

## Summary of Disability-Related Complaint Data

### All Carriers

Total number of complaints submitted: 33,631

Carrier Name	Number of Complaints
ACROPOLIS AVIATION LTD	0
AER LINGUS LIMITED	12
AEROENLACES NACIONALES S.A. DE C.V.	0
AEROFLOT RUSSIAN AIRLINES	3
AEROLINEAS ARGENTINAS, S.A.	0
AEROVIAS DE MEXICO, S.A. DE C.V.	62
AIR BUSAN	0
AIR CANADA	169
AIR CANADA ROUGE LP	24
AIR CHINA	2
AIR EUROPA LINEAS AEREAS, S.A.U.	3
AIR INDIA	0
AIR JAPAN, CO., LTD.	0
AIR NEW ZEALAND LIMITED	0
AIR NORTH	0
AIR SENEGAL SA	1
AIR SEOUL INC.	0
AIR SERBIA	0
AIR TAHITI NUI AIRLINES	2
AIR TRANSAT A.T., INC.	0
AIRASIA X BERHAD	0
ALASKA AIRLINES, INC.	371
ALL NIPPON AIRWAYS CO., LTD.	0
ALLEGIANT AIR, INC.	533
AMERICAN AIRLINES, INC.	11,413
AMERICAN EAGLE AIRLINES, INC.	243
AMERISTAR AIR CARGO, INC.	0
ARKIA ISRAELI AIRLINES, LTD.	0
ARUBA AIRLINES	0
ASIANA AIRLINES, INC.	4
ATLAS AIR, INC.	0
AUSTRIAN AIRLINES AG	11
AVELO AIRLINES	2
AVIANCA, S.A.	4
AVION EXPRESS MALTA	0
AZERBAIJAN AIRLINES	0
AZUL BRAZILIAN AIRLINES	2

BAHAMASAIR HOLDINGS LIMITED	0
BEIJING CAPITAL AIRLINES CO.,LTD.	0
BOLIVIANA DE AVIACION	0
BREEZE AIRWAYS	13
BRITISH AIRWAYS PLC	256
BRUSSELS AIRLINES	1
CARIBBEAN AIRLINES LIMITED	17
CARIBBEAN SUN AIRLINES DBA WAA	0
CATHAY PACIFIC AIRWAYS LIMITED	3
CAYMAN AIRWAYS LIMITED	2
CEBU PACIFIC AIR	0
CHINA AIRLINES, LTD.	0
CHINA EASTERN AIRLINES CORPORATION	1
CHINA SOUTHERN AIRLINE	3
COMLUX ARUBA	0
COMLUX MALTA LTD.	0
COMPANIA PANAMENA DE AVIACION, S.A.	129
CONDOR FLUGDIENST GMBH	5
DC AVIATION GMBH	0
DELTA AIR LINES, INC.	5,327
DEUTSCHE LUFTHANSA AG	76
DREAMJET D/B/A LACOMPAGNIE	2
EASTERN AIRLINES, LLC	4
EDELWEISS AIR AG	0
EGYPTAIR	1
EL AL ISRAEL AIRLINES LTD.	24
EMIRATES	102
ETHIOPIAN AIRLINES ENTERPRISE	0
ETIHAD AIRWAYS P.J.S.C.	16
EUROATLANTIC AIRWAYS TRANSPORTES AE	0
EUROWINGS	0
EVA AIRWAYS CORPORATION	1
EW DISCOVER GMBH	0
FAST COLOMBIA SAS	0
FIJI AIRWAYS	0
FINNAIR OY D/B/A FINNAIR OYJ	1
FIRST AIR	0
FLAIR AIRLINES	0
FRENCH BEE	2
FRONTIER AIRLINES, INC.	196
GLOBAL CROSSING AIRLINES, INC.	0
GLOBAL JET LUXEMBOURG S.A.	0
GOL LINHAS AEREAS INTELIGENTES	0
HAWAIIAN AIRLINES, INC.	175
HI FLY LTD	0

HI FLY, TRANSPORTES AEREOS, S.A.	0
HILLWOOD AIRWAYS	0
HONG KONG AIRLINES LIMITED	0
HONG KONG EXPRESS AIRWAYS LIMITED	0
HORIZON AIR INDUSTRIES, INC.	68
IBERIA LINEAS AEREAS DE ESPANA, S.A	10
ICELANDAIR EHF.	3
ITA AIRWAYS	0
JAPAN AIRLINES INTERNATIONAL CO.	0
JAZZ AVIATION LP	160
JEJU AIR COMPANY LIMITED	0
JET AVIATION FLIGHT SERVICES MALTA	0
JETBLUE AIRWAYS CORPORATION	1,693
JETSTAR AIRWAYS PTY LIMITED	0
JIN AIR	0
K5-AVIATION GMBH	0
KENYA AIRWAYS PLC	1
KLM ROYAL DUTCH AIRLINES, N.V.	19
KOREAN AIR LINES CO., LTD.	7
KUWAIT AIRWAYS CORPORATION	0
LAN AIRLINES S.A.	5
LAN COLOMBIA	0
LAN ECUADOR /LATAM AIRLINES ECUADOR	0
LAN PERU S.A.	12
LIAT (1974) LTD	0
LINEAS AEREAS COSTARRICENSES S.A.	0
MALAYSIA AIRLINES	0
MESA AIRLINES, INC.	23
MIAMI AIR INTERNATIONAL, INC.	0
MJET GMBH	0
NEOS SPA	0
NOLINOR AVIATION	0
NORWEGIAN AIR INTERNATIONAL LTD	0
NORWEGIAN AIR SHUTTLE ASA	0
NORWEGIAN AIR SWEDEN	0
NORWEGIAN AIR UK LTD	0
OMNI AIR INTERNATIONAL INC.	2
PAKISTAN INT'L AIRLINES CORPORATION	0
PHILIPPINE AIRLINES, INC.	2
PINNACLE AIRLINES, INC. / ENDEAVOR	25
POLSKIE LINIE LOTNICZE LOT, S.A.	10
PORTER AIRLINES INC.	1
PRIVILEGE STYLE	0
PSA AIRLINES	58
QANTAS AIRWAYS LIMITED	0

