

APPENDIX B

Summary of Disability-Related Complaint Data

U.S. Carriers

Total number of complaints submitted: 27,843

Carrier Name	Number of Complaints
ALASKA AIRLINES, INC.	469
ALLEGiant AIR, INC.	538
AMERICAN AIRLINES, INC.	6,309
AMERICAN EAGLE AIRLINES, INC.	834
AMERISTAR AIR CARGO, INC.	0
ARIK AIR INTERNATIONAL USA LLC	0
ATLAS AIR, INC.	0
CARIBBEAN SUN AIRLINES DBA WAA	0
COMPASS AIRLINES, LLC	19
DELTA AIR LINES, INC.	6,121
DYNAMIC AIRWAYS, LLC	1
EXPRESSJET AIRLINES	34
FRONTIER AIRLINES, INC.	409
GOJET AIRLINES, LLC	7
HAWAIIAN AIRLINES, INC.	923
HORIZON AIR INDUSTRIES, INC.	116
ISLAND AIR	0
JETBLUE AIRWAYS CORPORATION	2,005
MESA AIRLINES, INC.	20
MIAMI AIR INTERNATIONAL, INC.	0
OMNI AIR INTERNATIONAL INC.	4
ORANGE AIR	0
PAN AMERICAN WORLD AIRWAYS DOMINICA	1
PINNACLE AIRLINES, INC. / ENDEAVOR	55
PSA AIRLINES	19
REPUBLIC AIRLINES, INC.	13
SHUTTLE AMERICA CORPORATION	14
SIERRA PACIFIC AIRLINES, INC.	0
SKYWEST AIRLINES, INC.	92
SOUTHWEST AIRLINES CO.	4,475

SPIRIT AIRLINES, INC.	1,027
SUN COUNTRY MN AIRLINES, LLC	63
TEM ENTERPRISES/XTRA AIRWAYS	3
TYROLEAN JET SERVICE	0
UNITED AIR LINES, INC.	4,163
VIRGIN AMERICA, INC.	109
Total	27,843

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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	3	2	3	2	18	108	1	110	13	16	1	14
Refusal to Board w/o Attendant	0	1	1	0	0	3	0	0	3	0	2	0	0
Security Issues Regarding Disability	0	1	0	0	1	9	0	0	9	0	0	0	1
Aircraft Not Accessible	1	10	1	1	2	30	1	0	29	1	0	0	2
Airport Not Accessible	0	0	0	1	1	27	1	2	27	4	0	0	0
Advance Notice Dispute	0	0	0	0	0	100	6	0	37	3	17	0	8
Seating Accommodation	43	17	10	17	6	304	36	0	2,039	24	54	1	54
Failure to Provide Assistance	134	121	62	36	31	12,637	59	0	2,240	177	85	0	257
Damage to Assistive Device	0	2	1	4	5	421	5	0	26	323	0	0	0
Storage and Delay of Assistive Device	4	1	1	7	4	212	18	0	312	725	1	0	2
Service Animal Problem	9	14	4	1	1	8	0	1	2,041	41	214	0	20
Unsatisfactory Info	10	28	4	0	1	105	29	0	213	44	44	0	38
Other	48	86	17	10	3	835	65	0	1,921	144	63	2	626

Appendix B