

APPENDIX C

Summary of Disability-Related Complaint Data

Foreign Carriers

Total number of complaints submitted: 3,281

Carrier Name	Number of Complaints
ABC AEROLINEAS, S.A. DE C.V.	0
ACROPOLIS AVIATION LTD	0
AER LINGUS LIMITED	24
AEROENLACES NACIONALES S.A. DE C.V.	0
AEROFLOT RUSSIAN AIRLINES	0
AEROGAL	0
AEROLINEAS ARGENTINAS, S.A.	0
AEROVIAS DE MEXICO, S.A. DE C.V.	2
AIR ATLANTA-ICELANDIC	0
AIR BERLIN	34
AIR CANADA	360
AIR CANADA ROUGE LP	3
AIR CHINA	2
AIR EUROPA LINEAS AEREAS, S.A.U.	5
AIR INDIA	0
AIR JAPAN, CO., LTD.	8
AIR NEW ZEALAND LIMITED	37
FIJI AIRWAYS	9
AIR TAHITI NUI AIRLINES	2
AIR TRANSAT A.T., INC.	13
ALITALIA COMPAGNIA AEREA ITALIANA	49
ALL NIPPON AIRWAYS CO., LTD.	26
ARKIA ISRAELI AIRLINES, LTD.	0
ASIANA AIRLINES, INC.	5
AUSTRIAN AIRLINES AG	15
AVIANCA, S.A.	23
BAHAMASAIR HOLDINGS LIMITED	3
BRITISH AIRWAYS PLC	566
BRUSSELS AIRLINES	0
CALIMA AVIACION	0
CANJET AIRLINES	0
CARIBBEAN AIRLINES LIMITED	15
CATHAY PACIFIC AIRWAYS LIMITED	38
CAYMAN AIRWAYS LIMITED	0

CHINA AIRLINES, LTD.	2
CHINA EASTERN AIRLINES CORPORATION	1
COMLUX MALTA LTD.	0
COMPANIA MEXICANA DE AVIACION, S.A.	0
COMPANIA PANAMENA DE AVIACION, S.A.	58
CONDOR FLUGDIENST GMBH	4
CORSAIR	0
DC AVIATION GMBH	0
DEUTSCHE LUFTHANSA AG	231
EDELWEISS AIR AG	0
EGYPTAIR	0
EL AL ISRAEL AIRLINES LTD.	44
EMIRATES	90
ETHIOPIAN AIRLINES ENTERPRISE	3
ETIHAD AIRWAYS P.J.S.C.	1
EUROATLANTIC AIRWAYS TRANSPORTES AE	0
EVA AIRWAYS CORPORATION	7
FINNAIR OY D/B/A FINNAIR OYJ	0
FIRST AIR	0
FLY JAMAICA	0
GLOBAL JET LUXEMBOURG S.A.	0
HAINAN AIRLINES COMPANY LTD	1
HI FLY, TRANSPORTES AEREOS, S.A.	0
IBERIA LINEAS AEREAS DE ESPANA, S.A	76
ICELANDAIR EHF.	7
INSEL AIR INTERNATIONAL B.V.	0
JAPAN AIRLINES INTERNATIONAL CO.	4
JAZZ AVIATION LP	56
JEJU AIR COMPANY LIMITED	0
JET AIRWAYS (INDIA) LTD.	0
JETSTAR AIRWAYS PTY LIMITED	10
JIN AIR	0
JOINT STOCK COMPANY VLADIVOSTOK AIR	0
K5-AVIATION GMBH	0
KLM ROYAL DUTCH AIRLINES, N.V.	31
KOREAN AIR LINES CO., LTD.	20
KUWAIT AIRWAYS CORPORATION	0
LAN AIRLINES S.A.	8
LAN ARGENTINA S.A.	3
LAN COLOMBIA	1
LAN ECUADOR	5
LAN PERU S.A.	4
LINEAS AEREAS COSTARRICENSES S.A.	4

