

APPENDIX D

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by ABC AEROLINEAS, S.A. DE C.V. (2019)**

Total number of complaints reported to DOT: 2

Total number of complaints reported to DOT: 2

[illegible]

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by ACM AIR CHARTER LUFTFAHRTGESELLSCHA (2019)**

Total number of complaints reported to DOT: 0

Total number of complaints reported to DOT: 0

[illegible]

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by ACROPOLIS AVIATION LTD (2019)**

Total number of complaints reported to DOT: 0

Total number of complaints reported to DOT: 0

[illegible]

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by AER LINGUS LIMITED (2019)**

Total number of complaints reported to DOT: 40

Total number of complaints reported to DOT: 40

[illegible]

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by AEROENLACES NACIONALES S.A. DE C.V. (2019)**

Total number of complaints reported to DOT: 0

Total number of complaints reported to DOT: 0

[illegible]

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by AEROFLOT RUSSIAN AIRLINES (2019)**

Total number of complaints reported to DOT: 7

Total number of complaints reported to DOT: 7

[illegible]

Total number of complaints reported to DOT: 0

	Vision Impairment	Hearing Impairment	Vision & Hearing Impairment	Paraplegic	Quadriplegic	Other wheelchair	Oxygen	Stretcher	Other Disability	Other Assistive Device	Mentally Impaired	Communicable Disease	Allergies	Total of Category of Complaints
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[illegible]

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by AEROVIAS DE MEXICO, S.A. DE C.V. (2019)**

Total number of complaints reported to DOT: 156

Total number of complaints reported to DOT: 156

	Vision Impairment	Hearing Impairment	Vision & Hearing Impairment	Paraplegic	Quadriplegic	Other wheelchair	Oxygen	Stretcher	Other Disability	Other Assistive Device	Mentally Impaired	Communicable Disease	Allergies	Total of Category of Complaints
Refusal To Board Passenger	0	1	0	0	0	1	1	0	2	0	0	0	0	5
Refusal to Board w/o Attendant	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Security Issues Regarding Disability	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Aircraft Not Accessible	0	2	0	0	0	0	0	0	3	0	0	0	0	5
Airport Not Accessible	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Advance Notice Dispute	0	0	0	0	0	2	0	0	0	0	0	0	0	2
Seating Accommodation	0	0	0	0	0	1	0	0	2	0	0	0	0	3
Failure to Provide Assistance	1	0	0	0	0	48	0	0	9	0	0	0	0	58
Damage to Assistive Device	0	0	0	0	1	33	1	0	1	0	0	0	0	36
Storage and Delay of Assistive Device	0	0	0	0	0	18	0	0	1	0	0	0	0	19
Service Animal Problem	0	0	0	0	0	0	0	0	4	0	0	0	0	4
Unsatisfactory Info	0	0	0	0	0	14	1	0	7	0	1	0	0	23
Other	0	0	0	0	0	1	0	0	0	0	0	0	0	1

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by AIR ATLANTA-ICELANDIC (2019)**

Total number of complaints reported to DOT: 0

	Vision Impairment	Hearing Impairment	Vision & Hearing Impairment	Paraplegic	Quadriplegic	Other wheelchair	Oxygen	Stretcher	Other Disability	Other Assistive Device	Mentally Impaired	Communicable Disease	Allergies	Total of Category of Complaints
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[illegible]

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by AIR BUSAN (2019)**

Total number of complaints reported to DOT: 0

Total number of complaints reported to DOT: 0

[illegible]

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by AIR CANADA (2019)**

Total number of complaints reported to DOT: 377

	Vision Impairment	Hearing Impairment	Vision & Hearing Impairment	Paraplegic	Quadriplegic	Other wheelchair	Oxygen	Stretcher	Other Disability	Other Assistive Device	Mentally Impaired	Communicable Disease	Allergies	Total of Category of Complaints
Refusal To Board Passenger	0	0	0	0	0	0	0	0	7	0	0	0	1	8
Refusal to Board w/o Attendant	0	0	0	0	0	0	0	0	0	0	1	0	0	1
Security Issues Regarding Disability	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Aircraft Not Accessible	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Airport Not Accessible	0	1	0	0	0	0	0	0	0	0	0	0	0	1
Advance Notice Dispute	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Seating Accommodation	1	4	0	0	0	2	0	0	53	0	0	0	4	64
Failure to Provide Assistance	5	1	0	0	1	177	1	0	34	0	1	0	3	223
Damage to Assistive Device	0	0	0	0	0	0	0	0	0	1	0	0	0	1
Storage and Delay of Assistive Device	0	0	0	0	0	0	0	0	11	5	0	0	0	16
Service Animal Problem	0	0	0	0	0	0	0	0	13	0	0	0	2	15
Unsatisfactory Info	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Other	2	2	0	0	0	13	1	0	19	1	1	0	9	48

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by AIR CANADA ROUGE LP (2019)**

Total number of complaints reported to DOT: 362

	Vision Impairment	Hearing Impairment	Vision & Hearing Impairment	Paraplegic	Quadriplegic	Other wheelchair	Oxygen	Stretcher	Other Disability	Other Assistive Device	Mentally Impaired	Communicable Disease	Allergies	Total of Category of Complaints
Refusal To Board Passenger	0	0	0	0	0	0	3	0	8	0	0	0	3	14
Refusal to Board w/o Attendant	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Security Issues Regarding Disability	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Aircraft Not Accessible	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Airport Not Accessible	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Advance Notice Dispute	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Seating Accommodation	2	0	0	0	1	4	0	0	70	0	0	0	1	78
Failure to Provide Assistance	0	2	0	1	0	161	0	0	23	0	0	0	4	191
Damage to Assistive Device	0	0	0	0	0	0	0	0	0	3	0	0	0	3
Storage and Delay of Assistive Device	0	0	0	0	0	4	1	0	13	3	0	0	0	21
Service Animal Problem	0	0	0	0	0	0	0	0	12	0	0	0	2	14
Unsatisfactory Info	0	2	0	0	0	0	0	0	0	0	0	0	0	2
Other	1	0	0	0	0	10	0	0	19	0	0	0	9	39

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by AIR CHINA (2019)**

Total number of complaints reported to DOT: 0

Total number of complaints reported to DOT: 0

[illegible]

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by AIR EUROPA LINEAS AEREAS, S.A.U. (2019)**

Total number of complaints reported to DOT: 14

Total number of complaints reported to DOT: 14

[illegible]

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by AIR INDIA (2019)**

Total number of complaints reported to DOT: 2

	Vision Impairment	Hearing Impairment	Vision & Hearing Impairment	Paraplegic	Quadriplegic	Other wheelchair	Oxygen	Stretcher	Other Disability	Other Assistive Device	Mentally Impaired	Communicable Disease	Allergies	Total of Category of Complaints
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[illegible]

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by AIR ITALY S.P.A. (2019)**

Total number of complaints reported to DOT: 0

	Vision Impairment	Hearing Impairment	Vision & Hearing Impairment	Paraplegic	Quadriplegic	Other wheelchair	Oxygen	Stretcher	Other Disability	Other Assistive Device	Mentally Impaired	Communicable Disease	Allergies	Total of Category of Complaints
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[illegible]

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by AIR JAPAN, CO., LTD. (2019)**

Total number of complaints reported to DOT: 2

	Vision Impairment	Hearing Impairment	Vision & Hearing Impairment	Paraplegic	Quadriplegic	Other wheelchair	Oxygen	Stretcher	Other Disability	Other Assistive Device	Mentally Impaired	Communicable Disease	Allergies	Total of Category of Complaints
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Refusal To Board Passenger	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Refusal to Board w/o Attendant	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Security Issues Regarding Disability	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Aircraft Not Accessible	0	0	0	0	0	1	0	0	0	0	0	0	0	1
Airport Not Accessible	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Advance Notice Dispute	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Seating Accommodation	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Failure to Provide Assistance	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Damage to Assistive Device	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Storage and Delay of Assistive Device	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Service Animal Problem	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Unsatisfactory Info	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Other	0	0	0	0	0	1	0	0	0	0	0	0	0	1

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by AIR NEW ZEALAND LIMITED (2019)**

Total number of complaints reported to DOT: 81

	Vision Impairment	Hearing Impairment	Vision & Hearing Impairment	Paraplegic	Quadriplegic	Other wheelchair	Oxygen	Stretcher	Other Disability	Other Assistive Device	Mentally Impaired	Communicable Disease	Allergies	Total of Category of Complaints
Refusal To Board Passenger	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Refusal to Board w/o Attendant	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Security Issues Regarding Disability	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Aircraft Not Accessible	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Airport Not Accessible	0	0	0	0	0	1	0	0	0	0	0	0	0	1
Advance Notice Dispute	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Seating Accommodation	0	1	1	0	0	7	0	0	23	0	0	0	0	32
Failure to Provide Assistance	0	0	0	0	0	30	0	0	0	0	0	0	0	30
Damage to Assistive Device	0	0	0	0	0	0	0	0	0	1	0	0	0	1
Storage and Delay of Assistive Device	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Service Animal Problem	0	0	1	0	0	0	0	0	0	0	1	0	1	3
Unsatisfactory Info	0	0	0	0	0	2	0	0	0	0	0	0	0	2
Other	1	0	0	0	0	3	0	0	5	1	0	0	2	12

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by AIR NORTH (2019)**

Total number of complaints reported to DOT: 0

Total number of complaints reported to DOT: 0

[illegible]

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by AIR SEOUL INC. (2019)

Total number of complaints reported to DOT: 0

Total number of complaints reported to DOT: 0

[illegible]

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by AIR SERBIA (2019)**

Total number of complaints reported to DOT: 3

Total number of complaints reported to DOT: 3

[illegible]

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by AIR TAHITI NUI AIRLINES (2019)**

Total number of complaints reported to DOT: 7

Total number of complaints reported to DOT: 7

	Vision Impairment	Hearing Impairment	Vision & Hearing Impairment	Paraplegic	Quadriplegic	Other wheelchair	Oxygen	Stretcher	Other Disability	Other Assistive Device	Mentally Impaired	Communicable Disease	Allergies	Total of Category of Complaints
Refusal To Board Passenger	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Refusal to Board w/o Attendant	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Security Issues Regarding Disability	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Aircraft Not Accessible	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Airport Not Accessible	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Advance Notice Dispute	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Seating Accommodation	0	0	0	0	0	1	0	0	0	0	0	0	0	1
Failure to Provide Assistance	0	0	0	0	0	2	0	0	0	0	0	0	0	2
Damage to Assistive Device	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Storage and Delay of Assistive Device	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Service Animal Problem	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Unsatisfactory Info	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Other	0	0	0	0	0	4	0	0	0	0	0	0	0	4

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by AIR TRANSAT A.T., INC. (2019)**

Total number of complaints reported to DOT: 8

	Vision Impairment	Hearing Impairment	Vision & Hearing Impairment	Paraplegic	Quadriplegic	Other wheelchair	Oxygen	Stretcher	Other Disability	Other Assistive Device	Mentally Impaired	Communicable Disease	Allergies	Total of Category of Complaints
Refusal To Board Passenger	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Refusal to Board w/o Attendant	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Security Issues Regarding Disability	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Aircraft Not Accessible	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Airport Not Accessible	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Advance Notice Dispute	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Seating Accommodation	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Failure to Provide Assistance	0	0	0	0	0	6	0	0	0	0	0	0	0	6
Damage to Assistive Device	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Storage and Delay of Assistive Device	0	0	0	0	0	1	0	0	0	0	0	0	0	1
Service Animal Problem	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Unsatisfactory Info	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Other	0	0	0	0	0	0	1	0	0	0	0	0	0	1

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by AIR X CHARTER LTD (2019)

Total number of complaints reported to DOT: 0

[illegible][illegible]

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by AIRASIA X BERHAD (2019)**

Total number of complaints reported to DOT: 0

	Vision Impairment	Hearing Impairment	Vision & Hearing Impairment	Paraplegic	Quadriplegic	Other wheelchair	Oxygen	Stretcher	Other Disability	Other Assistive Device	Mentally Impaired	Communicable Disease	Allergies	Total of Category of Complaints
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[illegible]

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by ALASKA AIRLINES, INC. (2019)**

Total number of complaints reported to DOT: 751

	Vision Impairment	Hearing Impairment	Vision & Hearing Impairment	Paraplegic	Quadriplegic	Other wheelchair	Oxygen	Stretcher	Other Disability	Other Assistive Device	Mentally Impaired	Communicable Disease	Allergies	Total of Category of Complaints
Refusal To Board Passenger	0	0	0	0	0	0	1	0	5	0	0	0	1	7
Refusal to Board w/o Attendant	0	0	0	0	0	0	0	0	1	0	0	0	0	1
Security Issues Regarding Disability	0	0	0	0	0	2	0	0	0	0	0	0	0	2
Aircraft Not Accessible	0	0	0	0	0	1	0	0	5	0	0	0	0	6
Airport Not Accessible	0	0	0	0	0	0	0	0	2	0	0	0	0	2
Advance Notice Dispute	0	1	0	0	0	0	0	0	0	0	0	0	0	1
Seating Accommodation	0	0	0	2	0	0	0	0	91	2	1	0	0	96
Failure to Provide Assistance	3	2	0	1	0	421	0	0	21	1	1	0	0	450
Damage to Assistive Device	0	0	0	0	0	9	0	0	0	11	0	0	0	20
Storage and Delay of Assistive Device	0	0	0	0	0	3	0	0	0	12	0	0	0	15
Service Animal Problem	0	0	0	0	0	0	0	0	78	0	0	0	0	78
Unsatisfactory Info	0	1	0	0	0	0	1	0	0	0	0	0	0	2
Other	0	6	0	0	1	4	2	0	52	3	1	0	2	71

