

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by ACROPOLIS AVIATION LTD (2021)

Total number of complaints reported to DOT: 0

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by AER LINGUS LIMITED (2021)

Total number of complaints reported to DOT: 12

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by AEROENLACES NACIONALES S.A. DE C.V. (2021)

Total number of complaints reported to DOT: 0

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by AEROFLOT RUSSIAN AIRLINES (2021)**

Total number of complaints reported to DOT: 3

	Vision Impairment	Hearing Impairment	Vision & Hearing Impairment	Paraplegic	Quadriplegic	Other wheelchair	Oxygen	Stretcher	Other Disability	Other Assistive Device	Mentally Impaired	Communicable Disease	Allergies	Total of Category of Complaints
Refusal To Board Passenger	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Refusal to Board w/o Attendant	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Security Issues Regarding Disability	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Aircraft Not Accessible	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Airport Not Accessible	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Advance Notice Dispute	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Seating Accommodation	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Failure to Provide Assistance	0	0	0	0	0	0	0	0	1	0	0	0	0	1
Damage to Assistive Device	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Storage and Delay of Assistive Device	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Service Animal Problem	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Unsatisfactory Info	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Other	0	0	0	0	0	1	0	0	1	0	0	0	0	2

Total number of complaints reported to DOT: 0

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by AEROVIAS DE MEXICO, S.A. DE C.V. (2021)**

Total number of complaints reported to DOT: 62

	Vision Impairment	Hearing Impairment	Vision & Hearing Impairment	Paraplegic	Quadriplegic	Other wheelchair	Oxygen	Stretcher	Other Disability	Other Assistive Device	Mentally Impaired	Communicable Disease	Allergies	Total of Category of Complaints
Refusal To Board Passenger	0	0	0	0	0	0	0	0	1	0	0	0	0	1
Refusal to Board w/o Attendant	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Security Issues Regarding Disability	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Aircraft Not Accessible	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Airport Not Accessible	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Advance Notice Dispute	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Seating Accommodation	0	0	0	0	0	0	0	0	3	0	0	0	0	3
Failure to Provide Assistance	0	0	0	1	0	17	0	0	2	0	0	0	0	20
Damage to Assistive Device	0	0	0	9	0	5	1	0	0	0	0	0	0	15
Storage and Delay of Assistive Device	0	0	0	2	0	1	0	1	0	1	0	0	0	5
Service Animal Problem	0	0	0	0	0	0	0	0	5	1	0	0	0	6
Unsatisfactory Info	0	0	0	0	0	0	0	0	1	0	0	0	0	1
Other	0	0	0	0	0	4	1	0	5	1	0	0	0	11

Total number of complaints reported to DOT: 0

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by AIR CANADA (2021)**

Total number of complaints reported to DOT: 169

	Vision Impairment	Hearing Impairment	Vision & Hearing Impairment	Paraplegic	Quadriplegic	Other wheelchair	Oxygen	Stretcher	Other Disability	Other Assistive Device	Mentally Impaired	Communicable Disease	Allergies	Total of Category of Complaints
Refusal To Board Passenger	0	0	0	0	0	1	0	0	4	0	0	0	1	6
Refusal to Board w/o Attendant	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Security Issues Regarding Disability	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Aircraft Not Accessible	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Airport Not Accessible	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Advance Notice Dispute	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Seating Accommodation	0	2	0	0	0	2	0	0	19	0	0	0	0	23
Failure to Provide Assistance	2	0	0	0	0	77	1	0	9	0	0	0	0	89
Damage to Assistive Device	0	0	0	0	0	9	0	0	0	1	0	0	0	10
Storage and Delay of Assistive Device	0	0	0	0	0	2	0	0	0	4	0	0	0	6
Service Animal Problem	0	0	0	0	0	0	0	0	5	0	0	0	0	5
Unsatisfactory Info	0	0	0	0	0	3	0	0	1	0	0	0	0	4
Other	0	0	0	0	0	13	0	0	8	1	0	0	4	26

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by AIR CANADA ROUGE LP (2021)**

Total number of complaints reported to DOT: 24

	Vision Impairment	Hearing Impairment	Vision & Hearing Impairment	Paraplegic	Quadriplegic	Other wheelchair	Oxygen	Stretcher	Other Disability	Other Assistive Device	Mentally Impaired	Communicable Disease	Allergies	Total of Category of Complaints
Refusal To Board Passenger	0	0	0	0	0	0	1	0	1	0	0	0	0	2
Refusal to Board w/o Attendant	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Security Issues Regarding Disability	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Aircraft Not Accessible	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Airport Not Accessible	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Advance Notice Dispute	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Seating Accommodation	1	0	0	0	0	0	0	0	6	0	0	0	0	7
Failure to Provide Assistance	0	0	0	0	0	2	0	0	1	0	0	0	0	3
Damage to Assistive Device	0	0	0	0	0	3	0	0	0	0	0	0	0	3
Storage and Delay of Assistive Device	0	0	0	0	0	1	0	0	0	2	0	0	0	3
Service Animal Problem	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Unsatisfactory Info	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Other	0	0	0	0	0	1	0	0	5	0	0	0	0	6

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by AIR TAHITI NUI AIRLINES (2021)**

Total number of complaints reported to DOT: 2

	Vision Impairment	Hearing Impairment	Vision & Hearing Impairment	Paraplegic	Quadriplegic	Other wheelchair	Oxygen	Stretcher	Other Disability	Other Assistive Device	Mentally Impaired	Communicable Disease	Allergies	Total of Category of Complaints
Refusal To Board Passenger	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Refusal to Board w/o Attendant	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Security Issues Regarding Disability	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Aircraft Not Accessible	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Airport Not Accessible	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Advance Notice Dispute	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Seating Accommodation	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Failure to Provide Assistance	0	0	0	0	0	1	0	0	0	0	0	0	0	1
Damage to Assistive Device	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Storage and Delay of Assistive Device	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Service Animal Problem	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Unsatisfactory Info	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Other	0	0	0	0	0	0	0	0	1	0	0	0	0	1

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by AIR TRANSAT A.T., INC. (2021)

Total number of complaints reported to DOT: 0

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by ALASKA AIRLINES, INC. (2021)**

Total number of complaints reported to DOT: 371

	Vision Impairment	Hearing Impairment	Vision & Hearing Impairment	Paraplegic	Quadriplegic	Other wheelchair	Oxygen	Stretcher	Other Disability	Other Assistive Device	Mentally Impaired	Communicable Disease	Allergies	Total of Category of Complaints
Refusal To Board Passenger	0	0	0	0	0	0	0	0	1	0	0	0	0	1
Refusal to Board w/o Attendant	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Security Issues Regarding Disability	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Aircraft Not Accessible	0	0	0	0	0	0	1	0	0	0	0	0	0	1
Airport Not Accessible	0	0	0	0	0	1	0	0	0	0	0	0	0	1
Advance Notice Dispute	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Seating Accommodation	1	0	0	0	0	0	1	0	19	0	0	0	0	21
Failure to Provide Assistance	0	3	1	0	0	238	0	0	5	1	0	0	0	248
Damage to Assistive Device	0	0	0	0	0	7	0	0	0	3	0	0	0	10
Storage and Delay of Assistive Device	0	0	0	0	0	4	1	0	0	3	0	0	0	8
Service Animal Problem	0	0	0	0	0	0	0	0	25	1	0	0	0	26
Unsatisfactory Info	0	0	0	0	0	0	1	0	3	0	0	0	0	4
Other	0	3	0	0	0	7	2	0	36	1	0	0	2	51

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by ALLEGIANT AIR, INC. (2021)**

Total number of complaints reported to DOT: 533

	Vision Impairment	Hearing Impairment	Vision & Hearing Impairment	Paraplegic	Quadriplegic	Other wheelchair	Oxygen	Stretcher	Other Disability	Other Assistive Device	Mentally Impaired	Communicable Disease	Allergies	Total of Category of Complaints
Refusal To Board Passenger	0	0	0	0	0	0	3	0	7	0	0	0	0	10
Refusal to Board w/o Attendant	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Security Issues Regarding Disability	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Aircraft Not Accessible	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Airport Not Accessible	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Advance Notice Dispute	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Seating Accommodation	0	2	0	0	0	6	2	0	18	0	0	0	0	28
Failure to Provide Assistance	4	0	0	0	0	174	0	0	4	0	0	0	0	182
Damage to Assistive Device	0	0	0	0	0	4	0	0	0	2	0	0	0	6
Storage and Delay of Assistive Device	0	0	0	0	0	1	0	0	0	1	0	0	0	2
Service Animal Problem	1	0	0	0	0	0	0	0	213	0	0	0	0	214
Unsatisfactory Info	1	2	0	0	0	12	1	0	58	2	2	0	4	82
Other	0	2	0	0	0	2	0	0	4	0	1	0	0	9

