

Summary of Disability-Related Complaint Data

All Carriers

Total number of complaints submitted: 13766

Carrier Name	Number of Complaints
AER LINGUS LIMITED	10
AERO CALIFORNIA	0
AERODYNAMICS, INC.	0
AEROFLOT RUSSIAN AIRLINES	0
AEROLINEAS ARGENTINAS	0
AEROMEXICO	3
AEROPOSTAL ALAS DE VENEZUEL	1
AEROSERVICES CORPORATE	0
AEROSVIT AIRLINES	0
AIR ATLANTA ICELANDIC	0
AIR CANADA	276
AIR CANADA JAZZ	30
AIR CHINA	0
AIR COMET S.A.	0
AIR EUROPA LINEAS AEREAS	0
AIR FRANCE	47
AIR GREENLAND	0
AIR JAMAICA LIMITED	12
AIR JAPAN, CO	0
AIR NEW ZEALAND	1
AIR PACIFIC, LTD.	0
AIR TAHITI NUI	3
AIR TRANSAT	8
AIR WISCONSIN	20
AIR-INDIA	2
AIRTRAN	130
ALASKA AIRLINES	198
ALITALIA-LINEE AEREE ITALIA	6
ALL NIPPON AIRWAYS CO.	0
ALLEGiant	11
ALOHA AIRLINES	35
AMERICA WEST	229
AMERICAN AIRLINES	3453
AMERICAN EAGLE AIRLINES	600
ASIANA AIRLINES, INC.	2
ATA	50
ATLANTIC SOUTHEAST AIRLINES	269
AUSTRIAN AIRLINES	12
AVIACSA AIRLINES	3
AVIANCA	0
AVIATION CONCEPTS	0
BAHAMASAIR HOLDING LIMITED	0
BELAIR AIRLINES	0

BOSTON-MAINE AIRWAYS	0
BRITISH AIRWAYS PLC	98
BRITISH MIDLAND AIRWAYS LTD	11
BWIA WEST INDIES LIMITED	0
CASINO EXPRESS	2
CATHAY PACIFIC AIRWAYS, LTD	9
CAYMAN AIRWAYS LTD.	1
CHAMPION AIR	7
CHINA AIRLINES, LTD	2
CHINA EASTERN AIRLINES	0
COMAIR	252
COMPANIA MEXICANA DE AVIACION	3
COMPANIA PANAMENA (COPA)	13
CONDOR FLUGDIENST	2
CONTINENTAL	513
CONTINENTAL MICRONESIA	2
CZECH AIRLINES	7
DELTA AIR LINES	1700
EGYPTAIR	1
EL AL ISRAEL AIRLINES LTD.	18
EMIRATES AIRLINE	1
EOS AIRLINES	0
ETHIOPIAN AIRLINES	0
ETIHAD AIRWAYS	0
EUROATLANTIC AIRWAYS TRANSPORTES AE	0
EUROFLY, S.P.A	2
EVA AIRWAYS CORPORATION	1
EXCEL AIRWAYS	3
EXECUTIVE AIRLINES	28
FALCON AIR EXPRESS, INC.	0
FINNAIR OY	0
FIRST CHOICE AIRWAYS	1
FRONTIER AIRLINES	63
GLOBESPAN AIRWAYS LIMITED	2
GOJET AIRLINES, LLC	3
HAWAIIAN AIRLINES	146
HMY AIRWAYS, INC.	10
HORIZON AIR	72
IBERIA AIRLINES OF SPAIN	101
ICELANDAIR	0
ISLAND AIR	0
ISRAIR	0
JALWAYS CO., LTD.	1
JAPAN AIR LINES CO., LTD.	2
JETBLUE	171
KLM ROYAL DUTCH AIRLINES	26
KOREAN AIR LINES CO., LTD.	2
KUWAIT AIRWAYS, CORP.	0
LACSA	9
LAN ARGENTINA S.A.	0