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by ALITALIA SOCIETA AEREA ITALIANA (2019)**

Total number of complaints reported to DOT: 26

	Vision Impairment	Hearing Impairment	Vision & Hearing Impairment	Paraplegic	Quadriplegic	Other wheelchair	Oxygen	Stretcher	Other Disability	Other Assistive Device	Mentally Impaired	Communicable Disease	Allergies	Total of Category of Complaints
Refusal To Board Passenger	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Refusal to Board w/o Attendant	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Security Issues Regarding Disability	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Aircraft Not Accessible	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Airport Not Accessible	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Advance Notice Dispute	0	0	0	0	0	2	0	0	0	0	0	0	0	2
Seating Accommodation	0	1	0	0	0	0	0	0	2	0	0	0	0	3
Failure to Provide Assistance	0	0	0	0	0	12	0	0	0	0	0	0	0	12
Damage to Assistive Device	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Storage and Delay of Assistive Device	0	0	0	0	0	0	0	0	1	0	0	0	0	1
Service Animal Problem	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Unsatisfactory Info	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Other	0	1	0	0	0	1	0	0	6	0	0	0	0	8

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by ALL NIPPON AIRWAYS CO., LTD. (2019)**

Total number of complaints reported to DOT: 6

	Vision Impairment	Hearing Impairment	Vision & Hearing Impairment	Paraplegic	Quadriplegic	Other wheelchair	Oxygen	Stretcher	Other Disability	Other Assistive Device	Mentally Impaired	Communicable Disease	Allergies	Total of Category of Complaints
Refusal To Board Passenger	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Refusal to Board w/o Attendant	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Security Issues Regarding Disability	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Aircraft Not Accessible	0	0	0	0	0	0	0	0	0	1	0	0	0	1
Airport Not Accessible	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Advance Notice Dispute	0	0	0	0	0	0	0	0	1	0	0	0	0	1
Seating Accommodation	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Failure to Provide Assistance	1	0	0	0	0	0	0	0	0	0	0	0	0	1
Damage to Assistive Device	0	0	0	0	0	1	0	0	0	0	0	0	0	1
Storage and Delay of Assistive Device	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Service Animal Problem	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Unsatisfactory Info	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Other	0	0	0	0	0	1	0	0	0	1	0	0	0	2

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by ALLEGiant AIR, INC. (2019)**

Total number of complaints reported to DOT: 793

	Vision Impairment	Hearing Impairment	Vision & Hearing Impairment	Paraplegic	Quadriplegic	Other wheelchair	Oxygen	Stretcher	Other Disability	Other Assistive Device	Mentally Impaired	Communicable Disease	Allergies	Total of Category of Complaints
Refusal To Board Passenger	0	0	0	0	0	0	2	0	3	0	0	0	0	5
Refusal to Board w/o Attendant	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Security Issues Regarding Disability	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Aircraft Not Accessible	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Airport Not Accessible	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Advance Notice Dispute	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Seating Accommodation	0	2	0	0	0	6	1	0	16	0	7	0	1	33
Failure to Provide Assistance	1	2	0	0	0	190	0	0	3	0	2	0	0	198
Damage to Assistive Device	0	0	0	2	0	3	0	0	0	4	0	0	0	9
Storage and Delay of Assistive Device	0	0	0	0	0	0	0	0	0	1	0	0	0	1
Service Animal Problem	1	1	0	0	0	0	0	0	345	0	0	0	0	347
Unsatisfactory Info	3	3	1	0	0	60	4	0	64	4	5	0	39	183
Other	0	1	0	0	0	8	0	0	6	0	1	0	1	17

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by AMERICAN AIRLINES, INC. (2019)**

Total number of complaints reported to DOT: 9,152

	Vision Impairment	Hearing Impairment	Vision & Hearing Impairment	Paraplegic	Quadriplegic	Other wheelchair	Oxygen	Stretcher	Other Disability	Other Assistive Device	Mentally Impaired	Communicable Disease	Allergies	Total of Category of Complaints
Refusal To Board Passenger	0	1	0	0	0	4	1	0	20	5	1	0	0	32
Refusal to Board w/o Attendant	0	0	0	0	0	2	0	0	0	0	0	0	0	2
Security Issues Regarding Disability	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Aircraft Not Accessible	0	0	0	0	0	11	0	0	1	1	0	0	0	13
Airport Not Accessible	0	0	0	0	0	3	0	0	3	0	0	0	0	6
Advance Notice Dispute	0	0	0	0	0	2	0	0	4	1	0	0	1	8
Seating Accommodation	5	7	2	4	1	48	0	0	1110	8	3	0	16	1204
Failure to Provide Assistance	31	20	5	2	4	4080	2	0	548	132	12	0	28	4864
Damage to Assistive Device	0	0	0	0	1	88	0	0	10	99	0	0	0	198
Storage and Delay of Assistive Device	0	0	0	0	3	139	4	0	143	672	0	0	0	961
Service Animal Problem	1	1	0	0	0	3	0	0	442	67	0	0	17	531
Unsatisfactory Info	1	2	3	0	0	21	2	0	39	11	0	0	0	79
Other	11	15	2	2	2	254	3	0	812	115	3	0	35	1254

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by AMERICAN EAGLE AIRLINES, INC. (2019)**

Total number of complaints reported to DOT: 1,040

	Vision Impairment	Hearing Impairment	Vision & Hearing Impairment	Paraplegic	Quadriplegic	Other wheelchair	Oxygen	Stretcher	Other Disability	Other Assistive Device	Mentally Impaired	Communicable Disease	Allergies	Total of Category of Complaints
Refusal To Board Passenger	0	0	0	0	0	0	0	0	1	0	0	0	0	1
Refusal to Board w/o Attendant	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Security Issues Regarding Disability	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Aircraft Not Accessible	0	0	0	0	0	3	0	0	0	3	0	0	0	6
Airport Not Accessible	0	0	0	0	0	3	0	0	0	0	0	0	0	3
Advance Notice Dispute	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Seating Accommodation	0	0	0	0	0	5	0	0	71	0	0	0	0	76
Failure to Provide Assistance	11	13	0	0	0	368	0	0	112	25	0	0	0	529
Damage to Assistive Device	0	0	0	0	0	8	0	0	0	28	0	0	0	36
Storage and Delay of Assistive Device	0	0	0	0	0	23	0	0	16	113	0	0	0	152
Service Animal Problem	0	0	0	0	0	0	0	0	61	11	0	0	0	72
Unsatisfactory Info	0	4	0	0	0	8	0	0	1	0	0	0	0	13
Other	0	1	0	0	0	10	0	0	133	8	0	0	0	152

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by AMERISTAR AIR CARGO, INC. (2019)**

Total number of complaints reported to DOT: 0

Total number of complaints reported to DOT: 0

[illegible]

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by ARKIA ISRAELI AIRLINES, LTD. (2019)**

Total number of complaints reported to DOT: 0

Total number of complaints reported to DOT: 0

[illegible]

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by ARUBA AIRLINES (2019)**

Total number of complaints reported to DOT: 0

Total number of complaints reported to DOT: 0

[illegible]

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by ASIANA AIRLINES, INC. (2019)**

Total number of complaints reported to DOT: 15

Total number of complaints reported to DOT: 15

	Vision Impairment	Hearing Impairment	Vision & Hearing Impairment	Paraplegic	Quadriplegic	Other wheelchair	Oxygen	Stretcher	Other Disability	Other Assistive Device	Mentally Impaired	Communicable Disease	Allergies	Total of Category of Complaints
Refusal To Board Passenger	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Refusal to Board w/o Attendant	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Security Issues Regarding Disability	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Aircraft Not Accessible	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Airport Not Accessible	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Advance Notice Dispute	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Seating Accommodation	0	0	0	0	0	2	0	0	0	0	1	0	0	3
Failure to Provide Assistance	0	0	0	0	0	7	1	0	0	0	1	0	0	9
Damage to Assistive Device	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Storage and Delay of Assistive Device	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Service Animal Problem	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Unsatisfactory Info	0	0	0	0	0	2	0	0	0	0	0	0	0	2
Other	0	0	0	0	0	1	0	0	0	0	0	0	0	1

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by ATLAS AIR, INC. (2019)**

Total number of complaints reported to DOT: 0

Total number of complaints reported to DOT: 0

[illegible]

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by AUSTRIAN AIRLINES AG (2019)**

Total number of complaints reported to DOT: 39

	Vision Impairment	Hearing Impairment	Vision & Hearing Impairment	Paraplegic	Quadriplegic	Other wheelchair	Oxygen	Stretcher	Other Disability	Other Assistive Device	Mentally Impaired	Communicable Disease	Allergies	Total of Category of Complaints
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[illegible]

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by AVIANCA, S.A. (2019)**

Total number of complaints reported to DOT: 11

	Vision Impairment	Hearing Impairment	Vision & Hearing Impairment	Paraplegic	Quadriplegic	Other wheelchair	Oxygen	Stretcher	Other Disability	Other Assistive Device	Mentally Impaired	Communicable Disease	Allergies	Total of Category of Complaints
Refusal To Board Passenger	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Refusal to Board w/o Attendant	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Security Issues Regarding Disability	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Aircraft Not Accessible	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Airport Not Accessible	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Advance Notice Dispute	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Seating Accommodation	0	0	0	0	0	0	0	0	1	0	0	0	0	1
Failure to Provide Assistance	1	0	0	0	0	0	0	0	6	0	0	0	0	7
Damage to Assistive Device	0	0	0	0	0	2	0	0	0	0	0	0	0	2
Storage and Delay of Assistive Device	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Service Animal Problem	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Unsatisfactory Info	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Other	0	0	0	0	0	0	0	0	1	0	0	0	0	1

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by AVION EXPRESS MALTA (2019)

Total number of complaints reported to DOT: 0

	Vision Impairment	Hearing Impairment	Vision & Hearing Impairment	Paraplegic	Quadriplegic	Other wheelchair	Oxygen	Stretcher	Other Disability	Other Assistive Device	Mentally Impaired	Communicable Disease	Allergies	Total of Category of Complaints
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[illegible]

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by AVIOR AIRLINES (2019)

Total number of complaints reported to DOT: 1

Total number of complaints reported to DOT: 1

[illegible]

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by AZERBAIJAN AIRLINES (2019)**

Total number of complaints reported to DOT: 0

	Vision Impairment	Hearing Impairment	Vision & Hearing Impairment	Paraplegic	Quadriplegic	Other wheelchair	Oxygen	Stretcher	Other Disability	Other Assistive Device	Mentally Impaired	Communicable Disease	Allergies	Total of Category of Complaints
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[illegible]

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by AZUL BRAZILIAN AIRLINES (2019)

Total number of complaints reported to DOT: 2

	Vision Impairment	Hearing Impairment	Vision & Hearing Impairment	Paraplegic	Quadriplegic	Other wheelchair	Oxygen	Stretcher	Other Disability	Other Assistive Device	Mentally Impaired	Communicable Disease	Allergies	Total of Category of Complaints
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[illegible]

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by BAHAMASAIR HOLDINGS LIMITED (2019)**

Total number of complaints reported to DOT: 0

Total number of complaints reported to DOT: 0

[illegible]

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by BEIJING CAPITAL AIRLINES CO.,LTD. (2019)

Total number of complaints reported to DOT: 0

[illegible]

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by BOLIVIANA DE AVIACION (2019)**

Total number of complaints reported to DOT: 0

Total number of complaints reported to DOT: 0

[illegible]

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by BRITISH AIRWAYS PLC (2019)**

Total number of complaints reported to DOT: 1,574

	Vision Impairment	Hearing Impairment	Vision & Hearing Impairment	Paraplegic	Quadriplegic	Other wheelchair	Oxygen	Stretcher	Other Disability	Other Assistive Device	Mentally Impaired	Communicable Disease	Allergies	Total of Category of Complaints
Refusal To Board Passenger	0	0	0	2	0	2	4	0	2	2	0	0	0	12
Refusal to Board w/o Attendant	0	0	0	1	0	1	0	0	0	0	0	0	0	2
Security Issues Regarding Disability	0	2	0	2	0	8	0	0	3	0	0	0	0	15
Aircraft Not Accessible	0	0	0	2	0	5	0	0	0	0	0	0	0	7
Airport Not Accessible	0	0	0	3	0	13	0	0	2	0	0	0	0	18
Advance Notice Dispute	0	0	0	2	0	17	0	0	5	0	0	0	0	24
Seating Accommodation	1	2	1	18	0	86	1	0	49	1	3	0	0	162
Failure to Provide Assistance	4	9	0	73	0	640	3	0	113	5	5	0	1	853
Damage to Assistive Device	0	0	0	19	0	43	0	0	2	0	0	0	0	64
Storage and Delay of Assistive Device	0	0	0	22	0	75	0	0	8	3	0	0	0	108
Service Animal Problem	1	0	0	0	0	0	0	0	12	0	0	0	0	13
Unsatisfactory Info	1	1	0	11	0	61	0	0	14	1	2	0	0	91
Other	1	2	0	23	0	131	1	0	43	0	3	0	1	205

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by BRUSSELS AIRLINES (2019)**

Total number of complaints reported to DOT: 4

Total number of complaints reported to DOT: 4

[illegible]

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by CARIBBEAN AIRLINES LIMITED (2019)**

Total number of complaints reported to DOT: 10

	Vision Impairment	Hearing Impairment	Vision & Hearing Impairment	Paraplegic	Quadriplegic	Other wheelchair	Oxygen	Stretcher	Other Disability	Other Assistive Device	Mentally Impaired	Communicable Disease	Allergies	Total of Category of Complaints
Refusal To Board Passenger	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Refusal to Board w/o Attendant	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Security Issues Regarding Disability	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Aircraft Not Accessible	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Airport Not Accessible	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Advance Notice Dispute	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Seating Accommodation	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Failure to Provide Assistance	0	0	0	0	0	4	0	0	1	0	0	0	0	5
Damage to Assistive Device	0	0	0	0	0	2	0	0	0	2	0	0	0	4
Storage and Delay of Assistive Device	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Service Animal Problem	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Unsatisfactory Info	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Other	0	0	0	0	0	0	0	0	0	1	0	0	0	1

