# Air Travel Consumer Report

A Product Of

## THE OFFICE OF AVIATION CONSUMER PROTECTION

***Issued: September 2026***

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

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

## TABLE OF CONTENTS


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

| Section | Page |
|---|---|
| ***Flight Delays (continued)*** | |
| **Table 8** | **31** |
| List of Regularly Scheduled Domestic Flights with Tarmac Delays Over 3 Hours, By Marketing/Operating Carrier | |
| **Table 8A.** | |
| List of Regularly Scheduled International Flights with Tarmac Delays Over 4 Hours, By Marketing/Operating Carrier | **40** |
| **Appendix** | **42** |
| ***Mishandled Baggage*** | ***43*** |
| **Ranking-** by Marketing Carrier (Monthly) | **44** |
| **Ranking-** by Operating Carrier (Monthly) | **45** |
| ***Mishandled Wheelchairs and Scooters*** | ***46*** |
| **Ranking-** by Marketing Carrier (Monthly) | 47 |
| **Ranking-** by Operating Carrier (Monthly) | 48 |
| ***Oversales*** | |
| **Explanation** | **49** |
| **Ranking-** by Marketing Carrier (Quarterly) | 50 |
| **Ranking-** by Operating Carrier (Quarterly) | 51 |
| ***Consumer Complaints*** | |
| **Explanation** | **52** |
| **Airline Reports to DOT of Incidents Involving Loss, Injury, Or Death of Animals during Air Transportation** (Monthly) | **60** |
| **Customer Service Reports to the Department of Homeland Security** | **61** |

# INTRODUCTION

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

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

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

# FLIGHT DELAYS

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

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

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

In fulfilling DOT's data reporting requirements, the reporting air carriers use automated and/or manual systems for collecting flight data. Those using an automated system rely on the Aircraft Communication Addressing and Reporting System (ACARS) or the Docking Guidance System (DGS). Based on the latest information available to DOT, of the 13 reporting air carriers, 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**

**JULY 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**

**JULY 2026**

| | AT ALL US AIRPORTS | | |
|---|---|---|---|
| **CARRIER[1]** | **NUMBER OF AIRPORTS REPORTED** | **PERCENT OF ON-TIME ARRIVALS** | **RANK** |
| **ALASKA AIRLINES NETWORK[2]** | **108** | **74.8** | **1** |
| *- ALASKA AIRLINES* | 85 | 75.9 | |
| *- BRANDED CODESHARE PARTNERS* | 59 | 72.4 | |
| **UNITED AIRLINES NETWORK** | **236** | **72.2** | **2** |
| *- UNITED AIRLINES* | 131 | 71.5 | |
| *- BRANDED CODESHARE PARTNERS* | 214 | 73.0 | |
| **DELTA AIR LINES NETWORK** | **211** | **71.7** | **3** |
| *- DELTA AIR LINES* | 143 | 71.9 | |
| *- BRANDED CODESHARE PARTNERS* | 184 | 71.3 | |
| **ALLEGIANT AIR** | **120** | **68.6** | **4** |
| **SOUTHWEST AIRLINES** | **106** | **68.0** | **5** |
| **AMERICAN AIRLINES NETWORK** | **233** | **68.0** | **6** |
| *- AMERICAN AIRLINES* | 124 | 65.0 | |
| *- BRANDED CODESHARE PARTNERS* | 215 | 70.8 | |
| **FRONTIER AIRLINES** | **79** | **62.5** | **7** |
| **JETBLUE AIRWAYS** | **71** | **55.7** | **8** |
| **TOTAL AIRPORTS SERVED** | **367** | **69.5** | |

**[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

JULY 2026

| | AT ALL US AIRPORTS | | |
|---|---|---|---|
| CARRIER[1] | NUMBER OF AIRPORTS REPORTED | PERCENT OF ON-TIME ARRIVALS | RANK |
| ENVOY AIR | 154 | 79.8 | 1 |
| ALASKA AIRLINES[2] | 85 | 75.9 | 2 |
| SKYWEST AIRLINES | 241 | 74.6 | 3 |
| DELTA AIR LINES | 143 | 71.9 | 4 |
| UNITED AIRLINES | 131 | 71.5 | 5 |
| ALLEGIANT AIR | 120 | 68.6 | 6 |
| REPUBLIC AIRWAYS | 76 | 68.1 | 7 |
| SOUTHWEST AIRLINES | 106 | 68.0 | 8 |
| AMERICAN AIRLINES | 124 | 65.0 | 9 |
| FRONTIER AIRLINES | 79 | 62.5 | 10 |
| PSA AIRLINES | 97 | 59.1 | 11 |
| JETBLUE AIRWAYS | 71 | 55.7 | 12 |
| TOTAL AIRPORTS SERVED | 352 | 69.4 | |

[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

JULY 2026

| CARRIER[1] | Jan 26 | | Feb 26 | | Mar 26 | | Apr 26 | | May 26 | | Jun 26 | | Jul 26 | | Year-to-date (YTD) | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | % | Rank | % | Rank | % | Rank | % | Rank | % | Rank | % | Rank | % | Rank | % | Rank |
| **ALASKA AIRLINES[2]** | **77.9** | **2** | **82.4** | **1** | **78.9** | **1** | **83.7** | **1** | **81.1** | **2** | **79.4** | **2** | **74.8** | **1** | **79.6** | **1** |
| *- ALASKA AIRLINES* | 77.1 | | 81.7 | | 76.4 | | 83.7 | | 82.4 | | 80.0 | | 75.9 | | 79.5 | |
| *- BRANDED CODESHARE PARTNERS* | 79.5 | | 83.8 | | 84.2 | | 83.7 | | 78.5 | | 78.1 | | 72.4 | | 79.7 | |
| **ALLEGIANT AIR** | **73.9** | **5** | **77.2** | **5** | **70.8** | **6** | **75.6** | **6** | **72.7** | **7** | **68.2** | **7** | **68.6** | **4** | **72.0** | **6** |
| **AMERICAN AIRLINES** | **70.8** | **6** | **76.1** | **7** | **72.6** | **5** | **78.4** | **4** | **77.6** | **5** | **70.7** | **5** | **68.0** | **6** | **73.4** | **5** |
| *- AMERICAN AIRLINES* | 69.1 | | 77.0 | | 72.8 | | 76.8 | | 75.1 | | 67.7 | | 65.0 | | 71.8 | |
| *- BRANDED CODESHARE PARTNERS* | 72.3 | | 75.2 | | 72.4 | | 79.9 | | 80.0 | | 73.6 | | 70.8 | | 74.9 | |
| **DELTA AIR LINES** | **75.7** | **4** | **80.0** | **4** | **74.9** | **3** | **83.1** | **2** | **81.2** | **1** | **80.8** | **1** | **71.7** | **3** | **78.1** | **2** |
| *- DELTA AIR LINES* | 76.9 | | 81.4 | | 76.8 | | 84.1 | | 81.0 | | 81.1 | | 71.9 | | 79.0 | |
| *- BRANDED CODESHARE PARTNERS* | 73.6 | | 77.7 | | 71.9 | | 81.4 | | 81.4 | | 80.2 | | 71.3 | | 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** | **70.5** | **7** |
| **JETBLUE AIRWAYS** | **63.7** | **9** | **62.3** | **9** | **68.3** | **7** | **75.6** | **7** | **81.0** | **3** | **73.6** | **4** | **55.7** | **8** | **68.5** | **8** |
| **SOUTHWEST AIRLINES** | **82.4** | **1** | **80.8** | **3** | **73.0** | **4** | **77.3** | **5** | **71.9** | **8** | **65.3** | **8** | **68.0** | **5** | **73.7** | **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** |
| **UNITED AIRLINES** | **77.3** | **3** | **81.3** | **2** | **75.6** | **2** | **79.3** | **3** | **78.7** | **4** | **73.9** | **3** | **72.2** | **2** | **76.8** | **3** |
| *- UNITED AIRLINES* | 80.0 | | 82.7 | | 77.6 | | 81.9 | | 79.5 | | 73.9 | | 71.5 | | 78.0 | |
| *- BRANDED CODESHARE PARTNERS* | 74.2 | | 79.5 | | 73.2 | | 76.3 | | 77.8 | | 73.9 | | 73.0 | | 75.3 | |
| **TOTAL** | **75.3** | | **78.5** | | **73.4** | | **79.2** | | **77.8** | | **73.1** | | **69.5** | | **75.1** | |

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

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

**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)**

**JULY 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 NETWORK[2]** | **115** | **63.5** | **248** | **66.1** | **122** | **74.6** | **264** | **73.5** | **92** | **83.7** | **0** | **0.0** | **183** | **72.1** | **385** | **72.7** |
| *- ALASKA AIRLINES* | 115 | 63.5 | 155 | 65.8 | 122 | 74.6 | 264 | 73.5 | 92 | 83.7 | 0 | 0.0 | 183 | 72.1 | 354 | 77.1 |
| *- BRANDED CODESHARE PARTNERS* | 0 | 0.0 | 93 | 66.7 | 0 | 0.0 | 0 | 0.0 | 0 | 0.0 | 0 | 0.0 | 0 | 0.0 | 31 | 22.6 |
| **ALLEGIANT AIR** | **0** | **0.0** | **97** | **63.9** | **284** | **70.1** | **74** | **86.5** | **0** | **0.0** | **0** | **0.0** | **0** | **0.0** | **72** | **88.9** |
| **AMERICAN AIRLINES NETWORK** | **1284** | **52.3** | **1203** | **63.3** | **1563** | **61.4** | **2822** | **63.8** | **426** | **55.9** | **18107** | **73.0** | **7716** | **58.6** | **894** | **60.0** |
| *- AMERICAN AIRLINES* | 707 | 49.4 | 905 | 58.6 | 856 | 55.0 | 1627 | 59.7 | 326 | 52.8 | 9605 | 73.0 | 2194 | 61.9 | 832 | 58.4 |
| *- BRANDED CODESHARE PARTNERS* | 577 | 55.8 | 298 | 77.9 | 707 | 69.2 | 1195 | 69.5 | 100 | 66.0 | 8502 | 73.0 | 5522 | 57.3 | 62 | 80.6 |
| **DELTA AIR LINES NETWORK** | **25331** | **72.4** | **1934** | **72.0** | **1382** | **68.6** | **4640** | **66.2** | **585** | **69.2** | **898** | **67.9** | **1727** | **59.1** | **1146** | **71.9** |
| *- DELTA AIR LINES* | 21771 | 73.4 | 1191 | 67.8 | 901 | 71.9 | 2389 | 64.5 | 473 | 69.8 | 494 | 72.1 | 842 | 58.6 | 1084 | 72.0 |
| *- BRANDED CODESHARE PARTNERS* | 3560 | 66.0 | 743 | 78.9 | 481 | 62.4 | 2251 | 68.1 | 112 | 67.0 | 404 | 62.9 | 885 | 59.7 | 62 | 69.4 |
| **FRONTIER AIRLINES** | **1973** | **52.7** | **133** | **60.9** | **104** | **74.0** | **80** | **78.8** | **457** | **57.1** | **354** | **57.3** | **80** | **67.5** | **2143** | **73.0** |
| **JETBLUE AIRWAYS** | **306** | **44.4** | **147** | **66.0** | **223** | **52.5** | **3356** | **52.8** | **69** | **39.1** | **69** | **44.9** | **573** | **48.7** | **153** | **55.6** |
| **SOUTHWEST AIRLINES** | **1353** | **57.8** | **3545** | **67.1** | **5878** | **65.6** | **768** | **54.2** | **6465** | **68.5** | **316** | **55.4** | **1347** | **51.9** | **8374** | **69.0** |
| **UNITED AIRLINES NETWORK** | **754** | **62.2** | **1004** | **72.0** | **832** | **67.4** | **1273** | **70.6** | **394** | **71.1** | **537** | **68.3** | **915** | **62.5** | **16333** | **77.5** |
| *- UNITED AIRLINES* | 716 | 62.2 | 895 | 70.7 | 713 | 66.9 | 1203 | 70.8 | 393 | 71.0 | 150 | 54.7 | 635 | 64.4 | 9849 | 78.2 |
| *- BRANDED CODESHARE PARTNERS* | 38 | 63.2 | 109 | 82.6 | 119 | 70.6 | 70 | 67.1 | 1 | 100.0 | 387 | 73.6 | 280 | 58.2 | 6484 | 76.4 |
| **TOTAL** | **31,116** | **69.1** | **8,311** | **68.1** | **10,388** | **65.5** | **13,277** | **62.4** | **8,488** | **67.4** | **20,281** | **72.0** | **12,541** | **58.0** | **29,500** | **73.9** |

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

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

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

**AIR TRAVEL CONSUMER REPORT**

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

**JULY 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]** | **274** | **75.2** | **61** | **82.0** | **246** | **72.8** | **31** | **67.7** | **123** | **71.5** | **123** | **76.4** | **372** | **69.9** | **869** | **74.7** |
| *- ALASKA AIRLINES* | 274 | 75.2 | 61 | 82.0 | 246 | 72.8 | 31 | 67.7 | 123 | 71.5 | 123 | 76.4 | 372 | 69.9 | 636 | 79.1 |
| *- BRANDED CODESHARE PARTNERS* | 0 | 0.0 | 0 | 0.0 | 0 | 0.0 | 0 | 0.0 | 0 | 0.0 | 0 | 0.0 | 0 | 0.0 | 233 | 62.7 |
| **ALLEGIANT AIR** | **0** | **0.0** | **0** | **0.0** | **72** | **90.3** | **490** | **48.6** | **79** | **69.6** | **0** | **0.0** | **0** | **0.0** | **636** | **78.1** |
| **AMERICAN AIRLINES NETWORK** | **25114** | **74.7** | **858** | **62.9** | **626** | **51.8** | **701** | **59.9** | **270** | **59.3** | **1024** | **60.1** | **2158** | **60.7** | **1270** | **62.8** |
| *- AMERICAN AIRLINES* | 14742 | 71.2 | 413 | 63.2 | 626 | 51.8 | 701 | 59.9 | 180 | 55.6 | 806 | 58.1 | 1450 | 58.4 | 1206 | 62.2 |
| *- BRANDED CODESHARE PARTNERS* | 10372 | 79.8 | 445 | 62.7 | 0 | 0.0 | 0 | 0.0 | 90 | 66.7 | 218 | 67.4 | 708 | 65.4 | 64 | 75.0 |
| **DELTA AIR LINES NETWORK** | **998** | **71.3** | **9915** | **74.4** | **785** | **59.0** | **1039** | **66.3** | **504** | **69.0** | **736** | **68.2** | **5026** | **62.7** | **1338** | **73.8** |
| *- DELTA AIR LINES* | 998 | 71.3 | 5434 | 74.0 | 570 | 58.9 | 1039 | 66.3 | 313 | 68.4 | 736 | 68.2 | 2645 | 63.6 | 1245 | 72.8 |
| *- BRANDED CODESHARE PARTNERS* | 0 | 0.0 | 4481 | 74.9 | 215 | 59.1 | 0 | 0.0 | 191 | 70.2 | 0 | 0.0 | 2381 | 61.7 | 93 | 87.1 |
| **FRONTIER AIRLINES** | **1208** | **63.2** | **423** | **65.7** | **121** | **50.4** | **487** | **59.3** | **192** | **47.4** | **606** | **67.2** | **30** | **73.3** | **1415** | **62.8** |
| **JETBLUE AIRWAYS** | **85** | **65.9** | **170** | **50.6** | **423** | **52.7** | **2836** | **62.3** | **0** | **0.0** | **193** | **52.8** | **3451** | **51.7** | **296** | **72.6** |
| **SOUTHWEST AIRLINES** | **0** | **0.0** | **393** | **56.0** | **0** | **0.0** | **907** | **64.2** | **0** | **0.0** | **0** | **0.0** | **0** | **0.0** | **7520** | **75.4** |
| **UNITED AIRLINES NETWORK** | **979** | **70.4** | **675** | **72.6** | **8729** | **64.0** | **663** | **71.6** | **7047** | **76.3** | **12177** | **81.2** | **0** | **0.0** | **1208** | **75.4** |
| *- UNITED AIRLINES* | 937 | 69.9 | 201 | 75.1 | 5650 | 63.2 | 663 | 71.6 | 3191 | 76.3 | 6380 | 79.2 | 0 | 0.0 | 1208 | 75.4 |
| *- BRANDED CODESHARE PARTNERS* | 42 | 81.0 | 474 | 71.5 | 3079 | 65.3 | 0 | 0.0 | 3856 | 76.3 | 5797 | 83.4 | 0 | 0.0 | 0 | 0.0 |
| **TOTAL** | **28,658** | **74.0** | **12,495** | **72.4** | **11,002** | **62.7** | **7,154** | **62.6** | **8,215** | **74.5** | **14,859** | **78.1** | **11,037** | **59.1** | **14,552** | **72.9** |

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

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

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

**AIR TRAVEL CONSUMER REPORT**

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

**JULY 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]** | **1501** | **72.7** | **0** | **0.0** | **184** | **77.7** | **0** | **0.0** | **31** | **80.6** | **174** | **85.6** | **419** | **63.5** | **93** | **76.3** |
| *- ALASKA AIRLINES* | 1053 | 70.5 | 0 | 0.0 | 184 | 77.7 | 0 | 0.0 | 31 | 80.6 | 174 | 85.6 | 419 | 63.5 | 93 | 76.3 |
| *- BRANDED CODESHARE PARTNERS* | 448 | 77.9 | 0 | 0.0 | 0 | 0.0 | 0 | 0.0 | 0 | 0.0 | 0 | 0.0 | 0 | 0.0 | 0 | 0.0 |
| **ALLEGIANT AIR** | **0** | **0.0** | **0** | **0.0** | **39** | **74.4** | **45** | **75.6** | **0** | **0.0** | **0** | **0.0** | **0** | **0.0** | **27** | **40.7** |
| **AMERICAN AIRLINES NETWORK** | **4179** | **71.3** | **4283** | **59.0** | **1726** | **55.6** | **0** | **0.0** | **6896** | **70.1** | **674** | **61.1** | **14703** | **71.8** | **9397** | **66.9** |
| *- AMERICAN AIRLINES* | 2905 | 68.6 | 1493 | 50.7 | 1726 | 55.6 | 0 | 0.0 | 5618 | 68.1 | 382 | 59.4 | 5993 | 66.8 | 4865 | 67.4 |
| *- BRANDED CODESHARE PARTNERS* | 1274 | 77.6 | 2790 | 63.4 | 0 | 0.0 | 0 | 0.0 | 1278 | 78.7 | 292 | 63.4 | 8710 | 75.3 | 4532 | 66.3 |
| **DELTA AIR LINES NETWORK** | **4511** | **78.8** | **7379** | **61.6** | **1832** | **63.6** | **303** | **70.3** | **944** | **68.3** | **9973** | **78.1** | **1342** | **64.2** | **753** | **63.1** |
| *- DELTA AIR LINES* | 3495 | 76.0 | 2452 | 60.8 | 1825 | 63.6 | 117 | 69.2 | 944 | 68.3 | 6360 | 77.0 | 1155 | 64.2 | 613 | 63.3 |
| *- BRANDED CODESHARE PARTNERS* | 1016 | 88.3 | 4927 | 62.0 | 7 | 85.7 | 186 | 71.0 | 0 | 0.0 | 3613 | 80.0 | 187 | 63.6 | 140 | 62.1 |
| **FRONTIER AIRLINES** | **538** | **72.7** | **185** | **31.4** | **1980** | **62.4** | **92** | **56.5** | **385** | **57.7** | **124** | **70.2** | **351** | **57.3** | **857** | **46.7** |
| **JETBLUE AIRWAYS** | **753** | **63.1** | **379** | **45.6** | **1712** | **60.4** | **0** | **0.0** | **0** | **0.0** | **0** | **0.0** | **197** | **45.7** | **177** | **54.2** |
| **SOUTHWEST AIRLINES** | **2313** | **66.8** | **1011** | **51.6** | **4490** | **68.1** | **7025** | **68.5** | **458** | **57.0** | **504** | **60.5** | **0** | **0.0** | **458** | **55.2** |
| **UNITED AIRLINES NETWORK** | **3806** | **81.6** | **967** | **56.4** | **1181** | **72.9** | **0** | **0.0** | **489** | **69.3** | **692** | **72.1** | **18291** | **70.3** | **556** | **64.7** |
| *- UNITED AIRLINES* | 2819 | 79.6 | 844 | 55.2 | 1181 | 72.9 | 0 | 0.0 | 489 | 69.3 | 572 | 72.2 | 9376 | 69.8 | 429 | 64.1 |
| *- BRANDED CODESHARE PARTNERS* | 987 | 87.3 | 123 | 64.2 | 0 | 0.0 | 0 | 0.0 | 0 | 0.0 | 120 | 71.7 | 8915 | 70.9 | 127 | 66.9 |
| **TOTAL** | **17,601** | **74.7** | **14,204** | **58.9** | **13,144** | **64.6** | **7,465** | **68.5** | **9,203** | **68.7** | **12,141** | **76.1** | **35,303** | **70.4** | **12,318** | **64.5** |

