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## **AEA CONSUMER REPORT FOR 1<sup>ST</sup> QUARTER 2007**

The Association of European Airlines has issued the latest Consumer Report, covering its members' punctuality and baggage delivery performance for January-March 2007. Twenty-eight AEA member airlines have provided punctuality data, and twenty-four contributed baggage figures.

The subject of baggage delivery is covered in some depth in an article in the 3<sup>rd</sup> issue of 2006 of the AEA's quarterly market research newsletter 'Source', which is downloadable from the AEA website [www.aea.be](http://www.aea.be).

Refer to the "timeline of events" at the end of this report for possible explanations of the results.

The report is based upon a voluntary commitment by the members of the Association to provide consumer information according to a set of commonly defined standards. Any similar statistics reported by airlines which are not part of the AEA Consumer Report should not, under any circumstances, be construed as representing a fair comparison with the figures presented herein. AEA cannot guarantee the accuracy of such figures and indeed has reason to believe that they may represent entirely different performance criteria.

Adria Airways, Aer Lingus, Air France, Air Malta, Air One, Alitalia, Austrian, bmi, British Airways, Brussels Airlines, Cargolux, Croatia Airlines, CSA, Cyprus Airways, Finnair, Iberia, Icelandair, Jat Airways, KLM, LOT, Lufthansa, Luxair, Malev, Olympic Airlines, SAS, Spanair, SWISS, TAP Portugal, TAROM, Turkish Airlines, Virgin Atlantic Airways.

**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	13 570 337	14.9	17
AP - Air One	1 278 760	9.0	5
AY - Finnair	1 941 316	16.4	20
AZ - Alitalia	5 813 388	14.5	16
BA - British Airways plc	9 919 190	24.7	23
<b>BD - bmi</b>			
<b>CY - Cyprus Airways</b>			
<b>EI - Aer Lingus</b>			
FI - Icelandair	267 879	10.0	7
IB - Iberia	7 704 814	11.9	12
JK - Spanair	2 209 144	12.1	13
JP - Adria Airways	187 367	11.4	9
<b>JU - JAT Airways</b>			
KL - KLM Royal Dutch Airlines	5 166 765	17.1	21
KM - Air Malta	317 953	5.8	2
LG - Luxair	106 424	18.1	22
LH - Deutsche Lufthansa AG	12 524 691	15.4	18
LO - LOT Polish Airlines	900 396	11.3	8
LX - Swiss International Airlines	2 773 422	12.6	14
MA - Malev Hungarian Airlines	608 920	7.7	4
<b>OA - Olympic Airlines</b>			
OK - CSA Czech Airlines	1 085 012	9.8	6
OS - Austrian	2 303 870	13.4	15
OU - Croatia Airlines	258 255	11.6	11
RO - Tarom Romanian Airlines	202 927	7.6	3
SK - SAS Scandinavian Airlines	6 452 225	16.2	19
SN - SN Brussels Airlines	626 310	11.5	10
TK - Turkish Airlines	3 969 837	4.3	1
TP - TAP Portugal	1 591 442	29.9	24
<b>VS - Virgin Atlantic Airways</b>			
<b>AEA</b>	<b>81 780 644</b>	<b>15.4</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

