

Air Travel Consumer Report

A Product Of

THE OFFICE OF AVIATION CONSUMER PROTECTION

Flight Delays[1]	January 2026
Mishandled Baggage, Wheelchairs, and Scooters [1]	January 2026
Oversales[1]	4th Quarter 2025
Consumer Complaints[2] (Includes Disability and Discrimination Complaints)	January 2026
Airline Animal Incident Reports[3]	January 2026
Customer Service Reports to the Dept. of Homeland Security[4]	January 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 collected by the Office of Aviation Consumer Protection.
[4] Data provided by the Department of Homeland Security, Transportation Security Administration

TABLE OF CONTENTS

Section	Page
Flight Delays	
Introduction	**3**
Explanation	**4**
Branded Codeshare Partners	**5**
Table 1 Overall Percentage of Reported Flight Operations Arriving On-Time, by Reporting Marketing Carrier	**6**
Table 1A. Overall Percentage of Reported Flight Operations Arriving On-Time, by Reporting Operating Carrier	**7**
Table 1B. Overall Percentage of Reported Flight Operations Arriving On-Time, by Reporting Marketing Carrier, Rank by Month, and Year-to-Date (YTD)	**8**
Table 2 Number of Reported Flight Arrivals and Percentage Arriving On-Time, by Reporting Marketing Carrier and Airport	**9**
Table 2A Number of Reported Flight Arrivals and Percentage Arriving On-Time, by Reporting Operating Carrier and Airport	**13**
Table 3 Percentage of Reporting Carriers' Flight Operations Arriving On-Time, by Airport and Time of Day	**17**
Table 4 Percentage of Reporting Carriers' Flight Operations Departing On-Time, by Airport and Time of Day	**19**
Table 5 On-Time Arrival and Departure Percentage, by Airport by Reporting Operating Carrier	**21**
Tables 6/6A. Overall Number and Percentage of Flight Cancellations, by Reporting Marketing and Reporting Operating Carrier (Monthly)	**26**
Table 7 Causes of the Delay by Reporting Marketing Carrier	**28**
Table 7A. Causes of the Delay by Reporting Operating Carrier	**29**
Table 7B, Causes of the Delay by Reporting Operating Carrier, chart	**30**

Section	Page
Flight Delays (continued)	
Table 8 List of Regularly Scheduled Domestic Flights with Tarmac Delays Over 3 Hours, By Marketing/Operating Carrier	**31**
Table 8A. List of Regularly Scheduled International Flights with Tarmac Delays Over 4 Hours, By Marketing/Operating Carrier	**33**
Appendix	**34**
Mishandled Baggage	***35***
Ranking- by Marketing Carrier (Monthly)	**36**
Ranking- by Operating Carrier (Monthly)	**37**
Mishandled Wheelchairs and Scooters	***38***
Ranking- by Marketing Carrier (Monthly)	39
Ranking- by Operating Carrier (Monthly)	40
Oversales	
Explanation	**41**
Ranking- by Marketing Carrier (Quarterly)	42
Ranking- by Operating Carrier (Quarterly)	43
Air Travel Complaints, Compliments, and Comments Received by DOT	
Explanation	**44**
Airline Reports to DOT of Incidents Involving Loss, Injury, Or Death of Animals during Air Transportation (Monthly)	**52**
Customer Service Reports to the Department of Homeland Security	**53**

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

Previously released Air Travel Consumer Reports are available 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.This report includes the 30 largest U.S. airports, except Table 5, which lists more than 200 airports in alphabetical order with the corresponding on-time arrival and departure percentages.

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

In fulfilling DOT's data reporting requirements, the reporting air carriers use automated and/or manual systems for collecting flight data. Those using an automated system rely on the Aircraft Communication Addressing and Reporting System (ACARS) or the Docking Guidance System (DGS). Based on the latest information available to DOT, of the 13 reporting air carriers, 8 carriers (Alaska, Allegiant, Delta, Envoy, Republic, Spirit, Southwest, and United) use ACARS, one carrier (American) uses a combination of ACARS, DGS, and four carriers (Frontier, JetBlue, PSA and SkyWest) use a combination of ACARS and a manual system.

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

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

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

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

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

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

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

AIR TRAVEL CONSUMER REPORT

BRANDED CODESHARE PARTNERS

JANUARY 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, Hawaiian Airlines 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

JANUARY 2026

	AT ALL US AIRPORTS		
CARRIER[1]	**NUMBER OF AIRPORTS REPORTED**	**PERCENT OF ON-TIME ARRIVALS**	**RANK**
SOUTHWEST AIRLINES	**104**	**82.4**	**1**
ALASKA AIRLINES NETWORK[1]	**109**	**77.9**	**2**
- ALASKA AIRLINES	88	77.1	
- BRANDED CODESHARE PARTNERS	59	79.5	
UNITED AIRLINES NETWORK	**219**	**77.3**	**3**
- UNITED AIRLINES	121	80.0	
- BRANDED CODESHARE PARTNERS	201	74.2	
DELTA AIR LINES NETWORK	**210**	**75.7**	**4**
- DELTA AIR LINES	144	76.9	
- BRANDED CODESHARE PARTNERS	189	73.6	
ALLEGIANT AIR	**121**	**73.9**	**5**
AMERICAN AIRLINES NETWORK	**228**	**70.8**	**6**
- AMERICAN AIRLINES	119	69.1	
- BRANDED CODESHARE PARTNERS	211	72.3	
FRONTIER AIRLINES	**84**	**69.4**	**7**
SPIRIT AIRLINES	**50**	**66.6**	**8**
JETBLUE AIRWAYS	**58**	**63.7**	**9**
TOTAL AIRPORTS SERVED	**359**	**75.3**	

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

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

AIR TRAVEL CONSUMER REPORT

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

JANUARY 2026

	AT ALL US AIRPORTS		
CARRIER[1]	NUMBER OF AIRPORTS REPORTED	PERCENT OF ON-TIME ARRIVALS	RANK
SOUTHWEST AIRLINES	104	82.4	1
UNITED AIRLINES	121	80.0	2
ALASKA AIRLINES[1]	88	77.1	3
DELTA AIR LINES	144	76.9	4
ENVOY AIR	152	75.7	5
SKYWEST AIRLINES	234	74.0	6
ALLEGIANT AIR	121	73.9	7
REPUBLIC AIRWAYS	78	73.0	8
FRONTIER AIRLINES	84	69.4	9
AMERICAN AIRLINES	119	69.1	10
PSA AIRLINES	101	66.8	11
SPIRIT AIRLINES	50	66.6	12
JETBLUE AIRWAYS	58	63.7	13
TOTAL AIRPORTS SERVED	342	75.3	

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

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

JANUARY 2026

CARRIER[1]	Jan 26		Year-to-date (YTD)	
	%	Rank	%	Rank
ALASKA AIRLINES NETWORK[1]	**77.9**	**2**	**77.9**	**2**
- ALASKA AIRLINES	77.1		77.1	
- BRANDED CODESHARE PARTNERS	79.5		79.5	
ALLEGIANT AIR	**73.9**	**5**	**73.9**	**5**
AMERICAN AIRLINES NETWORK	**70.8**	**6**	**70.8**	**6**
- AMERICAN AIRLINES	69.1		69.1	
- BRANDED CODESHARE PARTNERS	72.3		72.3	
DELTA AIR LINES NETWORK	**75.7**	**4**	**75.7**	**4**
- DELTA AIR LINES	76.9		76.9	
- BRANDED CODESHARE PARTNERS	73.6		73.6	
FRONTIER AIRLINES	**69.4**	**7**	**69.4**	**7**
JETBLUE AIRWAYS	**63.7**	**9**	**63.7**	**9**
SOUTHWEST AIRLINES	**82.4**	**1**	**82.4**	**1**
SPIRIT AIRLINES	**66.6**	**8**	**66.6**	**8**
UNITED AIRLINES NETWORK	**77.3**	**3**	**77.3**	**3**
- UNITED AIRLINES	80.0		80.0	
- BRANDED CODESHARE PARTNERS	74.2		74.2	
TOTAL	**75.3**		**75.3**	

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

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

JANUARY 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 NETWORK	**85**	**82.4**	**243**	**77.8**	**56**	**69.6**	**134**	**79.9**	**36**	**77.8**	**0**	**0.0**	**186**	**72.6**	**209**	**81.8**
- ALASKA AIRLINES	85	82.4	131	74.8	56	69.6	134	79.9	36	77.8	0	0.0	186	72.6	171	80.1
- BRANDED CODESHARE PARTNERS	0	0.0	112	81.3	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	38	89.5
ALLEGIANT AIR	**0**	**0.0**	**24**	**62.5**	**86**	**69.8**	**17**	**82.4**	**0**	**0.0**	**0**	**0.0**	**0**	**0.0**	**3**	**66.7**
AMERICAN AIRLINES NETWORK	**1138**	**68.0**	**1079**	**66.4**	**1527**	**68.1**	**2315**	**70.3**	**349**	**72.5**	**16671**	**74.7**	**7566**	**62.6**	**754**	**68.7**
- AMERICAN AIRLINES	508	67.3	832	65.7	746	65.7	1266	68.2	281	73.0	8924	73.0	2445	67.1	646	67.6
- BRANDED CODESHARE PARTNERS	630	68.6	247	68.4	781	70.4	1049	72.8	68	70.6	7747	76.5	5121	60.4	108	75.0
DELTA AIR LINES NETWORK	**21749**	**79.8**	**1475**	**79.5**	**1103**	**75.7**	**3738**	**74.1**	**454**	**72.7**	**763**	**72.6**	**1650**	**64.0**	**1002**	**78.6**
- DELTA AIR LINES	18433	80.7	969	78.3	590	78.6	1899	73.5	375	71.5	410	73.9	795	63.3	809	75.9
- BRANDED CODESHARE PARTNERS	3316	74.5	506	81.8	513	72.3	1839	74.8	79	78.5	353	71.1	855	64.7	193	90.2
FRONTIER AIRLINES	**1518**	**64.4**	**139**	**71.2**	**40**	**67.5**	**63**	**58.7**	**247**	**63.6**	**225**	**65.8**	**85**	**71.8**	**1572**	**78.4**
JETBLUE AIRWAYS	**204**	**55.9**	**56**	**28.6**	**50**	**52.0**	**2626**	**65.1**	**0**	**0.0**	**0**	**0.0**	**579**	**57.0**	**67**	**64.2**
SOUTHWEST AIRLINES	**1483**	**83.1**	**2765**	**82.9**	**4455**	**82.5**	**420**	**78.8**	**5346**	**83.0**	**237**	**78.1**	**1345**	**75.1**	**6541**	**83.4**
SPIRIT AIRLINES	**459**	**65.8**	**117**	**62.4**	**168**	**70.8**	**188**	**66.5**	**204**	**67.2**	**243**	**65.4**	**0**	**0.0**	**0**	**0.0**
UNITED AIRLINES NETWORK	**594**	**78.6**	**910**	**79.9**	**580**	**75.7**	**900**	**77.9**	**296**	**82.4**	**429**	**75.8**	**914**	**69.6**	**14337**	**82.9**
- UNITED AIRLINES	549	78.0	850	79.5	421	74.8	885	77.9	296	82.4	173	78.0	523	75.7	8474	84.4
- BRANDED CODESHARE PARTNERS	45	86.7	60	85.0	159	78.0	15	80.0	0	0.0	256	74.2	391	61.4	5863	80.8
TOTAL	**27,230**	**78.2**	**6,808**	**77.8**	**8,065**	**77.6**	**10,401**	**71.4**	**6,932**	**80.6**	**18,568**	**74.4**	**12,325**	**64.6**	**24,485**	**82.1**

*** 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)

JANUARY 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	**151**	**72.8**	**36**	**77.8**	**136**	**78.7**	**68**	**72.1**	**67**	**77.6**	**89**	**76.4**	**281**	**71.5**	**937**	**76.6**
- ALASKA AIRLINES	151	72.8	36	77.8	136	78.7	68	72.1	67	77.6	89	76.4	281	71.5	676	78.3
- BRANDED CODESHARE PARTNERS	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	261	72.4
ALLEGIANT AIR	**0**	**0.0**	**0**	**0.0**	**29**	**79.3**	**383**	**59.5**	**25**	**76.0**	**0**	**0.0**	**0**	**0.0**	**534**	**75.7**
AMERICAN AIRLINES NETWORK	**21248**	**71.9**	**794**	**62.7**	**625**	**70.2**	**741**	**72.1**	**184**	**74.5**	**886**	**71.7**	**2093**	**66.8**	**1063**	**68.7**
- AMERICAN AIRLINES	13035	68.7	415	65.8	541	70.6	741	72.1	87	71.3	589	71.6	1260	64.5	1063	68.7
- BRANDED CODESHARE PARTNERS	8213	76.9	379	59.4	84	67.9	0	0.0	97	77.3	297	71.7	833	70.2	0	0.0
DELTA AIR LINES NETWORK	**931**	**69.0**	**8092**	**69.5**	**745**	**76.1**	**1174**	**66.6**	**426**	**65.0**	**642**	**74.9**	**4726**	**73.6**	**1495**	**76.8**
- DELTA AIR LINES	931	69.0	4544	76.0	515	73.2	1171	66.5	223	71.7	640	75.2	2420	75.8	1365	76.0
- BRANDED CODESHARE PARTNERS	0	0.0	3548	61.2	230	82.6	3	100.0	203	57.6	2	0.0	2306	71.2	130	85.4
FRONTIER AIRLINES	**698**	**67.6**	**202**	**69.3**	**93**	**67.7**	**284**	**57.7**	**112**	**69.6**	**350**	**73.4**	**244**	**68.4**	**943**	**73.7**
JETBLUE AIRWAYS	**19**	**42.1**	**64**	**62.5**	**404**	**68.8**	**1978**	**63.2**	**0**	**0.0**	**19**	**57.9**	**2580**	**67.0**	**353**	**73.9**
SOUTHWEST AIRLINES	**0**	**0.0**	**337**	**76.3**	**0**	**0.0**	**1071**	**73.9**	**92**	**87.0**	**0**	**0.0**	**0**	**0.0**	**6703**	**83.7**
SPIRIT AIRLINES	**399**	**65.4**	**716**	**70.3**	**749**	**64.0**	**1990**	**63.8**	**0**	**0.0**	**451**	**70.7**	**0**	**0.0**	**494**	**83.8**
UNITED AIRLINES NETWORK	**810**	**73.7**	**540**	**74.4**	**8378**	**77.2**	**910**	**81.6**	**5889**	**77.2**	**11304**	**86.1**	**0**	**0.0**	**1326**	**81.2**
- UNITED AIRLINES	761	73.1	156	72.4	5588	78.3	910	81.6	2729	81.8	6164	88.0	0	0.0	1297	81.3
- BRANDED CODESHARE PARTNERS	49	83.7	384	75.3	2790	75.0	0	0.0	3160	73.3	5140	83.8	0	0.0	29	79.3
TOTAL	**24,256**	**71.6**	**10,781**	**69.5**	**11,159**	**75.5**	**8,599**	**67.6**	**6,795**	**76.4**	**13,741**	**83.7**	**9,924**	**70.2**	**13,848**	**79.9**

