



Air Travel Consumer Report

A Product Of
THE OFFICE OF AVIATION CONSUMER PROTECTION

Issued: July 2026



Flight Delays¹	May 2026
Mishandled Baggage, Wheelchairs, and Scooters¹	May 2026
Oversales¹	1 st Quarter 2026
Consumer Complaints² (Includes Disability and Discrimination Complaints)	May 2026
Airline Animal Incident Reports⁴	May 2026
Customer Service Reports to the Dept. of Homeland Security³	May 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

MAY 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

MAY 2026

	AT ALL US AIRPORTS		
CARRIER ¹	NUMBER OF AIRPORTS REPORTED	PERCENT OF ON-TIME ARRIVALS	RANK
DELTA AIR LINES NETWORK	211	81.2	1
- DELTA AIR LINES	140	81.0	
- BRANDED CODESHARE PARTNERS	186	81.4	
ALASKA AIRLINES NETWORK²	107	81.1	2
- ALASKA AIRLINES	85	82.4	
- BRANDED CODESHARE PARTNERS	59	78.5	
JETBLUE AIRWAYS	64	81.0	3
UNITED AIRLINES NETWORK	234	78.7	4
- UNITED AIRLINES	130	79.5	
- BRANDED CODESHARE PARTNERS	215	77.8	
AMERICAN AIRLINES NETWORK	229	77.6	5
- AMERICAN AIRLINES	128	75.1	
- BRANDED CODESHARE PARTNERS	213	80.0	
FRONTIER AIRLINES	79	76.1	6
ALLEGiant AIR	125	72.7	7
SOUTHWEST AIRLINES	108	71.9	8
SPIRIT AIRLINES	40	58.8	9
TOTAL AIRPORTS SERVED	364	77.8	

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

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

MAY 2026

	AT ALL US AIRPORTS		
CARRIER ¹	NUMBER OF AIRPORTS REPORTED	PERCENT OF ON-TIME ARRIVALS	RANK
REPUBLIC AIRWAYS	81	83.0	1
ALASKA AIRLINES ²	85	82.4	2
ENVOY AIR	159	81.4	3
JETBLUE AIRWAYS	64	81.0	4
DELTA AIR LINES	140	81.0	5
UNITED AIRLINES	130	79.5	6
SKYWEST AIRLINES	249	79.2	7
FRONTIER AIRLINES	79	76.1	8
AMERICAN AIRLINES	128	75.1	9
PSA AIRLINES	104	75.0	10
ALLEGiant AIR	125	72.7	11
SOUTHWEST AIRLINES	108	71.9	12
SPIRIT AIRLINES	40	58.8	13
TOTAL AIRPORTS SERVED	347	77.6	

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

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

MAY 2026

CARRIER ¹	Jan 26		Feb 26		Mar 26		Apr 26		May 26		Year-to-date (YTD)	
	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank
ALASKA AIRLINES NETWORK²	77.9	2	82.4	1	78.9	1	83.7	1	81.1	2	80.8	1
- ALASKA AIRLINES	77.1		81.7		76.4		83.7		82.4		80.2	
- BRANDED CODESHARE PARTNERS	79.5		83.8		84.2		83.7		78.5		81.8	
ALLEGiant AIR	73.9	5	77.2	5	70.8	6	75.6	6	72.7	7	73.8	6
AMERICAN AIRLINES NETWORK	70.8	6	76.1	7	72.6	5	78.4	4	77.6	5	75.2	5
- AMERICAN AIRLINES	69.1		77.0		72.8		76.8		75.1		74.2	
- BRANDED CODESHARE PARTNERS	72.3		75.2		72.4		79.9		80.0		76.1	
DELTA AIR LINES NETWORK	75.7	4	80.0	4	74.9	3	83.1	2	81.2	1	79.0	2
- DELTA AIR LINES	76.9		81.4		76.8		84.1		81.0		80.1	
- BRANDED CODESHARE PARTNERS	73.6		77.7		71.9		81.4		81.4		77.3	
FRONTIER AIRLINES	69.4	7	77.2	6	67.8	8	73.1	8	76.1	6	72.6	7
JETBLUE AIRWAYS	63.7	9	62.3	9	68.3	7	75.6	7	81.0	3	70.5	8
SOUTHWEST AIRLINES	82.4	1	80.8	3	73.0	4	77.3	5	71.9	8	76.8	4
SPIRIT AIRLINES	66.6	8	62.8	8	48.4	9	63.0	9	58.8	9	59.8	9
UNITED AIRLINES NETWORK	77.3	3	81.3	2	75.6	2	79.3	3	78.7	4	78.4	3
- UNITED AIRLINES	80.0		82.7		77.6		81.9		79.5		80.3	
- BRANDED CODESHARE PARTNERS	74.2		79.5		73.2		76.3		77.8		76.2	
TOTAL	75.3		78.5		73.4		79.2		77.8		76.8	

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

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

MAY 2026

ARRIVAL AIRPORT																
CARRIER ¹	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 NETWORK²	110	88.2	260	76.9	113	78.8	225	83.1	77	84.4	0	0.0	186	83.9	334	87.1
- ALASKA AIRLINES	110	88.2	155	84.5	113	78.8	225	83.1	77	84.4	0	0.0	186	83.9	255	88.6
- BRANDED CODESHARE PARTNERS	0	0.0	105	65.7	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	79	82.3
ALLEGiant AIR	0	0.0	55	83.6	194	73.7	52	96.2	0	0.0	0	0.0	0	0.0	31	71.0
AMERICAN AIRLINES NETWORK	1234	69.9	1245	70.1	1696	73.2	2657	76.5	448	78.3	18581	84.3	7768	74.8	917	72.5
- AMERICAN AIRLINES	646	64.2	1076	69.1	852	68.0	1579	72.1	299	77.6	10097	84.4	2235	76.6	798	71.1
- BRANDED CODESHARE PARTNERS	588	76.0	169	76.3	844	78.4	1078	82.9	149	79.9	8484	84.1	5533	74.1	119	82.4
DELTA AIR LINES NETWORK	25086	82.1	1784	77.2	1390	76.8	4545	82.2	577	78.3	893	81.5	1733	74.0	1131	80.8
- DELTA AIR LINES	21322	82.9	1209	74.3	913	78.1	2394	82.0	491	77.4	495	82.8	836	76.2	1051	81.0
- BRANDED CODESHARE PARTNERS	3764	77.6	575	83.3	477	74.4	2151	82.4	86	83.7	398	79.9	897	71.9	80	78.8
FRONTIER AIRLINES	2018	66.7	122	76.2	64	75.0	100	81.0	339	75.8	294	81.6	85	81.2	1972	80.8
JETBLUE AIRWAYS	233	65.7	87	64.4	130	74.6	3248	79.0	0	0.0	0	0.0	553	75.2	98	73.5
SOUTHWEST AIRLINES	1330	65.5	3382	69.4	5731	69.7	647	64.0	6328	80.3	273	70.3	1350	65.9	7398	71.7
SPIRIT AIRLINES	18	55.6	1	0.0	4	50.0	6	100.0	8	100.0	9	88.9	0	0.0	0	0.0
UNITED AIRLINES NETWORK	737	76.1	1006	76.9	817	75.0	1222	80.4	392	80.9	499	77.2	925	70.6	15521	84.0
- UNITED AIRLINES	691	75.3	961	76.3	678	74.0	1208	80.5	371	81.1	205	72.2	631	73.5	9432	84.8
- BRANDED CODESHARE PARTNERS	46	89.1	45	91.1	139	79.9	14	78.6	21	76.2	294	80.6	294	64.3	6089	82.6
TOTAL	30,766	79.6	7,942	72.6	10,139	72.0	12,702	79.2	8,169	80.0	20,549	83.8	12,600	73.6	27,402	79.9

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

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: 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)

MAY 2026

ARRIVAL AIRPORT																
CARRIER ¹	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 NETWORK²	265	80.0	62	88.7	279	90.0	43	93.0	120	88.3	108	88.9	351	81.5	864	78.0
- ALASKA AIRLINES	265	80.0	62	88.7	279	90.0	43	93.0	120	88.3	108	88.9	351	81.5	641	81.7
- BRANDED CODESHARE PARTNERS	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	223	67.3
ALLEGiant AIR	0	0.0	0	0.0	35	94.3	417	45.6	48	85.4	0	0.0	0	0.0	569	72.4
AMERICAN AIRLINES NETWORK	24149	74.3	902	81.2	637	75.5	729	72.8	229	78.6	1021	65.8	2089	79.9	1345	73.9
- AMERICAN AIRLINES	14715	72.5	438	79.2	597	74.2	729	72.8	162	74.1	698	65.8	1378	76.3	1310	73.4
- BRANDED CODESHARE PARTNERS	9434	77.0	464	83.0	40	95.0	0	0.0	67	89.6	323	65.9	711	87.1	35	94.3
DELTA AIR LINES NETWORK	980	71.9	9698	82.9	800	82.5	1141	77.2	510	81.2	768	73.0	5113	81.8	1475	73.9
- DELTA AIR LINES	980	71.9	5437	82.9	571	82.8	1141	77.2	299	80.9	767	73.0	2720	82.3	1382	73.0
- BRANDED CODESHARE PARTNERS	0	0.0	4261	83.0	229	81.7	0	0.0	211	81.5	1	100.0	2393	81.2	93	87.1
FRONTIER AIRLINES	1072	76.2	268	72.8	124	79.8	374	73.0	167	77.8	564	72.5	31	77.4	1162	72.6
JETBLUE AIRWAYS	31	80.6	97	60.8	413	82.3	1977	79.6	0	0.0	53	66.0	2863	85.2	382	81.2
SOUTHWEST AIRLINES	0	0.0	400	59.8	0	0.0	954	66.6	93	53.8	0	0.0	0	0.0	7611	75.7
SPIRIT AIRLINES	15	46.7	14	35.7	21	71.4	49	65.3	0	0.0	16	6.3	0	0.0	17	47.1
UNITED AIRLINES NETWORK	939	72.7	658	80.5	8809	87.5	744	84.8	7158	85.1	12118	78.9	0	0.0	1296	79.4
- UNITED AIRLINES	903	72.2	202	77.2	5768	86.9	744	84.8	3546	86.7	6419	79.8	0	0.0	1291	79.3
- BRANDED CODESHARE PARTNERS	36	86.1	456	82.0	3041	88.7	0	0.0	3612	83.6	5699	77.9	0	0.0	5	100.0
TOTAL	27,451	74.3	12,099	81.5	11,118	86.3	6,428	74.5	8,325	84.2	14,648	77.4	10,447	82.3	14,721	75.5

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

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: 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)

MAY 2026

ARRIVAL AIRPORT																
CARRIER ¹	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 NETWORK²	1359	80.2	0	0.0	197	82.7	0	0.0	31	96.8	107	94.4	304	80.6	81	80.2
- ALASKA AIRLINES	1027	77.4	0	0.0	197	82.7	0	0.0	31	96.8	107	94.4	304	80.6	81	80.2
- BRANDED CODESHARE PARTNERS	332	88.9	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	37	81.1	28	89.3	0	0.0	0	0.0	0	0.0	11	63.6
AMERICAN AIRLINES NETWORK	3816	78.6	4241	76.1	1761	72.9	0	0.0	6842	80.5	657	74.7	14998	79.4	8829	83.1
- AMERICAN AIRLINES	2663	77.1	1531	69.0	1761	72.9	0	0.0	5571	79.4	357	70.6	6089	75.8	4479	81.6
- BRANDED CODESHARE PARTNERS	1153	82.1	2710	80.1	0	0.0	0	0.0	1271	85.2	300	79.7	8909	81.9	4350	84.7
DELTA AIR LINES NETWORK	4378	82.7	7302	76.3	1882	76.9	304	75.3	990	77.4	9387	86.0	1263	73.7	723	80.2
- DELTA AIR LINES	3376	80.4	2490	76.9	1877	77.0	118	75.4	990	77.4	5712	85.9	991	73.5	605	80.7
- BRANDED CODESHARE PARTNERS	1002	90.4	4812	76.1	5	60.0	186	75.3	0	0.0	3675	86.1	272	74.6	118	78.0
FRONTIER AIRLINES	514	83.1	205	53.7	1624	82.7	104	67.3	348	69.8	112	63.4	314	71.0	776	77.3
JETBLUE AIRWAYS	573	79.8	374	71.9	1553	84.1	0	0.0	0	0.0	0	0.0	103	77.7	162	82.7
SOUTHWEST AIRLINES	2190	66.9	993	62.1	4585	74.4	5998	73.7	515	64.7	457	74.2	403	57.6	438	63.7
SPIRIT AIRLINES	6	33.3	14	57.1	46	60.9	0	0.0	12	75.0	0	0.0	15	60.0	7	85.7
UNITED AIRLINES NETWORK	3607	86.3	964	73.3	1273	85.6	0	0.0	561	82.4	652	80.8	19251	75.7	550	79.5
- UNITED AIRLINES	2727	84.6	840	73.6	1273	85.6	0	0.0	561	82.4	497	79.1	9414	78.0	447	80.3
- BRANDED CODESHARE PARTNERS	880	91.6	124	71.8	0	0.0	0	0.0	0	0.0	155	86.5	9837	73.5	103	75.7
TOTAL	16,443	80.1	14,093	74.6	12,958	78.0	6,434	73.7	9,299	79.0	11,372	84.4	36,651	76.9	11,577	81.6

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

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: 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)

MAY 2026

ARRIVAL AIRPORT												
CARRIER ¹	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 NETWORK²	645	83.6	3044	74.8	9282	83.5	1655	44.5	336	81.0	92	84.8
- ALASKA AIRLINES	468	88.0	1179	82.4	6822	84.2	1008	50.8	112	83.0	92	84.8
- BRANDED CODESHARE PARTNERS	177	71.8	1865	70.0	2460	81.5	647	34.8	224	79.9	0	0.0
ALLEGiant AIR	24	79.2	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
AMERICAN AIRLINES NETWORK	8046	82.2	843	70.1	801	69.3	1284	54.1	518	72.6	1288	70.0
- AMERICAN AIRLINES	4826	80.8	843	70.1	632	65.5	1088	55.1	389	69.9	1201	69.2
- BRANDED CODESHARE PARTNERS	3220	84.3	0	0.0	169	83.4	196	48.5	129	80.6	87	80.5
DELTA AIR LINES NETWORK	1060	81.3	981	81.1	4624	83.5	1297	50.5	7480	89.0	1247	77.3
- DELTA AIR LINES	911	80.0	832	81.0	2859	81.1	1236	50.7	4775	86.7	1247	77.3
- BRANDED CODESHARE PARTNERS	149	89.3	149	81.9	1765	87.4	61	45.9	2705	92.9	0	0.0
FRONTIER AIRLINES	562	75.8	179	69.3	100	87.0	360	48.1	280	84.3	538	75.7
JETBLUE AIRWAYS	77	75.3	144	88.9	37	86.5	388	71.6	31	83.9	375	81.1
SOUTHWEST AIRLINES	6074	75.1	3387	65.4	610	66.2	858	32.3	903	69.7	2207	70.9
SPIRIT AIRLINES	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	8	75.0
UNITED AIRLINES NETWORK	930	85.6	1008	82.0	910	77.3	7510	56.9	700	79.6	711	83.5
- UNITED AIRLINES	799	83.9	933	81.5	817	77.2	5655	60.0	363	80.4	711	83.5
- BRANDED CODESHARE PARTNERS	131	96.2	75	89.3	93	77.4	1855	47.4	337	78.6	0	0.0
TOTAL	17,418	79.7	9,586	72.6	16,364	81.8	13,352	53.1	10,248	85.4	6,466	74.5

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

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: 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)

MAY 2026

ARRIVAL AIRPORT																
CARRIER ¹	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 ²	110	88.2	155	84.5	113	78.8	225	83.1	77	84.4	0	0.0	186	83.9	255	88.6
ALLEGiant AIR	0	0.0	55	83.6	194	73.7	52	96.2	0	0.0	0	0.0	0	0.0	31	71.0
AMERICAN AIRLINES	646	64.2	1076	69.1	852	68.0	1579	72.1	299	77.6	10097	84.4	2235	76.6	798	71.1
DELTA AIR LINES	21322	82.9	1209	74.3	913	78.1	2394	82.0	491	77.4	495	82.8	836	76.2	1051	81.0
ENVOY AIR	54	79.6	67	70.1	276	76.4	157	79.6	72	80.6	498	86.9	440	79.8	36	83.3
FRONTIER AIRLINES	2018	66.7	122	76.2	64	75.0	100	81.0	339	75.8	294	81.6	85	81.2	1972	80.8
JETBLUE AIRWAYS	233	65.7	87	64.4	130	74.6	3248	79.0	0	0.0	0	0.0	553	75.2	98	73.5
PSA AIRLINES	295	75.6	1	100.0	147	75.5	0	0.0	4	75.0	3322	81.4	3558	72.5	0	0.0
REPUBLIC AIRWAYS	294	77.2	2	100.0	488	81.4	3086	82.7	159	81.8	352	85.5	2285	75.8	0	0.0
SKYWEST AIRLINES	521	73.7	711	81.2	224	75.4	0	0.0	15	66.7	226	78.3	0	0.0	6331	82.5
SOUTHWEST AIRLINES	1330	65.5	3382	69.4	5731	69.7	647	64.0	6328	80.3	273	70.3	1350	65.9	7398	71.7
SPIRIT AIRLINES	18	55.6	1	0.0	4	50.0	6	100.0	8	100.0	9	88.9	0	0.0	0	0.0
UNITED AIRLINES	691	75.3	961	76.3	678	74.0	1208	80.5	371	81.1	205	72.2	631	73.5	9432	84.8
TOTAL	27,532	79.8	7,829	72.5	9,814	71.9	12,702	79.2	8,163	79.9	15,771	83.3	12,159	74.1	27,402	79.9

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: 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)

MAY 2026

CARRIER ¹	ARRIVAL AIRPORT															
	DFW		DTW		EWR		FLL		IAD		IAH		JFK		LAS	
	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME
ALASKA AIRLINES ²	265	80.0	62	88.7	279	90.0	43	93.0	120	88.3	108	88.9	351	81.5	641	81.7
ALLEGiant AIR	0	0.0	0	0.0	35	94.3	417	45.6	48	85.4	0	0.0	0	0.0	569	72.4
AMERICAN AIRLINES	14715	72.5	438	79.2	597	74.2	729	72.8	162	74.1	698	65.8	1378	76.3	1310	73.4
DELTA AIR LINES	980	71.9	5437	82.9	571	82.8	1141	77.2	299	80.9	767	73.0	2720	82.3	1382	73.0
ENVOY AIR	5724	78.7	135	85.9	40	95.0	0	0.0	0	0.0	127	66.1	0	0.0	1	100.0
FRONTIER AIRLINES	1072	76.2	268	72.8	124	79.8	374	73.0	167	77.8	564	72.5	31	77.4	1162	72.6
JETBLUE AIRWAYS	31	80.6	97	60.8	413	82.3	1977	79.6	0	0.0	53	66.0	2863	85.2	382	81.2
PSA AIRLINES	1859	73.1	171	78.4	0	0.0	0	0.0	67	89.6	84	54.8	0	0.0	0	0.0
REPUBLIC AIRWAYS	14	85.7	577	85.6	2484	90.6	0	0.0	689	88.1	50	78.0	1193	83.9	0	0.0
SKYWEST AIRLINES	1851	75.7	2319	84.1	0	0.0	0	0.0	258	80.2	1223	71.8	0	0.0	215	83.3
SOUTHWEST AIRLINES	0	0.0	400	59.8	0	0.0	954	66.6	93	53.8	0	0.0	0	0.0	7611	75.7
SPIRIT AIRLINES	15	46.7	14	35.7	21	71.4	49	65.3	0	0.0	16	6.3	0	0.0	17	47.1
UNITED AIRLINES	903	72.2	202	77.2	5768	86.9	744	84.8	3546	86.7	6419	79.8	0	0.0	1291	79.3
TOTAL	27,429	74.2	10,120	81.6	10,332	86.7	6,428	74.5	5,449	85.1	10,109	76.5	8,536	82.5	14,581	75.7

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: 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)

MAY 2026

CARRIER ¹	ARRIVAL AIRPORT															
	LAX		LGA		MCO		MDW		MIA		MSP		ORD		PHL	
	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME
ALASKA AIRLINES ²	1027	77.4	0	0.0	197	82.7	0	0.0	31	96.8	107	94.4	304	80.6	81	80.2
ALLEGiant AIR	0	0.0	0	0.0	37	81.1	28	89.3	0	0.0	0	0.0	0	0.0	11	63.6
AMERICAN AIRLINES	2663	77.1	1531	69.0	1761	72.9	0	0.0	5571	79.4	357	70.6	6089	75.8	4479	81.6
DELTA AIR LINES	3376	80.4	2490	76.9	1877	77.0	118	75.4	990	77.4	5712	85.9	991	73.5	605	80.7
ENVOY AIR	0	0.0	0	0.0	0	0.0	0	0.0	1203	85.2	136	80.9	5443	84.1	0	0.0
FRONTIER AIRLINES	514	83.1	205	53.7	1624	82.7	104	67.3	348	69.8	112	63.4	314	71.0	776	77.3
JETBLUE AIRWAYS	573	79.8	374	71.9	1553	84.1	0	0.0	0	0.0	0	0.0	103	77.7	162	82.7
PSA AIRLINES	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	124	75.8	80	82.5	1676	82.3
REPUBLIC AIRWAYS	0	0.0	4928	79.3	0	0.0	0	0.0	68	85.3	104	89.4	2765	84.6	568	86.3
SKYWEST AIRLINES	3235	87.8	0	0.0	0	0.0	18	88.9	0	0.0	2794	88.1	7816	72.8	5	60.0
SOUTHWEST AIRLINES	2190	66.9	993	62.1	4585	74.4	5998	73.7	515	64.7	457	74.2	403	57.6	438	63.7
SPIRIT AIRLINES	6	33.3	14	57.1	46	60.9	0	0.0	12	75.0	0	0.0	15	60.0	7	85.7
UNITED AIRLINES	2727	84.6	840	73.6	1273	85.6	0	0.0	561	82.4	497	79.1	9414	78.0	447	80.3
TOTAL	16,311	80.1	11,375	74.7	12,953	78.0	6,266	73.7	9,299	79.0	10,400	84.8	33,737	77.5	9,255	80.6

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

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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)

MAY 2026

ARRIVAL AIRPORT												
CARRIER ¹	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 ²	468	88.0	1179	82.4	6822	84.2	1008	50.8	112	83.0	92	84.8
ALLEGiant AIR	24	79.2	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
AMERICAN AIRLINES	4826	80.8	843	70.1	632	65.5	1088	55.1	389	69.9	1201	69.2
DELTA AIR LINES	911	80.0	832	81.0	2859	81.1	1236	50.7	4775	86.7	1247	77.3
ENVOY AIR	941	85.5	0	0.0	114	84.2	0	0.0	4	50.0	82	79.3
FRONTIER AIRLINES	562	75.8	179	69.3	100	87.0	360	48.1	280	84.3	538	75.7
JETBLUE AIRWAYS	77	75.3	144	88.9	37	86.5	388	71.6	31	83.9	375	81.1
PSA AIRLINES	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
REPUBLIC AIRWAYS	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	5	100.0
SKYWEST AIRLINES	2653	84.2	1449	73.4	2578	85.7	2554	45.0	3289	90.5	0	0.0
SOUTHWEST AIRLINES	6074	75.1	3387	65.4	610	66.2	858	32.3	903	69.7	2207	70.9
SPIRIT AIRLINES	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	8	75.0
UNITED AIRLINES	799	83.9	933	81.5	817	77.2	5655	60.0	363	80.4	711	83.5
TOTAL	17,335	79.7	8,946	73.0	14,569	81.9	13,147	53.3	10,146	85.4	6,466	74.5

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: 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)

MAY 2026

ARRIVAL AIRPORT*																
SCHEDULED ARRIVAL TIME	ATL	AUS	BNA	BOS	BWI	CLT	DCA	DEN	DFW	DTW	EWR	FLL	IAD	IAH	JFK	LAS
0600-0659	86.7	93.2	94.8	86.3	84.7	92.7	87.4	91.8	87.8	78.5	85.9	80.0	89.4	87.0	83.7	96.7
0700-0759	91.9	95.6	91.1	93.3	97.4	92.2	87.7	93.7	85.0	89.0	89.5	76.5	95.1	82.6	90.0	94.5
0800-0859	89.5	92.0	91.7	93.2	95.1	90.8	81.1	92.5	84.8	95.1	94.0	89.7	92.9	77.0	89.1	91.8
0900-0959	86.2	89.8	90.6	94.8	95.1	90.0	85.3	90.2	84.3	91.1	95.6	88.0	91.7	83.2	94.9	90.8
1000-1059	88.0	88.8	88.5	93.9	94.6	90.4	84.7	87.2	83.5	95.9	93.6	88.8	88.5	80.7	93.8	88.3
1100-1159	89.6	86.1	86.0	90.6	91.6	87.7	87.7	87.4	82.6	89.0	92.5	85.8	91.9	81.2	90.4	86.5
1200-1259	86.7	84.6	78.9	91.0	90.1	89.7	82.1	89.4	80.9	85.8	91.2	77.1	85.0	81.1	89.9	79.2
1300-1359	87.6	81.8	76.6	87.2	88.2	86.1	76.8	87.4	78.8	87.5	93.9	81.4	96.3	80.8	85.6	77.7
1400-1459	86.0	75.7	73.9	81.4	84.3	85.6	74.9	85.7	74.5	84.8	89.0	75.5	92.6	74.8	85.7	72.8
1500-1559	78.6	74.2	72.5	80.4	81.8	83.1	73.8	75.2	73.8	84.7	92.3	73.9	84.0	80.6	88.6	67.5
1600-1659	75.9	66.3	64.0	72.9	83.9	81.3	70.7	76.7	69.6	83.4	89.8	68.7	85.2	71.1	84.1	72.4
1700-1759	71.4	66.1	58.7	68.6	73.4	79.2	69.9	65.7	63.7	79.8	83.6	67.3	77.2	72.4	82.5	68.2
1800-1859	71.3	63.6	49.9	62.5	73.2	76.7	64.3	63.4	66.5	78.0	81.7	68.9	76.4	69.3	79.2	63.6
1900-1959	65.9	60.6	52.9	67.0	63.8	74.7	65.5	63.0	63.7	75.4	76.3	63.6	78.3	71.0	75.7	67.0
2000-2059	67.4	64.0	56.9	63.9	62.3	77.0	63.1	58.1	62.1	74.6	81.1	68.1	80.7	72.4	71.4	66.9
2100-2159	69.1	60.3	59.4	67.9	56.9	71.9	59.6	78.2	62.4	72.2	78.3	67.7	73.8	70.4	69.8	60.9
2200-2259	64.7	56.5	62.6	74.9	56.8	63.3	62.4	76.6	68.8	66.4	78.1	55.2	69.6	65.7	70.6	64.4
2300-0559	74.2	60.3	66.4	74.9	68.3	79.2	68.4	73.8	70.4	70.7	81.7	66.5	80.8	76.1	78.4	67.3
TOTAL	79.8	72.5	71.9	79.2	79.9	83.3	74.1	79.9	74.2	81.6	86.7	74.5	85.1	76.5	82.5	75.7

