



Performance and Market Expansion Analysis

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ExpressJet – Performance Summary

ExpressJet Airlines - Executive Summary

Overall Summary

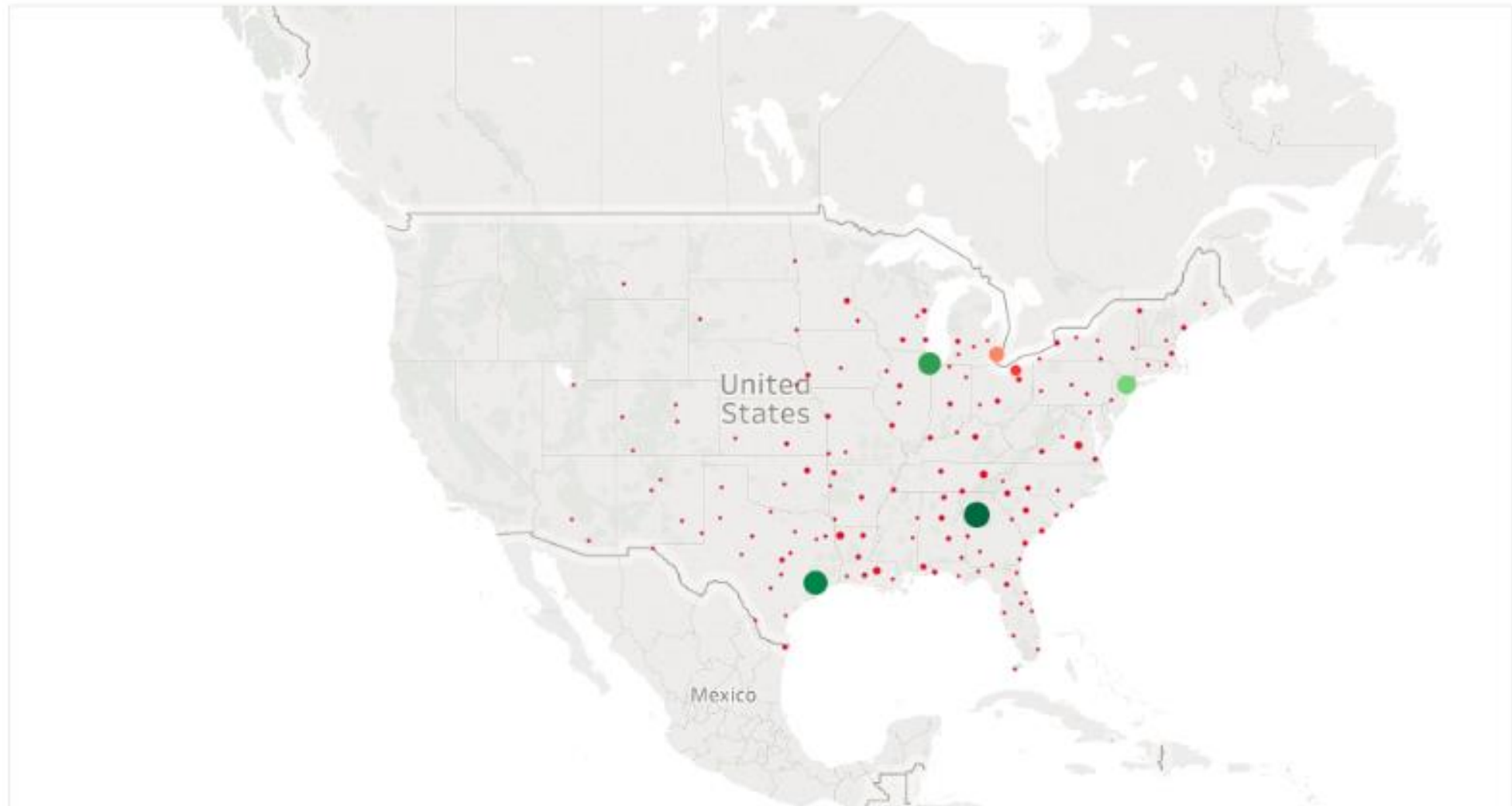
	2015 Q3	2015 Q4	2016 Q1	2016 Q2
# of Flights	142,656	132,440	126,480	125,042
% Direct Arrival	98.39%	97.56%	96.95%	97.81%
% Diverted Arrival	0.28%	0.35%	0.28%	0.33%
% Completed	98.67%	97.90%	97.23%	98.14%
% Cancelled	1.33%	2.10%	2.77%	1.86%
% Delayed Departure	15.15%	15.06%	14.76%	14.34%
Average Departure Delay (Minutes)	10.86	11.22	11.27	11.61
% Delayed Arrival	16.79%	16.81%	15.99%	15.47%
Average Arrival Delay (Minutes)	11.70	12.03	11.85	12.22

Key Routes Summary

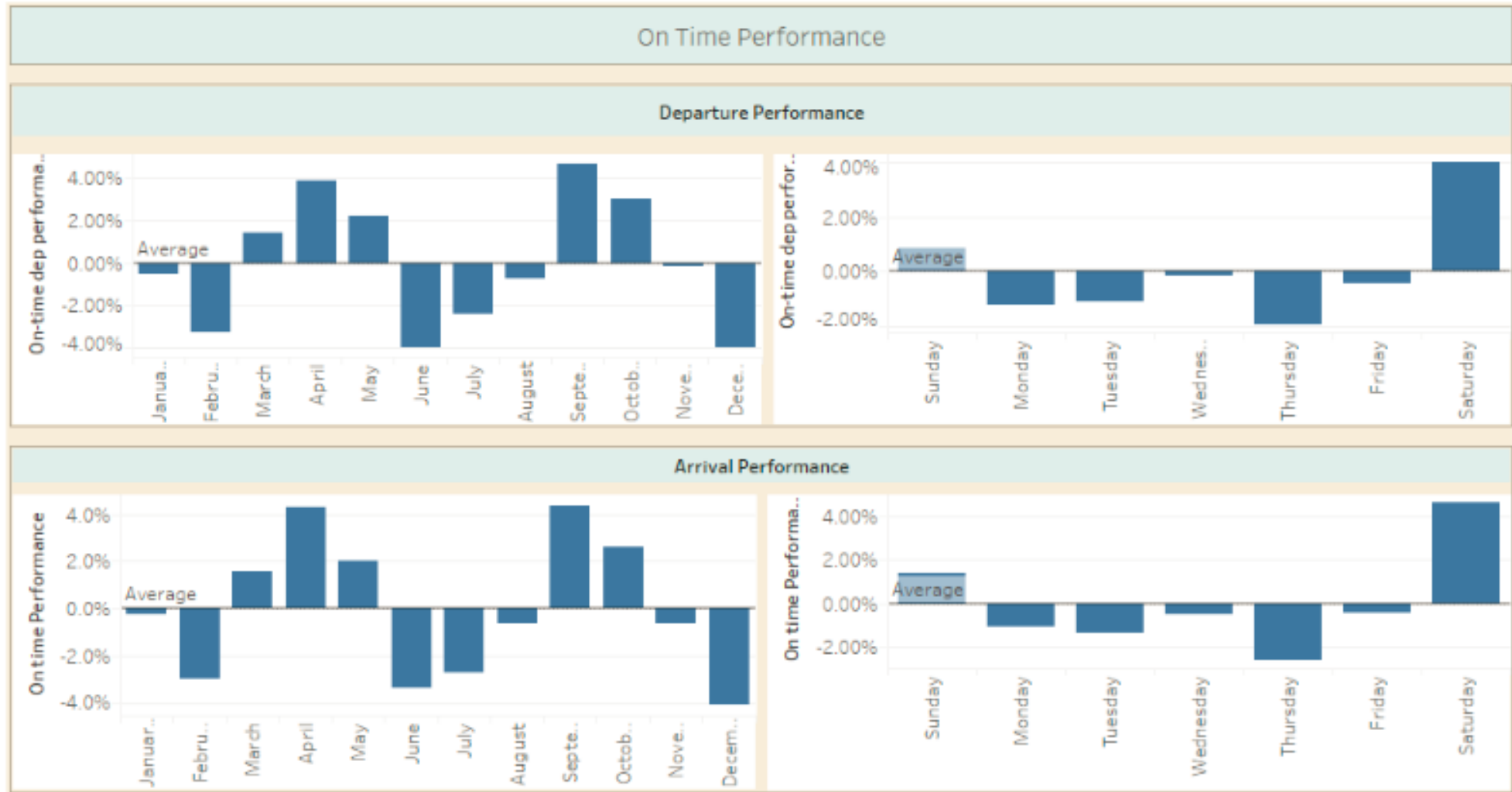
Route	Distance Bucket				
Atlanta to Baton Rouge	250-499 Miles				
Baton Rouge to Atlanta	250-499 Miles				
Shreveport to Dallas/Fort Worth	Less Than 250 Miles				
Dallas/Fort Worth to Shreveport	Less Than 250 Miles				
Cleveland to New York	250-499 Miles				
New York to Cleveland	250-499 Miles				
Atlanta to Montgomery	Less Than 250 Miles				
Montgomery to Atlanta	Less Than 250 Miles				
Baton Rouge to Houston	250-499 Miles				
Houston to Baton Rouge	250-499 Miles				
		70.0% 80.0%	10.00% 15.00%	10.00% 15.00%	2.00% 4.00% 6.00%
		% On time Flights	% Delayed Departure	% Delayed Arrival	% Cancelled

