

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		
	JULY 2024	JULY 2023
US AIRLINES	15,108	9,714
FOREIGN AIRLINES	2,224	2,569
TRAVEL AGENTS/TOUR OPERATORS	186	217
MISCELLANEOUS	61	90
INDUSTRY TOTALS	17,393	12,590

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

U.S. AIRLINES¹	JULY 2024
ALASKA AIRLINES	111
ALLEGiant AIR	245
AMERICAN AIRLINES	3,238
AVELO AIRLINES	29
BREEZE AIRWAYS	78
CONTOUR AIRLINES	12
DELTA AIR LINES	6,643
FRONTIER AIRLINES	1,164
HAWAIIAN AIRLINES	40
JETBLUE AIRWAYS	517
SILVER AIRWAYS	31
SOUTHERN AIRWAYS EXPRESS	9
SOUTHWEST AIRLINES	357
SPIRIT AIRLINES	995
SUN COUNTRY AIRLINES	76
UNITED AIRLINES	1,538
Other U.S. Airlines	25
TOTAL	15,108

¹AIRLINES ARE LISTED INDIVIDUALLY IF DOT RECEIVED FIVE (5) OR MORE SUBMISSIONS (COMPLAINTS, INQUIRIES AND OPINIONS) FOR THEM DURING THE REPORTING PERIOD. SUBMISSIONS FOR U.S. AIRLINES ACCOUNTING FOR FEWER THAN FIVE (5) ARE INCLUDED UNDER 'OTHER U.S. AIRLINES'.

AIR TRAVEL CONSUMER REPORT
TABLE 3. SUBMISSIONS REGARDING COMPANIES OTHER THAN U.S. AIRLINES¹

FOREIGN AIRLINES	JULY 2024		
AER LINGUS	50	ICELANDAIR	14
AEROLINEAS ARGENTINAS	5	ITA AIRWAYS	49
AEROMEXICO	47	KLM	37
AIR CANADA	135	KOREAN AIR LINES	8
AIR EUROPA	6	LATAM	34
AIR FRANCE	94	LEVEL	13
AIR INDIA	84	LOT POLISH AIRLINES	17
AIR SENEGAL	17	LUFTHANSA	234
AIR TRANSAT	5	NORSE ATLANTIC AIRWAYS	47
ANA ALL NIPPON AIRWAYS	7	PHILIPPINE AIRLINES	12
ASIANA AIRLINES	9	PLAY AIRLINES	13
AUSTRIAN AIRLINES	18	PORTER AIRLINES	9
AVIANCA	84	QANTAS AIRWAYS	7
BRITISH AIRWAYS	111	QATAR AIRWAYS	98
BRUSSELS AIRLINES	7	ROYAL AIR MAROC	56
CATHAY PACIFIC AIRWAYS	7	ROYAL JORDANIAN AIRLINES	5
CHINA AIRLINES	9	SAS	13
CONDOR	27	SATA INTERNACIONAL	7
COPA	29	SAUDI ARABIAN AIRLINES	11
EGYPTAIR	12	SINGAPORE AIRLINES	16
EL AL ISRAEL	10	SWISS AIR	39
EMIRATES AIRLINES	31	TAP	44
ETHIOPIAN AIRLINES	33	TURKISH AIRLINES	100
ETIHAD AIRWAYS	32	VIRGIN ATLANTIC AIRWAYS	39
EVA AIRWAYS	10	VIVAAEROBUS	29
FIJI AIRWAYS	7	VOLARIS AIRLINES	54
FINNAIR OY	5	VUELING AIRLINES	12
FLAIR AIRLINES	17	WEST JET	80
FRENCH BEE	11	ZIPAIR	5
IBERIA AIRLINES	107	OTHER FOREIGN AIRLINES	96
		TOTALS	2,224

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 (CONTINUED)

