

**MISSING BAGGAGE**

**Systemwide**

<b>AEA Carriers</b>	<b>N° of Passengers Enplaned</b>	<b>N° of Bags Missing per 1 000 pax</b>	<b>rank</b>
	<i>unit</i>	<i>ratio</i>	
AF - Air France	55 148 558	16.6	21
AP - Air One	6 025 926	8.1	3
AY - Finnair	7 615 517	14.2	15
AZ - Alitalia	25 536 440	16.5	20
BA - British Airways plc	45 554 351	23.0	24
<b>BD - bmi</b>			
<b>CY - Cyprus Airways</b>			
<b>EI - Aer Lingus</b>			
FI - Icelandair	1 820 983	9.8	8
IB - Iberia	33 667 918	15.5	17
JK - Spanair	10 560 417	9.5	6
JP - Adria Airways	1 013 588	9.6	7
<b>JU - JAT Airways</b>			
KL - KLM Royal Dutch Airlines	22 688 094	16.4	18
KM - Air Malta	1 979 615	4.4	1
LG - Luxair	551 696	16.4	18
LH - Deutsche Lufthansa AG	54 266 920	18.1	22
LO - LOT Polish Airlines	3 896 300	14.8	16
LX - Swiss International Airlines	11 340 159	10.0	9
MA - Malev Hungarian Airlines	3 212 164	8.9	5
<b>OA - Olympic Airlines</b>			
OK - CSA Czech Airlines	5 560 864	10.8	10
OS - Austrian	10 947 227	13.8	14
OU - Croatia Airlines	1 569 433	11.8	11
RO - Tarom Romanian Airlines	842 092	8.3	4
SK - SAS Scandinavian Airlines	27 074 911	13.3	13
SN - SN Brussels Airlines	2 466 351	12.7	12
TK - Turkish Airlines	17 095 547	4.7	2
TP - TAP Portugal	7 463 113	21.0	23
<b>VS - Virgin Atlantic Airways</b>			
<b>AEA</b>	<b>357 898 184</b>	<b>15.7</b>	

**REFER TO TIMELINE OF EVENTS AT THE END OF THIS REPORT FOR CAUSES OF DISRUPTIONS**

The table includes information on missing baggage performance for AEA member airlines. It is based on voluntary submissions by AEA member airlines only.

Data refers to the airlines' entire network covering domestic, intra-European, and long-haul scheduled services and non-scheduled services.

The figures show the rate of bags reported missing upon the passengers' arrival at their final destination per 1 000 passengers transported by each carrier. On average 85% of the missing bags are traced and delivered to the passenger within 48 hrs. SITA's World Tracer records that just 0.46 bags per 1000 passengers were never recovered in 2005.

Under existing regulations, the final carrier in a passenger's journey is bound to take a mishandled baggage report irrespective of who actually caused the error. This can lead to a distortion of the published figures, as the figures reflect the effects of different operational concepts of point-to-point and hub-and-spoke airlines, where the latter have a high proportion of passengers transferring at high density airports and/or from other carriers. SITA research reveals that 61% of baggage incidences are related to connecting passengers.

In general, each carrier at its home-base airport(s) is responsible for its own baggage handling, whereas at the out-stations, baggage handling is normally outsourced to a local third party handling agent.

The statistical figures in this report as a whole and/or for a specific airline cannot be compared to other compiled statistical reports or individual reports publicly available within the airline industry.

