

APPENDIX D

Total number of complaints reported to DOT: 10

Total number of complaints reported to DOT: 10

	Vision Impairment	Hearing Impairment	Vision & Hearing Impairment	Paraplegic	Quadriplegic	Other wheelchair	Oxygen	Stretcher	Other Disability	Other Assistive Device	Mentally Impaired	Communicable Disease	Allergies	Total of Category of Complaints
Refusal To Board Passenger	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Refusal to Board w/o Attendant	0	0	0	0	0	0	0	0	1	0	0	0	0	1
Security Issues Regarding Disability	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Aircraft Not Accessible	0	0	0	0	0	1	0	0	0	0	0	0	0	1
Airport Not Accessible	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Advance Notice Dispute	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Seating Accommodation	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Failure to Provide Assistance	0	0	0	0	0	2	0	0	0	0	1	0	0	3
Damage to Assistive Device	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Storage and Delay of Assistive Device	0	0	0	0	0	3	0	0	0	0	0	0	0	3
Service Animal Problem	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Unsatisfactory Info	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Other	0	0	0	0	0	2	0	0	0	0	0	0	0	2

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by ACM AIR CHARTER LUFTFAHRTGESELLSCHA (2018)**

Total number of complaints reported to DOT: 0

Total number of complaints reported to DOT: 0

[illegible]

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by ACROPOLIS AVIATION LTD (2018)**

Total number of complaints reported to DOT: 0

Total number of complaints reported to DOT: 0

[illegible]

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by AER LINGUS LIMITED (2018)**

Total number of complaints reported to DOT: 32

Total number of complaints reported to DOT: 32

[illegible]

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by AEROENLACES NACIONALES S.A. DE C.V. (2018)**

Total number of complaints reported to DOT: 0

Total number of complaints reported to DOT: 0

[illegible]

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by AEROFLOT RUSSIAN AIRLINES (2018)**

Total number of complaints reported to DOT: 0

Total number of complaints reported to DOT: 0

[illegible]

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by AEROGAL (2018)**

Total number of complaints reported to DOT: 0

Total number of complaints reported to DOT: 0

[illegible]

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by AEROLINEAS ARGENTINAS, S.A. (2018)**

Total number of complaints reported to DOT: 0

Total number of complaints reported to DOT: 0

[illegible]

Total number of complaints reported to DOT: 3

Total number of complaints reported to DOT: 3

[illegible]

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by AIR ATLANTA-ICELANDIC (2018)**

Total number of complaints reported to DOT: 0

Total number of complaints reported to DOT: 0

[illegible]

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by AIR BUSAN (2018)**

Total number of complaints reported to DOT: 0

Total number of complaints reported to DOT: 0

[illegible]

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by AIR CANADA (2018)

Total number of complaints reported to DOT: 480

	Vision Impairment	Hearing Impairment	Vision & Hearing Impairment	Paraplegic	Quadriplegic	Other wheelchair	Oxygen	Stretcher	Other Disability	Other Assistive Device	Mentally Impaired	Communicable Disease	Allergies	Total of Category of Complaints
Refusal To Board Passenger	0	0	0	0	0	2	0	0	1	0	0	0	0	3
Refusal to Board w/o Attendant	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Security Issues Regarding Disability	0	0	0	0	0	0	0	0	1	0	0	0	0	1
Aircraft Not Accessible	0	0	0	0	0	0	0	0	1	0	0	0	0	1
Airport Not Accessible	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Advance Notice Dispute	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Seating Accommodation	1	1	0	0	0	5	0	0	42	0	0	0	5	54
Failure to Provide Assistance	4	3	1	1	2	245	0	0	37	1	0	0	6	300
Damage to Assistive Device	0	0	0	0	0	3	0	0	1	2	0	0	0	6
Storage and Delay of Assistive Device	0	0	0	0	0	4	0	0	5	2	0	0	0	11
Service Animal Problem	0	0	0	0	0	0	0	0	10	0	0	0	1	11
Unsatisfactory Info	0	0	0	0	0	2	0	0	2	0	0	0	0	4
Other	3	2	0	0	0	37	0	0	40	0	1	0	6	89

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by AIR CANADA ROUGE LP (2018)**

Total number of complaints reported to DOT: 365

	Vision Impairment	Hearing Impairment	Vision & Hearing Impairment	Paraplegic	Quadriplegic	Other wheelchair	Oxygen	Stretcher	Other Disability	Other Assistive Device	Mentally Impaired	Communicable Disease	Allergies	Total of Category of Complaints
Refusal To Board Passenger	0	0	0	0	0	0	1	0	3	0	0	0	0	4
Refusal to Board w/o Attendant	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Security Issues Regarding Disability	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Aircraft Not Accessible	0	0	0	0	0	1	0	0	0	0	0	0	0	1
Airport Not Accessible	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Advance Notice Dispute	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Seating Accommodation	0	1	0	0	0	2	0	0	48	0	0	0	3	54
Failure to Provide Assistance	6	2	1	0	0	180	0	0	32	0	0	0	9	230
Damage to Assistive Device	0	0	0	0	0	1	0	0	0	0	0	0	0	1
Storage and Delay of Assistive Device	0	0	0	0	0	6	0	0	5	2	0	0	0	13
Service Animal Problem	1	0	0	0	0	0	0	0	9	0	0	0	2	12
Unsatisfactory Info	0	1	0	0	0	1	0	0	0	0	0	0	0	2
Other	1	2	0	0	0	17	1	0	18	0	0	0	9	48

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by AIR CHINA (2018)**

Total number of complaints reported to DOT: 1

Total number of complaints reported to DOT: 1

[illegible]

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by AIR EUROPA LINEAS AEREAS, S.A.U. (2018)**

Total number of complaints reported to DOT: 14

Total number of complaints reported to DOT: 14

[illegible]

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by AIR INDIA (2018)**

Total number of complaints reported to DOT: 1

Total number of complaints reported to DOT: 1

[illegible]

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by AIR JAPAN, CO., LTD. (2018)**

Total number of complaints reported to DOT: 0

Total number of complaints reported to DOT: 0

[illegible]

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by AIR NEW ZEALAND LIMITED (2018)**

Total number of complaints reported to DOT: 57

	Vision Impairment	Hearing Impairment	Vision & Hearing Impairment	Paraplegic	Quadriplegic	Other wheelchair	Oxygen	Stretcher	Other Disability	Other Assistive Device	Mentally Impaired	Communicable Disease	Allergies	Total of Category of Complaints
Refusal To Board Passenger	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Refusal to Board w/o Attendant	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Security Issues Regarding Disability	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Aircraft Not Accessible	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Airport Not Accessible	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Advance Notice Dispute	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Seating Accommodation	0	0	0	0	0	1	0	0	15	1	0	0	0	17
Failure to Provide Assistance	0	0	0	0	0	22	0	0	2	0	0	0	0	24
Damage to Assistive Device	0	0	0	0	0	1	0	0	0	0	0	0	0	1
Storage and Delay of Assistive Device	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Service Animal Problem	0	0	0	0	0	0	0	0	0	0	2	0	0	2
Unsatisfactory Info	0	0	0	0	0	1	0	0	0	2	0	0	0	3
Other	0	0	0	0	0	6	0	0	4	0	0	0	0	10

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by AIR SEOUL INC. (2018)**

Total number of complaints reported to DOT: 0

Total number of complaints reported to DOT: 0

[illegible]

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by AIR SERBIA (2018)**

Total number of complaints reported to DOT: 0

Total number of complaints reported to DOT: 0

[illegible]

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by AIR TAHITI NUI AIRLINES (2018)**

Total number of complaints reported to DOT: 12

Total number of complaints reported to DOT: 12

[illegible]

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by AIR TRANSAT A.T., INC. (2018)**

Total number of complaints reported to DOT: 16

Total number of complaints reported to DOT: 16

[illegible]

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by AIR X CHARTER LTD (2018)**

Total number of complaints reported to DOT: 0

Total number of complaints reported to DOT: 0

[illegible]

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by AIRASIA X BERHAD (2018)

Total number of complaints reported to DOT: 0

Total number of complaints reported to DOT: 0

[illegible]

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by ALASKA AIRLINES, INC. (2018)**

Total number of complaints reported to DOT: 760

	Vision Impairment	Hearing Impairment	Vision & Hearing Impairment	Paraplegic	Quadriplegic	Other wheelchair	Oxygen	Stretcher	Other Disability	Other Assistive Device	Mentally Impaired	Communicable Disease	Allergies	Total of Category of Complaints
Refusal To Board Passenger	0	0	0	0	0	0	4	0	3	0	0	0	0	7
Refusal to Board w/o Attendant	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Security Issues Regarding Disability	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Aircraft Not Accessible	0	0	0	0	0	5	0	0	1	0	0	0	0	6
Airport Not Accessible	0	0	0	0	0	0	0	0	3	0	0	0	0	3
Advance Notice Dispute	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Seating Accommodation	0	0	0	1	0	2	0	0	82	0	2	0	3	90
Failure to Provide Assistance	1	3	0	0	1	351	0	0	14	0	2	0	1	373
Damage to Assistive Device	0	0	0	0	0	18	0	0	0	11	0	0	0	29
Storage and Delay of Assistive Device	0	0	0	0	0	6	1	0	1	11	0	0	0	19
Service Animal Problem	0	0	0	0	0	0	0	0	91	0	0	0	3	94
Unsatisfactory Info	0	0	0	0	0	0	0	0	1	0	0	0	1	2
Other	1	3	0	1	1	6	2	0	33	1	1	0	88	137

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by ALITALIA SOCIETA AEREA ITALIANA (2018)**

Total number of complaints reported to DOT: 59

	Vision Impairment	Hearing Impairment	Vision & Hearing Impairment	Paraplegic	Quadriplegic	Other wheelchair	Oxygen	Stretcher	Other Disability	Other Assistive Device	Mentally Impaired	Communicable Disease	Allergies	Total of Category of Complaints
Refusal To Board Passenger	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Refusal to Board w/o Attendant	0	0	0	0	0	0	0	0	1	0	0	0	0	1
Security Issues Regarding Disability	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Aircraft Not Accessible	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Airport Not Accessible	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Advance Notice Dispute	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Seating Accommodation	1	0	0	0	0	3	0	0	12	0	0	0	0	16
Failure to Provide Assistance	0	0	0	0	0	15	0	0	0	0	0	0	0	15
Damage to Assistive Device	0	0	0	0	0	1	0	0	0	0	0	0	0	1
Storage and Delay of Assistive Device	0	0	0	0	0	0	0	0	0	2	0	0	0	2
Service Animal Problem	0	0	0	0	0	0	0	0	3	0	0	0	0	3
Unsatisfactory Info	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Other	0	0	0	0	0	16	1	0	4	0	0	0	0	21

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by ALL NIPPON AIRWAYS CO., LTD. (2018)**

Total number of complaints reported to DOT: 7

	Vision Impairment	Hearing Impairment	Vision & Hearing Impairment	Paraplegic	Quadriplegic	Other wheelchair	Oxygen	Stretcher	Other Disability	Other Assistive Device	Mentally Impaired	Communicable Disease	Allergies	Total of Category of Complaints
Refusal To Board Passenger	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Refusal to Board w/o Attendant	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Security Issues Regarding Disability	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Aircraft Not Accessible	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Airport Not Accessible	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Advance Notice Dispute	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Seating Accommodation	0	0	0	0	0	2	0	0	1	0	0	0	0	3
Failure to Provide Assistance	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Damage to Assistive Device	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Storage and Delay of Assistive Device	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Service Animal Problem	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Unsatisfactory Info	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Other	0	0	0	0	0	1	0	0	1	1	1	0	0	4

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by ALLEGIANT AIR, INC. (2018)**

