



Air Travel Consumer Report

A Product Of
THE OFFICE OF AVIATION CONSUMER PROTECTION

Issued: May 2026



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

⁴ Data collected by the Office of Aviation Consumer Protection

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INTRODUCTION

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

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

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

FLIGHT DELAYS

This section provides information about airline on-time performance, flight delays, and cancellations. It is based on data filed by airlines each month with the Department of Transportation's Bureau of Transportation Statistics (Office of Airline Information), as described in 14 CFR Part 234 of DOT's regulations. It covers nonstop operated and marketed scheduled-service flights between points within the United States (including territories) by the 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, 10 carriers (Alaska, Allegiant, Delta, Envoy, JetBlue, 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

MARCH 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

MARCH 2026

AT ALL US AIRPORTS			
CARRIER ¹	NUMBER OF AIRPORTS REPORTED	PERCENT OF ON-TIME ARRIVALS	RANK
ALASKA AIRLINES NETWORK²	110	78.9	1
- ALASKA AIRLINES	88	76.4	
- BRANDED CODESHARE PARTNERS	61	84.2	
UNITED AIRLINES NETWORK	225	75.6	2
- UNITED AIRLINES	123	77.6	
- BRANDED CODESHARE PARTNERS	207	73.2	
DELTA AIR LINES NETWORK	209	74.9	3
- DELTA AIR LINES	141	76.8	
- BRANDED CODESHARE PARTNERS	183	71.9	
SOUTHWEST AIRLINES	106	73.0	4
AMERICAN AIRLINES NETWORK	231	72.6	5
- AMERICAN AIRLINES	115	72.8	
- BRANDED CODESHARE PARTNERS	214	72.4	
ALLEGiant AIR	122	70.8	6
JETBLUE AIRWAYS	59	68.3	7
FRONTIER AIRLINES	84	67.8	8
SPIRIT AIRLINES	46	48.4	9
TOTAL AIRPORTS SERVED	361	73.4	

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

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

AIR TRAVEL CONSUMER REPORT

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

MARCH 2026

AT ALL US AIRPORTS			
CARRIER ¹	NUMBER OF AIRPORTS REPORTED	PERCENT OF ON-TIME ARRIVALS	RANK
UNITED AIRLINES	123	77.6	1
ENVOY AIR	148	77.3	2
DELTA AIR LINES	141	76.8	3
ALASKA AIRLINES ²	88	76.4	4
SKYWEST AIRLINES	238	74.8	5
SOUTHWEST AIRLINES	106	73.0	6
AMERICAN AIRLINES	115	72.8	7
ALLEGiant AIR	122	70.8	8
REPUBLIC AIRWAYS	86	68.5	9
JETBLUE AIRWAYS	59	68.3	10
FRONTIER AIRLINES	84	67.8	11
PSA AIRLINES	99	65.6	12
SPIRIT AIRLINES	46	48.4	13
TOTAL AIRPORTS SERVED	342	73.2	

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 operated 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 QUARTERLY

MARCH 2026

CARRIER ¹	Jan 26		Feb 26		Mar 26		Quarterly	
	%	Rank	%	Rank	%	Rank	%	Rank
ALASKA AIRLINES NETWORK²	77.9	2	82.4	1	78.9	1	79.6	1
- ALASKA AIRLINES	77.1		81.7		76.4		78.2	
- BRANDED CODESHARE PARTNERS	79.5		83.8		84.2		82.5	
ALLEGiant AIR	73.9	5	77.2	5	70.8	6	73.6	5
AMERICAN AIRLINES NETWORK	70.8	6	76.1	7	72.6	5	73.1	6
- AMERICAN AIRLINES	69.1		77.0		72.8		72.9	
- BRANDED CODESHARE PARTNERS	72.3		75.2		72.4		73.2	
DELTA AIR LINES NETWORK	75.7	4	80.0	4	74.9	3	76.7	4
- DELTA AIR LINES	76.9		81.4		76.8		78.3	
- BRANDED CODESHARE PARTNERS	73.6		77.7		71.9		74.2	
FRONTIER AIRLINES	69.4	7	77.2	6	67.8	8	71.1	7
JETBLUE AIRWAYS	63.7	9	62.3	9	68.3	7	65.0	8
SOUTHWEST AIRLINES	82.4	1	80.8	3	73.0	4	78.4	2
SPIRIT AIRLINES	66.6	8	62.8	8	48.4	9	58.9	9
UNITED AIRLINES NETWORK	77.3	3	81.3	2	75.6	2	77.9	3
- UNITED AIRLINES	80.0		82.7		77.6		80.0	
- BRANDED CODESHARE PARTNERS	74.2		79.5		73.2		75.5	
TOTAL	75.3		78.5		73.4		75.6	

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

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

AIR TRAVEL CONSUMER REPORT

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

RANK	CARRIER ¹	JANUARY - MARCH 2026		JANUARY - MARCH 2025	
		FLIGHT OPERATIONS SCHEDULED	PERCENT OF ON-TIME ARRIVALS	FLIGHT OPERATIONS SCHEDULED	PERCENT OF ON-TIME ARRIVALS
1	ALASKA AIRLINES NETWORK²	116,489	79.64	93,905	78.44
	- ALASKA AIRLINES	78,242	78.23	53,403	79.52
	- BRANDED CODESHARE PARTNERS	38,247	82.52	40,502	77.01
2	SOUTHWEST AIRLINES	327,083	78.39	327,938	82.19
3	UNITED AIRLINES NETWORK	358,108	77.91	345,562	79.18
	- UNITED AIRLINES	194,344	79.96	186,629	81.25
	- BRANDED CODESHARE PARTNERS	163,764	75.48	158,933	76.76
4	DELTA AIR LINES NETWORK	386,832	76.74	373,337	79.89
	- DELTA AIR LINES	240,288	78.27	232,126	79.70
	- BRANDED CODESHARE PARTNERS	146,544	74.23	141,211	80.19
5	ALLEGiant AIR	30,572	73.63	32,071	75.61
6	AMERICAN AIRLINES NETWORK	483,902	73.07	470,872	75.61
	- AMERICAN AIRLINES	234,205	72.89	227,500	77.01
	- BRANDED CODESHARE PARTNERS	249,697	73.24	243,372	74.30
7	FRONTIER AIRLINES	50,557	71.09	49,812	73.00
8	JETBLUE AIRWAYS	57,320	65.00	56,907	73.43
9	SPIRIT AIRLINES	36,379	58.94	53,604	79.87
	TOTAL	1,847,242	75.56	1,804,008	78.51

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 operated by Alaska Airlines.

AIR TRAVEL CONSUMER REPORT

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

RANK	CARRIER ¹	JANUARY - MARCH 2026		JANUARY - MARCH 2025	
		FLIGHT OPERATIONS SCHEDULED	PERCENT OF ON-TIME ARRIVALS	FLIGHT OPERATIONS SCHEDULED	PERCENT OF ON-TIME ARRIVALS
1	UNITED AIRLINES	194,344	79.96	186,629	81.25
2	ENVOY AIR	73,604	78.42	65,917	77.99
3	SOUTHWEST AIRLINES	327,083	78.39	327,938	82.19
4	DELTA AIR LINES	240,288	78.27	232,126	79.70
5	ALASKA AIRLINES ²	78,242	78.23	53,403	79.52
6	SKYWEST AIRLINES	201,632	75.24	195,359	76.98
7	ALLEGiant AIR	30,572	73.63	32,071	75.61
8	AMERICAN AIRLINES	234,205	72.89	227,500	77.01
9	REPUBLIC AIRWAYS	88,764	71.75	82,140	79.97
10	FRONTIER AIRLINES	50,557	71.09	49,812	73.00
11	PSA AIRLINES	58,152	67.15	62,583	65.70
12	JETBLUE AIRWAYS	57,320	65.00	56,907	73.43
13	SPIRIT AIRLINES	36,379	58.94	53,604	79.87
	TOTAL	1,671,142	75.46	1,625,989	78.58

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 operated 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)

MARCH 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	84	83.3	252	81.7	87	87.4	156	84.6	31	83.9	0	0.0	186	73.1	234	81.6
- ALASKA AIRLINES	84	83.3	134	89.6	87	87.4	156	84.6	31	83.9	0	0.0	186	73.1	218	82.1
- BRANDED CODESHARE PARTNERS	0	0.0	118	72.9	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	16	75.0
ALLEGiant AIR	0	0.0	34	94.1	181	71.3	27	92.6	0	0.0	0	0.0	0	0.0	9	88.9
AMERICAN AIRLINES NETWORK	1201	71.3	1248	69.5	1623	66.5	2614	72.3	421	63.7	17729	80.3	7823	61.6	876	74.0
- AMERICAN AIRLINES	499	72.5	1049	68.6	721	64.5	1340	68.1	291	63.6	9722	80.5	2360	66.9	746	72.8
- BRANDED CODESHARE PARTNERS	702	70.4	199	73.9	902	68.2	1274	76.8	130	63.8	8007	80.0	5463	59.4	130	80.8
DELTA AIR LINES NETWORK	24238	78.7	1664	82.8	1251	73.4	4271	74.4	517	72.5	824	72.9	1714	60.7	1103	75.9
- DELTA AIR LINES	20255	79.7	1117	81.6	713	74.8	2133	74.4	428	70.6	449	76.2	806	62.4	886	75.4
- BRANDED CODESHARE PARTNERS	3983	73.8	547	85.2	538	71.6	2138	74.5	89	82.0	375	69.1	908	59.3	217	77.9
FRONTIER AIRLINES	1803	56.5	200	71.5	76	68.4	54	66.7	249	61.0	299	67.9	84	76.2	2046	75.7
JETBLUE AIRWAYS	218	61.9	87	52.9	109	75.2	3440	69.6	0	0.0	0	0.0	573	62.5	133	65.4
SOUTHWEST AIRLINES	1386	68.3	3433	74.1	5542	74.7	533	58.9	6055	74.8	257	61.9	1382	60.7	7474	72.8
SPIRIT AIRLINES	472	40.7	140	45.7	169	50.3	274	40.1	217	45.2	270	55.9	0	0.0	0	0.0
UNITED AIRLINES NETWORK	650	77.1	1023	81.5	759	69.7	1045	74.1	309	74.1	450	75.6	943	65.5	15212	81.0
- UNITED AIRLINES	628	76.6	1000	81.4	592	72.5	1016	73.8	309	74.1	154	73.4	539	70.7	9195	82.3
- BRANDED CODESHARE PARTNERS	22	90.9	23	87.0	167	59.9	29	82.8	0	0.0	296	76.7	404	58.7	6017	79.1
TOTAL	30,052	75.9	8,081	75.7	9,797	72.4	12,414	71.3	7,799	72.8	19,829	79.1	12,705	62.0	27,087	77.8

* 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)

MARCH 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	150	88.7	31	90.3	266	85.7	88	75.0	86	83.7	91	80.2	351	77.5	941	78.2
- ALASKA AIRLINES	150	88.7	31	90.3	266	85.7	88	75.0	86	83.7	91	80.2	351	77.5	715	79.4
- BRANDED CODESHARE PARTNERS	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	226	74.3
ALLEGiant AIR	0	0.0	0	0.0	27	85.2	570	41.6	43	79.1	0	0.0	0	0.0	606	83.3
AMERICAN AIRLINES NETWORK	22729	77.2	894	66.4	633	65.2	773	62.7	178	70.8	943	67.3	2115	71.7	1220	75.8
- AMERICAN AIRLINES	14263	76.2	404	68.6	550	64.9	773	62.7	93	66.7	612	65.0	1208	70.2	1220	75.8
- BRANDED CODESHARE PARTNERS	8466	78.9	490	64.7	83	67.5	0	0.0	85	75.3	331	71.6	907	73.6	0	0.0
DELTA AIR LINES NETWORK	950	77.6	9175	73.6	817	70.5	1279	61.1	457	67.6	726	74.9	4972	74.9	1507	81.4
- DELTA AIR LINES	950	77.6	5077	77.9	549	69.8	1279	61.1	244	72.5	713	74.9	2538	76.8	1414	80.5
- BRANDED CODESHARE PARTNERS	0	0.0	4098	68.3	268	72.0	0	0.0	213	62.0	13	76.9	2434	73.0	93	95.7
FRONTIER AIRLINES	888	67.5	388	64.2	96	66.7	469	55.0	85	67.1	449	70.4	158	60.1	1095	76.9
JETBLUE AIRWAYS	41	53.7	62	75.8	425	64.0	2419	63.6	0	0.0	31	83.9	2866	70.9	444	78.4
SOUTHWEST AIRLINES	0	0.0	399	61.7	0	0.0	1155	64.8	93	52.7	0	0.0	0	0.0	7552	79.4
SPIRIT AIRLINES	415	51.8	776	49.7	845	43.9	2186	43.2	0	0.0	480	50.4	0	0.0	514	76.5
UNITED AIRLINES NETWORK	853	77.7	571	70.2	8933	75.4	976	74.4	6661	78.9	12149	79.9	0	0.0	1360	85.2
- UNITED AIRLINES	822	77.4	160	74.4	5954	75.0	976	74.4	3302	80.1	6499	80.6	0	0.0	1358	85.2
- BRANDED CODESHARE PARTNERS	31	87.1	411	68.6	2979	76.2	0	0.0	3359	77.7	5650	79.2	0	0.0	2	100.0
TOTAL	26,026	76.5	12,296	70.8	12,042	72.1	9,915	58.4	7,603	77.6	14,869	77.7	10,462	73.0	15,239	79.6

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

AIR TRAVEL CONSUMER REPORT

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

MARCH 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	1325	80.5	0	0.0	227	70.0	0	0.0	60	73.3	75	82.7	212	77.8	45	82.2
- ALASKA AIRLINES	864	76.6	0	0.0	227	70.0	0	0.0	60	73.3	75	82.7	212	77.8	45	82.2
- BRANDED CODESHARE PARTNERS	461	87.9	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	47	80.9	20	65.0	0	0.0	0	0.0	0	0.0	0	0.0
AMERICAN AIRLINES NETWORK	3620	81.4	4284	54.6	1754	67.0	0	0.0	7075	75.3	657	65.9	14022	64.6	7416	76.0
- AMERICAN AIRLINES	2453	79.9	1435	50.2	1754	67.0	0	0.0	5799	75.4	362	70.2	5067	64.1	3316	75.1
- BRANDED CODESHARE PARTNERS	1167	84.4	2849	56.8	0	0.0	0	0.0	1276	75.1	295	60.7	8955	64.8	4100	76.8
DELTA AIR LINES NETWORK	4268	85.4	7026	58.3	2070	68.1	304	67.4	1100	68.7	8891	76.5	1141	54.2	649	71.3
- DELTA AIR LINES	3175	84.7	2356	59.3	2032	68.1	120	75.0	1100	68.7	5076	79.7	642	57.3	522	73.0
- BRANDED CODESHARE PARTNERS	1093	87.4	4670	57.9	38	71.1	184	62.5	0	0.0	3815	72.2	499	50.1	127	64.6
FRONTIER AIRLINES	503	77.7	207	30.9	2007	65.2	184	58.2	493	61.1	173	67.6	482	46.3	837	60.0
JETBLUE AIRWAYS	598	79.9	398	48.7	1661	72.3	0	0.0	0	0.0	0	0.0	104	63.5	138	58.0
SOUTHWEST AIRLINES	2193	78.2	974	46.8	4685	68.3	6097	66.8	534	61.2	478	67.8	436	56.7	407	65.1
SPIRIT AIRLINES	229	70.7	514	35.4	1555	54.1	0	0.0	425	51.3	0	0.0	504	37.9	219	42.5
UNITED AIRLINES NETWORK	3607	85.1	970	53.1	1493	77.7	0	0.0	761	70.7	552	70.1	16692	64.5	436	74.5
- UNITED AIRLINES	2458	84.6	605	53.4	1493	77.7	0	0.0	761	70.7	376	67.8	8270	68.3	344	72.1
- BRANDED CODESHARE PARTNERS	1149	86.2	365	52.6	0	0.0	0	0.0	0	0.0	176	75.0	8422	60.7	92	83.7
TOTAL	16,343	82.4	14,373	54.6	15,499	67.7	6,605	66.6	10,448	71.9	10,826	75.0	33,593	63.5	10,147	72.9

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

AIR TRAVEL CONSUMER REPORT

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

MARCH 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	797	80.9	2708	76.9	8147	77.1	1699	81.3	341	80.4	93	76.3
- ALASKA AIRLINES	606	83.3	1104	77.8	6169	75.2	898	79.3	172	78.5	93	76.3
- BRANDED CODESHARE PARTNERS	191	73.3	1604	76.2	1978	83.0	801	83.5	169	82.2	0	0.0
ALLEGiant AIR	30	70.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
AMERICAN AIRLINES NETWORK	8877	83.1	836	78.8	633	64.3	1116	77.9	711	77.9	1433	66.5
- AMERICAN AIRLINES	5297	82.3	836	78.8	480	58.5	992	76.4	496	72.2	1342	65.9
- BRANDED CODESHARE PARTNERS	3580	84.2	0	0.0	153	82.4	124	89.5	215	91.2	91	74.7
DELTA AIR LINES NETWORK	1110	81.4	951	81.2	4165	77.5	1199	80.0	7286	86.1	1339	74.3
- DELTA AIR LINES	965	83.0	801	82.9	2598	72.8	1119	79.8	4765	83.1	1339	74.3
- BRANDED CODESHARE PARTNERS	145	71.0	150	72.0	1567	85.2	80	82.5	2521	91.6	0	0.0
FRONTIER AIRLINES	949	77.3	169	81.7	98	80.6	235	80.9	374	86.1	743	68.0
JETBLUE AIRWAYS	154	76.0	151	86.1	0	0.0	331	74.9	89	59.6	453	75.5
SOUTHWEST AIRLINES	6343	78.9	3387	75.8	583	63.6	878	73.1	1010	73.6	2411	70.2
SPIRIT AIRLINES	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	288	52.1
UNITED AIRLINES NETWORK	1146	86.4	929	84.9	698	74.4	7050	84.6	835	79.5	914	79.8
- UNITED AIRLINES	989	86.0	885	85.0	563	71.2	4925	85.1	529	77.9	914	79.8
- BRANDED CODESHARE PARTNERS	157	88.5	44	84.1	135	87.4	2125	83.4	306	82.4	0	0.0
TOTAL	19,406	81.4	9,131	78.2	14,324	76.0	12,508	82.0	10,646	83.4	7,674	70.9