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by CARIBBEAN SUN AIRLINES DBA WAA (2019)**

Total number of complaints reported to DOT: 1

Total number of complaints reported to DOT: 1

[illegible]

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by CATHAY PACIFIC AIRWAYS LIMITED (2019)**

Total number of complaints reported to DOT: 123

	Vision Impairment	Hearing Impairment	Vision & Hearing Impairment	Paraplegic	Quadriplegic	Other wheelchair	Oxygen	Stretcher	Other Disability	Other Assistive Device	Mentally Impaired	Communicable Disease	Allergies	Total of Category of Complaints
Refusal To Board Passenger	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Refusal to Board w/o Attendant	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Security Issues Regarding Disability	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Aircraft Not Accessible	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Airport Not Accessible	0	0	0	0	0	0	0	0	1	0	0	0	0	1
Advance Notice Dispute	0	0	0	0	0	0	0	0	0	4	0	0	0	4
Seating Accommodation	0	0	0	0	0	0	0	0	8	0	0	0	0	8
Failure to Provide Assistance	0	0	0	0	0	98	0	0	1	0	0	0	0	99
Damage to Assistive Device	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Storage and Delay of Assistive Device	0	0	0	0	0	0	0	0	0	1	0	0	0	1
Service Animal Problem	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Unsatisfactory Info	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Other	0	1	0	0	0	5	0	0	2	0	0	0	2	10

Total number of complaints reported to DOT: 1

[illegible]

Refusal To Board Passenger	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Refusal to Board w/o Attendant	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Security Issues Regarding Disability	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Aircraft Not Accessible	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Airport Not Accessible	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Advance Notice Dispute	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Seating Accommodation	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Failure to Provide Assistance	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Damage to Assistive Device	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Storage and Delay of Assistive Device	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Service Animal Problem	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Unsatisfactory Info	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Other	0	0	0	0	0	1	0	0	0	0	0	0	0	1

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by CEBU PACIFIC AIR (2019)**

Total number of complaints reported to DOT: 0

	Vision Impairment	Hearing Impairment	Vision & Hearing Impairment	Paraplegic	Quadriplegic	Other wheelchair	Oxygen	Stretcher	Other Disability	Other Assistive Device	Mentally Impaired	Communicable Disease	Allergies	Total of Category of Complaints
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[illegible]

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by CHINA AIRLINES, LTD. (2019)**

Total number of complaints reported to DOT: 2

[illegible][illegible]

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by CHINA EASTERN AIRLINES CORPORATION (2019)**

Total number of complaints reported to DOT: 5

Total number of complaints reported to DOT: 5

	Vision Impairment	Hearing Impairment	Vision & Hearing Impairment	Paraplegic	Quadriplegic	Other wheelchair	Oxygen	Stretcher	Other Disability	Other Assistive Device	Mentally Impaired	Communicable Disease	Allergies	Total of Category of Complaints
Refusal To Board Passenger	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Refusal to Board w/o Attendant	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Security Issues Regarding Disability	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Aircraft Not Accessible	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Airport Not Accessible	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Advance Notice Dispute	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Seating Accommodation	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Failure to Provide Assistance	0	1	0	0	0	0	0	0	0	0	0	0	0	1
Damage to Assistive Device	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Storage and Delay of Assistive Device	0	0	0	0	0	0	0	0	0	1	0	0	0	1
Service Animal Problem	0	0	0	0	0	0	0	0	1	0	0	0	0	1
Unsatisfactory Info	0	0	0	0	0	1	0	0	0	0	0	0	0	1
Other	0	0	0	0	0	1	0	0	0	0	0	0	0	1

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by CHINA SOUTHERN AIRLINE (2019)**

Total number of complaints reported to DOT: 8

Total number of complaints reported to DOT: 8

	Vision Impairment	Hearing Impairment	Vision & Hearing Impairment	Paraplegic	Quadriplegic	Other wheelchair	Oxygen	Stretcher	Other Disability	Other Assistive Device	Mentally Impaired	Communicable Disease	Allergies	Total of Category of Complaints
Refusal To Board Passenger	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Refusal to Board w/o Attendant	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Security Issues Regarding Disability	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Aircraft Not Accessible	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Airport Not Accessible	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Advance Notice Dispute	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Seating Accommodation	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Failure to Provide Assistance	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Damage to Assistive Device	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Storage and Delay of Assistive Device	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Service Animal Problem	0	0	0	0	0	0	0	0	0	0	5	0	0	5
Unsatisfactory Info	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Other	0	0	0	0	0	3	0	0	0	0	0	0	0	3

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by COMLUX ARUBA (2019)**

Total number of complaints reported to DOT: 0

Total number of complaints reported to DOT: 0

[illegible]

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by COMLUX MALTA LTD. (2019)**

Total number of complaints reported to DOT: 0

[illegible][illegible]

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by COMPANIA PANAMENA DE AVIACION, S.A. (2019)**

Total number of complaints reported to DOT: 101

	Vision Impairment	Hearing Impairment	Vision & Hearing Impairment	Paraplegic	Quadriplegic	Other wheelchair	Oxygen	Stretcher	Other Disability	Other Assistive Device	Mentally Impaired	Communicable Disease	Allergies	Total of Category of Complaints
Refusal To Board Passenger	0	0	0	4	3	0	0	0	1	0	2	0	0	10
Refusal to Board w/o Attendant	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Security Issues Regarding Disability	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Aircraft Not Accessible	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Airport Not Accessible	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Advance Notice Dispute	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Seating Accommodation	0	0	0	0	0	4	0	0	0	0	0	0	0	4
Failure to Provide Assistance	0	0	0	0	0	38	0	0	0	0	0	0	0	38
Damage to Assistive Device	0	0	0	0	0	23	0	0	0	0	0	0	0	23
Storage and Delay of Assistive Device	0	0	0	0	0	5	0	0	0	0	0	0	0	5
Service Animal Problem	0	0	0	0	0	0	0	0	4	0	0	0	0	4
Unsatisfactory Info	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Other	0	0	0	0	0	15	0	0	1	0	1	0	0	17

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by COMPASS AIRLINES, LLC (2019)**

Total number of complaints reported to DOT: 20

	Vision Impairment	Hearing Impairment	Vision & Hearing Impairment	Paraplegic	Quadriplegic	Other wheelchair	Oxygen	Stretcher	Other Disability	Other Assistive Device	Mentally Impaired	Communicable Disease	Allergies	Total of Category of Complaints
Refusal To Board Passenger	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Refusal to Board w/o Attendant	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Security Issues Regarding Disability	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Aircraft Not Accessible	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Airport Not Accessible	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Advance Notice Dispute	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Seating Accommodation	0	0	0	0	0	0	0	0	1	0	0	0	0	1
Failure to Provide Assistance	0	0	0	0	0	9	0	0	1	1	0	0	1	12
Damage to Assistive Device	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Storage and Delay of Assistive Device	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Service Animal Problem	0	0	0	0	0	0	0	0	2	1	0	0	0	3
Unsatisfactory Info	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Other	0	0	0	0	0	0	0	0	1	2	0	0	1	4

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by CONDOR FLUGDIENST GMBH (2019)**

Total number of complaints reported to DOT: 34

	Vision Impairment	Hearing Impairment	Vision & Hearing Impairment	Paraplegic	Quadriplegic	Other wheelchair	Oxygen	Stretcher	Other Disability	Other Assistive Device	Mentally Impaired	Communicable Disease	Allergies	Total of Category of Complaints
Refusal To Board Passenger	0	0	0	0	0	0	0	0	2	0	0	0	0	2
Refusal to Board w/o Attendant	0	0	0	0	0	0	0	0	1	0	0	0	0	1
Security Issues Regarding Disability	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Aircraft Not Accessible	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Airport Not Accessible	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Advance Notice Dispute	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Seating Accommodation	0	0	0	0	0	0	0	0	8	0	0	0	0	8
Failure to Provide Assistance	0	0	0	1	0	0	0	0	5	0	0	0	0	6
Damage to Assistive Device	0	0	0	3	0	0	0	0	2	0	0	0	0	5
Storage and Delay of Assistive Device	0	0	0	2	1	0	0	0	3	0	0	0	0	6
Service Animal Problem	0	0	0	0	0	0	0	0	2	0	0	0	0	2
Unsatisfactory Info	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Other	0	0	0	2	0	0	0	0	1	0	0	0	1	4

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by DC AVIATION GMBH (2019)**

Total number of complaints reported to DOT: 0

	Vision Impairment	Hearing Impairment	Vision & Hearing Impairment	Paraplegic	Quadriplegic	Other wheelchair	Oxygen	Stretcher	Other Disability	Other Assistive Device	Mentally Impaired	Communicable Disease	Allergies	Total of Category of Complaints
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[illegible]

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by DELTA AIR LINES, INC. (2019)**

Total number of complaints reported to DOT: 7,582

	Vision Impairment	Hearing Impairment	Vision & Hearing Impairment	Paraplegic	Quadriplegic	Other wheelchair	Oxygen	Stretcher	Other Disability	Other Assistive Device	Mentally Impaired	Communicable Disease	Allergies	Total of Category of Complaints
Refusal To Board Passenger	0	0	0	0	0	0	11	0	10	5	1	0	3	30
Refusal to Board w/o Attendant	0	0	1	0	0	0	0	0	1	0	0	0	0	2
Security Issues Regarding Disability	0	0	0	0	0	1	0	0	1	1	0	0	0	3
Aircraft Not Accessible	0	4	0	0	0	6	1	0	4	3	0	0	0	18
Airport Not Accessible	0	1	0	0	0	9	0	0	0	1	0	0	1	12
Advance Notice Dispute	0	0	0	0	0	4	1	0	2	0	1	0	7	15
Seating Accommodation	5	3	0	2	3	97	0	0	485	3	6	0	11	615
Failure to Provide Assistance	24	47	16	8	12	4477	23	0	631	61	13	0	252	5564
Damage to Assistive Device	4	5	0	0	1	84	0	0	2	80	0	0	1	177
Storage and Delay of Assistive Device	0	0	0	0	0	31	1	0	28	47	0	1	1	109
Service Animal Problem	2	2	0	0	0	7	0	1	295	2	1	0	7	317
Unsatisfactory Info	1	2	0	1	1	32	1	0	15	4	0	0	8	65
Other	5	7	4	1	2	487	5	0	67	17	2	0	58	655

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by DEUTSCHE LUFTHANSA AG (2019)**

Total number of complaints reported to DOT: 508

	Vision Impairment	Hearing Impairment	Vision & Hearing Impairment	Paraplegic	Quadriplegic	Other wheelchair	Oxygen	Stretcher	Other Disability	Other Assistive Device	Mentally Impaired	Communicable Disease	Allergies	Total of Category of Complaints
Refusal To Board Passenger	0	0	1	0	0	2	8	0	29	0	1	1	0	42
Refusal to Board w/o Attendant	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Security Issues Regarding Disability	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Aircraft Not Accessible	0	0	0	1	0	5	0	0	0	0	0	0	0	6
Airport Not Accessible	0	0	0	1	0	0	0	0	0	0	0	0	0	1
Advance Notice Dispute	0	0	0	0	0	0	1	0	0	0	0	0	0	1
Seating Accommodation	1	0	0	1	0	17	1	0	36	0	0	0	0	56
Failure to Provide Assistance	1	0	1	1	0	291	1	0	9	0	0	0	0	304
Damage to Assistive Device	0	0	0	0	0	21	0	0	1	8	0	0	0	30
Storage and Delay of Assistive Device	0	0	0	0	0	10	2	0	6	5	0	0	0	23
Service Animal Problem	0	0	0	0	0	0	0	0	17	1	0	0	1	19
Unsatisfactory Info	0	0	0	0	0	0	0	0	0	0	0	0	2	2
Other	0	0	0	0	0	6	1	0	6	0	0	1	10	24

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by DOMINICAN WINGS (2019)

Total number of complaints reported to DOT: 0

[illegible]

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by DREAMJET D/B/A LACOMPAGNIE (2019)

Total number of complaints reported to DOT: 3

[illegible]

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by EASTERN AIRLINES, LLC (2019)

Total number of complaints reported to DOT: 0

	Vision Impairment	Hearing Impairment	Vision & Hearing Impairment	Paraplegic	Quadriplegic	Other wheelchair	Oxygen	Stretcher	Other Disability	Other Assistive Device	Mentally Impaired	Communicable Disease	Allergies	Total of Category of Complaints
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[illegible]

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by EDELWEISS AIR AG (2019)**

Total number of complaints reported to DOT: 0

[illegible][illegible]

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by EGYPTAIR (2019)**

Total number of complaints reported to DOT: 0

	Vision Impairment	Hearing Impairment	Vision & Hearing Impairment	Paraplegic	Quadriplegic	Other wheelchair	Oxygen	Stretcher	Other Disability	Other Assistive Device	Mentally Impaired	Communicable Disease	Allergies	Total of Category of Complaints
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[illegible]

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by EL AL ISRAEL AIRLINES LTD. (2019)**