Total number of complaints reported to DOT: 759

	Vision Impairment	Hearing Impairment	Vision & Hearing Impairment	Paraplegic	Quadriplegic	Other wheelchair	Oxygen	Stretcher	Other Disability	Other Assistive Device	Mentally Impaired	Communicable Disease	Allergies	Total of Category of Complaints
Refusal To Board Passenger	0	0	0	0	0	0	5	0	2	0	1	0	1	9
Refusal to Board w/o Attendant	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Security Issues Regarding Disability	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Aircraft Not Accessible	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Airport Not Accessible	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Advance Notice Dispute	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Seating Accommodation	3	2	1	0	0	21	5	0	62	0	2	0	12	108
Failure to Provide Assistance	0	1	0	0	0	196	0	0	4	0	4	0	0	205
Damage to Assistive Device	0	0	0	0	0	11	1	0	0	2	0	0	0	14
Storage and Delay of Assistive Device	0	0	0	0	0	1	0	0	0	7	0	0	0	8
Service Animal Problem	0	2	0	0	0	0	0	0	179	0	0	0	0	181
Unsatisfactory Info	0	8	1	0	0	54	6	0	66	5	3	0	43	186
Other	1	3	1	0	0	3	2	0	31	2	1	0	4	48

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by AMERICAN AIRLINES, INC. (2018)**

Total number of complaints reported to DOT: 8,617

	Vision Impairment	Hearing Impairment	Vision & Hearing Impairment	Paraplegic	Quadriplegic	Other wheelchair	Oxygen	Stretcher	Other Disability	Other Assistive Device	Mentally Impaired	Communicable Disease	Allergies	Total of Category of Complaints
Refusal To Board Passenger	0	0	0	0	0	3	3	0	14	3	0	0	2	25
Refusal to Board w/o Attendant	0	0	0	0	0	0	0	0	1	0	1	0	0	2
Security Issues Regarding Disability	0	0	0	0	0	1	0	0	2	1	0	0	0	4
Aircraft Not Accessible	0	0	0	0	0	3	0	0	1	0	0	0	0	4
Airport Not Accessible	0	0	0	0	0	1	0	0	0	0	0	0	0	1
Advance Notice Dispute	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Seating Accommodation	3	9	3	4	5	22	2	0	832	11	3	0	10	904
Failure to Provide Assistance	34	27	4	3	4	3896	6	0	694	108	10	0	23	4809
Damage to Assistive Device	0	0	0	0	0	82	0	0	4	58	0	0	0	144
Storage and Delay of Assistive Device	0	0	0	0	0	97	1	0	191	390	0	0	0	679
Service Animal Problem	2	0	0	0	0	3	1	0	464	54	0	0	16	540
Unsatisfactory Info	2	9	1	0	0	15	2	0	61	10	2	0	4	106
Other	9	16	7	2	1	527	2	0	723	73	4	0	35	1399

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by AMERICAN EAGLE AIRLINES, INC. (2018)**

Total number of complaints reported to DOT: 577

	Vision Impairment	Hearing Impairment	Vision & Hearing Impairment	Paraplegic	Quadriplegic	Other wheelchair	Oxygen	Stretcher	Other Disability	Other Assistive Device	Mentally Impaired	Communicable Disease	Allergies	Total of Category of Complaints
Refusal To Board Passenger	0	0	0	0	0	0	0	0	2	0	0	0	0	2
Refusal to Board w/o Attendant	0	0	0	0	0	0	0	0	1	0	0	0	0	1
Security Issues Regarding Disability	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Aircraft Not Accessible	0	0	0	0	0	2	0	0	1	0	0	0	0	3
Airport Not Accessible	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Advance Notice Dispute	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Seating Accommodation	0	0	0	0	0	1	0	0	27	0	0	0	0	28
Failure to Provide Assistance	2	3	2	0	1	249	0	0	57	7	1	0	1	323
Damage to Assistive Device	0	0	0	0	0	12	0	0	1	2	0	0	0	15
Storage and Delay of Assistive Device	0	0	0	0	0	3	1	0	7	36	0	0	0	47
Service Animal Problem	1	0	0	0	0	0	0	0	35	5	0	0	0	41
Unsatisfactory Info	0	0	1	0	0	1	0	0	5	0	0	0	0	7
Other	0	0	0	0	0	58	0	0	47	4	0	0	1	110

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by AMERISTAR AIR CARGO, INC. (2018)**

Total number of complaints reported to DOT: 0

Total number of complaints reported to DOT: 0

[illegible]

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by ARKIA ISRAELI AIRLINES, LTD. (2018)**

Total number of complaints reported to DOT: 0

Total number of complaints reported to DOT: 0

[illegible]

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by ARUBA AIRLINES (2018)**

Total number of complaints reported to DOT: 0

Total number of complaints reported to DOT: 0

[illegible]

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by ASIANA AIRLINES, INC. (2018)**

Total number of complaints reported to DOT: 20

	Vision Impairment	Hearing Impairment	Vision & Hearing Impairment	Paraplegic	Quadriplegic	Other wheelchair	Oxygen	Stretcher	Other Disability	Other Assistive Device	Mentally Impaired	Communicable Disease	Allergies	Total of Category of Complaints
Refusal To Board Passenger	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Refusal to Board w/o Attendant	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Security Issues Regarding Disability	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Aircraft Not Accessible	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Airport Not Accessible	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Advance Notice Dispute	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Seating Accommodation	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Failure to Provide Assistance	0	1	0	0	0	7	0	0	0	0	0	0	0	8
Damage to Assistive Device	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Storage and Delay of Assistive Device	0	0	0	0	0	2	0	0	0	0	0	0	0	2
Service Animal Problem	0	0	0	0	0	0	0	0	1	0	1	0	0	2
Unsatisfactory Info	0	0	0	0	0	0	1	0	0	0	0	0	0	1
Other	0	1	0	0	0	5	0	0	1	0	0	0	0	7

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by ATLAS AIR, INC. (2018)

Total number of complaints reported to DOT: 0

Total number of complaints reported to DOT: 0

[illegible]

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by AUSTRIAN AIRLINES AG (2018)**

Total number of complaints reported to DOT: 40

	Vision Impairment	Hearing Impairment	Vision & Hearing Impairment	Paraplegic	Quadriplegic	Other wheelchair	Oxygen	Stretcher	Other Disability	Other Assistive Device	Mentally Impaired	Communicable Disease	Allergies	Total of Category of Complaints
Refusal To Board Passenger	0	0	0	0	0	1	1	0	3	0	0	0	0	5
Refusal to Board w/o Attendant	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Security Issues Regarding Disability	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Aircraft Not Accessible	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Airport Not Accessible	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Advance Notice Dispute	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Seating Accommodation	0	0	0	0	0	2	0	0	3	0	0	0	0	5
Failure to Provide Assistance	1	0	0	0	0	20	0	0	1	0	0	0	0	22
Damage to Assistive Device	0	0	0	0	0	1	0	0	0	0	0	0	0	1
Storage and Delay of Assistive Device	0	0	0	0	0	0	0	0	0	1	0	0	0	1
Service Animal Problem	0	0	0	0	0	0	0	0	1	0	0	0	0	1
Unsatisfactory Info	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Other	0	0	0	0	0	3	0	0	1	1	0	0	0	5

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by AVIANCA, S.A. (2018)**

Total number of complaints reported to DOT: 18

	Vision Impairment	Hearing Impairment	Vision & Hearing Impairment	Paraplegic	Quadriplegic	Other wheelchair	Oxygen	Stretcher	Other Disability	Other Assistive Device	Mentally Impaired	Communicable Disease	Allergies	Total of Category of Complaints
Refusal To Board Passenger	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Refusal to Board w/o Attendant	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Security Issues Regarding Disability	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Aircraft Not Accessible	0	0	0	0	0	1	0	0	0	0	0	0	0	1
Airport Not Accessible	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Advance Notice Dispute	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Seating Accommodation	0	0	0	0	1	0	0	0	0	0	0	0	0	1
Failure to Provide Assistance	0	0	0	0	1	0	0	0	8	0	0	0	0	9
Damage to Assistive Device	0	0	0	0	0	0	0	0	2	0	0	0	0	2
Storage and Delay of Assistive Device	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Service Animal Problem	0	0	0	0	0	0	0	0	1	0	0	0	0	1
Unsatisfactory Info	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Other	0	0	0	0	0	0	1	0	3	0	0	0	0	4

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by AVIOR AIRLINES (2018)**

Total number of complaints reported to DOT: 0

Total number of complaints reported to DOT: 0

[illegible]

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by AZERBAIJAN AIRLINES (2018)**

Total number of complaints reported to DOT: 0

Total number of complaints reported to DOT: 0

[illegible]

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by AZUL BRAZILIAN AIRLINES (2018)**

Total number of complaints reported to DOT: 2

Total number of complaints reported to DOT: 2

[illegible]

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by BAHAMASAIR HOLDINGS LIMITED (2018)**

Total number of complaints reported to DOT: 0

Total number of complaints reported to DOT: 0

[illegible]

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by BEIJING CAPITAL AIRLINES CO.,LTD. (2018)**

Total number of complaints reported to DOT: 0

Total number of complaints reported to DOT: 0

[illegible]

Total number of complaints reported to DOT: 4

Total number of complaints reported to DOT: 4

[illegible]

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by BRITISH AIRWAYS PLC (2018)

Total number of complaints reported to DOT: 1,052

	Vision Impairment	Hearing Impairment	Vision & Hearing Impairment	Paraplegic	Quadriplegic	Other wheelchair	Oxygen	Stretcher	Other Disability	Other Assistive Device	Mentally Impaired	Communicable Disease	Allergies	Total of Category of Complaints
Refusal To Board Passenger	0	0	0	2	0	3	0	0	3	0	0	0	0	8
Refusal to Board w/o Attendant	0	0	0	0	0	1	0	0	0	0	0	0	0	1
Security Issues Regarding Disability	1	1	0	1	0	0	0	0	5	0	1	0	0	9
Aircraft Not Accessible	0	1	0	0	0	4	0	0	0	0	0	0	0	5
Airport Not Accessible	0	2	0	1	0	8	0	0	4	0	0	0	0	15
Advance Notice Dispute	0	0	0	1	0	2	1	0	7	0	0	0	0	11
Seating Accommodation	2	1	0	11	0	39	2	0	73	2	1	0	1	132
Failure to Provide Assistance	9	5	0	34	0	329	3	0	145	7	1	0	1	534
Damage to Assistive Device	0	0	0	8	0	16	0	0	0	5	0	0	0	29
Storage and Delay of Assistive Device	3	0	0	8	0	60	1	0	23	6	0	0	0	101
Service Animal Problem	2	0	0	0	0	1	0	0	12	0	0	0	0	15
Unsatisfactory Info	1	2	0	4	0	23	0	0	0	20	1	0	1	52
Other	3	5	0	11	0	65	0	0	51	2	2	0	1	140

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by BRUSSELS AIRLINES (2018)**

Total number of complaints reported to DOT: 5

Total number of complaints reported to DOT: 5

[illegible]

Total number of complaints reported to DOT: 16

Total number of complaints reported to DOT: 16

	Vision Impairment	Hearing Impairment	Vision & Hearing Impairment	Paraplegic	Quadriplegic	Other wheelchair	Oxygen	Stretcher	Other Disability	Other Assistive Device	Mentally Impaired	Communicable Disease	Allergies	Total of Category of Complaints
Refusal To Board Passenger	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Refusal to Board w/o Attendant	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Security Issues Regarding Disability	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Aircraft Not Accessible	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Airport Not Accessible	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Advance Notice Dispute	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Seating Accommodation	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Failure to Provide Assistance	0	0	0	0	0	4	1	0	0	0	0	0	0	5
Damage to Assistive Device	0	0	0	0	1	4	0	0	0	0	0	0	0	5
Storage and Delay of Assistive Device	0	0	0	0	0	1	0	0	0	1	0	0	0	2
Service Animal Problem	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Unsatisfactory Info	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Other	1	0	0	0	0	3	0	0	0	0	0	0	0	4

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by CARIBBEAN SUN AIRLINES DBA WAA (2018)**

Total number of complaints reported to DOT: 0

Total number of complaints reported to DOT: 0

[illegible]

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by CATHAY PACIFIC AIRWAYS LIMITED (2018)**

