9
Aguadilla, PR (BQN)	69.2	73.4	169	169
Akron, OH (CAK)	77.2	87.1	272	272
Albany, GA (ABY)	90.9	90.9	77	77
Albany, NY (ALB)	84.0	89.2	950	951
Albuquerque, NM (ABQ)	85.3	86.5	1990	1993
Alexandria, LA (AEX)	83.4	82.8	169	169
Allentown/Bethlehem/Easton, PA (ABE)	86.4	88.0	316	317
Alpena, MI (APN)	71.7	88.7	53	53
Amarillo, TX (AMA)	83.5	84.4	406	405
Anchorage, AK (ANC)	81.0	88.0	1163	1164
Appleton, WI (ATW)	81.6	82.9	555	554
Arcata/Eureka, CA (ACV)	66.7	76.3	177	177
Asheville, NC (AVL)	88.9	85.8	856	855
Ashland, WV (HTS)	60.0	50.0	20	20
Aspen, CO (ASE)	68.0	68.8	410	410
Atlanta, GA (ATL)	87.8	86.6	28002	28015
Atlantic City, NJ (ACY)	89.2	90.0	241	241
Augusta, GA (AGS)	86.2	87.1	325	325
Austin, TX (AUS)	85.1	84.4	6856	6861
Bakersfield, CA (BFL)	81.9	83.4	265	265
Baltimore, MD (BWI)	88.6	83.5	7794	7796
Bangor, ME (BGR)	84.7	91.2	307	308
Barrow, AK (BRW)	69.0	62.1	29	29
Baton Rouge, LA (BTR)	88.8	85.5	427	428
Beaumont/Port Arthur, TX (BPT)	79.7	91.5	59	59
Belleville, IL (BLV)	84.9	83.6	73	73
Bellingham, WA (BLI)	87.7	90.8	163	163
Bemidji, MN (BJI)	84.7	86.4	59	59
Bend/Redmond, OR (RDM)	87.2	90.5	475	475
Bethel, AK (BET)	91.4	86.2	58	58
Billings, MT (BIL)	85.4	85.4	342	342
Binghamton, NY (BGM)	90.0	80.0	30	30
Birmingham, AL (BHM)	86.7	87.9	1528	1529
Bismarck/Mandan, ND (BIS)	82.2	80.5	354	353
Bloomington/Normal, IL (BMI)	89.6	85.9	135	135
Boise, ID (BOI)	84.0	88.7	1958	1957
Boston, MA (BOS)	85.1	86.0	11756	11756
Bozeman, MT (BZN)	86.5	85.2	586	587

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Brainerd, MN (BRD)	83.0	88.7	53	53
Bristol/Johnson City/Kingsport, TN (TRI)	87.3	88.3	204	205
Brownsville, TX (BRO)	83.1	84.6	130	130
Brunswick, GA (BQK)	87.2	86.0	86	86
Buffalo, NY (BUF)	85.4	88.4	1756	1758
Burbank, CA (BUR)	83.4	84.7	2770	2769
Burlington, VT (BTV)	86.1	89.8	646	645
Butte, MT (BTM)	83.9	98.2	56	56
Casper, WY (CPR)	78.2	84.6	206	208
Cedar City, UT (CDC)	84.9	88.7	53	53
Cedar Rapids/Iowa City, IA (CID)	82.7	87.1	671	674
Champaign/Urbana, IL (CMI)	84.3	88.8	89	89
Charleston, SC (CHS)	87.2	88.4	1958	1963
Charleston/Dunbar, WV (CRW)	80.5	81.5	303	303
Charlotte Amalie, VI (STT)	83.2	85.6	369	368
Charlotte, NC (CLT)	86.9	86.2	17506	17515
Charlottesville, VA (CHO)	88.8	92.7	285	287
Chattanooga, TN (CHA)	88.1	87.8	698	696
Cheyenne, WY (CYS)	72.7	89.1	55	55
Chicago, IL (MDW)	87.6	84.9	5902	5901
Chicago, IL (ORD)	84.1	84.9	22445	22435
Christiansted, VI (STX)	73.3	74.7	75	75
Cincinnati, OH (CVG)	85.6	88.1	3212	3211
Clarksburg/Fairmont, WV (CKB)	88.9	77.8	9	9
Cleveland, OH (CLE)	86.2	87.7	3193	3196
Cody, WY (COD)	71.7	74.6	60	59
College Station/Bryan, TX (CLL)	75.8	78.0	91	91
Colorado Springs, CO (COS)	79.3	84.3	1046	1045
Columbia, MO (COU)	78.5	74.8	135	135
Columbia, SC (CAE)	84.9	85.7	610	609
Columbus, GA (CSG)	84.1	86.6	82	82
Columbus, MS (GTR)	91.7	95.0	60	60
Columbus, OH (CMH)	86.4	88.5	3610	3610
Columbus, OH (LCK)	80.4	80.4	51	51
Concord, NC (USA)	82.1	73.2	56	56
Cordova, AK (CDV)	87.9	89.7	58	58
Corpus Christi, TX (CRP)	86.9	86.5	335	334
Dallas, TX (DAL)	83.5	80.2	5972	5973
Dallas/Fort Worth, TX (DFW)	79.6	77.9	25185	25197
Dayton, OH (DAY)	86.8	90.3	615	616
Daytona Beach, FL (DAB)	93.2	93.2	219	219