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

AIR TRAVEL CONSUMER REPORT

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

MARCH 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	84	83.3	134	89.6	87	87.4	156	84.6	31	83.9	0	0.0	186	73.1	218	82.1
ALLEGiant AIR	0	0.0	34	94.1	181	71.3	27	92.6	0	0.0	0	0.0	0	0.0	9	88.9
AMERICAN AIRLINES	499	72.5	1049	68.6	721	64.5	1340	68.1	291	63.6	9722	80.5	2360	66.9	746	72.8
DELTA AIR LINES	20255	79.7	1117	81.6	713	74.8	2133	74.4	428	70.6	449	76.2	806	62.4	886	75.4
ENVOY AIR	156	76.9	36	72.2	206	71.8	220	77.7	71	70.4	501	83.0	429	70.6	68	83.8
FRONTIER AIRLINES	1803	56.5	200	71.5	76	68.4	54	66.7	249	61.0	299	67.9	84	76.2	2046	75.7
JETBLUE AIRWAYS	218	61.9	87	52.9	109	75.2	3440	69.6	0	0.0	0	0.0	573	62.5	133	65.4
PSA AIRLINES	294	70.4	35	71.4	131	63.4	0	0.0	4	100.0	3054	76.4	3509	56.9	0	0.0
REPUBLIC AIRWAYS	266	67.3	16	81.3	795	72.2	3101	75.0	144	70.8	324	76.2	2331	61.6	0	0.0
SKYWEST AIRLINES	601	70.2	697	80.8	300	56.7	0	0.0	0	0.0	258	68.2	3	100.0	6312	79.0
SOUTHWEST AIRLINES	1386	68.3	3433	74.1	5542	74.7	533	58.9	6055	74.8	257	61.9	1382	60.7	7474	72.8
SPIRIT AIRLINES	472	40.7	140	45.7	169	50.3	274	40.1	217	45.2	270	55.9	0	0.0	0	0.0
UNITED AIRLINES	628	76.6	1000	81.4	592	72.5	1016	73.8	309	74.1	154	73.4	539	70.7	9195	82.3
TOTAL	26,662	76.1	7,978	75.5	9,622	72.4	12,294	71.2	7,799	72.8	15,288	78.3	12,202	62.3	27,087	77.8

* 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)

MARCH 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	150	88.7	31	90.3	266	85.7	88	75.0	86	83.7	91	80.2	351	77.5	715	79.4
ALLEGiant AIR	0	0.0	0	0.0	27	85.2	570	41.6	43	79.1	0	0.0	0	0.0	606	83.3
AMERICAN AIRLINES	14263	76.2	404	68.6	550	64.9	773	62.7	93	66.7	612	65.0	1208	70.2	1220	75.8
DELTA AIR LINES	950	77.6	5077	77.9	549	69.8	1279	61.1	244	72.5	713	74.9	2538	76.8	1414	80.5
ENVOY AIR	4318	86.9	154	68.2	56	71.4	0	0.0	0	0.0	156	75.0	0	0.0	0	0.0
FRONTIER AIRLINES	888	67.5	388	64.2	96	66.7	469	55.0	85	67.1	449	70.4	158	60.1	1095	76.9
JETBLUE AIRWAYS	41	53.7	62	75.8	425	64.0	2419	63.6	0	0.0	31	83.9	2866	70.9	444	78.4
PSA AIRLINES	2323	69.3	144	69.4	0	0.0	0	0.0	85	75.3	26	65.4	0	0.0	0	0.0
REPUBLIC AIRWAYS	7	85.7	517	76.0	2053	79.2	0	0.0	673	76.8	58	72.4	1279	73.6	0	0.0
SKYWEST AIRLINES	1828	72.2	2593	62.8	4	75.0	0	0.0	214	61.2	1381	74.1	0	0.0	241	88.8
SOUTHWEST AIRLINES	0	0.0	399	61.7	0	0.0	1155	64.8	93	52.7	0	0.0	0	0.0	7552	79.4
SPIRIT AIRLINES	415	51.8	776	49.7	845	43.9	2186	43.2	0	0.0	480	50.4	0	0.0	514	76.5
UNITED AIRLINES	822	77.4	160	74.4	5954	75.0	976	74.4	3302	80.1	6499	80.6	0	0.0	1358	85.2
TOTAL	26,005	76.5	10,705	70.4	10,825	72.4	9,915	58.4	4,918	77.4	10,496	76.5	8,400	73.1	15,159	79.7

* 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)

MARCH 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	864	76.6	0	0.0	227	70.0	0	0.0	60	73.3	75	82.7	212	77.8	45	82.2
ALLEGiant AIR	0	0.0	0	0.0	47	80.9	20	65.0	0	0.0	0	0.0	0	0.0	0	0.0
AMERICAN AIRLINES	2453	79.9	1435	50.2	1754	67.0	0	0.0	5799	75.4	362	70.2	5067	64.1	3316	75.1
DELTA AIR LINES	3175	84.7	2356	59.3	2032	68.1	120	75.0	1100	68.7	5076	79.7	642	57.3	522	73.0
ENVOY AIR	0	0.0	0	0.0	0	0.0	0	0.0	1191	76.2	111	60.4	5857	68.8	0	0.0
FRONTIER AIRLINES	503	77.7	207	30.9	2007	65.2	184	58.2	493	61.1	173	67.6	482	46.3	837	60.0
JETBLUE AIRWAYS	598	79.9	398	48.7	1661	72.3	0	0.0	0	0.0	0	0.0	104	63.5	138	58.0
PSA AIRLINES	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	88	62.5	370	53.0	1274	71.9
REPUBLIC AIRWAYS	0	0.0	5125	57.3	32	65.6	0	0.0	85	60.0	213	67.1	3235	65.2	663	81.3
SKYWEST AIRLINES	3616	86.1	44	38.6	0	0.0	92	63.0	0	0.0	2648	71.5	6194	56.5	17	58.8
SOUTHWEST AIRLINES	2193	78.2	974	46.8	4685	68.3	6097	66.8	534	61.2	478	67.8	436	56.7	407	65.1
SPIRIT AIRLINES	229	70.7	514	35.4	1555	54.1	0	0.0	425	51.3	0	0.0	504	37.9	219	42.5
UNITED AIRLINES	2458	84.6	605	53.4	1493	77.7	0	0.0	761	70.7	376	67.8	8270	68.3	344	72.1
TOTAL	16,089	82.3	11,658	54.0	15,493	67.7	6,513	66.6	10,448	71.9	9,600	75.2	31,373	63.7	7,782	71.4

* 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)

MARCH 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	606	83.3	1104	77.8	6169	75.2	898	79.3	172	78.5	93	76.3
ALLEGiant AIR	30	70.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
AMERICAN AIRLINES	5297	82.3	836	78.8	480	58.5	992	76.4	496	72.2	1342	65.9
DELTA AIR LINES	965	83.0	801	82.9	2598	72.8	1119	79.8	4765	83.1	1339	74.3
ENVOY AIR	876	89.0	0	0.0	60	81.7	0	0.0	0	0.0	87	75.9
FRONTIER AIRLINES	949	77.3	169	81.7	98	80.6	235	80.9	374	86.1	743	68.0
JETBLUE AIRWAYS	154	76.0	151	86.1	0	0.0	331	74.9	89	59.6	453	75.5
PSA AIRLINES	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
REPUBLIC AIRWAYS	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	4	50.0
SKYWEST AIRLINES	3059	82.2	1211	78.0	2281	84.3	2796	84.3	3191	90.2	0	0.0
SOUTHWEST AIRLINES	6343	78.9	3387	75.8	583	63.6	878	73.1	1010	73.6	2411	70.2
SPIRIT AIRLINES	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	288	52.1
UNITED AIRLINES	989	86.0	885	85.0	563	71.2	4925	85.1	529	77.9	914	79.8
TOTAL	19,268	81.4	8,544	78.6	12,832	75.1	12,174	82.1	10,626	83.4	7,674	70.9

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

AIR TRAVEL CONSUMER REPORT

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

MARCH 2026

ARRIVAL AIRPORT*																
SCHEDULED ARRIVAL TIME	ATL	AUS	BNA	BOS	BWI	CLT	DCA	DEN	DFW	DTW	EWR	FLL	IAD	IAH	JFK	LAS
0600-0659	76.7	96.4	92.8	79.9	91.4	89.2	75.5	85.5	81.6	80.8	84.9	50.8	81.5	87.1	78.4	92.8
0700-0759	80.6	94.0	88.9	83.1	93.1	89.0	77.3	90.7	84.2	78.9	82.5	60.7	84.6	84.0	82.6	93.9
0800-0859	79.4	89.5	89.1	85.7	88.1	88.0	81.1	87.9	83.3	81.1	86.7	76.4	84.4	81.7	82.0	92.8
0900-0959	81.1	89.8	85.9	87.1	87.5	83.9	76.6	86.0	83.8	79.8	86.3	74.1	81.1	82.8	83.1	91.6
1000-1059	82.0	83.4	86.0	85.9	91.5	81.6	78.6	80.8	82.4	81.3	85.0	73.6	87.5	83.2	84.3	86.4
1100-1159	84.2	87.8	84.4	78.9	86.2	83.9	79.2	81.1	83.7	80.7	84.6	62.6	85.7	83.4	83.9	86.3
1200-1259	82.1	81.9	79.8	85.0	77.4	85.0	71.8	80.3	80.9	72.4	80.5	68.7	80.6	78.3	78.3	79.1
1300-1359	81.9	76.6	77.0	76.5	84.4	79.9	65.3	76.6	79.4	74.8	83.3	63.3	77.5	83.8	75.9	77.0
1400-1459	77.6	77.6	73.9	76.9	78.2	78.6	59.6	79.2	77.1	75.5	75.1	59.7	85.6	69.5	76.8	77.8
1500-1559	77.1	73.9	70.6	73.8	72.7	78.8	63.3	73.0	77.1	73.5	73.2	64.7	78.9	77.5	76.2	79.9
1600-1659	76.7	74.3	68.9	72.7	70.3	77.0	57.0	78.6	75.3	67.5	66.1	59.8	74.4	71.0	78.3	75.9
1700-1759	74.4	69.6	66.3	64.2	73.1	77.0	53.4	71.8	73.2	66.7	66.6	59.8	71.4	75.4	74.6	75.4
1800-1859	74.8	78.0	60.4	59.4	66.3	69.8	49.9	70.1	71.7	68.7	66.1	52.5	80.3	68.5	67.5	77.3
1900-1959	69.8	64.5	59.8	63.5	59.6	71.6	50.3	71.2	65.6	66.8	66.1	45.8	71.9	71.2	63.9	76.4
2000-2059	72.1	67.6	58.3	62.4	55.7	71.8	49.8	60.4	70.0	61.2	60.5	47.4	74.7	71.4	64.2	73.0
2100-2159	66.4	70.9	57.8	60.4	47.0	64.6	46.7	71.0	68.0	52.0	56.9	47.1	70.7	67.1	60.3	72.7
2200-2259	67.7	67.2	59.2	58.8	58.2	64.2	48.5	73.5	60.8	59.3	61.3	44.1	54.5	67.2	57.4	70.9
2300-0559	60.6	67.8	66.2	61.2	61.0	73.8	53.0	68.9	69.5	56.5	62.7	44.1	70.6	66.5	66.9	69.6
TOTAL	76.1	75.5	72.4	71.2	72.8	78.3	62.3	77.8	76.5	70.4	72.4	58.4	77.4	76.5	73.1	79.7

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

AIR TRAVEL CONSUMER REPORT

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

MARCH 2026

ARRIVAL AIRPORT*															
SCHEDULED ARRIVAL TIME	LAX	LGA	MCO	MDW	MIA	MSP	ORD	PHL	PHX	SAN	SEA	SFO	SLC	TPA	TOTAL
0600-0659	76.7	0.0	67.0	83.0	67.5	77.9	74.6	74.8	90.2	50.0	88.3	80.2	85.4	44.4	82.4
0700-0759	93.4	71.9	79.4	84.7	88.0	78.9	74.2	84.1	90.5	85.9	85.8	90.9	89.1	91.5	83.8
0800-0859	88.2	78.3	83.1	80.0	85.9	82.3	76.2	85.7	88.1	92.0	86.2	88.8	92.4	92.4	84.9
0900-0959	87.2	74.3	83.7	82.1	86.2	84.0	72.2	83.8	85.5	89.1	82.3	82.0	87.7	90.7	82.7
1000-1059	89.2	67.3	77.5	75.8	81.8	79.3	72.7	83.3	90.1	88.0	71.1	85.8	83.2	83.1	81.3
1100-1159	86.2	67.3	75.1	77.5	77.2	85.0	71.8	81.3	86.3	84.6	80.8	83.2	82.6	80.2	81.0
1200-1259	84.4	63.7	71.6	72.3	76.9	76.6	69.5	81.7	84.2	80.2	75.8	85.8	87.4	70.8	78.4
1300-1359	86.2	60.6	71.2	76.1	74.4	73.9	69.1	78.0	85.2	85.2	81.4	84.9	84.6	76.1	77.0
1400-1459	83.9	58.8	72.2	70.0	73.8	75.9	65.8	76.2	81.0	80.2	76.3	82.6	88.4	76.1	75.0
1500-1559	84.7	57.6	70.8	70.3	70.1	79.2	61.2	73.0	81.2	78.8	76.8	80.5	84.9	68.5	74.4
1600-1659	84.3	49.7	65.7	67.8	68.5	73.2	61.7	70.2	78.8	76.2	82.3	81.0	84.3	68.9	71.9
1700-1759	83.0	45.1	59.2	56.6	59.2	70.4	61.4	67.4	77.6	73.3	77.7	87.2	77.0	67.3	69.6
1800-1859	82.7	47.3	60.7	54.3	58.0	74.4	50.1	67.8	80.4	74.7	74.6	85.6	85.7	65.9	66.3
1900-1959	80.3	41.8	58.7	54.2	57.5	74.3	50.2	64.5	74.4	79.7	72.8	83.6	83.5	62.1	66.7
2000-2059	76.5	39.2	56.0	43.3	63.3	72.4	45.0	67.9	75.7	66.8	72.5	80.9	78.9	64.3	64.0
2100-2159	77.8	36.1	56.2	44.8	64.0	63.1	53.4	54.2	74.8	69.6	62.7	77.6	74.3	57.1	63.3
2200-2259	70.1	33.5	58.0	45.7	63.9	65.2	53.4	58.4	72.6	64.1	58.1	66.9	75.5	56.1	62.1
2300-0559	73.0	38.8	61.2	70.7	59.8	70.7	63.6	53.6	70.3	74.4	72.1	74.7	72.3	61.7	64.1
TOTAL	82.3	54.0	67.7	66.6	71.9	75.2	63.7	71.4	81.4	78.6	75.1	82.1	83.4	70.9	73.4

* 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)

MARCH 2026

DEPARTURE AIRPORT*																
SCHEDULED DEPARTURE TIME	ATL	AUS	BNA	BOS	BWI	CLT	DCA	DEN	DFW	DTW	EWR	FLL	IAD	IAH	JFK	LAS
0600-0659	79.3	88.5	81.4	88.8	84.8	87.2	85.6	90.2	86.4	80.4	89.8	79.9	86.2	83.6	89.4	92.3
0700-0759	83.1	86.8	85.1	87.8	84.6	87.6	84.6	88.7	80.9	85.2	89.1	76.9	81.6	86.1	85.6	87.0
0800-0859	81.1	85.3	79.6	85.3	84.1	84.4	79.3	83.0	83.1	80.5	82.1	77.1	88.7	78.8	81.2	83.9
0900-0959	75.8	80.1	79.9	83.5	66.1	81.8	70.2	82.9	75.4	74.6	82.1	72.8	91.1	82.1	82.7	83.3
1000-1059	75.1	77.4	77.3	80.3	78.8	77.5	75.2	74.3	77.1	74.2	77.4	68.0	78.9	74.4	71.2	81.1
1100-1159	76.9	77.4	71.7	76.7	73.6	73.3	74.1	76.9	69.5	80.1	76.6	62.8	71.4	76.9	77.4	77.5
1200-1259	78.8	69.6	70.4	70.9	68.1	70.2	70.0	71.0	71.3	72.9	69.4	51.7	80.6	81.6	74.8	69.2
1300-1359	77.1	64.7	64.4	75.8	56.2	72.6	62.8	74.3	66.6	63.2	78.0	52.2	79.2	76.4	72.7	73.8
1400-1459	72.1	64.5	61.6	73.9	60.5	69.1	56.6	64.9	67.2	69.4	76.2	53.3	76.9	74.3	74.7	63.5
1500-1559	71.6	66.6	57.7	66.0	57.0	68.9	57.9	67.8	62.9	67.6	70.2	47.8	80.4	75.0	70.5	68.6
1600-1659	69.5	57.4	60.2	67.2	54.6	66.4	53.2	66.7	64.7	66.2	71.8	45.2	69.7	69.9	73.5	70.0
1700-1759	67.6	61.1	56.4	64.9	49.9	65.0	50.8	72.4	62.8	57.1	67.3	47.5	72.1	58.9	71.8	63.8
1800-1859	65.7	60.0	57.4	61.8	57.6	66.3	48.1	65.3	61.6	65.6	68.5	44.9	61.8	66.7	74.0	63.5
1900-1959	66.1	65.7	50.7	55.3	49.7	69.8	52.2	65.6	60.6	59.8	66.1	40.4	64.6	62.7	70.1	71.6
2000-2059	61.0	56.3	53.8	55.6	47.3	64.4	52.3	64.1	57.9	59.4	65.5	41.3	70.0	69.0	63.4	65.8
2100-2159	66.0	54.0	57.9	57.6	47.9	66.9	44.0	64.5	59.3	59.8	63.5	26.3	100.0	66.3	65.0	65.6
2200-2259	67.8	62.7	53.3	100.0	31.0	64.8	48.1	63.7	66.3	54.2	50.0	24.7	70.8	70.5	54.5	63.0
2300-0559	73.9	90.4	87.1	91.4	92.3	76.9	92.5	84.4	83.4	80.3	74.0	85.7	92.2	78.7	90.0	77.4
TOTAL	72.4	71.6	67.7	74.2	63.8	72.0	64.7	73.5	69.2	70.1	75.0	55.8	78.4	74.3	75.4	74.9

