Air Travel Consumer Report

A Product Of

THE OFFICE OF AVIATION CONSUMER PROTECTION

Issued: June 2026

Flight Delays[1]	April 2026
Mishandled Baggage, Wheelchairs, and Scooters [1]	April 2026
Oversales[1]	1st Quarter 2026
Consumer Complaints[2] (Includes Disability and Discrimination Complaints)	April 2026
Airline Animal Incident Reports[4]	April 2026
Customer Service Reports to the Dept. of Homeland Security[3]	April 2026

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

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INTRODUCTION

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

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

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

FLIGHT DELAYS

This section provides information about airline on-time performance, flight delays, and cancellations. It is based on data filed by airlines each month with the Department of Transportation's Bureau of Transportation Statistics (Office of Airline Information), as described in 14 CFR Part 234 of DOT's regulations. It covers nonstop operated and marketed scheduled-service flights between points within the United States (including territories) by the thirteen (13) U.S. air carriers that have at least half of one percent of total domestic scheduled-service passenger revenues.

The reportable airports with respect to which data must be submitted to the Department are those large, medium, small, or non-hub airports as defined in 49 U.S.C. 47102. Airports can be accessed through the FAA at: https://www.faa.gov/airports/planning_capacity/passenger_allcargo_stats/passenger. This report includes the 30 largest U.S. airports, except Table 5, which lists more than 200 airports in alphabetical order with the corresponding on-time arrival and departure percentages.

A flight is counted as "on-time" if it operated less than 15 minutes after the scheduled time shown in the carriers' Computerized Reservations Systems (CRS). All tables in this report except Table 4 are based on gate arrival times; Table 4 is based on gate departure times.

In fulfilling DOT's data reporting requirements, the reporting air carriers use automated and/or manual systems for collecting flight data. Those using an automated system rely on the Aircraft Communication Addressing and Reporting System (ACARS) or the Docking Guidance System (DGS). Based on the latest information available to DOT, of the 13 reporting air carriers, 9 carriers (Alaska, Allegiant, Delta, Envoy, JetBlue, Republic, Spirit, Southwest, and United) use ACARS, one carrier (American) uses a combination of ACARS, DGS, and four carriers (Frontier, JetBlue, PSA and SkyWest) use a combination of ACARS and a manual system.

A carrier may voluntarily file data for its entire domestic system. Tables 2, 2A, 3, and 4 are limited to the 30 largest airports; Tables 5, 6, 6A, 7 and 7A contain data on flights to/from all airports that were reported.

Tables 1 through 4 display percentages of flight operations that were on-time. Tables 1, 1A, 1B, 2 and 2A present data by marketing or reporting carrier; airlines are ranked by performance in Tables 1/1A and are listed in alphabetical order in Table 2/2A (see Appendix for codes). Table 1B shows marketing carrier rankings by month and Year-to-Date (YTD) on the percentage of flight operations that arrived on time.

Tables 3 and 4 contain information by airport and time of daytime of day that a flight operated in 24-hour clock format. All times are local. A 10:50 departure from Atlanta is 10:50 Atlanta time; if that flight arrived in Dallas at 23:45, that is 11:45 p.m. Dallas time. Table 5 lists all airports for which there are reports this month in alphabetical order with the corresponding on-time arrival and departure percentages.

Tables 6 and 6A display the number of operations, number of flight cancellations, and percentage of cancellations by air carrier marketing and reporting flights at all airports and for the air carriers' domestic system. Table 7 and 7A displays airline flight delay causation data by categories, and Table 7B provides an overall graphic representation of that data. Table 8 lists the regularly scheduled flights with tarmac delays of more than 3 hours and Table 8A lists the regularly scheduled international flights with tarmac delays of more than 4 hours.

Except for the flights listed in Tables 8 and 8A this report provides summary information - it does not show the on-time record of individual flights. The on-time performance for individual markets and flights can be searched at https://www.transtats.bts.gov/ONTIME/

Airline Service Quality Performance data from the most recent six months is available for free download at: https://www.bts.gov/topics/airlines-and-airports/airline-information-download. Additional summary data for airports and airlines can be found at BTS' Flight Delays at-a-Glance at: https://www.bts.gov/browse-statistical-products-and-data/bts-publications/airline-service-quality-performance-234-time. Cause of delay data for airports and airlines can be found at: http://www.transtats.bts.gov/OT_Delay/OT_DelayCause1.asp.

Information on the performance of specific flights is displayed on the CRS used by most airlines and travel agencies. Each of the reporting carriers' flights have a one-digit code between 0 and 9 representing that flight's percentage of on-time operations for the latest reported month. For example, "8" means that flight arrived on-time (within 15 minutes) between 80% and 89.9% of the time during the latest reported month.

AIR TRAVEL CONSUMER REPORT

BRANDED CODESHARE PARTNERS

APRIL 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

APRIL 2026

AT ALL US AIRPORTS			
CARRIER[1]	NUMBER OF AIRPORTS REPORTED	PERCENT OF ON-TIME ARRIVALS	RANK
ALASKA AIRLINES NETWORK[2]	**108**	**83.7**	**1**
- ALASKA AIRLINES	87	83.7	
- BRANDED CODESHARE PARTNERS	59	83.7	
DELTA AIR LINES NETWORK	**207**	**83.1**	**2**
- DELTA AIR LINES	138	84.1	
- BRANDED CODESHARE PARTNERS	183	81.4	
UNITED AIRLINES NETWORK	**228**	**79.3**	**3**
- UNITED AIRLINES	125	81.9	
- BRANDED CODESHARE PARTNERS	208	76.3	
AMERICAN AIRLINES NETWORK	**231**	**78.4**	**4**
- AMERICAN AIRLINES	119	76.8	
- BRANDED CODESHARE PARTNERS	215	79.9	
SOUTHWEST AIRLINES	**107**	**77.3**	**5**
ALLEGIANT AIR	**122**	**75.6**	**6**
JETBLUE AIRWAYS	**59**	**75.6**	**7**
FRONTIER AIRLINES	**84**	**73.1**	**8**
SPIRIT AIRLINES	**46**	**63.0**	**9**
TOTAL AIRPORTS SERVED	**361**	**79.2**	

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

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

AIR TRAVEL CONSUMER REPORT

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

APRIL 2026

AT ALL US AIRPORTS			
CARRIER[1]	NUMBER OF AIRPORTS REPORTED	PERCENT OF ON-TIME ARRIVALS	RANK
DELTA AIR LINES	138	84.1	1
ALASKA AIRLINES[2]	87	83.7	2
UNITED AIRLINES	125	81.9	3
REPUBLIC AIRWAYS	83	80.7	4
ENVOY AIR	149	79.4	5
SKYWEST AIRLINES	239	78.1	6
SOUTHWEST AIRLINES	107	77.3	7
AMERICAN AIRLINES	119	76.8	8
PSA AIRLINES	100	75.7	9
ALLEGIANT AIR	122	75.6	10
JETBLUE AIRWAYS	59	75.6	11
FRONTIER AIRLINES	84	73.1	12
SPIRIT AIRLINES	46	63.0	13
TOTAL AIRPORTS SERVED	342	78.9	

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

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

AIR TRAVEL CONSUMER REPORT

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

APRIL 2026

CARRIER[1]	Jan 26		Feb 26		Mar 26		Apr 26		Year-to-date (YTD)	
	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank
ALASKA AIRLINES NETWORK[2]	**77.9**	**2**	**82.4**	**1**	**78.9**	**1**	**83.7**	**1**	**80.7**	**1**
- ALASKA AIRLINES	77.1		81.7		76.4		83.7		79.6	
- BRANDED CODESHARE PARTNERS	79.5		83.8		84.2		83.7		82.8	
ALLEGIANT AIR	**73.9**	**5**	**77.2**	**5**	**70.8**	**6**	**75.6**	**6**	**74.1**	**6**
AMERICAN AIRLINES NETWORK	**70.8**	**6**	**76.1**	**7**	**72.6**	**5**	**78.4**	**4**	**74.5**	**5**
- AMERICAN AIRLINES	69.1		77.0		72.8		76.8		73.9	
- BRANDED CODESHARE PARTNERS	72.3		75.2		72.4		79.9		75.0	
DELTA AIR LINES NETWORK	**75.7**	**4**	**80.0**	**4**	**74.9**	**3**	**83.1**	**2**	**78.4**	**2**
- DELTA AIR LINES	76.9		81.4		76.8		84.1		79.8	
- BRANDED CODESHARE PARTNERS	73.6		77.7		71.9		81.4		76.1	
FRONTIER AIRLINES	**69.4**	**7**	**77.2**	**6**	**67.8**	**8**	**73.1**	**8**	**71.6**	**7**
JETBLUE AIRWAYS	**63.7**	**9**	**62.3**	**9**	**68.3**	**7**	**75.6**	**7**	**67.8**	**8**
SOUTHWEST AIRLINES	**82.4**	**1**	**80.8**	**3**	**73.0**	**4**	**77.3**	**5**	**78.1**	**4**
SPIRIT AIRLINES	**66.6**	**8**	**62.8**	**8**	**48.4**	**9**	**63.0**	**9**	**59.8**	**9**
UNITED AIRLINES NETWORK	**77.3**	**3**	**81.3**	**2**	**75.6**	**2**	**79.3**	**3**	**78.3**	**3**
- UNITED AIRLINES	80.0		82.7		77.6		81.9		80.5	
- BRANDED CODESHARE PARTNERS	74.2		79.5		73.2		76.3		75.7	
TOTAL	**75.3**		**78.5**		**73.4**		**79.2**		**76.5**	

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

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

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)

APRIL 2026

ARRIVAL AIRPORT*																
CARRIER	ATL		AUS		BNA		BOS		BWI		CLT		DCA		DEN	
	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME
ALASKA AIRLINES NETWORK	**86**	**82.6**	**255**	**88.6**	**90**	**88.9**	**161**	**78.3**	**38**	**94.7**	**0**	**0.0**	**180**	**88.3**	**238**	**91.6**
- ALASKA AIRLINES	86	82.6	144	91.0	90	88.9	161	78.3	38	94.7	0	0.0	180	88.3	220	93.6
- BRANDED CODESHARE PARTNERS	0	0.0	111	85.6	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	18	66.7
ALLEGIANT AIR	**0**	**0.0**	**34**	**88.2**	**161**	**82.0**	**60**	**95.0**	**0**	**0.0**	**0**	**0.0**	**0**	**0.0**	**8**	**100.0**
AMERICAN AIRLINES NETWORK	**1196**	**77.2**	**1187**	**71.8**	**1649**	**75.2**	**2566**	**74.9**	**433**	**73.0**	**17916**	**87.5**	**7586**	**75.8**	**891**	**74.6**
- AMERICAN AIRLINES	597	73.0	1038	70.6	773	70.9	1481	71.6	285	71.9	9895	86.8	2137	78.0	748	71.7
- BRANDED CODESHARE PARTNERS	599	81.3	149	79.9	876	79.0	1085	79.4	148	75.0	8021	88.5	5449	75.0	143	90.2
DELTA AIR LINES NETWORK	**23998**	**87.3**	**1680**	**84.3**	**1294**	**82.1**	**4450**	**78.3**	**535**	**84.1**	**827**	**80.7**	**1670**	**73.0**	**1088**	**83.7**
- DELTA AIR LINES	20234	88.1	1139	83.1	798	83.5	2296	75.6	448	84.6	450	82.9	781	73.5	914	83.2
- BRANDED CODESHARE PARTNERS	3764	82.9	541	86.9	496	79.8	2154	81.2	87	81.6	377	78.0	889	72.6	174	86.8
FRONTIER AIRLINES	**1888**	**67.4**	**133**	**78.9**	**59**	**66.1**	**107**	**72.9**	**355**	**71.8**	**319**	**65.8**	**79**	**74.7**	**1726**	**82.7**
JETBLUE AIRWAYS	**218**	**72.0**	**81**	**65.4**	**111**	**78.4**	**3310**	**73.7**	**0**	**0.0**	**0**	**0.0**	**543**	**70.9**	**75**	**70.7**
SOUTHWEST AIRLINES	**1302**	**79.2**	**3325**	**78.5**	**5552**	**79.6**	**609**	**69.8**	**6117**	**83.7**	**261**	**78.5**	**1324**	**73.2**	**7196**	**78.7**
SPIRIT AIRLINES	**424**	**61.3**	**92**	**56.5**	**124**	**63.7**	**306**	**58.5**	**196**	**63.3**	**256**	**65.2**	**0**	**0.0**	**0**	**0.0**
UNITED AIRLINES NETWORK	**692**	**85.1**	**959**	**86.0**	**801**	**78.9**	**1082**	**78.0**	**369**	**84.0**	**469**	**82.3**	**904**	**71.7**	**14128**	**86.5**
- UNITED AIRLINES	670	84.9	942	86.0	644	78.9	1062	78.1	369	84.0	247	83.4	547	76.1	8317	88.9
- BRANDED CODESHARE PARTNERS	22	90.9	17	88.2	157	79.0	20	75.0	0	0.0	222	81.1	357	65.0	5811	83.1
TOTAL	**29,804**	**84.7**	**7,746**	**79.6**	**9,841**	**79.0**	**12,651**	**75.5**	**8,043**	**82.2**	**20,048**	**86.4**	**12,286**	**74.8**	**25,350**	**83.5**

