



A stylized, cursive letter 'J' in a light purple color, positioned above the main title.

JetSetGo

a Business Intelligence Report

Let's Get Started...

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Problem Statement

Overall Picture...

JetSetGo is dealing with rising delays and cancellations across its flight network. These disruptions are not just operational — they lead to frustrated customers, lost revenue, increased compensation costs, and strained crew logistics.

The causes behind these issues vary: some stem from carrier delays and turnaround inefficiencies, while others are due to airport congestion or external factors like weather and security. Without a clear view of what's happening, where it's happening, and why — it's difficult to act.

This report helps break down the problem into focused areas, providing leadership with the clarity needed to make better, data-driven decisions — whether it's improving route planning, adjusting carrier performance, or tackling root causes of delay and disruption.



Flight cancellations disrupt schedules, cause customer dissatisfaction, and lead to financial losses through rebooking, refunds, and idle aircraft. Without knowing whether cancellations are driven by weather, security, or internal issues, it's hard to build effective contingency plans.

Let's see Why?



Delays increase operational costs, misalign crew schedules, and reduce overall efficiency. Understanding whether delays are due to carriers, late arrivals, or airspace issues helps JetSetGo target the most fixable problems and improve on-time performance.

Let's see Why?



Certain routes and airports consistently experience higher delays and cancellations, creating bottlenecks across the network. Identifying these hotspots helps in resource planning, airport coordination, and improving route reliability.

Let's see Why?



Not all carriers perform equally. Some airlines consistently contribute to higher delays or cancellations. Comparing airline performance helps JetSetGo evaluate partnerships, renegotiate contracts, and hold carriers accountable.

Let's see Why?

Overview Flight Status

Overview

Cancellations

Delays

Airport

Airline & Route

Airline

All

Time Period

All

State

All

Airport

All

Clear All Filters

Total Flights
2.75MCancellation %
10.30%Delay %
98.63%Avg Flight Distance (mil)
753.95Top Delay Reason
Departure DelayTop Cancellation Reason
SecurityAvg Arrival Delay(min)
46.98Avg Departure Delay(min)
36.97

Cancellation & Delay Over Time

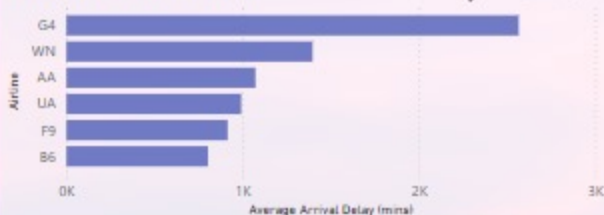
Cancelled Flights — Average Arrival Delay (min)

→ Cancellation Deep Dive



Airlines v/s Arrival Delays

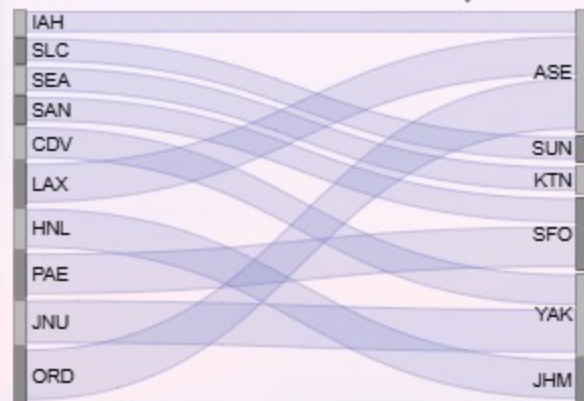
→ Delays Deep Dive



Summary Insights: Delays affected 98.63% of flights, with 10.3% cancellations, mainly due to Security issues. Carrier delays were the top delay cause, and G4 had the highest average arrival delay. Key delayed routes include IAH → ASE and SEA → SUN. May-June show signs of improvement.

