

Consumer Report

05 December 2008

CONSUMER REPORT – Summer 2008

The Association of European Airlines has released data on the baggage-delivery and punctuality performance of its members for Summer 2008 (April-October).

30 AEA member airlines contributed punctuality data, and 29 baggage data, to the data collection which is unique in the aviation sector as a voluntary consumer-information exercise.

In all three key areas of measurement – long and short haul punctuality and overall baggage delivery, the figures show significant improvement over the same period in 2007.

The number of missing bags, i.e. not available for collection on arrival, was 13.8 per 1000 passengers, compared to 17.0 for the previous Summer. AEA points out that, on average, 85% of delayed bags are delivered to the customer within 48 hours.

A similarly improving trend in punctuality was also noted. On short-haul operations, 81.1% of flights departed within 15 minutes of schedule, compared with 78.2% a year earlier. On long haul services the figure was 72.0%, up from 67.4%. As is usual, the number of flights cancelled was extremely low: 1.1% for short haul and 0.4% for long haul.

Said AEA Secretary General Ulrich Schulte-Strathaus: *“These improvements, while very welcome, are not grounds for complacency. For a service-driven industry, each misplaced bag, each delayed flight, represents an event where a very complex system failed to function perfectly”*.

The two statistics were closely linked, he said. *“Flight delays lead to tight connections. The airlines are expert in getting passengers from one flight to another in these situations. Below the departure and arrival halls, in the baggage area, it is not always so easy to speed up the transfer process”*.

“Baggage performance is being addressed through tracking technology and system enhancements. Delay is a trickier issue, involving airport capacity and airspace management, and having a direct impact on the environmental debate. AEA airlines, for whom service quality is a defining characteristic, will continue to press for improvements which, we hope, will be reflected in future issues of the Consumer Report”. said Mr Schulte-Strathaus.

- Adria Airways
- Aer Lingus
- AeroSvit
- Air France
- Air Malta
- Air One
- Alitalia
- Austrian
- bmi
- British Airways
- Brussels Airlines
- Cargolux
- Croatia Airlines
- Cyprus Airways
- Czech Airlines
- DHL
- Finnair
- Iberia
- Icelandair
- Jat Airways
- KLM
- LOT
- Lufthansa
- Luxair
- Malev
- Olympic Airlines
- SAS Scandinavian Airlines
- Spanair
- SWISS
- TAP Portugal
- TAROM
- TNT Airways
- Turkish Airlines
- Ukraine International Airlines
- Virgin Atlantic Airways

*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 35 European established service and scheduled network carriers. These collectively carry 380 million passengers and 7 million tonnes of cargo each year, operating 2,660 aircraft serving 615 destinations in 165 countries with 11,865 flights a day. They provide around 426,000 jobs directly, and generate a total turnover of €79 billion.

AEA CONSUMER REPORT

Summer / April - October 2008

DELAYED 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	34 704 243	16.9	24
AP - Air One	4 583 787	14.1	23
AY - Finnair	4 995 631	9.8	12
AZ - Alitalia	12 733 128	19.6	26
BA - British Airways plc	23 540 714	18.9	25
BD - bmi	3 313 435	24.5	29
CY - Cyprus Airways	966 573	7.7	5
EI - Aer Lingus			
FI - Icelandair	1 094 655	9.0	9
IB - Iberia	17 699 229	14.0	22
JK - Spanair	6 905 386	11.3	17
JP - Adria Airways	911 550	8.6	7
JU - JAT Airways			
KL - KLM Royal Dutch Airlines	15 169 831	20.1	28
KM - Air Malta	1 543 616	4.3	2
LG - Luxair	402 854	11.9	19
LH - Deutsche Lufthansa AG	36 008 113	12.7	21
LO - LOT Polish Airlines	2 614 948	12.3	20
LX - Swiss International Airlines	8 809 499	8.9	8
MA - Malev Hungarian Airlines	2 202 947	10.5	15
OA - Olympic Airlines			
OK - CSA Czech Airlines	3 892 292	11.1	16
OS - Austrian	7 115 508	11.7	18
OU - Croatia Airlines	1 320 918	7.9	6
PS - Ukraine International Airlines	573 650	9.5	11
RO - Tarom Romanian Airlines	664 268	9.2	10
SK - SAS Scandinavian Airlines	17 605 715	9.8	12
SN - SN Brussels Airlines	3 180 398	9.8	12
TK - Turkish Airlines	14 577 095	4.4	3
TP - TAP Portugal	5 958 008	19.9	27
VS - Virgin Atlantic Airways	3 506 878	7.5	4
VV - AeroSvit	1 829 180	3.6	1
AEA	238 424 049	13.9	

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

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 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 under 1 bag per 2000 passengers was never recovered in 2007.

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 49% of baggage incidences were related to connecting passengers in 2007.

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.

AEA CONSUMER REPORT
Summer / April - October 2008
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	305 791	84.8	4	83.9	6	99.0	14	33 228	66.7	12	65.6	15	99.8	3	
AP - Air One	55 122	67.9	26	75.0	22	99.0	14								
AY - Finnair	44 154	86.3	3	86.1	4	99.8	4	4 156	74.4	9	73.3	10	99.3	15	
AZ - Alitalia	114 494	78.4	16	78.6	17	99.2	13	6 085	68.1	11	72.4	12	99.8	3	
BA - British Airways plc	133 812	72.8	22	74.9	23	98.8	19	35 083	66.3	13	74.3	9	99.5	11	
BD - bmi	76 301	76.9	18	79.6	15	98.9	18	860	75.2	8	83.0	5	100.0	1	
CY - Cyprus Airways	10 231	58.6	29	62.1	29	99.5	7								
EI - Aer Lingus															
FI - Icelandair	5 321	80.9	11	79.8	14	100.0	1	1 765	78.2	6	81.6	6	100.0	1	
IB - Iberia	192 686	80.1	14	82.7	9	99.0	14	11 205	63.3	14	72.8	11	99.8	3	
JK - Spanair	56 362	76.8	19	80.0	13	-		568	31.5	22	45.1	21			
JP - Adria Airways	15 328	70.0	24	74.4	24	99.8	4								
JU - JAT Airways	12 347	71.5	23	74.3	25	98.2	22								
KL - KLM Royal Dutch Airlines	112 146	86.4	2	81.3	12	99.0	14	19 428	81.1	4	77.1	7	99.5	11	
KM - Air Malta	10 976	69.9	25	68.7	28	99.9	3								
LG - Luxair	8 345	84.5	5	88.4	3	97.0	26								
LH - Deutsche Lufthansa AG	384 391	82.4	10	81.4	11	98.2	22	32 520	77.0	7	74.5	8	99.7	7	
LO - LOT Polish Airlines	47 555	84.0	7	84.5	5	98.6	21	2 049	62.9	15	59.5	17	99.3	15	
LX - Swiss International Airlines	73 372	83.6	8	82.3	10	99.4	10	8 910	85.1	2	83.2	4	99.7	7	
MA - Malev Hungarian Airlines	30 749	80.7	12	78.6	17	99.5	7	500	58.0	20	57.0	19	99.6	9	
OA - Olympic Airlines	47 278	67.9	26	69.5	27	98.1	24	1 103	59.9	19	65.0	16	99.8	3	
OK - CSA Czech Airlines	47 177	77.7	17	83.4	8	99.3	12	522	78.7	5	87.5	2	98.9	20	
OS - Austrian	94 778	83.4	9	83.5	7	99.4	10	3 859	86.7	1	86.8	3	99.5	11	
OU - Croatia Airlines	16 080	66.1	28	71.2	26	97.2	25								
PS - Ukraine International Airlines															
RO - Tarom Romanian Airlines	8 643	84.5	5	89.3	1	100.0	1								
SK - SAS Scandinavian Airlines	180 916	89.2	1	88.8	2	98.8	19	4 023	83.0	3	88.5	1	99.0	19	
SN - SN Brussels Airlines	43 957	80.5	13	79.6	15	99.5	7	2 389	61.1	17	55.3	20	99.2	17	
TK - Turkish Airlines	105 506	78.5	15	78.3	19	-		6 655	68.4	10	67.9	13			
TP - TAP Portugal	56 785	76.0	20	77.2	20	99.7	6	7 264	60.1	18	57.1	18	99.6	9	
VS - Virgin Atlantic Airways															
VV - AeroSvit	18 603	74.6	21	76.5	21			13 336	62.8	16	67.7	14	99.4	14	
								987	44.2	21	44.9	22	99.2	17	
AEA	2 309 206	80.8		81.1		98.9		196 495	70.7		72.0		99.6		

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. More information on reason for delay can be found in the AEA quarterly press release of delay data, available from www.aea.be.

