

Consumer Report

18 June 2009

CONSUMER REPORT – Winter 2008/9

The Association of European Airlines has released data on the baggage-delivery and punctuality performance of its members for Winter 2008/9 (November-March).

28 AEA member airlines contributed punctuality data, and 26 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 2007/8.

The number of missing bags, i.e. not available for collection on arrival, was 13.0 per 1000 passengers, compared to 15.5 for the previous Winter. 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, 83.2% of flights departed within 15 minutes of schedule, compared with 79.6% a year earlier. On long haul services the figure was 70.6%, up from 66.7%. As is usual, the number of flights cancelled was extremely low: 1.9% for short haul and 0.7% for long haul.

The improvements are clearly influenced by the business climate: during these five months the airlines covered by the Consumer Report carried 6% fewer passengers and operated 9% fewer flights.

- 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
- 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.***

For further information, please contact:
David Henderson
Manager Information
Phone : +32(0) 2 639 89 72
Email: david.henderson@aea.be
www.aea.be

Note to the Editor: The Association of European Airlines (AEA) brings together 34 European established scheduled network carriers. These collectively carry 370 million passengers and 7 million tonnes of cargo each year, operating 2,600 aircraft serving 615 destinations in 165 countries with 11,575 flights a day. They provide around 423,000 jobs directly, and generate a total turnover of €78 billion

DELAYED BAGGAGE

Systemwide

AEA Carriers	Nº of Passengers Enplaned	Nº of Bags Missing per 1 000 pax	rank
	unit	ratio	
AF - Air France	20 121 113	18.9	25
AY - Finnair	3 087 804	11.4	20
AZ - Alitalia			
BA - British Airways plc	13 019 226	15.6	22
BD - bmi	2 017 912	17.2	23
CY - Cyprus Airways	420 389	8.0	9
EI - Aer Lingus			
FI - Icelandair	351 037	7.6	6
IB - Iberia	10 141 327	19.2	26
JP - Adria Airways	356 766	7.0	5
JU - JAT Airways			
KL - KLM Royal Dutch Airlines	9 880 780	14.4	21
KM - Air Malta	485 185	4.6	2
LG - Luxair	352 472	7.6	7
LH - Deutsche Lufthansa AG	20 616 954	10.9	19
LO - LOT Polish Airlines	1 246 628	9.8	16
LX - Swiss International Airlines	5 269 068	9.0	11
MA - Malev Hungarian Airlines	963 524	8.6	10
OA - Olympic Airlines			
OK - CSA Czech Airlines	1 698 079	9.1	14
OS - Austrian	3 387 264	10.1	18
OU - Croatia Airlines	534 313	7.7	8
PS - Ukraine International Airlines	1 003 009	9.6	15
RO - Tarom Romanian Airlines	299 396	9.8	17
SK - SAS Scandinavian Airlines	9 255 228	9.1	12
SN - Brussels Airlines	1 594 689	9.1	13
TK - Turkish Airlines	8 576 580	4.5	1
TP - TAP Portugal	3 211 603	17.3	24
VS - Virgin Atlantic Airways	2 263 260	4.9	3
VV - AeroSvit	569 079	5.2	4
AEA	120 722 685	13.0	

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 3000 passengers was never recovered in 2008.

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 2008. The other causes of mishandled baggage are: 'failed to load' 16%; 'ticketing error/bag switch/security/other' 13%; 'arrival station mishandling' 8%; 'airport/customs/weather/space-weight restriction' 6%; 'loading/off-loading error' 5%; 'tagging error' 3%.

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.

