



Air Travel Consumer Report

A Product Of
THE OFFICE OF AVIATION CONSUMER PROTECTION

Issued: April 2026



Flight Delays¹	February 2026
Mishandled Baggage, Wheelchairs, and Scooters¹	February 2026
Oversales¹	4 th Quarter 2025
Consumer Complaints² (Includes Disability and Discrimination Complaints)	February 2026
Airline Animal Incident Reports⁴	February 2026
Customer Service Reports to the Dept. of Homeland Security³	February 2026

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

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⁴ Data collected by the Office of Aviation Consumer Protection

INTRODUCTION

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

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

The report normally is released by the end of the second week of each month. The report is available on-line at:
<https://www.transportation.gov/individuals/aviation-consumer-protection/air-travel-consumer-reports>

FLIGHT DELAYS

This section provides information about airline on-time performance, flight delays, and cancellations. It is based on data filed by airlines each month with the Department of Transportation's Bureau of Transportation Statistics (Office of Airline Information), as described in 14 CFR Part 234 of DOT's regulations. It covers nonstop operated and marketed scheduled-service flights between points within the United States (including territories) by the thirteen (13) 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 13 reporting air carriers, 8 carriers (Alaska, Allegiant, Delta, Envoy, Republic, Spirit, Southwest, and United) use ACARS, one carrier (American) uses a combination of ACARS, DGS, and four carriers (Frontier, JetBlue, 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

FEBRUARY 2026

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, 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

FEBRUARY 2026

AT ALL US AIRPORTS			
CARRIER ¹	NUMBER OF AIRPORTS REPORTED	PERCENT OF ON-TIME ARRIVALS	RANK
ALASKA AIRLINES NETWORK	109	82.4	1
- ALASKA AIRLINES	87	81.7	
- BRANDED CODESHARE PARTNERS	59	83.8	
UNITED AIRLINES NETWORK	221	81.3	2
- UNITED AIRLINES	121	82.7	
- BRANDED CODESHARE PARTNERS	203	79.5	
SOUTHWEST AIRLINES	105	80.8	3
DELTA AIR LINES NETWORK	210	80.0	4
- DELTA AIR LINES	143	81.4	
- BRANDED CODESHARE PARTNERS	182	77.7	
ALLEGIANT AIR	121	77.2	5
FRONTIER AIRLINES	80	77.2	6
AMERICAN AIRLINES NETWORK	230	76.1	7
- AMERICAN AIRLINES	122	77.0	
- BRANDED CODESHARE PARTNERS	215	75.2	
SPIRIT AIRLINES	46	62.8	8
JETBLUE AIRWAYS	58	62.3	9
TOTAL AIRPORTS SERVED	362	78.5	

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

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

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

FEBRUARY 2026

AT ALL US AIRPORTS			
CARRIER ¹	NUMBER OF AIRPORTS REPORTED	PERCENT OF ON-TIME ARRIVALS	RANK
UNITED AIRLINES	121	82.7	1
ENVOY AIR	157	82.6	2
ALASKA AIRLINES	87	81.7	3
DELTA AIR LINES	143	81.4	4
SOUTHWEST AIRLINES	105	80.8	5
ALLEGiant AIR	121	77.2	6
FRONTIER AIRLINES	80	77.2	7
SKYWEST AIRLINES	239	77.0	8
AMERICAN AIRLINES	122	77.0	9
REPUBLIC AIRWAYS	80	74.2	10
PSA AIRLINES	103	69.3	11
SPIRIT AIRLINES	46	62.8	12
JETBLUE AIRWAYS	58	62.3	13
TOTAL AIRPORTS SERVED	343	78.3	

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

FEBRUARY 2026

CARRIER ¹	Jan 26		Feb 26		Year-to-date (YTD)	
	%	Rank	%	Rank	%	Rank
ALASKA AIRLINES NETWORK	77.9	2	82.4	1	80.0	2
- ALASKA AIRLINES	77.1		81.7		79.3	
- BRANDED CODESHARE PARTNERS	79.5		83.8		81.6	
ALLEGiant AIR	73.9	5	77.2	5	75.6	5
AMERICAN AIRLINES NETWORK	70.8	6	76.1	7	73.3	6
- AMERICAN AIRLINES	69.1		77.0		72.9	
- BRANDED CODESHARE PARTNERS	72.3		75.2		73.7	
DELTA AIR LINES NETWORK	75.7	4	80.0	4	77.8	4
- DELTA AIR LINES	76.9		81.4		79.1	
- BRANDED CODESHARE PARTNERS	73.6		77.7		75.6	
FRONTIER AIRLINES	69.4	7	77.2	6	73.3	7
JETBLUE AIRWAYS	63.7	9	62.3	9	63.0	9
SOUTHWEST AIRLINES	82.4	1	80.8	3	81.6	1
SPIRIT AIRLINES	66.6	8	62.8	8	64.7	8
UNITED AIRLINES NETWORK	77.3	3	81.3	2	79.2	3
- UNITED AIRLINES	80.0		82.7		81.3	
- BRANDED CODESHARE PARTNERS	74.2		79.5		76.8	
TOTAL	75.3		78.5		76.8	

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

FEBRUARY 2026

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	76	98.7	219	86.8	60	90.0	122	77.0	28	89.3	0	0.0	168	70.8	196	87.2
- ALASKA AIRLINES	76	98.7	107	89.7	60	90.0	122	77.0	28	89.3	0	0.0	168	70.8	168	87.5
- BRANDED CODESHARE PARTNERS	0	0.0	112	83.9	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	28	85.7
ALLEGiant AIR	0	0.0	16	100.0	94	79.8	20	85.0	0	0.0	0	0.0	0	0.0	5	80.0
AMERICAN AIRLINES NETWORK	1058	76.6	1050	78.1	1427	73.1	2275	70.0	356	76.7	15284	80.0	7060	61.6	766	71.5
- AMERICAN AIRLINES	450	78.0	845	78.0	660	75.2	1217	66.9	250	76.8	8398	80.9	2171	70.2	660	70.3
- BRANDED CODESHARE PARTNERS	608	75.5	205	78.5	767	71.3	1058	73.5	106	76.4	6886	78.8	4889	57.8	106	79.2
DELTA AIR LINES NETWORK	20525	86.0	1398	86.3	1033	80.9	3570	73.0	424	76.7	712	81.0	1544	63.0	928	81.0
- DELTA AIR LINES	17353	86.8	921	85.3	551	83.5	1796	71.7	346	78.0	398	86.2	726	66.1	734	80.8
- BRANDED CODESHARE PARTNERS	3172	81.3	477	88.1	482	78.0	1774	74.3	78	70.5	314	74.5	818	60.3	194	82.0
FRONTIER AIRLINES	1481	69.4	137	86.1	46	78.3	57	61.4	201	74.6	227	79.3	76	81.6	1535	84.4
JETBLUE AIRWAYS	196	54.6	66	31.8	56	64.3	2730	62.5	0	0.0	0	0.0	525	54.5	88	50.0
SOUTHWEST AIRLINES	1351	80.7	2739	82.6	4276	82.5	429	71.3	5088	78.8	235	77.4	1224	69.4	6368	79.4
SPIRIT AIRLINES	421	53.2	95	61.1	167	76.0	261	46.4	186	62.9	225	63.6	0	0.0	0	0.0
UNITED AIRLINES NETWORK	567	85.9	839	86.7	578	84.3	874	77.2	268	84.3	389	80.2	839	69.4	13151	83.2
- UNITED AIRLINES	556	85.6	816	87.0	457	84.5	862	77.3	268	84.3	159	82.4	480	78.1	7815	84.6
- BRANDED CODESHARE PARTNERS	11	100.0	23	73.9	121	83.5	12	75.0	0	0.0	230	78.7	359	57.7	5336	81.1
TOTAL	25,675	83.6	6,559	82.6	7,737	80.4	10,338	69.2	6,551	78.3	17,072	79.8	11,436	63.1	23,037	81.7

* 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)

FEBRUARY 2026

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	135	88.1	28	85.7	135	84.4	69	71.0	66	89.4	80	88.8	263	76.0	805	84.8
- ALASKA AIRLINES	135	88.1	28	85.7	135	84.4	69	71.0	66	89.4	80	88.8	263	76.0	601	85.4
- BRANDED CODESHARE PARTNERS	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	204	83.3
ALLEGiant AIR	0	0.0	0	0.0	21	76.2	424	56.8	21	85.7	0	0.0	0	0.0	484	80.8
AMERICAN AIRLINES NETWORK	19283	82.1	777	71.9	565	63.5	668	76.6	162	77.8	794	79.3	1926	68.2	1010	75.0
- AMERICAN AIRLINES	12078	81.0	341	78.0	489	63.2	668	76.6	83	75.9	544	77.9	1109	65.6	1010	75.0
- BRANDED CODESHARE PARTNERS	7205	83.8	436	67.2	76	65.8	0	0.0	79	79.7	250	82.4	817	71.7	0	0.0
DELTA AIR LINES NETWORK	842	80.8	7603	79.2	694	72.9	1094	73.3	408	75.5	599	86.0	4363	73.0	1274	76.2
- DELTA AIR LINES	842	80.8	4286	83.8	469	72.9	1094	73.3	218	80.3	599	86.0	2188	74.9	1190	75.7
- BRANDED CODESHARE PARTNERS	0	0.0	3317	73.2	225	72.9	0	0.0	190	70.0	0	0.0	2175	71.2	84	83.3
FRONTIER AIRLINES	634	81.7	239	79.1	83	62.7	298	68.1	84	81.0	343	84.8	155	73.5	855	80.6
JETBLUE AIRWAYS	23	65.2	56	67.9	370	56.2	1928	65.2	0	0.0	24	62.5	2586	64.1	356	71.3
SOUTHWEST AIRLINES	0	0.0	326	72.1	0	0.0	1032	78.4	80	78.8	0	0.0	0	0.0	6449	83.6
SPIRIT AIRLINES	355	66.2	711	61.3	716	53.6	1904	63.4	0	0.0	432	69.2	0	0.0	490	80.2
UNITED AIRLINES NETWORK	755	85.0	500	81.4	7751	76.7	839	84.4	5358	83.8	10381	90.5	0	0.0	1220	86.7
- UNITED AIRLINES	735	85.2	159	77.4	5158	77.5	839	84.4	2689	85.5	5729	90.1	0	0.0	1194	86.8
- BRANDED CODESHARE PARTNERS	20	80.0	341	83.3	2593	75.2	0	0.0	2669	82.1	4652	91.0	0	0.0	26	84.6
TOTAL	22,027	81.9	10,240	77.2	10,335	73.4	8,256	70.1	6,179	83.1	12,653	88.6	9,293	69.6	12,943	81.8

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

AIR TRAVEL CONSUMER REPORT

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

FEBRUARY 2026

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	1144	81.4	0	0.0	213	92.0	0	0.0	52	84.6	51	84.3	172	91.3	28	78.6
- ALASKA AIRLINES	695	81.2	0	0.0	213	92.0	0	0.0	52	84.6	51	84.3	172	91.3	28	78.6
- BRANDED CODESHARE PARTNERS	449	81.7	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
ALLEGiant AIR	0	0.0	0	0.0	32	87.5	13	84.6	0	0.0	0	0.0	0	0.0	0	0.0
AMERICAN AIRLINES NETWORK	3179	76.0	3843	68.0	1578	71.5	0	0.0	6488	80.3	565	74.0	11733	76.0	6430	76.0
- AMERICAN AIRLINES	2142	75.8	1281	63.5	1578	71.5	0	0.0	5332	80.6	302	77.8	4152	78.3	2840	75.8
- BRANDED CODESHARE PARTNERS	1037	76.5	2562	70.3	0	0.0	0	0.0	1156	79.0	263	69.6	7581	74.7	3590	76.2
DELTA AIR LINES NETWORK	3626	81.5	6073	75.3	1769	76.0	262	76.3	980	74.9	7431	82.1	953	73.8	556	75.2
- DELTA AIR LINES	2632	80.6	2172	74.5	1737	75.6	106	81.1	980	74.9	4227	82.9	529	76.7	462	76.2
- BRANDED CODESHARE PARTNERS	994	83.7	3901	75.8	32	93.8	156	73.1	0	0.0	3204	81.1	424	70.0	94	70.2
FRONTIER AIRLINES	332	85.2	131	64.1	1479	77.6	109	71.6	324	72.8	106	84.0	274	75.2	735	64.5
JETBLUE AIRWAYS	514	67.7	363	57.3	1425	66.0	0	0.0	0	0.0	0	0.0	61	62.3	100	58.0
SOUTHWEST AIRLINES	1846	76.5	891	69.9	4089	76.8	4231	80.9	444	73.6	393	77.9	254	74.4	328	70.1
SPIRIT AIRLINES	216	67.1	505	58.0	1466	69.8	0	0.0	364	60.2	0	0.0	411	48.9	187	52.9
UNITED AIRLINES NETWORK	3125	83.6	858	78.1	1285	86.8	0	0.0	652	80.4	471	81.7	13651	78.3	367	83.4
- UNITED AIRLINES	2009	82.9	501	78.0	1285	86.8	0	0.0	652	80.4	339	80.5	6800	80.6	288	83.3
- BRANDED CODESHARE PARTNERS	1116	84.7	357	78.2	0	0.0	0	0.0	0	0.0	132	84.8	6851	76.0	79	83.5
TOTAL	13,982	79.4	12,664	71.6	13,336	75.5	4,615	80.4	9,304	78.4	9,017	81.5	27,509	76.7	8,731	74.4

