

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by ACM AIR CHARTER GMBH (2020)**

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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**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by ACROPOLIS AVIATION LTD (2020)**

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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**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by AER LINGUS LIMITED (2020)**

Total number of complaints reported to DOT: 14

	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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**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by AEROENLACES NACIONALES S.A. DE C.V. (2020)**

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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**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by AEROFLOT RUSSIAN AIRLINES (2020)**

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
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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	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	3	0	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	1	0	0	0	0	0	0	0	1

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by AEROLINEAS ARGENTINAS, S.A. (2020)**

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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**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by AEROVIAS DE MEXICO, S.A. DE C.V. (2020)**

Total number of complaints reported to DOT: 61

	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	2	0	0	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	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	1	0	0	2	0	0	0	0	4
Failure to Provide Assistance	1	0	0	3	1	7	0	0	0	0	1	0	0	13
Damage to Assistive Device	0	0	0	9	0	11	0	0	1	0	0	0	0	21
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	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	6	0	0	4	0	0	0	1	13

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by AIR BUSAN (2020)**

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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Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by AIR CANADA (2020)

Total number of complaints reported to DOT: 75

	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	2	0	0	0	0	3
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	1	1	0	1	2	0	0	7	0	0	0	0	12
Failure to Provide Assistance	0	1	0	0	0	29	0	0	8	0	0	0	3	41
Damage to Assistive Device	0	0	0	0	0	3	0	0	0	3	0	0	0	6
Storage and Delay of Assistive Device	0	0	0	0	0	1	0	0	2	1	0	0	0	4
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	2	0	0	0	0	2
Other	0	0	0	0	0	2	0	0	2	0	0	0	1	5

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by AIR CANADA ROUGE LP (2020)**

Total number of complaints reported to DOT: 153

	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	5	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	1	1	1	0	0	0	0	0	28	0	0	0	2	33
Failure to Provide Assistance	0	0	0	0	0	71	0	0	12	0	1	0	6	90
Damage to Assistive Device	0	0	0	0	0	2	0	0	0	3	0	0	0	5
Storage and Delay of Assistive Device	0	0	0	0	1	2	0	0	4	1	0	0	0	8
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	0	0	0	0	0	0
Other	0	0	0	0	0	2	0	0	3	0	1	0	5	11

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by AIR CHINA (2020)

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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**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by AIR EUROPA LINEAS AEREAS, S.A.U. (2020)**

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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Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by AIR INDIA (2020)

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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**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by AIR JAPAN, CO., LTD. (2020)**

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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**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by AIR NEW ZEALAND LIMITED (2020)**

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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Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by AIR NORTH (2020)

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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**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by AIR SEOUL INC. (2020)**

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 SERBIA (2020)

Total number of complaints reported to DOT: 1

	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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Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by AIR TAHITI NUI AIRLINES (2020)

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
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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	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	0	0	0	0	0	4
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 AIR TRANSAT A.T., INC. (2020)**

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
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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	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	3	0	0	0	1	0	0	0	4
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 AIR X CHARTER LTD (2020)

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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Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by AIRASIA X BERHAD (2020)

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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**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by ALASKA AIRLINES, INC. (2020)**

Total number of complaints reported to DOT: 304

	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	1	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	1	0	1	0	0	0	0	0	23	0	0	0	0	25
Failure to Provide Assistance	4	4	0	4	0	157	0	0	4	0	2	0	1	176
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	4	0	0	0	2	0	0	0	6
Service Animal Problem	0	0	0	0	0	0	0	0	35	0	0	0	0	35
Unsatisfactory Info	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Other	0	2	0	0	0	2	0	0	51	2	0	0	3	60

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by ALL NIPPON AIRWAYS CO., LTD. (2020)**

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	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	1	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	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 ALLEGIANT AIR, INC. (2020)**

Total number of complaints reported to DOT: 494

	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	3	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	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	7	2	0	47	0	0	0	0	56
Failure to Provide Assistance	1	0	0	0	0	96	0	0	3	0	1	0	0	101
Damage to Assistive Device	0	0	0	0	0	12	0	0	0	25	0	0	0	37
Storage and Delay of Assistive Device	0	0	0	0	0	0	0	0	0	8	0	0	0	8
Service Animal Problem	0	0	0	0	0	0	0	0	162	0	0	0	0	162
Unsatisfactory Info	1	1	0	0	0	20	3	0	53	5	1	0	8	92
Other	1	0	0	0	0	6	0	0	22	1	1	0	1	32

