

APPENDIX D

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by ABC AEROLINEAS, S.A. DE C.V. (2019)

Total number of complaints reported to DOT: 2

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by ACM AIR CHARTER LUFTFAHRTGESELLSCHA (2019)

Total number of complaints reported to DOT: 0

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by ACROPOLIS AVIATION LTD (2019)

Total number of complaints reported to DOT: 0

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by AER LINGUS LIMITED (2019)

Total number of complaints reported to DOT: 40

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by AEROENLACES NACIONALES S.A. DE C.V. (2019)

Total number of complaints reported to DOT: 0

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by AEROFLOT RUSSIAN AIRLINES (2019)

Total number of complaints reported to DOT: 7

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by AEROLINEAS ARGENTINAS, S.A. (2019)

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. (2019)

Total number of complaints reported to DOT: 156

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by AIR ATLANTA-ICELANDIC (2019)

Total number of complaints reported to DOT: 0

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by AIR BUSAN (2019)

Total number of complaints reported to DOT: 0

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by AIR CANADA (2019)**

Total number of complaints reported to DOT: 377

| | 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 | 7 | 0 | 0 | 0 | 1 | 8 |
| Refusal to Board w/o Attendant | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 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 | 1 | 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 | 1 | 4 | 0 | 0 | 0 | 2 | 0 | 0 | 53 | 0 | 0 | 0 | 4 | 64 |
| Failure to Provide Assistance | 5 | 1 | 0 | 0 | 1 | 177 | 1 | 0 | 34 | 0 | 1 | 0 | 3 | 223 |
| 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 | 11 | 5 | 0 | 0 | 0 | 16 |
| Service Animal Problem | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 13 | 0 | 0 | 0 | 2 | 15 |
| Unsatisfactory Info | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Other | 2 | 2 | 0 | 0 | 0 | 13 | 1 | 0 | 19 | 1 | 1 | 0 | 9 | 48 |

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by AIR CANADA ROUGE LP (2019)**

Total number of complaints reported to DOT: 362

| | 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 | 8 | 0 | 0 | 0 | 3 | 14 |
| 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 | 2 | 0 | 0 | 0 | 1 | 4 | 0 | 0 | 70 | 0 | 0 | 0 | 1 | 78 |
| Failure to Provide Assistance | 0 | 2 | 0 | 1 | 0 | 161 | 0 | 0 | 23 | 0 | 0 | 0 | 4 | 191 |
| Damage to Assistive Device | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 3 | 0 | 0 | 0 | 3 |
| Storage and Delay of Assistive Device | 0 | 0 | 0 | 0 | 0 | 4 | 1 | 0 | 13 | 3 | 0 | 0 | 0 | 21 |
| Service Animal Problem | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 12 | 0 | 0 | 0 | 2 | 14 |
| Unsatisfactory Info | 0 | 2 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 2 |
| Other | 1 | 0 | 0 | 0 | 0 | 10 | 0 | 0 | 19 | 0 | 0 | 0 | 9 | 39 |

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by AIR CHINA (2019)

Total number of complaints reported to DOT: 0

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by AIR EUROPA LINEAS AEREAS, S.A.U. (2019)

Total number of complaints reported to DOT: 14

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by AIR INDIA (2019)

Total number of complaints reported to DOT: 2

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by AIR ITALY S.P.A. (2019)

Total number of complaints reported to DOT: 0

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by AIR JAPAN, CO., LTD. (2019)

Total number of complaints reported to DOT: 2

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by AIR NEW ZEALAND LIMITED (2019)**

Total number of complaints reported to DOT: 81

| | 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 | 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 | 0 | 1 | 1 | 0 | 0 | 7 | 0 | 0 | 23 | 0 | 0 | 0 | 0 | 32 |
| Failure to Provide Assistance | 0 | 0 | 0 | 0 | 0 | 30 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 30 |
| 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 | 0 | 0 | 0 | 0 | 0 |
| Service Animal Problem | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 1 | 3 |
| Unsatisfactory Info | 0 | 0 | 0 | 0 | 0 | 2 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 2 |
| Other | 1 | 0 | 0 | 0 | 0 | 3 | 0 | 0 | 5 | 1 | 0 | 0 | 2 | 12 |

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by AIR NORTH (2019)

Total number of complaints reported to DOT: 0

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by AIR SEOUL INC. (2019)

Total number of complaints reported to DOT: 0

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by AIR SERBIA (2019)

Total number of complaints reported to DOT: 3

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by AIR TAHITI NUI AIRLINES (2019)

Total number of complaints reported to DOT: 7

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by AIR X CHARTER LTD (2019)

Total number of complaints reported to DOT: 0

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by AIRASIA X BERHAD (2019)

Total number of complaints reported to DOT: 0

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by ALASKA AIRLINES, INC. (2019)**

Total number of complaints reported to DOT: 751

| | 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 | 0 | 0 | 0 | 1 | 7 |
| 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 | 2 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 2 |
| Aircraft Not Accessible | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 5 | 0 | 0 | 0 | 0 | 6 |
| Airport Not Accessible | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 2 | 0 | 0 | 0 | 0 | 2 |
| Advance Notice Dispute | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 |
| Seating Accommodation | 0 | 0 | 0 | 2 | 0 | 0 | 0 | 0 | 91 | 2 | 1 | 0 | 0 | 96 |
| Failure to Provide Assistance | 3 | 2 | 0 | 1 | 0 | 421 | 0 | 0 | 21 | 1 | 1 | 0 | 0 | 450 |
| Damage to Assistive Device | 0 | 0 | 0 | 0 | 0 | 9 | 0 | 0 | 0 | 11 | 0 | 0 | 0 | 20 |
| Storage and Delay of Assistive Device | 0 | 0 | 0 | 0 | 0 | 3 | 0 | 0 | 0 | 12 | 0 | 0 | 0 | 15 |
| Service Animal Problem | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 78 | 0 | 0 | 0 | 0 | 78 |
| Unsatisfactory Info | 0 | 1 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 2 |
| Other | 0 | 6 | 0 | 0 | 1 | 4 | 2 | 0 | 52 | 3 | 1 | 0 | 2 | 71 |

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by ALITALIA SOCIETA AEREA ITALIANA (2019)**

Total number of complaints reported to DOT: 26

| | 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 | 2 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 2 |
| Seating Accommodation | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 2 | 0 | 0 | 0 | 0 | 3 |
| Failure to Provide Assistance | 0 | 0 | 0 | 0 | 0 | 12 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 12 |
| 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 | 1 | 0 | 0 | 0 | 1 | 0 | 0 | 6 | 0 | 0 | 0 | 0 | 8 |

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by ALL NIPPON AIRWAYS CO., LTD. (2019)**

Total number of complaints reported to DOT: 6

| | 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 | 1 | 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 | 1 | 0 | 0 | 0 | 0 | 1 |
| Seating Accommodation | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Failure to Provide Assistance | 1 | 0 | 0 | 0 | 0 | 0 | 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 | 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 | 0 | 1 | 0 | 0 | 0 | 2 |

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by ALLEGIANT AIR, INC. (2019)**

