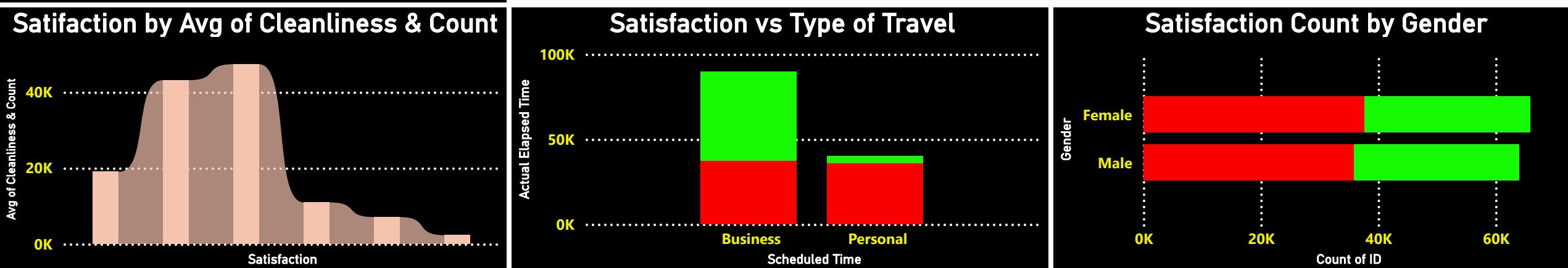
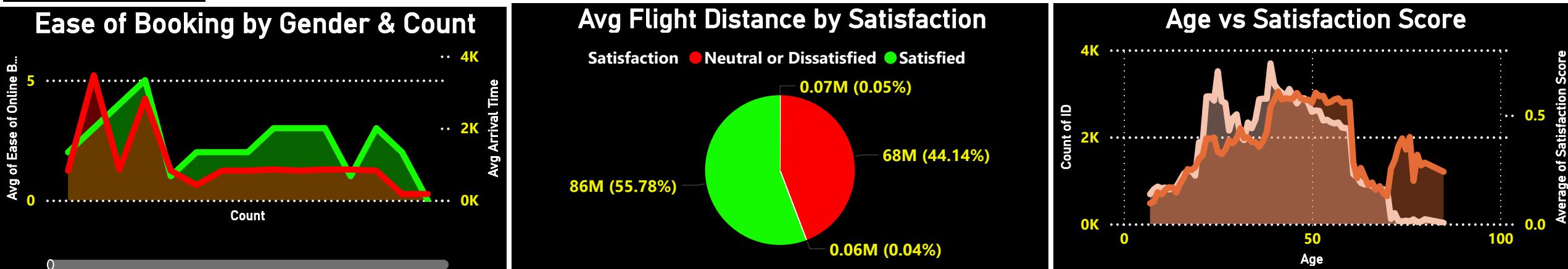
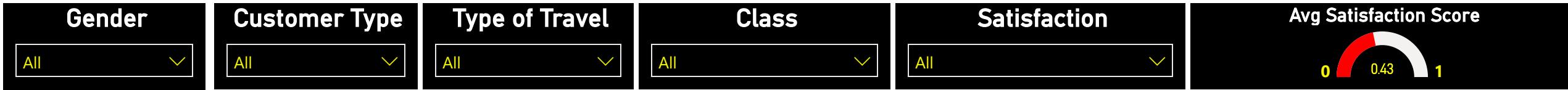


AIRLINE CUSTOMER SATISFACTION OVERVIEW

Total Customers	Avg Customer Age	Avg Flight Distance	Avg Arrival Delay (Mins)	Avg Departure Delay (Mins)	Returning Customers	Avg Satisfaction Score
130K	39	1K	15	15	82%	0.43