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by AMERICAN AIRLINES, INC. (2020)**

Total number of complaints reported to DOT: 4,182

	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	2	0	12	0	0	1	0	16
Refusal to Board w/o Attendant	0	0	0	0	0	1	0	0	1	0	1	0	0	3
Security Issues Regarding Disability	0	0	0	0	0	0	0	0	4	0	0	0	0	4
Aircraft Not Accessible	0	0	0	0	0	2	0	0	2	0	0	0	0	4
Airport Not Accessible	0	0	0	0	0	1	0	0	2	0	0	0	0	3
Advance Notice Dispute	0	0	0	1	0	1	0	0	4	0	0	0	0	6
Seating Accommodation	2	1	1	4	0	14	0	0	382	4	3	0	6	417
Failure to Provide Assistance	16	3	3	10	0	1940	4	0	302	36	2	0	11	2327
Damage to Assistive Device	0	0	0	1	0	30	0	0	5	21	0	0	0	57
Storage and Delay of Assistive Device	1	0	0	4	0	59	1	0	58	228	0	0	0	351
Service Animal Problem	0	0	1	0	0	0	1	0	424	14	0	0	7	447
Unsatisfactory Info	1	3	3	0	0	3	0	0	18	3	2	1	0	34
Other	6	8	3	0	0	91	3	0	362	24	0	0	16	513

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by AMERICAN EAGLE AIRLINES, INC. (2020)**

Total number of complaints reported to DOT: 203

	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	4	0	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	1	0	0	0	0	1
Aircraft Not Accessible	0	0	0	0	0	0	0	0	1	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	24	0	0	0	0	25
Failure to Provide Assistance	0	0	0	0	0	31	0	0	20	1	0	0	1	53
Damage to Assistive Device	0	0	0	0	0	4	0	0	1	7	0	0	0	12
Storage and Delay of Assistive Device	0	0	0	0	0	5	0	0	9	21	0	0	0	35
Service Animal Problem	0	0	0	0	0	0	0	0	34	1	0	0	0	35
Unsatisfactory Info	0	0	0	0	0	0	0	0	1	0	0	0	0	1
Other	1	1	0	0	0	2	0	0	29	3	0	0	0	36

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by AMERISTAR AIR CARGO, INC. (2020)**

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 ARKIA ISRAELI AIRLINES, LTD. (2020)

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 ARUBA AIRLINES (2020)

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 ASIANA AIRLINES, INC. (2020)**

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
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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	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	1	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	1	0	0	1
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 ATLAS AIR, INC. (2020)

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 AUSTRIAN AIRLINES AG (2020)**

Total number of complaints reported to DOT: 14

	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	1	0	0	0	0	0	0	1
Seating Accommodation	0	0	0	0	0	0	1	0	2	0	0	0	0	3
Failure to Provide Assistance	0	0	0	0	0	5	0	0	0	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	0	0	0	0	0	0
Other	0	0	0	0	0	0	0	0	2	0	0	0	0	2

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by AVELO AIRLINES (2020)

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 AVIANCA, S.A. (2020)**

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 AVION EXPRESS MALTA (2020)**

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 AZERBAIJAN AIRLINES (2020)**

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 (2020)

Total number of complaints reported to DOT: 1

	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 (2020)**

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 BEIJING CAPITAL AIRLINES CO.,LTD. (2020)

	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 BOLIVIANA DE AVIACIO (2020)**

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 BRITISH AIRWAYS PLC (2020)**

Total number of complaints reported to DOT: 322

	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	1	0	0	0	0	1	1	0	7	0	0	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	5	0	0	1	0	0	0	0	6
Aircraft Not Accessible	0	1	0	0	0	0	0	0	1	0	0	0	0	2
Airport Not Accessible	0	0	0	0	0	2	0	0	4	0	1	0	0	7
Advance Notice Dispute	1	0	0	0	0	1	0	0	2	0	1	0	0	5
Seating Accommodation	1	1	0	3	0	9	0	0	5	1	2	0	0	22
Failure to Provide Assistance	2	1	0	8	0	114	0	0	19	0	1	0	0	145
Damage to Assistive Device	0	0	0	6	0	12	0	0	2	0	0	0	0	20
Storage and Delay of Assistive Device	0	0	0	2	0	18	0	0	3	0	0	0	0	23
Service Animal Problem	0	0	0	0	0	0	0	0	9	0	0	0	0	9
Unsatisfactory Info	0	1	0	0	0	11	0	0	2	1	0	0	0	15
Other	3	1	0	4	0	31	0	0	15	2	2	0	0	58