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

AIR TRAVEL CONSUMER REPORT

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

FEBRUARY 2026

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	637	83.7	2356	80.6	7024	85.7	1525	72.2	304	80.3	73	91.8
- ALASKA AIRLINES	471	88.1	935	82.8	5326	84.9	676	74.9	173	83.2	73	91.8
- BRANDED CODESHARE PARTNERS	166	71.1	1421	79.2	1698	88.2	849	70.1	131	76.3	0	0.0
ALLEGiant AIR	24	87.5	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
AMERICAN AIRLINES NETWORK	7310	82.6	690	74.8	563	73.9	935	73.6	588	72.4	1242	74.2
- AMERICAN AIRLINES	4466	82.8	690	74.8	422	70.9	827	73.4	396	69.9	1157	74.0
- BRANDED CODESHARE PARTNERS	2844	82.3	0	0.0	141	83.0	108	75.0	192	77.6	85	77.6
DELTA AIR LINES NETWORK	889	74.8	799	80.0	3542	84.3	1010	70.1	6186	86.1	1098	80.3
- DELTA AIR LINES	785	74.6	665	79.1	2232	80.6	966	69.9	4115	84.4	1098	80.3
- BRANDED CODESHARE PARTNERS	104	76.0	134	84.3	1310	90.5	44	75.0	2071	89.4	0	0.0
FRONTIER AIRLINES	717	84.4	127	83.5	79	96.2	196	77.6	315	90.2	491	74.9
JETBLUE AIRWAYS	127	71.7	111	70.3	0	0.0	312	71.5	75	50.7	434	68.2
SOUTHWEST AIRLINES	5145	83.2	2694	75.3	473	84.8	685	68.2	1007	82.7	1882	80.9
SPIRIT AIRLINES	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	230	62.6
UNITED AIRLINES NETWORK	922	88.0	804	85.8	578	83.0	6051	74.2	718	82.7	727	85.8
- UNITED AIRLINES	843	87.5	733	85.3	474	81.2	4211	76.1	509	82.9	727	85.8
- BRANDED CODESHARE PARTNERS	79	92.4	71	91.5	104	91.3	1840	69.9	209	82.3	0	0.0
TOTAL	15,771	82.7	7,581	78.6	12,259	84.7	10,714	73.1	9,193	84.2	6,177	78.1

* 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)

FEBRUARY 2026

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	76	98.7	107	89.7	60	90.0	122	77.0	28	89.3	0	0.0	168	70.8	168	87.5
ALLEGiant AIR	0	0.0	16	100.0	94	79.8	20	85.0	0	0.0	0	0.0	0	0.0	5	80.0
AMERICAN AIRLINES	450	78.0	845	78.0	660	75.2	1217	66.9	250	76.8	8398	80.9	2171	70.2	660	70.3
DELTA AIR LINES	17353	86.8	921	85.3	551	83.5	1796	71.7	346	78.0	398	86.2	726	66.1	734	80.8
ENVOY AIR	136	86.0	43	90.7	187	76.5	162	73.5	85	74.1	439	80.2	387	65.4	51	86.3
FRONTIER AIRLINES	1481	69.4	137	86.1	46	78.3	57	61.4	201	74.6	227	79.3	76	81.6	1535	84.4
JETBLUE AIRWAYS	196	54.6	66	31.8	56	64.3	2730	62.5	0	0.0	0	0.0	525	54.5	88	50.0
PSA AIRLINES	252	72.2	21	81.0	102	63.7	0	0.0	4	100.0	2619	76.8	2904	56.6	0	0.0
REPUBLIC AIRWAYS	228	73.7	34	76.5	656	76.8	2577	73.8	95	72.6	294	78.9	2335	59.7	0	0.0
SKYWEST AIRLINES	520	72.7	633	84.2	235	72.3	0	0.0	0	0.0	192	65.6	0	0.0	5613	81.1
SOUTHWEST AIRLINES	1351	80.7	2739	82.6	4276	82.5	429	71.3	5088	78.8	235	77.4	1224	69.4	6368	79.4
SPIRIT AIRLINES	421	53.2	95	61.1	167	76.0	261	46.4	186	62.9	225	63.6	0	0.0	0	0.0
UNITED AIRLINES	556	85.6	816	87.0	457	84.5	862	77.3	268	84.3	159	82.4	480	78.1	7815	84.6
TOTAL	23,020	83.7	6,473	82.5	7,547	80.6	10,233	69.1	6,551	78.3	13,186	79.6	10,996	63.6	23,037	81.7

* 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)

FEBRUARY 2026

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	135	88.1	28	85.7	135	84.4	69	71.0	66	89.4	80	88.8	263	76.0	601	85.4
ALLEGiant AIR	0	0.0	0	0.0	21	76.2	424	56.8	21	85.7	0	0.0	0	0.0	484	80.8
AMERICAN AIRLINES	12078	81.0	341	78.0	489	63.2	668	76.6	83	75.9	544	77.9	1109	65.6	1010	75.0
DELTA AIR LINES	842	80.8	4286	83.8	469	72.9	1094	73.3	218	80.3	599	86.0	2188	74.9	1190	75.7
ENVOY AIR	3748	89.8	120	72.5	62	67.7	0	0.0	0	0.0	101	89.1	0	0.0	0	0.0
FRONTIER AIRLINES	634	81.7	239	79.1	83	62.7	298	68.1	84	81.0	343	84.8	155	73.5	855	80.6
JETBLUE AIRWAYS	23	65.2	56	67.9	370	56.2	1928	65.2	0	0.0	24	62.5	2586	64.1	356	71.3
PSA AIRLINES	1925	78.0	135	68.1	0	0.0	0	0.0	79	79.7	18	94.4	0	0.0	0	0.0
REPUBLIC AIRWAYS	1	100.0	471	80.9	1782	78.6	0	0.0	498	83.3	72	70.8	1153	71.6	0	0.0
SKYWEST AIRLINES	1535	76.5	2245	69.0	3	100.0	0	0.0	165	68.5	1031	87.0	0	0.0	254	83.5
SOUTHWEST AIRLINES	0	0.0	326	72.1	0	0.0	1032	78.4	80	78.8	0	0.0	0	0.0	6449	83.6
SPIRIT AIRLINES	355	66.2	711	61.3	716	53.6	1904	63.4	0	0.0	432	69.2	0	0.0	490	80.2
UNITED AIRLINES	735	85.2	159	77.4	5158	77.5	839	84.4	2689	85.5	5729	90.1	0	0.0	1194	86.8
TOTAL	22,011	81.9	9,117	76.9	9,288	73.9	8,256	70.1	3,983	83.8	8,973	87.3	7,454	69.3	12,883	81.8

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

AIR TRAVEL CONSUMER REPORT

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

FEBRUARY 2026

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	695	81.2	0	0.0	213	92.0	0	0.0	52	84.6	51	84.3	172	91.3	28	78.6
ALLEGiant AIR	0	0.0	0	0.0	32	87.5	13	84.6	0	0.0	0	0.0	0	0.0	0	0.0
AMERICAN AIRLINES	2142	75.8	1281	63.5	1578	71.5	0	0.0	5332	80.6	302	77.8	4152	78.3	2840	75.8
DELTA AIR LINES	2632	80.6	2172	74.5	1737	75.6	106	81.1	980	74.9	4227	82.9	529	76.7	462	76.2
ENVOY AIR	0	0.0	0	0.0	0	0.0	0	0.0	1081	80.2	125	73.6	4849	79.5	0	0.0
FRONTIER AIRLINES	332	85.2	131	64.1	1479	77.6	109	71.6	324	72.8	106	84.0	274	75.2	735	64.5
JETBLUE AIRWAYS	514	67.7	363	57.3	1425	66.0	0	0.0	0	0.0	0	0.0	61	62.3	100	58.0
PSA AIRLINES	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	82	65.9	328	66.8	1111	73.3
REPUBLIC AIRWAYS	0	0.0	4427	72.2	32	93.8	0	0.0	75	61.3	129	75.2	2658	80.0	592	79.6
SKYWEST AIRLINES	3291	82.0	36	80.6	0	0.0	78	80.8	0	0.0	2166	80.1	5047	68.7	16	50.0
SOUTHWEST AIRLINES	1846	76.5	891	69.9	4089	76.8	4231	80.9	444	73.6	393	77.9	254	74.4	328	70.1
SPIRIT AIRLINES	216	67.1	505	58.0	1466	69.8	0	0.0	364	60.2	0	0.0	411	48.9	187	52.9
UNITED AIRLINES	2009	82.9	501	78.0	1285	86.8	0	0.0	652	80.4	339	80.5	6800	80.6	288	83.3
TOTAL	13,677	79.4	10,307	70.4	13,336	75.5	4,537	80.7	9,304	78.4	7,920	81.2	25,535	76.7	6,687	73.6

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

AIR TRAVEL CONSUMER REPORT

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

FEBRUARY 2026

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	471	88.1	935	82.8	5326	84.9	676	74.9	173	83.2	73	91.8
ALLEGiant AIR	24	87.5	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
AMERICAN AIRLINES	4466	82.8	690	74.8	422	70.9	827	73.4	396	69.9	1157	74.0
DELTA AIR LINES	785	74.6	665	79.1	2232	80.6	966	69.9	4115	84.4	1098	80.3
ENVOY AIR	754	88.6	0	0.0	40	97.5	0	0.0	11	54.5	82	79.3
FRONTIER AIRLINES	717	84.4	127	83.5	79	96.2	196	77.6	315	90.2	491	74.9
JETBLUE AIRWAYS	127	71.7	111	70.3	0	0.0	312	71.5	75	50.7	434	68.2
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	33.3
SKYWEST AIRLINES	2317	80.2	1053	81.1	1951	88.6	2447	71.1	2571	87.4	0	0.0
SOUTHWEST AIRLINES	5145	83.2	2694	75.3	473	84.8	685	68.2	1007	82.7	1882	80.9
SPIRIT AIRLINES	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	230	62.6
UNITED AIRLINES	843	87.5	733	85.3	474	81.2	4211	76.1	509	82.9	727	85.8
TOTAL	15,649	82.8	7,008	78.6	10,997	84.1	10,320	73.4	9,172	84.2	6,177	78.1

* 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)