Total number of complaints reported to DOT: 192

	Vision Impairment	Hearing Impairment	Vision & Hearing Impairment	Paraplegic	Quadriplegic	Other wheelchair	Oxygen	Stretcher	Other Disability	Other Assistive Device	Mentally Impaired	Communicable Disease	Allergies	Total of Category of Complaints
Refusal To Board Passenger	0	0	0	0	0	0	0	0	2	0	0	0	0	2
Refusal to Board w/o Attendant	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Security Issues Regarding Disability	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Aircraft Not Accessible	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Airport Not Accessible	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Advance Notice Dispute	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Seating Accommodation	1	0	0	0	0	5	0	0	15	1	0	0	0	22
Failure to Provide Assistance	0	0	0	0	0	126	0	0	13	1	0	0	0	140
Damage to Assistive Device	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Storage and Delay of Assistive Device	0	0	0	0	0	0	0	0	0	4	0	0	0	4
Service Animal Problem	0	0	0	0	0	0	0	0	1	2	0	0	0	3
Unsatisfactory Info	0	0	0	0	0	0	0	0	0	0	0	0	1	1
Other	0	1	0	0	0	11	0	0	6	0	0	0	2	20

Total number of complaints reported to DOT: 3

Total number of complaints reported to DOT: 3

	Vision Impairment	Hearing Impairment	Vision & Hearing Impairment	Paraplegic	Quadriplegic	Other wheelchair	Oxygen	Stretcher	Other Disability	Other Assistive Device	Mentally Impaired	Communicable Disease	Allergies	Total of Category of Complaints
Refusal To Board Passenger	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Refusal to Board w/o Attendant	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Security Issues Regarding Disability	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Aircraft Not Accessible	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Airport Not Accessible	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Advance Notice Dispute	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Seating Accommodation	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Failure to Provide Assistance	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Damage to Assistive Device	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Storage and Delay of Assistive Device	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Service Animal Problem	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Unsatisfactory Info	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Other	0	0	0	0	0	3	0	0	0	0	0	0	0	3

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by CEBU PACIFIC AIR (2018)**

Total number of complaints reported to DOT: 0

Total number of complaints reported to DOT: 0

[illegible]

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by CHINA AIRLINES, LTD. (2018)**

Total number of complaints reported to DOT: 0

Total number of complaints reported to DOT: 0

[illegible]

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by CHINA EASTERN AIRLINES CORPORATION (2018)**

Total number of complaints reported to DOT: 4

Total number of complaints reported to DOT: 4

[illegible]

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by CHINA SOUTHERN AIRLINE (2018)**

Total number of complaints reported to DOT: 1

Total number of complaints reported to DOT: 1

[illegible]

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by COMLUX ARUBA (2018)**

Total number of complaints reported to DOT: 0

Total number of complaints reported to DOT: 0

[illegible]

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by COMLUX MALTA LTD. (2018)**

Total number of complaints reported to DOT: 0

Total number of complaints reported to DOT: 0

[illegible]

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by COMPANIA PANAMENA DE AVIACION, S.A. (2018)**

Total number of complaints reported to DOT: 172

	Vision Impairment	Hearing Impairment	Vision & Hearing Impairment	Paraplegic	Quadriplegic	Other wheelchair	Oxygen	Stretcher	Other Disability	Other Assistive Device	Mentally Impaired	Communicable Disease	Allergies	Total of Category of Complaints
Refusal To Board Passenger	0	0	0	0	0	1	0	0	0	0	0	0	0	1
Refusal to Board w/o Attendant	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Security Issues Regarding Disability	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Aircraft Not Accessible	0	0	0	0	1	1	0	0	0	0	0	0	0	2
Airport Not Accessible	0	0	0	0	0	1	0	0	0	0	0	0	0	1
Advance Notice Dispute	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Seating Accommodation	1	0	0	0	1	1	0	0	1	0	0	0	0	4
Failure to Provide Assistance	0	2	0	0	0	88	0	0	3	0	0	0	0	93
Damage to Assistive Device	0	0	0	0	0	0	0	0	0	32	0	0	0	32
Storage and Delay of Assistive Device	0	0	0	0	0	6	0	0	0	0	0	0	0	6
Service Animal Problem	0	0	0	0	0	0	0	0	3	0	0	0	0	3
Unsatisfactory Info	0	0	0	0	0	2	0	0	0	0	0	0	0	2
Other	2	4	0	0	1	13	0	0	7	1	0	0	0	28

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by COMPASS AIRLINES, LLC (2018)**

Total number of complaints reported to DOT: 24

	Vision Impairment	Hearing Impairment	Vision & Hearing Impairment	Paraplegic	Quadriplegic	Other wheelchair	Oxygen	Stretcher	Other Disability	Other Assistive Device	Mentally Impaired	Communicable Disease	Allergies	Total of Category of Complaints
Refusal To Board Passenger	1	0	0	0	0	0	0	0	1	0	0	0	0	2
Refusal to Board w/o Attendant	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Security Issues Regarding Disability	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Aircraft Not Accessible	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Airport Not Accessible	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Advance Notice Dispute	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Seating Accommodation	1	0	0	0	0	0	0	0	1	0	0	0	0	2
Failure to Provide Assistance	6	0	0	0	0	1	0	0	5	0	0	0	0	12
Damage to Assistive Device	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Storage and Delay of Assistive Device	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Service Animal Problem	1	0	0	0	0	0	0	0	1	0	0	0	0	2
Unsatisfactory Info	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Other	3	0	0	0	0	0	0	0	3	0	0	0	0	6

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by CONDOR FLUGDIENST GMBH (2018)

Total number of complaints reported to DOT: 34

	Vision Impairment	Hearing Impairment	Vision & Hearing Impairment	Paraplegic	Quadriplegic	Other wheelchair	Oxygen	Stretcher	Other Disability	Other Assistive Device	Mentally Impaired	Communicable Disease	Allergies	Total of Category of Complaints
Refusal To Board Passenger	0	0	0	0	0	0	1	0	0	0	0	0	0	1
Refusal to Board w/o Attendant	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Security Issues Regarding Disability	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Aircraft Not Accessible	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Airport Not Accessible	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Advance Notice Dispute	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Seating Accommodation	0	0	0	0	0	0	0	0	6	0	0	0	0	6
Failure to Provide Assistance	0	0	0	0	0	12	0	0	0	0	0	0	0	12
Damage to Assistive Device	0	0	0	0	0	2	0	0	0	0	0	0	0	2
Storage and Delay of Assistive Device	0	0	0	0	0	3	0	0	0	0	0	0	0	3
Service Animal Problem	0	0	0	0	0	0	0	0	2	0	0	0	0	2
Unsatisfactory Info	0	0	0	0	0	5	0	0	0	0	0	0	1	6
Other	0	0	0	0	0	0	0	0	1	0	0	0	1	2

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by DC AVIATION GMBH (2018)**

Total number of complaints reported to DOT: 0

Total number of complaints reported to DOT: 0

[illegible]

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by DELTA AIR LINES, INC. (2018)**

Total number of complaints reported to DOT: 6,060

	Vision Impairment	Hearing Impairment	Vision & Hearing Impairment	Paraplegic	Quadriplegic	Other wheelchair	Oxygen	Stretcher	Other Disability	Other Assistive Device	Mentally Impaired	Communicable Disease	Allergies	Total of Category of Complaints
Refusal To Board Passenger	0	0	0	0	0	3	3	0	2	2	0	0	3	13
Refusal to Board w/o Attendant	1	0	0	0	0	0	0	0	0	0	0	0	0	1
Security Issues Regarding Disability	0	0	0	0	0	1	0	0	1	1	0	0	0	3
Aircraft Not Accessible	0	4	1	0	2	3	0	0	3	0	0	0	0	13
Airport Not Accessible	0	1	0	0	0	8	0	0	5	0	0	0	0	14
Advance Notice Dispute	0	0	0	0	0	3	4	0	1	3	0	0	5	16
Seating Accommodation	1	6	1	6	0	79	2	0	462	4	7	0	2	570
Failure to Provide Assistance	27	23	8	7	7	3504	17	0	451	30	15	0	172	4261
Damage to Assistive Device	1	1	0	2	1	65	0	0	5	65	0	0	0	140
Storage and Delay of Assistive Device	0	0	0	0	3	20	1	0	30	43	0	0	0	97
Service Animal Problem	3	3	0	0	0	2	0	0	321	0	5	0	2	336
Unsatisfactory Info	0	2	0	0	0	27	2	0	7	5	1	0	8	52
Other	2	5	6	0	0	380	7	0	64	14	4	0	62	544

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by DEUTSCHE LUFTHANSA AG (2018)

Total number of complaints reported to DOT: 480

	Vision Impairment	Hearing Impairment	Vision & Hearing Impairment	Paraplegic	Quadriplegic	Other wheelchair	Oxygen	Stretcher	Other Disability	Other Assistive Device	Mentally Impaired	Communicable Disease	Allergies	Total of Category of Complaints
Refusal To Board Passenger	0	0	0	0	0	5	11	0	29	0	0	1	0	46
Refusal to Board w/o Attendant	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Security Issues Regarding Disability	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Aircraft Not Accessible	0	0	0	1	0	2	0	0	0	0	0	0	0	3
Airport Not Accessible	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Advance Notice Dispute	0	0	0	0	0	0	0	0	1	0	0	0	0	1
Seating Accommodation	1	0	0	0	0	3	0	0	26	0	0	0	0	30
Failure to Provide Assistance	1	0	0	0	0	290	1	0	10	2	3	0	0	307
Damage to Assistive Device	0	0	0	1	0	16	0	0	0	12	0	0	0	29
Storage and Delay of Assistive Device	0	0	0	0	0	15	0	0	0	9	0	0	0	24
Service Animal Problem	0	0	0	0	0	0	0	0	18	0	0	0	0	18
Unsatisfactory Info	1	0	0	0	0	0	0	0	0	0	0	0	1	2
Other	0	0	0	0	0	11	1	0	4	1	0	0	3	20

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by DOMINICAN WINGS (2018)**

Total number of complaints reported to DOT: 0

Total number of complaints reported to DOT: 0

[illegible]

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by DREAMJET D/B/A LACOMPAGNIE (2018)**

Total number of complaints reported to DOT: 2

Total number of complaints reported to DOT: 2

	Vision Impairment	Hearing Impairment	Vision & Hearing Impairment	Paraplegic	Quadriplegic	Other wheelchair	Oxygen	Stretcher	Other Disability	Other Assistive Device	Mentally Impaired	Communicable Disease	Allergies	Total of Category of Complaints
Refusal To Board Passenger	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Refusal to Board w/o Attendant	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Security Issues Regarding Disability	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Aircraft Not Accessible	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Airport Not Accessible	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Advance Notice Dispute	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Seating Accommodation	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Failure to Provide Assistance	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Damage to Assistive Device	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Storage and Delay of Assistive Device	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Service Animal Problem	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Unsatisfactory Info	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Other	0	1	0	0	0	1	0	0	0	0	0	0	0	2

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by EASTAR JET (2018)**

Total number of complaints reported to DOT: 0

Total number of complaints reported to DOT: 0

[illegible]

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by EASTERN AIRLINES, LLC (2018)

Total number of complaints reported to DOT: 0

Total number of complaints reported to DOT: 0

[illegible]

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by EDELWEISS AIR AG (2018)**

Total number of complaints reported to DOT: 0

Total number of complaints reported to DOT: 0

[illegible]

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by EGYPTAIR (2018)**

Total number of complaints reported to DOT: 0

Total number of complaints reported to DOT: 0

[illegible]

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by EL AL ISRAEL AIRLINES LTD. (2018)**

Total number of complaints reported to DOT: 80

	Vision Impairment	Hearing Impairment	Vision & Hearing Impairment	Paraplegic	Quadriplegic	Other wheelchair	Oxygen	Stretcher	Other Disability	Other Assistive Device	Mentally Impaired	Communicable Disease	Allergies	Total of Category of Complaints
Refusal To Board Passenger	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Refusal to Board w/o Attendant	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Security Issues Regarding Disability	0	0	0	0	1	1	1	0	0	0	0	0	0	3
Aircraft Not Accessible	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Airport Not Accessible	0	0	0	0	0	1	0	0	0	0	0	0	0	1
Advance Notice Dispute	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Seating Accommodation	0	0	0	3	1	1	0	0	5	0	0	0	0	10
Failure to Provide Assistance	0	0	0	2	0	29	0	0	1	1	0	0	0	33
Damage to Assistive Device	0	0	0	0	0	8	0	0	0	13	0	0	0	21
Storage and Delay of Assistive Device	0	0	0	0	0	0	1	0	0	2	0	0	0	3
Service Animal Problem	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Unsatisfactory Info	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Other	0	0	0	0	1	5	0	0	2	1	0	0	0	9

