

Summary of Disability-Related Complaint Data

U.S. Carriers

Total number of complaints submitted: 41,620

Carrier Name	Number of Complaints
ALASKA AIRLINES, INC.	1,042
ALLEGiant AIR, INC.	478
AMERICAN AIRLINES, INC.	9,717
AMERISTAR AIR CARGO, INC.	0
ATLAS AIR, INC.	0
AVELO AIRLINES	4
BREEZE AIRWAYS	243
CARIBBEAN SUN AIRLINES DBA WAA	0
DELTA AIR LINES, INC.	8,813
EASTERN AIRLINES, LLC	0
ENVOY AIR, DBA AMERICAN EAGLE	144
FRONTIER AIRLINES, INC.	859
HAWAIIAN AIRLINES, INC.	181
HILLWOOD AIRWAYS	0
HORIZON AIR INDUSTRIES, INC.	120
JETBLUE AIRWAYS CORPORATION	2,128
MESA AIRLINES, INC.	6
OMNI AIR INTERNATIONAL INC.	0
PINNACLE AIRLINES, INC. / ENDEAVOR	26
PSA AIRLINES	76
REPUBLIC AIRWAYS	21
SCOTT AVIATION, LLC DBA SILVER AIR	0
SIERRA PACIFIC AIRLINES, INC.	0
SILVER AIRWAYS LLC	5
SKYWEST AIRLINES, INC.	37
SOUTHWEST AIRLINES CO.	7,091
SPIRIT AIRLINES, INC.	3,427
SUN COUNTRY MN AIRLINES, LLC	180
UNITED AIR LINES, INC.	7,022
Total	41,620

	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	2	4	3	0	2	16	75	0	123	30	28	2	6
Refusal to Board w/o Attendant	0	0	0	0	0	5	0	0	5	0	7	0	0
Security Issues Regarding Disability	1	0	0	0	0	8	0	0	8	0	0	0	2
Aircraft Not Accessible	2	8	0	4	1	32	3	0	23	3	0	0	2
Airport Not Accessible	0	1	0	1	0	18	0	0	21	4	2	0	0
Advance Notice Dispute	3	0	0	0	0	55	7	0	8	2	0	0	6
Seating Accommodation	34	27	9	12	4	297	17	1	2,485	25	89	0	57
Failure to Provide Assistance	181	217	45	49	17	22,247	30	1	1,997	257	87	0	343
Damage to Assistive Device	0	4	1	9	1	768	1	0	42	639	0	0	0
Storage and Delay of Assistive Device	0	2	0	5	4	447	32	1	305	1,584	1	2	0
Service Animal Problem	9	3	2	0	0	17	1	2	2,184	45	82	0	17
Unsatisfactory Info	7	14	3	0	1	94	21	0	189	35	10	0	24
Other	47	106	11	6	1	931	47	0	4,007	372	74	0	349