FEBRUARY 2026

ARRIVAL AIRPORT*																
SCHEDULED ARRIVAL TIME	ATL	AUS	BNA	BOS	BWI	CLT	DCA	DEN	DFW	DTW	EWR	FLL	IAD	IAH	JFK	LAS
0600-0659	88.4	92.9	92.1	75.0	89.1	89.4	73.7	91.7	87.0	80.0	80.0	72.7	97.1	93.7	77.2	96.8
0700-0759	88.9	96.4	94.8	74.5	89.8	83.4	75.0	93.2	89.7	78.4	80.4	75.1	84.7	96.2	78.0	95.1
0800-0859	87.5	96.3	86.7	83.8	89.5	83.9	73.0	89.6	89.7	87.5	82.9	78.8	100.0	93.5	71.8	93.1
0900-0959	86.6	93.8	87.0	76.9	86.4	81.4	75.9	88.6	85.9	86.0	82.2	75.4	90.7	92.1	82.3	88.0
1000-1059	87.1	86.3	86.0	77.3	85.5	80.2	77.8	85.1	86.8	83.7	80.7	73.6	78.3	91.6	79.9	89.4
1100-1159	88.5	92.2	88.6	73.9	85.8	83.4	72.1	82.6	86.4	80.4	79.1	72.9	86.6	93.7	73.0	87.1
1200-1259	86.6	86.9	85.5	76.0	78.9	84.0	70.4	82.2	83.8	78.6	79.0	77.4	86.3	86.7	76.6	83.5
1300-1359	87.4	87.1	83.0	69.5	80.2	78.9	64.9	81.0	83.6	78.7	83.7	79.6	88.0	91.3	68.7	82.9
1400-1459	82.3	83.8	81.1	70.0	77.0	79.3	61.5	82.3	81.0	75.7	79.6	71.9	89.6	83.5	69.3	83.1
1500-1559	83.3	82.7	78.4	71.7	82.0	78.7	67.1	76.9	78.9	79.0	78.9	74.7	81.0	88.5	71.6	79.5
1600-1659	81.7	76.9	77.9	71.7	82.5	75.3	56.8	79.2	81.7	74.4	74.2	74.3	82.6	82.6	70.7	79.4
1700-1759	79.9	76.3	76.2	65.9	79.3	82.0	57.1	74.6	76.7	73.8	67.6	71.1	83.3	85.7	68.8	74.7
1800-1859	79.8	79.9	73.1	63.3	73.2	76.3	57.2	77.0	77.4	73.2	69.8	63.2	80.0	80.3	59.6	74.0
1900-1959	80.7	79.8	74.9	61.2	70.3	76.4	52.2	75.1	72.6	73.4	65.8	65.3	79.5	81.3	60.0	75.3
2000-2059	80.2	69.6	69.1	62.7	65.5	73.5	56.1	69.2	80.0	75.1	64.1	59.7	85.0	82.3	65.9	75.9
2100-2159	80.5	76.3	74.9	68.1	62.0	76.7	48.4	77.3	73.4	59.8	62.0	65.0	80.9	85.1	56.9	73.8
2200-2259	71.2	76.1	72.1	61.3	71.5	74.5	51.3	76.3	79.9	70.9	65.2	61.4	77.8	75.7	63.3	73.2
2300-0559	78.6	81.0	75.3	62.6	69.5	80.5	68.4	83.3	81.4	74.1	69.2	63.8	82.7	82.9	67.7	77.8
TOTAL	83.7	82.5	80.6	69.1	78.3	79.6	63.6	81.7	81.9	76.9	73.9	70.1	83.8	87.3	69.3	81.8

* 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)

FEBRUARY 2026

ARRIVAL AIRPORT*															
SCHEDULED ARRIVAL TIME	LAX	LGA	MCO	MDW	MIA	MSP	ORD	PHL	PHX	SAN	SEA	SFO	SLC	TPA	TOTAL
0600-0659	93.2	0.0	81.5	91.5	82.9	88.6	87.4	70.7	97.0	90.9	84.8	88.7	89.0	100.0	87.4
0700-0759	91.7	73.7	86.5	89.0	88.2	85.0	80.6	81.5	91.3	92.8	91.3	90.1	95.7	85.9	86.1
0800-0859	86.3	76.4	88.6	85.3	86.5	80.6	82.2	84.1	92.9	91.8	89.8	82.6	90.7	86.3	87.1
0900-0959	83.0	81.4	84.7	91.0	86.5	90.5	80.6	82.9	87.8	91.5	92.3	71.6	89.0	84.5	84.1
1000-1059	83.7	78.3	80.3	90.4	80.3	85.5	82.9	85.7	85.6	88.6	82.1	73.4	87.5	85.0	83.6
1100-1159	79.5	74.7	81.4	85.4	81.5	88.1	86.3	80.7	88.8	79.7	83.9	75.4	90.0	84.3	83.3
1200-1259	76.8	71.3	82.8	88.8	83.0	81.6	80.4	75.9	86.1	76.8	83.8	73.2	84.3	83.8	81.1
1300-1359	77.4	75.6	80.5	87.8	81.9	83.3	80.5	79.4	83.1	78.4	89.3	70.3	83.2	80.8	81.1
1400-1459	76.5	70.7	80.1	80.2	77.1	79.9	80.6	75.5	79.0	76.7	85.5	73.3	85.6	79.5	78.7
1500-1559	79.9	73.3	79.8	78.1	83.0	77.1	77.7	71.5	81.0	78.6	83.7	68.2	82.0	87.4	78.5
1600-1659	79.2	69.4	76.8	80.1	76.0	80.0	76.5	73.2	83.6	70.9	85.2	73.7	84.1	78.8	77.4
1700-1759	81.7	68.5	73.8	75.7	70.2	76.0	73.2	71.4	77.9	72.0	87.3	73.4	82.7	79.9	75.2
1800-1859	76.6	70.7	67.0	74.1	67.5	83.5	59.9	62.1	82.5	74.5	84.4	74.3	79.7	72.9	72.2
1900-1959	80.4	64.4	64.6	68.8	69.8	79.7	67.9	71.3	78.5	73.0	82.0	75.0	82.1	68.6	73.3
2000-2059	74.0	64.0	63.6	71.4	76.5	78.5	68.4	68.2	75.5	71.9	82.1	74.2	83.3	70.7	72.4
2100-2159	77.6	59.6	68.1	64.0	70.4	75.6	72.3	69.4	73.9	70.4	77.8	66.6	77.3	67.3	71.4
2200-2259	69.8	60.9	61.5	69.8	70.9	71.1	75.0	64.3	79.2	69.8	78.8	71.6	76.9	72.8	70.3
2300-0559	74.1	64.3	72.6	76.9	75.5	78.1	83.1	63.9	76.6	81.2	79.8	73.4	72.7	74.2	74.1
TOTAL	79.4	70.4	75.5	80.7	78.4	81.2	76.7	73.6	82.8	78.6	84.1	73.4	84.2	78.1	78.4

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

AIR TRAVEL CONSUMER REPORT

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

FEBRUARY 2026

DEPARTURE AIRPORT*																
SCHEDULED DEPARTURE TIME	ATL	AUS	BNA	BOS	BWI	CLT	DCA	DEN	DFW	DTW	EWR	FLL	IAD	IAH	JFK	LAS
0600-0659	85.2	93.5	91.8	81.9	88.2	90.6	87.0	93.8	88.3	86.7	83.4	88.3	85.3	88.3	80.7	93.7
0700-0759	90.0	88.9	87.5	80.7	92.5	86.8	81.5	92.8	84.1	90.7	82.8	84.2	87.9	90.7	81.2	91.2
0800-0859	87.7	89.2	85.7	74.8	87.0	82.2	75.4	91.1	83.9	81.5	79.3	79.0	89.4	87.9	73.7	87.1
0900-0959	84.8	89.1	78.6	76.9	75.5	81.2	72.0	87.7	78.8	80.4	81.7	79.0	93.0	88.1	74.4	84.0
1000-1059	82.8	89.0	86.2	74.0	81.3	73.9	73.2	86.4	79.2	79.1	76.9	73.2	86.8	87.1	74.5	80.4
1100-1159	82.3	80.5	75.5	70.8	80.4	74.4	72.3	83.8	79.0	74.6	80.4	67.2	77.8	88.4	73.0	81.5
1200-1259	82.1	82.3	77.6	68.2	71.1	76.7	69.1	73.6	75.5	77.2	73.8	60.5	85.1	90.2	70.7	78.3
1300-1359	81.6	75.8	69.8	68.3	71.8	75.1	66.0	77.0	72.6	63.6	73.5	62.3	84.7	83.4	69.3	77.5
1400-1459	78.6	80.1	72.4	65.0	66.7	73.9	58.8	69.9	72.5	75.5	79.7	63.9	76.6	84.7	66.9	72.1
1500-1559	78.3	74.7	70.4	61.5	63.0	71.8	58.1	73.1	69.6	71.5	76.0	60.2	81.9	85.8	68.7	76.1
1600-1659	78.3	63.2	67.2	66.3	70.0	70.3	62.0	71.9	74.4	71.6	75.0	58.4	77.3	80.3	70.4	68.5
1700-1759	76.5	66.7	68.0	64.2	66.1	72.1	57.7	76.3	69.7	65.7	68.1	56.7	80.9	76.6	69.4	70.2
1800-1859	77.3	68.9	67.8	64.1	68.0	69.7	61.7	64.4	68.3	66.6	67.7	56.8	82.1	80.7	65.8	68.2
1900-1959	73.1	76.0	64.3	57.2	60.4	71.7	63.0	75.2	70.3	69.0	67.6	49.7	75.3	75.4	62.3	71.4
2000-2059	70.4	65.3	67.5	55.6	65.5	71.0	59.4	73.9	68.5	72.2	65.6	50.6	64.7	76.9	56.1	68.0
2100-2159	78.2	58.1	55.0	57.6	58.5	71.5	56.0	75.2	73.5	74.7	69.7	38.3	33.3	84.5	55.7	73.9
2200-2259	81.5	65.5	71.9	0.0	56.3	73.7	50.4	70.8	78.2	61.0	49.1	53.7	81.2	90.1	46.8	74.3
2300-0559	77.2	92.6	92.4	82.5	92.3	79.0	80.3	89.0	86.9	83.1	71.5	84.5	88.6	85.0	78.0	84.0
TOTAL	80.5	79.5	76.4	69.9	74.2	74.8	67.3	79.5	75.6	75.9	75.0	65.2	84.0	84.5	70.0	79.4

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

AIR TRAVEL CONSUMER REPORT

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

FEBRUARY 2026

DEPARTURE AIRPORT*															
SCHEDULED DEPARTURE TIME	LAX	LGA	MCO	MDW	MIA	MSP	ORD	PHL	PHX	SAN	SEA	SFO	SLC	TPA	TOTAL
0600-0659	89.7	84.2	90.8	92.4	89.6	90.0	88.4	87.2	96.2	93.4	91.3	92.0	92.5	94.1	89.1
0700-0759	89.7	81.7	87.9	84.5	89.4	90.2	88.7	84.5	92.0	92.9	90.1	91.8	92.9	90.5	87.9
0800-0859	83.9	79.5	83.9	93.0	87.5	88.5	84.4	81.0	90.2	90.3	88.5	90.8	91.0	90.7	85.0
0900-0959	81.7	77.1	83.0	83.2	86.7	85.4	80.9	85.9	86.0	86.3	84.1	80.4	89.0	85.6	83.0
1000-1059	75.2	78.0	73.8	89.2	82.4	84.5	78.3	77.9	82.2	85.4	86.2	71.4	85.7	80.2	80.0
1100-1159	73.4	74.8	71.9	77.8	73.6	82.3	78.6	78.3	81.0	83.3	79.1	75.4	81.6	79.0	78.5
1200-1259	72.2	72.2	72.8	74.7	75.6	79.5	77.8	76.6	84.4	74.3	82.4	70.3	75.9	78.5	76.8
1300-1359	72.6	71.5	71.0	82.0	69.9	77.2	79.3	71.7	80.7	68.5	81.9	71.7	79.8	74.6	75.0
1400-1459	74.3	67.1	74.1	75.3	73.0	76.5	76.2	73.7	76.4	67.9	81.4	65.2	71.8	73.5	73.4
1500-1559	73.1	67.9	70.0	67.5	72.9	74.8	75.7	72.4	72.7	70.8	81.8	66.7	82.1	73.5	72.4
1600-1659	77.3	70.4	68.3	59.7	72.8	66.7	73.5	69.6	73.4	69.3	80.2	74.2	77.0	75.1	72.1
1700-1759	78.4	64.6	67.8	70.8	68.3	65.9	72.0	70.0	73.5	69.3	81.9	74.2	78.4	70.0	71.3
1800-1859	78.1	69.6	63.9	65.3	68.5	74.1	69.5	69.7	72.1	66.4	79.4	75.2	76.4	66.8	70.0
1900-1959	77.6	67.4	58.3	71.2	67.0	74.9	65.5	67.1	72.4	71.5	80.9	80.0	78.4	64.1	69.2
2000-2059	80.8	64.4	52.1	65.1	71.0	81.6	68.2	58.9	74.5	68.9	75.1	76.3	83.3	68.9	68.6
2100-2159	77.1	67.6	45.2	52.0	73.3	83.7	73.2	69.7	75.6	75.3	83.3	79.5	80.1	54.3	71.9
2200-2259	80.6	42.1	61.0	64.3	75.2	81.4	72.4	58.3	74.1	83.9	80.3	75.4	87.9	69.6	74.4
2300-0559	81.2	69.0	88.5	95.7	88.0	91.9	89.3	86.6	83.0	0.0	86.7	87.7	86.4	88.9	85.3
TOTAL	79.1	72.8	71.9	78.1	76.0	80.8	76.8	75.2	80.1	78.9	83.3	78.3	83.3	78.6	76.9

