

## 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**

<b>SUBMISSIONS</b>		
	<b>FEBRUARY 2024</b>	<b>FEBRUARY 2023</b>
US AIRLINES	2,906	4,822
FOREIGN AIRLINES	1,553	2,021
TRAVEL AGENTS/TOUR OPERATORS	157	343
MISCELLANEOUS	55	77
<b>INDUSTRY TOTALS</b>	<b>4,671</b>	<b>7,263</b>

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

U.S. AIRLINES <sup>1</sup>	FEBRUARY 2024
ALASKA AIRLINES	100
ALLEGiant AIR	53
AMERICAN AIRLINES	769
AVELO AIRLINES	14
BREEZE AIRWAYS	16
CONTOUR AIRLINES	8
DELTA AIR LINES	312
FRONTIER AIRLINES	361
HAWAIIAN AIRLINES	36
JETBLUE AIRWAYS	214
LYNXAIR	6
SILVER AIRWAYS	11
SOUTHWEST AIRLINES	147
SPIRIT AIRLINES	302
SUN COUNTRY AIRLINES	11
UNITED AIRLINES	525
OTHER U.S. AIRLINES	21
<b>TOTAL</b>	<b>2,906</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>**

FOREIGN AIRLINES	FEBRUARY 2024		
AER LINGUS	18	INDIGO AIRLINES	5
AEROMEXICO	41	ITA AIRWAYS	13
AIR ASIA	5	JAPAN AIR LINES COMPANY	8
AIR CANADA	63	KLM	26
AIR EUROPA	5	KOREAN AIR LINES	5
AIR FRANCE	90	LATAM	24
AIR INDIA	56	LEVEL	5
AIR SENEGAL	5	LOT POLISH AIRLINES	10
ANA ALL NIPPON AIRWAYS	5	LUFTHANSA	200
AUSTRIAN AIRLINES	9	NORSE ATLANTIC AIRWAYS	24
AVIANCA	70	PHILIPPINE AIRLINES	13
BRITISH AIRWAYS	58	QATAR AIRWAYS	104
BRUSSELS AIRLINES	5	ROYAL AIR MAROC	26
CATHAY PACIFIC AIRWAYS	17	ROYAL JORDANIAN AIRLINES	5
CHINA AIRLINES	6	SAS	9
CONDOR	7	SAUDI ARABIAN AIRLINES	14
COPA	22	SINGAPORE AIRLINES	20
EGYPTAIR	17	SWISS AIR	19
EL AL ISRAEL	23	TAP	36
EMIRATES AIRLINES	41	TURKISH AIRLINES	102
ETHIOPIAN AIRLINES	24	VIRGIN ATLANTIC AIRWAYS	22
ETIHAD AIRWAYS	24	VIVAAEROBUS	14
EVA AIRWAYS	8	VOLARIS AIRLINES	58
FIJI AIRWAYS	5	WEST JET	5
FLAIR AIRLINES	13	ZIPAIR	8
IBERIA AIRLINES	27	OTHER FOREIGN AIRLINES	105
ICELANDAIR	9	<b>TOTALS</b>	<b>1,553</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)**

<b>TRAVEL AGENTS AND TOUR OPERATORS</b>	<b>FEBRUARY 2024</b>	<b>MISCELLANEOUS</b>	<b>FEBRUARY 2024</b>
BOOKING.COM	8	TSA	18
BUDGETAIR.COM	5	OTHER MISCELLANEOUS	37
CHEAPOAIR.COM	10	<b>TOTALS</b>	<b>55</b>
EXPEDIA.COM	21		
GOTOGATE	8		
JUSTFLY.COM	9		
KIWI.COM	14		
MYTRIP.COM	5		
PRICELINE.COM	6		
TRAVELOCITY.COM	6		
OTHER TRAVEL AGENTS	65		
<b>TOTALS</b>	<b>157</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>**

U.S. AIRLINES <sup>1</sup>	FEBRUARY 2024	FEBRUARY 2023
ALASKA AIRLINES NETWORK <sup>2</sup>	100	129
ALLEGiant AIR	53	92
AMERICAN AIRLINES NETWORK <sup>2</sup>	769	894
DELTA AIR LINES NETWORK <sup>2</sup>	312	470
FRONTIER AIRLINES	361	770
HAWAIIAN AIRLINES	36	45
JETBLUE AIRWAYS	214	313
SOUTHWEST AIRLINES	147	857
SPIRIT AIRLINES	302	444
UNITED AIRLINES NETWORK <sup>2</sup>	525	640
<b>TOTAL</b>	<b>2,819</b>	<b>4,654</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.

American Airlines Branded Codeshare Partners	Alaska Airlines Branded Codeshare Partners	Delta Air Lines Branded Codeshare Partners	United Airlines Branded Codeshare Partners
Air Wisconsin Airlines	Horizon Air	Endeavor Air	CommutAir
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**

<b>DISABILITY COMPLAINTS</b>		
<b>AIRLINE</b>	<b>FEBRUARY 2024</b>	<b>FEBRUARY 2023</b>
AIR INDIA	1	0
ALASKA AIRLINES	5	5
ALLEGiant AIR	1	11
AMERICAN AIRLINES	38	27
AVIANCA	4	2
BRITISH AIRWAYS	2	0
COPA	1	0
DELTA AIR LINES	17	18
EGYPTAIR	1	3
EL AL ISRAEL	2	1
EMIRATES AIRLINES	2	0
FLAIR AIRLINES	1	0
FRONTIER AIRLINES	8	13
HAWAIIAN AIRLINES	1	1
JETBLUE AIRWAYS	14	23
LUFTHANSA	1	1
QATAR AIRWAYS	3	3
SAUDI ARABIAN AIRLINES	1	0
SOUTHWEST AIRLINES	11	15
SPIRIT AIRLINES	9	14
TAP	1	0
TURKISH AIRLINES	1	2
UNITED AIRLINES	20	18
OTHER AIRLINES	0	31
<b>TOTALS</b>	<b>145</b>	<b>188</b>

<b>DISCRIMINATION COMPLAINTS</b>		
<b>AIRLINE</b>	<b>FEBRUARY 2024</b>	<b>FEBRUARY 2023</b>
AMERICAN AIRLINES	1	8
DELTA AIR LINES	1	4
OTHER AIRLINES	0	8
<b>TOTALS</b>	<b>2</b>	<b>20</b>

**AIR TRAVEL CONSUMER REPORT**

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

FEBRUARY 2024							
AIRLINE	RACE	ANCESTRY/ ETHNICITY	NATIONAL ORIGIN	COLOR	RELIGION	SEX	OTHER
AMERICAN				1			
DELTA			1				
<b>TOTALS</b>			<b>1</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.