

APPENDIX C

Summary of Disability-Related Complaint Data

Foreign Carriers

Total number of complaints submitted: 6,908

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
ALITALIA – SOCIETA’ AEREA ITALIANA	26
ALL NIPPON AIRWAYS CO., LTD.	6
ARKIA ISRAELI AIRLINES, LTD.	0
ARUBA AIRLINES	0
ASIANA AIRLINES, INC.	15
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
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
CONDOR FLUGDIENST GMBH	34
DC AVIATION GMBH	0
DEUTSCHE LUFTHANSA AG	508
DOMINICAN WINGS	0
DREAMJET D/B/A LACOMPAGNIE	3
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
FAST COLOMBIA SAS	0
FIJI AIRWAYS	0
FINNAIR OY D/B/A FINNAIR OYJ	3
FIRST AIR	0
FLAIR AIRLINES	0
FRENCH BEE	2
GLOBAL JET LUXEMBOURG S.A.	0
GOL LINHAS AEREAS INTELIGENTES	9
HAINAN AIRLINES COMPANY LTD	1
HI FLY LTD	0
HI FLY, TRANSPORTES AEREOS, S.A.	0
HONG KONG AIRLINES LIMITED	4

HONG KONG EXPRESS AIRWAYS LIMITED	0
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
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
MJET GMBH	0
NOLINOR AVIATION	0
NORWEGIAN AIR INTERNATIONAL LTD	3
NORWEGIAN AIR SHUTTLE ASA	98
NORWEGIAN AIR SWEEDEN	0
NORWEGIAN AIR UK LTD	79
PAKISTAN INT'L AIRLINES CORPORATION	0
PHILIPPINE AIRLINES, INC.	4
POLSKIE LINIE LOTNICZE LOT, S.A.	80
PORTER AIRLINES INC.	20
PRIVILEGE STYLE	0
QANTAS AIRWAYS LIMITED	19
QATAR AIRWAYS Q.C.S.C.	21
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
SICHUAN AIRLINES	0
SINGAPORE AIRLINES LIMITED	0

SKY REGIONAL AIRLINES	138
SKYMARK AIRLINES	0
SOCIETE AIR FRANCE	491
SOUTH AFRICAN AIRWAYS SOC LIMITED	3
SRILANKAN AIRLINES LIMITED	0
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
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
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	6,908

	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	2	1	6	4	11	27	0	77	3	9	2	6
Refusal to Board w/o Attendant	0	0	0	1	0	3	0	0	3	0	1	0	0
Security Issues Regarding Disability	0	2	0	2	0	11	1	0	6	0	1	0	1
Aircraft Not Accessible	0	2	0	3	0	21	1	1	5	1	0	0	0
Airport Not Accessible	0	1	0	4	0	18	0	0	3	0	0	0	0
Advance Notice Dispute	0	0	0	2	0	60	3	0	8	5	0	0	1
Seating Accommodation	10	11	2	29	2	263	3	0	469	3	29	0	12
Failure to Provide Assistance	37	20	2	90	3	2,735	81	1	454	20	23	3	21
Damage to Assistive Device	0	0	0	33	2	376	2	0	52	57	0	0	0
Storage and Delay of Assistive Device	0	0	0	30	2	240	4	0	85	74	0	0	2
Service Animal Problem	3	0	1	0	0	4	2	0	113	2	24	0	7
Unsatisfactory Info	3	7	0	12	2	124	3	0	57	3	11	2	12
Other	10	12	0	26	1	510	12	1	230	25	14	4	70