* 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
FEBRUARY 2026

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Aberdeen, SD (ABR)	78.6	82.1	56	56
Abilene, TX (ABI)	87.1	88.7	124	124
Adak Island, AK (ADK)	62.5	87.5	8	8
Aguadilla, PR (BQN)	64.5	79.1	155	153
Akron, OH (CAK)	65.0	73.2	340	340
Albany, NY (ALB)	70.4	76.8	961	961
Albuquerque, NM (ABQ)	83.6	85.7	1680	1679
Alexandria, LA (AEX)	94.3	87.1	70	70
Allentown/Bethlehem/Easton, PA (ABE)	73.1	76.3	238	240
Alpena, MI (APN)	68.8	62.5	48	48
Amarillo, TX (AMA)	87.1	86.8	371	371
Anchorage, AK (ANC)	77.9	85.0	1221	1221
Appleton, WI (ATW)	72.7	79.7	618	617
Arcata/Eureka, CA (ACV)	72.3	79.4	137	136
Asheville, NC (AVL)	75.2	77.6	581	580
Ashland, WV (HTS)	70.8	50.0	24	24
Aspen, CO (ASE)	54.8	54.8	1012	1012
Atlanta, GA (ATL)	83.7	80.5	23020	23024
Atlantic City, NJ (ACY)	52.4	62.2	233	233
Augusta, GA (AGS)	65.8	75.0	111	112
Austin, TX (AUS)	82.5	79.5	6473	6471
Bakersfield, CA (BFL)	74.4	80.0	195	195
Baltimore, MD (BWI)	78.3	74.2	6551	6552
Bangor, ME (BGR)	63.2	72.8	163	162
Barrow, AK (BRW)	78.6	60.7	28	28
Baton Rouge, LA (BTR)	79.9	80.3	324	325
Beaumont/Port Arthur, TX (BPT)	78.4	78.4	51	51
Belleville, IL (BLV)	76.5	74.1	85	85
Bellingham, WA (BLI)	92.5	93.2	146	147
Bemidji, MN (BJI)	78.6	85.7	56	56
Bend/Redmond, OR (RDM)	79.9	79.7	473	473
Bethel, AK (BET)	75.0	55.4	56	56
Billings, MT (BIL)	83.0	86.5	311	310
Binghamton, NY (BGM)	42.9	64.3	14	14
Birmingham, AL (BHM)	79.0	84.4	1149	1149
Bishop, CA (BIH)	60.0	69.2	65	65
Bismarck/Mandan, ND (BIS)	85.4	82.8	233	233
Bloomington/Normal, IL (BMI)	87.9	89.9	149	149
Boise, ID (BOI)	83.6	88.5	1783	1781
Boston, MA (BOS)	69.1	69.9	10233	10232
Bozeman, MT (BZN)	79.4	80.9	849	848

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Brainerd, MN (BRD)	77.1	77.1	48	48
Bristol/Johnson City/Kingsport, TN (TRI)	71.3	69.0	87	87
Brownsville, TX (BRO)	94.2	93.2	103	103
Buffalo, NY (BUF)	67.3	74.8	1392	1388
Burbank, CA (BUR)	81.4	82.9	2135	2134
Burlington, VT (BTV)	65.4	75.3	434	433
Butte, MT (BTM)	87.5	92.9	56	56
Carlsbad, CA (CLD)	74.6	78.0	59	59
Casper, WY (CPR)	82.5	88.1	194	194
Cedar City, UT (CDC)	95.8	97.9	48	48
Cedar Rapids/Iowa City, IA (CID)	72.2	76.6	684	683
Champaign/Urbana, IL (CMI)	77.9	85.3	136	136
Charleston, SC (CHS)	76.5	79.7	1679	1680
Charleston/Dunbar, WV (CRW)	60.2	69.6	191	191
Charlotte Amalie, VI (STT)	71.7	71.4	611	611
Charlotte, NC (CLT)	79.6	74.8	13186	13192
Charlottesville, VA (CHO)	66.7	74.6	114	114
Chattanooga, TN (CHA)	74.5	79.5	321	322
Cheyenne, WY (CYS)	71.4	78.6	56	56
Chicago, IL (MDW)	80.7	78.1	4537	4537
Chicago, IL (ORD)	76.7	76.8	25535	25538
Christiansted, VI (STX)	68.9	67.1	148	149
Cincinnati, OH (CVG)	76.4	82.1	2271	2270
Clarksburg/Fairmont, WV (CKB)	61.5	53.8	13	13
Cleveland, OH (CLE)	75.6	79.0	2769	2770
Cody, WY (COD)	80.7	71.4	57	56
College Station/Bryan, TX (CLL)	87.5	87.5	80	80
Colorado Springs, CO (COS)	81.3	82.9	856	854
Columbia, MO (COU)	77.2	87.6	267	267
Columbia, SC (CAE)	75.9	79.1	394	397
Columbus, MS (GTR)	89.3	85.7	28	28
Columbus, OH (CMH)	75.3	80.2	3231	3231
Columbus, OH (LCK)	78.0	71.2	59	59
Concord, NC (USA)	57.5	57.5	40	40
Cordova, AK (CDV)	80.4	80.4	56	56
Corpus Christi, TX (CRP)	85.7	84.3	279	280
Dallas, TX (DAL)	83.0	74.7	5162	5163
Dallas/Fort Worth, TX (DFW)	81.9	75.6	22011	22019
Dayton, OH (DAY)	70.0	77.6	574	575
Daytona Beach, FL (DAB)	79.2	77.7	283	283
Deadhorse, AK (SCC)	80.0	82.5	40	40

AIR TRAVEL CONSUMER REPORT
TABLE 5. ON-TIME ARRIVAL AND DEPARTURE PERCENTAGE BY AIRPORT BY REPORTING OPERATING CARRIER
FEBRUARY 2026

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Decatur, IL (DEC)	68.8	79.2	48	48
Denver, CO (DEN)	81.7	79.5	23037	23046
Des Moines, IA (DSM)	76.7	80.5	1095	1095
Detroit, MI (DTW)	76.9	75.9	9117	9122
Devils Lake, ND (DVL)	79.2	72.9	48	48
Dickinson, ND (DIK)	80.4	83.9	56	56
Dodge City, KS (DDC)	79.2	72.9	48	48
Duluth, MN (DLH)	70.4	79.3	179	179
Durango, CO (DRO)	75.0	75.9	336	336
Eagle, CO (EGE)	65.2	68.4	679	681
Eau Claire, WI (EAU)	70.2	72.3	47	47
El Paso, TX (ELP)	82.7	84.6	1160	1159
Elko, NV (EKO)	90.9	95.5	44	44
Elmira/Corning, NY (ELM)	72.9	72.9	96	96
Escanaba, MI (ESC)	68.8	83.3	48	48
Eugene, OR (EUG)	86.1	88.1	613	612
Evansville, IN (EVV)	73.4	81.5	124	124
Everett, WA (PAE)	88.6	89.9	158	158
Fairbanks, AK (FAI)	85.8	84.6	332	332
Fargo, ND (FAR)	75.9	79.2	548	547
Farmington, NM (FMN)	89.3	92.9	28	28
Fayetteville, AR (XNA)	80.5	85.0	1007	1006
Fayetteville, NC (FAY)	81.8	69.6	22	23
Flagstaff, AZ (FLG)	66.7	66.7	105	105
Flint, MI (FNT)	65.6	73.2	302	302
Fort Dodge, IA (FOD)	85.4	81.3	48	48
Fort Lauderdale, FL (FLL)	70.1	65.2	8256	8251
Fort Myers, FL (RSW)	74.7	75.0	3555	3551
Fort Smith, AR (FSM)	92.8	91.5	83	82
Fort Wayne, IN (FWA)	70.0	71.6	387	388
Fresno, CA (FAT)	80.9	85.8	890	889
Gainesville, FL (GNV)	89.7	89.2	195	195
Garden City, KS (GCK)	59.3	79.6	54	54
Gillette, WY (GCC)	87.5	92.9	56	56
Grand Forks, ND (GFK)	88.2	87.3	102	102
Grand Island, NE (GRI)	75.3	76.6	77	77
Grand Junction, CO (GJT)	85.0	86.2	333	333
Grand Rapids, MI (GRR)	74.2	78.9	1378	1376
Great Falls, MT (GTF)	83.8	86.1	173	173
Green Bay, WI (GRB)	73.0	81.8	348	347
Greensboro/High Point, NC (GSO)	77.0	81.4	749	749

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Greer, SC (GSP)	74.8	80.2	1056	1056
Guam, TT (GUM)	78.6	80.4	56	56
Gulf Shores, AL (GUF)	70.3	62.2	37	37
Gulfport/Biloxi, MS (GPT)	86.8	88.3	204	205
Gunnison, CO (GUC)	77.8	80.4	144	143
Hagerstown, MD (HGR)	75.0	56.3	16	16
Hancock/Houghton, MI (CMX)	57.1	73.2	56	56
Harlingen/San Benito, TX (HRL)	85.4	88.5	295	295
Harrisburg, PA (MDT)	74.1	75.8	452	454
Hartford, CT (BDL)	68.0	72.6	1688	1688
Hattiesburg/Laurel, MS (PIB)	77.1	87.5	48	48
Hayden, CO (HDN)	54.0	54.0	378	378
Hays, KS (HYS)	77.1	89.6	48	48
Helena, MT (HLN)	89.3	92.0	112	112
Hibbing, MN (HIB)	79.2	83.3	48	48
Hilo, HI (ITO)	78.3	84.1	517	516
Hilton Head, SC (HHH)	76.7	78.9	90	90
Hobbs, NM (HOB)	83.9	89.3	56	56
Honolulu, HI (HNL)	76.8	81.7	4472	4464
Houston, TX (HOU)	84.7	80.9	3830	3832
Houston, TX (IAH)	87.3	84.5	8973	8976
Huntsville, AL (HSV)	78.4	78.0	569	568
Idaho Falls, ID (IDA)	85.0	86.2	274	275
Indianapolis, IN (IND)	76.6	81.2	3458	3457
International Falls, MN (INL)	62.5	75.0	48	48
Iron Mountain/Kingsfd, MI (IMT)	66.1	66.1	56	56
Islip, NY (ISP)	65.5	66.7	435	433
Jackson, WY (JAC)	74.0	72.2	539	536
Jackson/Vicksburg, MS (JAN)	83.4	88.7	398	399
Jacksonville, FL (JAX)	77.5	80.9	2025	2023
Jacksonville/Camp Lejeune, NC (OAJ)	70.1	71.3	87	87
Jamestown, ND (JMS)	75.0	79.2	48	48
Johnstown, PA (JST)	66.1	64.3	56	56
Joplin, MO (JLN)	76.8	80.4	56	56
Juneau, AK (JNU)	82.1	80.5	308	308
Kahului, HI (OGG)	79.4	78.7	1965	1966
Kalamazoo, MI (AZO)	67.1	74.8	143	143
Kalispell, MT (FCA)	83.6	85.4	219	219
Kansas City, MO (MCI)	80.1	80.8	3506	3503
Kearney, NE (EAR)	89.6	85.4	48	48
Ketchikan, AK (KTN)	78.6	76.8	168	168

AIR TRAVEL CONSUMER REPORT
TABLE 5. ON-TIME ARRIVAL AND DEPARTURE PERCENTAGE BY AIRPORT BY REPORTING OPERATING CARRIER
FEBRUARY 2026

