



Proposal for Essential Air Service

Decatur, IL

DOT-OST-2006-23929



CONTOUR

Expanding Network

Contour Airlines has grown rapidly without sacrificing industry-leading reliability

- Contour launched its first scheduled route, Tupelo (TUP) to Nashville (BNA) in 2016
- Contour has since expanded to 26 cities nationwide, carrying over 350,000 passengers annually.
- Contour has maintained industry-leading reliability despite its rapid growth, with its controllable completion factor topping 98% each of the last twelve months.



Contour Airlines Route Network August 2023



Regional Jet Fleet



Contour's regional jet fleet provides a consistent and reliable product to our customers

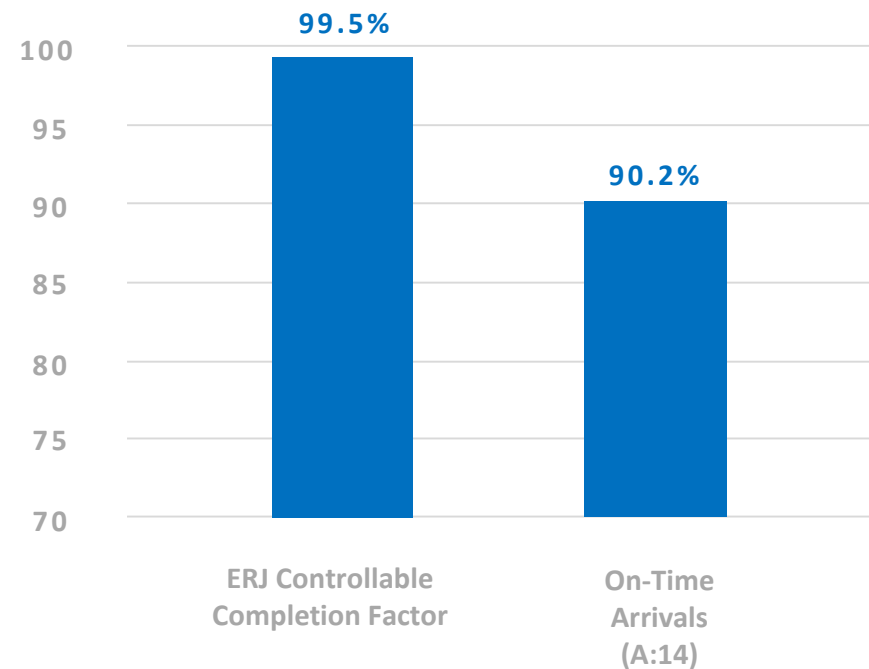
- Contour operates a fleet of 25+ regional jets and a variety of business jets available for private charter.
- Our Embraer regional jets seat 30 passengers in a 2 by 1 configuration and feature 36" of seat pitch in every row.
- Contour performs heavy checks in-house at its primary maintenance facility in Smyrna, TN, as well as line maintenance at multiple outstations across the country.
- Contour plans to nearly double its Embraer fleet in the next two years and has begun taking delivery of an additional 10 ERJ-140 aircraft.

Reliability and Safety

- In 2021 Contour's network on time performance was 90.2% and controllable completion factor was 99.5%, both of which are among the best in the industry.
- Contour has been consistently ranked either the first or second most punctual airline in America by OAG.
- The company renewed its Department of Defense certification and underwent an audit that imposes the most exacting safety standards



2021 Operational Reliability



CONTOUR

*Source: OAG Airline Monthly OTP – September/October 2019

EAS Success

Contour's operational reliability has driven considerable traffic growth over prior carriers in EAS markets

More passengers, jet service could lead to bigger things

"Contour promised to deliver, and they've made good on that promise. Almost always on time, Contour helped bring passenger boardings at Tupelo Regional Airport to a nine-year high."

-Daily Journal, January 13, 2019

Contour revitalizes Tupelo air service

"Contour has restored reliability and trust to air service in the All-America City."

