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## **AEA CONSUMER REPORT FOR MAY 2004**

The Association of European Airlines has issued the latest Consumer Report, covering its members' punctuality and baggage delivery performance for May. As regards the punctuality report, your attention is drawn to the explanatory notes below the table, and in particular to the definition of flight regularity – which should not be confused with punctuality.

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.**

Twenty-eight AEA member airlines have provided punctuality data, and twenty-six contributed baggage figures. These represent a broad spectrum of major European airlines, from essentially point-to-point carriers to global network operators, from airlines with extensive operations in uncrowded airspace and at uncrowded airports, to airlines flying exclusively to and through Europe's congested heartland.

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## 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	4 255 435	12.5	23
AY - Finnair	666 688	6.8	7
AZ - Alitalia	1 945 401	11.4	16
BA - British Airways plc	3 736 845	13.8	25
BD - bmi	594 757	11.7	19
CY - Cyprus Airways	147 181	5.8	4
<b>EI - Aer Lingus</b>			
FI - Icelandair	144 555	7.6	9
IB - Iberia	2 724 817	8.7	12
IG - Meridiana	309 983	3.2	2
JK - Spanair	735 350	6.1	5
JP - Adria Airways	75 014	8.5	11
<b>JU - JAT Airways</b>			
KL - KLM Royal Dutch Airlines	1 754 007	12.5	23
KM - Air Malta	141 304	4.0	3
LG - Luxair	47 889	12.3	21
LH - Deutsche Lufthansa AG	4 586 678	13.8	25
LO - LOT Polish Airlines	326 359	10.9	14
LX - Swiss International Airlines	859 978	8.0	10
MA - Malev Hungarian Airlines	264 424	6.2	6
<b>OA - Olympic Airlines</b>			
OK - CSA Czech Airlines	378 776	11.6	18
OS - Austrian	849 659	12.4	22
OU - Croatia Airlines	156 542	11.4	16
RO - Tarom Romanian Airlines	62 201	9.2	13
SK - SAS Scandinavian Airlines	2 026 626	12.1	20
SN - SN Brussels Airlines	284 586	7.1	8
TK - Turkish Airlines	1 001 173	3.0	1
TP - TAP Air Portugal	550 812	11.2	15
<b>VS - Virgin Atlantic Airways</b>			
<b>AEA</b>	<b>28 627 040</b>	<b>11.3</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.

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January - May 2004

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### 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	19 823 265	14.5	20
AY - Finnair	3 300 821	9.4	11
AZ - Alitalia	8 845 586	12.6	19
BA - British Airways plc	17 410 187	16.0	24
BD - bmi	2 817 005	14.9	23
CY - Cyprus Airways	683 391	8.5	9
<b>EI - Aer Lingus</b>			
FI - Icelandair	610 308	7.2	6
IB - Iberia	12 444 477	9.5	12
IG - Meridiana	1 264 858	3.2	1
JK - Spanair	2 899 813	7.1	5
JP - Adria Airways	310 471	10.2	14
<b>JU - JAT Airways</b>			
KL - KLM Royal Dutch Airlines	8 093 767	14.6	22
KM - Air Malta	541 741	5.7	3
LG - Luxair	208 769	14.6	21
LH - Deutsche Lufthansa AG	20 292 475	16.8	25
LO - LOT Polish Airlines	1 369 139	9.4	10
LX - Swiss International Airlines	4 101 155	11.5	16
MA - Malev Hungarian Airlines	1 061 093	6.4	4
<b>OA - Olympic Airlines</b>			
OK - CSA Czech Airlines	1 584 434	12.2	17
OS - Austrian	3 677 946	18.6	26
OU - Croatia Airlines	545 762	10.0	13
RO - Tarom Romanian Airlines	263 370	8.3	7
SK - SAS Scandinavian Airlines	9 268 141	10.9	15
SN - SN Brussels Airlines	1 269 733	8.4	8
TK - Turkish Airlines	4 408 437	4.2	2
TP - TAP Air Portugal	2 528 649	12.6	18
<b>VS - Virgin Atlantic Airways</b>			
<b>AEA</b>	<b>129 624 793</b>	<b>13.1</b>	

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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.