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

AIR TRAVEL CONSUMER REPORT

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

APRIL 2026

CARRIER	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 NETWORK	**174**	**85.6**	**40**	**95.0**	**265**	**91.3**	**80**	**88.8**	**97**	**87.6**	**90**	**83.3**	**345**	**88.4**	**896**	**79.2**
- ALASKA AIRLINES	174	85.6	40	95.0	265	91.3	80	88.8	97	87.6	90	83.3	345	88.4	691	82.1
- BRANDED CODESHARE PARTNERS	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	205	69.8
ALLEGIANT AIR	**0**	**0.0**	**0**	**0.0**	**26**	**96.2**	**475**	**49.5**	**42**	**85.7**	**0**	**0.0**	**0**	**0.0**	**537**	**71.7**
AMERICAN AIRLINES NETWORK	**22519**	**78.1**	**875**	**76.8**	**610**	**74.9**	**755**	**75.2**	**204**	**81.4**	**975**	**71.0**	**1986**	**80.3**	**1293**	**71.5**
- AMERICAN AIRLINES	13866	77.7	429	77.2	552	73.9	755	75.2	135	77.8	655	71.0	1266	78.6	1293	71.5
- BRANDED CODESHARE PARTNERS	8653	78.7	446	76.5	58	84.5	0	0.0	69	88.4	320	70.9	720	83.3	0	0.0
DELTA AIR LINES NETWORK	**939**	**79.0**	**9222**	**84.3**	**778**	**82.9**	**1212**	**78.0**	**478**	**85.4**	**726**	**83.3**	**4927**	**82.4**	**1488**	**81.9**
- DELTA AIR LINES	939	79.0	5067	86.2	538	84.2	1212	78.0	270	84.8	719	83.3	2570	82.8	1398	81.3
- BRANDED CODESHARE PARTNERS	0	0.0	4155	81.9	240	80.0	0	0.0	208	86.1	7	85.7	2357	82.0	90	91.1
FRONTIER AIRLINES	**810**	**73.7**	**296**	**75.3**	**115**	**79.1**	**437**	**67.3**	**126**	**78.6**	**427**	**72.8**	**94**	**77.7**	**1117**	**68.3**
JETBLUE AIRWAYS	**30**	**70.0**	**71**	**74.6**	**462**	**75.5**	**2214**	**72.9**	**0**	**0.0**	**30**	**96.7**	**2898**	**81.3**	**396**	**81.3**
SOUTHWEST AIRLINES	**0**	**0.0**	**391**	**71.4**	**0**	**0.0**	**956**	**75.2**	**90**	**65.6**	**0**	**0.0**	**0**	**0.0**	**7369**	**77.1**
SPIRIT AIRLINES	**365**	**60.5**	**571**	**60.8**	**660**	**61.4**	**1642**	**62.8**	**0**	**0.0**	**395**	**59.0**	**0**	**0.0**	**412**	**71.4**
UNITED AIRLINES NETWORK	**846**	**79.9**	**615**	**81.1**	**8608**	**87.0**	**844**	**85.4**	**6748**	**89.2**	**11615**	**84.2**	**0**	**0.0**	**1294**	**81.6**
- UNITED AIRLINES	828	80.0	206	80.1	5782	87.8	844	85.4	3334	90.1	6213	85.6	0	0.0	1292	81.6
- BRANDED CODESHARE PARTNERS	18	77.8	409	81.7	2826	85.5	0	0.0	3414	88.3	5402	82.5	0	0.0	2	100.0
TOTAL	**25,683**	**77.8**	**12,081**	**81.8**	**11,524**	**84.2**	**8,615**	**71.9**	**7,785**	**88.3**	**14,258**	**82.2**	**10,250**	**81.9**	**14,802**	**76.7**

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

AIR TRAVEL CONSUMER REPORT

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

APRIL 2026

CARRIER	ARRIVAL AIRPORT*															
	LAX		LGA		MCO		MDW		MIA		MSP		ORD		PHL	
	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME
ALASKA AIRLINES NETWORK	**1327**	**84.1**	**0**	**0.0**	**211**	**87.7**	**0**	**0.0**	**51**	**76.5**	**89**	**91.0**	**232**	**78.0**	**60**	**96.7**
- ALASKA AIRLINES	936	83.0	0	0.0	211	87.7	0	0.0	51	76.5	89	91.0	232	78.0	60	96.7
- BRANDED CODESHARE PARTNERS	391	86.7	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
ALLEGIANT AIR	**0**	**0.0**	**0**	**0.0**	**37**	**86.5**	**18**	**83.3**	**0**	**0.0**	**0**	**0.0**	**0**	**0.0**	**0**	**0.0**
AMERICAN AIRLINES NETWORK	**3517**	**78.0**	**4170**	**74.6**	**1729**	**73.7**	**0**	**0.0**	**6565**	**83.1**	**656**	**74.8**	**14673**	**71.9**	**8091**	**85.9**
- AMERICAN AIRLINES	2452	77.5	1461	66.8	1729	73.7	0	0.0	5402	82.4	342	74.6	5721	70.6	3976	83.5
- BRANDED CODESHARE PARTNERS	1065	79.0	2709	78.8	0	0.0	0	0.0	1163	86.3	314	75.2	8952	72.8	4115	88.2
DELTA AIR LINES NETWORK	**4162**	**83.9**	**7060**	**74.4**	**1985**	**81.2**	**296**	**76.7**	**1067**	**77.2**	**8818**	**85.9**	**1171**	**67.4**	**663**	**81.0**
- DELTA AIR LINES	3180	81.1	2427	75.9	1960	81.1	116	84.5	1067	77.2	5119	87.5	768	66.8	531	81.5
- BRANDED CODESHARE PARTNERS	982	93.2	4633	73.6	25	88.0	180	71.7	0	0.0	3699	83.7	403	68.5	132	78.8
FRONTIER AIRLINES	**462**	**77.1**	**199**	**52.8**	**1814**	**76.4**	**133**	**74.4**	**427**	**72.6**	**98**	**84.7**	**391**	**59.6**	**919**	**67.5**
JETBLUE AIRWAYS	**594**	**75.1**	**379**	**58.6**	**1710**	**77.9**	**0**	**0.0**	**0**	**0.0**	**0**	**0.0**	**69**	**66.7**	**167**	**71.9**
SOUTHWEST AIRLINES	**2140**	**70.5**	**964**	**67.1**	**4476**	**80.6**	**5924**	**78.2**	**497**	**72.4**	**452**	**80.8**	**399**	**61.4**	**417**	**76.7**
SPIRIT AIRLINES	**185**	**67.0**	**404**	**55.9**	**1310**	**68.8**	**0**	**0.0**	**345**	**66.1**	**0**	**0.0**	**421**	**53.7**	**199**	**57.3**
UNITED AIRLINES NETWORK	**3473**	**85.7**	**926**	**71.5**	**1356**	**88.6**	**0**	**0.0**	**600**	**84.5**	**619**	**83.2**	**18194**	**69.1**	**440**	**82.5**
- UNITED AIRLINES	2582	84.3	810	71.9	1356	88.6	0	0.0	600	84.5	421	79.8	8578	73.8	363	81.8
- BRANDED CODESHARE PARTNERS	891	90.0	116	69.0	0	0.0	0	0.0	0	0.0	198	90.4	9616	65.0	77	85.7
TOTAL	**15,860**	**80.5**	**14,102**	**72.5**	**14,628**	**78.8**	**6,371**	**78.1**	**9,552**	**80.9**	**10,732**	**84.9**	**35,550**	**69.9**	**10,956**	**82.9**

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

AIR TRAVEL CONSUMER REPORT

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

APRIL 2026

ARRIVAL AIRPORT*												
CARRIER	PHX		SAN		SEA		SFO		SLC		TPA	
	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME
ALASKA AIRLINES NETWORK	**740**	**85.9**	**2744**	**79.0**	**8110**	**85.7**	**1575**	**54.1**	**326**	**92.9**	**90**	**85.6**
- ALASKA AIRLINES	554	89.9	1172	86.6	6097	85.9	963	58.6	134	93.3	90	85.6
- BRANDED CODESHARE PARTNERS	186	74.2	1572	73.3	2013	84.9	612	47.1	192	92.7	0	0.0
ALLEGIANT AIR	**25**	**72.0**	**0**	**0.0**	**0**	**0.0**	**0**	**0.0**	**0**	**0.0**	**0**	**0.0**
AMERICAN AIRLINES NETWORK	**8151**	**83.2**	**804**	**69.2**	**701**	**75.7**	**1164**	**57.1**	**542**	**72.3**	**1302**	**76.0**
- AMERICAN AIRLINES	4749	82.0	804	69.2	563	72.6	998	57.7	384	67.7	1204	74.9
- BRANDED CODESHARE PARTNERS	3402	84.9	0	0.0	138	88.4	166	53.6	158	83.5	98	88.8
DELTA AIR LINES NETWORK	**1099**	**83.9**	**956**	**84.4**	**4201**	**87.2**	**1227**	**60.0**	**7095**	**89.2**	**1282**	**85.3**
- DELTA AIR LINES	953	83.1	810	83.1	2665	86.6	1159	60.2	4615	87.3	1282	85.3
- BRANDED CODESHARE PARTNERS	146	89.0	146	91.8	1536	88.2	68	55.9	2480	92.7	0	0.0
FRONTIER AIRLINES	**663**	**78.7**	**166**	**74.1**	**99**	**78.8**	**274**	**51.1**	**363**	**82.6**	**647**	**74.0**
JETBLUE AIRWAYS	**115**	**80.9**	**144**	**84.7**	**0**	**0.0**	**357**	**69.5**	**30**	**70.0**	**433**	**76.7**
SOUTHWEST AIRLINES	**5991**	**77.7**	**3303**	**68.4**	**588**	**71.8**	**834**	**40.0**	**906**	**71.2**	**2179**	**80.0**
SPIRIT AIRLINES	**0**	**0.0**	**0**	**0.0**	**0**	**0.0**	**0**	**0.0**	**0**	**0.0**	**219**	**58.9**
UNITED AIRLINES NETWORK	**1008**	**84.9**	**948**	**84.3**	**710**	**85.2**	**7163**	**62.2**	**693**	**81.7**	**800**	**87.1**
- UNITED AIRLINES	872	84.5	907	83.7	628	84.7	5251	65.6	350	81.4	800	87.1
- BRANDED CODESHARE PARTNERS	136	87.5	41	97.6	82	89.0	1912	52.8	343	81.9	0	0.0
TOTAL	**17,792**	**81.4**	**9,065**	**75.4**	**14,409**	**85.0**	**12,594**	**59.0**	**9,955**	**85.9**	**6,952**	**79.7**

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

AIR TRAVEL CONSUMER REPORT

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

APRIL 2026

CARRIER	ARRIVAL AIRPORT*															
	ATL		AUS		BNA		BOS		BWI		CLT		DCA		DEN	
	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME
ALASKA AIRLINES	86	82.6	144	91.0	90	88.9	161	78.3	38	94.7	0	0.0	180	88.3	220	93.6
ALLEGIANT AIR	0	0.0	34	88.2	161	82.0	60	95.0	0	0.0	0	0.0	0	0.0	8	100.0
AMERICAN AIRLINES	597	73.0	1038	70.6	773	70.9	1481	71.6	285	71.9	9895	86.8	2137	78.0	748	71.7
DELTA AIR LINES	20234	88.1	1139	83.1	798	83.5	2296	75.6	448	84.6	450	82.9	781	73.5	914	83.2
ENVOY AIR	76	77.6	45	75.6	271	76.8	147	74.8	88	79.5	490	90.6	423	82.5	55	94.5
FRONTIER AIRLINES	1888	67.4	133	78.9	59	66.1	107	72.9	355	71.8	319	65.8	79	74.7	1726	82.7
JETBLUE AIRWAYS	218	72.0	81	65.4	111	78.4	3310	73.7	0	0.0	0	0.0	543	70.9	75	70.7
PSA AIRLINES	281	81.5	7	57.1	129	76.0	0	0.0	1	100.0	3021	83.5	3404	73.4	0	0.0
REPUBLIC AIRWAYS	275	83.6	2	100.0	697	80.5	3089	80.9	146	76.0	260	86.2	2386	75.6	0	0.0
SKYWEST AIRLINES	548	87.4	663	85.5	206	75.2	0	0.0	0	0.0	200	79.5	0	0.0	6091	83.2
SOUTHWEST AIRLINES	1302	79.2	3325	78.5	5552	79.6	609	69.8	6117	83.7	261	78.5	1324	73.2	7196	78.7
SPIRIT AIRLINES	424	61.3	92	56.5	124	63.7	306	58.5	196	63.3	256	65.2	0	0.0	0	0.0
UNITED AIRLINES	670	84.9	942	86.0	644	78.9	1062	78.1	369	84.0	247	83.4	547	76.1	8317	88.9
TOTAL	26,599	85.1	7,645	79.5	9,615	78.9	12,628	75.5	8,043	82.2	15,399	85.1	11,804	75.2	25,350	83.5

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

AIR TRAVEL CONSUMER REPORT

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

APRIL 2026

CARRIER	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	174	85.6	40	95.0	265	91.3	80	88.8	97	87.6	90	83.3	345	88.4	691	82.1
ALLEGIANT AIR	0	0.0	0	0.0	26	96.2	475	49.5	42	85.7	0	0.0	0	0.0	537	71.7
AMERICAN AIRLINES	13866	77.7	429	77.2	552	73.9	755	75.2	135	77.8	655	71.0	1266	78.6	1293	71.5
DELTA AIR LINES	939	79.0	5067	86.2	538	84.2	1212	78.0	270	84.8	719	83.3	2570	82.8	1398	81.3
ENVOY AIR	4745	81.6	125	76.0	53	84.9	0	0.0	0	0.0	125	70.4	0	0.0	0	0.0
FRONTIER AIRLINES	810	73.7	296	75.3	115	79.1	437	67.3	126	78.6	427	72.8	94	77.7	1117	68.3
JETBLUE AIRWAYS	30	70.0	71	74.6	462	75.5	2214	72.9	0	0.0	30	96.7	2898	81.3	396	81.3
PSA AIRLINES	2055	73.4	152	75.7	0	0.0	0	0.0	69	88.4	70	78.6	0	0.0	0	0.0
REPUBLIC AIRWAYS	6	66.7	478	86.6	1965	88.5	0	0.0	374	93.6	63	65.1	1078	82.7	0	0.0
SKYWEST AIRLINES	1856	77.4	2585	81.2	2	50.0	0	0.0	242	83.5	1226	75.5	0	0.0	175	88.0
SOUTHWEST AIRLINES	0	0.0	391	71.4	0	0.0	956	75.2	90	65.6	0	0.0	0	0.0	7369	77.1
SPIRIT AIRLINES	365	60.5	571	60.8	660	61.4	1642	62.8	0	0.0	395	59.0	0	0.0	412	71.4
UNITED AIRLINES	828	80.0	206	80.1	5782	87.8	844	85.4	3334	90.1	6213	85.6	0	0.0	1292	81.6
TOTAL	25,674	77.8	10,411	81.9	10,420	84.8	8,615	71.9	4,779	88.5	10,013	81.3	8,251	81.8	14,680	76.9