Total number of complaints reported to DOT: 88

	Vision Impairment	Hearing Impairment	Vision & Hearing Impairment	Paraplegic	Quadriplegic	Other wheelchair	Oxygen	Stretcher	Other Disability	Other Assistive Device	Mentally Impaired	Communicable Disease	Allergies	Total of Category of Complaints
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Refusal To Board Passenger	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Refusal to Board w/o Attendant	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Security Issues Regarding Disability	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Aircraft Not Accessible	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Airport Not Accessible	0	0	0	0	0	1	0	0	0	0	0	0	0	1
Advance Notice Dispute	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Seating Accommodation	0	0	0	0	0	6	0	0	0	0	1	0	1	8
Failure to Provide Assistance	0	0	0	0	0	23	0	0	0	0	0	0	0	23
Damage to Assistive Device	0	0	0	0	0	21	1	0	0	0	0	0	0	22
Storage and Delay of Assistive Device	0	0	0	0	0	6	0	0	0	0	0	0	0	6
Service Animal Problem	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Unsatisfactory Info	0	0	0	0	0	3	0	0	0	0	0	0	0	3
Other	0	0	0	0	1	24	0	0	0	0	0	0	0	25

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by EMIRATES (2019)**

Total number of complaints reported to DOT: 268

	Vision Impairment	Hearing Impairment	Vision & Hearing Impairment	Paraplegic	Quadriplegic	Other wheelchair	Oxygen	Stretcher	Other Disability	Other Assistive Device	Mentally Impaired	Communicable Disease	Allergies	Total of Category of Complaints
Refusal To Board Passenger	0	0	0	0	0	0	0	0	3	1	0	0	0	4
Refusal to Board w/o Attendant	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Security Issues Regarding Disability	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Aircraft Not Accessible	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Airport Not Accessible	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Advance Notice Dispute	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Seating Accommodation	0	0	0	0	0	4	0	0	19	0	0	0	0	23
Failure to Provide Assistance	1	0	0	0	0	151	2	0	26	6	0	0	8	194
Damage to Assistive Device	0	0	0	0	0	6	0	0	2	4	0	0	0	12
Storage and Delay of Assistive Device	0	0	0	0	0	3	0	0	20	3	0	0	1	27
Service Animal Problem	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Unsatisfactory Info	0	0	0	0	0	0	0	0	2	0	0	0	1	3
Other	0	1	0	0	0	1	0	0	1	1	0	0	1	5

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by ETHIOPIAN AIRLINES ENTERPRISE (2019)**

Total number of complaints reported to DOT: 0

[illegible]

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by ETIHAD AIRWAYS P.J.S.C. (2019)**

Total number of complaints reported to DOT: 111

	Vision Impairment	Hearing Impairment	Vision & Hearing Impairment	Paraplegic	Quadriplegic	Other wheelchair	Oxygen	Stretcher	Other Disability	Other Assistive Device	Mentally Impaired	Communicable Disease	Allergies	Total of Category of Complaints
Refusal To Board Passenger	0	0	0	0	0	1	0	0	0	0	2	0	0	3
Refusal to Board w/o Attendant	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Security Issues Regarding Disability	0	0	0	0	0	1	0	0	1	0	0	0	0	2
Aircraft Not Accessible	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Airport Not Accessible	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Advance Notice Dispute	0	0	0	0	0	0	1	0	0	0	0	0	0	1
Seating Accommodation	0	0	0	0	0	9	0	0	1	0	2	0	0	12
Failure to Provide Assistance	0	0	0	0	1	79	0	1	0	0	0	1	0	82
Damage to Assistive Device	0	0	0	0	0	0	0	0	0	2	0	0	0	2
Storage and Delay of Assistive Device	0	0	0	0	0	2	0	0	0	0	0	0	0	2
Service Animal Problem	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Unsatisfactory Info	0	0	0	0	0	1	0	0	1	0	0	2	0	4
Other	0	0	0	0	0	1	0	0	2	0	0	0	0	3

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by EUROATLANTIC AIRWAYS TRANSPORTES AE (2019)**

Total number of complaints reported to DOT: 0

Total number of complaints reported to DOT: 0

[illegible]

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by EUROWINGS (2019)**

Total number of complaints reported to DOT: 5

	Vision Impairment	Hearing Impairment	Vision & Hearing Impairment	Paraplegic	Quadriplegic	Other wheelchair	Oxygen	Stretcher	Other Disability	Other Assistive Device	Mentally Impaired	Communicable Disease	Allergies	Total of Category of Complaints
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[illegible]

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by EVA AIRWAYS CORPORATION (2019)**

Total number of complaints reported to DOT: 2

Total number of complaints reported to DOT: 2

	Vision Impairment	Hearing Impairment	Vision & Hearing Impairment	Paraplegic	Quadriplegic	Other wheelchair	Oxygen	Stretcher	Other Disability	Other Assistive Device	Mentally Impaired	Communicable Disease	Allergies	Total of Category of Complaints
Refusal To Board Passenger	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Refusal to Board w/o Attendant	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Security Issues Regarding Disability	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Aircraft Not Accessible	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Airport Not Accessible	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Advance Notice Dispute	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Seating Accommodation	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Failure to Provide Assistance	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Damage to Assistive Device	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Storage and Delay of Assistive Device	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Service Animal Problem	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Unsatisfactory Info	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Other	0	0	0	0	0	2	0	0	0	0	0	0	0	2

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by EXPRESSJET AIRLINES (2019)**

Total number of complaints reported to DOT: 3

Total number of complaints reported to DOT: 3

[illegible]

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by FAST COLOMBIA SAS (2019)**

Total number of complaints reported to DOT: 0

Total number of complaints reported to DOT: 0

[illegible]

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by FIJI AIRWAYS (2019)**

Total number of complaints reported to DOT: 0

Total number of complaints reported to DOT: 0

[illegible]

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by FINNAIR OY D/B/A FINNAIR OYJ (2019)**

Total number of complaints reported to DOT: 3

	Vision Impairment	Hearing Impairment	Vision & Hearing Impairment	Paraplegic	Quadriplegic	Other wheelchair	Oxygen	Stretcher	Other Disability	Other Assistive Device	Mentally Impaired	Communicable Disease	Allergies	Total of Category of Complaints
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[illegible]

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by FIRST AIR (2019)**

Total number of complaints reported to DOT: 0

Total number of complaints reported to DOT: 0

[illegible]

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by FLAIR AIRLINES (2019)**

Total number of complaints reported to DOT: 0

Total number of complaints reported to DOT: 0

[illegible]

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by FRENCH BEE (2019)**

Total number of complaints reported to DOT: 2

Total number of complaints reported to DOT: 2

[illegible]

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by FRONTIER AIRLINES, INC. (2019)**

Total number of complaints reported to DOT: 244

	Vision Impairment	Hearing Impairment	Vision & Hearing Impairment	Paraplegic	Quadriplegic	Other wheelchair	Oxygen	Stretcher	Other Disability	Other Assistive Device	Mentally Impaired	Communicable Disease	Allergies	Total of Category of Complaints
Refusal To Board Passenger	0	0	0	0	0	0	2	0	0	0	0	0	0	2
Refusal to Board w/o Attendant	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Security Issues Regarding Disability	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Aircraft Not Accessible	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Airport Not Accessible	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Advance Notice Dispute	0	0	0	0	0	1	0	0	1	0	0	0	0	2
Seating Accommodation	0	1	0	0	0	1	0	0	6	0	0	0	0	8
Failure to Provide Assistance	2	2	0	1	0	182	0	0	25	0	3	0	0	215
Damage to Assistive Device	0	0	0	0	0	1	0	0	0	0	0	0	0	1
Storage and Delay of Assistive Device	0	0	0	0	0	0	0	0	1	1	0	0	0	2
Service Animal Problem	0	0	0	0	0	0	0	0	7	0	0	0	0	7
Unsatisfactory Info	0	2	0	0	0	1	0	0	0	1	0	0	0	4
Other	0	0	0	0	0	1	0	0	2	0	0	0	0	3

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by GLOBAL JET LUXEMBOURG S.A. (2019)**

Total number of complaints reported to DOT: 0

	Vision Impairment	Hearing Impairment	Vision & Hearing Impairment	Paraplegic	Quadriplegic	Other wheelchair	Oxygen	Stretcher	Other Disability	Other Assistive Device	Mentally Impaired	Communicable Disease	Allergies	Total of Category of Complaints
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[illegible]

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by GOJET AIRLINES, LLC (2019)**

Total number of complaints reported to DOT: 8

Total number of complaints reported to DOT: 8

[illegible]

Total number of complaints reported to DOT: 9

Total number of complaints reported to DOT: 9

	Vision Impairment	Hearing Impairment	Vision & Hearing Impairment	Paraplegic	Quadriplegic	Other wheelchair	Oxygen	Stretcher	Other Disability	Other Assistive Device	Mentally Impaired	Communicable Disease	Allergies	Total of Category of Complaints
Refusal To Board Passenger	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Refusal to Board w/o Attendant	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Security Issues Regarding Disability	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Aircraft Not Accessible	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Airport Not Accessible	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Advance Notice Dispute	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Seating Accommodation	0	0	0	0	0	3	0	0	0	0	0	0	0	3
Failure to Provide Assistance	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Damage to Assistive Device	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Storage and Delay of Assistive Device	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Service Animal Problem	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Unsatisfactory Info	0	0	0	0	0	2	0	0	0	0	0	0	0	2
Other	0	0	0	0	0	4	0	0	0	0	0	0	0	4

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by HAINAN AIRLINES COMPANY LTD (2019)

Total number of complaints reported to DOT: 1

[illegible]

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by HAWAIIAN AIRLINES, INC. (2019)**

Total number of complaints reported to DOT: 396

	Vision Impairment	Hearing Impairment	Vision & Hearing Impairment	Paraplegic	Quadriplegic	Other wheelchair	Oxygen	Stretcher	Other Disability	Other Assistive Device	Mentally Impaired	Communicable Disease	Allergies	Total of Category of Complaints
Refusal To Board Passenger	0	0	0	0	0	0	7	0	2	1	1	0	0	11
Refusal to Board w/o Attendant	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Security Issues Regarding Disability	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Aircraft Not Accessible	0	0	0	0	0	0	0	0	4	0	1	0	0	5
Airport Not Accessible	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Advance Notice Dispute	0	0	0	0	0	1	0	0	0	0	0	0	0	1
Seating Accommodation	2	0	1	0	0	1	3	0	69	0	0	0	0	76
Failure to Provide Assistance	1	1	1	0	0	90	2	0	39	1	0	0	0	135
Damage to Assistive Device	0	0	0	1	0	19	0	0	2	7	0	0	0	29
Storage and Delay of Assistive Device	0	0	0	0	0	8	5	0	7	10	0	0	0	30
Service Animal Problem	0	0	0	0	0	0	0	0	63	0	0	0	0	63
Unsatisfactory Info	0	0	0	0	0	1	1	0	0	0	0	0	0	2
Other	0	3	0	0	0	9	2	0	27	2	0	0	1	44

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by HI FLY LTD (2019)**

Total number of complaints reported to DOT: 0

Total number of complaints reported to DOT: 0

[illegible]

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by HI FLY, TRANSPORTES AEREOS, S.A. (2019)**

Total number of complaints reported to DOT: 0

Total number of complaints reported to DOT: 0

[illegible]

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by HILLWOOD AIRWAYS (2019)

Total number of complaints reported to DOT: 0

Total number of complaints reported to DOT: 0

[illegible]

Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by HONG KONG AIRLINES LIMITED (2019)

Total number of complaints reported to DOT: 4

	Vision Impairment	Hearing Impairment	Vision & Hearing Impairment	Paraplegic	Quadriplegic	Other wheelchair	Oxygen	Stretcher	Other Disability	Other Assistive Device	Mentally Impaired	Communicable Disease	Allergies	Total of Category of Complaints
Refusal To Board Passenger	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Refusal to Board w/o Attendant	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Security Issues Regarding Disability	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Aircraft Not Accessible	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Airport Not Accessible	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Advance Notice Dispute	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Seating Accommodation	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Failure to Provide Assistance	0	0	0	0	0	1	0	0	0	0	0	0	0	1
Damage to Assistive Device	0	0	0	0	0	1	0	0	0	0	0	0	0	1
Storage and Delay of Assistive Device	0	0	0	0	0	1	0	0	0	0	0	0	0	1
Service Animal Problem	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Unsatisfactory Info	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Other	0	0	0	0	0	1	0	0	0	0	0	0	0	1

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by HONG KONG EXPRESS AIRWAYS LIMITED (2019)**

Total number of complaints reported to DOT: 0

Total number of complaints reported to DOT: 0

[illegible]

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by HORIZON AIR INDUSTRIES, INC. (2019)**

Total number of complaints reported to DOT: 102

Total number of complaints reported to DOT: 102

	Vision Impairment	Hearing Impairment	Vision & Hearing Impairment	Paraplegic	Quadriplegic	Other wheelchair	Oxygen	Stretcher	Other Disability	Other Assistive Device	Mentally Impaired	Communicable Disease	Allergies	Total of Category of Complaints
Refusal To Board Passenger	0	0	0	0	0	0	1	0	1	0	0	0	0	2
Refusal to Board w/o Attendant	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Security Issues Regarding Disability	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Aircraft Not Accessible	0	0	0	0	0	1	0	0	0	0	0	0	0	1
Airport Not Accessible	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Advance Notice Dispute	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Seating Accommodation	0	0	0	1	0	0	0	0	1	0	0	0	0	2
Failure to Provide Assistance	1	0	0	0	2	81	0	0	0	0	0	0	0	84
Damage to Assistive Device	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Storage and Delay of Assistive Device	0	0	0	0	0	1	0	0	0	1	0	0	0	2
Service Animal Problem	0	0	0	0	0	0	0	0	9	0	0	0	0	9
Unsatisfactory Info	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Other	0	0	0	0	0	2	0	0	0	0	0	0	0	2

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by IBERIA LINEAS AEREAS DE ESPANA, S.A (2019)**