*** 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)

JANUARY 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	**1316**	**75.8**	**0**	**0.0**	**227**	**83.3**	**0**	**0.0**	**63**	**79.4**	**57**	**94.7**	**194**	**75.8**	**36**	**63.9**
- ALASKA AIRLINES	795	74.0	0	0.0	227	83.3	0	0.0	63	79.4	57	94.7	194	75.8	36	63.9
- BRANDED CODESHARE PARTNERS	521	78.7	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
ALLEGIANT AIR	**2**	**50.0**	**0**	**0.0**	**31**	**74.2**	**10**	**80.0**	**0**	**0.0**	**0**	**0.0**	**0**	**0.0**	**0**	**0.0**
AMERICAN AIRLINES NETWORK	**3437**	**73.3**	**4069**	**70.1**	**1728**	**66.1**	**0**	**0.0**	**7414**	**73.7**	**570**	**67.5**	**10425**	**67.7**	**6818**	**73.1**
- AMERICAN AIRLINES	2316	70.6	1383	65.1	1728	66.1	0	0.0	5921	72.7	320	66.9	3357	68.2	2846	71.2
- BRANDED CODESHARE PARTNERS	1121	79.0	2686	72.7	0	0.0	0	0.0	1493	77.8	250	68.4	7068	67.5	3972	74.4
DELTA AIR LINES NETWORK	**3845**	**82.4**	**6436**	**76.1**	**1943**	**70.1**	**276**	**63.0**	**1076**	**67.6**	**8035**	**76.5**	**1007**	**65.7**	**551**	**73.0**
- DELTA AIR LINES	2776	79.9	2365	78.0	1872	70.0	106	77.4	1065	67.6	4583	79.4	564	67.4	462	73.2
- BRANDED CODESHARE PARTNERS	1069	88.9	4071	75.0	71	73.2	170	54.1	11	63.6	3452	72.6	443	63.7	89	71.9
FRONTIER AIRLINES	**409**	**74.3**	**183**	**69.9**	**1401**	**68.5**	**109**	**65.1**	**363**	**64.2**	**76**	**73.7**	**292**	**64.0**	**712**	**58.6**
JETBLUE AIRWAYS	**600**	**67.3**	**403**	**63.3**	**1443**	**63.6**	**0**	**0.0**	**0**	**0.0**	**0**	**0.0**	**63**	**58.7**	**101**	**61.4**
SOUTHWEST AIRLINES	**1844**	**82.1**	**978**	**81.0**	**4152**	**79.2**	**4544**	**81.8**	**465**	**71.2**	**382**	**80.1**	**257**	**75.9**	**328**	**76.8**
SPIRIT AIRLINES	**278**	**70.1**	**546**	**64.3**	**1493**	**70.2**	**0**	**0.0**	**356**	**62.9**	**0**	**0.0**	**461**	**59.4**	**184**	**59.8**
UNITED AIRLINES NETWORK	**3418**	**81.1**	**934**	**75.5**	**1381**	**82.6**	**0**	**0.0**	**702**	**79.1**	**511**	**77.1**	**14506**	**67.5**	**391**	**75.4**
- UNITED AIRLINES	2209	79.5	595	75.5	1381	82.6	0	0.0	702	79.1	359	74.7	7201	70.5	302	77.2
- BRANDED CODESHARE PARTNERS	1209	84.1	339	75.5	0	0.0	0	0.0	0	0.0	152	82.9	7305	64.4	89	69.7
TOTAL	**15,149**	**78.4**	**13,549**	**73.7**	**13,799**	**73.0**	**4,939**	**80.4**	**10,439**	**72.7**	**9,631**	**76.2**	**27,205**	**67.4**	**9,121**	**71.7**

*** 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)

JANUARY 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	**623**	**76.7**	**2567**	**73.7**	**7661**	**79.5**	**1701**	**77.5**	**320**	**79.1**	**69**	**79.7**
- ALASKA AIRLINES	467	79.7	1064	75.1	5754	78.1	784	75.4	171	78.9	69	79.7
- BRANDED CODESHARE PARTNERS	156	67.9	1503	72.8	1907	83.7	917	79.4	149	79.2	0	0.0
ALLEGIANT AIR	**28**	**64.3**	**0**	**0.0**	**0**	**0.0**	**0**	**0.0**	**0**	**0.0**	**0**	**0.0**
AMERICAN AIRLINES NETWORK	**8101**	**76.9**	**693**	**67.4**	**624**	**69.4**	**945**	**66.2**	**556**	**66.9**	**1322**	**69.7**
- AMERICAN AIRLINES	4975	74.0	693	67.4	451	63.6	821	63.3	340	61.2	1193	68.4
- BRANDED CODESHARE PARTNERS	3126	81.5	0	0.0	173	84.4	124	85.5	216	75.9	129	82.2
DELTA AIR LINES NETWORK	**958**	**73.3**	**884**	**72.1**	**3789**	**81.4**	**1065**	**72.3**	**6683**	**84.6**	**1172**	**72.4**
- DELTA AIR LINES	845	71.8	728	70.7	2373	79.2	1024	72.3	4448	81.8	1169	72.5
- BRANDED CODESHARE PARTNERS	113	84.1	156	78.2	1416	85.0	41	73.2	2235	90.2	3	66.7
FRONTIER AIRLINES	**625**	**73.1**	**148**	**74.3**	**86**	**77.9**	**216**	**76.9**	**309**	**80.9**	**501**	**69.1**
JETBLUE AIRWAYS	**129**	**73.6**	**118**	**78.8**	**0**	**0.0**	**375**	**73.1**	**36**	**66.7**	**435**	**64.1**
SOUTHWEST AIRLINES	**5233**	**84.8**	**2748**	**76.8**	**490**	**86.3**	**707**	**79.8**	**939**	**83.5**	**1904**	**81.7**
SPIRIT AIRLINES	**7**	**71.4**	**0**	**0.0**	**0**	**0.0**	**0**	**0.0**	**0**	**0.0**	**244**	**70.1**
UNITED AIRLINES NETWORK	**971**	**83.6**	**891**	**80.2**	**620**	**84.7**	**6507**	**78.6**	**707**	**79.9**	**783**	**83.7**
- UNITED AIRLINES	888	83.2	810	80.0	511	83.0	4559	79.6	520	80.6	783	83.7
- BRANDED CODESHARE PARTNERS	83	88.0	81	82.7	109	92.7	1948	76.3	187	78.1	0	0.0
TOTAL	**16,675**	**79.4**	**8,049**	**74.9**	**13,270**	**80.1**	**11,516**	**76.7**	**9,550**	**82.8**	**6,430**	**75.2**

*** 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)

JANUARY 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	85	82.4	131	74.8	56	69.6	134	79.9	36	77.8	0	0.0	186	72.6	171	80.1
ALLEGIANT AIR	0	0.0	24	62.5	86	69.8	17	82.4	0	0.0	0	0.0	0	0.0	3	66.7
AMERICAN AIRLINES	508	67.3	832	65.7	746	65.7	1266	68.2	281	73.0	8924	73.0	2445	67.1	646	67.6
DELTA AIR LINES	18433	80.7	969	78.3	590	78.6	1899	73.5	375	71.5	410	73.9	795	63.3	809	75.9
ENVOY AIR	139	67.6	53	67.9	200	76.5	147	74.1	57	66.7	476	77.3	438	66.0	47	61.7
FRONTIER AIRLINES	1518	64.4	139	71.2	40	67.5	63	58.7	247	63.6	225	65.8	85	71.8	1572	78.4
JETBLUE AIRWAYS	204	55.9	56	28.6	50	52.0	2626	65.1	0	0.0	0	0.0	579	57.0	67	64.2
PSA AIRLINES	271	64.6	9	66.7	128	72.7	0	0.0	1	100.0	3085	72.5	3081	58.3	0	0.0
REPUBLIC AIRWAYS	238	74.8	62	58.1	677	71.8	2651	74.2	89	79.8	324	75.6	2381	64.8	0	0.0
SKYWEST AIRLINES	703	64.6	700	80.7	233	68.2	0	0.0	0	0.0	131	58.0	0	0.0	6155	81.2
SOUTHWEST AIRLINES	1483	83.1	2765	82.9	4455	82.5	420	78.8	5346	83.0	237	78.1	1345	75.1	6541	83.4
SPIRIT AIRLINES	459	65.8	117	62.4	168	70.8	188	66.5	204	67.2	243	65.4	0	0.0	0	0.0
UNITED AIRLINES	549	78.0	850	79.5	421	74.8	885	77.9	296	82.4	173	78.0	523	75.7	8474	84.4
TOTAL	24,590	78.2	6,707	77.8	7,850	77.8	10,296	71.3	6,932	80.6	14,228	72.9	11,858	65.0	24,485	82.1

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

AIR TRAVEL CONSUMER REPORT

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

JANUARY 2026

ARRIVAL AIRPORT*																
CARRIER	DFW		DTW		EWR		FLL		IAD		IAH		JFK		LAS	
	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME
ALASKA AIRLINES	151	72.8	36	77.8	136	78.7	68	72.1	67	77.6	89	76.4	281	71.5	676	78.3
ALLEGIANT AIR	0	0.0	0	0.0	29	79.3	383	59.5	25	76.0	0	0.0	0	0.0	534	75.7
AMERICAN AIRLINES	13035	68.7	415	65.8	541	70.6	741	72.1	87	71.3	589	71.6	1260	64.5	1063	68.7
DELTA AIR LINES	931	69.0	4544	76.0	515	73.2	1171	66.5	223	71.7	640	75.2	2420	75.8	1365	76.0
ENVOY AIR	4615	80.4	15	46.7	75	68.0	0	0.0	0	0.0	125	68.8	0	0.0	0	0.0
FRONTIER AIRLINES	698	67.6	202	69.3	93	67.7	284	57.7	112	69.6	350	73.4	244	68.4	943	73.7
JETBLUE AIRWAYS	19	42.1	64	62.5	404	68.8	1978	63.2	0	0.0	19	57.9	2580	67.0	353	73.9
PSA AIRLINES	1878	74.0	190	61.6	0	0.0	0	0.0	97	77.3	4	50.0	0	0.0	0	0.0
REPUBLIC AIRWAYS	2	100.0	450	74.0	1895	78.2	0	0.0	573	82.4	127	70.9	1235	71.0	0	0.0
SKYWEST AIRLINES	1740	70.8	2385	56.9	0	0.0	0	0.0	189	55.6	1096	79.9	0	0.0	281	85.8
SOUTHWEST AIRLINES	0	0.0	337	76.3	0	0.0	1071	73.9	92	87.0	0	0.0	0	0.0	6703	83.7
SPIRIT AIRLINES	399	65.4	716	70.3	749	64.0	1990	63.8	0	0.0	451	70.7	0	0.0	494	83.8
UNITED AIRLINES	761	73.1	156	72.4	5588	78.3	910	81.6	2729	81.8	6164	88.0	0	0.0	1297	81.3
TOTAL	24,229	71.6	9,510	69.6	10,025	76.0	8,596	67.6	4,194	79.5	9,654	83.2	8,020	70.1	13,709	80.1

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

AIR TRAVEL CONSUMER REPORT

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

JANUARY 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	795	74.0	0	0.0	227	83.3	0	0.0	63	79.4	57	94.7	194	75.8	36	63.9
ALLEGIANT AIR	2	50.0	0	0.0	31	74.2	10	80.0	0	0.0	0	0.0	0	0.0	0	0.0
AMERICAN AIRLINES	2316	70.6	1383	65.1	1728	66.1	0	0.0	5921	72.7	320	66.9	3357	68.2	2846	71.2
DELTA AIR LINES	2776	79.9	2365	78.0	1872	70.0	106	77.4	1065	67.6	4583	79.4	564	67.4	462	73.2
ENVOY AIR	0	0.0	0	0.0	0	0.0	0	0.0	1405	78.9	98	71.4	4017	70.9	0	0.0
FRONTIER AIRLINES	409	74.3	183	69.9	1401	68.5	109	65.1	363	64.2	76	73.7	292	64.0	712	58.6
JETBLUE AIRWAYS	600	67.3	403	63.3	1443	63.6	0	0.0	0	0.0	0	0.0	63	58.7	101	61.4
PSA AIRLINES	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	94	62.8	350	56.6	1445	71.8
REPUBLIC AIRWAYS	0	0.0	4603	73.6	67	73.1	0	0.0	95	58.9	133	78.9	3099	72.6	619	78.7
SKYWEST AIRLINES	3582	83.9	44	61.4	0	0.0	85	54.1	0	0.0	1965	70.5	5264	60.2	7	42.9
SOUTHWEST AIRLINES	1844	82.1	978	81.0	4152	79.2	4544	81.8	465	71.2	382	80.1	257	75.9	328	76.8
SPIRIT AIRLINES	278	70.1	546	64.3	1493	70.2	0	0.0	356	62.9	0	0.0	461	59.4	184	59.8
UNITED AIRLINES	2209	79.5	595	75.5	1381	82.6	0	0.0	702	79.1	359	74.7	7201	70.5	302	77.2
TOTAL	14,811	78.5	11,100	73.3	13,795	73.0	4,854	80.8	10,435	72.6	8,067	76.3	25,119	67.9	7,042	70.9

