

Consumer Report

01 February 2008

AEA CONSUMER REPORT FOR 4th QUARTER AND ANNUAL 2007

The Association of European Airlines has issued the latest Consumer Report, covering its members' punctuality and baggage delivery performance for October-December and the year 2007. Twenty-eight AEA member airlines have provided punctuality data, and twenty-six contributed baggage figures.

For the year as a whole, the number of bags delayed per 1000 passengers was 16.6, slightly higher than the previous year's figure of 15.7. Most of the deterioration occurred in the second-quarter of the year when a number of well-publicised problems affected transfer baggage systems at several airports, a situation which recurred in December. For details, please consult the 'Timeline of events' which follows the data tables.

2007 also saw a marginal decline in punctuality; on intra-European services, 78.9% of departures were within 15 minutes of schedule, compared with 79.4% in 2006.

The statistics are not unconnected, A transfer passenger connecting at one of Europe's network hubs, whose inbound flight is slightly delayed, can expect that every effort will be made to ensure he catches his onbound flight. As a rule, airport baggage systems do not have the same propensity for expedited transfer. AEA notes that the great majority of missing bags are traced and delivered to their owners with a minimum of delay.

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 33 European established service and scheduled network carriers. These collectively carry 343 million passengers and 6 million tons of cargo each year, operating 2,540 aircraft serving 605 destinations in 161 countries with 11,030 flights a day. They provide around 375,000 jobs directly, and generate a total turnover of €75 billion.

DELAYED BAGGAGE

Systemwide

AEA Carriers	N° of Passengers Enplaned	N° of Bags Delayed per 1 000 pax	rank
	unit	ratio	
AF - Air France	13 358 811	20.4	24
AP - Air One	1 814 237	6.3	3
AY - Finnair	1 945 875	15.2	18
AZ - Alitalia	6 111 197	17.6	21
BA - British Airways plc	10 069 178	22.4	26
BD - bmi	1 345 667	18.7	22
CY - Cyprus Airways	411 136	9.1	4
EI - Aer Lingus			
FI - Icelandair	348 035	10.6	9
IB - Iberia	7 940 848	12.8	13
JK - Spanair	2 312 303	13.2	14
JP - Adria Airways	258 246	9.8	8
JU - JAT Airways			
KL - KLM Royal Dutch Airlines	5 693 983	18.9	23
KM - Air Malta	432 840	5.3	1
LG - Luxair	125 003	16.5	20
LH - Deutsche Lufthansa AG	14 146 926	15.3	19
LO - LOT Polish Airlines	1 029 254	13.2	14
LX - Swiss International Airlines	3 268 568	11.0	11
MA - Malev Hungarian Airlines	767 581	9.2	5
OA - Olympic Airlines			
OK - CSA Czech Airlines	1 294 772	14.8	17
OS - Austrian	2 527 937	14.2	16
OU - Croatia Airlines	377 478	9.2	5
RO - Tarom Romanian Airlines	255 435	9.4	7
SK - SAS Scandinavian Airlines	6 708 624	10.9	10
SN - Brussels Airlines	974 702	11.7	12
TK - Turkish Airlines	4 882 286	5.4	2
TP - TAP Portugal	2 052 915	21.1	25
VS - Virgin Atlantic Airways			
AEA	90 453 837	15.6	

REFER TO TIMELINE OF EVENTS AT THE END OF THIS REPORT FOR CAUSES OF DISRUPTIONS

The table includes information on delayed 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 delayed upon the passengers' arrival at their final destination per 1 000 passengers transported by each carrier. On average 85% of the delayed 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 delayed 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.

(*) BD - bmi data refers to mainline operations only.

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	%
AF - Air France	124 256		78.5	10	78.4	18	96.7	25	13 787	59.0	13	58.1	15	97.4	17
AP - Air One	22 736		70.5	23	80.3	10	99.1	9							
AY - Finnair	19 678		78.9	7	79.6	15	99.4	7	1 543	69.2	7	67.1	11	99.1	12
AZ - Alitalia	62 536		77.0	16	80.2	12	97.9	21	3 225	73.0	5	77.5	3	99.4	6
BA - British Airways plc	53 357		61.6	27	65.8	27	98.0	19	15 069	56.1	14	59.7	14	99.4	6
BD - bmi	29 735		77.7	13	80.8	8	98.9	12	464	64.9	9	65.7	13	97.7	16
CY - Cyprus Airways	3 734		65.2	26	71.9	25	99.8	2							
EI - Aer Lingus															
FI - Icelandair	1 495		66.0	24	75.7	22	100.0	1	603	63.5	11	68.8	9	100.0	1
IB - Iberia	85 634		79.6	5	82.7	5	98.9	12	4 515	62.5	12	68.3	10	99.2	10
JK - Spanair	23 498		73.8	21	79.6	15	-		248	46.8	19	57.7	16	-	
JP - Adria Airways	5 321		75.7	17	75.7	22	99.8	2							
JU - JAT Airways	4 734		75.5	18	81.2	7	96.5	26							
KL - KLM Royal Dutch Airlines	44 994		83.8	2	79.7	14	98.6	16	7 790	75.2	3	70.0	7	99.3	9
KM - Air Malta	3 655		61.4	28	60.9	28	99.7	5							
LG - Luxair	2 786		80.5	3	82.3	6	97.4	23							
LH - Deutsche Lufthansa AG	154 748		77.5	14	76.7	21	98.7	14	12 105	70.4	6	68.9	8	100.0	1
LO - LOT Polish Airlines	21 319		74.3	20	77.0	20	97.5	22	566	52.5	16	52.1	17	99.6	4
LX - Swiss International Airlines	29 549		79.4	6	78.8	17	99.3	8	3 521	75.1	4	72.7	6	99.5	5
MA - Malev Hungarian Airlines	11 816		84.4	1	83.9	3	98.7	14	194	65.5	8	79.0	2	97.0	18
OA - Olympic Airlines	20 705		74.6	19	73.1	24	98.3	17	400	52.3	17	50.5	18	100.0	1
OK - CSA Czech Airlines	18 058		78.4	11	86.6	2	99.1	9	341	64.8	10	80.0	1	98.8	13
OS - Austrian	36 958		78.9	7	80.3	10	98.3	17	1 553	79.5	1	75.0	5	99.4	6
OU - Croatia Airlines	5 249		71.1	22	77.4	19	97.0	24							
RO - Tarom Romanian Airlines	3 487		77.3	15	86.9	1	99.7	5							
SK - SAS Scandinavian Airlines	73 166		80.1	4	80.6	9	98.0	19	1 534	75.7	2	76.5	4	99.2	10
SN - Brussels Airlines	18 516		78.9	7	79.8	13	99.0	11	889	50.7	18	44.4	19	98.2	15
TK - Turkish Airlines	36 991		78.1	12	83.6	4	-		2 537	54.0	15	65.9	12	-	
TP - TAP Portugal	21 846		66.0	24	68.2	26	99.8	2	2 950	44.4	20	44.1	20	98.5	14
VS - Virgin Atlantic Airways															
AEA	940 557		76.9		78.4		98.3		73 834	63.7		64.3		99.0	

