

Summary of Disability-Related Complaint Data

U.S. Carriers

Total number of complaints submitted: 13,450

Carrier Name	Number of Complaints
ALASKA AIRLINES, INC.	304
ALLEGiant AIR, INC.	494
AMERICAN AIRLINES, INC.	4,182
AMERICAN EAGLE AIRLINES, INC.	203
AMERISTAR AIR CARGO, INC.	0
ATLAS AIR, INC.	0
AVELO AIRLINES	0
COMPASS AIRLINES LLC	4
DELTA AIR LINES, INC.	1,856
EASTERN AIRLINES, LLC	0
EXPRESSJET AIRLINES	0
FRONTIER AIRLINES, INC.	114
GOJET AIRLINES LLC	2
HAWAIIAN AIRLINES, INC.	124
HILLWOOD AIRWAYS	0
HORIZON AIR INDUSTRIES, INC.	58
JETBLUE AIRWAYS CORPORATION	740
MESA AIRLINES, INC.	26
MIAMI AIR INTERNATIONAL, INC.	0
OMNI AIR INTERNATIONAL INC.	2
PINNACLE AIRLINES, INC. / ENDEAVOR	19
PSA AIRLINES	49
REPUBLIC AIRLINES, INC.	36
SCOTT AVIATION, LLC DBA SILVER AIR	0
SIERRA PACIFIC AIRLINES, INC.	0
SILVER AIRWAYS LLC	1
SKYWEST AIRLINES, INC.	36
SOUTHWEST AIRLINES CO.	2,167
SPIRIT AIRLINES, INC.	1,120
SUN COUNTRY MN AIRLINES, LLC	93
UNITED AIR LINES, INC.	1,820
Total	13,450

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	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	0	10	19	1	61	1	12	4	0
Refusal to Board w/o Attendant	0	0	0	0	0	1	0	0	1	0	1	0	0
Security Issues Regarding Disability	0	0	0	0	0	1	0	0	8	0	0	0	0
Aircraft Not Accessible	0	4	0	1	0	12	1	0	9	0	0	0	1
Airport Not Accessible	0	1	0	0	0	8	0	0	9	0	1	0	1
Advance Notice Dispute	0	2	0	1	0	3	2	0	5	0	13	0	3
Seating Accommodation	11	10	3	7	1	103	7	0	922	6	53	0	35
Failure to Provide Assistance	66	54	6	22	2	5,531	6	0	721	64	29	2	110
Damage to Assistive Device	0	1	0	1	0	156	1	0	12	124	0	0	0
Storage and Delay of Assistive Device	1	0	0	7	1	124	7	0	108	459	0	0	0
Service Animal Problem	2	4	3	0	0	9	1	0	1,779	25	473	0	39
Unsatisfactory Info	5	5	3	0	0	37	5	0	129	11	51	1	13
Other	20	36	6	0	2	274	16	0	1,259	126	43	1	101