

## **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                  |             |             |
|------------------------------|-------------|-------------|
|                              | AUGUST 2024 | AUGUST 2023 |
| US AIRLINES                  | 11,783      | 7,348       |
| FOREIGN AIRLINES             | 2,466       | 2,472       |
| TRAVEL AGENTS/TOUR OPERATORS | 215         | 203         |
| MISCELLANEOUS                | 123         | 109         |
| INDUSTRY TOTALS              | 14,587      | 10,132      |

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

| U.S. AIRLINES <sup>1</sup> | AUGUST 2024   |
|----------------------------|---------------|
| ALASKA AIRLINES            | 145           |
| ALLEGiant AIR              | 163           |
| AMERICAN AIRLINES          | 3,635         |
| AVELO AIRLINES             | 44            |
| BREEZE AIRWAYS             | 57            |
| CAPE AIR                   | 7             |
| CONTOUR AIRLINES           | 9             |
| DELTA AIR LINES            | 3,024         |
| FRONTIER AIRLINES          | 958           |
| HAWAIIAN AIRLINES          | 34            |
| JETBLUE AIRWAYS            | 675           |
| MOKULELE AIRLINES          | 5             |
| SILVER AIRWAYS             | 36            |
| SOUTHERN AIRWAYS EXPRESS   | 9             |
| SOUTHWEST AIRLINES         | 350           |
| SPIRIT AIRLINES            | 934           |
| SUN COUNTRY AIRLINES       | 64            |
| UNITED AIRLINES            | 1,618         |
| OTHER U.S. AIRLINES        | 16            |
| <b>TOTAL</b>               | <b>11,783</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>**