Performance of ExpressJet Airlines between July 2015 to June 2016

Presence of ExpressJet in the US

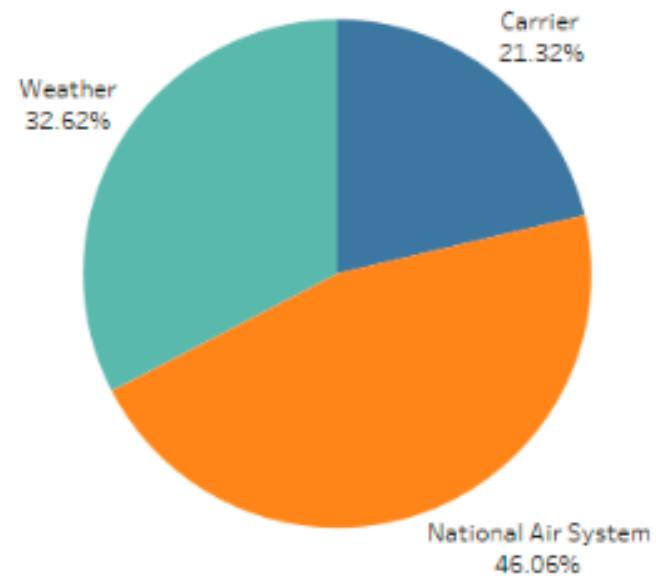


ExpressJet's market presence in the Central and Eastern part of US



Poor performance in the month of Feb, June and Dec. Performance on weekends is better than weekdays

Flight Cancellation and Reasons



Departure Time Bucket

All

Origin State

All

Origin City

All

Cancellation Reason

Carrier

National Air System

Weather

Majority of flights have been cancelled due to National Air System

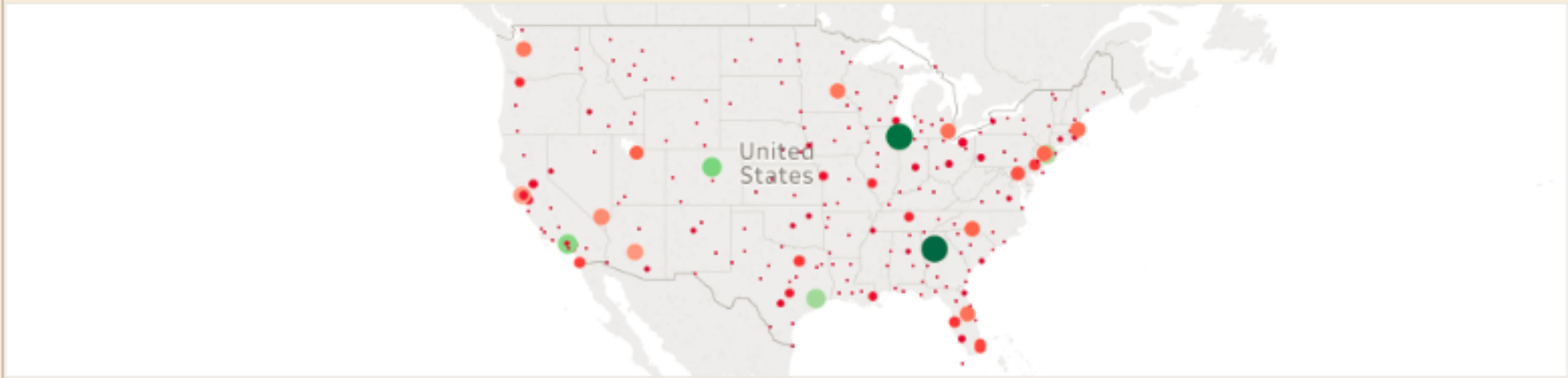
Domestic Airline Industry - US

Competition Summary

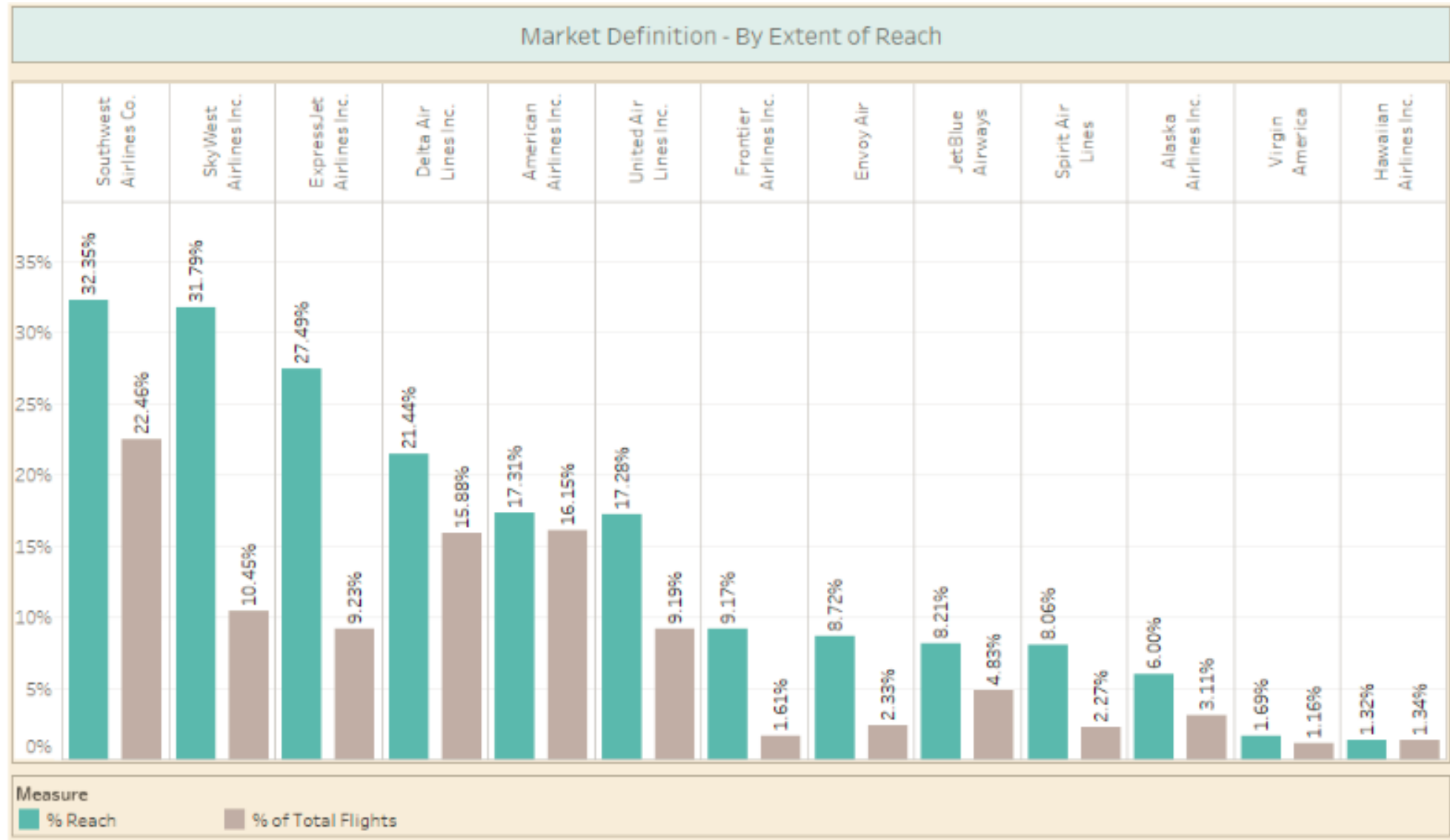
Major Domestic Airlines in the US

United Air Lines Inc. ExpressJet Airlines Inc. American Airlines Inc.
Frontier Airlines Inc. Hawaiian Airlines Inc. Southwest Airlines Co. Alaska Airlines Inc.
Virgin America
SkyWest Airlines Inc. JetBlue Airways Delta Air Lines Inc.
Spirit Air Lines Envoy Air

Number of Domestic Flights across Airports



Summary of US Domestic Airlines – Southwest Airlines has the most number of flights

