

Summary of Disability-Related Complaint Data

U.S. Carriers

Total number of complaints submitted: 32,047

Carrier Name	Number of Complaints
ALASKA AIRLINES, INC.	371
ALLEGiant AIR, INC.	533
AMERICAN AIRLINES, INC.	11,413
AMERICAN EAGLE AIRLINES, INC.	243
AMERISTAR AIR CARGO, INC.	0
ATLAS AIR, INC.	0
AVELO AIRLINES	2
BREEZE AIRWAYS	13
CARIBBEAN SUN AIRLINES DBA WAA	0
DELTA AIR LINES, INC.	5,327
EASTERN AIRLINES, LLC	4
FRONTIER AIRLINES, INC.	196
GLOBAL CROSSING AIRLINES, INC.	0
HAWAIIAN AIRLINES, INC.	175
HILLWOOD AIRWAYS	0
HORIZON AIR INDUSTRIES, INC.	68
JETBLUE AIRWAYS CORPORATION	1,693
MESA AIRLINES, INC.	23
MIAMI AIR INTERNATIONAL, INC.	0
OMNI AIR INTERNATIONAL INC.	2
PINNACLE AIRLINES, INC. / ENDEAVOR	25
PSA AIRLINES	58
REPUBLIC AIRLINES, INC.	32
SCOTT AVIATION, LLC DBA SILVER AIR	0
SIERRA PACIFIC AIRLINES, INC.	0
SILVER AIRWAYS LLC	2
SKYWEST AIRLINES, INC.	42
SOUTHWEST AIRLINES CO.	6,408
SPIRIT AIRLINES, INC.	1,980
SUN COUNTRY MN AIRLINES, LLC	76
UNITED AIR LINES, INC.	3,361
Total	32,047

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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	2	1	0	0	11	51	0	108	3	27	5	2
Refusal to Board w/o Attendant	0	0	0	0	0	0	0	0	4	0	4	0	0
Security Issues Regarding Disability	0	0	0	0	0	2	0	0	4	1	0	0	0
Aircraft Not Accessible	1	8	0	1	1	11	2	0	16	2	0	0	0
Airport Not Accessible	1	2	0	0	2	6	0	0	9	1	0	0	0
Advance Notice Dispute	0	0	2	0	0	74	11	0	9	0	4	0	4
Seating Accommodation	21	27	5	3	4	183	12	0	1,396	13	63	0	30
Failure to Provide Assistance	118	132	47	14	20	16,629	14	0	1,260	144	39	0	105
Damage to Assistive Device	1	0	1	2	2	284	1	0	18	241	0	0	0
Storage and Delay of Assistive Device	2	3	1	0	5	217	9	0	245	1,091	2	1	0
Service Animal Problem	14	11	1	0	0	6	0	0	2,599	24	107	0	17
Unsatisfactory Info	7	4	3	0	0	57	8	0	163	21	12	0	11
Other	47	94	5	5	5	767	33	1	4,730	183	53	2	260