



FOR IMMEDIATE RELEASE:

**Avelo Airlines Celebrates Third Anniversary
at Tweed-New Haven Airport**

“Connecticut’s Hometown Airline” serves 27 routes from HVN

NEW HAVEN, Conn.; Nov. 4, 2024 — Avelo Airlines is celebrating the third anniversary of its start of service at Southern Connecticut’s Tweed-New Haven Airport (HVN). When Avelo took flight at HVN on November 3, 2021, the airline introduced a new era of affordable, convenient, and reliable air service to Connecticut travelers.

Since beginning operations at Tweed-New Haven in 2021, Avelo has:

- Flown more than 2.6 million Customers
- Operated nearly 20,000 flights
- Expanded to 27 nonstop destinations
- Distinguished itself as America’s most reliable airline
- Grown to 300 Crewmembers (employees) in Connecticut
- Extended HVN fleet to 8 Boeing Next-Generation 737s

Avelo Airlines Founder, Chairman, and CEO Andrew Levy said, “Three years ago Avelo took flight from Connecticut with a simple but powerful purpose: to Inspire Travel. We have fulfilled that mission out of Tweed New Haven Airport for more than 2.6 million Customers, who have experienced our money-saving low fares and time-saving convenience. Today, with 27 destinations from HVN – with seven routes from BDL too – it’s easier and more affordable than ever to visit many of our country’s most beautiful, vibrant, and popular locations. More airplanes and destinations are on the way, and we look forward to welcoming aboard millions of new and returning Customers in the years ahead as Connecticut’s hometown airline.”

Operational Excellence

As Avelo enters its fourth year in Connecticut, the airline is distinguishing itself with industry-leading reliability. Year-to-date, the airline achieved the lowest flight cancellation rate (0.32%) in the U.S. airline industry and ranked #1 in on-time performance with 84.6% of all Avelo flights arriving at their destinations within 15 minutes of their scheduled arrival time – this is the Department of Transportation’s (DOT) standard metric for reporting on-time performance in the U.S. airline industry, known as A14.

These results are reported by Anuvu's third-party data platform. Anuvu is utilized by *The Wall Street Journal* for the publication's annual best and worst airline ranking, which excluded Avelo and several other national airlines on account of the publication's thresholds based on company size.

World-Class Customer Satisfaction

Avelo's smooth and seamless travel experience is fueling its high customer satisfaction. Over the last 30 days Avelo has achieved a Net Promoter Score (NPS) of 63. Since fruition, Avelo has achieved an NPS of 49. This is considered an excellent customer satisfaction score for any industry, putting Avelo in great company among some of the world's leading consumer brands.

Fleet Expansion

Avelo will have eight Boeing Next Generation 737-800s aircraft dedicated to HVN and over half of the company's 20 aircraft will be dedicated to the state of Connecticut.

America's Most Convenient Airline

Since taking flight on April 28, 2021, Avelo has flown more than 5.7 million Customers on over 45,000 flights. Today Avelo serves 49 cities spanning 23 states and Puerto Rico, as well as two international destinations: Jamaica and Mexico.

Avelo has unlocked a new era of convenience, choice, and competition by flying unserved routes to primarily underserved communities across the country. Every route has at least one small, easy to use airport. This makes every Avelo journey a smooth, easy, and more enjoyable experience than contending with the crowds, congestion and long walks at larger airports.

Avelo is distinguished by its industry-leading reliability. Year-to-date, Avelo ranks #1 in on-time performance and achieved the lowest flight cancellation rate in the industry. These results are reported by Anuvu, a leading aviation data services company also utilized by *The Wall Street Journal* for the publication's annual airline ranking. Anuvu's complete industry results and rankings are available at [AveloAir.com](https://www.aveloair.com).

Avelo Customers can always change or cancel their itineraries with no extra fees. Additionally, families can travel with ease knowing every child 14 and under will be automatically seated with an accompanying adult at no additional cost.

Avelo offers advanced seat assignments for sale. One third of its seats are extra leg room seats, ranging from 32 inches to more than 36 inches, offering a more comfortable experience for Customers who value more space. In addition to advance seat assignments, Avelo offers several unbundled travel-enhancing options that give Customers the flexibility to pay only for what they value, including priority boarding, checked bags, carry-on overhead bags, and bringing a pet in the cabin.

About Avelo Airlines

PRESS RELEASE

Avelo Airlines' purpose is to *Inspire Travel* by saving travelers time and money. The airline offers travelers time and money-saving convenience, everyday low fares, and a refreshingly smooth, caring and reliable travel experience. Operating a fleet of 20 Boeing Next-Generation 737 aircraft, Avelo serves 49 popular destinations across the United States, Jamaica and Mexico, including its six bases at Los Angeles' Hollywood Burbank Airport (BUR), Southern Connecticut's Tweed-New Haven Airport (HVN), the Philadelphia / Delaware Valley region's Wilmington Airport (ILG), Raleigh-Durham International Airport (RDU), the Bay Area's Sonoma County Airport (STS) and Central Florida's Lakeland International Airport (LAL). For more information visit AveloAir.com or the Avelo Newsroom at AveloAir.com/Newsroom.

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