

Summary of Disability-Related Complaint Data

All Carriers

Total number of complaints submitted: 21,001

Carrier Name	Number of Complaints
ACROPOLIS AVIATION LTD	0
AER LINGUS LIMITED	11
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	0
AEROVIAS DE MEXICO, S.A. DE C.V.	6
AIR ATLANTA-ICELANDIC	0
AIR BERLIN	11
AIR CANADA	370
AIR CHINA	1
AIR EUROPA LINEAS AEREAS, S.A.U.	1
AIR INDIA	4
AIR JAMAICA LIMITED	2
AIR JAPAN, CO., LTD.	5
AIR NEW ZEALAND LIMITED	11
AIR PACIFIC LIMITED	0
AIR TAHITI NUI AIRLINES	2
AIR TRANSAT A.T., INC.	6
AIRES	1
AIRTRAN AIRWAYS, INC.	2,133
ALASKA AIRLINES, INC.	258
ALITALIA COMPAGNIA AEREA ITALIANA	41
ALL NIPPON AIRWAYS CO., LTD.	15
ALLEGiant AIR, INC.	107
AMERICAN AIRLINES, INC.	2,308
AMERICAN EAGLE AIRLINES, INC.	319
AMERISTAR AIR CARGO, INC.	0
ARIK AIR INTERNATIONAL USA LLC	0
ARKIA ISRAELI AIRLINES, LTD.	0
ASIANA AIRLINES, INC.	2
ATLANTIC SOUTHEAST AIRLINES, INC.	366
AUSTRIAN AIRLINES AG	1

AVIANCA, S.A.	15
AVIATION MATTERS, INC.	0
BAHAMASAIR HOLDINGS LIMITED	2
BRITISH AIRWAYS PLC	237
BWIA WEST INDIES AIRWAYS LIMITED	11
CATHAY PACIFIC AIRWAYS LIMITED	11
CAYMAN AIRWAYS LIMITED	0
CHINA AIRLINES, LTD.	2
CHINA EASTERN AIRLINES CORPORATION	0
COLGAN AIR	63
COMAIR, INC. D/B/A DELTA CONNECTION	276
COMLUX AVIATION AG	0
COMLUX MALTA LTD.	0
COMPANIA MEXICANA DE AVIACION, S.A.	1
COMPANIA PANAMENA DE AVIACION, S.A.	10
COMPASS AIRLINES, LLC	97
CONDOR FLUGDIENST GMBH	2
CONTINENTAL AIRLINES, INC.	1,026
CONTINENTAL MICRONESIA, INC.	5
CORSAIR	0
CZECH AIRLINES	1
DC AVIATION GMBH	0
DELTA AIR LINES, INC.	3,742
DEUTSCHE LUFTHANSA AG	151
EGYPTAIR	1
EL AL ISRAEL AIRLINES LTD.	23
EMIRATES	24
ETHIOPIAN AIRLINES ENTERPRISE	0
ETIHAD AIRWAYS P.J.S.C.	6
EUROATLANTIC AIRWAYS TRANSPORTES AE	0
MERIDIANAFLY S.P.A. LTD	0
EVA AIRWAYS CORPORATION	6
EXECUTIVE AIRLINES, INC.	12
FALCON AIR EXPRESS, INC.	1
FINNAIR OY D/B/A FINNAIR OYJ	1
FIRST AIR	0
FREEDOM AIRLINES, INC.	30
FRONTIER AIRLINES, INC.	69
GLOBAL JET LUXEMBOURG S.A.	0
GOJET AIRLINES, LLC/UNITED EXPRESS	10
HAINAN AIRLINES COMPANY LTD	2
HAWAIIAN AIRLINES, INC.	85

HORIZON AIR INDUSTRIES, INC.	126
IBERIA LINEAS AEREAS DE ESPANA, S.A	57
IBERWORLD AIRLINES, S.A.	0
ICELANDAIR EHF.	0
INSEL AIR INTERNATIONAL B.V.	0
JALWAYS CO., LTD.	4
JAPAN AIRLINES INTERNATIONAL CO.	0
JAZZ AVIATION LP	45
JET AIRWAYS (INDIA) LTD.	0
JETBLUE AIRWAYS CORPORATION	567
JETSTAR AIRWAYS PTY LIMITED	3
JIN AIR	0
JOINT STOCK COMPANY VLADIVOSTOK AIR	0
KLM ROYAL DUTCH AIRLINES, N.V.	18
KOREAN AIR LINES CO., LTD.	15
KUWAIT AIRWAYS CORPORATION	0
LAN AIRLINES S.A.	24
LAN ARGENTINA S.A.	2
LAN ECUADOR	3
LAN PERU S.A.	0
LINEAS AEREAS COSTARRICENSES S.A.	16
LTU LUFTRANSPORT-UNTERNEHMEN GMBH	0
MALAYSIA AIRLINES	1
MARTINAIR HOLLAND N.V.	3
MESA AIRLINES, INC.	103
MESABA AVIATION, INC.	215
MIAMI AIR INTERNATIONAL, INC.	0
MONARCH AIRLINES LIMITED	1
NOLINOR AVIATION	0
NORTH AMERICAN AIRLINES, INC.	0
OMNI AIR INTERNATIONAL INC.	2
OPENSKIES	11
OY AIR FINLAND LTD	0
PAKISTAN INT'L AIRLINES CORPORATION	0
PHILIPPINE AIRLINES, INC.	18
PINNACLE AIRLINES, INC.	486
POLSKIE LINIE LOTNICZE LOT, S.A.	2
PORTER AIRLINES INC.	3
PRIVATAIR S.A.	0
PSA, INC. D/B/A US AIRWAYS EXPRESS	25
QANTAS AIRWAYS LIMITED	23
QATAR AIRWAYS Q.C.S.C.	11

