

Summary of Disability-Related Complaint Data

U.S. Carriers

Total number of complaints submitted: 19,347

Carrier Name	Number of Complaints
ACROPOLIS AVIATION LTD	0
AERODYNAMICS INCORPORATED	0
AIRTRAN AIRWAYS, INC.	2,133
ALASKA AIRLINES, INC.	258
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
ATLANTIC SOUTHEAST AIRLINES, INC.	366
COLGAN AIR	63
COMAIR, INC. D/B/A DELTA CONNECTION	276
COMPASS AIRLINES, LLC	97
CONTINENTAL AIRLINES, INC.	1,026
CONTINENTAL MICRONESIA, INC.	5
DELTA AIR LINES, INC.	3,742
EXECUTIVE AIRLINES, INC.	12
FALCON AIR EXPRESS, INC.	1
FREEDOM AIRLINES, INC.	30
FRONTIER AIRLINES, INC.	69
GOJET AIRLINES, LLC/UNITED EXPRESS	10
HAWAIIAN AIRLINES, INC.	85
HORIZON AIR INDUSTRIES, INC.	126
JETBLUE AIRWAYS CORPORATION	567
MESA AIRLINES, INC.	103
MESABA AVIATION, INC.	215
MIAMI AIR INTERNATIONAL, INC.	0
NORTH AMERICAN AIRLINES, INC.	0
OMNI AIR INTERNATIONAL INC.	2
PINNACLE AIRLINES, INC.	486
PSA, INC. D/B/A US AIRWAYS EXPRESS	25
REPUBLIC AIRLINES, INC.	31
RYAN INTERNATIONAL AIRLINES, INC.	0
SHUTTLE AMERICA CORPORATION	83
SIERRA PACIFIC AIRLINES, INC.	0
SKY KING, INC.	0

SKYWEST AIRLINES, INC.	430
SOUTHWEST AIRLINES CO.	2,020
SPIRIT AIRLINES, INC.	74
SUN COUNTRY MN AIRLINES, LLC	38
TEM ENTERPRISES/XTRA AIRWAYS	0
UNITED AIR LINES, INC.	1,413
US AIRWAYS, INC.	2,769
USA JET AIRLINES	0
USA 3000 AIRLINES	11
V AUSTRALIA	0
VICTORY AIR TRANSPORT, INC.	0
VIRGIN AMERICA, INC.	47
VISION AIRLINES, INC	0
WORLD AIRWAYS, INC.	0
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	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	15	57	0	60	11	7	2	4
Refusal to Board w/o Attendant	0	0	0	2	1	2	0	0	2	1	1	0	0
Security Issues Regarding Disability	3	0	1	0	0	10	3	1	30	3	1	0	0
Aircraft Not Accessible	0	5	0	3	0	88	11	0	17	11	0	0	0
Airport Not Accessible	1	1	0	2	0	36	0	0	18	0	0	0	0
Advance Notice Dispute	2	1	0	1	0	27	8	0	6	3	0	0	4
Seating Accommodation	42	10	3	10	13	369	7	1	1,208	8	16	0	21
Failure to Provide Assistance	211	111	30	35	25	10,058	40	0	1,777	138	69	0	165
Damage to Assistive Device	4	1	0	12	6	391	3	0	12	159	0	0	0
Storage and Delay of Assistive Device	8	0	0	4	8	224	24	0	158	372	0	0	3
Service Animal Problem	18	9	3	0	0	8	0	0	322	7	35	0	1
Unsatisfactory Info	25	25	8	3	4	199	50	1	188	28	12	0	31
Other	49	65	15	8	5	678	53	1	975	39	24	0	237