

Summary of Disability-Related Complaint Data

All Carriers

Total number of complaints submitted: 14,006

Carrier Name	Number of Complaints
AER LINGUS LIMITED	9
AERODYNAMICS INCORPORATED	0
AEROENLACES NACIONALES S.A. DE C.V.	0
AEROFLOT RUSSIAN AIRLINES	1
AEROGAL	0
AEROLINEAS ARGENTINAS, S.A.	0
AEROSUR, S.A.	0
AEROSVIT AIRLINES	0
AEROVIAS DE MEXICO, S.A. DE C.V.	4
AIR ATLANTA-ICELANDIC	0
AIR CANADA	343
JAZZ AIR LP	51
AIR CHINA	0
AIR EUROPA LINEAS AEREAS, S.A.U.	0
AIR INDIA	4
AIR JAMAICA LIMITED	6
AIR JAPAN, CO., LTD.	0
AIR NEW ZEALAND LIMITED	14
AIR PACIFIC LIMITED	0
AIR TAHITI NUI AIRLINES	2
AIR TRANSAT A.T., INC.	13
AIRTRAN AIRWAYS, INC.	141
ALASKA AIRLINES, INC.	149
ALITALIA-LINEE AEREE ITALIANE-S.P.A	10
ALL NIPPON AIRWAYS CO., LTD.	3
ALLEGiant AIR, INC.	36
AMERICAN AIRLINES, INC.	2,160
AMERICAN EAGLE AIRLINES, INC.	276
AMERISTAR AIR CARGO, INC.	0
ARKIA ISRAELI AIRLINES, LTD.	0
ASIANA AIRLINES, INC.	1
ATLANTIC SOUTHEAST AIRLINES, INC.	238
AUSTRIAN AIRLINES AG	6
AVIANCA, S.A.	13
AVIATION CONCEPTS, INC.	0
BA EUROPEAN LTD T/A OPENSКИES	0
BAHAMASAIR HOLDINGS LIMITED	0

BELAIR AIRLINES LTD.	0
USA3000	33
BRITISH AIRWAYS PLC	84
BRITISH MIDLAND AIRWAYS, LTD.	7
BWIA WEST INDIES AIRWAYS LIMITED	3
CATHAY PACIFIC AIRWAYS LIMITED	2
CAYMAN AIRWAYS LIMITED	1
CHINA AIRLINES, LTD.	0
CHINA EASTERN AIRLINES CORPORATION	0
COMAIR, INC. D/B/A DELTA CONNECTION	226
COMLUX AVIATION AG	0
COMPANIA MEXICANA DE AVIACION, S.A.	6
COMPANIA PANAMENA DE AVIACION, S.A.	3
COMPASS AIRLINES, INC.	23
CONDOR FLUGDIENST GMBH	0
CONSORCIO AVIAXSA, S.A. DE C.V.	0
CONTINENTAL AIRLINES, INC.	457
CONTINENTAL MICRONESIA, INC.	4
CZECH AIRLINES	2
DC AVIATION GMBH	0
DELTA AIR LINES, INC.	2,585
DEUTSCHE LUFTHANSA AG	228
EGYPTAIR	0
EL AL ISRAEL AIRLINES LTD.	21
ELYSAIR SAS D/B/A L'AVION	1
EMIRATES	0
ETHIOPIAN AIRLINES ENTERPRISE	1
ETIHAD AIRWAYS P.J.S.C.	0
EUROATLANTIC AIRWAYS TRANSPORTES AE	0
EUROFLY, S.P.A.	5
EVA AIRWAYS CORPORATION	2
EXECUTIVE AIRLINES, INC.	19
FALCON AIR EXPRESS, INC.	0
FINNAIR OY D/B/A FINNAIR OYJ	0
FIRST AIR	0
FREEDOM AIRLINES, INC.	40
FRONTIER AIRLINES, INC.	53
G5 EXECUTIVE AG	0
GLOBAL JET LUXEMBOURG S.A.	0
GLOBESPAN AIRWAYS LIMITED	1
GOJET AIRLINES, LLC/UNITED EXPRESS	2
HAINAN AIRLINES COMPANY LTD	0
HAWAIIAN AIRLINES, INC.	90
HORIZON AIR INDUSTRIES, INC.	71
IBERIA LINEAS AEREAS DE ESPANA, S.A	26
IBERWORLD AIRLINES, S.A.	0
ICELANDAIR EHF.	0
INSEL AIR INTERNATIONAL B.V.	0
ISRAIR AIRLINES AND TOURISM LTD.	0
JALWAYS CO., LTD.	3