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

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

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

**AIR TRAVEL CONSUMER REPORT**

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

**JULY 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 NETWORK[2]** | **588** | **64.5** | **3213** | **63.3** | **10087** | **75.8** | **1695** | **42.8** | **447** | **76.7** | **92** | **73.9** |
| *- ALASKA AIRLINES* | 434 | 68.4 | 1298 | 71.0 | 7593 | 76.3 | 1012 | 48.7 | 210 | 74.3 | 92 | 73.9 |
| *- BRANDED CODESHARE PARTNERS* | 154 | 53.2 | 1915 | 58.2 | 2494 | 74.3 | 683 | 34.1 | 237 | 78.9 | 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** | **7881** | **75.0** | **887** | **59.8** | **901** | **65.6** | **1406** | **50.6** | **511** | **58.3** | **1221** | **60.8** |
| *- AMERICAN AIRLINES* | 5069 | 71.1 | 887 | 59.8 | 722 | 61.9 | 1189 | 51.0 | 420 | 54.5 | 1128 | 59.9 |
| *- BRANDED CODESHARE PARTNERS* | 2812 | 82.1 | 0 | 0.0 | 179 | 80.4 | 217 | 48.8 | 91 | 75.8 | 93 | 71.0 |
| **DELTA AIR LINES NETWORK** | **1032** | **78.7** | **991** | **73.9** | **4747** | **80.2** | **1381** | **50.0** | **7542** | **85.5** | **1222** | **66.2** |
| *- DELTA AIR LINES* | 864 | 77.0 | 836 | 73.3 | 3037 | 78.5 | 1319 | 50.8 | 4811 | 83.0 | 1197 | 65.8 |
| *- BRANDED CODESHARE PARTNERS* | 168 | 87.5 | 155 | 76.8 | 1710 | 83.3 | 62 | 33.9 | 2731 | 90.0 | 25 | 84.0 |
| **FRONTIER AIRLINES** | **555** | **69.2** | **185** | **58.9** | **155** | **86.5** | **395** | **36.2** | **269** | **76.2** | **570** | **66.8** |
| **JETBLUE AIRWAYS** | **31** | **51.6** | **149** | **74.5** | **93** | **47.3** | **453** | **54.1** | **62** | **45.2** | **449** | **55.9** |
| **SOUTHWEST AIRLINES** | **5222** | **71.1** | **3733** | **59.3** | **981** | **64.5** | **1010** | **34.9** | **960** | **69.0** | **1929** | **67.7** |
| **UNITED AIRLINES NETWORK** | **827** | **77.1** | **1035** | **68.2** | **1005** | **73.5** | **7683** | **56.8** | **636** | **75.8** | **622** | **73.3** |
| *- UNITED AIRLINES* | 735 | 75.8 | 975 | 68.0 | 977 | 73.6 | 5899 | 60.0 | 384 | 73.7 | 622 | 73.3 |
| *- BRANDED CODESHARE PARTNERS* | 92 | 88.0 | 60 | 71.7 | 28 | 71.4 | 1784 | 46.3 | 252 | 79.0 | 0 | 0.0 |
| **TOTAL** | **16,154** | **73.5** | **10,193** | **63.2** | **17,969** | **75.6** | **14,023** | **51.6** | **10,427** | **81.2** | **6,105** | **65.7** |

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

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

**Note: 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)

JULY 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] | 115 | 63.5 | 155 | 65.8 | 122 | 74.6 | 264 | 73.5 | 92 | 83.7 | 0 | 0.0 | 183 | 72.1 | 354 | 77.1 |
| ALLEGIANT AIR | 0 | 0.0 | 97 | 63.9 | 284 | 70.1 | 74 | 86.5 | 0 | 0.0 | 0 | 0.0 | 0 | 0.0 | 72 | 88.9 |
| AMERICAN AIRLINES | 707 | 49.4 | 905 | 58.6 | 856 | 55.0 | 1627 | 59.7 | 326 | 52.8 | 9605 | 73.0 | 2194 | 61.9 | 832 | 58.4 |
| DELTA AIR LINES | 21771 | 73.4 | 1191 | 67.8 | 901 | 71.9 | 2389 | 64.5 | 473 | 69.8 | 494 | 72.1 | 842 | 58.6 | 1084 | 72.0 |
| ENVOY AIR | 58 | 82.8 | 153 | 83.7 | 243 | 79.0 | 204 | 77.5 | 32 | 87.5 | 476 | 82.6 | 425 | 69.9 | 0 | 0.0 |
| FRONTIER AIRLINES | 1973 | 52.7 | 133 | 60.9 | 104 | 74.0 | 80 | 78.8 | 457 | 57.1 | 354 | 57.3 | 80 | 67.5 | 2143 | 73.0 |
| JETBLUE AIRWAYS | 306 | 44.4 | 147 | 66.0 | 223 | 52.5 | 3356 | 52.8 | 69 | 39.1 | 69 | 44.9 | 573 | 48.7 | 153 | 55.6 |
| PSA AIRLINES | 311 | 49.8 | 21 | 52.4 | 183 | 60.7 | 0 | 0.0 | 7 | 57.1 | 3528 | 67.9 | 3553 | 53.3 | 0 | 0.0 |
| REPUBLIC AIRWAYS | 246 | 58.9 | 4 | 100.0 | 370 | 70.5 | 3312 | 68.0 | 173 | 63.0 | 321 | 69.2 | 2256 | 62.6 | 0 | 0.0 |
| SKYWEST AIRLINES | 508 | 69.1 | 932 | 76.9 | 222 | 61.7 | 0 | 0.0 | 1 | 100.0 | 231 | 76.6 | 27 | 51.9 | 6639 | 76.1 |
| SOUTHWEST AIRLINES | 1353 | 57.8 | 3545 | 67.1 | 5878 | 65.6 | 768 | 54.2 | 6465 | 68.5 | 316 | 55.4 | 1347 | 51.9 | 8374 | 69.0 |
| UNITED AIRLINES | 716 | 62.2 | 895 | 70.7 | 713 | 66.9 | 1203 | 70.8 | 393 | 71.0 | 150 | 54.7 | 635 | 64.4 | 9849 | 78.2 |
| TOTAL | 28,064 | 69.5 | 8,178 | 67.9 | 10,099 | 65.7 | 13,277 | 62.4 | 8,488 | 67.4 | 15,544 | 71.0 | 12,115 | 58.1 | 29,500 | 73.9 |

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

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

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

AIR TRAVEL CONSUMER REPORT

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

JULY 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] | 274 | 75.2 | 61 | 82.0 | 246 | 72.8 | 31 | 67.7 | 123 | 71.5 | 123 | 76.4 | 372 | 69.9 | 636 | 79.1 |
| ALLEGIANT AIR | 0 | 0.0 | 0 | 0.0 | 72 | 90.3 | 490 | 48.6 | 79 | 69.6 | 0 | 0.0 | 0 | 0.0 | 636 | 78.1 |
| AMERICAN AIRLINES | 14742 | 71.2 | 413 | 63.2 | 626 | 51.8 | 701 | 59.9 | 180 | 55.6 | 806 | 58.1 | 1450 | 58.4 | 1206 | 62.2 |
| DELTA AIR LINES | 998 | 71.3 | 5434 | 74.0 | 570 | 58.9 | 1039 | 66.3 | 313 | 68.4 | 736 | 68.2 | 2645 | 63.6 | 1245 | 72.8 |
| ENVOY AIR | 6665 | 82.9 | 128 | 78.9 | 0 | 0.0 | 0 | 0.0 | 0 | 0.0 | 56 | 78.6 | 0 | 0.0 | 0 | 0.0 |
| FRONTIER AIRLINES | 1208 | 63.2 | 423 | 65.7 | 121 | 50.4 | 487 | 59.3 | 192 | 47.4 | 606 | 67.2 | 30 | 73.3 | 1415 | 62.8 |
| JETBLUE AIRWAYS | 85 | 65.9 | 170 | 50.6 | 423 | 52.7 | 2836 | 62.3 | 0 | 0.0 | 193 | 52.8 | 3451 | 51.7 | 296 | 72.6 |
| PSA AIRLINES | 1714 | 71.5 | 192 | 50.5 | 0 | 0.0 | 0 | 0.0 | 90 | 66.7 | 84 | 50.0 | 0 | 0.0 | 0 | 0.0 |
| REPUBLIC AIRWAYS | 3 | 66.7 | 607 | 77.4 | 2366 | 65.9 | 0 | 0.0 | 875 | 77.3 | 27 | 81.5 | 1233 | 63.6 | 0 | 0.0 |
| SKYWEST AIRLINES | 1997 | 76.4 | 2428 | 77.6 | 0 | 0.0 | 0 | 0.0 | 244 | 73.0 | 1229 | 75.8 | 0 | 0.0 | 157 | 82.2 |
| SOUTHWEST AIRLINES | 0 | 0.0 | 393 | 56.0 | 0 | 0.0 | 907 | 64.2 | 0 | 0.0 | 0 | 0.0 | 0 | 0.0 | 7520 | 75.4 |
| UNITED AIRLINES | 937 | 69.9 | 201 | 75.1 | 5650 | 63.2 | 663 | 71.6 | 3191 | 76.3 | 6380 | 79.2 | 0 | 0.0 | 1208 | 75.4 |
| TOTAL | 28,623 | 73.9 | 10,450 | 72.9 | 10,074 | 62.7 | 7,154 | 62.6 | 5,287 | 73.7 | 10,240 | 74.9 | 9,181 | 58.6 | 14,319 | 73.1 |

[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.

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)

JULY 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] | 1053 | 70.5 | 0 | 0.0 | 184 | 77.7 | 0 | 0.0 | 31 | 80.6 | 174 | 85.6 | 419 | 63.5 | 93 | 76.3 |
| ALLEGIANT AIR | 0 | 0.0 | 0 | 0.0 | 39 | 74.4 | 45 | 75.6 | 0 | 0.0 | 0 | 0.0 | 0 | 0.0 | 27 | 40.7 |
| AMERICAN AIRLINES | 2905 | 68.6 | 1493 | 50.7 | 1726 | 55.6 | 0 | 0.0 | 5618 | 68.1 | 382 | 59.4 | 5993 | 66.8 | 4865 | 67.4 |
| DELTA AIR LINES | 3495 | 76.0 | 2452 | 60.8 | 1825 | 63.6 | 117 | 69.2 | 944 | 68.3 | 6360 | 77.0 | 1155 | 64.2 | 613 | 63.3 |
| ENVOY AIR | 0 | 0.0 | 0 | 0.0 | 0 | 0.0 | 0 | 0.0 | 1214 | 79.5 | 92 | 88.0 | 4794 | 78.7 | 0 | 0.0 |
| FRONTIER AIRLINES | 538 | 72.7 | 185 | 31.4 | 1980 | 62.4 | 92 | 56.5 | 385 | 57.7 | 124 | 70.2 | 351 | 57.3 | 857 | 46.7 |
| JETBLUE AIRWAYS | 753 | 63.1 | 379 | 45.6 | 1712 | 60.4 | 0 | 0.0 | 0 | 0.0 | 0 | 0.0 | 197 | 45.7 | 177 | 54.2 |
| PSA AIRLINES | 0 | 0.0 | 0 | 0.0 | 0 | 0.0 | 0 | 0.0 | 0 | 0.0 | 120 | 45.8 | 0 | 0.0 | 2026 | 62.2 |
| REPUBLIC AIRWAYS | 0 | 0.0 | 4809 | 64.0 | 0 | 0.0 | 0 | 0.0 | 64 | 64.1 | 142 | 66.9 | 2641 | 76.7 | 466 | 71.7 |
| SKYWEST AIRLINES | 3574 | 83.3 | 0 | 0.0 | 0 | 0.0 | 0 | 0.0 | 0 | 0.0 | 2520 | 83.7 | 8081 | 68.3 | 0 | 0.0 |
| SOUTHWEST AIRLINES | 2313 | 66.8 | 1011 | 51.6 | 4490 | 68.1 | 7025 | 68.5 | 458 | 57.0 | 504 | 60.5 | 0 | 0.0 | 458 | 55.2 |
| UNITED AIRLINES | 2819 | 79.6 | 844 | 55.2 | 1181 | 72.9 | 0 | 0.0 | 489 | 69.3 | 572 | 72.2 | 9376 | 69.8 | 429 | 64.1 |
| TOTAL | 17,450 | 74.6 | 11,173 | 58.6 | 13,137 | 64.5 | 7,279 | 68.4 | 9,203 | 68.7 | 10,990 | 76.6 | 33,007 | 70.1 | 10,011 | 63.6 |

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

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

Note: 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)

JULY 2026

| ARRIVAL AIRPORT | | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| CARRIER[1] | PHX | | SAN | | SEA | | SFO | | SLC | | TPA | |
| | # OF ARR | % ON TIME | # OF ARR | % ON TIME | # OF ARR | % ON TIME | # OF ARR | % ON TIME | # OF ARR | % ON TIME | # OF ARR | % ON TIME |
| ALASKA AIRLINES[2] | 434 | 68.4 | 1298 | 71.0 | 7593 | 76.3 | 1012 | 48.7 | 210 | 74.3 | 92 | 73.9 |
| ALLEGIANT AIR | 18 | 77.8 | 0 | 0.0 | 0 | 0.0 | 0 | 0.0 | 0 | 0.0 | 0 | 0.0 |
| AMERICAN AIRLINES | 5069 | 71.1 | 887 | 59.8 | 722 | 61.9 | 1189 | 51.0 | 420 | 54.5 | 1128 | 59.9 |
| DELTA AIR LINES | 864 | 77.0 | 836 | 73.3 | 3037 | 78.5 | 1319 | 50.8 | 4811 | 83.0 | 1197 | 65.8 |
| ENVOY AIR | 1133 | 85.4 | 0 | 0.0 | 120 | 89.2 | 0 | 0.0 | 9 | 100.0 | 93 | 71.0 |
| FRONTIER AIRLINES | 555 | 69.2 | 185 | 58.9 | 155 | 86.5 | 395 | 36.2 | 269 | 76.2 | 570 | 66.8 |
| JETBLUE AIRWAYS | 31 | 51.6 | 149 | 74.5 | 93 | 47.3 | 453 | 54.1 | 62 | 45.2 | 449 | 55.9 |
| 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 | 2031 | 80.2 | 1282 | 65.8 | 2538 | 81.2 | 2597 | 44.5 | 3249 | 87.9 | 25 | 84.0 |
| SOUTHWEST AIRLINES | 5222 | 71.1 | 3733 | 59.3 | 981 | 64.5 | 1010 | 34.9 | 960 | 69.0 | 1929 | 67.7 |
| UNITED AIRLINES | 735 | 75.8 | 975 | 68.0 | 977 | 73.6 | 5899 | 60.0 | 384 | 73.7 | 622 | 73.3 |
| TOTAL | 16,092 | 73.6 | 9,345 | 64.3 | 16,216 | 76.0 | 13,874 | 51.9 | 10,374 | 81.2 | 6,105 | 65.7 |

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

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

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

AIR TRAVEL CONSUMER REPORT

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

JULY 2026

| | ARRIVAL AIRPORT* | | | | | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| SCHEDULED ARRIVAL TIME | ATL | AUS | BNA | BOS | BWI | CLT | DCA | DEN | DFW | DTW | EWR | FLL | IAD | IAH | JFK | LAS |
| 0600-0659 | 81.1 | 90.3 | 85.6 | 66.0 | 87.0 | 84.5 | 81.8 | 92.9 | 87.6 | 77.1 | 76.1 | 83.3 | 75.4 | 85.8 | 76.6 | 94.0 |
| 0700-0759 | 87.2 | 97.6 | 91.5 | 82.4 | 91.8 | 86.7 | 81.5 | 93.9 | 89.6 | 86.4 | 77.7 | 73.1 | 86.5 | 68.8 | 71.0 | 93.9 |
| 0800-0859 | 88.8 | 90.5 | 86.6 | 82.0 | 91.1 | 86.5 | 79.0 | 90.4 | 88.7 | 76.9 | 80.3 | 82.3 | 71.2 | 88.3 | 62.4 | 92.1 |
| 0900-0959 | 83.8 | 89.1 | 90.0 | 86.4 | 88.8 | 82.0 | 82.5 | 88.0 | 88.0 | 89.8 | 81.8 | 83.6 | 88.9 | 88.3 | 79.9 | 88.5 |
| 1000-1059 | 83.8 | 87.9 | 83.2 | 82.5 | 89.5 | 84.9 | 80.3 | 87.4 | 85.7 | 80.8 | 83.4 | 81.2 | 85.3 | 83.0 | 77.5 | 86.8 |
| 1100-1159 | 84.0 | 81.9 | 82.1 | 82.1 | 86.6 | 82.3 | 80.8 | 87.2 | 86.3 | 82.5 | 77.6 | 75.9 | 84.5 | 86.5 | 75.8 | 84.7 |
| 1200-1259 | 84.6 | 83.2 | 78.5 | 77.8 | 82.0 | 80.1 | 64.7 | 86.2 | 85.0 | 83.1 | 76.9 | 64.9 | 75.5 | 76.5 | 65.7 | 82.0 |
| 1300-1359 | 80.4 | 77.4 | 70.9 | 79.4 | 78.5 | 80.8 | 62.5 | 78.0 | 80.1 | 80.7 | 68.7 | 73.4 | 86.0 | 78.8 | 63.3 | 76.0 |
| 1400-1459 | 71.6 | 71.8 | 66.3 | 70.3 | 74.9 | 73.7 | 58.5 | 81.8 | 80.1 | 75.8 | 65.8 | 66.1 | 85.9 | 71.3 | 63.5 | 72.4 |
| 1500-1559 | 61.5 | 63.4 | 66.7 | 67.0 | 70.3 | 71.5 | 57.6 | 68.5 | 74.3 | 77.3 | 65.3 | 61.3 | 79.1 | 79.2 | 69.9 | 70.7 |
| 1600-1659 | 59.4 | 62.3 | 56.0 | 56.2 | 60.1 | 64.0 | 51.3 | 62.7 | 72.4 | 73.2 | 62.5 | 57.3 | 73.4 | 69.9 | 55.0 | 70.8 |
| 1700-1759 | 55.2 | 55.8 | 50.4 | 52.4 | 52.2 | 61.6 | 41.4 | 58.3 | 62.7 | 73.3 | 55.3 | 57.9 | 63.5 | 66.6 | 56.5 | 62.8 |
| 1800-1859 | 56.1 | 57.0 | 46.4 | 46.8 | 48.0 | 58.3 | 41.8 | 51.7 | 59.6 | 63.8 | 54.7 | 53.0 | 61.7 | 60.8 | 49.7 | 59.1 |
| 1900-1959 | 50.2 | 51.6 | 41.1 | 47.6 | 46.4 | 55.7 | 39.7 | 52.0 | 58.6 | 63.0 | 43.9 | 49.7 | 53.5 | 64.6 | 47.9 | 62.5 |
| 2000-2059 | 54.2 | 55.6 | 45.0 | 43.4 | 44.3 | 51.5 | 40.9 | 50.3 | 59.6 | 66.2 | 45.1 | 42.9 | 71.7 | 68.5 | 47.4 | 60.7 |
| 2100-2159 | 52.9 | 54.5 | 48.6 | 42.9 | 39.8 | 52.9 | 38.8 | 62.9 | 54.1 | 54.7 | 42.5 | 44.5 | 58.4 | 61.7 | 36.2 | 56.7 |
| 2200-2259 | 48.6 | 52.6 | 57.1 | 47.3 | 40.7 | 42.6 | 41.9 | 64.2 | 54.3 | 55.2 | 43.8 | 47.9 | 44.1 | 50.9 | 44.3 | 54.6 |
| 2300-0559 | 58.9 | 54.2 | 57.4 | 48.6 | 55.3 | 63.3 | 43.5 | 62.6 | 58.4 | 57.8 | 54.5 | 42.6 | 66.6 | 65.0 | 48.8 | 64.4 |
| TOTAL | 69.5 | 67.9 | 65.7 | 62.4 | 67.4 | 71.0 | 58.1 | 73.9 | 73.9 | 72.9 | 62.7 | 62.6 | 73.7 | 74.9 | 58.6 | 73.1 |