REFER TO TIMELINE OF EVENTS AT THE END OF THIS REPORT FOR CAUSES OF DISRUPTIONS

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.

DELAYED BAGGAGE

Systemwide

AEA Carriers	N° of Passengers Enplaned <i>unit</i>	N° of Bags Delayed per 1 000 pax <i>ratio</i>	<i>rank</i>
AF - Air France	56 889 596	17.6	22
AP - Air One	7 047 942	9.9	8
AY - Finnair	8 082 359	15.8	18
AZ - Alitalia	25 870 381	19.7	23
BA - British Airways plc	43 064 346	26.5	25
BD - bmi	5 229 520	17.0	20
CY - Cyprus Airways	1 132 087	8.8	3
EI - Aer Lingus			
FI - Icelandair	1 325 396	11.1	9
IB - Iberia	33 080 998	13.8	14
JK - Spanair	11 012 860	15.4	17
JP - Adria Airways	1 126 773	9.8	7
JU - JAT Airways			
KL - KLM Royal Dutch Airlines	23 466 307	19.7	23
KM - Air Malta	2 107 276	4.5	1
LG - Luxair	558 175	17.2	21
LH - Deutsche Lufthansa AG	57 175 335	15.8	18
LO - LOT Polish Airlines	4 376 246	13.9	15
LX - Swiss International Airlines	12 874 922	11.4	10
MA - Malev Hungarian Airlines	3 384 996	9.5	5
OA - Olympic Airlines			
OK - CSA Czech Airlines	5 582 626	12.4	12
OS - Austrian	11 118 649	12.9	13
OU - Croatia Airlines	1 710 571	9.3	4
RO - Tarom Romanian Airlines	1 026 803	9.5	5
SK - SAS Scandinavian Airlines	28 164 735	14.8	16
SN - Brussels Airlines	3 830 985	11.7	11
TK - Turkish Airlines	19 811 287	4.5	1
TP - TAP Portugal	8 250 411	27.8	26
VS - Virgin Atlantic Airways			
AEA	377 301 582	16.6	

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AEA CONSUMER REPORT

January - December 2007

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	501 477	82.1	7	81.5	8	98.1	20	55 528	63.7	13	61.6	14	99.2	10	
AP - Air One	90 804	65.8	24	73.7	22	99.0	11								
AY - Finnair	79 292	81.0	10	80.6	11	99.4	6	5 941	70.5	9	68.7	13	99.2	10	
AZ - Alitalia	252 802	74.7	17	77.9	17	97.9	23	13 298	71.6	8	74.5	6	99.2	10	
BA - British Airways plc	235 182	64.7	25	67.5	26	98.0	21	60 126	56.2	18	61.5	15	99.4	7	
BD - bmi	121 085	79.4	12	81.5	8	98.8	15	1 732	73.8	7	76.2	4	99.0	13	
CY - Cyprus Airways	15 606	64.3	26	70.6	24	99.6	5								
EI - Aer Lingus															
FI - Icelandair	6 896	66.3	23	76.8	19	100.0	1	2 595	69.2	10	76.7	3	100.0	1	
IB - Iberia	357 520	77.8	15	81.3	10	98.8	15	17 718	64.1	12	70.2	11	99.6	5	
JK - Spanair	99 866	62.9	27	71.3	23	-		656	36.6	20	44.2	19	-		
JP - Adria Airways	21 154	73.9	18	73.8	21	99.7	4								
JU - JAT Airways	19 975	75.6	16	79.6	15	97.9	23								
KL - KLM Royal Dutch Airlines	182 333	84.9	2	80.5	12	98.5	18	31 052	76.4	2	71.7	9	99.4	7	
KM - Air Malta	16 668	68.6	22	67.5	26	99.8	2								
LG - Luxair	11 655	86.6	1	88.1	3	98.0	21								
LH - Deutsche Lufthansa AG	619 131	81.2	9	80.2	13	98.9	13	49 067	74.3	4	73.0	8	100.0	1	
LO - LOT Polish Airlines	86 481	73.9	18	76.4	20	98.3	19	2 989	56.3	17	54.5	17	99.8	4	
LX - Swiss International Airlines	116 874	79.3	13	78.2	16	98.9	13	13 428	75.6	3	73.5	7	99.3	9	
MA - Malev Hungarian Airlines	49 606	84.0	4	83.1	7	99.1	8	1 085	64.4	11	71.5	10	98.3	16	
OA - Olympic Airlines	86 447	68.9	21	68.9	25	98.7	17	1 779	62.8	14	59.6	16	99.9	3	
OK - CSA Czech Airlines	72 982	81.8	8	88.6	2	99.1	8	1 392	73.9	6	86.4	1	99.0	13	
OS - Austrian	155 248	84.1	3	83.7	5	99.1	8	6 761	82.1	1	79.5	2	99.5	6	
OU - Croatia Airlines	22 244	72.8	20	77.5	18	97.6	25								
RO - Tarom Romanian Airlines	13 568	82.2	6	88.8	1	99.8	2								
SK - SAS Scandinavian Airlines	291 757	80.6	11	80.1	14	97.6	25	6 338	74.3	4	76.0	5	99.0	13	
SN - Brussels Airlines	70 906	83.1	5	83.4	6	99.0	11	3 434	58.3	16	51.7	18	98.0	18	
TK - Turkish Airlines	151 714	79.1	14	83.8	4	-		9 470	59.5	15	69.2	12	-		
TP - TAP Portugal	75 153	59.5	28	62.5	28	99.4	6	11 200	40.3	19	42.5	20	98.1	17	
VS - Virgin Atlantic Airways															
AEA	3 824 426	77.7		78.9		98.5		295 589	65.9		66.7		99.4		

