

Summary of Disability-Related Complaint Data

All Carriers

Total number of complaints submitted: **13,584**

Carrier Name	Number of Complaints
AER LINGUS LIMITED	2
AERO CALIFORNIA	0
AERODYNAMICS, INC.	0
AEROFLOT RUSSIAN AIRLINES	0
AEROLINEAS ARGENTINAS	0
AEROMEXICO	3
AEROPOSTAL ALAS DE VENEZUEL	0
AEROSERVICES CORPORATE	0
AEROSVIT UKRANIAN AIRLINES	0
AIR ATLANTA EUROPE	0
AIR ATLANTA ICELANDIC	0
AIR CANADA	160
AIR CANADA JAZZ	13
AIR CHINA	0
AIR COMET S.A.	0
AIR EUROPA LINEAS AEREAS	0
AIR FRANCE	83
AIR JAMAICA LIMITED	7
AIR JAPAN, CO	0
AIR LUXOR	0
AIR NEW ZEALAND	0
AIR PACIFIC, LTD.	0
AIR TAHITI NUI	0
AIR TRANSAT	15
AIR WISCONSIN	168
AIR-INDIA	1
AIRTRAN	134
ALASKA AIRLINES	265
ALITALIA-LINEE AEREE ITALIA	6
ALL NIPPON AIRWAYS CO.	1
ALLEGiant	31
ALOHA AIRLINES	10
AMERICA WEST	380
AMERICAN AIRLINES	2616
AMERICAN EAGLE AIRLINES	443
ASIANA AIRLINES, INC.	4
ATA	68
ATLANTIC SOUTHEAST AIRLINES	209
AUSTRIAN AIRLINES	4
AVIACSA AIRLINES	3
AVIANCA	2

AVIATION CONCEPTS	0
BAHAMASAIR HOLDING LIMITED	1
BELAIR AIRLINES	0
BOSTON-MAINE AIRWAYS	4
THOMSONFLY LTD.	124
BRITISH AIRWAYS PLC	144
BRITISH MIDLAND AIRWAYS LTD	15
BWIA WEST INDIES AIRWAYS	0
CASINO EXPRESS	1
CATHAY PACIFIC AIRWAYS, LTD	5
CHAMPION AIR	6
CHAUTAUQUA AIRLINES, INC	97
CHINA AIRLINES, LTD	2
CHINA EASTERN AIRLINES	0
COMAIR	238
COMPANIA MEXICANA DE AVIACI	7
COMPANIA PANAMENA (COPA)	10
CONDOR FLUGDIENST	0
CONTINENTAL	614
CONTINENTAL MICRONESIA	5
CZECH AIRLINES	48
DELTA AIR LINES	1669
EGYPTAIR	0
EL AL ISRAEL AIRLINES LTD.	93
EMIRATES AIRLINE	1
EOS AIRLINES	0
ETHIOPIAN AIRLINES	0
EUROATLANTIC AIRWAYS TRANSPORTES AE	0
EVA AIRWAYS CORPORATION	2
EXCEL AIRWAYS	0
EXECUTIVE AIRLINES	43
FALCON AIR EXPRESS	1
FINNAIR OY	0
FIRST CHOICE AIRWAYS	6
FRONTIER AIRLINES	69
GOJET AIRLINES, LLC	0
HAWAIIAN AIRLINES	115
HMY AIRWAYS, INC.	11
HORIZON AIR	84
IBERIA AIRLINES OF SPAIN	29
ICELANDAIR	0
INDEPENDENCE AIR/ATLANTIC COAST AIR	20
ISRAIR	0
JALWAYS CO., LTD.	0
JAPAN AIR LINES CO., LTD.	5
JETBLUE	344
KLM ROYAL DUTCH AIRLINES	31
KOREAN AIR LINES CO., LTD.	3
KUWAIT AIRWAYS, CORP.	0
LACSA	4