Total number of complaints reported to DOT: 793

| | 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 | 3 | 0 | 0 | 0 | 0 | 5 |
| 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 | 1 | 0 | 16 | 0 | 7 | 0 | 1 | 33 |
| Failure to Provide Assistance | 1 | 2 | 0 | 0 | 0 | 190 | 0 | 0 | 3 | 0 | 2 | 0 | 0 | 198 |
| Damage to Assistive Device | 0 | 0 | 0 | 2 | 0 | 3 | 0 | 0 | 0 | 4 | 0 | 0 | 0 | 9 |
| Storage and Delay of Assistive Device | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 1 |
| Service Animal Problem | 1 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 345 | 0 | 0 | 0 | 0 | 347 |
| Unsatisfactory Info | 3 | 3 | 1 | 0 | 0 | 60 | 4 | 0 | 64 | 4 | 5 | 0 | 39 | 183 |
| Other | 0 | 1 | 0 | 0 | 0 | 8 | 0 | 0 | 6 | 0 | 1 | 0 | 1 | 17 |

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by AMERICAN AIRLINES, INC. (2019)**

Total number of complaints reported to DOT: 9,152

| | 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 | 4 | 1 | 0 | 20 | 5 | 1 | 0 | 0 | 32 |
| Refusal to Board w/o Attendant | 0 | 0 | 0 | 0 | 0 | 2 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 2 |
| 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 | 11 | 0 | 0 | 1 | 1 | 0 | 0 | 0 | 13 |
| Airport Not Accessible | 0 | 0 | 0 | 0 | 0 | 3 | 0 | 0 | 3 | 0 | 0 | 0 | 0 | 6 |
| Advance Notice Dispute | 0 | 0 | 0 | 0 | 0 | 2 | 0 | 0 | 4 | 1 | 0 | 0 | 1 | 8 |
| Seating Accommodation | 5 | 7 | 2 | 4 | 1 | 48 | 0 | 0 | 1110 | 8 | 3 | 0 | 16 | 1204 |
| Failure to Provide Assistance | 31 | 20 | 5 | 2 | 4 | 4080 | 2 | 0 | 548 | 132 | 12 | 0 | 28 | 4864 |
| Damage to Assistive Device | 0 | 0 | 0 | 0 | 1 | 88 | 0 | 0 | 10 | 99 | 0 | 0 | 0 | 198 |
| Storage and Delay of Assistive Device | 0 | 0 | 0 | 0 | 3 | 139 | 4 | 0 | 143 | 672 | 0 | 0 | 0 | 961 |
| Service Animal Problem | 1 | 1 | 0 | 0 | 0 | 3 | 0 | 0 | 442 | 67 | 0 | 0 | 17 | 531 |
| Unsatisfactory Info | 1 | 2 | 3 | 0 | 0 | 21 | 2 | 0 | 39 | 11 | 0 | 0 | 0 | 79 |
| Other | 11 | 15 | 2 | 2 | 2 | 254 | 3 | 0 | 812 | 115 | 3 | 0 | 35 | 1254 |

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by AMERICAN EAGLE AIRLINES, INC. (2019)**

Total number of complaints reported to DOT: 1,040

| | 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 | 3 | 0 | 0 | 0 | 3 | 0 | 0 | 0 | 6 |
| Airport Not Accessible | 0 | 0 | 0 | 0 | 0 | 3 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 3 |
| Advance Notice Dispute | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Seating Accommodation | 0 | 0 | 0 | 0 | 0 | 5 | 0 | 0 | 71 | 0 | 0 | 0 | 0 | 76 |
| Failure to Provide Assistance | 11 | 13 | 0 | 0 | 0 | 368 | 0 | 0 | 112 | 25 | 0 | 0 | 0 | 529 |
| Damage to Assistive Device | 0 | 0 | 0 | 0 | 0 | 8 | 0 | 0 | 0 | 28 | 0 | 0 | 0 | 36 |
| Storage and Delay of Assistive Device | 0 | 0 | 0 | 0 | 0 | 23 | 0 | 0 | 16 | 113 | 0 | 0 | 0 | 152 |
| Service Animal Problem | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 61 | 11 | 0 | 0 | 0 | 72 |
| Unsatisfactory Info | 0 | 4 | 0 | 0 | 0 | 8 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 13 |
| Other | 0 | 1 | 0 | 0 | 0 | 10 | 0 | 0 | 133 | 8 | 0 | 0 | 0 | 152 |

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by AMERISTAR AIR CARGO, INC. (2019)

Total number of complaints reported to DOT: 0

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by ARKIA ISRAELI AIRLINES, LTD. (2019)

Total number of complaints reported to DOT: 0

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by ARUBA AIRLINES (2019)

Total number of complaints reported to DOT: 0

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by ASIANA AIRLINES, INC. (2019)

Total number of complaints reported to DOT: 15

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by ATLAS AIR, INC. (2019)

Total number of complaints reported to DOT: 0

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by AUSTRIAN AIRLINES AG (2019)

Total number of complaints reported to DOT: 39

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by AVIANCA, S.A. (2019)**

Total number of complaints reported to DOT: 11

| | 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 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 6 | 0 | 0 | 0 | 0 | 7 |
| 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 | 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 AVION EXPRESS MALTA (2019)

Total number of complaints reported to DOT: 0

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by AVIOR AIRLINES (2019)

Total number of complaints reported to DOT: 1

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by AZERBAIJAN AIRLINES (2019)

Total number of complaints reported to DOT: 0

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by AZUL BRAZILIAN AIRLINES (2019)

Total number of complaints reported to DOT: 2

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by BAHAMASAIR HOLDINGS LIMITED (2019)

Total number of complaints reported to DOT: 0

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by BEIJING CAPITAL AIRLINES CO.,LTD. (2019)

Total number of complaints reported to DOT: 0

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by BOLIVIANA DE AVIACI^M, (2019)

Total number of complaints reported to DOT: 0

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by BRITISH AIRWAYS PLC (2019)**

Total number of complaints reported to DOT: 1,574

| | 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 | 2 | 0 | 2 | 4 | 0 | 2 | 2 | 0 | 0 | 0 | 12 |
| Refusal to Board w/o Attendant | 0 | 0 | 0 | 1 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 2 |
| Security Issues Regarding Disability | 0 | 2 | 0 | 2 | 0 | 8 | 0 | 0 | 3 | 0 | 0 | 0 | 0 | 15 |
| Aircraft Not Accessible | 0 | 0 | 0 | 2 | 0 | 5 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 7 |
| Airport Not Accessible | 0 | 0 | 0 | 3 | 0 | 13 | 0 | 0 | 2 | 0 | 0 | 0 | 0 | 18 |
| Advance Notice Dispute | 0 | 0 | 0 | 2 | 0 | 17 | 0 | 0 | 5 | 0 | 0 | 0 | 0 | 24 |
| Seating Accommodation | 1 | 2 | 1 | 18 | 0 | 86 | 1 | 0 | 49 | 1 | 3 | 0 | 0 | 162 |
| Failure to Provide Assistance | 4 | 9 | 0 | 73 | 0 | 640 | 3 | 0 | 113 | 5 | 5 | 0 | 1 | 853 |
| Damage to Assistive Device | 0 | 0 | 0 | 19 | 0 | 43 | 0 | 0 | 2 | 0 | 0 | 0 | 0 | 64 |
| Storage and Delay of Assistive Device | 0 | 0 | 0 | 22 | 0 | 75 | 0 | 0 | 8 | 3 | 0 | 0 | 0 | 108 |
| Service Animal Problem | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 12 | 0 | 0 | 0 | 0 | 13 |
| Unsatisfactory Info | 1 | 1 | 0 | 11 | 0 | 61 | 0 | 0 | 14 | 1 | 2 | 0 | 0 | 91 |
| Other | 1 | 2 | 0 | 23 | 0 | 131 | 1 | 0 | 43 | 0 | 3 | 0 | 1 | 205 |