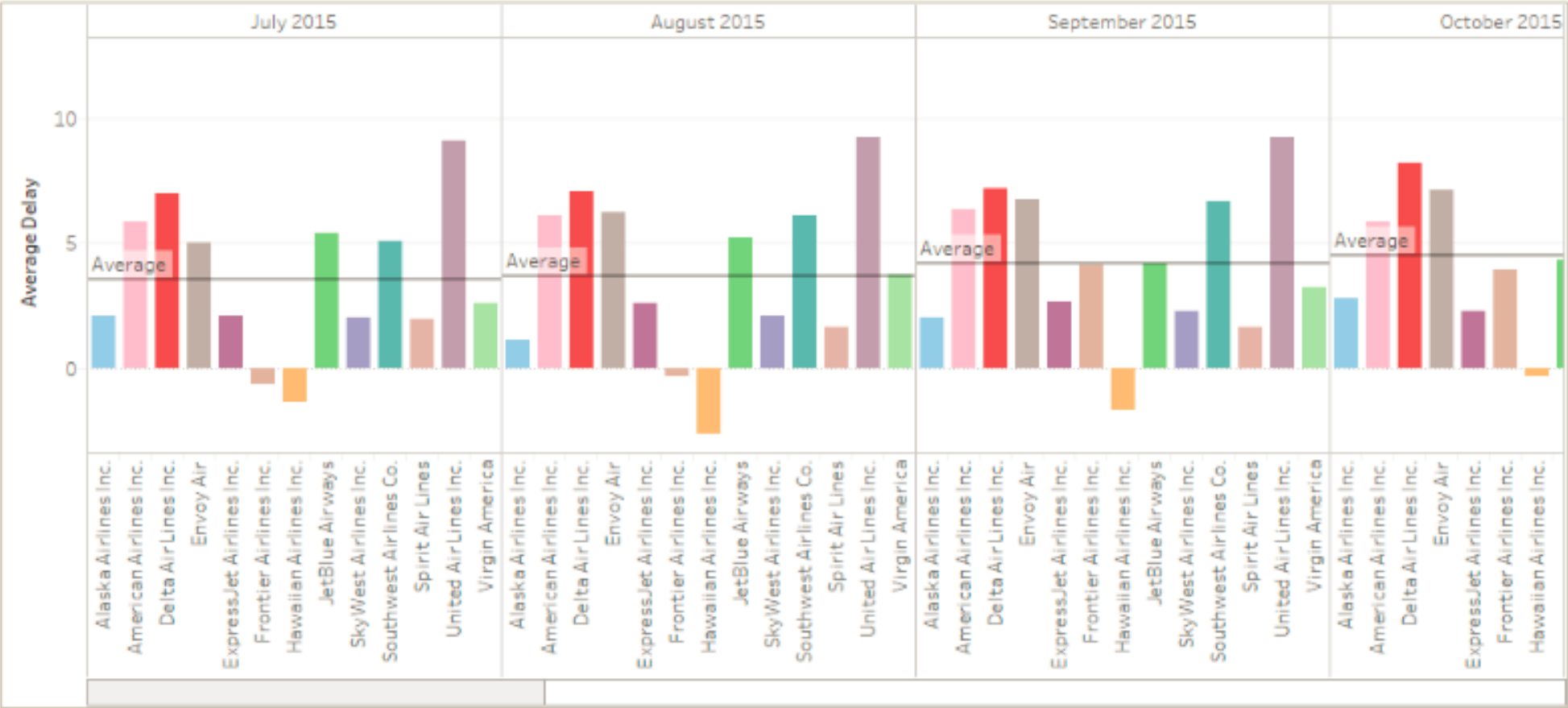


ExpressJet, SouthWest and SkyWest strive towards increased presence. Delta and American Airlines are Niche players

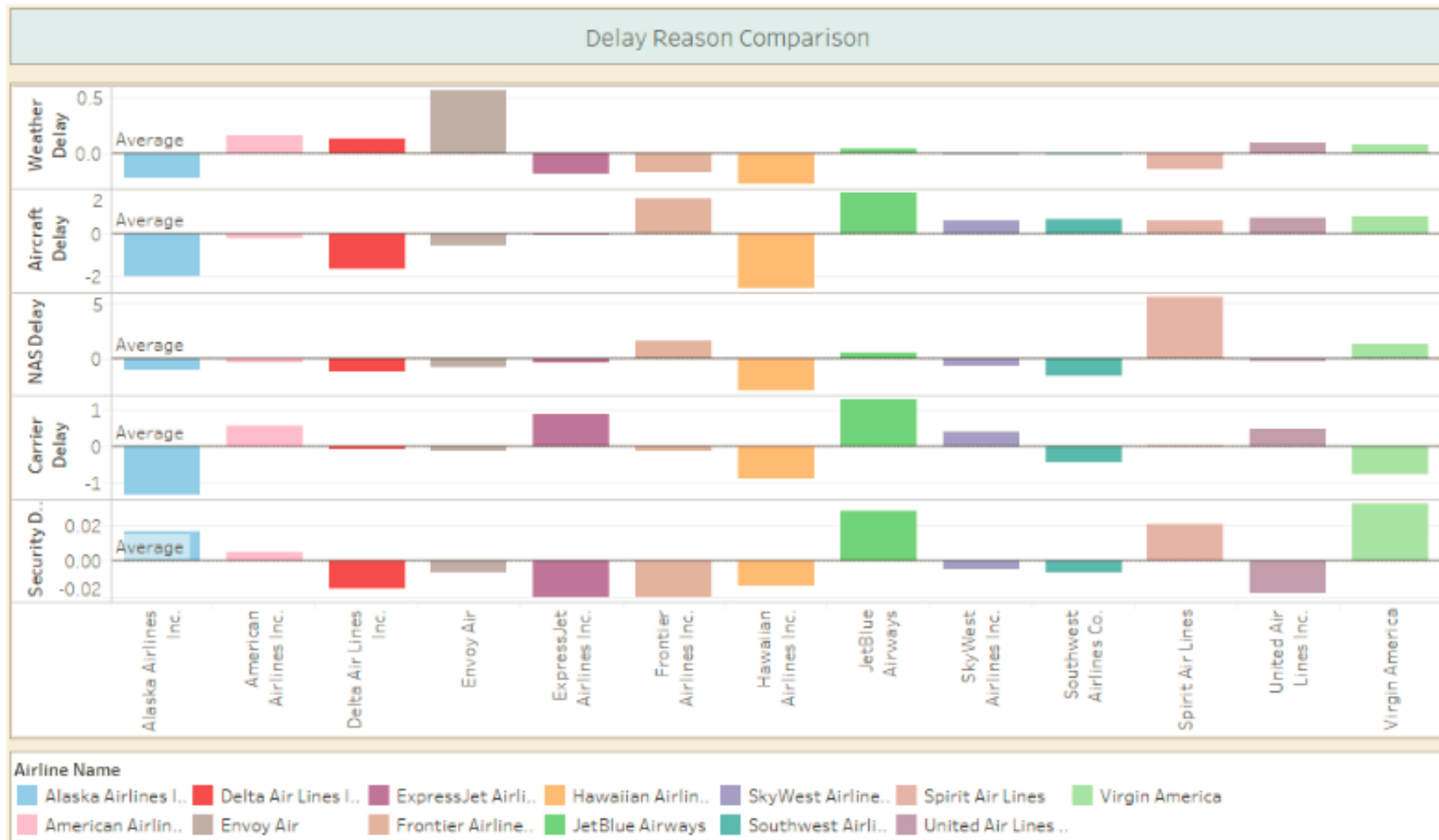
Market Definition - By Coverage Radius													
Distance Bucket	Alaska Airlines Inc.	American Airlines Inc.	Delta Air Lines Inc.	Envoy Air	ExpressJet Airlines Inc.	Frontier Airlines Inc.	Hawaiian Airlines Inc.	JetBlue Airways	SkyWest Airlines Inc.	Southwest Airlines Co.	Spirit Air Lines	United Air Lines Inc.	Virgin America
Less Than 250 Miles	■	■	■	■	■		■	■	■	■	■	■	■
250-499 Miles	■	■	■	■	■	■		■	■	■	■	■	■
500-749 Miles	■	■	■	■	■	■		■	■	■	■	■	■
750-999 Miles	■	■	■	■	■	■		■	■	■	■	■	■
1000-1249 Miles	■	■	■	■	■	■		■	■	■	■	■	■
1250-1499 Miles	■	■	■	■	■	■		■	■	■	■	■	■
1500-1749 Miles	■	■	■			■		■	■	■	■	■	■
1750-1999 Miles	■	■	■			■		■		■	■	■	■
2000-2249 Miles	■	■	■			■		■		■	■	■	■
2250-2499 Miles	■	■	■				■	■		■	■	■	■
2500 Miles and Greater	■	■	■				■	■				■	■

