

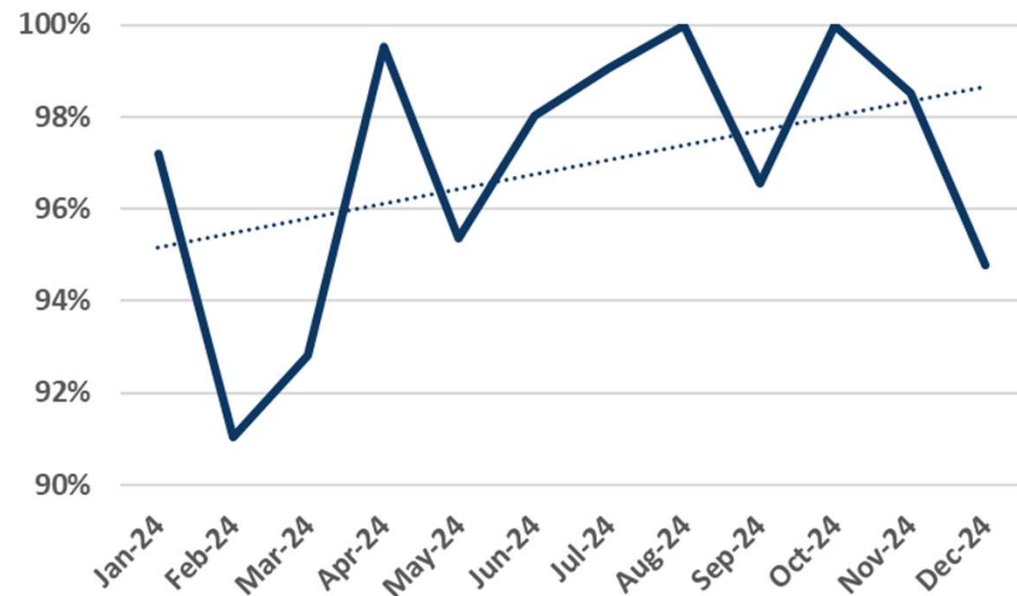
Performance



Operational performance:

- Highly reliable service: 2,509 completed flights; completion factor – **96.9%**
- Very high and improving completion factors
- High on-time performance – **95.8%**

Merced 2024 Monthly Completion Factors



Very High Completion Factors

Ridership

ADVANCED AIR

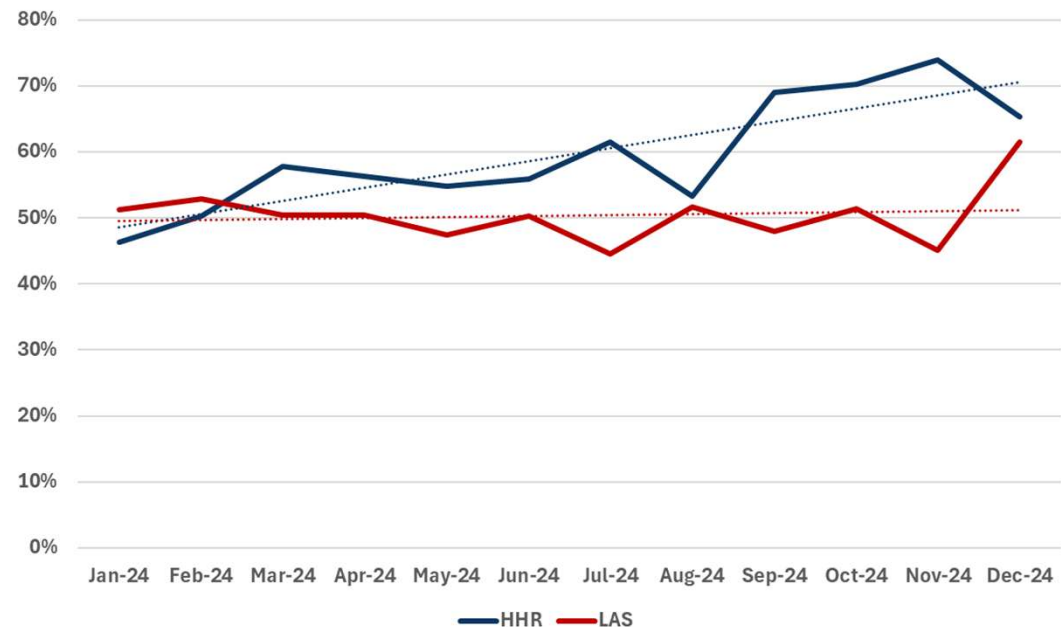


9,341 passengers flown

Load factor increases from:

- On-time performance
- High completion rates
- Community involvement
- Service marketing

Merced 2024 Average Monthly Load Factors



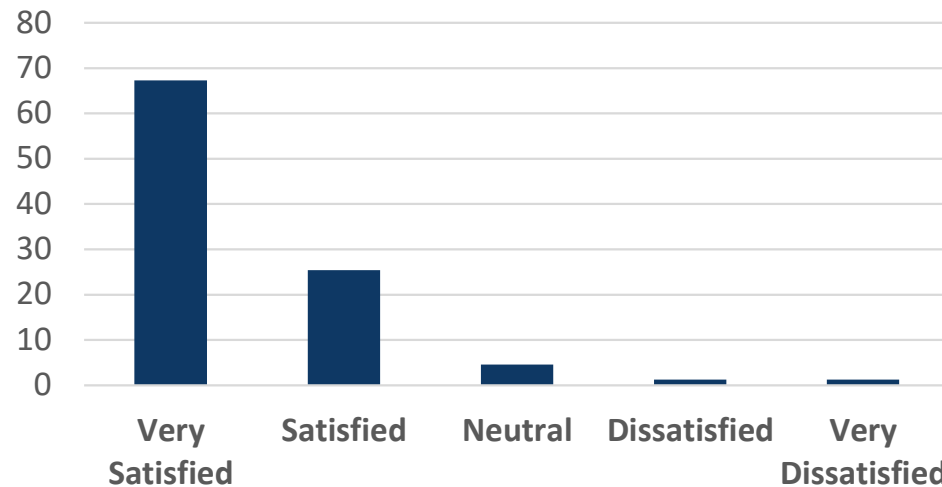
Steadily Increasing Load Factors

Feedback

ADVANCED AIR



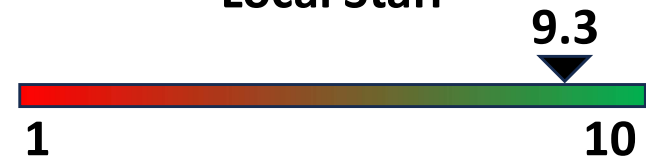
Customer Satisfaction (%)



Customer Service



Local Staff



From Customers:

Your customer service is great!

Everyone is friendly.

I love flying with you!!!

Surveys Show High Level of Customer Satisfaction

*based on surveys of passengers