

Summary of Disability-Related Complaint Data

U.S. Carriers

Total number of complaints submitted: 36,434

Carrier Name	Number of Complaints
ALASKA AIRLINES, INC.	1,042
ALLEGiant AIR, INC.	532
AMERICAN AIRLINES, INC.	10,254
AMERICAN EAGLE AIRLINES, INC.	172
AMERISTAR AIR CARGO, INC.	0
ATLAS AIR, INC.	0
AVELO AIRLINES	4
BREEZE AIRWAYS	215
DELTA AIR LINES, INC.	7,148
EASTERN AIRLINES, LLC	0
ELITE AIRWAYS	0
FRONTIER AIRLINES, INC.	502
GLOBAL CROSSING AIRLINES, INC.	0
HAWAIIAN AIRLINES, INC.	242
HILLWOOD AIRWAYS	0
HORIZON AIR INDUSTRIES, INC.	120
JETBLUE AIRWAYS CORPORATION	2,265
MESA AIRLINES, INC.	29
OMNI AIR INTERNATIONAL INC.	1
PINNACLE AIRLINES, INC. / ENDEAVOR	31
PSA AIRLINES	66
REPUBLIC AIRLINES, INC.	59
SCOTT AVIATION, LLC DBA SILVER AIR	0
SIERRA PACIFIC AIRLINES, INC.	0
SILVER AIRWAYS LLC	4
SKYWEST AIRLINES, INC.	65
SOUTHWEST AIRLINES CO.	6,428
SPIRIT AIRLINES, INC.	2,421
SUN COUNTRY MN AIRLINES, LLC	125
UNITED AIR LINES, INC.	4,709
Total	36,434

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	Vision Impairment	Hearing Impairment	Vision & Hearing Impairment	Paraplegic	Quadriplegic	Other wheelchair	Oxygen	Stretcher	Other Disability	Other Assistive Device	Mentally Impaired	Communicable Disease	Allergies
Refusal To Board Passenger	1	0	1	0	0	9	38	0	99	17	13	0	2
Refusal to Board w/o Attendant	0	0	1	0	0	2	1	0	1	0	0	0	1
Security Issues Regarding Disability	0	0	1	1	0	1	1	0	6	0	0	0	0
Aircraft Not Accessible	1	3	0	7	1	14	0	0	12	2	0	0	0
Airport Not Accessible	0	1	0	0	0	19	0	0	18	2	2	0	0
Advance Notice Dispute	2	1	0	1	0	40	0	0	8	1	3	0	2
Seating Accommodation	18	26	2	3	7	221	17	0	1,897	16	67	0	33
Failure to Provide Assistance	183	176	24	28	20	18,315	26	0	1,564	142	58	0	249
Damage to Assistive Device	3	3	1	3	5	581	5	0	36	423	0	0	0
Storage and Delay of Assistive Device	2	1	0	5	8	368	15	0	414	1,536	1	1	2
Service Animal Problem	12	5	4	0	0	21	0	1	2,383	21	66	0	20
Unsatisfactory Info	4	6	1	2	2	49	10	0	144	24	9	1	11
Other	42	87	11	2	0	792	37	1	5,184	229	63	0	349