* 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)

MARCH 2026

DEPARTURE AIRPORT*															
SCHEDULED DEPARTURE TIME	LAX	LGA	MCO	MDW	MIA	MSP	ORD	PHL	PHX	SAN	SEA	SFO	SLC	TPA	TOTAL
0600-0659	90.8	76.9	89.7	92.4	88.6	84.9	81.1	84.4	92.3	91.6	89.8	91.5	93.4	88.8	86.9
0700-0759	85.2	77.4	85.8	82.0	85.9	84.4	82.5	89.6	88.3	88.9	87.3	93.7	89.7	86.1	85.3
0800-0859	84.2	70.8	79.4	74.4	83.8	78.5	78.5	82.5	84.9	81.1	83.6	87.8	90.5	86.6	82.2
0900-0959	85.1	71.7	77.8	70.8	80.0	80.6	72.1	80.0	78.5	84.1	79.6	84.4	89.8	83.5	79.5
1000-1059	80.3	69.0	71.4	75.2	74.7	74.2	66.7	79.6	79.1	80.5	70.8	80.8	85.7	84.1	75.9
1100-1159	79.4	65.7	74.1	55.3	66.4	80.3	70.0	72.7	77.0	80.4	70.6	77.5	82.1	73.8	74.5
1200-1259	77.4	61.5	62.7	56.6	65.3	76.1	63.4	69.8	74.8	73.9	74.8	81.2	80.5	76.0	71.3
1300-1359	78.7	69.3	63.8	62.0	63.9	72.1	66.3	76.5	74.7	73.8	71.6	79.6	80.4	64.3	71.0
1400-1459	74.5	58.4	64.1	63.4	62.5	69.3	65.0	70.1	72.4	75.7	75.1	73.3	76.3	63.4	67.7
1500-1559	75.6	53.3	59.9	50.6	61.9	70.8	60.1	70.1	74.5	70.9	68.9	69.9	85.6	59.9	66.6
1600-1659	81.8	53.7	57.2	50.8	59.3	65.6	61.7	67.9	69.0	67.6	76.8	78.3	76.8	57.2	65.9
1700-1759	74.9	49.2	56.3	46.6	59.1	59.3	61.0	63.3	69.8	73.8	74.7	76.1	78.8	56.5	64.4
1800-1859	77.3	47.3	51.5	38.9	52.4	66.6	57.6	67.7	68.4	69.1	74.3	86.2	71.4	55.3	62.4
1900-1959	82.2	43.3	53.9	47.0	57.2	66.0	49.2	64.3	72.4	67.5	74.4	84.8	84.1	58.6	61.6
2000-2059	76.8	42.7	44.1	47.8	60.3	72.8	51.8	51.6	73.9	67.0	67.0	81.1	84.0	56.0	60.0
2100-2159	74.6	40.1	45.6	36.0	58.0	72.6	53.8	69.3	69.1	70.5	70.1	86.4	81.7	54.4	61.2
2200-2259	80.7	19.6	42.6	37.8	65.0	67.3	54.4	43.5	66.8	75.9	65.5	83.7	83.8	46.0	63.8
2300-0559	78.0	33.3	82.5	92.4	82.9	80.2	83.1	84.3	83.8	0.0	73.0	81.1	86.5	91.2	82.0
TOTAL	80.3	60.4	65.3	60.0	66.7	74.1	65.0	73.7	76.7	77.1	75.1	82.6	83.8	71.0	71.5

* 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
MARCH 2026

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Aberdeen, SD (ABR)	75.8	83.9	62	62
Abilene, TX (ABI)	87.2	83.1	195	195
Adak Island, AK (ADK)	87.5	87.5	8	8
Aguadilla, PR (BQN)	62.3	77.2	167	167
Akron, OH (CAK)	58.3	65.7	446	446
Albany, NY (ALB)	67.0	75.5	1051	1050
Albuquerque, NM (ABQ)	78.4	81.0	2013	2011
Alexandria, LA (AEX)	76.1	81.5	92	92
Allentown/Bethlehem/Easton, PA (ABE)	72.4	76.9	268	268
Alpena, MI (APN)	54.7	58.5	53	53
Amarillo, TX (AMA)	80.2	83.2	429	428
Anchorage, AK (ANC)	73.7	81.4	1422	1423
Appleton, WI (ATW)	61.7	67.0	798	797
Arcata/Eureka, CA (ACV)	81.8	85.1	148	148
Asheville, NC (AVL)	73.0	77.0	747	747
Ashland, WV (HTS)	56.7	46.7	30	30
Aspen, CO (ASE)	68.0	66.5	1188	1188
Atlanta, GA (ATL)	76.1	72.4	26662	26669
Atlantic City, NJ (ACY)	43.4	57.0	228	230
Augusta, GA (AGS)	51.6	67.7	93	93
Austin, TX (AUS)	75.5	71.6	7978	7973
Bakersfield, CA (BFL)	86.0	87.4	215	215
Baltimore, MD (BWI)	72.8	63.8	7799	7803
Bangor, ME (BGR)	65.4	65.4	182	182
Barrow, AK (BRW)	80.6	90.3	31	31
Baton Rouge, LA (BTR)	74.5	74.7	377	376
Beaumont/Port Arthur, TX (BPT)	74.2	79.0	62	62
Bellefonte, PA (BFB)	68.6	68.8	137	138
Bellingham, WA (BLI)	84.8	89.3	197	196
Bemidji, MN (BJI)	79.0	85.5	62	62
Bend/Redmond, OR (RDM)	85.6	85.9	596	596
Bethel, AK (BET)	82.3	58.1	62	62
Billings, MT (BIL)	80.8	86.0	365	365
Birmingham, AL (BHM)	70.6	74.0	1383	1383
Bishop, CA (BIH)	82.2	77.0	73	74
Bismarck/Mandan, ND (BIS)	76.1	78.2	293	293
Bloomington/Normal, IL (BMI)	74.2	78.5	186	186
Boise, ID (BOI)	81.0	84.8	2029	2027
Boston, MA (BOS)	71.2	74.2	12294	12299
Bozeman, MT (BZN)	70.2	76.5	1019	1020
Brainerd, MN (BRD)	83.3	86.8	54	53

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Bristol/Johnson City/Kingsport, TN (TRI)	87.4	79.3	87	87
Brownsville, TX (BRO)	88.5	91.8	122	122
Buffalo, NY (BUF)	65.6	72.5	1705	1704
Burbank, CA (BUR)	83.1	82.6	2556	2556
Burlington, VT (BTV)	66.4	78.8	435	438
Butte, MT (BTM)	88.7	83.9	62	62
Carlsbad, CA (CLD)	89.2	93.1	74	72
Casper, WY (CPR)	75.8	84.2	215	215
Cedar City, UT (CDC)	98.1	98.1	53	53
Cedar Rapids/Iowa City, IA (CID)	65.2	69.8	802	801
Champaign/Urbana, IL (CMI)	77.4	77.4	146	146
Charleston, SC (CHS)	71.5	75.1	2201	2199
Charleston/Dunbar, WV (CRW)	54.9	65.8	193	193
Charlotte Amalie, VI (STT)	66.1	66.6	764	764
Charlotte, NC (CLT)	78.3	72.0	15288	15278
Charlottesville, VA (CHO)	43.0	51.3	151	150
Chattanooga, TN (CHA)	63.9	68.0	440	438
Cheyenne, WY (CYS)	77.4	74.2	62	62
Chicago, IL (MDW)	66.6	60.0	6513	6508
Chicago, IL (ORD)	63.7	65.0	31373	31373
Christiansted, VI (STX)	65.3	67.1	167	167
Cincinnati, OH (CVG)	68.3	75.5	3109	3105
Clarksburg/Fairmont, WV (CKB)	66.7	61.1	18	18
Cleveland, OH (CLE)	67.6	74.6	3538	3530
Cody, WY (COD)	74.2	74.2	62	62
College Station/Bryan, TX (CLL)	81.7	84.9	93	93
Colorado Springs, CO (COS)	77.7	79.2	1060	1059
Columbia, MO (COU)	69.6	75.8	322	322
Columbia, SC (CAE)	72.3	73.9	393	391
Columbus, MS (GTR)	96.8	87.1	31	31
Columbus, OH (CMH)	70.0	73.7	4010	4010
Columbus, OH (LCK)	74.3	69.5	105	105
Concord, NC (USA)	60.7	52.5	61	61
Cordova, AK (CDV)	80.6	80.6	62	62
Corpus Christi, TX (CRP)	76.2	79.9	353	353
Dallas, TX (DAL)	75.1	65.0	6222	6221
Dallas/Fort Worth, TX (DFW)	76.5	69.2	26005	26008
Dayton, OH (DAY)	65.3	74.8	634	635
Daytona Beach, FL (DAB)	81.3	78.7	300	300
Deadhorse, AK (SCC)	81.8	75.0	44	44
Decatur, IL (DEC)	52.8	67.9	53	53

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

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Denver, CO (DEN)	77.8	73.5	27087	27089
Des Moines, IA (DSM)	69.5	75.1	1373	1371
Detroit, MI (DTW)	70.4	70.1	10705	10701
Devils Lake, ND (DVL)	83.0	75.5	53	53
Dickinson, ND (DIK)	69.4	82.3	62	62
Dodge City, KS (DDC)	79.2	75.5	53	53
Duluth, MN (DLH)	57.4	64.6	209	209
Durango, CO (DRO)	77.8	78.1	401	401
Eagle, CO (EGE)	68.9	68.5	809	810
Eau Claire, WI (EAU)	52.8	56.6	53	53
El Paso, TX (ELP)	73.1	77.6	1363	1362
Elko, NV (EKO)	93.9	98.0	49	49
Elmira/Corning, NY (ELM)	66.7	72.9	96	96
Escanaba, MI (ESC)	64.2	60.4	53	53
Eugene, OR (EUG)	81.5	85.3	729	728
Evansville, IN (EVV)	63.4	74.6	142	142
Everett, WA (PAE)	86.0	85.5	172	172
Fairbanks, AK (FAI)	76.4	77.9	356	357
Fargo, ND (FAR)	74.1	77.0	611	610
Farmington, NM (FMN)	80.6	93.5	31	31
Fayetteville, AR (XNA)	75.6	77.4	1223	1222
Flagstaff, AZ (FLG)	74.2	69.4	124	124
Flint, MI (FNT)	64.2	70.8	397	397
Fort Dodge, IA (FOD)	67.9	64.2	53	53
Fort Lauderdale, FL (FLL)	58.4	55.8	9915	9928
Fort Myers, FL (RSW)	68.3	69.7	4504	4504
Fort Smith, AR (FSM)	80.6	86.0	93	93
Fort Wayne, IN (FWA)	67.8	68.3	478	476
Fresno, CA (FAT)	82.5	84.7	1012	1012
Gainesville, FL (GNV)	75.5	80.5	220	220
Garden City, KS (GCK)	77.4	80.6	62	62
Gillette, WY (GCC)	76.1	86.5	88	89
Grand Forks, ND (GFK)	71.3	77.4	115	115
Grand Island, NE (GRI)	73.0	74.2	89	89
Grand Junction, CO (GJT)	81.3	85.9	417	417
Grand Rapids, MI (GRR)	67.1	74.1	1732	1732
Great Falls, MT (GTF)	78.9	82.7	185	185
Green Bay, WI (GRB)	57.2	65.3	491	490
Greensboro/High Point, NC (GSO)	71.2	76.2	817	816
Greer, SC (GSP)	69.0	75.1	1201	1203
Guam, TT (GUM)	66.1	80.6	62	62

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Gulf Shores, AL (GUF)	80.0	80.0	45	45
Gulfport/Biloxi, MS (GPT)	75.1	78.7	221	221
Gunnison, CO (GUC)	76.7	80.5	163	164
Hagerstown, MD (HGR)	83.3	55.6	18	18
Hancock/Houghton, MI (CMX)	42.9	62.9	63	62
Harlingen/San Benito, TX (HRL)	79.9	81.7	328	328
Harrisburg, PA (MDT)	67.6	67.3	475	474
Hartford, CT (BDL)	67.5	76.7	1877	1877
Hattiesburg/Laurel, MS (PIB)	58.5	79.2	53	53
Hayden, CO (HDN)	61.8	64.5	432	431
Hays, KS (HYS)	71.7	84.9	53	53
Helena, MT (HLN)	84.7	90.3	124	124
Hibbing, MN (HIB)	86.8	86.8	53	53
Hilo, HI (ITO)	73.4	76.8	556	556
Hilton Head, SC (HHH)	81.3	76.9	134	134
Hobbs, NM (HOB)	74.2	79.0	62	62
Honolulu, HI (HNL)	72.8	76.9	5045	5037
Houston, TX (HOU)	69.0	61.8	4579	4578
Houston, TX (IAH)	76.5	74.3	10496	10492
Huntsville, AL (HSV)	67.1	69.8	717	716
Idaho Falls, ID (IDA)	81.3	78.6	342	341
Indianapolis, IN (IND)	69.8	74.5	4364	4362
International Falls, MN (INL)	84.9	86.8	53	53
Iron Mountain/Kingsfd, MI (IMT)	58.1	59.7	62	62
Islip, NY (ISP)	61.1	64.6	414	413
Jackson, WY (JAC)	75.3	74.9	595	598
Jackson/Vicksburg, MS (JAN)	75.1	78.7	394	394
Jacksonville, FL (JAX)	68.8	73.3	2546	2545
Jacksonville/Camp Lejeune, NC (OAJ)	67.8	73.7	118	118
Jamestown, ND (JMS)	79.2	84.9	53	53
Johnstown, PA (JST)	58.1	56.5	62	62
Joplin, MO (JLN)	71.0	64.5	62	62
Juneau, AK (JNU)	76.8	77.1	341	341
Kahului, HI (OGG)	77.1	75.4	2288	2287
Kalamazoo, MI (AZO)	63.9	68.3	180	180
Kalispell, MT (FCA)	78.1	81.7	256	257
Kansas City, MO (MCI)	69.5	73.6	4230	4227
Kearney, NE (EAR)	75.5	86.8	53	53
Ketchikan, AK (KTN)	68.8	72.0	186	186
Key West, FL (EYW)	76.9	70.8	884	885
Killeen, TX (GRK)	70.4	73.9	142	142

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

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Knoxville, TN (TYS)	69.9	76.2	1121	1119
Kodiak, AK (ADQ)	69.4	77.4	62	62
Kona, HI (KOA)	75.7	78.1	1434	1435
Kotzebue, AK (OTZ)	90.9	84.8	33	33
La Crosse, WI (LSE)	69.7	69.7	99	99
Lafayette, IN (LAF)	65.3	71.4	49	49
Lafayette, LA (LFT)	63.8	67.8	229	230
Lake Charles, LA (LCH)	87.1	87.1	93	93
Lansing, MI (LAN)	58.1	67.4	172	172
Laramie, WY (LAR)	83.3	83.0	54	53
Laredo, TX (LRD)	85.7	85.7	133	133
Las Vegas, NV (LAS)	79.7	74.9	15159	15169
Latrobe, PA (LBE)	61.3	54.8	31	31
Lawton/Fort Sill, OK (LAW)	56.0	53.6	84	84
Lewisburg, WV (LWB)	55.6	68.9	45	45
Lewiston, ID (LWS)	87.1	91.9	62	62
Lexington, KY (LEX)	73.0	76.2	638	638
Liberal, KS (LBL)	83.0	79.2	53	53
Lihue, HI (LIH)	74.2	77.0	1329	1331
Lincoln, NE (LNK)	60.6	67.3	251	251
Little Rock, AR (LIT)	74.3	75.7	1105	1105
Long Beach, CA (LGB)	81.8	83.0	1198	1200
Longview, TX (GGG)	88.7	85.5	62	62
Los Angeles, CA (LAX)	82.3	80.3	16089	16088
Louisville, KY (SDF)	69.9	74.1	2009	2009
Lubbock, TX (LBB)	74.8	81.6	548	548
Lynchburg, VA (LYH)	75.0	68.8	16	16
Madison, WI (MSN)	66.3	72.7	1128	1128
Manchester, NH (MHT)	69.4	78.3	428	429
Manhattan/Ft. Riley, KS (MHK)	78.1	82.6	155	155
Marquette, MI (MQT)	49.1	50.0	116	116
Mason City, IA (MCW)	64.2	66.0	53	53
Medford, OR (MFR)	83.5	86.5	454	452
Melbourne, FL (MLB)	75.2	80.7	238	238
Memphis, TN (MEM)	67.8	72.4	2056	2053
Meridian, MS (MEI)	75.5	84.9	53	53
Miami, FL (MIA)	71.9	66.7	10448	10460
Midland/Odessa, TX (MAF)	78.7	83.4	736	736
Milwaukee, WI (MKE)	65.5	69.5	2624	2626
Minneapolis, MN (MSP)	75.2	74.1	9600	9608
Minot, ND (MOT)	67.6	70.5	210	210

