Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by AER LINGUS LIMITED

| | Vision Impaired | Hearing | Vision & Hearing Impaired | | Quadriplegic | Other wheelchair | Oxygen | Stretcher | Other Disability | Other Assistive Device | Mentally Impaired | Communicable Disease | Allergies |
|--|--------------------|---------|---------------------------------|---|--------------|---------------------|--------|-----------|---------------------|------------------------------|----------------------|-------------------------|-----------|
| Refusal To Board Passenger | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Refusal to Board w/o Attendant | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Security Issues Regarding Disability | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Aircraft Not Accessible | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Airport Not Accessible | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Advance Notice Dispute | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Seating Accommodation | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Failure to Provide Assistance | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Damage to Assistive Device | 0 | 0 | 0 | о | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Storage and Delay of Assistive Device | о | о | 0 | 0 | 0 | 0 | 1 | о | о | 0 | 0 | 0 | о |
| Service Animal Problem | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Unsatisfactory Info | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Other | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |

Total number of complaints reported to DOT: 2

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by AERO CALIFORNIA

| | | Hearing | Vision & Hearing Impaired | | | Other wheelchair | Oxygen | Stretcher | Other | Other Assistive Device | Mentally Impaired | Communicable Disease | Allergies |
|--|---|---------|---------------------------------|---|---|---------------------|----------|-----------|-------|------------------------------|----------------------|-------------------------|-----------|
| Refusal To Board Passenger | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Refusal to Board w/o Attendant | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Security Issues Regarding Disability | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Aircraft Not Accessible | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Airport Not Accessible | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Advance Notice Dispute | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Seating Accommodation | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Failure to Provide Assistance | 0 | 0 | 0 | 0 | 0 | 0 | о | 0 | 0 | 0 | 0 | 0 | 0 |
| Damage to Assistive Device | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | 1 | | | | 1 | i | <u> </u> | 1 | 1 | | 1 | 1 | |

| Storage and Delay of Assistive Device | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
|--|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Service Animal Problem | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Unsatisfactory Info | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Other | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by AERODYNAMICS, INC.

Total number of complaints reported to DOT: 0

| | | Hearing Impaired | Vision & Hearing Impaired | | | Other wheelchair | Oxygen | Stretcher | Other Disability | Other Assistive Device | Mentally Impaired | Communicable Disease | Allergies |
|--|---|---------------------|---------------------------------|---|---|---------------------|--------|-----------|---------------------|------------------------------|----------------------|-------------------------|-----------|
| Refusal To Board Passenger | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Refusal to Board w/o Attendant | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Security Issues Regarding Disability | 0 | 0 | 0 | 0 | 0 | 0 | о | 0 | 0 | 0 | 0 | 0 | 0 |
| Aircraft Not Accessible | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Airport Not Accessible | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Advance Notice Dispute | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Seating Accommodation | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Failure to Provide Assistance | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Damage to Assistive Device | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Storage and Delay of Assistive Device | 0 | о | 0 | 0 | 0 | 0 | 0 | 0 | о | 0 | 0 | 0 | 0 |
| Service Animal Problem | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Unsatisfactory Info | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Other | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by AEROFLOT RUSSIAN AIRLINES

Total number of complaints reported to DOT: 0

| | Vision Impaired | Hearing | 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 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Refusal to Board w/o Attendant | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Security Issues Regarding Disability | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Aircraft Not Accessible | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Airport Not Accessible | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |

file:///C|/Users/amarpreet.singh.ctr/Desktop/New% 20 folder/publications/2005 DetailByCarrier.htm [6/19/2013~4:53:04~PM]

| Advance Notice Dispute | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
|--|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Seating Accommodation | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Failure to Provide Assistance | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Damage to Assistive Device | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Storage and Delay of Assistive Device | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Service Animal Problem | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Unsatisfactory Info | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Other | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by AEROLINEAS ARGENTINAS

| Total number | r of complaints | reported to | DOT: 0 |
|--------------|-----------------|-------------|--------|
|--------------|-----------------|-------------|--------|

| | Vision Impaired | | Vision & Hearing Impaired | Paraplegic | Quadriplegic | Other wheelchair | Oxygen | Stretcher | Other | Other Assistive Device | Mentally Impaired | Communicable Disease | Allergies |
|--|--------------------|---|---------------------------------|------------|--------------|---------------------|--------|-----------|-------|------------------------------|----------------------|-------------------------|-----------|
| Refusal To Board Passenger | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Refusal to Board w/o Attendant | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Security Issues Regarding Disability | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Aircraft Not Accessible | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Airport Not Accessible | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Advance Notice Dispute | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Seating Accommodation | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Failure to Provide Assistance | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Damage to Assistive Device | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Storage and Delay of Assistive Device | о | 0 | 0 | 0 | 0 | 0 | 0 | о | о | 0 | 0 | 0 | 0 |
| Service Animal Problem | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Unsatisfactory Info | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Other | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by AEROMEXICO

Total number of complaints reported to DOT: 3

| | Vision Impaired | Hearing Impaired | Vision & Hearing Impaired | Paraplegic | Ouadripledic | Other wheelchair | Oxygen | Stretcher | Other Disability | Other Assistive Device | Mentally Impaired | Communicable Disease | Allergies |
|----------------------------------|--------------------|---------------------|---------------------------------|------------|--------------|---------------------|--------|-----------|---------------------|------------------------------|----------------------|-------------------------|-----------|
| Refusal To Board Passenger | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |

| Refusal to Board w/o Attendant | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 |
|--|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Security Issues Regarding Disability | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Aircraft Not Accessible | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Airport Not Accessible | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Advance Notice Dispute | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Seating Accommodation | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 |
| Failure to Provide Assistance | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Damage to Assistive Device | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Storage and Delay of Assistive Device | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Service Animal Problem | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Unsatisfactory Info | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Other | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by AEROPOSTAL ALAS DE VENEZUEL

| Total number | r of complaints reported to I | DOT: 0 |
|--------------|-------------------------------|--------|
|--------------|-------------------------------|--------|

| | Vision Impaired | Hearing Impaired | Vision & Hearing Impaired | Paraplegic | | Other wheelchair | Oxygen | | Uther Disability | Other Assistive Device | Mentally Impaired | Communicable Disease | Allergies |
|--|--------------------|---------------------|---------------------------------|------------|---|---------------------|--------|---|---------------------|------------------------------|----------------------|-------------------------|-----------|
| Refusal To Board Passenger | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Refusal to Board w/o Attendant | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Security Issues Regarding Disability | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Aircraft Not Accessible | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Airport Not Accessible | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Advance Notice Dispute | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Seating Accommodation | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Failure to Provide Assistance | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Damage to Assistive Device | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Storage and Delay of Assistive Device | о | 0 | 0 | 0 | 0 | 0 | 0 | о | о | 0 | о | 0 | о |
| Service Animal Problem | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Unsatisfactory Info | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Other | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |

Reported to DOT by AEROSERVICES CORPORATE

| | Vision Impaired | Hearing Impaired | Vision & Hearing Impaired | | Quadriplegic | Other wheelchair | Oxygen | Stretcher | Other | Other Assistive Device | Mentally Impaired | Communicable Disease | Allergies |
|--|--------------------|---------------------|---------------------------------|---|--------------|---------------------|--------|-----------|-------|------------------------------|----------------------|-------------------------|-----------|
| Refusal To Board Passenger | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Refusal to Board w/o Attendant | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Security Issues Regarding Disability | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Aircraft Not Accessible | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Airport Not Accessible | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Advance Notice Dispute | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Seating Accommodation | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Failure to Provide Assistance | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Damage to Assistive Device | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Storage and Delay of Assistive Device | 0 | 0 | 0 | 0 | 0 | 0 | 0 | о | 0 | 0 | 0 | 0 | 0 |
| Service Animal Problem | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Unsatisfactory Info | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Other | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |

Total number of complaints reported to DOT: 0

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by AEROSVIT

| | Vision Impaired | Hearing Impaired | Vision & Hearing Impaired | Paraplegic | Quadriplegic | Other wheelchair | Oxygen | Stretcher | | Other Assistive Device | Mentally Impaired | Communicable Disease | Allergies |
|--|--------------------|---------------------|---------------------------------|------------|--------------|---------------------|--------|-----------|---|------------------------------|----------------------|-------------------------|-----------|
| Refusal To Board Passenger | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Refusal to Board w/o Attendant | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Security Issues Regarding Disability | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Aircraft Not Accessible | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Airport Not Accessible | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Advance Notice Dispute | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Seating Accommodation | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Failure to Provide Assistance | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Damage to Assistive Device | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Storage and | | | | | | | | | | | | | |

| Delay of Assistive Device | 0 | О | О | 0 | 0 | 0 | 0 | 0 | 0 | О | О | 0 | 0 |
|---------------------------------|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Service Animal Problem | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Unsatisfactory Info | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Other | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by AEROSVIT UKRANIAN AIRLINES

| | | Hearing Impaired | Vision & Hearing Impaired | | Quadriplegic | Other wheelchair | Oxygen | Stretcher | Other Disability | Other Assistive Device | Mentally Impaired | Communicable Disease | Allergies |
|--|---|---------------------|---------------------------------|---|--------------|---------------------|--------|-----------|---------------------|------------------------------|----------------------|-------------------------|-----------|
| Refusal To Board Passenger | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Refusal to Board w/o Attendant | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Security Issues Regarding Disability | 0 | 0 | 0 | 0 | 0 | 0 | о | 0 | 0 | 0 | 0 | 0 | 0 |
| Aircraft Not Accessible | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Airport Not Accessible | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Advance Notice Dispute | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Seating Accommodation | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Failure to Provide Assistance | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Damage to Assistive Device | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Storage and Delay of Assistive Device | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | о | 0 | 0 | 0 | 0 |
| Service Animal Problem | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Unsatisfactory Info | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Other | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |

Total number of complaints reported to DOT: 0

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by AIR ATLANTA EUROPE

| | Hearing Impaired | | Quadriplegic | Other wheelchair | Oxygen | Stretcher | | Other Assistive Device | Mentally Impaired | Communicable Disease | Allergies |
|---|---------------------|---|---|---|---|---|---|---|---|---|---|
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | 0 0 0 | 0 0 0 0 0 0 0 0 | 0 0 0 0 0 0 0 0 0 0 0 0 | 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 | 0 0 | 0 0 | 0 0 | 0 0 | 0 0 | 0 0 | 0 0 |

| Advance Notice Dispute | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
|--|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Seating Accommodation | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Failure to Provide Assistance | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Damage to Assistive Device | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Storage and Delay of Assistive Device | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Service Animal Problem | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Unsatisfactory Info | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Other | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by AIR ATLANTA ICELANDIC

Total number of complaints reported to DOT: 0

| | Vision Impaired | Hearing Impaired | Vision & Hearing Impaired | Paraplegic | Quadriplegic | Other wheelchair | Oxygen | Stretcher | Other | Other Assistive Device | Mentally Impaired | Communicable Disease | Allergies |
|--|--------------------|---------------------|---------------------------------|------------|--------------|---------------------|--------|-----------|-------|------------------------------|----------------------|-------------------------|-----------|
| Refusal To Board Passenger | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Refusal to Board w/o Attendant | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Security Issues Regarding Disability | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Aircraft Not Accessible | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Airport Not Accessible | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Advance Notice Dispute | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Seating Accommodation | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Failure to Provide Assistance | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Damage to Assistive Device | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Storage and Delay of Assistive Device | о | о | 0 | 0 | 0 | 0 | 0 | о | о | 0 | 0 | 0 | 0 |
| Service Animal Problem | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Unsatisfactory Info | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Other | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by AIR CANADA

Total number of complaints reported to DOT: 160

| | Vision Impaired | Hearing Impaired | Vision & Hearing Impaired | | Ouadripledic | Other wheelchair | Oxygen | Stretcher | Other Disability | Other Assistive Device | Mentally Impaired | Communicable Disease | Allergies |
|----------------------------------|--------------------|---------------------|---------------------------------|---|--------------|---------------------|--------|-----------|---------------------|------------------------------|----------------------|-------------------------|-----------|
| Refusal To Board Passenger | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |

| | | | | | , | | | | | | | | |
|--|---|---|---|---|---|----|---|---|---|---|---|---|---|
| Refusal to Board w/o Attendant | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Security Issues Regarding Disability | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Aircraft Not Accessible | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Airport Not Accessible | 0 | 0 | 0 | 2 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Advance Notice Dispute | 0 | 0 | 0 | 0 | 0 | 4 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Seating Accommodation | 0 | 0 | 0 | 0 | 0 | 6 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Failure to Provide Assistance | 3 | 0 | 0 | 1 | 0 | 91 | 0 | 0 | 0 | 1 | 0 | 0 | 0 |
| Damage to Assistive Device | 0 | 0 | 0 | 0 | 0 | 30 | 0 | 0 | 0 | 8 | 0 | 0 | 0 |
| Storage and Delay of Assistive Device | 0 | 0 | 0 | 0 | 0 | 2 | 0 | о | 0 | 3 | 0 | 0 | 0 |
| Service Animal Problem | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Unsatisfactory Info | 0 | 0 | 0 | 0 | 0 | 2 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Other | 0 | 0 | 0 | 0 | 0 | 2 | 1 | 0 | 1 | 1 | 0 | 0 | 0 |

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by AIR CANADA JAZZ

Total number of complaints reported to DOT: 13

| | Vision Impaired | Hearing Impaired | Vision & Hearing Impaired | Paraplegic | Quadriplegic | Other wheelchair | Oxygen | Stretcher | Other | Other Assistive Device | Mentally Impaired | Communicable Disease | Allergies |
|--|--------------------|---------------------|---------------------------------|------------|--------------|---------------------|--------|-----------|-------|------------------------------|----------------------|-------------------------|-----------|
| Refusal To Board Passenger | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Refusal to Board w/o Attendant | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Security Issues Regarding Disability | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Aircraft Not Accessible | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Airport Not Accessible | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Advance Notice Dispute | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Seating Accommodation | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Failure to Provide Assistance | 0 | 0 | 0 | 0 | 0 | 4 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Damage to Assistive Device | 0 | 0 | 0 | 0 | 0 | 2 | 0 | 0 | 0 | 1 | 0 | 0 | 0 |
| Storage and Delay of Assistive Device | 0 | о | 0 | 0 | 0 | 2 | 0 | о | О | 0 | о | 0 | 0 |
| Service Animal Problem | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Unsatisfactory Info | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Other | 0 | 0 | 0 | 0 | 0 | 3 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |

Reported to DOT by AIR CHINA

| | Vision Impaired | Hearing Impaired | Vision & Hearing Impaired | | Quadriplegic | Other wheelchair | Oxygen | Stretcher | Other Disability | Other Assistive Device | Mentally Impaired | Communicable Disease | Allergies |
|--|--------------------|---------------------|---------------------------------|---|--------------|---------------------|--------|-----------|---------------------|------------------------------|----------------------|-------------------------|-----------|
| Refusal To Board Passenger | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Refusal to Board w/o Attendant | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Security Issues Regarding Disability | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Aircraft Not Accessible | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Airport Not Accessible | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Advance Notice Dispute | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Seating Accommodation | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Failure to Provide Assistance | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Damage to Assistive Device | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Storage and Delay of Assistive Device | 0 | 0 | 0 | 0 | 0 | 0 | 0 | о | 0 | 0 | 0 | 0 | 0 |
| Service Animal Problem | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Unsatisfactory Info | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Other | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |

Total number of complaints reported to DOT: 0

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by AIR COMET S.A.

| | Vision Impaired | Hearing Impaired | Vision & Hearing Impaired | | | Other wheelchair | Oxygen | Stretcher | | Other Assistive Device | Mentally Impaired | Communicable Disease | Allergies |
|--|--------------------|---------------------|---------------------------------|---|---|---------------------|--------|-----------|---|------------------------------|----------------------|-------------------------|-----------|
| Refusal To Board Passenger | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Refusal to Board w/o Attendant | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Security Issues Regarding Disability | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Aircraft Not Accessible | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Airport Not Accessible | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Advance Notice Dispute | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Seating Accommodation | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Failure to Provide Assistance | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Damage to Assistive Device | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Storage and | | | | | | | | | | | | | |

| Delay of Assistive Device | 0 | О | О | 0 | 0 | 0 | 0 | 0 | 0 | О | О | 0 | 0 |
|---------------------------------|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Service Animal Problem | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Unsatisfactory Info | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Other | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by AIR EUROPA LINEAS AEREAS

| | Vision Impaired | Hearing | 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 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Refusal to Board w/o Attendant | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Security Issues Regarding Disability | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Aircraft Not Accessible | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Airport Not Accessible | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Advance Notice Dispute | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Seating Accommodation | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Failure to Provide Assistance | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Damage to Assistive Device | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Storage and Delay of Assistive Device | о | о | 0 | 0 | 0 | 0 | 0 | 0 | о | 0 | о | 0 | 0 |
| Service Animal Problem | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Unsatisfactory Info | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Other | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |

Total number of complaints reported to DOT: 0

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by AIR FRANCE

| Vision Impaired | Hearing | | Paraplegic | Quadriplegic | Other wheelchair | Oxygen | Stretcher | ()Ther | Other Assistive Device | Mentally Impaired | Communicable Disease | Allergies |
|--------------------|-----------------------------|---|--|--|--|--|--|---|---|---|---|--|
| 0 | 0 | 0 | 0 | 0 | 2 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | mpaired 0 0 0 0 | Plearing mpaired Impaired 0 0 0 0 0 0 0 0 0 0 | mpairedImpairedImpaired000000000000000 | Meaning ImpairedHearing ImpairedParaplegic00000000000000000000 | Mearing mpairedHearing ImpairedParaplegic ParaplegicQuadriplegic0000000000000000000000000 | Vision mpairedHearing ImpairedHearing ParaplegicQuadriplegicOther wheelchair0000020000002000000000000000000000 | Vision mpairedHearing ImpairedParaplegic ParaplegicQuadriplegic | Mearing mpairedHearing ImpairedParaplegicQuadriplegicOther wheelchairOxygenStretcher00000200000000200000000000000000000000000000 | Hearing impairedHearing ImpairedParaplegic ParaplegicOutdriplegic OuddriplegicOther wheelchairOxygenStretcher Disability000002000000000000000000000000000000000000000 | Impaired | Imparied Impaired Impaired Impaired Impaired Imparied | Hearing impairedHearing impairedParaplegicQuadriplegicOther wheelchairOxygenStretcherOther DisabilityAssistive MericalMentally ImpairedCommunicable Disease0000002000 |

| Advance Notice Dispute | 0 | 0 | 0 | 0 | 0 | 7 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
|--|---|---|---|---|---|----|---|---|---|---|---|---|---|
| Seating Accommodation | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 2 | 0 | 0 | 0 | 0 |
| Failure to Provide Assistance | 1 | 0 | 0 | 0 | 0 | 39 | 0 | 1 | 4 | 2 | 0 | 0 | 2 |
| Damage to Assistive Device | 0 | 0 | 0 | 0 | 0 | 11 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Storage and Delay of Assistive Device | 0 | 0 | 0 | 0 | 0 | 0 | 0 | О | 0 | 0 | 0 | 0 | 0 |
| Service Animal Problem | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 2 | 0 | 0 | 0 | 0 |
| Unsatisfactory Info | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Other | 0 | 0 | 0 | 0 | 0 | 3 | 2 | 0 | 1 | 0 | 1 | 0 | 0 |

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by AIR JAMAICA LIMITED

Total number of complaints reported to DOT: 7

| | Vision Impaired | Hearing | Vision & Hearing Impaired | | | Other wheelchair | Oxygen | Stretcher | | Other Assistive Device | Mentally Impaired | Communicable Disease | Allergies |
|--|--------------------|---------|---------------------------------|---|---|---------------------|--------|-----------|---|------------------------------|----------------------|-------------------------|-----------|
| Refusal To Board Passenger | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Refusal to Board w/o Attendant | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Security Issues Regarding Disability | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Aircraft Not Accessible | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Airport Not Accessible | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Advance Notice Dispute | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Seating Accommodation | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Failure to Provide Assistance | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Damage to Assistive Device | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Storage and Delay of Assistive Device | о | о | о | 0 | 0 | 0 | 0 | 0 | о | 0 | о | 0 | 0 |
| Service Animal Problem | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Unsatisfactory Info | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Other | 0 | 0 | 0 | 0 | 0 | 4 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by AIR JAPAN, CO

Total number of complaints reported to DOT: 0

| | Vision Impaired | Hearing Impaired | Vision & Hearing Impaired | | Ouadripledic | Other wheelchair | Oxygen | Stretcher | Other Disability | Other Assistive Device | Mentally Impaired | | Allergies |
|----------------------------------|--------------------|---------------------|---------------------------------|---|--------------|---------------------|--------|-----------|---------------------|------------------------------|----------------------|---|-----------|
| Refusal To Board Passenger | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |

| | | , | | | | | , . | | | , | , | | ,, |
|--|---|---|---|---|---|---|-----|---|---|---|---|---|----|
| Refusal to Board w/o Attendant | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Security Issues Regarding Disability | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Aircraft Not Accessible | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Airport Not Accessible | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Advance Notice Dispute | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Seating Accommodation | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Failure to Provide Assistance | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Damage to Assistive Device | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Storage and Delay of Assistive Device | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Service Animal Problem | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Unsatisfactory Info | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Other | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by AIR LUXOR

Total number of complaints reported to DOT: 0

| | Vision Impaired | Hearing | Vision & Hearing Impaired | Paraplegic | Quadriplegic | Other wheelchair | Oxygen | | Disability | Other Assistive Device | Mentally Impaired | Communicable Disease | Allergies |
|--|--------------------|---------|---------------------------------|------------|--------------|---------------------|--------|---|------------|------------------------------|----------------------|-------------------------|-----------|
| Refusal To Board Passenger | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Refusal to Board w/o Attendant | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Security Issues Regarding Disability | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Aircraft Not Accessible | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Airport Not Accessible | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Advance Notice Dispute | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Seating Accommodation | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Failure to Provide Assistance | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Damage to Assistive Device | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Storage and Delay of Assistive Device | 0 | о | 0 | 0 | 0 | 0 | 0 | О | 0 | 0 | о | 0 | 0 |
| Service Animal Problem | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Unsatisfactory Info | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Other | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |

Reported to DOT by AIR NEW ZEALAND

| | Vision Impaired | Hearing Impaired | Vision & Hearing Impaired | | | Other wheelchair | Oxygen | | Other | Other Assistive Device | Mentally Impaired | Communicable Disease | Allergies |
|--|--------------------|---------------------|---------------------------------|---|---|---------------------|--------|---|-------|------------------------------|----------------------|-------------------------|-----------|
| Refusal To Board Passenger | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Refusal to Board w/o Attendant | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Security Issues Regarding Disability | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Aircraft Not Accessible | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Airport Not Accessible | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Advance Notice Dispute | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Seating Accommodation | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Failure to Provide Assistance | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Damage to Assistive Device | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Storage and Delay of Assistive Device | 0 | 0 | 0 | 0 | 0 | 0 | 0 | о | 0 | 0 | 0 | 0 | 0 |
| Service Animal Problem | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Unsatisfactory Info | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Other | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |

Total number of complaints reported to DOT: 0

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by AIR PACIFIC, LTD.

| | Vision Impaired | Hearing Impaired | Vision & Hearing Impaired | | | Other wheelchair | Oxygen | Stretcher | | Other Assistive Device | Mentally Impaired | Communicable Disease | Allergies |
|--|--------------------|---------------------|---------------------------------|---|---|---------------------|--------|-----------|---|------------------------------|----------------------|-------------------------|-----------|
| Refusal To Board Passenger | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Refusal to Board w/o Attendant | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Security Issues Regarding Disability | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Aircraft Not Accessible | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Airport Not Accessible | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Advance Notice Dispute | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Seating Accommodation | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Failure to Provide Assistance | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Damage to Assistive Device | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Storage and | | | | | | | | | | | | | |

| Delay of Assistive Device | 0 | О | 0 | 0 | 0 | 0 | 0 | 0 | 0 | О | О | 0 | 0 |
|---------------------------------|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Service Animal Problem | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Unsatisfactory Info | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Other | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by AIR TAHITI NUI

| | Vision Impaired | Hearing | Vision & Hearing Impaired | | Quadriplegic | Other wheelchair | Oxygen | Stretcher | Other Disability | Other Assistive Device | Mentally Impaired | Communicable Disease | Allergies |
|--|--------------------|---------|---------------------------------|---|--------------|---------------------|--------|-----------|---------------------|------------------------------|----------------------|-------------------------|-----------|
| Refusal To Board Passenger | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Refusal to Board w/o Attendant | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Security Issues Regarding Disability | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Aircraft Not Accessible | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Airport Not Accessible | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Advance Notice Dispute | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Seating Accommodation | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Failure to Provide Assistance | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Damage to Assistive Device | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Storage and Delay of Assistive Device | 0 | о | о | 0 | 0 | 0 | 0 | 0 | 0 | 0 | о | 0 | 0 |
| Service Animal Problem | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Unsatisfactory Info | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Other | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |

Total number of complaints reported to DOT: 0

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by AIR TRANSAT

| Vision Impaired | iHearing i | | Paraplegic | | | Oxygen | Stretcher | ()Ther | | Mentally Impaired | Communicable Disease | Allergies |
|--------------------|-----------------------------|---|--|--|---|---|---|---|--|---|--|---|
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | mpaired 0 0 0 0 | Vision Hearing mpaired Impaired 0 0 0 0 0 0 0 0 0 0 | mpairedImpairedImpaired000000000000000 | Mision impairedHearing ImpairedHearing ImpairedParaplegic00000000000000000000 | Mision mpairedHearing ImpairedParaplegic ParaplegicQuadriplegic0000000000000000000000000 | Mision mpairedHearing ImpairedHearing ImpairedParaplegic | Mision mpairedHearing ImpairedHearing ParaplegicParaplegic QuadriplegicOther wheelchairOxygen000 | Mision mpairedHearing ImpairedParaplegic ParaplegicQuadriplegic QuadriplegicOther wheelchairOxygenStretcher000 | Mision mpairedHearing ImpairedParaplegic ParaplegicOuadriplegic OuadriplegicOther wheelchairOxygenStretcher Disability00 | Impaired Impa | Mision mpairedHearing ImpairedParaplegic ParaplegicOudriplegic OudriplegicOther wheelchairOxygenStretcherOther DisabilityAssistive DeviceMentally Impaired00 | Mearing impairedHearing impairedParaplegicQuadriplegicOther wheelchairOxygenStretcherOther DisabilityAssistive MentallyMentally DiseaseCommunicable Disease000 |

| Advance Notice Dispute | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
|--|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Seating Accommodation | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Failure to Provide Assistance | 0 | 0 | 0 | 0 | 0 | 3 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Damage to Assistive Device | 0 | 0 | 0 | 0 | 0 | 5 | 0 | 0 | 0 | 2 | 0 | 0 | 0 |
| Storage and Delay of Assistive Device | 0 | 0 | 0 | 0 | 0 | 1 | 1 | О | 0 | 3 | 0 | 0 | 0 |
| Service Animal Problem | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Unsatisfactory Info | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Other | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by AIR WISCONSIN

Total number of complaints reported to DOT: 168

| | Vision Impaired | | Vision & Hearing Impaired | Paraplegic | Quadriplegic | Other wheelchair | Oxygen | Stretcher | Other | Other Assistive Device | Mentally Impaired | Communicable Disease | Allergies |
|--|--------------------|---|---------------------------------|------------|--------------|---------------------|--------|-----------|-------|------------------------------|----------------------|-------------------------|-----------|
| Refusal To Board Passenger | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Refusal to Board w/o Attendant | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Security Issues Regarding Disability | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Aircraft Not Accessible | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Airport Not Accessible | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Advance Notice Dispute | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Seating Accommodation | 0 | 0 | 0 | 0 | 0 | 4 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Failure to Provide Assistance | 1 | 0 | 2 | 0 | 0 | 131 | 6 | 0 | 3 | 2 | 0 | 0 | 0 |
| Damage to Assistive Device | 0 | 0 | 0 | 1 | 0 | 5 | 0 | 0 | 0 | 1 | 0 | 0 | 0 |
| Storage and Delay of Assistive Device | 0 | о | 0 | 0 | 0 | 1 | 0 | 0 | о | 3 | 0 | 0 | 0 |
| Service Animal Problem | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Unsatisfactory Info | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Other | 0 | 0 | 0 | 0 | 0 | 6 | 0 | 0 | 1 | 0 | 0 | 0 | 0 |

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by AIR-INDIA

Total number of complaints reported to DOT: 1

| 1 | Vision Impaired | Hearing Impaired | Vision & Hearing Impaired | | Ouadripledic | Other wheelchair | Oxygen | Stretcher | Other Disability | Other Assistive Device | Mentally Impaired | | Allergies |
|----------------------------------|--------------------|---------------------|---------------------------------|---|--------------|---------------------|--------|-----------|---------------------|------------------------------|----------------------|---|-----------|
| Refusal To Board Passenger | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |

| | | , | , . | | | | | | | , | | | |
|--|---|---|-----|---|---|---|---|---|---|---|---|---|---|
| Refusal to Board w/o Attendant | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Security Issues Regarding Disability | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Aircraft Not Accessible | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Airport Not Accessible | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Advance Notice Dispute | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Seating Accommodation | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Failure to Provide Assistance | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Damage to Assistive Device | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Storage and Delay of Assistive Device | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Service Animal Problem | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Unsatisfactory Info | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Other | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by AIRTRAN

Total number of complaints reported to DOT: 134

| | Vision Impaired | Hearing | Vision & Hearing Impaired | | | Other wheelchair | Oxygen | | Uther Disability | Other Assistive Device | Mentally Impaired | Communicable Disease | Allergies |
|--|--------------------|---------|---------------------------------|---|---|---------------------|--------|---|---------------------|------------------------------|----------------------|-------------------------|-----------|
| Refusal To Board Passenger | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Refusal to Board w/o Attendant | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Security Issues Regarding Disability | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Aircraft Not Accessible | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Airport Not Accessible | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Advance Notice Dispute | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Seating Accommodation | 2 | 0 | 0 | 0 | 0 | 5 | 0 | 0 | 4 | 0 | 0 | 0 | 0 |
| Failure to Provide Assistance | 2 | 4 | 0 | 1 | 0 | 97 | 0 | 0 | 6 | 0 | 0 | 0 | 0 |
| Damage to Assistive Device | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Storage and Delay of Assistive Device | 0 | о | 0 | 0 | 0 | 1 | 0 | о | 1 | 0 | о | 0 | 0 |
| Service Animal Problem | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Unsatisfactory Info | 0 | 2 | 0 | 0 | 0 | 2 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Other | 0 | 0 | 0 | 0 | 1 | 5 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |

Reported to DOT by ALASKA AIRLINES

| | Vision Impaired | Hearing Impaired | Vision & Hearing Impaired | | Quadriplegic | Other wheelchair | Oxygen | Stretcher | Other Disability | Other Assistive Device | Mentally Impaired | Communicable Disease | Allergies |
|--|--------------------|---------------------|---------------------------------|---|--------------|---------------------|--------|-----------|---------------------|------------------------------|----------------------|-------------------------|-----------|
| Refusal To Board Passenger | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 |
| Refusal to Board w/o Attendant | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Security Issues Regarding Disability | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Aircraft Not Accessible | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 2 | 0 | 0 | 0 | 0 |
| Airport Not Accessible | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Advance Notice Dispute | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 |
| Seating Accommodation | 0 | 2 | 0 | 0 | 0 | 0 | 0 | 0 | 29 | 0 | 0 | 0 | 1 |
| Failure to Provide Assistance | 4 | 0 | 0 | 0 | 0 | 129 | 4 | 0 | 23 | 1 | 1 | 0 | 12 |
| Damage to Assistive Device | 0 | 0 | 0 | 0 | 0 | 3 | 0 | 0 | 1 | 0 | 0 | 0 | 0 |
| Storage and Delay of Assistive Device | о | о | 0 | 0 | 0 | 4 | 0 | 0 | 1 | 1 | 0 | 0 | 0 |
| Service Animal Problem | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 2 | 0 | 0 | 0 | 1 |
| Unsatisfactory Info | 0 | 0 | 0 | 0 | 0 | 0 | 2 | 0 | 1 | 0 | 0 | 0 | 7 |
| Other | 0 | 1 | 0 | 0 | 0 | 17 | 1 | 0 | 10 | 1 | 0 | 0 | 0 |

Total number of complaints reported to DOT: 265

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by ALITALIA-LINEE AEREE ITALIA

| | | Hearing | Vision & Hearing Impaired | | Quadriplegic | Other wheelchair | Oxygen | Stretcher | | Other Assistive Device | Mentally Impaired | Communicable Disease | Allergies |
|--|---|---------|---------------------------------|---|--------------|---------------------|--------|-----------|---|------------------------------|----------------------|-------------------------|-----------|
| Refusal To Board Passenger | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Refusal to Board w/o Attendant | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Security Issues Regarding Disability | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Aircraft Not Accessible | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Airport Not Accessible | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Advance Notice Dispute | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Seating Accommodation | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Failure to Provide Assistance | 0 | 0 | 0 | 0 | 0 | 2 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Damage to Assistive Device | 0 | 0 | 0 | 0 | 0 | 3 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Storage and | | | | | | | | | | | | | |

| Delay of Assistive Device | 0 | О | 0 | 0 | 0 | 0 | 0 | 0 | 0 | О | О | 0 | 0 |
|---------------------------------|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Service Animal Problem | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Unsatisfactory Info | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Other | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by ALL NIPPON AIRWAYS CO.

| | | Hearing Impaired | Vision & Hearing Impaired | | Quadriplegic | Other wheelchair | Oxygen | Stratchar | Disability | Other Assistive Device | Mentally Impaired | Communicable Disease | Allergies |
|--|---|---------------------|---------------------------------|---|--------------|---------------------|--------|-----------|------------|------------------------------|----------------------|-------------------------|-----------|
| Refusal To Board Passenger | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Refusal to Board w/o Attendant | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Security Issues Regarding Disability | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Aircraft Not Accessible | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Airport Not Accessible | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Advance Notice Dispute | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Seating Accommodation | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Failure to Provide Assistance | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Damage to Assistive Device | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Storage and Delay of Assistive Device | 0 | о | 0 | 0 | 0 | 0 | 0 | о | о | 0 | 0 | 0 | 0 |
| Service Animal Problem | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Unsatisfactory Info | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 |
| Other | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |

Total number of complaints reported to DOT: 1

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by ALLEGIANT

| Vision Impaired | iHearing | | Paraplegic | | | Oxygen | Stretcher | ∥)Ther | | Mentally Impaired | Communicable Disease | Allergies |
|--------------------|------------------------------|--|---|--|--|---|---|---|---|--|--|---|
| 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | Impaired 0 0 0 0 | Vision Impaired Hearing Impaired 0 0 0 0 0 0 0 0 0 0 | ImpairedImpairedImpaired000000000000000 | Vision ImpairedHearing ImpairedHearing ImpairedParaplegic00000000000000000000 | Vision ImpairedHearing ImpairedParaplegic ParaplegicQuadriplegic0000000000000000000000000 | Vision ImpairedHearing ImpairedParaplegic ParaplegicQuadriplegic Wheelchair000000000000000000000000000000 | Vision ImpairedHearing ImpairedParaplegic ParaplegicQuadriplegic QuadriplegicOther wheelchairOxygen0000010000001000000000000000000000000 | Vision ImpairedHearing ImpairedParaplegic ParaplegicQuadriplegic QuadriplegicOther wheelchairOxygenStretcher00000010000000000000000000000000000000000000 | Vision ImpairedHearing ImpairedParaplegicQuadriplegicOther wheelchairOxygenStretcherOther Disability000000100000000000000000000000000000000000000 | Vision ImpairedHearing ImpairedParaplegic ParaplegicQuadriplegic QuadriplegicOther wheelchairOxygen StretcherOther DisabilityAssistive Device000000100 | Vision ImpairedHearing ImpairedParaplegicQuadriplegicOther wheelchairOxygenStretcherOther DisabilityAssistive DeviceMentally Impaired000000100000000000100 | Vision ImpairedHearing ImpairedParaplegicQuadriplegicOther wheelchairOxygenStretcherOther DisabilityAssistive DeviceMentally ImpairedCommunicable Disease00000010000000000001000 |

| Advance Notice Dispute | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
|--|---|---|---|---|---|----|---|---|---|---|---|---|---|
| Seating Accommodation | 0 | 0 | 0 | 0 | 0 | 5 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Failure to Provide Assistance | 0 | 1 | 0 | 0 | 0 | 4 | 0 | 0 | 1 | 0 | 0 | 0 | 1 |
| Damage to Assistive Device | 0 | 0 | 0 | 4 | 0 | 11 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Storage and Delay of Assistive Device | 0 | 0 | 0 | 0 | 0 | 2 | 0 | О | 0 | 0 | 0 | 0 | 0 |
| Service Animal Problem | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Unsatisfactory Info | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Other | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 |

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by ALOHA AIRLINES

Total number of complaints reported to DOT: 10

| | Vision Impaired | Hearing Impaired | Vision & Hearing Impaired | | Quadriplegic | Other wheelchair | Oxygen | Stretcher | Other | Other Assistive Device | Mentally Impaired | Communicable Disease | Allergies |
|--|--------------------|---------------------|---------------------------------|---|--------------|---------------------|--------|-----------|-------|------------------------------|----------------------|-------------------------|-----------|
| Refusal To Board Passenger | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Refusal to Board w/o Attendant | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Security Issues Regarding Disability | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Aircraft Not Accessible | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Airport Not Accessible | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Advance Notice Dispute | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Seating Accommodation | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 |
| Failure to Provide Assistance | 0 | 0 | 0 | 0 | 0 | 3 | 0 | 0 | 0 | 0 | 1 | 0 | 0 |
| Damage to Assistive Device | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Storage and Delay of Assistive Device | 0 | о | 0 | 0 | 0 | 1 | 0 | о | о | 0 | 0 | 0 | 0 |
| Service Animal Problem | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Unsatisfactory Info | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Other | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 3 | 0 | 0 | 0 | 0 |

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by AMERICA WEST

Total number of complaints reported to DOT: 380

| | Vision Impaired | Hearing Impaired | Vision & Hearing Impaired | | Ouadripledic | Other wheelchair | Oxygen | Stretcher | Other Disability | Other Assistive Device | Mentally Impaired | Communicable Disease | Allergies |
|----------------------------------|--------------------|---------------------|---------------------------------|---|--------------|---------------------|--------|-----------|---------------------|------------------------------|----------------------|-------------------------|-----------|
| Refusal To Board Passenger | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |

| | | , | , . | | | | , | | , | , | , | , | |
|--|---|---|-----|---|---|-----|---|---|----|---|---|---|---|
| Refusal to Board w/o Attendant | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Security Issues Regarding Disability | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Aircraft Not Accessible | 0 | 0 | 0 | 0 | 0 | 5 | 0 | 0 | 2 | 0 | 0 | 0 | 0 |
| Airport Not Accessible | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Advance Notice Dispute | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Seating Accommodation | 0 | 0 | 0 | 0 | 1 | 5 | 0 | 0 | 9 | 0 | 0 | 0 | 0 |
| Failure to Provide Assistance | 3 | 2 | 1 | 0 | 2 | 261 | 7 | 0 | 21 | 2 | 1 | 0 | 4 |
| Damage to Assistive Device | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Storage and Delay of Assistive Device | 0 | 0 | 0 | 0 | 1 | 4 | 0 | 0 | 1 | 0 | 0 | 0 | 0 |
| Service Animal Problem | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 1 | 0 | 1 | 0 | 0 |
| Unsatisfactory Info | 1 | 0 | 1 | 0 | 2 | 23 | 0 | 0 | 8 | 2 | 2 | 0 | 5 |
| Other | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by AMERICAN AIRLINES

Total number of complaints reported to DOT: 2616

| | Vision Impaired | Hearing Impaired | Vision & Hearing Impaired | | | Other wheelchair | Oxygen | Stretcher | Dissbility | Other Assistive Device | Mentally Impaired | Communicable Disease | Allergies |
|--|--------------------|---------------------|---------------------------------|---|---|---------------------|--------|-----------|------------|------------------------------|----------------------|-------------------------|-----------|
| Refusal To Board Passenger | 0 | 0 | 0 | 0 | 0 | 3 | 4 | 0 | 17 | 0 | 0 | 0 | 1 |
| Refusal to Board w/o Attendant | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 |
| Security Issues Regarding Disability | 0 | 0 | 0 | 0 | 0 | 8 | 0 | 0 | 5 | 1 | 0 | 0 | 0 |
| Aircraft Not Accessible | 0 | 0 | 0 | 0 | 0 | 2 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Airport Not Accessible | 0 | 0 | 0 | 0 | 0 | 4 | 0 | 0 | 6 | 0 | 0 | 0 | 0 |
| Advance Notice Dispute | 0 | 0 | 0 | 0 | 0 | 0 | 3 | 0 | 3 | 0 | 0 | 0 | 0 |
| Seating Accommodation | 2 | 2 | 3 | 0 | 2 | 33 | 0 | 0 | 242 | 0 | 1 | 0 | 2 |
| Failure to Provide Assistance | 14 | 12 | 2 | 5 | 6 | 1190 | 37 | 0 | 301 | 23 | 7 | 0 | 27 |
| Damage to Assistive Device | 0 | 0 | 0 | 0 | 0 | 73 | 0 | 0 | 6 | 28 | 0 | 0 | 0 |
| Storage and Delay of Assistive Device | 1 | 2 | о | 0 | 2 | 64 | 1 | 0 | 30 | 79 | о | 0 | 0 |
| Service Animal Problem | 5 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 14 | 0 | 0 | 0 | 1 |
| Unsatisfactory Info | 1 | 6 | 0 | 1 | 0 | 11 | 10 | 0 | 37 | 8 | 2 | 0 | 8 |
| Other | 5 | 3 | 0 | 0 | 1 | 33 | 29 | 0 | 133 | 8 | 0 | 0 | 45 |

Reported to DOT by AMERICAN EAGLE AIRLINES

| | Vision Impaired | Hearing | Vision & Hearing Impaired | | | Other wheelchair | Oxygen | | Dicability | Other Assistive Device | Mentally Impaired | Communicable Disease | Allergies |
|--|--------------------|---------|---------------------------------|---|---|---------------------|--------|---|------------|------------------------------|----------------------|-------------------------|-----------|
| Refusal To Board Passenger | 0 | 0 | 0 | 0 | 0 | 0 | 2 | 0 | 2 | 0 | 0 | 0 | 0 |
| Refusal to Board w/o Attendant | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 |
| Security Issues Regarding Disability | 0 | 0 | 0 | 0 | 0 | 2 | 0 | 0 | 2 | 0 | 0 | 0 | 0 |
| Aircraft Not Accessible | 0 | 0 | 0 | 0 | 0 | 3 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Airport Not Accessible | 0 | 0 | 0 | 0 | 0 | 2 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Advance Notice Dispute | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 |
| Seating Accommodation | 2 | 0 | 0 | 0 | 0 | 6 | 0 | 0 | 12 | 0 | 0 | 0 | 0 |
| Failure to Provide Assistance | 11 | 6 | 1 | 3 | 4 | 260 | 0 | 0 | 38 | 13 | 1 | 0 | 0 |
| Damage to Assistive Device | 0 | 0 | 0 | 0 | 0 | 11 | 0 | 0 | 2 | 6 | 0 | 0 | 0 |
| Storage and Delay of Assistive Device | 1 | 0 | 0 | 0 | 0 | 1 | 0 | о | 2 | 11 | 0 | 0 | 0 |
| Service Animal Problem | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 2 | 0 | 0 | 0 | 0 |
| Unsatisfactory Info | 1 | 0 | 0 | 0 | 0 | 4 | 1 | 0 | 5 | 1 | 0 | 0 | 0 |
| Other | 0 | 1 | 0 | 0 | 0 | 3 | 1 | 0 | 15 | 1 | 0 | 0 | 2 |

Total number of complaints reported to DOT: 443

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by ASIANA AIRLINES, INC.

| | | Hearing | Vision & Hearing Impaired | | Quadriplegic | Other wheelchair | Oxygen | Stretcher | | Other Assistive Device | Mentally Impaired | Communicable Disease | Allergies |
|--|---|---------|---------------------------------|---|--------------|---------------------|--------|-----------|---|------------------------------|----------------------|-------------------------|-----------|
| Refusal To Board Passenger | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Refusal to Board w/o Attendant | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Security Issues Regarding Disability | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Aircraft Not Accessible | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Airport Not Accessible | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Advance Notice Dispute | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Seating Accommodation | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Failure to Provide Assistance | 0 | 0 | 0 | 0 | 0 | 2 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Damage to Assistive Device | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Storage and | | | | | | | | | | | | | |

| Delay of Assistive Device | 0 | о | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
|---------------------------------|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Service Animal Problem | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Unsatisfactory Info | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Other | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by ATA

| | 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 | 0 | 2 | 0 | 0 | 0 | 0 | 0 | 0 |
| Refusal to Board w/o Attendant | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Security Issues Regarding Disability | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Aircraft Not Accessible | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 |
| Airport Not Accessible | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 |
| Advance Notice Dispute | 0 | 0 | 0 | 0 | 0 | 2 | 0 | 0 | 2 | 0 | 0 | 0 | 0 |
| Seating Accommodation | 1 | 1 | 0 | 0 | 0 | 1 | 0 | 0 | 14 | 0 | 0 | 0 | 0 |
| Failure to Provide Assistance | 0 | 0 | 0 | 0 | 0 | 32 | о | 0 | 4 | 0 | 0 | 0 | 0 |
| Damage to Assistive Device | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 1 | 0 | 0 | 0 | 0 |
| Storage and Delay of Assistive Device | 0 | 0 | 0 | 0 | 0 | 2 | 0 | 0 | 1 | 1 | о | 0 | 0 |
| Service Animal Problem | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Unsatisfactory Info | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Other | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |

Total number of complaints reported to DOT: 68

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by ATLANTIC SOUTHEAST AIRLINES

| | Vision Impaired | iHearing | Vision & Hearing Impaired | Paraplegic | | Other wheelchair | Oxygen | Stretcher | Other Disability | Other Assistive Device | Mentally Impaired | Communicable Disease | Allergies |
|--|--------------------|----------|---------------------------------|------------|---|---------------------|--------|-----------|---------------------|------------------------------|----------------------|-------------------------|-----------|
| Refusal To Board Passenger | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 |
| Refusal to Board w/o Attendant | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Security Issues Regarding Disability | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Aircraft Not Accessible | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Airport Not Accessible | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |

| Advance Notice Dispute | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
|--|---|---|---|---|---|-----|---|---|---|---|---|---|---|
| Seating Accommodation | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 |
| Failure to Provide Assistance | 1 | 0 | 0 | 1 | 0 | 169 | 0 | 0 | 2 | 0 | 1 | 1 | 0 |
| Damage to Assistive Device | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 1 | 0 | 0 |
| Storage and Delay of Assistive Device | 0 | 0 | 0 | 0 | 0 | 0 | 0 | О | 2 | 0 | 0 | 0 | 0 |
| Service Animal Problem | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Unsatisfactory Info | 2 | 1 | 0 | 0 | 0 | 5 | 0 | 0 | 6 | 0 | 0 | 0 | 2 |
| Other | 0 | 0 | 0 | 0 | 0 | 2 | 1 | 0 | 7 | 0 | 0 | 0 | 2 |

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by AUSTRIAN AIRLINES

Total number of complaints reported to DOT: 4

| | Vision Impaired | | Vision & Hearing Impaired | Paraplegic | | Other wheelchair | Oxygen | Stretcher | Other | Other Assistive Device | Mentally Impaired | Communicable Disease | Allergies |
|--|--------------------|---|---------------------------------|------------|---|---------------------|--------|-----------|-------|------------------------------|----------------------|-------------------------|-----------|
| Refusal To Board Passenger | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 3 | 0 | 0 | 0 | 0 |
| Refusal to Board w/o Attendant | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Security Issues Regarding Disability | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Aircraft Not Accessible | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Airport Not Accessible | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Advance Notice Dispute | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Seating Accommodation | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Failure to Provide Assistance | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Damage to Assistive Device | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Storage and Delay of Assistive Device | 0 | о | 0 | 0 | 0 | 0 | 0 | о | о | 0 | 0 | 0 | 0 |
| Service Animal Problem | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Unsatisfactory Info | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Other | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by AVIACSA AIRLINES

Total number of complaints reported to DOT: 3

| 1 | Vision Impaired | Hearing Impaired | Vision & Hearing Impaired | | Ouadripledic | Other wheelchair | Oxygen | Stretcher | Other Disability | Other Assistive Device | Mentally Impaired | | Allergies |
|----------------------------------|--------------------|---------------------|---------------------------------|---|--------------|---------------------|--------|-----------|---------------------|------------------------------|----------------------|---|-----------|
| Refusal To Board Passenger | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |

| | | , | , . | | | | | | | , | , | | |
|--|---|---|-----|---|---|---|---|---|---|---|---|---|---|
| Refusal to Board w/o Attendant | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Security Issues Regarding Disability | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Aircraft Not Accessible | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Airport Not Accessible | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Advance Notice Dispute | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Seating Accommodation | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Failure to Provide Assistance | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Damage to Assistive Device | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Storage and Delay of Assistive Device | 0 | 0 | 0 | 0 | 0 | 1 | 0 | о | 0 | 0 | 0 | 0 | 0 |
| Service Animal Problem | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Unsatisfactory Info | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Other | 0 | 0 | 0 | 0 | 0 | 2 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by AVIANCA

Total number of complaints reported to DOT: 2

| | Vision Impaired | Hearing | Vision & Hearing Impaired | Paraplegic | Quadriplegic | Other wheelchair | Oxygen | | Disability | Other Assistive Device | Mentally Impaired | Communicable Disease | Allergies |
|--|--------------------|---------|---------------------------------|------------|--------------|---------------------|--------|---|------------|------------------------------|----------------------|-------------------------|-----------|
| Refusal To Board Passenger | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Refusal to Board w/o Attendant | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Security Issues Regarding Disability | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Aircraft Not Accessible | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Airport Not Accessible | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Advance Notice Dispute | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Seating Accommodation | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Failure to Provide Assistance | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Damage to Assistive Device | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Storage and Delay of Assistive Device | 0 | о | 0 | 0 | 0 | 0 | 0 | о | 0 | 0 | о | 0 | 0 |
| Service Animal Problem | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Unsatisfactory Info | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Other | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |

Reported to DOT by AVIATION CONCEPTS

| | | Hearing Impaired | Vision & Hearing Impaired | | | Other wheelchair | Oxygen | | Other | Other Assistive Device | Mentally Impaired | Communicable Disease | Allergies |
|--|---|---------------------|---------------------------------|---|---|---------------------|--------|---|-------|------------------------------|----------------------|-------------------------|-----------|
| Refusal To Board Passenger | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Refusal to Board w/o Attendant | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Security Issues Regarding Disability | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Aircraft Not Accessible | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Airport Not Accessible | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Advance Notice Dispute | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Seating Accommodation | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Failure to Provide Assistance | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Damage to Assistive Device | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Storage and Delay of Assistive Device | о | о | 0 | 0 | 0 | 0 | 0 | о | 0 | 0 | 0 | 0 | 0 |
| Service Animal Problem | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Unsatisfactory Info | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Other | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |

Total number of complaints reported to DOT: 0

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by BAHAMASAIR HOLDING LIMITED

| | Vision Impaired | | Vision & Hearing Impaired | Paraplegic | Quadriplegic | Other wheelchair | Oxygen | Stretcher | | Other Assistive Device | Mentally Impaired | Communicable Disease | Allergies |
|--|--------------------|---|---------------------------------|------------|--------------|---------------------|--------|-----------|---|------------------------------|----------------------|-------------------------|-----------|
| Refusal To Board Passenger | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Refusal to Board w/o Attendant | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Security Issues Regarding Disability | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Aircraft Not Accessible | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Airport Not Accessible | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Advance Notice Dispute | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Seating Accommodation | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Failure to Provide Assistance | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Damage to Assistive Device | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Storage and | | | | | | | | | | | | | |

| Delay of Assistive Device | 0 | О | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | О | 0 | 0 |
|---------------------------------|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Service Animal Problem | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Unsatisfactory Info | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Other | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by BELAIR AIRLINES

| | 1 | | | | | 1 | | | 1 | | · · · · · · | | |
|--|--------------------|---------------------|---------------------------------|------------|--------------|---------------------|--------|---|---------------------|------------------------------|----------------------|-------------------------|-----------|
| | Vision Impaired | Hearing Impaired | Vision & Hearing Impaired | Paraplegic | Quadriplegic | Other wheelchair | Oxygen | | Other Disability | Other Assistive Device | Mentally Impaired | Communicable Disease | Allergies |
| Refusal To Board Passenger | 0 | 0 | 0 | О | О | О | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Refusal to Board w/o Attendant | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Security Issues Regarding Disability | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Aircraft Not Accessible | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Airport Not Accessible | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Advance Notice Dispute | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Seating Accommodation | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Failure to Provide Assistance | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Damage to Assistive Device | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Storage and Delay of Assistive Device | 0 | о | о | 0 | 0 | 0 | 0 | 0 | о | 0 | о | 0 | 0 |
| Service Animal Problem | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Unsatisfactory Info | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Other | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |

Total number of complaints reported to DOT: 0

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by BOSTON-MAINE AIRWAYS

| | Vision Impaired | Hearing | Vision & Hearing Impaired | Paraplegic | | Other wheelchair | Oxygen | Stretcher | | Other Assistive Device | Mentally Impaired | Communicable Disease | Allergies |
|--|--------------------|---------|---------------------------------|------------|---|---------------------|--------|-----------|---|------------------------------|----------------------|-------------------------|-----------|
| Refusal To Board Passenger | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Refusal to Board w/o Attendant | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Security Issues Regarding Disability | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Aircraft Not Accessible | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Airport Not Accessible | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | | | | | | | | | | | 1 | | |

| Advance Notice Dispute | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
|--|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Seating Accommodation | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Failure to Provide Assistance | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Damage to Assistive Device | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Storage and Delay of Assistive Device | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Service Animal Problem | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 |
| Unsatisfactory Info | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Other | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 |

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by BRITISH AIRWAYS PLC

Total number of complaints reported to DOT: 144

| | Vision Impaired | Hearing | Vision & Hearing Impaired | Paraplegic | Quadriplegic | Other wheelchair | Oxygen | | Dicability | Other Assistive Device | Mentally Impaired | Communicable Disease | Allergies |
|--|--------------------|---------|---------------------------------|------------|--------------|---------------------|--------|---|------------|------------------------------|----------------------|-------------------------|-----------|
| Refusal To Board Passenger | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Refusal to Board w/o Attendant | 0 | 0 | 0 | 2 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Security Issues Regarding Disability | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 1 | 0 | 0 | 0 |
| Aircraft Not Accessible | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Airport Not Accessible | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 3 | 0 | 0 | 0 | 0 |
| Advance Notice Dispute | 0 | 0 | 0 | 0 | 0 | 2 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Seating Accommodation | 1 | 0 | 0 | 3 | 1 | 6 | 0 | 0 | 11 | 0 | 0 | 0 | 0 |
| Failure to Provide Assistance | 2 | 1 | 0 | 4 | 0 | 46 | 1 | 0 | 12 | 0 | 0 | 0 | 0 |
| Damage to Assistive Device | 0 | 0 | 0 | 1 | 0 | 1 | 1 | 0 | 0 | 0 | 0 | 0 | 0 |
| Storage and Delay of Assistive Device | о | о | 0 | 1 | 0 | 14 | 1 | 0 | 6 | 0 | о | 0 | 0 |
| Service Animal Problem | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Unsatisfactory Info | 0 | 0 | 0 | 1 | 0 | 3 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Other | 0 | 0 | 0 | 1 | 0 | 6 | 2 | 0 | 6 | 1 | 0 | 0 | 0 |

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by BRITISH MIDLAND AIRWAYS LTD

Total number of complaints reported to DOT: 15

| | Vision Impaired | Hearing Impaired | Vision & Hearing Impaired | Paraplegic | Duadripledic | Other wheelchair | Oxygen | | Other Disability | | Mentally Impaired | Communicable Disease | Allergies |
|----------------------------------|--------------------|---------------------|---------------------------------|------------|--------------|---------------------|--------|---|---------------------|---|----------------------|-------------------------|-----------|
| Refusal To Board Passenger | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |

| Refusal to Board w/o Attendant | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
|--|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Security Issues Regarding Disability | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Aircraft Not Accessible | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Airport Not Accessible | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Advance Notice Dispute | 0 | 0 | 0 | 0 | 0 | 3 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Seating Accommodation | 0 | 0 | 0 | 2 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Failure to Provide Assistance | 0 | 0 | 0 | 2 | 0 | 6 | 1 | 0 | 0 | 0 | 0 | 0 | 0 |
| Damage to Assistive Device | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Storage and Delay of Assistive Device | 0 | 0 | 0 | 0 | 0 | 0 | 0 | о | 0 | 0 | 0 | 0 | 0 |
| Service Animal Problem | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Unsatisfactory Info | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Other | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by BWIA WEST INDIES AIRWAYS

| | Vision Impaired | Hearing Impaired | Vision & Hearing Impaired | | | Other wheelchair | Oxygen | | Ulner Disability | Other Assistive Device | Mentally Impaired | Communicable Disease | Allergies |
|--|--------------------|---------------------|---------------------------------|---|---|---------------------|--------|---|---------------------|------------------------------|----------------------|-------------------------|-----------|
| Refusal To Board Passenger | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Refusal to Board w/o Attendant | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Security Issues Regarding Disability | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Aircraft Not Accessible | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Airport Not Accessible | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Advance Notice Dispute | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Seating Accommodation | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Failure to Provide Assistance | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Damage to Assistive Device | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Storage and Delay of Assistive Device | о | 0 | 0 | 0 | 0 | 0 | 0 | о | 0 | 0 | о | 0 | о |
| Service Animal Problem | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Unsatisfactory Info | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Other | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |

Reported to DOT by CASINO EXPRESS

| | Vision Impaired | Hearing | Vision & Hearing Impaired | | | Other wheelchair | Oxygen | | | Other Assistive Device | Mentally Impaired | Communicable Disease | Allergies |
|--|--------------------|---------|---------------------------------|---|---|---------------------|--------|---|---|------------------------------|----------------------|-------------------------|-----------|
| Refusal To Board Passenger | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Refusal to Board w/o Attendant | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Security Issues Regarding Disability | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Aircraft Not Accessible | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Airport Not Accessible | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Advance Notice Dispute | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Seating Accommodation | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Failure to Provide Assistance | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Damage to Assistive Device | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Storage and Delay of Assistive Device | 0 | 0 | 0 | 0 | 0 | 0 | 0 | о | 0 | 0 | 0 | 0 | 0 |
| Service Animal Problem | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Unsatisfactory Info | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Other | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |

Total number of complaints reported to DOT: 1

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by CATHAY PACIFIC AIRWAYS, LTD

| | Vision Impaired | | Vision & Hearing Impaired | Paraplegic | Quadriplegic | Other wheelchair | Oxygen | Stretcher | | Other Assistive Device | Mentally Impaired | Communicable Disease | Allergies |
|--|--------------------|---|---------------------------------|------------|--------------|---------------------|--------|-----------|---|------------------------------|----------------------|-------------------------|-----------|
| Refusal To Board Passenger | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Refusal to Board w/o Attendant | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Security Issues Regarding Disability | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Aircraft Not Accessible | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Airport Not Accessible | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Advance Notice Dispute | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Seating Accommodation | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Failure to Provide Assistance | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 2 | 0 | 0 | 0 | 0 |
| Damage to Assistive Device | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Storage and | | | | | | | | | | | | | |

| Delay of Assistive Device | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | о | О | 0 | 0 |
|---------------------------------|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Service Animal Problem | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Unsatisfactory Info | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Other | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by CHAMPION AIR

| | Vision Impaired | Hearing | Vision & Hearing Impaired | Paraplegic | Quadriplegic | Other wheelchair | Oxygen | Stretcher | Other | Other Assistive Device | Mentally Impaired | Communicable Disease | Allergies |
|--|--------------------|---------|---------------------------------|------------|--------------|---------------------|--------|-----------|-------|------------------------------|----------------------|-------------------------|-----------|
| Refusal To Board Passenger | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Refusal to Board w/o Attendant | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Security Issues Regarding Disability | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Aircraft Not Accessible | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Airport Not Accessible | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Advance Notice Dispute | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Seating Accommodation | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 |
| Failure to Provide Assistance | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Damage to Assistive Device | 0 | 0 | 0 | 0 | 0 | 2 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Storage and Delay of Assistive Device | 0 | о | 0 | 0 | 0 | 1 | 1 | 0 | о | 1 | о | 0 | 0 |
| Service Animal Problem | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Unsatisfactory Info | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Other | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |

Total number of complaints reported to DOT: 6

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by CHAUTAUQUA AIRLINES, INC

| | Vision Impaired | IHDarina | 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 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Refusal to Board w/o Attendant | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Security Issues Regarding Disability | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Aircraft Not Accessible | 0 | 0 | 0 | 0 | 0 | 2 | 0 | 0 | 0 | 3 | 0 | 0 | 0 |
| Airport Not Accessible | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 1 | | | | | | | | | 1 | | 1 | | |

| Advance Notice Dispute | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
|--|---|---|---|---|---|----|---|---|---|---|---|---|---|
| Seating Accommodation | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 |
| Failure to Provide Assistance | 0 | 0 | 0 | 0 | 0 | 66 | 0 | 0 | 5 | 7 | 0 | 0 | 0 |
| Damage to Assistive Device | 0 | 0 | 0 | 0 | 0 | 3 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Storage and Delay of Assistive Device | 0 | 0 | 0 | 0 | 0 | 3 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Service Animal Problem | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Unsatisfactory Info | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Other | 0 | 0 | 0 | 0 | 0 | 5 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by CHINA AIRLINES, LTD

Total number of complaints reported to DOT: 2

| | Vision Impaired | Hearing Impaired | Vision & Hearing Impaired | | Quadriplegic | Other wheelchair | Oxygen | Stretcher | | Other Assistive Device | Mentally Impaired | Communicable Disease | Allergies |
|--|--------------------|---------------------|---------------------------------|---|--------------|---------------------|--------|-----------|---|------------------------------|----------------------|-------------------------|-----------|
| Refusal To Board Passenger | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Refusal to Board w/o Attendant | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Security Issues Regarding Disability | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Aircraft Not Accessible | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Airport Not Accessible | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Advance Notice Dispute | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Seating Accommodation | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Failure to Provide Assistance | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Damage to Assistive Device | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Storage and Delay of Assistive Device | 0 | о | 0 | 0 | 0 | 0 | 0 | о | о | 0 | 0 | 0 | 0 |
| Service Animal Problem | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Unsatisfactory Info | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Other | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by CHINA EASTERN AIRLINES

Total number of complaints reported to DOT: 0

| 1 | Vision Impaired | Hearing Impaired | Vision & Hearing Impaired | | Ouadripledic | Other wheelchair | Oxygen | Stretcher | Other Disability | Other Assistive Device | Mentally Impaired | | Allergies |
|----------------------------------|--------------------|---------------------|---------------------------------|---|--------------|---------------------|--------|-----------|---------------------|------------------------------|----------------------|---|-----------|
| Refusal To Board Passenger | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |

| | | , | , . | | | | , . | | | , | , | | |
|--|---|---|-----|---|---|---|-----|---|---|---|---|---|---|
| Refusal to Board w/o Attendant | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Security Issues Regarding Disability | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Aircraft Not Accessible | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Airport Not Accessible | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Advance Notice Dispute | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Seating Accommodation | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Failure to Provide Assistance | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Damage to Assistive Device | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Storage and Delay of Assistive Device | 0 | 0 | 0 | 0 | 0 | 0 | 0 | о | 0 | 0 | 0 | 0 | 0 |
| Service Animal Problem | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Unsatisfactory Info | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Other | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by COMAIR

Total number of complaints reported to DOT: 238

| | Vision Impaired | Hearing | Vision & Hearing Impaired | | | Other wheelchair | Oxygen | | Uther Disability | Other Assistive Device | Mentally Impaired | Communicable Disease | Allergies |
|--|--------------------|---------|---------------------------------|---|---|---------------------|--------|---|---------------------|------------------------------|----------------------|-------------------------|-----------|
| Refusal To Board Passenger | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 2 | 0 | 0 | 0 | 0 |
| Refusal to Board w/o Attendant | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Security Issues Regarding Disability | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Aircraft Not Accessible | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 23 | 0 | 0 | 0 |
| Airport Not Accessible | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 2 | 0 | 0 | 0 | 0 |
| Advance Notice Dispute | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 1 | 0 | 0 | 1 |
| Seating Accommodation | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 4 | 0 | 0 | 0 | 0 |
| Failure to Provide Assistance | 3 | 0 | 1 | 1 | 0 | 133 | 2 | 0 | 11 | 14 | 0 | 0 | 1 |
| Damage to Assistive Device | 0 | 0 | 0 | 0 | 0 | 15 | 0 | 0 | 1 | 5 | 0 | 0 | 0 |
| Storage and Delay of Assistive Device | 0 | о | 0 | 0 | 0 | 2 | 1 | о | 0 | 0 | о | 0 | 0 |
| Service Animal Problem | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Unsatisfactory Info | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 1 | 0 | 0 | 0 |
| Other | 0 | 1 | 0 | 0 | 0 | 4 | 0 | 0 | 1 | 2 | 0 | 0 | 0 |

Reported to DOT by COMPANIA MEXICANA DE AVIACI

| | Vision Impaired | Hearing Impaired | Vision & Hearing Impaired | | Quadriplegic | Other wheelchair | Oxygen | | Other Disability | Other Assistive Device | Mentally Impaired | Communicable Disease | Allergies |
|--|--------------------|---------------------|---------------------------------|---|--------------|---------------------|--------|---|---------------------|------------------------------|----------------------|-------------------------|-----------|
| Refusal To Board Passenger | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Refusal to Board w/o Attendant | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Security Issues Regarding Disability | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Aircraft Not Accessible | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Airport Not Accessible | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Advance Notice Dispute | 0 | 0 | 0 | 1 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Seating Accommodation | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Failure to Provide Assistance | 0 | 0 | 0 | 0 | 0 | 3 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Damage to Assistive Device | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Storage and Delay of Assistive Device | 0 | 0 | 0 | 0 | 0 | 0 | 0 | о | 0 | 0 | 0 | 0 | 0 |
| Service Animal Problem | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Unsatisfactory Info | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Other | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |

Total number of complaints reported to DOT: 7

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by COMPANIA PANAMENA (COPA)

| | | Hearing | Vision & Hearing Impaired | | Quadriplegic | Other wheelchair | Oxygen | | Other | Other Assistive Device | Mentally Impaired | Communicable Disease | Allergies |
|--|---|---------|---------------------------------|---|--------------|---------------------|--------|---|-------|------------------------------|----------------------|-------------------------|-----------|
| Refusal To Board Passenger | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Refusal to Board w/o Attendant | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Security Issues Regarding Disability | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Aircraft Not Accessible | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Airport Not Accessible | 0 | 0 | 0 | 0 | 0 | 2 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Advance Notice Dispute | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Seating Accommodation | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Failure to Provide Assistance | 0 | 0 | 0 | 0 | 0 | 5 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Damage to Assistive Device | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Storage and | | | | | | | | | | | | | |

| Delay of Assistive Device | 0 | О | 0 | 0 | о | 1 | 0 | 0 | 1 | 0 | о | 0 | 0 |
|---------------------------------|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Service Animal Problem | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Unsatisfactory Info | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Other | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by CONDOR FLUGDIENST

| | Vision Impaired | Hearing Impaired | Vision & Hearing Impaired | | Quadriplegic | Other wheelchair | Oxygen | Stretcher | Other Disability | Other Assistive Device | Mentally Impaired | Communicable Disease | Allergies |
|--|--------------------|---------------------|---------------------------------|---|--------------|---------------------|--------|-----------|---------------------|------------------------------|----------------------|-------------------------|-----------|
| Refusal To Board Passenger | 0 | 0 | 0 | о | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Refusal to Board w/o Attendant | 0 | 0 | 0 | о | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Security Issues Regarding Disability | 0 | 0 | 0 | о | 0 | 0 | о | 0 | 0 | 0 | 0 | 0 | 0 |
| Aircraft Not Accessible | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Airport Not Accessible | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Advance Notice Dispute | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Seating Accommodation | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Failure to Provide Assistance | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Damage to Assistive Device | 0 | 0 | 0 | о | 0 | 0 | о | 0 | 0 | 0 | 0 | 0 | 0 |
| Storage and Delay of Assistive Device | о | О | 0 | 0 | 0 | 0 | 0 | 0 | о | 0 | о | 0 | 0 |
| Service Animal Problem | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Unsatisfactory Info | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Other | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |

Total number of complaints reported to DOT: 0

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by CONTINENTAL

| Vision Impaired | Hoaring | | Paraplegic | Quadriplegic | Other wheelchair | Oxygen | Stretcher | ()Ther | | Mentally Impaired | Communicable Disease | Allergies |
|--------------------|------------------------------|--|---|--|--|--|--|--|--|---|---|---|
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 1 | 0 |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 3 | 0 | 0 | 0 | 0 |
| 0 | 0 | 0 | 0 | 0 | 2 | 0 | 0 | 2 | 0 | 0 | 0 | 0 |
| 0 | 0 | 0 | 0 | 0 | 4 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | Impaired 0 0 0 0 | Vision Hearing Impaired Impaired 0 0 0 0 0 0 0 0 0 0 | Impaired Impaired 0 0 0 0 0 0 0 0 0 0 0 0 | Vision ImpairedHearing ImpairedHearing ImpairedParaplegic00000000000000000000 | Vision ImpairedHearing ImpairedParaplegic ParaplegicQuadriplegic0000000000000000000000000 | Vision ImpairedHearing ImpairedParaplegicQuadriplegicOther wheelchair000000000000000000000000000000000002 | Vision ImpairedHearing ImpairedParaplegicQuadriplegicOther wheelchairOxygen00 | Vision ImpairedHearing ImpairedParaplegic ParaplegicQuadriplegic QuadriplegicOther wheelchairOxygenStretcher000 | Vision ImpairedHearing ImpairedParaplegicOuadriplegicOther wheelchairOxygenStretcherOther Disability00000001000000010000000010000000000000000300000200 | Vision ImpairedHearing ImpairedParaplegicQuadriplegicOther wheelchairOxygenStretcherOther DisabilityAssistive Device00000001000000000100000000000000000000000000000000000000020020 | Vision ImpairedHearing ImpairedParaplegicQuadriplegicOther wheelchairOxygenStretcherOther DisabilityAssistive DeviceMentally Impaired0000000100020000 | Vision ImpairedHearing ImpairedParaplegicQuadriplegicOther wheelchairOxygenStretcherOther DisabilityAssistive DeviceMentally ImpairedCommunicable Disease00000001001000000001001000000000000000000000000000002002000 |

| Advance Notice Dispute | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
|--|---|---|---|---|---|-----|----|---|-----|---|---|---|---|
| Seating Accommodation | 2 | 1 | 0 | 0 | 0 | 25 | 0 | 0 | 104 | 2 | 4 | 0 | 0 |
| Failure to Provide Assistance | 3 | 2 | 1 | 0 | 0 | 196 | 2 | 0 | 67 | 3 | 2 | 0 | 0 |
| Damage to Assistive Device | 0 | 0 | 0 | 0 | 1 | 8 | 0 | 0 | 2 | 3 | 0 | 0 | 0 |
| Storage and Delay of Assistive Device | 0 | 0 | 0 | 0 | 0 | 2 | 0 | 0 | 5 | 2 | 0 | 0 | 0 |
| Service Animal Problem | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 3 | 0 | 1 | 0 | 0 |
| Unsatisfactory Info | 0 | 3 | 0 | 0 | 0 | 3 | 1 | 0 | 0 | 0 | 1 | 0 | 0 |
| Other | 3 | 7 | 0 | 0 | 1 | 84 | 13 | 0 | 40 | 1 | 2 | 0 | 1 |

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by CONTINENTAL MICRONESIA

| Total | number | of | complaints | reported | to | DOT: | 5 |
|-------|--------|----|------------|----------|----|------|---|
|-------|--------|----|------------|----------|----|------|---|

| | Vision Impaired | Hearing Impaired | Vision & Hearing Impaired | Paraplegic | Quadriplegic | Other wheelchair | Oxygen | Stretcher | Other | Other Assistive Device | Mentally Impaired | Communicable Disease | Allergies |
|--|--------------------|---------------------|---------------------------------|------------|--------------|---------------------|--------|-----------|-------|------------------------------|----------------------|-------------------------|-----------|
| Refusal To Board Passenger | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Refusal to Board w/o Attendant | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Security Issues Regarding Disability | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Aircraft Not Accessible | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Airport Not Accessible | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Advance Notice Dispute | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Seating Accommodation | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Failure to Provide Assistance | 0 | 0 | 0 | 0 | 0 | 5 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Damage to Assistive Device | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Storage and Delay of Assistive Device | 0 | о | 0 | 0 | 0 | 0 | 0 | о | о | 0 | о | 0 | 0 |
| Service Animal Problem | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Unsatisfactory Info | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Other | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by CZECH AIRLINES

Total number of complaints reported to DOT: 48

| | Vision Impaired | Hearing Impaired | Vision & Hearing Impaired | | Ouadripledic | Other wheelchair | Oxygen | Stretcher | Other Disability | Other Assistive Device | Mentally Impaired | | Allergies |
|----------------------------------|--------------------|---------------------|---------------------------------|---|--------------|---------------------|--------|-----------|---------------------|------------------------------|----------------------|---|-----------|
| Refusal To Board Passenger | 0 | 0 | 0 | 0 | 0 | 4 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |

| ,, | | | | | | | | | | | | | |
|--|---|---|---|---|---|----|---|---|---|---|---|---|---|
| Refusal to Board w/o Attendant | 0 | 0 | 0 | 0 | 0 | 7 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Security Issues Regarding Disability | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Aircraft Not Accessible | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Airport Not Accessible | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Advance Notice Dispute | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Seating Accommodation | 0 | 0 | 0 | 0 | 0 | 6 | 0 | 0 | 1 | 0 | 0 | 0 | 0 |
| Failure to Provide Assistance | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Damage to Assistive Device | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Storage and Delay of Assistive Device | 0 | 0 | 0 | 0 | 0 | 1 | 0 | о | 0 | 0 | 0 | 0 | 0 |
| Service Animal Problem | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Unsatisfactory Info | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Other | 0 | 0 | 0 | 0 | 0 | 27 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by DELTA AIR LINES

Total number of complaints reported to DOT: 1669

| | Vision Impaired | Hearing | Vision & Hearing Impaired | | | Other wheelchair | Oxygen | | Dischility | Other Assistive Device | Mentally Impaired | Communicable Disease | Allergies |
|--|--------------------|---------|---------------------------------|---|---|---------------------|--------|---|------------|------------------------------|----------------------|-------------------------|-----------|
| Refusal To Board Passenger | 0 | 0 | 0 | 0 | 0 | 4 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Refusal to Board w/o Attendant | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 2 | 0 | 0 | 0 | 0 |
| Security Issues Regarding Disability | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Aircraft Not Accessible | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 4 | 0 | 0 | 0 | 0 |
| Airport Not Accessible | 0 | 0 | 1 | 0 | 0 | 3 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Advance Notice Dispute | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 1 |
| Seating Accommodation | 1 | 1 | 1 | 0 | 0 | 15 | 0 | 0 | 127 | 0 | 0 | 0 | 7 |
| Failure to Provide Assistance | 7 | 7 | 7 | 0 | 5 | 844 | 32 | 0 | 142 | 25 | 1 | 0 | 18 |
| Damage to Assistive Device | 0 | 0 | 0 | 3 | 1 | 235 | 1 | 0 | 1 | 45 | 0 | 0 | 0 |
| Storage and Delay of Assistive Device | 0 | о | 1 | 1 | 1 | 18 | 0 | 0 | 5 | 19 | о | 0 | 0 |
| Service Animal Problem | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 4 | 0 | 0 | 0 | 0 |
| Unsatisfactory Info | 0 | 1 | 0 | 0 | 0 | 6 | 1 | 0 | 5 | 2 | 0 | 0 | 2 |
| Other | 1 | 2 | 0 | 0 | 0 | 23 | 4 | 0 | 10 | 4 | 0 | 0 | 16 |

Reported to DOT by EGYPTAIR

| | | Hearing | Vision & Hearing Impaired | | Quadriplegic | Other wheelchair | Oxygen | | Dissbility | Other Assistive Device | Mentally Impaired | Communicable Disease | Allergies |
|--|---|---------|---------------------------------|---|--------------|---------------------|--------|---|------------|------------------------------|----------------------|-------------------------|-----------|
| Refusal To Board Passenger | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Refusal to Board w/o Attendant | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Security Issues Regarding Disability | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Aircraft Not Accessible | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Airport Not Accessible | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Advance Notice Dispute | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Seating Accommodation | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Failure to Provide Assistance | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Damage to Assistive Device | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Storage and Delay of Assistive Device | 0 | 0 | 0 | 0 | 0 | 0 | 0 | о | 0 | 0 | 0 | 0 | 0 |
| Service Animal Problem | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Unsatisfactory Info | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Other | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |

Total number of complaints reported to DOT: 0

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by EL AL ISRAEL AIRLINES LTD.

| | | Hearing | Vision & Hearing Impaired | | Quadriplegic | Other wheelchair | Oxygen | Stretcher | | Other Assistive Device | Mentally Impaired | Communicable Disease | Allergies |
|--|---|---------|---------------------------------|----|--------------|---------------------|--------|-----------|---|------------------------------|----------------------|-------------------------|-----------|
| Refusal To Board Passenger | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Refusal to Board w/o Attendant | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Security Issues Regarding Disability | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Aircraft Not Accessible | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Airport Not Accessible | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Advance Notice Dispute | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Seating Accommodation | 0 | 0 | 0 | 5 | 2 | 3 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Failure to Provide Assistance | 0 | 0 | 0 | 14 | 4 | 51 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Damage to Assistive Device | 0 | 0 | 0 | 0 | 3 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Storage and | | | | | | | | | | | | | |

| Delay of Assistive Device | 0 | О | 0 | 0 | 0 | 0 | 0 | О | 0 | О | 0 | 0 | 0 |
|---------------------------------|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Service Animal Problem | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Unsatisfactory Info | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Other | 0 | 0 | 0 | 1 | 2 | 3 | 1 | 0 | 0 | 0 | 0 | 0 | 0 |

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by EMIRATES AIRLINE

Total number of complaints reported to DOT: 1

| | Vision Impaired | Impaired | Vision & Hearing Impaired | Paraplegic | | Other wheelchair | Oxygen | Stretcher | Other Disability | Other Assistive Device | Mentally Impaired | Communicable Disease | Allergies |
|--|--------------------|----------|---------------------------------|------------|---|---------------------|--------|-----------|---------------------|------------------------------|----------------------|-------------------------|-----------|
| Refusal To Board Passenger | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Refusal to Board w/o Attendant | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Security Issues Regarding Disability | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Aircraft Not Accessible | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Airport Not Accessible | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Advance Notice Dispute | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Seating Accommodation | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Failure to Provide Assistance | 0 | 0 | 0 | 0 | 0 | 0 | о | 0 | 0 | 0 | 0 | 0 | 0 |
| Damage to Assistive Device | 0 | 0 | 0 | о | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Storage and Delay of Assistive Device | 0 | о | 0 | о | 0 | 1 | 0 | о | о | 0 | 0 | 0 | 0 |
| Service Animal Problem | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Unsatisfactory Info | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Other | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by EOS AIRLINES

| /ision mpaired | Hearing i | Vision & Hearing Impaired | Paraplegic | Quadriplegic | Other wheelchair | Oxygen | Stretcher | KITNer I | Other Assistive Device | Mentally Impaired | Communicable Disease | Allergies |
|-------------------|------------------|--|--|--|---|---|--|---|---|---|---|---|
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | 0 0 0 0 | mpaired impaired 0 0 0 0 0 0 0 0 0 0 | Impaired Impaired Impaired 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 | Impaired Impaired Impaired Impaired Impaired 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 | 0 0 | 0 0 | Number Numer Numer Numer <td>Impariod Impariod <th< td=""><td>mpaired Impaired Impaired Impaired Impaired Impaired Impaired 1 0 0</td><td>Impaired Impaired Impaired</td><td>Impaired Impaired Impaired Impaired Impaired Impaired Impaired Impaired Impaired Impaired Impaired Impaired 0</td><td>Impaired Impaired Impaired</td></th<></td> | Impariod Impariod <th< td=""><td>mpaired Impaired Impaired Impaired Impaired Impaired Impaired 1 0 0</td><td>Impaired Impaired Impaired</td><td>Impaired Impaired Impaired Impaired Impaired Impaired Impaired Impaired Impaired Impaired Impaired Impaired 0</td><td>Impaired Impaired Impaired</td></th<> | mpaired Impaired Impaired Impaired Impaired Impaired Impaired 1 0 0 | Impaired | Impaired Impaired Impaired Impaired Impaired Impaired Impaired Impaired Impaired Impaired Impaired Impaired 0 | Impaired |

| Advance Notice Dispute | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
|--|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Seating Accommodation | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Failure to Provide Assistance | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Damage to Assistive Device | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Storage and Delay of Assistive Device | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Service Animal Problem | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Unsatisfactory Info | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Other | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by ETHIOPIAN AIRLINES

Total number of complaints reported to DOT: 0

| | Vision Impaired | Logring | Vision & Hearing Impaired | Paraplegic | Quadriplegic | Other wheelchair | Oxygen | Stretcher | Other | Other Assistive Device | Mentally Impaired | Communicable Disease | Allergies |
|--|--------------------|---------|---------------------------------|------------|--------------|---------------------|--------|-----------|-------|------------------------------|----------------------|-------------------------|-----------|
| Refusal To Board Passenger | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Refusal to Board w/o Attendant | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Security Issues Regarding Disability | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Aircraft Not Accessible | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Airport Not Accessible | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Advance Notice Dispute | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Seating Accommodation | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Failure to Provide Assistance | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Damage to Assistive Device | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Storage and Delay of Assistive Device | 0 | о | 0 | 0 | 0 | 0 | 0 | 0 | о | 0 | о | 0 | 0 |
| Service Animal Problem | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Unsatisfactory Info | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Other | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by EUROATLANTIC AIRWAYS TRANSPORTES AE

Total number of complaints reported to DOT: 0

| | Vision Impaired | Hearing Impaired | Vision & Hearing Impaired | | Ouadripledic | Other wheelchair | Oxygen | Stretcher | Other Disability | Other Assistive Device | Mentally Impaired | Communicable Disease | Allergies |
|----------------------------------|--------------------|---------------------|---------------------------------|---|--------------|---------------------|--------|-----------|---------------------|------------------------------|----------------------|-------------------------|-----------|
| Refusal To Board Passenger | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |

| | | , | , . | | | | , . | | | , | , | | |
|--|---|---|-----|---|---|---|-----|---|---|---|---|---|---|
| Refusal to Board w/o Attendant | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Security Issues Regarding Disability | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Aircraft Not Accessible | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Airport Not Accessible | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Advance Notice Dispute | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Seating Accommodation | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Failure to Provide Assistance | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Damage to Assistive Device | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Storage and Delay of Assistive Device | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Service Animal Problem | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Unsatisfactory Info | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Other | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by EVA AIRWAYS CORPORATION

| | Vision Impaired | Hearing | Vision & Hearing Impaired | Paraplegic | | Other wheelchair | Oxygen | | Ulner Disability | Other Assistive Device | Mentally Impaired | Communicable Disease | Allergies |
|--|--------------------|---------|---------------------------------|------------|---|---------------------|--------|---|---------------------|------------------------------|----------------------|-------------------------|-----------|
| Refusal To Board Passenger | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Refusal to Board w/o Attendant | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Security Issues Regarding Disability | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Aircraft Not Accessible | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Airport Not Accessible | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Advance Notice Dispute | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Seating Accommodation | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Failure to Provide Assistance | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Damage to Assistive Device | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Storage and Delay of Assistive Device | о | О | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | о | 0 | 0 |
| Service Animal Problem | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Unsatisfactory Info | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Other | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 |

Reported to DOT by EXCEL AIRWAYS

| | Vision Impaired | Hearing | Vision & Hearing Impaired | | | Other wheelchair | Oxygen | Stretcher | | Other Assistive Device | Mentally Impaired | Communicable Disease | Allergies |
|--|--------------------|---------|---------------------------------|---|---|---------------------|--------|-----------|---|------------------------------|----------------------|-------------------------|-----------|
| Refusal To Board Passenger | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Refusal to Board w/o Attendant | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Security Issues Regarding Disability | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Aircraft Not Accessible | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Airport Not Accessible | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Advance Notice Dispute | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Seating Accommodation | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Failure to Provide Assistance | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Damage to Assistive Device | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Storage and Delay of Assistive Device | 0 | о | 0 | 0 | 0 | 0 | 0 | о | о | 0 | 0 | 0 | 0 |
| Service Animal Problem | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Unsatisfactory Info | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Other | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |

Total number of complaints reported to DOT: 0

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by EXECUTIVE AIRLINES

| | | Hearing | Vision & Hearing Impaired | | Quadriplegic | Other wheelchair | Oxygen | Stretcher | | Other Assistive Device | Mentally Impaired | Communicable Disease | Allergies |
|--|---|---------|---------------------------------|---|--------------|---------------------|--------|-----------|---|------------------------------|----------------------|-------------------------|-----------|
| Refusal To Board Passenger | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Refusal to Board w/o Attendant | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Security Issues Regarding Disability | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Aircraft Not Accessible | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Airport Not Accessible | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Advance Notice Dispute | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Seating Accommodation | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Failure to Provide Assistance | 1 | 0 | 0 | 0 | 0 | 31 | 0 | 0 | 2 | 0 | 0 | 0 | 0 |
| Damage to Assistive Device | 0 | 0 | 0 | 0 | 0 | 2 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Storage and | | | | | | | | | | | | | |

| Delay of Assistive Device | 0 | О | 0 | 0 | Ο | 2 | 0 | 0 | 0 | 4 | ο | 0 | 0 |
|---------------------------------|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Service Animal Problem | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 |
| Unsatisfactory Info | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Other | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by FALCON AIR EXPRESS

| | Vision Impaired | Hearing Impaired | Vision & Hearing Impaired | | Quadriplegic | Other wheelchair | Oxygen | Stretcher | Other Disability | Other Assistive Device | Mentally Impaired | Communicable Disease | Allergies |
|--|--------------------|---------------------|---------------------------------|---|--------------|---------------------|--------|-----------|---------------------|------------------------------|----------------------|-------------------------|-----------|
| Refusal To Board Passenger | 0 | 0 | 0 | о | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Refusal to Board w/o Attendant | 0 | 0 | 0 | о | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Security Issues Regarding Disability | 0 | 0 | 0 | о | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Aircraft Not Accessible | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Airport Not Accessible | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Advance Notice Dispute | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Seating Accommodation | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Failure to Provide Assistance | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Damage to Assistive Device | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Storage and Delay of Assistive Device | о | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Service Animal Problem | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Unsatisfactory Info | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Other | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |

Total number of complaints reported to DOT: 1

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by FINNAIR OY

| | Vision Impaired | Hearing | Vision & Hearing Impaired | Paraplegic | | Other wheelchair | Oxygen | Stretcher | | Other Assistive Device | Mentally Impaired | Communicable Disease | Allergies |
|--|--------------------|---------|---------------------------------|------------|---|---------------------|--------|-----------|---|------------------------------|----------------------|-------------------------|-----------|
| Refusal To Board Passenger | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Refusal to Board w/o Attendant | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Security Issues Regarding Disability | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Aircraft Not Accessible | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Airport Not Accessible | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | | | | | | | | | | | 1 | | |

| Advance Notice Dispute | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
|--|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Seating Accommodation | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Failure to Provide Assistance | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Damage to Assistive Device | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Storage and Delay of Assistive Device | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Service Animal Problem | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Unsatisfactory Info | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Other | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by FIRST CHOICE AIRWAYS

Total number of complaints reported to DOT: 6

| | Vision Impaired | Hearing | Vision & Hearing Impaired | | Quadriplegic | Other wheelchair | Oxygen | Stretcher | Other | Other Assistive Device | Mentally Impaired | Communicable Disease | Allergies |
|--|--------------------|---------|---------------------------------|---|--------------|---------------------|--------|-----------|-------|------------------------------|----------------------|-------------------------|-----------|
| Refusal To Board Passenger | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Refusal to Board w/o Attendant | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Security Issues Regarding Disability | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Aircraft Not Accessible | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Airport Not Accessible | 0 | 0 | 0 | 0 | 0 | 3 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Advance Notice Dispute | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Seating Accommodation | 0 | 0 | 0 | 0 | 0 | 2 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Failure to Provide Assistance | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Damage to Assistive Device | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Storage and Delay of Assistive Device | 0 | о | 0 | 0 | 0 | 0 | 0 | 0 | о | 0 | о | 0 | 0 |
| Service Animal Problem | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Unsatisfactory Info | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Other | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by FRONTIER AIRLINES

Total number of complaints reported to DOT: 69

| | Vision Impaired | Hearing Impaired | Vision & Hearing Impaired | | Cuadribledic | Other wheelchair | Oxygen | Stretcher | Other Disability | Other Assistive Device | Mentally Impaired | Communicable Disease | Allergies |
|----------------------------------|--------------------|---------------------|---------------------------------|---|--------------|---------------------|--------|-----------|---------------------|------------------------------|----------------------|-------------------------|-----------|
| Refusal To Board Passenger | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 |

| Refusal to Board w/o Attendant | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
|--|---|---|---|---|---|----|---|---|---|---|---|---|---|
| Security Issues Regarding Disability | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Aircraft Not Accessible | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 2 |
| Airport Not Accessible | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Advance Notice Dispute | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Seating Accommodation | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 2 | 0 | 0 | 0 | 0 |
| Failure to Provide Assistance | 0 | 0 | 0 | 0 | 0 | 26 | 0 | 0 | 1 | 0 | 0 | 0 | 0 |
| Damage to Assistive Device | 0 | 0 | 0 | 0 | 1 | 11 | 0 | 0 | 0 | 6 | 0 | 0 | 0 |
| Storage and Delay of Assistive Device | 0 | 0 | 0 | 1 | 0 | 4 | 0 | о | 1 | 1 | 0 | 0 | 0 |
| Service Animal Problem | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 |
| Unsatisfactory Info | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Other | 0 | 0 | 0 | 0 | 0 | 3 | 6 | 0 | 0 | 0 | 0 | 0 | 0 |

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by GOJET AIRLINES, LLC

Total number of complaints reported to DOT: 0

| | Vision Impaired | | Vision & Hearing Impaired | Paraplegic | | Other wheelchair | Oxygen | | Other | Other Assistive Device | Mentally Impaired | Communicable Disease | Allergies |
|--|--------------------|---|---------------------------------|------------|---|---------------------|--------|---|-------|------------------------------|----------------------|-------------------------|-----------|
| Refusal To Board Passenger | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Refusal to Board w/o Attendant | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Security Issues Regarding Disability | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Aircraft Not Accessible | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Airport Not Accessible | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Advance Notice Dispute | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Seating Accommodation | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Failure to Provide Assistance | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Damage to Assistive Device | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Storage and Delay of Assistive Device | о | о | 0 | 0 | 0 | 0 | 0 | о | о | 0 | о | 0 | 0 |
| Service Animal Problem | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Unsatisfactory Info | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Other | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |

Reported to DOT by HAWAIIAN AIRLINES

| | Vision Impaired | Hearing Impaired | Vision & Hearing Impaired | | | Other wheelchair | Oxygen | Stretcher | Other Disability | Other Assistive Device | Mentally Impaired | Communicable Disease | Allergies |
|--|--------------------|---------------------|---------------------------------|---|---|---------------------|--------|-----------|---------------------|------------------------------|----------------------|-------------------------|-----------|
| Refusal To Board Passenger | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 1 | 1 | 0 | 0 |
| Refusal to Board w/o Attendant | 0 | 0 | 0 | 0 | 0 | 0 | 2 | 0 | 1 | 0 | 0 | 0 | 0 |
| Security Issues Regarding Disability | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Aircraft Not Accessible | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Airport Not Accessible | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 |
| Advance Notice Dispute | 0 | 0 | 0 | 0 | 0 | 0 | 3 | 0 | 0 | 0 | 0 | 0 | 0 |
| Seating Accommodation | 0 | 0 | 0 | 0 | 1 | 5 | 0 | 0 | 24 | 1 | 0 | 0 | 0 |
| Failure to Provide Assistance | 1 | 2 | 0 | 1 | 0 | 34 | 2 | 0 | 4 | 0 | 0 | 0 | 0 |
| Damage to Assistive Device | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Storage and Delay of Assistive Device | о | 0 | о | 1 | 0 | 15 | 1 | о | 1 | 1 | 0 | 0 | 0 |
| Service Animal Problem | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 |
| Unsatisfactory Info | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Other | 0 | 0 | 0 | 0 | 0 | 3 | 3 | 0 | 3 | 1 | 0 | 0 | 0 |

Total number of complaints reported to DOT: 115

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by HMY AIRWAYS, INC.

| | | Hearing | Vision & Hearing Impaired | | Quadriplegic | Other wheelchair | Oxygen | Stretcher | | Other Assistive Device | Mentally Impaired | Communicable Disease | Allergies |
|--|---|---------|---------------------------------|---|--------------|---------------------|--------|-----------|---|------------------------------|----------------------|-------------------------|-----------|
| Refusal To Board Passenger | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Refusal to Board w/o Attendant | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Security Issues Regarding Disability | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Aircraft Not Accessible | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Airport Not Accessible | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Advance Notice Dispute | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Seating Accommodation | 0 | 0 | 0 | 1 | 0 | 2 | 0 | 0 | 2 | 0 | 0 | 0 | 0 |
| Failure to Provide Assistance | 1 | 0 | 0 | 0 | 0 | 2 | 0 | 0 | 1 | 0 | 0 | 0 | 0 |
| Damage to Assistive Device | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 1 | 0 | 0 | 0 |
| Storage and | | | | | | | | | | | | | |

| Delay of Assistive Device | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | ο | 0 | 0 |
|---------------------------------|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Service Animal Problem | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Unsatisfactory Info | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Other | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by HORIZON AIR

| | 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 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 |
| Refusal to Board w/o Attendant | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Security Issues Regarding Disability | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Aircraft Not Accessible | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Airport Not Accessible | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 |
| Advance Notice Dispute | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Seating Accommodation | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 3 | 0 | 0 | 0 | 0 |
| Failure to Provide Assistance | 0 | 0 | 0 | 0 | 0 | 57 | о | 0 | 5 | 0 | 1 | 0 | 0 |
| Damage to Assistive Device | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Storage and Delay of Assistive Device | 0 | о | о | 0 | 0 | 0 | 0 | 0 | о | 1 | 0 | 0 | 0 |
| Service Animal Problem | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 2 | 0 | 0 | 0 | 0 |
| Unsatisfactory Info | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 |
| Other | 0 | 0 | 0 | 0 | 0 | 5 | 0 | 0 | 2 | 1 | 0 | 0 | 4 |

Total number of complaints reported to DOT: 84

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by IBERIA AIRLINES OF SPAIN

| Vision Impaired | ihoarina i | | Paraplegic | Quadriplegic | Other wheelchair | Oxygen | Stretcher | ()ther | | Mentally Impaired | Communicable Disease | Allergies |
|--------------------|------------------------------|--|---|--|--|--|---|--|---|---|--|--|
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | Impaired 0 0 0 0 | Vision Hearing Impaired Impaired 0 0 0 0 0 0 0 0 0 0 | Impaired Impaired 0 0 0 0 0 0 0 0 0 0 0 0 | Vision ImpairedHearing ImpairedHearing ImpairedParaplegic00000000000000000000 | Vision ImpairedHearing ImpairedParaplegic ParaplegicQuadriplegic0000000000000000000000000 | Vision ImpairedHearing ImpairedParaplegic ParaplegicQuadriplegic wheelchair00000000000000000000000000000000000 | Vision ImpairedHearing ImpairedParaplegic ParaplegicQuadriplegic QuadriplegicOther WheelchairOxygen000 | Vision ImpairedHearing ImpairedParaplegic ParaplegicQuadriplegic QuadriplegicOther wheelchairOxygenStretcher000 | Vision ImpairedHearing ImpairedParaplegicQuadriplegicOther wheelchairOxygenStretcherOther Disability000 | Vision ImpairedHearing ImpairedParaplegic ParaplegicOutper QuadriplegicOxygen WheelchairStretcher DisabilityOther Assistive Device000 | Vision ImpairedHearing ImpairedParaplegicOuadriplegicOther wheelchairOxygenStretcherOther DisabilityAssistive DeviceMentally Impaired000 | Vision ImpairedHearing ImpairedParaplegicQuadriplegicOther wheelchairOxygenStretcherOther DisabilityAssistive DeviceMentally ImpairedCommunicable Disease00 |

Total number of complaints reported to DOT: 29

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| Advance Notice Dispute | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
|--|---|---|---|---|---|----|---|---|---|---|---|---|---|
| Seating Accommodation | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Failure to Provide Assistance | 0 | 0 | 0 | 0 | 0 | 3 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Damage to Assistive Device | 0 | 0 | 0 | 0 | 0 | 7 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Storage and Delay of Assistive Device | 0 | 0 | 0 | 0 | 0 | 18 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Service Animal Problem | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Unsatisfactory Info | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Other | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by ICELANDAIR

Total number of complaints reported to DOT: 0

| | Vision Impaired | | Vision & Hearing Impaired | Paraplegic | | Other wheelchair | Oxygen | Stretcher | Other | Other Assistive Device | Mentally Impaired | Communicable Disease | Allergies |
|--|--------------------|---|---------------------------------|------------|---|---------------------|--------|-----------|-------|------------------------------|----------------------|-------------------------|-----------|
| Refusal To Board Passenger | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Refusal to Board w/o Attendant | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Security Issues Regarding Disability | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Aircraft Not Accessible | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Airport Not Accessible | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Advance Notice Dispute | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Seating Accommodation | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Failure to Provide Assistance | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Damage to Assistive Device | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Storage and Delay of Assistive Device | 0 | о | 0 | 0 | 0 | 0 | 0 | о | о | 0 | 0 | 0 | 0 |
| Service Animal Problem | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Unsatisfactory Info | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Other | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by INDEPENDENCE AIR/ATLANTIC COAST AIR

Total number of complaints reported to DOT: 20

| | | Hearing Impaired | Vision & Hearing Impaired | | Ouadripledic | Other wheelchair | Oxygen | Stretcher | Other Disability | Other Assistive Device | Mentally Impaired | Communicable Disease | Allergies |
|----------------------------------|---|---------------------|---------------------------------|---|--------------|---------------------|--------|-----------|---------------------|------------------------------|----------------------|-------------------------|-----------|
| Refusal To Board Passenger | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |

| Refusal to Board w/o Attendant | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
|--|---|---|---|---|---|----|---|---|---|---|---|---|---|
| Security Issues Regarding Disability | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Aircraft Not Accessible | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Airport Not Accessible | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Advance Notice Dispute | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Seating Accommodation | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 |
| Failure to Provide Assistance | 0 | 0 | 0 | 0 | 0 | 15 | 0 | 0 | 2 | 0 | 0 | 0 | 0 |
| Damage to Assistive Device | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Storage and Delay of Assistive Device | 0 | 0 | 0 | 0 | 0 | 0 | 0 | о | 0 | 0 | 0 | 0 | 0 |
| Service Animal Problem | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Unsatisfactory Info | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Other | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by ISRAIR

Total number of complaints reported to DOT: 0

| | Vision Impaired | Hearing | Vision & Hearing Impaired | Paraplegic | Quadriplegic | Other wheelchair | Oxygen | | Disability | Other Assistive Device | Mentally Impaired | Communicable Disease | Allergies |
|--|--------------------|---------|---------------------------------|------------|--------------|---------------------|--------|---|------------|------------------------------|----------------------|-------------------------|-----------|
| Refusal To Board Passenger | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Refusal to Board w/o Attendant | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Security Issues Regarding Disability | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Aircraft Not Accessible | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Airport Not Accessible | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Advance Notice Dispute | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Seating Accommodation | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Failure to Provide Assistance | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Damage to Assistive Device | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Storage and Delay of Assistive Device | 0 | о | 0 | 0 | 0 | 0 | 0 | о | 0 | 0 | 0 | 0 | 0 |
| Service Animal Problem | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Unsatisfactory Info | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Other | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |

Reported to DOT by JALWAYS CO., LTD.

| | Vision Impaired | Hearing Impaired | Vision & Hearing Impaired | | | Other wheelchair | Oxygen | | Dicability | Other Assistive Device | Mentally Impaired | Communicable Disease | Allergies |
|--|--------------------|---------------------|---------------------------------|---|---|---------------------|--------|---|------------|------------------------------|----------------------|-------------------------|-----------|
| Refusal To Board Passenger | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Refusal to Board w/o Attendant | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Security Issues Regarding Disability | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Aircraft Not Accessible | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Airport Not Accessible | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Advance Notice Dispute | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Seating Accommodation | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Failure to Provide Assistance | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Damage to Assistive Device | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Storage and Delay of Assistive Device | 0 | 0 | 0 | 0 | 0 | 0 | 0 | о | 0 | 0 | 0 | 0 | 0 |
| Service Animal Problem | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Unsatisfactory Info | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Other | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |

Total number of complaints reported to DOT: 0

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by JAPAN AIR LINES CO., LTD.

| | Vision Impaired | | Vision & Hearing Impaired | Paraplegic | Quadriplegic | Other wheelchair | Oxygen | Stretcher | | Other Assistive Device | Mentally Impaired | Communicable Disease | Allergies |
|--|--------------------|---|---------------------------------|------------|--------------|---------------------|--------|-----------|---|------------------------------|----------------------|-------------------------|-----------|
| Refusal To Board Passenger | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Refusal to Board w/o Attendant | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Security Issues Regarding Disability | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Aircraft Not Accessible | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Airport Not Accessible | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Advance Notice Dispute | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Seating Accommodation | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Failure to Provide Assistance | 0 | 0 | 0 | 0 | 0 | 3 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Damage to Assistive Device | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Storage and | | | | | | | | | | | | | |

| Delay of Assistive Device | 0 | О | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | О | 0 | 0 |
|---------------------------------|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Service Animal Problem | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Unsatisfactory Info | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Other | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 |

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by JETBLUE

| | Vision Impaired | Hearing | Vision & Hearing Impaired | | Quadriplegic | Other wheelchair | Oxygen | Stretcher | Other Disability | Other Assistive Device | Mentally Impaired | Communicable Disease | Allergies |
|--|--------------------|---------|---------------------------------|---|--------------|---------------------|--------|-----------|---------------------|------------------------------|----------------------|-------------------------|-----------|
| Refusal To Board Passenger | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Refusal to Board w/o Attendant | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Security Issues Regarding Disability | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Aircraft Not Accessible | 1 | 1 | 0 | 0 | 0 | 3 | 0 | 0 | 3 | 0 | 2 | 0 | 0 |
| Airport Not Accessible | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 1 | 0 | 0 | 0 | 0 |
| Advance Notice Dispute | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Seating Accommodation | 0 | 1 | 0 | 0 | 0 | 17 | 0 | 0 | 23 | 0 | 4 | 0 | 0 |
| Failure to Provide Assistance | 2 | 7 | 2 | 0 | 2 | 87 | 2 | 0 | 10 | 2 | 1 | 1 | 0 |
| Damage to Assistive Device | 0 | 0 | 0 | 0 | 0 | 12 | 0 | 0 | 0 | 0 | 4 | 0 | 0 |
| Storage and Delay of Assistive Device | 0 | о | 0 | 0 | 0 | 17 | 0 | 0 | 1 | 0 | 2 | 0 | 0 |
| Service Animal Problem | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 |
| Unsatisfactory Info | 0 | 2 | 0 | 0 | 0 | 5 | 0 | 0 | 1 | 0 | 2 | 0 | 0 |
| Other | 2 | 1 | 0 | 0 | 0 | 3 | 0 | 0 | 6 | 18 | 0 | 0 | 93 |

Total number of complaints reported to DOT: 344

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by KLM ROYAL DUTCH AIRLINES

| | 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 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Refusal to Board w/o Attendant | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Security Issues Regarding Disability | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Aircraft Not Accessible | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Airport Not Accessible | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |

| Advance Notice Dispute | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
|--|---|---|---|---|---|----|---|---|---|---|---|---|---|
| Seating Accommodation | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 6 | 0 | 0 | 0 | 0 |
| Failure to Provide Assistance | 0 | 0 | 0 | 0 | 0 | 12 | 0 | 0 | 4 | 0 | 0 | 0 | 0 |
| Damage to Assistive Device | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Storage and Delay of Assistive Device | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Service Animal Problem | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Unsatisfactory Info | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Other | 0 | 0 | 0 | 0 | 0 | 5 | 1 | 0 | 0 | 0 | 0 | 0 | 0 |

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by KOREAN AIR LINES CO., LTD.

| Total | number | of | complaints | reported | to | DOT: | 3 |
|-------|--------|----|------------|----------|----|------|---|
|-------|--------|----|------------|----------|----|------|---|

| | Vision Impaired | Hearing Impaired | Vision & Hearing Impaired | Paraplegic | Quadriplegic | Other wheelchair | Oxygen | Stretcher | Dicability | Other Assistive Device | Mentally Impaired | Communicable Disease | Allergies |
|--|--------------------|---------------------|---------------------------------|------------|--------------|---------------------|--------|-----------|------------|------------------------------|----------------------|-------------------------|-----------|
| Refusal To Board Passenger | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Refusal to Board w/o Attendant | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Security Issues Regarding Disability | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Aircraft Not Accessible | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Airport Not Accessible | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Advance Notice Dispute | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Seating Accommodation | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Failure to Provide Assistance | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Damage to Assistive Device | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Storage and Delay of Assistive Device | о | о | 0 | 0 | 0 | 0 | 0 | 0 | о | 0 | о | 0 | 0 |
| Service Animal Problem | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Unsatisfactory Info | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Other | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by KUWAIT AIRWAYS, CORP.

Total number of complaints reported to DOT: 0

| | Vision Impaired | Hearing Impaired | Vision & Hearing Impaired | Paraplegic | Duadripledic | Other wheelchair | Oxygen | | Other Disability | Other Assistive Device | Mentally Impaired | Communicable Disease | Allergies |
|----------------------------------|--------------------|---------------------|---------------------------------|------------|--------------|---------------------|--------|---|---------------------|------------------------------|----------------------|-------------------------|-----------|
| Refusal To Board Passenger | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |

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| | | , | , . | | | | , . | | | | , | | |
|--|---|---|-----|---|---|---|-----|---|---|---|---|---|---|
| Refusal to Board w/o Attendant | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Security Issues Regarding Disability | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Aircraft Not Accessible | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Airport Not Accessible | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Advance Notice Dispute | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Seating Accommodation | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Failure to Provide Assistance | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Damage to Assistive Device | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Storage and Delay of Assistive Device | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Service Animal Problem | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Unsatisfactory Info | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Other | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by LACSA

Total number of complaints reported to DOT: 4

| | Vision Impaired | Hearing | Vision & Hearing Impaired | | | Other wheelchair | Oxygen | | Disability | Other Assistive Device | Mentally Impaired | Communicable Disease | Allergies |
|--|--------------------|---------|---------------------------------|---|---|---------------------|--------|---|------------|------------------------------|----------------------|-------------------------|-----------|
| Refusal To Board Passenger | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Refusal to Board w/o Attendant | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Security Issues Regarding Disability | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Aircraft Not Accessible | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Airport Not Accessible | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 |
| Advance Notice Dispute | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Seating Accommodation | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Failure to Provide Assistance | 0 | 0 | 0 | 0 | 0 | 2 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Damage to Assistive Device | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Storage and Delay of Assistive Device | 0 | о | 0 | 0 | 0 | 0 | 0 | 0 | о | 0 | 0 | 0 | 0 |
| Service Animal Problem | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 |
| Unsatisfactory Info | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Other | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |

Reported to DOT by LAN ECUADOR

| | Vision Impaired | Hearing | Vision & Hearing Impaired | | | Other wheelchair | Oxygen | | Other Disability | Other Assistive Device | Mentally Impaired | Communicable Disease | Allergies |
|--|--------------------|---------|---------------------------------|---|---|---------------------|--------|---|---------------------|------------------------------|----------------------|-------------------------|-----------|
| Refusal To Board Passenger | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 |
| Refusal to Board w/o Attendant | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Security Issues Regarding Disability | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Aircraft Not Accessible | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Airport Not Accessible | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Advance Notice Dispute | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Seating Accommodation | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Failure to Provide Assistance | 0 | 0 | 0 | 0 | 0 | 1 | 1 | 0 | 0 | 0 | 0 | 0 | 0 |
| Damage to Assistive Device | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Storage and Delay of Assistive Device | 0 | 0 | 0 | 0 | 0 | 0 | 0 | о | 0 | 0 | 0 | 0 | 0 |
| Service Animal Problem | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Unsatisfactory Info | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Other | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |

Total number of complaints reported to DOT: 3

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by LAN PERU AIRLINES

| | | Hearing | Vision & Hearing Impaired | | Quadriplegic | Other wheelchair | Oxygen | Stretcher | | Other Assistive Device | Mentally Impaired | Communicable Disease | Allergies |
|--|---|---------|---------------------------------|---|--------------|---------------------|--------|-----------|---|------------------------------|----------------------|-------------------------|-----------|
| Refusal To Board Passenger | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Refusal to Board w/o Attendant | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Security Issues Regarding Disability | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Aircraft Not Accessible | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Airport Not Accessible | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Advance Notice Dispute | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Seating Accommodation | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Failure to Provide Assistance | 0 | 0 | 0 | 2 | 3 | 2 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Damage to Assistive Device | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Storage and | | | | | | | | | | | | | |

| Delay of Assistive Device | 0 | 0 | 0 | 0 | о | 0 | 0 | 0 | 0 | 0 | о | 0 | 0 |
|---------------------------------|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Service Animal Problem | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Unsatisfactory Info | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Other | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by LAN-CHILE AIRLINES

| | | Hearing | 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 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Refusal to Board w/o Attendant | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Security Issues Regarding Disability | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Aircraft Not Accessible | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Airport Not Accessible | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Advance Notice Dispute | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Seating Accommodation | 0 | 0 | 0 | 2 | 0 | 1 | 0 | 0 | 2 | 1 | 0 | 0 | 0 |
| Failure to Provide Assistance | 3 | 0 | 0 | 0 | 0 | 3 | 3 | 0 | 5 | 2 | 0 | 0 | 0 |
| Damage to Assistive Device | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Storage and Delay of Assistive Device | 0 | о | 0 | 0 | 0 | 0 | 0 | о | о | 0 | 0 | 0 | 0 |
| Service Animal Problem | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Unsatisfactory Info | 1 | 0 | 0 | 0 | 0 | 2 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Other | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |

Total number of complaints reported to DOT: 26

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by LINEAS AEREAS AZTECA

| | Vision Impaired | Hearing | Vision & Hearing Impaired | Paraplegic | | Other wheelchair | Oxygen | Stretcher | | Other Assistive Device | Mentally Impaired | Communicable Disease | Allergies |
|--|--------------------|---------|---------------------------------|------------|---|---------------------|--------|-----------|---|------------------------------|----------------------|-------------------------|-----------|
| Refusal To Board Passenger | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Refusal to Board w/o Attendant | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Security Issues Regarding Disability | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Aircraft Not Accessible | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Airport Not Accessible | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | | | | | | | | | | | 1 | | |

| Advance Notice Dispute | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
|--|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Seating Accommodation | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Failure to Provide Assistance | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Damage to Assistive Device | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Storage and Delay of Assistive Device | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Service Animal Problem | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Unsatisfactory Info | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Other | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by LLOYD AEREO BOLIVIANO S. A.

| | Vision Impaired | | Vision & Hearing Impaired | Paraplegic | Quadriplegic | Other wheelchair | Oxygen | Stretcher | Other | Other Assistive Device | Mentally Impaired | Communicable Disease | Allergies |
|--|--------------------|---|---------------------------------|------------|--------------|---------------------|--------|-----------|-------|------------------------------|----------------------|-------------------------|-----------|
| Refusal To Board Passenger | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Refusal to Board w/o Attendant | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Security Issues Regarding Disability | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Aircraft Not Accessible | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Airport Not Accessible | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Advance Notice Dispute | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Seating Accommodation | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Failure to Provide Assistance | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Damage to Assistive Device | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Storage and Delay of Assistive Device | о | о | 0 | 0 | 0 | 0 | 0 | о | о | 0 | 0 | 0 | 0 |
| Service Animal Problem | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Unsatisfactory Info | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Other | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by LUFTHANSA GERMAN AIRLINES

Total number of complaints reported to DOT: 91

| | Vision Impaired | Hearing Impaired | Vision & Hearing Impaired | | Ouadripledic | Other wheelchair | Oxygen | Stretcher | Other Disability | Other Assistive Device | Mentally Impaired | | Allergies |
|----------------------------------|--------------------|---------------------|---------------------------------|---|--------------|---------------------|--------|-----------|---------------------|------------------------------|----------------------|---|-----------|
| Refusal To Board Passenger | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |

| Refusal to Board w/o Attendant | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
|--|---|---|---|---|---|----|---|---|----|---|---|---|---|
| Security Issues Regarding Disability | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Aircraft Not Accessible | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 |
| Airport Not Accessible | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Advance Notice Dispute | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Seating Accommodation | 0 | 0 | 0 | 0 | 0 | 2 | 0 | 0 | 16 | 0 | 0 | 0 | 0 |
| Failure to Provide Assistance | 0 | 0 | 0 | 0 | 0 | 55 | 3 | 0 | 3 | 0 | 0 | 0 | 0 |
| Damage to Assistive Device | 0 | 0 | 0 | 0 | 0 | 5 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Storage and Delay of Assistive Device | 0 | 0 | 0 | 0 | 0 | 1 | 0 | о | 0 | 0 | 0 | 0 | 0 |
| Service Animal Problem | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Unsatisfactory Info | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Other | 0 | 0 | 0 | 0 | 0 | 2 | 0 | 1 | 2 | 0 | 0 | 0 | 0 |