ExpressJet covers short to medium distance

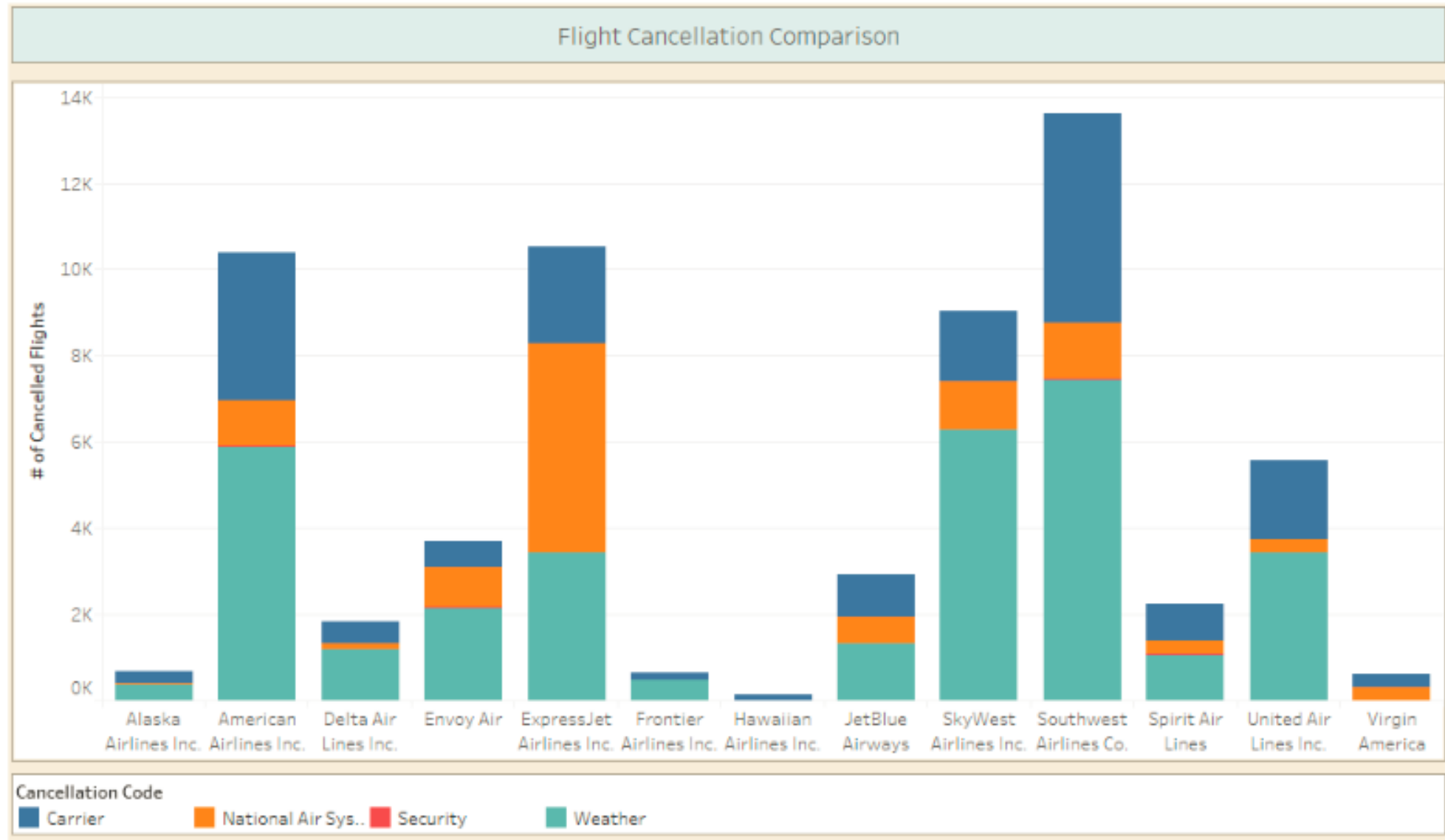
Delay of all Airlines across Months



The average total delay is mostly below average throughout the analysed time for ExpressJet

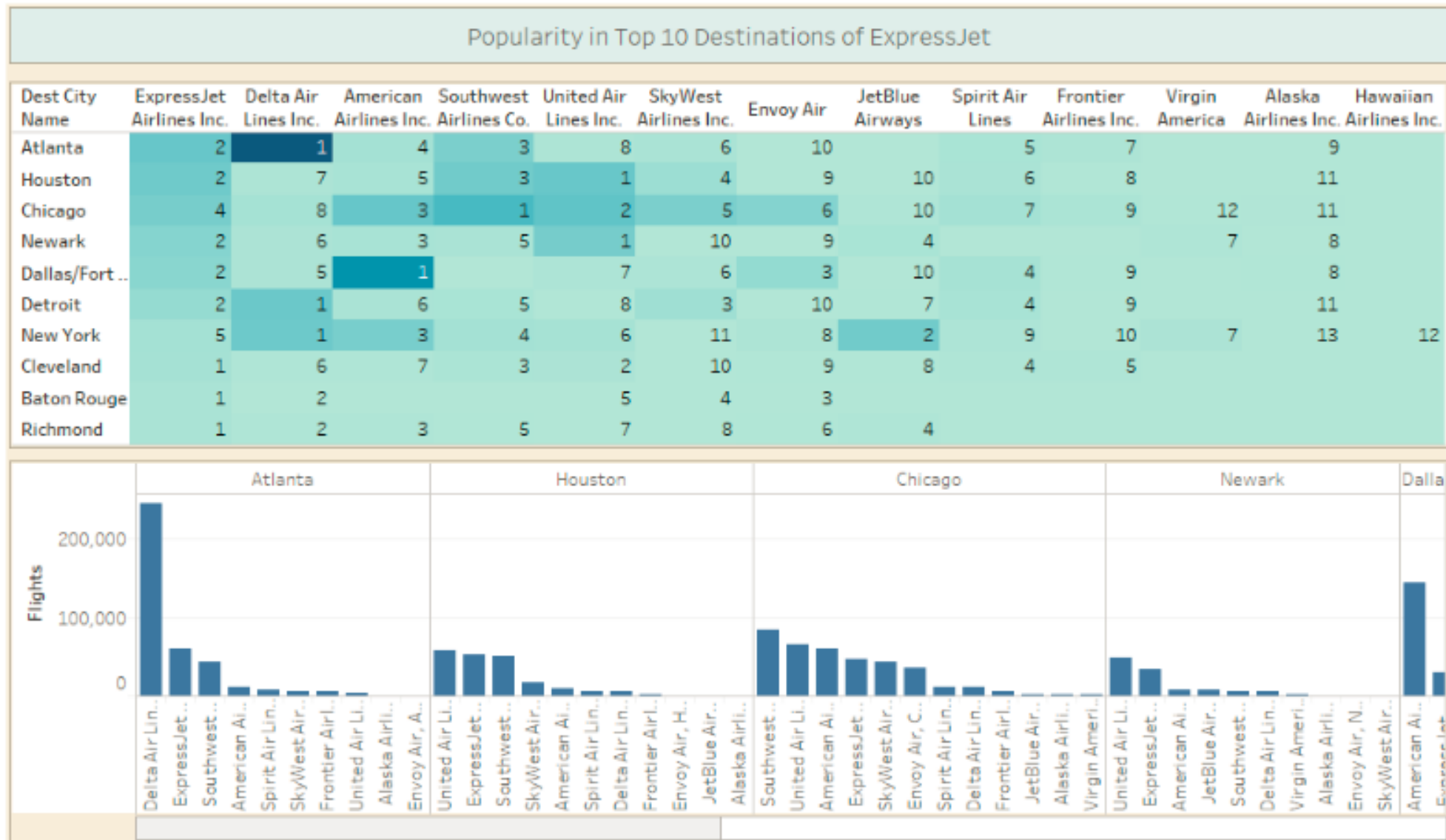


Most common delay reason across Airlines is Aircraft delay



Southwest Airlines has the highest number of cancelled flights with maximum flights cancelled due to Weather

