



Air Travel Consumer Report

A Product Of
THE OFFICE OF AVIATION CONSUMER PROTECTION

Issued: October 2026



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

¹ Data collected by the Bureau of Transportation Statistics. Website: <http://www.bts.gov>

² Data compiled by the Office of Aviation Consumer Protection. Website: <http://www.transportation.gov/airconsumer>

³ Data provided by the Department of Homeland Security, Transportation Security Administration

⁴ Data collected by the Office of Aviation Consumer Protection

TABLE OF CONTENTS

Section	Page	Section	Page
<i>Flight Delays</i>		<i>Flight Delays (continued)</i>	
Introduction	3	Table 8	31
Explanation	4	List of Regularly Scheduled Domestic Flights	
Branded Codeshare Partners	5	with Tarmac Delays Over 3 Hours, By Marketing/Operating Carrier	
Table 1	6	Table 8A.	
Overall Percentage of Reported Flight		List of Regularly Scheduled International Flights with	34
Operations Arriving On-Time, by Reporting Marketing Carrier		Tarmac Delays Over 4 Hours, By Marketing/Operating Carrier	
Table 1A.	7	Appendix	35
Overall Percentage of Reported Flight			
Operations Arriving On-Time, by Reporting Operating Carrier		<i>Mishandled Baggage</i>	36
Table 1B.	8	Ranking- by Marketing Carrier (Monthly)	37
Overall Percentage of Reported Flight		Ranking- by Operating Carrier (Monthly)	38
Operations Arriving On-Time, by Reporting Marketing Carrier, Rank			
by Month, and Year-to-Date (YTD)		<i>Mishandled Wheelchairs and Scooters</i>	39
Table 2	9	Ranking- by Marketing Carrier (Monthly)	40
Number of Reported Flight Arrivals and Percentage Arriving On-Time,		Ranking- by Operating Carrier (Monthly)	41
by Reporting Marketing Carrier and Airport			
Table 2A	13	<i>Oversales</i>	
Number of Reported Flight Arrivals and Percentage Arriving On-Time,		Explanation	42
by Reporting Operating Carrier and Airport		Ranking- by Marketing Carrier (Quarterly)	43
Table 3	17	Ranking- by Operating Carrier (Quarterly)	44
Percentage of Reporting Carriers' Flight Operations Arriving On-Time,			
by Airport and Time of Day		<i>Consumer Complaints</i>	
Table 4	19	Explanation	45
Percentage of Reporting Carriers' Flight Operations Departing On-			
Time, by Airport and Time of Day		Airline Reports to DOT of Incidents Involving Loss, Injury,	53
Table 5	21	Or Death of Animals during Air Transportation (Monthly)	
On-Time Arrival and Departure			
Percentage by Airport by Reporting Operating Carrier		Customer Service Reports to the Department of Homeland Security	54
Tables 6/6A.	26		
Overall Number and Percentage of Flight Cancellations, by Reporting			
Marketing and Reporting Operating Carrier (Monthly)			
Table 7	28		
Causes of the Delay by Reporting Marketing Carrier			
Table 7A.	29		
Causes of the Delay by Reporting Operating Carrier			
Table 7B,	30		
Causes of the Delay by Reporting Operating Carrier, chart			

INTRODUCTION

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

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

The report normally is released by the end of the second week of each month. The report is available on-line at:

<https://www.transportation.gov/individuals/aviation-consumer-protection/air-travel-consumer-reports>

FLIGHT DELAYS

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

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

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

In fulfilling DOT's data reporting requirements, the reporting air carriers use automated and/or manual systems for collecting flight data. Those using an automated system rely on the Aircraft Communication Addressing and Reporting System (ACARS) or the Docking Guidance System (DGS). Based on the latest information available to DOT, of the 13 reporting air carriers, 10 carriers (Alaska, Allegiant, Delta, Envoy, JetBlue, Republic, Spirit, Southwest, and United) use ACARS, one carrier (American) uses a combination of ACARS, DGS, and four carriers (Frontier, JetBlue, PSA and SkyWest) use a combination of ACARS and a manual system.

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

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

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

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

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

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

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

AIR TRAVEL CONSUMER REPORT

BRANDED CODESHARE PARTNERS

AUGUST 2026

Based on the latest data available to DOT, for the period covered by this Air Travel Consumer Report, American Airlines, Alaska Airlines, Delta Air Lines, and United Airlines were holding out flights operated by their branded codeshare partner airlines. Flight Delay and Consumer Complaints sections of this report contain information on these marketing carriers' networks, which consist of flights operated by carriers as identified below:

American Airlines Branded Codeshare Partners	Alaska Airlines Branded Codeshare Partners	Delta Air Lines Branded Codeshare Partners	United Airlines Branded Codeshare Partners
Envoy Air	Horizon Air	Endeavor Air	CommuteAir
PSA Airlines	SkyWest Airlines	Republic Airways	GoJet Airlines
Piedmont Airlines		SkyWest Airlines	Mesa Airlines
Republic Airways			Republic Airways
SkyWest Airlines			SkyWest Airlines

AIR TRAVEL CONSUMER REPORT

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

AUGUST 2026

AT ALL US AIRPORTS			
CARRIER ¹	NUMBER OF AIRPORTS REPORTED	PERCENT OF ON-TIME ARRIVALS	RANK
DELTA AIR LINES NETWORK	211	77.0	1
- DELTA AIR LINES	143	77.3	
- BRANDED CODESHARE PARTNERS	183	76.5	
ALLEGiant AIR	120	73.2	2
ALASKA AIRLINES NETWORK²	108	72.3	3
- ALASKA AIRLINES	86	74.2	
- BRANDED CODESHARE PARTNERS	59	68.5	
UNITED AIRLINES NETWORK	236	71.7	4
- UNITED AIRLINES	132	70.6	
- BRANDED CODESHARE PARTNERS	216	73.0	
AMERICAN AIRLINES NETWORK	233	70.6	5
- AMERICAN AIRLINES	127	70.3	
- BRANDED CODESHARE PARTNERS	216	70.9	
SOUTHWEST AIRLINES	106	69.1	6
FRONTIER AIRLINES	78	64.4	7
JETBLUE AIRWAYS	70	59.7	8
TOTAL AIRPORTS SERVED	367	71.5	

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

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

AUGUST 2026

AT ALL US AIRPORTS			
CARRIER ¹	NUMBER OF AIRPORTS REPORTED	PERCENT OF ON-TIME ARRIVALS	RANK
ENVOY AIR	156	78.7	1
DELTA AIR LINES	143	77.3	2
SKYWEST AIRLINES	247	74.3	3
ALASKA AIRLINES ²	86	74.2	4
ALLEGiant AIR	120	73.2	5
UNITED AIRLINES	132	70.6	6
REPUBLIC AIRWAYS	80	70.5	7
AMERICAN AIRLINES	127	70.3	8
SOUTHWEST AIRLINES	106	69.1	9
FRONTIER AIRLINES	78	64.4	10
PSA AIRLINES	98	62.3	11
JETBLUE AIRWAYS	70	59.7	12
TOTAL AIRPORTS SERVED	352	71.4	

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

AUGUST 2026

CARRIER ¹	Jan 26		Feb 26		Mar 26		Apr 26		May 26		Jun 26		Jul 26		Aug 26		Year-to-date (YTD)	
	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank
ALASKA AIRLINES²	77.9	2	82.4	1	78.9	1	83.7	1	81.1	2	79.4	2	74.8	1	72.3	3	78.6	1
- ALASKA AIRLINES	77.1		81.7		76.4		83.7		82.4		80.0		75.9		74.2		78.8	
- BRANDED CODESHARE PARTNERS	79.5		83.8		84.2		83.7		78.5		78.1		72.4		68.5		78.2	
ALLEGiant AIR	73.9	5	77.2	5	70.8	6	75.6	6	72.7	7	68.2	7	68.6	4	73.2	2	72.1	6
AMERICAN AIRLINES	70.8	6	76.1	7	72.6	5	78.4	4	77.6	5	70.7	5	68.0	6	70.6	5	73.0	5
- AMERICAN AIRLINES	69.1		77.0		72.8		76.8		75.1		67.7		65.0		70.3		71.6	
- BRANDED CODESHARE PARTNERS	72.3		75.2		72.4		79.9		80.0		73.6		70.8		70.9		74.4	
DELTA AIR LINES	75.7	4	80.0	4	74.9	3	83.1	2	81.2	1	80.8	1	71.7	3	77.0	1	78.0	2
- DELTA AIR LINES	76.9		81.4		76.8		84.1		81.0		81.1		71.9		77.3		78.7	
- BRANDED CODESHARE PARTNERS	73.6		77.7		71.9		81.4		81.4		80.2		71.3		76.5		76.8	
FRONTIER AIRLINES	69.4	7	77.2	6	67.8	8	73.1	8	76.1	6	69.7	6	62.5	7	64.4	7	69.7	7
JETBLUE AIRWAYS	63.7	9	62.3	9	68.3	7	75.6	7	81.0	3	73.6	4	55.7	8	59.7	8	67.3	8
SOUTHWEST AIRLINES	82.4	1	80.8	3	73.0	4	77.3	5	71.9	8	65.3	8	68.0	5	69.1	6	73.1	4
SPIRIT AIRLINES	66.6	8	62.8	8	48.4	9	63.0	9	58.8	9	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
UNITED AIRLINES	77.3	3	81.3	2	75.6	2	79.3	3	78.7	4	73.9	3	72.2	2	71.7	4	76.1	3
- UNITED AIRLINES	80.0		82.7		77.6		81.9		79.5		73.9		71.5		70.6		77.0	
- BRANDED CODESHARE PARTNERS	74.2		79.5		73.2		76.3		77.8		73.9		73.0		73.0		75.0	
TOTAL	75.3		78.5		73.4		79.2		77.8		73.1		69.5		71.5		74.7	

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

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)

AUGUST 2026

ARRIVAL AIRPORT*																
CARRIER ¹	ATL		AUS		BNA		BOS		BWI		CLT		DCA		DEN	
	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME
ALASKA AIRLINES NETWORK²	116	79.3	248	64.9	119	81.5	264	80.3	93	74.2	0	0.0	186	71.5	376	61.4
- ALASKA AIRLINES	116	79.3	155	67.1	119	81.5	264	80.3	93	74.2	0	0.0	186	71.5	345	64.9
- BRANDED CODESHARE PARTNERS	0	0.0	93	61.3	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	31	22.6
ALLEGiant AIR	0	0.0	45	88.9	233	73.4	54	88.9	0	0.0	0	0.0	0	0.0	62	80.6
AMERICAN AIRLINES NETWORK	1259	57.3	1129	67.8	1448	65.3	2777	67.8	393	65.4	17333	75.4	7709	64.2	918	63.3
- AMERICAN AIRLINES	713	56.0	968	66.8	792	63.0	1542	65.5	291	62.9	9382	77.0	2242	69.3	810	61.4
- BRANDED CODESHARE PARTNERS	546	59.2	161	73.3	656	68.1	1235	70.6	102	72.5	7951	73.5	5467	62.1	108	77.8
DELTA AIR LINES NETWORK	24486	81.2	1891	78.2	1342	77.3	4625	72.0	574	78.9	899	72.0	1737	66.6	1069	66.9
- DELTA AIR LINES	21049	81.6	1185	75.4	859	79.9	2402	70.3	466	78.1	496	79.8	846	68.0	1011	67.0
- BRANDED CODESHARE PARTNERS	3437	79.0	706	83.0	483	72.7	2223	73.7	108	82.4	403	62.3	891	65.3	58	65.5
FRONTIER AIRLINES	1956	59.4	134	67.9	110	70.9	84	79.8	457	61.9	339	61.4	85	60.0	2082	68.6
JETBLUE AIRWAYS	319	50.2	155	74.2	248	57.7	3375	58.2	93	48.4	93	65.6	589	55.2	155	60.0
SOUTHWEST AIRLINES	1281	64.0	3143	71.9	5646	72.9	735	58.8	5994	73.4	275	69.1	1357	61.1	7569	61.7
UNITED AIRLINES NETWORK	752	69.9	978	72.4	820	69.4	1275	69.5	367	77.4	513	72.5	920	64.7	16321	71.9
- UNITED AIRLINES	700	69.4	880	71.0	718	68.0	1237	69.7	367	77.4	162	67.3	642	65.6	9825	72.7
- BRANDED CODESHARE PARTNERS	52	76.9	98	84.7	102	79.4	38	63.2	0	0.0	351	74.9	278	62.6	6496	70.7
TOTAL	30,169	77.5	7,723	72.7	9,966	71.8	13,189	66.9	7,971	72.6	19,452	74.8	12,583	63.9	28,552	68.3

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

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

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

AIR TRAVEL CONSUMER REPORT

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

AUGUST 2026

ARRIVAL AIRPORT																
CARRIER ¹	DFW		DTW		EWR		FLL		IAD		IAH		JFK		LAS	
	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME
ALASKA AIRLINES NETWORK ²	266	74.4	62	87.1	232	84.1	31	87.1	124	79.0	110	81.8	370	71.9	865	65.2
- ALASKA AIRLINES	266	74.4	62	87.1	232	84.1	31	87.1	124	79.0	110	81.8	370	71.9	640	68.9
- BRANDED CODESHARE PARTNERS	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	225	54.7
ALLEGiant AIR	0	0.0	0	0.0	54	85.2	349	55.3	29	55.2	0	0.0	0	0.0	556	68.3
AMERICAN AIRLINES NETWORK	23890	80.1	850	67.6	633	63.0	687	63.8	233	63.5	975	67.7	2137	64.3	1181	64.8
- AMERICAN AIRLINES	13947	77.4	367	71.9	633	63.0	687	63.8	140	60.7	746	66.2	1452	61.6	1124	64.6
- BRANDED CODESHARE PARTNERS	9943	83.8	483	64.4	0	0.0	0	0.0	93	67.7	229	72.5	685	70.2	57	68.4
DELTA AIR LINES NETWORK	991	78.0	9674	79.8	793	68.0	1005	72.1	501	73.1	735	80.3	4983	65.3	1307	69.5
- DELTA AIR LINES	991	78.0	5237	80.2	576	68.9	1005	72.1	312	71.8	735	80.3	2602	68.3	1214	69.2
- BRANDED CODESHARE PARTNERS	0	0.0	4437	79.2	217	65.4	0	0.0	189	75.1	0	0.0	2381	61.9	93	74.2
FRONTIER AIRLINES	1205	69.6	445	67.0	124	62.9	480	63.3	205	53.7	597	70.7	31	71.0	1414	60.5
JETBLUE AIRWAYS	93	73.1	186	51.6	403	56.6	3060	68.2	0	0.0	217	60.8	3472	56.3	305	66.2
SOUTHWEST AIRLINES	0	0.0	385	57.7	0	0.0	782	68.7	0	0.0	0	0.0	0	0.0	7112	74.5
UNITED AIRLINES NETWORK	948	73.6	678	69.2	8626	70.1	621	75.2	6898	78.4	11564	85.9	0	0.0	1289	72.4
- UNITED AIRLINES	888	72.7	226	65.5	5719	69.4	621	75.2	3152	78.8	5793	83.0	0	0.0	1264	72.4
- BRANDED CODESHARE PARTNERS	60	86.7	452	71.0	2907	71.5	0	0.0	3746	78.1	5771	88.7	0	0.0	25	72.0
TOTAL	27,393	79.3	12,280	76.8	10,865	69.3	7,015	68.1	7,990	76.9	14,198	83.3	10,993	62.5	14,029	70.6