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by EMIRATES (2018)

Total number of complaints reported to DOT: 266

	Vision Impairment	Hearing Impairment	Vision & Hearing Impairment	Paraplegic	Quadriplegic	Other wheelchair	Oxygen	Stretcher	Other Disability	Other Assistive Device	Mentally Impaired	Communicable Disease	Allergies	Total of Category of Complaints
Refusal To Board Passenger	0	0	0	0	0	0	1	0	4	1	0	0	0	6
Refusal to Board w/o Attendant	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Security Issues Regarding Disability	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Aircraft Not Accessible	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Airport Not Accessible	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Advance Notice Dispute	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Seating Accommodation	0	0	0	0	0	3	0	0	19	0	0	0	0	22
Failure to Provide Assistance	1	2	0	0	0	159	2	0	20	6	0	0	5	195
Damage to Assistive Device	0	0	0	0	0	8	0	0	0	1	0	0	0	9
Storage and Delay of Assistive Device	0	0	0	0	0	3	0	0	23	4	0	0	0	30
Service Animal Problem	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Unsatisfactory Info	0	0	0	0	0	0	0	0	0	1	0	0	0	1
Other	0	0	0	0	0	0	0	0	1	0	0	0	2	3

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by ETHIOPIAN AIRLINES ENTERPRISE (2018)**

Total number of complaints reported to DOT: 2

Total number of complaints reported to DOT: 2

[illegible]

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by ETIHAD AIRWAYS P.J.S.C. (2018)**

Total number of complaints reported to DOT: 80

	Vision Impairment	Hearing Impairment	Vision & Hearing Impairment	Paraplegic	Quadriplegic	Other wheelchair	Oxygen	Stretcher	Other Disability	Other Assistive Device	Mentally Impaired	Communicable Disease	Allergies	Total of Category of Complaints
Refusal To Board Passenger	0	0	0	0	0	0	2	0	0	0	1	0	0	3
Refusal to Board w/o Attendant	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Security Issues Regarding Disability	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Aircraft Not Accessible	0	0	0	0	0	0	0	0	1	1	0	0	0	2
Airport Not Accessible	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Advance Notice Dispute	0	0	0	0	0	1	0	0	0	0	0	0	0	1
Seating Accommodation	0	0	0	0	0	5	0	0	1	0	0	0	0	6
Failure to Provide Assistance	0	0	0	1	0	58	0	0	3	0	0	0	0	62
Damage to Assistive Device	0	0	0	0	0	1	0	0	0	0	0	0	0	1
Storage and Delay of Assistive Device	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Service Animal Problem	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Unsatisfactory Info	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Other	0	0	0	0	0	3	0	0	0	1	0	0	1	5

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by EUROATLANTIC AIRWAYS TRANSPORTES AE (2018)**

Total number of complaints reported to DOT: 0

Total number of complaints reported to DOT: 0

[illegible]

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by EUROWINGS (2018)**

Total number of complaints reported to DOT: 1

Total number of complaints reported to DOT: 1

[illegible]

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by EVA AIRWAYS CORPORATION (2018)**

Total number of complaints reported to DOT: 2

Total number of complaints reported to DOT: 2

	Vision Impairment	Hearing Impairment	Vision & Hearing Impairment	Paraplegic	Quadriplegic	Other wheelchair	Oxygen	Stretcher	Other Disability	Other Assistive Device	Mentally Impaired	Communicable Disease	Allergies	Total of Category of Complaints
Refusal To Board Passenger	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Refusal to Board w/o Attendant	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Security Issues Regarding Disability	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Aircraft Not Accessible	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Airport Not Accessible	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Advance Notice Dispute	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Seating Accommodation	0	0	0	0	0	1	0	0	0	0	0	0	0	1
Failure to Provide Assistance	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Damage to Assistive Device	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Storage and Delay of Assistive Device	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Service Animal Problem	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Unsatisfactory Info	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Other	0	0	0	0	0	1	0	0	0	0	0	0	0	1

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by EXPRESSJET AIRLINES (2018)**

Total number of complaints reported to DOT: 8

Total number of complaints reported to DOT: 8

[illegible]

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by FAST COLOMBIA SAS (2018)**

Total number of complaints reported to DOT: 0

Total number of complaints reported to DOT: 0

[illegible]

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by FIJI AIRWAYS (2018)

Total number of complaints reported to DOT: 0

Total number of complaints reported to DOT: 0

[illegible]

Total number of complaints reported to DOT: 2

Total number of complaints reported to DOT: 2

[illegible]

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by FIRST AIR (2018)**

Total number of complaints reported to DOT: 0

Total number of complaints reported to DOT: 0

[illegible]

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by FLAIR AIRLINES (2018)**

Total number of complaints reported to DOT: 0

Total number of complaints reported to DOT: 0

[illegible]

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by FLY JAMAICA (2018)**

Total number of complaints reported to DOT: 0

Total number of complaints reported to DOT: 0

[illegible]

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by FRENCH BEE (2018)**

Total number of complaints reported to DOT: 1

Total number of complaints reported to DOT: 1

[illegible]

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by FRONTIER AIRLINES, INC. (2018)**

Total number of complaints reported to DOT: 184

	Vision Impairment	Hearing Impairment	Vision & Hearing Impairment	Paraplegic	Quadriplegic	Other wheelchair	Oxygen	Stretcher	Other Disability	Other Assistive Device	Mentally Impaired	Communicable Disease	Allergies	Total of Category of Complaints
Refusal To Board Passenger	0	0	0	0	1	0	0	0	2	0	0	0	0	3
Refusal to Board w/o Attendant	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Security Issues Regarding Disability	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Aircraft Not Accessible	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Airport Not Accessible	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Advance Notice Dispute	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Seating Accommodation	1	0	0	0	0	2	0	0	3	0	0	0	0	6
Failure to Provide Assistance	1	3	1	0	0	133	0	0	10	3	2	0	0	153
Damage to Assistive Device	0	0	0	0	0	1	0	0	0	0	0	0	0	1
Storage and Delay of Assistive Device	0	0	0	0	0	1	0	0	1	0	0	0	0	2
Service Animal Problem	0	0	0	0	0	1	0	0	14	0	0	0	0	15
Unsatisfactory Info	0	0	0	0	0	0	0	0	0	1	0	0	0	1
Other	0	0	0	0	0	1	1	0	1	0	0	0	0	3

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by GLOBAL JET LUXEMBOURG S.A. (2018)

Total number of complaints reported to DOT: 0

[illegible]

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by GOJET AIRLINES, LLC (2018)**

Total number of complaints reported to DOT: 8

Total number of complaints reported to DOT: 8

[illegible]

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by GOL LINHAS AEREAS INTELIGENTES (2018)**

Total number of complaints reported to DOT: 0

Total number of complaints reported to DOT: 0

[illegible]

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by HAINAN AIRLINES COMPANY LTD (2018)**

Total number of complaints reported to DOT: 0

Total number of complaints reported to DOT: 0

[illegible]

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by HAWAIIAN AIRLINES, INC. (2018)**

Total number of complaints reported to DOT: 398

	Vision Impairment	Hearing Impairment	Vision & Hearing Impairment	Paraplegic	Quadriplegic	Other wheelchair	Oxygen	Stretcher	Other Disability	Other Assistive Device	Mentally Impaired	Communicable Disease	Allergies	Total of Category of Complaints
Refusal To Board Passenger	0	1	1	1	0	2	7	0	16	1	0	0	0	29
Refusal to Board w/o Attendant	0	2	0	0	0	0	0	0	0	0	0	0	0	2
Security Issues Regarding Disability	0	0	0	0	0	1	0	0	2	0	0	0	0	3
Aircraft Not Accessible	0	0	0	0	0	4	0	0	13	0	0	0	0	17
Airport Not Accessible	0	0	0	0	0	0	0	0	1	2	0	0	0	3
Advance Notice Dispute	0	0	0	0	0	0	0	0	1	2	0	0	0	3
Seating Accommodation	1	1	1	0	0	7	1	0	78	0	0	0	0	89
Failure to Provide Assistance	1	3	0	1	0	93	1	0	34	0	0	0	0	133
Damage to Assistive Device	0	1	0	0	0	16	0	0	2	5	0	0	0	24
Storage and Delay of Assistive Device	0	0	0	0	0	9	8	0	5	7	0	0	0	29
Service Animal Problem	0	0	0	0	0	0	0	0	36	0	0	0	0	36
Unsatisfactory Info	0	0	0	0	0	0	0	0	1	1	0	0	0	2
Other	0	4	0	0	0	7	2	0	12	3	0	0	0	28

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by HI FLY LTD (2018)**

Total number of complaints reported to DOT: 0

Total number of complaints reported to DOT: 0

[illegible]

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by HI FLY, TRANSPORTES AEREOS, S.A. (2018)**

Total number of complaints reported to DOT: 0

Total number of complaints reported to DOT: 0

[illegible]

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by HILLWOOD AIRWAYS (2018)**

Total number of complaints reported to DOT: 0

Total number of complaints reported to DOT: 0

[illegible]

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by HONG KONG AIRLINES LIMITED (2018)**

Total number of complaints reported to DOT: 8

Total number of complaints reported to DOT: 8

[illegible]

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by HONG KONG EXPRESS AIRWAYS LIMITED (2018)**

Total number of complaints reported to DOT: 0

Total number of complaints reported to DOT: 0

[illegible]

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by HORIZON AIR INDUSTRIES, INC. (2018)**

Total number of complaints reported to DOT: 99

	Vision Impairment	Hearing Impairment	Vision & Hearing Impairment	Paraplegic	Quadriplegic	Other wheelchair	Oxygen	Stretcher	Other Disability	Other Assistive Device	Mentally Impaired	Communicable Disease	Allergies	Total of Category of Complaints
Refusal To Board Passenger	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Refusal to Board w/o Attendant	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Security Issues Regarding Disability	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Aircraft Not Accessible	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Airport Not Accessible	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Advance Notice Dispute	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Seating Accommodation	0	0	0	0	0	0	0	0	2	0	0	0	0	2
Failure to Provide Assistance	0	0	0	0	0	73	0	0	1	0	0	0	0	74
Damage to Assistive Device	0	0	0	0	0	0	0	0	0	2	0	0	0	2
Storage and Delay of Assistive Device	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Service Animal Problem	0	0	0	0	0	0	0	0	6	0	0	0	1	7
Unsatisfactory Info	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Other	0	0	0	0	0	1	2	0	7	0	0	0	4	14

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by IBERIA LINEAS AEREAS DE ESPANA, S.A (2018)**

Total number of complaints reported to DOT: 163

Total number of complaints reported to DOT: 163

[illegible]

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by ICELANDAIR EHF. (2018)**

Total number of complaints reported to DOT: 35

	Vision Impairment	Hearing Impairment	Vision & Hearing Impairment	Paraplegic	Quadriplegic	Other wheelchair	Oxygen	Stretcher	Other Disability	Other Assistive Device	Mentally Impaired	Communicable Disease	Allergies	Total of Category of Complaints
Refusal To Board Passenger	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Refusal to Board w/o Attendant	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Security Issues Regarding Disability	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Aircraft Not Accessible	0	0	0	0	0	1	0	0	0	0	0	0	0	1
Airport Not Accessible	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Advance Notice Dispute	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Seating Accommodation	0	0	0	0	0	3	0	0	0	0	0	0	0	3
Failure to Provide Assistance	0	0	0	0	0	5	3	0	0	0	0	0	4	12
Damage to Assistive Device	0	0	0	0	0	8	0	0	0	0	0	0	0	8
Storage and Delay of Assistive Device	0	0	0	0	0	3	0	0	0	0	0	0	0	3
Service Animal Problem	0	0	0	0	0	0	0	0	3	0	0	0	0	3
Unsatisfactory Info	0	0	0	0	0	0	0	0	0	0	0	0	3	3
Other	0	0	0	0	0	0	0	0	1	0	0	0	1	2

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by JAPAN AIRLINES INTERNATIONAL CO. (2018)**