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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.

TIMELINE OF EVENTS

Year	Month	Date	Country	Event
2007	January	02/01/2007	Germany	HAM airport closed for 1 ½ hrs because of mishap at security; pax in transit passed without security control
2007	January	04/01/2007	Germany	FRA: INB/OTB punctuality down because of WX
2007	January	08/01/2007	Germany	FRA: ATC 05:45 – 12:00UTC / holdings because of WX
2007	January	09/01/2007	Germany	FRA: ATC 07:20 – 10:15UTC / holdings because of WX
2007	January	10/01/2007	Germany	FRA: 5 containers to LOS left behind FRA because of handling problems Fraport
2007	January	11/01/2007	Netherlands	Severe storms over Europe. AMS cancelled a third of all flights.
2007	January		Scandinavia	From 9th of January through the end of the month traffic was hampered by weather conditions, heavy winds, snow and freezing fog.
2007	January	12/01/2007	Germany	FRA: ATC 05:20 – 13:00UTC
2007	January	13/01/2007	Germany	FRA: ATC 06:00 - 13:00UTC; 09:05 – 15:00UTC link between BRS (Fraport) to LH host malfunctioning
2007	January	14/01/2007	Germany	FRA: effective 10:30UTC baggage transport system B-east malfunctioning; 15:30 – 17:20 BR (Fraport) malfunctioning
2007	January	15/01/2007	Germany	FRA: ATC because of fog 05:55 – 11:30 UTC ATC MUC: arrival restrictions because of heavy fog
2007	January	16/01/2007	Germany	FRA: ATC 06:15UTC until January 17, early morning
2007	January	18/01/2007	All	MUC: heavy fog until 10:00UTC; rotation delays until evening
2007	January	18/01/2007	All	Severe storms lash across Western Europe; OK cancelled 49 flights.
2007	January	18/01/2007	All	Severe storms throughout most of Northern/Eastern Europe: delays, cancellations
2007	January		Scandinavia	From 9th of January through the end of the month traffic was hampered by weather conditions, heavy winds, snow and freezing fog.
2007	January	22/01/2007	Germany	FRA: ATC 07:00 – 11:00 UTC
2007	January	23/01/2007	Germany	FRA: tailwinds until noon; RWY 18 west closed until January 24, 08:15
2007	January	23-25/01/2007	Germany	STR/NUE/MUC) and southern Europe (Italy/Spain/France / PRG): airports partly closed / flight cancellations/ rotation delays because of heavy snowfalls
2007	January	24/01/2007	Czech Republic	Northern / northeast Germany: delays because of ice and snow
2007	January	24/01/2007	Germany	Prague airport temporarily closed due to heavy snowfall; OK 154 flights cancelled (24-25th); difficulties forwarding delayed baggage
2007	January	24/01/2007	Germany	Stuttgart airport temporarily closed due to heavy snowfall
2007	January	24/01/2007	All	Heavy snowfall over most of Europe causes delays & cancellations
2007	January		Scandinavia	From 9th of January through the end of the month traffic was hampered by weather conditions, heavy winds, snow and freezing fog.
2007	January	27/01/2007	Germany	MUC: arrival restrictions
2007	January	28/01/2007	Germany	FRA: ATC 06:00 – 09:00UTC; 17:30 – 19:30UTC
2007	January	29/01/2007	Austria/ Hungary	BUD/VIE storm with partly >50KT restricts ground handling
2007	January	30/01/2007	Italy	Heavy storms in Vienna area / baggage not off-loaded
2007	January	30-31/01/2007	UK	4 hours strike of Italian air traffic control
2007	January	31/01/2007	Germany	BA 24 hour staff strike averted at last minute
2007	February	01/02/2007	Germany	FRA: ATC
2007	February	02/02/2007	Germany	FRA WX: strong winds up to 30knots; ATC 06:40 - 08:40lt.; BRS OPS
2007	February	02/02/2007	Germany	FRA ATC 05:30 - 09:00UTC); ATC 13:00 - 16:00 UTC
2007	February	05/02/2007	Germany	FRA Fog; wind up to 30 knots; ATC 12:15 - 13:30UTC; ATC 13:30 - 22:00UTC
2007	February	07/02/2007	Germany	FRA ATC 05:00 - 05:40 UTC
2007	February	08/02/2007	Germany	FRA ATC 05:00 - 12:00 UTC
2007	February	08/02/2007	UK	LHR Snow fall at LHR causing departure delays up to 60 minutes
2007	February	08/02/2007	All	Heavy snowfall over much of Western Europe. Delays and some airport closures, incl. London Luton, Stansted, Cardiff, Bristol and Birmingham.
2007	February	10/02/2007	Germany	FRA Breakdown BRS - OPS for 1 hour; breakdown host bag transport system T2 12:35 - 15:2 UTC; ATC 05:40 - 09:00 UTC
2007	February	11/02/2007	Germany	FRA ATC 05:20 - 10:00 UTC LH563 ABV-FRA diverted to LOS to p/u pax from delayed LH565/09
2007	February	13/02/2007	Germany	FRA ATC 05:00 - 10:00 UTC

