When defining the total dissatisfaction index, we consider three factors: queueing, offering seats and same-row passengers separation. The third factor is because some family or fellow passengers may be split, causing dissatisfaction.

The weights of the three factors are respectively 1, 250 and 10. 1 is for standardization and the other two are to unite the magnitudes and importance, preventing the total index from tending to one of them, thus making the ultimate dissatisfaction index of all passengers linear and plausible.