* 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)

MAY 2026

ARRIVAL AIRPORT*															
SCHEDULED ARRIVAL TIME	LAX	LGA	MCO	MDW	MIA	MSP	ORD	PHL	PHX	SAN	SEA	SFO	SLC	TPA	TOTAL
0600-0659	91.7	100.0	88.6	94.3	81.3	83.8	89.1	90.3	92.7	87.9	93.4	91.9	91.4	75.0	89.8
0700-0759	95.2	89.6	87.8	92.1	86.2	92.6	87.5	88.8	93.0	91.1	94.7	89.9	93.7	94.7	90.5
0800-0859	89.6	92.9	94.4	86.8	89.8	94.4	86.3	91.2	90.7	89.4	92.8	68.9	96.3	92.2	89.3
0900-0959	88.4	91.1	92.1	90.4	90.8	92.2	83.8	89.4	87.2	86.8	90.3	57.9	89.0	92.1	87.4
1000-1059	87.1	85.6	90.5	77.4	88.4	91.7	84.8	90.6	90.4	86.3	82.1	52.5	93.7	90.0	86.8
1100-1159	85.2	89.1	89.6	86.6	86.3	93.9	85.1	88.5	89.9	78.0	87.0	52.0	88.8	88.5	85.7
1200-1259	79.2	86.0	88.2	84.0	83.1	89.6	82.5	88.1	80.5	69.5	82.8	44.7	91.2	85.6	83.4
1300-1359	83.9	80.8	84.3	82.0	82.7	85.0	79.3	85.4	79.2	69.0	87.5	42.5	86.8	80.5	81.7
1400-1459	82.1	77.6	84.2	74.4	81.3	88.2	79.4	84.9	79.7	76.9	85.5	61.0	90.0	77.7	81.1
1500-1559	81.6	73.1	77.6	77.9	78.5	81.3	77.0	80.2	76.8	69.7	84.5	46.8	81.1	73.7	76.6
1600-1659	74.3	71.1	74.3	71.0	78.1	83.7	70.2	77.3	75.9	68.5	82.9	53.3	82.1	69.9	75.1
1700-1759	79.5	68.9	73.2	61.4	73.5	83.0	69.9	74.2	70.5	62.2	86.8	55.8	85.3	69.3	71.1
1800-1859	76.2	66.0	68.4	58.5	67.4	75.5	69.3	72.1	76.9	66.6	79.8	60.2	82.7	63.6	69.0
1900-1959	78.2	63.4	66.8	55.2	72.2	85.8	68.5	73.0	68.7	64.7	77.2	56.3	82.0	60.0	68.5
2000-2059	72.9	58.7	62.1	54.5	69.9	75.3	66.8	72.5	72.1	63.5	76.0	41.8	84.7	63.7	67.4
2100-2159	71.7	58.8	66.4	52.7	66.6	75.4	65.5	74.7	65.1	60.9	68.1	37.3	80.5	64.8	65.8
2200-2259	69.4	62.1	64.1	51.1	67.8	66.5	69.5	69.0	67.4	63.5	72.0	42.0	70.8	60.7	66.1
2300-0559	68.4	66.1	71.1	67.6	72.6	71.5	82.7	74.8	72.9	72.0	74.9	57.5	62.0	65.6	71.8
TOTAL	80.1	74.7	78.0	73.7	79.0	84.8	77.5	80.6	79.7	73.0	81.9	53.3	85.4	74.5	77.8

* 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)

MAY 2026

DEPARTURE AIRPORT*																
SCHEDULED DEPARTURE TIME	ATL	AUS	BNA	BOS	BWI	CLT	DCA	DEN	DFW	DTW	EWR	FLL	IAD	IAH	JFK	LAS
0600-0659	89.6	91.9	88.7	94.1	89.3	92.6	93.8	94.9	86.1	90.8	93.4	93.9	92.1	87.8	92.0	93.5
0700-0759	87.4	93.0	89.3	94.2	85.4	90.3	91.8	92.3	86.7	90.8	92.2	94.2	87.0	89.1	91.7	86.4
0800-0859	89.7	87.3	89.5	91.9	91.7	89.3	87.1	88.3	84.6	87.3	90.1	89.9	94.0	85.1	90.6	82.3
0900-0959	87.0	85.8	82.3	90.7	84.9	85.0	78.6	87.4	78.9	89.6	92.4	84.3	91.0	78.7	84.6	78.9
1000-1059	83.6	82.9	76.2	87.8	80.9	82.8	82.5	78.4	78.7	85.7	89.8	79.5	87.8	72.8	87.6	78.2
1100-1159	82.9	74.8	72.2	88.0	81.0	83.5	79.3	84.3	72.5	86.7	90.2	76.8	81.1	71.7	85.0	76.2
1200-1259	83.2	72.6	64.6	81.1	76.9	76.7	79.5	78.5	72.4	86.1	84.2	71.9	89.3	74.5	87.6	67.5
1300-1359	80.8	67.1	59.3	84.0	68.2	78.4	73.2	81.9	69.5	64.6	85.6	67.0	90.6	71.4	84.3	67.6
1400-1459	77.5	62.9	55.2	82.6	66.1	79.0	73.1	72.4	65.9	83.8	85.6	67.0	87.2	72.0	81.8	64.3
1500-1559	77.2	62.2	56.7	78.2	63.7	73.8	65.3	74.2	63.8	79.6	82.4	61.9	86.2	67.4	79.0	50.3
1600-1659	67.5	52.0	53.9	72.4	67.1	72.5	65.6	71.2	64.6	72.6	83.0	63.4	77.7	71.1	79.6	57.6
1700-1759	69.4	54.8	51.4	66.5	63.2	68.4	65.9	71.5	61.3	72.5	81.5	58.4	81.0	67.3	77.2	52.1
1800-1859	65.4	55.7	48.8	64.0	58.6	67.1	60.1	53.1	55.1	70.9	80.3	62.1	77.8	67.1	77.7	55.0
1900-1959	66.8	48.7	43.9	62.5	61.1	65.7	63.5	58.1	56.8	71.4	81.2	63.6	74.8	69.9	78.2	54.7
2000-2059	64.6	52.5	42.3	67.6	48.3	68.1	65.7	54.9	56.9	61.9	80.3	71.6	76.4	71.5	74.7	51.1
2100-2159	65.2	49.4	41.2	69.3	51.9	71.7	68.6	68.1	57.4	75.8	83.3	61.3	85.7	73.5	69.7	50.0
2200-2259	73.2	54.7	29.7	75.0	45.2	67.5	64.8	80.1	58.1	71.6	79.2	45.8	82.0	81.1	71.2	65.5
2300-0559	76.5	93.8	95.2	97.7	93.9	74.6	89.5	83.9	84.4	98.2	90.3	97.6	90.9	91.0	98.4	78.0
TOTAL	76.9	70.8	65.2	81.5	71.3	76.5	75.2	75.9	68.7	80.3	86.4	74.2	86.2	75.1	83.0	69.9

* 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)

MAY 2026

DEPARTURE AIRPORT*															
SCHEDULED DEPARTURE TIME	LAX	LGA	MCO	MDW	MIA	MSP	ORD	PHL	PHX	SAN	SEA	SFO	SLC	TPA	TOTAL
0600-0659	92.8	92.3	92.3	95.8	91.7	94.3	89.6	94.1	94.0	95.2	94.1	94.7	95.1	94.3	92.5
0700-0759	88.9	91.3	92.1	92.1	90.2	90.0	89.1	91.1	90.9	87.9	88.1	93.6	91.2	92.5	90.1
0800-0859	86.2	89.4	89.3	90.5	89.8	88.4	85.5	91.2	87.1	85.8	87.1	91.1	93.0	90.7	88.2
0900-0959	82.6	89.1	85.4	78.4	80.6	88.3	83.8	86.2	77.5	78.9	85.2	76.2	88.8	84.3	84.3
1000-1059	78.7	83.7	87.4	81.9	86.2	86.6	79.6	86.6	81.6	76.1	77.5	67.1	90.6	77.0	81.1
1100-1159	71.1	83.2	83.5	61.3	78.7	85.3	75.9	82.1	73.4	79.9	74.9	46.8	84.6	79.8	79.2
1200-1259	77.1	81.8	77.3	71.8	78.5	86.3	78.3	81.1	77.8	68.3	80.4	58.8	88.4	83.5	77.1
1300-1359	74.1	78.2	73.7	65.8	75.6	83.9	75.1	78.3	69.0	62.9	73.2	47.8	86.4	71.7	74.5
1400-1459	75.8	73.4	70.8	62.2	69.5	81.0	75.8	76.5	68.8	65.0	77.4	58.2	78.2	63.2	72.6
1500-1559	75.2	73.7	69.6	58.8	72.8	82.7	71.6	75.7	70.5	69.8	79.1	55.2	85.2	62.0	71.8
1600-1659	77.4	66.6	65.9	64.3	72.1	68.7	70.3	74.2	64.1	57.7	78.7	57.1	68.8	62.1	67.9
1700-1759	69.6	63.4	62.9	41.3	64.2	77.6	68.3	68.0	63.1	65.4	77.3	56.7	79.1	54.7	67.5
1800-1859	70.5	64.0	63.8	54.2	67.5	77.1	66.5	67.9	54.7	60.0	77.7	66.4	76.8	54.7	63.9
1900-1959	74.3	62.5	57.7	49.0	66.7	78.3	66.8	74.0	65.8	63.4	78.5	69.5	72.9	53.0	64.3
2000-2059	76.1	60.8	53.3	47.5	71.1	78.3	65.2	70.4	62.8	57.5	70.9	61.8	80.1	54.4	64.3
2100-2159	73.2	60.1	51.3	45.2	68.2	73.9	70.7	73.2	59.2	68.3	77.1	60.5	86.3	33.9	65.7
2200-2259	83.5	51.9	53.5	35.7	70.6	75.2	71.2	78.9	70.2	83.3	77.2	60.3	83.8	68.3	70.3
2300-0559	83.5	100.0	93.0	93.2	81.2	94.9	90.9	90.8	84.5	0.0	81.4	76.5	85.7	92.3	84.4
TOTAL	79.2	76.6	74.9	68.3	75.5	83.1	75.9	79.9	74.5	73.8	79.8	67.7	84.9	73.8	75.8

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

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

MAY 2026

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Aberdeen, SD (ABR)	90.3	100.0	62	62
Abilene, TX (ABI)	81.1	81.6	244	244
Adak Island, AK (ADK)	88.9	77.8	9	9
Aguadilla, PR (BQN)	78.8	81.4	189	188
Akron, OH (CAK)	70.1	82.2	485	484
Albany, NY (ALB)	79.5	84.8	1186	1186
Albuquerque, NM (ABQ)	74.8	78.5	2153	2151
Alexandria, LA (AEX)	81.4	80.4	113	112
Allentown/Bethlehem/Easton, PA (ABE)	73.0	79.6	293	294
Alpena, MI (APN)	78.6	78.6	56	56
Amarillo, TX (AMA)	71.0	78.0	420	419
Anchorage, AK (ANC)	81.6	86.1	1822	1818
Appleton, WI (ATW)	78.9	84.2	717	720
Arcata/Eureka, CA (ACV)	77.0	72.2	217	216
Asheville, NC (AVL)	76.7	82.1	806	806
Ashland, WV (HTS)	65.6	46.9	32	32
Aspen, CO (ASE)	82.5	87.4	189	182
Atlanta, GA (ATL)	79.8	76.9	27532	27535
Atlantic City, NJ (ACY)	62.7	57.6	59	59
Augusta, GA (AGS)	73.4	79.8	94	94
Austin, TX (AUS)	72.5	70.8	7829	7831
Bakersfield, CA (BFL)	85.3	89.6	252	251
Baltimore, MD (BWI)	79.9	71.3	8163	8161
Bangor, ME (BGR)	79.8	81.7	357	355
Barrow, AK (BRW)	90.3	87.1	31	31
Baton Rouge, LA (BTR)	73.3	75.1	367	366
Beaumont/Port Arthur, TX (BPT)	72.1	85.2	61	61
Belleville, IL (BLV)	72.9	70.7	140	140
Bellingham, WA (BLI)	81.9	85.0	193	193
Bemidji, MN (BJI)	93.5	93.5	62	62
Bend/Redmond, OR (RDM)	80.8	82.7	582	583
Bethel, AK (BET)	90.3	75.8	62	62
Billings, MT (BIL)	85.9	89.3	383	383
Binghamton, NY (BGM)	88.0	92.0	25	25
Birmingham, AL (BHM)	75.0	78.3	1550	1550
Bishop, CA (BIH)	71.4	57.1	7	7
Bismarck/Mandan, ND (BIS)	84.9	85.6	305	306
Bloomington/Normal, IL (BMI)	80.1	86.7	181	181
Boise, ID (BOI)	78.6	80.3	2037	2040
Boston, MA (BOS)	79.2	81.5	12702	12694
Bozeman, MT (BZN)	79.4	81.9	850	849

