

Air Travel Consumer Report

A Product Of

THE OFFICE OF AVIATION CONSUMER PROTECTION

Issued: November 2026

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

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

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INTRODUCTION

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

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

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

FLIGHT DELAYS

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

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

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

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

SEPTEMBER 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

SEPTEMBER 2026

AT ALL US AIRPORTS			
CARRIER[1]	**NUMBER OF AIRPORTS REPORTED**	**PERCENT OF ON-TIME ARRIVALS**	**RANK**
DELTA AIR LINES NETWORK	**211**	**80.9**	**1**
- DELTA AIR LINES	144	81.1	
- BRANDED CODESHARE PARTNERS	183	80.7	
ALASKA AIRLINES NETWORK[2]	**107**	**79.1**	**2**
- ALASKA AIRLINES	85	80.1	
- BRANDED CODESHARE PARTNERS	58	77.0	
ALLEGIANT AIR	**113**	**78.2**	**3**
UNITED AIRLINES NETWORK	**236**	**76.9**	**4**
- UNITED AIRLINES	134	76.0	
- BRANDED CODESHARE PARTNERS	216	78.0	
AMERICAN AIRLINES NETWORK	**234**	**75.4**	**5**
- AMERICAN AIRLINES	126	72.8	
- BRANDED CODESHARE PARTNERS	217	77.8	
FRONTIER AIRLINES	**76**	**74.6**	**6**
SOUTHWEST AIRLINES	**106**	**72.5**	**7**
JETBLUE AIRWAYS	**70**	**72.0**	**8**
TOTAL AIRPORTS SERVED	**367**	**76.6**	

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

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

AIR TRAVEL CONSUMER REPORT

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

SEPTEMBER 2026

AT ALL US AIRPORTS			
CARRIER[1]	NUMBER OF AIRPORTS REPORTED	PERCENT OF ON-TIME ARRIVALS	RANK
DELTA AIR LINES	144	81.1	1
ALASKA AIRLINES[2]	85	80.1	2
SKYWEST AIRLINES	248	79.5	3
ENVOY AIR	159	79.5	4
ALLEGIANT AIR	113	78.2	5
UNITED AIRLINES	134	76.0	6
PSA AIRLINES	94	76.0	7
REPUBLIC AIRWAYS	80	74.7	8
FRONTIER AIRLINES	76	74.6	9
AMERICAN AIRLINES	126	72.8	10
SOUTHWEST AIRLINES	106	72.5	11
JETBLUE AIRWAYS	70	72.0	12
TOTAL AIRPORTS SERVED	353	76.2	

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

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

AIR TRAVEL CONSUMER REPORT

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

SEPTEMBER 2026

CARRIER[1]	Jan 26		Feb 26		Mar 26		Apr 26		May 26		Jun 26		Jul 26		Aug 26		Sep 26		Year-to-date (YTD)	
	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank
ALASKA AIRLINES NETWORK[2]	**77.9**	**2**	**82.4**	**1**	**78.9**	**1**	**83.7**	**1**	**81.1**	**2**	**79.4**	**2**	**74.8**	**1**	**72.3**	**3**	**79.1**	**2**	**78.6**	**1**
- ALASKA AIRLINES	77.1		81.7		76.4		83.7		82.4		80.0		75.9		74.2		80.1		78.9	
- BRANDED CODESHARE PARTNERS	79.5		83.8		84.2		83.7		78.5		78.1		72.4		68.5		77.0		78.1	
ALLEGIANT AIR	**73.9**	**5**	**77.2**	**5**	**70.8**	**6**	**75.6**	**6**	**72.7**	**7**	**68.2**	**7**	**68.6**	**4**	**73.2**	**2**	**78.2**	**3**	**72.6**	**6**
AMERICAN AIRLINES NETWORK	**70.8**	**6**	**76.1**	**7**	**72.6**	**5**	**78.4**	**4**	**77.6**	**5**	**70.7**	**5**	**68.0**	**6**	**70.6**	**5**	**75.4**	**5**	**73.3**	**4**
- AMERICAN AIRLINES	69.1		77.0		72.8		76.8		75.1		67.7		65.0		70.3		72.8		71.7	
- BRANDED CODESHARE PARTNERS	72.3		75.2		72.4		79.9		80.0		73.6		70.8		70.9		77.8		74.8	
DELTA AIR LINES NETWORK	**75.7**	**4**	**80.0**	**4**	**74.9**	**3**	**83.1**	**2**	**81.2**	**1**	**80.8**	**1**	**71.7**	**3**	**77.0**	**1**	**80.9**	**1**	**78.3**	**2**
- DELTA AIR LINES	76.9		81.4		76.8		84.1		81.0		81.1		71.9		77.3		81.1		79.0	
- BRANDED CODESHARE PARTNERS	73.6		77.7		71.9		81.4		81.4		80.2		71.3		76.5		80.7		77.2	
FRONTIER AIRLINES	**69.4**	**7**	**77.2**	**6**	**67.8**	**8**	**73.1**	**8**	**76.1**	**6**	**69.7**	**6**	**62.5**	**7**	**64.4**	**7**	**74.6**	**6**	**70.2**	**7**
JETBLUE AIRWAYS	**63.7**	**9**	**62.3**	**9**	**68.3**	**7**	**75.6**	**7**	**81.0**	**3**	**73.6**	**4**	**55.7**	**8**	**59.7**	**8**	**72.0**	**8**	**67.7**	**8**
SOUTHWEST AIRLINES	**82.4**	**1**	**80.8**	**3**	**73.0**	**4**	**77.3**	**5**	**71.9**	**8**	**65.3**	**8**	**68.0**	**5**	**69.1**	**6**	**72.5**	**7**	**73.1**	**5**
SPIRIT AIRLINES	**66.6**	**8**	**62.8**	**8**	**48.4**	**9**	**63.0**	**9**	**58.8**	**9**	**N/A**	**N/A**	**N/A**	**N/A**	**N/A**	**N/A**	**N/A**	**N/A**	**N/A**	**N/A**
UNITED AIRLINES NETWORK	**77.3**	**3**	**81.3**	**2**	**75.6**	**2**	**79.3**	**3**	**78.7**	**4**	**73.9**	**3**	**72.2**	**2**	**71.7**	**4**	**76.9**	**4**	**76.2**	**3**
- UNITED AIRLINES	80.0		82.7		77.6		81.9		79.5		73.9		71.5		70.6		76.0		76.9	
- BRANDED CODESHARE PARTNERS	74.2		79.5		73.2		76.3		77.8		73.9		73.0		73.0		78.0		75.4	
TOTAL	**75.3**		**78.5**		**73.4**		**79.2**		**77.8**		**73.1**		**69.5**		**71.5**		**76.6**		**74.9**	

[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.

AIR TRAVEL CONSUMER REPORT

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

RANK	CARRIER[1]	JANUARY- SEPTEMBER 2026		JANUARY- SEPTEMBER 2025	
		FLIGHT OPERATIONS SCHEDULED	PERCENT OF ON-TIME ARRIVALS	FLIGHT OPERATIONS SCHEDULED	PERCENT OF ON-TIME ARRIVALS
1	**ALASKA AIRLINES NETWORK[2]**	**384,016**	**78.64**	**316,102**	**77.44**
	- ALASKA AIRLINES	256,911	78.92	184,097	75.63
	- BRANDED CODESHARE PARTNERS	127,105	78.08	132,005	79.96
2	**DELTA AIR LINES NETWORK**	**1,245,982**	**78.31**	**1,218,176**	**79.57**
	- DELTA AIR LINES	780,401	78.99	766,621	79.17
	- BRANDED CODESHARE PARTNERS	465,581	77.18	451,555	80.26
3	**UNITED AIRLINES NETWORK**	**1,154,657**	**76.20**	**1,093,016**	**76.77**
	- UNITED AIRLINES	630,836	76.88	591,300	77.42
	- BRANDED CODESHARE PARTNERS	523,821	75.38	501,716	76.01
4	**AMERICAN AIRLINES NETWORK**	**1,542,991**	**73.30**	**1,491,300**	**73.09**
	- AMERICAN AIRLINES	748,169	71.74	729,485	72.03
	- BRANDED CODESHARE PARTNERS	794,822	74.76	761,815	74.11
5	**SOUTHWEST AIRLINES**	**1,038,442**	**73.08**	**1,038,284**	**78.10**
6	**ALLEGIANT AIR**	**94,478**	**72.59**	**99,261**	**74.69**
7	**FRONTIER AIRLINES**	**165,526**	**70.21**	**147,359**	**69.96**
8	**JETBLUE AIRWAYS**	**184,607**	**67.74**	**172,634**	**73.42**
	TOTAL	**5,810,699**	**74.99**	**5,576,132**	**76.36**

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

RANK	CARRIER[1]	JANUARY- SEPTEMBER 2026		JANUARY- SEPTEMBER 2025	
		FLIGHT OPERATIONS SCHEDULED	PERCENT OF ON-TIME ARRIVALS	FLIGHT OPERATIONS SCHEDULED	PERCENT OF ON-TIME ARRIVALS
1	DELTA AIR LINES	780,401	78.99	766,621	79.17
2	ALASKA AIRLINES[2]	256,911	78.92	184,097	75.63
3	ENVOY AIR	245,835	78.89	221,854	76.60
4	UNITED AIRLINES	630,836	76.88	591,300	77.42
5	SKYWEST AIRLINES	648,082	76.42	630,733	78.07
6	REPUBLIC AIRWAYS	275,716	74.54	256,101	77.32
7	SOUTHWEST AIRLINES	1,038,442	73.08	1,038,284	78.10
8	ALLEGIANT AIR	94,478	72.59	99,261	74.69
9	AMERICAN AIRLINES	748,169	71.74	729,485	72.03
10	FRONTIER AIRLINES	165,526	70.21	147,359	69.96
11	PSA AIRLINES	182,793	68.44	188,061	68.13
12	JETBLUE AIRWAYS	184,607	67.74	172,634	73.42
	TOTAL	5,251,796	74.82	5,025,790	76.26

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

SEPTEMBER 2026

CARRIER[1]	ARRIVAL AIRPORT															
	ATL		AUS		BNA		BOS		BWI		CLT		DCA		DEN	
	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME
ALASKA AIRLINES NETWORK [2]	**120**	**89.2**	**240**	**73.8**	**106**	**87.7**	**230**	**55.7**	**90**	**87.8**	**0**	**0.0**	**180**	**86.7**	**318**	**79.6**
- ALASKA AIRLINES	120	89.2	150	79.3	106	87.7	230	55.7	90	87.8	0	0.0	180	86.7	288	81.6
- BRANDED CODESHARE PARTNERS	0	0.0	90	64.4	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	30	60.0
ALLEGIANT AIR	**0**	**0.0**	**26**	**92.3**	**162**	**75.9**	**47**	**85.1**	**0**	**0.0**	**0**	**0.0**	**0**	**0.0**	**48**	**81.3**
AMERICAN AIRLINES NETWORK	**1227**	**67.2**	**1084**	**67.7**	**1416**	**70.2**	**2591**	**58.0**	**407**	**69.8**	**16492**	**83.9**	**7551**	**74.5**	**896**	**69.9**
- AMERICAN AIRLINES	686	62.7	940	66.2	834	64.0	1500	57.1	286	69.2	8773	82.0	2310	72.8	763	68.2
- BRANDED CODESHARE PARTNERS	541	73.0	144	77.8	582	79.0	1091	59.3	121	71.1	7719	86.0	5241	75.2	133	79.7
DELTA AIR LINES NETWORK	**22823**	**85.1**	**1746**	**79.6**	**1223**	**79.6**	**4343**	**56.9**	**533**	**81.4**	**840**	**78.7**	**1682**	**74.4**	**1007**	**75.3**
- DELTA AIR LINES	19685	85.0	1112	77.2	799	80.2	2263	55.2	432	84.0	453	83.0	787	77.8	958	75.3
- BRANDED CODESHARE PARTNERS	3138	85.8	634	83.9	424	78.5	2080	58.7	101	70.3	387	73.6	895	71.5	49	75.5
FRONTIER AIRLINES	**1712**	**69.7**	**131**	**82.4**	**138**	**74.6**	**58**	**79.3**	**389**	**72.0**	**303**	**75.9**	**80**	**88.8**	**1834**	**79.2**
JETBLUE AIRWAYS	**275**	**69.8**	**104**	**84.6**	**202**	**71.3**	**2875**	**58.6**	**67**	**62.7**	**67**	**71.6**	**543**	**69.8**	**83**	**78.3**
SOUTHWEST AIRLINES	**1228**	**71.5**	**3001**	**73.4**	**5422**	**75.7**	**684**	**44.6**	**5654**	**78.0**	**260**	**66.5**	**1320**	**67.9**	**7178**	**70.7**
UNITED AIRLINES NETWORK	**722**	**77.3**	**954**	**78.3**	**785**	**74.8**	**1222**	**50.7**	**335**	**80.9**	**511**	**81.4**	**913**	**71.3**	**15660**	**82.1**
- UNITED AIRLINES	664	76.5	896	78.7	689	73.7	1208	50.7	334	80.8	131	71.8	635	72.1	9404	82.4
- BRANDED CODESHARE PARTNERS	58	86.2	58	72.4	96	82.3	14	57.1	1	100.0	380	84.7	278	69.4	6256	81.5
TOTAL	**28,107**	**82.5**	**7,286**	**75.1**	**9,454**	**75.4**	**12,050**	**56.4**	**7,475**	**77.6**	**18,473**	**83.2**	**12,269**	**73.6**	**27,024**	**78.2**

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

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

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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)

SEPTEMBER 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]	**264**	**87.1**	**60**	**91.7**	**201**	**88.6**	**30**	**80.0**	**120**	**85.0**	**90**	**84.4**	**342**	**78.9**	**796**	**75.9**
- ALASKA AIRLINES	264	87.1	60	91.7	201	88.6	30	80.0	120	85.0	90	84.4	342	78.9	589	80.3
- BRANDED CODESHARE PARTNERS	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	207	63.3
ALLEGIANT AIR	**0**	**0.0**	**0**	**0.0**	**33**	**90.9**	**221**	**57.9**	**0**	**0.0**	**0**	**0.0**	**0**	**0.0**	**486**	**77.6**
AMERICAN AIRLINES NETWORK	**23040**	**79.6**	**803**	**70.2**	**590**	**63.4**	**608**	**68.4**	**209**	**68.9**	**935**	**67.9**	**2146**	**71.8**	**1222**	**73.6**
- AMERICAN AIRLINES	13545	77.4	316	71.5	590	63.4	608	68.4	126	65.1	686	65.0	1442	70.2	1175	73.4
- BRANDED CODESHARE PARTNERS	9495	82.9	487	69.4	0	0.0	0	0.0	83	74.7	249	75.9	704	75.0	47	76.6
DELTA AIR LINES NETWORK	**941**	**78.0**	**8948**	**84.1**	**749**	**73.7**	**962**	**76.0**	**473**	**79.7**	**675**	**81.0**	**4722**	**77.1**	**1297**	**77.0**
- DELTA AIR LINES	941	78.0	4945	84.2	552	74.5	962	76.0	302	78.8	675	81.0	2495	78.0	1207	77.1
- BRANDED CODESHARE PARTNERS	0	0.0	4003	84.1	197	71.6	0	0.0	171	81.3	0	0.0	2227	76.2	90	75.6
FRONTIER AIRLINES	**1175**	**74.7**	**407**	**77.4**	**119**	**70.6**	**451**	**70.5**	**206**	**68.4**	**539**	**79.0**	**30**	**86.7**	**1416**	**74.6**
JETBLUE AIRWAYS	**83**	**72.3**	**195**	**76.4**	**325**	**66.8**	**2500**	**75.6**	**0**	**0.0**	**181**	**80.7**	**2771**	**74.7**	**346**	**80.6**
SOUTHWEST AIRLINES	**0**	**0.0**	**377**	**75.3**	**0**	**0.0**	**704**	**68.8**	**0**	**0.0**	**0**	**0.0**	**0**	**0.0**	**6779**	**76.3**
UNITED AIRLINES NETWORK	**915**	**76.1**	**679**	**78.1**	**8593**	**77.6**	**603**	**77.1**	**6454**	**82.6**	**10955**	**87.7**	**0**	**0.0**	**1306**	**80.5**
- UNITED AIRLINES	852	75.1	246	78.5	5634	76.5	603	77.1	2957	81.9	5420	86.6	0	0.0	1274	80.7
- BRANDED CODESHARE PARTNERS	63	88.9	433	77.8	2959	79.9	0	0.0	3497	83.1	5535	88.8	0	0.0	32	71.9
TOTAL	**26,418**	**79.3**	**11,469**	**82.2**	**10,610**	**76.4**	**6,079**	**73.3**	**7,462**	**81.7**	**13,375**	**85.5**	**10,011**	**75.4**	**13,648**	**76.5**

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

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

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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)