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	195 021		83.3	16	83.7	17	96.95	24	21 480	63.2	16	63.1	17	98.65	19	
AY - Finnair	33 642		85.2	8	85.2	12	99.50	4	2 634	72.8	8	76.3	7	99.25	14	
AZ - Alitalia *	49 309		73.8	24	76.4	25	98.79	12	1 642	60.4	19	67.4	13	98.98	18	
BA - British Airways plc	83 860		82.6	18	83.1	19	97.96	19	23 120	68.5	10	72.3	9	99.02	17	
BD - bmi	43 009		86.5	5	88.2	7	98.51	15	408	66.9	11	71.6	10	99.51	8	
CY - Cyprus Airways	5 658		69.3	27	77.0	24	99.37	5								
EI - Aer Lingus																
FI - Icelandair	2 077		84.3	12	90.2	3	100.00	1	628	84.2	3	86.5	2	100.00	1	
IB - Iberia	121 200		70.2	26	74.5	26	97.02	23	7 391	47.1	20	53.7	20	99.29	12	
JP - Adria Airways	9 096		83.7	14	83.8	16	99.68	3								
JU - JAT Airways	6 420		76.3	23	80.8	21	97.97	18								
KL - KLM Royal Dutch Airlines	68 713		89.9	2	86.6	9	98.64	13	12 831	81.9	4	80.0	5	99.69	7	
KM - Air Malta	4 944		80.3	21	77.4	23	99.84	2								
LG - Luxair	4 821		90.3	1	91.9	2	85.42	26								
LH - Deutsche Lufthansa AG	246 748		84.7	11	84.0	15	98.44	17	19 696	78.2	6	74.9	8	99.88	3	
LO - LOT Polish Airlines	29 461		87.9	4	88.3	5	97.69	21	664	64.3	14	68.8	12	100.00	1	
LX - Swiss International Airlines	50 149		83.4	15	83.3	18	98.45	16	6 071	81.4	5	78.5	6	99.22	15	
MA - Malev Hungarian Airlines	17 642		82.9	17	82.8	20	97.71	20								
OA - Olympic Airlines	29 457		80.0	22	80.3	22	96.67	25	574	68.6	9	70.2	11	99.83	4	
OK - CSA Czech Airlines	29 034		81.1	19	87.1	8	99.00	10	195	66.7	12	82.0	4	99.49	9	
OS - Austrian	55 336		89.3	3	89.7	4	99.37	5	2 052	88.5	1	88.2	1	99.32	11	
OU - Croatia Airlines	8 825		81.1	19	85.3	11	97.46	22								
PS - Ukraine International Airlines																
RO - Tarom Romanian Airlines	5 886		85.7	7	92.4	1	99.23	7								
SK - SAS Scandinavian Airlines	108 043		86.4	6	88.3	5	98.99	11	2 357	84.3	2	85.8	3	99.16	16	
SN - Brussels Airlines	26 063		84.9	10	84.5	14	98.64	13	1 520	63.6	15	58.0	18	99.28	13	
TK - Turkish Airlines	67 399		70.4	25	73.2	27			4 764	60.9	17	65.4	15			
TP - TAP Portugal	36 469		85.0	9	85.7	10	99.15	9	4 920	73.8	7	66.1	14	99.74	6	
VS - Virgin Atlantic Airways																
VV - AeroSvit	7 122		84.1	13	84.6	13	99.19	8	3 771	60.6	18	63.9	16	99.39	10	
									584	66.6	13	54.8	19	99.83	4	
AEA	1 345 404		82.3		83.2		98.11		117 302	70.2		70.6		99.29		

* Data for Alitalia refers to three months only, from 13 January 2009.

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 press release of delay data, available from www.aea.be.