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

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

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

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

AUGUST 2026

ARRIVAL AIRPORT																
CARRIER ¹	LAX		LGA		MCO		MDW		MIA		MSP		ORD		PHL	
	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME
ALASKA AIRLINES NETWORK ²	1466	71.6	0	0.0	170	77.1	0	0.0	31	71.0	159	83.6	364	63.2	93	75.3
- ALASKA AIRLINES	1023	67.8	0	0.0	170	77.1	0	0.0	31	71.0	159	83.6	364	63.2	93	75.3
- BRANDED CODESHARE PARTNERS	443	80.4	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
ALLEGiant AIR	0	0.0	0	0.0	36	72.2	25	92.0	0	0.0	0	0.0	0	0.0	27	55.6
AMERICAN AIRLINES NETWORK	3808	73.6	4262	64.9	1550	62.2	0	0.0	6541	74.7	671	62.7	14811	67.2	9620	68.7
- AMERICAN AIRLINES	2521	71.2	1606	59.9	1550	62.2	0	0.0	5286	72.9	370	65.1	6107	67.7	4621	72.0
- BRANDED CODESHARE PARTNERS	1287	78.3	2656	67.9	0	0.0	0	0.0	1255	82.2	301	59.8	8704	66.8	4999	65.6
DELTA AIR LINES NETWORK	4324	78.8	7266	68.6	1712	68.0	303	75.2	913	75.0	9697	82.4	1328	57.8	751	74.2
- DELTA AIR LINES	3339	75.2	2394	70.1	1707	67.9	118	75.4	913	75.0	6102	80.8	1142	58.0	610	74.9
- BRANDED CODESHARE PARTNERS	985	91.0	4872	67.8	5	100.0	185	75.1	0	0.0	3595	85.2	186	57.0	141	70.9
FRONTIER AIRLINES	521	70.1	188	34.6	2006	63.3	87	48.3	368	62.2	151	66.9	355	63.7	879	52.1
JETBLUE AIRWAYS	744	63.0	390	52.1	1673	61.3	0	0.0	0	0.0	0	0.0	212	47.2	186	56.5
SOUTHWEST AIRLINES	2181	66.8	981	58.9	3830	69.5	6504	68.7	416	64.4	513	68.4	0	0.0	464	55.0
UNITED AIRLINES NETWORK	3640	79.6	962	60.3	1109	72.6	0	0.0	404	70.3	681	72.1	18463	65.5	542	64.8
- UNITED AIRLINES	2681	77.0	838	59.8	1109	72.6	0	0.0	404	70.3	582	69.4	10064	64.8	441	64.2
- BRANDED CODESHARE PARTNERS	959	86.9	124	63.7	0	0.0	0	0.0	0	0.0	99	87.9	8399	66.2	101	67.3
TOTAL	16,684	74.6	14,049	65.3	12,086	66.6	6,919	68.8	8,673	73.5	11,872	79.9	35,533	65.7	12,562	67.0

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

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

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

AIR TRAVEL CONSUMER REPORT

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

AUGUST 2026

ARRIVAL AIRPORT												
CARRIER ¹	PHX		SAN		SEA		SFO		SLC		TPA	
	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME
ALASKA AIRLINES NETWORK²	611	69.6	3202	57.7	9856	71.2	1744	47.5	411	70.1	88	65.9
- ALASKA AIRLINES	458	74.9	1318	66.2	7453	73.3	1071	53.8	175	65.1	88	65.9
- BRANDED CODESHARE PARTNERS	153	53.6	1884	51.8	2403	64.4	673	37.6	236	73.7	0	0.0
ALLEGiant AIR	18	77.8	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
AMERICAN AIRLINES NETWORK	6771	80.2	815	57.7	854	67.8	1296	58.2	485	60.4	1173	62.6
- AMERICAN AIRLINES	4111	77.3	815	57.7	691	64.5	1106	58.6	396	57.1	1068	61.0
- BRANDED CODESHARE PARTNERS	2660	84.7	0	0.0	163	81.6	190	55.8	89	75.3	105	78.1
DELTA AIR LINES NETWORK	1003	78.7	1001	67.0	4682	78.8	1337	59.5	7412	83.8	1181	70.4
- DELTA AIR LINES	836	76.2	847	67.1	2978	77.1	1275	59.2	4733	80.9	1154	70.3
- BRANDED CODESHARE PARTNERS	167	91.0	154	66.9	1704	81.6	62	64.5	2679	88.9	27	74.1
FRONTIER AIRLINES	540	67.4	180	55.0	155	78.7	386	43.8	238	75.6	557	63.7
JETBLUE AIRWAYS	31	35.5	149	67.8	93	43.0	450	63.1	62	35.5	432	58.6
SOUTHWEST AIRLINES	4979	74.0	3741	50.1	993	54.8	1003	34.8	893	67.7	1708	66.0
UNITED AIRLINES NETWORK	850	75.5	1024	62.2	968	72.9	7519	61.1	606	70.6	585	75.2
- UNITED AIRLINES	720	75.0	1004	61.9	906	72.4	5669	62.8	374	67.9	585	75.2
- BRANDED CODESHARE PARTNERS	130	78.5	20	80.0	62	80.6	1850	55.8	232	75.0	0	0.0
TOTAL	14,803	76.7	10,112	56.4	17,601	72.1	13,735	56.6	10,107	79.4	5,724	66.4

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

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

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

AIR TRAVEL CONSUMER REPORT

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

AUGUST 2026

ARRIVAL AIRPORT																
CARRIER ¹	ATL		AUS		BNA		BOS		BWI		CLT		DCA		DEN	
	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME
ALASKA AIRLINES ²	116	79.3	155	67.1	119	81.5	264	80.3	93	74.2	0	0.0	186	71.5	345	64.9
ALLEGiant AIR	0	0.0	45	88.9	233	73.4	54	88.9	0	0.0	0	0.0	0	0.0	62	80.6
AMERICAN AIRLINES	713	56.0	968	66.8	792	63.0	1542	65.5	291	62.9	9382	77.0	2242	69.3	810	61.4
DELTA AIR LINES	21049	81.6	1185	75.4	859	79.9	2402	70.3	466	78.1	496	79.8	846	68.0	1011	67.0
ENVOY AIR	28	85.7	89	77.5	194	74.7	203	73.9	92	73.9	498	85.7	426	71.8	4	100.0
FRONTIER AIRLINES	1956	59.4	134	67.9	110	70.9	84	79.8	457	61.9	339	61.4	85	60.0	2082	68.6
JETBLUE AIRWAYS	319	50.2	155	74.2	248	57.7	3375	58.2	93	48.4	93	65.6	589	55.2	155	60.0
PSA AIRLINES	290	50.3	3	66.7	87	63.2	0	0.0	2	50.0	3335	70.2	3561	57.3	0	0.0
REPUBLIC AIRWAYS	268	69.0	2	100.0	464	74.4	3293	72.4	116	81.0	321	73.2	2212	69.7	0	0.0
SKYWEST AIRLINES	506	83.8	815	78.9	223	67.3	0	0.0	0	0.0	221	78.7	8	25.0	6689	70.5
SOUTHWEST AIRLINES	1281	64.0	3143	71.9	5646	72.9	735	58.8	5994	73.4	275	69.1	1357	61.1	7569	61.7
UNITED AIRLINES	700	69.4	880	71.0	718	68.0	1237	69.7	367	77.4	162	67.3	642	65.6	9825	72.7
TOTAL	27,226	77.4	7,574	72.5	9,693	71.9	13,189	66.9	7,971	72.6	15,122	75.1	12,154	64.0	28,552	68.3

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

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

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

AIR TRAVEL CONSUMER REPORT

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

AUGUST 2026

ARRIVAL AIRPORT																
CARRIER ¹	DFW		DTW		EWR		FLL		IAD		IAH		JFK		LAS	
	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME
ALASKA AIRLINES ²	266	74.4	62	87.1	232	84.1	31	87.1	124	79.0	110	81.8	370	71.9	640	68.9
ALLEGiant AIR	0	0.0	0	0.0	54	85.2	349	55.3	29	55.2	0	0.0	0	0.0	556	68.3
AMERICAN AIRLINES	13947	77.4	367	71.9	633	63.0	687	63.8	140	60.7	746	66.2	1452	61.6	1124	64.6
DELTA AIR LINES	991	78.0	5237	80.2	576	68.9	1005	72.1	312	71.8	735	80.3	2602	68.3	1214	69.2
ENVOY AIR	6296	86.8	113	75.2	0	0.0	0	0.0	0	0.0	65	84.6	0	0.0	0	0.0
FRONTIER AIRLINES	1205	69.6	445	67.0	124	62.9	480	63.3	205	53.7	597	70.7	31	71.0	1414	60.5
JETBLUE AIRWAYS	93	73.1	186	51.6	403	56.6	3060	68.2	0	0.0	217	60.8	3472	56.3	305	66.2
PSA AIRLINES	1673	76.6	220	59.1	0	0.0	0	0.0	93	67.7	107	63.6	0	0.0	0	0.0
REPUBLIC AIRWAYS	2	50.0	648	78.2	2197	72.1	0	0.0	668	80.4	19	89.5	1211	66.2	0	0.0
SKYWEST AIRLINES	1996	80.6	2281	80.5	0	0.0	0	0.0	242	77.3	1420	83.2	0	0.0	212	73.1
SOUTHWEST AIRLINES	0	0.0	385	57.7	0	0.0	782	68.7	0	0.0	0	0.0	0	0.0	7112	74.5
UNITED AIRLINES	888	72.7	226	65.5	5719	69.4	621	75.2	3152	78.8	5793	83.0	0	0.0	1264	72.4
TOTAL	27,357	79.2	10,170	77.1	9,938	69.4	7,015	68.1	4,965	76.6	9,809	80.1	9,138	62.5	13,841	70.9

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

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

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

AIR TRAVEL CONSUMER REPORT

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

AUGUST 2026

ARRIVAL AIRPORT																
CARRIER ¹	LAX		LGA		MCO		MDW		MIA		MSP		ORD		PHL	
	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME
ALASKA AIRLINES ²	1023	67.8	0	0.0	170	77.1	0	0.0	31	71.0	159	83.6	364	63.2	93	75.3
ALLEGIAN AIR	0	0.0	0	0.0	36	72.2	25	92.0	0	0.0	0	0.0	0	0.0	27	55.6
AMERICAN AIRLINES	2521	71.2	1606	59.9	1550	62.2	0	0.0	5286	72.9	370	65.1	6107	67.7	4621	72.0
DELTA AIR LINES	3339	75.2	2394	70.1	1707	67.9	118	75.4	913	75.0	6102	80.8	1142	58.0	610	74.9
ENVOY AIR	0	0.0	0	0.0	0	0.0	0	0.0	1203	82.9	93	66.7	4896	68.9	0	0.0
FRONTIER AIRLINES	521	70.1	188	34.6	2006	63.3	87	48.3	368	62.2	151	66.9	355	63.7	879	52.1
JETBLUE AIRWAYS	744	63.0	390	52.1	1673	61.3	0	0.0	0	0.0	0	0.0	212	47.2	186	56.5
PSA AIRLINES	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	92	64.1	0	0.0	2118	62.2
REPUBLIC AIRWAYS	0	0.0	4599	68.8	0	0.0	0	0.0	52	67.3	115	57.4	2675	72.1	597	73.7
SKYWEST AIRLINES	3480	84.7	0	0.0	0	0.0	0	0.0	0	0.0	2518	86.7	7367	63.3	2	50.0
SOUTHWEST AIRLINES	2181	66.8	981	58.9	3830	69.5	6504	68.7	416	64.4	513	68.4	0	0.0	464	55.0
UNITED AIRLINES	2681	77.0	838	59.8	1109	72.6	0	0.0	404	70.3	582	69.4	10064	64.8	441	64.2
TOTAL	16,490	74.6	10,996	65.1	12,081	66.6	6,734	68.6	8,673	73.5	10,695	79.8	33,182	65.8	10,038	67.1

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

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

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AIR TRAVEL CONSUMER REPORT

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

AUGUST 2026

CARRIER ¹	ARRIVAL AIRPORT											
	PHX		SAN		SEA		SFO		SLC		TPA	
	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME
ALASKA AIRLINES ²	458	74.9	1318	66.2	7453	73.3	1071	53.8	175	65.1	88	65.9
ALLEGiant AIR	18	77.8	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
AMERICAN AIRLINES	4111	77.3	815	57.7	691	64.5	1106	58.6	396	57.1	1068	61.0
DELTA AIR LINES	836	76.2	847	67.1	2978	77.1	1275	59.2	4733	80.9	1154	70.3
ENVOY AIR	1100	85.5	0	0.0	74	85.1	0	0.0	20	70.0	105	78.1
FRONTIER AIRLINES	540	67.4	180	55.0	155	78.7	386	43.8	238	75.6	557	63.7
JETBLUE AIRWAYS	31	35.5	149	67.8	93	43.0	450	63.1	62	35.5	432	58.6
PSA AIRLINES	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
REPUBLIC AIRWAYS	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
SKYWEST AIRLINES	1974	82.7	1325	53.1	2566	77.4	2619	52.5	3164	86.4	27	74.1
SOUTHWEST AIRLINES	4979	74.0	3741	50.1	993	54.8	1003	34.8	893	67.7	1708	66.0
UNITED AIRLINES	720	75.0	1004	61.9	906	72.4	5669	62.8	374	67.9	585	75.2
TOTAL	14,767	76.8	9,379	56.6	15,909	73.0	13,579	56.8	10,055	79.3	5,724	66.4

