

Summary of Disability-Related Complaint Data

Domestic Carriers

Total number of complaints submitted: 13,926

Carrier Name	Number of Complaints
AERODYNAMICS, INC.	0
AEROSUR USA	0
AIRTRAN	190
ALASKA AIRLINES	184
ALLEGiant	35
ALOHA AIRLINES	19
AMERICAN AIRLINES	3,187
AMERICAN EAGLE AIRLINES	500
AMERISTAR AIR CARGO, INC.	0
ATA	60
ATLANTIC SOUTHEAST AIRLINES	289
AVIATION CONCEPTS	0
BOSTON-MAINE AIRWAYS	0
TEM ENTERPRISES/XTRA AIRWAYS	1
CHAMPION AIR	11
COMAIR	245
COMPASS	4
CONTINENTAL	499
CONTINENTAL MICRONESIA	0
DELTA AIR LINES	2,532
EOS AIRLINES	1
EXECUTIVE AIRLINES	21
FALCON AIR EXPRESS, INC.	0
FREEDOM AIRLINES	59
FRONTIER AIRLINES	75
GOJET AIRLINES, LLC	2
HAWAIIAN AIRLINES	130
HORIZON AIR	114
ISLAND AIR	1
JETBLUE	161
MAXJET AIRWAYS, INC.	0
MESA AIRLINES	150
MESABA AIRLINES	45
MIAMI AIR INT'L	0
MIDWEST AIRLINES	26
NORTH AMERICAN AIRLINES	0
NORTHWEST AIRLINES	1,403
OMNI AIR INTERNATIONAL, INC.	4
PACE AIRLINES	0
PINNACLE AIRLINES	409
PRIMARIS AIRLINES	0

PSA	14	
REPUBLIC AIRLINES	4	
RYAN INTL AIRLINES	2	
SHUTTLE AMERICA	53	
SIERRA PACIFIC AIRLINES	0	
SKY KING	0	
SKYBUS AIRLINES	24	
SKYWEST	212	
SOUTHWEST AIRLINES	698	
SPIRIT AIR LINES	82	
SUN COUNTRY	39	
UNITED AIRLINES	1,091	
USA 3000	38	
USAIRWAYS	1,312	
VICTORY AIR TRANSPORT	0	
VIRGIN AMERICA	0	
WORLD AIRWAYS	0	
58 CARRIERS		13,926

Summary of Complaints By Complaint Category

Domestic Carriers

Total number of complaints submitted: 13,926

	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	2	0	17	62	0	49	1	3	1	7	144
Refusal to Board w/o Attendant	1	0	0	1	0	0	0	0	6	0	2	0	0	10
Security Issues Regarding Disability	0	0	1	1	0	10	2	0	13	3	0	0	1	31
Aircraft Not Accessible	2	0	1	3	0	69	3	2	20	35	0	0	1	136
Airport Not Accessible	0	0	0	1	0	18	0	0	13	0	0	0	0	32
Advance Notice Dispute	0	0	0	0	0	6	3	0	5	1	0	0	5	20
Seating Accommodation	15	12	3	15	13	308	4	3	862	7	16	0	18	1,276
Failure to Provide Assistance	104	68	12	25	34	7,366	138	2	1,146	104	51	0	119	9,169
Damage to Assistive Device	2	2	0	4	7	474	1	0	24	136	0	0	0	650
Storage and Delay of Assistive Device	2	2	1	9	1	311	16	0	88	233	0	0	0	663
Service Animal Problem	9	1	2	0	0	6	0	0	109	5	10	0	1	143
Unsatisfactory Info	10	9	2	4	3	140	56	0	111	23	2	1	63	424
Other	10	25	2	2	4	522	73	1	410	30	9	0	140	1,228
Total of Category of Disability	157	119	24	67	62	9,247	358	8	2,856	578	93	2	355	13,926