SEPTEMBER 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]	**1360**	**82.2**	**0**	**0.0**	**140**	**87.1**	**0**	**0.0**	**30**	**70.0**	**120**	**95.0**	**262**	**74.0**	**90**	**85.6**
- ALASKA AIRLINES	934	80.1	0	0.0	140	87.1	0	0.0	30	70.0	120	95.0	262	74.0	90	85.6
- BRANDED CODESHARE PARTNERS	426	86.9	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**	**33**	**81.8**	**0**	**0.0**	**0**	**0.0**	**0**	**0.0**	**0**	**0.0**	**24**	**79.2**
AMERICAN AIRLINES NETWORK	**3545**	**78.6**	**4146**	**68.1**	**1444**	**70.1**	**0**	**0.0**	**5744**	**69.7**	**650**	**68.2**	**14445**	**70.6**	**8620**	**77.4**
- AMERICAN AIRLINES	2346	76.5	1582	61.9	1444	70.1	0	0.0	4684	69.7	424	68.9	6415	69.4	4249	77.4
- BRANDED CODESHARE PARTNERS	1199	82.7	2564	72.0	0	0.0	0	0.0	1060	69.9	226	66.8	8030	71.6	4371	77.4
DELTA AIR LINES NETWORK	**4094**	**81.6**	**6938**	**72.7**	**1635**	**77.6**	**277**	**79.1**	**868**	**65.3**	**8848**	**86.6**	**1271**	**64.3**	**679**	**76.1**
- DELTA AIR LINES	3151	79.3	2383	73.0	1630	77.5	109	85.3	868	65.3	5583	85.5	1110	64.5	551	78.6
- BRANDED CODESHARE PARTNERS	943	89.2	4555	72.6	5	80.0	168	75.0	0	0.0	3265	88.4	161	62.7	128	65.6
FRONTIER AIRLINES	**516**	**72.3**	**137**	**44.5**	**1734**	**77.3**	**69**	**66.7**	**323**	**63.5**	**161**	**84.5**	**325**	**61.2**	**725**	**65.9**
JETBLUE AIRWAYS	**639**	**74.3**	**354**	**65.0**	**1299**	**80.8**	**0**	**0.0**	**0**	**0.0**	**0**	**0.0**	**178**	**60.7**	**185**	**68.1**
SOUTHWEST AIRLINES	**2075**	**66.9**	**955**	**61.5**	**3617**	**76.8**	**6238**	**72.7**	**385**	**52.7**	**489**	**78.1**	**0**	**0.0**	**451**	**63.0**
UNITED AIRLINES NETWORK	**3454**	**83.4**	**944**	**64.9**	**1062**	**82.7**	**0**	**0.0**	**366**	**65.8**	**648**	**78.1**	**17932**	**68.4**	**517**	**76.8**
- UNITED AIRLINES	2548	82.0	824	64.9	1062	82.7	0	0.0	366	65.8	570	75.3	10127	68.8	422	78.0
- BRANDED CODESHARE PARTNERS	906	87.5	120	65.0	0	0.0	0	0.0	0	0.0	78	98.7	7805	67.8	95	71.6
TOTAL	**15,683**	**78.8**	**13,474**	**69.5**	**10,964**	**77.3**	**6,584**	**72.9**	**7,716**	**67.9**	**10,916**	**84.6**	**34,413**	**69.1**	**11,291**	**75.9**

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

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

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AIR TRAVEL CONSUMER REPORT

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SEPTEMBER 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]	**589**	**83.5**	**3043**	**67.3**	**9068**	**78.9**	**1660**	**60.5**	**329**	**86.9**	**76**	**75.0**
- ALASKA AIRLINES	464	87.9	1268	74.4	6788	79.7	1045	65.3	120	88.3	76	75.0
- BRANDED CODESHARE PARTNERS	125	67.2	1775	62.1	2280	76.7	615	52.5	209	86.1	0	0.0
ALLEGIANT AIR	**16**	**81.3**	**0**	**0.0**	**0**	**0.0**	**0**	**0.0**	**0**	**0.0**	**0**	**0.0**
AMERICAN AIRLINES NETWORK	**6519**	**81.5**	**723**	**63.9**	**784**	**75.9**	**1266**	**67.0**	**470**	**71.1**	**1090**	**71.1**
- AMERICAN AIRLINES	3856	79.4	723	63.9	598	72.4	1110	67.7	380	67.1	999	70.9
- BRANDED CODESHARE PARTNERS	2663	84.6	0	0.0	186	87.1	156	62.2	90	87.8	91	73.6
DELTA AIR LINES NETWORK	**961**	**78.4**	**936**	**69.0**	**4391**	**80.6**	**1249**	**64.2**	**6920**	**88.8**	**1109**	**75.3**
- DELTA AIR LINES	800	76.6	795	69.3	2775	80.6	1196	64.2	4468	86.7	1084	76.0
- BRANDED CODESHARE PARTNERS	161	87.0	141	67.4	1616	80.8	53	64.2	2452	92.7	25	44.0
FRONTIER AIRLINES	**475**	**78.5**	**171**	**56.7**	**133**	**80.5**	**367**	**57.2**	**220**	**79.5**	**521**	**76.2**
JETBLUE AIRWAYS	**31**	**87.1**	**124**	**74.2**	**68**	**75.0**	**394**	**68.3**	**38**	**68.4**	**301**	**75.1**
SOUTHWEST AIRLINES	**4811**	**74.3**	**3573**	**55.1**	**959**	**60.7**	**967**	**42.6**	**847**	**71.5**	**1587**	**74.0**
UNITED AIRLINES NETWORK	**895**	**79.9**	**976**	**67.0**	**889**	**75.6**	**7077**	**66.0**	**581**	**80.0**	**590**	**82.4**
- UNITED AIRLINES	769	79.3	976	67.0	793	74.3	5363	66.9	354	78.5	590	82.4
- BRANDED CODESHARE PARTNERS	126	83.3	0	0.0	96	86.5	1714	63.2	227	82.4	0	0.0
TOTAL	**14,297**	**78.8**	**9,546**	**62.5**	**16,292**	**78.0**	**12,980**	**63.3**	**9,405**	**85.5**	**5,274**	**74.9**

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SEPTEMBER 2026

CARRIER[1]	ARRIVAL AIRPORT															
	ATL		AUS		BNA		BOS		BWI		CLT		DCA		DEN	
	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME
ALASKA AIRLINES[2]	120	89.2	150	79.3	106	87.7	230	55.7	90	87.8	0	0.0	180	86.7	288	81.6
ALLEGIANT AIR	0	0.0	26	92.3	162	75.9	47	85.1	0	0.0	0	0.0	0	0.0	48	81.3
AMERICAN AIRLINES	686	62.7	940	66.2	834	64.0	1500	57.1	286	69.2	8773	82.0	2310	72.8	763	68.2
DELTA AIR LINES	19685	85.0	1112	77.2	799	80.2	2263	55.2	432	84.0	453	83.0	787	77.8	958	75.3
ENVOY AIR	29	86.2	71	66.2	163	85.9	176	63.6	77	77.9	432	93.1	437	80.1	23	78.3
FRONTIER AIRLINES	1712	69.7	131	82.4	138	74.6	58	79.3	389	72.0	303	75.9	80	88.8	1834	79.2
JETBLUE AIRWAYS	275	69.8	104	84.6	202	71.3	2875	58.6	67	62.7	67	71.6	543	69.8	83	78.3
PSA AIRLINES	225	67.6	0	0.0	66	75.8	0	0.0	0	0.0	3429	84.7	3298	72.9	0	0.0
REPUBLIC AIRWAYS	322	76.4	13	100.0	471	81.3	3009	58.6	145	66.9	386	79.5	2250	76.8	0	0.0
SKYWEST AIRLINES	476	84.5	717	81.2	191	74.9	0	0.0	0	0.0	200	76.5	0	0.0	6445	81.4
SOUTHWEST AIRLINES	1228	71.5	3001	73.4	5422	75.7	684	44.6	5654	78.0	260	66.5	1320	67.9	7178	70.7
UNITED AIRLINES	664	76.5	896	78.7	689	73.7	1208	50.7	334	80.8	131	71.8	635	72.1	9404	82.4
TOTAL	25,422	82.1	7,161	75.0	9,243	75.4	12,050	56.4	7,474	77.6	14,434	82.3	11,840	73.8	27,024	78.2

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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]	264	87.1	60	91.7	201	88.6	30	80.0	120	85.0	90	84.4	342	78.9	589	80.3
ALLEGIANT AIR	0	0.0	0	0.0	33	90.9	221	57.9	0	0.0	0	0.0	0	0.0	486	77.6
AMERICAN AIRLINES	13545	77.4	316	71.5	590	63.4	608	68.4	126	65.1	686	65.0	1442	70.2	1175	73.4
DELTA AIR LINES	941	78.0	4945	84.2	552	74.5	962	76.0	302	78.8	675	81.0	2495	78.0	1207	77.1
ENVOY AIR	6233	83.8	118	73.7	0	0.0	0	0.0	0	0.0	94	84.0	0	0.0	0	0.0
FRONTIER AIRLINES	1175	74.7	407	77.4	119	70.6	451	70.5	206	68.4	539	79.0	30	86.7	1416	74.6
JETBLUE AIRWAYS	83	72.3	195	76.4	325	66.8	2500	75.6	0	0.0	181	80.7	2771	74.7	346	80.6
PSA AIRLINES	1414	80.3	160	66.9	0	0.0	0	0.0	83	74.7	121	68.6	0	0.0	0	0.0
REPUBLIC AIRWAYS	0	0.0	671	81.2	2120	83.1	0	0.0	582	86.9	3	66.7	1187	74.1	0	0.0
SKYWEST AIRLINES	1875	81.6	1942	83.1	0	0.0	0	0.0	221	79.6	1547	83.1	0	0.0	254	77.2
SOUTHWEST AIRLINES	0	0.0	377	75.3	0	0.0	704	68.8	0	0.0	0	0.0	0	0.0	6779	76.3
UNITED AIRLINES	852	75.1	246	78.5	5634	76.5	603	77.1	2957	81.9	5420	86.6	0	0.0	1274	80.7
TOTAL	26,382	79.3	9,437	82.0	9,574	76.9	6,079	73.3	4,597	81.1	9,356	83.2	8,267	75.0	13,526	76.7

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

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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]	934	80.1	0	0.0	140	87.1	0	0.0	30	70.0	120	95.0	262	74.0	90	85.6
ALLEGIANT AIR	0	0.0	0	0.0	33	81.8	0	0.0	0	0.0	0	0.0	0	0.0	24	79.2
AMERICAN AIRLINES	2346	76.5	1582	61.9	1444	70.1	0	0.0	4684	69.7	424	68.9	6415	69.4	4249	77.4
DELTA AIR LINES	3151	79.3	2383	73.0	1630	77.5	109	85.3	868	65.3	5583	85.5	1110	64.5	551	78.6
ENVOY AIR	0	0.0	0	0.0	0	0.0	0	0.0	1027	69.7	89	69.7	4684	73.1	0	0.0
FRONTIER AIRLINES	516	72.3	137	44.5	1734	77.3	69	66.7	323	63.5	161	84.5	325	61.2	725	65.9
JETBLUE AIRWAYS	639	74.3	354	65.0	1299	80.8	0	0.0	0	0.0	0	0.0	178	60.7	185	68.1
PSA AIRLINES	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	105	68.6	0	0.0	1782	74.4
REPUBLIC AIRWAYS	0	0.0	4459	72.2	0	0.0	0	0.0	33	75.8	27	63.0	2347	74.9	561	80.7
SKYWEST AIRLINES	3241	86.3	0	0.0	0	0.0	0	0.0	0	0.0	2215	90.6	6842	68.2	0	0.0
SOUTHWEST AIRLINES	2075	66.9	955	61.5	3617	76.8	6238	72.7	385	52.7	489	78.1	0	0.0	451	63.0
UNITED AIRLINES	2548	82.0	824	64.9	1062	82.7	0	0.0	366	65.8	570	75.3	10127	68.8	422	78.0
TOTAL	15,450	78.7	10,694	68.8	10,959	77.3	6,416	72.8	7,716	67.9	9,783	84.7	32,290	69.6	9,040	75.4

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

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

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

AIR TRAVEL CONSUMER REPORT

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

SEPTEMBER 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]	464	87.9	1268	74.4	6788	79.7	1045	65.3	120	88.3	76	75.0
ALLEGIANT AIR	16	81.3	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
AMERICAN AIRLINES	3856	79.4	723	63.9	598	72.4	1110	67.7	380	67.1	999	70.9
DELTA AIR LINES	800	76.6	795	69.3	2775	80.6	1196	64.2	4468	86.7	1084	76.0
ENVOY AIR	1067	85.2	0	0.0	98	85.7	0	0.0	8	87.5	91	73.6
FRONTIER AIRLINES	475	78.5	171	56.7	133	80.5	367	57.2	220	79.5	521	76.2
JETBLUE AIRWAYS	31	87.1	124	74.2	68	75.0	394	68.3	38	68.4	301	75.1
PSA AIRLINES	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
REPUBLIC AIRWAYS	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
SKYWEST AIRLINES	1984	83.4	1362	61.9	2456	82.6	2417	60.9	2943	91.3	25	44.0
SOUTHWEST AIRLINES	4811	74.3	3573	55.1	959	60.7	967	42.6	847	71.5	1587	74.0
UNITED AIRLINES	769	79.3	976	67.0	793	74.3	5363	66.9	354	78.5	590	82.4
TOTAL	14,273	78.8	8,992	62.4	14,668	78.5	12,859	63.4	9,378	85.4	5,274	74.9

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

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

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

AIR TRAVEL CONSUMER REPORT

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

SEPTEMBER 2026

	ARRIVAL AIRPORT*															
SCHEDULED ARRIVAL TIME	ATL	AUS	BNA	BOS	BWI	CLT	DCA	DEN	DFW	DTW	EWR	FLL	IAD	IAH	JFK	LAS
0600-0659	89.4	97.6	96.0	85.5	82.0	91.6	88.3	92.0	92.7	78.6	87.4	84.6	81.3	92.3	85.6	98.6
0700-0759	91.6	97.6	95.8	90.5	95.4	94.0	87.1	91.9	91.1	93.4	90.5	83.1	91.5	93.3	88.4	94.3
0800-0859	91.6	95.1	91.9	89.6	94.8	92.3	85.5	88.9	89.8	92.2	92.8	90.7	100.0	93.5	87.2	93.0
0900-0959	88.6	89.2	90.0	83.9	93.3	90.8	87.0	90.1	89.0	91.0	90.1	86.3	82.7	91.2	86.2	93.4
1000-1059	89.7	89.8	83.8	83.6	91.4	89.4	89.4	83.6	87.1	89.9	83.3	85.6	87.7	91.2	85.8	87.6
1100-1159	88.0	91.6	90.3	75.4	92.5	90.1	86.3	85.7	90.3	84.9	84.2	83.4	88.6	93.1	87.1	84.6
1200-1259	88.7	86.4	81.8	78.5	88.4	87.4	82.7	87.5	87.4	83.4	84.8	81.3	69.2	91.0	88.1	77.6
1300-1359	84.7	82.2	79.8	69.2	82.2	87.6	74.7	80.7	82.8	86.7	83.3	77.7	85.1	83.3	76.5	78.8
1400-1459	84.3	74.4	79.0	53.9	78.2	85.0	74.6	83.4	83.1	82.5	82.3	75.7	86.1	82.0	74.8	77.9
1500-1559	81.7	71.8	70.1	47.5	74.8	79.6	71.1	78.0	77.9	84.8	85.2	73.5	88.0	81.3	85.3	70.5
1600-1659	77.2	68.9	68.7	35.9	74.9	78.9	64.5	76.0	75.7	77.6	76.7	61.6	76.6	79.1	76.0	66.5
1700-1759	78.6	68.9	61.0	29.8	66.9	71.5	62.9	63.7	69.1	83.2	72.8	65.5	71.5	77.8	72.0	62.1
1800-1859	77.7	66.5	57.0	36.6	63.4	74.5	66.9	64.6	68.4	77.9	72.9	63.1	77.0	77.0	67.3	68.3
1900-1959	71.9	59.7	57.7	27.3	58.6	67.1	63.3	60.2	68.3	74.9	61.0	62.0	67.0	76.8	59.7	59.4
2000-2059	72.0	64.4	52.4	35.0	61.9	73.3	65.9	60.1	66.8	77.5	60.9	65.6	70.2	74.7	61.6	66.9
2100-2159	73.9	66.5	67.5	39.6	62.8	69.0	62.5	69.9	60.4	68.6	58.5	60.4	74.6	74.2	62.3	67.3
2200-2259	68.5	61.9	66.1	49.6	51.6	52.4	62.0	75.3	65.7	72.0	64.7	56.4	67.9	68.3	62.0	67.3
2300-0559	69.0	63.7	74.4	59.1	59.3	76.7	66.2	68.4	73.5	77.7	73.0	68.0	83.6	76.7	68.9	72.9
TOTAL	82.1	75.0	75.4	56.4	77.6	82.3	73.8	78.2	79.3	82.0	76.9	73.3	81.1	83.2	75.0	76.7

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

AIR TRAVEL CONSUMER REPORT

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

SEPTEMBER 2026

	ARRIVAL AIRPORT*														
SCHEDULED ARRIVAL TIME	LAX	LGA	MCO	MDW	MIA	MSP	ORD	PHL	PHX	SAN	SEA	SFO	SLC	TPA	TOTAL
0600-0659	89.2	0.0	76.9	81.0	89.3	91.0	82.2	85.1	92.4	90.5	87.3	97.9	92.2	36.0	88.8
0700-0759	96.1	89.9	89.0	91.3	90.6	92.9	78.5	87.7	90.7	88.9	95.2	92.6	95.8	100.0	90.0
0800-0859	92.7	89.3	92.9	81.6	86.7	90.6	81.2	88.6	88.0	91.2	91.8	77.8	94.9	91.3	89.9
0900-0959	85.3	86.4	91.2	77.4	86.0	90.3	74.9	88.3	87.4	84.7	84.8	66.1	92.6	94.1	86.1
1000-1059	84.3	80.3	89.5	80.4	78.0	85.9	72.8	83.1	85.8	77.3	82.1	63.0	90.0	91.5	84.1
1100-1159	80.8	78.5	89.5	85.2	76.6	89.6	74.7	86.6	84.0	67.0	81.7	49.5	85.0	87.7	83.0
1200-1259	81.0	76.8	88.3	83.3	74.1	88.6	73.3	80.5	84.2	53.4	82.4	60.9	90.7	88.4	82.3
1300-1359	78.2	74.7	86.4	80.0	79.7	86.2	69.1	80.0	80.9	53.7	83.6	57.7	90.2	80.8	78.8
1400-1459	82.2	68.1	80.0	72.1	65.6	84.2	64.2	75.9	76.0	63.5	82.5	65.2	85.4	82.6	77.0
1500-1559	81.4	68.6	77.0	75.9	60.2	84.3	67.3	76.8	73.6	62.9	82.4	56.2	86.3	79.7	74.7
1600-1659	78.6	66.9	74.1	73.3	60.5	85.1	64.8	71.6	75.5	51.5	79.1	62.9	83.2	69.5	71.8
1700-1759	71.7	61.9	73.3	64.2	60.1	80.5	64.7	74.6	73.7	45.6	81.6	64.5	78.9	69.8	68.1
1800-1859	72.9	58.9	63.8	58.5	52.2	81.5	60.5	67.2	73.7	40.7	73.3	67.4	65.7	59.9	66.4
1900-1959	69.5	55.6	63.3	57.1	50.1	86.6	62.8	69.2	73.5	52.9	69.3	61.5	83.1	60.4	64.2
2000-2059	73.6	54.9	60.5	47.6	45.7	78.0	61.1	63.0	60.3	52.9	64.4	59.5	84.4	59.6	64.6
2100-2159	68.2	54.0	68.3	57.8	49.3	70.0	65.3	57.1	64.9	52.0	61.1	56.9	68.5	71.8	63.5
2200-2259	70.9	52.8	74.5	54.2	49.7	73.8	62.9	54.9	63.1	47.8	72.6	65.6	75.9	61.1	64.2
2300-0559	72.9	60.5	67.7	77.3	69.7	77.7	79.1	69.1	75.9	74.4	73.2	66.0	69.5	64.8	70.9
TOTAL	78.7	68.8	77.3	72.8	67.9	84.7	69.6	75.4	78.8	62.4	78.5	63.4	85.4	74.9	75.8

