

Summary of Disability-Related Complaint Data

U.S. Carriers

Total number of complaints submitted: 15,496

Carrier Name	Number of Complaints
AERODYNAMICS INCORPORATED	0
AIRTRAN AIRWAYS, INC.	1,546
ALASKA AIRLINES, INC.	151
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
ATLANTIC SOUTHEAST AIRLINES, INC.	286
COLGAN AIR	44
COMAIR, INC. D/B/A DELTA CONNECTION	191
COMPASS AIRLINES, INC.	72
CONTINENTAL AIRLINES, INC.	822
CONTINENTAL MICRONESIA, INC.	3
DELTA AIR LINES, INC.	2,377
EXECUTIVE AIRLINES, INC.	22
FALCON AIR EXPRESS, INC.	2
FREEDOM AIRLINES, INC.	26
FRONTIER AIRLINES, INC.	61
GOJET AIRLINES, LLC/UNITED EXPRESS	5
HAWAIIAN AIRLINES, INC.	108
HORIZON AIR INDUSTRIES, INC.	75
JETBLUE AIRWAYS CORPORATION	170

MESA AIRLINES, INC.	135
MESABA AVIATION, INC.	183
MIAMI AIR INTERNATIONAL, INC.	0
MIDWEST AIRLINES, INC.	8
MOKULELE AIRLINES	0
NORTH AMERICAN AIRLINES, INC.	0
NORTHWEST AIRLINES, INC.	1,276
OMNI AIR INTERNATIONAL INC.	4
PINNACLE AIRLINES, INC.	370
PSA, INC. D/B/A US AIRWAYS EXPRESS	14
REPUBLIC AIRLINES, INC.	19
RYAN INTERNATIONAL AIRLINES, INC.	0
SHUTTLE AMERICA CORPORATION	40
SIERRA PACIFIC AIRLINES, INC.	0
SKY KING, INC.	0
SKYWEST AIRLINES, INC.	223
SOUTHWEST AIRLINES CO.	1,993
SPIRIT AIRLINES, INC.	55
SUN COUNTRY MN AIRLINES, LLC	37
TEM ENTERPRISES/XTRA AIRWAYS	3
UNITED AIR LINES, INC.	1,119
US AIRWAYS, INC.	1,784
USA JET AIRLINES	0
USA3000	15
V AUSTRALIA	1
VICTORY AIR TRANSPORT, INC.	0
VIRGIN AMERICA, INC.	25
WORLD AIRWAYS, INC.	0
Total	15,496

Summary of Disability-Related Complaint Data

U.S. Carriers

Total number of complaints submitted: 15,496

	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	2	2	0	1	0	18	52	0	53	9	3	3	6
Refusal to Board w/o Attendant	0	0	1	0	0	1	0	0	4	0	2	0	0
Security Issues Regarding Disability	0	1	1	0	0	7	3	1	31	7	1	0	1
Aircraft Not Accessible	0	2	0	2	0	39	8	0	18	2	0	0	0
Airport Not Accessible	0	1	0	0	0	51	0	0	7	0	0	0	0
Advance Notice Dispute	0	3	0	0	0	24	8	0	2	1	0	0	7
Seating Accommodation	24	11	8	14	8	341	15	1	960	2	10	0	7
Failure to Provide Assistance	155	104	32	40	25	8,145	91	0	1,720	86	68	1	153
Damage to Assistive Device	10	12	0	6	7	341	21	0	69	101	0	0	1
Storage and Delay of Assistive Device	9	1	0	6	6	150	13	1	87	263	1	0	1
Service Animal Problem	13	7	1	0	0	9	0	0	228	5	23	0	9
Unsatisfactory Info	11	18	6	1	6	136	50	0	137	27	12	0	38
Other	26	28	5	4	10	459	55	2	393	39	14	2	210