Total number of complaints reported to DOT: 5

	Vision Impairment	Hearing Impairment	Vision & Hearing Impairment	Paraplegic	Quadriplegic	Other wheelchair	Oxygen	Stretcher	Other Disability	Other Assistive Device	Mentally Impaired	Communicable Disease	Allergies	Total of Category of Complaints
Refusal To Board Passenger	0	0	0	0	0	0	0	0	1	0	0	0	0	1
Refusal to Board w/o Attendant	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Security Issues Regarding Disability	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Aircraft Not Accessible	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Airport Not Accessible	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Advance Notice Dispute	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Seating Accommodation	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Failure to Provide Assistance	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Damage to Assistive Device	0	0	0	0	0	1	0	0	0	1	0	0	0	2
Storage and Delay of Assistive Device	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Service Animal Problem	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Unsatisfactory Info	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Other	0	0	0	1	0	0	0	0	1	0	0	0	0	2

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by JAZZ AVIATION LP (2018)**

Total number of complaints reported to DOT: 101

	Vision Impairment	Hearing Impairment	Vision & Hearing Impairment	Paraplegic	Quadriplegic	Other wheelchair	Oxygen	Stretcher	Other Disability	Other Assistive Device	Mentally Impaired	Communicable Disease	Allergies	Total of Category of Complaints
Refusal To Board Passenger	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Refusal to Board w/o Attendant	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Security Issues Regarding Disability	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Aircraft Not Accessible	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Airport Not Accessible	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Advance Notice Dispute	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Seating Accommodation	1	0	0	0	0	3	0	0	10	0	0	0	0	14
Failure to Provide Assistance	0	1	1	0	0	57	1	0	9	0	0	0	1	70
Damage to Assistive Device	0	0	0	0	0	1	0	0	0	0	0	0	0	1
Storage and Delay of Assistive Device	0	0	0	0	0	0	0	0	2	2	0	0	0	4
Service Animal Problem	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Unsatisfactory Info	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Other	0	0	0	0	0	5	0	0	6	0	0	0	1	12

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by JEJU AIR COMPANY LIMITED (2018)**

Total number of complaints reported to DOT: 0

Total number of complaints reported to DOT: 0

[illegible]

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by JETBLUE AIRWAYS CORPORATION (2018)**

Total number of complaints reported to DOT: 2,135

	Vision Impairment	Hearing Impairment	Vision & Hearing Impairment	Paraplegic	Quadriplegic	Other wheelchair	Oxygen	Stretcher	Other Disability	Other Assistive Device	Mentally Impaired	Communicable Disease	Allergies	Total of Category of Complaints
Refusal To Board Passenger	0	0	0	0	0	1	3	0	2	0	0	0	0	6
Refusal to Board w/o Attendant	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Security Issues Regarding Disability	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Aircraft Not Accessible	0	4	0	0	0	1	0	0	1	0	0	0	1	7
Airport Not Accessible	0	0	0	0	0	1	0	0	1	0	0	0	0	2
Advance Notice Dispute	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Seating Accommodation	2	1	1	1	0	45	3	0	133	1	0	0	10	197
Failure to Provide Assistance	10	7	1	10	5	898	2	0	240	2	1	0	29	1205
Damage to Assistive Device	0	0	0	0	0	3	0	0	2	8	0	0	0	13
Storage and Delay of Assistive Device	0	0	0	2	0	21	1	0	46	9	0	0	0	79
Service Animal Problem	0	0	0	0	0	5	0	0	420	2	3	0	80	510
Unsatisfactory Info	0	0	0	0	0	1	0	0	1	0	0	0	0	2
Other	0	1	0	0	0	17	1	0	18	2	0	0	75	114

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by JETSTAR AIRWAYS PTY LIMITED (2018)

Total number of complaints reported to DOT: 15

	Vision Impairment	Hearing Impairment	Vision & Hearing Impairment	Paraplegic	Quadriplegic	Other wheelchair	Oxygen	Stretcher	Other Disability	Other Assistive Device	Mentally Impaired	Communicable Disease	Allergies	Total of Category of Complaints
Refusal To Board Passenger	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Refusal to Board w/o Attendant	0	0	0	0	0	1	0	0	0	0	0	0	0	1
Security Issues Regarding Disability	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Aircraft Not Accessible	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Airport Not Accessible	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Advance Notice Dispute	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Seating Accommodation	0	0	0	0	0	1	0	0	1	0	0	0	0	2
Failure to Provide Assistance	0	0	0	0	0	5	0	0	0	0	0	0	0	5
Damage to Assistive Device	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Storage and Delay of Assistive Device	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Service Animal Problem	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Unsatisfactory Info	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Other	0	0	0	0	0	4	0	0	1	0	0	0	2	7

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by JIN AIR (2018)**

Total number of complaints reported to DOT: 0

Total number of complaints reported to DOT: 0

[illegible]

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by K5-AVIATION GMBH (2018)**

Total number of complaints reported to DOT: 0

Total number of complaints reported to DOT: 0

[illegible]

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by KENYA AIRWAYS PLC (2018)**

Total number of complaints reported to DOT: 0

Total number of complaints reported to DOT: 0

[illegible]

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by KLM ROYAL DUTCH AIRLINES, N.V. (2018)**

Total number of complaints reported to DOT: 122

Total number of complaints reported to DOT: 122

[illegible]

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by KOREAN AIR LINES CO., LTD. (2018)**

Total number of complaints reported to DOT: 7

Total number of complaints reported to DOT: 7

	Vision Impairment	Hearing Impairment	Vision & Hearing Impairment	Paraplegic	Quadriplegic	Other wheelchair	Oxygen	Stretcher	Other Disability	Other Assistive Device	Mentally Impaired	Communicable Disease	Allergies	Total of Category of Complaints
Refusal To Board Passenger	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Refusal to Board w/o Attendant	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Security Issues Regarding Disability	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Aircraft Not Accessible	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Airport Not Accessible	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Advance Notice Dispute	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Seating Accommodation	0	0	0	0	0	0	0	0	1	0	0	0	0	1
Failure to Provide Assistance	0	0	0	0	0	1	0	0	1	1	0	0	0	3
Damage to Assistive Device	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Storage and Delay of Assistive Device	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Service Animal Problem	0	0	0	0	0	0	0	0	0	1	0	0	0	1
Unsatisfactory Info	0	0	0	0	0	1	0	0	0	0	0	0	0	1
Other	0	0	0	0	0	1	0	0	0	0	0	0	0	1

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by KUWAIT AIRWAYS CORPORATION (2018)**

Total number of complaints reported to DOT: 0

Total number of complaints reported to DOT: 0

[illegible]

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by LAN AIRLINES S.A. (2018)**

Total number of complaints reported to DOT: 5

Total number of complaints reported to DOT: 5

[illegible]

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by LAN ARGENTINA S.A. (2018)**

Total number of complaints reported to DOT: 0

Total number of complaints reported to DOT: 0

[illegible]

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by LAN COLOMBIA (2018)**

Total number of complaints reported to DOT: 0

Total number of complaints reported to DOT: 0

[illegible]

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by LAN ECUADOR (2018)**

Total number of complaints reported to DOT: 8

Total number of complaints reported to DOT: 8

	Vision Impairment	Hearing Impairment	Vision & Hearing Impairment	Paraplegic	Quadriplegic	Other wheelchair	Oxygen	Stretcher	Other Disability	Other Assistive Device	Mentally Impaired	Communicable Disease	Allergies	Total of Category of Complaints
Refusal To Board Passenger	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Refusal to Board w/o Attendant	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Security Issues Regarding Disability	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Aircraft Not Accessible	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Airport Not Accessible	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Advance Notice Dispute	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Seating Accommodation	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Failure to Provide Assistance	0	0	0	0	0	6	0	0	0	0	0	0	0	6
Damage to Assistive Device	0	0	0	0	0	0	0	0	1	0	0	0	0	1
Storage and Delay of Assistive Device	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Service Animal Problem	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Unsatisfactory Info	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Other	0	0	0	0	0	1	0	0	0	0	0	0	0	1

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by LAN PERU S.A. (2018)

Total number of complaints reported to DOT: 4

	Vision Impairment	Hearing Impairment	Vision & Hearing Impairment	Paraplegic	Quadriplegic	Other wheelchair	Oxygen	Stretcher	Other Disability	Other Assistive Device	Mentally Impaired	Communicable Disease	Allergies	Total of Category of Complaints
Refusal To Board Passenger	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Refusal to Board w/o Attendant	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Security Issues Regarding Disability	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Aircraft Not Accessible	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Airport Not Accessible	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Advance Notice Dispute	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Seating Accommodation	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Failure to Provide Assistance	0	0	0	0	0	1	0	0	0	0	0	0	0	1
Damage to Assistive Device	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Storage and Delay of Assistive Device	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Service Animal Problem	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Unsatisfactory Info	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Other	0	0	0	0	0	1	0	0	1	0	1	0	0	3

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by LIAT (1974) LTD (2018)**

Total number of complaints reported to DOT: 0

Total number of complaints reported to DOT: 0

[illegible]

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by LINEAS AEREAS COSTARRICENSES S.A. (2018)**

Total number of complaints reported to DOT: 0

Total number of complaints reported to DOT: 0

[illegible]

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by MERIDIANAFLY S.P.A. (2018)**

Total number of complaints reported to DOT: 4

	Vision Impairment	Hearing Impairment	Vision & Hearing Impairment	Paraplegic	Quadriplegic	Other wheelchair	Oxygen	Stretcher	Other Disability	Other Assistive Device	Mentally Impaired	Communicable Disease	Allergies	Total of Category of Complaints
Refusal To Board Passenger	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Refusal to Board w/o Attendant	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Security Issues Regarding Disability	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Aircraft Not Accessible	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Airport Not Accessible	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Advance Notice Dispute	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Seating Accommodation	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Failure to Provide Assistance	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Damage to Assistive Device	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Storage and Delay of Assistive Device	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Service Animal Problem	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Unsatisfactory Info	0	0	0	0	0	1	1	0	0	0	0	0	0	2
Other	0	0	0	0	0	1	0	0	0	1	0	0	0	2

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by MESA AIRLINES, INC. (2018)**

Total number of complaints reported to DOT: 33

	Vision Impairment	Hearing Impairment	Vision & Hearing Impairment	Paraplegic	Quadriplegic	Other wheelchair	Oxygen	Stretcher	Other Disability	Other Assistive Device	Mentally Impaired	Communicable Disease	Allergies	Total of Category of Complaints
Refusal To Board Passenger	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Refusal to Board w/o Attendant	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Security Issues Regarding Disability	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Aircraft Not Accessible	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Airport Not Accessible	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Advance Notice Dispute	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Seating Accommodation	0	1	0	0	0	2	0	0	6	0	0	0	0	9
Failure to Provide Assistance	0	0	1	0	0	5	0	0	11	0	0	0	0	17
Damage to Assistive Device	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Storage and Delay of Assistive Device	0	0	0	0	0	0	0	0	1	0	0	0	0	1
Service Animal Problem	0	0	0	0	0	0	0	0	0	1	0	0	0	1
Unsatisfactory Info	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Other	0	0	0	0	0	2	0	0	3	0	0	0	0	5

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by MIAMI AIR INTERNATIONAL, INC. (2018)**

Total number of complaints reported to DOT: 0

Total number of complaints reported to DOT: 0

[illegible]

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by MJET GMBH (2018)**

Total number of complaints reported to DOT: 0

Total number of complaints reported to DOT: 0

[illegible]

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by NOLINOR AVIATION (2018)**

Total number of complaints reported to DOT: 0

Total number of complaints reported to DOT: 0

[illegible]

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by NORWEGIAN AIR INTERNATIONAL LTD (2018)

Total number of complaints reported to DOT: 19

	Vision Impairment	Hearing Impairment	Vision & Hearing Impairment	Paraplegic	Quadriplegic	Other wheelchair	Oxygen	Stretcher	Other Disability	Other Assistive Device	Mentally Impaired	Communicable Disease	Allergies	Total of Category of Complaints
Refusal To Board Passenger	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Refusal to Board w/o Attendant	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Security Issues Regarding Disability	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Aircraft Not Accessible	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Airport Not Accessible	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Advance Notice Dispute	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Seating Accommodation	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Failure to Provide Assistance	0	0	0	0	0	5	0	0	0	0	0	0	0	5
Damage to Assistive Device	0	0	0	0	0	4	0	0	0	0	0	0	0	4
Storage and Delay of Assistive Device	0	0	0	0	0	2	0	0	0	0	0	0	0	2
Service Animal Problem	0	0	0	0	0	0	0	0	1	0	0	0	0	1
Unsatisfactory Info	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Other	0	0	0	0	0	4	1	0	0	0	0	0	2	7

