

# APPENDIX A

## Summary of Disability-Related Complaint Data

### All Carriers

Total number of complaints submitted: 27,556

Carrier Name	Number of Complaints
ABC AEROLINEAS, S.A. DE C.V.	0
ACROPOLIS AVIATION LTD	0
AER LINGUS LIMITED	28
AEROENLACES NACIONALES S.A. DE C.V.	0
AEROFLOT RUSSIAN AIRLINES	3
AEROGAL	0
AEROLINEAS ARGENTINAS, S.A.	0
AEROVIAS DE MEXICO, S.A. DE C.V.	8
AIR ATLANTA-ICELANDIC	0
AIR BERLIN	14
AIR CANADA	116
AIR CANADA ROUGE LP	56
AIR CHINA	1
AIR EUROPA LINEAS AEREAS, S.A.U.	10
AIR INDIA	1
AIR JAPAN, CO., LTD.	3
AIR NEW ZEALAND LIMITED	61
AIR TAHITI NUI AIRLINES	2
AIR TRANSAT A.T., INC.	5
AIRTRAN AIRWAYS, INC.	262
ALASKA AIRLINES, INC.	276
ALITALIA – SOCIETA' AEREA ITALIANA	84
ALL NIPPON AIRWAYS CO., LTD.	24
ALLEGiant AIR, INC.	207
AMERICAN AIRLINES, INC.	3,027
AMERICAN EAGLE AIRLINES, INC.	757
AMERISTAR AIR CARGO, INC.	0
ARIK AIR INTERNATIONAL USA LLC	0
ARKIA ISRAELI AIRLINES, LTD.	0
ASIANA AIRLINES, INC.	5
ATLAS AIR, INC.	0
AUSTRIAN AIRLINES AG	18
AVIANCA, S.A.	16
AVIOR AIRLINES	0
AZERBAIJAN AIRLINES	0

AZUL BRAZILIAN AIRLINES	1
BAHAMASAIR HOLDINGS LIMITED	0
BRITISH AIRWAYS PLC	745
BRUSSELS AIRLINES	1
CALIMA AVIACION	0
CANJET AIRLINES	0
CARIBBEAN AIRLINES LIMITED	17
CATHAY PACIFIC AIRWAYS LIMITED	54
CAYMAN AIRWAYS LIMITED	0
CEBU PACIFIC AIR	0
CHINA AIRLINES, LTD.	4
CHINA EASTERN AIRLINES CORPORATION	0
COMLUX ARUBA	0
COMLUX MALTA LTD.	0
COMPANIA MEXICANA DE AVIACION, S.A.	0
COMPANIA PANAMENA DE AVIACION, S.A.	43
COMPASS AIRLINES, LLC	11
CONDOR FLUGDIENST GMBH	5
CORSAIR	0
DC AVIATION GMBH	0
DELTA AIR LINES, INC.	4,975
DEUTSCHE LUFTHANSA AG	219
DYNAMIC AIRWAYS, LLC	0
EDELWEISS AIR AG	0
EGYPTAIR	1
EL AL ISRAEL AIRLINES LTD.	38
EMIRATES	147
ETHIOPIAN AIRLINES ENTERPRISE	1
ETIHAD AIRWAYS P.J.S.C.	5
EUROATLANTIC AIRWAYS TRANSPORTES AE	0
EVA AIRWAYS CORPORATION	5
EXPRESSJET AIRLINES	49
FALCON AIR EXPRESS, INC.	2
FIJI AIRWAYS	20
FINNAIR OY D/B/A FINNAIR OYJ	0
FIRST AIR	0
FLY JAMAICA	0
FRONTIER AIRLINES, INC.	317
GLOBAL JET LUXEMBOURG S.A.	0
GOJET AIRLINES, LLC	11
HAINAN AIRLINES COMPANY LTD	0

HAWAIIAN AIRLINES, INC.	223
HI FLY LTD	0
HI FLY, TRANSPORTES AEREOS, S.A.	0
HORIZON AIR INDUSTRIES, INC.	83
IBERIA LINEAS AEREAS DE ESPANA, S.A	120
ICELANDAIR EHF.	17
INSEL AIR INTERNATIONAL B.V.	0
JAPAN AIRLINES INTERNATIONAL CO.	9
JAZZ AVIATION LP	42
JEJU AIR COMPANY LIMITED	0
JET AIRWAYS (INDIA) LTD.	1
JETBLUE AIRWAYS CORPORATION	1,518
JETSTAR AIRWAYS PTY LIMITED	9
JIN AIR	0
K5-AVIATION GMBH	0
KLM ROYAL DUTCH AIRLINES, N.V.	42
KOREAN AIR LINES CO., LTD.	20
KUWAIT AIRWAYS CORPORATION	0
LAN AIRLINES S.A.	13
LAN ARGENTINA S.A.	0
LAN COLOMBIA	0
LAN ECUADOR	2
LAN PERU S.A.	2
LINEAS AEREAS COSTARRICENSES S.A.	1
MALAYSIA AIRLINES	0
MERIDIANAFLY S.P.A.	4
MESA AIRLINES, INC.	27
MIAMI AIR INTERNATIONAL, INC.	0
MONARCH AIRLINES LIMITED	1
NOLINOR AVIATION	0
NORWEGIAN AIR SHUTTLE ASA	10
OMNI AIR INTERNATIONAL INC.	2
OPENSKIES	2
ORANGE AIR	0
ORENBURG AIRLINES	0
PAKISTAN INT'L AIRLINES CORPORATION	0
PHILIPPINE AIRLINES, INC.	13
PINNACLE AIRLINES, INC. / ENDEAVOR	50
POLSKIE LINIE LOTNICZE LOT, S.A.	6
POLYNESIAN AIRLINES LTD.	0
PORTER AIRLINES INC.	13
PRIVILEGE STYLE	0