TIMELINE OF EVENTS

Year	Date	Month	Country	Event
2008	01-06/04/2008	April	UK	LHR: Large amount of bags left behind / T5 teething problems
2008	01/04/2008	April	Denmark/UK	Danish ATM upgrade continues to cause delays throughout month. RAF Fly-past over central London with some disruption at LHR.
2008	02/04/2008	April	Denmark/Germany	Fog at CPH and strong winds at FRA.
2008	03/04/2008	April	UK	Single runway Ops at LHR for short duration due aircraft incident.
2008	04/04/2008	April	France	CDG/MRS: groundhandling strike
2008	04/04/2008	April	Germany	FRA: ATC until 10:40lt
2008	04/04/2008	April	UK	Low visibility at MAN giving some delays. Number of regulations applied due UK staffing problems.
2008	05/04/2008	April	UK	UK staffing problems continue but with minimal impact; T5 baggage system failure, severe disruption
2008	06/04/2008	April	UK	Due to snowfall BRS closed and LHR restrictions
2008	06/04/2008	April	UK	LHR/LGW affected by snow. Severe delays both inbound and outbound. LGW forced to close for short period.
2008	07/04/2008	April	Germany	FRA: ATC ;snow causing cancellations, delays
2008	07/04/2008	April	Austria	VI: LOWW Arrivals 1500-1630z – 25 flights/hour due to weather - strong winds and single runway ops
2008	07/04/2008	April	All	CDG/LHR/ORY/ZRH affected by snow showers. Low visibility at PRG/WAW/FRA.
2008	08/04/2008	April	UK	LHR: Missed bags from other carriers caused by snow at LHR (increased inbound holdings) and lack of rerouting options caused by numerous outbound cancellations again due to the weather, mainly to the major stations in Europe (HUBs).
2008	08/04/2008	April	Germany	FRA : ATC; Snow until approx. 15:00lt; 183 x A/C - 28 x EQMT - 19 x Gate and 23 cancellations
2008	09/04/2008	April	Germany	FRA: ATC; delays because of delayed aircraft rotation, caused by weather from 08.Apr.08
2008	09/04/2008	April	Spain	Arrival delays up to 45mins at MAD due afternoon thunderstorms. CBA1 danger area causing delays, numerous flights re-routed to avoid
2008	10/04/2008	April	Denmark	Military activities around CPH
2008	10/04/2008	April	Germany	FRA: ATC; weather and heavy traffic; inbound holdings up to 20 minutes
2008	10/04/2008	April	All	MAD and LIS affected by CBs. Low vis at AMS and strong winds at FRA all causing delays. Evening fog at CPH giving delays up to 45mins
2008	11/04/2008	April	Denmark	Military activities around CPH
2008	11/04/2008	April	Germany	FRA: 18:30 - 20:30 EDP disruption because of overstress of UNISYS emulation
2008	11/04/2008	April	UK	Strong winds/CBs affecting LHR/LGW. LGW ILS severely affected by lightning strike.
2008	12/04/2008	April	Austria	VI: LOWW Arrivals 0530-0800z - 30 flights/hour due to weather, strong winds and single runway ops; LOWW Arrivals 0615-0800z – 35 flights/hour due to weather, weather improvement
2008	12/04/2008	April	UK	Strong winds/CBs continue to affect LHR/LGW/LCY with arrival delays up to 40mins and departure delays up to 30mins.
2008	13/04/2008	April	UK	CBs affecting LHR continue throughout the day. Forecast delays of between 60-130mins. Long delays at FRA due CBs
2008	07-13/04/2008	April	UK	Heathrow Terminal 5 disruptions.
2008	14/04/2008	April	Germany	FRA: Weather/ATC; several offloads of baggage due to missing passengers
2008	14/04/2008	April	Germany	FRA: ATC; high quantity of passengers; many passengers missed their flights
2008	14/04/2008	April	All	Delays at VCE/LIS due low vis/fog. CBs affecting CDG.
2008	15/04/2008	April	Germany	FRA: ATC
2008	15/04/2008	April	Germany	FRA: ATC; system failure of baggage transport system
2008	15/04/2008	April	All	Delays at BRU/FRA due low vis/cloud. ZRH delays due strong winds. AMS environmental issues continue to affect arrivals. Delays continue at IST due new ATC system.
2008	16/04/2008	April	Germany	FRA: EDP system failure causing deficiency of BSM until 10:00lt; manual coding of transfer baggage necessary
2008	16/04/2008	April	Germany	MUC: BTN 14:50lt and 17:30lt closure of ramp baggage hall due to hazardous strong smell and action of fire brigade
2008	16/04/2008	April	Germany	FRA: ATC
2008	16/04/2008	April	All	PSA delays due radar maintenance. Delays at LCY due new ATC procedures. Delays at IST

TIMELINE OF EVENTS

Year	Date	Month	Country	Event
2008	17/04/2008	April	All	Strong winds at MAD/LHR. CBA1 active causing long delays. Possible snow at FRA. CPH delays continue due new ATC system
2008	18/04/2008	April	All	Low vis causing delays at PRG/LIN.
2008	19/04/2008	April	All	Delays at MAD due runway calibration. Delays at ESB/IST due new ATC system
2008	21/04/2008	April	Germany	FRA: ATC; high no-show rate respective late passengers during 3rd peak; therefore high rate of baggage offloads; breakdown of PADILOS (FRAPORT disposition system) 11.30 - 13:45lt;
2008	21/04/2008	April	Austria	VIE: LOWW arrivals 1600-1900z - 30 flights/hour due to weather; handlingsuspension wx/vie thunderstorms 1950lt - 2022lt;handlingsuspension wx/vie thunderstorms 2052lt - 2125lt
2008	21/04/2008	April	UK	Short period of Single runway Ops at LHR with delays of up to 50mins for arrivals and 30mins on departures
2008	22/04/2008	April	Germany	FRA: ATC; TWC - Runway 18W temporarily not in use
2008	22/04/2008	April	Denmark	ATC staffing delays at ARN. CBA1 active, delays up to 40mins.
2008	23/04/2008	April	Germany	FRA: ATC; runway 18W not in use until 14:15lt
2008	23/04/2008	April	All	Early morning delays at LGW/STR/LIN due fog. EDI closed due hole in runway, resulting in 1 BA diversion and 1 cancellation.
2008	24/04/2008	April	Germany	FRA: ATC; several breakdowns of Boarding Control System causing 14 delays with 128 minutes
2008	24/04/2008	April	Turkey/UK	IST delays continue. LHR delays due CBs
2008	25/04/2008	April	Austria	VIE: BRS System troubles due to update of the system until the end of month
2008	25/04/2008	April	Germany	FRA: ATC
2008	25/04/2008	April	Germany	MUC delays due heavy rain/CBs
2008	27/04/2008	April	Netherlands	AMS: BHS disturbance (irrate 153 (7000 colli backlog))
2008	27/04/2008	April	All	LHR arrival regs due CBs. 80min delays via Cyprus caused by high demand. IST delays continue
2008	28/04/2008	April	Germany	FRA: ATC; emergency landing and closure of RWY25 between 09:45 - 10:40; all departure flights via RWY 18W; time of waiting Terminal 1, departure hall C at 08:20 45 minutes, effective 09:20 up to 35 minutes - causing high rate of missing passengers, offloading of baggage
2008	29/04/2008	April	Germany	FRA: ATC
2008	29/04/2008	April	All	CBs affecting ARN/LCY/LHR. Delays at VCE due strong winds. CBA1 active, delays up to 30mins
2008	30/04/2008	April	Germany	FRA: ATC
2008	30/04/2008	April	All	CBs continue to affect LHR/LGW/LCY/MUC. Strong winds causing delays at ZRH
2008	01/05/2008	May	Denmark	Danish staff issues continue to cause delays.
2008	01/05/2008	May	UK/Germany	CB activity at LHR/LCY/FRA giving reduced flow rates. Early morning capacity regulations at LHR throughout May
2008	01/05/2008	May	UK	Early morning capacity regulations a LHR throughout May
2008	02/05/2008	May	Turkey	IST new ATC system still bedding in.
2008	02/05/2008	May	Germany	FRA: ATC 12:00 - 15:00 UTC because of thunderstorms in approach area
2008	03/05/2008	May	UK	Inbound early morning flow rates a LHR continue to be an issue.
2008	04/05/2008	May	Serbia	Power failure in Belgrade ACC. No major impact.
2008	04/05/2008	May	Belgium	BRU RWY02 in use due weather.
2008	04/05/2008	May	Austria	VIE: Luggage-belt-breakdown Check In Counter 56-75 // 10.00-10.15LT
2008	05/05/2008	May	Austria	Delays into VIE due CB activity. Late notification of activity in CBA1 danger area caused some delays.
2008	05/05/2008	May	Italy	Runway works at VCE continue.
2008	05/05/2008	May	Austria	VIE: LOWW Arrival Rate 15.40-17.20LT - 30 flights/hour due to weather; ramp handling suspension d/t weather via 22.15-22.25LT
2008	06/05/2008	May	Belgium	Delays into BRU due arrival runway.
2008	06/05/2008	May	Italy	BLQ delays due no radar.
2008	06/05/2008	May	Germany/ Switzerland	CB activity causing delays at MUC/GVA
2008	07/05/2008	May	Netherlands	AMS environmental delays continue.
2008	07/05/2008	May	Germany	FRA: ATC 07:20 - 10:00lt
2008	08/05/2008	May	Belgium/UK	Delays at BRU/LHR due strong winds.

TIMELINE OF EVENTS

AEA/ Consumer Report Summer 2008

Year	Date	Month	Country	Event
2008	08/05/2008	May	Ireland	New stripless operations in Shannon ACC. Initial delays of up to 60mins, however re-routes reduce this but at significant cost.
2008	08/05/2008	May	Austria	VIE: 16.50 -17.30 LT BRS-System breakdown
2008	08/05/2008	May	Germany	TXL: OS276 TXL/VIE arrived VIE without any baggage because of bomb threat against TXL airport
2008	09/05/2008	May	Italy	ATC Strike
2008	09/05/2008	May	Netherlands	AMS: Strike - Baggage Handlers
2008	09/05/2008	May	UK	Lighting maintenance at LGW delays up to 20mins+.
2008	09/05/2008	May	Ireland	Limited delays through Shannon.
2008	09/05/2008	May	Italy	ATC-strike LIN/MXP/VCE
2008	09/05/2008	May	Austria	VIE: 18.10 – 19.00LT, 19.10 – 1920LT and 20.00 – 20.30LT NetlineHubcontrol Systemtroubles
2008	10/05/2008	May	Ireland	Shannon delays initially up to 90mins+, with subsequent domestic regulations being applied. Numerous re-routes carried out to mitigate delays.
2008	11/05/2008	May	Ireland	Shannon continues to cause delays. Aircraft re-routed where possible.
2008	12/05/2008	May	Switzerland	Afternoon delays into GVA due CBs.
2008	12/05/2008	May	Italy	CTA closed due WIP. VCE runway closure continues
2008	13/05/2008	May	Belgium	BRU RWY 02 in use causing delays.
2008	13/05/2008	May	Ireland	Shannon regs continue.
2008	13/05/2008	May	Portugal	Capacity issue at LIS due military activity
2008	13/05/2008	May	Germany	Capacity issues in DUS due WIP
2008	13/05/2008	May	Turkey	Capacity issues in IST due new ATC system.
2008	13/05/2008	May	Italy	Capacity issues in VRN radar maint, VCE due WIP.
2008	13/05/2008	May	Germany	FRA: Cancellation of traffic to KRT because of political disturbances at KRT
2008	14/05/2008	May	France	Delays at CDG/ORY due CBs. French strike of Civil Aviation Services however little impact.
2008	14/05/2008	May	Ireland	Shannon capacity now up to 95%, delays reducing
2008	14/05/2008	May	Germany	FRA: Breakdown of all CUTE equipment Airport FRA; use of manual baggage tags only; passengers send to gates without boarding passes
2008	14/05/2008	May	Austria	VIE: 09.15l - 10.15LT BRS-System troubles
2008	15/05/2008	May	France	French strike caused some significant initial delays however these dropped off by 0800z. LHR runway closure and Maastricht System failure caused significant delays throughout the rest of the day however these were much reduced by some good work by LHR ATC
2008	15/05/2008	May	UK	LHR runway closure and significant delays throughout the rest of the day however these were much reduced by some good work by LHR ATC.
2008	15/05/2008	May	Netherlands	Maastricht System failure caused significant delays throughout the rest of the day.
2008	15/05/2008	May	Germany	FRA : Breakdown of baggage transport system Terminal 1 B20/B28 09:01 - 09:38 lt; complete breakdown of baggage transport system Terminal 1 10:10 - 10:40lt
2008	15/05/2008	May	Netherlands	AMS: 16.00-17.00 Runway restriction 40/hr due weather, from 17.00 system failure Eurocontrol
2008	16/05/2008	May	Switzerland	Delays at GVA due CBs. 1 BA flight to GVA forced to divert.
2008	16/05/2008	May	France	Delays at CDG due CBs.
2008	16/05/2008	May	Spain	Delays at MAD due CBs.
2008	16/05/2008	May	Germany	MUC: TSRA at MUC;RWY restricted down to 38/60 15:00-17:00 UTC; 17:00 and 21:00 UTC down to 35/60; crews informed to uplift add fuel for expected holding at MUC area
2008	16/05/2008	May	Austria	VIE: BRS-System unservicable, no BSM-messages sent to system 07.40 – 08.05LT
2008	17/05/2008	May	Belgium	BRU RWY02 in use.
2008	17/05/2008	May	France	CBs at CDG.
2008	17/05/2008	May	Czech Rep.	CBs at PRG.
2008	17/05/2008	May	Austria	VIE: 12.00LT BRS-System breakdown
2008	18/05/2008	May	Belgium	BRU RWY02 in use.
2008	18/05/2008	May	France	CBs at CDG.
2008	18/05/2008	May	Czech Rep.	CBs at PRG.
2008	18/05/2008	May	Austria	VIE: LOWW arrivals 13.40-19.00UTC - 30 flights/hour due to weather; LOWW arrivals 19.00-22.00UTC - 25 flights/hour due to weather; handling suspension 15.50 – 17.08LT due to heavy thunderstorms
2008	16-20/05/2008	May	Norway	BGO: strike

TIMELINE OF EVENTS

AEA/ Consumer Report Summer 2008

Year	Date	Month	Country	Event
2008	19/05/2008	May		Regulations in UK, French and German airspace causing significant problems with no options for re-routing. Late application of reg for danger area CBA1.
2008	19/05/2008	May	Germany	FRA: Technical problems at catering (LSG) with controlling and delivery scales down punctuality; Catering problems causing additional problems with rotation, handling, catering
2008	19/05/2008	May	Netherlands	MST: Breakdown of ATC computer; all departures from European airports to the North with slots of up to 2 hours
2008	20/05/2008	May		Strong winds at FCO/LIN/FRA. ATC equipment problems at ARN/VRN/MXP.
2008	20/05/2008	May	Germany	FRA: ATC 04:20-09:25 lt; Cont delays because of slots caused by weather CDG; Intercont delays because of baggage offloads, rotation delays, pushback, techniques; EDP problems; ATC effective 16:00UTC; closure of RWY 18W because of strong tailwinds;
2008	20/05/2008	May	Norway	SVG: strike
2008	21/05/2008	May	France	French ATC strike commences at 1900z
2008	21/05/2008	May	UK	Inbound LHR arrival regs due strong winds.
2008	21/05/2008	May	Germany	FRA: ATC; inbound punctuality down to 13%; RWY 18W closed because of strong tailwinds
2008	21/05/2008	May	Austria	VIE: flow briefing arrivals 06.00-11.00UTC - 35 flight/hour due to weather vie plus construction work runway 11/29; flow briefing arrivals 15.40-17.20UTC – 35 flights/hour due to weather vie plus construction work runway 11/29; flow briefing (1144lt) arrivals 13.00-14.00UTC 23 flights/hour due to aerodrome capacity-single runway ops
2008	22/05/2008	May	France	Delays of up to 180mins due French ATC strike. Little or no options for re-routing, however many of the regs came off early which eased situation.
2008	22/05/2008	May	UK	Military activity in UK giving some 120mins of delays. Numerous MDIs applied.
2008	23/05/2008	May	Monaco	Increased traffic numbers due Monaco GP plus Cannes film festival causing delays at NCE.
2008	23/05/2008	May	UK	LHR arrival reg due strong winds.
2008	23/05/2008	May	Germany	FRA: ATC; RWY 18W offered but not accepted because of tailwind component
2008	24/05/2008	May		CB activity FRA/DUS/MAD/PMI.
2008	24/05/2008	May	Belgium	Single RWY ops at BRU due aircraft incident.
2008	25/05/2008	May	Belgium	BRU: Kalita Air cargo aircraft crashes on take off. No injuries.
2008	21-23/05/2008	May	France	Strike: 21may 19.00 UTC - 23may 0600 UTC - resulting high delays and reduced capacities expected
2008	25-26/05/2008	May	UK	LHR: T1-T4 baggage tunnel failure impacted transfer baggage performance
2008	26/05/2008	May	UK	Strong winds/rain causing significant delays at LHR.
2008	26/05/2008	May	UK	LHR: Many left behind interline bags caused due to long queues at transfer drop off point and also due to late arrival of inbound aircrafts; direct baggage belt failure between 15:15-16:15 local time.
2008	26/05/2008	May	Germany	FRA: ATC because of weather 18:00-00:00lt
2008	26/05/2008	May	Austria	VIE: 12.45UTC 15-minutes breakdown of the electric power supply - whole airport affected; 13.55 – 14.10UTC Luggage-belt-breakdown at Check In
2008	27/05/2008	May	France	CDG delays due low vis/CBs.NCE radar problems.
2008	27/05/2008	May	Germany	FRA: ATC 04:20-08:20lt, 18:20 - 21:30lt; inbound delays causing rotation delays;
2008	28/05/2008	May	Netherlands	AMS environmental delays. LYS single runway ops.
2008	28/05/2008	May	France	LYS single runway ops.
2008	28/05/2008	May	UK	ILS failure at LHR
2008	28/05/2008	May	UK	LHR: Mass. left behind interline bags caused due to long queues at transfer drop off point and also due to late arrival of inbound aircraft.
2008	29/05/2008	May	UK	Early morning delays at LHR/LGW due low vis. CAT B traffic in vicinity of LHR caused lengthy start-up delays.
2008	29/05/2008	May	Austria	VIE: NetLine Hubcontrol trouble 07.30 – 08.00ILT
2008	30/05/2008	May		Numerous German, Swiss and French regs making re-routes almost impossible.
2008	30/05/2008	May	Germany	FRA: ATC; thunderstorms; holdings up to 20 minutes
2008	31/05/2008	May		CB activity across France/Germany causing numerous en-route delays.
2008	31/05/2008	May	Netherlands	AMS: BHS disturbance, malfunctions at unloaddocks
2008	31/05/2008	May	UK	LHR: T5 Baggage system problems impacted transfer baggage performance
2008	31/05/2008	May	Austria	VIE: LH-System-breakdown 03.15 – 04.35LT
2008	29-30/05/2008	May	Netherlands	AMS: capacity reduction in morning due to weather

