

## **CONSUMER SUBMISSIONS**

As DOT works to modernize its database to improve the customer experience for the tens of thousands of consumers who use the system each year and enable the Office of Aviation Consumer Protection (OACP) to more effectively engage in oversight of the airline industry, DOT has revised how it processes consumer complaints received after June 1, 2023. DOT has also revised the format of the Air Travel Consumer Report (ATCR) to display consumer submissions (complaints, inquiries, and opinions) as opposed to complaints, for the period from June 2023, until the date its system is modernized.

This section summarizes the aviation consumer submission and civil rights complaint tables, filed with the Department in writing. An explanation of each table appears below:

**Table 1. Summary** - shows the total number of submissions, and also breaks them down by industry groups (U.S. airlines, Travel Agents, etc.). Figures for the current month are compared to the same month in the previous year.

**Table 2. Submissions Regarding U.S. Airlines** - shows the number of submissions about individual U.S. airlines, listed alphabetically. Figures for the current month are compared to the same month in the previous year.

**Table 3. Submissions Regarding Companies Other Than U.S. Airlines** - shows the number of submissions about individual foreign airlines, travel agents, etc.

**Table 4. Submissions Regarding Large U.S. Marketing Airlines** - shows the number of submissions about largest U.S. marketing airlines (those that account for at least half of one percent of total domestic scheduled-service passenger revenues).

**Table 5. Civil Rights Complaints by Air Travelers** - This table includes complaints to the U.S. Department of Transportation's Office of Aviation Consumer Protection that allege discrimination in air travel. All complaints alleging discrimination are investigated to determine if there has been a violation(s) of the passenger's civil rights.

**Table 6. Civil Rights Complaints by Air Travelers (Other than Disability, by Category)** - This table includes complaints to the U.S. Department of Transportation's Office of Aviation Consumer Protection that allege discrimination in air travel based on race, ancestry/ethnicity, national origin, color, religion and sex. All complaints alleging discrimination are investigated to determine if there has been a violation(s) of the passenger's civil rights.

**AIR TRAVEL CONSUMER REPORT**  
**TABLE 1. CONSUMER SUBMISSIONS SUMMARY**

SUBMISSIONS		
	AUGUST 2023	AUGUST 2022
US AIRLINES	7,348	4,527
FOREIGN AIRLINES	2,472	2,876
TRAVEL AGENTS/TOUR OPERATORS	203	535
MISCELLANEOUS	109	138
<b>INDUSTRY TOTALS</b>	<b>10,132</b>	<b>8,076</b>

**AIR TRAVEL CONSUMER REPORT**  
**TABLE 2. SUBMISSIONS REGARDING U.S. AIRLINES**

U.S. AIRLINES <sup>1</sup>	AUGUST 2023
ALASKA AIRLINES	116
ALLEGiant AIR	123
AMERICAN AIRLINES	1,601
AVELO AIRLINES	16
BREEZE AIRWAYS	60
DELTA AIR LINES	949
FRONTIER AIRLINES	1,082
HAWAIIAN AIRLINES	98
JETBLUE AIRWAYS	771
LYNXAIR INTERNATIONAL	11
SILVER AIRWAYS	64
SOUTHERN AIRWAYS EXPRESS	6
SOUTHWEST AIRLINES	301
SPIRIT AIRLINES	601
SUN COUNTRY AIRLINES	44
UNITED AIRLINES	1,473
Other U.S. Airlines	32
<b>TOTAL</b>	<b>7,348</b>

<sup>1</sup>ENTITIES ARE LISTED INDIVIDUALLY IF DOT RECEIVED FIVE (5) OR MORE SUBMISSIONS (COMPLAINTS, INQUIRIES AND OPINIONS) FOR THEM DURING THE REPORTING PERIOD. SUBMISSIONS ABOUT ENTITIES ACCOUNTING FOR FEWER THAN FIVE (5) ARE INCLUDED UNDER 'OTHER FOREIGN AIRLINES', 'OTHER TRAVEL AGENTS AND TOUR OPERATORS', ETC.