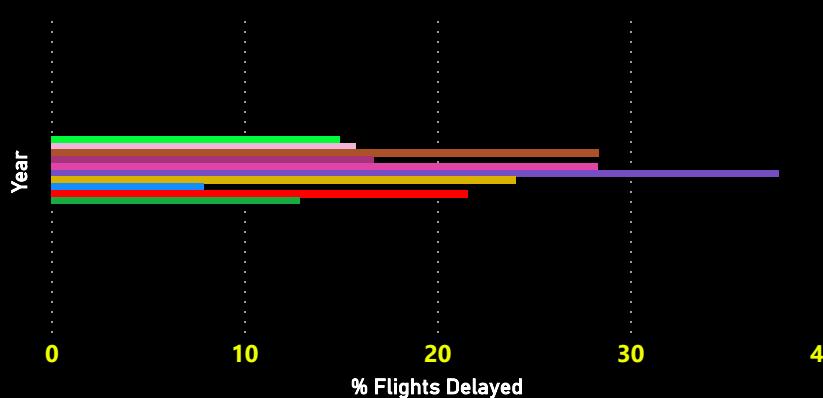
OVERALL AIRLINE PERFORMANCE DASHBOARD

FROM YEAR 2009 - 2018

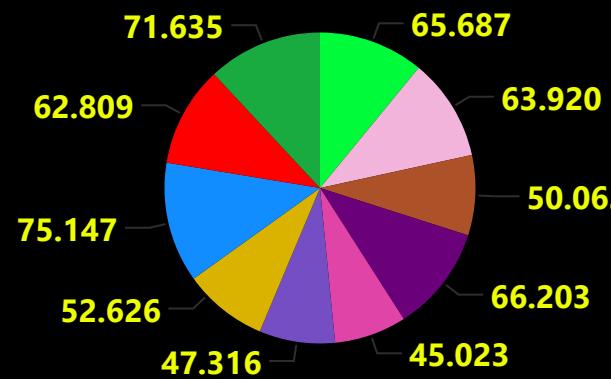
Total Flights From Year 2009 - 2018

23550

% Flights Delayed By Year



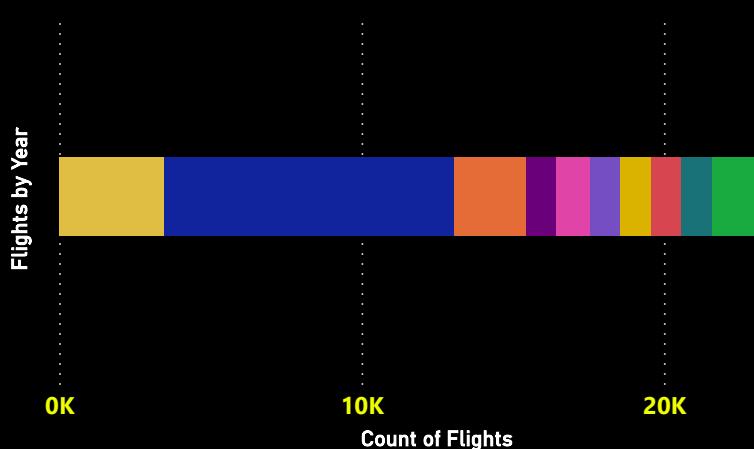
OnTime Arrival Rate By Year



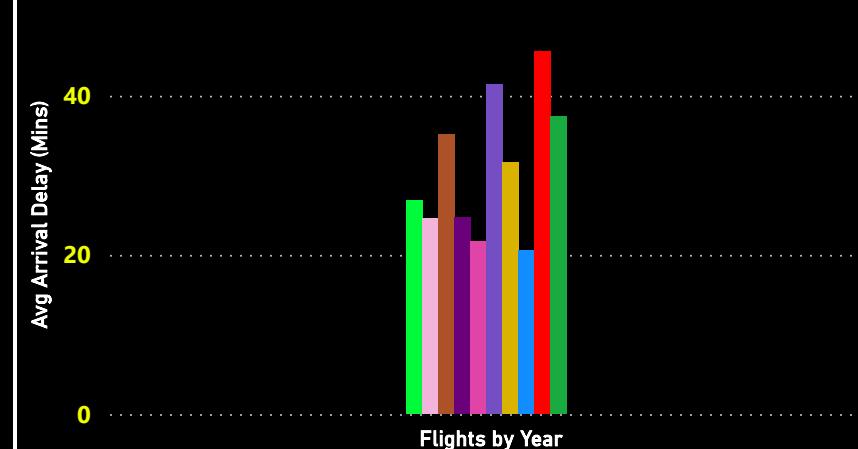
Average Air Time By Year



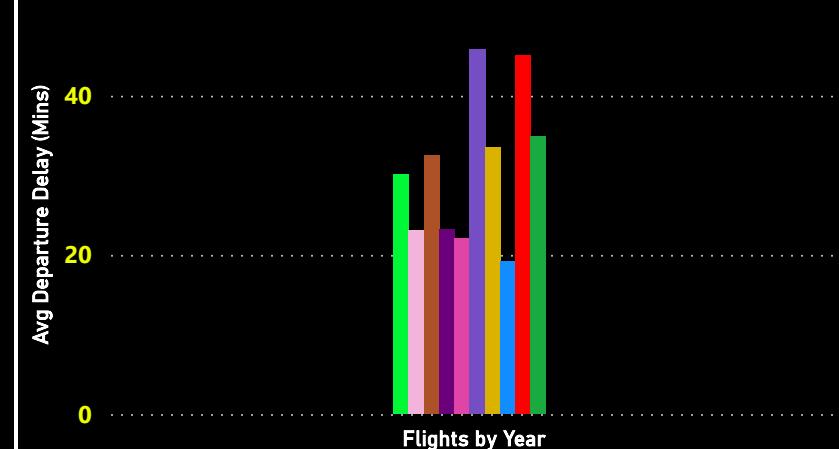
Total Flights By Year



Avg Arrival Delay By Year



Avg Departure Delay By Year



2009 AIRLINE PERFORMANCE DASHBOARD

Total Flights

3503

% Flights Delayed

15

Avg Arrival Delay (Mins)

27

Avg Departure Delay (Mins)

30

Avg Air Time (Hrs)

1.47

On-time Arrival Rate %

66

Longest Delay (Hrs)

7.83

Operating Carrier

All

Origin

All

Destination

All

Taxi Out Time

All

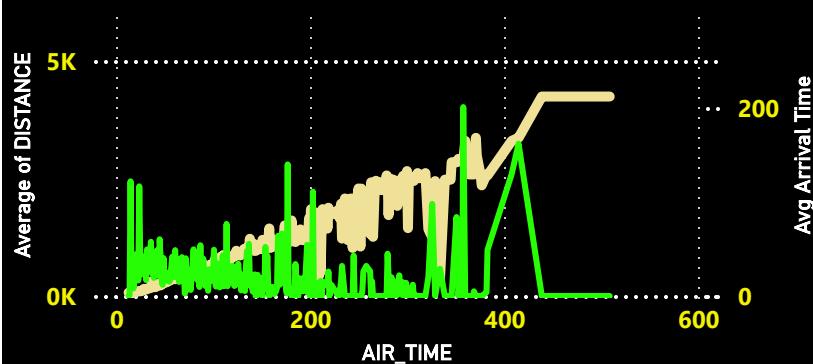
Count of Diverted Flights

0 3204 6408

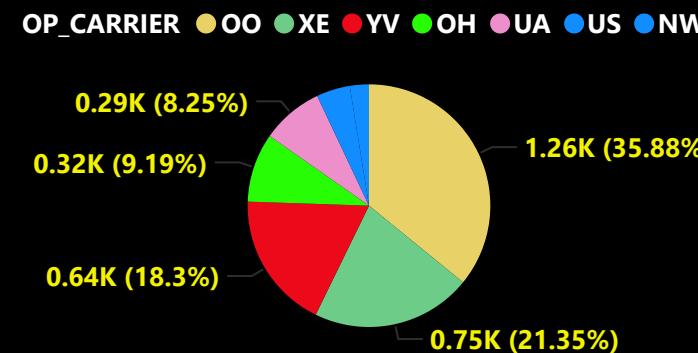
Avg Taxi In Time

0.00 6.84 13.68

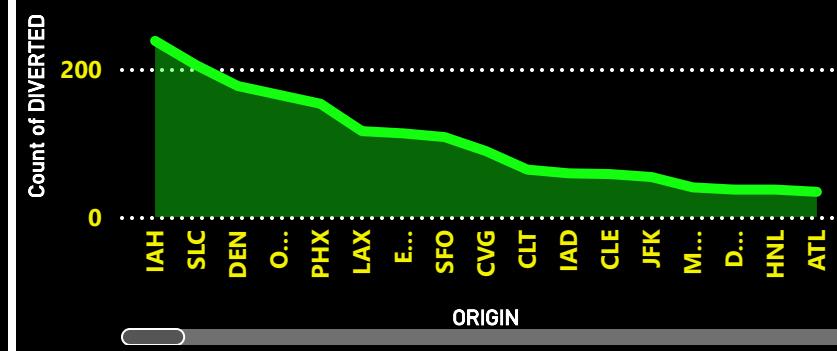
Air Time by Distance and Avg Arrival Time



Flight Distribution by Operating Carrier



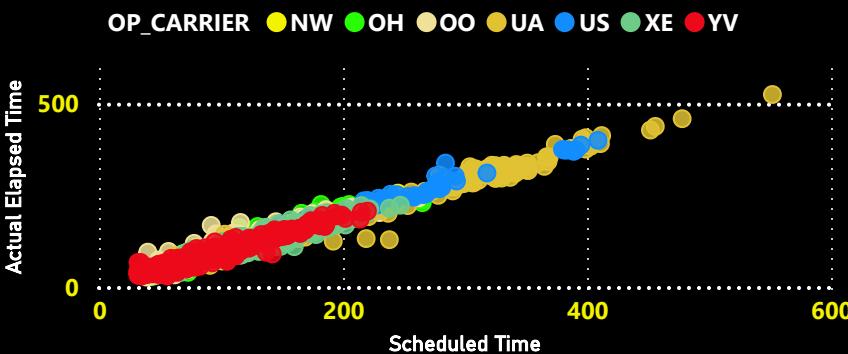
Count of DIVERTED by ORIGIN



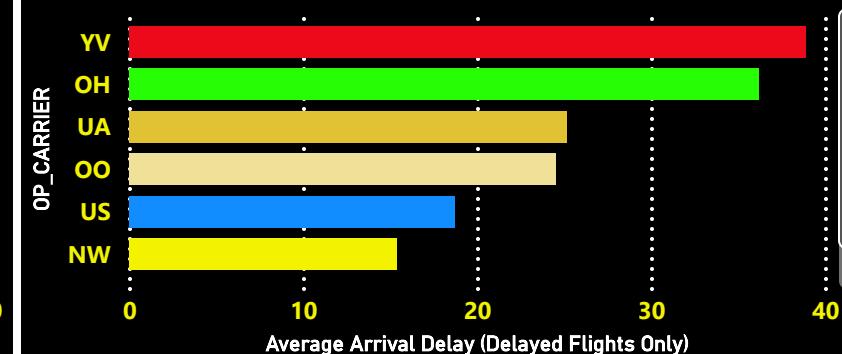
Airline Destination Coverage by Operating Carrier



Scheduled vs Actual Flight Time



Average Arrival Delay by Operating Carrier



2010 AIRLINE PERFORMANCE DASHBOARD

Total Flights

9576

% Flights Delayed

16

Avg Arrival Delay (Mins)

25

Avg Departure Delay (Mins)

23

Avg Air Time (Hrs)

1.68

On-time Arrival Rate %

64

Longest Delay (Hrs)

