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AEA CONSUMER REPORT FOR 2nd QUARTER 2007

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

The subject of baggage delivery and how to interpret the figures is covered in some depth in an article in the 3rd issue of 2006 of the AEA's quarterly market research newsletter 'Source', which is downloadable from the AEA website 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.

AEA CONSUMER REPORT

Q2 / April - June 2007

DELAYED BAGGAGE

Systemwide

AEA Carriers	N° of Passengers Enplaned	N° of Bags Delayed per 1 000 pax	rank
	<i>unit</i>	<i>ratio</i>	
AF - Air France	14 573 981	16.3	18
AP - Air One	1 896 740	10.1	9
AY - Finnair	2 039 814	15.1	14
AZ - Alitalia	6 750 405	17.7	19
BA - British Airways plc	11 139 555	28.0	23
BD - bmi			
CY - Cyprus Airways			
EI - Aer Lingus			
FI - Icelandair			
IB - Iberia	8 501 682	12.5	12
JK - Spanair	3 054 231	15.6	15
JP - Adria Airways	287 347	9.9	6
JU - JAT Airways			
KL - KLM Royal Dutch Airlines	6 069 420	17.8	21
KM - Air Malta	551 997	3.2	1
LG - Luxair	144 987	17.7	19
LH - Deutsche Lufthansa AG	14 817 848	16.0	16
LO - LOT Polish Airlines	1 173 298	14.0	13
LX - Swiss International Airlines	3 238 281	10.3	10
MA - Malev Hungarian Airlines	884 826	9.0	4
OA - Olympic Airlines			
OK - CSA Czech Airlines	1 444 073	9.9	6
OS - Austrian	2 927 129	11.5	11
OU - Croatia Airlines	467 187	9.9	6
RO - Tarom Romanian Airlines	263 955	8.4	3
SK - SAS Scandinavian Airlines	7 423 989	16.0	16
SN - SN Brussels Airlines	1 124 210	9.0	4
TK - Turkish Airlines	5 057 270	3.5	2
TP - TAP Portugal	1 987 330	23.5	22
VS - Virgin Atlantic Airways			
AEA	95 819 555	16.0	

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

The table includes information on delayed 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 delayed upon the passengers' arrival at their final destination per 1 000 passengers transported by each carrier. On average 85% of the delayed 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 delayed 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.