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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	%	rank
AF - Air France	41 688	88.3	8	88.8	8	98.6	24	4 205	74.9	10	79.3	11	99.8	9		
AY - Finnair	7 007	94.9	1	94.1	2	99.8	3	303	89.8	2	88.1	3	100.0	1		
AZ - Alitalia	20 341	86.6	11	88.2	11	98.1	26	960	83.5	4	87.2	4	99.8	9		
BA - British Airways plc	26 726	82.6	19	82.9	21	99.3	17	4 726	81.6	6	81.1	8	99.8	9		
BD - bmi	6 592	83.5	17	84.1	20	99.4	12	155	76.8	8	79.4	10	100.0	1		
CY - Cyprus Airways	1 413	83.6	16	86.3	15	99.4	12									
<b>EI - Aer Lingus</b>																
FI - Icelandair	572	75.0	26	79.7	26	100.0	1	228	73.2	14	80.7	9	100.0	1		
IB - Iberia	30 382	82.5	20	85.0	18	99.3	17	1 640	83.0	5	89.1	2	99.7	12		
IG - Meridiana	3 128	81.4	21	89.5	7	99.5	8									
JK - Spanair	5 615	87.6	9	88.5	10	-		18	44.4	19	55.6	19	-			
JP - Adria Airways	1 496	83.4	18	84.2	19	99.6	5									
JU - JAT Airways	1 722	91.8	2	93.3	3	99.0	20									
KL - KLM Royal Dutch Airlines	13 962	88.4	6	86.0	16	99.5	8	2 859	85.6	3	81.2	7	99.7	12		
KM - Air Malta	1 403	76.3	25	76.6	27	99.4	12									
LG - Luxair	1 175	89.2	4	92.1	4	99.4	12									
LH - Deutsche Lufthansa AG	49 777	87.1	10	88.6	9	99.5	8	3 928	81.6	6	83.4	5	99.9	8		
LO - LOT Polish Airlines	6 695	85.6	14	87.7	12	99.3	17	111	62.2	16	59.8	18	98.2	16		
LX - Swiss International Airlines	11 240	86.3	13	82.8	22	99.6	5									
MA - Malev Hungarian Airlines	4 020	86.6	11	87.0	13	99.7	4	102	73.5	13	71.6	15	98.1	17		
OA - Olympic Airlines	3 315	85.0	15	85.3	17	99.6	5	141	66.7	15	71.6	15	100.0	1		
OK - CSA Czech Airlines	5 325	74.2	27	82.1	24	98.9	21	168	73.8	12	81.5	6	100.0	1		
OS - Austrian	12 104	80.6	23	82.2	23	99.5	8	619	75.9	9	77.1	12	99.0	15		
OU - Croatia Airlines	1 969	78.9	24	81.4	25	98.2	25									
RO - Tarom Romanian Airlines	783	88.5	5	96.6	1	100.0	1									
SK - SAS Scandinavian Airlines	22 209	89.8	3	90.1	6	98.9	21	638	74.5	11	71.9	14	100.0	1		
SN - SN Brussels Airlines	4 988	88.4	6	90.3	5	98.9	21	285	94.7	1	93.7	1	100.0	1		
TK - Turkish Airlines	7 490	81.2	22	86.9	14	-		547	60.7	17	77.0	13	-			
TP - TAP Air Portugal	4 510	69.6	28	73.3	28	99.4	12	676	57.0	18	64.1	17	99.1	14		
<b>VS - Virgin Atlantic Airways</b>																
<b>AEA</b>	<b>297 647</b>	<b>85.6</b>		<b>86.7</b>		<b>99.2</b>		<b>22 309</b>	<b>79.3</b>		<b>81.0</b>		<b>99.7</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).