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by LUFTRANSPORT-UNTERNEHMEN

| | Vision Impaired | Hearing | Vision & Hearing Impaired | | | Other wheelchair | Oxygen | | Ulner Disability | Other Assistive Device | Mentally Impaired | Communicable Disease | Allergies |
|--|--------------------|---------|---------------------------------|---|---|---------------------|--------|---|---------------------|------------------------------|----------------------|-------------------------|-----------|
| Refusal To Board Passenger | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Refusal to Board w/o Attendant | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Security Issues Regarding Disability | 0 | 0 | 0 | 0 | 0 | 0 | о | 0 | 0 | 0 | 0 | 0 | 0 |
| Aircraft Not Accessible | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Airport Not Accessible | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Advance Notice Dispute | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Seating Accommodation | 0 | 0 | 0 | 0 | 0 | 2 | 0 | 0 | 1 | 0 | 0 | 0 | 0 |
| Failure to Provide Assistance | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Damage to Assistive Device | 0 | 0 | 0 | о | 0 | 5 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Storage and Delay of Assistive Device | о | О | 0 | 0 | 0 | 0 | 0 | о | 0 | 0 | 0 | 0 | 0 |
| Service Animal Problem | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Unsatisfactory Info | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Other | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |

Reported to DOT by MALAYSIAN AIRLINE SYSTEM

| | Vision Impaired | Hearing | Vision & Hearing Impaired | | | Other wheelchair | Oxygen | Stretcher | | Other Assistive Device | Mentally Impaired | Communicable Disease | Allergies |
|--|--------------------|---------|---------------------------------|---|---|---------------------|--------|-----------|---|------------------------------|----------------------|-------------------------|-----------|
| Refusal To Board Passenger | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Refusal to Board w/o Attendant | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Security Issues Regarding Disability | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Aircraft Not Accessible | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Airport Not Accessible | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Advance Notice Dispute | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Seating Accommodation | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Failure to Provide Assistance | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Damage to Assistive Device | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Storage and Delay of Assistive Device | 0 | о | 0 | 0 | 0 | 0 | 0 | о | о | 0 | 0 | 0 | 0 |
| Service Animal Problem | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Unsatisfactory Info | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Other | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |

Total number of complaints reported to DOT: 0

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by MALEV HUNGARIAN AIRLINES

| | Vision Impaired | | Vision & Hearing Impaired | Paraplegic | Quadriplegic | Other wheelchair | Oxygen | Stretcher | | Other Assistive Device | Mentally Impaired | Communicable Disease | Allergies |
|--|--------------------|---|---------------------------------|------------|--------------|---------------------|--------|-----------|---|------------------------------|----------------------|-------------------------|-----------|
| Refusal To Board Passenger | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Refusal to Board w/o Attendant | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Security Issues Regarding Disability | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Aircraft Not Accessible | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Airport Not Accessible | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Advance Notice Dispute | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 |
| Seating Accommodation | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Failure to Provide Assistance | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Damage to Assistive Device | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Storage and | | | | | | | | | | | | | |

| Delay of Assistive Device | 0 | О | О | 0 | 0 | 0 | 0 | 0 | 0 | О | О | 0 | 0 |
|---------------------------------|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Service Animal Problem | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Unsatisfactory Info | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Other | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by MARTINAIR HOLLAND N.V.

| | | Hearing | Vision & Hearing Impaired | | Quadriplegic | Other wheelchair | Oxygen | Stretcher | Other Disability | Other Assistive Device | Mentally Impaired | Communicable Disease | Allergies |
|--|---|---------|---------------------------------|---|--------------|---------------------|--------|-----------|---------------------|------------------------------|----------------------|-------------------------|-----------|
| Refusal To Board Passenger | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Refusal to Board w/o Attendant | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Security Issues Regarding Disability | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Aircraft Not Accessible | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Airport Not Accessible | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Advance Notice Dispute | 1 | 0 | 0 | 0 | 0 | 7 | 0 | 0 | 2 | 0 | 0 | 0 | 0 |
| Seating Accommodation | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 11 | 0 | 0 | 0 | 0 |
| Failure to Provide Assistance | 0 | 0 | 0 | 0 | 0 | 3 | 0 | 0 | 2 | 0 | 0 | 0 | 0 |
| Damage to Assistive Device | 0 | 0 | 0 | 1 | 0 | 1 | 0 | 0 | 0 | 1 | 0 | 0 | 0 |
| Storage and Delay of Assistive Device | о | 0 | 0 | 0 | 0 | 0 | 0 | 0 | о | 0 | 0 | 0 | 0 |
| Service Animal Problem | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Unsatisfactory Info | 0 | 0 | 0 | 0 | 0 | 3 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Other | 0 | 0 | 0 | 0 | 0 | 2 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |

Total number of complaints reported to DOT: 35

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by MAXJET AIRWAYS, INC.

| ⁹ Hearing ed Impaired | | | wheelchair | Oxygen | Stretcher | Other Disability | Assistive Device | Impaired | Communicable Disease | Allergies |
|-------------------------------------|---|---|---|---|---|---|---|---|---|---|
| 0 | о | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 0 | о | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 0 | о | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| _ | 0 | 0 0 0 0 0 0 0 0 | D D D D O O O O O O O O O O O O | 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 | 0 0 | 0 0 | D D <thd< th=""> <thd< th=""> <thd< th=""> <thd< th=""></thd<></thd<></thd<></thd<> | 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 | 0 0 | 0 0 |

| Advance Notice Dispute | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
|--|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Seating Accommodation | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Failure to Provide Assistance | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Damage to Assistive Device | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Storage and Delay of Assistive Device | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Service Animal Problem | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Unsatisfactory Info | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Other | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by MESA AIRLINES

Total number of complaints reported to DOT: 230

| | Vision Impaired | Hearing Impaired | Vision & Hearing Impaired | Paraplegic | Quadriplegic | Other wheelchair | Oxygen | Stretcher | Disability | Other Assistive Device | Mentally Impaired | Communicable Disease | Allergies |
|--|--------------------|---------------------|---------------------------------|------------|--------------|---------------------|--------|-----------|------------|------------------------------|----------------------|-------------------------|-----------|
| Refusal To Board Passenger | 0 | 0 | 0 | 0 | 0 | 8 | 0 | 0 | 1 | 0 | 0 | 0 | 0 |
| Refusal to Board w/o Attendant | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Security Issues Regarding Disability | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Aircraft Not Accessible | 0 | 0 | 0 | 0 | 0 | 5 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Airport Not Accessible | 0 | 0 | 0 | 0 | 0 | 3 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Advance Notice Dispute | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 |
| Seating Accommodation | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 |
| Failure to Provide Assistance | 2 | 0 | 0 | 3 | 0 | 169 | 0 | 0 | 13 | 0 | 0 | 0 | 1 |
| Damage to Assistive Device | 0 | 0 | 0 | 0 | 0 | 3 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Storage and Delay of Assistive Device | о | о | 0 | 0 | 0 | 2 | 0 | 0 | 2 | 0 | 0 | 0 | 0 |
| Service Animal Problem | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Unsatisfactory Info | 0 | 1 | 0 | 1 | 0 | 9 | 2 | 0 | 0 | 0 | 0 | 0 | 0 |
| Other | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 1 | 0 | 0 | 0 | 0 |

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by MESABA AIRLINES

Total number of complaints reported to DOT: 198

| | Vision Impaired | Hearing | Vision & Hearing Impaired | Paraplegic | Ouadripledic | Other wheelchair | Oxygen | | Other Disability | Other Assistive Device | Mentally Impaired | Communicable Disease | Allergies |
|----------------------------------|--------------------|---------|---------------------------------|------------|--------------|---------------------|--------|---|---------------------|------------------------------|----------------------|-------------------------|-----------|
| Refusal To Board Passenger | 0 | 0 | 0 | 0 | 0 | 3 | 0 | 0 | 1 | 0 | 0 | 0 | 0 |

| <u> </u> | | | | | | | | | | | | | |
|--|---|---|---|---|---|-----|---|---|---|---|---|---|---|
| Refusal to Board w/o Attendant | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Security Issues Regarding Disability | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Aircraft Not Accessible | 0 | 0 | 0 | 1 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Airport Not Accessible | 0 | 0 | 0 | 0 | 0 | 2 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Advance Notice Dispute | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Seating Accommodation | 1 | 0 | 0 | 0 | 1 | 3 | 0 | 0 | 2 | 0 | 0 | 0 | 0 |
| Failure to Provide Assistance | 4 | 2 | 0 | 0 | 0 | 146 | 7 | 0 | 3 | 1 | 0 | 0 | 0 |
| Damage to Assistive Device | 0 | 0 | 0 | 0 | 0 | 4 | 0 | 0 | 0 | 1 | 0 | 0 | 0 |
| Storage and Delay of Assistive Device | 0 | 0 | 0 | 0 | 0 | 0 | 0 | о | 0 | 0 | 0 | 0 | 0 |
| Service Animal Problem | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Unsatisfactory Info | 1 | 0 | 0 | 0 | 0 | 3 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Other | 0 | 0 | 0 | 0 | 0 | 8 | 0 | 0 | 2 | 0 | 1 | 0 | 0 |

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by MIAMI AIR INT'L

Total number of complaints reported to DOT: 0

| | Vision Impaired | Hearing | Vision & Hearing Impaired | Paraplegic | Quadriplegic | Other wheelchair | Oxygen | Stretcher | Other | Other Assistive Device | Mentally Impaired | Communicable Disease | Allergies |
|--|--------------------|---------|---------------------------------|------------|--------------|---------------------|--------|-----------|-------|------------------------------|----------------------|-------------------------|-----------|
| Refusal To Board Passenger | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Refusal to Board w/o Attendant | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Security Issues Regarding Disability | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Aircraft Not Accessible | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Airport Not Accessible | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Advance Notice Dispute | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Seating Accommodation | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Failure to Provide Assistance | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Damage to Assistive Device | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Storage and Delay of Assistive Device | 0 | о | 0 | 0 | 0 | 0 | 0 | о | о | 0 | 0 | 0 | 0 |
| Service Animal Problem | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Unsatisfactory Info | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Other | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |

Reported to DOT by MIDWEST AIRLINES

| | Vision Impaired | Hearing | Vision & Hearing Impaired | | | Other wheelchair | Oxygen | Stretcher | Other Disability | Other Assistive Device | Mentally Impaired | Communicable Disease | Allergies |
|--|--------------------|---------|---------------------------------|---|---|---------------------|--------|-----------|---------------------|------------------------------|----------------------|-------------------------|-----------|
| Refusal To Board Passenger | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Refusal to Board w/o Attendant | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Security Issues Regarding Disability | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Aircraft Not Accessible | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Airport Not Accessible | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Advance Notice Dispute | 0 | 0 | 0 | 0 | 0 | 2 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Seating Accommodation | 0 | 0 | 0 | 0 | 0 | 2 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Failure to Provide Assistance | 1 | 0 | 0 | 0 | 0 | 11 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Damage to Assistive Device | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Storage and Delay of Assistive Device | 0 | 0 | 0 | 0 | 0 | 2 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Service Animal Problem | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Unsatisfactory Info | 0 | 0 | 0 | 0 | 0 | 2 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Other | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |

Total number of complaints reported to DOT: 22

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by MONARCH AIRLINES LIMITED

| | | Hearing | Vision & Hearing Impaired | | Quadriplegic | Other wheelchair | Oxygen | | Dicability | Other Assistive Device | Mentally Impaired | Communicable Disease | Allergies |
|--|---|---------|---------------------------------|---|--------------|---------------------|--------|---|------------|------------------------------|----------------------|-------------------------|-----------|
| Refusal To Board Passenger | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Refusal to Board w/o Attendant | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Security Issues Regarding Disability | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Aircraft Not Accessible | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Airport Not Accessible | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Advance Notice Dispute | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Seating Accommodation | 0 | 0 | 0 | 0 | 0 | 3 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Failure to Provide Assistance | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Damage to Assistive Device | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Storage and | | | | | | | | | | | | | |

| Delay of Assistive Device | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | о | ο | 0 | 0 |
|---------------------------------|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Service Animal Problem | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Unsatisfactory Info | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Other | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by MYTRAVEL AIRWAYS

| | | | | | | | | | | , | | | , |
|--|--------------------|---------------------|---------------------------------|---|--------------|---------------------|--------|-----------|---------------------|------------------------------|----------------------|-------------------------|-----------|
| | Vision Impaired | Hearing Impaired | Vision & Hearing Impaired | | Quadriplegic | Other wheelchair | Oxygen | Stretcher | Other Disability | Other Assistive Device | Mentally Impaired | Communicable Disease | Allergies |
| Refusal To Board Passenger | 0 | 0 | 0 | о | 0 | О | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Refusal to Board w/o Attendant | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Security Issues Regarding Disability | 0 | 0 | 0 | о | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Aircraft Not Accessible | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Airport Not Accessible | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Advance Notice Dispute | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Seating Accommodation | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Failure to Provide Assistance | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Damage to Assistive Device | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Storage and Delay of Assistive Device | о | о | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | о | 0 | 0 |
| Service Animal Problem | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Unsatisfactory Info | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 |
| Other | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |

Total number of complaints reported to DOT: 1

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by NORTH AMERICAN AIRLINES

| Vision Impaired | Hearing I | | Paraplegic | Quadriplegic | Other wheelchair | Oxygen | Stretcher | III)Ther | | Mentally Impaired | Communicable Disease | Allergies |
|--------------------|-----------------------------|---|--|---|---|--|---|---|--|--|--|--|
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | mpaired 0 0 0 0 | Vision Hearing mpaired Impaired 0 0 0 0 0 0 0 0 0 0 | mpairedImpairedImpaired000000000000000 | Mision mpairedHearing ImpairedHearing ImpairedParaplegic00000000000000000000 | Mision mpairedHearing ImpairedParaplegic ParaplegicQuadriplegic0000000000000000000000000 | Mision mpairedHearing ImpairedHearing ImpairedParaplegic ParaplegicQuadriplegic wheelchairOther wheelchair000000000000000000000000000000 | Mision mpairedHearing ImpairedHearing ParaplegicParaplegic QuadriplegicOther wheelchairOxygen000 | Mision mpairedHearing ImpairedParaplegic ParaplegicQuadriplegic QuadriplegicOther wheelchairOxygenStretcher000 | Mision mpairedHearing ImpairedParaplegic ParaplegicOuadriplegic OuadriplegicOther wheelchairOxygenStretcher Disability00 | Mision mpairedHearing ImpairedParaplegicQuadriplegicOther wheelchairOxygenStretcherOther DisabilityAssistive Device00 | Mision mpairedHearing ImpairedParaplegic ParaplegicOudriplegic OudriplegicOther wheelchairOxygenStretcherOther DisabilityAssistive DeviceMentally Impaired00 | Mearing impairedHearing impairedParaplegicQuadriplegicOther wheelchairOxygenStretcherOther DisabilityAssistive DeviceMentally ImpairedCommunicable Disease000 |

| Advance Notice Dispute | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
|--|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Seating Accommodation | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Failure to Provide Assistance | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Damage to Assistive Device | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Storage and Delay of Assistive Device | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Service Animal Problem | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Unsatisfactory Info | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Other | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by NORTHWEST AIRLINES

Total number of complaints reported to DOT: 1404

| | Vision Impaired | Hearing | Vision & Hearing Impaired | | Quadriplegic | Other wheelchair | Oxygen | Stretcher | | Other Assistive Device | Mentally Impaired | Communicable Disease | Allergies |
|--|--------------------|---------|---------------------------------|----|--------------|---------------------|--------|-----------|----|------------------------------|----------------------|-------------------------|-----------|
| Refusal To Board Passenger | 0 | 0 | 0 | 0 | 0 | 1 | 2 | 0 | 1 | 0 | 5 | 0 | 0 |
| Refusal to Board w/o Attendant | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 |
| Security Issues Regarding Disability | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Aircraft Not Accessible | 0 | 0 | 0 | 2 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 |
| Airport Not Accessible | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Advance Notice Dispute | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Seating Accommodation | 3 | 2 | 0 | 1 | 2 | 32 | 0 | 0 | 92 | 0 | 2 | 0 | 0 |
| Failure to Provide Assistance | 23 | 3 | 0 | 11 | 8 | 938 | 33 | 0 | 66 | 1 | 4 | 0 | 1 |
| Damage to Assistive Device | 0 | 0 | 1 | 3 | 3 | 30 | 1 | 0 | 6 | 3 | 0 | 1 | 0 |
| Storage and Delay of Assistive Device | о | о | 0 | 0 | 0 | 16 | 0 | 0 | о | 0 | о | 0 | 0 |
| Service Animal Problem | 0 | 2 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 |
| Unsatisfactory Info | 0 | 13 | 0 | 2 | 1 | 17 | 5 | 0 | 9 | 0 | 1 | 0 | 0 |
| Other | 4 | 2 | 0 | 2 | 0 | 13 | 6 | 0 | 20 | 1 | 3 | 0 | 1 |

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by OLYMPIC AIRWAYS

Total number of complaints reported to DOT: 0

| | Vision Impaired | Hearing Impaired | Vision & Hearing Impaired | | Ouadripledic | Other wheelchair | Oxygen | Stretcher | Other Disability | Other Assistive Device | Mentally Impaired | | Allergies |
|----------------------------------|--------------------|---------------------|---------------------------------|---|--------------|---------------------|--------|-----------|---------------------|------------------------------|----------------------|---|-----------|
| Refusal To Board Passenger | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |

| | | , | | | | | | | | , | | | |
|--|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Refusal to Board w/o Attendant | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Security Issues Regarding Disability | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Aircraft Not Accessible | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Airport Not Accessible | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Advance Notice Dispute | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Seating Accommodation | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Failure to Provide Assistance | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Damage to Assistive Device | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Storage and Delay of Assistive Device | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Service Animal Problem | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Unsatisfactory Info | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Other | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by OMNI AIR INTERNATIONAL, INC.

| | Vision Impaired | Hearing | Vision & Hearing Impaired | | | Other wheelchair | Oxygen | | Ulner Disability | Other Assistive Device | Mentally Impaired | Communicable Disease | Allergies |
|--|--------------------|---------|---------------------------------|---|---|---------------------|--------|---|---------------------|------------------------------|----------------------|-------------------------|-----------|
| Refusal To Board Passenger | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Refusal to Board w/o Attendant | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Security Issues Regarding Disability | 0 | 0 | 0 | 0 | 0 | 0 | о | 0 | 0 | 0 | 0 | 0 | 0 |
| Aircraft Not Accessible | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Airport Not Accessible | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Advance Notice Dispute | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Seating Accommodation | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Failure to Provide Assistance | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Damage to Assistive Device | 0 | 0 | 0 | о | 0 | 3 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Storage and Delay of Assistive Device | о | О | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Service Animal Problem | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Unsatisfactory Info | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Other | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |

Reported to DOT by PACE AIRLINES

| | Vision Impaired | Hearing Impaired | Vision & Hearing Impaired | Paraplegic | Quadriplegic | Other wheelchair | Oxygen | | Other Disability | Other Assistive Device | Mentally Impaired | Communicable Disease | Allergies |
|--|--------------------|---------------------|---------------------------------|------------|--------------|---------------------|--------|---|---------------------|------------------------------|----------------------|-------------------------|-----------|
| Refusal To Board Passenger | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Refusal to Board w/o Attendant | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Security Issues Regarding Disability | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Aircraft Not Accessible | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Airport Not Accessible | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Advance Notice Dispute | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Seating Accommodation | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Failure to Provide Assistance | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Damage to Assistive Device | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 |
| Storage and Delay of Assistive Device | 0 | 0 | 0 | 0 | 0 | 0 | 0 | о | 0 | 0 | 0 | 0 | 0 |
| Service Animal Problem | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Unsatisfactory Info | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Other | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |

Total number of complaints reported to DOT: 1

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by PAKISTAN INT'L AIRLINES

| | Vision Impaired | | Vision & Hearing Impaired | | Quadriplegic | Other wheelchair | Oxygen | Stretcher | | Other Assistive Device | Mentally Impaired | Communicable Disease | Allergies |
|--|--------------------|---|---------------------------------|---|--------------|---------------------|--------|-----------|---|------------------------------|----------------------|-------------------------|-----------|
| Refusal To Board Passenger | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Refusal to Board w/o Attendant | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Security Issues Regarding Disability | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Aircraft Not Accessible | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Airport Not Accessible | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Advance Notice Dispute | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Seating Accommodation | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Failure to Provide Assistance | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Damage to Assistive Device | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Storage and | | | | | | | | | | | | | |

| Delay of Assistive Device | 0 | О | О | 0 | 0 | 0 | 0 | 0 | 0 | О | О | 0 | 0 |
|---------------------------------|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Service Animal Problem | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Unsatisfactory Info | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Other | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by PHILIPPINE AIRLINES, INC.

| | Vision Impaired | Hearing | 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 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Refusal to Board w/o Attendant | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Security Issues Regarding Disability | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Aircraft Not Accessible | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Airport Not Accessible | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Advance Notice Dispute | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Seating Accommodation | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Failure to Provide Assistance | 0 | 1 | 0 | 0 | 0 | 4 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Damage to Assistive Device | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 |
| Storage and Delay of Assistive Device | о | о | 0 | 0 | 0 | 2 | 0 | 0 | о | 0 | 0 | 0 | 0 |
| Service Animal Problem | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Unsatisfactory Info | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Other | 0 | 0 | 0 | 0 | 0 | 3 | 1 | 0 | 0 | 0 | 0 | 0 | 0 |

Total number of complaints reported to DOT: 13

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by POLSKIE LINIE LOTNICZE

| Vision Impaired | iHearing | | Paraplegic | | | Oxygen | Stretcher | ∥)Ther | | Mentally Impaired | Communicable Disease | Allergies |
|--------------------|------------------------------|--|---|--|--|---|---|--|---|--|--|---|
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | Impaired 0 0 0 0 | Vision Hearing Impaired Impaired 0 0 0 0 0 0 0 0 0 0 | ImpairedImpairedImpaired000000000000000 | Vision ImpairedHearing ImpairedHearing ImpairedParaplegic00000000000000000000 | Vision ImpairedHearing ImpairedParaplegic ParaplegicQuadriplegic0000000000000000000000000 | Vision ImpairedHearing ImpairedParaplegic ParaplegicQuadriplegic | Vision ImpairedHearing ImpairedParaplegic ParaplegicQuadriplegic QuadriplegicOther wheelchairOxygen000000000000000000000000000000000000000 | Vision ImpairedHearing ImpairedParaplegic ParaplegicQuadriplegic QuadriplegicOther wheelchairOxygenStretcher000 | Vision ImpairedHearing ImpairedParaplegicQuadriplegicOther wheelchairOxygenStretcherOther Disability000 | Vision ImpairedHearing ImpairedParaplegic ParaplegicQuadriplegic QuadriplegicOther wheelchairOxygen StretcherOther DisabilityAssistive Device000 | Vision ImpairedHearing ImpairedParaplegicQuadriplegicOther wheelchairOxygenStretcherOther DisabilityAssistive DeviceMentally Impaired000 | Vision ImpairedHearing ImpairedParaplegicQuadriplegicOther wheelchairOxygenStretcherOther DisabilityAssistive DeviceMentally ImpairedCommunicable Disease000 |

| Advance Notice Dispute | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
|--|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Seating Accommodation | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Failure to Provide Assistance | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Damage to Assistive Device | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Storage and Delay of Assistive Device | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Service Animal Problem | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Unsatisfactory Info | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Other | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by POLYNESIAN AIRLINES LTD.

