



Present: who we are, how we stack up, steps for change/improvement

LCC - incorporated 1998

2012: JDP award for highest customer satisfaction (8 yrs running), 7th largest airline in US (based on passengers, fleet size, destinations, daily flights)

In the last 12 months (Jul '16 - Jun '17)

Our flights:

291,713

We were on time:

60%

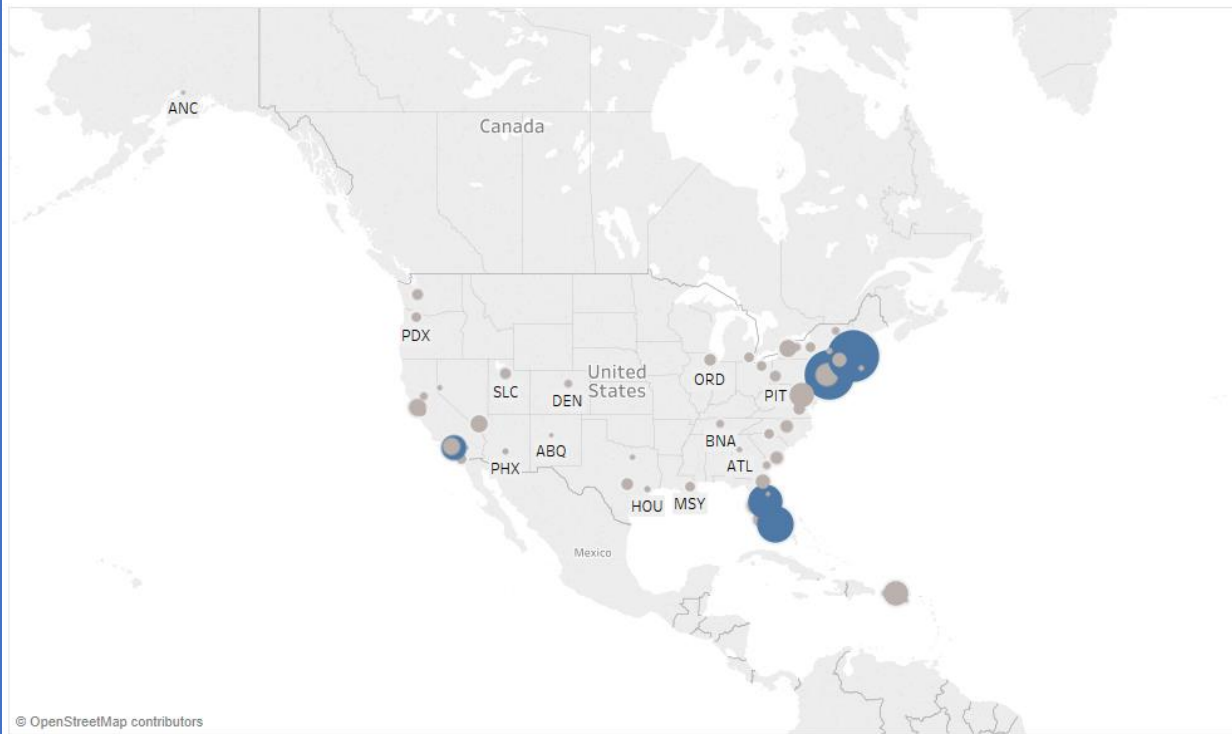
We were cancelled:

2%

We were diverted:

