

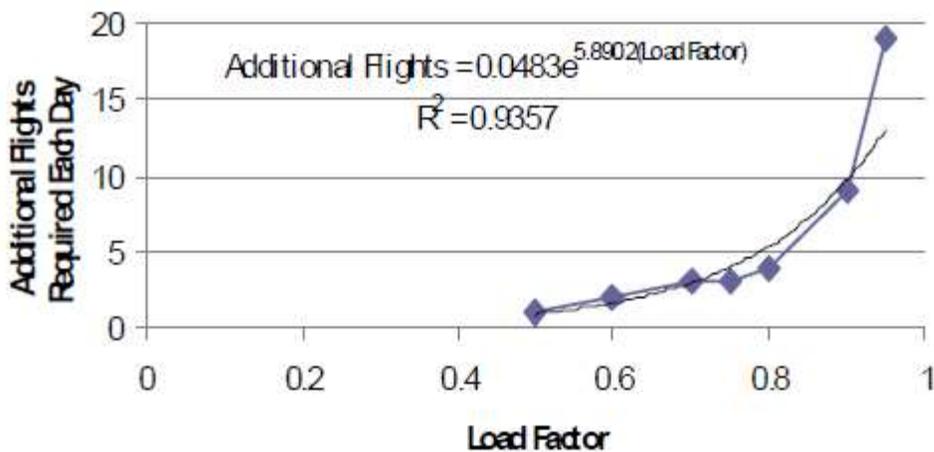
1. A Passenger Itinerary is (CIRCLE ONE)
 - a. List of cities a passenger will visit on an extended tour
 - b. List of aircraft types that a passenger will fly in the course of a trip
 - c. **List of flights that a passenger will take to complete a trip**
 - d. List of disruptions that occur on a trip

2. List the 5 main types of Causes of Itinerary Disruptions (2 for Direct Itineraries, and 3 for Connecting Itineraries) and explain how passengers accrue delays

Itinerary Type	Cause of Itinerary Disruption	How Passengers Accrue Delays
Direct	<i>Delayed flight (more than 15 minutes)</i>	<i>All passengers experience delays equivalent to the delay of the flight (minus 15 minutes)</i>
	<i>Cancelled flight</i>	<i>Pax delays due to rebooking. Some pax rebooked sooner than others. Depends on available seats and frequency of service</i>
Connecting	<i>Delayed flight (more than 15 minutes). Applies only to 2nd leg of connecting itinerary (i.e. delay on 1st leg may not impact passenger as still make connection)</i>	<i>All passengers experience delays equivalent to the delay of the flight (minus 15 minutes)</i>
	<i>Cancelled flight</i>	<i>Pax delays due to rebooking. Some pax rebooked sooner than others. Depends on available seats and frequency of service</i>
	<i>1st leg of connecting</i>	<i>Pax delays due to rebooking. Some pax</i>

	<p><i>itinerary is delayed such that passengers miss 2nd leg (i.e. connection)</i></p>	<p><i>rebooked sooner than others. Depends on available seats and frequency of service</i></p>
--	---	--

3. Explain the following graph



Vertical axis - number of flights to rebook passengers if flight they are on is cancelled.

Assumption: Same size aircraft (i.e. same number of seats), same Load Factor (i.e. pax).

Number of flights required to rebook increases geometrically as Load Factor increases

4. Draw a Space-Time Diagram for a Connecting Passenger Itinerary that is disrupted by a missed connection. Assume 100 seat aircraft with 80% Load Factor. Use bold lines for the scheduled flights. Use dashed lines for the actual flights. Be sure to show how all the passengers are accommodated.