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by BRUSSELS AIRLINES (2019)

Total number of complaints reported to DOT: 4

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by CARIBBEAN AIRLINES LIMITED (2019)**

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 | 0 | 0 | 0 | 0 | 0 | 0 |
| Failure to Provide Assistance | 0 | 0 | 0 | 0 | 0 | 4 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 5 |
| Damage to Assistive Device | 0 | 0 | 0 | 0 | 0 | 2 | 0 | 0 | 0 | 2 | 0 | 0 | 0 | 4 |
| 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 CARIBBEAN SUN AIRLINES DBA WAA (2019)

Total number of complaints reported to DOT: 1

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by CATHAY PACIFIC AIRWAYS LIMITED (2019)**

Total number of complaints reported to DOT: 123

| | 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 | 4 | 0 | 0 | 0 | 4 |
| Seating Accommodation | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 8 | 0 | 0 | 0 | 0 | 8 |
| Failure to Provide Assistance | 0 | 0 | 0 | 0 | 0 | 98 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 99 |
| 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 | 0 | 0 | 0 | 0 | 0 |
| Unsatisfactory Info | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Other | 0 | 1 | 0 | 0 | 0 | 5 | 0 | 0 | 2 | 0 | 0 | 0 | 2 | 10 |

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by CAYMAN AIRWAYS LIMITED (2019)

Total number of complaints reported to DOT: 1

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by CEBU PACIFIC AIR (2019)

Total number of complaints reported to DOT: 0

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by CHINA AIRLINES, LTD. (2019)

Total number of complaints reported to DOT: 2

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by CHINA EASTERN AIRLINES CORPORATION (2019)

Total number of complaints reported to DOT: 5

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by CHINA SOUTHERN AIRLINE (2019)

Total number of complaints reported to DOT: 8

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by COMLUX ARUBA (2019)

Total number of complaints reported to DOT: 0

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by COMLUX MALTA LTD. (2019)

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. (2019)**

Total number of complaints reported to DOT: 101

| | 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 | 4 | 3 | 0 | 0 | 0 | 1 | 0 | 2 | 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 | 0 | 0 | 0 | 0 | 4 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 4 |
| Failure to Provide Assistance | 0 | 0 | 0 | 0 | 0 | 38 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 38 |
| Damage to Assistive Device | 0 | 0 | 0 | 0 | 0 | 23 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 23 |
| Storage and Delay of Assistive Device | 0 | 0 | 0 | 0 | 0 | 5 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 5 |
| 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 | 15 | 0 | 0 | 1 | 0 | 1 | 0 | 0 | 17 |

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by COMPASS AIRLINES, LLC (2019)**

Total number of complaints reported to DOT: 20

| | 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 | 9 | 0 | 0 | 1 | 1 | 0 | 0 | 1 | 12 |
| 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 | 2 | 1 | 0 | 0 | 0 | 3 |
| 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 | 2 | 0 | 0 | 1 | 4 |

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by CONDOR FLUGDIENST GMBH (2019)**

Total number of complaints reported to DOT: 34

| | 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 | 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 | 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 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 5 | 0 | 0 | 0 | 0 | 6 |
| Damage to Assistive Device | 0 | 0 | 0 | 3 | 0 | 0 | 0 | 0 | 2 | 0 | 0 | 0 | 0 | 5 |
| Storage and Delay of Assistive Device | 0 | 0 | 0 | 2 | 1 | 0 | 0 | 0 | 3 | 0 | 0 | 0 | 0 | 6 |
| 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 | 2 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 1 | 4 |

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by DC AVIATION GMBH (2019)

Total number of complaints reported to DOT: 0

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by DELTA AIR LINES, INC. (2019)**

Total number of complaints reported to DOT: 7,582

| | 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 | 11 | 0 | 10 | 5 | 1 | 0 | 3 | 30 |
| Refusal to Board w/o Attendant | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 2 |
| Security Issues Regarding Disability | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 1 | 1 | 0 | 0 | 0 | 3 |
| Aircraft Not Accessible | 0 | 4 | 0 | 0 | 0 | 6 | 1 | 0 | 4 | 3 | 0 | 0 | 0 | 18 |
| Airport Not Accessible | 0 | 1 | 0 | 0 | 0 | 9 | 0 | 0 | 0 | 1 | 0 | 0 | 1 | 12 |
| Advance Notice Dispute | 0 | 0 | 0 | 0 | 0 | 4 | 1 | 0 | 2 | 0 | 1 | 0 | 7 | 15 |
| Seating Accommodation | 5 | 3 | 0 | 2 | 3 | 97 | 0 | 0 | 485 | 3 | 6 | 0 | 11 | 615 |
| Failure to Provide Assistance | 24 | 47 | 16 | 8 | 12 | 4477 | 23 | 0 | 631 | 61 | 13 | 0 | 252 | 5564 |
| Damage to Assistive Device | 4 | 5 | 0 | 0 | 1 | 84 | 0 | 0 | 2 | 80 | 0 | 0 | 1 | 177 |
| Storage and Delay of Assistive Device | 0 | 0 | 0 | 0 | 0 | 31 | 1 | 0 | 28 | 47 | 0 | 1 | 1 | 109 |
| Service Animal Problem | 2 | 2 | 0 | 0 | 0 | 7 | 0 | 1 | 295 | 2 | 1 | 0 | 7 | 317 |
| Unsatisfactory Info | 1 | 2 | 0 | 1 | 1 | 32 | 1 | 0 | 15 | 4 | 0 | 0 | 8 | 65 |
| Other | 5 | 7 | 4 | 1 | 2 | 487 | 5 | 0 | 67 | 17 | 2 | 0 | 58 | 655 |

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by DEUTSCHE LUFTHANSA AG (2019)**

Total number of complaints reported to DOT: 508

| | 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 | 2 | 8 | 0 | 29 | 0 | 1 | 1 | 0 | 42 |
| 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 | 1 | 0 | 5 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 6 |
| Airport Not Accessible | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 |
| Advance Notice Dispute | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 1 |
| Seating Accommodation | 1 | 0 | 0 | 1 | 0 | 17 | 1 | 0 | 36 | 0 | 0 | 0 | 0 | 56 |
| Failure to Provide Assistance | 1 | 0 | 1 | 1 | 0 | 291 | 1 | 0 | 9 | 0 | 0 | 0 | 0 | 304 |
| Damage to Assistive Device | 0 | 0 | 0 | 0 | 0 | 21 | 0 | 0 | 1 | 8 | 0 | 0 | 0 | 30 |
| Storage and Delay of Assistive Device | 0 | 0 | 0 | 0 | 0 | 10 | 2 | 0 | 6 | 5 | 0 | 0 | 0 | 23 |
| Service Animal Problem | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 17 | 1 | 0 | 0 | 1 | 19 |
| Unsatisfactory Info | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 2 | 2 |
| Other | 0 | 0 | 0 | 0 | 0 | 6 | 1 | 0 | 6 | 0 | 0 | 1 | 10 | 24 |

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by DOMINICAN WINGS (2019)

Total number of complaints reported to DOT: 0

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by DREAMJET D/B/A LACOMPAGNIE (2019)

Total number of complaints reported to DOT: 3

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by EASTERN AIRLINES, LLC (2019)

Total number of complaints reported to DOT: 0

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by EDELWEISS AIR AG (2019)

Total number of complaints reported to DOT: 0

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by EGYPTAIR (2019)

Total number of complaints reported to DOT: 0

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by EL AL ISRAEL AIRLINES LTD. (2019)

