

Summary of Disability-Related Complaint Data

U.S. Carriers

Total number of complaints submitted: 43,451

Carrier Name	Number of Complaints
ALASKA AIRLINES, INC.	1,843
ALLEGiant AIR, INC.	475
AMERICAN AIRLINES, INC.	11,485
AMERISTAR AIR CARGO, INC.	0
ATLAS AIR, INC.	0
AVELO AIRLINES	8
BREEZE AIRWAYS	358
COMMUTEAIR LLC	4
DELTA AIR LINES, INC.	8,365
EASTERN AIRLINES, LLC	0
ENVOY AIR, DBA AMERICAN EAGLE	176
FRONTIER AIRLINES, INC.	1,051
GLOBAL CROSSING AIRLINES, INC.	0
GRIDIRON AIR LLC	0
HAWAIIAN AIRLINES, INC.	338
HORIZON AIR INDUSTRIES, INC.	138
JETBLUE AIRWAYS CORPORATION	2,140
MESA AIRLINES, INC.	5
OMNI AIR INTERNATIONAL INC.	1
PINNACLE AIRLINES, INC. / ENDEAVOR	20
PSA AIRLINES	126
REPUBLIC AIRWAYS	64
SIERRA PACIFIC AIRLINES, INC.	0
SILVER AIRWAYS LLC	0
SKYWEST AIRLINES, INC.	90
SOUTHWEST AIRLINES CO.	5,946
SPIRIT AIRLINES, INC.	3,133
SUN COUNTRY MN AIRLINES, LLC	312
UNITED AIRLINES, INC.	7,373
Total	43,451

Summary of Disability-Related Complaints Per Category CY2024: U.S. 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	2	5	2	0	1	51	78	1	181	26	15	2	6
Refusal to Board w/o Attendant	2	0	1	0	0	1	1	0	10	1	2	0	0
Security Issues Regarding Disability	1	2	0	1	0	9	0	0	9	3	0	0	0
Aircraft Not Accessible	1	4	1	3	0	26	2	0	23	2	2	0	3
Airport Not Accessible	0	3	0	1	0	22	1	0	31	0	1	1	0
Advance Notice Dispute	2	1	1	0	0	34	6	0	12	4	3	0	3
Seating Accommodation	34	32	10	11	7	357	37	0	2,237	34	95	4	53
Failure to Provide Assistance	220	212	29	38	25	22,738	44	0	2,500	307	119	7	287
Damage to Assistive Device	2	4	1	4	3	929	2	0	54	840	3	0	1
Storage and Delay of Assistive Device	3	5	3	6	6	618	48	0	327	1,580	4	3	1
Service Animal Problem	10	3	1	0	0	23	1	0	2,084	50	48	3	28
Unsatisfactory Info	14	22	1	0	0	86	13	1	194	34	11	1	28
Other	56	117	19	12	3	1,333	66	0	3,804	395	120	2	378