



# Flight Satisfaction & Service Analysis

Age Group

Gender

Class

Customer Type

Satisfaction

Type of Travel

24K  
18.31%

First-Time Flyers

130K

Total Flights

155M

Total Distance

130K

Total Customers

2.73

Avg. WiFi Rating

106K  
81.69%

Loyal Flyers

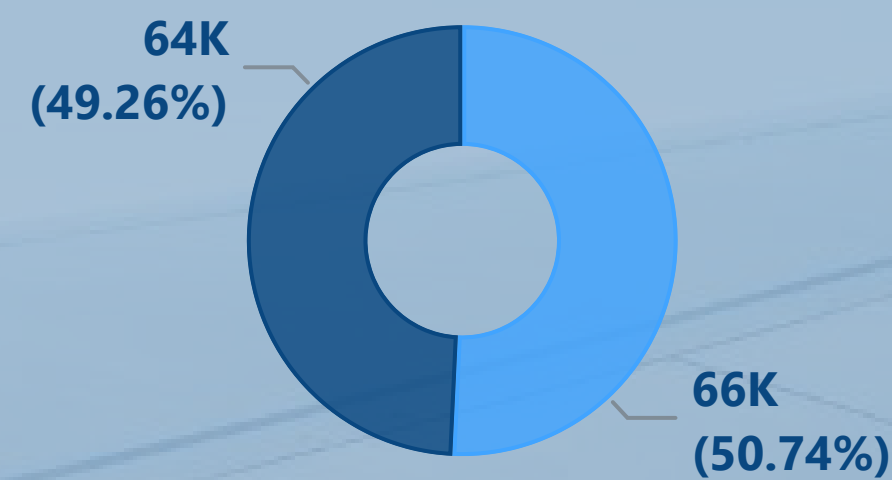
Class

All

Customer Type

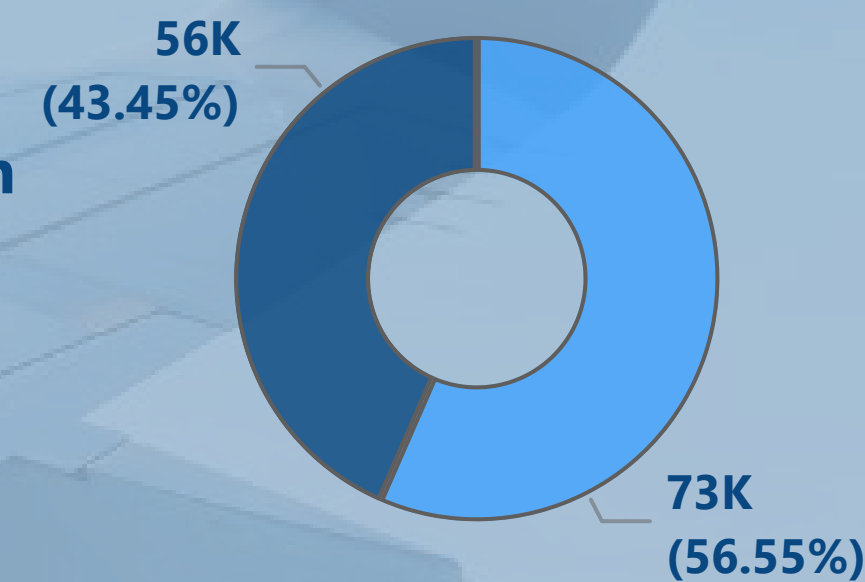
All

Total Flights by Gender

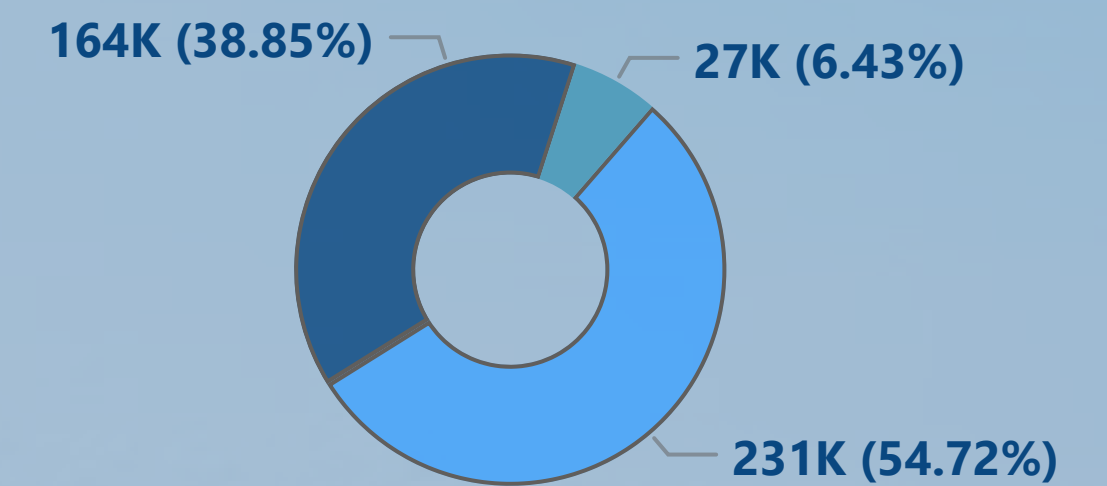
Gender Female Male

Total Customers by Satisfaction

Satisfaction

Neutral ...  
Satisfied

Sum of Online Boarding by Class

Class Business Economy Economy PlusTotal Flights First-Time Customers Returning Customers

40K

20K

0K

17-26 Yrs 27-36 Yrs 37-46 Yrs 47-56 Yrs 57-66 Yrs 67-76 Yrs 7-16 Yrs 77-85 Yrs

Age Group

Total Customers by Age Group

Total Customers

30K

20K

0K

17-26 Yrs 27-36 Yrs 37-46 Yrs 47-56 Yrs 57-66 Yrs 67-76 Yrs 7-16 Yrs 77-85 Yrs

Age Group

Sum of Online Boarding by Customer Type

Customer Type

Returning  
First-time