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Brainerd, MN (BRD)	100.0	98.2	56	56
Bristol/Johnson City/Kingsport, TN (TRI)	81.4	73.5	118	117
Brownsville, TX (BRO)	77.4	80.6	124	124
Buffalo, NY (BUF)	75.5	81.0	1938	1936
Burbank, CA (BUR)	78.1	76.5	2521	2520
Burlington, VT (BTV)	81.0	85.4	547	549
Butte, MT (BTM)	69.4	87.1	62	62
Carlsbad, CA (CLD)	75.5	76.0	204	204
Casper, WY (CPR)	79.2	81.4	226	226
Cedar City, UT (CDC)	94.4	92.6	54	54
Cedar Rapids/Iowa City, IA (CID)	75.3	83.2	733	734
Champaign/Urbana, IL (CMI)	80.8	86.1	151	151
Charleston, SC (CHS)	77.8	81.0	2199	2200
Charleston/Dunbar, WV (CRW)	70.0	81.1	227	227
Charlotte Amalie, VI (STT)	89.6	84.8	481	481
Charlotte, NC (CLT)	83.3	76.5	15771	15778
Charlottesville, VA (CHO)	69.5	78.3	151	152
Chattanooga, TN (CHA)	72.1	77.7	441	443
Cheyenne, WY (CYS)	77.4	83.9	62	62
Chicago, IL (MDW)	73.7	68.3	6266	6269
Chicago, IL (ORD)	77.5	75.9	33737	33733
Christiansted, VI (STX)	84.6	82.5	104	103
Cincinnati, OH (CVG)	79.1	83.3	3062	3064
Clarksburg/Fairmont, WV (CKB)	61.5	75.6	78	78
Cleveland, OH (CLE)	79.0	84.4	3741	3745
Cody, WY (COD)	83.1	64.9	77	77
College Station/Bryan, TX (CLL)	81.7	78.5	93	93
Colorado Springs, CO (COS)	74.4	79.8	1120	1119
Columbia, MO (COU)	81.4	81.3	338	337
Columbia, SC (CAE)	77.7	80.4	507	505
Columbus, MS (GTR)	71.0	61.3	31	31
Columbus, OH (CMH)	78.7	82.8	3862	3860
Columbus, OH (LCK)	73.5	72.5	102	102
Concord, NC (USA)	60.3	57.1	63	63
Cordova, AK (CDV)	83.9	83.9	62	62
Corpus Christi, TX (CRP)	73.2	74.1	370	370
Dallas, TX (DAL)	68.6	56.8	6141	6141
Dallas/Fort Worth, TX (DFW)	74.2	68.7	27429	27419
Dayton, OH (DAY)	72.9	79.7	675	674
Daytona Beach, FL (DAB)	81.1	78.8	307	307
Deadhorse, AK (SCC)	92.9	95.2	42	42

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

MAY 2026

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Decatur, IL (DEC)	62.3	77.4	53	53
Denver, CO (DEN)	79.9	75.9	27402	27406
Des Moines, IA (DSM)	76.7	81.6	1384	1382
Detroit, MI (DTW)	81.6	80.3	10120	10112
Devils Lake, ND (DVL)	75.5	73.6	53	53
Dickinson, ND (DIK)	84.9	86.8	53	53
Dodge City, KS (DDC)	81.1	81.1	53	53
Duluth, MN (DLH)	78.5	88.3	256	257
Durango, CO (DRO)	80.7	83.5	419	419
Eagle, CO (EGE)	80.0	81.5	135	135
Eau Claire, WI (EAU)	67.9	88.7	53	53
El Paso, TX (ELP)	71.1	75.8	1358	1357
Elko, NV (EKO)	89.8	95.9	49	49
Elmira/Corning, NY (ELM)	87.8	87.0	115	115
Escanaba, MI (ESC)	81.5	90.7	54	54
Eugene, OR (EUG)	81.6	82.7	806	807
Evansville, IN (EVV)	73.0	77.3	163	163
Everett, WA (PAE)	93.4	93.4	76	76
Fairbanks, AK (FAI)	84.7	89.6	359	357
Fargo, ND (FAR)	79.2	86.1	611	611
Farmington, NM (FMN)	77.4	87.1	31	31
Fayetteville, AR (XNA)	78.3	80.9	1320	1319
Fayetteville, NC (FAY)	41.2	47.1	17	17
Flagstaff, AZ (FLG)	75.8	67.1	161	161
Flint, MI (FNT)	66.4	77.4	301	301
Fort Dodge, IA (FOD)	83.9	78.6	56	56
Fort Lauderdale, FL (FLL)	74.5	74.2	6428	6437
Fort Myers, FL (RSW)	78.9	81.0	2795	2802
Fort Smith, AR (FSM)	81.4	76.5	102	102
Fort Wayne, IN (FWA)	69.2	74.8	543	543
Fresno, CA (FAT)	78.6	80.6	1115	1117
Gainesville, FL (GNV)	80.6	82.6	242	242
Garden City, KS (GCK)	74.2	80.6	62	62
Gillette, WY (GCC)	87.9	90.6	33	32
Grand Forks, ND (GFK)	83.8	87.2	117	117
Grand Island, NE (GRI)	69.7	68.4	76	76
Grand Junction, CO (GJT)	81.5	85.1	449	449
Grand Rapids, MI (GRR)	78.4	84.1	1723	1726
Great Falls, MT (GTF)	82.7	86.1	173	173
Green Bay, WI (GRB)	73.0	82.2	433	433
Greensboro/High Point, NC (GSO)	82.0	85.0	941	944

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Greer, SC (GSP)	75.4	81.8	1303	1302
Guam, TT (GUM)	77.4	83.9	62	62
Gulf Shores, AL (GUF)	61.6	51.2	86	86
Gulfport/Biloxi, MS (GPT)	70.7	78.8	273	273
Gunnison, CO (GUC)	82.2	91.8	73	73
Hagerstown, MD (HGR)	90.5	61.9	21	21
Hancock/Houghton, MI (CMX)	66.1	80.6	62	62
Harlingen/San Benito, TX (HRL)	69.0	77.1	306	306
Harrisburg, PA (MDT)	78.3	82.0	563	560
Hartford, CT (BDL)	79.9	85.5	1983	1981
Hattiesburg/Laurel, MS (PIB)	67.9	81.1	53	53
Hayden, CO (HDN)	70.2	80.8	104	104
Hays, KS (HYS)	73.6	79.2	53	53
Helena, MT (HLN)	92.7	97.6	124	124
Hibbing, MN (HIB)	92.9	100.0	56	56
Hilo, HI (ITO)	80.1	79.8	568	568
Hilton Head, SC (HHH)	79.7	77.2	311	311
Hobbs, NM (HOB)	60.8	71.2	51	52
Honolulu, HI (HNL)	80.4	82.9	4952	4953
Houston, TX (HOU)	69.7	64.3	4533	4533
Houston, TX (IAH)	76.5	75.1	10109	10105
Huntsville, AL (HSV)	76.8	79.4	663	664
Idaho Falls, ID (IDA)	82.5	82.3	418	417
Indianapolis, IN (IND)	77.6	80.8	4323	4324
International Falls, MN (INL)	92.6	94.4	54	54
Iron Mountain/Kingsfd, MI (IMT)	83.9	80.6	62	62
Islip, NY (ISP)	79.3	83.7	392	393
Jackson, WY (JAC)	81.9	81.2	463	457
Jackson/Vicksburg, MS (JAN)	72.5	78.0	549	546
Jacksonville, FL (JAX)	74.8	79.3	2743	2744
Jacksonville/Camp Lejeune, NC (OAJ)	62.7	69.5	118	118
Jamestown, ND (JMS)	90.6	83.0	53	53
Johnstown, PA (JST)	77.4	86.8	53	53
Joplin, MO (JLN)	73.6	77.4	53	53
Juneau, AK (JNU)	87.2	88.2	398	397
Kahului, HI (OGG)	85.6	86.3	2178	2178
Kalamazoo, MI (AZO)	76.5	82.5	166	166
Kalispell, MT (FCA)	84.4	84.4	334	334
Kansas City, MO (MCI)	74.8	75.8	4354	4354
Kearney, NE (EAR)	70.6	77.6	85	85
Ketchikan, AK (KTN)	89.3	89.8	205	205

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

MAY 2026

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Key West, FL (EYW)	85.9	81.2	695	697
Killeen, TX (GRK)	76.0	79.9	179	179
King Salmon, AK (AKN)	89.5	89.5	19	19
Knoxville, TN (TYS)	72.0	79.6	1308	1308
Kodiak, AK (ADQ)	93.8	86.4	81	81
Kona, HI (KOA)	85.7	86.5	1353	1353
Kotzebue, AK (OTZ)	87.1	83.9	31	31
La Crosse, WI (LSE)	83.0	84.0	106	106
Lafayette, IN (LAF)	67.3	79.6	49	49
Lafayette, LA (LFT)	64.7	69.6	184	184
Lake Charles, LA (LCH)	78.5	76.3	93	93
Lansing, MI (LAN)	73.6	73.8	129	130
Laramie, WY (LAR)	69.8	79.2	53	53
Laredo, TX (LRD)	77.8	79.6	162	162
Las Vegas, NV (LAS)	75.7	69.9	14581	14585
Latrobe, PA (LBE)	100.0	100.0	1	1
Lawton/Fort Sill, OK (LAW)	73.1	81.7	93	93
Lewisburg, WV (LWB)	80.6	83.9	62	62
Lewiston, ID (LWS)	93.5	98.4	62	62
Lexington, KY (LEX)	75.4	80.2	852	853
Liberal, KS (LBL)	83.0	84.9	53	53
Lihue, HI (LIH)	82.3	82.1	1372	1372
Lincoln, NE (LNK)	71.7	81.6	283	283
Little Rock, AR (LIT)	75.5	78.9	1217	1215
Long Beach, CA (LGB)	78.6	81.3	1184	1184
Longview, TX (GGG)	74.2	87.1	62	62
Los Angeles, CA (LAX)	80.1	79.2	16311	16317
Louisville, KY (SDF)	78.1	82.4	2297	2304
Lubbock, TX (LBB)	71.6	79.3	532	532
Lynchburg, VA (LYH)	72.6	71.0	62	62
Madison, WI (MSN)	78.5	83.4	1306	1305
Manchester, NH (MHT)	78.8	83.0	581	582
Manhattan/Ft. Riley, KS (MHK)	77.4	84.5	155	155
Marquette, MI (MQT)	80.8	85.4	130	130
Martha's Vineyard, MA (MVY)	81.8	87.9	33	33
Mason City, IA (MCW)	60.4	71.7	53	53
Medford, OR (MFR)	77.8	83.2	531	530
Melbourne, FL (MLB)	83.2	83.6	244	244
Memphis, TN (MEM)	75.0	77.0	2227	2228
Meridian, MS (MEI)	62.3	75.5	53	53
Miami, FL (MIA)	79.0	75.5	9299	9296

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Midland/Odessa, TX (MAF)	74.2	79.4	748	747
Milwaukee, WI (MKE)	75.7	81.2	2738	2735
Minneapolis, MN (MSP)	84.8	83.1	10400	10400
Minot, ND (MOT)	78.4	85.2	236	236
Mission/McAllen/Edinburg, TX (MFE)	68.7	76.1	422	422
Missoula, MT (MSO)	85.9	86.8	434	432
Mobile, AL (MOB)	70.4	68.1	159	160
Moline, IL (MLI)	74.2	81.2	419	420
Monroe, LA (MLU)	81.4	78.8	113	113
Monterey, CA (MRY)	80.5	78.5	380	381
Montgomery, AL (MGM)	69.1	59.6	178	178
Montrose/Delta, CO (MTJ)	67.1	78.1	146	146
Morgantown, WV (MGW)	64.2	73.6	53	53
Mosinee, WI (CWA)	86.0	88.2	93	93
Myrtle Beach, SC (MYR)	80.7	81.1	1132	1132
Nantucket, MA (ACK)	72.9	78.0	59	59
Nashville, TN (BNA)	71.9	65.2	9814	9814
New Bern/Morehead/Beaufort, NC (EWN)	82.4	82.4	17	17
New Orleans, LA (MSY)	72.3	70.4	4187	4194
New York, NY (JFK)	82.5	83.0	8536	8535
New York, NY (LGA)	74.7	76.6	11375	11375
Newark, NJ (EWR)	86.7	86.4	10332	10300
Newburgh/Poughkeepsie, NY (SWF)	80.0	75.0	40	40
Niagara Falls, NY (IAG)	75.9	72.4	29	29
Nome, AK (OME)	97.4	97.4	38	38
Norfolk, VA (ORF)	77.4	81.7	1792	1790
North Bend/Coos Bay, OR (OTH)	73.8	59.5	42	42
North Platte, NE (LBF)	70.4	75.9	54	54
Oakland, CA (OAK)	75.3	73.4	2677	2683
Oklahoma City, OK (OKC)	73.5	76.7	2103	2102
Omaha, NE (OMA)	74.8	80.2	2224	2223
Ontario, CA (ONT)	76.4	78.6	2297	2298
Orlando, FL (MCO)	78.0	74.9	12953	12958
Paducah, KY (PAH)	76.8	85.7	56	56
Palm Springs, CA (PSP)	75.8	76.1	1213	1215
Panama City, FL (ECP)	73.6	74.3	1020	1021
Pasco/Kennewick/Richland, WA (PSC)	79.1	84.5	498	497
Pellston, MI (PLN)	76.1	80.0	71	70
Pensacola, FL (PNS)	71.1	75.0	1320	1320
Peoria, IL (PIA)	75.2	81.0	447	447
Petersburg, AK (PSG)	88.7	88.7	62	62

