

Summary of Disability-Related Complaint Data

U.S. Carriers

Total number of complaints submitted: **12,194**

Carrier Name	Number of Complaints
AERODYNAMICS, INC.	0
AIR WISCONSIN	168
AIRTRAN	134
ALASKA AIRLINES	265
ALLEGiant	31
ALOHA AIRLINES	10
AMERICA WEST	380
AMERICAN AIRLINES	2616
AMERICAN EAGLE AIRLINES	443
ATA	68
ATLANTIC SOUTHEAST AIRLINES	209
AVIATION CONCEPTS	0
BOSTON-MAINE AIRWAYS	4
CASINO EXPRESS	1
CHAMPION AIR	6
CHAUTAUQUA AIRLINES, INC	97
COMAIR	238
CONTINENTAL	614
CONTINENTAL MICRONESIA	5
DELTA AIR LINES	1669
EOS AIRLINES	0
EXECUTIVE AIRLINES	43
FALCON AIR EXPRESS	1
FRONTIER AIRLINES	69
GOJET AIRLINES, LLC	0
HAWAIIAN AIRLINES	115
HORIZON AIR	84
INDEPENDENCE AIR/ATLANTIC COAST AIR	20
JETBLUE	344
MAXJET AIRWAYS, INC.	0
MESA AIRLINES	230
MESABA AIRLINES	198
MIAMI AIR INT'L	0
MIDWEST AIRLINES	22
NORTH AMERICAN AIRLINES	0
NORTHWEST AIRLINES	1404
OMNI AIR INTERNATIONAL, INC.	6
PACE AIRLINES	1
PRIMARIS	0
PSA	66
REPUBLIC AIRLINES	0
RYAN INTL AIRLINES	2
SHUTTLE AMERICA	18

SIERRA PACIFIC AIRLINES	0
SKY KING	0
SKYSERVICE AIRLINES INC	10
SKYWEST	142
SOUTHWEST AIRLINES	527
SPIRIT AIR LINES	64
SUN COUNTRY	41
TRANS STATES AIRLINES	9
UNITED AIRLINES	1294
USA 3000	20
USAIRWAYS	506
VICTORY AIR TRANSPORT	0
WORLD AIRWAYS	0
56 U.S. Carriers	

Summary of Complaints By Complaint Category

U.S. Carriers

Total number of complaints submitted: 12,194

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	0	0	0	0	0	24	25	0	32	1	8	3	2	95
Refusal to Board w/o Attendant	0	0	0	0	0	1	2	0	5	0	1	0	0	9
Security Issues Regarding Disability	0	2	0	0	0	15	1	0	14	1	1	0	0	34
Aircraft Not Accessible	1	1	0	4	1	84	0	0	21	26	2	0	3	143
Airport Not Accessible	2	0	1	1	0	34	0	0	16	0	0	0	0	54
Advance Notice Dispute	0	0	0	0	0	11	13	0	6	2	0	0	5	37
Seating Accommodation	20	13	6	5	7	220	2	0	822	5	12	0	11	1123
Failure to Provide Assistance	107	65	26	38	29	6640	177	0	941	102	30	2	93	8250
Damage to Assistive Device	0	0	1	15	6	505	2	0	23	111	5	1	0	669
Storage and Delay of Assistive Device	2	2	1	5	5	213	6	0	68	150	2	0	0	454
Service Animal Problem	12	4	2	0	1	1	0	0	52	0	3	0	2	77
Unsatisfactory Info	10	35	1	5	3	112	38	0	90	14	12	0	28	348
Other	17	26	0	3	3	254	86	0	287	40	7	0	178	901
Total of Category of Disability	171	148	38	76	55	8114	352	0	2377	452	83	6	322	12194