TIMELINE OF EVENTS

Year	Month	Date	Country	Event
2007	February	15/02/2007	Germany	FRA Snow/freezing rain east coast US causing delays in a/c rotation with consequences for connex ex FRA; e.g. LH414/14 with 4hrs taxi till onblock
2007	February	17/02/2007	Germany	FRA ATC 05:20 - 08:00; wind north east with 25-30 knots in 4000 feet; Intercont delays because of security / A/P facilities in the morning
2007	February	18/02/2007	Germany	FRA ATC
2007	February	19/02/2007	Germany	FRA ATC
2007	February	20/02/2007	Germany	FRA ATC 05:20 - 11:00 UTC; strike in FCO; techniques + WX other stations
2007	February	20/02/2007	Italy	4 hour strike by Italy's air traffic controllers, leading to 200 flight cancellations
2007	February	21/02/2007	Germany	FRA Fog; CAT II 03:20 - 03:51UTC; CAT III 03:51 - 05:03; CAT II 05:03 - 11:22 UTC; CAT II 12:05 - 12:53 UTC; Inbound holding 1. peak: ca. 30Minutes; Inbound slots up to 90Minutes; ATC 10:00 - 11:35 UTC; Eff. 14:35 UTC majority of flights via 18W; ca. 17:00UTC ca. 25minutes inbound holding
2007	February	21-25/02/2007	Denmark	CPH (OS) 8.000 bags l/b in CPH d/t heavy snowstorms and freezing rain (150-200 Flts/Tag canx)
2007	February	21/02/2007	Denmark	CPH Single runway use; 123 flights canx due blowing snow
2007	February	22/02/2007	Denmark	CPH Single runway use; ~115 flights canx due blowing snow
2007	February	22/02/2007	Germany	FRA 09:00UTC complete breakdown LH CKI; CAT II 00:55 - 07:36UTC; CAT II 07:36 - 09:37UTC; start up delays 1. peak up to 30minutes
2007	February	23/02/2007	Denmark	CPH Snow; more than 60 flights canx
2007	February	23-26/02/2007	Slovakia	(OK) ATC dispatchers on strike. Limited services
2007	February	23-25/02/2007	Scandinavia	Heavy snow fall led to cancellations and delays in Denmark, Norway & Sweden.
2007	February	24/02/2007	Denmark	CPH Freezing rain; more than 60 flights canx
2007	February	24/02/2007	Germany	FRA ATC 06:00 - 06:45 UTC; continued until 08:00UTC with added reduction of landings causing inbound slots up to 90min. + holding up to 30min.
2007	February	25/02/2007	Denmark	CPH Still flights from/to CPH canx because of WX last days before and crew rotation problems;
2007	February	26/02/2007	Germany	FRA ATC 05:20 - 09:20UTC; delays caused by Security + A/C rotation
2007	February	27/02/2007	Germany	FRA ATC 05:20 - 09:00 UTC; ATC 17:40 - 22:00 UTC; 19:15 - 20_30 additional holding up to 45min.;
2007	February	28/02/2007	Germany	FRA Strong winds until 22:00UTC (up to 40 knots in 3000-5000 feet)
2007	March	01/03/2007	Germany	FRA: WX: strong winds and squalls up to 60knots; ATC 05:00 – 12:00
2007	March	02/03/2007	Germany	FRA: ATC 05:20 - 12:00UTC
2007	March	03/03/2007	Germany	FRA: WX: strong winds and squalls up to 50 knots;
2007	March	06/03/2007	Germany	MUC: Software - Fault in Airport Sorting - System 16:40 - 17:30 LT
2007	March	07/03/2007	Germany	FRA: ATC 05:20 – 11:00 UTC; 5 flights with 85 minutes delay because of radio interferences (BRS data transfer)
2007	March	08/03/2007	Germany	MUC: BSM - Data - Fault in Airport Sorting System 16:22 - 16:50 LT
2007	March	09/03/2007	Germany	FRA: ATC 05:20 – 08:00 UTC
2007	March	11/03/2007	Germany	FRA: Effective 07:45 It high pax volume at security controls; local pax missed flights
2007	March	13/03/2007	Netherlands	KLM cancelled 93 flights due to heavy fog at AMS.
2007	March	16/03/2007	All	Severe snow storms closed airports, caused disruptions on US East coast
2007	March	12/03/2007	Germany	FRA: Since 08:30 UTC bag belt break down at CKI (counters 100-282); bags to be transported manually by FRAPORT; until 07:00UTC pax local, transit) missed flights due to high pax volume at sec controls
2007	March	15/03/2007	Germany	MUC: arrival restriction due to fog from 06.00 until 10.30 It down to 35/60
2007	March	15/03/2007	UK	LON: power failure at LON, no BSM - flow from SITA/CUBES 09.00 - 10.45 It in 4000 feet; Intercont delays because of security / A/P facilities in the morning
2007	March	16/03/2007	Germany	MUC: fog at MUC arrival; restrictions during 06.00 and 09.00 UTC down to 38/60
2007	March	17/03/2007	Germany	MUC: cable breakage in sorting system MUC; temporary stops between 11.00 and 12.00 LT
2007	March	18/03/2007	Germany	FRA: WX: heavy winds, rain; ATC 05:20 – 15:00 UTC; holdings up to 30 minutes