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by BRUSSELS AIRLINES (2020)

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 CARIBBEAN AIRLINES LIMITED (2020)**

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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	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	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	3	0	0	0	0	0	0	0	3

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by CATHAY PACIFIC AIRWAYS LIMITED (2020)**

Total number of complaints reported to DOT: 18

	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 CAYMAN AIRWAYS LIMITED (2020)**

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 CEBU PACIFIC AIR (2020)**

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. (2020)**

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 EASTERN AIRLINES CORPORATION (2020)

Total number of complaints reported to DOT: :

[illegible]

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by CHINA SOUTHERN AIRLINE (2020)

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 COMLUX ARUBA (2020)

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 COMLUX MALTA LTD. (2020)**

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 COMPASS AIRLINES, LLC (2020)**

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	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	1	0	0	0	0	1
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 CONDOR FLUGDIENST GMBH (2020)**

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 CORSAIR (2020)**

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 DC AVIATION GMBH (2020)

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. (2020)**

Total number of complaints reported to DOT: 1,856

	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	3	1	10	0	1	0	0	20
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	1	0	0	0	5	0	0	1	0	0	0	1	8
Airport Not Accessible	0	0	0	0	0	0	0	0	1	0	0	0	1	2
Advance Notice Dispute	0	2	0	0	0	0	2	0	0	0	9	0	3	16
Seating Accommodation	0	5	0	1	0	17	1	0	92	2	2	0	13	133
Failure to Provide Assistance	17	14	1	5	0	1014	2	0	179	16	8	2	78	1336
Damage to Assistive Device	0	1	0	0	0	31	0	0	1	17	0	0	0	50
Storage and Delay of Assistive Device	0	0	0	3	1	10	0	0	8	10	0	0	0	32
Service Animal Problem	1	1	1	0	0	4	0	0	159	2	14	0	0	182
Unsatisfactory Info	1	0	0	0	0	6	0	0	4	0	1	0	4	16
Other	2	0	2	0	1	30	1	0	12	4	0	0	9	61

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by DEUTSCHE LUFTHANSA AG (2020)**

Total number of complaints reported to DOT: 83

	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	8	2	0	2	0	13
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	4	0	0	0	0	5
Failure to Provide Assistance	0	0	0	0	0	48	0	0	0	0	1	0	0	49
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	1	0	0	0	0	2
Service Animal Problem	0	0	0	0	0	0	0	0	7	0	0	0	0	7
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	3	0	0	0	3	6

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by DREAMJET D/B/A LACOMPAGNIE (2020)**

Total number of complaints reported to DOT: 1

	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	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 EASTERN AIRLINES, LLC (2020)

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 (2020)

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 EGYPTAIR (2020)**

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. (2020)**

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	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	1	0	3	0	0	1	0	0	0	0	5
Failure to Provide Assistance	0	0	0	0	0	4	0	0	0	0	0	0	0	4
Damage to Assistive Device	0	0	0	0	0	1	0	0	1	4	0	0	0	6
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	2	0	0	0	0	4

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by EMIRATES (2020)**

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	5	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	0	0	0	0	0	0	0	8	0	0	0	0	8
Failure to Provide Assistance	0	0	0	0	0	23	1	0	16	1	0	0	0	41
Damage to Assistive Device	0	0	0	0	0	2	0	0	0	1	0	0	0	3
Storage and Delay of Assistive Device	0	0	0	0	0	1	0	0	19	0	0	0	0	20
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	0	1	0	0	0	2
Other	0	0	0	0	0	1	0	0	1	0	0	0	0	2

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by ETHIOPIAN AIRLINES ENTERPRISE (2020)

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 ETIHAD AIRWAYS P.J.S.C. (2020)**

Total number of complaints reported to DOT: 14

	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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	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	0	0	8	0	0	0	0	0	0	0	8
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	1	0	0	0	0	1
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	0	0	0	0	0	2

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by EUROATLANTIC AIRWAYS TRANSPORTES AE (2020)**

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 EUROWINGS (2020)**

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]