TIMELINE OF EVENTS

Year	Date	Month	Event
2008	06/11/2008	November	PARIS-LE BOURGET, 07:00 - 21:00 : wip (work in progress) in the tower.
2008	09/11/2008	November	Strong wind and heavy rain in the UK and Ireland, also in Denmark and Northern Germany.
2008	10/11/2008	November	ROMA/CIAMPINO, 07:17 - 1105 closed due to blocked runway.
2008	10/11/2008	November	Strong wind and/or heavy rain affected most of Northern Europe.
2008	11/11/2008	November	TENERIFE SUR & REINA SOFIA : staff shortages resulting in capacity reduction with arrival delays exceeding 2 hours.
2008	11/11/2008	November	North Western Europe affected by strong wind and heavy rain.
2008	10-16/11/2008	November	Alitalia work to rule' > delays.
2008	13-16/11/2008	November	Air France flying personnel on strike
2008	17/11/2008	November	LILLE-LESQUIN : (TMA) regulated due to radar problems. Delays were high for the traffic to/from LFAC,LFAT,LFQT,LFV,LFAY,LFAQ,LFAG
2008	18/11/2008	November	MAASTRICHT UAC : Trial for the new FDPS.
2008	19/11/2008	November	Low visibility and fog affecting some major airports.
2008	21/11/2008	November	Frankfurt, Dusseldorf, Munich, Copenhagen, Heathrow, Amsterdam, Rome and Vienna all regulated with reduced capacity due to strong wind. Strong Northerly winds of between 30 and 40 kts affected the North Sea area, Eastern France, Benelux, Germany and Switz
2008	23/11/2008	November	LONDON HEATHROW, HELSINKI-VANTAA CIVIL AVIATION ADMINISTRATION, BRUSSELS-NATIONAL, STOCKHOLM/ARLANDA, DUSSELDORF, WIEN-SCHWECHAT : Bad weather, snow and high winds had a major impact on the ATFCM
2008	27/11/2008	November	Thanksgiving festivities in week 47 in 2007 has effect on North Atlantic traffic.
2008	01/12/2008	December	Heavy snow storm across many parts of Europe
2008	01/12/2008	December	ROME/FIUMICINO : Strong winds.
2008	01/12/2008	December	Cyprus Airways cancels 6 flights to/from ATH due to strike by its pilots.
2008	03/12/2008	December	FRANKFURT/MAIN : Strong winds and snow.
2008	04/12/2008	December	AMSTERDAM/SCHIPHOL: Freezing fog, de-icing and snow at SPL
2008	07/12/2008	December	GAULLE : Low visibility.
2008	07/12/2008	December	TENERIFE SUR & REINA SOFIA : Staffing.
2008	08/12/2008	December	PARIS/ORLY, PARIS-CHARLES DE GAULLE, FRANKFURT/MAIN, PORTO, SOUTHAMPTON, OSLO/GARDERMOEN MUNCHEN : Fog.
2008	09/12/2008	December	Snow over Paris airports region. FRANKFURT/MAIN, MUNCHEN : Fog.
2008	09/12/2008	December	AMSTERDAM/SCHIPHOL:Low visibility in early morning (cap. 60/hr)
2008	10/12/2008	December	FRANKFURT/MAIN, MILANO/LINATE, TORINO/CASELLE : Snow. STUTTGART : Heavy snow in the evening. ATHENS (ACC,FIC,FIR,UIR) : Industrial action.
2008	10/12/2008	December	ATHENS (ACC,FIC,FIR,UIR) : Industrial action.
2008	11/12/2008	December	PRAGUE/RUZYNE : Low visibility. GENEVE : Snow. MUNICH : Low ceiling. OSLO GARDERMOEN Staffing problems. Thunderstorms over Rome airports region.
2008	11/12/2008	December	Snow in UK
2008	12/12/2008	December	GENEVE : ATC staffing problems. PARIS-LE BOURGET : WIP. DUSSELDORF : ATC capacity problems. Berlin airports region snow.
2008	13/12/2008	December	CHAMBERY/AIX-LES-BAINS : Ski traffic. MADRID/BARAJAS : Fog.
2008	14/12/2008	December	CLERMONT-FERRAND-AUVERGNE : Closed till 23:00 due to snow. LONDON HEATHROW, LONDON/CITY, MUNICH, RODEZ/MARCILLAC, PARIS-CHARLES DE GAULLE, THESSALONIKI/MACEDONIA : Affected by weather.
2008	10-23/12/2008	December	Strike at BUD Airport Passenger Security. Malev cancelled 192 flight legs, delays
2008	16/12/2008	December	Afternoon weather affecting PARIS TMA, LONDON TMA, MUNICH and VIENNA.LONDON/CITY, AMSTERDAM/SCHIPHOL (cap. 34-44/hr), BRUSSELS-ZURICH FLUGHAFEN : Snow. FRANKFURT/MAIN, MUNCHEN, PARIS/ORLY, AMSTERDAM/SCHIPHOL, DUSSELDORF : Low visibility and low ceiling.
2008	17/12/2008	December	AMSTERDAM/SCHIPHOL: De-icing conditions (cap. 35-44/hr)
2008	17/12/2008	December	ATC staffing problems in Geneva. PARIS-LE BOURGET : Delays due to works in TWR.
2008	18/12/2008	December	LONDON HEATHROW : Strong winds affected arrivals.Afternoon low visibility in PARIS-CHARLES-DE-GAULLE and FRANKFURT. Snow in MUNICH. FRANKFURT/MAIN,
2008	18/12/2008	December	AMSTERDAM/SCHIPHOL: Cap. 55/hr due expected fog
2008	19/12/2008	December	GENEVE : Staffing issues
2008	20/12/2008	December	WARSZAWA/OKECIE : Weather. FRANKFURT/MAIN : Bomb search. ANNECY-MEYTHET, CHAMBERY/AIX-LES-BAINS : Low ceiling. FRANKFURT/MAIN : Strong
2008	20/12/2008	December	AMSTERDAM/SCHIPHOL: Cap. 50/hr due wind
2008	22-23/12/2008	December	Adverse weather conditions North USA and Canada