*** 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)

SEPTEMBER 2026

	DEPARTURE AIRPORT*															
SCHEDULED DEPARTURE TIME	ATL	AUS	BNA	BOS	BWI	CLT	DCA	DEN	DFW	DTW	EWR	FLL	IAD	IAH	JFK	LAS
0600-0659	88.6	95.0	92.4	91.3	88.2	88.9	91.7	94.2	90.3	92.3	90.8	89.8	93.0	90.1	91.5	95.3
0700-0759	88.8	93.1	86.3	87.1	89.0	88.6	89.3	90.4	88.5	90.6	91.9	92.9	86.0	91.5	93.1	91.9
0800-0859	90.0	87.6	87.7	88.7	87.3	91.0	85.3	88.3	87.1	89.6	89.9	93.8	92.3	87.5	89.8	86.4
0900-0959	86.7	86.1	79.8	85.6	85.0	87.2	82.9	85.9	82.1	82.7	87.9	85.6	92.0	85.2	88.1	86.2
1000-1059	86.3	82.1	81.0	81.1	82.6	88.2	80.9	83.0	76.9	86.0	86.0	78.6	85.0	86.5	85.8	80.7
1100-1159	85.3	76.2	69.7	79.6	80.1	81.5	79.8	80.2	71.6	88.3	82.3	75.7	82.4	80.5	83.5	73.9
1200-1259	80.8	74.9	68.7	73.0	76.7	84.0	71.7	74.5	76.1	80.5	82.5	72.2	89.0	82.6	77.9	66.9
1300-1359	80.2	67.1	55.0	74.2	63.6	75.9	72.7	80.5	73.8	65.5	79.6	65.6	81.8	68.7	79.7	71.7
1400-1459	78.9	59.5	64.4	66.4	63.5	73.4	62.8	66.4	68.1	75.3	78.1	61.5	84.1	76.3	76.0	66.5
1500-1559	77.8	63.7	64.0	56.2	57.9	75.9	64.5	71.2	69.4	77.2	73.7	63.0	80.4	76.3	69.5	66.2
1600-1659	74.8	56.3	51.2	50.4	60.3	68.0	59.7	68.4	64.3	76.2	80.6	63.0	75.8	71.0	76.3	68.6
1700-1759	72.6	61.1	59.8	43.4	59.2	72.6	58.5	69.4	61.8	70.3	76.6	58.8	71.9	74.4	72.1	58.4
1800-1859	69.4	62.9	49.6	42.2	44.1	64.2	56.9	49.9	57.7	73.9	73.4	55.7	74.4	72.5	70.4	52.5
1900-1959	69.5	58.6	45.7	46.1	54.7	72.3	61.3	64.2	58.9	73.6	73.4	58.0	73.4	76.8	67.9	59.7
2000-2059	69.1	42.9	40.2	33.8	40.7	68.5	66.5	54.9	62.1	74.7	66.5	60.1	27.3	78.7	69.1	46.3
2100-2159	72.3	26.7	47.5	39.6	62.0	69.4	62.6	66.8	68.0	80.9	66.7	53.6	50.0	80.3	63.1	50.6
2200-2259	77.3	78.6	0.0	47.1	25.0	68.2	67.0	61.8	56.8	80.3	51.7	11.1	78.6	83.9	64.5	82.9
2300-0559	79.5	96.7	90.8	94.5	0.0	88.8	87.5	87.7	88.4	93.3	90.4	91.3	66.7	94.1	90.6	85.8
TOTAL	79.3	73.6	67.9	68.9	69.5	77.4	72.7	74.5	72.0	81.3	80.7	70.9	83.0	80.5	78.7	74.8

*** 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)

SEPTEMBER 2026

	DEPARTURE AIRPORT*														
SCHEDULED DEPARTURE TIME	LAX	LGA	MCO	MDW	MIA	MSP	ORD	PHL	PHX	SAN	SEA	SFO	SLC	TPA	TOTAL
0600-0659	92.4	92.0	94.4	85.7	91.1	90.8	86.7	87.9	93.8	88.9	89.2	92.9	94.7	94.3	91.3
0700-0759	88.9	90.1	93.9	80.0	91.4	92.3	87.6	87.7	93.2	83.4	88.1	90.3	90.0	92.8	89.8
0800-0859	86.4	88.1	92.6	84.5	88.4	88.7	80.5	86.3	85.8	86.0	88.4	90.5	91.8	93.0	87.7
0900-0959	85.5	85.1	88.3	69.0	84.1	89.2	78.4	82.4	83.6	79.5	83.7	75.0	88.8	86.6	84.4
1000-1059	79.4	82.1	85.8	71.9	83.8	87.5	71.9	83.4	83.8	74.8	75.2	71.8	90.1	88.5	80.9
1100-1159	75.4	75.4	78.6	61.5	70.9	85.5	67.5	76.7	79.3	65.6	74.7	53.3	85.3	82.4	76.9
1200-1259	76.0	76.7	83.5	67.0	71.2	84.9	70.1	77.5	79.2	60.5	74.8	61.7	81.3	82.5	75.9
1300-1359	77.4	72.4	77.3	64.1	71.9	84.7	68.5	71.9	72.0	52.9	74.4	65.9	85.1	83.4	73.6
1400-1459	75.1	67.4	73.0	56.3	64.2	83.8	68.9	67.0	74.8	53.7	76.3	60.7	79.1	72.4	70.0
1500-1559	77.2	61.3	71.1	56.0	55.6	75.1	59.9	66.9	68.4	62.4	72.6	55.3	82.6	72.7	68.6
1600-1659	77.8	54.6	71.5	57.0	54.5	72.9	65.4	66.4	67.7	53.9	76.7	68.2	78.3	70.7	67.2
1700-1759	75.1	63.3	63.6	48.6	54.4	74.8	58.4	64.6	70.0	49.2	73.8	60.5	76.9	63.2	65.1
1800-1859	72.5	58.9	59.8	56.7	56.5	78.3	60.6	66.3	67.4	51.4	78.5	71.7	65.3	62.8	62.7
1900-1959	72.4	54.0	60.5	40.6	56.0	86.2	58.7	68.0	69.4	36.7	70.6	67.0	63.2	53.5	62.8
2000-2059	71.8	57.2	43.8	51.7	60.3	81.0	60.0	65.7	62.8	39.7	73.7	70.2	86.5	50.0	62.0
2100-2159	83.9	55.7	55.9	37.0	55.6	82.3	62.2	66.1	51.4	64.1	75.7	73.2	86.9	62.5	67.7
2200-2259	78.2	33.3	68.2	0.0	57.4	76.0	67.2	64.6	83.4	81.5	74.5	76.5	87.9	82.6	73.0
2300-0559	85.7	0.0	86.5	89.5	83.2	93.6	80.1	85.6	89.0	0.0	83.2	87.2	89.7	96.6	86.9
TOTAL	80.3	71.9	76.9	64.5	67.6	84.2	69.6	74.3	78.2	66.2	78.3	72.8	84.9	78.6	75.0

*** 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
SEPTEMBER 2026

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Aberdeen, SD (ABR)	90.0	95.0	60	60
Abilene, TX (ABI)	79.5	84.1	264	264
Adak Island, AK (ADK)	100.0	77.8	9	9
Aguadilla, PR (BQN)	76.3	86.0	169	171
Akron, OH (CAK)	73.2	78.9	388	388
Albany, NY (ALB)	74.6	79.7	1047	1049
Albuquerque, NM (ABQ)	73.7	78.4	2014	2011
Alexandria, LA (AEX)	81.2	83.2	149	149
Allentown/Bethlehem/Easton, PA (ABE)	69.7	77.0	297	296
Alpena, MI (APN)	80.4	78.4	51	51
Amarillo, TX (AMA)	81.3	86.6	434	434
Anchorage, AK (ANC)	78.9	84.3	1760	1762
Appleton, WI (ATW)	78.7	80.8	605	603
Arcata/Eureka, CA (ACV)	77.3	71.9	203	203
Asheville, NC (AVL)	78.0	78.0	833	833
Ashland, WV (HTS)	68.8	56.3	16	16
Aspen, CO (ASE)	79.2	82.8	640	641
Atlanta, GA (ATL)	82.1	79.3	25422	25424
Atlantic City, NJ (ACY)	93.9	87.9	33	33
Augusta, GA (AGS)	77.5	85.6	222	222
Austin, TX (AUS)	75.0	73.6	7161	7159
Bakersfield, CA (BFL)	80.1	85.2	271	271
Baltimore, MD (BWI)	77.6	69.5	7474	7475
Bangor, ME (BGR)	73.2	71.5	444	445
Barrow, AK (BRW)	80.0	83.3	30	30
Baton Rouge, LA (BTR)	81.3	84.5	310	310
Beaumont/Port Arthur, TX (BPT)	78.3	86.7	60	60
Belleville, IL (BLV)	76.0	73.3	75	75
Bellingham, WA (BLI)	88.2	88.2	161	161
Bemidji, MN (BJI)	90.0	93.3	60	60
Bend/Redmond, OR (RDM)	79.4	81.1	544	544
Bethel, AK (BET)	86.7	53.3	60	60
Billings, MT (BIL)	85.6	88.8	402	402
Binghamton, NY (BGM)	76.7	76.7	30	30
Birmingham, AL (BHM)	75.2	79.0	1460	1460
Bishop, CA (BIH)	55.0	50.0	20	20
Bismarck/Mandan, ND (BIS)	82.9	82.6	339	339
Bloomington/Normal, IL (BMI)	85.2	86.7	135	135
Boise, ID (BOI)	80.2	82.9	1940	1938
Boston, MA (BOS)	56.4	68.9	12050	12043
Bozeman, MT (BZN)	78.8	77.8	1059	1059

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Brainerd, MN (BRD)	96.1	96.1	51	51
Bristol/Johnson City/Kingsport, TN (TRI)	84.2	82.9	158	158
Brownsville, TX (BRO)	81.8	87.3	110	110
Buffalo, NY (BUF)	72.9	76.3	1761	1762
Burbank, CA (BUR)	77.9	79.1	2458	2457
Burlington, VT (BTV)	72.1	75.6	627	626
Butte, MT (BTM)	80.0	93.3	60	60
Carlsbad, CA (CLD)	71.2	78.1	215	215
Casper, WY (CPR)	77.9	91.1	235	235
Cedar City, UT (CDC)	94.1	98.0	51	51
Cedar Rapids/Iowa City, IA (CID)	78.0	78.3	699	699
Champaign/Urbana, IL (CMI)	76.5	77.8	153	153
Charleston, SC (CHS)	73.7	78.4	1947	1945
Charleston/Dunbar, WV (CRW)	70.6	74.4	211	211
Charlotte Amalie, VI (STT)	87.7	81.5	146	146
Charlotte, NC (CLT)	82.3	77.4	14434	14433
Charlottesville, VA (CHO)	70.0	70.0	120	120
Chattanooga, TN (CHA)	76.5	79.5	464	464
Cheyenne, WY (CYS)	70.0	85.0	60	60
Chicago, IL (MDW)	72.8	64.5	6416	6410
Chicago, IL (ORD)	69.6	69.6	32290	32301
Christiansted, VI (STX)	71.4	86.0	42	43
Cincinnati, OH (CVG)	77.8	80.7	2827	2824
Clarksburg/Fairmont, WV (CKB)	67.6	76.5	68	68
Cleveland, OH (CLE)	75.4	80.0	3362	3361
Cody, WY (COD)	81.1	65.3	95	95
College Station/Bryan, TX (CLL)	78.3	82.6	92	92
Colorado Springs, CO (COS)	77.0	78.2	1150	1149
Columbia, MO (COU)	77.4	78.1	310	311
Columbia, SC (CAE)	74.7	81.6	529	527
Columbus, GA (CSG)	100.0	100.0	3	3
Columbus, MS (GTR)	80.0	70.0	30	30
Columbus, OH (CMH)	75.9	78.3	3767	3768
Columbus, OH (LCK)	78.5	72.3	65	65
Concord, NC (USA)	81.0	78.6	42	42
Cordova, AK (CDV)	83.3	86.7	60	60
Corpus Christi, TX (CRP)	79.7	81.4	345	344
Dallas, TX (DAL)	74.3	63.4	5412	5415
Dallas/Fort Worth, TX (DFW)	79.3	72.0	26382	26395
Dayton, OH (DAY)	76.7	82.8	696	697
Daytona Beach, FL (DAB)	86.4	87.2	250	250

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

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Deadhorse, AK (SCC)	86.4	88.6	44	44
Decatur, IL (DEC)	66.7	74.5	51	51
Denver, CO (DEN)	78.2	74.5	27024	27023
Des Moines, IA (DSM)	75.2	79.7	1259	1258
Detroit, MI (DTW)	82.0	81.3	9437	9435
Devils Lake, ND (DVL)	93.0	86.0	43	43
Dickinson, ND (DIK)	76.5	90.2	51	51
Dillingham, AK (DLG)	93.3	76.7	30	30
Dodge City, KS (DDC)	88.2	86.3	51	51
Duluth, MN (DLH)	79.2	81.2	240	239
Durango, CO (DRO)	81.1	84.8	387	387
Eagle, CO (EGE)	77.9	85.3	163	163
Eau Claire, WI (EAU)	72.5	68.6	51	51
El Paso, TX (ELP)	72.9	80.1	1344	1344
Elko, NV (EKO)	91.3	95.7	46	46
Elmira/Corning, NY (ELM)	83.8	81.1	111	111
Erie, PA (ERI)	50.0	66.7	30	30
Escanaba, MI (ESC)	88.7	83.0	53	53
Eugene, OR (EUG)	80.2	82.8	889	889
Evansville, IN (EVV)	75.9	78.9	166	166
Everett, WA (PAE)	84.1	89.9	69	69
Fairbanks, AK (FAI)	80.3	83.3	346	348
Fargo, ND (FAR)	80.5	85.9	569	567
Farmington, NM (FMN)	63.3	96.7	30	30
Fayetteville, AR (XNA)	79.5	83.3	1261	1260
Fayetteville, NC (FAY)	68.4	63.2	19	19
Flagstaff, AZ (FLG)	81.9	80.6	144	144
Flint, MI (FNT)	63.5	74.5	192	192
Fort Dodge, IA (FOD)	75.0	65.0	60	60
Fort Lauderdale, FL (FLL)	73.3	70.9	6079	6067
Fort Myers, FL (RSW)	75.7	78.9	1766	1766
Fort Smith, AR (FSM)	87.8	85.6	90	90
Fort Wayne, IN (FWA)	75.8	78.3	392	392
Fresno, CA (FAT)	79.1	82.3	1150	1149
Gainesville, FL (GNV)	82.0	85.4	233	233
Garden City, KS (GCK)	88.3	85.0	60	60
Gillette, WY (GCC)	79.0	81.5	81	81
Grand Forks, ND (GFK)	91.1	96.0	124	124
Grand Island, NE (GRI)	83.1	83.1	71	71
Grand Junction, CO (GJT)	81.3	82.2	432	432
Grand Rapids, MI (GRR)	74.5	81.0	1591	1588
Great Falls, MT (GTF)	87.2	93.6	141	141
Green Bay, WI (GRB)	78.2	82.2	496	495
Greensboro/High Point, NC (GSO)	78.4	80.7	727	727
Greer, SC (GSP)	76.3	80.8	986	988
Guam, TT (GUM)	83.3	95.0	60	60
Gulf Shores, AL (GUF)	83.8	73.5	68	68
Gulfport/Biloxi, MS (GPT)	79.8	86.0	257	257
Gunnison, CO (GUC)	88.8	95.9	98	98
Hagerstown, MD (HGR)	83.3	66.7	18	18
Hancock/Houghton, MI (CMX)	64.1	70.3	64	64
Harlingen/San Benito, TX (HRL)	76.3	81.1	359	359
Harrisburg, PA (MDT)	68.3	78.0	463	463
Hartford, CT (BDL)	77.1	80.8	1674	1673
Hattiesburg/Laurel, MS (PIB)	78.4	84.3	51	51
Hayden, CO (HDN)	80.0	88.3	120	120
Hays, KS (HYS)	74.5	86.3	51	51
Helena, MT (HLN)	88.3	92.5	120	120
Hibbing, MN (HIB)	94.1	96.1	51	51
Hilo, HI (ITO)	75.8	80.7	550	550
Hilton Head, SC (HHH)	87.1	81.5	249	249
Hobbs, NM (HOB)	63.3	93.3	30	30
Honolulu, HI (HNL)	75.2	81.8	4615	4617
Houston, TX (HOU)	73.2	69.2	4133	4135
Houston, TX (IAH)	83.2	80.5	9356	9365
Huntsville, AL (HSV)	80.8	83.3	657	658
Hyannis, MA (HYA)	85.3	76.5	34	34
Idaho Falls, ID (IDA)	80.2	80.4	489	489
Indianapolis, IN (IND)	78.1	82.3	3725	3725
International Falls, MN (INL)	98.4	96.8	62	62
Iron Mountain/Kingsfd, MI (IMT)	80.0	81.7	60	60
Islip, NY (ISP)	75.0	75.1	368	369
Jackson, WY (JAC)	79.1	78.2	729	733
Jackson/Vicksburg, MS (JAN)	76.2	81.7	520	520
Jacksonville, FL (JAX)	74.5	75.8	2233	2236
Jacksonville/Camp Lejeune, NC (OAJ)	82.3	82.3	124	124
Jamestown, ND (JMS)	80.4	78.4	51	51
Johnstown, PA (JST)	70.6	64.7	51	51
Joplin, MO (JLN)	70.6	72.5	51	51
Juneau, AK (JNU)	87.4	89.7	427	427
Kahului, HI (OGG)	81.4	85.3	2020	2019
Kalamazoo, MI (AZO)	72.0	72.0	125	125