9.90

Operating Carrier

All

Origin

All

Destination

All

Taxi Out Time

All

Count of Diverted Flights

0.00K

9576

19.15K

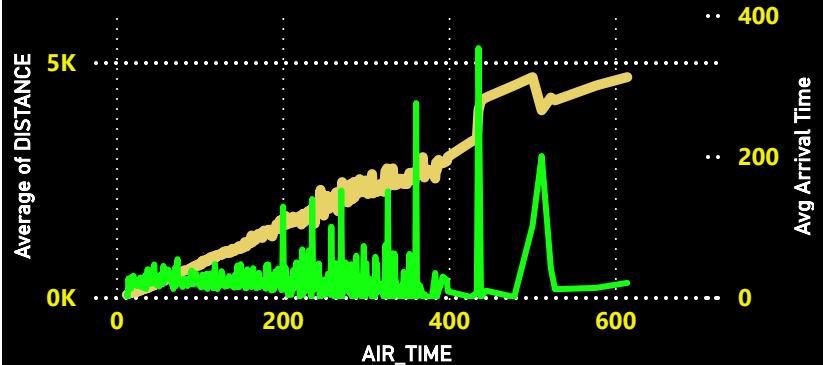
Avg Taxi In Time

0.00

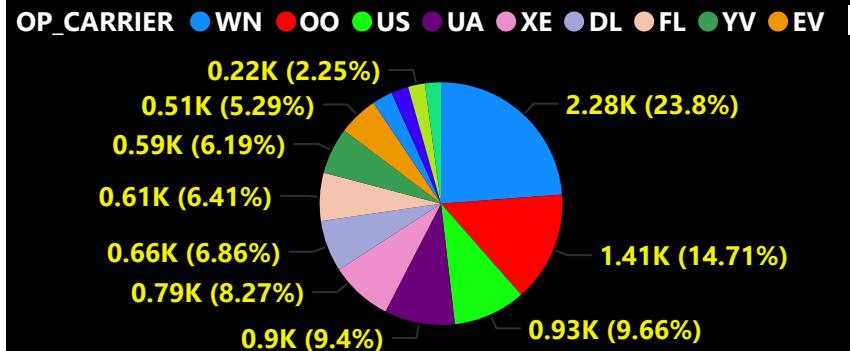
6.56

13.12

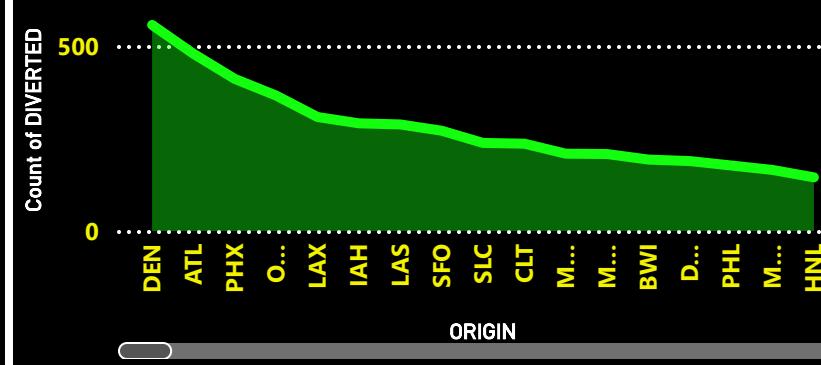
Air Time by Distance and Avg Arrival Time



Flight Distribution by Operating Carrier



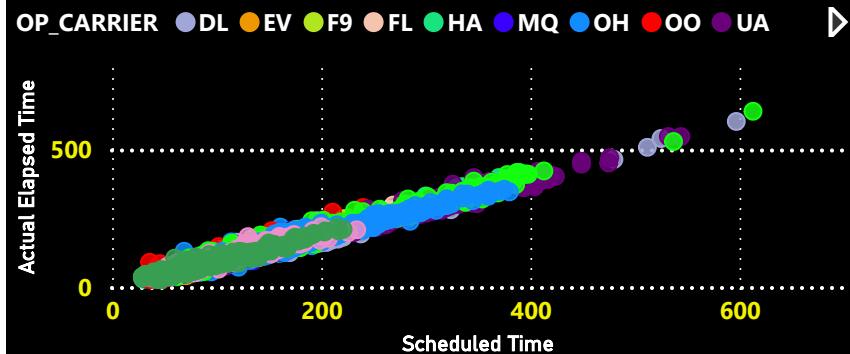
Count of DIVERTED by ORIGIN



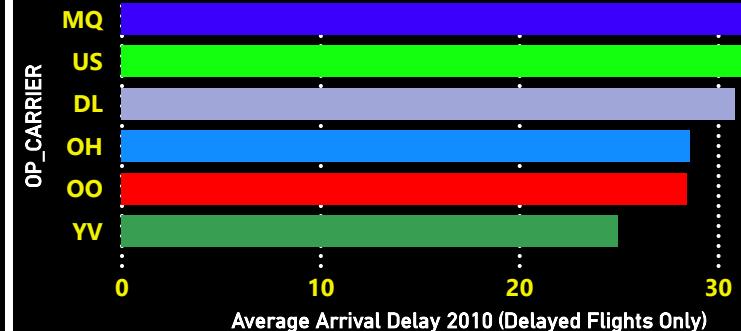
Airline Destination Coverage by Operating Carrier