0.25%

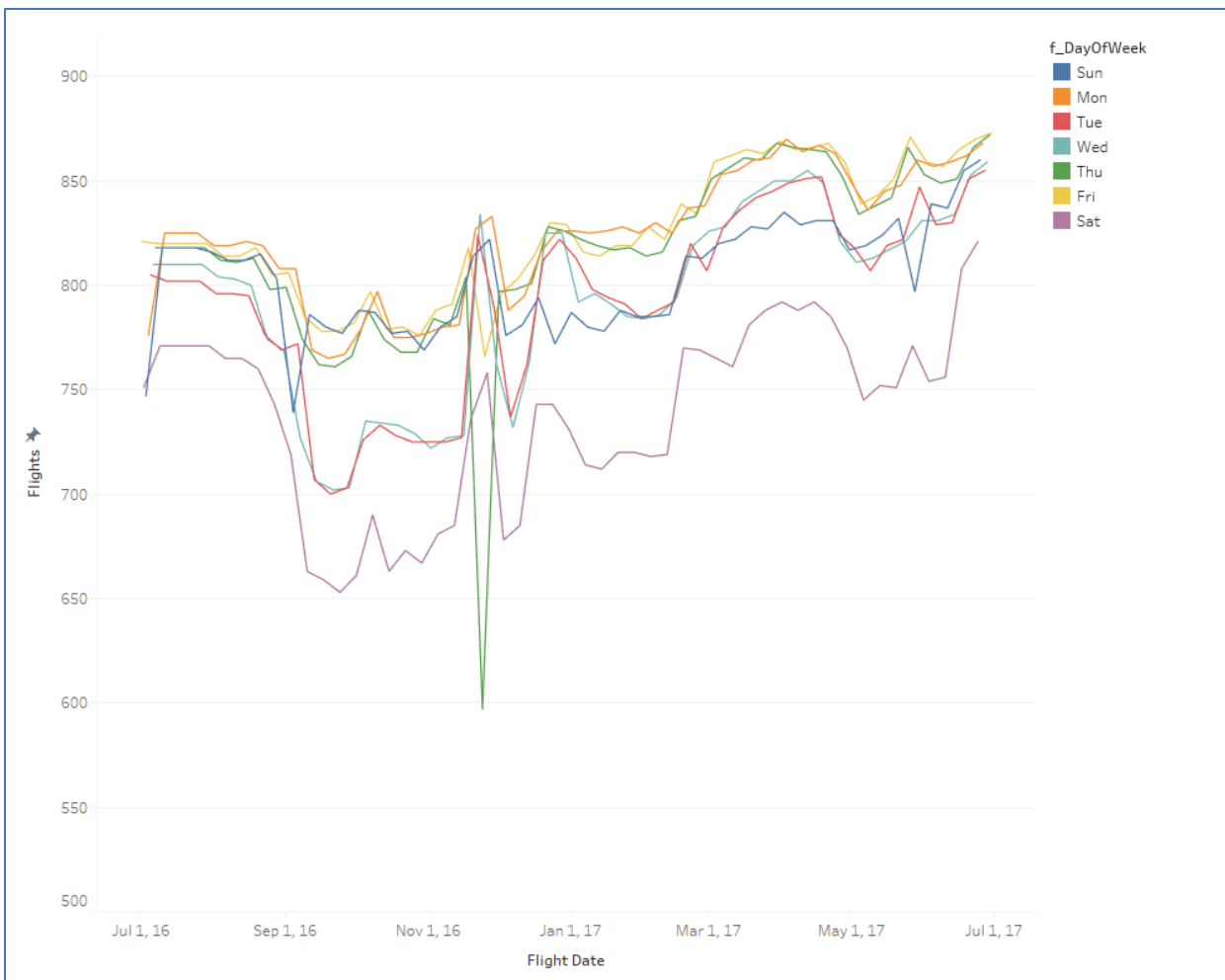
Out of our hubs

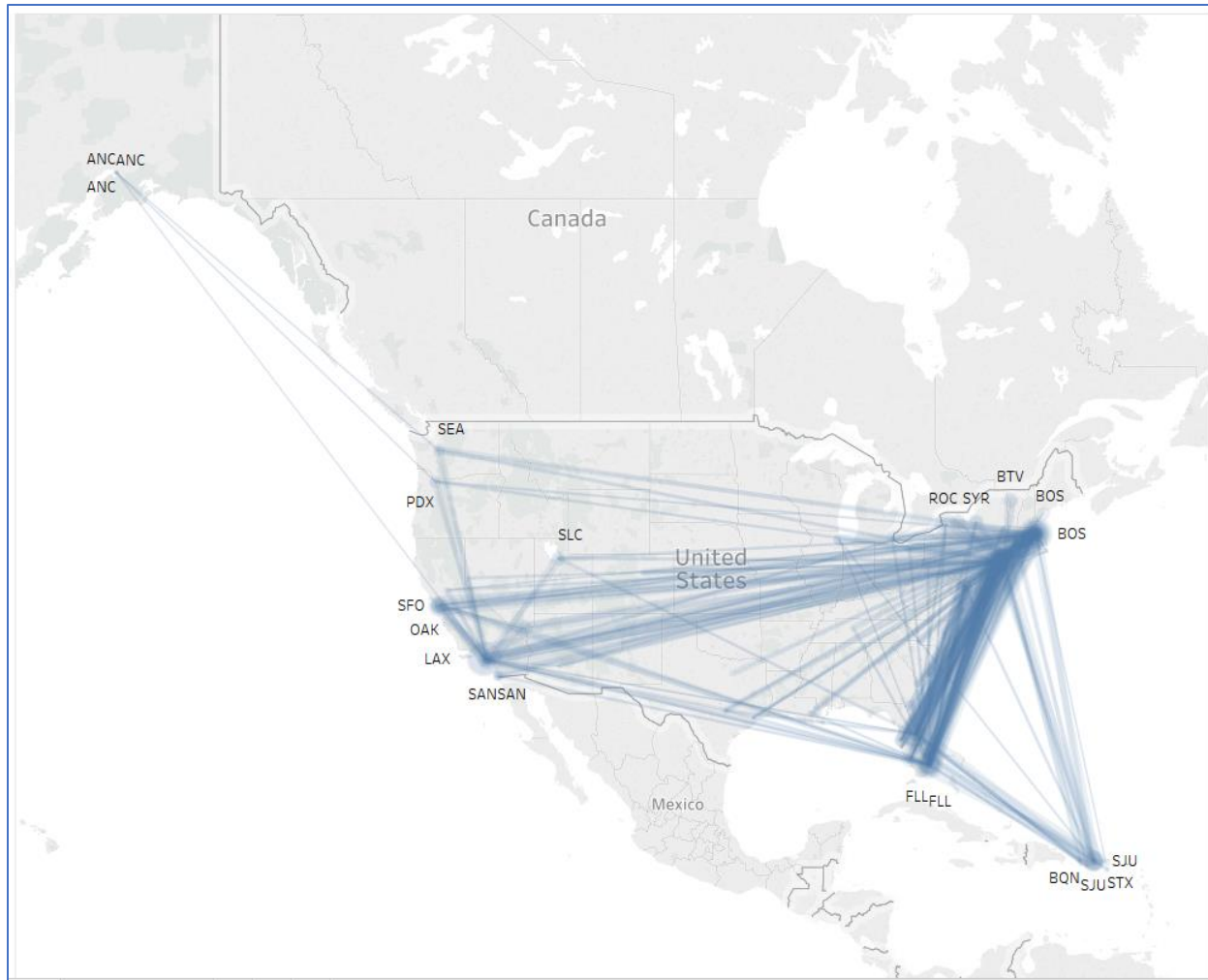