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by NORWEGIAN AIR SHUTTLE ASA (2018)

Total number of complaints reported to DOT: 89

	Vision Impairment	Hearing Impairment	Vision & Hearing Impairment	Paraplegic	Quadriplegic	Other wheelchair	Oxygen	Stretcher	Other Disability	Other Assistive Device	Mentally Impaired	Communicable Disease	Allergies	Total of Category of Complaints
Refusal To Board Passenger	0	0	0	0	0	0	0	0	1	0	0	0	0	1
Refusal to Board w/o Attendant	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Security Issues Regarding Disability	0	0	0	0	0	0	0	0	1	0	0	0	0	1
Aircraft Not Accessible	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Airport Not Accessible	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Advance Notice Dispute	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Seating Accommodation	0	0	0	0	0	2	0	0	0	0	0	0	0	2
Failure to Provide Assistance	0	0	0	0	0	23	0	0	0	0	0	0	0	23
Damage to Assistive Device	0	0	0	0	0	11	0	0	0	0	0	0	0	11
Storage and Delay of Assistive Device	0	0	0	0	0	8	0	0	0	0	0	0	0	8
Service Animal Problem	0	0	0	0	0	0	0	0	13	0	0	0	3	16
Unsatisfactory Info	0	0	0	0	0	1	0	0	2	0	0	0	1	4
Other	0	0	0	0	0	19	0	0	1	1	0	0	2	23

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by NORWEGIAN AIR UK LTD (2018)**

Total number of complaints reported to DOT: 49

	Vision Impairment	Hearing Impairment	Vision & Hearing Impairment	Paraplegic	Quadriplegic	Other wheelchair	Oxygen	Stretcher	Other Disability	Other Assistive Device	Mentally Impaired	Communicable Disease	Allergies	Total of Category of Complaints
Refusal To Board Passenger	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Refusal to Board w/o Attendant	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Security Issues Regarding Disability	0	0	0	0	0	0	0	0	1	0	0	0	0	1
Aircraft Not Accessible	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Airport Not Accessible	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Advance Notice Dispute	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Seating Accommodation	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Failure to Provide Assistance	0	0	0	0	0	22	0	0	0	0	0	0	0	22
Damage to Assistive Device	0	0	0	0	0	0	5	0	0	0	0	0	0	5
Storage and Delay of Assistive Device	0	0	0	0	0	0	0	0	0	1	0	0	0	1
Service Animal Problem	0	0	0	0	0	0	0	0	4	0	0	0	0	4
Unsatisfactory Info	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Other	0	0	0	0	0	13	0	0	3	0	0	0	0	16

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by OMNI AIR INTERNATIONAL INC. (2018)**

Total number of complaints reported to DOT: 13

Total number of complaints reported to DOT: 13

[illegible]

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by OPENSIES (2018)**

Total number of complaints reported to DOT: 6

Total number of complaints reported to DOT: 6

[illegible]

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by PAKISTAN INT'L AIRLINES CORPORATION (2018)**

Total number of complaints reported to DOT: 0

Total number of complaints reported to DOT: 0

[illegible]

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by PHILIPPINE AIRLINES, INC. (2018)**

Total number of complaints reported to DOT: 5

	Vision Impairment	Hearing Impairment	Vision & Hearing Impairment	Paraplegic	Quadriplegic	Other wheelchair	Oxygen	Stretcher	Other Disability	Other Assistive Device	Mentally Impaired	Communicable Disease	Allergies	Total of Category of Complaints
Refusal To Board Passenger	0	0	0	0	0	0	0	0	0	0	0	1	0	1
Refusal to Board w/o Attendant	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Security Issues Regarding Disability	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Aircraft Not Accessible	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Airport Not Accessible	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Advance Notice Dispute	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Seating Accommodation	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Failure to Provide Assistance	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Damage to Assistive Device	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Storage and Delay of Assistive Device	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Service Animal Problem	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Unsatisfactory Info	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Other	0	0	0	0	0	1	0	0	1	0	0	0	2	4

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by PINNACLE AIRLINES, INC. / ENDEAVOR (2018)**

Total number of complaints reported to DOT: 61

Total number of complaints reported to DOT: 61

[illegible]

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by POLSKIE LINIE LOTNICZE LOT, S.A. (2018)**

Total number of complaints reported to DOT: 7

Total number of complaints reported to DOT: 7

[illegible]

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by PORTER AIRLINES INC. (2018)**

Total number of complaints reported to DOT: 25

	Vision Impairment	Hearing Impairment	Vision & Hearing Impairment	Paraplegic	Quadriplegic	Other wheelchair	Oxygen	Stretcher	Other Disability	Other Assistive Device	Mentally Impaired	Communicable Disease	Allergies	Total of Category of Complaints
Refusal To Board Passenger	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Refusal to Board w/o Attendant	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Security Issues Regarding Disability	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Aircraft Not Accessible	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Airport Not Accessible	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Advance Notice Dispute	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Seating Accommodation	0	0	0	0	0	0	0	0	0	0	1	0	0	1
Failure to Provide Assistance	0	1	0	0	0	11	0	0	2	2	0	0	1	17
Damage to Assistive Device	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Storage and Delay of Assistive Device	0	0	0	0	0	1	0	0	0	0	0	0	0	1
Service Animal Problem	0	0	0	0	0	0	0	0	3	0	0	0	0	3
Unsatisfactory Info	0	0	0	0	0	1	0	0	0	0	0	0	0	1
Other	0	0	0	0	0	0	1	0	0	0	0	0	1	2

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by PRIVILEGE STYLE (2018)**

Total number of complaints reported to DOT: 0

Total number of complaints reported to DOT: 0

[illegible]

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by PSA AIRLINES (2018)

Total number of complaints reported to DOT: 69

	Vision Impairment	Hearing Impairment	Vision & Hearing Impairment	Paraplegic	Quadriplegic	Other wheelchair	Oxygen	Stretcher	Other Disability	Other Assistive Device	Mentally Impaired	Communicable Disease	Allergies	Total of Category of Complaints
Refusal To Board Passenger	0	0	0	0	0	0	1	0	0	0	0	0	0	1
Refusal to Board w/o Attendant	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Security Issues Regarding Disability	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Aircraft Not Accessible	0	0	0	0	0	0	0	0	1	0	0	0	0	1
Airport Not Accessible	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Advance Notice Dispute	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Seating Accommodation	1	0	0	0	0	0	0	0	6	0	0	0	1	8
Failure to Provide Assistance	1	1	0	0	0	10	0	0	9	1	2	0	1	25
Damage to Assistive Device	0	0	0	0	0	1	0	0	0	0	0	0	0	1
Storage and Delay of Assistive Device	0	0	0	0	0	1	0	0	3	8	0	0	0	12
Service Animal Problem	0	0	0	0	0	0	0	0	5	0	0	0	0	5
Unsatisfactory Info	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Other	0	0	0	0	0	2	0	0	14	0	0	0	0	16

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by QANTAS AIRWAYS LIMITED (2018)**

Total number of complaints reported to DOT: 14

Total number of complaints reported to DOT: 14

	Vision Impairment	Hearing Impairment	Vision & Hearing Impairment	Paraplegic	Quadriplegic	Other wheelchair	Oxygen	Stretcher	Other Disability	Other Assistive Device	Mentally Impaired	Communicable Disease	Allergies	Total of Category of Complaints
Refusal To Board Passenger	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Refusal to Board w/o Attendant	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Security Issues Regarding Disability	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Aircraft Not Accessible	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Airport Not Accessible	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Advance Notice Dispute	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Seating Accommodation	0	0	0	0	0	2	0	0	0	0	0	0	0	2
Failure to Provide Assistance	0	0	0	0	0	7	0	0	0	0	0	0	0	7
Damage to Assistive Device	0	0	0	0	2	1	0	0	0	1	0	0	0	4
Storage and Delay of Assistive Device	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Service Animal Problem	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Unsatisfactory Info	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Other	0	0	0	0	0	1	0	0	0	0	0	0	0	1

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by QATAR AIRWAYS Q.C.S.C. (2018)**

Total number of complaints reported to DOT: 43

	Vision Impairment	Hearing Impairment	Vision & Hearing Impairment	Paraplegic	Quadriplegic	Other wheelchair	Oxygen	Stretcher	Other Disability	Other Assistive Device	Mentally Impaired	Communicable Disease	Allergies	Total of Category of Complaints
Refusal To Board Passenger	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Refusal to Board w/o Attendant	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Security Issues Regarding Disability	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Aircraft Not Accessible	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Airport Not Accessible	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Advance Notice Dispute	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Seating Accommodation	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Failure to Provide Assistance	0	0	0	0	0	24	0	0	0	0	0	0	0	24
Damage to Assistive Device	0	0	0	0	0	1	0	0	0	0	0	0	0	1
Storage and Delay of Assistive Device	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Service Animal Problem	0	0	0	0	0	0	0	0	7	0	0	0	0	7
Unsatisfactory Info	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Other	0	0	0	0	0	10	0	0	0	1	0	0	0	11

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by REPUBLIC AIRLINES, INC. (2018)**

Total number of complaints reported to DOT: 99

	Vision Impairment	Hearing Impairment	Vision & Hearing Impairment	Paraplegic	Quadriplegic	Other wheelchair	Oxygen	Stretcher	Other Disability	Other Assistive Device	Mentally Impaired	Communicable Disease	Allergies	Total of Category of Complaints
Refusal To Board Passenger	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Refusal to Board w/o Attendant	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Security Issues Regarding Disability	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Aircraft Not Accessible	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Airport Not Accessible	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Advance Notice Dispute	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Seating Accommodation	0	0	0	0	0	1	0	0	11	1	0	0	0	13
Failure to Provide Assistance	1	1	0	0	0	29	0	0	12	3	0	0	9	55
Damage to Assistive Device	0	0	0	0	0	1	0	0	0	0	0	0	0	1
Storage and Delay of Assistive Device	0	0	0	0	0	0	0	0	2	1	0	0	0	3
Service Animal Problem	0	0	0	0	0	1	0	0	8	1	0	0	0	10
Unsatisfactory Info	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Other	0	0	0	0	0	8	0	0	7	0	0	0	2	17

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by ROYAL AIR MAROC (2018)**

Total number of complaints reported to DOT: 6

Total number of complaints reported to DOT: 6

[illegible]

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by ROYAL JET LLC (2018)**

Total number of complaints reported to DOT: 0

Total number of complaints reported to DOT: 0

[illegible]

Total number of complaints reported to DOT: 6

[illegible]

[illegible]

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by SATA INTERNACIONAL (2018)

Total number of complaints reported to DOT: 7

	Vision Impairment	Hearing Impairment	Vision & Hearing Impairment	Paraplegic	Quadriplegic	Other wheelchair	Oxygen	Stretcher	Other Disability	Other Assistive Device	Mentally Impaired	Communicable Disease	Allergies	Total of Category of Complaints
Refusal To Board Passenger	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Refusal to Board w/o Attendant	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Security Issues Regarding Disability	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Aircraft Not Accessible	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Airport Not Accessible	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Advance Notice Dispute	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Seating Accommodation	0	0	0	0	0	1	0	0	0	0	0	0	0	1
Failure to Provide Assistance	0	0	0	0	0	1	0	0	0	0	0	0	0	1
Damage to Assistive Device	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Storage and Delay of Assistive Device	0	0	0	0	0	2	0	0	0	0	0	0	0	2
Service Animal Problem	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Unsatisfactory Info	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Other	0	0	0	0	0	1	1	0	0	0	0	0	1	3

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by SAUDI ARABIAN AIRLINES CORPORATION (2018)**

Total number of complaints reported to DOT: 1

Total number of complaints reported to DOT: 1

[illegible]

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by SCANDINAVIAN AIRLINES SYSTEM (2018)**