MALAYSIA AIRLINES	2
MERIDIANAFLY S.P.A.	1
MONARCH AIRLINES LIMITED	0
NEW LIVINGSTON S.P.A.	0
NOLINOR AVIATION	0
NORWEGIAN AIR SHUTTLE ASA	0
OPENSKIES	5
PAKISTAN INT'L AIRLINES CORPORATION	1
PHILIPPINE AIRLINES, INC.	33
POLSKIE LINIE LOTNICZE LOT, S.A.	2
PORTER AIRLINES INC.	2
PRIVATAIR S.A.	0
QANTAS AIRWAYS LIMITED	8
QATAR AIRWAYS Q.C.S.C.	5
ROYAL AIR MAROC	0
ROYAL JORDANIAN AIRLINE	22
SANTA BARBARA AIRLINES	4
SATA INTERNACIONAL	1
SAUDI ARABIAN AIRLINES CORPORATION	0
SCANDINAVIAN AIRLINES SYSTEM	31
SICHUAN AIRLINES	0
SINGAPORE AIRLINES LIMITED	18
SKY REGIONAL AIRLINES	27
SOCIETE AIR FRANCE	164
SOUTH AFRICAN AIRWAYS SOC LIMITED	8
SUNWING AIRLINES	0
SURINAM AIRWAYS	0
SWISS INTERNATIONAL AIR LINES LTD.	24
TACA INTERNATIONAL AIRLINES, S.A.	25
TAM-LINHAS AEREAS, S.A.	10
TAP AIR PORTUGAL	2
THAI AIRWAYS INT'L PUBLIC CO. LTD.	0
THOMAS COOK AIRLINES LIMITED	2
THOMAS COOK AIRLINES SCANDINAVIA	0
THOMSON AIRWAYS LIMITED	2
TITAN AIRWAYS LIMITED	0
TRANS AMERICAN AIRLINES S.A.	3
TRANSAERO AIRLINE	4
TRANSPORTES AEREOS DE CABO VERDE	0
TRAVEL SERVICE	0
TUI AIRLINES BELGIUM DBA JETAIRFLY	0
TUI AIRLINES NEDERLAND, B.V.	0
TURKISH AIRLINES TURK HAVA YOLLARI	14

UZBEKISTAN AIRWAYS	0
V AUSTRALIA	11
VIRGIN ATLANTIC AIRWAYS LIMITED	460
VOLARIS	8
VRG LINHAS AÉREAS S/A	2
WESTJET	470
XL AIRWAYS FRANCE	0
YAKUTIA AIRLINES	0
Total	3,281

Summary of Disability-Related Complaint Data

Foreign Carriers

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	Vision Impaired	Hearing Impaired	Vision & Hearing Impaired	Paraplegic	Quadriplegic	Other wheelchair	Oxygen	Stretcher	Other Disability	Allergies	Other Assistive Device	Mentally Impaired	Communicable Disease
Refusal To Board Passenger	0	0	0	3	0	9	9	1	11	4	4	2	2
Refusal to Board w/o Attendant	1	1	0	2	1	1	0	0	4	0	0	0	0
Security Issues Regarding Disability	0	1	0	0	1	3	0	0	3	3	4	1	0
Aircraft Not Accessible	3	1	0	2	0	12	0	0	3	1	0	0	6
Airport Not Accessible	0	0	0	0	1	10	0	0	1	0	0	0	0
Advance Notice Dispute	0	0	0	0	0	22	0	0	15	1	0	0	29
Seating Accommodation	9	5	5	17	6	82	2	0	206	0	11	0	18
Failure to Provide Assistance	20	12	6	37	6	1,222	11	0	342	20	8	1	18
Damage to Assistive Device	3	0	0	23	5	171	0	0	11	47	0	0	0
Storage and Delay of Assistive Device	1	0	4	7	0	132	4	0	35	24	0	0	2
Service Animal Problem	8	2	15	0	0	4	0	0	26	0	5	0	1
Unsatisfactory Info	1	2	0	6	1	13	4	0	34	5	1	0	19
Other	6	8	0	14	6	182	13	0	122	29	7	2	34