

Airline Passenger Satisfaction Metrics



Gender

All

Class

All

Age (bins)

All

Flight Distance (bin...

All

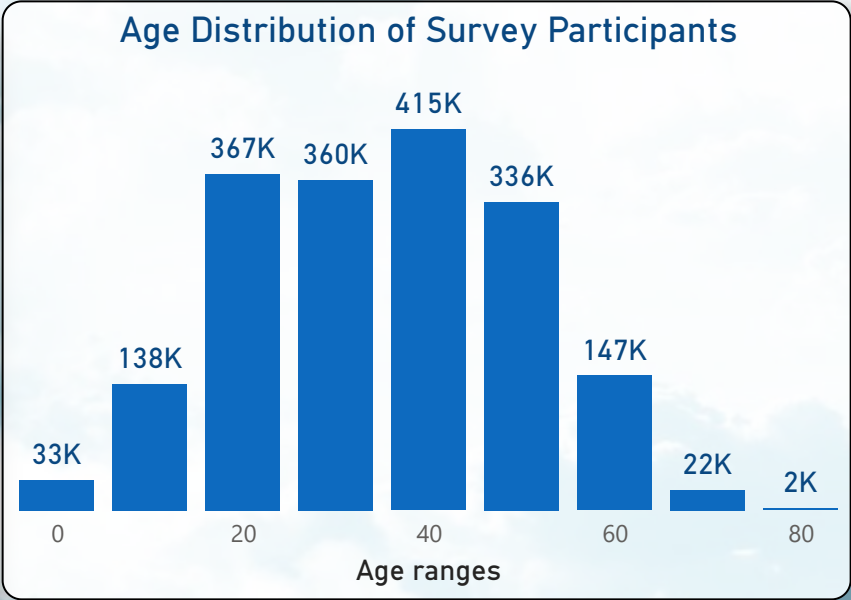
Type of Travel

All

Customer Type

All

Reset filters



14.71
Minutes of Departure Delay (Average)

15.09
Minutes of Arrival Delay (Average)

1190.32
Average Flight Distance (Miles)

- ### Highlights
- Passengers **below 20 years** and **between 60 and 80** gave the most 'Neutral or Dissatisfied' responses.
 - **First time customers** seemed to be more disgruntled than returning customers.
 - The **pre-boarding services** such as Check-in service and online boarding