

# APPENDIX C

## Summary of Disability-Related Complaint Data Foreign Carriers

Total number of complaints submitted: 5,039

Carrier Name	Number of Complaints
ABC AEROLINEAS, S.A. DE C.V.	0
ACM AIR CHARTER LUFTFAHRTGESELLSCHA	0
ACROPOLIS AVIATION LTD	0
AER LINGUS LIMITED	29
AEROENLACES NACIONALES S.A. DE C.V.	0
AEROFLOT RUSSIAN AIRLINES	0
AEROGAL	0
AEROLINEAS ARGENTINAS, S.A.	0
AEROVIAS DE MEXICO, S.A. DE C.V.	12
AIR ATLANTA-ICELANDIC	0
AIR BERLIN	29
AIR BUSAN	0
AIR CANADA	194
AIR CANADA ROUGE LP	298
AIR CHINA	1
AIR EUROPA LINEAS AEREAS, S.A.U.	10
AIR INDIA	6
AIR JAPAN, CO., LTD.	1
AIR NEW ZEALAND LIMITED	47
AIR SEOUL INC.	0
AIR SERBIA	0
AIR TAHITI NUI AIRLINES	10
AIR TRANSAT A.T., INC.	11
AIR X CHARTER LTD	0
AIRASIA X BERHAD	1
ALITALIA – SOCIETA’ AEREA ITALIANA	69
ALL NIPPON AIRWAYS CO., LTD.	34
ARKIA ISRAELI AIRLINES, LTD.	0
ARUBA AIRLINES	0
ASIANA AIRLINES, INC.	8
AUSTRIAN AIRLINES AG	43
AVIANCA, S.A.	15
AVIOR AIRLINES	0
AZERBAIJAN AIRLINES	0
AZUL BRAZILIAN AIRLINES	2

BAHAMASAIR HOLDINGS LIMITED	0
BEIJING CAPITAL AIRLINES CO.,LTD.	0
BOLIVIANA DE AVIACIÓN	0
BRITISH AIRWAYS PLC	848
BRUSSELS AIRLINES	4
CARIBBEAN AIRLINES LIMITED	8
CATHAY PACIFIC AIRWAYS LIMITED	103
CAYMAN AIRWAYS LIMITED	3
CEBU PACIFIC AIR	0
CHINA AIRLINES, LTD.	0
CHINA EASTERN AIRLINES CORPORATION	5
CHINA SOUTHERN AIRLINE	0
COMLUX ARUBA	0
COMLUX MALTA LTD.	0
COMPANIA PANAMENA DE AVIACION, S.A.	218
CONDOR FLUGDIENST GMBH	40
DC AVIATION GMBH	0
DEUTSCHE LUFTHANSA AG	488
DOMINICAN WINGS	0
DREAMJET D/B/A LACOMPAGNIE	0
EASTAR JET	0
EDELWEISS AIR AG	0
EGYPTAIR	0
EL AL ISRAEL AIRLINES LTD.	61
EMIRATES	197
ETHIOPIAN AIRLINES ENTERPRISE	1
ETIHAD AIRWAYS P.J.S.C.	48
EUROATLANTIC AIRWAYS TRANSPORTES AE	0
EUROWINGS	0
EVA AIRWAYS CORPORATION	2
FAST COLOMBIA SAS	0
FIJI AIRWAYS	2
FINNAIR OY D/B/A FINNAIR OYJ	0
FIRST AIR	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	72