TIMELINE OF EVENTS

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Year	Date	Month	Country	Event
2008	01/06/2008	June	All	EDP problems of UNSIYS host causing delays, cancellations, problems with bag throughcheck
2008	01/06/2008	June	Austria	VIE: arrival rate 30 flights/hour starting 13.20 UTC due to weather; update um 14.47UTC auf 34 Flights / hour; 17:20 – 21:00 UTC 25 flight/hour due to heavy thunderstorms; 18:40-19:07LT and 19:00:00 19-19:43LT weather pre-warning due to heavy thunderstorm within 5-7km airport zone handling suspension start 19:43 - 20:34LT and 21:12-21:45LT ab 03:15-06.00LT LH-Checkin-System breakdown, ab 08:00LT again system breakdown LH-Checkin system; ab 8:45LT BRS-system shutdown;
2008	02/06/2008	June	Netherlands	SPL: increased ATC start-up delays due to airport restrictions SPL
2008	02/06/2008	June	Germany	FRA: ATC because of thunderstorms; inbound and outbound delays ; low approach rates (down to 0 the evening; 19 diversions to CGN, STR, NUE because of weather;
2008	02/06/2008	June		MUC: ATC strike in Italy between 10:00 and 14:00 UTC; thunderstorms at MUC between 15:45 and 20:20 UTC; ATC restriction partly down to 0/60 with delays and cancellations
2008	02/06/2008	June	All	EDP disruption 00:00-04:00GMT (CKI, WAB, FDL, DLK)
2008	03/06/2008	June	Netherlands	SPL: decreased SPL capacity during morning peak 40/h due low visibility and WW2 bomb near Polderbaan
2008	03/06/2008	June	UK	WW2 bomb at LCY (3 Jun 14:00-18:00 airport closed)
2008	03/06/2008	June	Netherlands	SPL: increased ATC start-up delays due to airport restrictions SPL
2008	03/06/2008	June	Austria	VIE: 13:00 – 22:00UTC arrival rate 25-30 flights/hour due to weather
2008	03/06/2008	June	All	outage of LH host the whole day with very poor delivery of baggage details such as BSM, causing cancellations and delays due to physical bag - ID' s;
2008	03/06/2008	June	Germany	FRA / STR: In addition to outage of LH host "heavy irreg" in FRA because of thunderstorms; reroutes to MUC
2008	03/06/2008	June	Germany	MUC: Ramp Baggage Hall sortation stopped due to broken belt between 17:15 and 17:45 UTC; on top diversions from FRA/STR routed to MUC
2008	04/06/2008	June	Netherlands	SPL: decreased SPL capacity during morning peak 56/h due low visibility and WW2 bomb near Polderbaan
2008	04/06/2008	June	UK	WW2 bomb at LCY
2008	04/06/2008	June	Netherlands	SPL: increased ATC start-up delays due to airport restrictions SPL
2008	04/06/2008	June	Austria	VIE: 13:40 – 15:00UTC arrival rate 35 flights/hour due to weather 15:40 – 17:40UTC arrival rate 35 flights/hour due to weather 17:40 – 19:40LT Pre-warning for handling suspension due to heavy thunderstorms within 5-8km airport zone
2008	04/06/2008	June	Germany	FRA: Loss of power eff. 08:20GMT Terminal 1, gate area A; breakdown of bag transport system Terminal1, V3 09:50-10:30GMT; no bag acceptance until 1040GMT because of congestion in bag transport system. All Intercont fights to be waited until 12:00GMT up to 20minutes for baggage, in exceptional cases up to 40minutes. Loss of slots; Internationals flight starting without baggage
2008	05/06/2008	June	Netherlands	SPL: ATC restrictions due to changed transponder rules SPL
2008	05/06/2008	June	UK	WW2 bomb at LCY
2008	05/06/2008	June	Netherlands	SPL: increased ATC start-up delays due to airport restrictions SPL
2008	05/06/2008	June	Germany	FRA: ATC eff 13:00 GMT because of thunderstorms; RWY 18 not in use causing start up delays of 30minutes
2008	06/06/2008	June	Netherlands	SPL: ATC restrictions due to changed transponder rules SPL
2008	06/06/2008	June	UK	WW2 bomb at LCY
2008	06/06/2008	June	Netherlands	SPL: increased ATC start-up delays due to airport restrictions SPL
2008	06/06/2008	June	Austria	VIE: 15:00 – 20:00UTC arrival rate 35 flights/hour due to weather
2008	06/06/2008	June	Germany	FRA: ATC; RWY 18 not in use until 14:20GMT
2008	07/06/2008	June	Netherlands	SPL: increased ATC start-up delays due to airport restrictions SPL
2008	08/06/2008	June	Netherlands	SPL: increased ATC start-up delays due to airport restrictions SPL
2008	08/06/2008	June	Austria	VIE: 13:30 – 15:00UTC arrival rate 35 flights/hour due to weather
2008	01-14/06/2008	June	US	IAD: First 2 weeks in June heavy thunderstorms resulting in passenger offloads and "baggage chaos"
2008	09/06/2008	June	Austria	VIE: 15:40 - 17:20LT arrival rate 34 flights/hour due to weather
2008	09/06/2008	June	Germany	FRA: ATC because upcoming thunderstorms in the East; inbound delays up to 30minutes because ATC holdings; Breakdown bag handling V3, transfer center A caused by IT problems FRAPORT;
2008	09/06/2008	June	Germany	MUC: ATC restriction due to weather in MUC between 13:00 and 22:00 UTC 32/60 // between 14:30 and 16:30 UTC 30/60
2008	10/06/2008	June	Italy	handling strike BLQ and VCE

TIMELINE OF EVENTS

Year	Date	Month	Country	Event
2008	10/06/2008	June	Germany	FRA: ATC 10:00-17:00GMT because weather; inbound delays in the evening
2008	11/06/2008	June	Austria	VIE: 09:20 – 12:00UTC arrival rate 33 flights/hour due to weather 12:20 – 19:40UTC arrival rate 30 flights/hour due to weather
2008	11/06/2008	June	Germany	FRA: ATC
2008	12/06/2008	June	Netherlands	SPL: maintenance Buitenveldertbaan (no capacity restrictions)
2008	12/06/2008	June	UK	LHR: Disruption for several hours at LHR due diversion of aircraft delivering US Presidential car to LHR.
2008	12/06/2008	June	Germany	MUC: Warning 10:54-20:00UTC and ATC: thunderstorms with gusts up to 30KTS; arrival restriction to 25/60 from 1400-2200UTC BSM - message problems due to scheduled maintenance at SITA/CUBES between 04:20 and 05:40 UTC; fallback sortation due to missing date until 10:40 UTC including physical bag ID' s; reconciliation secured 12:00 UTC
2008	13/06/2008	June	Netherlands	SPL: maintenance Buitenveldertbaan (no capacity restrictions)
2008	13/06/2008	June	Netherlands	SPL: more than usual technical malfunctions of BHS SPL
2008	13/06/2008	June	UK	LHR: Several hours start-up delays and several cancellations following runway closure LHR to permit rehearsal for arrival on US President.
2008	13/06/2008	June	Germany	FRA: ATC
2008	14/06/2008	June	Netherlands	SPL: maintenance Buitenveldertbaan (no capacity restrictions)
2008	14/06/2008	June	Netherlands	SPL: more than usual technical malfunctions of BHS SPL
2008	15/06/2008	June	Netherlands	SPL: maintenance Buitenveldertbaan (no capacity restrictions)
2008	15/06/2008	June	Netherlands	SPL: more than usual technical malfunctions of BHS SPL
2008	15/06/2008	June	UK	LHR: Runway closure LHR to permit arrival US President. Start up delays for 6 hours and many cancellations; Baggage system software issues and T4 transfer baggage system outage impacted baggage performance
2008	16/06/2008	June	Netherlands	SPL: more than usual technical malfunctions of BHS SPL
2008	16/06/2008	June	UK	LHR: Runway closure LHR to permit departure US President. Start up delays for several hours and several cancellations.
2008	16/06/2008	June	Germany	FRA: RP1800: wrong information about "baggage not allowed to be loaded" to loading crew 05:40-07:30GMT; ATC in the late afternoon
2008	17/06/2008	June	Austria	VIE: 15:10 – 18:40LT arrival rate 34 flights/hour due to weather
2008	17/06/2008	June	Germany	FRA: ATC
2008	18/06/2008	June	Germany	FRA: ATC
2008	20/06/2008	June	Austria	VIE: 09:24 – 10:45LT BRS system breakdown
2008	22/06/2008	June	Netherlands	SPL: ATC in- and outbound delays due to capacity reduction (until 07:00 25/h) and thunderstorms.
2008	22/06/2008	June	Netherlands	SPL: Inbound capacity restrictions due noise reduction policy (as of 10 March)
2008	21-22/06/2008	June	UK	LHR: Baggage system problems impacted baggage performance
2008	23/06/2008	June	Austria	VIE: 14:00 - 18:00 arrival rate 35 flights/hour due to weather; starting 22:15LT pre-warning thunderstorms with heavy rain
2008	23/06/2008	June	Germany	FRA: ATC; data problems at FRAPORT regarding BSM
2008	24/06/2008	June	Netherlands	SPL: Blue mainline of Baggage Handling System
2008	24/06/2008	June	Austria	VIE: 10:00 – 16:20 arrival rate 26-33 flights/hour due to weather/thunderstorms 10:30 - 13:00 arrival rate 26-30 flights/hour due to weather 15:00 – 18:00 arrival rate 30-33 flights/hour due to weather 16:35 – 1655LT Handling Suspension
2008	25/06/2008	June	Austria	VIE: 21:47 – 22:18LT handling suspension 22:31 – 23:04LT handling suspension
2008	25/06/2008	June	Germany	FRA: ATC because of strong winds from SW up to 35knts; strike of Lufthansa Mechanics eff. 10:00GMT causing outbound delays intercont flights;
2008	26/06/2008	June	Austria	VIE: 14:30 UTC run: heavy inbound delays/slots and holdings up to 50 min due to weather; in the evening run many Holdingdelays VIE due to heavy thunderstorms
2008	26/06/2008	June	Germany	FRA: Heavy thunderstorms; starts just on RWY18W; no starts at all for 6 minutes; start-up delays, rotation delays, missed connections
2008	27/06/2008	June	Netherlands	SPL: capacity reduction due to weather (35/h)
2008	27/06/2008	June	Austria	VIE: 12:00 – 16:00UTC arrival rate 30 flights/hour due to weather
2008	27/06/2008	June	Germany	FRA: Intercont inbound delays because of 26.June up to 2hours; long offloading times
2008	29/06/2008	June	Netherlands	SPL: BHS: major malfunction IT and Sorters
2008	29/06/2008	June	Austria	VIE: 15:40 – 17:40UTC arrival rate 29 - 32 flights/hour due to weather

