

Summary of Disability-Related Complaint Data

All Carriers

Total number of complaints submitted: 17,068

Carrier Name	Number of Complaints
AER LINGUS LIMITED	8
AERODYNAMICS INCORPORATED	0
AEROENLACES NACIONALES S.A. DE C.V.	0
AEROFLOT RUSSIAN AIRLINES	0
AEROGAL	0
AEROLINEAS ARGENTINAS, S.A.	0
AEROSUR, S.A.	0
AEROSVIT AIRLINES	1
AEROVIAS DE MEXICO, S.A. DE C.V.	2
AIR ATLANTA-ICELANDIC	0
AIR BERLIN	4
AIR CANADA	344
AIR CHINA	0
AIR EUROPA LINEAS AEREAS, S.A.U.	0
AIR INDIA	5
AIR JAMAICA LIMITED	3
AIR JAPAN, CO., LTD.	1
AIR NEW ZEALAND LIMITED	17
AIR PACIFIC LIMITED	0
AIR TAHITI NUI AIRLINES	0
AIR TRANSAT A.T., INC.	4
AIRES	0
AIRTRAN AIRWAYS, INC.	1,546

ALASKA AIRLINES, INC.	151
ALITALIA COMPAGNIA AEREA ITALIANA	26
ALL NIPPON AIRWAYS CO., LTD.	2
ALLEGiant AIR, INC.	7
AMERICAN AIRLINES, INC.	1,973
AMERICAN EAGLE AIRLINES, INC.	251
AMERISTAR AIR CARGO, INC.	0
ARIK AIR INTERNATIONAL USA LLC	0
ARKIA ISRAELI AIRLINES, LTD.	0
ASIANA AIRLINES, INC.	5
ATLANTIC SOUTHEAST AIRLINES, INC.	286
AUSTRIAN AIRLINES AG	8
AVIANCA, S.A.	26
BAHAMASAIR HOLDINGS LIMITED	1
BELAIR AIRLINES LTD.	0
BRITISH AIRWAYS PLC	82
BRITISH MIDLAND AIRWAYS, LTD.	4
BWIA WEST INDIES AIRWAYS LIMITED	5
CATHAY PACIFIC AIRWAYS LIMITED	2
CAYMAN AIRWAYS LIMITED	0
CHINA AIRLINES, LTD.	0
CHINA EASTERN AIRLINES CORPORATION	0
COLGAN AIR	44
COMAIR, INC. D/B/A DELTA CONNECTION	191
COMLUX AVIATION AG	0
COMLUX MALTA LTD.	0
COMPANIA MEXICANA DE AVIACION, S.A.	4
COMPANIA PANAMENA DE AVIACION, S.A.	4
COMPASS AIRLINES, INC.	72
CONDOR FLUGDIENST GMBH	0
CONTINENTAL AIRLINES, INC.	822

CONTINENTAL MICRONESIA, INC.	3
CZECH AIRLINES	3
DC AVIATION GMBH	0
DELTA AIR LINES, INC.	2,377
DEUTSCHE LUFTHANSA AG	222
EGYPTAIR	0
EL AL ISRAEL AIRLINES LTD.	37
EMIRATES	4
ETHIOPIAN AIRLINES ENTERPRISE	2
ETIHAD AIRWAYS P.J.S.C.	1
EUROATLANTIC AIRWAYS TRANSPORTES AE	0
EUROFLY, S.P.A.	5
EVA AIRWAYS CORPORATION	0
EXECUTIVE AIRLINES, INC.	22
FALCON AIR EXPRESS, INC.	2
FINNAIR OY D/B/A FINNAIR OYJ	0
FIRST AIR	0
FREEDOM AIRLINES, INC.	26
FRONTIER AIRLINES, INC.	61
GLOBAL JET LUXEMBOURG S.A.	0
GLOBESPAN AIRWAYS LIMITED	2
GOJET AIRLINES, LLC/UNITED EXPRESS	5
HAINAN AIRLINES COMPANY LTD	0
HAWAIIAN AIRLINES, INC.	108
HORIZON AIR INDUSTRIES, INC.	75
IBERIA LINEAS AEREAS DE ESPANA, S.A	46
IBERWORLD AIRLINES, S.A.	0
ICELANDAIR EHF.	0
INSEL AIR INTERNATIONAL B.V.	0
ISRAIR AIRLINES AND TOURISM LTD.	0
JALWAYS CO., LTD.	2

