

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 | | |
|------------------------------|----------------|----------------|
| | SEPTEMBER 2024 | SEPTEMBER 2023 |
| US AIRLINES | 5,417 | 5,125 |
| FOREIGN AIRLINES | 1,950 | 2,128 |
| TRAVEL AGENTS/TOUR OPERATORS | 176 | 169 |
| MISCELLANEOUS | 136 | 88 |
| INDUSTRY TOTALS | 7,679 | 7,510 |

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

| U.S. AIRLINES¹ | SEPTEMBER 2024 |
|----------------------------------|-----------------------|
| ALASKA AIRLINES | 111 |
| ALLEGiant AIR | 75 |
| AMERICAN AIRLINES | 1,793 |
| AVELO AIRLINES | 24 |
| BREEZE AIRWAYS | 41 |
| CONTOUR AIRLINES | 5 |
| DELTA AIR LINES | 1,004 |
| FRONTIER AIRLINES | 490 |
| HAWAIIAN AIRLINES | 36 |
| JETBLUE AIRWAYS | 296 |
| SILVER AIRWAYS | 19 |
| SOUTHWEST AIRLINES | 168 |
| SPIRIT AIRLINES | 359 |
| SUN COUNTRY AIRLINES | 28 |
| UNITED AIRLINES | 947 |
| Other U.S. Airlines | 21 |
| TOTAL | 5,417 |

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 | SEPTEMBER 2024 | | |
|-------------------------|-----------------------|--------------------------|--------------|
| AEGEAN AIRLINES | 6 | ITA AIRWAYS | 31 |
| AER LINGUS | 41 | JAPAN AIR LINES COMPANY | 8 |
| AEROMEXICO | 29 | KLM | 36 |
| AIR CANADA | 98 | KOREAN AIR LINES | 6 |
| AIR FRANCE | 117 | LATAM | 22 |
| AIR INDIA | 69 | LEVEL | 6 |
| AIR SENEGAL | 7 | LOT POLISH AIRLINES | 21 |
| AIR SERBIA | 10 | LUFTHANSA | 219 |
| AIR TRANSAT | 5 | NORSE ATLANTIC AIRWAYS | 33 |
| AUSTRIAN AIRLINES | 15 | PHILIPPINE AIRLINES | 15 |
| AVIANCA | 70 | PORTER AIRLINES | 6 |
| BRITISH AIRWAYS | 124 | QANTAS AIRWAYS | 8 |
| BRUSSELS AIRLINES | 6 | QATAR AIRWAYS | 96 |
| CATHAY PACIFIC AIRWAYS | 14 | ROYAL AIR MAROC | 23 |
| CHINA SOUTHERN AIRLINES | 5 | ROYAL JORDANIAN AIRLINES | 7 |
| CONDOR | 14 | SAS | 8 |
| COPA | 24 | SATA INTERNACIONAL | 13 |
| EASY JET | 5 | SAUDI ARABIAN AIRLINES | 15 |
| EGYPTAIR | 19 | SINGAPORE AIRLINES | 10 |
| EL AL ISRAEL | 5 | SKY AIRLINES PERU | 5 |
| EMIRATES AIRLINES | 43 | SWISS AIR | 52 |
| ETHIOPIAN AIRLINES | 30 | TAP | 26 |
| ETIHAD AIRWAYS | 24 | TURKISH AIRLINES | 125 |
| EVA AIRWAYS | 8 | VIRGIN ATLANTIC AIRWAYS | 26 |
| FIJI AIRWAYS | 5 | VIVAAEROBUS | 17 |
| FINNAIR OY | 5 | VOLARIS AIRLINES | 57 |
| FLAIR AIRLINES | 7 | VUELING AIRLINES | 9 |
| FRENCH BEE | 14 | WEST JET | 37 |
| IBERIA AIRLINES | 67 | ZIPAIR | 9 |
| ICELANDAIR | 18 | OTHER FOREIGN AIRLINES | 91 |
| INDIGO AIRLINES | 9 | TOTALS | 1,950 |

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

| TRAVEL AGENTS/TOUR OPERATORS | SEPTEMBER 2024 |
|------------------------------|----------------|
| ASAPTICKETS.COM | 6 |
| BOOKING.COM | 19 |
| CHASE TRAVEL | 5 |
| CHEAPOAIR.COM | 10 |
| EDREAMS.COM | 7 |
| EXPEDIA.COM | 24 |
| GOTOGATE | 5 |
| KIWI.COM | 11 |
| PRICELINE.COM | 14 |
| TRAVELOCITY.COM | 5 |
| OTHER TRAVEL AGENTS | 70 |
| TOTALS | 176 |

| MISCELLANEOUS | SEP 2024 |
|---------------------|------------|
| FAA | 10 |
| TSA | 8 |
| OTHER MISCELLANEOUS | 118 |
| TOTALS | 136 |