Top 10 Most Delayed Routes

→ Route Deep Dive



Airline

All

Time Period

All

State

All

Airport

All

Clear All Filters

Cancellation Analysis

Monthly Trend of Cancelled Flights



Cancellations by Weekday



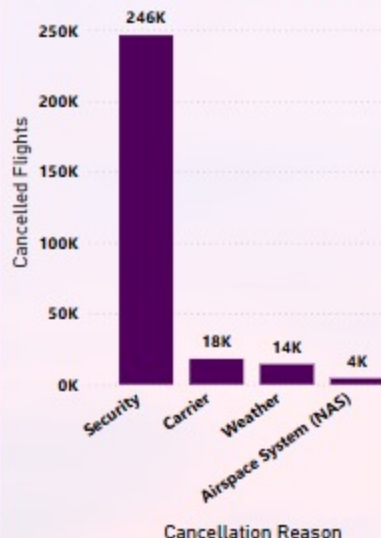
283K

Cancelled Flights

10.30%

Cancellation Rate (%)

Cancelled Flights: Breakdown by Reason

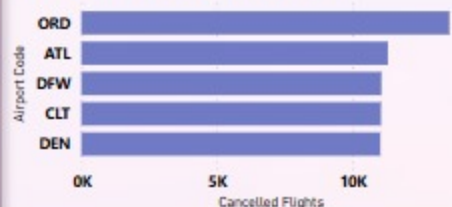


Flight Cancellations by Airport and Reason

● ATL ● ORD



Top Airports by Flight Cancellations



Insights:

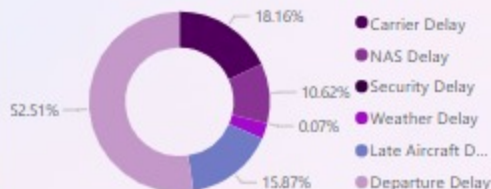
- 283K flights were cancelled (10.3% cancellation rate).
- Most cancellations occurred in April & on Thursdays.
- Security issues are the top cause (87%)
- ORD airport in Chicago and ATL airport in Atlanta were most impacted.
- Airline with most cancelled flights (79K) was AA.
- Airline with highest cancellation rate 25.59% is G4.

Delay Analysis

% DELAY > 15 MIN
10.56%

Top Delay Reason
Departure Delay

Delay Reasons



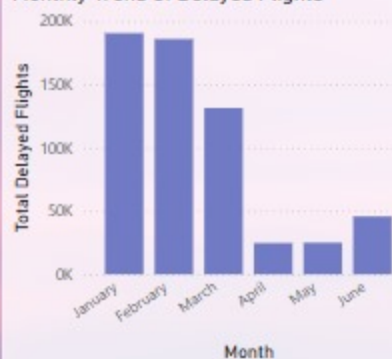
Top States with Departure Delay



Insights:

- 52.51% of the delay were caused by Departure Delay
- Most Departure Delay were caused in February
- Highest number of flights delayed were recorded in January 191K
- Texas was the top state with 65k departure delay flights.
- 10.56% of the delay was greater than 15 minutes.
- 370K flights were 0-15 minutes late.

