

Summary of Disability-Related Complaint Data All Carriers

Total number of complaints submitted: 15,290

Carrier Name	Number of Complaints
AER LINGUS LIMITED	14
AERODYNAMICS, INC.	0
AEROFLOT RUSSIAN AIRLINES	1
AEROLINEAS ARGENTINAS	0
AEROMEXICO	2
AEROPOSTAL ALAS DE VENEZUEL	0
AEROSUR USA	0
AEROSVIT AIRLINES	0
AIR ATLANTA ICELANDIC	0
AIR CANADA	282
AIR CANADA JAZZ	40
AIR CHINA	0
AIR EUROPA LINEAS AEREAS	0
AIR FRANCE	87
AIR GREENLAND	0
AIR JAMAICA LIMITED	8
AIR JAPAN, CO.	1
AIR NEW ZEALAND	7
AIR PACIFIC, LTD.	0
AIR TAHITI NUI	3
AIR TRANSAT	6
AIR-INDIA	2
AIRTRAN	190
ALASKA AIRLINES	184
ALITALIA-LINEE AEREE ITALIA	13
ALL NIPPON AIRWAYS CO.	4
ALLEGiant	35
ALOHA AIRLINES	19
AMERICAN AIRLINES	3,187
AMERICAN EAGLE AIRLINES	500
AMERISTAR AIR CARGO, INC.	0
ARKIA ISRAELI AIRLINES, LTD.	0
ASIANA AIRLINES, INC.	2
ATA	60
ATLANTIC SOUTHEAST AIRLINES	289
AUSTRIAN AIRLINES	6
AVIACSA AIRLINES	1
AVIANCA	0
AVIATION CONCEPTS	0
BAHAMASAIR HOLDING LIMITED	0
BELAIR AIRLINES	0
BOSTON-MAINE AIRWAYS	0

BRITISH AIRWAYS PLC	73
BRITISH MIDLAND AIRWAYS LTD.	15
BWIA WEST INDIES LIMITED	5
TEM ENTERPRISES/XTRA AIRWAYS	1
CATHAY PACIFIC AIRWAYS, LTD.	8
CAYMAN AIRWAYS LTD.	1
CHAMPION AIR	11
CHINA AIRLINES, LTD.	0
CHINA EASTERN AIRLINES	0
COMAIR	245
COMLUX AVIATION	0
COMPANIA MEXICANA DE AVIACION	3
COMPANIA PANAMENA (COPA)	4
COMPASS	4
CONDOR FLUGDIENST	0
CONTINENTAL	499
CONTINENTAL MICRONESIA	0
CZECH AIRLINES	4
DALAVIA-FAR EAST AIRWAYS	0
DC AVIATION GMBH	0
DELTA AIR LINES	2,532
EGYPTAIR	0
EL AL ISRAEL AIRLINES LTD.	21
ELYSAIR SAS	1
EMIRATES AIRLINE	2
EOS AIRLINES	1
ETHIOPIAN AIRLINES	0
ETIHAD AIRWAYS	0
EUROFLY, S.P.A.	4
EVA AIRWAYS CORPORATION	0
EXCEL AIRWAYS	2
EXECUTIVE AIRLINES	21
FALCON AIR EXPRESS, INC.	0
FINNAIR OY	0
FIRST CHOICE AIRWAYS	7
FREEDOM AIRLINES	59
FRONTIER AIRLINES	75
G5 EXECUTIVE AG	0
GLOBAL JET LUXEMBOURG S.A.	0
GLOBESPAN AIRWAYS LIMITED	8
GOJET AIRLINES, LLC	2
HAWAIIAN AIRLINES	130
HMY AIRWAYS, INC.	0
HORIZON AIR	114
IBERIA AIRLINES OF SPAIN	13
IBERWORLD AIRLINES	0
ICELANDAIR	0
INSEL AIR INTERNATIONAL	0
ISLAND AIR	1
ISRAIR	1