TIMELINE OF EVENTS

Year	Month	Date	Country	Event
2007	March	18/03/2007		BOM: LH757/18 delayed because of a technical problem with the radar about 60 minutes before STD
2007	March	26/03/07	All	Start of Summer 2007 timetable
2007	March	19/03/2007	Germany	FRA: Inbound holding 1. peak, therefore ATC 07:55 – 08:50UTC to reduce holdings; ATC 08:50 – 09:10 UTC – 38/h
2007	March	19/03/2007	Germany	Northern Germany: WX: storm; snowfall
2007	March	21/03/2007	Germany	FRA: Tailwinds; ATC 14:00 – 19:00 UTC
2007	March	21/03/2007	Denmark	CPH: Antemeridian Danish Cabin attendant wildcat strike until approx. 12:00UTC;
2007	March	22/03/2007	Germany	FRA: WX: sleet, unfavourable winds up to 45 knots; ATC 04:00 – 08:00 UTC with 36 landings/h; ATC eff. 17:00 UTC with 39/h
2007	March	23/03/2007	Germany	FRA: WX: depression, rain; ATC 05:00 – 08:00 UTC – 40 landings/h ; ATC 08 :00 – 10 :00 UTC - 42/h; ATC 14:20 – 15:20 UTC, inbound holding up to 40 minutes; eff. 17:15lt no FWD messages (neither reception nor delivery possible – SITA line down)
2007	March	24/03/2007	Germany	FRA: WX: depression, winds N/NW, N/NO 11-15 knots; 17:000 – 18:00 UTC rain; 09:35 – 10:43 lt breakdown bag transport system B-West
2007	March		Austria	VIE: about 800 bags left behind d/t sorter break down in transfer area
2007	March	28-29/3/2007	Denmark	CPH: Fuel strike
2007	March	26/03/2007	Germany	FRA: Tailwinds; eff. 09:10 lt EDP problems – no re-bookings possible; LH780/LH788 cancelled because of unclear traffic laws
2007	March	29/03/2007	Germany	FRA: 18:42 – 19:02 complete breakdown of baggage transport system Terminal 1
2007	March	30/03/2007	Germany	FRA: ATC: 39 landings/h; 21:20-22:20lt interruptions in baggage transport system Terminal 2
2007	March	31/03/2007	Germany	FRA: Tailwinds up to 20knots; ATC 06:00 – 08:00 UTC, inbound holding up to 30 minutes; lac of containers

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Year	Month	Date	Country	Event
2007	April		UK	163 hours of ATC arrival flow rate restrictions affecting 29 days of the month, 22 of which were attributable to capacity issues (a proportion of which were due to the LHR tower move) with the remainder due to high winds and low visibility procedures.
2007	April		Denmark	Industrial action overseas impacted operations on several days with wildcat strikes at CPH at the beginning of the month
2007	April	06-07/04/2007	Hungary	BUD: Strike of Handling agent CELEBI GROUND HANDLING PLC.
2007	April	08/04/2007	ALL	Easter Sunday
2007	April	11/04/2007	France	French ATC strike
2007	April	13/04/2007	Belgium	Firemen strike causes delays & cancellations at BRU apt. SN cancels 132 legs.
2007	April	13-15/04/2007	US	Chaotic weather conditions
2007	April	17/04/2007	Poland	Warsaw ATC staff shortage
2007	April	24-26/04/2007	Denmark	SAS cancelled 711 flights in/out CPH following 3 days of walk-out by Danish cabin crew
2007	April	26/04/2007	UK	LHR Single Rwy Ops 1820-1905. 60mins holding
2007	May	01/05/2007	U.K	LHR: Inter-terminal baggage tunnel breakdown
2007	May	06/05/2007	U.K	LHR: Baggage system power failure
2007	May	03-04/05/07	Italy	Alitalia Cabin Crew strike > total 350 cancellations
2007	May	08/05/2007	Germany	FRA: strong winds and squalls up to 50knots in 4000ft; inbound-, outbound delays
2007	May	09/05/2007	Germany	FRA:Delays due to ATC; strong winds and squalls up to 35knots in 4000ft; in consequence: holdings up to 40 minutes; SITA data transfer to FRAPORT disturbed in the evening;
2007	May	13/05/2007	U.K	LHR: Intermittent baggage system problems
2007	May	15/05/2007	Greece	ATC controllers strike Greece
2007	May	21/05/2007	U.K	LHR: Transfer baggage system failure in Terminal 4
2007	May	22/05/2007	Italy	Alitalia expects to cancel 394 flights due to strike action by ATC and flight attendants.
2007	May	25/05/2007	Scandinavia	SAS cabin crew conflict; strike will be in effect from 25 May 03:00 UTC; traffic back to normal on 31 May
2007	May	24-25/05/2007	Netherlands	Bad weather Mid Europe, many atc delays
2007	May	30/05/2007	U.K	LHR: Inter-terminal baggage tunnel failure
2007	June	01/06/2007	U.K	LHR: Baggage system failure
2007	June	02/06/2007	U.K	LHR: Baggage system failure
2007	June	08/06/2007	Austria	VIE: Complete breakdown of baggage systemsfor 1 hour
2007	June	9-10/06/2007	UK	LHR: High volume of interline misconnex baggage to be reflighted
2007	June	13/06/2007	France	Strike by airport staff at 25 French regional airports (not CDG, ORY)
2007	June	15/06/2007	Belgium	Strike by security staff at Brussels South/Charleroi airport > All flights cancelled or diverted to other airports in BRU, CDG or LIL.
2007	June	17/06/2007	Italy	LIN: Airport temporarily closed because of rabbits on runway
2007	June	18/06/2007	Netherlands	Severe weather
2007	June	18/06/2007	Germany	FRA: Heavy delays for all US flights because of strong winds over the Atlantic Ocean
2007	June	18/06/2007	Germany	FRA: Severe weather problems due to thunderstorms, heavy rain, hail; ramp handling stopped fr 16:20-16:50 UTC; 59 flights cancelled; heavy delays
2007	June	18/06/2007	N. Europe	Thunderstorms
2007	June	18/06/2007	Germany	FRA: Twice gauging flights ordered by DFS causing start up delays
2007	June	19/06/2007	Netherlands	Baggage area E pier evacuated due penetrant smell
2007	June	21/06/2007	Germany	FRA: Heavy thunderstorms; airport temporarily closed; baggage transport system partly flooded; approx. 12.000 bags left behind FRA; flight cancellations; inbound ,outbound delays; rotation problems ; emergency procedures. LH cancelled 92 flights to/from FRA.
2007	June	21/06/2007	Budapest	Budapest Intl closed due to heavy storm
2007	June	22/06/2007	U.K	LHR: Baggage system failure
2007	June	23/06/2007	U.K	LHR: Transfer baggage input docks failure in Terminal 4
2007	June	25/06/2007	Austria	VIE: Handling suspension 21.00LT-21.15LT
2007	June	25/06/2007	Netherlands	ICA Late incoming aircrafts after IT failure of 24jun
2007	June	25/06/2007	Spain	Spanair cancelled 60 flights due to cabin crew strike
2007	June	26/06/2007	Netherlands	Bad weather accross Europe