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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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	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	1	0	0	0	0	0	0	0	0	0	0	0	1
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 EXPRESSJET AIRLINES (2020)**

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 FAST COLOMBIA SAS (2020)**

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 FIJI AIRWAYS (2020)

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 FINNAIR OY D/B/A FINNAIR OYJ (2020)**

Total number of complaints reported to DOT: 1

	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 (2020)

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 FLAIR AIRLINES (2020)**

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 FRENCH BEE (2020)**

Total number of complaints reported to DOT: 1

	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 FRONTIER AIRLINES, INC. (2020)**

Total number of complaints reported to DOT: 114

	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	2	0	0	0	0	5
Failure to Provide Assistance	1	0	0	0	0	66	0	0	4	1	0	0	0	72
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	5	0	0	1	1	0	0	0	7
Service Animal Problem	0	0	0	0	0	0	0	0	13	0	0	0	1	14
Unsatisfactory Info	0	0	0	0	0	3	0	0	5	0	0	0	0	8
Other	0	0	0	0	0	4	0	0	3	0	0	1	0	8

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by GLOBAL JET LUXEMBOURG S.A. (2020)**

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 (2020)**

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 GOL LINHAS AEREAS INTELIGENTES (2020)**

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 HAINAN AIRLINES COMPANY LTD (2020)

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 HAWAIIAN AIRLINES, INC. (2020)**

Total number of complaints reported to DOT: 124

	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	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	1	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	2	0	0	26	0	0	0	0	30
Failure to Provide Assistance	1	0	0	0	0	20	0	0	2	1	0	0	0	24
Damage to Assistive Device	0	0	0	0	0	10	0	0	0	1	0	0	0	11
Storage and Delay of Assistive Device	0	0	0	0	0	5	2	0	2	2	0	0	0	11
Service Animal Problem	0	0	0	0	0	0	0	0	24	0	0	0	0	24
Unsatisfactory Info	0	0	0	0	0	0	0	0	0	0	0	0	1	1
Other	0	1	0	0	0	8	0	0	11	1	0	0	0	21

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by HI FLY LTD (2020)

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 HI FLY, TRANSPORTES AEREOS, S.A. (2020)**

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 HILLWOOD AIRWAYS (2020)

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 HONG KONG AIRLINES LIMITED (2020)**

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 HONG KONG EXPRESS AIRWAYS LIMITED (2020)**

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 HORIZON AIR INDUSTRIES, INC. (2020)**

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	3	0	0	2	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	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	36	0	0	3	1	0	0	0	40
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	6	0	0	0	0	6
Unsatisfactory Info	0	1	0	0	0	0	0	0	0	0	0	0	0	1
Other	0	0	0	0	0	1	0	0	4	0	0	0	0	5

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by IBERIA LINEAS AEREAS DE ESPANA, S.A (2020)**

Total number of complaints reported to DOT: 13

	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 ICELANDAIR EHF. (2020)**

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 JAPAN AIRLINES INTERNATIONAL CO. (2020)**

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
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[illegible]

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by JAZZ AVIATION LP (2020)**

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	0	0	0	0	0	0	0	0	0
Seating Accommodation	0	0	0	0	0	0	0	0	2	0	0	0	0	2
Failure to Provide Assistance	1	0	0	0	0	14	0	0	2	0	0	0	0	17
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	0	0	0	0	2	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	1	0	0	0	0	1
Other	0	0	0	0	0	1	0	0	1	0	0	0	0	2

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by JEJU AIR COMPANY LIMITED (2020)**

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 JETBLUE AIRWAYS CORPORATION (2020)**

Total number of complaints reported to DOT: 740

	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	2	0	0	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	0	0	0	0	0	0	0	0	0
Aircraft Not Accessible	0	1	0	0	0	0	0	0	0	0	0	0	0	1
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	0	0	0	0	0	0	0	0	0
Seating Accommodation	0	0	0	0	1	19	1	0	47	0	0	0	4	72
Failure to Provide Assistance	4	9	1	1	0	230	0	0	56	4	1	0	10	316
Damage to Assistive Device	0	0	0	0	0	1	0	0	1	1	0	0	0	3
Storage and Delay of Assistive Device	0	0	0	0	0	1	0	0	11	6	0	0	0	18
Service Animal Problem	0	1	0	0	0	2	0	0	238	0	0	0	27	268
Unsatisfactory Info	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Other	0	0	0	0	0	7	2	0	32	2	0	0	14	57