			BRUSSELS-NATIONAL, DUSSELDORF, AMSTERDAM/SCHIPHOL (cap. 44-50/hr), PALMA DE MALLORCA, MARSEILLE-PROVENCE, PARIS-LE BOURGET, MILANO/LINATE : Low visibility in the morning. TORINO/CASELLE, MILANO/LINATE :
2008	23/12/2008	December	FIRENZE : Low visibility afternoon. ROMA/CIAMPINO, TOULOUSE/BLAGNAC : Low visibility throughout the day. Low visibility during the morning in Northern Italy.
2008	24/12/2008	December	and strong winds.
2008	26/12/2008	December	FIR-WIEN : Staffing shortages over mid day period. 18:30 : Closure due to RWY lighting problems. CANARIAS ACC/FIC : Affected by weather. MAASTRICHT UAC, 07:07 - 08:50 : FDPS system failure. GENEVE : Staffing problems.
2008	27/12/2008	December	Canary Islands strong winds.
2008	28/12/2008	December	LISBON : Low visibility throughout the day. VIENNA-SCHWECHAT : Fog in the morning. TORINO/CASELLE : Low visibility.PARIS-CHARLES DE GAULLE : De-icing delays.
2008	29/12/2008	December	LISBON : Low visibility. TORINO/CASELLE, VENEZIA/TESSERA, ROMA/CIAMPINO : CANARIAS ACC/FIC : Capacity and weather problems.GENEVE : Capacity problems during afternoon. INNSBRUCK : Weather problems. GRAN CANARIA, CHAMBERY/AIX-LES-BAINS, WARSZAWA/ACC, FIR-VIENNA FIR PRAGUE : Capacity
2009	02/01/2009	January	FIR-VIENNA : Early evening combined North sectors and West sectors giving high delays. NICOSIA (ACC/FIC) : High delays in SE sector. BERLIN-TEGEL, DUBLIN : Weather problems.GENEVE, ISTANBUL/ATATURK : Capacity problems during afternoon.
2009	03/01/2009	January	Heavy snow storms across Western Europe
2009	04/01/2009	January	Snow and Low visibility affecting North and Central Europe.
2009	05/01/2009	January	GAULLE : Deicing problems.
2009	05/01/2009	January	MILANO/LINATE, MILANO/MALPENSA : Affected by snow until mid afternoon.
2009	06/01/2009	January	AIX-EN-PROVENCE (MARSEILLE FIC/ACC/UAC/COM) : Staffing problems.MARSEILLE-PROVENCE, AVIGNON-CAUMONT : Closed due to snow until 14:00. AMSTERDAM/SCHIPHOL, PARIS/ORY, PARIS-CHARLES DE GAULLE : Low
2009	07/01/2009	January	Strike action at FCO
2009	08/01/2009	January	Fog at LONDON CITY, HEATHROW, GATWICK and LUTON. Low visibility in BRUSSELS.Low temperatures continue to affect most of Europe.
2009	08/01/2009	January	Madrid airport closed due to snow. Recovery to normal ops took several days to complete. CHARLEROI / BRUSSELS SOUTH, 15:26 - 15:58 : a/c accident blocking the use of the rwy.Low visibility affected the ski aerodromes of CHAMBERY and ANNECY.Low visibility in
