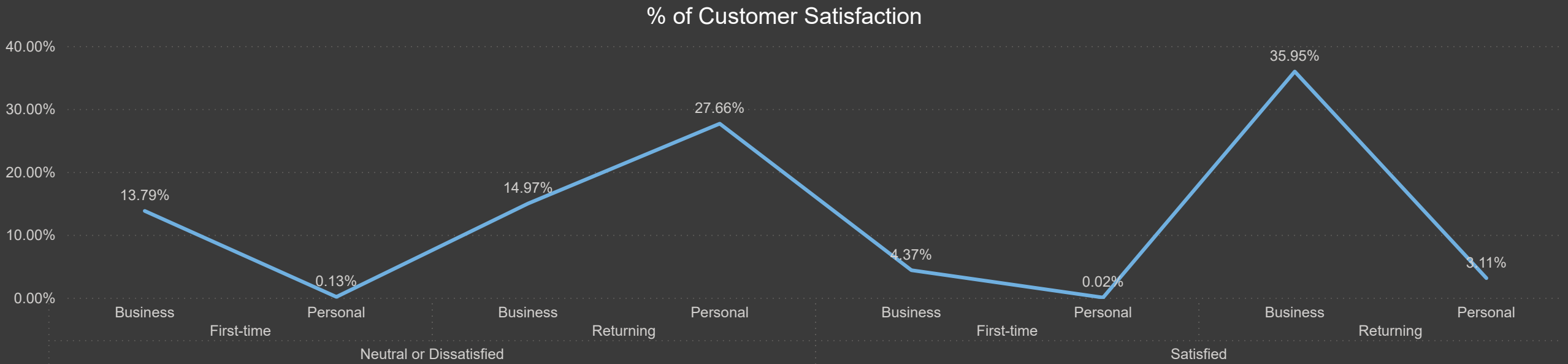


Which percentage of airline passengers are satisfied?  
Does it vary by customer type? What about type of travel?

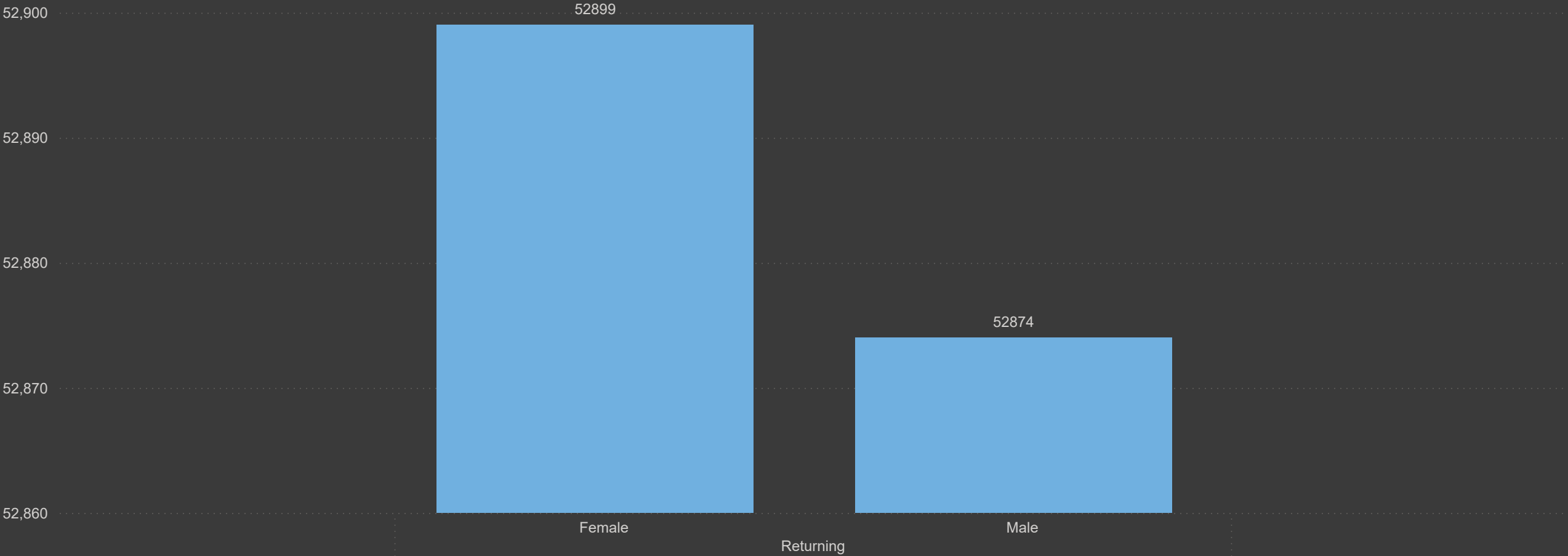
Row Labels	% of ID
Neutral or Dissatisfied	56.55%
First-time	13.92%
Business	13.79%
Personal	0.13%
Returning	42.63%
Business	14.97%
Personal	27.66%
Satisfied	43.45%
First-time	4.39%
Business	4.37%
Personal	0.02%
Returning	39.06%
Business	35.95%
Personal	3.11%
Total	100.00%