TIMELINE OF EVENTS

2007	June	26/06/2007	Germany	FRA: Weather conditions (thunderstorms, heavy rain accompanied by strong winds) causing many cancellations, delays, problems with aircraft rotation
2007	June	27/06/2007	U.K	LHR: Gas leak impact on schedule caused many misconnected transfer bags
2007	June	27/06/2007	Netherlands	Bad weather accross Europe
2007	June	27/06/2007	Netherlands	Single runway due wind
2007	June	27/06/2007	UK	LHR: Airport closed because of terror alarm
2007	June	28/06/2007	U.K	LHR: Transfer baggage system failure
2007	June	29/06/2007	U.K	LHR: Bad weather impact on schedule caused numerous misconnected transfer bags
2007	June	29/06/2007	Netherlands	IT malfunction Amadeus, no rebookings possible during 20', performance not affected
2007	June	30/06/2007	UK	GLA: Terrorist attack on Glasgow airport terminal > delays

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Year	Week No	Week Dates	Month	Date	Country	Event
2007	Week 27	02/07-08/07	July	02-03/07/2007	UK	LHR: Baggage system problems resulting in severe system congestion
2007	Week 27	02/07-08/07	July	03/07/2007	UK	LHR: Terminal 4 closed pm, due to suspicious package > cancellations, delays
2007	Week 27	02/07-08/07	July	03/07/2007	UK	LHR: Evacuation of T4 airside pm following security lapse Major disruption
2007	Week 27	02/07-08/07	July	04/07/2007	UK	Knock on effects from security evacuation. CBs Northern UK.
2007	Week 27	02/07-08/07	July	04/07/2007	ALL	Restrictions all over Europe due to bad weather
2007	Week 27	02/07-08/07	July	06/07/2007	ALL	Restrictions all over Europe due to bad weather
2007	Week 28	09/07-15/07	July	09/07/2007	Spain	Planned but aborted Spanair cabin crew strike > some cancellations.
2007	Week 29	16/07-22/07	July	21-27/07/2007	UK	LHR: Many bags left behind due to adverse weather conditions in the UK which caused floods in the baggage sorting area which was temporarily closed
2007	Week 29	16/07-22/07	July	18/07/2007	Italy	Strike of ground staff / airline staff
2007	Week 29	16/07-22/07	July	20/07/2007	UK	Torrential rainstorms and severe thunderstorms across UK resulted in 122 sectors cancelled; major impact on baggage transfer system
2007	Week 29	16/07-22/07	July		UK	Heavy rains cause flooding throughout most of Central/Southern England with disruptions to road/rail transport systems
2007	Week 31	30/06-05/08	August	04/08/2007	UK	LHR: Electrical outage in baggage hall impacted BA baggage operation
2007	Week 35	27/08-02/09	September	01/09/2007	UK	LHR: Single Runway operating between 1013lt and 1215 causing missed interline baggage
2007	Week 36	03/09-09/09	September	03/09/2007	Germany	FRA: Intercont: late inbounds; Performance influenced by baggage offloads caused by missing passengers
2007	Week 36	03/09-09/09	September	06/09/2007	Austria	VIE: due to heavy rain/low ceiling holding situations and inbound delays
2007	Week 36	03/09-09/09	September	06/09/2007	Netherlands	AMS: Maintenance Kaagbaan (unt. 18Sep) , Immigration staff shortage
2007	Week 36	03/09-09/09	September	06/09/2007	UK	LHR: T4 Baggage system problems resulting in severe system congestion
2007	Week 36	03/09-09/09	September	07/09/2007	Germany	FRA: Strike in Italy causing cancellation of flights and mishandling of baggage;
2007	Week 37	10/09-16/09	September	10/09/2007	Netherlands	AMS: Radar problems LVNL, Immigration staff shortage (unt. 16 sept)
2007	Week 38	17/09-23/09	September	18/09/2007	Netherlands	AMS: Runway restrictions (40 p/h) due weather
2007	Week 38	17/09-23/09	September	19/09/2007	Netherlands	AMS: Equipment failure EuroControl MST
2007	Week 38	17/09-23/09	September	21/09/2007	Germany	FRA: High Passenger volume; under – staffing FRASEC
2007	Week 38	17/09-23/09	September	21/09/2007	France	CDG: Strike of handling agents in CDG; 2 flights arriving FRA without baggage
2007	Week 39	24/09-30/09	September	24/09/2007	Germany	FRA: Break down of baggage sorting system 15:00 – 16:34 lt; manual baggage transport and lack of equipment caused left behind baggage; through check of inbound flights not possible due to world – wide Unisys EDP trouble
2007	Week 39	24/09-30/09	September	26/09/2007	UK	LHR: Breakdown of direct baggage system between 073 – 0830 lt
2007	Week 39	24/09-30/09	September	27/09/2007	Germany	FRA: Bad weather caused delays with several bags left behind
2007	Week 39	24/09-30/09	September	28/09/2007	Germany	HAM: FHG-owned Bag-System/ Sorter out of service from 07.30 LT - 10.30 LT; EDP-problems in FHG-Server interrupted BSM-messages, so all bags were identified as "unknown" and left behind