Monthly Trend Of Delayed Flights



Departure Delay by Month



Distribution of Flights by Delay Duration



Overview Flight Status

Overview

Cancellations

Delays

Airline

Airport & Route

Airline

All

Time Period

All

State

All

Airport

All

Clear All Filters

Average Departure Delay by Hour and Day of Week

ACTUAL DEP HOUR	Fri	Mon	Sat	Sun	Thu	Tue	Wed
0	75.8	42.9	21.8	43.9	106.3	43.0	55.2
1	67.9	31.6	29.5	27.2	120.9	33.7	36.8
2	57.8	42.3	53.2	54.7	172.2	48.4	48.7
3	139.4	17.0	27.6	29.0	61.6	2.7	-2.8
4	-4.4	-6.5	-5.0	-6.6	-2.3	-5.4	-3.8
5	-3.9	-4.2	-4.5	-4.1	-1.3	-5.0	-5.1
6	-1.1	-0.2	-1.4	-1.5	1.3	-3.0	-3.1
7	4.0	0.3	0.2	0.4	4.1	-0.6	-0.2
8	4.1	2.6	0.9	1.0	7.7	0.4	1.9
9	7.9	3.3	4.5	2.5	7.8	2.6	2.7
10	9.4	3.3	4.8	3.4	10.9	4.2	3.7
11	10.6	4.6	4.4	2.9	14.7	4.4	4.2
12	11.9	4.2	5.2	4.6	15.5	4.6	4.7
13	13.2	5.8	5.9	5.8	19.7	5.3	5.2
14	13.4	5.1	5.7	5.4	20.2	3.8	5.0
15	14.1	8.8	5.3	9.2	22.2	5.1	5.2
16	13.8	6.4	5.8	7.2	23.4	5.8	6.7
17	12.4	4.7	4.7	6.0	24.6	3.7	6.9
18	16.4	6.0	6.6	7.5	24.0	5.3	6.8
19	15.1	6.5	6.8	8.5	26.1	6.2	9.2
20	18.0	10.2	6.6	10.1	29.3	7.5	11.6
21	22.0	11.9	10.6	12.8	36.2	11.6	18.6
22	23.0	14.1	9.9	14.2	39.5	13.5	20.8
23	43.2	25.1	20.6	34.0	65.0	25.1	34.2

ORIGIN_STATE_N... x

U.S. Pacific Trust Terr...

ORIGIN_CITY_NA... x

Pago Pago, TT

ORIGIN_AIF

U.S. Pacific Trust Terr...

124.40

Pago Pago, TT

743.00

PPG

743.00

Wyoming

81.61

Salpan, TT

46.40

Kansas

80.82

Guam, TT

18.50

North Dakota

74.50

West Virginia

73.83

Maine

68.28

U.S. Virgin Islands

62.05

South Carolina

60.35

Alabama

57.92

Avg Departure Delay...

60.85

Airport Analysis

Top Delayed Flights Airport
DFW

Top Cancellation Airport
ORD

Worst On-Time Arrival
UIN

Top Avg Delay Airport
PPG

Summary Insight: This dashboard highlights airports with the worst delay and cancellation performance. DFW, ORD, and PPG stand out for delays, cancellations, and long average delays, respectively. The map shows high departure delays concentrated in the US and Europe. The bar chart reveals carrier and weather issues as major cancellation reasons at top airports.

Airports & Departure Delay



Top 10 Airports by Cancellation & Reasons

CANCELLATION RE... Airspace S... Carrier Not Canc... Security Weather



Airline and Route Analysis

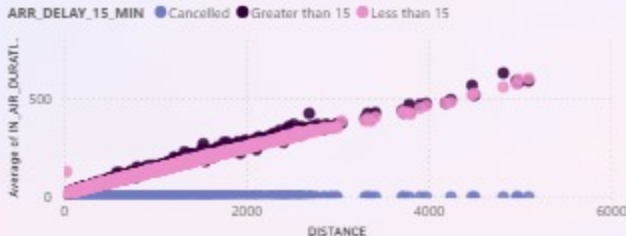
Longest Route
BOS → HNL

Longest Flight Time (mins)
1438

Most Delayed Carrier
G4

Most Delayed Route
SWF → VPS

Duration Over Distance & Delay



Average Delay & Cancellations by Airline



Summary Insight: Longer routes, like BOS → HNL and DTW → HNL, show the highest delays, as seen in both score cards and delay charts. Delay duration increases steadily with flight distance, especially for delays over 15 minutes. G4 has the highest average delay and notable cancellation rates, confirming it as the most delayed carrier. SWF → VPS is the most delayed route, but visual data shows Hawaii-bound flights consistently dominate delay metrics.

10 Longest Routes by Arrival and Departure Delay

