

## Summary of Disability-Related Complaint Data

### All Carriers

Total number of complaints submitted: 42,306

Carrier Name	Number of Complaints
ACROPOLIS AVIATION LTD	0
AER LINGUS LIMITED	99
AEROENLACES NACIONALES S.A. DE C.V.	0
AEROLINEAS ARGENTINAS, S.A.	0
AEROVIAS DE MEXICO, S.A. DE C.V.	157
AIR BUSAN	0
AIR CANADA	510
AIR CANADA ROUGE LP	222
AIR CHINA	0
AIR EUROPA LINEAS AEREAS, S.A.U.	26
AIR INDIA	8
AIR JAPAN, CO., LTD.	0
AIR NEW ZEALAND LIMITED	27
AIR NORTH	0
AIR SENEGAL SA	0
AIR SEOUL INC.	0
AIR SERBIA	0
AIR TAHITI NUI AIRLINES	7
AIR TRANSAT A.T., INC.	12
AIRASIA X BERHAD	0
AIRHUB AIRLINES LIMITED	0
ALASKA AIRLINES, INC.	1,042
ALL NIPPON AIRWAYS CO., LTD.	4
ALLEGiant AIR, INC.	532
AMERICAN AIRLINES, INC.	10,254
AMERICAN EAGLE AIRLINES, INC.	172
AMERISTAR AIR CARGO, INC.	0
ARKIA ISRAELI AIRLINES, LTD.	0
ARUBA AIRLINES	0
ASIANA AIRLINES, INC.	13
ATLAS AIR, INC.	0
AUSTRIAN AIRLINES AG	23
AVELO AIRLINES	4
AVIANCA, ECUADOR S.A.	1
AVIANCA, S.A.	8

AVION EXPRESS MALTA	0
AZUL BRAZILIAN AIRLINES	2
BAHAMASAIR HOLDINGS LIMITED	0
BEIJING CAPITAL AIRLINES CO., LTD.	0
BOLIVIANA DE AVIACION	0
BRADLEY CANADIAN NORTH	0
BREEZE AIRWAYS	215
BRITISH AIRWAYS PLC	1,490
BRUSSELS AIRLINES	1
CARIBBEAN AIRLINES LIMITED	20
CATHAY PACIFIC AIRWAYS LIMITED	9
CAYMAN AIRWAYS LIMITED	1
CEBU PACIFIC AIR	0
CHINA AIRLINES, LTD.	0
CHINA EASTERN AIRLINES CORPORATION	0
CHINA SOUTHERN AIRLINES	1
COMLUX ARUBA	0
COMLUX MALTA LTD.	0
COMPANIA PANAMENA DE AVIACION, S.A.	93
CONDOR FLUGDIENST GMBH	22
DC AVIATION GMBH	0
DELTA AIR LINES, INC.	7,148
DEUTSCHE LUFTHANSA AG	226
DREAMJET D/B/A LACOMPAGNIE	2
EASTERN AIRLINES, LLC	0
EDELWEISS AIR AG	0
EGYPTAIR	2
EL AL ISRAEL AIRLINES LTD.	77
ELITE AIRWAYS	0
EMIRATES	446
ETHIOPIAN AIRLINES ENTERPRISE	3
ETIHAD AIRWAYS P.J.S.C.	40
EUROATLANTIC AIRWAYS TRANSPORTES AE	0
EUROWINGS	0
EVA AIRWAYS CORPORATION	1
EVELOP AIRLINES	0
EW DISCOVER GMBH	8
FAST COLOMBIA SAS	1
FIJI AIRWAYS	6
FINNAIR OY D/B/A FINNAIR OYJ	4
FLAIR AIRLINES	0
FLY PLAY HF.	0

FRENCH BEE	23
FRONTIER AIRLINES, INC.	502
GLOBAL CROSSING AIRLINES, INC.	0
GLOBAL JET ARUBA	0
GLOBAL JET LUXEMBOURG S.A.	0
GOL LINHAS AEREAS INTELIGENTES	1
HAWAIIAN AIRLINES, INC.	242
HI FLY LTD	0
HI FLY, TRANSPORTES AEREOS, S.A.	0
HILLWOOD AIRWAYS	0
HONG KONG EXPRESS AIRWAYS LTD.	0
HORIZON AIR INDUSTRIES, INC.	120
IBERIA LINEAS AEREAS DE ESPANA, S.A	84
ICELANDAIR EHF.	12
ITA AIRWAYS	10
JAPAN AIRLINES INTERNATIONAL CO.	5
JAZZ AVIATION LP	287
JEJU AIR COMPANY LIMITED	0
JET AVIATION FLIGHT SERVICES MALTA	0
JETBLUE AIRWAYS CORPORATION	2,265
JETSTAR AIRWAYS PTY LIMITED	2
JIN AIR	0
K5-AVIATION GMBH	0
KENYA AIRWAYS PLC	1
KLM ROYAL DUTCH AIRLINES, N.V.	264
KOREAN AIR LINES CO., LTD.	20
KUWAIT AIRWAYS CORPORATION	2
LATAM AIRLINES BRASIL S.A.	1
LATAM AIRLINES COLUMBIA S.A.	2
LATAM AIRLINES ECUADOR S.A.	0
LATAM AIRLINES GROUP S.A.	8
LATAM AIRLINES PERU S.A.	5
LIAT (1974) LTD	0
LINEAS AEREAS COSTARRICENSES S.A.	2
LUXAVIATION E.A., S.A.	0
LYNX AIR	0
MALAYSIA AIRLINES	0
MESA AIRLINES, INC.	29
MJET GMBH	0
NEOS SPA	0
NOLINOR AVIATION	0
NORSE ATLANTIC AIRWAYS AS	3

