



November 15, 2017

On-Time and On Top! Spirit Airlines Delivers 87.1 Percent October On-Time Arrival Performance, Improves Guest Experience

Guest-focused initiatives and operational reliability drive all-time guest satisfaction scores

MIRAMAR, Fla., Nov. 15, 2017 (GLOBE NEWSWIRE) --

Guests booking air travel with Spirit Airlines (NASDAQ:SAVE) can now enjoy the lowest fares and some of the best reliability in the industry! New monthly statistics submitted to the Department of Transportation highlight an 87.1 percent on-time arrival rate in October, expected to land near the top of monthly industry rankings. Spirit's continued efforts toward operational improvement accompany the airline's latest initiatives to improve the guest experience, including a mobile check-in app, refreshed website, and improved airport kiosks. Thanks to these dramatic improvements, Spirit's guest satisfaction scores have reached an all-time record high.

"Spirit's operation has never been stronger," said Greg Christopher, Spirit Airlines' Vice President, Operations Control Center. "Our commitment to improve our guests' experience is dependent on our operational performance, and we have dedicated ourselves to continuing to match and exceed the industry standards for on-time performance. We are excited that our efforts are improving the lives of our guests every single day."

Guests will find more than operational improvements and amazing deals when booking with Spirit.com. Thanks to a beautifully redesigned, mobile-responsive website, visitors will find an improved user experience too. The website was designed to make booking with Spirit faster and easier than other ultra-low cost or basic economy options.

"We listen to our guests every day to find out how we can deliver a better travel experience with Spirit," said Bob Fornaro, Spirit Airlines' CEO. "Our operational improvement and new technology demonstrates our commitment to deliver reliable, friendly service, all while offering the lowest fares possible."

Other recent service improvements include:

- | Launch of mobile check-in app: With nearly 200 thousand organic downloads in its first month of beta testing, the Spirit app officially launches this month and allows guests to check in via their mobile device.
- | Broadening Guest Services: The launch of [Facebook](https://www.facebook.com/spiritairlines) and [Instagram](https://www.instagram.com/spiritairlines) accounts, in addition to increased staffing, allows for increased service and communication.
- | Attention to friendly service: Behind the scenes, every Spirit Flight Attendant participated in Spirit Signature Service training, a new program developed around a common purpose and fresh set of service standards created in partnership with the Disney Institute; additional training will roll out at our airport stations next year.

Spirit Guests can look for future perks including:

- | Mobile app expansion: Spirit's mobile app will be expanded to include booking and reservation management capabilities by 2018 to streamline the travel experience.
- | Kiosk functionality expansion: Spirit's kiosks will soon offer even more options to speed their check-in experience.
- | Website expansion: Spirit.com will feature a one-of-a-kind vacation search and booking tool to help quickly find the best value for their vacation dollar!

About Spirit Airlines:

Spirit Airlines (NASDAQ:SAVE) is committed to offering the lowest total price to the places we fly, on average much lower than other airlines, on average more than 30% less*. Our Guests start with an unbundled, stripped-down Bare Fare™ and get Frill Control™ which allows them to pay only for the options they choose — like bags, seat assignments and refreshments — the things other airlines bake right into their ticket prices. We help people save money and travel more often, create new jobs and stimulate business growth in the communities we serve. Our Fit Fleet is one of the youngest, most fuel-efficient in the U.S. We operate more than 450 daily flights to 60 destinations in the U.S., Latin America and the Caribbean. Come save with us at www.spirit.com.

*U.S. Department of Transportation statistics

MEDIA NOTE: Spirit aircraft photos and video b-roll are available in the press room section of spirit.com at <http://www.spirit.com/Pressrelease.aspx>.

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