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

AIR TRAVEL CONSUMER REPORT

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

JANUARY 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	467	79.7	1064	75.1	5754	78.1	784	75.4	171	78.9	69	79.7
ALLEGIANT AIR	28	64.3	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
AMERICAN AIRLINES	4975	74.0	693	67.4	451	63.6	821	63.3	340	61.2	1193	68.4
DELTA AIR LINES	845	71.8	728	70.7	2373	79.2	1024	72.3	4448	81.8	1169	72.5
ENVOY AIR	1017	85.4	0	0.0	42	85.7	0	0.0	29	65.5	128	82.0
FRONTIER AIRLINES	625	73.1	148	74.3	86	77.9	216	76.9	309	80.9	501	69.1
JETBLUE AIRWAYS	129	73.6	118	78.8	0	0.0	375	73.1	36	66.7	435	64.1
PSA AIRLINES	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
REPUBLIC AIRWAYS	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	1	100.0
SKYWEST AIRLINES	2351	80.0	1098	77.2	2226	84.5	2627	77.9	2719	87.9	0	0.0
SOUTHWEST AIRLINES	5233	84.8	2748	76.8	490	86.3	707	79.8	939	83.5	1904	81.7
SPIRIT AIRLINES	7	71.4	0	0.0	0	0.0	0	0.0	0	0.0	244	70.1
UNITED AIRLINES	888	83.2	810	80.0	511	83.0	4559	79.6	520	80.6	783	83.7
TOTAL	16,565	79.4	7,407	75.5	11,933	79.6	11,113	76.8	9,511	82.7	6,427	75.2

* 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)

JANUARY 2026

	ARRIVAL AIRPORT*															
SCHEDULED ARRIVAL TIME	ATL	AUS	BNA	BOS	BWI	CLT	DCA	DEN	DFW	DTW	EWR	FLL	IAD	IAH	JFK	LAS
0600-0659	86.4	92.5	83.1	70.6	90.6	85.7	74.1	85.5	85.2	69.0	76.1	77.5	81.0	87.1	73.4	87.4
0700-0759	83.1	90.0	82.6	72.5	87.6	80.7	72.4	87.5	78.2	72.5	79.2	69.0	82.1	50.0	73.8	93.8
0800-0859	80.0	89.2	86.6	76.9	89.3	77.4	75.8	88.5	81.3	76.5	81.5	76.8	87.5	87.8	73.0	89.0
0900-0959	79.0	83.4	82.4	76.0	88.4	73.3	75.2	83.8	74.2	76.8	83.5	72.3	76.0	77.4	77.5	84.3
1000-1059	78.9	82.8	77.5	75.0	80.8	79.5	77.9	81.6	77.0	77.7	83.0	71.4	83.7	87.0	80.2	81.4
1100-1159	81.6	84.9	82.9	74.2	85.5	77.0	76.5	87.4	75.8	76.8	82.5	66.3	81.5	86.2	72.8	80.1
1200-1259	82.8	81.3	79.4	77.1	84.4	77.7	71.6	86.7	74.1	71.3	76.9	70.1	89.1	81.4	72.3	81.6
1300-1359	80.0	79.4	80.2	77.6	81.7	75.5	66.5	83.6	73.5	72.8	81.7	68.5	78.8	88.9	71.1	81.3
1400-1459	78.0	76.8	79.4	72.0	82.3	74.0	64.9	85.0	71.4	66.6	78.2	69.4	83.0	81.7	69.9	77.6
1500-1559	75.4	79.3	75.0	72.7	81.7	72.8	67.4	81.0	70.6	68.1	77.4	63.6	80.8	85.0	71.1	79.1
1600-1659	76.3	76.6	75.2	74.2	77.7	71.2	61.0	81.0	69.9	65.6	74.3	72.1	76.6	77.1	70.0	78.3
1700-1759	78.6	77.4	79.6	69.7	78.4	71.2	60.5	78.9	71.9	68.3	71.8	71.0	75.4	81.8	68.6	77.4
1800-1859	75.1	79.0	68.1	68.2	77.4	68.3	58.3	78.6	66.3	68.8	74.3	65.6	75.3	78.1	62.8	80.2
1900-1959	78.7	74.8	75.2	70.9	81.3	66.8	57.0	75.9	66.1	63.6	68.9	61.4	75.8	81.5	64.6	76.9
2000-2059	76.7	72.5	68.4	67.3	65.6	64.7	54.7	70.0	65.8	62.9	70.7	61.5	81.4	83.6	70.1	72.2
2100-2159	75.1	72.4	70.6	66.8	68.8	69.6	51.7	75.2	62.4	68.6	69.0	63.4	80.0	77.1	66.1	70.9
2200-2259	67.8	69.7	75.6	65.7	69.2	63.6	54.4	77.9	57.1	66.5	68.1	64.1	85.1	69.4	64.1	79.5
2300-0559	72.0	69.9	76.5	66.3	72.5	70.2	62.9	77.5	68.0	69.4	73.9	65.8	78.1	78.2	69.3	75.2
TOTAL	78.2	77.8	77.8	71.3	80.6	72.9	65.0	82.1	71.6	69.6	76.0	67.6	79.5	83.2	70.1	80.1

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

AIR TRAVEL CONSUMER REPORT

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

JANUARY 2026

	ARRIVAL AIRPORT*														
SCHEDULED ARRIVAL TIME	LAX	LGA	MCO	MDW	MIA	MSP	ORD	PHL	PHX	SAN	SEA	SFO	SLC	TPA	TOTAL
0600-0659	83.2	0.0	74.6	92.7	79.2	78.4	80.1	75.5	90.2	80.0	81.3	89.5	87.0	82.4	82.6
0700-0759	90.0	76.5	81.3	85.6	82.8	77.6	75.0	77.5	87.8	84.0	79.5	92.1	90.0	86.8	81.1
0800-0859	82.0	77.1	81.6	89.0	78.5	76.3	76.4	78.6	88.5	85.9	86.2	82.3	89.1	86.3	82.8
0900-0959	83.6	80.7	80.8	86.2	76.6	80.1	67.6	80.7	85.9	84.2	82.2	79.3	80.9	78.3	78.4
1000-1059	81.2	80.2	77.1	89.0	77.4	78.2	74.4	79.0	78.0	81.1	72.5	84.1	83.3	77.9	79.2
1100-1159	78.8	79.2	79.8	85.9	74.9	85.0	76.1	78.2	81.7	77.3	76.5	79.7	83.5	78.7	78.9
1200-1259	78.9	77.3	75.2	83.9	74.9	79.0	71.1	73.7	79.9	75.9	80.2	77.2	87.7	76.0	78.6
1300-1359	79.3	76.0	75.2	79.2	76.4	78.2	72.3	70.9	81.2	81.9	82.3	77.3	81.5	75.7	77.5
1400-1459	77.1	74.9	74.5	83.6	71.6	72.5	71.4	74.7	79.1	76.7	83.9	80.6	83.5	77.7	76.1
1500-1559	82.3	74.5	73.2	80.9	76.6	78.5	67.0	75.2	78.6	76.6	85.2	77.5	86.5	78.6	75.7
1600-1659	80.4	71.6	70.1	79.7	66.5	74.8	67.6	67.7	79.1	73.8	84.5	71.2	85.6	74.7	74.6
1700-1759	81.3	68.8	67.3	71.0	65.7	70.1	68.6	64.9	80.3	70.1	80.7	79.6	79.8	77.5	73.9
1800-1859	72.5	70.2	67.7	78.1	66.7	78.1	51.8	69.6	75.4	71.4	82.2	69.6	78.9	73.1	69.5
1900-1959	79.9	70.1	67.1	71.7	67.5	76.8	59.7	70.0	76.0	68.7	81.1	72.1	82.7	70.0	72.4
2000-2059	75.6	66.6	70.4	75.9	70.6	73.8	58.6	65.6	74.1	68.3	78.1	73.1	79.6	70.9	69.4
2100-2159	74.9	68.4	64.7	72.8	68.4	74.0	69.6	68.6	72.6	70.0	77.0	73.1	75.8	73.3	70.5
2200-2259	66.8	68.1	71.3	74.1	69.7	77.4	68.0	67.7	78.0	67.3	74.7	70.3	74.6	71.4	69.7
2300-0559	69.5	68.6	71.2	75.1	63.3	75.2	73.1	60.3	70.6	69.3	75.7	62.9	66.1	68.2	70.3
TOTAL	78.5	73.3	73.0	80.8	72.6	76.3	67.9	70.9	79.4	75.5	79.6	76.8	82.7	75.2	75.3

*** 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)

JANUARY 2026

	DEPARTURE AIRPORT*															
SCHEDULED DEPARTURE TIME	ATL	AUS	BNA	BOS	BWI	CLT	DCA	DEN	DFW	DTW	EWR	FLL	IAD	IAH	JFK	LAS
0600-0659	82.6	87.2	84.0	83.4	84.0	85.0	82.3	90.8	78.1	78.0	86.1	84.7	82.4	86.8	81.1	91.3
0700-0759	83.4	84.5	82.0	79.7	86.7	84.3	78.7	89.0	76.3	82.5	84.1	85.8	76.8	89.3	82.2	88.9
0800-0859	84.0	84.2	82.2	74.7	84.7	79.7	75.6	89.9	74.8	75.4	80.1	77.1	84.3	88.3	73.7	84.6
0900-0959	76.1	85.0	78.2	73.9	78.0	78.4	72.2	84.9	66.5	70.2	77.3	79.9	85.2	83.4	74.0	82.6
1000-1059	74.7	78.9	80.2	77.3	80.5	71.9	71.8	80.2	72.9	68.6	75.8	72.8	78.6	82.9	76.8	78.3
1100-1159	73.2	75.8	70.9	69.1	77.9	76.4	72.6	81.7	65.2	75.3	77.9	69.4	81.8	84.6	76.4	77.3
1200-1259	77.8	77.0	73.5	66.8	77.8	73.1	73.1	79.9	70.7	70.0	76.2	58.8	79.4	83.5	71.7	75.3
1300-1359	77.3	74.7	70.2	74.0	79.5	69.6	66.6	82.5	63.2	62.7	72.0	63.3	87.5	69.9	69.6	75.6
1400-1459	75.3	71.7	77.6	72.8	71.4	69.3	64.7	76.5	65.8	68.3	71.5	59.4	72.1	80.3	70.9	73.6
1500-1559	73.1	74.4	73.4	70.1	75.7	67.9	61.6	80.4	59.8	61.9	74.0	57.9	78.1	79.9	67.1	72.8
1600-1659	70.7	71.3	70.9	67.1	72.6	64.7	63.8	74.1	66.8	61.7	75.7	57.2	76.4	78.1	70.3	71.9
1700-1759	71.0	69.7	69.0	67.3	67.3	68.1	60.5	77.6	60.5	56.2	70.1	61.2	76.0	72.7	68.6	73.6
1800-1859	74.3	72.9	72.2	65.6	71.5	65.9	60.0	66.3	59.4	64.4	67.4	56.3	73.1	81.9	63.7	72.8
1900-1959	69.4	77.3	66.5	65.2	65.8	65.0	60.9	76.4	58.1	63.9	70.1	55.6	81.7	72.2	62.7	76.6
2000-2059	68.7	55.6	71.9	67.1	67.2	66.0	60.1	72.1	60.6	58.7	68.8	53.2	64.0	81.7	59.7	68.5
2100-2159	74.8	68.0	59.6	45.3	58.6	64.8	53.2	74.9	63.3	62.6	72.2	44.9	50.0	82.6	63.0	70.1
2200-2259	72.8	67.6	60.7	0.0	51.6	66.7	54.7	53.9	55.9	64.3	53.9	44.0	78.0	77.2	57.2	69.7
2300-0559	73.3	90.3	85.8	83.0	91.7	82.4	79.8	86.3	75.5	82.3	85.9	90.6	66.7	86.6	82.4	83.1
TOTAL	74.9	77.5	75.6	72.3	76.1	70.5	67.9	79.9	66.2	68.2	75.3	65.3	79.2	82.1	71.4	78.5

*** 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)

JANUARY 2026

	DEPARTURE AIRPORT*														
SCHEDULED DEPARTURE TIME	LAX	LGA	MCO	MDW	MIA	MSP	ORD	PHL	PHX	SAN	SEA	SFO	SLC	TPA	TOTAL
0600-0659	88.4	84.1	87.7	89.3	86.0	85.8	85.7	78.9	93.1	92.9	88.6	88.9	91.5	88.4	86.0
0700-0759	88.4	85.2	87.0	88.0	84.2	82.4	83.9	80.8	91.4	92.0	84.7	88.0	88.6	87.0	85.0
0800-0859	84.7	81.2	86.3	86.5	83.8	81.2	76.0	75.6	88.5	85.9	83.7	88.0	90.8	90.6	81.7
0900-0959	81.0	79.3	80.2	85.4	78.9	74.8	70.7	77.2	85.7	82.7	80.2	81.6	85.8	84.2	79.0
1000-1059	76.7	77.8	74.7	84.9	70.5	69.4	66.8	74.3	80.5	84.2	79.3	76.5	86.8	76.5	75.8
1100-1159	76.3	77.0	74.6	79.3	70.2	75.3	67.4	75.4	79.0	77.6	69.2	79.4	80.2	75.5	75.1
1200-1259	72.1	76.7	72.4	77.7	69.0	75.5	68.1	76.0	79.3	74.1	76.1	78.4	81.1	75.8	74.3
1300-1359	73.2	72.3	70.4	79.5	67.6	77.8	69.6	67.6	75.4	70.9	76.1	76.4	82.2	70.1	73.5
1400-1459	73.3	71.3	68.5	77.3	71.7	69.8	67.6	69.8	78.2	73.6	77.7	71.9	75.7	69.5	71.6
1500-1559	74.7	70.7	65.8	71.2	64.3	70.2	67.9	64.6	70.9	71.6	77.1	73.0	83.2	75.8	70.6
1600-1659	81.4	70.9	66.8	67.0	68.0	70.2	63.0	72.7	74.2	69.3	78.2	77.9	82.4	73.9	70.5
1700-1759	80.0	69.9	68.4	74.6	64.5	72.0	64.8	64.0	71.5	71.0	80.0	78.4	82.5	69.1	70.4
1800-1859	74.8	67.2	57.9	66.1	63.8	68.7	60.3	65.4	73.0	70.2	79.7	79.3	83.0	72.2	68.5
1900-1959	79.0	68.7	61.8	76.1	61.4	70.2	58.3	69.6	69.0	70.2	80.5	77.0	66.7	69.6	67.1
2000-2059	80.1	68.3	57.3	76.0	59.6	74.4	59.9	60.3	69.9	63.1	76.3	78.2	79.9	65.9	67.2
2100-2159	75.9	71.6	56.9	82.9	62.9	76.3	60.8	67.6	70.1	74.8	75.7	78.0	84.1	55.9	67.9
2200-2259	75.6	68.6	32.4	58.2	67.5	76.7	75.0	62.5	68.8	74.9	72.5	71.9	84.4	68.8	68.7
2300-0559	77.9	73.3	78.8	92.5	83.6	88.7	83.6	82.8	83.0	0.0	79.5	79.3	77.3	92.3	82.0
TOTAL	78.9	74.9	71.7	79.8	70.1	74.7	67.9	71.7	78.4	78.0	78.5	79.6	83.4	77.4	74.3