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

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Deadhorse, AK (SCC)	91.5	95.7	47	47
Decatur, IL (DEC)	73.1	82.7	52	52
Denver, CO (DEN)	82.6	80.4	25224	25224
Des Moines, IA (DSM)	87.2	90.2	1260	1259
Detroit, MI (DTW)	87.5	87.2	10985	10986
Devils Lake, ND (DVL)	71.4	67.9	56	56
Dickinson, ND (DIK)	76.4	76.4	55	55
Dodge City, KS (DDC)	73.1	80.8	52	52
Dothan, AL (DHN)	89.7	89.7	78	78
Duluth, MN (DLH)	87.6	90.2	193	193
Durango, CO (DRO)	74.3	76.3	338	338
Eagle, CO (EGE)	83.0	80.4	112	112
El Paso, TX (ELP)	84.1	86.0	1519	1518
Elko, NV (EKO)	90.0	100.0	30	30
Elmira/Corning, NY (ELM)	82.6	80.2	86	86
Escanaba, MI (ESC)	81.4	81.4	59	59
Eugene, OR (EUG)	82.6	83.9	626	626
Evansville, IN (EVV)	87.7	87.7	187	187
Everett, WA (PAE)	78.2	87.2	78	78
Fairbanks, AK (FAI)	78.2	87.6	211	209
Fargo, ND (FAR)	80.6	81.3	576	573
Fayetteville, AR (XNA)	86.7	86.1	1266	1263
Fayetteville, NC (FAY)	89.8	89.9	128	129
Flagstaff, AZ (FLG)	78.4	76.5	204	204
Flint, MI (FNT)	77.5	83.2	191	191
Fort Dodge, IA (FOD)	71.2	86.5	52	52
Fort Lauderdale, FL (FLL)	86.8	84.7	7309	7305
Fort Myers, FL (RSW)	87.3	89.3	2850	2847
Fort Smith, AR (FSM)	81.6	85.1	87	87
Fort Wayne, IN (FWA)	84.0	84.4	468	468
Fresno, CA (FAT)	78.5	83.3	1050	1050
Gainesville, FL (GNV)	90.8	86.6	238	238
Garden City, KS (GCK)	78.0	78.0	59	59
Gillette, WY (GCC)	78.0	79.7	59	59
Grand Forks, ND (GFK)	91.5	92.5	106	106
Grand Island, NE (GRI)	76.9	73.1	78	78
Grand Junction, CO (GJT)	75.9	79.6	353	353
Grand Rapids, MI (GRR)	83.8	85.8	1432	1431
Great Falls, MT (GTF)	87.9	90.0	190	190
Green Bay, WI (GRB)	80.4	81.4	296	296
Greensboro/High Point, NC (GSO)	88.2	91.0	943	943

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Greer, SC (GSP)	87.2	90.3	1344	1345
Guam, TT (GUM)	86.7	93.3	60	60
Gulfport/Biloxi, MS (GPT)	87.6	90.1	274	274
Gunnison, CO (GUC)	78.0	79.7	59	59
Hagerstown, MD (HGR)	72.7	77.3	22	22
Hancock/Houghton, MI (CMX)	78.0	76.3	59	59
Harlingen/San Benito, TX (HRL)	90.3	90.8	400	400
Harrisburg, PA (MDT)	81.7	84.7	458	458
Hartford, CT (BDL)	84.0	86.2	1836	1839
Hattiesburg/Laurel, MS (PIB)	82.7	90.4	52	52
Hayden, CO (HDN)	74.6	75.4	118	118
Hays, KS (HYS)	73.1	86.5	52	52
Helena, MT (HLN)	83.1	88.1	118	118
Hibbing, MN (HIB)	94.3	96.2	53	53
Hilo, HI (ITO)	91.7	92.6	540	542
Hilton Head, SC (HHH)	83.7	84.9	86	86
Hobbs, NM (HOB)	68.3	68.3	60	60
Honolulu, HI (HNL)	89.3	90.8	4920	4919
Houston, TX (HOU)	87.5	85.5	4522	4521
Houston, TX (IAH)	85.8	84.2	9580	9576
Huntsville, AL (HSV)	82.3	82.7	690	692
Idaho Falls, ID (IDA)	82.8	86.1	302	303
Indianapolis, IN (IND)	87.6	89.5	3938	3935
International Falls, MN (INL)	90.6	88.7	53	53
Iron Mountain/Kingsford, MI (IMT)	89.8	88.1	59	59
Islip, NY (ISP)	87.4	86.8	350	349
Ithaca/Cortland, NY (ITH)	93.1	98.3	58	58
Jackson, WY (JAC)	78.9	80.6	227	227
Jackson/Vicksburg, MS (JAN)	87.4	88.8	581	581
Jacksonville, FL (JAX)	85.6	87.6	2520	2519
Jacksonville/Camp Lejeune, NC (OAJ)	90.1	90.1	161	162
Jamestown, ND (JMS)	67.9	64.3	56	56
Johnstown, PA (JST)	71.2	79.7	59	59
Joplin, MO (JLN)	79.2	81.1	53	53
Juneau, AK (JNU)	86.2	89.9	326	326
Kahului, HI (OGG)	90.8	92.2	2119	2120
Kalamazoo, MI (AZO)	82.1	78.6	84	84
Kalispell, MT (FCA)	86.1	90.0	201	201
Kansas City, MO (MCI)	86.8	87.4	4047	4046
Kearney, NE (EAR)	92.5	88.5	53	52
Ketchikan, AK (KTN)	85.8	86.4	176	176