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Year	Week No	Week Dates	Month	Date Report	Country	Event
2007	Week 43	22/10-28/10	October	22/10/2007	Italy	4-hour strike by ATC & industrial action by Alitalia staff Milan
2007	Week 43	22/10-28/10	October	23/10/2007	Portugal	Strike by TAP pilots, approx. 60 flights cancelled + delays
2007	Week 43	22/10-28/10	October	25/10/2007	Portugal	Announced strikes by TAP pilots 23/10;25/10;27/10,5/11,7/11,9/11.
2007	Week 43	22/10-28/10	October	27/10/2007	Portugal	Announced strikes by TAP pilots 23/10;25/10;27/10,5/11,7/11,9/11.
2007	Week 43	22/10-28/10	October	28/10/2007	All	Start of Winter 2007 Timetable
2007	Week 43	22/10-28/10	October	25-29/10/07	France	Announcement of 5-day strike by Air France cabin crew
2007	Week 44	29/10-04/11	October	25-29/10/07	France	Announcement of 5-day strike by Air France cabin crew
2007	Week 45	05/11-11/11	November	05/11/2007	Portugal	Announced strikes by TAP pilots 23/10;25/10;27/10,5/11,7/11,9/11.
2007	Week 45	05/11-11/11	November	07/11/2007	Portugal	Announced strikes by TAP pilots 23/10;25/10;27/10,5/11,7/11,9/11.
2007	Week 45	05/11-11/11	November	09/11/2007	Portugal	Announced strikes by TAP pilots 23/10;25/10;27/10,5/11,7/11,9/11.
2007	Week 46	12/11-18/11	November	13/11/2007	France	Strike by French public transport
2007	Week 46	12/11-18/11	November	14/11/2007	United Kingdom	Launch of Eurostar to St Pancras, reduced travel time PAR in 2:15 20 mins), BRU 1:51 (-25)
2007	Week 46	12/11-18/11	November	14-15/11/2007	Germany	Strike of Deutsche Bahn
2007	Week 47	19/11-25/11	November	20/11/2007	Ireland	Announced strikes by Aer Lingus SIPTU ground staff on 20/11, 23/11 - Suspended
2007	Week 47	19/11-25/11	November	20/11/2007	France	ATC strike in France
2007	Week 47	19/11-25/11	November	23/11/2007	Ireland	Announced strikes by Aer Lingus SIPTU ground staff on 20/11, 23/11 - Suspended
2007	Week 48	26/11-02/12	November	26/11/2007	Austria	58 scheduled flights by OS's unit Tyrolean Airways were cancelled today on account of a works committee meeting called by the unit's employees.
2007	Week 48	26/11-02/12	November	30/11/2007	Italy	Alitalia strike + National transportation strike.
2007	Week 49	03/12-09/12	December	03/12/2007	Germany	FRA: Weather/ATC because of strong depression accompanied by strong winds; Inbound and outbound holdings and delays
2007	Week 49	03/12-09/12	December	03/12/2007	Austria	VIE: 20:00LT - 22:00LT Weather wind, single runway operation;
2007	Week 49	03/12-09/12	December	04/12/2007	Netherlands	SPL: Storm with reduced capacity
2007	Week 49	03/12-09/12	December	04/12/2007	Europe	Poor weather conditions; several flights cancelled, delayed
2007	Week 49	03/12-09/12	December	06/12/2007	Netherlands	SPL: Storm with reduced capacity
2007	Week 49	03/12-09/12	December	07/12/2007	Netherlands	SPL: Storm with reduced capacity
2007	Week 49	03/12-09/12	December	07/12/2007	Germany	FRA: ATC; arrival of many intercont flights with more than 1 hour delay; inbound holdings; inbound punctuality of 15% in peak 3, 4% in peak 4. V3 completely closed from 08:07 - 08:52 UTC
2007	Week 49	03/12-09/12	December	09/12/2007	Austria	VIE: Single runway operation 0800LT -1030LT due to wind; 1700LT-1720LT partial breakdown of BRS system
2007	Week 50	10/12-16/12	December	10/12/2007	All	Fog in different EUR locations (resp Vce, UK, Got)
2007	Week 50	10/12-16/12	December	10/12/2007	Germany	FRA: Weather and ATC; EDP problems at AGP, CDG, WAW, BEG, RIX - flights could not be build up and handled - influencing performance FRA due to lack of messages about passengers, baggage; From 14:20UTC complete outage of baggage conveyable in T1 and manual baggage handling; 15:20 - 17:00UTC breakdown of the complete baggage transport system; approx. 1000 bags left behind

