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# Air Travel Consumer Report

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A Product Of  
**THE OFFICE OF AVIATION CONSUMER PROTECTION**



**Issued: December 2025**

<b>Flight Delays<sup>1</sup></b>	September 2025
<b>Mishandled Baggage, Wheelchairs, and Scooters<sup>1</sup></b>	September 2025 January - September 2025
<b>Oversales<sup>1</sup></b>	3rd Quarter 2025 January - September 2025
<b>Consumer Complaints<sup>2</sup></b> (Includes Disability and Discrimination Complaints)	September 2025 January - September 2025
<b>Airline Animal Incident Reports<sup>4</sup></b>	See page 53
<b>Customer Service Reports to the Dept. of Homeland Security<sup>3</sup></b>	September 2025

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

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

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<sup>3</sup> Data provided by the Department of Homeland Security, Transportation Security Administration.

<sup>4</sup> Data collected by the Office of Aviation Consumer Protection

## **INTRODUCTION**

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

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

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

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

## **FLIGHT DELAYS**

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

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](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 14 reporting air carriers, 10 carriers (Alaska, Allegiant, Delta, Envoy, JetBlue, Republic, Hawaiian, Spirit, Southwest, and United) use ACARS, one carrier (American) uses a combination of ACARS, DGS and AFIS, and three carriers (Frontier, PSA and SkyWest) 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](http://www.transtats.bts.gov/OT_Delay/OT_DelayCause1.asp).

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

**AIR TRAVEL CONSUMER REPORT****BRANDED CODESHARE PARTNERS****SEPTEMBER 2025**

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:

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

## AIR TRAVEL CONSUMER REPORT

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

SEPTEMBER 2025

AT ALL US AIRPORTS			
CARRIER <sup>1</sup>	NUMBER OF AIRPORTS REPORTED	PERCENT OF ON-TIME ARRIVALS	RANK
<b>HAWAIIAN AIRLINES</b>	<b>21</b>	<b>88.2</b>	<b>1</b>
<b>DELTA AIR LINES NETWORK</b>	<b>210</b>	<b>87.1</b>	<b>2</b>
- DELTA AIR LINES	143	87.4	
- BRANDED CODESHARE PARTNERS	183	86.5	
<b>UNITED AIRLINES NETWORK</b>	<b>226</b>	<b>83.5</b>	<b>3</b>
- UNITED AIRLINES	123	82.6	
- BRANDED CODESHARE PARTNERS	206	84.5	
<b>ALASKA AIRLINES NETWORK</b>	<b>103</b>	<b>83.3</b>	<b>4</b>
- ALASKA AIRLINES	85	82.9	
- BRANDED CODESHARE PARTNERS	56	83.9	
<b>SPIRIT AIRLINES</b>	<b>62</b>	<b>83.2</b>	<b>5</b>
<b>ALLEGIANT AIR</b>	<b>112</b>	<b>82.8</b>	<b>6</b>
<b>SOUTHWEST AIRLINES</b>	<b>104</b>	<b>82.6</b>	<b>7</b>
<b>AMERICAN AIRLINES NETWORK</b>	<b>228</b>	<b>80.5</b>	<b>8</b>
- AMERICAN AIRLINES	122	77.8	
- BRANDED CODESHARE PARTNERS	210	83.1	
<b>FRONTIER AIRLINES</b>	<b>84</b>	<b>79.2</b>	<b>9</b>
<b>JETBLUE AIRWAYS</b>	<b>68</b>	<b>78.5</b>	<b>10</b>
<b>TOTAL AIRPORTS SERVED</b>	<b>360</b>	<b>83.1</b>	

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

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

## AIR TRAVEL CONSUMER REPORT

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

SEPTEMBER 2025

AT ALL US AIRPORTS			
CARRIER <sup>1</sup>	NUMBER OF AIRPORTS REPORTED	PERCENT OF ON-TIME ARRIVALS	RANK
HAWAIIAN AIRLINES	21	88.2	1
DELTA AIR LINES	143	87.4	2
SKYWEST AIRLINES	239	84.2	3
ENVOY AIR	148	83.2	4
SPIRIT AIRLINES	62	83.2	5
ALASKA AIRLINES	85	82.9	6
PSA AIRLINES	95	82.9	7
ALLEGIANT AIR	112	82.8	8
UNITED AIRLINES	123	82.6	9
SOUTHWEST AIRLINES	104	82.6	10
REPUBLIC AIRWAYS	82	82.0	11
FRONTIER AIRLINES	84	79.2	12
JETBLUE AIRWAYS	68	78.5	13
AMERICAN AIRLINES	122	77.8	14
TOTAL AIRPORTS SERVED	345	82.8	

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

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

AIR TRAVEL CONSUMER REPORT

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

SEPTEMBER 2025

CARRIER <sup>1</sup>	Jan 25		Feb 25		Mar 25		Apr 25		May 25		Jun 25		Jul 25		Aug 25		Sep 25		Year-to-date (YTD)	
	%	Rank	%	Rank																
ALASKA AIRLINES	80.4	3	74.7	6	79.8	6	81.6	4	77.6	3	72.6	4	72.4	4	75.7	5	83.3	4	77.4	5
- ALASKA AIRLINES	81.0		77.0		80.3		80.6		74.3		69.0		67.6		71.9		82.9		75.6	
- BRANDED CODESHARE PARTNERS	79.5		71.8		79.1		82.8		82.3		78.0		79.6		81.2		83.9		80.0	
ALLEGIANT AIR	75.2	8	74.0	8	77.1	7	78.9	8	75.9	5	68.9	8	69.3	6	75.7	6	82.8	6	74.7	7
AMERICAN AIRLINES	76.4	7	74.6	7	75.8	9	75.8	9	72.5	9	65.8	9	65.6	8	72.5	9	80.5	8	73.1	9
- AMERICAN AIRLINES	77.5		78.2		75.5		74.3		72.1		65.3		62.4		67.8		77.8		72.0	
- BRANDED CODESHARE PARTNERS	75.3		71.2		76.1		77.2		72.9		66.2		68.7		77.1		83.1		74.1	
DELTA AIR LINES	78.7	5	79.1	4	81.7	1	82.1	2	77.8	2	73.3	3	74.0	2	83.1	2	87.1	2	79.6	2
- DELTA AIR LINES	78.3		79.7		81.0		81.6		77.6		72.2		73.7		82.1		87.4		79.2	
- BRANDED CODESHARE PARTNERS	79.4		78.0		82.9		82.9		78.2		75.2		74.5		84.8		86.5		80.3	
FRONTIER AIRLINES	72.0	10	73.7	9	73.2	10	72.5	10	68.6	10	59.5	10	62.0	10	69.3	10	79.2	9	70.0	10
HAWAIIAN AIRLINES	84.5	1	82.3	2	81.3	3	81.4	5	87.1	1	81.9	1	78.9	1	85.4	1	88.2	1	83.4	1
JETBLUE AIRWAYS	74.0	9	69.5	10	76.2	8	82.0	3	73.4	8	70.9	7	62.5	9	74.4	8	78.5	10	73.4	8
SOUTHWEST AIRLINES	82.2	2	82.9	1	81.5	2	80.5	7	76.3	4	71.1	5	69.9	5	78.0	3	82.6	7	78.1	3
SPIRIT AIRLINES	79.1	4	80.4	3	80.1	5	82.5	1	73.9	7	73.8	2	73.4	3	76.9	4	83.2	5	78.1	4
UNITED AIRLINES	77.9	6	78.3	5	81.1	4	80.8	6	75.5	6	71.1	6	68.1	7	75.6	7	83.5	3	76.8	6
- UNITED AIRLINES	80.6		80.9		82.2		81.2		74.7		72.7		67.9		75.3		82.6		77.4	
- BRANDED CODESHARE PARTNERS	74.7		75.3		79.9		80.5		76.5		69.3		68.3		75.9		84.5		76.0	
<b>TOTAL</b>	<b>78.4</b>		<b>77.8</b>		<b>79.4</b>		<b>79.6</b>		<b>75.3</b>		<b>70.1</b>		<b>69.2</b>		<b>76.8</b>		<b>83.1</b>		<b>76.5</b>	

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

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

## AIR TRAVEL CONSUMER REPORT

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

RANK	CARRIER <sup>1</sup>	JANUARY- SEPTEMBER 2025		JANUARY- SEPTEMBER 2024	
		FLIGHT OPERATIONS SCHEDULED	PERCENT OF ON-TIME ARRIVALS	FLIGHT OPERATIONS SCHEDULED	PERCENT OF ON-TIME ARRIVALS
1	HAWAIIAN AIRLINES	60,337	83.44	58,821	82.69
2	DELTA AIR LINES NETWORK - DELTA AIR LINES - BRANDED CODESHARE PARTNERS	1,218,176 766,621 451,555	79.57 79.17 80.26	1,149,777 755,786 393,991	80.63 80.36 81.16
3	SOUTHWEST AIRLINES	1,038,284	78.10	1,071,301	76.78
4	SPIRIT AIRLINES	156,794	78.10	201,806	72.25
5	ALASKA AIRLINES NETWORK - ALASKA AIRLINES - BRANDED CODESHARE PARTNERS	316,102 184,097 132,005	77.44 75.63 79.96	303,798 185,827 117,971	76.51 74.73 79.32
6	UNITED AIRLINES NETWORK - UNITED AIRLINES - BRANDED CODESHARE PARTNERS	1,093,016 591,300 501,716	76.77 77.42 76.01	1,005,787 564,437 441,350	77.75 76.87 78.87
7	ALLEGIANT AIR	99,261	74.69	88,174	76.42
8	JETBLUE AIRWAYS	172,634	73.42	180,683	71.29
9	AMERICAN AIRLINES NETWORK - AMERICAN AIRLINES - BRANDED CODESHARE PARTNERS	1,491,300 729,485 761,815	73.09 72.03 74.11	1,428,047 743,000 685,047	73.87 69.77 78.31
10	FRONTIER AIRLINES	147,359	69.96	155,970	67.64
	TOTAL	5,793,263	76.49	5,644,164	76.45

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

## AIR TRAVEL CONSUMER REPORT

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

RANK	CARRIER <sup>1</sup>	JANUARY- SEPTEMBER 2025		JANUARY- SEPTEMBER 2024	
		FLIGHT OPERATIONS SCHEDULED	PERCENT OF ON-TIME ARRIVALS	FLIGHT OPERATIONS SCHEDULED	PERCENT OF ON-TIME ARRIVALS
1	HAWAIIAN AIRLINES	60,337	83.44	58,821	82.69
2	DELTA AIR LINES	766,621	79.17	755,786	80.36
3	SOUTHWEST AIRLINES	1,038,284	78.10	1,071,301	76.78
4	SPIRIT AIRLINES	156,794	78.10	201,806	72.25
5	SKYWEST AIRLINES	630,733	78.07	543,946	79.42
6	UNITED AIRLINES	591,300	77.42	564,437	76.87
7	REPUBLIC AIRWAYS	256,101	77.32	219,736	83.22
8	ENVOY AIR	221,854	76.60	211,973	75.66
9	ALASKA AIRLINES	184,097	75.63	185,827	74.73
10	ALLEGIANT AIR	99,261	74.69	88,174	76.42
11	JETBLUE AIRWAYS	172,634	73.42	180,683	71.29
12	AMERICAN AIRLINES	729,485	72.03	743,000	69.77
13	FRONTIER AIRLINES	147,359	69.96	155,970	67.64
14	PSA AIRLINES	188,061	68.13	166,256	75.33
	TOTAL	5,242,921	76.40	5,297,599	76.22

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

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

## AIR TRAVEL CONSUMER REPORT

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

SEPTEMBER 2025

CARRIER	ARRIVAL AIRPORT*																	
	ATL		AUS		BNA		BOS		BWI		CLT		DCA		DEN			
	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME
ALASKA AIRLINES NETWORK	140	88.6	238	88.2	102	78.4	244	69.3	60	80.0	0	0.0	180	72.8	199	75.9		
- ALASKA AIRLINES	140	88.6	178	88.2	102	78.4	244	69.3	60	80.0	0	0.0	180	72.8	199	75.9		
- BRANDED CODESHARE PARTNERS	0	0.0	60	88.3	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	42	78.6	181	85.6	51	92.2	0	0.0	0	0.0	0	0.0	0	0.0	42	90.5
AMERICAN AIRLINES NETWORK	1108	81.8	990	78.0	1436	79.9	2249	61.8	344	83.1	17000	88.3	7593	75.6	816	75.5		
- AMERICAN AIRLINES	537	78.2	820	76.6	826	76.3	1407	59.9	256	83.6	9237	86.6	2727	71.1	724	74.9		
- BRANDED CODESHARE PARTNERS	571	85.1	170	84.7	610	84.9	842	65.1	88	81.8	7763	90.3	4866	78.1	92	80.4		
DELTA AIR LINES NETWORK	22665	91.6	1638	87.5	1255	85.5	4210	64.6	555	87.2	866	85.6	1661	80.6	991	82.7		
- DELTA AIR LINES	19681	91.9	1069	85.5	778	85.9	2196	66.3	453	89.8	471	87.9	777	80.8	991	82.7		
- BRANDED CODESHARE PARTNERS	2984	89.4	569	91.2	477	84.9	2014	62.7	102	75.5	395	82.8	884	80.4	0	0.0		
FRONTIER AIRLINES	1372	79.8	180	78.9	104	71.2	74	85.1	219	76.3	214	83.6	80	75.0	1859	77.0		
HAWAIIAN AIRLINES	0	0.0	0	0.0	0	0.0	17	88.2	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
JETBLUE AIRWAYS	168	81.0	26	92.3	139	82.7	2877	62.1	0	0.0	0	0.0	524	70.0	82	87.8		
SOUTHWEST AIRLINES	1595	87.4	2862	85.0	4732	87.5	621	52.7	5996	87.1	256	82.0	1320	78.3	7301	77.3		
SPIRIT AIRLINES	529	83.2	57	87.7	294	86.7	216	69.4	427	84.8	288	81.6	0	0.0	0	0.0		
UNITED AIRLINES NETWORK	703	85.6	945	87.8	763	83.5	1153	57.4	383	81.7	485	87.4	912	74.6	15256	83.1		
- UNITED AIRLINES	637	85.2	913	87.5	588	83.3	1143	57.4	365	81.4	280	81.8	628	75.5	8933	83.1		
- BRANDED CODESHARE PARTNERS	66	89.4	32	96.9	175	84.0	10	60.0	18	88.9	205	95.1	284	72.5	6323	83.1		
TOTAL	28,280	90.0	6,978	84.9	9,006	85.2	11,712	62.6	7,984	86.2	19,109	87.9	12,270	76.2	26,546	80.8		