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

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Kalispell, MT (FCA)	77.6	80.0	500	501
Kansas City, MO (MCI)	76.0	79.8	4193	4189
Kearney, NE (EAR)	60.0	85.0	80	80
Ketchikan, AK (KTN)	86.6	84.5	194	194
Key West, FL (EYW)	85.1	79.7	463	463
Killeen, TX (GRK)	82.9	88.6	158	158
King Salmon, AK (AKN)	93.3	96.7	30	30
Knoxville, TN (TYS)	72.6	77.2	1279	1278
Kodiak, AK (ADQ)	92.2	88.9	90	90
Kona, HI (KOA)	82.5	86.9	1284	1284
Kotzebue, AK (OTZ)	83.3	83.3	30	30
La Crosse, WI (LSE)	75.0	71.0	100	100
Lafayette, IN (LAF)	63.0	76.1	46	46
Lafayette, LA (LFT)	76.3	76.7	190	189
Lake Charles, LA (LCH)	84.2	91.6	95	95
Lancaster, PA (LNS)	64.7	64.7	51	51
Lansing, MI (LAN)	71.3	74.1	143	143
Laramie, WY (LAR)	64.7	78.4	51	51
Laredo, TX (LRD)	84.5	82.9	129	129
Las Vegas, NV (LAS)	76.7	74.8	13526	13528
Lawton/Fort Sill, OK (LAW)	85.6	85.6	90	90
Lewisburg, WV (LWB)	65.0	81.7	60	60
Lewiston, ID (LWS)	83.3	76.7	60	60
Lexington, KY (LEX)	75.0	80.9	864	863
Liberal, KS (LBL)	84.3	80.4	51	51
Lihue, HI (LIH)	77.9	81.5	1276	1276
Lincoln, NE (LNK)	68.7	80.0	361	360
Little Rock, AR (LIT)	79.1	82.7	1102	1101
Long Beach, CA (LGB)	79.0	81.5	1236	1234
Longview, TX (GGG)	83.3	90.0	60	60
Los Angeles, CA (LAX)	78.7	80.3	15450	15450
Louisville, KY (SDF)	79.6	83.6	1899	1899
Lubbock, TX (LBB)	78.4	86.9	559	559
Lynchburg, VA (LYH)	66.7	74.6	60	59
Madison, WI (MSN)	74.0	81.6	1212	1212
Manchester, NH (MHT)	77.8	80.8	483	484
Manhattan/Ft. Riley, KS (MHK)	78.7	76.7	150	150
Marion/Herrin, IL (MWA)	68.4	73.0	38	37
Marquette, MI (MQT)	76.5	69.6	102	102
Martha's Vineyard, MA (MVY)	79.5	76.9	117	117
Mason City, IA (MCW)	66.7	68.6	51	51

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Medford, OR (MFR)	82.8	86.4	516	516
Melbourne, FL (MLB)	84.3	85.9	198	198
Memphis, TN (MEM)	74.8	79.4	1981	1979
Meridian, MS (MEI)	78.4	84.3	51	51
Miami, FL (MIA)	67.9	67.6	7716	7726
Midland/Odessa, TX (MAF)	79.0	87.7	710	710
Milwaukee, WI (MKE)	76.3	79.5	2551	2552
Minneapolis, MN (MSP)	84.7	84.2	9783	9788
Minot, ND (MOT)	82.2	85.0	214	214
Mission/McAllen/Edinburg, TX (MFE)	78.1	81.8	434	435
Missoula, MT (MSO)	82.3	82.1	486	485
Mobile, AL (MOB)	77.6	83.1	196	195
Moline, IL (MLI)	75.8	78.2	326	325
Monroe, LA (MLU)	81.7	82.5	120	120
Monterey, CA (MRY)	75.8	77.6	417	416
Montgomery, AL (MGM)	73.0	70.7	174	174
Montrose/Delta, CO (MTJ)	80.3	81.8	198	198
Morgantown, WV (MGW)	45.1	66.7	51	51
Mosinee, WI (CWA)	71.1	75.6	90	90
Myrtle Beach, SC (MYR)	80.8	80.8	929	929
Nantucket, MA (ACK)	81.6	72.8	228	228
Nashville, TN (BNA)	75.4	67.9	9243	9244
Natchez, MS (HEZ)	90.9	86.4	22	22
New Bern/Morehead/Beaufort, NC (EWN)	63.6	63.6	22	22
New Orleans, LA (MSY)	75.7	74.5	3262	3263
New York, NY (JFK)	75.0	78.7	8267	8274
New York, NY (LGA)	68.8	71.9	10694	10697
Newark, NJ (EWR)	76.9	80.7	9574	9596
Newburgh/Poughkeepsie, NY (SWF)	73.8	57.1	42	42
Niagara Falls, NY (IAG)	93.8	81.3	16	16
Nome, AK (OME)	80.0	66.7	30	30
Norfolk, VA (ORF)	75.8	78.6	1675	1676
North Bend/Coos Bay, OR (OTH)	78.3	75.0	60	60
North Platte, NE (LBF)	66.0	74.0	50	50
Oakland, CA (OAK)	73.0	71.4	2644	2645
Oklahoma City, OK (OKC)	75.8	82.1	1885	1884
Omaha, NE (OMA)	76.9	81.8	2088	2087
Ontario, CA (ONT)	78.8	81.0	2134	2134
Orlando, FL (MCO)	77.3	76.9	10959	10948
Paducah, KY (PAH)	81.7	85.0	60	60
Palm Springs, CA (PSP)	77.0	81.7	804	803

AIR TRAVEL CONSUMER REPORT
TABLE 5. ON-TIME ARRIVAL AND DEPARTURE PERCENTAGE BY AIRPORT BY REPORTING OPERATING CARRIER
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CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Panama City, FL (ECP)	73.9	78.2	809	809
Pasco/Kennewick/Richland, WA (PSC)	86.0	89.2	536	536
Pellston, MI (PLN)	71.4	82.4	84	85
Pensacola, FL (PNS)	74.7	79.7	1021	1021
Peoria, IL (PIA)	78.5	79.5	382	380
Petersburg, AK (PSG)	88.3	85.0	60	60
Philadelphia, PA (PHL)	75.4	74.3	9040	9043
Phoenix, AZ (AZA)	77.6	85.8	339	339
Phoenix, AZ (PHX)	78.8	78.2	14273	14265
Pierre, SD (PIR)	80.0	88.0	50	50
Pittsburgh, PA (PIT)	74.7	78.4	3469	3472
Plattsburgh, NY (PBG)	30.0	30.0	10	10
Pocatello, ID (PIH)	83.0	89.4	47	47
Ponce, PR (PSE)	87.8	92.0	49	50
Portland, ME (PWM)	78.5	82.2	1218	1216
Portland, OR (PDX)	80.9	81.9	6069	6067
Portsmouth, NH (PSM)	78.9	68.4	19	19
Prescott, AZ (PRC)	75.3	76.5	81	81
Presque Isle/Houlton, ME (PQI)	60.0	96.7	30	30
Providence, RI (PVD)	74.5	78.2	1329	1328
Provo, UT (PVU)	82.3	87.7	220	220
Punta Gorda, FL (PGD)	84.5	89.4	310	310
Raleigh/Durham, NC (RDU)	75.9	77.3	4402	4402
Rapid City, SD (RAP)	78.1	77.7	636	636
Redding, CA (RDD)	78.5	79.1	158	158
Reno, NV (RNO)	79.9	79.5	1843	1843
Rhinelander, WI (RHI)	84.9	84.9	73	73
Richmond, VA (RIC)	74.7	78.1	1494	1494
Riverton/Lander, WY (RIW)	81.7	90.0	60	60
Roanoke, VA (ROA)	75.9	76.8	241	241
Rochester, MN (RST)	70.5	80.0	95	95
Rochester, NY (ROC)	75.6	79.7	848	849
Rock Springs, WY (RKS)	76.7	80.0	60	60
Rockford, IL (RFD)	91.0	83.6	67	67
Roswell, NM (ROW)	83.6	82.4	159	159
Sacramento, CA (SMF)	76.8	77.0	4649	4649
Saginaw/Bay City/Midland, MI (MBS)	80.5	83.4	169	169
Saipan, TT (SPN)	96.7	93.3	30	30
Salina, KS (SLN)	67.5	80.2	80	81
Salt Lake City, UT (SLC)	85.4	84.9	9378	9374
San Angelo, TX (SJT)	79.8	85.4	89	89

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
San Antonio, TX (SAT)	76.5	81.9	3122	3122
San Diego, CA (SAN)	62.4	66.2	8992	8993
San Francisco, CA (SFO)	63.4	72.8	12859	12856
San Jose, CA (SJC)	77.0	76.5	3503	3516
San Juan, PR (SJU)	76.6	79.2	2125	2128
San Luis Obispo, CA (SBP)	78.0	74.9	359	358
Sanford, FL (SFB)	68.4	78.2	579	579
Santa Ana, CA (SNA)	78.2	77.5	3718	3718
Santa Barbara, CA (SBA)	78.0	76.2	781	781
Santa Fe, NM (SAF)	76.4	77.6	419	419
Santa Maria, CA (SMX)	87.5	62.5	8	8
Santa Rosa, CA (STS)	80.6	79.3	618	618
Sarasota/Bradenton, FL (SRQ)	77.1	83.1	842	842
Sault Ste. Marie, MI (CIU)	76.6	79.7	64	64
Savannah, GA (SAV)	75.5	76.5	1471	1470
Scottsbluff, NE (BFF)	84.0	81.6	50	49
Scranton/Wilkes-Barre, PA (AVP)	79.2	85.2	149	149
Seattle, WA (SEA)	78.5	78.3	14668	14667
Sheridan, WY (SHR)	75.0	86.7	60	60
Shreveport, LA (SHV)	79.4	83.9	548	548
Sioux City, IA (SUX)	59.4	60.9	64	64
Sioux Falls, SD (FSD)	77.4	78.9	665	665
Sitka, AK (SIT)	88.4	89.3	112	112
South Bend, IN (SBN)	77.4	79.1	665	665
Spokane, WA (GEG)	80.1	84.8	1491	1491
Springfield, IL (SPI)	80.3	80.3	61	61
Springfield, MO (SGF)	81.9	80.3	841	838
St. Cloud, MN (STC)	100.0	0.0	1	1
St. George, UT (SGU)	82.3	89.8	396	394
St. Louis, MO (STL)	77.3	73.9	5045	5043
St. Petersburg, FL (PIE)	77.7	85.6	466	466
State College, PA (SCE)	82.4	80.8	51	52
Staunton, VA (SHD)	70.0	73.3	60	60
Stillwater, OK (SWO)	83.3	86.7	60	60
Stockton, CA (SCK)	78.9	68.4	38	38
Sun Valley/Hailey/Ketchum, ID (SUN)	87.6	87.6	217	217
Syracuse, NY (SYR)	75.1	79.9	853	852
Tallahassee, FL (TLH)	78.9	82.3	412	412
Tampa, FL (TPA)	74.9	78.6	5274	5276
Texarkana, AR (TXK)	75.0	86.7	60	60
Toledo, OH (TOL)	94.1	94.1	17	17

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TABLE 5. ON-TIME ARRIVAL AND DEPARTURE PERCENTAGE BY AIRPORT BY REPORTING OPERATING CARRIER
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CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Traverse City, MI (TVC)	76.1	74.2	552	551
Trenton, NJ (TTN)	76.4	76.7	72	73
Tucson, AZ (TUS)	77.0	83.4	1418	1419
Tulsa, OK (TUL)	76.3	81.0	1427	1424
Twin Falls, ID (TWF)	85.9	95.3	64	64
Tyler, TX (TYR)	75.6	84.4	90	90
Valparaiso, FL (VPS)	80.5	81.5	877	877
Vero Beach, FL (VRB)	82.0	56.0	50	50
Victoria, TX (VCT)	82.4	78.4	51	51
Waco, TX (ACT)	80.0	78.9	90	90
Washington, DC (DCA)	73.8	72.7	11840	11840
Washington, DC (IAD)	81.1	83.0	4597	4571
Waterloo, IA (ALO)	72.0	80.0	25	25
Watertown, SD (ATY)	89.1	84.4	64	64
West Palm Beach/Palm Beach, FL (DJT)	75.3	75.6	1888	1889
West Yellowstone, MT (WYS)	87.3	90.1	71	71
White Plains, NY (HPN)	75.9	81.3	798	798
Wichita Falls, TX (SPS)	90.2	91.8	61	61
Wichita, KS (ICT)	77.4	80.0	969	969
Williston, ND (XWA)	83.0	82.4	135	136
Wilmington, NC (ILM)	77.5	74.5	690	690
Worcester, MA (ORH)	76.1	80.4	46	46
Wrangell, AK (WRG)	83.3	83.3	60	60
Yakutat, AK (YAK)	91.7	68.3	60	60
Yuma, AZ (YUM)	80.4	85.7	112	112

AIR TRAVEL CONSUMER REPORT

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

SEPTEMBER 2026

CARRIER[1]	AT ALL US AIRPORTS				
	NUMBER OF AIRPORTS REPORTED	FLIGHT OPERATIONS SCHEDULED	FLIGHT OPERATIONS CANCELLED	PERCENT OF OPERATIONS CANCELLED	RANK
ALLEGIANT AIR	**113**	**7036**	**6**	**0.1**	**1**
SOUTHWEST AIRLINES	**106**	**110610**	**433**	**0.4**	**2**
FRONTIER AIRLINES	**76**	**18106**	**132**	**0.7**	**3**
UNITED AIRLINES NETWORK	**236**	**128855**	**1054**	**0.8**	**4**
- UNITED AIRLINES	134	71532	520	0.7	
- BRANDED CODESHARE PARTNERS	216	57323	534	0.9	
DELTA AIR LINES NETWORK	**211**	**135459**	**1147**	**0.8**	**5**
- DELTA AIR LINES	144	85470	446	0.5	
- BRANDED CODESHARE PARTNERS	183	49989	701	1.4	
AMERICAN AIRLINES NETWORK	**234**	**167474**	**1802**	**1.1**	**6**
- AMERICAN AIRLINES	126	80751	638	0.8	
- BRANDED CODESHARE PARTNERS	217	86723	1164	1.3	
ALASKA AIRLINES NETWORK[2]	**107**	**43651**	**712**	**1.6**	**7**
- ALASKA AIRLINES	85	29305	415	1.4	
- BRANDED CODESHARE PARTNERS	58	14346	297	2.1	
JETBLUE AIRWAYS	**70**	**18986**	**405**	**2.1**	**8**
TOTAL AIRPORTS SERVED	**367**	**630,177**	**5,691**	**0.9**	

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

[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

SEPTEMBER 2026

CARRIER[1]	AT ALL US AIRPORTS				
	NUMBER OF AIRPORTS REPORTED	FLIGHT OPERATIONS SCHEDULED	FLIGHT OPERATIONS CANCELLED	PERCENT OF OPERATIONS CANCELLED	RANK
ALLEGIANT AIR	113	7036	6	0.1	1
SOUTHWEST AIRLINES	106	110610	433	0.4	2
DELTA AIR LINES	144	85470	446	0.5	3
SKYWEST AIRLINES	248	71170	396	0.6	4
UNITED AIRLINES	134	71532	520	0.7	5
FRONTIER AIRLINES	76	18106	132	0.7	6
AMERICAN AIRLINES	126	80751	638	0.8	7
ENVOY AIR	159	28111	282	1.0	8
ALASKA AIRLINES[2]	85	29305	415	1.4	9
PSA AIRLINES	94	19706	360	1.8	10
JETBLUE AIRWAYS	70	18986	405	2.1	11
REPUBLIC AIRWAYS	80	29483	831	2.8	12
TOTAL AIRPORTS SERVED	353	570,266	4,864	0.9	

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

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

AIR TRAVEL CONSUMER REPORT

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

RANK	CARRIER[1]	JANUARY- SEPTEMBER 2026			JANUARY- SEPTEMBER 2025		
		FLIGHT OPERATIONS SCHEDULED	FLIGHT OPERATIONS CANCELLED	PERCENT OF OPERATIONS CANCELLED	FLIGHT OPERATIONS SCHEDULED	FLIGHT OPERATIONS CANCELLED	PERCENT OF OPERATIONS CANCELLED
1	**ALLEGIANT AIR**	**94,478**	**693**	**0.73**	**99,261**	**440**	**0.44**
2	**SOUTHWEST AIRLINES**	**1,038,442**	**9,977**	**0.96**	**1,038,284**	**8,867**	**0.85**
3	**ALASKA AIRLINES NETWORK[2]**	**384,016**	**4,997**	**1.30**	**316,102**	**3,187**	**1.01**
	- ALASKA AIRLINES	256,911	3,010	1.17	184,097	1,984	1.08
	- BRANDED CODESHARE PARTNERS	127,105	1,987	1.56	132,005	1,203	0.91
4	**UNITED AIRLINES NETWORK**	**1,154,657**	**20,183**	**1.75**	**1,093,016**	**14,634**	**1.34**
	- UNITED AIRLINES	630,836	7,397	1.17	591,300	5,083	0.86
	- BRANDED CODESHARE PARTNERS	523,821	12,786	2.44	501,716	9,551	1.90
5	**FRONTIER AIRLINES**	**165,526**	**3,559**	**2.15**	**147,359**	**2,625**	**1.78**
6	**DELTA AIR LINES NETWORK**	**1,245,982**	**28,076**	**2.25**	**1,218,176**	**14,512**	**1.19**
	- DELTA AIR LINES	780,401	14,292	1.83	766,621	7,005	0.91
	- BRANDED CODESHARE PARTNERS	465,581	13,784	2.96	451,555	7,507	1.66
7	**AMERICAN AIRLINES NETWORK**	**1,542,991**	**46,059**	**2.99**	**1,491,300**	**38,311**	**2.57**
	- AMERICAN AIRLINES	748,169	18,204	2.43	729,485	15,060	2.06
	- BRANDED CODESHARE PARTNERS	794,822	27,855	3.50	761,815	23,251	3.05
8	**JETBLUE AIRWAYS**	**184,607**	**7,536**	**4.08**	**172,634**	**2,473**	**1.43**
	TOTAL	**5,810,699**	**121,080**	**2.08**	**5,576,132**	**85,049**	**1.53**

