

Summary of Disability-Related Complaint Data

U.S. Carriers

Total number of complaints submitted: 21,965

Carrier Name	Number of Complaints
AIRTRAN AIRWAYS, INC.	597
ALASKA AIRLINES, INC.	175
ALLEGiant AIR, INC.	300
AMERICAN AIRLINES, INC.	2,858
AMERICAN EAGLE AIRLINES, INC.	564
AMERISTAR AIR CARGO, INC.	0
ARIK AIR INTERNATIONAL USA LLC	0
ATLAS AIR, INC.	1
COMPASS AIRLINES, LLC	13
DELTA AIR LINES, INC.	4,666
EXECUTIVE AIRLINES, INC.	1
EXPRESSJET AIRLINES	52
FALCON AIR EXPRESS, INC.	0
FRONTIER AIRLINES, INC.	242
GOJET AIRLINES, LLC	12
HAWAIIAN AIRLINES, INC.	194
HORIZON AIR INDUSTRIES, INC.	75
JETBLUE AIRWAYS CORPORATION	1,210
MESA AIRLINES, INC.	49
MIAMI AIR INTERNATIONAL, INC.	0
NORTH AMERICAN AIRLINES, INC.	0
OMNI AIR INTERNATIONAL INC.	2
PINNACLE AIRLINES, INC. / ENDEAVOR	37

PSA, INC. D/B/A US AIRWAYS EXPRESS	23
REPUBLIC AIRLINES, INC.	27
SHUTTLE AMERICA CORPORATION	15
SIERRA PACIFIC AIRLINES, INC.	0
SKYWEST AIRLINES, INC.	178
SOUTHWEST AIRLINES CO.	2,897
SPIRIT AIRLINES, INC.	562
SUN COUNTRY MN AIRLINES, LLC	51
TEM ENTERPRISES/XTRA AIRWAYS	0
UNITED AIR LINES, INC.	4,601
US AIRWAYS, INC.	2,469
USA JET AIRLINES	0
VIRGIN AMERICA, INC.	94
VISION AIRLINES, INC	0
WORLD AIRWAYS, INC.	0
WORLD ATLANTIC AIRLINES (CARIBBEAN SUN AIRLINES DBA WAA)	0
Total	21,965

	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	0	0	12	48	0	86	7	6	1	7
Refusal to Board w/o Attendant	0	0	2	0	0	0	0	0	1	0	4	0	0
Security Issues Regarding Disability	1	0	0	0	0	6	1	0	27	3	2	0	1
Aircraft Not Accessible	0	6	2	1	0	46	20	0	15	1	0	0	18
Airport Not Accessible	0	3	0	0	0	21	0	0	14	0	0	0	0
Advance Notice Dispute	0	0	0	1	1	30	3	0	10	0	0	0	2
Seating Accommodation	24	28	3	18	2	443	14	1	1,799	15	24	0	72
Failure to Provide Assistance	150	145	35	32	26	10,546	68	0	1,695	134	47	177	119
Damage to Assistive Device	0	0	0	6	4	337	2	0	23	158	0	0	0
Storage and Delay of Assistive Device	1	1	1	1	6	211	22	0	228	523	0	0	1
Service Animal Problem	14	4	0	0	0	5	0	1	659	11	26	0	24
Unsatisfactory Info	21	34	5	5	2	180	37	0	206	28	9	0	44
Other	47	81	8	9	8	834	59	0	1,489	71	48	0	444