| <b>FOREIGN AIRLINES</b> | <b>AUGUST 2024</b> |                         |              |
|-------------------------|--------------------|-------------------------|--------------|
| AEGEAN AIRLINES         | 7                  | ITA AIRWAYS             | 59           |
| AER LINGUS              | 48                 | JAPAN AIR LINES COMPANY | 6            |
| AEROMEXICO              | 53                 | KENYA AIRWAYS           | 7            |
| AIR CANADA              | 147                | KLM                     | 54           |
| AIR EUROPA              | 5                  | KUWAIT AIRWAYS          | 9            |
| AIR FRANCE              | 140                | LATAM                   | 34           |
| AIR INDIA               | 59                 | LEVEL                   | 8            |
| AIR SENEGAL             | 11                 | LOT POLISH AIRLINES     | 22           |
| AIR SERBIA              | 6                  | LUFTHANSA               | 263          |
| ANA ALL NIPPON AIRWAYS  | 12                 | NORSE ATLANTIC AIRWAYS  | 52           |
| ASIANA AIRLINES         | 9                  | PHILIPPINE AIRLINES     | 19           |
| AUSTRIAN AIRLINES       | 16                 | PLAY AIRLINES           | 10           |
| AVIANCA                 | 80                 | PORTER AIRLINES         | 10           |
| AZUL BRAZILIAN AIRLINES | 5                  | QANTAS AIRWAYS          | 8            |
| BRITISH AIRWAYS         | 152                | QATAR AIRWAYS           | 129          |
| BRUSSELS AIRLINES       | 9                  | ROYAL AIR MAROC         | 36           |
| CATHAY PACIFIC AIRWAYS  | 11                 | RYANAIR                 | 6            |
| CONDOR                  | 26                 | SAS                     | 19           |
| COPA                    | 28                 | SATA INTERNACIONAL      | 16           |
| EGYPTAIR                | 17                 | SAUDI ARABIAN AIRLINES  | 20           |
| EL AL ISRAEL            | 6                  | SINGAPORE AIRLINES      | 15           |
| EMIRATES AIRLINES       | 41                 | SWISS AIR               | 43           |
| ETHIOPIAN AIRLINES      | 36                 | TAP                     | 55           |
| ETIHAD AIRWAYS          | 36                 | TURKISH AIRLINES        | 139          |
| EVA AIRWAYS             | 9                  | VIRGIN ATLANTIC AIRWAYS | 39           |
| FIJI AIRWAYS            | 8                  | VIVAAEROBUS             | 23           |
| FINNAIR OY              | 7                  | VOLARIS AIRLINES        | 38           |
| FLAIR AIRLINES          | 6                  | VUELING AIRLINES        | 11           |
| FRENCH BEE              | 13                 | WEST JET                | 75           |
| IBERIA AIRLINES         | 105                | ZIPAIR                  | 7            |
| ICELANDAIR              | 30                 | OTHER FOREIGN AIRLINES  | 89           |
| INDIGO AIRLINES         | 7                  | <b>TOTALS</b>           | <b>2,466</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/TOUR OPERATORS</b> | <b>AUGUST 2024</b> | <b>MISCELLANEOUS</b> | <b>AUGUST 2024</b> |
|-------------------------------------|--------------------|----------------------|--------------------|
| ASAPTICKETS.COM                     | 6                  | FAA                  | 9                  |
| BOOKING.COM                         | 21                 | TSA                  | 9                  |
| BUDGETAIR.COM                       | 5                  | OTHER MISCELLANEOUS  | 105                |
| CHEAPOAIR.COM                       | 14                 | <b>TOTALS</b>        | <b>123</b>         |
| EDREAMS.COM                         | 5                  |                      |                    |
| EXPEDIA.COM                         | 26                 |                      |                    |
| GOTOGATE                            | 7                  |                      |                    |
| JUSTFLY.COM                         | 11                 |                      |                    |
| KIWI.COM                            | 12                 |                      |                    |
| OOJO.COM                            | 5                  |                      |                    |
| PRICELINE.COM                       | 21                 |                      |                    |
| SOUTHWEST VACATIONS                 | 6                  |                      |                    |
| TRAVELOCITY.COM                     | 5                  |                      |                    |
| TRIP.COM                            | 7                  |                      |                    |
| OTHER TRAVEL AGENTS                 | 64                 |                      |                    |
| <b>TOTALS</b>                       | <b>215</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>             | AUGUST 2024   | AUGUST 2023  |
|--|---------------|--------------|
| ALASKA AIRLINES NETWORK <sup>2</sup>   | 145           | 116          |
| ALLEGiant AIR                          | 163           | 123          |
| AMERICAN AIRLINES NETWORK <sup>2</sup> | 3,635         | 1,601        |
| DELTA AIR LINES NETWORK <sup>2</sup>   | 3,024         | 949          |
| FRONTIER AIRLINES                      | 958           | 1,082        |
| HAWAIIAN AIRLINES                      | 34            | 98           |
| JETBLUE AIRWAYS                        | 675           | 771          |
| SOUTHWEST AIRLINES                     | 350           | 301          |
| SPIRIT AIRLINES                        | 934           | 601          |
| UNITED AIRLINES NETWORK <sup>2</sup>   | 1,618         | 1,473        |
| <b>TOTAL</b>                           | <b>11,536</b> | <b>7,115</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                                  | 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               | AUGUST 2024 | AUGUST 2023 |
| AEROMEXICO            | 1           | 0           |
| AIR CANADA            | 3           | 3           |
| AIR EUROPA            | 1           | 0           |
| AIR FRANCE            | 7           | 1           |
| AIR INDIA             | 1           | 0           |
| ALASKA AIRLINES       | 16          | 10          |
| ALLEGiant AIR         | 5           | 14          |
| AMERICAN AIRLINES     | 70          | 52          |
| ANA ALL NIPPON        | 1           | 0           |
| AVELO AIRLINES        | 1           | 0           |
| AVIANCA               | 4           | 3           |
| BREEZE AIRWAYS        | 2           | 1           |
| BRITISH AIRWAYS       | 3           | 1           |
| CONDOR                | 1           | 0           |
| DELTA AIR LINES       | 31          | 43          |
| EMIRATES AIRLINES     | 1           | 1           |
| ETIHAD AIRWAYS        | 1           | 0           |
| FRONTIER AIRLINES     | 15          | 14          |
| HAWAIIAN AIRLINES     | 2           | 3           |
| IBERIA AIRLINES       | 3           | 3           |
| ITA AIRWAYS           | 1           | 0           |
| JETBLUE AIRWAYS       | 11          | 20          |
| LATAM                 | 1           | 3           |
| LUFTHANSA             | 9           | 5           |
| NORSE ATLANTIC        | 1           | 0           |
| QATAR AIRWAYS         | 3           | 4           |
| SOUTHWEST AIRLINES    | 21          | 18          |
| SPIRIT AIRLINES       | 24          | 23          |
| SUN COUNTRY AIRLINES  | 2           | 1           |
| SWISS AIR             | 2           | 1           |

