

Consumer Report

07 November 2006

AEA CONSUMER REPORT FOR 3rd QUARTER 2006

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

The reporting period included the events of early August, when a foiled terror plot gave rise to a significant tightening of security arrangements, with consequences for punctuality and baggage delivery.

As regards regularity and punctuality, 98.7% of short/medium haul flights operated as planned and 77.0% departed within 15 minutes of schedule. The delay rate was somewhat worse than in the second quarter of 2006, when 79.9% of flights operated punctually. For long-haul services, regularity was 99.4% and punctuality 62.3%, a substantial deterioration compared with 69.0% in the same period last year.

Baggage irregularities were measured at 18.9 missing bags per 1,000 passengers, up from 15.6 in Q3 2006. AEA notes that the great majority of missing bags are traced and delivered to their owners with a minimum of delay.

The subject of baggage delivery is covered in some depth in an article in the latest edition of AEA's quarterly market research newsletter 'Source', which is downloadable from the AEA website www.aea.be.

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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Note to the Editor: *The Association of European Airlines (AEA) brings together 31 European established service and scheduled network carriers. These collectively carry 320 million passengers and 6 million tons of cargo each year, operating 2,400 aircraft serving 620 destinations in 160 countries with 10,720 flights a day. They provide around 378,000 jobs directly, and generate a total turnover of €75 billion.*

MISSING BAGGAGE

Systemwide

AEA Carriers	N° of Passengers Enplaned <i>unit</i>	N° of Bags Missing per 1 000 pax <i>ratio</i>	<i>rank</i>
AF - Air France	14 811 176	18.9	17
AY - Finnair	6 498 848	14.4	11
AZ - Alitalia	7 142 643	25.2	21
BA - British Airways plc	12 543 434	30.7	23
BD - bmi			
CY - Cyprus Airways			
EI - Aer Lingus			
FI - Icelandair	599 906	10.9	7
IB - Iberia	9 000 828	16.9	13
JK - Spanair	3 340 709	10.4	6
JP - Adria Airways	359 257	9.3	3
JU - JAT Airways			
KL - KLM Royal Dutch Airlines	6 279 916	20.1	19
KM - Air Malta	727 922	4.8	2
LG - Luxair	173 464	17.0	14
LH - Deutsche Lufthansa AG	14 947 922	20.8	20
LO - LOT Polish Airlines	1 115 943	19.7	18
LX - Swiss International Airlines	3 172 513	11.2	8
MA - Malev Hungarian Airlines	1 064 199	10.1	5
OA - Olympic Airlines			
OK - CSA Czech Airlines	1 820 143	12.1	9
OS - Austrian	3 404 532	14.7	12
OU - Croatia Airlines	573 843	13.2	10
RO - Tarom Romanian Airlines	240 498	9.9	4
SK - SAS Scandinavian Airlines	6 534 733	17.0	14
SN - SN Brussels Airlines	634 392	18.2	16
TK - Turkish Airlines	5 367 116	4.5	1
TP - TAP Portugal	2 264 761	26.9	22
VS - Virgin Atlantic Airways			
AEA	102 618 698	18.9	

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

Q3 / July - September 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	124 767		81.6	8	79.9	11	98.9	15	14 344		62.3	11	56.5	13	99.8	6
AY - Finnair	19 107		87.1	2	84.3	6	99.7	5	1 426		77.4	2	70.1	5	99.5	9
AZ - Alitalia	64 256		71.1	19	70.6	21	97.9	23	3 705		69.9	7	65.8	8	98.9	13
BA - British Airways plc	76 584		65.5	23	66.2	24	97.7	24	15 130		55.4	15	59.4	12	99.0	12
BD - bmi	30 589		75.5	14	76.8	13	98.9	15	600		59.8	12	64.0	10	96.8	17
CY - Cyprus Airways	3 955		65.8	22	69.4	23	99.7	5								
EI - Aer Lingus																
FI - Icelandair	2 552		58.1	26	61.7	25	100.0	1	874		55.1	16	55.0	14	100.0	1
IB - Iberia	93 751		72.2	17	74.3	17	98.5	21	4 315		64.3	9	64.1	9	99.5	9
JK - Spanair	22 656		64.7	24	71.8	20	-		26		3.8	20	19.2	20	-	
JP - Adria Airways	5 105		73.9	15	73.8	18	99.6	8								
JU - JAT Airways	5 822		69.6	20	74.5	16	98.7	17								
KL - KLM Royal Dutch Airlines	46 706		85.5	6	80.0	10	99.2	12	7 926		79.0	1	72.3	3	99.7	7
KM - Air Malta	5 072		58.3	25	58.5	26	100.0	1								
LG - Luxair	3 352		91.1	1	92.4	1	98.3	22								
LH - Deutsche Lufthansa AG	153 729		81.9	7	81.2	8	99.3	11	12 372		70.8	6	67.0	7	99.9	5
LO - LOT Polish Airlines	21 227		68.2	21	69.7	22	98.7	17	1 059		44.0	18	38.1	18	100.0	1
LX - Swiss International Airlines	28 350		79.2	12	77.2	12	98.6	19	3 107		74.3	4	69.4	6	99.5	9
MA - Malev Hungarian Airlines	13 744		79.5	11	76.1	14	99.0	13	300		56.7	14	46.7	16	96.2	18
OA - Olympic Airlines	22 799		71.5	18	72.3	19	91.7	25	498		45.2	17	41.2	17	100.0	1
OK - CSA Czech Airlines	18 646		80.5	10	86.0	3	99.8	4	447		71.8	5	79.6	1	100.0	1
OS - Austrian	42 458		85.6	5	83.6	7	99.6	8	2 290		77.2	3	76.2	2	99.7	7
OU - Croatia Airlines	6 265		73.1	16	75.8	15	98.6	19								
RO - Tarom Romanian Airlines	3 128		85.9	3	89.0	2	100.0	1								
SK - SAS Scandinavian Airlines	72 396		81.4	9	80.2	9	99.0	13	1 729		67.7	8	61.5	11	98.8	14
SN - SN Brussels Airlines	13 430		85.9	3	85.5	4	99.7	5	863		63.5	10	53.0	15	97.4	16
TK - Turkish Airlines	40 284		77.3	13	85.0	5	-		2 114		57.6	13	71.4	4	-	
TP - TAP Portugal	16 138		47.8	27	53.1	27	99.6	8	2 752		36.3	19	37.9	19	98.7	15
VS - Virgin Atlantic Airways																
AEA	956 868		76.9		77.0		98.7		75 877		64.4		62.3		99.4	

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.