

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		
	NOVEMBER 2024	NOVEMBER 2023
US AIRLINES	3,802	3,052
FOREIGN AIRLINES	1,632	1,514
TRAVEL AGENTS/TOUR OPERATORS	135	142
MISCELLANEOUS	74	75
INDUSTRY TOTALS	5,643	4,783

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

U.S. AIRLINES ¹	NOVEMBER 2024
ALASKA AIRLINES	82
ALLEGiant AIR	49
AMERICAN AIRLINES	1,276
AVELO AIRLINES	13
BREEZE AIRWAYS	31
CONTOUR AIRLINES	8
DELTA AIR LINES	556
FRONTIER AIRLINES	454
HAWAIIAN AIRLINES	25
JETBLUE AIRWAYS	190
SILVER AIRWAYS	9
SOUTHERN AIRWAYS EXPRESS	6
SOUTHWEST AIRLINES	169
SPIRIT AIRLINES	273
SUN COUNTRY AIRLINES	19
UNITED AIRLINES	634
Other U.S. Airlines	8
TOTAL	3,802

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

FOREIGN AIRLINES	NOVEMBER 2024		
AEGEAN AIRLINES	8	ITA AIRWAYS	35
AER LINGUS	40	JAPAN AIR LINES COMPANY	6
AEROMEXICO	17	KLM	28
AIR ASIA	5	KOREAN AIR LINES	14
AIR CANADA	47	LATAM	26
AIR EUROPA	5	LOT POLISH AIRLINES	8
AIR FRANCE	83	LUFTHANSA	167
AIR INDIA	65	NORSE ATLANTIC AIRWAYS	14
ANA ALL NIPPON AIRWAYS	5	PHILIPPINE AIRLINES	16
ASIANA AIRLINES	8	PLAY AIRLINES	8
AUSTRIAN AIRLINES	10	QATAR AIRWAYS	89
AVIANCA	87	ROYAL AIR MAROC	17
AZUL BRAZILIAN AIRLINES	7	ROYAL JORDANIAN AIRLINES	6
BRITISH AIRWAYS	93	SAS	12
BRUSSELS AIRLINES	10	SAUDI ARABIAN AIRLINES	13
CATHAY PACIFIC AIRWAYS	17	SINGAPORE AIRLINES	8
CHINA AIRLINES	9	SWISS AIR	33
CHINA EASTERN AIRLINES	5	TAP	16
CONDOR	7	TURKISH AIRLINES	145
COPA	22	VIRGIN ATLANTIC AIRWAYS	19
EGYPTAIR	5	VIVAAEROBUS	29
EL AL ISRAEL	9	VOLARIS AIRLINES	53
EMIRATES AIRLINES	27	VUELING AIRLINES	5
ETHIOPIAN AIRLINES	24	WEST JET	21
ETIHAD AIRWAYS	36	OTHER FOREIGN AIRLINES	87
EVA AIRWAYS	5	TOTALS	1,632
FIJI AIRWAYS	5		
FLAIR AIRLINES	7		
FRENCH BEE	9		
IBERIA AIRLINES	65		
ICELANDAIR	15		

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

TRAVEL AGENTS/TOUR OPERATORS	NOVEMBER 2024
BOOKING.COM	5
BUDGETAIR.COM	6
CHEAPOAIR.COM	6
EDREAMS.COM	5
EXPEDIA.COM	18
GOTOGATE	9
JUSTFLY.COM	7
KIWI.COM	9
PRICELINE.COM	9
OTHER TRAVEL AGENTS	61
TOTALS	135

MISCELLANEOUS	NOVEMBER 2024
TSA	23
OTHER	51
TOTALS	74

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AIR TRAVEL CONSUMER REPORT

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

U.S. AIRLINES ¹	NOVEMBER 2024	NOVEMBER 2023
ALASKA AIRLINES NETWORK ²	82	59
ALLEGiant AIR	49	55
AMERICAN AIRLINES NETWORK ²	1,276	683
DELTA AIR LINES NETWORK ²	556	344
FRONTIER AIRLINES	454	426
HAWAIIAN AIRLINES	25	50
JETBLUE AIRWAYS	190	218
SOUTHWEST AIRLINES	169	146
SPIRIT AIRLINES	273	368
UNITED AIRLINES NETWORK ²	634	602
TOTAL	3,708	2,951

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	NOVEMBER 2024	NOVEMBER 2023
AEROMEXICO	1	0
AIR CANADA	2	1
AIR FRANCE	2	3
AIR INDIA	1	1
AIR NEW ZEALAND	1	0
ALASKA AIRLINES	7	10
ALLEGiant AIR	4	9
AMERICAN AIRLINES	52	42
ANA ALL NIPPON AIRWAYS	1	1
ASIANA AIRLINES	1	0
AVELO AIRLINES	1	0
BREEZE AIRWAYS	1	0
BRITISH AIRWAYS	1	3
CHINA AIRLINES	1	0
CONDOR	1	0
COPA	3	0
DELTA AIR LINES	21	21
ENVOY AIR	1	0
EVA AIRWAYS	1	0
FRENCH BEE	3	0
FRONTIER AIRLINES	11	10
HAWAIIAN AIRLINES	3	0
JETBLUE AIRWAYS	4	10
KOREAN AIR LINES	1	0
LUFTHANSA	2	2
MOKULELE	1	0
NORSE ATLANTIC AIRWAYS	1	0

PHILIPPINE AIRLINES	1	1
QANTAS	1	0
SAUDI ARABIAN AIRLINES	1	0
SOUTHWEST AIRLINES	18	15
SPIRIT AIRLINES	8	12
SUN COUNTRY AIRLINES	1	0
TURKISH AIRLINES	3	1
UNITED AIRLINES	22	23
VIVAAEROBUS	1	0
VOLARIS AIRLINES	2	2
WEST JET	1	0
OTHER AIRLINES	0	18
TOTALS	188	185

DISCRIMINATION COMPLAINTS		
AIRLINE	NOVEMBER 2024	NOVEMBER 2023
AMERICAN AIRLINES	2	6
COPA	1	0
DELTA AIR LINES	2	6
FRONTIER AIRLINES	2	7
SOUTHWEST AIRLINES	2	2
UNITED AIRLINES	2	2
OTHER AIRLINES	0	12
TOTALS	11	35

AIR TRAVEL CONSUMER REPORT

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

NOVEMBER 2024							
AIRLINE	RACE	ANCESTRY/ ETHNICITY	NATIONAL ORIGIN	COLOR	RELIGION	SEX	OTHER
AMERICAN AIRLINES				1	1		
COPA			1				
DELTA AIR LINES	1			1			
FRONTIER AIRLINES	2						
SOUTHWEST AIRLINES	1	1					
UNITED AIRLINES		1		1			
TOTALS	4	2	1	3	1	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.