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

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

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

AIR TRAVEL CONSUMER REPORT

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

AUGUST 2026

ARRIVAL AIRPORT*																
SCHEDULED ARRIVAL TIME	ATL	AUS	BNA	BOS	BWI	CLT	DCA	DEN	DFW	DTW	EWR	FLL	IAD	IAH	JFK	LAS
0600-0659	83.4	90.7	92.1	76.4	80.8	86.0	80.6	88.4	90.4	73.3	82.9	83.3	78.8	87.0	70.5	93.8
0700-0759	90.6	96.4	95.1	82.1	90.7	89.6	79.1	91.1	92.0	85.2	81.5	81.5	90.5	74.2	76.7	94.5
0800-0859	90.5	95.1	88.2	85.6	88.7	89.2	79.4	88.8	89.6	89.6	89.2	80.7	63.4	92.4	71.0	92.9
0900-0959	86.0	86.1	89.5	87.0	91.6	86.5	83.0	85.7	88.0	92.7	88.5	82.9	89.4	90.5	81.8	88.2
1000-1059	87.2	88.9	82.9	86.9	91.5	87.1	81.5	83.8	87.5	86.3	90.8	81.2	86.8	89.4	84.7	86.5
1100-1159	87.9	85.3	88.1	83.9	91.0	85.2	80.2	84.2	90.4	83.9	88.1	81.2	88.4	87.1	78.7	84.1
1200-1259	86.3	88.1	78.6	83.3	83.6	85.5	74.6	85.3	87.9	84.4	82.9	77.6	76.2	87.6	74.7	76.6
1300-1359	85.2	83.9	79.7	80.3	84.0	85.6	64.5	81.0	82.0	85.6	81.1	77.4	87.8	88.8	70.1	74.0
1400-1459	78.2	78.6	72.9	75.3	77.8	80.6	70.5	77.9	82.2	78.9	77.0	73.4	83.8	82.0	65.7	71.5
1500-1559	73.8	74.8	68.0	67.8	73.4	73.1	62.4	66.2	81.1	81.1	76.5	65.1	86.7	83.3	71.4	63.8
1600-1659	72.2	69.6	63.8	63.5	70.9	69.0	59.4	57.0	75.8	76.6	68.6	61.6	74.7	72.5	60.9	63.0
1700-1759	66.0	65.0	60.2	57.6	62.1	60.1	52.0	41.1	72.0	72.7	59.1	68.1	61.4	72.3	56.8	53.9
1800-1859	69.3	62.8	53.2	53.6	55.4	62.8	51.6	40.2	66.5	70.2	55.8	50.7	69.5	72.8	49.8	56.2
1900-1959	65.0	59.2	53.3	49.1	42.9	59.4	50.1	40.1	67.7	70.7	51.7	55.0	52.9	74.0	47.0	52.5
2000-2059	68.5	54.5	55.6	49.7	47.4	57.0	51.0	41.3	66.0	71.9	48.3	54.9	70.4	70.8	46.3	54.2
2100-2159	64.8	62.0	54.4	50.5	53.9	57.3	44.3	56.8	65.2	63.0	46.5	54.8	63.1	65.0	42.8	59.0
2200-2259	58.6	54.0	57.5	52.5	42.9	63.7	47.7	57.6	63.7	63.3	52.6	56.5	50.8	50.8	49.2	56.9
2300-0559	63.2	56.2	64.7	55.6	54.8	66.0	60.0	55.9	66.1	60.0	59.0	49.3	71.0	65.3	56.2	61.3
TOTAL	77.4	72.5	71.9	66.9	72.6	75.1	64.0	68.3	79.2	77.1	69.4	68.1	76.6	80.1	62.5	70.9

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

AIR TRAVEL CONSUMER REPORT

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

AUGUST 2026

ARRIVAL AIRPORT*															
SCHEDULED ARRIVAL TIME	LAX	LGA	MCO	MDW	MIA	MSP	ORD	PHL	PHX	SAN	SEA	SFO	SLC	TPA	TOTAL
0600-0659	90.6	50.0	79.1	87.6	79.9	88.3	83.9	72.9	91.1	81.1	87.9	93.2	97.8	87.7	85.6
0700-0759	95.4	85.7	80.4	91.9	93.8	90.3	83.7	83.4	93.1	91.1	93.1	89.9	94.3	96.0	88.5
0800-0859	89.5	86.0	88.8	85.7	89.3	89.0	82.2	87.3	92.1	84.7	90.2	72.2	93.2	90.5	88.1
0900-0959	86.3	85.1	89.9	80.5	87.9	88.5	80.1	85.0	89.2	82.7	86.2	60.8	90.0	89.1	85.2
1000-1059	85.6	83.5	87.0	77.8	85.6	85.1	78.2	83.0	88.0	64.3	77.0	61.5	87.5	87.9	83.4
1100-1159	77.0	84.0	83.2	81.6	85.6	88.4	74.2	84.7	84.9	55.5	75.0	49.1	87.0	81.5	81.3
1200-1259	82.4	78.1	82.8	76.3	74.9	85.5	72.7	76.4	83.5	43.2	74.5	48.9	88.0	85.9	79.6
1300-1359	79.1	75.1	75.2	81.2	77.5	80.5	70.4	77.9	83.1	42.9	75.8	47.4	81.5	66.3	77.2
1400-1459	77.2	68.1	70.6	72.6	73.7	79.5	62.6	72.9	75.7	50.5	71.7	60.3	82.2	76.2	73.9
1500-1559	77.1	66.6	64.0	57.4	66.9	76.8	59.9	68.6	75.2	54.0	78.3	47.3	78.5	65.0	70.3
1600-1659	69.4	61.7	59.1	61.4	67.2	79.8	57.5	60.7	72.7	44.6	71.7	47.5	77.0	62.8	65.5
1700-1759	70.4	52.9	55.5	61.6	67.5	76.8	55.7	55.8	61.5	45.2	68.2	60.0	60.8	54.9	61.5
1800-1859	65.3	51.4	52.7	43.0	59.2	70.7	49.9	55.0	68.3	45.6	67.5	64.6	61.1	51.1	57.4
1900-1959	64.2	46.5	49.7	46.7	57.7	78.5	50.2	51.2	63.3	51.8	67.0	54.8	73.4	49.3	56.8
2000-2059	66.6	44.2	47.4	44.1	58.8	75.0	50.3	50.0	60.2	46.1	60.4	50.7	68.3	60.8	57.5
2100-2159	60.3	47.1	50.9	50.0	59.3	61.0	47.3	47.3	54.4	43.0	58.2	44.9	61.3	50.6	54.9
2200-2259	58.9	48.0	54.5	48.5	64.5	60.0	51.5	53.3	52.0	47.3	60.8	53.9	66.0	56.1	55.5
2300-0559	63.2	55.9	53.8	70.8	62.9	69.6	75.5	54.1	57.4	66.1	69.4	58.8	63.6	52.6	61.4
TOTAL	74.6	65.1	66.6	68.6	73.5	79.8	65.8	67.1	76.8	56.6	73.0	56.8	79.3	66.4	71.1

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

AIR TRAVEL CONSUMER REPORT

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

AUGUST 2026

DEPARTURE AIRPORT*																
SCHEDULED DEPARTURE TIME	ATL	AUS	BNA	BOS	BWI	CLT	DCA	DEN	DFW	DTW	EWR	FLL	IAD	IAH	JFK	LAS
0600-0659	83.2	95.1	89.3	87.4	88.3	90.8	88.9	90.6	87.4	83.7	89.0	91.0	89.4	92.1	78.8	93.9
0700-0759	88.6	90.4	83.4	88.6	85.9	84.4	87.0	89.9	87.2	88.0	85.2	91.7	89.0	90.5	82.8	88.9
0800-0859	89.6	89.8	84.9	83.3	83.9	87.8	81.7	88.1	85.1	85.4	87.0	82.9	92.5	84.7	78.8	84.6
0900-0959	87.6	86.8	78.2	82.3	82.8	81.4	72.9	84.3	80.7	79.1	83.1	79.1	89.6	86.5	76.1	81.3
1000-1059	82.0	82.1	80.6	75.4	76.4	80.6	77.4	79.0	71.9	85.0	83.2	74.7	83.3	84.9	72.2	75.7
1100-1159	83.1	75.6	76.1	77.2	75.4	74.6	70.6	79.6	71.7	82.7	80.1	72.0	78.9	78.8	76.1	72.1
1200-1259	79.4	75.8	68.9	71.4	68.9	74.7	64.0	69.0	74.4	77.9	78.3	68.2	84.8	82.1	66.1	65.3
1300-1359	80.9	72.0	51.5	69.4	66.4	68.0	62.6	77.6	71.4	65.9	77.2	68.0	85.5	72.5	66.7	63.3
1400-1459	74.9	69.1	62.1	68.1	62.4	67.3	59.7	61.1	64.9	77.7	67.7	55.4	74.5	75.1	58.6	57.0
1500-1559	70.5	63.7	56.2	61.1	55.8	63.6	57.2	63.3	69.7	75.8	66.7	56.1	66.4	80.0	56.0	52.7
1600-1659	63.3	62.7	50.9	56.4	53.6	57.8	49.4	60.1	63.6	74.3	65.7	57.6	78.4	68.8	58.8	54.0
1700-1759	63.3	56.6	53.8	51.8	52.4	54.8	50.0	48.1	62.2	66.4	64.8	50.2	66.3	66.2	57.3	49.5
1800-1859	57.7	57.1	52.7	50.3	46.4	49.2	47.1	29.5	59.3	68.3	59.1	57.1	69.7	68.5	49.2	45.9
1900-1959	60.2	51.9	45.9	49.2	49.8	53.8	47.7	41.8	56.0	60.0	55.1	54.1	56.0	72.7	46.8	52.1
2000-2059	58.1	44.1	44.6	42.5	33.8	51.3	45.9	40.7	58.2	71.8	52.2	45.4	35.7	73.1	39.2	39.0
2100-2159	66.5	30.9	46.1	46.8	41.8	52.3	46.7	48.5	65.6	74.1	52.8	42.8	30.0	78.3	41.0	47.7
2200-2259	71.2	80.5	26.3	53.0	25.9	51.7	41.9	48.0	60.6	76.6	28.9	36.4	69.0	77.2	40.7	67.8
2300-0559	70.1	95.3	91.4	93.2	71.4	78.9	93.6	73.3	88.3	93.0	90.0	93.4	87.5	93.2	83.1	74.3
TOTAL	74.2	74.0	66.6	69.4	65.3	66.2	64.1	66.0	70.4	77.6	72.2	65.8	78.7	78.4	63.4	68.1

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

AIR TRAVEL CONSUMER REPORT

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

AUGUST 2026

DEPARTURE AIRPORT*															
SCHEDULED DEPARTURE TIME	LAX	LGA	MCO	MDW	MIA	MSP	ORD	PHL	PHX	SAN	SEA	SFO	SLC	TPA	TOTAL
0600-0659	93.0	86.8	91.5	92.0	90.6	90.1	88.9	83.8	94.1	92.2	89.1	92.1	95.6	92.9	89.7
0700-0759	88.4	84.3	89.8	87.3	91.9	90.0	87.8	82.9	90.3	85.0	87.1	91.7	89.9	90.1	88.0
0800-0859	87.1	84.2	88.8	85.4	88.5	86.5	82.0	81.9	87.6	85.9	86.0	86.8	92.2	86.0	85.8
0900-0959	82.5	80.0	85.3	72.1	83.3	86.2	81.7	79.8	83.1	76.9	79.7	73.3	86.3	81.6	82.2
1000-1059	79.6	79.3	81.3	69.7	81.7	84.2	74.8	81.5	83.7	69.9	72.0	68.5	86.8	84.1	78.1
1100-1159	72.6	75.1	77.6	56.9	79.8	77.8	69.9	69.8	77.8	55.0	65.7	48.0	82.1	87.0	74.5
1200-1259	72.2	76.3	71.1	62.4	69.9	80.2	71.0	66.8	75.1	53.9	61.6	58.9	77.3	71.6	71.9
1300-1359	75.3	67.7	66.6	66.3	70.5	81.1	66.1	63.4	74.3	41.8	63.5	55.8	81.7	66.8	69.7
1400-1459	74.7	62.9	61.9	54.3	61.3	73.1	62.9	60.2	67.1	46.4	68.5	55.6	62.3	72.2	65.1
1500-1559	72.7	58.8	57.1	55.8	61.0	72.4	56.1	60.2	65.4	52.2	63.1	52.1	76.1	64.0	63.1
1600-1659	73.7	49.8	50.8	41.1	57.6	68.4	57.4	57.2	63.8	47.4	67.8	61.0	66.2	53.8	60.1
1700-1759	68.7	53.7	45.3	40.8	62.9	69.6	53.8	50.4	64.0	42.7	66.5	51.5	71.8	51.8	56.7
1800-1859	72.2	45.7	38.3	47.8	60.9	70.9	54.4	48.4	62.0	41.4	66.9	64.4	51.4	50.2	55.4
1900-1959	70.4	45.8	42.3	28.9	62.5	70.5	49.7	51.6	63.8	41.1	62.8	63.2	40.8	49.5	52.9
2000-2059	66.0	40.2	37.9	38.9	66.0	76.3	50.1	47.4	53.4	43.4	64.6	59.8	71.2	51.6	52.8
2100-2159	74.2	46.2	43.9	34.0	61.8	75.9	52.7	54.9	42.7	55.1	64.6	62.6	81.8	59.7	58.6
2200-2259	72.0	35.7	46.9	22.2	69.8	75.0	54.8	53.2	64.2	79.7	64.0	64.2	77.5	39.8	62.8
2300-0559	78.5	0.0	83.1	93.0	84.1	90.7	72.2	88.8	78.8	0.0	73.3	78.9	79.5	92.0	80.0
TOTAL	77.5	65.8	66.8	60.8	71.2	79.0	66.5	65.7	75.0	61.8	70.9	67.6	79.3	72.0	69.9