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

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Key West, FL (EYW)	85.4	83.9	692	690
Killeen, TX (GRK)	76.6	77.7	175	175
Knoxville, TN (TYS)	84.9	88.6	1405	1406
Kodiak, AK (ADQ)	81.0	70.7	58	58
Kona, HI (KOA)	90.9	91.7	1285	1285
Kotzebue, AK (OTZ)	82.8	86.2	29	29
La Crosse, WI (LSE)	78.8	90.4	52	52
Lafayette, LA (LFT)	83.1	83.5	284	284
Lake Charles, LA (LCH)	80.5	74.7	87	87
Lansing, MI (LAN)	77.8	80.6	108	108
Laramie, WY (LAR)	75.0	75.0	52	52
Laredo, TX (LRD)	87.4	84.1	151	151
Las Vegas, NV (LAS)	84.2	83.6	15737	15733
Latrobe, PA (LBE)	94.7	86.8	38	38
Lawton/Fort Sill, OK (LAW)	78.2	78.2	87	87
Lewiston, ID (LWS)	91.1	93.3	90	90
Lexington, KY (LEX)	89.5	89.7	760	760
Liberal, KS (LBL)	61.5	76.9	52	52
Lihue, HI (LIH)	91.6	92.3	1278	1277
Lincoln, NE (LNK)	76.9	86.2	225	225
Little Rock, AR (LIT)	85.6	87.0	1040	1038
Long Beach, CA (LGB)	89.2	89.2	1457	1457
Longview, TX (GGG)	57.6	66.1	59	59
Los Angeles, CA (LAX)	85.4	86.0	15760	15759
Louisville, KY (SDF)	86.3	89.2	1902	1904
Lubbock, TX (LBB)	76.8	79.4	505	505
Madison, WI (MSN)	81.5	88.6	959	959
Manchester, NH (MHT)	88.1	91.9	429	432
Manhattan/Ft. Riley, KS (MHK)	85.1	88.5	87	87
Marquette, MI (MQT)	78.3	85.0	60	60
Mason City, IA (MCW)	69.2	73.1	52	52
Medford, OR (MFR)	81.9	85.5	359	359
Melbourne, FL (MLB)	91.6	90.7	237	237
Memphis, TN (MEM)	84.0	87.9	1787	1787
Meridian, MS (MEI)	80.8	90.4	52	52
Miami, FL (MIA)	87.6	83.8	8981	8972
Midland/Odessa, TX (MAF)	83.8	86.8	827	826
Milwaukee, WI (MKE)	84.5	87.0	2213	2215
Minneapolis, MN (MSP)	89.3	89.6	10167	10177
Minot, ND (MOT)	83.2	83.7	197	196
Mission/McAllen/Edinburg, TX (MFE)	79.8	81.9	406	408

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Missoula, MT (MSO)	85.1	90.0	289	289
Mobile, AL (MOB)	91.2	86.3	205	205
Moline, IL (MLI)	81.6	85.1	370	370
Monroe, LA (MLU)	81.7	81.1	164	164
Monterey, CA (MRY)	79.1	82.3	430	430
Montgomery, AL (MGM)	86.8	81.7	235	235
Montrose/Delta, CO (MTJ)	80.5	77.1	118	118
Mosinee, WI (CWA)	93.2	94.9	59	59
Myrtle Beach, SC (MYR)	88.8	87.1	1011	1014
Nashville, TN (BNA)	87.5	86.7	8116	8114
New Orleans, LA (MSY)	86.3	84.2	4230	4236
New York, NY (JFK)	88.0	88.1	10141	10140
New York, NY (LGA)	86.7	88.2	13366	13365
Newark, NJ (EWR)	71.5	78.3	10705	10698
Newburgh/Poughkeepsie, NY (SWF)	88.9	83.3	36	36
Niagara Falls, NY (IAG)	91.3	82.6	23	23
Nome, AK (OME)	92.9	92.9	28	28
Norfolk, VA (ORF)	86.0	87.5	1791	1790
North Bend/Coos Bay, OR (OTH)	64.7	70.6	17	17
North Platte, NE (LBF)	75.5	83.0	53	53
Oakland, CA (OAK)	86.9	86.2	3153	3156
Oklahoma City, OK (OKC)	81.4	85.7	1897	1896
Omaha, NE (OMA)	85.5	88.4	1934	1935
Ontario, CA (ONT)	83.3	86.5	2214	2215
Orlando, FL (MCO)	87.5	85.0	12659	12656
Pago Pago, TT (PPG)	100.0	62.5	8	8
Palm Springs, CA (PSP)	83.9	87.0	1300	1300
Panama City, FL (ECP)	89.8	89.4	491	490
Pasco/Kennewick/Richland, WA (PSC)	87.1	87.6	502	501
Pellston, MI (PLN)	83.0	81.1	53	53
Pensacola, FL (PNS)	88.2	90.2	965	966
Peoria, IL (PIA)	84.1	81.5	314	313
Petersburg, AK (PSG)	94.8	93.1	58	58
Philadelphia, PA (PHL)	84.5	86.7	7600	7598
Phoenix, AZ (AZA)	81.9	86.3	486	488
Phoenix, AZ (PHX)	85.3	84.2	16833	16827
Pittsburgh, PA (PIT)	87.1	89.4	3385	3385
Plattsburgh, NY (PBG)	91.1	91.1	45	45
Pocatello, ID (PIH)	91.3	100.0	46	46
Ponce, PR (PSE)	93.8	93.8	32	32
Portland, ME (PWM)	83.6	86.2	825	827