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Mission/McAllen/Edinburg, TX (MFE)	75.9	79.4	399	399
Missoula, MT (MSO)	72.3	76.1	376	376
Mobile, AL (MOB)	76.8	77.8	185	185
Moline, IL (MLI)	62.9	69.0	345	345
Monroe, LA (MLU)	84.9	80.4	93	92
Monterey, CA (MRY)	85.2	86.5	366	364
Montgomery, AL (MGM)	62.7	58.2	110	110
Montrose/Delta, CO (MTJ)	71.7	72.7	367	366
Morgantown, WV (MGW)	59.7	71.0	62	62
Mosinee, WI (CWA)	68.1	78.3	69	69
Myrtle Beach, SC (MYR)	71.4	71.9	911	911
Nashville, TN (BNA)	72.4	67.7	9622	9623
New Bern/Morehead/Beaufort, NC (EWN)	71.0	71.0	31	31
New Orleans, LA (MSY)	74.0	70.6	4482	4485
New York, NY (JFK)	73.1	75.4	8400	8392
New York, NY (LGA)	54.0	60.4	11658	11660
Newark, NJ (EWR)	72.4	75.0	10825	10755
Newburgh/Poughkeepsie, NY (SWF)	66.7	56.3	48	48
Niagara Falls, NY (IAG)	66.7	58.3	48	48
Nome, AK (OME)	84.8	90.9	33	33
Norfolk, VA (ORF)	67.2	75.8	1562	1561
North Bend/Coos Bay, OR (OTH)	73.7	84.2	19	19
North Platte, NE (LBF)	75.5	77.4	53	53
Oakland, CA (OAK)	81.0	75.9	2566	2569
Oklahoma City, OK (OKC)	73.7	78.5	2024	2023
Omaha, NE (OMA)	70.2	74.7	2121	2120
Ontario, CA (ONT)	81.5	83.7	2082	2081
Orlando, FL (MCO)	67.7	65.3	15493	15497
Paducah, KY (PAH)	55.6	49.2	63	63
Pago Pago, TT (PPG)	85.7	100.0	14	14
Palm Springs, CA (PSP)	81.1	79.0	1826	1826
Panama City, FL (ECP)	74.0	76.7	941	940
Pasco/Kennewick/Richland, WA (PSC)	81.2	89.0	505	507
Pellston, MI (PLN)	45.3	54.7	53	53
Pensacola, FL (PNS)	70.0	76.2	1265	1263
Peoria, IL (PIA)	63.7	69.5	460	459
Petersburg, AK (PSG)	74.2	82.3	62	62
Philadelphia, PA (PHL)	71.4	73.7	7782	7778
Phoenix, AZ (AZA)	79.5	81.8	785	784
Phoenix, AZ (PHX)	81.4	76.7	19268	19277
Pierre, SD (PIR)	79.2	77.4	53	53

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TABLE 5. ON-TIME ARRIVAL AND DEPARTURE PERCENTAGE BY AIRPORT BY REPORTING OPERATING CARRIER
MARCH 2026

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Pittsburgh, PA (PIT)	67.2	75.5	3434	3434
Plattsburgh, NY (PBG)	50.0	40.9	44	44
Pocatello, ID (PIH)	90.3	93.5	31	31
Ponce, PR (PSE)	87.8	88.1	41	42
Portland, ME (PWM)	67.8	76.8	642	641
Portland, OR (PDX)	79.4	83.2	5111	5113
Portsmouth, NH (PSM)	66.7	61.1	36	36
Prescott, AZ (PRC)	87.1	86.0	93	93
Presque Isle/Houlton, ME (PQI)	64.5	96.8	31	31
Providence, RI (PVD)	67.5	76.5	1263	1261
Provo, UT (PVU)	75.1	87.1	249	249
Punta Gorda, FL (PGD)	66.9	71.9	942	939
Raleigh/Durham, NC (RDU)	70.2	73.3	4660	4658
Rapid City, SD (RAP)	75.8	80.2	364	364
Redding, CA (RDD)	88.7	90.1	141	141
Reno, NV (RNO)	81.2	82.2	1825	1830
Rhineland, WI (RHI)	77.4	82.3	62	62
Richmond, VA (RIC)	67.7	72.3	1684	1684
Riverton/Lander, WY (RIW)	79.0	79.0	62	62
Roanoke, VA (ROA)	63.5	65.3	167	167
Rochester, MN (RST)	61.2	62.8	121	121
Rochester, NY (ROC)	68.4	73.6	844	845
Rock Springs, WY (RKS)	74.2	75.8	62	62
Rockford, IL (RFD)	78.0	69.0	100	100
Roswell, NM (ROW)	86.3	80.6	124	124
Sacramento, CA (SMF)	80.3	81.2	4628	4630
Saginaw/Bay City/Midland, MI (MBS)	51.3	54.4	113	114
Saipan, TT (SPN)	80.6	80.6	31	31
Salina, KS (SLN)	67.7	78.5	93	93
Salt Lake City, UT (SLC)	83.4	83.8	10626	10632
San Angelo, TX (SJT)	74.2	75.3	93	93
San Antonio, TX (SAT)	76.3	79.5	3441	3439
San Diego, CA (SAN)	78.6	77.1	8544	8547
San Francisco, CA (SFO)	82.1	82.6	12174	12171
San Jose, CA (SJC)	81.9	83.7	3437	3438
San Juan, PR (SJU)	66.0	69.4	3442	3441
San Luis Obispo, CA (SBP)	81.9	84.2	414	412
Sanford, FL (SFB)	65.2	72.9	990	989
Santa Ana, CA (SNA)	84.6	82.5	3823	3821
Santa Barbara, CA (SBA)	85.7	86.2	735	734
Santa Fe, NM (SAF)	71.4	73.4	391	391

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Santa Maria, CA (SMX)	85.9	83.1	71	71
Santa Rosa, CA (STS)	89.2	87.4	443	443
Sarasota/Bradenton, FL (SRQ)	70.6	71.9	2122	2122
Sault Ste. Marie, MI (CIU)	54.8	61.3	62	62
Savannah, GA (SAV)	72.3	74.9	1677	1675
Scottsbluff, NE (BFF)	84.9	81.1	53	53
Scranton/Wilkes-Barre, PA (AVP)	75.3	84.6	174	175
Seattle, WA (SEA)	75.1	75.1	12832	12830
Sheridan, WY (SHR)	80.6	80.6	62	62
Shreveport, LA (SHV)	71.7	75.3	466	466
Sioux City, IA (SUX)	74.2	77.4	93	93
Sioux Falls, SD (FSD)	71.9	74.7	754	754
Sitka, AK (SIT)	65.6	72.0	93	93
South Bend, IN (SBN)	58.2	65.7	710	711
Spokane, WA (GEG)	76.9	81.6	1496	1496
Springfield, IL (SPI)	69.3	73.7	75	76
Springfield, MO (SGF)	79.7	76.0	597	597
St. Cloud, MN (STC)	75.0	66.7	36	36
St. George, UT (SGU)	87.2	90.2	430	430
St. Louis, MO (STL)	73.7	69.2	5400	5400
St. Petersburg, FL (PIE)	64.4	74.4	907	906
State College, PA (SCE)	60.0	62.1	30	29
Staunton, VA (SHD)	51.6	67.7	62	62
Stillwater, OK (SWO)	62.9	80.6	62	62
Stockton, CA (SCK)	94.4	83.3	36	36
Sun Valley/Hailey/Ketchum, ID (SUN)	81.6	84.3	343	345
Syracuse, NY (SYR)	67.2	71.2	819	820
Tallahassee, FL (TLH)	72.4	75.1	417	417
Tampa, FL (TPA)	70.9	71.0	7674	7679
Texarkana, AR (TXK)	85.5	91.9	62	62
Toledo, OH (TOL)	65.3	52.8	72	72
Traverse City, MI (TVC)	58.8	61.2	294	294
Trenton, NJ (TTN)	66.7	70.7	90	92
Tucson, AZ (TUS)	81.0	82.3	1924	1923
Tulsa, OK (TUL)	73.3	77.4	1518	1518
Twin Falls, ID (TWF)	98.8	98.8	86	86
Tyler, TX (TYR)	66.7	67.7	93	93
Valparaiso, FL (VPS)	73.3	76.4	920	920
Vero Beach, FL (VRB)	74.2	62.4	93	93
Victoria, TX (VCT)	54.8	69.4	62	62
Waco, TX (ACT)	79.6	83.9	93	93

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

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Washington, DC (DCA)	62.3	64.7	12202	12204
Washington, DC (IAD)	77.4	78.4	4918	4983
Waterloo, IA (ALO)	60.4	66.0	53	53
Watertown, SD (ATY)	80.6	87.1	62	62
West Palm Beach/Palm Beach, FL (PBI)	70.1	66.4	3380	3385
White Plains, NY (HPN)	64.3	73.5	920	920
Wichita Falls, TX (SPS)	83.9	85.5	62	62
Wichita, KS (ICT)	72.0	75.7	953	954
Williston, ND (XWA)	69.1	72.1	207	208
Wilmington, NC (ILM)	67.5	74.6	498	497
Worcester, MA (ORH)	72.0	63.4	93	93
Wrangell, AK (WRG)	72.6	72.6	62	62
Yakutat, AK (YAK)	75.8	75.8	62	62
Yuma, AZ (YUM)	80.4	88.9	153	153

AIR TRAVEL CONSUMER REPORT

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

MARCH 2026

CARRIER ¹	AT ALL US AIRPORTS				
	NUMBER OF AIRPORTS REPORTED	FLIGHT OPERATIONS SCHEDULED	FLIGHT OPERATIONS CANCELLED	PERCENT OF OPERATIONS CANCELLED	RANK
SOUTHWEST AIRLINES	106	122298	1911	1.6	1
ALLEGiant AIR	122	12522	199	1.6	2
ALASKA AIRLINES NETWORK²	110	41343	711	1.7	3
- ALASKA AIRLINES	88	27793	519	1.9	
- BRANDED CODESHARE PARTNERS	61	13550	192	1.4	
JETBLUE AIRWAYS	59	21340	432	2.0	4
UNITED AIRLINES NETWORK	225	129872	3461	2.7	5
- UNITED AIRLINES	123	70757	1056	1.5	
- BRANDED CODESHARE PARTNERS	207	59115	2405	4.1	
FRONTIER AIRLINES	84	20119	644	3.2	6
AMERICAN AIRLINES NETWORK	231	174434	5655	3.2	7
- AMERICAN AIRLINES	115	84647	1726	2.0	
- BRANDED CODESHARE PARTNERS	214	89787	3929	4.4	
DELTA AIR LINES NETWORK	209	140620	5526	3.9	8
- DELTA AIR LINES	141	86890	3092	3.6	
- BRANDED CODESHARE PARTNERS	183	53730	2434	4.5	
SPIRIT AIRLINES	46	12952	1345	10.4	9
TOTAL AIRPORTS SERVED	361	675,500	19,884	2.9	

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

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 operated by Alaska Airlines.

AIR TRAVEL CONSUMER REPORT

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

MARCH 2026

CARRIER ¹	AT ALL US AIRPORTS				
	NUMBER OF AIRPORTS REPORTED	FLIGHT OPERATIONS SCHEDULED	FLIGHT OPERATIONS CANCELLED	PERCENT OF OPERATIONS CANCELLED	RANK
UNITED AIRLINES	123	70757	1056	1.5	1
SOUTHWEST AIRLINES	106	122298	1911	1.6	2
ALLEGiant AIR	122	12522	199	1.6	3
ALASKA AIRLINES ²	88	27793	519	1.9	4
JETBLUE AIRWAYS	59	21340	432	2.0	5
AMERICAN AIRLINES	115	84647	1726	2.0	6
ENVOY AIR	148	26721	815	3.1	7
FRONTIER AIRLINES	84	20119	644	3.2	8
DELTA AIR LINES	141	86890	3092	3.6	9
SKYWEST AIRLINES	238	73391	2626	3.6	10
REPUBLIC AIRWAYS	86	31734	1843	5.8	11
PSA AIRLINES	99	20938	1558	7.4	12
SPIRIT AIRLINES	46	12952	1345	10.4	13
TOTAL AIRPORTS SERVED	342	612,102	17,766	2.9	

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

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

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

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

RANK	CARRIER ¹	JANUARY - MARCH 2026			JANUARY - MARCH 2025		
		FLIGHT OPERATIONS SCHEDULED	FLIGHT OPERATIONS CANCELLED	PERCENT OF OPERATIONS CANCELLED	FLIGHT OPERATIONS SCHEDULED	FLIGHT OPERATIONS CANCELLED	PERCENT OF OPERATIONS CANCELLED
1	ALLEGiant AIR	30,572	479	1.57	32,071	286	0.89
2	SOUTHWEST AIRLINES	327,083	5,659	1.73	327,938	4,595	1.40
3	ALASKA AIRLINES NETWORK ²	116,489	2,158	1.85	93,905	1,382	1.47
	- ALASKA AIRLINES	78,242	1,336	1.71	53,403	718	1.34
	- BRANDED CODESHARE PARTNERS	38,247	822	2.15	40,502	664	1.64
4	UNITED AIRLINES NETWORK	358,108	9,204	2.57	345,562	5,513	1.60
	- UNITED AIRLINES	194,344	3,533	1.82	186,629	1,582	0.85
	- BRANDED CODESHARE PARTNERS	163,764	5,671	3.46	158,933	3,931	2.47
5	FRONTIER AIRLINES	50,557	1,405	2.78	49,812	964	1.94
6	DELTA AIR LINES NETWORK	386,832	14,328	3.70	373,337	5,155	1.38
	- DELTA AIR LINES	240,288	7,764	3.23	232,126	2,717	1.17
	- BRANDED CODESHARE PARTNERS	146,544	6,564	4.48	141,211	2,438	1.73
7	AMERICAN AIRLINES NETWORK	483,902	22,944	4.74	470,872	14,787	3.14
	- AMERICAN AIRLINES	234,205	10,141	4.33	227,500	4,982	2.19
	- BRANDED CODESHARE PARTNERS	249,697	12,803	5.13	243,372	9,805	4.03
8	JETBLUE AIRWAYS	57,320	3,010	5.25	56,907	946	1.66
9	SPIRIT AIRLINES	36,379	3,123	8.58	53,604	966	1.80
	TOTAL	1,847,242	62,310	3.37	1,804,008	34,594	1.92

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 operated by Alaska Airlines.

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

RANK	CARRIER ¹	JANUARY - MARCH 2026			JANUARY - MARCH 2025		
		FLIGHT OPERATIONS SCHEDULED	FLIGHT OPERATIONS CANCELLED	PERCENT OF OPERATIONS CANCELLED	FLIGHT OPERATIONS SCHEDULED	FLIGHT OPERATIONS CANCELLED	PERCENT OF OPERATIONS CANCELLED
1	ALLEGiant AIR	30,572	479	1.57	32,071	286	0.89
2	ALASKA AIRLINES ²	78,242	1,336	1.71	53,403	718	1.34
3	SOUTHWEST AIRLINES	327,083	5,659	1.73	327,938	4,595	1.40
4	UNITED AIRLINES	194,344	3,533	1.82	186,629	1,582	0.85
5	SKYWEST AIRLINES	201,632	5,549	2.75	195,359	3,473	1.78
6	FRONTIER AIRLINES	50,557	1,405	2.78	49,812	964	1.94
7	ENVOY AIR	73,604	2,174	2.95	65,917	2,038	3.09
8	DELTA AIR LINES	240,288	7,764	3.23	232,126	2,717	1.17
9	AMERICAN AIRLINES	234,205	10,141	4.33	227,500	4,982	2.19
10	JETBLUE AIRWAYS	57,320	3,010	5.25	56,907	946	1.66
11	REPUBLIC AIRWAYS	88,764	6,158	6.94	82,140	2,348	2.86
12	PSA AIRLINES	58,152	4,675	8.04	62,583	4,757	7.60
13	SPIRIT AIRLINES	36,379	3,123	8.58	53,604	966	1.80
	TOTAL	1,671,142	55,006	3.29	1,625,989	30,372	1.87

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 operated by Alaska Airlines.

