



Air Travel Consumer Report

A Product Of
THE OFFICE OF AVIATION CONSUMER PROTECTION

Issued: August 2026



Flight Delays¹	June 2026 January - June 2026
Mishandled Baggage, Wheelchairs, and Scooters¹	June 2026 January - June 2026
Oversales¹	2 nd Quarter 2026 January - June 2026
Consumer Complaints² (Includes Disability and Discrimination Complaints)	June 2026 January - June 2026
Airline Animal Incident Reports⁴	June 2026
Customer Service Reports to the Dept. of Homeland Security³	June 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

TABLE OF CONTENTS

Section	Page
Flight Delays	
Introduction	3
Explanation	4
Branded Codeshare Partners	5
Table 1	6
Overall Percentage of Reported Flight Operations Arriving On-Time, by Reporting Marketing Carrier	
Table 1A.	7
Overall Percentage of Reported Flight Operations Arriving On-Time, by Reporting Operating Carrier	
Table 1B.	8
Overall Percentage of Reported Flight Operations Arriving On-Time, by Reporting Marketing Carrier, Rank by Month, and (YTD)	
Table 1C.	9
Overall Percentage of Reported Flight Operations Arriving On-Time, by Reporting Marketing Carrier (YTD)	
Table 1D.	10
Overall Percentage of Reported Flight Operations Arriving On-Time, by Reporting Operating Carrier, Rank by (YTD)	
Table 2.	11
Number of Reported Flight Arrivals and Percentage Arriving On-Time, by Reporting Marketing Carrier and Airport	
Table 2A.	15
Number of Reported Flight Arrivals and Percentage Arriving On-Time, by Reporting Operating Carrier and Airport	
Table 3.	19
Percentage of Reporting Carriers' Flight Operations Arriving On-Time, by Airport and Time of Day	
Table 4.	21
Percentage of Reporting Carriers' Flight Operations Departing On-Time, by Airport and Time of Day	
Table 5.	23
On-Time Arrival and Departure	
Percentage by Airport by Reporting Operating Carrier	
Tables 6./6A./6B./6C.	28
Overall Number and Percentage of Flight Cancellations, by Reporting Marketing and Reporting Operating Carrier (Monthly/YTD)	
Table 7.	32
Causes of the Delay by Reporting Marketing Carrier	
Table 7A.	33
Causes of the Delay by Reporting Operating Carrier	
Table 7B,	34
Causes of the Delay by Reporting Operating Carrier, chart	

Section	Page
Flight Delays (continued)	
Table 8	35
List of Regularly Scheduled Domestic Flights with Tarmac Delays Over 3 Hours, By Marketing/Operating Carrier	
Table 8A.	
List of Regularly Scheduled International Flights with Tarmac Delays Over 4 Hours, By Marketing/Operating Carrier	38
Appendix	39
Mishandled Baggage	40
Ranking- by Marketing Carrier (Monthly)	41
Ranking- by Marketing Carrier (YTD)	42
Ranking- by Operating Carrier (Monthly)	43
Ranking- by Operating Carrier (YTD)	44
Mishandled Wheelchairs and Scooters	45
Ranking- by Marketing Carrier (Monthly)	46
Ranking- by Marketing Carrier (YTD)	47
Ranking- by Operating Carrier (Monthly)	48
Ranking- by Operating Carrier (YTD)	49
Oversales	
Explanation	50
Ranking- by Marketing Carrier (Quarterly)	51
Ranking – by Marketing Carrier (YTD)	52
Ranking- by Operating Carrier (Quarterly)	53
Ranking – by Operating Carrier (YTD)	54
Consumer Complaints	
Explanation	55
Airline Reports to DOT of Incidents Involving the Loss, Injury, Or Death of Animals during Air Transportation (Monthly)	71
Customer Service Reports to the Department of Homeland Security	72

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 twelve (12) 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 12 reporting air carriers, 10 carriers (Alaska, Allegiant, Delta, Envoy, JetBlue, Republic, 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

JUNE 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

JUNE 2026

AT ALL US AIRPORTS			
CARRIER ¹	NUMBER OF AIRPORTS REPORTED	PERCENT OF ON-TIME ARRIVALS	RANK
DELTA AIR LINES NETWORK	211	80.8	1
- DELTA AIR LINES	145	81.1	
- BRANDED CODESHARE PARTNERS	183	80.2	
ALASKA AIRLINES NETWORK²	108	79.4	2
- ALASKA AIRLINES	86	80.0	
- BRANDED CODESHARE PARTNERS	59	78.1	
UNITED AIRLINES NETWORK	235	73.9	3
- UNITED AIRLINES	131	73.9	
- BRANDED CODESHARE PARTNERS	214	73.9	
JETBLUE AIRWAYS	69	73.6	4
AMERICAN AIRLINES NETWORK	233	70.7	5
- AMERICAN AIRLINES	126	67.7	
- BRANDED CODESHARE PARTNERS	215	73.6	
FRONTIER AIRLINES	79	69.7	6
ALLEGiant AIR	120	68.2	7
SOUTHWEST AIRLINES	108	65.3	8
TOTAL AIRPORTS SERVED	366	73.1	

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

AIR TRAVEL CONSUMER REPORT

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

JUNE 2026

AT ALL US AIRPORTS			
CARRIER ¹	NUMBER OF AIRPORTS REPORTED	PERCENT OF ON-TIME ARRIVALS	RANK
DELTA AIR LINES	145	81.1	1
ALASKA AIRLINES ²	86	80.0	2
REPUBLIC AIRWAYS	79	78.2	3
SKYWEST AIRLINES	241	76.2	4
ENVOY AIR	156	75.8	5
UNITED AIRLINES	131	73.9	6
JETBLUE AIRWAYS	69	73.6	7
FRONTIER AIRLINES	79	69.7	8
ALLEGiant AIR	120	68.2	9
AMERICAN AIRLINES	126	67.7	10
PSA AIRLINES	93	67.1	11
SOUTHWEST AIRLINES	108	65.3	12
TOTAL AIRPORTS SERVED	351	72.8	

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.

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

AIR TRAVEL CONSUMER REPORT

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

JUNE 2026

CARRIER ¹	Jan 26		Feb 26		Mar 26		Apr 26		May 26		Jun 26		Year-to-date (YTD)	
	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank
ALASKA AIRLINES NETWORK²	77.9	2	82.4	1	78.9	1	83.7	1	81.1	2	79.4	2	80.5	1
- ALASKA AIRLINES	77.1		81.7		76.4		83.7		82.4		80.0		80.2	
- BRANDED CODESHARE PARTNERS	79.5		83.8		84.2		83.7		78.5		78.1		81.2	
ALLEGiant AIR	73.9	5	77.2	5	70.8	6	75.6	6	72.7	7	68.2	7	72.7	6
AMERICAN AIRLINES NETWORK	70.8	6	76.1	7	72.6	5	78.4	4	77.6	5	70.7	5	74.4	5
- AMERICAN AIRLINES	69.1		77.0		72.8		76.8		75.1		67.7		73.0	
- BRANDED CODESHARE PARTNERS	72.3		75.2		72.4		79.9		80.0		73.6		75.6	
DELTA AIR LINES NETWORK	75.7	4	80.0	4	74.9	3	83.1	2	81.2	1	80.8	1	79.3	2
- DELTA AIR LINES	76.9		81.4		76.8		84.1		81.0		81.1		80.3	
- BRANDED CODESHARE PARTNERS	73.6		77.7		71.9		81.4		81.4		80.2		77.8	
FRONTIER AIRLINES	69.4	7	77.2	6	67.8	8	73.1	8	76.1	6	69.7	6	72.1	7
JETBLUE AIRWAYS	63.7	9	62.3	9	68.3	7	75.6	7	81.0	3	73.6	4	71.0	8
SOUTHWEST AIRLINES	82.4	1	80.8	3	73.0	4	77.3	5	71.9	8	65.3	8	74.8	4
SPIRIT AIRLINES	66.6	8	62.8	8	48.4	9	63.0	9	58.8	9	N/A	N/A	N/A	N/A
UNITED AIRLINES NETWORK	77.3	3	81.3	2	75.6	2	79.3	3	78.7	4	73.9	3	77.6	3
- UNITED AIRLINES	80.0		82.7		77.6		81.9		79.5		73.9		79.1	
- BRANDED CODESHARE PARTNERS	74.2		79.5		73.2		76.3		77.8		73.9		75.8	
TOTAL	75.3		78.5		73.4		79.2		77.8		73.1		76.1	

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

AIR TRAVEL CONSUMER REPORT

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

RANK	CARRIER ¹	JANUARY - JUNE 2026		JANUARY - JUNE 2025	
		FLIGHT OPERATIONS SCHEDULED	PERCENT OF ON-TIME ARRIVALS	FLIGHT OPERATIONS SCHEDULED	PERCENT OF ON-TIME ARRIVALS
1	ALASKA AIRLINES NETWORK²	246,145	80.51	202,429	77.72
	- ALASKA AIRLINES	164,539	80.20	116,755	76.70
	- BRANDED CODESHARE PARTNERS	81,606	81.15	85,674	79.11
2	DELTA AIR LINES NETWORK	816,084	79.33	792,127	78.70
	- DELTA AIR LINES	509,605	80.26	497,367	78.28
	- BRANDED CODESHARE PARTNERS	306,479	77.78	294,760	79.42
3	UNITED AIRLINES NETWORK	755,299	77.60	712,098	77.42
	- UNITED AIRLINES	410,786	79.14	385,016	78.62
	- BRANDED CODESHARE PARTNERS	344,513	75.77	327,082	76.01
4	SOUTHWEST AIRLINES	686,476	74.76	687,727	78.91
5	AMERICAN AIRLINES NETWORK	1,016,372	74.38	985,078	73.35
	- AMERICAN AIRLINES	493,947	73.04	481,303	73.58
	- BRANDED CODESHARE PARTNERS	522,425	75.64	503,775	73.12
6	ALLEGiant AIR	64,123	72.71	67,859	74.82
7	FRONTIER AIRLINES	106,624	72.06	99,357	70.01
8	JETBLUE AIRWAYS	118,580	71.02	115,525	74.49
9	SPIRIT AIRLINES	47,202	59.84	107,274	78.34
	TOTAL	3,856,905	76.14	3,769,474	76.61

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

AIR TRAVEL CONSUMER REPORT

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

RANK	CARRIER ¹	JANUARY – JUNE 2026		JANUARY – JUNE 2025	
		FLIGHT OPERATIONS SCHEDULED	PERCENT OF ON-TIME ARRIVALS	FLIGHT OPERATIONS SCHEDULED	PERCENT OF ON-TIME ARRIVALS
1	DELTA AIR LINES	509,605	80.26	497,367	78.28
2	ALASKA AIRLINES ²	164,539	80.20	116,755	76.70
3	UNITED AIRLINES	410,786	79.14	385,016	78.62
4	ENVOY AIR	158,744	78.65	142,631	76.25
5	SKYWEST AIRLINES	424,414	76.62	411,300	77.79
6	REPUBLIC AIRWAYS	182,909	76.35	167,463	77.80
7	SOUTHWEST AIRLINES	686,476	74.76	687,727	78.91
8	AMERICAN AIRLINES	493,947	73.04	481,303	73.58
9	ALLEGiant AIR	64,123	72.71	67,859	74.82
10	FRONTIER AIRLINES	106,624	72.06	99,357	70.01
11	JETBLUE AIRWAYS	118,580	71.02	115,525	74.49
12	PSA AIRLINES	120,424	69.95	127,202	65.69
13	SPIRIT AIRLINES	47,202	59.84	107,274	78.34
	TOTAL	3,488,373	75.96	3,406,779	76.65

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

AIR TRAVEL CONSUMER REPORT

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

JUNE 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	120	79.2	240	85.4	120	85.8	240	81.7	90	90.0	0	0.0	180	78.3	359	76.0
- ALASKA AIRLINES	120	79.2	150	84.0	120	85.8	240	81.7	90	90.0	0	0.0	180	78.3	312	77.2
- BRANDED CODESHARE PARTNERS	0	0.0	90	87.8	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	47	68.1
ALLEGIAN AIR	0	0.0	95	56.8	257	72.4	67	86.6	0	0.0	0	0.0	0	0.0	62	83.9
AMERICAN AIRLINES NETWORK	1185	67.8	1206	63.1	1566	65.7	2725	72.9	385	67.3	17698	79.2	7603	67.7	866	59.9
- AMERICAN AIRLINES	616	61.5	951	60.7	851	61.2	1596	69.0	284	66.2	9388	79.1	2084	70.9	805	58.4
- BRANDED CODESHARE PARTNERS	569	74.7	255	72.2	715	71.0	1129	78.4	101	70.3	8310	79.4	5519	66.5	61	80.3
DELTA AIR LINES NETWORK	24310	85.7	1799	75.6	1347	79.1	4463	79.1	565	81.2	869	77.6	1707	71.1	1107	74.1
- DELTA AIR LINES	20810	86.2	1150	74.3	874	82.4	2292	76.6	462	81.0	479	78.9	831	71.5	1047	74.3
- BRANDED CODESHARE PARTNERS	3500	82.5	649	77.8	473	72.9	2171	81.8	103	82.5	390	75.9	876	70.7	60	70.0
FRONTIER AIRLINES	2035	62.7	131	70.2	68	76.5	77	72.7	387	66.4	319	72.1	80	77.5	2149	73.7
JETBLUE AIRWAYS	282	64.9	102	67.6	147	70.7	3160	71.0	0	0.0	0	0.0	558	66.8	137	62.0
SOUTHWEST AIRLINES	1309	65.2	3460	63.9	5690	67.2	722	59.4	6234	75.7	298	63.8	1344	61.8	8030	62.4
UNITED AIRLINES NETWORK	731	75.1	980	75.5	807	70.5	1236	76.5	386	76.7	525	74.3	902	67.2	15924	77.8
- UNITED AIRLINES	690	74.2	870	74.3	674	70.6	1217	76.7	386	76.7	150	64.7	631	66.9	9698	78.4
- BRANDED CODESHARE PARTNERS	41	90.2	110	85.5	133	69.9	19	63.2	0	0.0	375	78.1	271	67.9	6226	76.9
TOTAL	29,972	82.0	8,013	68.6	10,002	69.3	12,690	74.4	8,047	75.4	19,709	78.6	12,374	67.7	28,634	72.4

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

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)

JUNE 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 NETWORK ²	267	77.9	60	90.0	249	81.5	30	93.3	120	82.5	117	84.6	358	76.3	798	78.9
- ALASKA AIRLINES	267	77.9	60	90.0	249	81.5	30	93.3	120	82.5	117	84.6	358	76.3	578	84.4
- BRANDED CODESHARE PARTNERS	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	220	64.5
ALLEGIAN AIR	0	0.0	0	0.0	61	91.8	472	56.4	70	61.4	0	0.0	0	0.0	597	68.2
AMERICAN AIRLINES NETWORK	24499	67.1	859	65.8	607	63.1	674	67.1	239	69.5	1000	60.3	2063	69.2	1203	64.3
- AMERICAN AIRLINES	14400	64.4	392	62.5	607	63.1	674	67.1	180	63.3	755	59.2	1373	66.5	1139	62.8
- BRANDED CODESHARE PARTNERS	10099	71.0	467	68.5	0	0.0	0	0.0	59	88.1	245	63.7	690	74.6	64	90.6
DELTA AIR LINES NETWORK	946	70.4	9498	82.2	764	74.9	988	81.1	488	78.7	714	72.3	4884	74.8	1304	76.9
- DELTA AIR LINES	946	70.4	5196	81.3	551	76.6	988	81.1	300	81.3	714	72.3	2574	78.1	1214	76.5
- BRANDED CODESHARE PARTNERS	0	0.0	4302	83.1	213	70.4	0	0.0	188	74.5	0	0.0	2310	71.2	90	82.2
FRONTIER AIRLINES	1135	62.1	289	71.3	119	62.2	432	72.2	218	67.9	585	71.8	30	73.3	1243	65.4
JETBLUE AIRWAYS	43	81.4	108	59.3	464	70.9	2015	77.8	0	0.0	110	66.4	3217	74.1	301	79.4
SOUTHWEST AIRLINES	0	0.0	382	53.7	0	0.0	863	66.2	8	75.0	0	0.0	0	0.0	7298	68.3
UNITED AIRLINES NETWORK	965	67.5	656	73.0	8598	78.1	607	81.4	6758	83.3	11878	75.2	0	0.0	1159	74.5
- UNITED AIRLINES	913	67.5	217	74.2	5582	78.4	607	81.4	3163	84.3	6151	76.9	0	0.0	1151	74.4
- BRANDED CODESHARE PARTNERS	52	67.3	439	72.4	3016	77.5	0	0.0	3595	82.4	5727	73.4	0	0.0	8	100.0
TOTAL	27,855	67.2	11,852	79.1	10,862	76.7	6,081	73.9	7,901	82.0	14,404	73.9	10,552	73.6	13,903	69.9

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)

