

APPENDIX B

Summary of Disability-Related Complaint Data

U.S. Carriers

Total number of complaints submitted: 24,044

Carrier Name	Number of Complaints
AIRTRAN AIRWAYS, INC.	262
ALASKA AIRLINES, INC.	276
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
ATLAS AIR, INC.	0
COMPASS AIRLINES, LLC	11
DELTA AIR LINES, INC.	4,975
DYNAMIC AIRWAYS, LLC	0
EXPRESSJET AIRLINES	49
FALCON AIR EXPRESS, INC.	2
FRONTIER AIRLINES, INC.	317
GOJET AIRLINES, LLC	11
HAWAIIAN AIRLINES, INC.	223
HORIZON AIR INDUSTRIES, INC.	83
JETBLUE AIRWAYS CORPORATION	1,518
MESA AIRLINES, INC.	27
MIAMI AIR INTERNATIONAL, INC.	0
OMNI AIR INTERNATIONAL INC.	2
ORANGE AIR	0
PINNACLE AIRLINES, INC. / ENDEAVOR	50
PSA, INC. D/B/A US AIRWAYS EXPRESS	59
REPUBLIC AIRLINES, INC.	10
SHUTTLE AMERICA CORPORATION	9
SIERRA PACIFIC AIRLINES, INC.	0
SKYWEST AIRLINES, INC.	175
SOUTHWEST AIRLINES CO.	3,713
SPIRIT AIRLINES, INC.	668
SUN COUNTRY MN AIRLINES, LLC	50
UNITED AIR LINES, INC.	5,236
US AIRWAYS, INC.	2,213
VIRGIN AMERICA, INC.	112

VISION AIRLINES, INC	2
CARIBBEAN SUN AIRLINES DBA WAA	0
Total	24,044

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	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	0	0	1	0	9	57	0	91	6	12	1	7
Refusal to Board w/o Attendant	0	0	0	0	0	1	1	0	11	0	3	1	0
Security Issues Regarding Disability	0	1	0	0	0	6	1	0	13	1	2	0	0
Aircraft Not Accessible	0	9	0	4	0	55	14	0	29	6	0	0	5
Airport Not Accessible	0	0	0	0	2	19	0	0	14	3	1	0	0
Advance Notice Dispute	1	0	0	0	0	27	10	0	12	0	0	0	15
Seating Accommodation	39	23	7	18	8	305	18	0	1,820	14	32	0	57
Failure to Provide Assistance	159	128	28	37	14	11,597	37	0	1,795	163	106	0	193
Damage to Assistive Device	3	0	1	7	4	410	4	0	42	265	0	0	0
Storage and Delay of Assistive Device	5	2	0	14	2	239	24	0	289	693	0	0	1
Service Animal Problem	13	5	0	1	0	8	0	1	905	15	58	0	12
Unsatisfactory Info	18	29	2	6	2	105	37	0	191	28	8	0	41
Other	34	90	18	12	9	783	84	0	1,792	84	41	0	557