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TABLE 7. CAUSES OF DELAY, BY REPORTING MARKETING CARRIER

MARCH 2026

CARRIER ¹	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 NETWORK²	41343	32634	78.93	711	1.72	129	0.31	2683	6.49	466	1.13	1924	4.65	35	0.08	2762	6.68
- ALASKA AIRLINES	27793	21220	76.35	519	1.87	114	0.41	2067	7.44	397	1.43	1518	5.46	35	0.13	1923	6.92
- BRANDED CODESHARE PARTNERS	13550	11414	84.24	192	1.42	15	0.11	615	4.54	68	0.50	406	3.00	0	0.00	839	6.19
ALLEGIAN AIR	12522	8871	70.84	199	1.59	54	0.43	666	5.32	265	2.12	1078	8.61	21	0.17	1368	10.92
AMERICAN AIRLINES NETWORK	174434	126672	72.62	5655	3.24	763	0.44	11598	6.65	1926	1.10	9651	5.53	155	0.09	18013	10.33
- AMERICAN AIRLINES	84647	61647	72.83	1726	2.04	371	0.44	6401	7.56	598	0.71	4615	5.45	87	0.10	9202	10.87
- BRANDED CODESHARE PARTNERS	89787	65025	72.42	3929	4.38	392	0.44	5197	5.79	1329	1.48	5036	5.61	68	0.08	8811	9.81
DELTA AIR LINES NETWORK	140620	105357	74.92	5526	3.93	409	0.29	11848	8.43	1466	1.04	8357	5.94	14	0.01	7644	5.44
- DELTA AIR LINES	86890	66730	76.80	3092	3.56	279	0.32	6391	7.36	444	0.51	5379	6.19	8	0.01	4566	5.25
- BRANDED CODESHARE PARTNERS	53730	38627	71.89	2434	4.53	130	0.24	5457	10.16	1022	1.90	2977	5.54	6	0.01	3077	5.73
FRONTIER AIRLINES	20119	13644	67.82	644	3.20	47	0.23	1446	7.19	110	0.55	1664	8.27	0	0.00	2564	12.74
JETBLUE AIRWAYS	21340	14578	68.31	432	2.02	83	0.39	1668	7.82	82	0.38	2125	9.96	50	0.23	2322	10.88
SOUTHWEST AIRLINES	122298	89310	73.03	1911	1.56	285	0.23	9764	7.98	329	0.27	5812	4.75	220	0.18	14647	11.98
SPIRIT AIRLINES	12952	6272	48.42	1345	10.38	32	0.25	1622	12.52	42	0.32	2066	15.95	31	0.24	1542	11.91
UNITED AIRLINES NETWORK	129872	98204	75.62	3461	2.66	515	0.40	8781	6.76	765	0.59	9609	7.40	4	0.00	8533	6.57
- UNITED AIRLINES	70757	54932	77.63	1056	1.49	283	0.40	3938	5.57	304	0.43	6037	8.53	1	0.00	4206	5.94
- BRANDED CODESHARE PARTNERS	59115	43272	73.20	2405	4.07	232	0.39	4844	8.19	461	0.78	3572	6.04	3	0.01	4326	7.32
TOTAL	675,500	495,542	73.36	19,884	2.94	2,317	0.34	50,077	7.41	5,451	0.81	42,284	6.26	531	0.08	59,393	8.79

* 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.

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 operated by Alaska Airlines.

AIR TRAVEL CONSUMER REPORT

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

MARCH 2026

CARRIER ¹	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 ²	27793	21220	76.35	519	1.87	114	0.41	2067	7.44	397	1.43	1518	5.46	35	0.13	1923	6.92
ALLEGiant AIR	12522	8871	70.84	199	1.59	54	0.43	666	5.32	265	2.12	1078	8.61	21	0.17	1368	10.92
AMERICAN AIRLINES	84647	61647	72.83	1726	2.04	371	0.44	6401	7.56	598	0.71	4615	5.45	87	0.10	9202	10.87
DELTA AIR LINES	86890	66730	76.80	3092	3.56	279	0.32	6391	7.36	444	0.51	5379	6.19	8	0.01	4566	5.25
ENVOY AIR	26721	20660	77.32	815	3.05	114	0.43	978	3.66	449	1.68	1632	6.11	11	0.04	2062	7.72
FRONTIER AIRLINES	20119	13644	67.82	644	3.20	47	0.23	1446	7.19	110	0.55	1664	8.27	0	0.00	2564	12.74
JETBLUE AIRWAYS	21340	14578	68.31	432	2.02	83	0.39	1668	7.82	82	0.38	2125	9.96	50	0.23	2322	10.88
PSA AIRLINES	20938	13739	65.62	1558	7.44	101	0.48	1519	7.25	249	1.19	1120	5.35	22	0.11	2630	12.56
REPUBLIC AIRWAYS	31734	21735	68.49	1843	5.81	100	0.32	1903	6.00	206	0.65	3096	9.76	27	0.09	2823	8.90
SKYWEST AIRLINES	73391	54887	74.79	2626	3.58	217	0.30	8078	11.01	1523	2.08	2646	3.61	13	0.02	3401	4.63
SOUTHWEST AIRLINES	122298	89310	73.03	1911	1.56	285	0.23	9764	7.98	329	0.27	5812	4.75	220	0.18	14647	11.98
SPIRIT AIRLINES	12952	6272	48.42	1345	10.38	32	0.25	1622	12.52	42	0.32	2066	15.95	31	0.24	1542	11.91
UNITED AIRLINES	70757	54932	77.63	1056	1.49	283	0.40	3938	5.57	304	0.43	6037	8.53	1	0.00	4206	5.94
TOTAL	612,102	448,225	73.23	17,766	2.90	2,080	0.34	46,442	7.59	4,999	0.82	38,788	6.34	527	0.09	53,255	8.70

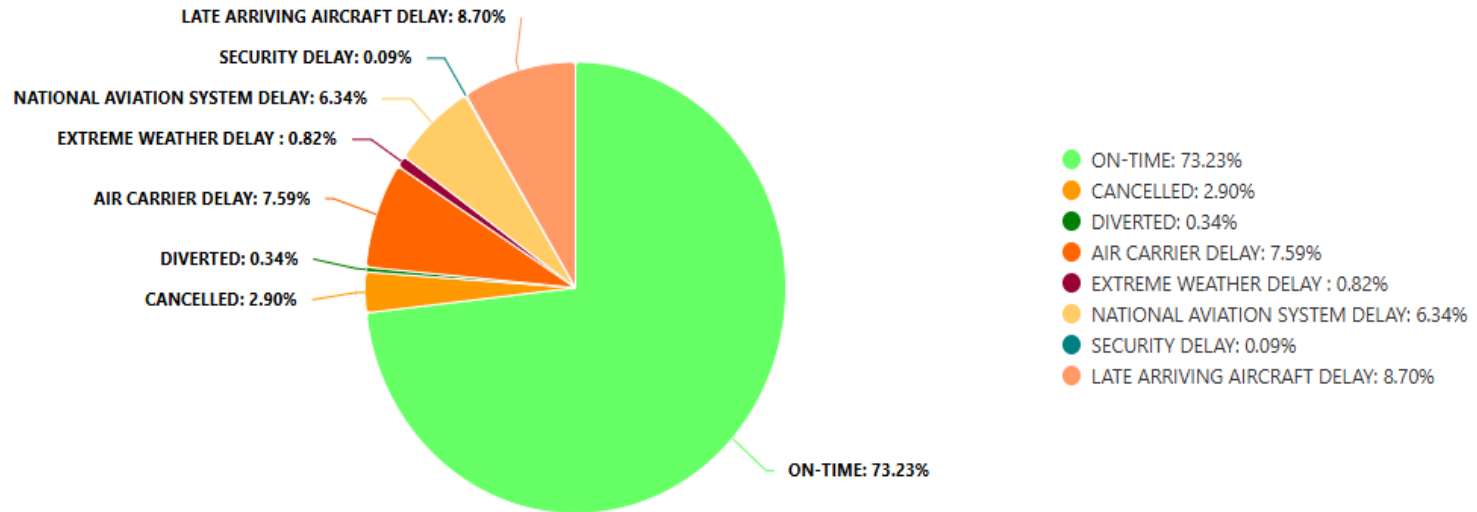
* Causes of Delay:

- 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.

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 operated by Alaska Airlines.

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

MARCH 2026

MARKETING CARRIER	OPERATING CARRIER	FLIGHT NUMBER	ORIGIN AIRPORT	DESTINATION AIRPORT	DATE OF FLIGHT	LOCATION OF LONGEST TARMAC TIME	LENGTH OF TARMAC DELAY
ALASKA	ALASKA	502	SEA	AUS	3/13/2026	Origin Airport	6:41
DELTA	DELTA	2329	ORF	ATL	3/6/2026	Destination Airport	5:41
DELTA	DELTA	3095	GSP	ATL	3/6/2026	Destination Airport	5:33
DELTA	ENDEAVOR	5073	XNA	ATL	3/6/2026	Destination Airport	5:07
DELTA	DELTA	1549	BOS	ATL	3/6/2026	Destination Airport	5:05
DELTA	DELTA	2780	DAL	ATL	3/6/2026	Destination Airport	5:03
DELTA	DELTA	471	LAX	ATL	3/6/2026	Destination Airport	4:59
DELTA	ENDEAVOR	5293	FWA	ATL	3/6/2026	Destination Airport	4:59
DELTA	DELTA	1002	ELP	ATL	3/6/2026	Destination Airport	4:53
DELTA	DELTA	2623	PBI	JFK	3/16/2026	Origin Airport	4:47
DELTA	DELTA	1253	EWR	ATL	3/6/2026	Destination Airport	4:44
DELTA	DELTA	1180	DFW	ATL	3/6/2026	Destination Airport	4:42
DELTA	DELTA	975	LGA	ATL	3/6/2026	Destination Airport	4:42
DELTA	DELTA	1629	MSP	ATL	3/6/2026	Destination Airport	4:39
DELTA	DELTA	2345	FLL	ATL	3/6/2026	Destination Airport	4:38
DELTA	DELTA	1333	MKE	ATL	3/6/2026	Destination Airport	4:33
AMERICAN	REPUBLIC	4577	LGA	GSO	3/11/2026	Origin Airport	4:32
DELTA	DELTA	1846	PIT	ATL	3/6/2026	Destination Airport	4:31
DELTA	ENDEAVOR	4974	LGA	CLE	3/11/2026	Origin Airport	4:24
UNITED	REPUBLIC	3623	EWR	MSN	3/11/2026	Origin Airport	4:23
DELTA	DELTA	3132	MSY	ATL	3/6/2026	Destination Airport	4:19
DELTA	SKYWEST	4033	SBN	ATL	3/6/2026	Destination Airport	4:19
AMERICAN	REPUBLIC	4457	LGA	CMH	3/11/2026	Origin Airport	4:17
AMERICAN	REPUBLIC	4644	LGA	LIT	3/11/2026	Origin Airport	4:17
DELTA	ENDEAVOR	5394	JFK	ITH	3/11/2026	Origin Airport	4:17
UNITED	UNITED	1338	FLL	IAH	3/7/2026	Destination Airport	4:11
DELTA	DELTA	1660	MCI	ATL	3/6/2026	Destination Airport	4:10
ALASKA	ALASKA	245	SEA	OGG	3/13/2026	Origin Airport	4:09
AMERICAN	AMERICAN	1893	STT	ORD	3/15/2026	Diversion Airport (DAY)	4:08
DELTA	DELTA	1393	STL	ATL	3/6/2026	Destination Airport	4:06
AMERICAN	AMERICAN	3330	LGA	MIA	3/11/2026	Origin Airport	4:05

AIR TRAVEL CONSUMER REPORT

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

MARCH 2026

MARKETING CARRIER	OPERATING CARRIER	FLIGHT NUMBER	ORIGIN AIRPORT	DESTINATION AIRPORT	DATE OF FLIGHT	LOCATION OF LONGEST TARMAC TIME	LENGTH OF TARMAC DELAY
DELTA	DELTA	3115	SRQ	ATL	3/6/2026	Destination Airport	4:05
DELTA	DELTA	950	DCA	ATL	3/6/2026	Destination Airport	4:04
DELTA	DELTA	1529	CMH	ATL	3/6/2026	Destination Airport	4:03
DELTA	DELTA	1124	RSW	ATL	3/6/2026	Destination Airport	4:02
BREEZE	BREEZE	252	MCO	BGR	3/15/2026	Origin Airport	4:00
UNITED	UNITED	2217	PIT	IAH	3/7/2026	Destination Airport	4:00
UNITED	UNITED	2437	EWR	MSY	3/11/2026	Origin Airport	3:59
DELTA	DELTA	1235	RDU	ATL	3/6/2026	Destination Airport	3:58
DELTA	DELTA	2053	DTW	ATL	3/6/2026	Destination Airport	3:58
DELTA	DELTA	1491	AUS	ATL	3/6/2026	Destination Airport	3:57
DELTA	ENDEAVOR	5377	DHN	ATL	3/6/2026	Destination Airport	3:55
AMERICAN	AMERICAN	1110	DFW	LGA	3/11/2026	Destination Airport	3:54
DELTA	ENDEAVOR	4992	CHA	ATL	3/6/2026	Destination Airport	3:54
DELTA	ENDEAVOR	5040	LGA	HSV	3/11/2026	Origin Airport	3:54
DELTA	REPUBLIC	5722	LGA	PIT	3/11/2026	Origin Airport	3:53
UNITED	GOJET	4186	EWR	ROC	3/11/2026	Origin Airport	3:53
UNITED	UNITED	1696	FLL	IAH	3/7/2026	Destination Airport	3:53
UNITED	REPUBLIC	3680	EWR	MSP	3/11/2026	Origin Airport	3:52
AMERICAN	AMERICAN	3070	SAT	DFW	3/7/2026	Diversion Airport (IAH)	3:50
DELTA	DELTA	1516	CVG	ATL	3/6/2026	Destination Airport	3:49
JETBLUE	JETBLUE	101	FLL	LAX	3/16/2026	Origin Airport	3:47
UNITED	UNITED	1179	MCO	IAH	3/7/2026	Destination Airport	3:47
DELTA	ENDEAVOR	4902	LGA	LIT	3/11/2026	Origin Airport	3:46
DELTA	REPUBLIC	5609	LGA	BNA	3/11/2026	Origin Airport	3:46
UNITED	REPUBLIC	3529	EWR	GRR	3/11/2026	Origin Airport	3:46
DELTA	ENDEAVOR	5276	LGA	CHA	3/11/2026	Origin Airport	3:45
ALASKA	ALASKA	301	MCO	PDX	3/15/2026	Origin Airport	3:44
DELTA	DELTA	975	LGA	ATL	3/11/2026	Origin Airport	3:44
UNITED	UNITED	1933	LAS	EWR	3/16/2026	Diversion Airport (PHL)	3:43
ALASKA	ALASKA	4	SEA	DCA	3/13/2026	Origin Airport	3:41
DELTA	DELTA	2068	LGA	MCI	3/11/2026	Origin Airport	3:40
DELTA	DELTA	2775	MCO	JFK	3/15/2026	Origin Airport	3:40
DELTA	DELTA	560	SEA	ATL	3/6/2026	Destination Airport	3:40
DELTA	ENDEAVOR	5303	CHA	ATL	3/6/2026	Destination Airport	3:40
DELTA	REPUBLIC	5636	LGA	SDF	3/11/2026	Origin Airport	3:39

AIR TRAVEL CONSUMER REPORT

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

MARCH 2026

MARKETING CARRIER	OPERATING CARRIER	FLIGHT NUMBER	ORIGIN AIRPORT	DESTINATION AIRPORT	DATE OF FLIGHT	LOCATION OF LONGEST TARMAC TIME	LENGTH OF TARMAC DELAY
ALASKA	ALASKA	326	SEA	TPA	3/13/2026	Origin Airport	3:38
DELTA	ENDEAVOR	4665	LGA	AVL	3/11/2026	Origin Airport	3:38
JETBLUE	JETBLUE	1039	BOS	AUS	3/7/2026	Diversion Airport (IAH)	3:37
UNITED	MESA	6185	SAV	IAH	3/7/2026	Destination Airport	3:37
UNITED	UNITED	1558	EWR	SFO	3/11/2026	Origin Airport	3:37
DELTA	DELTA	376	CMH	ATL	3/6/2026	Destination Airport	3:36
JETBLUE	JETBLUE	1344	FLL	MHT	3/16/2026	Origin Airport	3:36
UNITED	GOJET	4587	EWR	DCA	3/11/2026	Origin Airport	3:36
DELTA	ENDEAVOR	5118	LGA	GSO	3/11/2026	Origin Airport	3:35
UNITED	UNITED	1832	MCO	LAX	3/15/2026	Origin Airport	3:35
ALASKA	ALASKA	420	SEA	MCO	3/15/2026	Destination Airport	3:34
DELTA	DELTA	1533	MCO	LGA	3/15/2026	Origin Airport	3:34
DELTA	DELTA	660	ATL	SLC	3/6/2026	Origin Airport	3:34
DELTA	REPUBLIC	5791	LGA	JAX	3/11/2026	Origin Airport	3:34
AMERICAN	AMERICAN	2541	MIA	IAH	3/7/2026	Destination Airport	3:32
DELTA	DELTA	1223	IAH	ATL	3/6/2026	Destination Airport	3:32
DELTA	DELTA	1372	MCO	ATL	3/15/2026	Origin Airport	3:31
UNITED	UNITED	2480	EWR	IAH	3/7/2026	Destination Airport	3:31
DELTA	DELTA	964	LGA	ATL	3/6/2026	Destination Airport	3:30
DELTA	ENDEAVOR	5057	LGA	CAE	3/11/2026	Origin Airport	3:30
DELTA	DELTA	1774	STT	ATL	3/16/2026	Diversion Airport (FLL)	3:29
DELTA	ENDEAVOR	4996	LGA	GSP	3/11/2026	Origin Airport	3:29
UNITED	UNITED	2305	SFO	IAH	3/7/2026	Destination Airport	3:29
DELTA	ENDEAVOR	4918	LGA	LEX	3/11/2026	Origin Airport	3:28
UNITED	UNITED	2426	ORD	IAH	3/7/2026	Destination Airport	3:28
AMERICAN	REPUBLIC	4598	LGA	DTW	3/11/2026	Origin Airport	3:27
SOUTHWEST	SOUTHWEST	1843	MCO	SDF	3/15/2026	Origin Airport	3:27
UNITED	UNITED	2620	MCO	SFO	3/15/2026	Origin Airport	3:27
UNITED	UNITED	2646	MSY	IAH	3/7/2026	Destination Airport	3:27
ALLEGiant	ALLEGiant	3063	SFB	TYS	3/15/2026	Origin Airport	3:26
DELTA	DELTA	1028	MSP	ATL	3/6/2026	Destination Airport	3:26
DELTA	REPUBLIC	5664	LGA	IND	3/11/2026	Origin Airport	3:26
UNITED	UNITED	1871	AUS	IAH	3/7/2026	Destination Airport	3:25