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

AIR TRAVEL CONSUMER REPORT

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

APRIL 2026

CARRIER	ARRIVAL AIRPORT*															
	LAX		LGA		MCO		MDW		MIA		MSP		ORD		PHL	
	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME
ALASKA AIRLINES	936	83.0	0	0.0	211	87.7	0	0.0	51	76.5	89	91.0	232	78.0	60	96.7
ALLEGIANT AIR	0	0.0	0	0.0	37	86.5	18	83.3	0	0.0	0	0.0	0	0.0	0	0.0
AMERICAN AIRLINES	2452	77.5	1461	66.8	1729	73.7	0	0.0	5402	82.4	342	74.6	5721	70.6	3976	83.5
DELTA AIR LINES	3180	81.1	2427	75.9	1960	81.1	116	84.5	1067	77.2	5119	87.5	768	66.8	531	81.5
ENVOY AIR	0	0.0	0	0.0	0	0.0	0	0.0	1105	86.5	160	76.3	5829	74.6	0	0.0
FRONTIER AIRLINES	462	77.1	199	52.8	1814	76.4	133	74.4	427	72.6	98	84.7	391	59.6	919	67.5
JETBLUE AIRWAYS	594	75.1	379	58.6	1710	77.9	0	0.0	0	0.0	0	0.0	69	66.7	167	71.9
PSA AIRLINES	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	110	74.5	393	68.4	1464	84.3
REPUBLIC AIRWAYS	0	0.0	4800	77.7	16	93.8	0	0.0	58	82.8	152	85.5	3265	76.1	575	88.2
SKYWEST AIRLINES	3199	87.0	0	0.0	0	0.0	90	78.9	0	0.0	2694	84.2	7133	62.7	22	86.4
SOUTHWEST AIRLINES	2140	70.5	964	67.1	4476	80.6	5924	78.2	497	72.4	452	80.8	399	61.4	417	76.7
SPIRIT AIRLINES	185	67.0	404	55.9	1310	68.8	0	0.0	345	66.1	0	0.0	421	53.7	199	57.3
UNITED AIRLINES	2582	84.3	810	71.9	1356	88.6	0	0.0	600	84.5	421	79.8	8578	73.8	363	81.8
TOTAL	15,730	80.4	11,444	72.8	14,619	78.8	6,281	78.3	9,552	80.9	9,637	85.1	33,199	70.4	8,693	81.0

* 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)

APRIL 2026

ARRIVAL AIRPORT*												
CARRIER	PHX		SAN		SEA		SFO		SLC		TPA	
	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME
ALASKA AIRLINES	554	89.9	1172	86.6	6097	85.9	963	58.6	134	93.3	90	85.6
ALLEGIANT AIR	25	72.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
AMERICAN AIRLINES	4749	82.0	804	69.2	563	72.6	998	57.7	384	67.7	1204	74.9
DELTA AIR LINES	953	83.1	810	83.1	2665	86.6	1159	60.2	4615	87.3	1282	85.3
ENVOY AIR	822	91.4	0	0.0	79	92.4	0	0.0	0	0.0	76	89.5
FRONTIER AIRLINES	663	78.7	166	74.1	99	78.8	274	51.1	363	82.6	647	74.0
JETBLUE AIRWAYS	115	80.9	144	84.7	0	0.0	357	69.5	30	70.0	433	76.7
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	22	86.4
SKYWEST AIRLINES	2931	83.1	1201	79.9	2148	88.0	2577	52.5	3094	91.1	0	0.0
SOUTHWEST AIRLINES	5991	77.7	3303	68.4	588	71.8	834	40.0	906	71.2	2179	80.0
SPIRIT AIRLINES	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	219	58.9
UNITED AIRLINES	872	84.5	907	83.7	628	84.7	5251	65.6	350	81.4	800	87.1
TOTAL	17,675	81.4	8,507	76.0	12,867	85.1	12,413	59.3	9,876	85.9	6,952	79.7

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

AIR TRAVEL CONSUMER REPORT

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

APRIL 2026

	ARRIVAL AIRPORT*															
SCHEDULED ARRIVAL TIME	ATL	AUS	BNA	BOS	BWI	CLT	DCA	DEN	DFW	DTW	EWR	FLL	IAD	IAH	JFK	LAS
0600-0659	87.8	97.8	97.7	83.7	96.3	93.6	91.8	89.2	85.5	83.3	84.3	70.0	93.8	91.2	85.6	96.8
0700-0759	91.9	97.0	92.8	89.4	98.6	92.3	89.6	93.4	85.6	90.8	91.6	74.2	94.0	77.8	88.8	95.1
0800-0859	87.8	92.5	92.4	93.0	96.5	92.8	81.7	91.6	84.7	87.6	95.8	88.7	94.3	86.6	93.2	92.7
0900-0959	88.2	93.8	91.4	91.8	93.3	90.1	84.6	87.3	85.8	90.5	92.6	82.2	90.3	83.8	90.3	91.8
1000-1059	88.2	90.7	87.9	88.9	91.3	90.4	90.2	88.7	86.3	90.0	93.2	80.9	92.2	87.8	89.5	88.2
1100-1159	88.5	91.6	90.5	89.3	91.4	89.4	89.1	88.0	86.0	88.5	89.9	72.1	94.6	89.2	89.5	83.0
1200-1259	88.4	87.4	88.0	87.7	92.1	90.7	82.9	89.0	83.3	85.9	87.1	75.8	90.0	86.9	85.3	79.2
1300-1359	89.1	81.7	81.5	85.9	88.8	88.1	74.8	86.5	82.7	86.1	91.8	79.1	96.6	87.9	80.4	74.4
1400-1459	87.0	76.1	80.4	79.8	83.6	86.3	72.7	88.1	78.7	84.9	86.4	78.0	85.3	85.8	83.4	73.6
1500-1559	83.6	77.6	76.2	73.5	84.6	83.2	73.5	77.3	76.8	82.8	88.6	71.7	91.4	86.3	87.2	70.0
1600-1659	83.6	77.3	75.7	68.6	84.8	81.9	69.3	82.1	74.6	80.6	87.7	73.3	87.5	78.9	85.1	72.1
1700-1759	81.6	72.9	72.5	61.6	82.6	82.0	69.9	78.4	71.3	84.2	82.2	73.4	86.5	74.2	79.7	69.0
1800-1859	83.2	78.0	67.0	62.1	74.4	81.9	67.0	74.5	72.2	79.8	81.6	66.0	86.0	69.6	77.5	69.2
1900-1959	80.4	73.3	64.2	57.7	72.8	78.8	67.0	77.9	69.8	75.5	77.2	57.5	72.3	68.2	78.1	69.2
2000-2059	82.6	70.0	67.9	66.9	70.9	76.5	65.5	65.7	67.3	80.0	76.0	59.0	83.0	76.3	76.2	73.2
2100-2159	79.4	74.3	65.3	63.1	57.8	77.6	62.8	79.1	68.4	72.6	72.2	63.7	85.3	72.1	71.4	65.6
2200-2259	75.3	71.2	69.4	69.4	71.6	69.5	67.0	77.6	71.7	69.5	75.9	53.1	79.5	77.2	69.3	68.1
2300-0559	80.5	72.7	73.8	72.3	70.6	77.4	71.8	74.8	71.0	70.0	80.1	70.0	85.3	75.3	76.1	66.4
TOTAL	85.1	79.5	78.9	75.5	82.2	85.1	75.2	83.5	77.8	81.9	84.8	71.9	88.5	81.3	81.8	76.9

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

AIR TRAVEL CONSUMER REPORT

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

APRIL 2026

	ARRIVAL AIRPORT*														
SCHEDULED ARRIVAL TIME	LAX	LGA	MCO	MDW	MIA	MSP	ORD	PHL	PHX	SAN	SEA	SFO	SLC	TPA	TOTAL
0600-0659	92.3	0.0	89.5	91.2	88.9	89.1	79.9	85.3	95.0	100.0	90.4	96.7	91.1	73.8	89.0
0700-0759	95.4	87.8	88.2	98.3	89.8	88.7	80.7	91.2	92.6	92.6	93.6	92.5	91.5	91.1	89.7
0800-0859	88.3	86.5	90.3	86.2	92.9	93.0	82.0	89.9	91.5	93.4	91.4	76.8	93.9	90.0	89.4
0900-0959	87.6	85.1	90.5	85.0	91.2	91.6	76.8	90.4	85.3	87.1	93.9	61.0	90.1	94.5	86.2
1000-1059	86.6	82.1	89.0	88.5	85.5	90.7	80.7	87.8	89.1	88.2	87.5	59.3	92.6	91.4	87.2
1100-1159	84.2	86.3	86.9	91.0	86.5	92.9	80.6	83.5	88.1	75.9	91.3	52.2	83.2	87.7	85.3
1200-1259	78.0	83.6	85.8	90.1	80.6	86.0	79.0	84.6	80.6	69.0	86.5	59.9	87.2	84.2	83.5
1300-1359	81.2	81.1	83.2	86.2	84.3	87.4	73.9	85.6	81.2	76.2	90.3	61.1	88.3	84.7	82.5
1400-1459	80.1	71.0	82.6	81.1	81.7	86.3	72.3	86.4	81.1	78.6	90.9	67.3	88.8	83.0	81.0
1500-1559	84.6	74.2	80.5	85.7	83.0	87.0	69.5	78.0	79.5	70.7	85.0	49.0	86.9	83.5	78.3
1600-1659	77.5	71.3	74.6	78.8	79.3	81.4	64.7	81.7	76.4	72.3	89.9	56.6	85.1	82.0	77.4
1700-1759	78.4	69.5	74.7	69.2	70.4	81.8	61.3	77.9	77.2	75.9	88.0	59.1	79.9	75.9	74.5
1800-1859	78.7	69.2	73.8	67.1	69.2	80.7	60.0	76.2	77.7	69.7	85.8	65.7	82.8	70.5	72.8
1900-1959	74.5	64.5	68.9	70.6	67.4	82.6	58.0	67.3	72.5	69.0	80.8	66.6	82.1	72.0	71.7
2000-2059	74.5	57.8	67.3	61.5	71.0	79.7	60.7	74.3	75.0	67.7	82.6	53.5	85.4	74.8	71.0
2100-2159	76.5	57.8	68.2	52.9	70.0	75.6	56.8	75.7	73.8	67.0	70.1	42.4	78.8	69.4	68.6
2200-2259	72.4	56.2	69.5	63.9	75.3	68.8	59.2	71.8	72.9	66.7	71.0	49.6	77.5	69.2	69.5
2300-0559	71.0	63.5	73.5	72.5	77.3	83.1	71.9	71.0	75.2	76.7	80.6	60.6	74.1	69.1	73.2
TOTAL	80.4	72.8	78.8	78.3	80.9	85.1	70.4	81.0	81.4	76.0	85.1	59.3	85.9	79.7	79.1

* 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)

APRIL 2026

	DEPARTURE AIRPORT*															
SCHEDULED DEPARTURE TIME	ATL	AUS	BNA	BOS	BWI	CLT	DCA	DEN	DFW	DTW	EWR	FLL	IAD	IAH	JFK	LAS
0600-0659	89.1	92.1	89.8	94.3	92.9	91.2	91.9	94.2	88.3	90.4	93.6	89.5	91.7	89.2	94.1	94.9
0700-0759	89.7	93.1	90.9	93.3	90.8	91.1	90.5	93.1	85.1	89.6	94.3	88.9	84.8	92.2	93.1	90.2
0800-0859	89.5	87.8	89.8	89.6	91.9	88.0	87.8	90.2	84.7	90.4	87.8	85.4	94.2	87.5	89.8	86.0
0900-0959	84.6	87.9	86.8	87.2	82.4	87.8	80.9	88.9	80.3	92.4	93.0	86.9	95.5	87.9	92.6	84.2
1000-1059	83.3	88.0	83.4	87.8	84.6	81.5	82.0	80.4	78.5	86.5	86.1	77.9	89.2	87.0	87.7	81.2
1100-1159	86.4	83.9	79.4	85.0	82.9	83.3	81.7	87.7	76.3	88.4	88.4	76.7	90.5	82.7	89.7	75.6
1200-1259	83.4	83.1	80.4	85.3	74.4	77.8	80.9	79.0	76.5	84.4	81.8	66.1	91.0	83.7	83.3	67.3
1300-1359	82.8	68.1	73.4	81.9	74.8	79.6	76.3	84.1	70.4	81.8	85.5	66.3	87.8	75.9	81.4	71.5
1400-1459	82.4	62.8	67.2	82.2	80.0	77.3	69.8	72.7	68.3	81.7	83.0	71.3	87.6	81.6	79.8	63.4
1500-1559	81.1	67.2	72.3	74.1	64.8	71.9	67.8	77.8	69.4	78.6	81.0	64.3	86.1	74.5	79.9	57.7
1600-1659	77.9	65.5	65.1	70.9	72.7	69.8	65.1	77.1	69.5	76.1	81.6	62.5	80.5	80.5	82.4	62.5
1700-1759	76.9	66.6	67.9	66.4	66.7	69.4	64.0	80.2	65.4	76.2	81.4	59.4	85.5	74.9	81.2	60.4
1800-1859	77.3	66.0	64.1	63.1	66.8	70.3	59.9	71.5	65.9	77.8	79.7	60.8	86.9	70.7	79.6	61.4
1900-1959	76.6	69.9	59.7	60.3	63.2	73.2	67.6	72.6	63.1	80.5	83.6	59.0	77.6	69.3	72.2	58.4
2000-2059	78.0	61.6	58.3	60.4	60.0	75.5	69.1	69.9	60.6	71.8	77.5	59.4	77.6	73.2	76.6	61.8
2100-2159	79.5	64.2	62.0	58.0	62.1	73.7	63.6	76.5	62.6	78.2	80.0	44.6	100.0	70.6	74.2	67.6
2200-2259	80.4	59.5	58.2	60.9	50.0	76.1	66.9	75.4	63.8	73.1	64.8	41.1	89.7	74.3	69.8	68.1
2300-0559	83.6	93.4	94.5	95.7	90.9	76.4	91.7	87.2	88.6	92.6	91.9	94.1	86.7	89.5	81.8	81.1
TOTAL	82.1	76.9	75.4	79.5	75.5	78.4	75.8	81.2	72.1	82.7	85.5	70.2	89.0	80.8	83.8	73.9