Total number of complaints reported to DOT: 29

Total number of complaints reported to DOT: 29

	Vision Impairment	Hearing Impairment	Vision & Hearing Impairment	Paraplegic	Quadriplegic	Other wheelchair	Oxygen	Stretcher	Other Disability	Other Assistive Device	Mentally Impaired	Communicable Disease	Allergies	Total of Category of Complaints
Refusal To Board Passenger	0	0	0	0	0	0	1	0	0	0	0	0	0	1
Refusal to Board w/o Attendant	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Security Issues Regarding Disability	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Aircraft Not Accessible	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Airport Not Accessible	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Advance Notice Dispute	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Seating Accommodation	0	0	0	1	0	2	0	0	3	0	0	0	0	6
Failure to Provide Assistance	0	0	0	3	0	0	0	0	5	0	0	0	0	8
Damage to Assistive Device	0	0	0	6	0	0	0	0	0	0	0	0	0	6
Storage and Delay of Assistive Device	0	0	0	2	0	1	0	0	0	2	0	0	0	5
Service Animal Problem	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Unsatisfactory Info	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Other	0	1	0	0	0	1	0	0	0	0	0	0	1	3

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by SCOOT (2018)**

Total number of complaints reported to DOT: 0

Total number of complaints reported to DOT: 0

[illegible]

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by SCOTT AVIATION, LLC DBA SILVER AIR (2018)**

Total number of complaints reported to DOT: 0

Total number of complaints reported to DOT: 0

[illegible]

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by SICHUAN AIRLINES (2018)**

Total number of complaints reported to DOT: 0

Total number of complaints reported to DOT: 0

[illegible]

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by SIERRA PACIFIC AIRLINES, INC. (2018)**

Total number of complaints reported to DOT: 0

Total number of complaints reported to DOT: 0

[illegible]

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by SINGAPORE AIRLINES LIMITED (2018)**

Total number of complaints reported to DOT: 0

Total number of complaints reported to DOT: 0

[illegible]

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by SKY REGIONAL AIRLINES (2018)**

Total number of complaints reported to DOT: 159

	Vision Impairment	Hearing Impairment	Vision & Hearing Impairment	Paraplegic	Quadriplegic	Other wheelchair	Oxygen	Stretcher	Other Disability	Other Assistive Device	Mentally Impaired	Communicable Disease	Allergies	Total of Category of Complaints
Refusal To Board Passenger	0	0	0	0	0	1	2	0	1	0	0	0	0	4
Refusal to Board w/o Attendant	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Security Issues Regarding Disability	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Aircraft Not Accessible	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Airport Not Accessible	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Advance Notice Dispute	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Seating Accommodation	0	0	0	0	0	3	0	0	9	0	0	0	0	12
Failure to Provide Assistance	0	0	0	0	0	82	0	1	20	0	1	0	0	104
Damage to Assistive Device	0	0	0	0	0	2	0	0	0	0	0	0	0	2
Storage and Delay of Assistive Device	0	0	0	0	0	0	0	0	2	0	0	0	0	2
Service Animal Problem	0	0	0	0	0	0	0	0	4	0	0	0	0	4
Unsatisfactory Info	0	0	0	0	0	0	0	0	0	1	0	0	0	1
Other	0	1	0	0	0	13	0	0	12	2	0	0	2	30

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by SKYWEST AIRLINES, INC. (2018)**

Total number of complaints reported to DOT: 48

	Vision Impairment	Hearing Impairment	Vision & Hearing Impairment	Paraplegic	Quadriplegic	Other wheelchair	Oxygen	Stretcher	Other Disability	Other Assistive Device	Mentally Impaired	Communicable Disease	Allergies	Total of Category of Complaints
Refusal To Board Passenger	0	0	0	0	0	0	0	0	1	0	0	0	0	1
Refusal to Board w/o Attendant	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Security Issues Regarding Disability	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Aircraft Not Accessible	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Airport Not Accessible	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Advance Notice Dispute	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Seating Accommodation	0	0	0	0	0	0	0	0	4	0	0	0	0	4
Failure to Provide Assistance	1	1	0	0	0	2	1	0	10	0	0	0	3	18
Damage to Assistive Device	0	0	0	0	0	0	0	0	0	1	0	0	0	1
Storage and Delay of Assistive Device	0	0	0	0	0	0	2	0	1	0	0	0	0	3
Service Animal Problem	0	0	0	0	0	0	0	0	7	0	0	0	1	8
Unsatisfactory Info	0	0	0	0	0	0	0	0	0	0	0	0	1	1
Other	1	0	0	0	0	2	0	5	0	0	0	0	4	12

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by SOCIETE AIR FRANCE (2018)**

Total number of complaints reported to DOT: 399

Total number of complaints reported to DOT: 399

[illegible]

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by SOUTH AFRICAN AIRWAYS SOC LIMITED (2018)**

Total number of complaints reported to DOT: 5

Total number of complaints reported to DOT: 5

[illegible]

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by SOUTHWEST AIRLINES CO. (2018)**

Total number of complaints reported to DOT: 4,077

	Vision Impairment	Hearing Impairment	Vision & Hearing Impairment	Paraplegic	Quadriplegic	Other wheelchair	Oxygen	Stretcher	Other Disability	Other Assistive Device	Mentally Impaired	Communicable Disease	Allergies	Total of Category of Complaints
Refusal To Board Passenger	0	0	0	0	0	1	4	0	15	0	1	3	2	26
Refusal to Board w/o Attendant	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Security Issues Regarding Disability	0	1	0	0	0	4	0	0	7	0	0	0	0	12
Aircraft Not Accessible	0	3	0	0	0	2	0	0	6	1	0	0	0	12
Airport Not Accessible	1	0	0	0	0	3	0	0	7	0	0	0	0	11
Advance Notice Dispute	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Seating Accommodation	0	2	0	1	2	6	6	0	164	0	1	0	3	185
Failure to Provide Assistance	18	34	2	2	2	1388	0	0	154	8	10	0	4	1622
Damage to Assistive Device	0	0	0	0	0	57	0	0	3	105	0	0	0	165
Storage and Delay of Assistive Device	0	0	0	0	0	43	10	0	7	297	0	0	0	357
Service Animal Problem	5	0	0	0	0	0	0	0	502	1	0	0	1	509
Unsatisfactory Info	1	1	0	0	0	5	2	0	85	5	2	0	3	104
Other	12	27	1	0	1	51	2	0	754	4	15	0	207	1074

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by SPIRIT AIRLINES, INC. (2018)**

Total number of complaints reported to DOT: 1,915

	Vision Impairment	Hearing Impairment	Vision & Hearing Impairment	Paraplegic	Quadriplegic	Other wheelchair	Oxygen	Stretcher	Other Disability	Other Assistive Device	Mentally Impaired	Communicable Disease	Allergies	Total of Category of Complaints
Refusal To Board Passenger	1	0	0	0	0	1	4	0	21	0	14	0	1	42
Refusal to Board w/o Attendant	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Security Issues Regarding Disability	0	0	0	0	0	0	0	0	0	0	1	0	0	1
Aircraft Not Accessible	0	0	0	0	0	4	0	0	1	0	0	0	0	5
Airport Not Accessible	0	0	0	0	0	3	0	0	4	0	0	0	0	7
Advance Notice Dispute	0	0	0	0	0	38	1	0	2	1	5	0	0	47
Seating Accommodation	3	5	0	1	0	30	2	0	155	2	46	0	7	251
Failure to Provide Assistance	9	11	1	2	1	421	0	0	86	7	16	0	21	575
Damage to Assistive Device	0	0	0	0	0	60	0	0	0	25	0	0	0	85
Storage and Delay of Assistive Device	0	1	0	0	0	21	4	0	0	138	0	0	0	164
Service Animal Problem	1	2	0	0	0	0	0	0	48	0	218	0	0	269
Unsatisfactory Info	1	0	0	1	0	4	5	0	12	1	24	0	1	49
Other	2	8	2	2	0	190	6	0	102	67	21	0	20	420

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by SRILANKAN AIRLINES LIMITED (2018)**

Total number of complaints reported to DOT: 0

Total number of complaints reported to DOT: 0

[illegible]

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by SUN COUNTRY MN AIRLINES, LLC (2018)**

Total number of complaints reported to DOT: 131

Total number of complaints reported to DOT: 131

[illegible]

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by SUNRISE AIRWAYS, S.A. INC. (2018)**

Total number of complaints reported to DOT: 0

Total number of complaints reported to DOT: 0

[illegible]

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by SUNWING AIRLINES (2018)**

Total number of complaints reported to DOT: 2

Total number of complaints reported to DOT: 2

[illegible]

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by SURINAM AIRWAYS (2018)**

Total number of complaints reported to DOT: 0

Total number of complaints reported to DOT: 0

[illegible]

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by SWISS INTERNATIONAL AIR LINES LTD. (2018)**

Total number of complaints reported to DOT: 50

Total number of complaints reported to DOT: 50

[illegible]

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by SWOOP INC (2018)**

Total number of complaints reported to DOT: 1

Total number of complaints reported to DOT: 1

[illegible]

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by TACA INTERNATIONAL AIRLINES, S.A. (2018)**

Total number of complaints reported to DOT: 5

Total number of complaints reported to DOT: 5

[illegible]

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by TAG AVIATION (UK) LTD (2018)**

Total number of complaints reported to DOT: 0

Total number of complaints reported to DOT: 0

[illegible]

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by TAM-LINHAS AEREAS, S.A. (2018)**

Total number of complaints reported to DOT: 8

Total number of complaints reported to DOT: 8

	Vision Impairment	Hearing Impairment	Vision & Hearing Impairment	Paraplegic	Quadriplegic	Other wheelchair	Oxygen	Stretcher	Other Disability	Other Assistive Device	Mentally Impaired	Communicable Disease	Allergies	Total of Category of Complaints
Refusal To Board Passenger	0	0	0	0	0	0	0	0	1	0	0	0	0	1
Refusal to Board w/o Attendant	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Security Issues Regarding Disability	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Aircraft Not Accessible	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Airport Not Accessible	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Advance Notice Dispute	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Seating Accommodation	0	0	0	0	0	2	0	0	0	0	0	0	0	2
Failure to Provide Assistance	0	0	0	0	0	1	0	0	0	0	0	0	0	1
Damage to Assistive Device	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Storage and Delay of Assistive Device	0	0	0	0	0	1	0	0	0	0	0	0	0	1
Service Animal Problem	0	0	0	0	0	0	0	0	1	0	0	0	0	1
Unsatisfactory Info	0	0	0	0	0	0	0	0	1	0	0	0	0	1
Other	0	0	0	0	0	1	0	0	0	0	0	0	0	1

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by TAME EP LINEA AEREA DEL ECUADOR (2018)**

Total number of complaints reported to DOT: 0

Total number of complaints reported to DOT: 0

[illegible]

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by TAP AIR PORTUGAL (2018)**

Total number of complaints reported to DOT: 14

Total number of complaints reported to DOT: 14

	Vision Impairment	Hearing Impairment	Vision & Hearing Impairment	Paraplegic	Quadriplegic	Other wheelchair	Oxygen	Stretcher	Other Disability	Other Assistive Device	Mentally Impaired	Communicable Disease	Allergies	Total of Category of Complaints
Refusal To Board Passenger	0	0	0	0	0	1	0	0	2	0	0	0	0	3
Refusal to Board w/o Attendant	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Security Issues Regarding Disability	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Aircraft Not Accessible	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Airport Not Accessible	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Advance Notice Dispute	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Seating Accommodation	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Failure to Provide Assistance	0	0	0	0	0	0	0	0	0	0	0	0	1	1
Damage to Assistive Device	0	0	0	0	1	2	0	0	0	1	0	0	0	4
Storage and Delay of Assistive Device	0	0	0	0	0	1	0	0	0	1	0	0	0	2
Service Animal Problem	0	0	0	0	0	0	0	0	3	0	0	0	0	3
Unsatisfactory Info	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Other	0	0	0	0	0	1	0	0	0	0	0	0	0	1

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by TAR AIRLINES (2018)**

Total number of complaints reported to DOT: 1

Total number of complaints reported to DOT: 1

[illegible]

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by TEM ENTERPRISES/XTRA AIRWAYS (2018)**

Total number of complaints reported to DOT: 0

Total number of complaints reported to DOT: 0

[illegible]