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by AMERICAN AIRLINES, INC. (2021)**

Total number of complaints reported to DOT: 11,413

	Vision Impairment	Hearing Impairment	Vision & Hearing Impairment	Paraplegic	Quadriplegic	Other wheelchair	Oxygen	Stretcher	Other Disability	Other Assistive Device	Mentally Impaired	Communicable Disease	Allergies	Total of Category of Complaints
Refusal To Board Passenger	0	1	0	0	0	0	0	0	11	0	1	5	0	18
Refusal to Board w/o Attendant	0	0	0	0	0	0	0	0	2	0	1	0	0	3
Security Issues Regarding Disability	0	0	0	0	0	0	0	0	1	1	0	0	0	2
Aircraft Not Accessible	0	0	0	0	0	4	1	0	7	0	0	0	0	12
Airport Not Accessible	0	0	0	0	0	0	0	0	4	1	0	0	0	5
Advance Notice Dispute	0	0	0	0	0	0	0	0	1	0	1	0	0	2
Seating Accommodation	5	3	0	1	2	13	1	0	517	6	4	0	4	556
Failure to Provide Assistance	46	18	12	7	3	5473	3	0	489	106	6	0	5	6168
Damage to Assistive Device	0	0	0	0	0	52	0	0	2	54	0	0	0	108
Storage and Delay of Assistive Device	0	1	1	0	0	76	0	0	124	456	0	0	0	658
Service Animal Problem	1	2	0	0	0	1	0	0	366	18	1	0	3	392
Unsatisfactory Info	1	0	1	0	0	12	0	0	23	7	1	0	0	45
Other	9	12	0	0	0	183	0	1	3164	38	5	1	31	3444

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by AMERICAN EAGLE AIRLINES, INC. (2021)**

Total number of complaints reported to DOT: 243

	Vision Impairment	Hearing Impairment	Vision & Hearing Impairment	Paraplegic	Quadriplegic	Other wheelchair	Oxygen	Stretcher	Other Disability	Other Assistive Device	Mentally Impaired	Communicable Disease	Allergies	Total of Category of Complaints
Refusal To Board Passenger	0	0	0	0	0	1	1	0	1	0	0	0	0	3
Refusal to Board w/o Attendant	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Security Issues Regarding Disability	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Aircraft Not Accessible	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Airport Not Accessible	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Advance Notice Dispute	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Seating Accommodation	0	0	0	0	0	3	0	0	20	0	0	0	0	23
Failure to Provide Assistance	2	2	0	0	0	31	0	0	24	5	1	0	0	65
Damage to Assistive Device	0	0	0	0	0	6	0	0	0	5	0	0	0	11
Storage and Delay of Assistive Device	0	0	0	0	0	6	0	0	11	40	0	0	0	57
Service Animal Problem	0	0	0	0	0	1	0	0	23	0	0	0	0	24
Unsatisfactory Info	0	0	1	0	0	1	0	0	3	0	0	0	0	5
Other	0	3	0	0	0	2	0	0	45	5	0	0	0	55

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by AMERISTAR AIR CARGO, INC. (2021)

Total number of complaints reported to DOT: 0

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by ARKIA ISRAELI AIRLINES, LTD. (2021)

Total number of complaints reported to DOT: 0

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by ARUBA AIRLINES (2021)

Total number of complaints reported to DOT: 0

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by ASIANA AIRLINES, INC. (2021)

Total number of complaints reported to DOT: 4

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by ATLAS AIR, INC. (2021)

Total number of complaints reported to DOT: 0

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by AUSTRIAN AIRLINES AG (2021)

Total number of complaints reported to DOT: 11

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by AVELO AIRLINES (2021)**

Total number of complaints reported to DOT: 2

	Vision Impairment	Hearing Impairment	Vision & Hearing Impairment	Paraplegic	Quadriplegic	Other wheelchair	Oxygen	Stretcher	Other Disability	Other Assistive Device	Mentally Impaired	Communicable Disease	Allergies	Total of Category of Complaints
Refusal To Board Passenger	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Refusal to Board w/o Attendant	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Security Issues Regarding Disability	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Aircraft Not Accessible	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Airport Not Accessible	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Advance Notice Dispute	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Seating Accommodation	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Failure to Provide Assistance	0	0	1	0	0	0	0	0	0	0	0	0	0	1
Damage to Assistive Device	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Storage and Delay of Assistive Device	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Service Animal Problem	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Unsatisfactory Info	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Other	0	0	0	0	0	0	0	0	0	0	1	0	0	1

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by AVIANCA, S.A. (2021)

Total number of complaints reported to DOT: 4

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by AVION EXPRESS MALTA (2021)

Total number of complaints reported to DOT: 0

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by AZERBAIJAN AIRLINES (2021)

Total number of complaints reported to DOT: 0

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by AZUL BRAZILIAN AIRLINES (2021)

Total number of complaints reported to DOT: 2

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by BAHAMASAIR HOLDINGS LIMITED (2021)

Total number of complaints reported to DOT: 0

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by BEIJING CAPITAL AIRLINES CO.,LTD. (2021)

Total number of complaints reported to DOT: 0

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by BOLIVIANA DE AVIACION (2021)

Total number of complaints reported to DOT: 0

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by BREEZE AIRWAYS (2021)

Total number of complaints reported to DOT: 13

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by BRITISH AIRWAYS PLC (2021)**

Total number of complaints reported to DOT: 256

	Vision Impairment	Hearing Impairment	Vision & Hearing Impairment	Paraplegic	Quadriplegic	Other wheelchair	Oxygen	Stretcher	Other Disability	Other Assistive Device	Mentally Impaired	Communicable Disease	Allergies	Total of Category of Complaints
Refusal To Board Passenger	1	1	0	1	0	1	0	0	1	0	1	0	0	6
Refusal to Board w/o Attendant	0	1	0	0	0	0	0	0	0	0	0	0	0	1
Security Issues Regarding Disability	0	1	0	0	0	1	0	0	0	0	0	0	0	2
Aircraft Not Accessible	0	0	0	0	0	3	0	0	1	0	0	0	0	4
Airport Not Accessible	0	0	0	0	0	4	0	0	3	0	1	0	0	8
Advance Notice Dispute	0	1	0	2	0	2	1	0	1	0	0	0	0	7
Seating Accommodation	0	0	1	0	0	9	1	0	7	0	0	0	0	18
Failure to Provide Assistance	1	2	1	6	0	78	0	0	20	1	1	0	0	110
Damage to Assistive Device	0	0	0	2	0	6	0	0	0	0	0	0	0	8
Storage and Delay of Assistive Device	0	0	0	3	0	12	0	0	8	2	0	0	0	25
Service Animal Problem	0	1	0	0	0	0	0	0	5	1	0	0	0	7
Unsatisfactory Info	0	1	0	0	0	11	0	0	6	0	0	0	0	18
Other	0	0	0	5	0	30	2	0	5	0	0	0	0	42

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by BRUSSELS AIRLINES (2021)

Total number of complaints reported to DOT: 1

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by CARIBBEAN AIRLINES LIMITED (2021)**

Total number of complaints reported to DOT: 17

	Vision Impairment	Hearing Impairment	Vision & Hearing Impairment	Paraplegic	Quadriplegic	Other wheelchair	Oxygen	Stretcher	Other Disability	Other Assistive Device	Mentally Impaired	Communicable Disease	Allergies	Total of Category of Complaints
Refusal To Board Passenger	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Refusal to Board w/o Attendant	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Security Issues Regarding Disability	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Aircraft Not Accessible	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Airport Not Accessible	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Advance Notice Dispute	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Seating Accommodation	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Failure to Provide Assistance	0	0	0	0	0	5	0	0	0	0	0	0	0	5
Damage to Assistive Device	0	0	0	0	0	1	0	0	0	0	0	0	0	1
Storage and Delay of Assistive Device	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Service Animal Problem	0	0	0	0	0	0	0	0	2	0	0	0	0	2
Unsatisfactory Info	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Other	0	0	0	0	0	7	0	0	2	0	0	0	0	9