What is the customer profile for a repeating airline passenger?

Row Labels		Count of ID
Returning		105773
Female		52899
Male		52874
Total		105773

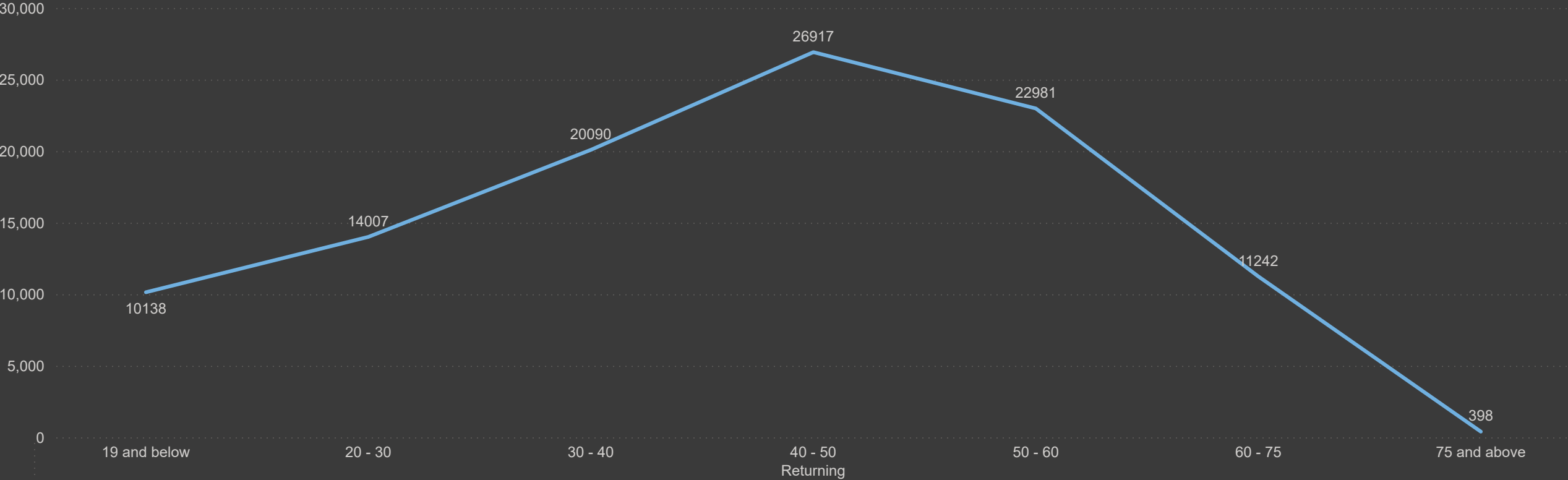
Gender Distribution of Returning Passengers Customer Satisfaction



What is the customer profile for a repeating airline passenger?