# AEA CONSUMER REPORT

January - December 2006

## PUNCTUALITY

### Total Short/Medium Haul

### Long Haul

AEA Carriers	N° of flights performed		% on-time arrivals		% on-time departures		Flight regularity		N° of flights performed		% on-time arrivals		% on-time departures		Flight regularity	
	unit		%	rank	%	rank	%	rank	unit		%	rank	%	rank	%	rank
AF - Air France	500 021		80.2	9	80.2	13	98.3	18	53 899		63.0	11	60.4	17	99.8	4
AP - Air One	71 311		70.1	23	74.8	21	98.6	16								
AY - Finnair	81 488		84.8	6	84.2	6	98.9	11	4 927		76.3	3	74.1	4	99.1	14
AZ - Alitalia	251 296		78.2	16	79.0	18	97.7	21	13 381		73.2	5	72.5	6	99.1	14
BA - British Airways plc	276 663		70.3	22	72.0	25	98.3	18	58 825		60.5	14	67.2	11	99.6	8
BD - bmi	117 402		79.5	13	81.5	11	98.8	13	1 973		62.0	13	70.5	9	96.2	19
CY - Cyprus Airways	14 403		68.9	24	74.4	22	99.3	6								
<b>EI - Aer Lingus</b>																
FI - Icelandair	7 772		61.7	27	69.3	27	100.0	1	2 872		63.0	11	66.2	13	100.0	1
IB - Iberia	369 994		74.8	18	78.1	20	98.6	16	16 613		59.3	16	61.3	16	99.7	5
JK - Spanair	90 086		68.9	24	78.5	19	-	-	166		37.3	21	50.0	19	-	-
JP - Adria Airways	19 400		79.5	13	79.4	15	99.6	4								
JU - JAT Airways	19 816		74.6	19	79.6	14	97.6	23								
KL - KLM Royal Dutch Airlines	177 359		86.6	3	82.3	10	98.7	15	30 717		79.9	1	75.5	3	99.7	5
KM - Air Malta	16 176		67.9	26	70.4	26	99.9	2								
LG - Luxair	13 335		89.6	1	90.7	1	97.2	25								
LH - Deutsche Lufthansa AG	597 417		80.5	8	80.8	12	98.8	13	46 038		72.3	6	70.8	8	99.9	2
LO - LOT Polish Airlines	81 858		71.0	21	74.2	23	97.5	24	2 881		48.9	19	46.3	21	99.6	8
LX - Swiss International Airlines	111 872		80.1	10	79.4	15	98.9	11	11 805		74.3	4	72.3	7	99.4	10
MA - Malev Hungarian Airlines	49 474		86.2	4	85.3	5	99.0	10	1 006		60.2	15	61.4	15	97.7	17
OA - Olympic Airlines	84 919		71.5	20	72.1	24	96.8	26	1 715		50.1	18	50.1	18	99.9	2
OK - CSA Czech Airlines	71 429		80.1	10	86.8	4	99.2	8	1 595		72.1	7	83.8	1	99.3	11
OS - Austrian	153 164		85.2	5	84.2	6	99.3	6	8 661		77.4	2	77.8	2	99.7	5
OU - Croatia Airlines	21 526		79.9	12	82.7	9	97.9	20	450		66.7	10	66.4	12	99.3	11
RO - Tarom Romanian Airlines	12 091		83.7	7	88.4	2	99.9	2								
SK - SAS Scandinavian Airlines	295 271		78.4	15	79.1	17	97.7	21	6 639		68.7	8	67.8	10	99.3	11
SN - SN Brussels Airlines	55 194		87.0	2	87.7	3	99.2	8	3 352		67.7	9	61.5	14	96.6	18
TK - Turkish Airlines	137 256		75.9	17	84.2	6	-	-	7 854		57.4	17	73.4	5	-	-
TP - TAP Portugal	59 728		54.3	28	61.9	28	99.6	4	10 144		43.0	20	49.4	20	98.4	16
<b>VS - Virgin Atlantic Airways</b>																
<b>AEA</b>	<b>3 757 721</b>		<b>77.9</b>		<b>79.4</b>		<b>98.5</b>		<b>285 513</b>		<b>66.3</b>		<b>67.2</b>		<b>99.5</b>	

### REFER TO TIMELINE OF EVENTS AT THE END OF THIS REPORT FOR CAUSES OF DISRUPTIONS

The table includes information on punctuality performance for AEA member airlines. It is based on voluntary submission by AEA member airlines only.

Data is shown for short/medium haul and long haul services separately, reflecting their specific punctuality profiles. Total Short/Medium Haul includes operations within Europe, cross border and domestic, to North Africa and the Middle East. All other services are included in Long Haul.

Punctuality is measured by comparing actual times of arrival and departure to the scheduled times. Reference points are when the aircraft leaves from, or arrives at, its parking stand. For the purposes of this report, flights within 15 minutes of schedule are not regarded as delayed, but as 'on-time'.

Regularity measures the percentage of planned flights which actually operated. A flight may be cancelled due to bad weather, for technical reasons or other operational constraints. Any change in schedule up to 3 days before the planned day of operation is taken into consideration.