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

## AIR TRAVEL CONSUMER REPORT

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

SEPTEMBER 2025

ARRIVAL AIRPORT*																
CARRIER	DFW		DTW		EWR		FLL		IAD		IAH		JFK		LAS	
	# OF ARR	% ON TIME														
ALASKA AIRLINES NETWORK	200	79.5	57	84.2	292	87.7	30	86.7	120	87.5	110	86.4	300	68.0	800	74.8
- ALASKA AIRLINES	200	79.5	57	84.2	292	87.7	30	86.7	120	87.5	110	86.4	300	68.0	441	76.6
- BRANDED CODESHARE PARTNERS	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	359	72.4
ALLEGIANT AIR	0	0.0	0	0.0	37	100.0	142	76.8	19	84.2	0	0.0	0	0.0	533	75.0
AMERICAN AIRLINES NETWORK	22386	78.8	813	80.9	521	72.4	412	80.1	204	86.8	910	75.4	2063	82.2	1124	73.7
- AMERICAN AIRLINES	12848	77.0	422	82.0	461	72.0	412	80.1	89	82.0	618	72.2	1129	81.4	1108	73.4
- BRANDED CODESHARE PARTNERS	9538	81.3	391	79.8	60	75.0	0	0.0	115	90.4	292	82.2	934	83.2	16	93.8
DELTA AIR LINES NETWORK	1024	79.3	8909	90.3	747	79.8	865	81.8	483	84.3	686	87.6	4856	86.8	1459	82.9
- DELTA AIR LINES	1024	79.3	4807	89.4	572	80.6	865	81.8	239	81.6	686	87.6	2560	87.7	1249	83.3
- BRANDED CODESHARE PARTNERS	0	0.0	4102	91.4	175	77.1	0	0.0	244	86.9	0	0.0	2296	85.8	210	81.0
FRONTIER AIRLINES	737	72.6	154	83.8	90	78.9	95	89.5	123	88.6	308	84.4	290	85.9	942	74.7
HAWAIIAN AIRLINES	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	30	76.7	150	82.7
JETBLUE AIRWAYS	26	96.2	127	82.7	328	78.0	1082	80.6	0	0.0	32	87.5	2845	84.0	276	83.0
SOUTHWEST AIRLINES	0	0.0	346	80.6	0	0.0	767	82.4	112	67.0	0	0.0	0	0.0	6788	79.2
SPIRIT AIRLINES	421	80.3	930	85.1	711	76.7	1808	80.6	0	0.0	618	85.4	0	0.0	1346	81.7
UNITED AIRLINES NETWORK	858	81.2	624	85.6	8317	80.0	471	85.8	6390	88.8	11133	89.2	0	0.0	1192	83.3
- UNITED AIRLINES	844	81.0	258	83.3	5397	79.8	471	85.8	3000	88.4	5939	88.4	0	0.0	1192	83.3
- BRANDED CODESHARE PARTNERS	14	92.9	366	87.2	2920	80.4	0	0.0	3390	89.2	5194	90.1	0	0.0	0	0.0
TOTAL	25,652	78.8	11,960	88.5	11,043	79.6	5,672	81.5	7,451	88.1	13,797	87.9	10,384	84.5	14,610	79.1

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

## AIR TRAVEL CONSUMER REPORT

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

SEPTEMBER 2025

CARRIER	ARRIVAL AIRPORT*																	
	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	# OF ARR	% ON TIME
ALASKA AIRLINES NETWORK	1458	84.6	0	0.0	175	82.3	0	0.0	30	90.0	147	74.1	241	77.6	60	81.7		
- ALASKA AIRLINES	611	87.9	0	0.0	175	82.3	0	0.0	30	90.0	117	73.5	241	77.6	60	81.7		
- BRANDED CODESHARE PARTNERS	847	82.2	0	0.0	0	0.0	0	0.0	0	0.0	30	76.7	0	0.0	0	0.0		
ALLEGIANT AIR	11	81.8	0	0.0	26	92.3	20	80.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
AMERICAN AIRLINES NETWORK	3199	81.0	4016	79.7	1372	75.8	0	0.0	5241	81.3	581	74.0	12105	77.6	7729	83.2		
- AMERICAN AIRLINES	2210	79.4	1312	76.1	1372	75.8	0	0.0	4241	80.8	402	74.1	5103	75.2	4221	79.7		
- BRANDED CODESHARE PARTNERS	989	84.5	2704	81.4	0	0.0	0	0.0	1000	83.2	179	73.7	7002	79.4	3508	87.4		
DELTA AIR LINES NETWORK	3999	87.9	7048	85.3	1615	83.8	287	88.9	875	79.1	8820	85.6	1168	80.1	631	83.4		
- DELTA AIR LINES	3026	86.4	2525	85.8	1525	83.9	107	90.7	815	78.8	5504	87.6	1012	79.1	531	86.4		
- BRANDED CODESHARE PARTNERS	973	92.6	4523	85.1	90	82.2	180	87.8	60	83.3	3316	82.3	156	86.5	100	67.0		
FRONTIER AIRLINES	450	76.9	203	73.9	1050	83.3	172	86.0	285	79.6	77	63.6	329	76.0	631	74.5		
HAWAIIAN AIRLINES	146	82.2	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
JETBLUE AIRWAYS	621	86.5	330	83.9	1188	84.4	0	0.0	4	100.0	0	0.0	96	78.1	153	83.0		
SOUTHWEST AIRLINES	2022	77.2	960	80.0	3273	87.4	6012	85.4	366	83.6	532	76.5	395	78.0	437	81.0		
SPIRIT AIRLINES	597	86.1	431	81.2	1495	86.0	0	0.0	353	74.5	25	92.0	470	90.2	242	82.6		
UNITED AIRLINES NETWORK	3248	87.5	945	79.5	1064	87.1	0	0.0	410	80.0	622	77.0	16107	80.0	457	82.3		
- UNITED AIRLINES	2210	86.1	825	79.5	1064	87.1	0	0.0	410	80.0	492	75.6	8868	80.4	352	81.3		
- BRANDED CODESHARE PARTNERS	1038	90.6	120	79.2	0	0.0	0	0.0	0	0.0	130	82.3	7239	79.4	105	85.7		
TOTAL	15,751	84.2	13,933	82.6	11,258	84.5	6,491	85.6	7,564	80.7	10,804	83.7	30,911	79.1	10,340	82.5		

\* 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)

SEPTEMBER 2025

CARRIER	ARRIVAL AIRPORT*											
	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	475	82.5	1997	78.8	9106	82.7	1765	74.3	309	86.4	77	83.1
- ALASKA AIRLINES	398	83.2	970	78.0	6568	82.6	814	74.1	133	85.0	77	83.1
- BRANDED CODESHARE PARTNERS	77	79.2	1027	79.6	2538	83.0	951	74.4	176	87.5	0	0.0
ALLEGIANT AIR	17	52.9	1	100.0	0	0.0	0	0.0	0	0.0	0	0.0
AMERICAN AIRLINES NETWORK	5953	82.4	725	72.6	705	81.4	1106	78.1	370	74.6	1055	78.8
- AMERICAN AIRLINES	3784	81.3	725	72.6	547	79.7	976	78.5	286	71.0	976	78.5
- BRANDED CODESHARE PARTNERS	2169	84.3	0	0.0	158	87.3	130	75.4	84	86.9	79	82.3
DELTA AIR LINES NETWORK	963	84.6	953	80.7	4287	89.1	1224	80.8	6830	91.3	977	84.4
- DELTA AIR LINES	826	83.8	786	80.0	2716	88.1	1141	81.1	4367	89.3	977	84.4
- BRANDED CODESHARE PARTNERS	137	89.8	167	83.8	1571	90.6	83	77.1	2463	94.8	0	0.0
FRONTIER AIRLINES	538	75.1	203	77.3	116	79.3	261	61.3	260	79.2	476	90.1
HAWAIIAN AIRLINES	30	86.7	80	86.3	161	67.7	81	92.6	30	96.7	0	0.0
JETBLUE AIRWAYS	30	60.0	118	81.4	62	88.7	370	84.6	32	75.0	346	86.4
SOUTHWEST AIRLINES	4991	79.8	2856	74.1	861	73.8	741	58.4	896	82.4	1592	86.7
SPIRIT AIRLINES	33	87.9	105	82.9	0	0.0	0	0.0	65	83.1	390	88.5
UNITED AIRLINES NETWORK	832	81.1	984	82.8	850	86.1	6448	81.0	619	85.3	588	84.5
- UNITED AIRLINES	730	80.5	886	82.2	834	86.2	4884	81.8	374	83.2	588	84.5
- BRANDED CODESHARE PARTNERS	102	85.3	98	88.8	16	81.3	1564	78.5	245	88.6	0	0.0
TOTAL	13,862	81.2	8,022	77.4	16,148	83.9	11,996	78.1	9,411	88.8	5,501	84.9

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

## AIR TRAVEL CONSUMER REPORT

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

SEPTEMBER 2025

CARRIER	ARRIVAL AIRPORT*																	
	ATL		AUS		BNA		BOS		BWI		CLT		DCA		DEN			
	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME
ALASKA AIRLINES	140	88.6	178	88.2	102	78.4	244	69.3	60	80.0	0	0.0	180	72.8	199	75.9		
ALLEGIANT AIR	0	0.0	42	78.6	181	85.6	51	92.2	0	0.0	0	0.0	0	0.0	42	90.5		
AMERICAN AIRLINES	537	78.2	820	76.6	826	76.3	1407	59.9	256	83.6	9237	86.6	2727	71.1	724	74.9		
DELTA AIR LINES	19681	91.9	1069	85.5	778	85.9	2196	66.3	453	89.8	471	87.9	777	80.8	991	82.7		
ENVOY AIR	34	67.6	99	85.9	146	83.6	176	72.2	87	81.6	496	93.5	318	76.4	9	100.0		
FRONTIER AIRLINES	1372	79.8	180	78.9	104	71.2	74	85.1	219	76.3	214	83.6	80	75.0	1859	77.0		
HAWAIIAN AIRLINES	0	0.0	0	0.0	0	0.0	17	88.2	0	0.0	0	0.0	0	0.0	0	0.0		
JETBLUE AIRWAYS	168	81.0	26	92.3	139	82.7	2877	62.1	0	0.0	0	0.0	524	70.0	82	87.8		
PSA AIRLINES	261	85.4	0	0.0	10	90.0	0	0.0	1	100.0	3567	89.7	3086	77.6	0	0.0		
REPUBLIC AIRWAYS	283	89.0	3	66.7	532	86.1	2574	63.1	100	75.0	305	84.9	2182	79.9	0	0.0		
SKYWEST AIRLINES	613	89.2	637	90.3	255	77.3	0	0.0	1	100.0	90	86.7	0	0.0	6406	83.0		
SOUTHWEST AIRLINES	1595	87.4	2862	85.0	4732	87.5	621	52.7	5996	87.1	256	82.0	1320	78.3	7301	77.3		
SPIRIT AIRLINES	529	83.2	57	87.7	294	86.7	216	69.4	427	84.8	288	81.6	0	0.0	0	0.0		
UNITED AIRLINES	637	85.2	913	87.5	588	83.3	1143	57.4	365	81.4	280	81.8	628	75.5	8933	83.1		
TOTAL	25,850	90.1	6,886	84.8	8,687	85.1	11,596	62.7	7,965	86.2	15,204	87.3	11,822	76.2	26,546	80.8		

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

## AIR TRAVEL CONSUMER REPORT

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

SEPTEMBER 2025

CARRIER	ARRIVAL AIRPORT*																	
	DFW		DTW		EWR		FLL		IAD		IAH		JFK		LAS			
	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME
ALASKA AIRLINES	200	79.5	57	84.2	292	87.7	30	86.7	120	87.5	110	86.4	300	68.0	441	76.6		
ALLEGIANT AIR	0	0.0	0	0.0	37	100.0	142	76.8	19	84.2	0	0.0	0	0.0	533	75.0		
AMERICAN AIRLINES	12848	77.0	422	82.0	461	72.0	412	80.1	89	82.0	618	72.2	1129	81.4	1108	73.4		
DELTA AIR LINES	1024	79.3	4807	89.4	572	80.6	865	81.8	239	81.6	686	87.6	2560	87.7	1249	83.3		
ENVOY AIR	5888	81.9	34	85.3	60	75.0	0	0.0	0	0.0	157	82.8	0	0.0	0	0.0		
FRONTIER AIRLINES	737	72.6	154	83.8	90	78.9	95	89.5	123	88.6	308	84.4	290	85.9	942	74.7		
HAWAIIAN AIRLINES	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	30	76.7	150	82.7		
JETBLUE AIRWAYS	26	96.2	127	82.7	328	78.0	1082	80.6	0	0.0	32	87.5	2845	84.0	276	83.0		
PSA AIRLINES	1585	80.3	84	84.5	0	0.0	0	0.0	115	90.4	4	100.0	0	0.0	0	0.0		
REPUBLIC AIRWAYS	0	0.0	504	88.5	1993	80.9	0	0.0	836	89.1	83	75.9	1414	83.3	0	0.0		
SKYWEST AIRLINES	2065	80.5	2283	90.3	0	0.0	0	0.0	158	86.7	934	89.0	0	0.0	380	79.2		
SOUTHWEST AIRLINES	0	0.0	346	80.6	0	0.0	767	82.4	112	67.0	0	0.0	0	0.0	6788	79.2		
SPIRIT AIRLINES	421	80.3	930	85.1	711	76.7	1808	80.6	0	0.0	618	85.4	0	0.0	1346	81.7		
UNITED AIRLINES	844	81.0	258	83.3	5397	79.8	471	85.8	3000	88.4	5939	88.4	0	0.0	1192	83.3		
TOTAL	25,638	78.8	10,006	88.1	9,941	79.7	5,672	81.5	4,811	87.5	9,489	86.8	8,568	84.1	14,405	79.3		

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

## AIR TRAVEL CONSUMER REPORT

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

SEPTEMBER 2025

CARRIER	ARRIVAL AIRPORT*															
	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	611	87.9	0	0.0	175	82.3	0	0.0	30	90.0	117	73.5	241	77.6	60	81.7
ALLEGIANT AIR	11	81.8	0	0.0	26	92.3	20	80.0	0	0.0	0	0.0	0	0.0	0	0.0
AMERICAN AIRLINES	2210	79.4	1312	76.1	1372	75.8	0	0.0	4241	80.8	402	74.1	5103	75.2	4221	79.7
DELTA AIR LINES	3026	86.4	2525	85.8	1525	83.9	107	90.7	815	78.8	5504	87.6	1012	79.1	531	86.4
ENVOY AIR	4	100.0	0	0.0	0	0.0	0	0.0	969	83.6	26	69.2	4050	82.5	0	0.0
FRONTIER AIRLINES	450	76.9	203	73.9	1050	83.3	172	86.0	285	79.6	77	63.6	329	76.0	631	74.5
HAWAIIAN AIRLINES	146	82.2	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
JETBLUE AIRWAYS	621	86.5	330	83.9	1188	84.4	0	0.0	4	100.0	0	0.0	96	78.1	153	83.0
PSA AIRLINES	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	74	74.3	249	73.1	1240	87.2
REPUBLIC AIRWAYS	0	0.0	4658	82.2	90	82.2	0	0.0	91	79.1	43	86.0	1845	86.3	350	82.9
SKYWEST AIRLINES	3356	88.9	142	83.8	0	0.0	151	87.4	0	0.0	2273	83.2	6200	75.8	0	0.0
SOUTHWEST AIRLINES	2022	77.2	960	80.0	3273	87.4	6012	85.4	366	83.6	532	76.5	395	78.0	437	81.0
SPIRIT AIRLINES	597	86.1	431	81.2	1495	86.0	0	0.0	353	74.5	25	92.0	470	90.2	242	82.6
UNITED AIRLINES	2210	86.1	825	79.5	1064	87.1	0	0.0	410	80.0	492	75.6	8868	80.4	352	81.3
TOTAL	15,264	84.4	11,386	81.8	11,258	84.5	6,462	85.5	7,564	80.7	9,565	84.2	28,858	79.1	8,217	81.3