Row Labels	Count of ID
Returning	105773
19 and below	10138
20 - 30	14007
30 - 40	20090
40 - 50	26917
50 - 60	22981
60 - 75	11242
75 and above	398
Total	105773

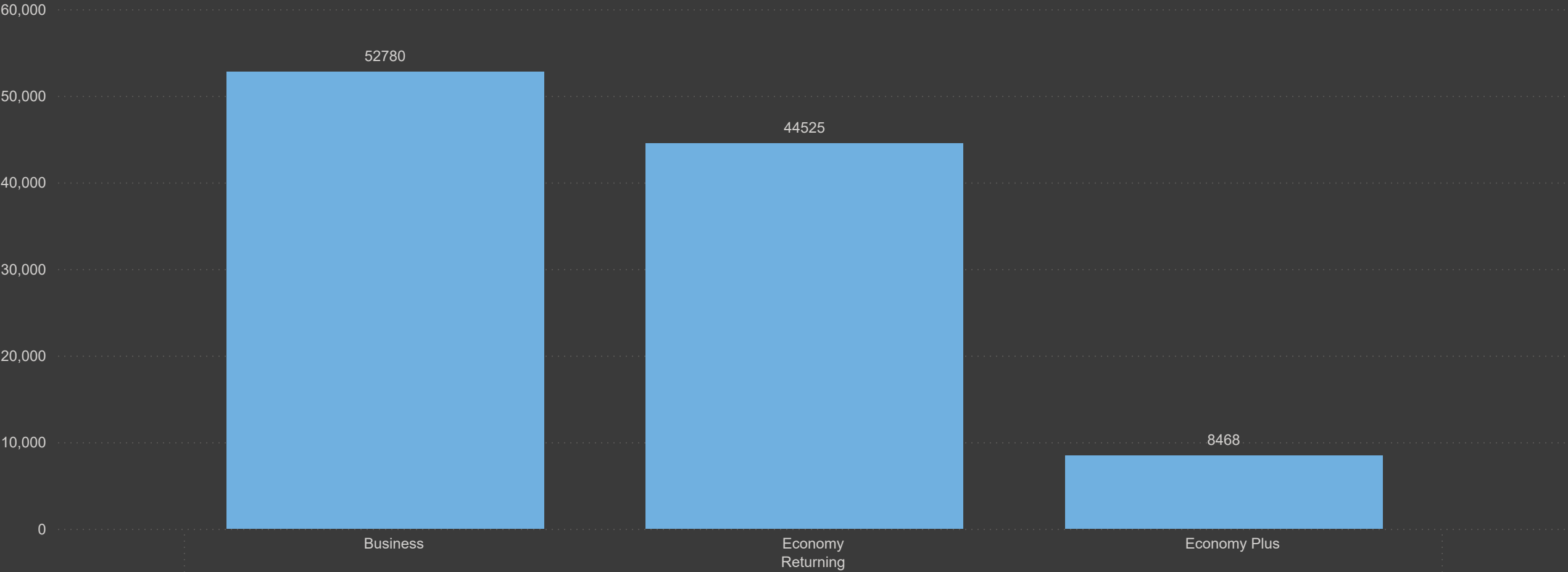
Age Distribution of Returning Passengers



What is the customer profile for a repeating airline passenger?

Row Labels		Count of ID
☐ Returning		105773
Business		52780
Economy		44525
Economy Plus		8468
Total		105773

