

Summary of Disability-Related Complaint Data

All Carriers

Total number of complaints submitted: 15,030

Carrier Name	Number of Complaints
ACM AIR CHARTER GMBH	0
ACROPOLIS AVIATION LTD	0
AER LINGUS LIMITED	14
AEROENLACES NACIONALES S.A. DE C.V.	0
AEROFLOT RUSSIAN AIRLINES	4
AEROLINEAS ARGENTINAS, S.A.	0
AEROVIAS DE MEXICO, S.A. DE C.V.	61
AIR BUSAN	0
AIR CANADA	75
AIR CANADA ROUGE LP	153
AIR CHINA	0
AIR EUROPA LINEAS AEREAS, S.A.U.	2
AIR INDIA	0
AIR JAPAN, CO., LTD.	2
AIR NEW ZEALAND LIMITED	21
AIR NORTH	0
AIR SEOUL INC.	0
AIR SERBIA	1
AIR TAHITI NUI AIRLINES	6
AIR TRANSAT A.T., INC.	9
AIR X CHARTER LTD	0
AIRASIA X BERHAD	0
ALASKA AIRLINES, INC.	304
ALL NIPPON AIRWAYS CO., LTD.	3
ALLEGiant AIR, INC.	494
AMERICAN AIRLINES, INC.	4,182
AMERICAN EAGLE AIRLINES, INC.	203
AMERISTAR AIR CARGO, INC.	0
ARKIA ISRAELI AIRLINES, LTD.	0
ARUBA AIRLINES	0
ASIANA AIRLINES, INC.	4
ATLAS AIR, INC.	0
AUSTRIAN AIRLINES AG	14
AVELO AIRLINES	0
AVIANCA, S.A.	3
AVION EXPRESS MALTA	0
AZERBAIJAN AIRLINES	0

AZUL BRAZILIAN AIRLINES	1
BAHAMASAIR HOLDINGS LIMITED	0
BEIJING CAPITAL AIRLINES CO.,LTD.	0
BOLIVIANA DE AVIACIO	0
BRITISH AIRWAYS PLC	322
BRUSSELS AIRLINES	2
CARIBBEAN AIRLINES LIMITED	5
CATHAY PACIFIC AIRWAYS LIMITED	18
CAYMAN AIRWAYS LIMITED	0
CEBU PACIFIC AIR	0
CHINA AIRLINES, LTD.	0
CHINA EASTERN AIRLINES CORPORATION	1
CHINA SOUTHERN AIRLINE	8
COMLUX ARUBA	0
COMLUX MALTA LTD.	0
COMPANIA PANAMENA DE AVIACION, S.A.	25
COMPASS AIRLINES LLC	4
CONDOR FLUGDIENST GMBH	0
CORSAIR	0
DC AVIATION GMBH	0
DELTA AIR LINES, INC.	1,856
DEUTSCHE LUFTHANSA AG	83
DREAMJET D/B/A LACOMPAGNIE	1
EASTERN AIRLINES, LLC	0
EDELWEISS AIR AG	0
EGYPTAIR	0
EL AL ISRAEL AIRLINES LTD.	20
EMIRATES	81
ETHIOPIAN AIRLINES ENTERPRISE	0
ETIHAD AIRWAYS P.J.S.C.	14
EUROATLANTIC AIRWAYS TRANSPORTES AE	0
EUROWINGS	0
EVA AIRWAYS CORPORATION	3
EXPRESSJET AIRLINES	0
FAST COLOMBIA SAS	0
FIJI AIRWAYS	0
FINNAIR OY D/B/A FINNAIR OYJ	1
FIRST AIR	0
FLAIR AIRLINES	0
FRENCH BEE	1
FRONTIER AIRLINES, INC.	114
GLOBAL JET LUXEMBOURG S.A.	0
GOJET AIRLINES LLC	2
GOL LINHAS AEREAS INTELIGENTES	2
HAINAN AIRLINES COMPANY LTD	0

HAWAIIAN AIRLINES, INC.	124
HI FLY LTD	0
HI FLY, TRANSPORTES AEREOS, S.A.	0
HILLWOOD AIRWAYS	0
HONG KONG AIRLINES LIMITED	0
HONG KONG EXPRESS AIRWAYS LIMITED	0
HORIZON AIR INDUSTRIES, INC.	58
IBERIA LINEAS AEREAS DE ESPANA, S.A	13
ICELANDAIR EHF.	3
JAPAN AIRLINES INTERNATIONAL CO.	6
JAZZ AVIATION LP	26
JEJU AIR COMPANY LIMITED	0
JETBLUE AIRWAYS CORPORATION	740
JETSTAR AIRWAYS PTY LIMITED	4
JIN AIR	0
K5-AVIATION GMBH	0
KENYA AIRWAYS PLC	0
KLM ROYAL DUTCH AIRLINES, N.V.	55
KOREAN AIR LINES CO., LTD.	8
KUWAIT AIRWAYS CORPORATION	1
LAN AIRLINES S.A.	5
LAN ARGENTINA S.A.	0
LAN COLOMBIA	0
LAN ECUADOR /LATAM AIRLINES ECUADOR	0
LAN PERU S.A.	0
LIAT (1974) LTD	0
LINEAS AEREAS COSTARRICENSES S.A.	0
MALAYSIA AIRLINES	0
MESA AIRLINES, INC.	26
MIAMI AIR INTERNATIONAL, INC.	0
MJET GMBH	0
NOLINOR AVIATION	0
NORWEGIAN AIR INTERNATIONAL LTD	0
NORWEGIAN AIR SHUTTLE ASA	19
NORWEGIAN AIR SWEDEN	0
NORWEGIAN AIR UK LTD	18
OMNI AIR INTERNATIONAL INC.	2
OPENSKIES	0
PAKISTAN INT'L AIRLINES CORPORATION	0
PHILIPPINE AIRLINES, INC.	5
PINNACLE AIRLINES, INC. / ENDEAVOR	19
POLSKIE LINIE LOTNICZE LOT, S.A.	6
PORTER AIRLINES INC.	0
PRIVILEGE STYLE	0
PSA AIRLINES	49