*** 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
JANUARY 2026

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Aberdeen, SD (ABR)	77.0	78.7	61	61
Abilene, TX (ABI)	79.1	79.1	148	148
Adak Island, AK (ADK)	88.9	77.8	9	9
Aguadilla, PR (BQN)	65.5	66.1	174	174
Akron, OH (CAK)	61.9	69.3	352	352
Albany, NY (ALB)	71.1	76.9	911	910
Albuquerque, NM (ABQ)	81.9	85.3	1755	1759
Alexandria, LA (AEX)	80.6	83.6	67	67
Allentown/Bethlehem/Easton, PA (ABE)	67.0	71.9	261	260
Alpena, MI (APN)	62.3	71.7	53	53
Amarillo, TX (AMA)	81.0	84.0	394	394
Anchorage, AK (ANC)	69.7	73.3	1338	1339
Appleton, WI (ATW)	67.1	68.3	611	612
Arcata/Eureka, CA (ACV)	77.5	85.0	160	160
Asheville, NC (AVL)	70.6	71.9	637	637
Ashland, WV (HTS)	44.4	25.9	27	27
Aspen, CO (ASE)	64.7	62.2	1037	1037
Atlanta, GA (ATL)	78.2	74.9	24590	24595
Atlantic City, NJ (ACY)	60.4	67.1	212	210
Augusta, GA (AGS)	68.5	76.4	162	161
Austin, TX (AUS)	77.8	77.5	6707	6707
Bakersfield, CA (BFL)	65.9	67.2	264	265
Baltimore, MD (BWI)	80.6	76.1	6932	6934
Bangor, ME (BGR)	59.9	59.9	147	147
Barrow, AK (BRW)	53.3	53.3	30	30
Baton Rouge, LA (BTR)	77.3	78.1	362	360
Beaumont/Port Arthur, TX (BPT)	77.0	82.0	61	61
Belleville, IL (BLV)	84.4	80.5	77	77
Bellingham, WA (BLI)	81.0	85.9	163	163
Bemidji, MN (BJI)	65.6	77.0	61	61
Bend/Redmond, OR (RDM)	79.9	81.5	487	487
Bethel, AK (BET)	56.7	35.0	60	60
Billings, MT (BIL)	80.5	90.1	333	334
Binghamton, NY (BGM)	29.6	33.3	27	27
Birmingham, AL (BHM)	77.3	82.1	1244	1243
Bishop, CA (BIH)	82.6	85.3	69	68
Bismarck/Mandan, ND (BIS)	75.9	75.9	266	266
Bloomington/Normal, IL (BMI)	76.1	81.9	138	138
Boise, ID (BOI)	81.7	87.2	1911	1910
Boston, MA (BOS)	71.3	72.3	10296	10298
Bozeman, MT (BZN)	79.2	83.9	890	890
Brainerd, MN (BRD)	75.5	77.4	53	53
Bristol/Johnson City/Kingsport, TN (TRI)	76.7	68.3	60	60
Brownsville, TX (BRO)	80.5	81.4	118	118
Brunswick, GA (BQK)	0.0	0.0	4	4
Buffalo, NY (BUF)	66.5	72.7	1354	1354
Burbank, CA (BUR)	83.0	85.6	2143	2141
Burlington, VT (BTV)	66.0	70.9	444	443
Butte, MT (BTM)	90.2	93.4	61	61
Carlsbad, CA (CLD)	74.2	85.5	62	62
Casper, WY (CPR)	77.5	88.9	218	217
Cedar City, UT (CDC)	96.2	96.2	53	53
Cedar Rapids/Iowa City, IA (CID)	70.2	74.4	684	684
Champaign/Urbana, IL (CMI)	67.8	77.2	149	149
Charleston, SC (CHS)	72.3	77.7	1817	1817
Charleston/Dunbar, WV (CRW)	52.9	58.6	274	273
Charlotte Amalie, VI (STT)	64.8	62.8	602	602
Charlotte, NC (CLT)	72.9	70.5	14228	14222
Charlottesville, VA (CHO)	62.7	66.1	126	127
Chattanooga, TN (CHA)	72.1	75.8	341	339
Cheyenne, WY (CYS)	75.8	83.9	62	62
Chicago, IL (MDW)	80.8	79.8	4854	4848
Chicago, IL (ORD)	67.9	67.9	25119	25131
Christiansted, VI (STX)	62.7	67.1	161	161
Cincinnati, OH (CVG)	72.3	77.5	2382	2380
Clarksburg/Fairmont, WV (CKB)	44.4	44.4	9	9
Cleveland, OH (CLE)	70.7	75.1	2876	2874
Cody, WY (COD)	74.2	77.4	62	62
College Station/Bryan, TX (CLL)	79.3	82.6	92	92
Colorado Springs, CO (COS)	76.8	80.7	920	924
Columbia, MO (COU)	68.7	74.3	307	307
Columbia, SC (CAE)	70.0	73.5	450	446
Columbus, MS (GTR)	77.4	77.4	31	31
Columbus, OH (CMH)	74.5	77.7	3304	3296
Columbus, OH (LCK)	80.6	76.2	62	63
Concord, NC (USA)	69.2	69.2	52	52
Cordova, AK (CDV)	66.7	70.0	60	60
Corpus Christi, TX (CRP)	77.9	82.1	331	330
Dallas, TX (DAL)	80.5	74.9	5470	5470
Dallas/Fort Worth, TX (DFW)	71.6	66.2	24229	24229
Dayton, OH (DAY)	66.2	71.3	631	630
Daytona Beach, FL (DAB)	74.1	75.5	301	302

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

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Deadhorse, AK (SCC)	69.0	71.4	42	42
Decatur, IL (DEC)	52.8	67.9	53	53
Denver, CO (DEN)	82.1	79.9	24485	24484
Des Moines, IA (DSM)	71.9	74.5	1126	1122
Detroit, MI (DTW)	69.6	68.2	9510	9518
Devils Lake, ND (DVL)	73.6	66.0	53	53
Dickinson, ND (DIK)	72.1	72.1	61	61
Dodge City, KS (DDC)	71.7	75.5	53	53
Dothan, AL (DHN)	63.6	63.6	22	22
Duluth, MN (DLH)	53.4	61.5	118	117
Durango, CO (DRO)	77.7	83.1	355	355
Eagle, CO (EGE)	68.8	66.8	685	683
Eau Claire, WI (EAU)	60.4	60.4	53	53
El Paso, TX (ELP)	77.2	82.8	1287	1289
Elko, NV (EKO)	83.7	87.8	49	49
Elmira/Corning, NY (ELM)	68.2	69.3	88	88
Escanaba, MI (ESC)	71.7	77.4	53	53
Eugene, OR (EUG)	84.9	85.7	642	644
Evansville, IN (EVV)	72.7	75.7	139	140
Everett, WA (PAE)	85.7	83.1	154	154
Fairbanks, AK (FAI)	77.7	79.4	354	355
Fargo, ND (FAR)	69.8	69.9	579	578
Farmington, NM (FMN)	87.1	67.7	31	31
Fayetteville, AR (XNA)	76.5	79.1	1076	1077
Fayetteville, NC (FAY)	62.0	65.3	50	49
Flagstaff, AZ (FLG)	73.0	76.5	115	115
Flint, MI (FNT)	62.4	69.9	282	282
Fort Dodge, IA (FOD)	62.3	71.7	53	53
Fort Lauderdale, FL (FLL)	67.6	65.3	8596	8607
Fort Myers, FL (RSW)	70.8	73.8	3452	3454
Fort Smith, AR (FSM)	75.0	75.3	92	93
Fort Wayne, IN (FWA)	67.4	70.2	516	517
Fresno, CA (FAT)	79.4	79.0	1022	1022
Gainesville, FL (GNV)	82.1	82.1	195	195
Garden City, KS (GCK)	71.0	74.2	62	62
Gillette, WY (GCC)	72.6	79.0	62	62
Grand Forks, ND (GFK)	71.6	72.3	102	101
Grand Island, NE (GRI)	69.1	69.1	81	81
Grand Junction, CO (GJT)	83.1	85.9	356	355
Grand Rapids, MI (GRR)	66.2	70.2	1393	1393
Great Falls, MT (GTF)	90.5	92.1	190	190

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Green Bay, WI (GRB)	58.7	73.2	341	343
Greensboro/High Point, NC (GSO)	69.6	76.1	787	784
Greer, SC (GSP)	69.8	75.0	1111	1109
Guam, TT (GUM)	85.5	87.1	62	62
Gulf Shores, AL (GUF)	79.4	76.5	34	34
Gulfport/Biloxi, MS (GPT)	72.5	75.3	236	235
Gunnison, CO (GUC)	72.5	78.5	149	149
Hagerstown, MD (HGR)	61.1	55.6	18	18
Hancock/Houghton, MI (CMX)	54.8	53.2	62	62
Harlingen/San Benito, TX (HRL)	83.2	85.7	322	322
Harrisburg, PA (MDT)	67.0	73.6	485	485
Hartford, CT (BDL)	70.9	74.4	1694	1693
Hattiesburg/Laurel, MS (PIB)	73.6	81.1	53	53
Hayden, CO (HDN)	78.6	83.7	374	374
Hays, KS (HYS)	75.5	77.4	53	53
Helena, MT (HLN)	89.4	95.9	123	123
Hibbing, MN (HIB)	79.2	81.1	53	53
Hilo, HI (ITO)	78.6	79.1	570	570
Hilton Head, SC (HHH)	79.1	76.1	67	67
Hobbs, NM (HOB)	77.4	75.8	62	62
Honolulu, HI (HNL)	77.1	80.1	5054	5054
Houston, TX (HOU)	85.2	83.2	4079	4081
Houston, TX (IAH)	83.2	82.1	9654	9656
Huntsville, AL (HSV)	69.8	75.0	570	572
Idaho Falls, ID (IDA)	81.2	84.4	325	327
Indianapolis, IN (IND)	74.4	77.1	3698	3690
International Falls, MN (INL)	67.9	75.5	53	53
Iron Mountain/Kingsfd, MI (IMT)	51.6	51.6	62	62
Islip, NY (ISP)	75.0	73.1	432	435
Jackson, WY (JAC)	78.4	76.3	575	575
Jackson/Vicksburg, MS (JAN)	79.4	82.2	480	478
Jacksonville, FL (JAX)	74.7	78.8	2153	2156
Jacksonville/Camp Lejeune, NC (OAJ)	0.0		1	0
Jamestown, ND (JMS)	81.1	79.2	53	53
Johnstown, PA (JST)	55.7	67.2	61	61
Joplin, MO (JLN)	73.8	85.2	61	61
Juneau, AK (JNU)	69.7	69.7	333	333
Kahului, HI (OGG)	80.5	79.9	2169	2169
Kalamazoo, MI (AZO)	52.5	63.1	141	141
Kalispell, MT (FCA)	74.5	75.2	259	258
Kansas City, MO (MCI)	78.1	81.4	3509	3508