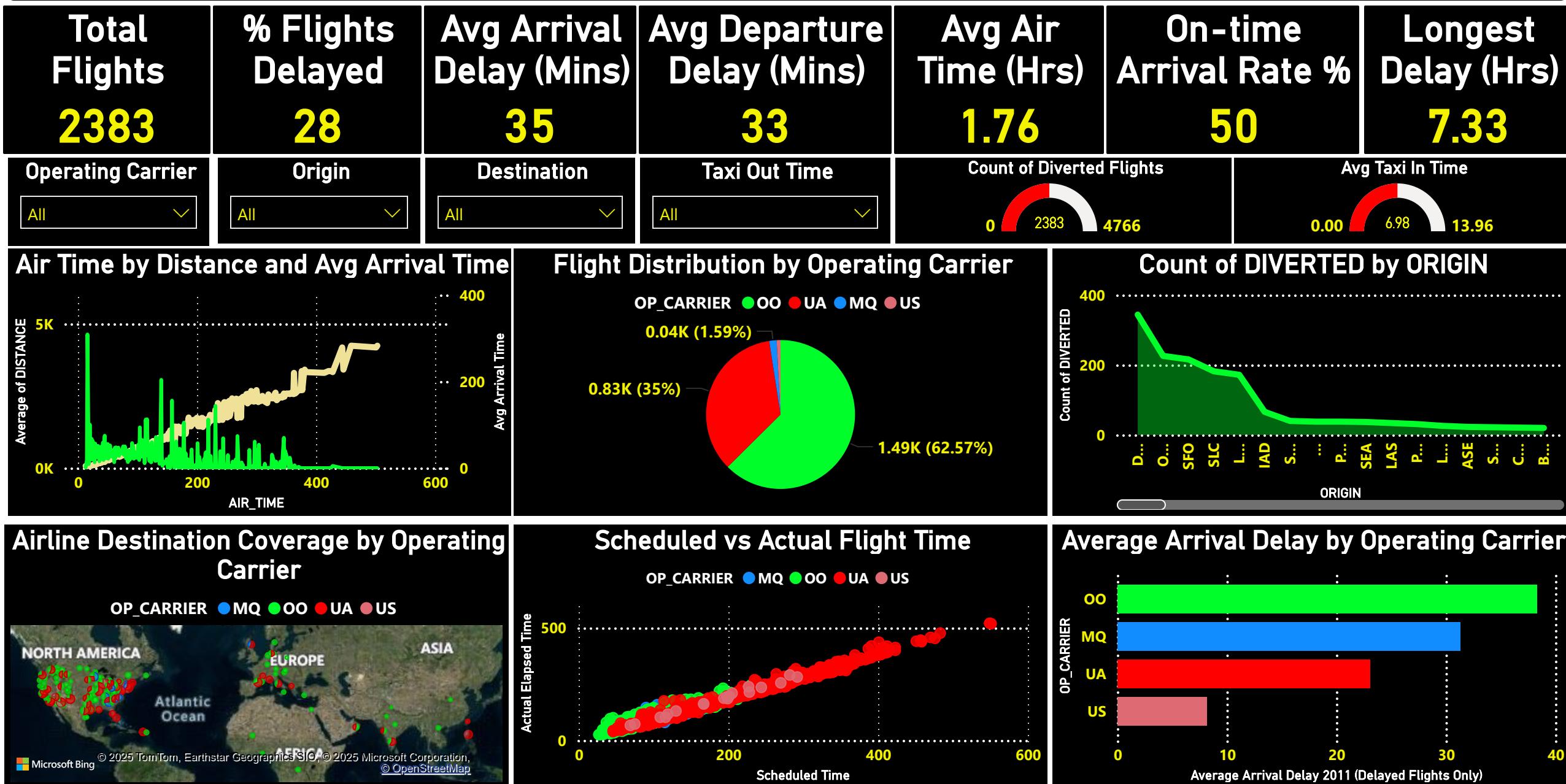
Scheduled vs Actual Flight Time



Average Arrival Delay by Operating Carrier



2011 AIRLINE PERFORMANCE DASHBOARD

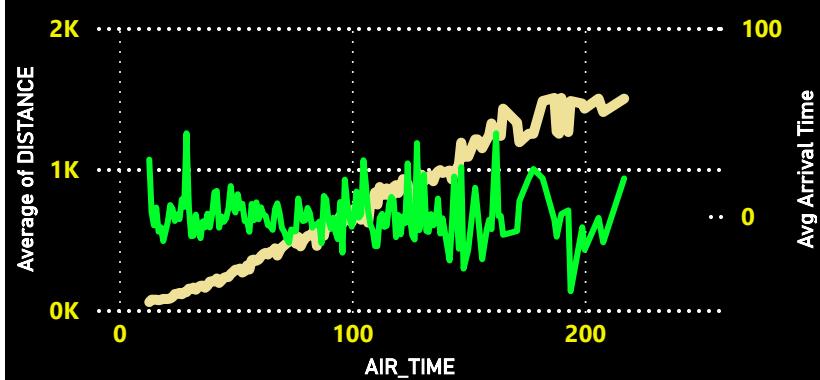


2012 AIRLINE PERFORMANCE DASHBOARD

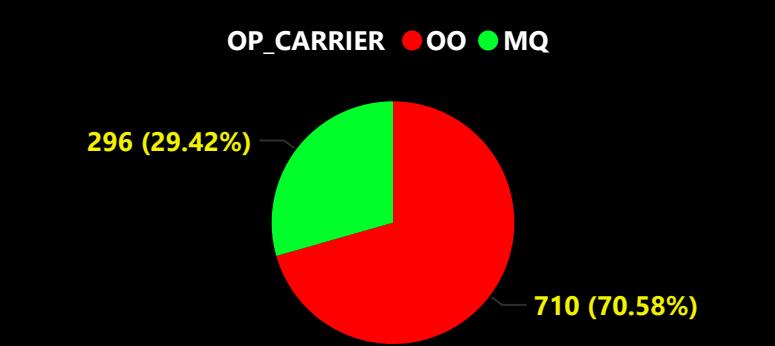
Total Flights	% Flights Delayed	Avg Arrival Delay (Mins)	Avg Departure Delay (Mins)	Avg Air Time (Hrs)	On-time Arrival Rate %	Longest Delay (Hrs)
1006	17	25	23	1.21	66	5.33



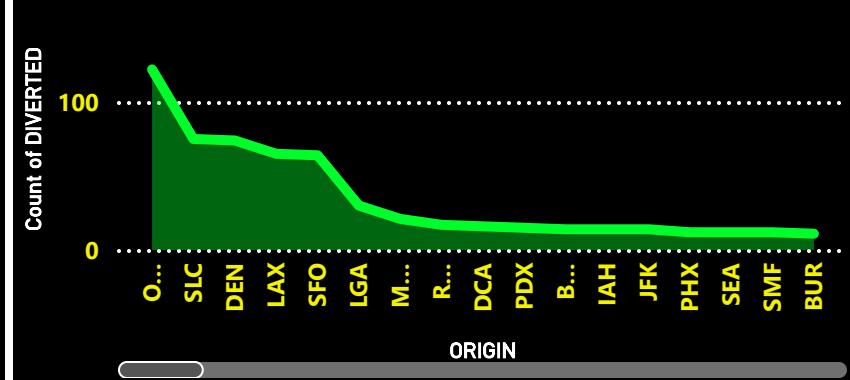
Air Time by Distance and Avg Arrival Time



Flight Distribution by Operating Carrier



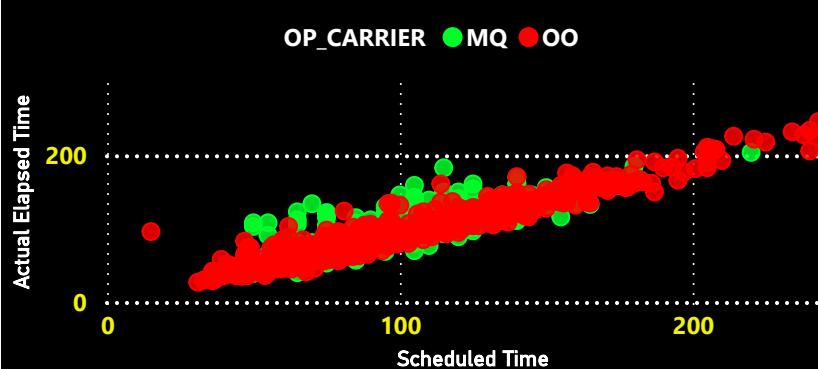
Count of DIVERTED by ORIGIN



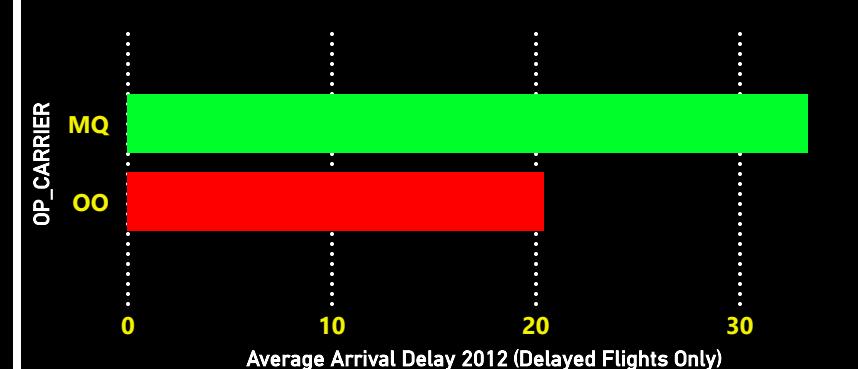
Airline Destination Coverage by Operating Carrier



Scheduled vs Actual Flight Time



Average Arrival Delay by Operating Carrier



2013 AIRLINE PERFORMANCE DASHBOARD

Total Flights

1095

% Flights Delayed

28

Avg Arrival Delay (Mins)

22

Avg Departure Delay (Mins)

22

Avg Air Time (Hrs)

119.03

On-time Arrival Rate %

45

Longest Delay (Hrs)