Total number of complaints reported to DOT: 181

	Vision Impairment	Hearing Impairment	Vision & Hearing Impairment	Paraplegic	Quadriplegic	Other wheelchair	Oxygen	Stretcher	Other Disability	Other Assistive Device	Mentally Impaired	Communicable Disease	Allergies	Total of Category of Complaints
Refusal To Board Passenger	0	0	0	0	0	0	2	0	0	0	0	0	0	2
Refusal to Board w/o Attendant	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Security Issues Regarding Disability	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Aircraft Not Accessible	0	0	0	0	0	1	0	0	0	0	0	0	0	1
Airport Not Accessible	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Advance Notice Dispute	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Seating Accommodation	0	1	0	1	0	8	0	0	23	0	0	0	0	33
Failure to Provide Assistance	1	0	0	0	0	23	0	0	2	0	0	0	1	27
Damage to Assistive Device	0	0	0	0	0	23	0	0	0	4	0	0	0	27
Storage and Delay of Assistive Device	0	0	0	0	0	48	0	0	2	25	0	0	0	75
Service Animal Problem	0	0	0	0	0	0	0	0	11	0	0	0	0	11
Unsatisfactory Info	0	1	0	0	0	0	0	0	0	0	0	0	0	1
Other	0	0	0	0	0	1	1	0	1	1	0	0	0	4

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by ICELANDAIR EHF. (2019)**

Total number of complaints reported to DOT: 51

	Vision Impairment	Hearing Impairment	Vision & Hearing Impairment	Paraplegic	Quadriplegic	Other wheelchair	Oxygen	Stretcher	Other Disability	Other Assistive Device	Mentally Impaired	Communicable Disease	Allergies	Total of Category of Complaints
Refusal To Board Passenger	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Refusal to Board w/o Attendant	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Security Issues Regarding Disability	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Aircraft Not Accessible	0	0	0	0	0	4	0	0	0	0	0	0	0	4
Airport Not Accessible	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Advance Notice Dispute	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Seating Accommodation	0	0	0	0	0	2	0	0	4	0	1	0	0	7
Failure to Provide Assistance	0	0	0	0	0	7	0	0	0	0	0	0	1	8
Damage to Assistive Device	0	0	0	0	0	9	0	0	0	0	0	0	0	9
Storage and Delay of Assistive Device	0	0	0	0	0	2	0	0	0	0	0	0	0	2
Service Animal Problem	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Unsatisfactory Info	0	0	0	0	0	0	1	0	3	0	0	0	5	9
Other	1	0	0	0	0	0	0	0	9	0	0	2	0	12

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by JAPAN AIRLINES INTERNATIONAL CO. (2019)**

Total number of complaints reported to DOT: 11

	Vision Impairment	Hearing Impairment	Vision & Hearing Impairment	Paraplegic	Quadriplegic	Other wheelchair	Oxygen	Stretcher	Other Disability	Other Assistive Device	Mentally Impaired	Communicable Disease	Allergies	Total of Category of Complaints
Refusal To Board Passenger	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Refusal to Board w/o Attendant	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Security Issues Regarding Disability	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Aircraft Not Accessible	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Airport Not Accessible	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Advance Notice Dispute	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Seating Accommodation	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Failure to Provide Assistance	0	0	0	0	0	3	0	0	2	0	0	0	0	5
Damage to Assistive Device	0	0	0	0	0	1	0	0	0	0	0	0	0	1
Storage and Delay of Assistive Device	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Service Animal Problem	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Unsatisfactory Info	0	0	0	0	0	0	0	0	1	0	0	0	0	1
Other	0	0	0	0	0	2	0	1	1	0	0	0	0	4

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by JAZZ AVIATION LP (2019)**

Total number of complaints reported to DOT: 112

	Vision Impairment	Hearing Impairment	Vision & Hearing Impairment	Paraplegic	Quadriplegic	Other wheelchair	Oxygen	Stretcher	Other Disability	Other Assistive Device	Mentally Impaired	Communicable Disease	Allergies	Total of Category of Complaints
Refusal To Board Passenger	0	0	0	0	0	0	0	0	6	0	0	0	0	6
Refusal to Board w/o Attendant	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Security Issues Regarding Disability	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Aircraft Not Accessible	0	0	0	0	0	1	0	0	0	0	0	0	0	1
Airport Not Accessible	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Advance Notice Dispute	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Seating Accommodation	0	0	0	0	0	1	0	0	10	0	0	0	0	11
Failure to Provide Assistance	3	1	0	1	0	53	0	0	11	0	0	0	0	69
Damage to Assistive Device	0	0	0	0	0	2	0	0	0	2	0	0	0	4
Storage and Delay of Assistive Device	0	0	0	0	0	0	0	0	1	1	0	0	0	2
Service Animal Problem	1	0	0	0	0	0	0	0	2	0	0	0	0	3
Unsatisfactory Info	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Other	1	0	0	0	0	5	0	0	0	10	0	0	0	16

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by JEJU AIR COMPANY LIMITED (2019)**

Total number of complaints reported to DOT: 0

Total number of complaints reported to DOT: 0

[illegible]

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by JETBLUE AIRWAYS CORPORATION (2019)**

Total number of complaints reported to DOT: 1,851

	Vision Impairment	Hearing Impairment	Vision & Hearing Impairment	Paraplegic	Quadriplegic	Other wheelchair	Oxygen	Stretcher	Other Disability	Other Assistive Device	Mentally Impaired	Communicable Disease	Allergies	Total of Category of Complaints
Refusal To Board Passenger	0	0	0	0	0	0	1	0	1	0	1	1	0	4
Refusal to Board w/o Attendant	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Security Issues Regarding Disability	0	0	0	0	0	1	0	0	0	0	0	0	0	1
Aircraft Not Accessible	0	4	0	0	0	1	1	0	0	0	0	0	0	6
Airport Not Accessible	0	1	0	0	0	2	0	0	0	0	0	0	0	3
Advance Notice Dispute	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Seating Accommodation	1	3	0	0	0	39	3	0	123	1	0	0	2	172
Failure to Provide Assistance	12	19	1	5	3	837	0	0	200	1	4	0	28	1110
Damage to Assistive Device	0	0	0	0	0	4	0	0	0	3	0	0	0	7
Storage and Delay of Assistive Device	0	0	0	0	1	17	1	0	38	17	0	0	0	74
Service Animal Problem	0	1	0	0	0	4	0	0	299	0	3	0	55	362
Unsatisfactory Info	0	0	0	0	1	3	0	0	1	0	0	0	0	5
Other	0	1	0	0	0	12	3	0	26	4	0	0	61	107

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by JETSTAR AIRWAYS PTY LIMITED (2019)**

Total number of complaints reported to DOT: 8

	Vision Impairment	Hearing Impairment	Vision & Hearing Impairment	Paraplegic	Quadriplegic	Other wheelchair	Oxygen	Stretcher	Other Disability	Other Assistive Device	Mentally Impaired	Communicable Disease	Allergies	Total of Category of Complaints
Refusal To Board Passenger	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Refusal to Board w/o Attendant	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Security Issues Regarding Disability	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Aircraft Not Accessible	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Airport Not Accessible	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Advance Notice Dispute	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Seating Accommodation	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Failure to Provide Assistance	0	0	0	0	0	3	0	0	0	0	0	0	0	3
Damage to Assistive Device	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Storage and Delay of Assistive Device	0	0	0	0	0	2	0	0	0	0	0	0	0	2
Service Animal Problem	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Unsatisfactory Info	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Other	0	0	0	0	0	0	0	0	1	0	1	0	1	3

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by JIN AIR (2019)**

Total number of complaints reported to DOT: 0

Total number of complaints reported to DOT: 0

[illegible]

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by K5-AVIATION GMBH (2019)**

Total number of complaints reported to DOT: 0

Total number of complaints reported to DOT: 0

[illegible]

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by KENYA AIRWAYS PLC (2019)**

Total number of complaints reported to DOT: 1

[illegible][illegible]

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by KLM ROYAL DUTCH AIRLINES, N.V. (2019)**

Total number of complaints reported to DOT: 199

	Vision Impairment	Hearing Impairment	Vision & Hearing Impairment	Paraplegic	Quadriplegic	Other wheelchair	Oxygen	Stretcher	Other Disability	Other Assistive Device	Mentally Impaired	Communicable Disease	Allergies	Total of Category of Complaints
Refusal To Board Passenger	0	0	0	0	0	1	0	0	0	0	1	0	0	2
Refusal to Board w/o Attendant	0	0	0	0	0	1	0	0	0	0	0	0	0	1
Security Issues Regarding Disability	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Aircraft Not Accessible	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Airport Not Accessible	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Advance Notice Dispute	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Seating Accommodation	0	0	0	0	0	11	0	0	10	1	4	0	0	26
Failure to Provide Assistance	1	0	1	1	0	74	0	0	35	0	2	1	0	115
Damage to Assistive Device	0	0	0	0	0	14	0	0	24	7	0	0	0	45
Storage and Delay of Assistive Device	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Service Animal Problem	0	0	0	0	0	2	0	0	0	0	3	0	0	5
Unsatisfactory Info	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Other	0	0	0	0	0	4	0	0	1	0	0	0	0	5

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by KOREAN AIR LINES CO., LTD. (2019)**

Total number of complaints reported to DOT: 27

Total number of complaints reported to DOT: 27

	Vision Impairment	Hearing Impairment	Vision & Hearing Impairment	Paraplegic	Quadriplegic	Other wheelchair	Oxygen	Stretcher	Other Disability	Other Assistive Device	Mentally Impaired	Communicable Disease	Allergies	Total of Category of Complaints
Refusal To Board Passenger	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Refusal to Board w/o Attendant	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Security Issues Regarding Disability	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Aircraft Not Accessible	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Airport Not Accessible	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Advance Notice Dispute	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Seating Accommodation	0	1	0	0	0	1	0	0	2	0	0	0	0	4
Failure to Provide Assistance	0	1	0	0	0	9	0	0	0	0	0	1	0	11
Damage to Assistive Device	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Storage and Delay of Assistive Device	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Service Animal Problem	0	0	0	0	0	0	0	0	0	0	2	0	0	2
Unsatisfactory Info	0	0	0	0	0	4	0	0	1	0	2	0	0	7
Other	0	0	0	0	0	3	0	0	0	0	0	0	0	3

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by KUWAIT AIRWAYS CORPORATION (2019)**

Total number of complaints reported to DOT: 4

Total number of complaints reported to DOT: 4

[illegible]

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by LAN AIRLINES S.A. (2019)**

Total number of complaints reported to DOT: 3

[illegible][illegible]

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by LAN ARGENTINA S.A. (2019)**

Total number of complaints reported to DOT: 0

[illegible][illegible]

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by LAN COLOMBIA (2019)**

Total number of complaints reported to DOT: 0

Total number of complaints reported to DOT: 0

[illegible]

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by LAN ECUADOR (2019)**

Total number of complaints reported to DOT: 0

Total number of complaints reported to DOT: 0

[illegible]

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by LAN PERU S.A. (2019)**

Total number of complaints reported to DOT: 0

Total number of complaints reported to DOT: 0

[illegible]

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by LIAT (1974) LTD (2019)**

Total number of complaints reported to DOT: 0

Total number of complaints reported to DOT: 0

[illegible]

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by LINEAS AEREAS COSTARRICENSES S.A. (2019)**

Total number of complaints reported to DOT: 1

Total number of complaints reported to DOT: 1

[illegible]

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by MESA AIRLINES, INC. (2019)**

Total number of complaints reported to DOT: 17

	Vision Impairment	Hearing Impairment	Vision & Hearing Impairment	Paraplegic	Quadriplegic	Other wheelchair	Oxygen	Stretcher	Other Disability	Other Assistive Device	Mentally Impaired	Communicable Disease	Allergies	Total of Category of Complaints
Refusal To Board Passenger	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Refusal to Board w/o Attendant	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Security Issues Regarding Disability	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Aircraft Not Accessible	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Airport Not Accessible	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Advance Notice Dispute	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Seating Accommodation	0	0	0	0	0	0	0	0	3	0	0	0	0	3
Failure to Provide Assistance	0	0	0	0	0	3	0	0	2	0	1	0	1	7
Damage to Assistive Device	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Storage and Delay of Assistive Device	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Service Animal Problem	0	0	0	0	0	0	0	0	3	0	0	0	0	3
Unsatisfactory Info	0	0	0	0	0	0	1	0	0	0	0	0	0	1
Other	0	0	0	0	0	0	0	0	3	0	0	0	0	3

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by MIAMI AIR INTERNATIONAL, INC. (2019)**

Total number of complaints reported to DOT: 0

Total number of complaints reported to DOT: 0

[illegible]

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by MJET GMBH (2019)**

Total number of complaints reported to DOT: 0

Total number of complaints reported to DOT: 0

[illegible]

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by NOLINOR AVIATION (2019)**

Total number of complaints reported to DOT: 0

Total number of complaints reported to DOT: 0

[illegible]

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by NORWEGIAN AIR INTERNATIONAL LTD (2019)**

Total number of complaints reported to DOT: 3

Total number of complaints reported to DOT: 3

[illegible]

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by NORWEGIAN AIR SHUTTLE ASA (2019)**

Total number of complaints reported to DOT: 98

	Vision Impairment	Hearing Impairment	Vision & Hearing Impairment	Paraplegic	Quadriplegic	Other wheelchair	Oxygen	Stretcher	Other Disability	Other Assistive Device	Mentally Impaired	Communicable Disease	Allergies	Total of Category of Complaints
Refusal To Board Passenger	0	1	0	0	0	0	0	0	0	0	0	0	0	1
Refusal to Board w/o Attendant	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Security Issues Regarding Disability	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Aircraft Not Accessible	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Airport Not Accessible	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Advance Notice Dispute	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Seating Accommodation	1	0	0	0	0	2	0	0	12	0	0	0	0	15
Failure to Provide Assistance	0	0	0	0	0	7	0	0	14	0	1	0	0	22
Damage to Assistive Device	0	0	0	0	0	12	0	0	0	0	0	0	0	12
Storage and Delay of Assistive Device	0	0	0	0	0	12	0	0	0	0	0	0	0	12
Service Animal Problem	0	0	0	0	0	0	0	0	6	0	0	0	0	6
Unsatisfactory Info	0	1	0	0	0	0	0	0	4	0	0	0	0	5
Other	0	1	0	0	0	0	0	0	18	0	1	1	4	25