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by CARIBBEAN SUN AIRLINES DBA WAA (2021)

Total number of complaints reported to DOT: 0

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by CATHAY PACIFIC AIRWAYS LIMITED (2021)

Total number of complaints reported to DOT: 3

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by CAYMAN AIRWAYS LIMITED (2021)

Total number of complaints reported to DOT: 2

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by CEBU PACIFIC AIR (2021)

Total number of complaints reported to DOT: 0

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by CHINA AIRLINES, LTD. (2021)

Total number of complaints reported to DOT: 0

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by CHINA EASTERN AIRLINES CORPORATION (2021)

Total number of complaints reported to DOT: 1

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by CHINA SOUTHERN AIRLINE (2021)

Total number of complaints reported to DOT: 3

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by COMLUX ARUBA (2021)

Total number of complaints reported to DOT: 0

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by COMLUX MALTA LTD. (2021)

Total number of complaints reported to DOT: 0

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by COMPANIA PANAMENA DE AVIACION, S.A. (2021)**

Total number of complaints reported to DOT: 129

	Vision Impairment	Hearing Impairment	Vision & Hearing Impairment	Paraplegic	Quadriplegic	Other wheelchair	Oxygen	Stretcher	Other Disability	Other Assistive Device	Mentally Impaired	Communicable Disease	Allergies	Total of Category of Complaints
Refusal To Board Passenger	0	0	0	0	0	0	0	0	2	0	0	0	0	2
Refusal to Board w/o Attendant	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Security Issues Regarding Disability	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Aircraft Not Accessible	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Airport Not Accessible	0	0	0	0	1	0	0	0	0	0	0	0	1	2
Advance Notice Dispute	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Seating Accommodation	0	0	0	0	0	1	0	0	0	0	0	0	1	2
Failure to Provide Assistance	0	0	0	0	0	81	0	0	2	0	0	0	0	83
Damage to Assistive Device	0	0	0	0	0	2	0	0	0	0	0	0	0	2
Storage and Delay of Assistive Device	0	0	0	1	0	5	0	0	2	0	1	0	0	9
Service Animal Problem	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Unsatisfactory Info	0	2	0	0	0	0	0	0	1	0	0	0	0	3
Other	0	0	0	0	2	19	0	0	5	0	0	0	0	26

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by CONDOR FLUGDIENST GMBH (2021)**

Total number of complaints reported to DOT: 5

	Vision Impairment	Hearing Impairment	Vision & Hearing Impairment	Paraplegic	Quadriplegic	Other wheelchair	Oxygen	Stretcher	Other Disability	Other Assistive Device	Mentally Impaired	Communicable Disease	Allergies	Total of Category of Complaints
Refusal To Board Passenger	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Refusal to Board w/o Attendant	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Security Issues Regarding Disability	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Aircraft Not Accessible	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Airport Not Accessible	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Advance Notice Dispute	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Seating Accommodation	0	0	0	0	0	0	0	0	1	0	0	0	0	1
Failure to Provide Assistance	0	0	0	0	0	1	0	0	0	0	0	0	0	1
Damage to Assistive Device	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Storage and Delay of Assistive Device	0	0	0	0	0	0	0	0	1	0	0	0	0	1
Service Animal Problem	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Unsatisfactory Info	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Other	0	0	0	0	0	1	0	0	0	1	0	0	0	2

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by DC AVIATION GMBH (2021)

Total number of complaints reported to DOT: 0

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by DELTA AIR LINES, INC. (2021)**

Total number of complaints reported to DOT: 5,327

	Vision Impairment	Hearing Impairment	Vision & Hearing Impairment	Paraplegic	Quadriplegic	Other wheelchair	Oxygen	Stretcher	Other Disability	Other Assistive Device	Mentally Impaired	Communicable Disease	Allergies	Total of Category of Complaints
Refusal To Board Passenger	0	0	1	0	0	6	23	0	16	0	1	0	1	48
Refusal to Board w/o Attendant	0	0	0	0	0	0	0	0	0	0	3	0	0	3
Security Issues Regarding Disability	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Aircraft Not Accessible	0	0	0	0	1	5	0	0	1	1	0	0	0	8
Airport Not Accessible	0	0	0	0	0	4	0	0	0	0	0	0	0	4
Advance Notice Dispute	0	0	1	0	0	2	5	0	6	0	0	0	3	17
Seating Accommodation	5	5	1	0	0	35	0	0	239	4	6	0	13	308
Failure to Provide Assistance	23	43	17	3	4	3648	6	0	357	22	8	0	80	4211
Damage to Assistive Device	1	0	1	2	2	8	0	0	4	1	0	0	0	19
Storage and Delay of Assistive Device	1	0	0	0	1	16	1	0	27	25	0	1	0	72
Service Animal Problem	3	1	1	0	0	3	0	0	217	1	3	0	6	235
Unsatisfactory Info	1	0	0	0	0	9	2	0	7	6	0	0	6	31
Other	2	2	2	4	1	199	4	0	34	2	1	0	120	371

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by DEUTSCHE LUFTHANSA AG (2021)

Total number of complaints reported to DOT: 76

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by DREAMJET D/B/A LACOMPAGNIE (2021)

Total number of complaints reported to DOT: 2

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by EASTERN AIRLINES, LLC (2021)

Total number of complaints reported to DOT: 4

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by EDELWEISS AIR AG (2021)

Total number of complaints reported to DOT: 0

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by EGYPTAIR (2021)**

Total number of complaints reported to DOT: 1

	Vision Impairment	Hearing Impairment	Vision & Hearing Impairment	Paraplegic	Quadriplegic	Other wheelchair	Oxygen	Stretcher	Other Disability	Other Assistive Device	Mentally Impaired	Communicable Disease	Allergies	Total of Category of Complaints
Refusal To Board Passenger	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Refusal to Board w/o Attendant	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Security Issues Regarding Disability	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Aircraft Not Accessible	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Airport Not Accessible	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Advance Notice Dispute	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Seating Accommodation	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Failure to Provide Assistance	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Damage to Assistive Device	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Storage and Delay of Assistive Device	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Service Animal Problem	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Unsatisfactory Info	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Other	0	0	0	0	0	0	0	0	1	0	0	0	0	1

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by EL AL ISRAEL AIRLINES LTD. (2021)**

Total number of complaints reported to DOT: 24

	Vision Impairment	Hearing Impairment	Vision & Hearing Impairment	Paraplegic	Quadriplegic	Other wheelchair	Oxygen	Stretcher	Other Disability	Other Assistive Device	Mentally Impaired	Communicable Disease	Allergies	Total of Category of Complaints
Refusal To Board Passenger	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Refusal to Board w/o Attendant	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Security Issues Regarding Disability	0	0	0	0	0	1	0	0	0	0	0	0	0	1
Aircraft Not Accessible	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Airport Not Accessible	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Advance Notice Dispute	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Seating Accommodation	0	0	0	0	0	2	0	0	3	0	0	0	0	5
Failure to Provide Assistance	0	0	0	0	0	11	0	0	0	0	0	0	0	11
Damage to Assistive Device	0	0	0	0	0	0	0	0	0	1	0	0	0	1
Storage and Delay of Assistive Device	0	0	0	0	0	0	0	0	0	2	0	0	0	2
Service Animal Problem	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Unsatisfactory Info	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Other	0	0	0	1	0	2	0	0	1	0	0	0	0	4

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by EMIRATES (2021)

Total number of complaints reported to DOT: 102

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by ETHIOPIAN AIRLINES ENTERPRISE (2021)

Total number of complaints reported to DOT: 0

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by ETIHAD AIRWAYS P.J.S.C. (2021)

Total number of complaints reported to DOT: 16

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by EUROATLANTIC AIRWAYS TRANSPORTES AE (2021)

Total number of complaints reported to DOT: 0

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by EUROWINGS (2021)

