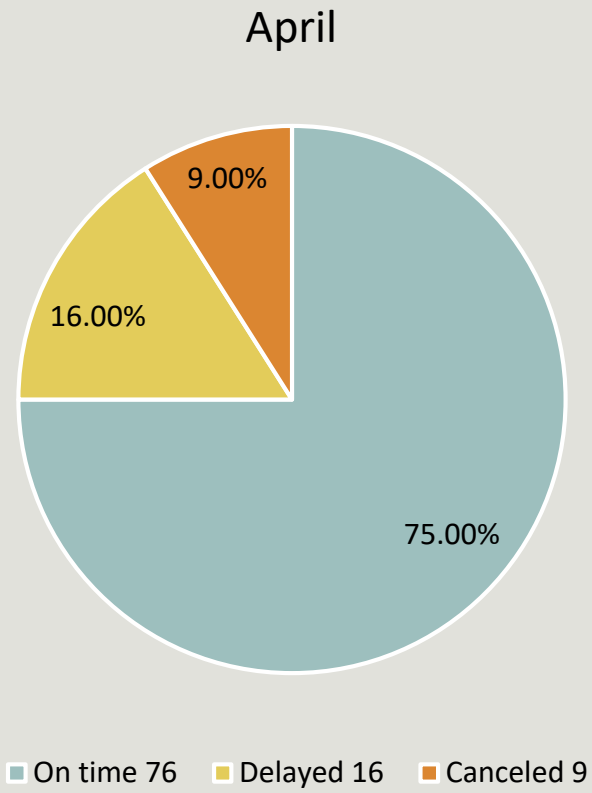
City of Kirksville

Essential Air Service Quarterly Presentation

April 2024 Flight Data

Total number of flights: 101
Passengers: 724
Completed flights: 91%



On-time: leaves early or no more than 15 minutes late
Delayed: more than 15 minutes

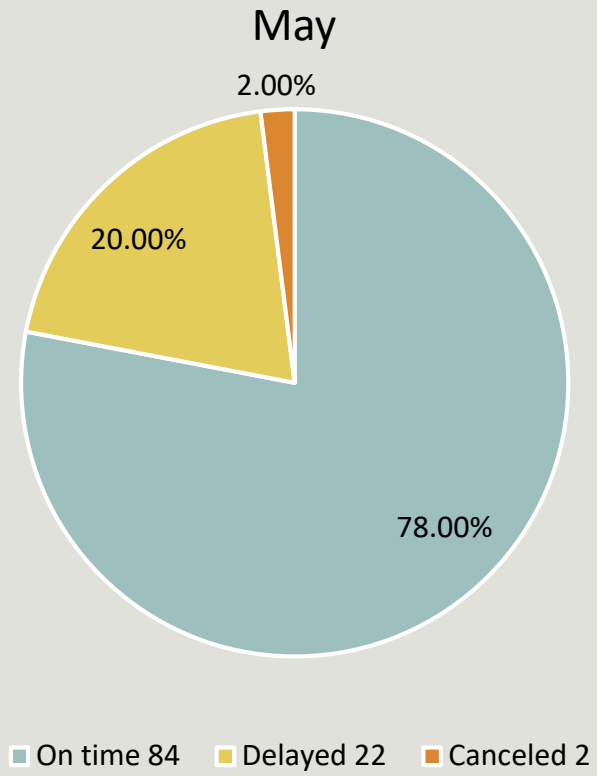
*7 canceled flights due to cracked windshield
*2 from weather

May 2024 Flight Data

Total number of flights: 108
Passengers: 1001 a new High
Completed flights: 98%

<u>On-time:</u> leaves early or no more than 15 minutes late
<u>Delayed:</u> more than 15 minutes

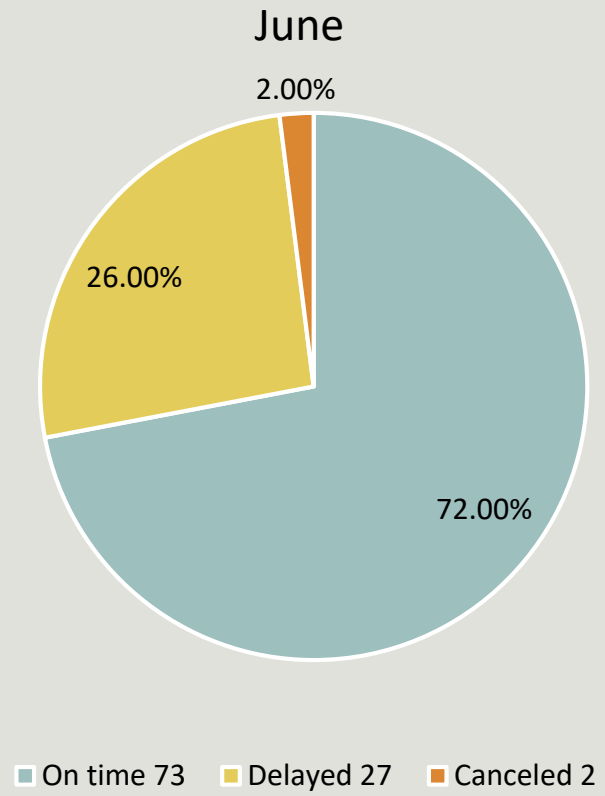
*Delay increase due to high volume of passengers and TSA



