

Summary of Disability-Related Complaint Data

All Carriers

Total number of complaints submitted: 49,082

Carrier Name	Number of Complaints
ACROPOLIS AVIATION LTD	0
AER LINGUS LIMITED	141
AEROENLACES NACIONALES S.A. DE C.V.	0
AEROLINEAS ARGENTINAS, S.A.	0
AEROVIAS DE MEXICO, S.A. DE C.V.	103
AIR BUSAN	0
AIR CANADA	618
AIR CANADA ROUGE LP	268
AIR CHINA	1
AIR EUROPA LINEAS AEREAS, S.A.U.	22
AIR INDIA	4
AIR NEW ZEALAND LIMITED	22
AIR NORTH	0
AIR SENEGAL SA	0
AIR SERBIA	0
AIR TAHITI NUI AIRLINES	16
AIR TRANSAT A.T., INC.	12
AIRHUB AIRLINES LIMITED	0
ALASKA AIRLINES, INC.	1,042
ALL NIPPON AIRWAYS CO., LTD.	14
ALLEGiant AIR, INC.	478
AMERICAN AIRLINES, INC.	9,717
AMERISTAR AIR CARGO, INC.	0
ARKIA ISRAELI AIRLINES, LTD.	0
ARUBA AIRLINES	0
ASIANA AIRLINES, INC.	18
ATLAS AIR, INC.	0
AUSTRIAN AIRLINES AG	32
AVELO AIRLINES	4
AVIANCA, ECUADOR S.A.	0
AVIANCA, S.A.	19
AVION EXPRESS MALTA	0
AZUL BRAZILIAN AIRLINES	6
BAHAMASAIR HOLDINGS LIMITED	0
BOLIVIANA DE AVIACION	0

BRADLEY CANADIAN NORTH	0
BREEZE AIRWAYS	243
BRITISH AIRWAYS PLC	1,782
BRUSSELS AIRLINES	0
CARIBBEAN AIRLINES LIMITED	4
CARIBBEAN SUN AIRLINES DBA WAA	0
CATHAY PACIFIC AIRWAYS LIMITED	15
CAYMAN AIRWAYS LIMITED	0
CEBU PACIFIC AIR	0
CHINA AIRLINES, LTD.	3
CHINA EASTERN AIRLINES CORPORATION	0
CHINA SOUTHERN AIRLINES	1
COMLUX ARUBA	0
COMLUX MALTA LTD.	0
COMPANIA PANAMENA DE AVIACION, S.A.	115
CONDOR FLUGDIENST GMBH	14
DC AVIATION GMBH	0
DELTA AIR LINES, INC.	8,813
DEUTSCHE LUFTHANSA AG	269
DREAMJET D/B/A LACOMPAGNIE	0
EASTERN AIRLINES, LLC	0
EDELWEISS AIR AG	0
EGYPTAIR	0
EL AL ISRAEL AIRLINES LTD.	52
EMIRATES	551
ENVOY AIR, DBA AMERICAN EAGLE	144
ETHIOPIAN AIRLINES ENTERPRISE	4
ETIHAD AIRWAYS P.J.S.C.	33
EUROATLANTIC AIRWAYS TRANSPORTES AE	0
EUROWINGS	0
EVA AIRWAYS CORPORATION	2
EVELOP AIRLINES	0
EW DISCOVER GMBH	23
FIJI AIRWAYS	9
FINNAIR OY D/B/A FINNAIR OYJ	7
FLAIR AIRLINES	0
FLY PLAY HF.	5
FRONTIER AIRLINES, INC.	859
GLOBAL JET ARUBA	0
GLOBAL JET LUXEMBOURG S.A.	0
GOL LINHAS AEREAS INTELIGENTES	2
HAINAN AIRLINES COMPANY LTD	0