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

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Kearney, NE (EAR)	75.5	75.5	53	53
Ketchikan, AK (KTN)	68.7	67.0	182	182
Key West, FL (EYW)	73.5	69.6	890	889
Killeen, TX (GRK)	66.2	71.0	145	145
Knoxville, TN (TYS)	66.5	71.4	923	921
Kodiak, AK (ADQ)	61.7	49.2	60	59
Kona, HI (KOA)	79.9	81.7	1425	1424
Kotzebue, AK (OTZ)	60.0	56.7	30	30
La Crosse, WI (LSE)	65.1	79.5	83	83
Lafayette, IN (LAF)	65.3	69.4	49	49
Lafayette, LA (LFT)	73.1	74.9	260	259
Lake Charles, LA (LCH)	77.6	77.6	67	67
Lansing, MI (LAN)	57.0	65.5	165	165
Laramie, WY (LAR)	81.1	81.1	53	53
Laredo, TX (LRD)	81.7	83.2	131	131
Las Vegas, NV (LAS)	80.1	78.5	13709	13695
Latrobe, PA (LBE)	60.0	60.0	25	25
Lawton/Fort Sill, OK (LAW)	73.1	73.1	93	93
Lewiston, ID (LWS)	90.3	87.1	62	62
Lexington, KY (LEX)	70.0	76.1	640	636
Liberal, KS (LBL)	79.2	88.7	53	53
Lihue, HI (LIH)	78.0	82.0	1328	1328
Lincoln, NE (LNK)	63.6	77.3	242	242
Little Rock, AR (LIT)	76.9	80.8	1004	1004
Long Beach, CA (LGB)	87.8	88.9	1217	1217
Longview, TX (GGG)	74.2	72.6	62	62
Los Angeles, CA (LAX)	78.5	78.9	14811	14815
Louisville, KY (SDF)	73.7	78.1	1577	1578
Lubbock, TX (LBB)	77.1	80.0	541	541
Madison, WI (MSN)	63.1	72.3	1026	1022
Manchester, NH (MHT)	71.8	75.2	411	411
Manhattan/Ft. Riley, KS (MHK)	74.4	79.8	129	129
Marquette, MI (MQT)	49.5	49.5	97	97
Mason City, IA (MCW)	60.4	62.3	53	53
Medford, OR (MFR)	76.2	78.1	424	425
Melbourne, FL (MLB)	78.5	79.6	270	270
Memphis, TN (MEM)	68.8	73.6	1727	1727
Meridian, MS (MEI)	69.8	83.0	53	53
Miami, FL (MIA)	72.6	70.1	10435	10439
Midland/Odessa, TX (MAF)	81.3	84.6	683	682
Milwaukee, WI (MKE)	70.5	75.1	2078	2077
Minneapolis, MN (MSP)	76.3	74.7	8067	8055
Minot, ND (MOT)	74.7	78.5	158	158
Mission/McAllen/Edinburg, TX (MFE)	73.6	80.1	398	397
Missoula, MT (MSO)	77.5	85.6	360	360
Mobile, AL (MOB)	79.6	80.6	181	180
Moline, IL (MLI)	70.4	74.7	304	304
Monroe, LA (MLU)	83.3	84.8	66	66
Monterey, CA (MRY)	81.7	87.9	339	338
Montgomery, AL (MGM)	63.3	66.1	109	109
Montrose/Delta, CO (MTJ)	78.2	79.5	293	293
Morgantown, WV (MGW)	42.6	45.9	61	61
Mosinee, WI (CWA)	68.2	77.3	66	66
Myrtle Beach, SC (MYR)	73.4	75.1	738	739
Nashville, TN (BNA)	77.8	75.6	7850	7853
New Bern/Morehead/Beaufort, NC (EWN)	60.0	60.0	5	5
New Orleans, LA (MSY)	76.9	79.3	3901	3901
New York, NY (JFK)	70.1	71.4	8020	8022
New York, NY (LGA)	73.3	74.9	11100	11099
Newark, NJ (EWR)	76.0	75.3	10025	9977
Newburgh/Poughkeepsie, NY (SWF)	88.9	71.7	45	46
Niagara Falls, NY (IAG)	70.0	56.7	30	30
Nome, AK (OME)	46.7	46.7	30	30
Norfolk, VA (ORF)	70.4	77.1	1390	1390
North Bend/Coos Bay, OR (OTH)	82.4	76.5	17	17
North Platte, NE (LBF)	68.5	77.4	54	53
Oakland, CA (OAK)	87.0	86.5	2406	2408
Oklahoma City, OK (OKC)	74.2	80.2	1735	1736
Omaha, NE (OMA)	75.6	80.6	1945	1945
Ontario, CA (ONT)	81.9	82.3	1888	1892
Orlando, FL (MCO)	73.0	71.7	13795	13786
Pago Pago, TT (PPG)	64.3	78.6	14	14
Palm Springs, CA (PSP)	77.3	77.8	1562	1560
Panama City, FL (ECP)	78.2	85.2	478	479
Pasco/Kennewick/Richland, WA (PSC)	79.3	85.3	517	518
Pellston, MI (PLN)	47.2	49.1	53	53
Pensacola, FL (PNS)	72.4	76.5	923	924
Peoria, IL (PIA)	70.1	75.2	441	440
Petersburg, AK (PSG)	61.7	70.0	60	60
Philadelphia, PA (PHL)	70.9	71.7	7042	7049
Phoenix, AZ (AZA)	76.1	83.2	524	524
Phoenix, AZ (PHX)	79.4	78.4	16565	16564

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

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Pierre, SD (PIR)	81.1	77.4	53	53
Pittsburgh, PA (PIT)	73.7	77.8	3102	3099
Plattsburgh, NY (PBG)	71.8	51.3	39	39
Pocatello, ID (PIH)	87.1	90.3	31	31
Ponce, PR (PSE)	63.2	69.5	57	59
Portland, ME (PWM)	73.0	74.8	556	556
Portland, OR (PDX)	82.3	83.9	4543	4537
Portsmouth, NH (PSM)	84.0	68.0	25	25
Prescott, AZ (PRC)	72.0	84.9	93	93
Presque Isle/Houlton, ME (PQI)	71.0	90.3	31	31
Providence, RI (PVD)	68.2	74.2	1099	1098
Provo, UT (PVU)	75.0	82.5	200	200
Punta Gorda, FL (PGD)	69.9	73.8	685	682
Raleigh/Durham, NC (RDU)	72.4	75.5	4161	4163
Rapid City, SD (RAP)	75.4	81.5	309	308
Redding, CA (RDD)	83.2	87.8	149	148
Reno, NV (RNO)	83.5	87.0	1661	1664
Rhinelander, WI (RHI)	75.4	78.7	61	61
Richmond, VA (RIC)	68.1	73.4	1494	1495
Riverton/Lander, WY (RIW)	80.6	87.3	62	63
Roanoke, VA (ROA)	71.7	75.2	127	129
Rochester, MN (RST)	55.2	61.9	105	105
Rochester, NY (ROC)	68.2	67.5	759	754
Rock Springs, WY (RKS)	74.2	75.8	62	62
Rockford, IL (RFD)	81.4	64.3	70	70
Roswell, NM (ROW)	72.1	75.4	61	61
Sacramento, CA (SMF)	82.4	83.6	4134	4130
Saginaw/Bay City/Midland, MI (MBS)	57.1	68.6	175	175
Saipan, TT (SPN)	90.3	83.9	31	31
Salina, KS (SLN)	74.7	82.4	91	91
Salt Lake City, UT (SLC)	82.7	83.4	9511	9515
San Angelo, TX (SJT)	77.2	75.0	92	92
San Antonio, TX (SAT)	75.9	80.9	2916	2921
San Diego, CA (SAN)	75.5	78.0	7407	7406
San Francisco, CA (SFO)	76.8	79.6	11113	11113
San Jose, CA (SJC)	86.1	87.2	3095	3099
San Juan, PR (SJU)	62.5	64.7	3289	3306
San Luis Obispo, CA (SBP)	80.9	83.8	470	470
Sanford, FL (SFB)	66.9	72.9	767	767
Santa Ana, CA (SNA)	84.0	83.1	3611	3611
Santa Barbara, CA (SBA)	82.8	83.4	663	664

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Santa Fe, NM (SAF)	78.0	78.8	363	363
Santa Maria, CA (SMX)	77.1	80.0	70	70
Santa Rosa, CA (STS)	79.6	80.5	363	364
Sarasota/Bradenton, FL (SRQ)	73.7	78.8	1603	1601
Sault Ste. Marie, MI (CIU)	50.0	62.9	62	62
Savannah, GA (SAV)	72.8	78.4	1253	1257
Scottsbluff, NE (BFF)	77.4	90.6	53	53
Scranton/Wilkes-Barre, PA (AVP)	68.0	77.7	103	103
Seattle, WA (SEA)	79.6	78.5	11933	11927
Sheridan, WY (SHR)	77.4	79.0	62	62
Shreveport, LA (SHV)	68.2	68.1	443	442
Sioux City, IA (SUX)	79.5	79.5	88	88
Sioux Falls, SD (FSD)	74.4	79.9	613	612
Sitka, AK (SIT)	55.4	71.7	92	92
South Bend, IN (SBN)	60.8	63.4	648	648
Spokane, WA (GEG)	80.9	84.2	1406	1404
Springfield, IL (SPI)	68.1	78.3	69	69
Springfield, MO (SGF)	78.3	80.2	571	571
St. Cloud, MN (STC)	88.2	70.6	17	17
St. George, UT (SGU)	81.4	85.0	387	387
St. Louis, MO (STL)	81.0	78.0	4683	4683
St. Petersburg, FL (PIE)	71.9	81.4	633	633
State College, PA (SCE)	82.1	79.5	39	39
Stillwater, OK (SWO)	72.6	72.6	62	62
Stockton, CA (SCK)	79.1	67.4	43	43
Sun Valley/Hailey/Ketchum, ID (SUN)	77.5	80.4	333	331
Syracuse, NY (SYR)	67.8	71.4	737	740
Tallahassee, FL (TLH)	77.5	81.5	346	346
Tampa, FL (TPA)	75.2	77.4	6427	6432
Texarkana, AR (TXK)	74.2	77.4	62	62
Toledo, OH (TOL)	89.7	84.6	39	39
Traverse City, MI (TVC)	57.1	57.9	252	252
Trenton, NJ (TTN)	71.7	78.7	60	61
Tucson, AZ (TUS)	76.9	83.3	1739	1738
Tulsa, OK (TUL)	76.7	82.2	1331	1332
Twin Falls, ID (TWF)	82.0	90.2	61	61
Tyler, TX (TYR)	68.5	73.1	92	93
Valparaiso, FL (VPS)	76.5	78.8	609	609
Vero Beach, FL (VRB)	69.4	58.1	62	62
Victoria, TX (VCT)	69.8	83.0	53	53
Waco, TX (ACT)	73.1	78.5	93	93

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

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Washington, DC (DCA)	65.0	67.9	11858	11858
Washington, DC (IAD)	79.5	79.2	4194	4248
Waterloo, IA (ALO)	61.1	70.4	54	54
Watertown, SD (ATY)	78.7	82.0	61	61
West Palm Beach/Palm Beach, FL (PBI)	66.5	69.0	3109	3108
White Plains, NY (HPN)	64.2	65.9	915	915
Wichita Falls, TX (SPS)	79.0	72.6	62	62
Wichita, KS (ICT)	77.8	81.8	864	863
Williston, ND (XWA)	67.6	64.1	185	184
Wilmington, NC (ILM)	68.9	73.7	498	499
Worcester, MA (ORH)	71.4	54.0	63	63
Wrangell, AK (WRG)	61.7	63.3	60	60
Yakutat, AK (YAK)	66.1	65.0	59	60
Yuma, AZ (YUM)	82.8	88.3	180	180

AIR TRAVEL CONSUMER REPORT

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

JANUARY 2026

CARRIER[1]	AT ALL US AIRPORTS				
	NUMBER OF AIRPORTS REPORTED	FLIGHT OPERATIONS SCHEDULED	FLIGHT OPERATIONS CANCELLED	PERCENT OF OPERATIONS CANCELLED	RANK
ALLEGIANT AIR	**121**	**8963**	**218**	**2.4**	**1**
ALASKA AIRLINES NETWORK[1]	**109**	**39448**	**994**	**2.5**	**2**
- ALASKA AIRLINES	88	26436	533	2.0	
- BRANDED CODESHARE PARTNERS	59	13012	461	3.5	
SOUTHWEST AIRLINES	**104**	**104002**	**2730**	**2.6**	**3**
UNITED AIRLINES NETWORK	**219**	**118511**	**3860**	**3.3**	**4**
- UNITED AIRLINES	121	63781	1515	2.4	
- BRANDED CODESHARE PARTNERS	201	54730	2345	4.3	
FRONTIER AIRLINES	**84**	**15382**	**547**	**3.6**	**5**
DELTA AIR LINES NETWORK	**210**	**127122**	**5692**	**4.5**	**6**
- DELTA AIR LINES	144	79198	3121	3.9	
- BRANDED CODESHARE PARTNERS	189	47924	2571	5.4	
JETBLUE AIRWAYS	**58**	**18109**	**1201**	**6.6**	**7**
SPIRIT AIRLINES	**50**	**11915**	**857**	**7.2**	**8**
AMERICAN AIRLINES NETWORK	**228**	**159501**	**12979**	**8.1**	**9**
- AMERICAN AIRLINES	119	76772	6854	8.9	
- BRANDED CODESHARE PARTNERS	211	82729	6125	7.4	
TOTAL AIRPORTS SERVED	**359**	**602,953**	**29,078**	**4.8**	

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

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

AIR TRAVEL CONSUMER REPORT

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

JANUARY 2026

CARRIER[1]	AT ALL US AIRPORTS				
	NUMBER OF AIRPORTS REPORTED	FLIGHT OPERATIONS SCHEDULED	FLIGHT OPERATIONS CANCELLED	PERCENT OF OPERATIONS CANCELLED	RANK
ALASKA AIRLINES[2]	88	26436	533	2.0	1
UNITED AIRLINES	121	63781	1515	2.4	2
ALLEGIANT AIR	121	8963	218	2.4	3
SOUTHWEST AIRLINES	104	104002	2730	2.6	4
SKYWEST AIRLINES	234	66168	2192	3.3	5
FRONTIER AIRLINES	84	15382	547	3.6	6
DELTA AIR LINES	144	79198	3121	3.9	7
ENVOY AIR	152	24155	1180	4.9	8
JETBLUE AIRWAYS	58	18109	1201	6.6	9
SPIRIT AIRLINES	50	11915	857	7.2	10
REPUBLIC AIRWAYS	78	29572	2420	8.2	11
AMERICAN AIRLINES	119	76772	6854	8.9	12
PSA AIRLINES	101	19550	2267	11.6	13
TOTAL AIRPORTS SERVED	342	544,003	25,635	4.7	