2.90

Operating Carrier

All

Origin

All

Destination

All

Taxi Out Time

All

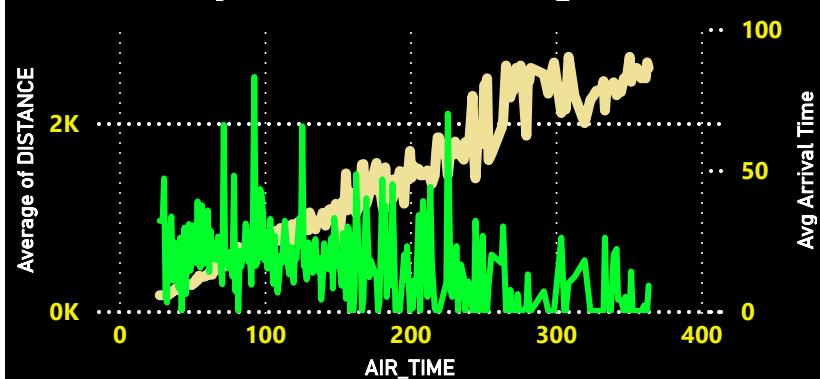
Count of Diverted Flights

0 1095 2190

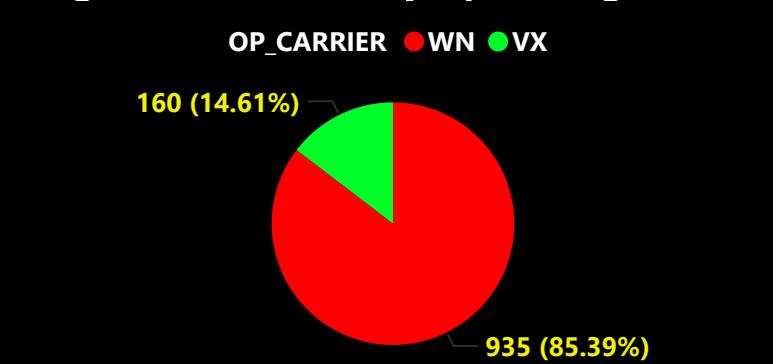
Avg Taxi In Time

0.00 6.11 12.22

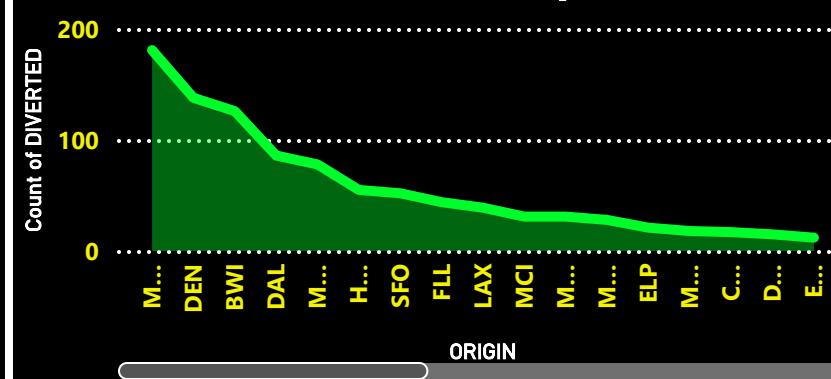
Air Time by Distance and Avg Arrival Time



Flight Distribution by Operating Carrier



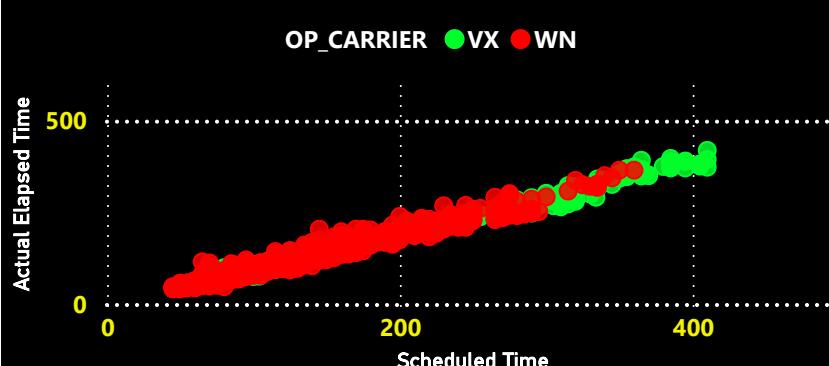
Count of DIVERTED by ORIGIN



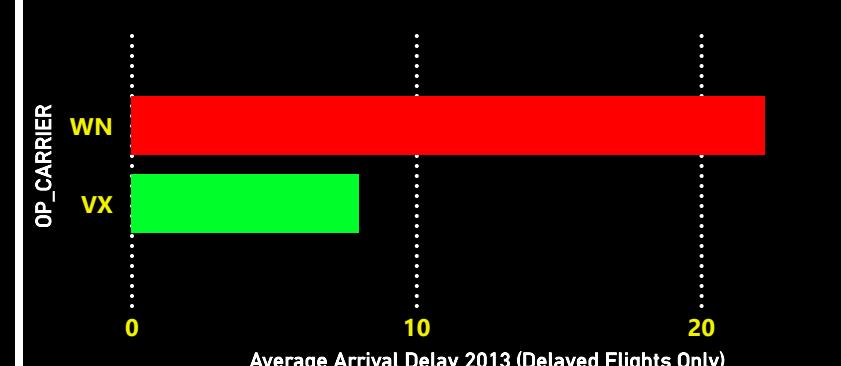
Airline Destination Coverage by Operating Carrier



Scheduled vs Actual Flight Time



Average Arrival Delay by Operating Carrier

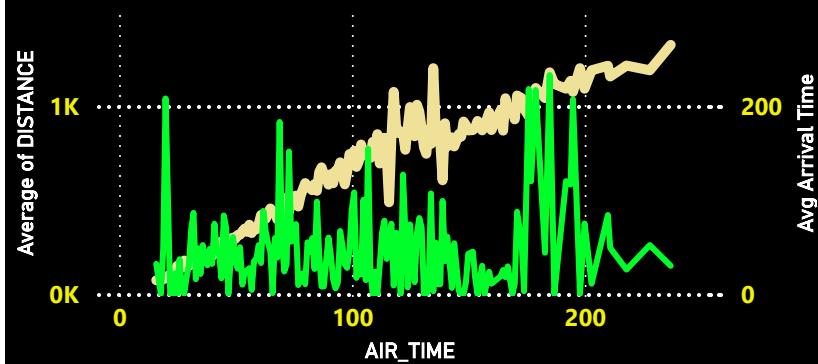


2014 AIRLINE PERFORMANCE DASHBOARD

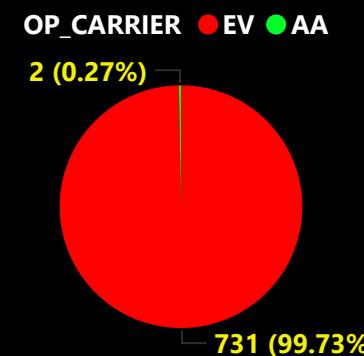
Total Flights	% Flights Delayed	Avg Arrival Delay (Mins)	Avg Departure Delay (Mins)	Avg Air Time (Hrs)	On-time Arrival Rate %	Longest Delay (Hrs)
1006	38	41	46	1.31	47	7.25