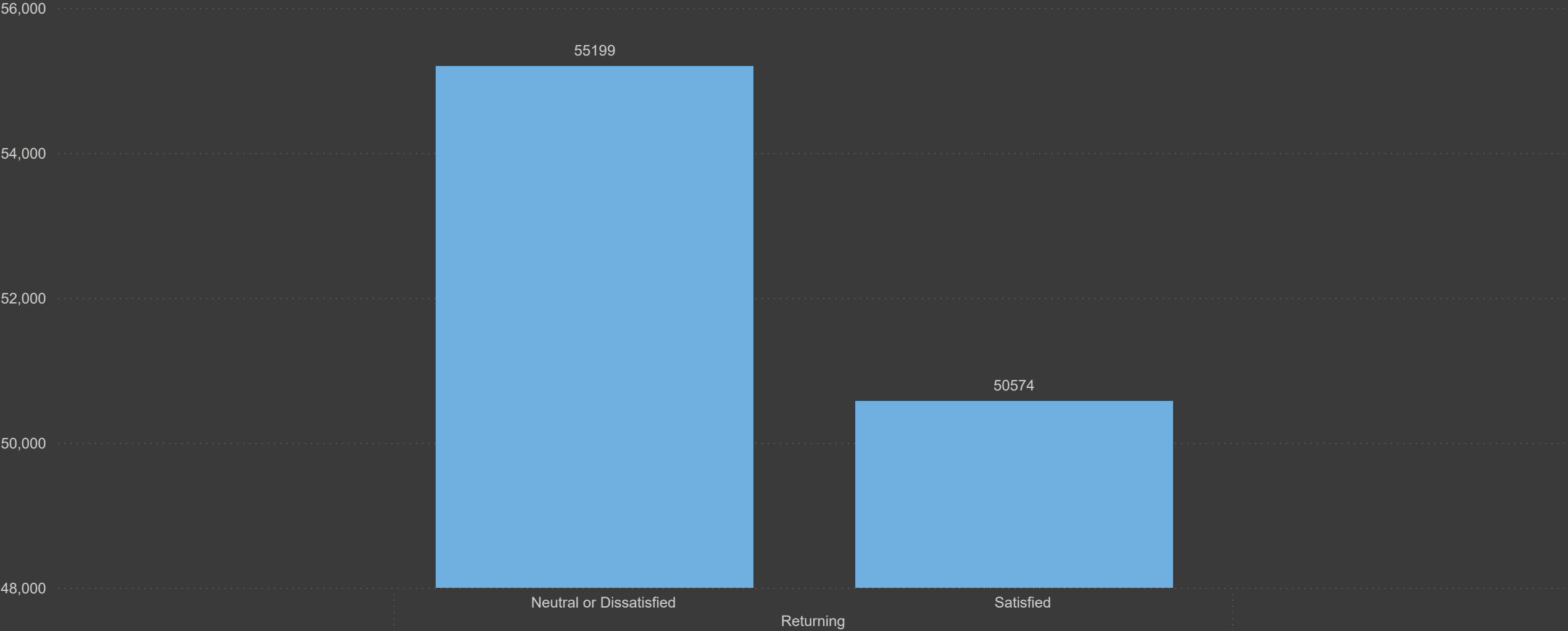
Class Distribution of Returning Passengers



What is the customer profile for a repeating airline passenger?

Row Labels		Count of ID