Q1 / January - March 2007

## 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	123 399		84.7	6	85.5	10	98.3	15	12 995		66.6	13	65.0	16	99.8	4
AP - Air One	19 775		71.4	23	79.3	18	98.2	16								
AY - Finnair	21 020		77.4	17	78.3	21	99.3	7	1 360		71.7	8	71.6	10	99.4	10
AZ - Alitalia	62 293		78.7	15	81.5	13	97.5	21	3 180		71.0	10	74.4	7	99.3	12
BA - British Airways plc	64 138		71.3	24	74.2	27	96.9	25	14 769		57.7	17	63.4	17	99.5	8
BD - bmi	27 964		82.9	10	85.6	9	98.5	11	414		76.8	2	79.5	4	99.5	8
CY - Cyprus Airways	3 342		68.0	26	76.2	23	99.4	5								
<b>EI - Aer Lingus</b>																
FI - Icelandair	1 431		65.3	27	80.9	16	100.0	1	406		73.6	6	73.9	8	100.0	1
IB - Iberia	89 851		78.3	16	82.7	11	98.5	11	4 149		62.1	16	66.3	15	99.6	5
JK - Spanair	22 235		70.4	25	81.3	15	-		34		47.1	19	47.1	19	-	
JP - Adria Airways	4 693		80.2	13	80.2	17	99.7	3								
JU - JAT Airways	4 376		78.9	14	82.5	12	97.5	21								
KL - KLM Royal Dutch Airlines	41 787		83.0	9	78.7	20	97.2	24	7 380		74.5	3	70.7	11	99.4	10
KM - Air Malta	3 120		73.9	21	75.5	25	99.9	2								
LG - Luxair	3 058		88.5	1	90.3	3	96.6	26								
LH - Deutsche Lufthansa AG	147 944		81.6	12	81.4	14	98.5	11	10 944		73.4	7	72.9	9	99.9	3
LO - LOT Polish Airlines	20 581		74.5	20	79.2	19	98.1	18	498		56.0	18	54.4	18	99.6	5
LX - Swiss International Airlines	28 380		77.3	18	76.0	24	98.2	16	3 217		74.0	4	70.2	12	99.3	12
MA - Malev Hungarian Airlines	10 833		87.5	2	88.8	5	99.0	8	212		71.7	8	84.4	1	99.1	14
OA - Olympic Airlines	19 298		73.6	22	74.6	26	98.8	9	267		69.7	11	74.9	6	100.0	1
OK - CSA Czech Airlines	16 690		84.1	7	90.7	1	97.7	20	324		64.5	14	83.1	2	97.6	17
OS - Austrian	35 596		87.2	3	86.9	8	99.4	5	2 002		85.0	1	81.1	3	99.6	5
OU - Croatia Airlines	4 679		86.6	4	90.1	4	98.5	11								
RO - Tarom Romanian Airlines	3 058		84.1	7	90.7	1	99.7	3								
SK - SAS Scandinavian Airlines	71 887		75.2	19	76.9	22	97.4	23	1 408		67.5	12	67.9	14	98.3	15
SN - SN Brussels Airlines	14 589		86.6	4	88.5	6	98.8	9	848		73.9	5	68.9	13	98.3	15
TK - Turkish Airlines	32 494		82.2	11	87.4	7	-		2 029		62.2	15	77.1	5	-	
TP - TAP Portugal	14 616		56.7	28	63.4	28	98.0	19	2 613		41.9	20	46.1	20	97.2	18
<b>VS - Virgin Atlantic Airways</b>																
<b>AEA</b>	<b>913 127</b>		<b>79.3</b>		<b>81.3</b>		<b>98.1</b>		<b>69 049</b>		<b>66.6</b>		<b>67.8</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.