TIMELINE OF EVENTS

Year	Date	Month	Country	Event
2008	30/06/2008	June	Austria	VIE: 06:00 – 08:00UTC arrival rate 35 flights/hour due to weather / thunderstorms 15:40 – 20:00UTC arrival rate 30-35 flights/hour due to weather / thunderstorms 04:30-11:00 UTC arrival rate 32 flights/hour due to weather 05:30– 08:00UTC arrival rate 34 flights/hour due to weather
2008	30/06/2008	June	Germany	FRA: ATC; delays because of overbooking and high rate of VDB, baggage clearance, LSG, slots
2008	01/07/2008	July	Germany	Industrial action of Lufthansa staff
2008	01/07/2008	July	Netherlands	SPL: ATC start-up delays due to airport congestion
2008	01/07/2008	July		Gander ATC system failure causing outbound delays to Atlantic flights. French Military exercise in Bay of Biscay, typical delays around 30mins.
2008	02/07/2008	July	Germany	FRA: Industrial action 04:00-11:00hrs It of Lufthansa staff
2008	02/07/2008	July	Netherlands	SPL: ATC start-up delays due to airport congestion
2008	02/07/2008	July	All	Bad weather, thunderstorms western Europe
2008	02/07/2008	July	Austria	VIE: LOWW arrivals 13:00-14:00UTC - 33 flights/hour - aerodrome capacity
2008	02/07/2008	July		AMS delays due CBA1 active and North Sea thunderstorms. CB activity at MUC, STR and DUS with zero arrival rate at DUS during the evening. Ground congestion at LHR with delays of up to 35mins for departures.
2008	03/07/2008	July	Germany	After-effect of strike situation July02; late rotation, short ground times, pax transfer under minimum connecting times;
2008	03/07/2008	July	Netherlands	SPL: ATC start-up delays due to airport congestion
2008	03/07/2008	July	Austria	VIE: LOWW Arrivals 13:20 - 20:00LT – 30 flights/hour - Weather CB-activity; Handling Suspension 23:30 – 00:10LT- d/t thunderstorms – end 00:10LT
2008	03/07/2008	July		CBs continue, GVA, VIE, MUC, FRA and LHR. CBA 1 active, initial delays 60mins however activity cancelled at last minute.
2008	04/07/2008	July	Germany	FRA: After-effect of strike situation July02; rotation delays; ATC because of precipitation front with thunderstorms
2008	04/07/2008	July	Germany	MUC: Industrial action of LH ground staff between 02:00 and 06:00 UTC causing flight cancellations; peripheral interface problems of sorting system between 02:00 and 05:00 UTC; due to thunderstorms inbound traffic restrictions
2008	04/07/2008	July	Netherlands	SPL: ATC start-up delays due to airport congestion
2008	04/07/2008	July	Netherlands	SPL: Fuel hydrant system u/s
2008	04/07/2008	July	Austria	VIE: 09:40 - 12:20LT – 25 flights/hours - Aerodrome Capacity single runway ops; 10:10 - 19:00LT - 3 flights/hours - Aerodrome Capacity single runway ops
2008	04/07/2008	July	Belgium	Strike by Flightcare Baggage Handlers leads to long check-ins and delays.
2008	04/07/2008	July	Italy	General strike, including airport personnel.
2008	04/07/2008	July		DUB: Radar problems. Staff in delays Austria, HEL. Capacity delays thru Greece.
2008	05/07/2008	July	Netherlands	SPL: ATC start-up delays due to airport congestion
2008	05/07/2008	July		Austrian staffing problems, long delays to VIE 40mins plus. Strong turbulence on finals at LHR. Delays into VRN due capacity.
2008	06/07/2008	July	Netherlands	SPL: ATC start-up delays due to airport congestion
2008	06/07/2008	July	Austria	VIE: 13:00 – 15:40UTC - 30 flights/hour - weather; 15:00 – 19:20UTC - 30 flights/hour - weather; 15:20 – 18:20UTC - 28 flights/hour - weather; Handling Suspension 23:27 – 00:20LT
2008	06/07/2008	July		Delays due Staffing in Scottish sectors. CPH and GVA also affected by staffing delays. WIP at FAO. CBs at LHR caused numerous problems late afternoon with start-up delays of 45-60mins.
2008	07/07/2008	July	Germany	FRA: ATC ; heavy winds
2008	07/07/2008	July	Germany	MUC: Thunderstorms and gusts
2008	07/07/2008	July	Germany	Industrial action of EW and CLH cockpit staff from 00:00-24:00It; cancellation of all domestic flights; passengers rebooked onto railway
2008	07/07/2008	July	Netherlands	SPL: Inbound restrictions due bad weather at SPL 55/h 14:20-21:00 LT
2008	07/07/2008	July	All	Bad weather in Europe

TIMELINE OF EVENTS

Year	Date	Month	Country	Event
				VIE: ACC West Lower+Upper 08:00-14:00UTC – 30 flights/hour - ATC Equipment / Radar unreliable; due to system troubles breakdown of ATC Equipment/Radar for complete area Austria ; ACC East 06:00-12:00UTC - 31 flights/hour - ATC Equipment/Radar unreliable; ACC East Lower+Upper 13:00-18:00UTC - 31 flights/hour - Weather/cold front; ACC East High+Top 13:00-18:00UTC - 34 flights/hour - Weather/cold front; ACC South High+Top 13:00-18:00UTC - 30 flights/hour - Weather/cold front; LOWW ARRIVALS 13:30-17:40UTC – 33 flights/hour - Weather/CB activity; Handling suspension VIE a/p 13:45-14:05LT - weather VIE, thunderstorms; Handling suspension VIE a/p 14:40-15:11LT – weather VIE thunderstorms add inbound holdings 15-20 minutes due to weather VIE 1915LT; Handling suspension start 20:11-20:23LT; 20:42-20:52LT; 21:12-21:29LT; ACC East 18:00-21:00LT – 35 flights/hour - Weather; ACC South High + Top 18:40-20:00 - 28 flights/hour - Weather; ACC South Lower + Upper 18:40 20:20 28 Weather
2008	07/07/2008	July	Austria	
2008	07/07/2008	July	Germany	LH cancels ~600 domestic and European flights due to strike at LH regionals Eurowings and CityLine.
2008	07/07/2008	July		Late afternoon CBs again affected LHR with start-up delays of 60mins.
2008	08/07/2008	July	All	Bad weather in Europe
2008	08/07/2008	July		LHR: early morning flow rates due strong winds. Outbound delays due military activity in Shoeburyness danger area. DUB radar problems continue
2008	09/07/2008	July	Germany	MUC: Industrial action of EW and CLH cockpit staff from 00:00-24:00lt; cancellation of all domestic flights; passengers rebooked onto railway
2008	09/07/2008	July	Germany	FRA: ATC; strong winds causing inbound-, outbound delays; short ground times
2008	09/07/2008	July	All	Bad weather in Europe
2008	09/07/2008	July	Austria	VIE: LOWW Arrivals 11:20-14:20 LT – 28 flights/hour - RWY 34 construction work
2008	09/07/2008	July	Ireland	Technical problem with ATC radar at Dublin Aiport > ops at 50% capacity. EI cancelled 23 flights. The problem will take some days to resolve.
2008	09/07/2008	July		LHR: arr delays due Red Arrows fly-past. High Seas firing affecting Oceanic routes. Short stop on CDG arrivals due Bastille day practice display.
2008	10/07/2008	July	Germany	FRA: After-effect of strike July09; ATC; strong winds
2008	10/07/2008	July	All	Bad weather in Europe
2008	10/07/2008	July		Shoeburyness danger area continues to cause delays circa 80mins. Inbound delays at LHR due strong winds.
2008	11/07/2008	July	Germany	FRA: Heavy thunderstorms 04:00-07:30GMT
2008	11/07/2008	July	Germany	MUC: Severe weather conditions
2008	11/07/2008	July	All	Bad weather in Europe
2008	11/07/2008	July	Austria	VIE: ACC B5 15:20-17:20UTC 30 Flights/hour due to Weather/CB-Activity; 10:25-10:42LT BRS-system breakdown
2008	11/07/2008	July		CBs affecting FRA, LYS, ZRH, MUC, GVA, LHR. Short stop on all deps from LHR due zone infringer however delays soon exceed 30mins. DUB radar problems
2008	12/07/2008	July	All	Bad weather in Europe
2008	12/07/2008	July	Austria	VIE: 06:20-08:20UTC, 09:40-11:00UTC, 13:40-14:40UTC – 30 flights/hour – ATC Staffing; Handling Suspension d/t weather VIE 19:06 - 19:22UTC und 19:39-19:52UTC
2008	12/07/2008	July		Swainwick staffing delays affecting Atlantic flights with delays up to 60mins on departures. FAO WIP on taxiway causing 60min delays. ATC staffing issues Croatia, Greece and Cyprus
2008	13/07/2008	July	All	Bad weather in Europe
2008	13/07/2008	July	Austria	VIE: LOWW ARRIVALS 13:00-17:00UTC – 30 flights/hour - weather
2008	13/07/2008	July		CBs at VIE, LIN, MXP and FCO. Zone infringer at LHR again causes stop on deps for short period however delays not significant.
2008	14/07/2008	July	Germany	FRA: ATC ; thunderstorms causing inbound-, outbound delays;
2008	14/07/2008	July	Austria	VIE: ACC West High + Top 11:00 15:27 - 34 flights/hour – Weather
2008	14/07/2008	July		Delays to MAN due WIP on taxiway. JER closed for short period due fire on approach path. CDG closed for short period due Bastille day fly past.
2008	15/07/2008	July	Germany	FRA: ATC
2008	15/07/2008	July		Delays via UK southern sectors due staffing. LHR arrival delays due strong winds
2008	16/07/2008	July	Germany	FRA: ATC
2008	16/07/2008	July		CBA1 active, delays up to 70mins.