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Key West, FL (EYW)	74.7	64.1	805	805
Killeen, TX (GRK)	77.9	82.9	122	123
Knoxville, TN (TYS)	75.0	79.8	816	816
Kodiak, AK (ADQ)	76.8	73.2	56	56
Kona, HI (KOA)	79.2	83.8	1276	1277
Kotzebue, AK (OTZ)	60.7	64.3	28	28
La Crosse, WI (LSE)	79.3	79.3	87	87
Lafayette, IN (LAF)	77.3	79.5	44	44
Lafayette, LA (LFT)	77.6	80.1	156	156
Lake Charles, LA (LCH)	87.1	87.1	70	70
Lansing, MI (LAN)	67.7	74.2	155	155
Laramie, WY (LAR)	68.8	77.1	48	48
Laredo, TX (LRD)	89.8	91.7	108	108
Las Vegas, NV (LAS)	81.8	79.4	12883	12886
Latrobe, PA (LBE)	60.7	53.6	28	28
Lawton/Fort Sill, OK (LAW)	75.6	75.6	78	78
Lewisburg, WV (LWB)	57.7	64.0	26	25
Lewiston, ID (LWS)	91.1	91.1	56	56
Lexington, KY (LEX)	77.9	82.5	574	576
Liberal, KS (LBL)	77.1	77.1	48	48
Lihue, HI (LIH)	77.4	81.0	1161	1163
Lincoln, NE (LNK)	70.1	80.5	221	221
Little Rock, AR (LIT)	83.3	85.3	908	907
Long Beach, CA (LGB)	82.1	85.7	1129	1129
Longview, TX (GGG)	85.7	78.6	56	56
Los Angeles, CA (LAX)	79.4	79.1	13677	13687
Louisville, KY (SDF)	76.3	82.0	1599	1594
Lubbock, TX (LBB)	82.2	86.3	495	496
Madison, WI (MSN)	73.5	80.6	962	962
Manchester, NH (MHT)	68.3	73.6	394	394
Manhattan/Ft. Riley, KS (MHK)	83.7	86.8	129	129
Marquette, MI (MQT)	61.4	66.3	101	101
Mason City, IA (MCW)	75.0	81.3	48	48
Medford, OR (MFR)	86.3	87.6	379	379
Melbourne, FL (MLB)	82.5	82.5	223	223
Memphis, TN (MEM)	76.5	83.7	1609	1609
Meridian, MS (MEI)	70.8	91.7	48	48
Miami, FL (MIA)	78.4	76.0	9304	9304
Midland/Odessa, TX (MAF)	87.4	91.0	644	645
Milwaukee, WI (MKE)	74.8	81.8	2036	2033
Minneapolis, MN (MSP)	81.2	80.8	7920	7923

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Minot, ND (MOT)	77.4	83.2	186	184
Mission/McAllen/Edinburg, TX (MFE)	81.6	87.9	337	338
Missoula, MT (MSO)	82.0	87.5	305	305
Mobile, AL (MOB)	79.8	83.1	183	183
Moline, IL (MLI)	69.5	76.4	275	275
Monroe, LA (MLU)	93.8	95.5	65	66
Monterey, CA (MRY)	83.1	83.1	307	308
Montgomery, AL (MGM)	64.1	67.0	103	103
Montrose/Delta, CO (MTJ)	67.0	69.1	285	285
Morgantown, WV (MGW)	78.6	80.4	56	56
Mosinee, WI (CWA)	78.1	83.6	73	73
Myrtle Beach, SC (MYR)	72.1	73.1	721	722
Nashville, TN (BNA)	80.6	76.4	7547	7542
New Bern/Morehead/Beaufort, NC (EWN)	76.5	82.4	17	17
New Orleans, LA (MSY)	80.9	79.5	4112	4111
New York, NY (JFK)	69.3	70.0	7454	7458
New York, NY (LGA)	70.4	72.8	10307	10307
Newark, NJ (EWR)	73.9	75.0	9288	9244
Newburgh/Poughkeepsie, NY (SWF)	77.6	69.4	49	49
Niagara Falls, NY (IAG)	82.5	85.0	40	40
Nome, AK (OME)	85.7	85.7	28	28
Norfolk, VA (ORF)	75.4	78.4	1330	1329
North Bend/Coos Bay, OR (OTH)	68.8	68.8	16	16
North Platte, NE (LBF)	83.3	91.7	48	48
Oakland, CA (OAK)	84.3	80.0	2356	2356
Oklahoma City, OK (OKC)	81.4	86.2	1681	1678
Omaha, NE (OMA)	80.0	85.2	1803	1803
Ontario, CA (ONT)	82.9	84.5	1733	1734
Orlando, FL (MCO)	75.5	71.9	13336	13339
Paducah, KY (PAH)	90.0	66.7	10	9
Pago Pago, TT (PPG)	75.0	91.7	12	12
Palm Springs, CA (PSP)	79.4	79.4	1493	1492
Panama City, FL (ECP)	82.0	82.9	540	539
Pasco/Kennewick/Richland, WA (PSC)	82.1	87.0	476	476
Pellston, MI (PLN)	47.9	52.1	48	48
Pensacola, FL (PNS)	80.5	83.9	933	933
Peoria, IL (PIA)	73.3	76.3	404	405
Petersburg, AK (PSG)	73.2	82.1	56	56
Philadelphia, PA (PHL)	73.6	75.2	6687	6686
Phoenix, AZ (AZA)	81.7	87.9	530	530
Phoenix, AZ (PHX)	82.8	80.1	15649	15656

AIR TRAVEL CONSUMER REPORT
TABLE 5. ON-TIME ARRIVAL AND DEPARTURE PERCENTAGE BY AIRPORT BY REPORTING OPERATING CARRIER
FEBRUARY 2026

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Pierre, SD (PIR)	83.3	81.3	48	48
Pittsburgh, PA (PIT)	76.8	83.1	2943	2943
Plattsburgh, NY (PBG)	72.7	56.8	44	44
Pocatello, ID (PIH)	96.4	100.0	28	28
Ponce, PR (PSE)	62.5	77.4	32	31
Portland, ME (PWM)	73.8	77.5	520	521
Portland, OR (PDX)	84.5	85.7	4177	4182
Portsmouth, NH (PSM)	75.7	78.4	37	37
Prescott, AZ (PRC)	84.5	83.3	84	84
Presque Isle/Houlton, ME (PQI)	67.9	75.0	28	28
Providence, RI (PVD)	65.8	71.9	1136	1138
Provo, UT (PVU)	83.6	87.3	189	189
Punta Gorda, FL (PGD)	81.4	83.7	710	710
Raleigh/Durham, NC (RDU)	75.6	78.6	3955	3954
Rapid City, SD (RAP)	83.9	87.5	322	321
Redding, CA (RDD)	79.7	84.2	133	133
Reno, NV (RNO)	80.6	80.0	1621	1619
Rhineland, WI (RHI)	76.8	78.6	56	56
Richmond, VA (RIC)	76.0	80.2	1458	1458
Riverton/Lander, WY (RIW)	81.8	90.9	55	55
Roanoke, VA (ROA)	73.3	72.3	120	119
Rochester, MN (RST)	72.6	76.1	113	113
Rochester, NY (ROC)	67.9	70.3	792	792
Rock Springs, WY (RKS)	78.2	83.6	55	55
Rockford, IL (RFD)	85.7	68.6	70	70
Roswell, NM (ROW)	84.5	84.5	71	71
Sacramento, CA (SMF)	83.2	83.1	3934	3935
Saginaw/Bay City/Midland, MI (MBS)	63.5	79.0	167	167
Saipan, TT (SPN)	89.3	96.4	28	28
Salina, KS (SLN)	78.6	91.7	84	84
Salt Lake City, UT (SLC)	84.2	83.3	9172	9167
San Angelo, TX (SJT)	75.7	77.0	74	74
San Antonio, TX (SAT)	81.5	84.6	2671	2671
San Diego, CA (SAN)	78.6	78.9	7008	7008
San Francisco, CA (SFO)	73.4	78.3	10320	10316
San Jose, CA (SJC)	84.0	85.0	3089	3088
San Juan, PR (SJU)	68.3	71.9	2841	2835
San Luis Obispo, CA (SBP)	81.9	82.3	371	372
Sanford, FL (SFB)	72.3	75.9	768	767
Santa Ana, CA (SNA)	84.3	81.9	3342	3343
Santa Barbara, CA (SBA)	84.6	83.6	617	616

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Santa Fe, NM (SAF)	74.3	73.7	323	323
Santa Maria, CA (SMX)	79.7	76.6	64	64
Santa Rosa, CA (STS)	83.3	85.8	323	323
Sarasota/Bradenton, FL (SRQ)	79.3	81.4	1684	1684
Sault Ste. Marie, MI (CIU)	50.0	55.4	56	56
Savannah, GA (SAV)	77.5	80.4	1220	1216
Scottsbluff, NE (BFF)	91.7	93.8	48	48
Scranton/Wilkes-Barre, PA (AVP)	75.7	86.1	152	151
Seattle, WA (SEA)	84.1	83.3	10997	11000
Sheridan, WY (SHR)	81.8	83.6	55	55
Shreveport, LA (SHV)	76.4	80.5	406	406
Sioux City, IA (SUX)	78.3	86.7	83	83
Sioux Falls, SD (FSD)	79.6	85.0	627	627
Sitka, AK (SIT)	75.0	79.8	84	84
South Bend, IN (SBN)	67.5	73.1	621	620
Spokane, WA (GEG)	83.2	87.5	1300	1299
Springfield, IL (SPI)	70.8	76.9	65	65
Springfield, MO (SGF)	83.4	85.2	500	500
St. Cloud, MN (STC)	100.0	91.3	23	23
St. George, UT (SGU)	85.3	85.6	368	367
St. Louis, MO (STL)	82.3	80.3	4486	4484
St. Petersburg, FL (PIE)	75.2	84.0	662	661
State College, PA (SCE)	70.4	77.8	27	27
Staunton, VA (SHD)	61.5	76.5	52	51
Stillwater, OK (SWO)	80.4	89.3	56	56
Stockton, CA (SCK)	85.3	76.5	34	34
Sun Valley/Hailey/Ketchum, ID (SUN)	78.1	81.0	306	306
Syracuse, NY (SYR)	71.1	73.8	696	694
Tallahassee, FL (TLH)	80.9	85.2	351	351
Tampa, FL (TPA)	78.1	78.6	6177	6173
Texarkana, AR (TXK)	94.2	90.4	52	52
Toledo, OH (TOL)	78.6	59.5	42	42
Traverse City, MI (TVC)	68.0	70.9	244	244
Trenton, NJ (TTN)	61.8	69.7	68	66
Tucson, AZ (TUS)	81.0	83.5	1646	1646
Tulsa, OK (TUL)	80.0	87.2	1265	1264
Twin Falls, ID (TWF)	87.5	96.4	56	56
Tyler, TX (TYR)	76.7	76.4	73	72
Valparaiso, FL (VPS)	81.7	81.4	608	606
Vero Beach, FL (VRB)	68.5	65.8	73	73
Victoria, TX (VCT)	82.0	90.0	50	50

AIR TRAVEL CONSUMER REPORT
TABLE 5. ON-TIME ARRIVAL AND DEPARTURE PERCENTAGE BY AIRPORT BY REPORTING OPERATING CARRIER
FEBRUARY 2026

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Waco, TX (ACT)	84.1	82.6	69	69
Washington, DC (DCA)	63.6	67.3	10996	10996
Washington, DC (IAD)	83.8	84.0	3983	4037
Waterloo, IA (ALO)	83.3	87.5	48	48
Watertown, SD (ATY)	83.9	87.5	56	56
West Palm Beach/Palm Beach, FL (PBI)	69.2	70.9	2970	2973
White Plains, NY (HPN)	60.8	63.7	837	837
Wichita Falls, TX (SPS)	96.4	83.9	56	56
Wichita, KS (ICT)	82.6	85.3	817	818
Williston, ND (XWA)	72.3	74.7	177	178
Wilmington, NC (ILM)	72.4	75.3	450	450
Worcester, MA (ORH)	71.0	65.2	69	69
Wrangell, AK (WRG)	71.4	78.6	56	56
Yakutat, AK (YAK)	78.6	78.6	56	56
Yuma, AZ (YUM)	80.4	80.4	143	143