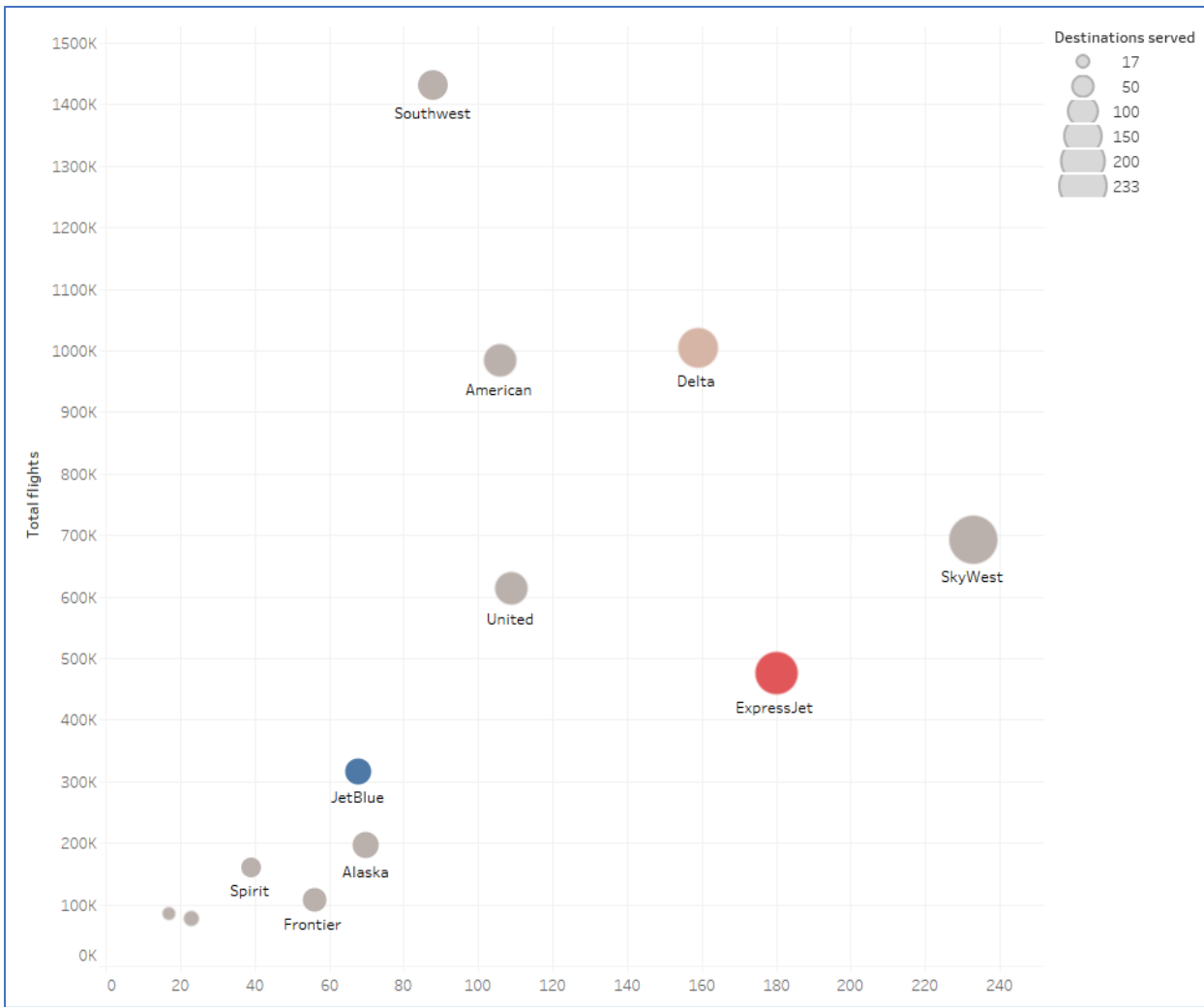
Headquartered in Long Island City, JFK main base

