

Detailed Breakdown of Disability-Related Complaint Data: Foreign Carriers

Total number of complaints submitted: 1,325

Carrier Name	Number of Complaints
AER LINGUS LIMITED	0
AERO CALIFORNIA	1
AEROFLOT RUSSIAN AIRLINES	0
AEROLINEAS ARGENTINAS	0
AEROMEXICO	1
AEROPOSTAL ALAS DE VENEZUEL	3
AEROSVIT UKRANIAN AIRLINES	0
AIR ATLANTA EUROPE	16
AIR ATLANTA ICELANDIC	0
AIR CANADA	248
AIR CANADA JAZZ	10
AIR CHINA	1
AIR COMET S.A.	0
AIR EUROPA LINEAS AEREAS	0
AIR FRANCE	30
AIR JAMAICA LIMITED	1
AIR JAPAN, CO	0
AIR LUXOR	0
AIR NEW ZEALAND	3
AIR PACIFIC, LTD.	0
AIR TAHITI NUI	1
AIR TRANSAT	17
AIR-INDIA	4
ALITALIA-LINEE AEREE ITALIA	10
ALL NIPPON AIRWAYS CO.	0
ASIANA AIRLINES, INC.	3
AUSTRIAN AIRLINES	27
AVIACSA AIRLINES	3
BAHAMASAIR HOLDING LIMITED	5
BRITANNIA AIRWAYS LTD.	147
BRITISH AIRWAYS PLC	165
BRITISH MIDLAND AIRWAYS LTD	16

BWIA WEST INDIES AIRWAYS	1
CATHAY PACIFIC AIRWAYS, LTD	8
CHINA AIRLINES, LTD	3
CHINA EASTERN AIRLINES	0
COMPANIA MEXICANA DE AVIACI	1
COMPANIA PANAMENA (COPA)	3
CONDOR FLUGDIENST	0
CZECH AIRLINES	2
EGYPTAIR	0
EL AL ISRAEL AIRLINES LTD.	66
EMIRATES AIRLINE	4
ETHIOPIAN AIRLINES	0
EUROATLANTIC AIRWAYS TRANSPORTES AE	0
EVA AIRWAYS CORPORATION	2
FINNAIR OY	0
FIRST CHOICE AIRWAYS	1
HMY AIRWAYS, INC.	3
IBERIA AIRLINES OF SPAIN	48
ICELANDAIR	1
JALWAYS CO., LTD.	1
JAPAN AIR LINES CO., LTD.	4
KLM ROYAL DUTCH AIRLINES	32
KOREAN AIR LINES CO., LTD.	0
KUWAIT AIRWAYS, CORP.	0
LACSA	4
LAKER AIRWAYS (BAHAMAS) LTD	0
LAN DOMINICANA	0
LAN ECUADOR	4
LAN PERU AIRLINES	2
LAN-CHILE AIRLINES	10
LINEAS AEREAS AZTECA	0
LLOYD AEREO BOLIVIANO S. A.	0
LUFTHANSA GERMAN AIRLINES	102
LUFTRANSPORT-UNTERNEHMEN	8
MAGADAN AIRLINES	0
MALAYSIAN AIRLINE SYSTEM	0
MALEV HUNGARIAN AIRLINES	2
MARTINAIR HOLLAND N.V.	38
MONARCH AIRLINES LIMITED	8

MYTRAVEL AIRWAYS	7
OLYMPIC AIRWAYS	0
PAKISTAN INT'L AIRLINES	2
PHILIPPINE AIRLINES, INC.	17
POLSKIE LINIE LOTNICZE	1
POLYNESIAN AIRLINES LTD.	1
PRIVATAIR	0
QANTAS AIRWAYS LTD	6
ROYAL AIR MAROC	0
SATA INTERNACIONAL	0
SAUDI ARABIAN AIRLINES CORP	0
SCANDINAVIAN AIRLINES SYS.	30
SINGAPORE AIRLINES LTD.	0
SOUTH AFRICAN AIRWAYS	3
SWISS INTERNATIONAL AIRLINES	17
TACA INT'L AIRLINES	12
TAP-PORTUGUESE AIRLINES	1
THAI AIRWAYS INT'L LTD.	0
THOMAS COOK AIRLINES, UK LTD.	14
TRANSPORTES AEREOS DE CABO	0
TRANSPORTES AEROS MERIDIONA	63
TURK HAVA YOLLARI, A.O.	0
UZBEKISTAN AIRWAYS	0
VARIG, S. A.	2
VIRGIN ATLANTIC AIRWAYS	77
WESTJET	2

Complaints By Complaint Category: Foreign Carriers

	Vision Impaired	Hearing Impaired	Vision & Hearing Impaired	Paraplegic	Quadriplegic	Other wheelchair	Oxygen	Stretcher	Other Disability	Other Assistive Device	Mentally Impaired	Communicable Disease	Allergies
Refusal To Board Passenger	3	2	0	0	0	6	6	0	12	5	1	3	0
Refusal to Board w/o Attendant	0	0	0	1	0	1	1	0	5	0	1	1	0
Security Issues Regarding Disability	1	0	0	0	0	2	0	0	5	1	0	0	0
Aircraft Not Accessible	0	1	0	0	0	5	1	2	2	3	0	0	0
Airport Not Accessible	0	0	0	0	0	5	0	0	1	0	0	0	0
Advance Notice Dispute	0	0	0	2	2	12	12	0	3	0	2	0	0
Seating Accommodation	3	4	0	7	3	62	1	1	85	1	1	1	0
Failure to Provide Assistance	7	1	0	22	2	532	11	1	66	6	8	0	0
Damage to Assistive Device	0	1	0	6	3	154	0	0	8	31	0	0	0
Storage and Delay of Assistive Device	0	1	0	3	1	54	1	1	0	5	0	0	0
Service Animal Problem	3	0	0	0	0	0	0	0	2	0	0	0	0
Unsatisfactory Info	1	0	0	0	0	11	2	0	4	1	1	1	2
Other	4	2	0	3	2	38	6	0	16	2	0	1	19