Total number of complaints reported to DOT: 88

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by EMIRATES (2019)**

Total number of complaints reported to DOT: 268

| | 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 | 3 | 1 | 0 | 0 | 0 | 4 |
| 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 | 4 | 0 | 0 | 19 | 0 | 0 | 0 | 0 | 23 |
| Failure to Provide Assistance | 1 | 0 | 0 | 0 | 0 | 151 | 2 | 0 | 26 | 6 | 0 | 0 | 8 | 194 |
| Damage to Assistive Device | 0 | 0 | 0 | 0 | 0 | 6 | 0 | 0 | 2 | 4 | 0 | 0 | 0 | 12 |
| Storage and Delay of Assistive Device | 0 | 0 | 0 | 0 | 0 | 3 | 0 | 0 | 20 | 3 | 0 | 0 | 1 | 27 |
| 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 | 2 | 0 | 0 | 0 | 1 | 3 |
| Other | 0 | 1 | 0 | 0 | 0 | 1 | 0 | 0 | 1 | 1 | 0 | 0 | 1 | 5 |

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by ETHIOPIAN AIRLINES ENTERPRISE (2019)

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. (2019)**

Total number of complaints reported to DOT: 111

| | 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 | 2 | 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 | 1 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 2 |
| 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 | 9 | 0 | 0 | 1 | 0 | 2 | 0 | 0 | 12 |
| Failure to Provide Assistance | 0 | 0 | 0 | 0 | 1 | 79 | 0 | 1 | 0 | 0 | 0 | 1 | 0 | 82 |
| Damage to Assistive Device | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 2 | 0 | 0 | 0 | 2 |
| Storage and Delay of Assistive Device | 0 | 0 | 0 | 0 | 0 | 2 | 0 | 0 | 0 | 0 | 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 | 1 | 0 | 0 | 1 | 0 | 0 | 2 | 0 | 4 |
| Other | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 2 | 0 | 0 | 0 | 0 | 3 |

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by EUROATLANTIC AIRWAYS TRANSPORTES AE (2019)

Total number of complaints reported to DOT: 0

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by EUROWINGS (2019)

Total number of complaints reported to DOT: 5

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by EVA AIRWAYS CORPORATION (2019)

Total number of complaints reported to DOT: 2

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by EXPRESSJET AIRLINES (2019)

Total number of complaints reported to DOT: 3

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by FAST COLOMBIA SAS (2019)

Total number of complaints reported to DOT: 0

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by FIJI AIRWAYS (2019)

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 (2019)

Total number of complaints reported to DOT: 3

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by FIRST AIR (2019)

Total number of complaints reported to DOT: 0

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by FLAIR AIRLINES (2019)

Total number of complaints reported to DOT: 0

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by FRENCH BEE (2019)

Total number of complaints reported to DOT: 2

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by FRONTIER AIRLINES, INC. (2019)**

Total number of complaints reported to DOT: 244

| | 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 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Advance Notice Dispute | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 2 |
| Seating Accommodation | 0 | 1 | 0 | 0 | 0 | 1 | 0 | 0 | 6 | 0 | 0 | 0 | 0 | 8 |
| Failure to Provide Assistance | 2 | 2 | 0 | 1 | 0 | 182 | 0 | 0 | 25 | 0 | 3 | 0 | 0 | 215 |
| 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 | 1 | 0 | 0 | 0 | 2 |
| Service Animal Problem | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 7 | 0 | 0 | 0 | 0 | 7 |
| Unsatisfactory Info | 0 | 2 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 4 |
| Other | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 2 | 0 | 0 | 0 | 0 | 3 |

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by GLOBAL JET LUXEMBOURG S.A. (2019)

Total number of complaints reported to DOT: 0

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by GOJET AIRLINES, LLC (2019)**

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 | 0 | 0 | 0 | 5 | 0 | 0 | 0 | 0 | 5 |
| 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 | 0 | 0 | 0 | 0 | 2 | 2 |

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by GOL LINHAS AEREAS INTELIGENTES (2019)

Total number of complaints reported to DOT: 9

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by HAINAN AIRLINES COMPANY LTD (2019)

Total number of complaints reported to DOT: 1

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by HAWAIIAN AIRLINES, INC. (2019)**

Total number of complaints reported to DOT: 396

| | 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 | 7 | 0 | 2 | 1 | 1 | 0 | 0 | 11 |
| 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 | 4 | 0 | 1 | 0 | 0 | 5 |
| 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 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 |
| Seating Accommodation | 2 | 0 | 1 | 0 | 0 | 1 | 3 | 0 | 69 | 0 | 0 | 0 | 0 | 76 |
| Failure to Provide Assistance | 1 | 1 | 1 | 0 | 0 | 90 | 2 | 0 | 39 | 1 | 0 | 0 | 0 | 135 |
| Damage to Assistive Device | 0 | 0 | 0 | 1 | 0 | 19 | 0 | 0 | 2 | 7 | 0 | 0 | 0 | 29 |
| Storage and Delay of Assistive Device | 0 | 0 | 0 | 0 | 0 | 8 | 5 | 0 | 7 | 10 | 0 | 0 | 0 | 30 |
| Service Animal Problem | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 63 | 0 | 0 | 0 | 0 | 63 |
| Unsatisfactory Info | 0 | 0 | 0 | 0 | 0 | 1 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 2 |
| Other | 0 | 3 | 0 | 0 | 0 | 9 | 2 | 0 | 27 | 2 | 0 | 0 | 1 | 44 |

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by HI FLY LTD (2019)

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. (2019)

Total number of complaints reported to DOT: 0

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by HILLWOOD AIRWAYS (2019)

Total number of complaints reported to DOT: 0

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by HONG KONG AIRLINES LIMITED (2019)

Total number of complaints reported to DOT: 4

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by HONG KONG EXPRESS AIRWAYS LIMITED (2019)

Total number of complaints reported to DOT: 0

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by HORIZON AIR INDUSTRIES, INC. (2019)

Total number of complaints reported to DOT: 102

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by IBERIA LINEAS AEREAS DE ESPANA, S.A (2019)**

Total number of complaints reported to DOT: 181

| | 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 | 1 | 0 | 0 | 0 | 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 | 1 | 0 | 1 | 0 | 8 | 0 | 0 | 23 | 0 | 0 | 0 | 0 | 33 |
| Failure to Provide Assistance | 1 | 0 | 0 | 0 | 0 | 23 | 0 | 0 | 2 | 0 | 0 | 0 | 1 | 27 |
| Damage to Assistive Device | 0 | 0 | 0 | 0 | 0 | 23 | 0 | 0 | 0 | 4 | 0 | 0 | 0 | 27 |
| Storage and Delay of Assistive Device | 0 | 0 | 0 | 0 | 0 | 48 | 0 | 0 | 2 | 25 | 0 | 0 | 0 | 75 |
| Service Animal Problem | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 11 | 0 | 0 | 0 | 0 | 11 |
| Unsatisfactory Info | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 |
| Other | 0 | 0 | 0 | 0 | 0 | 1 | 1 | 0 | 1 | 1 | 0 | 0 | 0 | 4 |

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by ICELANDAIR EHF. (2019)**

Total number of complaints reported to DOT: 51

| | 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 | 4 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 4 |
| 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 | 4 | 0 | 1 | 0 | 0 | 7 |
| Failure to Provide Assistance | 0 | 0 | 0 | 0 | 0 | 7 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 8 |
| Damage to Assistive Device | 0 | 0 | 0 | 0 | 0 | 9 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 9 |
| Storage and Delay of Assistive Device | 0 | 0 | 0 | 0 | 0 | 2 | 0 | 0 | 0 | 0 | 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 | 1 | 0 | 3 | 0 | 0 | 0 | 5 | 9 |
| Other | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 9 | 0 | 0 | 2 | 0 | 12 |