TRAVEL AGENTS/TOUR OPERATORS	JULY 2024
ASAPTICKETS.COM	5
BOOKING.COM	9
CHEAPOAIR.COM	15
EDREAMS.COM	5
EXPEDIA.COM	34
GOTOGATE	9
JUSTFLY.COM	9
KIWI.COM	14
MYTRIP.COM	6
PRICELINE.COM	13
TRAVELOCITY.COM	5
OTHER TRAVEL AGENTS	62
TOTALS	186

MISCELLANEOUS	JULY 2024
FAA	6
TSA	11
OTHER MISCELLANEOUS	44
TOTALS	61

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AIR TRAVEL CONSUMER REPORT

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

U.S. AIRLINES¹	JULY 2024	JULY 2023
ALASKA AIRLINES NETWORK ²	111	118
ALLEGiant AIR	245	159
AMERICAN AIRLINES NETWORK ²	3,238	1,909
DELTA AIR LINES NETWORK ²	6,643	1,063
FRONTIER AIRLINES	1,164	1,409
HAWAIIAN AIRLINES	40	89
JETBLUE AIRWAYS	517	1,135
SOUTHWEST AIRLINES	357	411
SPIRIT AIRLINES	995	708
UNITED AIRLINES NETWORK ²	1,538	2,408
TOTAL	14,848	9,409

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	JULY 2024	JULY 2023
AER LINGUS	2	0
AEROMEXICO	1	1
AIR CANADA	1	1
AIR FRANCE	6	2
AIR TRANSAT	1	0
ALASKA AIRLINES	8	13
ALLEGiant AIR	9	11
AMERICAN AIRLINES	58	62
ASIANA AIRLINES	2	0
AVIANCA	2	1
BRITISH AIRWAYS	1	2
CHINA AIRLINES	3	0
CONDOR	1	1
COPA	1	0
DELTA AIR LINES	58	40
EGYPTAIR	1	1
EMIRATES AIRLINES	1	3
ETIHAD AIRWAYS	2	0
FRONTIER AIRLINES	13	26
HAWAIIAN AIRLINES	2	1
IBERIA AIRLINES	1	2
ITA AIRWAYS	1	0
JAPAN AIRLINES	1	0
JETBLUE AIRWAYS	30	30
KENYA AIRWAYS	1	0
KLM	2	4
LATAM	1	0
LOT POLISH AIRLINES	2	0
LUFTHANSA	5	3
NORSE ATLANTIC AIRWAYS	3	0
QANTAS AIRWAYS	1	0

QATAR AIRWAYS	4	4
SINGAPORE AIRLINES	1	0
SOUTHWEST AIRLINES	29	20
SPIRIT AIRLINES	9	20
SUN COUNTRY	1	1
SWISS AIR	1	0
TAP	2	0
TURKISH AIRLINES	8	4
UNITED AIRLINES	32	38
VIRGIN ATLANTIC	1	0
WEST JET	1	1
OTHER AIRLINES	0	8
TOTALS	310	300

DISCRIMINATION COMPLAINTS		
AIRLINE	JULY 2024	JULY 2023
ALLEGiant AIR	1	0
DELTA AIR LINES	1	0
ITA AIRWAYS	1	0
JETBLUE AIRWAYS	1	0
SOUTHWEST AIRLINES	2	0
SPIRIT AIRLINES	1	0
UNITED AIRLINES	1	0
OTHER AIRLINES	0	4
TOTALS	8	4

AIR TRAVEL CONSUMER REPORT

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

JULY 2024							
AIRLINE	RACE	ANCESTRY/ ETHNICITY	NATIONAL ORIGIN	COLOR	RELIGION	SEX	OTHER
ALLEGiant AIR			1				
DELTA AIR LINES			1				
ITA AIRWAYS					1		
JETBLUE AIRWAYS	1						
SOUTHWEST AIRLINES	2						
SPIRIT AIRLINES			1				
UNITED AIRLINES					1		
TOTALS	3	0	3	0	2	0	0

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.