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

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Portland, OR (PDX)	83.5	88.1	4872	4873
Portsmouth, NH (PSM)	90.0	93.1	30	29
Prescott, AZ (PRC)	74.6	81.4	59	59
Presque Isle/Houlton, ME (PQI)	80.0	86.7	30	30
Providence, RI (PVD)	85.4	90.4	1347	1349
Provo, UT (PVU)	67.5	76.0	268	267
Punta Gorda, FL (PGD)	86.5	87.2	539	540
Raleigh/Durham, NC (RDU)	86.4	87.3	5060	5064
Rapid City, SD (RAP)	82.9	84.9	444	444
Redding, CA (RDD)	75.9	84.1	145	145
Reno, NV (RNO)	84.1	87.2	1723	1725
Rhineland, WI (RHI)	81.4	88.1	59	59
Richmond, VA (RIC)	86.7	87.6	1471	1472
Riverton/Lander, WY (RIW)	71.2	83.1	59	59
Roanoke, VA (ROA)	86.4	85.0	294	294
Rochester, MN (RST)	84.3	88.9	89	90
Rochester, NY (ROC)	84.7	87.0	920	922
Rock Springs, WY (RKS)	76.3	83.1	59	59
Rockford, IL (RFD)	85.7	78.6	56	56
Roswell, NM (ROW)	73.6	69.0	87	87
Sacramento, CA (SMF)	84.4	85.1	4658	4658
Saginaw/Bay City/Midland, MI (MBS)	77.5	83.2	191	191
Saipan, TT (SPN)	93.3	90.0	30	30
Salina, KS (SLN)	79.7	81.4	59	59
Salt Lake City, UT (SLC)	88.7	88.5	8813	8809
San Angelo, TX (SJT)	82.8	81.6	87	87
San Antonio, TX (SAT)	85.2	86.8	3378	3376
San Diego, CA (SAN)	78.6	81.3	7913	7908
San Francisco, CA (SFO)	72.0	77.6	12176	12171
San Jose, CA (SJC)	85.3	86.9	4231	4235
San Juan, PR (SJU)	80.9	81.6	2837	2829
San Luis Obispo, CA (SBP)	78.7	83.5	521	521
Sanford, FL (SFB)	78.1	80.6	695	695
Santa Ana, CA (SNA)	85.5	85.4	3578	3580
Santa Barbara, CA (SBA)	83.7	85.2	644	644
Santa Fe, NM (SAF)	69.2	72.1	286	287
Santa Maria, CA (SMX)	88.9	55.6	9	9
Santa Rosa, CA (STS)	67.4	73.0	396	396
Sarasota/Bradenton, FL (SRQ)	87.9	87.4	1317	1313
Sault Ste. Marie, MI (CIU)	83.1	89.8	59	59
Savannah, GA (SAV)	85.7	85.1	1608	1609

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Scottsbluff, NE (BFF)	71.7	77.4	53	53
Scranton/Wilkes-Barre, PA (AVP)	82.5	86.0	143	143
Seattle, WA (SEA)	86.1	86.2	12451	12453
Sheridan, WY (SHR)	72.9	89.8	59	59
Shreveport, LA (SHV)	89.5	90.4	420	418
Sioux City, IA (SUX)	71.2	84.7	59	59
Sioux Falls, SD (FSD)	83.3	82.8	612	611
Sitka, AK (SIT)	78.7	88.8	89	89
South Bend, IN (SBN)	81.3	85.2	609	610
Spokane, WA (GEG)	83.7	88.1	1476	1477
Springfield, IL (SPI)	87.5	75.0	8	8
Springfield, MO (SGF)	83.1	83.3	786	785
St. Cloud, MN (STC)	100.0	83.3	12	12
St. George, UT (SGU)	81.3	85.8	310	310
St. Louis, MO (STL)	87.2	86.0	5263	5263
St. Petersburg, FL (PIE)	85.9	86.3	626	626
State College, PA (SCE)	80.5	70.7	41	41
Stillwater, OK (SWO)	76.3	79.7	59	59
Stockton, CA (SCK)	78.0	56.1	41	41
Sun Valley/Hailey/Ketchum, ID (SUN)	93.3	97.8	89	89
Syracuse, NY (SYR)	81.8	86.6	996	998
Tallahassee, FL (TLH)	90.0	91.1	459	459
Tampa, FL (TPA)	86.7	87.0	6349	6347
Texarkana, AR (TXK)	72.9	72.9	59	59
Toledo, OH (TOL)	92.9	75.0	28	28
Traverse City, MI (TVC)	87.9	87.9	206	206
Trenton, NJ (TTN)	89.5	92.2	76	77
Tucson, AZ (TUS)	82.9	87.6	1740	1736
Tulsa, OK (TUL)	84.4	88.1	1410	1411
Twin Falls, ID (TWF)	91.3	97.8	46	46
Tyler, TX (TYR)	67.8	73.6	87	87
Valdosta, GA (VLD)	96.1	94.8	77	77
Valparaiso, FL (VPS)	89.2	88.5	649	650
Victoria, TX (VCT)	84.6	78.8	52	52
Waco, TX (ACT)	79.1	84.9	86	86
Washington, DC (DCA)	85.5	86.5	11546	11545
Washington, DC (IAD)	88.9	88.4	4668	4666
West Palm Beach/Palm Beach, FL (PBI)	85.9	84.9	2529	2530
White Plains, NY (HPN)	84.2	86.1	973	973
Wichita Falls, TX (SPS)	81.4	81.4	59	59
Wichita, KS (ICT)	76.8	81.6	961	962

