

Summary of Disability-Related Complaint Data

Foreign Carriers

Total number of complaints submitted: 1,572

Carrier Name	Number of Complaints
AER LINGUS LIMITED	8
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
ALITALIA COMPAGNIA AEREA ITALIANA	26
ALL NIPPON AIRWAYS CO., LTD.	2

ARKIA ISRAELI AIRLINES, LTD.	0
ASIANA AIRLINES, INC.	5
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
COMLUX AVIATION AG	0
COMLUX MALTA LTD.	0
COMPANIA MEXICANA DE AVIACION, S.A.	4
COMPANIA PANAMENA DE AVIACION, S.A.	4
CONDOR FLUGDIENST GMBH	0
CZECH AIRLINES	3
DC AVIATION GMBH	0
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
FINNAIR OY D/B/A FINNAIR OYJ	0

FIRST AIR	0
GLOBAL JET LUXEMBOURG S.A.	0
GLOBESPAN AIRWAYS LIMITED	2
HAINAN AIRLINES COMPANY LTD	0
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
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
MONARCH AIRLINES LIMITED	1
NOLINOR AVIATION	0
OPENSKIES	4
OY AIR FINLAND LTD	0

PAKISTAN INT'L AIRLINES CORPORATION	0
PHILIPPINE AIRLINES, INC.	5
POLSKIE LINIE LOTNICZE LOT, S.A.	1
PORTER AIRLINES INC.	4
PRIVATAIR S.A.	0
QANTAS AIRWAYS LIMITED	19
QATAR AIRWAYS Q.C.S.C.	9
ROYAL AIR MAROC	5
ROYAL JORDANIAN AIRLINE	2
SANTA BARBARA AIRLINES	0
SATA INTERNACIONAL	0
SAUDI ARABIAN AIRLINES CORPORATION	0
SCANDINAVIAN AIRLINES SYSTEM	23
SHANGHAI AIRLINES CO., LTD	0
SINGAPORE AIRLINES LIMITED	1
SKYSERVICE AIRLINES INC.	22
SOCIETE AIR FRANCE	74
SOUTH AFRICAN AIRWAYS (PTY) LIMITED	2
SWISS INTERNATIONAL AIR LINES LTD.	12
TACA INTERNATIONAL AIRLINES, S.A.	24
TAM-LINHAS AEREAS, S.A.	64
TAP AIR PORTUGAL	2
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
UZBEKISTAN AIRWAYS	0
VIRGIN ATLANTIC AIRWAYS LIMITED	218
VOLARIS	0
WESTJET	12
XL AIRWAYS FRANCE	0
Total	1,572

Summary of Disability-Related Complaint Data

Foreign Carriers

Total number of complaints submitted: 1,572

	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	1	0	0	0	0	4	6	0	16	0	1	0	1
Refusal to Board w/o Attendant	0	0	0	0	0	1	1	0	4	0	0	0	0
Security Issues Regarding Disability	1	2	0	0	0	1	2	0	3	0	0	0	0
Aircraft Not Accessible	1	0	0	0	0	4	6	0	0	2	0	0	0
Airport Not Accessible	0	0	0	0	0	1	0	0	1	0	0	0	0
Advance Notice Dispute	1	0	0	2	0	13	6	0	3	0	0	0	1
Seating Accommodation	4	0	0	3	7	40	1	0	97	2	7	0	0
Failure to Provide Assistance	9	4	3	5	11	508	20	0	68	21	7	0	0
Damage to Assistive Device	0	0	0	12	1	213	1	0	3	14	0	0	0
Storage and Delay of Assistive Device	0	0	0	3	2	61	3	0	2	1	0	0	0
Service Animal Problem	4	0	0	0	0	0	0	0	11	1	1	0	0
Unsatisfactory Info	0	0	0	0	0	11	5	0	12	0	0	0	16
Other	4	3	0	6	1	152	14	0	98	10	0	3	2