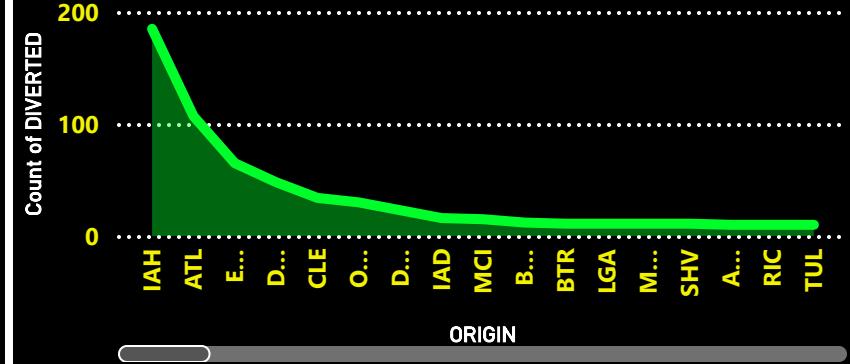
Air Time by Distance and Avg Arrival Time



Flight Distribution by Operating Carrier



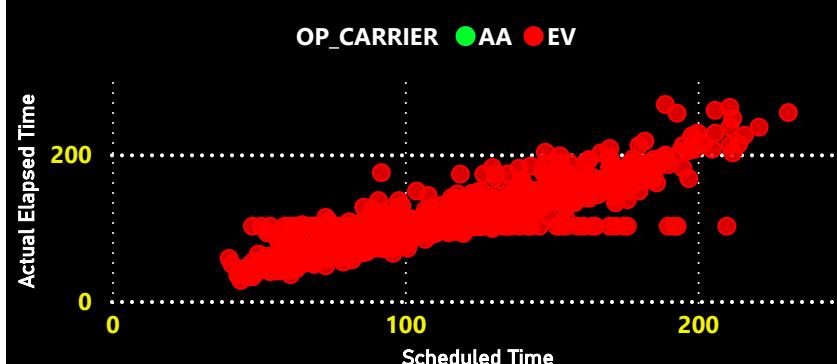
Count of DIVERTED by ORIGIN



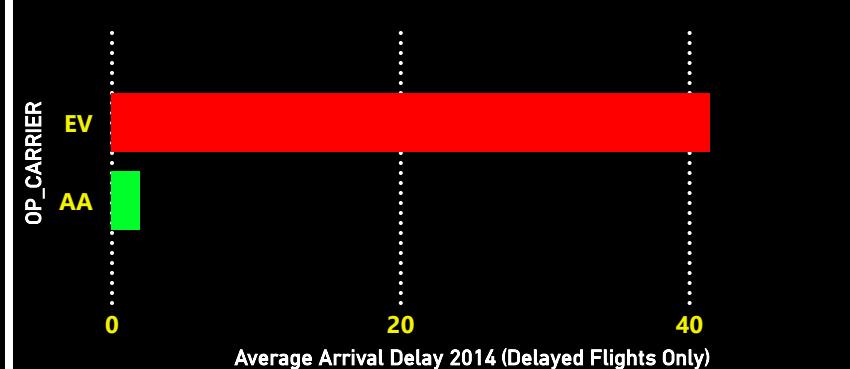
Airline Destination Coverage by Operating Carrier



Scheduled vs Actual Flight Time



Average Arrival Delay by Operating Carrier



2015 AIRLINE PERFORMANCE DASHBOARD

Total Flights

1009

% Flights Delayed

24

Avg Arrival Delay (Mins)

32

Avg Departure Delay (Mins)

34

Avg Air Time (Hrs)

1.49

On-time Arrival Rate %

53

Longest Delay (Hrs)

5.12

Operating Carrier

All

Origin

All

Destination

All

Taxi Out Time

All

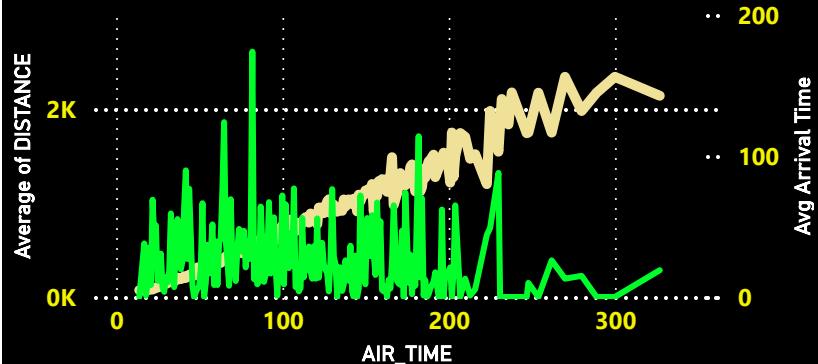
Count of Diverted Flights

0 1009
2018

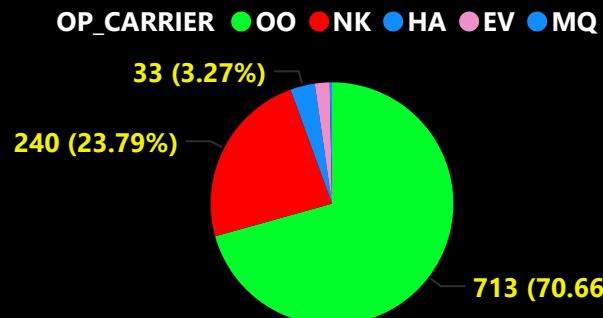
Avg Taxi In Time

0.00 7.74
15.48

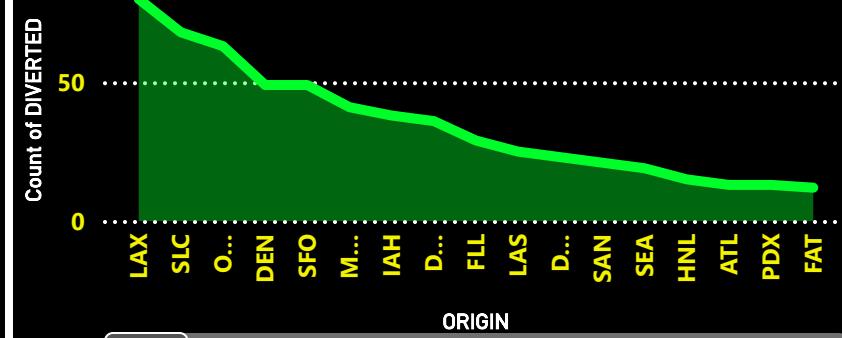
Air Time by Distance and Avg Arrival Time



Flight Distribution by Operating Carrier



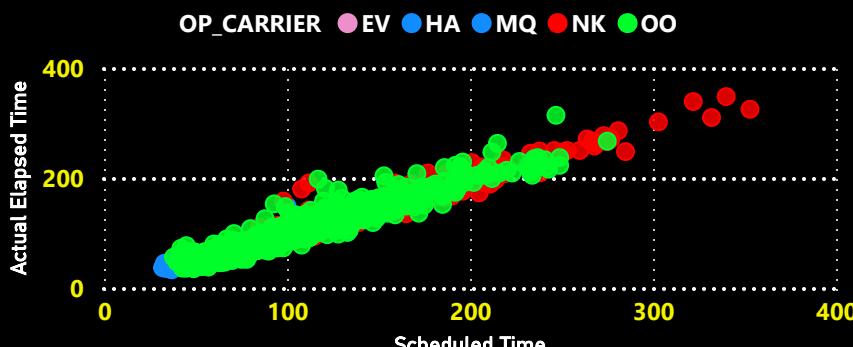
Count of DIVERTED by ORIGIN



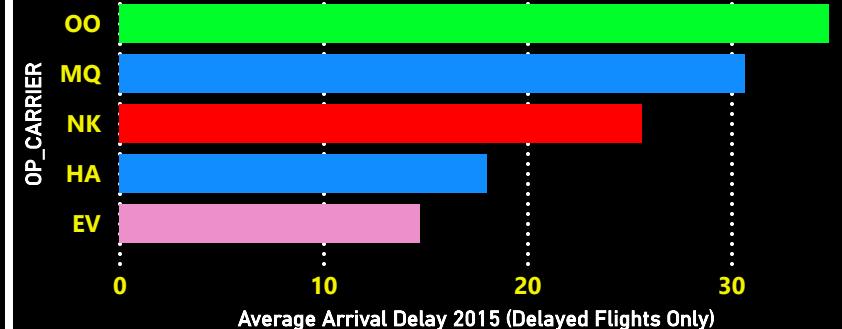
Airline Destination Coverage by Operating Carrier



