

## Summary of Disability-Related Complaint Data

### U.S. Carriers

Total number of complaints submitted: 26,401

| Carrier Name                       | Number of Complaints |
|------------------------------------|----------------------|
| ALASKA AIRLINES, INC.              | 513                  |
| 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                    |
| ATLAS AIR, INC.                    | 0                    |
| CARIBBEAN SUN AIRLINES DBA WAA     | 0                    |
| COMPASS AIRLINES, LLC              | 14                   |
| DELTA AIR LINES, INC.              | 5,881                |
| EASTERN AIRLINES, LLC              | 0                    |
| EXPRESSJET AIRLINES                | 53                   |
| FRONTIER AIRLINES, INC.            | 404                  |
| GOJET AIRLINES, LLC                | 16                   |
| HAWAIIAN AIRLINES, INC.            | 441                  |
| HORIZON AIR INDUSTRIES, INC.       | 160                  |
| ISLAND AIR                         | 0                    |
| JETBLUE AIRWAYS CORPORATION        | 1,865                |
| MESA AIRLINES, INC.                | 26                   |
| MIAMI AIR INTERNATIONAL, INC.      | 0                    |
| OMNI AIR INTERNATIONAL INC.        | 7                    |
| ORANGE AIR                         | 0                    |
| PINNACLE AIRLINES, INC. / ENDEAVOR | 45                   |

|                               |        |
|-------------------------------|--------|
| PSA AIRLINES                  | 15     |
| REPUBLIC AIRLINES, INC.       | 2      |
| SHUTTLE AMERICA CORPORATION   | 10     |
| SIERRA PACIFIC AIRLINES, INC. | 0      |
| SKYWEST AIRLINES, INC.        | 133    |
| SOUTHWEST AIRLINES CO.        | 4,075  |
| SPIRIT AIRLINES, INC.         | 618    |
| SUN COUNTRY MN AIRLINES, LLC  | 43     |
| TEM ENTERPRISES/XTRA AIRWAYS  | 0      |
| UNITED AIR LINES, INC.        | 5,926  |
| VIRGIN AMERICA, INC.          | 113    |
| VISION AIRLINES, INC          | 0      |
| <b>Total</b>                  | 26,401 |

|                                       | 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            | 6                 | 1                  | 0                           | 1          | 0            | 15               | 67     | 0         | 149              | 8                      | 13                | 2                    | 6         |
| Refusal to Board w/o Attendant        | 0                 | 0                  | 2                           | 0          | 0            | 1                | 0      | 0         | 3                | 0                      | 4                 | 0                    | 0         |
| Security Issues Regarding Disability  | 1                 | 0                  | 0                           | 0          | 0            | 12               | 1      | 0         | 13               | 3                      | 0                 | 0                    | 0         |
| Aircraft Not Accessible               | 0                 | 4                  | 0                           | 1          | 0            | 40               | 0      | 0         | 26               | 3                      | 0                 | 0                    | 0         |
| Airport Not Accessible                | 1                 | 2                  | 0                           | 0          | 2            | 37               | 0      | 0         | 14               | 0                      | 0                 | 0                    | 0         |
| Advance Notice Dispute                | 2                 | 2                  | 0                           | 0          | 0            | 63               | 17     | 0         | 10               | 1                      | 3                 | 0                    | 19        |
| Seating Accommodation                 | 27                | 20                 | 6                           | 19         | 13           | 360              | 29     | 1         | 2,005            | 18                     | 63                | 0                    | 36        |
| Failure to Provide Assistance         | 179               | 142                | 61                          | 35         | 20           | 12,322           | 57     | 0         | 2,146            | 148                    | 106               | 1                    | 295       |
| Damage to Assistive Device            | 0                 | 2                  | 0                           | 7          | 1            | 575              | 1      | 0         | 58               | 471                    | 0                 | 0                    | 0         |
| Storage and Delay of Assistive Device | 1                 | 4                  | 0                           | 12         | 1            | 296              | 31     | 0         | 337              | 539                    | 2                 | 0                    | 2         |
| Service Animal Problem                | 5                 | 14                 | 1                           | 0          | 1            | 15               | 0      | 0         | 1,378            | 27                     | 115               | 0                    | 16        |
| Unsatisfactory Info                   | 11                | 19                 | 6                           | 3          | 0            | 99               | 24     | 0         | 176              | 38                     | 12                | 0                    | 23        |
| Other                                 | 43                | 111                | 12                          | 13         | 5            | 811              | 60     | 0         | 1,583            | 113                    | 73                | 3                    | 587       |