* 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
AUGUST 2026

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Aberdeen, SD (ABR)	96.8	96.8	62	62
Abilene, TX (ABI)	82.9	81.8	275	275
Adak Island, AK (ADK)	88.9	66.7	9	9
Aguadilla, PR (BQN)	64.5	70.6	231	231
Akron, OH (CAK)	61.0	72.9	446	446
Albany, NY (ALB)	67.3	73.2	1156	1154
Albuquerque, NM (ABQ)	71.7	78.9	2082	2082
Alexandria, LA (AEX)	83.9	86.5	155	155
Allentown/Bethlehem/Easton, PA (ABE)	69.0	73.6	345	345
Alpena, MI (APN)	83.3	79.6	54	54
Amarillo, TX (AMA)	77.1	86.1	433	433
Anchorage, AK (ANC)	75.6	78.9	2385	2383
Appleton, WI (ATW)	73.0	78.8	578	576
Arcata/Eureka, CA (ACV)	69.9	68.5	216	216
Asheville, NC (AVL)	75.7	74.0	939	941
Ashland, WV (HTS)	69.0	71.4	42	42
Aspen, CO (ASE)	63.0	67.7	725	724
Atlanta, GA (ATL)	77.4	74.2	27226	27221
Atlantic City, NJ (ACY)	57.4	39.6	47	48
Augusta, GA (AGS)	60.0	72.9	145	144
Austin, TX (AUS)	72.5	74.0	7574	7575
Bakersfield, CA (BFL)	76.1	85.7	272	272
Baltimore, MD (BWI)	72.6	65.3	7971	7975
Bangor, ME (BGR)	67.2	66.0	539	539
Barrow, AK (BRW)	61.3	61.3	31	31
Baton Rouge, LA (BTR)	76.5	83.5	345	345
Beaumont/Port Arthur, TX (BPT)	87.1	91.9	62	62
Bellefonte, PA (BLF)	76.5	72.8	136	136
Bellingham, WA (BLI)	70.7	81.0	174	174
Bemidji, MN (BJI)	93.5	93.5	62	62
Bend/Redmond, OR (RDM)	75.5	74.8	579	579
Bethel, AK (BET)	80.6	59.7	62	62
Billings, MT (BIL)	75.4	78.7	414	414
Binghamton, NY (BGM)	93.5	93.5	31	31
Birmingham, AL (BHM)	68.9	76.0	1502	1500
Bishop, CA (BIH)	51.6	45.2	31	31
Bismarck/Mandan, ND (BIS)	73.2	80.6	325	325
Bloomington/Normal, IL (BMI)	77.5	80.3	142	142
Boise, ID (BOI)	78.6	82.0	2019	2021
Boston, MA (BOS)	66.9	69.4	13189	13188
Bozeman, MT (BZN)	70.6	72.6	1286	1287

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Brainerd, MN (BRD)	90.7	94.4	54	54
Bristol/Johnson City/Kingsport, TN (TRI)	79.3	81.0	174	174
Brownsville, TX (BRO)	89.3	91.8	122	122
Buffalo, NY (BUF)	64.2	68.1	1867	1867
Burbank, CA (BUR)	76.3	76.5	2602	2602
Burlington, VT (BTV)	66.5	69.3	641	641
Butte, MT (BTM)	75.8	93.5	62	62
Carlsbad, CA (CLD)	67.6	77.3	225	225
Casper, WY (CPR)	68.7	74.9	243	243
Cedar City, UT (CDC)	96.3	96.3	54	54
Cedar Rapids/Iowa City, IA (CID)	68.2	73.6	746	746
Champaign/Urbana, IL (CMI)	71.5	76.2	151	151
Charleston, SC (CHS)	64.9	71.8	2024	2023
Charleston/Dunbar, WV (CRW)	53.5	60.6	213	213
Charlotte Amalie, VI (STT)	77.7	73.4	282	282
Charlotte, NC (CLT)	75.1	66.2	15122	15125
Charlottesville, VA (CHO)	63.2	69.0	125	126
Chattanooga, TN (CHA)	70.2	75.6	436	435
Cheyenne, WY (CYS)	71.0	90.3	62	62
Chicago, IL (MDW)	68.6	60.8	6734	6737
Chicago, IL (ORD)	65.8	66.5	33182	33187
Christiansted, VI (STX)	71.6	78.9	95	95
Cincinnati, OH (CVG)	72.3	76.9	3033	3035
Clarksburg/Fairmont, WV (CKB)	61.9	70.2	84	84
Cleveland, OH (CLE)	67.9	73.8	3532	3535
Cody, WY (COD)	68.0	62.0	128	129
College Station/Bryan, TX (CLL)	89.2	91.4	93	93
Colorado Springs, CO (COS)	69.1	73.6	1211	1210
Columbia, MO (COU)	67.4	76.7	331	331
Columbia, SC (CAE)	70.9	75.1	519	518
Columbus, GA (CSG)	77.8	33.3	9	9
Columbus, MS (GTR)	71.0	67.7	31	31
Columbus, OH (CMH)	68.7	75.5	3856	3856
Columbus, OH (LCK)	73.3	69.8	116	116
Concord, NC (USA)	71.7	66.0	53	53
Cordova, AK (CDV)	85.5	85.5	62	62
Corpus Christi, TX (CRP)	87.4	88.7	372	372
Dallas, TX (DAL)	74.6	65.4	5728	5727
Dallas/Fort Worth, TX (DFW)	79.2	70.4	27357	27347
Dayton, OH (DAY)	62.7	76.9	700	698
Daytona Beach, FL (DAB)	70.5	74.0	308	308

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

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Deadhorse, AK (SCC)	86.0	79.1	43	43
Decatur, IL (DEC)	60.4	71.7	53	53
Denver, CO (DEN)	68.3	66.0	28552	28557
Des Moines, IA (DSM)	65.4	73.8	1341	1342
Detroit, MI (DTW)	77.1	77.6	10170	10167
Devils Lake, ND (DVL)	86.8	69.8	53	53
Dickinson, ND (DIK)	49.1	73.6	53	53
Dillingham, AK (DLG)	80.6	71.0	31	31
Dodge City, KS (DDC)	62.3	60.4	53	53
Duluth, MN (DLH)	72.4	75.2	246	246
Durango, CO (DRO)	72.2	77.0	407	408
Eagle, CO (EGE)	70.7	75.5	198	200
Eau Claire, WI (EAU)	58.5	75.5	53	53
El Paso, TX (ELP)	70.5	80.5	1371	1371
Elko, NV (EKO)	91.8	95.9	49	49
Elmira/Corning, NY (ELM)	76.4	76.4	123	123
Erie, PA (ERI)	54.8	87.1	31	31
Escanaba, MI (ESC)	84.9	92.5	53	53
Eugene, OR (EUG)	72.7	76.1	910	909
Evansville, IN (EVV)	70.8	72.5	178	178
Everett, WA (PAE)	86.0	86.8	107	106
Fairbanks, AK (FAI)	77.9	75.3	420	421
Fargo, ND (FAR)	76.5	77.5	545	546
Farmington, NM (FMN)	61.3	83.9	31	31
Fayetteville, AR (XNA)	74.0	80.4	1313	1313
Fayetteville, NC (FAY)	53.8	50.0	26	26
Flagstaff, AZ (FLG)	79.2	84.2	120	120
Flint, MI (FNT)	64.0	73.4	214	214
Fort Dodge, IA (FOD)	61.3	43.5	62	62
Fort Lauderdale, FL (FLL)	68.1	65.8	7015	7013
Fort Myers, FL (RSW)	70.0	75.0	1888	1890
Fort Smith, AR (FSM)	89.6	90.6	96	96
Fort Wayne, IN (FWA)	67.7	75.0	461	460
Fresno, CA (FAT)	74.5	78.9	1166	1165
Gainesville, FL (GNV)	75.9	82.6	241	241
Garden City, KS (GCK)	74.2	75.8	62	62
Gillette, WY (GCC)	65.1	72.3	83	83
Grand Forks, ND (GFK)	87.8	92.2	115	115
Grand Island, NE (GRI)	82.9	73.7	76	76
Grand Junction, CO (GJT)	76.2	81.1	428	428
Grand Rapids, MI (GRR)	69.8	77.4	1671	1670

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Great Falls, MT (GTF)	80.7	86.1	166	166
Green Bay, WI (GRB)	74.6	78.3	453	451
Greensboro/High Point, NC (GSO)	70.4	75.9	763	763
Greer, SC (GSP)	68.7	75.2	1273	1270
Guam, TT (GUM)	82.3	96.8	62	62
Gulf Shores, AL (GUF)	78.9	72.5	109	109
Gulfport/Biloxi, MS (GPT)	76.2	85.9	269	269
Gunnison, CO (GUC)	72.6	73.4	124	124
Gustavus, AK (GST)	83.3	83.3	30	30
Hagerstown, MD (HGR)	60.6	57.6	33	33
Hancock/Houghton, MI (CMX)	55.0	68.8	80	80
Harlingen/San Benito, TX (HRL)	78.0	84.6	337	337
Harrisburg, PA (MDT)	66.7	72.4	544	544
Hartford, CT (BDL)	69.9	75.8	1827	1827
Hattiesburg/Laurel, MS (PIB)	79.2	83.0	53	53
Hayden, CO (HDN)	62.6	78.0	131	132
Hays, KS (HYS)	86.7	93.3	15	15
Helena, MT (HLN)	79.0	90.3	124	124
Hibbing, MN (HIB)	92.6	92.6	54	54
Hilo, HI (ITO)	77.4	81.8	554	554
Hilton Head, SC (HHH)	78.4	76.0	292	292
Hobbs, NM (HOB)	54.8	87.1	31	31
Honolulu, HI (HNL)	77.8	80.7	4866	4867
Houston, TX (HOU)	73.2	69.9	4324	4326
Houston, TX (IAH)	80.1	78.4	9809	9805
Huntsville, AL (HSV)	69.1	73.5	699	698
Hyannis, MA (HYA)	71.1	67.4	135	135
Idaho Falls, ID (IDA)	78.5	76.8	539	539
Indianapolis, IN (IND)	70.5	77.1	3915	3916
International Falls, MN (INL)	98.4	93.5	62	62
Iron Mountain/Kingsfd, MI (IMT)	83.9	80.6	62	62
Islip, NY (ISP)	72.2	68.9	453	453
Jackson, WY (JAC)	70.3	68.6	839	840
Jackson/Vicksburg, MS (JAN)	72.5	81.5	501	502
Jacksonville, FL (JAX)	64.8	70.8	2503	2506
Jacksonville/Camp Lejeune, NC (OAJ)	75.7	79.1	115	115
Jamestown, ND (JMS)	72.4	69.0	29	29
Johnstown, PA (JST)	62.3	73.6	53	53
Joplin, MO (JLN)	56.6	77.4	53	53
Juneau, AK (JNU)	80.1	84.6	513	513
Kahului, HI (OGG)	79.9	84.3	2165	2165

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

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Kalamazoo, MI (AZO)	66.7	70.0	180	180
Kalispell, MT (FCA)	74.4	74.0	626	627
Kansas City, MO (MCI)	71.1	76.1	4428	4429
Kearney, NE (EAR)	58.8	64.7	85	85
Ketchikan, AK (KTN)	82.3	77.4	248	248
Key West, FL (EYW)	80.0	77.9	534	534
Killeen, TX (GRK)	86.2	85.0	167	167
King Salmon, AK (AKN)	73.0	83.8	37	37
Knoxville, TN (TYS)	67.3	74.0	1309	1309
Kodiak, AK (ADQ)	88.2	90.3	93	93
Kona, HI (KOA)	81.4	83.5	1367	1368
Kotzebue, AK (OTZ)	87.1	80.6	31	31
La Crosse, WI (LSE)	67.6	67.6	111	111
Lafayette, IN (LAF)	57.1	71.4	49	49
Lafayette, LA (LFT)	71.7	78.9	166	166
Lake Charles, LA (LCH)	89.1	90.2	92	92
Lancaster, PA (LNS)	50.9	67.9	53	53
Lansing, MI (LAN)	67.3	77.6	147	147
Laramie, WY (LAR)	54.7	73.6	53	53
Laredo, TX (LRD)	88.7	83.1	142	142
Las Vegas, NV (LAS)	70.9	68.1	13841	13832
Lawton/Fort Sill, OK (LAW)	71.0	75.3	93	93
Lewisburg, WV (LWB)	54.8	67.7	62	62
Lewiston, ID (LWS)	83.9	79.0	62	62
Lexington, KY (LEX)	66.3	73.3	857	857
Liberal, KS (LBL)	79.2	71.7	53	53
Lihue, HI (LIH)	81.5	82.5	1402	1401
Lincoln, NE (LNK)	64.0	72.8	367	367
Little Rock, AR (LIT)	73.8	78.2	1117	1119
Long Beach, CA (LGB)	76.6	80.1	1233	1233
Longview, TX (GGG)	82.3	88.7	62	62
Los Angeles, CA (LAX)	74.6	77.5	16490	16494
Louisville, KY (SDF)	72.3	81.3	1983	1982
Lubbock, TX (LBB)	75.8	87.4	563	563
Lynchburg, VA (LYH)	62.9	56.5	62	62
Madison, WI (MSN)	67.3	76.7	1314	1315
Manchester, NH (MHT)	66.0	74.3	523	521
Manhattan/Ft. Riley, KS (MHK)	75.5	80.7	151	150
Marquette, MI (MQT)	74.6	76.8	142	142
Martha's Vineyard, MA (MVY)	73.1	64.6	376	376
Mason City, IA (MCW)	64.2	73.6	53	53

