

APPENDIX C

Summary of Disability-Related Complaint Data

Foreign Carriers

Total number of complaints submitted: 4,602

Carrier Name	Number of Complaints
ABC AEROLINEAS, S.A. DE C.V.	3
ACM AIR CHARTER LUFTFAHRTGESELLSCHAFT	0
ACROPOLIS AVIATION LTD	0
AER LINGUS LIMITED	29
AEROENLACES NACIONALES S.A. DE C.V.	2
AEROFLOT RUSSIAN AIRLINES	2
AEROGAL	0
AEROLINEAS ARGENTINAS, S.A.	0
AEROVIAS DE MEXICO, S.A. DE C.V.	9
AIR ATLANTA-ICELANDIC	0
AIR BERLIN	61
AIR BUSAN	0
AIR CANADA	179
AIR CANADA ROUGE LP	193
AIR CHINA	1
AIR EUROPA LINEAS AEREAS, S.A.U.	9
AIR INDIA	0
AIR JAPAN, CO., LTD.	0
AIR NEW ZEALAND LIMITED	77
AIR SERBIA	0
AIR TAHITI NUI AIRLINES	1
AIR TRANSAT A.T., INC.	18
ALITALIA – SOCIETA' AEREA ITALIANA	40
ALL NIPPON AIRWAYS CO., LTD.	38
ARKIA ISRAELI AIRLINES, LTD.	0
ARUBA AIRLINES	1
ASIANA AIRLINES, INC.	7
AUSTRIAN AIRLINES AG	39
AVIANCA, S.A.	12
AVIOR AIRLINES	0
AZERBAIJAN AIRLINES	0
AZUL BRAZILIAN AIRLINES	1
BAHAMASAIR HOLDINGS LIMITED	0

BRITISH AIRWAYS PLC	829
BRUSSELS AIRLINES	0
CARIBBEAN AIRLINES LIMITED	7
CATHAY PACIFIC AIRWAYS LIMITED	45
CAYMAN AIRWAYS LIMITED	0
CEBU PACIFIC AIR	0
CHINA AIRLINES, LTD.	1
CHINA EASTERN AIRLINES CORPORATION	5
CHINA SOUTHERN AIRLINE	0
COMLUX ARUBA	0
COMLUX MALTA LTD.	0
COMPANIA PANAMENA DE AVIACION, S.A.	158
CONDOR FLUGDIENST GMBH	12
CORSAIR	0
DC AVIATION GMBH	0
DEUTSCHE LUFTHANSA AG	320
DOMINICAN WINGS	0
DREAMJET D/B/A LACOMPAGNIE	3
EASTAR JET	0
EDELWEISS AIR AG	0
EGYPTAIR	0
EL AL ISRAEL AIRLINES LTD.	60
EMIRATES	297
ETHIOPIAN AIRLINES ENTERPRISE	1
ETIHAD AIRWAYS P.J.S.C.	4
EUROATLANTIC AIRWAYS TRANSPORTES AE	0
EUROWINGS	2
EVA AIRWAYS CORPORATION	2
FAST COLOMBIA SAS	0
FIJI AIRWAYS	6
FINNAIR OY D/B/A FINNAIR OYJ	1
FIRST AIR	0
FLAIR AIRLINES	0
FLY JAMAICA	2
GLOBAL JET LUXEMBOURG S.A.	0
HAINAN AIRLINES COMPANY LTD	0
HI FLY LTD	0
HI FLY, TRANSPORTES AEREOS, S.A.	0
HONG KONG AIRLINES LIMITED	0
HONG KONG EXPRESS AIRWAYS LIMITED	0
IBERIA LINEAS AEREAS DE ESPANA, S.A	36
ICELANDAIR EHF.	20
INSEL AIR INTERNATIONAL B.V.	0

