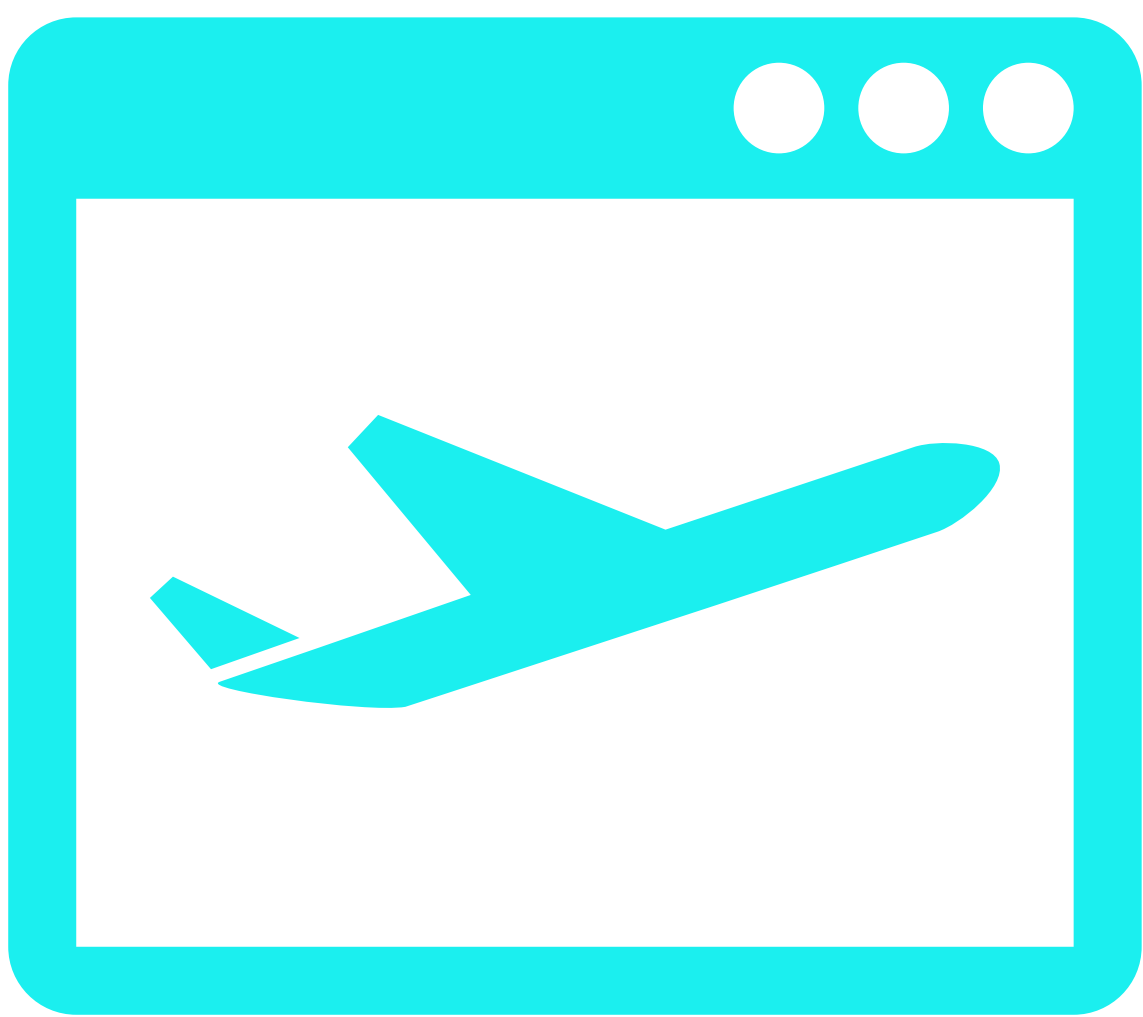


# An Empathy Map for Flight Delay Prediction

This empathy map based on a fight delay prediction model should focus on providing travelers with accurate and timely information about fight delays, as well as helping airlines identify and address factors that contribute to delays.



Says

Thinks

It's frustrating when my fight is delayed and I don't know when it will depart.

I hate waiting at the airport for hours because of fight delays.

I wonder if the airline could have prevented the delay

I'm worried about missing important event.

It's disappointing when I miss an important event or meeting due to fight delays

I feel anxious and stressed when I have connecting fights and my frst fight is delayed.

I wish more control over the situation.

I hope the airline will compensate me for the inconvenience.



Tries to fnd a comfortable place to wait, such as a lounge or restaurant.

Makes alternative travel arrangements if necessary

Other passengers expressing frustration and disappointment.

Other passengers complaining or commiserating about the delay.

Checks their phone or the airport website for updates on the fight status

Waits in line to speak with a gate agent or customer service representative.

Flight information displays showing delayed or cancelled fights.

feels sad to miss any important events

Does

Feels