**AIR TRAVEL CONSUMER REPORT**  
**TABLE 3. SUBMISSIONS REGARDING COMPANIES OTHER THAN U.S. AIRLINES<sup>1</sup>**

<b>FOREIGN AIRLINES</b>	<b>AUGUST 2023</b>		
AEGEAN AIRLINES	19	INTERJET	6
AER LINGUS	41	ITA AIRWAYS	39
AEROMEXICO	54	KENYA AIRWAYS	7
AIR ASIA	5	KLM	55
AIR CANADA	212	KUWAIT AIRWAYS	21
AIR FRANCE	119	LATAM	38
AIR INDIA	44	LEVEL	6
AIR SERBIA	14	LOT POLISH AIRLINES	31
AIR TAHITI NUI	5	LUFTHANSA	267
AIR TRANSAT	10	NORSE ATLANTIC AIRWAYS	41
ASIANA AIRLINES	6	PAKISTAN INTERNATIONAL AIRLINES	7
AUSTRIAN AIRLINES	17	PHILIPPINE AIRLINES	33
AVIANCA	74	PLAY AIRLINES	9
BRITISH AIRWAYS	162	QANTAS AIRWAYS	11
BRUSSELS AIRLINES	9	QATAR AIRWAYS	149
CATHAY PACIFIC AIRWAYS	15	ROYAL AIR MAROC	18
CONDOR	38	ROYAL JORDANIAN AIRLINES	11
COPA	29	RYANAIR	6
EASY JET	8	SAS	20
EGYPTAIR	48	SATA INTERNACIONAL	5
EL AL ISRAEL	10	SAUDI ARABIAN AIRLINES	10
EMIRATES AIRLINES	32	SINGAPORE AIRLINES	31
ETHIOPIAN AIRLINES	31	SWISS AIR	35
ETIHAD AIRWAYS	42	TAP	71
EUROWINGS	8	TURKISH AIRLINES	143
EVA AIRWAYS	16	VIRGIN ATLANTIC AIRWAYS	23
FIJI AIRWAYS	11	VIVAAEROBUS	15
FINNAIR	5	VOLARIS AIRLINES	61
FRENCH BEE	14	VUELING AIRLINES	12
IBERIA AIRLINES	56	WEST JET	10
ICELANDAIR	27	OTHER FOREIGN AIRLINES	100
		<b>TOTALS</b>	<b>2,472</b>

<sup>1</sup>ENTITIES ARE LISTED INDIVIDUALLY IF DOT RECEIVED FIVE (5) OR MORE SUBMISSIONS (COMPLAINTS, INQUIRIES AND OPINIONS) FOR THEM DURING THE REPORTING PERIOD. SUBMISSIONS ABOUT ENTITIES ACCOUNTING FOR FEWER THAN FIVE (5) ARE INCLUDED UNDER 'OTHER FOREIGN AIRLINES', 'OTHER TRAVEL AGENTS AND TOUR OPERATORS', ETC.

# AIR TRAVEL CONSUMER REPORT

TABLE 3. SUBMISSIONS REGARDING COMPANIES OTHER THAN U.S. AIRLINES<sup>1</sup> (CONTINUED)

TRAVEL AGENTS/TOUR OPERATORS	AUGUST 2023
ASAPTICKETS.COM	12
BOOKING.COM	6
BUDGETAIR.COM	6
CHEAPOAIR.COM	13
EXPEDIA.COM	20
GOTOGATE	10
JUSTFLY.COM	11
KIWI.COM	32
ORBITZ.COM	8
PRICELINE.COM	18
OTHER TRAVEL AGENTS	67
<b>TOTALS</b>	<b>203</b>

MISCELLANEOUS	AUGUST 2023
FAA	6
TSA	11
OTHER MISCELLANEOUS	92
<b>TOTALS</b>	<b>109</b>

<sup>1</sup>ENTITIES ARE LISTED INDIVIDUALLY IF DOT RECEIVED FIVE (5) OR MORE SUBMISSIONS (COMPLAINTS, INQUIRIES AND OPINIONS) FOR THEM DURING THE REPORTING PERIOD. SUBMISSIONS ABOUT ENTITIES ACCOUNTING FOR FEWER THAN FIVE (5) ARE INCLUDED UNDER 'OTHER FOREIGN AIRLINES', 'OTHER TRAVEL AGENTS AND TOUR OPERATORS', ETC.