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by JAPAN AIRLINES INTERNATIONAL CO. (2019)**

Total number of complaints reported to DOT: 11

| | 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 | 3 | 0 | 0 | 2 | 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 | 0 | 0 | 0 | 0 | 0 | 0 |
| Unsatisfactory Info | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 1 |
| Other | 0 | 0 | 0 | 0 | 0 | 2 | 0 | 1 | 1 | 0 | 0 | 0 | 0 | 4 |

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by JAZZ AVIATION LP (2019)**

Total number of complaints reported to DOT: 112

| | 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 | 6 | 0 | 0 | 0 | 0 | 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 | 1 | 0 | 0 | 0 | 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 | 1 | 0 | 0 | 10 | 0 | 0 | 0 | 0 | 11 |
| Failure to Provide Assistance | 3 | 1 | 0 | 1 | 0 | 53 | 0 | 0 | 11 | 0 | 0 | 0 | 0 | 69 |
| Damage to Assistive Device | 0 | 0 | 0 | 0 | 0 | 2 | 0 | 0 | 0 | 2 | 0 | 0 | 0 | 4 |
| Storage and Delay of Assistive Device | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 1 | 0 | 0 | 0 | 2 |
| Service Animal Problem | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 2 | 0 | 0 | 0 | 0 | 3 |
| Unsatisfactory Info | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Other | 1 | 0 | 0 | 0 | 0 | 5 | 0 | 0 | 0 | 10 | 0 | 0 | 0 | 16 |

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by JEJU AIR COMPANY LIMITED (2019)

Total number of complaints reported to DOT: 0

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by JETBLUE AIRWAYS CORPORATION (2019)**

Total number of complaints reported to DOT: 1,851

| | 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 | 1 | 1 | 0 | 4 |
| 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 | 4 | 0 | 0 | 0 | 1 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 6 |
| Airport Not Accessible | 0 | 1 | 0 | 0 | 0 | 2 | 0 | 0 | 0 | 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 | 3 | 0 | 0 | 0 | 39 | 3 | 0 | 123 | 1 | 0 | 0 | 2 | 172 |
| Failure to Provide Assistance | 12 | 19 | 1 | 5 | 3 | 837 | 0 | 0 | 200 | 1 | 4 | 0 | 28 | 1110 |
| 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 | 1 | 17 | 1 | 0 | 38 | 17 | 0 | 0 | 0 | 74 |
| Service Animal Problem | 0 | 1 | 0 | 0 | 0 | 4 | 0 | 0 | 299 | 0 | 3 | 0 | 55 | 362 |
| Unsatisfactory Info | 0 | 0 | 0 | 0 | 1 | 3 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 5 |
| Other | 0 | 1 | 0 | 0 | 0 | 12 | 3 | 0 | 26 | 4 | 0 | 0 | 61 | 107 |

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by JETSTAR AIRWAYS PTY LIMITED (2019)**

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 | 3 | 0 | 0 | 0 | 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 | 2 | 0 | 0 | 0 | 0 | 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 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 1 | 0 | 1 | 3 |

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by JIN AIR (2019)

Total number of complaints reported to DOT: 0

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by K5-AVIATION GMBH (2019)

Total number of complaints reported to DOT: 0

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by KENYA AIRWAYS PLC (2019)

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. (2019)**

Total number of complaints reported to DOT: 199

| | 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 | 1 | 0 | 0 | 2 |
| Refusal to Board w/o Attendant | 0 | 0 | 0 | 0 | 0 | 1 | 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 | 11 | 0 | 0 | 10 | 1 | 4 | 0 | 0 | 26 |
| Failure to Provide Assistance | 1 | 0 | 1 | 1 | 0 | 74 | 0 | 0 | 35 | 0 | 2 | 1 | 0 | 115 |
| Damage to Assistive Device | 0 | 0 | 0 | 0 | 0 | 14 | 0 | 0 | 24 | 7 | 0 | 0 | 0 | 45 |
| 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 | 2 | 0 | 0 | 0 | 0 | 3 | 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 | 4 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 5 |

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by KOREAN AIR LINES CO., LTD. (2019)

Total number of complaints reported to DOT: 27

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by KUWAIT AIRWAYS CORPORATION (2019)

Total number of complaints reported to DOT: 4

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by LAN AIRLINES S.A. (2019)

Total number of complaints reported to DOT: 3

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by LAN ARGENTINA S.A. (2019)

Total number of complaints reported to DOT: 0

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by LAN COLOMBIA (2019)

Total number of complaints reported to DOT: 0

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by LAN ECUADOR (2019)

Total number of complaints reported to DOT: 0

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by LAN PERU S.A. (2019)

Total number of complaints reported to DOT: 0

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by LIAT (1974) LTD (2019)

Total number of complaints reported to DOT: 0

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by LINEAS AEREAS COSTARRICENSES S.A. (2019)

Total number of complaints reported to DOT: 1

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by MESA AIRLINES, INC. (2019)**

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 | 3 | 0 | 0 | 0 | 0 | 3 |
| Failure to Provide Assistance | 0 | 0 | 0 | 0 | 0 | 3 | 0 | 0 | 2 | 0 | 1 | 0 | 1 | 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 | 3 | 0 | 0 | 0 | 0 | 3 |
| Unsatisfactory Info | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 1 |
| Other | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 3 | 0 | 0 | 0 | 0 | 3 |

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by MIAMI AIR INTERNATIONAL, INC. (2019)

Total number of complaints reported to DOT: 0

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by MJET GMBH (2019)

Total number of complaints reported to DOT: 0

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by NOLINOR AVIATION (2019)

Total number of complaints reported to DOT: 0

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by NORWEGIAN AIR INTERNATIONAL LTD (2019)

Total number of complaints reported to DOT: 3

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by NORWEGIAN AIR SHUTTLE ASA (2019)**

Total number of complaints reported to DOT: 98

| | 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 | 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 | 1 | 0 | 0 | 0 | 0 | 2 | 0 | 0 | 12 | 0 | 0 | 0 | 0 | 15 |
| Failure to Provide Assistance | 0 | 0 | 0 | 0 | 0 | 7 | 0 | 0 | 14 | 0 | 1 | 0 | 0 | 22 |
| Damage to Assistive Device | 0 | 0 | 0 | 0 | 0 | 12 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 12 |
| Storage and Delay of Assistive Device | 0 | 0 | 0 | 0 | 0 | 12 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 12 |
| Service Animal Problem | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 6 | 0 | 0 | 0 | 0 | 6 |
| Unsatisfactory Info | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 4 | 0 | 0 | 0 | 0 | 5 |
| Other | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 18 | 0 | 1 | 1 | 4 | 25 |

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by NORWEGIAN AIR SWEDEN (2019)

Total number of complaints reported to DOT: 0

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by NORWEGIAN AIR UK LTD (2019)**

Total number of complaints reported to DOT: 79

| | 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 | 1 | 0 | 4 | 0 | 0 | 5 | 0 | 1 | 0 | 0 | 11 |
| Failure to Provide Assistance | 0 | 0 | 0 | 0 | 0 | 17 | 0 | 0 | 10 | 0 | 0 | 0 | 0 | 27 |
| Damage to Assistive Device | 0 | 0 | 0 | 0 | 0 | 11 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 11 |
| Storage and Delay of Assistive Device | 0 | 0 | 0 | 0 | 0 | 6 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 6 |
| Service Animal Problem | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 3 | 0 | 0 | 0 | 0 | 3 |
| Unsatisfactory Info | 1 | 1 | 0 | 0 | 0 | 2 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 5 |
| Other | 0 | 0 | 0 | 0 | 0 | 4 | 1 | 0 | 9 | 0 | 2 | 0 | 0 | 16 |