TIMELINE OF EVENTS

Year	Date	Month	Country	Event
				Day of technical issues. SITA link failed – no slots being issued, DUB radar problems, VRN radar maint, BA stack monitor U/S meaning no details on LHR holding. Short stop on LHR deps due RAF past.
2008	17/07/2008	July		
2008	18/07/2008	July	Germany	FRA: Message blockage at SITA causing delayed transmission BSM
2008	18/07/2008	July		Staffing delays at VIE. CBA1 active. DUB radar.
2008	19/07/2008	July	Netherlands	SPL: Red mainline baggage problems
2008	19/07/2008	July	Austria	VIE: LOWW Arrivals 16:00 - 17:30UTC – 33 flights/hour - ATC Staffing
2008	19/07/2008	July		Delays at BDS due air display. Capacity delays through Greece/Cyprus.
2008	20/07/2008	July	Netherlands	SPL: Runway obstruction 36L, 27 (private jet), closed between 17:30-20:00 LT
2008	20/07/2008	July	Austria	VIE: LOWW Arrivals 13:30-19:00UTC – 35 flights/hour – Weather CB-activity; thunderstorm-prewarning 20:20-21:35LT and 21:47-22:45LT; Shut down due to thunderstorm 21:35-21:47LT
2008	20/07/2008	July		Staffing delays Maastricht. Capacity delays Croatia, Germany, Greece, Cyprus.
2008	15-17/07/2008	July	Germany	FRA: 15.July,17:00GMT – 17.July2008 10:00GMT Message blockage at SITA causing delayed transmission BSM
2008	21/07/2008	July	Germany	FRA: ATC; inbound punctuality at 32% 1st peak; 4th peak stop of ground service at short notice and 7 minutes zero landing rate and 5 diversions because of thunderstorms; subsequent outbound delays; EDP disruption of baggage transport system 06:30GMT; load attendants partly too late at inbound flights
2008	21/07/2008	July	Netherlands	SPL: Gusting wind 40/h
2008	21/07/2008	July		AMS: long delays circa 120mins due strong winds and single runway ops
2008	22/07/2008	July	Germany	FRA: ATC
2008	22/07/2008	July	Germany	Industrial action of EW and CLH cockpit staff from 12:00-23July 23:59lt; cancellation of all domestic flights; passengers rebooked onto railway
2008	22/07/2008	July	Austria	VIE: 07:40-09:25UTC - 15 flights/hour - ATC Equipment/Flight Data Computer failed
2008	23/07/2008	July	Germany	Ongoing strike of EW and CLH cockpit staff until 23:59lt; cancellation of all domestic flights; passengers rebooked onto railway
2008	23/07/2008	July	Germany	MUC: ATC because of weather
2008	23/07/2008	July	Germany	LH cancels ~990 domestic and European flights due to strike at LH regionals Eurowings and CityLine 36hrs strike.
2008	23/07/2008	July		Technical problems at CFMU delaying Atlantic flights westbound. Inbound flow rate restrictions at LH due late running eastbound NAT traffic.
2008	24/07/2008	July		Radar failure giving delays through Poland.
2008	25/07/2008	July	Austria	VIE: ACC North Lower + Upper 15:40-20:07LT - 33 flights/hour - Weather
2008	26/07/2008	July	Netherlands	SPL: Heavy rain 40/h
2008	26/07/2008	July		Italian Strike. Delays due CBs in Maastricht.
2008	27/07/2008	July	Netherlands	SPL: Expected fog 50/h
2008	27/07/2008	July	Netherlands	SPL: Malfunctions baggage handling system
2008	27/07/2008	July	Austria	VIE: ACC West High+Top 13:10-19:20LT - 32 flights/hour - Weather CB-activity; ACC West Lower+Upper 13:10-19:20LT – 30 flights/hour - Weather CB-activity
2008	27/07/2008	July		Short stop on deps at LHR due CAT B flight. CB activity Geneva, Karlsruhe and Vienna ACCs. Delay at IBZ due staffing.
2008	28/07/2008	July	Netherlands	SPL: Baggage disruptions due system failure
2008	28/07/2008	July	Austria	VIE: ACC West High+Top 07:20-21:00UTC – 32 flights/hour – Weather; ACC West Lower+Upper 12:20-18:00UTC – 30 flights/hour - Weather
2008	28/07/2008	July	Germany	FRA: ATC; slot delays because of thunderstorms; FRAPORT EDP disruption; Message blockage at SITA causing delayed transmission BSM
2008	28/07/2008	July		Early morning fog at EDI, delays up to 100mins. Late afternoon CBs at LHR with significant impact on deps. Maastricht zero rate due CBs
2008	29/07/2008	July	Germany	FRA: ATC;
2008	29/07/2008	July	Netherlands	SPL: Baggage disruptions due system failure
2008	29/07/2008	July		CBs FRA and MUC. GLA radar u/s. EDI low vis.
2008	30/07/2008	July	Germany	FRA: ATC, thunderstorms
2008	30/07/2008	July	Netherlands	SPL: Baggage disruptions due system failure
2008	30/07/2008	July	Austria	VIE: LOWW Arrivals 06:00-09:00LT – 35 flights/hour - ATC Staffing; LOWW Arrivals 09:40-11:20LT 30 flights/hour - Weather cb forecast; LOWW Arrivals 13:20-18:30LT - 30 flights/hour - Weather; thunderstorm prewarning 15:55-16:17LT and 17:53-18:35LT
2008	30/07/2008	July		MUC, FRA and VIE CBs. Staff delays Czech Republic, Poland.

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Year	Date	Month	Country	Event
2008	31/07/2008	July	Netherlands	SPL: Baggage disruptions due system failure
2008	31/07/2008	July	Austria	VIE: LOWW Arrivals 15:00-17:20 UTC - 35 flights/hour - weather; thunderstorm prewarning 16:07-17:06LT; BRS-System unserviceable 05:00-07:30LT
2008	31/07/2008	July		NATS TLPD failure, significant initial delays but reduced later. CBs FRA, CDG.
2008	01/08/2008	August	Germany	Strike activities of LH ground staff, LHT, Sky Chefs and Cabin Crews causing high number of flight cancellations.
2008	02/08/2008	August	Germany	FRA: ATC;several passengers not through checked ex AC and SA; communication problem between SITA and FRAPORT about BSM Rush messages 10:20-12:00 GMT
2008	03/08/2008	August	Germany	FRA: Interruption of external reachability national wide; Thunderstorms in the afternoon causing inbound holding of up to 30 minutes
2008	01-03/08/2008	August	Netherlands	Baggage disruptions due system failure
2008	02-07/08/2008	August	Germany	After effects of strike activities of LH staff - cancellation of flights
2008	28/07-02/08/2008	July	Germany	strike activities of Lufthansa staff until Saturday, 02.Aug.2008
2008	28-31/07/2008	July	Germany	Lufthansa ground and cabin staff on strike
2008	01/08/2008	August		LHR: arrival rates due strong winds. CBs affecting Germany, Northern Italy, Switzerland and France
2008	03/08/2008	August		Early morning delays at FCO due fog. LHR arrival flow rates due staffing but little impact.
2008	04/08/2008	August		BRU: single runway ops due WIP. NATS staffing delays AMS delays due environmental issues
2008	05/08/2008	August	Germany	FRA: Storm warning 0230-0800UTC; ATC
2008	05/08/2008	August		Strong winds affecting LHR/CPH. CBA1 active causing delays circa 35mins. Staffing delays via Karlsruhe. MAN closed due aircraft incident.
2008	06/08/2008	August	Germany	FRA: Baggage offloads due to missing passengers, causing outbound delays
2008	06/08/2008	August		BRU: arrival delays due WIP otherwise relatively quiet day
2008	07/08/2008	August	Germany	FRA: many baggage offloads due to missing passengers
2008	07/08/2008	August	Netherlands	Handling stops, holdings and reduced capacity due to thunderstorms
2008	07/08/2008	August		LHR: arrival delays due CBs. Thunderstorms also affecting France and Germany.
2008	08/08/2008	August	Germany	FRA: ATC ;due to thunderstorms in the afternoon traffic restrictions
2008	09/08/2008	August	Germany	FRA: ATC; thunderstorms; outage of boarding control system 4th peak
2008	09/08/2008	August		LHR: arrival delays due strong winds
2008	10/08/2008	August		LHR: tower evacuated due fire alarm. Despite some initial significant delays ATC soon had these under control and rapidly improved situation. ATC staffing issues GVA. Delays at WAW/VCE due WIP.
2008	02-07/08/2008	August	Germany	After effects of strike activities of LH staff - cancellation of flights
2008	07-08/08/2008	August	Germany	36 hours industrial action of Cityline pilots causing flight cancellations
2008	10-12/08/2008	August	Belgium	Industrial action of Aviapartner and Flightcare at Brussels Airport - majority of flights delayed (1hr+) with several cancellations. Knock-on effects over several days at BRU and destination airports.
2008	11/08/2008	August	Germany	FRA: Thunderstorms and gusts.
2008	11/08/2008	August		CBs GVA/OSL/MUC. German staffing issues.
2008	12/08/2008	August		LHR/LGW inbound delays due strong winds. Some long outbound delays at LHR due CBs North of airport. Strong winds at FRA
2008	13/08/2008	August	Germany	FRA: ATC causing rotation delays
2008	13/08/2008	August	Netherlands	Limited runway capacity (45/h u/i 12.00 LT)
2008	13/08/2008	August		Strong winds affecting LHR/FRA/HEL/PSA with CBs at AMS. Delays due CBA1. Increasing strong winds at LHR delays reached 90mins
2008	14/08/2008	August	Germany	FRA: ATC
2008	14/08/2008	August		BRU arrival delays due WIP circa 60mins. WAW sector delays due to ATC Equipment and radio frequency problems. CBs affecting LHR
2008	15/08/2008	August		LHR: arrival flow rates due late running N.Atlantic traffic BRU: delays due WIP.
2008	16/08/2008	August		Staffing delays Germany.
2008	17/08/2008	August		Greek/Croatian sector delays. Copenhagen ACC delays.
2008	18/08/2008	August	Germany	FRA: ATC; because of ground fog inbound holdings, rotation delays
2008	18/08/2008	August	Netherlands	Air Traffic Management restrictions, 30 min delays
2008	18/08/2008	August		Strong winds giving arrival delays at LHR. CBA1 active. MUC delays due incident. ATC staffing delay GVA.
2008	19/08/2008	August		German staffing delays plus CBs. LHR/MUC strong winds.
2008	20/08/2008	August	Germany	FRA: ATC

