

## **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 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>MAY 2024</b> | <b>MAY 2023</b> |
| US AIRLINES                  | 5,831           | 4,789           |
| FOREIGN AIRLINES             | 1,591           | 1,831           |
| TRAVEL AGENTS/TOUR OPERATORS | 174             | 327             |
| MISCELLANEOUS                | 151             | 53              |
| <b>INDUSTRY TOTALS</b>       | <b>7,747</b>    | <b>7,000</b>    |

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

| U.S. AIRLINES <sup>1</sup> | MAY 2024     |
|----------------------------|--------------|
| ALASKA AIRLINES            | 68           |
| ALLEGiant AIR              | 87           |
| AMERICAN AIRLINES          | 2,201        |
| AVELO AIRLINES             | 30           |
| BREEZE AIRWAYS             | 59           |
| CONTOUR AIRLINES           | 11           |
| DELTA AIR LINES            | 493          |
| FRONTIER AIRLINES          | 840          |
| HAWAIIAN AIRLINES          | 41           |
| JETBLUE AIRWAYS            | 303          |
| SILVER AIRWAYS             | 23           |
| SKYWEST AIRLINES           | 5            |
| SOUTHERN AIRWAYS EXPRESS   | 9            |
| SOUTHWEST AIRLINES         | 250          |
| SPIRIT AIRLINES            | 529          |
| SUN COUNTRY AIRLINES       | 25           |
| UNITED AIRLINES            | 838          |
| Other U.S. Airlines        | 19           |
| <b>TOTAL</b>               | <b>5,831</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>**

| FOREIGN AIRLINES       | MAY 2024 |                         |              |
|------------------------|----------|-------------------------|--------------|
| AER LINGUS             | 28       | ITA AIRWAYS             | 26           |
| AEROMEXICO             | 35       | JAPAN AIR LINES         | 6            |
| AIR ASIA               | 6        | KLM                     | 30           |
| AIR CANADA             | 62       | LATAM                   | 22           |
| AIR FRANCE             | 81       | LEVEL                   | 11           |
| AIR INDIA              | 72       | LOT POLISH AIRLINES     | 11           |
| AIR PREMIA             | 5        | LUFTHANSA               | 190          |
| AIR SENEGAL            | 7        | NORSE ATLANTIC AIRWAYS  | 24           |
| AIR TAHITI NUI         | 5        | PHILIPPINE AIRLINES     | 13           |
| ANA ALL NIPPON AIRWAYS | 5        | PLAY AIRLINES           | 6            |
| AUSTRIAN AIRLINES      | 7        | QATAR AIRWAYS           | 74           |
| AVIANCA                | 89       | ROYAL AIR MAROC         | 21           |
| BRITISH AIRWAYS        | 70       | SAS                     | 12           |
| BRUSSELS AIRLINES      | 6        | SATA INTERNACIONAL      | 8            |
| CATHAY PACIFIC AIRWAYS | 11       | SAUDI ARABIAN AIRLINES  | 16           |
| CHINA AIRLINES         | 6        | SINGAPORE AIRLINES      | 10           |
| CONDOR                 | 20       | SWISS AIR               | 19           |
| COPA                   | 29       | TAP                     | 27           |
| EGYPTAIR               | 15       | TURKISH AIRLINES        | 104          |
| EL AL ISRAEL           | 13       | VIRGIN ATLANTIC AIRWAYS | 14           |
| EMIRATES AIRLINES      | 34       | VIVAAEROBUS             | 23           |
| ETHIOPIAN AIRLINES     | 27       | VOLARIS AIRLINES        | 71           |
| ETIHAD AIRWAYS         | 30       | WEST JET                | 6            |
| EVA AIRWAYS            | 8        | OTHER FOREIGN AIRLINES  | 102          |
| FIJI AIRWAYS           | 6        | <b>TOTALS</b>           | <b>1,591</b> |
| FLAIR AIRLINES         | 10       |                         |              |
| FRENCH BEE             | 11       |                         |              |
| IBERIA AIRLINES        | 47       |                         |              |

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

| <b>TRAVEL AGENTS/TOUR OPERATORS</b> | <b>MAY 2024</b> |
|-------------------------------------|-----------------|
| BOOKING.COM                         | 11              |
| CHASE TRAVEL                        | 7               |
| CHEAPOAIR.COM                       | 14              |
| EDREAMS.COM                         | 5               |
| EXPEDIA.COM                         | 25              |
| GOTOGATE                            | 5               |
| JUSTFLY.COM                         | 10              |
| KIWI.COM                            | 11              |
| PRICELINE.COM                       | 11              |
| OTHER TRAVEL AGENTS                 | 75              |
| <b>TOTALS</b>                       | <b>174</b>      |

| <b>MISCELLANEOUS</b> | <b>MAY 2024</b> |
|----------------------|-----------------|
| FAA                  | 6               |
| TSA                  | 21              |
| OTHER MISCELLANEOUS  | 124             |
| <b>TOTALS</b>        | <b>151</b>      |

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## AIR TRAVEL CONSUMER REPORT

