

Consumer Report

18 August, 2006

AEA CONSUMER REPORT FOR 2nd QUARTER 2006

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

As regards regularity and punctuality, 99.0% of short/medium haul flights operated as planned and 81.1% departed within 15 minutes of schedule. The delay rate was slightly worse than in the second quarter of 2005, when 83.3% of flights operated punctually.

For long-haul services, regularity was 99.7% and punctuality 72.7%, again a deterioration compared with 76.9% in the same period last year.

Baggage irregularities were measured at 13.3 missing bags per 1,000 passengers, up slightly from 11.9 in Q2 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 93 million passengers during the 3-month period, on 980,000 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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- Adria Airways
- Aer Lingus
- Air France
- Air Malta
- Air One
- Alitalia
- Austrian
- bmi
- British Airways
- Cargolux
- Croatia Airlines
- CSA
- Cyprus Airways
- Finnair
- Iberia
- 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	Nº of Passengers Enplaned	Nº of Bags Missing per 1 000 pax	rank
	<i>unit</i>	<i>ratio</i>	
AF - Air France	14 444 614	14.9	19
AY - Finnair	1 986 607	13.2	16
AZ - Alitalia	6 826 947	12.9	15
BA - British Airways plc	12 041 735	16.9	22
BD - bmi			
CY - Cyprus Airways			
EI - Aer Lingus			
FI - Icelandair			
IB - Iberia	8 983 676	11.8	13
JK - Spanair	2 751 240	8.1	4
JP - Adria Airways	256 645	9.6	8
JU - JAT Airways			
KL - KLM Royal Dutch Airlines	5 918 112	14.5	18
KM - Air Malta	547 168	3.5	2
LG - Luxair	151 738	13.4	17
LH - Deutsche Lufthansa AG	14 243 629	16.8	21
LO - LOT Polish Airlines	1 101 250	12.2	14
LX - Swiss International Airlines	2 982 098	8.4	5
MA - Malev Hungarian Airlines	860 489	8.5	6
OA - Olympic Airlines			
OK - CSA Czech Airlines	1 471 700	9.3	7
OS - Austrian	2 907 540	11.0	10
OU - Croatia Airlines	442 072	11.4	12
RO - Tarom Romanian Airlines	214 053	7.5	3
SK - SAS Scandinavian Airlines	7 410 008	11.2	11
SN - SN Brussels Airlines	650 472	10.6	9
TK - Turkish Airlines	4 355 378	3.4	1
TP - TAP Portugal	1 971 034	16.4	20
VS - Virgin Atlantic Airways			
AEA	92 518 205	13.3	

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

Q2 / April - June 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	127 670		80.3	13	80.4	14	98.7	20	13 499		64.9	12	65.7	14	99.8	5
AY - Finnair	20 964		88.8	4	87.4	5	99.5	9	1 148		78.5	2	76.0	5	99.5	10
AZ - Alitalia	64 845		79.7	15	80.3	17	98.5	21	3 307		74.4	7	75.0	9	99.5	10
BA - British Airways plc	61 361		73.0	21	74.8	23	99.5	9	14 806		66.2	10	76.0	5	99.9	4
BD - bmi																
CY - Cyprus Airways	3 846		69.2	24	75.1	22	99.3	13								
EI - Aer Lingus																
FI - Icelandair	2 027		65.8	25	72.0	24	100.0	1	795		65.3	11	69.8	10	100.0	1
IB - Iberia	94 712		77.2	18	80.4	14	99.1	17	4 188		61.6	13	66.9	12	99.8	5
JK - Spanair	23 243		69.8	23	78.9	19	-		52		44.2	19	59.6	16	-	
JP - Adria Airways	4 995		80.5	12	80.4	14	99.7	6								
JU - JAT Airways	5 138		77.9	17	81.8	12	97.7	24								
KL - KLM Royal Dutch Airlines	46 381		88.5	5	84.7	9	99.0	18	7 740		81.4	1	79.6	3	99.8	5
KM - Air Malta	4 506		74.8	19	76.9	21	99.9	3								
LG - Luxair	3 464		92.3	1	93.6	1	99.8	4								
LH - Deutsche Lufthansa AG	152 442		81.6	9	82.5	11	99.3	13	11 936		74.8	6	75.8	8	100.0	1
LO - LOT Polish Airlines	21 272		74.7	20	77.4	20	99.3	13	790		51.0	17	53.7	19	99.4	13
LX - Swiss International Airlines	28 663		81.7	8	81.7	13	99.5	9	2 962		78.5	2	77.7	4	99.5	10
MA - Malev Hungarian Airlines	13 238		89.2	3	89.0	4	99.4	12	282		56.0	16	62.9	15	97.9	16
OA - Olympic Airlines	22 502		70.6	22	70.7	25	98.9	19	468		59.8	14	57.7	17	99.8	5
OK - CSA Czech Airlines	18 354		80.3	13	87.0	6	99.7	6	430		76.3	5	87.5	1	100.0	1
OS - Austrian	39 900		86.5	7	85.4	8	99.6	8	2 190		77.5	4	81.8	2	99.7	9
OU - Croatia Airlines	5 835		81.0	10	83.9	10	98.4	22								
RO - Tarom Romanian Airlines	3 142		88.2	6	91.0	3	100.0	1								
SK - SAS Scandinavian Airlines	75 255		80.6	11	79.8	18	98.0	23	1 733		68.0	9	69.4	11	99.0	14
SN - SN Brussels Airlines	14 104		90.9	2	91.3	2	99.2	16	797		71.1	8	66.9	12	94.5	17
TK - Turkish Airlines	35 017		78.3	16	86.6	7	-		1 974		58.2	15	75.9	7	-	
TP - TAP Portugal	14 929		55.7	26	64.1	26	99.8	4	2 526		49.2	18	57.4	18	98.8	15
VS - Virgin Atlantic Airways																
AEA	907 805		79.7		81.1		99.0		71 623		69.2		72.7		99.7	

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.