LAN ECUADOR	2
LAN PERU AIRLINES	4
LAN AIRLINES S.A.	14
LINEAS AEREAS AZTECA	0
LLOYD AEREO BOLIVIANO S. A.	0
LUFTHANSA GERMAN AIRLINES	190
LUFTRANSPORT-UNTERNEHMEN	10
MALAYSIA AIRLINES	2
MALEV HUNGARIAN AIRLINES	6
MARTINAIR HOLLAND N.V.	14
MAXJET AIRWAYS, INC.	0
MESA AIRLINES	154
MESABA AIRLINES	99
MIAMI AIR INT'L	0
MIDWEST AIRLINES	42
MONARCH AIRLINES LIMITED	0
MYTRAVEL AIRWAYS	40
MYTRAVEL AIRWAYS SCANDINAVIA	0
NORTH AMERICAN AIRLINES	0
NORTHWEST AIRLINES	1237
OLYMPIC AIRLINES	0
OMNI AIR INTERNATIONAL, INC.	6
PACE AIRLINES	0
PAKISTAN INT'L AIRLINES	8
PHILIPPINE AIRLINES, INC.	9
POLSKIE LINIE LOTNICZE	1
PRIMARIS	0
PRIVATAIR	0
PSA	11
QANTAS AIRWAYS LTD	30
REPUBLIC AIRLINES	0
ROYAL AIR MAROC	3
ROYAL JORDANIAN AIRLINE	0
RYAN INTL AIRLINES	0
SATA INTERNACIONAL	1
SAUDI ARABIAN AIRLINES CORP	0
SCANDINAVIAN AIRLINES SYS.	13
SHUTTLE AMERICA	27
SIERRA PACIFIC AIRLINES	0
SINGAPORE AIRLINES LTD.	0
SKY KING	0
SKYSERVICE AIRLINES INC	5
SKYWEST	168
SOUTH AFRICAN AIRWAYS	2
SOUTHWEST AIRLINES	686
SPIRIT AIR LINES	68
SUN COUNTRY	23
SWISS INTERNATIONAL AIRLINES	15
TACA INT'L AIRLINES	21
TAP-PORTUGUESE AIRLINES	4

THAI AIRWAYS INT'L LTD.	0	
THOMAS COOK AIRLINES, UK LTD.	7	
THOMSONFLY LTD.	247	
TITAN AIRWAYS	0	
TRANSPORTES AEREOS DE CABO	0	
TAM-LINHAS AEREAS, S.A.	143	
TRAVELSPAN G.T. INC. S.A.	0	
TUI AIRLINES NEDERLAND BV	0	
TURK HAVA YOLLARI, A.O.	0	
UNITED AIRLINES	1130	
USA 3000	50	
USAIRWAYS	415	
UZBEKISTAN AIRWAYS	0	
VARIG, S. A.	0	
VICTORY AIR TRANSPORT	0	
VIRGIN ATLANTIC AIRWAYS	145	
WESTJET	18	
WORLD AIRWAYS	0	
161 CARRIERS		13766

Next page: complaints by category

Summary of Complaints By Complaint Category

All Carriers

Total number of complaints submitted: 13766

	Vision Impaired	Hearing Impaired	Vision & Hearing Impaired	Paraplegic	Quadriplegic	Other wheelchair	Oxygen	Stretcher	Other Disability	Other Assistive Device	Mentally Impaired	Communicable Disease	Allergies	Total of Category of Complaints
Refusal To Board Passenger	0	1	3	1	2	22	38	1	38	4	3	2	3	118
Refusal to Board w/o Attendant	0	0	0	1	0	5	0	0	6	2	3	0	0	17
Security Issues Regarding Disability	1	0	0	1	0	14	0	0	11	3	1	0	0	31
Aircraft Not Accessible	0	0	0	5	2	40	0	0	23	30	1	0	0	101
Airport Not Accessible	1	2	0	1	3	25	0	0	11	8	0	0	0	51
Advance Notice Dispute	2	0	0	0	0	9	10	1	6	3	0	1	1	33
Seating Accommodation	25	16	1	20	9	381	4	8	923	8	12	0	18	1425
Failure to Provide Assistance	95	82	19	27	17	6797	196	0	1023	94	44	0	94	8488
Damage to Assistive Device	0	0	0	14	13	691	4	0	25	124	0	0	0	871
Storage and Delay of Assistive Device	1	0	0	11	4	226	10	0	85	180	0	0	0	517
Service Animal Problem	28	5	1	0	0	5	1	0	98	1	4	0	3	146
Unsatisfactory Info	10	19	0	7	1	117	65	0	121	13	10	0	26	389
Other	14	21	4	12	2	553	77	0	689	28	9	5	165	1579
Total of Category of Disability	177	146	28	100	53	8885	405	10	3059	498	87	8	310	13766