2009	09/01/2009	January	Low visibility in MUNICH. Strong winds affecting LONDON HEATHROW.
2009	10/01/2009	January	AMSTERDAM/SCHIPHOL: De-icing conditions SPL
2009	11/01/2009	January	Fog SPL (50/ hr)
2009	05-11/01/2009	January	MADRID/BARAJAS : Deicing delays. MILANO/LINATE, MILANO/MALPENSA : Industrial action during the early part of the morning.
2009	13/01/2009	January	Protracted protest action at Madrid causes delays and cancellations over several days.
2009	14/01/2009	January	FRANKFURT/MAIN : Snow. COPENHAGEN/KASTRUP: Low visibility and low ceiling. BRU, FRA, LTN, LGW, LHR, LCY, STN, (LONDON TMA) AMS, MAD, CDG, ORY, OPO, FIR-VIENNA: Delays in West sector due to staffing. GENEVA: Staffing problems. FRA, LIS, HAM, STR and BERLIN region: Low visibility and low ceiling. MADRID: Low visibility.
2009	14/01/2009	January	No fatalities.
2009	15/01/2009	January	ROMA/CIAMPINO : Closed due to fog from 0600-1030UTC. GENEVA: ATC staffing shortages in the afternoon. BGY, LIN, TSF, VCE: Low visibility. MUNICH : Affected by
2009	16/01/2009	January	LHR, CDG, MUC, FRA, VIE, SZG, LIS: Weather problems throughout day.
2009	16/01/2009	January	OSLO: Snow. ISTANBUL: Strong winds. UK, IRELAND and NORTH SEA: Strong winds. OPO, FRA, VIE: Low visibility
2009	17/01/2009	January	Poor weather across Europe
2009	18/01/2009	January	Strike action at Budapest international Ferihegy airport from 4 p.m. local time. BUDAPEST : Strike by security staff. HEATHROW: Capacity reduced due to strong winds throughout day. BRUSSELS: Single runway operations due to strong winds. GARDEMON: Reduced capacity. VIENNA: ATC capacity problems.
2009	12-18/01/2009	January	Strike action hits Alitalia
2009	19/01/2009	January	Strike at Lufthansa partner stops 15 flights
2009	19/01/2009	January	WARSAW: Staffing problems. MUNICH: Snow causing high delays. FRA, CDG, ORY, LIN, PRG: Fog early morning.
2009	20/01/2009	January	Heavy rain and gales across the southern half of England and south Wales
2009	21/01/2009	January	WARSAW: Low visibility. LGW, LHR, LCY: Strong cross winds during the afternoon. BRUSSELS: Single rwy operations due to strong cross winds. MUNICH: Low visibility.
2009	22/01/2009	January	LHR, AMS, HAM, CPH, MAD: Strong winds.
2009	23/01/2009	January	Atlantic storm hits southwest France and northern Spain
2009	23/01/2009	January	AMSTERDAM/SCHIPHOL: Strong wind SPL (30/ hr)
2009	23/01/2009	January	PRG, HAM: Fog