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by NORWEGIAN AIR SWEDEN (2019)**

Total number of complaints reported to DOT: 0

	Vision Impairment	Hearing Impairment	Vision & Hearing Impairment	Paraplegic	Quadriplegic	Other wheelchair	Oxygen	Stretcher	Other Disability	Other Assistive Device	Mentally Impaired	Communicable Disease	Allergies	Total of Category of Complaints
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[illegible]

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by NORWEGIAN AIR UK LTD (2019)**

Total number of complaints reported to DOT: 79

	Vision Impairment	Hearing Impairment	Vision & Hearing Impairment	Paraplegic	Quadriplegic	Other wheelchair	Oxygen	Stretcher	Other Disability	Other Assistive Device	Mentally Impaired	Communicable Disease	Allergies	Total of Category of Complaints
Refusal To Board Passenger	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Refusal to Board w/o Attendant	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Security Issues Regarding Disability	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Aircraft Not Accessible	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Airport Not Accessible	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Advance Notice Dispute	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Seating Accommodation	0	0	0	1	0	4	0	0	5	0	1	0	0	11
Failure to Provide Assistance	0	0	0	0	0	17	0	0	10	0	0	0	0	27
Damage to Assistive Device	0	0	0	0	0	11	0	0	0	0	0	0	0	11
Storage and Delay of Assistive Device	0	0	0	0	0	6	0	0	0	0	0	0	0	6
Service Animal Problem	0	0	0	0	0	0	0	0	3	0	0	0	0	3
Unsatisfactory Info	1	1	0	0	0	2	0	0	1	0	0	0	0	5
Other	0	0	0	0	0	4	1	0	9	0	2	0	0	16

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by OMNI AIR INTERNATIONAL INC. (2019)**

Total number of complaints reported to DOT: 4

Total number of complaints reported to DOT: 4

[illegible]

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by PAKISTAN INT'L AIRLINES CORPORATION (2019)

Total number of complaints reported to DOT: 0

Total number of complaints reported to DOT: 0

[illegible]

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by PHILIPPINE AIRLINES, INC. (2019)**

Total number of complaints reported to DOT: 4

[illegible]

Refusal To Board Passenger	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Refusal to Board w/o Attendant	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Security Issues Regarding Disability	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Aircraft Not Accessible	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Airport Not Accessible	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Advance Notice Dispute	0	0	0	0	0	0	0	0	0	0	0	0	1	1
Seating Accommodation	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Failure to Provide Assistance	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Damage to Assistive Device	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Storage and Delay of Assistive Device	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Service Animal Problem	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Unsatisfactory Info	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Other	0	0	0	1	0	1	0	0	0	0	0	0	1	3

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by PINNACLE AIRLINES, INC. / ENDEAVOR (2019)**

Total number of complaints reported to DOT: 58

	Vision Impairment	Hearing Impairment	Vision & Hearing Impairment	Paraplegic	Quadriplegic	Other wheelchair	Oxygen	Stretcher	Other Disability	Other Assistive Device	Mentally Impaired	Communicable Disease	Allergies	Total of Category of Complaints
Refusal To Board Passenger	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Refusal to Board w/o Attendant	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Security Issues Regarding Disability	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Aircraft Not Accessible	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Airport Not Accessible	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Advance Notice Dispute	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Seating Accommodation	0	0	0	0	0	0	0	0	13	0	0	0	1	14
Failure to Provide Assistance	0	0	3	0	0	5	1	0	10	0	0	0	11	30
Damage to Assistive Device	0	1	0	0	0	0	0	0	0	0	0	0	0	1
Storage and Delay of Assistive Device	0	0	1	0	0	1	0	0	0	0	0	0	0	2
Service Animal Problem	0	0	0	0	0	0	0	0	6	0	0	0	0	6
Unsatisfactory Info	0	0	1	0	0	0	0	0	0	0	0	0	0	1
Other	0	0	0	0	0	0	0	0	1	1	0	0	2	4

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by POLSKIE LINIE LOTNICZE LOT, S.A. (2019)**

Total number of complaints reported to DOT: 80

Total number of complaints reported to DOT: 80

	Vision Impairment	Hearing Impairment	Vision & Hearing Impairment	Paraplegic	Quadriplegic	Other wheelchair	Oxygen	Stretcher	Other Disability	Other Assistive Device	Mentally Impaired	Communicable Disease	Allergies	Total of Category of Complaints
Refusal To Board Passenger	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Refusal to Board w/o Attendant	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Security Issues Regarding Disability	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Aircraft Not Accessible	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Airport Not Accessible	0	0	0	0	0	1	0	0	0	0	0	0	0	1
Advance Notice Dispute	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Seating Accommodation	0	0	0	0	0	4	0	0	0	0	0	0	0	4
Failure to Provide Assistance	0	0	0	0	0	1	0	0	0	0	0	0	0	1
Damage to Assistive Device	0	0	0	0	0	4	0	0	0	0	0	0	0	4
Storage and Delay of Assistive Device	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Service Animal Problem	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Unsatisfactory Info	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Other	0	0	0	0	0	70	0	0	0	0	0	0	0	70

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by PORTER AIRLINES INC. (2019)**

Total number of complaints reported to DOT: 20

	Vision Impairment	Hearing Impairment	Vision & Hearing Impairment	Paraplegic	Quadriplegic	Other wheelchair	Oxygen	Stretcher	Other Disability	Other Assistive Device	Mentally Impaired	Communicable Disease	Allergies	Total of Category of Complaints
1														
2														
3														
4														
5														
6														
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45														
46														
47														

	Vision Impairment	Hearing Impairment	Vision & Hearing Impairment	Paraplegic	Quadriplegic	Other wheelchair	Oxygen	Stretcher	Other Disability	Other Assistive Device	Mentally Impaired	Communicable Disease	Allergies	Total of Category of Complaints
Refusal To Board Passenger	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Refusal to Board w/o Attendant	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Security Issues Regarding Disability	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Aircraft Not Accessible	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Airport Not Accessible	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Advance Notice Dispute	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Seating Accommodation	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Failure to Provide Assistance	0	0	0	1	0	12	0	0	0	0	0	0	0	13
Damage to Assistive Device	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Storage and Delay of Assistive Device	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Service Animal Problem	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Unsatisfactory Info	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Other	0	0	0	0	0	5	0	0	0	0	0	0	2	7

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by PRIVILEGE STYLE (2019)**

Total number of complaints reported to DOT: 0

	Vision Impairment	Hearing Impairment	Vision & Hearing Impairment	Paraplegic	Quadriplegic	Other wheelchair	Oxygen	Stretcher	Other Disability	Other Assistive Device	Mentally Impaired	Communicable Disease	Allergies	Total of Category of Complaints
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[illegible]

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by PSA AIRLINES (2019)**

Total number of complaints reported to DOT: 200

	Vision Impairment	Hearing Impairment	Vision & Hearing Impairment	Paraplegic	Quadriplegic	Other wheelchair	Oxygen	Stretcher	Other Disability	Other Assistive Device	Mentally Impaired	Communicable Disease	Allergies	Total of Category of Complaints
Refusal To Board Passenger	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Refusal to Board w/o Attendant	0	0	0	0	0	1	0	0	0	0	0	0	0	1
Security Issues Regarding Disability	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Aircraft Not Accessible	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Airport Not Accessible	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Advance Notice Dispute	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Seating Accommodation	0	0	0	0	0	1	0	0	18	0	0	0	0	19
Failure to Provide Assistance	1	0	0	0	0	71	0	0	19	3	0	0	2	96
Damage to Assistive Device	0	0	0	0	0	1	0	0	0	4	0	0	0	5
Storage and Delay of Assistive Device	0	0	0	0	0	2	2	0	5	16	0	0	0	25
Service Animal Problem	0	0	0	0	0	0	0	0	7	2	0	0	0	9
Unsatisfactory Info	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Other	0	1	0	0	0	3	0	0	37	4	0	0	0	45

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by QANTAS AIRWAYS LIMITED (2019)**

Total number of complaints reported to DOT: 19

[illegible]

	Vision Impairment	Hearing Impairment	Vision & Hearing Impairment	Paraplegic	Quadriplegic	Other wheelchair	Oxygen	Stretcher	Other Disability	Other Assistive Device	Mentally Impaired	Communicable Disease	Allergies	Total of Category of Complaints
Refusal To Board Passenger	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Refusal to Board w/o Attendant	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Security Issues Regarding Disability	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Aircraft Not Accessible	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Airport Not Accessible	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Advance Notice Dispute	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Seating Accommodation	0	0	0	0	0	1	0	0	3	0	0	0	0	4
Failure to Provide Assistance	0	0	0	0	0	5	0	0	1	0	0	0	0	6
Damage to Assistive Device	0	0	0	0	0	6	0	0	0	0	0	0	0	6
Storage and Delay of Assistive Device	0	0	0	0	0	1	0	0	0	1	0	0	0	2
Service Animal Problem	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Unsatisfactory Info	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Other	0	0	0	0	0	1	0	0	0	0	0	0	0	1

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by QATAR AIRWAYS Q.C.S.C. (2019)**

Total number of complaints reported to DOT: 21

	Vision Impairment	Hearing Impairment	Vision & Hearing Impairment	Paraplegic	Quadriplegic	Other wheelchair	Oxygen	Stretcher	Other Disability	Other Assistive Device	Mentally Impaired	Communicable Disease	Allergies	Total of Category of Complaints
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[illegible]

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by REPUBLIC AIRLINES, INC. (2019)**

Total number of complaints reported to DOT: 96

	Vision Impairment	Hearing Impairment	Vision & Hearing Impairment	Paraplegic	Quadriplegic	Other wheelchair	Oxygen	Stretcher	Other Disability	Other Assistive Device	Mentally Impaired	Communicable Disease	Allergies	Total of Category of Complaints
Refusal To Board Passenger	0	0	0	0	0	0	0	0	1	0	0	0	0	1
Refusal to Board w/o Attendant	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Security Issues Regarding Disability	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Aircraft Not Accessible	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Airport Not Accessible	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Advance Notice Dispute	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Seating Accommodation	0	0	0	0	0	0	0	0	10	0	0	0	0	10
Failure to Provide Assistance	1	0	0	0	0	31	0	0	9	1	2	0	3	47
Damage to Assistive Device	0	0	0	0	0	1	0	0	0	0	0	0	0	1
Storage and Delay of Assistive Device	0	0	0	0	0	1	0	0	0	12	0	0	0	13
Service Animal Problem	0	0	0	0	0	0	0	0	10	2	0	0	0	12
Unsatisfactory Info	0	1	0	0	0	0	0	0	0	0	0	0	0	1
Other	0	0	0	0	0	0	0	0	9	1	0	0	1	11

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by ROYAL AIR MAROC (2019)**

Total number of complaints reported to DOT: 7

	Vision Impairment	Hearing Impairment	Vision & Hearing Impairment	Paraplegic	Quadriplegic	Other wheelchair	Oxygen	Stretcher	Other Disability	Other Assistive Device	Mentally Impaired	Communicable Disease	Allergies	Total of Category of Complaints
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[illegible]

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by ROYAL JET LLC (2019)**

Total number of complaints reported to DOT: 0

Total number of complaints reported to DOT: 0

[illegible]

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by ROYAL JORDANIAN AIRLINE (2019)**

Total number of complaints reported to DOT: 3

Total number of complaints reported to DOT: 3

	Vision Impairment	Hearing Impairment	Vision & Hearing Impairment	Paraplegic	Quadriplegic	Other wheelchair	Oxygen	Stretcher	Other Disability	Other Assistive Device	Mentally Impaired	Communicable Disease	Allergies	Total of Category of Complaints
Refusal To Board Passenger	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Refusal to Board w/o Attendant	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Security Issues Regarding Disability	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Aircraft Not Accessible	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Airport Not Accessible	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Advance Notice Dispute	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Seating Accommodation	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Failure to Provide Assistance	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Damage to Assistive Device	0	0	0	0	0	1	0	0	0	0	0	0	0	1
Storage and Delay of Assistive Device	0	0	0	1	0	0	0	0	0	0	0	0	0	1
Service Animal Problem	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Unsatisfactory Info	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Other	0	0	0	0	0	1	0	0	0	0	0	0	0	1

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by SATA INTERNACIONAL (2019)**

Total number of complaints reported to DOT: 2

[illegible][illegible]

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by SAUDI ARABIAN AIRLINES CORPORATION (2019)**

Total number of complaints reported to DOT: 2

	Vision Impairment	Hearing Impairment	Vision & Hearing Impairment	Paraplegic	Quadriplegic	Other wheelchair	Oxygen	Stretcher	Other Disability	Other Assistive Device	Mentally Impaired	Communicable Disease	Allergies	Total of Category of Complaints
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[illegible]

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by SCANDINAVIAN AIRLINES SYSTEM (2019)**