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

MAY 2026

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Philadelphia, PA (PHL)	80.6	79.9	9255	9251
Phoenix, AZ (AZA)	75.8	79.2	480	480
Phoenix, AZ (PHX)	79.7	74.5	17335	17337
Pierre, SD (PIR)	83.3	85.2	54	54
Pittsburgh, PA (PIT)	79.3	83.4	3779	3778
Plattsburgh, NY (PBG)	62.1	41.4	29	29
Pocatello, ID (PIH)	100.0	100.0	54	54
Ponce, PR (PSE)	95.1	96.7	61	60
Portland, ME (PWM)	80.4	85.7	1057	1056
Portland, OR (PDX)	82.1	83.7	5534	5535
Portsmouth, NH (PSM)	76.6	74.5	47	47
Prescott, AZ (PRC)	84.5	89.3	84	84
Presque Isle/Houlton, ME (PQI)	58.1	93.5	31	31
Providence, RI (PVD)	77.5	81.6	1363	1366
Provo, UT (PVU)	74.6	83.3	228	228
Punta Gorda, FL (PGD)	77.6	77.8	550	550
Raleigh/Durham, NC (RDU)	79.8	81.1	4887	4884
Rapid City, SD (RAP)	76.7	81.7	623	624
Redding, CA (RDD)	80.5	76.9	133	134
Reno, NV (RNO)	76.7	79.3	1709	1708
Rhineland, WI (RHI)	94.1	95.6	68	68
Richmond, VA (RIC)	77.7	80.9	1623	1623
Riverton/Lander, WY (RIW)	82.3	80.6	62	62
Roanoke, VA (ROA)	73.9	73.1	157	156
Rochester, MN (RST)	85.2	85.7	169	168
Rochester, NY (ROC)	79.4	81.2	930	930
Rock Springs, WY (RKS)	77.4	80.6	62	62
Rockford, IL (RFD)	86.7	77.8	90	90
Roswell, NM (ROW)	73.7	75.2	133	133
Sacramento, CA (SMF)	79.0	79.1	4943	4945
Saginaw/Bay City/Midland, MI (MBS)	77.8	82.0	162	161
Saipan, TT (SPN)	90.3	77.4	31	31
Salina, KS (SLN)	63.5	89.4	85	85
Salt Lake City, UT (SLC)	85.4	84.9	10146	10146
San Angelo, TX (SJT)	74.2	75.3	93	93
San Antonio, TX (SAT)	72.1	76.3	3488	3485
San Diego, CA (SAN)	73.0	73.8	8946	8947
San Francisco, CA (SFO)	53.3	67.7	13147	13114
San Jose, CA (SJC)	79.0	80.4	3655	3686
San Juan, PR (SJU)	79.4	83.0	2878	2875
San Luis Obispo, CA (SBP)	79.2	75.5	424	424

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Sanford, FL (SFB)	60.9	70.5	844	842
Santa Ana, CA (SNA)	81.9	79.5	3835	3835
Santa Barbara, CA (SBA)	80.9	80.8	815	816
Santa Fe, NM (SAF)	84.1	80.0	391	390
Santa Maria, CA (SMX)	75.0	81.0	20	21
Santa Rosa, CA (STS)	83.9	83.2	590	589
Sarasota/Bradenton, FL (SRQ)	80.9	80.3	1511	1513
Sault Ste. Marie, MI (CIU)	78.5	81.5	65	65
Savannah, GA (SAV)	78.5	79.9	1802	1803
Scottsbluff, NE (BFF)	77.8	87.0	54	54
Scranton/Wilkes-Barre, PA (AVP)	77.1	84.4	210	211
Seattle, WA (SEA)	81.9	79.8	14569	14564
Sheridan, WY (SHR)	81.6	86.8	76	76
Shreveport, LA (SHV)	69.1	75.0	525	524
Sioux City, IA (SUX)	67.5	72.5	80	80
Sioux Falls, SD (FSD)	76.3	82.0	735	735
Sitka, AK (SIT)	84.1	91.6	132	131
South Bend, IN (SBN)	73.5	76.3	710	710
Spokane, WA (GEG)	78.9	86.8	1539	1542
Springfield, IL (SPI)	84.5	80.3	71	71
Springfield, MO (SGF)	78.6	74.8	739	739
St. Cloud, MN (STC)	55.6	55.6	9	9
St. George, UT (SGU)	82.2	86.1	416	416
St. Louis, MO (STL)	76.6	73.2	5375	5375
St. Petersburg, FL (PIE)	73.2	81.8	790	790
State College, PA (SCE)	71.4	78.3	84	83
Staunton, VA (SHD)	78.6	83.9	56	56
Stillwater, OK (SWO)	77.4	80.6	62	62
Stockton, CA (SCK)	69.2	53.8	39	39
Sun Valley/Hailey/Ketchum, ID (SUN)	92.7	91.1	137	135
Syracuse, NY (SYR)	80.0	86.1	957	959
Tallahassee, FL (TLH)	78.9	81.7	421	421
Tampa, FL (TPA)	74.5	73.8	6466	6471
Texarkana, AR (TXK)	80.6	88.7	62	62
Toledo, OH (TOL)	76.3	68.4	38	38
Traverse City, MI (TVC)	79.5	84.8	469	468
Trenton, NJ (TTN)	80.0	80.2	100	101
Tucson, AZ (TUS)	76.9	80.2	1687	1691
Tulsa, OK (TUL)	73.4	77.6	1625	1626
Twin Falls, ID (TWF)	92.9	95.3	85	85
Tyler, TX (TYR)	69.9	77.4	93	93

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

MAY 2026

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Valparaiso, FL (VPS)	71.5	74.5	1098	1098
Vero Beach, FL (VRB)	90.8	86.2	87	87
Victoria, TX (VCT)	67.9	84.9	53	53
Waco, TX (ACT)	76.3	82.8	93	93
Washington, DC (DCA)	74.1	75.2	12159	12158
Washington, DC (IAD)	85.1	86.2	5449	5474
Waterloo, IA (ALO)	81.4	84.7	59	59
Watertown, SD (ATY)	91.9	87.1	62	62
West Palm Beach/Palm Beach, FL (PBI)	80.1	80.6	2539	2545
West Yellowstone, MT (WYS)	80.9	72.3	47	47
White Plains, NY (HPN)	77.7	80.0	810	810
Wichita Falls, TX (SPS)	71.0	85.5	62	62
Wichita, KS (ICT)	73.8	77.3	1008	1007
Williston, ND (XWA)	79.5	89.1	200	201
Wilmington, NC (ILM)	80.6	82.0	738	738
Worcester, MA (ORH)	82.3	80.6	62	62
Wrangell, AK (WRG)	88.7	88.7	62	62
Yakutat, AK (YAK)	80.6	79.0	62	62
Yuma, AZ (YUM)	83.0	88.7	141	141

AIR TRAVEL CONSUMER REPORT

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

MAY 2026

CARRIER ¹	AT ALL US AIRPORTS				RANK
	NUMBER OF AIRPORTS REPORTED	FLIGHT OPERATIONS	FLIGHT OPERATIONS CANCELLED	PERCENT OF OPERATIONS CANCELLED	
ALLEGiant AIR	125	10570	16	0.2	1
JETBLUE AIRWAYS	64	19806	42	0.2	2
SOUTHWEST AIRLINES	108	120646	474	0.4	3
FRONTIER AIRLINES	79	18423	95	0.5	4
UNITED AIRLINES NETWORK	234	136159	940	0.7	5
- UNITED AIRLINES	130	74200	286	0.4	
- BRANDED CODESHARE PARTNERS	215	61959	654	1.1	
ALASKA AIRLINES NETWORK²	107	44087	352	0.8	6
- ALASKA AIRLINES	85	29184	214	0.7	
- BRANDED CODESHARE PARTNERS	59	14903	138	0.9	
DELTA AIR LINES NETWORK	211	146238	1638	1.1	7
- DELTA AIR LINES	140	91955	1144	1.2	
- BRANDED CODESHARE PARTNERS	186	54283	494	0.9	
AMERICAN AIRLINES NETWORK	229	180925	2746	1.5	8
- AMERICAN AIRLINES	128	88740	1324	1.5	
- BRANDED CODESHARE PARTNERS	213	92185	1422	1.5	
SPIRIT AIRLINES	40	354	50	14.1	9
TOTAL AIRPORTS SERVED	364	677,208	6,353	0.9	

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

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

MAY 2026

CARRIER ¹	AT ALL US AIRPORTS				RANK
	NUMBER OF AIRPORTS REPORTED	FLIGHT OPERATIONS	FLIGHT OPERATIONS CANCELLED	PERCENT OF OPERATIONS CANCELLED	
ALLEGiant AIR	125	10570	16	0.2	1
JETBLUE AIRWAYS	64	19806	42	0.2	2
UNITED AIRLINES	130	74200	286	0.4	3
SOUTHWEST AIRLINES	108	120646	474	0.4	4
FRONTIER AIRLINES	79	18423	95	0.5	5
ALASKA AIRLINES ²	85	29184	214	0.7	6
SKYWEST AIRLINES	249	75994	647	0.9	7
DELTA AIR LINES	140	91955	1144	1.2	8
REPUBLIC AIRWAYS	81	32203	445	1.4	9
AMERICAN AIRLINES	128	88740	1324	1.5	10
ENVOY AIR	159	28806	516	1.8	11
PSA AIRLINES	104	20854	402	1.9	12
SPIRIT AIRLINES	40	354	50	14.1	13
TOTAL AIRPORTS SERVED	347	611,735	5,655	0.9	

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

TABLE 7. CAUSES OF DELAY, BY REPORTING MARKETING CARRIER

MAY 2026

CARRIER ¹	TOTAL FLIGHTS	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	44087	35748	81.09	352	0.80	111	0.25	2154	4.89	133	0.30	2632	5.97	32	0.07	2926	6.64
- ALASKA AIRLINES	29184	24051	82.41	214	0.73	54	0.19	1445	4.95	94	0.32	1583	5.42	27	0.09	1717	5.88
- BRANDED CODESHARE PARTNERS	14903	11697	78.49	138	0.93	57	0.38	709	4.76	39	0.26	1049	7.04	5	0.03	1209	8.11
ALLEGiant AIR	10570	7683	72.69	16	0.15	21	0.20	755	7.14	191	1.81	741	7.01	18	0.17	1145	10.83
AMERICAN AIRLINES NETWORK	180925	140400	77.60	2746	1.52	656	0.36	10372	5.73	1991	1.10	8923	4.93	59	0.03	15777	8.72
- AMERICAN AIRLINES	88740	66622	75.08	1324	1.49	367	0.41	6086	6.86	859	0.97	4532	5.11	35	0.04	8915	10.05
- BRANDED CODESHARE PARTNERS	92185	73778	80.03	1422	1.54	289	0.31	4286	4.65	1132	1.23	4391	4.76	24	0.03	6862	7.44
DELTA AIR LINES NETWORK	146238	118686	81.16	1638	1.12	330	0.23	10048	6.87	995	0.68	7325	5.01	33	0.02	7182	4.91
- DELTA AIR LINES	91955	74476	80.99	1144	1.24	236	0.26	5883	6.40	356	0.39	5203	5.66	22	0.02	4635	5.04
- BRANDED CODESHARE PARTNERS	54283	44210	81.44	494	0.91	94	0.17	4166	7.67	639	1.18	2123	3.91	11	0.02	2546	4.69
FRONTIER AIRLINES	18423	14021	76.11	95	0.52	39	0.21	928	5.04	82	0.45	1388	7.53	0	0.00	1870	10.15
JETBLUE AIRWAYS	19806	16044	81.01	42	0.21	49	0.25	946	4.78	65	0.33	1420	7.17	8	0.04	1232	6.22
SOUTHWEST AIRLINES	120646	86726	71.88	474	0.39	320	0.27	10776	8.93	441	0.37	5810	4.82	96	0.08	15984	13.25
SPIRIT AIRLINES	354	208	58.76	50	14.12	0	0.00	21	5.93	1	0.28	50	14.12	1	0.28	23	6.50
UNITED AIRLINES NETWORK	136159	107188	78.72	940	0.69	410	0.30	8269	6.07	824	0.61	10259	7.53	12	0.01	8257	6.06
- UNITED AIRLINES	74200	58965	79.47	286	0.39	216	0.29	3670	4.95	292	0.39	6413	8.64	5	0.01	4352	5.87
- BRANDED CODESHARE PARTNERS	61959	48223	77.83	654	1.06	194	0.31	4599	7.42	532	0.86	3846	6.21	7	0.01	3905	6.30
TOTAL	677,208	526,704	77.78	6,353	0.94	1,936	0.29	44,270	6.54	4,723	0.70	38,550	5.69	259	0.04	54,396	8.03