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

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

AIR TRAVEL CONSUMER REPORT

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

RANK	CARRIER[1]	JANUARY- SEPTEMBER 2026			JANUARY- SEPTEMBER 2025		
		FLIGHT OPERATIONS SCHEDULED	FLIGHT OPERATIONS CANCELLED	PERCENT OF OPERATIONS CANCELLED	FLIGHT OPERATIONS SCHEDULED	FLIGHT OPERATIONS CANCELLED	PERCENT OF OPERATIONS CANCELLED
1	ALLEGIANT AIR	94,478	693	0.73	99,261	440	0.44
2	SOUTHWEST AIRLINES	1,038,442	9,977	0.96	1,038,284	8,867	0.85
3	ALASKA AIRLINES[2]	256,911	3,010	1.17	184,097	1,984	1.08
4	UNITED AIRLINES	630,836	7,397	1.17	591,300	5,083	0.86
5	SKYWEST AIRLINES	648,082	10,999	1.70	630,733	7,406	1.17
6	DELTA AIR LINES	780,401	14,292	1.83	766,621	7,005	0.91
7	FRONTIER AIRLINES	165,526	3,559	2.15	147,359	2,625	1.78
8	ENVOY AIR	245,835	5,299	2.16	221,854	4,920	2.22
9	AMERICAN AIRLINES	748,169	18,204	2.43	729,485	15,060	2.06
10	JETBLUE AIRWAYS	184,607	7,536	4.08	172,634	2,473	1.43
11	REPUBLIC AIRWAYS	275,716	13,951	5.06	256,101	8,236	3.22
12	PSA AIRLINES	182,793	10,347	5.66	188,061	9,872	5.25
	TOTAL	5,251,796	105,264	2.00	5,025,790	73,971	1.47

[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

SEPTEMBER 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]	**43651**	**34511**	**79.06**	**712**	**1.63**	**81**	**0.19**	**1969**	**4.51**	**125**	**0.29**	**3243**	**7.43**	**34**	**0.08**	**2975**	**6.82**
- ALASKA AIRLINES	29305	23459	80.05	415	1.42	51	0.17	1322	4.51	73	0.25	2090	7.13	33	0.11	1863	6.36
- BRANDED CODESHARE PARTNERS	14346	11052	77.04	297	2.07	30	0.21	648	4.52	53	0.37	1153	8.04	1	0.01	1112	7.75
ALLEGIANT AIR	**7036**	**5505**	**78.24**	**6**	**0.09**	**22**	**0.31**	**346**	**4.92**	**146**	**2.08**	**409**	**5.81**	**4**	**0.06**	**598**	**8.50**
AMERICAN AIRLINES NETWORK	**167474**	**126252**	**75.39**	**1802**	**1.08**	**522**	**0.31**	**10263**	**6.13**	**1555**	**0.93**	**10395**	**6.21**	**72**	**0.04**	**16612**	**9.92**
- AMERICAN AIRLINES	80751	58774	72.78	638	0.79	299	0.37	6097	7.55	492	0.61	5265	6.52	46	0.06	9141	11.32
- BRANDED CODESHARE PARTNERS	86723	67478	77.81	1164	1.34	223	0.26	4166	4.80	1064	1.23	5130	5.92	26	0.03	7472	8.62
DELTA AIR LINES NETWORK	**135459**	**109644**	**80.94**	**1147**	**0.85**	**506**	**0.37**	**8367**	**6.18**	**1337**	**0.99**	**7823**	**5.78**	**29**	**0.02**	**6606**	**4.88**
- DELTA AIR LINES	85470	69298	81.08	446	0.52	407	0.48	5130	6.00	606	0.71	5283	6.18	16	0.02	4284	5.01
- BRANDED CODESHARE PARTNERS	49989	40346	80.71	701	1.40	99	0.20	3237	6.48	731	1.46	2540	5.08	13	0.03	2322	4.65
FRONTIER AIRLINES	**18106**	**13503**	**74.58**	**132**	**0.73**	**49**	**0.27**	**966**	**5.34**	**107**	**0.59**	**1315**	**7.26**	**0**	**0.00**	**2033**	**11.23**
JETBLUE AIRWAYS	**18986**	**13666**	**71.98**	**405**	**2.13**	**78**	**0.41**	**1170**	**6.16**	**143**	**0.75**	**2070**	**10.90**	**13**	**0.07**	**1440**	**7.58**
SOUTHWEST AIRLINES	**110610**	**80247**	**72.55**	**433**	**0.39**	**283**	**0.26**	**8976**	**8.11**	**334**	**0.30**	**5903**	**5.34**	**60**	**0.05**	**14361**	**12.98**
UNITED AIRLINES NETWORK	**128855**	**99127**	**76.93**	**1054**	**0.82**	**425**	**0.33**	**8152**	**6.33**	**714**	**0.55**	**11047**	**8.57**	**3**	**0.00**	**8334**	**6.47**
- UNITED AIRLINES	71532	54389	76.03	520	0.73	230	0.32	3901	5.45	230	0.32	7280	10.18	0	0.00	4982	6.96
- BRANDED CODESHARE PARTNERS	57323	44738	78.05	534	0.93	195	0.34	4250	7.41	484	0.84	3767	6.57	3	0.01	3352	5.85
TOTAL	**630,177**	**482,455**	**76.56**	**5,691**	**0.90**	**1,966**	**0.31**	**40,210**	**6.38**	**4,461**	**0.71**	**42,205**	**6.70**	**216**	**0.03**	**52,961**	**8.40**

*** 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.

AIR TRAVEL CONSUMER REPORT

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

SEPTEMBER 2026

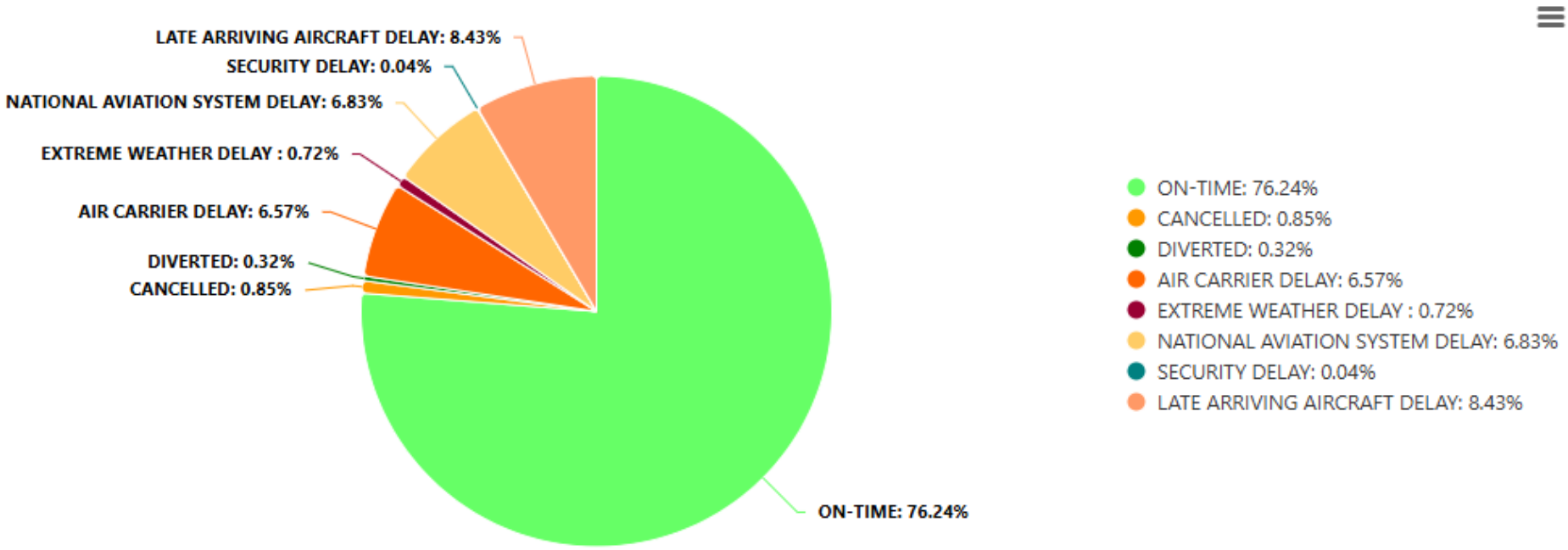
CARRIER[1]	TOTAL RECORDS	ON TIME	% ON TIME	CANCELLED	% CANCELLED	DIVERTED	% DIVERTED	AIR CARRIER DELAY	% AIR CARRIER DELAY	EXTREME WEATHER DELAY	% EXTREME WEATHER DELAY	NATIONAL AVIATION SYSTEM DELAY	% NATIONAL AVIATION SYSTEM DELAY	SECURITY DELAY	% SECURITY DELAY	LATE ARRIVING AIRCRAFT DELAY	% LATE ARRIVING AIRCRAFT DELAY
ALASKA AIRLINES[2]	29305	23459	80.05	415	1.42	51	0.17	1322	4.51	73	0.25	2090	7.13	33	0.11	1863	6.36
ALLEGIANT AIR	7036	5505	78.24	6	0.09	22	0.31	346	4.92	146	2.08	409	5.81	4	0.06	598	8.50
AMERICAN AIRLINES	80751	58774	72.78	638	0.79	299	0.37	6097	7.55	492	0.61	5265	6.52	46	0.06	9141	11.32
DELTA AIR LINES	85470	69298	81.08	446	0.52	407	0.48	5130	6.00	606	0.71	5283	6.18	16	0.02	4284	5.01
ENVOY AIR	28111	22338	79.46	282	1.00	41	0.15	1039	3.70	376	1.34	1655	5.89	7	0.02	2373	8.44
FRONTIER AIRLINES	18106	13503	74.58	132	0.73	49	0.27	966	5.34	107	0.59	1315	7.26	0	0.00	2033	11.23
JETBLUE AIRWAYS	18986	13666	71.98	405	2.13	78	0.41	1170	6.16	143	0.75	2070	10.90	13	0.07	1440	7.58
PSA AIRLINES	19706	14983	76.03	360	1.83	59	0.30	1055	5.35	163	0.83	1068	5.42	8	0.04	2010	10.20
REPUBLIC AIRWAYS	29483	22026	74.71	831	2.82	81	0.27	1173	3.98	183	0.62	2773	9.41	3	0.01	2413	8.18
SKYWEST AIRLINES	71170	56570	79.49	396	0.56	211	0.30	6292	8.84	1259	1.77	3821	5.37	22	0.03	2599	3.65
SOUTHWEST AIRLINES	110610	80247	72.55	433	0.39	283	0.26	8976	8.11	334	0.30	5903	5.34	60	0.05	14361	12.98
UNITED AIRLINES	71532	54389	76.03	520	0.73	230	0.32	3901	5.45	230	0.32	7280	10.18	0	0.00	4982	6.96
TOTAL	570,266	434,758	76.24	4,864	0.85	1,811	0.32	37,466	6.57	4,111	0.72	38,931	6.83	213	0.04	48,099	8.43

*** 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.

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

SEPTEMBER 2026

MARKETING CARRIER	OPERATING CARRIER	FLIGHT NUMBER	ORIGIN AIRPORT	DESTINATION AIRPORT	DATE OF FLIGHT	LOCATION OF LONGEST TARMAC DELAY	LENGTH OF TARMAC DELAY
UNITED	UNITED	1962	LAX	ORD	9/18/2026	Diversion Airport (IND)	3:55
DELTA	DELTA	1271	FLL	ATL	9/18/2026	Origin Airport	3:53
JETBLUE	JETBLUE	119	JFK	ATL	9/11/2026	Diversion Airport (HSV)	3:32
DELTA	DELTA	2063	FLL	ATL	9/7/2026	Origin Airport	3:28
ALLEGIANT	ALLEGIANT	2928	CHA	SFB	9/4/2026	Destination Airport	3:24
UNITED	UNITED	1640	FAI	ORD	9/18/2026	Diversion Airport (IND)	3:23
ALLEGIANT	ALLEGIANT	1285	TYS	SFB	9/4/2026	Destination Airport	3:20
UNITED	UNITED	1627	LAS	IAH	9/28/2026	Origin Airport	3:12
DELTA	DELTA	2063	ATL	FLL	9/18/2026	Destination Airport	3:10
DELTA	DELTA	1401	BOS	FLL	9/20/2026	Destination Airport	3:09
JETBLUE	JETBLUE	955	JFK	DCA	9/1/2026	Origin Airport	3:05
DELTA	DELTA	673	MSP	FLL	9/20/2026	Destination Airport	3:03
DELTA	DELTA	673	MSP	FLL	9/18/2026	Destination Airport	3:01

Note: **Tarmac delays of more than 3 hours on any domestic flight based on reports from all carriers operating domestic flights within the U.S. (Part 234 and 244).**

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

AIR TRAVEL CONSUMER REPORT

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

SEPTEMBER 2026

MARKETING CARRIER	OPERATING CARRIER	FLIGHT NUMBER	ORIGIN AIRPORT	DESTINATION AIRPORT	DATE OF FLIGHT	LOCATION OF LONGEST TARMAC DELAY	LENGTH OF TARMAC DELAY
AVIANCA	AVIANCA	30	MDE	MIA	9/6/2026	Diversion Airport (DJT)	5:18
UNITED	UNITED	123	LHR	EWR	9/21/2026	Diversion Airport (SWF)	4:25
AMERICAN	AMERICAN	2996	MEX	JFK	9/25/2026	Diversion Airport (CLT)	4:24

***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]	SEPTEMBER 2026			SEPTEMBER 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**	**188,954**	**454**	**0.24**	**311,689**	**338**	**0.11**
2	**SOUTHWEST AIRLINES**	**7,558,259**	**20,403**	**0.27**	**7,597,617**	**21,834**	**0.29**
3	**DELTA AIR LINES NETWORK**	**8,442,660**	**25,821**	**0.31**	**8,075,954**	**23,930**	**0.30**
	- DELTA AIR LINES	6,689,032	21,349	0.32	6,351,538	20,024	0.32
	- BRANDED CODESHARE PARTNERS	1,753,628	4,472	0.26	1,724,416	3,906	0.23
4	**JETBLUE AIRWAYS**	**908,129**	**3,109**	**0.34**	**865,924**	**2,412**	**0.28**
5	**ALASKA AIRLINES NETWORK[2]**	**2,850,713**	**11,378**	**0.40**	**2,271,338**	**11,550**	**0.51**
	- ALASKA AIRLINES	2,365,135	9,469	0.40	1,750,210	8,811	0.50
	- BRANDED CODESHARE PARTNERS	485,578	1,909	0.39	521,128	2,739	0.53
6	**AMERICAN AIRLINES NETWORK**	**8,786,281**	**42,941**	**0.49**	**8,614,039**	**45,064**	**0.52**
	- AMERICAN AIRLINES	5,398,319	29,445	0.55	5,304,357	30,919	0.58
	- BRANDED CODESHARE PARTNERS	3,387,962	13,496	0.40	3,309,682	14,145	0.43
7	**FRONTIER AIRLINES**	**681,935**	**3,434**	**0.50**	**687,261**	**2,670**	**0.39**
8	**UNITED AIRLINES NETWORK**	**6,216,781**	**32,422**	**0.52**	**6,107,987**	**29,861**	**0.49**
	- UNITED AIRLINES	4,666,335	23,623	0.51	4,476,487	22,137	0.49
	- BRANDED CODESHARE PARTNERS	1,550,446	8,799	0.57	1,631,500	7,724	0.47
	TOTAL	**35,633,712**	**139,962**	**0.39**	**34,531,809**	**137,659**	**0.40**

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

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

AIR TRAVEL CONSUMER REPORT

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

RANK	CARRIER[1]	JANUARY - SEPTEMBER 2026			JANUARY - SEPTEMBER 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**	**4,895,510**	**6,342**	**0.13**	**4,807,362**	**4,181**	**0.09**
2	**SOUTHWEST AIRLINES**	**71,114,076**	**228,623**	**0.32**	**84,681,908**	**332,218**	**0.39**
3	**JETBLUE AIRWAYS**	**10,712,829**	**36,488**	**0.34**	**10,220,955**	**31,633**	**0.31**
4	**DELTA AIR LINES NETWORK**	**78,690,562**	**286,885**	**0.36**	**76,938,706**	**326,100**	**0.42**
	- DELTA AIR LINES	62,450,512	235,982	0.38	60,951,379	272,484	0.45
	- BRANDED CODESHARE PARTNERS	16,240,050	50,903	0.31	15,987,327	53,616	0.34
5	**ALASKA AIRLINES NETWORK[2]**	**26,968,209**	**135,971**	**0.50**	**21,304,550**	**108,300**	**0.51**
	- ALASKA AIRLINES	22,358,445	112,116	0.50	16,488,216	82,135	0.50
	- BRANDED CODESHARE PARTNERS	4,609,764	23,855	0.52	4,816,334	26,165	0.54
6	**FRONTIER AIRLINES**	**7,236,971**	**37,912**	**0.52**	**7,116,694**	**26,994**	**0.38**
7	**AMERICAN AIRLINES NETWORK**	**83,263,071**	**546,430**	**0.66**	**82,979,651**	**564,820**	**0.68**
	- AMERICAN AIRLINES	52,245,748	374,059	0.72	51,950,048	381,638	0.73
	- BRANDED CODESHARE PARTNERS	31,017,323	172,371	0.56	31,029,603	183,182	0.59
8	**UNITED AIRLINES NETWORK**	**59,351,224**	**407,700**	**0.69**	**57,914,602**	**428,520**	**0.74**
	- UNITED AIRLINES	44,559,415	295,818	0.66	42,425,358	308,398	0.73
	- BRANDED CODESHARE PARTNERS	14,791,809	111,882	0.76	15,489,244	120,122	0.78
	TOTAL	**342,232,452**	**1,686,351**	**0.49**	**345,964,428**	**1,822,766**	**0.53**