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Year	Date	Month	Country	Event
2008	20/08/2008	August	Spain	Spanair flight JKK 5022 crashes after aborted takeoff. 152 casualties. Madrid-Barajas airport closed.
2008	20/08/2008	August		Sector delays through Poland/Czech/Austria/Croatia and Germany. MAD aircraft incident. Strong winds at LHR/FRA
2008	21/08/2008	August	Germany	FRA: ATC
2008	21/08/2008	August		CBA1 active. BRU delays continue. German staffing delays
2008	22/08/2008	August	Germany	FRA: 0833-0923GMT fire flap of baggage transport system closed; therefore baggage from T2 not delivered in time to outbound flights
2008	22/08/2008	August		LHR/LGW deps stopped for short time due airborne security incident. Delays minimal.
2008	23/08/2008	August	Germany	MUC: Arrival restrictions between 14:00-19:00 UTC; outage of baggage sorting system 17:00-18:00UTC
2008	23/08/2008	August		NATS Staffing delays. GVA closed due suspect package on aircraft. 2 diversions. GLA short closure due contaminated runway. 1 diversion
2008	24/08/2008	August		LHR: arrival delays due strong winds. Short stop on LHR arrivals due Red Arrows flypast over central London
2008	25/08/2008	August	Germany	FRA: ATC ; strong winds causing inbound-, outbound delays
2008	25/08/2008	August		Staffing delays in UK, Germany and GVA. BRU WIP continues. FRA delays due low vis.
2008	26/08/2008	August	Germany	FRA: ATC
2008	26/08/2008	August	Netherlands	Outbound capacity restrictions caused by crossing traffic
2008	27/08/2008	August		LHR: delays due strong winds. Staffing delays GVA/Germany. BRU WIP.
2008	28/08/2008	August		Sector delays through Germany/Poland/Greece and Austria.
2008	29/08/2008	August		Staffing delays in Germany/Austria and GVA.
2008	30/08/2008	August		BRU: low vis delays in excess of 60mins. Large number of European regs, at one point 111 were active.
2008	31/08/2008	August		Early morning delays at LHR due fog. Delays continue throughout day as CBs start to affect airport. CBA1 active. Excessive start-up delays at LHR due weather circa 120mins.
2008	01/09/2008	September	UK	Strong winds Heathrow - knock-on effects of previous days' disruptions
2008	01/09/2008	September	Germany	Cumulonimbus activity in Frankfurt.
2008	01/09/2008	September	Netherlands	SPL: due to " major problems with Baggage Handling System"
2008	01/09/2008	September	Germany	FRA: ATC; RWY closed because of gear trouble of CA Cargo aircraft; RWY 25L closed 16:46-17:09 because of safety landing TK Cargo aircraft; inbound, outbound holdings, rotation delays
2008	02/09/2008	September	UK/Croatia	Thunderstorms in the London TMA, Scottish TLA sctr, EBLG and in Zagreb.
2008	02/09/2008	September	Netherlands	SPL: due to " major problems with Baggage Handling System"
2008	02/09/2008	September	Germany	MUC: baggage sorting system breakdown
2008	02/09/2008	September	Germany	FRA/HAM/MUC/DUS: ATC because of weather and capacity
2008	03/09/2008	September	Central Europe	CB activity stretching from south of France through Switzerland and Germany to Poland.
2008	03/09/2008	September	Germany	MUC: Fallback situation in baggage sortation due to inconsistency of BSM data in SITA system between 10:25 and 16:30 UTC. All airlines at airport MUC concerned
2008	03/09/2008	September	Germany	FRA: Lack of loading staff
2008	04/09/2008	September	Germany	FRA: ATC ; holdings up to 20 minutes in the morning and therefore inbound punctuality < 5%; lack of loading staff;
2008	05/09/2008	September	UK	LONDON ACC (CIVIL) (LMS and LKS sctrs) : CB and severe turbulence giving quite high delays.
2008	05/09/2008	September	Austria	VIE: 20:30LT – 06:55LT/06Sep BRS-System breakdown
2008	05/09/2008	September	Germany	FRA: ATC and rotation delays because of lack of loading staff; late crew boarding; RWY 18W partly use in the morning
2008	06/09/2008	September	UK	LONDON GATWICK : 21:25 - 22:15 : closed due essential runway repairs.
2008	06/09/2008	September	Ireland	DUBLIN, 09:00 - 10:15 : Severe rain led to significant holding, zero rate implemented 0900-1200 due allow for air holding reduction, reduced capacity after 1015.
2008	06/09/2008	September	UK	LONDON HEATHROW : Reduction to 38 /60 due to CCTV failure between stack and approach.
2008	06/09/2008	September	Austria	VIE: LOWW Arrivals 06:00-09:00utc – 30 flights/hour - ATC Staffing von 03:10LT-03:32LT LH/DCS-System not working
2008	07/09/2008	September	Croatia/Austria	ZAGREB ACC/FIR : (West sectors) CB activity. VIENNA ACC/FIR : (West sectors) CB and turbulence.

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Year	Date	Month	Country	Event
2008	07/09/2008	September	Austria	ViE: LOWW Arrivals 06:00 – 08:40utc – 30 flights/hour - ATC Staffing LOWW Arrivals 15:45 – 19:00utc– 30 flights/hour - Weather
2008	08/09/2008	September	Austria	ViE: 17:10-17:45LT BRS-System breakdown
2008	08/09/2008	September	Germany	FRA: ATC; rotation delays, baggage offloads because of missing passengers; pushback delays; ramp congestion; 04:25-06:03 GMT breakdown of baggage transport system Terminal 1
2008	09/09/2008	September	France	PARIS-LE BOURGET, 08:50 - 10:20 : blocked rwy, reduced capacity. PARIS-LE BOURGET : arrival regulation due to wip in the tower.
2008	09/09/2008	September	Austria	ViE: LOWW Arrivals 10:30-11:00utc – 35 flights/hour - ATC Staffing; LOWW Arrivals 13:20-15:20utc – 35 flights/hour - ATC Staffing; LOWW Arrivals 16:00-17:00utc – 35 flights/hour - ATC Staffing
2008	10/09/2008	September	Austria	ViE: 11:30-12:30LT BRS-System breakdown;
2008	10/09/2008	September	Germany	FRA: High rate of baggage offload because of missing passengers; ATC; handling delays
2008	11/09/2008	September	Germany	FRANKFURT/MAIN, 06:00 - 09:00 : low visibility, zero rate due to excessive air holding and ILS problems.
2008	12-17/09/2008	September	US	Hurricane IKE
2008	12/09/2008	September	Netherlands	SPL: Low runway capacity (55/hr) due low visibility
2008	12/09/2008	September	Austria	ViE: LOWW Arrivals 13:20-17:20 - 35 flights/hour - Weather
2008	12/09/2008	September	Germany	FRA: Fog with CATII 06:05 - 07:40GMT; inbound delays up to 60 minutes; 19flights cancelled, 4 flights diverted to CGN
2008	13/09/2008	September	Italy	TORINO/CASELLE : zero rate due to flooded rwy, heavy delays.
2008	13/09/2008	September	Austria	ViE: LOWW Arrivals 06:20-09:00utc, 13:40-15:00utc, 16:00-17:20utc; 35 flights/hour - ATC Staffing
2008	15/09/2008	September	Croatia/Germany	CB activity affecting Croatia and parts of eastern Germany.
2008	15/09/2008	September	Austria	ViE: LOWW Arrivals 09:00-11:00utc – 30 flights/hour - ATC Staffing; LOWW Arrivals 13:40-17:30utc – 35 flights/hour - ATC Staffing
2008	15/09/2008	September	Germany	FRA: ATC because of thunderstorms; weather causing inbound delays up to 30 minutes and rotation delays; RWY18 partly not in use
2008	15/09/2008	September	Germany	DUS: ATC because of weather; lack of staff and slot delay up to 1 hour; flight cancellations
2008	15/09/2008	September	Germany	Northern Italy: Heavy thunderstorms causing flight cancellations inbound, outbound, rotation delays
2008	16/09/2008	September	Croatia	ZAGREB ACC/FIR : Partial radar failure in their South Sector.
2008	16/09/2008	September	Austria	WIEN-SCHWECHAT : Industrial action.
2008	16/09/2008	September	All	SITA problems routing through Singapore hub, with no FPL data being received on US departures.
2008	16/09/2008	September	Austria	ViE: LOWW Arrivals 12:00-15:40utc – 15 flights/hour - ATC industrial action
2008	17/09/2008	September	Slovenia	LJUBLJANA, 06:00 - 16:00 : (LLD sctr) reduced cap due military activity.
2008	17/09/2008	September	Netherlands	SPL: Strike Venice and Bologna
2008	17/09/2008	September	Germany	FRA: ATC
2008	18/09/2008	September	Slovenia	LJUBLJANA (LLD sctr) reduced capacity due radar problems.
2008	18/09/2008	September	Netherlands	SPL: Strike Airbus staff Toulouse
2008	18/09/2008	September	Germany	FRA: EDP trouble at FRAPORT causing 172 minutes delay for 12 flights
2008	19/09/2008	September	Germany	FRA: Low rate of Intercont punctuality
2008	22/09/2008	September	Austria	ViE: 18:30-ca.18:55LT BRS System breakdown
2008	22/09/2008	September	Germany	FRA: ATC and weather causing delays; high rate of baggage offloads; late arrival 3rd peak with high rate of transit passengers to be handled directly at the departure gates; baggage transport system; high rate of local passengers; delays caused by baggage offloads of missing passengers; lack of loading staff; push back delays
2008	23/09/2008	September	Germany	FRA: ATC; inbound holdings up to 20minutes; high volume of local passengers
2008	24/09/2008	September	Germany	FRA: ATC because of poor visibility; 1st peak holdings up to 15minutes
2008	25/09/2008	September	UK	LONDON ACC (CIVIL), 14:50 - 18:30 : major computer failure, zero rate applied, MDIs started at 1600 for EGLL departures. With normal operations being resumed at 1830. Several LHR shorthaul flights cancelled.
2008	25/09/2008	September	Germany	FRA: ATC; 1st peak inbound holdings and inbound slots up to 25minutes because of fog;4th peak lack of loading staff
2008	26/09/2008	September		LHR: Knock-on effects of previous days