| Total | number | of | complaints | reported | to | DOT: | 0 |
|-------|--------|----|------------|----------|----|------|---|
|-------|--------|----|------------|----------|----|------|---|

| | Vision Impaired | Hearing Impaired | Vision & Hearing Impaired | Paraplegic | Quadriplegic | Other wheelchair | Oxygen | Stretcher | Other | Other Assistive Device | Mentally Impaired | Communicable Disease | Allergies |
|--|--------------------|---------------------|---------------------------------|------------|--------------|---------------------|--------|-----------|-------|------------------------------|----------------------|-------------------------|-----------|
| Refusal To Board Passenger | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Refusal to Board w/o Attendant | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Security Issues Regarding Disability | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Aircraft Not Accessible | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Airport Not Accessible | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Advance Notice Dispute | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Seating Accommodation | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Failure to Provide Assistance | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Damage to Assistive Device | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Storage and Delay of Assistive Device | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | о | 0 | о | 0 | 0 |
| Service Animal Problem | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Unsatisfactory Info | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Other | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by PRIMARIS

Total number of complaints reported to DOT: 0

| 1 | Vision Impaired | Hearing Impaired | Vision & Hearing Impaired | | Ouadripledic | Other wheelchair | Oxygen | Stretcher | Other Disability | Other Assistive Device | Mentally Impaired | | Allergies |
|----------------------------------|--------------------|---------------------|---------------------------------|---|--------------|---------------------|--------|-----------|---------------------|------------------------------|----------------------|---|-----------|
| Refusal To Board Passenger | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |

| | | | | | | | | | | | | , | |
|--|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Refusal to Board w/o Attendant | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Security Issues Regarding Disability | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Aircraft Not Accessible | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Airport Not Accessible | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Advance Notice Dispute | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Seating Accommodation | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Failure to Provide Assistance | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Damage to Assistive Device | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Storage and Delay of Assistive Device | 0 | 0 | 0 | 0 | 0 | 0 | 0 | о | 0 | 0 | 0 | 0 | 0 |
| Service Animal Problem | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Unsatisfactory Info | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Other | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by PRIVATAIR

Total number of complaints reported to DOT: 0

| | Vision Impaired | Hearing | Vision & Hearing Impaired | | | Other wheelchair | Oxygen | | Other | Other Assistive Device | Mentally Impaired | Communicable Disease | Allergies |
|--|--------------------|---------|---------------------------------|---|---|---------------------|--------|---|-------|------------------------------|----------------------|-------------------------|-----------|
| Refusal To Board Passenger | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Refusal to Board w/o Attendant | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Security Issues Regarding Disability | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Aircraft Not Accessible | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Airport Not Accessible | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Advance Notice Dispute | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Seating Accommodation | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Failure to Provide Assistance | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Damage to Assistive Device | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Storage and Delay of Assistive Device | 0 | о | 0 | 0 | 0 | 0 | 0 | 0 | о | 0 | 0 | 0 | 0 |
| Service Animal Problem | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Unsatisfactory Info | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Other | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |

Reported to DOT by PSA

| | Vision Impaired | Hearing Impaired | Vision & Hearing Impaired | Paraplegic | | Other wheelchair | Oxygen | | Other | Other Assistive Device | Mentally Impaired | Communicable Disease | Allergies |
|--|--------------------|---------------------|---------------------------------|------------|---|---------------------|--------|---|-------|------------------------------|----------------------|-------------------------|-----------|
| Refusal To Board Passenger | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Refusal to Board w/o Attendant | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Security Issues Regarding Disability | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Aircraft Not Accessible | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Airport Not Accessible | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Advance Notice Dispute | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Seating Accommodation | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 3 | 0 | 0 | 0 | 0 |
| Failure to Provide Assistance | 0 | 1 | 0 | 0 | 0 | 47 | о | 0 | 9 | 0 | 0 | 0 | 0 |
| Damage to Assistive Device | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Storage and Delay of Assistive Device | о | 0 | 0 | 0 | 0 | 0 | 0 | о | 0 | 0 | 0 | 0 | 0 |
| Service Animal Problem | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Unsatisfactory Info | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Other | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 2 | 0 | 0 | 0 | 0 |

Total number of complaints reported to DOT: 66

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by QANTAS AIRWAYS LTD

| | | Hearing | Vision & Hearing Impaired | | Quadriplegic | Other wheelchair | Oxygen | Stretcher | | Other Assistive Device | Mentally Impaired | Communicable Disease | Allergies |
|--|---|---------|---------------------------------|---|--------------|---------------------|--------|-----------|---|------------------------------|----------------------|-------------------------|-----------|
| Refusal To Board Passenger | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Refusal to Board w/o Attendant | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Security Issues Regarding Disability | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Aircraft Not Accessible | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Airport Not Accessible | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Advance Notice Dispute | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Seating Accommodation | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 |
| Failure to Provide Assistance | 0 | 0 | 0 | 0 | 0 | 5 | 0 | 0 | 1 | 0 | 0 | 0 | 0 |
| Damage to Assistive Device | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Storage and | | | | | | | | | | | | | |

| Delay of Assistive Device | 0 | о | 0 | 0 | 0 | 0 | 0 | 0 | 0 | о | 0 | 0 | 0 |
|---------------------------------|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Service Animal Problem | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Unsatisfactory Info | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Other | 0 | 0 | 0 | 0 | 0 | 3 | 0 | 0 | 4 | 0 | 0 | 0 | 0 |

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by REPUBLIC AIRLINES

| | Vision Impaired | Hearing Impaired | Vision & Hearing Impaired | | Quadriplegic | Other wheelchair | Oxygen | Stretcher | Other Disability | Other Assistive Device | Mentally Impaired | Communicable Disease | Allergies |
|--|--------------------|---------------------|---------------------------------|---|--------------|---------------------|--------|-----------|---------------------|------------------------------|----------------------|-------------------------|-----------|
| Refusal To Board Passenger | 0 | 0 | 0 | о | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Refusal to Board w/o Attendant | 0 | 0 | 0 | о | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Security Issues Regarding Disability | 0 | 0 | 0 | о | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Aircraft Not Accessible | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Airport Not Accessible | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Advance Notice Dispute | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Seating Accommodation | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Failure to Provide Assistance | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Damage to Assistive Device | 0 | 0 | 0 | о | 0 | 0 | о | 0 | 0 | 0 | 0 | 0 | 0 |
| Storage and Delay of Assistive Device | о | О | 0 | 0 | 0 | 0 | 0 | о | 0 | 0 | о | 0 | 0 |
| Service Animal Problem | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Unsatisfactory Info | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Other | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |

Total number of complaints reported to DOT: 0

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by ROYAL AIR MAROC

| | mpaired | Hearing Impaired | Paraplegic | | Other wheelchair | Oxygen | Stretcher | | Other Assistive Device | Mentally Impaired | Communicable Disease | Allergies |
|---|-------------|--------------------------|---|---|---|---|---|---|---|---|---|---|
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 2 | 0 | 0 |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| |))) |) 0) 0) 0) 0 | 0 0 0 0 0 0 0 0 0 0 0 0 | 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 | 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 | 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 | 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 | 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 | 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 | 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 | 0 0 | 0 0 |

| Advance Notice Dispute | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
|--|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Seating Accommodation | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Failure to Provide Assistance | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Damage to Assistive Device | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Storage and Delay of Assistive Device | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Service Animal Problem | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Unsatisfactory Info | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Other | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by RYAN INTL AIRLINES

Total number of complaints reported to DOT: 2

| | Vision Impaired | Hearing Impaired | Vision & Hearing Impaired | | Quadriplegic | Other wheelchair | Oxygen | Stretcher | Other | Other Assistive Device | Mentally Impaired | Communicable Disease | Allergies |
|--|--------------------|---------------------|---------------------------------|---|--------------|---------------------|--------|-----------|-------|------------------------------|----------------------|-------------------------|-----------|
| Refusal To Board Passenger | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Refusal to Board w/o Attendant | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Security Issues Regarding Disability | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Aircraft Not Accessible | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Airport Not Accessible | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Advance Notice Dispute | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Seating Accommodation | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Failure to Provide Assistance | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Damage to Assistive Device | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Storage and Delay of Assistive Device | 0 | о | 0 | 0 | 0 | 0 | 0 | 0 | о | 0 | о | 0 | 0 |
| Service Animal Problem | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Unsatisfactory Info | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Other | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by SATA INTERNACIONAL

| | Vision Impaired | Hearing Impaired | Vision & Hearing Impaired | | Duadripledic | Other wheelchair | Oxygen | Stretcher | | Other Assistive Device | Mentally Impaired | Communicable Disease | Allergies |
|----------------------------------|--------------------|---------------------|---------------------------------|---|--------------|---------------------|--------|-----------|---|------------------------------|----------------------|-------------------------|-----------|
| Refusal To Board Passenger | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |

| | | , | , | | , | | , . | | | , | , | , | |
|--|---|---|---|---|---|---|-----|---|---|---|---|---|---|
| Refusal to Board w/o Attendant | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Security Issues Regarding Disability | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Aircraft Not Accessible | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Airport Not Accessible | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Advance Notice Dispute | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Seating Accommodation | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Failure to Provide Assistance | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Damage to Assistive Device | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Storage and Delay of Assistive Device | 0 | 0 | 0 | 0 | 0 | 0 | 0 | о | 0 | 0 | 0 | 0 | 0 |
| Service Animal Problem | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Unsatisfactory Info | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Other | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by SAUDI ARABIAN AIRLINES CORP

| | Vision Impaired | Hearing Impaired | Vision & Hearing Impaired | Paraplegic | | Other wheelchair | Oxygen | | Ulner Disability | Other Assistive Device | Mentally Impaired | Communicable Disease | Allergies |
|--|--------------------|---------------------|---------------------------------|------------|---|---------------------|--------|---|---------------------|------------------------------|----------------------|-------------------------|-----------|
| Refusal To Board Passenger | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Refusal to Board w/o Attendant | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Security Issues Regarding Disability | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Aircraft Not Accessible | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Airport Not Accessible | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Advance Notice Dispute | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Seating Accommodation | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Failure to Provide Assistance | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Damage to Assistive Device | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Storage and Delay of Assistive Device | о | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | о | 0 | 0 |
| Service Animal Problem | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Unsatisfactory Info | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Other | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |

Reported to DOT by SCANDINAVIAN AIRLINES SYS.

| | Vision Impaired | Hearing | Vision & Hearing Impaired | | | Other wheelchair | Oxygen | | Other | Other Assistive Device | Mentally Impaired | Communicable Disease | Allergies |
|--|--------------------|---------|---------------------------------|---|---|---------------------|--------|---|-------|------------------------------|----------------------|-------------------------|-----------|
| Refusal To Board Passenger | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Refusal to Board w/o Attendant | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Security Issues Regarding Disability | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Aircraft Not Accessible | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Airport Not Accessible | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Advance Notice Dispute | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Seating Accommodation | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Failure to Provide Assistance | 0 | 0 | 0 | 2 | 0 | 9 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Damage to Assistive Device | 0 | 0 | 0 | 2 | 0 | 5 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Storage and Delay of Assistive Device | 0 | 0 | 0 | 0 | 0 | 0 | 0 | о | 0 | 0 | 0 | 0 | 0 |
| Service Animal Problem | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Unsatisfactory Info | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Other | 0 | 0 | 0 | 0 | 0 | 2 | 0 | 0 | 2 | 0 | 0 | 0 | 0 |

Total number of complaints reported to DOT: 23

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by SHUTTLE AMERICA

| | | Hearing | Vision & Hearing Impaired | | Quadriplegic | Other wheelchair | Oxygen | Stretcher | | Other Assistive Device | Mentally Impaired | Communicable Disease | Allergies |
|--|---|---------|---------------------------------|---|--------------|---------------------|--------|-----------|---|------------------------------|----------------------|-------------------------|-----------|
| Refusal To Board Passenger | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Refusal to Board w/o Attendant | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Security Issues Regarding Disability | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Aircraft Not Accessible | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Airport Not Accessible | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Advance Notice Dispute | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Seating Accommodation | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Failure to Provide Assistance | 0 | 0 | 0 | 0 | 0 | 15 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Damage to Assistive Device | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Storage and | | | | | | | | | | | | | |

| Delay of Assistive Device | 0 | О | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | О | 0 | 0 |
|---------------------------------|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Service Animal Problem | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Unsatisfactory Info | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Other | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by SIERRA PACIFIC AIRLINES

| | | | | | 6 | | | | , | | , | | |
|--|--------------------|---------------------|---------------------------------|---|--------------|---------------------|--------|-----------|---------------------|------------------------------|----------------------|-------------------------|-----------|
| | Vision Impaired | Hearing Impaired | Vision & Hearing Impaired | | Quadriplegic | Other wheelchair | Oxygen | Stretcher | Other Disability | Other Assistive Device | Mentally Impaired | Communicable Disease | Allergies |
| Refusal To Board Passenger | 0 | 0 | 0 | о | О | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Refusal to Board w/o Attendant | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Security Issues Regarding Disability | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Aircraft Not Accessible | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Airport Not Accessible | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Advance Notice Dispute | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Seating Accommodation | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Failure to Provide Assistance | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Damage to Assistive Device | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Storage and Delay of Assistive Device | о | о | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | о | 0 | 0 |
| Service Animal Problem | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Unsatisfactory Info | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Other | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |

Total number of complaints reported to DOT: 0

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by SINGAPORE AIRLINES LTD.

| Total number of complaints reported to DOT: 1 |
|---|
|---|

| | Vision Impaired | iHearing | 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 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Refusal to Board w/o Attendant | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Security Issues Regarding Disability | 0 | 0 | 0 | о | О | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Aircraft Not Accessible | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Airport Not Accessible | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Aircraft Not Accessible Airport Not | | - | - | - | - | | - | - | | | <u> </u> | - | |

| Advance Notice Dispute | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
|--|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Seating Accommodation | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Failure to Provide Assistance | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Damage to Assistive Device | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Storage and Delay of Assistive Device | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Service Animal Problem | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Unsatisfactory Info | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Other | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by SKY KING

Total number of complaints reported to DOT: 0

| | Vision Impaired | Hearing | Vision & Hearing Impaired | | Quadriplegic | Other wheelchair | Oxygen | Stretcher | Other | Other Assistive Device | Mentally Impaired | Communicable Disease | Allergies |
|--|--------------------|---------|---------------------------------|---|--------------|---------------------|--------|-----------|-------|------------------------------|----------------------|-------------------------|-----------|
| Refusal To Board Passenger | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Refusal to Board w/o Attendant | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Security Issues Regarding Disability | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Aircraft Not Accessible | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Airport Not Accessible | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Advance Notice Dispute | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Seating Accommodation | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Failure to Provide Assistance | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Damage to Assistive Device | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Storage and Delay of Assistive Device | о | о | 0 | 0 | 0 | 0 | 0 | 0 | о | 0 | о | 0 | 0 |
| Service Animal Problem | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Unsatisfactory Info | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Other | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by SKYSERVICE AIRLINES INC

Total number of complaints reported to DOT: 10

| | Vision Impaired | Hearing Impaired | Vision & Hearing Impaired | | Ouadripledic | Other wheelchair | Oxygen | Stretcher | Other Disability | Other Assistive Device | Mentally Impaired | | Allergies |
|----------------------------------|--------------------|---------------------|---------------------------------|---|--------------|---------------------|--------|-----------|---------------------|------------------------------|----------------------|---|-----------|
| Refusal To Board Passenger | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |

| | | | | | , | | | | | | | , | |
|--|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Refusal to Board w/o Attendant | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Security Issues Regarding Disability | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Aircraft Not Accessible | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Airport Not Accessible | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Advance Notice Dispute | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Seating Accommodation | 0 | 0 | 0 | 2 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 |
| Failure to Provide Assistance | 0 | 0 | 0 | 0 | 0 | 0 | 4 | 0 | 0 | 0 | 0 | 0 | 0 |
| Damage to Assistive Device | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Storage and Delay of Assistive Device | 0 | 0 | 0 | 2 | 0 | 0 | 0 | о | 0 | 0 | 0 | 0 | 0 |
| Service Animal Problem | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Unsatisfactory Info | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Other | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by SKYWEST

Total number of complaints reported to DOT: 142

| | Vision Impaired | Hearing | Vision & Hearing Impaired | Paraplegic | Quadriplegic | Other wheelchair | Oxygen | | Ulner Disability | Other Assistive Device | Mentally Impaired | Communicable Disease | Allergies |
|--|--------------------|---------|---------------------------------|------------|--------------|---------------------|--------|---|---------------------|------------------------------|----------------------|-------------------------|-----------|
| Refusal To Board Passenger | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Refusal to Board w/o Attendant | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Security Issues Regarding Disability | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Aircraft Not Accessible | 0 | 0 | 0 | 1 | 0 | 18 | 0 | 0 | 1 | 0 | 0 | 0 | 0 |
| Airport Not Accessible | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Advance Notice Dispute | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Seating Accommodation | 0 | 0 | 0 | 0 | 0 | 2 | 0 | 0 | 2 | 0 | 0 | 0 | 0 |
| Failure to Provide Assistance | 5 | 0 | 0 | 0 | 0 | 90 | 0 | 0 | 3 | 0 | 0 | 0 | 0 |
| Damage to Assistive Device | 0 | 0 | 0 | 0 | 0 | 4 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Storage and Delay of Assistive Device | 0 | о | 0 | 0 | 0 | 5 | 0 | о | 1 | 0 | о | 0 | 0 |
| Service Animal Problem | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 |
| Unsatisfactory Info | 0 | 1 | 0 | 0 | 0 | 1 | 1 | 0 | 1 | 0 | 0 | 0 | 0 |
| Other | 0 | 0 | 0 | 0 | 0 | 2 | 1 | 0 | 1 | 0 | 0 | 0 | 0 |

Reported to DOT by SOUTH AFRICAN AIRWAYS

| | Vision Impaired | Hearing Impaired | Vision & Hearing Impaired | | | Other wheelchair | Oxygen | | Other | Other Assistive Device | Mentally Impaired | Communicable Disease | Allergies |
|--|--------------------|---------------------|---------------------------------|---|---|---------------------|--------|---|-------|------------------------------|----------------------|-------------------------|-----------|
| Refusal To Board Passenger | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Refusal to Board w/o Attendant | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Security Issues Regarding Disability | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Aircraft Not Accessible | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Airport Not Accessible | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Advance Notice Dispute | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Seating Accommodation | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Failure to Provide Assistance | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Damage to Assistive Device | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Storage and Delay of Assistive Device | о | 0 | 0 | 0 | 0 | 0 | 0 | о | о | 0 | 0 | 0 | 0 |
| Service Animal Problem | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Unsatisfactory Info | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Other | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |

Total number of complaints reported to DOT: 1

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by SOUTHWEST AIRLINES

| | | Hearing | Vision & Hearing Impaired | | Quadriplegic | Other wheelchair | Oxygen | Stretcher | | Other Assistive Device | Mentally Impaired | Communicable Disease | Allergies |
|--|---|---------|---------------------------------|---|--------------|---------------------|--------|-----------|----|------------------------------|----------------------|-------------------------|-----------|
| Refusal To Board Passenger | 0 | 0 | 0 | 0 | 0 | 2 | 4 | 0 | 2 | 0 | 1 | 1 | 0 |
| Refusal to Board w/o Attendant | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Security Issues Regarding Disability | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 3 | 0 | 1 | 0 | 0 |
| Aircraft Not Accessible | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Airport Not Accessible | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 |
| Advance Notice Dispute | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Seating Accommodation | 2 | 0 | 0 | 0 | 0 | 2 | 0 | 0 | 27 | 1 | 0 | 0 | 1 |
| Failure to Provide Assistance | 9 | 3 | 3 | 3 | 0 | 252 | 1 | 0 | 96 | 3 | 4 | 0 | 23 |
| Damage to Assistive Device | 0 | 0 | 0 | 0 | 0 | 4 | 0 | 0 | 0 | 5 | 0 | 0 | 0 |
| Storage and | | | | | | | | | | | | | |

| Delay of Assistive Device | 0 | 0 | 0 | 0 | 0 | 5 | 1 | 0 | 5 | 12 | 0 | 0 | 0 |
|---------------------------------|---|---|---|---|---|---|---|---|----|----|---|---|---|
| Service Animal Problem | 2 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 11 | 0 | 0 | 0 | 0 |
| Unsatisfactory Info | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 5 | 0 | 1 | 0 | 1 |
| Other | 0 | 2 | 0 | 0 | 0 | 4 | 1 | 0 | 17 | 0 | 1 | 0 | 3 |

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by SPIRIT AIR LINES

| | Vision Impaired | | Vision & Hearing Impaired | Paraplegic | | Other wheelchair | Oxygen | Stretcher | | Other Assistive Device | Mentally Impaired | Communicable Disease | Allergies |
|--|--------------------|---|---------------------------------|------------|---|---------------------|--------|-----------|----|------------------------------|----------------------|-------------------------|-----------|
| Refusal To Board Passenger | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 |
| Refusal to Board w/o Attendant | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Security Issues Regarding Disability | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Aircraft Not Accessible | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Airport Not Accessible | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Advance Notice Dispute | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Seating Accommodation | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 12 | 0 | 0 | 0 | 0 |
| Failure to Provide Assistance | 2 | 2 | 0 | 0 | 0 | 32 | 0 | 0 | 8 | 0 | 1 | 0 | 0 |
| Damage to Assistive Device | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 |
| Storage and Delay of Assistive Device | о | 0 | 0 | 0 | 0 | 0 | 0 | О | о | 0 | 0 | 0 | 0 |
| Service Animal Problem | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 |
| Unsatisfactory Info | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 2 | 0 | 0 | 0 | 0 |
| Other | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |

Total number of complaints reported to DOT: 64

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by SUN COUNTRY

| | Vision Impaired | Hearing | Vision & Hearing Impaired | Paraplegic | | Other wheelchair | Oxygen | Stretcher | | Other Assistive Device | Mentally Impaired | Communicable Disease | Allergies |
|--|--------------------|---------|---------------------------------|------------|---|---------------------|--------|-----------|---|------------------------------|----------------------|-------------------------|-----------|
| Refusal To Board Passenger | 0 | 0 | 0 | 0 | 0 | 0 | 2 | 0 | 0 | 0 | 0 | 0 | 0 |
| Refusal to Board w/o Attendant | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Security Issues Regarding Disability | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Aircraft Not Accessible | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Airport Not Accessible | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | | | | | | | | | | | 1 | | |

| Advance Notice Dispute | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
|--|---|---|---|---|---|----|---|---|---|---|---|---|---|
| Seating Accommodation | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Failure to Provide Assistance | 0 | 0 | 0 | 0 | 0 | 6 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Damage to Assistive Device | 0 | 0 | 0 | 0 | 0 | 17 | 0 | 0 | 0 | 3 | 0 | 0 | 0 |
| Storage and Delay of Assistive Device | 0 | 0 | 0 | 0 | 0 | 6 | 0 | 0 | 0 | 5 | 0 | 0 | 0 |
| Service Animal Problem | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Unsatisfactory Info | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Other | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by SWISS INTERNATIONAL AIRLINES

| | 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 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Refusal to Board w/o Attendant | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Security Issues Regarding Disability | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Aircraft Not Accessible | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 |
| Airport Not Accessible | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Advance Notice Dispute | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Seating Accommodation | 0 | 0 | 0 | 0 | 0 | 2 | 0 | 0 | 1 | 0 | 0 | 0 | 0 |
| Failure to Provide Assistance | 0 | 0 | 0 | 0 | 0 | 3 | 0 | 0 | 2 | 0 | 0 | 0 | 0 |
| Damage to Assistive Device | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Storage and Delay of Assistive Device | 0 | о | 0 | 0 | 0 | 0 | 0 | о | о | 0 | о | 0 | 0 |
| Service Animal Problem | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 |
| Unsatisfactory Info | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 2 |
| Other | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 |

