

APPENDIX A

Summary of Disability-Related Complaint Data

All Carriers

Total number of complaints submitted: 42,418

Carrier Name	Number of Complaints
ABC AEROLINEAS, S.A. DE C.V.	2
ACM AIR CHARTER LUFTFAHRTGESELLSCHA	0
ACROPOLIS AVIATION LTD	0
AER LINGUS LIMITED	40
AEROENLACES NACIONALES S.A. DE C.V.	0
AEROFLOT RUSSIAN AIRLINES	7
AEROLINEAS ARGENTINAS, S.A.	0
AEROVIAS DE MEXICO, S.A. DE C.V.	156
AIR ATLANTA-ICELANDIC	0
AIR BUSAN	0
AIR CANADA	377
AIR CANADA ROUGE LP	362
AIR CHINA	0
AIR EUROPA LINEAS AEREAS, S.A.U.	14
AIR INDIA	2
AIR ITALY S.P.A.	0
AIR JAPAN, CO., LTD.	2
AIR NEW ZEALAND LIMITED	81
AIR NORTH	0
AIR SEOUL INC.	0
AIR SERBIA	3
AIR TAHITI NUI AIRLINES	7
AIR TRANSAT A.T., INC.	8
AIR X CHARTER LTD	0
AIRASIA X BERHAD	0
ALASKA AIRLINES, INC.	751
ALITALIA – SOCIETA’ AEREA ITALIANA	26
ALL NIPPON AIRWAYS CO., LTD.	6
ALLEGiant AIR, INC.	793
AMERICAN AIRLINES, INC.	9,152
AMERICAN EAGLE AIRLINES, INC.	1,040
AMERISTAR AIR CARGO, INC.	0
ARKIA ISRAELI AIRLINES, LTD.	0
ARUBA AIRLINES	0

ASIANA AIRLINES, INC.	15
ATLAS AIR, INC.	0
AUSTRIAN AIRLINES AG	39
AVIANCA, S.A.	11
AVION EXPRESS MALTA	0
AVIOR AIRLINES	1
AZERBAIJAN AIRLINES	0
AZUL BRAZILIAN AIRLINES	2
BAHAMASAIR HOLDINGS LIMITED	0
BEIJING CAPITAL AIRLINES CO.,LTD.	0
BOLIVIANA DE AVIACIÓN	0
BRITISH AIRWAYS PLC	1,574
BRUSSELS AIRLINES	4
CARIBBEAN AIRLINES LIMITED	10
CARIBBEAN SUN AIRLINES DBA WAA	1
CATHAY PACIFIC AIRWAYS LIMITED	123
CAYMAN AIRWAYS LIMITED	1
CEBU PACIFIC AIR	0
CHINA AIRLINES, LTD.	2
CHINA EASTERN AIRLINES CORPORATION	5
CHINA SOUTHERN AIRLINE	8
COMLUX ARUBA	0
COMLUX MALTA LTD.	0
COMPANIA PANAMENA DE AVIACION, S.A.	101
COMPASS AIRLINES, LLC	20
CONDOR FLUGDIENST GMBH	34
DC AVIATION GMBH	0
DELTA AIR LINES, INC.	7,582
DEUTSCHE LUFTHANSA AG	508
DOMINICAN WINGS	0
DREAMJET D/B/A LACOMPAGNIE	3
EASTERN AIRLINES, LLC	0
EDELWEISS AIR AG	0
EGYPTAIR	0
EL AL ISRAEL AIRLINES LTD.	88
EMIRATES	268
ETHIOPIAN AIRLINES ENTERPRISE	0
ETIHAD AIRWAYS P.J.S.C.	111
EUROATLANTIC AIRWAYS TRANSPORTES AE	0
EUROWINGS	5
EVA AIRWAYS CORPORATION	2
EXPRESSJET AIRLINES	3

FAST COLOMBIA SAS	0
FIJI AIRWAYS	0
FINNAIR OY D/B/A FINNAIR OYJ	3
FIRST AIR	0
FLAIR AIRLINES	0
FRENCH BEE	2
FRONTIER AIRLINES, INC.	244
GLOBAL JET LUXEMBOURG S.A.	0
GOJET AIRLINES, LLC	8
GOL LINHAS AEREAS INTELIGENTES	9
HAINAN AIRLINES COMPANY LTD	1
HAWAIIAN AIRLINES, INC.	396
HI FLY LTD	0
HI FLY, TRANSPORTES AEREOS, S.A.	0
HILLWOOD AIRWAYS	0
HONG KONG AIRLINES LIMITED	4
HONG KONG EXPRESS AIRWAYS LIMITED	0
HORIZON AIR INDUSTRIES, INC.	102
IBERIA LINEAS AEREAS DE ESPANA, S.A	181
ICELANDAIR EHF.	51
JAPAN AIRLINES INTERNATIONAL CO.	11
JAZZ AVIATION LP	112
JEJU AIR COMPANY LIMITED	0
JETBLUE AIRWAYS CORPORATION	1,851
JETSTAR AIRWAYS PTY LIMITED	8
JIN AIR	0
K5-AVIATION GMBH	0
KENYA AIRWAYS PLC	1
KLM ROYAL DUTCH AIRLINES, N.V.	199
KOREAN AIR LINES CO., LTD.	27
KUWAIT AIRWAYS CORPORATION	4
LAN AIRLINES S.A.	3
LAN ARGENTINA S.A.	0
LAN COLOMBIA	0
LAN ECUADOR	0
LAN PERU S.A.	0
LIAT (1974) LTD	0
LINEAS AEREAS COSTARRICENSES S.A.	1
MESA AIRLINES, INC.	17
MIAMI AIR INTERNATIONAL, INC.	0
MJET GMBH	0
NOLINOR AVIATION	0

NORWEGIAN AIR INTERNATIONAL LTD	3
NORWEGIAN AIR SHUTTLE ASA	98
NORWEGIAN AIR SWEDEN	0
NORWEGIAN AIR UK LTD	79
OMNI AIR INTERNATIONAL INC.	4
PAKISTAN INT'L AIRLINES CORPORATION	0
PHILIPPINE AIRLINES, INC.	4
PINNACLE AIRLINES, INC. / ENDEAVOR	58
POLSKIE LINIE LOTNICZE LOT, S.A.	80
PORTER AIRLINES INC.	20
PRIVILEGE STYLE	0
PSA AIRLINES	200
QANTAS AIRWAYS LIMITED	19
QATAR AIRWAYS Q.C.S.C.	21
REPUBLIC AIRLINES, INC.	96
ROYAL AIR MAROC	7
ROYAL JET LLC	0
ROYAL JORDANIAN AIRLINE	3
SATA INTERNACIONAL	2
SAUDI ARABIAN AIRLINES CORPORATION	2
SCANDINAVIAN AIRLINES SYSTEM	33
SCOOT	0
SCOTT AVIATION, LLC DBA SILVER AIR	0
SICHUAN AIRLINES	0
SIERRA PACIFIC AIRLINES, INC.	0
SILVER AIRWAYS LLC	6
SINGAPORE AIRLINES LIMITED	0
SKY REGIONAL AIRLINES	138
SKYMARK AIRLINES	0
SKYWEST AIRLINES, INC.	127
SOCIETE AIR FRANCE	491
SOUTH AFRICAN AIRWAYS SOC LIMITED	3
SOUTHWEST AIRLINES CO.	4,868
SPIRIT AIRLINES, INC.	2,325
SRILANKAN AIRLINES LIMITED	0
SUN COUNTRY MN AIRLINES, LLC	145
SUNCLASS AIRLINES APS	0
SUNRISE AIRWAYS, S.A. INC.	0
SUNWING AIRLINES	23
SURINAM AIRWAYS	0
SWISS INTERNATIONAL AIR LINES LTD.	71
SWOOP INC	8

TACA INTERNATIONAL AIRLINES, S.A.	7
TAG AVIATION (UK) LTD	0
TAM-LINHAS AEREAS, S.A.	19
TAME EP LINEA AEREA DEL ECUADOR	0
TAP AIR PORTUGAL	15
TAR AIRLINES	0
TEM ENTERPRISES/XTRA AIRWAYS	0
TITAN AIRWAYS LIMITED	0
TRANS AMERICAN AIRLINES S.A.	2
TRANSPORTES AEREOS DE CABO VERDE	0
TRAVEL SERVICE	0
TUI AIRLINES BELGIUM	2
TUI AIRLINES NEDERLAND, B.V.	3
TUI AIRWAYS LIMITED	2
TURKISH AIRLINES TURK HAVA YOLLARI	198
TWAY AIR	0
TYROLEAN JET SERVICE	0
UKRAINE INTERNATIONAL AIRLINE	4
UNITED AIR LINES, INC.	5,721
UZBEKISTAN AIRWAYS	0
VIRGIN ATLANTIC AIRWAYS LIMITED	709
VIRGIN AUSTRALIA	40
VOLARIS	1
VOLARIS COSTA RICA	0
WESTJET	176
XIAMEN AIRLINES	0
YAKUTIA AIRLINES	0
Total	42,418

	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	3	1	6	5	18	68	0	150	15	19	4	13
Refusal to Board w/o Attendant	0	0	1	1	0	7	0	0	5	0	1	0	0
Security Issues Regarding Disability	0	2	0	2	0	18	1	0	15	2	1	0	1
Aircraft Not Accessible	0	19	0	5	2	56	3	1	33	9	2	0	0
Airport Not Accessible	3	4	0	4	0	46	0	0	23	1	1	0	1
Advance Notice Dispute	2	1	0	3	1	137	6	0	19	7	5	0	18
Seating Accommodation	33	46	9	44	10	576	16	0	3,185	20	112	0	61
Failure to Provide Assistance	199	224	34	117	31	19,904	114	1	2,521	253	97	3	367
Damage to Assistive Device	4	6	0	38	7	811	5	0	81	444	0	0	1
Storage and Delay of Assistive Device	2	1	1	32	11	635	29	0	363	1,513	3	1	3
Service Animal Problem	13	9	1	0	0	24	2	1	2,549	88	478	0	89
Unsatisfactory Info	8	23	5	15	4	286	22	0	285	48	64	2	63
Other	54	131	13	36	9	1,764	47	1	2,766	286	65	4	424