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by JETSTAR AIRWAYS PTY LIMITED (2020)**

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
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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	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	1	0	0	0	0	0	0	0	0	0	2
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	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 JIN AIR (2020)

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 K5-AVIATION GMBH (2020)**

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 KENYA AIRWAYS PLC (2020)

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 KLM ROYAL DUTCH AIRLINES, N.V. (2020)**

Total number of complaints reported to DOT: 55

[illegible]

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by KOREAN AIR LINES CO., LTD. (2020)**

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	1	0	0	0	0	4
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	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	1	0	0	1	0	0	0	0	2

Total number of complaints reported to DOT: 1

	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 LAN ARGENTINA S.A. (2020)**

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 LAN COLOMBIA (2020)**

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 LAN ECUADOR /LATAM AIRLINES ECUADOR (2020)**

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 LAN PERU S.A. (2020)**

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 LIAT (1974) LTD (2020)**

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]

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 MALAYSIA AIRLINES (2020)**

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 MESA AIRLINES, INC. (2020)**

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	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	1	0	0	0	0	0	0	0	6	0	0	0	0	7
Failure to Provide Assistance	0	0	0	0	0	4	0	0	3	0	0	0	0	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	2	0	0	0	2
Service Animal Problem	0	0	0	0	0	0	0	0	2	1	0	0	0	3
Unsatisfactory Info	0	0	0	0	0	1	0	0	0	0	0	0	0	1
Other	0	0	0	0	0	0	0	0	3	0	1	0	1	5

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by MIAMI AIR INTERNATIONAL, INC. (2020)

	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 MJET GMBH (2020)**

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 NOLINOR AVIATION (2020)**

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 INTERNATIONAL LTD (2020)**

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 SHUTTLE ASA (2020)**

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
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	4	0	1	0	0	6
Failure to Provide Assistance	1	0	0	0	0	2	0	0	2	0	0	0	0	5
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	1	0	0	0	0	1
Unsatisfactory Info	0	0	0	0	0	0	0	0	0	0	1	0	0	1
Other	0	0	0	0	0	1	1	0	3	0	0	0	1	6

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by NORWEGIAN AIR SWEDEN (2020)**

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 (2020)**

Total number of complaints reported to DOT: 18

	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	2	0	0	0	1	4
Failure to Provide Assistance	0	0	0	1	0	0	0	0	1	0	0	0	0	2
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	2	0	0	0	0	2
Unsatisfactory Info	0	1	0	0	0	0	0	0	0	0	0	0	1	2
Other	0	0	0	0	0	0	0	0	4	0	0	0	2	6

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by OMNI AIR INTERNATIONAL INC. (2020)**

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 OPENSIES (2020)**

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 PAKISTAN INT'L AIRLINES CORPORATION (2020)

	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 PHILIPPINE AIRLINES, INC. (2020)**

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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	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	1	0	0	1	0	0	0	0	2
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	0	0	0	0	1

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by PINNACLE AIRLINES, INC. / ENDEAVOR (2020)**

Total number of complaints reported to DOT: 19

[illegible]

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by PORTER AIRLINES INC. (2020)**

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 PRIVILEGE STYLE (2020)**

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 (2020)**

Total number of complaints reported to DOT: 49

	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	1	0	0	0	0	1	0	0	6	0	0	0	0	8
Failure to Provide Assistance	1	0	0	0	0	4	0	0	7	0	0	0	2	14
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	4	0	0	0	4
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	0	0	0	0	0	0	0	12	1	0	0	0	13

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by QANTAS AIRWAYS LIMITED (2020)**

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 QATAR AIRWAYS Q.C.S.C. (2020)**

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 REPUBLIC AIRLINES, INC. (2020)**

Total number of complaints reported to DOT: 36

	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	1	0	0	0	0	1	0	0	5	0	0	0	1	8
Failure to Provide Assistance	0	1	0	0	0	5	0	0	6	1	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	7	0	0	0	0	7
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	7	0	0	0	0	7

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by ROYAL AIR MAROC (2020)**

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
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[illegible]

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by ROYAL JET LLC (2020)**

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 ROYAL JORDANIAN AIRLINE (2020)**

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 SATA INTERNACIONAL (2020)**

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 SAUDI ARABIAN AIRLINES CORPORATION (2020)**

