

Summary of Disability-Related Complaint Data

Foreign Carriers

Total number of complaints submitted: 1,449

Carrier Name	Number of Complaints
AER LINGUS LIMITED	9
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
ALITALIA-LINEE AEREE ITALIANE-S.P.A	10
ALL NIPPON AIRWAYS CO., LTD.	3
ARKIA ISRAELI AIRLINES, LTD.	0
ASIANA AIRLINES, INC.	1
AUSTRIAN AIRLINES AG	6
AVIANCA, S.A.	13
BA EUROPEAN LTD T/A OPENSKIES	0
BAHAMASAIR HOLDINGS LIMITED	0
BELAIR AIRLINES LTD.	0
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
COMLUX AVIATION AG	0
COMPANIA MEXICANA DE AVIACION, S.A.	6
COMPANIA PANAMENA DE AVIACION, S.A.	3
CONDOR FLUGDIENST GMBH	0

CONSORCIO AVIAXSA, S.A. DE C.V.	0
CZECH AIRLINES	2
DC AVIATION GMBH	0
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
FINNAIR OY D/B/A FINNAIR OYJ	0
FIRST AIR	0
G5 EXECUTIVE AG	0
GLOBAL JET LUXEMBOURG S.A.	0
GLOBESPAN AIRWAYS LIMITED	1
HAINAN AIRLINES COMPANY LTD	0
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
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
MONARCH AIRLINES LIMITED	2
THOMASCOOK AIRLINES	2
OLYMPIC AIRLINES, S.A.	1
OY AIR FINLAND LTD	0
PAKISTAN INT'L AIRLINES CORPORATION	0
PHILIPPINE AIRLINES, INC.	10
POLAR AIRLINES DE MEXICO, S.A.	0
POLSKIE LINIE LOTNICZE LOT, S.A.	1
PRIVATAIR S.A.	0

QANTAS AIRWAYS LIMITED	27
QATAR AIRWAYS Q.C.S.C.	2
ROYAL AIR MAROC	4
ROYAL JORDANIAN AIRLINE	0
SANTA BARBARA AIRLINES	0
SATA INTERNACIONAL	1
SAUDI ARABIAN AIRLINES CORPORATION	0
SCANDINAVIAN AIRLINES SYSTEM	27
SINGAPORE AIRLINES LIMITED	2
SKYSERVICE AIRLINES INC.	13
SOCIETE AIR FRANCE	72
SOUTH AFRICAN AIRWAYS (PTY) LIMITED	5
SWISS INTERNATIONAL AIR LINES LTD.	3
TACA INTERNATIONAL AIRLINES, S.A.	30
TAM-LINHAS AEREAS, S.A.	66
TAP AIR PORTUGAL	3
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
UZBEKISTAN AIRWAYS	0
VIRGIN ATLANTIC AIRWAYS LIMITED	165
WESTJET	17
	1,4
117 CARRIERS	49

Summary of Complaints By Complaint Category

Foreign Carriers

Total number of complaints submitted: 1,449

	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	0	1	5	4	0	14	0	0	0	0		26
Refusal to Board w/o Attendant	0	1	1	0	1	1	0	0	3	0	1	0	0		8
Security Issues Regarding Disability	0	0	0	0	0	3	0	0	1	0	0	0	0		4
Aircraft Not Accessible	0	0	0	0	1	5	0	0	1	0	0	0	0		7
Airport Not Accessible	0	0	0	0	0	5	0	0	3	0	0	0	0		8
Advance Notice Dispute	0	0	0	1	0	4	0	0	0	3	0	0	0		8
Seating Accommodation	4	0	0	5	2	22	0	0	78	0	3	0	0		114
Failure to Provide Assistance	15	8	3	5	1	522	20	1	75	9	7	0	1		667
Damage to Assistive Device	0	0	0	5	1	172	0	0	3	8	1	0	0		190
Storage and Delay of Assistive Device	0	0	0	1	3	56	1	3	4	7	0	0	0		75
Service Animal Problem	0	0	0	0	0	1	0	0	7	0	0	0	0		8
Unsatisfactory Info	0	1	0	1	0	23	7	0	4	1	2	0	0		39
Other	2	4	0	6	0	161	15	1	88	0	1	0	17		295
Total of Category of Disability	23	14	4	24	10	980	47	5	281	28	15	0	18		1,449