JALWAYS CO., LTD.	1
JAPAN AIR LINES CO., LTD.	1
JET AIRWAYS	0
JETBLUE	161
KLM ROYAL DUTCH AIRLINES	14
KOREAN AIR LINES CO., LTD.	1
KUWAIT AIRWAYS CORPORATION	0
LACSA	9
LAN AIRLINES S.A.	8
LAN ARGENTINA S.A.	0
LAN ECUADOR	0
LAN PERU AIRLINES	4
LLOYD AEREO BOLIVIANO S. A.	0
LUFTHANSA GERMAN AIRLINES	196
LUFTRANSPORT-UNTERNEHMEN	2
MALAYSIA AIRLINES	0
MALEV HUNGARIAN AIRLINES	0
MARTINAIR HOLLAND N.V.	23
MAXJET AIRWAYS, INC.	0
MESA AIRLINES	150
MESABA AIRLINES	45
MIAMI AIR INT'L	0
MIDWEST AIRLINES	26
MONARCH AIRLINES LIMITED	0
MYTRAVEL AIRWAYS	10
MYTRAVEL AIRWAYS SCANDINAVIA	0
NORTH AMERICAN AIRLINES	0
NORTHWEST AIRLINES	1,403
OLYMPIC AIRLINES	0
OMNI AIR INTERNATIONAL, INC.	4
PACE AIRLINES	0
PAKISTAN INT'L AIRLINES	0
PHILIPPINE AIRLINES, INC.	6
PINNACLE AIRLINES	409
POLAR AIRLINES DE MEXICO	0
POLSKIE LINIE LOTNICZE	2
PRIMARIS AIRLINES	0
PRIVATAIR	0
PSA	14
QANTAS AIRWAYS LTD.	35
QATAR AIRWAYS	0
REPUBLIC AIRLINES	4
ROYAL AIR MAROC	10
ROYAL JORDANIAN AIRLINE	1
RYAN INTL AIRLINES	2
SATA INTERNACIONAL	0
SAUDI ARABIAN AIRLINES CORP.	0
SCANDINAVIAN AIRLINES SYS.	22
SHUTTLE AMERICA	53
SIERRA PACIFIC AIRLINES	0

SILVERJET	0	
SINGAPORE AIRLINES LTD.	1	
SKY KING	0	
SKYBUS AIRLINES	24	
SKYSERVICE AIRLINES INC.	9	
SKYWEST	212	
SOUTH AFRICAN AIRWAYS	3	
SOUTHWEST AIRLINES	698	
SPIRIT AIR LINES	82	
SUN COUNTRY	39	
SWISS INTERNATIONAL AIRLINES	8	
TACA INT'L AIRLINES	37	
TAM-LINHAS AEREAS, S.A.	130	
TAP-PORTUGUESE AIRLINES	1	
THAI AIRWAYS INT'L LTD.	0	
THOMAS COOK AIRLINES, UK LTD.	1	
THOMSONFLY LTD.	2	
TITAN AIRWAYS	0	
TRANSPORTES AEREOS DE CABO	0	
TRAVELSPAN G.T. INC. S.A.	2	
TUI AIRLINES NEDERLAND BV	0	
TURK HAVA YOLLARI, A.O.	4	
UNITED AIRLINES	1,091	
USA 3000	38	
USAIRWAYS	1,312	
UZBEKISTAN AIRWAYS	0	
VICTORY AIR TRANSPORT	0	
VIRGIN AMERICA	0	
VIRGIN ATLANTIC AIRWAYS	165	
VLADIVOSTOK AIR	0	
WESTJET	5	
WORLD AIRWAYS	0	
174 CARRIERS		15,290

Summary of Complaints By Complaint Category

All Carriers

Total number of complaints submitted: 15,290

	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	2	0	0	6	1	20	65	1	65	1	5	2	8	176
Refusal to Board w/o Attendant	1	0	0	1	0	1	0	0	8	0	4	0	0	15
Security Issues Regarding Disability	0	0	1	1	0	12	2	0	14	3	2	0	1	36
Aircraft Not Accessible	2	0	1	4	0	72	3	2	21	36	0	0	1	142
Airport Not Accessible	0	0	0	3	1	24	0	0	13	1	0	0	0	42
Advance Notice Dispute	0	0	0	1	0	12	3	3	8	1	0	0	5	33
Seating Accommodation	15	12	3	23	13	337	5	3	913	11	16	0	18	1,369
Failure to Provide Assistance	126	69	12	37	34	7,847	146	2	1,184	162	58	1	119	9,797
Damage to Assistive Device	2	2	0	9	8	633	1	0	26	143	0	0	0	824
Storage and Delay of Assistive Device	2	2	1	11	1	359	17	0	89	236	0	0	0	718
Service Animal Problem	10	1	2	0	0	6	0	0	119	5	10	0	1	154
Unsatisfactory Info	10	10	2	6	3	151	57	0	120	23	4	1	64	451
Other	16	27	3	7	5	743	91	1	439	43	9	0	149	1,533
Total of Category of Disability	186	123	25	109	66	10,217	390	12	3,019	665	108	4	366	15,290