

APPENDIX B

Summary of Disability-Related Complaint Data U.S. Carriers

Total number of complaints submitted: 29,312

Carrier Name	Number of Complaints
ALASKA AIRLINES, INC.	637
ALLEGiant AIR, INC.	605
AMERICAN AIRLINES, INC.	6,013
AMERICAN EAGLE AIRLINES, INC.	340
AMERISTAR AIR CARGO, INC.	0
ATLAS AIR, INC.	1
CARIBBEAN SUN AIRLINES DBA WAA	0
COMPASS AIRLINES, LLC	25
DELTA AIR LINES, INC.	6,949
DYNAMIC AIRWAYS, LLC	0
EXPRESSJET AIRLINES	20
FRONTIER AIRLINES, INC.	287
GOJET AIRLINES, LLC	6
HAWAIIAN AIRLINES, INC.	439
HILLWOOD AIRWAYS	0
HORIZON AIR INDUSTRIES, INC.	145
JETBLUE AIRWAYS CORPORATION	2,160
MESA AIRLINES, INC.	17
MIAMI AIR INTERNATIONAL, INC.	0
OMNI AIR INTERNATIONAL INC.	8
PINNACLE AIRLINES, INC. / ENDEAVOR	69
PSA AIRLINES	37
REPUBLIC AIRLINES, INC.	33
SCOTT AVIATION, LLC DBA SILVER AIR	0
SHUTTLE AMERICA CORPORATION	2
SIERRA PACIFIC AIRLINES, INC.	0
SKYWEST AIRLINES, INC.	93
SOUTHWEST AIRLINES CO.	5,277
SPIRIT AIRLINES, INC.	1,348
SUN COUNTRY MN AIRLINES, LLC	92
SUNRISE AIRWAYS, S.A. INC.	0
TEM ENTERPRISES/XTRA AIRWAYS	2
UNITED AIR LINES, INC.	4,549
VIRGIN AMERICA, INC.	158
29,312	

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U.S. Carriers

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	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	2	8	0	0	0	13	45	0	110	7	6	0	6
Refusal to Board w/o Attendant	0	0	0	0	0	1	0	0	1	0	2	0	0
Security Issues Regarding Disability	0	1	0	0	0	9	2	0	12	2	3	0	0
Aircraft Not Accessible	1	27	1	5	2	33	1	0	32	6	0	0	1
Airport Not Accessible	2	2	1	0	0	54	1	0	38	6	0	0	0
Advance Notice Dispute	1	0	0	2	0	33	9	0	18	1	13	0	11
Seating Accommodation	27	30	7	14	3	326	35	1	2,057	21	93	0	75
Failure to Provide Assistance	148	155	45	24	22	13,117	33	0	2,026	150	95	0	262
Damage to Assistive Device	5	0	0	2	3	532	3	0	15	382	0	0	0
Storage and Delay of Assistive Device	1	2	2	4	5	304	35	0	276	853	3	0	1
Service Animal Problem	11	3	4	0	0	10	0	1	1,932	51	313	0	75
Unsatisfactory Info	9	17	1	4	0	110	29	0	275	32	32	0	50
Other	43	92	11	5	8	1,332	50	0	2,212	171	77	0	627