Scheduled vs Actual Flight Time



Average Arrival Delay by Operating Carrier



2016 AIRLINE PERFORMANCE DASHBOARD

Total Flights

1022

% Flights Delayed

8

Avg Arrival Delay (Mins)

21

Avg Departure Delay (Mins)

19

Avg Air Time (Hrs)

2.17

On-time Arrival Rate %

75

Longest Delay (Hrs)

7.42

Operating Carrier

All

Origin

All

Destination

All

Taxi Out Time

All

Count of Diverted Flights

0 1022

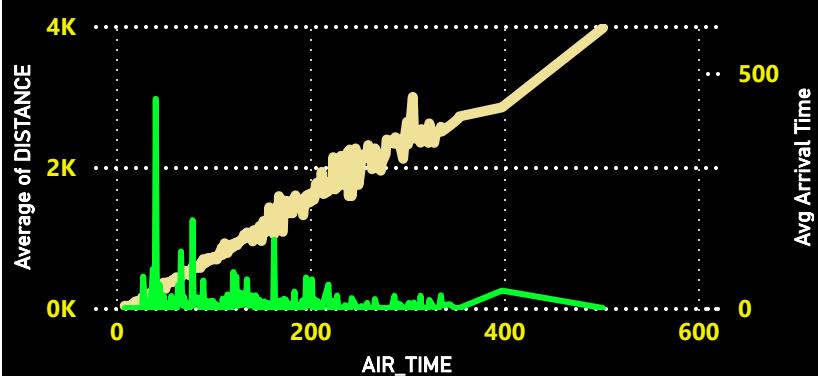
2044

Avg Taxi In Time

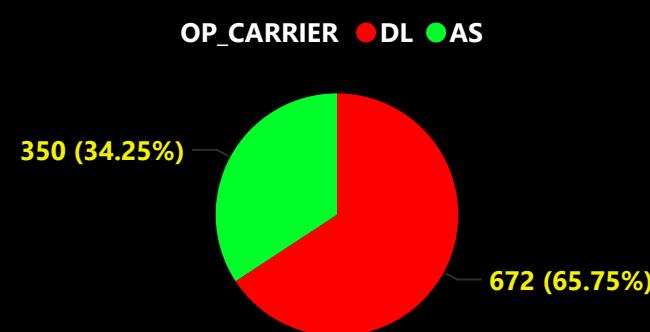
0.00 6.64

13.27

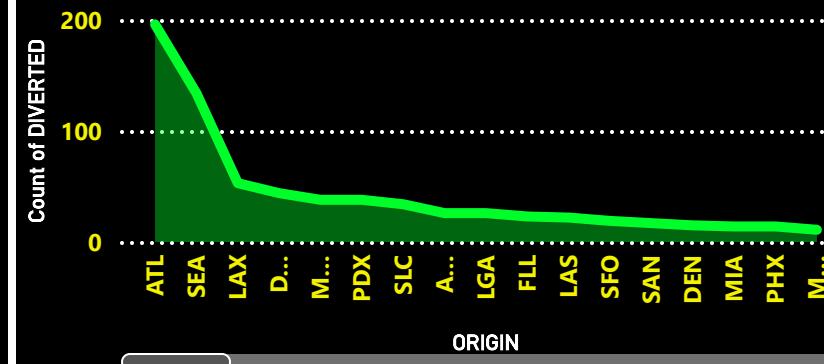
Air Time by Distance and Avg Arrival Time



Flight Distribution by Operating Carrier



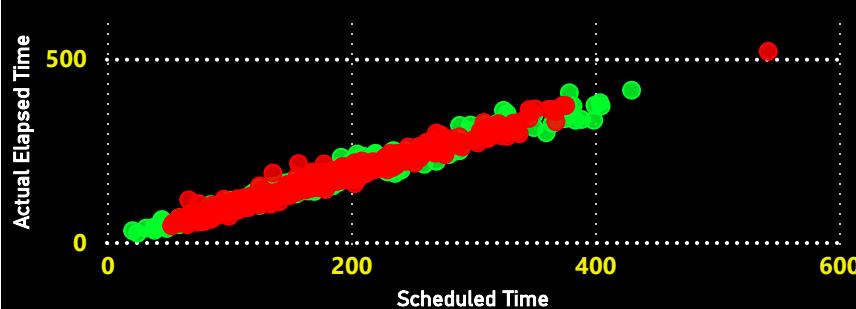
Count of DIVERTED by ORIGIN



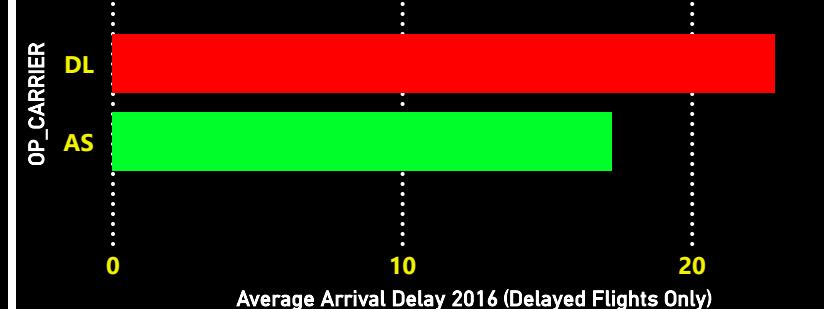
Airline Destination Coverage by Operating Carrier



Scheduled vs Actual Flight Time



Average Arrival Delay by Operating Carrier



2017 AIRLINE PERFORMANCE DASHBOARD

Total Flights

1011

% Flights Delayed

22

Avg Arrival Delay (Mins)

46

Avg Departure Delay (Mins)

45

Avg Air Time (Hrs)

2.59

On-time Arrival Rate %

63

Longest Delay (Hrs)