JAPAN AIRLINES INTERNATIONAL CO.	4
JET AIRWAYS (INDIA) LTD.	0
JETBLUE AIRWAYS CORPORATION	165
JETSTAR AIRWAYS PTY LIMITED	0
JOINT STOCK COMPANY VLADIVOSTOK AIR	0
KLM ROYAL DUTCH AIRLINES, N.V.	29
KOREAN AIR LINES CO., LTD.	3
KUWAIT AIRWAYS CORPORATION	0
LAN AIRLINES S.A.	25
LAN ARGENTINA S.A.	3
LAN ECUADOR	2
LAN PERU S.A.	5
LINEAS AEREAS COSTARRICENSES S.A.	8
LTU LUFTRANSPORT-UNTERNEHMEN GMBH	20
MALAYSIA AIRLINES	0
MALEV HUNGARIAN AIRLINES	0
MARTINAIR HOLLAND N.V.	11
MESA AIRLINES, INC.	117
MESABA AVIATION, INC.	157
MIAMI AIR INTERNATIONAL, INC.	0
MIDWEST AIRLINES, INC.	31
MOKULELE AIRLINES	0
MONARCH AIRLINES LIMITED	2
THOMASCOOK AIRLINES	2
NORTH AMERICAN AIRLINES, INC.	0
NORTHWEST AIRLINES, INC.	1,138
OLYMPIC AIRLINES, S.A.	1
OMNI AIR INTERNATIONAL INC.	3
OY AIR FINLAND LTD	0
PACE AIRLINES, INC.	0
PAKISTAN INT'L AIRLINES CORPORATION	0
PHILIPPINE AIRLINES, INC.	10
PINNACLE AIRLINES, INC.	257
POLAR AIRLINES DE MEXICO, S.A.	0
POLSKIE LINIE LOTNICZE LOT, S.A.	1
PRIMARIS AIRLINES, INC.	0
PRIVATAIR S.A.	0
PSA, INC. D/B/A US AIRWAYS EXPRESS	7
QANTAS AIRWAYS LIMITED	27
QATAR AIRWAYS Q.C.S.C.	2
REPUBLIC AIRLINES, INC.	12
ROYAL AIR MAROC	4
ROYAL JORDANIAN AIRLINE	0
RYAN INTERNATIONAL AIRLINES, INC.	0
SANTA BARBARA AIRLINES	0
SATA INTERNACIONAL	1
SAUDI ARABIAN AIRLINES CORPORATION	0
SCANDINAVIAN AIRLINES SYSTEM	27
SHUTTLE AMERICA CORPORATION	51
SIERRA PACIFIC AIRLINES, INC.	0

SINGAPORE AIRLINES LIMITED	2
SKY KING, INC.	0
SKYSERVICE AIRLINES INC.	13
SKYWEST AIRLINES, INC.	213
SOCIETE AIR FRANCE	72
SOUTH AFRICAN AIRWAYS (PTY) LIMITED	5
SOUTHWEST AIRLINES CO.	780
SPIRIT AIRLINES, INC.	61
SUN COUNTRY MN AIRLINES, LLC	43
SWISS INTERNATIONAL AIR LINES LTD.	3
TACA INTERNATIONAL AIRLINES, S.A.	30
TAM-LINHAS AEREAS, S.A.	66
TAP AIR PORTUGAL	3
TEM ENTERPRISES/XTRA AIRWAYS	0
THAI AIRWAYS INT'L PUBLIC CO. LTD.	1
THOMAS COOK AIRLINES SCANDINAVIA	0
THOMSONFLY LIMITED	7
TITAN AIRWAYS LIMITED	0
TRANSPORTES AEREOS DE CABO VERDE	0
TRAVELSPAN GT, INC., S.A.	0
TUI AIRLINES NEDERLAND, B.V.	0
TURKISH AIRLINES TURK HAVA TOLLARI	2
UNITED AIR LINES, INC.	1,313
US AIRWAYS, INC.	1,591
UZBEKISTAN AIRWAYS	0
VICTORY AIR TRANSPORT, INC.	0
VIRGIN AMERICA, INC.	14
VIRGIN ATLANTIC AIRWAYS LIMITED	165
WESTJET	17
WORLD AIRWAYS, INC.	1
	14,0
167 CARRIERS	06

Summary of Complaints By Complaint Category

All Carriers

Total number of complaints submitted: 14,006

	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	2	0	0	1	18	57	0	41	6	2	5	2		136
Refusal to Board w/o Attendant	0	1	1	0	2	2	0	0	8	0	3	0	0		17
Security Issues Regarding Disability	1	0	1	0	0	5	0	0	6	1	0	0	0		14
Aircraft Not Accessible	0	1	0	6	1	46	7	0	18	5	0	0	0		84
Airport Not Accessible	2	1	1	1	0	32	0	0	9	1	0	0	0		47
Advance Notice Dispute	0	2	0	1	0	17	7	0	4	6	0	0	5		42
Seating Accommodation	23	13	4	19	7	294	8	3	909	25	7	0	28		1,340
Failure to Provide Assistance	127	64	27	25	16	6,801	126	1	1,029	136	66	0	118		8,536
Damage to Assistive Device	0	1	0	11	7	644	1	0	24	121	3	0	0		812
Storage and Delay of Assistive Device	0	1	0	6	9	293	17	3	58	222	0	0	0		609
Service Animal Problem	14	3	4	0	0	10	0	0	155	10	7	0	5		208
Unsatisfactory Info	12	13	5	2	1	135	61	0	97	20	11	0	69		426
Other	22	30	5	14	3	990	98	3	380	26	7	1	156		1,735
Total of Category of Disability	203	132	48	85	47	9,287	382	10	2,738	579	106	6	383		14,006

