

1 June 2004

Avenue Louise 350 B - 1050 Brussels
Tel. +32 (0)2 639 89 89 Fax 639 89 99
E-mail aea.secretariat@aea.be
Web www.aea.be

AEA CONSUMER REPORT FOR APRIL 2004

The Association of European Airlines has issued the latest Consumer Report, covering its members' punctuality and baggage delivery performance for April. From January 2004, the format of the report has been amended to distinguish between short/medium haul and long-haul punctuality. The 'average delay minutes' statistic has been discontinued. Also included in the new layout is an AEA total.

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.

For further information, please contact:

David Henderson, Manager Information (+32 2) 639 89 72

[Adria Airways](#), [Aer Lingus](#), [Air France](#), [Air Malta](#), [Alitalia](#), [Austrian](#), [bmi](#), [British Airways](#), [Cargolux](#), [Croatia Airlines](#), [CSA](#), [Cyprus Airways](#), [Finnair](#), [Iberia](#), [Icelandair](#), [Jat Airways](#), [KLM](#), [LOT](#), [Lufthansa](#), [Luxair](#), [Malev](#), [Meridiana](#), [Olympic Airlines](#), [SAS](#), [SN Brussels Airlines](#), [Spanair](#), [SWISS](#), [TAP Air 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	4 254 022	14.1	24
AY - Finnair	690 036	10.5	16
AZ - Alitalia	1 906 828	13.7	20
BA - British Airways plc	3 737 004	14.0	23
BD - bmi	602 614	13.8	21
CY - Cyprus Airways	173 647	6.9	6
EI - Aer Lingus			
FI - Icelandair	140 700	6.5	5
IB - Iberia	2 582 445	9.5	12
IG - Meridiana	291 643	3.4	2
JK - Spanair	652 345	8.3	10
JP - Adria Airways	65 519	9.1	11
JU - JAT Airways			
KL - KLM Royal Dutch Airlines	1 767 362	14.9	25
KM - Air Malta	140 899	4.6	3
LG - Luxair	48 682	13.9	22
LH - Deutsche Lufthansa AG	4 308 271	13.6	19
LO - LOT Polish Airlines	294 421	10.2	15
LX - Swiss International Airlines	887 146	10.0	13
MA - Malev Hungarian Airlines	245 702	6.1	4
OA - Olympic Airlines			
OK - CSA Czech Airlines	354 455	10.9	17
OS - Austrian	806 977	15.5	26
OU - Croatia Airlines	120 215	7.7	8
RO - Tarom Romanian Airlines	56 615	7.9	9
SK - SAS Scandinavian Airlines	1 910 622	10.1	14
SN - SN Brussels Airlines	285 523	7.6	7
TK - Turkish Airlines	961 939	3.1	1
TP - TAP Air Portugal	603 621	13.3	18
VS - Virgin Atlantic Airways			
AEA	27 889 253	12.1	

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

January - April 2004

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	15 567 830	15.0	20
AY - Finnair	2 634 133	10.1	13
AZ - Alitalia	6 900 185	13.0	19
BA - British Airways plc	13 673 342	16.6	24
BD - bmi	2 222 248	15.8	23
CY - Cyprus Airways	536 210	9.2	10
EI - Aer Lingus			
FI - Icelandair	465 753	7.0	5
IB - Iberia	9 719 660	9.8	12
IG - Meridiana	954 875	3.2	1
JK - Spanair	2 164 463	7.4	6
JP - Adria Airways	235 457	10.7	15
JU - JAT Airways			
KL - KLM Royal Dutch Airlines	6 339 760	15.2	21
KM - Air Malta	400 437	6.3	3
LG - Luxair	160 880	15.3	22
LH - Deutsche Lufthansa AG	15 705 797	17.7	25
LO - LOT Polish Airlines	1 042 780	8.9	9
LX - Swiss International Airlines	3 241 177	12.4	17
MA - Malev Hungarian Airlines	796 669	6.4	4
OA - Olympic Airlines			
OK - CSA Czech Airlines	1 205 658	12.3	16
OS - Austrian	2 828 287	20.5	26
OU - Croatia Airlines	389 220	9.5	11
RO - Tarom Romanian Airlines	201 169	8.0	7
SK - SAS Scandinavian Airlines	7 241 515	10.6	14
SN - SN Brussels Airlines	985 147	8.8	8
TK - Turkish Airlines	3 407 264	4.6	2
TP - TAP Air Portugal	1 977 837	12.9	18
VS - Virgin Atlantic Airways			
AEA	100 997 753	13.6	