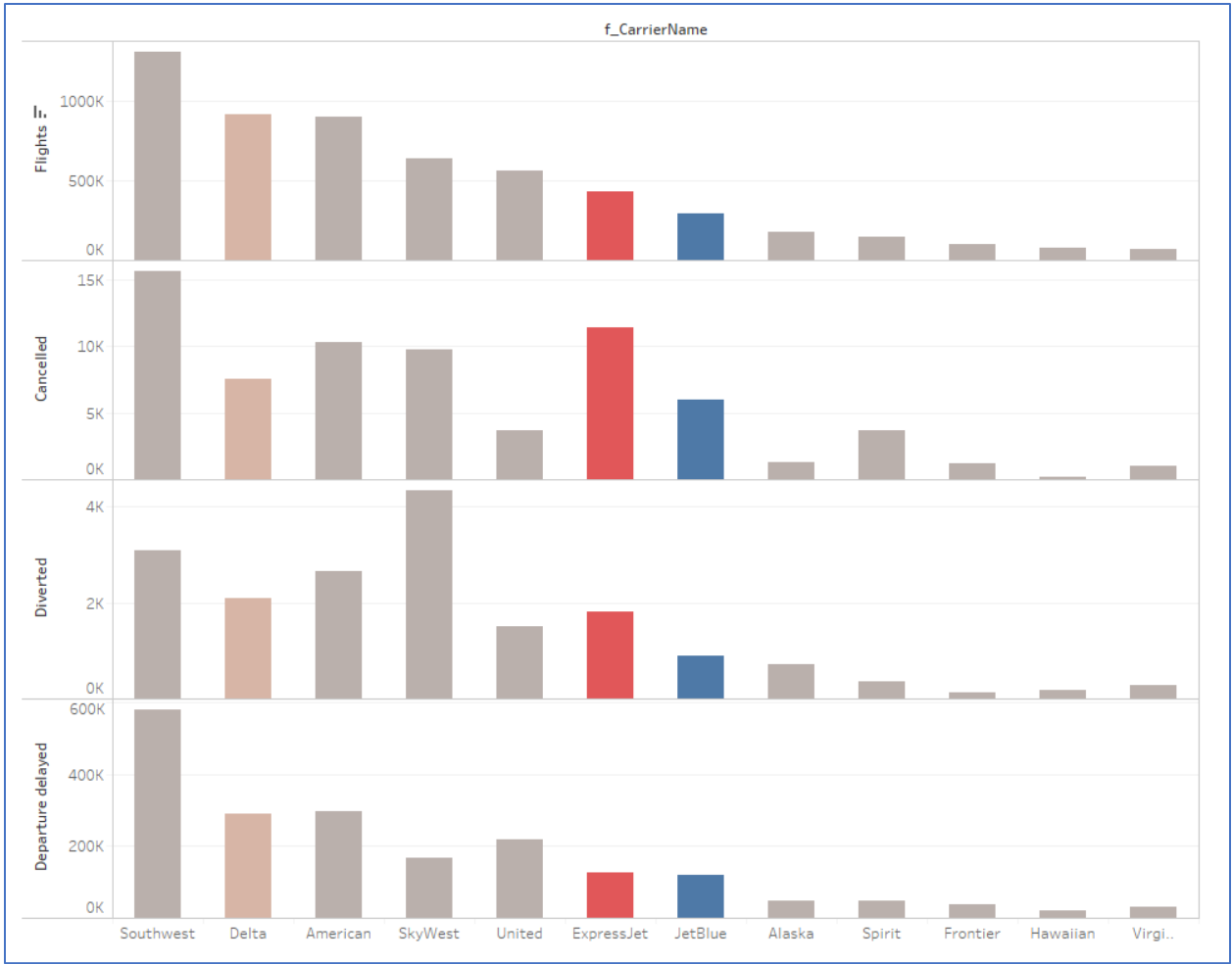
Codeshares with many others, 1 of the first: Aer Lingus