13.58

Operating Carrier

All

Origin

All

Destination

All

Taxi Out Time

All

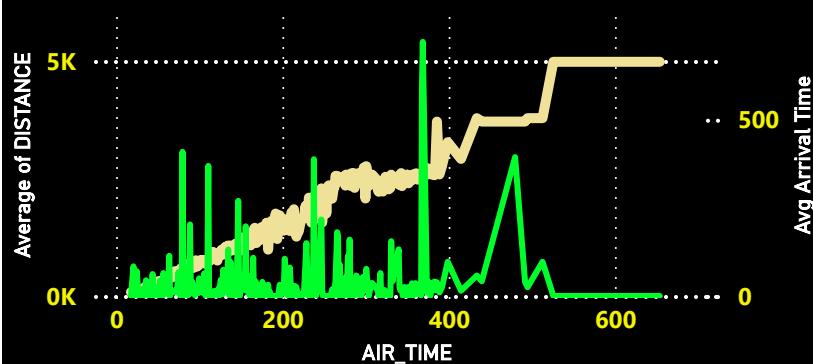
Count of Diverted Flights

0 1011
2022

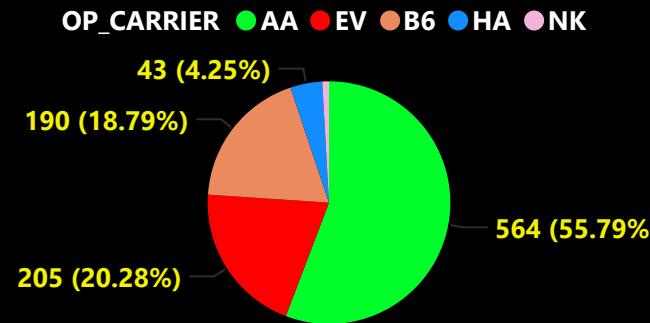
Avg Taxi In Time

0.00 9.02
18.05

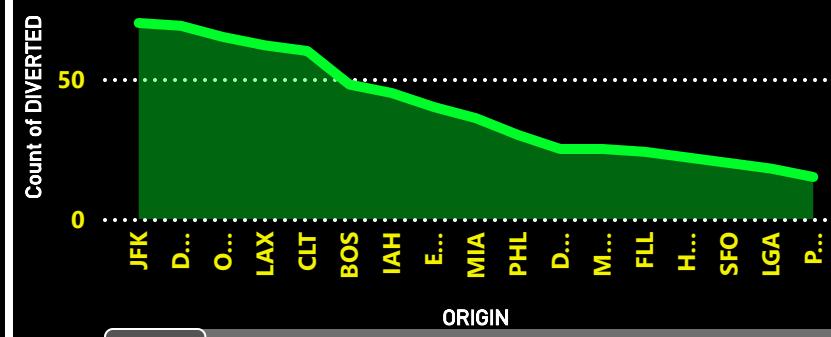
Air Time by Distance and Avg Arrival Time



Flight Distribution by Operating Carrier



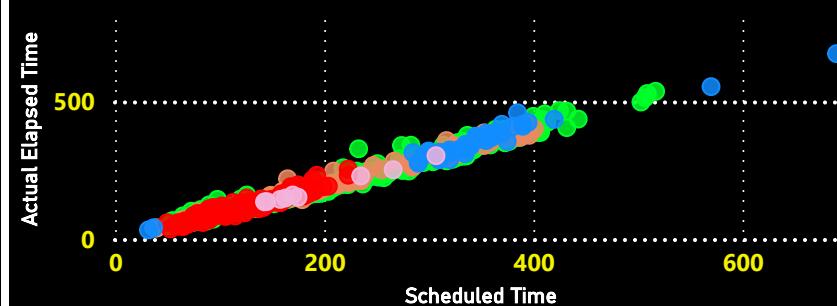
Count of DIVERTED by ORIGIN



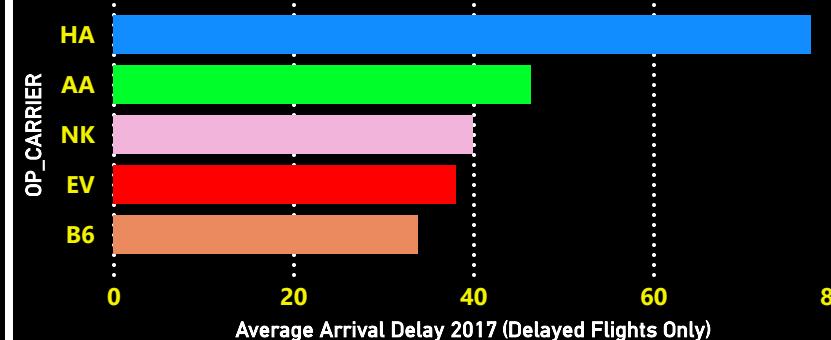
Airline Destination Coverage by Operating Carrier



Scheduled vs Actual Flight Time



Average Arrival Delay by Operating Carrier



2018 AIRLINE PERFORMANCE DASHBOARD

Total Flights

1939

% Flights Delayed

13

Avg Arrival Delay (Mins)

37

Avg Departure Delay (Mins)

35

Avg Air Time (Hrs)

3.16

On-time Arrival Rate %

72

Longest Delay (Hrs)

5.67

Operating Carrier

All

Origin

All

Destination

All

Taxi Out Time

All

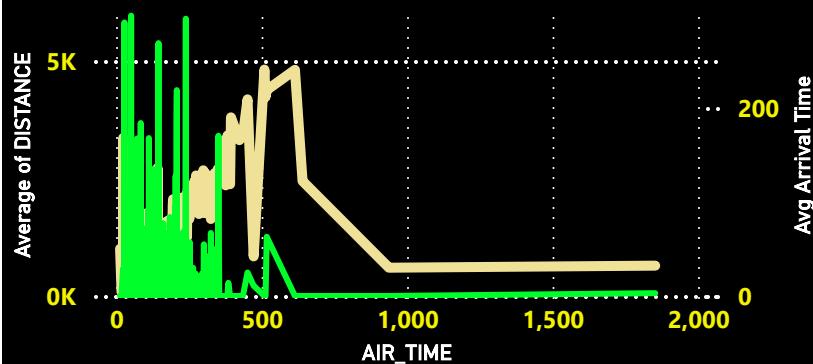
Count of Diverted Flights

0 1013 2026

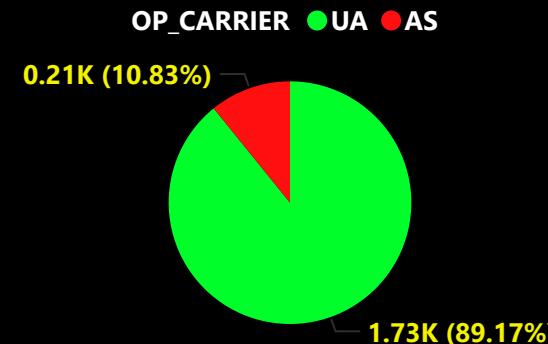
Avg Taxi In Time

0.00 7.87 15.73

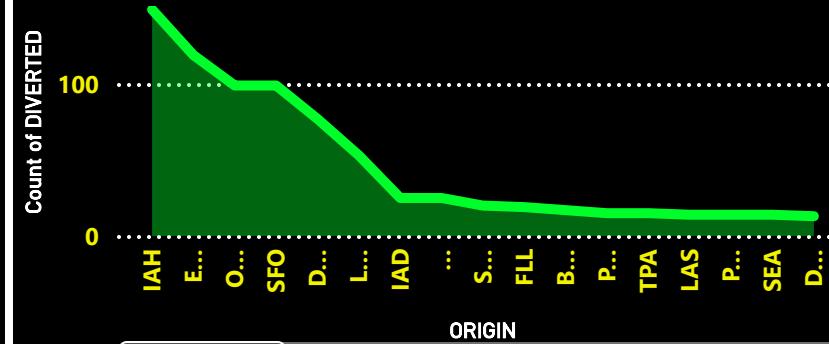
Air Time by Distance and Avg Arrival Time



Flight Distribution by Operating Carrier



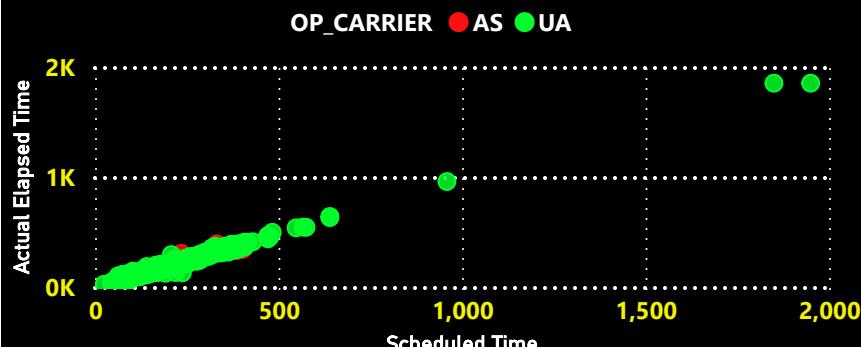
Count of DIVERTED by ORIGIN



Airline Destination Coverage by Operating Carrier



Scheduled vs Actual Flight Time



Average Arrival Delay by Operating Carrier

