Some Facts and Observations About Airlines

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Coming Soon!

- Use Restroom: $10
- Airsick Bag: $5
- Oxygen Mask: $20 (Oxygen Extra)
- Escape Chute Fee: $100
- Seatbelt: $15
- In-Flight Movie: $15
- Retrieve Lost Luggage: $50 Each

Dave Granlund © www.davegranlund.com
Check if your carry-on luggage fits

Check if you fit

22"

44"
How the Airlines Ranked for 2017

1. Alaska Airlines
2. Delta
3. jetBlue
4. Hawaiian Airlines
5. Southwest
6. SkyWest Airlines
7. Virgin America
8. United Airlines
9. American Airlines
10. ExpressJet
11. Frontier
12. Spirit Airlines

Source: Airline Quality Rating 2018
# U.S Domestic Airlines

<table>
<thead>
<tr>
<th>Industry Performance</th>
<th>2016</th>
<th>2017</th>
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<tbody>
<tr>
<td>OT On-Time Arrival (percentage)</td>
<td>81.4%</td>
<td>80.2%</td>
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<tr>
<td>DB Denied Boardings (per 10,000 passengers)</td>
<td>0.62</td>
<td>0.34</td>
</tr>
<tr>
<td>MB Mishandled Bags (per 1,000 passengers)</td>
<td>2.70</td>
<td>2.46</td>
</tr>
<tr>
<td>CC Customer. Complaints (per 100,000 passengers)</td>
<td>1.52</td>
<td>1.35</td>
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<tr>
<td>Best Performers</td>
<td>2016</td>
<td>2017</td>
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<tr>
<td>OT On-Time Arrival</td>
<td>Hawaiian (91.1%)</td>
<td>Hawaiian (88.2%)</td>
</tr>
<tr>
<td>DB Denied Boardings</td>
<td>Hawaiian (0.05)</td>
<td>Delta (0.05)</td>
</tr>
<tr>
<td>MB Mishandled Bags</td>
<td>Virgin Am (1.03)</td>
<td>Spirit (1.61)</td>
</tr>
<tr>
<td>CC Customer Complaints</td>
<td>Southwest (0.47)</td>
<td>Southwest (0.47)</td>
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<tr>
<th>Worst Performers</th>
<th>2016</th>
<th>2017</th>
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</thead>
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<tr>
<td>OT On-Time Arrival</td>
<td>Spirit (74.3%)</td>
<td>Virgin Am. (70.0%)</td>
</tr>
<tr>
<td>DB Denied Boardings</td>
<td>ExpressJet (1.51)</td>
<td>Spirit (0.82)</td>
</tr>
<tr>
<td>MB Mishandled Bags</td>
<td>ExpressJet (4.31)</td>
<td>ExpressJet (3.88)</td>
</tr>
<tr>
<td>CC Customer Complaints</td>
<td>Spirit (6.74)</td>
<td>Spirit (5.59)</td>
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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