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Medford, OR (MFR)	75.2	82.2	521	522
Melbourne, FL (MLB)	78.0	78.0	218	218
Memphis, TN (MEM)	71.3	77.6	2104	2105
Meridian, MS (MEI)	67.9	83.0	53	53
Miami, FL (MIA)	73.5	71.2	8673	8677
Midland/Odessa, TX (MAF)	77.0	84.6	736	736
Milwaukee, WI (MKE)	69.7	75.6	2711	2715
Minneapolis, MN (MSP)	79.8	79.0	10695	10691
Minot, ND (MOT)	74.8	78.2	238	239
Mission/McAllen/Edinburg, TX (MFE)	77.4	83.2	470	469
Missoula, MT (MSO)	77.5	77.4	565	567
Mobile, AL (MOB)	75.5	77.4	208	208
Moline, IL (MLI)	66.0	75.0	347	348
Monroe, LA (MLU)	87.1	87.9	124	124
Monterey, CA (MRY)	70.0	68.8	430	429
Montgomery, AL (MGM)	70.6	68.3	180	180
Montrose/Delta, CO (MTJ)	71.6	78.4	208	208
Morgantown, WV (MGW)	56.6	73.6	53	53
Mosinee, WI (CWA)	72.0	78.5	93	93
Myrtle Beach, SC (MYR)	69.5	68.8	1142	1146
Nantucket, MA (ACK)	72.9	68.3	549	549
Nashville, TN (BNA)	71.9	66.6	9693	9694
Natchez, MS (HEZ)	92.0	92.0	25	25
New Orleans, LA (MSY)	70.7	73.2	3443	3443
New York, NY (JFK)	62.5	63.4	9138	9140
New York, NY (LGA)	65.1	65.8	10996	10995
Newark, NJ (EWR)	69.4	72.2	9938	9972
Newburgh/Poughkeepsie, NY (SWF)	86.0	68.4	57	57
Niagara Falls, NY (IAG)	77.8	60.7	27	28
Nome, AK (OME)	64.5	61.3	31	31
Norfolk, VA (ORF)	67.6	72.0	1937	1937
North Bend/Coos Bay, OR (OTH)	64.5	62.9	62	62
North Platte, NE (LBF)	44.4	48.1	54	54
Oakland, CA (OAK)	73.0	69.5	2694	2691
Oklahoma City, OK (OKC)	71.7	79.6	1999	2001
Omaha, NE (OMA)	70.3	75.6	2242	2244
Ontario, CA (ONT)	75.0	79.5	2231	2228
Orlando, FL (MCO)	66.6	66.8	12081	12085
Paducah, KY (PAH)	77.4	82.3	62	62
Palm Springs, CA (PSP)	70.5	78.2	773	772
Panama City, FL (ECP)	69.3	72.3	962	962

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

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Pasco/Kennewick/Richland, WA (PSC)	84.4	88.1	532	531
Pellston, MI (PLN)	62.9	73.3	116	116
Pensacola, FL (PNS)	70.4	76.2	1185	1185
Peoria, IL (PIA)	71.0	72.8	400	400
Petersburg, AK (PSG)	91.9	85.5	62	62
Philadelphia, PA (PHL)	67.1	65.7	10038	10036
Phoenix, AZ (AZA)	74.9	84.7	394	393
Phoenix, AZ (PHX)	76.8	75.0	14767	14757
Pierre, SD (PIR)	63.0	74.1	54	54
Pittsburgh, PA (PIT)	67.0	72.5	3752	3752
Plattsburgh, NY (PBG)	52.0	32.0	25	25
Pocatello, ID (PIH)	93.5	91.9	62	62
Ponce, PR (PSE)	78.2	87.4	87	87
Portland, ME (PWM)	73.3	73.6	1303	1301
Portland, OR (PDX)	75.4	77.5	6192	6187
Portsmouth, NH (PSM)	81.3	65.6	32	32
Prescott, AZ (PRC)	83.3	78.6	84	84
Presque Isle/Houlton, ME (PQI)	38.7	90.3	31	31
Providence, RI (PVD)	67.5	70.2	1377	1376
Provo, UT (PVU)	81.3	90.2	224	224
Punta Gorda, FL (PGD)	73.0	78.4	423	422
Raleigh/Durham, NC (RDU)	70.8	74.3	4648	4649
Rapid City, SD (RAP)	72.8	74.3	672	673
Redding, CA (RDD)	78.7	79.8	164	163
Reno, NV (RNO)	74.7	76.8	2021	2023
Rhinelander, WI (RHI)	84.9	78.5	93	93
Richmond, VA (RIC)	70.8	75.3	1581	1582
Riverton/Lander, WY (RIW)	67.7	82.3	62	62
Roanoke, VA (ROA)	65.2	66.5	253	254
Rochester, MN (RST)	71.8	75.8	124	124
Rochester, NY (ROC)	65.8	74.0	954	954
Rock Springs, WY (RKS)	72.6	87.1	62	62
Rockford, IL (RFD)	80.0	75.0	75	76
Roswell, NM (ROW)	79.4	80.0	155	155
Sacramento, CA (SMF)	76.3	76.7	4824	4821
Saginaw/Bay City/Midland, MI (MBS)	73.9	81.7	180	180
Saipan, TT (SPN)	93.5	93.5	31	31
Salina, KS (SLN)	57.6	77.6	85	85
Salt Lake City, UT (SLC)	79.3	79.3	10055	10055
San Angelo, TX (SJT)	81.9	84.0	94	94
San Antonio, TX (SAT)	71.8	80.7	3281	3283

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
San Diego, CA (SAN)	56.6	61.8	9379	9379
San Francisco, CA (SFO)	56.8	67.6	13579	13560
San Jose, CA (SJC)	74.3	75.7	3744	3760
San Juan, PR (SJU)	67.8	71.8	2996	3005
San Luis Obispo, CA (SBP)	71.4	72.8	336	335
Sanford, FL (SFB)	66.0	72.3	776	777
Santa Ana, CA (SNA)	76.6	75.8	3899	3898
Santa Barbara, CA (SBA)	74.0	74.2	772	770
Santa Fe, NM (SAF)	68.4	74.5	431	431
Santa Maria, CA (SMX)	66.7	55.6	9	9
Santa Rosa, CA (STS)	79.5	76.5	630	633
Sarasota/Bradenton, FL (SRQ)	70.5	75.8	995	995
Sault Ste. Marie, MI (CIU)	71.8	71.8	85	85
Savannah, GA (SAV)	68.5	72.4	1582	1584
Scottsbluff, NE (BFF)	66.7	50.0	54	54
Scranton/Wilkes-Barre, PA (AVP)	66.4	80.9	131	131
Seattle, WA (SEA)	73.0	70.9	15909	15908
Sheridan, WY (SHR)	74.2	82.3	62	62
Shreveport, LA (SHV)	76.7	79.9	580	581
Sioux City, IA (SUX)	65.0	73.8	80	80
Sioux Falls, SD (FSD)	70.8	74.8	715	715
Sitka, AK (SIT)	74.5	78.9	141	142
South Bend, IN (SBN)	65.4	71.1	674	674
Spokane, WA (GEG)	73.8	77.3	1642	1642
Springfield, IL (SPI)	61.2	65.7	67	67
Springfield, MO (SGF)	78.5	78.6	805	805
St. Cloud, MN (STC)	100.0	100.0	5	5
St. George, UT (SGU)	79.5	82.2	370	365
St. Louis, MO (STL)	70.8	69.4	5317	5317
St. Petersburg, FL (PIE)	65.2	76.5	701	701
State College, PA (SCE)	66.3	72.0	83	82
Staunton, VA (SHD)	62.9	77.4	62	62
Stillwater, OK (SWO)	91.9	93.5	62	62
Stockton, CA (SCK)	75.6	61.0	41	41
Sun Valley/Hailey/Ketchum, ID (SUN)	84.7	82.1	255	257
Syracuse, NY (SYR)	66.5	72.3	974	974
Tallahassee, FL (TLH)	75.7	82.2	416	416
Tampa, FL (TPA)	66.4	72.0	5724	5723
Texarkana, AR (TXK)	79.0	83.9	62	62
Toledo, OH (TOL)	60.9	52.2	23	23
Traverse City, MI (TVC)	68.9	66.7	867	869

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

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Trenton, NJ (TTN)	67.3	67.3	113	113
Tucson, AZ (TUS)	74.4	83.2	1422	1420
Tulsa, OK (TUL)	72.0	79.1	1479	1482
Twin Falls, ID (TWF)	90.5	94.0	84	84
Tyler, TX (TYR)	79.6	82.8	93	93
Valparaiso, FL (VPS)	74.5	73.9	1157	1157
Vero Beach, FL (VRB)	83.9	68.8	93	93
Victoria, TX (VCT)	88.7	75.5	53	53
Waco, TX (ACT)	82.8	88.2	93	93
Washington, DC (DCA)	64.0	64.1	12154	12154
Washington, DC (IAD)	76.6	78.7	4965	4932
Waterloo, IA (ALO)	60.4	67.9	53	53
Watertown, SD (ATY)	83.9	74.2	62	62
West Palm Beach/Palm Beach, FL (DJT)	66.1	68.3	2072	2070
West Yellowstone, MT (WYS)	85.2	77.8	81	81
White Plains, NY (HPN)	63.9	71.9	897	897
Wichita Falls, TX (SPS)	88.7	85.5	62	62
Wichita, KS (ICT)	72.1	76.8	1062	1063
Williston, ND (XWA)	75.3	78.2	174	174
Wilmington, NC (ILM)	65.6	69.8	754	754
Worcester, MA (ORH)	79.0	69.4	62	62
Wrangell, AK (WRG)	85.5	91.9	62	62
Yakutat, AK (YAK)	90.3	83.9	62	62
Yuma, AZ (YUM)	82.2	92.1	101	101

AIR TRAVEL CONSUMER REPORT

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

AUGUST 2026

CARRIER ¹	AT ALL US AIRPORTS				RANK
	NUMBER OF AIRPORTS REPORTED	FLIGHT OPERATIONS SCHEDULED	FLIGHT OPERATIONS CANCELLED	PERCENT OPERATIONS CANCELLED	
ALLEGiant AIR	120	10005	36	0.4	1
SOUTHWEST AIRLINES	106	116362	938	0.8	2
ALASKA AIRLINES NETWORK ²	108	46784	705	1.5	3
- ALASKA AIRLINES	86	31385	476	1.5	
- BRANDED CODESHARE PARTNERS	59	15399	229	1.5	
UNITED AIRLINES NETWORK	236	134271	2206	1.6	4
- UNITED AIRLINES	132	74078	776	1.0	
- BRANDED CODESHARE PARTNERS	216	60193	1430	2.4	
DELTA AIR LINES NETWORK	211	145388	2847	2.0	5
- DELTA AIR LINES	143	91186	938	1.0	
- BRANDED CODESHARE PARTNERS	183	54202	1909	3.5	
AMERICAN AIRLINES NETWORK	233	176212	4679	2.7	6
- AMERICAN AIRLINES	127	84271	1021	1.2	
- BRANDED CODESHARE PARTNERS	216	91941	3658	4.0	
FRONTIER AIRLINES	78	20314	604	3.0	7
JETBLUE AIRWAYS	70	23729	1463	6.2	8
TOTAL AIRPORTS SERVED	367	673,065	13,478	2.0	

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

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

AIR TRAVEL CONSUMER REPORT

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

AUGUST 2026

CARRIER ¹	AT ALL US AIRPORTS				
	NUMBER OF AIRPORTS REPORTED	FLIGHT OPERATIONS SCHEDULED	FLIGHT OPERATIONS CANCELLED	PERCENT OPERATIONS CANCELLED	RANK
ALLEGiant AIR	120	10005	36	0.4	1
SOUTHWEST AIRLINES	106	116362	938	0.8	2
DELTA AIR LINES	143	91186	938	1.0	3
UNITED AIRLINES	132	74078	776	1.0	4
SKYWEST AIRLINES	247	75426	841	1.1	5
ENVOY AIR	156	29200	336	1.2	6
AMERICAN AIRLINES	127	84271	1021	1.2	7
ALASKA AIRLINES ²	86	31385	476	1.5	8
FRONTIER AIRLINES	78	20314	604	3.0	9
JETBLUE AIRWAYS	70	23729	1463	6.2	10
REPUBLIC AIRWAYS	80	31242	2086	6.7	11
PSA AIRLINES	98	21191	1798	8.5	12
TOTAL AIRPORTS SERVED	352	608,389	11,313	1.9	

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

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

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

AIR TRAVEL CONSUMER REPORT

TABLE 7. CAUSES OF DELAY, BY REPORTING MARKETING CARRIER

AUGUST 2026

CARRIER ¹	TOTAL RECORDS	ON TIME	% ON TIME	CANCELLED	% CANCELLED	DIVERTED	% DIVERTED	AIR CARRIER DELAY	% AIR CARRIER DELAY	EXTREME WEATHER DELAY	% EXTREME WEATHER DELAY	NATIONAL AVIATION SYSTEM DELAY	% NATIONAL AVIATION SYSTEM DELAY	SECURITY DELAY	% SECURITY DELAY	LATE ARRIVING AIRCRAFT DELAY	% LATE ARRIVING AIRCRAFT DELAY
ALASKA AIRLINES NETWORK²	46784	33837	72.33	705	1.51	125	0.27	2822	6.03	258	0.55	4093	8.75	47	0.10	4896	10.47
- ALASKA AIRLINES	31385	23283	74.19	476	1.52	80	0.25	1933	6.16	182	0.58	2392	7.62	43	0.14	2996	9.55
- BRANDED CODESHARE PARTNERS	15399	10554	68.54	229	1.49	45	0.29	889	5.77	76	0.49	1701	11.05	4	0.03	1900	12.34
ALLEGiant AIR	10005	7324	73.20	36	0.36	43	0.43	581	5.81	324	3.24	656	6.56	3	0.03	1037	10.36
AMERICAN AIRLINES NETWORK	176212	124419	70.61	4679	2.66	792	0.45	12131	6.88	2588	1.47	10689	6.07	75	0.04	20839	11.83
- AMERICAN AIRLINES	84271	59237	70.29	1021	1.21	449	0.53	6649	7.89	944	1.12	5441	6.46	43	0.05	10486	12.44
- BRANDED CODESHARE PARTNERS	91941	65182	70.90	3658	3.98	343	0.37	5482	5.96	1644	1.79	5247	5.71	32	0.03	10353	11.26
DELTA AIR LINES NETWORK	145388	111929	76.99	2847	1.96	441	0.30	10878	7.48	1617	1.11	9270	6.38	58	0.04	8348	5.74
- DELTA AIR LINES	91186	70491	77.30	938	1.03	308	0.34	6641	7.28	659	0.72	6565	7.20	21	0.02	5564	6.10
- BRANDED CODESHARE PARTNERS	54202	41438	76.45	1909	3.52	133	0.25	4237	7.82	959	1.77	2705	4.99	37	0.07	2784	5.14
FRONTIER AIRLINES	20314	13073	64.35	604	2.97	72	0.35	1469	7.23	146	0.72	1893	9.32	0	0.00	3057	15.05
JETBLUE AIRWAYS	23729	14177	59.75	1463	6.17	121	0.51	2197	9.26	182	0.77	2142	9.03	16	0.07	3432	14.46
SOUTHWEST AIRLINES	116362	80440	69.13	938	0.81	672	0.58	9561	8.22	656	0.56	7607	6.54	101	0.09	16358	14.06
UNITED AIRLINES NETWORK	134271	96272	71.70	2206	1.64	839	0.62	9394	7.00	1340	1.00	13760	10.25	15	0.01	10445	7.78
- UNITED AIRLINES	74078	52324	70.63	776	1.05	545	0.74	4631	6.25	518	0.70	9011	12.16	2	0.00	6271	8.47
- BRANDED CODESHARE PARTNERS	60193	43948	73.01	1430	2.38	294	0.49	4763	7.91	822	1.37	4749	7.89	14	0.02	4174	6.93
TOTAL	673,065	481,471	71.53	13,478	2.00	3,105	0.46	49,033	7.29	7,112	1.06	50,110	7.45	315	0.05	68,412	10.16