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AIR TRAVEL CONSUMER REPORT

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

| U.S. AIRLINES ¹ | SEPTEMBER 2024 | SEPTEMBER 2023 |
|--|----------------|----------------|
| ALASKA AIRLINES NETWORK ² | 111 | 80 |
| ALLEGiant AIR | 75 | 109 |
| AMERICAN AIRLINES NETWORK ² | 1,793 | 1,195 |
| DELTA AIR LINES NETWORK ² | 1,004 | 696 |
| FRONTIER AIRLINES | 490 | 626 |
| HAWAIIAN AIRLINES | 36 | 61 |
| JETBLUE AIRWAYS | 296 | 500 |
| SOUTHWEST AIRLINES | 168 | 227 |
| SPIRIT AIRLINES | 359 | 433 |
| UNITED AIRLINES NETWORK ² | 947 | 1,033 |
| TOTAL | 5,279 | 4,960 |

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 | SEPTEMBER 2024 | SEPTEMBER 2023 |
| AEROMEXICO | 2 | 4 |
| AIR CANADA | 2 | 1 |
| AIR FRANCE | 2 | 2 |
| AIR INDIA | 2 | 3 |
| ALASKA AIRLINES | 4 | 7 |
| ALLEGiant AIR | 5 | 5 |
| AMERICAN AIRLINES | 43 | 27 |
| AUSTRIAN AIRLINES | 2 | 0 |
| AVELO AIRLINES | 0 | 1 |
| AVIANCA | 1 | 0 |
| BREEZE AIRWAYS | 0 | 5 |
| BRITISH AIRWAYS | 3 | 2 |
| CONDOR | 1 | 0 |
| CONTOUR AIRLINES | 0 | 0 |
| DELTA AIR LINES | 28 | 19 |
| EMIRATES AIRLINES | 1 | 0 |
| ETIHAD AIRWAYS | 1 | 0 |
| EVA AIRWAYS | 1 | 0 |
| FRONTIER AIRLINES | 15 | 8 |
| HAWAIIAN AIRLINES | 1 | 1 |
| IBERIA AIRLINES | 1 | 0 |
| ICELANDAIR | 1 | 2 |
| JETBLUE AIRWAYS | 12 | 10 |
| KLM | 1 | 0 |
| KOREAN AIR LINES | 1 | 0 |
| LATAM | 1 | 0 |
| LUFTHANSA | 6 | 2 |
| NORSE ATLANTIC AIRWAYS | 1 | 0 |
| PORTER AIRLINES | 1 | 0 |
| QANTAS AIRWAYS | 1 | 0 |
| QATAR AIRWAYS | 2 | 1 |

| | | |
|-------------------------|------------|------------|
| REPUBLIC | 1 | 0 |
| ROYAL AIR MAROC | 1 | 0 |
| SILVER AIRWAYS | 0 | 0 |
| SOUTHWEST AIRLINES | 14 | 18 |
| SPIRIT AIRLINES | 3 | 14 |
| SUN COUNTRY AIRLINES | 1 | 0 |
| SWISS AIR | 1 | 1 |
| TURKISH AIRLINES | 1 | 2 |
| UNITED AIRLINES | 22 | 18 |
| VIRGIN ATLANTIC AIRWAYS | 2 | 0 |
| VOLARIS AIRLINES | 1 | 2 |
| OTHER AIRLINES | 0 | 6 |
| TOTALS | 189 | 161 |

| DISCRIMINATION COMPLAINTS | | |
|---------------------------|----------------|----------------|
| AIRLINE | SEPTEMBER 2024 | SEPTEMBER 2023 |
| AMERICAN AIRLINES | 4 | 3 |
| DELTA AIR LINES | 2 | 3 |
| FRONTIER AIRLINES | 1 | 0 |
| SATA INTERNACIONAL | 1 | 0 |
| UNITED AIRLINES | 2 | 1 |
| OTHER AIRLINES | 0 | 6 |
| TOTALS | 10 | 13 |

AIR TRAVEL CONSUMER REPORT

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

| SEPTEMBER 2024 | | | | | | | |
|--------------------|------|------------------------|-----------------|-------|----------|-----|-------|
| AIRLINE | RACE | ANCESTRY/ ETHNICITY | NATIONAL ORIGIN | COLOR | RELIGION | SEX | OTHER |
| AMERICAN AIRLINES | 1 | 1 | 1 | | 1 | | |
| DELTA AIR LINES | | | 1 | | | 1 | |
| FRONTIER AIRLINES | 1 | | | | | | |
| SATA INTERNACIONAL | 1 | | | | | | |
| UNITED AIRLINES | 2 | | | | | | |
| TOTALS | 5 | 1 | 2 | 0 | 1 | 1 | 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.