

Summary of Disability-Related Complaint Data

Foreign Carriers

Total number of complaints submitted: 1,654

Carrier Name	Number of Complaints
AER LINGUS LIMITED	11
AEROENLACES NACIONALES S.A. DE C.V.	0
AEROFLOT RUSSIAN AIRLINES	0
AEROGAL	0
AEROLINEAS ARGENTINAS, S.A.	0
AEROSUR, S.A.	0
AEROSVIT AIRLINES	0
AEROVIAS DE MEXICO, S.A. DE C.V.	6
AIR ATLANTA-ICELANDIC	0
AIR BERLIN	11
AIR CANADA	370
AIR CHINA	1
AIR EUROPA LINEAS AEREAS, S.A.U.	1
AIR INDIA	4
AIR JAMAICA LIMITED	2
AIR JAPAN, CO., LTD.	5
AIR NEW ZEALAND LIMITED	11
AIR PACIFIC LIMITED	0
AIR TAHITI NUI AIRLINES	2
AIR TRANSAT A.T., INC.	6
AIRES	1
ALITALIA COMPAGNIA AEREA ITALIANA	41
ALL NIPPON AIRWAYS CO., LTD.	15
ARKIA ISRAELI AIRLINES, LTD.	0
ASIANA AIRLINES, INC.	2
ASTRAEUS D/B/A ICELAND EXPRESS	0
AUSTRIAN AIRLINES AG	1
AVIANCA, S.A.	15
AVIATION MATTERS, INC.	0
BAHAMASAIR HOLDINGS LIMITED	2
BRITISH AIRWAYS PLC	237
BWIA WEST INDIES AIRWAYS LIMITED	11
CATHAY PACIFIC AIRWAYS LIMITED	11
CAYMAN AIRWAYS LIMITED	0
CHINA AIRLINES, LTD.	2

CHINA EASTERN AIRLINES CORPORATION	0
COMLUX AVIATION AG	0
COMLUX MALTA LTD.	0
COMPANIA MEXICANA DE AVIACION, S.A.	1
COMPANIA PANAMENA DE AVIACION, S.A.	10
CONDOR FLUGDIENST GMBH	2
CORSAIR	0
CZECH AIRLINES	1
DC AVIATION GMBH	0
DEUTSCHE LUFTHANSA AG	151
EGYPTAIR	1
EL AL ISRAEL AIRLINES LTD.	23
EMIRATES	24
ETHIOPIAN AIRLINES ENTERPRISE	0
ETIHAD AIRWAYS P.J.S.C.	6
EUROATLANTIC AIRWAYS TRANSPORTES AE	0
EVA AIRWAYS CORPORATION	6
FINNAIR OY D/B/A FINNAIR OYJ	1
FIRST AIR	0
GLOBAL JET LUXEMBOURG S.A.	0
HAINAN AIRLINES COMPANY LTD	2
IBERIA LINEAS AEREAS DE ESPANA, S.A	57
IBERWORLD AIRLINES, S.A.	0
ICELANDAIR EHF.	0
INSEL AIR INTERNATIONAL B.V.	0
JALWAYS CO., LTD.	4
JAPAN AIRLINES INTERNATIONAL CO.	0
JAZZ AVIATION LP	45
JET AIRWAYS (INDIA) LTD.	0
JETSTAR AIRWAYS PTY LIMITED	3
JIN AIR	0
JOINT STOCK COMPANY VLADIVOSTOK AIR	0
KLM ROYAL DUTCH AIRLINES, N.V.	18
KOREAN AIR LINES CO., LTD.	15
KUWAIT AIRWAYS CORPORATION	0
LAN AIRLINES S.A.	24
LAN ARGENTINA S.A.	2
LAN ECUADOR	3
LAN PERU S.A.	0
LINEAS AEREAS COSTARRICENSES S.A.	16
LTU LUFTRANSPORT-UNTERNEHMEN GMBH	0
MALAYSIA AIRLINES	1

MARTINAIR HOLLAND N.V.	3
MERIDIANAFLY S.P.A. LTD	0
MONARCH AIRLINES LIMITED	1
NOLINOR AVIATION	0
OPENSKIES	11
OY AIR FINLAND LTD	0
PAKISTAN INT'L AIRLINES CORPORATION	0
PHILIPPINE AIRLINES, INC.	18
POLSKIE LINIE LOTNICZE LOT, S.A.	2
PORTER AIRLINES INC.	3
PRIVATAIR S.A.	0
QANTAS AIRWAYS LIMITED	23
QATAR AIRWAYS Q.C.S.C.	11
ROYAL AIR MAROC	3
ROYAL JORDANIAN AIRLINE	4
SANTA BARBARA AIRLINES	0
SATA INTERNACIONAL	1
SAUDI ARABIAN AIRLINES CORPORATION	0
SCANDINAVIAN AIRLINES SYSTEM	19
SHANGHAI AIRLINES CO., LTD	0
SINGAPORE AIRLINES LIMITED	10
SOCIETE AIR FRANCE	94
SOUTH AFRICAN AIRWAYS (PTY) LIMITED	7
SWISS INTERNATIONAL AIR LINES LTD.	4
TACA INTERNATIONAL AIRLINES, S.A.	35
TAM-LINHAS AEREAS, S.A.	6
TAP AIR PORTUGAL	1
THAI AIRWAYS INT'L PUBLIC CO. LTD.	1
THOMAS COOK AIRLINES SCANDINAVIA	0
THOMASCOOK AIRLINES	14
THOMSON AIRWAYS LIMITED	6
TITAN AIRWAYS LIMITED	0
TRANS AMERICAN AIRLINES S.A.	0
TRANSPORTES AEREOS DE CABO VERDE	0
TRAVEL SERVICE	0
TUI AIRLINES NEDERLAND, B.V.	0
TURKISH AIRLINES TURK HAVA TOLLARI	3
UZBEKISTAN AIRWAYS	0
VIRGIN ATLANTIC AIRWAYS LIMITED	125
VOLARIS	0
VRG LINHAS AÉREAS S/A	0
WESTJET	65

XL AIRWAYS FRANCE	0
Total	1,654

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	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	0	0	0	0	0	5	24	0	14	2	4	0	1
Refusal to Board w/o Attendant	0	1	1	0	0	1	0	0	4	0	1	0	0
Security Issues Regarding Disability	1	0	0	1	0	5	1	1	2	0	2	0	0
Aircraft Not Accessible	0	0	0	1	1	6	0	0	1	0	0	0	0
Airport Not Accessible	0	0	0	0	0	3	0	0	0	0	0	0	0
Advance Notice Dispute	1	0	1	1	0	11	3	0	5	2	3	0	1
Seating Accommodation	2	2	0	8	0	43	2	0	53	8	3	0	1
Failure to Provide Assistance	22	6	1	19	4	580	12	1	67	8	6	0	3
Damage to Assistive Device	0	0	0	13	2	213	0	0	7	43	5	0	0
Storage and Delay of Assistive Device	1	0	0	10	3	79	1	0	23	23	0	0	0
Service Animal Problem	0	4	0	1	0	3	0	0	21	0	0	0	0
Unsatisfactory Info	2	0	0	1	0	8	3	0	10	2	0	0	5
Other	7	4	0	12	0	99	15	0	37	10	2	0	23