

Summary of Disability-Related Complaint Data

All Carriers

Total number of complaints submitted: 21,372

Carrier Name	Number of Complaints
ABC AEROLINEAS, S.A. DE C.V.	0
ACROPOLIS AVIATION LTD	0
AER LINGUS LIMITED	21
AERODYNAMICS INCORPORATED	0
AEROENLACES NACIONALES S.A. DE C.V.	0
AEROFLOT RUSSIAN AIRLINES	2
AEROGAL	1
AEROLINEAS ARGENTINAS, S.A.	0
AEROSUR, S.A.	0
AEROSVIT AIRLINES	0
AEROVIAS DE MEXICO, S.A. DE C.V.	8
AIR ATLANTA-ICELANDIC	0
AIR BERLIN	23
AIR CANADA	386
AIR CHINA	1
AIR EUROPA LINEAS AEREAS, S.A.U.	2
AIR INDIA	4
AIR JAPAN, CO., LTD.	7
AIR NEW ZEALAND LIMITED	29
AIR PACIFIC LIMITED	0
AIR TAHITI NUI AIRLINES	3
AIR TRANSAT A.T., INC.	7
AIRES	0
AIRTRAN AIRWAYS, INC.	650
ALASKA AIRLINES, INC.	237
ALITALIA COMPAGNIA AEREA ITALIANA	51
ALL NIPPON AIRWAYS CO., LTD.	22
ALLEGiant AIR, INC.	50
AMERICAN AIRLINES, INC.	2,702
AMERICAN EAGLE AIRLINES, INC.	523
AMERISTAR AIR CARGO, INC.	0
ARIK AIR INTERNATIONAL USA LLC	0
ARKIA ISRAELI AIRLINES, LTD.	0
ASIANA AIRLINES, INC.	1
ATLANTIC SOUTHEAST AIRLINES, INC.	433

AUSTRIAN AIRLINES AG	4
AVIANCA, S.A.	10
BAHAMASAIR HOLDINGS LIMITED	7
BRITISH AIRWAYS PLC	296
BWIA WEST INDIES AIRWAYS LIMITED	17
CATHAY PACIFIC AIRWAYS LIMITED	34
CAYMAN AIRWAYS LIMITED	0
CHINA AIRLINES, LTD.	0
CHINA EASTERN AIRLINES CORPORATION	0
COLGAN AIR	199
COMAIR, INC. D/B/A DELTA CONNECTION	130
COMLUX MALTA LTD.	0
COMPANIA MEXICANA DE AVIACION, S.A.	0
COMPANIA PANAMENA DE AVIACION, S.A.	10
COMPASS AIRLINES, LLC	63
CONDOR FLUGDIENST GMBH	0
CONTINENTAL AIRLINES, INC.	1,147
CORSAIR	0
DC AVIATION GMBH	0
DELTA AIR LINES, INC.	3,352
DEUTSCHE LUFTHANSA AG	215
EGYPTAIR	0
EL AL ISRAEL AIRLINES LTD.	56
EMIRATES	28
ETHIOPIAN AIRLINES ENTERPRISE	0
ETIHAD AIRWAYS P.J.S.C.	0
EUROATLANTIC AIRWAYS TRANSPORTES AE	0
EVA AIRWAYS CORPORATION	1
EXECUTIVE AIRLINES, INC.	7
FALCON AIR EXPRESS, INC.	0
FINNAIR OY D/B/A FINNAIR OYJ	0
FIRST AIR	0
FRONTIER AIRLINES, INC.	109
GLOBAL JET LUXEMBOURG S.A.	0
GOJET AIRLINES, LLC/UNITED EXPRESS	7
HAINAN AIRLINES COMPANY LTD	0
HAWAIIAN AIRLINES, INC.	151
HELLENIC IMPERIAL AIRWAYS	0
HORIZON AIR INDUSTRIES, INC.	52
IBERIA LINEAS AEREAS DE ESPANA, S.A	65
IBERWORLD AIRLINES, S.A.	0
ICELANDAIR EHF.	0