June 2024 Flight Data

Total number of flights: 103
Passengers: 982
Completed flights: 98%

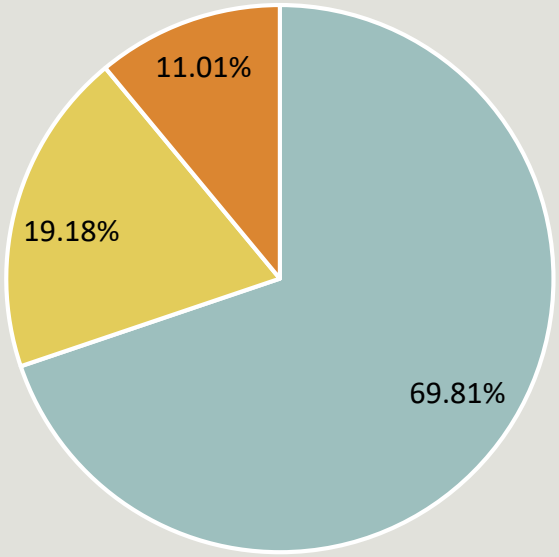
<u>On-time:</u> leaves early or no more than 15 minutes late
<u>Delayed:</u> more than 15 minutes



Combined Flight Data

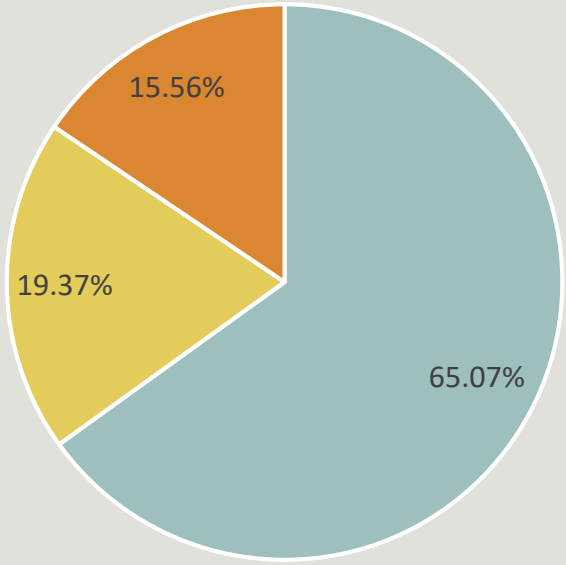
October - December 2023

Total number of flights: 318
Passengers: 2,767
Completed flights: 88.99%



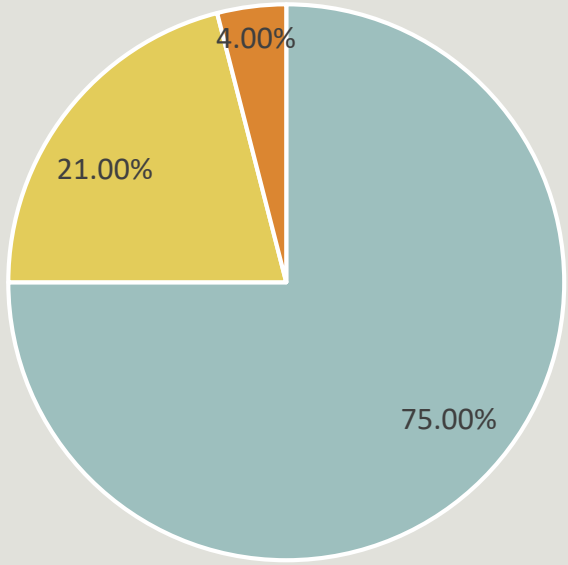
January - March 2024

Total number of flights: 315
Passengers: 2,127
Completed flights: 84.44%



April - May 2024

Total number of flights: 312
Passengers: 2,707
Completed flights: 96%



Improved Areas of Service

- Over the last three months, Contour has experienced a significant drop in cancelations
- Continued improvement month to month in flights that are on time
- Their maintenance team has done an excellent job quickly addressing issues as they arise, as is shown by the decrease in cancellations from the past two quarters.

Areas for Additional Improvement

- Provide more information to passengers on reasons for delays and cancellations
- Reduce incidents of multiple flight cancellations by utilizing spare airplanes
- Work on better assisting passengers to their destinations when flights are canceled
- Decrease frequency of preventable delays by purchasing fuel in Kirksville rather than in Chicago where there are long wait times for fueling

Communication with Contour

- Weekly meeting with Kirksville's station manager
- Bi-weekly phone conference with Contour's regional station manager
- Quarterly phone conference with Contour Airlines President Matt Chaifetz