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

April 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	41 477		84.1	13	84.0	22	97.3	25	4 034		68.6	14	75.1	14	99.6	14
AY - Finnair	6 881		94.9	1	93.9	2	99.8	5	292		87.0	1	89.4	1	100.0	1
AZ - Alitalia	18 722		82.7	19	84.7	18	98.6	21	891		73.6	10	81.5	8	99.3	15
BA - British Airways plc	26 557		84.1	13	84.9	16	99.4	12	4 566		80.9	3	83.4	6	100.0	1
BD - bmi	6 680		79.8	22	81.9	24	99.4	12	122		76.2	7	86.9	2	100.0	1
CY - Cyprus Airways	1 493		84.0	15	86.7	11	99.7	7								
EI - Aer Lingus																
FI - Icelandair	513		79.7	23	86.0	13	100.0	1	215		72.1	11	83.3	7	100.0	1
IB - Iberia	28 919		81.9	20	84.4	21	99.4	12	1 580		74.6	8	80.4	10	99.1	16
IG - Meridiana	2 994		73.8	26	84.5	20	98.5	22								
JK - Spanair	5 328		85.2	11	84.6	19	-		18		50.0	19	50.0	19	-	
JP - Adria Airways	1 385		80.4	21	82.5	23	98.1	24								
JU - JAT Airways	1 535		89.8	5	91.6	4	99.2	16								
KL - KLM Royal Dutch Airlines	13 477		87.3	8	84.8	17	99.4	12	2 724		80.1	5	76.5	12	99.8	12
KM - Air Malta	1 251		72.2	27	74.7	27	99.9	3								
LG - Luxair	1 172		90.4	4	93.9	2	99.6	8								
LH - Deutsche Lufthansa AG	47 048		88.5	6	90.3	8	99.6	8	3 608		80.6	4	84.0	5	99.9	11
LO - LOT Polish Airlines	6 306		90.8	3	91.5	6	98.7	20	76		63.2	16	72.4	16	100.0	1
LX - Swiss International Airlines	10 969		83.3	18	80.7	25	99.5	10	947		79.1	6	85.5	3	100.0	1
MA - Malev Hungarian Airlines	3 456		87.2	9	87.0	10	98.3	23	83		63.9	15	68.7	17	100.0	1
OA - Olympic Airlines	3 213		76.4	25	78.5	26	99.9	3	145		56.6	18	64.1	18	100.0	1
OK - CSA Czech Airlines	4 953		77.8	24	85.2	15	99.2	16	154		68.8	13	80.0	11	100.0	1
OS - Austrian	11 018		84.2	12	86.5	12	99.5	10	628		71.2	12	73.7	15	99.8	12
OU - Croatia Airlines	1 773		83.6	17	85.6	14	97.0	26								
RO - Tarom Romanian Airlines	706		87.7	7	94.5	1	100.0	1								
SK - SAS Scandinavian Airlines	21 142		91.2	2	91.6	4	99.1	18	626		74.4	9	75.9	13	100.0	1
SN - SN Brussels Airlines	4 649		87.1	10	90.8	7	99.1	18	273		84.2	2	85.0	4	98.6	18
TK - Turkish Airlines	7 760		83.7	16	89.6	9	-		535		57.8	17	81.1	9	-	
TP - TAP Air Portugal	4 519		61.5	28	65.5	28	99.8	5	690		41.4	20	49.6	20	99.0	17
VS - Virgin Atlantic Airways																
AEA	285 896		84.9		86.2		99.0		22 207		75.1		79.2		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 flights performed as planned. 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.

