

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		
	OCTOBER 2024	OCTOBER 2023
US AIRLINES	4,875	3,719
FOREIGN AIRLINES	1,903	1,806
TRAVEL AGENTS/TOUR OPERATORS	179	165
MISCELLANEOUS	101	93
INDUSTRY TOTALS	7,058	5,783

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

U.S. AIRLINES¹	OCTOBER 2024
ALASKA AIRLINES	109
ALLEGiant AIR	100
AMERICAN AIRLINES	1,526
AVELO AIRLINES	20
BREEZE AIRWAYS	39
CONTOUR AIRLINES	7
DELTA AIR LINES	800
FRONTIER AIRLINES	624
HAWAIIAN AIRLINES	34
JETBLUE AIRWAYS	253
SILVER AIRWAYS	17
SOUTHWEST AIRLINES	205
SPIRIT AIRLINES	347
SUN COUNTRY AIRLINES	15
UNITED AIRLINES	769
Other U.S. Airlines	10
TOTAL	4,875

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	OCTOBER 2024		
AER LINGUS	44	KENYA AIRWAYS	10
AEROMEXICO	38	KLM	33
AIR ASIA	5	LATAM	22
AIR CANADA	75	LEVEL	18
AIR FRANCE	95	LOT POLISH AIRLINES	11
AIR INDIA	68	LUFTHANSA	203
ANA ALL NIPPON AIRWAYS	6	NORSE ATLANTIC AIRWAYS	31
ASIANA AIRLINES	6	PHILIPPINE AIRLINES	12
AUSTRIAN AIRLINES	19	PLAY AIRLINES	6
AVIANCA	61	PORTER AIRLINES	10
AZUL BRAZILIAN AIRLINES	7	QATAR AIRWAYS	104
BRITISH AIRWAYS	126	ROYAL AIR MAROC	27
BRUSSELS AIRLINES	10	ROYAL JORDANIAN AIRLINES	5
CARIBBEAN AIRLINES	5	RYANAIR	7
CATHAY PACIFIC AIRWAYS	15	SAS	12
CONDOR	12	SATA INTERNACIONAL	10
COPA	28	SAUDI ARABIAN AIRLINES	19
EGYPTAIR	15	SINGAPORE AIRLINES	17
EL AL ISRAEL	5	SKY AIRLINES PERU	5
EMIRATES AIRLINES	38	SWISS AIR	40
ETHIOPIAN AIRLINES	13	TAP	31
ETIHAD AIRWAYS	29	TURKISH AIRLINES	121
EVA AIRWAYS	7	VIRGIN ATLANTIC AIRWAYS	21
FIJI AIRWAYS	5	VIVAAEROBUS	28
FINNAIR	6	VOLARIS AIRLINES	55
FRENCH BEE	15	VUELING AIRLINES	6
IBERIA AIRLINES	78	WEST JET	29
ICELANDAIR	11	ZIPAIR	6
INDIGO AIRLINES	6	OTHER FOREIGN AIRLINES	111
ITA AIRWAYS	37	TOTALS	1,903
JAPAN AIRLINES	8		

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	OCTOBER 2024	MISCELLANEOUS	OCT 2024
ASAPTICKETS.COM	6	TSA	18
BOOKING.COM	13	OTHER MISCELLANEOUS	83
BUDGETAIR.COM	5	TOTALS	101
CHEAPOAIR.COM	9		
EXPEDIA.COM	29		
GOTOGATE	8		
INDIAN EAGLE	5		
KIWI.COM	9		
OOJO.COM	6		
PRICELINE.COM	15		
OTHER TRAVEL AGENTS	74		
TOTALS	179		

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

U.S. AIRLINES ¹	OCTOBER 2024	OCTOBER 2023
ALASKA AIRLINES NETWORK ²	109	95
ALLEGiant AIR	100	85
AMERICAN AIRLINES NETWORK ²	1,526	761
DELTA AIR LINES NETWORK ²	800	493
FRONTIER AIRLINES	624	600
HAWAIIAN AIRLINES	34	49
JETBLUE AIRWAYS	253	260
SOUTHWEST AIRLINES	205	156
SPIRIT AIRLINES	347	381
UNITED AIRLINES NETWORK ²	769	697
TOTAL	4,767	3,577

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	OCTOBER 2024	OCTOBER 2023
AIR FRANCE	3	3
AIR INDIA	3	3
ALASKA AIRLINES	7	11
ALLEGiant AIR	9	10
AMERICAN AIRLINES	86	40
AVELO AIRLINES	1	0
BRITISH AIRWAYS	1	6
CARIBBEAN AIRLINES	1	0
CONDOR	2	0
DELTA AIR LINES	29	30
EMIRATES AIRLINES	2	1
EVA AIRWAYS	1	1
FLAIR AIRLINES	1	0
FRONTIER AIRLINES	15	14
HAWAIIAN AIRLINES	1	1
JETBLUE AIRWAYS	16	11
KLM	2	1
KOREAN AIR LINES	2	0
LEVEL	2	0
LOT POLISH AIRLINES	1	0
LUFTHANSA	5	2
PHILIPPINE AIRLINES	1	0
PORTER AIRLINES	1	0
SAUDI ARABIAN AIRLINES	1	0
SOUTHWEST AIRLINES	27	14
SPIRIT AIRLINES	11	10
SWISS AIR	1	0

TAP	2	0
TURKISH AIRLINES	4	0
UNITED AIRLINES	22	22
VIRGIN ATLANTIC AIRWAYS	1	0
VOLARIS AIRLINES	2	0
OTHER AIRLINES	0	19
TOTALS	263	202

DISCRIMINATION COMPLAINTS		
AIRLINE	OCTOBER 2024	OCTOBER 2023
ALLEGiant AIR	1	0
AMERICAN AIRLINES	2	5
DELTA AIR LINES	2	5
SOUTHWEST	2	1
UNITED AIRLINES	1	1
VIRGIN ATLANTIC AIRWAYS	1	0
OTHER AIRLINES	0	5
TOTALS	9	17

AIR TRAVEL CONSUMER REPORT

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

OCTOBER 2024							
AIRLINE	RACE	ANCESTRY/ ETHNICITY	NATIONAL ORIGIN	COLOR	RELIGION	SEX	OTHER
ALLEGiant AIR			1				
AMERICAN AIRLINES	1		1				
DELTA AIR LINES			1	1			
SOUTHWEST	1		1				
UNITED AIRLINES	1						
VIRGIN ATLANTIC	1						
TOTALS	4	0	4	1	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.