

## **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:

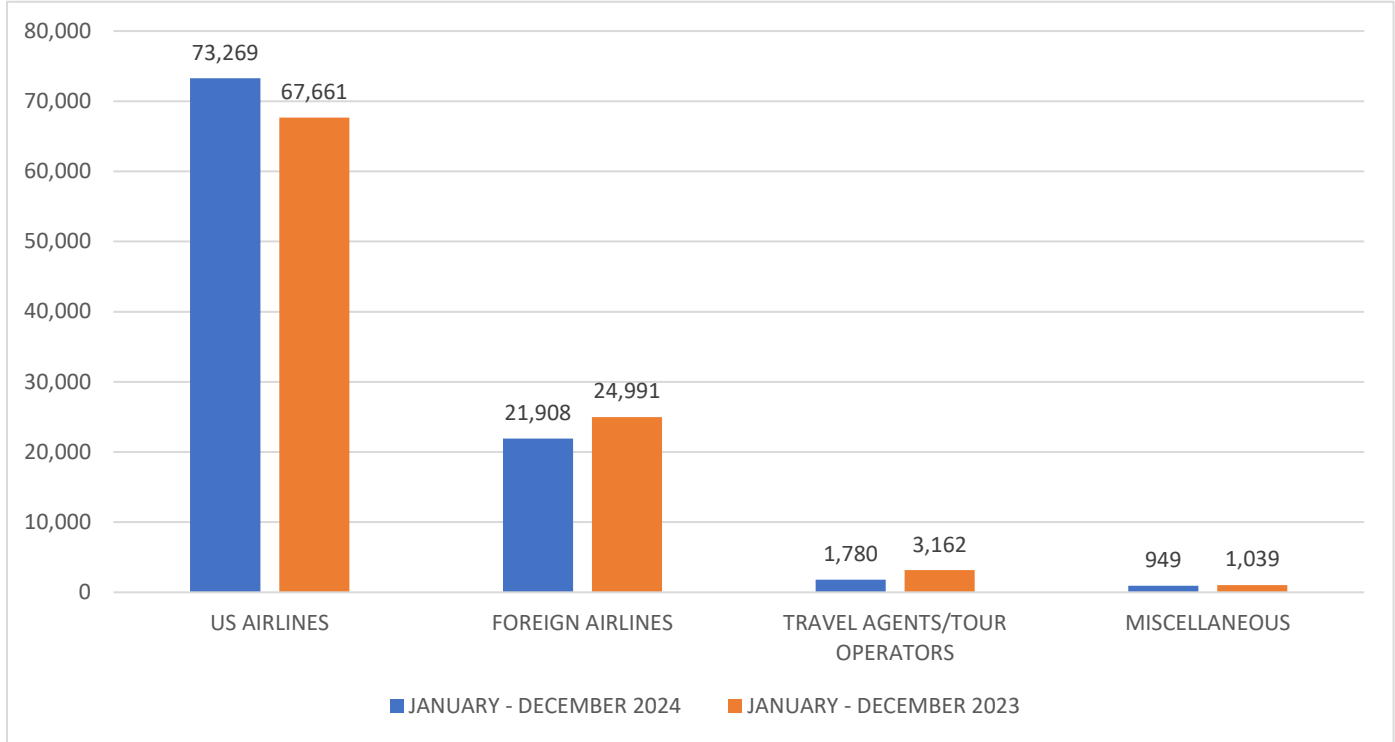
**Table 1. Summary** - shows the total number of submissions (complaints, inquiries, and opinions), and also breaks them down by industry groups (U.S. airlines, Travel Agents, etc.). Figures for the current year are compared to that of the previous year.

**Table 2. Civil Rights Complaints** - 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 3. Discrimination Complaints** - 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.