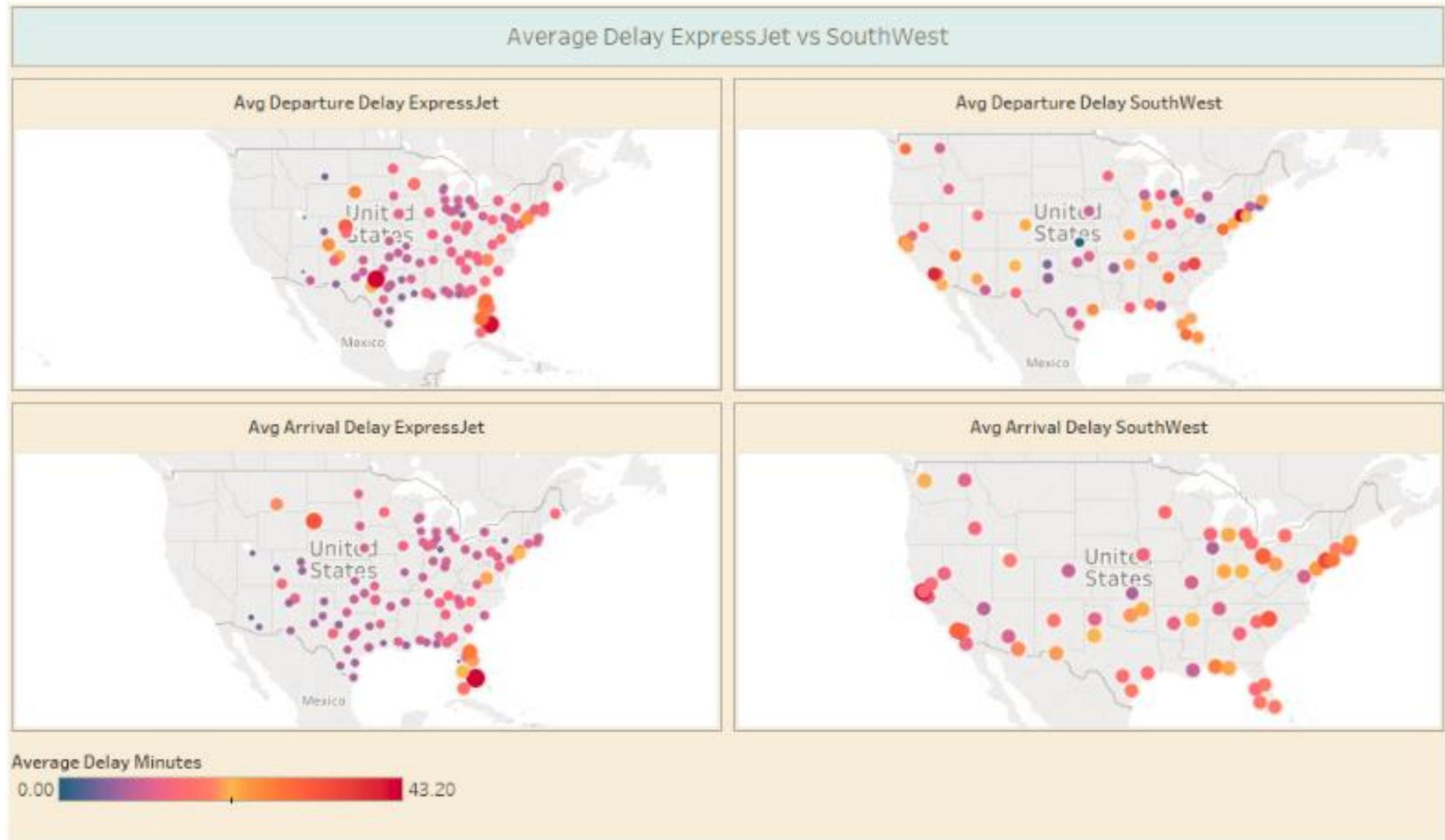
Competition Analyses



Atlanta and Dallas markets have been captured by other airline, in other cities ExpressJet and SouthWest are closely competing

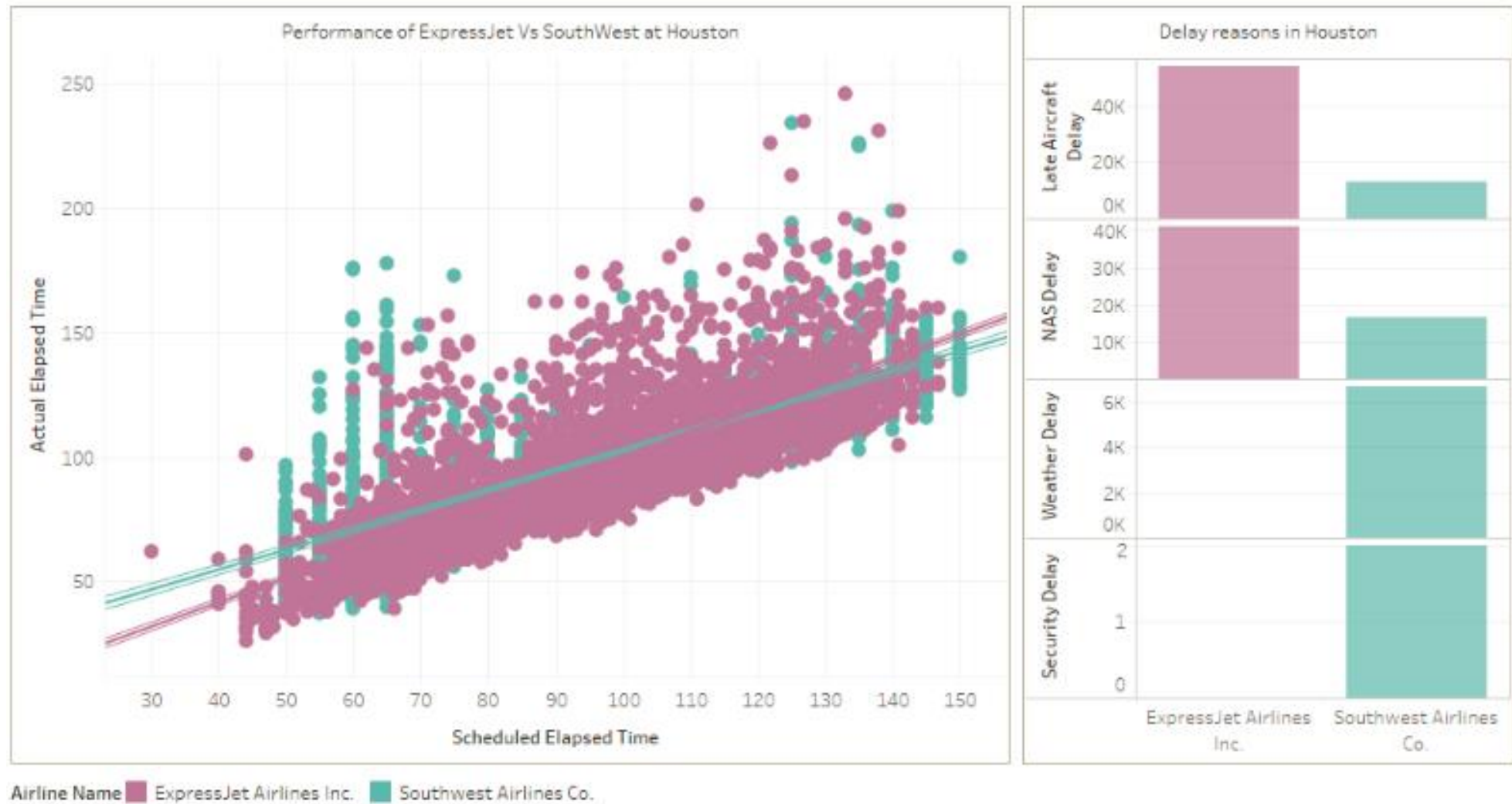
Customer Satisfaction level of Delay													
Satisfaction level of Average Departure Delay													
	Alaska Air..	American ..	Delta Air ...	Envoy Air	ExpressJe..	Frontier A..	Hawaiian ..	JetBlue Ai..	SkyWest ..	Southwes..	Spirit Air ..	United Air..	Virgin Am..
Atlanta	✓	✓	✓	✗	✓	✗			✗	✓	✗	✓	
Chicago	✓	✓	✓	✓	✓	✗		✗	✓	✓	✗	✗	✓
Dallas/Fort Worth	✓	✓	✓	✓	✓	✓		✓	✗		✓	✓	
Houston	✓	✓	✓	✓	✓	✗		✗	✓	✓	✗	✓	
New York	✓	✓	✓	✗	✗	✗	✓	✗	✗	✓	✗	✓	✓
Detroit	✓	✓	✓	✗	✓	✓		✓	✓	✓	✗	✓	
Newark	✓	✓	✓	✗	✓			✗	✗	✓		✓	✓
Cleveland		✓	✓	✓	✓	✓		✓	✓	✓	✗	✓	
Richmond		✓	✓	✗	✗			✓	✗	✓		✓	
Baton Rouge			✓	✓	✓				✓			✓	
Satisfaction level of Average Arrival Delay													
	Alaska Air..	American ..	Delta Air ...	Envoy Air	ExpressJe..	Frontier A..	Hawaiian ..	JetBlue Ai..	SkyWest ..	Southwes..	Spirit Air ..	United Air..	Virgin Am..
Atlanta	✓	✓	✓	✗	✓	✗			✓	✓	✗	✓	
Chicago	✓	✓	✓	✓	✓	✗		✗	✗	✓	✗	✓	✓
Dallas/Fort Worth	✓	✓	✓	✓	✓	✓		✓	✓		✗	✓	
Houston	✓	✓	✓	✓	✓	✗		✓	✓	✓	✗	✓	
New York	✓	✓	✓	✗	✗	✗	✓	✗	✗	✓	✗	✗	✓
Detroit	✓	✓	✓	✓	✓	✓		✓	✓	✓	✗	✓	
Newark	✓	✗	✓	✓	✗			✗	✗	✗		✓	✓
Cleveland		✓	✓	✓	✓	✓		✓	✓	✓	✗	✓	
Richmond		✓	✓	✓	✗			✓	✗	✓		✗	
Baton Rouge			✓	✓	✓				✓			✓	