* Causes of Delay:

- **Air Carrier Delay:** The cause of the cancellation or delay was due to circumstances within the airline's control (e.g. maintenance or crew problems, etc.).
 - **Extreme Weather Delay:** Significant meteorological conditions (actual or forecasted) that, in the judgment of the carrier, delays or prevents the operation of a flight.
 - **National Aviation System Delay:** Delays and cancellations attributable to the national aviation system refer to a broad set of conditions -- non-extreme weather conditions, airport operations, heavy traffic volume, air traffic control, etc.
 - **Security Delay:** Delays caused by evacuation of terminal or concourse, re-boarding of aircraft because of security breach, inoperative screening equipment and long lines more than 29 minutes at screening areas.
 - **Late Arriving Aircraft Delay:** Previous flight with same aircraft arrived late which caused the present flight to depart late.
- A "cancelled" flight is a flight that was not operated but was in the carrier's computer reservation system within 7 days of the scheduled departure. A "diverted" flight is a flight which is operated from the scheduled origin point to a point other than the scheduled destination point in the carrier's published schedule.

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

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

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

AIR TRAVEL CONSUMER REPORT

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

AUGUST 2026

CARRIER ¹	TOTAL RECORDS	ON TIME	% ON TIME	CANCELLED	% CANCELLED	DIVERTED	% DIVERTED	AIR CARRIER DELAY	% AIR CARRIER DELAY	EXTREME WEATHER DELAY	% EXTREME WEATHER DELAY	NATIONAL AVIATION SYSTEM DELAY	% NATIONAL AVIATION SYSTEM DELAY	SECURITY DELAY	% SECURITY DELAY	LATE ARRIVING AIRCRAFT DELAY	% LATE ARRIVING AIRCRAFT DELAY
ALASKA AIRLINES ²	31385	23283	74.19	476	1.52	80	0.25	1933	6.16	182	0.58	2392	7.62	43	0.14	2996	9.55
ALLEGIAN AIR	10005	7324	73.20	36	0.36	43	0.43	581	5.81	324	3.24	656	6.56	3	0.03	1037	10.36
AMERICAN AIRLINES	84271	59237	70.29	1021	1.21	449	0.53	6649	7.89	944	1.12	5441	6.46	43	0.05	10486	12.44
DELTA AIR LINES	91186	70491	77.30	938	1.03	308	0.34	6641	7.28	659	0.72	6565	7.20	21	0.02	5564	6.10
ENVOY AIR	29200	22980	78.70	336	1.15	80	0.27	1111	3.80	408	1.40	1458	4.99	7	0.02	2820	9.66
FRONTIER AIRLINES	20314	13073	64.35	604	2.97	72	0.35	1469	7.23	146	0.72	1893	9.32	0	0.00	3057	15.05
JETBLUE AIRWAYS	23729	14177	59.75	1463	6.17	121	0.51	2197	9.26	182	0.77	2142	9.03	16	0.07	3432	14.46
PSA AIRLINES	21191	13200	62.29	1798	8.48	89	0.42	1681	7.93	382	1.80	1249	5.89	13	0.06	2779	13.11
REPUBLIC AIRWAYS	31242	22015	70.47	2086	6.68	117	0.37	1580	5.06	314	1.01	2693	8.62	5	0.02	2432	7.78
SKYWEST AIRLINES	75426	56027	74.28	841	1.12	293	0.39	7411	9.83	1741	2.31	4975	6.60	52	0.07	4085	5.42
SOUTHWEST AIRLINES	116362	80440	69.13	938	0.81	672	0.58	9561	8.22	656	0.56	7607	6.54	101	0.09	16358	14.06
UNITED AIRLINES	74078	52324	70.63	776	1.05	545	0.74	4631	6.25	518	0.70	9011	12.16	2	0.00	6271	8.47
TOTAL	608,389	434,571	71.43	11,313	1.86	2,869	0.47	45,444	7.47	6,456	1.06	46,084	7.57	305	0.05	61,318	10.08

* Causes of Delay:

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

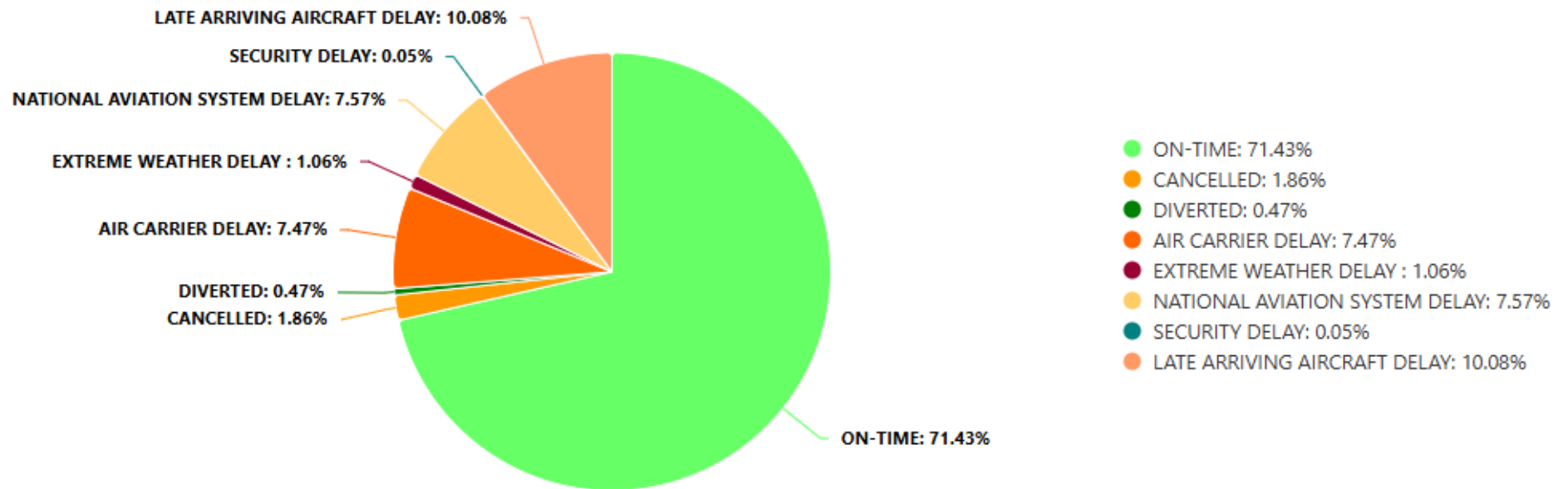
A "cancelled" flight is a flight that was not operated but was in the carrier's computer reservation system within 7 days of the scheduled departure. A "diverted" flight is a flight which is operated from the scheduled origin point to a point other than the scheduled destination point in the carrier's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

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

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

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

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

AUGUST 2026

MARKETING CARRIER	OPERATING CARRIER	FLIGHT NUMBER	ORIGIN AIRPORT	DESTINATION AIRPORT	DATE OF FLIGHT	LOCATION OF LONGEST TARMAC DELAY	LENGTH OF TARMAC DELAY
AMERICAN	AMERICAN	2882	PHL	BOS	8/27/2026	Origin Airport	4:41
UNITED	UNITED	1213	EWR	MCO	8/6/2026	Origin Airport	4:16
UNITED	UNITED	1844	EWR	SFO	8/7/2026	Origin Airport	4:04
UNITED	UNITED	782	EWR	MSY	8/6/2026	Origin Airport	4:04
UNITED	UNITED	2053	EWR	ORD	8/7/2026	Origin Airport	3:54
UNITED	UNITED	516	ATL	ORD	8/11/2026	Origin Airport	3:50
DELTA	DELTA	1387	JFK	MSY	8/6/2026	Origin Airport	3:48
UNITED	REPUBLIC	3437	EWR	DTW	8/7/2026	Origin Airport	3:47
DELTA	DELTA	1740	JFK	MCO	8/17/2026	Origin Airport	3:45
AMERICAN	AMERICAN	1701	PHL	MSY	8/27/2026	Origin Airport	3:43
DELTA	DELTA	684	JFK	PDX	8/6/2026	Origin Airport	3:43
DELTA	ENDEAVOR	5062	LGA	SYR	8/7/2026	Origin Airport	3:42
UNITED	UNITED	2641	EWR	LAX	8/7/2026	Origin Airport	3:42
DELTA	ENDEAVOR	5529	ATL	LFT	8/11/2026	Origin Airport	3:41
UNITED	REPUBLIC	3591	EWR	PIT	8/7/2026	Origin Airport	3:40
AMERICAN	AMERICAN	3073	PHL	BOS	8/27/2026	Origin Airport	3:39
DELTA	DELTA	2293	JFK	ATL	8/20/2026	Origin Airport	3:38
UNITED	UNITED	2238	EWR	LAX	8/5/2026	Origin Airport	3:35
UNITED	UNITED	2769	ORD	DEN	8/21/2026	Diversion Airport (COS)	3:35
JETBLUE	JETBLUE	415	JFK	SFO	8/6/2026	Origin Airport	3:31
AMERICAN	AMERICAN	470	PHL	ORD	8/27/2026	Origin Airport	3:30
AMERICAN	AMERICAN	1854	PHL	ORD	8/27/2026	Origin Airport	3:29
DELTA	DELTA	1428	JFK	MIA	8/17/2026	Origin Airport	3:29
AMERICAN	AMERICAN	302	JFK	LAX	8/6/2026	Origin Airport	3:27
UNITED	UNITED	1998	EWR	ORD	8/6/2026	Origin Airport	3:27
UNITED	UNITED	2788	EWR	ORD	8/6/2026	Origin Airport	3:26
UNITED	UNITED	1608	EWR	BNA	8/7/2026	Origin Airport	3:25
DELTA	DELTA	1915	JFK	LAX	8/20/2026	Origin Airport	3:24
DELTA	DELTA	771	JFK	LAX	8/20/2026	Origin Airport	3:23
DELTA	DELTA	854	PHL	ATL	8/2/2026	Origin Airport	3:23
UNITED	UNITED	1534	SNA	DEN	8/14/2026	Diversion Airport (GJT)	3:23
UNITED	UNITED	752	ORD	DCA	8/9/2026	Origin Airport	3:23
UNITED	UNITED	2387	EWR	SEA	8/7/2026	Origin Airport	3:22
UNITED	UNITED	2454	EWR	BNA	8/5/2026	Origin Airport	3:22
UNITED	UNITED	333	STL	DEN	8/21/2026	Diversion Airport (COS)	3:22

AIR TRAVEL CONSUMER REPORT

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

AUGUST 2026

MARKETING CARRIER	OPERATING CARRIER	FLIGHT NUMBER	ORIGIN AIRPORT	DESTINATION AIRPORT	DATE OF FLIGHT	LOCATION OF LONGEST TARMAC DELAY	LENGTH OF TARMAC DELAY
JETBLUE	JETBLUE	358	JFK	BUR	8/27/2026	Origin Airport	3:21
UNITED	UNITED	1975	EWB	RDU	8/7/2026	Origin Airport	3:21
UNITED	UNITED	1340	EWB	SFO	8/7/2026	Origin Airport	3:20
UNITED	GOJET	4419	EWB	CHA	8/6/2026	Origin Airport	3:19
UNITED	UNITED	2786	RNO	DEN	8/21/2026	Diversion Airport (COS)	3:19
DELTA	DELTA	846	LGA	DFW	8/27/2026	Origin Airport	3:18
JETBLUE	JETBLUE	161	JFK	SMF	8/6/2026	Origin Airport	3:18
UNITED	UNITED	1213	EWB	MCO	8/27/2026	Origin Airport	3:18
UNITED	UNITED	2120	EWB	DEN	8/6/2026	Origin Airport	3:18
DELTA	DELTA	709	JFK	SAN	8/6/2026	Origin Airport	3:16
DELTA	REPUBLIC	5699	JFK	DCA	8/8/2026	Origin Airport	3:14
JETBLUE	JETBLUE	1603	JFK	SJU	8/3/2026	Origin Airport	3:14
UNITED	UNITED	1729	LGA	DEN	8/21/2026	Diversion Airport (COS)	3:14
UNITED	UNITED	2856	EWB	DFW	8/2/2026	Origin Airport	3:13
UNITED	UNITED	676	EWB	AUS	8/2/2026	Origin Airport	3:13
ALLEGiant	ALLEGiant	2950	BGR	SFB	8/6/2026	Destination Airport	3:12
DELTA	DELTA	2412	LGA	SRQ	8/14/2026	Destination Airport	3:12
UNITED	UNITED	1814	EWB	SEA	8/27/2026	Origin Airport	3:12
UNITED	UNITED	1848	EWB	ATL	8/7/2026	Origin Airport	3:12
DELTA	DELTA	2312	EWB	ATL	8/7/2026	Origin Airport	3:11
DELTA	ENDEAVOR	5408	JFK	MCI	8/6/2026	Origin Airport	3:11
DELTA	DELTA	2594	PHL	MSP	8/2/2026	Origin Airport	3:10
AMERICAN	AMERICAN	1481	PHL	CMH	8/2/2026	Origin Airport	3:09
DELTA	ENDEAVOR	4675	LGA	CHA	8/10/2026	Origin Airport	3:09
UNITED	UNITED	1488	CLE	MCO	8/6/2026	Diversion Airport (JAX)	3:09
UNITED	UNITED	721	BOS	IAD	8/8/2026	Origin Airport	3:09
AMERICAN	PIEDMONT	5869	PHL	BDL	8/27/2026	Origin Airport	3:08
DELTA	DELTA	962	JFK	ATL	8/17/2026	Origin Airport	3:08
JETBLUE	JETBLUE	1023	JFK	LAX	8/6/2026	Origin Airport	3:08
DELTA	ENDEAVOR	4909	JFK	BNA	8/6/2026	Origin Airport	3:07
JETBLUE	JETBLUE	663	FLL	ORD	8/31/2026	Diversion Airport (MKE)	3:07
UNITED	UNITED	1762	SEA	DEN	8/21/2026	Diversion Airport (GJT)	3:07