* 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)

APRIL 2026

	DEPARTURE AIRPORT*														
SCHEDULED DEPARTURE TIME	LAX	LGA	MCO	MDW	MIA	MSP	ORD	PHL	PHX	SAN	SEA	SFO	SLC	TPA	TOTAL
0600-0659	93.7	91.7	93.0	93.1	93.4	94.7	86.8	89.3	96.1	95.0	93.5	94.7	97.7	93.4	92.3
0700-0759	89.2	90.9	93.1	90.8	92.3	94.1	85.9	89.8	91.9	91.0	90.4	92.4	90.3	93.5	90.6
0800-0859	85.7	89.6	91.5	92.4	90.2	87.9	80.8	89.7	87.3	88.9	88.6	92.4	90.8	91.3	88.1
0900-0959	84.9	85.0	87.4	83.5	83.4	89.4	77.6	88.7	77.4	84.9	88.7	75.7	88.2	87.6	85.2
1000-1059	80.9	80.1	83.6	85.2	84.0	87.8	76.0	87.1	83.0	79.1	83.9	72.5	89.0	84.3	82.2
1100-1159	74.0	80.7	84.8	75.7	74.9	86.6	73.6	83.8	70.5	82.2	81.8	46.7	88.5	85.0	81.5
1200-1259	77.3	80.9	77.9	81.3	81.8	89.1	74.4	76.9	78.7	66.8	86.4	65.9	82.2	86.7	78.8
1300-1359	76.4	81.0	76.9	77.9	74.7	83.1	72.5	77.6	73.5	62.1	83.5	60.9	83.1	79.2	76.8
1400-1459	77.5	76.9	74.6	78.9	74.2	83.1	71.8	72.6	70.9	68.7	83.8	71.1	83.1	73.6	75.0
1500-1559	73.3	72.8	74.2	68.9	73.6	78.9	67.0	77.5	72.5	69.9	82.4	57.5	87.0	75.6	73.6
1600-1659	81.3	66.9	73.3	77.0	75.8	78.4	63.8	72.9	69.0	64.8	87.6	63.5	74.7	73.7	71.7
1700-1759	75.8	68.4	67.0	62.0	68.3	74.2	61.2	71.8	69.9	72.4	82.3	59.5	82.9	69.2	71.9
1800-1859	73.8	66.9	68.8	66.3	63.5	80.6	63.0	71.2	69.1	67.6	87.5	71.9	73.2	63.7	69.4
1900-1959	79.7	70.3	63.3	65.1	66.8	77.0	62.2	72.4	69.1	70.5	83.1	74.2	72.4	69.9	69.6
2000-2059	74.0	61.9	59.2	64.4	66.6	83.3	60.8	74.4	70.4	60.7	76.4	66.1	79.4	64.6	68.0
2100-2159	74.9	57.3	59.4	53.4	70.2	83.2	61.4	75.1	65.2	69.2	80.5	69.2	87.8	56.7	69.6
2200-2259	83.9	57.5	57.7	28.0	78.0	83.1	60.2	79.1	77.7	85.2	75.3	68.3	87.4	52.7	72.5
2300-0559	83.9	82.1	88.7	95.2	83.2	92.5	86.2	86.9	90.4	0.0	81.9	79.1	86.5	96.8	86.4
TOTAL	80.7	77.3	77.2	76.4	76.5	85.1	70.9	80.0	77.9	76.5	84.4	72.9	85.8	80.3	78.2

* 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
APRIL 2026

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Aberdeen, SD (ABR)	86.7	81.7	60	60
Abilene, TX (ABI)	81.8	84.3	236	236
Adak Island, AK (ADK)	77.8	77.8	9	9
Aguadilla, PR (BQN)	69.9	77.6	173	174
Akron, OH (CAK)	64.7	71.6	450	450
Albany, NY (ALB)	79.1	84.5	1141	1141
Albuquerque, NM (ABQ)	77.4	83.3	1972	1969
Alexandria, LA (AEX)	80.0	85.6	90	90
Allentown/Bethlehem/Easton, PA (ABE)	73.9	81.9	222	221
Alpena, MI (APN)	68.6	74.5	51	51
Amarillo, TX (AMA)	77.1	84.5	385	386
Anchorage, AK (ANC)	85.5	89.9	1334	1333
Appleton, WI (ATW)	69.9	76.8	807	809
Arcata/Eureka, CA (ACV)	75.8	70.1	194	194
Asheville, NC (AVL)	78.6	83.3	786	785
Ashland, WV (HTS)	74.1	66.7	27	27
Aspen, CO (ASE)	78.9	76.5	474	481
Atlanta, GA (ATL)	85.1	82.1	26599	26607
Atlantic City, NJ (ACY)	63.6	76.7	220	219
Augusta, GA (AGS)	60.5	64.3	258	258
Austin, TX (AUS)	79.5	76.9	7645	7647
Bakersfield, CA (BFL)	77.4	85.2	230	229
Baltimore, MD (BWI)	82.2	75.5	8043	8041
Bangor, ME (BGR)	78.3	81.5	244	243
Barrow, AK (BRW)	76.7	73.3	30	30
Baton Rouge, LA (BTR)	78.1	80.6	442	443
Beaumont/Port Arthur, TX (BPT)	75.0	83.3	60	60
Belleville, IL (BLV)	79.0	80.0	100	100
Bellingham, WA (BLI)	88.5	90.0	200	200
Bemidji, MN (BJI)	88.3	88.3	60	60
Bend/Redmond, OR (RDM)	88.5	85.1	591	591
Bethel, AK (BET)	90.0	73.3	60	60
Billings, MT (BIL)	86.0	89.6	335	335
Birmingham, AL (BHM)	78.9	83.5	1496	1495
Bishop, CA (BIH)	85.7	82.1	28	28
Bismarck/Mandan, ND (BIS)	84.6	86.6	337	336
Bloomington/Normal, IL (BMI)	79.5	81.3	176	176
Boise, ID (BOI)	82.4	84.9	1944	1946
Boston, MA (BOS)	75.5	79.5	12628	12626
Bozeman, MT (BZN)	83.5	84.1	716	717
Brainerd, MN (BRD)	90.2	88.2	51	51

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Bristol/Johnson City/Kingsport, TN (TRI)	76.6	76.6	77	77
Brownsville, TX (BRO)	83.2	85.7	119	119
Buffalo, NY (BUF)	76.4	80.8	1699	1699
Burbank, CA (BUR)	81.3	80.8	2455	2455
Burlington, VT (BTV)	76.2	82.7	499	497
Butte, MT (BTM)	80.0	81.7	60	60
Carlsbad, CA (CLD)	88.3	84.4	180	180
Casper, WY (CPR)	79.4	83.3	209	209
Cedar City, UT (CDC)	88.2	96.1	51	51
Cedar Rapids/Iowa City, IA (CID)	69.9	76.3	762	761
Champaign/Urbana, IL (CMI)	74.7	80.1	146	146
Charleston, SC (CHS)	79.4	80.3	2168	2167
Charleston/Dunbar, WV (CRW)	63.4	78.7	216	216
Charlotte Amalie, VI (STT)	80.2	82.5	611	611
Charlotte, NC (CLT)	85.1	78.4	15399	15396
Charlottesville, VA (CHO)	64.0	67.4	175	175
Chattanooga, TN (CHA)	70.6	75.0	528	527
Cheyenne, WY (CYS)	73.3	78.3	60	60
Chicago, IL (MDW)	78.3	76.4	6281	6282
Chicago, IL (ORD)	70.4	70.9	33199	33206
Christiansted, VI (STX)	81.3	82.1	123	123
Cincinnati, OH (CVG)	80.1	84.3	2830	2835
Clarksburg/Fairmont, WV (CKB)	51.1	58.7	47	46
Cleveland, OH (CLE)	78.2	83.5	3500	3498
Cody, WY (COD)	81.7	73.3	60	60
College Station/Bryan, TX (CLL)	80.0	84.4	90	90
Colorado Springs, CO (COS)	78.2	82.1	1034	1034
Columbia, MO (COU)	73.9	77.1	341	341
Columbia, SC (CAE)	79.9	78.8	432	433
Columbus, MS (GTR)	63.3	56.7	30	30
Columbus, OH (CMH)	79.5	84.1	3711	3713
Columbus, OH (LCK)	74.3	70.3	74	74
Concord, NC (USA)	66.1	59.3	59	59
Cordova, AK (CDV)	88.3	86.7	60	60
Corpus Christi, TX (CRP)	73.5	75.3	332	332
Dallas, TX (DAL)	77.0	67.5	5965	5965
Dallas/Fort Worth, TX (DFW)	77.8	72.1	25674	25686
Dayton, OH (DAY)	74.4	81.2	677	677
Daytona Beach, FL (DAB)	87.4	82.7	294	294
Deadhorse, AK (SCC)	95.5	90.9	44	44
Decatur, IL (DEC)	48.1	78.8	52	52

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

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Denver, CO (DEN)	83.5	81.2	25350	25345
Des Moines, IA (DSM)	77.5	82.8	1305	1307
Detroit, MI (DTW)	81.9	82.7	10411	10417
Devils Lake, ND (DVL)	82.7	78.8	52	52
Dickinson, ND (DIK)	73.1	86.5	52	52
Dodge City, KS (DDC)	84.6	80.8	52	52
Duluth, MN (DLH)	68.6	74.6	245	244
Durango, CO (DRO)	84.6	84.5	369	368
Eagle, CO (EGE)	76.8	78.3	207	207
Eau Claire, WI (EAU)	53.8	57.7	52	52
El Paso, TX (ELP)	72.1	79.8	1302	1303
Elko, NV (EKO)	91.5	91.5	47	47
Elmira/Corning, NY (ELM)	82.9	89.2	111	111
Escanaba, MI (ESC)	75.0	73.1	52	52
Eugene, OR (EUG)	84.6	83.5	709	708
Evansville, IN (EVV)	63.5	69.3	137	137
Everett, WA (PAE)	91.7	94.0	132	133
Fairbanks, AK (FAI)	90.0	94.7	319	319
Fargo, ND (FAR)	81.9	80.3	607	608
Farmington, NM (FMN)	93.3	93.3	30	30
Fayetteville, AR (XNA)	81.9	85.3	1214	1214
Flagstaff, AZ (FLG)	83.5	82.3	164	164
Flint, MI (FNT)	57.8	69.3	339	339
Fort Dodge, IA (FOD)	53.8	63.5	52	52
Fort Lauderdale, FL (FLL)	71.9	70.2	8615	8610
Fort Myers, FL (RSW)	78.4	80.6	3627	3632
Fort Smith, AR (FSM)	84.4	86.7	90	90
Fort Wayne, IN (FWA)	61.7	70.5	522	522
Fresno, CA (FAT)	79.7	82.2	1032	1030
Gainesville, FL (GNV)	82.7	88.0	225	225
Garden City, KS (GCK)	71.7	78.3	60	60
Gillette, WY (GCC)	73.3	80.0	15	15
Grand Forks, ND (GFK)	87.5	88.3	120	120
Grand Island, NE (GRI)	84.9	79.5	73	73
Grand Junction, CO (GJT)	81.2	83.4	409	409
Grand Rapids, MI (GRR)	75.4	80.7	1711	1710
Great Falls, MT (GTF)	90.4	91.6	167	167
Green Bay, WI (GRB)	69.0	77.9	519	520
Greensboro/High Point, NC (GSO)	79.8	84.3	942	943
Greer, SC (GSP)	83.9	87.1	1121	1120
Guam, TT (GUM)	63.3	66.7	60	60

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Gulf Shores, AL (GUF)	90.4	86.5	52	52
Gulfport/Biloxi, MS (GPT)	81.4	86.5	253	252
Gunnison, CO (GUC)	88.3	94.8	77	77
Hagerstown, MD (HGR)	100.0	76.5	17	17
Hancock/Houghton, MI (CMX)	60.0	61.7	60	60
Harlingen/San Benito, TX (HRL)	79.4	81.9	321	321
Harrisburg, PA (MDT)	73.7	77.8	537	537
Hartford, CT (BDL)	76.5	80.6	1947	1946
Hattiesburg/Laurel, MS (PIB)	71.2	94.2	52	52
Hayden, CO (HDN)	81.3	87.8	123	123
Hays, KS (HYS)	90.4	88.5	52	52
Helena, MT (HLN)	95.8	95.8	120	120
Hibbing, MN (HIB)	84.3	80.4	51	51
Hilo, HI (ITO)	81.7	81.0	578	578
Hilton Head, SC (HHH)	81.7	80.6	263	263
Hobbs, NM (HOB)	68.3	76.7	60	60
Honolulu, HI (HNL)	74.9	81.3	4809	4809
Houston, TX (HOU)	76.9	73.4	4419	4418
Houston, TX (IAH)	81.3	80.8	10013	10022
Huntsville, AL (HSV)	79.4	80.6	674	674
Idaho Falls, ID (IDA)	83.5	86.2	339	340
Indianapolis, IN (IND)	78.2	82.4	4288	4290
International Falls, MN (INL)	74.5	80.4	51	51
Iron Mountain/Kingsfd, MI (IMT)	68.3	68.3	60	60
Islip, NY (ISP)	72.7	76.4	461	462
Jackson, WY (JAC)	82.0	81.3	283	283
Jackson/Vicksburg, MS (JAN)	77.8	82.4	500	499
Jacksonville, FL (JAX)	79.7	83.2	2487	2487
Jacksonville/Camp Lejeune, NC (OAJ)	86.2	90.5	116	116
Jamestown, ND (JMS)	78.8	82.7	52	52
Johnstown, PA (JST)	65.4	65.4	52	52
Joplin, MO (JLN)	65.4	76.9	52	52
Juneau, AK (JNU)	89.1	89.7	330	330
Kahului, HI (OGG)	79.3	81.9	2156	2155
Kalamazoo, MI (AZO)	75.6	79.4	160	160
Kalispell, MT (FCA)	90.6	88.7	212	212
Kansas City, MO (MCI)	78.0	79.8	4182	4184
Kearney, NE (EAR)	92.3	88.5	52	52
Ketchikan, AK (KTN)	86.1	83.3	180	180
Key West, FL (EYW)	85.6	82.2	817	816
Killeen, TX (GRK)	79.4	81.1	165	164