2009	27/01/2009	January	Flight diversions from Birmingham to heavy fog.
2009	27/01/2009	January	Poor weather UK
2009	27/01/2009	January	MUC, LHR, BHX: Low visibility. BRUSSELS NATIONAL: Arrival delayed due to fog.
2009	28/01/2009	January	ATC strike Greece
2009	28/01/2009	January	ISTANBUL: Single rwy operations.
2009	29/01/2009	January	General Strike: Air France cancels short-haul flights: 10% from CDG, 30% from Orly.
2009	28-29/01/2009	January	AMSTERDAM/SCHIPHOL: Fog SPL (48/ hr)
2009	29/01/2009	January	Poor weather UK
2009	29/01/2009	January	CHAMBERY: Closed until 1500. FRANCE: Industrial action.
2009	30/01/2009	January	incident blocked runway.
2009	31/01/2009	January	LHR, ZRH: Strong winds. TORINO CASELLE: Fog
2009	01/02/2009	February	LHR, GVA: Snow throughout the day.
2009	02/02/2009	February	VIENNA: Low visibility. LONDON Airports, PARIS Airports, FRA, GVA, OSL, MXP, LIN, BGY, BHX, EDI : Low visibility and snow throughout the day.
2009	02-03/02/2009	February	UK, France and Spain hit by heavy snow storms: airport closures and major delays. LHR reduced to 1 runway, LCY closed, CDG & ORY services reduced by 30%.
2009	02-08/02/2009	February	Whole week snow accross various UK stations
2009	03/02/2009	February	LHR, LCY, LBA, SOU: Affected by snow and icy conditions throughout the day.
2009	04/02/2009	February	ISTANBUL: Strong winds. FRA, VIE, FLR, FAB: De-icing delays during the afternoon. MUNICH: ATC staffing during the afternoon. MUNICH: Low visibility throughout the day. DUBLIN: Closed due to heavy snow. LONDON CITY: closed due to aircraft accident. LCY, FRA, MUC, ZRH, AMS, LHR: Low visibility and snow in the afternoon and evening. BHX, BRS, CWL, FAB, BHD, LBA, ABZ, LTN: Closed due to snow.
2009	05/02/2009	February	Dublin airport closed due to heavy snow
2009	06/02/2009	February	LHR, STN, BRS, DUB: Closed due to heavy snow.
2009	06/02/2009	February	FIR VIENNA: Staffing problems. OSLO Gardemon: Closed due to heavy snow. BRS, BQH, CDG, LTN: Affected by heavy snow throughout the day.
2009	07/02/2009	February	DUBLIN: Snow throughout the day. ISTANBUL: Single rwy operations due to low visibility.
2009	09/02/2009	February	storm forecast.
2009	09/02/2009	February	CDG, ORY, LBG: High winds forecast, aerodromes closed overnight. To re-open AM 10/02/2009. DOVER/LYDD: Sector delays due to staffing problems.
2009	10/02/2009	February	FRA, HAM, MUC, TXL, LTN, ARN, ZRH: Affected by strong winds and light snow. MANCHESTER: Single rwy operations.
2009	11/02/2009	February	FRANKFURT MAIN: Affected by strong winds during the morning. ISTANBUL: Single rwy operations due to high winds. PARIS CDG: Low visibility during the morning. MUNICH: Snow throughout the day. BERLIN TEGEL: De-icing delays during the morning. LIEGE: ISTANBUL/SEHIR-CITY, FIR, ACC, FIC, ATFMU : Heavy rain throughout the day.
2009	12/02/2009	February	STRASBOURG-ENTZHEIM: Closed from 0800 to 1500 due to aircraft blocking the rwy. FRA, STR, MUC: Weather related delays during the morning.
2009	13/02/2009	February	ISTANBUL: Single rwy operations and heavy rain in the afternoon. GENEVA: ATC staff shortages. LONDON CITY: Aircraft blocking the rwy due to incident (2000-0600 next day).
2009	14/02/2009	February	ILS calibration.
2009	9-15/02/2009	February	Whole week bad weather UK and Berlin
2009	16/02/2009	February	BRU, CPH, FRA, HAM, TXL: Low visibility during the morning. FRANKFURT MAIN: Capacity reduced to low visibility in the afternoon.
2009	17/02/2009	February	AMSTERDAM/SCHIPHOL till 8:00 lt. capacity 56/hr due low visibility
2009	17/02/2009	February	Snow in central and northern Europe.
2009	17/02/2009	February	FRA, MUC, WAW, ZRH: Weather delays during the morning. BERLIN-TEGEL : Lack of parking space due to weather related departure delays.
2009	18/02/2009	February	ROME Airports: Thunderstorms and strong winds.
2009	19/02/2009	February	morning.
2009	20/02/2009	February	TENERIFE SUR/REINA SOFIA : ATC staffing shortages. MUNICH: Heavy snow throughout the day. MUNSTER/OSNABRUCK : ATC staffing shortages. FRANKFURT SALZBURG: Snow during the morning. INNSBRUCK: Closed between 0500 - 0730 due to snow. PARIS CDG: Low visibility in the morning. LISBON: Low visibility. WIEN-BARCELONA : BLI Sector ATC staffing shortages. FRANKFURT: Low cloud ceiling during the morning. INNSBRUCK: Closed between 0500 - 0800 due to snow clearance.
2009	21/02/2009	February	FRANKFURT MAIN: Strong winds. PALMA DE MALLORCA: Fog
2009	22/02/2009	February	BRUSSELS-NATIONAL : Early morning staffing problems. MUNICH: Snow in the morning. TRN, LCY, LIN: Low visibility in the morning.
2009	23/02/2009	February	AMSTERDAM/SCHIPHOL: 10.30-11:08 SPL closed due crash Turkish Airlines. Rest of the day reduced capacity 25-35/hr. 1 Runway closed for 3 days.
2009	25/02/2009	February	3 hours strike by Greek ATC > OA cancels 68 domestic flights, 4 int'l flights rescheduled.