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PSA, INC. D/B/A US AIRWAYS EXPRESS	59
QANTAS AIRWAYS LIMITED	17
QATAR AIRWAYS Q.C.S.C.	26
REPUBLIC AIRLINES, INC.	10
ROYAL AIR MAROC	2
ROYAL JORDANIAN AIRLINE	15
SANTA BARBARA AIRLINES	4
SATA INTERNACIONAL	3
SAUDI ARABIAN AIRLINES CORPORATION	0
SCANDINAVIAN AIRLINES SYSTEM	26
SHUTTLE AMERICA CORPORATION	9
SICHUAN AIRLINES	0
SIERRA PACIFIC AIRLINES, INC.	0
SINGAPORE AIRLINES LIMITED	7
SKY REGIONAL AIRLINES	37
SKYWEST AIRLINES, INC.	175
SOCIETE AIR FRANCE	242
SOUTH AFRICAN AIRWAYS SOC LIMITED	4
SOUTHWEST AIRLINES CO.	3,713
SPIRIT AIRLINES, INC.	668
SUN COUNTRY MN AIRLINES, LLC	50
SUNWING AIRLINES	0
SURINAM AIRWAYS	0
SWISS INTERNATIONAL AIR LINES LTD.	31
TACA INTERNATIONAL AIRLINES, S.A.	18
TAM-LINHAS AEREAS, S.A.	7
TAME EP LINEA AEREA DEL ECUADOR	1
TAP AIR PORTUGAL	4
THAI AIRWAYS INT'L PUBLIC CO. LTD.	0
THOMAS COOK AIRLINES LIMITED	2
THOMAS COOK AIRLINES SCANDINAVIA	0
THOMSON AIRWAYS LIMITED	4
TITAN AIRWAYS LIMITED	0
TRANS AMERICAN AIRLINES S.A.	3
TRANSAERO AIRLINE	1
TRANSPORTES AEREOS DE CABO VERDE	0
TRAVEL SERVICE	0
TUI AIRLINES BELGIUM DBA JETAIRFLY	0
TUI AIRLINES NEDERLAND, B.V.	1
TURKISH AIRLINES TURK HAVA YOLLARI	43
UKRAINE INTERNATIONAL AIRLINE	0
UNITED AIR LINES, INC.	5,236

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US AIRWAYS, INC.	2,213
UZBEKISTAN AIRWAYS	0
V AUSTRALIA	14
VIRGIN AMERICA, INC.	112
VIRGIN ATLANTIC AIRWAYS LIMITED	452
VISION AIRLINES, INC	2
VOLARIS	7
VRG LINHAS AÉREAS S/A	0
WESTJET	449
CARIBBEAN SUN AIRLINES DBA WAA	0
WOW AIR	0
XL AIRWAYS FRANCE	4
YAKUTIA AIRLINES	0
<b>Total</b>	<b>27,556</b>

## Summary of Disability-Related Complaint Data

### All Carriers

Total number of complaints submitted: 27,556

	Vision Impairment	Hearing Impairment	Vision & Hearing Impairment	Paraplegic	Quadriplegic	Other wheelchair	Oxygen	Stretcher	Other Disability	Other Assistive Device	Mentally Impaired	Communicable Disease	Allergies
Refusal To Board Passenger	1	1	0	1	0	21	76	1	129	12	15	2	8
Refusal to Board w/o Attendant	0	0	0	1	1	2	3	0	12	1	5	1	0
Security Issues Regarding Disability	0	1	0	0	0	8	3	0	18	3	3	0	0
Aircraft Not Accessible	1	9	0	4	3	58	16	0	37	7	0	0	6
Airport Not Accessible	0	0	0	0	2	23	0	0	15	3	1	0	0
Advance Notice Dispute	1	1	0	1	0	35	16	1	15	5	0	0	25
Seating Accommodation	43	28	11	24	12	383	22	0	2,024	17	42	0	69
Failure to Provide Assistance	176	133	32	87	17	12,977	49	0	2,113	173	124	0	199
Damage to Assistive Device	3	0	1	29	6	694	4	0	56	286	0	0	0
Storage and Delay of Assistive Device	5	2	0	28	3	393	31	0	335	714	1	0	2
Service Animal Problem	15	7	0	1	0	11	0	1	950	15	60	0	12
Unsatisfactory Info	21	33	2	8	4	124	38	1	219	40	9	0	61
Other	50	94	20	26	10	974	90	0	1,947	118	46	1	586