

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

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

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

U.S. AIRLINES¹	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
TOTAL	5,831

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

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	TOTALS	1,591
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. AIRLINES¹ (CONTINUED)

TRAVEL AGENTS/TOUR OPERATORS	MAY 2024
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
TOTALS	174

MISCELLANEOUS	MAY 2024
FAA	6
TSA	21
OTHER MISCELLANEOUS	124
TOTALS	151

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AIR TRAVEL CONSUMER REPORT

TABLE 4. CONSUMER SUBMISSIONS REGARDING LARGE U.S. MARKETING AIRLINES¹

U.S. AIRLINES ¹	MAY 2024	MAY 2023
ALASKA AIRLINES NETWORK ²	68	77
ALLEGiant AIR	87	86
AMERICAN AIRLINES NETWORK ²	2,201	1,032
DELTA AIR LINES NETWORK ²	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 ²	838	746
TOTAL	5,650	4,678

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	MAY 2024	MAY 2023
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
TOTALS	233	221

DISCRIMINATION COMPLAINTS		
AIRLINE	MAY 2024	MAY 2023
ALLEGiant AIR	1	0
AMERICAN AIRLINES	4	3
FRONTIER AIRLINES	2	2
UNITED AIRLINES	2	4
OTHER AIRLINES	0	18
TOTALS	9	27

AIR TRAVEL CONSUMER REPORT

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

MAY 2024							
AIRLINE	RACE	ANCESTRY/ ETHNICITY	NATIONAL ORIGIN	COLOR	RELIGION	SEX	OTHER
ALLEGiant AIR						1	
AMERICAN AIRLINES				1	1	2	
FRONTIER AIRLINES	1				1		
UNITED AIRLINES	1		1				
TOTALS	2		1	1	2	3	

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.