AIR TRAVEL CONSUMER REPORT

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

MARCH 2026

MARKETING CARRIER	OPERATING CARRIER	FLIGHT NUMBER	ORIGIN AIRPORT	DESTINATION AIRPORT	DATE OF FLIGHT	LOCATION OF LONGEST TARMAC TIME	LENGTH OF TARMAC DELAY
UNITED	UNITED	2377	LAX	IAH	3/7/2026	Destination Airport	3:25
UNITED	UNITED	1981	EWR	ORD	3/11/2026	Origin Airport	3:24
AMERICAN	REPUBLIC	4526	LGA	OKC	3/11/2026	Origin Airport	3:23
DELTA	DELTA	2259	MCO	AUS	3/7/2026	Diversion Airport (IAH)	3:23
DELTA	REPUBLIC	5617	LGA	MKE	3/11/2026	Origin Airport	3:23
UNITED	UNITED	2164	PHX	IAH	3/7/2026	Destination Airport	3:23
DELTA	REPUBLIC	5724	LGA	DCA	3/11/2026	Origin Airport	3:22
JETBLUE	JETBLUE	2722	MSY	FLL	3/16/2026	Destination Airport	3:22
UNITED	UNITED	413	MCO	IAD	3/15/2026	Origin Airport	3:22
UNITED	UNITED	685	IAH	DTW	3/7/2026	Origin Airport	3:22
UNITED	UNITED	1928	EWR	AUS	3/11/2026	Origin Airport	3:21
DELTA	DELTA	506	MIA	SEA	3/15/2026	Origin Airport	3:20
UNITED	REPUBLIC	3691	EWR	IND	3/11/2026	Origin Airport	3:20
JETBLUE	JETBLUE	270	MCO	RIC	3/15/2026	Origin Airport	3:19
SOUTHWEST	SOUTHWEST	4033	MCO	BNA	3/15/2026	Origin Airport	3:19
UNITED	REPUBLIC	3586	EWR	DTW	3/11/2026	Origin Airport	3:19
UNITED	UNITED	526	DEN	LAS	3/6/2026	Origin Airport	3:19
DELTA	DELTA	2381	HOU	ATL	3/6/2026	Destination Airport	3:18
DELTA	ENDEAVOR	4956	LGA	RDU	3/11/2026	Origin Airport	3:18
DELTA	ENDEAVOR	4972	LGA	CVG	3/11/2026	Origin Airport	3:18
UNITED	UNITED	712	EWR	LAX	3/11/2026	Origin Airport	3:18
ALASKA	ALASKA	735	LAS	SEA	3/13/2026	Destination Airport	3:17
DELTA	DELTA	1465	SAT	ATL	3/6/2026	Destination Airport	3:17
DELTA	DELTA	2382	LGA	MIA	3/11/2026	Origin Airport	3:17
UNITED	UNITED	2683	SAN	IAH	3/7/2026	Destination Airport	3:17
DELTA	DELTA	429	SEA	JFK	3/13/2026	Origin Airport	3:16
JETBLUE	JETBLUE	2324	MCO	DCA	3/15/2026	Origin Airport	3:16
SOUTHWEST	SOUTHWEST	4151	ORD	PHX	3/13/2026	Origin Airport	3:16
UNITED	UNITED	2691	EWR	BOS	3/11/2026	Origin Airport	3:16
ALASKA	ALASKA	798	LAX	SEA	3/13/2026	Destination Airport	3:14
DELTA	DELTA	1390	MCO	BOS	3/15/2026	Origin Airport	3:14
DELTA	DELTA	1700	MEM	ATL	3/6/2026	Destination Airport	3:14
DELTA	DELTA	2146	BTR	ATL	3/6/2026	Destination Airport	3:14

AIR TRAVEL CONSUMER REPORT

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

MARCH 2026

MARKETING CARRIER	OPERATING CARRIER	FLIGHT NUMBER	ORIGIN AIRPORT	DESTINATION AIRPORT	DATE OF FLIGHT	LOCATION OF LONGEST TARMAC TIME	LENGTH OF TARMAC DELAY
DELTA	DELTA	2890	ATL	IAH	3/7/2026	Destination Airport	3:14
DELTA	REPUBLIC	5639	LGA	SAV	3/11/2026	Origin Airport	3:14
ALASKA	ALASKA	1493	SAN	ORD	3/10/2026	Diversion Airport (MSP)	3:13
JETBLUE	JETBLUE	1979	DCA	FLL	3/16/2026	Destination Airport	3:13
UNITED	UNITED	407	EWR	DEN	3/11/2026	Origin Airport	3:13
DELTA	DELTA	552	FLL	ATL	3/6/2026	Destination Airport	3:12
SOUTHWEST	SOUTHWEST	950	MCO	TUL	3/15/2026	Origin Airport	3:12
DELTA	DELTA	1449	ATL	DEN	3/6/2026	Origin Airport	3:10
DELTA	DELTA	1651	JFK	FLL	3/15/2026	Destination Airport	3:10
JETBLUE	JETBLUE	2615	JFK	SFO	3/11/2026	Origin Airport	3:10
UNITED	SKYWEST	5744	MAF	IAH	3/7/2026	Destination Airport	3:10
UNITED	UNITED	675	DEN	ORD	3/10/2026	Diversion Airport (DSM)	3:10
ALLEGiant	ALLEGiant	3488	FLL	TTN	3/15/2026	Origin Airport	3:09
DELTA	DELTA	2646	ORD	BOS	3/10/2026	Origin Airport	3:09
DELTA	DELTA	3056	DAB	ATL	3/6/2026	Destination Airport	3:09
DELTA	ENDEAVOR	5297	JFK	ROC	3/11/2026	Origin Airport	3:09
SPIRIT	SPIRIT	198	FLL	CLT	3/16/2026	Origin Airport	3:09
DELTA	DELTA	2639	JFK	BOS	3/11/2026	Origin Airport	3:08
DELTA	ENDEAVOR	5446	JFK	MSP	3/11/2026	Origin Airport	3:08
UNITED	UNITED	2660	IAH	TUS	3/10/2026	Origin Airport	3:08
AMERICAN	AMERICAN	2113	ORD	SFO	3/10/2026	Origin Airport	3:07
DELTA	DELTA	1653	DTW	ATL	3/6/2026	Destination Airport	3:07
DELTA	DELTA	2866	EWR	MSP	3/11/2026	Origin Airport	3:05
UNITED	MESA	4017	MAF	IAH	3/7/2026	Destination Airport	3:05
UNITED	UNITED	1215	SAV	ORD	3/6/2026	Diversion Airport (DAY)	3:05
AMERICAN	AMERICAN	1032	MIA	AUS	3/7/2026	Diversion Airport (IAH)	3:04
DELTA	DELTA	1477	ORD	ATL	3/6/2026	Destination Airport	3:04
DELTA	ENDEAVOR	4673	FAY	ATL	3/6/2026	Destination Airport	3:04
DELTA	ENDEAVOR	4938	LGA	BHM	3/11/2026	Origin Airport	3:04
UNITED	UNITED	1475	ORD	IAH	3/7/2026	Destination Airport	3:04
UNITED	UNITED	2365	STT	ORD	3/26/2026	Diversion Airport (STL)	3:04
AMERICAN	AMERICAN	1925	DFW	LGA	3/4/2026	Origin Airport	3:03
AMERICAN	REPUBLIC	4728	PHL	SDF	3/11/2026	Origin Airport	3:03
DELTA	DELTA	2312	EWR	ATL	3/11/2026	Origin Airport	3:03
DELTA	DELTA	685	JFK	SAN	3/11/2026	Origin Airport	3:03
SOUTHWEST	SOUTHWEST	4285	MCO	PIT	3/15/2026	Origin Airport	3:03
UNITED	UNITED	378	PHX	IAH	3/7/2026	Destination Airport	3:03
AMERICAN	AMERICAN	1291	DFW	IAD	3/4/2026	Origin Airport	3:02
AMERICAN	ENVOY	4113	DFW	IAH	3/7/2026	Destination Airport	3:02
DELTA	DELTA	1576	MCO	ATL	3/15/2026	Origin Airport	3:02
UNITED	REPUBLIC	3595	EWR	PWM	3/11/2026	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).

AIR TRAVEL CONSUMER REPORT

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

MARCH 2026

MARKETING CARRIER	OPERATING CARRIER	FLIGHT NUMBER	ORIGIN AIRPORT	DESTINATION AIRPORT	DATE OF FLIGHT	LOCATION OF LONGEST TARMAC TIME	LENGTH OF TARMAC DELAY
EMIRATES	EMIRATES	235	DXB	DTW	3/15/2026	Destination Airport	6:14
UNITED	SKYWEST	5387	MTY	ORD	3/15/2026	Diversion Airport (DTW)	4:53
UNITED	UNITED	906	FRA	ORD	3/15/2026	Diversion Airport (DTW)	4:10
ALASKA	ALASKA	1400	SEA	CUN	3/13/2026	Origin Airport	4:04

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	March 2026			March 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	701,105	694	0.10	693,957	520	0.07
2	JETBLUE AIRWAYS	1,374,136	4,277	0.31	1,284,268	3,986	0.31
3	SOUTHWEST AIRLINES	8,128,169	28,479	0.35	10,823,549	43,776	0.40
4	DELTA AIR LINES NETWORK	8,754,308	40,895	0.47	8,676,172	34,875	0.40
	- DELTA AIR LINES	6,900,528	33,852	0.49	6,879,780	28,859	0.42
	- BRANDED CODESHARE PARTNERS	1,853,780	7,043	0.38	1,796,392	6,016	0.33
5	SPIRIT AIRLINES	517,954	2,633	0.51	874,547	3,660	0.42
6	FRONTIER AIRLINES	909,521	5,218	0.57	821,934	2,314	0.28
7	ALASKA AIRLINES NETWORK ²	2,830,117	17,113	0.60	2,190,926	8,179	0.37
	- ALASKA AIRLINES	2,335,253	14,712	0.63	1,658,521	6,234	0.38
	- BRANDED CODESHARE PARTNERS	494,864	2,401	0.49	532,405	1,945	0.37
8	AMERICAN AIRLINES NETWORK	9,594,461	64,352	0.67	9,444,869	54,490	0.58
	- AMERICAN AIRLINES	6,073,679	43,303	0.71	5,913,617	36,574	0.62
	- BRANDED CODESHARE PARTNERS	3,520,782	21,049	0.60	3,531,252	17,916	0.51
9	UNITED AIRLINES NETWORK	6,952,612	56,439	0.81	6,680,711	47,342	0.71
	- UNITED AIRLINES	5,240,657	41,099	0.78	4,870,009	34,226	0.70
	- BRANDED CODESHARE PARTNERS	1,711,955	15,340	0.90	1,810,702	13,116	0.72
TOTAL		39,762,383	220,100	0.55	41,490,933	199,142	0.48

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 operated by Alaska Airlines.

AIR TRAVEL CONSUMER REPORT

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

RANK	CARRIER ¹	JANUARY - MARCH 2026			JANUARY - MARCH 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	1,643,745	1,635	0.10	1,582,465	1,433	0.09
2	SOUTHWEST AIRLINES	21,307,148	71,823	0.34	28,300,373	119,168	0.42
3	JETBLUE AIRWAYS	3,547,608	12,371	0.35	3,419,598	10,980	0.32
4	DELTA AIR LINES NETWORK	24,084,179	108,929	0.45	23,510,861	109,556	0.47
	- DELTA AIR LINES	19,178,560	89,017	0.46	18,681,803	89,957	0.48
	- BRANDED CODESHARE PARTNERS	4,905,619	19,912	0.41	4,829,058	19,599	0.41
5	SPIRIT AIRLINES	1,416,558	6,749	0.48	2,397,955	10,805	0.45
6	FRONTIER AIRLINES	2,326,997	12,552	0.54	2,173,564	6,958	0.32
7	ALASKA AIRLINES NETWORK ²	7,863,520	47,486	0.60	6,143,514	30,083	0.49
	- ALASKA AIRLINES	6,490,436	40,103	0.62	4,668,267	21,859	0.47
	- BRANDED CODESHARE PARTNERS	1,373,084	7,383	0.54	1,475,247	8,224	0.56
8	AMERICAN AIRLINES NETWORK	26,068,524	200,169	0.77	25,789,354	173,532	0.67
	- AMERICAN AIRLINES	16,494,934	136,212	0.83	16,184,021	114,842	0.71
	- BRANDED CODESHARE PARTNERS	9,573,590	63,957	0.67	9,605,333	58,690	0.61
9	UNITED AIRLINES NETWORK	19,003,174	152,527	0.80	18,643,582	157,845	0.85
	- UNITED AIRLINES	14,235,382	109,268	0.77	13,626,695	112,687	0.83
	- BRANDED CODESHARE PARTNERS	4,767,792	43,259	0.91	5,016,887	45,158	0.90
TOTAL		107,251,453	614,241	0.57	111,961,266	620,360	0.55

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

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

AIR TRAVEL CONSUMER REPORT

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

RANK	CARRIER ¹	March 2026			March 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	701,105	694	0.10	693,957	520	0.07
2	JETBLUE AIRWAYS	1,374,136	4,277	0.31	1,284,268	3,986	0.31
3	SOUTHWEST AIRLINES	8,128,169	28,479	0.35	10,823,549	43,776	0.40
4	PSA AIRLINES	1,068,945	5,128	0.48	1,126,890	5,051	0.45
5	DELTA AIR LINES	6,900,528	33,852	0.49	6,879,780	28,859	0.42
6	SPIRIT AIRLINES	517,954	2,633	0.51	874,547	3,660	0.42
7	FRONTIER AIRLINES	909,521	5,218	0.57	821,934	2,314	0.28
8	REPUBLIC AIRWAYS	861,614	5,090	0.59	820,703	3,540	0.43
9	SKYWEST AIRLINES	2,563,396	16,092	0.63	2,569,419	14,392	0.56
10	ALASKA AIRLINES ²	2,335,253	14,712	0.63	1,658,521	6,234	0.38
11	AMERICAN AIRLINES	6,073,679	43,303	0.71	5,913,617	36,574	0.62
12	ENVOY AIR	883,291	6,381	0.72	828,321	4,939	0.60
13	UNITED AIRLINES	5,240,657	41,099	0.78	4,870,009	34,226	0.70
	TOTAL	37,558,248	206,958	0.55	39,165,515	188,071	0.48

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 operated by Alaska Airlines.

AIR TRAVEL CONSUMER REPORT

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

RANK	CARRIER ¹	JANUARY - MARCH 2026			JANUARY - MARCH 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	ALLEGIAN AIR	1,643,745	1,635	0.10	1,582,465	1,433	0.09
2	SOUTHWEST AIRLINES	21,307,148	71,823	0.34	28,300,373	119,168	0.42
3	JETBLUE AIRWAYS	3,547,608	12,371	0.35	3,419,598	10,980	0.32
4	DELTA AIR LINES	19,178,560	89,017	0.46	18,681,803	89,957	0.48
5	SPIRIT AIRLINES	1,416,558	6,749	0.48	2,397,955	10,805	0.45
6	PSA AIRLINES	2,854,687	14,691	0.51	3,062,503	16,839	0.55
7	FRONTIER AIRLINES	2,326,997	12,552	0.54	2,173,564	6,958	0.32
8	ALASKA AIRLINES ²	6,490,436	40,103	0.62	4,668,267	21,859	0.47
9	REPUBLIC AIRWAYS	2,224,524	14,712	0.66	2,218,625	11,861	0.53
10	SKYWEST AIRLINES	7,086,769	47,682	0.67	7,061,844	47,007	0.67
11	UNITED AIRLINES	14,235,382	109,268	0.77	13,626,695	112,687	0.83
12	ENVOY AIR	2,434,313	19,286	0.79	2,264,311	15,829	0.70
13	AMERICAN AIRLINES	16,494,934	136,212	0.83	16,184,021	114,842	0.71
	TOTAL	101,241,661	576,101	0.57	105,642,024	580,225	0.55

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

² On October 29, 2025, Alaska Airlines and Hawaiian Airlines received a Single Operating Certificate from the FAA in the name of "Alaska Airlines, Inc. and/or Hawaiian Airlines, Inc." As such, FAA now recognizes Alaska /Hawaiian as a single certificated carrier. Hawaiian Airlines branded flights are now operated 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	March 2026			March 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	11,119	35	0.31	10,467	44	0.42
	- DELTA AIR LINES	8,294	29	0.35	8,147	35	0.43
	- BRANDED CODESHARE PARTNERS	2,825	6	0.21	2,320	9	0.39
2	ALLEGiant AIR	2,929	11	0.38	2,566	20	0.78
3	ALASKA AIRLINES NETWORK²	4,781	45	0.94	2,799	36	1.29
	- ALASKA AIRLINES	4,331	42	0.97	2,369	30	1.27
	- BRANDED CODESHARE PARTNERS	450	3	0.67	430	6	1.40
4	UNITED AIRLINES NETWORK	11,125	136	1.22	10,877	124	1.14
	- UNITED AIRLINES	8,951	118	1.32	8,268	97	1.17
	- BRANDED CODESHARE PARTNERS	2,174	18	0.83	2,609	27	1.03
5	SOUTHWEST AIRLINES	18,265	224	1.23	20,153	208	1.03
6	JETBLUE AIRWAYS	2,711	34	1.25	2,265	36	1.59
7	AMERICAN AIRLINES NETWORK	13,181	168	1.27	11,226	166	1.48
	- AMERICAN AIRLINES	9,265	123	1.33	7,973	111	1.39
	- BRANDED CODESHARE PARTNERS	3,916	45	1.15	3,253	55	1.69
8	SPIRIT AIRLINES	1,703	23	1.35	2,245	29	1.29
9	FRONTIER AIRLINES	4,059	59	1.45	2,854	35	1.23
TOTAL		69,873	735	1.05	65,452	698	1.07

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 operated by Alaska Airlines.

