

APPENDIX A

Summary of Disability-Related Complaint Data

All Carriers

Total number of complaints submitted: 36,930

Carrier Name	Number of Complaints
ACM AIR CHARTER LUFTFAHRTGESELLSCHA	0
ACROPOLIS AVIATION LTD	0
AER LINGUS LIMITED	32
AEROENLACES NACIONALES S.A. DE C.V.	0
AEROFLOT RUSSIAN AIRLINES	0
AEROGAL	0
AEROLINEAS ARGENTINAS, S.A.	0
AEROVIAS DE MEXICO, S.A. DE C.V.	3
AIR ATLANTA-ICELANDIC	0
AIR BUSAN	0
AIR CANADA	480
AIR CANADA ROUGE LP	365
AIR CHINA	1
AIR EUROPA LINEAS AEREAS, S.A.U.	14
AIR INDIA	1
AIR JAPAN, CO., LTD.	0
AIR NEW ZEALAND LIMITED	57
AIR SEOUL INC.	0
AIR SERBIA	0
AIR TAHITI NUI AIRLINES	12
AIR TRANSAT A.T., INC.	16
AIR X CHARTER LTD	0
AIRASIA X BERHAD	0
ALASKA AIRLINES, INC.	760
ALITALIA – SOCIETA' AEREA ITALIANA	59
ALL NIPPON AIRWAYS CO., LTD.	7
ALLEGiant AIR, INC.	759
AMERICAN AIRLINES, INC.	8,617
AMERICAN EAGLE AIRLINES, INC.	577
AMERISTAR AIR CARGO, INC.	0
ARKIA ISRAELI AIRLINES, LTD.	0
ARUBA AIRLINES	0
ASIANA AIRLINES, INC.	20
ATLAS AIR, INC.	0

AUSTRIAN AIRLINES AG	40
AVIANCA, S.A.	18
AVIOR AIRLINES	0
AZERBAIJAN AIRLINES	0
AZUL BRAZILIAN AIRLINES	2
BAHAMASAIR HOLDINGS LIMITED	0
BEIJING CAPITAL AIRLINES CO.,LTD.	0
BOLIVIANA DE AVIACIÓN	4
BRITISH AIRWAYS PLC	1,052
BRUSSELS AIRLINES	5
CARIBBEAN AIRLINES LIMITED	16
CARIBBEAN SUN AIRLINES DBA WAA	0
CATHAY PACIFIC AIRWAYS LIMITED	192
CAYMAN AIRWAYS LIMITED	3
CEBU PACIFIC AIR	0
CHINA AIRLINES, LTD.	0
CHINA EASTERN AIRLINES CORPORATION	4
CHINA SOUTHERN AIRLINE	1
COMLUX ARUBA	0
COMLUX MALTA LTD.	0
COMPANIA PANAMENA DE AVIACION, S.A.	172
COMPASS AIRLINES, LLC	24
CONDOR FLUGDIENST GMBH	34
DC AVIATION GMBH	0
DELTA AIR LINES, INC.	6,060
DEUTSCHE LUFTHANSA AG	480
DOMINICAN WINGS	0
DREAMJET D/B/A LACOMPAGNIE	2
EASTERN AIRLINES, LLC	0
EASTAR JET	0
EDELWEISS AIR AG	0
EGYPTAIR	0
EL AL ISRAEL AIRLINES LTD.	80
EMIRATES	266
ETHIOPIAN AIRLINES ENTERPRISE	2
ETIHAD AIRWAYS P.J.S.C.	80
EUROATLANTIC AIRWAYS TRANSPORTES AE	0
EUROWINGS	1
EVA AIRWAYS CORPORATION	2
EXPRESSJET AIRLINES	8
FAST COLOMBIA SAS	0
FIJI AIRWAYS	0

FINNAIR OY D/B/A FINNAIR OYJ	2
FIRST AIR	0
FLAIR AIRLINES	0
FLY JAMAICA	0
FRENCH BEE	1
FRONTIER AIRLINES, INC.	184
GLOBAL JET LUXEMBOURG S.A.	0
GOJET AIRLINES, LLC	8
GOL LINHAS AEREAS INTELIGENTES	0
HAINAN AIRLINES COMPANY LTD	0
HAWAIIAN AIRLINES, INC.	398
HI FLY LTD	0
HI FLY, TRANSPORTES AEREOS, S.A.	0
HILLWOOD AIRWAYS	0
HONG KONG AIRLINES LIMITED	8
HONG KONG EXPRESS AIRWAYS LIMITED	0
HORIZON AIR INDUSTRIES, INC.	99
IBERIA LINEAS AEREAS DE ESPANA, S.A	163
ICELANDAIR EHF.	35
JAPAN AIRLINES INTERNATIONAL CO.	5
JAZZ AVIATION LP	101
JEJU AIR COMPANY LIMITED	0
JETBLUE AIRWAYS CORPORATION	2,135
JETSTAR AIRWAYS PTY LIMITED	15
JIN AIR	0
K5-AVIATION GMBH	0
KENYA AIRWAYS PLC	0
KLM ROYAL DUTCH AIRLINES, N.V.	122
KOREAN AIR LINES CO., LTD.	7
KUWAIT AIRWAYS CORPORATION	0
LAN AIRLINES S.A.	5
LAN ARGENTINA S.A.	0
LAN COLOMBIA	0
LAN ECUADOR	8
LAN PERU S.A.	4
LIAT (1974) LTD	0
LINEAS AEREAS COSTARRICENSES S.A.	0
MERIDIANAFLY S.P.A.	4
MESA AIRLINES, INC.	33
MIAMI AIR INTERNATIONAL, INC.	0
MJET GMBH	0
NOLINOR AVIATION	0