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

AIR TRAVEL CONSUMER REPORT

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

JULY 2026

| | ARRIVAL AIRPORT* | | | | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| SCHEDULED ARRIVAL TIME | LAX | LGA | MCO | MDW | MIA | MSP | ORD | PHL | PHX | SAN | SEA | SFO | SLC | TPA | TOTAL |
| 0600-0659 | 95.2 | 83.3 | 71.5 | 93.8 | 72.4 | 81.1 | 82.6 | 72.7 | 91.0 | 84.6 | 87.8 | 89.2 | 93.3 | 76.2 | 85.8 |
| 0700-0759 | 93.3 | 81.3 | 84.3 | 90.7 | 88.6 | 84.9 | 84.2 | 79.0 | 89.1 | 92.1 | 92.7 | 88.9 | 91.7 | 92.5 | 87.0 |
| 0800-0859 | 85.4 | 82.4 | 88.7 | 90.0 | 87.2 | 87.4 | 84.5 | 84.4 | 91.0 | 84.7 | 90.5 | 61.9 | 94.3 | 93.1 | 86.3 |
| 0900-0959 | 84.9 | 80.9 | 86.8 | 87.4 | 88.3 | 86.9 | 82.0 | 81.6 | 87.5 | 84.2 | 88.4 | 57.0 | 92.4 | 88.9 | 84.7 |
| 1000-1059 | 83.5 | 76.1 | 86.3 | 87.2 | 83.6 | 83.5 | 81.7 | 83.3 | 86.8 | 75.5 | 80.3 | 61.7 | 91.5 | 88.9 | 83.3 |
| 1100-1159 | 78.7 | 74.7 | 81.7 | 86.7 | 82.1 | 89.1 | 82.8 | 79.7 | 86.1 | 74.0 | 83.0 | 48.8 | 88.6 | 78.4 | 81.3 |
| 1200-1259 | 82.6 | 69.8 | 77.3 | 82.4 | 78.6 | 84.5 | 83.0 | 75.8 | 80.7 | 64.4 | 78.8 | 50.2 | 90.3 | 75.5 | 79.3 |
| 1300-1359 | 77.3 | 65.2 | 77.2 | 72.0 | 79.1 | 79.9 | 76.4 | 75.5 | 79.2 | 64.3 | 79.9 | 51.1 | 84.8 | 76.6 | 75.6 |
| 1400-1459 | 77.6 | 63.0 | 66.4 | 70.1 | 69.6 | 78.1 | 71.6 | 71.6 | 70.7 | 64.1 | 74.8 | 58.2 | 83.9 | 65.5 | 72.3 |
| 1500-1559 | 77.4 | 64.0 | 65.2 | 66.5 | 58.6 | 79.7 | 68.4 | 67.7 | 69.9 | 59.1 | 81.3 | 43.7 | 84.5 | 64.9 | 68.1 |
| 1600-1659 | 72.6 | 56.7 | 57.8 | 60.5 | 57.6 | 77.5 | 61.8 | 53.6 | 68.8 | 57.2 | 80.6 | 44.4 | 79.5 | 65.5 | 64.0 |
| 1700-1759 | 71.9 | 53.5 | 50.6 | 54.1 | 63.8 | 71.8 | 59.7 | 54.8 | 64.5 | 56.7 | 73.9 | 56.3 | 72.7 | 59.2 | 60.3 |
| 1800-1859 | 64.8 | 48.4 | 53.7 | 41.7 | 56.9 | 64.8 | 56.4 | 52.1 | 60.4 | 51.9 | 66.6 | 68.8 | 70.7 | 51.0 | 55.4 |
| 1900-1959 | 70.1 | 41.5 | 46.2 | 44.8 | 53.1 | 74.4 | 55.4 | 42.6 | 57.8 | 56.5 | 69.0 | 53.6 | 74.1 | 56.0 | 55.3 |
| 2000-2059 | 64.5 | 38.3 | 47.5 | 49.8 | 50.8 | 69.5 | 53.8 | 47.1 | 57.4 | 46.9 | 64.2 | 37.7 | 73.5 | 50.4 | 54.0 |
| 2100-2159 | 66.4 | 36.5 | 49.9 | 39.4 | 54.6 | 54.9 | 52.7 | 45.3 | 58.6 | 47.2 | 61.3 | 30.4 | 68.0 | 47.7 | 51.6 |
| 2200-2259 | 55.2 | 35.7 | 49.4 | 40.2 | 51.6 | 58.8 | 54.4 | 42.1 | 57.9 | 52.1 | 68.4 | 33.0 | 65.1 | 53.5 | 51.7 |
| 2300-0559 | 61.8 | 39.5 | 52.6 | 57.3 | 53.0 | 60.3 | 68.7 | 50.1 | 65.2 | 58.8 | 65.8 | 49.5 | 56.1 | 54.6 | 56.9 |
| TOTAL | 74.6 | 58.6 | 64.5 | 68.4 | 68.7 | 76.6 | 70.1 | 63.6 | 73.6 | 64.3 | 76.0 | 51.9 | 81.2 | 65.7 | 69.1 |

* 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)

JULY 2026

| | DEPARTURE AIRPORT* | | | | | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| SCHEDULED DEPARTURE TIME | ATL | AUS | BNA | BOS | BWI | CLT | DCA | DEN | DFW | DTW | EWR | FLL | IAD | IAH | JFK | LAS |
| 0600-0659 | 83.7 | 92.5 | 88.3 | 86.0 | 86.7 | 86.2 | 86.0 | 91.1 | 82.3 | 83.7 | 84.3 | 88.8 | 87.2 | 92.7 | 79.4 | 90.7 |
| 0700-0759 | 83.7 | 87.8 | 80.4 | 85.3 | 84.3 | 84.5 | 82.7 | 89.7 | 83.3 | 81.9 | 83.6 | 87.9 | 88.3 | 87.6 | 78.3 | 83.2 |
| 0800-0859 | 86.3 | 80.7 | 85.4 | 83.1 | 84.1 | 82.2 | 79.5 | 89.6 | 83.3 | 82.9 | 80.0 | 83.6 | 85.6 | 84.2 | 76.8 | 83.5 |
| 0900-0959 | 83.3 | 83.6 | 82.5 | 79.3 | 75.4 | 77.7 | 74.2 | 85.4 | 80.4 | 84.5 | 76.3 | 76.0 | 82.7 | 80.9 | 72.0 | 79.2 |
| 1000-1059 | 80.0 | 80.5 | 79.2 | 76.6 | 74.9 | 73.8 | 77.1 | 78.2 | 71.6 | 80.9 | 76.8 | 73.0 | 80.0 | 76.5 | 57.0 | 75.1 |
| 1100-1159 | 79.1 | 76.1 | 66.5 | 73.5 | 69.3 | 75.5 | 69.2 | 80.5 | 67.5 | 71.4 | 71.4 | 68.7 | 84.8 | 73.6 | 67.3 | 71.1 |
| 1200-1259 | 75.4 | 66.6 | 59.0 | 68.4 | 60.8 | 63.6 | 58.7 | 71.8 | 66.1 | 72.9 | 68.7 | 63.0 | 77.1 | 71.9 | 57.1 | 63.5 |
| 1300-1359 | 73.0 | 65.4 | 47.8 | 70.8 | 48.7 | 62.5 | 58.2 | 77.8 | 67.0 | 59.5 | 70.9 | 50.9 | 79.9 | 55.2 | 59.6 | 64.8 |
| 1400-1459 | 65.4 | 59.6 | 51.4 | 63.8 | 53.4 | 57.9 | 51.5 | 59.7 | 61.3 | 70.7 | 63.9 | 52.6 | 77.3 | 69.1 | 53.0 | 59.8 |
| 1500-1559 | 60.6 | 48.9 | 45.7 | 56.2 | 42.4 | 53.8 | 46.9 | 65.9 | 65.0 | 67.0 | 59.8 | 50.6 | 66.2 | 69.6 | 52.4 | 52.3 |
| 1600-1659 | 51.7 | 45.1 | 42.4 | 53.5 | 43.7 | 50.8 | 45.6 | 60.0 | 58.4 | 61.3 | 62.8 | 50.4 | 83.3 | 67.0 | 56.4 | 56.3 |
| 1700-1759 | 51.1 | 42.9 | 39.2 | 43.5 | 37.2 | 43.0 | 38.6 | 55.7 | 54.9 | 52.6 | 56.7 | 44.7 | 60.1 | 67.5 | 53.3 | 57.2 |
| 1800-1859 | 44.1 | 44.5 | 37.5 | 40.1 | 36.3 | 45.4 | 39.2 | 39.8 | 48.0 | 55.6 | 53.3 | 49.8 | 63.5 | 58.7 | 50.0 | 44.4 |
| 1900-1959 | 45.0 | 45.9 | 36.5 | 36.4 | 33.1 | 45.1 | 36.8 | 45.9 | 45.0 | 55.3 | 55.2 | 48.4 | 46.5 | 66.7 | 48.0 | 49.9 |
| 2000-2059 | 43.8 | 38.9 | 29.0 | 40.4 | 32.9 | 46.6 | 36.9 | 45.1 | 46.3 | 53.9 | 45.7 | 38.6 | 49.4 | 64.4 | 38.0 | 46.8 |
| 2100-2159 | 46.8 | 37.7 | 36.5 | 42.4 | 33.2 | 42.1 | 40.3 | 49.7 | 53.1 | 61.6 | 48.1 | 30.3 | 34.8 | 68.9 | 36.3 | 47.0 |
| 2200-2259 | 51.5 | 53.6 | 43.5 | 36.0 | 40.5 | 45.7 | 36.9 | 54.1 | 49.1 | 69.8 | 41.2 | 30.8 | 61.7 | 72.7 | 30.9 | 51.3 |
| 2300-0559 | 63.4 | 94.0 | 92.3 | 87.1 | 88.4 | 64.1 | 84.9 | 76.7 | 84.5 | 87.2 | 85.7 | 94.3 | 89.7 | 93.7 | 83.3 | 69.7 |
| TOTAL | 64.9 | 65.6 | 59.0 | 65.6 | 57.7 | 60.3 | 58.8 | 68.3 | 63.9 | 70.0 | 67.1 | 60.5 | 72.8 | 72.4 | 59.4 | 66.0 |

* 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)

JULY 2026

| | DEPARTURE AIRPORT* | | | | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| SCHEDULED DEPARTURE TIME | LAX | LGA | MCO | MDW | MIA | MSP | ORD | PHL | PHX | SAN | SEA | SFO | SLC | TPA | TOTAL |
| 0600-0659 | 88.4 | 83.2 | 88.9 | 88.3 | 87.4 | 88.4 | 84.8 | 82.2 | 92.0 | 92.7 | 92.8 | 92.1 | 93.5 | 89.5 | 87.6 |
| 0700-0759 | 85.3 | 82.6 | 85.1 | 90.0 | 89.4 | 89.1 | 87.2 | 82.3 | 87.5 | 80.9 | 85.1 | 90.0 | 87.8 | 88.9 | 85.4 |
| 0800-0859 | 83.3 | 78.4 | 86.0 | 80.5 | 84.1 | 86.3 | 81.4 | 80.1 | 83.2 | 85.7 | 85.8 | 84.4 | 90.7 | 89.8 | 83.6 |
| 0900-0959 | 77.9 | 74.6 | 80.4 | 77.9 | 80.8 | 81.0 | 83.1 | 75.1 | 79.7 | 72.9 | 80.5 | 72.9 | 87.8 | 81.1 | 80.1 |
| 1000-1059 | 72.3 | 74.5 | 77.6 | 76.6 | 76.1 | 81.3 | 78.0 | 76.7 | 81.7 | 73.7 | 72.7 | 61.2 | 89.3 | 79.9 | 76.3 |
| 1100-1159 | 71.7 | 69.2 | 76.1 | 55.8 | 72.6 | 74.7 | 73.4 | 65.2 | 72.8 | 63.8 | 69.4 | 56.5 | 84.1 | 79.3 | 72.9 |
| 1200-1259 | 71.5 | 63.4 | 69.2 | 64.6 | 68.8 | 79.3 | 70.0 | 69.6 | 71.7 | 64.0 | 72.7 | 54.1 | 81.9 | 70.5 | 68.5 |
| 1300-1359 | 69.2 | 63.2 | 64.9 | 53.5 | 66.6 | 78.8 | 71.1 | 60.2 | 71.7 | 52.0 | 69.1 | 61.3 | 81.7 | 63.7 | 67.0 |
| 1400-1459 | 67.3 | 56.9 | 57.8 | 41.1 | 54.2 | 72.0 | 70.0 | 51.6 | 63.7 | 55.2 | 71.1 | 54.1 | 68.5 | 61.6 | 61.6 |
| 1500-1559 | 69.6 | 53.2 | 53.0 | 46.4 | 52.2 | 71.1 | 63.4 | 54.1 | 59.3 | 57.0 | 66.4 | 53.6 | 79.8 | 55.0 | 59.5 |
| 1600-1659 | 69.7 | 50.0 | 48.6 | 42.3 | 52.9 | 68.4 | 62.9 | 52.0 | 57.8 | 48.8 | 68.9 | 54.1 | 68.9 | 56.1 | 56.3 |
| 1700-1759 | 70.2 | 48.2 | 43.4 | 36.6 | 53.5 | 62.9 | 55.9 | 43.9 | 57.8 | 53.6 | 66.9 | 48.0 | 73.0 | 55.0 | 53.2 |
| 1800-1859 | 71.0 | 47.2 | 36.8 | 34.1 | 53.5 | 66.3 | 55.8 | 46.6 | 46.3 | 48.4 | 68.0 | 65.8 | 60.4 | 44.9 | 50.2 |
| 1900-1959 | 65.4 | 44.3 | 40.2 | 29.9 | 50.7 | 61.8 | 55.8 | 44.5 | 54.8 | 42.2 | 64.2 | 66.9 | 63.5 | 46.6 | 48.7 |
| 2000-2059 | 61.1 | 39.9 | 38.5 | 33.6 | 53.2 | 70.3 | 49.3 | 41.8 | 55.2 | 55.1 | 63.2 | 50.8 | 67.5 | 41.4 | 48.1 |
| 2100-2159 | 67.9 | 42.7 | 40.0 | 38.3 | 54.4 | 73.4 | 57.7 | 51.5 | 56.3 | 50.4 | 66.4 | 56.8 | 77.9 | 46.7 | 52.3 |
| 2200-2259 | 69.1 | 21.4 | 41.1 | 25.8 | 52.7 | 63.8 | 53.2 | 49.5 | 54.5 | 72.7 | 63.9 | 51.2 | 74.1 | 44.1 | 52.7 |
| 2300-0559 | 75.1 | 100.0 | 82.5 | 94.0 | 78.4 | 93.0 | 72.0 | 74.3 | 78.8 | 0.0 | 79.2 | 65.2 | 80.2 | 91.2 | 77.8 |
| TOTAL | 73.6 | 61.7 | 63.6 | 57.4 | 63.6 | 76.0 | 68.8 | 61.3 | 69.7 | 65.3 | 73.0 | 63.8 | 80.1 | 68.8 | 66.3 |

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

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

| CITY (AIRPORT) | PERCENT ON-TIME | | REPORTED OPERATIONS | |
|---|---|---|---|---|
| | ARR | DEP | ARR | DEP |
| Aberdeen, SD (ABR) | 85.5 | 87.1 | 62 | 62 |
| Abilene, TX (ABI) | 81.0 | 82.5 | 274 | 274 |
| Adak Island, AK (ADK) | 100.0 | 88.9 | 9 | 9 |
| Aguadilla, PR (BQN) | 61.5 | 66.8 | 226 | 226 |
| Akron, OH (CAK) | 65.0 | 73.5 | 505 | 505 |
| Albany, NY (ALB) | 64.1 | 68.7 | 1150 | 1149 |
| Albuquerque, NM (ABQ) | 71.8 | 75.5 | 2227 | 2227 |
| Alexandria, LA (AEX) | 81.2 | 85.7 | 154 | 154 |
| Allentown/Bethlehem/Easton, PA (ABE) | 67.8 | 72.4 | 391 | 391 |
| Alpena, MI (APN) | 85.5 | 78.2 | 55 | 55 |
| Amarillo, TX (AMA) | 71.6 | 79.9 | 437 | 437 |
| Anchorage, AK (ANC) | 75.9 | 79.9 | 2514 | 2513 |
| Appleton, WI (ATW) | 72.2 | 80.1 | 616 | 617 |
| Arcata/Eureka, CA (ACV) | 65.8 | 66.0 | 234 | 235 |
| Asheville, NC (AVL) | 65.7 | 69.6 | 1022 | 1020 |
| Ashland, WV (HTS) | 54.4 | 45.6 | 68 | 68 |
| Aspen, CO (ASE) | 60.6 | 63.8 | 759 | 759 |
| Atlanta, GA (ATL) | 69.5 | 64.9 | 28064 | 28068 |
| Atlantic City, NJ (ACY) | 47.3 | 36.4 | 55 | 55 |
| Augusta, GA (AGS) | 59.3 | 72.9 | 118 | 118 |
| Austin, TX (AUS) | 67.9 | 65.6 | 8178 | 8177 |
| Bakersfield, CA (BFL) | 65.0 | 83.3 | 263 | 263 |
| Baltimore, MD (BWI) | 67.4 | 57.7 | 8488 | 8485 |
| Bangor, ME (BGR) | 63.4 | 66.6 | 530 | 530 |
| Barrow, AK (BRW) | 80.6 | 67.7 | 31 | 31 |
| Baton Rouge, LA (BTR) | 69.2 | 76.5 | 360 | 361 |
| Beaumont/Port Arthur, TX (BPT) | 71.9 | 75.0 | 64 | 64 |
| Belleville, IL (BLV) | 70.0 | 66.3 | 190 | 190 |
| Bellingham, WA (BLI) | 87.4 | 91.8 | 182 | 182 |
| Bemidji, MN (BJI) | 85.5 | 87.1 | 62 | 62 |
| Bend/Redmond, OR (RDM) | 78.4 | 77.3 | 596 | 596 |
| Bethel, AK (BET) | 88.5 | 73.8 | 61 | 61 |
| Billings, MT (BIL) | 77.1 | 84.0 | 420 | 420 |
| Binghamton, NY (BGM) | 83.9 | 80.6 | 31 | 31 |
| Birmingham, AL (BHM) | 64.6 | 71.6 | 1501 | 1501 |
| Bishop, CA (BIH) | 54.8 | 48.4 | 31 | 31 |
| Bismarck/Mandan, ND (BIS) | 76.9 | 85.4 | 355 | 355 |
| Bloomington/Normal, IL (BMI) | 72.9 | 78.5 | 144 | 144 |
| Boise, ID (BOI) | 76.6 | 79.5 | 2070 | 2070 |
| Boston, MA (BOS) | 62.4 | 65.6 | 13277 | 13277 |
| Bozeman, MT (BZN) | 73.0 | 71.7 | 1380 | 1379 |

| CITY (AIRPORT) | PERCENT ON-TIME | | REPORTED OPERATIONS | |
|---|---|---|---|---|
| | ARR | DEP | ARR | DEP |
| Brainerd, MN (BRD) | 90.9 | 92.7 | 55 | 55 |
| Bristol/Johnson City/Kingsport, TN (TRI) | 64.4 | 70.6 | 180 | 180 |
| Brownsville, TX (BRO) | 82.6 | 85.3 | 109 | 109 |
| Buffalo, NY (BUF) | 60.4 | 64.2 | 1949 | 1951 |
| Burbank, CA (BUR) | 75.8 | 77.2 | 2626 | 2626 |
| Burlington, VT (BTV) | 58.3 | 66.2 | 595 | 594 |
| Butte, MT (BTM) | 75.8 | 82.3 | 62 | 62 |
| Carlsbad, CA (CLD) | 69.5 | 70.4 | 243 | 243 |
| Casper, WY (CPR) | 72.1 | 77.1 | 240 | 240 |
| Cedar City, UT (CDC) | 90.9 | 96.4 | 55 | 55 |
| Cedar Rapids/Iowa City, IA (CID) | 71.1 | 76.9 | 714 | 714 |
| Champaign/Urbana, IL (CMI) | 78.8 | 81.5 | 151 | 151 |
| Charleston, SC (CHS) | 62.5 | 68.6 | 2172 | 2172 |
| Charleston/Dunbar, WV (CRW) | 50.0 | 54.5 | 202 | 202 |
| Charlotte Amalie, VI (STT) | 76.3 | 72.8 | 448 | 448 |
| Charlotte, NC (CLT) | 71.0 | 60.3 | 15544 | 15548 |
| Charlottesville, VA (CHO) | 64.3 | 77.3 | 154 | 154 |
| Chattanooga, TN (CHA) | 58.5 | 66.0 | 436 | 435 |
| Cheyenne, WY (CYS) | 74.2 | 90.3 | 62 | 62 |
| Chicago, IL (MDW) | 68.4 | 57.4 | 7279 | 7279 |
| Chicago, IL (ORD) | 70.1 | 68.8 | 33007 | 33010 |
| Christiansted, VI (STX) | 68.0 | 75.0 | 100 | 100 |
| Cincinnati, OH (CVG) | 68.7 | 73.7 | 3261 | 3262 |
| Clarksburg/Fairmont, WV (CKB) | 69.9 | 67.7 | 93 | 93 |
| Cleveland, OH (CLE) | 67.1 | 72.4 | 3735 | 3736 |
| Cody, WY (COD) | 79.8 | 73.4 | 129 | 128 |
| College Station/Bryan, TX (CLL) | 84.8 | 89.1 | 92 | 92 |
| Colorado Springs, CO (COS) | 66.9 | 73.6 | 1188 | 1189 |
| Columbia, MO (COU) | 79.8 | 78.3 | 351 | 351 |
| Columbia, SC (CAE) | 62.4 | 69.2 | 455 | 455 |
| Columbus, GA (CSG) | 100.0 | 37.5 | 8 | 8 |
| Columbus, MS (GTR) | 54.8 | 45.2 | 31 | 31 |
| Columbus, OH (CMH) | 68.7 | 75.8 | 4003 | 4002 |
| Columbus, OH (LCK) | 74.0 | 67.5 | 154 | 154 |
| Concord, NC (USA) | 51.6 | 43.5 | 62 | 62 |
| Cordova, AK (CDV) | 87.1 | 90.3 | 62 | 62 |
| Corpus Christi, TX (CRP) | 79.2 | 81.5 | 390 | 390 |
| Dallas, TX (DAL) | 68.9 | 57.5 | 6237 | 6237 |
| Dallas/Fort Worth, TX (DFW) | 73.9 | 63.9 | 28623 | 28623 |
| Dayton, OH (DAY) | 62.5 | 76.0 | 667 | 667 |
| Daytona Beach, FL (DAB) | 69.3 | 67.0 | 306 | 306 |