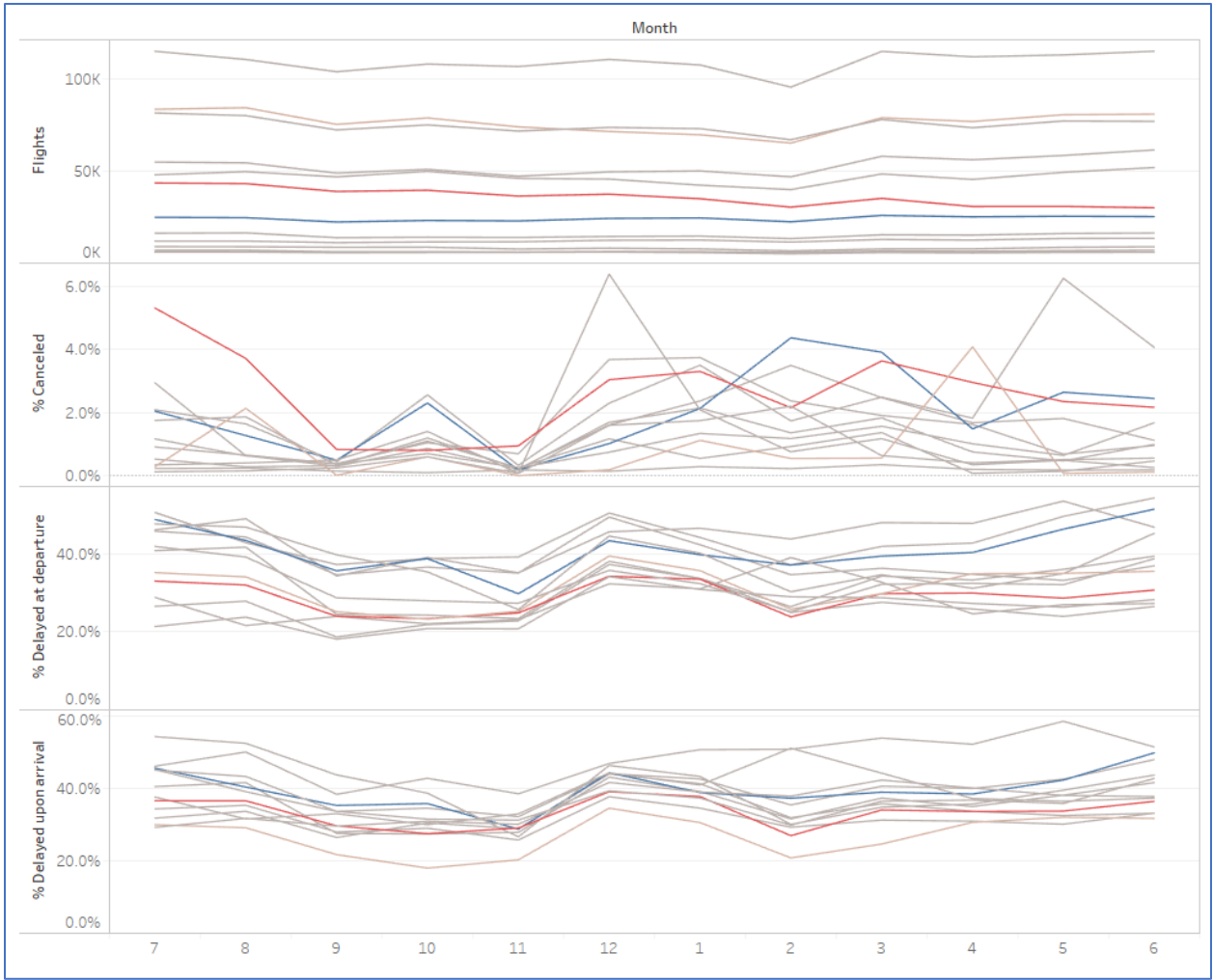
Has worked closely with ExpressJet in past (to run its fleet) – more on ExpressJet later