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

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Knoxville, TN (TYS)	78.6	84.2	1153	1152
Kodiak, AK (ADQ)	90.0	81.7	60	60
Kona, HI (KOA)	81.0	85.9	1299	1298
Kotzebue, AK (OTZ)	86.7	80.0	30	30
La Crosse, WI (LSE)	74.2	73.2	97	97
Lafayette, IN (LAF)	40.4	59.6	47	47
Lafayette, LA (LFT)	72.6	78.5	186	186
Lake Charles, LA (LCH)	83.3	85.6	90	90
Lansing, MI (LAN)	74.9	74.3	171	171
Laramie, WY (LAR)	80.8	78.8	52	52
Laredo, TX (LRD)	83.1	79.1	148	148
Las Vegas, NV (LAS)	76.9	73.9	14680	14672
Latrobe, PA (LBE)	70.8	66.7	24	24
Lawton/Fort Sill, OK (LAW)	61.1	63.3	90	90
Lewisburg, WV (LWB)	77.2	84.2	57	57
Lewiston, ID (LWS)	86.7	95.0	60	60
Lexington, KY (LEX)	78.6	83.0	788	786
Liberal, KS (LBL)	76.9	84.6	52	52
Lihue, HI (LIH)	78.7	84.2	1291	1292
Lincoln, NE (LNK)	60.4	74.1	270	270
Little Rock, AR (LIT)	80.2	81.4	1131	1131
Long Beach, CA (LGB)	78.8	80.4	1157	1156
Longview, TX (GGG)	78.0	84.7	59	59
Los Angeles, CA (LAX)	80.4	80.7	15730	15732
Louisville, KY (SDF)	79.6	83.1	2141	2136
Lubbock, TX (LBB)	80.8	82.7	521	520
Lynchburg, VA (LYH)	66.7	75.0	60	60
Madison, WI (MSN)	75.6	80.3	1245	1245
Manchester, NH (MHT)	82.0	84.4	555	553
Manhattan/Ft. Riley, KS (MHK)	74.7	80.0	150	150
Marquette, MI (MQT)	67.2	70.3	128	128
Mason City, IA (MCW)	61.5	75.0	52	52
Medford, OR (MFR)	87.3	85.0	472	472
Melbourne, FL (MLB)	83.4	85.5	235	235
Memphis, TN (MEM)	76.0	80.7	2146	2146
Meridian, MS (MEI)	78.8	92.3	52	52
Miami, FL (MIA)	80.9	76.5	9552	9556
Midland/Odessa, TX (MAF)	80.1	85.1	730	730
Milwaukee, WI (MKE)	73.7	80.7	2589	2588
Minneapolis, MN (MSP)	85.1	85.1	9637	9639
Minot, ND (MOT)	79.2	78.6	197	196

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Mission/McAllen/Edinburg, TX (MFE)	70.8	73.6	397	397
Missoula, MT (MSO)	85.6	87.1	388	389
Mobile, AL (MOB)	80.0	82.5	200	200
Moline, IL (MLI)	68.8	76.1	414	414
Monroe, LA (MLU)	83.5	84.5	103	103
Monterey, CA (MRY)	83.3	79.9	443	443
Montgomery, AL (MGM)	79.4	75.6	160	160
Montrose/Delta, CO (MTJ)	85.2	88.4	155	155
Morgantown, WV (MGW)	76.9	80.8	52	52
Mosinee, WI (CWA)	66.7	69.0	84	84
Myrtle Beach, SC (MYR)	80.6	82.7	1166	1165
Nashville, TN (BNA)	78.9	75.4	9615	9617
New Bern/Morehead/Beaufort, NC (EWN)	78.3	87.0	23	23
New Orleans, LA (MSY)	79.9	79.9	4432	4428
New York, NY (JFK)	81.8	83.8	8251	8254
New York, NY (LGA)	72.8	77.3	11444	11443
Newark, NJ (EWR)	84.8	85.5	10420	10358
Newburgh/Poughkeepsie, NY (SWF)	67.4	60.9	46	46
Niagara Falls, NY (IAG)	81.8	79.5	44	44
Nome, AK (OME)	85.7	91.4	35	35
Norfolk, VA (ORF)	78.5	83.4	1656	1655
North Bend/Coos Bay, OR (OTH)	50.0	46.7	30	30
North Platte, NE (LBF)	78.4	80.4	51	51
Oakland, CA (OAK)	78.4	72.6	2508	2509
Oklahoma City, OK (OKC)	76.5	82.5	1977	1980
Omaha, NE (OMA)	78.0	83.4	2053	2053
Ontario, CA (ONT)	79.2	80.7	2119	2119
Orlando, FL (MCO)	78.8	77.2	14619	14604
Paducah, KY (PAH)	71.2	84.6	52	52
Pago Pago, TT (PPG)	87.5	75.0	8	8
Palm Springs, CA (PSP)	80.0	80.8	1679	1680
Panama City, FL (ECP)	79.7	80.4	925	923
Pasco/Kennewick/Richland, WA (PSC)	84.3	86.7	466	466
Pellston, MI (PLN)	19.6	21.6	51	51
Pensacola, FL (PNS)	79.7	81.4	1283	1282
Peoria, IL (PIA)	70.6	73.9	551	551
Petersburg, AK (PSG)	81.7	83.3	60	60
Philadelphia, PA (PHL)	81.0	80.0	8693	8692
Phoenix, AZ (AZA)	70.0	76.1	543	543
Phoenix, AZ (PHX)	81.4	77.9	17675	17679
Pierre, SD (PIR)	92.2	86.3	51	51

AIR TRAVEL CONSUMER REPORT
TABLE 5. ON-TIME ARRIVAL AND DEPARTURE PERCENTAGE BY AIRPORT BY REPORTING OPERATING CARRIER
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CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Pittsburgh, PA (PIT)	81.1	85.1	3530	3531
Plattsburgh, NY (PBG)	73.8	69.0	42	42
Pocatello, ID (PIH)	80.0	86.7	30	30
Ponce, PR (PSE)	90.7	88.4	43	43
Portland, ME (PWM)	77.2	82.6	723	720
Portland, OR (PDX)	84.0	85.1	5037	5040
Portsmouth, NH (PSM)	86.0	84.0	50	50
Prescott, AZ (PRC)	82.9	81.7	82	82
Presque Isle/Houlton, ME (PQI)	66.7	86.7	30	30
Providence, RI (PVD)	78.5	85.2	1350	1349
Provo, UT (PVU)	72.4	83.6	225	225
Punta Gorda, FL (PGD)	80.4	80.7	667	667
Raleigh/Durham, NC (RDU)	79.4	82.7	4750	4748
Rapid City, SD (RAP)	76.4	83.4	466	465
Redding, CA (RDD)	78.0	78.0	141	141
Reno, NV (RNO)	78.3	81.2	1633	1631
Rhinelander, WI (RHI)	81.7	81.7	60	60
Richmond, VA (RIC)	77.7	81.8	1644	1643
Riverton/Lander, WY (RIW)	80.0	80.0	60	60
Roanoke, VA (ROA)	75.3	76.0	154	154
Rochester, MN (RST)	63.0	76.0	100	100
Rochester, NY (ROC)	76.3	81.1	907	907
Rock Springs, WY (RKS)	86.7	86.7	60	60
Rockford, IL (RFD)	85.2	76.1	88	88
Roswell, NM (ROW)	77.5	74.2	120	120
Sacramento, CA (SMF)	80.4	81.9	4673	4672
Saginaw/Bay City/Midland, MI (MBS)	56.5	66.9	124	124
Saipan, TT (SPN)	66.7	53.3	30	30
Salina, KS (SLN)	63.0	88.9	81	81
Salt Lake City, UT (SLC)	85.9	85.8	9876	9877
San Angelo, TX (SJT)	73.3	74.4	90	90
San Antonio, TX (SAT)	78.5	82.4	3385	3384
San Diego, CA (SAN)	76.0	76.5	8507	8505
San Francisco, CA (SFO)	59.3	72.9	12413	12401
San Jose, CA (SJC)	80.1	81.7	3406	3423
San Juan, PR (SJU)	74.6	79.8	3187	3190
San Luis Obispo, CA (SBP)	80.7	80.8	404	406
Sanford, FL (SFB)	73.1	78.6	799	799
Santa Ana, CA (SNA)	81.6	79.3	3686	3686
Santa Barbara, CA (SBA)	82.4	81.3	734	733
Santa Fe, NM (SAF)	83.1	80.0	385	385

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Santa Maria, CA (SMX)	87.0	89.9	69	69
Santa Rosa, CA (STS)	85.7	86.0	560	558
Sarasota/Bradenton, FL (SRQ)	80.2	81.7	1806	1806
Sault Ste. Marie, MI (CIU)	64.3	64.3	56	56
Savannah, GA (SAV)	79.3	81.3	1763	1764
Scottsbluff, NE (BFF)	86.3	82.4	51	51
Scranton/Wilkes-Barre, PA (AVP)	75.7	82.4	177	176
Seattle, WA (SEA)	85.1	84.4	12867	12864
Sheridan, WY (SHR)	79.5	79.5	78	78
Shreveport, LA (SHV)	75.8	80.6	454	454
Sioux City, IA (SUX)	67.5	59.7	77	77
Sioux Falls, SD (FSD)	76.9	79.8	723	723
Sitka, AK (SIT)	88.9	87.8	90	90
South Bend, IN (SBN)	67.3	74.3	682	682
Spokane, WA (GEG)	83.9	86.9	1457	1457
Springfield, IL (SPI)	67.6	72.1	68	68
Springfield, MO (SGF)	78.9	82.1	648	647
St. Cloud, MN (STC)	69.2	53.8	13	13
St. George, UT (SGU)	84.9	86.9	405	405
St. Louis, MO (STL)	79.9	78.5	5155	5156
St. Petersburg, FL (PIE)	74.7	83.4	752	752
State College, PA (SCE)	46.7	65.6	60	61
Staunton, VA (SHD)	75.0	90.4	52	52
Stillwater, OK (SWO)	71.7	75.0	60	60
Stockton, CA (SCK)	75.8	63.6	33	33
Sun Valley/Hailey/Ketchum, ID (SUN)	80.6	84.1	155	157
Syracuse, NY (SYR)	78.8	82.4	929	926
Tallahassee, FL (TLH)	81.8	85.5	406	406
Tampa, FL (TPA)	79.7	80.3	6952	6952
Texarkana, AR (TXK)	90.0	83.3	60	60
Toledo, OH (TOL)	72.5	72.5	51	51
Traverse City, MI (TVC)	72.2	78.5	317	316
Trenton, NJ (TTN)	67.6	66.2	142	142
Tucson, AZ (TUS)	79.3	83.5	1835	1834
Tulsa, OK (TUL)	78.6	82.6	1511	1509
Twin Falls, ID (TWF)	87.8	93.9	82	82
Tyler, TX (TYR)	78.9	84.4	90	90
Valparaiso, FL (VPS)	82.7	82.0	958	958
Vero Beach, FL (VRB)	84.4	72.2	90	90
Victoria, TX (VCT)	73.1	82.7	52	52
Waco, TX (ACT)	87.6	94.4	89	89

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

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Washington, DC (DCA)	75.2	75.8	11804	11802
Washington, DC (IAD)	88.5	89.0	4779	4843
Waterloo, IA (ALO)	55.9	78.0	59	59
Watertown, SD (ATY)	86.7	90.0	60	60
West Palm Beach/Palm Beach, FL (PBI)	75.7	74.7	3068	3067
White Plains, NY (HPN)	70.6	76.5	888	888
Wichita Falls, TX (SPS)	81.7	85.0	60	60
Wichita, KS (ICT)	73.2	77.7	993	993
Williston, ND (XWA)	81.0	80.3	174	173
Wilmington, NC (ILM)	81.3	82.8	587	587
Worcester, MA (ORH)	82.7	86.4	110	110
Wrangell, AK (WRG)	85.0	80.0	60	60
Yakutat, AK (YAK)	86.7	88.3	60	60
Yuma, AZ (YUM)	82.9	86.3	146	146

AIR TRAVEL CONSUMER REPORT

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

APRIL 2026

CARRIER[1]	AT ALL US AIRPORTS				
	NUMBER OF AIRPORTS REPORTED	FLIGHT OPERATIONS SCHEDULED	FLIGHT OPERATIONS CANCELLED	PERCENT OF OPERATIONS CANCELLED	RANK
JETBLUE AIRWAYS	**59**	**20650**	**21**	**0.1**	**1**
ALLEGIANT AIR	**122**	**10318**	**14**	**0.1**	**2**
SOUTHWEST AIRLINES	**107**	**117814**	**310**	**0.3**	**3**
ALASKA AIRLINES NETWORK[2]	**108**	**40726**	**189**	**0.5**	**4**
- ALASKA AIRLINES	87	27222	116	0.4	
- BRANDED CODESHARE PARTNERS	59	13504	73	0.5	
DELTA AIR LINES NETWORK	**207**	**139548**	**1129**	**0.8**	**5**
- DELTA AIR LINES	138	87115	730	0.8	
- BRANDED CODESHARE PARTNERS	183	52433	399	0.8	
AMERICAN AIRLINES NETWORK	**231**	**173556**	**1996**	**1.2**	**6**
- AMERICAN AIRLINES	119	84538	753	0.9	
- BRANDED CODESHARE PARTNERS	215	89018	1243	1.4	
UNITED AIRLINES NETWORK	**228**	**129053**	**1621**	**1.3**	**7**
- UNITED AIRLINES	125	69451	375	0.5	
- BRANDED CODESHARE PARTNERS	208	59602	1246	2.1	
FRONTIER AIRLINES	**84**	**18540**	**245**	**1.3**	**8**
SPIRIT AIRLINES	**46**	**10469**	**352**	**3.4**	**9**
TOTAL AIRPORTS SERVED	**361**	**660,674**	**5,877**	**0.9**	