AIR TRAVEL CONSUMER REPORT

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

FEBRUARY 2026

CARRIER ¹	AT ALL US AIRPORTS				
	NUMBER OF AIRPORTS REPORTED	FLIGHT OPERATIONS SCHEDULED	FLIGHT OPERATIONS CANCELLED	PERCENT OF OPERATIONS CANCELLED	RANK
ALLEGiant AIR	121	9087	62	0.7	1
SOUTHWEST AIRLINES	105	100783	1018	1.0	2
ALASKA AIRLINES NETWORK	109	35698	453	1.3	3
- ALASKA AIRLINES	87	24013	284	1.2	
- BRANDED CODESHARE PARTNERS	59	11685	169	1.4	
FRONTIER AIRLINES	80	15056	214	1.4	4
UNITED AIRLINES NETWORK	221	109725	1883	1.7	5
- UNITED AIRLINES	121	59806	962	1.6	
- BRANDED CODESHARE PARTNERS	203	49919	921	1.8	
DELTA AIR LINES NETWORK	210	119090	3110	2.6	6
- DELTA AIR LINES	143	74200	1551	2.1	
- BRANDED CODESHARE PARTNERS	182	44890	1559	3.5	
AMERICAN AIRLINES NETWORK	230	149967	4310	2.9	7
- AMERICAN AIRLINES	122	72786	1561	2.1	
- BRANDED CODESHARE PARTNERS	215	77181	2749	3.6	
JETBLUE AIRWAYS	58	17871	1377	7.7	8
SPIRIT AIRLINES	46	11512	921	8.0	9
TOTAL AIRPORTS SERVED	362	568,789	13,348	2.3	

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

FEBRUARY 2026

CARRIER ¹	AT ALL US AIRPORTS				
	NUMBER OF AIRPORTS REPORTED	FLIGHT OPERATIONS SCHEDULED	FLIGHT OPERATIONS CANCELLED	PERCENT OF OPERATIONS CANCELLED	RANK
ALLEGiant AIR	121	9087	62	0.7	1
ENVOY AIR	157	22728	179	0.8	2
SOUTHWEST AIRLINES	105	100783	1018	1.0	3
SKYWEST AIRLINES	239	62073	731	1.2	4
ALASKA AIRLINES	87	24013	284	1.2	5
FRONTIER AIRLINES	80	15056	214	1.4	6
UNITED AIRLINES	121	59806	962	1.6	7
DELTA AIR LINES	143	74200	1551	2.1	8
AMERICAN AIRLINES	122	72786	1561	2.1	9
PSA AIRLINES	103	17664	850	4.8	10
REPUBLIC AIRWAYS	80	27458	1895	6.9	11
JETBLUE AIRWAYS	58	17871	1377	7.7	12
SPIRIT AIRLINES	46	11512	921	8.0	13
TOTAL AIRPORTS SERVED	343	515,037	11,605	2.3	

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

FEBRUARY 2026

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	35698	29416	82.40	453	1.27	93	0.26	2057	5.76	281	0.79	1361	3.81	23	0.06	2013	5.64
- ALASKA AIRLINES	24013	19621	81.71	284	1.18	51	0.21	1557	6.48	200	0.83	980	4.08	20	0.08	1300	5.41
- BRANDED CODESHARE PARTNERS	11685	9795	83.83	169	1.45	42	0.36	500	4.28	82	0.70	381	3.26	4	0.03	712	6.09
ALLEGiant AIR	9087	7019	77.24	62	0.68	25	0.28	443	4.88	146	1.61	632	6.95	6	0.07	754	8.30
AMERICAN AIRLINES NETWORK	149967	114052	76.05	4310	2.87	342	0.23	9696	6.47	1331	0.89	7643	5.10	68	0.05	12526	8.35
- AMERICAN AIRLINES	72786	56047	77.00	1561	2.14	162	0.22	5033	6.91	395	0.54	3568	4.90	33	0.05	5986	8.22
- BRANDED CODESHARE PARTNERS	77181	58005	75.15	2749	3.56	180	0.23	4662	6.04	936	1.21	4074	5.28	34	0.04	6540	8.47
DELTA AIR LINES NETWORK	119090	95261	79.99	3110	2.61	194	0.16	8574	7.20	1130	0.95	5699	4.79	28	0.02	5094	4.28
- DELTA AIR LINES	74200	60397	81.40	1551	2.09	122	0.16	4853	6.54	234	0.32	3780	5.09	16	0.02	3246	4.37
- BRANDED CODESHARE PARTNERS	44890	34864	77.67	1559	3.47	72	0.16	3721	8.29	896	2.00	1918	4.27	12	0.03	1848	4.12
FRONTIER AIRLINES	15056	11627	77.23	214	1.42	16	0.11	913	6.06	46	0.31	956	6.35	0	0.00	1284	8.53
JETBLUE AIRWAYS	17871	11142	62.35	1377	7.71	37	0.21	1462	8.18	112	0.63	1719	9.62	8	0.04	2013	11.26
SOUTHWEST AIRLINES	100783	81389	80.76	1018	1.01	187	0.19	6213	6.16	155	0.15	3810	3.78	63	0.06	7947	7.89
SPIRIT AIRLINES	11512	7228	62.79	921	8.00	12	0.10	1181	10.26	28	0.24	1089	9.46	9	0.08	1045	9.08
UNITED AIRLINES NETWORK	109725	89165	81.26	1883	1.72	238	0.22	6130	5.59	587	0.53	6695	6.10	6	0.01	5022	4.58
- UNITED AIRLINES	59806	49461	82.70	962	1.61	104	0.17	2694	4.50	258	0.43	4010	6.71	1	0.00	2315	3.87
- BRANDED CODESHARE PARTNERS	49919	39704	79.54	921	1.84	134	0.27	3436	6.88	329	0.66	2684	5.38	5	0.01	2706	5.42
TOTAL	568,789	446,299	78.46	13,348	2.35	1,144	0.20	36,669	6.45	3,817	0.67	29,603	5.20	212	0.04	37,698	6.63

* 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

FEBRUARY 2026

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	24013	19621	81.71	284	1.18	51	0.21	1557	6.48	200	0.83	980	4.08	20	0.08	1300	5.41
ALLEGiant AIR	9087	7019	77.24	62	0.68	25	0.28	443	4.88	146	1.61	632	6.95	6	0.07	754	8.30
AMERICAN AIRLINES	72786	56047	77.00	1561	2.14	162	0.22	5033	6.91	395	0.54	3568	4.90	33	0.05	5986	8.22
DELTA AIR LINES	74200	60397	81.40	1551	2.09	122	0.16	4853	6.54	234	0.32	3780	5.09	16	0.02	3246	4.37
ENVOY AIR	22728	18767	82.57	179	0.79	36	0.16	803	3.53	192	0.84	1291	5.68	8	0.04	1451	6.38
FRONTIER AIRLINES	15056	11627	77.23	214	1.42	16	0.11	913	6.06	46	0.31	956	6.35	0	0.00	1284	8.53
JETBLUE AIRWAYS	17871	11142	62.35	1377	7.71	37	0.21	1462	8.18	112	0.63	1719	9.62	8	0.04	2013	11.26
PSA AIRLINES	17664	12248	69.34	850	4.81	34	0.19	1157	6.55	180	1.02	994	5.63	6	0.03	2196	12.43
REPUBLIC AIRWAYS	27458	20377	74.21	1895	6.90	52	0.19	1037	3.78	122	0.44	2067	7.53	3	0.01	1905	6.94
SKYWEST AIRLINES	62073	47822	77.04	731	1.18	198	0.32	6944	11.19	1453	2.34	2241	3.61	30	0.05	2655	4.28
SOUTHWEST AIRLINES	100783	81389	80.76	1018	1.01	187	0.19	6213	6.16	155	0.15	3810	3.78	63	0.06	7947	7.89
SPIRIT AIRLINES	11512	7228	62.79	921	8.00	12	0.10	1181	10.26	28	0.24	1089	9.46	9	0.08	1045	9.08
UNITED AIRLINES	59806	49461	82.70	962	1.61	104	0.17	2694	4.50	258	0.43	4010	6.71	1	0.00	2315	3.87
TOTAL	515,037	403,145	78.27	11,605	2.25	1,036	0.20	34,290	6.66	3,521	0.68	27,138	5.27	204	0.04	34,098	6.62

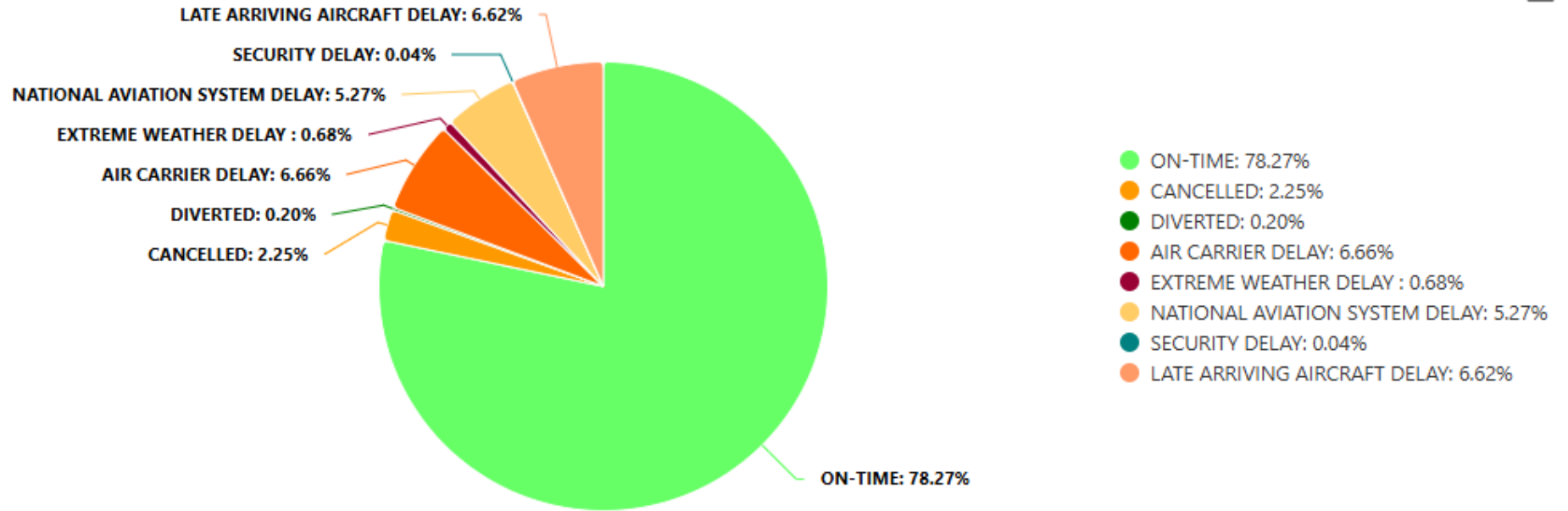
*** Causes of Delay:**

- **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
 FEBRUARY 2026



*** 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

FEBRUARY 2026

MARKETING CARRIER	OPERATING CARRIER	FLIGHT NUMBER	ORIGIN AIRPORT	DESTINATION AIRPORT	DATE OF FLIGHT	LOCATION OF LONGEST TARMAC DELAY	LENGTH OF TARMAC DELAY
UNITED	UNITED	1349	MCO	DEN	2/15/2026	Origin Airport	4:20
UNITED	UNITED	754	FLL	DEN	2/15/2026	Origin Airport	4:03
UNITED	UNITED	1726	EWR	FLL	2/15/2026	Destination Airport	3:53
SOUTHWEST	SOUTHWEST	1757	FLL	CMH	2/15/2026	Origin Airport	3:40
SOUTHWEST	SOUTHWEST	4968	FLL	DCA	2/15/2026	Origin Airport	3:22
ALASKA	ALASKA	419	MCO	SEA	2/15/2026	Origin Airport	3:16
DELTA	DELTA	1553	SLC	DEN	2/18/2026	Origin Airport	3:16
ALASKA	ALASKA	369	MCO	SFO	2/15/2026	Origin Airport	3:07
DELTA	SKYWEST	3765	SLC	IDA	2/18/2026	Origin Airport	3:03
DELTA	DELTA	1419	FLL	JFK	2/15/2026	Origin Airport	3:02
DELTA	DELTA	902	SLC	SFO	2/18/2026	Origin Airport	3:02

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

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

AIR TRAVEL CONSUMER REPORT

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

FEBRUARY 2026

MARKETING CARRIER	OPERATING CARRIER	FLIGHT NUMBER	ORIGIN AIRPORT	DESTINATION AIRPORT	DATE OF FLIGHT	LOCATION OF LONGEST TARMAC DELAY	LENGTH OF TARMAC DELAY
LAN	LAN	2480	LIM	MIA	2/22/2026	Diversion Airport (PBI)	4:51

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 database; such rejected records accounted for less than half of one percent of the flight operations records submitted. Any errors in the database 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: Harry Reid 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
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 #40, issued November 17, 2025, effective January 1, 2026:
<https://www.bts.gov/explore-topics-and-geography/modes/aviation/number-40-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	February 2026			February 2025		
		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	481,833	412	0.09	445,173	378	0.08
2	SOUTHWEST AIRLINES	6,485,981	20,057	0.31	8,324,056	32,485	0.39
3	JETBLUE AIRWAYS	1,063,630	3,995	0.38	1,027,310	3,469	0.34
4	DELTA AIR LINES NETWORK	7,547,706	29,660	0.39	7,201,554	31,322	0.43
	- DELTA AIR LINES	6,051,112	24,314	0.40	5,775,530	25,868	0.45
	- BRANDED CODESHARE PARTNERS	1,496,594	5,346	0.36	1,426,024	5,454	0.38
5	FRONTIER AIRLINES	677,214	2,978	0.44	647,628	1,862	0.29
6	SPIRIT AIRLINES	440,053	2,021	0.46	715,793	3,075	0.43
7	ALASKA AIRLINES NETWORK	2,411,795	12,361	0.51	1,855,788	9,422	0.51
	- ALASKA AIRLINES	1,986,572	10,411	0.52	1,403,845	6,457	0.46
	- BRANDED CODESHARE PARTNERS	425,223	1,950	0.46	451,943	2,965	0.66
8	AMERICAN AIRLINES NETWORK	8,116,424	54,929	0.68	7,790,791	50,480	0.65
	- AMERICAN AIRLINES	5,129,151	37,715	0.74	4,892,077	32,638	0.67
	- BRANDED CODESHARE PARTNERS	2,987,273	17,214	0.58	2,898,714	17,842	0.62
9	UNITED AIRLINES NETWORK	5,795,421	41,131	0.71	5,643,679	46,572	0.83
	- UNITED AIRLINES	4,319,416	29,891	0.69	4,128,205	32,723	0.79
	- BRANDED CODESHARE PARTNERS	1,476,005	11,240	0.76	1,515,474	13,849	0.91
TOTAL		33,020,057	167,544	0.51	33,651,772	179,065	0.53

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

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	February 2026			February 2025		
		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	481,833	412	0.09	445,173	378	0.08
2	SOUTHWEST AIRLINES	6,485,981	20,057	0.31	8,324,056	32,485	0.39
3	JETBLUE AIRWAYS	1,063,630	3,995	0.38	1,027,310	3,469	0.34
4	DELTA AIR LINES	6,051,112	24,314	0.40	5,775,530	25,868	0.45
5	PSA AIRLINES	896,856	3,878	0.43	912,710	5,091	0.56
6	FRONTIER AIRLINES	677,214	2,978	0.44	647,628	1,862	0.29
7	SPIRIT AIRLINES	440,053	2,021	0.46	715,793	3,075	0.43
8	ALASKA AIRLINES	1,986,572	10,411	0.52	1,403,845	6,457	0.46
9	SKYWEST AIRLINES	2,233,407	13,281	0.59	2,155,012	15,015	0.70
10	REPUBLIC AIRWAYS	614,176	3,720	0.61	634,483	3,499	0.55
11	ENVOY AIR	766,315	5,021	0.66	686,502	4,475	0.65
12	UNITED AIRLINES	4,319,416	29,891	0.69	4,128,205	32,723	0.79
13	AMERICAN AIRLINES	5,129,151	37,715	0.74	4,892,077	32,638	0.67
	TOTAL	31,145,716	157,694	0.51	31,748,324	167,035	0.53

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	February 2026			February 2025		
		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 NETWORK	8,560	30	0.35	8,358	32	0.38
	- DELTA AIR LINES	6,810	26	0.38	6,642	26	0.39
	- BRANDED CODESHARE PARTNERS	1,750	4	0.23	1,716	6	0.35
2	ALLEGiant AIR	2,248	13	0.58	2,036	15	0.74
3	SPIRIT AIRLINES	1,418	15	1.06	1,820	25	1.37
4	UNITED AIRLINES NETWORK	8,975	96	1.07	8,756	92	1.05
	- UNITED AIRLINES	7,088	80	1.13	6,856	83	1.21
	- BRANDED CODESHARE PARTNERS	1,887	16	0.85	1,900	9	0.47
5	SOUTHWEST AIRLINES	15,040	170	1.13	15,046	193	1.28
6	FRONTIER AIRLINES	3,177	42	1.32	2,691	32	1.19
7	AMERICAN AIRLINES NETWORK	9,713	134	1.38	9,403	143	1.52
	- AMERICAN AIRLINES	7,110	104	1.46	6,608	107	1.62
	- BRANDED CODESHARE PARTNERS	2,603	30	1.15	2,795	36	1.29
8	ALASKA AIRLINES NETWORK	4,288	65	1.52	2,242	35	1.56
	- ALASKA AIRLINES	3,882	60	1.55	1,910	31	1.62
	- BRANDED CODESHARE PARTNERS	406	5	1.23	332	4	1.20
9	JETBLUE AIRWAYS	2,084	33	1.58	1,942	31	1.60
	TOTAL	55,503	598	1.08	52,294	598	1.14

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	February 2026			February 2025		
		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	6,810	26	0.38	6,642	26	0.39
2	ALLEGiant AIR	2,248	13	0.58	2,036	15	0.74
3	SKYWEST AIRLINES	2,404	16	0.67	2,419	18	0.74
4	REPUBLIC AIRWAYS	667	5	0.75	774	11	1.42
5	ENVOY AIR	961	8	0.83	859	8	0.93
6	SPIRIT AIRLINES	1,418	15	1.06	1,820	25	1.37
7	UNITED AIRLINES	7,088	80	1.13	6,856	83	1.21
8	SOUTHWEST AIRLINES	15,040	170	1.13	15,046	193	1.28
9	FRONTIER AIRLINES	3,177	42	1.32	2,691	32	1.19
10	AMERICAN AIRLINES	7,110	104	1.46	6,608	107	1.62
11	ALASKA AIRLINES	3,882	60	1.55	1,910	31	1.62
12	JETBLUE AIRWAYS	2,084	33	1.58	1,942	31	1.60
13	PSA AIRLINES	612	10	1.63	721	12	1.66
	TOTAL	53,501	582	1.09	50,324	592	1.18

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.

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 OPERATING U.S. AIRLINES

RANK	CARRIER ¹	OCTOBER - DECEMBER 2025			
		DENIED BOARDINGS (DB'S)		ENPLANED PASSENGERS	INVOLUNTARY DB'S PER 10,000 PASSENGERS
		VOLUNTARY	INVOLUNTARY		
1	DELTA AIR LINES	18,756	0	37,677,125	0.00
2	ALLEGiant AIR	169	0	4,528,986	0.00
3	SOUTHWEST AIRLINES	1,525	30	42,952,232	0.01
4	UNITED AIRLINES	6,274	56	32,361,657	0.02
5	ALASKA AIRLINES	1,812	53	8,287,259	0.06
6	JETBLUE AIRWAYS	847	62	8,542,309	0.07
7	HAWAIIAN AIRLINES	166	20	2,693,637	0.07
8	SPIRIT AIRLINES	1,114	110	5,978,769	0.18
9	SKYWEST AIRLINES	6,490	240	10,667,989	0.22
10	AMERICAN AIRLINES	8,567	1,684	37,220,370	0.45
11	ENVOY AIR	884	239	4,496,901	0.53
12	REPUBLIC AIRWAYS	3,210	318	5,306,765	0.60
13	PSA AIRLINES	1,433	375	3,331,416	1.13
14	FRONTIER AIRLINES	755	1,518	8,360,702	1.82
	TOTAL	52,002	4,705	212,406,117	0.22

OCTOBER - DECEMBER 2024			
DENIED BOARDINGS (DB'S)		ENPLANED PASSENGERS	INVOLUNTARY DB'S PER 10,000 PASSENGERS
VOLUNTARY	INVOLUNTARY		
12,174	0	38,269,720	0.00
120	0	3,999,879	0.00
4,300	120	42,312,813	0.03
3,867	37	31,253,413	0.01
1,618	28	8,405,956	0.03
780	28	8,713,178	0.03
150	144	2,612,295	0.55
3,865	446	9,694,523	0.46
6,568	159	10,775,367	0.15
7,506	1,801	37,762,916	0.48
1,383	258	4,277,670	0.60
2,838	276	5,137,706	0.54
1,311	432	3,665,171	1.18
1,060	1,416	7,967,687	1.78
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 COMPLAINTS, COMPLIMENTS, AND COMMENTS RECEIVED BY DOT

On August 1, 2025, the U.S. Department of Transportation (DOT) launched a modernized system for submitting and handling air travel service complaints as part of the Aviation Complaint, Enforcement, and Reporting System (ACERS).

Replacing a legacy system from the 1990s, ACERS provides a granular view of the air travel experience. This report, details complaints against specific airlines and ticket agents, moving away from broad groupings to offer more precise transparency.

Understanding the Data

The data in this report is based on consumer perception and is organized into three distinct groups.

- A **complaint** is a specific written expression of dissatisfaction concerning a difficulty or problem which the person experienced when using or attempting to use an airline’s services. The filing of a complaint by a consumer does not equate to a violation of law.
- A **comment** is a remark regarding air transportation expressing an opinion.
- A **compliment** is a submission regarding a positive customer experience.

Note on Methodology: A single **complaint case** may involve multiple issues (e.g., a flight delay and a baggage problem). For reporting purposes, each case is counted once based on the primary reason identified by the consumer.

Complaint Categories

Complaints are organized into the following areas: (1) Flight Problems (Includes sub-categories: Cancellations, Delays, Misconnections, and Tarmac Delays); (2) Refunds; (3) Baggage; (4) Reservation/Ticketing/Boarding (5) Customer Service; (6) Disability; (7) Bumping/Oversales; (8) Fares and Fees; (9) Discrimination; (10) Advertising; (11) Animals; and (12) Other (Includes sub-categories like Frequent Flyer programs).

Guide to Data Tables

TABLE 1. CONSUMER COMPLAINT CASES, COMPLIMENTS, AND COMMENTS: SUMMARY – This table displays the total number of complaint cases, compliments, and comments grouped by the type of entity involved - U.S. airlines, foreign airlines, and travel agents.

TABLE 2. CONSUMER COMPLAINT CASES: COMPLAINT CATEGORIES – This table provides a breakdown of all complaint cases across the 12 primary categories for all entities.

TABLE 3. CONSUMER COMPLAINT CASES: U.S. AIRLINES – This table lists total complaint cases for individual U.S. airlines alphabetically and their specific performance across the 12 complaint categories.

TABLE 4. CONSUMER COMPLAINT CASES: FOREIGN AIRLINES – This table lists total complaint cases for individual foreign airlines alphabetically and their specific performance across the 12 complaint categories.

TABLE 5. CONSUMER COMPLAINT CASES: TRAVEL AGENTS – This final table lists individual travel agents and breaks down the complaint cases into the same twelve categories used for airlines.

AIR TRAVEL CONSUMER REPORT

TABLE 1

CONSUMER COMPLAINT CASES, COMPLIMENTS, AND COMMENTS: SUMMARY

	FEBRUARY 2026			FEBRUARY 2025		
	COMPLAINTS	COMPLIMENTS	COMMENTS	COMPLAINTS	COMPLIMENTS	COMMENTS
U.S. Airlines	4,376	1	36	-	-	-
Foreign Airlines	1,748	2	18	-	-	-
Travel Agents	257	1	4	-	-	-
INDUSTRY TOTALS	6,381	4	58	-	-	-

AIR TRAVEL CONSUMER REPORT
CONSUMER COMPLAINT CASES: CATEGORIES¹

TABLE 2

COMPLAINT CATEGORY		FEBRUARY 2026			FEBRUARY 2025		
		RANKING	COMPLAINTS ²	SUB-CATEGORY	RANKING	COMPLAINTS ²	SUB-CATEGORY
Refund		1	1,829		-	-	-
Flight Schedule		2	1,435		-	-	-
	Cancellation			613	-	-	-
	Delay			428	-	-	-
	Misconnection			162	-	-	-
	Tarmac Delays			56	-	-	-
	Other Flight Schedule			176	-	-	-
Baggage/Luggage		3	1,068		-	-	-
Reservations/Ticketing/		4	457		-	-	-
Customer Service		5	362		-	-	-
	Family Seating			20	-	-	-
	Other Customer Service			342	-	-	-
Other		6	334		-	-	-
	Frequent Flyer			34	-	-	-
	Other			300	-	-	-
Disability		7	262		-	-	-
Bumping/Oversales		8	249		-	-	-
Fees/Fares		9	238		-	-	-
Discrimination		10	66		-	-	-
Advertising		11	65		-	-	-
Animals/Pets ³		12	16		-	-	-
COMPLAINT TOTAL			6,381		-	-	-

¹ A detailed explanation of the complaint categories follows this section.