* 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

MAY 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	29184	24051	82.41	214	0.73	54	0.19	1445	4.95	94	0.32	1583	5.42	27	0.09	1717	5.88
ALLEGIAN AIR	10570	7683	72.69	16	0.15	21	0.20	755	7.14	191	1.81	741	7.01	18	0.17	1145	10.83
AMERICAN AIRLINES	88740	66622	75.08	1324	1.49	367	0.41	6086	6.86	859	0.97	4532	5.11	35	0.04	8915	10.05
DELTA AIR LINES	91955	74476	80.99	1144	1.24	236	0.26	5883	6.40	356	0.39	5203	5.66	22	0.02	4635	5.04
ENVOY AIR	28806	23452	81.41	516	1.79	78	0.27	996	3.46	376	1.31	1382	4.80	5	0.02	2001	6.95
FRONTIER AIRLINES	18423	14021	76.11	95	0.52	39	0.21	928	5.04	82	0.45	1388	7.53	0	0.00	1870	10.15
JETBLUE AIRWAYS	19806	16044	81.01	42	0.21	49	0.25	946	4.78	65	0.33	1420	7.17	8	0.04	1232	6.22
PSA AIRLINES	20854	15631	74.95	402	1.93	69	0.33	1133	5.43	245	1.17	1273	6.10	12	0.06	2089	10.02
REPUBLIC AIRWAYS	32203	26737	83.03	445	1.38	82	0.25	1310	4.07	150	0.47	1910	5.93	7	0.02	1562	4.85
SKYWEST AIRLINES	75994	60219	79.24	647	0.85	203	0.27	6940	9.13	1152	1.52	3506	4.61	18	0.02	3309	4.35
SOUTHWEST AIRLINES	120646	86726	71.88	474	0.39	320	0.27	10776	8.93	441	0.37	5810	4.82	96	0.08	15984	13.25
SPIRIT AIRLINES	354	208	58.76	50	14.12	0	0.00	21	5.93	1	0.28	50	14.12	1	0.28	23	6.50
UNITED AIRLINES	74200	58965	79.47	286	0.39	216	0.29	3670	4.95	292	0.39	6413	8.64	5	0.01	4352	5.87
TOTAL	611,735	474,835	77.62	5,655	0.92	1,734	0.28	40,890	6.68	4,304	0.70	35,212	5.76	253	0.04	48,834	7.98

* Causes of Delay:

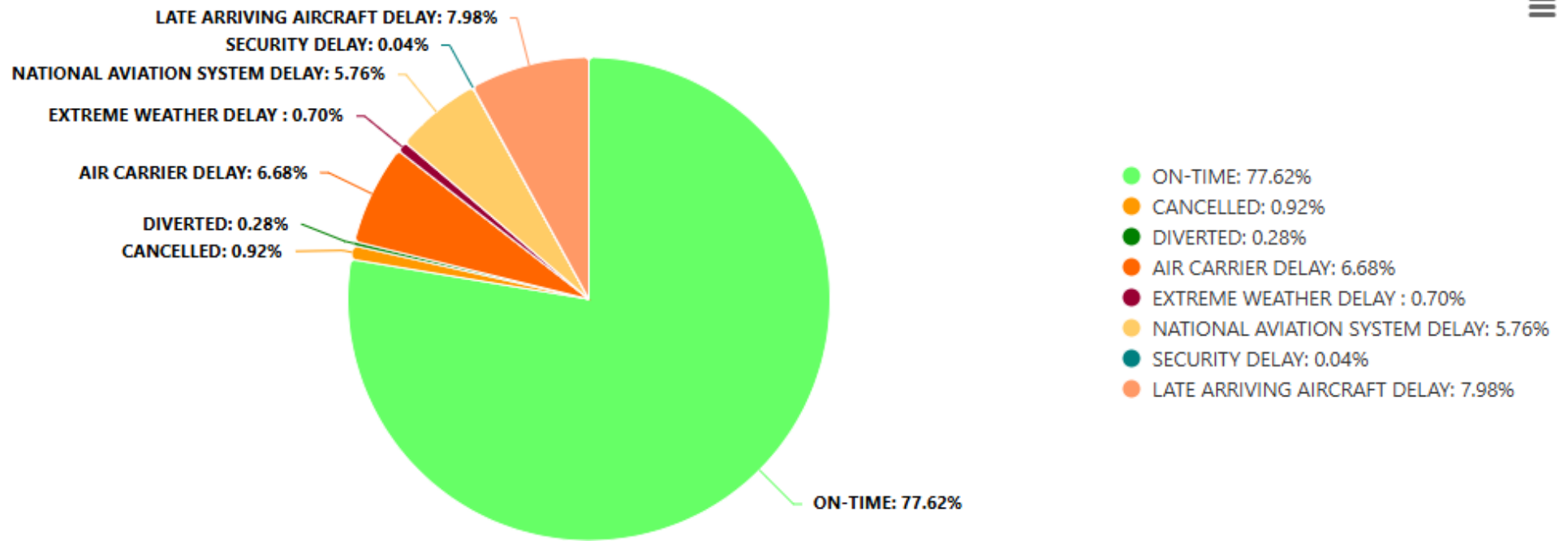
- Air Carrier Delay: The cause of the cancellation or delay was due to circumstances within the airline's control (e.g. maintenance or crew problems, etc.).
- Extreme Weather Delay: Significant meteorological conditions (actual or forecasted) that, in the judgment of the carrier, delays or prevents the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

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
MAY 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

MAY 2026

MARKETING CARRIER	OPERATING CARRIER	FLIGHT NUMBER	ORIGIN AIRPORT	DESTINATION AIRPORT	DATE OF FLIGHT	LOCATION OF LONGEST TARMAC DELAY	LENGTH OF TARMAC DELAY
UNITED	UNITED	1197	EWR	DEN	5/20/2026	Origin Airport	7:41
UNITED	REPUBLIC	3664	EWR	ROC	5/20/2026	Origin Airport	7:13
UNITED	UNITED	661	EWR	ORD	5/20/2026	Origin Airport	7:01
UNITED	REPUBLIC	3562	EWR	MKE	5/20/2026	Origin Airport	6:52
UNITED	REPUBLIC	3437	EWR	DTW	5/20/2026	Origin Airport	6:36
UNITED	UNITED	1340	EWR	SFO	5/20/2026	Origin Airport	6:29
UNITED	UNITED	254	EWR	ORD	5/20/2026	Origin Airport	6:05
UNITED	UNITED	1652	EWR	SAV	5/20/2026	Origin Airport	5:22
UNITED	REPUBLIC	3545	EWR	CMH	5/20/2026	Origin Airport	5:05
UNITED	UNITED	1626	EWR	SAN	5/20/2026	Origin Airport	5:02
UNITED	REPUBLIC	3452	EWR	CVG	5/20/2026	Origin Airport	5:01
UNITED	UNITED	2238	EWR	LAX	5/20/2026	Origin Airport	4:45
DELTA	REPUBLIC	5798	JFK	BOS	5/20/2026	Origin Airport	4:35
UNITED	REPUBLIC	3503	EWR	IND	5/20/2026	Origin Airport	4:28
DELTA	ENDEAVOR	5023	JFK	CVG	5/20/2026	Origin Airport	4:27
DELTA	ENDEAVOR	4914	JFK	IND	5/20/2026	Origin Airport	4:20
DELTA	ENDEAVOR	5299	JFK	ROC	5/20/2026	Origin Airport	4:16
DELTA	REPUBLIC	5738	LGA	BOS	5/19/2026	Origin Airport	4:16
DELTA	ENDEAVOR	4970	JFK	CMH	5/20/2026	Origin Airport	4:14
UNITED	UNITED	2674	EWR	IAH	5/20/2026	Origin Airport	4:12
UNITED	GOJET	4582	EWR	RIC	5/20/2026	Origin Airport	4:08
AMERICAN	REPUBLIC	4526	LGA	OKC	5/19/2026	Origin Airport	3:58
ALASKA	ALASKA	21	JFK	SEA	5/20/2026	Origin Airport	3:57
DELTA	DELTA	771	JFK	LAX	5/20/2026	Origin Airport	3:55
DELTA	DELTA	2561	LGA	MCO	5/19/2026	Origin Airport	3:54
UNITED	UNITED	2454	EWR	BNA	5/20/2026	Origin Airport	3:51
DELTA	REPUBLIC	5699	JFK	DCA	5/20/2026	Origin Airport	3:50
DELTA	REPUBLIC	5671	LGA	CMH	5/19/2026	Origin Airport	3:46
AMERICAN	REPUBLIC	4546	LGA	CHS	5/19/2026	Origin Airport	3:45
DELTA	DELTA	2513	LGA	ORD	5/19/2026	Origin Airport	3:45
DELTA	REPUBLIC	5717	LGA	DCA	5/19/2026	Origin Airport	3:45
DELTA	ENDEAVOR	5002	LGA	BNA	5/19/2026	Origin Airport	3:44
DELTA	DELTA	2293	JFK	ATL	5/20/2026	Origin Airport	3:41
UNITED	UNITED	2387	EWR	LAS	5/20/2026	Origin Airport	3:41

AIR TRAVEL CONSUMER REPORT

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

MARKETING CARRIER	OPERATING CARRIER	FLIGHT NUMBER	ORIGIN AIRPORT	DESTINATION AIRPORT	DATE OF FLIGHT	LOCATION OF LONGEST TARMAC TIME	LENGTH OF TARMAC DELAY
DELTA	ENDEAVOR	4926	LGA	STL	5/19/2026	Origin Airport	3:40
DELTA	DELTA	806	JFK	LAS	5/20/2026	Origin Airport	3:38
AMERICAN	REPUBLIC	4574	LGA	ATL	5/19/2026	Origin Airport	3:36
UNITED	UNITED	1406	EWR	ORD	5/20/2026	Origin Airport	3:36
DELTA	DELTA	964	LGA	ATL	5/19/2026	Origin Airport	3:35
AMERICAN	AMERICAN	15	JFK	SFO	5/19/2026	Origin Airport	3:33
UNITED	UNITED	2659	EWR	DEN	5/20/2026	Origin Airport	3:33
DELTA	DELTA	2313	LGA	MSP	5/19/2026	Origin Airport	3:31
UNITED	UNITED	2612	EWR	MIA	5/20/2026	Origin Airport	3:31
DELTA	DELTA	1233	JFK	AUS	5/20/2026	Origin Airport	3:30
UNITED	UNITED	2015	EWR	MSY	5/20/2026	Origin Airport	3:30
UNITED	UNITED	686	IAH	LGA	5/19/2026	Destination Airport	3:30
DELTA	ENDEAVOR	5408	JFK	MCI	5/20/2026	Origin Airport	3:27
DELTA	DELTA	684	JFK	PDX	5/20/2026	Origin Airport	3:26
UNITED	UNITED	765	EWR	FLL	5/20/2026	Origin Airport	3:26
AMERICAN	REPUBLIC	4503	LGA	RIC	5/27/2026	Origin Airport	3:25
DELTA	DELTA	2226	LGA	ORD	5/20/2026	Origin Airport	3:24
SOUTHWEST	SOUTHWEST	2918	LGA	DEN	5/19/2026	Origin Airport	3:23
UNITED	UNITED	1677	EWR	DEN	5/20/2026	Origin Airport	3:23
UNITED	UNITED	751	SFO	LAS	5/17/2026	Diversion Airport (ONT)	3:21
DELTA	DELTA	411	SRQ	DTW	5/2/2026	Origin Airport	3:19
DELTA	DELTA	709	JFK	SAN	5/20/2026	Origin Airport	3:18
DELTA	ENDEAVOR	4904	LGA	DSM	5/19/2026	Origin Airport	3:17
UNITED	REPUBLIC	3409	EWR	PIT	5/20/2026	Origin Airport	3:17
UNITED	UNITED	1222	EWR	RSW	5/20/2026	Origin Airport	3:16
SOUTHWEST	SOUTHWEST	2288	STL	LGA	5/19/2026	Destination Airport	3:15
UNITED	UNITED	1900	EWR	MCO	5/20/2026	Origin Airport	3:15
UNITED	UNITED	2477	RSW	EWR	5/20/2026	Diversion Airport (SWF)	3:15
DELTA	DELTA	496	JFK	DFW	5/20/2026	Origin Airport	3:14
UNITED	UNITED	782	EWR	TPA	5/20/2026	Origin Airport	3:13
AMERICAN	AMERICAN	2339	JFK	PHX	5/19/2026	Origin Airport	3:12
DELTA	DELTA	740	JFK	SEA	5/20/2026	Origin Airport	3:12
DELTA	DELTA	803	SEA	DFW	5/24/2026	Destination Airport	3:10

MAY 2026

AIR TRAVEL CONSUMER REPORT

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

MARKETING CARRIER	OPERATING CARRIER	FLIGHT NUMBER	ORIGIN AIRPORT	DESTINATION AIRPORT	DATE OF FLIGHT	LOCATION OF LONGEST TARMAC TIME	LENGTH OF TARMAC DELAY
UNITED	UNITED	1331	BNA	EWR	5/20/2026	Destination Airport	3:10
UNITED	UNITED	1513	EYW	EWR	5/20/2026	Destination Airport	3:10
UNITED	UNITED	650	ORD	SRQ	5/4/2026	Origin Airport	3:10
AMERICAN	AMERICAN	2663	PHL	SFO	5/19/2026	Origin Airport	3:09
AMERICAN	AMERICAN	623	PHX	MCI	5/31/2026	Diversion Airport (OMA)	3:09
UNITED	UNITED	1992	EWR	IAD	5/20/2026	Origin Airport	3:08
DELTA	DELTA	2068	LGA	MCI	5/20/2026	Origin Airport	3:05
DELTA	DELTA	2401	EWR	ATL	5/20/2026	Origin Airport	3:05
DELTA	DELTA	2312	EWR	ATL	5/22/2026	Origin Airport	3:04
AMERICAN	REPUBLIC	4746	LGA	DCA	5/19/2026	Origin Airport	3:03
DELTA	DELTA	2738	ORD	ATL	5/4/2026	Origin Airport	3:02
AMERICAN	AMERICAN	2855	CLT	BWI	5/13/2026	Origin Airport	3:01
JETBLUE	JETBLUE	358	JFK	BUR	5/20/2026	Origin Airport	3:01