REPUBLIC AIRLINES, INC.	31
ROYAL AIR MAROC	3
ROYAL JORDANIAN AIRLINE	4
RYAN INTERNATIONAL AIRLINES, INC.	0
SANTA BARBARA AIRLINES	0
SATA INTERNACIONAL	1
SAUDI ARABIAN AIRLINES CORPORATION	0
SCANDINAVIAN AIRLINES SYSTEM	19
SHANGHAI AIRLINES CO., LTD	0
SHUTTLE AMERICA CORPORATION	83
SIERRA PACIFIC AIRLINES, INC.	0
SINGAPORE AIRLINES LIMITED	10
SKY KING, INC.	0
SKYWEST AIRLINES, INC.	430
SOCIETE AIR FRANCE	94
SOUTH AFRICAN AIRWAYS (PTY) LIMITED	7
SOUTHWEST AIRLINES CO.	2,020
SPIRIT AIRLINES, INC.	74
SUN COUNTRY MN AIRLINES, LLC	38
SWISS INTERNATIONAL AIR LINES LTD.	4
TACA INTERNATIONAL AIRLINES, S.A.	35
TAM-LINHAS AEREAS, S.A.	6
TAP AIR PORTUGAL	1
TEM ENTERPRISES/XTRA AIRWAYS	0
THAI AIRWAYS INT'L PUBLIC CO. LTD.	1
THOMAS COOK AIRLINES SCANDINAVIA	0
THOMASCOOK AIRLINES	14
THOMSON AIRWAYS LIMITED	6
TITAN AIRWAYS LIMITED	0
TRANS AMERICAN AIRLINES S.A.	0
TRANSPORTES AEREOS DE CABO VERDE	0
TRAVEL SERVICE	0
TUI AIRLINES NEDERLAND, B.V.	0
TURKISH AIRLINES TURK HAVA TOLLARI	3
UNITED AIR LINES, INC.	1,413
US AIRWAYS, INC.	2,769
USA JET AIRLINES	0
USA 3000 AIRLINES	11
UZBEKISTAN AIRWAYS	0
V AUSTRALIA	0
VICTORY AIR TRANSPORT, INC.	0
VIRGIN AMERICA, INC.	47

VIRGIN ATLANTIC AIRWAYS LIMITED	125
VOLARIS	0
VRG LINHAS AÉREAS S/A	0
WESTJET	65
WORLD AIRWAYS, INC.	0
XL AIRWAYS FRANCE	0
Total	21,001

Summary of Disability-Related Complaint Data

All Carriers

Total number of complaints submitted: 21,001

	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	2	0	0	0	20	81	0	74	13	11	2	5
Refusal to Board w/o Attendant	0	1	1	2	1	3	0	0	6	1	2	0	0
Security Issues Regarding Disability	4	0	1	1	0	15	4	2	32	3	3	0	0
Aircraft Not Accessible	0	5	0	4	1	94	11	0	18	11	0	0	0
Airport Not Accessible	1	1	0	2	0	39	0	0	18	0	0	0	0
Advance Notice Dispute	3	1	1	2	0	38	11	0	11	5	3	0	5
Seating Accommodation	44	12	3	18	13	412	9	1	1,261	16	19	0	22
Failure to Provide Assistance	233	117	31	54	29	10,638	52	1	1,844	146	75	0	168
Damage to Assistive Device	4	1	0	25	8	604	3	0	19	202	5	0	0
Storage and Delay of Assistive Device	9	0	0	14	11	303	25	0	181	395	0	0	3
Service Animal Problem	18	13	3	1	0	11	0	0	343	7	35	0	1
Unsatisfactory Info	27	25	8	4	4	207	53	1	198	30	12	0	36
Other	56	69	15	20	5	777	68	1	1,012	49	26	0	260