

Summary of Disability-Related Complaint Data

Foreign Carriers

Total number of complaints submitted: 1,584

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
ALL NIPPON AIRWAYS CO., LTD.	0
ARKIA ISRAELI AIRLINES, LTD.	0
ARUBA AIRLINES	0
ASIANA AIRLINES, INC.	4
AUSTRIAN AIRLINES AG	11
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
BRITISH AIRWAYS PLC	256
BRUSSELS AIRLINES	1
CARIBBEAN AIRLINES LIMITED	17
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
DEUTSCHE LUFTHANSA AG	76
DREAMJET D/B/A LACOMPAGNIE	2
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
BRADLEY CANADIAN NORTH	0
FLAIR AIRLINES	0
FRENCH BEE	2
GLOBAL JET LUXEMBOURG S.A.	0
GOL LINHAS AEREAS INTELIGENTES	0
HI FLY LTD	0
HI FLY, TRANSPORTES AEREOS, S.A.	0
HONG KONG AIRLINES LIMITED	0
HONG KONG EXPRESS AIRWAYS LIMITED	0
IBERIA LINEAS AEREAS DE ESPANA, S.A	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
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
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
PAKISTAN INT'L AIRLINES CORPORATION	0
PHILIPPINE AIRLINES, INC.	2
POLSKIE LINIE LOTNICZE LOT, S.A.	10
PORTER AIRLINES INC.	1
PRIVILEGE STYLE	0
QANTAS AIRWAYS LIMITED	0
QATAR AIRWAYS Q.C.S.C.	37
ROYAL AIR MAROC	5
ROYAL JET LLC	0
ROYAL JORDANIAN AIRLINE	1
SATA INTERNACIONAL	0
SAUDI ARABIAN AIRLINES CORPORATION	0
SCANDINAVIAN AIRLINES SYSTEM	4
SICHUAN AIRLINES	0
SINGAPORE AIRLINES LIMITED	2
SKY REGIONAL AIRLINES	5
SKYMARK AIRLINES	0
SOCIETE AIR FRANCE	108
SOUTH AFRICAN AIRWAYS SOC LIMITED	0
SRILANKAN AIRLINES LIMITED	0
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
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
Total	1,584

Summary of Disability-Related Complaint Data

Foreign Carriers

Total number of complaints submitted: 1,584

	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	2	0	2	2	4	11	0	29	6	1	1	2
Refusal to Board w/o Attendant	0	1	0	1	0	0	2	0	0	0	1	0	0
Security Issues Regarding Disability	0	1	0	0	0	2	0	0	0	0	0	0	0
Aircraft Not Accessible	0	0	0	0	0	4	0	0	3	0	0	0	0
Airport Not Accessible	0	0	0	0	1	4	0	0	3	0	1	0	1
Advance Notice Dispute	0	1	0	3	0	7	3	0	1	0	0	1	0
Seating Accommodation	2	3	1	3	0	38	1	0	73	7	5	0	2
Failure to Provide Assistance	9	7	3	9	1	612	2	0	105	6	4	0	8
Damage to Assistive Device	0	0	0	11	0	52	1	0	1	10	0	0	0
Storage and Delay of Assistive Device	0	0	0	7	0	40	3	1	30	20	1	0	0
Service Animal Problem	0	1	0	0	0	0	0	0	80	3	20	0	0
Unsatisfactory Info	2	3	0	0	0	28	1	0	20	1	1	0	2
Other	3	1	0	7	2	113	4	0	72	11	0	25	4