



FOR IMMEDIATE RELEASE:

Avelo Airlines Celebrates Flying More Than 250,000 Customers at Rochester International Airport

Avelo serves five destinations from ROC

ROCHESTER, N.Y., March 31, 2026 — Avelo Airlines today celebrates flying more than 250,000 Customers on over 2,000 flights at Frederick Douglass Greater Rochester International Airport (ROC). This milestone is a validation of the industry-leading affordability, reliability and convenience Avelo has introduced to Rochester-area travelers since taking flight at ROC in June 2023.

Avelo Airlines Head of Network and Revenue Trevor Yealy said, “The 250,000 Customer milestone we achieved exemplifies the great amount of travel Avelo is inspiring in Rochester. ROC’s unmatched convenience, combined with Avelo’s convenient secondary-airport destination pairings, makes travel easier, smoother and more affordable than ever. We are grateful to every Avelo Customer who has chosen Avelo. This milestone and the many more to come wouldn’t be possible without the professionalism and teamwork of Avelo’s exceptional Crewmembers and their commitment to our Customers.”

Avelo serves five destinations from Rochester:

- Charlotte / Concord, N.C. (USA)
- Nashville, Tenn. (BNA)
- Orlando / Lakeland, Fla. (LAL)
- Raleigh / Durham, N.C.
- Wilmington, N.C. (ILM)

Rochester’s Most Reliable Way to Travel

Avelo has also achieved industry-leading reliability at ROC. When excluding weather-related cancellations outside Avelo’s control, the airline achieved a 99.2% completion rate, canceling less than 0.8% of flights at ROC. The airline also achieved an impressive on-time percentage of 85.7% of all Avelo ROC 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 provided 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).

America's Most Reliable and Convenient Airline

Since taking flight on April 28, 2021, Avelo has flown more than 9.1 million Customers on over 73,000 flights. Today Avelo serves 34 destinations spanning 14 states and Puerto Rico.

Avelo has ushered in a new era of convenience, choice and competition by flying to primarily underserved communities nationwide. Most Avelo routes include at least one small, convenient airport, making traveling with Avelo a smoother, easier and more enjoyable experience than contending with the crowds, congestion and long walks at larger airports.

Avelo is distinguished by its industry-leading reliability. In 2025, Avelo ranked in the top three in on-time performance and flight cancellation rate in the U.S. airline industry. These results are provided 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 also delivers strong Customer satisfaction, reflected in the airline's Net Promoter Scores (NPS), which consistently rank among the best airlines and most admired brands in the world.

Avelo Airlines launched Avelo PLUS in fall 2025, a new membership program offering travelers exclusive benefits and savings. Members enjoy discounted fares, free priority boarding, special promotions, a \$50 renewal bonus, and the ability to share rewards with up to nine others. Designed to add value and convenience, Avelo PLUS enhances the airline's affordable service with added rewards for loyal customers.

Avelo also offers a range of seating options. These include seating with extra legroom, with pitch ranging from 32 inches to over 36 inches. Customers can also purchase window and aisle seats in advance of travel. In addition to advanced 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 a pet in the cabin.

Additionally, families can travel with ease knowing every child 14 and under will be automatically seated with an accompanying adult at no additional cost.

About Avelo Airlines

Avelo Airlines' purpose is to *Inspire Travel* by saving travelers time and money. The airline offers Customers safe, convenient travel, everyday low fares, and a caring travel experience. Avelo stands out as the leading U.S. airline in on-time performance and reliability. The airline currently operates a fleet of Boeing Next Generation 737 aircraft and in 2028, will become the first U.S. airline to fly Embraer 195-E2s, with an order of up to 100 new aircraft. Today Avelo serves more than 30 popular destinations across the United States, including its four bases at Southern Connecticut's Tweed-New Haven Airport (HVN), the Philadelphia / Delaware Valley region's Wilmington Airport (ILG), Central Florida's Lakeland International Airport (LAL) and Charlotte's Concord-

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Padgett Regional Airport (USA). In late 2026, the airline will open a fifth base at North Dallas's McKinney National Airport (TKI). For more information visit AveloAir.com.

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