Total number of complaints reported to DOT: 16

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by TACA INT'L AIRLINES

Total number of complaints reported to DOT: 16

| | Vision Impaired | Hearing Impaired | Vision & Hearing Impaired | | Ouadripledic | Other wheelchair | Oxygen | | | Other Assistive Device | Mentally Impaired | Communicable Disease | Allergies |
|----------------------------------|--------------------|---------------------|---------------------------------|---|--------------|---------------------|--------|---|---|------------------------------|----------------------|-------------------------|-----------|
| Refusal To Board Passenger | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |

| Refusal to Board w/o Attendant | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
|--|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Security Issues Regarding Disability | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Aircraft Not Accessible | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Airport Not Accessible | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Advance Notice Dispute | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Seating Accommodation | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Failure to Provide Assistance | 0 | 0 | 0 | 0 | 0 | 8 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Damage to Assistive Device | 0 | 0 | 0 | 0 | 0 | 5 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Storage and Delay of Assistive Device | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Service Animal Problem | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Unsatisfactory Info | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Other | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by TAP-PORTUGUESE AIRLINES

| Total number of complaints reported to DOT: 3 | Total number | of complaints reported | to DOT: | 3 |
|---|--------------|------------------------|---------|---|
|---|--------------|------------------------|---------|---|

| | Vision Impaired | Hearing | Vision & Hearing Impaired | Paraplegic | | Other wheelchair | Oxygen | | Uther Disability | Other Assistive Device | Mentally Impaired | Communicable Disease | Allergies |
|--|--------------------|---------|---------------------------------|------------|---|---------------------|--------|---|---------------------|------------------------------|----------------------|-------------------------|-----------|
| Refusal To Board Passenger | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Refusal to Board w/o Attendant | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Security Issues Regarding Disability | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Aircraft Not Accessible | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Airport Not Accessible | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Advance Notice Dispute | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Seating Accommodation | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Failure to Provide Assistance | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Damage to Assistive Device | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Storage and Delay of Assistive Device | О | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | о | 0 | 0 |
| Service Animal Problem | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Unsatisfactory Info | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Other | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |

Reported to DOT by THAI AIRWAYS INT'L LTD.

| | Vision Impaired | Hearing | Vision & Hearing Impaired | | | Other wheelchair | Oxygen | Stretcher | | Other Assistive Device | Mentally Impaired | Communicable Disease | Allergies |
|--|--------------------|---------|---------------------------------|---|---|---------------------|--------|-----------|---|------------------------------|----------------------|-------------------------|-----------|
| Refusal To Board Passenger | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Refusal to Board w/o Attendant | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Security Issues Regarding Disability | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Aircraft Not Accessible | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Airport Not Accessible | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Advance Notice Dispute | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Seating Accommodation | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Failure to Provide Assistance | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Damage to Assistive Device | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Storage and Delay of Assistive Device | 0 | о | 0 | 0 | 1 | 0 | 0 | о | о | 0 | 0 | 0 | 0 |
| Service Animal Problem | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Unsatisfactory Info | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Other | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |

Total number of complaints reported to DOT: 2

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by THOMAS COOK AIRLINES, UK LTD.

| | Vision Impaired | Hearing | Vision & Hearing Impaired | | Quadriplegic | Other wheelchair | Oxygen | Stretcher | | Other Assistive Device | Mentally Impaired | Communicable Disease | Allergies |
|--|--------------------|---------|---------------------------------|---|--------------|---------------------|--------|-----------|---|------------------------------|----------------------|-------------------------|-----------|
| Refusal To Board Passenger | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Refusal to Board w/o Attendant | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Security Issues Regarding Disability | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Aircraft Not Accessible | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Airport Not Accessible | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Advance Notice Dispute | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Seating Accommodation | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Failure to Provide Assistance | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Damage to Assistive Device | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Storage and | | | | | | | | | ĺ | | | | |

| Delay of Assistive Device | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | ο | 0 | 0 |
|---------------------------------|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Service Animal Problem | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Unsatisfactory Info | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Other | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by THOMSONFLY LTD.

| | 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 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 |
| Refusal to Board w/o Attendant | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Security Issues Regarding Disability | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Aircraft Not Accessible | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Airport Not Accessible | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Advance Notice Dispute | 0 | 0 | 0 | 0 | 0 | 0 | 2 | 0 | 0 | 0 | 0 | 0 | 0 |
| Seating Accommodation | 0 | 0 | 0 | 0 | 0 | 17 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Failure to Provide Assistance | 0 | 0 | 0 | 0 | 0 | 28 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Damage to Assistive Device | 0 | 0 | 0 | 0 | 0 | 68 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Storage and Delay of Assistive Device | 0 | о | 0 | 0 | 0 | 3 | 0 | о | о | 0 | 0 | 0 | 0 |
| Service Animal Problem | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Unsatisfactory Info | 0 | 0 | 0 | 0 | 0 | 5 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Other | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |

Total number of complaints reported to DOT: 124

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by TITAN AIRWAYS

| | Vision Impaired | Hearing | Vision & Hearing Impaired | Paraplegic | | Other wheelchair | Oxygen | Stretcher | | Other Assistive Device | Mentally Impaired | Communicable Disease | Allergies |
|--|--------------------|---------|---------------------------------|------------|---|---------------------|--------|-----------|---|------------------------------|----------------------|-------------------------|-----------|
| Refusal To Board Passenger | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Refusal to Board w/o Attendant | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Security Issues Regarding Disability | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Aircraft Not Accessible | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Airport Not Accessible | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | | | | | | | | | | | 1 | | |

| Advance Notice Dispute | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
|--|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Seating Accommodation | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Failure to Provide Assistance | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Damage to Assistive Device | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Storage and Delay of Assistive Device | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Service Animal Problem | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Unsatisfactory Info | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Other | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by TRANS STATES AIRLINES

Total number of complaints reported to DOT: 9

| | | Hearing Impaired | Vision & Hearing Impaired | | Quadriplegic | Other wheelchair | Oxygen | Stretcher | | Other Assistive Device | Mentally Impaired | Communicable Disease | Allergies |
|--|---|---------------------|---------------------------------|---|--------------|---------------------|--------|-----------|---|------------------------------|----------------------|-------------------------|-----------|
| Refusal To Board Passenger | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Refusal to Board w/o Attendant | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Security Issues Regarding Disability | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Aircraft Not Accessible | 0 | 0 | 0 | 0 | 0 | 5 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Airport Not Accessible | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Advance Notice Dispute | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Seating Accommodation | 0 | 1 | 0 | 0 | 0 | 2 | 0 | 0 | 1 | 0 | 0 | 0 | 0 |
| Failure to Provide Assistance | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Damage to Assistive Device | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Storage and Delay of Assistive Device | 0 | о | 0 | 0 | 0 | 0 | 0 | о | о | 0 | о | 0 | 0 |
| Service Animal Problem | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Unsatisfactory Info | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Other | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by TRANSPORTES AEREOS DE CABO

Total number of complaints reported to DOT: 0

| | Vision Impaired | Hearing Impaired | Vision & Hearing Impaired | Paraplegic | iouadribledic | Other wheelchair | Oxygen | Stretcher | Other Disability | Other Assistive Device | Mentally Impaired | Communicable Disease | Allergies |
|----------------------------------|--------------------|---------------------|---------------------------------|------------|---------------|---------------------|--------|-----------|---------------------|------------------------------|----------------------|-------------------------|-----------|
| Refusal To Board Passenger | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |

| · · · · · · · · · · · · · · · · · · · | | , | | | | | | | | , | | | |
|--|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Refusal to Board w/o Attendant | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Security Issues Regarding Disability | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Aircraft Not Accessible | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Airport Not Accessible | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Advance Notice Dispute | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Seating Accommodation | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Failure to Provide Assistance | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Damage to Assistive Device | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Storage and Delay of Assistive Device | 0 | 0 | 0 | 0 | 0 | 0 | 0 | о | 0 | 0 | 0 | 0 | 0 |
| Service Animal Problem | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Unsatisfactory Info | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Other | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by TRANSPORTES AEROS MERIDIONA

| | Vision Impaired | Hearing | Vision & Hearing Impaired | | Quadriplegic | Other wheelchair | Oxygen | | Other | Other Assistive Device | Mentally Impaired | Communicable Disease | Allergies |
|--|--------------------|---------|---------------------------------|---|--------------|---------------------|--------|---|-------|------------------------------|----------------------|-------------------------|-----------|
| Refusal To Board Passenger | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Refusal to Board w/o Attendant | 0 | 0 | 0 | 0 | 0 | 0 | о | 0 | 0 | 0 | 0 | 0 | 0 |
| Security Issues Regarding Disability | 0 | 0 | 0 | 0 | 0 | 0 | о | 0 | 0 | 0 | 0 | 0 | 0 |
| Aircraft Not Accessible | 0 | 0 | 0 | 1 | 0 | 5 | 0 | 0 | 3 | 1 | 0 | 0 | 0 |
| Airport Not Accessible | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 |
| Advance Notice Dispute | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Seating Accommodation | 2 | 0 | 0 | 1 | 0 | 4 | 0 | 0 | 1 | 6 | 0 | 0 | 0 |
| Failure to Provide Assistance | 5 | 1 | 1 | 1 | 0 | 17 | 0 | 1 | 14 | 55 | 3 | 2 | 0 |
| Damage to Assistive Device | 0 | 0 | 0 | о | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Storage and Delay of Assistive Device | о | 0 | о | 0 | 0 | 0 | 0 | 0 | о | 0 | о | 0 | 0 |
| Service Animal Problem | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Unsatisfactory Info | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Other | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |

Reported to DOT by TURK HAVA YOLLARI, A.O.

| | Vision Impaired | Hearing Impaired | Vision & Hearing Impaired | Paraplegic | | Other wheelchair | Oxygen | | Other | Other Assistive Device | Mentally Impaired | Communicable Disease | Allergies |
|--|--------------------|---------------------|---------------------------------|------------|---|---------------------|--------|---|-------|------------------------------|----------------------|-------------------------|-----------|
| Refusal To Board Passenger | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 |
| Refusal to Board w/o Attendant | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Security Issues Regarding Disability | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Aircraft Not Accessible | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Airport Not Accessible | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Advance Notice Dispute | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Seating Accommodation | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Failure to Provide Assistance | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 1 | 0 | 0 | 0 | 0 |
| Damage to Assistive Device | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Storage and Delay of Assistive Device | о | 0 | о | 0 | 0 | 0 | 0 | о | о | 0 | о | 0 | 0 |
| Service Animal Problem | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Unsatisfactory Info | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Other | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |

Total number of complaints reported to DOT: 4

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by UNITED AIRLINES

| | Vision Impaired | | Vision & Hearing Impaired | | Quadriplegic | Other wheelchair | Oxygen | Stretcher | | Other Assistive Device | Mentally Impaired | Communicable Disease | Allergies |
|--|--------------------|---|---------------------------------|---|--------------|---------------------|--------|-----------|----|------------------------------|----------------------|-------------------------|-----------|
| Refusal To Board Passenger | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Refusal to Board w/o Attendant | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Security Issues Regarding Disability | 0 | 1 | 0 | 0 | 0 | 4 | 1 | 0 | 1 | 0 | 0 | 0 | 0 |
| Aircraft Not Accessible | 0 | 0 | 0 | 0 | 0 | 34 | 0 | 0 | 4 | 0 | 0 | 0 | 1 |
| Airport Not Accessible | 1 | 0 | 0 | 0 | 0 | 11 | 0 | 0 | 3 | 0 | 0 | 0 | 0 |
| Advance Notice Dispute | 0 | 0 | 0 | 0 | 0 | 3 | 2 | 0 | 0 | 0 | 0 | 0 | 0 |
| Seating Accommodation | 1 | 0 | 0 | 0 | 0 | 50 | 1 | 0 | 45 | 0 | 0 | 0 | 0 |
| Failure to Provide Assistance | 6 | 6 | 6 | 9 | 2 | 880 | 25 | 0 | 46 | 5 | 4 | 0 | 1 |
| Damage to Assistive Device | 0 | 0 | 0 | 3 | 0 | 29 | 0 | 0 | 1 | 4 | 0 | 0 | 0 |
| Storage and | | | | | | | | | | | | | |

| Delay of Assistive Device | 0 | О | О | 0 | 1 | 23 | 1 | О | 8 | 5 | 0 | 0 | 0 |
|---------------------------------|---|---|---|---|---|----|---|---|---|---|---|---|---|
| Service Animal Problem | 2 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 3 | 0 | 0 | 0 | 0 |
| Unsatisfactory Info | 3 | 2 | 0 | 1 | 0 | 12 | 5 | 0 | 3 | 0 | 1 | 0 | 0 |
| Other | 1 | 0 | 0 | 0 | 0 | 19 | 3 | 0 | 8 | 0 | 0 | 0 | 2 |

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by USA 3000

| | Vision Impaired | Hearing Impaired | Vision & Hearing Impaired | Paraplegic | Quadriplegic | Other wheelchair | Oxygen | | Disability | Other Assistive Device | Mentally Impaired | Communicable Disease | Allergies |
|--|--------------------|---------------------|---------------------------------|------------|--------------|---------------------|--------|---|------------|------------------------------|----------------------|-------------------------|-----------|
| Refusal To Board Passenger | 0 | 0 | 0 | о | 0 | 0 | 8 | 0 | 0 | 0 | 0 | 0 | 0 |
| Refusal to Board w/o Attendant | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Security Issues Regarding Disability | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Aircraft Not Accessible | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Airport Not Accessible | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Advance Notice Dispute | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Seating Accommodation | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Failure to Provide Assistance | 0 | 0 | 0 | 0 | 0 | 8 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Damage to Assistive Device | 0 | 0 | 0 | 0 | 0 | 3 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Storage and Delay of Assistive Device | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | о | 0 | 0 |
| Service Animal Problem | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Unsatisfactory Info | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Other | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |

Total number of complaints reported to DOT: 20

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by USAIRWAYS

| | Vision Impaired | iHearing | Vision & Hearing Impaired | Paraplegic | | Other wheelchair | Oxygen | Stretcher | | Other Assistive Device | Mentally Impaired | Communicable Disease | Allergies |
|--|--------------------|----------|---------------------------------|------------|---|---------------------|--------|-----------|---|------------------------------|----------------------|-------------------------|-----------|
| Refusal To Board Passenger | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 1 | 0 |
| Refusal to Board w/o Attendant | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Security Issues Regarding Disability | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Aircraft Not Accessible | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Airport Not Accessible | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | | | 1 | | | | | | | | 1 | | |

| Advance Notice Dispute | 0 | 0 | 0 | 0 | 0 | 1 | 5 | 0 | 0 | 0 | 0 | 0 | 1 |
|--|---|---|---|---|---|-----|----|---|----|---|---|---|---|
| Seating Accommodation | 1 | 0 | 1 | 0 | 0 | 6 | 0 | 0 | 36 | 0 | 1 | 0 | 0 |
| Failure to Provide Assistance | 2 | 5 | 0 | 0 | 0 | 274 | 13 | 0 | 49 | 0 | 0 | 0 | 4 |
| Damage to Assistive Device | 0 | 0 | 0 | 0 | 0 | 9 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Storage and Delay of Assistive Device | 0 | 0 | 0 | 0 | 0 | 8 | 0 | О | 1 | 4 | 0 | 0 | 0 |
| Service Animal Problem | 1 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 3 | 0 | 0 | 0 | 0 |
| Unsatisfactory Info | 1 | 2 | 0 | 0 | 0 | 6 | 9 | 0 | 7 | 0 | 2 | 0 | 3 |
| Other | 0 | 6 | 0 | 1 | 0 | 8 | 16 | 0 | 4 | 2 | 0 | 0 | 9 |

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by UZBEKISTAN AIRWAYS

Total number of complaints reported to DOT: 0

| | Vision Impaired | Hearing Impaired | Vision & Hearing Impaired | | Quadriplegic | Other wheelchair | Oxygen | Stretcher | | Other Assistive Device | Mentally Impaired | Communicable Disease | Allergies |
|--|--------------------|---------------------|---------------------------------|---|--------------|---------------------|--------|-----------|---|------------------------------|----------------------|-------------------------|-----------|
| Refusal To Board Passenger | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Refusal to Board w/o Attendant | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Security Issues Regarding Disability | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Aircraft Not Accessible | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Airport Not Accessible | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Advance Notice Dispute | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Seating Accommodation | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Failure to Provide Assistance | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Damage to Assistive Device | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Storage and Delay of Assistive Device | 0 | о | 0 | 0 | 0 | 0 | 0 | о | о | 0 | 0 | 0 | 0 |
| Service Animal Problem | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Unsatisfactory Info | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Other | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by VARIG, S. A.

| | Vision Impaired | Hearing Impaired | Vision & Hearing Impaired | Paraplegic | Ouadripledic | Other wheelchair | Oxygen | | Other Disability | Other Assistive Device | Mentally Impaired | Communicable Disease | Allergies |
|----------------------------------|--------------------|---------------------|---------------------------------|------------|--------------|---------------------|--------|---|---------------------|------------------------------|----------------------|-------------------------|-----------|
| Refusal To Board Passenger | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |

| | | | | , | | | | | | , | , | | , |
|--|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Refusal to Board w/o Attendant | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Security Issues Regarding Disability | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Aircraft Not Accessible | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Airport Not Accessible | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Advance Notice Dispute | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Seating Accommodation | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Failure to Provide Assistance | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Damage to Assistive Device | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Storage and Delay of Assistive Device | 0 | 0 | 0 | 0 | 0 | 0 | 0 | о | 0 | 0 | 0 | 0 | 0 |
| Service Animal Problem | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Unsatisfactory Info | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Other | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by VICTORY AIR TRANSPORT

Total number of complaints reported to DOT: 0

| | Vision Impaired | Hearing | Vision & Hearing Impaired | | | Other wheelchair | Oxygen | | Utner Disability | Other Assistive Device | Mentally Impaired | Communicable Disease | Allergies |
|--|--------------------|---------|---------------------------------|---|---|---------------------|--------|---|---------------------|------------------------------|----------------------|-------------------------|-----------|
| Refusal To Board Passenger | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Refusal to Board w/o Attendant | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Security Issues Regarding Disability | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Aircraft Not Accessible | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Airport Not Accessible | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Advance Notice Dispute | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Seating Accommodation | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Failure to Provide Assistance | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Damage to Assistive Device | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Storage and Delay of Assistive Device | 0 | о | 0 | 0 | 0 | 0 | 0 | о | о | 0 | 0 | 0 | 0 |
| Service Animal Problem | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Unsatisfactory Info | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Other | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |

Reported to DOT by VIRGIN ATLANTIC AIRWAYS

| | | Hearing Impaired | Vision & Hearing Impaired | | | Other wheelchair | Oxygen | | | Other Assistive Device | Mentally Impaired | Communicable Disease | Allergies |
|--|---|---------------------|---------------------------------|---|---|---------------------|--------|---|---|------------------------------|----------------------|-------------------------|-----------|
| Refusal To Board Passenger | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 |
| Refusal to Board w/o Attendant | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Security Issues Regarding Disability | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Aircraft Not Accessible | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 |
| Airport Not Accessible | 0 | 0 | 0 | 0 | 1 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Advance Notice Dispute | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Seating Accommodation | 0 | 0 | 0 | 0 | 4 | 2 | 0 | 0 | 6 | 0 | 0 | 0 | 0 |
| Failure to Provide Assistance | 3 | 3 | 0 | 1 | 8 | 39 | 1 | 1 | 4 | 0 | 0 | 0 | 0 |
| Damage to Assistive Device | 0 | 0 | 0 | 0 | 0 | 18 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Storage and Delay of Assistive Device | 0 | о | 0 | 1 | 0 | 5 | 0 | о | 0 | 0 | 0 | 0 | 0 |
| Service Animal Problem | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Unsatisfactory Info | 0 | 0 | 0 | 0 | 0 | 2 | 1 | 0 | 0 | 0 | 0 | 0 | 0 |
| Other | 0 | 0 | 0 | 0 | 2 | 7 | 0 | 0 | 1 | 1 | 0 | 0 | 1 |

Total number of complaints reported to DOT: 117

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by WESTJET

| | | Hearing | Vision & Hearing Impaired | | Quadriplegic | Other wheelchair | Oxygen | Stretcher | | Other Assistive Device | Mentally Impaired | Communicable Disease | Allergies |
|--|---|---------|---------------------------------|---|--------------|---------------------|--------|-----------|---|------------------------------|----------------------|-------------------------|-----------|
| Refusal To Board Passenger | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Refusal to Board w/o Attendant | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Security Issues Regarding Disability | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Aircraft Not Accessible | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Airport Not Accessible | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Advance Notice Dispute | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Seating Accommodation | 0 | 0 | 0 | 0 | 0 | 5 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Failure to Provide Assistance | 0 | 0 | 0 | 0 | 0 | 4 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Damage to Assistive Device | 0 | 0 | 0 | 0 | 0 | 14 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Storage and | | | | | | | | | | | | | |

| Delay of Assistive Device | 0 | О | 0 | 0 | 0 | 0 | 0 | 0 | 0 | О | О | 0 | 0 |
|---------------------------------|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Service Animal Problem | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Unsatisfactory Info | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Other | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by WORLD AIRWAYS

| | Vision Impaired | Hearing | Vision & Hearing Impaired | | ()undrinlogic | Other wheelchair | Oxygen | Stretcher | Disability | Other Assistive Device | Mentally Impaired | Communicable Disease | Allergies |
|--|--------------------|---------|---------------------------------|---|---------------|---------------------|--------|-----------|------------|------------------------------|----------------------|-------------------------|-----------|
| Refusal To Board Passenger | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Refusal to Board w/o Attendant | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Security Issues Regarding Disability | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Aircraft Not Accessible | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Airport Not Accessible | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Advance Notice Dispute | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Seating Accommodation | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Failure to Provide Assistance | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Damage to Assistive Device | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Storage and Delay of Assistive Device | о | о | 0 | 0 | 0 | 0 | 0 | 0 | о | 0 | 0 | 0 | 0 |
| Service Animal Problem | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Unsatisfactory Info | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Other | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |