

Air Travel Consumer Report

A Product Of

THE OFFICE OF AVIATION CONSUMER PROTECTION

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Flight Delays[1]	December 2025 /January – December 2025
Mishandled Baggage, Wheelchairs, and Scooters [1]	December 2025 / January - December 2025
Oversales[1]	4th Quarter 2025 / January - December 2025
Consumer Complaints[2] (Includes Disability and Discrimination Complaints)	December 2025 / January - December 2025
Airline Animal Incident Reports[4]	December 2025 / January - December 2025
Customer Service Reports to the Dept. of Homeland Security[3]	December 2025

[1] Data collected by the Bureau of Transportation Statistics. Website: *http://www.bts.gov*
[2] Data compiled by the Office of Aviation Consumer Protection. Website: *http://www.transportation.gov/airconsumer*
[3] Data provided by the Department of Homeland Security, Transportation Security Administration
[4] Data collected by the Office of Aviation Consumer Protection

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INTRODUCTION

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

The report is divided into sections (Flight Delays, Mishandled Baggage Wheelchairs and Scooters, Oversales, Consumer Complaints, Customer Service Reports to the Transportation Security Administration, and Airline Reports of the Loss, Injury, or Death of Animals During Air Transportation). The sections concerning flight delays, mishandled baggage, wheelchairs and scooters and ooversales 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. 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.

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

DECEMBER 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:

American Airlines Branded Codeshare Partners	Alaska Airlines Branded Codeshare Partners	Delta Air Lines Branded Codeshare Partners	United Airlines Branded Codeshare Partners
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

DECEMBER 2025

AT ALL US AIRPORTS			
CARRIER[1]	**NUMBER OF AIRPORTS REPORTED**	**PERCENT OF ON-TIME ARRIVALS**	**RANK**
SOUTHWEST AIRLINES	**104**	**74.8**	**1**
UNITED AIRLINES NETWORK	**219**	**73.6**	**2**
- UNITED AIRLINES	122	76.8	
- BRANDED CODESHARE PARTNERS	202	70.0	
ALASKA AIRLINES NETWORK	**106**	**71.5**	**3**
- ALASKA AIRLINES	85	70.6	
- BRANDED CODESHARE PARTNERS	59	72.7	
HAWAIIAN AIRLINES	**19**	**71.4**	**4**
AMERICAN AIRLINES NETWORK	**228**	**71.4**	**5**
- AMERICAN AIRLINES	119	73.1	
- BRANDED CODESHARE PARTNERS	212	69.7	
DELTA AIR LINES NETWORK	**210**	**71.0**	**6**
- DELTA AIR LINES	143	72.3	
- BRANDED CODESHARE PARTNERS	188	68.9	
ALLEGIANT AIR	**121**	**68.2**	**7**
FRONTIER AIRLINES	**86**	**66.6**	**8**
SPIRIT AIRLINES	**51**	**63.8**	**9**
JETBLUE AIRWAYS	**57**	**62.0**	**10**
TOTAL AIRPORTS SERVED	**359**	**71.7**	

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

[2] On October 29, 2025, Alaska Airlines and Hawaiian Airlines received a Single Operating Certificate from the FAA in the name of "Alaska Airlines, Inc. and/or Hawaiian Airlines Inc." As such, FAA now recognizes Alaska/Hawaiian as a single certificated carrier. Hawaiian Airlines branded flights are now operation by Alaska Airlines.

AIR TRAVEL CONSUMER REPORT

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

DECEMBER 2025

AT ALL US AIRPORTS			
CARRIER[1]	NUMBER OF AIRPORTS REPORTED	PERCENT OF ON-TIME ARRIVALS	RANK
UNITED AIRLINES	122	76.8	1
ENVOY AIR	155	75.0	2
SOUTHWEST AIRLINES	104	74.8	3
AMERICAN AIRLINES	119	73.1	4
DELTA AIR LINES	143	72.3	5
HAWAIIAN AIRLINES	19	71.4	6
SKYWEST AIRLINES	235	71.2	7
ALASKA AIRLINES	85	70.6	8
ALLEGIANT AIR	121	68.2	9
REPUBLIC AIRWAYS	79	67.0	10
FRONTIER AIRLINES	86	66.6	11
SPIRIT AIRLINES	51	63.8	12
PSA AIRLINES	103	62.0	13
JETBLUE AIRWAYS	57	62.0	14
TOTAL AIRPORTS SERVED	343	71.9	

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

[2] On October 29, 2025, Alaska Airlines and Hawaiian Airlines received a Single Operating Certificate from the FAA in the name of "Alaska Airlines, Inc. and/or Hawaiian Airlines, Inc." As such, FAA now recognizes Alaska/Hawaiian as a single certificated carrier. Hawaiian Airlines branded flights are now operation by Alaska Airlines.

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

DECEMBER 2025

CARRIER[1]	Jan 25		Feb 25		Mar 25		Apr 25		May 25		Jun 25		Jul 25		Aug 25		Sep 25		Oct 25		Nov 25		Dec 25		Year-to-date (YTD)	
	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank
ALASKA AIRLINES NETWORK	**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**	**79.3**	**5**	**79.4**	**3**	**71.5**	**3**	**77.2**	**5**
- ALASKA AIRLINES	81.0		77.0		80.3		80.6		74.3		69.0		67.6		71.9		82.9		78.2		79.8		70.6		75.8	
- BRANDED CODESHARE PARTNERS	79.5		71.8		79.1		82.8		82.3		78.0		79.6		81.2		83.9		80.8		78.8		72.7		79.3	
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**	**77.7**	**7**	**76.1**	**7**	**68.2**	**7**	**74.5**	**7**
AMERICAN AIRLINES NETWORK	**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**	**77.7**	**6**	**75.2**	**8**	**71.4**	**5**	**73.5**	**8**
- AMERICAN AIRLINES	77.5		78.2		75.5		74.3		72.1		65.3		62.4		67.8		77.8		76.1		74.8		73.1		72.7	
- BRANDED CODESHARE PARTNERS	75.3		71.2		76.1		77.2		72.9		66.2		68.7		77.1		83.1		79.2		75.6		69.7		74.3	
DELTA AIR LINES NETWORK	**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**	**83.7**	**1**	**80.1**	**1**	**71.0**	**6**	**79.3**	**2**
- DELTA AIR LINES	78.3		79.7		81.0		81.6		77.6		72.2		73.7		82.1		87.4		83.6		80.8		72.3		79.1	
- BRANDED CODESHARE PARTNERS	79.4		78.0		82.9		82.9		78.2		75.2		74.5		84.8		86.5		83.8		78.7		68.9		79.5	
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**	**77.3**	**8**	**74.3**	**9**	**66.6**	**8**	**70.7**	**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**	**81.0**	**2**	**79.9**	**2**	**71.4**	**4**	**81.9**	**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**	**73.5**	**10**	**72.7**	**10**	**62.0**	**10**	**72.3**	**9**
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**	**77.1**	**9**	**78.4**	**4**	**74.8**	**1**	**77.8**	**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**	**79.5**	**4**	**76.7**	**6**	**63.8**	**9**	**77.2**	**4**
UNITED AIRLINES NETWORK	**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**	**80.7**	**3**	**77.0**	**5**	**73.6**	**2**	**76.9**	**6**
- UNITED AIRLINES	80.6		80.9		82.2		81.2		74.7		72.7		67.9		75.3		82.6		80.1		78.0		76.8		77.7	
- BRANDED CODESHARE PARTNERS	74.7		75.3		79.9		80.5		76.5		69.3		68.3		75.9		84.5		81.5		75.7		70.0		75.9	
TOTAL	**78.4**		**77.8**		**79.4**		**79.6**		**75.3**		**70.1**		**69.2**		**76.8**		**83.1**		**79.5**		**77.3**		**71.7**		**76.4**	

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

[2] On October 29, 2025, Alaska Airlines and Hawaiian Airlines received a Single Operating Certificate from the FAA in the name of "Alaska Airlines, Inc. and/or Hawaiian Airlines, Inc." As such, FAA now recognizes Alaska/Hawaiian as a single certificated carrier. Hawaiian Airlines branded flights are now operation by Alaska Airlines.

AIR TRAVEL CONSUMER REPORT

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

RANK	CARRIER[1]	JANUARY - DECEMBER 2025		JANUARY - DECEMBER 2024	
		FLIGHT OPERATIONS SCHEDULED	PERCENT OF ON-TIME ARRIVALS	FLIGHT OPERATIONS SCHEDULED	PERCENT OF ON-TIME ARRIVALS
1	**HAWAIIAN AIRLINES**	**80,084**	**81.95**	**78,530**	**83.58**
2	**DELTA AIR LINES NETWORK**	**1,626,898**	**79.26**	**1,541,707**	**82.02**
	- DELTA AIR LINES	1,026,332	79.12	1,009,194	81.81
	- BRANDED CODESHARE PARTNERS	600,566	79.51	532,513	82.44
3	**SOUTHWEST AIRLINES**	**1,391,885**	**77.76**	**1,419,419**	**78.57**
4	**SPIRIT AIRLINES**	**194,515**	**77.25**	**261,103**	**74.48**
5	**ALASKA AIRLINES NETWORK**	**422,375**	**77.24**	**405,118**	**77.43**
	- ALASKA AIRLINES	245,588	75.75	245,819	76.19
	- BRANDED CODESHARE PARTNERS	176,787	79.31	159,299	79.36
6	**UNITED AIRLINES NETWORK**	**1,467,730**	**76.87**	**1,364,270**	**79.14**
	- UNITED AIRLINES	795,271	77.65	760,451	78.60
	- BRANDED CODESHARE PARTNERS	672,459	75.94	603,819	79.83
7	**ALLEGIANT AIR**	**130,899**	**74.46**	**117,210**	**76.77**
8	**AMERICAN AIRLINES NETWORK**	**1,992,906**	**73.52**	**1,910,725**	**75.91**
	- AMERICAN AIRLINES	973,653	72.70	984,306	72.50
	- BRANDED CODESHARE PARTNERS	1,019,253	74.29	926,419	79.52
9	**JETBLUE AIRWAYS**	**231,413**	**72.34**	**240,282**	**73.06**
10	**FRONTIER AIRLINES**	**198,065**	**70.68**	**208,624**	**69.50**
	TOTAL	**7,736,770**	**76.42**	**7,546,988**	**78.10**

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

[2] On October 29, 2025, Alaska Airlines and Hawaiian Airlines received a Single Operating Certificate from the FAA in the name of "Alaska Airlines, Inc. and/or Hawaiian Airlines, Inc." As such, FAA now recognizes Alaska/Hawaiian as a single certificated carrier. Hawaiian Airlines branded flights are now operation by Alaska Airlines.

AIR TRAVEL CONSUMER REPORT

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

RANK	CARRIER[1]	JANUARY - DECEMBER 2025		JANUARY - DECEMBER 2024	
		FLIGHT OPERATIONS SCHEDULED	PERCENT OF ON-TIME ARRIVALS	FLIGHT OPERATIONS SCHEDULED	PERCENT OF ON-TIME ARRIVALS
1	HAWAIIAN AIRLINES	80,084	81.95	78,530	83.58
2	DELTA AIR LINES	1,026,332	79.12	1,009,194	81.81
3	SKYWEST AIRLINES	839,821	77.90	744,658	79.83
4	SOUTHWEST AIRLINES	1,391,885	77.76	1,419,419	78.57
5	UNITED AIRLINES	795,271	77.65	760,451	78.60
6	SPIRIT AIRLINES	194,515	77.25	261,103	74.48
7	ENVOY AIR	299,322	76.99	279,955	77.83
8	REPUBLIC AIRWAYS	346,036	75.77	301,465	84.17
9	ALASKA AIRLINES	245,588	75.75	245,819	76.19
10	ALLEGIANT AIR	130,899	74.46	117,210	76.77
11	AMERICAN AIRLINES	973,653	72.70	984,306	72.50
12	JETBLUE AIRWAYS	231,413	72.34	240,282	73.06
13	FRONTIER AIRLINES	198,065	70.68	208,624	69.50
14	PSA AIRLINES	248,735	68.96	227,971	76.75
	TOTAL	7,001,619	76.34	7,079,081	77.91

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

[2] On October 29, 2025, Alaska Airlines and Hawaiian Airlines received a Single Operating Certificate from the FAA in the name of "Alaska Airlines, Inc. and/or Hawaiian Airlines, Inc." As such, FAA now recognizes Alaska/Hawaiian as a single certificated carrier. Hawaiian Airlines branded flights are now operation by Alaska Airlines.

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)

DECEMBER 2025

ARRIVAL AIRPORT*																
CARRIER	**ATL**		**AUS**		**BNA**		**BOS**		**BWI**		**CLT**		**DCA**		**DEN**	
	# OF ARR	**% ON TIME**	**# OF ARR**	**% ON TIME**	**# OF ARR**	**% ON TIME**	**# OF ARR**	**% ON TIME**	**# OF ARR**	**% ON TIME**	**# OF ARR**	**% ON TIME**	**# OF ARR**	**% ON TIME**	**# OF ARR**	**% ON TIME**
ALASKA AIRLINES NETWORK	**145**	**82.8**	**253**	**76.7**	**90**	**78.9**	**199**	**81.9**	**60**	**83.3**	**0**	**0.0**	**186**	**81.7**	**260**	**71.5**
- ALASKA AIRLINES	145	82.8	197	78.7	90	78.9	199	81.9	60	83.3	0	0.0	186	81.7	205	73.2
- BRANDED CODESHARE PARTNERS	0	0.0	56	69.6	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	55	65.5
ALLEGIANT AIR	**0**	**0.0**	**63**	**68.3**	**184**	**57.1**	**50**	**86.0**	**0**	**0.0**	**0**	**0.0**	**0**	**0.0**	**18**	**66.7**
AMERICAN AIRLINES NETWORK	**1128**	**70.6**	**1148**	**70.9**	**1462**	**67.6**	**2250**	**72.3**	**434**	**71.7**	**17518**	**77.9**	**7065**	**64.1**	**831**	**64.6**
- AMERICAN AIRLINES	498	74.9	1049	70.1	699	74.1	1284	73.7	292	74.3	9352	79.0	2258	73.7	722	63.4
- BRANDED CODESHARE PARTNERS	630	67.1	99	79.8	763	61.6	966	70.5	142	66.2	8166	76.6	4807	59.5	109	72.5
DELTA AIR LINES NETWORK	**23226**	**78.1**	**1593**	**76.5**	**1188**	**69.1**	**4040**	**73.6**	**504**	**70.8**	**819**	**70.6**	**1518**	**67.4**	**1056**	**65.1**
- DELTA AIR LINES	19446	78.8	1076	75.0	762	70.5	2239	71.5	437	69.6	402	72.6	774	65.0	994	64.4
- BRANDED CODESHARE PARTNERS	3780	74.2	517	79.5	426	66.7	1801	76.2	67	79.1	417	68.6	744	69.9	62	75.8
FRONTIER AIRLINES	**1614**	**59.2**	**144**	**70.1**	**38**	**81.6**	**77**	**58.4**	**237**	**59.5**	**231**	**68.8**	**83**	**84.3**	**1731**	**71.7**
HAWAIIAN AIRLINES	**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	**258**	**51.9**	**86**	**47.7**	**89**	**51.7**	**3067**	**64.5**	**0**	**0.0**	**0**	**0.0**	**576**	**59.7**	**110**	**64.5**
SOUTHWEST AIRLINES	**1585**	**75.8**	**3297**	**76.9**	**5069**	**76.6**	**567**	**75.1**	**6065**	**77.0**	**278**	**69.8**	**1380**	**75.1**	**7417**	**70.9**
SPIRIT AIRLINES	**490**	**64.9**	**107**	**53.3**	**174**	**51.7**	**125**	**75.2**	**245**	**66.9**	**247**	**57.9**	**0**	**0.0**	**0**	**0.0**
UNITED AIRLINES NETWORK	**627**	**76.4**	**951**	**78.4**	**718**	**69.6**	**982**	**80.5**	**319**	**79.3**	**452**	**73.9**	**853**	**72.2**	**14584**	**77.9**
- UNITED AIRLINES	520	74.6	868	79.0	455	71.2	970	80.8	318	79.2	156	66.7	503	80.7	8533	79.1
- BRANDED CODESHARE PARTNERS	107	85.0	83	72.3	263	66.9	12	58.3	1	100.0	296	77.7	350	60.0	6051	76.4
TOTAL	**29,073**	**76.1**	**7,642**	**75.2**	**9,012**	**72.5**	**11,357**	**71.7**	**7,864**	**75.6**	**19,545**	**77.0**	**11,661**	**66.6**	**26,007**	**74.5**