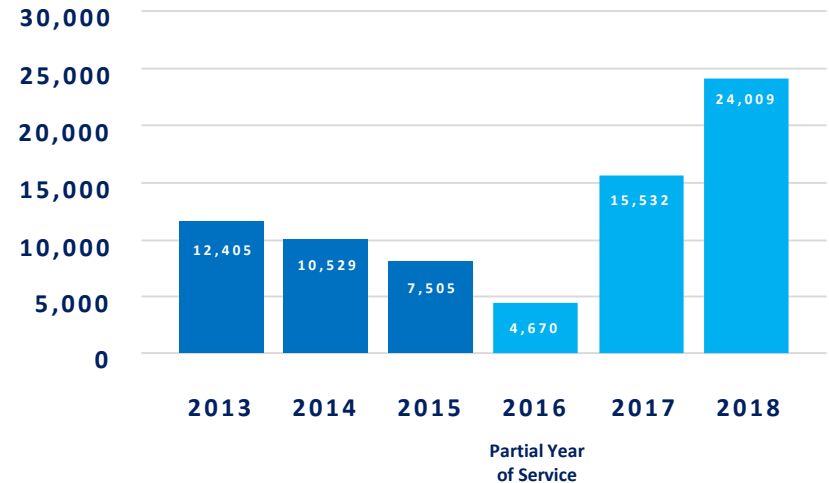
-Daily Journal, January 4, 2019

Contour Airlines numbers continue to fly high

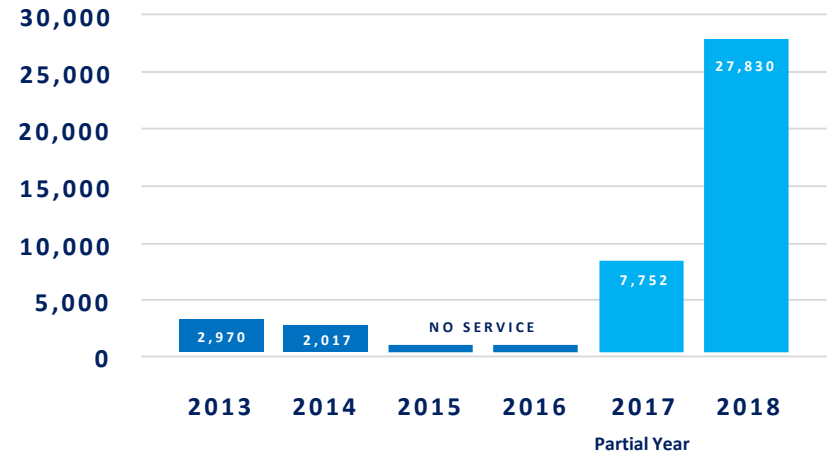
"Month after month, the number of passengers flying through the Middle Georgia Regional Airport continues to soar...It's a level of success the airport hasn't seen..."

- 41 NBC Macon, July 11, 2018

Tupelo, MS
Passenger
Traffic by
Year



Macon, GA
Passenger
Traffic by
Year



Contour
Previous Carrier

Marketing Plan

- Contour schedules are ideally timed for business travel and onward connections.
- Contour commits to a marketing spend of at least \$25K annually using mix of social media, print, radio, billboards, and sponsorships
- An interline agreement with American Airlines now offers seamless connections to destinations around the world
- Contour offers a complimentary checked bag to all passengers as well as other consumer-friendly policies, particularly when compared to legacy carriers
- Super Saver Fares are unique to Contour and offer highly discounted fares for last minute travel as low as \$19 each way, stimulating demand and increasing passenger traffic.



Customer Experience

Contour has made significant investments in our internal and external customer experience

- Contour has an interline partnership with American Airlines that began October 2019. Contour and American combined itineraries can be booked via [contourairlines.com](https://www.contourairlines.com), [AA.com](https://www.aa.com), and all major online and retail travel agencies.
- Contour launched an all-new website and booking engine in Q4 2020.
- Contour has launched a mobile app that supports booking, trip management, check in, and flight status monitoring.



Decatur, IL
 Route: DEC-ORD
 Service in Regional Jet Aircraft configured with 30 passenger seats
 All flights conducted as 14 CFR Part 380 public charters
 Year 1 Projection - 3 Year Term
 Annual Escalation: 5%

Operations

Scheduled Flight Segments		1,248
Completion Factor/Completed Flight Segments	97%	1,211
Scheduled Seats	30	37,440

Revenue

Estimated Average Load Factor/Total Annual Passengers	62%	23,213
Average Fare	\$	65.00
Total Revenue	\$	1,508,832.00

Expenses

Fuel	\$	3,650,000.00
Maintenance and Reserves	\$	1,640,350.00
Pilot Costs	\$	1,350,000.00
Aircraft Fixed Costs	\$	850,000.00
Marketing	\$	25,000.00
Other Indirect Costs	\$	870,000.00
Total Expenses	\$	8,385,350.00
Profit Component (Percentage of Total Expenses)	5% \$	419,267.50

Proposed Subsidy - Year 1	\$	7,295,785.50
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**Service under traditional EAS contingent on community waiving its right to scheduled service*

