

Summary of Disability-Related Complaint Data

All Carriers

Total number of complaints submitted: 23,443

Carrier Name	Number of Complaints
ABC AEROLINEAS, S.A. DE C.V.	1
ACROPOLIS AVIATION LTD	0
AER LINGUS LIMITED	25
AEROENLACES NACIONALES S.A. DE C.V.	0
AEROFLOT RUSSIAN AIRLINES	0
AEROGAL	0
AEROLINEAS ARGENTINAS, S.A.	0
AEROSVIT AIRLINES	0
AEROVIAS DE MEXICO, S.A. DE C.V.	5
AIR ATLANTA-ICELANDIC	0
AIR BERLIN	17
AIR CANADA	302
AIR CHINA	5
AIR EUROPA LINEAS AEREAS, S.A.U.	1
AIR INDIA	4
AIR JAPAN, CO., LTD.	7
AIR NEW ZEALAND LIMITED	38
AIR PACIFIC LIMITED (FIJI AIRWAYS)	0
AIR TAHITI NUI AIRLINES	1
AIR TRANSAT A.T., INC.	2
AEROVÍAS DE INTEGRACIÓN REGIONAL S.A. (LAN COLOMBIA)	0
AIRTRAN AIRWAYS, INC.	720
ALASKA AIRLINES, INC.	221

ALITALIA SOCIETA AEREA ITALIANA	61
ALL NIPPON AIRWAYS CO., LTD.	25
ALLEGiant AIR, INC.	108
AMERICAN AIRLINES, INC.	2,294
AMERICAN EAGLE AIRLINES, INC.	417
AMERISTAR AIR CARGO, INC.	0
ARIK AIR INTERNATIONAL USA LLC	0
ARKIA ISRAELI AIRLINES, LTD.	0
ASIANA AIRLINES, INC.	6
AUSTRIAN AIRLINES AG	14
AVIANCA, S.A.	17
BAHAMASAIR HOLDINGS LIMITED	0
BRITISH AIRWAYS PLC	426
BRUSSELS AIRLINES	0
CARIBBEAN AIRLINES LIMITED	16
CALIMA AVIACION	0
CATHAY PACIFIC AIRWAYS LIMITED	29
CAYMAN AIRWAYS LIMITED	0
CHINA AIRLINES, LTD.	0
CHINA EASTERN AIRLINES CORPORATION	0
COLGAN AIR	84
COMAIR, INC. D/B/A DELTA CONNECTION	84
COMLUX MALTA LTD.	0
COMPANIA MEXICANA DE AVIACION, S.A.	0
COMPANIA PANAMENA DE AVIACION, S.A.	70
COMPASS AIRLINES, LLC	95
CONDOR FLUGDIENST GMBH	0
CORSAIR	4
DC AVIATION GMBH	0
DELTA AIR LINES, INC.	3,707

DEUTSCHE LUFTHANSA AG	245
EGYPTAIR	0
EL AL ISRAEL AIRLINES LTD.	27
EMIRATES	46
ETHIOPIAN AIRLINES ENTERPRISE	0
ETIHAD AIRWAYS P.J.S.C.	3
EUROATLANTIC AIRWAYS TRANSPORTES AE	0
EUROATLANTIC AIRWAYS TRANSPORTES AE	0
EVA AIRWAYS CORPORATION	8
EXECUTIVE AIRLINES, INC.	9
EXPRESSJET AIRLINES	1,045
FALCON AIR EXPRESS, INC.	0
FINNAIR OY D/B/A FINNAIR OYJ	1
FIRST AIR	0
FRONTIER AIRLINES, INC.	172
GLOBAL JET LUXEMBOURG S.A.	0
GOJET AIRLINES, LLC	103
HAINAN AIRLINES COMPANY LTD	0
HAWAIIAN AIRLINES, INC.	149
HI FLY, TRANSPORTES AEREOS, S.A.	0
HORIZON AIR INDUSTRIES, INC.	70
IBERIA LINEAS AEREAS DE ESPANA, S.A	84
IBERWORLD AIRLINES, S.A.	0
ICELANDAIR EHF.	3
INSEL AIR INTERNATIONAL B.V.	0
JAPAN AIRLINES INTERNATIONAL CO.	0
JAZZ AVIATION LP	50
JEJU AIR COMPANY LIMITED	0
JET AIRWAYS (INDIA) LTD.	0
JETBLUE AIRWAYS CORPORATION	1,209