INSELAIR ARUBA N.V.	0
JAPAN AIRLINES INTERNATIONAL CO.	3
JAZZ AVIATION LP	42
JEJU AIR COMPANY LIMITED	0
JET AIRWAYS (INDIA) LTD.	0
JETSTAR AIRWAYS PTY LIMITED	12
JIN AIR	0
K5-AVIATION GMBH	0
KLM ROYAL DUTCH AIRLINES, N.V.	82
KOREAN AIR LINES CO., LTD.	15
KUWAIT AIRWAYS CORPORATION	0
LAN AIRLINES S.A.	5
LAN ARGENTINA S.A.	0
LAN COLOMBIA	1
LAN ECUADOR	2
LAN PERU S.A.	3
LIAT (1974) LTD	1
LINEAS AEREAS COSTARRICENSES S.A.	6
MERIDIANAFLY S.P.A.	1
NOLINOR AVIATION	0
NORWEGIAN AIR SHUTTLE ASA	58
OPENSKIES	2
PAKISTAN INT'L AIRLINES CORPORATION	0
PHILIPPINE AIRLINES, INC.	22
POLSKIE LINIE LOTNICZE LOT, S.A.	9
POLYNESIAN AIRLINES LTD.	0
PORTER AIRLINES INC.	29
PRIVILEGE STYLE	0
QANTAS AIRWAYS LIMITED	9
QATAR AIRWAYS Q.C.S.C.	37
ROYAL AIR MAROC	3
ROYAL JORDANIAN AIRLINE	15
SANTA BARBARA AIRLINES	11
SATA INTERNACIONAL	8
SAUDI ARABIAN AIRLINES CORPORATION	0
SCANDINAVIAN AIRLINES SYSTEM	32
SICHUAN AIRLINES	0
SINGAPORE AIRLINES LIMITED	4
SKY REGIONAL AIRLINES	43
SOCIETE AIR FRANCE	373
SOUTH AFRICAN AIRWAYS SOC LIMITED	3
SRILANKAN AIRLINES LIMITED	0
SUNWING AIRLINES	1

SURINAM AIRWAYS	0
SWISS INTERNATIONAL AIR LINES LTD.	88
TACA INTERNATIONAL AIRLINES, S.A.	10
TAG AVIATION (UK) LTD	0
TAM-LINHAS AEREAS, S.A.	6
TAME EP LINEA AEREA DEL ECUADOR	0
TAP AIR PORTUGAL	7
THOMAS COOK AIRLINES LIMITED	29
THOMAS COOK AIRLINES SCANDINAVIA	0
THOMSON AIRWAYS LIMITED	2
TITAN AIRWAYS LIMITED	0
TRANS AMERICAN AIRLINES S.A.	3
TRANSPORTES AEREOS DE CABO VERDE	0
TRAVEL SERVICE	0
TUI AIRLINES BELGIUM DBA JETAIRFLY	0
TUI AIRLINES NEDERLAND, B.V.	0
TURKISH AIRLINES TURK HAVA YOLLARI	67
TWAY AIR	0
UKRAINE INTERNATIONAL AIRLINE	1
UZBEKISTAN AIRWAYS	0
V AUSTRALIA	15
VIRGIN ATLANTIC AIRWAYS LIMITED	584
VOLARIS	18
VRG LINHAS AÉREAS S/A	0
WESTJET	401
WOW AIR	6
XIAMEN AIRLINES	0
XL AIRWAYS FRANCE	0
YAKUTIA AIRLINES	0
Total	4,602

Summary of Disability-Related Complaint Data

Foreign Carriers

Total number of complaints submitted: 4,602

	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	0	0	15	19	0	63	7	16	8	4
Refusal to Board w/o Attendant	0	0	1	0	0	0	0	0	2	0	0	0	0
Security Issues Regarding Disability	0	0	1	2	0	3	0	0	2	0	0	0	1
Aircraft Not Accessible	0	0	0	0	0	8	2	1	3	0	0	0	0
Airport Not Accessible	0	0	0	2	0	16	0	0	1	0	0	0	0
Advance Notice Dispute	0	0	0	0	0	24	6	0	4	0	1	0	1
Seating Accommodation	9	2	1	13	1	149	0	0	271	6	12	0	25
Failure to Provide Assistance	21	11	19	45	3	1,954	8	1	412	23	23	1	5
Damage to Assistive Device	0	1	0	12	0	286	0	0	12	114	0	0	0
Storage and Delay of Assistive Device	0	0	0	7	4	126	4	0	75	92	1	0	0
Service Animal Problem	0	0	1	0	0	1	0	0	75	3	8	0	1
Unsatisfactory Info	0	0	0	2	2	22	5	1	29	4	2	0	7
Other	11	11	0	6	6	185	11	0	172	30	12	0	29

Appendix C