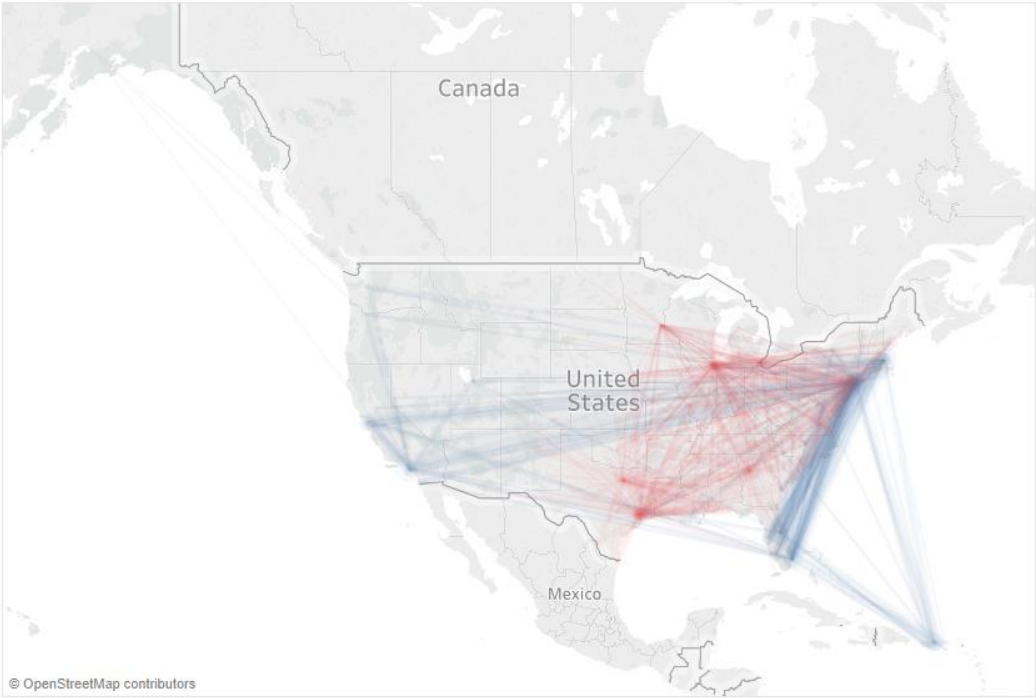




Us vs. Them (ExpressJet) in the last 12 months

Flights:	On-time:	Cancelled:	Diverted:
291,713	60% 67%	2% 3%	0.25% 0.33%
431,955			

Networks



Route

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XNA<->ORD

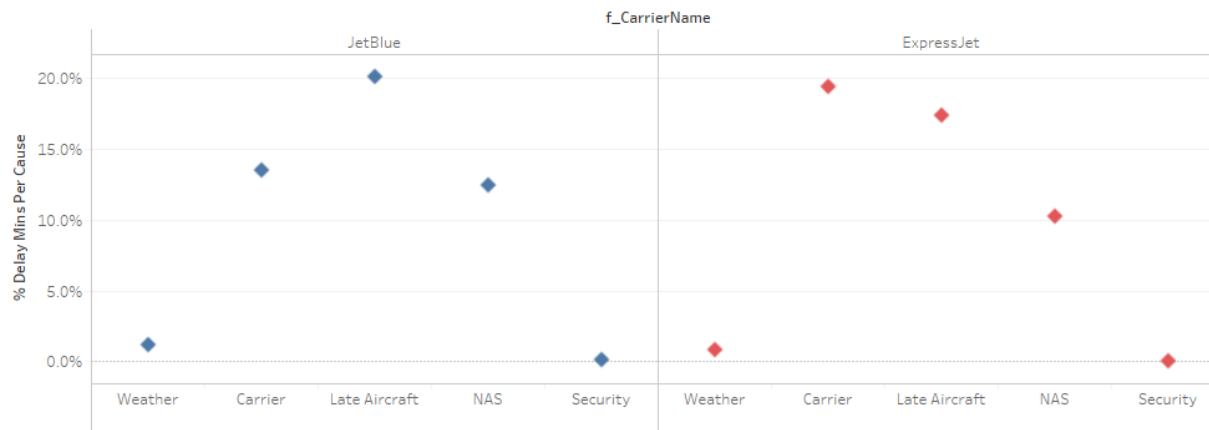
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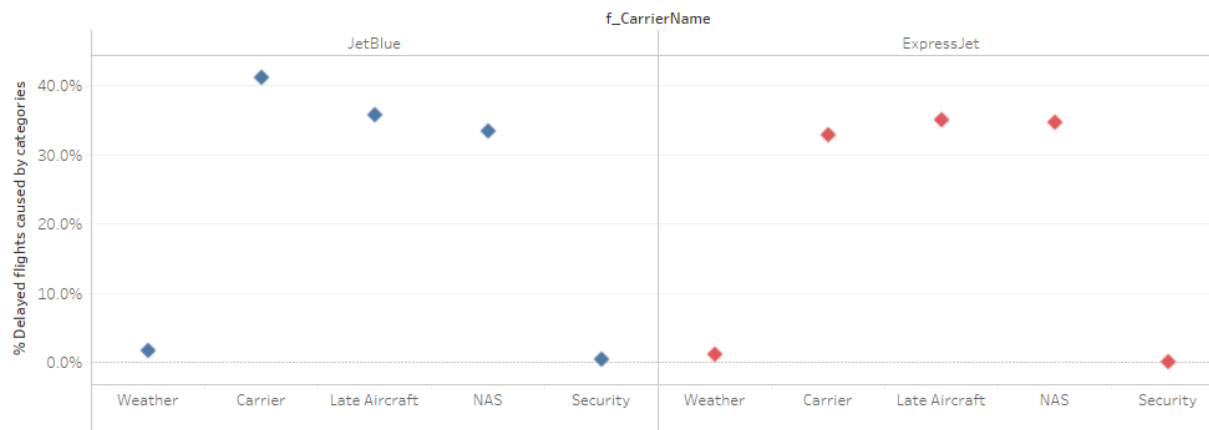
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☒ Show history