LAN ECUADOR	3
LAN PERU AIRLINES	8
LAN-CHILE AIRLINES	26
LINEAS AEREAS AZTECA	0
LLOYD AEREO BOLIVIANO S. A.	0
LUFTHANSA GERMAN AIRLINES	91
LUFTRANSPORT-UNTERNEHMEN	8
MALAYSIAN AIRLINE SYSTEM	0
MALEV HUNGARIAN AIRLINES	2
MARTINAIR HOLLAND N.V.	35
MAXJET AIRWAYS, INC.	0
MESA AIRLINES	230
MESABA AIRLINES	198
MIAMI AIR INT'L	0
MIDWEST AIRLINES	22
MONARCH AIRLINES LIMITED	5
MYTRAVEL AIRWAYS	1
NORTH AMERICAN AIRLINES	0
NORTHWEST AIRLINES	1404
OLYMPIC AIRWAYS	0
OMNI AIR INTERNATIONAL, INC.	6
PACE AIRLINES	1
PAKISTAN INT'L AIRLINES	2
PHILIPPINE AIRLINES, INC.	13
POLSKIE LINIE LOTNICZE	0
POLYNESIAN AIRLINES LTD.	0
PRIMARIS	0
PRIVATAIR	0
PSA	66
QANTAS AIRWAYS LTD	14
REPUBLIC AIRLINES	0
ROYAL AIR MAROC	2
RYAN INTL AIRLINES	2
SATA INTERNACIONAL	0
SAUDI ARABIAN AIRLINES CORP	0
SCANDINAVIAN AIRLINES SYS.	23
SHUTTLE AMERICA	18
SIERRA PACIFIC AIRLINES	0
SINGAPORE AIRLINES LTD.	1
SKY KING	0
SKYSERVICE AIRLINES INC	10
SKYWEST	142
SOUTH AFRICAN AIRWAYS	1
SOUTHWEST AIRLINES	527
SPIRIT AIR LINES	64
SUN COUNTRY	41
SWISS INTERNATIONAL AIRLINES	16
TACA INT'L AIRLINES	16
TAP-PORTUGUESE AIRLINES	3
THAI AIRWAYS INT'L LTD.	2

THOMAS COOK AIRLINES, UK LTD.	3
TITAN AIRWAYS	0
TRANS STATES AIRLINES	9
TRANSPORTES AEREOS DE CABO	0
TRANSPORTES AEROS MERIDIONA	125
TURK HAVA YOLLARI, A.O.	4
UNITED AIRLINES	1294
USA 3000	20
USAIRWAYS	506
UZBEKISTAN AIRWAYS	0
VARIG, S. A.	0
VICTORY AIR TRANSPORT	0
VIRGIN ATLANTIC AIRWAYS	117
WESTJET	24
WORLD AIRWAYS	0
Total number of complaints submitted:	13584

Summary of Complaints By Complaint Category

All Carriers

Total number of complaints submitted: **13584**

Category of Complaints	Vision Impaired	Hearing Impaired	Vision & Hearing Impaired	Paraplegic	Quadriplegic	Other wheelchair	Oxygen	Stretcher	Other Disability	Other Assistive Device	Mentally Impaired	Communicable Disease	Allergies	Total of Category of Complaints
Refusal To Board Passenger	1	0	0	2	0	33	28	0	36	1	8	3	2	114
Refusal to Board w/o Attendant	0	0	0	2	0	13	2	0	6	0	1	0	0	24
Security Issues Regarding Disability	0	2	0	0	0	16	1	0	15	2	3	0	0	39
Aircraft Not Accessible	1	1	0	5	1	92	0	0	26	28	2	0	3	159
Airport Not Accessible	2	0	1	3	1	45	0	0	20	1	0	0	0	73
Advance Notice Dispute	1	1	0	1	1	38	16	0	8	2	0	0	5	73
Seating Accommodation	24	14	6	20	14	292	2	0	884	12	12	0	11	1291
Failure to Provide Assistance	125	71	28	66	45	7106	187	3	996	162	33	4	95	8921
Damage to Assistive Device	0	0	1	21	10	691	3	0	23	125	5	1	0	880
Storage and Delay of Assistive Device	2	2	1	7	6	269	9	0	75	156	2	0	0	529
Service Animal Problem	13	5	2	0	1	1	0	0	56	0	3	0	2	83
Unsatisfactory Info	11	35	1	8	3	135	39	0	91	14	12	0	31	380
Other	18	26	0	5	7	330	94	1	307	43	8	0	179	1018
Total of Category of Disability	198	157	40	140	89	9061	381	4	2543	546	89	8	328	13584