

## **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		
	DECEMBER 2024	DECEMBER 2023
US AIRLINES	4,792	3,368
FOREIGN AIRLINES	1,801	1,855
TRAVEL AGENTS/TOUR OPERATORS	143	136
MISCELLANEOUS	37	83
INDUSTRY TOTALS	6,773	5,442

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

<b>U.S. AIRLINES<sup>1</sup></b>	<b>DECEMBER 2024</b>
ALASKA AIRLINES	104
ALLEGiant AIR	115
AMERICAN AIRLINES	1,570
AVELO AIRLINES	52
BREEZE AIRWAYS	45
CONTOUR AIRLINES	15
DELTA AIR LINES	673
FRONTIER AIRLINES	502
HAWAIIAN AIRLINES	42
JETBLUE AIRWAYS	321
SILVER AIRWAYS	18
SOUTHERN AIRWAYS EXPRESS	7
SOUTHWEST AIRLINES	246
SPIRIT AIRLINES	325
SUN COUNTRY AIRLINES	45
UNITED AIRLINES	701
OTHER U.S. AIRLINES	11
<b>TOTAL</b>	<b>4,792</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>DECEMBER 2024</b>		
AER LINGUS	33	KENYA AIRWAYS	6
AEROMEXICO	30	KLM	27
AIR CANADA	52	KOREAN AIR LINES	12
AIR EUROPA	8	LATAM	28
AIR FRANCE	89	LOT POLISH AIRLINES	12
AIR INDIA	71	LUFTHANSA	154
ANA ALL NIPPON AIRWAYS	6	NORSE ATLANTIC AIRWAYS	22
ASIANA AIRLINES	9	PHILIPPINE AIRLINES	8
AUSTRIAN AIRLINES	6	PLAY AIRLINES	6
AVIANCA	91	QANTAS AIRWAYS	5
AZUL BRAZILIAN AIRLINES	7	QATAR AIRWAYS	120
BAHAMASAIR HOLDINGS	5	ROYAL AIR MAROC	26
BRITISH AIRWAYS	112	SAS	12
CARIBBEAN AIRLINES	7	SATA INTERNACIONAL	5
CATHAY PACIFIC AIRWAYS	12	SAUDI ARABIAN AIRLINES	10
CHINA AIRLINES	5	SINGAPORE AIRLINES	7
CONDOR	10	SWISS AIR	28
COPA	23	TAP	22
EGYPTAIR	12	TURKISH AIRLINES	145
EL AL ISRAEL	11	VIRGIN ATLANTIC AIRWAYS	26
EMIRATES AIRLINES	39	VIVAAEROBUS	37
ETHIOPIAN AIRLINES	31	VOLARIS AIRLINES	96
ETIHAD AIRWAYS	48	WEST JET	13
FIJI AIRWAYS	10	OTHER FOREIGN AIRLINES	111
FLAIR AIRLINES	5	<b>TOTALS</b>	<b>1,801</b>
FRENCH BEE	13		
IBERIA AIRLINES	59		
ICELANDAIR	16		
INDIGO AIRLINES	11		
ITA AIRWAYS	27		
JAPAN AIR LINES COMPANY	5		

<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)**

TRAVEL AGENTS/TOUR OPERATORS	DECEMBER 2024
BOOKING.COM	13
CAPITAL ONE TRAVEL	6
CHEAPOAIR.COM	5
EXPEDIA.COM	13
JUSTFLY.COM	7
ORBITZ.COM	5
PRICELINE.COM	12
STUDENTUNIVERSE	8
OTHER TRAVEL AGENTS	74
<b>TOTALS</b>	<b>143</b>

MISCELLANEOUS	DECEMBER2024
TSA	22
OTHER MISCELLANEOUS	15
<b>TOTALS</b>	<b>37</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>	DECEMBER 2024	DECEMBER 2023
ALASKA AIRLINES NETWORK <sup>2</sup>	104	73
ALLEGiant AIR	115	96
AMERICAN AIRLINES NETWORK <sup>2</sup>	1,570	777
DELTA AIR LINES NETWORK <sup>2</sup>	673	442
FRONTIER AIRLINES	502	428
HAWAIIAN AIRLINES	42	33
JETBLUE AIRWAYS	321	226
SOUTHWEST AIRLINES	246	240
SPIRIT AIRLINES	325	367
UNITED AIRLINES NETWORK <sup>2</sup>	701	564
<b>TOTAL</b>	<b>4,599</b>	<b>3,246</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 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	DECEMBER 2024	DECEMBER 2023
AER LINGUS	1	0
AIR CANADA	6	0
AIR FRANCE	4	0
ALASKA AIRLINES	6	7
ALLEGiant AIR	7	13
AMERICAN AIRLINES	42	45
ASIANA AIRLINES	2	0
BREEZE AIRWAYS	1	2
BRITISH AIRWAYS	4	2
CHINA AIRLINES	1	2
CONTOUR AIRLINES	1	0
DELTA AIR LINES	29	21
EMIRATES AIRLINES	2	0
ETHIOPIAN AIRLINES	1	0
EUROWINGS	1	0
FIJI AIRWAYS	1	1
FRONTIER AIRLINES	15	11
GOL AIRLINES	1	1
HAWAIIAN AIRLINES	1	2
IBERIA AIRLINES	2	0
ICELANDAIR	1	0
INDIGO AIRLINES	1	0
JETBLUE AIRWAYS	12	14
KLM	1	2
LUFTHANSA	3	3
PORTER AIRLINES	1	0
QATAR AIRWAYS	2	3
SAS	2	0

SINGAPORE AIRLINES	1	0
SKY AIRLINES PERU	1	0
SKYWEST AIRLINES	1	0
SOUTHWEST AIRLINES	21	14
SPIRIT AIRLINES	8	12
SUN COUNTRY AIRLINES	1	2
TURKISH AIRLINES	5	2
UNITED AIRLINES	22	23
VIETNAM AIRLINES	1	0
VIRGIN ATLANTIC AIRWAYS	2	1
VIVAAEROBUS	1	1
VOLARIS AIRLINES	3	7
WEST JET	2	1
OTHER AIRLINES	0	10
<b>TOTALS</b>	<b>220</b>	<b>202</b>

DISCRIMINATION COMPLAINTS		
AIRLINE	DECEMBER 2024	DECEMBER 2023
AER LINGUS	1	0
AMERICAN AIRLINES	4	2
DELTA AIR LINES	2	0
FRONTIER AIRLINES	6	2
SPIRIT AIRLINES	1	1
TURKISH AIRLINES	1	0
UNITED AIRLINES	2	3
OTHER AIRLINES	0	4
<b>TOTALS</b>	<b>17</b>	<b>12</b>

## AIR TRAVEL CONSUMER REPORT

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

DECEMBER 2024							
AIRLINE	RACE	ANCESTRY/ ETHNICITY	NATIONAL ORIGIN	COLOR	RELIGION	SEX	OTHER
AER LINGUS					1		
AMERICAN AIRLINES	1		1	2			
DELTA AIR LINES	1		1				
FRONTIER AIRLINES	2	2	1				1
SPIRIT AIRLINES			1				
TURKISH AIRLINES	1						
UNITED AIRLINES			1		1		
<b>TOTALS</b>	<b>5</b>	<b>2</b>	<b>5</b>	<b>2</b>	<b>2</b>	<b>0</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.