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

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

AIR TRAVEL CONSUMER REPORT

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

MAY 2026

MARKETING CARRIER	OPERATING CARRIER	FLIGHT NUMBER	ORIGIN AIRPORT	DESTINATION AIRPORT	DATE OF FLIGHT	LOCATION OF LONGEST TARMAC DELAY	LENGTH OF TARMAC DELAY
UNITED	UNITED	956	EWB	GVA	5/20/2026	Origin Airport	7:16
SINGAPORE	SINGAPORE	24	SIN	JFK	5/20/2026	Origin Airport	6:58
UNITED	UNITED	964	EWB	NAP	5/20/2026	Origin Airport	6:39
UNITED	REPUBLIC	3557	EWB	YYZ	5/20/2026	Origin Airport	6:36
UNITED	UNITED	40	EWB	FCO	5/20/2026	Origin Airport	6:25
UNITED	UNITED	124	EWB	ATH	5/20/2026	Origin Airport	6:18
UNITED	UNITED	19	EWB	MBP	5/20/2026	Origin Airport	5:36
UNITED	UNITED	385	EWB	DBV	5/20/2026	Origin Airport	5:21
UNITED	UNITED	350	EWB	AGP	5/20/2026	Origin Airport	5:09
DELTA	SKYWEST	3863	MHH	ATL	5/22/2026	Diversion Airport (AGS)	4:41

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

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

APPENDIX

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

30 Largest U.S. Airports

Atlanta: Hartsfield-Jackson	ATL
Austin: Austin-Bergstrom	AUS
Balt/Wash: Thurgood Marshall	BWI
Boston: Logan International	BOS
Charlotte: Douglas	CLT
Chicago: Midway	MDW
Chicago: O'Hare	ORD
Dallas-Fort Worth: International	DFW
Denver: International	DEN
Detroit: Metro Wayne County	DTW
Ft. Lauderdale: International	FLL
Houston: George Bush	IAH
Las Vegas: 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	May 2026			May 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	558,371	788	0.14	509,219	368	0.07
2	JETBLUE AIRWAYS	1,206,946	3,145	0.26	1,143,824	3,103	0.27
3	DELTA AIR LINES NETWORK	9,293,683	27,246	0.29	9,010,390	35,699	0.40
	- DELTA AIR LINES	7,331,685	22,476	0.31	7,122,220	30,121	0.42
	- BRANDED CODESHARE PARTNERS	1,961,998	4,770	0.24	1,888,170	5,578	0.30
4	SOUTHWEST AIRLINES	8,501,637	26,522	0.31	10,661,873	42,279	0.40
5	FRONTIER AIRLINES	841,740	3,833	0.46	791,571	2,887	0.36
6	ALASKA AIRLINES NETWORK ²	3,126,843	14,622	0.47	2,419,016	10,868	0.45
	- ALASKA AIRLINES	2,579,957	11,746	0.46	1,881,118	8,313	0.44
	- BRANDED CODESHARE PARTNERS	546,886	2,876	0.53	537,898	2,555	0.48
7	SPIRIT AIRLINES	12,014	58	0.48	697,459	2,999	0.43
8	AMERICAN AIRLINES NETWORK	9,925,670	53,927	0.54	9,807,730	64,062	0.65
	- AMERICAN AIRLINES	6,228,886	37,366	0.60	6,127,527	44,004	0.72
	- BRANDED CODESHARE PARTNERS	3,696,784	16,561	0.45	3,680,203	20,058	0.55
9	UNITED AIRLINES NETWORK	6,929,971	38,493	0.56	6,499,147	42,950	0.66
	- UNITED AIRLINES	5,182,707	27,852	0.54	4,773,043	30,968	0.65
	- BRANDED CODESHARE PARTNERS	1,747,264	10,641	0.61	1,726,104	11,982	0.69
TOTAL		40,396,875	168,634	0.42	41,540,229	205,215	0.49

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	May 2026			May 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	558,371	788	0.14	509,219	368	0.07
2	JETBLUE AIRWAYS	1,206,946	3,145	0.26	1,143,824	3,103	0.27
3	DELTA AIR LINES	7,331,685	22,476	0.31	7,122,220	30,121	0.42
4	SOUTHWEST AIRLINES	8,501,637	26,522	0.31	10,661,873	42,279	0.40
5	PSA AIRLINES	1,092,951	3,821	0.35	1,173,113	5,914	0.50
6	REPUBLIC AIRWAYS	939,901	3,811	0.41	850,324	3,988	0.47
7	SKYWEST AIRLINES	2,624,425	11,286	0.43	2,624,965	12,144	0.46
8	ALASKA AIRLINES ²	2,579,957	11,746	0.46	1,881,118	8,313	0.44
9	FRONTIER AIRLINES	841,740	3,833	0.46	791,571	2,887	0.36
10	SPIRIT AIRLINES	12,014	58	0.48	697,459	2,999	0.43
11	UNITED AIRLINES	5,182,707	27,852	0.54	4,773,043	30,968	0.65
12	AMERICAN AIRLINES	6,228,886	37,366	0.60	6,127,527	44,004	0.72
13	ENVOY AIR	965,813	5,817	0.60	903,956	5,630	0.62
	TOTAL	38,067,033	158,521	0.42	39,260,212	192,718	0.49

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	May 2026			May 2025		
		NUMBER OF WHEELCHAIRS AND SCOOTERS ENPLANED	NUMBER OF WHEELCHAIRS AND SCOOTERS MISHANDLED	NUMBER OF WHEELCHAIRS AND SCOOTERS MISHANDLED PER 100 ENPLANED	NUMBER OF WHEELCHAIRS AND SCOOTERS ENPLANED	NUMBER OF WHEELCHAIRS AND SCOOTERS MISHANDLED	NUMBER OF WHEELCHAIRS AND SCOOTERS MISHANDLED PER 100 ENPLANED
1	DELTA AIR LINES NETWORK	13,582	56	0.41	14,283	60	0.42
	- DELTA AIR LINES	10,579	49	0.46	10,791	49	0.45
	- BRANDED CODESHARE PARTNERS	3,003	7	0.23	3,492	11	0.32
2	ALLEGiant AIR	2,227	18	0.81	2,955	26	0.88
3	JETBLUE AIRWAYS	3,136	32	1.02	2,680	42	1.57
4	UNITED AIRLINES NETWORK	13,928	145	1.04	14,216	146	1.03
	- UNITED AIRLINES	11,058	120	1.09	11,026	115	1.04
	- BRANDED CODESHARE PARTNERS	2,870	25	0.87	3,190	31	0.97
5	AMERICAN AIRLINES NETWORK	15,704	182	1.16	15,157	195	1.29
	- AMERICAN AIRLINES	11,018	140	1.27	10,635	141	1.33
	- BRANDED CODESHARE PARTNERS	4,686	42	0.90	4,522	54	1.19
6	SOUTHWEST AIRLINES	25,565	306	1.20	26,031	322	1.24
7	FRONTIER AIRLINES	4,952	64	1.29	2,899	40	1.38
8	ALASKA AIRLINES NETWORK²	5,795	87	1.50	3,836	52	1.36
	- ALASKA AIRLINES	5,017	77	1.53	3,237	47	1.45
	- BRANDED CODESHARE PARTNERS	778	10	1.29	599	5	0.83
9	SPIRIT AIRLINES	40	2	5.00	2,580	40	1.55
	TOTAL	84,929	892	1.05	84,637	923	1.09

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	May 2026			May 2025		
		NUMBER OF WHEELCHAIRS AND SCOOTERS ENPLANED	NUMBER OF WHEELCHAIRS AND SCOOTERS MISHANDLED	NUMBER OF WHEELCHAIRS AND SCOOTERS MISHANDLED PER 100 ENPLANED	NUMBER OF WHEELCHAIRS AND SCOOTERS ENPLANED	NUMBER OF WHEELCHAIRS AND SCOOTERS MISHANDLED	NUMBER OF WHEELCHAIRS AND SCOOTERS MISHANDLED PER 100 ENPLANED
1	DELTA AIR LINES	10,579	49	0.46	10,791	49	0.45
2	SKYWEST AIRLINES	3,920	25	0.64	4,170	21	0.50
3	ENVOY AIR	1,622	11	0.68	1,470	22	1.50
4	ALLEGiant AIR	2,227	18	0.81	2,955	26	0.88
5	REPUBLIC AIRWAYS	1,413	13	0.92	1,354	17	1.26
6	JETBLUE AIRWAYS	3,136	32	1.02	2,680	42	1.57
7	UNITED AIRLINES	11,058	120	1.09	11,026	115	1.04
8	SOUTHWEST AIRLINES	25,565	306	1.20	26,031	322	1.24
9	AMERICAN AIRLINES	11,018	140	1.27	10,635	141	1.33
10	FRONTIER AIRLINES	4,952	64	1.29	2,899	40	1.38
11	PSA AIRLINES	1,075	14	1.30	1,162	16	1.38
12	ALASKA AIRLINES ²	5,017	77	1.53	3,237	47	1.45
13	SPIRIT AIRLINES	40	2	5.00	2,580	40	1.55
	TOTAL	81,622	871	1.07	80,990	898	1.11

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 available quarter and for the year to date, for the current period and for the same period in the previous year. The data are reported quarterly to DOT's Bureau of Transportation Statistics (Office of Airline Information). The reporting requirement is found in 14 CFR 250.10.

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

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

AIR TRAVEL CONSUMER REPORT

PASSENGERS DENIED BOARDING BY REPORTING MARKETING U.S. AIRLINES

RANK	CARRIER ¹	JANUARY - MARCH 2026			
		DENIED BOARDINGS (DB'S)		ENPLANED PASSENGERS	INVOLUNTARY DB's PER 10,000 PASSENGERS
		VOLUNTARY	INVOLUNTARY		
1	DELTA AIR LINES NETWORK	29,271	0	42,118,138	0.00
	- DELTA AIR LINES	23,157	0	34,539,966	0.00
	- BRANDED CODESHARE PARTNERS	6,114	0	7,578,172	0.00
2	ALLEGiant AIR	227	0	4,428,463	0.00
3	UNITED AIRLINES NETWORK	11,754	43	37,848,208	0.01
	- UNITED AIRLINES	6,710	27	29,995,279	0.01
	- BRANDED CODESHARE PARTNERS	5,044	16	7,852,929	0.02
4	SOUTHWEST AIRLINES	1,670	64	37,131,159	0.02
5	JETBLUE AIRWAYS	1,045	62	8,073,749	0.08
6	ALASKA AIRLINES NETWORK ²	5,072	140	12,681,917	0.11
	- ALASKA AIRLINES	3,246	95	10,365,648	0.09
	- BRANDED CODESHARE PARTNERS	1,826	45	2,316,269	0.19
7	AMERICAN AIRLINES NETWORK	20,508	3,294	47,159,805	0.70
	- AMERICAN AIRLINES	11,048	1,492	34,537,039	0.43
	- BRANDED CODESHARE PARTNERS	9,460	1,802	12,622,766	1.43
8	SPIRIT AIRLINES	5,358	537	5,511,523	0.97
9	FRONTIER AIRLINES	833	1,459	8,108,044	1.80
	TOTAL	75,738	5,599	203,061,006	0.28

JANUARY - MARCH 2025			
DENIED BOARDINGS (DB'S)		ENPLANED PASSENGERS	INVOLUNTARY DB's PER 10,000 PASSENGERS
VOLUNTARY	INVOLUNTARY		
26,879	0	41,774,943	0.00
17,783	0	34,210,277	0.00
9,096	0	7,564,666	0.00
152	0	4,451,306	0.00
8,754	49	36,439,833	0.01
3,353	28	28,501,695	0.01
5,401	21	7,938,138	0.03
4,426	55	36,933,136	0.01
1,174	48	7,981,939	0.06
3,129	79	9,786,861	0.08
1,627	35	7,236,219	0.05
1,502	44	2,550,642	0.17
14,336	2,906	46,398,815	0.63
6,575	1,429	33,776,791	0.42
7,761	1,477	12,622,024	1.17
2,100	173	8,325,778	0.21
596	1,462	7,655,614	1.91
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			
		DENIED BOARDINGS (DB'S)		ENPLANED PASSENGERS	INVOLUNTARY DB's PER 10,000 PASSENGERS
		VOLUNTARY	INVOLUNTARY		
1	DELTA AIR LINES	23,157	0	34,539,966	0.00
2	ALLEGiant AIR	227	0	4,428,463	0.00
3	UNITED AIRLINES	6,710	27	29,995,279	0.01
4	SOUTHWEST AIRLINES	1,670	64	37,131,159	0.02
5	JETBLUE AIRWAYS	1,045	62	8,073,749	0.08
6	ALASKA AIRLINES ²	3,246	95	10,365,648	0.09
7	SKYWEST AIRLINES	8,292	364	9,878,316	0.37
8	AMERICAN AIRLINES	11,048	1,492	34,537,039	0.43
9	REPUBLIC AIRWAYS	2,321	260	4,689,414	0.55
10	ENVOY AIR	1,420	294	4,254,439	0.69
11	SPIRIT AIR LINES	5,358	537	5,511,523	0.97
12	PSA AIRLINES	1,689	404	2,964,293	1.36
13	FRONTIER AIRLINES	833	1,459	8,108,044	1.80
	TOTAL	67,016	5,058	194,477,332	0.26