## TIMELINE OF EVENTS

Year	Month	Date	Country	Event
2007	January	02/01/2007	Germany	HAM airport closed for 1 ½ hrs because of mishap at security; pax in transit passed without security control
2007	January	04/01/2007	Germany	FRA: INB/OTB punctuality down because of WX
2007	January	08/01/2007	Germany	FRA: ATC 05:45 – 12:00UTC / holdings because of WX
2007	January	09/01/2007	Germany	FRA: ATC 07:20 – 10:15UTC / holdings because of WX
2007	January	10/01/2007	Germany	FRA: 5 containers to LOS left behind FRA because of handling problems Fraport
2007	January	11/01/2007	Netherlands	Severe storms over Europe. AMS cancelled a third of all flights.
2007	January		Scandinavia	From 9th of January through the end of the month traffic was hampered by weather conditions, heavy winds, snow and freezing fog.
2007	January	12/01/2007	Germany	FRA: ATC 05:20 – 13:00UTC
2007	January	13/01/2007	Germany	FRA: ATC 06:00 - 13:00UTC; 09:05 – 15:00UTC link between BRS (Fraport) to LH host malfunctioning
2007	January	14/01/2007	Germany	FRA: effective 10:30UTC baggage transport system B-east malfunctioning; 15:30 – 17:20 BR (Fraport) malfunctioning
2007	January	15/01/2007	Germany	FRA: ATC because of fog 05:55 – 11:30 UTC ATC MUC: arrival restrictions because of heavy fog
2007	January	16/01/2007	Germany	FRA: ATC 06:15UTC until January 17, early morning
2007	January	18/01/2007	All	MUC: heavy fog until 10:00UTC; rotation delays until evening
2007	January	18/01/2007	All	Severe storms lash across Western Europe; OK cancelled 49 flights.
2007	January	18/01/2007	All	Severe storms throughout most of Northern/Eastern Europe: delays, cancellations
2007	January		Scandinavia	From 9th of January through the end of the month traffic was hampered by weather conditions, heavy winds, snow and freezing fog.
2007	January	22/01/2007	Germany	FRA: ATC 07:00 – 11:00 UTC
2007	January	23/01/2007	Germany	FRA: tailwinds until noon; RWY 18 west closed until January 24, 08:15
2007	January	23-25/01/2007	Germany	STR/NUE/MUC) and southern Europe (Italy/Spain/France / PRG): airports partly closed / flight cancellations/ rotation delays because of heavy snowfalls Northern / northeast Germany: delays because of ice and snow
2007	January	24/01/2007	Czech Republic	Prague airport temporarily closed due to heavy snowfall; OK 154 flights cancelled (24-25th); difficulties forwarding delayed baggage
2007	January	24/01/2007	Germany	Stuttgart airport temporarily closed due to heavy snowfall
2007	January	24/01/2007	All	Heavy snowfall over most of Europe causes delays & cancellations
2007	January		Scandinavia	From 9th of January through the end of the month traffic was hampered by weather conditions, heavy winds, snow and freezing fog.
2007	January	27/01/2007	Germany	MUC: arrival restrictions
2007	January	28/01/2007	Germany	FRA: ATC 06:00 – 09:00UTC; 17:30 – 19:30UTC
2007	January	29/01/2007	Austria/ Hungary	BUD/VIE storm with partly >50KT restricts ground handling Heavy storms in Vienna area / baggage not off-loaded
2007	January	30/01/2007	Italy	4 hours strike of Italian air traffic control
2007	January	30-31/01/2007	UK	BA 24 hour staff strike <b>averted</b> at last minute
2007	January	31/01/2007	Germany	FRA: ATC
2007	February	01/02/2007	Germany	FRA WX: strong winds up to 30knots; ATC 06:40 - 08:40lt.;BRS OPS
2007	February	02/02/2007	Germany	FRA ATC 05:30 - 09:00UTC); ATC 13:00 - 16:00 UTC
2007	February	05/02/2007	Germany	FRA Fog; wind up to 30 knots; ATC 12:15 - 13:30UTC; ATC 13:30 - 22:00UTC
2007	February	07/02/2007	Germany	FRA ATC 05:00 - 05:40 UTC
2007	February	08/02/2007	Germany	FRA ATC 05:00 - 12:00 UTC
2007	February	08/02/2007	UK	LHR Snow fall at LHR causing departure delays up to 60 minutes
2007	February	08/02/2007	All	Heavy snowfall over much of Western Europe. Delays and some airport closures, incl. London Luton, Stansted, Cardiff, Bristol and Birmingham.
2007	February	10/02/2007	Germany	FRA Breakdown BRS - OPS for 1 hour; breakdown host bag transport system T2 12:35 - 15:2 UTC; ATC 05:40 - 09:00 UTC
2007	February	11/02/2007	Germany	FRA ATC 05:20 - 10:00 UTC LH563 ABV-FRA diverted to LOS to p/u pax from delayed LH565/09
2007	February	13/02/2007	Germany	FRA ATC 05:00 - 10:00 UTC