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by OMNI AIR INTERNATIONAL INC. (2019)

Total number of complaints reported to DOT: 4

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by PAKISTAN INT'L AIRLINES CORPORATION (2019)

Total number of complaints reported to DOT: 0

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by PHILIPPINE AIRLINES, INC. (2019)**

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 | 1 | 1 |
| 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 | 1 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 1 | 3 |

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by PINNACLE AIRLINES, INC. / ENDEAVOR (2019)**

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 | 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 | 13 | 0 | 0 | 0 | 1 | 14 |
| Failure to Provide Assistance | 0 | 0 | 3 | 0 | 0 | 5 | 1 | 0 | 10 | 0 | 0 | 0 | 11 | 30 |
| Damage to Assistive Device | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 |
| Storage and Delay of Assistive Device | 0 | 0 | 1 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 2 |
| Service Animal Problem | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 6 | 0 | 0 | 0 | 0 | 6 |
| Unsatisfactory Info | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 |
| Other | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 1 | 0 | 0 | 2 | 4 |

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by POLSKIE LINIE LOTNICZE LOT, S.A. (2019)

Total number of complaints reported to DOT: 80

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by PORTER AIRLINES INC. (2019)**

Total number of complaints reported to DOT: 20

| | 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 | 1 | 0 | 12 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 13 |
| 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 | 5 | 0 | 0 | 0 | 0 | 0 | 0 | 2 | 7 |

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by PRIVILEGE STYLE (2019)

Total number of complaints reported to DOT: 0

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by PSA AIRLINES (2019)**

Total number of complaints reported to DOT: 200

| | 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 | 1 | 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 | 1 | 0 | 0 | 18 | 0 | 0 | 0 | 0 | 19 |
| Failure to Provide Assistance | 1 | 0 | 0 | 0 | 0 | 71 | 0 | 0 | 19 | 3 | 0 | 0 | 2 | 96 |
| Damage to Assistive Device | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 4 | 0 | 0 | 0 | 5 |
| Storage and Delay of Assistive Device | 0 | 0 | 0 | 0 | 0 | 2 | 2 | 0 | 5 | 16 | 0 | 0 | 0 | 25 |
| Service Animal Problem | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 7 | 2 | 0 | 0 | 0 | 9 |
| Unsatisfactory Info | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Other | 0 | 1 | 0 | 0 | 0 | 3 | 0 | 0 | 37 | 4 | 0 | 0 | 0 | 45 |

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by QANTAS AIRWAYS LIMITED (2019)

Total number of complaints reported to DOT: 19

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by QATAR AIRWAYS Q.C.S.C. (2019)

Total number of complaints reported to DOT: 21

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by REPUBLIC AIRLINES, INC. (2019)**

Total number of complaints reported to DOT: 96

| | 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 | 10 | 0 | 0 | 0 | 0 | 10 |
| Failure to Provide Assistance | 1 | 0 | 0 | 0 | 0 | 31 | 0 | 0 | 9 | 1 | 2 | 0 | 3 | 47 |
| 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 | 12 | 0 | 0 | 0 | 13 |
| Service Animal Problem | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 10 | 2 | 0 | 0 | 0 | 12 |
| Unsatisfactory Info | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 |
| Other | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 9 | 1 | 0 | 0 | 1 | 11 |

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by ROYAL AIR MAROC (2019)

Total number of complaints reported to DOT: 7

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by ROYAL JET LLC (2019)

Total number of complaints reported to DOT: 0

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by ROYAL JORDANIAN AIRLINE (2019)

Total number of complaints reported to DOT: 3

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by SATA INTERNACIONAL (2019)

Total number of complaints reported to DOT: 2

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by SAUDI ARABIAN AIRLINES CORPORATION (2019)

Total number of complaints reported to DOT: 2

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by SCANDINAVIAN AIRLINES SYSTEM (2019)**

Total number of complaints reported to DOT: 33

| | 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 | 1 | 0 | 0 | 0 | 0 | 1 |
| Seating Accommodation | 0 | 0 | 0 | 2 | 0 | 1 | 0 | 0 | 4 | 0 | 0 | 0 | 0 | 7 |
| Failure to Provide Assistance | 0 | 0 | 0 | 2 | 0 | 5 | 0 | 0 | 2 | 0 | 0 | 0 | 0 | 9 |
| Damage to Assistive Device | 0 | 0 | 0 | 4 | 0 | 0 | 0 | 0 | 2 | 0 | 0 | 0 | 0 | 6 |
| Storage and Delay of Assistive Device | 0 | 0 | 0 | 2 | 0 | 1 | 0 | 0 | 0 | 0 | 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 | 1 | 0 | 0 | 0 | 0 | 1 |
| Other | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 5 | 0 | 0 | 0 | 1 | 6 |

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by SCOOT (2019)

Total number of complaints reported to DOT: 0

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by SCOTT AVIATION, LLC DBA SILVER AIR (2019)

Total number of complaints reported to DOT: 0

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by SICHUAN AIRLINES (2019)

Total number of complaints reported to DOT: 0

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by SIERRA PACIFIC AIRLINES, INC. (2019)

Total number of complaints reported to DOT: 0

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by SILVER AIRWAYS LLC (2019)

Total number of complaints reported to DOT: 6

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by SINGAPORE AIRLINES LIMITED (2019)

Total number of complaints reported to DOT: 0

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by SKY REGIONAL AIRLINES (2019)**

Total number of complaints reported to DOT: 138

| | 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 | 1 | 0 | 2 | 0 | 0 | 0 | 0 | 11 | 0 | 0 | 0 | 1 | 15 |
| Failure to Provide Assistance | 2 | 0 | 0 | 3 | 0 | 0 | 69 | 0 | 16 | 0 | 1 | 0 | 0 | 91 |
| Damage to Assistive Device | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 |
| Storage and Delay of Assistive Device | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 1 | 1 | 0 | 0 | 0 | 3 |
| Service Animal Problem | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 5 | 0 | 0 | 0 | 0 | 5 |
| Unsatisfactory Info | 0 | 1 | 0 | 0 | 0 | 2 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 3 |
| Other | 2 | 1 | 0 | 0 | 0 | 5 | 0 | 0 | 8 | 0 | 0 | 0 | 2 | 18 |

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by SKYMARK AIRLINES (2019)

Total number of complaints reported to DOT: 0

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by SKYWEST AIRLINES, INC. (2019)**

Total number of complaints reported to DOT: 127

| | 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 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 8 | 9 |
| Seating Accommodation | 0 | 0 | 0 | 0 | 0 | 1 | 1 | 0 | 16 | 2 | 1 | 0 | 0 | 21 |
| Failure to Provide Assistance | 0 | 1 | 0 | 0 | 0 | 30 | 1 | 0 | 14 | 1 | 0 | 0 | 0 | 47 |
| 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 | 1 | 0 | 1 | 7 | 0 | 0 | 0 | 9 |
| Service Animal Problem | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 10 | 0 | 0 | 0 | 1 | 12 |
| Unsatisfactory Info | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 |
| Other | 0 | 2 | 1 | 0 | 0 | 1 | 0 | 0 | 7 | 5 | 0 | 0 | 9 | 25 |