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

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Williston, ND (XWA)	78.1	75.6	169	168
Wilmington, NC (ILM)	86.3	89.5	659	659
Worcester, MA (ORH)	89.6	88.7	115	115
Wrangell, AK (WRG)	87.9	93.1	58	58
Yakutat, AK (YAK)	87.9	94.8	58	58
Yuma, AZ (YUM)	80.3	90.1	173	171

AIR TRAVEL CONSUMER REPORT

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

NOVEMBER 2024

CARRIER ¹	AT ALL US AIRPORTS				
	NUMBER OF AIRPORTS REPORTED	FLIGHT OPERATIONS SCHEDULED	FLIGHT OPERATIONS CANCELLED	PERCENT OF OPERATIONS CANCELLED	RANK
JETBLUE AIRWAYS	52	19134	0	0.0	1
DELTA AIR LINES NETWORK	208	126460	48	0.0	2
- DELTA AIR LINES	145	81825	24	0.0	
- BRANDED CODESHARE PARTNERS	177	44635	24	0.1	
ALLEGiant AIR	120	8757	5	0.1	3
SPIRIT AIRLINES	60	19459	55	0.3	4
SOUTHWEST AIRLINES	104	112591	386	0.3	5
HAWAIIAN AIRLINES	22	6427	29	0.5	6
AMERICAN AIRLINES NETWORK	223	154322	951	0.6	7
- AMERICAN AIRLINES	125	76757	491	0.6	
- BRANDED CODESHARE PARTNERS	204	77565	460	0.6	
UNITED AIRLINES NETWORK	211	116891	899	0.8	8
- UNITED AIRLINES	114	63581	190	0.3	
- BRANDED CODESHARE PARTNERS	187	53310	709	1.3	
ALASKA AIRLINES NETWORK	104	32997	280	0.8	9
- ALASKA AIRLINES	86	19462	115	0.6	
- BRANDED CODESHARE PARTNERS	56	13535	165	1.2	
FRONTIER AIRLINES	80	17559	151	0.9	10
TOTAL AIRPORTS SERVED	349	614,597	2,804	0.5	

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

NOVEMBER 2024

CARRIER ¹	AT ALL US AIRPORTS				
	NUMBER OF AIRPORTS REPORTED	FLIGHT OPERATIONS SCHEDULED	FLIGHT OPERATIONS CANCELLED	PERCENT OF OPERATIONS CANCELLED	RANK
JETBLUE AIRWAYS	52	19134	0	0.0	1
ENDEAVOR AIR	100	16019	4	0.0	2
DELTA AIR LINES	145	81825	24	0.0	3
ALLEGIAN AIR	120	8757	5	0.1	4
REPUBLIC AIRWAYS	78	27291	26	0.1	5
PSA AIRLINES	91	19666	32	0.2	6
SPIRIT AIRLINES	60	19459	55	0.3	7
UNITED AIRLINES	114	63581	190	0.3	8
SOUTHWEST AIRLINES	104	112591	386	0.3	9
HAWAIIAN AIRLINES	22	6427	29	0.5	10
ALASKA AIRLINES	86	19462	115	0.6	11
AMERICAN AIRLINES	125	76757	491	0.6	12
FRONTIER AIRLINES	80	17559	151	0.9	13
ENVOY AIR	143	21834	198	0.9	14
SKYWEST AIRLINES	236	65042	923	1.4	15
TOTAL AIRPORTS SERVED	334	575,404	2,629	0.5	

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

NOVEMBER 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	32997	26929	81.61	280	0.85	72	0.22	1476	4.47	95	0.29	2202	6.67	20	0.06	1924	5.83
- ALASKA AIRLINES	19462	16041	82.42	115	0.59	36	0.18	734	3.77	44	0.23	1497	7.69	17	0.09	979	5.03
- BRANDED CODESHARE PARTNERS	13535	10888	80.44	165	1.22	36	0.27	742	5.48	51	0.38	705	5.21	3	0.02	945	6.98
ALLEGiant AIR	8757	7363	84.08	5	0.06	10	0.11	435	4.97	70	0.80	327	3.73	8	0.09	538	6.14
AMERICAN AIRLINES NETWORK	154322	129912	84.18	951	0.62	293	0.19	7633	4.95	841	0.54	6800	4.41	70	0.05	7822	5.07
- AMERICAN AIRLINES	76757	63580	82.83	491	0.64	157	0.20	4093	5.33	294	0.38	3603	4.69	42	0.05	4496	5.86
- BRANDED CODESHARE PARTNERS	77565	66332	85.52	460	0.59	136	0.18	3540	4.56	547	0.71	3196	4.12	28	0.04	3326	4.29
DELTA AIR LINES NETWORK	126460	112085	88.63	48	0.04	147	0.12	6246	4.94	731	0.58	4175	3.30	14	0.01	3014	2.38
- DELTA AIR LINES	81825	72524	88.63	24	0.03	95	0.12	3688	4.51	141	0.17	2973	3.63	7	0.01	2374	2.90
- BRANDED CODESHARE PARTNERS	44635	39561	88.63	24	0.05	52	0.12	2558	5.73	590	1.32	1202	2.69	8	0.02	640	1.43
FRONTIER AIRLINES	17559	13475	76.74	151	0.86	19	0.11	885	5.04	50	0.28	1080	6.15	0	0.00	1900	10.82
HAWAIIAN AIRLINES	6427	5731	89.17	29	0.45	5	0.08	421	6.55	7	0.11	15	0.23	2	0.03	218	3.39
JETBLUE AIRWAYS	19134	16108	84.19	0	0.00	25	0.13	1279	6.68	12	0.06	919	4.80	9	0.05	783	4.09
SOUTHWEST AIRLINES	112591	97828	86.89	386	0.34	137	0.12	4373	3.88	143	0.13	3175	2.82	59	0.05	6490	5.76
SPIRIT AIRLINES	19459	16616	85.39	55	0.28	13	0.07	790	4.06	18	0.09	1354	6.96	8	0.04	606	3.11
UNITED AIRLINES NETWORK	116891	95578	81.77	899	0.77	187	0.16	6613	5.66	604	0.52	7243	6.20	1	0.00	5766	4.93
- UNITED AIRLINES	63581	52403	82.42	190	0.30	76	0.12	2904	4.57	189	0.30	4649	7.31	0	0.00	3171	4.99
- BRANDED CODESHARE PARTNERS	53310	43175	80.99	709	1.33	111	0.21	3709	6.96	415	0.78	2595	4.87	1	0.00	2595	4.87
TOTAL	614,597	521,625	84.87	2,804	0.46	908	0.15	30,152	4.91	2,569	0.42	27,289	4.44	190	0.03	29,061	4.73