*** 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)

DECEMBER 2025

ARRIVAL AIRPORT*																
CARRIER	**DFW**		**DTW**		**EWR**		**FLL**		**IAD**		**IAH**		**JFK**		**LAS**	
	# OF ARR	**% ON TIME**	**# OF ARR**	**% ON TIME**	**# OF ARR**	**% ON TIME**	**# OF ARR**	**% ON TIME**	**# OF ARR**	**% ON TIME**	**# OF ARR**	**% ON TIME**	**# OF ARR**	**% ON TIME**	**# OF ARR**	**% ON TIME**
ALASKA AIRLINES NETWORK	**193**	**74.1**	**40**	**75.0**	**301**	**82.1**	**95**	**58.9**	**82**	**91.5**	**92**	**65.2**	**367**	**75.5**	**910**	**70.3**
- ALASKA AIRLINES	193	74.1	40	75.0	301	82.1	95	58.9	82	91.5	92	65.2	367	75.5	494	73.3
- BRANDED CODESHARE PARTNERS	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	416	66.8
ALLEGIANT AIR	**0**	**0.0**	**0**	**0.0**	**71**	**84.5**	**431**	**47.8**	**54**	**77.8**	**0**	**0.0**	**0**	**0.0**	**717**	**77.7**
AMERICAN AIRLINES NETWORK	**22561**	**76.9**	**800**	**61.8**	**620**	**62.7**	**747**	**69.6**	**186**	**64.5**	**908**	**72.7**	**2007**	**69.9**	**1171**	**74.8**
- AMERICAN AIRLINES	13869	75.4	410	68.8	531	63.7	747	69.6	96	69.8	610	71.1	1246	70.4	1166	74.7
- BRANDED CODESHARE PARTNERS	8692	79.3	390	54.4	89	57.3	0	0.0	90	58.9	298	75.8	761	69.1	5	100.0
DELTA AIR LINES NETWORK	**979**	**66.7**	**8827**	**65.7**	**740**	**56.8**	**1197**	**60.7**	**458**	**63.5**	**700**	**65.6**	**4716**	**67.8**	**1505**	**78.5**
- DELTA AIR LINES	979	66.7	4938	71.6	540	57.8	1188	60.4	242	67.8	700	65.6	2637	72.2	1306	77.3
- BRANDED CODESHARE PARTNERS	0	0.0	3889	58.3	200	54.0	9	100.0	216	58.8	0	0.0	2079	62.1	199	86.9
FRONTIER AIRLINES	**807**	**70.0**	**261**	**73.6**	**93**	**47.3**	**302**	**60.3**	**121**	**64.5**	**362**	**70.7**	**307**	**70.0**	**953**	**71.0**
HAWAIIAN AIRLINES	**0**	**0.0**	**0**	**0.0**	**0**	**0.0**	**0**	**0.0**	**0**	**0.0**	**0**	**0.0**	**31**	**64.5**	**141**	**56.0**
JETBLUE AIRWAYS	**29**	**58.6**	**77**	**66.2**	**455**	**58.5**	**2291**	**61.2**	**0**	**0.0**	**42**	**52.4**	**2965**	**64.5**	**302**	**75.5**
SOUTHWEST AIRLINES	**0**	**0.0**	**359**	**69.1**	**0**	**0.0**	**1084**	**64.3**	**104**	**71.2**	**0**	**0.0**	**0**	**0.0**	**7298**	**79.0**
SPIRIT AIRLINES	**418**	**69.4**	**732**	**61.2**	**790**	**57.5**	**1845**	**61.6**	**0**	**0.0**	**520**	**67.3**	**0**	**0.0**	**508**	**80.1**
UNITED AIRLINES NETWORK	**810**	**77.7**	**564**	**68.3**	**8613**	**70.5**	**926**	**76.5**	**6560**	**76.5**	**11903**	**83.2**	**0**	**0.0**	**1293**	**83.0**
- UNITED AIRLINES	740	78.5	152	71.1	5999	73.0	926	76.5	2869	84.6	6325	83.5	0	0.0	1285	82.9
- BRANDED CODESHARE PARTNERS	70	68.6	412	67.2	2614	64.8	0	0.0	3691	70.2	5578	82.9	0	0.0	8	100.0
TOTAL	**25,797**	**76.2**	**11,660**	**65.6**	**11,683**	**68.1**	**8,918**	**63.2**	**7,565**	**75.3**	**14,527**	**80.6**	**10,393**	**67.6**	**14,798**	**77.6**

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

AIR TRAVEL CONSUMER REPORT

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

DECEMBER 2025

ARRIVAL AIRPORT*																
CARRIER	LAX		LGA		MCO		MDW		MIA		MSP		ORD		PHL	
	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME
ALASKA AIRLINES NETWORK	**1493**	**72.3**	**0**	**0.0**	**235**	**78.7**	**0**	**0.0**	**77**	**76.6**	**87**	**75.9**	**272**	**69.5**	**62**	**80.6**
- ALASKA AIRLINES	699	70.8	0	0.0	235	78.7	0	0.0	77	76.6	87	75.9	272	69.5	62	80.6
- BRANDED CODESHARE PARTNERS	794	73.7	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
ALLEGIANT AIR	**18**	**66.7**	**0**	**0.0**	**27**	**59.3**	**15**	**86.7**	**0**	**0.0**	**0**	**0.0**	**0**	**0.0**	**0**	**0.0**
AMERICAN AIRLINES NETWORK	**3564**	**74.3**	**3975**	**62.1**	**1683**	**69.6**	**0**	**0.0**	**7092**	**78.4**	**592**	**59.1**	**12423**	**62.2**	**6978**	**71.9**
- AMERICAN AIRLINES	2483	72.7	1409	61.8	1683	69.6	0	0.0	5502	78.2	329	64.7	4144	71.4	3122	74.8
- BRANDED CODESHARE PARTNERS	1081	78.0	2566	62.2	0	0.0	0	0.0	1590	78.7	263	52.1	8279	57.5	3856	69.6
DELTA AIR LINES NETWORK	**4038**	**78.9**	**6434**	**61.2**	**2004**	**67.0**	**279**	**60.2**	**1105**	**60.6**	**8646**	**67.6**	**1106**	**52.4**	**620**	**70.2**
- DELTA AIR LINES	3056	76.4	2583	58.3	1911	66.7	117	74.4	1072	60.6	5211	71.7	753	51.8	507	68.8
- BRANDED CODESHARE PARTNERS	982	86.7	3851	63.1	93	72.0	162	50.0	33	60.6	3435	61.4	353	53.8	113	76.1
FRONTIER AIRLINES	**481**	**75.1**	**218**	**48.6**	**1427**	**65.9**	**154**	**62.3**	**392**	**63.8**	**86**	**68.6**	**330**	**55.2**	**738**	**57.7**
HAWAIIAN AIRLINES	**200**	**52.5**	**0**	**0.0**	**0**	**0.0**	**0**	**0.0**	**0**	**0.0**	**0**	**0.0**	**0**	**0.0**	**0**	**0.0**
JETBLUE AIRWAYS	**756**	**64.3**	**382**	**55.0**	**1730**	**60.4**	**0**	**0.0**	**0**	**0.0**	**0**	**0.0**	**72**	**59.7**	**123**	**66.7**
SOUTHWEST AIRLINES	**2160**	**71.5**	**1026**	**64.1**	**4538**	**74.0**	**5369**	**72.7**	**442**	**63.8**	**484**	**64.3**	**281**	**71.2**	**480**	**70.8**
SPIRIT AIRLINES	**347**	**68.3**	**554**	**55.1**	**1289**	**67.5**	**0**	**0.0**	**363**	**61.7**	**1**	**0.0**	**429**	**53.6**	**180**	**68.9**
UNITED AIRLINES NETWORK	**3580**	**79.5**	**886**	**64.0**	**1348**	**80.6**	**0**	**0.0**	**663**	**75.1**	**490**	**65.5**	**14949**	**66.0**	**436**	**77.8**
- UNITED AIRLINES	2473	79.1	762	64.2	1348	80.6	0	0.0	663	75.1	364	62.4	7302	72.0	345	79.1
- BRANDED CODESHARE PARTNERS	1107	80.5	124	62.9	0	0.0	0	0.0	0	0.0	126	74.6	7647	60.2	91	72.5
TOTAL	**16,637**	**75.2**	**13,475**	**61.2**	**14,281**	**70.1**	**5,817**	**71.9**	**10,134**	**74.4**	**10,386**	**67.0**	**29,862**	**63.7**	**9,617**	**70.9**

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

AIR TRAVEL CONSUMER REPORT

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

DECEMBER 2025

ARRIVAL AIRPORT*												
CARRIER	PHX		SAN		SEA		SFO		SLC		TPA	
	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME
ALASKA AIRLINES NETWORK	**683**	**74.4**	**2601**	**65.6**	**8298**	**68.6**	**1817**	**65.4**	**277**	**72.9**	**89**	**83.1**
- ALASKA AIRLINES	484	76.2	1072	68.2	6111	66.7	848	64.9	96	71.9	89	83.1
- BRANDED CODESHARE PARTNERS	199	69.8	1529	63.8	2187	73.8	969	65.9	181	73.5	0	0.0
ALLEGIANT AIR	**34**	**73.5**	**0**	**0.0**	**0**	**0.0**	**0**	**0.0**	**0**	**0.0**	**0**	**0.0**
AMERICAN AIRLINES NETWORK	**8117**	**80.6**	**724**	**71.7**	**678**	**58.6**	**1021**	**68.5**	**533**	**73.9**	**1389**	**70.0**
- AMERICAN AIRLINES	4963	78.1	724	71.7	521	54.9	883	67.6	417	70.5	1270	69.4
- BRANDED CODESHARE PARTNERS	3154	84.5	0	0.0	157	70.7	138	73.9	116	86.2	119	76.5
DELTA AIR LINES NETWORK	**1099**	**69.8**	**1001**	**69.1**	**4057**	**73.2**	**1157**	**62.8**	**7032**	**82.7**	**1239**	**65.4**
- DELTA AIR LINES	956	66.9	834	68.0	2652	67.1	1096	62.0	4555	77.7	1229	65.3
- BRANDED CODESHARE PARTNERS	143	88.8	167	74.9	1405	84.8	61	77.0	2477	91.8	10	80.0
FRONTIER AIRLINES	**600**	**77.2**	**176**	**68.2**	**118**	**60.2**	**260**	**65.8**	**289**	**79.9**	**503**	**66.0**
HAWAIIAN AIRLINES	**31**	**38.7**	**79**	**51.9**	**150**	**60.7**	**86**	**66.3**	**31**	**77.4**	**0**	**0.0**
JETBLUE AIRWAYS	**155**	**71.0**	**120**	**81.7**	**0**	**0.0**	**340**	**65.9**	**46**	**58.7**	**436**	**63.8**
SOUTHWEST AIRLINES	**5988**	**76.9**	**3202**	**65.8**	**543**	**63.2**	**747**	**58.6**	**918**	**73.5**	**2103**	**72.3**
SPIRIT AIRLINES	**21**	**76.2**	**0**	**0.0**	**0**	**0.0**	**0**	**0.0**	**0**	**0.0**	**281**	**66.5**
UNITED AIRLINES NETWORK	**1064**	**83.8**	**936**	**75.1**	**718**	**71.6**	**6936**	**71.5**	**653**	**73.2**	**831**	**77.7**
- UNITED AIRLINES	975	83.0	840	74.0	609	69.6	4923	73.2	383	71.8	831	77.7
- BRANDED CODESHARE PARTNERS	89	93.3	96	84.4	109	82.6	2013	67.3	270	75.2	0	0.0
TOTAL	**17,792**	**78.3**	**8,839**	**67.7**	**14,562**	**69.2**	**12,364**	**68.5**	**9,779**	**80.2**	**6,871**	**70.1**

*** 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)

DECEMBER 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
ALASKA AIRLINES	145	82.8	197	78.7	90	78.9	199	81.9	60	83.3	0	0.0	186	81.7	205	73.2
ALLEGIANT AIR	0	0.0	63	68.3	184	57.1	50	86.0	0	0.0	0	0.0	0	0.0	18	66.7
AMERICAN AIRLINES	498	74.9	1049	70.1	699	74.1	1284	73.7	292	74.3	9352	79.0	2258	73.7	722	63.4
DELTA AIR LINES	19446	78.8	1076	75.0	762	70.5	2239	71.5	437	69.6	402	72.6	774	65.0	994	64.4
ENVOY AIR	129	78.3	8	100.0	153	72.5	114	74.6	122	68.0	466	85.4	424	70.8	39	71.8
FRONTIER AIRLINES	1614	59.2	144	70.1	38	81.6	77	58.4	237	59.5	231	68.8	83	84.3	1731	71.7
HAWAIIAN AIRLINES	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	258	51.9	86	47.7	89	51.7	3067	64.5	0	0.0	0	0.0	576	59.7	110	64.5
PSA AIRLINES	275	61.8	15	53.3	152	53.9	0	0.0	5	80.0	3366	69.5	3153	57.8	0	0.0
REPUBLIC AIRWAYS	258	68.2	8	62.5	665	66.5	2551	74.3	82	73.2	381	73.5	1958	64.7	0	0.0
SKYWEST AIRLINES	563	71.0	608	77.6	244	55.3	0	0.0	0	0.0	90	77.8	15	53.3	6238	76.2
SOUTHWEST AIRLINES	1585	75.8	3297	76.9	5069	76.6	567	75.1	6065	77.0	278	69.8	1380	75.1	7417	70.9
SPIRIT AIRLINES	490	64.9	107	53.3	174	51.7	125	75.2	245	66.9	247	57.9	0	0.0	0	0.0
UNITED AIRLINES	520	74.6	868	79.0	455	71.2	970	80.8	318	79.2	156	66.7	503	80.7	8533	79.1
TOTAL	25,781	76.3	7,526	75.1	8,774	72.7	11,243	71.7	7,863	75.6	14,969	75.9	11,310	67.0	26,007	74.5

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

AIR TRAVEL CONSUMER REPORT

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

DECEMBER 2025

ARRIVAL AIRPORT*																
CARRIER	DFW		DTW		EWR		FLL		IAD		IAH		JFK		LAS	
	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME
ALASKA AIRLINES	193	74.1	40	75.0	301	82.1	95	58.9	82	91.5	92	65.2	367	75.5	494	73.3
ALLEGIANT AIR	0	0.0	0	0.0	71	84.5	431	47.8	54	77.8	0	0.0	0	0.0	717	77.7
AMERICAN AIRLINES	13869	75.4	410	68.8	531	63.7	747	69.6	96	69.8	610	71.1	1246	70.4	1166	74.7
DELTA AIR LINES	979	66.7	4938	71.6	540	57.8	1188	60.4	242	67.8	700	65.6	2637	72.2	1306	77.3
ENVOY AIR	4851	83.3	28	64.3	66	65.2	0	0.0	0	0.0	109	83.5	0	0.0	0	0.0
FRONTIER AIRLINES	807	70.0	261	73.6	93	47.3	302	60.3	121	64.5	362	70.7	307	70.0	953	71.0
HAWAIIAN AIRLINES	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	31	64.5	141	56.0
JETBLUE AIRWAYS	29	58.6	77	66.2	455	58.5	2291	61.2	0	0.0	42	52.4	2965	64.5	302	75.5
PSA AIRLINES	2065	69.2	201	55.2	0	0.0	0	0.0	90	58.9	9	55.6	0	0.0	0	0.0
REPUBLIC AIRWAYS	6	50.0	474	70.5	1841	69.4	0	0.0	824	73.7	126	65.9	1299	68.7	0	0.0
SKYWEST AIRLINES	1812	79.7	2264	55.9	0	0.0	0	0.0	167	53.9	1076	76.4	0	0.0	367	80.7
SOUTHWEST AIRLINES	0	0.0	359	69.1	0	0.0	1084	64.3	104	71.2	0	0.0	0	0.0	7298	79.0
SPIRIT AIRLINES	418	69.4	732	61.2	790	57.5	1845	61.6	0	0.0	520	67.3	0	0.0	508	80.1
UNITED AIRLINES	740	78.5	152	71.1	5999	73.0	926	76.5	2869	84.6	6325	83.5	0	0.0	1285	82.9
TOTAL	25,769	76.1	9,936	66.6	10,687	69.4	8,909	63.1	4,649	79.1	9,971	78.9	8,852	68.9	14,537	77.9

*** 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)

DECEMBER 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	699	70.8	0	0.0	235	78.7	0	0.0	77	76.6	87	75.9	272	69.5	62	80.6
ALLEGIANT AIR	18	66.7	0	0.0	27	59.3	15	86.7	0	0.0	0	0.0	0	0.0	0	0.0
AMERICAN AIRLINES	2483	72.7	1409	61.8	1683	69.6	0	0.0	5502	78.2	329	64.7	4144	71.4	3122	74.8
DELTA AIR LINES	3056	76.4	2583	58.3	1911	66.7	117	74.4	1072	60.6	5211	71.7	753	51.8	507	68.8
ENVOY AIR	1	0.0	0	0.0	0	0.0	0	0.0	1514	79.4	97	57.7	4401	62.4	0	0.0
FRONTIER AIRLINES	481	75.1	218	48.6	1427	65.9	154	62.3	392	63.8	86	68.6	330	55.2	738	57.7
HAWAIIAN AIRLINES	200	52.5	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
JETBLUE AIRWAYS	756	64.3	382	55.0	1730	60.4	0	0.0	0	0.0	0	0.0	72	59.7	123	66.7
PSA AIRLINES	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	113	54.0	358	46.9	1364	65.0
REPUBLIC AIRWAYS	0	0.0	4340	64.5	91	71.4	0	0.0	97	64.9	70	58.6	3613	64.4	534	76.2
SKYWEST AIRLINES	3399	81.4	89	51.7	0	0.0	81	56.8	0	0.0	2021	62.2	5817	53.4	22	54.5
SOUTHWEST AIRLINES	2160	71.5	1026	64.1	4538	74.0	5369	72.7	442	63.8	484	64.3	281	71.2	480	70.8
SPIRIT AIRLINES	347	68.3	554	55.1	1289	67.5	0	0.0	363	61.7	1	0.0	429	53.6	180	68.9
UNITED AIRLINES	2473	79.1	762	64.2	1348	80.6	0	0.0	663	75.1	364	62.4	7302	72.0	345	79.1
TOTAL	16,073	75.3	11,363	61.5	14,279	70.1	5,736	72.3	10,122	74.4	8,863	68.0	27,772	64.1	7,477	70.7

