

APPENDIX C

Summary of Disability-Related Complaint Data

Foreign Carriers

Total number of complaints submitted: 5,980

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
ALITALIA – SOCIETA' AEREA ITALIANA	59
ALL NIPPON AIRWAYS CO., LTD.	7
ARKIA ISRAELI AIRLINES, LTD.	0
ARUBA AIRLINES	0
ASIANA AIRLINES, INC.	20
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
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
CONDOR FLUGDIENST GMBH	34
DC AVIATION GMBH	0
DEUTSCHE LUFTHANSA AG	480
DOMINICAN WINGS	0
DREAMJET D/B/A LACOMPAGNIE	2
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
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
GLOBAL JET LUXEMBOURG S.A.	0

GOL LINHAS AEREAS INTELIGENTES	0
HAINAN AIRLINES COMPANY LTD	0
HI FLY LTD	0
HI FLY, TRANSPORTES AEREOS, S.A.	0
HONG KONG AIRLINES LIMITED	8
HONG KONG EXPRESS AIRWAYS LIMITED	0
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
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
MJET GMBH	0
NOLINOR AVIATION	0
NORWEGIAN AIR INTERNATIONAL LTD	19
NORWEGIAN AIR SHUTTLE ASA	89
NORWEGIAN AIR UK LTD	49
OPENSIES	6
PAKISTAN INT'L AIRLINES CORPORATION	0
PHILIPPINE AIRLINES, INC.	5
POLSKIE LINIE LOTNICZE LOT, S.A.	7
PORTER AIRLINES INC.	25
PRIVILEGE STYLE	0
QANTAS AIRWAYS LIMITED	14
QATAR AIRWAYS Q.C.S.C.	43
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
SICHUAN AIRLINES	0
SINGAPORE AIRLINES LIMITED	0
SKY REGIONAL AIRLINES	159
SOCIETE AIR FRANCE	399
SOUTH AFRICAN AIRWAYS SOC LIMITED	5
SRILANKAN AIRLINES LIMITED	0
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
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
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

	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	0	1	0	2	0	18	26	1	62	5	2	4	2
Refusal to Board w/o Attendant	0	0	0	1	0	3	0	0	2	0	2	0	0
Security Issues Regarding Disability	1	2	0	1	1	2	1	0	11	0	1	0	0
Aircraft Not Accessible	0	2	0	2	1	14	1	0	4	3	0	0	0
Airport Not Accessible	0	4	0	1	0	13	0	0	6	0	0	0	0
Advance Notice Dispute	0	1	0	1	0	14	5	0	9	2	0	0	1
Seating Accommodation	13	4	0	18	5	173	2	0	409	6	17	0	12
Failure to Provide Assistance	34	27	3	49	9	2,594	15	1	375	30	8	1	33
Damage to Assistive Device	0	0	0	16	5	273	6	0	9	98	0	0	0
Storage and Delay of Assistive Device	4	0	0	17	2	190	6	0	88	129	2	0	0
Service Animal Problem	3	0	0	0	0	4	0	0	119	3	19	0	7
Unsatisfactory Info	4	3	0	5	0	66	8	0	22	27	1	1	14
Other	14	27	0	13	2	393	12	0	203	24	12	0	56