AIR TRAVEL CONSUMER REPORT

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

RANK	CARRIER ¹	JANUARY - MARCH 2026			JANUARY - MARCH 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	31,446	109	0.35	27,996	137	0.49
	- DELTA AIR LINES	24,226	92	0.38	22,141	110	0.50
	- BRANDED CODESHARE PARTNERS	7,220	17	0.24	5,855	27	0.46
2	ALLEGiant AIR	7,401	43	0.58	6,454	52	0.81
3	ALASKA AIRLINES NETWORK²	13,367	156	1.17	7,625	110	1.44
	- ALASKA AIRLINES	12,080	145	1.20	6,520	95	1.46
	- BRANDED CODESHARE PARTNERS	1,287	11	0.85	1,105	15	1.36
4	UNITED AIRLINES NETWORK	30,395	358	1.18	30,496	330	1.08
	- UNITED AIRLINES	24,207	293	1.21	23,600	275	1.17
	- BRANDED CODESHARE PARTNERS	6,188	65	1.05	6,896	55	0.80
5	SOUTHWEST AIRLINES	50,153	601	1.20	51,389	636	1.24
6	SPIRIT AIRLINES	4,710	57	1.21	5,871	82	1.40
7	AMERICAN AIRLINES NETWORK	33,326	432	1.30	30,862	464	1.50
	- AMERICAN AIRLINES	23,905	324	1.36	21,818	329	1.51
	- BRANDED CODESHARE PARTNERS	9,421	108	1.15	9,044	135	1.49
8	JETBLUE AIRWAYS	7,301	99	1.36	6,335	110	1.74
9	FRONTIER AIRLINES	10,535	162	1.54	8,423	102	1.21
TOTAL		188,634	2,017	1.07	175,451	2,023	1.15

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 operated by Alaska Airlines.

AIR TRAVEL CONSUMER REPORT

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

RANK	CARRIER ¹	March 2026			March 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	8,294	29	0.35	8,147	35	0.43
2	ALLEGiant AIR	2,929	11	0.38	2,566	20	0.78
3	SKYWEST AIRLINES	2,981	25	0.84	3,171	34	1.07
4	ALASKA AIRLINES ²	4,331	42	0.97	2,369	30	1.27
5	PSA AIRLINES	894	9	1.01	794	13	1.64
6	REPUBLIC AIRWAYS	1,088	11	1.01	909	11	1.21
7	ENVOY AIR	1,440	17	1.18	1,073	27	2.52
8	SOUTHWEST AIRLINES	18,265	224	1.23	20,153	208	1.03
9	JETBLUE AIRWAYS	2,711	34	1.25	2,265	36	1.59
10	UNITED AIRLINES	8,951	118	1.32	8,268	97	1.17
11	AMERICAN AIRLINES	9,265	123	1.33	7,973	111	1.39
12	SPIRIT AIRLINES	1,703	23	1.35	2,245	29	1.29
13	FRONTIER AIRLINES	4,059	59	1.45	2,854	35	1.23
	TOTAL	66,911	725	1.08	62,787	686	1.09

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 operated by Alaska Airlines.

AIR TRAVEL CONSUMER REPORT

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

RANK	CARRIER ¹	JANUARY - MARCH 2026			JANUARY - MARCH 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	24,226	92	0.38	22,141	110	0.50
2	ALLEGiant AIR	7,401	43	0.58	6,454	52	0.81
3	SKYWEST AIRLINES	8,450	74	0.88	8,347	76	0.91
4	REPUBLIC AIRWAYS	2,608	23	0.88	2,564	32	1.25
5	ENVOY AIR	3,396	34	1.00	2,914	51	1.75
6	SOUTHWEST AIRLINES	50,153	601	1.20	51,389	636	1.24
7	ALASKA AIRLINES ²	12,080	145	1.20	6,520	95	1.46
8	SPIRIT AIRLINES	4,710	57	1.21	5,871	82	1.40
9	UNITED AIRLINES	24,207	293	1.21	23,600	275	1.17
10	AMERICAN AIRLINES	23,905	324	1.36	21,818	329	1.51
11	JETBLUE AIRWAYS	7,301	99	1.36	6,335	110	1.74
12	PSA AIRLINES	2,193	30	1.37	2,264	36	1.59
13	FRONTIER AIRLINES	10,535	162	1.54	8,423	102	1.21
	TOTAL	181,165	1,977	1.09	168,640	1,986	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 operated 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 quarter available 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 carriers 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) passengers fail to comply with ticketing, check-in, or reconfirmation procedures; 3) aircraft of smaller capacity is substituted; and (4) passengers are 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	JANUARY - MARCH 2026				JANUARY - MARCH 2025			
		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	29,271	0	42,118,138	0.00	26,879	0	41,774,943	0.00
	- DELTA AIR LINES	23,157	0	34,539,966	0.00	17,783	0	34,210,277	0.00
	- BRANDED CODESHARE PARTNERS	6,114	0	7,578,172	0.00	9,096	0	7,564,666	0.00
2	ALLEGiant AIR	227	0	4,428,463	0.00	152	0	4,451,306	0.00
3	UNITED AIRLINES NETWORK	11,754	43	37,848,208	0.01	8,754	49	36,439,833	0.01
	- UNITED AIRLINES	6,710	27	29,995,279	0.01	3,353	28	28,501,695	0.01
	- BRANDED CODESHARE PARTNERS	5,044	16	7,852,929	0.02	5,401	21	7,938,138	0.03
4	SOUTHWEST AIRLINES	1,670	64	37,131,159	0.02	4,426	55	36,933,136	0.01
5	JETBLUE AIRWAYS	1,045	62	8,073,749	0.08	1,174	48	7,981,939	0.06
6	ALASKA AIRLINES NETWORK²	5,072	140	12,681,917	0.11	3,129	79	9,786,861	0.08
	- ALASKA AIRLINES	3,246	95	10,365,648	0.09	1,627	35	7,236,219	0.05
	- BRANDED CODESHARE PARTNERS	1,826	45	2,316,269	0.19	1,502	44	2,550,642	0.17
7	AMERICAN AIRLINES NETWORK	20,508	3,294	47,159,805	0.70	14,336	2,906	46,398,815	0.63
	- AMERICAN AIRLINES	11,048	1,492	34,537,039	0.43	6,575	1,429	33,776,791	0.42
	- BRANDED CODESHARE PARTNERS	9,460	1,802	12,622,766	1.43	7,761	1,477	12,622,024	1.17
8	SPIRIT AIRLINES	5,358	537	5,511,523	0.97	2,100	173	8,325,778	0.21
9	FRONTIER AIRLINES	833	1,459	8,108,044	1.80	596	1,462	7,655,614	1.91
	TOTAL	75,738	5,599	203,061,006	0.28	61,546	4,772	199,748,225	0.24

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 operated by Alaska Airlines.

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

AIR TRAVEL CONSUMER REPORT

PASSENGERS DENIED BOARDING BY REPORTING OPERATING U.S. AIRLINES

RANK	CARRIER ¹	JANUARY - MARCH 2026				JANUARY - MARCH 2025			
		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	23,157	0	34,539,966	0.00	17,783	0	34,210,277	0.00
2	ALLEGiant AIR	227	0	4,428,463	0.00	152	0	4,451,306	0.00
3	UNITED AIRLINES	6,710	27	29,995,279	0.01	3,353	28	28,501,695	0.01
4	SOUTHWEST AIRLINES	1,670	64	37,131,159	0.02	4,426	55	36,933,136	0.01
5	JETBLUE AIRWAYS	1,045	62	8,073,749	0.08	1,174	48	7,981,939	0.06
6	ALASKA AIRLINES ²	3,246	95	10,365,648	0.09	1,627	35	7,236,219	0.05
7	SKYWEST AIRLINES	8,292	364	9,878,316	0.37	8,810	221	9,875,428	0.22
8	AMERICAN AIRLINES	11,048	1,492	34,537,039	0.43	6,575	1,429	33,776,791	0.42
9	REPUBLIC AIRWAYS	2,321	260	4,689,414	0.55	2,845	237	4,618,746	0.51
10	ENVOY AIR	1,420	294	4,254,439	0.69	1,483	296	3,993,601	0.74
11	SPIRIT AIRLINES	5,358	537	5,511,523	0.97	2,100	173	8,325,778	0.21
12	PSA AIRLINES	1,689	404	2,964,293	1.36	1,483	333	3,260,174	1.02
13	FRONTIER AIRLINES	833	1,459	8,108,044	1.80	596	1,462	7,655,614	1.91
	TOTAL	67,016	5,058	194,477,332	0.26	52,407	4,317	190,820,704	0.23

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 operated by Alaska Airlines.

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

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

	MARCH 2026			MARCH 2025		
	COMPLAINTS	COMPLIMENTS	COMMENTS	MARCH	COMPLIMENTS	COMMENTS
U.S. Airlines	6,024	3	63	-	-	-
Foreign Airlines	2,130	2	12	-	-	-
Travel Agents	417	0	3	-	-	-
INDUSTRY TOTALS	8,571	5	78	-	-	-

TABLE 1 (YTD)

CONSUMER COMPLAINT CASES, COMPLIMENTS, AND COMMENTS: SUMMARY

	JANUARY - MARCH 2026			JANUARY - MARCH 2025		
	COMPLAINTS	COMPLIMENTS	COMMENTS	MARCH	COMPLIMENTS	COMMENTS
U.S. Airlines	15,747	11	151	-	-	-
Foreign Airlines	5,957	9	42	-	-	-
Travel Agents	956	3	9	-	-	-
INDUSTRY TOTALS	22,660	23	202	-	-	-

AIR TRAVEL CONSUMER REPORT

CONSUMER COMPLAINT CASES: CATEGORIES¹

TABLE 2

COMPLAINT CATEGORY		MARCH 2026			MARCH 2025		
		RANKING	COMPLAINTS ²	SUB-CATEGORY	RANKING	COMPLAINTS ²	SUB-CATEGORY
Refund		1	2,908		-	-	-
Flight Schedule		2	1,785		-	-	-
	Cancellation			727	-	-	-
	Delay			530	-	-	-
	Misconnection			166	-	-	-
	Tarmac Delays			131	-	-	-
	Other Flight Schedule			231	-	-	-
Baggage/Luggage		3	1,100		-	-	-
Reservations/Tktg/Brdg		4	717	717	-	-	-
Customer Service		5	473	473	-	-	-
	Family Seating			36	-	-	-
	Other Customer			437	-	-	-
Other		6	472		-	-	-
	Frequent Flyer			37	-	-	-
	Other			435	-	-	-
Bumping/Oversales		7	388		-	-	-
Fees/Fares		8	355		-	-	-
Disability		9	236		-	-	-
Advertising		10	73		-	-	-
Discrimination		11	49		-	-	-
Animals/Pets ³		12	15		-	-	-
COMPLAINT TOTAL			8,571		-	-	-

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

CONSUMER COMPLAINT CASES: CATEGORIES¹

TABLE 2 YTD

COMPLAINT CATEGORY		JANUARY - MARCH 2026			JANUARY - MARCH 2025		
		RANKING	COMPLAINTS ²	SUB-CATEGORY	RANKING	COMPLAINTS ²	SUB-CATEGORY
Refund		1	6,498		-	-	-
Flight Schedule		2	5,537		-	-	-
	Cancellation			2,358	-	-	-
	Delay			1,616	-	-	-
	Misconnection			576	-	-	-
	Tarmac Delays			271	-	-	-
	Other Flight Schedule			716	-	-	-
Baggage/Luggage		3	3,492		-	-	-
Reservations/Tktg/Brdg		4	1,783		-	-	-
Customer Service		5	1,236		-	-	-
	Family Seating			71	-	-	-
	Other Customer Service			1165	-	-	-
Other		6	1,136		-	-	-
	Frequent Flyer			98	-	-	-
	Other			1,165	-	-	-
Bumping/Oversales		7	930		-	-	-
Disability		8	834		-	-	-
Fees/Fares		9	799		-	-	-
Discrimination		10	189		-	-	-
Advertising		11	181		-	-	-
Animals/Pets ³		12	45		-	-	-
COMPLAINT TOTAL			22,660		-	-	-

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. AIRLINES¹

March 2026

U.S. AIRLINE ²	FLIGHT PRBLMS.	DENIED BRDG.	RESV. TKTG. BRDG.	FEES FARES	REFUNDS	BAGGAGE	CUST. SVC.	DISAB.	ADVERT.	DISCRIM.	ANIMALS	OTHER	TOTAL
American Airlines	425	76	114	47	622	185	86	46	9	12	1	93	1,716
Alaska Airlines ³	38	14	21	4	47	36	21	10	1	2	1	23	218
Allegiant Air	20	1	9	3	16	9	8	7	2	2	1	6	84
Avelo Airlines	6	0	4	4	24	4	2	3	1	1	0	4	53
Breeze Airways	12	2	3	3	11	19	4	5	0	0	0	2	61
Contour Airlines	2	1	0	0	1	1	0	0	0	0	0	0	5
Delta Air Lines	269	39	71	30	210	199	60	26	13	5	2	75	999
Frontier Airlines	178	74	69	25	208	106	43	16	10	3	0	40	772
JetBlue	94	11	22	9	106	35	22	9	5	0	1	19	333
Southwest Airlines	54	13	21	8	51	32	39	26	3	5	1	15	268
Sun Country Airlines	9	4	1	2	1	5	1	2	1	0	0	1	27
Spirit Airlines	226	33	42	21	189	27	40	8	4	2	2	30	624
United Airlines	200	25	67	24	272	92	65	37	6	10	1	56	855
Other U.S. Airline	2	0	1	1	2	1	0	0	0	0	0	2	9
TOTAL March 2026	1,535	293	445	181	1,760	751	391	195	55	42	10	366	6,024
% of TOTAL COMPLAINTS	25.5%	4.9%	7.4%	3.0%	29.2%	12.5%	6.5%	3.2%	0.9%	0.7%	0.2%	6.1%	100%
TOTAL March 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%

¹ Most 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.

² 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 U.S. Airline.”

³ On October 29, 2025, the FAA issued a Single Operating Certificate to Alaska Airlines and Hawaiian Airlines. Because they now operate under a single certificate and Alaska Airlines is ultimately responsible for the operations, all consumer complaint data for Hawaiian Airlines is combined with and attributed to Alaska Airlines.

AIR TRAVEL CONSUMER REPORT

TABLE 3 YTD

CONSUMER COMPLAINT CASES: U.S. AIRLINES¹

January - March 2026

U.S. AIRLINE ²	FLIGHT PRBLMS.	DENIED BRDG.	RESV. TKTG. BRDG.	FEES FARES	REFUNDS	BAGGAGE	CUST. SVC.	DISAB.	ADVERT.	DISCRIM.	ANIMALS	OTHER	TOTAL
American Airlines	1,599	182	269	120	1,438	614	246	183	18	39	4	246	4,958
Alaska Airlines ³	141	28	57	16	114	80	57	32	4	8	6	48	591
Allegiant Air	54	5	16	4	32	18	20	25	2	3	3	10	192
Avelo Airlines	32	0	10	8	81	12	6	5	1	1	0	10	166
Breeze Airways	30	5	8	5	25	36	11	7	0	0	0	5	132
Contour Airlines	6	1	0	1	4	5	0	0	0	1	0	0	18
Delta Air Lines	646	96	177	64	440	474	129	91	24	24	4	151	2,320
Frontier Airlines	482	145	168	67	474	341	104	64	36	22	1	110	2,014
JetBlue	340	22	61	36	240	108	65	51	10	7	1	54	995
Southwest Airlines	97	17	47	21	100	81	87	60	16	16	4	46	592
Sun Country Airlines	26	5	1	4	8	14	4	6	1	1	1	3	74
Spirit Airlines	495	51	97	48	368	110	71	32	7	11	3	63	1,356
Southern Airways Express	0	0	1	0	2	0	2	0	0	0	0	0	5
United Airlines	551	77	186	89	633	320	170	104	12	26	5	136	2,309
Other U.S. Airline	6	0	0	1	7	4	3	0	1	0	0	3	25
TOTAL Jan - Mar 2026	4,505	634	1,098	484	3,966	2,217	975	660	132	159	32	885	15,747
% of TOTAL COMPLAINTS	28.6%	4.0%	7.0%	3.1%	25.2%	14.1%	6.2%	4.2%	0.8%	1.0%	0.2%	5.6%	100%
TOTAL Jan - Mar 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%

¹ Most 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.

² 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 U.S. Airline.”

³ On October 29, 2025, the FAA issued a Single Operating Certificate to Alaska Airlines and Hawaiian Airlines. Because they now operate under a single certificate and Alaska Airlines is ultimately responsible for the operations, all consumer complaint data for Hawaiian Airlines is combined with and attributed to Alaska Airlines.