2009	25/02/2009	February	GREECE: National strike. NAPOLI/CAPODICHINO : Radar maintenance. MUC, OSL: Low visibility throughout the day. ROTTERDAM : Lack of parking space because of AMS diverted traffic. AMSTERDAM: Airport closed 0937 due to aircraft accident. No fire cover
2009	26/02/2009	February	BUDAPEST/FERIHEGY : ATC equipment problems.
2009	27/02/2009	February	PALMA DE MALLORCA: Fog.
2009	28/02/2009	February	February 2008 (leap year) had 29 days compared to 28 days this year.
2009	28/02/2009	February	PARIS CDG: Fog in the morning. CANARIAS ACC/FIC : Staff shortages. ISTANBUL: Single rwy operations due to strong winds. INNSBRUCK: Closed during the morning.
2009	01/03/2009	March	MUNICH: Fog throughout the day. WARSZAWA/ACC : Staff shortages.
2009	02/03/2009	March	PMI, BOD, LIN, TRN, OSL, VIE: Affected by morning fog.
2009	03/03/2009	March	ABERDEEN : Closed AM due to intruders on the apron and on the terminal roof.
2009	05/03/2009	March	ISTANBUL/ATATURK : Single runway operation due to strong winds.
2009	09/03/2009	March	ISTANBUL/ATATURK : Single rwy operations throughout the day. FRA, LHR, LCY: Reduced capacity due to strong winds.
2009	12/03/2009	March	FRANKFURT/MAIN : Low ceiling in the morning.
2009	13/03/2009	March	exercise.
2009	14/03/2009	March	LONDON HEATHROW: Frequency problems in the morning.
2009	17/03/2009	March	CPH, HAM : Strong winds during the afternoon.
2009	18/03/2009	March	afternoon.
2009	19/03/2009	March	ISTANBUL/ATATURK : Heavy wind rain throughout the day.
2009	20/03/2009	March	LONDON AREA : Telephone communication problems throughout the day.
2009	21/03/2009	March	DUBLIN : Morning fog.
2009	22/03/2009	March	suspected bomb on board.
2009	23/03/2009	March	ISTANBUL/ATATURK : Single rwy operations in the morning. AMSTERDAM SCHIPHOL : Single rwy operations during the afternoon. AMS, LHR, VIE : Strong winds throughout the
2009	24/03/2009	March	FRANKFURT/MAIN : Strong winds in the morning. MAD, DUS : ATC staffing shortages. ZURICH FLUGHAFEN : Strong winds and snow showers in the morning. MUNICH : Snow delays in the morning. ISTANBUL ATATURK : Afternoon single rwy operations due to high
2009	25/03/2009	March	ISTANBUL/ATATURK : Single rwy operations all day. FRANKFURT/MAIN : Low ceiling and heavy rain throughout the day. LHR, ZRH : Strong winds throughout the day.
2009	26/03/2009	March	LONDON HEATHROW : Strong winds throughout the day. NICOSIA (ACC/FIC) : Military activity in the afternoon. CARACAL military exercise completed at 1415.
2009	27/03/2009	March	WARSZAWA/ACC : ATC staffing issues. OSLO/GARDERMOEN : Heavy snow and poor braking action. AMS, LHR, FRA, IST, ZRH : Strong winds throughout the day.
2009	28/03/2009	March	operations all day.
2009	29/03/2009	March	ISTANBUL ATATURK : Single rwy operations due to high surface winds.
2009	31/03/2009	March	Strike action by LH regional Contact Air's pilots.