JAPAN AIRLINES INTERNATIONAL CO.	4
JAZZ AIR LP	61
JET AIRWAYS (INDIA) LTD.	0
JETBLUE AIRWAYS CORPORATION	170
JETSTAR AIRWAYS PTY LIMITED	0
JOINT STOCK COMPANY VLADIVOSTOK AIR	0
KLM ROYAL DUTCH AIRLINES, N.V.	52
KOREAN AIR LINES CO., LTD.	6
KUWAIT AIRWAYS CORPORATION	0
LAN AIRLINES S.A.	10
LAN ARGENTINA S.A.	9
LAN ECUADOR	9
LAN PERU S.A.	1
LINEAS AEREAS COSTARRICENSES S.A.	13
LTU LUFTRANSPORT-UNTERNEHMEN GMBH	2
MALAYSIA AIRLINES	0
MARTINAIR HOLLAND N.V.	1
MESA AIRLINES, INC.	135
MESABA AVIATION, INC.	183
MIAMI AIR INTERNATIONAL, INC.	0
MIDWEST AIRLINES, INC.	8
MOKULELE AIRLINES	0
MONARCH AIRLINES LIMITED	1
NOLINOR AVIATION	0
NORTH AMERICAN AIRLINES, INC.	0
NORTHWEST AIRLINES, INC.	1,276
OMNI AIR INTERNATIONAL INC.	4
OPENSKIES	4
OY AIR FINLAND LTD	0
PAKISTAN INT'L AIRLINES CORPORATION	0
PHILIPPINE AIRLINES, INC.	5

PINNACLE AIRLINES, INC.	370
POLSKIE LINIE LOTNICZE LOT, S.A.	1
PORTER AIRLINES INC.	4
PRIVATAIR S.A.	0
PSA, INC. D/B/A US AIRWAYS EXPRESS	14
QANTAS AIRWAYS LIMITED	19
QATAR AIRWAYS Q.C.S.C.	9
REPUBLIC AIRLINES, INC.	19
ROYAL AIR MAROC	5
ROYAL JORDANIAN AIRLINE	2
RYAN INTERNATIONAL AIRLINES, INC.	0
SANTA BARBARA AIRLINES	0
SATA INTERNACIONAL	0
SAUDI ARABIAN AIRLINES CORPORATION	0
SCANDINAVIAN AIRLINES SYSTEM	23
SHANGHAI AIRLINES CO., LTD	0
SHUTTLE AMERICA CORPORATION	40
SIERRA PACIFIC AIRLINES, INC.	0
SINGAPORE AIRLINES LIMITED	1
SKY KING, INC.	0
SKYSERVICE AIRLINES INC.	22
SKYWEST AIRLINES, INC.	223
SOCIETE AIR FRANCE	74
SOUTH AFRICAN AIRWAYS (PTY) LIMITED	2
SOUTHWEST AIRLINES CO.	1,993
SPIRIT AIRLINES, INC.	55
SUN COUNTRY MN AIRLINES, LLC	37
SWISS INTERNATIONAL AIR LINES LTD.	12
TACA INTERNATIONAL AIRLINES, S.A.	24
TAM-LINHAS AEREAS, S.A.	64
TAP AIR PORTUGAL	2

TEM ENTERPRISES/XTRA AIRWAYS	3
THAI AIRWAYS INT'L PUBLIC CO. LTD.	2
THOMAS COOK AIRLINES SCANDINAVIA	0
THOMASCOOK AIRLINES	7
THOMSON AIRWAYS LIMITED	8
TITAN AIRWAYS LIMITED	0
TRANSPORTES AEREOS DE CABO VERDE	0
TRAVEL SERVICE	0
TUI AIRLINES NEDERLAND, B.V.	0
TURKISH AIRLINES TURK HAVA TOLLARI	1
UNITED AIR LINES, INC.	1,119
US AIRWAYS, INC.	1,784
USA JET AIRLINES	0
USA3000	15
UZBEKISTAN AIRWAYS	0
V AUSTRALIA	1
VICTORY AIR TRANSPORT, INC.	0
VIRGIN AMERICA, INC.	25
VIRGIN ATLANTIC AIRWAYS LIMITED	218
VOLARIS	0
WESTJET	12
WORLD AIRWAYS, INC.	0
XL AIRWAYS FRANCE	0
Total	17,068

Summary of Disability-Related Complaint Data

All Carriers

Total number of complaints submitted: 17,068

	Vision Impaired	Hearing Impaired	Vision & Hearing Impaired	Paraplegic	Quadriplegic	Other wheelchair	Oxygen	Stretcher	Other Disability	Other Assistive Device	Mentally Impaired	Communicable Disease	Allergies
Refusal To Board Passenger	3	2	0	1	0	22	58	0	69	9	4	3	7
Refusal to Board w/o Attendant	0	0	1	0	0	2	1	0	8	0	2	0	0
Security Issues Regarding Disability	1	3	1	0	0	8	5	1	34	7	1	0	1
Aircraft Not Accessible	1	2	0	2	0	43	14	0	18	4	0	0	0
Airport Not Accessible	0	1	0	0	0	52	0	0	8	0	0	0	0
Advance Notice Dispute	1	3	0	2	0	37	14	0	5	1	0	0	8
Seating Accommodation	28	11	8	17	15	381	16	1	1,057	4	17	0	7
Failure to Provide Assistance	164	108	35	45	36	8,653	111	0	1,788	107	75	1	153
Damage to Assistive Device	10	12	0	18	8	554	22	0	72	115	0	0	1
Storage and Delay of Assistive Device	9	1	0	9	8	211	16	1	89	264	1	0	1
Service Animal Problem	17	7	1	0	0	9	0	0	239	6	24	0	9
Unsatisfactory Info	11	18	6	1	6	147	55	0	149	27	12	0	54
Other	30	31	5	10	11	611	69	2	491	49	14	5	212

