

Summary of Disability-Related Complaint Data

Foreign Carriers

Total number of complaints submitted: **1,390**

Carrier Name	Number of Complaints
AER LINGUS LIMITED	2
AERO CALIFORNIA	0
AEROFLOT RUSSIAN AIRLINES	0
AEROLINEAS ARGENTINAS	0
AEROMEXICO	3
AEROPOSTAL ALAS DE VENEZUEL	0
AEROSERVICES CORPORATE	0
AEROSVIT UKRANIAN AIRLINES	0
AIR ATLANTA EUROPE	0
AIR ATLANTA ICELANDIC	0
AIR CANADA	160
AIR CANADA JAZZ	13
AIR CHINA	0
AIR COMET S.A.	0
AIR EUROPA LINEAS AEREAS	0
AIR FRANCE	83
AIR JAMAICA LIMITED	7
AIR JAPAN, CO	0
AIR LUXOR	0
AIR NEW ZEALAND	0
AIR PACIFIC, LTD.	0
AIR TAHITI NUI	0
AIR TRANSAT	15
AIR-INDIA	1
ALITALIA-LINEE AEREE ITALIA	6
ALL NIPPON AIRWAYS CO.	1
ASIANA AIRLINES, INC.	4
AUSTRIAN AIRLINES	4
AVIACSA AIRLINES	3
AVIANCA	2
BAHAMASAIR HOLDING LIMITED	1
BELAIR AIRLINES	0
THOMSONFLY LTD.	124
BRITISH AIRWAYS PLC	144
BRITISH MIDLAND AIRWAYS LTD	15
BWIA WEST INDIES AIRWAYS	0
CATHAY PACIFIC AIRWAYS, LTD	5
CHINA AIRLINES, LTD	2
CHINA EASTERN AIRLINES	0
COMPANIA MEXICANA DE AVIACI	7
COMPANIA PANAMENA (COPA)	10
CONDOR FLUGDIENST	0
CZECH AIRLINES	48

EGYPTAIR	0
EL AL ISRAEL AIRLINES LTD.	93
EMIRATES AIRLINE	1
ETHIOPIAN AIRLINES	0
EUROATLANTIC AIRWAYS TRANSPORTES AE	0
EVA AIRWAYS CORPORATION	2
EXCEL AIRWAYS	0
FINNAIR OY	0
FIRST CHOICE AIRWAYS	6
HMY AIRWAYS, INC.	11
IBERIA AIRLINES OF SPAIN	29
ICELANDAIR	0
ISRAIR	0
JALWAYS CO., LTD.	0
JAPAN AIR LINES CO., LTD.	5
KLM ROYAL DUTCH AIRLINES	31
KOREAN AIR LINES CO., LTD.	3
KUWAIT AIRWAYS, CORP.	0
LACSA	4
LAN ECUADOR	3
LAN PERU AIRLINES	8
LAN-CHILE AIRLINES	26
LINEAS AEREAS AZTECA	0
LLOYD AEREO BOLIVIANO S. A.	0
LUFTHANSA GERMAN AIRLINES	91
LUFTRANSPORT-UNTERNEHMEN	8
MALAYSIAN AIRLINE SYSTEM	0
MALEV HUNGARIAN AIRLINES	2
MARTINAIR HOLLAND N.V.	35
MONARCH AIRLINES LIMITED	5
MYTRAVEL AIRWAYS	1
OLYMPIC AIRWAYS	0
PAKISTAN INT'L AIRLINES	2
PHILIPPINE AIRLINES, INC.	13
POLSKIE LINIE LOTNICZE	0
POLYNESIAN AIRLINES LTD.	0
PRIVATAIR	0
QANTAS AIRWAYS LTD	14
ROYAL AIR MAROC	2
SATA INTERNACIONAL	0
SAUDI ARABIAN AIRLINES CORP	0
SCANDINAVIAN AIRLINES SYS.	23
SINGAPORE AIRLINES LTD.	1
SOUTH AFRICAN AIRWAYS	1
SWISS INTERNATIONAL AIRLINES	16
TACA INT'L AIRLINES	16
TAP-PORTUGUESE AIRLINES	3
THAI AIRWAYS INT'L LTD.	2
THOMAS COOK AIRLINES, UK LTD.	3
TITAN AIRWAYS	0

TRANSPORTES AEREOS DE CABO	0
TRANSPORTES AEROS MERIDIONA	125
TURK HAVA YOLLARI, A.O.	4
UZBEKISTAN AIRWAYS	0
VARIG, S. A.	0
VIRGIN ATLANTIC AIRWAYS	117
WESTJET	24
Total number of complaints submitted	1390
100 foreign carriers	

Summary of Complaints By Complaint Category

Foreign Carriers

Total number of complaints submitted: 1390

Category of Complaints	Vision Impaired	Hearing Impaired	Vision & Hearing Impaired	Paraplegic	Quadriplegic	Other wheelchair	Oxygen	Stretcher	Other Disability	Other Assistive Device	Mentally Impaired	Communicable Disease	Allergies	Total of Category of Complaints
Refusal To Board Passenger	1	0	0	2	0	9	3	0	4	0	0	0	0	19
Refusal to Board w/o Attendant	0	0	0	2	0	12	0	0	1	0	0	0	0	15
Security Issues Regarding Disability	0	0	0	0	0	1	0	0	1	1	2	0	0	5
Aircraft Not Accessible	0	0	0	1	0	8	0	0	5	2	0	0	0	16
Airport Not Accessible	0	0	0	2	1	11	0	0	4	1	0	0	0	19
Advance Notice Dispute	1	1	0	1	1	27	3	0	2	0	0	0	0	36
Seating Accommodation	4	1	0	15	7	72	0	0	62	7	0	0	0	168
Failure to Provide Assistance	18	6	2	28	16	466	10	3	55	60	3	2	2	671
Damage to Assistive Device	0	0	0	6	4	186	1	0	0	14	0	0	0	211
Storage and Delay of Assistive Device	0	0	0	2	1	56	3	0	7	6	0	0	0	75
Service Animal Problem	1	1	0	0	0	0	0	0	4	0	0	0	0	6
Unsatisfactory Info	1	0	0	3	0	23	1	0	1	0	0	0	3	32
Other	1	0	0	2	4	76	8	1	20	3	1	0	1	117
Total of Category of Disability	27	9	2	64	34	947	29	4	166	94	6	2	6	1390