[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 7. CAUSES OF DELAY, BY REPORTING MARKETING CARRIER

JANUARY 2026

CARRIER	TOTAL RECORDS	ON TIME	% ON TIME	CANCELLED	% CANCELLED	DIVERTED	% DIVERTED	AIR CARRIER DELAY	% AIR CARRIER DELAY	EXTREME WEATHER DELAY	% EXTREME WEATHER DELAY	NATIONAL AVIATION SYSTEM DELAY	% NATIONAL AVIATION SYSTEM DELAY	SECURITY DELAY	% SECURITY DELAY	LATE ARRIVING AIRCRAFT DELAY	% LATE ARRIVING AIRCRAFT DELAY
ALASKA AIRLINES NETWORK[1]	**39448**	**30721**	**77.88**	**994**	**2.52**	**164**	**0.42**	**2431**	**6.16**	**375**	**0.95**	**1738**	**4.41**	**34**	**0.09**	**2991**	**7.58**
- ALASKA AIRLINES	26436	20370	77.05	533	2.02	104	0.39	1851	7.00	257	0.97	1235	4.67	31	0.12	2056	7.78
- BRANDED CODESHARE PARTNERS	13012	10351	79.55	461	3.54	60	0.46	581	4.47	118	0.91	503	3.87	3	0.02	936	7.19
ALLEGIANT AIR	**8963**	**6620**	**73.86**	**218**	**2.43**	**29**	**0.32**	**499**	**5.57**	**153**	**1.71**	**588**	**6.56**	**15**	**0.17**	**841**	**9.38**
AMERICAN AIRLINES NETWORK	**159501**	**112867**	**70.76**	**12979**	**8.14**	**387**	**0.24**	**10407**	**6.52**	**2378**	**1.49**	**8013**	**5.02**	**51**	**0.03**	**12419**	**7.79**
- AMERICAN AIRLINES	76772	53023	69.07	6854	8.93	178	0.23	5967	7.77	783	1.02	3750	4.88	31	0.04	6186	8.06
- BRANDED CODESHARE PARTNERS	82729	59844	72.34	6125	7.40	209	0.25	4440	5.37	1595	1.93	4263	5.15	20	0.02	6233	7.53
DELTA AIR LINES NETWORK	**127122**	**96223**	**75.69**	**5692**	**4.48**	**237**	**0.19**	**10140**	**7.98**	**1907**	**1.50**	**6677**	**5.25**	**22**	**0.02**	**6224**	**4.90**
- DELTA AIR LINES	79198	60939	76.95	3121	3.94	138	0.17	5703	7.20	503	0.64	4458	5.63	15	0.02	4321	5.46
- BRANDED CODESHARE PARTNERS	47924	35284	73.62	2571	5.36	99	0.21	4437	9.26	1404	2.93	2218	4.63	7	0.01	1903	3.97
FRONTIER AIRLINES	**15382**	**10672**	**69.38**	**547**	**3.56**	**18**	**0.12**	**1131**	**7.35**	**71**	**0.46**	**1198**	**7.79**	**0**	**0.00**	**1745**	**11.34**
JETBLUE AIRWAYS	**18109**	**11536**	**63.70**	**1201**	**6.63**	**33**	**0.18**	**1539**	**8.50**	**100**	**0.55**	**1784**	**9.85**	**13**	**0.07**	**1903**	**10.51**
SOUTHWEST AIRLINES	**104002**	**85711**	**82.41**	**2730**	**2.62**	**152**	**0.15**	**4967**	**4.78**	**157**	**0.15**	**3932**	**3.78**	**59**	**0.06**	**6294**	**6.05**
SPIRIT AIRLINES	**11915**	**7940**	**66.64**	**857**	**7.19**	**11**	**0.09**	**1017**	**8.54**	**53**	**0.44**	**1047**	**8.79**	**14**	**0.12**	**976**	**8.19**
UNITED AIRLINES NETWORK	**118511**	**91637**	**77.32**	**3860**	**3.26**	**245**	**0.21**	**7658**	**6.46**	**1016**	**0.86**	**7242**	**6.11**	**3**	**0.00**	**6849**	**5.78**
- UNITED AIRLINES	63781	51010	79.98	1515	2.38	90	0.14	3391	5.32	461	0.72	4359	6.83	0	0.00	2955	4.63
- BRANDED CODESHARE PARTNERS	54730	40627	74.23	2345	4.28	155	0.28	4267	7.80	555	1.01	2883	5.27	3	0.01	3895	7.12
TOTAL	**602,953**	**453,927**	**75.28**	**29,078**	**4.82**	**1,276**	**0.21**	**39,789**	**6.60**	**6,210**	**1.03**	**32,219**	**5.34**	**210**	**0.03**	**40,243**	**6.67**

*** Causes of Delay:**

- **Air Carrier Delay: The cause of the cancellation or delay was due to circumstances within the airline's control (e.g. maintenance or crew problems, etc.).**
- **Extreme Weather Delay: Significant meteorological conditions (actual or forecasted) that, in the judgment of the carrier, delays or prevents the operation of a flight.**
- **National Aviation System Delay: Delays and cancellations attributable to the national aviation system refer to a broad set of conditions -- non-extreme weather conditions, airport operations, heavy traffic volume, air traffic control, etc.**
- **Security Delay: Delays caused by evacuation of terminal or concourse, re-boarding of aircraft because of security breach, inoperative screening equipment and long lines more than 29 minutes at screening areas.**
- **Late Arriving Aircraft Delay: Previous flight with same aircraft arrived late which caused the present flight to depart late.**

A "cancelled" flight is a flight that was not operated but was in the carrier's computer reservation system within 7 days of the scheduled departure. A "diverted" flight is a flight which is operated from the scheduled origin point to a point other than the scheduled destination point in the carrier's published schedule.

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

AIR TRAVEL CONSUMER REPORT

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

JANUARY 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	26436	20370	77.05	533	2.02	104	0.39	1851	7.00	257	0.97	1235	4.67	31	0.12	2056	7.78
ALLEGIANT AIR	8963	6620	73.86	218	2.43	29	0.32	499	5.57	153	1.71	588	6.56	15	0.17	841	9.38
AMERICAN AIRLINES	76772	53023	69.07	6854	8.93	178	0.23	5967	7.77	783	1.02	3750	4.88	31	0.04	6186	8.06
DELTA AIR LINES	79198	60939	76.95	3121	3.94	138	0.17	5703	7.20	503	0.64	4458	5.63	15	0.02	4321	5.46
ENVOY AIR	24155	18295	75.74	1180	4.89	49	0.20	902	3.73	452	1.87	1515	6.27	5	0.02	1757	7.27
FRONTIER AIRLINES	15382	10672	69.38	547	3.56	18	0.12	1131	7.35	71	0.46	1198	7.79	0	0.00	1745	11.34
JETBLUE AIRWAYS	18109	11536	63.70	1201	6.63	33	0.18	1539	8.50	100	0.55	1784	9.85	13	0.07	1903	10.51
PSA AIRLINES	19550	13061	66.81	2267	11.60	36	0.18	996	5.09	292	1.49	919	4.70	7	0.04	1971	10.08
REPUBLIC AIRWAYS	29572	21574	72.95	2420	8.18	40	0.14	1499	5.07	219	0.74	2089	7.06	3	0.01	1729	5.85
SKYWEST AIRLINES	66168	48996	74.05	2192	3.31	268	0.41	7348	11.11	2258	3.41	2359	3.57	14	0.02	2732	4.13
SOUTHWEST AIRLINES	104002	85711	82.41	2730	2.62	152	0.15	4967	4.78	157	0.15	3932	3.78	59	0.06	6294	6.05
SPIRIT AIRLINES	11915	7940	66.64	857	7.19	11	0.09	1017	8.54	53	0.44	1047	8.79	14	0.12	976	8.19
UNITED AIRLINES	63781	51010	79.98	1515	2.38	90	0.14	3391	5.32	461	0.72	4359	6.83	0	0.00	2955	4.63
TOTAL	544,003	409,747	75.32	25,635	4.71	1,146	0.21	36,811	6.77	5,759	1.06	29,234	5.37	205	0.04	35,466	6.52

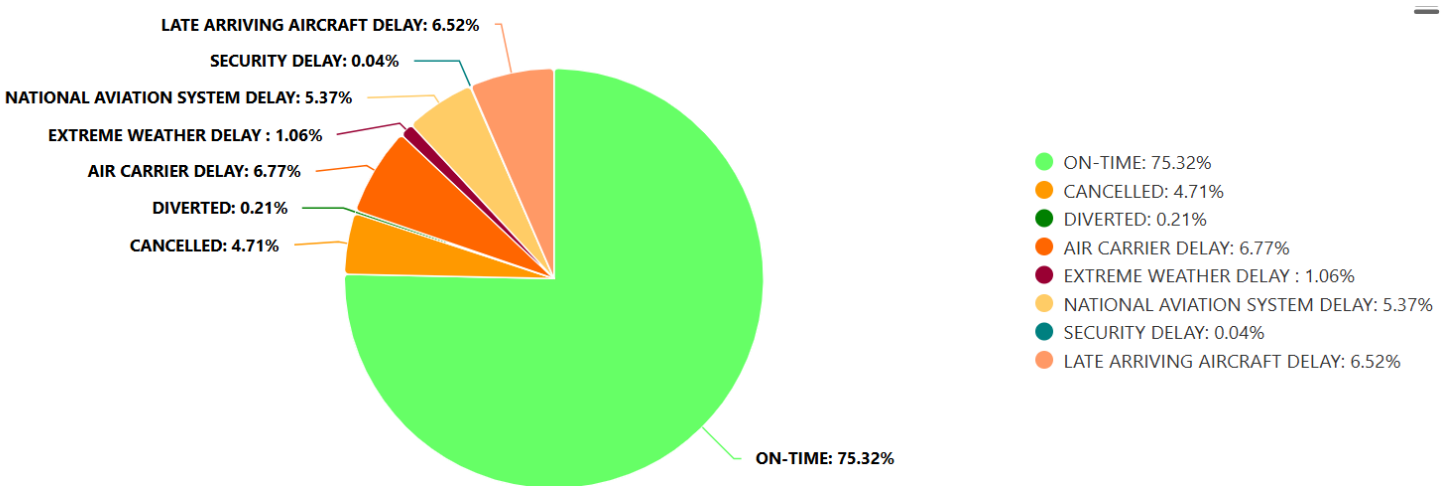
*** Causes of Delay:**

- **Air Carrier Delay: The cause of the cancellation or delay was due to circumstances within the airline's control (e.g. maintenance or crew problems, etc.).**
- **Extreme Weather Delay: Significant meteorological conditions (actual or forecasted) that, in the judgment of the carrier, delays or prevents the operation of a flight.**
- **National Aviation System Delay: Delays and cancellations attributable to the national aviation system refer to a broad set of conditions -- non-extreme weather conditions, airport operations, heavy traffic volume, air traffic control, etc.**
- **Security Delay: Delays caused by evacuation of terminal or concourse, re-boarding of aircraft because of security breach, inoperative screening equipment and long lines more than 29 minutes at screening areas.**
- **Late Arriving Aircraft Delay: Previous flight with same aircraft arrived late which caused the present flight to depart late.**

A "cancelled" flight is a flight that was not operated but was in the carrier's computer reservation system within 7 days of the scheduled departure. A "diverted" flight is a flight which is operated from the scheduled origin point to a point other than the scheduled destination point in the carrier's published schedule.

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

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

JANUARY 2026

MARKETING CARRIER	OPERATING CARRIER	FLIGHT NUMBER	ORIGIN AIRPORT	DESTINATION AIRPORT	DATE OF FLIGHT	LOCATION OF LONGEST TARMAC TIME	LENGTH OF TARMAC DELAY
AMERICAN	AMERICAN	2454	FLL	DFW	1/26/2026	Destination Airport	4:21
AMERICAN	AMERICAN	1728	MIA	DFW	1/26/2026	Destination Airport	4:14
AMERICAN	REPUBLIC	4435	ORD	MEM	1/26/2026	Destination Airport	4:10
AMERICAN	AMERICAN	2216	PDX	DFW	1/26/2026	Destination Airport	4:02
AMERICAN	AMERICAN	2264	SNA	DFW	1/26/2026	Destination Airport	4:00
AMERICAN	AMERICAN	2904	SFO	DFW	1/26/2026	Destination Airport	3:55
AMERICAN	AMERICAN	3023	PHL	DFW	1/26/2026	Destination Airport	3:55
AMERICAN	AMERICAN	1544	SMF	DFW	1/26/2026	Destination Airport	3:52
AMERICAN	AMERICAN	2522	TPA	DCA	1/26/2026	Destination Airport	3:48
UNITED	UNITED	1445	STT	IAD	1/4/2026	Origin Airport	3:47
AMERICAN	SKYWEST	4949	DFW	DRO	1/25/2026	Origin Airport	3:45
AMERICAN	AMERICAN	1925	MIA	DFW	1/26/2026	Destination Airport	3:44
AMERICAN	AMERICAN	2309	PIT	DFW	1/26/2026	Destination Airport	3:39
DELTA	DELTA	669	JFK	SFO	1/25/2026	Origin Airport	3:36
AVELO	AVELO	424	ORD	HVN	1/1/2026	Diversion Airport (BDL)	3:34
AMERICAN	AMERICAN	810	DFW	SFO	1/25/2026	Origin Airport	3:33
AMERICAN	AMERICAN	2117	MCO	DFW	1/26/2026	Destination Airport	3:29
BREEZE	BREEZE	704	PVD	ORF	1/18/2026	Origin Airport	3:29
AMERICAN	AMERICAN	2156	ORD	DFW	1/26/2026	Origin Airport	3:28
AMERICAN	AMERICAN	1949	SFO	DFW	1/26/2026	Destination Airport	3:27
UNITED	SKYWEST	5733	ORD	PIA	1/30/2026	Origin Airport	3:23
AMERICAN	AMERICAN	1779	IND	MIA	1/25/2026	Origin Airport	3:19
AMERICAN	AMERICAN	2113	ORD	DFW	1/26/2026	Destination Airport	3:19
AMERICAN	AMERICAN	2220	MSP	DFW	1/26/2026	Destination Airport	3:17
AMERICAN	AMERICAN	2401	IAH	DFW	1/26/2026	Destination Airport	3:17
AMERICAN	ENVOY	3944	ORD	LEX	1/30/2026	Origin Airport	3:15
UNITED	REPUBLIC	3707	ORD	CID	1/30/2026	Origin Airport	3:15
AMERICAN	AMERICAN	1923	JAC	DFW	1/25/2026	Destination Airport	3:14

AIR TRAVEL CONSUMER REPORT

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

JANUARY 2026

MARKETING CARRIER	OPERATING CARRIER	FLIGHT NUMBER	ORIGIN AIRPORT	DESTINATION AIRPORT	DATE OF FLIGHT	LOCATION OF LONGEST TARMAC TIME	LENGTH OF TARMAC DELAY
AMERICAN	AMERICAN	3126	DFW	MIA	1/24/2026	Origin Airport	3:13
AMERICAN	AMERICAN	1220	PBI	DFW	1/26/2026	Destination Airport	3:11
UNITED	SKYWEST	5541	ORD	CVG	1/30/2026	Origin Airport	3:11
AMERICAN	AMERICAN	3122	PHL	DFW	1/26/2026	Destination Airport	3:10
AMERICAN	AMERICAN	1713	PHX	DFW	1/26/2026	Destination Airport	3:07
JETBLUE	JETBLUE	165	BOS	RSW	1/26/2026	Origin Airport	3:07
SOUTHWEST	SOUTHWEST	4409	AUS	MDW	1/25/2026	Origin Airport	3:07
AMERICAN	SKYWEST	6250	ORD	ASE	1/30/2026	Origin Airport	3:06
DELTA	DELTA	532	JFK	DEN	1/25/2026	Origin Airport	3:05
JETBLUE	JETBLUE	2854	DCA	BOS	1/26/2026	Destination Airport	3:05
AMERICAN	AMERICAN	1871	DFW	LAS	1/25/2026	Origin Airport	3:04
AMERICAN	AMERICAN	2374	DTW	DFW	1/26/2026	Destination Airport	3:04
AMERICAN	AMERICAN	1184	CLT	LAX	1/25/2026	Origin Airport	3:02
AMERICAN	AMERICAN	2292	DFW	JFK	1/24/2026	Origin Airport	3:02
AMERICAN	AMERICAN	1223	CLT	LGA	1/31/2026	Origin Airport	3:01
DELTA	ENDEAVOR	5245	DTW	MSN	1/14/2026	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