Total number of complaints reported to DOT: 0

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by EVA AIRWAYS CORPORATION (2021)**

Total number of complaints reported to DOT: 1

	Vision Impairment	Hearing Impairment	Vision & Hearing Impairment	Paraplegic	Quadriplegic	Other wheelchair	Oxygen	Stretcher	Other Disability	Other Assistive Device	Mentally Impaired	Communicable Disease	Allergies	Total of Category of Complaints
Refusal To Board Passenger	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Refusal to Board w/o Attendant	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Security Issues Regarding Disability	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Aircraft Not Accessible	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Airport Not Accessible	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Advance Notice Dispute	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Seating Accommodation	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Failure to Provide Assistance	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Damage to Assistive Device	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Storage and Delay of Assistive Device	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Service Animal Problem	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Unsatisfactory Info	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Other	0	0	0	0	0	0	0	0	1	0	0	0	0	1

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by EW DISCOVER GMBH (2021)

Total number of complaints reported to DOT: 0

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by FAST COLOMBIA SAS (2021)

Total number of complaints reported to DOT: 0

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by FIJI AIRWAYS (2021)

Total number of complaints reported to DOT: 0

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by FINNAIR OY D/B/A FINNAIR OYJ (2021)

Total number of complaints reported to DOT: 1

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by FIRST AIR (2021)

Total number of complaints reported to DOT: 0

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by FLAIR AIRLINES (2021)

Total number of complaints reported to DOT: 0

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by FRENCH BEE (2021)

Total number of complaints reported to DOT: 2

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by FRONTIER AIRLINES, INC. (2021)**

Total number of complaints reported to DOT: 196

	Vision Impairment	Hearing Impairment	Vision & Hearing Impairment	Paraplegic	Quadriplegic	Other wheelchair	Oxygen	Stretcher	Other Disability	Other Assistive Device	Mentally Impaired	Communicable Disease	Allergies	Total of Category of Complaints
Refusal To Board Passenger	0	0	0	0	0	0	0	0	2	0	0	0	0	2
Refusal to Board w/o Attendant	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Security Issues Regarding Disability	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Aircraft Not Accessible	0	0	0	0	0	1	0	0	0	0	0	0	0	1
Airport Not Accessible	0	0	0	0	0	1	0	0	0	0	0	0	0	1
Advance Notice Dispute	0	0	0	0	0	2	0	0	0	0	0	0	0	2
Seating Accommodation	0	0	0	0	0	3	0	0	8	0	0	0	0	11
Failure to Provide Assistance	0	0	0	0	0	127	0	0	6	0	1	0	0	134
Damage to Assistive Device	0	0	0	0	0	6	0	0	0	0	0	0	0	6
Storage and Delay of Assistive Device	0	0	0	0	0	4	0	0	0	0	0	0	0	4
Service Animal Problem	0	0	0	0	0	0	0	0	12	0	0	0	0	12
Unsatisfactory Info	0	0	0	0	0	1	0	0	0	0	0	0	0	1
Other	0	1	0	0	1	9	2	0	5	4	0	0	0	22

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by GLOBAL CROSSING AIRLINES, INC. (2021)

Total number of complaints reported to DOT: 0

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by GLOBAL JET LUXEMBOURG S.A. (2021)

Total number of complaints reported to DOT: 0

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by GOL LINHAS AEREAS INTELIGENTES (2021)

Total number of complaints reported to DOT: 0

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by HAWAIIAN AIRLINES, INC. (2021)**

Total number of complaints reported to DOT: 175

	Vision Impairment	Hearing Impairment	Vision & Hearing Impairment	Paraplegic	Quadriplegic	Other wheelchair	Oxygen	Stretcher	Other Disability	Other Assistive Device	Mentally Impaired	Communicable Disease	Allergies	Total of Category of Complaints
Refusal To Board Passenger	0	0	0	0	0	0	2	0	0	0	0	0	0	2
Refusal to Board w/o Attendant	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Security Issues Regarding Disability	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Aircraft Not Accessible	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Airport Not Accessible	1	0	0	0	0	0	0	0	0	0	0	0	0	1
Advance Notice Dispute	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Seating Accommodation	2	0	0	0	0	1	1	0	17	0	0	0	0	21
Failure to Provide Assistance	0	0	1	0	0	25	0	0	12	2	0	0	0	40
Damage to Assistive Device	0	0	0	0	0	27	0	0	1	8	0	0	0	36
Storage and Delay of Assistive Device	0	0	0	0	0	1	1	0	2	6	0	0	0	10
Service Animal Problem	0	0	0	0	0	0	0	0	34	0	0	0	0	34
Unsatisfactory Info	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Other	0	1	0	0	0	6	3	0	19	1	1	0	0	31

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by HI FLY LTD (2021)

Total number of complaints reported to DOT: 0

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by HI FLY, TRANSPORTES AEREOS, S.A. (2021)

Total number of complaints reported to DOT: 0

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by HILLWOOD AIRWAYS (2021)

Total number of complaints reported to DOT: 0

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by HONG KONG AIRLINES LIMITED (2021)

Total number of complaints reported to DOT: 0

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by HONG KONG EXPRESS AIRWAYS LIMITED (2021)

Total number of complaints reported to DOT: 0

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by HORIZON AIR INDUSTRIES, INC. (2021)**

Total number of complaints reported to DOT: 68

	Vision Impairment	Hearing Impairment	Vision & Hearing Impairment	Paraplegic	Quadriplegic	Other wheelchair	Oxygen	Stretcher	Other Disability	Other Assistive Device	Mentally Impaired	Communicable Disease	Allergies	Total of Category of Complaints
Refusal To Board Passenger	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Refusal to Board w/o Attendant	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Security Issues Regarding Disability	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Aircraft Not Accessible	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Airport Not Accessible	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Advance Notice Dispute	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Seating Accommodation	0	0	0	0	0	1	0	0	0	0	0	0	0	1
Failure to Provide Assistance	2	0	0	0	0	50	0	0	2	0	0	0	0	54
Damage to Assistive Device	0	0	0	0	0	0	0	0	0	1	0	0	0	1
Storage and Delay of Assistive Device	0	0	0	0	0	0	0	0	0	1	0	0	0	1
Service Animal Problem	0	0	0	0	0	0	0	0	4	0	0	0	0	4
Unsatisfactory Info	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Other	0	0	0	0	0	0	0	0	6	1	0	0	0	7

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by IBERIA LINEAS AEREAS DE ESPANA, S.A (2021)**

Total number of complaints reported to DOT: 10

	Vision Impairment	Hearing Impairment	Vision & Hearing Impairment	Paraplegic	Quadriplegic	Other wheelchair	Oxygen	Stretcher	Other Disability	Other Assistive Device	Mentally Impaired	Communicable Disease	Allergies	Total of Category of Complaints
Refusal To Board Passenger	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Refusal to Board w/o Attendant	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Security Issues Regarding Disability	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Aircraft Not Accessible	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Airport Not Accessible	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Advance Notice Dispute	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Seating Accommodation	0	0	0	0	0	0	0	0	1	0	0	0	0	1
Failure to Provide Assistance	0	0	0	0	0	1	0	0	0	0	0	0	0	1
Damage to Assistive Device	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Storage and Delay of Assistive Device	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Service Animal Problem	0	0	0	0	0	0	0	0	6	0	0	0	0	6
Unsatisfactory Info	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Other	0	0	0	0	0	0	0	0	2	0	0	0	0	2

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by ICELANDAIR EHF. (2021)

Total number of complaints reported to DOT: 3

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by ITA AIRWAYS (2021)

Total number of complaints reported to DOT: 0

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by JAPAN AIRLINES INTERNATIONAL CO. (2021)

Total number of complaints reported to DOT: 0

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by JAZZ AVIATION LP (2021)**

