

Summary of Disability-Related Complaint Data

U.S. Carriers

Total number of complaints submitted: 20,582

Carrier Name	Number of Complaints
AIRTRAN AIRWAYS, INC.	720
ALASKA AIRLINES, INC.	221
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
COLGAN AIR	84
COMAIR, INC. D/B/A DELTA CONNECTION	84
COMPASS AIRLINES, LLC	95
DELTA AIR LINES, INC.	3,707
EXECUTIVE AIRLINES, INC.	9
EXPRESSJET AIRLINES	1,045
FALCON AIR EXPRESS, INC.	0
FRONTIER AIRLINES, INC.	172
GOJET AIRLINES, LLC	103
HAWAIIAN AIRLINES, INC.	149
HORIZON AIR INDUSTRIES, INC.	70
JETBLUE AIRWAYS CORPORATION	1,209
MESA AIRLINES, INC.	101
MIAMI AIR INTERNATIONAL, INC.	0
NORTH AMERICAN AIRLINES, INC.	0
OMNI AIR INTERNATIONAL INC.	14

PINNACLE AIRLINES, INC. / ENDEAVOR	495
PSA, INC. D/B/A US AIRWAYS EXPRESS	46
REPUBLIC AIRLINES, INC.	91
RYAN INTERNATIONAL AIRLINES, INC.	0
SHUTTLE AMERICA CORPORATION	137
SIERRA PACIFIC AIRLINES, INC.	0
SKY KING, INC.	0
SKYWEST AIRLINES, INC.	509
SOUTHWEST AIRLINES CO.	2,189
SPIRIT AIRLINES, INC.	194
SUN COUNTRY MN AIRLINES, LLC	31
TEM ENTERPRISES/XTRA AIRWAYS	0
UNITED AIR LINES, INC.	3,001
US AIRWAYS, INC.	3,185
USA JET AIRLINES	0
VIRGIN AMERICA, INC.	99
VISION AIRLINES, INC	3
WORLD AIRWAYS, INC.	0
WORLD ATLANTIC AIRLINES (CARIBBEAN SUN AIRLINES DBA WAA)	0
Total	20,582

	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	2	9	43	0	54	4	5	4	3
Refusal to Board w/o Attendant	0	0	1	0	1	4	0	0	4	0	2	0	0
Security Issues Regarding Disability	0	0	1	1	1	15	0	0	19	4	0	0	0
Aircraft Not Accessible	0	10	0	0	2	35	21	0	16	4	0	0	0
Airport Not Accessible	2	3	0	0	0	34	0	0	16	0	0	0	0
Advance Notice Dispute	0	0	0	0	0	11	2	0	4	0	0	0	1
Seating Accommodation	38	14	7	15	14	562	10	0	1,527	11	22	0	23
Failure to Provide Assistance	159	104	25	24	28	10,278	54	1	1,807	146	62	0	299
Damage to Assistive Device	0	0	0	4	5	263	1	0	20	155	0	0	1
Storage and Delay of Assistive Device	2	3	1	13	6	162	17	0	183	382	0	1	5
Service Animal Problem	11	6	0	0	1	9	0	0	520	10	39	0	61
Unsatisfactory Info	10	21	7	3	2	147	29	0	186	29	4	1	25
Other	47	53	12	15	8	762	61	4	1,274	52	35	7	339