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

## AIR TRAVEL CONSUMER REPORT

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

SEPTEMBER 2025

CARRIER	ARRIVAL AIRPORT*											
	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	398	83.2	970	78.0	6568	82.6	814	74.1	133	85.0	77	83.1
ALLEGIANT AIR	17	52.9	1	100.0	0	0.0	0	0.0	0	0.0	0	0.0
AMERICAN AIRLINES	3784	81.3	725	72.6	547	79.7	976	78.5	286	71.0	976	78.5
DELTA AIR LINES	826	83.8	786	80.0	2716	88.1	1141	81.1	4367	89.3	977	84.4
ENVY AIR	669	86.7	0	0.0	40	92.5	0	0.0	24	91.7	75	82.7
FRONTIER AIRLINES	538	75.1	203	77.3	116	79.3	261	61.3	260	79.2	476	90.1
HAWAIIAN AIRLINES	30	86.7	80	86.3	161	67.7	81	92.6	30	96.7	0	0.0
JETBLUE AIRWAYS	30	60.0	118	81.4	62	88.7	370	84.6	32	75.0	346	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	4	75.0
SKYWEST AIRLINES	1739	83.9	1145	80.2	2658	86.7	2561	77.7	2852	93.9	0	0.0
SOUTHWEST AIRLINES	4991	79.8	2856	74.1	861	73.8	741	58.4	896	82.4	1592	86.7
SPIRIT AIRLINES	33	87.9	105	82.9	0	0.0	0	0.0	65	83.1	390	88.5
UNITED AIRLINES	730	80.5	886	82.2	834	86.2	4884	81.8	374	83.2	588	84.5
TOTAL	13,785	81.2	7,875	77.2	14,563	83.8	11,829	78.3	9,319	88.8	5,501	84.9

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

## AIR TRAVEL CONSUMER REPORT

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

SEPTEMBER 2025

ARRIVAL AIRPORT*																
SCHEDULED ARRIVAL TIME	ATL	AUS	BNA	BOS	BWI	CLT	DCA	DEN	DFW	DTW	EWR	FLL	IAD	IAH	JFK	LAS
0600-0659	91.2	95.0	95.9	83.0	98.9	92.7	96.0	94.1	85.4	85.4	92.2	86.2	89.1	92.5	88.1	94.2
0700-0759	94.9	98.4	95.0	97.7	95.7	96.1	89.8	96.2	89.3	94.1	91.7	91.5	91.1	85.7	88.5	94.1
0800-0859	94.6	97.1	94.7	91.7	94.7	91.9	92.0	91.5	84.9	93.4	93.8	97.1	96.5	90.2	90.2	94.2
0900-0959	93.9	94.5	92.7	90.8	95.4	93.2	84.8	91.7	84.1	95.2	92.4	92.0	92.6	92.4	91.7	92.6
1000-1059	94.2	91.3	94.5	87.6	95.3	91.8	89.6	88.1	87.1	88.9	92.2	91.3	96.2	94.2	95.2	88.8
1100-1159	95.2	91.8	90.7	85.7	95.4	91.5	87.5	89.9	86.6	93.7	92.3	92.9	95.5	92.3	92.0	88.1
1200-1259	94.9	92.5	92.6	81.0	92.6	92.2	84.4	89.5	86.6	92.8	89.0	83.7	94.6	92.0	91.0	86.1
1300-1359	93.0	90.6	88.9	78.5	93.2	89.9	80.0	89.0	83.5	90.2	83.6	88.4	92.9	90.6	90.0	81.0
1400-1459	90.5	89.6	88.3	62.4	90.3	92.3	77.1	89.8	81.0	90.8	81.5	75.4	93.7	88.4	87.2	78.9
1500-1559	89.1	85.6	82.1	48.6	90.3	88.8	74.6	79.8	78.8	89.0	82.3	77.8	91.7	90.0	86.3	72.4
1600-1659	88.7	81.1	81.8	38.7	82.5	85.8	67.6	71.9	80.1	88.0	81.7	79.4	84.0	81.1	84.5	71.4
1700-1759	87.9	79.0	78.5	41.3	81.4	80.2	72.1	67.9	71.4	85.8	72.8	82.4	82.5	80.2	79.4	71.3
1800-1859	86.0	81.2	80.0	32.1	75.5	83.6	68.2	64.5	71.8	84.4	71.1	79.6	77.9	79.0	80.0	68.5
1900-1959	84.8	80.1	73.2	34.3	78.6	80.8	58.0	66.5	65.7	87.6	68.3	69.7	90.0	83.8	72.5	70.2
2000-2059	86.2	70.4	79.8	37.2	72.0	79.9	70.5	58.8	69.0	87.4	63.0	76.5	79.3	84.2	75.7	61.1
2100-2159	85.0	78.6	72.5	52.7	73.0	78.0	61.1	70.3	63.6	76.8	64.9	75.4	85.9	79.7	74.6	68.9
2200-2259	75.0	75.9	76.7	64.3	81.1	65.2	68.9	74.8	72.2	73.9	69.4	71.7	70.2	78.0	74.5	72.6
2300-0559	84.0	76.3	80.5	71.1	80.0	82.1	74.0	76.0	74.1	79.7	74.8	74.4	84.3	84.5	81.7	80.7
TOTAL	90.1	84.8	85.1	62.7	86.2	87.3	76.2	80.8	78.8	88.1	79.7	81.5	87.5	86.8	84.1	79.3

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

## AIR TRAVEL CONSUMER REPORT

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

SEPTEMBER 2025

SCHEDULED ARRIVAL TIME	ARRIVAL AIRPORT*														
	LAX	LGA	MCO	MDW	MIA	MSP	ORD	PHL	PHX	SAN	SEA	SFO	SLC	TPA	TOTAL
0600-0659	90.4	0.0	89.9	91.9	93.8	96.1	93.3	89.7	95.4	0.0	91.9	97.4	100.0	91.1	92.0
0700-0759	93.4	94.5	90.3	94.2	93.4	91.3	88.2	88.8	91.1	91.5	91.1	94.7	96.7	94.7	92.2
0800-0859	91.9	94.7	95.6	90.1	89.1	93.4	86.9	93.9	90.4	88.8	91.8	86.5	95.5	96.2	91.5
0900-0959	92.2	92.9	93.7	92.9	92.4	91.5	86.7	90.1	88.7	88.6	90.6	79.0	92.6	96.1	90.4
1000-1059	89.6	90.6	92.0	95.4	89.4	90.6	89.0	92.9	90.1	88.0	84.2	74.5	94.1	93.4	89.9
1100-1159	87.3	92.0	91.8	91.2	89.0	90.3	89.6	90.0	86.2	82.3	83.8	79.6	86.1	89.1	89.4
1200-1259	87.7	93.1	92.2	91.1	87.8	88.9	85.9	88.4	84.9	79.8	87.7	80.5	93.1	90.8	88.6
1300-1359	85.4	86.6	91.5	88.4	87.6	82.8	82.8	89.7	81.7	79.1	86.8	84.1	92.9	90.0	86.5
1400-1459	83.0	85.4	87.4	87.8	77.8	82.7	82.5	84.8	81.6	78.7	86.5	84.7	89.3	88.4	84.5
1500-1559	87.7	82.0	87.7	89.5	75.9	83.5	82.0	85.7	78.1	74.9	86.3	82.0	90.9	89.9	82.3
1600-1659	85.7	79.2	77.2	84.0	75.3	85.3	80.6	80.2	77.7	74.9	79.9	84.8	85.5	87.5	78.8
1700-1759	80.6	76.0	79.7	79.6	72.4	74.0	71.9	70.4	76.7	76.7	80.2	83.4	83.0	81.5	75.0
1800-1859	78.1	72.6	76.4	85.0	64.6	78.3	62.5	66.0	73.3	68.1	84.1	80.6	82.0	79.0	72.8
1900-1959	77.9	72.0	74.4	78.0	71.1	81.6	61.3	70.4	72.8	70.8	82.8	73.9	86.5	73.1	72.8
2000-2059	79.0	65.6	75.7	67.8	69.9	77.5	62.4	75.8	67.3	65.3	79.3	66.2	82.6	83.0	72.4
2100-2159	77.4	68.6	76.3	72.1	73.6	78.3	67.5	67.1	68.0	65.2	75.4	66.5	82.3	76.9	72.6
2200-2259	77.8	71.7	79.4	81.6	74.0	75.2	75.8	75.2	75.5	67.6	76.1	67.1	84.0	76.6	74.0
2300-0559	80.4	76.7	79.4	74.7	74.1	83.9	84.3	76.4	76.2	74.9	81.3	75.7	76.7	75.8	78.3
TOTAL	84.4	81.8	84.5	85.5	80.7	84.2	79.1	81.3	81.2	77.2	83.8	78.3	88.8	84.9	82.2

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

## AIR TRAVEL CONSUMER REPORT

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

SEPTEMBER 2025

SCHEDULED DEPARTURE TIME	DEPARTURE AIRPORT*															
	ATL	AUS	BNA	BOS	BWI	CLT	DCA	DEN	DFW	DTW	EWR	FLL	IAD	IAH	JFK	LAS
0600-0659	94.4	95.5	93.6	92.9	93.3	97.7	94.4	96.0	88.8	94.8	91.5	92.4	95.0	92.4	92.8	94.2
0700-0759	92.8	92.3	93.2	90.5	91.6	92.5	90.7	93.6	86.6	95.3	90.5	91.9	92.2	93.1	92.6	90.3
0800-0859	93.0	94.9	91.8	91.4	93.5	91.3	89.0	92.6	85.0	93.6	91.2	91.0	94.2	90.3	92.9	87.8
0900-0959	90.8	90.9	90.8	90.6	87.8	91.7	87.4	88.6	78.5	88.0	92.6	87.9	92.5	88.7	90.3	87.2
1000-1059	92.2	88.9	90.6	89.2	89.7	89.9	86.8	86.8	82.2	89.8	89.7	93.1	88.0	89.0	88.4	85.5
1100-1159	90.4	83.3	84.3	86.8	84.7	89.4	85.9	88.7	77.9	89.5	90.4	84.4	90.8	91.6	91.1	77.6
1200-1259	86.6	84.3	85.1	82.2	88.1	87.5	83.3	81.0	80.2	88.1	87.6	83.8	90.6	87.2	91.1	80.0
1300-1359	89.6	80.3	78.7	80.1	82.9	83.2	79.9	85.0	74.6	88.5	87.0	77.7	91.7	85.3	85.4	79.6
1400-1459	83.1	87.2	81.7	76.9	78.8	79.2	74.0	76.6	74.8	82.8	78.4	64.9	86.5	82.5	77.6	65.1
1500-1559	83.8	85.1	73.3	63.9	76.2	80.3	73.1	79.5	70.3	85.2	75.3	62.1	84.2	87.9	80.5	70.4
1600-1659	83.3	74.4	73.6	51.8	79.7	79.3	66.2	71.3	73.5	86.1	74.9	54.4	85.3	81.4	76.2	60.6
1700-1759	81.0	74.1	75.9	45.9	68.7	75.5	69.7	71.1	70.4	80.7	78.7	72.4	83.4	75.8	74.7	63.5
1800-1859	79.4	73.4	68.4	45.7	74.0	71.7	60.0	63.1	67.6	84.4	74.9	76.2	74.8	80.6	79.1	61.3
1900-1959	78.4	81.3	72.3	33.4	72.6	79.7	68.7	68.3	67.5	79.8	71.9	71.8	85.9	80.7	72.9	63.8
2000-2059	82.4	69.6	69.2	38.6	74.1	74.9	70.5	70.6	61.7	82.6	70.8	70.8	93.0	82.5	73.8	55.2
2100-2159	88.1	55.0	71.9	41.0	68.3	75.2	76.0	67.4	71.4	87.2	76.1	72.5	87.5	88.1	74.8	63.1
2200-2259	85.3	80.8	50.0	0.0	60.9	78.3	73.0	62.8	67.0	88.2	70.7	66.9	87.3	81.1	79.1	79.2
2300-0559	87.3	93.5	94.4	95.4	92.6	93.0	85.4	90.5	90.1	95.7	91.2	89.5	100.0	92.8	100.0	85.8
TOTAL	86.6	84.1	82.2	72.9	82.2	82.6	79.1	80.3	76.0	87.9	82.9	78.7	88.5	85.8	84.0	77.3

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

## AIR TRAVEL CONSUMER REPORT

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

SEPTEMBER 2025

SCHEDULED DEPARTURE TIME	DEPARTURE AIRPORT*														
	LAX	LGA	MCO	MDW	MIA	MSP	ORD	PHL	PHX	SAN	SEA	SFO	SLC	TPA	TOTAL
0600-0659	93.2	93.4	95.1	96.3	90.2	94.6	91.9	93.3	94.3	92.9	94.9	94.4	93.9	94.1	93.6
0700-0759	92.2	94.5	96.0	93.2	92.5	93.8	91.8	90.6	92.0	91.7	91.2	93.9	93.5	95.5	92.1
0800-0859	89.7	92.0	96.3	90.9	90.8	93.8	85.3	87.9	88.7	87.5	90.1	91.8	96.0	95.7	90.4
0900-0959	86.4	91.2	90.7	86.2	88.4	91.7	83.6	88.8	87.4	82.6	88.2	85.5	89.8	92.8	88.1
1000-1059	86.1	89.6	88.2	90.7	85.4	89.6	83.6	87.3	85.3	82.2	82.0	83.4	91.1	92.1	86.9
1100-1159	85.3	91.9	87.7	87.1	81.8	86.7	79.9	80.5	81.2	75.6	77.8	77.4	91.1	89.3	85.3
1200-1259	80.7	88.8	84.0	76.6	81.8	86.9	83.4	77.2	77.4	79.6	75.2	74.3	87.0	85.8	83.4
1300-1359	80.8	88.7	85.1	81.7	80.4	85.9	80.2	82.2	77.6	70.4	81.2	81.7	88.7	83.7	82.4
1400-1459	80.3	83.8	86.8	80.6	65.9	79.9	76.7	81.8	74.5	67.5	81.6	79.0	79.6	82.8	78.3
1500-1559	78.7	81.7	78.2	76.5	73.0	78.4	77.2	76.7	76.8	70.4	82.9	73.7	85.9	79.9	77.6
1600-1659	82.0	73.6	77.4	80.3	69.2	78.8	75.0	77.7	73.3	67.5	78.6	83.8	83.5	84.9	75.3
1700-1759	83.1	74.5	73.2	72.7	68.4	73.3	71.4	71.9	71.5	72.3	77.3	80.9	85.6	83.4	73.9
1800-1859	78.4	71.6	74.5	73.6	66.2	75.3	72.3	69.7	64.2	64.0	74.5	87.8	73.8	70.1	71.6
1900-1959	86.7	73.9	72.2	71.4	67.0	78.9	65.5	71.2	70.9	65.3	86.3	78.8	77.3	73.7	71.7
2000-2059	75.3	69.5	73.4	75.2	73.0	88.8	64.0	85.1	69.0	68.4	82.5	75.6	87.8	70.2	72.6
2100-2159	85.8	70.1	74.3	61.2	76.5	83.7	68.8	78.2	65.3	78.4	82.8	80.9	87.7	76.9	76.5
2200-2259	88.5	64.5	83.1	70.0	77.7	84.6	65.4	81.3	78.7	89.1	83.5	80.5	86.9	80.8	80.0
2300-0559	89.3	91.3	84.5	95.8	85.0	95.0	94.1	95.1	88.8	0.0	84.9	90.2	93.1	93.4	90.1
TOTAL	85.3	83.8	84.2	81.8	77.4	85.8	78.3	80.9	80.4	78.1	83.2	84.2	88.6	86.5	81.8