QATAR AIRWAYS Q.C.S.C.	37
REPUBLIC AIRLINES, INC.	32
ROYAL AIR MAROC	5
ROYAL JET LLC	0
ROYAL JORDANIAN AIRLINE	1
SATA INTERNACIONAL	0
SAUDI ARABIAN AIRLINES CORPORATION	0
SCANDINAVIAN AIRLINES SYSTEM	4
SCOTT AVIATION, LLC DBA SILVER AIR	0
SICHUAN AIRLINES	0
SIERRA PACIFIC AIRLINES, INC.	0
SILVER AIRWAYS LLC	2
SINGAPORE AIRLINES LIMITED	2
SKY REGIONAL AIRLINES	5
SKYMARK AIRLINES	0
SKYWEST AIRLINES, INC.	42
SOCIETE AIR FRANCE	108
SOUTH AFRICAN AIRWAYS SOC LIMITED	0
SOUTHWEST AIRLINES CO.	6,408
SPIRIT AIRLINES, INC.	1,980
SRILANKAN AIRLINES LIMITED	0
SUN COUNTRY MN AIRLINES, LLC	76
SUNCLASS AIRLINES APS	0
SUNWING AIRLINES	0
SURINAM AIRWAYS	0
SWISS INTERNATIONAL AIR LINES LTD.	14
SWOOP INC	0
TACA INTERNATIONAL AIRLINES, S.A.	2
TAM-LINHAS AEREAS, S.A.	1
TAP AIR PORTUGAL	5
TAR AIRLINES	0
TITAN AIRWAYS LIMITED	0
TRANS AMERICAN AIRLINES S.A.	0
TRANSPORTES AEREOS DE CABO VERDE	0
TRAVEL SERVICE	0
TUI AIRLINES BELGIUM	0
TUI AIRLINES NEDERLAND, B.V.	0
TUI AIRWAYS LIMITED	0
TURKISH AIRLINES TURK HAVA YOLLARI	158
TWAY AIR	0
UKRAINE INTERNATIONAL AIRLINE	0
UNITED AIR LINES, INC.	3,361
UZBEKISTAN AIRWAYS	0
VIETNAM AIRLINES	0
VIRGIN ATLANTIC AIRWAYS LIMITED	57

VIRGIN AUSTRALIA	0
VOLARIS	6
VOLARIS COSTA RICA	0
WAMOS AIR	0
WESTJET	8
WORLD2FLY	0
XIAMEN AIRLINES	0
YAKUTIA AIRLINES	0
<b>Total</b>	33,631

## Summary of Disability-Related Complaint Data

### All Carriers

Total number of complaints submitted: 33,631

	Vision Impairment	Hearing Impairment	Vision & Hearing Impairment	Paraplegic	Quadriplegic	Other wheelchair	Oxygen	Stretcher	Other Disability	Other Assistive Device	Mentally Impaired	Communicable Disease	Allergies
Refusal To Board Passenger	1	4	1	2	2	15	62	0	137	9	28	6	4
Refusal to Board w/o Attendant	0	1	0	1	0	0	2	0	4	0	5	0	0
Security Issues Regarding Disability	0	1	0	0	0	4	0	0	4	1	0	0	0
Aircraft Not Accessible	1	8	0	1	1	15	2	0	19	2	0	0	0
Airport Not Accessible	1	2	0	0	3	10	0	0	12	1	1	0	1
Advance Notice Dispute	0	1	2	3	0	81	14	0	10	0	4	1	4
Seating Accommodation	23	30	6	6	4	221	13	0	1,469	20	68	0	32
Failure to Provide Assistance	127	139	50	23	21	17,241	16	0	1,365	150	43	0	113
Damage to Assistive Device	1	0	1	13	2	336	2	0	19	251	0	0	0
Storage and Delay of Assistive Device	2	3	1	7	5	257	12	1	275	1,111	3	1	0
Service Animal Problem	14	12	1	0	0	6	0	0	2,679	27	127	0	17
Unsatisfactory Info	9	7	3	0	0	85	9	0	183	22	13	0	13
Other	50	95	5	12	7	880	37	1	4,802	194	53	27	264