In this report no information is given about the cause of delays. More information on reason for delay can be found in the AEA quarterly press release of delay data, available from [www.aea.be](http://www.aea.be).

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**Systemwide**

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	<i>unit</i>	<i>ratio</i>	
AF - Air France	13 492 784	16.5	21
AP - Air One	1 410 179	8.1	4
AY - Finnair	1 772 453	14.5	16
AZ - Alitalia	6 050 886	15.0	18
BA - British Airways plc	10 678 256	27.7	24
<b>BD - bmi</b>			
<b>CY - Cyprus Airways</b>			
<b>EI - Aer Lingus</b>			
FI - Icelandair	343 537	12.8	14
IB - Iberia	8 118 603	14.0	15
JK - Spanair	2 368 068	10.7	10
JP - Adria Airways	206 942	9.8	6
<b>JU - JAT Airways</b>			
KL - KLM Royal Dutch Airlines	5 542 802	15.6	20
KM - Air Malta	383 464	5.1	2
LG - Luxair	120 224	18.2	22
LH - Deutsche Lufthansa AG	13 398 511	15.1	19
LO - LOT Polish Airlines	918 738	14.5	16
LX - Swiss International Airlines	2 853 463	9.8	6
MA - Malev Hungarian Airlines	694 399	8.1	4
<b>OA - Olympic Airlines</b>			
OK - CSA Czech Airlines	1 241 559	10.1	9
OS - Austrian	2 464 787	12.5	13
OU - Croatia Airlines	329 680	9.9	8
RO - Tarom Romanian Airlines	215 402	7.9	3
SK - SAS Scandinavian Airlines	6 835 678	11.9	12
SN - SN Brussels Airlines	623 816	11.2	11
TK - Turkish Airlines	4 180 774	3.8	1
TP - TAP Portugal	1 767 847	24.0	23
<b>VS - Virgin Atlantic Airways</b>			
<b>AEA</b>	<b>86 012 852</b>	<b>15.4</b>	

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PUNCTUALITY

**Total Short/Medium Haul**

**Long Haul**

AEA Carriers	N° of flights performed		% on-time arrivals		% on-time departures		Flight regularity		N° of flights performed		% on-time arrivals		% on-time departures		Flight regularity	
	unit		%	rank	%	rank	%	rank	unit		%	rank	%	rank	%	rank
AF - Air France	125 376		78.0	18	79.2	20	98.2	19	13 437		60.8	13	57.9	17	100.0	1
AP - Air One	19 757		79.5	16	85.0	9	99.2	9								
AY - Finnair	20 351		80.4	14	81.7	14	96.9	24	1 299		73.3	4	75.8	4	97.7	17
AZ - Alitalia	62 587		80.8	13	81.9	11	97.6	21	3 226		72.9	5	75.0	5	99.6	10
BA - British Airways plc	72 069		69.0	23	71.1	26	97.4	22	14 682		53.9	17	60.8	14	99.8	5
BD - bmi	28 653		78.3	17	80.5	17	98.0	20	403		62.8	12	70.7	10	89.4	19
CY - Cyprus Airways	3 551		67.8	24	75.4	23	99.7	3								
<b>EI - Aer Lingus</b>																
FI - Icelandair	1 726		58.8	27	68.4	27	100.0	1	669		60.7	14	68.9	12	100.0	1
IB - Iberia	89 813		76.6	19	81.0	16	98.9	12	4 288		55.8	16	58.8	16	99.5	11
JK - Spanair	23 780		67.7	25	77.9	22	-	-	36		30.6	21	50.0	18	-	-
JP - Adria Airways	4 794		82.0	8	81.9	11	99.5	4								
JU - JAT Airways	4 546		74.8	20	79.0	21	96.3	25								
KL - KLM Royal Dutch Airlines	44 484		88.6	1	84.7	10	98.9	12	7 712		78.6	2	74.4	6	99.8	5
KM - Air Malta	3 727		64.6	26	71.2	25	99.9	2								
LG - Luxair	3 199		87.8	4	88.8	2	99.2	9								
LH - Deutsche Lufthansa AG	150 459		81.7	10	81.8	13	98.9	12	11 269		71.5	7	71.3	9	99.8	5
LO - LOT Polish Airlines	20 009		74.7	21	79.5	19	95.7	26	544		53.3	18	49.6	19	98.9	15
LX - Swiss International Airlines	27 733		81.3	12	80.1	18	98.9	12	3 096		72.8	6	69.1	11	99.0	14
MA - Malev Hungarian Airlines	11 735		88.1	2	88.2	5	98.4	18	218		69.3	9	76.1	3	99.1	13
OA - Olympic Airlines	20 339		72.0	22	72.6	24	98.5	17	394		48.2	19	46.7	20	100.0	1
OK - CSA Czech Airlines	17 677		81.9	9	88.7	4	99.2	9	359		73.5	3	86.8	1	99.7	9
OS - Austrian	36 322		86.6	5	86.2	7	99.3	8	2 140		83.0	1	82.6	2	99.9	4
OU - Croatia Airlines	4 925		82.2	6	85.7	8	97.1	23	450		66.7	10	66.4	13	99.3	12
RO - Tarom Romanian Airlines	3 032		82.2	6	88.9	1	99.4	6								
SK - SAS Scandinavian Airlines	74 712		79.6	15	81.2	15	98.8	16	1 550		70.4	8	73.2	7	99.8	5
SN - SN Brussels Airlines	13 896		88.0	3	88.8	2	99.5	4	865		64.4	11	59.8	15	98.5	16
TK - Turkish Airlines	34 211		81.6	11	86.6	6	-	-	2 024		58.9	15	73.1	8	-	-
TP - TAP Portugal	15 269		51.5	28	59.9	28	99.4	6	2 652		38.8	20	43.8	21	97.5	18
<b>VS - Virgin Atlantic Airways</b>																
<b>AEA</b>	<b>938 732</b>		<b>78.6</b>		<b>80.5</b>		<b>98.4</b>		<b>71 313</b>		<b>64.0</b>		<b>65.3</b>		<b>99.5</b>	