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

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

AIR TRAVEL CONSUMER REPORT

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

RANK	CARRIER[1]	SEPTEMBER 2026			SEPTEMBER 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	188,954	454	0.24	311,689	338	0.11
2	SOUTHWEST AIRLINES	7,558,259	20,403	0.27	7,597,617	21,834	0.29
3	DELTA AIR LINES	6,689,032	21,349	0.32	6,351,538	20,024	0.32
4	PSA AIRLINES	1,017,287	3,376	0.33	1,018,811	3,466	0.34
5	JETBLUE AIRWAYS	908,129	3,109	0.34	865,924	2,412	0.28
6	SKYWEST AIRLINES	2,403,026	9,191	0.38	2,475,245	9,224	0.37
7	ALASKA AIRLINES[2]	2,365,135	9,469	0.40	1,750,210	8,811	0.50
8	REPUBLIC AIRWAYS	797,716	3,381	0.42	763,695	2,882	0.38
9	FRONTIER AIRLINES	681,935	3,434	0.50	687,261	2,670	0.39
10	UNITED AIRLINES	4,666,335	23,623	0.51	4,476,487	22,137	0.49
11	ENVOY AIR	934,019	4,739	0.51	867,281	4,802	0.55
12	AMERICAN AIRLINES	5,398,319	29,445	0.55	5,304,357	30,919	0.58
	TOTAL	33,608,146	131,973	0.39	32,470,115	129,519	0.40

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

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

AIR TRAVEL CONSUMER REPORT

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

RANK	CARRIER[1]	JANUARY - SEPTEMBER 2026			JANUARY - SEPTEMBER 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	4,895,510	6,342	0.13	4,807,362	4,181	0.09
2	SOUTHWEST AIRLINES	71,114,076	228,623	0.32	84,681,908	332,218	0.39
3	JETBLUE AIRWAYS	10,712,829	36,488	0.34	10,220,955	31,633	0.31
4	DELTA AIR LINES	62,450,512	235,982	0.38	60,951,379	272,484	0.45
5	PSA AIRLINES	9,186,840	41,018	0.45	9,677,597	50,328	0.52
6	ALASKA AIRLINES[2]	22,358,445	112,116	0.50	16,488,216	82,135	0.50
7	FRONTIER AIRLINES	7,236,971	37,912	0.52	7,116,694	26,994	0.38
8	SKYWEST AIRLINES	22,450,547	118,737	0.53	22,820,090	122,950	0.54
9	REPUBLIC AIRWAYS	7,527,919	40,968	0.54	7,303,046	37,707	0.52
10	UNITED AIRLINES	44,559,415	295,818	0.66	42,425,358	308,398	0.73
11	ENVOY AIR	8,174,968	56,099	0.69	7,723,935	54,549	0.71
12	AMERICAN AIRLINES	52,245,748	374,059	0.72	51,950,048	381,638	0.73
	TOTAL	322,913,780	1,584,162	0.49	326,166,588	1,705,215	0.52

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

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

MISHANDLED WHEELCHAIRS AND SCOOTERS

The Department revised 14 CFR 234 to require airlines classified as “reporting carriers” to report mishandled wheelchair and scooter data in aircraft cargo compartments. Pursuant to the FAA Reauthorization Act of 2018, this requirement applies to operations on and after December 4, 2018. For flights on January 1, 2019, and after, airlines must also report this data for their branded codeshare partners.

AIR TRAVEL CONSUMER REPORT

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

RANK	CARRIER[1]	SEPTEMBER 2026			SEPTEMBER 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
	DELTA AIR LINES NETWORK	**11,457**	**29**	**0.25**	**12,845**	**41**	**0.32**
1	*- DELTA AIR LINES*	8,802	24	0.27	9,559	37	0.39
	- BRANDED CODESHARE PARTNERS	2,655	5	0.19	3,286	4	0.12
2	**ALLEGIANT AIR**	**2,205**	**16**	**0.73**	**2,385**	**12**	**0.50**
3	**SOUTHWEST AIRLINES**	**24,530**	**279**	**1.14**	**24,045**	**286**	**1.19**
	AMERICAN AIRLINES NETWORK	**14,728**	**171**	**1.16**	**13,496**	**196**	**1.45**
4	*- AMERICAN AIRLINES*	10,179	129	1.27	9,515	157	1.65
	- BRANDED CODESHARE PARTNERS	4,549	42	0.92	3,981	39	0.98
	UNITED AIRLINES NETWORK	**12,063**	**152**	**1.26**	**13,623**	**143**	**1.05**
5	*- UNITED AIRLINES*	9,588	125	1.30	10,571	119	1.13
	- BRANDED CODESHARE PARTNERS	2,475	27	1.09	3,052	24	0.79
6	**JETBLUE AIRWAYS**	**2,560**	**33**	**1.29**	**2,392**	**25**	**1.05**
7	**FRONTIER AIRLINES**	**4,286**	**59**	**1.38**	**2,953**	**48**	**1.63**
	ALASKA AIRLINES NETWORK[2]	**5,267**	**78**	**1.48**	**4,432**	**59**	**1.33**
8	*- ALASKA AIRLINES*	4,622	69	1.49	3,825	54	1.41
	- BRANDED CODESHARE PARTNERS	645	9	1.40	607	5	0.82
	TOTAL	**77,096**	**817**	**1.06**	**76,171**	**810**	**1.06**

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

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

AIR TRAVEL CONSUMER REPORT

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

RANK	CARRIER[1]	JANUARY - SEPTEMBER 2026			JANUARY - SEPTEMBER 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
	DELTA AIR LINES NETWORK	**105,559**	**373**	**0.35**	**109,970**	**477**	**0.43**
1	*- DELTA AIR LINES*	81,791	314	0.38	83,658	393	0.47
	- BRANDED CODESHARE PARTNERS	23,768	59	0.25	26,312	84	0.32
2	**ALLEGIANT AIR**	**23,959**	**157**	**0.66**	**23,221**	**177**	**0.76**
3	**SOUTHWEST AIRLINES**	**190,593**	**2,228**	**1.17**	**193,260**	**2,367**	**1.22**
	UNITED AIRLINES NETWORK	**105,534**	**1,269**	**1.20**	**111,910**	**1,180**	**1.05**
4	*- UNITED AIRLINES*	83,736	1,031	1.23	86,294	955	1.11
	- BRANDED CODESHARE PARTNERS	21,798	238	1.09	25,616	225	0.88
	AMERICAN AIRLINES NETWORK	**123,037**	**1,526**	**1.24**	**116,143**	**1,639**	**1.41**
5	*- AMERICAN AIRLINES*	87,233	1,135	1.30	81,776	1,214	1.48
	- BRANDED CODESHARE PARTNERS	35,804	391	1.09	34,367	425	1.24
	ALASKA AIRLINES NETWORK[2]	**45,860**	**611**	**1.33**	**31,484**	**423**	**1.34**
6	*- ALASKA AIRLINES*	40,454	557	1.38	26,793	357	1.33
	- BRANDED CODESHARE PARTNERS	5,406	54	1.00	4,691	66	1.41
7	**JETBLUE AIRWAYS**	**25,074**	**355**	**1.42**	**21,815**	**306**	**1.40**
8	**FRONTIER AIRLINES**	**38,508**	**585**	**1.52**	**28,058**	**388**	**1.38**
	TOTAL	**658,124**	**7,104**	**1.08**	**635,861**	**6,957**	**1.09**

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

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

AIR TRAVEL CONSUMER REPORT

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

RANK	CARRIER[1]	SEPTEMBER 2026			SEPTEMBER 2025		
		NUMBER OF WHEELCHAIRS AND SCOOTERS ENPLANED	NUMBER OF WHEELCHAIRS AND SCOOTERS MISHANDLED	NUMBER OF WHEELCHAIRS AND SCOOTERS MISHANDLED PER 100 ENPLANED	NUMBER OF WHEELCHAIRS AND SCOOTERS ENPLANED	NUMBER OF WHEELCHAIRS AND SCOOTERS MISHANDLED	NUMBER OF WHEELCHAIRS AND SCOOTERS MISHANDLED PER 100 ENPLANED
1	DELTA AIR LINES	8,802	24	0.27	9,559	37	0.39
2	ENVOY AIR	1,691	12	0.71	1,393	13	0.93
3	ALLEGIANT AIR	2,205	16	0.73	2,385	12	0.50
4	REPUBLIC AIRWAYS	1,214	10	0.82	1,251	13	1.04
5	SKYWEST AIRLINES	3,385	28	0.83	3,843	27	0.70
6	PSA AIRLINES	1,067	9	0.84	990	11	1.11
7	SOUTHWEST AIRLINES	24,530	279	1.14	24,045	286	1.19
8	AMERICAN AIRLINES	10,179	129	1.27	9,515	157	1.65
9	JETBLUE AIRWAYS	2,560	33	1.29	2,392	25	1.05
10	UNITED AIRLINES	9,588	125	1.30	10,571	119	1.13
11	FRONTIER AIRLINES	4,286	59	1.38	2,953	48	1.63
12	ALASKA AIRLINES[2]	4,622	69	1.49	3,825	54	1.41
	TOTAL	74,129	793	1.07	72,722	802	1.10

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

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

AIR TRAVEL CONSUMER REPORT

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

RANK	CARRIER[1]	JANUARY - SEPTEMBER 2026			JANUARY - SEPTEMBER 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	81,791	314	0.38	83,658	393	0.47
2	ALLEGIANT AIR	23,959	157	0.66	23,221	177	0.76
3	REPUBLIC AIRWAYS	10,214	84	0.82	10,433	115	1.10
4	SKYWEST AIRLINES	30,179	265	0.88	32,802	249	0.76
5	ENVOY AIR	12,818	118	0.92	11,542	146	1.26
6	SOUTHWEST AIRLINES	190,593	2,228	1.17	193,260	2,367	1.22
7	PSA AIRLINES	8,244	101	1.23	8,418	111	1.32
8	UNITED AIRLINES	83,736	1,031	1.23	86,294	955	1.11
9	AMERICAN AIRLINES	87,233	1,135	1.30	81,776	1,214	1.48
10	ALASKA AIRLINES[2]	40,454	557	1.38	26,793	357	1.33
11	JETBLUE AIRWAYS	25,074	355	1.42	21,815	306	1.40
12	FRONTIER AIRLINES	38,508	585	1.52	28,058	388	1.38
	TOTAL	632,803	6,930	1.10	608,070	6,778	1.11

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

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

OVERSALES

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

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

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

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

AIR TRAVEL CONSUMER REPORT

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

		JULY- SEPTEMBER 2026				JULY- SEPTEMBER 2025			
RANK	CARRIER[1]	DENIED BOARDINGS (DB'S)		ENPLANED PASSENGERS	INVOLUNTARY DB's PER 10,000 PASSENGERS	DENIED BOARDINGS (DB'S)		ENPLANED PASSENGERS	INVOLUNTARY DB's PER 10,000 PASSENGERS
		VOLUNTARY	INVOLUNTARY			VOLUNTARY	INVOLUNTARY		
	DELTA AIR LINES NETWORK	**49,231**	**0**	**58,809,832**	**0.00**	**32,246**	**0**	**49,515,764**	**0.00**
1	*- DELTA AIR LINES*	40,117	0	49,874,401	0.00	20,433	0	40,418,868	0.00
	- BRANDED CODESHARE PARTNERS	9,114	0	8,935,431	0.00	11,813	0	9,096,896	0.00
2	**ALLEGIANT AIR**	**109**	**0**	**4,648,426**	**0.00**	**252**	**0**	**4,629,834**	**0.00**
3	**SOUTHWEST AIRLINES**	**2,618**	**46**	**43,247,231**	**0.01**	**2,509**	**94**	**43,728,592**	**0.02**
	UNITED AIRLINES NETWORK	**18,611**	**154**	**43,948,215**	**0.04**	**14,685**	**124**	**42,718,248**	**0.03**
4	*- UNITED AIRLINES*	11,752	120	35,009,005	0.03	8,447	84	33,561,280	0.03
	- BRANDED CODESHARE PARTNERS	6,859	34	8,939,210	0.04	6,238	40	9,156,968	0.04
	ALASKA AIRLINES NETWORK[2]	**4,963**	**102**	**15,315,267**	**0.07**	**4,629**	**143**	**12,476,646**	**0.11**
5	*- ALASKA AIRLINES*	3,274	65	12,560,028	0.05	2,711	82	9,477,971	0.09
	- BRANDED CODESHARE PARTNERS	1,689	37	2,755,239	0.13	1,918	61	2,998,675	0.20
	AMERICAN AIRLINES NETWORK	**26,873**	**684**	**53,123,518**	**0.13**	**24,245**	**4,318**	**53,402,394**	**0.81**
6	*- AMERICAN AIRLINES*	13,718	208	38,544,403	0.05	15,086	2,042	38,816,718	0.53
	- BRANDED CODESHARE PARTNERS	13,155	476	14,579,115	0.33	9,159	2,276	14,585,676	1.56
7	**JETBLUE AIRWAYS**	**1,679**	**137**	**9,029,276**	**0.15**	**844**	**45**	**8,724,733**	**0.05**
8	**FRONTIER AIRLINES**	**841**	**2,514**	**9,347,923**	**2.69**	**439**	**2,141**	**8,016,962**	**2.67**
	TOTAL	**104,925**	**3,637**	**237,469,688**	**0.15**	**79,849**	**6,865**	**223,213,173**	**0.31**

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

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

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

AIR TRAVEL CONSUMER REPORT

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

		JANUARY- SEPTEMBER 2026				JANUARY- SEPTEMBER 2025			
RANK	CARRIER[1]	DENIED BOARDINGS (DB'S)		ENPLANED PASSENGERS	INVOLUNTARY DB's PER 10,000 PASSENGERS	DENIED BOARDINGS (DB'S)		ENPLANED PASSENGERS	INVOLUNTARY DB's PER 10,000 PASSENGERS
		VOLUNTARY	INVOLUNTARY			VOLUNTARY	INVOLUNTARY		
	DELTA AIR LINES NETWORK	**106,308**	**0**	**150,578,350**	**0.00**	**100,991**	**0**	**140,660,867**	**0.00**
1	*- DELTA AIR LINES*	84,858	0	124,940,303	0.00	65,280	0	115,023,200	0.00
	- BRANDED CODESHARE PARTNERS	21,450	0	25,638,047	0.00	35,711	0	25,637,667	0.00
2	**ALLEGIANT AIR**	**426**	**0**	**14,150,303**	**0.00**	**563**	**0**	**14,208,165**	**0.00**
3	**SOUTHWEST AIRLINES**	**7,353**	**168**	**124,749,640**	**0.01**	**9,395**	**196**	**124,886,299**	**0.02**
	UNITED AIRLINES NETWORK	**42,211**	**261**	**125,381,418**	**0.02**	**37,798**	**235**	**120,296,476**	**0.02**
4	*- UNITED AIRLINES*	25,066	194	99,616,294	0.02	20,162	149	94,396,453	0.02
	- BRANDED CODESHARE PARTNERS	17,145	67	25,765,124	0.03	17,636	86	25,900,023	0.03
	ALASKA AIRLINES NETWORK[2]	**13,219**	**334**	**42,600,413**	**0.08**	**11,072**	**297**	**33,993,623**	**0.09**
5	*- ALASKA AIRLINES*	8,115	194	34,822,311	0.06	5,847	153	25,542,248	0.06
	- BRANDED CODESHARE PARTNERS	5,104	140	7,778,102	0.18	5,225	144	8,451,375	0.17
6	**JETBLUE AIRWAYS**	**3,264**	**259**	**26,165,402**	**0.10**	**2,534**	**133**	**25,327,457**	**0.05**
	AMERICAN AIRLINES NETWORK	**69,794**	**5,931**	**154,427,106**	**0.38**	**59,984**	**11,481**	**153,617,513**	**0.75**
7	*- AMERICAN AIRLINES*	36,456	2,282	112,580,648	0.20	33,210	5,497	111,745,908	0.49
	- BRANDED CODESHARE PARTNERS	33,338	3,649	41,846,458	0.87	26,774	5,984	41,871,605	1.43
8	**FRONTIER AIRLINES**	**2,172**	**4,989**	**26,777,568**	**1.86**	**1,541**	**6,569**	**23,909,073**	**2.75**
	TOTAL	**244,747**	**11,942**	**664,830,200**	**0.18**	**223,878**	**18,911**	**636,899,473**	**0.30**

[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 (QUARTERLY)

JULY- SEPTEMBER 2026						JULY- SEPTEMBER 2025			
RANK	CARRIER[1]	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	40,117	0	49,874,401	0.00	20,433	0	40,418,868	0.00
2	ALLEGIANT AIR	109	0	4,648,426	0.00	252	0	4,629,834	0.00
3	SOUTHWEST AIRLINES	2,618	46	43,247,231	0.01	2,509	94	43,728,592	0.02
4	UNITED AIRLINES	11,752	120	35,009,005	0.03	8,447	84	33,561,280	0.03
5	ALASKA AIRLINES[2]	3,274	65	12,560,028	0.05	2,711	82	9,477,971	0.09
6	AMERICAN AIRLINES	13,718	208	38,544,403	0.05	15,086	2,042	38,816,718	0.53
7	SKYWEST AIRLINES	9,381	120	11,436,288	0.10	10,832	381	11,855,546	0.32
8	JETBLUE AIRWAYS	1,679	137	9,029,276	0.15	844	45	8,724,733	0.05
9	ENVOY AIRLINES	1,497	86	5,181,215	0.17	1,475	367	4,910,814	0.75
10	REPUBLIC AIRWAYS	5,937	93	5,385,581	0.17	5,412	644	5,397,456	1.19
11	PSA AIRLINES	3,508	100	3,370,249	0.30	1,913	4443	3,509,170	1.26
12	FRONTIER AIRLINES	841	2,514	9,347,923	2.69	439	2,141	8,016,962	2.67
	TOTAL	94,431	3,489	227,634,026	0.15	70,353	6,323	213,047,944	0.30

