

Summary of Disability-Related Complaint Data

All Carriers

Total number of complaints submitted: 30,830

Carrier Name	Number of Complaints
ABC AEROLINEAS, S.A. DE C.V.	0
ACROPOLIS AVIATION LTD	0
AER LINGUS LIMITED	41
AEROENLACES NACIONALES S.A. DE C.V.	4
AEROFLOT RUSSIAN AIRLINES	6
AEROGAL	0
AEROLINEAS ARGENTINAS, S.A.	0
AEROVIAS DE MEXICO, S.A. DE C.V.	7
AIR ATLANTA-ICELANDIC	0
AIR BERLIN	31
AIR BUSAN	0
AIR CANADA	221
AIR CANADA ROUGE LP	211
AIR CHINA	4
AIR EUROPA LINEAS AEREAS, S.A.U.	8
AIR INDIA	1
AIR JAPAN, CO., LTD.	0
AIR NEW ZEALAND LIMITED	62
AIR TAHITI NUI AIRLINES	3
AIR TRANSAT A.T., INC.	17
ALASKA AIRLINES, INC.	513
ALITALIA SOCIETA AEREA ITALIANA	90
ALL NIPPON AIRWAYS CO., LTD.	30

ALLEGiant AIR, INC.	357
AMERICAN AIRLINES, INC.	5,006
AMERICAN EAGLE AIRLINES, INC.	678
AMERISTAR AIR CARGO, INC.	0
ARIK AIR INTERNATIONAL USA LLC	0
ARKIA ISRAELI AIRLINES, LTD.	0
ASIANA AIRLINES, INC.	13
ATLAS AIR, INC.	0
AUSTRIAN AIRLINES AG	22
AVIANCA, S.A.	34
AVIOR AIRLINES	0
AZERBAIJAN AIRLINES	0
AZUL BRAZILIAN AIRLINES	1
BAHAMASAIR HOLDINGS LIMITED	0
BRITISH AIRWAYS PLC	780
BRUSSELS AIRLINES	1
CARIBBEAN AIRLINES LIMITED	17
CARIBBEAN SUN AIRLINES DBA WAA	0
CATHAY PACIFIC AIRWAYS LIMITED	48
CAYMAN AIRWAYS LIMITED	0
CEBU PACIFIC AIR	0
CHINA AIRLINES, LTD.	0
CHINA EASTERN AIRLINES CORPORATION	0
CHINA SOUTHERN AIRLINE	2
COMLUX ARUBA	0
COMLUX MALTA LTD.	0
COMPANIA PANAMENA DE AVIACION, S.A.	115
COMPASS AIRLINES, LLC	14
CONDOR FLUGDIENST GMBH	6
CORSAIR	0

DC AVIATION GMBH	0
DELTA AIR LINES, INC.	5,881
DEUTSCHE LUFTHANSA AG	226
DREAMJET D/B/A LACOMPAGNIE	0
EASTERN AIRLINES, LLC	0
EDELWEISS AIR AG	0
EGYPTAIR	0
EL AL ISRAEL AIRLINES LTD.	38
EMIRATES	324
ETHIOPIAN AIRLINES ENTERPRISE	3
ETIHAD AIRWAYS P.J.S.C.	7
EUROATLANTIC AIRWAYS TRANSPORTES AE	0
EVA AIRWAYS CORPORATION	6
EXPRESSJET AIRLINES	53
FAST COLOMBIA SAS	0
FIJI AIRWAYS	41
FINNAIR OY D/B/A FINNAIR OYJ	1
FIRST AIR	0
FLAIR AIRLINES	0
FLY JAMAICA	1
FRONTIER AIRLINES, INC.	404
GLOBAL JET LUXEMBOURG S.A.	0
GOJET AIRLINES, LLC	16
HAINAN AIRLINES COMPANY LTD	1
HAWAIIAN AIRLINES, INC.	441
HI FLY LTD	0
HI FLY, TRANSPORTES AEREOS, S.A.	0
HORIZON AIR INDUSTRIES, INC.	160
IBERIA LINEAS AEREAS DE ESPANA, S.A	59
ICELANDAIR EHF.	14

INSEL AIR INTERNATIONAL B.V.	0
INSELAIR ARUBA N.V.	0
ISLAND AIR	0
JAPAN AIRLINES INTERNATIONAL CO.	4
JAZZ AVIATION LP	60
JEJU AIR COMPANY LIMITED	0
JET AIRWAYS (INDIA) LTD.	3
JETBLUE AIRWAYS CORPORATION	1,865
JETSTAR AIRWAYS PTY LIMITED	12
JIN AIR	0
K5-AVIATION GMBH	0
KLM ROYAL DUTCH AIRLINES, N.V.	100
KOREAN AIR LINES CO., LTD.	13
KUWAIT AIRWAYS CORPORATION	1
LAN AIRLINES S.A.	9
LAN ARGENTINA S.A.	0
LAN COLOMBIA	0
LAN ECUADOR	2
LAN PERU S.A.	0
LIAT (1974) LTD	3
LINEAS AEREAS COSTARRICENSES S.A.	1
MERIDIANAFLY S.P.A. LTD (AIR ITALY S.P.A.)	0
MESA AIRLINES, INC.	26
MIAMI AIR INTERNATIONAL, INC.	0
NOLINOR AVIATION	0
NORWEGIAN AIR SHUTTLE ASA	31
OMNI AIR INTERNATIONAL INC.	7
OPENSKIES	5
ORANGE AIR	0
ORENBURG AIRLINES	0