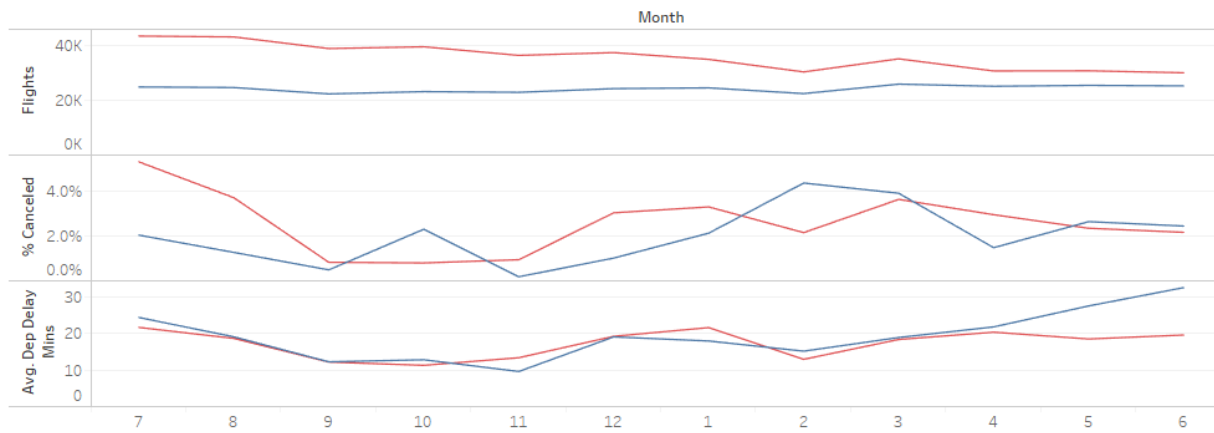
In terms of minutes?



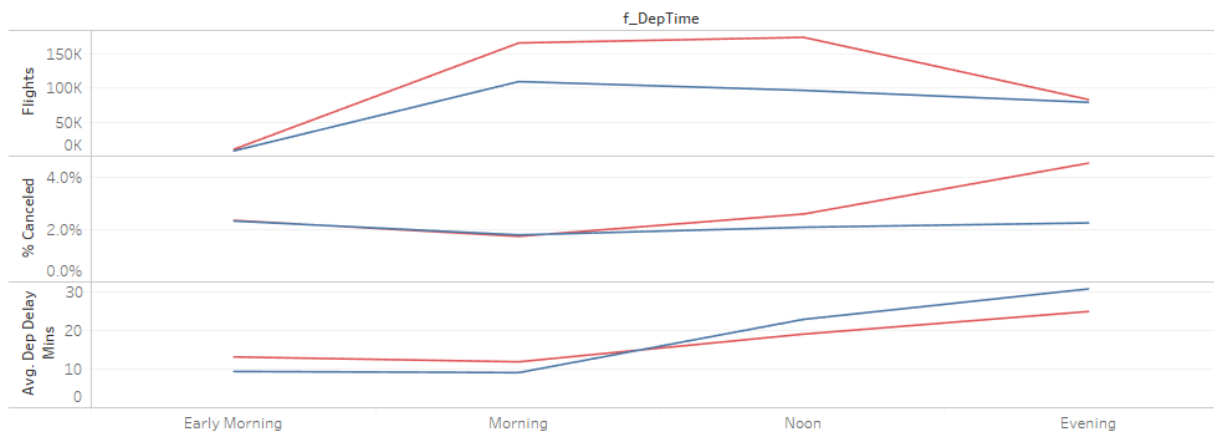
In terms of total flights?



