

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		
	MARCH 2024	MARCH 2023
US AIRLINES	3,761	5,453
FOREIGN AIRLINES	1,401	2,210
TRAVEL AGENTS/TOUR OPERATORS	138	383
MISCELLANEOUS	52	121
INDUSTRY TOTALS	5,352	8,167

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

U.S. AIRLINES ¹	MARCH 2024
ALASKA AIRLINES	87
ALLEGiant AIR	60
AMERICAN AIRLINES	1,051
AVELO AIRLINES	25
BREEZE AIRWAYS	36
DELTA AIR LINES	371
FRONTIER AIRLINES	560
HAWAIIAN AIRLINES	31
JETBLUE AIRWAYS	280
LYNXAIR INTERNATIONAL	5
MOKULELE AIRLINES	5
SILVER AIRWAYS	18
SOUTHERN AIRWAYS EXPRESS	5
SOUTHWEST AIRLINES	219
SPIRIT AIRLINES	452
SUN COUNTRY AIRLINES	17
UNITED AIRLINES	532
OTHER U.S. AIRLINES	7
TOTAL	3,761

¹AIRLINES 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. AIRLINES¹

FOREIGN AIRLINES	MARCH 2024		
AEGEAN AIRLINES	5	ITA AIRWAYS	16
AER LINGUS	9	KLM	32
AEROMEXICO	35	KOREAN AIR LINES	7
AIR CANADA	51	KUWAIT AIRWAYS	6
AIR FRANCE	64	LATAM	31
AIR INDIA	44	LEVEL	8
AIR PREMIA INC.	6	LOT POLISH AIRLINES	10
ANA ALL NIPPON AIRWAYS	8	LUFTHANSA	157
AUSTRIAN AIRLINES	5	NORSE ATLANTIC AIRWAYS	19
AVIANCA	96	PHILIPPINE AIRLINES	14
BRITISH AIRWAYS	52	QANTAS AIRWAYS	8
BRUSSELS AIRLINES	8	QATAR AIRWAYS	89
CARIBBEAN AIRLINES	6	ROYAL AIR MAROC	25
CATHAY PACIFIC AIRWAYS	11	SAS	7
CHINA AIRLINES	6	SATA INTERNACIONAL	6
COPA COMPANIA PANAMENA DE AVIACION	30	SAUDI ARABIAN AIRLINES	7
EGYPTAIR	9	SINGAPORE AIRLINES	15
EL AL ISRAEL	10	SWISS AIR	24
EMIRATES AIRLINES	18	TAP	34
ETHIOPIAN AIRLINES	23	TURKISH AIRLINES	86
ETIHAD AIRWAYS	26	VIRGIN ATLANTIC AIRWAYS	18
EUROWINGS	5	VIVAAEROBUS	14
EVA AIRWAYS	12	VOLARIS AIRLINES	55
FINNAIR OY	5	VUELING AIRLINES	6
FLAIR AIRLINES	8	WEST JET	7
IBERIA AIRLINES	38	OTHER FOREIGN AIRLINES	101
ICELANDAIR	9	TOTALS	1,401

¹ENTITIES 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. AIRLINES¹ (CONTINUED)

TRAVEL AGENTS AND TOUR OPERATORS	MARCH 2024	MISCELLANEOUS	MARCH 2024
BOOKING.COM	9	TSA	11
CHEAPOAIR.COM	6	OTHER MISCELLANEOUS	41
EXPEDIA.COM	16	TOTALS	52
FLIGHTHUB	5		
GOTOGATE	9		
JUSTFLY.COM	6		
KIWI.COM	8		
PRICELINE.COM	14		
OTHER TRAVEL AGENTS	65		
TOTALS	138		

¹ENTITIES 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 AIRLINES¹

U.S. AIRLINES ¹	MARCH 2024	MARCH 2023
ALASKA AIRLINES NETWORK ²	87	91
ALLEGiant AIR	60	130
AMERICAN AIRLINES NETWORK ²	1,051	1,023
DELTA AIR LINES NETWORK ²	371	651
FRONTIER AIRLINES	560	1,045
HAWAIIAN AIRLINES	31	49
JETBLUE AIRWAYS	280	392
SOUTHWEST AIRLINES	219	511
SPIRIT AIRLINES	452	715
UNITED AIRLINES NETWORK ²	532	620
TOTAL	3,643	5,227

¹All 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.

²Network 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	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	MARCH 2024	MARCH 2023
AIR FRANCE	4	4
ALASKA AIRLINES	4	5
ALLEGiant AIR	6	14
AMERICAN AIRLINES	36	37
AVIANCA	3	2
BRUSSELS AIRLINES	1	11
CATHAY PACIFIC AIRWAYS	1	1
COPA COMPANIA PANAMENA	1	0
DELTA AIR LINES	13	21
EL AL ISRAEL	1	1
EMIRATES AIRLINES	1	1
ETHIOPIAN AIRLINES	1	0
FRONTIER AIRLINES	14	14
HAWAIIAN AIRLINES	2	0
IBERIA AIRLINES	1	3
ICELANDAIR	1	1
JETBLUE AIRWAYS	12	16
LEVEL	1	1
LUFTHANSA	3	4
LYNXAIR INTERNATIONAL	1	0
ROYAL AIR MAROC	1	1
SILVER AIRWAYS	1	2
SINGAPORE AIRLINES	1	0
SOUTHERN AIRWAYS EXPRESS	1	0
SOUTHWEST AIRLINES	21	15
SPIRIT AIRLINES	9	17
SWISS AIR	1	1
TAP	1	1

TURKISH AIRLINES	3	2
UNITED AIRLINES	21	28
VOLARIS AIRLINES	3	3
WEST JET	2	0
OTHER AIRLINES	0	29
TOTALS	172	235

DISCRIMINATION COMPLAINTS		
AIRLINE	MARCH 2024	MARCH 2023
AMERICAN AIRLINES	3	2
OTHER AIRLINES	0	6
TOTALS	3	8

AIR TRAVEL CONSUMER REPORT

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

MARCH 2024							
AIRLINE	RACE	ANCESTRY/ ETHNICITY	NATIONAL ORIGIN	COLOR	RELIGION	SEX	OTHER
AMERICAN	2				1		
DELTA							
FRONTIER							
SPIRIT							
UNITED							
TOTALS	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.