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Year	Week No	Week Dates	Month	Date Report	Country	Event
2007	Week 50	10/12-16/12	December	10/12/2007	Austria	VIE: ATC-ARRIVAL-Restriction VIE: 40/h from 0720z-0900z, 1440z-1540z, 1640z-1820z ; extensive Incoming-Slotdelays,
2007	Week 50	10/12-16/12	December	12/12/2007	Cyprus	Announced 24-hour strike by Cyprus Airways staff cancelled .
2007	Week 50	10/12-16/12	December	12/12/2007	Greece	ATH: ATC strike
2007	Week 50	10/12-16/12	December	13/12/2007	All	Fog in different EUR locations (resp Vce, UK, Got)
2007	Week 50	10/12-16/12	December	14/12/2007	Germany	FRA: Complete breakdown of EDP - FRAPORT information system
2007	Week 50	10/12-16/12	December	16/12/2007	Netherlands	Fog in different EUR locations (resp Vce, UK, Got)
2007	Week 50	10/12-16/12	December	16/12/2007	Austria	VIE: 1830LT inboundholding-delays 10-15 min
2007	Week 50	10/12-16/12	December	15-16/12/2007	Germany	Weather conditions East coast USA
2007	Week 51	17/12-23/12	December	17/12/2007	Germany	FRA: ATC because of weather; inbound holdings up to 25minutes; tailwinds Runway18; De-icing
2007	Week 51	17/12-23/12	December	18/12/2007	Netherlands	SPL: Inbound restrictions SPL due fog
2007	Week 51	17/12-23/12	December	19/12/2007	Netherlands	SPL: Inbound restrictions SPL due fog
2007	Week 51	17/12-23/12	December	19/12/2007	Austria	VIE: 0700 - 1100lt LOWW ARRIVALS due to atc-staffing; starting 1035lt additional inbound holdings 10-15 minutes
2007	Week 51	17/12-23/12	December	20/12/2007	France	Announced 24 hour strike by Air France ground staff at Orly.
2007	Week 51	17/12-23/12	December	20/12/2007	Netherlands	SPL: Inbound restrictions SPL due fog
2007	Week 51	17/12-23/12	December	20/12/2007	Netherlands	SPL: De-icing delays
2007	Week 51	17/12-23/12	December	21/12/2007	Netherlands	SPL: Inbound restrictions SPL due fog
2007	Week 51	17/12-23/12	December	21/12/2007	Germany	FRA: Overflow from 20Dec.; de-icing; ATC; freezing fog
2007	Week 51	17/12-23/12	December	21/12/2007	Austria	VIE: starting 1900lt-HUB extensive Arrival Delays d/t Slot
2007	Week 51	17/12-23/12	December	22/12/2007	Netherlands	SPL: Inbound restrictions SPL due fog
2007	Week 51	17/12-23/12	December	22/12/2007	Austria	VIE: LOWW Arrivals 22.12.2007 07:20utc - 09:00utc due to weather; LOWW Arrivals 22.12.2007 16:00utc - 19:00utc due to weather
2007	Week 51	17/12-23/12	December	23/12/2007	Germany	FRA: Bad weather backlog of at least 6000 for Austrian (OS)
2007	Week 51	17/12-23/12	December	15-17/12/2007	UK	LHR: MANY MIS CONNEX INTERLINE BAGGAGE FROM OTHER CARRIERS OVER THE PREVIOUS WEEKEND 15-17 DEC LHR HAS APPROX 150 BAGS LEFT TO BE REFLIGHTED.
2007	Week 51	17/12-23/12	December	17-18/12/2007	Cyprus	Announced 48-hour strike by Cyprus Airways staff cancelled
2007	Week 51	17/12-23/12	December	17-18/12/2007	Germany	Snow in southern Europe
2007	Week 51	17/12-23/12	December	21-23/12/2007	Germany	MUC: Due to severe weather problems many of bags left behind; arrival restriction down many flights cancelled; high number of flights delayed
2007	Week 52	24/12-30/12	December	24/12/2007	UK	Heavy fog caused disruption of services.
2007	Week 52	24/12-30/12	December	24/12/2007	Germany	FRA: Weather, ATC; CATII, start up delays up to 30minutes; 14:00 UTC: freezing rain
2007	Week 52	24/12-30/12	December	26/12/2007	Netherlands	SPL: Inbound restrictions SPL due fog

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Year	Week No	Week Dates	Month	Date Report	Country	Event
2007	Week 52	24/12-30/12	December	27/12/2007	Germany	MUC: ATC; due to atmospheric inversion a lot of traffic irregularities; arrival restriction 36/60 between 06:00 - 12:00 UTC and 46/60 early afternoon due to low visibility and freezing fog; 24 flights cancelled, 232 flights delayed
2007	Week 52	24/12-30/12	December	27/12/2007	Germany	FRA: ATC; atmospheric inversion; fog, CATII; rime; start up delays up to 30 minutes;
2007	Week 52	24/12-30/12	December	27/12/2007	Austria	VIE: LOWW Arrivals 27.12.2007 07:20 09:40 ATC Staffing; LOWW Arrivals 27.12.2007 16:40 18:20 ATC Staffing
2007	Week 52	24/12-30/12	December	28/12/2007	Denmark	CPH: new ATC-tower and systems
2007	Week 52	24/12-30/12	December	28/12/2007	Germany	FRA: Weather, ATC; atmospheric inversion; freezing rain and snowfall; de-icing; low ceiling;
2007	Week 52	24/12-30/12	December	28/12/2007	Austria	VIE: 10LT Hub arrival delays up to 30 minutes d/t inbound holdings
2007	Week 52	24/12-30/12	December	30/12/2007	Netherlands	SPL: Inbound restrictions SPL due fog