JUNE 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	1442	79.9	0	0.0	180	85.0	0	0.0	30	86.7	141	83.7	378	67.2	90	84.4
- ALASKA AIRLINES	1041	77.0	0	0.0	180	85.0	0	0.0	30	86.7	141	83.7	378	67.2	90	84.4
- BRANDED CODESHARE PARTNERS	401	87.3	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
ALLEGiant AIR	0	0.0	0	0.0	41	78.0	42	64.3	0	0.0	0	0.0	0	0.0	25	60.0
AMERICAN AIRLINES NETWORK	4005	73.2	4156	70.3	1666	62.4	0	0.0	6574	77.5	635	66.9	14276	70.1	9220	76.6
- AMERICAN AIRLINES	2754	69.9	1442	62.1	1666	62.4	0	0.0	5363	75.9	350	64.3	5851	65.9	4707	75.7
- BRANDED CODESHARE PARTNERS	1251	80.5	2714	74.6	0	0.0	0	0.0	1211	84.6	285	70.2	8425	73.0	4513	77.6
DELTA AIR LINES NETWORK	4331	81.5	7159	73.4	1731	77.0	293	73.0	904	81.4	9550	80.8	1287	68.4	723	79.3
- DELTA AIR LINES	3338	78.8	2379	73.8	1724	77.0	113	85.0	904	81.4	6049	80.8	1091	66.7	591	79.4
- BRANDED CODESHARE PARTNERS	993	90.2	4780	73.3	7	85.7	180	65.6	0	0.0	3501	80.8	196	77.6	132	78.8
FRONTIER AIRLINES	489	75.9	180	39.4	1682	71.2	83	59.0	341	70.7	115	67.8	270	62.6	798	69.9
JETBLUE AIRWAYS	668	65.0	360	64.7	1648	76.8	0	0.0	0	0.0	0	0.0	130	68.5	155	80.6
SOUTHWEST AIRLINES	2275	56.2	984	55.6	4437	70.2	6700	68.7	453	62.7	491	60.1	35	68.6	439	63.3
UNITED AIRLINES NETWORK	3612	81.3	938	64.5	1160	81.3	0	0.0	495	77.6	638	72.4	17537	73.0	555	76.0
- UNITED AIRLINES	2643	78.0	818	64.3	1160	81.3	0	0.0	495	77.6	549	73.6	9286	73.1	430	75.1
- BRANDED CODESHARE PARTNERS	969	90.4	120	65.8	0	0.0	0	0.0	0	0.0	89	65.2	8251	72.9	125	79.2
TOTAL	16,822	75.1	13,777	69.9	12,545	72.3	7,118	68.8	8,797	76.9	11,570	78.6	33,913	71.4	12,005	75.9

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)

JUNE 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	541	80.6	3079	70.0	9518	78.3	1632	43.4	366	82.2	90	85.6
- ALASKA AIRLINES	391	85.7	1216	73.5	7135	77.8	965	50.5	156	81.4	90	85.6
- BRANDED CODESHARE PARTNERS	150	67.3	1863	67.7	2383	79.8	667	33.1	210	82.9	0	0.0
ALLEGiant AIR	17	70.6	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
AMERICAN AIRLINES NETWORK	7636	77.1	859	58.9	876	63.5	1368	45.5	494	64.4	1187	66.6
- AMERICAN AIRLINES	4900	74.9	859	58.9	706	58.8	1154	44.8	404	60.6	1096	65.8
- BRANDED CODESHARE PARTNERS	2736	81.1	0	0.0	170	82.9	214	49.5	90	81.1	91	75.8
DELTA AIR LINES NETWORK	975	82.8	946	79.4	4565	83.6	1325	48.8	7329	87.7	1168	83.0
- DELTA AIR LINES	833	81.9	797	78.2	2884	81.6	1265	49.2	4670	84.0	1168	83.0
- BRANDED CODESHARE PARTNERS	142	88.0	149	85.9	1681	87.0	60	40.0	2659	94.3	0	0.0
FRONTIER AIRLINES	537	75.8	179	65.4	143	79.7	392	42.3	274	84.7	535	75.7
JETBLUE AIRWAYS	30	50.0	146	75.3	78	73.1	435	58.9	50	56.0	444	74.3
SOUTHWEST AIRLINES	5221	64.9	3560	54.1	920	51.8	954	24.3	926	57.6	1926	70.1
UNITED AIRLINES NETWORK	789	76.0	993	74.7	951	71.2	7519	52.2	689	69.4	612	78.6
- UNITED AIRLINES	683	73.5	928	73.7	916	71.8	5695	54.9	404	68.3	612	78.6
- BRANDED CODESHARE PARTNERS	106	92.5	65	89.2	35	54.3	1824	43.7	285	70.9	0	0.0
TOTAL	15,746	73.4	9,762	64.6	17,051	77.1	13,625	48.1	10,128	82.2	5,962	73.9

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

JUNE 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	120	79.2	150	84.0	120	85.8	240	81.7	90	90.0	0	0.0	180	78.3	312	77.2
ALLEGiant AIR	0	0.0	95	56.8	257	72.4	67	86.6	0	0.0	0	0.0	0	0.0	62	83.9
AMERICAN AIRLINES	616	61.5	951	60.7	851	61.2	1596	69.0	284	66.2	9388	79.1	2084	70.9	805	58.4
DELTA AIR LINES	20810	86.2	1150	74.3	874	82.4	2292	76.6	462	81.0	479	78.9	831	71.5	1047	74.3
ENVOY AIR	56	85.7	122	68.9	202	78.7	198	80.8	57	75.4	467	86.7	448	72.8	1	100.0
FRONTIER AIRLINES	2035	62.7	131	70.2	68	76.5	77	72.7	387	66.4	319	72.1	80	77.5	2149	73.7
JETBLUE AIRWAYS	282	64.9	102	67.6	147	70.7	3160	71.0	0	0.0	0	0.0	558	66.8	137	62.0
PSA AIRLINES	282	68.8	11	72.7	171	67.8	0	0.0	8	75.0	3423	75.4	3659	63.2	0	0.0
REPUBLIC AIRWAYS	269	80.7	4	100.0	416	80.0	3121	80.5	139	77.0	341	83.3	2116	72.7	0	0.0
SKYWEST AIRLINES	490	81.0	834	79.9	258	57.0	0	0.0	0	0.0	217	78.8	21	47.6	6393	76.8
SOUTHWEST AIRLINES	1309	65.2	3460	63.9	5690	67.2	722	59.4	6234	75.7	298	63.8	1344	61.8	8030	62.4
UNITED AIRLINES	690	74.2	870	74.3	674	70.6	1217	76.7	386	76.7	150	64.7	631	66.9	9698	78.4
TOTAL	26,959	81.9	7,880	68.4	9,728	69.3	12,690	74.4	8,047	75.4	15,082	78.0	11,952	67.7	28,634	72.4

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)

JUNE 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	267	77.9	60	90.0	249	81.5	30	93.3	120	82.5	117	84.6	358	76.3	578	84.4
ALLEGiant AIR	0	0.0	0	0.0	61	91.8	472	56.4	70	61.4	0	0.0	0	0.0	597	68.2
AMERICAN AIRLINES	14400	64.4	392	62.5	607	63.1	674	67.1	180	63.3	755	59.2	1373	66.5	1139	62.8
DELTA AIR LINES	946	70.4	5196	81.3	551	76.6	988	81.1	300	81.3	714	72.3	2574	78.1	1214	76.5
ENVOY AIR	6593	73.0	150	80.7	0	0.0	0	0.0	0	0.0	67	58.2	0	0.0	0	0.0
FRONTIER AIRLINES	1135	62.1	289	71.3	119	62.2	432	72.2	218	67.9	585	71.8	30	73.3	1243	65.4
JETBLUE AIRWAYS	43	81.4	108	59.3	464	70.9	2015	77.8	0	0.0	110	66.4	3217	74.1	301	79.4
PSA AIRLINES	1548	63.4	189	63.0	0	0.0	0	0.0	59	88.1	89	58.4	0	0.0	0	0.0
REPUBLIC AIRWAYS	5	80.0	563	83.1	2310	79.0	0	0.0	727	84.2	39	76.9	1200	73.3	0	0.0
SKYWEST AIRLINES	1965	70.4	2317	83.1	0	0.0	0	0.0	239	76.2	1275	69.4	0	0.0	186	86.6
SOUTHWEST AIRLINES	0	0.0	382	53.7	0	0.0	863	66.2	8	75.0	0	0.0	0	0.0	7298	68.3
UNITED AIRLINES	913	67.5	217	74.2	5582	78.4	607	81.4	3163	84.3	6151	76.9	0	0.0	1151	74.4
TOTAL	27,815	67.2	9,863	79.0	9,943	77.1	6,081	73.9	5,084	81.9	9,902	73.6	8,752	74.1	13,707	70.0

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)

JUNE 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 ²	1041	77.0	0	0.0	180	85.0	0	0.0	30	86.7	141	83.7	378	67.2	90	84.4
ALLEGIAN AIR	0	0.0	0	0.0	41	78.0	42	64.3	0	0.0	0	0.0	0	0.0	25	60.0
AMERICAN AIRLINES	2754	69.9	1442	62.1	1666	62.4	0	0.0	5363	75.9	350	64.3	5851	65.9	4707	75.7
DELTA AIR LINES	3338	78.8	2379	73.8	1724	77.0	113	85.0	904	81.4	6049	80.8	1091	66.7	591	79.4
ENVOY AIR	0	0.0	0	0.0	0	0.0	0	0.0	1147	85.2	85	85.9	4737	75.8	0	0.0
FRONTIER AIRLINES	489	75.9	180	39.4	1682	71.2	83	59.0	341	70.7	115	67.8	270	62.6	798	69.9
JETBLUE AIRWAYS	668	65.0	360	64.7	1648	76.8	0	0.0	0	0.0	0	0.0	130	68.5	155	80.6
PSA AIRLINES	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	138	63.0	0	0.0	1854	74.4
REPUBLIC AIRWAYS	0	0.0	4715	75.7	0	0.0	0	0.0	64	75.0	66	65.2	2529	79.2	615	79.8
SKYWEST AIRLINES	3462	86.3	0	0.0	0	0.0	0	0.0	0	0.0	2512	84.5	7062	69.0	0	0.0
SOUTHWEST AIRLINES	2275	56.2	984	55.6	4437	70.2	6700	68.7	453	62.7	491	60.1	35	68.6	439	63.3
UNITED AIRLINES	2643	78.0	818	64.3	1160	81.3	0	0.0	495	77.6	549	73.6	9286	73.1	430	75.1
TOTAL	16,670	74.9	10,878	69.8	12,538	72.3	6,938	68.8	8,797	76.9	10,496	79.4	31,369	71.3	9,704	75.0

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)

JUNE 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	391	85.7	1216	73.5	7135	77.8	965	50.5	156	81.4	90	85.6
ALLEGiant AIR	17	70.6	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
AMERICAN AIRLINES	4900	74.9	859	58.9	706	58.8	1154	44.8	404	60.6	1096	65.8
DELTA AIR LINES	833	81.9	797	78.2	2884	81.6	1265	49.2	4670	84.0	1168	83.0
ENVOY AIR	1035	83.6	0	0.0	93	83.9	0	0.0	9	88.9	91	75.8
FRONTIER AIRLINES	537	75.8	179	65.4	143	79.7	392	42.3	274	84.7	535	75.7
JETBLUE AIRWAYS	30	50.0	146	75.3	78	73.1	435	58.9	50	56.0	444	74.3
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	0	0.0
SKYWEST AIRLINES	2040	80.9	1311	74.1	2519	84.5	2592	41.9	3187	91.2	0	0.0
SOUTHWEST AIRLINES	5221	64.9	3560	54.1	920	51.8	954	24.3	926	57.6	1926	70.1
UNITED AIRLINES	683	73.5	928	73.7	916	71.8	5695	54.9	404	68.3	612	78.6
TOTAL	15,687	73.5	8,996	64.8	15,394	76.9	13,452	48.3	10,080	82.1	5,962	73.9

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

JUNE 2026

ARRIVAL AIRPORT*																
SCHEDULED ARRIVAL TIME	ATL	AUS	BNA	BOS	BWI	CLT	DCA	DEN	DFW	DTW	EWR	FLL	IAD	IAH	JFK	LAS
0600-0659	84.9	93.5	89.4	80.6	96.8	88.3	77.0	90.1	80.2	84.0	82.9	93.3	76.8	85.6	84.6	93.8
0700-0759	91.2	91.2	91.1	86.8	90.9	89.8	83.6	90.5	78.2	90.1	88.2	76.2	91.2	86.7	87.6	92.6
0800-0859	91.3	90.1	87.1	88.6	94.5	89.4	80.7	89.2	75.5	91.1	90.6	92.4	79.7	82.3	80.8	91.7
0900-0959	87.0	87.2	87.5	93.5	93.0	87.8	86.3	85.2	77.5	90.6	91.3	88.4	93.3	82.4	93.0	90.2
1000-1059	89.6	81.2	81.9	90.1	93.7	87.3	84.2	84.9	74.3	88.1	93.3	87.2	85.5	78.8	90.5	84.2
1100-1159	91.3	80.3	82.0	88.4	90.8	87.7	81.7	82.0	75.9	91.4	90.7	85.1	90.1	83.8	88.2	79.1
1200-1259	91.4	76.8	77.6	88.7	86.3	84.7	78.5	84.3	75.4	83.8	82.0	80.0	84.3	75.7	90.7	76.5
1300-1359	85.8	76.1	71.8	89.4	88.0	83.5	70.9	72.6	71.6	85.3	82.9	85.0	92.5	76.6	80.8	72.4
1400-1459	83.4	74.6	69.7	83.8	81.7	82.1	66.1	75.6	69.6	83.2	83.2	81.7	89.5	78.7	77.0	69.4
1500-1559	79.9	67.9	70.5	78.9	80.0	75.6	67.1	67.3	68.8	81.1	82.7	75.3	84.7	74.0	79.0	65.1
1600-1659	78.6	63.8	65.2	73.1	72.7	76.1	60.5	64.4	68.2	81.5	76.8	71.0	82.2	69.5	71.4	66.2
1700-1759	75.4	62.0	58.3	66.9	72.2	70.3	58.7	53.4	60.7	81.5	70.5	66.1	68.5	65.8	68.8	59.8
1800-1859	77.9	62.5	55.3	61.3	64.9	69.1	56.5	54.5	57.0	70.9	74.3	62.3	75.2	62.7	64.3	54.9
1900-1959	72.1	56.7	46.6	60.1	57.4	65.3	52.9	55.9	55.2	71.4	62.3	60.1	76.0	63.4	63.4	61.6
2000-2059	77.1	59.0	53.9	57.2	53.1	65.1	54.8	52.4	56.4	73.0	64.5	66.7	73.3	68.2	59.3	55.7
2100-2159	71.0	59.2	55.9	60.5	50.4	66.1	53.3	62.2	51.4	65.8	57.2	67.9	70.8	66.2	54.0	53.7
2200-2259	66.1	53.0	59.2	61.0	50.0	61.9	57.0	61.0	54.1	58.7	59.2	56.1	62.2	61.2	57.1	56.3
2300-0559	69.9	53.4	63.8	63.0	62.1	69.6	60.6	61.6	63.0	65.7	70.2	59.2	77.1	69.0	69.0	57.2
TOTAL	81.9	68.4	69.3	74.4	75.4	78.0	67.7	72.4	67.2	79.0	77.1	73.9	81.9	73.6	74.1	70.0

* 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)

JUNE 2026

ARRIVAL AIRPORT*															
SCHEDULED ARRIVAL TIME	LAX	LGA	MCO	MDW	MIA	MSP	ORD	PHL	PHX	SAN	SEA	SFO	SLC	TPA	TOTAL
0600-0659	92.4	81.8	81.2	90.7	71.7	84.2	84.8	81.1	89.4	85.1	95.2	94.1	95.2	96.2	87.2
0700-0759	93.3	92.0	92.4	91.0	89.1	90.7	87.7	82.5	91.7	90.7	92.2	87.7	93.7	80.3	88.5
0800-0859	87.2	90.9	91.7	89.9	89.4	89.3	86.8	89.1	87.9	85.9	90.2	69.1	95.2	93.1	87.4
0900-0959	84.5	89.8	90.6	86.6	92.1	86.7	85.8	88.1	85.8	80.5	84.5	53.1	87.9	93.6	85.3
1000-1059	82.1	89.4	89.3	84.6	88.9	84.9	85.6	88.6	85.7	77.2	77.8	59.5	92.2	89.0	84.1
1100-1159	79.3	89.1	90.2	89.9	87.8	88.4	84.9	84.9	85.4	75.7	82.4	42.9	89.5	86.5	83.3
1200-1259	78.0	84.3	89.1	82.3	84.8	88.5	82.7	85.7	80.9	58.9	79.2	42.3	88.9	87.3	81.0
1300-1359	75.8	79.9	80.7	70.3	84.0	83.4	78.7	84.1	76.2	61.9	79.2	40.6	75.9	80.9	77.5
1400-1459	75.7	73.9	76.0	70.2	82.9	84.3	74.8	81.1	73.1	62.5	77.5	53.6	82.1	74.4	76.5
1500-1559	79.2	67.4	75.3	64.0	77.9	75.0	68.0	82.3	72.2	59.9	82.1	40.5	87.7	72.3	72.4
1600-1659	69.6	64.7	67.1	58.8	74.6	76.8	60.1	70.0	67.2	61.5	78.3	46.1	80.7	75.3	69.4
1700-1759	72.5	61.1	64.7	54.1	74.1	73.5	61.0	70.3	64.2	57.5	74.8	51.7	79.0	69.7	65.4
1800-1859	69.8	61.9	61.4	45.5	67.0	66.0	55.0	63.1	60.6	56.8	68.7	55.9	65.0	66.7	61.8
1900-1959	66.8	53.8	59.7	52.6	66.1	75.7	53.5	59.2	62.3	57.2	70.7	48.9	78.8	67.1	61.2
2000-2059	68.7	49.5	57.0	49.8	64.6	74.5	52.5	59.4	59.7	54.9	68.4	30.4	79.0	63.2	60.4
2100-2159	66.2	48.4	55.3	42.7	63.1	63.7	51.1	64.6	56.8	46.5	66.1	27.2	74.4	62.2	58.0
2200-2259	58.7	50.9	55.4	42.8	60.1	58.6	58.8	60.1	56.0	48.1	71.3	32.2	65.3	64.0	57.7
2300-0559	63.4	53.1	61.3	60.9	63.9	67.5	73.5	65.7	63.9	60.6	68.3	50.5	56.8	60.5	63.8
TOTAL	74.9	69.8	72.3	68.8	76.9	79.4	71.3	75.0	73.5	64.8	76.9	48.3	82.1	73.9	72.9

* 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)