NORWEGIAN AIR INTERNATIONAL LTD	19
NORWEGIAN AIR SHUTTLE ASA	89
NORWEGIAN AIR UK LTD	49
OMNI AIR INTERNATIONAL INC.	13
OPENSKIES	6
PAKISTAN INT'L AIRLINES CORPORATION	0
PHILIPPINE AIRLINES, INC.	5
PINNACLE AIRLINES, INC. / ENDEAVOR	61
POLSKIE LINIE LOTNICZE LOT, S.A.	7
PORTER AIRLINES INC.	25
PRIVILEGE STYLE	0
PSA AIRLINES	69
QANTAS AIRWAYS LIMITED	14
QATAR AIRWAYS Q.C.S.C.	43
REPUBLIC AIRLINES, INC.	99
ROYAL AIR MAROC	6
ROYAL JET LLC	0
ROYAL JORDANIAN AIRLINE	6
SATA INTERNACIONAL	7
SAUDI ARABIAN AIRLINES CORPORATION	1
SCANDINAVIAN AIRLINES SYSTEM	29
SCOOT	0
SCOTT AVIATION, LLC DBA SILVER AIR	0
SICHUAN AIRLINES	0
SIERRA PACIFIC AIRLINES, INC.	0
SINGAPORE AIRLINES LIMITED	0
SKY REGIONAL AIRLINES	159
SKYWEST AIRLINES, INC.	48
SOCIETE AIR FRANCE	399
SOUTH AFRICAN AIRWAYS SOC LIMITED	5
SOUTHWEST AIRLINES CO.	4,077
SPIRIT AIRLINES, INC.	1,915
SRILANKAN AIRLINES LIMITED	0
SUN COUNTRY MN AIRLINES, LLC	131
SUNRISE AIRWAYS, S.A. INC.	0
SUNWING AIRLINES	2
SURINAM AIRWAYS	0
SWISS INTERNATIONAL AIR LINES LTD.	50
SWOOP INC	1
TACA INTERNATIONAL AIRLINES, S.A.	5
TAG AVIATION (UK) LTD	0
TAM-LINHAS AEREAS, S.A.	8

TAME EP LINEA AEREA DEL ECUADOR	0
TAP AIR PORTUGAL	14
TAR AIRLINES	1
TEM ENTERPRISES/XTRA AIRWAYS	0
THOMAS COOK AIRLINES LIMITED	21
THOMAS COOK AIRLINES SCANDINAVIA	0
TITAN AIRWAYS LIMITED	0
TRANS AMERICAN AIRLINES S.A.	0
TRANSPORTES AEREOS DE CABO VERDE	0
TRAVEL SERVICE	0
TUI AIRLINES BELGIUM	4
TUI AIRLINES NEDERLAND, B.V.	9
TUI AIRWAYS LIMITED	3
TURKISH AIRLINES TURK HAVA YOLLARI	124
TWAY AIR	0
TYROLEAN JET SERVICE	0
UKRAINE INTERNATIONAL AIRLINE	1
UNITED AIR LINES, INC.	4,875
UZBEKISTAN AIRWAYS	0
VIRGIN AUSTRALIA	50
VIRGIN ATLANTIC AIRWAYS LIMITED	640
VOLARIS	5
VOLARIS COSTA RICA	1
VRG LINHAS AÉREAS S/A	0
WESTJET	137
WOW AIR	26
XIAMEN AIRLINES	0
XL AIRWAYS FRANCE	0
YAKUTIA AIRLINES	0
	36,930

	Vision Impairment	Hearing Impairment	Vision & Hearing Impairment	Paraplegic	Quadriplegic	Other wheelchair	Oxygen	Stretcher	Other Disability	Other Assistive Device	Mentally Impaired	Communicable Disease	Allergies
Refusal To Board Passenger	2	2	1	3	1	31	63	2	151	11	18	7	11
Refusal to Board w/o Attendant	1	2	0	1	0	3	0	0	4	0	3	0	0
Security Issues Regarding Disability	1	3	0	1	1	9	1	0	25	2	2	0	0
Aircraft Not Accessible	0	15	2	2	3	44	2	0	42	4	0	0	1
Airport Not Accessible	1	5	0	1	0	30	0	0	28	2	0	0	0
Advance Notice Dispute	0	1	0	1	0	56	11	0	13	8	8	0	6
Seating Accommodation	29	33	9	39	13	460	28	0	2,705	28	101	0	63
Failure to Provide Assistance	189	166	28	78	37	17,124	44	1	2,344	204	86	1	316
Damage to Assistive Device	1	2	0	18	7	708	9	0	65	421	0	0	0
Storage and Delay of Assistive Device	4	1	0	19	6	465	36	0	429	1,189	2	0	0
Service Animal Problem	17	11	0	0	0	17	1	0	2,343	67	494	0	114
Unsatisfactory Info	11	25	3	6	2	189	31	0	295	65	40	1	78
Other	47	124	17	19	5	1,745	46	5	2,104	206	61	0	585