Total number of complaints reported to DOT: 1

	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 (2020)**

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	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	1	0	2	0	0	0	0	2	0	0	0	0	5

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by SCOTT AVIATION, LLC DBA SILVER AIR (2020)**

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 SICHUAN AIRLINES (2020)**

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 SIERRA PACIFIC AIRLINES, INC. (2020)**

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 SILVER AIRWAYS LLC (2020)

Total number of complaints reported to DOT: 1

	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 SINGAPORE AIRLINES LIMITED (2020)**

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 SKY REGIONAL AIRLINES (2020)**

Total number of complaints reported to DOT: 25

	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	1	0	0	0	0	0	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	16	0	0	1	1	0	0	0	18
Damage to Assistive Device	0	0	0	0	0	1	0	0	0	1	0	0	0	2
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	1	0	0	0	1	2
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 SKYWEST AIRLINES, INC. (2020)**

Total number of complaints reported to DOT: 36

	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	4	0	0	0	2	6
Failure to Provide Assistance	0	0	0	0	0	2	0	0	7	1	1	0	0	11
Damage to Assistive Device	0	0	0	0	0	0	0	0	1	0	0	0	0	1
Storage and Delay of Assistive Device	0	0	0	0	0	0	0	0	2	3	0	0	0	5
Service Animal Problem	0	0	0	0	0	1	0	0	8	0	0	0	1	10
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	3	0	0	0	0	3

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by SOCIETE AIR FRANCE (2020)**

Total number of complaints reported to DOT: 140

	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 SOUTH AFRICAN AIRWAYS SOC LIMITED (2020)**

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 SOUTHWEST AIRLINES CO. (2020)**

Total number of complaints reported to DOT: 2,167

	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	1	0	14	1	0	0	0	17
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	0	0	0	1	0	0	0	0	1
Airport Not Accessible	0	0	0	0	0	2	0	0	5	0	0	0	0	7
Advance Notice Dispute	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Seating Accommodation	1	1	0	1	0	4	0	0	84	0	1	0	2	94
Failure to Provide Assistance	2	11	0	0	0	536	0	0	59	1	7	0	1	617
Damage to Assistive Device	0	0	0	0	0	24	0	0	2	21	0	0	0	47
Storage and Delay of Assistive Device	0	0	0	0	0	12	1	0	6	92	0	0	0	111
Service Animal Problem	0	0	0	0	0	2	0	0	574	3	0	0	2	581
Unsatisfactory Info	0	0	0	0	0	0	0	0	28	1	0	0	0	29
Other	6	10	0	0	0	18	0	0	571	3	13	0	41	662

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by SPIRIT AIRLINES, INC. (2020)**

Total number of complaints reported to DOT: 1,120

	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	2	6	0	10	0	11	3	0	32
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	0	0	1	0	0	0	0	0	0	0	1
Airport Not Accessible	0	1	0	0	0	0	0	0	0	0	1	0	0	2
Advance Notice Dispute	0	0	0	0	0	2	0	0	1	0	3	0	0	6
Seating Accommodation	3	0	0	0	0	11	2	0	75	0	35	0	4	130
Failure to Provide Assistance	3	4	0	0	1	203	0	0	27	0	5	0	3	246
Damage to Assistive Device	0	0	0	0	0	16	0	0	0	10	0	0	0	26
Storage and Delay of Assistive Device	0	0	0	0	0	6	1	0	0	46	0	0	0	53
Service Animal Problem	1	0	0	0	0	0	0	0	34	0	286	0	0	321
Unsatisfactory Info	2	0	0	0	0	2	0	0	6	1	36	0	0	47
Other	2	4	1	0	1	75	5	0	59	79	21	0	8	255

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by SRILANKAN AIRLINES LIMITED (2020)**

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 SUN COUNTRY MN AIRLINES, LLC (2020)**

Total number of complaints reported to DOT: 93

	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	2	2	0	0	0	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	1	0	0	1	0	0	0	0	2
Failure to Provide Assistance	0	0	0	0	0	27	0	0	0	0	0	0	0	27
Damage to Assistive Device	0	0	0	0	0	14	0	0	1	14	0	0	0	29
Storage and Delay of Assistive Device	0	0	0	0	0	2	0	0	0	1	0	0	0	3
Service Animal Problem	0	2	0	0	0	0	0	0	15	1	6	0	1	25
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	1	1	0	0	0	3