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## TIMELINE OF EVENTS

Year	Month	Date	Country	Event
2006	<b>January</b>	19-22/01/2006	Italy	100s of AZ flight cancellations due to strike action.
2006	January	20-22/01/2006	Denmark	400 flights cancelled and airport closure due to snow / ice at CPH.
2006	January	23/01/06	Italy	5th day of strike action at AZ > more cancellations.
2006	January	23-24/01/2006	Denmark	SK pilot strike > Cancellation of most European flights to/from CPH.
2006	January	27/01/06	All	Heavy snow falls in most of Europe / disruptions at Apts
2006	<b>February</b>	05/02/06	Spain	New Terminal 4 at MAD Barajas inaugurated
2006	February		UK	Introduction of enhanced security procedures at LHR by BAA > long queues at security and control points for both passengers and operational staff.
2006	February	06-12/02/06	Spain	"Teething" problems at MAD apt - cancelled fits/lost baggage
2006	February	09/02/06	Cyprus	4-hour Pilot strike > limited impact.
2006	February	13-14/02/06	Spain	"Teething" problems at MAD apt - cancelled fits/delays/lost baggage
2006	<b>March</b>	03-06/03/2006	All	Heavy snowfalls in Northern Hemisphere
2006	March	07/03/06	Germany	Breakdown of computer system at FRA
2006	March	06-08/03/06	France	ATC Strike 06/03 18h00 to 08/03 06h00.
2006	March	11/03/06	Cyprus	Strike by CY pilots > 17 flight cancellations
2006	March	26/03/06	All	Start of Summer 2006 timetable
2006	March	27/03/06	Poland	Heavy fog and the malfunction of lighting at Warsaw Int'l > delays
2006	March	29/03/06	France	General strike > cancellations
2006	March		Germany	Bad weather conditions cause delays at FRA
2006	<b>April</b>	01/04/06	Spain	Baggage system in MAD down
2006	April	04/04/06	France	Strike at CDG
2006	April		All	Danube flooding in Bulgaria, Romania & Serbia-Montenegro
2006	April	14/04/2006	Germany	A/P FRA closed for 30 minutes because of emergency landing of drunken pilot instructor
2006	April	17/04/2006	All	Easter Monday 2006
2006	April	27/04/2006	Belgium	24 cancellations, delays due to passenger security scare at BRU.
2006	May	05-06/05/06	Belgium	Fire at maintenance centre > airport 1 hr closure > cancellations, delays
2006	May	10/05/2006	Greece	Public sector strike > OA 51 cancellations.
2006	<b>June</b>	09/06/2006	Germany	Start of the football World Cup in Germany
2006	June	21/06/2006	Greece	3-hour strike by OA employees > 11 cancellations + delays
2006	<b>June/July</b>	02-03/07/2006	Italy	Several AZ flights cancelled / delayed due to cabin staff shortage
2006	July	04/07/2006	Ireland	Bomb scare at Dublin Airport > delays
2006	July	06/07/2006	Ireland	Industrial action at Dublin, Shannon and Cork > cancellations, delays
2006	July	09/07/2006	Germany	End of the football World Cup in Germany
2006	July	10-16/07/06	Spain	Iberia Pilot strike