JANUARY 2026

MARKETING CARRIER	OPERATING CARRIER	FLIGHT NUMBER	ORIGIN AIRPORT	DESTINATION AIRPORT	DATE OF FLIGHT	LOCATION OF LONGEST TARMAC DELAY	MINUTES OF TARMAC DELAY
JETBLUE	JETBLUE	1229	EWR	CUN	1/25/2026	Origin Airport	4:14

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

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

APPENDIX

NOTE: The Department of Transportation has screened the reporting carriers' data for completeness and verified all arithmetic data elements computed by the carriers (e.g., length of delay). Individual flight operation records with incorrect calculations, erroneous city-pairs, or missing data elements were rejected and excluded from the data base; such rejected records accounted for less than half of one percent of the flight operations records submitted. Any errors in the 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]	January 2026			January 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**	**460,807**	**529**	**0.11**	**443,335**	**535**	**0.12**
2	**SOUTHWEST AIRLINES**	**6,692,998**	**23,287**	**0.35**	**9,152,768**	**42,907**	**0.47**
3	**JETBLUE AIRWAYS**	**1,109,842**	**4,099**	**0.37**	**1,108,020**	**3,525**	**0.32**
4	**SPIRIT AIRLINES**	**458,551**	**2,095**	**0.46**	**807,615**	**4,070**	**0.50**
5	**DELTA AIR LINES NETWORK**	**7,782,165**	**38,374**	**0.49**	**7,633,135**	**43,359**	**0.57**
	- DELTA AIR LINES	6,226,920	30,851	0.50	6,026,493	35,230	0.58
	- BRANDED CODESHARE PARTNERS	1,555,245	7,523	0.48	1,606,642	8,129	0.51
6	**FRONTIER AIRLINES**	**740,262**	**4,356**	**0.59**	**704,002**	**2,782**	**0.40**
7	**ALASKA AIRLINES NETWORK[2]**	**2,621,608**	**18,012**	**0.69**	**2,096,800**	**12,482**	**0.60**
	- ALASKA AIRLINES	2,168,611	14,980	0.69	1,605,901	9,168	0.57
	- BRANDED CODESHARE PARTNERS	452,997	3,032	0.67	490,899	3,314	0.68
8	**UNITED AIRLINES NETWORK**	**6,255,141**	**54,957**	**0.88**	**6,319,192**	**63,931**	**1.01**
	- UNITED AIRLINES	4,675,309	38,278	0.82	4,628,481	45,738	0.99
	- BRANDED CODESHARE PARTNERS	1,579,832	16,679	1.06	1,690,711	18,193	1.08
9	**AMERICAN AIRLINES NETWORK**	**8,357,639**	**80,888**	**0.97**	**8,553,694**	**68,562**	**0.80**
	- AMERICAN AIRLINES	5,292,104	55,194	1.04	5,378,327	45,630	0.85
	- BRANDED CODESHARE PARTNERS	3,065,535	25,694	0.84	3,175,367	22,932	0.72
	TOTAL	**34,479,013**	**226,597**	**0.66**	**36,818,561**	**242,153**	**0.66**

[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]	January 2026			January 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	460,807	529	0.11	443,335	535	0.12
2	SOUTHWEST AIRLINES	6,692,998	23,287	0.35	9,152,768	42,907	0.47
3	JETBLUE AIRWAYS	1,109,842	4,099	0.37	1,108,020	3,525	0.32
4	SPIRIT AIRLINES	458,551	2,095	0.46	807,615	4,070	0.50
5	DELTA AIR LINES	6,226,920	30,851	0.50	6,026,493	35,230	0.58
6	FRONTIER AIRLINES	740,262	4,356	0.59	704,002	2,782	0.40
7	PSA AIRLINES	888,886	5,685	0.64	1,022,903	6,697	0.65
8	ALASKA AIRLINES[1]	2,168,611	14,980	0.69	1,605,901	9,168	0.57
9	REPUBLIC AIRWAYS	748,734	5,902	0.79	763,439	4,822	0.63
10	SKYWEST AIRLINES	2,289,966	18,309	0.80	2,337,413	17,600	0.75
11	UNITED AIRLINES	4,675,309	38,278	0.82	4,628,481	45,738	0.99
12	ENVOY AIR	784,707	7,884	1.00	749,488	6,415	0.86
13	AMERICAN AIRLINES	5,292,104	55,194	1.04	5,378,327	45,630	0.85
	TOTAL	32,537,697	211,449	0.65	34,728,185	225,119	0.65

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

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

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]	January 2026			January 2025		
		NUMBER OF WHEELCHAIRS AND SCOOTERS ENPLANED	NUMBER OF WHEELCHAIRS AND SCOOTERS MISHANDLED	NUMBER OF WHEELCHAIRS AND SCOOTERS MISHANDLED PER 100 ENPLANED	NUMBER OF WHEELCHAIRS AND SCOOTERS ENPLANED	NUMBER OF WHEELCHAIRS AND SCOOTERS MISHANDLED	NUMBER OF WHEELCHAIRS AND SCOOTERS MISHANDLED PER 100 ENPLANED
1	**DELTA AIR LINES NETWORK**	**11,767**	**44**	**0.37**	**9,171**	**61**	**0.67**
	- DELTA AIR LINES	9,122	37	0.41	7,352	49	0.67
	- BRANDED CODESHARE PARTNERS	2,645	7	0.26	1,819	12	0.66
2	**ALLEGIANT AIR**	**2,224**	**19**	**0.85**	**1,852**	**17**	**0.92**
3	**ALASKA AIRLINES NETWORK[2]**	**4,298**	**46**	**1.07**	**2,584**	**39**	**1.51**
	- ALASKA AIRLINES	3,867	43	1.11	2,241	34	1.52
	- BRANDED CODESHARE PARTNERS	431	3	0.70	343	5	1.46
4	**SPIRIT AIRLINES**	**1,589**	**19**	**1.20**	**1,806**	**28**	**1.55**
5	**UNITED AIRLINES NETWORK**	**10,295**	**126**	**1.22**	**10,863**	**114**	**1.05**
	- UNITED AIRLINES	8,168	95	1.16	8,476	95	1.12
	- BRANDED CODESHARE PARTNERS	2,127	31	1.46	2,387	19	0.80
6	**SOUTHWEST AIRLINES**	**16,848**	**207**	**1.23**	**16,190**	**235**	**1.45**
7	**AMERICAN AIRLINES NETWORK**	**10,432**	**130**	**1.25**	**10,233**	**155**	**1.51**
	- AMERICAN AIRLINES	7,530	97	1.29	7,237	111	1.53
	- BRANDED CODESHARE PARTNERS	2,902	33	1.14	2,996	44	1.47
8	**JETBLUE AIRWAYS**	**2,506**	**32**	**1.28**	**2,128**	**43**	**2.02**
9	**FRONTIER AIRLINES**	**3,299**	**61**	**1.85**	**2,878**	**35**	**1.22**
	TOTAL	**63,258**	**684**	**1.08**	**57,705**	**727**	**1.26**

[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]	January 2026			January 2025		
		NUMBER OF WHEELCHAIRS AND SCOOTERS ENPLANED	NUMBER OF WHEELCHAIRS AND SCOOTERS MISHANDLED	NUMBER OF WHEELCHAIRS AND SCOOTERS MISHANDLED PER 100 ENPLANED	NUMBER OF WHEELCHAIRS AND SCOOTERS ENPLANED	NUMBER OF WHEELCHAIRS AND SCOOTERS MISHANDLED	NUMBER OF WHEELCHAIRS AND SCOOTERS MISHANDLED PER 100 ENPLANED
1	DELTA AIR LINES	9,122	37	0.41	7,352	49	0.67
2	REPUBLIC AIRWAYS	853	7	0.82	881	10	1.14
3	ALLEGIANT AIR	2,224	19	0.85	1,852	17	0.92
4	ENVOY AIR	995	9	0.90	982	16	1.63
5	SKYWEST AIRLINES	3,065	33	1.08	2,757	24	0.87
6	ALASKA AIRLINES[2]	3,867	43	1.11	2,241	34	1.52
7	UNITED AIRLINES	8,168	95	1.16	8,476	95	1.12
8	SPIRIT AIRLINES	1,589	19	1.20	1,806	28	1.55
9	SOUTHWEST AIRLINES	16,848	207	1.23	16,190	235	1.45
10	JETBLUE AIRWAYS	2,506	32	1.28	2,128	43	2.02
11	AMERICAN AIRLINES	7,530	97	1.29	7,237	111	1.53
12	PSA AIRLINES	687	11	1.60	749	11	1.47
13	FRONTIER AIRLINES	3,299	61	1.85	2,878	35	1.22
	TOTAL	60,753	670	1.10	55,529	708	1.28

[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.

OVERSALES

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

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

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

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

AIR TRAVEL CONSUMER REPORT

PASSENGERS DENIED BOARDING BY REPORTING MARKETING U.S. AIRLINES

RANK	CARRIER[1]	OCTOBER - DECEMBER 2025				OCTOBER - DECEMBER 2024			
		DENIED BOARDINGS (DB'S)		ENPLANED PASSENGERS	INVOLUNTARY DB's PER 10,000 PASSENGERS	DENIED BOARDINGS (DB'S)		ENPLANED PASSENGERS	INVOLUNTARY DB's PER 10,000 PASSENGERS
		VOLUNTARY	INVOLUNTARY			VOLUNTARY	INVOLUNTARY		
	DELTA AIR LINES NETWORK	**25,610**	**0**	**45,997,260**	**0.00**	**19,004**	**0**	**46,397,458**	**0.00**
1	*- DELTA AIR LINES*	18,756	0	37,677,125	0.00	12,174	0	38,269,720	0.00
	- BRANDED CODESHARE PARTNERS	6,854	0	8,320,135	0.00	6,830	0	8,127,738	0.00
2	**ALLEGIANT AIR**	**169**	**0**	**4,528,986**	**0.00**	**120**	**0**	**3,999,879**	**0.00**
3	**SOUTHWEST AIRLINES**	**1,525**	**30**	**42,952,232**	**0.01**	**4,300**	**120**	**42,312,813**	**0.03**
	UNITED AIRLINES NETWORK	**10,468**	**74**	**40,938,141**	**0.02**	**7,972**	**70**	**39,873,210**	**0.02**
4	*- UNITED AIRLINES*	6,274	56	32,361,657	0.02	3,867	37	31,253,413	0.01
	- BRANDED CODESHARE PARTNERS	4,194	18	8,576,484	0.02	4,105	33	8,619,797	0.04
5	**JETBLUE AIRWAYS**	**847**	**62**	**8,542,309**	**0.07**	**780**	**28**	**8,713,178**	**0.03**
6	**HAWAIIAN AIRLINES**	**166**	**20**	**2,693,637**	**0.07**	**150**	**144**	**2,612,295**	**0.55**
	ALASKA AIRLINES NETWORK	**2,938**	**85**	**10,998,700**	**0.08**	**2,837**	**68**	**11,042,998**	**0.06**
7	*- ALASKA AIRLINES*	1,812	53	8,287,259	0.06	1,618	28	8,405,956	0.03
	- BRANDED CODESHARE PARTNERS	1,126	32	2,711,441	0.12	1,219	40	2,637,042	0.15
8	**SPIRIT AIRLINES**	**1,114**	**110**	**5,978,769**	**0.18**	**3,865**	**446**	**9,694,523**	**0.46**
	AMERICAN AIRLINES NETWORK	**15,533**	**3,277**	**50,938,583**	**0.64**	**13,848**	**3,263**	**51,421,198**	**0.63**
9	*- AMERICAN AIRLINES*	8,567	1,684	37,220,370	0.45	7,506	1,801	37,762,916	0.48
	- BRANDED CODESHARE PARTNERS	6,966	1,593	13,718,213	1.16	6,342	1,462	13,658,282	1.07
10	**FRONTIER AIRLINES**	**755**	**1,518**	**8,360,702**	**1.82**	**1,060**	**1,416**	**7,967,687**	**1.78**
	TOTAL	**59,125**	**5,176**	**221,929,319**	**0.23**	**53,936**	**5,555**	**224,035,239**	**0.25**

[1] All U.S. airlines with at least half of one percent of total domestic scheduled-service passenger revenues plus any branded codeshare partners.
[2] Carriers with zero involuntary denied boardings per 10,000 passengers are ranked in order of highest to lowest number of enplanements.
[3]On October 29, 2025, Alaska Airlines and Hawaiian Airlines received a Single Operating Certificate from the FAA in the name of "Alaska Airlines, Inc. and/or Hawaiian Airlines, Inc." As such, FAA now recognizes Alaska/Hawaiian as a single certificated carrier. Hawaiian Airlines branded flights are now operation by Alaska Airlines.