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

**AIR TRAVEL CONSUMER REPORT**  
**TABLE 5. ON-TIME ARRIVAL AND DEPARTURE PERCENTAGE BY AIRPORT BY REPORTING OPERATING CARRIER**  
**SEPTEMBER 2025**

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Aberdeen, SD (ABR)	95.0	91.7	60	60
Abilene, TX (ABI)	74.5	79.3	145	145
Adak Island, AK (ADK)	50.0	50.0	8	8
Aguadilla, PR (BQN)	75.2	80.5	121	123
Akron, OH (CAK)	81.3	87.1	326	326
Albany, GA (ABY)	91.1	87.0	45	46
Albany, NY (ALB)	83.5	87.6	988	989
Albuquerque, NM (ABQ)	80.3	84.2	2049	2049
Alexandria, LA (AEX)	82.2	82.2	90	90
Allentown/Bethlehem/Easton, PA (ABE)	85.6	91.4	243	243
Alpena, MI (APN)	98.1	100.0	53	53
Amarillo, TX (AMA)	82.4	84.1	415	415
Anchorage, AK (ANC)	87.0	89.2	1725	1726
Appleton, WI (ATW)	84.5	87.6	510	509
Arcata/Eureka, CA (ACV)	84.1	86.0	157	157
Asheville, NC (AVL)	83.6	84.0	912	912
Ashland, WV (HTS)	81.8	63.6	22	22
Aspen, CO (ASE)	81.1	84.5	549	550
Atlanta, GA (ATL)	90.1	86.6	25850	25839
Atlantic City, NJ (ACY)	90.8	89.7	282	282
Augusta, GA (AGS)	81.3	84.2	139	139
Austin, TX (AUS)	84.8	84.1	6886	6889
Bakersfield, CA (BFL)	77.7	91.0	211	211
Baltimore, MD (BWI)	86.2	82.2	7965	7968
Bangor, ME (BGR)	83.9	82.6	517	518
Barrow, AK (BRW)	86.7	86.7	30	30
Baton Rouge, LA (BTR)	85.0	88.1	354	354
Beaumont/Port Arthur, TX (BPT)	84.5	89.7	58	58
Belleville, IL (BLV)	84.3	78.3	83	83
Bellingham, WA (BLI)	87.2	89.9	188	189
Bemidji, MN (BJI)	91.7	91.7	60	60
Bend/Redmond, OR (RDM)	86.2	86.7	595	595
Bethel, AK (BET)	85.0	76.7	60	60
Billings, MT (BIL)	86.2	89.3	458	458
Binghamton, NY (BGM)	86.7	86.7	30	30
Birmingham, AL (BHM)	87.1	88.3	1373	1375
Bishop, CA (BIH)	94.1	94.1	17	17
Bismarck/Mandan, ND (BIS)	82.6	85.9	368	369
Bloomington/Normal, IL (BMI)	85.9	87.9	156	157
Boise, ID (BOI)	84.2	86.5	1924	1924
Boston, MA (BOS)	62.7	72.9	11596	11597

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Bozeman, MT (BZN)	86.1	86.0	1080	1081
Brainerd, MN (BRD)	86.8	84.9	53	53
Bristol/Johnson City/Kingsport, TN (TRI)	82.7	82.0	162	161
Brownsville, TX (BRO)	80.0	80.0	120	120
Buffalo, NY (BUF)	81.8	85.1	1681	1682
Burbank, CA (BUR)	83.7	84.7	2496	2496
Burlington, VT (BTV)	83.2	81.9	565	565
Butte, MT (BTM)	90.0	93.3	60	60
Carlsbad, CA (CLD)	88.3	85.0	60	60
Casper, WY (CPR)	78.5	87.1	209	209
Cedar City, UT (CDC)	96.2	98.1	53	53
Cedar Rapids/Iowa City, IA (CID)	82.2	85.4	681	680
Champaign/Urbana, IL (CMI)	85.9	89.8	128	128
Charleston, SC (CHS)	83.7	84.8	1882	1881
Charleston/Dunbar, WV (CRW)	78.3	87.9	258	257
Charlotte Amalie, VI (STT)	81.5	83.3	162	162
Charlotte, NC (CLT)	87.3	82.6	15204	15192
Charlottesville, VA (CHO)	71.9	81.6	114	114
Chattanooga, TN (CHA)	82.4	83.1	455	455
Cheyenne, WY (CYS)	85.0	95.0	60	60
Chicago, IL (MDW)	85.5	81.8	6462	6459
Chicago, IL (ORD)	79.1	78.3	28858	28867
Christiansted, VI (STX)	88.6	77.3	44	44
Cincinnati, OH (CVG)	83.8	85.9	2616	2613
Clarksburg/Fairmont, WV (CKB)	87.5	75.0	8	8
Cleveland, OH (CLE)	84.1	86.4	3265	3240
Cody, WY (COD)	80.7	76.1	88	88
College Station/Bryan, TX (CLL)	87.5	88.3	120	120
Colorado Springs, CO (COS)	81.3	84.2	1156	1156
Columbia, MO (COU)	80.2	79.1	232	230
Columbia, SC (CAE)	83.6	86.2	494	492
Columbus, MS (GTR)	76.7	80.0	30	30
Columbus, OH (CMH)	82.7	84.9	3722	3726
Columbus, OH (LCK)	88.7	90.1	71	71
Concord, NC (USA)	69.2	71.2	52	52
Cordova, AK (CDV)	95.0	66.7	60	60
Corpus Christi, TX (CRP)	86.1	87.0	323	324
Dallas, TX (DAL)	84.0	78.6	5520	5518
Dallas/Fort Worth, TX (DFW)	78.8	76.0	25638	25641
Dayton, OH (DAY)	81.1	87.6	641	639
Daytona Beach, FL (DAB)	90.3	93.1	247	247

**AIR TRAVEL CONSUMER REPORT**  
**TABLE 5. ON-TIME ARRIVAL AND DEPARTURE PERCENTAGE BY AIRPORT BY REPORTING OPERATING CARRIER**  
**SEPTEMBER 2025**

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Deadhorse, AK (SCC)	93.2	97.7	44	44
Decatur, IL (DEC)	86.3	82.4	51	51
Denver, CO (DEN)	80.8	80.3	26546	26548
Des Moines, IA (DSM)	81.2	87.6	1243	1244
Detroit, MI (DTW)	88.1	87.9	10006	10014
Devils Lake, ND (DVL)	92.2	74.5	51	51
Dickinson, ND (DIK)	77.2	89.5	57	57
Dillingham, AK (DLG)	90.0	80.0	30	30
Dodge City, KS (DDC)	82.4	80.4	51	51
Duluth, MN (DLH)	76.0	83.3	217	216
Durango, CO (DRO)	79.1	75.7	345	346
Eagle, CO (EGE)	79.1	79.7	158	158
Eau Claire, WI (EAU)	82.0	88.0	50	50
El Paso, TX (ELP)	80.2	82.1	1301	1301
Elko, NV (EKO)	97.8	100.0	46	46
Elmira/Corning, NY (ELM)	91.5	91.5	94	94
Escanaba, MI (ESC)	92.5	94.3	53	53
Eugene, OR (EUG)	85.9	86.7	723	723
Evansville, IN (EVV)	87.3	87.3	165	165
Everett, WA (PAE)	83.3	70.8	24	24
Fairbanks, AK (FAI)	89.4	92.2	357	359
Fargo, ND (FAR)	85.2	87.5	575	576
Farmington, NM (FMN)	86.7	63.3	30	30
Fayetteville, AR (XNA)	79.2	81.4	1041	1039
Fayetteville, NC (FAY)	87.9	84.2	58	57
Flagstaff, AZ (FLG)	77.7	81.3	139	139
Flint, MI (FNT)	79.0	83.9	267	267
Fort Dodge, IA (FOD)	90.2	92.2	51	51
Fort Lauderdale, FL (FLL)	81.5	78.7	5672	5663
Fort Myers, FL (RSW)	86.0	86.4	1848	1847
Fort Smith, AR (FSM)	86.4	87.3	118	118
Fort Wayne, IN (FWA)	80.3	83.4	523	523
Fresno, CA (FAT)	83.5	86.2	1128	1127
Gainesville, FL (GNV)	90.5	89.2	231	232
Garden City, KS (GCK)	75.0	85.0	60	60
Gillette, WY (GCC)	95.0	93.3	60	60
Grand Forks, ND (GFK)	78.6	81.6	98	98
Grand Island, NE (GRI)	82.9	86.8	76	76
Grand Junction, CO (GJT)	85.3	86.4	389	389
Grand Rapids, MI (GRR)	83.0	86.3	1507	1504
Great Falls, MT (GTF)	87.7	90.8	195	196

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Green Bay, WI (GRB)	81.7	82.8	289	291
Greensboro/High Point, NC (GSO)	85.0	90.3	914	914
Greer, SC (GSP)	86.2	89.0	1148	1148
Guam, TT (GUM)	91.7	96.7	60	60
Gulf Shores, AL (GUF)	100.0	96.0	25	25
Gulfport/Biloxi, MS (GPT)	88.9	91.6	287	287
Gunnison, CO (GUC)	84.4	84.4	90	90
Hagerstown, MD (HGR)	50.0	44.4	18	18
Hancock/Houghton, MI (CMX)	75.0	73.8	80	80
Harlingen/San Benito, TX (HRL)	85.4	86.0	314	314
Harrisburg, PA (MDT)	81.8	83.8	357	357
Hartford, CT (BDL)	82.5	88.0	1802	1804
Hattiesburg/Laurel, MS (PIB)	84.3	90.2	51	51
Hayden, CO (HDN)	83.8	87.4	111	111
Hays, KS (HYS)	86.3	88.2	51	51
Helena, MT (HLN)	88.7	86.7	150	150
Hibbing, MN (HIB)	82.4	82.4	51	51
Hilo, HI (ITO)	95.0	94.3	522	522
Hilton Head, SC (HHH)	92.3	89.5	220	220
Hobbs, NM (HOB)	80.0	91.7	60	60
Honolulu, HI (HNL)	87.6	90.8	4484	4480
Houston, TX (HOU)	86.4	85.1	4451	4452
Houston, TX (IAH)	86.8	85.8	9489	9493
Huntsville, AL (HSV)	82.3	82.7	779	779
Hyannis, MA (HYA)	91.7	88.9	36	36
Idaho Falls, ID (IDA)	81.7	83.7	387	387
Indianapolis, IN (IND)	82.5	85.4	3740	3742
International Falls, MN (INL)	91.1	92.9	56	56
Iron Mountain/Kingsford, MI (IMT)	83.3	88.3	60	60
Islip, NY (ISP)	87.4	85.8	350	351
Jackson, WY (JAC)	82.9	80.9	666	669
Jackson/Vicksburg, MS (JAN)	87.4	89.7	533	533
Jacksonville, FL (JAX)	80.8	84.9	2061	2063
Jacksonville/Camp Lejeune, NC (OAJ)	86.7	100.0	30	30
Jamestown, ND (JMS)	86.3	84.3	51	51
Johnstown, PA (JST)	81.7	88.3	60	60
Joplin, MO (JLN)	80.0	78.3	60	60
Juneau, AK (JNU)	84.9	85.8	450	450
Kahului, HI (OGG)	91.6	91.3	1956	1956
Kalamazoo, MI (AZO)	88.3	89.5	171	171
Kalispell, MT (FCA)	87.6	86.6	475	477

**AIR TRAVEL CONSUMER REPORT**  
**TABLE 5. ON-TIME ARRIVAL AND DEPARTURE PERCENTAGE BY AIRPORT BY REPORTING OPERATING CARRIER**  
**SEPTEMBER 2025**

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Kansas City, MO (MCI)	81.6	83.4	3927	3928
Kearney, NE (EAR)	88.2	90.2	51	51
Ketchikan, AK (KTN)	85.2	83.3	210	210
Key West, FL (EYW)	89.7	86.3	439	439
Killeen, TX (GRK)	77.3	80.5	128	128
King Salmon, AK (AKN)	96.7	100.0	30	30
Knoxville, TN (TYS)	80.5	81.6	1097	1097
Kodiak, AK (ADQ)	87.8	86.7	90	90
Kona, HI (KOA)	90.4	92.6	1234	1234
Kotzebue, AK (OTZ)	90.0	93.3	30	30
La Crosse, WI (LSE)	80.7	86.7	83	83
Lafayette, IN (LAF)	72.3	87.2	47	47
Lafayette, LA (LFT)	84.9	84.1	239	239
Lake Charles, LA (LCH)	85.2	83.3	108	108
Lansing, MI (LAN)	85.5	89.6	173	173
Laramie, WY (LAR)	88.2	86.3	51	51
Laredo, TX (LRD)	79.1	83.7	129	129
Las Vegas, NV (LAS)	79.3	77.3	14405	14399
Latrobe, PA (LBE)	87.0	89.1	46	46
Lawton/Fort Sill, OK (LAW)	77.8	88.9	90	90
Lewiston, ID (LWS)	98.3	98.3	60	60
Lexington, KY (LEX)	84.3	87.8	855	855
Liberal, KS (LBL)	90.2	86.3	51	51
Lihue, HI (LIH)	89.0	91.0	1229	1228
Lincoln, NE (LNK)	80.5	87.8	262	262
Little Rock, AR (LIT)	83.8	85.3	1058	1058
Long Beach, CA (LGB)	85.6	87.0	1381	1381
Longview, TX (GGG)	85.0	83.3	60	60
Los Angeles, CA (LAX)	84.4	85.3	15264	15262
Louisville, KY (SDF)	86.0	86.5	1928	1929
Lubbock, TX (LBB)	81.9	84.7	562	561
Madison, WI (MSN)	80.7	87.0	1168	1162
Manchester, NH (MHT)	86.0	89.0	534	535
Manhattan/Ft. Riley, KS (MHK)	78.3	87.5	120	120
Marquette, MI (MQT)	81.1	82.0	122	122
Martha's Vineyard, MA (MVY)	89.0	86.8	91	91
Mason City, IA (MCW)	74.5	80.4	51	51
Medford, OR (MFR)	93.5	90.0	369	369
Melbourne, FL (MLB)	89.8	90.2	235	235
Memphis, TN (MEM)	84.6	87.8	2058	2059
Meridian, MS (MEI)	90.2	88.2	51	51

