

APPENDIX C

Summary of Disability-Related Complaint Data

Foreign Carriers

Total number of complaints submitted: 3,512

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
ALITALIA – SOCIETA' AEREA ITALIANA	84
ALL NIPPON AIRWAYS CO., LTD.	24
ARKIA ISRAELI AIRLINES, LTD.	0
ASIANA AIRLINES, INC.	5
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
CONDOR FLUGDIENST GMBH	5
CORSAIR	0
DC AVIATION GMBH	0
DEUTSCHE LUFTHANSA AG	219
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
FIJI AIRWAYS	20
FINNAIR OY D/B/A FINNAIR OYJ	0
FIRST AIR	0
FLY JAMAICA	0
GLOBAL JET LUXEMBOURG S.A.	0
HAINAN AIRLINES COMPANY LTD	0
HI FLY LTD	0
HI FLY, TRANSPORTES AEREOS, S.A.	0
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
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
MONARCH AIRLINES LIMITED	1
NOLINOR AVIATION	0
NORWEGIAN AIR SHUTTLE ASA	10
OPENSKIES	2
ORENBURG AIRLINES	0
PAKISTAN INT'L AIRLINES CORPORATION	0
PHILIPPINE AIRLINES, INC.	13
POLSKIE LINIE LOTNICZE LOT, S.A.	6
POLYNESIAN AIRLINES LTD.	0
PORTER AIRLINES INC.	13
PRIVILEGE STYLE	0
QANTAS AIRWAYS LIMITED	17
QATAR AIRWAYS Q.C.S.C.	26
ROYAL AIR MAROC	2
ROYAL JORDANIAN AIRLINE	15
SANTA BARBARA AIRLINES	4
SATA INTERNACIONAL	3
SAUDI ARABIAN AIRLINES CORPORATION	0
SCANDINAVIAN AIRLINES SYSTEM	26
SICHUAN AIRLINES	0
SINGAPORE AIRLINES LIMITED	7
SKY REGIONAL AIRLINES	37
SOCIETE AIR FRANCE	242
SOUTH AFRICAN AIRWAYS SOC LIMITED	4
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
UZBEKISTAN AIRWAYS	0
V AUSTRALIA	14
VIRGIN ATLANTIC AIRWAYS LIMITED	452
VOLARIS	7
VRG LINHAS AÉREAS S/A	0
WESTJET	449
WOW AIR	0
XL AIRWAYS FRANCE	4
YAKUTIA AIRLINES	0
Total	3,512

Summary of Disability-Related Complaint Data

Foreign Carriers

Total number of complaints submitted: 3,512

	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	0	1	0	0	0	12	19	1	38	6	3	1	1
Refusal to Board w/o Attendant	0	0	0	1	1	1	2	0	1	1	2	0	0
Security Issues Regarding Disability	0	0	0	0	0	2	2	0	5	2	1	0	0
Aircraft Not Accessible	1	0	0	0	3	3	2	0	8	1	0	0	1
Airport Not Accessible	0	0	0	0	0	4	0	0	1	0	0	0	0
Advance Notice Dispute	0	1	0	1	0	8	6	1	3	5	0	0	10
Seating Accommodation	4	5	4	6	4	78	4	0	204	3	10	0	12
Failure to Provide Assistance	17	5	4	50	3	1,380	12	0	318	10	18	0	6
Damage to Assistive Device	0	0	0	22	2	284	0	0	14	21	0	0	0
Storage and Delay of Assistive Device	0	0	0	14	1	154	7	0	46	21	1	0	1
Service Animal Problem	2	2	0	0	0	3	0	0	45	0	2	0	0
Unsatisfactory Info	3	4	0	2	2	19	1	1	28	12	1	0	20
Other	16	4	2	14	1	191	6	0	155	34	5	1	29