☐ Returning		105773
Neutral or Dissatisfied		55199
Satisfied		50574
Total		105773

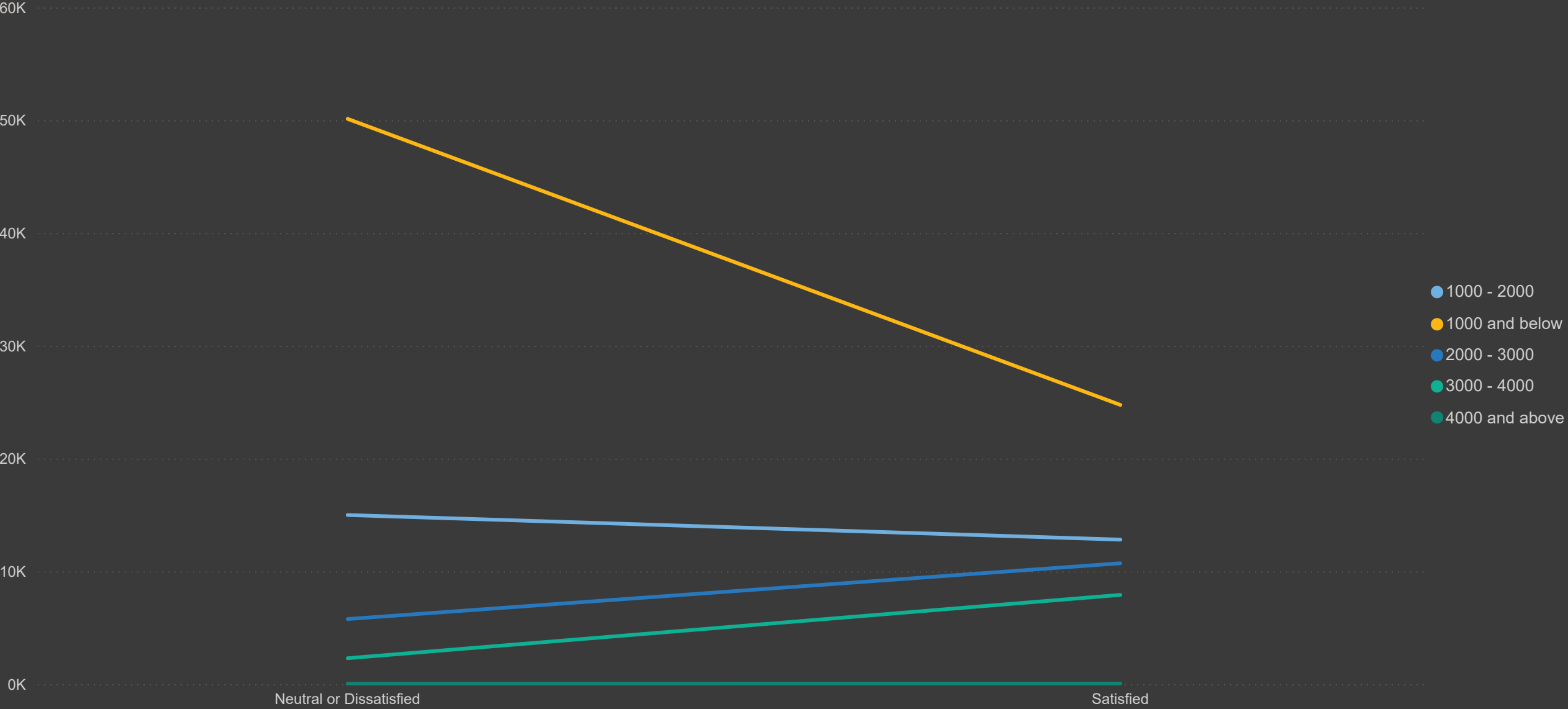
Overall Satisfaction of Returning Passengers