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by SUNCLASS AIRLINES APS (2020)**

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 SUNWING AIRLINES (2020)**

Total number of complaints reported to DOT: 12

	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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	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	10	0	0	0	0	0	0	0	10
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	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 SURINAM AIRWAYS (2020)**

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 SWISS INTERNATIONAL AIR LINES LTD. (2020)**

Total number of complaints reported to DOT: 13

	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 SWOOP INC (2020)**

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	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	2	0	0	0	0	1	0	0	4
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	0	1	0	0	0	1

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by TACA INTERNATIONAL AIRLINES, S.A. (2020)**

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 TAG AVIATION (UK) LTD (2020)

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 TAM-LINHAS AEREAS, S.A. (2020)**

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 (2020)**

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	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	0	1	0	0	0	1

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by TAR AIRLINES (2020)**

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 TITAN AIRWAYS LIMITED (2020)**

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. (2020)

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 TRANSPORTES AEREOS DE CABO VERDE (2020)**

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 TRAVEL SERVICE (2020)

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 TUI AIRLINES BELGIUM (2020)**

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 TUI AIRLINES NEDERLAND, B.V. (2020)**

Total number of complaints reported to DOT: 1

	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 (2020)

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 TURKISH AIRLINES TURK HAVA YOLLARI (2020)**

Total number of complaints reported to DOT: 64

	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	18	0	0	0	0	0	0	1	19
Seating Accommodation	0	1	0	1	0	0	0	0	0	0	0	0	0	2
Failure to Provide Assistance	1	0	0	1	0	13	0	0	0	0	0	0	0	15
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	1	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	11	0	0	0	0	0	0	0	11
Other	0	0	0	0	0	15	0	0	0	1	0	0	0	16

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by TWAY AIR (2020)

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 UKRAINE INTERNATIONAL AIRLINE (2020)**

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 UNITED AIR LINES, INC. (2020)**

Total number of complaints reported to DOT: 1,820

	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	0	0	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	0	0	0	2	0	0	0	0	2
Aircraft Not Accessible	0	2	0	1	0	1	1	0	1	0	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	1	2	0	1	0	22	1	0	96	0	12	0	2	137
Failure to Provide Assistance	16	8	0	2	1	1155	0	0	34	1	2	0	0	1219
Damage to Assistive Device	0	0	0	0	0	12	1	0	0	7	0	0	0	20
Storage and Delay of Assistive Device	0	0	0	0	0	15	2	0	11	32	0	0	0	60
Service Animal Problem	0	0	1	0	0	0	0	0	33	0	165	0	0	199
Unsatisfactory Info	0	0	0	0	0	2	2	0	13	1	11	0	0	29
Other	2	10	0	0	0	29	5	0	77	4	7	0	8	142

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by UZBEKISTAN AIRWAYS (2020)**

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 VIETNAM AIRLINES (2020)**

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 (2020)**

Total number of complaints reported to DOT: 99

	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	1	0	0	0	0	0	0	0	1
Airport Not Accessible	0	0	0	0	0	1	0	0	0	0	0	0	1	2
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	7	0	1	0	0	13
Failure to Provide Assistance	2	0	1	0	0	41	3	0	4	3	2	0	1	57
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	2	0	0	0	0	4
Service Animal Problem	1	0	0	0	0	0	0	0	0	0	0	0	0	1
Unsatisfactory Info	0	0	0	0	0	0	0	0	2	1	0	0	1	4
Other	0	1	0	0	0	3	2	0	5	0	0	0	2	13

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by VIRGIN AUSTRALIA (2020)**

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
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[illegible]

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by VOLARIS (2020)**

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
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[illegible]

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by VOLARIS COSTA RICA (2020)**

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 WAMOS AIR (2020)**

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 WESTJET (2020)**

Total number of complaints reported to DOT: 52

	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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	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	1	0	0	0	0	1	0	0	0	0	0	0	0	2
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	29	0	0	2	0	1	0	0	32
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	1	0	0	2
Service Animal Problem	0	0	0	0	0	2	0	0	1	0	0	0	0	3
Unsatisfactory Info	0	0	0	0	0	1	0	0	0	0	0	0	0	1
Other	0	0	0	0	0	10	0	0	0	0	0	0	0	10

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by XIAMEN AIRLINES (2020)

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 YAKUTIA AIRLINES (2020)

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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