Airline	On-Time Arrivals (%)	Mishandled Baggage per 1,000 Passengers
United Airlines	77.4	3.87
American Airlines	76.9	2.92
US Ariways	85.9	2.14
Virgin American	83.5	0.87
Frontier Airlines	77.9	2.22
AirTran Airways	87.1	1.58
JetBlue	79.1	1.88
Delta Air Lines	86.5	2.1
Alaska Airlines	87.5	2.93
Southwest Airlines	83.1	3.08

Customer Complaints per 1,000 Passengers
4.24
1.8
1.74
1.5
1.05
0.91
0.79
0.73
0.51
0.25

1. On-time arrivals, lost baggage
used to measure the quality of s
represent the on-time arrival pe
U.S. airlines.

A. Based on the data, if you ran
individual flight will have an on-
There's an 86.5% probability of

B. If you randomly choose 1 of t
the probability that you will cho
1,000 passengers?
There's a 0.3 probability an airli
will be chosen.

C. If you randomly choose 1 of t
the probability that you will cho
passengers?
There's a 0.5 probability that an
will be chosen.

D. What is the probability that a
There is a 12.9 probability a ran

e, and customer complaints are three measures that are typically
service being offered by airlines. Suppose that the following values
ercentage, amount of lost baggage, and customer complaints for 10

domly choose a Delta Air Lines flight, what is the probability that this
-time arrival?

an on-time arrival for Delta Air Lines.

the 10 airline for a follow-up study on airline quality ratings, what is
oose an airline with less than two mishandled baggage reports per

ne with less than two mishandled baggage reports per 1k passenger

the 10 airlines for a follow-up study on airline quality ratings, what is
oose a airline with more than one customer complaint per 1,000

airline with more than one customer complaint per 1k passengers

a randomly selected AirTran Airway flight will not arrive on time?
domly selected AirTran Airway flight won't arrive on time.