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by TEST AIRLINE (2018)**

Total number of complaints reported to DOT: 10

Total number of complaints reported to DOT: 10

[illegible]

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by THOMAS COOK AIRLINES LIMITED (2018)**

Total number of complaints reported to DOT: 21

Total number of complaints reported to DOT: 21

[illegible]

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by THOMAS COOK AIRLINES SCANDINAVIA (2018)**

Total number of complaints reported to DOT: 0

Total number of complaints reported to DOT: 0

[illegible]

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by TITAN AIRWAYS LIMITED (2018)

Total number of complaints reported to DOT: 0

Total number of complaints reported to DOT: 0

[illegible]

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by TRANS AMERICAN AIRLINES S.A. (2018)**

Total number of complaints reported to DOT: 0

Total number of complaints reported to DOT: 0

[illegible]

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by TRANSPORTES AEREOS DE CABO VERDE (2018)**

Total number of complaints reported to DOT: 0

Total number of complaints reported to DOT: 0

[illegible]

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by TRAVEL SERVICE (2018)**

Total number of complaints reported to DOT: 0

Total number of complaints reported to DOT: 0

[illegible]

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by TUI AIRLINES BELGIUM (2018)**

Total number of complaints reported to DOT: 4

	Vision Impairment	Hearing Impairment	Vision & Hearing Impairment	Paraplegic	Quadriplegic	Other wheelchair	Oxygen	Stretcher	Other Disability	Other Assistive Device	Mentally Impaired	Communicable Disease	Allergies	Total of Category of Complaints
Refusal To Board Passenger	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Refusal to Board w/o Attendant	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Security Issues Regarding Disability	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Aircraft Not Accessible	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Airport Not Accessible	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Advance Notice Dispute	0	0	0	0	0	1	0	0	0	0	0	0	0	1
Seating Accommodation	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Failure to Provide Assistance	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Damage to Assistive Device	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Storage and Delay of Assistive Device	0	0	0	0	0	1	0	0	0	0	0	0	0	1
Service Animal Problem	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Unsatisfactory Info	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Other	0	0	0	0	0	1	0	0	0	0	1	0	0	2

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by TUI AIRLINES NEDERLAND, B.V. (2018)**

Total number of complaints reported to DOT: 9

Total number of complaints reported to DOT: 9

[illegible]

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by TUI AIRWAYS LIMITED (2018)**

Total number of complaints reported to DOT: 3

Total number of complaints reported to DOT: 3

[illegible]

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by TURKISH AIRLINES TURK HAVA YOLLARI (2018)

Total number of complaints reported to DOT: 124

	Vision Impairment	Hearing Impairment	Vision & Hearing Impairment	Paraplegic	Quadriplegic	Other wheelchair	Oxygen	Stretcher	Other Disability	Other Assistive Device	Mentally Impaired	Communicable Disease	Allergies	Total of Category of Complaints
Refusal To Board Passenger	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Refusal to Board w/o Attendant	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Security Issues Regarding Disability	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Aircraft Not Accessible	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Airport Not Accessible	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Advance Notice Dispute	0	0	0	0	0	6	0	0	0	0	0	0	0	6
Seating Accommodation	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Failure to Provide Assistance	0	0	0	0	0	17	0	0	0	0	0	0	0	17
Damage to Assistive Device	0	0	0	0	0	2	0	0	0	0	0	0	0	2
Storage and Delay of Assistive Device	0	0	0	0	0	1	0	0	0	0	0	0	0	1
Service Animal Problem	0	0	0	0	0	0	0	0	6	0	0	0	0	6
Unsatisfactory Info	0	0	0	0	0	21	0	0	0	0	0	0	0	21
Other	0	0	0	0	0	70	0	0	1	0	0	0	0	71

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by TWAY AIR (2018)**

Total number of complaints reported to DOT: 0

Total number of complaints reported to DOT: 0

[illegible]

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by TYROLEAN JET SERVICE (2018)**

Total number of complaints reported to DOT: 0

Total number of complaints reported to DOT: 0

[illegible]

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by UKRAINE INTERNATIONAL AIRLINE (2018)**

Total number of complaints reported to DOT: 1

Total number of complaints reported to DOT: 1

[illegible]

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by UNITED AIR LINES, INC. (2018)**

Total number of complaints reported to DOT: 4,875

	Vision Impairment	Hearing Impairment	Vision & Hearing Impairment	Paraplegic	Quadriplegic	Other wheelchair	Oxygen	Stretcher	Other Disability	Other Assistive Device	Mentally Impaired	Communicable Disease	Allergies	Total of Category of Complaints
Refusal To Board Passenger	0	0	0	0	0	2	1	1	8	0	0	0	0	12
Refusal to Board w/o Attendant	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Security Issues Regarding Disability	0	0	0	0	0	0	0	0	2	0	0	0	0	2
Aircraft Not Accessible	0	2	1	0	0	6	1	0	6	0	0	0	0	16
Airport Not Accessible	0	0	0	0	0	1	0	0	1	0	0	0	0	2
Advance Notice Dispute	0	0	0	0	0	1	1	0	0	0	3	0	0	5
Seating Accommodation	0	2	2	7	1	64	4	0	259	3	23	0	3	368
Failure to Provide Assistance	40	20	5	4	7	3251	1	0	166	5	15	0	5	3519
Damage to Assistive Device	0	0	0	0	0	62	2	0	5	24	0	0	0	93
Storage and Delay of Assistive Device	0	0	0	0	1	49	1	0	37	111	0	0	0	199
Service Animal Problem	1	4	0	0	0	0	0	0	79	0	248	0	3	335
Unsatisfactory Info	3	2	0	0	2	15	6	0	31	10	7	0	2	78
Other	2	29	0	0	0	97	7	0	82	12	3	0	14	246

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by UZBEKISTAN AIRWAYS (2018)

Total number of complaints reported to DOT: 0

Total number of complaints reported to DOT: 0

[illegible]

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by VIRGIN ATLANTIC AIRWAYS LIMITED (2018)**

Total number of complaints reported to DOT: 640

	Vision Impairment	Hearing Impairment	Vision & Hearing Impairment	Paraplegic	Quadriplegic	Other wheelchair	Oxygen	Stretcher	Other Disability	Other Assistive Device	Mentally Impaired	Communicable Disease	Allergies	Total of Category of Complaints
Refusal To Board Passenger	0	0	0	0	0	1	0	0	3	1	0	0	1	6
Refusal to Board w/o Attendant	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Security Issues Regarding Disability	0	1	0	0	0	1	0	0	2	0	0	0	0	4
Aircraft Not Accessible	0	0	0	0	0	1	1	0	1	0	0	0	0	3
Airport Not Accessible	0	0	0	0	0	1	0	0	2	0	0	0	0	3
Advance Notice Dispute	0	0	0	0	0	0	3	0	0	1	0	0	1	5
Seating Accommodation	4	1	0	1	1	27	0	0	44	1	7	0	0	86
Failure to Provide Assistance	6	5	0	3	1	240	3	0	32	8	3	1	3	305
Damage to Assistive Device	0	0	0	0	0	78	0	0	1	1	0	0	0	80
Storage and Delay of Assistive Device	0	0	0	0	0	7	2	0	11	2	2	0	0	24
Service Animal Problem	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Unsatisfactory Info	0	0	0	1	0	2	4	0	10	1	0	0	4	22
Other	2	9	0	1	0	32	5	0	28	11	6	0	8	102

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by VIRGIN AUSTRALIA (2018)

Total number of complaints reported to DOT: 50

	Vision Impairment	Hearing Impairment	Vision & Hearing Impairment	Paraplegic	Quadriplegic	Other wheelchair	Oxygen	Stretcher	Other Disability	Other Assistive Device	Mentally Impaired	Communicable Disease	Allergies	Total of Category of Complaints
Refusal To Board Passenger	0	0	0	0	0	0	0	0	2	0	0	1	1	4
Refusal to Board w/o Attendant	0	0	0	0	0	0	0	0	1	0	0	0	0	1
Security Issues Regarding Disability	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Aircraft Not Accessible	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Airport Not Accessible	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Advance Notice Dispute	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Seating Accommodation	0	0	0	0	0	0	0	0	3	0	0	0	0	3
Failure to Provide Assistance	1	1	0	0	0	19	0	0	1	0	0	0	1	23
Damage to Assistive Device	0	0	0	0	0	5	0	0	0	0	0	0	0	5
Storage and Delay of Assistive Device	0	0	0	0	0	1	0	0	1	3	0	0	0	5
Service Animal Problem	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Unsatisfactory Info	0	0	0	0	0	1	0	0	1	0	0	0	0	2
Other	0	0	0	0	0	1	0	0	1	0	0	0	5	7

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by VOLARIS (2018)**

Total number of complaints reported to DOT: 5

Total number of complaints reported to DOT: 5

[illegible]

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by VOLARIS COSTA RICA (2018)**

Total number of complaints reported to DOT: 1

Total number of complaints reported to DOT: 1

[illegible]

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by VRG LINHAS AÉREAS S/A (2018)**

Total number of complaints reported to DOT: 0

Total number of complaints reported to DOT: 0

[illegible]

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by WESTJET (2018)

Total number of complaints reported to DOT: 137

	Vision Impairment	Hearing Impairment	Vision & Hearing Impairment	Paraplegic	Quadriplegic	Other wheelchair	Oxygen	Stretcher	Other Disability	Other Assistive Device	Mentally Impaired	Communicable Disease	Allergies	Total of Category of Complaints
Refusal To Board Passenger	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Refusal to Board w/o Attendant	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Security Issues Regarding Disability	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Aircraft Not Accessible	0	1	0	0	0	0	0	0	1	0	0	0	0	2
Airport Not Accessible	0	2	0	0	0	0	0	0	0	0	0	0	0	2
Advance Notice Dispute	0	0	0	0	0	3	0	0	0	0	0	0	0	3
Seating Accommodation	0	0	0	0	0	3	0	0	1	1	2	0	0	7
Failure to Provide Assistance	1	1	0	0	2	84	0	0	3	1	0	0	0	92
Damage to Assistive Device	0	0	0	0	0	3	0	0	0	2	0	0	0	5
Storage and Delay of Assistive Device	0	0	0	0	0	7	0	0	0	2	0	0	0	9
Service Animal Problem	0	0	0	0	0	0	0	0	2	0	0	0	1	3
Unsatisfactory Info	1	0	0	0	0	1	0	0	1	0	0	0	0	3
Other	1	0	0	0	0	8	0	0	1	0	0	0	1	11

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by WOW AIR (2018)

Total number of complaints reported to DOT: 26

	Vision Impairment	Hearing Impairment	Vision & Hearing Impairment	Paraplegic	Quadriplegic	Other wheelchair	Oxygen	Stretcher	Other Disability	Other Assistive Device	Mentally Impaired	Communicable Disease	Allergies	Total of Category of Complaints
Refusal To Board Passenger	0	0	0	0	0	0	0	0	1	0	0	0	0	1
Refusal to Board w/o Attendant	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Security Issues Regarding Disability	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Aircraft Not Accessible	0	0	0	1	0	0	0	0	0	0	0	0	0	1
Airport Not Accessible	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Advance Notice Dispute	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Seating Accommodation	0	0	0	0	0	1	0	0	1	0	0	0	0	2
Failure to Provide Assistance	0	0	0	4	0	0	0	0	0	0	0	0	0	4
Damage to Assistive Device	0	0	0	1	0	4	0	0	0	1	0	0	0	6
Storage and Delay of Assistive Device	0	0	0	4	0	4	0	0	0	1	0	0	0	9
Service Animal Problem	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Unsatisfactory Info	0	0	0	0	0	1	0	0	0	1	0	0	0	2
Other	0	0	0	0	0	0	0	0	1	0	0	0	0	1

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by XIAMEN AIRLINES (2018)**

Total number of complaints reported to DOT: 0

Total number of complaints reported to DOT: 0

[illegible]

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by XL AIRWAYS FRANCE (2018)

Total number of complaints reported to DOT: 0

Total number of complaints reported to DOT: 0

[illegible]

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by YAKUTIA AIRLINES (2018)**

Total number of complaints reported to DOT: 0

Total number of complaints reported to DOT: 0

[illegible]