

Summary of Disability-Related Complaint Data

All Carriers

Total number of complaints submitted: 50,894

Carrier Name	Number of Complaints
ACROPOLIS AVIATION LTD	0
AER LINGUS LIMITED	222
AEROENLACES NACIONALES S.A. DE C.V.	1
AEROLINEAS ARGENTINAS, S.A.	0
AEROVIAS DE MEXICO, S.A. DE C.V.	124
AIR BUSAN	0
AIR CANADA	609
AIR CANADA ROUGE LP	274
AIR CHINA	3
AIR EUROPA LINEAS AEREAS, S.A.U.	24
AIR INDIA	0
AIR NEW ZEALAND LIMITED	26
AIR NORTH	0
AIR SERBIA	2
AIR TAHITI NUI AIRLINES	7
AIR TRANSAT A.T., INC.	9
AIR X CHARTER LTD	0
AIRHUB AIRLINES LIMITED	0
ALASKA AIRLINES, INC.	1,843
ALL NIPPON AIRWAYS CO., LTD.	16
ALLEGiant AIR, INC.	475
AMERICAN AIRLINES, INC.	11,485
AMERISTAR AIR CARGO, INC.	0
ARKIA ISRAELI AIRLINES, LTD.	0
ARUBA AIRLINES	0
ASIANA AIRLINES, INC.	31
ATLAS AIR, INC.	0
AUSTRIAN AIRLINES AG	32
AVELO AIRLINES	8
AVIANCA, ECUADOR S.A.	2
AVIANCA, S.A.	15
AVION EXPRESS MALTA	0
AZUL BRAZILIAN AIRLINES	57
BAHAMASAIR HOLDINGS LIMITED	0
BOLIVIANA DE AVIACION	0
BRADLEY CANADIAN NORTH	0
BREEZE AIRWAYS	358

BRITISH AIRWAYS PLC	1,257
BRUSSELS AIRLINES	1
CARIBBEAN AIRLINES LIMITED	26
CATHAY PACIFIC AIRWAYS LIMITED	41
CAYMAN AIRWAYS LIMITED	1
CEBU PACIFIC AIR	0
CHINA AIRLINES, LTD.	6
CHINA EASTERN AIRLINES CORPORATION	0
CHINA SOUTHERN AIRLINES	10
COMLUX ARUBA	0
COMLUX MALTA LTD.	0
COMMUTEAIR LLC	4
COMPANIA PANAMENA DE AVIACION, S.A.	309
CONDOR FLUGDIENST GMBH	11
DC AVIATION GMBH	0
DELTA AIR LINES, INC.	8,365
DEUTSCHE LUFTHANSA AG	422
EASTERN AIRLINES, LLC	0
EDELWEISS AIR AG	0
EL AL ISRAEL AIRLINES LTD.	96
EMIRATES	551
ENVOY AIR, DBA AMERICAN EAGLE	176
ETIHAD AIRWAYS P.J.S.C.	44
EUROATLANTIC AIRWAYS TRANSPORTES AE	0
EUROWINGS	0
EVA AIRWAYS CORPORATION	4
EVELOP AIRLINES	0
EW DISCOVER GMBH	36
FIJI AIRWAYS	35
FINNAIR OY D/B/A FINNAIR OYJ	6
FLY PLAY HF.	8
FRENCH BEE	10
FRONTIER AIRLINES, INC.	1,051
GLOBAL CROSSING AIRLINES, INC.	0
GALISTAIR	0
GLOBAL JET ARUBA	0
GLOBAL JET AUSTRIA	0
GLOBAL JET LUXEMBOURG S.A.	0
GOL LINHAS AEREAS INTELIGENTES	3
GRIDIRON AIR LLC	0
HAWAIIAN AIRLINES, INC.	338
HI FLY LTD	0
HI FLY, TRANSPORTES AEREOS, S.A.	0
HISKY EUROPE S.R.L	0
HONG KONG EXPRESS AIRWAYS LIMITED	0