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

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

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

AIR TRAVEL CONSUMER REPORT

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

JANUARY- SEPTEMBER 2026						JANUARY- SEPTEMBER 2025			
RANK	CARRIER[1]	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	84,858	0	124,940,303	0.00	65,280	0	115,023,200	0.00
2	ALLEGIANT AIR	426	0	14,150,303	0.00	563	0	14,208,165	0.00
3	SOUTHWEST AIRLINES	7,353	168	124,749,640	0.01	9,395	196	124,886,299	0.02
4	UNITED AIRLINES	25,066	194	99,616,294	0.02	20,162	149	94,396,453	0.02
5	ALASKA AIRLINES[2]	8,115	194	34,822,311	0.06	5,847	153	25,542,248	0.06
6	JETBLUE AIRWAYS	3,264	259	26,165,402	0.10	2,534	133	25,327,457	0.05
7	AMERICAN AIRLINES	36,456	2,282	112,580,648	0.20	33,210	5,497	111,745,908	0.49
8	SKYWEST AIRLINES	25,601	718	32,691,369	0.22	30,519	850	33,288,058	0.26
9	REPUBLIC AIRWAYS	11,421	544	15,710,509	0.35	13,476	1,392	15,335,107	0.91
10	ENVOY AIR	4,701	687	14,429,169	0.48	4,705	1,000	13,701,205	0.73
11	PSA AIRLINES	7,841	888	9,756,761	0.91	5,700	1,314	10,465,860	1.26
10	FRONTIER AIRLINES	2,172	4,989	26,777,568	1.86	1,541	6,569	23,909,073	2.75
	TOTAL	217,274	10,923	636,390,277	0.17	192,932	17,253	607,829,033	0.28

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

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

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 (Includes sub-categories like Family Seating); (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

	SEPTEMBER 2026			SEPTEMBER 2025		
	COMPLAINTS	COMPLIMENTS	COMMENTS	COMPLAINTS	COMPLIMENTS	COMMENTS
U.S. Airlines	4,775	3	49	-	-	-
Foreign Airlines	2,466	0	21	-	-	-
Travel Agents	473	2	5	-	-	-
INDUSTRY TOTALS	**7,714**	**5**	**75**	**-**	**-**	**-**

AIR TRAVEL CONSUMER REPORT

TABLE 1 (YTD)

CONSUMER COMPLAINT CASES, COMPLIMENTS, AND COMMENTS: SUMMARY

	JANUARY - SEPTEMBER 2026			JANUARY - SEPTEMBER 2025		
	COMPLAINTS	COMPLIMENTS	COMMENTS	COMPLAINTS	COMPLIMENTS	COMMENTS
U.S. Airlines	45,776	37	451	-	-	-
Foreign Airlines	19,066	16	158	-	-	-
Travel Agents	3,496	15	30	-	-	-
INDUSTRY TOTALS	**68,338**	**68**	**639**	**-**	**-**	**-**

AIR TRAVEL CONSUMER REPORT

TABLE 2

CONSUMER COMPLAINT CASES: CATEGORIES[1]

		SEPTEMBER 2026			SEPTEMBER 2025		
COMPLAINT CATEGORY		RANKING	COMPLAINTS[2]	SUB-CATEGORY	RANKING	COMPLAINTS[2]	SUB-CATEGORY
Refund		1	2,118		-	-	-
Flight Schedule		2	1,443		-	-	-
	Cancellation			507	-	-	-
	Delay			485	-	-	-
	Misconnection			153	-	-	-
	Tarmac Delay			103	-	-	-
	Other Flight Problems			194	-	-	-
Baggage/Luggage		3	1,263		-	-	-
Reservations/Tktg/Brdg		4	769		-	-	-
Customer Service		5	535		-	-	-
	Family Seating			23	-	-	-
	Other Customer Service			511	-	-	-
Other		6	475		-	-	-
	Frequent Flyer			50	-	-	-
	Other			425	-	-	-
Disability		7	350		-	-	-
Fees/Fares		8	348		-	-	-
Bumping/Oversales		9	271		-	-	-
Advertising		10	107		-	-	-
Discrimination		11	18		-	-	-
Animals/Pets[3]		12	17		-	-	-
COMPLAINT TOTAL			**7,714**		-	**-**	**-**

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

AIR TRAVEL CONSUMER REPORT

TABLE 2 (YTD)

CONSUMER COMPLAINT CASES: CATEGORIES[1]

		JANUARY - SEPTEMBER 2026			JANUARY - SEPTEMBER 2025		
COMPLAINT CATEGORY		RANKING	COMPLAINTS[2]	SUB-CATEGORY	RANKING	COMPLAINTS[2]	SUB-CATEGORY
Refund		1	19,467		-	-	-
Flight Schedule		2	14,882		-	-	-
	Cancellation			5,914	-	-	-
	Delay			4,689	-	-	-
	Misconnection			1,488	-	-	-
	Tarmac Delay			821	-	-	-
	Other Flight Problems			1,964	-	-	-
Baggage/Luggage		3	10,170		-	-	-
Reservations/Tktg/Brdg		4	6,181		-	-	-
Customer Service		5	4,203		-	-	-
	Family Seating			271	-	-	-
	Other Customer Service			3,925	-	-	-
Other		6	3,981		-	-	-
	Frequent Flyer			294	-	-	-
	Other			3,687	-	-	-
Fees/Fares		7	2,886		-	-	-
Bumping/Oversales		8	2,614		-	-	-
Disability		9	2,511		-	-	-
Advertising		10	742		-	-	-
Discrimination		11	556		-	-	-
Animals/Pets[3]		12	145		-	-	-
COMPLAINT TOTAL			**68,338**		-	**-**	**-**

[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]

SEPTEMBER 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	419	62	111	42	358	203	108	55	9	2	4	106	1,479
Alaska Airlines[3]	26	6	8	6	33	27	9	13	0	2	1	12	143
Allegiant Air	13	0	3	1	10	8	5	6	2	0	0	2	50
Avelo Airlines	6	0	2	3	20	5	2	2	3	0	0	0	43
Breeze Airways	4	0	8	3	5	14	2	7	1	0	0	2	46
Cape Air	1	0	1	0	2	1	1	0	0	0	0	0	6
Contour Airlines	1	0	0	0	1	2	0	1	0	0	0	0	5
Delta Air Lines	165	25	50	26	150	140	60	58	6	0	2	63	745
Frontier Airlines	111	42	71	22	126	87	41	11	8	0	1	32	552
JetBlue	155	10	36	24	120	32	45	15	8	3	0	35	483
Southwest Airlines	43	9	20	6	33	18	34	36	3	0	0	12	214
Sun Country Airlines	4	0	1	1	6	3	1	0	0	0	0	1	17
Spirit Airlines	0	0	0	1	6	0	0	0	0	0	0	0	7
United Airlines	215	37	86	38	237	130	87	61	9	4	1	64	969
Other U.S. Airline	3	0	0	1	2	4	1	1	2	0	0	2	16
TOTAL September 2026	**1,166**	**191**	**397**	**174**	**1,109**	**674**	**396**	**266**	**51**	**11**	**9**	**331**	**4,775**
% of TOTAL COMPLAINTS	24.4%	4.0%	8.3%	3.6%	23.2%	14.1%	8.3%	5.6%	1.1%	0.2%	0.2%	6.9%	100%
TOTAL September 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.

TABLE 3 (YTD)

AIR TRAVEL CONSUMER REPORT
CONSUMER COMPLAINT CASES: U.S. AIRLINES[1] [2] / JANUARY - SEPTEMBER 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	4,209	588	928	367	3,657	1,732	911	529	85	106	20	881	14,013
Alaska Airlines[3]	277	69	156	51	295	236	152	91	19	25	15	130	1516
Allegiant Air	173	8	41	17	117	80	63	74	6	8	6	54	647
Avelo Airlines	62	4	35	24	214	42	26	11	5	2	0	17	442
Advanced Air	1	0	1	0	0	1	0	0	0	0	0	12	15
Atlas Air	5	0	0	0	0	0	0	0	0	0	0	0	5
Aleutian Airlines	2	2	0	0	0	1	0	0	0	0	0	1	6
Breeze Airways	78	10	38	20	87	169	31	26	5	4	0	28	496
Cape Air	2	0	1	0	6	1	1	0	0	0	0	0	11
Contour Airlines	17	3	0	1	12	19	1	2	1	1	0	0	57
Delta Air Lines	1,723	289	554	217	1,442	1,401	477	329	72	73	17	513	7,107
Denver Air Connection	3	0	0	0	1	3	0	0	0	0	0	0	7
Frontier Airlines	1,271	398	585	234	1,386	857	379	162	96	59	7	344	5,778
JetBlue	1,272	92	256	128	903	302	282	149	40	32	3	234	3,693
JSX	2	0	0	0	0	2	1	0	1	0	0	1	7
Southwest Airlines	383	94	189	73	336	241	254	209	32	45	7	156	2,019
Sun Country Airlines	68	6	8	7	40	22	18	7	1	3	1	15	196
Spirit Airlines	658	89	141	74	726	164	89	45	8	13	3	95	2,105
SkyWest Airlines	3	0	0	1	0	1	2	0	0	0	0	1	8
Southern Airways Express	3	0	1	0	4	2	3	2	0	1	0	0	16
United Airlines	1,796	226	609	280	2,119	960	586	346	60	78	16	524	7,600
Other U.S. Airline	4	0	0	2	11	5	3	1	2	0	0	4	32
TOTAL Jan - Sep 2026	**12,012**	**1,878**	**3,543**	**1,496**	**11,356**	**6,241**	**3,279**	**1,983**	**433**	**450**	**95**	**3,010**	**45,776**
% of TOTAL COMPLAINTS	26.2%	4.1%	7.7%	3.3%	24.8%	13.6%	7.2%	4.3%	0.9%	1.0%	0.2%	6.6%	100%
TOTAL Jan - Sep 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]

SEPTEMBER 2026

FOREIGN AIRLINES	FLIGHT PRBLMS.	DENIED BRDG.	RESV. TKTG. BRDG.	FEES FARES	REFUNDS	BAGGAGE	CUST. SVC.	DISAB.	ADVERT.	DISCRIM.	ANIMALS	OTHER	TOTAL
Austrian	0	0	1	0	7	5	1	1	0	0	0	0	15
Asiana Airlines	2	0	0	0	0	3	1	1	0	0	0	1	8
Air Canada	22	4	12	0	24	22	6	4	2	0	0	2	98
Air China	1	0	0	2	2	1	0	0	0	0	0	1	7
Avianca	7	3	8	3	25	17	4	2	2	0	0	7	78
Air France	16	4	16	8	47	55	17	4	7	1	1	5	181
Air India	3	0	6	1	10	4	1	0	0	0	0	3	28
Aer Lingus	6	0	3	0	14	8	1	2	1	0	0	1	36
Aeromexico	3	0	2	1	16	2	0	2	0	0	0	2	28
Air Europa	0	0	0	0	2	5	0	0	0	0	0	0	7
All Nippon Airways	4	0	4	0	6	1	3	0	0	0	0	2	20
Air Serbia	1	0	1	0	2	2	1	0	0	0	0	0	7
Air Premia	2	0	2	0	1	1	1	0	0	0	0	0	7
Arajet Airline	4	1	6	0	6	8	0	0	0	0	0	2	27
Arkia Israel	4	0	0	0	1	1	0	1	0	0	0	0	7
British Airways	6	6	3	4	29	19	4	3	1	1	0	8	84
Brussels Airlines	1	0	0	1	5	4	1	0	0	0	0	0	12
China Airlines	1	0	0	2	1	1	0	0	0	0	0	2	7
Copa Airlines	2	1	8	2	9	14	2	2	2	0	0	0	42
Condor	0	0	1	2	3	10	0	0	0	0	0	0	16
Caribbean Airlines	1	0	0	0	2	2	0	0	0	0	0	0	5
China Eastern Airlines	0	0	0	0	2	2	0	0	1	0	0	0	5
Cathay Pacific Airways	6	1	3	3	8	18	4	0	0	0	0	1	44
EgyptAir	5	0	0	0	5	14	1	1	0	0	0	0	26
El Al Israel	4	0	2	1	4	0	0	0	0	0	0	0	11
EVA Airways	1	0	2	1	2	5	0	0	0	0	0	1	12
Etihad Airways	4	4	18	3	36	31	7	1	3	1	1	7	116
Ethiopian Airlines	2	0	6	1	4	5	0	1	0	0	0	1	20
Emirates	8	1	3	3	7	6	2	0	1	0	0	5	36
Edelweiss Air	0	0	0	0	0	4	1	0	0	0	0	0	5
Finnair	1	1	1	1	0	3	0	0	0	0	0	0	7
Fiji Airways	4	0	2	0	1	3	0	0	0	0	0	0	10
French Bee	0	0	4	0	6	3	2	0	0	0	0	1	16
GOL Airlines	2	0	1	1	5	1	0	0	0	0	0	0	10

Iberia Airlines	5	5	11	4	19	19	3	2	2	0	0	0	70
Icelandair	2	7	5	4	7	6	3	2	0	0	0	6	42
ITA Airways	11	2	2	2	29	21	4	2	0	0	0	4	77
Japan Airlines	1	0	1	0	6	1	4	1	0	0	0	2	16
Korean Air	2	0	3	0	6	3	1	3	0	0	0	2	20
Kuwait Airways	2	0	3	0	9	0	0	0	0	0	0	0	14
KLM	9	4	9	9	21	34	2	3	1	0	1	3	96
Kenya Airways	2	0	0	0	5	1	0	0	0	0	0	0	8
Lufthansa	12	3	18	9	45	43	8	9	1	2	1	6	157
LOT Polish Airlines	4	0	1	1	6	8	1	1	0	0	0	4	26
Level	1	1	0	0	5	8	1	1	0	0	0	1	18
LATAM Airlines Peru	4	0	1	0	0	0	0	0	0	0	0	0	5
LATAM Airlines	8	1	3	2	13	8	3	2	1	0	0	3	44
Norse Atlantic Airways	15	1	4	0	27	2	1	0	0	0	1	3	54
Neos Air	3	0	0	0	2	3	0	0	0	0	0	0	8
Philippine Airlines	0	0	1	0	5	5	2	1	1	1	0	0	16
Porter Airlines	1	0	2	0	2	2	1	0	0	0	0	4	12
Qatar Airways	12	4	12	3	55	27	11	5	0	1	0	8	138
Royal Jordanian	1	0	5	0	4	2	0	0	0	0	0	0	12
Royal Air Maroc	4	1	2	0	13	9	0	0	1	0	0	0	30
Singapore Airlines	1	0	2	1	1	3	1	0	0	0	0	2	11
SAS	1	0	4	1	21	5	3	1	1	0	0	2	39
Saudi Arabian Airlines	2	0	1	1	7	11	0	0	0	0	0	1	23
Swiss	10	1	3	2	9	11	2	1	0	0	0	2	41
Sunrise Airways	1	0	0	0	6	2	0	0	0	0	0	1	10
STARLUX Airlines	0	0	0	1	1	2	0	3	0	0	0	0	7
Turkish Airlines	11	5	33	12	49	31	10	14	1	0	2	13	181
TAP Air Portugal	0	0	4	1	10	9	2	2	2	0	0	2	32
Virgin Atlantic Airways	0	1	3	0	6	3	2	1	1	0	0	0	17
Volaris Airline	3	11	7	41	25	7	2	3	0	0	1	6	106
VivaAerobus	1	2	1	2	8	2	2	1	0	0	0	0	19
Vueling Airlines	1	0	0	0	0	4	0	0	0	0	0	0	5
WestJet	0	0	1	1	5	1	1	1	0	0	0	0	10
Other Foreign Airline	6	2	8	1	31	10	5	0	0	0	0	1	64
TOTALS	**259**	**77**	**265**	**138**	**750**	**583**	**135**	**84**	**32**	**7**	**8**	**128**	**2,466**

[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]

SEPTEMBER 2026

TRAVEL AGENTS	FLIGHT PRBLMS.	DENIED BRDG.	RESV. TKTG. BRDG.	FEES FARES	REFUNDS	BAGGAGE	CUST. SVC.	DISAB.	ADVERT.	DISCRIM.	ANIMALS	OTHER	TOTAL
ASAP Tickets	0	0	3	1	10	0	0	0	2	0	0	1	17
Adam Vacations	0	0	1	3	0	0	0	0	1	0	0	0	5
Air Ticket Support	0	0	2	0	3	0	1	0	0	0	0	2	8
BudgetAir	0	0	0	0	4	0	0	0	1	0	0	0	5
Booking.com	1	0	6	4	37	0	0	0	0	0	0	3	51
Chase Travel	0	0	3	3	3	1	0	0	1	0	0	0	11
Capital One	1	0	8	2	8	0	0	0	3	0	0	0	22
CheapAir	0	0	1	1	2	0	1	0	0	0	0	0	5
CheapOair	0	0	2	1	3	0	0	0	0	0	0	0	6
Cheapflightsfares	0	0	3	0	4	1	0	0	0	0	0	0	8
Expedia	4	1	21	5	36	0	1	0	2	0	0	2	72
eDreams	0	0	0	0	5	0	0	0	0	0	0	0	5
Flighthub	1	0	2	0	5	0	0	0	0	0	0	0	8
Gotogate	0	0	4	0	14	0	0	0	1	0	0	0	19
Justfly	0	0	2	1	19	1	0	0	0	0	0	0	23
JetBlue Vacations	0	0	0	0	3	0	1	0	0	0	0	1	5
Kiwi.com	2	0	4	1	19	0	0	0	0	0	0	0	26
Oojo	0	0	0	0	6	0	0	0	0	0	0	1	7
Priceline.com	3	0	4	5	16	1	0	0	0	0	0	1	30
Travelocity.com	1	0	1	1	4	0	0	0	0	0	0	0	7
Trip.com	1	0	1	2	4	1	0	0	1	0	0	0	10
Other Travel Agent	4	2	39	6	54	1	0	0	12	0	0	5	123
TOTALS	**18**	**3**	**107**	**36**	**259**	**6**	**4**	**0**	**24**	**0**	**0**	**16**	**473**