JUNE 2026

DEPARTURE AIRPORT*																
SCHEDULED DEPARTURE TIME	ATL	AUS	BNA	BOS	BWI	CLT	DCA	DEN	DFW	DTW	EWR	FLL	IAD	IAH	JFK	LAS
0600-0659	87.8	90.0	88.4	92.2	89.3	89.2	90.5	93.2	85.2	86.9	92.1	90.8	89.9	89.9	90.6	92.3
0700-0759	89.0	89.0	85.3	91.3	77.1	87.4	85.6	86.9	76.8	88.9	91.0	93.9	88.8	90.3	88.6	82.4
0800-0859	90.8	83.4	87.6	90.8	86.5	89.0	83.8	88.0	76.4	87.3	90.1	92.0	92.1	85.9	85.8	77.2
0900-0959	87.2	83.0	77.2	87.8	79.4	79.3	78.5	86.2	71.3	83.8	88.1	87.4	89.0	78.1	85.1	77.7
1000-1059	84.3	73.6	77.1	86.2	81.3	83.6	79.6	77.5	65.3	87.1	86.8	79.4	93.3	73.7	81.6	73.8
1100-1159	84.0	75.0	66.7	82.4	79.8	78.7	78.1	79.3	60.7	80.9	86.7	77.9	77.6	69.0	85.2	68.6
1200-1259	84.0	66.7	67.8	79.6	66.2	77.2	69.8	68.2	60.7	80.9	85.4	77.5	86.3	72.6	76.6	59.8
1300-1359	81.4	56.4	48.8	77.5	62.5	70.9	68.6	75.5	60.3	67.1	83.4	70.0	86.9	61.7	78.5	61.1
1400-1459	74.7	63.3	51.0	78.7	60.9	66.9	62.2	58.2	52.4	76.9	77.4	63.7	80.9	66.6	72.5	59.6
1500-1559	74.3	50.8	49.0	70.7	57.1	66.0	61.0	64.5	54.4	74.5	78.3	65.9	78.9	64.0	71.0	46.3
1600-1659	70.9	47.3	44.9	65.6	55.5	63.6	50.3	59.7	54.0	73.8	77.1	60.4	60.6	60.5	69.3	50.5
1700-1759	70.3	47.4	49.0	60.0	51.0	58.6	53.6	60.1	55.0	64.4	71.2	51.7	75.5	59.2	70.5	52.2
1800-1859	67.2	49.9	43.1	57.7	52.1	57.7	52.3	40.5	47.9	71.1	71.6	65.5	68.6	58.2	61.8	42.6
1900-1959	68.7	49.8	43.1	61.3	50.6	51.1	53.4	47.5	45.1	67.6	66.8	55.5	58.1	60.2	65.5	43.2
2000-2059	69.9	42.0	29.6	55.0	38.6	58.9	50.7	50.9	45.5	63.1	62.6	64.3	66.3	62.1	59.8	41.2
2100-2159	72.2	35.2	43.8	53.9	41.4	57.1	52.4	50.6	48.2	74.1	68.0	57.4	50.0	63.7	62.2	41.7
2200-2259	74.4	41.1	39.7	50.9	41.4	62.3	53.4	53.2	49.9	74.8	50.0	62.5	77.7	66.2	62.3	50.3
2300-0559	78.5	92.9	90.2	94.6	88.2	73.0	90.4	78.5	85.0	87.0	92.8	88.5	100.0	91.7	90.3	69.2
TOTAL	78.3	66.0	61.3	77.0	64.7	69.4	68.1	68.5	59.1	78.0	80.1	73.2	82.1	70.3	76.0	63.4

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

AIR TRAVEL CONSUMER REPORT

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

JUNE 2026

DEPARTURE AIRPORT*															
SCHEDULED DEPARTURE TIME	LAX	LGA	MCO	MDW	MIA	MSP	ORD	PHL	PHX	SAN	SEA	SFO	SLC	TPA	TOTAL
0600-0659	89.7	90.0	91.6	89.7	93.2	91.6	88.7	90.4	92.2	89.9	92.2	93.6	93.2	91.2	90.6
0700-0759	88.1	88.8	90.7	88.6	87.5	90.0	86.6	88.1	86.3	82.7	87.5	92.1	90.2	92.1	87.2
0800-0859	86.0	85.6	87.9	80.5	89.5	88.1	85.2	85.9	85.6	85.0	86.1	86.2	93.1	89.1	86.2
0900-0959	80.7	86.6	85.1	74.2	85.6	86.1	82.9	82.6	76.7	75.3	80.5	73.1	85.7	85.6	81.9
1000-1059	75.1	87.2	84.3	80.3	82.7	82.2	81.6	86.4	76.9	70.5	70.7	62.5	87.7	82.1	78.5
1100-1159	69.1	84.8	83.5	62.3	83.5	81.0	80.1	74.4	70.0	66.4	69.6	55.1	82.5	83.4	76.3
1200-1259	70.4	81.4	80.0	65.4	77.6	83.4	76.3	76.0	72.1	64.8	74.0	59.1	78.1	82.0	73.0
1300-1359	67.4	78.2	69.0	62.0	78.2	81.3	75.0	74.5	67.6	51.4	68.5	54.8	82.4	73.4	70.4
1400-1459	65.2	74.2	64.0	44.5	74.5	74.3	71.6	61.9	63.5	50.5	72.0	50.8	65.0	72.5	65.7
1500-1559	67.3	64.3	59.8	49.5	69.3	75.1	63.8	65.9	60.1	55.2	68.9	47.7	79.2	64.1	64.7
1600-1659	70.0	57.1	56.0	44.6	68.4	67.0	61.9	67.4	58.0	50.2	72.9	53.7	72.0	64.3	61.3
1700-1759	65.5	55.4	54.9	38.9	62.2	62.2	56.9	58.3	55.6	54.0	65.8	53.8	75.1	59.7	60.1
1800-1859	69.1	59.6	47.9	35.2	60.6	70.5	54.2	59.3	47.8	49.5	69.3	60.2	67.6	53.7	56.2
1900-1959	65.9	58.8	50.9	32.0	64.4	67.2	54.6	60.8	54.2	42.6	64.7	66.7	53.2	56.8	55.7
2000-2059	66.3	50.7	50.3	41.5	65.3	76.1	55.4	56.9	56.7	50.8	65.1	49.9	76.1	55.9	56.5
2100-2159	74.1	57.1	42.9	38.3	66.5	73.6	56.4	59.2	55.5	56.9	70.9	52.3	81.2	41.7	58.3
2200-2259	68.0	30.2	43.7	29.5	66.1	65.3	55.0	63.6	58.3	75.2	71.0	47.5	81.2	50.8	60.4
2300-0559	80.3	0.0	90.1	90.2	83.1	90.3	73.0	81.4	82.8	0.0	79.2	66.5	82.5	93.2	80.3
TOTAL	74.5	73.2	70.3	59.4	74.0	78.8	70.8	72.0	69.2	65.4	74.0	63.3	81.3	74.7	70.7

* 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
JUNE 2026

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS		CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP		ARR	DEP	ARR	DEP
Aberdeen, SD (ABR)	93.3	86.7	60	60	Brainerd, MN (BRD)	90.2	90.2	51	51
Abilene, TX (ABI)	80.5	80.1	262	261	Bristol/Johnson City/Kingsport, TN (TRI)	65.5	72.9	171	170
Adak Island, AK (ADK)	100.0	87.5	8	8	Brownsville, TX (BRO)	78.4	82.9	111	111
Aguadilla, PR (BQN)	73.6	72.3	212	213	Buffalo, NY (BUF)	72.1	74.6	1862	1865
Akron, OH (CAK)	65.9	70.9	499	499	Burbank, CA (BUR)	74.2	75.4	2535	2535
Albany, NY (ALB)	72.1	76.6	1095	1096	Burlington, VT (BTV)	72.4	72.4	554	554
Albuquerque, NM (ABQ)	70.1	74.1	2162	2163	Butte, MT (BTM)	71.7	83.3	60	60
Alexandria, LA (AEX)	78.7	82.0	150	150	Carlsbad, CA (CLD)	70.0	76.7	240	240
Allentown/Bethlehem/Easton, PA (ABE)	72.7	76.7	362	361	Casper, WY (CPR)	62.3	73.7	236	236
Alpena, MI (APN)	90.2	90.2	51	51	Cedar City, UT (CDC)	94.1	96.1	51	51
Amarillo, TX (AMA)	64.3	77.1	423	423	Cedar Rapids/Iowa City, IA (CID)	76.1	78.6	687	687
Anchorage, AK (ANC)	79.5	83.6	2320	2322	Champaign/Urbana, IL (CMI)	71.7	74.5	145	145
Appleton, WI (ATW)	78.5	80.7	592	592	Charleston, SC (CHS)	72.6	76.4	2116	2117
Arcata/Eureka, CA (ACV)	58.2	57.8	225	225	Charleston/Dunbar, WV (CRW)	62.1	67.8	198	199
Asheville, NC (AVL)	71.8	75.8	930	930	Charlotte Amalie, VI (STT)	83.9	82.3	434	434
Ashland, WV (HTS)	58.2	44.8	67	67	Charlotte, NC (CLT)	78.0	69.4	15082	15079
Aspen, CO (ASE)	59.3	61.7	627	626	Charlottesville, VA (CHO)	81.7	82.3	142	141
Atlanta, GA (ATL)	81.9	78.3	26959	26961	Chattanooga, TN (CHA)	71.2	72.9	423	424
Atlantic City, NJ (ACY)	53.7	27.8	54	54	Cheyenne, WY (CYS)	73.3	83.3	60	60
Augusta, GA (AGS)	64.9	69.4	111	111	Chicago, IL (MDW)	68.8	59.4	6938	6937
Austin, TX (AUS)	68.4	66.0	7880	7879	Chicago, IL (ORD)	71.3	70.8	31369	31374
Bakersfield, CA (BFL)	63.4	78.6	257	257	Christiansted, VI (STX)	80.6	83.7	98	98
Baltimore, MD (BWI)	75.4	64.7	8047	8045	Cincinnati, OH (CVG)	73.6	77.1	3133	3129
Bangor, ME (BGR)	73.3	77.1	502	502	Clarksburg/Fairmont, WV (CKB)	65.2	74.2	89	89
Barrow, AK (BRW)	76.7	76.7	30	30	Cleveland, OH (CLE)	73.9	77.9	3675	3675
Baton Rouge, LA (BTR)	68.2	73.4	380	380	Cody, WY (COD)	73.8	68.9	103	103
Beaumont/Port Arthur, TX (BPT)	80.0	76.7	60	60	College Station/Bryan, TX (CLL)	75.6	67.8	90	90
Bellefonte, PA (BFB)	63.5	61.9	181	181	Colorado Springs, CO (COS)	68.1	73.3	1161	1160
Bellingham, WA (BLI)	81.1	84.6	175	175	Columbia, MO (COU)	73.1	76.9	360	360
Bemidji, MN (BJI)	86.7	86.7	60	60	Columbia, SC (CAE)	77.2	78.3	473	475
Bend/Redmond, OR (RDM)	75.7	76.4	581	580	Columbus, GA (CSG)	100.0	66.7	6	6
Bethel, AK (BET)	85.0	85.0	60	60	Columbus, MS (GTR)	66.7	53.3	30	30
Billings, MT (BIL)	77.9	86.2	412	412	Columbus, OH (CMH)	74.5	78.5	3876	3876
Binghamton, NY (BGM)	90.0	90.0	30	30	Columbus, OH (LCK)	76.7	68.0	150	150
Birmingham, AL (BHM)	68.1	72.9	1442	1441	Concord, NC (USA)	61.7	60.0	60	60
Bishop, CA (BIH)	42.1	21.1	19	19	Cordova, AK (CDV)	90.0	91.7	60	60
Bismarck/Mandan, ND (BIS)	79.2	83.3	336	335	Corpus Christi, TX (CRP)	70.0	71.3	380	380
Bloomington/Normal, IL (BMI)	69.4	75.0	144	144	Dallas, TX (DAL)	62.6	50.2	6022	6025
Boise, ID (BOI)	72.9	77.8	2003	2002	Dallas/Fort Worth, TX (DFW)	67.2	59.1	27815	27815
Boston, MA (BOS)	74.4	77.0	12690	12683	Dayton, OH (DAY)	67.7	76.9	628	628
Bozeman, MT (BZN)	75.1	75.9	1258	1258	Daytona Beach, FL (DAB)	83.0	82.3	300	300

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

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS		CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP		ARR	DEP	ARR	DEP
Deadhorse, AK (SCC)	97.7	97.7	44	44	Great Falls, MT (GTF)	81.3	87.1	171	171
Decatur, IL (DEC)	72.5	74.5	51	51	Green Bay, WI (GRB)	79.4	85.7	398	399
Denver, CO (DEN)	72.4	68.5	28634	28634	Greensboro/High Point, NC (GSO)	73.2	74.6	820	820
Des Moines, IA (DSM)	67.4	74.0	1355	1356	Greer, SC (GSP)	71.4	74.6	1250	1250
Detroit, MI (DTW)	79.0	78.0	9863	9869	Guam, TT (GUM)	91.7	93.3	60	60
Devils Lake, ND (DVL)	84.3	88.2	51	51	Gulf Shores, AL (GUF)	68.3	59.5	126	126
Dickinson, ND (DIK)	74.5	82.4	51	51	Gulfport/Biloxi, MS (GPT)	81.2	82.9	234	234
Dillingham, AK (DLG)	95.2	85.7	21	21	Gunnison, CO (GUC)	73.8	80.6	103	103
Dodge City, KS (DDC)	70.6	68.6	51	51	Gustavus, AK (GST)	88.0	84.0	25	25
Duluth, MN (DLH)	76.9	82.4	216	216	Hagerstown, MD (HGR)	67.6	47.1	34	34
Durango, CO (DRO)	75.0	78.4	444	444	Hancock/Houghton, MI (CMX)	70.3	76.6	64	64
Eagle, CO (EGE)	67.0	74.3	179	179	Harlingen/San Benito, TX (HRL)	67.3	71.6	324	324
Eau Claire, WI (EAU)	66.7	68.6	51	51	Harrisburg, PA (MDT)	69.8	79.0	526	528
El Paso, TX (ELP)	62.0	68.2	1394	1394	Hartford, CT (BDL)	76.3	80.5	1866	1868
Elko, NV (EKO)	83.0	89.4	47	47	Hattiesburg/Laurel, MS (PIB)	64.7	70.6	51	51
Elmira/Corning, NY (ELM)	79.0	76.5	119	119	Hayden, CO (HDN)	60.2	71.9	128	128
Erie, PA (ERI)	51.9	76.9	27	26	Hays, KS (HYS)	58.8	66.7	51	51
Escanaba, MI (ESC)	80.4	84.3	51	51	Helena, MT (HLN)	78.3	90.8	120	120
Eugene, OR (EUG)	72.5	70.7	839	839	Hibbing, MN (HIB)	94.1	90.2	51	51
Evansville, IN (EVV)	72.8	70.6	180	180	Hilo, HI (ITO)	83.6	86.7	549	549
Everett, WA (PAE)	91.7	90.0	60	60	Hilton Head, SC (HHH)	84.4	75.9	294	294
Fairbanks, AK (FAI)	82.7	85.9	404	403	Hobbs, NM (HOB)	66.7	73.3	30	30
Fargo, ND (FAR)	75.8	79.0	559	558	Honolulu, HI (HNL)	81.6	85.0	4898	4899
Farmington, NM (FMN)	73.3	100.0	30	30	Houston, TX (HOU)	66.4	60.2	4512	4514
Fayetteville, AR (XNA)	70.8	73.0	1344	1344	Houston, TX (IAH)	73.6	70.3	9902	9903
Fayetteville, NC (FAY)	62.5	62.5	24	24	Huntsville, AL (HSV)	74.0	79.0	678	677
Flagstaff, AZ (FLG)	69.2	65.0	120	120	Hyannis, MA (HYA)	90.6	79.2	53	53
Flint, MI (FNT)	64.7	72.9	221	221	Idaho Falls, ID (IDA)	79.8	80.2	500	501
Fort Dodge, IA (FOD)	65.4	65.4	52	52	Indianapolis, IN (IND)	73.9	78.1	4249	4249
Fort Lauderdale, FL (FLL)	73.9	73.2	6081	6077	International Falls, MN (INL)	87.1	85.5	62	62
Fort Myers, FL (RSW)	75.5	77.8	2083	2087	Iron Mountain/Kingsfd, MI (IMT)	78.3	80.0	60	60
Fort Smith, AR (FSM)	75.7	80.0	115	115	Islip, NY (ISP)	78.3	77.3	415	415
Fort Wayne, IN (FWA)	74.2	76.5	534	532	Jackson, WY (JAC)	74.1	71.7	792	791
Fresno, CA (FAT)	69.3	76.2	1124	1123	Jackson/Vicksburg, MS (JAN)	64.4	72.7	545	545
Gainesville, FL (GNV)	80.3	84.1	233	233	Jacksonville, FL (JAX)	70.5	74.6	2643	2646
Garden City, KS (GCK)	75.0	75.0	60	60	Jacksonville/Camp Lejeune, NC (OAJ)	81.5	85.9	92	92
Gillette, WY (GCC)	71.6	87.5	88	88	Jamestown, ND (JMS)	88.2	80.4	51	51
Grand Forks, ND (GFK)	90.1	92.8	111	111	Johnstown, PA (JST)	68.6	76.5	51	51
Grand Island, NE (GRI)	54.7	42.7	75	75	Joplin, MO (JLN)	68.6	86.3	51	51
Grand Junction, CO (GJT)	75.3	77.6	437	437	Juneau, AK (JNU)	84.0	87.8	494	493
Grand Rapids, MI (GRR)	72.0	76.9	1583	1586	Kahului, HI (OGG)	86.0	88.2	2204	2204

