

APPENDIX B

Summary of Disability-Related Complaint Data

U.S. Carriers

Total number of complaints submitted: 27,842

| 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 |
| 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 |
| UNITED AIR LINES, INC. | 4,163 |
| VIRGIN AMERICA, INC. | 109 |
| Total | 27,842 |

Summary of Disability-Related Complaint Data

U.S. Carriers

Total number of complaints submitted: 27,842

| | 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 | 211 | 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 |