ExpressJet has unsatisfactory performance in New York, Newark and Richmond



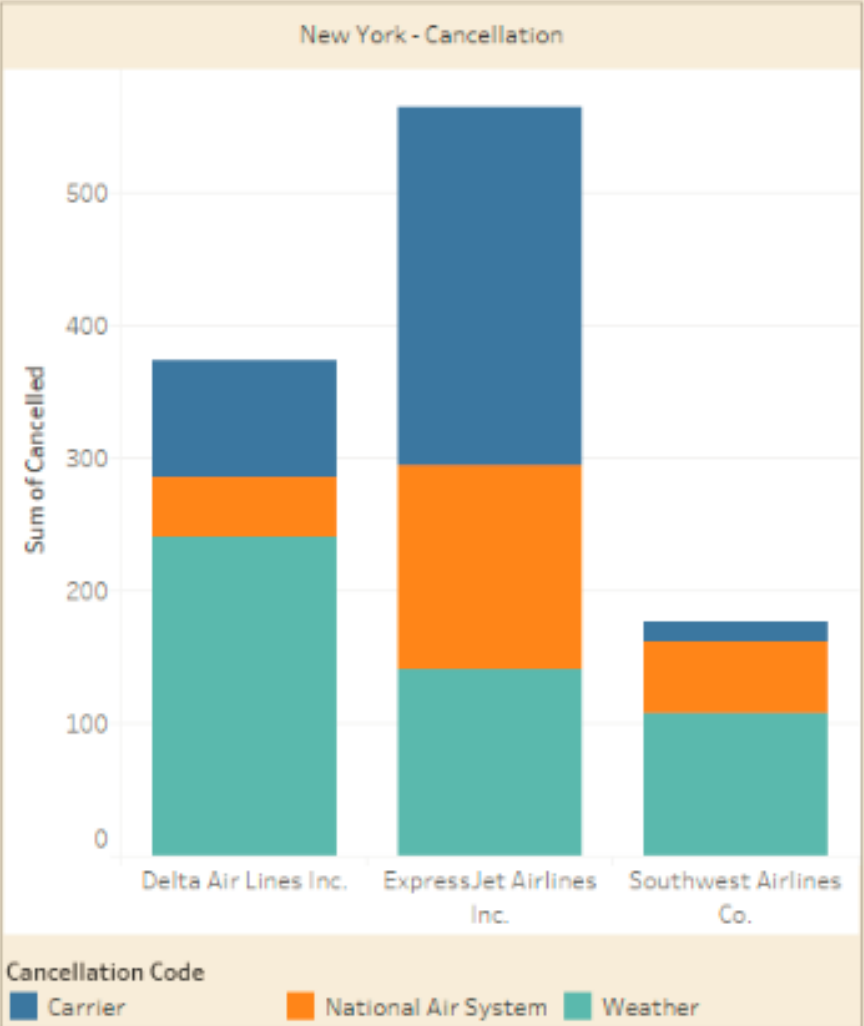
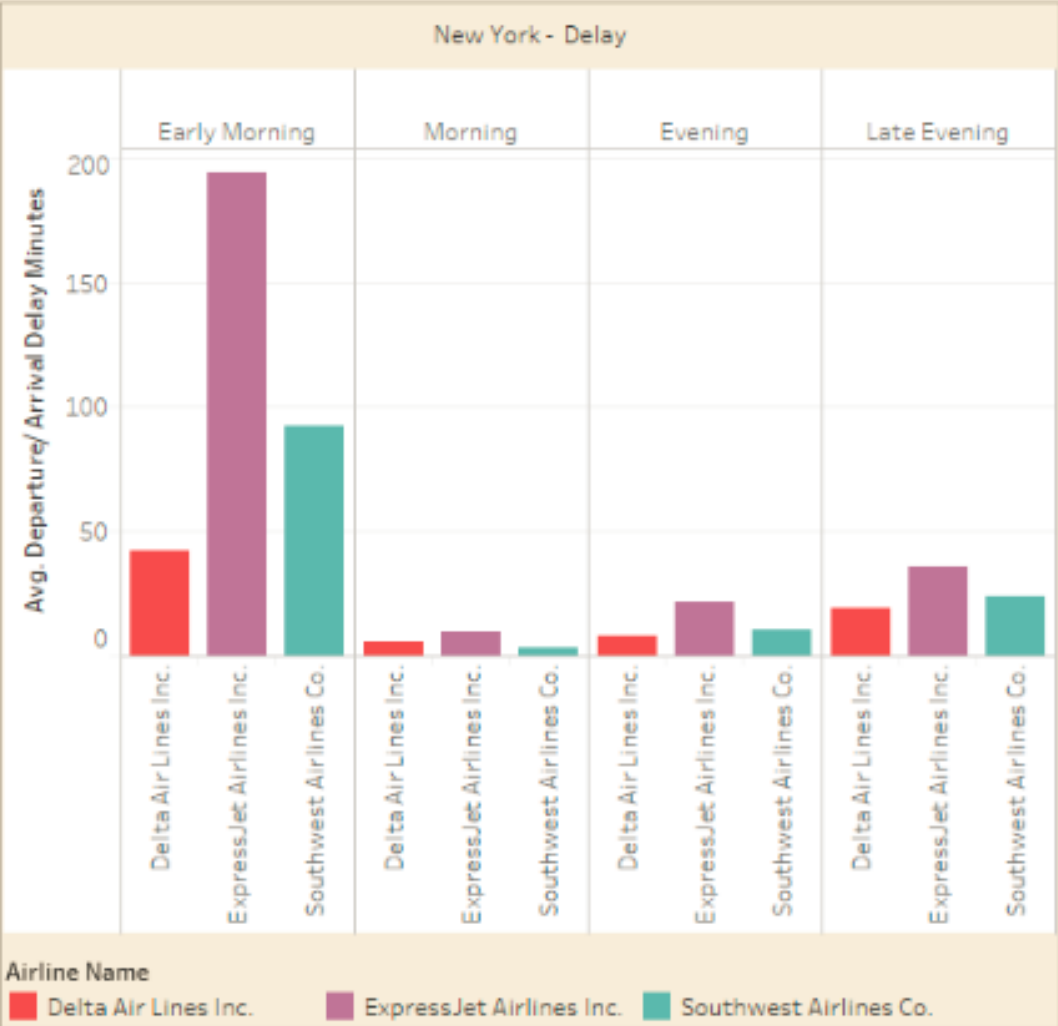
SouthWest has consistent average delay across cities, EJ average delay is below average for most of the cities

Performance of Express Jet and SouthWest at Houston



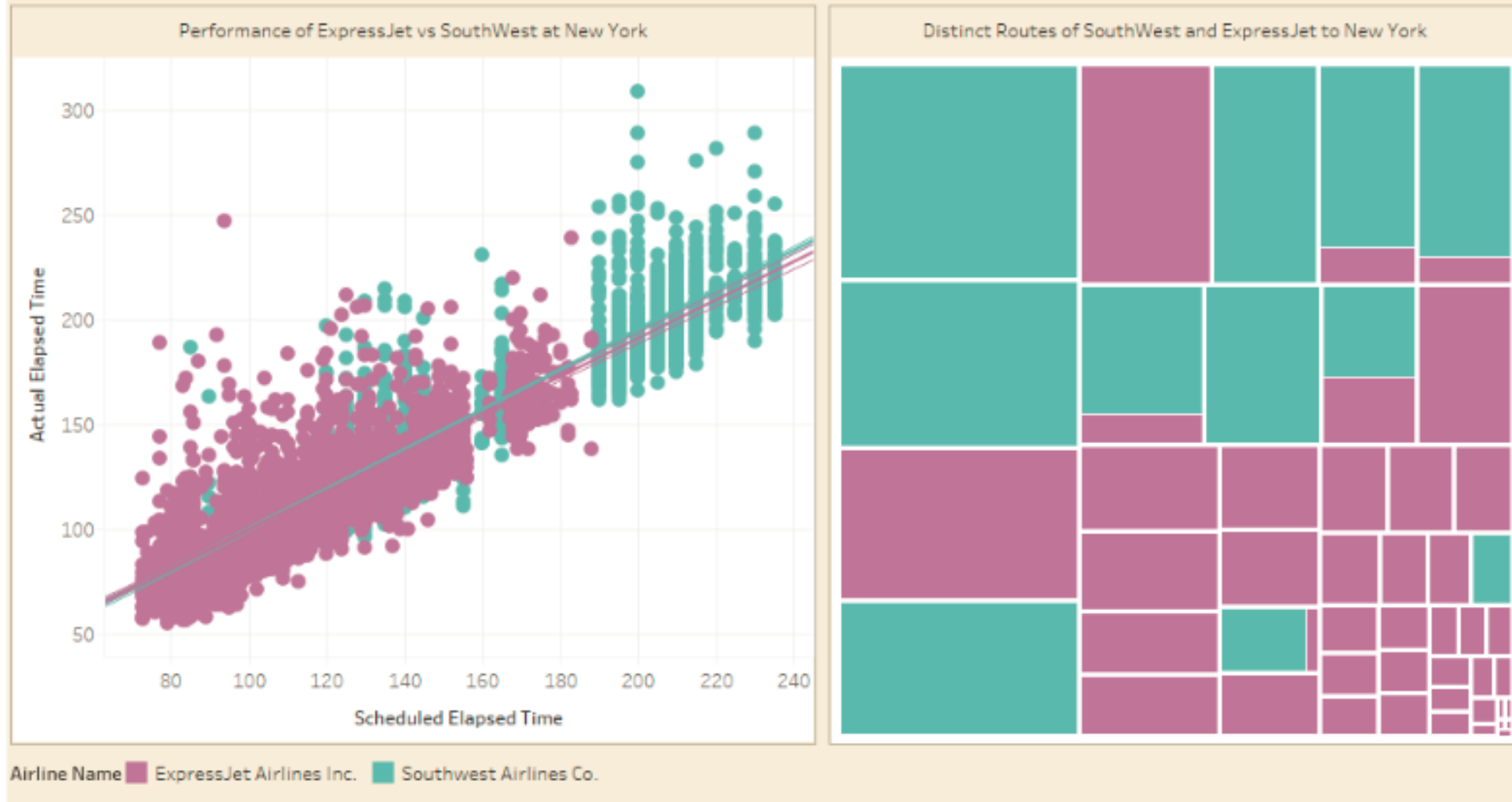
EJ does not maintain a fixed schedule across months, SW has organized schedule through the year