AIR TRAVEL CONSUMER REPORT

TABLE 4 (YTD)

CONSUMER COMPLAINT CASES: FOREIGN AIRLINES[1]

JANUARY - SEPTEMBER 2026

FOREIGN AIRLINES	FLIGHT PRBLMS.	DENIED BRDG.	RESV. TKTG. BRDG.	FEES FARES	REFUNDS	BAGGAGE	CUST. SVC.	DISAB.	ADVERT.	DISCRIM.	ANIMALS	OTHER	TOTAL
Air New Zealand	2	2	2	1	7	3	4	0	0	0	0	5	26
Austrian	17	2	5	0	13	17	3	3	0	0	2	5	67
Asiana Airlines	23	3	8	7	11	39	7	4	0	1	0	7	110
Air Canada	134	23	75	25	145	135	35	13	11	7	0	27	630
Air China	3	0	4	4	14	7	0	1	1	1	0	2	37
Avianca	97	12	108	56	258	149	32	18	13	5	2	33	783
Air France	164	32	119	52	315	438	70	38	22	5	2	59	1,316
Air India	72	20	42	13	102	67	18	4	5	0	0	20	363
Aer Lingus	19	10	15	8	102	62	4	6	4	0	0	10	240
Air Canada Jazz	2	0	0	0	1	2	0	0	0	0	0	1	6
Air Tahiti Nui	5	0	0	1	6	4	1	2	1	0	0	2	22
Air Transat	0	0	1	0	3	0	0	0	0	0	0	1	5
Aeromexico	39	25	25	16	112	45	11	10	1	2	0	11	297
Aerolineas Argentinas	1	1	1	1	10	3	1	0	0	1	0	0	19
Air Europa	1	1	0	3	10	11	1	2	1	0	0	1	31
All Nippon Airways	13	4	14	5	42	14	14	0	2	2	0	7	117
Air Asia	0	0	1	0	4	1	0	0	0	0	0	0	6
Air Serbia	5	0	5	0	9	17	2	2	0	0	0	0	40
Azul Brazilian Airlines	7	1	1	3	2	4	0	1	0	0	0	0	19
Aegean Airlines	23	0	1	1	5	3	0	0	0	0	0	0	33
Air Premia	5	0	12	2	10	18	8	1	0	0	0	2	58
Arajet Airline	33	18	22	5	69	65	1	2	1	0	0	8	224
Azores Airlines	4	2	0	0	4	3	0	0	0	0	0	1	14
Air Arabia	6	0	0	0	0	0	0	0	0	0	0	0	6
Arkia Israel	11	3	4	1	19	13	0	3	1	1	0	1	57
Avianca Ecuador	1	0	0	0	1	1	1	0	0	0	0	1	5
Air Dolomiti	9	0	0	0	1	2	0	0	0	0	0	0	12
AJet	18	0	0	0	1	1	0	0	0	0	0	0	20
Bahamasair	4	0	1	0	3	5	0	0	0	0	0	1	14
British Airways	40	17	52	22	172	103	19	19	5	3	1	26	479
Brussels Airlines	6	1	3	2	23	11	2	0	0	1	0	1	50
Boliviana de Aviación	4	0	2	0	9	2	0	0	0	0	1	0	18
China Airlines	7	0	6	5	25	24	3	2	0	0	0	5	77
Copa Airlines	45	26	46	13	81	67	17	14	8	5	0	18	340
Condor	8	1	11	8	28	30	4	1	3	1	0	5	100

Caribbean Airlines	3	0	0	0	11	6	0	1	0	0	0	1	22
China Eastern Airlines	1	0	7	0	11	11	2	2	1	0	0	6	41
Cathay Pacific Airways	32	4	40	19	62	90	28	7	7	3	0	9	301
China Southern	1	0	6	0	2	0	0	1	0	0	0	0	10
Discover Airlines	6	0	3	2	2	4	4	0	0	0	0	3	24
EgyptAir	24	1	6	2	37	54	5	3	0	2	0	9	143
El Al Israel	33	4	13	8	78	11	4	5	0	4	0	5	165
EVA Airways	9	0	10	1	21	39	5	5	1	0	1	5	97
Etihad Airways	69	27	98	22	258	134	26	15	11	3	1	37	701
Ethiopian Airlines	12	12	18	5	32	59	7	5	0	0	0	14	164
Emirates	43	4	21	15	126	40	17	12	3	0	0	21	302
Eurowings	6	0	0	0	0	3	0	0	0	0	0	0	9
Easy Jet	6	0	1	0	2	0	0	0	0	0	0	0	9
Edelweiss Air	2	0	0	0	4	9	1	0	0	0	0	0	16
Finnair	11	2	6	3	6	22	1	4	0	0	0	3	58
Fiji Airways	19	1	11	5	14	8	5	1	1	0	0	2	67
French Bee	3	5	17	5	64	11	3	2	2	2	0	4	118
Flair Airlines	2	1	5	3	5	3	1	4	0	0	0	0	24
flydubai	1	1	1	0	3	2	0	0	0	0	0	0	8
Gulf Air	2	1	3	0	7	3	2	0	0	0	0	4	22
GOL Airlines	3	1	3	3	11	4	1	0	0	0	0	1	27
Hainan Airlines	0	0	1	0	8	4	0	0	0	1	0	0	14
HiSky	12	0	2	0	7	2	0	0	0	0	0	1	24
Iberia Airlines	76	26	54	24	157	110	14	12	5	2	1	14	495
Icelandair	26	20	33	16	43	42	18	5	4	2	0	18	227
ITA Airways	59	18	32	15	148	80	14	11	1	1	1	13	393
Indigo Airlines	3	0	4	0	13	9	0	0	0	0	0	1	30
InterCaribbean	3	1	0	0	4	0	0	0	0	0	0	0	8
Japan Airlines	18	2	18	3	37	11	19	3	1	2	0	4	118
JetSmart Airline	3	0	1	0	3	0	0	0	0	0	0	0	7
Korean Air	11	3	13	4	18	18	11	13	0	2	0	10	103
Kuwait Airways	14	1	5	2	88	14	4	0	0	0	0	3	131
KLM	65	10	51	26	157	180	16	15	4	0	3	17	544
Kenya Airways	9	3	2	1	18	14	2	0	0	0	0	0	49
Lufthansa	196	12	134	61	350	257	57	38	9	9	8	66	1,197
LOT Polish Airlines	38	5	5	5	36	21	8	6	1	1	1	7	134
LATAM Colombia	11	0	6	0	9	14	3	4	0	0	0	1	48
Level	22	5	13	3	61	50	7	5	1	0	0	3	170
La Compagnie	0	2	0	0	9	2	0	0	0	0	1	0	14
LATAM Airlines Peru	9	1	9	3	4	8	3	1	0	1	0	4	43
LATAM Airlines	42	14	48	15	90	46	9	10	3	2	0	12	291
Laser Airlines	0	0	0	0	2	0	0	0	0	0	0	3	5
Malaysia Airlines	0	0	1	1	3	0	0	0	0	0	0	0	5
Norwegian Air Shuttle	1	0	0	3	4	2	1	0	0	0	0	0	11

Norse Atlantic Airways	188	17	23	8	286	13	20	5	0	0	1	30	591
Neos Air	3	0	0	0	7	8	1	0	0	0	0	1	20
Oman Air	0	0	4	0	5	0	0	0	0	0	0	0	9
Philippine Airlines	11	4	10	9	40	37	9	7	1	1	0	7	136
Porter Airlines	12	2	6	1	4	5	2	0	0	0	0	4	36
Qantas	3	3	5	4	39	4	5	2	3	0	1	1	70
Qatar Airways	174	42	130	34	446	175	69	25	10	6	2	60	1,173
Ryanair	10	0	0	2	4	1	0	0	0	0	0	3	20
Royal Jordanian	10	1	16	1	71	17	7	1	0	0	0	5	129
Royal Air Maroc	21	11	18	3	61	87	3	4	2	0	0	7	217
RwandAir	0	0	3	0	0	1	1	0	0	0	0	0	5
Singapore Airlines	12	4	12	7	25	31	8	5	2	3	1	5	115
SAS	29	5	26	4	85	49	12	7	1	0	0	9	227
Saudi Arabian Airlines	33	3	25	4	86	61	4	2	1	1	0	1	221
Sata Internacional	5	0	1	0	0	2	1	0	1	0	0	2	12
Surinam Airways	2	0	0	0	3	0	0	0	0	0	1	0	6
Sky Airlines Peru	2	4	2	1	6	0	1	0	1	0	0	0	17
Swiss	60	5	24	11	68	57	12	10	0	1	4	10	262
Sichuan Airlines	0	0	1	0	2	2	0	0	0	0	0	0	5
Sunrise Airways	6	0	3	0	17	7	1	0	0	0	0	1	35
STARLUX Airlines	5	0	8	4	7	16	6	6	0	0	0	2	54
Sky Express	3	0	0	0	0	3	0	0	0	0	0	0	6
Thai Airways	1	0	2	3	5	1	0	0	0	0	0	1	13
Turkish Airlines	160	29	209	53	476	344	86	72	16	9	6	74	1,534
TAP Air Portugal	16	4	29	9	70	37	12	9	3	5	1	12	207
Trinity Airways	1	0	0	0	4	0	0	0	0	0	0	0	5
Uzbekistan Airways	0	0	1	0	1	1	3	0	0	0	1	1	8
Virgin Atlantic Airways	16	8	22	3	42	19	9	10	2	2	0	8	141
Volaris Airline	76	149	86	454	340	69	19	17	9	3	4	34	1,260
VivaAerobus	22	15	15	19	85	39	8	2	3	0	0	5	213
Vueling Airlines	7	0	0	0	0	7	0	0	0	0	0	0	14
Vietnam Airlines	0	0	5	2	2	4	1	1	0	0	0	2	17
WestJet	17	5	4	4	24	7	3	2	0	0	0	5	71
Wizz Air	19	0	0	0	2	1	0	0	0	1	0	0	23
Xiamen Airlines	2	0	2	1	1	2	0	0	0	0	0	1	9
ZIPAIR	6	0	14	2	25	7	3	1	2	0	0	2	62
Other Foreign Airline	18	0	8	1	40	15	3	3	0	2	0	3	93
TOTALS	**2,684**	**702**	**2,001**	**1,173**	**6,021**	**3,892**	**865**	**527**	**191**	**106**	**47**	**857**	**19,066**

[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 (YTD)

CONSUMER COMPLAINT CASES: TRAVEL AGENTS[1]

JANUARY - SEPTEMBER 2026

TRAVEL AGENTS	FLIGHT PRBLMS.	DENIED BRDG.	RESV. TKTG. BRDG.	FEES FARES	REFUNDS	BAGGAGE	CUST. SVC.	DISAB.	ADVERT.	DISCRIM.	ANIMALS	OTHER	TOTAL
American Express	3	2	6	2	12	0	3	0	2	0	0	1	31
ASAP Tickets	6	1	27	8	69	2	4	0	6	0	0	4	127
Arangrant	1	0	3	1	3	0	0	0	1	0	0	0	9
Agoda	1	0	1	0	6	0	1	0	0	0	0	2	11
Adam Vacations	0	0	6	5	12	1	0	0	1	0	0	0	25
Air Business Class	2	0	0	0	2	0	0	0	0	0	0	1	5
Alternative Airlines	0	0	2	0	8	0	0	0	0	0	0	0	10
Alanita Travel	0	0	0	3	3	0	0	0	0	0	0	0	6
Air Ticket Support	0	0	3	3	7	3	5	0	0	0	0	2	23
BudgetAir	1	0	9	1	47	2	0	0	2	0	0	3	65
Bravofly	0	0	1	0	6	0	0	0	0	0	0	0	7
Booking.com	9	2	51	12	219	4	2	0	6	0	0	13	318
Bestticketfare.com	0	0	10	2	8	0	0	0	4	0	0	1	25
BYOJet	0	0	0	0	7	0	0	0	0	0	0	0	7
Business Class	1	0	2	0	2	0	1	0	0	0	0	0	6
Cheap Tickets	0	0	1	0	6	0	0	0	0	0	0	0	7
Chase Travel	7	0	18	5	26	1	2	0	4	0	0	0	63
Cheapfareguru	0	0	2	1	6	0	0	0	0	0	0	0	9
Capital One	14	1	36	5	73	1	5	0	10	0	0	2	147
Ctrip	0	0	2	0	2	0	2	0	0	0	0	0	6
Cheapvuelos.com	0	2	7	2	5	0	0	0	2	0	0	0	18
CheapAir	0	0	2	1	3	0	1	0	0	0	0	0	7
Cheapdealsfare.com	0	1	3	4	3	0	0	0	2	0	0	2	15
CheapOair	8	0	11	7	78	0	1	0	3	0	1	6	115
Cheapflightsfares	1	0	11	0	13	1	0	0	0	0	0	0	26
Cheap flight Buddy	1	1	3	3	3	1	0	0	1	0	0	0	13
Cheapflyingfares.com	0	1	1	0	8	0	0	0	0	0	0	0	10
Expedia	50	5	117	29	364	2	11	1	20	0	0	19	618
eDreams	6	0	7	4	44	7	0	0	2	0	0	0	70
eSky	0	0	2	0	10	0	0	0	2	0	0	0	14
expertosenvuelo.com	0	1	1	2	0	0	0	0	1	0	0	0	5
Exoticca Travel	0	0	1	0	4	0	0	0	0	0	0	0	5
Flighthub	3	1	9	2	41	1	1	0	1	0	0	1	60
Flight Network	1	0	2	1	28	0	0	0	2	0	0	1	35

Foggyfly.com	0	2	10	2	1	0	0	0	1	0	0	0	16
fareodaddy.com	0	2	4	0	3	0	0	0	4	0	0	1	14
Fliggytravel	0	0	5	1	5	0	0	0	0	0	0	0	11
Fare Boutique	0	0	3	0	2	0	0	0	1	0	0	0	6
FlyoDeals	0	0	0	0	3	0	0	0	1	0	0	2	6
Farecrown	0	0	4	0	0	0	0	0	1	0	0	0	5
Gotogate	2	1	13	0	74	0	0	0	1	0	0	1	92
Hopper	1	0	4	3	9	0	0	0	0	0	0	1	18
HolidayBreakz	0	1	1	0	2	0	0	0	1	0	0	1	6
Indian Eagle	4	0	0	2	8	0	1	0	0	0	0	0	15
Justfly	7	2	30	14	150	3	5	0	4	0	0	10	225
Justairticket	1	0	2	3	4	0	0	0	0	0	0	0	10
JetBlue Vacations	2	0	5	3	7	0	3	0	0	0	0	1	21
Kissandfly	0	0	4	1	7	0	0	0	0	0	0	1	13
Kiwi.com	9	3	20	10	176	1	0	0	3	0	0	1	223
Kayak	2	1	1	3	2	0	0	0	0	0	0	0	9
LBF Travel	0	0	1	3	1	0	1	0	0	0	0	0	6
Lastminute.com	0	0	1	0	3	0	0	0	0	0	0	1	5
Limitedfares.com	0	0	2	1	1	0	0	0	2	0	0	0	6
Makemytrip	4	0	2	2	23	0	0	0	0	0	0	0	31
Mytrip.Com	0	0	2	1	11	0	0	0	0	0	0	1	15
Navan Travel	0	0	2	0	1	1	0	0	1	0	0	0	5
Orbitz.Com	2	0	5	2	12	2	0	0	2	0	0	3	28
Ovago	3	0	4	5	9	0	0	0	1	0	0	0	22
Oojo	2	0	13	3	57	0	0	0	0	0	0	5	80
One Dollar Fly	0	0	6	1	4	0	0	0	2	0	0	0	13
Priceline.com	7	0	30	12	112	2	4	0	5	0	0	7	179
Pocketfare.com	0	0	3	0	8	0	0	0	0	0	0	0	11
SkyLux Travel	1	0	5	4	23	0	0	0	0	0	1	0	34
Southwest Vacations	1	1	2	0	5	0	1	0	1	0	0	1	12
Smartfares.com	1	0	9	3	14	0	0	0	1	0	0	0	28
Smart cheap fares	0	0	1	1	3	0	0	0	0	0	0	0	5
Travelocity.com	2	0	6	1	25	1	0	0	0	0	0	2	37
Trip.com	10	0	21	6	59	1	0	0	4	0	0	3	104
Tarifasodeal	0	0	3	6	5	0	0	0	1	0	0	1	16
Travoport	1	0	2	0	5	0	0	0	1	0	0	0	9
Topflightfares	1	1	2	0	2	0	1	0	2	0	0	0	9
TicketsatWork	0	0	1	0	4	0	0	0	0	0	0	0	5
Underpricer.com	1	1	2	2	7	0	0	0	0	0	0	0	13
Vagamo	0	0	1	0	4	0	0	0	0	0	0	0	5
Other Travel Agent	7	1	48	19	111	0	4	0	6	0	1	13	210
TOTALS	**186**	**34**	**637**	**217**	**2,090**	**37**	**59**	**1**	**118**	**0**	**3**	**114**	**3,496**

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

SEPTEMBER 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 September 2026 [a]

The Transportation Security Administration (TSA) screened approximately 69.8 million passengers at screening checkpoints and 35.0 million checked bags at baggage screening locations in September 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 September 2026, TSA received 17,202 complaints (i.e. a description of a negative experience) from the public via phone or email (or 24.7 complaints per 100,000 passengers [c]). Below is a more detailed breakdown:

Courtesy		Screening of Personal Property		Screening of Passengers		Wait Times (Checkpoint)	
Number of Complaints	Complaints per 100,000 Passengers [c]	Number of Complaints	Complaints per 100,000 Passengers [c]	Number of Complaints	Complaints per 100,000 Passengers [c]	Number of Complaints	Complaints per 100,000 Passengers [c]
914	1.4	717	1.1	13,434	19.3	162	0.3

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]
779	1.2	502	0.8	170	0.3	524	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
209 [d]	187	0.0006

REFERENCES

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

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

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

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

DEFINITIONS

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