

Summary of Disability-Related Complaint Data

Foreign Carriers

Total number of complaints submitted: 2,861

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
ALITALIA SOCIETA AEREA ITALIANA	61
ALL NIPPON AIRWAYS CO., LTD.	25

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
COMLUX MALTA LTD.	0
COMPANIA MEXICANA DE AVIACION, S.A.	0
COMPANIA PANAMENA DE AVIACION, S.A.	70
CONDOR FLUGDIENST GMBH	0
CORSAIR	4
DC AVIATION GMBH	0
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
FINNAIR OY D/B/A FINNAIR OYJ	1
FIRST AIR	0

GLOBAL JET LUXEMBOURG S.A.	0
HAINAN AIRLINES COMPANY LTD	0
HI FLY, TRANSPORTES AEREOS, S.A.	0
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
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
MONARCH AIRLINES LIMITED	2
NOLINOR AVIATION	0
OPENSKIES	7
PAKISTAN INT'L AIRLINES CORPORATION	0
PHILIPPINE AIRLINES, INC.	21
POLSKIE LINIE LOTNICZE LOT, S.A.	1

PORTER AIRLINES INC.	5
PRIVATAIR S.A.	0
QANTAS AIRWAYS LIMITED	26
QATAR AIRWAYS Q.C.S.C.	18
ROYAL AIR MAROC	0
ROYAL JORDANIAN AIRLINE	5
SANTA BARBARA AIRLINES	0
SATA INTERNACIONAL	1
SAUDI ARABIAN AIRLINES CORPORATION	0
SCANDINAVIAN AIRLINES SYSTEM	18
SICHUAN AIRLINES	0
SINGAPORE AIRLINES LIMITED	12
SOCIETE AIR FRANCE	222
SOUTH AFRICAN AIRWAYS SOC LIMITED	6
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
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
UZBEKISTAN AIRWAYS	0
VIRGIN AUSTRALIA	2
VIRGIN ATLANTIC AIRWAYS LIMITED	449
VOLARIS	5
VRG LINHAS AREAS S/A	0
WESTJET	385
XL AIRWAYS FRANCE	0
YAKUTIA AIRLINES	0
Total	2,861

	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	0	5	11	0	21	0	1	1	0
Refusal to Board w/o Attendant	0	0	0	0	0	1	0	0	0	0	0	0	0
Security Issues Regarding Disability	0	0	0	0	0	2	3	0	2	0	0	0	0
Aircraft Not Accessible	0	0	0	0	0	10	0	0	6	1	0	0	0
Airport Not Accessible	0	0	0	0	0	4	0	0	1	0	0	0	0
Advance Notice Dispute	0	1	0	2	0	9	3	0	5	6	0	0	2
Seating Accommodation	6	6	2	13	1	100	2	0	161	2	17	0	21
Failure to Provide Assistance	26	5	3	32	2	1,005	9	0	262	35	6	2	16
Damage to Assistive Device	0	0	0	16	2	250	2	0	13	65	2	0	0
Storage and Delay of Assistive Device	1	1	0	14	0	122	4	0	38	47	1	0	0
Service Animal Problem	1	0	1	0	0	1	4	0	39	1	5	0	2
Unsatisfactory Info	3	2	0	2	0	19	4	0	21	5	2	0	14
Other	5	6	1	10	0	149	16	0	90	20	11	0	16