

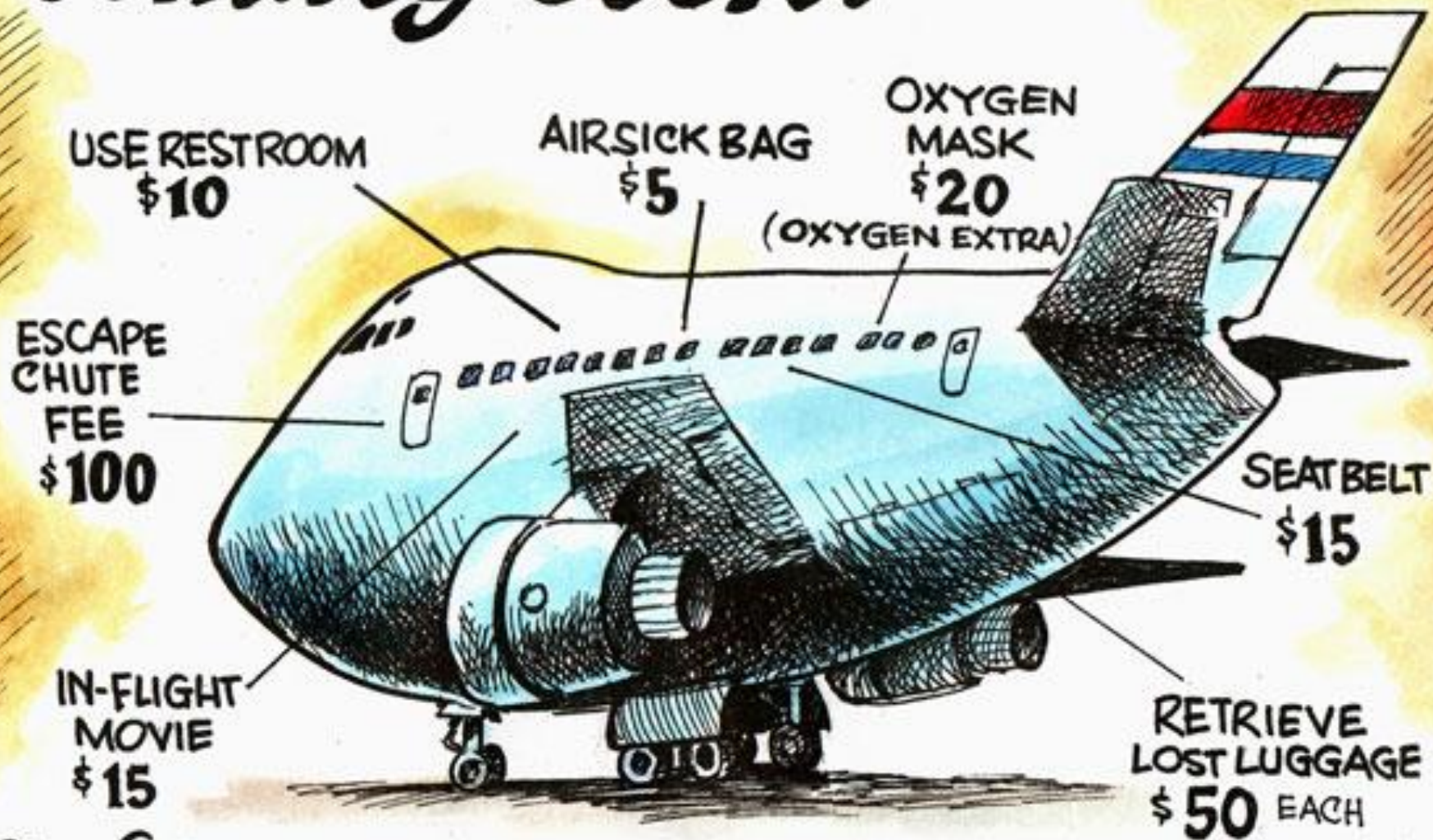
Some Facts and Observations About Airlines



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Coming soon!



Check-in

All gates

Check if
your carry-on
luggage fits



22"

44"

Check if
you fit



31"



31"



CHIARI

International New York Times

How the Airlines Ranked for 2017

1.  Alaska
AIR L I N E S
2.  Delta
3.  jetBlue
4.  HAWAIIAN
AIRLINES
5.  SOUTHWEST
6.  SkyWest
AIR L I N E S
7.  Virgin
america
8.  United
Airlines 
9.  American Airlines 
10.  EXPRESSJET
11.  FRONTIER
12.  spirit
airlines

U.S Domestic Airlines

<i>Industry Performance</i>	<i>2016</i>	<i>2017</i>
OT On-Time Arrival (percentage)	81.4%	80.2%
DB Denied Boardings (per 10,000 passengers)	0.62	0.34
MB Mishandled Bags (per 1,000 passengers)	2.70	2.46
CC Customer. Complaints (per 100,000 passengers)	1.52	1.35

Best Performers**2016****2017**

OT On-Time Arrival	Hawaiian (91.1%)	Hawaiian (88.2%)
DB Denied Boardings	Hawaiian (0.05)	Delta (0.05)
MB Mishandled Bags	Virgin Am (1.03)	Spirit (1.61)
CC Customer Complaints	Southwest (0.47)	Southwest (0.47)

Worst Performers**2016****2017**

OT On-Time Arrival	Spirit (74.3%)	Virgin Am. (70.0%)
DB Denied Boardings	ExpressJet (1.51)	Spirit (0.82)
MB Mishandled Bags	ExpressJet (4.31)	ExpressJet (3.88)
CC Customer Complaints	Spirit (6.74)	Spirit (5.59)

Some Facts about U.S. Airlines for 2015

Approximately **741 million people boarded U.S. carriers** to fly somewhere inside the U.S. in 2017 (a 3% increase over 2016).

The number of **domestic flight departures in 2017 was 8.2 million**. That is about 24,400 departures per day.

Fuel to accomplish this amounted to approximately 11.34 billion gallons at \$1.70 per gallon or approximately \$17.8 billion. Fuel is the second largest cost (17%) of an airline.

The **average domestic airfare in 2017 was \$336** (a 4% **decrease** from \$350 in 2016). **Average airfare in 2017 for Wichita was \$386**; \$338 for Kansas City; \$402 for Tulsa and \$390 for Oklahoma City.

Baggage fee revenue for all domestic airlines was approximately \$3.6 billion in 2017.

Reservation/Change fees added an additional \$1.9 billion to airlines revenue stream.

The Status of Air Travel in the United States survey conducted in January 2017 found traveler priorities to be:

- 1. Affordability (Price)**
- 2. Flight schedules (where and when)**
- 3. Reliability of on-time departure and arrival**
- 4. Seat comfort**
- 5. Customer service**

Until the recent Southwest Airlines accident, U.S. domestic airlines had been without a fatal accident for nine years.

**YOU'RE
FLYING YOUR
DOGHOUSE ALL
THE WAY TO
LA GUARDIA?**

**BEATS
GETTING
STUCK IN AN
OVERHEAD
BIN ON
UNITED...**



In 2017 506,994 animals were transported by U.S. airlines. Only four airlines had any “incidents”. Those four airlines had a total of 40 “incidents” and United had 31 of those ”incidents”. United’s animal transport “incident“ rate is over nine times the rest of the industry carriers combined.

If the family pet needs to go on the trip, seriously consider driving instead of flying.

To see the full Airline Quality Rating report go to:
www.airlinequalityrating.com