

Detailed Breakdown of Disability-Related Complaint Data: All Carriers

Total number of complaints submitted: 11,518

Carrier Name	Number of Complaints
AER LINGUS LIMITED	0
AERO CALIFORNIA	1
AERODYNAMICS, INC.	0
AEROFLOT RUSSIAN AIRLINES	0
AEROLINEAS ARGENTINAS	0
AEROMEXICO	1
AEROPOSTAL ALAS DE VENEZUEL	3
AEROSVIT UKRANIAN AIRLINES	0
AIR ATLANTA EUROPE	16
AIR ATLANTA ICELANDIC	0
AIR CANADA	248
AIR CANADA JAZZ	10
AIR CHINA	1
AIR COMET S.A.	0
AIR EUROPA LINEAS AEREAS	0
AIR FRANCE	30
AIR JAMAICA LIMITED	1
AIR JAPAN, CO	0
AIR LUXOR	0
AIR NEW ZEALAND	3
AIR PACIFIC, LTD.	0
AIR TAHITI NUI	1
AIR TRANSAT	17
AIR WISCONSIN	132
AIR-INDIA	4
AIRTRAN	87
ALASKA AIRLINES	215
ALITALIA-LINEE AEREE ITALIA	10
ALL NIPPON AIRWAYS CO.	0
ALLEGiant	5
ALOHA AIRLINES	7
AMERICA WEST	536
AMERICAN AIRLINES	2061
AMERICAN EAGLE AIRLINES	171

ASIANA AIRLINES, INC.	3
ATA	94
ATLANTIC SOUTHEAST AIRLINES	191
AUSTRIAN AIRLINES	27
AVIACSA AIRLINES	3
AVIATION CONCEPTS	0
BAHAMASAIR HOLDING LIMITED	5
BOSTON-MAINE AIRWAYS	8
BRITANNIA AIRWAYS LTD.	147
BRITISH AIRWAYS PLC	165
BRITISH MIDLAND AIRWAYS LTD	16
BWIA WEST INDIES AIRWAYS	1
CASINO EXPRESS	1
CATHAY PACIFIC AIRWAYS, LTD	8
CHAMPION AIR	7
CHAUTAUQUA AIRLINES, INC	67
CHINA AIRLINES, LTD	3
CHINA EASTERN AIRLINES	0
COMAIR	301
COMPANIA MEXICANA DE AVIACI	1
COMPANIA PANAMENA (COPA)	3
CONDOR FLUGDIENST	0
CONTINENTAL	398
CONTINENTAL MICRONESIA	3
CZECH AIRLINES	2
DELTA AIR LINES	1326
EGYPTAIR	0
EL AL ISRAEL AIRLINES LTD.	66
EMIRATES AIRLINE	4
ETHIOPIAN AIRLINES	0
EUROATLANTIC AIRWAYS TRANSPORTES AE	0
EVA AIRWAYS CORPORATION	2
EXECUTIVE AIRLINES	11
FALCON AIR EXPRESS, INC.	0
FINNAIR OY	0
FIRST CHOICE AIRWAYS	1
FREEDOM AIRLINES	0
FRONTIER AIRLINES	72
HAWAIIAN AIRLINES	90