Total number of complaints reported to DOT: 160

	Vision Impairment	Hearing Impairment	Vision & Hearing Impairment	Paraplegic	Quadriplegic	Other wheelchair	Oxygen	Stretcher	Other Disability	Other Assistive Device	Mentally Impaired	Communicable Disease	Allergies	Total of Category of Complaints
Refusal To Board Passenger	0	0	0	0	0	0	1	0	5	2	0	0	0	8
Refusal to Board w/o Attendant	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Security Issues Regarding Disability	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Aircraft Not Accessible	0	0	0	0	0	0	0	0	1	0	0	0	0	1
Airport Not Accessible	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Advance Notice Dispute	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Seating Accommodation	0	0	0	0	0	0	0	0	7	0	0	0	1	8
Failure to Provide Assistance	0	3	0	0	0	78	0	0	14	1	0	0	0	96
Damage to Assistive Device	0	0	0	0	0	4	0	0	0	3	0	0	0	7
Storage and Delay of Assistive Device	0	0	0	0	0	4	0	0	2	4	0	0	0	10
Service Animal Problem	0	0	0	0	0	0	0	0	4	0	0	0	0	4
Unsatisfactory Info	1	0	0	0	0	1	0	0	1	0	0	0	0	3
Other	2	1	0	0	0	7	0	0	13	0	0	0	0	23

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by JEJU AIR COMPANY LIMITED (2021)

Total number of complaints reported to DOT: 0

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by JET AVIATION FLIGHT SERVICES MALTA (2021)

Total number of complaints reported to DOT: 0

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by JETBLUE AIRWAYS CORPORATION (2021)**

Total number of complaints reported to DOT: 1,693

	Vision Impairment	Hearing Impairment	Vision & Hearing Impairment	Paraplegic	Quadriplegic	Other wheelchair	Oxygen	Stretcher	Other Disability	Other Assistive Device	Mentally Impaired	Communicable Disease	Allergies	Total of Category of Complaints
Refusal To Board Passenger	0	0	0	0	0	0	3	0	3	0	0	0	0	6
Refusal to Board w/o Attendant	0	0	0	0	0	0	0	0	1	0	0	0	0	1
Security Issues Regarding Disability	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Aircraft Not Accessible	0	3	0	0	0	0	0	0	1	0	0	0	0	4
Airport Not Accessible	0	0	0	0	1	0	0	0	0	0	0	0	0	1
Advance Notice Dispute	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Seating Accommodation	1	3	2	0	0	27	1	0	71	1	1	0	2	109
Failure to Provide Assistance	7	8	4	2	3	532	1	0	97	1	2	0	9	666
Damage to Assistive Device	0	0	0	0	0	4	0	0	1	8	0	0	0	13
Storage and Delay of Assistive Device	1	0	0	0	1	10	0	0	49	39	1	0	0	101
Service Animal Problem	1	0	0	0	0	1	0	0	686	2	0	0	8	698
Unsatisfactory Info	0	0	0	0	0	0	0	0	2	0	0	0	0	2
Other	2	0	0	0	0	10	2	0	51	4	0	0	23	92

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by JETSTAR AIRWAYS PTY LIMITED (2021)

Total number of complaints reported to DOT: 0

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by JIN AIR (2021)

Total number of complaints reported to DOT: 0

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by K5-AVIATION GMBH (2021)

Total number of complaints reported to DOT: 0

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by KENYA AIRWAYS PLC (2021)

Total number of complaints reported to DOT: 1

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by KLM ROYAL DUTCH AIRLINES, N.V. (2021)**

Total number of complaints reported to DOT: 19

	Vision Impairment	Hearing Impairment	Vision & Hearing Impairment	Paraplegic	Quadriplegic	Other wheelchair	Oxygen	Stretcher	Other Disability	Other Assistive Device	Mentally Impaired	Communicable Disease	Allergies	Total of Category of Complaints
Refusal To Board Passenger	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Refusal to Board w/o Attendant	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Security Issues Regarding Disability	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Aircraft Not Accessible	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Airport Not Accessible	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Advance Notice Dispute	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Seating Accommodation	0	0	0	0	0	0	0	0	1	1	0	0	0	2
Failure to Provide Assistance	0	2	0	0	0	3	0	0	0	1	0	0	0	6
Damage to Assistive Device	0	0	0	0	0	1	0	0	0	0	0	0	0	1
Storage and Delay of Assistive Device	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Service Animal Problem	0	0	0	0	0	0	0	0	3	0	3	0	0	6
Unsatisfactory Info	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Other	0	0	0	0	0	0	0	0	0	4	0	0	0	4

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by KOREAN AIR LINES CO., LTD. (2021)

Total number of complaints reported to DOT: 7

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by KUWAIT AIRWAYS CORPORATION (2021)

Total number of complaints reported to DOT: 0

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by LAN AIRLINES S.A. (2021)

Total number of complaints reported to DOT: 5

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by LAN COLOMBIA (2021)

Total number of complaints reported to DOT: 0

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by LAN ECUADOR /LATAM AIRLINES ECUADOR (2021)

Total number of complaints reported to DOT: 0

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by LAN PERU S.A. (2021)

Total number of complaints reported to DOT: 12

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by LIAT (1974) LTD (2021)

Total number of complaints reported to DOT: 0

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by LINEAS AEREAS COSTARRICENSES S.A. (2021)

Total number of complaints reported to DOT: 0

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by MALAYSIA AIRLINES (2021)

Total number of complaints reported to DOT: 0

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by MESA AIRLINES, INC. (2021)**

Total number of complaints reported to DOT: 23

	Vision Impairment	Hearing Impairment	Vision & Hearing Impairment	Paraplegic	Quadriplegic	Other wheelchair	Oxygen	Stretcher	Other Disability	Other Assistive Device	Mentally Impaired	Communicable Disease	Allergies	Total of Category of Complaints
Refusal To Board Passenger	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Refusal to Board w/o Attendant	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Security Issues Regarding Disability	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Aircraft Not Accessible	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Airport Not Accessible	0	0	0	0	0	0	0	0	1	0	0	0	0	1
Advance Notice Dispute	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Seating Accommodation	0	0	0	0	0	0	0	0	4	0	0	0	0	4
Failure to Provide Assistance	0	0	0	0	0	5	0	0	3	0	0	0	0	8
Damage to Assistive Device	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Storage and Delay of Assistive Device	0	0	0	0	0	0	0	0	0	3	0	0	0	3
Service Animal Problem	0	0	0	0	0	0	0	0	3	0	0	0	0	3
Unsatisfactory Info	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Other	0	1	0	0	0	0	0	0	2	1	0	0	0	4

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by MIAMI AIR INTERNATIONAL, INC. (2021)

Total number of complaints reported to DOT: 0

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by MJET GMBH (2021)

Total number of complaints reported to DOT: 0

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by NEOS SPA (2021)

Total number of complaints reported to DOT: 0

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by NOLINOR AVIATION (2021)

Total number of complaints reported to DOT: 0

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by NORWEGIAN AIR INTERNATIONAL LTD (2021)

Total number of complaints reported to DOT: 0

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by NORWEGIAN AIR SHUTTLE ASA (2021)

Total number of complaints reported to DOT: 0

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by NORWEGIAN AIR SWEDEN (2021)

Total number of complaints reported to DOT: 0

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by NORWEGIAN AIR UK LTD (2021)

Total number of complaints reported to DOT: 0

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by OMNI AIR INTERNATIONAL INC. (2021)

Total number of complaints reported to DOT: 2

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by PAKISTAN INT'L AIRLINES CORPORATION (2021)

Total number of complaints reported to DOT: 0

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by PHILIPPINE AIRLINES, INC. (2021)

Total number of complaints reported to DOT: 2

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by PINNACLE AIRLINES, INC. / ENDEAVOR (2021)**

Total number of complaints reported to DOT: 25

	Vision Impairment	Hearing Impairment	Vision & Hearing Impairment	Paraplegic	Quadriplegic	Other wheelchair	Oxygen	Stretcher	Other Disability	Other Assistive Device	Mentally Impaired	Communicable Disease	Allergies	Total of Category of Complaints
Refusal To Board Passenger	0	0	0	0	0	0	0	0	0	0	1	0	0	1
Refusal to Board w/o Attendant	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Security Issues Regarding Disability	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Aircraft Not Accessible	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Airport Not Accessible	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Advance Notice Dispute	0	0	0	0	0	0	1	0	0	0	0	0	0	1
Seating Accommodation	0	0	0	0	0	1	0	0	2	0	0	0	1	4
Failure to Provide Assistance	0	0	0	0	0	4	0	0	3	0	0	0	0	7
Damage to Assistive Device	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Storage and Delay of Assistive Device	0	0	0	0	0	0	0	0	1	2	0	0	0	3
Service Animal Problem	0	0	0	0	0	0	0	0	5	0	0	0	0	5
Unsatisfactory Info	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Other	0	0	0	0	0	0	0	0	1	0	0	0	3	4

