

Summary of Disability-Related Complaint Data

Foreign Carriers

Total number of complaints submitted: 1,364

Carrier Name	Number of Complaints
AER LINGUS LIMITED	14
AEROFLOT RUSSIAN AIRLINES	1
AEROLINEAS ARGENTINAS	0
AEROMEXICO	2
AEROPOSTAL ALAS DE VENEZUEL	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
ALITALIA-LINEE AEREE ITALIA	13
ALL NIPPON AIRWAYS CO.	4
ARKIA ISRAELI AIRLINES, LTD.	0
ASIANA AIRLINES, INC.	2
AUSTRIAN AIRLINES	6
AVIACSA AIRLINES	1
AVIANCA	0
BAHAMASAIR HOLDING LIMITED	0
BELAIR AIRLINES	0
BRITISH AIRWAYS PLC	73
BRITISH MIDLAND AIRWAYS LTD.	15
BWIA WEST INDIES LIMITED	5
CATHAY PACIFIC AIRWAYS, LTD.	8
CAYMAN AIRWAYS LTD.	1
CHINA AIRLINES, LTD.	0
CHINA EASTERN AIRLINES	0
COMLUX AVIATION	0
COMPANIA MEXICANA DE AVIACION	3
COMPANIA PANAMENA (COPA)	4
CONDOR FLUGDIENST	0
CZECH AIRLINES	4

DALAVIA-FAR EAST AIRWAYS	0
DC AVIATION GMBH	0
EGYPTAIR	0
EL AL ISRAEL AIRLINES LTD.	21
ELYSAIR SAS	1
EMIRATES AIRLINE	2
ETHIOPIAN AIRLINES	0
ETIHAD AIRWAYS	0
EUROFLY, S.P.A.	4
EVA AIRWAYS CORPORATION	0
EXCEL AIRWAYS	2
FINNAIR OY	0
FIRST CHOICE AIRWAYS	7
G5 EXECUTIVE AG	0
GLOBAL JET LUXEMBOURG S.A.	0
GLOBESPAN AIRWAYS LIMITED	8
HMY AIRWAYS, INC.	0
IBERIA AIRLINES OF SPAIN	13
IBERWORLD AIRLINES	0
ICELANDAIR	0
INSEL AIR INTERNATIONAL	0
ISRAIR	1
JALWAYS CO., LTD.	1
JAPAN AIR LINES CO., LTD.	1
JET AIRWAYS	0
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
MONARCH AIRLINES LIMITED	0
MYTRAVEL AIRWAYS	10
MYTRAVEL AIRWAYS SCANDINAVIA	0
OLYMPIC AIRLINES	0
PAKISTAN INT'L AIRLINES	0
PHILIPPINE AIRLINES, INC.	6
POLAR AIRLINES DE MEXICO	0
POLSKIE LINIE LOTNICZE	2
PRIVATAIR	0

QANTAS AIRWAYS LTD.	35	
QATAR AIRWAYS	0	
ROYAL AIR MAROC	10	
ROYAL JORDANIAN AIRLINE	1	
SATA INTERNACIONAL	0	
SAUDI ARABIAN AIRLINES CORP.	0	
SCANDINAVIAN AIRLINES SYS.	22	
SILVERJET	0	
SINGAPORE AIRLINES LTD.	1	
SKYSERVICE AIRLINES INC.	9	
SOUTH AFRICAN AIRWAYS	3	
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	
UZBEKISTAN AIRWAYS	0	
VIRGIN ATLANTIC AIRWAYS	165	
VLADIVOSTOK AIR	0	
WESTJET	5	
116 CARRIERS		1,364

Summary of Complaints By Complaint Category

Foreign Carriers

Total number of complaints submitted: 1,364

	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	0	4	1	3	3	1	16	0	2	1	1	32
Refusal to Board w/o Attendant	0	0	0	0	0	1	0	0	2	0	2	0	0	5
Security Issues Regarding Disability	0	0	0	0	0	2	0	0	1	0	2	0	0	5
Aircraft Not Accessible	0	0	0	1	0	3	0	0	1	1	0	0	0	6
Airport Not Accessible	0	0	0	2	1	6	0	0	0	1	0	0	0	10
Advance Notice Dispute	0	0	0	1	0	6	0	3	3	0	0	0	0	13
Seating Accommodation	0	0	0	8	0	29	1	0	51	4	0	0	0	93
Failure to Provide Assistance	22	1	0	12	0	481	8	0	38	58	7	1	0	628
Damage to Assistive Device	0	0	0	5	1	159	0	0	2	7	0	0	0	174
Storage and Delay of Assistive Device	0	0	0	2	0	48	1	0	1	3	0	0	0	55
Service Animal Problem	1	0	0	0	0	0	0	0	10	0	0	0	0	11
Unsatisfactory Info	0	1	0	2	0	11	1	0	9	0	2	0	1	27
Other	6	2	1	5	1	221	18	0	29	13	0	0	9	305
Total of Category of Disability	29	4	1	42	4	970	32	4	163	87	15	2	11	1,364