OMNI AIR INTERNATIONAL INC.	1
PAKISTAN INT'L AIRLINES CORPORATION	0
PHENIX JET CAYMAN SEZC	0
PHILIPPINE AIRLINES, INC.	8
PINNACLE AIRLINES, INC. / ENDEAVOR	31
POLSKIE LINIE LOTNICZE LOT, S.A.	53
PORTER AIRLINES INC.	5
PRIVILEGE STYLE	0
PSA AIRLINES	66
QANTAS AIRWAYS LIMITED	44
QATAR AIRWAYS Q.C.S.C.	20
REPUBLIC AIRLINES, INC.	59
ROYAL AIR MAROC	7
ROYAL JET LLC	0
ROYAL JORDANIAN AIRLINE	2
SATA INTERNACIONAL	0
SAUDI ARABIAN AIRLINES CORPORATION	4
SCANDINAVIAN AIRLINES SYSTEM	63
SCOTT AVIATION, LLC DBA SILVER AIR	0
SICHUAN AIRLINES	0
SIERRA PACIFIC AIRLINES, INC.	0
SILVER AIRWAYS LLC	4
SINGAPORE AIRLINES LIMITED	4
SKY AIRLINE	0
SKYMARK AIRLINES	0
SKYWEST AIRLINES, INC.	65
SMARTWINGS, A.S.	0
SOCIETE AIR FRANCE	635
SOUTH AFRICAN AIRWAYS SOC LIMITED	0
SOUTHWEST AIRLINES CO.	6,428
SPIRIT AIRLINES, INC.	2,421
SRILANKAN AIRLINES LIMITED	0
SUN COUNTRY MN AIRLINES, LLC	125
SUNCLASS AIRLINES APS	0
SUNWING AIRLINES	4
SURINAM AIRWAYS	0
SWISS INTERNATIONAL AIR LINES LTD.	50
SWOOP INC	23
TACA INTERNATIONAL AIRLINES, S.A.	14
TAP AIR PORTUGAL	9
TAR AIRLINES	0
TITAN AIRWAYS LIMITED	0

TRANS AMERICAN AIRLINES S.A.	0
TRANSPORTES AEREOS DE CABO VERDE	0
TUI AIRLINES BELGIUM	0
TUI AIRLINES NEDERLAND, B.V.	0
TUI AIRWAYS LIMITED	21
TURKISH AIRLINES TURK HAVA YOLLARI	187
TWAY AIR	0
UNITED AIR LINES, INC.	4,709
UZBEKISTAN AIRWAYS	0
VIETNAM AIRLINES	1
VIRGIN ATLANTIC AIRWAYS LIMITED	360
VIRGIN AUSTRALIA	1
VOLARIS	13
VOLARIS COSTA RICA	0
VUELA EL SALVADOR, S.A. DE C.V.	0
WAMOS AIR	0
WESTJET	40
WORLD 2 FLY PORTUGAL SA	0
WORLD2FLY	0
XIAMEN AIRLINES	0
<b>Total</b>	<b>42,306</b>

**Summary of Disability-Related Complaint Data: All Carriers**

Total number of complaints submitted: 42,306

	Vision Impairment	Hearing Impairment	Vision & Hearing Impairment	Paraplegic	Quadriplegic	Other wheelchair	Oxygen	Stretcher	Other Disability	Other Assistive Device	Mentally Impaired	Communicable Disease	Allergies
Refusal To Board Passenger	1	1	1	2	3	23	65	0	150	19	15	1	5
Refusal to Board w/o Attendant	0	0	1	0	2	6	1	0	2	0	2	0	1
Security Issues Regarding Disability	1	2	1	1	0	19	1	0	14	1	2	0	1
Aircraft Not Accessible	2	3	0	14	2	30	1	0	18	3	0	0	0
Airport Not Accessible	0	2	1	1	0	56	0	0	26	2	2	0	0
Advance Notice Dispute	3	2	0	5	0	76	4	0	22	6	6	0	8
Seating Accommodation	28	34	2	24	7	477	22	0	2,271	22	104	1	43
Failure to Provide Assistance	206	204	28	82	22	20,508	43	0	1,941	168	82	2	347
Damage to Assistive Device	4	3	1	29	8	851	8	0	53	448	0	0	0
Storage and Delay of Assistive Device	5	2	0	30	8	603	16	0	487	1,609	2	1	4
Service Animal Problem	13	6	4	0	0	33	0	1	2,477	27	85	0	20
Unsatisfactory Info	6	14	1	10	2	163	15	0	199	31	9	4	18
Other	51	100	13	32	2	1,152	53	3	5,550	252	81	22	378