Total number of complaints reported to DOT: 33

	Vision Impairment	Hearing Impairment	Vision & Hearing Impairment	Paraplegic	Quadriplegic	Other wheelchair	Oxygen	Stretcher	Other Disability	Other Assistive Device	Mentally Impaired	Communicable Disease	Allergies	Total of Category of Complaints
Refusal To Board Passenger	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Refusal to Board w/o Attendant	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Security Issues Regarding Disability	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Aircraft Not Accessible	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Airport Not Accessible	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Advance Notice Dispute	0	0	0	0	0	0	0	0	1	0	0	0	0	1
Seating Accommodation	0	0	0	2	0	1	0	0	4	0	0	0	0	7
Failure to Provide Assistance	0	0	0	2	0	5	0	0	2	0	0	0	0	9
Damage to Assistive Device	0	0	0	4	0	0	0	0	2	0	0	0	0	6
Storage and Delay of Assistive Device	0	0	0	2	0	1	0	0	0	0	0	0	0	3
Service Animal Problem	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Unsatisfactory Info	0	0	0	0	0	0	0	0	1	0	0	0	0	1
Other	0	0	0	0	0	0	0	0	5	0	0	0	1	6

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by SCOOT (2019)**

Total number of complaints reported to DOT: 0

	Vision Impairment	Hearing Impairment	Vision & Hearing Impairment	Paraplegic	Quadriplegic	Other wheelchair	Oxygen	Stretcher	Other Disability	Other Assistive Device	Mentally Impaired	Communicable Disease	Allergies	Total of Category of Complaints
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[illegible]

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by SCOTT AVIATION, LLC DBA SILVER AIR (2019)

Total number of complaints reported to DOT: 0

Total number of complaints reported to DOT: 0

[illegible]

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by SICHUAN AIRLINES (2019)

Total number of complaints reported to DOT: 0

Total number of complaints reported to DOT: 0

[illegible]

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by SIERRA PACIFIC AIRLINES, INC. (2019)**

Total number of complaints reported to DOT: 0

[illegible]

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by SILVER AIRWAYS LLC (2019)**

Total number of complaints reported to DOT: 6

Total number of complaints reported to DOT: 6

[illegible]

Total number of complaints reported to DOT: 0

Total number of complaints reported to DOT: 0

[illegible]

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by SKY REGIONAL AIRLINES (2019)**

Total number of complaints reported to DOT: 138

	Vision Impairment	Hearing Impairment	Vision & Hearing Impairment	Paraplegic	Quadriplegic	Other wheelchair	Oxygen	Stretcher	Other Disability	Other Assistive Device	Mentally Impaired	Communicable Disease	Allergies	Total of Category of Complaints
Refusal To Board Passenger	0	0	0	0	0	0	0	0	2	0	0	0	0	2
Refusal to Board w/o Attendant	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Security Issues Regarding Disability	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Aircraft Not Accessible	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Airport Not Accessible	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Advance Notice Dispute	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Seating Accommodation	0	1	0	2	0	0	0	0	11	0	0	0	1	15
Failure to Provide Assistance	2	0	0	3	0	0	69	0	16	0	1	0	0	91
Damage to Assistive Device	0	0	0	1	0	0	0	0	0	0	0	0	0	1
Storage and Delay of Assistive Device	0	0	0	1	0	0	0	0	1	1	0	0	0	3
Service Animal Problem	0	0	0	0	0	0	0	0	5	0	0	0	0	5
Unsatisfactory Info	0	1	0	0	0	2	0	0	0	0	0	0	0	3
Other	2	1	0	0	0	5	0	0	8	0	0	0	2	18

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by SKYMARK AIRLINES (2019)**

Total number of complaints reported to DOT: 0

Total number of complaints reported to DOT: 0

[illegible]

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by SKYWEST AIRLINES, INC. (2019)**

Total number of complaints reported to DOT: 127

	Vision Impairment	Hearing Impairment	Vision & Hearing Impairment	Paraplegic	Quadriplegic	Other wheelchair	Oxygen	Stretcher	Other Disability	Other Assistive Device	Mentally Impaired	Communicable Disease	Allergies	Total of Category of Complaints
Refusal To Board Passenger	0	0	0	0	0	0	1	0	1	0	0	0	0	2
Refusal to Board w/o Attendant	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Security Issues Regarding Disability	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Aircraft Not Accessible	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Airport Not Accessible	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Advance Notice Dispute	0	0	0	0	0	1	0	0	0	0	0	0	8	9
Seating Accommodation	0	0	0	0	0	1	1	0	16	2	1	0	0	21
Failure to Provide Assistance	0	1	0	0	0	30	1	0	14	1	0	0	0	47
Damage to Assistive Device	0	0	0	0	0	1	0	0	0	0	0	0	0	1
Storage and Delay of Assistive Device	0	0	0	0	0	0	1	0	1	7	0	0	0	9
Service Animal Problem	0	0	0	0	0	1	0	0	10	0	0	0	1	12
Unsatisfactory Info	0	0	0	0	0	1	0	0	0	0	0	0	0	1
Other	0	2	1	0	0	1	0	0	7	5	0	0	9	25

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by SOCIETE AIR FRANCE (2019)**

Total number of complaints reported to DOT: 491

	Vision Impairment	Hearing Impairment	Vision & Hearing Impairment	Paraplegic	Quadriplegic	Other wheelchair	Oxygen	Stretcher	Other Disability	Other Assistive Device	Mentally Impaired	Communicable Disease	Allergies	Total of Category of Complaints
Refusal To Board Passenger	0	0	0	0	0	1	0	0	0	0	1	0	0	2
Refusal to Board w/o Attendant	0	0	0	0	0	1	0	0	0	0	0	0	0	1
Security Issues Regarding Disability	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Aircraft Not Accessible	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Airport Not Accessible	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Advance Notice Dispute	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Seating Accommodation	0	0	0	0	0	23	0	0	30	0	4	0	0	57
Failure to Provide Assistance	1	0	0	0	0	245	0	0	80	1	0	0	0	327
Damage to Assistive Device	0	0	0	0	0	22	0	0	11	16	0	0	0	49
Storage and Delay of Assistive Device	0	0	0	0	0	12	0	0	6	9	0	0	0	27
Service Animal Problem	0	0	0	0	0	1	0	0	1	0	13	0	0	15
Unsatisfactory Info	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Other	0	0	0	0	0	8	0	0	1	4	0	0	0	13

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by SOUTH AFRICAN AIRWAYS SOC LIMITED (2019)**

Total number of complaints reported to DOT: 3

	Vision Impairment	Hearing Impairment	Vision & Hearing Impairment	Paraplegic	Quadriplegic	Other wheelchair	Oxygen	Stretcher	Other Disability	Other Assistive Device	Mentally Impaired	Communicable Disease	Allergies	Total of Category of Complaints
Refusal To Board Passenger	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Refusal to Board w/o Attendant	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Security Issues Regarding Disability	0	0	0	0	0	0	0	0	0	0	1	0	0	1
Aircraft Not Accessible	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Airport Not Accessible	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Advance Notice Dispute	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Seating Accommodation	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Failure to Provide Assistance	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Damage to Assistive Device	0	0	0	0	0	0	0	0	0	1	0	0	0	1
Storage and Delay of Assistive Device	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Service Animal Problem	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Unsatisfactory Info	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Other	0	0	0	0	0	0	0	0	1	0	0	0	0	1

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by SOUTHWEST AIRLINES CO. (2019)**

Total number of complaints reported to DOT: 4,868

	Vision Impairment	Hearing Impairment	Vision & Hearing Impairment	Paraplegic	Quadriplegic	Other wheelchair	Oxygen	Stretcher	Other Disability	Other Assistive Device	Mentally Impaired	Communicable Disease	Allergies	Total of Category of Complaints
Refusal To Board Passenger	0	0	0	0	0	1	6	0	18	0	0	1	3	29
Refusal to Board w/o Attendant	0	0	0	0	0	1	0	0	0	0	0	0	0	1
Security Issues Regarding Disability	0	0	0	0	0	1	0	0	4	1	0	0	0	6
Aircraft Not Accessible	0	3	0	0	2	2	0	0	10	1	0	0	0	18
Airport Not Accessible	1	0	0	0	0	6	0	0	10	0	0	0	0	17
Advance Notice Dispute	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Seating Accommodation	0	4	0	0	0	10	2	0	152	0	3	0	7	178
Failure to Provide Assistance	27	51	0	2	2	1596	0	0	192	3	12	0	5	1890
Damage to Assistive Device	0	0	0	0	1	61	1	0	2	96	0	0	0	161
Storage and Delay of Assistive Device	1	1	0	0	1	42	7	0	10	334	0	0	0	396
Service Animal Problem	3	1	0	0	0	5	0	0	660	1	0	0	2	672
Unsatisfactory Info	0	1	0	0	0	5	0	0	62	2	0	0	2	72
Other	16	28	4	0	0	74	3	0	1127	5	22	0	149	1428

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by SPIRIT AIRLINES, INC. (2019)**

Total number of complaints reported to DOT: 2,325

	Vision Impairment	Hearing Impairment	Vision & Hearing Impairment	Paraplegic	Quadriplegic	Other wheelchair	Oxygen	Stretcher	Other Disability	Other Assistive Device	Mentally Impaired	Communicable Disease	Allergies	Total of Category of Complaints
Refusal To Board Passenger	0	0	0	0	0	0	7	0	10	1	5	0	0	23
Refusal to Board w/o Attendant	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Security Issues Regarding Disability	0	0	0	0	0	0	0	0	1	0	0	0	0	1
Aircraft Not Accessible	0	0	0	1	0	1	0	0	3	0	1	0	0	6
Airport Not Accessible	2	1	0	0	0	2	0	0	1	0	1	0	0	7
Advance Notice Dispute	2	0	0	1	1	67	2	0	4	1	4	0	1	83
Seating Accommodation	2	6	0	1	2	43	2	0	188	1	38	0	9	292
Failure to Provide Assistance	15	19	0	1	1	695	3	0	64	1	8	0	13	820
Damage to Assistive Device	0	0	0	1	0	63	2	0	1	26	0	0	0	93
Storage and Delay of Assistive Device	0	0	0	1	1	44	1	0	3	85	2	0	0	137
Service Animal Problem	1	0	0	0	0	0	0	0	64	0	270	0	0	335
Unsatisfactory Info	0	0	0	1	0	15	4	0	16	6	32	0	0	74
Other	6	6	0	6	2	250	7	0	81	69	12	0	15	454

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by SRILANKAN AIRLINES LIMITED (2019)**

Total number of complaints reported to DOT: 0

Total number of complaints reported to DOT: 0

[illegible]

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by SUN COUNTRY MN AIRLINES, LLC (2019)**

Total number of complaints reported to DOT: 145

	Vision Impairment	Hearing Impairment	Vision & Hearing Impairment	Paraplegic	Quadriplegic	Other wheelchair	Oxygen	Stretcher	Other Disability	Other Assistive Device	Mentally Impaired	Communicable Disease	Allergies	Total of Category of Complaints
Refusal To Board Passenger	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Refusal to Board w/o Attendant	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Security Issues Regarding Disability	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Aircraft Not Accessible	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Airport Not Accessible	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Advance Notice Dispute	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Seating Accommodation	0	0	0	0	0	0	0	0	3	0	0	0	0	3
Failure to Provide Assistance	0	0	0	0	0	57	0	0	5	0	1	0	1	64
Damage to Assistive Device	0	0	0	0	0	43	0	0	9	3	0	0	0	55
Storage and Delay of Assistive Device	0	0	0	0	0	11	0	0	0	3	0	0	0	14
Service Animal Problem	0	0	0	0	0	0	0	0	1	0	2	0	0	3
Unsatisfactory Info	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Other	0	0	1	0	0	1	0	0	1	3	0	0	0	6

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by SUNCLASS AIRLINES APS (2019)

Total number of complaints reported to DOT: 0

Total number of complaints reported to DOT: 0

[illegible]

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by SUNRISE AIRWAYS, S.A. INC. (2019)**

Total number of complaints reported to DOT: 0

Total number of complaints reported to DOT: 0

[illegible]

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by SUNWING AIRLINES (2019)**

Total number of complaints reported to DOT: 23

	Vision Impairment	Hearing Impairment	Vision & Hearing Impairment	Paraplegic	Quadriplegic	Other wheelchair	Oxygen	Stretcher	Other Disability	Other Assistive Device	Mentally Impaired	Communicable Disease	Allergies	Total of Category of Complaints
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[illegible]

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by SURINAM AIRWAYS (2019)**

Total number of complaints reported to DOT: 0

Total number of complaints reported to DOT: 0

[illegible]

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by SWISS INTERNATIONAL AIR LINES LTD. (2019)**

Total number of complaints reported to DOT: 71

Total number of complaints reported to DOT: 71

[illegible]

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by SWOOP INC (2019)

Total number of complaints reported to DOT: 8

	Vision Impairment	Hearing Impairment	Vision & Hearing Impairment	Paraplegic	Quadriplegic	Other wheelchair	Oxygen	Stretcher	Other Disability	Other Assistive Device	Mentally Impaired	Communicable Disease	Allergies	Total of Category of Complaints
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[illegible]

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by TACA INTERNATIONAL AIRLINES, S.A. (2019)**

Total number of complaints reported to DOT: 7

Total number of complaints reported to DOT: 7

[illegible]

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by TAG AVIATION (UK) LTD (2019)

Total number of complaints reported to DOT: 0

Total number of complaints reported to DOT: 0

[illegible]

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by TAM-LINHAS AEREAS, S.A. (2019)**

Total number of complaints reported to DOT: 19

	Vision Impairment	Hearing Impairment	Vision & Hearing Impairment	Paraplegic	Quadriplegic	Other wheelchair	Oxygen	Stretcher	Other Disability	Other Assistive Device	Mentally Impaired	Communicable Disease	Allergies	Total of Category of Complaints
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[illegible]

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by TAME EP LINEA AEREA DEL ECUADOR (2019)**