Performance against Competitors in NewYork



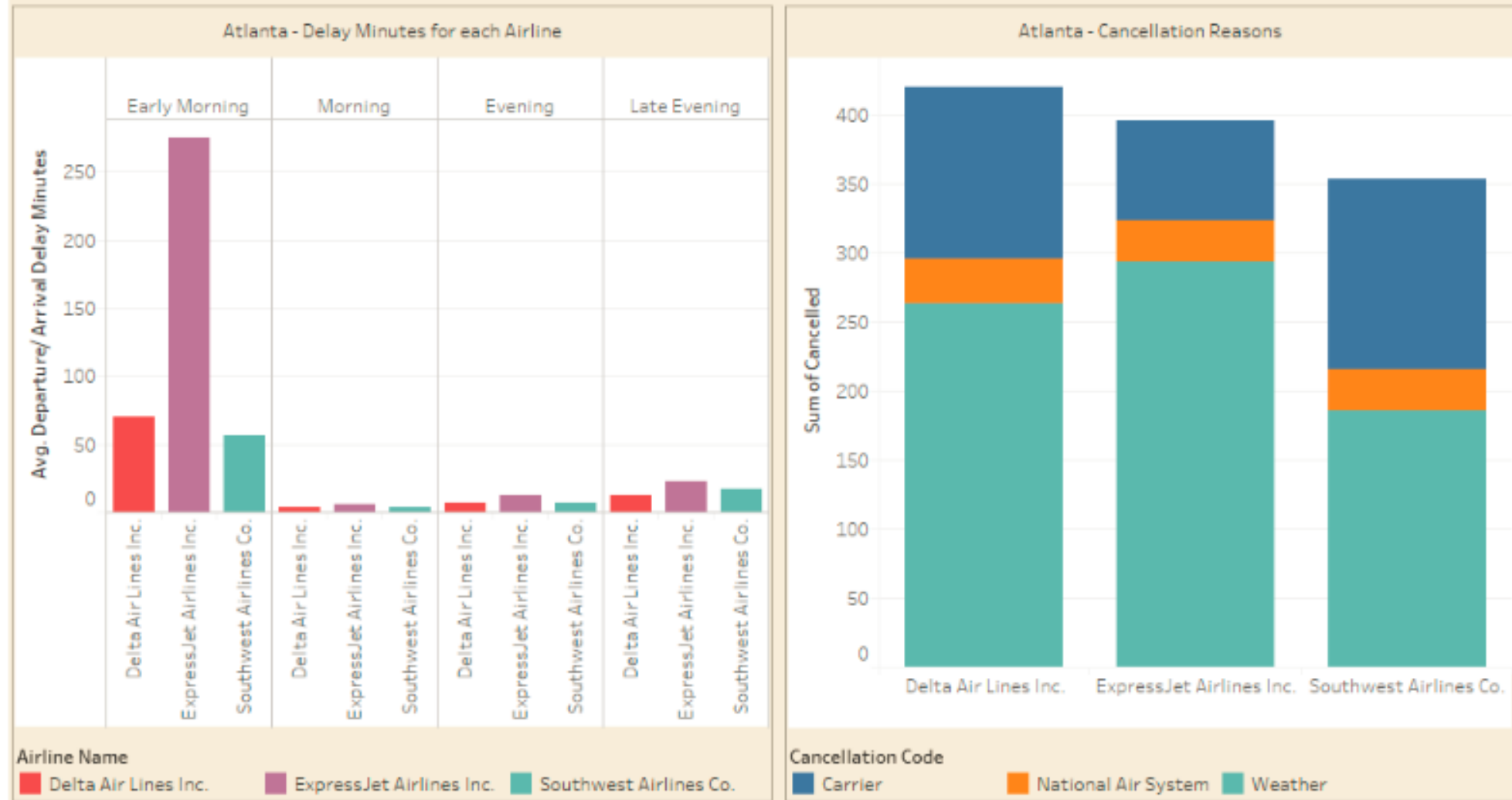
EJ has a scope for improvement for Average Delay as compared to SW

NewYork - ExpressJet vs SouthWest



SW focuses on popular cities whereas EJ covers many small cities which are not that popular

Performance against Competitors at Atlanta



EJ has very high Average Delay in the Early morning time and maximum flights cancelled due to Weather

Potential Market

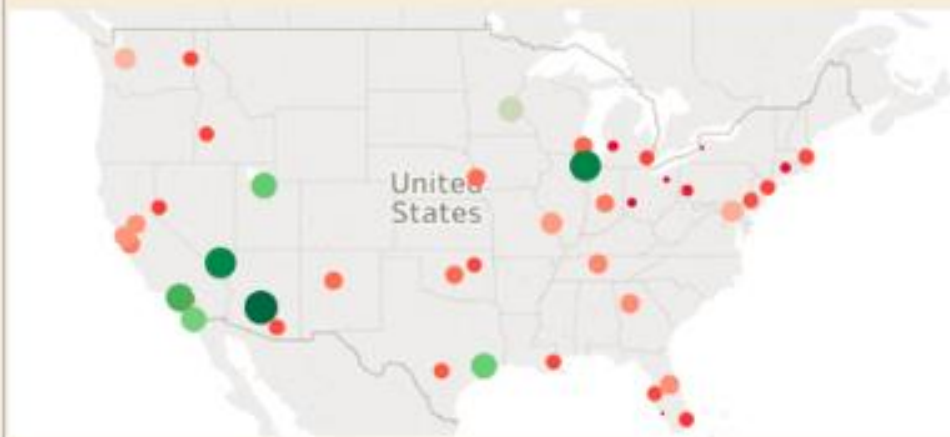
Top 10 Popular Cities with minimum coverage for ExpressJet Airways

	Southwest Airlines Co.	American Airlines Inc.	Delta Air Lines Inc.	SkyWest Airlines In..	United Air Lines Inc.	ExpressJet Airlines In..	JetBlue Airways	Alaska Airlines In..	Spirit Air Lines	Hawaiian Airlines In..	Frontier Airlines In..	Envoy Air	Virgin America
Denver	1	5	6	3	2	11	9	8	7		4		10
Los Angeles	1	2	3	5	4		9	7	8	11	10	12	6
San Francisco	5	4	6	2	1		7	8		10	9		3
Phoenix	2	1	4	3	5	11	9	6	8	10	7		
Las Vegas	1	2	3	10	4		8	9	5	11	6		7
Seattle	4	6	2	3	5		8	1	11	10	9		7
Minneapolis	4	3	1	2	7	5		9	6		8	10	
Orlando	1	3	4		5	10	2	8	7		6		9
Boston	5	2	3	10	4	7	1	9	6				8
Washington	3	1	5	9	2	6	4	10			8	11	7