QANTAS AIRWAYS LIMITED	2
QATAR AIRWAYS Q.C.S.C.	8
REPUBLIC AIRLINES, INC.	36
ROYAL AIR MAROC	4
ROYAL JET LLC	0
ROYAL JORDANIAN AIRLINE	3
SATA INTERNACIONAL	0
SAUDI ARABIAN AIRLINES CORPORATION	1
SCANDINAVIAN AIRLINES SYSTEM	5
SCOTT AVIATION, LLC DBA SILVER AIR	0
SICHUAN AIRLINES	0
SIERRA PACIFIC AIRLINES, INC.	0
SILVER AIRWAYS LLC	1
SINGAPORE AIRLINES LIMITED	0
SKY REGIONAL AIRLINES	25
SKYWEST AIRLINES, INC.	36
SOCIETE AIR FRANCE	140
SOUTH AFRICAN AIRWAYS SOC LIMITED	0
SOUTHWEST AIRLINES CO.	2,167
SPIRIT AIRLINES, INC.	1,120
SRILANKAN AIRLINES LIMITED	0
SUN COUNTRY MN AIRLINES, LLC	93
SUNCLASS AIRLINES APS	0
SUNWING AIRLINES	12
SURINAM AIRWAYS	0
SWISS INTERNATIONAL AIR LINES LTD.	13
SWOOP INC	6
TACA INTERNATIONAL AIRLINES, S.A.	0
TAG AVIATION (UK) LTD	0
TAM-LINHAS AEREAS, S.A.	0
TAP AIR PORTUGAL	3
TAR AIRLINES	0
TITAN AIRWAYS LIMITED	0
TRANS AMERICAN AIRLINES S.A.	0
TRANSPORTES AEREOS DE CABO VERDE	0
TRAVEL SERVICE	0
TUI AIRLINES BELGIUM	0
TUI AIRLINES NEDERLAND, B.V.	1
TUI AIRWAYS LIMITED	0
TURKISH AIRLINES TURK HAVA YOLLARI	64
TWAY AIR	0
UKRAINE INTERNATIONAL AIRLINE	0
UNITED AIR LINES, INC.	1,820
UZBEKISTAN AIRWAYS	0
VIETNAM AIRLINES	0

VIRGIN ATLANTIC AIRWAYS LIMITED	99
VIRGIN AUSTRALIA	9
VOLARIS	4
VOLARIS COSTA RICA	0
WAMOS AIR	0
WESTJET	52
XIAMEN AIRLINES	0
YAKUTIA AIRLINES	0
Total	15,030

Summary of Disability-Related Complaint Data

All Carriers

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	Vision Impairment	Hearing Impairment	Vision & Hearing Impairment	Paraplegic	Quadriplegic	Other wheelchair	Oxygen	Stretcher	Other Disability	Other Assistive Device	Mentally Impaired	Communicable Disease	Allergies
Refusal To Board Passenger	1	1	0	0	0	12	23	1	96	3	14	7	1
Refusal to Board w/o Attendant	0	0	0	0	0	3	0	0	1	0	1	0	0
Security Issues Regarding Disability	0	0	0	0	0	6	0	0	9	0	0	0	0
Aircraft Not Accessible	1	5	0	2	0	15	1	0	10	0	0	0	1
Airport Not Accessible	0	1	0	0	0	13	0	0	13	0	2	0	2
Advance Notice Dispute	2	2	0	1	0	24	3	0	9	0	14	0	4
Seating Accommodation	14	15	5	16	2	131	8	0	1,023	7	62	0	38
Failure to Provide Assistance	79	57	7	35	4	6,158	10	0	827	70	38	2	122
Damage to Assistive Device	0	1	0	16	0	232	1	0	18	142	0	0	0
Storage and Delay of Assistive Device	1	0	0	10	2	163	8	0	150	468	1	0	0
Service Animal Problem	3	5	3	0	0	11	1	0	1,823	25	482	0	40
Unsatisfactory Info	5	8	3	1	0	66	6	0	140	14	52	1	15
Other	24	40	6	11	2	367	19	0	1,309	131	46	1	123