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by POLSKIE LINIE LOTNICZE LOT, S.A. (2021)

Total number of complaints reported to DOT: 10

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by PORTER AIRLINES INC. (2021)

Total number of complaints reported to DOT: 1

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by PRIVILEGE STYLE (2021)

Total number of complaints reported to DOT: 0

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by PSA AIRLINES (2021)**

Total number of complaints reported to DOT: 58

	Vision Impairment	Hearing Impairment	Vision & Hearing Impairment	Paraplegic	Quadriplegic	Other wheelchair	Oxygen	Stretcher	Other Disability	Other Assistive Device	Mentally Impaired	Communicable Disease	Allergies	Total of Category of Complaints
Refusal To Board Passenger	0	0	0	0	0	0	0	0	2	0	0	0	0	2
Refusal to Board w/o Attendant	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Security Issues Regarding Disability	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Aircraft Not Accessible	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Airport Not Accessible	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Advance Notice Dispute	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Seating Accommodation	0	0	0	0	0	0	0	0	8	0	0	0	0	8
Failure to Provide Assistance	0	1	1	0	0	4	0	0	10	0	0	0	0	16
Damage to Assistive Device	0	0	0	0	0	1	0	0	0	1	0	0	0	2
Storage and Delay of Assistive Device	0	0	0	0	0	0	0	0	3	3	0	0	0	6
Service Animal Problem	0	0	0	0	0	0	0	0	8	0	0	0	0	8
Unsatisfactory Info	0	0	0	0	0	0	1	0	2	0	0	0	0	3
Other	0	0	0	0	0	0	0	0	11	1	0	0	1	13

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by QANTAS AIRWAYS LIMITED (2021)

Total number of complaints reported to DOT: 0

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by QATAR AIRWAYS Q.C.S.C. (2021)**

Total number of complaints reported to DOT: 37

	Vision Impairment	Hearing Impairment	Vision & Hearing Impairment	Paraplegic	Quadriplegic	Other wheelchair	Oxygen	Stretcher	Other Disability	Other Assistive Device	Mentally Impaired	Communicable Disease	Allergies	Total of Category of Complaints
Refusal To Board Passenger	0	0	0	0	1	0	0	0	0	0	0	0	0	1
Refusal to Board w/o Attendant	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Security Issues Regarding Disability	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Aircraft Not Accessible	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Airport Not Accessible	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Advance Notice Dispute	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Seating Accommodation	0	0	0	0	0	0	0	0	1	0	0	0	0	1
Failure to Provide Assistance	0	0	0	0	0	16	0	0	0	0	0	0	0	16
Damage to Assistive Device	0	0	0	0	0	1	0	0	0	0	0	0	0	1
Storage and Delay of Assistive Device	0	0	0	0	0	1	0	0	0	0	0	0	0	1
Service Animal Problem	0	0	0	0	0	0	0	0	14	0	0	0	0	14
Unsatisfactory Info	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Other	0	0	0	0	0	2	0	0	1	0	0	0	0	3

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by REPUBLIC AIRLINES, INC. (2021)**

Total number of complaints reported to DOT: 32

	Vision Impairment	Hearing Impairment	Vision & Hearing Impairment	Paraplegic	Quadriplegic	Other wheelchair	Oxygen	Stretcher	Other Disability	Other Assistive Device	Mentally Impaired	Communicable Disease	Allergies	Total of Category of Complaints
Refusal To Board Passenger	0	0	0	0	0	1	0	0	0	0	0	0	0	1
Refusal to Board w/o Attendant	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Security Issues Regarding Disability	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Aircraft Not Accessible	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Airport Not Accessible	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Advance Notice Dispute	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Seating Accommodation	0	0	0	0	0	1	0	0	0	0	0	0	0	1
Failure to Provide Assistance	0	0	0	0	0	6	0	0	2	0	0	0	3	11
Damage to Assistive Device	0	0	0	0	0	1	0	0	0	0	0	0	0	1
Storage and Delay of Assistive Device	0	0	0	0	0	1	0	0	3	4	0	0	0	8
Service Animal Problem	0	0	0	0	0	0	0	0	6	0	0	0	0	6
Unsatisfactory Info	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Other	0	0	0	0	0	0	0	0	3	0	0	0	1	4

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by ROYAL AIR MAROC (2021)

Total number of complaints reported to DOT: 5

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by ROYAL JET LLC (2021)

Total number of complaints reported to DOT: 0

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by ROYAL JORDANIAN AIRLINE (2021)**

Total number of complaints reported to DOT: 1

	Vision Impairment	Hearing Impairment	Vision & Hearing Impairment	Paraplegic	Quadriplegic	Other wheelchair	Oxygen	Stretcher	Other Disability	Other Assistive Device	Mentally Impaired	Communicable Disease	Allergies	Total of Category of Complaints
Refusal To Board Passenger	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Refusal to Board w/o Attendant	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Security Issues Regarding Disability	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Aircraft Not Accessible	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Airport Not Accessible	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Advance Notice Dispute	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Seating Accommodation	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Failure to Provide Assistance	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Damage to Assistive Device	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Storage and Delay of Assistive Device	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Service Animal Problem	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Unsatisfactory Info	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Other	0	0	0	0	0	0	0	0	1	0	0	0	0	1

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by SATA INTERNACIONAL (2021)

Total number of complaints reported to DOT: 0

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by SAUDI ARABIAN AIRLINES CORPORATION (2021)

Total number of complaints reported to DOT: 0

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by SCANDINAVIAN AIRLINES SYSTEM (2021)**

Total number of complaints reported to DOT: 4

	Vision Impairment	Hearing Impairment	Vision & Hearing Impairment	Paraplegic	Quadriplegic	Other wheelchair	Oxygen	Stretcher	Other Disability	Other Assistive Device	Mentally Impaired	Communicable Disease	Allergies	Total of Category of Complaints
Refusal To Board Passenger	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Refusal to Board w/o Attendant	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Security Issues Regarding Disability	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Aircraft Not Accessible	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Airport Not Accessible	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Advance Notice Dispute	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Seating Accommodation	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Failure to Provide Assistance	0	0	0	0	0	1	0	0	0	0	0	0	0	1
Damage to Assistive Device	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Storage and Delay of Assistive Device	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Service Animal Problem	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Unsatisfactory Info	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Other	0	0	0	0	0	2	0	0	1	0	0	0	0	3

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by SCOTT AVIATION, LLC DBA SILVER AIR (2021)

Total number of complaints reported to DOT: 0

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by SICHUAN AIRLINES (2021)

Total number of complaints reported to DOT: 0

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by SIERRA PACIFIC AIRLINES, INC. (2021)

Total number of complaints reported to DOT: 0

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by SILVER AIRWAYS LLC (2021)

Total number of complaints reported to DOT: 2

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by SINGAPORE AIRLINES LIMITED (2021)**

Total number of complaints reported to DOT: 2

	Vision Impairment	Hearing Impairment	Vision & Hearing Impairment	Paraplegic	Quadriplegic	Other wheelchair	Oxygen	Stretcher	Other Disability	Other Assistive Device	Mentally Impaired	Communicable Disease	Allergies	Total of Category of Complaints
Refusal To Board Passenger	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Refusal to Board w/o Attendant	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Security Issues Regarding Disability	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Aircraft Not Accessible	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Airport Not Accessible	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Advance Notice Dispute	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Seating Accommodation	0	0	0	0	0	1	0	0	0	0	0	0	0	1
Failure to Provide Assistance	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Damage to Assistive Device	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Storage and Delay of Assistive Device	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Service Animal Problem	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Unsatisfactory Info	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Other	0	0	0	0	0	0	0	0	1	0	0	0	0	1

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by SKY REGIONAL AIRLINES (2021)**