JANUARY - MARCH 2025			
DENIED BOARDINGS (DB'S)		ENPLANED PASSENGERS	INVOLUNTARY DB's PER 10,000 PASSENGERS
VOLUNTARY	INVOLUNTARY		
17,783	0	34,210,277	0.00
152	0	4,451,306	0.00
3,353	28	28,501,695	0.01
4,426	55	36,933,136	0.01
1,174	48	7,981,939	0.06
1,627	35	7,236,219	0.05
8,810	221	9,875,428	0.22
6,575	1,429	33,776,791	0.42
2,845	237	4,618,746	0.51
1,483	296	3,993,601	0.74
2,100	173	8,325,778	0.21
1,483	333	3,260,174	1.02
596	1,462	7,655,614	1.91
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

	MAY 2026			MAY 2025		
	COMPLAINTS	COMPLIMENTS	COMMENTS	MARCH	COMPLIMENTS	COMMENTS
U.S. Airlines	3,998	2	45	-	-	-
Foreign Airlines	2,020	0	20	-	-	-
Travel Agents	430	3	0	-	-	-
INDUSTRY TOTALS	6,448	5	65	-	-	-

AIR TRAVEL CONSUMER REPORT

CONSUMER COMPLAINT CASES: CATEGORIES¹

TABLE 2

		MAY 2026			MAY 2025		
COMPLAINT CATEGORY		RANKING	COMPLAINTS ²	SUB-CATEGORY	RANKING	COMPLAINTS ²	SUB-CATEGORY
Refund		1	1,881		-	-	-
Flight Schedule		2	1,225		-	-	-
	Cancellation			410	-	-	-
	Delay			433	-	-	-
	Misconnection			132	-	-	-
	Tarmac Delays			65	-	-	-
	Other Flight Schedule			185	-	-	-
Baggage/Luggage		3	954		-	-	-
Reservations/Tktg/Brdg		4	666		-	-	-
Other		5	404		-	-	-
	Frequent Flyer			30	-	-	-
	Other			374	-	-	-
Customer Service		6	383		-	-	-
	Family Seating			30	-	-	-
	Other Customer Service			353	-	-	-
Fees/Fares		7	332		-	-	-
Bumping/Oversales		8	218		-	-	-
Disability		9	209		-	-	-
Advertising		10	110		-	-	-
Discrimination		11	52		-	-	-
Animals/Pets ³		12	14		-	-	-
COMPLAINT TOTAL			6,448		-	-	-

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. AIRLINES¹²

May 2026

U.S. AIRLINE	FLIGHT PRBLMS.	DENIED BRDG.	RESV. TKTG. BRDG.	FEES FARES	REFUNDS	BAGGAGE	CUST. SVC.	DISAB.	ADVERT.	DISCRIM.	ANIMALS	OTHER	TOTAL
American Airlines	302	44	98	51	288	149	83	42	14	15	3	92	1,181
Alaska Airlines ³	16	5	22	4	32	18	15	8	6	1	1	10	138
Allegiant Air	14	1	2	1	11	7	6	4	0	1	0	4	51
Avelo Airlines	4	1	3	0	23	3	1	0	0	1	0	0	36
Breeze Airways	9	1	4	4	7	25	1	3	0	0	0	6	60
Delta Air Lines	147	33	61	24	125	157	50	25	15	7	1	60	705
Frontier Airlines	75	28	60	26	107	72	33	16	15	5	1	27	465
JetBlue	42	5	23	7	45	20	20	10	5	3	0	7	187
Southwest Airlines	40	12	22	12	37	28	30	17	4	4	1	17	224
Sun Country Airlines	2	0	0	0	3	0	0	0	0	0	0	1	6
Spirit Airlines	24	8	10	5	119	14	0	2	0	0	0	5	187
United Airlines	180	14	61	27	196	95	60	36	8	5	1	61	744
Other U.S. Airline	3	0	0	1	4	3	1	1	0	0	0	1	14
TOTAL May 2026	858	152	366	162	997	591	300	164	67	42	8	291	3,998
% of TOTAL COMPLAINTS	21.5%	3.8%	9.2%	4.1%	24.9%	14.8%	7.5%	4.1%	1.7%	1.1%	0.2%	7.3%	100%
TOTAL May 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 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

May 2026

FOREIGN AIRLINES	FLIGHT PRBLMS.	DENIED BRDG.	RESV. TKTG. BRDG.	FEES FARES	REFUNDS	BAGGAGE	CUST. SVC.	DISAB.	ADVERT.	DISCRIM.	ANIMALS	OTHER	TOTAL
Austrian	5	1	1	0	1	2	0	0	0	0	1	0	11
Asiana Airlines	3	1	1	2	0	6	1	1	0	0	0	1	16
Air Canada	8	2	6	2	11	8	0	0	3	3	0	3	46
Avianca	5	0	15	7	25	14	2	0	3	0	0	3	74
Air France	16	1	14	4	19	50	6	2	2	1	0	8	123
Air India	10	2	5	1	10	10	1	0	3	0	0	3	45
Aer Lingus	2	1	0	0	13	7	0	0	0	0	0	0	23
Aeromexico	4	3	4	3	9	4	1	1	0	0	0	1	30
All Nippon Airways	0	1	1	0	4	1	0	0	0	1	0	3	11
Air Serbia	3	0	1	0	0	1	1	1	0	0	0	0	7
Aegean Airlines	15	0	1	0	0	0	0	0	0	0	0	0	16
Air Premia	1	0	0	0	2	1	1	1	0	0	0	0	6
Arajet Airline	3	0	2	0	2	5	0	0	0	0	0	0	12
Air Arabia	5	0	0	0	0	0	0	0	0	0	0	0	5
Arkia Israel	3	0	0	0	2	3	0	1	0	0	0	1	10
Air Dolomiti	5	0	0	0	0	1	0	0	0	0	0	0	6
AJET	17	0	0	0	0	0	0	0	0	0	0	0	17
British Airways	5	2	10	0	26	15	3	3	1	0	0	2	67
China Airlines	1	0	3	0	4	6	0	0	0	0	0	0	14
Copa Airlines	5	2	3	0	11	6	2	4	1	0	0	3	37
Condor	0	1	1	0	4	2	0	0	0	0	0	0	8
Cathay Pacific Airways	3	0	5	0	6	9	4	1	2	0	0	3	33
Egyptair	3	0	0	0	2	3	1	0	0	0	0	1	10
El Al Israel	7	0	1	1	27	1	1	0	0	0	0	2	40
EVA Airways	0	0	1	0	5	5	0	0	0	0	0	0	11
Etihad Airways	4	2	8	4	25	8	1	0	2	0	0	2	56
Ethiopian Airlines	3	1	4	1	1	4	2	0	0	0	0	1	17
Emirates	7	0	1	2	21	1	0	2	1	0	0	3	38
Eurowings	6	0	0	0	0	0	0	0	0	0	0	0	6
Easy Jet	6	0	0	0	0	0	0	0	0	0	0	0	6
Finnair	1	1	0	1	1	1	0	3	0	0	0	1	9
Fiji Airways	4	0	0	0	2	0	0	0	1	0	0	0	7
FRENCH BEE	0	1	0	1	8	0	0	0	0	0	0	1	11
Iberia Airlines	6	2	2	2	12	6	2	1	1	0	0	3	37

Icelandair	3	0	1	0	4	5	1	1	0	0	0	1	16
ITA Airways	4	2	8	1	8	3	0	0	0	0	0	2	28
Indigo Airlines	1	0	1	0	4	0	0	0	0	0	0	0	6
Japan Airlines	0	0	4	0	2	1	0	0	0	0	0	1	8
Korean Air	3	1	1	1	2	2	2	2	0	0	0	3	17
Kuwait Airways	1	0	1	1	12	1	2	0	0	0	0	0	18
KLM	5	1	7	5	16	18	3	3	0	0	1	4	63
Kenya Airways	1	1	0	0	1	1	1	0	0	0	0	0	5
Lufthansa	21	1	21	5	46	22	6	1	1	0	1	12	137
LOT Polish Airlines	6	0	3	1	3	1	0	2	0	0	0	1	17
Level	2	0	2	1	7	8	0	0	0	0	0	0	20
LATAM Airlines	4	3	9	1	4	1	1	0	1	0	0	0	24
Norse Atlantic Airways	20	2	1	1	39	1	2	0	0	0	0	1	67
Philippine Airlines	0	1	0	1	5	2	0	0	0	0	0	1	10
Qantas	0	0	1	0	3	0	2	0	0	0	0	0	6
Qatar Airways	12	4	12	6	50	12	7	0	1	0	0	4	108
Ryanair	8	0	0	0	0	0	0	0	0	0	0	0	8
Royal Jordanian	1	0	1	0	6	2	1	0	0	0	0	0	11
Royal Air Maroc	3	1	2	0	3	6	0	2	0	0	0	1	18
Singapore Airlines	2	0	3	0	3	4	2	0	0	0	1	0	15
SAS	6	0	2	1	7	5	1	0	0	0	0	0	22
Saudi Arabian Airlines	3	1	4	0	8	4	0	1	0	0	0	0	21
Swiss	9	3	1	2	8	4	1	0	0	0	0	0	28
Turkish Airlines	21	4	21	3	49	32	11	6	2	3	0	10	162
TAP Air Portugal	3	0	1	0	6	4	2	0	0	1	0	1	18
Virgin Atlantic Airways	0	1	1	1	5	2	0	1	0	0	0	1	12
Volaris Airline	5	10	8	77	30	8	3	2	0	1	0	4	148
VivaAerobus	1	1	2	2	14	1	0	0	0	0	0	1	22
WestJet	1	0	2	1	0	0	0	0	0	0	0	1	5
Wizz Air	13	0	0	0	1	0	0	0	0	0	0	0	14
Other Foreign Airline	23	1	9	4	28	25	0	3	1	0	2	5	101
TOTALS	348	62	219	146	627	355	77	45	26	10	6	99	2,020

¹ Airlines are listed individually if DOT received five or more complaint cases during this period. For 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

May 2026

TRAVEL AGENTS	FLIGHT PRBLMS.	DENIED BRDG.	RESV. TKTG. BRDG.	FEES FARES	REFUNDS	BAGGAGE	CUST. SVC.	DISAB.	ADVERT.	DISCRIM.	ANIMALS	OTHER	TOTAL
ASAP Tickets	1	0	5	2	7	0	2	0	1	0	0	0	18
BudgetAir	0	0	1	0	7	1	0	0	1	0	0	0	10
Booking.com	0	0	4	0	23	1	0	0	0	0	0	1	29
Chase Travel	0	0	1	0	5	0	0	0	1	0	0	0	7
Capital One	4	0	6	1	10	0	0	0	2	0	0	0	23
CheapOair	0	0	0	0	13	0	0	0	0	0	0	0	13
Expedia	4	0	15	4	39	0	1	0	2	0	0	1	66
eDreams	0	0	0	0	6	1	0	0	2	0	0	0	9
Flight Network	0	0	0	1	5	0	0	0	1	0	0	1	8
Gotogate	1	1	0	0	5	0	0	0	0	0	0	0	7
Justfly	0	0	4	2	16	1	0	0	0	0	0	1	24
Kiwi.com	2	2	4	1	21	0	0	0	1	0	0	0	31
Makemytrip	0	0	1	0	8	0	0	0	0	0	0	0	9
Oojo	0	0	3	2	7	0	0	0	0	0	0	2	14
Priceline.com	1	0	4	1	13	0	0	0	1	0	0	1	21
Pocketfare.com	0	0	0	0	5	0	0	0	0	0	0	0	5
SkyLux Travel	0	0	0	1	5	0	0	0	0	0	0	0	6
Smartfares.com	0	0	4	1	4	0	0	0	0	0	0	0	9
Trip.com	1	0	5	1	4	0	0	0	0	0	0	1	12
Other Travel Agent	5	1	24	7	54	4	3	0	5	0	0	6	109
TOTALS	19	4	81	24	257	8	6	0	17	0	0	14	430

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

May 2026

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

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

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

Carrier	Death	Injury	Loss
Alaska Airlines	1		
TOTAL	1		



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

Customer Experience Report for May 2026 ^a

The Transportation Security Administration (TSA) screened approximately 76.9 million passengers at screening checkpoints and 40.0 million checked bags at baggage screening locations in May 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 May 2026, TSA received 17,804 complaints (i.e. a description of a negative experience) from the public via phone or email (or 23.2 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
827	11	686	0.9	14,377	18.8	118	0.2

Civil Rights		Other TSA-related		Non-TSA related, Airline		Non-TSA related, All Others	
Number of Complaints	Complaints per 100,000 Passengers ^c	Number of Complaints	Complaints per 100,000 Passengers ^c	Number of Complaints	Complaints per 100,000 Passengers ^c	Number of Complaints	Complaints per 100,000 Passengers ^c
766	1.0	363	0.5	175	0.3	493	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
233 ^d	202	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

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