

## Consumer Report

05 May 2006

### AEA CONSUMER REPORT FOR 1st QUARTER 2006

The Association of European Airlines has issued the latest Consumer Report, covering its members' punctuality and baggage delivery performance for January-March 2006. Twenty-seven AEA member airlines have provided punctuality data, and twenty-six contributed baggage figures.

As regards regularity and punctuality, 97.7% of short/medium haul flights operated as planned and 79.3% departed within 15 minutes of schedule. The delay rate was slightly worse than in the first quarter of 2005, when 80.8% of flights operated punctually.

For long-haul services, regularity was 99.5% and punctuality 68.7%, again a slight deterioration compared with 70.8% in the same period last year.

Baggage irregularities were measured at 15.2 missing bags per 1,000 passengers, up very slightly from 14.7 in Q1 2005. AEA notes that the great majority of missing bags are traced and delivered to their owners with a minimum of delay.

The statistics represent the visible tip of an operational iceberg which is the business of the network carriers. The airlines in the AEA survey carried almost 78 million passengers during the 3-month period, on 930,000 flights. Many of those flights were operated by aircraft newly-arrived from other services, with a tight turnaround time. Many of the passengers were connecting between flights, out of sight of their baggage, which was transiting an unseen and complex airport infrastructure.

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 who 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.**

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Icelandair

Jat Airways

KLM

LOT

Lufthansa

Luxair

Malev

Olympic Airlines

SAS

SN Brussels Airlines

Spanair

SWISS

TAP Portugal

TAROM

Turkish Airlines

Virgin Atlantic Airways

MISSING BAGGAGE

**Systemwide**

AEA Carriers	N° of Passengers Enplaned	N° of Bags Missing per 1 000 pax	rank
	<i>unit</i>	<i>ratio</i>	
AF - Air France	12 399 984	16.0	20
AY - Finnair	1 858 120	13.4	17
AZ - Alitalia	5 515 964	11.2	10
BA - British Airways plc	10 290 926	16.0	20
BD - bmi	1 384 370	13.3	16
CY - Cyprus Airways	300 822	11.4	11
<b>EI - Aer Lingus</b>			
FI - Icelandair	286 640	10.1	6
IB - Iberia	7 564 811	19.7	24
JK - Spanair	2 100 400	8.7	5
JP - Adria Airways	190 744	10.1	6
<b>JU - JAT Airways</b>			
KL - KLM Royal Dutch Airlines	4 947 264	14.6	19
KM - Air Malta	321 061	4.1	1
LG - Luxair	106 270	17.6	23
LH - Deutsche Lufthansa AG	11 676 858	19.8	25
LO - LOT Polish Airlines	760 369	11.6	13
LX - Swiss International Airlines	2 332 085	10.6	8
MA - Malev Hungarian Airlines	593 077	8.2	3
<b>OA - Olympic Airlines</b>			
OK - CSA Czech Airlines	1 027 462	11.4	11
OS - Austrian	2 170 368	17.4	22
OU - Croatia Airlines	223 838	11.8	14
RO - Tarom Romanian Airlines	172 139	7.5	2
SK - SAS Scandinavian Airlines	6 294 492	13.2	15
SN - SN Brussels Airlines	557 671	10.6	8
TK - Turkish Airlines	3 192 279	8.3	4
TP - TAP Portugal	1 459 307	14.4	18
VS - Virgin Atlantic Airways			
<b>AEA</b>	<b>77 727 321</b>	<b>15.2</b>	

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

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, particularly for those airlines who carry a significantly high proportion of passengers transferring from other carriers.

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. Comparisons can only be made between the airlines taking part in this report.

# AEA CONSUMER REPORT

Q1 / January - March 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	122 208		81.1	11	81.3	14	97.2	20	12 619		64.3	12	61.8	15	99.7	8
AY - Finnair	21 066		82.9	7	83.4	11	99.6	6	1 054		76.2	2	75.3	5	99.8	3
AZ - Alitalia	59 608		81.6	9	83.7	10	96.5	22	3 143		76.1	3	75.5	4	98.6	15
BA - British Airways plc	66 649		74.8	18	77.1	21	99.1	7	14 207		66.7	10	72.9	8	99.8	3
BD - bmi	19 483		84.6	4	88.0	2	99.1	7	440		58.4	14	65.5	13	99.1	13
CY - Cyprus Airways	3 051		73.8	20	79.0	18	98.2	14								
<b>EI - Aer Lingus</b>																
FI - Icelandair	1 467		65.6	25	80.0	16	100.0	1	534		75.1	4	75.8	3	100.0	1
IB - Iberia	91 718		73.2	21	76.8	23	98.0	16	3 822		55.0	15	55.0	19	99.8	3
JK - Spanair	20 407		74.1	19	86.0	5	-		52		51.9	17	55.8	18	-	
JP - Adria Airways	4 506		81.9	8	81.8	12	99.7	4								
JU - JAT Airways	4 310		77.1	16	84.4	8	97.4	19								
KL - KLM Royal Dutch Airlines	39 788		83.6	5	79.3	17	97.8	17	7 339		80.7	1	75.9	2	99.5	10
KM - Air Malta	2 871		78.1	12	80.3	15	99.9	3								
LG - Luxair	3 315		87.0	2	88.0	2	91.7	25								
LH - Deutsche Lufthansa AG	140 787		76.3	17	77.3	20	97.8	17	10 461		72.0	6	69.1	10	99.8	3
LO - LOT Polish Airlines	19 350		66.0	24	70.3	27	96.1	23	488		51.4	18	48.4	20	99.8	3
LX - Swiss International Airlines	27 126		78.0	13	78.7	19	98.8	11	2 640		71.3	8	73.3	6	99.5	10
MA - Malev Hungarian Airlines	10 757		88.9	1	89.6	1	99.0	9	206		61.7	13	65.2	14	98.1	16
OA - Olympic Airlines	19 279		71.9	22	73.1	25	98.9	10	355		46.5	20	56.3	17	99.7	8
OK - CSA Czech Airlines	16 752		77.7	14	85.7	6	98.1	15	359		66.0	11	81.4	1	97.0	17
OS - Austrian	34 484		81.6	9	81.6	13	98.8	11	2 041		71.8	7	70.2	9	99.4	12
OU - Croatia Airlines	4 501		85.3	3	87.6	4	97.1	21								
RO - Tarom Romanian Airlines	2 789		77.7	14	84.2	9	100.0	1								
SK - SAS Scandinavian Airlines	72 908		71.8	23	75.1	24	95.2	24	1 627		68.7	9	67.6	11	99.9	2
SN - SN Brussels Airlines	13 764		83.0	6	85.2	7	98.4	13	827		72.3	5	66.9	12	95.7	18
TK - Turkish Airlines	27 744		63.7	27	76.9	22	-		1 742		54.6	16	73.3	6	-	
TP - TAP Portugal	13 392		63.9	26	72.5	26	99.7	4	2 214		49.1	19	61.1	16	98.7	14
<b>VS - Virgin Atlantic Airways</b>																
<b>AEA</b>	<b>864 080</b>		<b>76.9</b>		<b>79.3</b>		<b>97.7</b>		<b>66 170</b>		<b>67.9</b>		<b>68.7</b>		<b>99.5</b>	

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).