

## **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		
	JUNE 2024	JUNE 2023
US AIRLINES	6,485	6,847
FOREIGN AIRLINES	1,693	2,059
TRAVEL AGENTS/TOUR OPERATORS	140	242
MISCELLANEOUS	68	56
INDUSTRY TOTALS	8,386	9,204

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

<b>U.S. AIRLINES<sup>1</sup></b>	<b>JUNE 2024</b>
ALASKA AIRLINES	96
ALLEGiant AIR	100
AMERICAN AIRLINES	2,559
AVELO AIRLINES	20
BREEZE AIRWAYS	53
CONTOUR AIRLINES	6
DELTA AIR LINES	632
FRONTIER AIRLINES	886
HAWAIIAN AIRLINES	29
JETBLUE AIRWAYS	348
SILVER AIRWAYS	32
SOUTHWEST AIRLINES	244
SPIRIT AIRLINES	545
SUN COUNTRY AIRLINES	74
UNITED AIRLINES	838
OTHER U.S. AIRLINES	23
<b>TOTAL</b>	<b>6,485</b>

<sup>1</sup>AIRLINES 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. AIRLINES<sup>1</sup>**

<b>FOREIGN AIRLINES</b>	<b>JUNE 2024</b>		
AER LINGUS	35	KENYA AIRWAYS	8
AEROMEXICO	52	KLM	17
AIR ASIA	5	KOREAN AIR LINES	5
AIR CANADA	87	LATAM	31
AIR EUROPA	8	LEVEL	14
AIR FRANCE	80	LOT POLISH AIRLINES	7
AIR INDIA	60	LUFTHANSA	154
AIR TAHITI NUI	5	NORSE ATLANTIC AIRWAYS	23
AIR TRANSAT	5	PHILIPPINE AIRLINES	14
ANA ALL NIPPON AIRWAYS	6	PLAY AIRLINES	7
AUSTRIAN AIRLINES	15	QATAR AIRWAYS	91
AVIANCA	63	ROYAL AIR MAROC	40
BRITISH AIRWAYS	83	ROYAL JORDANIAN AIRLINES	10
BRUSSELS AIRLINES	5	SAS	11
CATHAY PACIFIC AIRWAYS	7	SATA INTERNACIONAL	9
CONDOR	27	SAUDI ARABIAN AIRLINES	8
COPA	26	SINGAPORE AIRLINES	12
EGYPTAIR	22	SKY AIRLINES PERU	5
EL AL ISRAEL	12	SWISS AIR	24
EMIRATES AIRLINES	33	TAP	39
ETHIOPIAN AIRLINES	16	TURKISH AIRLINES	104
ETIHAD AIRWAYS	26	VIRGIN ATLANTIC AIRWAYS	23
EVA AIRWAYS	9	VIVAAEROBUS	21
FIJI AIRWAYS	9	VOLARIS AIRLINES	41
FLAIR AIRLINES	13	VUELING AIRLINES	12
FRENCH BEE	14	WEST JET	23
IBERIA AIRLINES	68	ZIPAIR	14
ICELANDAIR	9	OTHER FOREIGN AIRLINES	95
ITA AIRWAYS	31	<b>TOTALS</b>	<b>1,693</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

**AIR TRAVEL CONSUMER REPORT**  
**TABLE 3. SUBMISSIONS REGARDING COMPANIES OTHER THAN U.S. AIRLINES<sup>1</sup> (CONTINUED)**

TRAVEL AGENTS/TOUR OPERATORS	JUNE 2024	MISCELLANEOUS	JUNE 2024
BOOKING.COM	9	FAA	14
CHEAPOAIR.COM	11	TSA	17
EXPEDIA.COM	18	OTHER MISCELLANEOUS	37
GOTOGATE	8	<b>TOTALS</b>	<b>68</b>
JUSTFLY.COM	10		
KIWI.COM	7		
PRICELINE.COM	14		
TRIP.COM	5		
OTHER TRAVEL AGENTS	58		
<b>TOTALS</b>	<b>140</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>**

