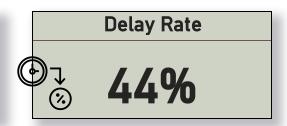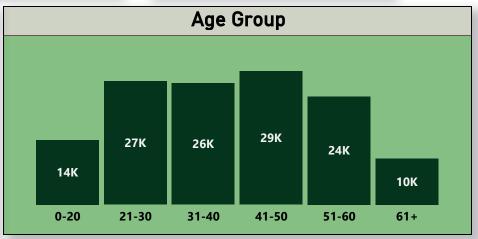# Airline Passengers Satisfaction Report

Number of Customers
109K

Average Delay Time
15 min

Delay Rate
44%

Gender

Male 49%
Female 51%

Age Group

0-20	21-30	31-40	41-50	51-60	61+
14K	27K	26K	29K	24K	10K

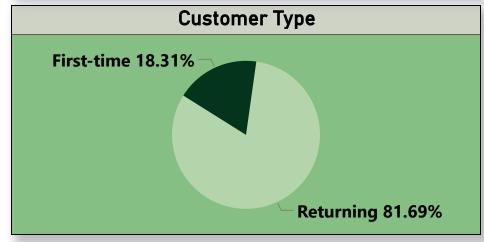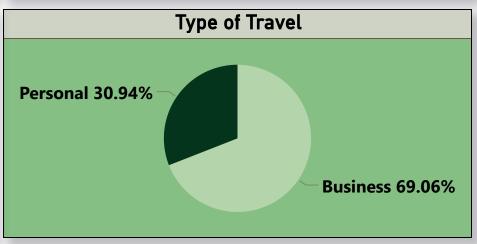## Customer Type

First-time 18.31%
Returning 81.69%

Type of Travel

Personal 30.94%
Business 69.06%

Airline Passengers Satisfaction Report

Ratings

Baggage Handling	Check-in Service	Cleanliness	Ease of Online Booking	In-flight Wifi Service
3.63	3.31	3.29	2.76	2.73

Food and Drink	Gate Location	In-flight Entertainment	In-flight Service	On-board Service
3.20	2.98	3.36	3.64	3.38