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	127 364		82.4	9	81.4	12	98.4	22	13 719	65.6	14	65.3	15	99.8	6	
AP - Air One	23 324		60.1	26	67.6	24	99.1	10								
AY - Finnair	20 012		85.4	3	83.9	7	99.5	7	1 348	75.1	6	74.6	8	99.0	14	
AZ - Alitalia	62 937		71.9	20	75.9	20	97.9	25	3 239	72.1	11	75.1	7	99.2	11	
BA - British Airways plc	56 152		64.3	23	67.3	25	99.1	10	15 043	56.0	18	64.4	16	99.8	6	
BD - bmi	31 275		81.0	12	82.3	10	99.0	16	417	74.6	7	80.3	3	99.0	14	
CY - Cyprus Airways	4 138		61.5	24	62.9	28	99.4	8								
EI - Aer Lingus																
FI - Icelandair	1 728		60.1	26	70.7	22	100.0	1	744	74.5	8	82.3	2	100.0	1	
IB - Iberia	91 579		77.2	16	81.3	13	98.9	19	4 401	62.3	17	72.2	12	99.9	5	
JK - Spanair	27 501		53.0	28	63.0	27	-		113	32.7	20	33.6	20	-		
JP - Adria Airways	5 504		71.7	21	71.6	21	99.8	4								
JU - JAT Airways	5 157		74.9	18	78.6	18	98.6	21								
KL - KLM Royal Dutch Airlines	47 795		86.1	2	81.7	11	99.1	10	7 789	77.9	3	74.6	8	99.2	11	
KM - Air Malta	4 669		76.4	17	76.3	19	100.0	1								
LG - Luxair	2 921		89.3	1	90.5	1	99.1	10								
LH - Deutsche Lufthansa AG	157 206		81.5	11	80.4	14	99.1	10	12 856	75.4	5	74.6	8	100.0	1	
LO - LOT Polish Airlines	14 704		80.8	13	83.1	9	99.0	16	453	68.0	12	73.3	11	99.8	6	
LX - Swiss International Airlines	29 159		79.2	15	79.1	16	99.0	16	3 259	75.6	4	76.4	6	99.1	13	
MA - Malev Hungarian Airlines	13 138		84.3	5	83.6	8	99.2	9	318	63.2	15	72.0	13	98.5	16	
OA - Olympic Airlines	21 754		70.3	22	69.7	23	98.1	23	477	73.2	10	70.0	14	100.0	1	
OK - CSA Czech Airlines	18 972		82.9	7	89.3	2	99.7	5	360	80.6	1	90.6	1	100.0	1	
OS - Austrian	40 227		85.2	4	84.0	6	99.1	10	1 572	78.9	2	79.1	5	99.6	9	
OU - Croatia Airlines	5 980		74.5	19	78.9	17	98.0	24								
RO - Tarom Romanian Airlines	3 420		82.9	7	88.4	3	99.9	3								
SK - SAS Scandinavian Airlines	52 176		81.7	10	79.7	15	96.8	26	1 652	74.3	9	79.2	4	99.3	10	
SN - SN Brussels Airlines	19 163		84.2	6	84.2	5	98.8	20	832	66.5	13	60.7	17	97.7	18	
TK - Turkish Airlines	39 374		79.8	14	85.4	4	-		2 336	63.2	15	50.8	18	-		
TP - TAP Portugal	15 508		60.3	25	63.1	26	99.6	6	2 637	43.9	19	48.4	19	98.2	17	
VS - Virgin Atlantic Airways																
AEA	942 837		77.8		78.9		98.7		73 565	67.2		69.2		99.6		