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by SOCIETE AIR FRANCE (2019)**

Total number of complaints reported to DOT: 491

| | 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 | 1 | 0 | 0 | 2 |
| Refusal to Board w/o Attendant | 0 | 0 | 0 | 0 | 0 | 1 | 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 | 23 | 0 | 0 | 30 | 0 | 4 | 0 | 0 | 57 |
| Failure to Provide Assistance | 1 | 0 | 0 | 0 | 0 | 245 | 0 | 0 | 80 | 1 | 0 | 0 | 0 | 327 |
| Damage to Assistive Device | 0 | 0 | 0 | 0 | 0 | 22 | 0 | 0 | 11 | 16 | 0 | 0 | 0 | 49 |
| Storage and Delay of Assistive Device | 0 | 0 | 0 | 0 | 0 | 12 | 0 | 0 | 6 | 9 | 0 | 0 | 0 | 27 |
| Service Animal Problem | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 1 | 0 | 13 | 0 | 0 | 15 |
| Unsatisfactory Info | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Other | 0 | 0 | 0 | 0 | 0 | 8 | 0 | 0 | 1 | 4 | 0 | 0 | 0 | 13 |

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by SOUTH AFRICAN AIRWAYS SOC LIMITED (2019)**

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 | 1 | 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 | 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 | 1 | 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 | 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 SOUTHWEST AIRLINES CO. (2019)**

Total number of complaints reported to DOT: 4,868

| | 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 | 6 | 0 | 18 | 0 | 0 | 1 | 3 | 29 |
| Refusal to Board w/o Attendant | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 |
| Security Issues Regarding Disability | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 4 | 1 | 0 | 0 | 0 | 6 |
| Aircraft Not Accessible | 0 | 3 | 0 | 0 | 2 | 2 | 0 | 0 | 10 | 1 | 0 | 0 | 0 | 18 |
| Airport Not Accessible | 1 | 0 | 0 | 0 | 0 | 6 | 0 | 0 | 10 | 0 | 0 | 0 | 0 | 17 |
| Advance Notice Dispute | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Seating Accommodation | 0 | 4 | 0 | 0 | 0 | 10 | 2 | 0 | 152 | 0 | 3 | 0 | 7 | 178 |
| Failure to Provide Assistance | 27 | 51 | 0 | 2 | 2 | 1596 | 0 | 0 | 192 | 3 | 12 | 0 | 5 | 1890 |
| Damage to Assistive Device | 0 | 0 | 0 | 0 | 1 | 61 | 1 | 0 | 2 | 96 | 0 | 0 | 0 | 161 |
| Storage and Delay of Assistive Device | 1 | 1 | 0 | 0 | 1 | 42 | 7 | 0 | 10 | 334 | 0 | 0 | 0 | 396 |
| Service Animal Problem | 3 | 1 | 0 | 0 | 0 | 5 | 0 | 0 | 660 | 1 | 0 | 0 | 2 | 672 |
| Unsatisfactory Info | 0 | 1 | 0 | 0 | 0 | 5 | 0 | 0 | 62 | 2 | 0 | 0 | 2 | 72 |
| Other | 16 | 28 | 4 | 0 | 0 | 74 | 3 | 0 | 1127 | 5 | 22 | 0 | 149 | 1428 |

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by SPIRIT AIRLINES, INC. (2019)**

Total number of complaints reported to DOT: 2,325

| | 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 | 7 | 0 | 10 | 1 | 5 | 0 | 0 | 23 |
| 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 | 1 | 0 | 0 | 0 | 0 | 1 |
| Aircraft Not Accessible | 0 | 0 | 0 | 1 | 0 | 1 | 0 | 0 | 3 | 0 | 1 | 0 | 0 | 6 |
| Airport Not Accessible | 2 | 1 | 0 | 0 | 0 | 2 | 0 | 0 | 1 | 0 | 1 | 0 | 0 | 7 |
| Advance Notice Dispute | 2 | 0 | 0 | 1 | 1 | 67 | 2 | 0 | 4 | 1 | 4 | 0 | 1 | 83 |
| Seating Accommodation | 2 | 6 | 0 | 1 | 2 | 43 | 2 | 0 | 188 | 1 | 38 | 0 | 9 | 292 |
| Failure to Provide Assistance | 15 | 19 | 0 | 1 | 1 | 695 | 3 | 0 | 64 | 1 | 8 | 0 | 13 | 820 |
| Damage to Assistive Device | 0 | 0 | 0 | 1 | 0 | 63 | 2 | 0 | 1 | 26 | 0 | 0 | 0 | 93 |
| Storage and Delay of Assistive Device | 0 | 0 | 0 | 1 | 1 | 44 | 1 | 0 | 3 | 85 | 2 | 0 | 0 | 137 |
| Service Animal Problem | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 64 | 0 | 270 | 0 | 0 | 335 |
| Unsatisfactory Info | 0 | 0 | 0 | 1 | 0 | 15 | 4 | 0 | 16 | 6 | 32 | 0 | 0 | 74 |
| Other | 6 | 6 | 0 | 6 | 2 | 250 | 7 | 0 | 81 | 69 | 12 | 0 | 15 | 454 |

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by SRI LANKAN AIRLINES LIMITED (2019)

Total number of complaints reported to DOT: 0

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by SUN COUNTRY MN AIRLINES, LLC (2019)**

Total number of complaints reported to DOT: 145

| | 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 | 3 | 0 | 0 | 0 | 0 | 3 |
| Failure to Provide Assistance | 0 | 0 | 0 | 0 | 0 | 57 | 0 | 0 | 5 | 0 | 1 | 0 | 1 | 64 |
| Damage to Assistive Device | 0 | 0 | 0 | 0 | 0 | 43 | 0 | 0 | 9 | 3 | 0 | 0 | 0 | 55 |
| Storage and Delay of Assistive Device | 0 | 0 | 0 | 0 | 0 | 11 | 0 | 0 | 0 | 3 | 0 | 0 | 0 | 14 |
| Service Animal Problem | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 2 | 0 | 0 | 3 |
| Unsatisfactory Info | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Other | 0 | 0 | 1 | 0 | 0 | 1 | 0 | 0 | 1 | 3 | 0 | 0 | 0 | 6 |

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by SUNCLASS AIRLINES APS (2019)

Total number of complaints reported to DOT: 0

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by SUNRISE AIRWAYS, S.A. INC. (2019)

Total number of complaints reported to DOT: 0

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by SUNWING AIRLINES (2019)

Total number of complaints reported to DOT: 23

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by SURINAM AIRWAYS (2019)

Total number of complaints reported to DOT: 0

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by SWISS INTERNATIONAL AIR LINES LTD. (2019)**

Total number of complaints reported to DOT: 71

| | 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 | 4 | 0 | 0 | 0 | 0 | 7 |
| 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 | 1 | 0 | 0 | 0 | 1 |
| Seating Accommodation | 0 | 0 | 0 | 0 | 0 | 2 | 0 | 0 | 15 | 0 | 0 | 0 | 0 | 17 |
| Failure to Provide Assistance | 0 | 0 | 0 | 0 | 0 | 18 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 19 |
| Damage to Assistive Device | 0 | 0 | 0 | 0 | 0 | 12 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 13 |
| Storage and Delay of Assistive Device | 0 | 0 | 0 | 0 | 0 | 4 | 0 | 0 | 1 | 1 | 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 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 1 |
| Other | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 2 | 2 |

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by SWOOP INC (2019)