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

| CITY (AIRPORT) | PERCENT ON-TIME | | REPORTED OPERATIONS | |
|---|---|---|---|---|
| | ARR | DEP | ARR | DEP |
| Deadhorse, AK (SCC) | 73.3 | 80.0 | 45 | 45 |
| Decatur, IL (DEC) | 70.4 | 75.9 | 54 | 54 |
| Denver, CO (DEN) | 73.9 | 68.3 | 29500 | 29503 |
| Des Moines, IA (DSM) | 65.9 | 73.7 | 1416 | 1415 |
| Detroit, MI (DTW) | 72.9 | 70.0 | 10450 | 10449 |
| Devils Lake, ND (DVL) | 87.0 | 81.5 | 54 | 54 |
| Dickinson, ND (DIK) | 51.9 | 75.9 | 54 | 54 |
| Dillingham, AK (DLG) | 80.6 | 80.6 | 31 | 31 |
| Dodge City, KS (DDC) | 70.4 | 68.5 | 54 | 54 |
| Duluth, MN (DLH) | 71.3 | 75.8 | 244 | 244 |
| Durango, CO (DRO) | 77.4 | 79.5 | 455 | 454 |
| Eagle, CO (EGE) | 74.4 | 70.6 | 203 | 201 |
| Eau Claire, WI (EAU) | 68.5 | 79.6 | 54 | 54 |
| El Paso, TX (ELP) | 65.6 | 73.7 | 1447 | 1446 |
| Elko, NV (EKO) | 94.1 | 98.0 | 51 | 51 |
| Elmira/Corning, NY (ELM) | 71.2 | 72.7 | 132 | 132 |
| Erie, PA (ERI) | 64.5 | 80.6 | 31 | 31 |
| Escanaba, MI (ESC) | 78.2 | 85.5 | 55 | 55 |
| Eugene, OR (EUG) | 77.6 | 79.0 | 884 | 884 |
| Evansville, IN (EVV) | 77.6 | 79.2 | 183 | 183 |
| Everett, WA (PAE) | 87.6 | 89.5 | 105 | 105 |
| Fairbanks, AK (FAI) | 75.1 | 76.2 | 437 | 437 |
| Fargo, ND (FAR) | 75.3 | 81.7 | 595 | 595 |
| Farmington, NM (FMN) | 71.0 | 90.3 | 31 | 31 |
| Fayetteville, AR (XNA) | 70.1 | 76.9 | 1461 | 1462 |
| Fayetteville, NC (FAY) | 59.3 | 59.3 | 27 | 27 |
| Flagstaff, AZ (FLG) | 53.7 | 60.2 | 123 | 123 |
| Flint, MI (FNT) | 65.1 | 71.6 | 229 | 229 |
| Fort Dodge, IA (FOD) | 62.9 | 62.9 | 62 | 62 |
| Fort Lauderdale, FL (FLL) | 62.6 | 60.5 | 7154 | 7161 |
| Fort Myers, FL (RSW) | 67.8 | 73.2 | 2056 | 2054 |
| Fort Smith, AR (FSM) | 76.9 | 82.1 | 117 | 117 |
| Fort Wayne, IN (FWA) | 70.6 | 76.1 | 524 | 527 |
| Fresno, CA (FAT) | 69.8 | 75.9 | 1172 | 1172 |
| Gainesville, FL (GNV) | 78.1 | 80.7 | 233 | 233 |
| Garden City, KS (GCK) | 75.4 | 88.5 | 61 | 61 |
| Gillette, WY (GCC) | 69.2 | 82.1 | 78 | 78 |
| Grand Forks, ND (GFK) | 87.8 | 90.4 | 115 | 115 |
| Grand Island, NE (GRI) | 64.5 | 61.8 | 76 | 76 |
| Grand Junction, CO (GJT) | 78.3 | 79.7 | 448 | 448 |
| Grand Rapids, MI (GRR) | 68.2 | 73.6 | 1677 | 1674 |

| CITY (AIRPORT) | PERCENT ON-TIME | | REPORTED OPERATIONS | |
|---|---|---|---|---|
| | ARR | DEP | ARR | DEP |
| Great Falls, MT (GTF) | 82.4 | 89.3 | 187 | 187 |
| Green Bay, WI (GRB) | 75.7 | 86.4 | 375 | 376 |
| Greensboro/High Point, NC (GSO) | 63.7 | 68.0 | 824 | 824 |
| Greer, SC (GSP) | 62.7 | 68.6 | 1302 | 1303 |
| Guam, TT (GUM) | 64.5 | 79.0 | 62 | 62 |
| Gulf Shores, AL (GUF) | 66.2 | 65.4 | 133 | 133 |
| Gulfport/Biloxi, MS (GPT) | 70.0 | 76.0 | 233 | 233 |
| Gunnison, CO (GUC) | 69.9 | 78.0 | 123 | 123 |
| Gustavus, AK (GST) | 71.0 | 67.7 | 31 | 31 |
| Hagerstown, MD (HGR) | 65.7 | 65.7 | 35 | 35 |
| Hancock/Houghton, MI (CMX) | 51.3 | 73.8 | 80 | 80 |
| Harlingen/San Benito, TX (HRL) | 67.7 | 72.4 | 322 | 322 |
| Harrisburg, PA (MDT) | 64.1 | 70.4 | 571 | 571 |
| Hartford, CT (BDL) | 62.4 | 71.4 | 1826 | 1827 |
| Hattiesburg/Laurel, MS (PIB) | 70.4 | 74.1 | 54 | 54 |
| Hayden, CO (HDN) | 70.1 | 77.9 | 137 | 136 |
| Hays, KS (HYS) | 57.4 | 72.2 | 54 | 54 |
| Helena, MT (HLN) | 78.0 | 87.0 | 123 | 123 |
| Hibbing, MN (HIB) | 85.5 | 83.6 | 55 | 55 |
| Hilo, HI (ITO) | 80.2 | 84.2 | 545 | 545 |
| Hilton Head, SC (HHH) | 81.1 | 75.7 | 301 | 301 |
| Hobbs, NM (HOB) | 73.3 | 80.0 | 30 | 30 |
| Honolulu, HI (HNL) | 77.5 | 83.6 | 5111 | 5112 |
| Houston, TX (HOU) | 69.0 | 62.8 | 4774 | 4773 |
| Houston, TX (IAH) | 74.9 | 72.4 | 10240 | 10244 |
| Huntsville, AL (HSV) | 68.4 | 75.4 | 731 | 732 |
| Hyannis, MA (HYA) | 73.6 | 65.0 | 140 | 140 |
| Idaho Falls, ID (IDA) | 79.0 | 76.5 | 514 | 514 |
| Indianapolis, IN (IND) | 69.8 | 74.7 | 4405 | 4405 |
| International Falls, MN (INL) | 77.0 | 78.7 | 61 | 61 |
| Iron Mountain/Kingsfd, MI (IMT) | 77.4 | 79.0 | 62 | 62 |
| Islip, NY (ISP) | 68.2 | 66.4 | 444 | 443 |
| Jackson, WY (JAC) | 72.2 | 64.8 | 864 | 863 |
| Jackson/Vicksburg, MS (JAN) | 61.9 | 75.8 | 520 | 520 |
| Jacksonville, FL (JAX) | 62.0 | 68.6 | 2723 | 2720 |
| Jacksonville/Camp Lejeune, NC (OAJ) | 66.3 | 70.8 | 89 | 89 |
| Jamestown, ND (JMS) | 90.7 | 85.2 | 54 | 54 |
| Johnstown, PA (JST) | 64.8 | 70.4 | 54 | 54 |
| Joplin, MO (JLN) | 61.1 | 79.6 | 54 | 54 |
| Juneau, AK (JNU) | 85.9 | 87.8 | 525 | 525 |
| Kahului, HI (OGG) | 83.1 | 86.2 | 2326 | 2326 |

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

| CITY (AIRPORT) | PERCENT ON-TIME | | REPORTED OPERATIONS | |
|---|---|---|---|---|
| | ARR | DEP | ARR | DEP |
| Kalamazoo, MI (AZO) | 66.5 | 72.0 | 182 | 182 |
| Kalispell, MT (FCA) | 76.5 | 77.9 | 391 | 390 |
| Kansas City, MO (MCI) | 70.4 | 73.9 | 4762 | 4761 |
| Kearney, NE (EAR) | 70.2 | 84.5 | 84 | 84 |
| Ketchikan, AK (KTN) | 82.7 | 87.9 | 248 | 248 |
| Key West, FL (EYW) | 73.8 | 69.1 | 599 | 599 |
| Killeen, TX (GRK) | 80.0 | 81.6 | 185 | 185 |
| King Salmon, AK (AKN) | 95.7 | 97.8 | 46 | 46 |
| Knoxville, TN (TYS) | 61.3 | 72.0 | 1353 | 1352 |
| Kodiak, AK (ADQ) | 82.6 | 81.5 | 92 | 92 |
| Kona, HI (KOA) | 83.1 | 87.2 | 1415 | 1415 |
| Kotzebue, AK (OTZ) | 90.0 | 83.3 | 30 | 30 |
| La Crosse, WI (LSE) | 68.5 | 71.2 | 111 | 111 |
| Lafayette, IN (LAF) | 63.3 | 83.7 | 49 | 49 |
| Lafayette, LA (LFT) | 64.0 | 72.0 | 175 | 175 |
| Lake Charles, LA (LCH) | 85.6 | 85.6 | 90 | 90 |
| Lancaster, PA (LNS) | 57.4 | 72.2 | 54 | 54 |
| Lansing, MI (LAN) | 73.3 | 71.3 | 150 | 150 |
| Laramie, WY (LAR) | 61.1 | 68.5 | 54 | 54 |
| Laredo, TX (LRD) | 86.5 | 84.4 | 141 | 141 |
| Las Vegas, NV (LAS) | 73.1 | 66.0 | 14319 | 14315 |
| Lawton/Fort Sill, OK (LAW) | 78.3 | 75.0 | 92 | 92 |
| Lewisburg, WV (LWB) | 69.4 | 66.1 | 62 | 62 |
| Lewiston, ID (LWS) | 90.3 | 93.5 | 62 | 62 |
| Lexington, KY (LEX) | 63.9 | 73.7 | 926 | 925 |
| Liberal, KS (LBL) | 77.8 | 77.8 | 54 | 54 |
| Lihue, HI (LIH) | 83.1 | 85.5 | 1485 | 1485 |
| Lincoln, NE (LNK) | 66.8 | 80.8 | 365 | 365 |
| Little Rock, AR (LIT) | 74.0 | 77.6 | 1254 | 1253 |
| Long Beach, CA (LGB) | 78.6 | 79.1 | 1196 | 1196 |
| Longview, TX (GGG) | 78.7 | 85.0 | 61 | 60 |
| Los Angeles, CA (LAX) | 74.6 | 73.6 | 17450 | 17454 |
| Louisville, KY (SDF) | 69.3 | 76.2 | 2015 | 2015 |
| Lubbock, TX (LBB) | 70.0 | 79.8 | 550 | 550 |
| Lynchburg, VA (LYH) | 66.1 | 64.5 | 62 | 62 |
| Madison, WI (MSN) | 67.5 | 77.8 | 1382 | 1381 |
| Manchester, NH (MHT) | 69.8 | 71.8 | 529 | 529 |
| Manhattan/Ft. Riley, KS (MHK) | 84.6 | 83.7 | 123 | 123 |
| Marquette, MI (MQT) | 69.8 | 66.4 | 116 | 116 |
| Martha's Vineyard, MA (MVY) | 75.6 | 68.6 | 312 | 312 |
| Mason City, IA (MCW) | 68.5 | 77.8 | 54 | 54 |

| CITY (AIRPORT) | PERCENT ON-TIME | | REPORTED OPERATIONS | |
|---|---|---|---|---|
| | ARR | DEP | ARR | DEP |
| Medford, OR (MFR) | 80.2 | 78.4 | 519 | 519 |
| Melbourne, FL (MLB) | 63.5 | 63.1 | 241 | 241 |
| Memphis, TN (MEM) | 65.1 | 71.0 | 2259 | 2259 |
| Meridian, MS (MEI) | 63.0 | 75.9 | 54 | 54 |
| Miami, FL (MIA) | 68.7 | 63.6 | 9203 | 9204 |
| Midland/Odessa, TX (MAF) | 71.3 | 79.0 | 755 | 756 |
| Milwaukee, WI (MKE) | 65.2 | 72.9 | 2759 | 2759 |
| Minneapolis, MN (MSP) | 76.6 | 76.0 | 10990 | 10990 |
| Minot, ND (MOT) | 74.3 | 83.5 | 261 | 261 |
| Mission/McAllen/Edinburg, TX (MFE) | 74.6 | 81.1 | 445 | 445 |
| Missoula, MT (MSO) | 81.9 | 80.9 | 626 | 627 |
| Mobile, AL (MOB) | 62.6 | 70.8 | 171 | 171 |
| Moline, IL (MLI) | 71.8 | 78.5 | 386 | 386 |
| Monroe, LA (MLU) | 80.5 | 76.4 | 123 | 123 |
| Monterey, CA (MRY) | 76.4 | 75.8 | 437 | 438 |
| Montgomery, AL (MGM) | 62.4 | 54.5 | 178 | 178 |
| Montrose/Delta, CO (MTJ) | 78.1 | 81.9 | 215 | 215 |
| Morgantown, WV (MGW) | 70.4 | 70.4 | 54 | 54 |
| Mosinee, WI (CWA) | 77.7 | 84.0 | 94 | 94 |
| Myrtle Beach, SC (MYR) | 65.3 | 65.4 | 1333 | 1331 |
| Nantucket, MA (ACK) | 66.1 | 62.6 | 546 | 546 |
| Nashville, TN (BNA) | 65.7 | 59.0 | 10099 | 10098 |
| Natchez, MS (HEZ) | 71.0 | 77.4 | 31 | 31 |
| New Orleans, LA (MSY) | 66.0 | 66.1 | 3803 | 3801 |
| New York, NY (JFK) | 58.6 | 59.4 | 9181 | 9185 |
| New York, NY (LGA) | 58.6 | 61.7 | 11173 | 11169 |
| Newark, NJ (EWR) | 62.7 | 67.1 | 10074 | 10116 |
| Newburgh/Poughkeepsie, NY (SWF) | 60.7 | 44.3 | 61 | 61 |
| Niagara Falls, NY (IAG) | 87.1 | 74.2 | 31 | 31 |
| Nome, AK (OME) | 73.3 | 63.3 | 30 | 30 |
| Norfolk, VA (ORF) | 61.2 | 65.6 | 1979 | 1978 |
| North Bend/Coos Bay, OR (OTH) | 59.7 | 45.2 | 62 | 62 |
| North Platte, NE (LBF) | 62.3 | 75.5 | 53 | 53 |
| Oakland, CA (OAK) | 76.7 | 70.6 | 2682 | 2685 |
| Oklahoma City, OK (OKC) | 67.9 | 74.7 | 2170 | 2171 |
| Omaha, NE (OMA) | 68.8 | 75.9 | 2401 | 2401 |
| Ontario, CA (ONT) | 71.5 | 76.8 | 2375 | 2377 |
| Orlando, FL (MCO) | 64.5 | 63.6 | 13137 | 13136 |
| Paducah, KY (PAH) | 72.6 | 87.1 | 62 | 62 |
| Palm Springs, CA (PSP) | 70.4 | 77.6 | 791 | 791 |
| Panama City, FL (ECP) | 64.3 | 66.7 | 1133 | 1133 |

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

| CITY (AIRPORT) | PERCENT ON-TIME | | REPORTED OPERATIONS | |
|---|---|---|---|---|
| | ARR | DEP | ARR | DEP |
| Pasco/Kennewick/Richland, WA (PSC) | 78.4 | 86.7 | 505 | 505 |
| Pellston, MI (PLN) | 71.9 | 79.8 | 114 | 114 |
| Pensacola, FL (PNS) | 65.8 | 67.5 | 1358 | 1358 |
| Peoria, IL (PIA) | 72.8 | 74.2 | 471 | 472 |
| Petersburg, AK (PSG) | 90.3 | 93.5 | 62 | 62 |
| Philadelphia, PA (PHL) | 63.6 | 61.3 | 10011 | 10012 |
| Phoenix, AZ (AZA) | 72.3 | 80.2 | 524 | 524 |
| Phoenix, AZ (PHX) | 73.6 | 69.7 | 16092 | 16096 |
| Pierre, SD (PIR) | 71.7 | 77.4 | 53 | 53 |
| Pittsburgh, PA (PIT) | 64.9 | 72.8 | 3910 | 3910 |
| Plattsburgh, NY (PBG) | 55.9 | 50.0 | 34 | 34 |
| Pocatello, ID (PIH) | 85.2 | 90.2 | 61 | 61 |
| Ponce, PR (PSE) | 74.1 | 91.7 | 85 | 84 |
| Portland, ME (PWM) | 65.8 | 69.2 | 1253 | 1251 |
| Portland, OR (PDX) | 77.3 | 78.6 | 6306 | 6304 |
| Portsmouth, NH (PSM) | 75.0 | 66.7 | 36 | 36 |
| Prescott, AZ (PRC) | 81.2 | 78.8 | 85 | 85 |
| Presque Isle/Houlton, ME (PQI) | 29.0 | 87.1 | 31 | 31 |
| Providence, RI (PVD) | 64.4 | 67.9 | 1361 | 1361 |
| Provo, UT (PVU) | 72.0 | 84.8 | 250 | 250 |
| Punta Gorda, FL (PGD) | 78.4 | 78.3 | 566 | 566 |
| Raleigh/Durham, NC (RDU) | 62.1 | 66.5 | 4787 | 4787 |
| Rapid City, SD (RAP) | 75.5 | 78.1 | 727 | 727 |
| Redding, CA (RDD) | 71.5 | 75.7 | 144 | 144 |
| Reno, NV (RNO) | 74.1 | 76.1 | 2124 | 2124 |
| Rhinelander, WI (RHI) | 79.6 | 80.6 | 93 | 93 |
| Richmond, VA (RIC) | 62.8 | 65.3 | 1695 | 1696 |
| Riverton/Lander, WY (RIW) | 71.0 | 82.3 | 62 | 62 |
| Roanoke, VA (ROA) | 52.3 | 59.0 | 222 | 222 |
| Rochester, MN (RST) | 69.9 | 70.7 | 123 | 123 |
| Rochester, NY (ROC) | 59.4 | 66.0 | 966 | 966 |
| Rock Springs, WY (RKS) | 64.5 | 77.4 | 62 | 62 |
| Rockford, IL (RFD) | 77.6 | 73.5 | 98 | 98 |
| Roswell, NM (ROW) | 79.9 | 76.6 | 154 | 154 |
| Sacramento, CA (SMF) | 75.6 | 75.8 | 5071 | 5071 |
| Saginaw/Bay City/Midland, MI (MBS) | 70.4 | 79.3 | 179 | 179 |
| Saipan, TT (SPN) | 77.4 | 61.3 | 31 | 31 |
| Salina, KS (SLN) | 51.2 | 85.5 | 84 | 83 |
| Salt Lake City, UT (SLC) | 81.2 | 80.1 | 10374 | 10368 |
| San Angelo, TX (SJT) | 79.3 | 84.8 | 92 | 92 |
| San Antonio, TX (SAT) | 67.9 | 74.8 | 3471 | 3471 |

| CITY (AIRPORT) | PERCENT ON-TIME | | REPORTED OPERATIONS | |
|---|---|---|---|---|
| | ARR | DEP | ARR | DEP |
| San Diego, CA (SAN) | 64.3 | 65.3 | 9345 | 9345 |
| San Francisco, CA (SFO) | 51.9 | 63.8 | 13874 | 13841 |
| San Jose, CA (SJC) | 75.0 | 75.8 | 3957 | 3980 |
| San Juan, PR (SJU) | 61.4 | 66.9 | 3325 | 3326 |
| San Luis Obispo, CA (SBP) | 76.8 | 72.3 | 357 | 357 |
| Sanford, FL (SFB) | 51.5 | 66.9 | 1026 | 1025 |
| Santa Ana, CA (SNA) | 75.7 | 73.2 | 3993 | 3992 |
| Santa Barbara, CA (SBA) | 77.0 | 79.2 | 745 | 745 |
| Santa Fe, NM (SAF) | 74.4 | 80.6 | 407 | 407 |
| Santa Maria, CA (SMX) | 66.7 | 66.7 | 9 | 9 |
| Santa Rosa, CA (STS) | 76.9 | 79.3 | 629 | 629 |
| Sarasota/Bradenton, FL (SRQ) | 66.4 | 72.1 | 1185 | 1185 |
| Sault Ste. Marie, MI (CIU) | 64.7 | 65.9 | 85 | 85 |
| Savannah, GA (SAV) | 63.1 | 66.5 | 1681 | 1680 |
| Scottsbluff, NE (BFF) | 67.9 | 66.0 | 53 | 53 |
| Scranton/Wilkes-Barre, PA (AVP) | 66.0 | 73.3 | 150 | 150 |
| Seattle, WA (SEA) | 76.0 | 73.0 | 16216 | 16214 |
| Sheridan, WY (SHR) | 64.5 | 77.4 | 62 | 62 |
| Shreveport, LA (SHV) | 68.2 | 74.1 | 633 | 633 |
| Sioux City, IA (SUX) | 70.0 | 73.8 | 80 | 80 |
| Sioux Falls, SD (FSD) | 72.2 | 78.2 | 711 | 711 |
| Sitka, AK (SIT) | 86.5 | 91.0 | 155 | 155 |
| South Bend, IN (SBN) | 67.6 | 72.8 | 676 | 676 |
| Spokane, WA (GEG) | 76.4 | 79.1 | 1779 | 1779 |
| Springfield, IL (SPI) | 74.6 | 78.9 | 71 | 71 |
| Springfield, MO (SGF) | 74.0 | 74.9 | 858 | 859 |
| St. Cloud, MN (STC) | 100.0 | 77.8 | 9 | 9 |
| St. George, UT (SGU) | 78.9 | 86.4 | 327 | 332 |
| St. Louis, MO (STL) | 69.8 | 65.2 | 5728 | 5725 |
| St. Petersburg, FL (PIE) | 65.2 | 73.7 | 969 | 969 |
| State College, PA (SCE) | 71.0 | 93.5 | 31 | 31 |
| Staunton, VA (SHD) | 56.5 | 77.4 | 62 | 62 |
| Stillwater, OK (SWO) | 75.8 | 88.7 | 62 | 62 |
| Stockton, CA (SCK) | 86.7 | 77.8 | 45 | 45 |
| Sun Valley/Hailey/Ketchum, ID (SUN) | 84.3 | 83.9 | 274 | 273 |
| Syracuse, NY (SYR) | 64.9 | 71.8 | 984 | 985 |
| Tallahassee, FL (TLH) | 66.8 | 74.9 | 434 | 434 |
| Tampa, FL (TPA) | 65.7 | 68.8 | 6105 | 6106 |
| Texarkana, AR (TXK) | 64.5 | 75.8 | 62 | 62 |
| Toledo, OH (TOL) | 93.3 | 80.0 | 30 | 30 |
| Traverse City, MI (TVC) | 67.4 | 67.0 | 911 | 909 |