# AEA CONSUMER REPORT

January - May 2004

## 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	203 826		82.6	12	83.8	13	96.9	26	20 043		68.5	14	71.1	13	99.6	7
AY - Finnair	35 477		90.3	1	89.8	3	99.6	4	1 457		84.1	1	84.4	1	99.8	3
AZ - Alitalia	97 975		78.5	19	82.5	18	97.4	24	4 470		73.6	9	79.3	6	99.4	11
BA - British Airways plc	132 690		81.4	13	82.4	19	98.7	15	23 031		81.1	3	79.7	5	99.7	4
BD - bmi	33 765		79.4	17	81.3	21	98.7	15	615		80.2	4	82.3	3	99.5	9
CY - Cyprus Airways	6 424		80.8	15	84.8	11	99.3	6	102		60.8	17	64.7	19	96.2	18
<b>EI - Aer Lingus</b>																
FI - Icelandair	2 472		74.5	25	83.3	15	100.0	1	911		76.2	7	79.8	4	100.0	1
IB - Iberia	142 922		80.6	16	83.2	16	98.8	13	8 035		73.7	8	79.1	7	99.3	12
IG - Meridiana	13 389		78.0	20	87.5	9	98.5	20								
JK - Spanair	25 142		87.7	2	87.8	6	-		88		64.8	16	68.2	16	-	
JP - Adria Airways	6 971		78.0	20	82.6	17	99.0	9								
JU - JAT Airways	7 189		85.1	6	87.8	6	99.1	7								
KL - KLM Royal Dutch Airlines	64 913		84.3	8	80.8	22	98.9	10	13 546		79.2	6	73.9	11	99.7	4
KM - Air Malta	5 472		77.2	22	77.0	26	99.8	3								
LG - Luxair	5 796		86.7	4	88.8	4	98.9	10								
LH - Deutsche Lufthansa AG	225 476		83.5	10	84.0	12	98.7	15	17 222		79.6	5	77.0	8	99.9	2
LO - LOT Polish Airlines	30 882		85.1	6	87.7	8	98.4	21	393		53.4	19	69.2	15	99.5	9
LX - Swiss International Airlines	55 016		78.7	18	76.8	27	98.9	10	5 093		72.3	10	75.0	10	99.7	4
MA - Malev Hungarian Airlines	17 012		84.1	9	85.9	10	99.1	7	332		70.8	11	68.1	17	98.8	14
OA - Olympic Airlines	16 146		75.8	23	78.8	23	98.0	22	650		50.0	21	61.8	20	98.5	15
OK - CSA Czech Airlines	23 450		72.0	26	82.3	20	98.7	15	721		65.2	15	75.1	9	97.8	16
OS - Austrian	54 405		74.9	24	78.5	25	97.9	23	2 990		70.0	13	68.1	17	99.6	7
OU - Croatia Airlines	7 851		81.1	14	83.7	14	97.1	25								
RO - Tarom Romanian Airlines	3 516		82.7	11	92.6	1	100.0	1								
SK - SAS Scandinavian Airlines	106 077		87.3	3	88.2	5	98.6	19	2 960		70.6	12	70.6	14	99.3	12
SN - SN Brussels Airlines	23 561		85.5	5	90.1	2	98.8	13	1 278		81.9	2	82.9	2	95.1	19
TK - Turkish Airlines	35 389		71.9	27	78.8	23	-		2 574		57.3	18	71.7	12	-	
TP - TAP Air Portugal	21 231		65.7	28	71.9	28	99.4	5	3 287		50.1	20	59.9	21	97.8	16
<b>VS - Virgin Atlantic Airways</b>																
<b>AEA</b>	<b>1 404 435</b>		<b>81.6</b>		<b>83.3</b>		<b>98.3</b>		<b>109 798</b>		<b>74.6</b>		<b>75.2</b>		<b>99.5</b>	

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