JETSTAR AIRWAYS PTY LIMITED	6
JIN AIR	0
JOINT STOCK COMPANY VLADIVOSTOK AIR	0
KLM ROYAL DUTCH AIRLINES, N.V.	37
KOREAN AIR LINES CO., LTD.	13
KUWAIT AIRWAYS CORPORATION	1
LAN AIRLINES S.A.	11
LAN ARGENTINA S.A.	0
LAN ECUADOR	0
LAN PERU S.A.	1
LINEAS AEREAS COSTARRICENSES S.A.	0
MALAYSIA AIRLINES	1
MERIDIANAFLY S.P.A. LTD (AIR ITALY S.P.A.)	0
MESA AIRLINES, INC.	101
MIAMI AIR INTERNATIONAL, INC.	0
MONARCH AIRLINES LIMITED	2
NOLINOR AVIATION	0
NORTH AMERICAN AIRLINES, INC.	0
OMNI AIR INTERNATIONAL INC.	14
OPENSKIES	7
PAKISTAN INT'L AIRLINES CORPORATION	0
PHILIPPINE AIRLINES, INC.	21
PINNACLE AIRLINES, INC. / ENDEAVOR	495
POLSKIE LINIE LOTNICZE LOT, S.A.	1
PORTER AIRLINES INC.	5
PRIVATAIR S.A.	0
PSA, INC. D/B/A US AIRWAYS EXPRESS	46
QANTAS AIRWAYS LIMITED	26
QATAR AIRWAYS Q.C.S.C.	18
REPUBLIC AIRLINES, INC.	91

ROYAL AIR MAROC	0
ROYAL JORDANIAN AIRLINE	5
RYAN INTERNATIONAL AIRLINES, INC.	0
SANTA BARBARA AIRLINES	0
SATA INTERNACIONAL	1
SAUDI ARABIAN AIRLINES CORPORATION	0
SCANDINAVIAN AIRLINES SYSTEM	18
SHUTTLE AMERICA CORPORATION	137
SICHUAN AIRLINES	0
SIERRA PACIFIC AIRLINES, INC.	0
SINGAPORE AIRLINES LIMITED	12
SKY KING, INC.	0
SKYWEST AIRLINES, INC.	509
SOCIETE AIR FRANCE	222
SOUTH AFRICAN AIRWAYS SOC LIMITED	6
SOUTHWEST AIRLINES CO.	2,189
SPIRIT AIRLINES, INC.	194
SUN COUNTRY MN AIRLINES, LLC	31
SURINAM AIRWAYS	0
SWISS INTERNATIONAL AIR LINES LTD.	23
TACA INTERNATIONAL AIRLINES, S.A.	5
TAM-LINHAS AEREAS, S.A.	12
TAP AIR PORTUGAL	4
TEM ENTERPRISES/XTRA AIRWAYS	0
THAI AIRWAYS INT'L PUBLIC CO. LTD.	0
THOMAS COOK AIRLINES LIMITED	4
THOMAS COOK AIRLINES SCANDINAVIA (SUNCLASS AIRLINES APS)	0
TUI AIRWAYS LIMITED	3
TITAN AIRWAYS LIMITED	0
TRANS AMERICAN AIRLINES S.A.	0

TRANSAERO AIRLINE	2
TRANSPORTES AEREOS DE CABO VERDE	0
TRAVEL SERVICE	0
TUI AIRLINES BELGIUM	0
TUI AIRLINES NEDERLAND, B.V.	2
TURKISH AIRLINES TURK HAVA YOLLARI	8
TYROLEAN JET SERVICE	0
UNITED AIR LINES, INC.	3,001
US AIRWAYS, INC.	3,185
USA JET AIRLINES	0
UZBEKISTAN AIRWAYS	0
VIRGIN AUSTRALIA	2
VIRGIN AMERICA, INC.	99
VIRGIN ATLANTIC AIRWAYS LIMITED	449
VISION AIRLINES, INC	3
VOLARIS	5
VRG LINHAS AREAS S/A	0
WESTJET	385
WORLD AIRWAYS, INC.	0
WORLD ATLANTIC AIRLINES (CARIBBEAN SUN AIRLINES DBA WAA)	0
XL AIRWAYS FRANCE	0
YAKUTIA AIRLINES	0
Total	23,443

	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	1	0	0	1	2	14	54	0	75	4	6	5	3
Refusal to Board w/o Attendant	0	0	1	0	1	5	0	0	4	0	2	0	0
Security Issues Regarding Disability	0	0	1	1	1	17	3	0	21	4	0	0	0
Aircraft Not Accessible	0	10	0	0	2	45	21	0	22	5	0	0	0
Airport Not Accessible	2	3	0	0	0	38	0	0	17	0	0	0	0
Advance Notice Dispute	0	1	0	2	0	20	5	0	9	6	0	0	3
Seating Accommodation	44	20	9	28	15	662	12	0	1,688	13	39	0	44
Failure to Provide Assistance	185	109	28	56	30	11,283	63	1	2,069	181	68	2	315
Damage to Assistive Device	0	0	0	20	7	513	3	0	33	220	2	0	1
Storage and Delay of Assistive Device	3	4	1	27	6	284	21	0	221	429	1	1	5
Service Animal Problem	12	6	1	0	1	10	4	0	559	11	44	0	63
Unsatisfactory Info	13	23	7	5	2	166	33	0	207	34	6	1	39
Other	52	59	13	25	8	911	77	4	1,364	72	46	7	355