Total number of complaints reported to DOT: 0

	Vision Impairment	Hearing Impairment	Vision & Hearing Impairment	Paraplegic	Quadriplegic	Other wheelchair	Oxygen	Stretcher	Other Disability	Other Assistive Device	Mentally Impaired	Communicable Disease	Allergies	Total of Category of Complaints
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[illegible]

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by TAP AIR PORTUGAL (2019)**

Total number of complaints reported to DOT: 15

	Vision Impairment	Hearing Impairment	Vision & Hearing Impairment	Paraplegic	Quadriplegic	Other wheelchair	Oxygen	Stretcher	Other Disability	Other Assistive Device	Mentally Impaired	Communicable Disease	Allergies	Total of Category of Complaints
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[illegible]

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by TAR AIRLINES (2019)**

Total number of complaints reported to DOT: 0

Total number of complaints reported to DOT: 0

[illegible]

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by TEM ENTERPRISES/XTRA AIRWAYS (2019)**

Total number of complaints reported to DOT: 0

Total number of complaints reported to DOT: 0

[illegible]

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by TITAN AIRWAYS LIMITED (2019)**

Total number of complaints reported to DOT: 0

	Vision Impairment	Hearing Impairment	Vision & Hearing Impairment	Paraplegic	Quadriplegic	Other wheelchair	Oxygen	Stretcher	Other Disability	Other Assistive Device	Mentally Impaired	Communicable Disease	Allergies	Total of Category of Complaints
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[illegible]

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by TRANS AMERICAN AIRLINES S.A. (2019)**

Total number of complaints reported to DOT: 2

	Vision Impairment	Hearing Impairment	Vision & Hearing Impairment	Paraplegic	Quadriplegic	Other wheelchair	Oxygen	Stretcher	Other Disability	Other Assistive Device	Mentally Impaired	Communicable Disease	Allergies	Total of Category of Complaints
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[illegible]

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by TRANSPORTES AEREOS DE CABO VERDE (2019)**

Total number of complaints reported to DOT: 0

Total number of complaints reported to DOT: 0

[illegible]

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by TRAVEL SERVICE (2019)**

Total number of complaints reported to DOT: 0

Total number of complaints reported to DOT: 0

[illegible]

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by TUI AIRLINES BELGIUM (2019)

Total number of complaints reported to DOT: 2

Total number of complaints reported to DOT: 2

	Vision Impairment	Hearing Impairment	Vision & Hearing Impairment	Paraplegic	Quadriplegic	Other wheelchair	Oxygen	Stretcher	Other Disability	Other Assistive Device	Mentally Impaired	Communicable Disease	Allergies	Total of Category of Complaints
Refusal To Board Passenger	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Refusal to Board w/o Attendant	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Security Issues Regarding Disability	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Aircraft Not Accessible	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Airport Not Accessible	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Advance Notice Dispute	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Seating Accommodation	0	0	0	1	0	0	0	0	0	0	0	0	0	1
Failure to Provide Assistance	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Damage to Assistive Device	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Storage and Delay of Assistive Device	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Service Animal Problem	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Unsatisfactory Info	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Other	0	0	0	0	0	1	0	0	0	0	0	0	0	1

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by TUI AIRLINES NEDERLAND, B.V. (2019)**

Total number of complaints reported to DOT: 3

	Vision Impairment	Hearing Impairment	Vision & Hearing Impairment	Paraplegic	Quadriplegic	Other wheelchair	Oxygen	Stretcher	Other Disability	Other Assistive Device	Mentally Impaired	Communicable Disease	Allergies	Total of Category of Complaints
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[illegible]

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by TUI AIRWAYS LIMITED (2019)**

Total number of complaints reported to DOT: 2

	Vision Impairment	Hearing Impairment	Vision & Hearing Impairment	Paraplegic	Quadriplegic	Other wheelchair	Oxygen	Stretcher	Other Disability	Other Assistive Device	Mentally Impaired	Communicable Disease	Allergies	Total of Category of Complaints
Refusal To Board Passenger	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Refusal to Board w/o Attendant	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Security Issues Regarding Disability	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Aircraft Not Accessible	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Airport Not Accessible	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Advance Notice Dispute	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Seating Accommodation	0	0	0	0	0	0	0	0	1	0	0	0	0	1
Failure to Provide Assistance	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Damage to Assistive Device	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Storage and Delay of Assistive Device	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Service Animal Problem	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Unsatisfactory Info	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Other	0	0	0	0	0	0	0	0	1	0	0	0	0	1

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by TURKISH AIRLINES TURK HAVA YOLLARI (2019)**

Total number of complaints reported to DOT: 198

Total number of complaints reported to DOT: 198

	Vision Impairment	Hearing Impairment	Vision & Hearing Impairment	Paraplegic	Quadriplegic	Other wheelchair	Oxygen	Stretcher	Other Disability	Other Assistive Device	Mentally Impaired	Communicable Disease	Allergies	Total of Category of Complaints
Refusal To Board Passenger	0	0	0	0	0	0	0	0	0	0	0	0	2	2
Refusal to Board w/o Attendant	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Security Issues Regarding Disability	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Aircraft Not Accessible	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Airport Not Accessible	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Advance Notice Dispute	0	0	0	0	0	35	0	0	0	0	0	0	0	35
Seating Accommodation	0	0	0	0	0	5	0	0	0	0	0	0	0	5
Failure to Provide Assistance	0	1	0	0	0	28	0	0	0	0	0	0	0	29
Damage to Assistive Device	0	0	0	0	0	4	0	0	0	0	0	0	0	4
Storage and Delay of Assistive Device	0	0	0	0	0	2	0	0	0	0	0	0	0	2
Service Animal Problem	0	0	0	0	0	0	0	0	0	0	0	0	1	1
Unsatisfactory Info	0	0	0	0	0	11	0	0	0	0	0	0	0	11
Other	0	0	0	0	0	109	0	0	0	0	0	0	0	109

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by TWAY AIR (2019)**

Total number of complaints reported to DOT: 0

Total number of complaints reported to DOT: 0

[illegible]

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by TYROLEAN JET SERVICE (2019)**

Total number of complaints reported to DOT: 0

Total number of complaints reported to DOT: 0

[illegible]

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by UKRAINE INTERNATIONAL AIRLINE (2019)**

Total number of complaints reported to DOT: 4

	Vision Impairment	Hearing Impairment	Vision & Hearing Impairment	Paraplegic	Quadriplegic	Other wheelchair	Oxygen	Stretcher	Other Disability	Other Assistive Device	Mentally Impaired	Communicable Disease	Allergies	Total of Category of Complaints
Refusal To Board Passenger	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Refusal to Board w/o Attendant	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Security Issues Regarding Disability	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Aircraft Not Accessible	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Airport Not Accessible	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Advance Notice Dispute	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Seating Accommodation	0	0	0	0	0	0	0	0	1	0	0	0	0	1
Failure to Provide Assistance	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Damage to Assistive Device	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Storage and Delay of Assistive Device	0	0	0	0	1	0	0	0	0	0	0	0	0	1
Service Animal Problem	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Unsatisfactory Info	0	0	0	0	0	0	0	0	1	0	0	0	0	1
Other	0	0	0	0	0	0	0	0	1	0	0	0	0	1

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by UNITED AIR LINES, INC. (2019)**

Total number of complaints reported to DOT: 5,721

	Vision Impairment	Hearing Impairment	Vision & Hearing Impairment	Paraplegic	Quadriplegic	Other wheelchair	Oxygen	Stretcher	Other Disability	Other Assistive Device	Mentally Impaired	Communicable Disease	Allergies	Total of Category of Complaints
Refusal To Board Passenger	0	0	0	0	1	2	1	0	0	0	1	0	0	5
Refusal to Board w/o Attendant	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Security Issues Regarding Disability	0	0	0	0	0	2	0	0	3	0	0	0	0	5
Aircraft Not Accessible	0	6	0	1	0	9	0	0	1	0	0	0	0	17
Airport Not Accessible	0	0	0	0	0	3	0	0	4	0	0	0	0	7
Advance Notice Dispute	0	0	0	0	0	1	0	0	0	0	0	0	0	1
Seating Accommodation	8	9	4	5	2	61	1	0	340	0	24	0	2	456
Failure to Provide Assistance	32	27	6	7	4	3940	1	0	165	2	15	0	1	4200
Damage to Assistive Device	0	0	0	1	2	48	0	0	3	24	0	0	0	78
Storage and Delay of Assistive Device	1	0	0	1	3	72	3	0	25	107	1	0	0	213
Service Animal Problem	2	3	0	0	0	0	0	0	73	0	178	0	0	256
Unsatisfactory Info	0	0	0	1	0	14	5	0	30	17	16	0	2	85
Other	6	48	1	1	1	138	10	0	144	22	10	0	17	398

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by UZBEKISTAN AIRWAYS (2019)**

Total number of complaints reported to DOT: 0

	Vision Impairment	Hearing Impairment	Vision & Hearing Impairment	Paraplegic	Quadriplegic	Other wheelchair	Oxygen	Stretcher	Other Disability	Other Assistive Device	Mentally Impaired	Communicable Disease	Allergies	Total of Category of Complaints
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[illegible]

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by VIRGIN ATLANTIC AIRWAYS LIMITED (2019)**

Total number of complaints reported to DOT: 709

	Vision Impairment	Hearing Impairment	Vision & Hearing Impairment	Paraplegic	Quadriplegic	Other wheelchair	Oxygen	Stretcher	Other Disability	Other Assistive Device	Mentally Impaired	Communicable Disease	Allergies	Total of Category of Complaints
Refusal To Board Passenger	0	0	0	0	0	1	0	0	1	0	0	0	0	2
Refusal to Board w/o Attendant	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Security Issues Regarding Disability	0	0	0	0	0	1	1	0	2	0	0	0	1	5
Aircraft Not Accessible	0	0	0	0	0	3	1	0	2	0	0	0	0	6
Airport Not Accessible	0	0	0	0	0	2	0	0	0	0	0	0	0	2
Advance Notice Dispute	0	0	0	0	0	1	1	0	0	0	0	0	0	2
Seating Accommodation	3	0	0	2	0	41	1	0	53	1	11	0	0	112
Failure to Provide Assistance	8	1	0	1	0	253	2	0	38	6	10	0	1	320
Damage to Assistive Device	0	0	0	0	0	73	0	0	0	0	0	0	0	73
Storage and Delay of Assistive Device	0	0	0	1	0	13	0	0	8	5	0	0	0	27
Service Animal Problem	1	0	0	0	0	0	0	0	0	0	0	0	0	1
Unsatisfactory Info	0	0	0	0	0	2	1	0	8	1	4	0	4	20
Other	1	2	0	0	0	47	6	0	64	4	4	0	11	139

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by VIRGIN AUSTRALIA (2019)**

Total number of complaints reported to DOT: 40

	Vision Impairment	Hearing Impairment	Vision & Hearing Impairment	Paraplegic	Quadriplegic	Other wheelchair	Oxygen	Stretcher	Other Disability	Other Assistive Device	Mentally Impaired	Communicable Disease	Allergies	Total of Category of Complaints
Refusal To Board Passenger	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Refusal to Board w/o Attendant	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Security Issues Regarding Disability	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Aircraft Not Accessible	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Airport Not Accessible	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Advance Notice Dispute	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Seating Accommodation	0	0	0	0	0	1	0	0	2	0	0	0	0	3
Failure to Provide Assistance	0	0	0	2	0	9	0	0	2	0	0	0	2	15
Damage to Assistive Device	0	0	0	1	0	3	0	0	0	0	0	0	0	4
Storage and Delay of Assistive Device	0	0	0	0	0	0	0	0	0	1	0	0	1	2
Service Animal Problem	0	0	0	0	0	0	0	0	1	0	0	0	0	1
Unsatisfactory Info	0	0	0	0	0	0	0	0	1	0	0	0	0	1
Other	0	0	0	0	0	0	0	0	2	1	0	0	11	14

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by VOLARIS (2019)**

Total number of complaints reported to DOT: 1

Total number of complaints reported to DOT: 1

[illegible]

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by VOLARIS COSTA RICA (2019)**

Total number of complaints reported to DOT: 0

[illegible][illegible]

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by WESTJET (2019)**

Total number of complaints reported to DOT: 176

	Vision Impairment	Hearing Impairment	Vision & Hearing Impairment	Paraplegic	Quadriplegic	Other wheelchair	Oxygen	Stretcher	Other Disability	Other Assistive Device	Mentally Impaired	Communicable Disease	Allergies	Total of Category of Complaints
Refusal To Board Passenger	0	0	0	0	0	1	0	0	0	0	0	0	0	1
Refusal to Board w/o Attendant	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Security Issues Regarding Disability	0	0	0	0	0	1	0	0	0	0	0	0	0	1
Aircraft Not Accessible	0	0	0	0	0	1	0	0	0	0	0	0	0	1
Airport Not Accessible	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Advance Notice Dispute	0	0	0	0	0	1	0	0	1	0	0	0	0	2
Seating Accommodation	0	0	0	0	0	3	0	0	1	0	0	0	1	5
Failure to Provide Assistance	5	0	0	0	0	115	0	0	4	1	1	0	0	126
Damage to Assistive Device	0	0	0	0	1	2	0	0	0	0	0	0	0	3
Storage and Delay of Assistive Device	0	0	0	0	0	2	0	0	0	0	0	0	0	2
Service Animal Problem	0	0	0	0	0	0	0	0	0	1	0	0	0	1
Unsatisfactory Info	1	0	0	0	2	16	0	0	0	0	0	0	0	19
Other	0	0	0	0	0	13	0	0	1	0	1	0	0	15

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by XIAMEN AIRLINES (2019)

Total number of complaints reported to DOT: 0

Total number of complaints reported to DOT: 0

[illegible]

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by YAKUTIA AIRLINES (2019)**

Total number of complaints reported to DOT: 0

[illegible][illegible]