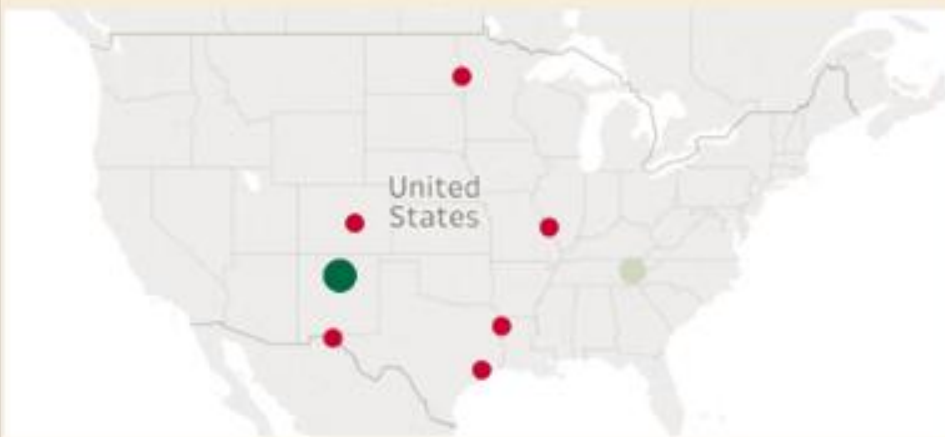
Scope for Business Expansion

Market Expansion: Increased Frequency - Denver

SouthWest Flights to Denver



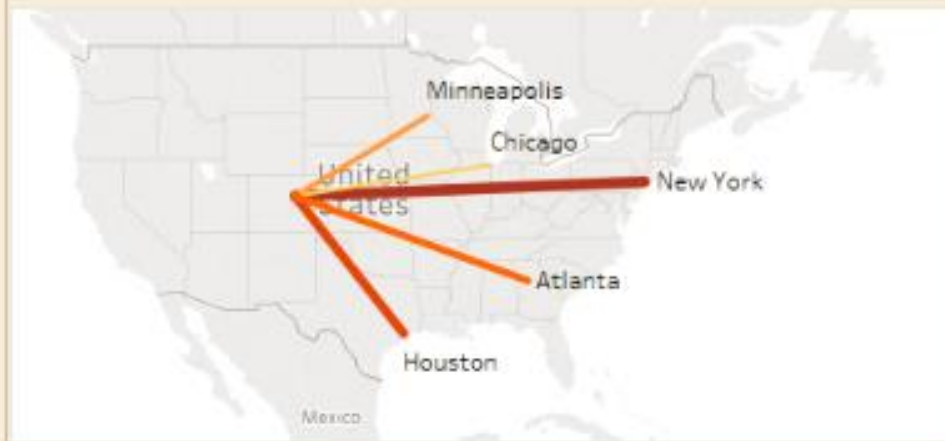
Current ExpressJet Routes to Denver



Popular Departures to Denver



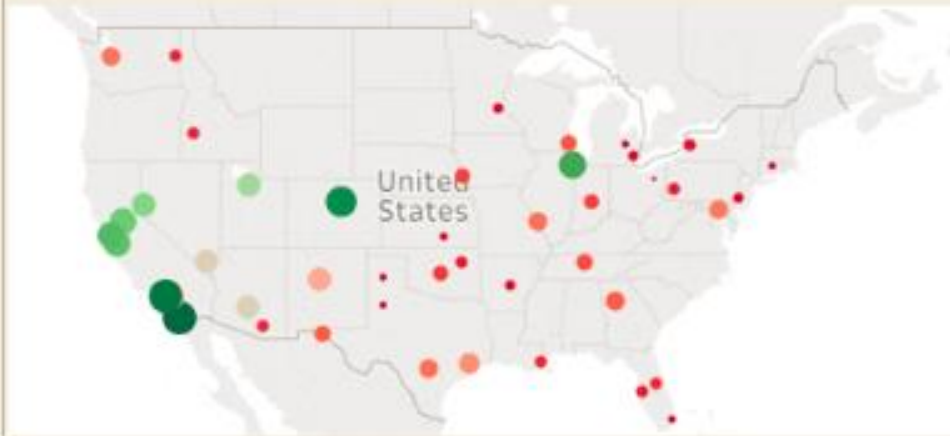
Suggested Increase in Frequency to Denver



Denver - Major Airport in the US. Increase the frequency from these cities

Market Expansion: Increased Frequency - Phoenix

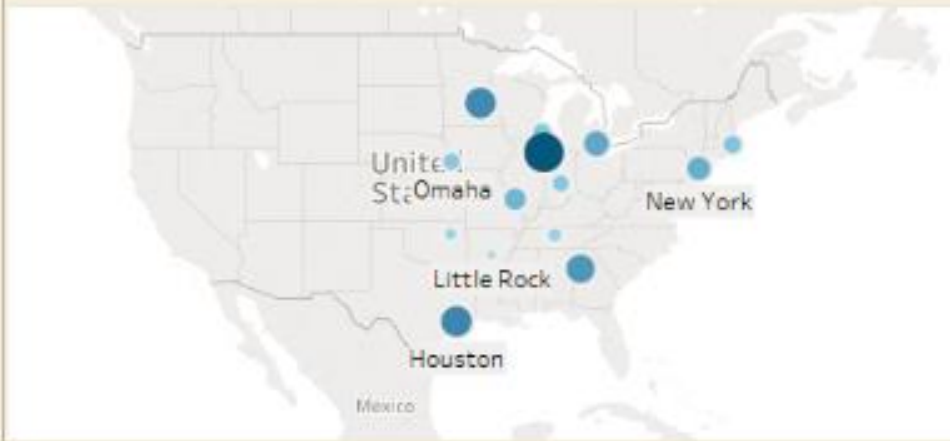
SouthWest Flights to Phoenix



Current ExpressJet Routes to Phoenix



Popular Departures to Phoenix



Suggested Increase in Frequency to Phoenix



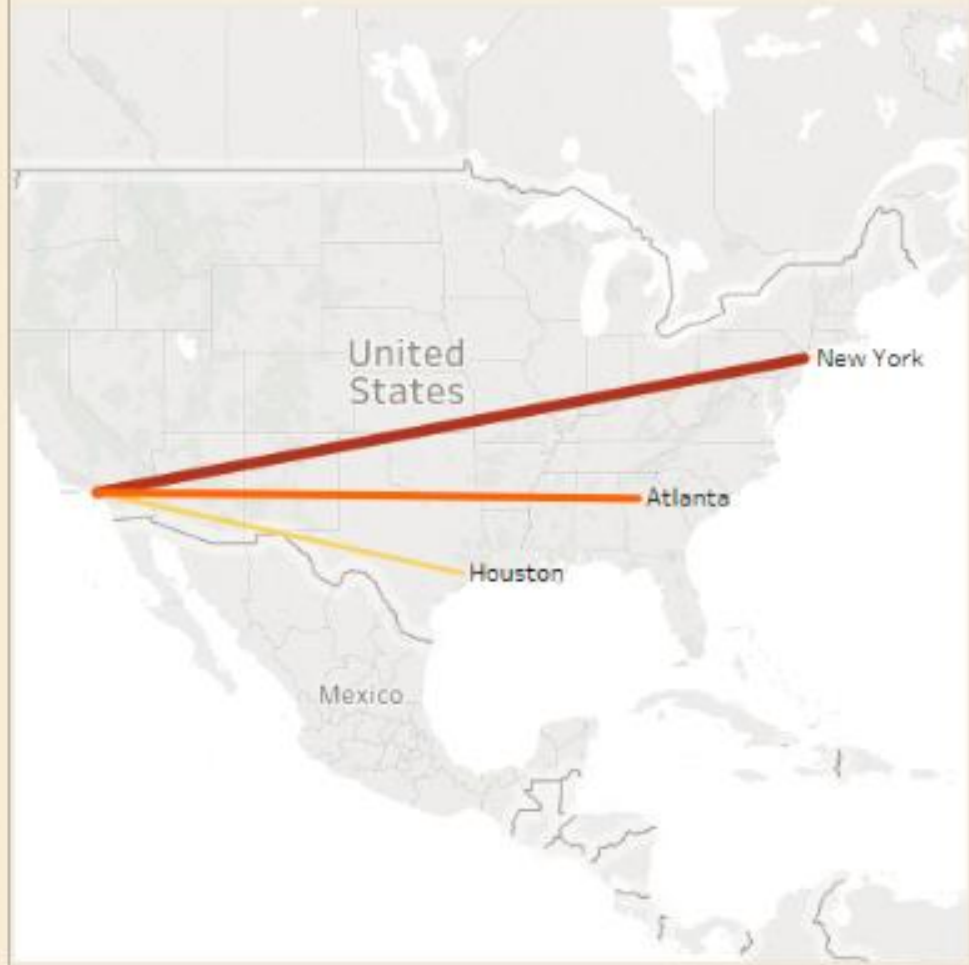
Phoenix - Major Airport in the US. Increase the frequency from these cities

Market Expansion: New Route - Los Angeles

SouthWest Flights to Los Angeles



Proposed Routes for ExpressJet



Proposed new route to Los Angeles - Market Expansion

Market Expansion: New Route - Las Vegas

SouthWest Flights to Las Vegas



Proposed Routes for ExpressJet



Proposed new route to Los Vegas - Market Expansion