HORIZON AIR INDUSTRIES, INC.	138
IBERIA LINEAS AEREAS DE ESPANA, S.A	157
ICELANDAIR EHF.	23
ITA AIRWAYS	29
JAPAN AIRLINES INTERNATIONAL CO.	3
JAZZ AVIATION LP	249
JEJU AIR COMPANY LIMITED	0
JET AVIATION BUSINESS JETS AG	0
JET AVIATION FLIGHT SERVICES MALTA	0
JETBLUE AIRWAYS CORPORATION	2,140
JETSTAR AIRWAYS PTY LIMITED	10
JIN AIR	0
K5-AVIATION GMBH	0
KELOWNA FLIGHTCRAFT AIR CHARTER LTD	0
KENYA AIRWAYS PLC	1
KLM ROYAL DUTCH AIRLINES, N.V.	249
KOREAN AIR LINES CO., LTD.	12
KUWAIT AIRWAYS CORPORATION	1
LATAM AIRLINES BRASIL S.A.	22
LATAM AIRLINES COLUMBIA S.A.	3
LATAM AIRLINES ECUADOR S.A.	1
LATAM AIRLINES GROUP S.A.	14
LATAM AIRLINES PERU S.A.	19
LINEAS AEREAS COSTARRICENSES S.A.	0
MALAYSIA AIRLINES	0
MESA AIRLINES, INC.	5
MJET GMBH	0
MIAT MONGOLIAN AIRLINES	0
NEOS SPA	0
NOLINOR AVIATION	0
OMNI AIR INTERNATIONAL INC.	1
PAKISTAN INT'L AIRLINES CORPORATION	0
PHENIX JET CAYMAN SEZC	0
PHILIPPINE AIRLINES, INC.	6
PINNACLE AIRLINES, INC. / ENDEAVOR	20
PLUS ULTRA LINEAS AEREAS, S.A.	0
POLSKIE LINIE LOTNICZE LOT, S.A.	69
PORTER AIRLINES INC.	2
PORTER AIRLINES (CANADA) LTD.	7
PRIVILEGE STYLE	0
PSA AIRLINES	126
QANTAS AIRWAYS LIMITED	28
QATAR AIRWAYS Q.C.S.C.	159
REPUBLIC AIRWAYS	64
ROYAL AIR MAROC	17

ROYAL JORDANIAN AIRLINE	5
SAMOA AIRWAYS	0
SATA INTERNACIONAL	0
SAUDI ARABIAN AIRLINES CORPORATION	4
SCANDINAVIAN AIRLINES SYSTEM	87
SICHUAN AIRLINES	0
SIERRA PACIFIC AIRLINES, INC.	0
SILVER AIRWAYS LLC	0
SINGAPORE AIRLINES LIMITED	4
SKY AIRLINE	0
SKYMARK AIRLINES	0
SKYWEST AIRLINES, INC.	90
SMARTWINGS, A.S.	0
SOCIETE AIR FRANCE	789
SOUTHWEST AIRLINES CO.	5,946
SPIRIT AIRLINES, INC.	3,133
SRILANKAN AIRLINES LIMITED	1
STARLUX AIRLINES	8
SUN COUNTRY MN AIRLINES, LLC	312
SUNCLASS AIRLINES APS	0
SUNWING AIRLINES	2
SURINAM AIRWAYS	0
SWISS INTERNATIONAL AIR LINES LTD.	48
TACA INTERNATIONAL AIRLINES, S.A.	12
TAP AIR PORTUGAL	28
THAI AIRWAYS INTERNATIONAL PUBLIC CO. LTD.	0
TITAN AIRWAYS LIMITED	0
TRANSPORTES AEREOS DE CABO VERDE	0
TUI AIRLINES BELGIUM	0
TUI AIRLINES NEDERLAND, B.V.	1
TUI AIRWAYS LIMITED	42
TURKISH AIRLINES TURK HAVA YOLLARI	318
TWAY AIR	0
UNITED AIRLINES, INC.	7,373
UZBEKISTAN AIRWAYS	1
VIETNAM AIRLINES	4
VIRGIN ATLANTIC AIRWAYS LIMITED	561
VOLARIS	36
VOLARIS COSTA RICA	1
VUELA EL SALVADOR, S.A. DE C.V.	4
WAMOS AIR	0
WESTJET	72
WORLD 2 FLY PORTUGAL SA	0
WORLD2FLY	0
XIAMEN AIRLINES	1

ZIPAIR	2
Total	50,894

Summary of Disability-Related Complaints Per Category CY2024: All Carriers

	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	5	11	2	1	2	91	168	5	340	31	21	2	16
Refusal to Board w/o Attendant	3	5	2	0	0	6	4	0	14	1	5	0	0
Security Issues Regarding Disability	1	2	0	3	0	17	2	0	18	5	0	0	3
Aircraft Not Accessible	2	6	1	10	0	33	2	0	34	2	3	0	4
Airport Not Accessible	0	3	0	2	1	33	1	0	42	1	1	1	1
Advance Notice Dispute	3	1	2	2	0	52	10	0	24	5	4	0	17
Seating Accommodation	56	51	14	36	14	689	47	0	2,904	43	132	5	77
Failure to Provide Assistance	255	228	38	111	27	25,565	58	0	2,988	329	140	8	417
Damage to Assistive Device	2	4	1	29	5	1,261	3	0	84	923	3	0	2
Storage and Delay of Assistive Device	5	6	3	25	7	808	57	0	499	1,657	4	3	5
Service Animal Problem	10	8	1	2	0	29	1	0	2,263	56	58	4	32
Unsatisfactory Info	20	30	3	9	0	154	18	1	262	46	14	1	47
Other	69	125	20	26	5	1,657	73	0	4,077	416	136	6	498