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Miami, FL (MIA)	80.7	77.4	7564	7573
Midland/Odessa, TX (MAF)	84.3	88.6	859	860
Milwaukee, WI (MKE)	82.1	84.1	2313	2315
Minneapolis, MN (MSP)	84.2	85.8	9565	9559
Minot, ND (MOT)	85.0	88.2	254	254
Mission/McAllen/Edinburg, TX (MFE)	78.3	82.3	346	345
Missoula, MT (MSO)	88.9	86.6	359	359
Mobile, AL (MOB)	79.2	83.3	168	168
Moline, IL (MLI)	84.0	90.6	351	352
Monroe, LA (MLU)	84.4	85.6	90	90
Monterey, CA (MRY)	83.6	89.0	391	391
Montgomery, AL (MGM)	85.2	86.9	176	176
Montrose/Delta, CO (MTJ)	79.9	78.7	174	174
Morgantown, WV (MGW)	68.3	78.3	60	60
Mosinee, WI (CWA)	80.0	85.9	85	85
Myrtle Beach, SC (MYR)	85.4	85.0	1285	1284
Nantucket, MA (ACK)	83.1	73.4	177	177
Nashville, TN (BNA)	85.1	82.2	8687	8686
New Bern/Morehead/Beaufort, NC (EWN)	78.1	93.8	32	32
New Orleans, LA (MSY)	85.2	86.1	3619	3619
New York, NY (JFK)	84.1	84.0	8568	8567
New York, NY (LGA)	81.8	83.8	11386	11388
Newark, NJ (EWR)	79.7	82.9	9941	9945
Newburgh/Poughkeepsie, NY (SWF)	96.4	85.7	28	28
Niagara Falls, NY (IAG)	80.8	76.9	26	26
Nome, AK (OME)	80.0	80.0	30	30
Norfolk, VA (ORF)	82.9	87.4	1732	1734
North Bend/Coos Bay, OR (OTH)	90.0	90.0	60	60
North Platte, NE (LBF)	86.3	90.2	51	51
Oakland, CA (OAK)	81.7	78.6	2714	2714
Oklahoma City, OK (OKC)	82.3	86.4	1947	1946
Omaha, NE (OMA)	82.3	86.8	1954	1955
Ontario, CA (ONT)	81.1	84.4	2175	2177
Orlando, FL (MCO)	84.5	84.2	11258	11256
Pago Pago, TT (PPG)	85.7	92.9	14	14
Palm Springs, CA (PSP)	83.5	85.0	805	805
Panama City, FL (ECP)	86.1	88.1	712	713
Pasco/Kennewick/Richland, WA (PSC)	87.9	91.4	489	488
Pellston, MI (PLN)	84.7	84.7	98	98
Pensacola, FL (PNS)	85.1	87.5	1090	1091
Peoria, IL (PIA)	79.8	85.2	426	425

**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
Petersburg, AK (PSG)	75.0	75.0	60	60
Philadelphia, PA (PHL)	81.3	80.9	8217	8225
Phoenix, AZ (AZA)	88.8	89.5	313	313
Phoenix, AZ (PHX)	81.2	80.4	13785	13772
Pierre, SD (PIR)	82.4	76.5	51	51
Pittsburgh, PA (PIT)	83.8	86.3	3671	3672
Plattsburgh, NY (PBG)	88.9	88.9	9	9
Pocatello, ID (PIH)	93.3	93.3	30	30
Ponce, PR (PSE)	81.3	97.9	48	48
Portland, ME (PWM)	84.4	87.8	1202	1202
Portland, OR (PDX)	86.0	87.0	5275	5269
Portsmouth, NH (PSM)	90.5	90.5	21	21
Prescott, AZ (PRC)	85.0	86.7	60	60
Presque Isle/Houlton, ME (PQI)	56.7	96.7	30	30
Providence, RI (PVD)	82.1	86.3	1316	1318
Provo, UT (PVU)	83.2	89.7	184	184
Punta Gorda, FL (PGD)	85.9	85.5	297	297
Raleigh/Durham, NC (RDU)	83.2	85.1	4485	4484
Rapid City, SD (RAP)	84.9	86.3	496	496
Redding, CA (RDD)	85.9	89.9	128	129
Reno, NV (RNO)	83.8	85.9	1652	1655
Rhineland, WI (RHI)	90.5	94.7	95	95
Richmond, VA (RIC)	80.4	83.3	1487	1488
Riverton/Lander, WY (RIW)	91.7	98.3	60	60
Roanoke, VA (ROA)	79.7	80.7	202	202
Rochester, MN (RST)	82.6	86.7	121	120
Rochester, NY (ROC)	83.5	86.8	808	811
Rock Springs, WY (RKS)	78.3	85.0	60	60
Rockford, IL (RFD)	91.7	85.0	60	60
Roswell, NM (ROW)	83.8	83.8	68	68
Sacramento, CA (SMF)	83.6	83.7	4805	4804
Saginaw/Bay City/Midland, MI (MBS)	84.5	85.4	206	206
Saipan, TT (SPN)	96.7	96.7	30	30
Salina, KS (SLN)	82.2	92.2	90	90
Salt Lake City, UT (SLC)	88.8	88.6	9319	9344
San Angelo, TX (SJT)	81.1	83.3	90	90
San Antonio, TX (SAT)	83.1	85.8	3335	3334
San Diego, CA (SAN)	77.2	78.1	7875	7875
San Francisco, CA (SFO)	78.3	84.2	11829	11830
San Jose, CA (SJC)	84.2	84.1	3777	3777
San Juan, PR (SJU)	77.8	80.5	1959	1965

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
San Luis Obispo, CA (SBP)	82.1	80.4	358	358
Sanford, FL (SFB)	72.3	79.9	537	537
Santa Ana, CA (SNA)	82.4	82.9	3752	3751
Santa Barbara, CA (SBA)	80.0	81.7	671	671
Santa Fe, NM (SAF)	81.5	83.9	330	330
Santa Maria, CA (SMX)	62.5	50.0	8	8
Santa Rosa, CA (STS)	84.1	81.0	484	484
Sarasota/Bradenton, FL (SRQ)	87.2	89.8	860	859
Sault Ste. Marie, MI (CIU)	80.7	80.7	88	88
Savannah, GA (SAV)	83.9	82.5	1553	1553
Scottsbluff, NE (BFF)	92.2	82.4	51	51
Scranton/Wilkes-Barre, PA (AVP)	91.1	90.4	146	146
Seattle, WA (SEA)	83.8	83.2	14563	14552
Sheridan, WY (SHR)	86.7	86.7	60	60
Shreveport, LA (SHV)	84.9	86.0	556	556
Sioux City, IA (SUX)	90.0	85.0	60	60
Sioux Falls, SD (FSD)	75.7	81.1	567	567
Sitka, AK (SIT)	85.0	85.0	120	120
South Bend, IN (SBN)	83.2	86.7	661	661
Spokane, WA (GEG)	84.5	87.5	1588	1587
Springfield, IL (SPI)	78.9	78.9	57	57
Springfield, MO (SGF)	82.2	84.1	799	799
St. George, UT (SGU)	88.3	91.1	369	369
St. Louis, MO (STL)	85.3	82.5	5322	5321
St. Petersburg, FL (PIE)	75.2	84.2	501	501
State College, PA (SCE)	75.5	77.4	53	53
Stillwater, OK (SWO)	83.3	85.0	60	60
Stockton, CA (SCK)	69.0	52.4	42	42
Sun Valley/Hailey/Ketchum, ID (SUN)	92.3	92.9	182	183
Syracuse, NY (SYR)	79.9	87.0	806	801
Tallahassee, FL (TLH)	84.4	87.4	358	358
Tampa, FL (TPA)	84.9	86.5	5501	5502
Texarkana, AR (TXK)	78.3	86.7	60	60
Toledo, OH (TOL)	87.5	62.5	8	8
Traverse City, MI (TVC)	80.5	80.8	452	452
Trenton, NJ (TTN)	94.8	91.5	58	59
Tucson, AZ (TUS)	80.0	84.2	1373	1371
Tulsa, OK (TUL)	82.5	86.8	1516	1516
Twin Falls, ID (TWF)	100.0	100.0	60	60
Tyler, TX (TYR)	78.9	82.2	90	90
Valparaiso, FL (VPS)	89.0	88.9	800	801

**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
Victoria, TX (VCT)	89.1	82.2	46	45
Waco, TX (ACT)	80.0	82.2	90	90
Washington, DC (DCA)	76.2	79.1	11822	11822
Washington, DC (IAD)	87.5	88.5	4811	4815
Waterloo, IA (ALO)	80.8	84.6	52	52
Watertown, SD (ATY)	90.0	86.7	60	60
West Palm Beach/Palm Beach, FL (PBI)	80.2	80.5	1816	1818
West Yellowstone, MT (WYS)	93.9	93.9	66	66
White Plains, NY (HPN)	85.1	86.9	837	837
Wichita Falls, TX (SPS)	83.3	83.3	60	60
Wichita, KS (ICT)	79.5	83.7	956	956
Williston, ND (XWA)	89.2	90.1	223	223
Wilmington, NC (ILM)	83.6	85.4	697	698
Worcester, MA (ORH)	90.6	81.3	32	32
Wrangell, AK (WRG)	78.3	76.7	60	60
Yakutat, AK (YAK)	90.0	80.0	60	60
Yuma, AZ (YUM)	79.8	79.8	119	119

## AIR TRAVEL CONSUMER REPORT

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

SEPTEMBER 2025

CARRIER <sup>1</sup>	AT ALL US AIRPORTS				
	NUMBER OF AIRPORTS REPORTED	FLIGHT OPERATIONS SCHEDULED	FLIGHT OPERATIONS CANCELLED	PERCENT OF OPERATIONS CANCELLED	RANK
ALLEGIANT AIR	112	6925	1	0.0	1
HAWAIIAN AIRLINES	21	6428	11	0.2	2
SOUTHWEST AIRLINES	104	110361	265	0.2	3
DELTA AIR LINES NETWORK	210	135028	385	0.3	4
- DELTA AIR LINES	143	84875	85	0.1	
- BRANDED CODESHARE PARTNERS	183	50153	300	0.6	
UNITED AIRLINES NETWORK	226	122777	355	0.3	5
- UNITED AIRLINES	123	67550	176	0.3	
- BRANDED CODESHARE PARTNERS	206	55227	179	0.3	
FRONTIER AIRLINES	84	14896	51	0.3	6
JETBLUE AIRWAYS	68	16215	94	0.6	7
ALASKA AIRLINES NETWORK	103	35480	230	0.6	8
- ALASKA AIRLINES	85	20747	132	0.6	
- BRANDED CODESHARE PARTNERS	56	14733	98	0.7	
SPIRIT AIRLINES	62	15058	130	0.9	9
AMERICAN AIRLINES NETWORK	228	158433	1575	1.0	10
- AMERICAN AIRLINES	122	77306	933	1.2	
- BRANDED CODESHARE PARTNERS	210	81127	642	0.8	
<b>TOTAL AIRPORTS SERVED</b>	<b>360</b>	<b>621,601</b>	<b>3,097</b>	<b>0.5</b>	

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

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

## AIR TRAVEL CONSUMER REPORT

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

SEPTEMBER 2025

CARRIER <sup>1</sup>	AT ALL US AIRPORTS				
	NUMBER OF AIRPORTS REPORTED	FLIGHT OPERATIONS SCHEDULED	FLIGHT OPERATIONS CANCELLED	PERCENT OF OPERATIONS CANCELLED	RANK
ALLEGIANT AIR	112	6925	1	0.0	1
DELTA AIR LINES	143	84875	85	0.1	2
HAWAIIAN AIRLINES	21	6428	11	0.2	3
SOUTHWEST AIRLINES	104	110361	265	0.2	4
UNITED AIRLINES	123	67550	176	0.3	5
FRONTIER AIRLINES	84	14896	51	0.3	6
SKYWEST AIRLINES	239	69406	272	0.4	7
JETBLUE AIRWAYS	68	16215	94	0.6	8
ALASKA AIRLINES	85	20747	132	0.6	9
ENVOY AIR	148	25170	192	0.8	10
PSA AIRLINES	95	19218	151	0.8	11
SPRIT AIRLINES	62	15058	130	0.9	12
AMERICAN AIRLINES	122	77306	933	1.2	13
REPUBLIC AIRWAYS	82	28284	393	1.4	14
TOTAL AIRPORTS SERVED	345	562,439	2,886	0.5	

<sup>1</sup> 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 6B. OVERALL NUMBER AND PERCENTAGE OF FLIGHT CANCELLATIONS: RANKING OF U.S. REPORTING MARKETING CARRIERS (YTD)

RANK	CARRIER <sup>1</sup>	JANUARY- SEPTEMBER 2025			JANUARY- SEPTEMBER 2024		
		FLIGHT OPERATIONS SCHEDULED	FLIGHT OPERATIONS CANCELLED	PERCENT OF OPERATIONS CANCELLED	FLIGHT OPERATIONS SCHEDULED	FLIGHT OPERATIONS CANCELLED	PERCENT OF OPERATIONS CANCELLED
1	ALLEGIANT AIR	99,261	440	0.44	88,174	1,271	1.44
2	HAWAIIAN AIRLINES - HAWAIIAN AIRLINES	60,337	444	0.74	58,821	685	1.16
3	SOUTHWEST AIRLINES	1,038,284	8,867	0.85	1,071,301	9,266	0.86
4	ALASKA AIRLINES NETWORK - ALASKA AIRLINES - BRANDED CODESHARE PARTNERS	316,102	3,187	1.01	303,798	5,316	1.75
		184,097	1,984	1.08	185,827	4,398	2.37
		132,005	1,203	0.91	117,971	918	0.78
5	DELTA AIR LINES NETWORK - DELTA AIR LINES - BRANDED CODESHARE PARTNERS	1,218,176	14,512	1.19	1,149,777	15,581	1.36
		766,621	7,005	0.91	755,786	8,257	1.09
		451,555	7,507	1.66	393,991	7,324	1.86
6	SPIRIT AIRLINES	156,794	2,061	1.31	201,806	4,424	2.19
7	UNITED AIRLINES NETWORK - UNITED AIRLINES - BRANDED CODESHARE PARTNERS	1,093,016	14,634	1.34	1,005,787	21,242	2.11
		591,300	5,083	0.86	564,437	11,406	2.02
		501,716	9,551	1.90	441,350	9,836	2.23
8	JETBLUE AIRWAYS	172,634	2,473	1.43	180,683	3,018	1.67
9	FRONTIER AIRLINES	147,359	2,625	1.78	155,970	4,018	2.58
10	AMERICAN AIRLINES NETWORK - AMERICAN AIRLINES - BRANDED CODESHARE PARTNERS	1,491,300	38,311	2.57	1,428,047	24,390	1.71
		729,485	15,060	2.06	743,000	13,214	1.78
		761,815	23,251	3.05	685,047	11,176	1.63
	TOTAL	5,793,263	87,554	1.51	5,644,164	89,211	1.58