Total number of complaints reported to DOT: 8

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by TACA INTERNATIONAL AIRLINES, S.A. (2019)

Total number of complaints reported to DOT: 7

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by TAG AVIATION (UK) LTD (2019)

Total number of complaints reported to DOT: 0

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by TAM-LINHAS AEREAS, S.A. (2019)

Total number of complaints reported to DOT: 19

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by TAME EP LINEA AEREA DEL ECUADOR (2019)

Total number of complaints reported to DOT: 0

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by TAP AIR PORTUGAL (2019)

Total number of complaints reported to DOT: 15

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by TAR AIRLINES (2019)

Total number of complaints reported to DOT: 0

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by TEM ENTERPRISES/XTRA AIRWAYS (2019)

Total number of complaints reported to DOT: 0

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by TITAN AIRWAYS LIMITED (2019)

Total number of complaints reported to DOT: 0

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by TRANS AMERICAN AIRLINES S.A. (2019)

Total number of complaints reported to DOT: 2

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by TRANSPORTES AEREOS DE CABO VERDE (2019)

Total number of complaints reported to DOT: 0

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by TRAVEL SERVICE (2019)

Total number of complaints reported to DOT: 0

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by TUI AIRLINES BELGIUM (2019)

Total number of complaints reported to DOT: 2

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by TUI AIRLINES NEDERLAND, B.V. (2019)

Total number of complaints reported to DOT: 3

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by TUI AIRWAYS LIMITED (2019)**

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 | 1 | 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 TURKISH AIRLINES TURK HAVA YOLLARI (2019)

Total number of complaints reported to DOT: 198

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by TWAY AIR (2019)

Total number of complaints reported to DOT: 0

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by TYROLEAN JET SERVICE (2019)

Total number of complaints reported to DOT: 0

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by UKRAINE INTERNATIONAL AIRLINE (2019)**

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 | 1 | 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 | 1 | 0 | 0 | 0 | 0 | 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 | 1 | 0 | 0 | 0 | 0 | 1 |
| 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 UNITED AIR LINES, INC. (2019)**

Total number of complaints reported to DOT: 5,721

| | 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 | 2 | 1 | 0 | 0 | 0 | 1 | 0 | 0 | 5 |
| 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 | 2 | 0 | 0 | 3 | 0 | 0 | 0 | 0 | 5 |
| Aircraft Not Accessible | 0 | 6 | 0 | 1 | 0 | 9 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 17 |
| Airport Not Accessible | 0 | 0 | 0 | 0 | 0 | 3 | 0 | 0 | 4 | 0 | 0 | 0 | 0 | 7 |
| Advance Notice Dispute | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 |
| Seating Accommodation | 8 | 9 | 4 | 5 | 2 | 61 | 1 | 0 | 340 | 0 | 24 | 0 | 2 | 456 |
| Failure to Provide Assistance | 32 | 27 | 6 | 7 | 4 | 3940 | 1 | 0 | 165 | 2 | 15 | 0 | 1 | 4200 |
| Damage to Assistive Device | 0 | 0 | 0 | 1 | 2 | 48 | 0 | 0 | 3 | 24 | 0 | 0 | 0 | 78 |
| Storage and Delay of Assistive Device | 1 | 0 | 0 | 1 | 3 | 72 | 3 | 0 | 25 | 107 | 1 | 0 | 0 | 213 |
| Service Animal Problem | 2 | 3 | 0 | 0 | 0 | 0 | 0 | 0 | 73 | 0 | 178 | 0 | 0 | 256 |
| Unsatisfactory Info | 0 | 0 | 0 | 1 | 0 | 14 | 5 | 0 | 30 | 17 | 16 | 0 | 2 | 85 |
| Other | 6 | 48 | 1 | 1 | 1 | 138 | 10 | 0 | 144 | 22 | 10 | 0 | 17 | 398 |

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by UZBEKISTAN AIRWAYS (2019)

Total number of complaints reported to DOT: 0

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by VIRGIN ATLANTIC AIRWAYS LIMITED (2019)**

Total number of complaints reported to DOT: 709

| | 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 | 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 | 1 | 1 | 0 | 2 | 0 | 0 | 0 | 1 | 5 |
| Aircraft Not Accessible | 0 | 0 | 0 | 0 | 0 | 3 | 1 | 0 | 2 | 0 | 0 | 0 | 0 | 6 |
| Airport Not Accessible | 0 | 0 | 0 | 0 | 0 | 2 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 2 |
| Advance Notice Dispute | 0 | 0 | 0 | 0 | 0 | 1 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 2 |
| Seating Accommodation | 3 | 0 | 0 | 2 | 0 | 41 | 1 | 0 | 53 | 1 | 11 | 0 | 0 | 112 |
| Failure to Provide Assistance | 8 | 1 | 0 | 1 | 0 | 253 | 2 | 0 | 38 | 6 | 10 | 0 | 1 | 320 |
| Damage to Assistive Device | 0 | 0 | 0 | 0 | 0 | 73 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 73 |
| Storage and Delay of Assistive Device | 0 | 0 | 0 | 1 | 0 | 13 | 0 | 0 | 8 | 5 | 0 | 0 | 0 | 27 |
| Service Animal Problem | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 |
| Unsatisfactory Info | 0 | 0 | 0 | 0 | 0 | 2 | 1 | 0 | 8 | 1 | 4 | 0 | 4 | 20 |
| Other | 1 | 2 | 0 | 0 | 0 | 47 | 6 | 0 | 64 | 4 | 4 | 0 | 11 | 139 |

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by VIRGIN AUSTRALIA (2019)**

Total number of complaints reported to DOT: 40

| | 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 | 2 | 0 | 0 | 0 | 0 | 3 |
| Failure to Provide Assistance | 0 | 0 | 0 | 2 | 0 | 9 | 0 | 0 | 2 | 0 | 0 | 0 | 2 | 15 |
| Damage to Assistive Device | 0 | 0 | 0 | 1 | 0 | 3 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 4 |
| Storage and Delay of Assistive Device | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 1 | 2 |
| 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 | 1 | 0 | 0 | 0 | 0 | 1 |
| Other | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 2 | 1 | 0 | 0 | 11 | 14 |

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by VOLORIS (2019)

Total number of complaints reported to DOT: 1

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by VOLARIS COSTA RICA (2019)

Total number of complaints reported to DOT: 0

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by WESTJET (2019)**

Total number of complaints reported to DOT: 176

| | 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 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 |
| 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 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Advance Notice Dispute | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 2 |
| Seating Accommodation | 0 | 0 | 0 | 0 | 0 | 3 | 0 | 0 | 1 | 0 | 0 | 0 | 1 | 5 |
| Failure to Provide Assistance | 5 | 0 | 0 | 0 | 0 | 115 | 0 | 0 | 4 | 1 | 1 | 0 | 0 | 126 |
| Damage to Assistive Device | 0 | 0 | 0 | 0 | 1 | 2 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 3 |
| Storage and Delay of Assistive Device | 0 | 0 | 0 | 0 | 0 | 2 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 2 |
| Service Animal Problem | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 1 |
| Unsatisfactory Info | 1 | 0 | 0 | 0 | 2 | 16 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 19 |
| Other | 0 | 0 | 0 | 0 | 0 | 13 | 0 | 0 | 1 | 0 | 1 | 0 | 0 | 15 |

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by XIAMEN AIRLINES (2019)

Total number of complaints reported to DOT: 0

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by YAKUTIA AIRLINES (2019)

Total number of complaints reported to DOT: 0