ICELANDAIR EHF.	18
INSEL AIR INTERNATIONAL B.V.	0
JAPAN AIRLINES INTERNATIONAL CO.	2
JAZZ AVIATION LP	51
JEJU AIR COMPANY LIMITED	0
JETSTAR AIRWAYS PTY LIMITED	7
JIN AIR	0
K5-AVIATION GMBH	0
KLM ROYAL DUTCH AIRLINES, N.V.	118
KOREAN AIR LINES CO., LTD.	23
KUWAIT AIRWAYS CORPORATION	1
LAN AIRLINES S.A.	2
LAN ARGENTINA S.A.	0
LAN COLOMBIA	0
LAN ECUADOR	0
LAN PERU S.A.	4
LIAT (1974) LTD	0
LINEAS AEREAS COSTARRICENSES S.A.	3
MERIDIANAFLY S.P.A.	0
MJET GMBH	0
NOLINOR AVIATION	0
NORWEGIAN AIR INTERNATIONAL LTD	12
NORWEGIAN AIR SHUTTLE ASA	95
OPENSKIES	7
PAKISTAN INT'L AIRLINES CORPORATION	0
PAN AMERICAN WORLD AIRWAYS DOMINICA	3
PHILIPPINE AIRLINES, INC.	22
POLSKIE LINIE LOTNICZE LOT, S.A.	7
PORTER AIRLINES INC.	19
PRIVILEGE STYLE	0
QANTAS AIRWAYS LIMITED	14
QATAR AIRWAYS Q.C.S.C.	20
ROYAL AIR MAROC	6
ROYAL JET LLC	0
ROYAL JORDANIAN AIRLINE	5
SANTA BARBARA AIRLINES	2
SATA INTERNACIONAL	4
SAUDI ARABIAN AIRLINES CORPORATION	2
SCANDINAVIAN AIRLINES SYSTEM	32
SCOOT	0
SICHUAN AIRLINES	0
SINGAPORE AIRLINES LIMITED	3

SKY REGIONAL AIRLINES	59
SOCIETE AIR FRANCE	440
SOUTH AFRICAN AIRWAYS SOC LIMITED	2
SRILANKAN AIRLINES LIMITED	0
SUNWING AIRLINES	0
SURINAM AIRWAYS	0
SWISS INTERNATIONAL AIR LINES LTD.	147
TACA INTERNATIONAL AIRLINES, S.A.	12
TAG AVIATION (UK) LTD	0
TAM-LINHAS AEREAS, S.A.	7
TAME EP LINEA AEREA DEL ECUADOR	0
TAP AIR PORTUGAL	8
TAR AIRLINES	3
THOMAS COOK AIRLINES LIMITED	13
THOMAS COOK AIRLINES SCANDINAVIA	0
TITAN AIRWAYS LIMITED	0
TRANS AMERICAN AIRLINES S.A.	0
TRANSPORTES AEREOS DE CABO VERDE	0
TRAVEL SERVICE	0
TUI AIRLINES BELGIUM DBA JETAIRFLY	0
TUI AIRLINES NEDERLAND, B.V.	6
TUI AIRWAYS LIMITED	1
TURKISH AIRLINES TURK HAVA YOLLARI	101
TWAY AIR	0
TYROLEAN JET SERVICE	0
UKRAINE INTERNATIONAL AIRLINE	1
UZBEKISTAN AIRWAYS	0
V AUSTRALIA	39
VIRGIN ATLANTIC AIRWAYS LIMITED	580
VOLARIS	13
VRG LINHAS AÉREAS S/A	0
WESTJET	195
WOW AIR	7
XIAMEN AIRLINES	0
XL AIRWAYS FRANCE	1
YAKUTIA AIRLINES	0
<b>Total</b>	<b>5,039</b>

## Summary of Disability-Related Complaint Data Foreign Carriers

Total number of complaints submitted: 5,039

	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	0	0	1	0	5	36	0	69	1	6	1	0
Refusal to Board w/o Attendant	0	0	0	0	0	1	0	0	2	0	1	0	0
Security Issues Regarding Disability	1	2	1	1	0	4	0	0	1	1	1	0	0
Aircraft Not Accessible	0	2	0	0	0	14	2	0	2	0	0	0	0
Airport Not Accessible	0	0	0	1	0	4	0	0	3	0	1	0	0
Advance Notice Dispute	0	0	0	1	1	35	6	0	2	0	0	0	1
Seating Accommodation	9	2	1	19	1	156	1	0	377	5	17	1	8
Failure to Provide Assistance	23	21	4	51	5	2,090	16	1	462	24	15	1	8
Damage to Assistive Device	0	2	0	16	3	320	0	0	25	51	0	0	0
Storage and Delay of Assistive Device	1	1	1	14	1	148	7	0	66	79	1	0	0
Service Animal Problem	5	0	0	1	0	2	0	0	76	1	12	0	3
Unsatisfactory Info	0	0	0	3	0	24	8	0	24	6	1	1	14
Other	10	11	3	14	3	257	14	0	221	20	12	0	29