Total number of complaints reported to DOT: 5

	Vision Impairment	Hearing Impairment	Vision & Hearing Impairment	Paraplegic	Quadriplegic	Other wheelchair	Oxygen	Stretcher	Other Disability	Other Assistive Device	Mentally Impaired	Communicable Disease	Allergies	Total of Category of Complaints
Refusal To Board Passenger	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Refusal to Board w/o Attendant	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Security Issues Regarding Disability	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Aircraft Not Accessible	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Airport Not Accessible	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Advance Notice Dispute	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Seating Accommodation	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Failure to Provide Assistance	0	0	0	0	0	0	0	0	3	0	0	0	0	3
Damage to Assistive Device	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Storage and Delay of Assistive Device	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Service Animal Problem	0	0	0	0	0	0	0	0	1	0	0	0	0	1
Unsatisfactory Info	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Other	0	0	0	0	0	0	0	0	1	0	0	0	0	1

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by SKYMARK AIRLINES (2021)

Total number of complaints reported to DOT: 0

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by SKYWEST AIRLINES, INC. (2021)**

Total number of complaints reported to DOT: 42

	Vision Impairment	Hearing Impairment	Vision & Hearing Impairment	Paraplegic	Quadriplegic	Other wheelchair	Oxygen	Stretcher	Other Disability	Other Assistive Device	Mentally Impaired	Communicable Disease	Allergies	Total of Category of Complaints
Refusal To Board Passenger	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Refusal to Board w/o Attendant	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Security Issues Regarding Disability	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Aircraft Not Accessible	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Airport Not Accessible	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Advance Notice Dispute	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Seating Accommodation	0	0	0	0	0	2	0	0	5	0	0	0	1	8
Failure to Provide Assistance	0	1	3	0	0	3	0	0	5	0	0	0	2	14
Damage to Assistive Device	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Storage and Delay of Assistive Device	0	0	0	0	0	2	0	0	1	6	0	0	0	9
Service Animal Problem	0	0	0	0	0	0	0	0	5	1	0	0	0	6
Unsatisfactory Info	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Other	0	0	0	0	0	0	0	0	5	0	0	0	0	5

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by SOCIETE AIR FRANCE (2021)**

Total number of complaints reported to DOT: 108

	Vision Impairment	Hearing Impairment	Vision & Hearing Impairment	Paraplegic	Quadriplegic	Other wheelchair	Oxygen	Stretcher	Other Disability	Other Assistive Device	Mentally Impaired	Communicable Disease	Allergies	Total of Category of Complaints
Refusal To Board Passenger	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Refusal to Board w/o Attendant	0	0	0	1	0	0	0	0	0	0	0	0	0	1
Security Issues Regarding Disability	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Aircraft Not Accessible	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Airport Not Accessible	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Advance Notice Dispute	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Seating Accommodation	0	0	0	0	0	3	0	0	0	6	2	0	0	11
Failure to Provide Assistance	1	0	0	0	1	35	0	0	13	0	1	0	0	51
Damage to Assistive Device	0	0	0	0	0	5	0	0	1	0	0	0	0	6
Storage and Delay of Assistive Device	0	0	0	0	0	6	1	0	3	0	0	0	0	10
Service Animal Problem	0	0	0	0	0	0	0	0	6	0	11	0	0	17
Unsatisfactory Info	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Other	0	0	0	0	0	0	0	0	11	1	0	0	0	12

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by SOUTH AFRICAN AIRWAYS SOC LIMITED (2021)

Total number of complaints reported to DOT: 0

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by SOUTHWEST AIRLINES CO. (2021)**

Total number of complaints reported to DOT: 6,408

	Vision Impairment	Hearing Impairment	Vision & Hearing Impairment	Paraplegic	Quadriplegic	Other wheelchair	Oxygen	Stretcher	Other Disability	Other Assistive Device	Mentally Impaired	Communicable Disease	Allergies	Total of Category of Complaints
Refusal To Board Passenger	0	0	0	0	0	0	6	0	31	0	1	0	0	38
Refusal to Board w/o Attendant	0	0	0	0	0	0	0	0	1	0	0	0	0	1
Security Issues Regarding Disability	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Aircraft Not Accessible	0	2	0	0	0	0	0	0	4	1	0	0	0	7
Airport Not Accessible	0	0	0	0	0	0	0	0	3	0	0	0	0	3
Advance Notice Dispute	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Seating Accommodation	1	2	0	1	0	17	2	0	165	0	0	0	1	189
Failure to Provide Assistance	10	28	6	0	2	3355	0	0	126	5	5	0	0	3537
Damage to Assistive Device	0	0	0	0	0	70	0	0	5	103	0	0	0	178
Storage and Delay of Assistive Device	0	0	0	0	0	32	2	0	8	308	0	0	0	350
Service Animal Problem	1	0	0	0	0	0	0	0	713	0	0	0	0	714
Unsatisfactory Info	1	0	0	0	0	4	1	0	38	1	0	0	1	46
Other	17	41	2	0	0	38	1	0	1166	8	3	1	68	1345

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by SPIRIT AIRLINES, INC. (2021)**

Total number of complaints reported to DOT: 1,980

	Vision Impairment	Hearing Impairment	Vision & Hearing Impairment	Paraplegic	Quadriplegic	Other wheelchair	Oxygen	Stretcher	Other Disability	Other Assistive Device	Mentally Impaired	Communicable Disease	Allergies	Total of Category of Complaints
Refusal To Board Passenger	0	1	0	0	0	2	6	0	22	2	20	0	1	54
Refusal to Board w/o Attendant	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Security Issues Regarding Disability	0	0	0	0	0	1	0	0	1	0	0	0	0	2
Aircraft Not Accessible	0	0	0	0	0	0	0	0	1	0	0	0	0	1
Airport Not Accessible	0	0	0	0	1	0	0	0	0	0	0	0	0	1
Advance Notice Dispute	0	0	1	0	0	69	2	0	2	0	3	0	1	78
Seating Accommodation	5	7	1	0	0	23	1	0	144	1	29	0	7	218
Failure to Provide Assistance	9	12	1	0	0	584	0	0	40	2	7	0	5	660
Damage to Assistive Device	0	0	0	0	0	45	0	0	0	31	0	0	0	76
Storage and Delay of Assistive Device	0	2	0	0	0	27	1	0	1	86	0	0	0	117
Service Animal Problem	7	6	0	0	0	0	0	0	173	0	64	0	0	250
Unsatisfactory Info	3	1	0	0	0	10	1	0	9	3	6	0	0	33
Other	7	14	1	0	1	244	9	0	70	109	31	0	4	490

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by SRI LANKAN AIRLINES LIMITED (2021)

Total number of complaints reported to DOT: 0

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by SUN COUNTRY MN AIRLINES, LLC (2021)**

Total number of complaints reported to DOT: 76

	Vision Impairment	Hearing Impairment	Vision & Hearing Impairment	Paraplegic	Quadriplegic	Other wheelchair	Oxygen	Stretcher	Other Disability	Other Assistive Device	Mentally Impaired	Communicable Disease	Allergies	Total of Category of Complaints
Refusal To Board Passenger	0	0	0	0	0	0	2	0	0	1	0	0	0	3
Refusal to Board w/o Attendant	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Security Issues Regarding Disability	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Aircraft Not Accessible	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Airport Not Accessible	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Advance Notice Dispute	0	0	0	0	0	1	1	0	0	0	0	0	0	2
Seating Accommodation	0	0	0	0	0	1	0	0	0	0	0	0	0	1
Failure to Provide Assistance	2	0	0	0	0	20	0	0	2	0	0	0	0	24
Damage to Assistive Device	0	0	0	0	0	19	0	0	3	4	0	0	0	26
Storage and Delay of Assistive Device	0	0	0	0	0	2	0	0	1	1	0	0	0	4
Service Animal Problem	0	1	0	0	0	0	0	0	7	1	1	0	0	10
Unsatisfactory Info	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Other	0	1	0	0	1	1	1	0	2	0	0	0	0	6

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by SUNCLASS AIRLINES APS (2021)

Total number of complaints reported to DOT: 0

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by SUNWING AIRLINES (2021)

Total number of complaints reported to DOT: 0

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by SURINAM AIRWAYS (2021)

Total number of complaints reported to DOT: 0

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by SWISS INTERNATIONAL AIR LINES LTD. (2021)