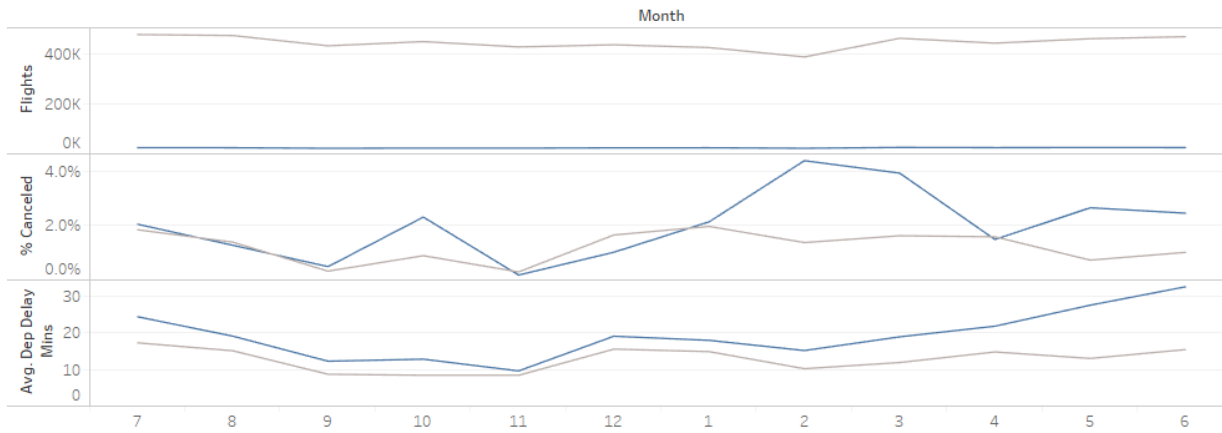
Across months



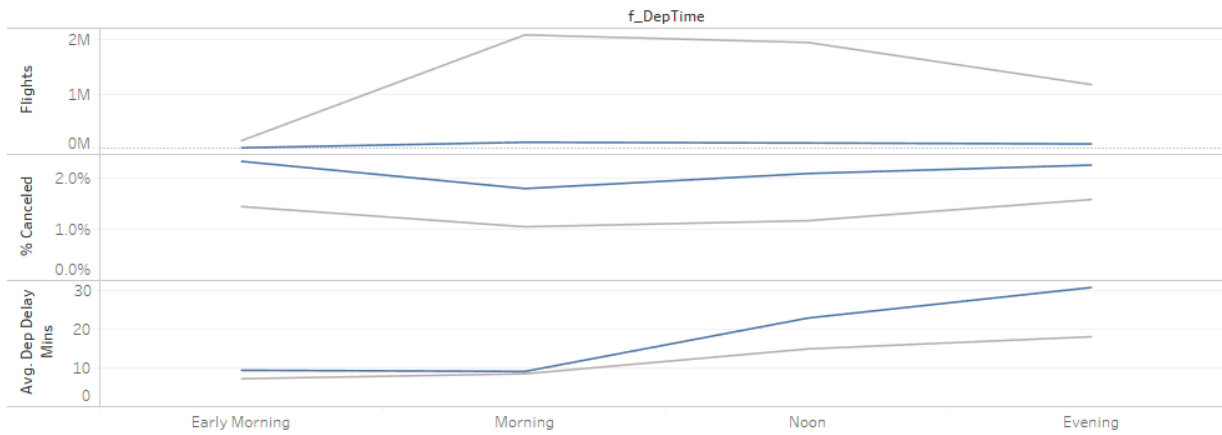
Over the course of a day



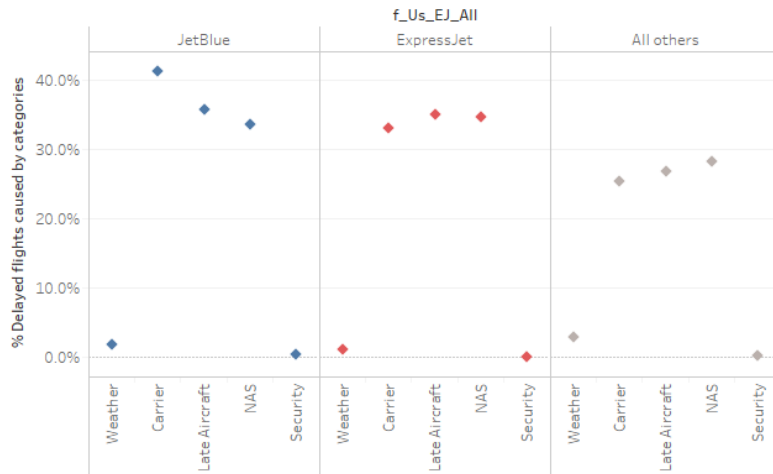
Across months



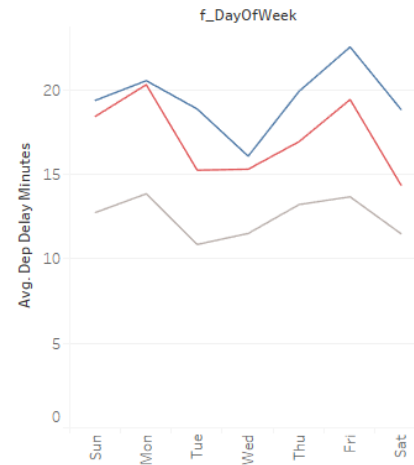
Over the course of a day



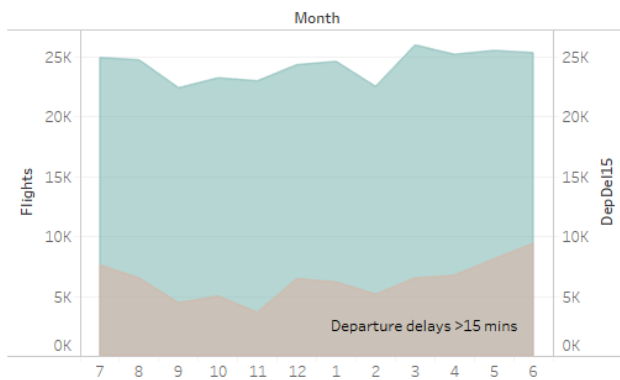
Our delay reasons vs the other guys



Delay by day



Our departure delays >15 mins



Our arrival delays >15 mins