AIR TRAVEL CONSUMER REPORT

TABLE 4

CONSUMER COMPLAINT CASES: FOREIGN AIRLINES¹

March 2026

FOREIGN AIRLINES	FLIGHT PRBLMS.	DENIED BRDG.	RESV. TKTG. BRDG.	FEES FARES	REFUNDS	BAGGAGE	CUST. SVC.	DISAB.	ADVERT.	DISCRIM.	ANIMALS	OTHER	TOTAL
Asiana Airlines	2	0	0	0	2	0	0	0	0	1	0	1	6
Air Canada	12	3	8	3	17	11	4	1	1	0	0	3	63
Avianca	13	3	13	4	36	17	2	2	1	1	0	2	94
Air France	12	2	13	5	35	42	7	5	0	0	0	7	128
Air India Ltd	6	8	4	3	14	12	2	0	0	0	0	2	51
Aer Lingus	0	2	2	3	16	3	0	0	0	0	0	1	27
Aeromexico	4	5	3	2	15	4	3	0	0	0	0	2	38
All Nippon Airways	0	1	3	0	6	1	0	0	0	0	0	0	11
Arajet Airline	4	1	3	1	9	6	0	0	0	0	0	0	24
Arkia Israel	0	0	0	1	3	2	0	0	1	0	0	0	7
British Airways	3	1	3	4	21	4	2	3	0	0	0	4	45
Brussels Airlines	1	0	1	1	1	1	0	0	0	0	0	0	5
Copa Airlines	1	1	7	1	6	5	2	0	1	0	0	3	27
Condor	1	0	1	0	3	1	0	0	0	0	0	0	6
Cathay Pacific Airways	1	0	2	1	13	5	1	0	0	0	0	2	25
Discover Airlines	1	0	0	1	2	2	0	0	0	0	0	0	6
Egyptair	1	0	1	0	2	4	0	0	0	1	0	2	11
El Al Israel	4	1	1	1	7	1	0	1	0	1	0	1	18
EVA Airways	0	0	1	0	3	8	0	1	0	0	0	1	14
Etihad Airways	6	4	13	2	30	7	3	0	0	0	0	7	72
Ethiopian Airlines	1	3	1	0	6	1	0	0	0	0	0	2	14
Emirates	4	1	3	1	29	4	3	0	0	0	0	3	48
Fiji Airways	1	1	3	0	2	0	0	0	0	0	0	0	7
FRENCH BEE	1	1	1	0	14	0	0	0	0	1	0	0	18
Flair Airlines	0	0	2	3	0	0	0	0	0	0	0	0	5
Gulf Air	1	1	1	0	2	0	0	0	0	0	0	0	5
Iberia Airlines	10	5	6	2	20	5	3	0	0	1	0	4	56
Icelandair	4	1	5	1	5	3	4	0	0	0	0	2	25
ITA Airways	5	3	6	1	13	3	0	1	0	0	0	1	33
Japan Airlines	3	0	3	1	6	2	2	0	0	0	0	0	17
Korean Air	0	0	4	1	0	2	1	1	0	0	0	1	10
Kuwait Airways	4	0	0	0	4	1	0	0	0	0	0	1	10

KLM	6	1	4	1	16	18	4	2	2	0	0	3	57
Lufthansa	11	1	16	5	33	25	3	3	1	1	2	7	108
LOT Polish Airlines	6	0	1	0	6	2	0	0	0	0	1	0	16
Level	1	0	2	0	8	6	2	0	0	0	0	1	20
LATAM Airlines	5	2	3	2	14	3	0	1	0	0	0	2	32
Norse Atlantic Airways	15	5	4	0	28	0	1	0	0	0	0	3	56
Philippine Airlines	2	1	1	0	4	4	4	1	0	0	0	2	19
Qantas	0	1	0	0	7	0	1	1	1	0	0	1	12
Qatar Airways	24	3	13	7	95	18	5	2	0	0	0	3	170
Royal Jordanian	2	0	0	1	31	0	0	0	0	0	0	1	35
Royal Air Maroc	0	0	1	0	7	7	0	0	0	0	0	0	15
Singapore Airlines	0	0	0	1	3	4	0	0	0	0	0	0	8
Sas	0	1	2	0	5	11	0	0	0	0	0	0	19
Saudi Arabian Airlines	3	0	4	0	11	5	0	0	0	0	0	0	23
Swiss	4	0	5	0	10	2	1	0	0	0	1	0	23
STARLUX AIRLINES	1	0	1	0	0	2	3	0	0	0	0	0	7
Turkish Airlines	16	2	26	7	100	47	6	6	0	0	1	6	217
TAP Air Portugal	2	0	2	0	14	1	1	3	0	0	0	1	24
Virgin Atlantic Airways	1	0	2	0	7	1	2	2	0	0	0	2	17
Volaris Airline	9	23	8	77	65	7	2	2	2	0	0	3	198
VivaAerobus	3	3	0	0	11	4	1	0	0	0	0	1	23
ZIPAIR	0	0	1	0	4	0	0	2	0	0	0	0	7
Other Foreign Airline	17	0	9	5	33	23	4	1	1	0	0	5	98
TOTALS	234	91	219	149	854	347	79	41	11	7	5	93	2,130

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 4

CONSUMER COMPLAINT CASES: TRAVEL AGENTS¹

March 2026

TRAVEL AGENTS	FLIGHT PRBLMS.	DENIED BRDG.	RESV. TKTG. BRDG.	FEES FARES	REFUNDS	BAGGAGE	CUST. SVC.	DISAB.	ADVERT.	DISCRIM.	ANIMALS	OTHER	TOTAL
American Express	0	0	3	2	1	0	0	0	0	0	0	0	6
ASAP Tickets	1	0	4	0	11	0	1	0	1	0	0	0	18
BudgetAir	0	0	4	1	7	0	0	0	0	0	0	1	13
Booking.com	0	0	5	0	22	0	0	0	0	0	0	2	29
Bestticketfare.com	0	0	1	1	2	0	0	0	1	0	0	0	5
Capital One	0	0	3	0	13	0	1	0	1	0	0	0	18
CheapOair	0	0	3	0	6	0	0	0	0	0	0	0	9
Expedia	3	0	4	4	53	1	0	0	0	0	0	3	68
eDreams	1	0	1	0	5	0	0	0	0	0	0	0	7
Flighthub	0	1	1	1	11	0	0	0	0	0	0	0	14
Flight Network	1	0	0	0	6	0	0	0	0	0	0	0	7
Gotogate	0	0	0	0	5	0	0	0	0	0	0	0	5
Indian Eagle	1	0	0	2	3	0	1	0	0	0	0	0	7
Justfly	0	0	0	2	39	0	0	0	1	0	0	2	44
Kiwi.com	3	0	0	0	12	0	0	0	2	0	0	0	17
Ojo	0	0	1	0	10	0	0	0	0	0	0	1	12
Priceline.com	1	0	3	0	13	1	0	0	0	0	0	1	19
SkyLux Travel	0	0	1	0	4	0	0	0	0	0	0	0	5
Trip.com	0	0	4	0	13	0	0	0	0	0	0	0	17
Other Travel Agent	5	3	15	12	58	0	0	0	1	0	0	3	97
TOTALS	16	4	53	25	294	2	3	0	7	0	0	13	417

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.”

AIR TRAVEL CONSUMER REPORT

TABLE 4 YTD

CONSUMER COMPLAINT CASES: FOREIGN AIRLINES¹ January - March 2026

FOREIGN AIRLINES	FLIGHT PRBLMS.	DENIED BRDG.	RESV. TKTG. BRDG.	FEES FARES	REFUNDS	BAGGAGE	CUST. SVC.	DISAB.	ADVERT.	DISCRIM.	ANIMALS	OTHER	TOTAL
Air New Zealand	2	1	0	1	2	2	1	0	0	0	0	0	9
Austrian	3	0	0	0	3	6	0	1	0	0	1	2	16
Asiana Airlines	7	1	2	2	3	3	0	0	0	1	0	1	20
Air Canada	46	5	20	5	48	34	11	1	2	0	0	7	179
Air China	0	0	2	1	3	4	0	0	0	0	0	0	10
Avianca	55	6	32	16	97	53	9	8	5	2	1	7	291
Air France	65	9	32	11	92	170	10	14	1	1	1	16	422
Air India Ltd	23	16	14	3	42	29	9	1	1	0	0	8	146
Aer Lingus	3	4	3	3	34	17	0	1	0	0	0	4	69
Air Tahiti Nui	1	0	0	1	5	2	1	1	1	0	0	1	13
Aeromexico	16	16	11	5	57	22	8	2	1	1	0	4	143
Aerolineas Argentinas	1	0	1	0	4	2	1	0	0	1	0	0	10
All Nippon Airways	2	1	5	0	14	8	1	0	0	0	0	2	33
Air Serbia	1	0	1	0	2	4	0	0	0	0	0	0	8
Azul Brazilian Airlines	5	0	1	1	2	2	0	1	0	0	0	0	12
Air Premia Inc.	1	0	4	0	4	5	2	0	0	0	0	0	16
Arajjet Airline	12	3	9	2	27	18	0	0	0	0	0	1	72
Arkia Israel	1	0	0	1	5	5	0	0	1	0	0	0	13
British Airways	11	2	12	7	54	25	5	8	0	1	1	7	133
Brussels Airlines	5	0	1	1	1	1	0	0	0	1	0	0	10
Boliviana de Aviación	2	0	0	0	3	2	0	0	0	0	0	0	7
China Airlines	3	0	2	1	8	4	0	0	0	0	0	0	18
Copa Airlines	20	12	15	2	20	22	5	3	1	1	0	5	106
Condor	2	0	2	0	7	1	0	0	1	0	0	0	13
Caribbean Airlines	1	0	0	0	3	3	0	0	0	0	0	0	7
China Eastern Airlines	1	0	2	0	2	2	1	0	0	0	0	1	9
Cathay Pacific Airways	10	0	12	3	24	22	5	1	2	0	0	2	81
Discover Airlines	3	0	1	1	2	2	0	0	0	0	0	2	11
Egyptair	12	1	3	0	13	15	0	2	0	2	0	3	51
El Al Israel	15	1	1	4	9	5	2	2	0	2	0	1	42
EVA Airways	1	0	4	0	9	11	2	1	1	0	0	1	30
Etihad Airways	34	12	21	2	63	30	13	6	1	0	0	13	195
Ethiopian Airlines	5	8	3	1	16	18	2	1	0	0	0	3	57
Emirates	10	3	7	5	42	13	9	4	0	0	0	4	97
Finnair	4	0	3	0	4	6	1	0	0	0	0	2	20
Fiji Airways	4	1	4	0	4	2	0	1	0	0	0	0	16
FRENCH BEE	2	3	6	0	26	2	0	1	0	2	0	1	43
Flair Airlines	0	0	2	3	1	0	0	2	0	0	0	0	8
Gulf Air	1	1	1	0	3	1	1	0	0	0	0	2	10

Hainan Airlines	0	0	1	0	4	2	0	1	0	0	0	0	8
HiSky	5	0	0	0	0	0	0	0	0	0	0	0	5
Iberia Airlines	41	10	19	5	47	33	5	1	1	1	0	5	168
Icelandair	10	3	13	3	10	15	5	0	0	0	0	5	64
ITA Airways	12	6	7	4	28	18	0	2	0	0	0	5	82
Indigo Airlines	0	0	2	0	5	5	0	0	0	0	0	0	12
Japan Airlines	11	1	8	1	11	4	4	1	0	1	0	0	42
Korean Air	4	0	4	2	4	3	2	5	0	0	0	2	26
Kuwait Airways	6	0	1	1	7	6	2	0	0	0	0	2	25
KLM	21	2	10	3	46	54	6	6	2	0	0	4	154
Kenya Airways	2	0	0	0	1	6	0	0	0	0	0	0	9
Lufthansa	32	2	33	12	96	86	13	11	2	2	3	13	305
LOT Polish Airlines	15	2	1	0	14	3	2	1	0	0	1	1	40
LATAM Airlines	11	0	6	0	7	12	3	3	0	0	0	1	43
Level	7	3	6	1	35	10	5	1	0	0	0	1	69
LATAM Airlines Peru	2	0	3	1	0	1	1	0	0	0	0	0	8
LATAM Airlines	10	4	8	2	33	7	1	2	0	0	0	3	70
Norse Atlantic Airways	65	10	6	2	88	3	5	4	0	0	0	11	194
Philippine Airlines	4	1	5	0	6	20	6	2	0	0	0	3	47
Porter Airlines	2	0	1	1	2	1	0	0	0	0	0	0	7
Qantas	1	1	1	0	18	1	2	2	1	0	0	1	28
Qatar Airways	78	23	37	12	144	78	25	14	2	3	1	16	433
Ryanair	1	0	0	2	1	0	0	0	0	0	0	2	6
Royal Jordanian	3	0	0	1	37	7	0	0	0	0	0	1	49
Royal Air Maroc	6	5	2	1	13	40	0	1	0	0	0	0	68
Singapore Airlines	3	0	2	3	8	14	2	0	1	1	0	2	36
Sas	13	2	4	1	15	22	6	4	0	0	0	1	68
Saudi Arabian Airlines	7	1	8	0	24	17	2	0	0	0	0	0	59
Swiss	18	0	7	1	19	9	3	3	0	0	1	2	63
STARLUX AIRLINES	1	0	5	1	2	9	3	1	0	0	0	1	23
Turkish Airlines	71	12	47	17	187	130	25	28	1	3	2	16	539
TAP Air Portugal	3	0	3	3	25	5	3	3	0	1	0	4	50
Virgin Atlantic Airways	10	0	4	1	15	6	5	4	0	0	0	3	48
Volaris Airline	44	87	31	88	147	29	7	8	4	2	1	6	454
VivaAerobus	13	6	2	2	28	15	2	1	0	0	0	1	70
WestJet	5	1	0	0	2	2	1	0	0	0	0	1	12
ZIPAIR	1	0	4	1	13	1	1	2	2	0	0	0	25
Other Foreign Airline	21	1	13	4	35	18	2	1	0	1	0	6	102
TOTALS	949	289	543	258	1,935	1,265	248	174	34	30	13	219	5,957

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 YTD

CONSUMER COMPLAINT CASES: TRAVEL AGENTS¹ January - March 2026

TRAVEL AGENTS	FLIGHT PRBLMS.	DENIED BRDG.	RESV. TKTG. BRDG.	FEES FARES	REFUNDS	BAGGAGE	CUST. SVC.	DISAB.	ADVERT.	DISCRIM.	ANIMALS	OTHER	TOTAL
American Express	0	1	4	2	5	0	2	0	0	0	0	0	14
ASAP Tickets	3	0	8	3	23	1	1	0	1	0	0	0	40
Adam Vacations	0	0	2	0	4	0	0	0	0	0	0	0	6
BudgetAir	0	0	4	1	12	0	0	0	0	0	0	1	18
Booking.com	5	1	14	1	44	1	0	0	0	0	0	4	70
Bestticketfare.com	0	0	3	1	5	0	0	0	2	0	0	0	11
Chase Travel	4	0	7	1	6	0	0	0	0	0	0	0	18
Capital One	3	0	6	1	24	1	2	0	1	0	0	0	38
CheapOair	4	0	3	1	17	0	0	0	1	0	0	0	26
Cheapflightsfares	1	0	2	0	6	0	0	0	0	0	0	0	9
Cheap flight Buddy	1	1	2	2	1	0	0	0	0	0	0	0	7
Expedia	21	0	20	6	111	1	1	0	2	0	0	8	170
eDreams	4	0	2	0	11	2	0	0	0	0	0	0	19
Flighthub	1	1	1	2	14	1	1	0	0	0	0	0	21
Flight Network	1	0	0	0	8	0	0	0	0	0	0	0	9
Gotogate	0	0	3	0	15	0	0	0	0	0	0	1	19
Hopper	0	0	1	1	4	0	0	0	0	0	0	0	6
Indian Eagle	2	0	0	2	4	0	1	0	0	0	0	0	9
Justfly	6	1	5	6	57	1	0	0	1	0	0	6	83
Justairticket	1	0	2	1	1	0	0	0	0	0	0	0	5
Kiwi.com	4	0	1	2	39	0	0	0	2	0	0	0	48
Makemytrip	3	0	1	0	4	0	0	0	0	0	0	0	8
Mytrip.Com	0	0	1	1	7	0	0	0	0	0	0	1	10
Orbitz.Com	2	0	4	0	5	1	0	0	0	0	0	1	13
Oojo	1	0	2	0	16	0	0	0	0	0	0	1	20
Priceline.com	2	0	7	3	40	1	2	0	0	0	0	1	56
SkyLux Travel	0	0	1	1	6	0	0	0	0	0	0	0	8
Southwest Vacations	0	1	1	0	2	0	0	0	0	0	0	1	5
Smartfares.Com	0	0	1	1	3	0	0	0	1	0	0	0	6
Travelocity.Com	1	0	1	0	8	0	0	0	0	0	0	0	10
Trip.com	3	0	5	1	21	0	0	0	2	0	0	1	33
Tarifasodeal	0	0	2	2	1	0	0	0	0	0	0	1	6
Travoport	1	0	0	0	4	0	0	0	0	0	0	0	5
Other Travel Agent	9	1	26	15	69	0	3	0	2	0	0	5	130
TOTALS	83	7	142	57	597	10	13	0	15	0	0	32	956

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

MARCH 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		2	



U.S. Department of Homeland Security, Transportation Security Administration Customer Experience Report for March 2026 ^a

The Transportation Security Administration (TSA) screened approximately 74.7 million passengers at screening checkpoints and 39.2 million checked bags at baggage screening locations in March 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 March 2026, TSA received 16,180 complaints (i.e. a description of a negative experience) from the public via phone or email (or 21.7 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
549	0.8	602	0.9	13,338	17.9	184	0.3

Civil Rights		Other TSA-related		Non-TSA related, Airline		Non-TSA related, All Others	
Number of Complaints	Complaints per 100,000 Passengers ^c	Number of Complaints	Complaints per 100,000 Passengers ^c	Number of Complaints	Complaints per 100,000 Passengers ^c	Number of Complaints	Complaints per 100,000 Passengers ^c
525	0.8	299	0.5	192	0.3	491	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
209 ^d	234	0.0006

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>