HAWAIIAN AIRLINES, INC.	181
HI FLY LTD	0
HI FLY, TRANSPORTES AEREOS, S.A.	0
HILLWOOD AIRWAYS	0
HONG KONG EXPRESS AIRWAYS LIMITED	0
HORIZON AIR INDUSTRIES, INC.	120
IBERIA LINEAS AEREAS DE ESPANA, S.A	118
ICELANDAIR EHF.	16
ITA AIRWAYS	29
JAPAN AIRLINES INTERNATIONAL CO.	16
JAZZ AVIATION LP	347
JEJU AIR COMPANY LIMITED	0
JET AVIATION FLIGHT SERVICES MALTA	0
JETBLUE AIRWAYS CORPORATION	2,128
JETSTAR AIRWAYS PTY LIMITED	6
JIN AIR	0
K5-AVIATION GMBH	0
KENYA AIRWAYS PLC	2
KLM ROYAL DUTCH AIRLINES, N.V.	208
KOREAN AIR LINES CO., LTD.	25
KUWAIT AIRWAYS CORPORATION	3
LATAM AIRLINES BRASIL S.A.	31
LATAM AIRLINES COLUMBIA S.A.	6
LATAM AIRLINES ECUADOR S.A.	3
LATAM AIRLINES GROUP S.A.	7
LATAM AIRLINES PERU S.A.	33
LIAT (1974) LTD	0
LINEAS AEREAS COSTARRICENSES S.A.	5
LUXAVIATION E.A., S.A.	0
LYNX AIR	13
MALAYSIA AIRLINES	0
MESA AIRLINES, INC.	6
MJET GMBH	0
NEOS SPA	0
NOLINOR AVIATION	0
NORSE ATLANTIC AIRWAYS AS	25
OMNI AIR INTERNATIONAL INC.	0
PAKISTAN INT'L AIRLINES CORPORATION	0
PHENIX JET CAYMAN SEZC	0
PHILIPPINE AIRLINES, INC.	6
PINNACLE AIRLINES, INC. / ENDEAVOR	26
POLSKIE LINIE LOTNICZE LOT, S.A.	56

PORTER AIRLINES INC.	9
PSA AIRLINES	76
QANTAS AIRWAYS LIMITED	91
QATAR AIRWAYS Q.C.S.C.	255
REPUBLIC AIRWAYS	21
ROYAL AIR MAROC	10
ROYAL JET LLC	0
ROYAL JORDANIAN AIRLINE	3
SATA INTERNACIONAL	0
SAUDI ARABIAN AIRLINES CORPORATION	1
SCANDINAVIAN AIRLINES SYSTEM	88
SCOTT AVIATION, LLC DBA SILVER AIR	0
SICHUAN AIRLINES	0
SIERRA PACIFIC AIRLINES, INC.	0
SILVER AIRWAYS LLC	5
SINGAPORE AIRLINES LIMITED	3
SKY AIRLINE	0
SKYMARK AIRLINES	0
SKYWEST AIRLINES, INC.	37
SMARTWINGS, A.S.	0
SOCIETE AIR FRANCE	779
SOUTHWEST AIRLINES CO.	7,091
SPIRIT AIRLINES, INC.	3,427
SRILANKAN AIRLINES LIMITED	0
SUN COUNTRY MN AIRLINES, LLC	180
SUNCLASS AIRLINES APS	0
SUNWING AIRLINES	3
SURINAM AIRWAYS	0
SWISS INTERNATIONAL AIR LINES LTD.	51
SWOOP INC	7
TACA INTERNATIONAL AIRLINES, S.A.	13
TAP AIR PORTUGAL	15
TITAN AIRWAYS LIMITED	0
TRANSPORTES AEREOS DE CABO VERDE	0
TUI AIRLINES BELGIUM	0
TUI AIRWAYS LIMITED	36
TURKISH AIRLINES TURK HAVA YOLLARI	238
TWAY AIR	0
UNITED AIR LINES, INC.	7,022
UZBEKISTAN AIRWAYS	1
VIETNAM AIRLINES	0
VIRGIN ATLANTIC AIRWAYS LIMITED	524

VIRGIN AUSTRALIA	0
VOLARIS	25
VOLARIS COSTA RICA	0
VUELA EL SALVADOR, S.A. DE C.V.	1
WAMOS AIR	0
WESTJET	167
WORLD 2 FLY PORTUGAL SA	0
WORLD2FLY	0
XIAMEN AIRLINES	0
Total	49,082

	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	3	4	3	5	2	47	111	0	221	35	37	4	10
Refusal to Board w/o Attendant	1	0	0	0	0	8	1	0	9	0	9	0	0
Security Issues Regarding Disability	2	0	0	0	0	23	2	0	18	0	2	0	2
Aircraft Not Accessible	3	9	0	5	2	41	3	0	32	3	0	0	2
Airport Not Accessible	3	3	0	3	0	44	0	0	40	6	2	0	0
Advance Notice Dispute	4	1	1	2	0	78	9	0	30	3	4	0	14
Seating Accommodation	46	39	12	24	6	592	26	1	2,912	109	105	0	69
Failure to Provide Assistance	220	249	48	119	19	25,166	49	1	2,475	285	108	1	471
Damage to Assistive Device	0	5	1	37	5	1,125	2	0	57	752	1	0	0
Storage and Delay of Assistive Device	2	3	1	35	8	702	41	1	410	1,739	2	2	3
Service Animal Problem	13	5	2	0	0	20	1	2	2,298	49	93	0	19
Unsatisfactory Info	11	16	5	7	1	181	27	0	274	41	14	0	43
Other	59	123	14	47	2	1,419	54	2	4,344	395	85	0	424