

Summary of Disability-Related Complaint Data

U.S. Carriers

Total number of complaints submitted: 12,075

Carrier Name	Number of Complaints
AERODYNAMICS, INC.	0
AIR WISCONSIN	20
AIRTRAN	130
ALASKA AIRLINES	198
ALLEGiant	11
ALOHA AIRLINES	35
AMERICA WEST	229
AMERICAN AIRLINES	3453
AMERICAN EAGLE AIRLINES	600
ATA	50
ATLANTIC SOUTHEAST AIRLINES	269
AVIATION CONCEPTS	0
BOSTON-MAINE AIRWAYS	0
CASINO EXPRESS	2
CHAMPION AIR	7
COMAIR	252
CONTINENTAL	513
CONTINENTAL MICRONESIA	2
DELTA AIR LINES	1700
EOS AIRLINES	0
EXECUTIVE AIRLINES	28
FALCON AIR EXPRESS, INC.	0
FRONTIER AIRLINES	63
GOJET AIRLINES, LLC	3
HAWAIIAN AIRLINES	146
HORIZON AIR	72
ISLAND AIR	0
JETBLUE	171
MAXJET AIRWAYS, INC.	0
MESA AIRLINES	154
MESABA AIRLINES	99
MIAMI AIR INT'L	0
MIDWEST AIRLINES	42
NORTH AMERICAN AIRLINES	0
NORTHWEST AIRLINES	1237
OMNI AIR INTERNATIONAL, INC.	6
PACE AIRLINES	0
PRIMARIS	0
PSA	11
REPUBLIC AIRLINES	0
RYAN INTL AIRLINES	0
SHUTTLE AMERICA	27
SIERRA PACIFIC AIRLINES	0
SKY KING	0
SKYSERVICE AIRLINES INC	5
SKYWEST	168
SOUTHWEST AIRLINES	686
SPIRIT AIR LINES	68
SUN COUNTRY	23

TUI AIRLINES NEDERLAND BV	0
UNITED AIRLINES	1130
USA 3000	50
USAIRWAYS	415
VICTORY AIR TRANSPORT	0
WORLD AIRWAYS	0
55 U.S. Carriers	12,075

Next page: complaints by category

Summary of Complaints By Complaint Category

U.S. Carriers

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	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	0	2	0	1	17	34	0	29	3	3	1	3		93
Refusal to Board w/o Attendant	0	0	0	0	0	2	0	0	2	2	1	0	0		7
Security Issues Regarding Disability	0	0	0	1	0	8	0	0	10	3	1	0	0		23
Aircraft Not Accessible	0	0	0	5	1	37	0	0	22	30	1	0	0		96
Airport Not Accessible	1	2	0	0	2	19	0	0	10	2	0	0	0		36
Advance Notice Dispute	1	0	0	0	0	5	2	0	2	0	0	1	1		12
Seating Accommodation	21	10	1	12	5	294	4	1	856	8	12	0	18		1242
Failure to Provide Assistance	74	74	19	22	17	6179	173	0	978	91	41	0	89		7757
Damage to Assistive Device	0	0	0	10	11	436	4	0	25	89	0	0	0		575
Storage and Delay of Assistive Device	1	0	0	5	4	161	9	0	81	169	0	0	0		430
Service Animal Problem	13	5	1	0	0	4	1	0	97	1	2	0	3		127
Unsatisfactory Info	10	19	0	2	0	77	56	0	103	12	9	0	26		314
Other	11	17	4	5	2	395	71	0	674	26	8	4	146		1363
Total of Category of Disability	132	127	27	62	43	7634	354	1	2889	436	78	6	286		12,075