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

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Kalamazoo, MI (AZO)	74.7	81.6	174	174
Kalispell, MT (FCA)	78.5	75.7	557	555
Kansas City, MO (MCI)	69.2	72.6	4582	4581
Kearney, NE (EAR)	74.1	82.7	81	81
Ketchikan, AK (KTN)	86.1	88.3	231	231
Key West, FL (EYW)	80.8	74.4	578	578
Killeen, TX (GRK)	66.1	71.7	180	180
King Salmon, AK (AKN)	75.0	83.3	36	36
Knoxville, TN (TYS)	66.5	72.4	1327	1328
Kodiak, AK (ADQ)	88.9	92.2	90	90
Kona, HI (KOA)	86.2	89.2	1370	1370
Kotzebue, AK (OTZ)	83.3	73.3	30	30
La Crosse, WI (LSE)	76.6	75.7	107	107
Lafayette, IN (LAF)	72.1	76.7	43	43
Lafayette, LA (LFT)	66.5	72.7	176	176
Lake Charles, LA (LCH)	76.1	80.7	88	88
Lancaster, PA (LNS)	56.3	74.5	48	47
Lansing, MI (LAN)	79.4	82.9	141	140
Laramie, WY (LAR)	56.9	64.7	51	51
Laredo, TX (LRD)	74.1	77.8	158	158
Las Vegas, NV (LAS)	70.0	63.4	13707	13704
Lawton/Fort Sill, OK (LAW)	66.3	77.5	89	89
Lewisburg, WV (LWB)	60.0	66.7	60	60
Lewiston, ID (LWS)	95.0	88.3	60	60
Lexington, KY (LEX)	72.9	74.5	860	859
Liberal, KS (LBL)	84.3	82.4	51	51
Lihue, HI (LIH)	84.4	87.8	1397	1396
Lincoln, NE (LNK)	67.9	82.0	346	344
Little Rock, AR (LIT)	73.4	75.0	1268	1270
Long Beach, CA (LGB)	74.1	76.9	1161	1161
Longview, TX (GGG)	75.5	74.1	53	54
Los Angeles, CA (LAX)	74.9	74.5	16670	16664
Louisville, KY (SDF)	72.4	75.4	2011	2012
Lubbock, TX (LBB)	65.7	76.1	543	543
Lynchburg, VA (LYH)	71.7	70.0	60	60
Madison, WI (MSN)	73.3	80.3	1303	1302
Manchester, NH (MHT)	75.9	77.8	536	537
Manhattan/Ft. Riley, KS (MHK)	69.9	72.6	123	124
Marquette, MI (MQT)	69.4	75.7	111	111
Martha's Vineyard, MA (MVY)	83.8	74.9	179	179
Mason City, IA (MCW)	66.7	72.5	51	51
Medford, OR (MFR)	76.8	81.8	521	522
Melbourne, FL (MLB)	85.6	80.9	236	236
Memphis, TN (MEM)	69.6	74.7	2221	2221
Meridian, MS (MEI)	60.8	88.2	51	51
Miami, FL (MIA)	76.9	74.0	8797	8797
Midland/Odessa, TX (MAF)	67.2	76.6	752	751
Milwaukee, WI (MKE)	69.3	77.4	2657	2657
Minneapolis, MN (MSP)	79.4	78.8	10496	10491
Minot, ND (MOT)	75.1	81.8	253	253
Mission/McAllen/Edinburg, TX (MFE)	70.5	78.9	437	436
Missoula, MT (MSO)	77.8	78.8	571	571
Mobile, AL (MOB)	72.7	77.8	154	153
Moline, IL (MLI)	75.2	77.6	323	321
Monroe, LA (MLU)	75.6	74.8	119	119
Monterey, CA (MRY)	72.4	71.4	406	405
Montgomery, AL (MGM)	66.5	61.9	176	176
Montrose/Delta, CO (MTJ)	71.4	71.4	192	192
Morgantown, WV (MGW)	58.8	66.7	51	51
Mosinee, WI (CWA)	74.4	81.1	90	90
Myrtle Beach, SC (MYR)	72.8	73.8	1321	1319
Nantucket, MA (ACK)	79.2	74.4	356	356
Nashville, TN (BNA)	69.3	61.3	9728	9725
New Orleans, LA (MSY)	69.6	68.6	3708	3709
New York, NY (JFK)	74.1	76.0	8752	8750
New York, NY (LGA)	69.8	73.2	10878	10877
Newark, NJ (EWR)	77.1	80.1	9943	9967
Newburgh/Poughkeepsie, NY (SWF)	76.5	70.6	51	51
Niagara Falls, NY (IAG)	73.9	56.5	23	23
Nome, AK (OME)	90.0	80.0	30	30
Norfolk, VA (ORF)	71.2	72.8	1874	1875
North Bend/Coos Bay, OR (OTH)	48.3	35.0	60	60
North Platte, NE (LBF)	64.7	74.5	51	51
Oakland, CA (OAK)	68.6	64.6	2590	2597
Oklahoma City, OK (OKC)	69.9	75.6	2118	2117
Omaha, NE (OMA)	68.3	73.3	2347	2348
Ontario, CA (ONT)	68.9	72.9	2306	2304
Orlando, FL (MCO)	72.3	70.3	12538	12541
Paducah, KY (PAH)	70.0	83.3	60	60
Palm Springs, CA (PSP)	72.4	76.0	802	804
Panama City, FL (ECP)	66.9	68.2	1082	1082
Pasco/Kennewick/Richland, WA (PSC)	80.6	85.2	499	499

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

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS		CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP		ARR	DEP	ARR	DEP
Pellston, MI (PLN)	68.6	80.4	102	102	San Francisco, CA (SFO)	48.3	63.3	13452	13415
Pensacola, FL (PNS)	69.5	71.8	1306	1307	San Jose, CA (SJC)	70.7	72.6	3782	3816
Peoria, IL (PIA)	71.9	73.0	466	466	San Juan, PR (SJU)	75.5	81.3	3100	3095
Petersburg, AK (PSG)	93.3	96.7	60	60	San Luis Obispo, CA (SBP)	77.2	73.4	356	357
Philadelphia, PA (PHL)	75.0	72.0	9704	9707	Sanford, FL (SFB)	55.6	67.6	1001	1001
Phoenix, AZ (AZA)	73.2	82.3	504	503	Santa Ana, CA (SNA)	74.4	72.5	3821	3822
Phoenix, AZ (PHX)	73.5	69.2	15687	15685	Santa Barbara, CA (SBA)	76.7	78.9	751	752
Pierre, SD (PIR)	70.6	90.2	51	51	Santa Fe, NM (SAF)	73.4	70.3	391	390
Pittsburgh, PA (PIT)	73.4	78.7	3816	3815	Santa Maria, CA (SMX)	87.5	87.5	8	8
Plattsburgh, NY (PBG)	80.0	80.0	25	25	Santa Rosa, CA (STS)	78.0	80.2	596	595
Pocatello, ID (PIH)	95.0	95.0	60	60	Sarasota/Bradenton, FL (SRQ)	79.9	80.1	1163	1164
Ponce, PR (PSE)	91.7	93.4	60	61	Sault Ste. Marie, MI (CIU)	82.2	84.9	73	73
Portland, ME (PWM)	78.0	79.4	1199	1201	Savannah, GA (SAV)	74.9	76.0	1655	1656
Portland, OR (PDX)	75.8	77.5	6019	6024	Scottsbluff, NE (BFF)	70.6	74.5	51	51
Portsmouth, NH (PSM)	75.8	63.6	33	33	Scranton/Wilkes-Barre, PA (AVP)	71.9	72.6	146	146
Prescott, AZ (PRC)	84.0	87.7	81	81	Seattle, WA (SEA)	76.9	74.0	15394	15402
Presque Isle/Houlton, ME (PQI)	63.3	93.3	30	30	Sheridan, WY (SHR)	75.0	88.3	60	60
Providence, RI (PVD)	73.7	76.3	1314	1315	Shreveport, LA (SHV)	67.5	70.6	619	619
Provo, UT (PVU)	65.9	81.3	246	246	Sioux City, IA (SUX)	70.1	85.7	77	77
Punta Gorda, FL (PGD)	70.6	72.4	554	555	Sioux Falls, SD (FSD)	70.6	76.7	694	694
Raleigh/Durham, NC (RDU)	73.8	76.8	4615	4615	Sitka, AK (SIT)	78.0	84.0	150	150
Rapid City, SD (RAP)	74.1	75.2	703	703	South Bend, IN (SBN)	70.9	77.7	654	654
Redding, CA (RDD)	62.4	69.5	141	141	Spokane, WA (GEG)	73.8	77.5	1669	1668
Reno, NV (RNO)	70.3	73.0	1949	1946	Springfield, IL (SPI)	76.8	81.2	69	69
Rhineland, WI (RHI)	88.6	91.1	79	79	Springfield, MO (SGF)	72.7	71.0	831	830
Richmond, VA (RIC)	74.1	76.1	1655	1655	St. Cloud, MN (STC)	100.0	100.0	8	8
Riverton/Lander, WY (RIW)	75.0	80.0	60	60	St. George, UT (SGU)	72.1	78.5	391	391
Roanoke, VA (ROA)	65.9	68.1	214	213	St. Louis, MO (STL)	71.8	65.9	5460	5463
Rochester, MN (RST)	63.1	64.9	130	131	St. Petersburg, FL (PIE)	67.5	77.1	926	926
Rochester, NY (ROC)	73.2	76.3	926	925	State College, PA (SCE)	67.9	86.6	81	82
Rock Springs, WY (RKS)	75.0	83.3	60	60	Staunton, VA (SHD)	51.7	78.3	60	60
Rockford, IL (RFD)	82.3	70.8	96	96	Stillwater, OK (SWO)	78.3	83.3	60	60
Roswell, NM (ROW)	64.7	70.0	150	150	Stockton, CA (SCK)	80.0	72.5	40	40
Sacramento, CA (SMF)	72.5	73.9	4901	4900	Sun Valley/Hailey/Ketchum, ID (SUN)	83.3	81.4	216	215
Saginaw/Bay City/Midland, MI (MBS)	76.6	83.2	167	167	Syracuse, NY (SYR)	72.6	79.2	913	912
Saipan, TT (SPN)	100.0	93.3	30	30	Tallahassee, FL (TLH)	78.9	83.0	399	399
Salina, KS (SLN)	55.6	93.9	81	82	Tampa, FL (TPA)	73.9	74.7	5962	5964
Salt Lake City, UT (SLC)	82.1	81.3	10080	10084	Texarkana, AR (TXK)	71.7	68.3	60	60
San Angelo, TX (SJT)	71.1	76.7	90	90	Toledo, OH (TOL)	69.0	65.5	29	29
San Antonio, TX (SAT)	66.0	70.2	3394	3393	Traverse City, MI (TVC)	74.6	73.8	731	732
San Diego, CA (SAN)	64.8	65.4	8996	8996	Trenton, NJ (TTN)	84.8	72.3	112	112

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

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Tucson, AZ (TUS)	71.7	77.0	1398	1399
Tulsa, OK (TUL)	68.0	74.9	1583	1583
Twin Falls, ID (TWF)	88.0	94.0	83	83
Tyler, TX (TYR)	72.2	72.2	90	90
Valparaiso, FL (VPS)	63.6	66.4	1287	1287
Vero Beach, FL (VRB)	91.1	77.8	90	90
Victoria, TX (VCT)	54.9	66.7	51	51
Waco, TX (ACT)	70.0	71.1	90	90
Washington, DC (DCA)	67.7	68.1	11952	11953
Washington, DC (IAD)	81.9	82.1	5084	5053
Waterloo, IA (ALO)	60.8	60.8	51	51
Watertown, SD (ATY)	90.0	91.7	60	60
West Palm Beach/Palm Beach, FL (PBI)	77.4	76.3	2155	2154
West Yellowstone, MT (WYS)	81.6	82.9	76	76
White Plains, NY (HPN)	73.7	77.8	817	817
Wichita Falls, TX (SPS)	73.3	73.3	60	60
Wichita, KS (ICT)	66.4	69.8	1016	1016
Williston, ND (XWA)	72.1	80.7	197	197
Wilmington, NC (ILM)	76.5	78.6	762	762
Worcester, MA (ORH)	90.0	86.7	60	60
Wrangell, AK (WRG)	98.3	98.3	60	60
Yakutat, AK (YAK)	95.0	86.7	60	60
Yuma, AZ (YUM)	75.8	84.2	120	120

AIR TRAVEL CONSUMER REPORT

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

JUNE 2026

CARRIER ¹	AT ALL US AIRPORTS			
	NUMBER OF AIRPORTS REPORTED	FLIGHT OPERATIONS SCHEDULED	FLIGHT OPERATIONS CANCELLED	PERCENT OF OPERATIONS CANCELLED
ALLEGIAN AIR	120	12663	69	0.5
SOUTHWEST AIRLINES	108	120933	744	0.6
ALASKA AIRLINES NETWORK²	108	44843	344	0.8
- ALASKA AIRLINES	86	29891	196	0.7
- BRANDED CODESHARE PARTNERS	59	14952	148	1.0
UNITED AIRLINES NETWORK	235	131979	1514	1.1
- UNITED AIRLINES	131	72791	452	0.6
- BRANDED CODESHARE PARTNERS	214	59188	1062	1.8
DELTA AIR LINES NETWORK	211	143466	2055	1.4
- DELTA AIR LINES	145	90247	1009	1.1
- BRANDED CODESHARE PARTNERS	183	53219	1046	2.0
JETBLUE AIRWAYS	69	20804	316	1.5
FRONTIER AIRLINES	79	19104	382	2.0
AMERICAN AIRLINES NETWORK	233	177989	6033	3.4
- AMERICAN AIRLINES	126	86464	2281	2.6
- BRANDED CODESHARE PARTNERS	215	91525	3752	4.1
TOTAL AIRPORTS SERVED	366	671,781	11,457	1.7

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

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

AIR TRAVEL CONSUMER REPORT

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

JUNE 2026

CARRIER ¹	AT ALL US AIRPORTS				
	NUMBER OF AIRPORTS REPORTED	FLIGHT OPERATIONS SCHEDULED	FLIGHT OPERATIONS CANCELLED	PERCENT OF OPERATIONS CANCELLED	RANK
ALLEGiant AIR	120	12663	69	0.5	1
SOUTHWEST AIRLINES	108	120933	744	0.6	2
UNITED AIRLINES	131	72791	452	0.6	3
ALASKA AIRLINES ²	86	29891	196	0.7	4
DELTA AIR LINES	145	90247	1009	1.1	5
SKYWEST AIRLINES	241	73673	1035	1.4	6
JETBLUE AIRWAYS	69	20804	316	1.5	7
FRONTIER AIRLINES	79	19104	382	2.0	8
AMERICAN AIRLINES	126	86464	2281	2.6	9
ENVOY AIR	156	29207	993	3.4	10
REPUBLIC AIRWAYS	79	30929	1105	3.6	11
PSA AIRLINES	93	20871	1437	6.9	12
TOTAL AIRPORTS SERVED	351	607,577	10,019	1.6	

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.

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

AIR TRAVEL CONSUMER REPORT

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

RANK	CARRIER ¹	JANUARY - JUNE 2026			JANUARY - JUNE 2025		
		FLIGHT OPERATIONS SCHEDULED	FLIGHT OPERATIONS CANCELLED	PERCENT OF OPERATIONS CANCELLED	FLIGHT OPERATIONS SCHEDULED	FLIGHT OPERATIONS CANCELLED	PERCENT OF OPERATIONS CANCELLED
1	ALLEGiant AIR	64,123	578	0.90	67,859	370	0.55
2	SOUTHWEST AIRLINES	686,476	7,187	1.05	687,727	6,562	0.95
3	ALASKA AIRLINES NETWORK ²	246,145	3,043	1.24	202,429	1,975	0.98
	- ALASKA AIRLINES	164,539	1,862	1.13	116,755	1,093	0.94
	- BRANDED CODESHARE PARTNERS	81,606	1,181	1.45	85,674	882	1.03
4	UNITED AIRLINES NETWORK	755,299	13,279	1.76	712,098	9,578	1.35
	- UNITED AIRLINES	410,786	4,646	1.13	385,016	2,900	0.75
	- BRANDED CODESHARE PARTNERS	344,513	8,633	2.51	327,082	6,678	2.04
5	FRONTIER AIRLINES	106,624	2,127	1.99	99,357	1,836	1.85
6	DELTA AIR LINES NETWORK	816,084	19,150	2.35	792,127	9,696	1.22
	- DELTA AIR LINES	509,605	10,647	2.09	497,367	4,913	0.99
	- BRANDED CODESHARE PARTNERS	306,479	8,503	2.77	294,760	4,783	1.62
7	JETBLUE AIRWAYS	118,580	3,389	2.86	115,525	1,205	1.04
8	AMERICAN AIRLINES NETWORK	1,016,372	33,720	3.32	985,078	26,513	2.69
	- AMERICAN AIRLINES	493,947	14,499	2.94	481,303	9,565	1.99
	- BRANDED CODESHARE PARTNERS	522,425	19,221	3.68	503,775	16,948	3.36
9	SPIRIT AIRLINES	47,202	3,525	7.47	107,274	1,509	1.41
	TOTAL	3,856,905	85,998	2.23	3,769,474	59,244	1.57

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

AIR TRAVEL CONSUMER REPORT

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

RANK	CARRIER ¹	JANUARY - JUNE 2026			JANUARY - JUNE 2025		
		FLIGHT OPERATIONS SCHEDULED	FLIGHT OPERATIONS CANCELLED	PERCENT OF OPERATIONS CANCELLED	FLIGHT OPERATIONS SCHEDULED	FLIGHT OPERATIONS CANCELLED	PERCENT OF OPERATIONS CANCELLED
1	ALLEGiant AIR	64,123	578	0.90	67,859	370	0.55
2	SOUTHWEST AIRLINES	686,476	7,187	1.05	687,727	6,562	0.95
3	UNITED AIRLINES	410,786	4,646	1.13	385,016	2,900	0.75
4	ALASKA AIRLINES ²	164,539	1,862	1.13	116,755	1,093	0.94
5	FRONTIER AIRLINES	106,624	2,127	1.99	99,357	1,836	1.85
6	SKYWEST AIRLINES	424,414	8,569	2.02	411,300	5,354	1.30
7	DELTA AIR LINES	509,605	10,647	2.09	497,367	4,913	0.99
8	ENVOY AIR	158,744	4,240	2.67	142,631	3,693	2.59
9	JETBLUE AIRWAYS	118,580	3,389	2.86	115,525	1,205	1.04
10	AMERICAN AIRLINES	493,947	14,499	2.94	481,303	9,565	1.99
11	REPUBLIC AIRWAYS	182,909	8,041	4.40	167,463	4,594	2.74
12	PSA AIRLINES	120,424	6,772	5.62	127,202	7,675	6.03
13	SPIRIT AIRLINES	47,202	3,525	7.47	107,274	1,509	1.41
	TOTAL	3,488,373	76,082	2.18	3,406,779	51,269	1.50

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

AIR TRAVEL CONSUMER REPORT
TABLE 7. CAUSES OF DELAY, BY REPORTING MARKETING CARRIER
JUNE 2026

CARRIER ¹	FLIGHT OPERATIONS SCHEDULED	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	44843	35585	79.35	344	0.77	95	0.21	2231	4.98	130	0.29	3176	7.08	38	0.08	3245	7.24
- ALASKA AIRLINES	29891	23914	80.00	196	0.66	42	0.14	1564	5.23	97	0.32	1977	6.61	35	0.12	2066	6.91
- BRANDED CODESHARE PARTNERS	14952	11671	78.06	148	0.99	53	0.35	666	4.45	33	0.22	1199	8.02	3	0.02	1179	7.89
ALLEGiant AIR	12663	8634	68.18	69	0.54	43	0.34	981	7.75	302	2.38	926	7.31	18	0.14	1690	13.35
AMERICAN AIRLINES NETWORK	177989	125899	70.73	6033	3.39	885	0.50	12431	6.98	2937	1.65	9793	5.50	78	0.04	19933	11.20
- AMERICAN AIRLINES	86464	58504	67.66	2281	2.64	506	0.59	7378	8.53	1293	1.50	5048	5.84	37	0.04	11416	13.20
- BRANDED CODESHARE PARTNERS	91525	67395	73.64	3752	4.10	379	0.41	5053	5.52	1643	1.80	4745	5.18	41	0.04	8517	9.31
DELTA AIR LINES NETWORK	143466	115904	80.79	2055	1.43	390	0.27	9642	6.72	1247	0.87	7105	4.95	22	0.02	7101	4.95
- DELTA AIR LINES	90247	73203	81.11	1009	1.12	272	0.30	5823	6.45	498	0.55	4896	5.43	15	0.02	4530	5.02
- BRANDED CODESHARE PARTNERS	53219	42701	80.24	1046	1.97	118	0.22	3819	7.18	749	1.41	2209	4.15	7	0.01	2570	4.83
FRONTIER AIRLINES	19104	13309	69.67	382	2.00	60	0.31	1222	6.40	147	0.77	1597	8.36	0	0.00	2387	12.49
JETBLUE AIRWAYS	20804	15311	73.60	316	1.52	89	0.43	1264	6.08	119	0.57	1742	8.37	4	0.02	1959	9.42
SOUTHWEST AIRLINES	120933	79005	65.33	744	0.62	446	0.37	12593	10.41	667	0.55	6423	5.31	116	0.10	20921	17.30
UNITED AIRLINES NETWORK	131979	97542	73.91	1514	1.15	550	0.42	9070	6.87	1399	1.06	12370	9.37	9	0.01	9526	7.22
- UNITED AIRLINES	72791	53821	73.94	452	0.62	294	0.40	4304	5.91	504	0.69	7937	10.90	2	0.00	5477	7.52
- BRANDED CODESHARE PARTNERS	59188	43721	73.87	1062	1.79	256	0.43	4766	8.05	895	1.51	4432	7.49	7	0.01	4049	6.84
TOTAL	671,781	491,189	73.12	11,457	1.71	2,558	0.38	49,434	7.36	6,947	1.03	43,132	6.42	284	0.04	66,761	9.94

*** 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 operation by Alaska Airlines.

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

AIR TRAVEL CONSUMER REPORT

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

JUNE 2026

FLIGHT OPERATIONS ¹ SCHEDULED	FLIGHT OPERATIONS SCHEDULED	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	29891	23914	80.00	196	0.66	42	0.14	1564	5.23	97	0.32	1977	6.61	35	0.12	2066	6.91
ALLEGIAN AIR	12663	8634	68.18	69	0.54	43	0.34	981	7.75	302	2.38	926	7.31	18	0.14	1690	13.35
AMERICAN AIRLINES	86464	58504	67.66	2281	2.64	506	0.59	7378	8.53	1293	1.50	5048	5.84	37	0.04	11416	13.20
DELTA AIR LINES	90247	73203	81.11	1009	1.12	272	0.30	5823	6.45	498	0.55	4896	5.43	15	0.02	4530	5.02
ENVOY AIR	29207	22126	75.76	993	3.40	114	0.39	1265	4.33	555	1.90	1506	5.16	19	0.07	2630	9.00
FRONTIER AIRLINES	19104	13309	69.67	382	2.00	60	0.31	1222	6.40	147	0.77	1597	8.36	0	0.00	2387	12.49
JETBLUE AIRWAYS	20804	15311	73.60	316	1.52	89	0.43	1264	6.08	119	0.57	1742	8.37	4	0.02	1959	9.42
PSA AIRLINES	20871	14005	67.10	1437	6.89	88	0.42	1393	6.67	343	1.64	1164	5.58	12	0.06	2429	11.64
REPUBLIC AIRWAYS	30929	24194	78.22	1105	3.57	93	0.30	1247	4.03	243	0.79	2237	7.23	2	0.01	1808	5.85
SKYWEST AIRLINES	73673	56132	76.19	1035	1.40	316	0.43	6887	9.35	1596	2.17	4027	5.47	16	0.02	3664	4.97
SOUTHWEST AIRLINES	120933	79005	65.33	744	0.62	446	0.37	12593	10.41	667	0.55	6423	5.31	116	0.10	20921	17.30
UNITED AIRLINES	72791	53821	73.94	452	0.62	294	0.40	4304	5.91	504	0.69	7937	10.90	2	0.00	5477	7.52
TOTAL	607,577	442,158	72.77	10,019	1.65	2,363	0.39	45,922	7.56	6,363	1.05	39,479	6.50	275	0.05	60,977	10.04

* 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.

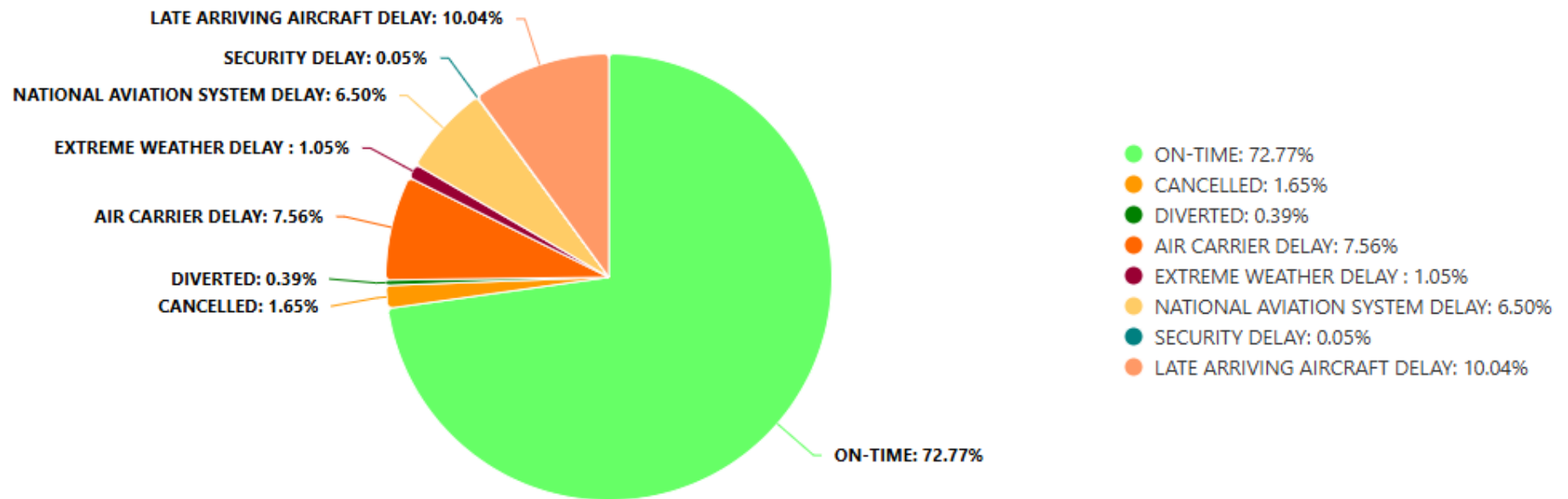
¹ All U.S. airlines with at least half of one percent of total domestic scheduled-service passenger revenues.

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

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

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

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

JUNE 2026

MARKETING CARRIER	OPERATING CARRIER	FLIGHT NUMBER	ORIGIN AIRPORT	DESTINATION AIRPORT	DATE OF FLIGHT	LOCATION OF LONGEST TARMAC DELAY	LENGTH OF TARMAC DELAY
ALLEGiant	ALLEGiant	2879	SFB	DSM	6/30/2026	Origin Airport	4:47
UNITED	UNITED	1819	PHL	ORD	6/14/2026	Origin Airport	4:18
AMERICAN	PSA	5125	DAY	DFW	6/7/2026	Diversión Airport (SHV)	4:16
UNITED	REPUBLIC	3585	IAD	IND	6/11/2026	Origin Airport	4:16
AMERICAN	AMERICAN	1258	CLT	SAT	6/18/2026	Origin Airport	4:12
UNITED	UNITED	2095	BWI	IAH	6/2/2026	Diversión Airport (AUS)	4:11
AMERICAN	AMERICAN	1775	CLT	SDF	6/18/2026	Origin Airport	4:03
JETBLUE	JETBLUE	884	MCO	JFK	6/14/2026	Diversión Airport (BWI)	4:00
DELTA	DELTA	1391	PHL	DTW	6/14/2026	Origin Airport	3:47
AMERICAN	AMERICAN	2386	CLT	DCA	6/18/2026	Origin Airport	3:46
JETBLUE	JETBLUE	137	BDL	MCO	6/14/2026	Diversión Airport (PHL)	3:46
DELTA	DELTA	3032	CLT	ATL	6/18/2026	Origin Airport	3:44
UNITED	GOJET	4574	EWR	ROC	6/11/2026	Origin Airport	3:40
DELTA	DELTA	3050	ATL	GSO	6/18/2026	Origin Airport	3:39
UNITED	UNITED	2435	IAD	SMF	6/11/2026	Origin Airport	3:38
UNITED	UNITED	2276	IAD	LAX	6/11/2026	Origin Airport	3:35
ALLEGiant	ALLEGiant	163	ABE	SFB	6/13/2026	Destination Airport	3:34
ALLEGiant	ALLEGiant	1337	LEX	SFB	6/13/2026	Destination Airport	3:33
ALLEGiant	ALLEGiant	422	CVG	SFB	6/13/2026	Destination Airport	3:32
AMERICAN	AMERICAN	3120	JFK	CLT	6/18/2026	Destination Airport	3:30
ALLEGiant	ALLEGiant	2835	MFE	SFB	6/13/2026	Destination Airport	3:29
ALLEGiant	ALLEGiant	2893	MDT	SFB	6/13/2026	Destination Airport	3:27
DELTA	DELTA	1122	LGA	DTW	6/14/2026	Origin Airport	3:25
ALLEGiant	ALLEGiant	1281	RAP	SFB	6/13/2026	Destination Airport	3:24
UNITED	UNITED	2410	IAD	SLC	6/11/2026	Origin Airport	3:21
UNITED	UNITED	2337	IAD	AUS	6/11/2026	Origin Airport	3:20
AMERICAN	AMERICAN	2213	DFW	MYR	6/12/2026	Origin Airport	3:19
UNITED	UNITED	293	IAD	JAX	6/11/2026	Origin Airport	3:19
CONTOUR	CONTOUR	3424	CLT	BKW	6/18/2026	Origin Airport	3:19
AMERICAN	ENVOY	4087	CLT	XNA	6/18/2026	Origin Airport	3:17
UNITED	UNITED	1611	EWR	CLE	6/6/2026	Origin Airport	3:17
AMERICAN	AMERICAN	1965	STT	CLT	6/18/2026	Destination Airport	3:14
AMERICAN	AMERICAN	2846	CLT	MKE	6/18/2026	Origin Airport	3:14
UNITED	UNITED	2624	EWR	SMF	6/6/2026	Origin Airport	3:14
UNITED	UNITED	636	ORD	BTB	6/24/2026	Origin Airport	3:13

AIR TRAVEL CONSUMER REPORT

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

JUNE 2026

MARKETING CARRIER	OPERATING CARRIER	FLIGHT NUMBER	ORIGIN AIRPORT	DESTINATION AIRPORT	DATE OF FLIGHT	LOCATION OF LONGEST TARMAC DELAY	LENGTH OF TARMAC DELAY
ALLEGiant	ALLEGiant	2831	SFB	PIT	6/29/2026	Origin Airport	3:12
ALLEGiant	ALLEGiant	2947	HTS	SFB	6/13/2026	Destination Airport	3:12
AMERICAN	AMERICAN	1891	GRR	CLT	6/18/2026	Destination Airport	3:12
DELTA	DELTA	2821	MSP	CLT	6/18/2026	Destination Airport	3:12
AMERICAN	AMERICAN	1159	LAX	CLT	6/18/2026	Destination Airport	3:11
AMERICAN	AMERICAN	2879	CLT	PHL	6/18/2026	Origin Airport	3:11
AMERICAN	PIEDMONT	5957	CLT	TYS	6/18/2026	Origin Airport	3:11
AMERICAN	AMERICAN	1451	PHL	LAX	6/10/2026	Origin Airport	3:10
AMERICAN	PSA	5415	PHL	MEM	6/14/2026	Origin Airport	3:09
AMERICAN	ENVOY	3466	ORD	CLE	6/24/2026	Origin Airport	3:08
DELTA	DELTA	2806	LGA	ORD	6/11/2026	Origin Airport	3:08
UNITED	REPUBLIC	3468	CLT	EWR	6/18/2026	Origin Airport	3:08
ALLEGiant	ALLEGiant	3049	TYS	SFB	6/13/2026	Destination Airport	3:07
DELTA	DELTA	2443	JFK	DTW	6/11/2026	Origin Airport	3:07
DELTA	DELTA	786	DCA	SEA	6/11/2026	Origin Airport	3:07
ALLEGiant	ALLEGiant	270	AVL	PGD	6/12/2026	Destination Airport	3:06
AMERICAN	AMERICAN	2529	SEA	CLT	6/18/2026	Destination Airport	3:06
AMERICAN	AMERICAN	400	MIA	CLT	6/18/2026	Destination Airport	3:06
UNITED	UNITED	1826	EWR	SAN	6/12/2026	Origin Airport	3:06
AMERICAN	AMERICAN	2407	DFW	CLT	6/18/2026	Destination Airport	3:05
DELTA	DELTA	688	JFK	SEA	6/6/2026	Origin Airport	3:05
UNITED	UNITED	1693	BOS	EWR	6/14/2026	Origin Airport	3:05
UNITED	UNITED	2652	ORD	CLE	6/24/2026	Origin Airport	3:05
AMERICAN	AMERICAN	2082	MCO	CLT	6/18/2026	Destination Airport	3:04
AMERICAN	AMERICAN	2151	CLT	MSP	6/18/2026	Origin Airport	3:04
DELTA	DELTA	710	LGA	DEN	6/14/2026	Origin Airport	3:04
UNITED	REPUBLIC	3481	EWR	CMH	6/11/2026	Origin Airport	3:03
UNITED	REPUBLIC	3496	IAD	CLE	6/11/2026	Origin Airport	3:03
UNITED	UNITED	2612	EWR	JAC	6/6/2026	Origin Airport	3:03
AMERICAN	AMERICAN	1443	BDL	CLT	6/18/2026	Destination Airport	3:02

AIR TRAVEL CONSUMER REPORT

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

JUNE 2026

MARKETING CARRIER	OPERATING CARRIER	FLIGHT NUMBER	ORIGIN AIRPORT	DESTINATION AIRPORT	DATE OF FLIGHT	LOCATION OF LONGEST TARMAC DELAY	LENGTH OF TARMAC DELAY
DELTA	DELTA	735	DFW	DTW	6/12/2026	Origin Airport	3:02
ALLEGiant	ALLEGiant	1878	AVL	PGD	6/27/2026	Destination Airport	3:01
AMERICAN	PIEDMONT	5814	CLT	HTS	6/18/2026	Origin Airport	3:01
AMERICAN	PIEDMONT	5979	ROA	CLT	6/1/2026	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

JUNE 2026

MARKETING CARRIER	OPERATING CARRIER	FLIGHT NUMBER	ORIGIN AIRPORT	DESTINATION AIRPORT	DATE OF FLIGHT	LOCATION OF LONGEST TARMAC DELAY	LENGTH OF TARMAC DELAY
DELTA	DELTA	141	BRU	ATL	6/14/2026	Diversion Airport (CLT)	6:01
UNITED	UNITED	1903	GUA	IAH	6/2/2026	Diversion Airport (AUS)	5:01
DELTA	DELTA	188	ICN	ATL	6/18/2026	Diversion Airport (CLT)	4:52
DELTA	DELTA	31	LHR	ATL	6/18/2026	Diversion Airport (CLT)	4:48
AMERICAN	AMERICAN	1169	YYZ	DFW	6/7/2026	Diversion Airport (SHV)	4:34
ETIHAD	ETIHAD	13	AUH	ATL	6/18/2026	Diversion Airport (CLT)	4:10

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

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

APPENDIX

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

30 Largest U.S. Airports

Atlanta: Hartsfield-Jackson	ATL
Austin: Austin-Bergstrom	AUS
Balt/Wash: Thurgood Marshall	BWI
Boston: Logan International	BOS
Charlotte: Douglas	CLT
Chicago: Midway	MDW
Chicago: O'Hare	ORD
Dallas-Fort Worth: International	DFW
Denver: International	DEN
Detroit: Metro Wayne County	DTW
Ft. Lauderdale: International	FLL
Houston: George Bush	IAH
Las Vegas: Harry Reid International	LAS
Los Angeles: International	LAX
Miami: International	MIA
Minneapolis-St. Paul: International	MSP
Nashville: International	BNA
Newark: Liberty International	EWR
New York: JFK International	JFK
New York: LaGuardia	LGA
Orlando: International	MCO
Philadelphia: International	PHL
Phoenix: Sky Harbor International	PHX
Salt Lake City: International	SLC
San Diego: Lindbergh Field	SAN
San Francisco: International	SFO
Seattle-Tacoma: International	SEA
Tampa: Tampa International	TPA
Washington: Dulles	IAD
Washington: Reagan National	DCA

Air Carriers Required to Report

Data to DOT and to CRS Vendors*

AS	Alaska Airlines
G4	Allegiant Air
AA	American Airlines
DL	Delta Air Lines
MQ	Envoy Air
F9	Frontier Airlines
B6	JetBlue Airways
OH	PSA Airlines
YX	Republic Airways
OO	SkyWest Airlines
WN	Southwest Airlines
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>

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

RANK	CARRIER ¹	June 2026			June 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	706,966	892	0.13	689,214	489	0.07
2	JETBLUE AIRWAYS	1,206,598	3,667	0.30	1,125,092	3,811	0.34
3	DELTA AIR LINES NETWORK	9,448,240	29,305	0.31	9,274,769	45,015	0.49
	- DELTA AIR LINES	7,503,986	24,119	0.32	7,378,007	38,253	0.52
	- BRANDED CODESHARE PARTNERS	1,944,254	5,186	0.27	1,896,762	6,762	0.36
4	SOUTHWEST AIRLINES	9,142,632	30,965	0.34	10,281,452	41,287	0.40
5	ALASKA AIRLINES NETWORK ²	3,364,584	16,708	0.50	2,659,860	13,186	0.50
	- ALASKA AIRLINES	2,787,929	13,638	0.49	2,085,939	9,982	0.48
	- BRANDED CODESHARE PARTNERS	576,655	3,070	0.53	573,921	3,204	0.56
6	FRONTIER AIRLINES	851,393	4,414	0.52	936,638	4,223	0.45
7	UNITED AIRLINES NETWORK	6,950,780	44,731	0.64	6,792,099	52,114	0.77
	- UNITED AIRLINES	5,251,192	32,516	0.62	4,989,724	37,311	0.75
	- BRANDED CODESHARE PARTNERS	1,699,588	12,215	0.72	1,802,375	14,803	0.82
8	AMERICAN AIRLINES NETWORK	9,931,023	75,543	0.76	9,931,366	77,484	0.78
	- AMERICAN AIRLINES	6,273,039	52,460	0.84	6,276,636	51,856	0.83
	- BRANDED CODESHARE PARTNERS	3,657,984	23,083	0.63	3,654,730	25,628	0.70
TOTAL		41,602,216	206,225	0.50	41,690,490	237,609	0.57

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

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

AIR TRAVEL CONSUMER REPORT

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

RANK	CARRIER ¹	JANUARY - JUNE 2026			JANUARY - JUNE 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	3,474,622	4,068	0.12	3,312,636	2,756	0.08
2	JETBLUE AIRWAYS	7,188,577	22,135	0.31	6,853,296	20,732	0.30
3	SOUTHWEST AIRLINES	46,350,429	148,875	0.32	59,030,280	240,488	0.41
4	DELTA AIR LINES NETWORK	51,140,431	186,656	0.37	50,077,801	220,173	0.44
	- DELTA AIR LINES	40,560,183	153,022	0.38	39,711,268	183,391	0.46
	- BRANDED CODESHARE PARTNERS	10,580,248	33,634	0.32	10,366,533	36,782	0.35
5	SPIRIT AIRLINES	1,870,785	8,719	0.47	4,489,492	19,452	0.43
6	FRONTIER AIRLINES	4,816,542	24,733	0.51	4,648,476	16,744	0.36
7	ALASKA AIRLINES NETWORK ²	17,091,804	90,063	0.53	13,336,425	61,339	0.46
	- ALASKA AIRLINES	14,126,041	74,896	0.53	10,253,631	45,635	0.45
	- BRANDED CODESHARE PARTNERS	2,965,763	15,167	0.51	3,082,794	15,704	0.51
8	AMERICAN AIRLINES NETWORK	54,825,611	367,650	0.67	54,535,293	364,191	0.67
	- AMERICAN AIRLINES	34,541,265	251,976	0.73	34,202,255	244,254	0.71
	- BRANDED CODESHARE PARTNERS	20,284,346	115,674	0.57	20,333,038	119,937	0.59
9	UNITED AIRLINES NETWORK	39,069,146	267,861	0.69	37,878,429	284,692	0.75
	- UNITED AIRLINES	29,253,054	192,191	0.66	27,702,288	203,954	0.74
	- BRANDED CODESHARE PARTNERS	9,816,092	75,670	0.77	10,176,141	80,738	0.79
TOTAL		225,827,947	1,120,760	0.50	234,162,128	1,230,567	0.53

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

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

AIR TRAVEL CONSUMER REPORT

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

RANK	CARRIER ¹	June 2026			June 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	706,966	892	0.13	689,214	489	0.07
2	JETBLUE AIRWAYS	1,206,598	3,667	0.30	1,125,092	3,811	0.34
3	DELTA AIR LINES	7,503,986	24,119	0.32	7,378,007	38,253	0.52
4	SOUTHWEST AIRLINES	9,142,632	30,965	0.34	10,281,452	41,287	0.40
5	REPUBLIC AIRWAYS	909,355	4,226	0.46	868,140	4,761	0.55
6	ALASKA AIRLINES ²	2,787,929	13,638	0.49	2,085,939	9,982	0.48
7	PSA AIRLINES	1,057,506	5,260	0.50	1,097,637	7,136	0.65
8	SKYWEST AIRLINES	2,642,526	13,256	0.50	2,735,484	14,500	0.53
9	FRONTIER AIRLINES	851,393	4,414	0.52	936,638	4,223	0.45
10	UNITED AIRLINES	5,251,192	32,516	0.62	4,989,724	37,311	0.75
11	AMERICAN AIRLINES	6,273,039	52,460	0.84	6,276,636	51,856	0.83
12	ENVOY AIR	986,065	8,650	0.88	958,375	7,934	0.83
	TOTAL	39,319,187	194,063	0.49	39,422,338	221,543	0.56

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

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

AIR TRAVEL CONSUMER REPORT

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

RANK	CARRIER ¹	JANUARY - JUNE 2026			JANUARY - JUNE 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	3,474,622	4,068	0.12	3,312,636	2,756	0.08
2	JETBLUE AIRWAYS	7,188,577	22,135	0.31	6,853,296	20,732	0.30
3	SOUTHWEST AIRLINES	46,350,429	148,875	0.32	59,030,280	240,488	0.41
4	DELTA AIR LINES	40,560,183	153,022	0.38	39,711,268	183,391	0.46
5	PSA AIRLINES	6,044,565	26,731	0.44	6,455,592	34,265	0.53
6	SPIRIT AIRLINES	1,870,785	8,719	0.47	4,489,492	19,452	0.43
7	FRONTIER AIRLINES	4,816,542	24,733	0.51	4,648,476	16,744	0.36
8	ALASKA AIRLINES ²	14,126,041	74,896	0.53	10,253,631	45,635	0.45
9	REPUBLIC AIRWAYS	4,887,188	25,990	0.53	4,734,755	23,537	0.50
10	SKYWEST AIRLINES	14,734,864	81,434	0.55	14,804,879	83,185	0.56
11	UNITED AIRLINES	29,253,054	192,191	0.66	27,702,288	203,954	0.74
12	ENVOY AIR	5,224,762	37,723	0.72	4,934,099	34,082	0.69
13	AMERICAN AIRLINES	34,541,265	251,976	0.73	34,202,255	244,254	0.71
	TOTAL	213,072,877	1,052,493	0.49	221,132,947	1,152,475	0.52

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	JUNE 2026			JUNE 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	PERCENT OF WHEELCHAIRS AND SCOOTERS MISHANDLED PER 100 ENPLANED
1	DELTA AIR LINES NETWORK	12,720	50	0.39	13,592	52	0.38
	- DELTA AIR LINES	9,860	42	0.43	10,369	48	0.46
	- BRANDED CODESHARE PARTNERS	2,860	8	0.28	3,223	4	0.12
2	ALLEGiant AIR	3,284	17	0.52	3,174	22	0.69
3	UNITED AIRLINES NETWORK	13,079	154	1.18	13,673	142	1.04
	- UNITED AIRLINES	10,556	130	1.23	10,543	115	1.09
	- BRANDED CODESHARE PARTNERS	2,523	24	0.95	3,130	27	0.86
4	SOUTHWEST AIRLINES	23,636	288	1.22	24,542	314	1.28
5	AMERICAN AIRLINES NETWORK	15,522	202	1.30	14,389	208	1.45
	- AMERICAN AIRLINES	11,149	148	1.33	10,086	149	1.48
	- BRANDED CODESHARE PARTNERS	4,373	54	1.23	4,303	59	1.37
6	ALASKA AIRLINES NETWORK²	5,479	79	1.44	3,668	54	1.47
	- ALASKA AIRLINES	4,763	77	1.62	3,106	51	1.64
	- BRANDED CODESHARE PARTNERS	716	2	0.28	562	3	0.53
7	JETBLUE AIRWAYS	3,021	50	1.66	2,455	38	1.55
8	FRONTIER AIRLINES	5,123	88	1.72	3,160	45	1.42
	TOTAL	81,864	928	1.13	78,653	875	1.11

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

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

AIR TRAVEL CONSUMER REPORT

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

RANK	CARRIER ¹	JANUARY - JUNE 2026			JANUARY - JUNE 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	68,781	251	0.36	68,578	300	0.44
	- DELTA AIR LINES	53,267	209	0.39	52,555	249	0.47
	- BRANDED CODESHARE PARTNERS	15,514	42	0.27	16,023	51	0.32
2	ALLEGiant AIR	15,833	102	0.64	15,231	124	0.81
3	UNITED AIRLINES NETWORK	69,966	789	1.13	70,244	713	1.02
	- UNITED AIRLINES	55,449	646	1.17	54,120	575	1.06
	- BRANDED CODESHARE PARTNERS	14,517	143	0.99	16,124	138	0.86
4	SOUTHWEST AIRLINES	119,264	1,398	1.17	123,081	1,498	1.22
5	AMERICAN AIRLINES NETWORK	77,535	964	1.24	73,561	1,046	1.42
	- AMERICAN AIRLINES	55,362	716	1.29	51,720	754	1.46
	- BRANDED CODESHARE PARTNERS	22,173	248	1.12	21,841	292	1.34
6	SPIRIT AIRLINES	6,301	79	1.25	13,621	190	1.39
7	ALASKA AIRLINES NETWORK²	29,559	381	1.29	18,752	263	1.40
	- ALASKA AIRLINES	26,242	355	1.35	15,931	229	1.44
	- BRANDED CODESHARE PARTNERS	3,317	26	0.78	2,821	34	1.21
8	JETBLUE AIRWAYS	16,286	222	1.36	14,018	218	1.56
9	FRONTIER AIRLINES	24,355	368	1.51	17,437	230	1.32
TOTAL		427,880	4,554	1.06	414,523	4,582	1.11

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	JUNE 2026			JUNE 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	9,860	42	0.43	10,369	48	0.46
2	REPUBLIC AIRWAYS	1,262	6	0.48	1,388	15	1.08
3	ALLEGiant AIR	3,284	17	0.52	3,174	22	0.69
4	SKYWEST AIRLINES	3,627	31	0.85	4,052	25	0.62
5	ENVOY AIR	1,634	18	1.10	1,484	21	1.42
6	SOUTHWEST AIRLINES	23,636	288	1.22	24,542	314	1.28
7	UNITED AIRLINES	10,556	130	1.23	10,543	115	1.09
8	AMERICAN AIRLINES	11,149	148	1.33	10,086	149	1.48
9	PSA AIRLINES	934	13	1.39	1,011	17	1.68
10	ALASKA AIRLINES ²	4,763	77	1.62	3,106	51	1.64
11	JETBLUE AIRWAYS	3,021	50	1.66	2,455	38	1.55
12	FRONTIER AIRLINES	5,123	88	1.72	3,160	45	1.42
	TOTAL	78,849	908	1.15	75,370	860	1.14

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

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

AIR TRAVEL CONSUMER REPORT

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

RANK	CARRIER	JANUARY - JUNE 2026			JANUARY - JUNE 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	53,267	209	0.39	52,555	249	0.47
2	ALLEGiant AIR	15,833	102	0.64	15,231	124	0.81
3	REPUBLIC AIRWAYS	6,390	52	0.81	6,441	71	1.10
4	SKYWEST AIRLINES	19,634	162	0.83	20,595	151	0.73
5	ENVOY AIR	7,823	75	0.96	7,110	107	1.50
6	UNITED AIRLINES	55,449	646	1.17	54,120	575	1.06
7	SOUTHWEST AIRLINES	119,264	1,398	1.17	123,081	1,498	1.22
8	SPIRIT AIRLINES	6,301	79	1.25	13,621	190	1.39
9	PSA AIRLINES	5,125	66	1.29	5,431	78	1.44
10	AMERICAN AIRLINES	55,362	716	1.29	51,720	754	1.46
11	ALASKA AIRLINES	26,242	355	1.35	15,931	229	1.44
12	JETBLUE AIRWAYS	16,286	222	1.36	14,018	218	1.56
13	FRONTIER AIRLINES	24,355	368	1.51	17,437	230	1.32
	TOTAL	411,331	4,450	1.08	397,291	4,474	1.13

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

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

OVERSALES

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

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

These tables give information by marketing and reporting 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) passengers are denied boarding due to safety-related weight restrictions on an aircraft with 60 or fewer seats. Totals appear at the end of each table.

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

AIR TRAVEL CONSUMER REPORT

PASSENGERS DENIED BOARDING BY REPORTING MARKETING U.S. AIRLINES

RANK	CARRIER ¹	APRIL - JUNE 2026				APRIL - JUNE 2025			
		DENIED BOARDINGS (DB'S)		ENPLANED PASSENGERS	INVOLUNTARY DB's PER 10,000 PASSENGERS	DENIED BOARDINGS (DB'S)		ENPLANED PASSENGERS	INVOLUNTARY DB's PER 10,000 PASSENGERS
		VOLUNTARY	INVOLUNTARY			VOLUNTARY	INVOLUNTARY		
1	DELTA AIR LINES NETWORK	27,806	0	49,650,380	0.00	41,866	0	49,370,160	0.00
	- DELTA AIR LINES	21,584	0	40,525,936	0.00	27,064	0	40,394,055	0.00
	- BRANDED CODESHARE PARTNERS	6,222	0	9,124,444	0.00	14,802	0	8,976,105	0.00
2	ALLEGiant AIR	90	0	5,073,414	0.00	159	0	5,127,025	0.00
3	SOUTHWEST AIRLINES	3,065	58	44,371,250	0.01	2,460	47	44,224,571	0.01
4	UNITED AIRLINES NETWORK	11,846	64	43,584,995	0.01	14,359	62	41,138,395	0.02
	- UNITED AIR LINES	6,604	47	34,612,010	0.01	8,362	37	32,333,478	0.01
	- BRANDED CODESHARE PARTNERS	5,242	17	8,972,985	0.02	5,997	25	8,804,917	0.03
5	ALASKA AIRLINES NETWORK ²	3,184	92	14,603,229	0.06	3,314	75	11,730,116	0.06
	- ALASKA AIRLINES	1,595	34	11,896,635	0.03	1,509	36	8,828,058	0.04
	- BRANDED CODESHARE PARTNERS	1,589	58	2,706,594	0.21	1,805	39	2,902,058	0.13
6	JETBLUE AIRWAYS	540	60	9,062,377	0.07	516	40	8,620,785	0.05
7	AMERICAN AIRLINES NETWORK	22,413	1,953	54,143,783	0.36	21,403	4,257	53,816,304	0.79
	- AMERICAN AIRLINES	11,690	582	39,499,206	0.15	11,549	2,026	39,152,399	0.52
	- BRANDED CODESHARE PARTNERS	10,723	1,371	14,644,577	0.94	9,854	2,231	14,663,905	1.52
8	SPIRIT AIRLINES	1,556	133	1,871,439	0.71	2,537	201	8,355,888	0.24
9	FRONTIER AIRLINES	498	1,016	9,321,601	1.09	506	2,966	8,236,497	3.60
	TOTAL	70,998	3,376	231,682,468	0.15	87,120	7,648	230,619,741	0.33

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 MARKETING U.S. AIRLINES (YTD)

JANUARY - JUNE 2026					
RANK	CARRIER ¹	DENIED BOARDINGS (DB'S)		ENPLANED PASSENGERS	INVOLUNTARY DB's PER 10,000 PASSENGERS
		VOLUNTARY	INVOLUNTARY		
1	DELTA AIR LINES NETWORK	57,077	0	91,768,518	0.00
	- DELTA AIR LINES	44,741	0	75,065,902	0.00
	- BRANDED CODESHARE PARTNERS	12,336	0	16,702,616	0.00
2	ALLEGiant AIR	317	0	9,501,877	0.00
3	UNITED AIRLINES NETWORK	23,600	107	81,433,203	0.01
	- UNITED AIRLINES	13,314	74	64,607,289	0.01
	- BRANDED CODESHARE PARTNERS	10,286	33	16,825,914	0.02
4	SOUTHWEST AIRLINES	4,735	122	81,502,409	0.01
5	JETBLUE AIRWAYS	1,585	122	17,136,126	0.07
6	ALASKA AIRLINES NETWORK ²	8,256	232	27,285,146	0.09
	- ALASKA AIRLINES	4,841	129	22,262,283	0.06
	- BRANDED CODESHARE PARTNERS	3,415	103	5,022,863	0.21
7	AMERICAN AIRLINES NETWORK	42,921	5,247	101,303,588	0.52
	- AMERICAN AIRLINES	22,738	2,074	74,036,245	0.28
	- BRANDED CODESHARE PARTNERS	20,183	3,173	27,267,343	1.16
8	SPIRIT AIRLINES	6,914	670	7,382,962	0.91
9	FRONTIER AIRLINES	1,331	2,475	17,429,645	1.42
TOTAL		146,736	8,975	434,743,474	0.21

JANUARY - JUNE 2025			
DENIED BOARDINGS (DB'S)		ENPLANED PASSENGERS	INVOLUNTARY DB's PER 10,000 PASSENGERS
VOLUNTARY	INVOLUNTARY		
68,745	0	91,145,103	0.00
44,847	0	74,604,332	0.00
23,898	0	16,540,771	0.00
311	0	9,578,331	0.00
23,113	111	77,578,228	0.01
11,715	65	60,835,173	0.01
11,398	46	16,743,055	0.03
6,886	102	81,157,707	0.01
1,690	88	16,602,724	0.05
6,443	154	21,516,977	0.07
3,136	71	16,064,277	0.04
3,307	83	5,452,700	0.15
35,739	7,163	100,215,119	0.71
18,124	3,455	72,929,190	0.47
17,615	3,708	27,285,929	1.36
4,637	374	16,681,666	0.22
1,102	4,428	15,892,111	2.79
148,666	12,420	430,367,966	0.29

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	APRIL - JUNE 2026			
		DENIED BOARDINGS (DB'S)		ENPLANED PASSENGERS	INVOLUNTARY DB's PER 10,000 PASSENGERS
		VOLUNTARY	INVOLUNTARY		
1	DELTA AIR LINES	21,584	0	40,525,936	0.00
2	ALLEGiant AIR	90	0	5,073,414	0.00
3	SOUTHWEST AIRLINES	3,065	58	44,371,250	0.01
4	UNITED AIRLINES	6,604	47	34,612,010	0.01
5	ALASKA AIRLINES ²	1,595	34	11,896,635	0.03
6	JETBLUE AIRWAYS	540	60	9,062,377	0.07
7	AMERICAN AIRLINES	11,690	582	39,499,206	0.15
8	SKYWEST AIRLINES	7,928	234	11,376,765	0.21
9	REPUBLIC AIRWAY	3,163	191	5,635,514	0.34
10	ENVOY AIR	1,784	307	4,993,515	0.61
11	SPIRIT AIR LINES	1,556	133	1,871,439	0.71
12	FRONTIER AIRLINES	498	1,016	9,321,601	1.09
13	PSA AIRLINES	2,644	384	3,422,219	1.12
	TOTAL	62,741	3,046	221,661,881	0.14

APRIL - JUNE 2025			
DENIED BOARDINGS (DB'S)		ENPLANED PASSENGERS	INVOLUNTARY DB's PER 10,000 PASSENGERS
VOLUNTARY	INVOLUNTARY		
27,064	0	40,394,055	0.00
159	0	5,127,025	0.00
2,460	47	44,224,571	0.01
8,362	37	32,333,478	0.01
1,509	36	8,828,058	0.04
516	40	8,620,785	0.05
11,549	2,026	39,152,399	0.52
10,877	248	11,557,084	0.21
5,219	511	5,318,905	0.96
1,747	337	4,796,790	0.70
2,537	201	8,355,888	0.24
506	2,966	8,236,497	3.60
2,304	538	3,696,516	1.46
74,809	6,987	220,642,051	0.32

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 CONSUMER REPORT

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

JANUARY - JUNE 2026					
RANK	CARRIER ¹	DENIED BOARDINGS (DB'S)		ENPLANED PASSENGERS	INVOLUNTARY DB's PER 10,000 PASSENGERS
		VOLUNTARY	INVOLUNTARY		
1	DELTA AIR LINES	44,741	0	75,065,902	0.00
2	ALLEGiant AIR	317	0	9,501,877	0.00
3	UNITED AIR LINES	13,314	74	64,607,289	0.01
4	SOUTHWEST AIRLINES	4,735	122	81,502,409	0.01
5	ALASKA AIRLINES ²	4,841	129	22,262,283	0.06
6	JETBLUE AIRWAYS	1,585	122	17,136,126	0.07
7	AMERICAN AIRLINES	22,738	2,074	74,036,245	0.28
8	SKYWEST AIRLINES	16,220	598	21,255,081	0.28
9	REPUBLIC AIRWAY	5,484	451	10,324,928	0.44
10	ENVOY AIR	3,204	601	9,247,954	0.65
11	SPIRIT AIR LINES	6,914	670	7,382,962	0.91
12	PSA AIRLINES	4,333	788	6,386,512	1.23
13	FRONTIER AIRLINES	1,331	2,475	17,429,645	1.42
	TOTAL	129,757	8,104	416,139,213	0.19

JANUARY - JUNE 2025			
DENIED BOARDINGS (DB'S)		ENPLANED PASSENGERS	INVOLUNTARY DB's PER 10,000 PASSENGERS
VOLUNTARY	INVOLUNTARY		
44,847	0	74,604,332	0.00
311	0	9,578,331	0.00
11,715	65	60,835,173	0.01
6,886	102	81,157,707	0.01
3,136	71	16,064,277	0.04
1,690	88	16,602,724	0.05
18,124	3,455	72,929,190	0.47
19,687	469	21,432,512	0.22
8,064	748	9,937,651	0.75
3,230	633	8,790,391	0.72
4,637	374	16,681,666	0.22
3,787	871	6,956,690	1.25
1,102	4,428	15,892,111	2.79
127,216	11,304	411,462,755	0.27

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

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

	JUNE 2026			JUNE 2025		
	COMPLAINTS	COMPLIMENTS	COMMENTS	MARCH	COMPLIMENTS	COMMENTS
U.S. Airlines	4,418	7	47	-	-	-
Foreign Airlines	2,006	1	19	-	-	-
Travel Agents	379	1	1	-	-	-
INDUSTRY TOTALS	6,803	9	67	-	-	-

TABLE 1 (YTD)

CONSUMER COMPLAINT CASES, COMPLIMENTS, AND COMMENTS: SUMMARY

	JANUARY - JUNE 2026			JANUARY - JUNE 2025		
	COMPLAINTS	COMPLIMENTS	COMMENTS	COMPLAINTS	COMPLIMENTS	COMMENTS
U.S. Airlines	29,000	25	287	-	-	-
Foreign Airlines	12,042	12	96	-	-	-
Travel Agents	2,142	8	11	-	-	-
INDUSTRY TOTALS	43,184	45	394	-	-	-

AIR TRAVEL CONSUMER REPORT

CONSUMER COMPLAINT CASES: CATEGORIES¹

TABLE 2

		JUNE 2026			JUNE 2025		
COMPLAINT CATEGORY		RANKING	COMPLAINTS ²	SUB-CATEGORY	RANKING	COMPLAINTS ²	SUB-CATEGORY
Refund		1	1,882		-	-	-
Flight Schedule		2	1,394		-	-	-
	Cancellation			492	-	-	-
	Delay			493	-	-	-
	Misconnection			141	-	-	-
	Tarmac Delays			88	-	-	-
	Other Flight Schedule			180	-	-	-
Baggage/Luggage		3	1,000		-	-	-
Reservations/Tktg/Brdg		4	669		-	-	-
Customer Service		5	482		-	-	-
	Family Seating			42	-	-	-
	Other Customer Service			440	-	-	-
Other		6	400				
	Frequent Flyer		20				
	Other		380				
Fees/Fares		7	313		-	-	-
Disability		8	269		-	-	-
Bumping/Oversales		9	235		-	-	-
Advertising		10	79		-	-	-
Discrimination		11	59		-	-	-
Animals/Pets ³		12	21		-	-	-
COMPLAINT TOTAL			6,803				-

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

² Includes figures for sub-categories.

³ Not Service Animals

AIR TRAVEL CONSUMER REPORT

CONSUMER COMPLAINT CASES: CATEGORIES¹

TABLE 2 (YTD)

		JANUARY - JUNE 2026			JANUARY - JUNE 2026		
COMPLAINT CATEGORY		RANKING	COMPLAINTS ²	SUB-CATEGORY	RANKING	COMPLAINTS ²	SUB-CATEGORY
Refund		1	12,557		-	-	-
Flight Schedule		2	9,477		-	-	-
	Cancellation			3,744	-	-	-
	Delay			2,991	-	-	-
	Misconnection			991	-	-	-
	Tarmac Delays			462	-	-	-
	Other Flight Schedule			1,289	-	-	-
Baggage/Luggage		3	6,459		-	-	-
Reservations/Tktg/Brdg		4	3,800		-	-	-
Customer Service		5	2,536		-	-	-
	Family Seating			172	-	-	-
	Other Customer Service			2,364	-	-	-
Other		6	2,369				
	Frequent Flyer		178				
	Other		2,191				
Fees/Fares		7	1,839		-	-	-
Bumping/Oversales		8	1,687		-	-	-
Disability		9	1,554		-	-	-
Advertising		10	446		-	-	-
Discrimination		11	364		-	-	-
Animals/Pets ³		12	96		-	-	-
COMPLAINT TOTAL			43,184			-	-

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

JUNE 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	476	73	113	33	376	183	115	69	12	14	1	101	1,566
Alaska Airlines ³	21	6	13	8	26	33	19	10	3	2	2	14	157
Allegiant Air	22	0	6	2	15	14	10	11	0	1	2	12	95
Avelo Airlines	5	0	5	2	16	5	1	0	0	0	0	1	35
Breeze Airways	5	0	2	4	7	26	1	3	2	0	0	2	52
Contour Airlines	4	0	0	0	1	1	0	0	1	0	0	0	7
Delta Air Lines	148	24	51	26	146	153	67	38	8	11	4	65	741
Frontier Airlines	114	34	54	30	121	77	46	20	5	5	2	27	535
JetBlue	64	5	21	14	53	30	25	11	5	4	0	16	248
Southwest Airlines	45	11	22	7	42	15	27	19	2	3	2	20	215
Sun Country Airlines	8	0	4	0	1	0	4	0	0	0	0	2	19
Spirit Airlines	0	1	0	2	31	1	0	0	0	0	0	0	35
United Airlines	181	20	63	25	190	81	59	31	4	9	2	47	712
Other U.S. Airline	0	0	0	0	0	0	0	0	0	0	0	1	1
TOTAL June 2026	1,093	174	354	153	1,025	619	374	212	42	49	15	308	4,418
% of TOTAL COMPLAINTS	24.7%	3.9%	8.0%	3.5%	23.2%	14.0%	8.5%	4.8%	1.0%	1.1%	0.3%	7.0%	100%
TOTAL June 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 3 (YTD)

CONSUMER COMPLAINT CASES: U.S. AIRLINES¹²

JANUARY - JUNE 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	2,713	365	581	248	2,493	1,094	533	351	58	78	10	522	9,046
Alaska Airlines ³	203	48	108	34	211	156	111	57	13	13	11	82	1,047
Allegiant Air	96	6	24	13	69	46	39	44	3	8	5	29	382
Avelo Airlines	44	2	23	14	148	25	10	7	1	2	0	11	287
Breeze Airways	55	8	18	14	52	101	20	17	3	1	0	16	305
Contour Airlines	10	1	0	1	9	9	0	1	1	1	0	0	33
Delta Air Lines	1,098	183	361	144	881	964	286	180	52	52	12	321	4,534
Denver Air Connection	2	0	0	0	0	3	0	0	0	0	0	0	5
Frontier Airlines	796	256	354	147	863	586	227	117	68	41	4	214	3,673
JetBlue	514	45	122	68	401	184	136	96	22	19	1	92	1,700
Southwest Airlines	207	51	115	50	214	154	169	118	24	29	7	111	1,249
Sun Country Airlines	38	5	5	5	13	16	12	6	1	2	1	9	113
Spirit Airlines	657	88	140	73	680	164	89	45	8	13	3	93	2,053
SkyWest Airlines	2	0	0	1	0	0	1	0	0	0	0	1	5
Southern Airways Express	1	0	1	0	2	1	3	1	0	1	0	0	10
United Airlines	1,061	129	367	172	1,262	595	346	196	35	48	10	303	4,524
Other U.S. Airline	8	0	0	2	10	4	3	1	1	0	0	5	34
TOTAL January - June 2026	7,505	1,187	2,219	986	7,308	4,102	1,985	1,237	290	308	64	1,809	29,000
% of TOTAL COMPLAINTS	25.9%	4.1%	7.7%	3.4%	25.2%	14.1%	6.8%	4.3%	1.0%	1.1%	0.2%	6.2%	100%
TOTAL January - June 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

June 2026

FOREIGN AIRLINES	FLIGHT PRBLMS.	DENIED BRDG.	RESV. TKTG. BRDG.	FEES FARES	REFUNDS	BAGGAGE	CUST. SVC.	DISAB.	ADVERT.	DISCRIM.	ANIMALS	OTHER	TOTAL
Austrian	3	0	1	0	0	1	1	0	0	0	0	0	6
Asiana Airlines	2	0	0	0	1	10	2	0	0	0	0	1	16
Air Canada	15	4	8	6	10	16	5	1	0	1	0	3	69
Air China	0	0	1	0	3	0	0	0	0	1	0	0	5
Avianca	9	0	10	7	25	11	5	1	0	0	1	4	73
Air France	15	1	15	7	42	35	14	5	2	0	0	12	148
Air India	18	0	3	2	7	5	1	0	0	0	0	1	37
Aer Lingus	2	1	0	3	15	2	0	1	0	0	0	2	26
Aeromexico	1	0	2	2	8	7	0	0	0	0	0	0	20
All Nippon Airways	0	0	3	1	4	1	2	0	2	0	0	0	13
Air Serbia	0	0	0	0	3	1	0	1	0	0	0	0	5
Aegean Airlines	2	0	0	0	1	2	0	0	0	0	0	0	5
Air Premia	1	0	3	0	1	3	0	0	0	0	0	0	8
Arajet Airline	4	1	1	2	3	12	0	0	0	0	0	0	23
British Airways	3	1	10	3	15	9	3	2	0	0	0	3	49
Brussels Airlines	0	0	1	0	12	4	0	0	0	0	0	0	17
China Airlines	0	0	0	0	1	2	1	1	0	0	0	1	6
Copa Airlines	2	5	5	4	8	6	2	2	0	1	0	4	39
Condor	3	0	3	3	4	2	0	0	1	0	0	0	16
China Eastern Airlines	0	0	1	0	3	2	0	1	0	0	0	0	7
Cathay Pacific Airways	1	0	6	3	6	8	4	1	0	1	0	1	31
EgyptAir	1	0	2	1	1	4	0	0	0	0	0	2	11
El Al Israel	2	1	3	1	10	2	1	0	0	0	0	1	21
EVA Airways	2	0	0	0	2	1	1	2	0	0	0	0	8
Etihad Airways	7	1	10	2	36	13	2	2	2	0	0	3	78
Ethiopian Airlines	1	1	1	1	2	8	1	0	0	0	0	1	16
Emirates	4	0	4	1	17	7	2	2	0	0	0	3	40
Fiji Airways	2	0	1	2	1	2	1	0	0	0	0	1	10
French Bee	0	1	2	0	1	1	0	0	0	0	0	0	5
Iberia Airlines	5	4	8	4	18	13	2	1	0	0	0	1	56
Icelandair	2	0	1	1	5	5	1	0	2	0	0	0	17
ITA Airways	7	3	5	1	17	6	3	2	0	0	1	0	45
Japan Airlines	0	0	2	0	3	1	4	0	0	0	0	0	10
Korean Air	0	1	2	0	1	3	1	0	0	0	0	0	8

Kuwait Airways	0	1	0	0	13	3	0	0	0	0	0	0	17
KLM	2	0	8	2	20	14	1	2	1	0	0	0	50
Lufthansa	58	1	16	10	38	29	8	6	3	0	0	6	175
LOT Polish Airlines	3	2	0	0	2	4	0	2	0	0	0	0	13
Level	3	0	0	0	3	4	0	0	0	0	0	0	10
LATAM Airlines	3	2	7	2	4	7	0	0	0	0	0	1	26
Norse Atlantic Airways	20	0	1	1	22	4	3	0	0	0	0	3	54
Philippine Airlines	4	0	1	2	6	2	1	0	0	0	0	1	17
Qantas	0	0	1	2	5	0	1	0	1	0	0	0	10
Qatar Airways	10	1	21	2	51	13	3	2	3	2	1	6	115
Royal Jordanian	0	1	3	0	8	1	1	0	0	0	0	0	14
Royal Air Maroc	0	4	0	0	12	3	0	1	0	0	0	1	21
Singapore Airlines	0	1	2	1	5	2	0	2	0	2	0	0	15
SAS	3	0	6	1	12	5	1	0	0	0	0	1	29
Saudi Arabian Airlines	10	0	5	1	13	7	0	0	0	0	0	0	36
Swiss	7	0	3	1	9	3	1	3	0	1	1	1	30
Turkish Airlines	13	0	29	7	43	38	13	7	4	0	1	7	162
TAP Air Portugal	4	1	2	1	5	2	1	2	0	0	0	1	19
Virgin Atlantic Airways	0	2	3	0	2	3	0	2	0	0	0	1	13
Volaris Airline	7	6	8	47	24	1	1	0	2	0	0	2	98
VivaAerobus	1	2	1	3	9	6	0	0	1	0	0	0	23
WestJet	1	1	0	1	3	1	1	0	0	0	0	0	8
ZIPAIR	0	0	1	0	3	1	0	0	0	0	0	1	6
Other Foreign Airline	21	5	10	2	30	21	2	3	0	1	0	6	101
TOTALS	284	55	242	143	628	379	97	57	24	10	5	82	2,006

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 (YTD)

CONSUMER COMPLAINT CASES: FOREIGN AIRLINES¹

January - June 2026

FOREIGN AIRLINES	FLIGHT PRBLMS.	DENIED BRDG.	RESV. TKTG. BRDG.	FEES FARES	REFUNDS	BAGGAGE	CUST. SVC.	DISAB.	ADVERT.	DISCRIM.	ANIMALS	OTHER	TOTAL
Air New Zealand	2	1	0	1	6	2	1	0	0	0	0	4	17
Austrian	11	1	3	0	4	9	1	1	0	0	2	3	35
Asiana Airlines	15	3	5	5	7	21	4	1	0	1	0	3	65
Air Canada	79	11	39	16	81	70	19	3	5	4	0	15	342
Air China	0	0	3	1	10	5	0	1	1	1	0	0	22
Avianca	73	7	70	35	175	93	18	9	10	2	2	17	511
Air France	115	16	70	27	194	291	32	25	7	3	1	40	821
Air India	60	19	27	8	75	49	14	2	5	0	0	13	272
Aer Lingus	8	7	4	6	69	29	0	3	2	0	0	6	134
Air Tahiti Nui	3	0	0	1	5	3	1	1	1	0	0	1	16
Aeromexico	31	23	19	12	80	36	9	4	1	1	0	6	222
Aerolineas Argentinas	1	1	1	1	5	3	1	0	0	1	0	0	14
Air Europa	0	1	0	2	7	4	0	2	0	0	0	1	17
All Nippon Airways	4	4	9	3	26	11	5	0	2	1	0	5	70
Air Serbia	4	0	2	0	6	6	1	2	0	0	0	0	21
Azul Brazilian Airlines	6	0	1	2	2	3	0	1	0	0	0	0	15
Aegean Airlines	19	0	1	0	3	2	0	0	0	0	0	0	25
Air Premia	3	0	8	0	8	12	4	1	0	0	0	2	38
Arajet Airline	20	4	12	4	43	40	0	1	0	0	0	2	126
Azores Airlines	3	0	0	0	3	1	0	0	0	0	0	1	8
Air Arabia	6	0	0	0	0	0	0	0	0	0	0	0	6
Arkia Israel	5	1	0	1	15	8	0	1	1	0	0	1	33
Air Dolomiti	5	0	0	0	1	2	0	0	0	0	0	0	8
AJet	18	0	0	0	1	1	0	0	0	0	0	0	20
Bahamasair	3	0	0	0	1	3	0	0	0	0	0	0	7
British Airways	24	8	38	11	109	53	11	14	1	1	1	15	286
Brussels Airlines	5	0	2	1	14	6	1	0	0	1	0	0	30
Boliviana de Aviación	2	0	1	0	6	2	0	0	0	0	1	0	12
China Airlines	5	0	5	1	16	18	2	1	0	0	0	2	50
Copa Airlines	32	22	28	7	48	45	10	11	5	2	0	14	224
Condor	6	1	6	3	16	9	0	0	2	0	0	0	43
Caribbean Airlines	1	0	0	0	7	3	0	0	0	0	0	1	12
China Eastern Airlines	1	0	5	0	7	7	2	2	0	0	0	1	25
Cathay Pacific Airways	18	1	28	8	42	47	15	3	5	1	0	6	174

China Southern	1	0	5	0	2	0	0	0	0	0	0	0	8
Discover Airlines	5	0	1	2	2	2	0	0	0	0	0	3	15
EgyptAir	17	1	6	1	25	26	4	2	0	2	0	6	90
El Al Israel	26	3	9	6	68	9	4	2	0	2	0	4	133
EVA Airways	6	0	6	0	18	22	3	4	1	0	1	2	63
Etihad Airways	49	18	45	10	155	58	16	9	8	0	0	23	391
Ethiopian Airlines	9	10	9	3	22	40	6	1	0	0	0	5	105
Emirates	26	3	14	8	102	25	14	8	1	0	0	13	214
Eurowings	6	0	0	0	0	2	0	0	0	0	0	0	8
Easy Jet	6	0	1	0	2	0	0	0	0	0	0	0	9
Edelweiss Air	1	0	0	0	3	2	0	0	0	0	0	0	6
Finnair	6	1	4	1	5	9	1	3	0	0	0	3	33
Fiji Airways	12	1	8	3	8	5	2	1	1	0	0	1	42
French Bee	2	5	10	2	45	3	0	1	0	2	0	2	72
Flair Airlines	1	0	3	3	2	2	1	4	0	0	0	0	16
flydubai	1	1	1	0	3	2	0	0	0	0	0	0	8
Gulf Air	1	1	3	0	5	2	1	0	0	0	0	4	17
GOL Airlines	1	0	1	1	2	2	0	0	0	0	0	0	7
Hainan Airlines	0	0	1	0	6	3	0	0	0	0	0	0	10
HiSky	10	0	1	0	4	0	0	0	0	0	0	1	16
Iberia Airlines	61	17	29	13	100	57	10	4	2	1	0	12	306
Icelandair	17	6	19	5	20	28	10	1	2	1	0	7	116
ITA Airways	28	11	24	6	62	31	5	5	0	0	1	7	180
Indigo Airlines	3	0	3	0	10	6	0	0	0	0	0	1	23
Japan Airlines	12	2	14	2	24	7	13	1	0	1	0	1	77
Korean Air	7	2	8	3	10	11	8	7	0	0	0	7	63
Kuwait Airways	9	1	2	2	44	12	4	0	0	0	0	3	77
KLM	33	5	28	14	95	106	11	11	3	0	2	9	317
Kenya Airways	5	2	0	0	5	11	1	0	0	0	0	0	24
Lufthansa	127	7	82	32	211	151	30	18	6	3	5	43	715
LOT Polish Airlines	28	4	4	2	20	8	5	5	0	0	1	2	79
LATAM Airlines	11	0	6	0	8	14	3	4	0	0	0	1	47
Level	16	3	9	2	49	27	6	3	0	0	0	1	116
La Compagnie	0	0	0	0	5	1	0	0	0	0	1	0	7
LATAM Airlines Peru	2	1	5	3	1	7	2	1	0	0	0	1	23
LATAM Airlines	29	10	32	9	58	24	5	2	2	1	0	5	177
Norwegian Air Shuttle	0	0	0	0	4	2	0	0	0	0	0	0	6
Norse Atlantic Airways	141	13	12	5	196	9	11	5	0	0	0	19	411
Neos	0	0	0	0	3	4	1	0	0	0	0	0	8
Oman Air	0	0	2	0	3	0	0	0	0	0	0	0	5
Philippine Airlines	8	2	8	5	24	29	7	4	0	0	0	5	92
Porter Airlines	6	1	3	1	2	1	1	0	0	0	0	0	15
Qantas	2	2	3	4	33	3	5	2	2	0	0	1	57
Qatar Airways	124	29	86	23	310	109	42	18	7	5	2	33	788
Ryanair	9	0	0	2	1	0	0	0	0	0	0	2	14

Royal Jordanian	6	1	6	1	58	10	3	0	0	0	0	1	86
Royal Air Maroc	9	10	5	1	33	57	0	4	1	0	0	2	122
Singapore Airlines	8	2	7	5	17	25	6	3	1	3	1	3	81
SAS	23	4	15	3	38	39	8	6	0	0	0	3	139
Saudi Arabian Airlines	23	2	18	1	57	38	2	1	0	0	0	0	142
Sata Internacional	3	0	1	0	0	1	1	0	1	0	0	0	7
Sky Airlines Peru	2	3	1	1	6	0	0	0	0	0	0	0	13
Swiss	38	3	13	7	41	21	7	6	0	1	2	5	144
Sunrise Airways	1	0	1	0	6	0	0	0	0	0	0	0	8
Starlux Airlines	4	0	8	2	3	13	5	3	0	0	0	1	39
Sky Express	3	0	0	0	0	2	0	0	0	0	0	0	5
Thai Airways	1	0	1	2	3	1	0	0	0	0	0	1	9
Turkish Airlines	121	20	125	32	350	236	61	47	8	7	3	40	1,050
TAP Air Portugal	11	1	10	7	44	15	8	6	1	2	1	8	114
Uzbekistan Airways	0	0	1	0	0	1	3	0	0	0	0	0	5
Virgin Atlantic Airways	11	5	10	2	28	13	5	9	1	1	0	6	91
Volaris Airline	59	123	55	327	250	44	13	10	6	3	1	18	909
VivaAerobus	16	10	9	8	66	23	2	1	1	0	0	2	138
Vueling Airlines	5	0	0	0	0	1	0	0	0	0	0	0	6
Vietnam Airlines	0	0	0	1	2	4	0	1	0	0	0	1	9
WestJet	9	3	2	3	5	3	2	0	0	0	0	3	30
Wizz Air	19	0	0	0	1	0	0	0	0	1	0	0	21
Xiamen Airlines	2	0	2	1	0	2	0	0	0	0	0	1	8
ZIPAIR	1	0	8	1	19	4	1	2	2	0	0	2	40
Other Foreign Airline	19	0	12	2	39	15	2	3	0	1	1	5	99
TOTALS	1,846	480	1,204	736	3,935	2,334	512	317	105	56	29	488	12,042

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 5

CONSUMER COMPLAINT CASES: TRAVEL AGENTS¹

June 2026

TRAVEL AGENTS	FLIGHT PRBLMS.	DENIED BRDG.	RESV. TKTG. BRDG.	FEES FARES	REFUNDS	BAGGAGE	CUST. SVC.	DISAB.	ADVERT.	DISCRIM.	ANIMALS	OTHER	TOTAL
ASAP Tickets	0	0	3	0	6	1	0	0	1	0	0	0	11
Alternative Airlines	0	0	1	0	4	0	0	0	0	0	0	0	5
BudgetAir	0	0	0	0	6	0	0	0	0	0	0	1	7
Booking.com	0	0	10	1	25	0	1	0	1	0	0	1	39
Chase Travel	0	0	2	0	2	0	1	0	1	0	0	0	6
Capital One	1	0	4	0	9	0	0	0	1	0	0	1	16
CheapOair	3	0	1	3	15	0	1	0	0	0	0	0	23
Expedia	6	1	9	2	30	0	1	0	2	0	0	2	53
eDreams	1	0	0	0	4	1	0	0	0	0	0	0	6
Flighthub	0	0	1	0	3	0	0	0	1	0	0	0	5
Flight Network	0	0	0	0	5	0	0	0	0	0	0	0	5
Gotogate	1	0	1	0	6	0	0	0	0	0	0	0	8
Justfly	0	0	9	1	9	0	2	0	1	0	0	0	22
Kiwi.com	0	0	2	1	21	0	0	0	0	0	0	0	24
Oojo	0	0	1	0	15	0	0	0	0	0	0	0	16
Priceline.com	0	0	3	0	10	0	1	0	1	0	0	0	15
Smartfares.Com	1	0	2	1	3	0	0	0	0	0	0	0	7
Travelocity.Com	0	0	1	0	7	0	0	0	0	0	0	1	9
Trip.com	0	0	2	0	7	0	0	0	0	0	0	0	9
Other Travel Agent	4	5	21	8	42	0	4	0	4	0	1	4	93
TOTALS	17	6	73	17	229	2	11	0	13	0	1	10	379

AIR TRAVEL CONSUMER REPORT

TABLE 5 (YTD)

CONSUMER COMPLAINT CASES: TRAVEL AGENTS¹

January - June 2026

TRAVEL AGENTS	FLIGHT PRBLMS.	DENIED BRDG.	RESV. TKTG. BRDG.	FEES FARES	REFUNDS	BAGGAGE	CUST. SVC.	DISAB.	ADVERT.	DISCRIM.	ANIMALS	OTHER	TOTAL
American Express	2	2	5	2	10	0	2	0	0	0	0	0	23
ASAP Tickets	5	0	19	5	40	2	3	0	3	0	0	1	78
Arangrant	1	0	1	0	3	0	0	0	0	0	0	0	5
Adam Vacations	0	0	3	0	12	0	0	0	0	0	0	0	15
Alternative Airlines	0	0	2	0	7	0	0	0	0	0	0	0	9
Alanita Travel	0	0	0	2	3	0	0	0	0	0	0	0	5
Air Ticket Support	0	0	1	2	1	1	3	0	0	0	0	0	8
BudgetAir	1	0	7	1	29	2	0	0	1	0	0	2	43
Bravofly	0	0	1	0	5	0	0	0	0	0	0	0	6
Booking.com	5	2	34	4	118	2	2	0	1	0	0	6	174
Bestticketfare.com	0	0	7	2	8	0	0	0	3	0	0	0	20
BYOJet	0	0	0	0	6	0	0	0	0	0	0	0	6
Business Travel Group	1	0	2	0	2	0	1	0	0	0	0	0	6
Cheap Tickets	0	0	1	0	6	0	0	0	0	0	0	0	7
Chase Travel	5	0	10	1	14	0	1	0	2	0	0	0	33
Cheapfareguru	0	0	1	1	3	0	0	0	0	0	0	0	5
Capital One	10	0	22	3	52	1	3	0	4	0	0	2	97
Ctrip	0	0	2	0	1	0	2	0	0	0	0	0	5
Cheapvuelos.com	0	0	4	2	3	0	0	0	0	0	0	0	9
Cheapdealsfare.com	0	1	2	4	1	0	0	0	0	0	0	1	9
CheapOair	7	0	6	5	54	0	1	0	1	0	1	5	80
Cheapflightsfares	1	0	5	0	8	0	0	0	0	0	0	0	14
Cheap flight Buddy	1	1	3	3	1	1	0	0	0	0	0	0	10
Expedia	33	1	60	12	222	1	7	0	7	0	0	12	355
eDreams	5	0	4	1	23	6	0	0	2	0	0	0	41
eSky	0	0	1	0	6	0	0	0	0	0	0	0	7
Flighthub	1	1	5	2	25	1	1	0	1	0	0	0	37
Flight Network	1	0	2	1	23	0	0	0	2	0	0	1	30
Foggyfly.com	0	0	6	1	1	0	0	0	0	0	0	0	8
fareodaddy.com	0	2	3	0	1	0	0	0	2	0	0	1	9
Fliggytravel	0	0	2	0	5	0	0	0	0	0	0	0	7
Fare Boutique	0	0	3	0	2	0	0	0	1	0	0	0	6
FlyoDeals	0	0	0	0	3	0	0	0	0	0	0	2	5
Gotogate	2	1	4	0	33	0	0	0	0	0	0	1	41

Hopper	0	0	2	2	5	0	0	0	0	0	0	1	10
Indian Eagle	4	0	0	2	7	0	1	0	0	0	0	0	14
Justfly	6	1	23	10	102	2	4	0	2	0	0	9	159
Justairticket	1	0	2	2	2	0	0	0	0	0	0	0	7
JetBlue Vacations	1	0	1	2	2	0	0	0	0	0	0	0	6
Kissandfly	0	0	3	0	4	0	0	0	0	0	0	1	8
Kiwi.com	6	2	9	6	108	0	0	0	3	0	0	0	134
Kayak	2	1	1	3	2	0	0	0	0	0	0	0	9
Lastminute.com	0	0	1	0	3	0	0	0	0	0	0	1	5
Makemytrip	3	0	2	1	18	0	0	0	0	0	0	0	24
Mytrip.Com	0	0	2	1	11	0	0	0	0	0	0	1	15
Orbitz.Com	2	0	4	1	11	2	0	0	1	0	0	2	23
Ovago	3	0	2	1	5	0	0	0	0	0	0	0	11
Ojo	1	0	9	2	46	0	0	0	0	0	0	3	61
Other Travel Agent	0	0	4	1	4	0	0	0	0	0	0	1	10
One Dollar Fly	0	0	4	1	3	0	0	0	1	0	0	0	9
Priceline.com	3	0	17	4	75	1	3	0	3	0	0	5	111
Pocketfare.com	0	0	2	0	7	0	0	0	0	0	0	0	9
SkyLux Travel	0	0	5	3	16	0	0	0	0	0	1	0	25
Southwest Vacations	0	1	1	0	3	0	0	0	1	0	0	1	7
Smartfares.com	1	0	7	3	13	0	0	0	1	0	0	0	25
Travelocity.com	1	0	4	0	18	1	0	0	0	0	0	1	25
Trip.com	4	0	14	3	40	0	0	0	2	0	0	2	65
Tarifasodeal	0	0	2	4	2	0	0	0	1	0	0	1	10
Travoport	1	0	1	0	5	0	0	0	0	0	0	0	7
Topflightfares	1	1	1	0	0	0	1	0	1	0	0	0	5
Underpricer.com	1	1	1	2	3	0	0	0	0	0	0	0	8
Other Travel Agent	4	2	25	9	68	0	4	0	5	0	1	9	127
TOTALS	126	20	377	117	1,314	23	39	0	51	0	3	72	2,142

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

June 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 June 2026 ^a

The Transportation Security Administration (TSA) screened approximately 78.8 million passengers at screening checkpoints and 27.6 million checked bags at baggage screening locations in June 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 June 2026, TSA received 17,150 complaints (i.e. a description of a negative experience) from the public via phone or email (or 21.8 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
835	1.1	749	1.0	13,570	17.3	129	0.2

Civil Rights		Other TSA-related		Non-TSA related, Airline		Non-TSA related, All Others	
Number of Complaints	Complaints per 100,000 Passengers ^c	Number of Complaints	Complaints per 100,000 Passengers ^c	Number of Complaints	Complaints per 100,000 Passengers ^c	Number of Complaints	Complaints per 100,000 Passengers ^c
746	1.0	408	0.6	179	0.3	534	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
208 ^d	218	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.