* 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

NOVEMBER 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	19462	16041	82.42	115	0.59	36	0.18	734	3.77	44	0.23	1497	7.69	17	0.09	979	5.03
ALLEGIAN AIR	8757	7363	84.08	5	0.06	10	0.11	435	4.97	70	0.80	327	3.73	8	0.09	538	6.14
AMERICAN AIRLINES	76757	63580	82.83	491	0.64	157	0.20	4093	5.33	294	0.38	3603	4.69	42	0.05	4496	5.86
DELTA AIR LINES	81825	72524	88.63	24	0.03	95	0.12	3688	4.51	141	0.17	2973	3.63	7	0.01	2374	2.90
ENDEAVOR AIR	16019	14448	90.19	4	0.02	18	0.11	434	2.71	51	0.32	545	3.40	2	0.01	517	3.23
ENVOY AIR	21834	18772	85.98	198	0.91	40	0.18	703	3.22	188	0.86	1013	4.64	8	0.04	911	4.17
FRONTIER AIRLINES	17559	13475	76.74	151	0.86	19	0.11	885	5.04	50	0.28	1080	6.15	0	0.00	1900	10.82
HAWAIIAN AIRLINES	6427	5731	89.17	29	0.45	5	0.08	421	6.55	7	0.11	15	0.23	2	0.03	218	3.39
JETBLUE AIRWAYS	19134	16108	84.19	0	0.00	25	0.13	1279	6.68	12	0.06	919	4.80	9	0.05	783	4.09
PSA AIRLINES	19666	16980	86.34	32	0.16	26	0.13	781	3.97	51	0.26	834	4.24	9	0.05	954	4.85
REPUBLIC AIRWAYS	27291	23893	87.55	26	0.10	21	0.08	792	2.90	48	0.18	1604	5.88	4	0.01	902	3.31
SKYWEST AIRLINES	65042	52271	80.36	923	1.42	164	0.25	6324	9.72	1146	1.76	1878	2.89	12	0.02	2324	3.57
SOUTHWEST AIRLINES	112591	97828	86.89	386	0.34	137	0.12	4373	3.88	143	0.13	3175	2.82	59	0.05	6490	5.76
SPIRIT AIRLINES	19459	16616	85.39	55	0.28	13	0.07	790	4.06	18	0.09	1354	6.96	8	0.04	606	3.11
UNITED AIRLINES	63581	52403	82.42	190	0.30	76	0.12	2904	4.57	189	0.30	4649	7.31	0	0.00	3171	4.99
TOTAL	575,404	488,033	84.82	2,629	0.46	842	0.15	28,637	4.98	2,449	0.43	25,467	4.43	185	0.03	27,162	4.72

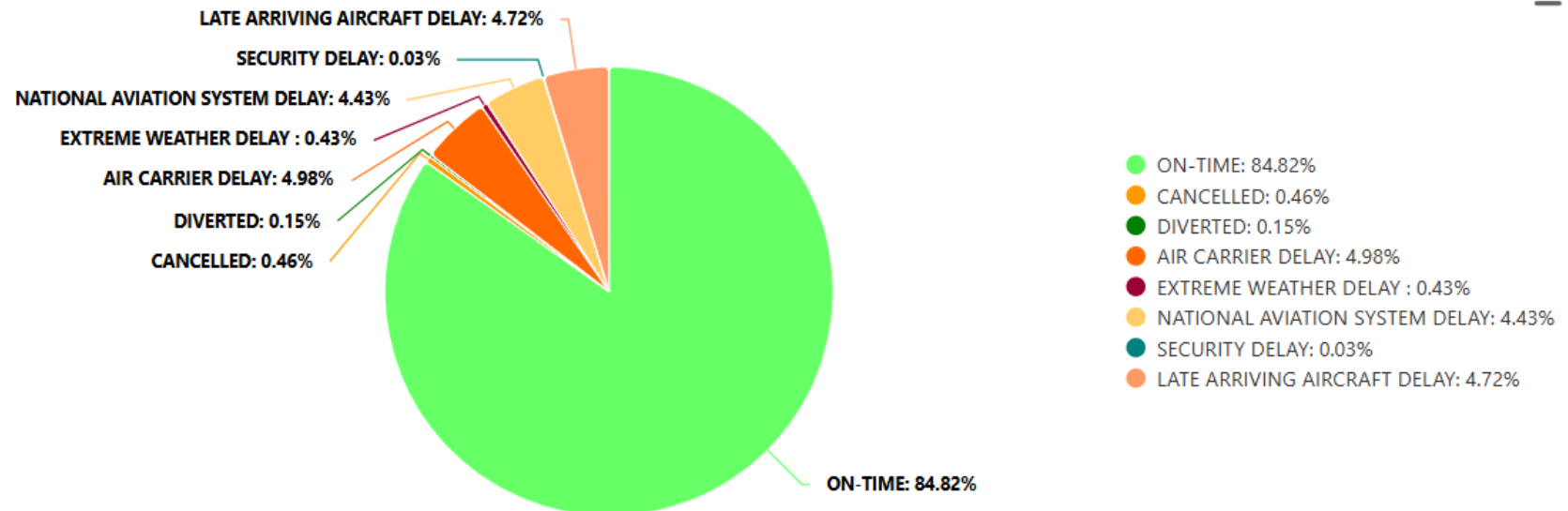
* Causes of Delay:

- 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
NOVEMBER 2024



*** Causes of Delay:**

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

AIR TRAVEL CONSUMER REPORT

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

NOVEMBER 2024

MARKETING CARRIER	OPERATING CARRIER	FLIGHT NUMBER	ORIGIN AIRPORT	DESTINATION AIRPORT	DATE OF FLIGHT	LOCATION OF LONGEST TARMAC DELAY	LENGTH OF TARMAC DELAY
UNITED	SKYWEST	4753	ORD	DTW	11/21/2024	Origin Airport	3:42
UNITED	SKYWEST	5234	ORD	MKE	11/21/2024	Origin Airport	3:29
ALASKA	ALASKA	1371	LAX	SEA	11/14/2024	Diversion Airport (TCM)	3:27
DELTA	DELTA	1436	ATW	ATL	11/21/2024	Origin Airport	3:19
AMERICAN	ENVOY	3514	ORD	FAR	11/21/2024	Origin Airport	3:04
AMERICAN	PSA	5494	DCA	MSN	11/20/2024	Origin Airport	3:02

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

NOVEMBER 2024

MARKETING CARRIER	OPERATING CARRIER	FLIGHT NUMBER	ORIGIN AIRPORT	DESTINATION AIRPORT	DATE OF FLIGHT	LOCATION OF LONGEST TARMAC DELAY	LENGTH OF TARMAC DELAY
AIR CANADA	AIR CANADA	956	SJO	YYZ	11/5/2024	Diversion Airport (MCO)	4:07
AMERICAN	AMERICAN	1104	SAL	DFW	11/4/2024	Diversion Airport (SAT)	4:01

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

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

APPENDIX

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

30 Largest U.S. Airports

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

Air Carriers Required to Report Data to DOT and to CRS Vendors*

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

Voluntary Reporting

9E	Endeavor Air
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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	November 2024			November 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	386,355	246	0.06	368,321	825	0.22
2	HAWAIIAN AIRLINES	468,943	1,152	0.25	462,978	2,670	0.58
3	JETBLUE AIRWAYS	1,066,261	2,796	0.26	1,149,264	4,113	0.36
4	FRONTIER AIRLINES	675,874	2,006	0.30	757,919	3,362	0.44
5	DELTA AIR LINES NETWORK	7,854,825	23,729	0.30	7,919,301	22,506	0.28
	- DELTA AIR LINES	6,286,211	19,963	0.32	6,378,651	19,003	0.30
	- BRANDED CODESHARE PARTNERS	1,568,614	3,766	0.24	1,540,650	3,503	0.23
6	SOUTHWEST AIRLINES	9,728,620	32,908	0.34	10,650,495	35,864	0.34
7	ALASKA AIRLINES NETWORK	2,017,057	7,950	0.39	2,110,179	10,137	0.48
	- ALASKA AIRLINES	1,565,475	6,209	0.40	1,659,786	8,325	0.50
	- BRANDED CODESHARE PARTNERS	451,582	1,741	0.39	450,393	1,812	0.40
8	SPIRIT AIRLINES	864,708	3,575	0.41	1,090,429	4,500	0.41
9	AMERICAN AIRLINES NETWORK	8,668,909	42,835	0.49	8,714,715	45,193	0.52
	- AMERICAN AIRLINES	5,471,119	28,912	0.53	5,754,311	31,868	0.55
	- BRANDED CODESHARE PARTNERS	3,197,790	13,923	0.44	2,960,404	13,325	0.45
10	UNITED AIRLINES NETWORK	5,881,197	31,223	0.53	5,973,631	25,512	0.43
	- UNITED AIRLINES	4,259,864	22,964	0.54	4,392,941	19,309	0.44
	- BRANDED CODESHARE PARTNERS	1,621,333	8,259	0.51	1,580,690	6,203	0.39
TOTAL		37,612,749	148,420	0.39	39,197,232	154,682	0.39