Total number of complaints reported to DOT: 14

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by SWOOP INC (2021)

Total number of complaints reported to DOT: 0

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by TACA INTERNATIONAL AIRLINES, S.A. (2021)

Total number of complaints reported to DOT: 2

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by TAM-LINHAS AEREAS, S.A. (2021)

Total number of complaints reported to DOT: 1

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by TAP AIR PORTUGAL (2021)**

Total number of complaints reported to DOT: 5

	Vision Impairment	Hearing Impairment	Vision & Hearing Impairment	Paraplegic	Quadriplegic	Other wheelchair	Oxygen	Stretcher	Other Disability	Other Assistive Device	Mentally Impaired	Communicable Disease	Allergies	Total of Category of Complaints
Refusal To Board Passenger	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Refusal to Board w/o Attendant	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Security Issues Regarding Disability	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Aircraft Not Accessible	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Airport Not Accessible	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Advance Notice Dispute	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Seating Accommodation	0	0	0	0	0	0	0	0	1	0	0	0	0	1
Failure to Provide Assistance	0	0	0	0	0	1	0	0	0	0	0	0	0	1
Damage to Assistive Device	0	0	0	0	0	1	0	0	0	0	0	0	0	1
Storage and Delay of Assistive Device	0	0	0	0	0	0	0	0	1	0	0	0	0	1
Service Animal Problem	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Unsatisfactory Info	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Other	0	0	0	0	0	0	0	0	1	0	0	0	0	1

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by TAR AIRLINES (2021)

Total number of complaints reported to DOT: 0

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by TITAN AIRWAYS LIMITED (2021)

Total number of complaints reported to DOT: 0

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by TRANS AMERICAN AIRLINES S.A. (2021)

Total number of complaints reported to DOT: 0

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by TRANSPORTES AEREOS DE CABO VERDE (2021)

Total number of complaints reported to DOT: 0

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by TRAVEL SERVICE (2021)

Total number of complaints reported to DOT: 0

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by TUI AIRLINES BELGIUM (2021)

Total number of complaints reported to DOT: 0

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by TUI AIRLINES NEDERLAND, B.V. (2021)

Total number of complaints reported to DOT: 0

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by TUI AIRWAYS LIMITED (2021)

Total number of complaints reported to DOT: 0

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by TURKISH AIRLINES TURK HAVA YOLLARI (2021)**

Total number of complaints reported to DOT: 158

	Vision Impairment	Hearing Impairment	Vision & Hearing Impairment	Paraplegic	Quadriplegic	Other wheelchair	Oxygen	Stretcher	Other Disability	Other Assistive Device	Mentally Impaired	Communicable Disease	Allergies	Total of Category of Complaints
Refusal To Board Passenger	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Refusal to Board w/o Attendant	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Security Issues Regarding Disability	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Aircraft Not Accessible	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Airport Not Accessible	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Advance Notice Dispute	0	0	0	0	0	5	0	0	0	0	0	0	0	5
Seating Accommodation	0	0	0	1	0	15	0	0	10	0	3	0	0	29
Failure to Provide Assistance	2	0	0	0	0	56	0	0	5	0	0	0	0	63
Damage to Assistive Device	0	0	0	0	0	2	0	0	0	0	0	0	0	2
Storage and Delay of Assistive Device	0	0	0	0	0	1	2	0	0	0	0	0	0	3
Service Animal Problem	0	0	0	0	0	0	0	0	4	0	0	0	0	4
Unsatisfactory Info	0	0	0	0	0	12	0	0	2	0	0	0	0	14
Other	0	0	0	0	0	13	0	0	0	0	0	25	0	38

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by TWAY AIR (2021)

Total number of complaints reported to DOT: 0

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by UKRAINE INTERNATIONAL AIRLINE (2021)

Total number of complaints reported to DOT: 0

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by UNITED AIR LINES, INC. (2021)**

Total number of complaints reported to DOT: 3,361

	Vision Impairment	Hearing Impairment	Vision & Hearing Impairment	Paraplegic	Quadriplegic	Other wheelchair	Oxygen	Stretcher	Other Disability	Other Assistive Device	Mentally Impaired	Communicable Disease	Allergies	Total of Category of Complaints
Refusal To Board Passenger	0	0	0	0	0	1	5	0	12	0	3	0	0	21
Refusal to Board w/o Attendant	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Security Issues Regarding Disability	0	0	0	0	0	1	0	0	2	0	0	0	0	3
Aircraft Not Accessible	1	3	0	1	0	1	0	0	1	0	0	0	0	7
Airport Not Accessible	0	2	0	0	0	0	0	0	1	0	0	0	0	3
Advance Notice Dispute	0	0	0	0	0	0	1	0	0	0	0	0	0	1
Seating Accommodation	1	5	1	1	2	49	3	0	159	1	23	0	1	246
Failure to Provide Assistance	13	16	0	2	8	2345	4	0	73	0	8	0	1	2470
Damage to Assistive Device	0	0	0	0	0	33	1	0	2	19	0	0	0	55
Storage and Delay of Assistive Device	0	0	0	0	3	35	3	0	14	101	1	0	0	157
Service Animal Problem	0	1	0	0	0	0	0	0	96	0	38	0	0	135
Unsatisfactory Info	0	1	1	0	0	8	0	0	17	2	3	0	0	32
Other	10	13	0	1	1	66	9	0	106	8	10	0	7	231

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by UZBEKISTAN AIRWAYS (2021)

Total number of complaints reported to DOT: 0

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by VIETNAM AIRLINES (2021)

Total number of complaints reported to DOT: 0

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by VIRGIN ATLANTIC AIRWAYS LIMITED (2021)**

Total number of complaints reported to DOT: 57

	Vision Impairment	Hearing Impairment	Vision & Hearing Impairment	Paraplegic	Quadriplegic	Other wheelchair	Oxygen	Stretcher	Other Disability	Other Assistive Device	Mentally Impaired	Communicable Disease	Allergies	Total of Category of Complaints
Refusal To Board Passenger	0	0	0	0	0	0	0	0	1	0	0	0	0	1
Refusal to Board w/o Attendant	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Security Issues Regarding Disability	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Aircraft Not Accessible	0	0	0	0	0	1	0	0	1	0	0	0	0	2
Airport Not Accessible	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Advance Notice Dispute	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Seating Accommodation	0	0	0	0	0	1	0	0	2	0	0	0	0	3
Failure to Provide Assistance	1	0	1	0	0	25	0	0	10	0	0	0	0	37
Damage to Assistive Device	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Storage and Delay of Assistive Device	0	0	0	0	0	0	0	0	0	1	0	0	0	1
Service Animal Problem	0	0	0	0	0	0	0	0	0	1	0	0	0	1
Unsatisfactory Info	1	0	0	0	0	0	0	0	1	1	0	0	1	4
Other	0	0	0	0	0	1	0	0	5	2	0	0	0	8

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by VIRGIN AUSTRALIA (2021)

Total number of complaints reported to DOT: 0

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by VOLARIS COSTA RICA (2021)

Total number of complaints reported to DOT: 0

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by WAMOS AIR (2021)

Total number of complaints reported to DOT: 0

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by WESTJET (2021)**

Total number of complaints reported to DOT: 8

	Vision Impairment	Hearing Impairment	Vision & Hearing Impairment	Paraplegic	Quadriplegic	Other wheelchair	Oxygen	Stretcher	Other Disability	Other Assistive Device	Mentally Impaired	Communicable Disease	Allergies	Total of Category of Complaints
Refusal To Board Passenger	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Refusal to Board w/o Attendant	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Security Issues Regarding Disability	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Aircraft Not Accessible	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Airport Not Accessible	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Advance Notice Dispute	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Seating Accommodation	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Failure to Provide Assistance	0	0	0	0	0	6	0	0	0	1	0	0	0	7
Damage to Assistive Device	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Storage and Delay of Assistive Device	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Service Animal Problem	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Unsatisfactory Info	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Other	0	0	0	0	0	0	0	0	0	1	0	0	0	1

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by WORLD2FLY (2021)

Total number of complaints reported to DOT: 0

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by XIAMEN AIRLINES (2021)

Total number of complaints reported to DOT: 0

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by YAKUTIA AIRLINES (2021)

Total number of complaints reported to DOT: 0