## TIMELINE OF EVENTS

Year	Month	Date	Country	Event
2007	February	15/02/2007	Germany	FRA Snow/freezing rain east coast US causing delays in a/c rotation with consequences for connex ex FRA; e.g. LH414/14 with 4hrs taxi till onblock
2007	February	17/02/2007	Germany	FRA ATC 05:20 - 08:00; wind north east with 25-30 knots in 4000 feet; Intercont delays because of security / A/P facilities in the morning
2007	February	18/02/2007	Germany	FRA ATC
2007	February	19/02/2007	Germany	FRA ATC
2007	February	20/02/2007	Germany	FRA ATC 05:20 - 11:00 UTC; strike in FCO; techniques + WX other stations
2007	February	20/02/2007	Italy	4 hour strike by Italy's air traffic controllers, leading to 200 flight cancellations
2007	February	21/02/2007	Germany	FRA Fog; CAT II 03:20 - 03:51UTC; CAT III 03:51 - 05:03; CAT II 05:03 - 11:22 UTC; CAT II 12:05 - 12:53 UTC; Inbound holding 1. peak: ca. 30Minutes; Inbound slots up to 90Minutes; ATC 10:00 - 11:35 UTC; Eff. 14:35 UTC majority of flights via 18W; ca. 17:00UTC ca. 25minutes inbound holding
2007	February	21-25/02/2007	Denmark	CPH (OS) 8.000 bags l/b in CPH d/t heavy snowstorms and freezing rain (150-200 Flts/Tag canx)
2007	February	21/02/2007	Denmark	CPH Single runway use; 123 flights canx due blowing snow
2007	February	22/02/2007	Denmark	CPH Single runway use; ~115 flights canx due blowing snow
2007	February	22/02/2007	Germany	FRA 09:00UTC complete breakdown LH CKI; CAT II 00:55 - 07:36UTC; CAT II 07:36 - 09:37UTC; start up delays 1. peak up to 30minutes
2007	February	23/02/2007	Denmark	CPH Snow; more than 60 flights canx
2007	February	23-26/02/2007	Slovakia	(OK) ATC dispatchers on strike. Limited services
2007	February	23-25/02/2007	Scandinavia	Heavy snow fall led to cancellations and delays in Denmark, Norway & Sweden.
2007	February	24/02/2007	Denmark	CPH Freezing rain; more than 60 flights canx
2007	February	24/02/2007	Germany	FRA ATC 06:00 - 06:45 UTC; continued until 08:00UTC with added reduction of landings causing inbound slots up to 90min. + holding up to 30min.
2007	February	25/02/2007	Denmark	CPH Still flights from/to CPH canx because of WX last days before and crew rotation problems;
2007	February	26/02/2007	Germany	FRA ATC 05:20 - 09:20UTC; delays caused by Security + A/C rotation
2007	February	27/02/2007	Germany	FRA ATC 05:20 - 09:00 UTC; ATC 17:40 - 22:00 UTC; 19:15 - 20_30 additional holding up to 45min.;
2007	February	28/02/2007	Germany	FRA Strong winds until 22:00UTC (up to 40 knots in 3000-5000 feet)
2007	March	01/03/2007	Germany	FRA: WX: strong winds and squalls up to 60knots; ATC 05:00 – 12:00
2007	March	02/03/2007	Germany	FRA: ATC 05:20 - 12:00UTC
2007	March	03/03/2007	Germany	FRA: WX: strong winds and squalls up to 50 knots;
2007	March	06/03/2007	Germany	MUC: Software - Fault in Airport Sorting - System 16:40 - 17:30 LT
2007	March	07/03/2007	Germany	FRA: ATC 05:20 – 11:00 UTC; 5 flights with 85 minutes delay because of radio interferences (BRS data transfer)
2007	March	08/03/2007	Germany	MUC: BSM - Data - Fault in Airport Sorting System 16:22 - 16:50 LT
2007	March	09/03/2007	Germany	FRA: ATC 05:20 – 08:00 UTC
2007	March	11/03/2007	Germany	FRA: Effective 07:45 lt high pax volume at security controls; local pax missed flights
2007	March	13/03/2007	Netherlands	KLM cancelled 93 flights due to heavy fog at AMS.
2007	March	16/03/2007	All	Severe snow storms closed airports, caused disruptions on US East coast
2007	March	12/03/2007	Germany	FRA: Since 08:30 UTC bag belt break down at CKI (counters 100-282); bags to be transported manually by FRAPORT; until 07:00UTC pax local, transit) missed flights due to high pax volume at sec controls
2007	March	15/03/2007	Germany	MUC: arrival restriction due to fog from 06.00 until 10.30 lt down to 35/60
2007	March	15/03/2007	UK	LON: power failure at LON, no BSM - flow from SITA/CUBES 09.00 - 10.45 lt in 4000 feet; Intercont delays because of security / A/P facilities in the morning
2007	March	16/03/2007	Germany	MUC: fog at MUC arrival; restrictions during 06.00 and 09.00 UTC down to 38/60
2007	March	17/03/2007	Germany	MUC: cable breakage in sorting system MUC; temporary stops between 11.00 and 12.00 LT
2007	March	18/03/2007	Germany	FRA: WX: heavy winds, rain; ATC 05:20 – 15:00 UTC; holdings up to 30 minutes