² Includes figures for sub-categories.

³ Not Service Animals

AIR TRAVEL CONSUMER REPORT

TABLE 3

CONSUMER COMPLAINT CASES: U.S. AIRLINES^{1 2}

February 2026

U.S. AIRLINE	FLIGHT PRBLMS.	DENIED BRDG.	RESV. TKTG. BRDG.	FEES FARES	REFUNDS	BAGGAGE	CUST. SVC.	DISAB.	ADVERT.	DISCRIM.	ANIMALS	OTHER	TOTAL
American Airlines	495	51	74	37	443	230	77	53	5	17	3	82	1,567
Alaska Airlines	27	5	15	7	21	19	9	9	1	1	0	11	125
Allegiant Air	18	3	6	0	8	4	7	14	0	0	2	1	63
Avelo Airlines	6	0	3	1	25	5	0	1	0	0	0	1	42
Breeze Airways	11	2	2	1	10	5	5	0	0	0	0	2	38
Contour Airlines	1	0	0	1	1	2	0	0	0	0	0	0	5
Delta Air Lines	124	14	44	20	107	123	33	28	5	11	1	34	544
Frontier Airlines	85	23	31	20	114	78	25	23	18	7	1	27	452
Hawaiian Airlines	12	1	4	1	19	5	3	2	0	1	0	2	50
JetBlue	85	4	13	12	77	26	24	20	3	5	0	19	288
Southwest Airlines	15	1	14	11	22	19	27	16	4	6	2	14	151
Sun Country Airlines	4	1	0	1	3	5	1	1	0	1	1	1	19
Spirit Airlines	121	12	21	13	86	44	13	10	1	5	1	20	347
United Airlines	136	27	62	34	183	100	51	29	5	6	1	41	675
Other U.S. Airline	1	0	0	0	2	1	5	0	0	0	0	1	10
TOTAL February 2026	1,141	144	289	159	1,121	666	280	206	42	60	12	256	4,376
% of TOTAL COMPLAINTS	26.1%	3.3%	6.6%	3.6%	25.6%	15.2%	6.4%	4.7%	1.0%	1.4%	0.3%	5.9%	100%
TOTAL February 2025	-	-	-	-	-	-	-	-	-	-	-	-	-
% of TOTAL COMPLAINTS	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

¹Most passengers file complaints against the airline brand shown on their ticket or aircraft, regardless of which airline actually operated the flight. Four (4) U.S. carriers—American, Delta, Alaska, and United—use domestic partners to fly routes under their brand. Because these brands serve as the “face” of the flight, a complaint case listed here against these airlines may relate to flights provided by a partner airline that was sold by the major carrier.

²Airlines are listed individually if DOT received five or more complaint cases during this period. For U.S. carriers with fewer than five complaint cases, data is consolidated under “Other U.S. Airline.”

AIR TRAVEL CONSUMER REPORT

TABLE 4

CONSUMER COMPLAINT CASES: FOREIGN AIRLINES¹

February 2026

FOREIGN AIRLINES	FLIGHT PRBLMS.	DENIED BRDG.	RESV. TKTG. BRDG.	FEES FARES	REFUNDS	BAGGAGE	CUST. SVC.	DISAB.	ADVERT.	DISCRIM.	ANIMALS	OTHER	TOTAL
Austrian	1	0	0	0	1	5	0	1	0	0	0	2	10
Asiana Airlines	1	1	1	2	0	2	0	0	0	0	0	0	7
Air Canada	15	1	5	0	12	8	6	0	1	0	0	1	49
Avianca	13	2	6	7	30	10	4	1	2	0	1	2	78
Air France	17	1	9	2	27	52	1	4	1	0	1	5	120
Air India Ltd	5	2	6	0	14	4	3	1	1	0	0	4	40
Aer Lingus	1	2	1	0	14	5	0	1	0	0	0	3	27
Aeromexico	4	7	3	2	29	4	3	0	1	0	0	2	55
All Nippon Airways	2	0	1	0	3	6	1	0	0	0	0	2	15
Arajet Airline	4	2	4	0	13	7	0	0	0	0	0	1	31
British Airways	3	0	2	3	16	12	1	2	0	0	0	0	39
China Airlines	2	0	1	0	3	0	0	0	0	0	0	0	6
Copa Airlines	5	5	5	1	6	7	1	3	0	1	0	0	34
Condor	1	0	1	0	2	0	0	0	1	0	0	0	5
Cathay Pacific Airways	2	0	2	0	4	9	1	0	2	0	0	0	20
Egyptair	3	0	0	0	5	3	0	1	0	0	0	0	12
El Al Israel	6	0	0	2	0	2	2	0	0	1	0	0	13
EVA Airways	0	0	0	0	3	1	1	0	1	0	0	0	6
Etihad Airways	8	4	5	0	14	12	5	3	1	0	0	4	56
Ethiopian Airlines	2	2	1	1	6	9	0	1	0	0	0	0	22
Emirates	2	0	2	2	6	5	2	2	0	0	0	0	21
Finnair	1	0	1	0	2	1	1	0	0	0	0	0	6
FRENCH BEE	0	1	3	0	8	1	0	0	0	0	0	1	14
Iberia Airlines	15	1	4	1	19	17	1	1	1	0	0	1	61
Icelandair	2	1	2	1	0	9	1	0	0	0	0	1	17
ITA Airways	1	1	0	0	8	8	0	0	0	0	0	2	20
Indigo Airlines	0	0	1	0	4	3	0	0	0	0	0	0	8
Japan Airlines	3	0	2	0	1	2	2	0	0	1	0	0	11
Korean Air	2	0	0	0	3	0	0	1	0	0	0	0	6
Kuwait Airways	0	0	0	1	3	2	1	0	0	0	0	1	8
KLM	3	1	5	0	13	17	2	1	0	0	0	0	42
Lufthansa	9	1	6	5	29	28	6	2	1	0	1	4	92
LOT Polish Airlines	2	2	0	0	4	0	1	0	0	0	0	0	9
Level	3	2	0	0	10	2	1	0	0	0	0	0	18

LATAM Airlines	5	2	5	0	18	2	1	0	0	0	0	1	34
Norse Atlantic Airways	20	3	2	1	28	1	1	1	0	0	0	3	60
Philippine Airlines	1	0	3	0	2	10	2	0	0	0	0	0	18
Qantas	1	0	1	0	6	0	1	1	0	0	0	0	10
Qatar Airways	23	9	7	0	21	26	10	5	1	1	1	8	112
Royal Jordanian	0	0	0	0	3	4	0	0	0	0	0	0	7
Royal Air Maroc	3	1	1	1	3	14	0	0	0	0	0	0	23
Singapore Airlines	1	0	1	2	3	6	0	0	1	0	0	1	15
Sas	6	0	1	1	8	4	2	1	0	0	0	1	24
Saudi Arabian Airlines	3	0	2	0	7	2	1	0	0	0	0	0	15
Swiss	8	0	1	1	5	4	0	2	0	0	0	1	22
STARLUX AIRLINES	0	0	2	0	2	4	0	0	0	0	0	0	8
Turkish Airlines	28	4	10	6	44	36	6	13	0	1	0	5	153
TAP Air Portugal	1	0	1	1	8	1	0	0	0	0	0	0	12
Virgin Atlantic Airways	3	0	0	1	6	1	0	0	0	0	0	0	11
Volaris Airline	10	42	8	9	44	8	4	3	2	1	0	1	132
VivaAerobus	2	2	1	1	8	1	0	1	0	0	0	0	16
WestJet	3	0	0	0	1	1	0	0	0	0	0	1	6
ZIPAIR	1	0	1	1	6	1	0	0	2	0	0	0	12
Other Foreign Airline	11	1	6	4	24	20	3	4	0	0	0	7	80
TOTALS	268	103	132	59	559	399	78	56	19	6	4	65	1,748

¹ Airlines are listed individually if DOT received five or more complaint cases during this period. For U.S. carriers with fewer than five complaint cases, data is consolidated under “Other Foreign Airline.”

AIR TRAVEL CONSUMER REPORT

TABLE 5

CONSUMER COMPLAINT CASES: TRAVEL AGENTS¹

February 2026

TRAVEL AGENTS	FLIGHT PRBLMS.	DENIED BRDG.	RESV. TKTG. BRDG.	FEES FARES	REFUNDS	BAGGAGE	CUST. SVC.	DISAB.	ADVERT.	DISCRIM.	ANIMALS	OTHER	TOTAL
ASAP Tickets	1	0	0	1	7	1	0	0	0	0	0	0	10
Booking.com	2	0	5	0	11	1	0	0	0	0	0	2	21
Chase Travel	1	0	2	1	3	0	0	0	0	0	0	0	7
Capital One	2	0	2	1	6	0	0	0	0	0	0	0	11
CheapOair	3	0	0	0	6	0	0	0	1	0	0	0	10
Expedia	6	0	5	2	23	0	1	0	1	0	0	3	41
Gotogate	0	0	1	0	6	0	0	0	0	0	0	0	7
Justfly	0	1	1	3	6	0	0	0	0	0	0	3	14
Kiwi.com	1	0	1	1	16	0	0	0	0	0	0	0	19
Makemytrip	2	0	1	0	2	0	0	0	0	0	0	0	5
Orbitz.Com	0	0	3	0	1	0	0	0	0	0	0	1	5
Priceline.com	0	0	2	2	13	0	1	0	0	0	0	0	18
Trip.com	2	0	1	1	4	0	0	0	1	0	0	1	10
Other Travel Agent	6	1	12	8	45	1	2	0	1	0	0	3	79
TOTALS	26	2	36	20	149	3	4	0	4	0	0	13	257

¹Travel Agents are listed individually if DOT received five or more complaint cases during this period. For Travel Agents with fewer than five complaint cases, data is consolidated under “Other Travel Agent.”

COMPLAINT CATEGORIES

Flight Problems: Cancellations, delays, or any other deviations from schedule, whether planned or unplanned.

Oversales: All bumping problems, whether or not the airline complied with DOT oversales regulations.

Reservations, Ticketing, Boarding: Airline or travel agent mistakes made in reservations and ticketing; problems in making reservations and obtaining tickets due to busy telephone lines or waiting in line, or delays in mailing tickets; problems boarding the aircraft (except oversales).

Fares: Incorrect or incomplete information about fares, discount fare conditions and availability, overcharges, fare increases and level of fares in general.

Refunds: Problems in obtaining refunds for unused or lost tickets, fare adjustments, or bankruptcies.

Baggage: Claims for lost, damaged or delayed baggage, charges for excess baggage, carry-on problems, and difficulties with airline claims procedures.

Customer Service: Rude or unhelpful employees, inadequate meals or cabin service, treatment of delayed passengers, unsatisfactory seat assignment (non-disability), problems with family seating.

Disability: Civil rights complaints by air travelers with disabilities.

Advertising: Advertising that is unfair, misleading or offensive to consumers.

Discrimination: Civil rights complaints by air travelers (other than disability); for example, complaints based on race, national origin, religion, etc.

Animals: Loss, injury or death of an animal during air transport provided by an air carrier.

Other: Frequent flyer, cargo problems, security, airport facilities, claims for bodily injury, sexual assault/misconduct, and others not classified above.

AIR TRAVEL CONSUMER REPORT

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

FEBRUARY 2026

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

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

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

Carrier	Death	Injury	Loss
Alaska Airlines	1		



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

Customer Experience Report for February 2026 ^a

The Transportation Security Administration (TSA) screened approximately 62.5 million passengers at screening checkpoints and 33.2 million checked bags at baggage screening locations in February 2026.

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 February 2026, TSA received 12,628 complaints (i.e. a description of a negative experience) from the public via phone or email (or 20.3 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
498	0.8	559	0.9	10,181	16.3	78	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
489	0.8	286	0.5	134	0.3	403	0.7

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

Number of Claims Received Regarding Loss or Damage to Property		
Checkpoint (TSA)	Checked Baggage (TSA and/ or Airline)	Claims per 100 Checked Bags Only
234 ^d	214	0.0007

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

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