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

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

## AIR TRAVEL CONSUMER REPORT

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

RANK	CARRIER <sup>1</sup>	JANUARY- SEPTEMBER 2025			JANUARY- SEPTEMBER 2024		
		FLIGHT OPERATIONS SCHEDULED	FLIGHT OPERATIONS CANCELLED	PERCENT OF OPERATIONS CANCELLED	FLIGHT OPERATIONS SCHEDULED	FLIGHT OPERATIONS CANCELLED	PERCENT OF OPERATIONS CANCELLED
1	ALLEGIANT AIR	99,261	440	0.44	88,174	1,271	1.44
2	HAWAIIAN AIRLINES	60,337	444	0.74	58,821	685	1.16
3	SOUTHWEST AIRLINES	1,038,284	8,867	0.85	1,071,301	9,266	0.86
4	UNITED AIRLINES	591,300	5,083	0.86	564,437	11,406	2.02
5	DELTA AIR LINES	766,621	7,005	0.91	755,786	8,257	1.09
6	ALASKA AIRLINES	184,097	1,984	1.08	185,827	4,398	2.37
7	SKYWEST AIRLINES	630,733	7,406	1.17	543,946	6,598	1.21
8	SPIRIT AIRLINES	156,794	2,061	1.31	201,806	4,424	2.19
9	JETBLUE AIRWAYS	172,634	2,473	1.43	180,683	3,018	1.67
10	FRONTIER AIRLINES	147,359	2,625	1.78	155,970	4,018	2.58
11	AMERICAN AIRLINES	729,485	15,060	2.06	743,000	13,214	1.78
12	ENVOY AIR	221,854	4,920	2.22	211,973	3,423	1.61
13	REPUBLIC AIRWAYS	256,101	8,236	3.22	219,736	5,347	2.43
14	PSA AIRLINES	188,061	9,872	5.25	166,256	3,385	2.04
	TOTAL	5,242,921	76,476	1.46	5,297,599	83,251	1.57

<sup>1</sup> 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 7. CAUSES OF DELAY, BY REPORTING MARKETING CARRIER

SEPTEMBER 2025

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	35480	29562	83.32	230	0.65	66	0.19	1474	4.15	117	0.33	1987	5.60	41	0.12	2003	5.65
- ALASKA AIRLINES	20747	17198	82.89	132	0.64	48	0.23	813	3.92	81	0.39	1338	6.45	37	0.18	1100	5.30
- BRANDED CODESHARE PARTNERS	14733	12364	83.92	98	0.67	18	0.12	662	4.49	35	0.24	649	4.41	4	0.03	903	6.13
ALLEGIANT AIR	6925	5737	82.84	1	0.01	10	0.14	326	4.71	124	1.79	260	3.75	7	0.10	460	6.64
AMERICAN AIRLINES NETWORK	158433	127576	80.52	1575	0.99	441	0.28	9043	5.71	1490	0.94	7520	4.75	56	0.04	10733	6.77
- AMERICAN AIRLINES	77306	60180	77.85	933	1.21	251	0.32	5262	6.81	722	0.93	3874	5.01	31	0.04	6053	7.83
- BRANDED CODESHARE PARTNERS	81127	67396	83.07	642	0.79	190	0.23	3781	4.66	768	0.95	3646	4.49	24	0.03	4680	5.77
DELTA AIR LINES NETWORK	135028	117555	87.06	385	0.29	227	0.17	6495	4.81	777	0.58	5098	3.78	18	0.01	4472	3.31
- DELTA AIR LINES	84875	74149	87.36	85	0.10	160	0.19	3954	4.66	209	0.25	3287	3.87	10	0.01	3021	3.56
- BRANDED CODESHARE PARTNERS	50153	43406	86.55	300	0.60	67	0.13	2541	5.07	569	1.13	1811	3.61	8	0.02	1451	2.89
FRONTIER AIRLINES	14896	11800	79.22	51	0.34	25	0.17	873	5.86	72	0.48	833	5.59	0	0.00	1242	8.34
HAWAIIAN AIRLINES	6428	5669	88.19	11	0.17	5	0.08	494	7.69	12	0.19	9	0.14	7	0.11	221	3.44
JETBLUE AIRWAYS	16215	12732	78.52	94	0.58	42	0.26	781	4.82	69	0.43	1602	9.88	13	0.08	882	5.44
SOUTHWEST AIRLINES	110361	91154	82.60	265	0.24	207	0.19	5498	4.98	337	0.31	4389	3.98	53	0.05	8456	7.66
SPIRIT AIRLINES	15058	12526	83.19	130	0.86	44	0.29	704	4.68	89	0.59	970	6.44	6	0.04	589	3.91
UNITED AIRLINES NETWORK	122777	102490	83.48	355	0.29	267	0.22	6482	5.28	584	0.48	7352	5.99	4	0.00	5244	4.27
- UNITED AIRLINES	67550	55813	82.62	176	0.26	143	0.21	2937	4.35	264	0.39	5019	7.43	0	0.00	3198	4.73
- BRANDED CODESHARE PARTNERS	55227	46677	84.52	179	0.32	124	0.22	3545	6.42	320	0.58	2333	4.22	4	0.01	2046	3.70
<b>TOTAL</b>	<b>621,601</b>	<b>516,801</b>	<b>83.14</b>	<b>3,097</b>	<b>0.50</b>	<b>1,334</b>	<b>0.21</b>	<b>32,171</b>	<b>5.18</b>	<b>3,670</b>	<b>0.59</b>	<b>30,020</b>	<b>4.83</b>	<b>204</b>	<b>0.03</b>	<b>34,303</b>	<b>5.52</b>

## \* Causes of Delay:

- Air Carrier Delay: The cause of the cancellation or delay was due to circumstances within the airline's control (e.g. maintenance or crew problems, etc.).
- Extreme Weather Delay: Significant meteorological conditions (actual or forecasted) that, in the judgment of the carrier, delays or prevents the operation of a flight.
- National Aviation System Delay: Delays and cancellations attributable to the national aviation system refer to a broad set of conditions -- non-extreme weather conditions, airport operations, heavy traffic volume, air traffic control, etc.
- Security Delay: Delays caused by evacuation of terminal or concourse, re-boarding of aircraft because of security breach, inoperative screening equipment and long lines more than 29 minutes at screening areas.
- Late Arriving Aircraft Delay: Previous flight with same aircraft arrived late which caused the present flight to depart late.

A "cancelled" flight is a flight that was not operated but was in the carrier's computer reservation system within 7 days of the scheduled departure. A "diverted" flight is a flight which is operated from the scheduled origin point to a point other than the scheduled destination point in the carrier's published schedule.

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

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

## AIR TRAVEL CONSUMER REPORT

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

SEPTEMBER 2025

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	20747	17198	82.89	132	0.64	48	0.23	813	3.92	81	0.39	1338	6.45	37	0.18	1100	5.30
ALLEGIANT AIR	6925	5737	82.84	1	0.01	10	0.14	326	4.71	124	1.79	260	3.75	7	0.10	460	6.64
AMERICAN AIRLINES	77306	60180	77.85	933	1.21	251	0.32	5262	6.81	722	0.93	3874	5.01	31	0.04	6053	7.83
DELTA AIR LINES	84875	74149	87.36	85	0.10	160	0.19	3954	4.66	209	0.25	3287	3.87	10	0.01	3021	3.56
ENVOY AIR	25170	20948	83.23	192	0.76	64	0.25	833	3.31	257	1.02	1331	5.29	1	0.00	1545	6.14
FRONTIER AIRLINES	14896	11800	79.22	51	0.34	25	0.17	873	5.86	72	0.48	833	5.59	0	0.00	1242	8.34
HAWAIIAN AIRLINES	6428	5669	88.19	11	0.17	5	0.08	494	7.69	12	0.19	9	0.14	7	0.11	221	3.44
JETBLUE AIRWAYS	16215	12732	78.52	94	0.58	42	0.26	781	4.82	69	0.43	1602	9.88	13	0.08	882	5.44
PSA AIRLINES	19218	15930	82.89	151	0.79	44	0.23	797	4.15	116	0.60	788	4.10	8	0.04	1384	7.20
REPUBLIC AIRWAYS	28284	23186	81.98	393	1.39	46	0.16	948	3.35	133	0.47	2117	7.48	8	0.03	1453	5.14
SKYWEST AIRLINES	69406	58448	84.21	272	0.39	135	0.19	5749	8.28	970	1.40	2011	2.90	19	0.03	1802	2.60
SOUTHWEST AIRLINES	110361	91154	82.60	265	0.24	207	0.19	5498	4.98	337	0.31	4389	3.98	53	0.05	8456	7.66
SPIRIT AIRLINES	15058	12526	83.19	130	0.86	44	0.29	704	4.68	89	0.59	970	6.44	6	0.04	589	3.91
UNITED AIRLINES	67550	55813	82.62	176	0.26	143	0.21	2937	4.35	264	0.39	5019	7.43	0	0.00	3198	4.73
TOTAL	562,439	465,470	82.76	2,886	0.51	1,224	0.22	29,969	5.33	3,454	0.61	27,828	4.95	199	0.04	31,408	5.58

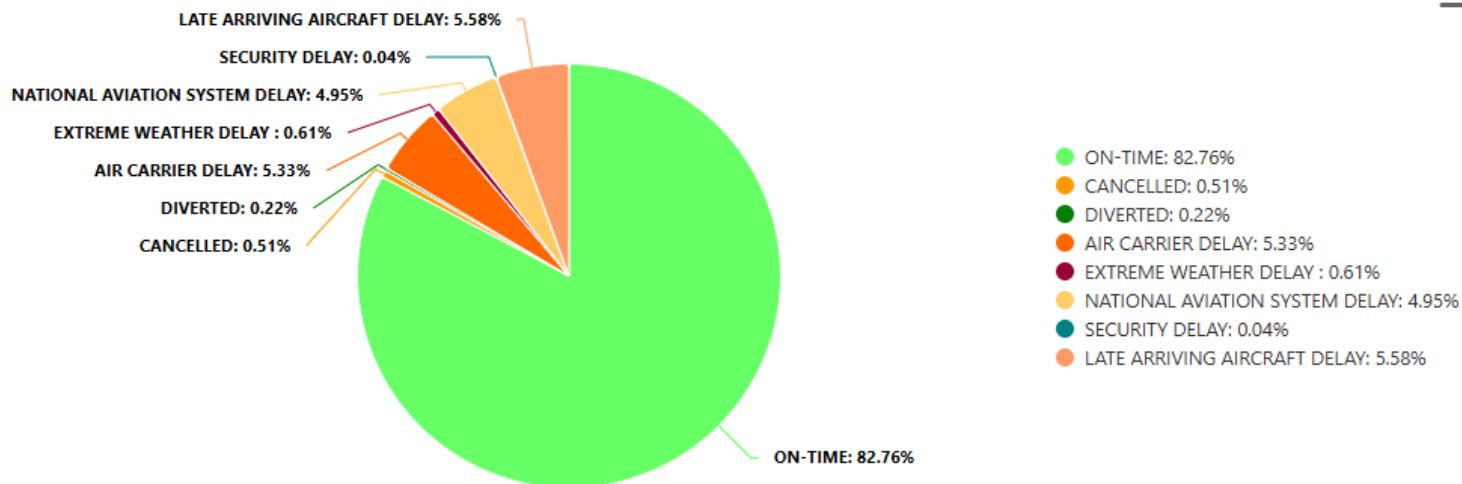
## \* Causes of Delay:

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

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

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

AIR TRAVEL CONSUMER REPORT  
TABLE 7B. OVERALL CAUSES OF DELAY BY REPORTING OPERATING CARRIER  
SEPTEMBER 2025



\* 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

SEPTEMBER 2025

MARKETING CARRIER	OPERATING CARRIER	FLIGHT NUMBER	ORIGIN AIRPORT	DESTINATION AIRPORT	DATE OF FLIGHT	LOCATION OF LONGEST TARMAC DELAY	LENGTH OF TARMAC DELAY
UNITED	UNITED	2856	EWR	DFW	9/4/2025	Origin Airport	4:05
UNITED	UNITED	1353	EWR	CLE	9/4/2025	Origin Airport	4:03
JETBLUE	JETBLUE	855	BOS	DCA	9/6/2025	Diversion Airport (ORF)	4:01
UNITED	UNITED	1331	EWR	PHX	9/4/2025	Origin Airport	4:00
UNITED	UNITED	2208	EWR	SNA	9/4/2025	Origin Airport	3:51
UNITED	UNITED	2238	EWR	LAX	9/4/2025	Origin Airport	3:47
UNITED	UNITED	2233	EWR	SMF	9/4/2025	Origin Airport	3:46
UNITED	UNITED	2069	EWR	PDX	9/4/2025	Origin Airport	3:40
UNITED	UNITED	2072	EWR	JAC	9/4/2025	Origin Airport	3:36
UNITED	UNITED	1209	LAS	ORD	9/26/2025	Origin Airport	3:20
UNITED	UNITED	2610	LAS	LAX	9/26/2025	Origin Airport	3:20
UNITED	UNITED	2641	EWR	LAX	9/4/2025	Origin Airport	3:20
UNITED	REPUBLIC	3573	EWR	IND	9/4/2025	Origin Airport	3:18
DELTA	DELTA	1135	EWR	SLC	9/4/2025	Origin Airport	3:17
JETBLUE	JETBLUE	560	PHL	BOS	9/6/2025	Origin Airport	3:17
UNITED	UNITED	2044	EWR	LAS	9/4/2025	Origin Airport	3:16
FRONTIER	FRONTIER	1475	BWI	DFW	9/19/2025	Destination Airport	3:12
UNITED	REPUBLIC	3476	EWR	STL	9/4/2025	Origin Airport	3:11
FRONTIER	FRONTIER	1333	TPA	DFW	9/19/2025	Destination Airport	3:09
UNITED	REPUBLIC	3423	EWR	CMH	9/4/2025	Origin Airport	3:06
UNITED	UNITED	569	EWR	BQN	9/4/2025	Origin Airport	3:04
DELTA	DELTA	2068	LGA	MCI	9/4/2025	Origin Airport	3:02
DELTA	DELTA	2573	EWR	DTW	9/4/2025	Origin Airport	3:01

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

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

## AIR TRAVEL CONSUMER REPORT

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

SEPTEMBER 2025

MARKETING CARRIER	OPERATING CARRIER	FLIGHT NUMBER	ORIGIN AIRPORT	DESTINATION AIRPORT	DATE OF FLIGHT	LOCATION OF LONGEST TARMAC TIME	LENGTH OF TARMAC DELAY
UNITED	UNITED	282	FAO	EWR	9/6/2025	Diversion Airport (BOS)	4:50
UNITED	UNITED	121	BCN	EWR	9/6/2025	Diversion Airport (BOS)	4:27
ITALIA TRANSPORTO AEREO S.P.A DBA ITA S.	ITALIA TRANSPORTO AEREO S.P.A DBA ITA S.	602	FCO	JFK	9/6/2025	Diversion Airport (BOS)	4:21
BRITISH AIRWAYS	BRITISH AIRWAYS	185	LHR	EWR	9/6/2025	Diversion Airport (BOS)	4:18
UNITED	UNITED	41	FCO	EWR	9/6/2025	Diversion Airport (BOS)	4:18
UNITED	UNITED	145	OPO	EWR	9/6/2025	Diversion Airport (BOS)	4:15
BRITISH AIRWAYS	BRITISH AIRWAYS	177	LHR	JFK	9/6/2025	Diversion Airport (BOS)	4:09

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

\*Based on the Bureau of Transportation Statistics' Technical Reporting Directive #39, issued December 3, 2024, effective January 1, 2025:  
<https://www.bts.gov/explore-topics-and-geography/modes/aviation/number-39-technical-directive-reporting-time>

## **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, 2024, 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.

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 <sup>1</sup>	September 2025			September 2024		
		NUMBER OF BAGS ENPLANED	NUMBER OF BAGS MISHANDED	NUMBER OF BAGS MISHANDED PER 100 ENPLANED	NUMBER OF BAGS ENPLANED	NUMBER OF BAGS MISHANDED	NUMBER OF BAGS MISHANDED PER 100 ENPLANED
1	ALLEGIANT AIR	311,689	338	0.11	302,547	838	0.28
2	JETBLUE AIRWAYS	865,924	2,412	0.28	926,400	3,000	0.32
3	SOUTHWEST AIRLINES	7,597,617	21,834	0.29	9,546,022	31,477	0.33
4	DELTA AIR LINES NETWORK	8,075,954	23,930	0.30	7,986,751	29,475	0.37
	- DELTA AIR LINES	6,351,538	20,024	0.32	6,382,579	25,313	0.40
	- BRANDED CODESHARE PARTNERS	1,724,416	3,906	0.23	1,604,172	4,162	0.26
5	FRONTIER AIRLINES	687,261	2,670	0.39	623,757	2,292	0.37
6	SPIRIT AIRLINES	459,089	1,784	0.39	779,269	2,943	0.38
7	UNITED AIRLINES NETWORK	6,107,987	29,861	0.49	5,868,550	24,111	0.41
	- UNITED AIRLINES	4,476,487	22,137	0.49	4,261,820	17,834	0.42
	- BRANDED CODESHARE PARTNERS	1,631,500	7,724	0.47	1,606,730	6,277	0.39
8	ALASKA AIRLINES NETWORK	2,271,338	11,550	0.51	2,270,587	11,607	0.51
	- ALASKA AIRLINES	1,750,210	8,811	0.50	1,794,411	9,328	0.52
	- BRANDED CODESHARE PARTNERS	521,128	2,739	0.53	476,176	2,279	0.48
9	AMERICAN AIRLINES NETWORK	8,614,039	45,064	0.52	8,700,908	49,349	0.57
	- AMERICAN AIRLINES	5,304,357	30,919	0.58	5,567,117	33,549	0.60
	- BRANDED CODESHARE PARTNERS	3,309,682	14,145	0.43	3,133,791	15,800	0.50
10	HAWAIIAN AIRLINES	472,571	2,823	0.60	478,229	1,164	0.24
	<b>TOTAL</b>	<b>35,463,469</b>	<b>142,266</b>	<b>0.40</b>	<b>37,483,020</b>	<b>156,256</b>	<b>0.42</b>

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

**AIR TRAVEL CONSUMER REPORT**  
**MISHANDLED BAGGAGE: RANKING OF U.S. REPORTING MARKETING CARRIERS (YTD)**

RANK	CARRIER <sup>1</sup>	JANUARY - SEPTEMBER 2025			JANUARY - SEPTEMBER 2024		
		NUMBER OF BAGS ENPLANED	NUMBER OF BAGS MISHANDED	NUMBER OF BAGS MISHANDED PER 100 ENPLANED	NUMBER OF BAGS ENPLANED	NUMBER OF BAGS MISHANDED	NUMBER OF BAGS MISHANDED PER 100 ENPLANED
1	ALLEGIANT AIR	4,807,362	4,181	0.09	3,082,319	7,542	0.24
2	JETBLUE AIRWAYS	10,220,955	30,633	0.30	10,153,488	36,833	0.36
3	FRONTIER AIRLINES	7,116,694	26,994	0.38	6,596,922	27,852	0.42
4	SOUTHWEST AIRLINES	84,681,908	332,218	0.39	99,806,347	434,777	0.44
5	DELTA AIR LINES NETWORK	76,938,706	326,100	0.42	75,894,090	353,107	0.47
	- DELTA AIR LINES	60,951,379	272,484	0.45	61,341,629	300,630	0.49
	- BRANDED CODESHARE PARTNERS	15,987,327	53,616	0.34	14,552,461	52,477	0.36
6	SPIRIT AIRLINES	6,226,933	26,622	0.43	9,162,349	39,856	0.44
7	ALASKA AIRLINES NETWORK	21,304,550	108,300	0.51	20,768,191	130,805	0.63
	- ALASKA AIRLINES	16,488,216	82,135	0.50	16,336,274	104,558	0.64
	- BRANDED CODESHARE PARTNERS	4,816,334	26,165	0.54	4,431,917	26,247	0.59
8	HAWAIIAN AIRLINES	4,730,082	24,372	0.52	4,646,258	18,620	0.40
	- HAWAIIAN AIRLINES	4,730,082	24,372	0.52	4,646,258	18,620	0.40
9	AMERICAN AIRLINES NETWORK	82,979,651	564,820	0.68	83,707,585	709,083	0.85
	- AMERICAN AIRLINES	51,950,048	381,638	0.73	55,350,597	499,975	0.90
	- BRANDED CODESHARE PARTNERS	31,029,603	183,182	0.59	28,356,988	209,108	0.74
10	UNITED AIRLINES NETWORK	57,914,602	428,520	0.74	56,719,608	386,873	0.68
	- UNITED AIRLINES	42,425,358	308,398	0.73	42,149,706	288,663	0.68
	- BRANDED CODESHARE PARTNERS	15,489,244	120,122	0.78	14,569,902	98,210	0.67
<b>TOTAL</b>		<b>356,921,443</b>	<b>1,872,760</b>	<b>0.52</b>	<b>370,537,157</b>	<b>2,145,348</b>	<b>0.58</b>

<sup>1</sup> 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 <sup>1</sup>	September 2025			September 2024		
		NUMBER OF BAGS ENPLANED	NUMBER OF BAGS MISHANDED	NUMBER OF BAGS MISHANDED PER 100 ENPLANED	NUMBER OF BAGS ENPLANED	NUMBER OF BAGS MISHANDED	NUMBER OF BAGS MISHANDED PER 100 ENPLANED
1	ALLEGIANT AIR	311,689	338	0.11	302,547	838	0.28
2	JETBLUE AIRWAYS	865,924	2,412	0.28	926,400	3,000	0.32
3	SOUTHWEST AIRLINES	7,597,617	21,834	0.29	9,546,022	31,477	0.33
4	DELTA AIR LINES	6,351,538	20,024	0.32	6,382,579	25,313	0.40
5	PSA AIRLINES	1,018,811	3,466	0.34	1,033,857	5,776	0.56
6	SKYWEST AIRLINES	2,475,245	9,224	0.37	2,330,872	7,617	0.33
7	REPUBLIC AIRWAYS	763,695	2,882	0.38	678,902	2,416	0.36
8	FRONTIER AIRLINES	687,261	2,670	0.39	623,757	2,292	0.37
9	SPIRIT AIRLINES	459,089	1,784	0.39	779,269	2,943	0.38
10	UNITED AIRLINES	4,476,487	22,137	0.49	4,261,820	17,834	0.42
11	ALASKA AIRLINES	1,750,210	8,811	0.50	1,794,411	9,328	0.52
12	ENVOY AIR	867,281	4,802	0.55	817,655	4,468	0.55
13	AMERICAN AIRLINES	5,304,357	30,919	0.58	5,567,117	33,549	0.60
14	HAWAIIAN AIRLINES	472,571	2,823	0.60	478,229	1,164	0.24
	TOTAL	33,401,775	134,126	0.40	35,523,437	148,015	0.42

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

**AIR TRAVEL CONSUMER REPORT**  
**MISHANDLED BAGGAGE: RANKING OF U.S. REPORTING OPERATING CARRIERS (YTD)**

RANK	CARRIER <sup>1</sup>	JANUARY - SEPTEMBER 2025			JANUARY - SEPTEMBER 2024		
		NUMBER OF BAGS ENPLANED	NUMBER OF BAGS MISHANDED	NUMBER OF BAGS MISHANDED PER 100 ENPLANED	NUMBER OF BAGS ENPLANED	NUMBER OF BAGS MISHANDED	NUMBER OF BAGS MISHANDED PER 100 ENPLANED
1	ALLEGIANT AIR	4,807,362	4,181	0.09	3,082,319	7,542	0.24
2	JETBLUE AIRWAYS	10,220,955	30,633	0.30	10,153,488	36,833	0.36
3	FRONTIER AIRLINES	7,116,694	26,994	0.38	6,596,922	27,852	0.42
4	SOUTHWEST AIRLINES	84,681,908	332,218	0.39	99,806,347	434,777	0.44
5	SPIRIT AIRLINES	6,226,933	26,622	0.43	9,162,349	39,856	0.44
6	DELTA AIR LINES	60,951,379	272,484	0.45	61,341,629	300,630	0.49
7	ALASKA AIRLINES	16,488,216	82,135	0.50	16,336,274	104,558	0.64
8	HAWAIIAN AIRLINES	4,730,082	24,372	0.52	4,646,258	18,620	0.40
9	REPUBLIC AIRWAYS	7,303,046	37,707	0.52	6,409,233	34,806	0.54
10	PSA AIRLINES	9,677,597	50,328	0.52	8,985,622	68,214	0.76
11	SKYWEST AIRLINES	22,820,090	122,950	0.54	20,565,464	108,622	0.53
12	ENVOY AIR	7,723,935	54,549	0.71	7,437,983	59,710	0.80
13	UNITED AIRLINES	42,425,358	308,398	0.73	42,149,706	288,663	0.68
14	AMERICAN AIRLINES	51,950,048	381,638	0.73	55,350,597	499,975	0.90
	TOTAL	337,123,603	1,755,209	0.52	352,024,191	2,030,658	0.58

<sup>1</sup> 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 <sup>1</sup>	September 2025			September 2024		
		NUMBER OF WHEELCHAIRS AND SCOOTERS ENPLANED	NUMBER OF WHEELCHAIRS AND SCOOTERS MISHANDED	NUMBER OF WHEELCHAIRS AND SCOOTERS MISHANDED PER 100 ENPLANED	NUMBER OF WHEELCHAIRS AND SCOOTERS ENPLANED	NUMBER OF WHEELCHAIRS AND SCOOTERS MISHANDED	NUMBER OF WHEELCHAIRS AND SCOOTERS MISHANDED PER 100 ENPLANED
1	DELTA AIR LINES NETWORK - DELTA AIR LINES - BRANDED CODESHARE PARTNERS	12,845 9,559 3,286	41 37 4	0.32 0.39 0.12	13,573 10,826 2,747	69 55 14	0.51 0.51 0.51
2	ALLEGIANT AIR	2,385	12	0.50	1,696	18	1.06
3	JETBLUE AIRWAYS	2,392	25	1.05	2,340	39	1.67
4	UNITED AIRLINES NETWORK - UNITED AIRLINES - BRANDED CODESHARE PARTNERS	13,623 10,571 3,052	143 119 24	1.05 1.13 0.79	13,458 10,445 3,013	122 97 25	0.91 0.93 0.83
5	SOUTHWEST AIRLINES	24,045	286	1.19	24,032	290	1.21
6	SPIRIT AIRLINES	2,143	26	1.21	2,408	47	1.95
7	ALASKA AIRLINES NETWORK - ALASKA AIRLINES - BRANDED CODESHARE PARTNERS	4,432 3,825 607	59 54 5	1.33 1.41 0.82	3,667 3,177 490	57 48 9	1.55 1.51 1.84
8	HAWAIIAN AIRLINES	1,298	18	1.39	1,403	6	0.43
9	AMERICAN AIRLINES NETWORK - AMERICAN AIRLINES - BRANDED CODESHARE PARTNERS	13,496 9,515 3,981	196 157 39	1.45 1.65 0.98	13,571 9,843 3,728	192 137 55	1.41 1.39 1.48
10	FRONTIER AIRLINES	2,953	48	1.63	2,659	38	1.43
	TOTAL	79,612	854	1.07	78,807	878	1.11

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

## AIR TRAVEL CONSUMER REPORT

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

RANK	CARRIER <sup>1</sup>	JANUARY - SEPTEMBER 2025			JANUARY - SEPTEMBER 2024		
		NUMBER OF WHEELCHAIRS AND SCOOTERS ENPLANED	NUMBER OF WHEELCHAIRS AND SCOOTERS MISHANDED	NUMBER OF WHEELCHAIRS AND SCOOTERS MISHANDED PER 100 ENPLANED	NUMBER OF WHEELCHAIRS AND SCOOTERS ENPLANED	NUMBER OF WHEELCHAIRS AND SCOOTERS MISHANDED	NUMBER OF WHEELCHAIRS AND SCOOTERS MISHANDED PER 100 ENPLANED
1	DELTA AIR LINES NETWORK	109,970	477	0.43	117,763	736	0.62
	- DELTA AIR LINES	83,658	393	0.47	95,673	611	0.64
	- BRANDED CODESHARE PARTNERS	26,312	84	0.32	22,090	125	0.57
2	ALLEGIANT AIR	23,221	177	0.76	20,434	144	0.70
3	UNITED AIRLINES NETWORK	111,910	1,180	1.05	116,100	1,118	0.96
	- UNITED AIRLINES	86,294	955	1.11	91,310	920	1.01
	- BRANDED CODESHARE PARTNERS	25,616	225	0.88	24,790	198	0.80
4	HAWAIIAN AIRLINES	11,332	130	1.15	10,798	112	1.04
	- HAWAIIAN AIRLINES	11,332	130	1.15	10,798	112	1.04
5	SOUTHWEST AIRLINES	193,260	2,367	1.22	191,824	2,838	1.48
6	SPIRIT AIRLINES	20,516	274	1.34	19,678	451	2.29
7	ALASKA AIRLINES NETWORK	31,484	423	1.34	26,533	413	1.56
	- ALASKA AIRLINES	26,793	357	1.33	22,972	342	1.49
	- BRANDED CODESHARE PARTNERS	4,691	66	1.41	3,561	71	1.99
8	FRONTIER AIRLINES	28,058	388	1.38	22,067	409	1.85
9	AMERICAN AIRLINES NETWORK	116,143	1,639	1.41	120,835	2,034	1.68
	- AMERICAN AIRLINES	81,776	1,214	1.48	90,079	1,548	1.72
	- BRANDED CODESHARE PARTNERS	34,367	425	1.24	30,756	486	1.58
10	JETBLUE AIRWAYS	21,636	306	1.41	21,482	319	1.48
	TOTAL	667,530	7,361	1.10	667,514	8,574	1.28