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

| U.S. AIRLINES <sup>1</sup>             | MAY 2024     | MAY 2023     |
|--|--------------|--------------|
| ALASKA AIRLINES NETWORK <sup>2</sup>   | 68           | 77           |
| ALLEGiant AIR                          | 87           | 86           |
| AMERICAN AIRLINES NETWORK <sup>2</sup> | 2,201        | 1,032        |
| DELTA AIR LINES NETWORK <sup>2</sup>   | 493          | 532          |
| FRONTIER AIRLINES                      | 840          | 897          |
| HAWAIIAN AIRLINES                      | 41           | 102          |
| JETBLUE AIRWAYS                        | 303          | 380          |
| SOUTHWEST AIRLINES                     | 250          | 301          |
| SPIRIT AIRLINES                        | 529          | 525          |
| UNITED AIRLINES NETWORK <sup>2</sup>   | 838          | 746          |
| <b>TOTAL</b>                           | <b>5,650</b> | <b>4,678</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<br>Branded Codeshare Partners | Alaska Airlines<br>Branded Codeshare Partners | Delta Air Lines<br>Branded Codeshare Partners | United Airlines<br>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>MAY 2024</b> | <b>MAY 2023</b> |
| AER LINGUS                   | 1               | 2               |
| AEROMEXICO                   | 2               | 2               |
| AIR CANADA                   | 3               | 2               |
| AIR FRANCE                   | 3               | 1               |
| ALASKA AIRLINES              | 6               | 2               |
| ALLEGiant AIR                | 8               | 8               |
| AMERICAN AIRLINES            | 51              | 38              |
| ASIANA AIRLINES              | 1               | 0               |
| AUSTRIAN AIRLINES            | 1               | 0               |
| BLADE AIRLINES               | 1               | 0               |
| BREEZE AIRWAYS               | 3               | 0               |
| BRITISH AIRWAYS              | 2               | 2               |
| CHINA EASTERN                | 1               | 0               |
| COPA                         | 2               | 1               |
| DELTA AIR LINES              | 20              | 0               |
| EMIRATES AIRLINES            | 1               | 1               |
| EVA AIRWAYS                  | 1               | 0               |
| FLAIR AIRLINES               | 2               | 0               |
| FRENCH BEE                   | 1               | 2               |
| FRONTIER AIRLINES            | 17              | 18              |
| HAWAIIAN AIRLINES            | 1               | 1               |
| JAPAN AIR LINES              | 1               | 0               |
| JETBLUE AIRWAYS              | 12              | 0               |
| JSX                          | 1               | 0               |
| LATAM                        | 1               | 2               |
| LUFTHANSA                    | 4               | 3               |

|                     |            |            |
|---------------------|------------|------------|
| NORSE ATLANTIC      | 1          | 0          |
| PHILIPPINE AIRLINES | 2          | 0          |
| PORTER AIRLINES     | 1          | 0          |
| QANTAS              | 1          | 0          |
| QATAR AIRWAYS       | 2          | 2          |
| ROYAL AIR MAROC     | 2          | 2          |
| SILVER AIRWAYS      | 0          | 0          |
| SINGAPORE AIRLINES  | 1          | 0          |
| SOUTHERN EXPRESS    | 1          | 0          |
| SOUTHWEST AIRLINES  | 18         | 17         |
| SPIRIT AIRLINES     | 25         | 15         |
| SUN COUNTRY         | 1          | 0          |
| TAP                 | 1          | 2          |
| TURKISH AIRLINES    | 1          | 0          |
| UNITED AIRLINES     | 23         | 23         |
| VOLARIS AIRLINES    | 3          | 1          |
| XIAMEN AIRLINES     | 1          | 0          |
| OTHER AIRLINES      | 2          | 74         |
| <b>TOTALS</b>       | <b>233</b> | <b>221</b> |

| <b>DISCRIMINATION COMPLAINTS</b> |                 |                 |
|----------------------------------|-----------------|-----------------|
| <b>AIRLINE</b>                   | <b>MAY 2024</b> | <b>MAY 2023</b> |
| ALLEGiant AIR                    | 1               | 0               |
| AMERICAN AIRLINES                | 4               | 3               |
| FRONTIER AIRLINES                | 2               | 2               |
| UNITED AIRLINES                  | 2               | 4               |
| OTHER AIRLINES                   | 0               | 18              |
| <b>TOTALS</b>                    | <b>9</b>        | <b>27</b>       |

**AIR TRAVEL CONSUMER REPORT**

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

| MAY 2024          |          |                        |                 |          |          |          |       |
|-------------------|----------|------------------------|-----------------|----------|----------|----------|-------|
| AIRLINE           | RACE     | ANCESTRY/<br>ETHNICITY | NATIONAL ORIGIN | COLOR    | RELIGION | SEX      | OTHER |
| ALLEGiant AIR     |          |                        |                 |          |          | 1        |       |
| AMERICAN AIRLINES |          |                        |                 | 1        | 1        | 2        |       |
| FRONTIER AIRLINES | 1        |                        |                 |          | 1        |          |       |
| UNITED AIRLINES   | 1        |                        | 1               |          |          |          |       |
| <b>TOTALS</b>     | <b>2</b> |                        | <b>1</b>        | <b>1</b> | <b>2</b> | <b>3</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.