

Summary of Disability-Related Complaint Data

Foreign Carriers

Total number of complaints submitted: 1,580

Carrier Name	Number of Complaints
ACROPOLIS AVIATION LTD	0
ACM AIR CHARTER LUFTFAHRTGESELLSCHAFT	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
ALL NIPPON AIRWAYS CO., LTD.	3
ARKIA ISRAELI AIRLINES, LTD.	0
ARUBA AIRLINES	0
ASIANA AIRLINES, INC.	4
AUSTRIAN AIRLINES AG	14
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 AVIACION	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
CONDOR FLUGDIENST GMBH	0
CORSAIR	0
DC AVIATION GMBH	0
DEUTSCHE LUFTHANSA AG	83
DREAMJET D/B/A LACOMPAGNIE	1
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
FAST COLOMBIA SAS	0
FIJI AIRWAYS	0
FINNAIR OY D/B/A FINNAIR OYJ	1
FIRST AIR	0
FLAIR AIRLINES	0
FRENCH BEE	1
GLOBAL JET LUXEMBOURG S.A.	0
GOL LINHAS AEREAS INTELIGENTES	2
HAINAN AIRLINES COMPANY LTD	0
HI FLY LTD	0
HI FLY, TRANSPORTES AEREOS, S.A.	0
HONG KONG AIRLINES LIMITED	0
HONG KONG EXPRESS AIRWAYS LIMITED	0
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
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
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
OPENSKIES	0
PAKISTAN INT'L AIRLINES CORPORATION	0
PHILIPPINE AIRLINES, INC.	5
POLSKIE LINIE LOTNICZE LOT, S.A.	6
PORTER AIRLINES INC.	0
PRIVILEGE STYLE	0
QANTAS AIRWAYS LIMITED	2
QATAR AIRWAYS Q.C.S.C.	8
ROYAL AIR MAROC	4
ROYAL JET LLC	0
ROYAL JORDANIAN AIRLINE	3
SATA INTERNACIONAL	0
SAUDI ARABIAN AIRLINES CORPORATION	1
SCANDINAVIAN AIRLINES SYSTEM	5
SICHUAN AIRLINES	0
SINGAPORE AIRLINES LIMITED	0
SKY REGIONAL AIRLINES	25
SOCIETE AIR FRANCE	140
SOUTH AFRICAN AIRWAYS SOC LIMITED	0
SRILANKAN AIRLINES LIMITED	0
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
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	1,580

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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	0	0	0	0	2	4	0	35	2	2	3	1
Refusal to Board w/o Attendant	0	0	0	0	0	2	0	0	0	0	0	0	0
Security Issues Regarding Disability	0	0	0	0	0	5	0	0	1	0	0	0	0
Aircraft Not Accessible	1	1	0	1	0	3	0	0	1	0	0	0	0
Airport Not Accessible	0	0	0	0	0	5	0	0	4	0	1	0	1
Advance Notice Dispute	2	0	0	0	0	21	1	0	2	0	1	0	1
Seating Accommodation	3	5	2	9	1	28	1	0	103	1	10	0	3
Failure to Provide Assistance	13	3	1	13	2	627	4	0	106	6	8	0	12
Damage to Assistive Device	0	0	0	15	0	76	0	0	6	18	0	0	0
Storage and Delay of Assistive Device	0	0	0	3	1	39	1	0	42	9	1	0	0
Service Animal Problem	1	1	0	0	0	2	0	0	44	0	9	0	1
Unsatisfactory Info	0	3	0	1	0	29	1	0	11	3	1	0	2
Other	4	4	0	11	0	93	3	0	50	5	3	0	22