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

| CITY (AIRPORT) | PERCENT ON-TIME | | REPORTED OPERATIONS | |
|---|---|---|---|---|
| | ARR | DEP | ARR | DEP |
| Trenton, NJ (TTN) | 70.6 | 66.7 | 109 | 108 |
| Tucson, AZ (TUS) | 71.2 | 79.5 | 1398 | 1398 |
| Tulsa, OK (TUL) | 69.4 | 78.7 | 1614 | 1613 |
| Twin Falls, ID (TWF) | 95.3 | 96.5 | 85 | 85 |
| Tyler, TX (TYR) | 89.1 | 83.7 | 92 | 92 |
| Valparaiso, FL (VPS) | 65.7 | 68.3 | 1331 | 1331 |
| Vero Beach, FL (VRB) | 78.3 | 64.1 | 92 | 92 |
| Victoria, TX (VCT) | 79.6 | 77.8 | 54 | 54 |
| Waco, TX (ACT) | 83.7 | 82.6 | 92 | 92 |
| Washington, DC (DCA) | 58.1 | 58.8 | 12115 | 12115 |
| Washington, DC (IAD) | 73.7 | 72.8 | 5287 | 5258 |
| Waterloo, IA (ALO) | 61.1 | 72.2 | 54 | 54 |
| Watertown, SD (ATY) | 88.7 | 79.0 | 62 | 62 |
| West Palm Beach/Palm Beach, FL (PBI) | 64.3 | 67.4 | 2102 | 2102 |
| West Yellowstone, MT (WYS) | 84.6 | 82.1 | 78 | 78 |
| White Plains, NY (HPN) | 58.5 | 66.9 | 885 | 885 |
| Wichita Falls, TX (SPS) | 75.8 | 75.8 | 62 | 62 |
| Wichita, KS (ICT) | 72.3 | 79.5 | 1065 | 1064 |
| Williston, ND (XWA) | 79.5 | 79.0 | 200 | 200 |
| Wilmington, NC (ILM) | 65.5 | 67.2 | 750 | 750 |
| Worcester, MA (ORH) | 67.7 | 58.1 | 62 | 62 |
| Wrangell, AK (WRG) | 91.9 | 90.3 | 62 | 62 |
| Yakutat, AK (YAK) | 95.2 | 85.5 | 62 | 62 |
| Yuma, AZ (YUM) | 77.9 | 86.1 | 122 | 122 |

AIR TRAVEL CONSUMER REPORT

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

JULY 2026

| CARRIER[1] | AT ALL US AIRPORTS | | | | |
|---|---|---|---|---|---|
| | NUMBER OF AIRPORTS REPORTED | FLIGHT OPERATIONS SCHEDULED | FLIGHT OPERATIONS CANCELLED | PERCENT OF OPERATIONS CANCELLED | RANK |
| **ALLEGIANT AIR** | **120** | **13314** | **73** | **0.5** | **1** |
| **ALASKA AIRLINES NETWORK[2]** | **108** | **47436** | **537** | **1.1** | **2** |
| *- ALASKA AIRLINES* | 85 | 31682 | 257 | 0.8 | |
| *- BRANDED CODESHARE PARTNERS* | 59 | 15754 | 280 | 1.8 | |
| **SOUTHWEST AIRLINES** | **106** | **124994** | **1419** | **1.1** | **3** |
| **UNITED AIRLINES NETWORK** | **236** | **136232** | **3644** | **2.7** | **4** |
| *- UNITED AIRLINES* | 131 | 74440 | 1455 | 2.0 | |
| *- BRANDED CODESHARE PARTNERS* | 214 | 61792 | 2189 | 3.5 | |
| **AMERICAN AIRLINES NETWORK** | **233** | **182933** | **5858** | **3.2** | **5** |
| *- AMERICAN AIRLINES* | 124 | 89200 | 2046 | 2.3 | |
| *- BRANDED CODESHARE PARTNERS* | 215 | 93733 | 3812 | 4.1 | |
| **DELTA AIR LINES NETWORK** | **211** | **149051** | **4932** | **3.3** | **6** |
| *- DELTA AIR LINES* | 143 | 94140 | 2261 | 2.4 | |
| *- BRANDED CODESHARE PARTNERS* | 184 | 54911 | 2671 | 4.9 | |
| **FRONTIER AIRLINES** | **79** | **20482** | **696** | **3.4** | **7** |
| **JETBLUE AIRWAYS** | **71** | **23312** | **2279** | **9.8** | **8** |
| **TOTAL AIRPORTS SERVED** | **367** | **697,754** | **19,438** | **2.8** | |

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

**[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

JULY 2026

| CARRIER[1] | AT ALL US AIRPORTS | | | | |
|---|---|---|---|---|---|
| | NUMBER OF AIRPORTS REPORTED | FLIGHT OPERATIONS SCHEDULED | FLIGHT OPERATIONS CANCELLED | PERCENT OF OPERATIONS CANCELLED | RANK |
| ALLEGIANT AIR | 120 | 13314 | 73 | 0.5 | 1 |
| ALASKA AIRLINES[2] | 85 | 31682 | 257 | 0.8 | 2 |
| SOUTHWEST AIRLINES | 106 | 124994 | 1419 | 1.1 | 3 |
| ENVOY AIR | 154 | 29780 | 441 | 1.5 | 4 |
| SKYWEST AIRLINES | 241 | 77072 | 1193 | 1.5 | 5 |
| UNITED AIRLINES | 131 | 74440 | 1455 | 2.0 | 6 |
| AMERICAN AIRLINES | 124 | 89200 | 2046 | 2.3 | 7 |
| DELTA AIR LINES | 143 | 94140 | 2261 | 2.4 | 8 |
| FRONTIER AIRLINES | 79 | 20482 | 696 | 3.4 | 9 |
| PSA AIRLINES | 97 | 21472 | 1417 | 6.6 | 10 |
| REPUBLIC AIRWAYS | 76 | 32082 | 2993 | 9.3 | 11 |
| JETBLUE AIRWAYS | 71 | 23312 | 2279 | 9.8 | 12 |
| TOTAL AIRPORTS SERVED | 352 | 631,970 | 16,530 | 2.6 | |

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

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

## AIR TRAVEL CONSUMER REPORT

## TABLE 7. CAUSES OF DELAY, BY REPORTING MARKETING CARRIER

## JULY 2026

| CARRIER[1] | TOTAL RECORDS | ON TIME | % ON TIME | CANCELLED | % CANCELLED | DIVERTED | % DIVERTED | AIR CARRIER DELAY | % AIR CARRIER DELAY | EXTREME WEATHER DELAY | % EXTREME WEATHER DELAY | NATIONAL AVIATION SYSTEM DELAY | % NATIONAL AVIATION SYSTEM DELAY | SECURITY DELAY | % SECURITY DELAY | LATE ARRIVING AIRCRAFT DELAY | % LATE ARRIVING AIRCRAFT DELAY |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **ALASKA AIRLINES NETWORK[2]** | **47436** | **35463** | **74.76** | **537** | **1.13** | **167** | **0.35** | **2777** | **5.85** | **263** | **0.55** | **3855** | **8.13** | **35** | **0.07** | **4339** | **9.15** |
| *- ALASKA AIRLINES* | 31682 | 24053 | 75.92 | 257 | 0.81 | 107 | 0.34 | 1937 | 6.11 | 182 | 0.57 | 2384 | 7.52 | 31 | 0.10 | 2731 | 8.62 |
| *BRANDED CODESHARE PARTNERS* | 15754 | 11410 | 72.43 | 280 | 1.78 | 60 | 0.38 | 840 | 5.33 | 81 | 0.51 | 1471 | 9.34 | 4 | 0.03 | 1608 | 10.21 |
| **ALLEGIANT AIR** | **13314** | **9127** | **68.55** | **73** | **0.55** | **57** | **0.43** | **933** | **7.01** | **388** | **2.91** | **981** | **7.37** | **14** | **0.11** | **1741** | **13.08** |
| **AMERICAN AIRLINES NETWORK** | **182933** | **124350** | **67.98** | **5858** | **3.20** | **888** | **0.49** | **13836** | **7.56** | **2876** | **1.57** | **10901** | **5.96** | **72** | **0.04** | **24152** | **13.20** |
| *- AMERICAN AIRLINES* | 89200 | 57964 | 64.98 | 2046 | 2.29 | 540 | 0.61 | 7902 | 8.86 | 1216 | 1.36 | 5480 | 6.14 | 42 | 0.05 | 14009 | 15.71 |
| *BRANDED CODESHARE PARTNERS* | 93733 | 66386 | 70.82 | 3812 | 4.07 | 348 | 0.37 | 5934 | 6.33 | 1659 | 1.77 | 5421 | 5.78 | 30 | 0.03 | 10143 | 10.82 |
| **DELTA AIR LINES NETWORK** | **149051** | **106821** | **71.67** | **4932** | **3.31** | **775** | **0.52** | **13921** | **9.34** | **1903** | **1.28** | **9744** | **6.54** | **22** | **0.01** | **10934** | **7.34** |
| *- DELTA AIR LINES* | 94140 | 67649 | 71.86 | 2261 | 2.40 | 581 | 0.62 | 8262 | 8.78 | 922 | 0.98 | 7067 | 7.51 | 16 | 0.02 | 7381 | 7.84 |
| *BRANDED CODESHARE PARTNERS* | 54911 | 39172 | 71.34 | 2671 | 4.86 | 194 | 0.35 | 5659 | 10.31 | 980 | 1.78 | 2676 | 4.87 | 6 | 0.01 | 3553 | 6.47 |
| **FRONTIER AIRLINES** | **20482** | **12804** | **62.51** | **696** | **3.40** | **72** | **0.35** | **1527** | **7.46** | **185** | **0.90** | **1857** | **9.07** | **0** | **0.00** | **3341** | **16.31** |
| **JETBLUE AIRWAYS** | **23312** | **12994** | **55.74** | **2279** | **9.78** | **151** | **0.65** | **2303** | **9.88** | **185** | **0.79** | **2181** | **9.36** | **17** | **0.07** | **3202** | **13.74** |
| **SOUTHWEST AIRLINES** | **124994** | **85002** | **68.00** | **1419** | **1.14** | **711** | **0.57** | **11870** | **9.50** | **750** | **0.60** | **6408** | **5.13** | **149** | **0.12** | **18659** | **14.93** |
| **UNITED AIRLINES NETWORK** | **136232** | **98310** | **72.16** | **3644** | **2.67** | **794** | **0.58** | **10174** | **7.47** | **1246** | **0.91** | **12205** | **8.96** | **10** | **0.01** | **9849** | **7.23** |
| *- UNITED AIRLINES* | 74440 | 53194 | 71.46 | 1455 | 1.95 | 539 | 0.72 | 5011 | 6.73 | 467 | 0.63 | 7930 | 10.65 | 1 | 0.00 | 5842 | 7.85 |
| *BRANDED CODESHARE PARTNERS* | 61792 | 45116 | 73.01 | 2189 | 3.54 | 255 | 0.41 | 5163 | 8.36 | 778 | 1.26 | 4274 | 6.92 | 9 | 0.01 | 4007 | 6.48 |
| **TOTAL** | **697,754** | **484,871** | **69.49** | **19,438** | **2.79** | **3,615** | **0.52** | **57,341** | **8.22** | **7,794** | **1.12** | **48,131** | **6.90** | **319** | **0.05** | **76,217** | **10.92** |

*** 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

## JULY 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] | 31682 | 24053 | 75.92 | 257 | 0.81 | 107 | 0.34 | 1937 | 6.11 | 182 | 0.57 | 2384 | 7.52 | 31 | 0.10 | 2731 | 8.62 |
| ALLEGIANT AIR | 13314 | 9127 | 68.55 | 73 | 0.55 | 57 | 0.43 | 933 | 7.01 | 388 | 2.91 | 981 | 7.37 | 14 | 0.11 | 1741 | 13.08 |
| AMERICAN AIRLINES | 89200 | 57964 | 64.98 | 2046 | 2.29 | 540 | 0.61 | 7902 | 8.86 | 1216 | 1.36 | 5480 | 6.14 | 42 | 0.05 | 14009 | 15.71 |
| DELTA AIR LINES | 94140 | 67649 | 71.86 | 2261 | 2.40 | 581 | 0.62 | 8262 | 8.78 | 922 | 0.98 | 7067 | 7.51 | 16 | 0.02 | 7381 | 7.84 |
| ENVOY AIR | 29780 | 23773 | 79.83 | 441 | 1.48 | 69 | 0.23 | 1248 | 4.19 | 438 | 1.47 | 1508 | 5.06 | 11 | 0.04 | 2291 | 7.69 |
| FRONTIER AIRLINES | 20482 | 12804 | 62.51 | 696 | 3.40 | 72 | 0.35 | 1527 | 7.46 | 185 | 0.90 | 1857 | 9.07 | 0 | 0.00 | 3341 | 16.31 |
| JETBLUE AIRWAYS | 23312 | 12994 | 55.74 | 2279 | 9.78 | 151 | 0.65 | 2303 | 9.88 | 185 | 0.79 | 2181 | 9.36 | 17 | 0.07 | 3202 | 13.74 |
| PSA AIRLINES | 21472 | 12687 | 59.09 | 1417 | 6.60 | 82 | 0.38 | 1883 | 8.77 | 439 | 2.04 | 1483 | 6.91 | 12 | 0.06 | 3468 | 16.15 |
| REPUBLIC AIRWAYS | 32082 | 21832 | 68.05 | 2993 | 9.33 | 170 | 0.53 | 1825 | 5.69 | 300 | 0.94 | 2621 | 8.17 | 3 | 0.01 | 2338 | 7.29 |
| SKYWEST AIRLINES | 77072 | 57498 | 74.60 | 1193 | 1.55 | 323 | 0.42 | 8376 | 10.87 | 1646 | 2.14 | 4118 | 5.34 | 17 | 0.02 | 3901 | 5.06 |
| SOUTHWEST AIRLINES | 124994 | 85002 | 68.00 | 1419 | 1.14 | 711 | 0.57 | 11870 | 9.50 | 750 | 0.60 | 6408 | 5.13 | 149 | 0.12 | 18659 | 14.93 |
| UNITED AIRLINES | 74440 | 53194 | 71.46 | 1455 | 1.95 | 539 | 0.72 | 5011 | 6.73 | 467 | 0.63 | 7930 | 10.65 | 1 | 0.00 | 5842 | 7.85 |
| TOTAL | 631,970 | 438,577 | 69.40 | 16,530 | 2.62 | 3,402 | 0.54 | 53,077 | 8.40 | 7,119 | 1.13 | 44,019 | 6.97 | 313 | 0.05 | 68,905 | 10.90 |

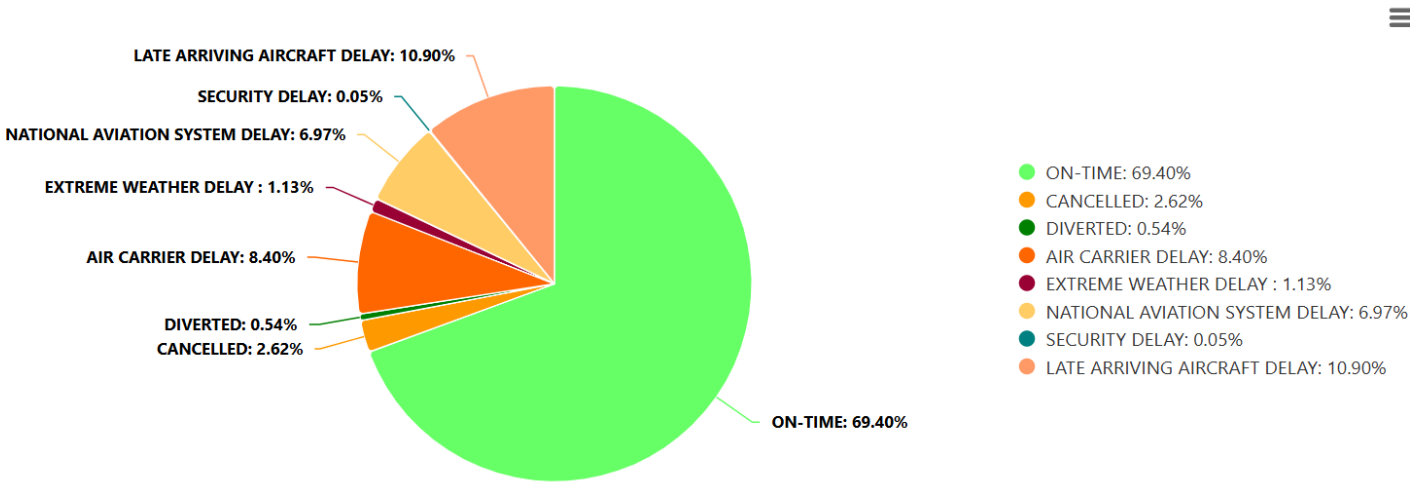
*** Causes of Delay:**
**· Air Carrier Delay: The cause of the cancellation or delay was due to circumstances within the airline's control (e.g. maintenance or crew problems, etc.).**
**· Extreme Weather Delay: Significant meteorological conditions (actual or forecasted) that, in the judgment of the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

JULY 2026

| MARKETING CARRIER | OPERATING CARRIER | FLIGHT NUMBER | ORIGIN AIRPORT | DESTINATION AIRPORT | DATE OF FLIGHT | LOCATION OF LONGEST TARMAC TIME | LENGTH OF TARMAC DELAY |
|---|---|---|---|---|---|---|---|
| CONTOUR | CONTOUR | 3015 | ORD | BRL | 7/9/2026 | Origin Airport | 5:49 |
| CONTOUR | CONTOUR | 3070 | ORD | IRK | 7/9/2026 | Origin Airport | 5:47 |
| JETBLUE | JETBLUE | 1548 | LAS | JFK | 7/18/2026 | Diversion Airport (RDU) | 5:36 |
| UNITED | REPUBLIC | 3436 | EWR | MCI | 7/18/2026 | Origin Airport | 5:24 |
| AMERICAN | REPUBLIC | 4767 | JFK | CMH | 7/18/2026 | Origin Airport | 5:06 |
| AMERICAN | AMERICAN | 2339 | JFK | PHX | 7/18/2026 | Origin Airport | 5:04 |
| UNITED | REPUBLIC | 3451 | IND | EWR | 7/18/2026 | Destination Airport | 4:51 |
| DELTA | DELTA | 2421 | LGA | TVC | 7/18/2026 | Origin Airport | 4:46 |
| AMERICAN | REPUBLIC | 4453 | JFK | CLE | 7/18/2026 | Origin Airport | 4:45 |
| ALLEGIANT | ALLEGIANT | 3733 | IND | SFB | 7/8/2026 | Destination Airport | 4:43 |
| AMERICAN | PIEDMONT | 5860 | CLT | SBY | 7/6/2026 | Origin Airport | 4:33 |
| AMERICAN | SKYWEST | 6398 | SYR | ORD | 7/2/2026 | Destination Airport | 4:26 |
| DELTA | DELTA | 1426 | LGA | PNS | 7/18/2026 | Origin Airport | 4:25 |
| AMERICAN | AMERICAN | 2490 | LGA | FLL | 7/18/2026 | Origin Airport | 4:24 |
| AMERICAN | REPUBLIC | 4580 | LGA | TVC | 7/18/2026 | Origin Airport | 4:24 |
| DELTA | DELTA | 806 | JFK | LAS | 7/18/2026 | Origin Airport | 4:24 |
| AMERICAN | AMERICAN | 589 | LGA | ORD | 7/18/2026 | Origin Airport | 4:20 |
| AMERICAN | REPUBLIC | 4698 | ORD | RIC | 7/2/2026 | Origin Airport | 4:19 |
| SUN COUNTRY | SUN COUNTRY | 568 | JFK | MSP | 7/18/2026 | Origin Airport | 4:18 |
| UNITED | UNITED | 1875 | EWR | ORD | 7/18/2026 | Origin Airport | 4:17 |
| AMERICAN | ENVOY | 3531 | DFW | ORD | 7/2/2026 | Destination Airport | 4:11 |
| AMERICAN | ENVOY | 3846 | XNA | ORD | 7/2/2026 | Destination Airport | 4:09 |
| DELTA | DELTA | 2342 | JFK | ATL | 7/18/2026 | Origin Airport | 4:08 |
| AMERICAN | REPUBLIC | 4397 | LGA | MSY | 7/18/2026 | Origin Airport | 4:07 |
| AMERICAN | AMERICAN | 306 | JFK | LAX | 7/18/2026 | Origin Airport | 4:05 |