<b>U.S. AIRLINES<sup>1</sup></b>	<b>JUNE 2024</b>	<b>JUNE 2023</b>
ALASKA AIRLINES NETWORK <sup>2</sup>	96	87
ALLEGiant AIR	100	119
AMERICAN AIRLINES NETWORK <sup>2</sup>	2,559	1,379
DELTA AIR LINES NETWORK <sup>2</sup>	632	715
FRONTIER AIRLINES	886	1,082
HAWAIIAN AIRLINES	29	58
JETBLUE AIRWAYS	348	518
SOUTHWEST AIRLINES	244	353
SPIRIT AIRLINES	545	702
UNITED AIRLINES NETWORK <sup>2</sup>	838	1,584
<b>TOTAL</b>	<b>6,277</b>	<b>6,597</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.

<b>American Airlines Branded Codeshare Partners</b>	<b>Alaska Airlines Branded Codeshare Partners</b>	<b>Delta Air Lines Branded Codeshare Partners</b>	<b>United Airlines Branded Codeshare Partners</b>
Air Wisconsin Airlines	Horizon Air	Endeavor Air	Air Wisconsin Airlines
Envoy Air	SkyWest Airlines	Republic Airways	CommutAir
PSA Airlines		SkyWest Airlines	GoJet Airlines
Piedmont Airlines			Mesa Airlines
Republic Airways			Republic Airways
SkyWest Airlines			SkyWest Airlines

**AIR TRAVEL CONSUMER REPORT**  
**TABLE 5. CIVIL RIGHTS COMPLAINTS BY AIR TRAVELERS**

DISABILITY COMPLAINTS		
AIRLINE	JUNE 2024	JUNE 2023
AER LINGUS	1	1
AEROMEXICO	3	3
AIR CANADA	5	2
AIR FRANCE	4	3
ALASKA AIRLINES	7	9
ALLEGiant AIR	5	11
AMERICAN AIRLINES	67	51
AVELO AIRLINES	2	1
AVIANCA	2	3
BREEZE AIRWAYS	1	0
BRITISH AIRWAYS	3	5
CONDOR	2	0
COPA	2	1
DELTA AIR LINES	33	18
FRONTIER AIRLINES	21	17
IBERIA AIRLINES	3	0
JETBLUE AIRWAYS	11	27
LUFTHANSA	6	2
PHILIPPINE AIRLINES	2	1
QATAR AIRWAYS	1	3
ROYAL AIR MAROC	1	1

SAS	1	0
SINGAPORE AIRLINES	2	1
SOUTHWEST AIRLINES	10	29
SPIRIT AIRLINES	10	15
SUN COUNTRY	1	2
SWISS AIR	1	4
TURKISH AIRLINES	5	5
UNITED AIRLINES	17	39
VIVAAEROBUS	1	0
VOLARIS AIRLINES	1	2
ZIPAIR	1	0
OTHER AIRLINES	0	22
<b>TOTALS</b>	<b>232</b>	<b>278</b>

DISCRIMINATION COMPLAINTS		
AIRLINE	JUNE 2024	JUNE 2023
AMERICAN AIRLINES	3	1
FRONTIER AIRLINES	1	6
JETBLUE AIRWAYS	1	3
UNITED AIRLINES	1	8
OTHER AIRLINES	0	15
<b>TOTALS</b>	<b>6</b>	<b>33</b>

## AIR TRAVEL CONSUMER REPORT

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

JUNE 2024							
AIRLINE	RACE	ANCESTRY/ ETHNICITY	NATIONAL ORIGIN	COLOR	RELIGION	SEX	OTHER
AMERICAN AIRLINES	3						
FRONTIER AIRLINES	1						
JETBLUE AIRWAYS	1						
UNITED AIRLINES	1						
TOTALS	6	0	0	0	0	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.