INSEL AIR INTERNATIONAL B.V.	8
JAPAN AIRLINES INTERNATIONAL CO.	6
JAZZ AVIATION LP	85
JET AIRWAYS (INDIA) LTD.	0
JETBLUE AIRWAYS CORPORATION	942
JETSTAR AIRWAYS PTY LIMITED	4
JIN AIR	0
JOINT STOCK COMPANY VLADIVOSTOK AIR	0
KLM ROYAL DUTCH AIRLINES, N.V.	41
KOREAN AIR LINES CO., LTD.	11
KUWAIT AIRWAYS CORPORATION	0
LAN AIRLINES S.A.	7
LAN ARGENTINA S.A.	0
LAN ECUADOR	6
LAN PERU S.A.	1
LINEAS AEREAS COSTARRICENSES S.A.	11
LTU LUFTRANSPORT-UNTERNEHMEN GMBH	0
MALAYSIA AIRLINES	0
MARTINAIR HOLLAND N.V.	0
MERIDIANAFLY S.P.A. LTD	0
MESA AIRLINES, INC.	77
MESABA AVIATION, INC.	156
MIAMI AIR INTERNATIONAL, INC.	0
MONARCH AIRLINES LIMITED	2
NEOS SPA	0
NOLINOR AVIATION	0
NORTH AMERICAN AIRLINES, INC.	0
OMNI AIR INTERNATIONAL INC.	4
OPENSKIES	7
OY AIR FINLAND LTD	0
PAKISTAN INT'L AIRLINES CORPORATION	0
PHILIPPINE AIRLINES, INC.	20
PINNACLE AIRLINES, INC.	375
POLSKIE LINIE LOTNICZE LOT, S.A.	4
PORTER AIRLINES INC.	3
PRIVATAIR S.A.	0
PRIVILEGE STYLE	0
PSA, INC. D/B/A US AIRWAYS EXPRESS	32
QANTAS AIRWAYS LIMITED	25
QATAR AIRWAYS Q.C.S.C.	16
REPUBLIC AIRLINES, INC.	52
ROYAL AIR MAROC	2

ROYAL JORDANIAN AIRLINE	5
RYAN INTERNATIONAL AIRLINES, INC.	0
SANTA BARBARA AIRLINES	0
SATA INTERNACIONAL	2
SAUDI ARABIAN AIRLINES CORPORATION	0
SCANDINAVIAN AIRLINES SYSTEM	14
SHUTTLE AMERICA CORPORATION	98
SICHUAN AIRLINES	0
SIERRA PACIFIC AIRLINES, INC.	0
SINGAPORE AIRLINES LIMITED	11
SKY KING, INC.	0
SKYWEST AIRLINES, INC.	433
SOCIETE AIR FRANCE	239
SOUTH AFRICAN AIRWAYS (PTY) LIMITED	13
SOUTHWEST AIRLINES CO.	2,306
SPIRIT AIRLINES, INC.	140
STRATEGIC AIRLINES	0
SUN COUNTRY MN AIRLINES, LLC	30
SURINAM AIRWAYS	0
SWISS INTERNATIONAL AIR LINES LTD.	22
TACA INTERNATIONAL AIRLINES, S.A.	22
TAM-LINHAS AEREAS, S.A.	7
TAP AIR PORTUGAL	3
TEM ENTERPRISES/XTRA AIRWAYS	1
THAI AIRWAYS INT'L PUBLIC CO. LTD.	3
THOMAS COOK AIRLINES LIMITED	10
THOMAS COOK AIRLINES SCANDINAVIA	1
THOMSON AIRWAYS LIMITED	6
TITAN AIRWAYS LIMITED	0
TRANS AMERICAN AIRLINES S.A.	2
TRANSPORTES AEREOS DE CABO VERDE	0
TRAVEL SERVICE	0
TUI AIRLINES NEDERLAND, B.V.	0
TURKISH AIRLINES TURK HAVA YOLLARI	5
UNITED AIR LINES, INC.	1,537
US AIRWAYS, INC.	2,872
USA 3000 AIRLINES	3
USA JET AIRLINES	0
UZBEKISTAN AIRWAYS	0
V AUSTRALIA	6
VICTORY AIR TRANSPORT, INC.	0
VIRGIN AMERICA, INC.	77

VIRGIN ATLANTIC AIRWAYS LIMITED	359
VISION AIRLINES, INC	0
VOLARIS	0
VRG LINHAS AÉREAS S/A	0
WESTJET	125
WORLD AIRWAYS, INC.	0
XL AIRWAYS FRANCE	0
Total	21,372

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All Carriers

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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	0	2	0	1	1	16	68	5	79	12	8	5	9
Refusal to Board w/o Attendant	0	0	0	1	1	3	1	0	2	1	1	0	0
Security Issues Regarding Disability	0	3	0	0	0	12	1	0	21	2	0	0	0
Aircraft Not Accessible	0	7	1	3	1	48	16	0	28	2	0	0	1
Airport Not Accessible	1	2	0	2	1	46	1	0	16	0	1	0	0
Advance Notice Dispute	0	1	0	1	0	23	4	0	10	2	0	0	1
Seating Accommodation	27	12	3	20	10	453	18	0	1,445	19	33	1	14
Failure to Provide Assistance	176	99	38	32	37	11,010	68	1	1,552	135	60	2	208
Damage to Assistive Device	0	2	2	17	7	536	4	0	26	207	0	0	0
Storage and Delay of Assistive Device	4	1	1	13	10	340	23	0	228	478	2	0	5
Service Animal Problem	9	8	0	0	0	13	0	0	434	11	21	0	1
Unsatisfactory Info	16	22	2	7	9	165	33	0	193	36	13	0	16
Other	42	62	7	11	9	766	39	1	1,151	45	31	4	342