

APPENDIX B

Summary of Disability-Related Complaint Data

U.S. Carriers

Total number of complaints submitted: 35,510

Carrier Name	Number of Complaints
ALASKA AIRLINES, INC.	751
ALLEGiant AIR, INC.	793
AMERICAN AIRLINES, INC.	9,152
AMERICAN EAGLE AIRLINES, INC.	1,040
AMERISTAR AIR CARGO, INC.	0
ATLAS AIR, INC.	0
CARIBBEAN SUN AIRLINES DBA WAA	1
COMPASS AIRLINES, LLC	20
DELTA AIR LINES, INC.	7,582
EASTERN AIRLINES, LLC	0
EXPRESSJET AIRLINES	3
FRONTIER AIRLINES, INC.	244
GOJET AIRLINES, LLC	8
HAWAIIAN AIRLINES, INC.	396
HILLWOOD AIRWAYS	0
HORIZON AIR INDUSTRIES, INC.	102
JETBLUE AIRWAYS CORPORATION	1,851
MESA AIRLINES, INC.	17
MIAMI AIR INTERNATIONAL, INC.	0
OMNI AIR INTERNATIONAL INC.	4
PINNACLE AIRLINES, INC. / ENDEAVOR	58
PSA AIRLINES	200
REPUBLIC AIRLINES, INC.	96
SCOTT AVIATION, LLC DBA SILVER AIR	0
SIERRA PACIFIC AIRLINES, INC.	0
SILVER AIRWAYS LLC	6
SKYWEST AIRLINES, INC.	127
SOUTHWEST AIRLINES CO.	4,868
SPIRIT AIRLINES, INC.	2,325
SUN COUNTRY MN AIRLINES, LLC	145
TEM ENTERPRISES/XTRA AIRWAYS	0
UNITED AIR LINES, INC.	5,721
Total	35,510

	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	1	0	0	1	7	41	0	73	12	10	2	7
Refusal to Board w/o Attendant	0	0	1	0	0	4	0	0	2	0	0	0	0
Security Issues Regarding Disability	0	0	0	0	0	7	0	0	9	2	0	0	0
Aircraft Not Accessible	0	17	0	2	2	35	2	0	28	8	2	0	0
Airport Not Accessible	3	3	0	0	0	28	0	0	20	1	1	0	1
Advance Notice Dispute	2	1	0	1	1	77	3	0	11	2	5	0	17
Seating Accommodation	23	35	7	15	8	313	13	0	2,716	17	83	0	49
Failure to Provide Assistance	162	204	32	27	28	17,169	33	0	2,067	233	74	0	346
Damage to Assistive Device	4	6	0	5	5	435	3	0	29	387	0	0	1
Storage and Delay of Assistive Device	2	1	1	2	9	395	25	0	278	1,439	3	1	1
Service Animal Problem	10	9	0	0	0	20	0	1	2,436	86	454	0	82
Unsatisfactory Info	5	16	5	3	2	162	19	0	228	45	53	0	51
Other	44	119	13	10	8	1,254	35	0	2,536	261	51	0	354