

# APPENDIX B

# Summary of Disability-Related Complaint Data

## U.S. Carriers

Total number of complaints submitted: 30,950

| Carrier Name                       | Number of Complaints |
|------------------------------------|----------------------|
| ALASKA AIRLINES, INC.              | 760                  |
| ALLEGiant AIR, INC.                | 759                  |
| AMERICAN AIRLINES, INC.            | 8,617                |
| AMERICAN EAGLE AIRLINES, INC.      | 577                  |
| AMERISTAR AIR CARGO, INC.          | 0                    |
| ATLAS AIR, INC.                    | 0                    |
| CARIBBEAN SUN AIRLINES DBA WAA     | 0                    |
| COMPASS AIRLINES, LLC              | 24                   |
| DELTA AIR LINES, INC.              | 6,060                |
| EASTERN AIRLINES, LLC              | 0                    |
| EXPRESSJET AIRLINES                | 8                    |
| FRONTIER AIRLINES, INC.            | 184                  |
| GOJET AIRLINES, LLC                | 8                    |
| HAWAIIAN AIRLINES, INC.            | 398                  |
| HILLWOOD AIRWAYS                   | 0                    |
| HORIZON AIR INDUSTRIES, INC.       | 99                   |
| JETBLUE AIRWAYS CORPORATION        | 2,135                |
| MESA AIRLINES, INC.                | 33                   |
| MIAMI AIR INTERNATIONAL, INC.      | 0                    |
| OMNI AIR INTERNATIONAL INC.        | 13                   |
| PINNACLE AIRLINES, INC. / ENDEAVOR | 61                   |
| PSA AIRLINES                       | 69                   |
| REPUBLIC AIRLINES, INC.            | 99                   |
| SCOTT AVIATION, LLC DBA SILVER AIR | 0                    |
| SIERRA PACIFIC AIRLINES, INC.      | 0                    |
| SKYWEST AIRLINES, INC.             | 48                   |
| SOUTHWEST AIRLINES CO.             | 4,077                |
| SPIRIT AIRLINES, INC.              | 1,915                |
| SUN COUNTRY MN AIRLINES, LLC       | 131                  |
| TEM ENTERPRISES/XTRA AIRWAYS       | 0                    |
| UNITED AIR LINES, INC.             | 4,875                |
|                                    |                      |

|                                                | Vision<br>Impairment | Hearing<br>Impairment | Vision &<br>Hearing<br>Impairment | Paraplegic | Quadriplegic | Other<br>wheelchair | Oxygen | Stretcher | Other<br>Disability | Other<br>Assistive<br>Device | Mentally<br>Impaired | Communicable<br>Disease | Allergies |
|------------------------------------------------|----------------------|-----------------------|-----------------------------------|------------|--------------|---------------------|--------|-----------|---------------------|------------------------------|----------------------|-------------------------|-----------|
| Refusal To<br>Board Passenger                  | 2                    | 1                     | 1                                 | 1          | 1            | 13                  | 37     | 1         | 89                  | 6                            | 16                   | 3                       | 9         |
| Refusal to<br>Board w/o<br>Attendant           | 1                    | 2                     | 0                                 | 0          | 0            | 0                   | 0      | 0         | 2                   | 0                            | 1                    | 0                       | 0         |
| Security Issues<br>Regarding<br>Disability     | 0                    | 1                     | 0                                 | 0          | 0            | 7                   | 0      | 0         | 14                  | 2                            | 1                    | 0                       | 0         |
| Aircraft Not<br>Accessible                     | 0                    | 13                    | 2                                 | 0          | 2            | 30                  | 1      | 0         | 38                  | 1                            | 0                    | 0                       | 1         |
| Airport Not<br>Accessible                      | 1                    | 1                     | 0                                 | 0          | 0            | 17                  | 0      | 0         | 22                  | 2                            | 0                    | 0                       | 0         |
| Advance Notice<br>Dispute                      | 0                    | 0                     | 0                                 | 0          | 0            | 42                  | 6      | 0         | 4                   | 6                            | 8                    | 0                       | 5         |
| Seating<br>Accommodation                       | 16                   | 29                    | 9                                 | 21         | 8            | 287                 | 26     | 0         | 2,296               | 22                           | 84                   | 0                       | 51        |
| Failure to<br>Provide<br>Assistance            | 155                  | 139                   | 25                                | 29         | 28           | 14,530              | 29     | 0         | 1,969               | 174                          | 78                   | 0                       | 283       |
| Damage to<br>Assistive<br>Device               | 1                    | 2                     | 0                                 | 2          | 2            | 435                 | 3      | 0         | 56                  | 323                          | 0                    | 0                       | 0         |
| Storage and<br>Delay of<br>Assistive<br>Device | 0                    | 1                     | 0                                 | 2          | 4            | 275                 | 30     | 0         | 341                 | 1,060                        | 0                    | 0                       | 0         |
| Service Animal<br>Problem                      | 14                   | 11                    | 0                                 | 0          | 0            | 13                  | 1      | 0         | 2,224               | 64                           | 475                  | 0                       | 107       |
| Unsatisfactory<br>Info                         | 7                    | 22                    | 3                                 | 1          | 2            | 123                 | 23     | 0         | 273                 | 38                           | 39                   | 0                       | 64        |
| Other                                          | 33                   | 97                    | 17                                | 6          | 3            | 1,352               | 34     | 5         | 1,901               | 182                          | 49                   | 0                       | 529       |