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

JULY 2026

| MARKETING CARRIER | OPERATING CARRIER | FLIGHT NUMBER | ORIGIN AIRPORT | DESTINATION AIRPORT | DATE OF FLIGHT | LOCATION OF LONGEST TARMAC TIME | LENGTH OF TARMAC DELAY |
|---|---|---|---|---|---|---|---|
| AMERICAN | REPUBLIC | 4415 | LGA | DTW | 7/18/2026 | Origin Airport | 4:01 |
| AMERICAN | AMERICAN | 2829 | JFK | PHX | 7/18/2026 | Origin Airport | 4:00 |
| JETBLUE | JETBLUE | 186 | JFK | ROC | 7/18/2026 | Origin Airport | 4:00 |
| ALLEGIANT | ALLEGIANT | 2936 | SFB | SGF | 7/4/2026 | Origin Airport | 3:59 |
| AMERICAN | AMERICAN | 2302 | LGA | BNA | 7/18/2026 | Origin Airport | 3:56 |
| UNITED | UNITED | 685 | ORD | DFW | 7/27/2026 | Origin Airport | 3:55 |
| AMERICAN | AMERICAN | 1987 | LGA | DFW | 7/18/2026 | Origin Airport | 3:54 |
| AMERICAN | AMERICAN | 1953 | JFK | DFW | 7/18/2026 | Origin Airport | 3:52 |
| UNITED | UNITED | 1851 | ORD | MCI | 7/2/2026 | Origin Airport | 3:52 |
| DELTA | REPUBLIC | 5605 | LGA | PIT | 7/18/2026 | Origin Airport | 3:51 |
| UNITED | GOJET | 4411 | EWR | BTV | 7/18/2026 | Origin Airport | 3:51 |
| UNITED | UNITED | 1864 | EWR | LAS | 7/18/2026 | Origin Airport | 3:51 |
| UNITED | GOJET | 4447 | ORD | BHM | 7/2/2026 | Origin Airport | 3:50 |
| DELTA | DELTA | 1719 | JFK | SEA | 7/18/2026 | Origin Airport | 3:48 |
| UNITED | REPUBLIC | 3446 | EWR | IND | 7/18/2026 | Origin Airport | 3:48 |
| UNITED | UNITED | 1403 | LAX | EWR | 7/21/2026 | Diversion Airport (PHL) | 3:48 |
| ALASKA | ALASKA | 59 | JFK | SFO | 7/18/2026 | Origin Airport | 3:47 |
| JETBLUE | JETBLUE | 1053 | JFK | PBI | 7/18/2026 | Origin Airport | 3:47 |
| AMERICAN | ENVOY | 3383 | BNA | ORD | 7/2/2026 | Destination Airport | 3:46 |
| AMERICAN | REPUBLIC | 4418 | LGA | GRR | 7/18/2026 | Origin Airport | 3:46 |
| AMERICAN | ENVOY | 3626 | SGF | ORD | 7/2/2026 | Destination Airport | 3:45 |
| AMERICAN | REPUBLIC | 4428 | LGA | ILM | 7/18/2026 | Origin Airport | 3:44 |
| JETBLUE | JETBLUE | 1715 | JFK | VRB | 7/18/2026 | Origin Airport | 3:44 |
| UNITED | GOJET | 4468 | ORD | LEX | 7/2/2026 | Origin Airport | 3:44 |
| UNITED | REPUBLIC | 3638 | EWR | CMH | 7/18/2026 | Origin Airport | 3:43 |
| UNITED | UNITED | 2822 | ORD | PHX | 7/27/2026 | Origin Airport | 3:43 |
| UNITED | UNITED | 746 | DCA | DEN | 7/10/2026 | Diversion Airport (BFF) | 3:43 |
| AMERICAN | AMERICAN | 431 | ORD | SAT | 7/2/2026 | Origin Airport | 3:41 |
| AMERICAN | PSA | 5590 | PHL | RDU | 7/6/2026 | Destination Airport | 3:41 |
| JETBLUE | JETBLUE | 263 | JFK | SEA | 7/18/2026 | Origin Airport | 3:41 |
| AMERICAN | ENVOY | 3757 | ORD | BHM | 7/2/2026 | Origin Airport | 3:40 |

AIR TRAVEL CONSUMER REPORT

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

JULY 2026

| MARKETING CARRIER | OPERATING CARRIER | FLIGHT NUMBER | ORIGIN AIRPORT | DESTINATION AIRPORT | DATE OF FLIGHT | LOCATION OF LONGEST TARMAC TIME | LENGTH OF TARMAC DELAY |
|---|---|---|---|---|---|---|---|
| AMERICAN | ENVOY | 4062 | LIT | ORD | 7/2/2026 | Destination Airport | 3:40 |
| UNITED | UNITED | 1797 | EWR | PBI | 7/18/2026 | Origin Airport | 3:40 |
| AMERICAN | AMERICAN | 2661 | ORD | TUS | 7/2/2026 | Origin Airport | 3:39 |
| UNITED | UNITED | 2396 | EWR | MCO | 7/18/2026 | Origin Airport | 3:39 |
| UNITED | UNITED | 780 | IAD | PDX | 7/5/2026 | Origin Airport | 3:39 |
| UNITED | SKYWEST | 5767 | ORD | XNA | 7/2/2026 | Origin Airport | 3:38 |
| UNITED | UNITED | 515 | EWR | SAT | 7/21/2026 | Origin Airport | 3:38 |
| UNITED | UNITED | 2631 | ORD | SAV | 7/27/2026 | Origin Airport | 3:37 |
| UNITED | UNITED | 661 | ORD | LAX | 7/2/2026 | Origin Airport | 3:37 |
| DELTA | DELTA | 2413 | SLC | ORD | 7/2/2026 | Destination Airport | 3:36 |
| DELTA | ENDEAVOR | 5186 | LGA | ILM | 7/18/2026 | Origin Airport | 3:36 |
| UNITED | UNITED | 2063 | ORD | BNA | 7/2/2026 | Origin Airport | 3:36 |
| DELTA | DELTA | 670 | JFK | SFO | 7/18/2026 | Origin Airport | 3:35 |
| DELTA | REPUBLIC | 5723 | LGA | MKE | 7/18/2026 | Origin Airport | 3:35 |
| UNITED | UNITED | 450 | EWR | ANC | 7/18/2026 | Origin Airport | 3:35 |
| AMERICAN | AMERICAN | 15 | JFK | SFO | 7/18/2026 | Origin Airport | 3:34 |
| UNITED | UNITED | 2692 | EWR | LAX | 7/18/2026 | Origin Airport | 3:34 |
| AMERICAN | ENVOY | 3377 | ORD | FAR | 7/2/2026 | Origin Airport | 3:33 |
| UNITED | REPUBLIC | 3421 | EWR | SDF | 7/18/2026 | Origin Airport | 3:32 |
| UNITED | UNITED | 1392 | IAD | BOS | 7/9/2026 | Origin Airport | 3:32 |
| AMERICAN | AMERICAN | 3040 | PHL | LAS | 7/9/2026 | Origin Airport | 3:31 |
| AMERICAN | AMERICAN | 2550 | SFO | ORD | 7/2/2026 | Destination Airport | 3:30 |
| DELTA | DELTA | 1414 | JFK | FLL | 7/5/2026 | Origin Airport | 3:30 |
| UNITED | UNITED | 1845 | EWR | RSW | 7/3/2026 | Origin Airport | 3:30 |
| AMERICAN | AMERICAN | 2945 | LGA | MIA | 7/18/2026 | Origin Airport | 3:29 |
| AMERICAN | AMERICAN | 948 | LGA | BZN | 7/18/2026 | Origin Airport | 3:29 |
| AMERICAN | ENVOY | 3827 | TUL | ORD | 7/2/2026 | Destination Airport | 3:29 |
| UNITED | SKYWEST | 5830 | ORD | FWA | 7/2/2026 | Origin Airport | 3:28 |
| DELTA | DELTA | 2409 | LGA | MSP | 7/18/2026 | Origin Airport | 3:27 |
| DELTA | DELTA | 1253 | JFK | DTW | 7/4/2026 | Origin Airport | 3:26 |

AIR TRAVEL CONSUMER REPORT

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

JULY 2026

| MARKETING CARRIER | OPERATING CARRIER | FLIGHT NUMBER | ORIGIN AIRPORT | DESTINATION AIRPORT | DATE OF FLIGHT | LOCATION OF LONGEST TARMAC TIME | LENGTH OF TARMAC DELAY |
|---|---|---|---|---|---|---|---|
| JETBLUE | JETBLUE | 1889 | EWR | SJU | 7/18/2026 | Origin Airport | 3:25 |
| UNITED | UNITED | 1069 | SAN | ORD | 7/27/2026 | Diversion Airport (MLI) | 3:25 |
| UNITED | UNITED | 570 | EWR | SAV | 7/18/2026 | Origin Airport | 3:25 |
| DELTA | ENDEAVOR | 4994 | LGA | GSP | 7/18/2026 | Origin Airport | 3:24 |
| JETBLUE | JETBLUE | 215 | JFK | SFO | 7/18/2026 | Origin Airport | 3:24 |
| UNITED | SKYWEST | 6021 | ORD | FCA | 7/2/2026 | Origin Airport | 3:24 |
| AMERICAN | AMERICAN | 1094 | ORD | SMF | 7/2/2026 | Origin Airport | 3:23 |
| DELTA | REPUBLIC | 5699 | JFK | DCA | 7/11/2026 | Origin Airport | 3:23 |
| UNITED | UNITED | 1503 | SEA | ORD | 7/2/2026 | Diversion Airport (MCI) | 3:23 |
| UNITED | UNITED | 2115 | EWR | SFO | 7/21/2026 | Origin Airport | 3:23 |
| ALASKA | ALASKA | 1466 | ORD | SAN | 7/2/2026 | Origin Airport | 3:22 |
| AMERICAN | REPUBLIC | 4717 | BWI | ORD | 7/2/2026 | Destination Airport | 3:22 |
| JETBLUE | JETBLUE | 65 | JFK | ABQ | 7/18/2026 | Origin Airport | 3:22 |
| UNITED | REPUBLIC | 3508 | EWR | GSO | 7/18/2026 | Origin Airport | 3:22 |
| UNITED | UNITED | 2295 | EWR | MIA | 7/18/2026 | Origin Airport | 3:22 |
| AMERICAN | REPUBLIC | 4717 | BWI | ORD | 7/2/2026 | Destination Airport | 3:21 |
| DELTA | ENDEAVOR | 5482 | LGA | XNA | 7/18/2026 | Origin Airport | 3:21 |
| UNITED | UNITED | 1289 | EWR | SEA | 7/18/2026 | Origin Airport | 3:21 |
| ALASKA | ALASKA | 443 | PHL | SEA | 7/18/2026 | Origin Airport | 3:20 |
| DELTA | DELTA | 2412 | LGA | SRQ | 7/18/2026 | Origin Airport | 3:20 |
| DELTA | DELTA | 636 | JFK | HNL | 7/18/2026 | Origin Airport | 3:20 |
| DELTA | REPUBLIC | 5673 | LGA | MEM | 7/18/2026 | Origin Airport | 3:20 |
| JETBLUE | JETBLUE | 2201 | JFK | FLL | 7/18/2026 | Origin Airport | 3:20 |
| UNITED | UNITED | 2046 | LGA | DEN | 7/29/2026 | Origin Airport | 3:20 |
| UNITED | UNITED | 2387 | EWR | SEA | 7/18/2026 | Origin Airport | 3:20 |
| UNITED | REPUBLIC | 3503 | EWR | CLE | 7/18/2026 | Origin Airport | 3:19 |
| UNITED | UNITED | 2389 | ORD | CLE | 7/27/2026 | Origin Airport | 3:19 |
| DELTA | DELTA | 707 | JFK | LAX | 7/5/2026 | Origin Airport | 3:18 |
| UNITED | SKYWEST | 4711 | ORD | MKE | 7/2/2026 | Origin Airport | 3:18 |

AIR TRAVEL CONSUMER REPORT

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

JULY 2026

| MARKETING CARRIER | OPERATING CARRIER | FLIGHT NUMBER | ORIGIN AIRPORT | DESTINATION AIRPORT | DATE OF FLIGHT | LOCATION OF LONGEST TARMAC TIME | LENGTH OF TARMAC DELAY |
|---|---|---|---|---|---|---|---|
| UNITED | SKYWEST | 5467 | ORD | SDF | 7/27/2026 | Origin Airport | 3:18 |
| UNITED | UNITED | 370 | EWR | PHX | 7/21/2026 | Origin Airport | 3:18 |
| UNITED | UNITED | 556 | EWR | IAH | 7/21/2026 | Origin Airport | 3:18 |
| DELTA | DELTA | 1029 | JFK | ATL | 7/18/2026 | Origin Airport | 3:17 |
| DELTA | DELTA | 2279 | PHL | ATL | 7/21/2026 | Origin Airport | 3:17 |
| JETBLUE | JETBLUE | 1677 | JFK | JAX | 7/4/2026 | Origin Airport | 3:17 |
| UNITED | GOJET | 4432 | EWR | BUF | 7/18/2026 | Origin Airport | 3:17 |
| UNITED | UNITED | 1209 | ORD | EWR | 7/2/2026 | Origin Airport | 3:17 |
| UNITED | UNITED | 1932 | EWR | MCO | 7/5/2026 | Origin Airport | 3:17 |
| DELTA | DELTA | 1233 | JFK | AUS | 7/18/2026 | Origin Airport | 3:16 |
| DELTA | DELTA | 2414 | JFK | MSP | 7/18/2026 | Origin Airport | 3:16 |
| DELTA | DELTA | 2806 | LGA | ORD | 7/2/2026 | Destination Airport | 3:16 |
| DELTA | DELTA | 962 | JFK | ATL | 7/5/2026 | Origin Airport | 3:16 |
| JETBLUE | JETBLUE | 1118 | JFK | BOS | 7/18/2026 | Origin Airport | 3:16 |
| UNITED | REPUBLIC | 3504 | EWR | CLT | 7/18/2026 | Origin Airport | 3:16 |
| UNITED | UNITED | 1981 | LAX | EWR | 7/27/2026 | Diversion Airport (IAD) | 3:16 |
| UNITED | UNITED | 2038 | PHL | IAH | 7/21/2026 | Origin Airport | 3:16 |
| UNITED | UNITED | 599 | IAD | DEN | 7/5/2026 | Origin Airport | 3:16 |
| ALLEGIANT | ALLEGIANT | 1273 | SFB | HSV | 7/27/2026 | Origin Airport | 3:15 |
| AMERICAN | AMERICAN | 2167 | ORD | RDU | 7/6/2026 | Destination Airport | 3:15 |
| DELTA | DELTA | 2195 | LGA | TPA | 7/18/2026 | Origin Airport | 3:15 |
| JETBLUE | JETBLUE | 919 | JFK | ATL | 7/18/2026 | Origin Airport | 3:15 |
| AMERICAN | AMERICAN | 403 | ORD | BUF | 7/2/2026 | Origin Airport | 3:14 |
| AMERICAN | REPUBLIC | 4342 | LGA | AVL | 7/18/2026 | Origin Airport | 3:14 |

AIR TRAVEL CONSUMER REPORT

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

JULY 2026

| MARKETING CARRIER | OPERATING CARRIER | FLIGHT NUMBER | ORIGIN AIRPORT | DESTINATION AIRPORT | DATE OF FLIGHT | LOCATION OF LONGEST TARMAC TIME | LENGTH OF TARMAC DELAY |
|---|---|---|---|---|---|---|---|
| ALLEGIANT | ALLEGIANT | 3193 | ATW | SFB | 7/8/2026 | Destination Airport | 3:13 |
| AMERICAN | SKYWEST | 6399 | MCI | ORD | 7/2/2026 | Destination Airport | 3:13 |
| DELTA | DELTA | 767 | JFK | LAX | 7/21/2026 | Origin Airport | 3:13 |
| DELTA | ENDEAVOR | 5025 | LGA | AVL | 7/18/2026 | Origin Airport | 3:13 |
| UNITED | UNITED | 1558 | EWR | SFO | 7/4/2026 | Origin Airport | 3:13 |
| DELTA | DELTA | 2564 | LGA | MCO | 7/18/2026 | Origin Airport | 3:12 |
| DELTA | DELTA | 993 | LGA | ATL | 7/18/2026 | Origin Airport | 3:12 |
| UNITED | UNITED | 1559 | SNA | EWR | 7/4/2026 | Diversion Airport (SYR) | 3:12 |
| UNITED | UNITED | 1616 | EWR | BNA | 7/18/2026 | Origin Airport | 3:12 |
| UNITED | UNITED | 2215 | EWR | MCO | 7/18/2026 | Origin Airport | 3:12 |
| JETBLUE | JETBLUE | 143 | EWR | PBI | 7/4/2026 | Origin Airport | 3:11 |
| JETBLUE | JETBLUE | 1603 | JFK | SJU | 7/18/2026 | Origin Airport | 3:11 |
| UNITED | REPUBLIC | 3556 | EWR | STL | 7/28/2026 | Origin Airport | 3:11 |
| UNITED | UNITED | 1370 | TPA | IAD | 7/18/2026 | Destination Airport | 3:11 |
| UNITED | UNITED | 1833 | EWR | CLE | 7/21/2026 | Origin Airport | 3:11 |
| AMERICAN | AMERICAN | 1187 | ORD | DCA | 7/2/2026 | Origin Airport | 3:10 |
| DELTA | ENDEAVOR | 5496 | LGA | HSV | 7/18/2026 | Origin Airport | 3:10 |
| DELTA | REPUBLIC | 5643 | LGA | SDF | 7/18/2026 | Origin Airport | 3:10 |
| UNITED | UNITED | 1239 | ATL | ORD | 7/27/2026 | Diversion Airport (MLI) | 3:10 |
| AMERICAN | AMERICAN | 798 | PHL | LAX | 7/21/2026 | Origin Airport | 3:09 |
| AMERICAN | ENVOY | 3808 | HPN | ORD | 7/9/2026 | Origin Airport | 3:09 |
| DELTA | DELTA | 962 | JFK | ATL | 7/4/2026 | Origin Airport | 3:09 |
| JETBLUE | JETBLUE | 923 | JFK | LAX | 7/5/2026 | Origin Airport | 3:09 |
| UNITED | UNITED | 1834 | ORD | TPA | 7/27/2026 | Origin Airport | 3:09 |
| AMERICAN | REPUBLIC | 4496 | LGA | RDU | 7/18/2026 | Origin Airport | 3:09 |
| UNITED | REPUBLIC | 3676 | EWR | HHH | 7/18/2026 | Origin Airport | 3:08 |
| AMERICAN | AMERICAN | 797 | MIA | PHL | 7/9/2026 | Origin Airport | 3:07 |

AIR TRAVEL CONSUMER REPORT

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

JULY 2026

| MARKETING CARRIER | OPERATING CARRIER | FLIGHT NUMBER | ORIGIN AIRPORT | DESTINATION AIRPORT | DATE OF FLIGHT | LOCATION OF LONGEST TARMAC TIME | LENGTH OF TARMAC DELAY |
|---|---|---|---|---|---|---|---|
| DELTA | DELTA | 994 | LGA | ATL | 7/21/2026 | Origin Airport | 3:07 |
| DELTA | ENDEAVOR | 5036 | JFK | CLT | 7/4/2026 | Origin Airport | 3:07 |
| DELTA | REPUBLIC | 5649 | JFK | CMH | 7/18/2026 | Origin Airport | 3:07 |
| DELTA | REPUBLIC | 5773 | LGA | MEM | 7/15/2026 | Origin Airport | 3:07 |
| UNITED | SKYWEST | 5756 | ORD | DTW | 7/27/2026 | Origin Airport | 3:07 |
| UNITED | UNITED | 1590 | EWR | DFW | 7/28/2026 | Origin Airport | 3:07 |
| UNITED | UNITED | 2238 | EWR | LAX | 7/28/2026 | Origin Airport | 3:07 |
| AMERICAN | AMERICAN | 2773 | DCA | TPA | 7/9/2026 | Origin Airport | 3:06 |
| AMERICAN | AMERICAN | 2977 | ORD | PDX | 7/2/2026 | Origin Airport | 3:06 |
| AMERICAN | REPUBLIC | 4398 | LGA | CMH | 7/18/2026 | Origin Airport | 3:06 |
| AMERICAN | SKYWEST | 6193 | ORD | AZO | 7/2/2026 | Origin Airport | 3:06 |
| DELTA | DELTA | 1181 | LGA | FLL | 7/18/2026 | Origin Airport | 3:06 |
| DELTA | DELTA | 2480 | BWI | DTW | 7/4/2026 | Origin Airport | 3:06 |
| JETBLUE | JETBLUE | 1727 | EWR | MCO | 7/5/2026 | Origin Airport | 3:06 |
| UNITED | SKYWEST | 4645 | ORD | FWA | 7/27/2026 | Origin Airport | 3:06 |
| ALASKA | ALASKA | 10 | PDX | DCA | 7/18/2026 | Diversion Airport (RDU) | 3:05 |
| ALLEGIANT | ALLEGIANT | 1217 | ELM | SFB | 7/8/2026 | Destination Airport | 3:05 |
| AMERICAN | AMERICAN | 255 | JFK | LAX | 7/18/2026 | Origin Airport | 3:05 |
| AMERICAN | REPUBLIC | 4658 | JFK | RDU | 7/18/2026 | Origin Airport | 3:05 |
| DELTA | DELTA | 1024 | LGA | CHS | 7/18/2026 | Origin Airport | 3:05 |
| DELTA | ENDEAVOR | 5086 | JFK | PIT | 7/18/2026 | Origin Airport | 3:05 |
| DELTA | ENDEAVOR | 5296 | JFK | BUF | 7/18/2026 | Origin Airport | 3:05 |
| DELTA | REPUBLIC | 5860 | LGA | PWM | 7/18/2026 | Origin Airport | 3:05 |
| JETBLUE | JETBLUE | 1195 | JFK | PIT | 7/5/2026 | Origin Airport | 3:05 |
| JETBLUE | JETBLUE | 92 | ACK | JFK | 7/18/2026 | Origin Airport | 3:05 |
| SOUTHWEST | SOUTHWEST | 1071 | BWI | RDU | 7/6/2026 | Origin Airport | 3:05 |
| UNITED | REPUBLIC | 3464 | ORD | PIT | 7/2/2026 | Origin Airport | 3:05 |