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

AIR TRAVEL CONSUMER REPORT

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

DECEMBER 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	484	76.2	1072	68.2	6111	66.7	848	64.9	96	71.9	89	83.1
ALLEGIANT AIR	34	73.5	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
AMERICAN AIRLINES	4963	78.1	724	71.7	521	54.9	883	67.6	417	70.5	1270	69.4
DELTA AIR LINES	956	66.9	834	68.0	2652	67.1	1096	62.0	4555	77.7	1229	65.3
ENVOY AIR	975	85.8	0	0.0	39	87.2	1	100.0	8	62.5	116	75.9
FRONTIER AIRLINES	600	77.2	176	68.2	118	60.2	260	65.8	289	79.9	503	66.0
HAWAIIAN AIRLINES	31	38.7	79	51.9	150	60.7	86	66.3	31	77.4	0	0.0
JETBLUE AIRWAYS	155	71.0	120	81.7	0	0.0	340	65.9	46	58.7	436	63.8
PSA AIRLINES	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
REPUBLIC AIRWAYS	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	3	100.0
SKYWEST AIRLINES	2486	84.1	1182	69.5	2273	80.8	2799	67.7	2990	89.4	0	0.0
SOUTHWEST AIRLINES	5988	76.9	3202	65.8	543	63.2	747	58.6	918	73.5	2103	72.3
SPIRIT AIRLINES	21	76.2	0	0.0	0	0.0	0	0.0	0	0.0	281	66.5
UNITED AIRLINES	975	83.0	840	74.0	609	69.6	4923	73.2	383	71.8	831	77.7
TOTAL	17,668	78.4	8,229	68.4	13,016	68.7	11,983	68.6	9,733	80.2	6,861	70.1

*** 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)

DECEMBER 2025

ARRIVAL AIRPORT*																
SCHEDULED ARRIVAL TIME	ATL	AUS	BNA	BOS	BWI	CLT	DCA	DEN	DFW	DTW	EWR	FLL	IAD	IAH	JFK	LAS
0600-0659	81.6	86.4	90.5	74.4	86.6	87.2	80.9	87.4	87.4	74.3	83.7	69.4	82.3	85.5	78.4	93.0
0700-0759	83.0	96.7	87.0	75.9	88.0	83.5	71.1	87.1	84.0	68.7	75.4	77.7	80.3	85.7	73.4	93.3
0800-0859	78.8	91.5	91.1	79.5	91.5	82.7	83.7	83.7	81.7	77.5	80.8	78.7	83.3	83.7	78.5	89.6
0900-0959	78.4	84.1	78.3	81.6	89.1	82.0	75.6	79.4	80.5	79.2	82.9	77.1	80.5	81.5	76.9	84.6
1000-1059	80.7	82.9	79.7	80.7	80.8	81.8	77.9	75.4	81.1	75.0	84.2	75.2	83.3	81.9	83.5	81.3
1100-1159	81.2	84.4	82.5	83.2	84.0	81.8	77.6	77.7	82.2	70.4	83.8	67.1	83.4	83.6	82.1	83.4
1200-1259	79.1	81.6	80.4	77.3	80.7	79.7	69.8	77.6	82.3	69.2	76.4	67.8	89.5	80.1	74.8	79.3
1300-1359	79.0	79.5	77.0	74.5	78.4	77.8	68.5	75.7	78.2	67.0	76.6	64.8	76.8	82.6	64.6	80.3
1400-1459	75.8	73.3	75.4	70.7	81.8	76.2	64.2	77.5	74.2	69.1	79.3	67.8	87.5	84.5	67.5	77.7
1500-1559	76.1	72.4	72.5	75.0	75.9	75.0	64.9	69.4	74.4	66.3	75.8	63.5	86.2	84.5	76.9	72.7
1600-1659	76.4	75.0	67.0	75.5	71.9	74.9	61.8	73.4	75.5	63.1	64.1	65.4	72.7	74.0	69.4	73.5
1700-1759	76.2	69.7	63.1	69.4	72.3	70.8	62.8	66.3	71.1	61.5	66.2	56.5	72.4	74.5	68.7	73.9
1800-1859	74.4	69.2	61.0	63.8	73.4	74.6	60.3	69.7	70.0	63.9	57.8	57.1	74.4	69.2	61.4	75.0
1900-1959	71.2	75.2	62.0	65.0	68.3	65.5	62.1	67.4	68.6	59.8	53.4	49.1	73.6	75.3	61.5	74.2
2000-2059	73.4	65.2	64.7	63.6	58.1	69.2	62.2	60.2	70.6	64.6	54.3	55.4	77.6	78.2	58.4	70.5
2100-2159	70.6	71.2	63.1	64.8	56.6	64.3	54.8	62.5	66.6	62.1	46.6	55.1	80.0	68.6	56.9	66.2
2200-2259	64.5	66.4	62.2	63.5	66.4	60.6	62.0	69.5	72.2	60.6	55.1	51.1	76.2	76.9	54.7	69.7
2300-0559	68.4	65.6	66.0	67.5	64.9	77.6	67.7	66.5	69.3	61.0	68.2	54.8	78.3	71.6	65.7	70.8
TOTAL	76.3	75.1	72.7	71.7	75.6	75.9	67.0	74.5	76.1	66.6	69.4	63.1	79.1	78.9	68.9	77.9

*** 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)

DECEMBER 2025

ARRIVAL AIRPORT*															
SCHEDULED ARRIVAL TIME	LAX	LGA	MCO	MDW	MIA	MSP	ORD	PHL	PHX	SAN	SEA	SFO	SLC	TPA	TOTAL
0600-0659	88.1	0.0	82.8	75.8	84.8	78.5	70.8	80.6	92.6	0.0	77.5	93.1	80.8	84.1	82.4
0700-0759	87.9	74.2	81.4	80.9	89.3	74.5	68.3	78.2	90.0	77.7	81.5	91.3	92.5	86.7	81.2
0800-0859	83.1	80.1	87.3	77.1	83.6	77.3	71.9	88.6	90.2	84.2	81.2	81.0	89.5	89.8	82.6
0900-0959	83.2	76.4	82.7	83.4	84.3	75.8	69.5	85.5	85.6	82.3	78.5	70.4	79.0	78.2	79.5
1000-1059	81.0	71.9	76.6	74.1	78.7	67.6	73.6	79.9	85.0	80.5	60.9	69.2	84.0	80.3	78.1
1100-1159	75.9	74.4	73.2	84.1	78.7	83.9	73.1	73.2	82.7	69.1	68.3	73.7	80.7	76.2	78.4
1200-1259	76.0	71.6	76.0	87.3	79.0	67.7	71.5	73.0	83.0	65.1	72.2	65.6	87.4	77.6	76.4
1300-1359	78.2	68.0	75.5	71.5	76.9	68.3	68.2	72.6	77.7	64.6	77.6	64.7	82.6	76.8	74.6
1400-1459	72.7	63.3	71.8	79.9	71.0	69.6	67.0	73.8	79.4	62.3	73.6	69.5	82.6	68.6	73.2
1500-1559	76.8	59.8	69.5	76.0	73.9	67.5	61.1	69.6	77.0	64.4	80.9	67.0	83.1	75.5	72.6
1600-1659	78.6	56.4	67.3	72.6	69.7	72.2	63.1	73.0	80.3	65.2	70.1	70.7	77.9	69.0	70.8
1700-1759	75.7	55.5	67.7	72.2	66.5	58.4	60.7	64.4	69.0	61.3	67.6	73.2	70.4	68.3	67.9
1800-1859	70.8	53.2	61.7	60.7	71.0	65.2	49.7	65.4	73.7	68.5	70.0	65.8	86.8	63.8	65.6
1900-1959	74.1	53.8	62.5	64.4	62.3	58.3	52.8	65.2	71.9	70.6	66.1	66.8	79.1	62.2	65.6
2000-2059	69.7	51.6	58.7	64.3	68.6	63.1	55.2	61.5	71.3	62.3	62.3	62.2	76.0	53.3	64.9
2100-2159	68.1	50.2	60.4	56.4	68.8	57.3	52.5	64.9	68.6	58.5	59.9	61.2	72.7	60.4	62.8
2200-2259	62.2	45.4	63.6	65.7	65.7	62.7	60.7	65.6	72.8	56.8	55.1	59.3	66.2	67.6	62.7
2300-0559	66.8	49.7	64.9	56.3	59.0	68.3	68.2	61.2	64.6	62.8	65.7	61.0	68.6	64.4	65.5
TOTAL	75.3	61.5	70.1	72.3	74.4	68.0	64.1	70.7	78.4	68.4	68.7	68.6	80.2	70.1	72.2

*** 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)

DECEMBER 2025

	DEPARTURE AIRPORT*															
SCHEDULED DEPARTURE TIME	ATL	AUS	BNA	BOS	BWI	CLT	DCA	DEN	DFW	DTW	EWR	FLL	IAD	IAH	JFK	LAS
0600-0659	84.9	86.5	87.9	85.8	87.2	88.4	86.7	90.2	85.3	76.1	82.6	85.2	92.6	87.4	82.2	93.7
0700-0759	83.2	83.8	86.0	82.9	79.7	85.6	86.7	83.4	82.2	79.6	82.5	84.7	85.5	91.2	80.9	88.5
0800-0859	83.5	85.6	84.4	79.2	82.1	83.8	76.6	88.2	79.2	72.8	76.6	81.4	86.8	85.5	72.3	86.0
0900-0959	75.5	84.7	85.3	80.3	77.3	81.5	67.5	79.9	73.6	74.3	77.2	79.8	86.2	80.0	72.9	80.1
1000-1059	73.3	78.2	75.1	72.9	75.7	78.0	72.9	75.2	71.4	69.7	70.8	68.8	81.8	78.8	61.9	76.5
1100-1159	73.3	79.5	72.4	72.0	66.0	73.1	70.1	71.8	68.3	76.0	73.7	66.1	71.1	78.6	73.8	74.0
1200-1259	71.1	72.5	68.9	73.7	69.8	76.3	67.8	67.6	72.3	64.7	72.4	62.0	77.9	77.7	73.4	74.0
1300-1359	71.3	71.9	68.3	70.5	65.2	68.5	63.8	73.4	63.5	66.7	71.7	59.4	77.3	66.9	65.2	71.3
1400-1459	69.2	69.3	61.2	61.7	63.7	68.9	62.2	64.5	67.4	60.4	71.9	55.0	75.8	77.0	60.9	71.0
1500-1559	65.7	66.9	63.0	64.6	61.4	64.6	61.2	68.7	61.4	60.0	70.8	52.2	67.5	72.2	59.4	66.7
1600-1659	65.6	64.5	54.8	65.7	55.6	67.3	59.4	64.1	68.0	62.0	73.2	48.7	69.5	79.4	67.2	61.5
1700-1759	65.3	61.1	54.4	64.2	55.0	69.3	60.2	70.3	61.5	53.3	64.6	53.5	69.6	70.3	64.2	66.3
1800-1859	61.9	60.3	61.6	62.6	58.1	63.8	59.5	56.5	59.8	58.0	64.6	44.9	60.8	72.9	59.9	61.8
1900-1959	62.5	66.9	50.6	55.7	59.9	73.6	58.4	67.6	61.2	60.4	58.2	48.6	71.3	63.2	60.4	63.9
2000-2059	64.7	63.1	54.3	61.1	55.5	64.0	61.5	62.2	61.8	54.9	60.1	43.5	70.5	75.1	51.6	56.6
2100-2159	68.5	52.6	50.0	51.0	51.1	67.9	61.9	66.7	67.2	64.5	61.3	34.4	46.2	77.1	52.2	57.6
2200-2259	66.5	70.7	38.9	100.0	37.3	62.8	46.2	46.8	58.2	60.4	28.3	35.0	78.4	88.3	45.7	61.4
2300-0559	77.9	93.1	93.4	86.4	85.1	74.2	89.6	81.1	86.7	82.8	82.8	87.9	77.4	89.9	80.0	82.6
TOTAL	70.7	73.9	69.7	71.7	67.1	71.7	67.5	71.9	69.1	66.2	70.9	61.4	77.9	78.3	67.2	74.6

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

AIR TRAVEL CONSUMER REPORT

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

DECEMBER 2025

	DEPARTURE AIRPORT*														
SCHEDULED DEPARTURE TIME	LAX	LGA	MCO	MDW	MIA	MSP	ORD	PHL	PHX	SAN	SEA	SFO	SLC	TPA	TOTAL
0600-0659	89.7	86.4	92.7	87.6	87.5	83.9	81.6	81.7	95.2	92.6	85.9	91.0	94.7	91.0	87.6
0700-0759	87.1	84.5	91.1	75.7	87.8	81.9	79.7	82.3	91.1	86.0	83.1	89.7	89.8	90.5	84.9
0800-0859	83.9	77.6	86.8	77.4	89.8	75.1	71.5	78.4	87.6	78.0	84.9	85.9	86.7	90.0	81.4
0900-0959	77.4	73.9	82.5	72.5	81.3	77.2	67.4	81.5	82.8	75.3	75.3	80.5	86.6	85.4	77.7
1000-1059	73.4	71.5	73.6	78.7	76.3	72.1	67.7	76.9	77.2	74.9	67.9	72.4	84.4	71.2	73.4
1100-1159	75.3	65.7	72.4	64.1	67.6	71.5	65.1	71.7	78.2	70.9	59.4	69.0	80.6	71.5	71.5
1200-1259	68.3	66.4	66.3	71.3	69.6	70.7	67.1	66.1	74.2	63.6	66.5	67.3	73.5	70.2	70.2
1300-1359	70.4	66.2	68.3	74.1	69.6	61.8	65.3	62.1	76.6	58.7	71.2	69.0	81.0	72.0	69.2
1400-1459	68.0	58.3	66.0	59.0	72.7	59.5	61.9	57.9	70.5	59.5	69.3	58.8	78.5	67.3	65.8
1500-1559	66.4	54.9	63.2	66.2	66.5	61.6	59.0	63.7	65.4	59.3	71.6	57.9	76.2	67.5	64.3
1600-1659	75.8	55.4	61.5	57.4	70.4	61.9	56.4	62.0	68.0	60.2	74.7	67.4	76.9	66.3	64.9
1700-1759	71.6	50.7	58.8	56.6	67.1	60.6	57.4	60.8	72.6	59.7	69.4	71.9	75.0	63.2	64.4
1800-1859	71.0	54.2	57.6	66.7	63.9	57.2	57.1	58.6	61.7	58.9	67.4	73.7	74.2	59.6	61.4
1900-1959	76.3	53.2	52.9	43.3	66.7	58.8	52.0	62.1	66.2	54.0	70.9	63.8	76.9	56.6	61.1
2000-2059	71.3	51.9	50.2	63.6	68.8	64.4	52.4	54.7	66.6	65.7	68.9	64.4	79.9	54.4	60.9
2100-2159	70.3	51.2	38.6	48.6	71.7	60.9	54.9	60.6	67.7	62.0	69.5	73.6	77.9	45.6	63.5
2200-2259	68.7	53.2	39.9	41.5	70.8	64.1	46.4	65.6	64.4	75.7	63.3	67.8	81.6	58.5	61.3
2300-0559	76.1	74.2	84.4	88.6	74.6	92.5	68.6	84.5	84.0	0.0	73.8	76.6	79.5	91.1	81.5
TOTAL	75.3	64.9	69.0	67.8	73.6	68.3	63.1	68.8	75.6	69.5	72.0	73.9	80.9	73.3	70.6

*** 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
DECEMBER 2025

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Aberdeen, SD (ABR)	66.1	71.2	59	59
Abilene, TX (ABI)	81.8	81.8	148	148
Adak Island, AK (ADK)	88.9	88.9	9	9
Aguadilla, PR (BQN)	59.8	72.1	224	226
Akron, OH (CAK)	53.5	62.5	387	387
Albany, GA (ABY)	60.0	69.4	35	36
Albany, NY (ALB)	64.1	70.3	1075	1077
Albuquerque, NM (ABQ)	77.2	80.6	2055	2054
Alexandria, LA (AEX)	80.2	76.9	91	91
Allentown/Bethlehem/Easton, PA (ABE)	69.3	74.2	287	287
Alpena, MI (APN)	66.0	60.4	53	53
Amarillo, TX (AMA)	86.1	89.3	411	411
Anchorage, AK (ANC)	56.8	72.2	1323	1316
Appleton, WI (ATW)	62.1	67.7	617	617
Arcata/Eureka, CA (ACV)	70.9	76.1	179	180
Asheville, NC (AVL)	68.5	71.5	715	715
Ashland, WV (HTS)	58.3	38.9	36	36
Aspen, CO (ASE)	55.6	58.2	807	803
Atlanta, GA (ATL)	76.3	70.7	25781	25764
Atlantic City, NJ (ACY)	61.7	69.3	175	176
Augusta, GA (AGS)	70.0	73.4	220	222
Austin, TX (AUS)	75.1	73.9	7526	7528
Bakersfield, CA (BFL)	66.7	80.5	282	282
Baltimore, MD (BWI)	75.6	67.1	7863	7863
Bangor, ME (BGR)	61.0	68.5	146	146
Barrow, AK (BRW)	46.4	32.1	28	28
Baton Rouge, LA (BTR)	72.2	74.3	417	421
Beaumont/Port Arthur, TX (BPT)	67.7	66.1	62	62
Belleville, IL (BLV)	83.2	78.2	101	101
Bellingham, WA (BLI)	78.2	81.5	216	216
Bemidji, MN (BJI)	61.3	75.8	62	62
Bend/Redmond, OR (RDM)	80.7	82.6	507	506
Bethel, AK (BET)	71.7	53.3	60	60
Billings, MT (BIL)	80.8	87.1	364	364
Binghamton, NY (BGM)	68.4	68.4	19	19
Birmingham, AL (BHM)	72.9	76.2	1354	1355
Bishop, CA (BIH)	63.4	68.3	41	41
Bismarck/Mandan, ND (BIS)	68.2	64.8	365	366
Bloomington/Normal, IL (BMI)	72.9	80.7	166	166
Boise, ID (BOI)	76.2	81.7	2012	2012
Boston, MA (BOS)	71.7	71.7	11243	11248