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

AIR TRAVEL CONSUMER REPORT

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

RANK	CARRIER ¹	November 2024			November 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	386,355	246	0.06	368,321	825	0.22
2	HAWAIIAN AIRLINES	468,943	1,152	0.25	462,978	2,670	0.58
3	ENDEAVOR AIR	658,510	1,684	0.26	715,224	1,708	0.24
4	JETBLUE AIRWAYS	1,066,261	2,796	0.26	1,149,264	4113	0.36
5	FRONTIER AIRLINES	675,874	2,006	0.30	757,919	3,362	0.44
6	DELTA AIR LINES	6,286,211	19,963	0.32	6,378,651	19,003	0.30
7	SOUTHWEST AIRLINES	9,728,620	32,908	0.34	10,650,495	35,864	0.34
8	SKYWEST AIRLINES	2,262,510	8,159	0.36	2,173,761	7,411	0.34
9	REPUBLIC AIRWAYS	767,259	2,868	0.37	677,969	2,425	0.36
10	ALASKA AIRLINES	1,565,475	6,209	0.40	1,659,786	8,325	0.50
11	SPIRIT AIRLINES	864,708	3,575	0.41	1,090,429	4,500	0.41
12	PSA AIRLINES	1,062,619	4,485	0.42	904,149	4,028	0.45
13	ENVOY AIR	758,135	3,937	0.52	715,472	3,516	0.49
14	AMERICAN AIRLINES	5,471,119	28,912	0.53	5,754,311	31,868	0.55
15	UNITED AIRLINES	4,259,864	22,964	0.54	4,392,941	19,309	0.44
	TOTAL	36,282,463	141,864	0.39	37,851,670	148,927	0.39

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	November 2024			November 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	11,539	79	0.68	13,671	93	0.68
	- DELTA AIR LINES	9,290	63	0.68	11,259	74	0.66
	- BRANDED CODESHARE PARTNERS	2,249	16	0.71	2,412	19	0.79
2	UNITED AIRLINES NETWORK	12,516	122	0.97	12,839	132	1.03
	- UNITED AIRLINES	9,796	97	0.99	10,014	110	1.10
	- BRANDED CODESHARE PARTNERS	2,720	25	0.92	2,825	22	0.78
3	ALLEGiant AIR	2,374	25	1.05	2,054	25	1.22
4	HAWAIIAN AIRLINES	1,367	15	1.10	1,253	9	0.72
5	SOUTHWEST AIRLINES	22,201	286	1.29	19,730	274	1.39
6	ALASKA AIRLINES NETWORK	2,703	41	1.52	2,380	46	1.93
	- ALASKA AIRLINES	2,295	33	1.44	2,038	40	1.96
	- BRANDED CODESHARE PARTNERS	408	8	1.96	342	6	1.75
7	SPIRIT AIRLINES	2,749	43	1.56	1,202	47	3.91
8	AMERICAN AIRLINES NETWORK	13,105	206	1.57	12,773	182	1.42
	- AMERICAN AIRLINES	9,507	170	1.79	9,776	150	1.53
	- BRANDED CODESHARE PARTNERS	3,598	36	1.00	2,997	32	1.07
9	FRONTIER AIRLINES	2,875	46	1.60	2,444	43	1.76
10	JETBLUE AIRWAYS	2,445	41	1.68	2,636	41	1.56
	TOTAL	73,874	904	1.22	70,982	892	1.26

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	November 2024			November 2023		
		NUMBER OF WHEELCHAIRS AND SCOOTERS ENPLANED	NUMBER OF WHEELCHAIRS AND SCOOTERS MISHANDLED	NUMBER OF WHEELCHAIRS AND SCOOTERS MISHANDLED PER 100 ENLANED	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	9,290	63	0.68	11,259	74	0.66
2	ENVOY AIR	1,165	9	0.77	1,010	10	0.99
3	SKYWEST AIRLINES	3,235	26	0.80	3,258	20	0.61
4	ENDEAVOR AIR	829	7	0.84	965	8	0.83
5	REPUBLIC AIRWAYS	1,139	10	0.88	1,000	8	0.80
6	UNITED AIRLINES	9,796	97	0.99	10,014	110	1.10
7	ALLEGiant AIR	2,374	25	1.05	2,054	25	1.22
8	HAWAIIAN AIRLINES	1,367	15	1.10	1,253	9	0.72
9	PSA AIRLINES	919	11	1.20	686	11	1.60
10	SOUTHWEST AIRLINES	22,201	286	1.29	19,730	274	1.39
11	ALASKA AIRLINES	2,295	33	1.44	2,038	40	1.96
12	SPIRIT AIRLINES	2,749	43	1.56	1,202	47	3.91
13	FRONTIER AIRLINES	2,875	46	1.60	2,444	43	1.76
14	JETBLUE AIRWAYS	2,445	41	1.68	2,636	41	1.56
15	AMERICAN AIRLINES	9,507	170	1.79	9,776	150	1.53
	TOTAL	72,186	882	1.22	69,325	870	1.25

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	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.

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.

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

November 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
Hawaiian Airlines	1	0	0



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

Customer Experience Report for November 2024 ^a

The Transportation Security Administration (TSA) screened approximately 70.0 million passengers at screening checkpoints and 38.2 million checked bags at baggage screening locations in November 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 November 2024, TSA received 18,013 complaints (i.e. a description of a negative experience) from the general public via phone or email (or 25.8 complaints per 100,000 passengers ^c). Below is a more detailed breakdown:

Courtesy		Screening of Personal Property		Screening of Passengers		Wait Times (Checkpoint)	
Number of Complaints	Complaints per 100,000 Passengers ^c	Number of Complaints	Complaints per 100,000 Passengers ^c	Number of Complaints	Complaints per 100,000 Passengers ^c	Number of Complaints	Complaints per 100,000 Passengers ^c
842	1.3	692	1.0	14,704	21.1	187	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
763	1.1	229	0.4	119	0.2	477	0.7

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 ^d Only
239 ^d	139	0.0004



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

Customer Experience Report for November 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.