AIR TRAVEL CONSUMER REPORT

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

JULY 2026

| MARKETING CARRIER | OPERATING CARRIER | FLIGHT NUMBER | ORIGIN AIRPORT | DESTINATION AIRPORT | DATE OF FLIGHT | LOCATION OF LONGEST TARMAC TIME | LENGTH OF TARMAC DELAY |
|---|---|---|---|---|---|---|---|
| UNITED | REPUBLIC | 3631 | EWR | RDU | 7/18/2026 | Origin Airport | 3:05 |
| UNITED | UNITED | 1317 | LAS | EWR | 7/5/2026 | Diversion Airport (RIC) | 3:05 |
| UNITED | UNITED | 1525 | EWR | ORD | 7/18/2026 | Origin Airport | 3:05 |
| UNITED | UNITED | 1981 | LAX | EWR | 7/3/2026 | Diversion Airport (IAD) | 3:05 |
| AMERICAN | AMERICAN | 3100 | LGA | ORD | 7/18/2026 | Origin Airport | 3:04 |
| AMERICAN | AMERICAN | 3125 | PHL | RDU | 7/6/2026 | Destination Airport | 3:04 |
| AMERICAN | AMERICAN | 3331 | ORD | JAC | 7/27/2026 | Origin Airport | 3:04 |
| DELTA | DELTA | 1419 | JFK | FLL | 7/18/2026 | Origin Airport | 3:04 |
| DELTA | DELTA | 2775 | JFK | MCO | 7/21/2026 | Origin Airport | 3:04 |
| JETBLUE | JETBLUE | 1701 | JFK | FLL | 7/5/2026 | Origin Airport | 3:04 |
| JETBLUE | JETBLUE | 316 | SFO | JFK | 7/18/2026 | Diversion Airport (RDU) | 3:04 |
| UNITED | SKYWEST | 5344 | ORD | MBS | 7/27/2026 | Origin Airport | 3:04 |
| AMERICAN | SKYWEST | 6438 | ROC | ORD | 7/2/2026 | Destination Airport | 3:03 |
| DELTA | DELTA | 2321 | LGA | FLL | 7/21/2026 | Origin Airport | 3:03 |
| JETBLUE | JETBLUE | 625 | JFK | TPA | 7/18/2026 | Origin Airport | 3:03 |
| AMERICAN | AMERICAN | 2845 | LGA | TPA | 7/21/2026 | Origin Airport | 3:02 |
| AMERICAN | REPUBLIC | 4615 | ORD | RDU | 7/6/2026 | Destination Airport | 3:02 |
| UNITED | UNITED | 1864 | EWR | LAS | 7/21/2026 | Origin Airport | 3:02 |
| ALLEGIANT | ALLEGIANT | 1198 | BGR | SFB | 7/8/2026 | Destination Airport | 3:01 |
| ALLEGIANT | ALLEGIANT | 1226 | LIT | SFB | 7/12/2026 | Destination Airport | 3:01 |
| AMERICAN | AMERICAN | 3211 | LGA | MIA | 7/18/2026 | Origin Airport | 3:01 |
| AMERICAN | AMERICAN | 470 | PHL | ORD | 7/5/2026 | Origin Airport | 3:01 |
| AMERICAN | AMERICAN | 542 | DFW | RDU | 7/6/2026 | Destination Airport | 3:01 |
| AMERICAN | ENVOY | 3474 | MIA | RDU | 7/6/2026 | Destination Airport | 3:01 |
| AMERICAN | SKYWEST | 6274 | OKC | ORD | 7/2/2026 | Destination Airport | 3:01 |
| DELTA | DELTA | 2310 | LGA | RSW | 7/21/2026 | Origin Airport | 3:01 |
| DELTA | DELTA | 2566 | EWR | DTW | 7/18/2026 | Origin Airport | 3:01 |

**AIR TRAVEL CONSUMER REPORT**

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

**JULY 2026**

| MARKETING CARRIER | OPERATING CARRIER | FLIGHT NUMBER | ORIGIN AIRPORT | DESTINATION AIRPORT | DATE OF FLIGHT | LOCATION OF LONGEST TARMAC TIME | LENGTH OF TARMAC DELAY |
|---|---|---|---|---|---|---|---|
| DELTA | DELTA | 2864 | EWR | MSP | 7/18/2026 | Origin Airport | 3:01 |
| DELTA | ENDEAVOR | 4989 | LGA | ECP | 7/18/2026 | Origin Airport | 3:01 |
| DELTA | ENDEAVOR | 5119 | JFK | ORD | 7/18/2026 | Origin Airport | 3:01 |
| DELTA | ENDEAVOR | 5301 | JFK | RIC | 7/11/2026 | Origin Airport | 3:01 |
| JETBLUE | JETBLUE | 312 | ORD | BOS | 7/27/2026 | Origin Airport | 3:01 |
| UNITED | UNITED | 2624 | RSW | EWR | 7/28/2026 | Diversion Airport (PHL) | 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**

**JULY 2026**

| MARKETING CARRIER | OPERATING CARRIER | FLIGHT NUMBER | ORIGIN AIRPORT | DESTINATION AIRPORT | DATE OF FLIGHT | LOCATION OF LONGEST TARMAC TIME | LENGTH OF TARMAC DELAY |
|---|---|---|---|---|---|---|---|
| UNITED | UNITED | 971 | FCO | ORD | 7/27/2026 | Diversion Airport (MSP) | 8:04 |
| UNITED | UNITED | 2283 | EWR | CUR | 7/18/2026 | Origin Airport | 6:02 |
| LOT POLISH | LOT POLISH | 7 | JFK | WAW | 7/18/2026 | Origin Airport | 5:42 |
| UNITED | UNITED | 886 | EWR | LIM | 7/18/2026 | Origin Airport | 5:23 |
| UNITED | UNITED | 350 | EWR | AGP | 7/18/2026 | Origin Airport | 5:21 |
| EMIRATES | EMIRATES | 236 | ORD | DXB | 7/2/2026 | Origin Airport | 5:00 |
| DELTA | DELTA | 78 | JFK | PRG | 7/18/2026 | Origin Airport | 4:58 |
| UNITED | UNITED | 1624 | EWR | STI | 7/18/2026 | Origin Airport | 4:52 |
| UNITED | UNITED | 380 | EWR | BRI | 7/18/2026 | Origin Airport | 4:43 |
| SCANDINAVIAN | SCANDINAVIAN | 916 | JFK | CPH | 7/16/2026 | Destination Airport | 4:42 |
| UNITED | UNITED | 1050 | EWR | CUN | 7/18/2026 | Origin Airport | 4:35 |
| UNITED | UNITED | 19 | EWR | MXP | 7/18/2026 | Origin Airport | 4:34 |
| JETBLUE | JETBLUE | 309 | JFK | SDQ | 7/18/2026 | Origin Airport | 4:33 |
| UNITED | UNITED | 2062 | EWR | PUJ | 7/18/2026 | Origin Airport | 4:32 |
| UNITED | UNITED | 1021 | EWR | PTY | 7/18/2026 | Origin Airport | 4:31 |
| DELTA | DELTA | 0127 | MAD | JFK | 7/18/2026 | Diversion Airport (PHL) | 4:30 |
| BRITISH AIRWAYS | BRITISH AIRWAYS | 180 | JFK | LHR | 7/18/2026 | Origin Airport | 4:28 |
| UNITED | UNITED | 727 | PTY | EWR | 7/28/2026 | Diversion Airport (PHL) | 4:26 |
| JETBLUE | JETBLUE | 921 | JFK | NAS | 7/18/2026 | Origin Airport | 4:24 |
| UNITED | UNITED | 1466 | PLS | EWR | 7/28/2026 | Diversion Airport (PHL) | 4:23 |
| UNITED | UNITED | 1629 | EWR | SXM | 7/18/2026 | Origin Airport | 4:23 |
| JETBLUE | JETBLUE | 1759 | JFK | KIN | 7/18/2026 | Origin Airport | 4:22 |
| UNITED | UNITED | 959 | LHR | ORD | 7/27/2026 | Diversion Airport (MSP) | 4:22 |
| UNITED | UNITED | 131 | EWR | HND | 7/18/2026 | Origin Airport | 4:21 |
| DELTA | DELTA | 28 | JFK | NCE | 7/18/2026 | Origin Airport | 4:17 |

**AIR TRAVEL CONSUMER REPORT**

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

**JULY 2026**

| MARKETING CARRIER | OPERATING CARRIER | FLIGHT NUMBER | ORIGIN AIRPORT | DESTINATION AIRPORT | DATE OF FLIGHT | LOCATION OF LONGEST TARMAC TIME | LENGTH OF TARMAC DELAY |
|---|---|---|---|---|---|---|---|
| UNITED | UNITED | 986 | CDG | ORD | 7/27/2026 | Diversion Airport (MSP) | 4:17 |
| UNITED | UNITED | 79 | EWR | NRT | 7/18/2026 | Origin Airport | 4:15 |
| AMERICAN | AMERICAN | 100 | JFK | LHR | 7/18/2026 | Origin Airport | 4:13 |
| JETBLUE | JETBLUE | 637 | JFK | STI | 7/18/2026 | Origin Airport | 4:13 |
| UNITED | UNITED | 188 | EWR | JNB | 7/4/2026 | Origin Airport | 4:13 |
| UNITED | UNITED | 1196 | CUN | ORD | 7/4/2026 | Diversion Airport (IND) | 4:13 |
| DELTA | DELTA | 1770 | LGA | NAS | 7/18/2026 | Origin Airport | 4:12 |
| UNITED | UNITED | 1904 | EWR | POS | 7/18/2026 | Origin Airport | 4:11 |
| UNITED | UNITED | 119 | EDI | ORD | 7/27/2026 | Diversion Airport (GRB) | 4:10 |
| UNITED | UNITED | 906 | FRA | ORD | 7/27/2026 | Diversion Airport (MSP) | 4:09 |
| UNITED | UNITED | 1465 | EWR | PLS | 7/18/2026 | Origin Airport | 4:08 |
| DELTA | DELTA | 92 | JFK | BER | 7/18/2026 | Origin Airport | 4:07 |
| DELTA | DELTA | 156 | JFK | ACC | 7/18/2026 | Origin Airport | 4:07 |
| UNITED | UNITED | 53 | ZRH | IAD | 7/18/2026 | Diversion Airport (RDU) | 4:07 |
| AMERICAN | AMERICAN | 92 | PHL | ZRH | 7/18/2026 | Origin Airport | 4:05 |
| DELTA | DELTA | 218 | JFK | CPH | 7/18/2026 | Origin Airport | 4:05 |
| DELTA | DELTA | 1943 | JFK | SDQ | 7/5/2026 | Origin Airport | 4:01 |

***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] | July 2026 | | | July 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** | **739,528** | **872** | **0.12** | **701,373** | **748** | **0.11** |
| 2 | **SOUTHWEST AIRLINES** | **9,244,839** | **32,534** | **0.35** | **9,674,813** | **39,950** | **0.41** |
| 3 | **DELTA AIR LINES NETWORK** | **9,858,752** | **40,917** | **0.42** | **9,601,390** | **43,298** | **0.45** |
| | *- DELTA AIR LINES* | 7,872,735 | 33,933 | 0.43 | 7,656,462 | 36,491 | 0.48 |
| | *- BRANDED CODESHARE PARTNERS* | 1,986,017 | 6,984 | 0.35 | 1,944,928 | 6,807 | 0.35 |
| 4 | **JETBLUE AIRWAYS** | **1,319,140** | **6,005** | **0.46** | **1,243,978** | **4,620** | **0.37** |
| 5 | **ALASKA AIRLINES NETWORK[2]** | **3,622,365** | **17,232** | **0.48** | **2,866,616** | **16,879** | **0.59** |
| | *- ALASKA AIRLINES* | 3,023,963 | 13,989 | 0.46 | 2,257,373 | 13,338 | 0.59 |
| | *- BRANDED CODESHARE PARTNERS* | 598,402 | 3,243 | 0.54 | 609,243 | 3,541 | 0.58 |
| 6 | **FRONTIER AIRLINES** | **910,411** | **4,925** | **0.54** | **913,885** | **3,745** | **0.41** |
| 7 | **AMERICAN AIRLINES NETWORK** | **10,212,889** | **75,316** | **0.74** | **10,193,732** | **84,899** | **0.83** |
| | *- AMERICAN AIRLINES* | 6,426,141 | 52,300 | 0.81 | 6,441,624 | 58,313 | 0.91 |
| | *- BRANDED CODESHARE PARTNERS* | 3,786,748 | 23,016 | 0.61 | 3,752,108 | 26,586 | 0.71 |
| 8 | **UNITED AIRLINES NETWORK** | **7,201,517** | **57,356** | **0.80** | **7,089,279** | **63,007** | **0.89** |
| | *- UNITED AIRLINES* | 5,453,942 | 42,908 | 0.79 | 5,223,518 | 45,671 | 0.87 |
| | *- BRANDED CODESHARE PARTNERS* | 1,747,575 | 14,448 | 0.83 | 1,865,761 | 17,336 | 0.93 |
| | **TOTAL** | **43,109,441** | **235,157** | **0.55** | **42,285,066** | **257,146** | **0.61** |

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

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

**AIR TRAVEL CONSUMER REPORT**

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

| RANK | CARRIER[1] | July 2026 | | | July 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 | 739,528 | 872 | 0.12 | 701,373 | 748 | 0.11 |
| 2 | SOUTHWEST AIRLINES | 9,244,839 | 32,534 | 0.35 | 9,674,813 | 39,950 | 0.41 |
| 3 | DELTA AIR LINES | 7,872,735 | 33,933 | 0.43 | 7,656,462 | 36,491 | 0.48 |
| 4 | JETBLUE AIRWAYS | 1,319,140 | 6,005 | 0.46 | 1,243,978 | 4,620 | 0.37 |
| 5 | ALASKA AIRLINES[2] | 3,023,963 | 13,989 | 0.46 | 2,257,373 | 13,338 | 0.59 |
| 6 | PSA AIRLINES | 1,101,851 | 5,655 | 0.51 | 1,112,487 | 7,148 | 0.64 |
| 7 | SKYWEST AIRLINES | 2,732,511 | 14,559 | 0.53 | 2,840,415 | 15,779 | 0.56 |
| 8 | FRONTIER AIRLINES | 910,411 | 4,925 | 0.54 | 913,885 | 3,745 | 0.41 |
| 9 | REPUBLIC AIRWAYS | 932,103 | 6,233 | 0.67 | 876,556 | 6,431 | 0.73 |
| 10 | ENVOY AIR | 1,040,221 | 7,555 | 0.73 | 984,710 | 8,261 | 0.84 |
| 11 | UNITED AIRLINES | 5,453,942 | 42,908 | 0.79 | 5,223,518 | 45,671 | 0.87 |
| 12 | AMERICAN AIRLINES | 6,426,141 | 52,300 | 0.81 | 6,441,624 | 58,313 | 0.91 |
| | TOTAL | 40,797,385 | 221,468 | 0.54 | 39,927,194 | 240,495 | 0.60 |

[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] | July 2026 | | | July 2025 | | |
|---|---|---|---|---|---|---|---|
| | | NUMBER OF WHEELCHAIRS AND SCOOTERS ENPLANED | NUMBER OF WHEELCHAIRS AND SCOOTERS MISHANDLED | NUMBER OF WHEELCHAIRS AND SCOOTERS MISHANDLED PER 100 ENPLANED | NUMBER OF WHEELCHAIRS AND SCOOTERS ENPLANED | NUMBER OF WHEELCHAIRS AND SCOOTERS MISHANDLED | NUMBER OF WHEELCHAIRS AND SCOOTERS MISHANDLED PER 100 ENPLANED |
| 1 | **DELTA AIR LINES NETWORK** | **13,626** | **58** | **0.43** | **15,045** | **71** | **0.47** |
| | *- DELTA AIR LINES* | 10,724 | 50 | 0.47 | 11,383 | 58 | 0.51 |
| | *- BRANDED CODESHARE PARTNERS* | 2,902 | 8 | 0.28 | 3,662 | 13 | 0.35 |
| 2 | **ALLEGIANT AIR** | **3,318** | **23** | **0.69** | **3,221** | **29** | **0.90** |
| 3 | **AMERICAN AIRLINES NETWORK** | **16,132** | **200** | **1.24** | **15,354** | **213** | **1.39** |
| | *- AMERICAN AIRLINES* | 11,319 | 158 | 1.40 | 10,866 | 165 | 1.52 |
| | *- BRANDED CODESHARE PARTNERS* | 4,813 | 42 | 0.87 | 4,488 | 48 | 1.07 |
| 4 | **SOUTHWEST AIRLINES** | **24,151** | **301** | **1.25** | **23,663** | **284** | **1.20** |
| 5 | **UNITED AIRLINES NETWORK** | **12,318** | **177** | **1.44** | **14,457** | **182** | **1.26** |
| | *- UNITED AIRLINES* | 9,819 | 132 | 1.34 | 11,212 | 151 | 1.35 |
| | *- BRANDED CODESHARE PARTNERS* | 2,499 | 45 | 1.80 | 3,245 | 31 | 0.96 |
| 6 | **FRONTIER AIRLINES** | **4,989** | **78** | **1.56** | **4,126** | **61** | **1.48** |
| 7 | **JETBLUE AIRWAYS** | **3,195** | **50** | **1.56** | **2,551** | **33** | **1.29** |
| 8 | **ALASKA AIRLINES NETWORK[2]** | **5,548** | **87** | **1.57** | **3,979** | **52** | **1.31** |
| | *- ALASKA AIRLINES* | 4,836 | 77 | 1.59 | 3,399 | 34 | 1.00 |
| | *- BRANDED CODESHARE PARTNERS* | 712 | 10 | 1.40 | 580 | 18 | 3.10 |
| | **TOTAL** | **83,277** | **974** | **1.17** | **82,396** | **925** | **1.12** |

[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] | July 2026 | | | July 2025 | | |
|---|---|---|---|---|---|---|---|
| | | NUMBER OF WHEELCHAIRS AND SCOOTERS ENPLANED | NUMBER OF WHEELCHAIRS AND SCOOTERS MISHANDLED | NUMBER OF WHEELCHAIRS AND SCOOTERS MISHANDLEDPER 100 ENPLANED | NUMBER OF WHEELCHAIRS AND SCOOTERS ENPLANED | NUMBER OF WHEELCHAIRS AND SCOOTERS MISHANDLED | NUMBER OF WHEELCHAIRS AND SCOOTERS MISHANDLED PER 100 ENPLANED |
| 1 | DELTA AIR LINES | 10,724 | 50 | 0.47 | 11,383 | 58 | 0.51 |
| 2 | ALLEGIANT AIR | 3,318 | 23 | 0.69 | 3,221 | 29 | 0.90 |
| 3 | ENVOY AIR | 1,752 | 13 | 0.74 | 1,576 | 16 | 1.02 |
| 4 | REPUBLIC AIRWAYS | 1,378 | 12 | 0.87 | 1,354 | 18 | 1.33 |
| 5 | PSA AIRLINES | 1,076 | 13 | 1.21 | 1,026 | 10 | 0.97 |
| 6 | SKYWEST AIRLINES | 3,728 | 46 | 1.23 | 4,515 | 30 | 0.66 |
| 7 | SOUTHWEST AIRLINES | 24,151 | 301 | 1.25 | 23,663 | 284 | 1.20 |
| 8 | UNITED AIRLINES | 9,819 | 132 | 1.34 | 11,212 | 151 | 1.35 |
| 9 | AMERICAN AIRLINES | 11,319 | 158 | 1.40 | 10,866 | 165 | 1.52 |
| 10 | FRONTIER AIRLINES | 4,989 | 78 | 1.56 | 4,126 | 61 | 1.48 |
| 11 | JETBLUE AIRWAYS | 3,195 | 50 | 1.56 | 2,551 | 33 | 1.29 |
| 12 | ALASKA AIRLINES[2] | 4,836 | 77 | 1.59 | 3,399 | 34 | 1.00 |
| | TOTAL | 80,285 | 953 | 1.19 | 78,892 | 889 | 1.13 |

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

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

# OVERSALES

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

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

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

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

**AIR TRAVEL CONSUMER REPORT**

**PASSENGERS DENIED BOARDING BY REPORTING MARKETING U.S. AIRLINES**

| RANK | CARRIER[1] | 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 | AIRLINE[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 | 21,584 | 0 | 40,525,936 | 0.00 | 27,064 | 0 | 40,394,055 | 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 | 6,604 | 47 | 34,612,010 | 0.01 | 8,362 | 37 | 32,333,478 | 0.01 |
| 5 | ALASKA AIRLINES[2] | 1,595 | 34 | 11,896,635 | 0.03 | 1,509 | 36 | 8,828,058 | 0.04 |
| 6 | JETBLUE AIRWAYS | 540 | 60 | 9,062,377 | 0.07 | 516 | 40 | 8,620,785 | 0.05 |
| 7 | AMERICAN AIRLINES | 11,690 | 582 | 39,499,206 | 0.15 | 11,549 | 2,026 | 39,152,399 | 0.52 |
| 8 | SKYWEST AIRLINES | 7,928 | 234 | 11,376,765 | 0.21 | 10,877 | 248 | 11,557,084 | 0.21 |
| 9 | REPUBLIC AIRWAYS | 3,163 | 191 | 5,635,514 | 0.34 | 5,219 | 511 | 5,318,905 | 0.96 |
| 10 | ENVOY AIR | 1,784 | 307 | 4,993,515 | 0.61 | 1,747 | 337 | 4,796,790 | 0.70 |
| 11 | SPIRIT AIR LINES | 1,556 | 133 | 1,871,439 | 0.71 | 2,537 | 201 | 8,355,888 | 0.24 |
| 12 | FRONTIER AIRLINES | 498 | 1,016 | 9,321,601 | 1.09 | 506 | 2,966 | 8,236,497 | 3.60 |
| 13 | PSA AIRLINES | 2,644 | 384 | 3,422,219 | 1.12 | 2,304 | 538 | 3,696,516 | 1.46 |
| | TOTAL | 62,741 | 3,046 | 221,661,881 | 0.14 | 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 plus any branded codeshare partners.