AIR TRAVEL CONSUMER REPORT

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

AUGUST 2026

MARKETING CARRIER	OPERATING CARRIER	FLIGHT NUMBER	ORIGIN AIRPORT	DESTINATION AIRPORT	DATE OF FLIGHT	LOCATION OF LONGEST TARMAC DELAY	LENGTH OF TARMAC DELAY
UNITED	REPUBLIC	3443	EWR	IND	8/6/2026	Origin Airport	3:06
UNITED	UNITED	1762	JAX	DEN	8/3/2026	Diversion Airport (GCK)	3:06
UNITED	UNITED	353	EWR	LAX	8/6/2026	Origin Airport	3:06
ALASKA	ALASKA	287	EWR	LAX	8/6/2026	Origin Airport	3:05
AMERICAN	AMERICAN	2506	PHL	SFO	8/6/2026	Origin Airport	3:05
AMERICAN	AMERICAN	2901	PHL	PIT	8/16/2026	Origin Airport	3:05
DELTA	DELTA	667	JFK	SFO	8/6/2026	Origin Airport	3:05
DELTA	DELTA	738	JFK	LAX	8/27/2026	Origin Airport	3:05
UNITED	UNITED	1287	EWR	ATL	8/2/2026	Origin Airport	3:05
UNITED	UNITED	2777	EWR	TPA	8/20/2026	Origin Airport	3:05
AMERICAN	AMERICAN	621	SJU	PHL	8/27/2026	Destination Airport	3:04
DELTA	DELTA	1390	LGA	ORD	8/5/2026	Origin Airport	3:04
SOUTHWEST	SOUTHWEST	3703	STL	MCO	8/6/2026	Diversion Airport (JAX)	3:04
UNITED	UNITED	2008	ORD	MCO	8/6/2026	Diversion Airport (JAX)	3:04
UNITED	UNITED	2644	PHL	DEN	8/21/2026	Diversion Airport (COS)	3:04
AMERICAN	PIEDMONT	5925	PHL	GSP	8/27/2026	Origin Airport	3:03
DELTA	ENDEAVOR	5496	LGA	HSV	8/27/2026	Origin Airport	3:03
UNITED	REPUBLIC	3616	EWR	CLE	8/6/2026	Origin Airport	3:03
UNITED	UNITED	782	EWR	MSY	8/5/2026	Origin Airport	3:03
DELTA	ENDEAVOR	5123	JFK	JAX	8/17/2026	Origin Airport	3:02
UNITED	REPUBLIC	3562	EWR	MKE	8/5/2026	Origin Airport	3:02
UNITED	UNITED	2290	ORD	DFW	8/9/2026	Origin Airport	3:02
AMERICAN	REPUBLIC	4653	PHL	MVY	8/27/2026	Origin Airport	3:01
DELTA	ENDEAVOR	4949	LGA	CVG	8/7/2026	Origin Airport	3:01
DELTA	ENDEAVOR	4955	ATL	MGM	8/4/2026	Origin Airport	3:01
DELTA	ENDEAVOR	5067	JFK	CLT	8/20/2026	Origin Airport	3:01
DELTA	ENDEAVOR	5067	JFK	CLT	8/17/2026	Origin Airport	3:01
UNITED	UNITED	2624	EWR	SMF	8/6/2026	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

AUGUST 2026

MARKETING CARRIER	OPERATING CARRIER	FLIGHT NUMBER	ORIGIN AIRPORT	DESTINATION AIRPORT	DATE OF FLIGHT	LOCATION OF LONGEST TARMAC TIME	LENGTH OF TARMAC DELAY
KLM	KLM	642	JFK	AMS	8/6/2026	Origin Airport	5:11
AIR FRANCE	AIR FRANCE	63	EWR	CDG	8/7/2026	Origin Airport	4:55
UNITED	UNITED	962	EWR	BER	8/7/2026	Origin Airport	4:55
AVIANCA	AVIANCA	43	JFK	MDE	8/3/2026	Origin Airport	4:46
UNITED	UNITED	57	EWR	CDG	8/7/2026	Origin Airport	4:46
AIR CANADA	AIR CANADA	1048	YVR	ORD	8/31/2026	Diversion Airport (MKE)	4:42
SINGAPORE	SINGAPORE	24	SIN	JFK	8/20/2026	Diversion Airport (SWF)	4:38
UNITED	UNITED	1065	EWR	MEX	8/7/2026	Origin Airport	4:32
UNITED	UNITED	30	EWR	MUC	8/7/2026	Origin Airport	4:23
UNITED	UNITED	2738	YYZ	ORD	8/9/2026	Diversion Airport (GRR)	4:21
JETBLUE	JETBLUE	603	JFK	YVR	8/20/2026	Origin Airport	4:12
UNITED	UNITED	735	EWR	PMO	8/7/2026	Origin Airport	4:12
DELTA	DELTA	131	MUC	ATL	8/17/2026	Diversion Airport (JFK)	4:03

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

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

APPENDIX

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

30 Largest U.S. Airports

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

Air Carriers Required to Report

Data to DOT and to CRS Vendors*

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

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

MISHANDLED BAGGAGE

The baggage statistics in this section were filed with DOT's Bureau of Transportation Statistics (Office of Airline Information) by U.S. airlines that have at least half of one percent of total domestic scheduled-service passenger revenues. See 14 CFR 234.3 and 234.6. For the 12 months ending June 30, 2024, 14 air carriers reached this reporting threshold. They are Alaska Airlines, Allegiant Air, American Airlines, Delta Air Lines, Envoy Air, Frontier Airlines, Hawaiian Airlines, JetBlue Airways, PSA Airlines, Republic Airways, SkyWest Airlines, Southwest Airlines, Spirit Airlines, and United Airlines.

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

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

AIR TRAVEL CONSUMER REPORT

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

RANK	CARRIER ¹	August 2026			August 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	492,406	948	0.19	481,664	339	0.07
2	SOUTHWEST AIRLINES	7,960,549	26,811	0.34	8,379,198	29,946	0.36
3	DELTA AIR LINES NETWORK	9,248,719	33,491	0.36	9,183,561	38,699	0.42
	- DELTA AIR LINES	7,328,562	27,678	0.38	7,232,111	32,578	0.45
	- BRANDED CODESHARE PARTNERS	1,920,157	5,813	0.30	1,951,450	6,121	0.31
4	JETBLUE AIRWAYS	1,296,983	5,239	0.40	1,257,757	3,869	0.31
5	ALASKA AIRLINES NETWORK ²	3,403,327	17,298	0.51	2,830,171	18,532	0.65
	- ALASKA AIRLINES	2,843,306	13,762	0.48	2,227,002	14,351	0.64
	- BRANDED CODESHARE PARTNERS	560,021	3,536	0.63	603,169	4,181	0.69
6	FRONTIER AIRLINES	828,083	4,820	0.58	867,072	3,835	0.44
7	AMERICAN AIRLINES NETWORK	9,438,290	60,523	0.64	9,636,587	70,666	0.73
	- AMERICAN AIRLINES	5,880,023	40,338	0.69	6,001,812	48,152	0.80
	- BRANDED CODESHARE PARTNERS	3,558,267	20,185	0.57	3,634,775	22,514	0.62
8	UNITED AIRLINES NETWORK	6,863,780	50,061	0.73	6,838,907	50,960	0.75
	- UNITED AIRLINES	5,186,084	37,096	0.72	5,023,065	36,636	0.73
	- BRANDED CODESHARE PARTNERS	1,677,696	12,965	0.77	1,815,842	14,324	0.79
TOTAL		39,532,137	199,191	0.50	39,474,917	216,846	0.55

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

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

AIR TRAVEL CONSUMER REPORT

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

RANK	CARRIER ¹	August 2026			August 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	492,406	948	0.19	481,664	339	0.07
2	SOUTHWEST AIRLINES	7,960,549	26,811	0.34	8,379,198	29,946	0.36
3	DELTA AIR LINES	7,328,562	27,678	0.38	7,232,111	32,578	0.45
4	JETBLUE AIRWAYS	1,296,983	5,239	0.40	1,257,757	3,869	0.31
5	ALASKA AIRLINES ²	2,843,306	13,762	0.48	2,227,002	14,351	0.64
6	PSA AIRLINES	1,023,137	5,256	0.51	1,090,707	5,449	0.50
7	SKYWEST AIRLINES	2,580,146	13,553	0.53	2,699,551	14,762	0.55
8	FRONTIER AIRLINES	828,083	4,820	0.58	867,072	3,835	0.44
9	REPUBLIC AIRWAYS	910,912	5,364	0.59	928,040	4,857	0.52
10	ENVOY AIR	975,966	6,082	0.62	937,845	7,404	0.79
11	AMERICAN AIRLINES	5,880,023	40,338	0.69	6,001,812	48,152	0.80
12	UNITED AIRLINES	5,186,084	37,096	0.72	5,023,065	36,636	0.73
	TOTAL	37,306,157	186,947	0.50	37,125,824	202,178	0.54

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	August 2026			August 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	11,695	35	0.30	13,502	65	0.48
	- DELTA AIR LINES	8,998	31	0.34	10,161	49	0.48
	- BRANDED CODESHARE PARTNERS	2,697	4	0.15	3,341	16	0.48
2	ALLEGiant AIR	2,603	16	0.61	2,384	12	0.50
3	SOUTHWEST AIRLINES	22,648	250	1.10	22,471	299	1.33
4	ALASKA AIRLINES NETWORK²	5,486	65	1.18	4,321	49	1.13
	- ALASKA AIRLINES	4,754	56	1.18	3,638	40	1.10
	- BRANDED CODESHARE PARTNERS	732	9	1.23	683	9	1.32
5	AMERICAN AIRLINES NETWORK	14,642	191	1.30	13,732	184	1.34
	- AMERICAN AIRLINES	10,373	132	1.27	9,675	138	1.43
	- BRANDED CODESHARE PARTNERS	4,269	59	1.38	4,057	46	1.13
6	UNITED AIRLINES NETWORK	11,187	151	1.35	13,586	142	1.05
	- UNITED AIRLINES	8,880	128	1.44	10,391	110	1.06
	- BRANDED CODESHARE PARTNERS	2,307	23	1.00	3,195	32	1.00
7	FRONTIER AIRLINES	4,878	80	1.64	3,542	49	1.38
8	JETBLUE AIRWAYS	3,033	50	1.65	2,854	30	1.05
	TOTAL	76,172	838	1.10	76,392	830	1.09

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

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

AIR TRAVEL CONSUMER REPORT

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

RANK	CARRIER ¹	August 2026			August 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	8,998	31	0.34	10,161	49	0.48
2	ALLEGiant AIR	2,603	16	0.61	2,384	12	0.50
3	REPUBLIC AIRWAYS	1,232	10	0.81	1,387	13	0.94
4	SKYWEST AIRLINES	3,432	29	0.84	3,849	41	1.07
5	SOUTHWEST AIRLINES	22,648	250	1.10	22,471	299	1.33
6	ENVOY AIR	1,552	18	1.16	1,463	10	0.68
7	ALASKA AIRLINES ²	4,754	56	1.18	3,638	40	1.10
8	AMERICAN AIRLINES	10,373	132	1.27	9,675	138	1.43
9	PSA AIRLINES	976	13	1.33	971	12	1.24
10	UNITED AIRLINES	8,880	128	1.44	10,391	110	1.06
11	FRONTIER AIRLINES	4,878	80	1.64	3,542	49	1.38
12	JETBLUE AIRWAYS	3,033	50	1.65	2,854	30	1.05
	TOTAL	73,359	813	1.11	72,786	803	1.1

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

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

OVERSALES

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

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

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

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

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

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

AIR TRAVEL CONSUMER REPORT

PASSENGERS DENIED BOARDING BY REPORTING OPERATING U.S. AIRLINES

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

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

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

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

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

AIR TRAVEL COMPLAINTS, COMPLIMENTS, AND COMMENTS RECEIVED BY DOT

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

Replacing a legacy system from the 1990s, ACERS provides a granular view of the air travel experience. This report, details complaints against specific airlines and ticket agents, moving away from broad groupings to offer more precise transparency.

Understanding the Data

The data in this report is based on consumer perception and is organized into three distinct groups.

- A **complaint** is a specific written expression of dissatisfaction concerning a difficulty or problem which the person experienced when using or attempting to use an airline's services. The filing of a complaint by a consumer does not equate to a violation of law.
- A **comment** is a remark regarding air transportation expressing an opinion.
- A **compliment** is a submission regarding a positive customer experience.

Note on Methodology: A single **complaint case** may involve multiple issues (e.g., a flight delay and a baggage problem). For reporting purposes, each case is counted once based on the primary reason identified by the consumer.

Complaint Categories

Complaints are organized into the following areas: (1) Flight Problems (Includes sub-categories: Cancellations, Delays, Misconnections, and Tarmac Delays); (2) Refunds; (3) Baggage; (4) Reservation/Ticketing/Boarding (5) Customer Service; (6) Disability; (7) Bumping/Oversales; (8) Fares and Fees; (9) Discrimination; (10) Advertising; (11) Animals; and (12) Other (Includes sub-categories like Frequent Flyer programs).