HMY AIRWAYS, INC.	3
HORIZON AIR	60
IBERIA AIRLINES OF SPAIN	48
ICELANDAIR	1
INDEPENDENCE AIR/ATLANTIC COAST AIR	88
JALWAYS CO., LTD.	1
JAPAN AIR LINES CO., LTD.	4
JETBLUE	287
KLM ROYAL DUTCH AIRLINES	32
KOREAN AIR LINES CO., LTD.	0
KUWAIT AIRWAYS, CORP.	0
LACSA	4
LAKER AIRWAYS (BAHAMAS) LTD	0
LAN DOMINICANA	0
LAN ECUADOR	4
LAN PERU AIRLINES	2
LAN-CHILE AIRLINES	10
LINEAS AEREAS AZTECA	0
LLOYD AEREO BOLIVIANO S. A.	0
LUFTHANSA GERMAN AIRLINES	102
LUFTRANSPORT-UNTERNEHMEN	8
MAGADAN AIRLINES	0
MALAYSIAN AIRLINE SYSTEM	0
MALEV HUNGARIAN AIRLINES	2
MARTINAIR HOLLAND N.V.	38
MESA AIRLINES	193
MESABA AIRLINES	107
MIAMI AIR INT'L	0
MIDWEST EXPRESS	3
MONARCH AIRLINES LIMITED	8
MYTRAVEL AIRWAYS	7
NORTH AMERICAN AIRLINES	9
NORTHWEST AIRLINES	1229
OLYMPIC AIRWAYS	0
OMNI AIR EXPRESS	7
PACE AIRLINES	0
PAKISTAN INT'L AIRLINES	2
PHILIPPINE AIRLINES, INC.	17
POLSKIE LINIE LOTNICZE	1

POLYNESIAN AIRLINES LTD.	1
PRIMARIS	0
PRIVATAIR	0
PSA	28
QANTAS AIRWAYS LTD	6
ROYAL AIR MAROC	0
RYAN INT'L AIRLINES	2
SATA INTERNACIONAL	0
SAUDI ARABIAN AIRLINES CORP	0
SCANDINAVIAN AIRLINES SYS.	30
SIERRA PACIFIC AIRLINES	0
SINGAPORE AIRLINES LTD.	0
SKY KING	1
SKYSERVICE AIRLINES INC	0
SKYWEST	105
SOUTH AFRICAN AIRWAYS	3
SOUTHWEST AIRLINES	487
SPIRIT AIR LINES	62
SUN COUNTRY	5
SUN WORLD INTERNATIONAL	0
SWISS INTERNATIONAL AIRLINES	17
TACA INT'L AIRLINES	12
TAP-PORTUGUESE AIRLINES	1
THAI AIRWAYS INT'L LTD.	0
THOMAS COOK AIRLINES, UK LTD.	14
TRANS STATES AIRLINES	4
TRANSMERIDIAN AIRLINES	9
TRANSPORTES AEREOS DE CABO	0
TRANSPORTES AEROS MERIDIONA	63
TURK HAVA YOLLARI, A.O.	0
UNITED AIRLINES	1266
USA 3000	7
USAIRWAYS	451
UZBEKISTAN AIRWAYS	0
VARIG, S. A.	2
VICTORY AIR TRANSPORT	0
VIRGIN ATLANTIC AIRWAYS	77
WESTJET	2
WORLD AIRWAYS	0

Complaints By Complaint Category: All Carriers

	Vision Impaired	Hearing Impaired	Vision & Hearing Impaired	Paraplegic	Quadriplegic	Other wheelchair	Oxygen	Stretcher	Other Disability	Other Assistive Device	Mentally Impaired	Communicable Disease	Allergies
Refusal To Board Passenger	3	2	0	0	0	17	28	1	39	12	4	8	2
Refusal to Board w/o Attendant	0	0	0	1	1	2	1	0	10	0	3	1	0
Security Issues Regarding Disability	2	0	1	0	0	18	1	0	21	2	0	0	0
Aircraft Not Accessible	1	3	0	4	1	119	3	2	30	8	0	0	1
Airport Not Accessible	0	0	0	0	0	41	0	0	13	2	0	0	1
Advance Notice Dispute	0	0	0	2	2	25	22	0	10	0	3	0	4
Seating Accommodation	25	14	6	28	9	307	4	3	840	9	14	2	10
Failure to Provide Assistance	118	66	17	60	38	6193	130	1	894	56	41	0	54
Damage to Assistive Device	1	1	1	20	12	390	0	0	27	89	0	0	1
Storage and Delay of Assistive Device	1	1	1	10	6	166	10	1	65	98	0	0	0
Service Animal Problem	17	5	3	0	0	0	0	0	40	0	5	0	1
Unsatisfactory Info	7	21	2	6	1	120	45	0	90	9	14	1	30
Other	16	20	2	8	5	251	63	0	258	18	11	1	131