**TABLE 1. CONSUMER SUBMISSIONS SUMMARY**

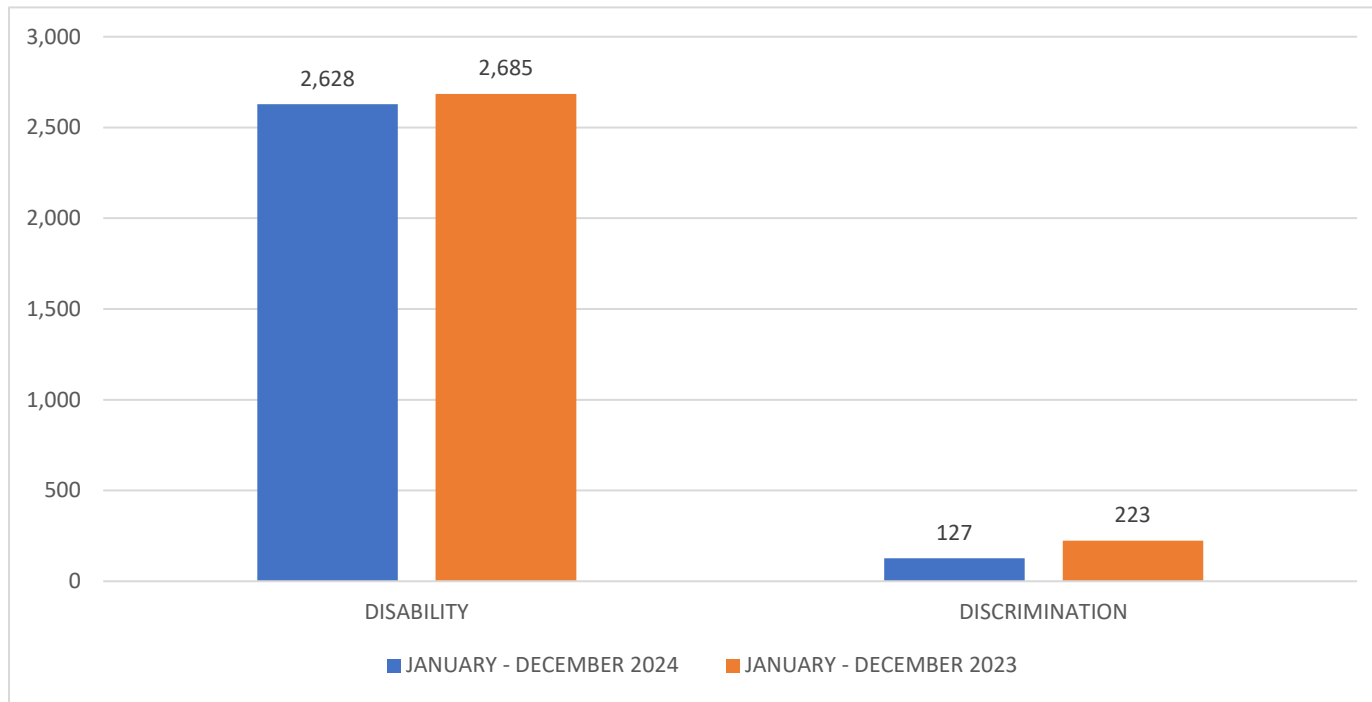
SUBMISSIONS <sup>1</sup>		
	JANUARY - DECEMBER 2024	JANUARY - DECEMBER 2023
US AIRLINES	73,269	67,661
FOREIGN AIRLINES	21,908	24,991
TRAVEL AGENTS/TOUR OPERATORS	1,780	3,162
MISCELLANEOUS	949	1,039
<b>INDUSTRY TOTALS</b>	<b>97,906</b>	<b>96,853</b>



<sup>1</sup>Submissions (complaints, inquiries, and opinions)

**TABLE 2. CIVIL RIGHTS COMPLAINTS**

<b>CIVIL RIGHTS COMPLAINTS</b>		
	<b>JANUARY - DECEMBER 2024</b>	<b>JANUARY - DECEMBER 2023</b>
<b>DISABILITY</b>	2,628	2,685
<b>DISCRIMINATION</b>	127	223
<b>INDUSTRY TOTALS</b>	<b>2,755</b>	<b>2,908</b>



## AIR TRAVEL CONSUMER REPORT

**TABLE 3. CIVIL RIGHTS COMPLAINTS BY AIR TRAVELERS (OTHER THAN DISABILITY, BY CATEGORY)**

JANUARY - DECEMBER 2024							
AIRLINE	RACE	ANCESTRY/ ETHNICITY	NATIONAL ORIGIN	COLOR	RELIGION	SEX	OTHER
AER LINGUS					1		
ALASKA AIRLINES	1	1					
ALLEGiant AIR			2			1	
AMERICAN AIRLINES	18	2	4	6	4	2	0
COPA			1				
DELTA AIR LINES	5	1	6	2	0	1	0
EL AL					1		
FRONTIER AIRLINES	10	3	2	0	2	0	1
ITA AIRWAYS		2			1		
JETBLUE AIRWAYS	4	0	1	0	0	0	0
LUFTHANSA			1				
NORWEGIAN					1		
QATAR	2	2					
SATA	1						
SOUTHWEST AIRLINES	4	1	2	0	0	1	0
SPIRIT AIRLINES	1	1	3	0	0	0	0
SUN COUNTRY	1						
TURKISH AIRLINES	1						
UNITED AIRLINES	8	1	3	1	5	0	0
VIRGIN ATLANTIC	2						
<b>TOTALS</b>	<b>58</b>	<b>14</b>	<b>25</b>	<b>9</b>	<b>15</b>	<b>5</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.

**TABLE 3A. DISCRIMINATION COMPLAINTS BY TYPE**

2024 DISCRIMINATION COMPLAINTS BY TYPE	%
RACE	45.67%
ANCESTRY/ ETHNICITY	11.02%
NATIONAL ORIGIN	19.69%
COLOR	7.09%
RELIGION	11.81%
SEX	3.94%
OTHER	0.79%

