

Summary of Disability-Related Complaint Data

All Carriers

Total number of complaints submitted: 25,246

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
AIRTRAN AIRWAYS, INC.	597
ALASKA AIRLINES, INC.	175
ALITALIA COMPAGNIA AEREA ITALIANA	49
ALL NIPPON AIRWAYS CO., LTD.	26
ALLEGiant AIR, INC.	300
AMERICAN AIRLINES, INC.	2,858
AMERICAN EAGLE AIRLINES, INC.	564
AMERISTAR AIR CARGO, INC.	0
ARIK AIR INTERNATIONAL USA LLC	0
ARKIA ISRAELI AIRLINES, LTD.	0
ASIANA AIRLINES, INC.	5
ATLAS AIR, INC.	1
AUSTRIAN AIRLINES AG	15
AVIANCA, S.A.	23
AVIOR AIRLINES	0

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
COMPASS AIRLINES, LLC	13
CONDOR FLUGDIENST GMBH	4
CORSAIR	0
DC AVIATION GMBH	0
DELTA AIR LINES, INC.	4,666
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
EXECUTIVE AIRLINES, INC.	1
EXPRESSJET AIRLINES	52
FALCON AIR EXPRESS, INC.	0
FINNAIR OY D/B/A FINNAIR OYJ	0
FIRST AIR	0
FLY JAMAICA	0
FRONTIER AIRLINES, INC.	242
GLOBAL JET LUXEMBOURG S.A.	0
GOJET AIRLINES, LLC	12
HAINAN AIRLINES COMPANY LTD	1
HAWAIIAN AIRLINES, INC.	194
HI FLY, TRANSPORTES AEREOS, S.A.	0
HORIZON AIR INDUSTRIES, INC.	75
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
JETBLUE AIRWAYS CORPORATION	1,210
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
MESA AIRLINES, INC.	49
MIAMI AIR INTERNATIONAL, INC.	0
MONARCH AIRLINES LIMITED	0
NEW LIVINGSTON S.P.A.	0
NOLINOR AVIATION	0
NORTH AMERICAN AIRLINES, INC.	0
NORWEGIAN AIR SHUTTLE ASA	0
OMNI AIR INTERNATIONAL INC.	2
OPENSKIES	5
PAKISTAN INT'L AIRLINES CORPORATION	1
PHILIPPINE AIRLINES, INC.	33
PINNACLE AIRLINES, INC. / ENDEAVOR	37
POLSKIE LINIE LOTNICZE LOT, S.A.	2
PORTER AIRLINES INC.	2
PRIVATAIR S.A.	0
PRIVILEGE STYLE	0
PSA, INC. D/B/A US AIRWAYS EXPRESS	23
QANTAS AIRWAYS LIMITED	8
QATAR AIRWAYS Q.C.S.C.	5
REPUBLIC AIRLINES, INC.	27
ROYAL AIR MAROC	0

Appendix A

ROYAL JORDANIAN AIRLINE	22
SANTA BARBARA AIRLINES	4
SATA INTERNACIONAL	1
SAUDI ARABIAN AIRLINES CORPORATION	0
SCANDINAVIAN AIRLINES SYSTEM	31
SHUTTLE AMERICA CORPORATION	15
SICHUAN AIRLINES	0
SIERRA PACIFIC AIRLINES, INC.	0
SINGAPORE AIRLINES LIMITED	18
SKY REGIONAL AIRLINES	27
SKYWEST AIRLINES, INC.	178
SOCIETE AIR FRANCE	164
SOUTH AFRICAN AIRWAYS SOC LIMITED	8
SOUTHWEST AIRLINES CO.	2,897
SPIRIT AIRLINES, INC.	562
SUN COUNTRY MN AIRLINES, LLC	51
SUNWING AIRLINES	0
SURINAM AIRWAYS	0
SWISS INTERNATIONAL AIR LINES LTD.	24
TACA INTERNATIONAL AIRLINES, S.A.	25
TAM-LINHAS AEREAS, S.A.	10
TAME EP LINEA AEREA DEL ECUADOR	0
TAP AIR PORTUGAL	2
TEM ENTERPRISES/XTRA AIRWAYS	0
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
TYROLEAN JET SERVICE	0
UNITED AIR LINES, INC.	4,601
US AIRWAYS, INC.	2,469
USA JET AIRLINES	0
UZBEKISTAN AIRWAYS	0
V AUSTRALIA	11

VIRGIN AMERICA, INC.	94
VIRGIN ATLANTIC AIRWAYS LIMITED	460
VISION AIRLINES, INC	0
VOLARIS	8
VRG LINHAS AÉREAS S/A	2
WESTJET	470
WORLD AIRWAYS, INC.	0
WORLD ATLANTIC AIRLINES	0
XL AIRWAYS FRANCE	0
YAKUTIA AIRLINES	0
Total	25,246

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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	Allergies	Other Assistive Device	Mentally Impaired	Communicable Disease
Refusal To Board Passenger	1	0	0	3	0	21	57	1	97	11	10	3	9
Refusal to Board w/o Attendant	1	1	2	2	1	1	0	0	5	0	4	0	0
Security Issues Regarding Disability	1	1	0	0	1	9	1	0	30	6	6	1	1
Aircraft Not Accessible	3	7	2	3	0	58	20	0	18	2	0	0	24
Airport Not Accessible	0	3	0	0	1	31	0	0	15	0	0	0	0
Advance Notice Dispute	0	0	0	1	1	52	3	0	25	1	0	0	31
Seating Accommodation	33	33	8	35	8	525	16	1	2,005	15	35	0	90
Failure to Provide Assistance	170	157	41	69	32	11,768	79	0	2,037	154	55	178	137
Damage to Assistive Device	3	0	0	29	9	508	2	0	34	205	0	0	0
Storage and Delay of Assistive Device	2	1	5	8	6	343	26	0	263	547	0	0	3
Service Animal Problem	22	6	15	0	0	9	0	1	685	11	31	0	25
Unsatisfactory Info	22	36	5	11	3	193	41	0	240	33	10	0	63
Other	53	89	8	23	14	1,016	72	0	1,611	100	55	2	478