

Summary of Disability-Related Complaint Data

U.S. Carriers

Total number of complaints submitted: 12,557

Carrier Name	Number of Complaints
AERODYNAMICS INCORPORATED	0
	14
AIRTRAN AIRWAYS, INC.	1
	14
ALASKA AIRLINES, INC.	9
ALLEGiant AIR, INC.	36
	2,
AMERICAN AIRLINES, INC.	160
	27
AMERICAN EAGLE AIRLINES, INC.	6
AMERISTAR AIR CARGO, INC.	0
	23
ATLANTIC SOUTHEAST AIRLINES, INC.	8
AVIATION CONCEPTS, INC.	0
USA3000	33
	22
COMAIR, INC. D/B/A DELTA CONNECTION	6
COMPASS AIRLINES, INC.	23
	45
CONTINENTAL AIRLINES, INC.	7
CONTINENTAL MICRONESIA, INC.	4
	2,
DELTA AIR LINES, INC.	585
EXECUTIVE AIRLINES, INC.	19
FALCON AIR EXPRESS, INC.	0
FREEDOM AIRLINES, INC.	40
FRONTIER AIRLINES, INC.	53
GOJET AIRLINES, LLC/UNITED EXPRESS	2
HAWAIIAN AIRLINES, INC.	90
HORIZON AIR INDUSTRIES, INC.	71
	16
JETBLUE AIRWAYS CORPORATION	5
	11
MESA AIRLINES, INC.	7
	15
MESABA AVIATION, INC.	7
MIAMI AIR INTERNATIONAL, INC.	0
MIDWEST AIRLINES, INC.	31
MOKULELE AIRLINES	0
NORTH AMERICAN AIRLINES, INC.	0
	1,
NORTHWEST AIRLINES, INC.	138
OMNI AIR INTERNATIONAL INC.	3

PACE AIRLINES, INC.	0
	25
PINNACLE AIRLINES, INC.	7
PRIMARIS AIRLINES, INC.	0
PSA, INC. D/B/A US AIRWAYS EXPRESS	7
REPUBLIC AIRLINES, INC.	12
RYAN INTERNATIONAL AIRLINES, INC.	0
SHUTTLE AMERICA CORPORATION	51
SIERRA PACIFIC AIRLINES, INC.	0
SKY KING, INC.	0
	21
SKYWEST AIRLINES, INC.	3
	78
SOUTHWEST AIRLINES CO.	0
SPIRIT AIRLINES, INC.	61
SUN COUNTRY MN AIRLINES, LLC	43
TEM ENTERPRISES/XTRA AIRWAYS	0
	1,
UNITED AIR LINES, INC.	313
	1,
US AIRWAYS, INC.	591
VICTORY AIR TRANSPORT, INC.	0
VIRGIN AMERICA, INC.	14
WORLD AIRWAYS, INC.	1
	12
50 CARRIERS	,557

Summary of Complaints By Complaint Category

U.S. Carriers

Total number of complaints submitted: 12,557

	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	2	0	0	0	13	53	0	27	6	2	5	2		110
Refusal to Board w/o Attendant	0	0	0	0	1	1	0	0	5	0	2	0	0		9
Security Issues Regarding Disability	1	0	1	0	0	2	0	0	5	1	0	0	0		10
Aircraft Not Accessible	0	1	0	6	0	41	7	0	17	5	0	0	0		77
Airport Not Accessible	2	1	1	1	0	27	0	0	6	1	0	0	0		39
Advance Notice Dispute	0	2	0	0	0	13	7	0	4	3	0	0	5		34
Seating Accommodation	19	13	4	14	5	272	8	3	831	25	4	0	28		1,226
Failure to Provide Assistance	112	56	24	20	15	6,279	106	0	954	127	59	0	117		7,869
Damage to Assistive Device	0	1	0	6	6	472	1	0	21	113	2	0	0		622
Storage and Delay of Assistive Device	0	1	0	5	6	237	16	0	54	215	0	0	0		534
Service Animal Problem	14	3	4	0	0	9	0	0	148	10	7	0	5		200
Unsatisfactory Info	12	12	5	1	1	112	54	0	93	19	9	0	69		387
Other	20	26	5	8	3	829	83	2	292	26	6	1	139		1,440
Total of Category of Disability	180	118	44	61	37	8,307	335	5	2,457	551	91	6	365		12,557