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Bozeman, MT (BZN)	72.2	73.4	944	941
Brainerd, MN (BRD)	58.5	69.8	53	53
Bristol/Johnson City/Kingsport, TN (TRI)	82.9	80.4	111	112
Brownsville, TX (BRO)	85.5	87.9	124	124
Buffalo, NY (BUF)	60.6	66.2	1645	1649
Burbank, CA (BUR)	74.1	75.9	2621	2623
Burlington, VT (BTV)	59.1	69.8	396	394
Butte, MT (BTM)	86.7	88.3	60	60
Carlsbad, CA (CLD)	82.0	98.4	61	61
Casper, WY (CPR)	73.7	80.6	217	217
Cedar City, UT (CDC)	92.6	94.4	54	54
Cedar Rapids/Iowa City, IA (CID)	61.2	65.7	642	642
Champaign/Urbana, IL (CMI)	62.3	67.3	159	159
Charleston, SC (CHS)	69.1	74.4	2029	2030
Charleston/Dunbar, WV (CRW)	54.8	59.0	188	188
Charlotte Amalie, VI (STT)	76.7	76.5	494	494
Charlotte, NC (CLT)	75.9	71.7	14969	14975
Charlottesville, VA (CHO)	56.7	56.7	187	187
Chattanooga, TN (CHA)	69.3	68.5	345	349
Cheyenne, WY (CYS)	77.8	81.0	63	63
Chicago, IL (MDW)	72.3	67.8	5736	5738
Chicago, IL (ORD)	64.1	63.1	27772	27790
Christiansted, VI (STX)	74.6	73.7	134	133
Cincinnati, OH (CVG)	66.7	71.4	2709	2710
Clarksburg/Fairmont, WV (CKB)	54.5	45.5	11	11
Cleveland, OH (CLE)	69.2	73.3	3271	3252
Cody, WY (COD)	69.4	69.4	62	62
College Station/Bryan, TX (CLL)	87.9	89.7	107	107
Colorado Springs, CO (COS)	72.5	76.3	1113	1114
Columbia, MO (COU)	61.4	70.5	332	332
Columbia, SC (CAE)	63.4	71.7	423	427
Columbus, MS (GTR)	87.1	83.9	31	31
Columbus, OH (CMH)	71.6	72.2	3559	3567
Columbus, OH (LCK)	72.8	63.0	81	81
Concord, NC (USA)	41.3	33.3	75	75
Cordova, AK (CDV)	68.3	80.0	60	60
Corpus Christi, TX (CRP)	79.2	81.9	303	304
Dallas, TX (DAL)	79.3	72.0	6069	6070
Dallas/Fort Worth, TX (DFW)	76.1	69.1	25769	25770
Dayton, OH (DAY)	64.7	72.8	658	659
Daytona Beach, FL (DAB)	73.8	73.7	286	285

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CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Deadhorse, AK (SCC)	84.1	81.8	44	44
Decatur, IL (DEC)	56.4	67.3	55	55
Denver, CO (DEN)	74.5	71.9	26007	26026
Des Moines, IA (DSM)	65.4	68.4	1259	1262
Detroit, MI (DTW)	66.6	66.2	9936	9934
Devils Lake, ND (DVL)	74.5	61.8	55	55
Dickinson, ND (DIK)	82.0	78.7	61	61
Dodge City, KS (DDC)	74.5	81.8	55	55
Duluth, MN (DLH)	50.3	61.6	171	172
Durango, CO (DRO)	80.7	87.5	374	376
Eagle, CO (EGE)	55.0	56.9	458	457
Eau Claire, WI (EAU)	45.5	61.8	55	55
El Paso, TX (ELP)	75.9	80.7	1471	1470
Elko, NV (EKO)	92.2	94.1	51	51
Elmira/Corning, NY (ELM)	58.6	62.2	111	111
Erie, PA (ERI)	84.6	69.2	13	13
Escanaba, MI (ESC)	62.3	69.8	53	53
Eugene, OR (EUG)	78.7	76.9	756	757
Evansville, IN (EVV)	75.1	78.6	197	196
Everett, WA (PAE)	79.6	82.9	113	111
Fairbanks, AK (FAI)	63.1	64.5	287	287
Fargo, ND (FAR)	65.4	67.2	538	539
Farmington, NM (FMN)	77.4	87.1	31	31
Fayetteville, AR (XNA)	75.1	81.1	1101	1103
Fayetteville, NC (FAY)	64.7	64.7	17	17
Flagstaff, AZ (FLG)	83.6	85.5	152	152
Flint, MI (FNT)	57.6	67.3	309	309
Fort Dodge, IA (FOD)	58.2	63.6	55	55
Fort Lauderdale, FL (FLL)	63.1	61.4	8909	8886
Fort Myers, FL (RSW)	68.1	72.8	3488	3480
Fort Smith, AR (FSM)	79.6	82.8	93	93
Fort Wayne, IN (FWA)	56.5	60.1	543	544
Fresno, CA (FAT)	77.2	82.0	1081	1082
Gainesville, FL (GNV)	77.2	80.2	202	202
Garden City, KS (GCK)	87.1	83.9	62	62
Gillette, WY (GCC)	79.0	71.0	62	62
Grand Forks, ND (GFK)	61.4	57.8	44	45
Grand Island, NE (GRI)	81.3	76.9	91	91
Grand Junction, CO (GJT)	85.4	87.2	412	414
Grand Rapids, MI (GRR)	62.3	66.6	1577	1579
Great Falls, MT (GTF)	89.8	88.1	176	176

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Green Bay, WI (GRB)	52.1	65.3	413	412
Greensboro/High Point, NC (GSO)	68.2	74.9	801	806
Greer, SC (GSP)	68.2	73.7	1154	1153
Guam, TT (GUM)	90.3	79.0	62	62
Gulf Shores, AL (GUF)	61.4	63.6	44	44
Gulfport/Biloxi, MS (GPT)	76.3	79.7	245	246
Gunnison, CO (GUC)	79.4	86.9	107	107
Hagerstown, MD (HGR)	31.8	18.2	22	22
Hancock/Houghton, MI (CMX)	50.8	59.0	61	61
Harlingen/San Benito, TX (HRL)	79.8	82.0	361	361
Harrisburg, PA (MDT)	66.3	66.8	442	443
Hartford, CT (BDL)	68.1	70.6	1836	1837
Hattiesburg/Laurel, MS (PIB)	70.9	70.9	55	55
Hayden, CO (HDN)	63.2	66.3	285	285
Hays, KS (HYS)	85.5	83.6	55	55
Helena, MT (HLN)	87.7	87.7	122	122
Hibbing, MN (HIB)	52.8	67.9	53	53
Hilo, HI (ITO)	77.4	79.4	567	567
Hilton Head, SC (HHH)	74.1	77.8	108	108
Hobbs, NM (HOB)	75.8	82.3	62	62
Honolulu, HI (HNL)	74.8	78.1	5055	5054
Houston, TX (HOU)	79.1	76.8	4633	4634
Houston, TX (IAH)	78.9	78.3	9971	9971
Huntsville, AL (HSV)	70.4	73.2	631	631
Idaho Falls, ID (IDA)	79.6	79.8	401	400
Indianapolis, IN (IND)	69.4	72.7	3902	3906
International Falls, MN (INL)	69.8	81.1	53	53
Iron Mountain/Kingsfd, MI (IMT)	53.2	53.2	62	62
Islip, NY (ISP)	65.9	62.2	460	458
Jackson, WY (JAC)	65.2	66.1	448	446
Jackson/Vicksburg, MS (JAN)	74.2	78.1	431	433
Jacksonville, FL (JAX)	71.0	75.9	2547	2545
Jacksonville/Camp Lejeune, NC (OAJ)	70.6	70.6	17	17
Jamestown, ND (JMS)	70.9	72.7	55	55
Johnstown, PA (JST)	43.3	50.0	60	60
Joplin, MO (JLN)	65.0	78.3	60	60
Juneau, AK (JNU)	68.6	66.1	328	327
Kahului, HI (OGG)	80.7	80.7	2216	2217
Kalamazoo, MI (AZO)	63.2	67.8	152	152
Kalispell, MT (FCA)	69.5	71.6	285	285
Kansas City, MO (MCI)	70.4	72.7	3971	3969

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CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Kearney, NE (EAR)	88.9	87.0	54	54
Ketchikan, AK (KTN)	58.8	62.1	182	182
Key West, FL (EYW)	70.8	72.1	865	866
Killeen, TX (GRK)	80.0	86.7	180	180
Knoxville, TN (TYS)	64.6	68.7	966	969
Kodiak, AK (ADQ)	71.2	63.9	59	61
Kona, HI (KOA)	77.4	81.3	1389	1389
Kotzebue, AK (OTZ)	88.9	88.9	27	27
La Crosse, WI (LSE)	51.1	68.2	88	88
Lafayette, IN (LAF)	55.8	73.1	52	52
Lafayette, LA (LFT)	64.7	69.4	215	216
Lake Charles, LA (LCH)	75.8	78.0	91	91
Lansing, MI (LAN)	52.8	65.0	144	143
Laramie, WY (LAR)	76.4	80.0	55	55
Laredo, TX (LRD)	85.3	87.4	143	143
Las Vegas, NV (LAS)	77.9	74.6	14537	14547
Latrobe, PA (LBE)	51.9	48.1	27	27
Lawton/Fort Sill, OK (LAW)	56.0	59.3	91	91
Lewiston, ID (LWS)	90.3	85.5	62	62
Lexington, KY (LEX)	67.4	69.3	582	586
Liberal, KS (LBL)	76.4	90.9	55	55
Lihue, HI (LIH)	77.2	80.8	1369	1369
Lincoln, NE (LNK)	59.0	69.3	244	244
Little Rock, AR (LIT)	73.3	74.6	1089	1088
Long Beach, CA (LGB)	75.7	77.5	1357	1357
Longview, TX (GGG)	76.7	78.3	60	60
Los Angeles, CA (LAX)	75.3	75.3	16073	16050
Louisville, KY (SDF)	68.6	75.4	1684	1686
Lubbock, TX (LBB)	74.9	80.1	566	564
Madison, WI (MSN)	61.4	71.9	1026	1029
Manchester, NH (MHT)	68.2	77.0	469	469
Manhattan/Ft. Riley, KS (MHK)	70.2	74.8	151	151
Marquette, MI (MQT)	50.8	58.2	122	122
Mason City, IA (MCW)	53.6	54.5	56	55
Medford, OR (MFR)	78.6	80.3	407	407
Melbourne, FL (MLB)	74.9	75.3	251	251
Memphis, TN (MEM)	69.8	75.1	1954	1956
Meridian, MS (MEI)	85.5	85.5	55	55
Miami, FL (MIA)	74.4	73.6	10122	10099
Midland/Odessa, TX (MAF)	82.1	87.8	761	763
Milwaukee, WI (MKE)	67.1	71.8	2276	2273
Minneapolis, MN (MSP)	68.0	68.3	8863	8854
Minot, ND (MOT)	59.0	58.8	227	228
Mission/McAllen/Edinburg, TX (MFE)	72.3	80.9	386	387
Missoula, MT (MSO)	72.5	82.3	357	356
Mobile, AL (MOB)	82.7	85.0	127	127
Moline, IL (MLI)	65.3	69.5	357	357
Monroe, LA (MLU)	87.9	85.7	91	91
Monterey, CA (MRY)	78.5	83.0	368	370
Montgomery, AL (MGM)	53.8	52.8	106	106
Montrose/Delta, CO (MTJ)	75.7	77.5	243	244
Morgantown, WV (MGW)	53.3	60.0	60	60
Mosinee, WI (CWA)	47.7	62.5	88	88
Myrtle Beach, SC (MYR)	70.3	72.5	824	823
Nashville, TN (BNA)	72.7	69.7	8774	8776
New Bern/Morehead/Beaufort, NC (EWN)	45.5	54.5	11	11
New Orleans, LA (MSY)	72.6	74.3	4156	4152
New York, NY (JFK)	68.9	67.2	8852	8856
New York, NY (LGA)	61.5	64.9	11363	11361
Newark, NJ (EWR)	69.4	70.9	10687	10652
Newburgh/Poughkeepsie, NY (SWF)	83.0	71.7	53	53
Newport News/Williamsburg, VA (PHF)	100.0	100.0	3	3
Niagara Falls, NY (IAG)	76.5	71.4	34	35
Nome, AK (OME)	57.1	60.7	28	28
Norfolk, VA (ORF)	66.2	72.8	1643	1645
North Bend/Coos Bay, OR (OTH)	80.0	80.0	20	20
North Platte, NE (LBF)	68.5	72.2	54	54
Oakland, CA (OAK)	76.4	72.6	2644	2646
Oklahoma City, OK (OKC)	73.1	79.7	2023	2023
Omaha, NE (OMA)	70.6	75.4	2067	2067
Ontario, CA (ONT)	74.3	78.8	2132	2132
Orlando, FL (MCO)	70.1	69.0	14279	14287
Pago Pago, TT (PPG)	57.1	85.7	14	14
Palm Springs, CA (PSP)	76.2	78.4	1479	1477
Panama City, FL (ECP)	77.5	79.3	604	604
Pasco/Kennewick/Richland, WA (PSC)	80.3	87.5	568	567
Pellston, MI (PLN)	43.4	54.7	53	53
Pensacola, FL (PNS)	67.8	72.5	991	991
Peoria, IL (PIA)	65.6	64.5	459	459
Petersburg, AK (PSG)	58.3	60.0	60	60
Philadelphia, PA (PHL)	70.7	68.8	7477	7468
Phoenix, AZ (AZA)	65.1	76.8	630	629

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CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Phoenix, AZ (PHX)	78.4	75.6	17668	17689
Pierre, SD (PIR)	80.0	89.1	55	55
Pittsburgh, PA (PIT)	71.5	76.9	3475	3474
Plattsburgh, NY (PBG)	66.7	49.0	51	51
Pocatello, ID (PIH)	96.8	96.8	31	31
Ponce, PR (PSE)	63.5	84.5	85	84
Portland, ME (PWM)	67.5	74.7	547	546
Portland, OR (PDX)	73.9	78.2	5118	5124
Portsmouth, NH (PSM)	84.4	81.3	32	32
Prescott, AZ (PRC)	77.2	88.0	92	92
Presque Isle/Houlton, ME (PQI)	61.3	93.5	31	31
Providence, RI (PVD)	67.0	74.0	1249	1252
Provo, UT (PVU)	77.8	85.5	221	221
Punta Gorda, FL (PGD)	66.3	73.6	818	817
Raleigh/Durham, NC (RDU)	71.0	73.4	4801	4803
Rapid City, SD (RAP)	75.8	80.0	331	330
Redding, CA (RDD)	62.0	70.5	166	166
Reno, NV (RNO)	74.8	78.2	1697	1695
Rhinelander, WI (RHI)	74.6	81.4	59	59
Richmond, VA (RIC)	66.9	70.2	1615	1616
Riverton/Lander, WY (RIW)	80.6	83.9	62	62
Roanoke, VA (ROA)	55.9	60.6	161	160
Rochester, MN (RST)	41.4	39.4	99	99
Rochester, NY (ROC)	61.6	63.5	805	808
Rock Springs, WY (RKS)	71.0	80.6	62	62
Rockford, IL (RFD)	76.2	61.9	84	84
Roswell, NM (ROW)	80.6	87.1	62	62
Sacramento, CA (SMF)	76.8	76.9	4533	4531
Saginaw/Bay City/Midland, MI (MBS)	54.8	56.2	146	146
Saipan, TT (SPN)	83.9	90.3	31	31
Salina, KS (SLN)	62.2	61.1	90	90
Salt Lake City, UT (SLC)	80.2	80.9	9733	9740
San Angelo, TX (SJT)	83.5	89.0	91	91
San Antonio, TX (SAT)	76.2	80.2	3587	3588
San Diego, CA (SAN)	68.4	69.5	8229	8228
San Francisco, CA (SFO)	68.6	73.9	11983	11975
San Jose, CA (SJC)	77.7	78.8	3618	3622
San Juan, PR (SJU)	66.8	73.8	3401	3393
San Luis Obispo, CA (SBP)	75.4	77.0	460	460
Sanford, FL (SFB)	61.4	72.0	968	968
Santa Ana, CA (SNA)	76.7	75.6	3822	3825

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Santa Barbara, CA (SBA)	77.6	77.3	682	683
Santa Fe, NM (SAF)	75.5	76.7	339	339
Santa Maria, CA (SMX)	84.5	80.3	71	71
Santa Rosa, CA (STS)	60.2	59.1	407	406
Sarasota/Bradenton, FL (SRQ)	69.9	75.3	1686	1685
Sault Ste. Marie, MI (CIU)	64.5	72.6	62	62
Savannah, GA (SAV)	71.4	78.0	1517	1515
Scottsbluff, NE (BFF)	70.4	81.5	54	54
Scranton/Wilkes-Barre, PA (AVP)	62.4	73.7	133	133
Seattle, WA (SEA)	68.7	72.0	13016	13023
Sheridan, WY (SHR)	76.2	71.4	63	63
Shreveport, LA (SHV)	71.2	76.0	520	521
Sioux City, IA (SUX)	54.8	64.5	62	62
Sioux Falls, SD (FSD)	60.4	62.3	687	687
Sitka, AK (SIT)	55.6	65.6	90	90
South Bend, IN (SBN)	62.6	63.5	676	676
Spokane, WA (GEG)	73.3	82.3	1477	1476
Springfield, IL (SPI)	63.0	69.9	73	73
Springfield, MO (SGF)	75.2	76.2	656	656
St. Cloud, MN (STC)	88.2	70.6	17	17
St. George, UT (SGU)	88.7	92.4	381	382
St. Louis, MO (STL)	74.8	69.4	5359	5359
St. Petersburg, FL (PIE)	56.6	70.9	786	786
State College, PA (SCE)	60.7	58.6	28	29
Stillwater, OK (SWO)	51.6	67.7	62	62
Stockton, CA (SCK)	80.6	72.6	62	62
Sun Valley/Hailey/Ketchum, ID (SUN)	74.2	76.2	267	265
Syracuse, NY (SYR)	62.9	67.7	866	864
Tallahassee, FL (TLH)	74.0	77.1	354	354
Tampa, FL (TPA)	70.1	73.3	6861	6851
Texarkana, AR (TXK)	81.7	80.0	60	60
Toledo, OH (TOL)	76.6	63.8	47	47
Traverse City, MI (TVC)	48.8	54.8	340	341
Trenton, NJ (TTN)	67.9	78.2	56	55
Tucson, AZ (TUS)	76.4	82.3	1782	1784
Tulsa, OK (TUL)	76.1	82.1	1535	1536
Twin Falls, ID (TWF)	89.8	94.9	59	59
Tyler, TX (TYR)	76.9	81.3	91	91
Valparaiso, FL (VPS)	77.7	81.0	658	658
Vero Beach, FL (VRB)	47.6	45.2	42	42
Victoria, TX (VCT)	71.4	80.4	56	56

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

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Waco, TX (ACT)	83.5	86.8	91	91
Washington, DC (DCA)	67.0	67.5	11310	11308
Washington, DC (IAD)	79.1	77.9	4649	4676
Waterloo, IA (ALO)	53.6	58.9	56	56
Watertown, SD (ATY)	72.1	85.2	61	61
West Palm Beach/Palm Beach, FL (PBI)	63.7	66.9	3191	3186
White Plains, NY (HPN)	57.9	62.4	905	905
Wichita Falls, TX (SPS)	93.5	91.9	62	62
Wichita, KS (ICT)	68.4	75.3	917	919
Williston, ND (XWA)	56.9	60.6	202	203
Wilmington, NC (ILM)	64.5	74.3	543	544
Worcester, MA (ORH)	78.1	68.8	64	64
Wrangell, AK (WRG)	55.0	65.0	60	60
Yakutat, AK (YAK)	70.0	68.3	60	60
Yuma, AZ (YUM)	84.1	88.0	151	150

AIR TRAVEL CONSUMER REPORT

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

DECEMBER 2025

CARRIER[1]	AT ALL US AIRPORTS				
	NUMBER OF AIRPORTS REPORTED	FLIGHT OPERATIONS SCHEDULED	FLIGHT OPERATIONS CANCELLED	PERCENT OF OPERATIONS CANCELLED	RANK
SOUTHWEST AIRLINES	**104**	**118075**	**654**	**0.6**	**1**
HAWAIIAN AIRLINES	**19**	**6705**	**46**	**0.7**	**2**
ALLEGIANT AIR	**121**	**11516**	**92**	**0.8**	**3**
UNITED AIRLINES NETWORK	**219**	**123175**	**1398**	**1.1**	**4**
- UNITED AIRLINES	122	65865	260	0.4	
- BRANDED CODESHARE PARTNERS	202	57310	1138	2.0	
AMERICAN AIRLINES NETWORK	**228**	**165917**	**2452**	**1.5**	**5**
- AMERICAN AIRLINES	119	79859	393	0.5	
- BRANDED CODESHARE PARTNERS	212	86058	2059	2.4	
ALASKA AIRLINES NETWORK	**106**	**36255**	**812**	**2.2**	**6**
- ALASKA AIRLINES	85	21102	307	1.5	
- BRANDED CODESHARE PARTNERS	59	15153	505	3.3	
DELTA AIR LINES NETWORK	**210**	**134260**	**3610**	**2.7**	**7**
- DELTA AIR LINES	143	85139	2341	2.7	
- BRANDED CODESHARE PARTNERS	188	49121	1269	2.6	
FRONTIER AIRLINES	**86**	**16724**	**464**	**2.8**	**8**
JETBLUE AIRWAYS	**57**	**20560**	**572**	**2.8**	**9**
SPIRIT AIRLINES	**51**	**11800**	**440**	**3.7**	**10**
TOTAL	**359**	**644,987**	**10,540**	**1.6**	

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

[2] On October 29, 2025, Alaska Airlines and Hawaiian Airlines received a Single Operating Certificate from the FAA in the name of "Alaska Airlines, Inc. and/or Hawaiian Airlines, Inc." As such, FAA now recognizes Alaska/Hawaiian as a single certificated carrier. Hawaiian Airlines branded flights are now operation by Alaska Airlines.

AIR TRAVEL CONSUMER REPORT

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

DECEMBER 2025

CARRIER[1]	AT ALL US AIRPORTS				
	NUMBER OF AIRPORTS REPORTED	FLIGHT OPERATIONS SCHEDULED	FLIGHT OPERATIONS CANCELLED	PERCENT OF OPERATIONS CANCELLED	RANK
UNITED AIRLINES	122	65865	260	0.4	1
AMERICAN AIRLINES	119	79859	393	0.5	2
SOUTHWEST AIRLINES	104	118075	654	0.6	3
HAWAIIAN AIRLINES	19	6705	46	0.7	4
ALLEGIANT AIR	121	11516	92	0.8	5
ALASKA AIRLINES	85	21102	307	1.5	6
ENVOY AIR	155	25437	444	1.7	7
SKYWEST AIRLINES	235	68814	1327	1.9	8
DELTA AIR LINES	143	85139	2341	2.7	9
FRONTIER AIRLINES	86	16724	464	2.8	10
JETBLUE AIRWAYS	57	20560	572	2.8	11
REPUBLIC AIRWAYS	79	30203	952	3.2	12
PSA AIRLINES	103	20505	709	3.5	13
SPIRIT AIRLINES	51	11800	440	3.7	14
TOTAL	343	582,304	9,001	1.5	

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

[2] On October 29, 2025, Alaska Airlines and Hawaiian Airlines received a Single Operating Certificate from the FAA in the name of "Alaska Airlines, Inc. and/or Hawaiian Airlines, Inc." As such, FAA now recognizes Alaska/Hawaiian as a single certificated carrier. Hawaiian Airlines branded flights are now operation by Alaska Airlines.

AIR TRAVEL CONSUMER REPORT

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

RANK	CARRIER[1]	JANUARY - DECEMBER 2025			JANUARY - DECEMBER 2024		
		FLIGHT OPERATIONS SCHEDULED	FLIGHT OPERATIONS CANCELLED	PERCENT OF OPERATIONS CANCELLED	FLIGHT OPERATIONS SCHEDULED	FLIGHT OPERATIONS CANCELLED	PERCENT OF OPERATIONS CANCELLED
1	**ALLEGIANT AIR**	**130,899**	**615**	**0.47**	**117,210**	**2,018**	**1.72**
2	**HAWAIIAN AIRLINES**	**80,084**	**660**	**0.82**	**78,530**	**822**	**1.05**
3	**SOUTHWEST AIRLINES**	**1,391,885**	**11,799**	**0.85**	**1,419,419**	**11,772**	**0.83**
4	**ALASKA AIRLINES NETWORK**	**422,375**	**5,503**	**1.30**	**405,118**	**6,255**	**1.54**
	- ALASKA AIRLINES	245,588	2,974	1.21	245,819	4,811	1.96
	- BRANDED CODESHARE PARTNERS	176,787	2,529	1.43	159,299	1,444	0.91
5	**UNITED AIRLINES NETWORK**	**1,467,730**	**19,999**	**1.36**	**1,364,270**	**23,699**	**1.74**
	- UNITED AIRLINES	795,271	6,527	0.82	760,451	12,478	1.64
	- BRANDED CODESHARE PARTNERS	672,459	13,472	2.00	603,819	11,221	1.86
6	**DELTA AIR LINES NETWORK**	**1,626,898**	**22,207**	**1.36**	**1,541,707**	**16,822**	**1.09**
	- DELTA AIR LINES	1,026,332	11,114	1.08	1,009,194	9,147	0.91
	- BRANDED CODESHARE PARTNERS	600,566	11,093	1.85	532,513	7,675	1.44
7	**SPIRIT AIRLINES**	**194,515**	**2,927**	**1.50**	**261,103**	**4,998**	**1.91**
8	**JETBLUE AIRWAYS**	**231,413**	**3,825**	**1.65**	**240,282**	**3,735**	**1.55**
9	**FRONTIER AIRLINES**	**198,065**	**3,508**	**1.77**	**208,624**	**4,835**	**2.32**
10	**AMERICAN AIRLINES NETWORK**	**1,992,906**	**47,125**	**2.36**	**1,910,725**	**27,952**	**1.46**
	- AMERICAN AIRLINES	973,653	17,679	1.82	984,306	15,252	1.55
	- BRANDED CODESHARE PARTNERS	1,019,253	29,446	2.89	926,419	12,700	1.37
	TOTAL	**7,736,770**	**118,168**	**1.53**	**7,546,988**	**102,908**	**1.36**

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

[2] On October 29, 2025, Alaska Airlines and Hawaiian Airlines received a Single Operating Certificate from the FAA in the name of "Alaska Airlines, Inc. and/or Hawaiian Airlines, Inc." As such, FAA now recognizes Alaska/Hawaiian as a single certificated carrier. Hawaiian Airlines branded flights are now operation by Alaska Airlines.

AIR TRAVEL CONSUMER REPORT

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

RANK	CARRIER[1]	JANUARY - DECEMBER 2025			JANUARY - DECEMBER 2024		
		FLIGHT OPERATIONS SCHEDULED	FLIGHT OPERATIONS CANCELLED	PERCENT OF OPERATIONS CANCELLED	FLIGHT OPERATIONS SCHEDULED	FLIGHT OPERATIONS CANCELLED	PERCENT OF OPERATIONS CANCELLED
1	ALLEGIANT AIR	130,899	615	0.47	117,210	2,018	1.72
2	UNITED AIRLINES	795,271	6,527	0.82	760,451	12,478	1.64
3	HAWAIIAN AIRLINES	80,084	660	0.82	78,530	822	1.05
4	SOUTHWEST AIRLINES	1,391,885	11,799	0.85	1,419,419	11,772	0.83
5	DELTA AIR LINES	1,026,332	11,114	1.08	1,009,194	9,147	0.91
6	ALASKA AIRLINES	245,588	2,974	1.21	245,819	4,811	1.96
7	SKYWEST AIRLINES	839,821	11,843	1.41	744,658	8,527	1.15
8	SPIRIT AIRLINES	194,515	2,927	1.50	261,103	4,998	1.91
9	JETBLUE AIRWAYS	231,413	3,825	1.65	240,282	3,735	1.55
10	FRONTIER AIRLINES	198,065	3,508	1.77	208,624	4,835	2.32
11	AMERICAN AIRLINES	973,653	17,679	1.82	984,306	15,252	1.55
12	ENVOY AIR	299,322	6,713	2.24	279,955	3,985	1.42
13	REPUBLIC AIRWAYS	346,036	11,298	3.26	301,465	5,576	1.85
14	PSA AIRLINES	248,735	11,394	4.58	227,971	3,751	1.65
	TOTAL	7,001,619	102,876	1.47	7,079,081	96,315	1.36

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

[2] On October 29, 2025, Alaska Airlines and Hawaiian Airlines received a Single Operating Certificate from the FAA in the name of "Alaska Airlines, Inc. and/or Hawaiian Airlines, Inc." As such, FAA now recognizes Alaska/Hawaiian as a single certificated carrier. Hawaiian Airlines branded flights are now operation by Alaska Airlines.

AIR TRAVEL CONSUMER REPORT

TABLE 7. CAUSES OF DELAY, BY REPORTING MARKETING CARRIER

DECEMBER 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	**36255**	**25905**	**71.45**	**812**	**2.24**	**191**	**0.53**	**2145**	**5.92**	**405**	**1.12**	**3082**	**8.50**	**33**	**0.09**	**3682**	**10.16**
- ALASKA AIRLINES	21102	14893	70.58	307	1.45	100	0.47	1305	6.18	169	0.80	2191	10.38	28	0.13	2109	9.99
- BRANDED CODESHARE PARTNERS	15153	11012	72.67	505	3.33	91	0.60	840	5.54	236	1.56	891	5.88	5	0.03	1573	10.38
ALLEGIANT AIR	**11516**	**7849**	**68.16**	**92**	**0.80**	**52**	**0.45**	**707**	**6.14**	**220**	**1.91**	**1046**	**9.08**	**15**	**0.13**	**1535**	**13.33**
AMERICAN AIRLINES NETWORK	**165917**	**118394**	**71.36**	**2452**	**1.48**	**368**	**0.22**	**12516**	**7.54**	**2028**	**1.22**	**10574**	**6.37**	**82**	**0.05**	**19503**	**11.75**
- AMERICAN AIRLINES	79859	58383	73.11	393	0.49	151	0.19	6618	8.29	438	0.55	4861	6.09	41	0.05	8973	11.24
- BRANDED CODESHARE PARTNERS	86058	60011	69.73	2059	2.39	217	0.25	5898	6.85	1590	1.85	5712	6.64	41	0.05	10530	12.24
DELTA AIR LINES NETWORK	**134260**	**95349**	**71.02**	**3610**	**2.69**	**312**	**0.23**	**12861**	**9.58**	**1930**	**1.44**	**9420**	**7.02**	**31**	**0.02**	**10747**	**8.00**
- DELTA AIR LINES	85139	61528	72.27	2341	2.75	180	0.21	7670	9.01	482	0.57	6109	7.18	14	0.02	6815	8.00
- BRANDED CODESHARE PARTNERS	49121	33821	68.85	1269	2.58	132	0.27	5191	10.57	1448	2.95	3311	6.74	17	0.03	3933	8.01
FRONTIER AIRLINES	**16724**	**11137**	**66.59**	**464**	**2.77**	**29**	**0.17**	**1451**	**8.68**	**62**	**0.37**	**1273**	**7.61**	**0**	**0.00**	**2308**	**13.80**
HAWAIIAN AIRLINES	**6705**	**4786**	**71.38**	**46**	**0.69**	**12**	**0.18**	**941**	**14.03**	**107**	**1.60**	**37**	**0.55**	**8**	**0.12**	**769**	**11.47**
JETBLUE AIRWAYS	**20560**	**12737**	**61.95**	**572**	**2.78**	**41**	**0.20**	**2393**	**11.64**	**97**	**0.47**	**2171**	**10.56**	**12**	**0.06**	**2538**	**12.34**
SOUTHWEST AIRLINES	**118075**	**88368**	**74.84**	**654**	**0.55**	**208**	**0.18**	**8968**	**7.60**	**214**	**0.18**	**5290**	**4.48**	**131**	**0.11**	**14242**	**12.06**
SPIRIT AIRLINES	**11800**	**7523**	**63.75**	**440**	**3.73**	**16**	**0.14**	**1175**	**9.96**	**50**	**0.42**	**1453**	**12.31**	**30**	**0.25**	**1113**	**9.43**
UNITED AIRLINES NETWORK	**123175**	**90689**	**73.63**	**1398**	**1.13**	**348**	**0.28**	**9382**	**7.62**	**1081**	**0.88**	**10408**	**8.45**	**9**	**0.01**	**9861**	**8.01**
- UNITED AIRLINES	65865	50560	76.76	260	0.39	152	0.23	4224	6.41	405	0.61	5964	9.05	0	0.00	4300	6.53
- BRANDED CODESHARE PARTNERS	57310	40129	70.02	1138	1.99	196	0.34	5157	9.00	676	1.18	4444	7.75	9	0.02	5561	9.70
TOTAL	**644,987**	**462,737**	**71.74**	**10,540**	**1.63**	**1,577**	**0.24**	**52,539**	**8.15**	**6,193**	**0.96**	**44,752**	**6.94**	**351**	**0.05**	**66,298**	**10.28**

*** 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

DECEMBER 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	21102	14893	70.58	307	1.45	100	0.47	1305	6.18	169	0.80	2191	10.38	28	0.13	2109	9.99
ALLEGIANT AIR	11516	7849	68.16	92	0.80	52	0.45	707	6.14	220	1.91	1046	9.08	15	0.13	1535	13.33
AMERICAN AIRLINES	79859	58383	73.11	393	0.49	151	0.19	6618	8.29	438	0.55	4861	6.09	41	0.05	8973	11.24
DELTA AIR LINES	85139	61528	72.27	2341	2.75	180	0.21	7670	9.01	482	0.57	6109	7.18	14	0.02	6815	8.00
ENVOY AIR	25437	19083	75.02	444	1.75	62	0.24	1101	4.33	422	1.66	1829	7.19	10	0.04	2487	9.78
FRONTIER AIRLINES	16724	11137	66.59	464	2.77	29	0.17	1451	8.68	62	0.37	1273	7.61	0	0.00	2308	13.80
HAWAIIAN AIRLINES	6705	4786	71.38	46	0.69	12	0.18	941	14.03	107	1.60	37	0.55	8	0.12	769	11.47
JETBLUE AIRWAYS	20560	12737	61.95	572	2.78	41	0.20	2393	11.64	97	0.47	2171	10.56	12	0.06	2538	12.34
PSA AIRLINES	20505	12721	62.04	709	3.46	39	0.19	1632	7.96	227	1.11	1302	6.35	15	0.07	3860	18.82
REPUBLIC AIRWAYS	30203	20238	67.01	952	3.15	54	0.18	1902	6.30	313	1.04	3205	10.61	11	0.04	3529	11.68
SKYWEST AIRLINES	68814	49005	71.21	1327	1.93	283	0.41	8449	12.28	2392	3.48	3568	5.18	26	0.04	3765	5.47
SOUTHWEST AIRLINES	118075	88368	74.84	654	0.55	208	0.18	8968	7.60	214	0.18	5290	4.48	131	0.11	14242	12.06
SPIRIT AIRLINES	11800	7523	63.75	440	3.73	16	0.14	1175	9.96	50	0.42	1453	12.31	30	0.25	1113	9.43
UNITED AIRLINES	65865	50560	76.76	260	0.39	152	0.23	4224	6.41	405	0.61	5964	9.05	0	0.00	4300	6.53
TOTAL	582,504	418,811	71.92	9,001	1.55	1,379	0.24	48,536	8.34	5,597	0.96	40,298	6.92	340	0.06	58,342	10.02

*** Causes of Delay:**

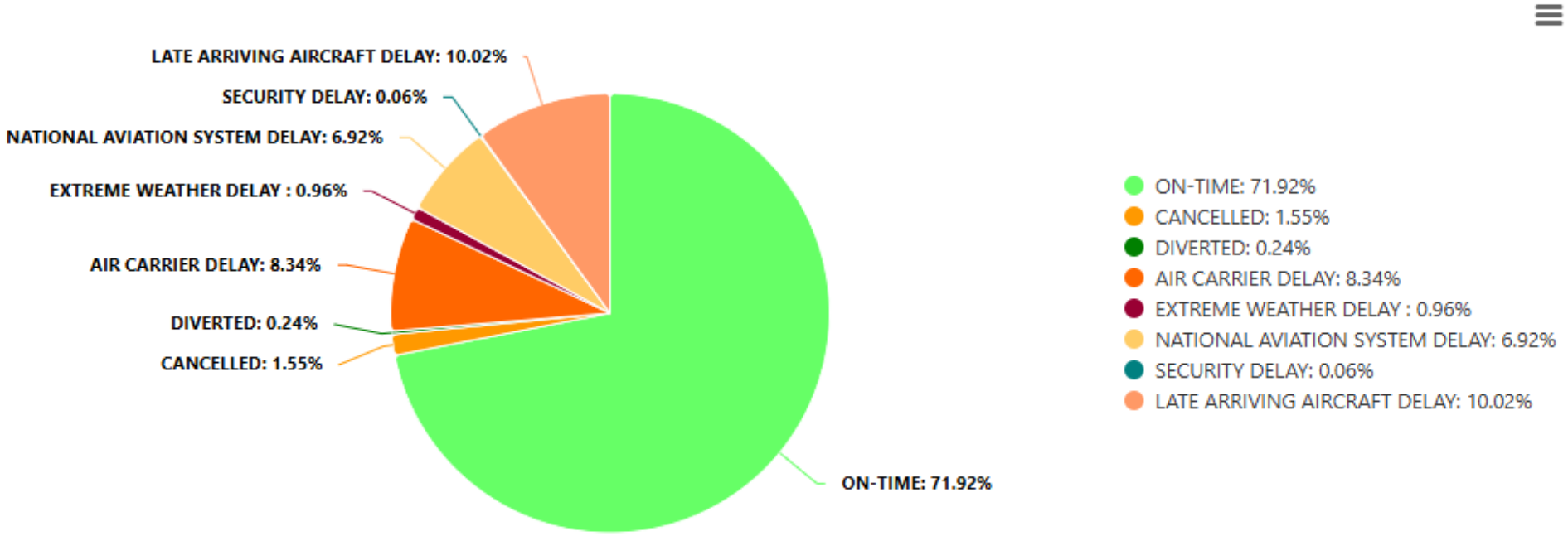
- **Air Carrier Delay: The cause of the cancellation or delay was due to circumstances within the airline's control (e.g. maintenance or crew problems, etc.).**
- **Extreme Weather Delay: Significant meteorological conditions (actual or forecasted) that, in the judgment of the carrier, delays or prevents 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
DECEMBER 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

DECEMBER 2025

MARKETING CARRIER	OPERATING CARRIER	FLIGHT NUMBER	ORIGIN AIRPORT	DESTINATION AIRPORT	DATE OF FLIGHT	LOCATION OF LONGEST TARMAC DELAY	LENGTH OF TARMAC DELAY
DELTA	DELTA	491	JFK	SEA	12/14/2025	Origin Airport	5:19
DELTA	DELTA	636	JFK	HNL	12/14/2025	Origin Airport	5:00
DELTA	DELTA	747	JFK	LAX	12/14/2025	Origin Airport	5:00
UNITED	SKYWEST	5587	MRY	DEN	12/19/2025	Diversion Airport (COS)	4:57
UNITED	SKYWEST	4747	FAT	DEN	12/19/2025	Diversion Airport (COS)	4:25
ALASKA	ALASKA	67	KTN	SIT	12/27/2025	Origin Airport	4:24
DELTA	DELTA	1622	JFK	MCO	12/14/2025	Origin Airport	4:24
DELTA	DELTA	699	JFK	SEA	12/14/2025	Origin Airport	4:12
DELTA	ENDEAVOR	5315	JFK	ITH	12/14/2025	Origin Airport	4:09
DELTA	DELTA	767	JFK	LAX	12/14/2025	Origin Airport	4:06
UNITED	SKYWEST	5495	SAF	DEN	12/19/2025	Diversion Airport (COS)	4:06
SOUTHWEST	SOUTHWEST	3866	OAK	DEN	12/19/2025	Diversion Airport (GJT)	4:04
DELTA	DELTA	601	JFK	LAS	12/14/2025	Origin Airport	4:02
DELTA	DELTA	305	JFK	FLL	12/14/2025	Origin Airport	4:00
DELTA	DELTA	1538	JFK	MIA	12/14/2025	Origin Airport	3:59
ALLEGIANT	ALLEGIANT	658	FSD	AZA	12/6/2025	Origin Airport	3:52
DELTA	DELTA	791	JFK	PHX	12/14/2025	Origin Airport	3:52
ALASKA	ALASKA	69	SEA	KTN	12/27/2025	Destination Airport	3:46
ALASKA	ALASKA	21	JFK	SEA	12/14/2025	Origin Airport	3:44
JETBLUE	JETBLUE	15	JFK	SFO	12/14/2025	Origin Airport	3:42
UNITED	UNITED	1584	SBP	DEN	12/19/2025	Diversion Airport (COS)	3:41
DELTA	DELTA	409	JFK	SFO	12/14/2025	Origin Airport	3:36
AMERICAN	AMERICAN	2879	PHL	BNA	12/14/2025	Origin Airport	3:35
DELTA	REPUBLIC	5704	PIT	JFK	12/14/2025	Destination Airport	3:32
AMERICAN	AMERICAN	2407	PHL	SFO	12/14/2025	Origin Airport	3:31
UNITED	UNITED	2185	MFR	DEN	12/19/2025	Diversion Airport (COS)	3:31
DELTA	DELTA	2204	ATL	MCO	12/7/2025	Origin Airport	3:29
DELTA	ENDEAVOR	5052	CLT	JFK	12/14/2025	Destination Airport	3:29
DELTA	DELTA	2323	JFK	AUS	12/14/2025	Origin Airport	3:27
ALLEGIANT	ALLEGIANT	848	IAG	PGD	12/26/2025	Origin Airport	3:26
UNITED	UNITED	2329	PHX	DEN	12/19/2025	Diversion Airport (COS)	3:26
UNITED	UNITED	724	ELP	DEN	12/19/2025	Diversion Airport (COS)	3:26
JETBLUE	JETBLUE	2301	JFK	FLL	12/14/2025	Origin Airport	3:25
JETBLUE	JETBLUE	389	EWR	SJU	12/14/2025	Origin Airport	3:24
AMERICAN	AMERICAN	1995	ORD	PIT	12/1/2025	Origin Airport	3:21

AIR TRAVEL CONSUMER REPORT

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

DECEMBER 2025

MARKETING CARRIER	OPERATING CARRIER	FLIGHT NUMBER	ORIGIN AIRPORT	DESTINATION AIRPORT	DATE OF FLIGHT	LOCATION OF LONGEST TARMAC DELAY	LENGTH OF TARMAC DELAY
JETBLUE	JETBLUE	775	JFK	MSY	12/14/2025	Origin Airport	3:19
UNITED	SKYWEST	5822	MAF	DEN	12/19/2025	Diversion Airport (COS)	3:18
AVELO	AVELO	424	ORD	HVN	12/31/2025	Diversion Airport (BDL)	3:44
AMERICAN	REPUBLIC	4368	CHS	LGA	12/14/2025	Diversion Airport (ABE)	3:16
DELTA	ENDEAVOR	5330	JFK	ROC	12/14/2025	Origin Airport	3:16
JETBLUE	JETBLUE	2473	JFK	CHS	12/14/2025	Origin Airport	3:14
AMERICAN	AMERICAN	2972	PHL	LAS	12/14/2025	Origin Airport	3:14
AMERICAN	REPUBLIC	4337	PHL	SRQ	12/14/2025	Origin Airport	3:14
JETBLUE	JETBLUE	511	JFK	LAS	12/14/2025	Origin Airport	3:14
AMERICAN	ENVOY	4321	ORD	ALO	12/3/2025	Origin Airport	3:13
AMERICAN	PSA	5254	HPN	DCA	12/26/2025	Origin Airport	3:12
AMERICAN	REPUBLIC	4708	JFK	BOS	12/14/2025	Origin Airport	3:11
JETBLUE	JETBLUE	1115	JFK	SFO	12/21/2025	Diversion Airport (OAK)	3:11
AMERICAN	REPUBLIC	4425	IND	ORD	12/28/2025	Origin Airport	3:10
DELTA	REPUBLIC	5642	JFK	SAV	12/14/2025	Origin Airport	3:10
UNITED	UNITED	2164	EWR	ORD	12/14/2025	Origin Airport	3:10
UNITED	UNITED	1364	EWR	FLL	12/14/2025	Origin Airport	3:09
AMERICAN	AMERICAN	3323	ORD	LAS	12/1/2025	Origin Airport	3:08
UNITED	UNITED	2434	EWR	LAX	12/14/2025	Origin Airport	3:08
AMERICAN	AMERICAN	1467	PHL	BOS	12/14/2025	Origin Airport	3:07
AMERICAN	PIEDMONT	5977	ROA	CLT	12/6/2025	Origin Airport	3:06
DELTA	DELTA	607	JFK	LAS	12/14/2025	Origin Airport	3:06
JETBLUE	JETBLUE	2223	JFK	LAX	12/14/2025	Origin Airport	3:06
ALASKA	ALASKA	23	JFK	SEA	12/14/2025	Origin Airport	3:05
DELTA	DELTA	926	ATL	DCA	12/7/2025	Origin Airport	3:05
DELTA	ENDEAVOR	5095	PIT	LGA	12/19/2025	Origin Airport	3:04
DELTA	DELTA	405	SFO	JFK	12/14/2025	Destination Airport	3:03
ALASKA	ALAKA	373	EWR	SFO	12/14/2025	Origin Airport	3:02
AVELO	AVELO	678	RDU	HVN	12/29/2025	Diversion Airport (PHL)	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

DECEMBER 2025

MARKETING CARRIER	OPERATING CARRIER	FLIGHT NUMBER	ORIGIN AIRPORT	DESTINATION AIRPORT	DATE OF FLIGHT	LOCATION OF LONGEST TARMAC DELAY	LENGTH OF TARMAC DELAY
JETBLUE	JETBLUE	2661	JFK	BGI	12/14/2025	Origin Airport	4:54
JETBLUE	JETBLUE	881	JFK	UVF	12/14/2025	Origin Airport	4:42
DELTA	DELTA	1955	JFK	MBJ	12/14/2025	Origin Airport	4:24
VOLARIS	VOLARIS	7890	QRO	ORD	12/7/2025	Diversion Airport (STL)	4:23

***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[1]	December 2025			December 2024		
		NUMBER OF BAGS ENPLANED	NUMBER OF BAGS MISHANDLED	NUMBER OF BAGS MISHANDLED PER 100 ENPLANED	NUMBER OF BAGS ENPLANED	NUMBER OF BAGS MISHANDLED	NUMBER OF BAGS MISHANDLED PER 100 ENPLANED
1	**ALLEGIANT AIR**	**607,589**	**537**	**0.09**	**572,631**	**499**	**0.09**
2	**JETBLUE AIRWAYS**	**1,321,241**	**5,228**	**0.40**	**1,372,255**	**5,651**	**0.41**
3	**SOUTHWEST AIRLINES**	**8,915,986**	**36,640**	**0.41**	**12,046,975**	**56,109**	**0.47**
4	**SPIRIT AIRLINES**	**538,014**	**3,268**	**0.61**	**1,037,076**	**6,064**	**0.58**
5	**DELTA AIR LINES NETWORK**	**9,063,300**	**55,166**	**0.61**	**9,319,317**	**46,804**	**0.50**
	- DELTA AIR LINES	7,150,502	44,916	0.63	7,407,854	38,596	0.52
	- BRANDED CODESHARE PARTNERS	1,912,798	10,250	0.54	1,911,463	8,208	0.43
6	**HAWAIIAN AIRLINES**	**581,873**	**3,670**	**0.63**	**535,987**	**2,918**	**0.54**
7	**ALASKA AIRLINES NETWORK**	**2,584,834**	**16,837**	**0.65**	**2,550,923**	**12,930**	**0.51**
	- ALASKA AIRLINES	2,005,000	12,894	0.64	1,982,830	9,706	0.49
	- BRANDED CODESHARE PARTNERS	579,834	3,943	0.68	568,093	3,224	0.57
8	**FRONTIER AIRLINES**	**947,076**	**6,538**	**0.69**	**874,535**	**3,006**	**0.34**
9	**AMERICAN AIRLINES NETWORK**	**9,792,635**	**69,385**	**0.71**	**10,121,938**	**84,362**	**0.83**
	- AMERICAN AIRLINES	6,189,712	46,340	0.75	6,416,909	55,199	0.86
	- BRANDED CODESHARE PARTNERS	3,602,923	23,045	0.64	3,705,029	29,163	0.79
10	**UNITED AIRLINES NETWORK**	**7,109,833**	**61,102**	**0.86**	**7,275,972**	**57,768**	**0.79**
	- UNITED AIRLINES	5,290,503	42,637	0.81	5,354,253	40,600	0.76
	- BRANDED CODESHARE PARTNERS	1,819,330	18,465	1.01	1,921,719	17,168	0.89
	TOTAL	**41,462,381**	**258,371**	**0.62**	**45,707,609**	**276,111**	**0.60**

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

[2] On October 29, 2025, Alaska Airlines and Hawaiian Airlines received a Single Operating Certificate from the FAA in the name of "Alaska Airlines, Inc. and/or Hawaiian Airlines, Inc." As such, FAA now recognizes Alaska/Hawaiian as a single certificated carrier. Hawaiian Airlines branded flights are now operation by Alaska Airlines.

AIR TRAVEL CONSUMER REPORT

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

RANK	CARRIER[1]	JANUARY - DECEMBER 2025			JANUARY - DECEMBER 2024		
		NUMBER OF BAGS ENPLANED	NUMBER OF BAGS MISHANDLED	NUMBER OF BAGS MISHANDLED PER 100 ENPLANED	NUMBER OF BAGS ENPLANED	NUMBER OF BAGS MISHANDLED	NUMBER OF BAGS MISHANDLED PER 100 ENPLANED
1	**ALLEGIANT AIR**	**6,355,382**	**5,595**	**0.09**	**4,421,988**	**8,835**	**0.20**
2	**JETBLUE AIRWAYS**	**13,680,675**	**42,997**	**0.31**	**13,664,232**	**48,458**	**0.35**
3	**SOUTHWEST AIRLINES**	**109,339,609**	**418,350**	**0.38**	**131,889,582**	**556,604**	**0.42**
4	**FRONTIER AIRLINES**	**9,624,115**	**39,692**	**0.41**	**8,803,622**	**34,969**	**0.40**
5	**DELTA AIR LINES NETWORK**	**102,377,406**	**436,502**	**0.43**	**101,635,548**	**450,309**	**0.44**
	- *DELTA AIR LINES*	81,100,198	364,329	0.45	81,876,711	381,928	0.47
	- *BRANDED CODESHARE PARTNERS*	21,277,208	72,173	0.34	19,758,837	68,381	0.35
6	**SPIRIT AIRLINES**	**7,712,106**	**33,384**	**0.43**	**11,980,439**	**52,883**	**0.44**
7	**ALASKA AIRLINES NETWORK**	**28,082,972**	**145,786**	**0.52**	**27,527,171**	**160,973**	**0.58**
	- *ALASKA AIRLINES*	21,725,994	111,069	0.51	21,597,516	127,610	0.59
	- *BRANDED CODESHARE PARTNERS*	6,356,978	34,717	0.55	5,929,655	33,363	0.56
8	**HAWAIIAN AIRLINES**	**6,330,439**	**34,346**	**0.54**	**6,179,864**	**25,403**	**0.41**
9	**AMERICAN AIRLINES NETWORK**	**110,342,175**	**723,025**	**0.66**	**111,964,876**	**882,735**	**0.79**
	- *AMERICAN AIRLINES*	69,095,922	489,612	0.71	73,320,365	615,317	0.84
	- *BRANDED CODESHARE PARTNERS*	41,246,253	233,413	0.57	38,644,511	267,418	0.69
10	**UNITED AIRLINES NETWORK**	**77,202,605**	**552,263**	**0.72**	**76,216,021**	**501,874**	**0.66**
	- *UNITED AIRLINES*	56,741,375	397,709	0.70	56,402,439	371,811	0.66
	- *BRANDED CODESHARE PARTNERS*	20,461,230	154,554	0.76	19,813,582	130,063	0.66
	TOTAL	**471,047,484**	**2,430,940**	**0.52**	**494,283,343**	**2,723,043**	**0.55**

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

[2] **On October 29, 2025, Alaska Airlines and Hawaiian Airlines received a Single Operating Certificate from the FAA in the name of "Alaska Airlines, Inc. and/or Hawaiian Airlines, Inc." As such, FAA now recognizes Alaska/Hawaiian as a single certificated carrier. Hawaiian Airlines branded flights are now operation by Alaska Airlines.**

AIR TRAVEL CONSUMER REPORT

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

RANK	CARRIER[1]	December 2025			December 2024		
		NUMBER OF BAGS ENPLANED	NUMBER OF BAGS MISHANDLED	NUMBER OF BAGS MISHANDLED PER 100 ENPLANED	NUMBER OF BAGS ENPLANED	NUMBER OF BAGS MISHANDLED	NUMBER OF BAGS MISHANDLED PER 100 ENPLANED
1	ALLEGIANT AIR	607,589	537	0.09	572,631	499	0.09
2	JETBLUE AIRWAYS	1,321,241	5,228	0.40	1,372,255	5,651	0.41
3	SOUTHWEST AIRLINES	8,915,986	36,640	0.41	12,046,975	56,109	0.47
4	PSA AIRLINES	1,090,669	5,522	0.51	1,204,723	9,408	0.78
5	SPIRIT AIRLINES	538,014	3,268	0.61	1,037,076	6,064	0.58
6	DELTA AIR LINES	7,150,502	44,916	0.63	7,407,854	38,596	0.52
7	HAWAIIAN AIRLINES	581,873	3,670	0.63	535,987	2,918	0.54
8	ALASKA AIRLINES	2,005,000	12,894	0.64	1,982,830	9,706	0.49
9	REPUBLIC AIRWAYS	988,971	6,743	0.68	976,384	5,206	0.53
10	FRONTIER AIRLINES	947,076	6,538	0.69	874,535	3,006	0.34
11	SKYWEST AIRLINES	2,580,832	18,041	0.70	2,649,437	16,728	0.63
12	AMERICAN AIRLINES	6,189,712	46,340	0.75	6,416,909	55,199	0.86
13	ENVOY AIR	886,217	6,883	0.78	872,457	8,666	0.99
14	UNITED AIRLINES	5,290,503	42,637	0.81	5,354,253	40,600	0.76
	TOTAL	39,094,185	239,857	0.61	43,304,306	258,356	0.60

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

[2] On October 29, 2025, Alaska Airlines and Hawaiian Airlines received a Single Operating Certificate from the FAA in the name of "Alaska Airlines, Inc. and/or Hawaiian Airlines, Inc." As such, FAA now recognizes Alaska/Hawaiian as a single certificated carrier. Hawaiian Airlines branded flights are now operation by Alaska Airlines.

AIR TRAVEL CONSUMER REPORT

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

RANK	CARRIER[1]	JANUARY - DECEMBER 2025			JANUARY - DECEMBER 2024		
		NUMBER OF BAGS ENPLANED	NUMBER OF BAGS MISHANDLED	NUMBER OF BAGS MISHANDLED PER 100 ENPLANED	NUMBER OF BAGS ENPLANED	NUMBER OF BAGS MISHANDLED	NUMBER OF BAGS MISHANDLED PER 100 ENPLANED
1	ALLEGIANT AIR	6,355,382	5,595	0.09	4,421,988	8,835	0.20
2	JETBLUE AIRWAYS	13,680,675	42,997	0.31	13,664,232	48,458	0.35
3	SOUTHWEST AIRLINES	109,339,609	418,350	0.38	131,889,582	556,604	0.42
4	FRONTIER AIRLINES	9,624,115	39,692	0.41	8,803,622	34,969	0.40
5	SPIRIT AIRLINES	7,712,106	33,384	0.43	11,980,439	52,883	0.44
6	DELTA AIR LINES	81,100,198	364,329	0.45	81,876,711	381,928	0.47
7	PSA AIRLINES	12,818,913	62,640	0.49	12,382,621	87,835	0.71
8	ALASKA AIRLINES	21,725,994	111,069	0.51	21,597,516	127,610	0.59
9	REPUBLIC AIRWAYS	9,873,153	50,994	0.52	8,909,366	45,191	0.51
10	SKYWEST AIRLINES	30,071,312	158,408	0.53	27,967,948	141,111	0.50
11	HAWAIIAN AIRLINES	6,330,439	34,346	0.54	6,179,864	25,403	0.41
12	ENVOY AIR	10,271,425	70,467	0.69	9,892,794	76,076	0.77
13	UNITED AIRLINES	56,741,375	397,709	0.70	56,402,439	371,811	0.66
14	AMERICAN AIRLINES	69,095,922	489,612	0.71	73,320,365	615,317	0.84
	TOTAL	444,740,618	2,278,592	0.51	469,289,487	2,574,031	0.55

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

[2] On October 29, 2025, Alaska Airlines and Hawaiian Airlines received a Single Operating Certificate from the FAA in the name of "Alaska Airlines, Inc. and/or Hawaiian Airlines, Inc." As such, FAA now recognizes Alaska/Hawaiian as a single certificated carrier. Hawaiian Airlines branded flights are now operation by Alaska Airlines.

MISHANDLED WHEELCHAIRS AND SCOOTERS

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

AIR TRAVEL CONSUMER REPORT

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

RANK	CARRIER[1]	December 2025			December 2024		
		NUMBER OF WHEELCHAIRS AND SCOOTERS ENPLANED	NUMBER OF WHEELCHAIRS AND SCOOTERS MISHANDLED	PERCENT OF WHEELCHAIRS AND SCOOTERS MISHANDLED PER 100 ENPLANED	NUMBER OF WHEELCHAIRS AND SCOOTERS ENPLANED	NUMBER OF WHEELCHAIRS AND SCOOTERS MISHANDLED	PERCENT OF WHEELCHAIRS AND SCOOTERS MISHANDLED PER 100 ENPLANED
	DELTA AIR LINES NETWORK	**15,260**	**70**	**0.46**	**12,659**	**85**	**0.67**
1	*- DELTA AIR LINES*	11,936	59	0.49	10,043	67	0.67
	- BRANDED CODESHARE PARTNERS	3,324	11	0.33	2,616	18	0.69
2	**ALLEGIANT AIR**	**2,865**	**18**	**0.63**	**2,715**	**13**	**0.48**
	ALASKA AIRLINES NETWORK	**3,810**	**41**	**1.08**	**2,926**	**41**	**1.40**
3	*- ALASKA AIRLINES*	3,239	34	1.05	2,500	32	1.28
	- BRANDED CODESHARE PARTNERS	571	7	1.23	426	9	2.11
	UNITED AIRLINES NETWORK	**12,672**	**151**	**1.19**	**13,279**	**126**	**0.95**
4	*- UNITED AIRLINES*	9,824	125	1.27	10,317	111	1.08
	- BRANDED CODESHARE PARTNERS	2,848	26	0.91	2,962	15	0.51
5	**SOUTHWEST AIRLINES**	**23,215**	**282**	**1.21**	**22,443**	**311**	**1.39**
6	**HAWAIIAN AIRLINES**	**1,150**	**14**	**1.22**	**1,248**	**15**	**1.20**
7	**SPIRIT AIRLINES**	**1,900**	**28**	**1.47**	**2,461**	**32**	**1.30**
	AMERICAN AIRLINES NETWORK	**13,126**	**206**	**1.57**	**12,997**	**193**	**1.48**
8	*- AMERICAN AIRLINES*	9,241	154	1.67	9,274	147	1.59
	- BRANDED CODESHARE PARTNERS	3,885	52	1.34	3,723	46	1.24
9	**JETBLUE AIRWAYS**	**3,067**	**53**	**1.73**	**2,717**	**61**	**2.25**
10	**FRONTIER AIRLINES**	**3,574**	**71**	**1.99**	**3,185**	**48**	**1.51**
	TOTAL	**80,639**	**934**	**1.16**	**76,630**	**925**	**1.21**

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

[2] On October 29, 2025, Alaska Airlines and Hawaiian Airlines received a Single Operating Certificate from the FAA in the name of "Alaska Airlines, Inc. and/or Hawaiian Airlines, Inc." As such, FAA now recognizes Alaska/Hawaiian as a single certificated carrier. Hawaiian Airlines branded flights are now operation by Alaska Airlines.

AIR TRAVEL CONSUMER REPORT

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

RANK	CARRIER[1]	JANUARY - DECEMBER 2025			JANUARY - DECEMBER 2024		
		NUMBER OF WHEELCHAIRS AND SCOOTERS ENPLANED	NUMBER OF WHEELCHAIRS AND SCOOTERS MISHANDLED	PERCENT OF WHEELCHAIRS AND SCOOTERS MISHANDLED PER 100 ENPLANED	NUMBER OF WHEELCHAIRS AND SCOOTERS ENPLANED	NUMBER OF WHEELCHAIRS AND SCOOTERS MISHANDLED	PERCENT OF WHEELCHAIRS AND SCOOTERS MISHANDLED PER 100 ENPLANED
	DELTA AIR LINES NETWORK	**152,989**	**651**	**0.43**	**155,629**	**982**	**0.63**
1	*- DELTA AIR LINES*	117,159	538	0.46	126,023	815	0.65
	- BRANDED CODESHARE PARTNERS	35,830	113	0.32	29,606	167	0.56
2	**ALLEGIANT AIR**	**31,381**	**233**	**0.74**	**27,575**	**207**	**0.75**
	UNITED AIRLINES NETWORK	**149,884**	**1,596**	**1.06**	**156,528**	**1,511**	**0.97**
3	*- UNITED AIRLINES*	116,082	1,314	1.13	122,924	1,251	1.02
	- BRANDED CODESHARE PARTNERS	33,802	282	0.83	33,604	260	0.77
4	**SOUTHWEST AIRLINES**	**264,536**	**3,138**	**1.19**	**260,565**	**3,744**	**1.44**
5	**HAWAIIAN AIRLINES**	**15,018**	**180**	**1.20**	**14,997**	**156**	**1.04**
6	**SPIRIT AIRLINES**	**26,197**	**348**	**1.33**	**27,779**	**576**	**2.07**
	ALASKA AIRLINES NETWORK	**42,772**	**584**	**1.37**	**35,430**	**547**	**1.54**
7	*- ALASKA AIRLINES*	36,398	499	1.37	30,583	454	1.48
	- BRANDED CODESHARE PARTNERS	6,374	85	1.33	4,847	93	1.92
	AMERICAN AIRLINES NETWORK	**156,555**	**2,203**	**1.41**	**161,287**	**2,635**	**1.63**
8	*- AMERICAN AIRLINES*	110,700	1,644	1.49	119,224	2,030	1.70
	- BRANDED CODESHARE PARTNERS	45,855	559	1.22	42,063	605	1.44
9	**FRONTIER AIRLINES**	**37,474**	**537**	**1.43**	**30,448**	**535**	**1.76**
10	**JETBLUE AIRWAYS**	**30,453**	**440**	**1.44**	**29,147**	**464**	**1.59**
	TOTAL	**907,259**	**9,910**	**1.09**	**899,385**	**11,357**	**1.26**

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

[2] **On October 29, 2025, Alaska Airlines and Hawaiian Airlines received a Single Operating Certificate from the FAA in the name of "Alaska Airlines, Inc. and/or Hawaiian Airlines, Inc." As such, FAA now recognizes Alaska/Hawaiian as a single certificated carrier. Hawaiian Airlines branded flights are now operation by Alaska Airlines.**

AIR TRAVEL CONSUMER REPORT

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

RANK	CARRIER[1]	December 2025			December 2024		
		NUMBER OF WHEELCHAIRS AND SCOOTERS ENPLANED	NUMBER OF WHEELCHAIRS AND SCOOTERS MISHANDLED	PERCENT OF WHEELCHAIRS AND SCOOTERS MISHANDLED PER 100 ENPLANED	NUMBER OF WHEELCHAIRS AND SCOOTERS ENPLANED	NUMBER OF WHEELCHAIRS AND SCOOTERS MISHANDLED	PERCENT OF WHEELCHAIRS AND SCOOTERS MISHANDLED PER 100 ENPLANED
1	DELTA AIR LINES	11,936	59	0.49	10,043	67	0.67
2	ALLEGIANT AIR	2,865	18	0.63	2,715	13	0.48
3	REPUBLIC AIRWAYS	1,260	10	0.79	1,212	10	0.83
4	SKYWEST AIRLINES	3,611	29	0.80	3,240	21	0.65
5	ALASKA AIRLINES	3,239	34	1.05	2,500	32	1.28
6	ENVOY AIR	1,347	16	1.19	1,277	14	1.10
7	SOUTHWEST AIRLINES	23,215	282	1.21	22,443	311	1.39
8	HAWAIIAN AIRLINES	1,150	14	1.22	1,248	15	1.20
9	UNITED AIRLINES	9,824	125	1.27	10,317	111	1.08
10	PSA AIRLINES	931	12	1.29	953	15	1.57
11	SPIRIT AIRLINES	1,900	28	1.47	2,461	32	1.30
12	AMERICAN AIRLINES	9,241	154	1.67	9,274	147	1.59
13	JETBLUE AIRWAYS	3,067	53	1.73	2,717	61	2.25
14	FRONTIER AIRLINES	3,574	71	1.99	3,185	48	1.51
	TOTAL	77,160	905	1.17	73,585	897	1.22

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

[2] On October 29, 2025, Alaska Airlines and Hawaiian Airlines received a Single Operating Certificate from the FAA in the name of "Alaska Airlines, Inc. and/or Hawaiian Airlines, Inc." As such, FAA now recognizes Alaska/Hawaiian as a single certificated carrier. Hawaiian Airlines branded flights are now operation by Alaska Airlines.

AIR TRAVEL CONSUMER REPORT

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

RANK	CARRIER[1]	JANUARY - DECEMBER 2025			JANUARY - DECEMBER 2024		
		NUMBER OF WHEELCHAIRS AND SCOOTERS ENPLANED	NUMBER OF WHEELCHAIRS AND SCOOTERS MISHANDLED	PERCENT OF WHEELCHAIRS AND SCOOTERS MISHANDLED PER 100 ENPLANED	NUMBER OF WHEELCHAIRS AND SCOOTERS ENPLANED	NUMBER OF WHEELCHAIRS AND SCOOTERS MISHANDLED	PERCENT OF WHEELCHAIRS AND SCOOTERS MISHANDLED PER 100 ENPLANED
1	DELTA AIR LINES	117,159	538	0.46	126,023	815	0.65
2	SKYWEST AIRLINES	43,612	318	0.73	39,317	337	0.86
3	ALLEGIANT AIR	31,381	233	0.74	27,575	207	0.75
4	REPUBLIC AIRWAYS	14,037	138	0.98	13,250	150	1.13
5	UNITED AIRLINES	116,082	1,314	1.13	122,924	1,251	1.02
6	SOUTHWEST AIRLINES	264,536	3,138	1.19	260,565	3,744	1.44
7	ENVOY AIR	15,551	186	1.20	15,157	166	1.10
8	HAWAIIAN AIRLINES	15,018	180	1.20	14,997	156	1.04
9	PSA AIRLINES	11,221	144	1.28	10,176	186	1.83
10	SPIRIT AIRLINES	26,197	348	1.33	27,779	576	2.07
11	ALASKA AIRLINES	36,398	499	1.37	30,583	454	1.48
12	FRONTIER AIRLINES	37,474	537	1.43	30,448	535	1.76
13	JETBLUE AIRWAYS	30,453	440	1.44	29,147	464	1.59
14	AMERICAN AIRLINES	110,700	1,644	1.49	119,224	2,030	1.70
	TOTAL	869,819	9,657	1.11	867,165	11,071	1.28

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

[2] On October 29, 2025, Alaska Airlines and Hawaiian Airlines received a Single Operating Certificate from the FAA in the name of "Alaska Airlines, Inc. and/or Hawaiian Airlines, Inc." As such, FAA now recognizes Alaska/Hawaiian as a single certificated carrier. Hawaiian Airlines branded flights are now operation by Alaska Airlines.

OVERSALES

This section furnishes data on the number of passengers who hold confirmed reservations and are denied boarding ("bumped") from a flight because it is oversold. These figures include only passengers whose oversold flight departs without them; they do not include passengers affected by cancelled, delayed, or diverted flights.

The report includes U.S. airlines that have at least half of one percent of total domestic scheduled-service passenger revenues and operate aircraft with a passenger capacity of 30 or more seats (see footnote on chart for details). It provides system data for scheduled passenger service on domestic flights and data on international flight segments that originate in the United States. Information is displayed for the latest available quarter and for the year to date, for the current period and for the same period in the previous year. The data are reported quarterly to DOT's Bureau of Transportation Statistics (Office of Airline Information). The reporting requirement is found in 14 CFR 250.10.

These tables give information by marketing and reporting carrier on the number of passengers bumped involuntarily and on the number who voluntarily gave up their seat on an oversold flight in exchange for compensation. Also shown is the rate of involuntary denied boarding's per 10,000 passengers. This rate determines the order in which carriers are listed; the airline with the lowest rate appears first. The number and rate of involuntary denied boarding's include both passengers who received denied boarding compensation and passengers who did not qualify for compensation because of one of the exceptions in the Oversales rule. There are four exceptions: 1) passenger accommodated on another flight scheduled to arrive within one hour of the original flight; 2) passenger fails to comply with ticketing, check-in, or reconfirmation procedures; 3) aircraft of smaller capacity is substituted; and (4) passenger is denied boarding due to safety-related weight restrictions on an aircraft with 60 or fewer seats. Totals appear at the end of each table.

The enplanements figures that are used to calculate the involuntary denied boarding rate do not include inbound international service, since the rule does not apply to these flights.

AIR TRAVEL CONSUMER REPORT

PASSENGERS DENIED BOARDING BY REPORTING MARKETING U.S. AIRLINES

RANK	CARRIER[1]	OCTOBER - DECEMBER 2025				OCTOBER - DECEMBER 2024			
		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**	**25,610**	**0**	**45,997,260**	**0.00**	**19,004**	**0**	**46,397,458**	**0.00**
	- DELTA AIR LINES	18,756	0	37,677,125	0.00	12,174	0	38,269,720	0.00
	- BRANDED CODESHARE PARTNERS	6,854	0	8,320,135	0.00	6,830	0	8,127,738	0.00
2	**ALLEGIANT AIR**	**169**	**0**	**4,528,986**	**0.00**	**120**	**0**	**3,999,879**	**0.00**
3	**SOUTHWEST AIRLINES**	**1,525**	**30**	**42,952,232**	**0.01**	**4,300**	**120**	**42,312,813**	**0.03**
4	**UNITED AIRLINES NETWORK**	**10,468**	**74**	**40,938,141**	**0.02**	**7,972**	**70**	**39,873,210**	**0.02**
	- UNITED AIRLINES	6,274	56	32,361,657	0.02	3,867	37	31,253,413	0.01
	- BRANDED CODESHARE PARTNERS	4,194	18	8,576,484	0.02	4,105	33	8,619,797	0.04
5	**JETBLUE AIRWAYS**	**847**	**62**	**8,542,309**	**0.07**	**780**	**28**	**8,713,178**	**0.03**
6	**HAWAIIAN AIRLINES**	**166**	**20**	**2,693,637**	**0.07**	**150**	**144**	**2,612,295**	**0.55**
7	**ALASKA AIRLINES NETWORK**	**2,938**	**85**	**10,998,700**	**0.08**	**2,837**	**68**	**11,042,998**	**0.06**
	- ALASKA AIRLINES	1,812	53	8,287,259	0.06	1,618	28	8,405,956	0.03
	- BRANDED CODESHARE PARTNERS	1,126	32	2,711,441	0.12	1,219	40	2,637,042	0.15
8	**SPIRIT AIRLINES**	**1,114**	**110**	**5,978,769**	**0.18**	**3,865**	**446**	**9,694,523**	**0.46**
9	**AMERICAN AIRLINES NETWORK**	**15,533**	**3,277**	**50,938,583**	**0.64**	**13,848**	**3,263**	**51,421,198**	**0.63**
	- AMERICAN AIRLINES	8,567	1,684	37,220,370	0.45	7,506	1,801	37,762,916	0.48
	- BRANDED CODESHARE PARTNERS	6,966	1,593	13,718,213	1.16	6,342	1,462	13,658,282	1.07
10	**FRONTIER AIRLINES**	**755**	**1,518**	**8,360,702**	**1.82**	**1,060**	**1,416**	**7,967,687**	**1.78**
	TOTAL	**59,125**	**5,176**	**221,929,319**	**0.23**	**53,936**	**5,555**	**224,035,239**	**0.25**

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

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

[3] On October 29, 2025, Alaska Airlines and Hawaiian Airlines received a Single Operating Certificate from the FAA in the name of "Alaska Airlines, Inc. and/or Hawaiian Airlines, Inc." As such, FAA now recognizes Alaska/Hawaiian as a single certificated carrier. Hawaiian Airlines branded flights are now operation by Alaska Airlines.

AIR TRAVEL CONSUMER REPORT

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

RANK	CARRIER[1]	JANUARY - DECEMBER 2025				JANUARY - DECEMBER 2024			
		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**	**126,601**	**0**	**186,658,127**	**0.00**	**107,897**	**1**	**185,301,813**	**0.00**
	- DELTA AIR LINES	84,036	0	152,700,325	0.00	66,381	0	154,212,662	0.00
	- BRANDED CODESHARE PARTNERS	42,565	0	33,957,802	0.00	41,516	1	31,089,151	0.00
2	**ALLEGIANT AIR**	**732**	**0**	**18,737,151**	**0.00**	**703**	**0**	**16,982,836**	**0.00**
3	**SOUTHWEST AIRLINES**	**10,920**	**226**	**167,838,531**	**0.01**	**35,320**	**1,360**	**173,937,806**	**0.08**
4	**UNITED AIRLINES NETWORK**	**48,266**	**309**	**161,234,617**	**0.02**	**37,789**	**398**	**154,365,855**	**0.03**
	- UNITED AIRLINES	26,436	205	126,758,110	0.02	21,874	236	122,304,871	0.02
	- BRANDED CODESHARE PARTNERS	21,830	104	34,476,507	0.03	15,915	162	32,060,984	0.05
5	**HAWAIIAN AIRLINES**	**634**	**43**	**11,063,101**	**0.04**	**840**	**153**	**10,537,530**	**0.15**
6	**JETBLUE AIRWAYS**	**3,381**	**195**	**33,869,766**	**0.06**	**5,014**	**283**	**34,814,287**	**0.08**
7	**ALASKA AIRLINES NETWORK**	**14,010**	**382**	**44,992,323**	**0.08**	**13,882**	**362**	**44,157,857**	**0.08**
	- ALASKA AIRLINES	7,659	206	33,829,507	0.06	8,250	177	33,898,574	0.05
	- BRANDED CODESHARE PARTNERS	6,351	176	11,162,816	0.16	5,632	185	10,259,283	0.18
8	**SPIRIT AIRLINES**	**8,056**	**596**	**30,019,972**	**0.20**	**19,794**	**1,997**	**41,958,580**	**0.48**
9	**AMERICAN AIRLINES NETWORK**	**75,517**	**14,758**	**204,556,096**	**0.72**	**64,196**	**13,927**	**207,091,482**	**0.67**
	- AMERICAN AIRLINES	41,777	7,181	148,966,278	0.48	38,267	8,317	155,036,776	0.54
	- BRANDED CODESHARE PARTNERS	33,740	7,577	55,589,818	1.36	25,929	5,610	52,054,706	1.08
10	**FRONTIER AIRLINES**	**2,296**	**8,087**	**32,269,775**	**2.51**	**5,120**	**6,988**	**31,114,918**	**2.25**
	TOTAL	**290,413**	**24,596**	**891,239,459**	**0.28**	**289,715**	**25,316**	**889,725,434**	**0.28**

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

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

[3] On October 29, 2025, Alaska Airlines and Hawaiian Airlines received a Single Operating Certificate from the FAA in the name of "Alaska Airlines, Inc. and/or Hawaiian Airlines, Inc." As such, FAA now recognizes Alaska/Hawaiian as a single certificated carrier. Hawaiian Airlines branded flights are now operation by Alaska Airlines.

AIR TRAVEL CONSUMER REPORT

PASSENGERS DENIED BOARDING BY REPORTING OPERATING U.S. AIRLINES

RANK	CARRIER[1]	OCTOBER - DECEMBER 2025				OCTOBER - DECEMBER 2024			
		DENIED BOARDINGS (DB'S)		ENPLANED PASSENGERS	INVOLUNTARY DB's PER 10,000 PASSENGERS	DENIED BOARDINGS (DB'S)		ENPLANED PASSENGERS	INVOLUNTARY DB's PER 10,000 PASSENGERS
		VOLUNTARY	INVOLUNTARY			VOLUNTARY	INVOLUNTARY		
1	DELTA AIR LINES	18,756	0	37,677,125	0.00	12,174	0	38,269,720	0.00
2	ALLEGIANT AIR	169	0	4,528,986	0.00	120	0	3,999,879	0.00
3	SOUTHWEST AIRLINES	1,525	30	42,952,232	0.01	4,300	120	42,312,813	0.03
4	UNITED AIRLINES	6,274	56	32,361,657	0.02	3,867	37	31,253,413	0.01
5	ALASKA AIRLINES	1,812	53	8,287,259	0.06	1,618	28	8,405,956	0.03
6	JETBLUE AIRWAYS	847	62	8,542,309	0.07	780	28	8,713,178	0.03
7	HAWAIIAN AIRLINES	166	20	2,693,637	0.07	150	144	2,612,295	0.55
8	SPIRIT AIRLINES	1,114	110	5,978,769	0.18	3,865	446	9,694,523	0.46
9	SKYWEST AIRLINES	6,490	240	10,667,989	0.22	6,568	159	10,775,367	0.15
10	AMERICAN AIRLINES	8,567	1,684	37,220,370	0.45	7,506	1,801	37,762,916	0.48
11	ENVOY AIR	884	239	4,496,901	0.53	1,383	258	4,277,670	0.60
12	REPUBLIC AIRWAYS	3,210	318	5,306,765	0.60	2,838	276	5,137,706	0.54
13	PSA AIRLINES	1,433	375	3,331,416	1.13	1,311	432	3,665,171	1.18
14	FRONTIER AIRLINES	755	1,518	8,360,702	1.82	1,060	1,416	7,967,687	1.78
	TOTAL	52,002	4,705	212,406,117	0.22	47,540	5,145	214,848,294	0.24

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

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

[3] On October 29, 2025, Alaska Airlines and Hawaiian Airlines received a Single Operating Certificate from the FAA in the name of "Alaska Airlines, Inc. and/or Hawaiian Airlines, Inc." As such, FAA now recognizes Alaska/Hawaiian as a single certificated carrier. Hawaiian Airlines branded flights are now operation by Alaska Airlines.

AIR TRAVEL CONSUMER REPORT

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

JANUARY- DECEMBER 2025						JANUARY- DECEMBER 2024			
RANK	CARRIER[1]	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	84,036	0	152,700,325	0.00	66,381	0	154,212,662	0.00
2	ALLEGIANT AIR	732	0	18,737,151	0.00	703	0	16,982,836	0.00
3	SOUTHWEST AIRLINES	10,920	226	167,838,531	0.01	35,320	1,360	173,937,806	0.08
4	UNITED AIRLINES	26,436	205	126,758,110	0.02	21,874	236	122,304,871	0.02
5	HAWAIIAN AIRLINES	634	43	11,063,101	0.04	840	153	10,537,530	0.15
6	JETBLUE AIRWAYS	3,381	195	33,869,766	0.06	5,014	283	34,814,287	0.08
7	ALASKA AIRLINES	7,659	206	33,829,507	0.06	8,250	177	33,898,574	0.05
8	SPIRIT AIRLINES	8,056	596	30,019,972	0.20	19,794	1,997	41,958,580	0.48
9	SKYWEST AIRLINES	37,009	1,090	43,956,047	0.25	33,501	667	42,174,225	0.16
10	AMERICAN AIRLINES	41,777	7,181	148,966,278	0.48	38,267	8,317	155,036,776	0.54
11	ENVOY AIR	5,589	1,239	18,198,106	0.68	6,437	1,391	17,349,643	0.80
12	REPUBLIC AIRWAYS	16,686	1,710	20,641,872	0.83	11,903	866	18,532,141	0.47
13	PSA AIRLINES	7,133	1,689	13,797,276	1.22	6,202	1,521	13,516,809	1.13
14	FRONTIER AIRLINES	2,296	8,087	32,269,775	2.51	5,120	6,988	31,114,918	2.25
	TOTAL	252,344	22,467	852,645,817	0.26	259,606	23,956	866,371,658	0.28

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

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

[3] On October 29, 2025, Alaska Airlines and Hawaiian Airlines received a Single Operating Certificate from the FAA in the name of "Alaska Airlines, Inc. and/or Hawaiian Airlines, Inc." As such, FAA now recognizes Alaska/Hawaiian as a single certificated carrier. Hawaiian Airlines branded flights are now operation by Alaska Airlines.

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

December 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
Alaska	1		

AIR TRAVEL CONSUMER REPORT

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

The monthly reports on the previous page are required only during a month in which a carrier has a reportable incident. In addition, U.S. carriers that operate at least one aircraft that has a designed seating capacity of 60 or more seats, are required to report the total number of reportable animal incidents for the entire calendar year and the total number of animals transported in the calendar year. This report must be filed with DOT within 15 days after the end of that year. This annual report is required even if a carrier had no reportable incidents during the year. Click the carrier's name to see the redacted version of the actual incident reports filed by these airlines.

Carrier*	Death	Injury	Loss	Total Transported	Incidents per 10,000 animals transported
Sky West	0	0	0	7,481	0.00
Horizon Air	0	0	0	6,477	0.00
Envoy Air	0	0	0	2,882	0.00
PSA	0	0	0	1,476	0.00
Republic Airways	0	0	0	1,011	0.00
Endeavor Air	0	0	0	63	0.00
Alaska Airlines	2	1	0	64,217	0.47
Hawaiian	0	1	0	10,924	0.92
American Airlines	0	2	1	20,133	1.49
Delta Air Lines	0	1	0	2,896	3.45
United Airlines	1	0	0	301	33.22
TOTAL	3	5	1	117,861	0.76

The following air carriers do not transport animals:					
Allegiant Air	0	0	0	0	0.00
Avelo Air	0	0	0	0	0.00
Breeze	0	0	0	0	0.00
Eastern Airlines	0	0	0	0	0.00
Frontier Airlines	0	0	0	0	0.00
JetBlue Airways	0	0	0	0	0.00
Mesa Airlines	0	0	0	0	0.00
Southwest Airlines	0	0	0	0	0.00
Spirit Airlines	0	0	0	0	0.00
Sun Country Airlines	0	0	0	0	0.00

U.S. Department of Homeland Security, Transportation Security Administration
Customer Experience Report for December 2025 [a]

The Transportation Security Administration (TSA) screened approximately 75.4 million passengers at screening checkpoints and 26.1 million checked bags at baggage screening locations in December 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 [b]. In December 2025, TSA received 14,381 complaints (i.e. a description of a negative experience) from the public via phone or email (or 19.1 complaints per 100,000 passengers [c]). Below is a more detailed breakdown:

Courtesy		Screening of Personal Property		Screening of Passengers		Wait Times (Checkpoint)	
Number of Complaints	Complaints per 100,000 Passengers [c]	Number of Complaints	Complaints per 100,000 Passengers [c]	Number of Complaints	Complaints per 100,000 Passengers [c]	Number of Complaints	Complaints per 100,000 Passengers [c]
812	1.1	710	1.0	11,158	14.9	129	0.2

Civil Rights		Other TSA-related		Non-TSA related, Airline		Non-TSA related, All Others	
Number of Complaints	Complaints per 100,000 Passengers [c]	Number of Complaints	Complaints per 100,000 Passengers [c]	Number of Complaints	Complaints per 100,000 Passengers [c]	Number of Complaints	Complaints per 100,000 Passengers [c]
769	1.1	289	0.4	143	0.2	371	0.5

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

Number of Claims Received Regarding Loss or Damage to Property		
Checkpoint (TSA)	Checked Baggage (TSA and/ or Airline)	Claims per 100 Checked Bags Only
206 [d]	130	0.0003

U.S. Department of Homeland Security, Transportation Security Administration
Customer Experience Report for December 2025 [a]

REFERENCES

[a] Under Section 421(a) of Vision 100--Century of Aviation Reauthorization Act, Public Law 108-176 (December 12, 2003), 49 U.S.C. 329(e), the U.S. Department of Homeland Security, Transportation Security Administration, has provided this customer service report on passenger and baggage screening complaints and incidents to the U.S. Department of Transportation.

[b] The TSA Contact Center can be reached via phone (tel: 866-289-9673) or e-mail (tailored web forms at https://www.tsa.gov/contact/contact-forms). TSA Contact Center representatives are available from 8:00AM to 11:00PM EST, Monday through Friday, and Weekends and Holidays, 9:00AM to 8:00PM.

[c] The complaints per 100,000 passengers' metric is calculated as follows: # of Complaints divided by # of Airline Passenger multiplied by 100,000 (e.g. 300 complaints / 20,000,000 passengers * 100,000 equals 1.50). In this example, TSA experienced 1.5 complaints for every 100,000 passengers that TSA screened.

[d] TSA records the number of passengers screened at checkpoints rather than the number of bags or items screened at TSA checkpoints. Therefore, this table does not present the rate of claims regarding loss or damage to property compared to the total number of items screened at checkpoints.

DEFINITIONS

Courtesy: Includes complaints about unprofessional or discourteous treatment by the TSA screening workforce, TSA screening management, or TSA Contact Center personnel.	Screening of Personal Property: Includes complaints about mishandling of passenger property (damaged and/ or missing items/ locks/ baggage) in both the checkpoint and checked baggage screening settings.	Screening of Passengers: Includes complaints about screening to include Advanced Imaging Technology, Identification, Patdowns, Prohibited & Permitted Items, and TSA PreCheck, but excludes Property.	Wait Times (Checkpoint): Includes complaints about excessive wait times and/ or lengthy lines in general or due to routine lane closures at specific time periods (early morning, late night, etc.).
Civil Rights: Includes complaints about alleged discrimination or harassment based on race, color, national origin, sex, religion, age, disability, genetic information, sexual orientation and parental status.	Other TSA-related: Includes complaints about TSA-related matters that are not passenger screening-related, such as Cargo, DHS TRIP, FAMS, FOIA, General Aviation, HAZMAT Endorsement, HR, and TWIC.	Non-TSA related, Airline: Includes complaints about Non-TSA related matters, specifically Airline-related, such as baggage requirements, lost baggage, policy/ regulations, and wheelchair assistance.	Non-TSA related, All Others: Includes complaints about Non-TSA related matters, specifically not Airline-related, such as CBP, Department of State, FAA, Others (e.g. CDC is a recent example), or no referral.