|                         |            |            |
|-------------------------|------------|------------|
| TURKISH AIRLINES        | 4          | 2          |
| UNITED AIRLINES         | 15         | 39         |
| VIRGIN ATLANTIC AIRWAYS | 2          | 2          |
| VIVA AEROBUS            | 2          | 0          |
| VOLARIS AIRLINES        | 1          | 1          |
| OTHER AIRLINES          | 0          | 19         |
| <b>TOTALS</b>           | <b>268</b> | <b>287</b> |

| DISCRIMINATION COMPLAINTS |             |             |
|---------------------------|-------------|-------------|
| AIRLINE                   | AUGUST 2024 | AUGUST 2023 |
| ALASKA AIRLINES           | 2           | 3           |
| AMERICAN AIRLINES         | 8           | 1           |
| DELTA AIR LINES           | 2           | 2           |
| FRONTIER AIRLINES         | 4           | 2           |
| ITA AIRWAYS               | 2           | 0           |
| JETBLUE AIRWAYS           | 2           | 0           |
| LUFTHANSA                 | 1           | 0           |
| NORWEGIAN                 | 1           | 0           |
| QATAR                     | 4           | 0           |
| SOUTHWEST AIRLINES        | 1           | 0           |
| SPIRIT AIRLINES           | 2           | 3           |
| SUN COUNTRY               | 1           | 0           |
| UNITED AIRLINES           | 2           | 3           |
| VIRGIN ATLANTIC           | 1           | 0           |
| OTHER AIRLINES            | 0           | 4           |
| <b>TOTALS</b>             | <b>33</b>   | <b>18</b>   |

## AIR TRAVEL CONSUMER REPORT

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

| AUGUST 2024        |           |                        |                 |          |          |          |          |
|--------------------|-----------|------------------------|-----------------|----------|----------|----------|----------|
| AIRLINE            | RACE      | ANCESTRY/<br>ETHNICITY | NATIONAL ORIGIN | COLOR    | RELIGION | SEX      | OTHER    |
| ALASKA AIRLINES    | 1         | 1                      |                 |          |          |          |          |
| AMERICAN AIRLINES  | 5         | 1                      | 1               | 1        |          |          |          |
| DELTA AIR LINES    | 1         |                        | 1               |          |          |          |          |
| FRONTIER AIRLINES  | 2         | 1                      |                 |          | 1        |          |          |
| ITA AIRWAYS        |           | 2                      |                 |          |          |          |          |
| JETBLUE AIRWAYS    | 1         |                        | 1               |          |          |          |          |
| LUFTHANSA          |           |                        | 1               |          |          |          |          |
| NORWEGIAN          |           |                        |                 |          | 1        |          |          |
| QATAR              | 2         | 2                      |                 |          |          |          |          |
| SOUTHWEST AIRLINES |           |                        | 1               |          |          |          |          |
| SPIRIT AIRLINES    | 1         | 1                      |                 |          |          |          |          |
| SUN COUNTRY        | 1         |                        |                 |          |          |          |          |
| UNITED AIRLINES    | 1         |                        |                 |          | 1        |          |          |
| VIRGIN ATLANTIC    | 1         |                        |                 |          |          |          |          |
| <b>TOTALS</b>      | <b>16</b> | <b>8</b>               | <b>5</b>        | <b>1</b> | <b>3</b> | <b>0</b> | <b>0</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.