

Summary of Disability-Related Complaint Data

U.S. Carriers

Total number of complaints submitted: 18,953

Carrier Name	Number of Complaints
ACROPOLIS AVIATION LTD	0
AERODYNAMICS INCORPORATED	0
AIRTRAN AIRWAYS, INC.	650
ALASKA AIRLINES, INC.	237
ALLEGiant AIR, INC.	50
AMERICAN AIRLINES, INC.	2,702
AMERICAN EAGLE AIRLINES, INC.	523
AMERISTAR AIR CARGO, INC.	0
ARIK AIR INTERNATIONAL USA LLC	0
ATLANTIC SOUTHEAST AIRLINES, INC.	433
COLGAN AIR	199
COMAIR, INC. D/B/A DELTA CONNECTION	130
COMPASS AIRLINES, LLC	63
CONTINENTAL AIRLINES, INC.	1,147
DELTA AIR LINES, INC.	3,352
EXECUTIVE AIRLINES, INC.	7
FALCON AIR EXPRESS, INC.	0
FRONTIER AIRLINES, INC.	109
GOJET AIRLINES, LLC/UNITED EXPRESS	7
HAWAIIAN AIRLINES, INC.	151
HORIZON AIR INDUSTRIES, INC.	52
JETBLUE AIRWAYS CORPORATION	942
MESA AIRLINES, INC.	77
MESABA AVIATION, INC.	156
MIAMI AIR INTERNATIONAL, INC.	0
NORTH AMERICAN AIRLINES, INC.	0
OMNI AIR INTERNATIONAL INC.	4
PINNACLE AIRLINES, INC.	375
PRIVILEGE STYLE	0
PSA, INC. D/B/A US AIRWAYS EXPRESS	32
REPUBLIC AIRLINES, INC.	52
RYAN INTERNATIONAL AIRLINES, INC.	0
SHUTTLE AMERICA CORPORATION	98
SIERRA PACIFIC AIRLINES, INC.	0
SKY KING, INC.	0

SKYWEST AIRLINES, INC.	433
SOUTHWEST AIRLINES CO.	2,306
SPIRIT AIRLINES, INC.	140
SUN COUNTRY MN AIRLINES, LLC	30
TEM ENTERPRISES/XTRA AIRWAYS	1
UNITED AIR LINES, INC.	1,537
US AIRWAYS, INC.	2,872
USA 3000 AIRLINES	3
USA JET AIRLINES	0
V AUSTRALIA	6
VICTORY AIR TRANSPORT, INC.	0
VIRGIN AMERICA, INC.	77
VISION AIRLINES, INC	0
WORLD AIRWAYS, INC.	0
Total	18,953

Summary of Disability-Related Complaint Data

U.S. Carriers

Total number of complaints submitted: 18,953

	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	1	0	0	1	8	42	1	53	8	4	4	0
Refusal to Board w/o Attendant	0	0	0	0	0	1	1	0	2	0	1	0	0
Security Issues Regarding Disability	0	3	0	0	0	11	0	0	20	2	0	0	0
Aircraft Not Accessible	0	7	1	2	1	42	16	0	26	2	0	0	0
Airport Not Accessible	1	2	0	0	1	41	1	0	16	0	1	0	0
Advance Notice Dispute	0	1	0	0	0	17	3	0	4	1	0	0	0
Seating Accommodation	24	11	2	15	6	372	16	0	1,301	8	16	0	11
Failure to Provide Assistance	156	92	34	20	31	10,091	57	0	1,425	104	56	0	201
Damage to Assistive Device	0	1	1	6	4	256	4	0	23	137	0	0	0
Storage and Delay of Assistive Device	4	1	0	7	7	228	22	0	217	452	0	0	1
Service Animal Problem	9	8	0	0	0	9	0	0	411	11	17	0	1
Unsatisfactory Info	16	20	2	4	8	142	30	0	178	32	13	0	14
Other	35	56	6	5	6	629	31	0	1,100	35	26	2	328