Guide to Data Tables

TABLE 1. CONSUMER COMPLAINT CASES, COMPLIMENTS, AND COMMENTS: SUMMARY – This table displays the total number of complaint cases, compliments, and comments grouped by the type of entity involved - U.S. airlines, foreign airlines, and travel agents.

TABLE 2. CONSUMER COMPLAINT CASES: COMPLAINT CATEGORIES – This table provides a breakdown of all complaint cases across the 12 primary categories for all entities.

TABLE 3. CONSUMER COMPLAINT CASES: U.S. AIRLINES – This table lists total complaint cases for individual U.S. airlines alphabetically and their specific performance across the 12 complaint categories.

TABLE 4. CONSUMER COMPLAINT CASES: FOREIGN AIRLINES – This table lists total complaint cases for individual foreign airlines alphabetically and their specific performance across the 12 complaint categories.

TABLE 5. CONSUMER COMPLAINT CASES: TRAVEL AGENTS – This final table lists individual travel agents and breaks down the complaint cases into the same twelve categories used for airlines.

AIR TRAVEL CONSUMER REPORT

TABLE 1

CONSUMER COMPLAINT CASES, COMPLIMENTS, AND COMMENTS: SUMMARY

	AUGUST 2026			AUGUST 2025		
	COMPLAINTS	COMPLIMENTS	COMMENTS	MARCH	COMPLIMENTS	COMMENTS
U.S. Airlines	6,075	6	57	-	-	-
Foreign Airlines	2,368	2	24	-	-	-
Travel Agents	465	1	3	-	-	-
INDUSTRY TOTALS	8,908	9	84	-	-	-

AIR TRAVEL CONSUMER REPORT

CONSUMER COMPLAINT CASES: CATEGORIES¹

TABLE 2

		AUGUST 2026			AUGUST 2025		
COMPLAINT CATEGORY		RANKING	COMPLAINTS ²	SUB-CATEGORY	RANKING	COMPLAINTS ²	SUB-CATEGORY
Refund		1	2,478		-	-	-
Flight Schedule		2	1,971		-	-	-
	Cancellation			840	-	-	-
	Delay			609	-	-	-
	Misconnection			176	-	-	-
	Tarmac Delay			104	-	-	-
	Other Flight Problems			242	-	-	-
Baggage/Luggage		3	1,274		-	-	-
Reservations/Tktg/Brdg		4	822		-	-	-
Customer Service		5	573		-	-	-
	Family Seating			33	-	-	-
	Other Customer Service			540	-	-	-
Other		6	568		-	-	-
	Frequent Flyer			36	-	-	-
	Other			532	-	-	-
Fees/Fares		7	369		-	-	-
Bumping/Oversales		8	332		-	-	-
Disability		9	319		-	-	-
Advertising		10	94		-	-	-
Discrimination		11	92		-	-	-
Animals/Pets ³		12	16		-	-	-
COMPLAINT TOTAL			8,908		-	-	-

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

² Includes figures for sub-categories.

³ Not Service Animals

AIR TRAVEL CONSUMER REPORT

TABLE 3

CONSUMER COMPLAINT CASES: U.S. AIRLINES¹²

AUGUST 2026

U.S. AIRLINE	FLIGHT PRBLMS.	DENIED BRDG.	RESV. TKTG. BRDG.	FEES FARES	REFUNDS	BAGGAGE	CUST. SVC.	DISAB.	ADVERT.	DISCRIM.	ANIMALS	OTHER	TOTAL
American Airlines	521	81	122	40	405	219	147	66	8	12	3	131	1,755
Alaska Airlines ³	29	6	21	5	33	36	19	7	1	5	2	19	183
Allegiant Air	34	1	5	1	16	12	7	15	1	0	1	11	104
Avelo Airlines	8	0	2	4	19	4	10	1	0	0	0	3	51
Breeze Airways	14	1	8	2	8	19	5	1	0	2	0	7	67
Delta Air Lines	210	41	77	23	200	146	59	38	6	13	2	58	873
Frontier Airlines	180	54	85	32	202	86	57	18	11	7	0	47	779
JetBlue	287	19	45	18	210	54	45	20	6	7	1	54	766
Southwest Airlines	71	18	23	9	42	36	20	32	1	11	0	15	278
Sun Country Airlines	16	1	0	1	14	0	3	1	0	1	0	0	37
Spirit Airlines	0	1	1	0	17	0	0	0	0	0	0	1	20
United Airlines	279	34	86	39	342	131	75	51	7	13	3	81	1,141
Other U.S. Airline	8	2	1	0	5	4	0	0	0	0	0	1	21
TOTAL August 2026	1,657	259	476	174	1,513	747	447	250	41	71	12	428	6,075
% of TOTAL COMPLAINTS	27.3%	4.3%	7.8%	2.9%	24.9%	12.3%	7.4%	4.1%	0.7%	1.2%	0.2%	7.0%	100%
TOTAL August 2025	-	-	-	-	-	-	-	-	-	-	-	-	-
% of TOTAL COMPLAINTS	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

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

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

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

AIR TRAVEL CONSUMER REPORT

TABLE 4

CONSUMER COMPLAINT CASES: FOREIGN AIRLINES¹

AUGUST 2026

FOREIGN AIRLINES	FLIGHT PRBLMS.	DENIED BRDG.	RESV. TKTG. BRDG.	FEES FARES	REFUNDS	BAGGAGE	CUST. SVC.	DISAB.	ADVERT.	DISCRIM.	ANIMALS	OTHER	TOTAL
Austrian	6	1	1	0	2	3	1	1	0	0	0	2	17
Asiana Airlines	2	0	3	1	1	5	0	1	0	0	0	1	14
Air Canada	13	6	16	4	18	24	5	2	3	2	0	8	101
Avianca	7	1	20	12	37	22	4	4	1	2	0	5	115
Air France	17	7	16	11	36	47	11	5	3	0	0	9	162
Air India	5	1	6	1	11	8	2	1	0	0	0	1	36
Aer Lingus	2	1	3	2	11	14	2	1	0	0	0	1	37
Aeromexico	2	0	2	2	9	4	2	3	0	1	0	1	26
All Nippon Airways	4	0	0	2	5	1	4	0	0	1	0	0	17
Air Serbia	0	0	1	0	0	6	0	1	0	0	0	0	8
Air Premia	0	0	1	2	0	1	2	0	0	0	0	0	6
Arajat Airline	1	3	1	1	10	10	0	1	0	0	0	0	27
Arkia Israel	0	1	2	0	2	2	0	1	0	0	0	0	8
British Airways	4	0	7	5	18	12	4	1	2	1	0	0	54
Brussels Airlines	0	1	1	0	1	1	0	0	0	0	0	1	5
China Airlines	1	0	0	1	7	4	1	0	0	0	0	0	14
Copa Airlines	3	0	5	2	10	3	2	1	1	1	0	3	31
Condor	1	0	1	3	6	8	3	1	0	1	0	3	27
China Eastern Airlines	0	0	2	0	2	1	0	0	0	0	0	3	8
Cathay Pacific Airways	3	1	6	4	11	17	5	3	2	1	0	0	53
EgyptAir	1	0	0	0	3	6	0	0	0	0	0	1	11
El Al Israel	1	1	1	0	3	2	0	1	0	1	0	0	10
EVA Airways	0	0	0	0	0	7	1	0	0	0	0	0	8
Etihad Airways	4	3	11	3	37	31	1	1	0	0	0	2	93
Ethiopian Airlines	0	0	1	0	0	3	1	2	0	0	0	3	10
Emirates	4	0	2	4	7	3	1	2	1	0	0	3	27
Finnair	2	0	1	1	1	4	0	0	0	0	0	0	9
Fiji Airways	1	0	1	1	4	0	0	0	0	0	0	1	8
French Bee	1	0	3	2	7	4	0	1	0	0	0	0	18
Iberia Airlines	6	1	6	5	23	19	0	5	0	1	1	0	67
Icelandair	5	1	5	4	8	2	1	2	2	0	0	4	34
ITA Airways	12	2	3	3	31	18	3	3	0	0	0	1	76
Japan Airlines	4	0	1	1	3	2	1	1	1	1	0	1	16

Japan Airlines	4	0	1	1	3	2	1	1	1	1	0	1	16
Korean Air	2	0	1	0	2	3	1	1	0	1	0	1	12
Kuwait Airways	3	0	0	0	14	2	0	0	0	0	0	0	19
KLM	13	1	7	2	18	21	2	0	0	0	0	2	66
Kenya Airways	0	0	1	0	6	1	1	0	0	0	0	0	9
Lufthansa	31	1	15	13	45	30	12	5	2	2	0	10	166
LOT Polish Airlines	4	1	0	1	4	3	2	0	1	0	0	0	16
Level	2	1	2	1	4	5	0	1	1	0	0	1	18
LATAM Airlines Peru	3	0	2	0	2	1	1	0	0	1	0	2	12
LATAM Airlines	4	2	6	3	9	7	0	3	0	1	0	4	39
Norse Atlantic Airways	19	2	5	2	28	0	2	0	0	0	0	5	63
Philippine Airlines	1	2	1	0	7	1	0	2	0	0	0	0	14
Qatar Airways	20	5	19	1	44	26	8	0	3	0	0	13	139
Royal Jordanian	3	0	2	0	5	3	1	1	0	0	0	3	18
Royal Air Maroc	6	0	1	1	9	12	1	0	0	0	0	5	35
Singapore Airlines	2	0	3	0	5	3	1	0	1	0	0	0	15
SAS	1	1	3	0	16	3	0	0	0	0	0	0	24
Saudi Arabian Airlines	4	1	0	2	10	9	0	1	0	1	0	0	28
Swiss	4	1	2	2	11	11	2	0	0	0	2	1	36
Sunrise Airways	2	0	2	0	3	3	1	0	0	0	0	0	11
Turkish Airlines	16	3	32	6	36	40	10	7	2	2	1	10	165
TAP Air Portugal	3	1	7	1	13	7	0	0	0	1	0	1	34
Virgin Atlantic Airways	2	1	4	1	5	1	1	0	0	1	0	0	16
Volaris Airline	5	3	11	39	31	10	2	0	2	0	0	3	106
VivaAerobus	3	3	3	4	7	9	2	0	1	0	0	2	34
Vietnam Airlines	0	0	2	1	0	0	1	0	0	0	0	1	5
WestJet	4	1	1	0	12	1	0	1	0	0	0	2	22
ZIPAIR	1	0	1	0	2	1	1	0	0	0	0	0	6
Other Foreign Airline	20	4	7	1	26	17	7	1	0	0	0	4	87
TOTALS	290	65	269	158	698	524	116	68	29	23	4	124	2,368

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

AIR TRAVEL CONSUMER REPORT

TABLE 5

CONSUMER COMPLAINT CASES: TRAVEL AGENTS¹

AUGUST 2026

TRAVEL AGENTS	FLIGHT PRBLMS.	DENIED BRDG.	RESV. TKTG. BRDG.	FEES FARES	REFUNDS	BAGGAGE	CUST. SVC.	DISAB.	ADVERT.	DISCRIM.	ANIMALS	OTHER	TOTAL
ASAP Tickets	0	1	2	0	10	0	0	0	0	0	0	2	15
Air Ticket Support	0	0	0	1	1	2	1	0	0	0	0	0	5
BudgetAir	0	0	1	0	8	0	0	0	0	0	0	1	10
Booking.com	2	0	5	2	31	1	0	0	3	0	0	2	46
Chase Travel	1	0	2	1	3	0	0	0	0	0	0	0	7
Capital One	2	1	3	0	9	0	2	0	2	0	0	0	19
CheapOair	1	0	0	1	7	0	0	0	0	0	0	1	10
Cheapflyingfares.com	0	0	1	0	5	0	0	0	0	0	0	0	6
Expedia	8	2	18	3	65	0	2	1	9	0	0	3	111
eDreams	0	0	2	1	9	0	0	0	0	0	0	0	12
Flighthub	0	0	0	0	9	0	0	0	0	0	0	0	9
Gotogate	0	0	3	0	17	0	0	0	0	0	0	0	20
Justfly	1	1	1	2	8	0	1	0	1	0	0	1	16
Kiwi.com	0	1	6	2	22	0	0	0	0	0	0	1	32
Oojo	0	0	3	1	2	0	0	0	0	0	0	1	7
Priceline.com	1	0	4	1	11	0	1	0	1	0	0	0	19
Trip.com	3	0	4	1	8	0	0	0	0	0	0	0	16
Other Travel Agent	5	2	22	21	42	0	3	0	6	0	0	4	105
TOTALS	24	8	77	37	267	3	10	1	22	0	0	16	465

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

AUGUST 2026

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

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

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

Carrier	Death	Injury	Loss
N O N E			



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

Customer Experience Report for August 2026 ^a

The Transportation Security Administration (TSA) screened approximately 75.6 million passengers at screening checkpoints and 40.1 million checked bags at baggage screening locations in August 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 August 2026, TSA received 16,368 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
950	1.3	778	1.1	12,433	16.5	101	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
844	1.2	513	0.7	181	0.3	568	0.8

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
211 ^d	203	0.0006

REFERENCES

- ^a Under Section 421(a) of Vision 100--Century of Aviation Reauthorization Act, Public Law 108-176 (December 12, 2003), 49 U.S.C. 329(e), the U.S. Department of Homeland Security, Transportation Security Administration, has provided this customer service report on passenger and baggage screening complaints and incidents to the U.S. Department of Transportation.
- ^b The TSA Contact Center can be reached via phone (tel: 866-289-9673) or e-mail (tailored web forms at <https://www.tsa.gov/contact/contact-forms>). TSA Contact Center representatives are available from 8:00AM to 11:00PM EST, Monday through Friday, and Weekends and Holidays, 9:00AM to 8:00PM.
- ^c The complaints per 100,000 passengers' metric is calculated as follows: # of Complaints divided by # of Airline Passenger multiplied by 100,000 (e.g. 300 complaints / 20,000,000 passengers * 100,000 equals 1.50). In this example, TSA experienced 1.5 complaints for every 100,000 passengers that TSA screened.
- ^d TSA records the number of passengers screened at checkpoints rather than the number of bags or items screened at TSA checkpoints. Therefore, this table does not present the rate of claims regarding loss or damage to property compared to the total number of items screened at checkpoints.

DEFINITIONS

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