AIR TRAVEL CONSUMER REPORT

PASSENGERS DENIED BOARDING BY REPORTING OPERATING U.S. AIRLINES

RANK	CARRIER[1]	OCTOBER - DECEMBER 2025				OCTOBER - DECEMBER 2024			
		DENIED BOARDINGS (DB'S)		ENPLANED PASSENGERS	INVOLUNTARY DB's PER 10,000 PASSENGERS	DENIED BOARDINGS (DB'S)		ENPLANED PASSENGERS	INVOLUNTARY DB's PER 10,000 PASSENGERS
		VOLUNTARY	INVOLUNTARY			VOLUNTARY	INVOLUNTARY		
1	DELTA AIR LINES	18,756	0	37,677,125	0.00	12,174	0	38,269,720	0.00
2	ALLEGIANT AIR	169	0	4,528,986	0.00	120	0	3,999,879	0.00
3	SOUTHWEST AIRLINES	1,525	30	42,952,232	0.01	4,300	120	42,312,813	0.03
4	UNITED AIRLINES	6,274	56	32,361,657	0.02	3,867	37	31,253,413	0.01
5	ALASKA AIRLINES	1,812	53	8,287,259	0.06	1,618	28	8,405,956	0.03
6	JETBLUE AIRWAYS	847	62	8,542,309	0.07	780	28	8,713,178	0.03
7	HAWAIIAN AIRLINES	166	20	2,693,637	0.07	150	144	2,612,295	0.55
8	SPIRIT AIRLINES	1,114	110	5,978,769	0.18	3,865	446	9,694,523	0.46
9	SKYWEST AIRLINES	6,490	240	10,667,989	0.22	6,568	159	10,775,367	0.15
10	AMERICAN AIRLINES	8,567	1,684	37,220,370	0.45	7,506	1,801	37,762,916	0.48
11	ENVOY AIR	884	239	4,496,901	0.53	1,383	258	4,277,670	0.60
12	REPUBLIC AIRWAYS	3,210	318	5,306,765	0.60	2,838	276	5,137,706	0.54
13	PSA AIRLINES	1,433	375	3,331,416	1.13	1,311	432	3,665,171	1.18
14	FRONTIER AIRLINES	755	1,518	8,360,702	1.82	1,060	1,416	7,967,687	1.78
	TOTAL	52,002	4,705	212,406,117	0.22	47,540	5,145	214,848,294	0.24

[1] All U.S. airlines with at least half of one percent of total domestic scheduled-service passenger revenues.
[2] Carriers with zero involuntary denied boardings per 10,000 passengers are ranked in order of highest to lowest number of enplanements.
[3] On October 29, 2025, Alaska Airlines and Hawaiian Airlines received a Single Operating Certificate from the FAA in the name of "Alaska Airlines, Inc. and/or Hawaiian Airlines, Inc." As such, FAA now recognizes Alaska/Hawaiian as a single certificated carrier. Hawaiian Airlines branded flights are now operation by Alaska Airlines.

AIR TRAVEL COMPLAINTS, COMPLIMENTS, AND COMMENTS RECEIVED BY DOT

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

Replacing a legacy system from the 1990s, ACERS provides a granular view of the air travel experience. This report, covering January 2026, 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

	JANUARY 2026			JANUARY 2025		
	COMPLAINTS	COMPLIMENTS	COMMENTS	COMPLAINTS	COMPLIMENTS	COMMENTS
U.S. Airlines	5,349	7	52	-	-	-
Foreign Airlines	2,079	5	12	-	-	-
Travel Agents	286	2	3	-	-	-
INDUSTRY TOTALS	7,714	14	67	-	-	-

AIR TRAVEL CONSUMER REPORT

CONSUMER COMPLAINT CASES: CATEGORIES[1]

TABLE 2

		JANUARY 2026			JANUARY 2025		
COMPLAINT CATEGORY		RANKING	COMPLAINTS[2]	SUB-CATEGORY	RANKING	COMPLAINTS[2]	SUB-CATEGORY
Flight Schedule		1	2,318		-	-	-
	Cancellation			1,019	-	-	-
	Delay			658	-	-	-
	Misconnection			248	-	-	-
	Tarmac Delays			84	-	-	-
	Other Flight Schedule			309	-	-	-
Refund		2	1,761		-	-	-
Baggage/Luggage		3	1,326		-	-	-
Reservations/Ticketing/ Boarding		4	609		-	-	-
Customer Service		5	401		-	-	-
	Family Seating			15	-	-	-
	Other Customer Service			386	-	-	-
Disability		6	336		-	-	-
Other		7	332		-	-	-
	Frequent Flyer			27	-	-	-
	Other			305	-	-	-
Bumping/Oversales		8	293		-	-	-
Fees/Fares		9	206		-	-	-
Discrimination		10	75		-	-	-
Advertising		11	43		-	-	-
Animals/Pets[3]		12	14		-	-	-
COMPLAINT TOTAL			**7,714**		-	-	-

[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]

JANUARY 2026

U.S. AIRLINE[1]	FLIGHT PRBLMS.	DENIED BRDG.	RESV. TKTG. BRDG.	FEES FARES	REFUNDS	BAGGAGE	CUST. SVC.	DISAB.	ADVERT.	DISCRIM.	ANIMALS	OTHER	TOTAL
American Airlines	679	55	81	36	373	199	83	84	4	11	0	71	1,676
Alaska Airlines[3]	64	8	16	4	27	20	24	12	2	4	5	12	198
Allegiant Air	16	1	1	1	8	5	5	4	0	1	0	3	45
Avelo Airlines	20	0	3	3	32	3	4	1	0	0	0	5	71
Breeze Airways	7	1	3	1	4	12	2	2	0	0	0	1	33
Contour Airlines	3	0	0	0	2	2	0	0	0	1	0	0	8
Delta Air Lines	253	43	62	14	123	152	36	37	6	8	1	42	777
Frontier Airlines	219	48	68	22	152	158	36	25	8	12	0	43	791
JetBlue	161	7	26	15	57	47	19	22	2	2	0	16	374
Southwest Airlines	28	3	12	2	27	30	21	18	9	5	1	17	173
Sun Country Airlines	13	0	0	1	4	4	2	3	0	0	0	1	28
Spirit Airlines	148	6	34	14	93	39	18	14	2	4	0	13	385
United Airlines	215	25	57	31	178	128	54	38	1	10	3	39	779
Other U.S. Airline	3	0	0	0	4	2	0	0	1	0	0	1	11

TOTAL January 2026	1,829	197	364	144	1,085	801	304	259	35	58	10	263	5,349
% of TOTAL COMPLAINTS	34.2%	3.7%	6.8%	2.7%	20.3%	15.0%	5.7%	4.8%	0.7%	1.1%	0.2%	4.9%	100%

TOTAL January 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]

JANUARY 2026

FOREIGN AIRLINES	FLIGHT PRBLMS.	DENIED BRDG.	RESV. TKTG. BRDG.	FEES FARES	REFUNDS	BAGGAGE	CUST. SVC.	DISAB.	ADVERT.	DISCRIM.	ANIMALS	OTHER	TOTAL
Asiana Airlines	4	0	1	0	1	1	0	0	0	0	0	0	7
Air Canada	19	1	7	2	19	15	1	0	0	0	0	3	67
Air China	0	0	2	1	1	1	0	0	0	0	0	0	5
Avianca	29	1	13	5	31	26	3	5	2	1	0	3	119
Air France	36	6	10	4	30	76	2	5	0	1	0	4	174
Air India	12	6	4	0	14	13	4	0	0	0	0	2	55
Aer Lingus	2	0	0	0	4	9	0	0	0	0	0	0	15
Air Tahiti Nui	0	0	0	0	4	0	1	1	0	0	0	0	6
Aeromexico	8	4	5	1	13	14	2	2	0	1	0	0	50
Aerolineas Argentinas	1	0	1	0	2	1	0	0	0	1	0	0	6
All Nippon Airways	0	0	1	0	5	1	0	0	0	0	0	0	7
Azul Brazilian Airlines	2	0	1	0	1	2	0	0	0	0	0	0	6
Air Premia Inc.	1	0	2	0	2	2	1	0	0	0	0	0	8
Arajet Airline	4	0	2	1	5	5	0	0	0	0	0	0	17
British Airways	5	1	7	0	17	9	2	3	0	1	1	3	49
China Airlines	1	0	0	1	3	3	0	0	0	0	0	0	8
Copa Airlines	14	6	3	0	8	10	2	0	0	0	0	2	45
China Eastern Airlines	1	0	2	0	1	2	0	0	0	0	0	0	6
Cathay Pacific Airways	7	0	8	2	7	8	3	1	0	0	0	0	36
Discover Airlines	2	0	1	0	0	0	0	0	0	0	0	2	5
Egyptair	8	1	2	0	6	8	0	1	0	1	0	1	28
El Al Israel	5	0	0	1	2	2	0	1	0	0	0	0	11
EVA Airways	1	0	3	0	3	2	1	0	0	0	0	0	10
Etihad Airways	20	4	3	0	19	11	5	3	0	0	0	2	67
Ethiopian Airlines	2	3	1	0	4	8	2	0	0	0	0	1	21
Emirates	4	2	2	2	7	4	4	2	0	0	0	1	28
Finnair	2	0	2	0	2	3	0	0	0	0	0	2	11
Fiji Airways	2	0	1	0	1	1	0	1	0	0	0	0	6
FRENCH BEE	1	1	2	0	4	1	0	1	0	1	0	0	11
Hainan Airlines	0	0	0	0	2	2	0	1	0	0	0	0	5
Iberia Airlines	16	4	9	2	8	11	1	0	0	0	0	0	51
Icelandair	4	1	6	1	5	3	0	0	0	0	0	2	22
ITA Airways	6	2	1	3	7	7	0	1	0	0	0	2	29
Japan Airlines	5	1	3	0	4	0	0	1	0	0	0	0	14

Korean Air	2	0	0	1	1	1	1	3	0	0	0	1	10
Kuwait Airways	2	0	1	0	0	3	1	0	0	0	0	0	7
KLM	12	0	1	2	17	19	0	3	0	0	0	1	55
Lufthansa	12	0	11	2	34	33	4	6	0	1	0	2	105
LOT Polish Airlines	7	0	0	0	4	1	1	1	0	0	0	1	15
LATAM	11	0	6	0	7	12	3	1	0	0	0	1	41
Level	3	1	4	1	17	2	2	1	0	0	0	0	31
Norse Atlantic Airways	30	2	0	1	32	2	3	3	0	0	0	5	78
Philippine Airlines	1	0	1	0	0	6	0	1	0	0	0	1	10
Qantas	0	0	0	0	5	1	0	0	0	0	0	0	6
Qatar Airways	31	11	17	5	28	34	10	7	1	2	0	5	151
Royal Jordanian	1	0	0	0	3	3	0	0	0	0	0	0	7
Royal Air Maroc	3	4	0	0	3	19	0	1	0	0	0	0	30
Singapore Airlines	2	0	1	0	2	4	2	0	0	1	0	1	13
Sas	7	1	1	0	2	7	4	3	0	0	0	0	25
Saudi Arabian Airlines	1	1	2	0	6	10	1	0	0	0	0	0	21
Swiss	6	0	1	0	4	3	2	1	0	0	0	1	18
STARLUX AIRLINES	0	0	2	1	0	3	0	1	0	0	0	1	8
Turkish Airlines	27	6	11	4	43	47	13	9	1	2	1	5	169
TAP Air Portugal	0	0	0	2	3	3	2	0	0	1	0	3	14
Virgin Atlantic Airways	6	0	2	0	2	4	3	2	0	0	0	1	20
Volaris Airline	25	22	15	2	38	14	1	3	0	1	1	2	124
VivaAerobus	8	1	1	1	9	10	1	0	0	0	0	0	31
ZIPAIR	0	0	2	0	3	0	1	0	0	0	0	0	6
Other Foreign Airline	26	2	8	2	17	17	2	2	0	2	1	0	79
TOTALS	**447**	**95**	**192**	**50**	**522**	**519**	**91**	**77**	**4**	**17**	**4**	**61**	**2,079**

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

AIR TRAVEL CONSUMER REPORT

TABLE 5

CONSUMER COMPLAINT CASES: TRAVEL AGENTS[1]

JANUARY 2026

TRAVEL AGENTS	FLIGHT PRBLMS.	DENIED BRDG.	RESV. TKTG. BRDG.	FEES FARES	REFUNDS	BAGGAGE	CUST. SVC.	DISAB.	ADVERT.	DISCRIM.	ANIMALS	OTHER	TOTAL
American Express	0	0	1	0	3	0	2	0	0	0	0	0	6
ASAP Tickets	1	0	4	2	5	0	0	0	0	0	0	0	12
Booking.com	3	1	4	1	11	0	0	0	0	0	0	0	20
Chase Travel	2	0	4	0	2	0	0	0	0	0	0	0	8
Capital One	1	0	1	0	5	1	1	0	0	0	0	0	9
CheapOair	1	0	0	1	5	0	0	0	0	0	0	0	7
Expedia	12	0	11	0	35	0	0	0	1	0	0	2	61
eDreams	1	0	1	0	4	2	0	0	0	0	0	0	8
Gotogate	0	0	2	0	4	0	0	0	0	0	0	1	7
Justfly	6	0	4	1	12	1	0	0	0	0	0	1	25
Kiwi.com	0	0	0	1	11	0	0	0	0	0	0	0	12
Orbitz.Com	2	0	1	0	1	1	0	0	0	0	0	0	5
Priceline.com	1	0	2	1	14	0	1	0	0	0	0	0	19
Travelocity.Com	0	0	1	0	4	0	0	0	0	0	0	0	5
Trip.com	1	0	0	0	4	0	0	0	1	0	0	0	6
Other Travel Agent	11	0	17	5	34	1	2	0	2	0	0	4	76
TOTALS	**42**	**1**	**53**	**12**	**154**	**6**	**6**	**0**	**4**	**0**	**0**	**8**	**286**

[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

JANUARY 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
NONE			

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

The Transportation Security Administration (TSA) screened approximately 64.2 million passengers at screening checkpoints and 37.0 million checked bags at baggage screening locations in January 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 January 2026, TSA received 13,912 complaints (i.e. a description of a negative experience) from the public via phone or email (or 21.7 complaints per 100,000 passengers [c]). Below is a more detailed breakdown:

Courtesy		Screening of Personal Property		Screening of Passengers		Wait Times (Checkpoint)	
Number of Complaints	Complaints per 100,000 Passengers [c]	Number of Complaints	Complaints per 100,000 Passengers [c]	Number of Complaints	Complaints per 100,000 Passengers [c]	Number of Complaints	Complaints per 100,000 Passengers [c]
572	0.9	643	1.1	11,105	17.4	88	0.2

Civil Rights		Other TSA-related		Non-TSA related, Airline		Non-TSA related, All Others	
Number of Complaints	Complaints per 100,000 Passengers [c]	Number of Complaints	Complaints per 100,000 Passengers [c]	Number of Complaints	Complaints per 100,000 Passengers [c]	Number of Complaints	Complaints per 100,000 Passengers [c]
599	1.0	336	0.6	131	0.3	438	0.7

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

Number of Claims Received Regarding Loss or Damage to Property		
Checkpoint (TSA)	Checked Baggage (TSA and/ or Airline)	Claims per 100 Checked Bags Only
223 [d]	184	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.