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

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

AIR TRAVEL CONSUMER REPORT

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

APRIL 2026

CARRIER[1]	AT ALL US AIRPORTS				
	NUMBER OF AIRPORTS REPORTED	FLIGHT OPERATIONS SCHEDULED	FLIGHT OPERATIONS CANCELLED	PERCENT OF OPERATIONS CANCELLED	RANK
JETBLUE AIRWAYS	59	20650	21	0.1	1
ALLEGIANT AIR	122	10318	14	0.1	2
SOUTHWEST AIRLINES	107	117814	310	0.3	3
ALASKA AIRLINES[2]	87	27222	116	0.4	4
UNITED AIRLINES	125	69451	375	0.5	5
DELTA AIR LINES	138	87115	730	0.8	6
AMERICAN AIRLINES	119	84538	753	0.9	7
REPUBLIC AIRWAYS	83	31013	333	1.1	8
PSA AIRLINES	100	20547	258	1.3	9
FRONTIER AIRLINES	84	18540	245	1.3	10
SKYWEST AIRLINES	239	73115	1338	1.8	11
ENVOY AIR	149	27127	557	2.1	12
SPIRIT AIRLINES	46	10469	352	3.4	13
TOTAL AIRPORTS SERVED	342	597,919	5,402	0.9	

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

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

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TABLE 7. CAUSES OF DELAY, BY REPORTING MARKETING CARRIER

APRIL 2026

CARRIER[1]	TOTAL RECORDS	ON TIME	% ON TIME	CANCELLED	% CANCELLED	DIVERTED	% DIVERTED	AIR CARRIER DELAY	% AIR CARRIER DELAY	EXTREME WEATHER DELAY	% EXTREME WEATHER DELAY	NATIONAL AVIATION SYSTEM DELAY	% NATIONAL AVIATION SYSTEM DELAY	SECURITY DELAY	% SECURITY DELAY	LATE ARRIVING AIRCRAFT DELAY	% LATE ARRIVING AIRCRAFT DELAY
ALASKA AIRLINES NETWORK[2]	**40726**	**34077**	**83.67**	**189**	**0.46**	**78**	**0.19**	**2122**	**5.21**	**130**	**0.32**	**1921**	**4.72**	**22**	**0.05**	**2187**	**5.37**
- ALASKA AIRLINES	27222	22778	83.67	116	0.43	45	0.17	1596	5.86	90	0.33	1177	4.32	19	0.07	1401	5.15
- BRANDED CODESHARE PARTNERS	13504	11299	83.67	73	0.54	33	0.24	526	3.90	40	0.30	744	5.51	3	0.02	786	5.82
ALLEGIANT AIR	**10318**	**7799**	**75.59**	**14**	**0.14**	**16**	**0.16**	**598**	**5.80**	**135**	**1.31**	**700**	**6.78**	**5**	**0.05**	**1051**	**10.19**
AMERICAN AIRLINES NETWORK	**173556**	**136083**	**78.41**	**1996**	**1.15**	**478**	**0.28**	**9251**	**5.33**	**1520**	**0.88**	**8561**	**4.93**	**56**	**0.03**	**15610**	**8.99**
- AMERICAN AIRLINES	84538	64942	76.82	753	0.89	251	0.30	5319	6.29	556	0.66	4369	5.17	32	0.04	8316	9.84
- BRANDED CODESHARE PARTNERS	89018	71141	79.92	1243	1.40	227	0.26	3932	4.42	964	1.08	4193	4.71	24	0.03	7294	8.19
DELTA AIR LINES NETWORK	**139548**	**115958**	**83.10**	**1129**	**0.81**	**262**	**0.19**	**8471**	**6.07**	**865**	**0.62**	**6258**	**4.48**	**22**	**0.02**	**6583**	**4.72**
- DELTA AIR LINES	87115	73271	84.11	730	0.84	165	0.19	4714	5.41	201	0.23	4247	4.88	12	0.01	3776	4.33
- BRANDED CODESHARE PARTNERS	52433	42687	81.41	399	0.76	97	0.18	3757	7.17	664	1.27	2011	3.84	10	0.02	2807	5.35
FRONTIER AIRLINES	**18540**	**13561**	**73.14**	**245**	**1.32**	**27**	**0.15**	**1146**	**6.18**	**69**	**0.37**	**1302**	**7.02**	**0**	**0.00**	**2190**	**11.81**
JETBLUE AIRWAYS	**20650**	**15607**	**75.58**	**21**	**0.10**	**57**	**0.28**	**1181**	**5.72**	**33**	**0.16**	**1951**	**9.45**	**16**	**0.08**	**1783**	**8.63**
SOUTHWEST AIRLINES	**117814**	**91072**	**77.30**	**310**	**0.26**	**174**	**0.15**	**8064**	**6.84**	**257**	**0.22**	**5358**	**4.55**	**72**	**0.06**	**12487**	**10.60**
SPIRIT AIRLINES	**10469**	**6598**	**63.02**	**352**	**3.36**	**21**	**0.20**	**1006**	**9.61**	**31**	**0.30**	**1524**	**14.56**	**12**	**0.11**	**924**	**8.83**
UNITED AIRLINES NETWORK	**129053**	**102377**	**79.33**	**1621**	**1.26**	**349**	**0.27**	**7571**	**5.87**	**806**	**0.62**	**9371**	**7.26**	**6**	**0.00**	**6952**	**5.39**
- UNITED AIRLINES	69451	56890	81.91	375	0.54	171	0.25	2927	4.21	219	0.32	5751	8.28	1	0.00	3117	4.49
- BRANDED CODESHARE PARTNERS	59602	45487	76.32	1246	2.09	178	0.30	4644	7.79	587	0.98	3620	6.07	5	0.01	3835	6.43
TOTAL	**660,674**	**523,132**	**79.18**	**5,877**	**0.89**	**1,462**	**0.22**	**39,411**	**5.97**	**3,848**	**0.58**	**36,947**	**5.59**	**210**	**0.03**	**49,767**	**7.53**

*** 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 operated by Alaska Airlines.

AIR TRAVEL CONSUMER REPORT

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

APRIL 2026

CARRIER	TOTAL RECORDS	ON TIME	% ON TIME	CANCELLED	% CANCELLED	DIVERTED	% DIVERTED	AIR CARRIER DELAY	% AIR CARRIER DELAY	EXTREME WEATHER DELAY	% EXTREME WEATHER DELAY	NATIONAL AVIATION SYSTEM DELAY	% NATIONAL AVIATION SYSTEM DELAY	SECURITY DELAY	% SECURITY DELAY	LATE ARRIVING AIRCRAFT DELAY	% LATE ARRIVING AIRCRAFT DELAY
ALASKA AIRLINES	27222	22778	83.67	116	0.43	45	0.17	1596	5.86	90	0.33	1177	4.32	19	0.07	1401	5.15
ALLEGIANT AIR	10318	7799	75.59	14	0.14	16	0.16	598	5.80	135	1.31	700	6.78	5	0.05	1051	10.19
AMERICAN AIRLINES	84538	64942	76.82	753	0.89	251	0.30	5319	6.29	556	0.66	4369	5.17	32	0.04	8316	9.84
DELTA AIR LINES	87115	73271	84.11	730	0.84	165	0.19	4714	5.41	201	0.23	4247	4.88	12	0.01	3776	4.33
ENVOY AIR	27127	21546	79.43	557	2.05	68	0.25	853	3.14	386	1.42	1533	5.65	4	0.01	2179	8.03
FRONTIER AIRLINES	18540	13561	73.14	245	1.32	27	0.15	1146	6.18	69	0.37	1302	7.02	0	0.00	2190	11.81
JETBLUE AIRWAYS	20650	15607	75.58	21	0.10	57	0.28	1181	5.72	33	0.16	1951	9.45	16	0.08	1783	8.63
PSA AIRLINES	20547	15550	75.68	258	1.26	64	0.31	1102	5.36	175	0.85	948	4.61	9	0.04	2442	11.88
REPUBLIC AIRWAYS	31013	25038	80.73	333	1.07	64	0.21	1094	3.53	113	0.36	2201	7.10	3	0.01	2167	6.99
SKYWEST AIRLINES	73115	57137	78.15	1338	1.83	188	0.26	6905	9.44	1306	1.79	2892	3.96	15	0.02	3333	4.56
SOUTHWEST AIRLINES	117814	91072	77.30	310	0.26	174	0.15	8064	6.84	257	0.22	5358	4.55	72	0.06	12487	10.60
SPIRIT AIRLINES	10469	6598	63.02	352	3.36	21	0.20	1006	9.61	31	0.30	1524	14.56	12	0.11	924	8.83
UNITED AIRLINES	69451	56890	81.91	375	0.54	171	0.25	2927	4.21	219	0.32	5751	8.28	1	0.00	3117	4.49
TOTAL	597,919	471,789	78.91	5,402	0.90	1,311	0.22	36,504	6.11	3,572	0.60	33,952	5.68	201	0.03	45,167	7.55

*** Causes of Delay:**

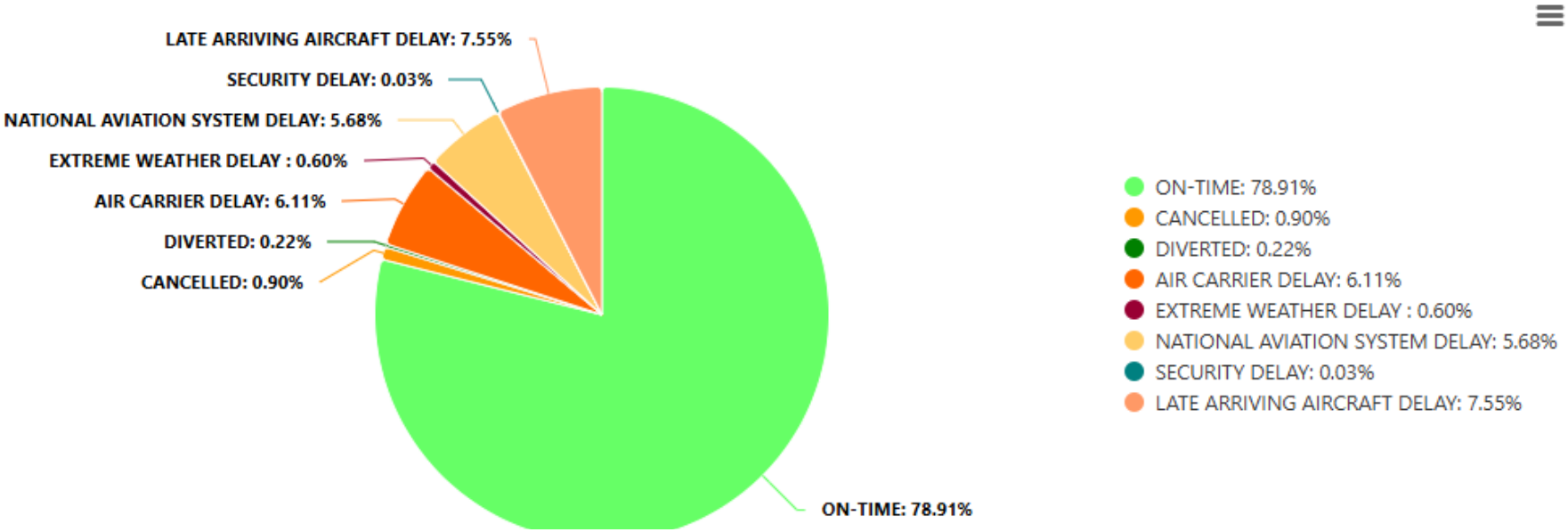
- **Air Carrier Delay: The cause of the cancellation or delay was due to circumstances within the airline's control (e.g. maintenance or crew problems, etc.).**
- **Extreme Weather Delay: Significant meteorological conditions (actual or forecasted) that, in the judgment of the carrier, delays or prevents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

AIR TRAVEL CONSUMER REPORT
TABLE 7B. OVERALL CAUSES OF DELAY BY REPORTING OPERATING CARRIER
APRIL 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
APRIL 2026

MARKETING CARRIER	OPERATING CARRIER	FLIGHT NUMBER	ORIGIN AIRPORT	DESTINATION AIRPORT	DATE OF FLIGHT	LOCATION OF LONGEST TARMAC DELAY	LENGTH OF TARMAC DELAY
DELTA	REPUBLIC	5801	BOS	CVG	4/27/2026	Destination Airport	4:39
UNITED	UNITED	651	FLL	ORD	4/2/2026	Diversion Airport (RFD)	4:24
DELTA	DELTA	2824	MCO	CVG	4/27/2026	Destination Airport	4:23
DELTA	ENDEAVOR	5215	DTW	CVG	4/27/2026	Destination Airport	4:11
DELTA	ENDEAVOR	5065	EWR	CVG	4/27/2026	Destination Airport	4:02
UNITED	UNITED	2005	PNS	ORD	4/2/2026	Diversion Airport (RFD)	3:59
DELTA	ENDEAVOR	5478	DTW	CVG	4/27/2026	Destination Airport	3:58
DELTA	ENDEAVOR	4965	LGA	CVG	4/27/2026	Destination Airport	3:51
UNITED	UNITED	2857	RSW	ORD	4/6/2026	Origin Airport	3:51
UNITED	UNITED	2034	PSP	ORD	4/2/2026	Diversion Airport (RFD)	3:41
DELTA	DELTA	2291	SLC	CVG	4/27/2026	Destination Airport	3:39
JETBLUE	JETBLUE	828	MCO	EWR	4/1/2026	Diversion Airport (RDU)	3:38
DELTA	ENDEAVOR	4965	LGA	CVG	4/14/2026	Origin Airport	3:30
DELTA	DELTA	2068	LGA	MCI	4/14/2026	Origin Airport	3:29
AMERICAN	ENVOY	4067	ORD	SAT	4/14/2026	Origin Airport	3:28
UNITED	UNITED	1892	ORD	IAD	4/14/2026	Origin Airport	3:21
DELTA	DELTA	2395	ATL	CVG	4/27/2026	Destination Airport	3:18
UNITED	UNITED	1023	DEN	ORD	4/2/2026	Diversion Airport (GRR)	3:17
AMERICAN	ENVOY	3924	ORD	MSN	4/14/2026	Origin Airport	3:14
UNITED	UNITED	293	OMA	ORD	4/7/2026	Origin Airport	3:12
AMERICAN	ENVOY	3875	ORD	CLE	4/14/2026	Origin Airport	3:07
UNITED	UNITED	2388	RSW	IAH	4/6/2026	Origin Airport	3:07
AMERICAN	AMERICAN	1229	ORD	PDX	4/14/2026	Origin Airport	3:06
UNITED	UNITED	1394	SFO	ORD	4/2/2026	Diversion Airport (CID)	3:06
AMERICAN	AMERICAN	2686	CLT	GRR	4/2/2026	Diversion Airport (CLE)	3:05
UNITED	UNITED	1796	ORD	CLE	4/14/2026	Origin Airport	3:05
UNITED	REPUBLIC	3531	ORD	MDT	4/14/2026	Origin Airport	3:03
UNITED	UNITED	598	LGA	ORD	4/27/2026	Origin Airport	3:03
UNITED	UNITED	686	LGA	ORD	4/14/2026	Origin Airport	3:03
AMERICAN	ENVOY	3817	RIC	ORD	4/14/2026	Destination Airport	3:02
AMERICAN	REPUBLIC	4502	ORD	BWI	4/14/2026	Origin Airport	3:02
UNITED	REPUBLIC	3412	ORD	DTW	4/14/2026	Origin Airport	3:02
UNITED	SKYWEST	5173	MKE	ORD	4/16/2026	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