PAKISTAN INT'L AIRLINES CORPORATION	0
PHILIPPINE AIRLINES, INC.	20
PINNACLE AIRLINES, INC. / ENDEAVOR	45
POLSKIE LINIE LOTNICZE LOT, S.A.	7
PORTER AIRLINES INC.	22
PRIVILEGE STYLE	0
PSA AIRLINES	15
QANTAS AIRWAYS LIMITED	11
QATAR AIRWAYS Q.C.S.C.	37
REPUBLIC AIRLINES, INC.	2
ROYAL AIR MAROC	11
ROYAL JORDANIAN AIRLINE	15
SANTA BARBARA AIRLINES	6
SATA INTERNACIONAL	7
SAUDI ARABIAN AIRLINES CORPORATION	1
SCANDINAVIAN AIRLINES SYSTEM	25
SHUTTLE AMERICA CORPORATION	10
SICHUAN AIRLINES	0
SIERRA PACIFIC AIRLINES, INC.	0
SINGAPORE AIRLINES LIMITED	8
SKY REGIONAL AIRLINES	42
SKYWEST AIRLINES, INC.	133
SOCIETE AIR FRANCE	291
SOUTH AFRICAN AIRWAYS SOC LIMITED	3
SOUTHWEST AIRLINES CO.	4,075
SPIRIT AIRLINES, INC.	618
SRILANKAN AIRLINES LIMITED	0
SUN COUNTRY MN AIRLINES, LLC	43
SUNWING AIRLINES	1
SURINAM AIRWAYS	0

SWISS INTERNATIONAL AIR LINES LTD.	61
TACA INTERNATIONAL AIRLINES, S.A.	14
TAG AVIATION (UK) LTD	0
TAM-LINHAS AEREAS, S.A.	26
TAME EP LINEA AEREA DEL ECUADOR	5
TAP AIR PORTUGAL	14
TEM ENTERPRISES/XTRA AIRWAYS	0
THAI AIRWAYS INT'L PUBLIC CO. LTD.	0
THOMAS COOK AIRLINES LIMITED	14
THOMAS COOK AIRLINES SCANDINAVIA (SUNCLASS AIRLINES APS)	0
TUI AIRWAYS LIMITED	6
TITAN AIRWAYS LIMITED	0
TRANS AMERICAN AIRLINES S.A.	3
TRANSPORTES AEREOS DE CABO VERDE	0
TRAVEL SERVICE	0
TUI AIRLINES BELGIUM	0
TUI AIRLINES NEDERLAND, B.V.	0
TURKISH AIRLINES TURK HAVA YOLLARI	67
TWAY AIR	0
TYROLEAN JET SERVICE	0
UKRAINE INTERNATIONAL AIRLINE	0
UNITED AIR LINES, INC.	5,926
UZBEKISTAN AIRWAYS	0
VIRGIN AUSTRALIA	23
VIRGIN AMERICA, INC.	113
VIRGIN ATLANTIC AIRWAYS LIMITED	567
VISION AIRLINES, INC	0
VOLARIS	8
VRG LINHAS AREAS S/A	0
WESTJET	372

WOW AIR	1
XL AIRWAYS FRANCE	1
YAKUTIA AIRLINES	0
Total	30,830

	Vision Impairment	Hearing Impairment	Vision & Hearing Impairment	Paraplegic	Quadriplegic	Other wheelchair	Oxygen	Stretcher	Other Disability	Other Assistive Device	Mentally Impaired	Communicable Disease	Allergies
Refusal To Board Passenger	7	1	1	2	3	37	97	0	271	15	18	2	14
Refusal to Board w/o Attendant	0	0	3	2	0	1	1	0	9	0	5	0	0
Security Issues Regarding Disability	1	1	0	1	0	20	2	0	14	6	0	0	1
Aircraft Not Accessible	0	4	0	3	0	52	1	0	28	3	0	0	0
Airport Not Accessible	1	2	2	2	2	63	0	0	25	0	0	0	1
Advance Notice Dispute	2	2	0	0	0	71	18	0	19	1	3	0	26
Seating Accommodation	34	22	6	41	14	488	31	1	2,233	32	78	0	46
Failure to Provide Assistance	203	165	63	85	28	14,185	68	2	2,422	182	116	1	308
Damage to Assistive Device	0	4	0	11	5	825	1	0	71	624	0	0	0
Storage and Delay of Assistive Device	3	4	2	28	2	479	34	0	362	651	3	0	2
Service Animal Problem	10	14	1	1	1	17	0	2	1,418	28	128	0	18
Unsatisfactory Info	14	24	7	6	0	145	33	0	197	53	13	1	27
Other	54	125	14	27	10	1,034	71	0	1,696	127	81	3	599