**15 minute threshold for FAA and USDOT**

<https://aspm.faa.gov/aspmhelp/index/Types_of_Delay.html>

* “Flight delays of less than 15 minutes are not reported in OPSNET” - operations network

**Impact of Delays on Customer Satisfaction**

<https://www.theijbmt.com/archive/0944/769592359.pdf>

* Flight delays significantly affect passenger satisfaction and loyalty
* Negative emotions like anger, uncertainty, and frustration arise from delays
* Delays influence future purchase intentions, word-of-mouth communication, and complaining behavior
* Passengers may switch to competitors or reschedule travel plans due to delays

**Economic Impact to Passengers**

<https://www.k-state.edu/economics/pdfs/websitefiles/gayle/Manuscript_Gayle_Yimga_website.pdf>

* Delays result in additional costs for passengers (e.g., missed connections, hotel stays, meals)
* Consumers are willing to pay to avoid delays

**Threshold for Major Delays, Need for Information**

<https://www.scielo.br/j/jatm/a/8B9fSXxbstXNgHHnQGdgtPS/?format=pdf&lang=en>

* Delays over 45 minutes are often considered significant by passengers
* Passengers value timely and accurate information about delays
* Lack of information increases negative emotions and dissatisfaction

**Proactive Measures by Consumers**

<https://tnmt.com/passenger-frustration-with-airlines/>

* Increased use of flight tracking platforms (e.g., Flightradar24) due to lack of airline updates
* Growing trend of passengers using personal tracking devices (e.g., Apple AirTags) for luggage