APRIL 2026

MARKETING CARRIER	OPERATING CARRIER	FLIGHT NUMBER	ORIGIN AIRPORT	DESTINATION AIRPORT	DATE OF FLIGHT	LOCATION OF LONGEST TARMAC TIME	LENGTH OF TARMAC DELAY
EVA AIRWAYS	EVA AIRWAYS	56	TPE	ORD	4/14/2026	Diversion Airport (IND)	5:45
CATHAY PACIFIC	CATHAY PACIFIC	885	LAX	HKG	4/23/2026	Diversion Airport (HNL)	4:43
UNITED	UNITED	938	ORD	LHR	4/14/2026	Origin Airport	4:06

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

*** * See airports and codes on the BTS website.**

APPENDIX

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

30 Largest U.S. Airports

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

Air Carriers Required to Report Data to DOT and to CRS Vendors*

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

***Based on the Bureau of Transportation Statistics' Technical Reporting Directive #40, issued November 17, 2025, effective January 1, 2026:**
https://www.bts.gov/explore-topics-and-geography/modes/aviation/number-40-technical-directive-reporting-time

MISHANDLED BAGGAGE

The baggage statistics in this section were filed with DOT's Bureau of Transportation Statistics (Office of Airline Information) by U.S. airlines that have at least half of one percent of total domestic scheduled-service passenger revenues. See 14 CFR 234.3 and 234.6. For the 12 months ending June 30, 2025, 14 air carriers reached this reporting threshold. They are Alaska Airlines, Allegiant Air, American Airlines, Delta Air Lines, Envoy Air, Frontier Airlines, Hawaiian Airlines, JetBlue Airways, PSA Airlines, Republic Airways, SkyWest Airlines, Southwest Airlines, Spirit Airlines, and United Airlines.

The tables in this section provide the rate of mishandled bags per 100 bags enplaned. The number of mishandled bags displayed in these tables represents the number of check bags that are lost, damaged, delayed, and pilfered, as reported by or on behalf of the passenger, that were in the airline's custody for its reportable domestic nonstop scheduled passenger flights. The number of bags enplaned displayed in these tables represent the total number of checked bags enplaned, including wheelchairs and scooters that were placed into the aircraft cargo compartment for any reportable domestic nonstop scheduled passenger flight. The number of mishandled bags and the number of enplaned bags for all airlines, except one airline, will not include bags of passengers traveling on itineraries with domestic segments and international segments unless the bag is a "valet bag," meaning the passenger dropped the bag off at the end of the loading bridge or on the tarmac and returned to the passenger on the loading bridge or on the tarmac following the flight.

For additional information on this aspect of mishandled baggage reporting see the Department's Notice of Enforcement Policy Regarding Reporting of Mishandled Baggage and Wheelchair Data, dated October 31, 2018: https://www.transportation.gov/sites/dot.gov/files/docs/resources/individuals/aviation-consumer-protection/323451/mishandled-baggageand-wheelchair-reporting-enforcement-policy.pdf

AIR TRAVEL CONSUMER REPORT

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

RANK	CARRIER[1]	April 2026			April 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**	**565,540**	**753**	**0.13**	**531,738**	**466**	**0.09**
2	**JETBLUE AIRWAYS**	**1,227,425**	**2,952**	**0.24**	**1,164,782**	**2,838**	**0.24**
3	**DELTA AIR LINES NETWORK**	**8,314,329**	**21,176**	**0.25**	**8,281,781**	**29,903**	**0.36**
	- DELTA AIR LINES	6,545,952	17,410	0.27	6,529,238	25,060	0.38
	- BRANDED CODESHARE PARTNERS	1,768,377	3,766	0.21	1,752,543	4,843	0.28
4	**SOUTHWEST AIRLINES**	**7,399,012**	**19,565**	**0.26**	**9,786,582**	**37,754**	**0.39**
5	**ALASKA AIRLINES NETWORK[2]**	**2,736,857**	**11,247**	**0.41**	**2,114,035**	**7,202**	**0.34**
	- ALASKA AIRLINES	2,267,719	9,409	0.41	1,618,307	5,481	0.34
	- BRANDED CODESHARE PARTNERS	469,138	1,838	0.39	495,728	1,721	0.35
6	**AMERICAN AIRLINES NETWORK**	**8,900,394**	**38,011**	**0.43**	**9,006,843**	**49,113**	**0.55**
	- AMERICAN AIRLINES	5,544,406	25,938	0.47	5,614,071	33,552	0.60
	- BRANDED CODESHARE PARTNERS	3,355,988	12,073	0.36	3,392,772	15,561	0.46
7	**SPIRIT AIRLINES**	**442,213**	**1,912**	**0.43**	**738,041**	**2,919**	**0.40**
8	**FRONTIER AIRLINES**	**796,412**	**3,934**	**0.49**	**746,703**	**2,676**	**0.36**
9	**UNITED AIRLINES NETWORK**	**6,185,221**	**32,110**	**0.52**	**5,943,601**	**31,783**	**0.53**
	- UNITED AIRLINES	4,583,773	22,555	0.49	4,312,826	22,988	0.53
	- BRANDED CODESHARE PARTNERS	1,601,448	9,555	0.60	1,630,775	8,795	0.54
	TOTAL	**36,567,403**	**131,660**	**0.36**	**38,314,106**	**164,654**	**0.43**

[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]	April 2026			April 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	565,540	753	0.13	531,738	466	0.09
2	JETBLUE AIRWAYS	1,227,425	2,952	0.24	1,164,782	2,838	0.24
3	SOUTHWEST AIRLINES	7,399,012	19,565	0.26	9,786,582	37,754	0.39
4	DELTA AIR LINES	6,545,952	17,410	0.27	6,529,238	25,060	0.38
5	PSA AIRLINES	1,039,421	2,959	0.28	1,122,339	4,376	0.39
6	SKYWEST AIRLINES	2,381,144	9,210	0.39	2,382,586	9,534	0.40
7	REPUBLIC AIRWAYS	813,408	3,241	0.40	797,666	2,927	0.37
8	ALASKA AIRLINES[2]	2,267,719	9,409	0.41	1,618,307	5,481	0.34
9	SPIRIT AIRLINES	442,213	1,912	0.43	738,041	2,919	0.40
10	AMERICAN AIRLINES	5,544,406	25,938	0.47	5,614,071	33,552	0.60
11	ENVOY AIR	838,571	3,970	0.47	807,457	4,689	0.58
12	UNITED AIRLINES	4,583,773	22,555	0.49	4,312,826	22,988	0.53
13	FRONTIER AIRLINES	796,412	3,934	0.49	746,703	2,676	0.36
	TOTAL	34,444,996	123,808	0.36	36,152,336	155,260	0.43

[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]	April 2026			April 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 PERE 100 ENPLANED
1	**DELTA AIR LINES NETWORK**	**11,033**	**36**	**0.33**	**12,707**	**51**	**0.40**
	- DELTA AIR LINES	8,602	26	0.30	9,254	42	0.45
	- BRANDED CODESHARE PARTNERS	2,431	10	0.41	3,453	9	0.26
2	**ALLEGIANT AIR**	**2,921**	**24**	**0.82**	**2,648**	**24**	**0.91**
3	**SOUTHWEST AIRLINES**	**19,910**	**203**	**1.02**	**21,119**	**226**	**1.07**
4	**UNITED AIRLINES NETWORK**	**12,564**	**132**	**1.05**	**11,859**	**95**	**0.80**
	- UNITED AIRLINES	9,628	103	1.07	8,951	70	0.78
	- BRANDED CODESHARE PARTNERS	2,936	29	0.99	2,908	25	0.86
5	**AMERICAN AIRLINES NETWORK**	**12,983**	**148**	**1.14**	**13,153**	**179**	**1.36**
	- AMERICAN AIRLINES	9,290	104	1.12	9,181	135	1.47
	- BRANDED CODESHARE PARTNERS	3,693	44	1.19	3,972	44	1.11
6	**ALASKA AIRLINES NETWORK[2]**	**4,918**	**59**	**1.20**	**3,623**	**47**	**1.30**
	- ALASKA AIRLINES	4,382	56	1.28	3,068	36	1.17
	- BRANDED CODESHARE PARTNERS	536	3	0.56	555	11	1.98
7	**SPIRIT AIRLINES**	**1,551**	**20**	**1.29**	**2,481**	**43**	**1.73**
8	**FRONTIER AIRLINES**	**3,745**	**54**	**1.44**	**2,955**	**43**	**1.46**
9	**JETBLUE AIRWAYS**	**2,828**	**41**	**1.45**	**2,548**	**28**	**1.10**
	TOTAL	**72,453**	**717**	**0.99**	**73,093**	**736**	**1.01**

[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]	April 2026			April 2025		
		NUMBER OF WHEELCHAIRS AND SCOOTERS ENPLANED	NUMBER OF WHEELCHAIRS AND SCOOTERS MISHANDLED	NUMBERT 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	8,602	26	0.30	9,254	42	0.45
2	ALLEGIANT AIR	2,921	24	0.82	2,648	24	0.91
3	SKYWEST AIRLINES	3,637	32	0.88	4,026	29	0.72
4	REPUBLIC AIRWAYS	1,107	10	0.90	1,135	7	0.62
5	PSA AIRLINES	923	9	0.98	994	9	0.91
6	SOUTHWEST AIRLINES	19,910	203	1.02	21,119	226	1.07
7	ENVOY AIR	1,171	12	1.02	1,242	13	1.05
8	UNITED AIRLINES	9,628	103	1.07	8,951	70	0.78
9	AMERICAN AIRLINES	9,290	104	1.12	9,181	135	1.47
10	ALASKA AIRLINES[2]	4,382	56	1.28	3,068	36	1.17
11	SPIRIT AIRLINES	1,551	20	1.29	2,481	43	1.73
12	FRONTIER AIRLINES	3,745	54	1.44	2,955	43	1.46
13	JETBLUE AIRWAYS	2,828	41	1.45	2,548	28	1.10
	TOTAL	69,695	694	1.00	69,602	705	1.01

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

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

OVERSALES

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

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

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

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

AIR TRAVEL CONSUMER REPORT

PASSENGERS DENIED BOARDING BY REPORTING MARKETING U.S. AIRLINES

RANK	CARRIER[1]	JANUARY - MARCH 2026				JANUARY - MARCH 2025			
		DENIED BOARDINGS (DB'S)		ENPLANED PASSENGERS	INVOLUNTARY DB's PER 10,000 PASSENGERS	DENIED BOARDINGS (DB'S)		ENPLANED PASSENGERS	INVOLUNTARY DB's PER 10,000 PASSENGERS
		VOLUNTARY	INVOLUNTARY			VOLUNTARY	INVOLUNTARY		
1	**DELTA AIR LINES NETWORK**	**29,271**	**0**	**42,118,138**	**0.00**	**26,879**	**0**	**41,774,943**	**0.00**
	- DELTA AIR LINES	23,157	0	34,539,966	0.00	17,783	0	34,210,277	0.00
	- BRANDED CODESHARE PARTNERS	6,114	0	7,578,172	0.00	9,096	0	7,564,666	0.00
2	**ALLEGIANT AIR**	**227**	**0**	**4,428,463**	**0.00**	**152**	**0**	**4,451,306**	**0.00**
3	**UNITED AIRLINES NETWORK**	**11,754**	**43**	**37,848,208**	**0.01**	**8,754**	**49**	**36,439,833**	**0.01**
	- UNITED AIRLINES	6,710	27	29,995,279	0.01	3,353	28	28,501,695	0.01
	- BRANDED CODESHARE PARTNERS	5,044	16	7,852,929	0.02	5,401	21	7,938,138	0.03
4	**SOUTHWEST AIRLINES**	**1,670**	**64**	**37,131,159**	**0.02**	**4,426**	**55**	**36,933,136**	**0.01**
5	**JETBLUE AIRWAYS**	**1,045**	**62**	**8,073,749**	**0.08**	**1,174**	**48**	**7,981,939**	**0.06**
6	**ALASKA AIRLINES NETWORK[2]**	**5,072**	**140**	**12,681,917**	**0.11**	**3,129**	**79**	**9,786,861**	**0.08**
	- ALASKA AIRLINES	3,246	95	10,365,648	0.09	1,627	35	7,236,219	0.05
	- BRANDED CODESHARE PARTNERS	1,826	45	2,316,269	0.19	1,502	44	2,550,642	0.17
7	**AMERICAN AIRLINES NETWORK**	**20,508**	**3,294**	**47,159,805**	**0.70**	**14,336**	**2,906**	**46,398,815**	**0.63**
	- AMERICAN AIRLINES	11,048	1,492	34,537,039	0.43	6,575	1,429	33,776,791	0.42
	- BRANDED CODESHARE PARTNERS	9,460	1,802	12,622,766	1.43	7,761	1,477	12,622,024	1.17
8	**SPIRIT AIRLINES**	**5,358**	**537**	**5,511,523**	**0.97**	**2,100**	**173**	**8,325,778**	**0.21**
9	**FRONTIER AIRLINES**	**833**	**1,459**	**8,108,044**	**1.80**	**596**	**1,462**	**7,655,614**	**1.91**
	TOTAL	**75,738**	**5,599**	**203,061,006**	**0.28**	**61,546**	**4,772**	**199,748,225**	**0.24**

