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				
	FEBRUARY 2024	FEBRURARY 2023		
US AIRLINES	2,906	4,822		
FOREIGN AIRLINES	1,553	2,021		
TRAVEL AGENTS/TOUR OPERATORS	157	343		
MISCELLANEOUS	55	77		
INDUSTRY TOTALS	4,671	7,263		

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

U.S. AIRLINES ¹	FEBRUARY 2024
ALASKA AIRLINES	100
ALLEGIANT AIR	53
AMERICAN AIRLINES	769
AVELO AIRLINES	14
BREEZE AIRWAYS	16
CONTOUR AIRLINES	8
DELTA AIR LINES	312
FRONTIER AIRLINES	361
HAWAIIAN AIRLINES	36
JETBLUE AIRWAYS	214
LYNXAIR	6
SILVER AIRWAYS	11
SOUTHWEST AIRLINES	147
SPIRIT AIRLINES	302
SUN COUNTRY AIRLINES	11
UNITED AIRLINES	525
OTHER U.S. AIRLINES	21
TOTAL	2,906

¹AIRLINES 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. AIRLINES¹

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	FLAIR AIRLINES	13	OTHER FOREIGN AIRLINES	105
ICELANDAIR 9	IBERIA AIRLINES	27	TOTALS	1,553
	ICELANDAIR	9		

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 AND TOUR OPERATORS	FEBRUARY 2024	MISCELLANEOUS	FEBRUARY 2024
BOOKING.COM	8	TSA	18
BUDGETAIR.COM	5	OTHER MISCELLANEOUS	37
CHEAPOAIR.COM	10	TOTALS	55
EXPEDIA.COM	21		
GOTOGATE	8		
JUSTFLY.COM	9		
KIWI.COM	14		
MYTRIP.COM	5		
PRICELINE.COM	6		
TRAVELOCITY.COM	6		
OTHER TRAVEL AGENTS	65		
TOTALS	157		

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	FEBRUARY 2024	FEBRUARY 2023
ALASKA AIRLINES NETWORK ²	100	129
ALLEGIANT AIR	53	92
AMERICAN AIRLINES NETWORK ²	769	894
DELTA AIR LINES NETWORK ²	312	470
FRONTIER AIRLINES	361	770
HAWAIIAN AIRLINES	36	45
JETBLUE AIRWAYS	214	313
SOUTHWEST AIRLINES	147	857
SPIRIT AIRLINES	302	444
UNITED AIRLINES NETWORK ²	525	640
TOTAL	2,819	4,654

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	nerican Airlines Alaska Airlines Delta Air Lines		United Airlines	
Branded Codeshare Partners	Branded Codeshare Partners	Branded Codeshare Partners	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

DISABILTY COMPLAINTS		
AIRLINE	FEBRUARY 2024	FEBRUARY 2023
AIR INDIA	1	0
ALASKA AIRLINES	5	5
ALLEGIANT AIR	1	11
AMERICAN AIRLINES	38	27
AVIANCA	4	2
BRITISH AIRWAYS	2	0
СОРА	1	0
DELTA AIR LINES	17	18
EGYPTAIR	1	3
EL AL ISRAEL	2	1
EMIRATES AIRLINES	2	0
FLAIR AIRLINES	1	0
FRONTIER AIRLINES	8	13
HAWAIIAN AIRLINES	1	1
JETBLUE AIRWAYS	14	23
LUFTHANSA	1	1
QATAR AIRWAYS	3	3
SAUDI ARABIAN AIRLINES	1	0
SOUTHWEST AIRLINES	11	15
SPIRIT AIRLINES	9	14
ТАР	1	0
TURKISH AIRLINES	1	2
UNITED AIRLINES	20	18
OTHER AIRLINES	0	31
TOTALS	145	188

DISCRIMINATION COMPLAINTS		
AIRLINE	FEBRUARY 2024	FEBRUARY 2023
AMERICAN AIRLINES	1	8
DELTA AIR LINES	1	4
OTHER AIRLINES	0	8
TOTALS	2	20

AIR TRAVEL CONSUMER REPORT

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

FEBRUARY 2024							
AIRLINE	RACE	ANCESTRY/ ETHNICITY	NATIONAL ORIGIN	COLOR	RELIGION	SEX	OTHER
AMERICAN				1			
DELTA			1				
TOTALS			1	1			

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.