

## 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**

<b>SUBMISSIONS</b>		
	<b>JANUARY 2024</b>	<b>JANUARY 2023</b>
US AIRLINES	4,478	8,277
FOREIGN AIRLINES	2,197	2,693
TRAVEL AGENTS/TOUR OPERATORS	189	513
MISCELLANEOUS	57	101
<b>INDUSTRY TOTALS</b>	<b>6,921</b>	<b>11,584</b>

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

<b>U.S. AIRLINES<sup>1</sup></b>	<b>JANUARY 2024</b>
ALASKA AIRLINES	179
ALLEGiant AIR	99
AMERICAN AIRLINES	1,053
AVELO AIRLINES	29
BREEZE AIRWAYS	28
CONTOUR AIRLINES	5
DELTA AIR LINES	516
FRONTIER AIRLINES	508
HAWAIIAN AIRLINES	54
JETBLUE AIRWAYS	297
SILVER AIRWAYS	15
SOUTHWEST AIRLINES	289
SPIRIT AIRLINES	466
SUN COUNTRY AIRLINES	16
UNITED AIRLINES	895
OTHER U.S. AIRLINES	29
<b>TOTAL</b>	<b>4,478</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>**

FOREIGN AIRLINES	JANUARY 2024		
		KENYA AIRWAYS	6
AEGEAN AIRLINES	7	KLM	54
AER LINGUS	22	KOREAN AIR LINES	8
AEROMEXICO	72	KUWAIT AIRWAYS	20
AIR CANADA	75	LATAM	33
AIR FRANCE	110	LEVEL	5
AIR INDIA	91	LOT POLISH AIRLINES	18
ANA ALL NIPPON	10	LUFTHANSA	264
ASIANA AIRLINES	8	NORSE ATLANTIC AIRWAYS	32
AUSTRIAN AIRLINES	11	NORWEGIAN AIR SHUTTLE	7
AVIANCA	101	PHILIPPINE AIRLINES	20
BRITISH AIRWAYS	92	PLAY AIRLINES	9
BRUSSELS AIRLINES	10	QANTAS AIRWAYS	7
CATHAY PACIFIC AIRWAYS	12	QATAR AIRWAYS	110
CHINA AIRLINES	5	ROYAL AIR MAROC	66
CONDOR	9	ROYAL JORDANIAN AIRLINES	8
COPA	55	SAS	11
EGYPTAIR	24	SATA INTERNACIONAL	9
EL AL ISRAEL	8	SAUDI ARABIAN AIRLINES	11
EMIRATES AIRLINES	42	SINGAPORE AIRLINES	25
ETHIOPIAN AIRLINES	25	SRILANKAN AIRLINES	8
ETIHAD AIRWAYS	30	SWISS AIR	38
EVA AIRWAYS	17	TAP	45
FIJI AIRWAYS	7	TURKISH AIRLINES	126
FINNAIR OY	5	VIRGIN ATLANTIC AIRWAYS	30
FLAIR AIRLINES	28	VIVAAEROBUS	21
FRENCH BEE	9	VOLARIS AIRLINES	102
GULF AIR	5	WEST JET	13
IBERIA AIRLINES	51	ZIPAIR	8
ICELANDAIR	15	OTHER FOREIGN AIRLINES	91
INDIGO AIRLINES	10	<b>TOTALS</b>	<b>2,197</b>
ITA AIRWAYS	26		

<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 3. SUBMISSIONS REGARDING COMPANIES OTHER THAN U.S. AIRLINES<sup>1</sup> (CONTINUED)**

TRAVEL AGENTS AND TOUR OPERATORS	JANUARY 2024	MISCELLANEOUS	JANUARY 2024
ASAPTICKETS.COM	6	TSA	9
BOOKING.COM	13	OTHER MISCELLANEOUS	48
BUDGETAIR.COM	6	<b>TOTALS</b>	<b>57</b>
CHASE TRAVEL	9		
EDREAMS.COM	9		
EXPEDIA.COM	26		
GOTOGATE	7		
JUSTFLY.COM	7		
KIWI.COM	13		
PRICELINE.COM	9		
OTHER TRAVEL AGENTS	84		
<b>TOTALS</b>	<b>189</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>**

U.S. AIRLINES <sup>1</sup>	JANUARY 2024	JANUARY 2023
ALASKA AIRLINES NETWORK <sup>2</sup>	179	205
ALLEGIANT AIR	99	160
AMERICAN AIRLINES NETWORK <sup>2</sup>	1,053	1,239
DELTA AIR LINES NETWORK <sup>2</sup>	516	813
FRONTIER AIRLINES	508	978
HAWAIIAN AIRLINES	54	81
JETBLUE AIRWAYS	297	377
SOUTHWEST AIRLINES	289	2,569
SPIRIT AIRLINES	466	714
UNITED AIRLINES NETWORK <sup>2</sup>	895	918
<b>TOTAL</b>	<b>4,356</b>	<b>8,054</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.

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	CommutAir
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**

<b>DISABILITY COMPLAINTS</b>		
<b>AIRLINE</b>	<b>JANUARY 2024</b>	<b>JANUARY 2023</b>
AEROMEXICO	1	1
AIR CANADA	2	1
AIR FRANCE	1	5
AIR INDIA	1	0
ALASKA AIRLINES	2	8
ALLEGiant AIR	17	11
AMERICAN AIRLINES	47	37
AVELO AIRLINES	1	2
COPA	2	0
DELTA AIR LINES	35	20
EMIRATES AIRLINES	2	3
EVA AIRWAYS	1	0
FRONTIER AIRLINES	12	12
HAWAIIAN AIRLINES	3	1
IBERIA AIRLINES	1	0
JETBLUE AIRWAYS	17	20
KLM	1	0
KOREAN AIR LINES	1	1
LATAM	2	0
LUFTHANSA	4	5
PHILIPPINE AIRLINES	4	0
QATAR AIRWAYS	1	1
ROYAL JORDANIAN AIRLINES	1	0
SATA INTERNACIONAL	1	0
SAUDI ARABIAN AIRLINES	1	0
SILVER AIRWAYS	1	0
SOUTHWEST AIRLINES	23	27
SPIRIT AIRLINES	17	12

SRILANKAN AIRLINES	1	0
SUN COUNTRY AIRLINES	2	0
TAP	1	0
UNITED AIRLINES	17	28
VIRGIN ATLANTIC AIRWAYS	1	0
VOLARIS AIRLINES	1	1
WEST JET	1	0
Other Airlines	0	26
<b>TOTALS</b>	<b>226</b>	<b>222</b>

<b>DISCRIMINATION COMPLAINTS</b>		
<b>AIRLINE</b>	<b>JANUARY 2024</b>	<b>JANUARY 2023</b>
AMERICAN AIRLINES	5	8
DELTA AIR LINES	2	3
FRONTIER AIRLINES	2	3
SPIRIT AIRLINES	1	0
UNITED AIRLINES	3	2
OTHER AIRLINES	0	10
<b>TOTALS</b>	<b>13</b>	<b>26</b>

**AIR TRAVEL CONSUMER REPORT**

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

JANUARY 2024							
AIRLINE	RACE	ANCESTRY/ ETHNICITY	NATIONAL ORIGIN	COLOR	RELIGION	SEX	OTHER
AMERICAN	5						
DELTA	2						
FRONTIER	1		1				
SPIRIT			1				
UNITED	1		1		1		
<b>TOTALS</b>	<b>9</b>	<b>0</b>	<b>3</b>		<b>1</b>	<b>0</b>	

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.