AEA CONSUMER REPORT

January - April 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	162 138		81.1	12	82.5	16	96.4	26	15 838		66.8	15	68.9	16	99.5	9
AY - Finnair	28 470		89.2	1	88.7	3	99.5	4	1 154		82.7	1	83.4	1	99.7	4
AZ - Alitalia	77 634		76.4	22	81.0	20	97.2	25	3 510		70.9	9	77.1	6	99.3	11
BA - British Airways plc	105 964		81.1	12	82.2	18	98.5	17	18 305		81.0	3	79.3	5	99.6	7
BD - bmi	27 173		78.5	17	80.6	21	98.5	17	460		81.3	2	83.3	2	99.4	10
CY - Cyprus Airways	5 011		80.1	15	84.4	12	99.3	6	102		60.8	17	64.7	19	96.2	18
EI - Aer Lingus																
FI - Icelandair	1 900		74.3	23	84.4	12	100.0	1	683		77.2	7	79.5	4	100.0	1
IB - Iberia	112 540		80.1	15	82.7	14	98.6	15	6 395		71.3	8	76.5	7	99.2	12
IG - Meridiana	10 261		77.0	19	86.9	8	98.2	20								
JK - Spanair	19 527		87.7	2	87.6	7	-		70		70.0	11	71.4	13	-	
JP - Adria Airways	5 475		76.5	21	82.1	19	98.8	9								
JU - JAT Airways	5 467		83.0	9	86.1	9	99.2	7								
KL - KLM Royal Dutch Airlines	50 951		83.2	8	79.4	22	98.7	10	10 687		77.5	6	72.0	12	99.7	4
KM - Air Malta	4 069		77.6	18	77.1	25	99.9	3								
LG - Luxair	4 621		86.0	4	88.0	4	98.7	10								
LH - Deutsche Lufthansa AG	175 699		82.5	10	82.7	14	98.5	17	13 294		79.0	4	75.1	8	99.8	3
LO - LOT Polish Airlines	24 187		85.0	5	87.7	5	98.2	20	282		50.0	19	73.0	10	100.0	1
LX - Swiss International Airlines	43 776		76.7	20	75.3	27	98.7	10	4 120		70.1	10	72.7	11	99.6	7
MA - Malev Hungarian Airlines	12 992		83.3	7	85.6	10	98.9	8	230		69.6	12	66.5	17	99.1	13
OA - Olympic Airlines	12 831		73.4	24	77.2	24	97.6	23	509		45.4	21	59.1	20	98.1	15
OK - CSA Czech Airlines	18 125		71.4	26	82.4	17	98.7	10	553		62.6	16	73.2	9	97.2	17
OS - Austrian	42 301		73.3	25	77.4	23	97.4	24	2 371		68.4	14	65.8	18	99.7	4
OU - Croatia Airlines	5 882		81.9	11	84.5	11	97.7	22								
RO - Tarom Romanian Airlines	2 733		81.0	14	91.5	1	100.0	1								
SK - SAS Scandinavian Airlines	83 868		86.7	3	87.7	5	98.6	15	2 322		69.5	13	70.2	15	99.1	13
SN - SN Brussels Airlines	18 573		84.8	6	90.0	2	98.7	10	993		78.2	5	79.9	3	93.8	19
TK - Turkish Airlines	27 899		69.4	27	76.7	26	-		2 027		56.4	18	70.3	14	-	
TP - TAP Air Portugal	16 721		64.7	28	71.5	28	99.4	5	2 611		48.3	20	58.8	21	97.4	16
VS - Virgin Atlantic Airways																
AEA	1 106 788		80.5		82.4		98.1		86 516		73.3		73.6		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 flights performed as planned. 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.