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

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

# AIR TRAVEL COMPLAINTS, COMPLIMENTS, AND COMMENTS RECEIVED BY DOT

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

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

## Understanding the Data

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

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

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

## Complaint Categories

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

## Guide to Data Tables

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

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

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

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

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

## AIR TRAVEL CONSUMER REPORT

TABLE 1

### CONSUMER COMPLAINT CASES, COMPLIMENTS, AND COMMENTS: SUMMARY

| | JULY 2026 | | | JULY 2025 | | |
|---|---|---|---|---|---|---|
| | COMPLAINTS | COMPLIMENTS | COMMENTS | MARCH | COMPLIMENTS | COMMENTS |
| U.S. Airlines | 5,931 | 3 | 59 | - | - | - |
| Foreign Airlines | 2,199 | 2 | 16 | - | - | - |
| Travel Agents | 414 | 3 | 3 | - | - | - |
| **INDUSTRY TOTALS** | **8,544** | **8** | **78** | **-** | **-** | **-** |

## AIR TRAVEL CONSUMER REPORT

## CONSUMER COMPLAINT CASES: CATEGORIES[1]

TABLE 2

| | | JULY 2026 | | | JULY 2025 | | |
|---|---|---|---|---|---|---|---|
| COMPLAINT CATEGORY | | RANKING | COMPLAINTS[2] | SUB-CATEGORY | RANKING | COMPLAINTS[2] | SUB-CATEGORY |
| Refund | | 1 | 2,316 | | - | - | - |
| Flight Schedule | | 2 | 1,991 | | - | - | - |
| | Misconnection | | | 168 | - | - | - |
| | Cancellation | | | 823 | - | - | - |
| | Delay | | | 604 | - | - | - |
| | Tarmac Delays | | | 153 | - | - | - |
| | Other Flight Schedule | | | 243 | - | - | - |
| Baggage/Luggage | | 3 | 1,179 | | - | - | - |
| Reservations/Tktg/Brdg | | 4 | 790 | | - | - | - |
| Other | | 5 | 400 | | | | |
| | Frequent Flyer | | 30 | | | | |
| | Other | | 370 | | | | |
| Customer Service | | 6 | 482 | | - | - | - |
| | Family Seating | | | 43 | - | - | - |
| | Other Customer Service | | | 439 | - | - | - |
| Fees/Fares | | 7 | 330 | | - | - | - |
| Bumping/Oversales | | 8 | 324 | | | | |
| Disability | | 9 | 290 | | - | - | - |
| Advertising | | 10 | 97 | | - | - | - |
| Discrimination | | 11 | 81 | | - | - | - |
| Animals/Pets[3] | | 12 | 16 | | - | - | - |
| **COMPLAINT TOTAL** | | | **8,544** | | | | **-** |

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

# AIR TRAVEL CONSUMER REPORT

TABLE 3

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

## JULY 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 | 557 | 80 | 114 | 37 | 401 | 216 | 123 | 56 | 10 | 14 | 3 | 123 | 1,734 |
| Alaska Airlines[3] | 19 | 9 | 19 | 6 | 18 | 17 | 13 | 15 | 5 | 5 | 1 | 17 | 144 |
| Allegiant Air | 30 | 1 | 9 | 2 | 22 | 14 | 12 | 9 | 0 | 0 | 0 | 12 | 111 |
| Avelo Airlines | 4 | 2 | 8 | 3 | 27 | 8 | 4 | 1 | 1 | 0 | 0 | 3 | 61 |
| Advanced Air | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 9 | 9 |
| Breeze Airways | 5 | 1 | 4 | 1 | 22 | 35 | 4 | 1 | 1 | 1 | 0 | 3 | 78 |
| Contour Airlines | 5 | 1 | 0 | 0 | 2 | 7 | 1 | 0 | 0 | 0 | 0 | 0 | 16 |
| Delta Air Lines | 250 | 40 | 66 | 24 | 211 | 151 | 72 | 53 | 8 | 8 | 1 | 71 | 955 |
| Frontier Airlines | 184 | 46 | 75 | 32 | 195 | 98 | 54 | 16 | 9 | 11 | 2 | 51 | 773 |
| JetBlue | 316 | 18 | 53 | 18 | 172 | 32 | 56 | 18 | 4 | 3 | 1 | 53 | 744 |
| Southwest Airlines | 62 | 16 | 31 | 8 | 47 | 33 | 31 | 24 | 4 | 6 | 0 | 18 | 280 |
| Sun Country Airlines | 10 | 0 | 2 | 0 | 7 | 3 | 2 | 0 | 0 | 0 | 0 | 5 | 29 |
| Spirit Airlines | 1 | 0 | 0 | 1 | 23 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 26 |
| United Airlines | 241 | 26 | 70 | 31 | 278 | 104 | 78 | 38 | 9 | 13 | 2 | 76 | 966 |
| Other U.S. Airline | 1 | 1 | 0 | 0 | 1 | 0 | 1 | 0 | 0 | 0 | 0 | 1 | 5 |
| **TOTAL July 2026** | **1,685** | **241** | **451** | **163** | **1,426** | **718** | **451** | **231** | **51** | **61** | **10** | **443** | **5,931** |
| % of TOTAL COMPLAINTS | 28.4% | 4.1% | 7.6% | 2.7% | 24.0% | 12.1% | 7.6% | 3.9% | 0.9% | 1.0% | 0.2% | 7.5% | 100% |
| **TOTAL July 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 AIRLINES[1]

## JULY 2026

| FOREIGN AIRLINES | FLIGHT PRBLMS. | DENIED BRDG. | RESV. TKTG. BRDG. | FEES FARES | REFUNDS | BAGGAGE | CUST. SVC. | DISAB. | ADVERT. | DISCRIM. | ANIMALS | OTHER | TOTAL |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Asiana Airlines | 4 | 0 | 0 | 1 | 3 | 12 | 2 | 1 | 0 | 0 | 0 | 2 | 25 |
| Air Canada | 20 | 2 | 8 | 5 | 22 | 19 | 5 | 4 | 1 | 1 | 0 | 2 | 89 |
| Air China | 1 | 0 | 1 | 0 | 2 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 5 |
| Avianca | 10 | 1 | 10 | 6 | 21 | 17 | 6 | 3 | 0 | 1 | 0 | 4 | 79 |
| Air France | 16 | 5 | 17 | 6 | 38 | 46 | 10 | 4 | 5 | 1 | 0 | 5 | 153 |
| Air India | 4 | 0 | 3 | 3 | 6 | 6 | 1 | 1 | 0 | 0 | 0 | 3 | 27 |
| Aer Lingus | 3 | 2 | 5 | 0 | 8 | 11 | 1 | 0 | 1 | 0 | 0 | 2 | 33 |
| Aeromexico | 3 | 2 | 2 | 1 | 7 | 3 | 0 | 1 | 0 | 0 | 0 | 2 | 21 |
| All Nippon Airways | 1 | 0 | 1 | 0 | 5 | 1 | 2 | 0 | 0 | 0 | 0 | 0 | 10 |
| Air Serbia | 0 | 0 | 1 | 0 | 1 | 3 | 0 | 0 | 0 | 0 | 0 | 0 | 5 |
| Air Premia | 0 | 0 | 1 | 0 | 1 | 4 | 1 | 0 | 0 | 0 | 0 | 0 | 7 |
| Arajet Airline | 8 | 10 | 3 | 0 | 10 | 7 | 1 | 0 | 1 | 0 | 0 | 4 | 44 |
| Arkia Israel | 2 | 1 | 2 | 0 | 1 | 2 | 0 | 0 | 0 | 1 | 0 | 0 | 9 |
| British Airways | 6 | 3 | 4 | 2 | 16 | 19 | 0 | 1 | 1 | 0 | 0 | 3 | 55 |
| China Airlines | 0 | 0 | 1 | 1 | 1 | 1 | 0 | 1 | 0 | 0 | 0 | 1 | 6 |
| Copa Airlines | 8 | 3 | 5 | 2 | 14 | 5 | 3 | 0 | 0 | 2 | 0 | 1 | 43 |
| Condor | 1 | 0 | 3 | 0 | 3 | 3 | 1 | 0 | 1 | 0 | 0 | 2 | 14 |
| Cathay Pacific Airways | 5 | 1 | 3 | 4 | 1 | 9 | 4 | 1 | 0 | 1 | 0 | 2 | 31 |
| EgyptAir | 1 | 0 | 0 | 1 | 4 | 8 | 0 | 0 | 0 | 0 | 0 | 2 | 16 |
| El Al Israel | 2 | 0 | 1 | 1 | 3 | 0 | 0 | 2 | 0 | 1 | 0 | 1 | 11 |
| EVA Airways | 2 | 0 | 2 | 0 | 1 | 5 | 1 | 1 | 0 | 0 | 0 | 2 | 14 |
| Etihad Airways | 12 | 2 | 24 | 6 | 30 | 14 | 2 | 4 | 0 | 2 | 0 | 5 | 101 |
| Ethiopian Airlines | 1 | 2 | 2 | 1 | 6 | 11 | 0 | 1 | 0 | 0 | 0 | 5 | 29 |
| Emirates | 5 | 0 | 2 | 0 | 10 | 6 | 0 | 2 | 0 | 0 | 0 | 0 | 25 |
| Finnair | 2 | 0 | 0 | 0 | 0 | 6 | 0 | 1 | 0 | 0 | 0 | 0 | 9 |
| Fiji Airways | 2 | 0 | 0 | 1 | 1 | 0 | 3 | 0 | 0 | 0 | 0 | 0 | 7 |
| French Bee | 0 | 0 | 0 | 1 | 6 | 1 | 1 | 0 | 2 | 0 | 0 | 1 | 12 |
| GOL Airlines | 0 | 1 | 0 | 1 | 3 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 6 |
| Iberia Airlines | 4 | 3 | 8 | 2 | 15 | 15 | 1 | 1 | 1 | 0 | 0 | 2 | 52 |
| Icelandair | 2 | 6 | 4 | 3 | 8 | 6 | 4 | 0 | 0 | 1 | 0 | 1 | 35 |
| ITA Airways | 8 | 3 | 3 | 4 | 26 | 10 | 2 | 1 | 1 | 1 | 0 | 1 | 60 |
| Japan Airlines | 1 | 0 | 2 | 0 | 4 | 1 | 1 | 0 | 0 | 0 | 0 | 0 | 9 |
| Korean Air | 0 | 1 | 1 | 1 | 0 | 1 | 1 | 2 | 0 | 1 | 0 | 0 | 8 |
| Kuwait Airways | 0 | 0 | 0 | 0 | 21 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 21 |

| | | | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| KLM | 10 | 0 | 7 | 1 | 23 | 19 | 1 | 1 | 0 | 0 | 0 | 3 | 65 |
| Kenya Airways | 2 | 1 | 1 | 1 | 2 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 8 |
| Lufthansa | 26 | 1 | 19 | 7 | 49 | 33 | 7 | 6 | 0 | 2 | 2 | 8 | 160 |
| LOT Polish Airlines | 2 | 0 | 0 | 1 | 6 | 2 | 0 | 0 | 0 | 1 | 0 | 1 | 13 |
| Level | 3 | 0 | 2 | 0 | 3 | 10 | 0 | 0 | 0 | 0 | 0 | 0 | 18 |
| La Compagnie | 0 | 2 | 0 | 0 | 3 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 5 |
| LATAM Airlines | 1 | 1 | 7 | 1 | 10 | 7 | 1 | 3 | 0 | 0 | 0 | 0 | 31 |
| Norse Atlantic Airways | 13 | 1 | 2 | 1 | 35 | 2 | 6 | 0 | 0 | 0 | 0 | 3 | 63 |
| Philippine Airlines | 2 | 0 | 0 | 4 | 4 | 2 | 0 | 0 | 0 | 0 | 0 | 2 | 14 |
| Porter Airlines | 4 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 5 |
| Qantas | 1 | 0 | 2 | 0 | 2 | 1 | 0 | 0 | 1 | 0 | 1 | 0 | 8 |
| Qatar Airways | 18 | 4 | 13 | 7 | 38 | 13 | 8 | 2 | 0 | 0 | 0 | 6 | 109 |
| Royal Jordanian | 0 | 0 | 3 | 0 | 4 | 2 | 3 | 0 | 0 | 0 | 0 | 1 | 13 |
| Royal Air Maroc | 2 | 0 | 10 | 1 | 6 | 9 | 2 | 0 | 0 | 0 | 0 | 0 | 30 |
| Singapore Airlines | 1 | 2 | 0 | 1 | 2 | 0 | 0 | 2 | 0 | 0 | 0 | 0 | 8 |
| SAS | 4 | 0 | 4 | 0 | 10 | 2 | 1 | 0 | 0 | 0 | 0 | 4 | 25 |
| Saudi Arabian Airlines | 4 | 0 | 6 | 0 | 12 | 3 | 2 | 0 | 1 | 0 | 0 | 0 | 28 |
| Swiss | 8 | 0 | 6 | 0 | 7 | 14 | 1 | 3 | 0 | 0 | 0 | 2 | 41 |
| Sunrise Airways | 2 | 0 | 0 | 0 | 2 | 2 | 0 | 0 | 0 | 0 | 0 | 0 | 6 |
| STARLUX Airlines | 1 | 0 | 0 | 1 | 2 | 1 | 1 | 0 | 0 | 0 | 0 | 0 | 6 |
| Turkish Airlines | 12 | 1 | 19 | 3 | 41 | 38 | 6 | 3 | 5 | 0 | 0 | 11 | 139 |
| TAP Air Portugal | 2 | 2 | 8 | 0 | 3 | 6 | 2 | 1 | 0 | 2 | 0 | 1 | 27 |
| Virgin Atlantic Airways | 3 | 1 | 5 | 0 | 3 | 2 | 1 | 0 | 0 | 0 | 0 | 2 | 17 |
| Volaris Airline | 9 | 12 | 13 | 47 | 34 | 8 | 2 | 4 | 1 | 0 | 2 | 7 | 139 |
| VivaAerobus | 2 | 0 | 2 | 5 | 5 | 5 | 2 | 0 | 1 | 0 | 0 | 1 | 23 |
| WestJet | 4 | 1 | 0 | 0 | 2 | 2 | 0 | 0 | 0 | 0 | 0 | 0 | 9 |
| ZIPAIR | 3 | 0 | 5 | 1 | 1 | 2 | 0 | 0 | 0 | 0 | 0 | 0 | 12 |
| Other Foreign Airline | 16 | 3 | 9 | 6 | 33 | 18 | 3 | 2 | 2 | 2 | 1 | 11 | 106 |
| **TOTALS** | **289** | **80** | **263** | **141** | **640** | **456** | **102** | **59** | **25** | **20** | **6** | **118** | **2,199** |

[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 AGENTS[1]

## JULY 2026

| TRAVEL AGENTS | FLIGHT PRBLMS. | DENIED BRDG. | RESV. TKTG. BRDG. | FEES FARES | REFUNDS | BAGGAGE | CUST. SVC. | DISAB. | ADVERT. | DISCRIM. | ANIMALS | OTHER | TOTAL |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| ASAP Tickets | 1 | 0 | 3 | 2 | 9 | 0 | 1 | 0 | 1 | 0 | 0 | 0 | 17 |
| BudgetAir | 0 | 0 | 1 | 0 | 6 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 7 |
| Booking.com | 1 | 0 | 6 | 2 | 33 | 1 | 0 | 0 | 2 | 0 | 0 | 2 | 47 |
| Chase Travel | 1 | 0 | 3 | 0 | 6 | 0 | 1 | 0 | 1 | 0 | 0 | 0 | 12 |
| Capital One | 1 | 0 | 3 | 0 | 4 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 9 |
| CheapOair | 0 | 0 | 3 | 0 | 14 | 0 | 0 | 0 | 2 | 0 | 0 | 0 | 19 |
| Expedia | 5 | 1 | 18 | 9 | 41 | 1 | 1 | 0 | 2 | 0 | 0 | 2 | 80 |
| eDreams | 1 | 0 | 1 | 2 | 7 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 12 |
| Flighthub | 1 | 0 | 2 | 0 | 2 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 6 |
| Gotogate | 0 | 0 | 2 | 0 | 10 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 12 |
| Justfly | 0 | 0 | 4 | 1 | 21 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 27 |
| JetBlue Vacations | 0 | 0 | 1 | 1 | 2 | 0 | 2 | 0 | 0 | 0 | 0 | 0 | 6 |
| Kiwi.com | 1 | 0 | 1 | 1 | 27 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 31 |
| Ovago | 0 | 0 | 0 | 2 | 3 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 5 |
| Oojo | 1 | 0 | 1 | 0 | 3 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 5 |
| Priceline.com | 0 | 0 | 5 | 2 | 10 | 0 | 0 | 0 | 1 | 0 | 0 | 1 | 19 |
| Trip.com | 2 | 0 | 2 | 0 | 7 | 0 | 0 | 0 | 1 | 0 | 0 | 1 | 13 |
| Other Travel Agent | 2 | 2 | 20 | 4 | 45 | 1 | 1 | 0 | 9 | 0 | 0 | 3 | 87 |
| **TOTALS** | **17** | **3** | **76** | **26** | **250** | **5** | **6** | **0** | **21** | **0** | **0** | **10** | **414** |

## 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

## JULY 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 July 2026 [a]

The Transportation Security Administration (TSA) screened approximately 81.5 million passengers at screening checkpoints and 27.8 million checked bags at baggage screening locations in July 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 July 2026, TSA received 17,380 complaints (i.e. a description of a negative experience) from the public via phone or email (or 21.4 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] |
| 976 | 1.2 | 811 | 1.0 | 13,293 | 16.4 | 131 | 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] |
| 859 | 1.1 | 489 | 0.7 | 219 | 0.3 | 602 | 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 |
| 234 [d] | 181 | 0.0005 |

## REFERENCES

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

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

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

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

## DEFINITIONS

| | | | |
|---|---|---|---|
| Courtesy:<br><br>Includes complaints about unprofessional or discourteous treatment by the TSA screening workforce, TSA screening management, or TSA Contact Center personnel. | Screening of Personal Property:<br><br>Includes complaints about mishandling of passenger property (damaged and/ or missing items/ locks/ baggage) in both the checkpoint and checked baggage screening settings. | Screening of Passengers:<br><br>Includes complaints about screening to include Advanced Imaging Technology, Identification, Patdowns, Prohibited & Permitted Items, and TSA PreCheck, but excludes Property. | Wait Times (Checkpoint):<br><br>Includes complaints about excessive wait times and/ or lengthy lines in general or due to routine lane closures at specific time periods (early morning, late night, etc.). |
| Civil Rights:<br><br>Includes complaints about alleged discrimination or harassment based on race, color, national origin, sex, religion, age, disability, genetic information, sexual orientation and parental status. | Other TSA-related:<br><br>Includes complaints about TSA-related matters that are not passenger screening-related, such as Cargo, DHS TRIP, FAMS, FOIA, General Aviation, HAZMAT Endorsement, HR, and TWIC. | Non-TSA related, Airline:<br><br>Includes complaints about Non-TSA related matters, specifically Airline-related, such as baggage requirements, lost baggage, policy/ regulations, and wheelchair assistance. | Non-TSA related, All Others:<br><br>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. |