

Detailed Breakdown of Disability-Related Complaint Data: U.S. Carriers

Total number of complaints submitted: 10,193

Carrier Name	Number of Complaints
AERODYNAMICS, INC.	0
AIR WISCONSIN	132
AIRTRAN	87
ALASKA AIRLINES	215
ALLEGiant	5
ALOHA AIRLINES	7
AMERICA WEST	536
AMERICAN AIRLINES	2061
AMERICAN EAGLE AIRLINES	171
ATA	94
ATLANTIC SOUTHEAST AIRLINES	191
AVIATION CONCEPTS	0
BOSTON-MAINE AIRWAYS	8
CASINO EXPRESS	1
CHAMPION AIR	7
CHAUTAUQUA AIRLINES, INC	67
COMAIR	301
CONTINENTAL	398
CONTINENTAL MICRONESIA	3
DELTA AIR LINES	1326
EXECUTIVE AIRLINES	11
FALCON AIR EXPRESS, INC.	0
FREEDOM AIRLINES	0
FRONTIER AIRLINES	72
HAWAIIAN AIRLINES	90
HORIZON AIR	60
INDEPENDENCE AIR/ATLANTIC COAST AIR	88
JETBLUE	287
MESA AIRLINES	193
MESABA AIRLINES	107
MIAMI AIR INT'L	0
MIDWEST EXPRESS	3
NORTH AMERICAN AIRLINES	9

NORTHWEST AIRLINES	1229
OMNI AIR EXPRESS	7
PACE AIRLINES	0
PRIMARIS	0
PSA	28
RYAN INT'L AIRLINES	2
SIERRA PACIFIC AIRLINES	0
SKY KING	1
SKYSERVICE AIRLINES INC	0
SKYWEST	105
SOUTHWEST AIRLINES	487
SPIRIT AIR LINES	62
SUN COUNTRY	5
SUN WORLD INTERNATIONAL	0
TRANS STATES AIRLINES	4
TRANSMERIDIAN AIRLINES	9
UNITED AIRLINES	1266
USA 3000	7
USAIRWAYS	451
VICTORY AIR TRANSPORT	0
WORLD AIRWAYS	0

Complaints By Complaint Category: U.S. 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	0	0	0	0	0	11	22	1	27	7	3	5	2
Refusal to Board w/o Attendant	0	0	0	0	1	1	0	0	5	0	2	0	0
Security Issues Regarding Disability	1	0	1	0	0	16	1	0	16	1	0	0	0
Aircraft Not Accessible	1	2	0	4	1	114	2	0	28	5	0	0	1
Airport Not Accessible	0	0	0	0	0	36	0	0	12	2	0	0	1
Advance Notice Dispute	0	0	0	0	0	13	10	0	7	0	1	0	4
Seating Accommodation	22	10	6	21	6	245	3	2	755	8	13	1	10
Failure to Provide Assistance	111	65	17	38	36	5661	119	0	828	50	33	0	54
Damage to Assistive Device	1	0	1	14	9	236	0	0	19	58	0	0	1
Storage and Delay of Assistive Device	1	0	1	7	5	112	9	0	65	93	0	0	0
Service Animal Problem	14	5	3	0	0	0	0	0	38	0	5	0	1
Unsatisfactory Info	6	21	2	6	1	109	43	0	86	8	13	0	28
Other	12	18	2	5	3	213	57	0	242	16	11	0	112