Thank you so much for taking the time to speak with me. I'm working with a team developing a data-driven dashboard focused on flight cancellations and delays, and we want to ensure it's genuinely helpful for key people involved—like yourself.

We're hoping to better understand your day-to-day experience, especially how disruptions impact you and what kind of information could support you more effectively. This will help us design solutions that are not just analytical, but practical for real-life operations.

1. Can you tell us your name, airline/company, and how long you've been flying?
2. What types of routes do you usually fly — domestic, international, short-haul, long-haul?
3. From your experience, what are the most common causes of delays or cancellations?(Weather? Aircraft issues? Crew availability? ATC restrictions?)
4. When a delay happens, how is that communicated to you, and how do you relay that to passengers or other departments?
5. What are some delays that you feel could have been avoided if better coordination or real-time data was available?
6. When it comes to delays and cancellations, do you feel you have real-time visibility into all the information you need — or are there blind spots?
7. What's one thing you wish ground or operations teams better understood about the challenges pilots face during delays/cancellations?
8. When a flight is delayed or cancelled, how does that affect your routine, workload, or decisions? (Are you kept waiting? Are there crew coordination issues? Fatigue management?)
9. If you had access to a dashboard tailored for pilots, what kind of insights or alerts would be most useful to you? (E.g., expected turnaround delays, weather alerts, aircraft readiness, gate assignments, etc.)