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

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

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

AIR TRAVEL CONSUMER REPORT

PASSENGERS DENIED BOARDING BY REPORTING OPERATING U.S. AIRLINES

RANK	CARRIER[1]	JANUARY - MARCH 2026				JANUARY - MARCH 2025			
		DENIED BOARDINGS (DB'S)		ENPLANED PASSENGERS	INVOLUNTARY DB's PER 10,000 PASSENGERS	DENIED BOARDINGS (DB'S)		ENPLANED PASSENGERS	INVOLUNTARY DB's PER 10,000 PASSENGERS
		VOLUNTARY	INVOLUNTARY			VOLUNTARY	INVOLUNTARY		
1	DELTA AIR LINES	23,157	0	34,539,966	0.00	17,783	0	34,210,277	0.00
2	ALLEGIANT AIR	227	0	4,428,463	0.00	152	0	4,451,306	0.00
3	UNITED AIRLINES	6,710	27	29,995,279	0.01	3,353	28	28,501,695	0.01
4	SOUTHWEST AIRLINES	1,670	64	37,131,159	0.02	4,426	55	36,933,136	0.01
5	JETBLUE AIRWAYS	1,045	62	8,073,749	0.08	1,174	48	7,981,939	0.06
6	ALASKA AIRLINES[2]	3,246	95	10,365,648	0.09	1,627	35	7,236,219	0.05
7	SKYWEST AIRLINES	8,292	364	9,878,316	0.37	8,810	221	9,875,428	0.22
8	AMERICAN AIRLINES	11,048	1,492	34,537,039	0.43	6,575	1,429	33,776,791	0.42
9	REPUBLIC AIRWAYS	2,321	260	4,689,414	0.55	2,845	237	4,618,746	0.51
10	ENVOY AIR	1,420	294	4,254,439	0.69	1,483	296	3,993,601	0.74
11	SPIRIT AIRLINES	5,358	537	5,511,523	0.97	2,100	173	8,325,778	0.21
12	PSA AIRLINES	1,689	404	2,964,293	1.36	1,483	333	3,260,174	1.02
13	FRONTIER AIRLINES	833	1,459	8,108,044	1.80	596	1,462	7,655,614	1.91
	TOTAL	67,016	5,058	194,477,332	0.26	52,407	4,317	190,820,704	0.23

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

	APRIL 2026			APRIL 2025		
	COMPLAINTS	COMPLIMENTS	COMMENTS	MARCH	COMPLIMENTS	COMMENTS
U.S. Airlines	4,839	5	42	-	-	-
Foreign Airlines	2,061	2	14	-	-	-
Travel Agents	378	1	1	-	-	-
INDUSTRY TOTALS	**7,278**	**8**	**57**	**-**	**-**	**-**

AIR TRAVEL CONSUMER REPORT

CONSUMER COMPLAINT CASES: CATEGORIES[1]

TABLE 2

		APRIL 2026			APRIL 2025		
COMPLAINT CATEGORY		RANKING	COMPLAINTS[2]	SUB-CATEGORY	RANKING	COMPLAINTS[2]	SUB-CATEGORY
Refund		1	2,296		-	-	-
Flight Schedule		2	1,323		-	-	-
	Cancellation			485	-	-	-
	Delay			450	-	-	-
	Misconnection			142	-	-	-
	Tarmac Delays			38	-	-	-
	Other Flight Schedule			208	-	-	-
Baggage/Luggage		3	1,013		-	-	-
Reservations/Tktg/Brdg		4	683		-	-	-
Customer Service		5	455		-	-	-
	Family Seating			29	-	-	-
	Other Customer			426	-	-	-
Other		6	411		-	-	-
	Frequent Flyer			30	-	-	-
	Other			381	-	-	-
Bumping/Oversales		7	395		-	-	-
Fees/Fares		8	304		-	-	-
Disability		9	241		-	-	-
Advertising		10	76		-	-	-
Discrimination		11	65		-	-	-
Animals/Pets[3]		12	16		-	-	-
COMPLAINT TOTAL			**7,278**		**-**	**-**	**-**

[1] A detailed explanation of the complaint categories follows this section.
[2] Includes figures for sub-categories.
[3] Not Service Animals

AIR TRAVEL CONSUMER REPORT

TABLE 3

CONSUMER COMPLAINT CASES: U.S. AIRLINES[1 2]

April 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	336	66	101	44	391	148	91	57	14	10	2	81	1,341
Alaska Airlines[3]	25	9	16	6	39	25	20	6	0	2	2	11	161
Allegiant Air	6	0	0	6	11	7	4	4	1	3	0	2	44
Avelo Airlines	3	1	5	4	28	5	2	2	0	0	0	0	50
Breeze Airways	11	2	4	1	13	14	7	4	1	1	0	3	61
Contour Airlines	0	0	0	0	2	3	0	1	0	0	0	0	6
Delta Air Lines	157	30	73	30	170	180	41	25	5	10	3	45	769
Frontier Airlines	125	49	72	24	161	96	47	17	12	9	0	47	659
JetBlue	68	13	17	11	63	26	26	24	2	5	0	15	270
Southwest Airlines	25	11	24	10	35	30	28	22	2	6	0	25	218
Sun Country Airlines	2	0	0	1	1	2	4	0	0	1	0	3	14
Spirit Airlines	138	28	33	18	162	39	21	11	1	2	0	22	475
United Airlines	149	18	57	31	243	99	61	25	11	8	2	55	759
Other U.S. Airline	4	0	0	1	1	1	1	1	0	2	0	1	12
TOTAL April 2026	**1,049**	**227**	**402**	**187**	**1,320**	**675**	**353**	**199**	**49**	**59**	**9**	**310**	**4,839**
% of TOTAL COMPLAINTS	21.7%	4.7%	8.3%	3.9%	27.3%	13.9%	7.3%	4.1%	1.0%	1.2%	0.2%	6.4%	100%
TOTAL April 2025	-	-	-	-	-	-	-	-	-	-	-	-	-
% of TOTAL COMPLAINTS	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

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

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

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

AIR TRAVEL CONSUMER REPORT

TABLE 4

CONSUMER COMPLAINT CASES: FOREIGN AIRLINES[1]

April 2026

FOREIGN AIRLINES	FLIGHT PRBLMS.	DENIED BRDG.	RESV. TKTG. BRDG.	FEES FARES	REFUNDS	BAGGAGE	CUST. SVC.	DISAB.	ADVERT.	DISCRIM.	ANIMALS	OTHER	TOTAL
Asiana Airlines	3	1	2	1	3	2	1	0	0	0	0	0	13
Air Canada	10	0	5	3	12	12	3	1	0	0	0	2	48
Air China	0	0	0	0	2	1	0	1	1	0	0	0	5
Avianca	4	1	13	5	28	15	2	0	2	0	0	3	73
Air France	19	5	9	5	41	36	3	4	2	1	0	3	128
Air India	9	1	5	2	16	5	3	1	1	0	0	1	44
Aer Lingus	1	1	1	0	7	3	0	1	2	0	0	0	16
Aeromexico	10	4	2	2	6	3	0	1	0	0	0	1	29
Air Europa	0	0	0	1	2	1	0	1	0	0	0	0	5
All Nippon Airways	2	2	0	2	4	1	2	0	0	0	0	0	13
Air Premia	0	0	1	0	1	3	1	0	0	0	0	2	8
Arajet Airline	1	0	0	0	11	5	0	1	0	0	0	1	19
Arkia Israel	1	1	0	0	6	0	0	0	0	0	0	0	8
British Airways	5	3	6	1	14	4	0	1	0	0	0	3	37
China Airlines	1	0	0	0	3	6	1	0	0	0	0	1	12
Copa Airlines	5	3	5	1	9	11	1	2	3	0	0	2	42
Condor	1	0	0	0	1	4	0	0	0	0	0	0	6
China Eastern Airlines	0	0	1	0	1	1	1	1	0	0	0	0	5
Cathay Pacific Airways	4	1	5	2	6	8	2	0	1	0	0	0	29
Egyptair	1	0	1	0	9	4	3	0	0	0	0	0	18
El Al Israel	2	1	4	0	22	1	0	0	0	0	0	0	30
EVA Airways	3	0	1	0	2	5	0	1	0	0	1	1	14
Etihad Airways	4	3	6	2	31	7	1	1	3	0	0	4	62
Ethiopian Airlines	0	0	1	0	3	10	1	0	0	0	0	0	15
Emirates	5	0	2	0	22	4	3	0	0	0	0	3	39
Fiji Airways	2	0	3	1	1	1	1	0	0	0	0	0	9
FRENCH BEE	0	0	2	1	10	0	0	0	0	0	0	0	13
Iberia Airlines	9	1	0	2	23	5	1	1	0	0	0	3	45
Icelandair	2	3	4	1	1	3	3	0	0	1	0	1	19
ITA Airways	5	0	4	0	9	4	2	1	0	0	0	0	25
Japan Airlines	1	1	0	1	8	1	5	0	0	0	0	0	17
Korean Air	0	0	1	0	3	3	3	0	0	0	0	2	12
Kuwait Airways	2	0	0	0	12	2	0	0	0	0	0	1	17
KLM	5	2	3	4	13	20	1	0	0	0	1	1	50

Kenya Airways	1	0	0	0	2	3	0	0	0	0	0	0	6
Lufthansa	16	3	12	5	31	14	4	0	0	1	1	11	98
LOT Polish Airlines	4	0	0	1	1	0	3	0	0	0	0	0	9
Level	4	0	1	0	4	5	1	2	0	0	0	0	17
LATAM Airlines	12	1	10	5	17	12	4	0	1	1	0	1	64
Norse Atlantic Airways	36	1	4	1	47	1	1	1	0	0	0	4	96
Philippine Airlines	0	0	2	2	7	5	0	2	0	0	0	0	18
Qantas	1	1	0	2	7	2	0	0	0	0	0	0	13
Qatar Airways	24	1	16	3	65	6	7	2	1	0	0	7	132
Royal Jordanian	2	0	2	0	7	0	1	0	0	0	0	0	12
Royal Air Maroc	0	0	1	0	5	8	0	0	1	0	0	0	15
Singapore Airlines	3	1	0	1	1	5	2	1	0	0	0	1	15
SAS	1	2	3	0	4	7	0	2	0	0	0	1	20
Saudi Arabian Airlines	3	0	1	0	12	10	0	0	0	0	0	0	26
Sky Airlines Peru	0	1	0	1	3	0	0	0	0	0	0	0	5
Swiss	4	0	2	3	5	5	2	0	0	0	0	2	23
STARLUX AIRLINES	2	0	2	1	1	2	1	0	0	0	0	0	9
Turkish Airlines	17	4	28	5	71	36	12	6	1	1	0	7	188
TAP Air Portugal	1	0	4	3	8	4	2	1	1	0	1	2	27
Virgin Atlantic Airways	1	2	2	0	6	2	0	2	1	1	0	1	18
Volaris Airline	3	20	8	115	49	6	2	0	0	0	0	6	209
VivaAerobus	1	1	4	1	15	1	0	0	0	0	0	0	23
WestJet	2	1	0	1	0	0	0	0	0	0	0	1	5
ZIPAIR	0	0	2	0	2	0	0	0	0	0	0	1	5
Other Foreign Airline	11	1	9	2	33	10	7	4	0	0	1	5	83
TOTALS	**266**	**74**	**200**	**189**	**745**	**335**	**93**	**42**	**21**	**6**	**5**	**85**	**2,061**

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

AIR TRAVEL CONSUMER REPORT

TABLE 4

CONSUMER COMPLAINT CASES: TRAVEL AGENTS[1]

April 2026

TRAVEL AGENTS	FLIGHT PRBLMS.	DENIED BRDG.	RESV. TKTG. BRDG.	FEES FARES	REFUNDS	BAGGAGE	CUST. SVC.	DISAB.	ADVERT.	DISCRIM.	ANIMALS	OTHER	TOTAL
ASAP Tickets	1	0	3	0	4	0	0	0	0	0	0	1	9
BudgetAir	1	0	2	0	4	1	0	0	0	0	0	0	8
Booking.com	0	1	6	2	26	0	1	0	0	0	0	0	36
Capital One	2	0	6	1	9	0	1	0	0	0	0	1	20
CheapOair	0	0	2	1	9	0	0	0	0	0	1	5	18
Expedia	2	0	16	0	42	0	4	0	1	0	0	1	66
eDreams	0	0	2	1	2	2	0	0	0	0	0	0	7
Flighthub	0	0	2	0	5	0	0	0	0	0	0	0	7
Flight Network	0	0	2	0	5	0	0	0	1	0	0	0	8
Gotogate	0	0	0	0	7	0	0	0	0	0	0	0	7
Justfly	0	0	5	1	20	0	2	0	0	0	0	2	30
Kiwi.com	0	0	2	2	27	0	0	0	0	0	0	0	31
Oojo	0	0	3	0	8	0	0	0	0	0	0	0	11
Priceline.com	0	0	3	0	12	0	0	0	1	0	0	3	19
SkyLux Travel	0	0	4	1	2	0	0	0	0	0	0	0	7
Trip.com	0	0	2	1	8	0	0	0	0	0	0	0	11
Other Travel Agent	2	2	21	9	41	0	1	0	3	0	1	3	83
TOTALS	**8**	**3**	**81**	**19**	**231**	**3**	**9**	**0**	**6**	**0**	**2**	**16**	**378**

[1] Travel 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

APRIL 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
N O N E			

U.S. Department of Homeland Security, Transportation Security Administration
Customer Experience Report for April 2026 [a]

The Transportation Security Administration (TSA) screened approximately 72.1 million passengers at screening checkpoints and 36.1 million checked bags at baggage screening locations in April 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 April 2026, TSA received 16,462 complaints (i.e. a description of a negative experience) from the public via phone or email (or 22.9 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]
622	0.9	591	0.9	13,697	19.1	67	0.1

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]
590	0.9	337	0.5	145	0.3	413	0.6

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
213 [d]	175	0.0005

REFERENCES

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

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

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

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

DEFINITIONS

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