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Year	Date	Month	Country	Event
2008	26/09/2008	September	Austria	VIE: LOWW Arrivals 13:40-15:00 – 35 flights/hour - ATC Staffing; LOWW Arrivals 15 :00-19:00 - 30flights/hour - ATC Staffing
2008	27/09/2008	September	UK/Croatia	Weather (fog and low ceiling) affecting SE UK airports. CBs also disturbed tfc over Croatia.
2008	27/09/2008	September	Netherlands	SPL: Runway capacity 55/hr till 09:20lt.
2008	28/09/2008	September	France	NANTES ATLANTIQUE : radar failure.
2008	28/09/2008	September	Netherlands	SPL: Runway capacity 45/hr. till 09:00lt.
2008	28/09/2008	September	Austria	VIE: LOWW Arrivals 05:07-06:35utc – 18 flights/hour – weather (Bodennebel)
2008	29/09/2008	September	Austria	VIE: LOWW Arrivals 06:00-07:30 – 35 flights/hour - Weather Low Visibility
2008	29/09/2008	September	Germany	FRA: ATC with 221 minutes delay; high volume of local passengers and waiting time of >45 minutes at entry, departure ; 08:41 - 10:35GMT breakdown of baggage transport system Terminal 1, A West; EDP trouble at FRAPORT; low inbound punctuality; high rate of baggage offloads; until 13:00GMT total of 490 minutes of delay
2008	30/09/2008	September	Netherlands	SPL: Reduced capacity (50/hr.) due wind SPL
2008	30/09/2008	September	Austria	VIE: LOWW Arrivals 09:40-11:00, 13:40-17:40 – 35 flights/hour - ATC Staffing
2008	30/09/2008	September	Germany	FRA: ATC;
2008	01/10/2008	October	U.K.	LHR: SITA baggage system failure; delays, cancellations
2008	01/10/2008	October	All	Strong wind and rain affected NW Europe.
2008	01/10/2008	October	Netherlands	SPL: Whole day restricted runway capacity 35-50/hr.
2008	01/10/2008	October	Austria	VIE: LOWW Arrivals 06:00-08:20 35 flights/hour – ATC Staffing
2008	01/10/2008	October	Germany	FRA: ATC; rotation delays in morning peak; at noontime inbound holdings because of weather (wind/rain); closure of runway "north" 08:20-09:30UTC because of peel of top; high rate of baggage offloads, pushback delays
2008	01/10/2008	October	Germany	MUC: severe sortation problems due to BSM - data outage caused by SITA fallback situation in baggage area between 03:50 and 15:15 UTC; sortation system part time stopped due to bag congestion in check in and transfer area
2008	02/10/2008	October	All	Strong wind affected UK, Benelux, Northern Germany, Poland and Scandinavia.
2008	02/10/2008	October	UK	LONDON ACC (CIVIL) : (DVR Sector) delays due to activation of French military area CBA01.
2008	02/10/2008	October	Netherlands	SPL: Runway capacity restricted until 09:45 (35/hr)
2008	03/10/2008	October	UK	MANCHESTER : centre and tower evacuated due to a fire warning in the building (false alarm), zero rate applied for 25 min for Manchester airspace.
2008	04/10/2008	October	Germany	MUC: Breakdown of automated baggage sortation system
2008	05/10/2008	October	Austria	VIE: LOWW Arrivals 06:20-08:00 35 flights/hour – ATC Staffing;LOWW Arrivals 09:30-11:30 30 flights/hour – ATC Staffing; LOWW Arrivals 13:20-20:00 30 flights/hour – ATC Staffing
2008	06/10/2008	October	Austria	VIE: LOWW Arrivals 13:20-18:20 35 flights/hour - ATC Staffing
2008	06/10/2008	October	Germany	FRA: ATC; strong winds in final approach; inbound holdings up between 15 - and 40 minutes in the morning; lost of slots; 4th knot shortage at FRA security, causing long waiting times for passengers and high rate of baggage offloads due to missing passengers
2008	06/10/2008	October	Germany	MUC: Outage of baggage sorting system from 10:50 - 11:40 UTC
2008	07/10/2008	October	France	PARIS (FIC/ACC/UAC), BORDEAUX (FIC/ACC/UAC), PARIS/ORLY, PARIS-LE BOURGET, TOUSSUS-LE-NOBLE, MARSEILLE-PROVENCE : Industrial action.
2008	07/10/2008	October	Netherlands	SPL: Runway restriction in the morning (50-55/hr)
2008	07/10/2008	October	Germany	FRA: ATC ; strong winds; inbound holdings up to 20 minutes; lost of outbound slots;
2008	08/10/2008	October	Germany	FRA: ATC
2008	09/10/2008	October	Netherlands	SPL: Runway restriction in the morning (50-55/hr)
2008	10/10/2008	October	Germany	FRA: ATC;
2008	11/10/2008	October	U.K.	LHR: early morning fog; diversions + cancellations
2008	11/10/2008	October	Austria	VIE: LOWW Arrivals 06:00-07:40 30 flights/hour - weather (fog); LOWW Arrivals 07:40-09:00 20 flights/hour – weather (fog); LOWW Arrivals 09:00-11:00 25 flights/hour– weather (fog)
2008	12/10/2008	October	U.K.	LHR/LGW: early morning fog; diversions + cancellations
2008	12/10/2008	October	Austria	VIE: LOWW Arrivals 04:20-08:20 25 flights/hour – weather (fog); Low Visibility procedure whole aprc 23:55lt – 08:34lt
2008	13/10/2008	October	Netherlands	SPL: Capacity 44/hr due fog

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2008	13/10/2008	October	Austria	VIE: LOWW Arrivals 05:20-09:00 25 flights/hour – weather (fog); LOWW Arrivals 09:00-13:00 30 flights/hour – weather (fog); LOWW Arrivals 13:00-17:00 30 flights/hour– ATC Staffing; Low Visibility procedure whole apron 07:45lt – 10:04lt
2008	13/10/2008	October	Germany	FRA: ATC; inbound delays up to 30 minutes; low inbound punctuality KONT due to fog situation in Europe; A/C and crew rotation delays
2008	13/10/2008	October	Europe	Fog
2008	14/10/2008	October	Greece	ATHINAI/ELEFThERIOS VENIZELOS : Industrial action.
2008	14/10/2008	October	Netherlands	SPL: Handling strike ATH
2008	14/10/2008	October	Austria	VIE: LOWW Arrivals 04:30-05:30 25 flights/hour – weather (fog); LOWW Arrivals 05:30-08:00 18 flights/hour – weather (fog); LOWW Arrivals 08:00-09:00 22 flights/hour– weather (fog); LOW W Arrivals 09:00-12:00 35 flights/hour – ATC Staffing
2008	14/10/2008	October	Germany	FRA: ATC because fog (CATIII): cancellation of flights, flight diversions;
2008	15/10/2008	October	Germany	FRA: ATC; normalisation after fog situation 14th October
2008	16/10/2008	October	Germany	FRANKFURT/MAIN : Heavy rain and single rwy ops due to construction work.
2008	16/10/2008	October	Austria	VIE: 19:09LT thunderstorm prewarning; 19:26-19:36LT Handling Suspension weather VIE
2008	17/10/2008	October	Germany	FRANKFURT/MAIN : Air holding due to poor visibility resulting in a sharp reduction in arrival capacity.
2008	17/10/2008	October	Italy	General transport strike in Italy affecting baggage and refuelling services.
2008	17/10/2008	October	Netherlands	SPL: General strike Italy
2008	17/10/2008	October	Austria	VIE: LOWW Arrivals 06:00-08:50 35 flights/hour – ATC Staffing
2008	17/10/2008	October	Germany	FRA: ATC; 3rd knot outbound delays because of ATC and high traffic volume
2008	18/10/2008	October	Austria	VIE: LOWW Arrivals 06:20-07:40 35 flights/hour – ATC Staffing
2008	20/10/2008	October	Greece	Industrial action in Greece starting tonight at 2100UTC for next 24hrs, all details Notams: A2217/08 & A2220/08.
2008	20/10/2008	October	Austria	VIE: LOWW Arrivals 06:00-08:00 30 flights/hour – weather
2008	20/10/2008	October	Germany	FRA: ATC because of fog (CATII)
2008	21/10/2008	October	Austria	VIE: LOWW Arrivals 06:00-09:20 18 flights/hour – weather; LOWW Arrivals 09:20-10:30 25 flights/hour – weather
2008	21/10/2008	October	Germany	FRA: ATC because of early morning fog, causing A/C rotation delays, flight - diversions, - cancellations; high rate of A/C and equipment changes; inbound holdings; departures only on RWY 18W
2008	22/10/2008	October	France	French civil service strike starting at midnight tonight for 24 hrs. Low impact on the French ACCs expected but possible action at some of the a/d.
2008	22/10/2008	October	Austria	VIE: LOWW Arrivals 06:00-09:00 30 flights/hour – weather
2008	22/10/2008	October	Germany	FRA: ATC because of strong winds in final arrival; very short connex causing increased baggage offloads; rotation delays from previous day influencing Intercont traffic
2008	23/10/2008	October	Austria	VIE: 16:25LT: runway 34 closed and checked by FBL-car; holding-delays
2008	24/10/2008	October	UK	LONDON/CITY : Security alert, passenger terminal closed due to suspect gas leak.
2008	24/10/2008	October	All	Strong wind and rain in north western parts of Europe and a low pressure in the south west Mediterranean.
2008	24/10/2008	October	Germany	MUC: Fog
2008	24/10/2008	October	Germany	FRA: ATC; inbound holdings up to 20minutes in the morning because of weather; several flight delays because of missing passengers and therefore baggage offloads
2008	26/10/2008	October	Cyprus	NICOSIA (ACC/FIC) : All sectors extremely busy due to end of Jewish holiday adding significant additional traffic.
2008	26/10/2008	October	Germany	FRA: ATC because of fog
2008	27/10/2008	October	Croatia	ZAGREB ACC/FIR : Regulated from 2100 with only 1 sctr opened due to new ATM system upgrade implementation.
2008	27/10/2008	October	Austria	VIE: LOWW Arrivals 05:15-07:10 25 flights/hour – weather; LOWW Arrivals 07:10-08:20 30 flights/hour – weather; LOWW Arrivals 08:20-10:00 35 flights/hour – weather
2008	27/10/2008	October	Germany	FRA: ATC - / strong winds in arrival, early morning fog causing inbound delays up to 20 minutes; Additional delays caused by baggage offloads; partly BSM - breakdown because of bug at SITA
2008	28/10/2008	October	Croatia	ZAGREB ACC/FIR : regulated tonight again due to ATMS upgrade.
2008	28/10/2008	October	All	CENTRAL FLOW MANAGEMENT UNIT : CFMU 12.2 for ETFMS/Predict migration.
2008	28/10/2008	October	Netherlands	SPL: KPN GPRS-network down and therefore Chip problems. Also ICI and EBT down.

TIMELINE OF EVENTS

Year	Date	Month	Country	Event
2008	28/10/2008	October	Germany	FRA: ATC in 1st peak causing inbound holdings, rotation delays; Intercont traffic affected by ATC (9 flights misconnected), baggage offloads because of missing passengers
2008	29/10/2008	October	U.K.	LHR: Early fog and series accidents on M40 led to late crews and several longhaul delays
2008	29/10/2008	October	All	CENTRAL FLOW MANAGEMENT UNIT : CFMU 12.2 for DWH/BIS migration.
2008	29/10/2008	October	Netherlands	SPL: Low capacity (16-55/hr) in the morning until 10:15lt. due unexpected fog. Partly single runway.
2008	30/10/2008	October	Austria	VIE: LOWW Arrivals 07:00-10:00 28 flights/hour – weather strong wind*; LOWW Arrivals 10:30-12:30 25 flights/hour – weather strong wind*; LOWW Arrivals 20:00-22:00 22 flights/hour – weather strong wind* (*single runway operation)
2008	30/10/2008	October	Germany	FRA: ATC
2008	31/10/2008	October	Germany	FRA: ATC because of weather;