## AIR TRAVEL CONSUMER REPORT

**TABLE 4. CONSUMER SUBMISSIONS REGARDING LARGE U.S. MARKETING AIRLINES<sup>1</sup>**

<b>U.S. AIRLINES<sup>1</sup></b>	<b>AUGUST 2023</b>	<b>AUGUST 2022</b>
ALASKA AIRLINES NETWORK <sup>2</sup>	116	102
ALLEGiant AIR	123	131
AMERICAN AIRLINES NETWORK <sup>2</sup>	1,601	1,246
DELTA AIR LINES NETWORK <sup>2</sup>	949	650
FRONTIER AIRLINES	1,082	385
HAWAIIAN AIRLINES	98	32
JETBLUE AIRWAYS	771	418
SOUTHWEST AIRLINES	301	325
SPIRIT AIRLINES	601	277
UNITED AIRLINES NETWORK <sup>2</sup>	1,473	846
<b>TOTAL</b>	<b>7,115</b>	<b>4,412</b>

<sup>1</sup>All U.S. airlines with at least 0.5 percent of total domestic scheduled - service passenger revenues, as determined by DOT's Bureau of Transportation Statistics. The carriers that are listed in this table are the same carriers that are ranked in the "Flight Delays," section of this report.

<sup>2</sup>Network branded Codeshare Partners are listed in the table below.

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

**AIR TRAVEL CONSUMER REPORT**  
**TABLE 5. CIVIL RIGHTS COMPLAINTS BY AIR TRAVELERS**

DISABILITY COMPLAINTS		
AIRLINE	AUGUST 2023	AUGUST 2022
AIR CANADA	3	4
AIR FRANCE	1	5
ALASKA AIRLINES	10	3
ALLEGiant AIR	14	21
AMERICAN AIRLINES	52	28
AUSTRIAN AIRLINES	1	0
AVIANCA	3	1
BLADE	1	0
BREEZE AIRWAYS	1	1
BRITISH AIRWAYS	1	3
COPA	1	0
DELTA AIR LINES	43	21
EL AL ISRAEL	1	0
EMIRATES AIRLINES	1	1
FRONTIER AIRLINES	14	6
HAWAIIAN AIRLINES	3	0
HORIZON AIRLINES	2	1
IBERIA AIRLINES	3	0
JETBLUE AIRWAYS	20	18
KENYA AIRWAYS	1	0
KLM	1	2
KOREAN AIR LINES	1	0
LATAM	3	0
LEVEL	1	0
LUFTHANSA	5	5
PHILIPPINE AIRLINES	1	0
QATAR AIRWAYS	4	1
ROYAL AIR MAROC	1	0
SAS	1	0
SATA INTERNACIONAL	1	0

SILVER AIRWAYS	2	0
SINGAPORE AIRLINES	2	2
SOUTHWEST AIRLINES	18	15
SPIRIT AIRLINES	23	9
SUN COUNTRY	1	0
SWISS AIR	1	1
TAP	1	0
TURKISH AIRLINES	2	3
UNITED AIRLINES	39	21
VIRGIN ATLANTIC	2	0
VOLARIS AIRLINES	1	1
OTHER AIRLINES	0	23
<b>TOTALS</b>	<b>287</b>	<b>196</b>

DISCRIMINATION COMPLAINTS		
AIRLINE	AUGUST 2023	AUGUST 2022
AEROLINEAS ARG	1	0
ALASKA AIRLINES	3	0
AMERICAN AIRLINES	1	1
CHINA EASTERN	1	0
DELTA AIR LINES	2	0
FRONTIER AIRLINES	2	0
SPIRIT AIRLINES	3	0
SWISS AIR	1	0
TURKISH AIRLINES	1	0
UNITED AIRLINES	3	0
OTHER AIRLINES	0	13
<b>TOTALS</b>	<b>18</b>	<b>14</b>

## AIR TRAVEL CONSUMER REPORT

**TABLE 6. CIVIL RIGHTS COMPLAINTS BY AIR TRAVELERS (OTHER THAN DISABILITY, BY CATEGORY)**

AUGUST 2023							
AIRLINE	RACE	ANCESTRY/ ETHNICITY	NATIONAL ORIGIN	COLOR	RELIGION	SEX	OTHER
AEROLINEAS ARG						1	
ALASKA AIRLINES	2	1					
AMERICAN AIRLINES			1				
CHINA EASTERN		1					
DELTA AIR LINES	2						
FRONTIER AIRLINES	1					1	
SPIRIT AIRLINES	2			1			
SWISS AIR			1				
TURKISH AIRLINES		1					
UNITED AIRLINES	1		1				1
<b>TOTALS</b>	<b>8</b>	<b>3</b>	<b>3</b>	<b>1</b>		<b>2</b>	<b>1</b>

One complaint may raise multiple grounds for discrimination. The Office of Aviation Consumer Protection categorizes each complaint based on the primary ground of the alleged discrimination.