2006	July	12/07-16/07	Lebanon	Israel retaliation on Hezbollah as a result of kidnapping of Israeli soldiers
2006	July	17/07-23/07	Lebanon	On-going offensive by Israel
2006	July	22-23/07	Germany	Heavy thunderstorms in FRA and surrounding area (ca. 200 kms)
2006	July	24/07-30/07	All	On-going offensive by Israel
2006	July	26-27/07	Germany	Heavy thunderstorms around STR, Ruhr area
2006	July	29-30/07	Spain	IB staff on strike at BCN
2006	<b>August</b>	31/06-06/08	Lebanon	On going offensive by Israel
2006	August	03/08/2006	Spain	Baggage system in BCN down
2006	August	09/08/2006	Germany	Baggage system in MUC down
2006	August	10/08-	UK	Terror alert seriously disrupts flights to/from UK
2006	August	10/08/2006	Germany	Baggage system in FRA down
2006	August	14/08/2006	All	Ceasefire in the Middle East conflict in Lebanon and Israel came into force.
2006	August	16/08/2006	Belgium	Fire at Brussels Airport closed all but one runway > delays
2006	August	23/08/2006	Netherlands	Northwest flight bound to Mumbai escorted back by jet fighters to AMS - 12 pax arrested
2006	August	25/08/2006	UK	Baggage system in LHR down
2006	<b>September</b>	07/09/2006	Italy	AZ cancels 179 flights due to strike action by own personnel.
2006	September	07/09/2006	All	Blockade of Beirut airport lifted

## TIMELINE OF EVENTS

Year	Month	Date	Country	Event
2006	September	18/09/2006	Italy	4-hour strike by AZ pilots, cabin attendants and ground staff > 67 cancellations
2006	September	26/09/2006	Switzerland	1-day strike by LX pilots, more than 120 cancellations
2006	<b>October</b>		Greece	Extreme weather: storms & flooding in southern Greece and Islands
2006	October	19/10/2006	Finland	Strike by AY cabin staff
2006	October	29/10/06	All	Start of Winter 2006 timetable
2006	<b>Nov/Dec</b>	02/12/2006	Germany	FRA: Inbound delays because of fog/ATC
2006	<b>December</b>	08/12/2006	Germany	FRA: heavy winds/ATC LHR: due lack of containers many bags not loaded due to space limitation in Cpt. 5 of ULD aircraft
2006	December	13-17/12/06	Germany	
2006	December	16/12/2006	Bulgaria	Cancellations due to weather situation at SOF
2006	December	15-17/12/06	Italy	1-day strike called by AZ unions
2006	December	15-18/12/06	Germany/France	FRA/CDG Fog
2006	December	17/12/2006	Germany	FRA: passport control partly closed /offload of bags
2006	December	18/12/2006	Germany	FRA: up to CATIII because of fog/ATC
2006	December	19/12/2006	Germany	FRA: breakdown of disposition system 1430 – 1615UTC outbound delays
2006	December	20/12/2006	UK	Heavy fog at Heathrow > BA cancels 160 flights
2006	December	21/12/2006	UK	Heavy fog at Heathrow > BA cancels 180 flights
2006	December	30/12/2006	Spain	ETA bomb attack in car park at MAD airport
2006	December	31/12/2006	Germany	Heavy storms/ATC