<sup>1</sup> 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 <sup>1</sup>	September 2025			September 2024		
		NUMBER OF WHEELCHAIRS AND SCOOTERS ENPLANED	NUMBER OF WHEELCHAIRS AND SCOOTERS MISHANDED	NUMBER OF WHEELCHAIRS AND SCOOTERS MISHANDED PER 100 ENPLANED	NUMBER OF WHEELCHAIRS AND SCOOTERS ENPLANED	NUMBER OF WHEELCHAIRS AND SCOOTERS MISHANDED	NUMBER OF WHEELCHAIRS AND SCOOTERS MISHANDED PER 100 ENPLANED
1	DELTA AIR LINES	9,559	37	0.39	10,826	55	0.51
2	ALLEGIANT AIR	2,385	12	0.50	1,696	18	1.06
3	SKYWEST AIRLINES	3,843	27	0.70	3,597	35	0.97
4	ENVOY AIR	1,393	13	0.93	1,391	16	1.15
5	REPUBLIC AIRWAYS	1,251	13	1.04	1,249	14	1.12
6	JETBLUE AIRWAYS	2,392	25	1.05	2,340	39	1.67
7	PSA AIRLINES	990	11	1.11	974	20	2.05
8	UNITED AIRLINES	10,571	119	1.13	10,445	97	0.93
9	SOUTHWEST AIRLINES	24,045	286	1.19	24,032	290	1.21
10	SPIRIT AIRLINES	2,143	26	1.21	2,408	47	1.95
11	HAWAIIAN AIRLINES	1,298	18	1.39	1,403	6	0.43
12	ALASKA AIRLINES	3,825	54	1.41	3,177	48	1.51
13	FRONTIER AIRLINES	2,953	48	1.63	2,659	38	1.43
14	AMERICAN AIRLINES	9,515	157	1.65	9,843	137	1.39
	TOTAL	76,163	846	1.11	76,040	860	1.13

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

## AIR TRAVEL CONSUMER REPORT

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

RANK	CARRIER <sup>1</sup>	JANUARY - SEPTEMBER 2025			JANUARY - SEPTEMBER 2024		
		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	83,658	393	0.47	95,673	611	0.64
2	SKYWEST AIRLINES	32,802	249	0.76	29,065	255	0.88
3	ALLEGIANT AIR	23,221	177	0.76	20,434	144	0.70
4	REPUBLIC AIRWAYS	10,433	115	1.10	9,641	122	1.27
5	UNITED AIRLINES	86,294	955	1.11	91,310	920	1.01
6	HAWAIIAN AIRLINES	11,332	130	1.15	10,798	112	1.04
7	SOUTHWEST AIRLINES	193,260	2,367	1.22	191,824	2,838	1.48
8	ENVOY AIR	11,542	146	1.26	11,364	134	1.18
9	PSA AIRLINES	8,418	111	1.32	7,309	151	2.07
10	ALASKA AIRLINES	26,793	357	1.33	22,972	342	1.49
11	SPIRIT AIRLINES	20,516	274	1.34	19,678	451	2.29
12	FRONTIER AIRLINES	28,058	388	1.38	22,067	409	1.85
13	JETBLUE AIRWAYS	21,636	306	1.41	21,482	319	1.48
14	AMERICAN AIRLINES	81,776	1,214	1.48	90,079	1,548	1.72
	TOTAL	639,739	7,182	1.12	643,696	8,356	1.30

<sup>1</sup> 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

JULY- SEPTEMBER 2025						JULY- SEPTEMBER 2024					
RANK	CARRIER <sup>1</sup>	DENIED BOARDINGS (DB'S)		ENPLANED PASSENGERS	INVOLUNTARY DB's PER 10,000 PASSENGERS	DENIED BOARDINGS (DB'S)		ENPLANED PASSENGERS	INVOLUNTARY DB's PER 10,000 PASSENGERS		
		VOLUNTARY	INVOLUNTARY			VOLUNTARY	INVOLUNTARY				
1	DELTA AIR LINES NETWORK - DELTA AIR LINES - BRANDED CODESHARE PARTNERS	32,246	0	49,515,764	0.00	34,232	0	48,143,997	0.00		
		20,433	0	40,418,868	0.00	20,064	0	40,179,599	0.00		
		11,813	0	9,096,896	0.00	14,168	0	7,964,398	0.00		
2	ALLEGIANT AIR	252	0	4,629,834	0.00	223	0	4,256,249	0.00		
3	SOUTHWEST AIRLINES	2,509	94	43,728,592	0.02	8,576	130	44,349,033	0.03		
4	UNITED AIRLINES NETWORK - UNITED AIRLINES - BRANDED CODESHARE PARTNERS	14,685	124	42,718,248	0.03	11,158	201	40,110,753	0.05		
		8,447	84	33,561,280	0.03	6,961	120	31,704,357	0.04		
		6,238	40	9,156,968	0.04	4,197	81	8,406,396	0.10		
5	JETBLUE AIRWAYS	844	45	8,724,733	0.05	1,350	77	8,926,584	0.09		
6	HAWAIIAN AIRLINES	63	19	2,902,626	0.07	84	4	2,745,911	0.01		
7	ALASKA AIRLINES NETWORK - ALASKA AIRLINES - BRANDED CODESHARE PARTNERS	4,629	143	12,476,646	0.11	3,498	121	12,519,295	0.10		
		2,711	82	9,477,971	0.09	2,119	76	9,753,590	0.08		
		1,918	61	2,998,675	0.20	1,379	45	2,765,705	0.16		
8	SPIRIT AIRLINES	2,305	112	7,359,537	0.15	4,520	432	10,925,102	0.40		
9	AMERICAN AIRLINES NETWORK - AMERICAN AIRLINES - BRANDED CODESHARE PARTNERS	24,245	4,318	53,402,394	0.81	17,822	3,832	53,524,166	0.72		
		15,086	2,042	38,816,718	0.53	11,505	2,358	39,908,663	0.59		
		9,159	2,276	14,585,676	1.56	6,317	1,474	13,615,503	1.08		
10	FRONTIER AIRLINES	439	2,141	8,016,962	2.67	1,283	1,781	8,621,022	2.07		
	TOTAL	82,217	6,996	233,475,336	0.30	82,746	6,578	234,122,112	0.28		

<sup>1</sup> All U.S. airlines with at least half of one percent of total domestic scheduled-service passenger revenues plus any branded codeshare partners.<sup>2</sup> Carriers with zero involuntary denied boardings per 10,000 passengers are ranked in order of highest to lowest number of enplanements.

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

JANUARY- SEPTEMBER 2025						JANUARY- SEPTEMBER 2024					
RANK	CARRIER <sup>1</sup>	DENIED BOARDINGS (DB'S)		ENPLANED PASSENGERS	INVOLUNTARY DB's PER 10,000 PASSENGERS	DENIED BOARDINGS (DB'S)		ENPLANED PASSENGERS	INVOLUNTARY DB's PER 10,000 PASSENGERS		
		VOLUNTARY	INVOLUNTARY			VOLUNTARY	INVOLUNTARY				
1	DELTA AIR LINES NETWORK - DELTA AIR LINES - BRANDED CODESHARE PARTNERS	100,991	0	140,660,867	0.00	88,893	1	138,904,355	0.00		
		65,280	0	115,023,200	0.00	54,207	0	115,942,942	0.00		
		35,711	0	25,637,667	0.00	34,686	1	22,961,413	0.00		
2	ALLEGIANT AIR	563	0	14,208,165	0.00	583	0	12,982,957	0.00		
3	SOUTHWEST AIRLINES	9,395	196	124,886,299	0.02	31,020	1,240	131,624,993	0.09		
4	UNITED AIRLINES NETWORK - UNITED AIRLINES - BRANDED CODESHARE PARTNERS	37,798	235	120,296,476	0.02	29,817	328	114,492,645	0.03		
		20,162	149	94,396,453	0.02	18,007	199	91,051,458	0.02		
		17,636	86	25,900,023	0.03	11,810	129	23,441,187	0.06		
6	JETBLUE AIRWAYS	2,534	133	25,327,457	0.05	4,234	255	26,101,109	0.10		
7	ALASKA AIRLINES NETWORK - ALASKA AIRLINES - BRANDED CODESHARE PARTNERS	11,072	297	33,993,623	0.09	11,045	294	33,114,859	0.09		
		5,847	153	25,542,248	0.06	6,632	149	25,492,618	0.06		
		5,225	144	8,451,375	0.17	4,413	145	7,622,241	0.19		
8	SPIRIT AIRLINES	6,942	486	24,041,203	0.20	15,929	1,551	32,264,057	0.48		
9	AMERICAN AIRLINES NETWORK - AMERICAN AIRLINES - BRANDED CODESHARE PARTNERS	59,984	11,481	153,617,513	0.75	50,348	10,664	155,670,284	0.69		
		33,210	5,497	111,745,908	0.49	30,761	6,516	117,273,860	0.56		
		26,774	5,984	41,871,605	1.43	19,587	4,148	38,396,424	1.08		
10	FRONTIER AIRLINES	1,541	6,569	23,909,073	2.75	4,060	5,572	23,147,231	2.41		
	TOTAL	231,288	19,420	669,310,140	0.29	235,929	19,905	668,302,490	0.30		

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

<sup>2</sup> 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

JULY- SEPTEMBER 2025						JULY- SEPTEMBER 2024					
RANK	CARRIER <sup>1</sup>	DENIED BOARDINGS (DB'S)		ENPLANED PASSENGERS	INVOLUNTARY DB's PER 10,000 PASSENGERS	DENIED BOARDINGS (DB'S)		ENPLANED PASSENGERS	INVOLUNTARY DB's PER 10,000 PASSENGERS		
		VOLUNTARY	INVOLUNTARY			VOLUNTARY	INVOLUNTARY				
1	DELTA AIR LINES	20,433	0	40,418,868	0.00	20,064	0	40,179,599	0.00		
2	ALLEGIANT AIR	252	0	4,629,834	0.00	223	0	4,256,249	0.00		
3	SOUTHWEST AIRLINES	2,509	94	43,728,592	0.02	8,576	130	44,349,033	0.03		
4	UNITED AIRLINES	8,447	84	33,561,280	0.03	6,961	120	31,704,357	0.04		
5	JETBLUE AIRWAYS	844	45	8,724,733	0.05	1,350	77	8,926,584	0.09		
6	HAWAIIAN AIRLINES	63	19	2,902,626	0.07	84	4	2,745,911	0.01		
7	ALASKA AIRLINES	2,711	82	9,477,971	0.09	2,119	76	9,753,590	0.08		
8	SPIRIT AIR LINES	2,305	112	7,359,537	0.15	4,520	432	10,925,102	0.40		
9	SKYWEST AIRLINES	10,832	381	11,855,546	0.32	10,722	131	10,652,489	0.12		
10	AMERICAN AIRLINES	15,086	2,042	38,816,718	0.53	11,505	2,358	39,908,663	0.59		
11	ENVOY AIR	1,475	367	4,910,814	0.75	1,641	366	4,702,395	0.78		
12	REPUBLIC AIRWAYS	5,412	644	5,397,456	1.19	3,861	305	4,723,761	0.65		
13	PSA AIRLINES	1,913	443	3,509,170	1.26	1,594	487	3,522,891	1.38		
14	FRONTIER AIRLINES	439	2,141	8,016,962	2.67	1,283	1,781	8,621,022	2.07		
	TOTAL	72,721	6,454	223,310,107	0.29	74,503	6,267	224,971,646	0.28		

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

<sup>2</sup> 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 (YTD)**

JANUARY- SEPTEMBER 2025					
RANK	CARRIER <sup>1</sup>	DENIED BOARDINGS (DB'S)		ENPLANED PASSENGERS	INVOLUNTARY DB's PER 10,000 PASSENGERS
		VOLUNTARY	IN VOLUNTARY		
1	DELTA AIR LINES	65,280	0	115,023,200	0.00
2	ALLEGIANT AIR	563	0	14,208,165	0.00
3	SOUTHWEST AIRLINES	9,395	196	124,886,299	0.02
4	UNITED AIRLINES	20,162	149	94,396,453	0.02
5	HAWAIIAN AIRLINES	468	23	8,369,464	0.03
6	JETBLUE AIRWAYS	2,534	133	25,327,457	0.05
7	ALASKA AIRLINES	5,847	153	25,542,248	0.06
8	SPIRIT AIR LINES	6,942	486	24,041,203	0.20
9	SKYWEST AIRLINES	30,519	850	33,288,058	0.26
10	AMERICAN AIRLINES	33,210	5,497	111,745,908	0.49
11	ENVOY AIR	4,705	1,000	13,701,205	0.73
12	REPUBLIC AIRWAYS	13,476	1,392	15,335,107	0.91
13	PSA AIRLINES	5,700	1,314	10,465,860	1.26
14	FRONTIER AIRLINES	1,541	6,569	23,909,073	2.75
<b>TOTAL</b>		<b>200,342</b>	<b>17,762</b>	<b>640,239,700</b>	<b>0.28</b>

JANUARY- SEPTEMBER 2024			
DENIED BOARDINGS (DB'S)		ENPLANED PASSENGERS	INVOLUNTARY DB's PER 10,000 PASSENGERS
VOLUNTARY	IN VOLUNTARY		
54,207	0	115,942,942	0.00
583	0	12,982,957	0.00
31,020	1,240	131,624,993	0.09
18,007	199	91,051,458	0.02
690	9	7,925,235	0.01
4,234	255	26,101,109	0.10
6,632	149	25,492,618	0.06
15,929	1,551	32,264,057	0.48
26,933	508	31,398,858	0.16
30,761	6,516	117,273,860	0.56
5,054	1,133	13,071,973	0.87
9,065	590	13,394,435	0.44
4,891	1,089	9,851,638	1.11
4,060	5,572	23,147,231	2.41
212,066	18,811	651,523,364	0.29

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

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

## **CONSUMER COMPLAINTS**

Consumer complaint data for August 2025 through December 2025 will be released in early 2026. The shift to the new Aviation Complaint, Enforcement, and Reporting System (ACERS), has meant that DOT analysts no longer manually code every consumer complaint; instead, consumers self-select the nature of their complaint. We have seen that some consumers select multiple categories (e.g., disability, refunds, flight schedule) that are not clearly supported by the text of their complaint. We are taking this additional time to ensure the integrity and accuracy of the data prior to publication in the ATCR.

## AIR TRAVEL CONSUMER REPORT

### September 2025 Airline Reports to DOT of Incidents Involving the Loss, Injury or Death of Animals During Air Transportation

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

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

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

Carrier	Death	Injury	Loss
	NONE		



## U.S. Department of Homeland Security, Transportation Security Administration Customer Experience Report for September 2025 <sup>a</sup>

The Transportation Security Administration (TSA) screened approximately 70.2 million passengers at screening checkpoints and 44.8 million checked bags at baggage screening locations in September 2025.

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 <sup>b</sup>. In September 2025, TSA received 15,006 complaints (i.e. a description of a negative experience) from the public via phone or email (or 21.4 complaints per 100,000 passengers <sup>c</sup>). 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 <sup>c</sup>	Number of Complaints	Complaints per 100,000 Passengers <sup>c</sup>	Number of Complaints	Complaints per 100,000 Passengers <sup>c</sup>	Number of Complaints	Complaints per 100,000 Passengers <sup>c</sup>
737	1.1	735	1.1	11.683	16.7	160	0.3

Civil Rights		Other TSA-related		Non-TSA related, Airline		Non-TSA related, All Others	
Number of Complaints	Complaints per 100,000 Passengers <sup>c</sup>	Number of Complaints	Complaints per 100,000 Passengers <sup>c</sup>	Number of Complaints	Complaints per 100,000 Passengers <sup>c</sup>	Number of Complaints	Complaints per 100,000 Passengers <sup>c</sup>
787	1.2	259	0.4	130	0.2	515	0.8

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 <sup>Only</sup>
111	76	0.0003



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

## Customer Experience Report for August 2025 <sup>a</sup>

### REFERENCES

<sup>a</sup> 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.

<sup>b</sup> 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.

<sup>c</sup> 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.

<sup>d</sup> 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.