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	April		UK	163 hours of ATC arrival flow rate restrictions affecting 29 days of the month, 22 of which were attributable to capacity issues (a proportion of which were due to the LHR tower move) with the remainder due to high winds and low visibility procedures.
2007	April		Denmark	Industrial action overseas impacted operations on several days with wildcat strikes at CPH at the beginning of the month
2007	April	06-07/04/2007	Hungary	BUD: Strike of Handling agent CELEBI GROUND HANDLING PLC.
2007	April	08/04/2007	ALL	Easter Sunday
2007	April	11/04/2007	France	French ATC strike
2007	April	13/04/2007	Belgium	Firemen strike causes delays & cancellations at BRU apt. SN cancels 132 legs.
2007	April	13-15/04/2007	US	Chaotic weather conditions
2007	April	17/04/2007	Poland	Warsaw ATC staff shortage
2007	April	24-26/04/2007	Denmark	SAS cancelled 711 flights in/out CPH following 3 days of walk-out by Danish cabin crew
2007	April	26/04/2007	UK	LHR Single Rwy Ops 1820-1905. 60mins holding
2007	May	01/05/2007	U.K	LHR: Inter-terminal baggage tunnel breakdown
2007	May	06/05/2007	U.K	LHR: Baggage system power failure
2007	May	03-04/05/07	Italy	Alitalia Cabin Crew strike > total 350 cancellations
2007	May	08/05/2007	Germany	FRA: strong winds and squalls up to 50knots in 4000ft; inbound-, outbound delays
2007	May	09/05/2007	Germany	FRA:Delays due to ATC; strong winds and squalls up to 35knots in 4000ft; in consequence: holdings up to 40 minutes; SITA data transfer to FRAPORT disturbed in the evening;
2007	May	13/05/2007	U.K	LHR: Intermittent baggage system problems
2007	May	15/05/2007	Greece	ATC controllers strike Greece
2007	May	21/05/2007	U.K	LHR: Transfer baggage system failure in Terminal 4
2007	May	22/05/2007	Italy	Alitalia expects to cancel 394 flights due to strike action by ATC and flight attendants.
2007	May	25/05/2007	Scandinavia	SAS cabin crew conflict; strike will be in effect from 25 May 03:00 UTC; traffic back to normal on 31 May
2007	May	24-25/05/2007	Netherlands	Bad weather Mid Europe, many atc delays
2007	May	30/05/2007	U.K	LHR: Inter-terminal baggage tunnel failure
2007	June	01/06/2007	U.K	LHR: Baggage system failure
2007	June	02/06/2007	U.K	LHR: Baggage system failure
2007	June	08/06/2007	Austria	VIE: Complete breakdown of baggage systemsfor 1 hour
2007	June	9-10/06/2007	UK	LHR: High volume of interline misconnex baggage to be reflighted
2007	June	13/06/2007	France	Strike by airport staff at 25 French regional airports (not CDG, ORY)
2007	June	15/06/2007	Belgium	Strike by security staff at Brussels South/Charleroi airport > All flights cancelled or diverted to other airports in BRU, CDG or LIL.
2007	June	17/06/2007	Italy	LIN: Airport temporarily closed because of rabbits on runway
2007	June	18/06/2007	Netherlands	Severe weather
2007	June	18/06/2007	Germany	FRA: Heavy delays for all US flights because of strong winds over the Atlantic Ocean
2007	June	18/06/2007	Germany	FRA: Severe weather problems due to thunderstorms, heavy rain, hail; ramp handling stopped fr 16:20-16:50 UTC; 59 flights cancelled; heavy delays
2007	June	18/06/2007	N. Europe	Thunderstorms
2007	June	18/06/2007	Germany	FRA: Twice gauging flights ordered by DFS causing start up delays
2007	June	19/06/2007	Netherlands	Baggage area E pier evacuated due penetrant smell
2007	June	21/06/2007	Germany	FRA: Heavy thunderstorms; airport temporarily closed; baggage transport system partly flooded; approx. 12.000 bags left behind FRA; flight cancellations; inbound ,outbound delays; rotation problems ; emergency procedures. LH cancelled 92 flights to/from FRA.
2007	June	21/06/2007	Budapest	Budapest Intl closed due to heavy storm
2007	June	22/06/2007	U.K	LHR: Baggage system failure
2007	June	23/06/2007	U.K	LHR: Transfer baggage input docks failure in Terminal 4
2007	June	25/06/2007	Austria	VIE: Handling suspension 21.00LT-21.15LT
2007	June	25/06/2007	Netherlands	ICA Late incoming aircrafts after IT failure of 24jun
2007	June	25/06/2007	Spain	Spanair cancelled 60 flights due to cabin crew strike
2007	June	26/06/2007	Netherlands	Bad weather accross Europe

TIMELINE OF EVENTS

2007	June	26/06/2007	Germany	FRA: Weather conditions (thunderstorms, heavy rain accompanied by strong winds) causing many cancellations, delays, problems with aircraft rotation
2007	June	27/06/2007	U.K	LHR: Gas leak impact on schedule caused many misconnected transfer bags
2007	June	27/06/2007	Netherlands	Bad weather accross Europe
2007	June	27/06/2007	Netherlands	Single runway due wind
2007	June	27/06/2007	UK	LHR: Airport closed because of terror alarm
2007	June	28/06/2007	U.K	LHR: Transfer baggage system failure
2007	June	29/06/2007	U.K	LHR: Bad weather impact on schedule caused numerous misconnected transfer bags
2007	June	29/06/2007	Netherlands	IT malfunction Amadeus, no rebookings possible during 20', performance not affected
2007	June	30/06/2007	UK	GLA: Terrorist attack on Glasgow airport terminal > delays