

## **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		
	JULY 2023	JULY 2022
US AIRLINES	9,714	3,911
FOREIGN AIRLINES	2,569	3,133
TRAVEL AGENTS/TOUR OPERATORS	217	462
MISCELLANEOUS	90	101
INDUSTRY TOTALS	12,590	7,607

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

U.S. AIRLINES <sup>1</sup>	JULY 2023
ALASKA AIRLINES	118
ALLEGiant AIR	159
AMERICAN AIRLINES	1,909
AVELO AIRLINES	22
BREEZE AIRWAYS	69
CONTOUR AIRLINES	8
DELTA AIR LINES	1,063
FRONTIER AIRLINES	1,409
HAWAIIAN AIRLINES	89
JETBLUE AIRWAYS	1,135
LYNXAIR INTERNATIONAL	18
SILVER AIRWAYS	55
SOUTHWEST AIRLINES	411
SPIRIT AIRLINES	708
SUN COUNTRY AIRLINES	85
UNITED AIRLINES	2,408
Other U.S. Airlines	48
<b>TOTAL</b>	<b>9,714</b>

<sup>1</sup>AIRLINES ARE LISTED INDIVIDUALLY IF DOT RECEIVED FIVE (5) OR MORE SUBMISSIONS (COMPLAINTS, INQUIRIES AND OPINIONS) FOR THEM DURING THE REPORTING PERIOD. SUBMISSIONS FOR U.S. AIRLINES ACCOUNTING FOR FEWER THAN FIVE (5) ARE INCLUDED UNDER 'OTHER U.S. AIRLINES'.

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

<b>FOREIGN AIRLINES</b>	<b>JULY 2023</b>				
AEGEAN AIRLINES	18	FLAIR AIRLINES	17	VIRGIN AUSTRALIA	5
AER LINGUS	46	FRENCH BEE	26	VIVAAEROBUS	22
AEROFLOT	7	IBERIA AIRLINES	73	VOLARIS AIRLINES	75
AEROMEXICO	70	ICELANDAIR	24	VUELING AIRLINES	7
AIR CANADA	253	ITA AIRWAYS	39	WEST JET	25
AIR CANADA JAZZ	5	JET AIRWAYS	5	OTHER FOREIGN AIRLINES	102
AIR FRANCE	156	KLM	49	<b>TOTALS</b>	<b>2,569</b>
AIR INDIA	62	KOREAN AIR LINES	15		
AIR SERBIA	21	KUWAIT AIRWAYS	16		
ASIANA AIRLINES	5	LATAM	32		
AUSTRIAN AIRLINES	20	LLOYD AEREO BOLIVIANO	8		
AVIANCA	67	LOT POLISH AIRLINES	22		
AZUL BRAZILIAN AIRLINES	9	LUFTHANSA	256		
BRITISH AIRWAYS	138	NORSE ATLANTIC AIRWAYS	26		
BRUSSELS AIRLINES	8	NORWEGIAN AIR SHUTTLE	7		
CARIBBEAN AIRLINES	7	PAKISTAN INTERNATIONAL AIRLINES	7		
CATHAY PACIFIC AIRWAYS	17	PHILIPPINE AIRLINES	26		
CHINA AIRLINES	7	PLAY AIRLINES	7		
CHINA EASTERN AIRLINES	8	PORTER AIRLINES	7		
CONDOR	31	QANTAS AIRWAYS	12		
COPA	38	QATAR AIRWAYS	122		
EGYPTAIR	25	ROYAL AIR MAROC	25		
EL AL ISRAEL	11	ROYAL JORDANIAN AIRLINES	12		
EMIRATES AIRLINES	43	RYANAIR	5		
ETHIOPIAN AIRLINES	23	SAS	13		
ETIHAD AIRWAYS	32	SAUDI ARABIAN AIRLINES	11		
EUROWINGS	9	SINGAPORE AIRLINES	33		
EVA AIRWAYS	13	SWISS AIR	45		
FIJI AIRWAYS	7	TAP	82		
FINNAIR	5	TURKISH AIRLINES	126		
		VIRGIN ATLANTIC AIRWAYS	24		

<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	JULY 2023
ASAPTICKETS.COM	5
BUDGETAIR.COM	5
CHEAPOAIR.COM	7
EDREAMS.COM	9
EXPEDIA.COM	24
GOTOGATE	12
HOPPER.COM	7
JUSTFLY.COM	5
KIWI.COM	34
MYFLIGHTSEARCH.COM	6
PRICELINE.COM	21
TRAVELOCITY.COM	5
OTHER TRAVEL AGENTS	77
<b>TOTALS</b>	<b>217</b>

MISCELLANEOUS	JULY 2023
TSA	22
OTHER MISCELLANEOUS	68
<b>TOTALS</b>	<b>90</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>JULY 2023</b>	<b>JULY 2022</b>
ALASKA AIRLINES NETWORK <sup>2</sup>	118	76
ALLEGiant AIR	159	122
AMERICAN AIRLINES NETWORK <sup>2</sup>	1,909	1,191
DELTA AIR LINES NETWORK <sup>2</sup>	1,063	591
FRONTIER AIRLINES	1,409	343
HAWAIIAN AIRLINES	89	28
JETBLUE AIRWAYS	1,135	318
SOUTHWEST AIRLINES	411	179
SPIRIT AIRLINES	708	251
UNITED AIRLINES NETWORK <sup>2</sup>	2,408	687
<b>TOTAL</b>	<b>9,409</b>	<b>3,786</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	JULY 2023	JULY 2022
AEROMEXICO	1	1
AIR CANADA	1	8
AIR FRANCE	2	2
AIR INDIA	1	1
ALASKA AIRLINES	13	5
ALLEGiant AIR	11	21
AMERICAN AIRLINES	62	39
AVIANCA	1	0
BRITISH AIRWAYS	2	1
CONDOR	1	3
CROATIA AIRLINES	1	0
DELTA AIR LINES	40	19
EGYPTAIR	1	1
EL AL ISRAEL	1	0
EMIRATES AIRLINES	3	0
ETHIOPIAN AIRLINES	2	0
FLAIR AIRLINES	1	0
FRONTIER AIRLINES	26	5
HAWAIIAN AIRLINES	1	2
IBERIA AIRLINES	2	0
JETBLUE AIRWAYS	30	21
KLM	4	1
LA COMPAGNIE	1	0
LUFTHANSA	3	17
MOKULELE AIRLINES	1	0
QATAR AIRWAYS	4	5
SOUTHWEST	20	14
SPIRIT AIRLINES	20	12
SUN COUNTRY	1	0
TURKISH AIRLINES	4	1

UNITED AIRLINES	38	26
WEST JET	1	2
OTHER AIRLINES	0	41
<b>TOTALS</b>	<b>300</b>	<b>248</b>

DISCRIMINATION COMPLAINTS		
AIRLINE	JULY 2023	JULY 2023
AMERICAN AIRLINES	2	4
FRONTIER AIRLINES	1	1
LATAM	1	0
OTHER AIRLINES	0	8
<b>TOTALS</b>	<b>4</b>	<b>13</b>

## AIR TRAVEL CONSUMER REPORT

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

JULY 2023							
AIRLINE	RACE	ANCESTRY/ ETHNICITY	NATIONAL ORIGIN	COLOR	RELIGION	SEX	OTHER
AMERICAN AIRLINES			1		1		
FRONTIER AIRLINES	1						
LATAM			1				
TOTALS	1		2		1		

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.