Does flight distance affect customer preferences or flight patterns?

Satisfaction	1000 - 2000	1000 and below	2000 - 3000	3000 - 4000	4000 and above	Total
Neutral or Dissatisfied	14996	50121	5773	2299	36	73225
Satisfied	12816	24759	10718	7915	54	56262
Total	27812	74880	16491	10214	90	129487

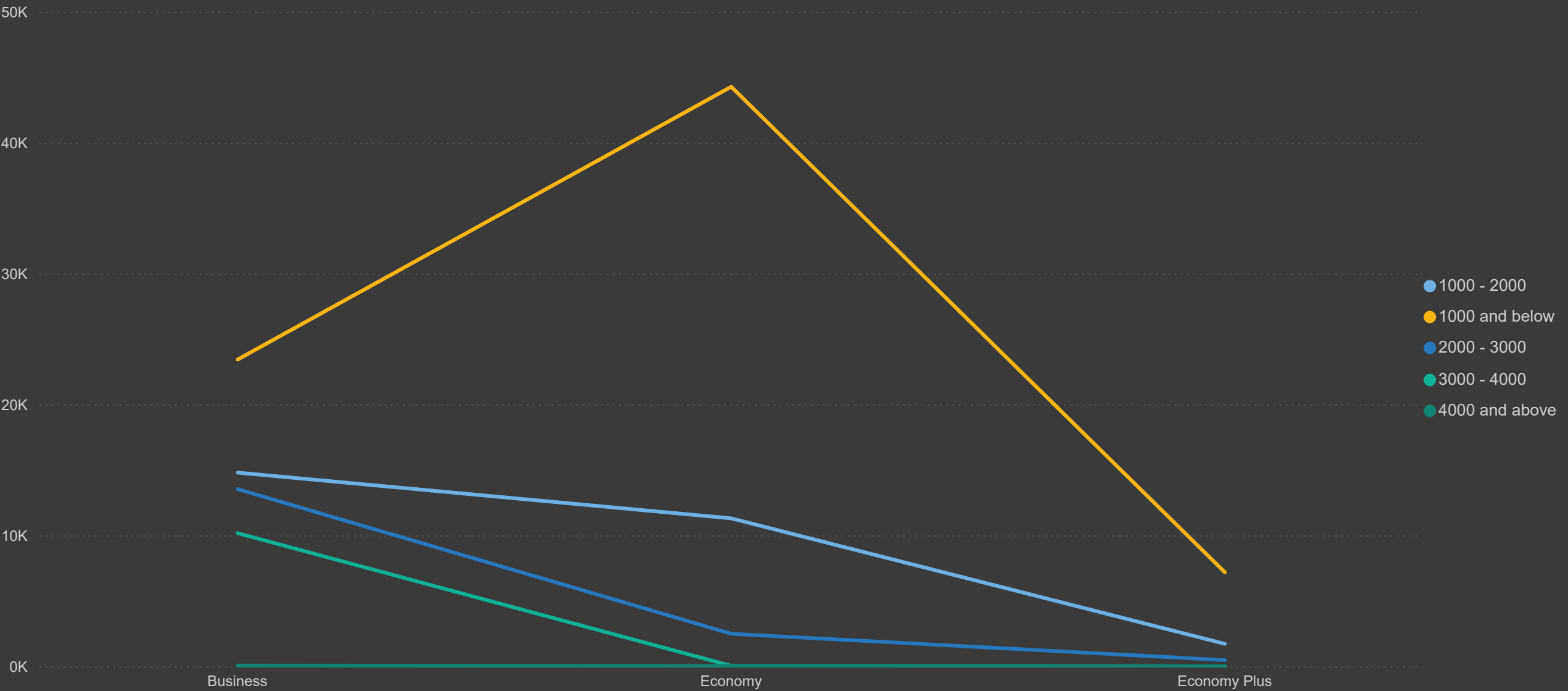
Flight Distance Vs. Satisfaction



Does flight distance affect customer preferences or flight patterns?

Class	1000 - 2000	1000 and below	2000 - 3000	3000 - 4000	4000 and above	Total
Business	14795	23430	13535	10172	58	61990
Economy	11301	44270	2484	37	25	58117
Economy Plus	1716	7180	472	5	7	9380
Total	27812	74880	16491	10214	90	129487

Flight Distance Vs. Class



# Airline Passenger Satisfaction

Total Passengers	Class	Gender Distribution	Satisfaction Level	Type of Travel
129,487	Business	Male	Satisfied	Business
		61,990	56,262	89,445
	Economy	Female	Neutral or Dissatisfied	Personal
		58,117	73,225	40,042
	Economy Plus			
		67,497		

Age Group

All

Type of Travel

All

Satisfaction

All

Customer Type

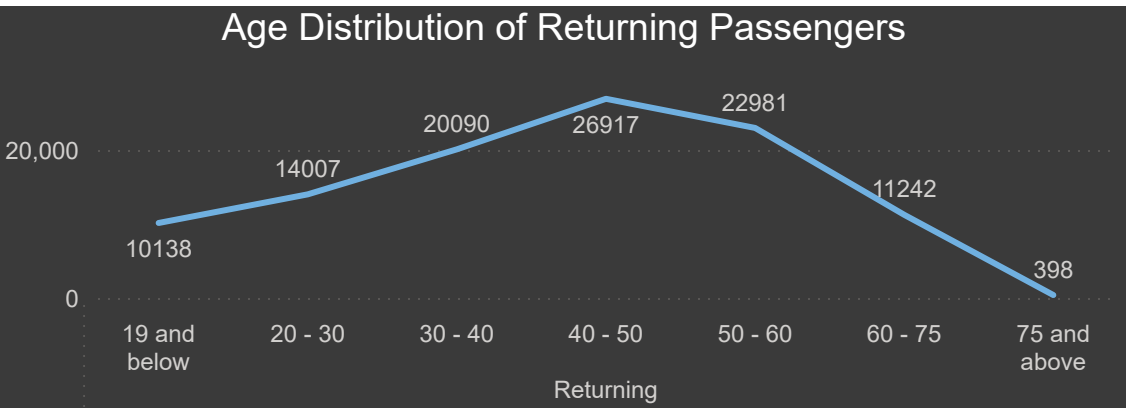
All

Gender

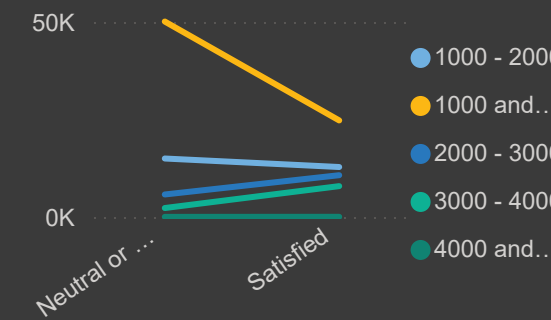
All

Class

All



### Flight Distance Vs. Satisfaction



### Flight Distance Vs. Class