## TIMELINE OF EVENTS

Year	Month	Date	Country	Event
2007	March	18/03/2007		BOM: LH757/18 delayed because of a technical problem with the radar about 60 minutes before STD
2007	March	26/03/07	All	Start of Summer 2007 timetable
2007	March	19/03/2007	Germany	FRA: Inbound holding 1. peak, therefore ATC 07:55 – 08:50UTC to reduce holdings; ATC 08:50 – 09:10 UTC – 38/h
2007	March	19/03/2007	Germany	Northern Germany: WX: storm; snowfall
2007	March	21/03/2007	Germany	FRA: Tailwinds; ATC 14:00 – 19:00 UTC
2007	March	21/03/2007	Denmark	CPH: Antemeridian Danish Cabin attendant wildcat strike until approx. 12:00UTC;
2007	March	22/03/2007	Germany	FRA: WX: sleet, unfavourable winds up to 45 knots; ATC 04:00 – 08:00 UTC with 36 landings/h; ATC eff. 17:00 UTC with 39/h
2007	March	23/03/2007	Germany	FRA: WX: depression, rain; ATC 05:00 – 08:00 UTC – 40 landings/h ; ATC 08 :00 – 10 :00 UTC - 42/h; ATC 14:20 – 15:20 UTC, inbound holding up to 40 minutes; eff. 17:15lt no FWD messages (neither reception nor delivery possible – SITA line down)
2007	March	24/03/2007	Germany	FRA: WX: depression, winds N/NW, N/NO 11-15 knots; 17:000 – 18:00 UTC rain; 09:35 – 10:43 lt breakdown bag transport system B-West
2007	March		Austria	VIE: about 800 bags left behind d/t sorter break down in transfer area
2007	March	28-29/3/2007	Denmark	CPH: Fuel strike
2007	March	26/03/2007	Germany	FRA: Tailwinds; eff. 09:10 lt EDP problems – no re-bookings possible; LH780/LH788 cancelled because of unclear traffic laws
2007	March	29/03/2007	Germany	FRA: 18:42 – 19:02 complete breakdown of baggage transport system Terminal 1
2007	March	30/03/2007	Germany	FRA: ATC: 39 landings/h; 21:20-22:20lt interruptions in baggage transport system Terminal 2
2007	March	31/03/2007	Germany	FRA: Tailwinds up to 20knots; ATC 06:00 – 08:00 UTC, inbound holding up to 30 minutes; lac of containers